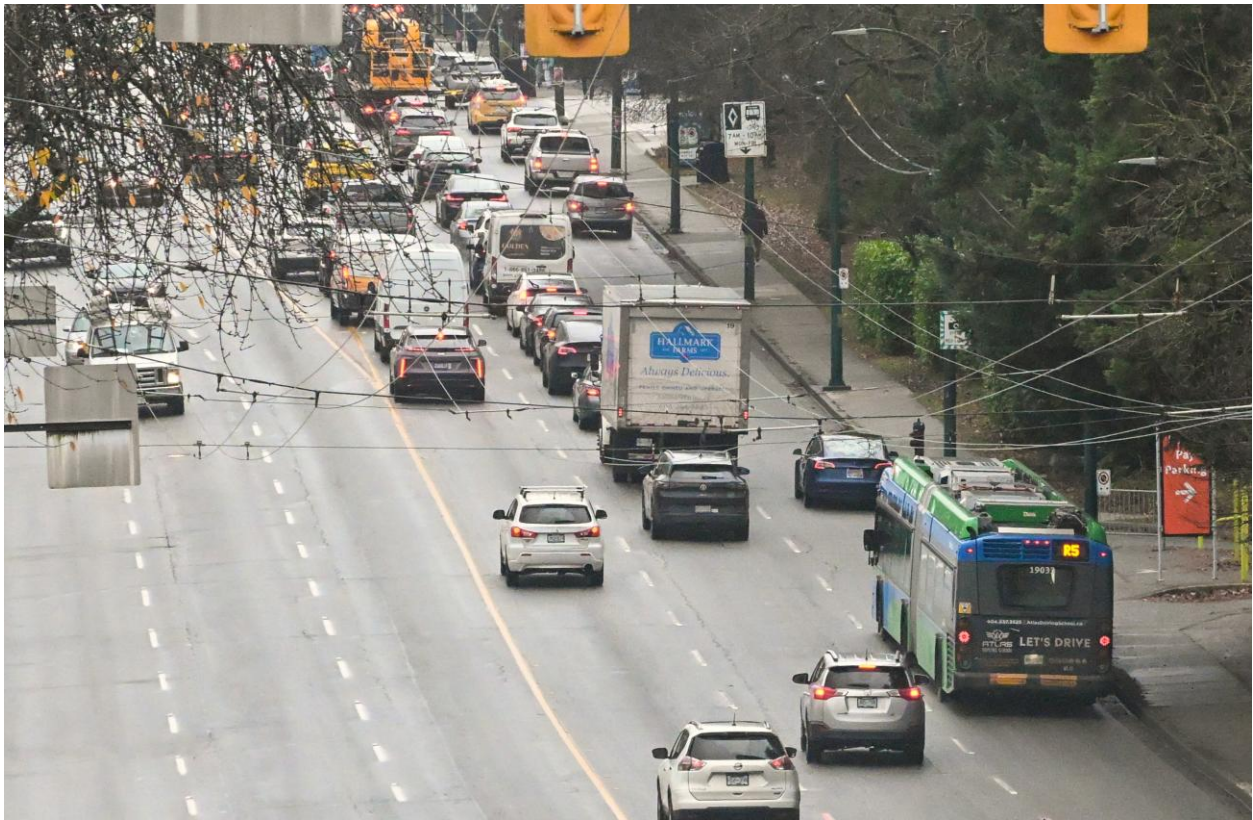




# Hastings Transit Improvements Engagement Summary

**Public Engagement Report**

**April 20, 2026**



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## About the Project

The City of Vancouver and TransLink are extending bus lane hours and improving bus stop spacing along Hastings Street between Kaslo Street and Boundary Road to help buses move smoothly through traffic and stay on time. These upgrades will help to improve accessibility and reliability for over 68,000 weekday transit trips on Hastings Street. This project is part of the city-wide [Bus Priority Program](#) directed by City Council that aims to improve bus speed and reliability across nine key corridors in Vancouver

## About the Engagement

### What we engaged on

In January 2026, the City asked the public for feedback on proposed changes along Hastings Street from Kaslo Street to Boundary Road. The proposed changes include extending bus lanes hours to 24 hours a day, 7 days a week, alongside associated parking and loading changes:

- Eastbound on Hastings Street from Kaslo Street to Boundary Road
- Westbound on Hastings Street from Boundary Road to Renfrew Street

### How we engaged

We gathered feedback through an online survey between January 19 – February 9, 2026. We promoted the survey through the following activities and platforms:

- Project webpage with up-to-date information
- 2327 letters with surveys sent to businesses and residents within a 3-block radius of the corridor
- In-person outreach to more than 40 businesses
- 20 pole posters installed along the corridor
- 5+ meetings with interest groups and City Advisory Committees
- 2 East Village BIA Meetings
- Digital outreach via Facebook, X, Instagram, and Threads

## Who we heard from

We heard from over 1300 people through:

- 1272 survey responses
  - 43 business owners, managers, or staff within the project boundary
  - more than 1200 community members
- 20+ email inquiries

## What we heard

To understand how the proposed changes would impact businesses along Hastings, we asked questions about their operations – including parking needs, loading requirements, and potential challenges arising from the changes.

We also asked the broader public to share feedback on the proposed changes, recognizing that residents and commuters may have perspectives to share. They were asked for general feedback on the changes. The following summarizes feedback from both, with details in appendices A and B.

### Businesses

Businesses of all types - retail, restaurants, services, and others - had mixed views on the project. Some do not expect the bus priority measures to affect their operations, but most raised concerns about parking removal, loading access, and impacts to their businesses.

