

Broadway Subway Project

Station Design Open House #2

Public Engagement Report

June 2021

Prepared by: Broadway Subway Project Corporation





This Public Engagement Report was prepared by the Broadway Subway Project Corporation for the City of Vancouver's Design Advisory Process.

The report summarizes input received at the virtual open house for the Broadway Subway Project through online survey completions during the formal engagement period, from April 29 to May 12, 2021.

Any personal information collected through the online survey by the Ministry of Citizens' Services on behalf of the Ministry of Transportation and Infrastructure is under the authority of section 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act for the purpose of informing the Broadway Subway Project Phase 2 Engagement. If you have any questions about the collection, use and disclosure of your personal information, please contact: Director, Citizen Engagement, PO Box 9484, STN PROV GOVT, Victoria BC, V8W 9V6, phone: 250-208-3591, citizenengagement@gov.bc.ca.

Note: *The views represented in the survey feedback summarized in this report reflect the interests and opinions of people who chose to participate in the engagement process. They may not reflect the views of the broader public and should not be considered a statistically -valid public opinion poll.*



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1 Engagement Highlights

The Broadway Subway Project (the Project) is a 5.7 km extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. It will provide fast, frequent and convenient SkyTrain service to B.C.'s second largest jobs centre, world-class health services, an emerging innovation and research hub, and growing residential communities.

The following is a summary of communications and engagement activities for the Station Design Open House #2 from April 29 to May 12, 2021.

Engagement and Interactions

Notification



4,266

subscribers reached with the e-Newsletter



24

social media posts by the Project team through Facebook and Twitter



6

Emails to BIAs and MLAs



1

advertisement placed in the Vancouver Sun



1

poster placed in the window of the community office

Participation



1,022

image gallery views



368

online surveys received



326

introductory video views



241

respondents provided comments in the survey



3

public enquiries received through broadwaysubway@gov.bc.ca

Summary of Feedback

Who Participated

Survey respondents:

- Live in Vancouver (74%)
- Live within two blocks of one of the new stations (36%)
- Work within two blocks of one of the new stations (32%)
- Took transit at least once a week before the COVID-19 pandemic began (91%)

What We Heard

Satisfaction with draft designs for stations:

- Majority of respondents (61%) indicated that they are very satisfied or somewhat satisfied with the overall station designs, which represents a 5% increase in satisfaction from Open House #1
- Respondents have the highest satisfaction with the draft designs for Great Northern Way–Emily Carr Station (58% very satisfied or somewhat satisfied) and Arbutus Station (56% very satisfied or somewhat satisfied)
- Respondents have the lowest satisfaction with the draft design for Broadway–City Hall Station (47% very dissatisfied or somewhat dissatisfied), primarily due to its size and architectural design

A total of 241 respondents provided comments as part of the survey. Key themes for modification or enhancement include:

- Better integrate with local area, with less utilitarian look and feel
- At least two entryways at each station, particularly at Broadway–City Hall Station due to the perceived high volume of transfers; request for entryways at Oak–VGH Station facing Vancouver General Hospital and at Mount Pleasant Station facing Main Street
- Better use of plaza space
- More secure bike storage, covered bike parking, and better integration with adjacent active transportation corridors
- Increase trees and greenery
- Incorporate B.C. art, include a mix of Indigenous and non-Indigenous art
- Additional amenities, including covered seating and retail space



2 About the Project

2.1 Overview

The Broadway Subway Project is a 5.7 km extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. It will provide fast, frequent and convenient SkyTrain service to B.C.'s second largest jobs centre, world-class health services, an emerging innovation and research hub, and growing residential communities.

Once opened, the commute from VCC-Clark to Arbutus Station will take 11 minutes, saving the average transit commuter almost 30 minutes a day, and relieving vehicle congestion along Broadway.

Broadway Subway Project Corporation has started construction activities, including surveying, site preparation and demolition of buildings to be used for station locations and laydown areas, along with ongoing utility relocations. More information is available at broadwaysubway.ca/construction/current-work.

Construction of the elevated guideway, stations and tunnel portal is scheduled to begin later in 2021. More information about construction activities, timing, traffic management, environmental management, and construction mitigation plans will be shared when available.

Broadway Subway Project Corporation's goal is to minimize disruption and maximize predictability for adjacent residents, businesses and their customers, and travellers to plan ahead.

Access to businesses, services and residences on Broadway Street will be maintained throughout construction. Construction updates will be provided in advance. More information about the Project is available at broadwaysubway.ca.

2.2 Project Partners

The Broadway Subway Project is funded and delivered by the Government of B.C., with contributions from the Government of Canada and the City of Vancouver.

The Project is a key part of the rapid transit program in Metro Vancouver's Mayors' Council 10-Year Vision. The Vision is funded by the governments of B.C. and Canada, TransLink, and local municipalities. Once constructed, the Project will operate as an extension of the existing Millennium Line and will be integrated with the regional transit network and operated and maintained by TransLink.

The Broadway Subway Project Corporation is a joint venture of ACCIONA-Ghella that will design and build the Project.



2.3 About the Design Advisory Process

The Design Advisory Process (DAP) is the process by which the City of Vancouver will provide comments on the design and urban integration of the Broadway Subway Project stations. The DAP only applies to the above-ground portions of the stations, including entrances, adjacent plazas, emergency exits and ventilation locations.

Design Advisory Process

The City of Vancouver’s DAP steps are outlined in the following graphic.



3 Engagement Process

In partnership with the Government of B.C. and the City of Vancouver, the Broadway Subway Project Corporation is leading the two-phase engagement process to inform station designs.

This open house focused on the above-ground portions of the stations, including street-level station design, urban integration, landscaping, and station art locations. Due to the COVID-19 pandemic and related safety requirements for physical distancing, the open house was held in an online environment. The public engagement period was from April 29 through to May 12, 2021. Feedback received during this open house will be provided as input to the City of Vancouver’s DAP Process to contribute towards the urban integration of the stations and will inform the final stations design.

3.1 Purpose

The purpose of the Station Design Open House #2 is to summarize the feedback received from the first open house and to present proposed final station designs, including additional details about landscaping, available information on station art, next steps for construction, and information on how to stay involved.

Feedback received will be considered in the context of Project scope, budget, and requirements to assist in finalizing station designs for construction.

This report summarizes public and stakeholder activities completed, and feedback received from April 29 to May 12, 2021.

3.2 Notification and Outreach

The Project team invited public participation through a variety of methods identified in the following tables. Copies of notification materials are included in *Appendix A*.

During the formal engagement period, the Project also leveraged earned media through online articles and social media.

Notification	Description	Date
Newsletter email	Newsletter distributed to 4,266 contacts who signed up for project updates through the website (1,000+ more than in Open House #1)	April 21, 2021
Emails to BIAs	Notification emails were sent to South Granville, Cambie Village and Mount Pleasant Business Improvement Associations	April 21, 2021

Notification	Description	Date
Emails to MLAs	Notification emails were sent to Ministers Hon. David Eby, Hon. George Heyman, and Hon. Melanie Mark	April 21, 2021
Twitter posts	<p>@broadwaysubway</p> <ul style="list-style-type: none"> • April 22 – 1 Like, 2 Retweets • April 23 – 4 Likes, 2 Retweets • April 26 • April 27 – 4 Likes, 1 Retweet • April 28 • April 29 – 9 Likes, 7 Retweets • May 3 – 1 Like, 3 Retweets • May 10 – 3 Likes, 4 Retweets • May 14 – 3 Retweets <p>@TranBC</p> <ul style="list-style-type: none"> • April 22 – 1 Like, 2 Retweets • April 29 – 9 Likes, 7 Retweets • May 3 – 1 Like, 1 Retweet • May 10 – 3 Likes, 4 Retweets • May 11 – 25 Likes, 17 Retweets • May 14 – 3 Retweets <p>@govTogetherBC</p> <ul style="list-style-type: none"> • May 3 • May 7 • May 10 	April 22, 2021
Facebook posts	<p>@broadwaysubway</p> <ul style="list-style-type: none"> • April 22 – 2 Likes • April 27 – 6 Likes, 4 Shares • April 29 – 8 Likes, 2 Shares • May 10 – 1 Like, 1 Share • May 14 <p>@TranBC</p> <ul style="list-style-type: none"> • May 3 – 10 Likes, 1 Share 	April 22, 2021

Notification	Description	Date
Community office poster	Poster advertising the open house was displayed in the window of the community office	April 26, 2021
Newspaper advertisement	Public notice placed in the Vancouver Sun to advertise the open house	April 29, 2021
Websites	<p>Engagement website: Launch of the engagement materials at broadwaysubwayproject.civilspace.io</p> <p>Broadway Subway Project website: Engagement announced at broadwaysubway.ca/community/engagement</p> <p>govTogetherBC website: Engagement announced at engage.gov.bc.ca/govtogetherbc/consultation/broadway-subway-project-2/</p>	April 29, 2021
City of Vancouver website	Engagement announced at vancouver.ca/streets-transportation/ubc-line-rapid-transit-study	April 29, 2021
BC Gov News information bulletin	BC Gov News information bulletin announcing the launch of the open house news.gov.bc.ca/24343	May 3, 2021

3.3 Engagement Activities

3.3.1 Virtual Open House

Due to the COVID-19 pandemic, the Broadway Subway Project Corporation looked for creative ways to replicate in-person events and hosted a virtual open house on an online engagement platform at broadwaysubwayproject.civilspace.io. A contact email and phone number were provided to allow the public to ask questions about the Project.

Public engagement materials were available at the virtual open house and included:

- 13-minute **introductory video** providing an overview of the information available on the engagement website and how the public can participate in the open house
- 28 **display boards** presenting information for each station on street-level station design, urban integration, landscaping, station art locations, and how to stay involved
- **Image gallery** with 44 detailed architectural drawings and renderings as shown on the display boards
- Link to the **online survey** to receive feedback about the station designs

- **Project timeline** outlining completed and upcoming activities
- Invitation to subscribe to the **Project newsletter** for updates
- **Frequently Asked Questions (FAQs)** about the Station Design Advisory Process and the Broadway Subway Project

See *Appendix B* for a copy of the introductory video script, display boards, online survey questions, and the frequently asked questions.

3.3.2 Online Survey

A 17-question online survey was available throughout the public engagement period and asked participants to provide feedback on station designs. A copy of the survey is provided in *Appendix B* and a summary of the results is provided in Section 4.

4 Engagement Results

4.1 Participation Summary



1,022

image gallery views



326

introductory video views



368

online surveys received
(slightly higher than in
Open House #1, including
205 new participants)



3

public enquiries received

4.2 Summary

The online feedback results presented in this report were collected using the Government of B.C.'s online survey tool and hosted on the govTogetherBC website, from April 29 to May 12, 2021.

Detailed results are provided in the following sections.

4.2.1 What We Heard

The opinions expressed by the survey respondents indicate general satisfaction with draft designs for stations:

- Majority of respondents (61%) indicated that they are very satisfied and somewhat satisfied with the overall station designs, which represents a 5% increase in satisfaction from Open House #1
- Respondents have the highest satisfaction with the draft designs for Great Northern Way–Emily Carr Station (58% very satisfied or somewhat satisfied) and Arbutus Station (56% very satisfied or somewhat satisfied)
- Respondents have the lowest satisfaction with the draft design for Broadway–City Hall Station (47% very dissatisfied or somewhat dissatisfied), primarily due to its size and architectural design (which mirrors the existing station)

A total of 241 respondents provided comments as part of the survey (*see Section 4.3 for additional information*). Key themes for modification or enhancement include:

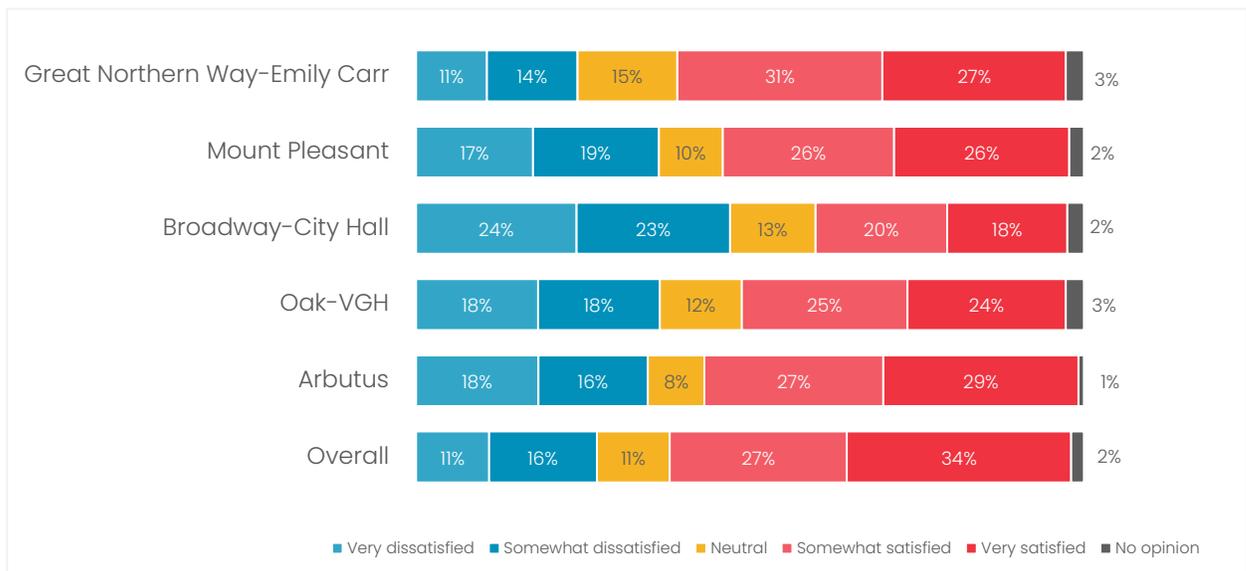
- Better integrate with local area, with less utilitarian look and feel
- At least two entryways at each station, particularly at Broadway–City Hall Station due to the perceived high volume of transfers; request for entryways at Oak–VGH Station facing Vancouver General Hospital and at Mount Pleasant Station facing Main Street
- Better use of plaza space
- More secure bike storage, covered bike parking, and better integration with adjacent active transportation corridors
- Increase trees and greenery
- Incorporate B.C. art, include a mix of Indigenous and non-Indigenous art
- Additional amenities, including covered seating and retail space

4.3 Survey Results

1. Draft Station Designs

Which best describes your opinion of the proposed final above-ground design for each station and for all stations? (Results by station as follows: Great Northern Way-Emily Carr n=368, Mount Pleasant n=366, Broadway-City Hall n=366, Oak-VGH n=367, Arbutus n=366, Overall n=366)

- Respondents have the highest satisfaction with the draft designs for Great Northern Way-Emily Carr Station (58% very satisfied or somewhat satisfied) and Arbutus Station (56% very satisfied or somewhat satisfied)
- Respondents have the lowest satisfaction with the draft design for Broadway-City Hall Station (47% very dissatisfied or somewhat dissatisfied, primarily due to its size and architectural design (which mirrors the existing station))
- Majority of respondents (61%) indicated that they are very satisfied and somewhat satisfied with the overall station designs



The survey advised participants that the South Granville Station entrance building is fully integrated within a new development already under construction and approved through the City of Vancouver's development permit process. As such, most of the station entrance features have already been determined through that process. The Project team did not request feedback on the design for South Granville Station.

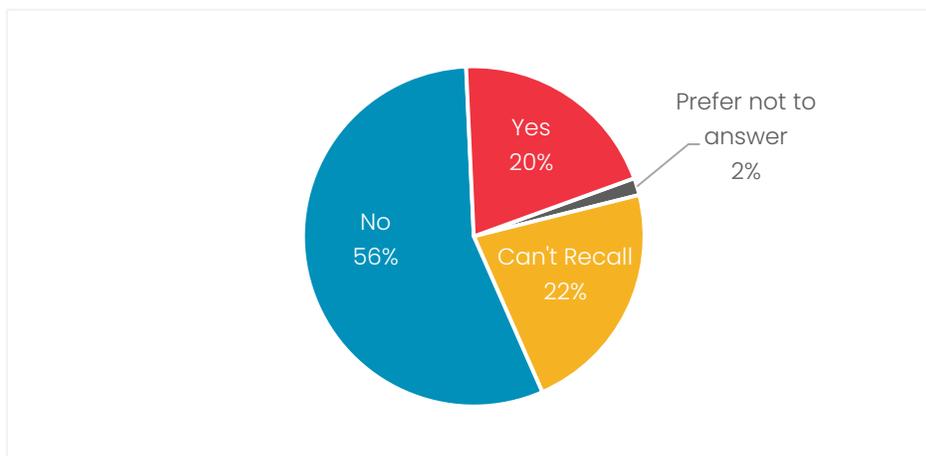
It is noted that respondents who participated in Open House #1 were on average 1-3% less satisfied with the station designs than respondents who had not participated in Open House #1. Based on the responses, general reasons for this include:

- Preference for higher density development at all stations, concurrent with station development
- Continued dissatisfaction with out-of-scope elements, such as washrooms
- Dissatisfaction with the accent colours chosen for some stations (which had not yet been identified in Open House #1), particularly for Mount Pleasant Station
- No increased entrance/plaza size at Broadway–City Hall Station (Note: Project expects that 75% of customers will transfer underground)
- No second entrance at Oak-VGH Station on opening day, to improve access to the hospital zone
- Disappointment that development/overbuild is not happening concurrently at Arbutus Station

2. Previous Engagement

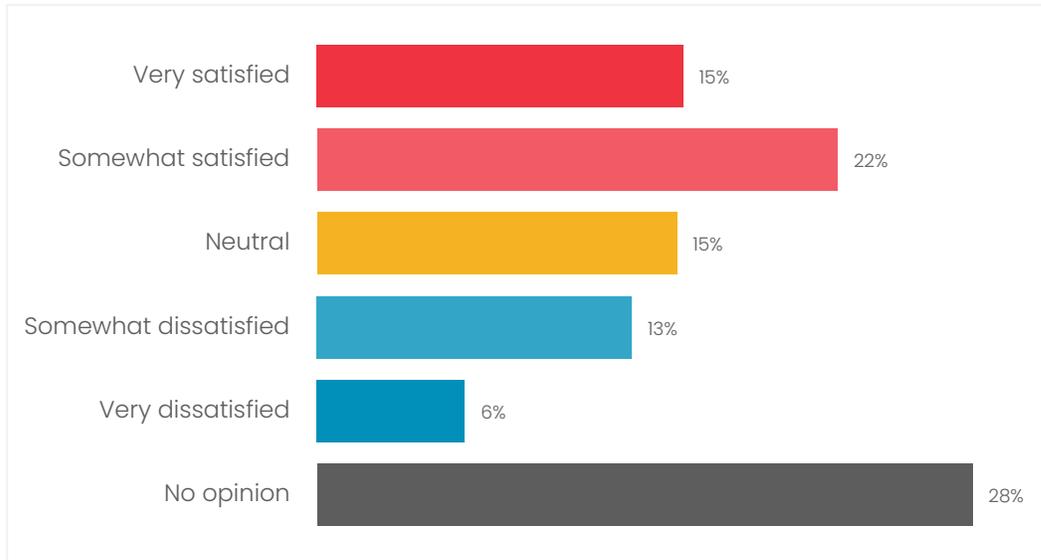
Did you participate in the Station Design Advisory Process Open House #1 for the Broadway Subway Project in November 2020? (n=367)

- 56% of respondents indicated they did not participate in Open House #1
- 20% of respondents indicated they participated in Open House #1



How satisfied are you that the updated designs responded to feedback received in the Design Advisory Process to-date? (n=368)

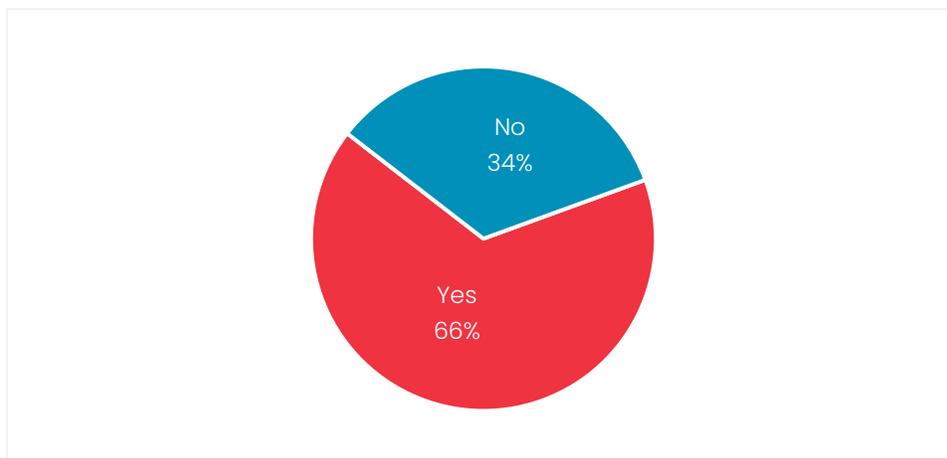
- 37% of respondents indicated that they are very or somewhat satisfied that the updated designs responded to feedback
- 28% had no opinion



3. Other Feedback

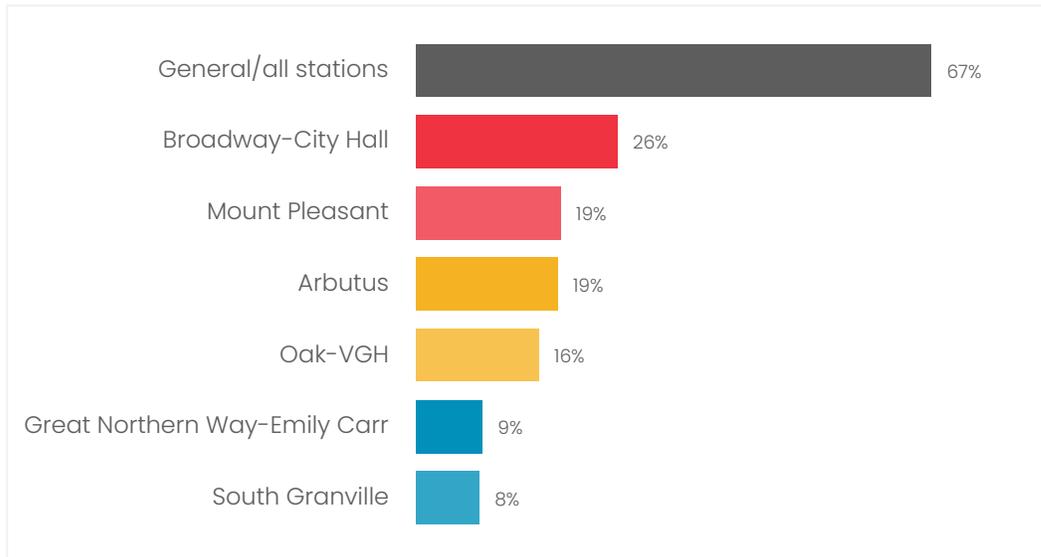
Do you have any additional comments on the in-scope station design elements? (In-scope items include above-ground station designs, urban integration, landscaping, and station art) (n=368)

- 66% of respondents indicated they wanted to provide additional comments
- 34% of respondents did not have additional comments



[If yes] Which station(s) would you like to comment on? (*select all that apply*) (n=243)

- 67% of respondents indicated they wanted to provide general comments



[Optional] What additional comments do you have about the in-scope station design elements for the station(s) you selected? (n=241)

See *Appendix C* for a copy of the verbatim comments.

