



**MILLENNIUM LINE
BROADWAY EXTENSION
PRINCIPLES & STRATEGIES:
ENGAGEMENT SUMMARY, MARCH 2018**

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INTRODUCTION

The purpose of this report is to provide a summary of the engagement process for the City's draft Station Design and Urban Integration Principles and Construction Impact Mitigation Strategies (Principles and Strategies), which will be considered for the design and construction of the Millennium Line Broadway Extension (Broadway Extension) as well as City activities related to the project.

PROJECT CONTEXT AND GOALS

Like all large, complex projects, the Broadway Extension project will require trade-offs and not every principle or strategy will be possible in every location. However, the Council approved Principles and Strategies will identify the goals that the City will endeavour to achieve through the Broadway Extension project and related City activities and guide City staff in:

- The development of the Master Agreement between Broadway Extension project (TransLink) and the City of Vancouver, which is a key input to the creation of the Project Agreement between TransLink and the contractor that designs and builds the Broadway Extension.
- The review of final designs and construction methods for the Broadway Extension project.
- Future land use and transportation planning in the Broadway Corridor as well as development reviews close to the future stations.

PROCESS

The Principles and Strategies were developed from past experience with rapid transit projects in the City of Vancouver and from feedback received from the following Broadway Extension events co-hosted with TransLink:

- 6 public open house events (January 2017, June 2017)
- 26 stakeholder meetings (January 2017 to February 2018)
- Approximately 7,000 online questionnaires (January 2017, June 2017)

More recently, the Principles and Strategies were refined through regular meetings with seven of the City's advisory committees and two multi-stakeholder groups representing local interests. There was a generally high level of support from the Advisory Committees that were engaged with. This led to a draft set of Principles and Strategies that was taken to the public for feedback.

Feedback from these open house events will be used to refine the draft Principles and Strategies prior to presentation and approval by Council on May 16, 2018.

ENGAGEMENT METHODS

In March 2018, feedback was sought on the draft Principles and Strategies. Presentation boards were available at two public open house events and online and provided:

- A brief overview of the Millennium Line Broadway Extension project
- The City's roles and responsibilities in the Broadway Extension
- The purpose of the City's draft Principles and Strategies
- Explanations of the 11 draft principles and 11 draft strategies for consideration
- Opportunities for feedback on the Principles and Strategies

Two open house events were held at the CityLab space (511 West Broadway) on:

- Saturday, March 10, 10am-2pm
- Wednesday, March 14, 4pm-7pm

Feedback was gathered at the open house events through conversations with participants, comments on sticky notes on the display boards, and dots indicating the level of agreement or disagreement with each set of principles or strategies. A paper questionnaire was available for people to complete at the public open house events or mail in their responses (see appendix A). Participants were also welcome to submit their comments by email to the Rapid Transit Office email address.

The display boards were also posted on the City's Broadway Extension

webpage (vancouver.ca/broadwayextension) with feedback gathered through an online survey hosted on the Talk Vancouver platform. The questionnaire was identical to the paper questionnaire available at the public open house events. A summary of the events and feedback tools can be found in the table below.

Date	Engagement Tool	Number
March 10	Public Open House #1	246 participants
March 14	Public Open House #2	163 participants
March 10/14	Paper Questionnaire	22 completed (9 partial)
March 9 to April 1	Online Questionnaire	2010 completed
March 9 to April 1	Email responses	1 email

The event was publicized through a number of channels including:

- A Canada Post mail drop of all residences and businesses within at least two blocks of the alignment. (18,311 pieces of mail delivered)
- A Vancouver Matters advertisement in the Vancouver Courier on Friday, March 9
- City of Vancouver webpage
- An email to the Talk Vancouver Panel on March 14 (15,291 panelists)
- City of Vancouver tweets
- City of Vancouver Facebook (Post March 10 reached 6,195 people, 34 reactions, 9 shares)
- An email by TransLink to their MLBE mailing list (150 people)

