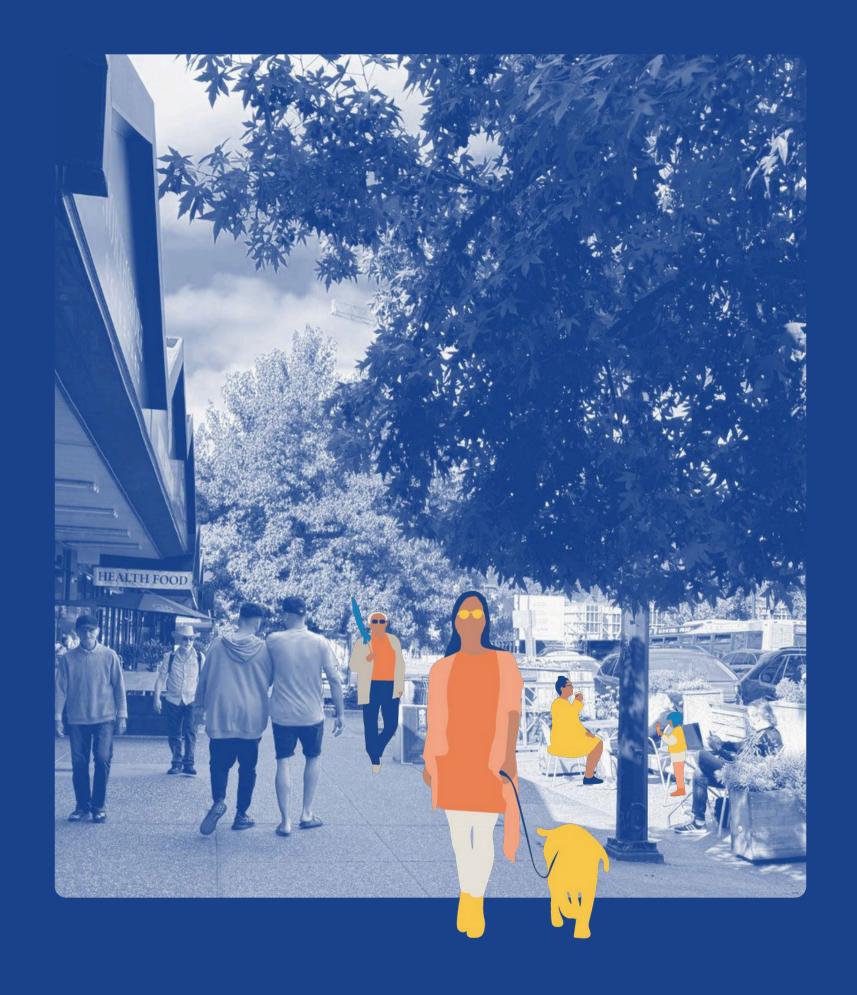
# Lonsdale Great Street

What We Heard Report

Phase 1: January - February 2025

May 2025

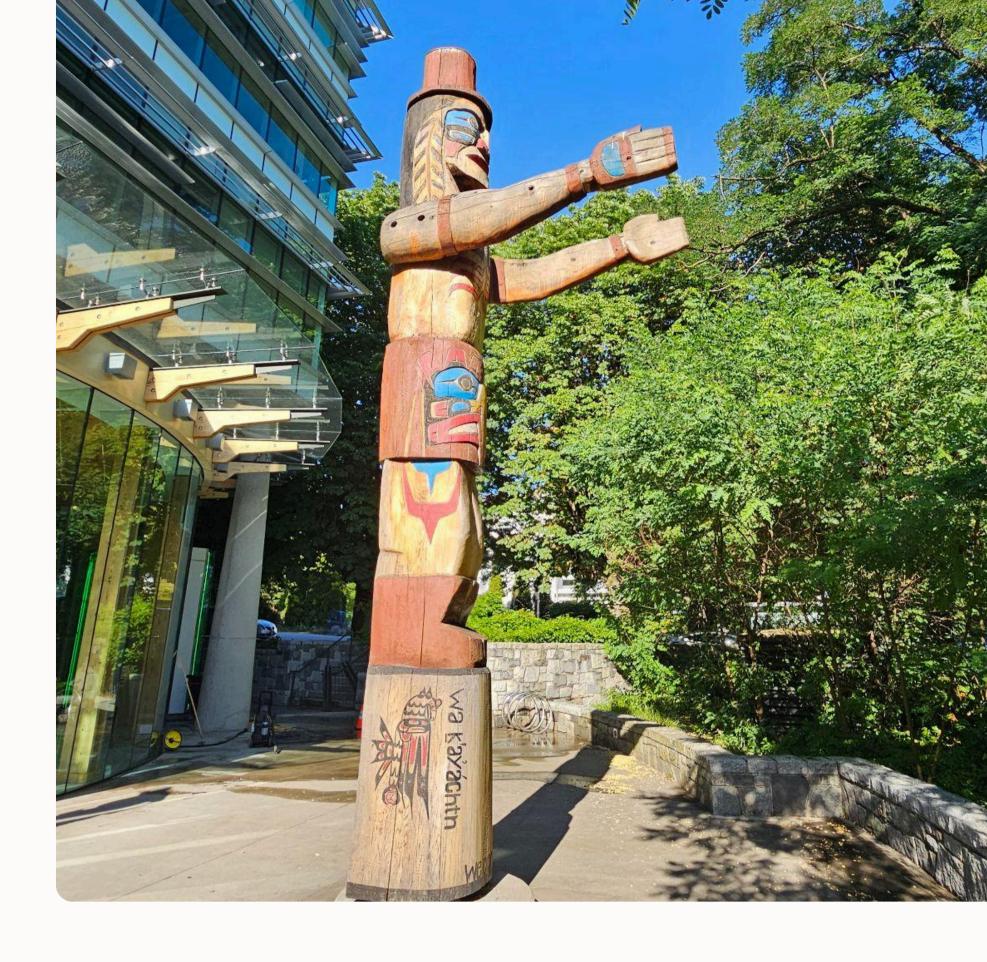




## Land Acknowledgement

We respectfully acknowledge that we live and work on the traditional and unceded territories of the Skwxwú7mesh (Squamish) and səlilwətał (Tsleil-Waututh) Nations.

The City of North Vancouver is committed to reconciliation with these Nations, who have lived on these lands since time immemorial.