- A total of 241 respondents provided comments. Comments were parsed by topic for a total of 337 unique comments. 237 comments were coded as “in-scope” (within the purview of the station design public engagement process) and 100 comments were coded as “out-of-scope” (outside of the station design public engagement process).
- Most comments (205) were general to all stations. Comments specific to each station were also noted, as summarized in the following table.
- Respondents offered a variety of feedback about specific aspects, particularly with respect to station aesthetics and local integration, entrances and exits, station plan/layout, cycling amenities, green initiatives, future development and washrooms (*see Section 3.1 and 3.2 below*).

Station	Number of Comments
General	205
Broadway-City Hall	39
Multiple stations	31
Arbutus	21
Mount Pleasant	14
Great Northern Way-Emily Carr	12
South Granville	9
Oak-VGH	6

3.1 In-Scope Feedback

In-scope and similar comments were themed and compiled as follows:

Theme	Questions and Comments
<p>Station aesthetics, local integration and sense of place <i>(89 comments; mostly general, four stations mentioned in small numbers)</i></p>	<ul style="list-style-type: none"> • Concerns colours are too subtle and too grey for Vancouver rain • Desire for historic Millennium Line style (circa 2000) • Concerns stations are too boring/generic/uniform • Desire for more greenery, west coast wood and local culture • Suggestions to include unique floor tile designs, incorporate into the design of adjacent development • Concern the modern style will become dated
<p>Station entrances, exits and emergency exits <i>(35 comments; primarily Broadway-City Hall; all mentioned)</i></p>	<ul style="list-style-type: none"> • Add second entrances/more entrances now • Make entrances bigger • Make emergency exits actual exits • Safety concern with only one entrance • Suggest open air entrances with just escalators • Station-specific: <ul style="list-style-type: none"> - Broadway-City Hall: High traffic location should have two entrances; emergency exit will interrupt streetscape on Broadway - Mount Pleasant: Requests for exit facing Main Street - Arbutus: Is the entrance only on the bus side? - Oak-VGH: Entrance facing Vancouver General Hospital needed now, especially for people with accessibility challenges

Theme	Questions and Comments
<p>Station plan/layout <i>(23 comments; mostly general; 5 stations mentioned)</i></p>	<ul style="list-style-type: none"> • Better use of plaza space; wider staircases • Increase faregates and relocate to below-ground • Improve wayfinding • Station-specific: <ul style="list-style-type: none"> - Arbutus: more protection from the elements; better integrate the Arbutus Greenway into the design - Broadway-City Hall: expand the plaza to include a garden - Mount Pleasant: better integration/engagement of the laneway, vent shafts are too close to adjacent residential area
<p>Cycling amenities <i>(19 comments; primarily Great Northern Way-Emily Carr; four stations mentioned)</i></p>	<ul style="list-style-type: none"> • Better integration of bike connections, Mobi parking • More secured bike storage • Cover all bike parking • Concern about the bike path/intersection (multiple mentions) • Bike racks too far from the entrance/hidden • Better integration with adjacent active transportation corridors
<p>Green initiatives/sustainable design <i>(16 comments; primarily general)</i></p>	<ul style="list-style-type: none"> • Want more trees/greenery (especially at Broadway-City Hall and Mount Pleasant) • Appreciate the improvements • Suggest tinted glass, especially at South Granville (more bird friendly)
<p>Public art <i>(14 comments; primarily general; also Broadway-City Hall, Great Northern Way-Emily Carr, Mount Pleasant)</i></p>	<ul style="list-style-type: none"> • Desire to incorporate B.C. art • Request to consider temporary installations at all stations • Request to incorporate art within garden areas • Suggestion to mix Indigenous and non-Indigenous art • Station-specific: <ul style="list-style-type: none"> - Broadway-City Hall: consider murals like at Mount Pleasant; incorporate Indigenous history - Great Northern Way-Emily Carr: suggest rotating art installations - Mount Pleasant: retain local mural artist
<p>Other amenities <i>(12 comments; multiple stations)</i></p>	<ul style="list-style-type: none"> • Request for more covered seating, art and landscaping • Broadway-City Hall: why empty plaza space to the east?
<p>Station size relative to ridership <i>(9 comments; primarily general and Broadway-City Hall)</i></p>	<ul style="list-style-type: none"> • Concern that the platform size is too small relative to passenger volumes • Suggestion that the stations are underbuilt, especially Broadway-City Hall

Theme	Questions and Comments
Safety and Crime Prevention Through Environmental Design (CPTED) elements <i>(9 comments; primarily general)</i>	<ul style="list-style-type: none"> Request to incorporate more lighting and ensure stations are well lit at night Suggestion to ensure surfaces are slip resistant Suggestion that more commercial areas would help increase safety Concern that glass could be a target for vandalism Concern about pedestrian capacity at intersections; accommodate increased demand
Arbutus bus loop <i>(5 comments)</i>	<ul style="list-style-type: none"> Concern size will not address passenger and traffic volumes Concern with noise from buses for residents, businesses and school Suggestion to better connect with Arbutus Greenway Future development of the bus loop if UBC extension is completed
Accessibility <i>(3 comments; general)</i>	<ul style="list-style-type: none"> Request to ensure stations are accessible for everyone, including those with audio impairments Request to ensure elevators are available for those with accessibility requirements
Integration with other transportation <i>(3 comments; primarily general and Arbutus)</i>	<ul style="list-style-type: none"> Concern with dedicated areas for pick-up/drop-off Station-specific: <ul style="list-style-type: none"> - Arbutus: proposed pick-up/drop-off area will create traffic issues

3.2 Out-of-Scope Feedback

Out-of-scope and similar comments were themed and compiled as summarized in the table below.

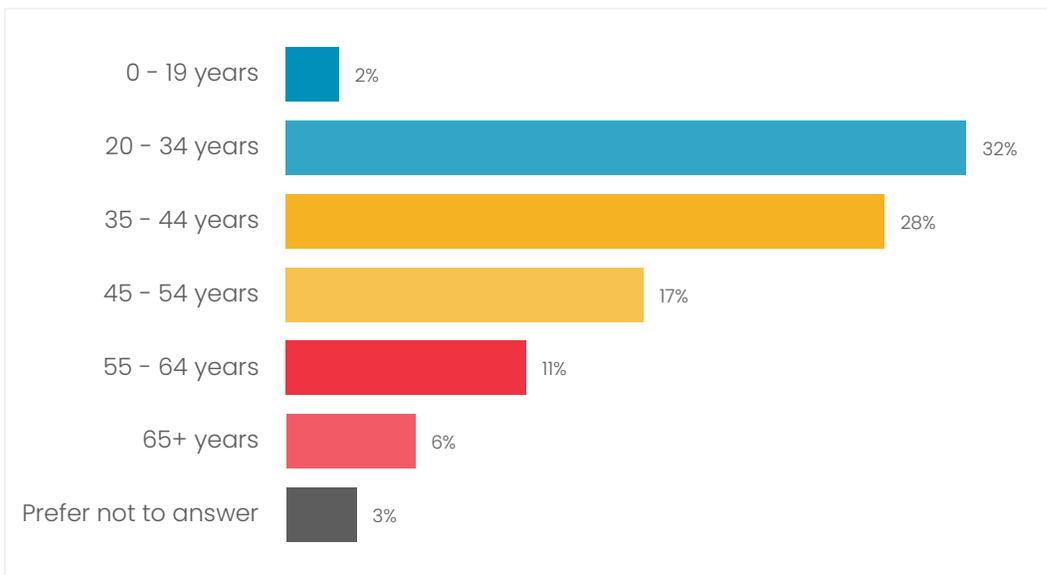
Theme	Questions/Comments and Out-of-Scope Response
Future development <i>(75 comments; mostly general, followed by Broadway-City Hall)</i>	<ul style="list-style-type: none"> Build stations to accommodate future residential and commercial development Disappointment that all stations aren't being built out now (i.e., like South Granville) Need for increased residential density/housing Desire to show full buildout of the area (not just the development above) Suggestions for future expansion
Washrooms <i>(12 comments; primarily general)</i>	<ul style="list-style-type: none"> Strong desire to have washrooms available to the public at all stations Request for accessible design

Theme	Questions/Comments and Out-of-Scope Response
Retail <i>(11 comments; primarily general, Broadway-City Hall also mentioned)</i>	<ul style="list-style-type: none"> • Desire for more retail space, including coffee shops, newsstands, and other retail • Suggest incorporating retail and food service in the underground levels
Elevators and escalators <i>(2 comments; general and Oak-VGH)</i>	<ul style="list-style-type: none"> • Request for additional elevators and escalators

4. Age

How old are you? (n=363)

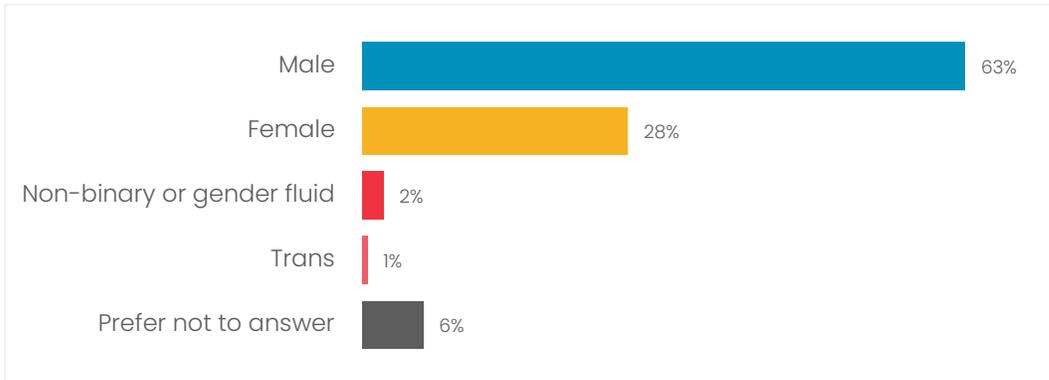
- 60% of respondents are between 20 to 44 years old



5. Gender

How do you describe your gender? (n=360)

- 63% of respondents selected male
- 28% of respondents selected female
- 3% of respondents selected another gender identity



6. Ethnicity

How do you describe yourself? Select all that apply. (n=363)

- All responses are provided in the table below

How do you describe yourself?	Percent
Arab	0.3%
Black	1%
Chinese	12%
Filipino	1%
Indigenous	2%
Japanese	2%
Korean	0.3%
Latin American	3%
South Asian	4%
Southeast Asian	1%
West Asian	0.3%
White	59%
Prefer not to answer	18%
Other	4%

7. Place of Residence

Where do you live? (n=363)

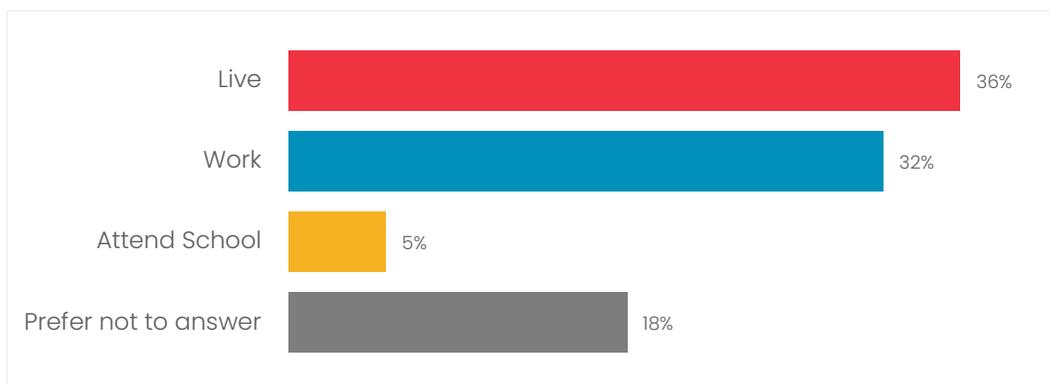
- All responses are provided in the table below

Where do you live?	Percent
Burnaby	6%
Coquitlam	2%
x ^w məθk ^w əyəm (Musqueam)	1%
Port Coquitlam	1%
Port Moody	1%
Richmond	4%
Vancouver	74%
Other Lower Mainland	6%
Prefer not to answer	3%
Other	3%

8. Proximity to the Project

Do you live, work, or attend school within two blocks of one of the new stations? Select all that apply. (n=363)

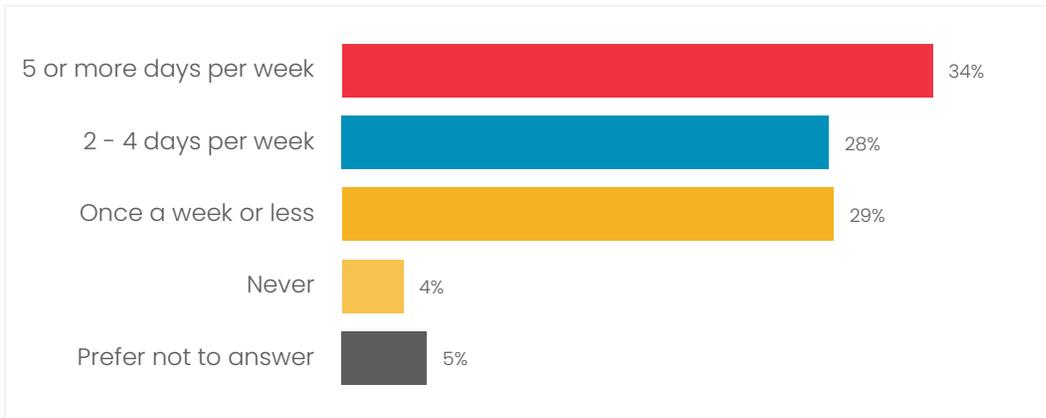
- More than 30% of respondents live and/or work within two blocks of one of the new stations



9. Transit Use

Before the COVID-19 pandemic began, how frequently did you use transit? (n=363)

- Majority of respondents (91%) took transit at least once a week before the COVID-19 pandemic began



5 Response to What We Heard

Feedback from Open House #1 and the Design Advisory Process was considered in the updates to the station designs.

Suggestions	Response	Addressed by the Project
<ul style="list-style-type: none"> Better station integration with local areas, make them look less utilitarian and more unique 	<ul style="list-style-type: none"> Within the requirement to maximize potential for integration with future developments around the station buildings, implemented enhanced urban design philosophy and new placemaking features including plans for public art 	

Suggestions	Response	Addressed by the Project
<ul style="list-style-type: none"> Provide two entrances at each station 	<ul style="list-style-type: none"> Great Northern Way–Emily Carr and Arbutus stations have two entryways Provisions have been made for a future second entryway at street level at Mount Pleasant and Oak–VGH stations Provision for a future second entryway at South Granville Station within a new development has already been confirmed by the City of Vancouver and the developer Plans for Broadway–City Hall Station are dependent on the future development 	
<ul style="list-style-type: none"> Enhance Crime Prevention Through Environmental Design (CPTED) measures 	<ul style="list-style-type: none"> More and better-integrated lighting treatments have been applied at all stations This includes lighting within the overhang soffits at all stations, additional interior lighting, increased glazing to provide more natural light inside the stations, and adding light features to cube seating and exterior walkways as appropriate to create a holistic interior–exterior experience of increased comfort and safety 	
<ul style="list-style-type: none"> Ensure stations are accessible for everyone 	<ul style="list-style-type: none"> At all stations, accessible paving treatments (tactile, coloured, and slip resistant) have been added to make station access safer for all users 	
<ul style="list-style-type: none"> More cycling amenities 	<ul style="list-style-type: none"> Improved grade at Great Northern Way–Emily Carr Station bike locker entrance to eliminate the need for a ramp and stairs Extended Arbutus Station bike parkade to both sides of station Updated layouts at several stations with differentiated paving to separate bike parking zones from other areas of the plaza 	
<ul style="list-style-type: none"> Make exterior station plazas larger, incorporate seating and meeting areas 	<ul style="list-style-type: none"> Added seating, wayfinding, placemaking features, and paving treatments to differentiate main entrance and plaza zones 	

Suggestions	Response	Addressed by the Project
<ul style="list-style-type: none"> Incorporate green landscaping, stormwater retention and other sustainable design features 	<ul style="list-style-type: none"> Incorporated sustainable landscape measures that align with the City of Vancouver’s Citywide Integrated Rainwater Management Plan and Green Infrastructure Strategy Introduced planters to capture rainwater drainage from emergency exit buildings 	✓
<ul style="list-style-type: none"> Replace chain link fence at Broadway–City Hall 	<ul style="list-style-type: none"> Improvements to plaza include CPTED measures, pedestrian flow and chain link fence removal 	✓
<ul style="list-style-type: none"> Improve community integration with the new Arbutus bus loop 	<ul style="list-style-type: none"> Enhanced CPTED features, adjusted to improve pedestrian flow on Broadway, seating areas re-positioned to the south side of the building 	✓

The below table indicates the Project’s high-level response to in- and out-of-scope comments raised in the engagement process.

Question/comment	Response
<ul style="list-style-type: none"> Questions on location of station entrance at Arbutus and Oak-VGH 	<ul style="list-style-type: none"> Oak-VGH Station entrance on the north side of the station, facing Broadway Arbutus Station has two entrances – east side of the station facing Arbutus Street and west side of the station facing the bus loop
<ul style="list-style-type: none"> Request for more secured bike storage Suggestion to cover all bike parking 	<ul style="list-style-type: none"> Indoor bike parkade available at Great Northern Way–Emily Carr and Arbutus stations Weather protected bike racks at Mount Pleasant and Oak-VGH stations
<ul style="list-style-type: none"> Request for more trees/greenery 	<ul style="list-style-type: none"> The Project is committed to replacing street trees that must be removed for construction. Planters, benches and stormwater retention will also be incorporated where space permits. Working with the City of Vancouver to maximize and integrate tree planting and landscaping into the streetscape, which will be coordinated through the City of Vancouver’s Broadway Street Re-design Process.
<ul style="list-style-type: none"> Concern glass could be a target for vandalism 	<ul style="list-style-type: none"> Glazing used at stations does not fracture and will be easy to maintain and clean if graffitied

Question/comment	Response
<ul style="list-style-type: none"> Suggestion to build stations to accommodate future residential and commercial development 	<ul style="list-style-type: none"> Not part of the Station Design Advisory Process; developments are approved through a separate City of Vancouver process Where future development is known and approved, future buildings are shown Where no development has been approved, the stations are shown on their own; all stations are designed to accommodate future development
<ul style="list-style-type: none"> Desire to have washrooms available to the public at all stations 	<ul style="list-style-type: none"> All stations will be built with accessible washrooms TransLink will determine how these facilities are managed and made available
<ul style="list-style-type: none"> Desire for more retail space 	<ul style="list-style-type: none"> Not part of the Station Design Advisory Process and will be determined by TransLink All stations will have commercial retail units located on the concourse level
<ul style="list-style-type: none"> Request for additional elevators and escalators 	<ul style="list-style-type: none"> TransLink has previously identified requirements based on forecast demand volumes

6 Next Steps

The Broadway Subway Project Corporation will consider all comments received and address feedback where it is feasible. Feedback received will be considered in the context of Project scope, budget, and requirements to assist in finalizing station designs for construction.

In-scope comments will be considered subject to project budget and schedule, and technical requirements. Out-of-scope comments that reflect decisions already approved or are unrelated to the project will not be considered.

The Design Advisory Process will be completed later this spring. Final station designs will be shared on the project website once the process is complete.

For more information:

- Visit broadwaysubway.ca
- Email broadwaysubway@gov.bc.ca
- Call 1-844-815-6114



Appendix A Notification Materials

The following copies of notification materials are included:

- Information bulletin
- Newspaper advertisement
- eNewsletter
- Community office poster
- Sample social media posts

Notification Materials: Information Bulletin

news.gov.bc.ca/24343

🔔 All people 18+ can [register to get vaccinated](#) | [Province-wide restrictions](#) are in effect, including [travel restrictions](#) ✕


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Transportation and Infrastructure 🖨️ PRINT

Updated Broadway Subway exterior station designs open to public input

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Information Bulletin

Vancouver
Monday, May 3, 2021 7:45 AM

Media Contacts

Ministry of Transportation and Infrastructure
Media Relations
Government Communications and Public Engagement
250 350-8241

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Great Northern Way-Emily Carr Station
(iStock.com)

With Broadway Subway project site preparations underway and major construction soon to begin, the updated street-level designs of the six new Broadway Subway stations are available for public feedback.

The online open house of the proposed station designs began on April 29, 2021, and runs through May 12. The project team is asking for input on the above-ground station features, including entrances, the adjacent plazas and other street-level aspects of the stations, as part of the station's design advisory process, developed in collaboration with the City of Vancouver.

The first online open house on station design was held in fall 2020. In response to public participation and feedback from project partners, the station designs have been updated to include:

- improved lighting;
- accessible paving treatments (tactile, coloured, slip-resistant) to make station access safer for all;
- reconfigured bike parking amenities;
- enhanced seating in exterior station plazas; and
- better integration with the neighbourhood and design features to provide a sense of place.

Input from this second online open house will be considered in finalizing the station's street-level designs.

The Broadway Subway project is a 5.7-kilometre extension of the Millennium Line from VCC-Clark Station to Broadway and Arbutus, with six new stations. It will provide fast, frequent and convenient SkyTrain service to B.C.'s second-largest jobs centre, world-class health-care services, an emerging innovation and research hub, and growing residential communities.

Once open in 2025, the commute from VCC-Clark to Arbutus Station will take 11 minutes, saving the average transit commuter almost 30 minutes a day and relieving traffic congestion along Broadway.

Learn More:

To see the updated street-level designs of the stations and to provide comment, go to the online open house at: <https://broadwaysubwayproject.civilspace.io/en>

More information on the Broadway Subway Project, including current construction activities, is available online at: www.broadwaysubway.ca

Follow the Broadway Subway Project on:
Twitter: @BroadwaySubway_
Facebook: @broadwaysubway

[➤ CONTRACT STORY](#)

<https://news.gov.bc.ca/24343>

Notification Materials: Newspaper Advertisement

Public Notice of Open House Broadway Subway Project

The Ministry of Transportation and Infrastructure invites the public to attend a second virtual open house regarding station designs prepared by the ministry's contractor, Broadway Subway Project Corporation.

The purpose of the open house is to summarize the feedback received from the first open house and to present the proposed final designs for the above-ground portions of the stations. Staff will also provide additional information about landscaping and station art, next steps for construction and how to stay involved.

Feedback received will assist in finalizing the station designs. The Broadway Subway project extends the Millennium Line 5.7 kilometres from VCC–Clark Station to the intersection of West Broadway and Arbutus Street, with six new underground stations.

The virtual open house will run online at ***broadwaysubwayproject.civilspace.io*** from April 29, 2021, to May 12, 2021.

For more information, please visit
broadwaysubway.ca, or
contact the community office at **778 572-3544**,
or by email at ***broadwaysubway@gov.bc.ca***.





Notification Materials: eNewsletter

A copy of the eNewsletter is provided on the following pages.

[View this email online](#)



transportation
investment
corporation

Public Open House Station Design Advisory Process

April 21, 2021

You are invited to attend the second virtual open house regarding updated station designs prepared by the Province's contractor, Broadway Subway Project Corporation.