WHAT WE HEARD

The Principles and Strategies were grouped into three sets of principles and three sets of strategies for feedback. The sets of principles and strategies were well supported through all methods of feedback. Conversations at the open house events found a high level of agreement with the draft Principles and Strategies which was reflected by the level of agreement (strongly agree and somewhat agree) indicated directly on the boards ranging from 98% to 100%. The level of agreement indicated directly on the display boards are presented in the table below:

		Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Principles	System-Wide	87%	13%	0%	0%	0%
	Comfort and Accessibility	90%	8%	1%	0%	0%
	Urban Integration	94%	6%	0%	0%	0%
Strategies	Supporting Local Interests	86%	12%	2%	0%	0%
	Transportation Related	87%	11%	2%	0%	0%
	Communications and Engagement	86%	12%	2%	0%	0%

The paper and online questionnaires found levels of agreement (strongly agree and somewhat agree) ranging from 86% to 90%. The paper and online questionnaire results were combined and are presented in the table below:

		Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Principles	System-Wide	64%	26%	6%	2%	3%
	Comfort and Accessibility	63%	25%	6%	4%	3%
	Urban Integration	60%	28%	6%	3%	3%
Strategies	Supporting Local Interests	64%	23%	9%	2%	3%
	Transportation Related	62%	24%	8%	3%	3%
	Communications and Engagement	65%	23%	8%	2%	3%

Opportunities were provided for participants at the open house events as well as the online and paper questionnaires to give specific comments on the principles or strategies within each set. The comments were categorized into two groups according to whether they were:

- generally supportive or expressed a desire to strengthen the principle or strategy
- generally not supportive or expressed a desire to weaken the principle or strategy

The following section summarizes the specific comments related to each set of principles and strategies.

SYSTEM-WIDE PRINCIPLES

A large majority of comments related to Principle 1 (Design for long-term flexibility and resilience) were supportive. Supportive comments focused on the length of platforms, the number of trains and a desire for the MLBE to have higher capacity than the Canada Line. Comments not in support of this principle expressed concerns about budget.

The comments received for Principle 2 (Provide more flex space onboard trains) were more mixed with slightly more supportive than non-supportive comments. Supportive comments included many desires for allowing bikes on trains at all times of day and more reachable bars and holding straps for shorter people. Non-supportive comments voiced concern for a loss of seating, the majority of transit users not using the flex space, or opposition to bikes being on trains.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
1 - Design for long-term flexibility and resilience	140	9	149
2 - Provide more flex space onboard trains	66	47	113

COMFORT AND ACCESSIBILITY PRINCIPLES

A large majority of comments related to Principle 3 (Design for accessibility) were supportive with multiple comments related to a desire for up and down escalators, improving accessibility of fare gates

and Compass Cards and involving persons with disabilities in the review of designs. Non-supportive comments focussed on a desire for the system to be designed to serve the majority of the users.

Comments on Principle 4 (Design to be user-friendly, safe and comfortable) were entirely supportive. The comments focused on improving wayfinding, making station designs unique so that each station is easily identifiable and giving consideration for safety and crime prevention in surrounding neighbourhoods.

Principle 5 (Provide universally accessible customer bathrooms) received the largest number of comments, most of which were supportive. Requests were made to ensure the maintenance and cleanliness of the bathrooms and to provide bathrooms in existing SkyTrain stations. Non-supportive comments related to safety, maintenance and costs.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
3 - Design for accessibility	79	10	89
4 - Design to be user-friendly, safe and comfortable	72	2	74
5 - Provide universally accessible customer bathrooms	166	113	279

URBAN INTEGRATION PRINCIPLES

Most comments received for Principle 6 (Minimize impact of Arbutus exchange) were supportive and acknowledged the large number of people using this exchange. Many requests for more details on the design of the Arbutus exchange were made and concerns for the Arbutus Greenway were expressed. Non-supportive comments felt that all station areas should be given the same consideration or expressed preference for prioritizing the efficiency of the exchange over minimizing impacts.