### Contents

#### Note

Throughout the document the term, 'Lonsdale Avenue' is used to describe the street corridor within the project area, while the term 'Central Lonsdale' is used to describe the project scope area from Victoria Park to the Trans Canada Highway, and to Chesterfield Ave to the West and St. Georges Avenue to the East.

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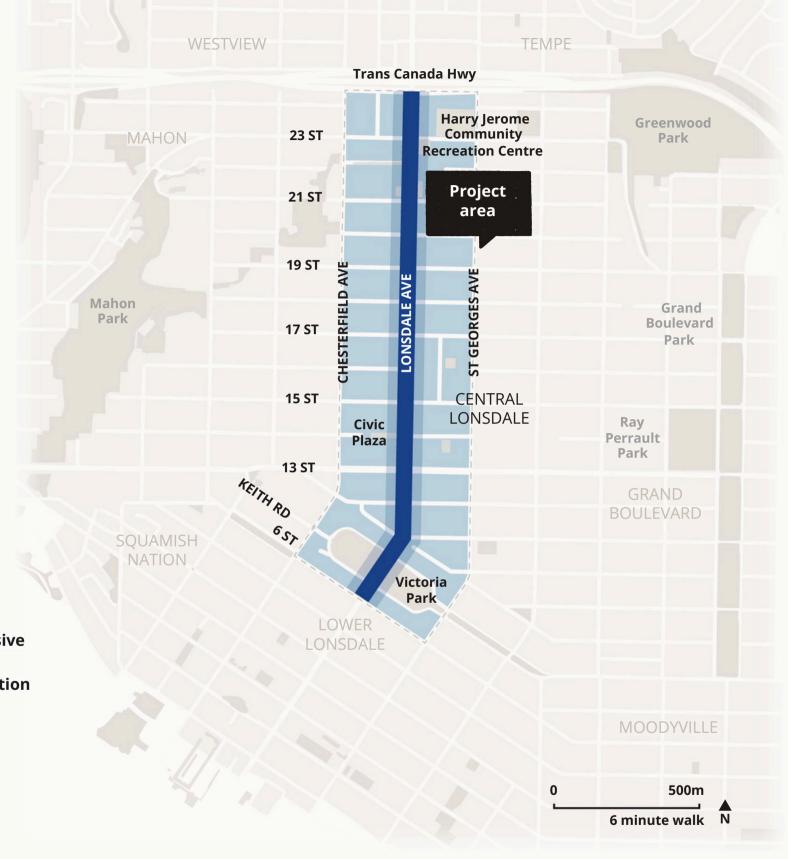
## 01 Introduction