The purpose of this open house is to summarize the feedback received from the first open house and to present the proposed final designs for the above-ground portions of the stations, including additional information about landscaping and station art, next steps for construction, and how to stay involved.

Participate online at broadwaysubwayproject.civilspace.io between April 29 and May 12, 2021. Input from this open house will be considered in the finalizing the station designs.

For more information about the Broadway Subway Project:

Email: broadwaysubway@gov.bc.ca

Phone: 1.844.815.6114 or 778-572-3544

Visit: broadwaysubway.ca

Sign up: <https://www.broadwaysubway.ca/contact/newsletters/>

Follow: Facebook [@broadwaysubway](#) ; Twitter [@broadwaysubway_](#)

Sincerely,
The Broadway Subway Team

Contact the Project

24/7 Construction Line

Phone: 1-844-815-6114

Project Information

www.broadwaysubway.ca

broadwaysubway@gov.bc.ca

Community Office

Address: 1212 West Broadway

Phone: 778-572-3544

Work on the Project

bcib.ca

info@bcib.ca

Broadway Subway Project 401 West Georgia Street Suite 1750 Vancouver BC V6B 5A1 CA

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This notice contains important information that may affect you. Please ask someone to translate it for you.

此通告刊載有可能影響閣下的重要資料。請找人為你翻譯。

ਇਸ ਨੋਟਿਸ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਕਿ ਤੁਹਾਡੇ ਲਈ ਜ਼ਰੂਰੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਇਸ ਦਾ ਉਲੱਥਾ ਕਰਨ ਲਈ ਆਖੋ।

Thông báo này có tin tức quan trọng có thể ảnh hưởng đến quý vị. Xin nhờ người phiên dịch hộ.

Este aviso contiene información importante que puede afectarle personalmente. Pídale a alguien que se lo traduzca.

Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

Notification Materials: Community Office Poster



Virtual Open House #2

Station Design Advisory Process

You're invited to view the updated station designs for each of the six future stations for the new Broadway Subway Project and share your comments.

The purpose of this Open House is to summarize the feedback received from the first design review and Open House and to present proposed final designs for the above-ground portions of the stations, including additional details about landscaping, available information on station art, next steps for construction, and information on how to stay involved.

Due to the COVID-19 pandemic, this Open House will be held online so you can participate at your convenience from **April 29 to May 12, 2021**.

Feedback will be considered by the Project in finalizing the station designs.

Participate online:

Visit broadwaysubwayproject.civilspace.io from
April 29 to May 12, 2021

For more information:

Email broadwaysubway@gov.bc.ca
Phone **1.844.815.6114**

The Broadway Subway Project is funded and delivered by the Government of B.C., with contributions from the Government of Canada and the City of Vancouver. TransLink will operate the line when it opens in 2025. The Broadway Subway Project Corporation has been awarded the contract for the design and construction of the project.

 @broadwaysubway

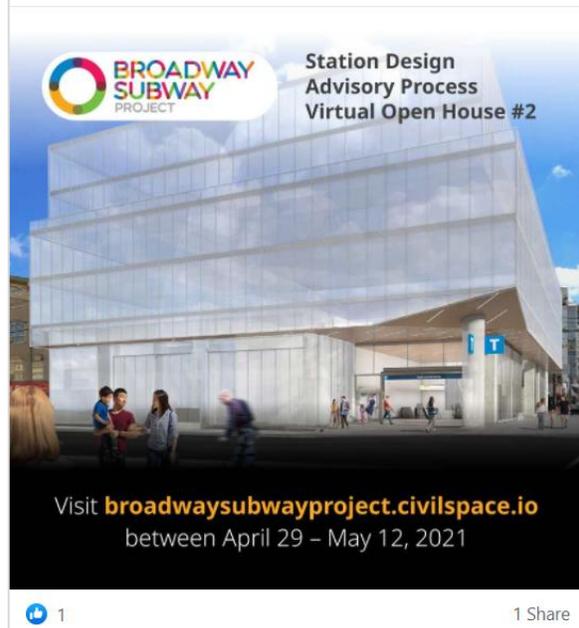
 @broadwaysubway_

Notification Materials: Sample Social Media Posts

Sample Twitter posts [@broadwaysubway](https://twitter.com/broadwaysubway)



Sample Facebook posts [@broadwaysubway](https://www.facebook.com/broadwaysubway)



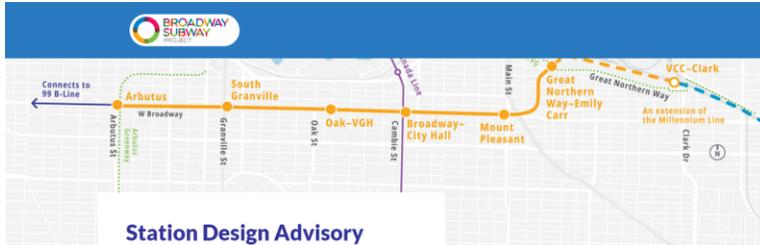


Appendix B Open House Materials

The following copies of open house materials are included:

- Screenshot of the engagement site
- Introductory video
- Introductory video script
- Display boards
- Survey
- Frequently Asked Questions

Open House Materials: Engagement Site



Station Design Advisory Process Open House

Station Design Open House #2 engagement closed May 12, 2021. All engagement information is still available for viewing though. If you haven't already please visit the Open House #2 image gallery and display boards (links below).

Feedback received from Open House #2 is being compiled and will be provided as input to the City of Vancouver's design advisory process and considered by the Project in finalizing the station design. A summary report will be available in the coming weeks.

About the Broadway Subway Project

The Broadway Subway Project is a 5.7 km extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. It will provide fast, frequent and convenient SkyTrain service to B.C.'s second largest jobs centre, world-class health services, an emerging innovation and research hub, and growing residential communities.

- 700 metres will be elevated, extending from VCC-Clark Station to a tunnel portal near Great Northern Way
- Five kilometres will be tunneled below the Broadway Corridor from Great Northern Way to Arbutus Street
- Six underground stations will connect communities and the region, including a direct underground connection to the Canada Line at Cambie Street
- The 99 B-Line bus service will connect from Arbutus Street to the University of British Columbia

Earthworks has already begun. Construction of the elevated guideway, stations, and tunnel portal is scheduled to begin this spring, with the extension in service in 2025.

About the Virtual Open House

The purpose of the Station Design Open House #2 was to summarize the feedback received from the first open house and to present proposed final station designs, including additional details about landscaping, available information on station art, next steps for construction, and information on how to stay involved. The summary report will be available in the coming weeks.

Feedback received will be provided as input to the City of Vancouver's design advisory process to contribute towards the urban integration of the stations and will be considered by the Project in finalizing the station designs.

How to Participate

Subscribe to receive [Project updates](#)

Ask us questions at:

- broadwaysubway@pov.bc.ca or 1-844-815-6114

Open House #2

Materials from Open House #2:

- Watch the [introductory presentation](#)
- View the display boards under **Supporting Documents** (see right or below, depending on your device)
- View the image gallery (see below)

Open House #1

Materials from Open House #1:

- Watch the [introductory presentation](#)
- View the display boards under **Supporting Documents** (see right or below, depending on your device)
- View the image gallery (see below)

Partners

The Broadway Subway Project is funded and delivered by the Government of B.C., with contributions from the Government of Canada and the City of Vancouver.

The Project is a key part of the rapid transit program in Metro Vancouver's Mayor's Council 10 Year Vision. The Vision is funded by the governments of B.C. and Canada, TransLink, and local municipalities. Once constructed, the Project will operate as an extension of the existing Millennium Line and will be integrated with the regional transit network and operated and maintained by TransLink.

The Broadway Subway Project Corporation is a joint venture of ACCIONA Ghella that will design and build the Project.

PROJECT TIMELINE



SUPPORTING DOCUMENTS

- [Open House 2 Display Boards](#)
- [Open House 1 Display Boards](#)

OPEN

Open House #2 Image Gallery

Closes: December 31, 2021 - 11:59 pm

View the proposed final station designs

[Participate Now](#) Approximate time 45minutes

OPEN

Open House #1 Image Gallery

Closes: December 31, 2021 - 11:59 pm

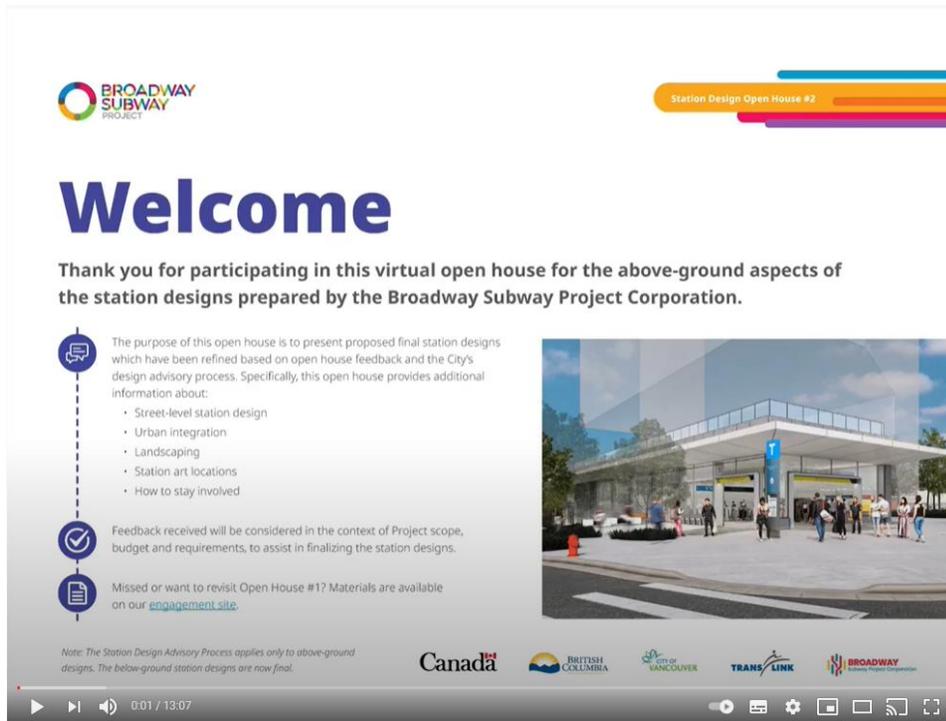
View the stations designs

[Participate Now](#) Approximate time 45minutes



Link: broadwaysubwayproject.civilspace.io

Open House Materials: Introductory Video



BROADWAY SUBWAY PROJECT

Station Design Open House #2

Welcome

Thank you for participating in this virtual open house for the above-ground aspects of the station designs prepared by the Broadway Subway Project Corporation.

The purpose of this open house is to present proposed final station designs which have been refined based on open house feedback and the City's design advisory process. Specifically, this open house provides additional information about:

- Street-level station design
- Urban integration
- Landscaping
- Station art locations
- How to stay involved

Feedback received will be considered in the context of Project scope, budget and requirements, to assist in finalizing the station designs.

Missed or want to revisit Open House #1? Materials are available on our [engagement site](#).

Note: The Station Design Advisory Process applies only to above-ground designs. The below-ground station designs are now final.

Canada
BRITISH COLUMBIA
City of VANCOUVER
TRANS LINK
BROADWAY Subway Project Corporation

0:01 / 13:07

Link: youtube.com/watch?v=zoQ9FlmKWRy&t=1s



Open House Materials: Introductory Video Script

Welcome

Welcome to this Station Design Advisory Process Virtual Open House for the Broadway Subway Project.

On behalf of the Government of British Columbia, project funding partners and the Broadway Subway Project Corporation design-builder, thank you for joining us.

This is the second open house for the Design Advisory Process and builds on earlier input received in fall 2020. The purpose of this open house is to present proposed final station designs which have been refined based on open house feedback and the City's design advisory process. This open house provides additional information about landscaping and station amenities, enhanced community integration, available information on station art, next steps for construction and information on how to stay involved.

Due to the COVID-19 pandemic and related safety requirements for physical distancing, this open house is being held in an online environment.

Feedback received will be considered in finalizing the station designs for construction. We are accepting feedback through May 12, 2021.

This brief presentation provides an overview of the information available to you and how you can participate at your convenience over the next three weeks.

Acknowledgements

I would like to acknowledge that the Broadway Subway Project will be built on the traditional territories of the Musqueam Indian Band, Squamish Nation and Tsleil-Waututh Nation.

The Project is a 5.7 km extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus.

It will provide fast, frequent and convenient SkyTrain service to B.C.'s second largest jobs centre, world-class health services, an emerging innovation and research hub, and growing residential communities.

Once opened, the commute from VCC-Clark to Arbutus Station will take 11 minutes, saving the average transit commuter almost 30 minutes a day, and relieving congestion along Broadway.

Preliminary construction activity has already begun. Construction of the elevated guideway, stations and tunnel portal is scheduled to begin later this spring, and the extension is scheduled to be in service in 2025.

What We Heard

Feedback from Open House #1 and the City's design advisory process include:

- Better-integrate the stations with local areas
- Provide two entrances at each station
- Enhance CPTED measures
- Ensure stations are accessible for everyone
- Provide more cycling amenities
- Make exterior station plazas larger; incorporate seating and meeting areas
- Incorporate green landscaping and sustainable design features
- Replace the chain link fence at Broadway-City Hall station
- Improve community integration with Arbutus bus loop

Information about how the project has responded to this input is available on the boards.

Urban Design and Landscaping Features

New design and landscaping features have been incorporated into the enhanced station designs.

- Neighbourhood integration to create a visible and vibrant sense of place for each station
- Accessible, differentiated paving treatments to enhance passenger flow
- Flexible, durable, attractive seating to provide comfort and station identity
- Resilient vegetation that will be easy to maintain
- Green infrastructure to integrate tree planting and capture and treat stormwater runoff
- Integrated lighting to increase safety

Unique, Placemaking Station Identities

While each of the new stations are designed with a common look and amenity features, each station is also a part of a specific neighbourhood with a unique identity. To integrate each station within its neighbourhood, the following unique features have been incorporated into the proposed final station designs:

- A new extended canopy at Great Northern Way-Emily Carr Station will provide a generous overhang. The colour of this canopy – medium metallic grey – coordinates with the interior finishes to create a streamlined finish. Indigenous art and cultural recognition components will also be incorporated.

- Large-scale artistic murals and heritage buildings along Broadway and Main Street provided the bold and vibrant inspiration for the reflective gold accent trim colour at Mount Pleasant Station.
- Broadway–City Hall Station is integrated into the existing Canada Line station and use of colours will be chosen to complement existing station colours.
- The hospital zone’s concrete buildings with sparks of colour, designed in a unique architectural style, are a defining feature near Oak–VGH Station. To complement this cluster, a green feature colour that connects to the health care world has been selected for this station. Indigenous art and cultural recognition components will also be incorporated. The colour selection was also discussed with the Indigenous group providing the art for this station.
- South Granville Station’s dark copper accent colour was selected to complement the adjacent developer’s plans for a statement ceiling entrance which creates a seamless transition between the exterior and interior spaces.
- The accent colour for Arbutus Station is under development. Indigenous art and cultural recognition components will also be incorporated, and this process will inform the final station colour.

Indigenous and Public Art

All six stations will incorporate art. The images indicate the proposed locations of public art at the stations. The project team is also working directly with Musqueam, Squamish and Tsleil–Waututh Nations to support a separate, parallel process in relation to Indigenous art and cultural recognition across the six stations.

Station Information Overview

This open house presents proposed final station designs and updated information about community integration, landscaping and amenities.

More details about each station, including the display boards, are available on our engagement site.

Great Northern Way–Emily Carr Station

This board shows an artist’s rendering of Great Northern Way–Emily Carr Station during the day and at night.

Beneath the outline of the future development to be constructed over and around the station, the generous canopy overhang in medium metallic grey and matching aluminum panels can be seen.

The sidewalk grading along Thornton Street has also been adjusted to improve access and the transit “T” marker has been upgraded to provide wayfinding information.

This board shows the station in the local street context.

A key design change at Great Northern Way–Emily Carr Station was the integration of the station vent shafts within the parkette across Thornton Street.

The updated station design for Great Northern Way–Emily Carr Station shown here includes:

- New seating areas, including within the statutory right of way parkette
- Grass planting areas
- Differentiating concrete colours to better define seating and movement areas
- Reconfigured vent structures and gates, and
- A reconfigured bike rack layout

It’s also important to note that the landscaping plan will be further developed as part of the City’s street re-design process.

For the remaining five stations, I’ll quickly outline key changes that have been made.

Mount Pleasant Station

At Mount Pleasant, key changes include:

- Dark grey cladding and reflective gold accent trim, combined with yellow cladding at the entrance back interior wall, to frame the artwork inside
- Increased use of glazing to brighten the interior of the station during the day and improve safety at night
- An updated plaza design
- Cube seating in the station accent colour, with integrated lighting at night
- Enhanced “T” marker with an information panel that incorporates wayfinding and information signs used across the transit system
- Extended canopy facing Main Street, which offers weather-protected bike racks and seating
- Provision for a future second entryway from Main Street
- Reconfigured vent shafts to allow more space for pedestrian circulation, and
- Planters to capture rainwater drainage from the emergency exit building

Broadway-City Hall Station

At Broadway-City Hall, we have:

- Relocated rooftop equipment and screening, removing the need for chain link fencing
- Incorporated glazing to the roofline and increased the amount of internal and external lighting
- Added a grey glazing panel adjacent to the concrete wall between the existing station and the new elevator lobby, to better integrate with the existing station
- Incorporated paving treatments in front of elevator lobby to identify seating areas
- Integrated seating and grassed planting areas, with the planter behind the new elevator lobby to capture rainwater drainage
- Added wooden benches and grey cube seating, with integrated lighting at night
- Reconfigured the bike rack area
- Reconfigured the stairway to and from the car park, and
- Adjusted the vent shafts to make them flush with the sidewalk and to coordinate with the City of Vancouver's revised streetscape along Broadway

Oak-VGH Station

Changes to the Oak-VGH station are similar to those at Mount Pleasant, with a few important differences:

- The cladding is light grey and the accent trim is green
- The extended canopy faces Laurel Street
- Provision for a future second entryway is from Laurel Street

South Granville Station

Given the advanced stage of the adjacent development, the changes at South Granville Station are relatively minor, and include:

- Plans for increased glass/glazing above entrance grille, pending coordination with the developer
- Ceiling updated to dark copper to match the developer's canopy soffit design
- Lighting increased in the station interior
- Vent shafts are now flush with the sidewalk, and
- Planters introduced to capture rainwater drainage from the emergency building

Arbutus Station

Quite a few changes have been made at Arbutus Station. Key changes to note are:

- Light grey cladding has been incorporated, along with a white colour under the canopy and maximized use of glazing to brighten the station
- An updated entrance furniture layout, focused on the south side of the station, with integrated seating and planters at the vent shafts
- Updated emergency exit location and dimensions
- The selected accent colour will be featured at the back wall of the station and will be clearly visible through the glass walls and illuminated at night. The colour shown here is for illustrative purposes only and will be adjusted in response to the artwork to be provided at this station.

Next Steps

Feedback from this open house will be considered in the context of Project scope, budget and requirements to assist in finalizing station designs for construction. Engagement with the community, businesses and stakeholders will be ongoing.

Thanks for joining us for this introductory tour of Open House #2. Please take some time to:

- View the display boards – available in PDF form in the document library.
- Visit our image gallery to view the images as a slide show
- And we invite you to complete a short survey to share your feedback

The survey will be open until May 12. We welcome your feedback and look forward to hearing from you.

And if you have any questions about the project that weren't answered in this open house, please feel free to contact us by email or phone which are displayed on the screen.

Thank you and have a nice day.



Open House Materials: Display Boards

The display boards are provided on the following pages.

Welcome

Thank you for participating in this virtual open house for the above-ground aspects of the station designs prepared by the Broadway Subway Project Corporation.



The purpose of this open house is to present proposed final station designs which have been refined based on open house feedback and the City's design advisory process. Specifically, this open house provides additional information about:

- Street-level station design
- Urban integration
- Landscaping
- Station art locations
- How to stay involved



Feedback received will be considered in the context of Project scope, budget and requirements, to assist in finalizing the station designs.



Missed or want to revisit Open House #1? Materials are available on our [engagement site](#).



Note: The Station Design Advisory Process applies only to above-ground designs. The below-ground station designs are now final.

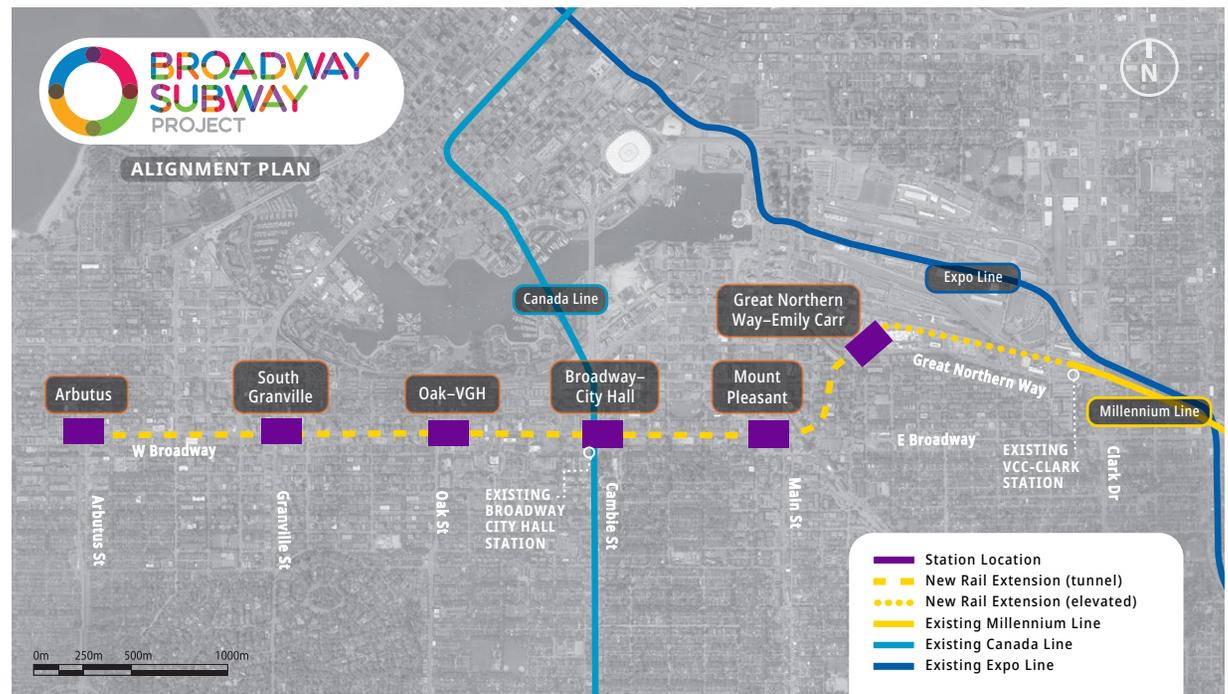
About the Project

The Broadway Subway Project is a 5.7 km extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. It will provide fast, frequent and convenient SkyTrain service to B.C.'s second largest jobs centre, world-class health services, emerging innovation and research hub, and growing residential communities.

Once opened, the trip from VCC-Clark to Arbutus Station will take 11 minutes, saving the average transit commuter almost 30 minutes a day and relieving congestion along Broadway.