Principle 7 (That public art be considered at all stations), was the only principle that received more unsupportive comments than supportive comments. Supportive comments often suggested incorporating art into the station design, for example in the tile colour and pattern, using local artists, and including green space. Non-supportive comments expressed concern about the costs and indicated that art should not be considered as high a priority as other Principles.

Designing for future flexibility (Principle 8) received the least number of comments. The comments received were almost entirely supportive including a desire for additional entrances and retail space within stations.

Almost all comments received for Principle 9 (Integrate seamlessly into the corridor) were supportive with some comments suggesting to not only integrating with the corridor but enhancing it. Four comments were not in support of this principle, three of which favoured significant change to the corridor rather than integration with the existing character of the corridor.

Designing for efficient movement to, from and around the stations received a significant majority of supportive responses with a desire to facilitating transfers between the SkyTrain and the bus. Some comments expressed a desire to plan ahead to avoid the congestion experienced in existing stations. There was also support for bike parking and bike lockers.

Most comments related to Principle 11 (Recognizing significance of Cambie Station) were supportive reflecting that as a large transit hub, Cambie Station would require special consideration. There was support for additional entrances and an underground and direct connection to the Canada Line. Many of the non-supportive comments stated that Cambie should not be recognized above other MLBE stations.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
6 - Minimize impact of Arbutus exchange	50	31	81
7 - That public art be considered at all stations	67	71	138
8 - Design for future flexibility	27	3	30
9 - Integrate seamlessly into the corridor	63	4	67
10 - Design for efficient movement to, from and around the stations	74	3	77
11 - Recognize significance of Cambie Station	51	10	61

STRATEGIES SUPPORTING LOCAL INTERESTS

Comments on the set of strategies supporting local interests were split with roughly half generally supportive and half generally non-supportive. Supportive comments acknowledged that business viability and minimizing impacts were important while non-supportive comments expressed concern about prolonging the length of construction and a need to accept disruption for a project such as this.

Supporting business viability (Strategy 1) received the largest number of comments of the Strategies with a majority of comments supportive. Many respondents felt that businesses needed greater support than during Canada Line with a general preference for supporting small and local businesses. Non-supportive comments suggested that businesses will need to accept some disruption and focus on the long term benefits of the project.

Strategy 2 (Minimize the impacts of noise, dust and vibration) received primarily supportive comments. Non-supportive comments tended to express a desire to complete the project as quickly and cost efficiently as possible with less concern for mitigation.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
General comments on Strategies 1-2	39	41	80
1 - Support business viability	119	24	143
2 - Minimize the impacts of noise, dust and	23	9	32

TRANSPORTATION RELATED STRATEGIES

While support for the set of transportation related strategies was found to be high, the majority of comments received on this collective set of strategies were non-supportive. The non-supportive comments focused on concerns for increasing the length and cost of construction and a desire to accept disruption for a project of this nature.

All comments received for Strategy 3 (Minimize impacts on pedestrians) were supportive with some expressing a desire to specify pedestrian needs nearby schools and accessibility prioritized.

Minimizing impacts on cyclists received more non-supportive comments than supportive. Supportive comments focussed on the vulnerability of cyclists and the need to ensure their safety during construction. Respondents not in support of this strategy stated that they would prefer that bikes do not travel on Broadway and use alternate routes during construction.

Prioritizing bus service and minimizing detours (Strategy 5) received almost entirely supportive comments with some requesting service improvements for parallel bus routes operating on streets such as King Edward Blvd, Great Northern Way/2nd Ave/6th Ave/4th Ave and 41st Ave.

No comments were received on ensuring accessibility of transit services during construction (Strategy 6). However, comments related to minimizing impacts on pedestrians (Strategy 3) found many comments related to ensuring an accessible pedestrian network during construction which will contribute towards having accessible transit services.