### Key themes

**Parking Impacts** Many businesses are concerned about customer, staff and delivery access to curbside parking.

**Revenue Loss** Several businesses expressed that reduced parking and loading access could hurt their revenue – through fewer customers, reduced take-out and pick-up activity, and potential business closure.

**Loading and Operational** Several businesses reported difficulty accessing loading areas, including an inability to load from the rear of their building.

## Public

Many respondents had concerns about the impact of reduced parking, while some support the bus lane changes and transit prioritization.

### Key themes

**Parking Concerns** Many respondents noted concerns about parking impacts on businesses, residents, and deliveries, and opposed additional restrictions.

**Impact on businesses** Some respondents mentioned their concern for the impact these measures might have on local businesses on Hastings Street.

**General Support** Some respondents expressed general support for bus lane priority measures on Hastings Street, noting the need to improve bus speed and reliability.

## How this feedback will be used

In response to business and community feedback, we are pausing implementation of these bus lanes while we further assess how bus priority measures can better support the corridor. The section of Hastings Street east of Kaslo Street will now be reviewed as part of the Hastings corridor study in 2026/2027, which will include a technical analysis of transit priority options and consideration of economic factors and business needs.

## Next Steps

Public input helps us understand community concerns, but it's just one of several data sources we use. We combine this feedback with technical studies, safety data, and engineering requirements to create balanced transportation designs.

Community input helps us identify key issues to address.

City staff will reach out to interest-holders, businesses, and residents along the corridor about the changes to implementation through a notification letter. The City will also continue to share public updates as this work progresses. For information about the bus stop changes, please refer to TransLink's [website](#).

# Appendix A: Survey responses - businesses

## 1. What is your business type? *(select all that apply)*

- **27%** - retail businesses
- **27%** - food and beverage businesses
- **21%** - healthcare business
- **6%** - beauty services
- **6%** - food dealers (e.g. grocery or convenience stores)
- **3%** - fitness centres
- **3%** - associations or societies
- **3%** - pharmacies
- **3%** - personal services (e.g., laundromat)
- **3%** - business support services.

## 2. What is the primary mode of service for your business *(select all that apply)*

- **94%** - in store
- **42%** - pick-up (curbside or walk-in)
- **23%** - delivery
- **19%** - online/virtual

## 3. Do your customers have access to off-street parking? *(select all that apply)*

- **58%** - no access to off-street parking
- **15%** - surface parking lot
- **12%** - laneway (shared)
- **12%** - parking at rear
- **9%** - underground parkade
- **9%** - other
- **3%** - surface parking lot (private)

## 4. Select all the locations where your business loading and unloading occurs?

- **74%** - on-street (front) including parking spaces or designated loading zones
- **23%** - lane (rear)
- **16%** - on-street (side) including parking spaces or designated loading zones
- **13%** - other

- 7% - surface parking lot
- 7% - loading bay (rear)
- 7% - underground parkade

5. **Considering the bus lane changes on Hastings Street, do you anticipate that there will be any new challenges to accessing your business's loading area on Hastings Street? (select one)**

- 91% - yes
- 4% - no
- 4% - unsure

6. **Do you have any feedback to share about the Hastings Street Bus Priority changes?**

# of mentions	Theme
5	General negative
4	Install bus lane
3	General support
2	Loss of parking concern

7. **Considering the bus lane changes on Hastings Street, do you anticipate that there will be any new challenges to accessing your business's loading area on Hastings Street? If yes, please describe the potential challenges to accessing your business's loading area**

# of mentions*	Theme
10	Dislike removal of parking
7	Dislike alleys/side streets for loading
4	Will make loading more challenging
3	Unable to load through back of business
2	Dislike bus lane
2	Will require more staff to transport goods from loading areas to business

\*all mentions above 1

**11. Is there any feedback that you would like to share about the Hastings Street Bus Priority Project, including regarding general access and circulation for staff, customers, and delivery vehicles?**

<b># of mentions*</b>	<b>Theme</b>
11	Dislike loss of parking
10	Will hurt business
6	Changes unnecessary
5	Accessibility concern to access business
2	Reconsider/delay project
2	Business does not have other loading options

*\*all mentions above 1*

## Appendix B: Survey responses - public

### 1. Do you have any feedback to share about the Hastings Street Bus Priority changes?

# of mentions*	Theme
512	Dislike loss of parking
418	Will negatively impact businesses
211	General support
120	Changes are unnecessary
96	Concern for accessibility
69	Make bus lane only during peak hours/extend peak hours
67	Extend bus lane (make longer)
55	Will increase number of vehicles parked on side streets
37	General negative
36	Will increase customers to area
33	Will benefit businesses
32	Will reduce traffic congestion
22	Loading zone concerns
21	Will increase transit usage
20	Requires enforcement
20	Will increase traffic congestion
19	Reconsider/delay project
18	Negative impact to community and culture
15	Will increase safety for pedestrians and cyclists
14	Will decrease safety for pedestrians and cyclists
14	Will cause congestion on side streets
13	Will reduce accessibility to Hastings Community Center
12	Need more parking along/around Hastings corridor
11	Shorten bus lane
9	Will increase access to the PNE
8	Vehicles will drive in bus lane
7	Prefer SkyTrain to LRT
7	Increase number of buses
6	Will cause congestions around Cassiar Connector
6	Positive impact to community and culture
6	Traffic will increase around PNE/events
5	Reduced parking on Hastings is beneficial
5	Want bus lanes in other areas

\*all mentions above 4