Broadway Subway Project Corporation has started site preparation work, including the demolition of buildings on the sites and laydown areas of the future stations. Construction of the elevated guideway, stations, and tunnel portal is scheduled to begin later this spring, with the extension in service in 2025 (see [board 27](#) for next steps).

Our goal is to minimize disruption and maximize predictability for adjacent residents, businesses and their customers, and travellers. We are committed to maintaining access to businesses, services and residences on Broadway throughout construction. Traffic and construction notifications are provided in advance on the Project [website](#) and via [newsletter updates](#). Answers to frequently asked questions are available on the Project [website](#).



Station Design Philosophy

Station design has been influenced by many agencies and processes over a number of years, including TransLink's network standards, Project objectives and the City of Vancouver's Station Design and Urban Integration Principles. From these, the following Project design philosophy was developed to support station designs.



Integrate with current and planned future urban development, and minimize disruption to valued heritage buildings



Create a consistent, familiar design and passenger flow across stations



Facilitate ease of passenger movements



Facilitate enhanced passenger experience



Provide effective, pedestrian-scale lighting to ensure passenger safety



Promote and celebrate Indigenous and public art



Establish public plazas with setbacks for safety and comfort



Incorporate stormwater retention



Minimize footprint and visual impact of vent shafts, coordinate vent locations along heritage building frontage, and minimize obstructions along the sidewalk where possible



Minimize the size of emergency exit buildings and position them to be easily incorporated into future development

Response to What We Heard

During Open House #1 respondents indicated they thought the draft station designs were aligned with the design philosophy (54%) and are satisfied with the overall station designs (56%).

Feedback from Open House #1 and the design advisory process was considered in the updates to the station designs. Key areas suggested for improvement that are within the scope of this Project are summarized below and discussed further in the information boards that follow.

Suggestions	Responses
Better station integration with local areas, make them look less utilitarian and more unique	Within the requirement to maximize potential for integration with future developments around the station buildings, implemented enhanced urban design philosophy and new placemaking features including plans for public art. See board 6 and individual station boards for key design elements and see board 8 for public art locations.
Provide two entrances at each station	Great Northern Way-Emily Carr and Arbutus stations have two entryways. Provisions have been made for a future second entryway at street level at Mount Pleasant and Oak-VGH stations. Provision for a future second entryway at South Granville Station within a new development has already been confirmed by the City of Vancouver and the developer. Plans for Broadway-City Hall Station are dependent on the future development.
Enhanced Crime Prevention Through Environmental Design (CPTED) measures	More and better-integrated lighting treatments have been applied at all stations. This includes lighting within the overhang soffits at all stations, additional interior lighting, increased glazing to provide more natural light inside the stations, and adding light features to cube seating and exterior walkways as appropriate to create a holistic interior-exterior experience of increased comfort and safety.
Ensure stations are accessible for everyone	At all stations, accessible paving treatments (tactile, coloured, and slip resistant) have been added to make station access safer for all users.



Response to What We Heard

Suggestions	Responses
More cycling amenities	Improved grade at Great Northern Way-Emily Carr Station bike locker entrance to eliminate the need for a ramp and stairs, extended Arbutus Station bike parkade to both sides of station, updated layouts at several stations with differentiated paving to separate bike parking zones from other areas of the plaza.
Make exterior station plazas larger, incorporate seating and meeting areas	Added seating, wayfinding, placemaking features, and paving treatments to differentiate main entrance and plaza zones.
Incorporate green landscaping, stormwater retention and other sustainable design features	Incorporated sustainable landscape measures that align with the City of Vancouver's Citywide Integrated Rainwater Management Plan and Green Infrastructure Strategy. Introduced planters to capture rainwater drainage from emergency exit buildings.
Replace chain link fence at Broadway-City Hall	Improvements to plaza include CPTED measures, pedestrian flow and chain link fence removal.
Improve community integration with the new Arbutus bus loop	Enhanced CPTED features, adjusted to improve pedestrian flow on Broadway, seating areas re-positioned to the south side of the building.



The public engagement report for Open House #1 is available [online](#).

Urban Design and Landscaping Features

In response to the City of Vancouver’s Station Design and Urban Integration and public feedback from Open House #1, these new design and landscaping features have been incorporated into the enhanced station designs.



Neighbourhood integration:

Visible, vibrant, expressions of sense of place for each station that are easy to construct and maintain.



Accessible, differentiating paving treatments:

Textural and visual cues that complement architecture and create different zones within the station plaza to enhance passenger flow while supporting meeting and waiting areas.



Flexible, durable, attractive seating:

Combination of bench and cube seating to provide comfort and to enhance a sense of station identity.



Resilient vegetation: Adaptable, easy to maintain, and quick-draining plants, with seasonal changes and a variety of textures. Mix of plants will be used from the City’s approved plants list.



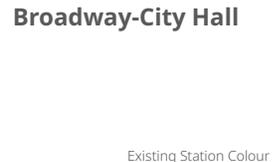
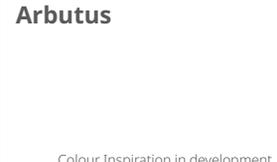
Green infrastructure: Maximize and integrate tree planting into the streetscape, capture and treat stormwater runoff with bioswales (landscaped channels that remove debris and pollution from stormwater).



Integrated lighting: Designed to increase safety, emphasize plaza design elements and seating, and prevent light pollution and glare.

Unique, Placemaking Station Identities

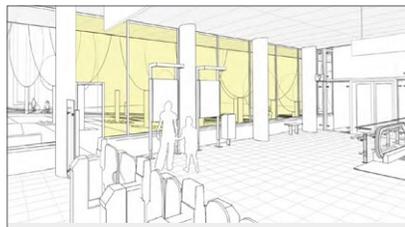
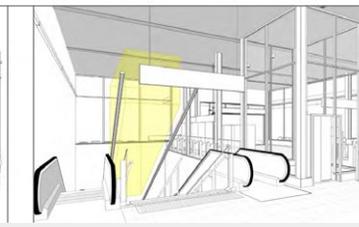
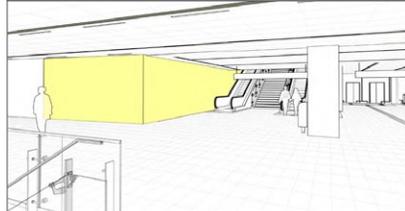
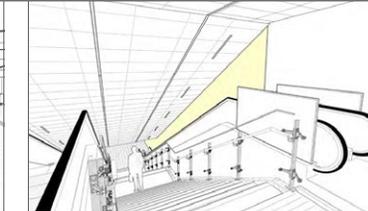
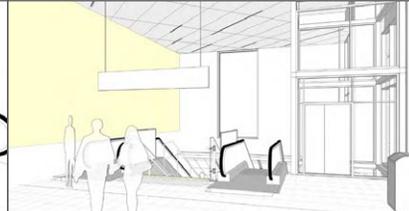
While each of the new Project stations are designed as a family of stations with a common look and amenity features, each station is also a part of a specific neighbourhood with a unique identity. To integrate each station within its neighbourhood, the following unique features have been incorporated into the proposed final designs (see *station-specific boards for details*).

Station	Responses	Station	Responses
<p>Great Northern Way-Emily Carr</p>  <p>Colour Inspiration</p>	<p>Maximized use of glass to provide a transparent connection to the surrounding areas. The extended exterior canopy integrates with the overbuild roof and terrace design of the future development. The canopy will provide a generous overhang that coordinates with the interior finishes to create a streamlined finish that continues down the rear wall of the entrance, so the canopy, ceiling and wall appear as a folded, continuous plane. The colour of this plane will be a medium metallic grey. The Project team will be working with an Indigenous Group on art and cultural recognition components for the station.</p>	<p>Oak-VGH</p>  <p>Colour Inspiration</p>	<p>The hospital zone's concrete buildings with sparks of colour, designed in a unique architectural style, are a defining feature in this neighbourhood. Oak-VGH Station will complement this cluster, with a feature colour that connects to the health care world. The colour green is proposed in consideration of the existing health infrastructure in the area. The Project team will be working with an Indigenous Group on art and cultural recognition components for the station.</p>
<p>Mount Pleasant</p>  <p>Colour Inspiration</p>	<p>Large-scale artistic murals and heritage buildings along Broadway and Main Street provided the bold and vibrant inspiration for the reflective gold accent trim colour at this station. Combined with the dark grey exterior façade, it creates a timeless, yet distinct and prominent, sense of place at this important community corner.</p>	<p>South Granville</p>  <p>Colour Inspiration</p>	<p>This station's dark copper accent colour was selected to complement the adjacent developer's plans for a statement ceiling entrance which creates a seamless transition between the exterior and interior spaces.</p>
<p>Broadway-City Hall</p>  <p>Existing Station Colour</p>	<p>This station is integrated into the existing Canada Line station and use of colours will be chosen to complement existing station colours.</p>	<p>Arbutus</p>  <p>Colour Inspiration in development</p>	<p>The accent colour for Arbutus Station is under development. The Project team will be working with an Indigenous Group on the implementation of art and cultural recognition components for the station. This process will also inform the final station colour, which will be selected to ensure a cohesive approach to artwork and colour for station placemaking and identity.</p>

Indigenous and Public Art

All six stations will incorporate art. Artists have been commissioned to create public artworks at four of the stations as illustrated below (proposed locations are highlighted in yellow).

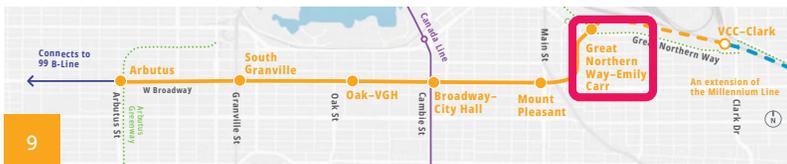
The project team is working directly with Musqueam, Squamish and Tsleil-Waututh Nations to support a separate, parallel process in relation to Indigenous art and cultural recognition across the six stations with prominent Indigenous artworks planned for Great Northern Way-Emily Carr, Oak-VGH and Arbutus stations.

			
<p>Great Northern Way-Emily Carr Station This street-level glazed artwork will integrate with the station architecture. Emily Carr University of Art and Design is a community partner, and the artist will engage students in conceptual development and/or artwork production.</p>		<p>Mount Pleasant Station The artwork will be a suspended three-dimensional piece that hangs from the ceiling, over the entrance level vertical circulation area.</p>	
			
<p>Broadway-City Hall Station Located at the concourse level, this two-dimensional light and projection type artwork will integrate with the wall surfaces and along the vertical circulation area.</p>		<p>South Granville Station This integrated two-dimensional applied art piece will run along the station wall at the entrance level.</p>	

Great Northern Way-Emily Carr Station

Updated station designs illustrated in these images include:

- Extended overhead canopy in light metallic grey provides added protection from the elements on all sides
- Medium grey cladding
- Medium metallic grey colour under the canopy and matching aluminum panel to create a streamlined finish
- 'T' marker that incorporates wayfinding and information signs used across the transit system
- Change in developer's proposed building design (columns removed)
- Increased use of lighting inside the station
- Sidewalk grading adjusted along Thornton Street to eliminate stair/ramp access to after-hours door and to change the grade of bike locker entrance



Great Northern Way-Emily Carr Station: Community Integration

Updated station designs illustrated in these images include:

- Updated vent shaft configuration in the statutory right-of-way to integrate with adjacent building parkette design across Thornton Street
- New ceiling entry design – light metallic grey of the overhead canopy extends into the interior of the station
- Increased use of lighting inside the station



Great Northern Way-Emily Carr Station context plan



Great Northern Way-Emily Carr Station interior

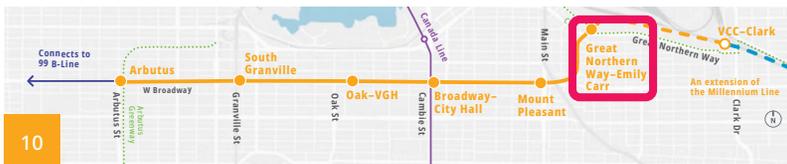


Great Northern Way-Emily Carr Station aerial overview



Great Northern Way-Emily Carr Station parkette

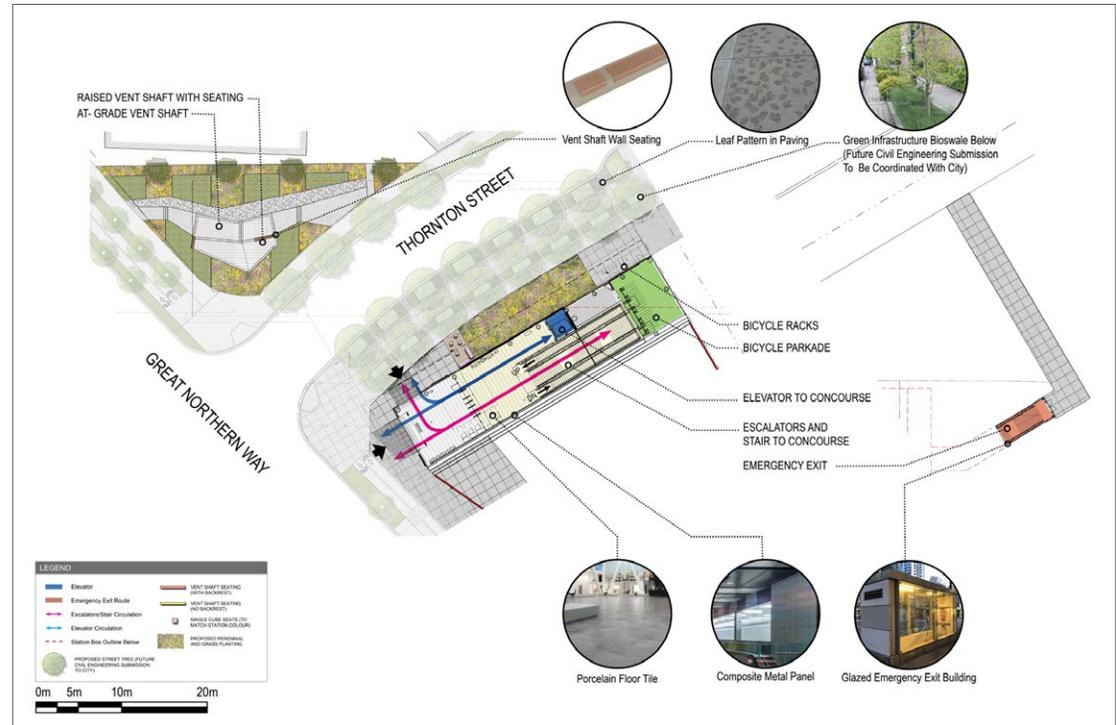
Note: Trees and roadway design along Great Northern Way and Thornton Street are indicative at this time.



Great Northern Way-Emily Carr Station: Landscaping and Amenities

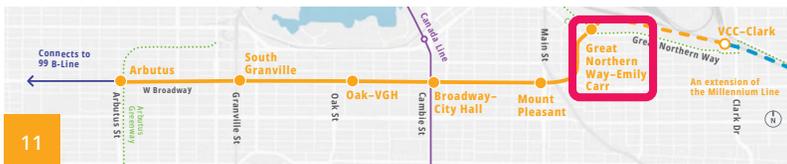
Updated station designs illustrated in these images include:

- ▶ Linear seating areas and new vent shaft seating areas, including in the statutory right-of-way parkette
- ▶ Grass planting areas
- ▶ Proposed street tree locations
- ▶ Differentiating concrete colours at seating areas, main station entrance area (welcome mat), street tree/trench drainage integration areas, and passenger/pedestrian movement areas
- ▶ Vent structures and grates have been reshaped to better reflect and integrate with the landscape design within the parkette
- ▶ Reconfigured bike rack layout



Great Northern Way-Emily Carr Station ground floor plan

Note: Trees and roadway design along Great Northern Way and Thornton Street are indicative at this time.



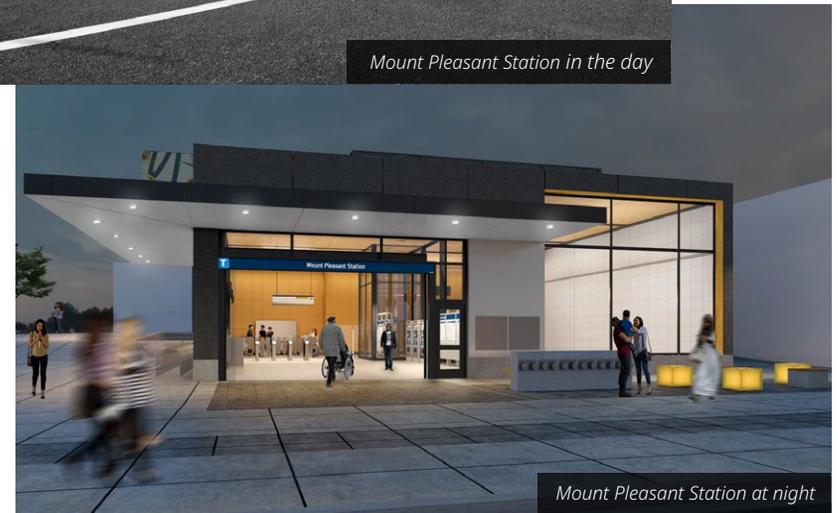
Mount Pleasant Station

Updated station designs illustrated in these images include:

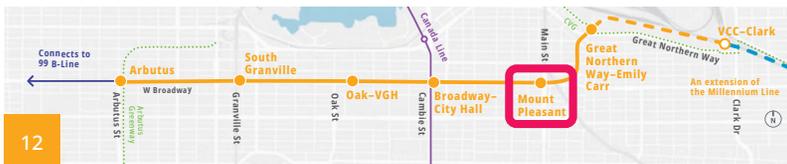
- Dark grey cladding and reflective gold accent trim, combined with yellow cladding at the entrance back feature wall are designed to frame the artwork inside and provide intuitive wayfinding
- Increased glass facing Broadway and Main Street, and above the entrance grille
- White colour under the canopy folds into a matching white aluminum wall panel adjacent the entrance to create a streamlined “folded-plane” finish
- Cube seating in accent colour, with integrated lighting at night
- ‘T’ marker with information panel that incorporates wayfinding and information signs used across the transit system
- Extended canopy facing Main Street for additional coverage from the elements
- Added provisions for a future second entryway from Main Street
- Weather protected bike racks and seating
- Reconfigured vent shafts to allow more space for pedestrian circulation



Mount Pleasant Station in the day



Mount Pleasant Station at night



Mount Pleasant Station: Community Integration

Updated station designs illustrated in these images include:

- ▶ Dark structural steel (columns and beams) instead of grey inside the station to match the dark colour of the exterior façade
- ▶ Updated station plaza design
- ▶ Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver's revised streetscape along Broadway)



Mount Pleasant Station context plan

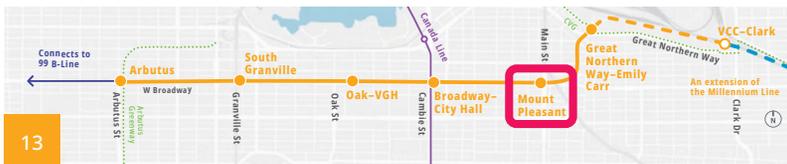


Mount Pleasant Station interior



Mount Pleasant Station aerial overview

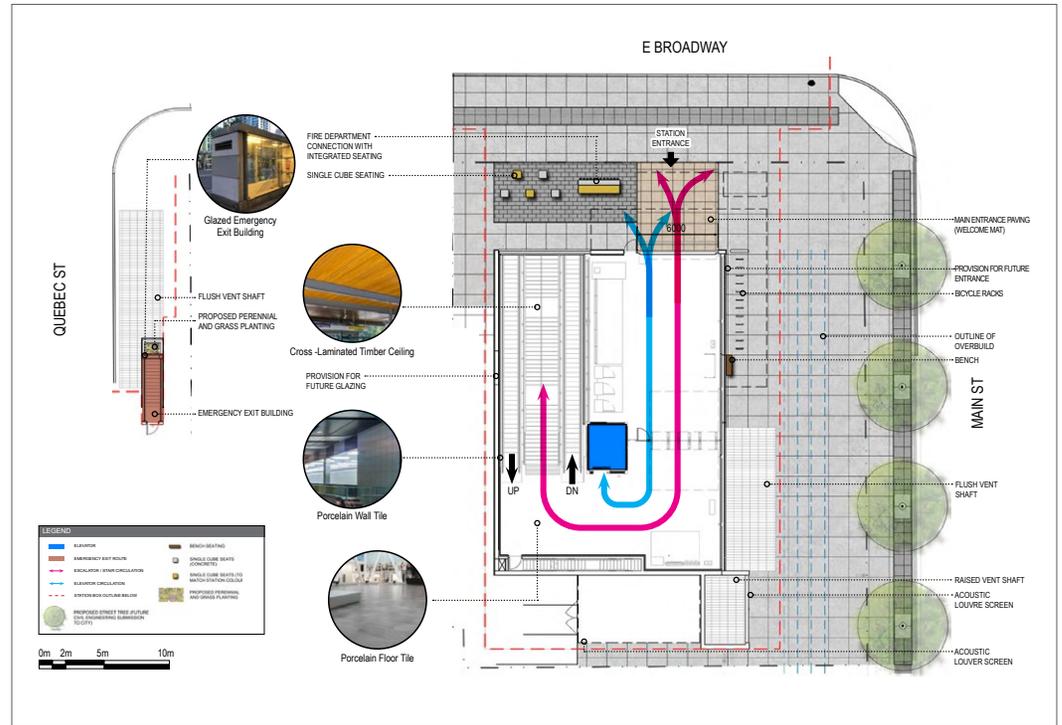
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Mount Pleasant Station: Landscaping and Amenities

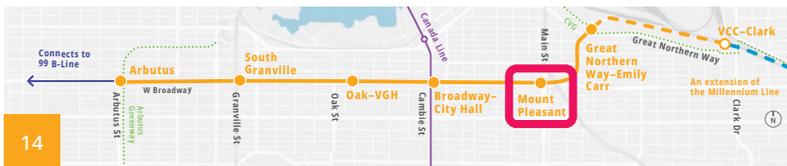
Updated station designs illustrated in these images include:

- ▶ Linear and cube seating areas and vent shaft seating areas
- ▶ Proposed street tree locations (final locations to be determined through the City of Vancouver's street redesign process)
- ▶ Differentiating concrete colours at seating areas, main station entrance area (welcome mat), street tree/trench drainage integration areas, and passenger/pedestrian movement areas
- ▶ Locations of noise dampening vent screens (acoustic louvers)
- ▶ Bike rack areas reconfigured to face Main Street and now have protection from the weather
- ▶ Provision for a future second entryway from Main Street
- ▶ Planters introduced to capture rainwater drainage from the emergency exit building



Mount Pleasant Station ground floor plan

Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Broadway-City Hall Station

Updated station designs illustrated in these images include:

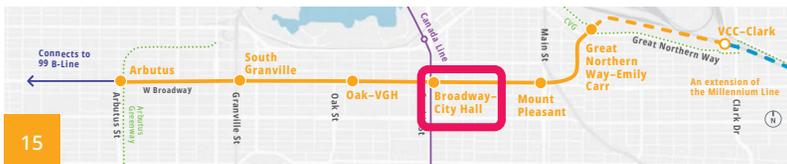
- Rooftop equipment relocated, removing the need for chain link fencing
- Grey glazing panel adjacent to the concrete wall between the existing station and the new elevator lobby
- Paving treatment in front of elevator lobby to identify seating areas
- Increased use of internal and external lighting
- Grey cladding to match existing Canada Line station (no change)
- Glass/glazing to roofline
- Integrated seating and planters, planter behind the new elevator lobby captures roof drainage
- Wooden benches and grey cube seating, with integrated lighting at night
- Reconfigured bike rack area
- Reconfigured stairway to and from car park



Broadway-City Hall Station in the day



Broadway-City Hall Station at night



Broadway-City Hall Station: Community Integration

Updated station designs illustrated in these images include:

- ▶ Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver's revised streetscape along Broadway)
- ▶ Paving treatment in front of elevator lobby

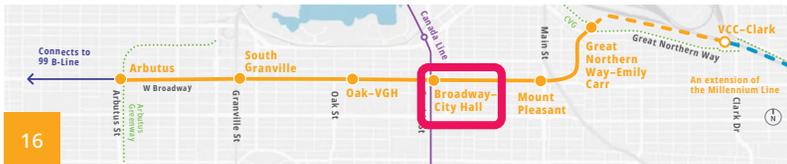


Broadway-City Hall Station aerial overview



Broadway-City Hall Station context plan

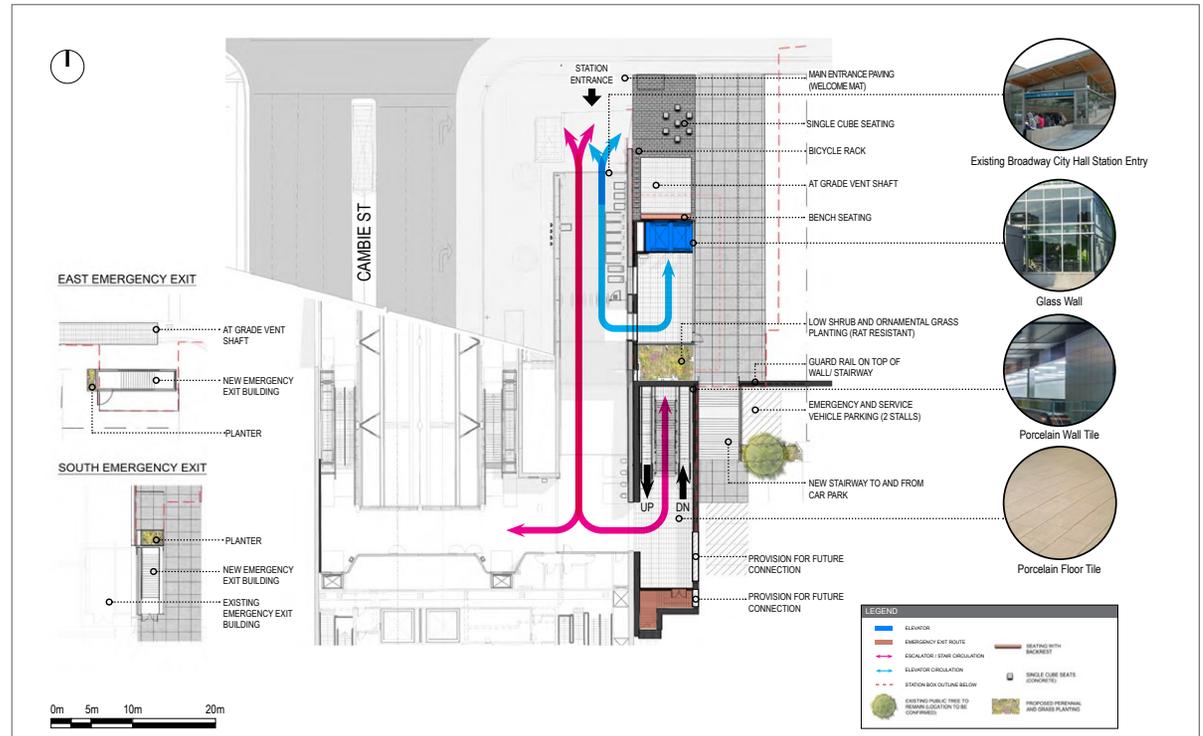
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Broadway-City Hall Station: Landscaping and Amenities

Updated station designs illustrated in these images include:

- ▶ Bench and cube seating areas and vent shaft seating areas
- ▶ Grass planting areas
- ▶ Relocated bike rack areas
- ▶ New stairway to and from car park
- ▶ Differentiating concrete colours at seating areas, main station entrance area (welcome mat), passenger/pedestrian movement areas, and along walkway to new stairway
- ▶ Planters introduced to capture rainwater drainage from the emergency exit building



Broadway-City Hall Station ground floor plan

Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Oak-VGH Station

Updated station designs illustrated in these images include:

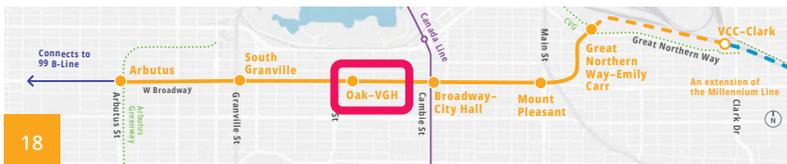
- Light grey cladding and green accent trim
- Increased glass/glazing facing Broadway and Laurel Street and above entrance grille
- White colour under the canopy folds into a matching white aluminum wall panel adjacent the entrance to create a streamlined “folded-plane” finish
- Extended canopy facing Laurel Street for additional weather protection
- Wooden benches and cube seating in accent colour, with integrated lighting at night
- Proposed street tree locations along Laurel Street (final locations to be determined through the City of Vancouver’s street redesign process)
- ‘T’ marker with information panel that incorporates wayfinding and information signs used across the transit system
- Weather protected bike racks and seating
- Added provisions for a future second entryway from Laurel Street to accommodate future development (not shown here)
- Reconfigured vent shafts to allow more space for pedestrian circulation



Oak-VGH Station in the day



Oak-VGH Station at night



Oak-VGH Station: Community Integration

Updated station designs illustrated in these images include:

- ▶ Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver’s revised streetscape along Broadway)

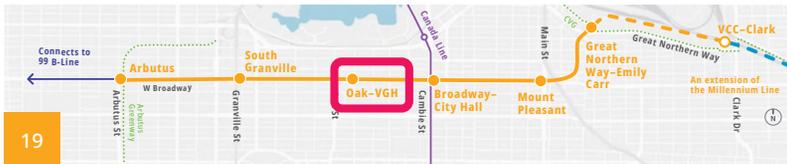


Oak-VGH Station aerial overview



Oak-VGH Station context plan

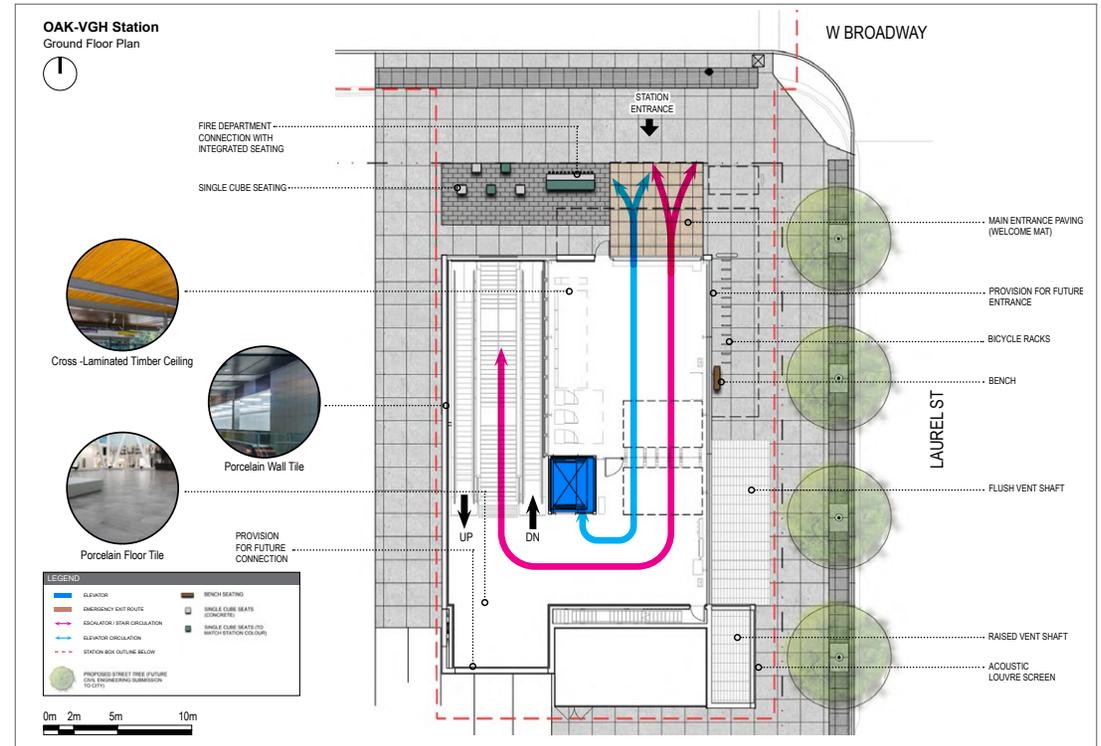
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver’s street redesign process.



Oak-VGH Station: Landscaping and Amenities

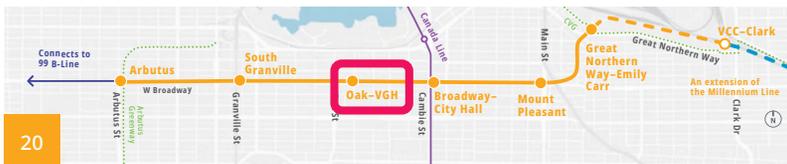
Updated station designs illustrated in these images include:

- Bench and cube seating areas
- Proposed street tree locations (final locations to be determined through the City of Vancouver’s street redesign process)
- Differentiating concrete colours at seating areas, main station entrance area (welcome mat), street tree/trench drainage integration areas, and passenger/pedestrian movement areas
- Locations of noise-dampening vent screens (acoustic louvres)
- Provision for a future second entryway from Laurel Street
- Bike parking areas reconfigured to face Laurel Street and now have protection from the weather



Oak-VGH Station ground floor plan

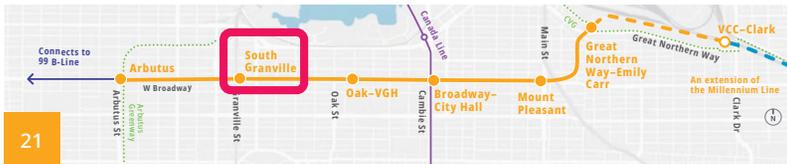
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



South Granville Station

Updated station designs illustrated in these images include:

- Increased glass/glazing above entrance grille is planned, pending coordination with the developer
- Illuminated standard 'T' marker (no change)
- Updated ceiling in dark copper to match the developer's canopy soffit design and provide a seamless transition between interior and exterior



South Granville Station: Community Integration

Updated station designs illustrated in these images include:

- Increased glass/glazing, pending coordination with the developer
- Updated ceiling colour in dark copper and ceiling panels orientation to match the developer's canopy soffit design and provide a seamless transition between interior and exterior
- Increased lighting in the station interior
- Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver's revised streetscape along Broadway)



South Granville Station interior

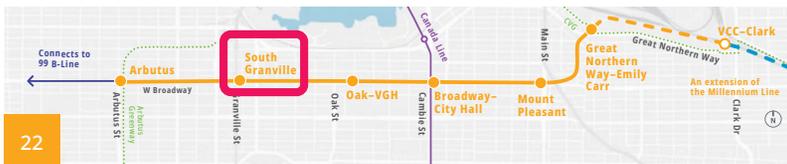


South Granville Station aerial overview



South Granville Station context plan

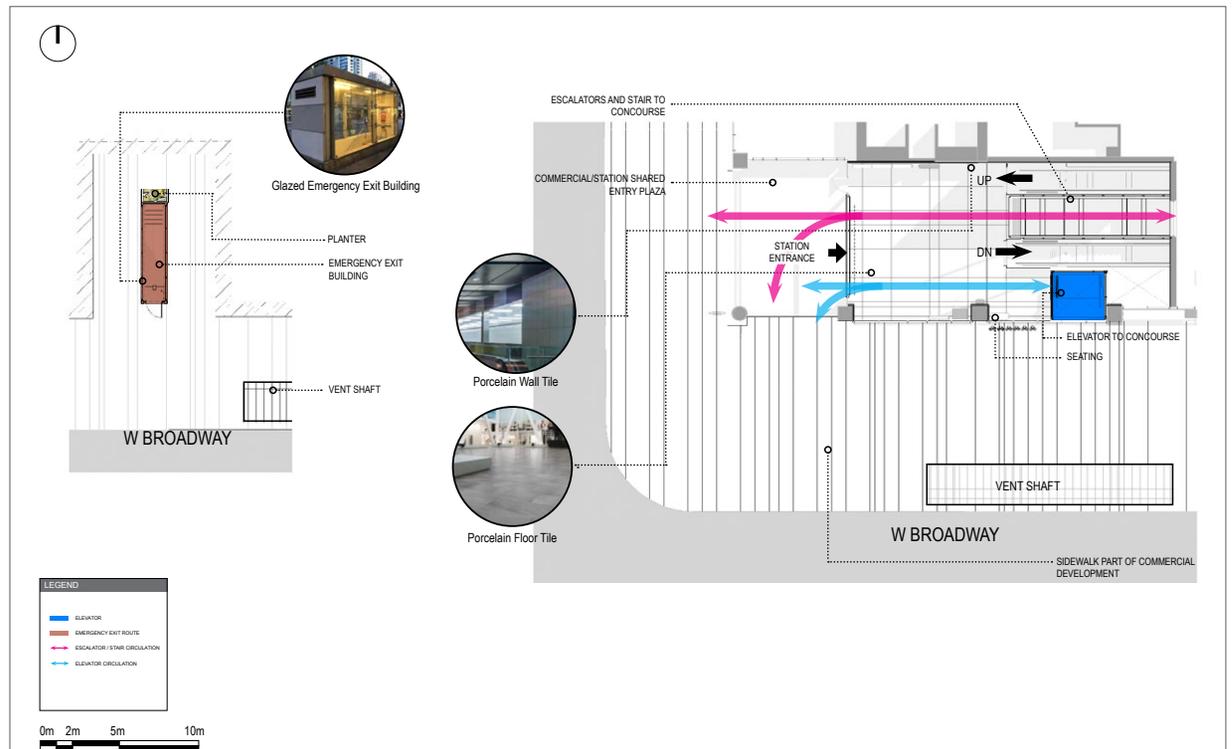
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



South Granville Station: Landscaping and Amenities

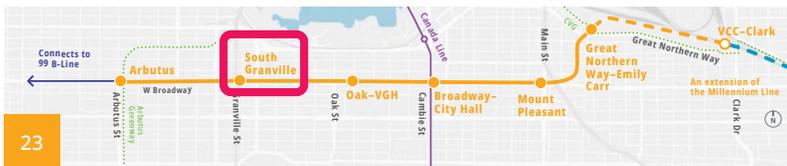
Updated station designs illustrated in these images include:

- ▶ Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver’s revised streetscape along Broadway)
- ▶ Planters introduced to capture rainwater drainage from the emergency exit building



South Granville Station ground floor plan

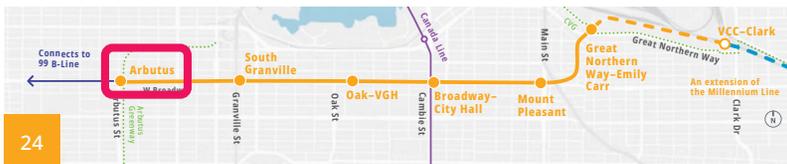
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver’s street redesign process.



Arbutus Station

Updated station designs illustrated in these images include:

- Light grey cladding
- White colour under the canopy
- Maximized use of glass/glazing
- The selected accent colour will be featured at the back wall of the station and will be clearly visible through the glass walls and illuminated at night. The colour shown here is for illustrative purposes only and will be adjusted in response to the artwork to be provided at this station.
- Updated entrance furniture layout (focused on the south side of the station, away from Arbutus and Broadway to improve circulation), with integrated seating and planters at vent shafts
- Cube seating in a single accent colour (to be confirmed), with integrated lighting at night
- 'T' marker that incorporates wayfinding and information signs used across the transit system



Arbutus Station: Community Integration

Updated station designs illustrated in these images include:

- ▶ Updated interior ceiling at entry to match the white exterior canopy and create seamless transition between interior and exterior
- ▶ Placement of trees along the Arbutus Greenway is aligned with City of Vancouver greenway design
- ▶ Updated emergency exit location and dimensions
- ▶ Updated vent shaft dimensions and size (adjusted to make them flush with the sidewalk and to coordinate with the City of Vancouver's revised streetscape along Broadway)



Arbutus Station interior

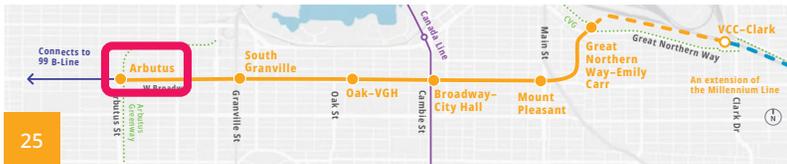


Arbutus Station aerial overview



Arbutus Station context plan

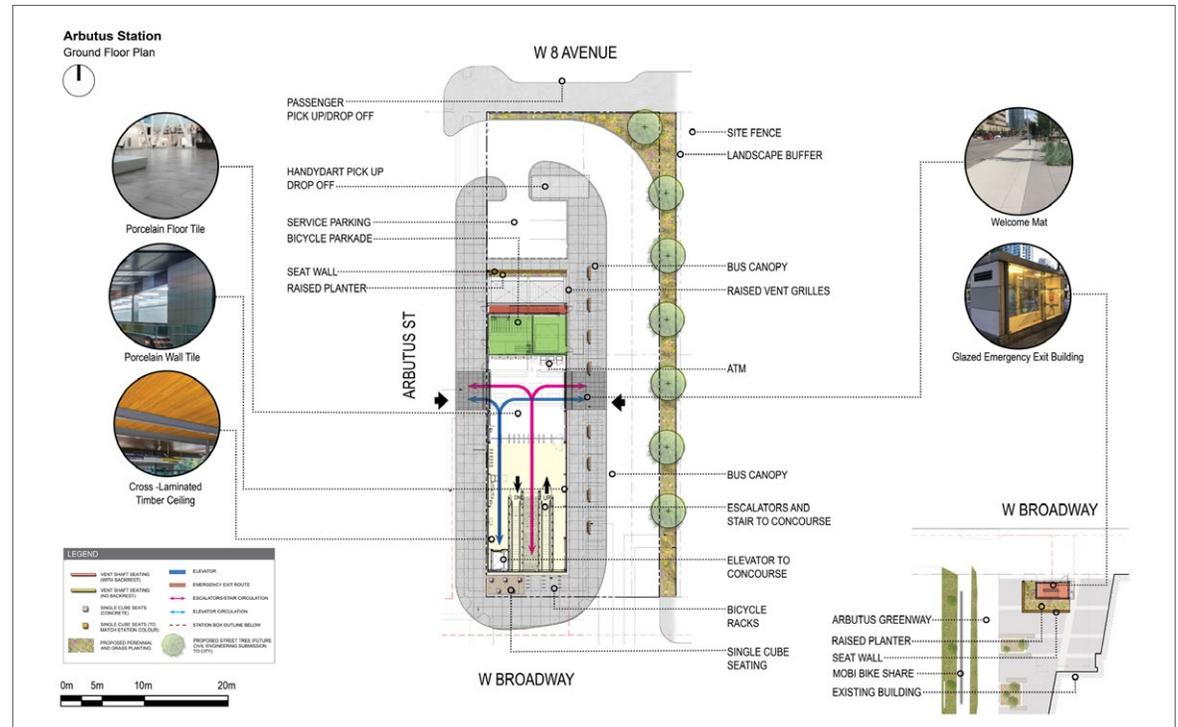
Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Arbutus Station: Landscaping and Amenities

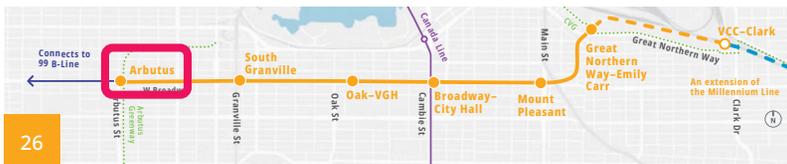
Updated station designs illustrated in these images include:

- Linear and cube seating areas and vent shaft seating areas, all placed on the south side of the station
- Grass planting area/landscape buffer
- Differentiating concrete colours at seating areas and main station entrance area (welcome mat)
- Reduced the amount of at-grade vent shafts on Broadway to increase pedestrian circulation
- Location of bike parking areas
- Original exit structure was located in the plaza space on the south side of Broadway in a long and narrow configuration oriented north-south. This has been revised to a shorter and wider structure oriented east-west and placed closer to Broadway, resulting in a more functional plaza space for pedestrian circulation.



Arbutus Station ground floor plan

Note: Trees and roadway design along Broadway are indicative at this time. Future trees and roadway design will be determined through the City of Vancouver's street redesign process.



Next Steps



Keep in Touch

To reach the Broadway Subway Project team:



- ▶ Subscribe to receive project updates:
broadwaysubway.ca



- ▶ Follow us:
 **@broadwaysubway**
 **@broadwaysubway_**



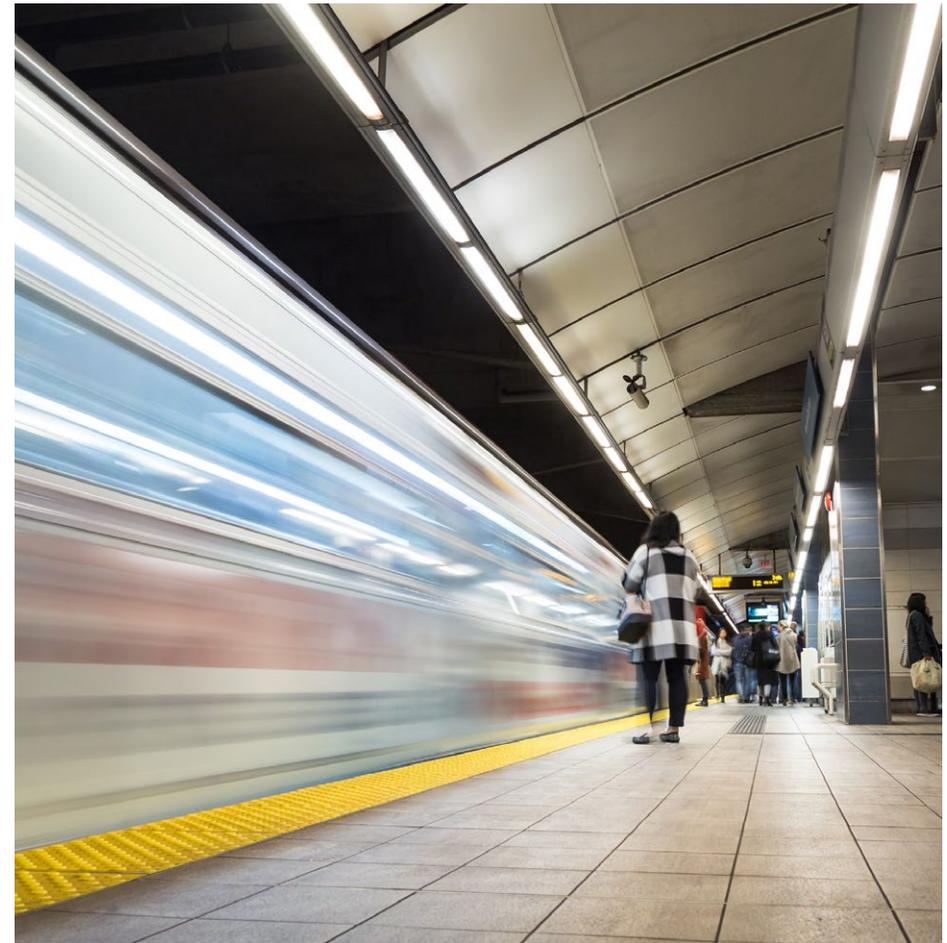
- ▶ Email: **broadwaysubway@gov.bc.ca**



- ▶ Call: 24/7 phone line **1-844-815-6114**



- ▶ Book an appointment:
Community Office **778-572-3544**





Open House Materials: Survey

A copy of the survey questions is provided on the following pages.