The strategy to maintain traffic flow as much as possible (Strategy 7) received the highest number of supportive comments for the set of transportation related strategies. Respondents who supported this strategy felt that vehicles should be given a higher priority than other modes. Some non-supportive comments believe that the construction period should be used as an opportunity to discourage private car use and improve Broadway transit service.

Managing the needs of many stakeholders (Strategy 8) received primarily supportive comments with suggestions to provide a higher priority for parking and access to VGH.

A majority of comments related to coordinating with other developments (Strategy 9) were supportive, many of which expressed a preference for a greater effort to coordinate with other developments than what was provided during the Canada Line.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
General comments on Strategies 3-9	11	65	76
3 - Minimize impacts on pedestrians	22	0	22
4 - Minimize impacts on cyclists	18	53	71
5 - Prioritize Broadway bus services and minimize detours	41	1	42
6 - Ensure accessibility of transit services during construction	0	0	0
7 - Maintain traffic flow as much as possible	53	12	65
8 - Manage needs of many stakeholders	15	3	18
9 - Coordinate with other developments	16	2	18

ENGAGEMENT AND COMMUNICATIONS STRATEGIES

While support for the set of engagement and communications strategies was found to be high, the majority of comments received on the collective set of strategies were non-supportive. Supportive comments expressed a desire to do better than the Canada Line experience with non-supportive comments related to concerns about increasing the length and cost of construction.

Engaging with those most affected (Strategy 10) received a majority of supportive comments, expressing a desire for meaningful engagement and willingness to change plans based on feedback. There was support for engagement before and during construction as well as support for including UBC in engagement. Non-supportive comments did not want to see small groups delaying the project or expressed distrust in the City's engagement process.

Strategy 11 (Communicate upcoming impacts) received almost entirely supportive comments noting a desire for communications to be clear, upfront, and accurate and use various platforms for communications.

	Supportive/ Strengthen	Non-supportive/ Weaken	Total
General comments on Strategies 1-2	15	26	41
1 - Support business viability	43	27	70
2 - Minimize the impacts of noise, dust and vibration	101	5	106

OTHER COMMENTS

A variety of comments we heard did not necessarily relate to the draft Principles and Strategies. These comments were recorded through the display boards and large map at the open house events, the paper questionnaire and the online questionnaire. These comments included (in general order of frequency):

- Expressing general support for the project, a majority of which expressed a preference for extending the MLBE to UBC (206 comments).
- Expressing general disagreement with the route, technology or costs of the project (139 comments).
- Concerns over construction methods with a preference to avoid the Canada Line experience cut and cover (52 comments).
- Concerns about the questionnaire itself with some expressing a desire to rank their level of agreement with all 22 Principles and Strategies rather than the 6 sets of Principles and Strategies and others suggesting that the Principles and Strategies were “motherhood” statements impossible to disagree with (23 comments).
- A number of comments were out of scope of this questionnaire but related to the MLBE and included comments on land use planning and overall TransLink policies (80 comments).

NEXT STEPS

The feedback received during this engagement will be used to refine the draft Principles and Strategies to create a final draft set of Principles and Strategies for presentation and adoption by Council. Council may edit the final draft Principles and Strategies prior to adoption. Once adopted, the Principles and Strategies will guide City staff in their involvement in the Broadway Extension project including:

- Creating a Master Agreement between the Broadway Extension project and the City of Vancouver that sets out each agency's responsibilities and commitments including use of lands, spaces around stations, construction and maintenance. The Master Agreement will be a key component of the Project Agreement between the Broadway Extension project and the contractor that is hired to design and build the Broadway Extension.
- The review of final designs and construction methods for the Broadway Extension
- Future land use and transportation planning in the Broadway Corridor as well as development reviews close to the future stations.

Appendix A: Paper and Online Questionnaire



Draft Principles & Strategies Questionnaire: Millennium Line Broadway Extension

The Millennium Line Broadway Extension (Broadway Extension) will be a tunneled extension of the Millennium SkyTrain along the Broadway Corridor from VCC–Clark Station to Arbutus Street.

While the Broadway Extension will offer a number of benefits to the Broadway Corridor and the Metro Vancouver region, careful consideration must be given to the design and integration of the stations as well as impacts during construction.

The City of Vancouver has prepared draft station design and integration Principles and draft construction mitigation Strategies that we would like to endeavour to achieve through the Broadway Extension project and related City activities. While TransLink is the owner of the Broadway Extension project, the City offers advice on the design of the Broadway Extension and is a partner on the delivery of the project.

Tell us what you think of the draft Principles and Strategies! Your feedback will be used to refine the draft Principles and Strategies prior to consideration and approval by Council. Once approved, the Principles and Strategies will guide the City's involvement in the Broadway Extension project as well as future land use and transportation planning in the corridor.

DRAFT PRINCIPLES

QUESTION 1: System-Wide Principles

The following set of draft Principles relate to the entire Broadway Extension project.

2. **Design for long-term flexibility and resilience.** That the system and all stations are designed for long-term needs, expansion, sustainability and resiliency to effects of climate change and natural shocks such as floods and earthquakes.
3. **Provide flex space onboard trains.** That the City would like TransLink to provide at least as much flexible space onboard trains as their most recently purchased SkyTrain vehicles to accommodate people with wheelchairs of all sizes, mobility aids, bikes, strollers and larger personal items. The City recognizes that many older vehicles will be operating on the Broadway Extension that do not have the same design flexibility.

Do you agree or disagree with these System-Wide Principles?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

QUESTION 2: Comfort and Accessibility Principles

The following set of draft Principles relate to achieving a user friendly and accessible extension.

- 4. **Design for accessibility.** That the system and all stations are designed with the goal of universal accessibility for all transit users including vulnerable populations.

- 5. **Design to be user-friendly, safe and comfortable.** That the system and all stations are designed to be intuitive, easy and comfortable to navigate and foster feelings of safety and security.

- 6. **Provide universally accessible customer bathrooms.** That the City believes that the Broadway Extension should provide universally accessible customer bathrooms to begin operations on opening day that are suitable for all sized power wheelchairs and other mobility devices as well as all gender identities.

Do you agree or disagree with these Comfort and Accessibility Principles?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

QUESTION 3: Urban Integration Principles

The following set of draft Principles relate to how the stations and system infrastructure will fit within the surrounding city.

7. **Minimize impact of Arbutus exchange.** That impacts of the Arbutus bus exchange are minimized on the local neighbourhoods, including locating bus layover, turnaround and passenger queueing/waiting areas off street right-of-way as much as possible.
8. **That public art be considered at all stations,** including opportunities to use public art to increase visual appeal of at grade system structures or fencing. Individual station designs (entrances and below grade elements) should explore opportunities to integrate public art that considers the unique features of the neighbourhood.
9. **Design for future flexibility.** That the system and stations be designed in a manner to allow for flexibility for future underground pedestrian connections and integration with nearby developments.
10. **Integrate seamlessly into the corridor.** That the system infrastructure, stations and plazas (when present) be designed to integrate seamlessly into and maintain the character of the corridor and provide sufficient space for waiting, queueing, pedestrian movement, future connections, business access, shelters and street furniture.
11. **Design for efficient movement to, from and around the station.** That the station plazas and surrounding public realm are designed to allow for efficient, intuitive and comfortable transfers between the Broadway Extension and other transit services as well as other modes of travel (walking, cycling, motor vehicles).

12. **Recognize significance of Cambie Station.** That Cambie Station be given special consideration due to the significance of the site as a major transportation hub and centre of a civic and medical precinct including considering opportunities for the City or another party to provide a secondary station entrance.

Do you agree or disagree with these Urban Integration Principles?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

DRAFT STRATEGIES

QUESTION 4: Strategies Supporting Local Interests

These draft Strategies aim to minimize the impacts of construction on local residents, businesses, services and stakeholders.