Broadway Subway Project Station Design Open House #2 – Feedback Form



Thank you for participating in this virtual Station Design Open House #2 for the Broadway Subway Project. Feedback received will be provided as input to the City of Vancouver's Design Advisory Process to contribute towards the urban integration of the stations and will be considered by the Project in making any final refinements to station designs.

Please provide your feedback by May 12, 2021. Thank you.

About the Station Designs

Which best describes your opinion of the proposed final above-ground design for Great Northern Way-Emily Carr Station?



- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

**Broadway Subway Project
Station Design Open House #2 - Feedback Form**

Which best describes your opinion of the proposed final above-ground design for Mount Pleasant Station?



- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

Which best describes your opinion of the proposed final above-ground design for Broadway-City Hall Station?



- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

**Broadway Subway Project
Station Design Open House #2 - Feedback Form**

Which best describes your opinion of the proposed final above-ground design for Oak-VGH Station?



- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

Which best describes your opinion of the proposed final above-ground design for Arbutus Station?



- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

**Broadway Subway Project
Station Design Open House #2 - Feedback Form**

The South Granville Station entrance building is fully integrated within a new development already under construction and approved through the City of Vancouver's development permit process. As such, most of the station entrance features have already been determined through that process.



Which best describes your overall opinion of the proposed final above-ground designs for all stations?

- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

Did you participate in the Station Design Advisory Process Open House #1 for the Broadway Subway Project in November 2020?

- Yes
- No
- Can't recall
- Prefer not to answer

Broadway Subway Project Station Design Open House #2 - Feedback Form

How satisfied are you that the updated designs respond to feedback received in the Design Advisory Process to-date?

Response to What We Heard

During Open House #1 respondents indicated they thought the draft station designs were aligned with the design philosophy (54%) and are satisfied with the overall station designs (56%).

Feedback from Open House #1 and the design advisory process was considered in the updates to the station designs. Key areas suggested for improvement that are within the scope of this Project are summarized below and discussed further in the information boards that follow.

Suggestions	Responses
Better station integration with local areas, make them look less artificial and more unique	Within the requirement to maximize potential for integration with future developments around the station buildings, implemented enhanced urban design philosophy and new placemaking features including plans for public art, See attached and individual station boards for key design elements and see attached for public art locations.
Provide two entrances at each station	Great Northern Way-Emily Carr and Arbutus stations have two entrances. Provisions have been made for a future second entryway at Mount Pleasant and Oak-VGH stations. Provision for a future second entryway at South Granville Station within a new development has already been confirmed by the City of Vancouver and the developer. Plans for Broadway-City Hall Station are dependent on the future development.
Enhanced Crime Prevention Through Environmental Design (CPTED) measures	More and better-integrated lighting treatments have been applied at all stations. This includes lighting within the overhang soffits at all stations, additional interior lighting, increased glazing to provide more natural light inside the stations, and adding light features to cube seating and exterior walkways as appropriate to create a holistic, interior-exterior experience of increased comfort and safety.
Ensure stations are accessible for everyone	All stations, accessible paving treatments (tactile, coloured, and slip resistant) have been added to make station access safer for all users.



Response to What We Heard

Suggestions	Responses
More cycling amenities	Improved grade at Great Northern Way-Emily Carr Station bike locker entrance to eliminate the need for a ramp and stairs, extended Arbutus Station bike parkade to both sides of station, updated layouts at several stations with differentiated paving to separate bike parking zones from other areas of the plaza.
Make exterior station plazas larger, incorporate seating and meeting areas	Added seating, wayfinding, placemaking features, and paving treatments to differentiate main entrance and plaza zones.
Incorporate green landscaping, stormwater retention and other sustainable design features	Incorporated sustainable landscape measures that align with the City of Vancouver's Cascade Integrated Rainwater Management Plan and Green Infrastructure Strategy. Introduced planters to capture rainwater drainage from emergency exit buildings.
Replace chain link fence at Broadway-City Hall	Improvements to plaza include CPTED measures, pedestrian flow and chain link fence removal.
Improve community integration with the new Arbutus bus loop	Enhanced CPTED features, adjusted to improve pedestrian flow on Broadway, seating areas repositioned to the south side of the building.



The public engagement report for Open House #1 is available [online](#).

- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied
- No opinion

Do you have any additional comments on the in-scope station design elements? (In-scope items include above-ground station designs, urban integration, landscaping, and station art)

- Yes
- No

[IF YES] Which station(s) would you like to comment on? (select all that apply)

- General comment about all stations
- Great Northern Way-Emily Carr
- Mount Pleasant
- Broadway-City Hall
- Oak-VGH
- South Granville
- Arbutus

**Broadway Subway Project
Station Design Open House #2 - Feedback Form**

[IF STATIONS SELECTED] What additional comments do you have about the in-scope station design elements for the station(s) you selected?

A large, empty rectangular box with a thin black border, intended for users to provide additional comments on station design elements. The box is currently blank.

About You

To help us understand who is responding to this feedback form, please answer the following questions. These questions are optional.

How old are you?

- 0-19 years
- 20-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years
- Prefer not to answer

How do you describe your gender?

- Female
- Male
- Non-binary or gender fluid
- Trans
- Prefer not to answer
- Other, please specify: _____

How do you describe yourself? Select all that apply.

- Arab
- Black
- Chinese
- Filipino
- Indigenous
- Japanese
- Korean
- Latin American
- South Asian (e.g. Indian, Pakistani, Sri Lankan)
- Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)
- West Asian (e.g. Iranian, Afghan)
- White
- If none of the above describes you, please specify: _____

**Broadway Subway Project
Station Design Open House #2 - Feedback Form**

Where do you live?

- Burnaby
- Coquitlam
- xʷməθkʷəy̓əm (Musqueam)
- Port Coquitlam
- Port Moody
- Richmond
- Sḵwx̱wú7mesh Úxwumixw (Squamish Nation)
- səliłwətał (Tseilil-Waututh Nation)
- Vancouver
- Other Lower Mainland
- Prefer not to answer
- Other, please specify: _____

Do you live, work, or attend school within two blocks of one of the new stations? Select all that apply.

- Live
- Work
- School
- Prefer not to answer

Before the COVID-19 pandemic began, how frequently did you use transit?

- 5 or more days per week
- 2-4 days per week
- Once a week or less
- Never
- Prefer not to answer

Thank you for your feedback!

Your feedback will be compiled along with that of others into an engagement summary report and considered by the Broadway Subway Project team in final refinements to station designs.

Sign up for notifications to receive information on upcoming engagements and the latest project related news at broadwaysubway.ca.

Open House Materials: Frequently Asked Questions

The following are the Frequently Asked Questions posted to the engagement site.

Station Design Advisory Process

How will my feedback on station designs be used?

- The purpose of the first open house was to share information and receive feedback on the above-ground portions of the stations, including station entrance buildings, adjacent plazas, emergency exits and ventilation locations.
- This second open house is being held to present and seek comments on proposed final designs, including additional information on landscaping and on station art.
- Input is provided as part of the City's design advisory process to contribute towards the urban integration of the stations and will be considered in finalizing the above-ground portions of the station designs.

Will you be asking for feedback on the below-grade designs at another time?

- The designs for the underground portions of the stations are now final. Station designs have been informed by past consultations, including Project consultation conducted by TransLink and the City of Vancouver in 2017.
- All of this input was used to develop criteria that has informed the design of the stations. This includes escalators in both directions, elevators, and safety and security measures.

Why aren't you asking for feedback about the South Granville Station?

- The South Granville Station entrance building is fully integrated within a new development already under construction and approved through the City of Vancouver's development permit process, which included an opportunity for public engagement. As such, most of the station entrance features have already been determined through that process.

What other engagement is planned?

- Communications and engagement are key aspects of the Project and will be ongoing throughout construction.
- The Project team continues working closely with residents, local businesses, schools and health services along the alignment.

Will there be escalators in both directions?

- Consistent with all SkyTrain station upgrades, escalators will be available in both directions (up and down) for ease of passenger movement to and from the trains at all stations.

Will there be extra elevators?

- The design of the new stations for the Broadway Subway Project follow TransLink's policies.
- This means up and down escalators and elevators at each station, with an extra elevator at Broadway City-Hall where there is a connection to the Canada Line and more elevator capacity is needed.
- Room for future additional elevators has also been accommodated at the Oak-VGH and Arbutus stations.

How has accessibility for patrons with mobility challenges, mobility devices and strollers been considered?

- The stations will provide accessible, Radio Frequency Identification (RFID) enabled fare gates (i.e., hands-free gate access for eligible customers with disabilities), accessible ticket vending machines, and barrier-free elevator access.
- Tactile tiles will be incorporated at all stations for passenger safety and to support those with visual impairments.
- Stations will incorporate a clear and audible public address system to support those with auditory impairments.

Do the station designs consider high passenger volumes, especially at Broadway-City Hall Station?

- The stations are designed to accommodate peak passenger flow volumes. Key features include:
 - Station plazas will support efficient passenger movements in all directions.
 - Accessible fare gates and ticket vending machines will be located to minimize congestion and avoid cross-flows.
 - Multiple escalators will be provided in both directions to each platform.
 - Areas in front of escalators, elevators and stairs will allow sufficient queuing for the safety and comfort of passengers.
 - Clear sight lines and right-hand flow movements will minimize cross-flows and other obstructions.

- Specific to Broadway–City Hall Station, the majority of passengers currently using the street level entrance at the existing Broadway–City Hall Station are transferring to and from the 99 B-Line. Once the extension replaces the 99 B-Line, most of these above-ground transfers will discontinue. It's estimated 75% of Canada Line and new Millennium Line passengers will transfer underground.

Will washrooms be available?

- The new stations on the Broadway Subway Project will have single occupancy washrooms accessible from the public areas of the stations with the assistance of a SkyTrain attendant, similar to the existing situation throughout the SkyTrain network.
- The design and construction of the stations for the Broadway Subway Project follow TransLink's policies on washrooms.
- The Broadway–City Hall Station, as a future major transit exchange, and Arbutus Station, as a future interim terminus station, will be built to accommodate accessible washrooms in the fare paid zone in the future, should TransLink's current policy change.

What facilities will be available to cyclists at the new stations?

- Great Northern Way–Emily Carr Station and Arbutus Station will provide indoor bike parkades, with capacity for 34 bikes at each station.
- Mount Pleasant Station, Broadway–City Hall Station and Oak–VGH Station will have 12 bike racks available outside each station.

How are you incorporating landscaping for each station?

- Trees and landscaping will be coordinated with the City of Vancouver's Broadway Street Redesign Process.
- The Project is committed to replacing the street trees impacted by construction.
- Additional planters, benches and stormwater retention will be incorporated where space permits.

How are you incorporating Indigenous and public art into the stations?

- Art is a key component of the SkyTrain system and is featured at many stations and/or station plazas along the SkyTrain alignment and at all existing Millennium Line stations.
- All six new stations will incorporate art.
- Artists have been commissioned to create public artworks at Great Northern Way–Emily Carr, Mount Pleasant, Broadway–City Hall, and South Granville stations.



- The project team is working directly with Musqueam, Squamish and Tsleil-Waututh Nations to support a separate, parallel process in relation to Indigenous art and cultural recognition across the six stations with prominent Indigenous artworks planned for Great Northern Way-Emily Carr, Oak-VGH and Arbutus stations.
- Indigenous art features are still to be determined in consultation with these Indigenous groups.
- See the Open House #2 display boards that indicate the proposed locations of public art in the stations.

General Broadway Subway Project

Why is this project needed?

- The 99 B-Line route is one of the busiest bus routes in North America and can no longer effectively meet demand. Buses get caught in traffic congestion and people are often passed up by full buses.
- The Broadway Subway Project will replace the 99 B-Line service, with capacity to move three times as many people, and with greater reliability, as population and employment in this area continue to grow.
- Once in service, the trip from VCC-Clark to Arbutus will take 11 minutes, saving the average transit commuter almost 30 minutes a day and relieving congestion along Broadway.
- As an extension of the Millennium Line, it will connect seamlessly to the wider SkyTrain network, including Expo and Canada Lines, and will integrate with the regional bus network.
- This will make it easier to live, work, travel, shop and access services along the Broadway Corridor, adding to regional livability.

When will construction begin? How long will it take?

- Site preparation work is ongoing.
- Construction of the stations, the elevated guideway and the tunnel portal is planned to start later this year, with tunneling expected to start in 2022.
- The Project is on schedule for the extension to the Millennium Line to open in 2025.

What construction impacts can I expect?

- The Broadway Subway Project will be mainly constructed by underground tunneling methods.



- Twin tunnels with an excavation diameter of 6 metres will be built using two tunnel boring machines.
- The Project will also include 700 metres of elevated guideway from VCC-Clark Station to a tunnel portal near Great Northern Way Area.
- There will be street-level excavation in station blocks. Traffic decking will be installed to ensure traffic continues to flow over construction in a consistent at-grade traffic configuration.
- Best efforts are made to mitigate construction impacts. However, typical things to expect for a construction project of this size and scope are: noise, vibration, lane closures, Arbutus and Central Valley Greenway detours, parking changes, excavation and utility works.
- The Project team aims to complete most work during the day. Wherever possible, noisier activities will happen during daytime hours. Some work, however, needs to occur at night to reduce traffic disruption and the tunnel boring operation is expected to be 24/7.
- Access will be maintained to all residences, businesses and services on Broadway throughout construction.
- Construction updates will be shared through traffic news outlets, social media and notifications on the Project website at broadwaysubway.ca.
- Sign-up for the [newsletter](#) to get updates delivered to your inbox.



Appendix C Survey Data (verbatim comments)

The following is a record of the verbatim comments received from the survey question:

What additional comments do you have about the in-scope station design elements for the station(s) you selected?

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
111	The bike path in front of the station does not appear to be well integrated with the sidewalk and intersection. Best practices should be followed to provide clear methods for bikes and pedestrians to share the space. As shown in the figures, it appears that the bike lane simply jumps up onto the curb in the same area that pedestrians will be queuing to cross the road.
126	Please build these stations so that future development can occur above and around them. We have to plan for a dense Broadway corridor. I also think some of the emergency exits should be actual entrances/exits to better circulate users.
131	Prep all stations for large scale developments overtop the stations. All stations need density directly above this busy corridor
151	<p>Mount Pleasant: The exterior colours do not complement the warm brick that is used extensively in the area, including on new construction. A warmer colour should be chosen than the dark grey and exposed concrete. Architectural concrete is often an oxymoron.</p> <p>Broadway - City Hall: The entrance inherited from Canada Line is rather underwhelming, especially the large concrete fin that is visibly discoloured in the images of the station.</p>
166	It seems like a missed opportunity not to utilize the existing knock-out panels at built with the Broadway-City Hall Canada Line station and to not construct a secondary entrance.
176	I am concerned about the lack of existing station improvements for Broadway City Hall station. As of now the station is very high traffic and using it as the entrance for both the Canada Line and the new Millenium line extension is only going to exacerbate that. Have there been any considerations to open up another entrance or at least make the existing entrance wider with more fair gates?
196	<p>In general more pre-planning should be done to accommodate two items:</p> <ol style="list-style-type: none"> 1. Density on top of the stations. 2. Second entrance/exits in the future as ridership demands. <p>As well why does the cycle path just end at Emily Carr station? Seems as though it should be integrated in some way into the plaza/sidewalk in front of the station.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
201	I'd like to see stronger connections with cycling. All these stations are within the Mobi zone, how are people going to get off Mobi bikes and onto the train? When people leave the subway station where will the nearest Mobi station be? Part of it is wayfinding, but also having really closely located Mobi stations. If I have to walk too far to get to the Mobi station I'm less likely to use both the bike and the train to complete my trip.
216	It looks like there are only one elevator in the stations (or two that take you to different levels). It is much better to have at least two that go to all levels (also escalators). This ensures everyone has access when an elevator is out of service, being serviced or after 25 years being replaced. The platform sizes look small like the existing Canada Line platforms. When it is crowded, it is very difficult to manoeuvre through the crowds.
231	Functional yet boring - perhaps driven by budget. Why is there Staff Parking at Mt Pleasant & Oak Street stations? Doesn't send a great message to potential transit users.
241	They're being under-built just like the Canada Line. There's not enough fare gates and only one escalator in each direction. Almost all of the stations should have at least a few floors of office / retail / residential above them. Bike path connections seem to be an afterthought (having multiple modes mix in front of the stations is a recipe for disaster). Broadway-City Hall is a connection to two lines so it should have two entrances.
261	Maybe for nostalgic purposes, The signs and signage could have the old Millennium Line style from 2000-2001. It would give the stations and the Millennium Line its recognition.
271	Incorporate additional greenery/trees to the East of the Broadway - City Hall Station to help reduce urban heat island effect created by large plaza without any shade. Appreciate that the fencing was removed around the station above-ground addition, however.
286	Nothing out of the ordinary here. But what is legitimately shocking to me are building heights and density. How is that in one of the busiest arterials in North America we plan single-level above-ground stations? I was expecting multi-level and multi-use buildings above each of these stations give their location. We tore down a handful of local business to replace it with a single level station at Mount Pleasant. What a joke!

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
291	Disappointed that Broadway–City Hall will pretty much stay the same size in the street level/entrance section. This station (like the entire Canada Line) suffers from major overcrowding issues, so to basically double the amount of traffic at the station which keep the entrance the same size (and the same number of Compass gates) is concerning.
326	I don't understand why these aren't integrated into other developments like other subway systems. Such a waste of space to have a free standing low rise structure in these urban areas.
331	Fare gates must be relocated to the Mezzanine Concourse level like South Granville. Especially for stations such as Oak-VGH where it's planned/provisioned to have a second entryway.
341	Need to have more seating that is covered for those waiting to be picked up during rainy weather. The secure bike storage is too limited, should be at least double and provided at all stations. Stations would have much better security and eyes watching the plazas is there were integrated coffee shop, newsstand,etc. Seems to be no attention paid to having drop off areas, Uber pickup spots,etc
356	Vegetation and rainwater management improvements are good. Improved lighting and slip-resistant surfaces are good. Station colour themes (e.g. Oak-VGH) are good, but too subtle, and the stations don't have a more exciting, colourful look. Would like to see a Millennium Line-type colour scheme/branding that could be extended to other stations in future.
361	Consider an expanded entrance at Broadway City Hall with more faregates. Concerned about the flow for such an important transfer station and the entrance and exit out of the station. Consider an east facing (main street) exit or provisions for an east exit on the other side of main.
366	All station are PAINFULLY generic and do nothing to take into account the history, feel, and culture of the streets and neighborhoods in which they are situated. Even the Emily Carr station, an arts school for crying out loud, isnt spared the cookie cutter. You couldn't have gotten the artists from that school to design something with some life?! Another golden opportunity in Vancouver wasted all for the sake of practicality.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
371	Surface designs are lacking 10-30 stories of other uses (retail, office, mixed income housing, medical services, public services). Current designs are practically criminal underbuilding of valuable public land
386	Any green spaces or natural elements at any station is important to me. At the Broadway City Hall station, an artistic backdrop similar to the one behind the new Mt Pleasant station would look great.
396	Consider additional temporary public art opportunity on exterior of station along the west wall of the existing station building
406	Great Northern Way - bike path that runs East-West along 2nd (not behind the station) has a problematic intersection design causing unwanted friction with pedestrians. Mention of better bike facilities,.. the designs don't show this clearly. Broadway - why are the bike racks not covered? Granville - What is the plan for integration with bike network and storage? All - SECURE bike storage (e-bikes) - planned
426	It's difficult to tell from the renderings, but I would ask that you ensure adequate protection from the elements for people alighting from the busses along Arbutus. This may entail increasing the overhang from the station westward partially over the area where the busses will stop - riders should be able to leave the busses and enter the station station without getting wet during periods of rain.
431	Both of these stations are located in a dense urban area of the city, there isn't much amenities provided with the construction of the station. In the future, will there be room for future development on-top on these sites to allow for affordable housing and or small business? This integration would make better use of the land while providing more for people.
441	all of the designs are so boring and so full and ugly would love to see some colour and design incorporated into stations, inspired by their neighborhoods. example: murals and art pieces in mount pleasant, bright colours in the station design
456	The station, pre pandemic, was already incredibly busy with just the Canada Line. The entry way looks the same size and it will have two lines running through it, which will increase the amount of traffic going through this station. The ground level foot print really needs to be larger to accommodate the additional foot traffic it will receive as a result.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
481	I notice there are noise reduction considerations for the vents on Main Street but not quebec street, including across from the apartment building I live in. I'm very concerned that the introduction of two vent shafts near my building will increase noise pollution and detract from quebec streets charm and walkability.
486	I would like to see way more green infrastructure, especially trees, on and around the stations. Increased use of wood indoors (e.g. walls) would also be appropriate. At Great Northern Way the two-way bicycle lane is poorly integrated and is bound to see conflicts (we should stop squeezing bicycles between cars and pedestrians and impede their flow). Provide more clean delineation between the bike lane and the sidewalk at the intersection.
501	The current design of Mount Pleasant ignores an opportunity to engage the lane immediately to the west of the station house. Allowing pedestrian access between Main Street and the lane adjacent to the station house could help activate the laneway. Laneway activation has been a goal of the city of Vancouver for some time and maintaining the status quo is a missed opportunity. For such an important site, Broadway-City Hall still fails to excite
506	Overall, the stations need more colour, greenery, seating and natural building materials. They are very grey at the moment. Can there be more wooden benches? The bike racks at Great Northern Way are much too far from the station entrance. They are hidden away, so there's a higher chance of bike theft. There should be double entrances to the Mount Pleasant (facing Main), Oak-VGH (facing Laurel), and South Granville (facing Broadway) stations.
536	Public housing should have been considered. And the stations don't seem to be ready for people with disabilities.
546	Is it too late to use real colour? So much grey! Canada Line stations are beige and grey, and these are just slightly better. Does City Hall station need to match the uninspiring colour scheme in place already? Even next to an art school, the "colour inspiration" is grey. The use of red, yellow or blue, anywhere, would be a welcome improvement in a grey city.
551	All Stations are inferior to comparable stations in Ontario and at other newer Rapid Transit Stations
566	uninspiring, boring architecture, lack of place-making - compare with original Millennium Line stations...

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
576	<p>terrible integration of bus loop element.. o room on arbutus for volume of those getting off buses + pedestrians + those jist coming out of stn...</p> <p>terrible integration at north end.. no tree, landscaping screen</p> <p>wheres the west coast theme, sustainability, green, mass timber.... below ave for what wants to be first class</p>
586	<p>There are no public restrooms in any of these designs. We're building something new, the need is there and we're not addressing it. You can argue that it's strictly a transportation hub, however it's an opportunity to place a public restroom for those who might need it in public infrastructure building. If there's access for the fire department, there has to be water and plumbing in the facility. I can't understand how this was missed.</p>
591	<p>There needs to be more emphasis on the integration into an URBAN condition. I hope that this single-story building is not the only thing on this site. There needs to be more density and addition of commercial spaces/community spaces.</p>
596	<p>All the stations should allow for future development on top of them, not just a few. There also needs to be consideration for how the Broadway - City Hall plaza will be activated.</p>
616	<p>Why is there only one entrance to each, particularly City Hall. Any world class City when designing rapid transit has multiple entrances to stations on opposite sides of streets, at least two usually more.</p> <p>Also most of the stations are very low density. Air rights are not being taken advantage of, when we're building rapid Transit we need to get as much out of the land as we can.</p> <p>This whole project screams of doing everything on the cheap.</p>
621	<p>I really like the station entrance being integrated into a building.</p>
626	<p>Landscaping and greenery would be nice for all stations that don't have it. How about art on the grey wall at the Broadway-City Hall Station, so it's not such a cold hard (and sometimes rain-stained) feature?</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
641	<p>All stations should be designed to support development above the stations. This is a premium location for density, and density will drive higher passenger volumes. This land is already owned by the government, we should be maximizing the housing potentials.</p> <p>Particularly on Canada Line, the fare gate design bottlenecks passengers leaving stations. All glass panels beside gates should be removed, replaced with more gates to increase pax throughput</p>
646	<p>I prefer the stations that are integrated into larger buildings, as they fit into the surrounding streetscape better. It would be preferable if the stations had multiple entrances on either side of the street to reduce the requirement for crossing major thoroughfares for bus connections.</p>
651	<p>I can't believe there isn't a structure above the stations, huge waste of high value real estate and huge potential loss of income for TransLink</p>
656	<p>They're all the same. There are so many local artists. Why are they all flat and grey and devoid of local business and culture. These arent military outposts. Theyre hubs for people to meet and gather and travel. Theyre gateways to new parts of the city. Use multi leveled plazas and elevations. Use colour. Use plants. The trains and buses and people are noisy and these places can be hellish. Soften that. Make them better, quieter, more humanist</p>
661	<p>MORE COLOUR</p>
671	<p>If our stations have to be single purpose space (which feels like such a waste of space) then it could definitely use more art or greenery incorporated into the incredibly bland buildings - the design seen in the existing stations, they look out of place in their neighbourhoods and such an eye sore. The buildings/designs should reflect the neighbourhood it is in - after all that's what makes Vancouver a metropolis ppl want to live in.</p>
676	<p>why are you building standalone stations in prime transit oriented development sites? Are the stations designed to allow a building to be built on top?</p>
681	<p>Would like to see some vertical architectural details over the single level stations</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
721	All of these stations should have some type of TOD above them. It is truly a waste of space if we aren't utilizing the space to build housing or mixed use spaces and developments. I do understand that process can be more challenging, but are there plans / designs to allow for that in the future? For example, it seems extremely short sighted to NOT build anything above the mt pleasant station. Please don't waste this chance
726	Emily Carr: Permanent rotating art installation showcasing art of Emily Carr students Mount Pleasant: Have a local Vancouver muralist paint a permanent mural Broadway-City Hall: Expand the plaza to include garden Arbutus: Integrate arbutus greenway into station design
736	Would like to see greatly increased development on top of stations; a great opportunity to increase housing and office space density around transit hubs. Arbutus could have a six to eight story building on top of it to appease homeowners, while Mount Pleasant, Oak, City Hall, and Emily Carr could have 10-20 story buildings. Also a good way to recoup some of the cost of the Broadway Extension. Very glad to see this already in Granville!
751	I realize that the door has been left open for future development, but given that this is a major transfer point, it's a bit unbelievable that there will only be one entrance at opening. I strongly feel that this should be reconsidered if at all possible, as it could be many years before a new development could integrate a new entrance, and it could also never happen. More retail around that station would also be preferable.
766	I suggest to focus on Colors. Really pro adding commercial enterprise. Disappointed most are one level.
776	These stations are so unbelievably bland! People asked for these to be integrated into the neighbourhood, these are just boring glass boxes. Where is the design imagination we saw with the Millennium Line? This is embarrassing
796	Would like to review the accessibility features for people with disabilities including those who are deaf and hard of hearing. Need to include more visual communication features and tactile items.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
806	It is understood that there will be publicly accessible washrooms inside the stations. Access to the stations will be available through a sky train attendant. My question is will a sky train attendant be available at all hours while the sky train is in operation, or only at limited times? Will the attendant be readily available or will one have to go look for one?
841	I think stations make the most sense when there is development above the station such as with South Granville, these areas represent great opportunities for affordable or special needs housing developments.
846	Given the value of land surrounding the Mount Pleasant and Oak-VGH stations why are we not immediately working with developers to lease/sell the airspace above these stations to generate some income to assist in the construction of these stations & the transit system. Both of these locations are capable of supporting considerable density of construction and represent a high real estate value. Similar comment for Broadway - City Hall
856	The design of the stations are extremely poor, uninspiring, corporate, depressing and not integrated for a city that aspire to be world class.
861	Given traffic volume, station should have at least another exit on the opposite side of Broadway & Cambie intersection.
866	Where's the housing?
881	Please show above-ground traffic flow (bus, car, bike, pedestrian) at stations, and design elements to improve safety at intersections
886	South Granville is a monolith construction of glass with little landscaping and as such is alienating to pedestrians and users of transit. The building is overbearing and intimidating. All of the stations could do with more green additions, trees, shrubs, flowers, grasses etc, which would enhance the space and provide shade and aesthetic appeal.
891	This is a slap in the face to those doing the right thing by leaving their cars at home. The laser focused determination to cut costs at all costs is an insult. These public spaces are among the most heavily used in the city and they are worse than bare minimum utility. World class cities that respect their citizens would have made these places one more celebration in our collective experience. (Can't even read the responses pages.)

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
896	Have public restrooms and allow coffee shops that aren't chains but instead local
906	Mt Pleasant: Liked darker colour combined with wood. Will there be, like Granville/Emily Carr an opportunity to integrate the stn with surrounding redevelopments? Will the stn blank wall to the south participate in the murals that are prominent in this area? Bwy -City Hall has some existing assumptions. The Bwy/Yukon emergency exit location is a mistake - interrupts the streetscape on Bwy. CPTED issues with bike racks and existing concrete wall
921	Secured indoor bicycle parking should be available at all stations.
926	All stations should include public washrooms. Most stations should include retail opportunities, cafe, corner store, news shop etc... Arbutus station should also be designed for future building above like the others. missed opportunity here
931	Why such conservative, generic architecture? These are civic amenities, not a corporate campus from the 1990s. They look dated before they've even started construction. Hire forward-looking architects, as is fitting for once-in-a-generation civic spaces.
946	I'd like to see work by local artist joe average permanently integrated in one station. I think granville station is most suitable. Also I'd like space to incorporate rotating display of works by local artists. Possibly at emily Carr station.
956	Both Broadway-City Hall and Oak-VGH are high traffic stations and should have two entrances when they open.
981	Keep it simple. Functional, living plazas with small "newspaper" or "to-go" kiosks keeps the spaces vibrant. The designs are over complicated and focused on details that don't necessarily promote ridership or good community building solutions. The designs are very "Vancouver", lack perspective, innovation or thought that make major European transportation systems so successful. Build functionality, integration, services and the rest will come.
996	More seating outside for resting/people watching, take a break. seats with a view ;)

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1001	<p>Better accommodation for bike amenities. More bike racks in general. More secured bike parking options. More thought to elevator entrances for bikes (bike cannot be put onto escalators or stairs. We share the elevators with the wheelchair users even though our dimensions are very different).</p> <p>More covered gathering areas in the rain. Current design encourages people to huddle around the entrance which makes movement more difficult.</p>
1021	<p>What is the point of these huge lobbies and empty plazas? People don't want to hang out here- give them practical services that they can use on-the-go to build vibrancy and attract convenience that is part of transit ridership. Empty plazas and lobby's in the rain with newspapers flying by don't do this. News kiosks, to-go services, coffee etc. do this and should happen outside of the fare gates. Color palates and plant types don't matter.</p>
1031	<p>I think it is nuts the entrance was not made bigger or a second entrance added. This is a major transfer point with only a few gates. The backups here will be crazy. If you cannot add a second entrance across the street then add a second entrance to the left of the new stairs being added.</p>
1056	<p>The underlying concept of all these stations is somewhat "modernist" in the old sens of the word. In other words, the stations will look old before long. On of the main reason of that problem is that the designers did not close enough at the ATMOSPHERE that prevails in a given neighbourhood. Mount Pleasant project is, in that sense, the worst of all. It is crucial to check how a neighbourhood came into being, the overall architecture, cultural setti</p>
1061	<p>This is going to be a very popular and critical service for the region. People need washrooms when they travel and I don't see any public washrooms. Where are the washrooms?</p> <p>It is good to see some landscaping included in this latest iteration. However, the Broadway station still looks like a wasteland where no one will want to visit - some tree would do wonders please.</p> <p>Don't understand how arbutus bus loop works - it looks like traffic nightmare</p>
1066	<p>very cold looking</p>
1071	<p>It is essential that a direct connection be established from VGH Station to VGH ITSELF, as Laurel St is quite a climb for anyone with even the slightest mobility challenges and especially in inclement weather.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1076	All the renders depict the stations in clear weather, sunny or cloudy or at night. Given the amount of rain Vancouver gets, it would be interesting if the stations could take advantage of rain for some artistic or eye-catching effects, such as waterfalls, water gardens, fountains, glass that water flows down. Something beautiful that will be seen more often than the station on a sunny day.
1086	Every station built along this poised to be dense corridor should include... DENSITY. Only 2 of the stations have set aside allotments for density now or in the future. Every single station should be built with an eye to a dense structure above for commercial and residential use! Density is how we reach our goals as a more green and livable city!
1101	Does not meet the finer grain of the neighbourhood. Would like to see more brick that responds to the area.
1116	It's a missed opportunity to build the stations into buildings at each of these locations. Ideally publicly-owned buildings that can serve as local hubs. Right now, the standalone stations are effectively islands.
1126	Large shade trees to shelter pedestrians from the elements, as well as providing shade for the large glazing areas in the summer (reducing cooling costs/energy efficient). Wider train platforms are desirable, the existing ones are frightening during rush hour, pushed close together beside the track. Easy to accidentally or purposefully be pushed into the track. This concern is greater for IBPOC, women and gender non-conforming, and elders.
1136	There's nothing particularly wrong with the designs. They're mostly pretty innocuous. But they're not very exciting. I would have loved to see the city use this as an opportunity to create stations that were artistic in format and visually arresting - not just hanging art inside them, but being works of art themselves. But that isn't Vancouver's way, is it? We have so few buildings and public spaces that are truly beautiful and artistic.
1161	All the station designs seems to assume there will be some kind of residential (i.e. condo) development above. I think it is better ot have more commercial space rather than residential because Broadway corridor has many key business areas which will improve teh economic activity / vibrancy. If there is good commercial space then nearby residential areas will also thrive.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1166	all the designs are rather boring and sterile. would be nice to see more creative design elements incorporated.
1181	Less utilitarian. The concrete is depressing in the winter and ages poorly. Add more art, seating, and landscaping. More cover for the rain. Underground bike storage. Public bathrooms.
1216	They all look quite bland and unimaginative. I wish there was some element that would make them somewhat identifiable. Throw in some color, or concrete, or a large space for a single tree to pinpoint the entrance.
1226	not enough landscape or green space. nothing eco. nothing that adds to the visual community space. very bland looking and kinda makes me sad. where is the public art? where is the green space?
1241	The Arbutus station will have an incredibly large amount of activity happening on a very small plot of land. While I'm fully supportive of the project, I don't see design elements added to this particular station to reduce the noise of the B-Line buses. Without a significant sound barrier, or landscape installation around the perimeter I foresee this to negatively impact the residents, businesses and school in the neighbourhood.
1251	All stations: The tile floors seem like such an opportunity to add character. Instead of rectangular tiles, could the floors be used for tile art? Either abstract art, or iconic scenes/places for each neighbourhood? Granville stop: This seems the most sterile of all designs, yet this is the main pedestrian shopping area. Some architectural design feature for the exterior would help, and more sidewalk space with trees like the other stations.
1286	Extremely bland
1291	I think you could go a bit bolder, even if staying within general guidelines. For GNW-Emily Carr, inspiration could be drawn from the campus building + mountains (e.g. white panels with smaller panels of colour instead of the all grey, concrete and metal, which is a pretty cold soulless palette). For Arbutus, the greenway could be "spilling" into the station by adding a grass roof for instance, and bringing the color green on the main wall.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1301	This station looks very ugly compared to the rest!! I'm struggling to tell if this is a new station or the current one that already exists at Cambie? If it is new why does it look so old? When all the others feel light and airy with lots of glass, this one is made out of concrete making it seem to gloomy and like something from the 80s. Not sure what happened here. I'd also love to see local BC art in each of the stations!
1306	There does not appear to be any planning for vehicular traffic for drop-off / pick-up and ride-waiting areas. This is already an issue in these areas. This is also a significant issue in most areas where SkyTrain stations have been put into place. There will not be a 100% foot/transit rate. There needs to be a place planned and identified at each station for people to drop of passengers to SkyTrain (including Uber/Lyft/etc) and for picking up.
1316	Great architecture proposal but both Mt. Pleasant and especially Broadway City hall are missing some greenery (east of new addition). Mature trees for shading impermeable surfaces w/ bench option while waiting / meeting. Surprised here - this is all bare, hard surfacing - doesn't match the green city ethics of more trees, more environmentally conscious planning for warming / climate / habitability...
1331	I am dissatisfied because most of these stations are being shown as one storey buildings. I think the density should be much higher and the stations should be on the ground floor of a much larger building.
1351	There has to be an opportunity for station overbuild for housing and job space.
1361	More than any other, this design does not seem to fit with the character of the neighborhood. Capturing the character of the surrounding buildings in the design of this station should be considered.
1371	Not a single design element for any of the station considers CUSTOMERS having to wait in the rain. I really don't care about the colour, cladding, art, landscaping etc when I have to stand in the rain outside the stations to catch a connecting bus. Perfect example is the City Hall station where the roof ends about 10 metres from the road and people have to stand in the rain waiting for the buses. IT RAINS A LOT IN VANCOUVER. KEEP US DRY.
1376	Concerned that current designs will not scale well to larger passenger volumes (e.g. not enough entrances/exits or fare gates, congestion due to direction of flow) and may not support integration with likely future development.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1391	Uh, these are ok, just a bit dull and boring, like all SkyTrain stations in Vancouver. It would be nice to integrate some art to make them a little bit more lively. Or, really, just taking a look at stations from other cities could provide some inspiration for making things less austere
1396	Minimum station entrances to start with should be 2, with potential for expansion to 3-4 in the future, particularly Main Street, Cambie, Oak.
1416	I'm disappointed that these don't reflect the community, especially Mt Pleasant. We love our neighbourhoods and it doesn't look like much effort went in to considering that. Not trees or plants, either, which is disappointing - just some plastic boxes which will just get taken out when they get vandalized. Would have been better if a bigger building was built over these stations like at Granville.
1426	These designs are very clear, utilitarian, and functional, and that's all good, but where is the necessity in their being so boring and uninspired? There is a lot of interesting architecture going out around Greater Vancouver; why do our these buildings have to be cold, sterile boxes?
1431	Why can't we have a second entrance here given it's a transfer station between lines?
1451	Would love the city to be more BOLD in its architecture. All the stations are extremely bland. I would love to see an art element at each station
1461	Ensure that there is a crosswalk across the bus loop connecting the station entrance and the Arbutus Greenway. Ensure that the stations do not have any hidings spots for suspicious bags/packages.
1471	The single level stations reflect a lack of vision and foresight. There is a lot of wasted space. Why couldn't you have incorporated retail, restaurants, coffee shops, etc. above them as a means of generating revenue for TransLink? These would also make the stations serve as social hubs, which could minimize crime risks. Locations such as Arbutus, Mt. Pleasant, and South Granville could also have had multiple levels of social housing above them.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1481	The designs of the stations is highly generic and lacking any architectural interest, or improvement of the public realm - especially the city hall station, which makes a bad existing condition along Broadway even worse. Why is all the architecture all essentially the same?! Why not have unique designs for each station, employing different architecture firms, different materials, unique architectural/spatial expression?! Urban and design failure
1486	I worry that the amount of glass sets all stations up as easy targets for vandalism.
1491	I think you missed the mark about double entrances. A second entrance means on the opposite side of Broadway (not a second door on the same station house). At Mount Pleasant station, I was disappointed to see the active transportation connection to 10th avenue (and onwards to Ontario Street) disappear. At Arbutus it doesn't make sense to have the bike garage in the middle of the bus platform. This will invite cyclists to cross away from corners
1496	Why not use entrance and exits that are a simple escalators and elevators surrounded by outdoor natural park space instead of building a large covered plaza that promotes loitering and crime.
1506	B-CH: Forgive my ignorance but is there a way to integrate the nearby area to be more of a public area (chairs/platform/art etc). Seems like a waste of space unless it's reserved for future development which would make such a congested area feel smaller O-VGH: I understand there are space constraints but having the the station near the hospital more open and having an extra elevator may be good
1516	Tinted glass would be a more bird friendly option. We need to think of our impact of wild life. The South Granville Station looks obnoxious. Broadway city Hall getting a full reconstruction seems like a waste of money. The station is still so new. Connecting the 2 lines underground is smart, but please consider the amount of space people will need. Canada line platforms are way way too short for the amount of people who use that line daily.
1531	More trees and greenery

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1551	Think about the value of integrating commercial retail stores into the design. Many cities like Paris, Frankfurt, Hong Kong have bakeries, bookstores, restaurants built within the underground network. This design gives a more welcoming and warm environment in addition it can provide rental revenue to the city. The old parts of the London underground that don't have this design feel like bomb shelters. Public transit needs to be enjoyable.
1581	Stations should include commercial space to allow for things like convenience stores and new stand, so travelers can purchase refreshments and or reading material while at the station waiting for their train
1586	Please build higher and bigger. Create more space for public art, offices, rentals. Make stations an actual hub for the city rather than a stand alone station. There is no sense of community in these designs. I don't see a financial or long term benefit also by building just a station on a larger plot of land when there is not enough housing or office spaces in the city. Please create community with these hubs, restaurants and homes.
1596	I do not feel the stations have been properly or sufficiently integrated into the local neighbourhood look. The designs are barely distinguishable, you may as well have used the same design at each station. Also disappointed to see so much steel and glass, this project would have been a great opportunity to showcase exposed structural wood (CLT, DLT, glulam...). I also feel the Broadway City Hall plaza is too.... Barren?
1606	With a focus on densification, I would like to see more housing and commercial use integrated into the stations.
1611	Regarding the feedback received, I do not think the stations feel very unique, rather they all partake of a common station aesthetic. I also feel like, with the exception of the plaza across the street from Great Northern Way Station, the incorporation of plantings into the landscaping seems slight and a bit of an afterthought. Certainly, there is nothing to suggest to the viewer that they are in a lush, beautiful rainforest.
1616	I'd like for the station interiors to be reflective of the natural beauty of Vancouver. For example, Brentwood station is bit extra agent but the use of curved wood and high ceilings emanates beauty, tranquility. You know what station you're at when you arrive at Brentwood even without looking at the signs. The same can't be said for the new stations (or most of the old stations as well).