13. **Support business viability** throughout construction including maintaining business access and the establishment of a business and community liaison office at least one year prior to construction.

14. **Minimize the impacts of noise, dust and vibration** during construction on local residents, businesses, services and stakeholders.

Do you agree or disagree with the Strategies for Supporting Local Interests?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

QUESTION 5: Transportation Related Strategies

These draft Strategies aim to minimize the impacts on the various modes of transportation during construction.

15. **Minimize impacts on pedestrians** during construction by minimizing pedestrian detours that cross roads and ensuring all detours are accessible, safe, comfortable and predictable.
16. **Minimize impacts on cyclists.** Ensure bike route detours use alternate routes that are at least the same level of comfort and protection as the existing route. This may require temporary or permanent upgrades to alternate routes. The City should consider fast tracking cycling network improvements that can aid in protecting cyclists during Broadway Extension construction.
17. **Prioritize Broadway bus services and minimize detours.** The City should prioritize bus services primarily operating on Broadway (#9, 99 B-Line) through transit priority measures and TransLink should minimize bus detours and monitor bus services in the broader corridor throughout construction.
18. **Ensure accessibility of transit services during construction** and minimize impacts to HandyDART services within the corridor.
19. **Maintain traffic flow as much as possible.** Encourage alternate driving routes for through traffic during construction and maintain sufficient travel lanes on Broadway for the busiest parts of the day to ensure efficient movement of vehicles, buses and goods.
20. **Manage needs of many stakeholders.** Manage loading, parking, access and emergency services needs during construction to balance the needs of residents, businesses, services, stakeholders and the Broadway Extension project.

21. **Coordinate with other developments.** Ensure coordination of Broadway Extension construction with other developments in the corridor including development of traffic management plans that are approved, monitored and adjusted when needed by dedicated staff.

Do you agree or disagree with these Transportation Related Strategies?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

QUESTION 6: Engagement and Communications Strategies

These draft Strategies aim to developing proactive and useful communications and engagement during construction.

22. **Engage with those most affected.** Ensure that construction methods, mitigation and transportation demand management strategies are developed by engaging with the residents, businesses, services and stakeholders most affected by construction.
23. **Communicate upcoming impacts.** Use positive and proactive communication of upcoming construction activities.

Do you agree or disagree with these Engagement and Communication Strategies?

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Do you have any additional comments? Did we miss anything?

ABOUT YOU

It's important to us that we hear from a diverse group of people and perspectives. The following questions help us determine how the feedback we receive represents the community.

What's your connection to the Millennium Line Broadway Extension?

Select all that apply

- I rent and live near the planned extension
- I own and live near the planned extension
- I work near the planned extension
- I go to school near the planned extension
- I commute/travel along Broadway
- I commute/travel using the Millennium Line
- Other (please specify):

What mode of transportation do you most often use? Please select one.

- Walk (including wheelchair or other mobility device)
- Cycle
- Public transit (e.g. bus, SkyTrain, HandyDART)
- Car
- Other (please specify)

What is your home postal code? _____

Which age group do you belong to?

- 19 yrs and under
- 20-29 yrs
- 30-39 yrs
- 40-49 yrs
- 50-59 yrs
- 60-69 yrs
- 70+years

Do you identify as...?

- Female
 - Male
 - Transgender
 - None of the above. I identify as: _____
 - Prefer not to say
-

Thank you for sharing your thoughts on the City of Vancouver's Draft Principles & Strategies for the Millennium Line Broadway Extension! Your feedback will be used to refine the draft Principles and Strategies prior to consideration and approval by Council.

You can drop off your completed questionnaire in the box provided at one of the Open House events or return by mail by April 1, 2018 to:

Attn: Rapid Transit Office
City of Vancouver - Engineering
320-507 West Broadway
Vancouver BC, V5Z 0B4