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1621	<p>When housing affordability and sustainability are two of the most pressing issues of the citizens of Vancouver, why is it not mandated to include net zero rental housing above each station? Why aren't the above ground work not mandated to follow the BC Wood First policy, a material with a low embodied carbon foot print? Why are all the stations banal boxes - where is the civic celebration? How can the three arms of government be so unambitious?</p>
1631	<p>I have 2 general comments.</p> <ol style="list-style-type: none"> 1. An oppertunity is being missed to build above these stations either housing or commercial offices. This would help in our housing challenges and or provide a revenue stream for the transit organization. 2. Multiple entrances to the subway such as on the oppersite side of the street would reduce pedestrian consentration and aid is traffic flow thru less people needing to cross over streets. See Toronto
1641	<p>They are functional but not very interesting architecture. The Broadway City Hall station has too much boring concrete. It's difficult to tell if there are both up and down escalators in the stations. Otherwise they look ok but bland.</p>
1646	<p>OAK - VGH & EMILY CARR - hoping to see larger bike parking lockers, e-bike charging stations areas for hospital staff/ hospital visitors, and see a potential multi floor complex built above like Granville as the area is a significant medical hub, and could still be built under the flight path. EMILY CARR - more covered areas/ lockers for bike parking. All stations have built in power plug in for food carts or buskers - every roof/ solar panels</p>
1651	<p>Proposed design is very concrete heavy, looks gray, boring. The design doesn't excite me like the Granville or Emily Carr station. The large concrete wall with new building addition looks out of place and an afterthought.</p> <p>I was hoping to see better integration into the surrounding area, less obvious there's all this concrete. Perhaps more green space, trees, seating area. Especially for commuters waiting, meet-up area. Less concrete!</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1656	The station is far too small, with limited sidewalk and public realm space. The Mt. Pleasant neighbourhood is an important part of the cultural fabric of the City, and it should be celebrated, in the form of open plaza areas surrounding the station, so as to encourage public interaction amongst citizens. The current station design fails at that, miserably. The current design will have the station be nothing more than a blight on the corner.
1686	Would be nice to see a bit of variety in each of the stations (although this might be achieved through the different art installations). They're very cookie-cutter right now.
1696	The concrete looks way too severe (might work in N. Korea or a prison but not here. Should bring in some design elements to reflect the natural beauty of BC. Also retail spaces, small shops and coffee/meeting places should be allowed for.
1701	I'm confused from the drawings if there is an entrance only on the Arbutus street (west side) or also on the east side -- do buses also pick up from the east side. Seems not practical to have only entrance on 1 side when people could be entering from the east side along Broadway and going to that bus stop that is near the Fletchers - or also using the Arbutus greenway bike route, ie. riding their bike along route to and from station
1706	The hideous brutalism of these designs for the new stations suggest architects and planners who have an unhealthy obsession with Lego. Your lack of imagination and creativity in buildings that will be significant for many years to come is truly disheartening.
1726	So you want to integrate stations with neighbourhoods? Why not just purchase beautiful old homes that are going to be destroyed and move them to the locations. Integrate them into the designs rather than building more concrete bunkers?
1731	More organic design, Gaudi like. We already have enough glass boxes in Vancouver.
1736	I appreciate the open feel of the plaza. This will be adjacent to the future renewed city hall campus, I strongly believe it should have art that reflects the histories/cultures of the local Nations.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1741	<p>In a city with urgent housing needs for physically disabled people but where wealthy developers are calling the shots & influencing decisions at city hall - you dropped the ball big time.</p> <p>You had the opportunity to build low rise 4-6 levels of 800 - 1200 sq ft large suite subsidized housing on top of each station</p> <p>Perfect spots for those who must use large mobility scooters, wide regular or power wheelchairs with elevated long leg extenders</p>
1766	<p>This building is Sterile. The design offers no character to the area as it is just a plain block building. There are better architectural designs with better use of different materials and features of building instead of a plain wall of glass.</p>
1776	<p>Great Northern Way + Broadway City Hall</p> <p>It'd be really nice to see more integration with the art school itself. Have students design an art piece that's reflective of the area the station will be in rather than just clear glass. Maybe commission local artists to have something represent Vancouver City Hall, the Aboriginal community.</p> <p>Would love to see plans also keep in mind of possible extension lines in the future</p>
1796	<p>Hopefully this changes once final art is added but currently the stations look a bit soulless and are incredibly hard to distinguish from each other. I like that colours are being used to show the neighbourhoods' personality but if art was integrated/swapped with some of the wall panels in the station/train platforms it would add charm and increase recognizability while riding below ground like what the London Underground Baker St station does.</p>
1801	<p>The air space above most of the stations is underutilized and can be used for commercial and/or residential units. The stations themselves are similar to most of the stations in the Lower Mainland and aren't maximizing the potential for space use (i.e. more underground/integrated stations within buildings or underground networks.</p>
1816	<p>Why is it that for every station, there is only one entrance/exit point. In terms of safety, each station should have more than one ingress/egress.</p>

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1836	<p>These designs do not address public safety ON THE APPROACH to the skytrain stations at the major intersections (eg. Mount Pleasant, South Granville, Broadway/Cityhall or Commercial Drive/Broadway) where hoards of pedestrians crossing the street hold up vehicle traffic turning left/right. Please implement "X crossings" (like the kind in Venice Beach, CA) to alleviate pedestrian conflict points on the street and improve vehicular commute times.</p>
1846	<p>What a waste of airspace! Designs are fine, but add some towers on top that can be useful! For example, housing costs are out of control because of land-use regulations (i.e. zoning), so add some housing, which will result in more people being housed and higher use of the station</p>
1851	<p>All stations very plain. Grey white beige, the Amish would be happy. Would like more prominent, both architectural and colour Signage needs substantial upgrades. Outside, difficult to find, for someone unfamiliar; that white & blue T just blends into the background. Inside need clear directions to users. Check City Hall station- you have to turn left or right, but can't see signs until after turning. Too bad no 2nd entrance across Broadway</p>
1856	<p>The design of this station does not fit the aesthetic of the neighbourhood at all. I wouldn't mind if it was shorter like the other stops, but given that this station has several floors above it, the huge glass box design just looks so out of place.</p>
1861	<p>More greenspace. Potential area for buskers, food trucks, art space for people to gather</p>
1891	<p>It would be great to see two things: 1. In many of the stations there could be integration of multi-use and off market housing above the stations as these are highly desirable locations 2. The inclusion of washroom facilities at stations</p>
1911	<p>There was a true opportunity to make these stations architecturally dynamic, true beacons. The design work lacks any interest, and it really wouldn't take much to improve these.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
1921	The front area will be shadowed all day (sun behind the buildings & station) and dark at night. Add more lights here & move the seating area onto Laurel where there might be more sun and less traffic. The provisional entrance is where the bike racks are - move the bike racks to the front (Broadway side) so we don't lose them with 2nd entrance. A hotel is going up across street so more provisions for more tourist information. More plants
1931	It seems like the Broadway City Hall station entrance will still be adjacent to a very large empty plaza to the east. I'd like to see something in that space in terms of sculpture, seating, lighting, rain protection, etc. I know a lot of commuters need to queue there, but additional appeal and safety for those commuters could be added to funnel the queues intelligently rather than obstructing them.
1951	I think that these stations lack vision and ingenuity in terms of being integrated into the Broadway core. At the very least they should be designed with the following ideas/principles in mind: 1) great public spaces for pedestrians with easy flow, wide boulevards, pleasing aesthetics; 2) easy expansion for the built form environment for future developments to be incorporated into/around the station house itself (e.g. housing, offices).
1956	As with current station designs, these designs will 'age' and show signs of usage with no easy way to renew while in service. They will get dirty and won't withstand high traffic without showing wear-and-tear. They do not promote 'community' or show vibrancy of Westcoast 'life' - they are expensive stairwells to the underground.
1981	Provide more access to both station because the current one is too small
1991	The Great Northern Way - Emily Carr station is in what was previously a very industrial area. Nearby recent developments such as Canvas (on Thornton Street) have managed to keep some of that industrial semblance in their building design through the use of corrugated metal siding, or garage-door style windows. It feels like a missed opportunity to not add a few unique features that would tie the station design back to the history of the area.
1996	All of these stations are one level at street in a city that needs more space for homes offices etc it shows a massive lack of foresight to not utilize these spaces and air in a much higher density
2001	First Nations art and garden area surrounded by trees
2021	Other than the Mount Pleasant station these are all ugly, boring and lifeless. No creativity.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2026	<p>More public art</p> <p>More local cultural elements</p> <p>More green and public spaces around the stations</p> <p>More street furniture</p> <p>More graphical displays and play of colours and light to bring joy during the gloomy months</p> <p>Wider staircases</p>
2056	<p>We can do much much better. Designs show no imagination. Just as bad as instantly unfortunate and forgettable Canada Line stations. Please try harder.</p>
2076	<p>Whilst the planned architectural renders of the structures in essence look clean and modern I would have liked to see a more biophilic design approach since Vancouver is known for its connection to nature.</p> <p>This approach would bring more plant life and natural materials, like wood, to the forefront of the design, rather than just another modern glass / concrete structure.</p>
2081	<p>I use the 99 + Canada line for my daily commute. The trouble with the stations is that they are totally underbuilt for the number of people, constantly crowded, not enough turnstiles so people get frustrated, angry and start jostling, and the floor is insanely slippery when wet. It looks like these stations share the same features - too small entrance area, not enough turnstiles, not enough space for walking. South granville style looks better.</p>
2101	<p>Re Indigenous only artwork to be displayed in all 6 stations: It is my opinion this is a missed opportunity to promote Vancouver as an inclusive society with a desire to promote reconciliation between all groups of people Indigenous and Nonindigenous. My specific suggestion is that a theme be chosen for each of the six stations. For example, at the Emily Carr station a display could be designed that would feature up and coming young artists.</p>
2111	<p>You should have more than one entrance at every station. Put an entrance on the other side of the street and save people having to wait at the light in the rain.</p>
2146	<p>In a city like Vancouver where space comes at a premium, why are the stations not multi-level above ground with other amenities above the station (library, public elevated park/patio, businesses, etc.)? It's a real shame to see a single storey building above grade. I'd also like to see some renewable energy generation incorporated into the designs such as solar panels. We can do better.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2151	It should have local art integrated into it's design, be it sculptures, paintings, murals. Anything that supports local Vancouver artists is especially important on this station.
2166	This block of Main Street is meant to maintain its historic character. Would like to see a less modern, glass building here and something fitting with the heritage buildings north and south of it - eg. brick, stucco, etc. More landscaping rather than vast plains of grey cement would also be better.
2171	With a couple of exceptions, it's very disappointing that more density does not occur at these key transit nodes and to have single-storey stations in most locations is a complete oversight. The station designs are boring, unimaginative, and unworthy of a world class city. The Millenium Line stations are an example of what can be accomplished with strong design guidelines and a competition for young architecture firms.
2191	These are basic, with way too much glass, lake of vegetation, and lack of general art or any design. Did you not take any of the feedback in round 1?
2196	Could these station designs BE any more banal and plain!? This really isn't doing much to help change the imagine of "no fun Vancouver." Can we see some more greenery (e.g. green roofs, native flower gardens)? Some eye catching Pacific Northwest art? How about some local artist-designed murals? On the Granville station- haven't we learned our lesson on the devastating impact of massive glass structures on bird populations?
2201	Where is the art? It's a new opportunity to build something that will have a lasting legacy in culture and architecture. These buildings are so square and boring and not inspiring at the least. Each station opens up to a whole new neighbourhood with its own personality. Why can't we showcase that for the people of the city and the people of the world?
2211	For Mount Pleasant If there's a possibility of more landscaping in the form of plants or a more natural look instead of a very sterile looking station-house. For Broadway City Hall more of a question than a comment but is there a plan to develop the block the station house resides on? If so then I'm totally with the station design but also would like to see a park space built on the station land in front if Vancouver City Hall.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2231	The words that come to mind that best describe the design of the stations: "underwhelming", "subdued", "boring", "forgettable", and "unremarkable". These could be amazing opportunities to create beautiful landmarks that become cherished over the years, but none of them offer a "unique sense of place" that the public was clearly begging for in Phase 1. Please be bolder, more creative, and don't let these become a wasted opportunity.
2236	This station REALLY needs 2 entrances.
2246	Transit stations are great places for amenities and potential for sites to be monetized for funding the project. The development is so myopic to not take advantage to build retail, food service above these stations. Terrible planning...
2256	It would be great if the floor tiles are not the same as in the existing stations, since they get extremely slippery when wet!!! And you know, we have quite a lot of rain for half the year 😊 I don't know why we have slippery tiles in any of the stations, since it's really dangerous for older people etc...
2276	They're too big. They are ugly and I wish they weren't so huge
2281	This was a commercial location and I see the Granville station is integrated. I don't see any other station that might have a business integrated so it seems to be a missed opportunity for multiuse at these locations.
2286	Include more green features, less stark/concrete look. Stations should be clearly identifiable as such, but could also be integrated to local neighbourhood character. Softer lines, green elements, light, colour, would all help. Please avoid black and grey!!
2291	Stations are dull and uninspiring. I am most supportive of SG and GNW stations with buildings above. I hope that MP and Oak stations have done everything possible to allow for future buildings above as they are very ugly on their own (particularly Oak!). There is no community recognition (colour is bad idea, how about brick?). There are no second entries (separate building on other corner) and second doorway should be built now.
2311	Integration into larger buildings should be prioritized. The land value capture that can be secured through development agreements should help finance the development of the subway. None of the stations are really that bold in their designs. None have an identity that makes them landmarks for the surrounding area.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2321	I hope that there are better elevator options for accessibility and for people with bikes
2331	Other than the south Granville station, why would you not maximize these properties and build more stories of building above for residential and commercial uses. These are medium to high density areas. There is a shortage of land and these designs are not maximizing the land. Additional stories could also provide revenue for TransLink
2346	Proposing a new Subway line in Vancouver could mean creating new features and remarkable Architecture in the city landscape, new visual references, interesting shapes, textures. However, the design has shown an absolute absence of any remarkable feature. It's just a box with no creative content. Not innovative architecturally or structurally. For a city that has so many efforts in urban design, this could be a opportunity that was not taken.
2366	All the station designs are incredibly bland and generic. You wrote that a primary suggestion from the first open house was "make them look less utilitarian and more unique" but you have not done this. The original Millennium Line stations were a great example of what could be done, all are unique and use different materials and have landmark status in their neighborhoods. All of these stations are forgettable plain boxes.
2386	<p>I have two concerns:</p> <ol style="list-style-type: none"> 1. The station designs are virtually identical and do not differentiate neighbourhood feel sufficiently. Also a missed opportunity to showcase innovative engineered wood products rather than the classic steel and glass combo. 2. Single storey stations being built out initially is a wasted opportunity. I would love to see 4-6 storeys at each station with 100% of space dedicated to childcare.
2391	From the pictures of the arbutus station, I can't really tell if there is an entrance where the 9/99 buses stop. If the bus stop is on the other side of the building, can I ask you make it a little faster to get to the bus stop? Can you have the "next bus in" sign for the 9 and 99?

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2396	The proposed passenger-pickup/dropoff on West 8th east of Arbutus will play havoc with traffic in the residential area on W8th and the greenway; many cars will use 8th as their through-road instead of Broadway, to access this pickup-dropoff. There are many school children in this area. One solution to this would be to physically block 8th just East of the greenway with a concrete barrier, making 8th a dead-end street coming from Maple.
2406	Where are the public washrooms? Certainly you heard that in the first open house. This crucial element of accessibility is missing.
2426	Is there a reason why most of these stations have nothing but empty air above the station? Is this a safety issue that most of these stations have no buildings on top of them? Kind of notice that most of the old skytrain stations do not have any types of buildings on top of them - that I think is a horrible waste of airspace (no pun intended) - this might actually offset some of the cost of the project - think rentals.
2436	The stations are all single story yet the city is hoping for increased density around stations. Why aren't the stations multi story commercial buildings?
2446	These stations should be a multi storey high buildings with a residential or commercial above the stations. Canada Line King Ed station is a good example.
2451	Any stations built as one storey structures are a complete waste of air space, time, resources, and money. There has been ample time to plan these stations in conjunction with local developers to maximize the use of each site. Waiting until later to utilize this space or not planning to at all is short-sighted and further compounds our issues of housing and commercial availability. Even the proposed Granville station space looks under-utilized.
2456	Disappointed that there is no public art planned for this station. I think it should be an element of every station. I live in this area and I think it would be very welcome.
2476	There needs to be density built in either office or residential. Need more people living and working around the station both for safety and to create hubs of engagement.
2491	I would love if you could keep the park area after the construction. It was a nice green area that was taken away. Also, it would be nice if the building wasn't too tall and obstructed everyone's views from the mountains. There's a school right in front, it would be nice to be considerate of that.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2496	Please make use of the air rights above each of the stations, they can serve as useful commercial/residential hubs, which can be integrated into the mostly mixed use developments along Broadway.
2511	<p>Add Multiple Entries/Exits. Station should be accessible from all street corners and all directions.</p> <p>Add Multi-Storey developments immediately adjacent to, and above all stations at time of construction. Adding thereafter will be a significant inconvenience to developers, commuters, and residents.</p> <p>This Shortsightedness is an Absolutely Travesty</p>
2536	<p>Broadway-City Hall: There should be an additional entry/exit at the NE corner of Broadway and Cambie.</p> <p>Arbutus: The current design of the station entrance at the sides, rather than on Broadway, will cause a lot of confusion from pedestrians who want to enter the station after crossing the street (i.e., are not transferring from the 99 B-Line). There should be an additional entrance facing Broadway.</p>
2561	All stations should have future developments Integrated into their designs and constructed along the stations for a smooth transition at opening of the extension. This should reduce the overall construction time for developments have them completed sooner, as well as make efficient use of the limited space available on the corridor. All stations must have two entrances as well, in anticipation for high ridership in the long term..
2566	all should consider additional height for commercial or residential use- let's make better use of prime locations for residential commercial hubs
2601	<p>All of these stations should be integrated into a mid-rise mixed use building (housing/ small ground level commerical spaces) without parking requirements.</p> <p>These street corners should set preceents for a built environmet that promotes live/work/ play in a walkable neighborhood. The current iterations appear suburban and hardly contriute any valuable public space to the neighborhoods.</p> <p>Broadway should have a continuous, cohesive urban streetwall.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2606	The station designs are all incredibly uninspired for such an ambitious and important civic project. These stations should be wonderful contributions to each neighborhood. The designs as shown look like convenience stores. They should either be bold as sculptural/ occupiable objects with covered outdoor plaza spaces, or they should be integrated into lively mixed use buildings that define the streetwall along Broadway.
2611	I feel like there is a lost opportunity on the air rights above the stations. Developers can pay for all or part of the construction costs of the stations by having the right to build on top of them
2616	I don't see any use of color or vibrancy that would not only make the stations more enjoyable for generations to come but also to differentiate the stations once inside so that they each have a somewhat unique identity. The use of glass in current stations is extensive and results in areas that are perpetually dirty and difficult to clean with the result of stations presentation of a shoddily run/maintained system
2621	Keep the height to the already approved heights in the area. Do not build higher. This is the only station that is much taller than any of the others.
2626	The stations are terribly bland. With so many examples of good urban transit station design, why has the bar for Vancouver's station design been set so low? Related note - why is development on the station sites not happening concurrently for all stations (not just GNW and South Granville); This is a huge missed opportunity for enhanced TOD development along the corridor.
2631	The exterior station design should be slightly distinctive and responsive to its neighborhood. Large and lit graphically savvy signage should be added to improve the boxy banal architecture. The interiors of each station at the cars should be distinctive so one does not have to look for signage when arriving at a stop. The distinctive overall finishes of the station interiors would be used as an easy identifier, especially in crowded trains.
2636	Affordable housing should be included above and around these stations to address our housing crisis. This would be valuable use of public lands.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2646	<p>I cannot believe this station design even made it to public comment without HOUSING ON TOP. To waste the chance to build housing on top of this station is an inexcusably wasted opportunity. I live 3 blocks away and consider this a failure if we don't make the best use of space.</p> <p>And please, make sure there are public washrooms inside.</p>
2651	<p>Would like to see dedicated space for food trucks or small commercial stands.</p> <p>Would like to see permanent art installations, preferably from local, younger artists</p>
2656	<p>Need housing above all stations</p>
2666	<p>As public land, these stations MUST include high-rise mixed-use commercial/residential, including as much affordable housing as possible.</p>
2671	<p>All stations should have rain protection for those standing next to the building. Overhangs. A place to get out the rain while waiting - not a little bit here and a little bit there..</p>
2676	<p>Broadway: still don't get why there is only one entrance for this interchange station of two lines and a busy neighborhood. I hope the typical "underbuilt and fix it ten years later" theme for Canada Line won't happen here, but I'm not holding my breath.</p> <p>Arbutus: any plan to develop the bus station or put aside for community space if the Ubc extension is built? Can't see how a large bus loop is justified after the b line is gone.</p>
2681	<p>The most important functional elements are not in scope- public washrooms in every station, and housing or child care above.</p>
2686	<p>These simply don't look like stations meant for the urban core of large city. I understand that it is possible that some day in the future there may be housing built on top of some of these stations, but this just isn't good enough. Divorcing these stations from any reasonable approach to land-use in an urban core is just ridiculous. The Cambie/Broadway station in particular is sad joke. +more entrances +bathrooms +housing</p>
2691	<p>All stations should include several floors of building above that could be used for affordable rental housing.</p> <p>Stations should include accessible washrooms.</p> <p>Arbutus in particular could really benefit from one of the excellent bike parkades so that people can bike to the SkyTrain.</p> <p>The plaza at City Hall looks like a coffee kiosk could be a great addition.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2706	<p>Broadway -City Hall: Larger open space or art on or around station. Oak: hill will be problematic for patients. The East window wall should also be a door South Granville. Make pedestrian scramble crossing Granville. Arbutus: Roof should be roof top garden as area behind it park.</p> <p>Nice job limiting characters in response form here. Limits feedback.</p>
2711	<p>All station entrance renderings omit the LCD information displays that have been recently added to the Expo and Millennium Skytrain stations, which show next train information and customer service messages. Will these LCD displays be included as part of the 6 new Broadway Station entrance designs?</p>
2716	<p>The design of these stations has taken 'bland' to a whole new level. While I understand the need to make these stations recognizable to the public, these are not 'designed' they are simply a kit of uninspired, humdrum parts put together in the same way in each location. This could have been an opportunity to inject some life into the streetscape with memorable, unique and engaging stations like other world class cities. Pathetic.</p>
2731	<p>These are severely underbuilt. We should have apartment units above just like the king ed Canada line station, but even taller. At least 15 stories high.</p>
2741	<p>It is unfortunate that too little emphasis is being placed on the designs of the station and an opportunity is being lost by not seizing the moment to celebrate the head houses and make transit a positive and integral part of the urban fabric. Each station should be distinct and contribute to the neighbourhood within which they reside. All stations should have residential and/or office above the stations. Full stop</p>
2746	<p>Yawn...The designs are simply utilitarian and uninspired. Another typical city project that I'm not sure why you'd bother hyping up its "design". Can the stations be much more boring looking?</p> <p>Also, why use porcelain tile for flooring when they get chipped, cracked, and the grout just collects dirt and debris?</p>
2751	<p>The stations look great, but I am extremely disappointed in the lack of secure or even covered bike parking at all stations. Vancouver needs more secure bike parking and we're missing the opportunity to integrate parking into the new stations. Each station should have secure parking and the ones at Emily Carr and Arbutus should have more capacity. At the very least the designs should be able to accommodate additional bike parking in the future.</p>

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2756	Was there any consideration to moving faregates underground, to provide more space for plazas?
2761	<p>a) I want the stations to have rosebushes and other fragrant flowery plants. I also want some kind of sign next to time saying, "Pick only one or two to give to others. Pass the love. GO TRANSLINK!"</p> <p>b) Name a Station after Bowinn Ma!</p> <p>c) Also if and where possible more development (e.g. housing, corner stores, restaurants) as part of stations. Be nice to pick up a newspaper and coffee at the SkyTrain station.</p> <p>d) I want less of a blocky look.</p>
2766	Just that these stations should take advantage as much as possible the footprint to build up as high as possible to provide affordable housing and commercial space. I know that it could happen later, but will later will be late for those that want to live and work in town now.
2786	Regarding all the stations, generally speaking, It is too sci- fi architecture. It is cold and spiritless. It is postmodernism at it's worst. It is like the bus-stops in Vancouver, glass and steel. Or it is like the new Condos in Vancouver since 2010, like medical buildings - i.e. spiritless glass and steel and concrete. Maybe try some traditional materials, like wood and stone. Your architecture is like 1984 Big Brother, CCTV Surveillance State
2791	All the stations look like concrete wastelands. Is there anyway to incorporate some planters into the plans? On some of the stations there are large glass walls. Could planters be installed just outside the walls and start the glass just a bit higher. The planters could be 3x1 or 5x1 m.
2796	S Granv Stn: Scale back so doesnt protrude past adjacent buildings.Set back much further from street, esp on busy corner.Oversized blocks too tall& too wide, forbidding&oppressive.Use "bird-safe" glass.Prominent corner, deserves classic design that enhances surroundings, suits its area. Other stns: How many storeys above?Who decided heights?Why are residents excluded?What will consist of? Council lacks essential data--irresponsible to proceed.

Appendix C: Survey Data (verbatim comments)

ID	What additional comments do you have about the in-scope station design elements for the station(s) you selected?
2821	The Mount Pleasant, Oak-VGH, and Arbutus stations should be like the Great Northern Way and South Granville stations and be multi-story, high density buildings. Single story, stand alone buildings are an enormous waste of space and potential in a dense city that is in a housing crisis and requires more units. Generally, the buildings look as though they are designed by committee and are boring although the interior colours are good.
2826	Use the stations as opportunities to create affordable housing, and amenities (daycare, retail, etc).
2831	all stations need bathrooms and social housing above the emily carr station should be most innovative looking, given its proximity to an arts community
2846	PLEASE add public washrooms to each station! Even the locations that you say might have them will only be added 'in the future'. That's not good enough! Seniors, disabled people, parents with kids - we may all need to use the facilities while on transit. It's difficult getting off the train to try to find a cafe nearby. Since COVID hit, many small eateries have closed their restrooms to the public. Plus, down escalators are necessary not just up.

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