### Project overview

This What We Heard Report is a crucial step in the Lonsdale Great Street project, which focuses on the revitalization of Central Lonsdale, with Lonsdale Avenue as its vital spine. This report synthesizes Phase 1 engagement, providing a clear understanding of community and interest holder perspectives. It will directly inform the project vision and goals, guide preliminary issue identification, and build collective buyin, ensuring community voices shape Lonsdale's future.

The project, including the study area shown on the map, will culminate in a **Comprehensive Plan**—a long-term vision and framework for Central Lonsdale's development—and an **Implementation Plan** which serves as an action plan to realize that vision.





**Project Area and Surrounding Context** 

### Engagement overview

A key component of the Lonsdale Great Street Project is engaging the Central Lonsdale community—residents, visitors, and business owners—to shape a shared vision for the corridor. The project incorporates a multi-faceted engagement approach to ensure a broad, meaningful and inclusive design and planning process.

The first phase of engagement has been broken up into four key touchpoints:

- → Online Survey
- → Public Open House
- → Council Meeting
- → Interest Holder Meetings

The lessons learned from the various public engagement touchpoints will serve as both benchmarking for future change and help inform the emerging strategic directions and great street concept.

The **online survey**, open from January 11<sup>th</sup> to 31st, provided a platform for public input on key issues to understand how different groups interact with Central Lonsdale. 2,665 respondents participated, setting a record for engagement.

The **public open house** on February 20th drew over 55 attendees and provided an opportunity for the community to help shape the project's direction and contribute feedback.

The presentation to **Council** on February 24th helped refine the project's strategic direction, ensuring alignment with broader City goals through discussions with council members.

Over 35 participants engaged through **interest holder meetings** sharing insights in targeted discussions across two days, on February 19th and 21st.

Key engagement touchpoints



Respondents to the online 'Lonsdale Great Street Survey' January 2025



Attendees to the 'Lonsdale Great Street' open house February 2025



Participants engaged in Interest holder meetings February 2025



### Engagement approach

**Online Engagement In Person Engagement** 

Phase 1



Online Survey

Phase 1



Public Open House

Phase 1



**Council Meeting** 

Phase 1



Interest Holder Meetings

Date `

January 1 – January 31 2025

**Objective** 

Gather broad public input, identify key Gather in-depth feedback, facilitate issues, and create a platform for ongoing communication.

The intent of this survey was to understand who currently spends time on Central Lonsdale Avenue, what they do, when they are there and how they get there, as well as who isn't spending time there and why that might be the case.

Date

February 20 2025

Objective

discussions, and build consensus to further inform the project vision and goals.

Engage the community, from residents, businesses and other key stakeholders, to inform the emerging directions for the corridor. Ensure alignment with the City's Strategic Vision for: A City For People, A Resilient City, A Prosperous City, A Connected City, A Vibrant City.

Date `

February 24 2025

**Objective** 

Collaboratively define the strategic direction of the Lonsdale Great Street project to align with Council priorities, community needs, and broader city goals. This involved presenting the project framework, engaging in interactive discussions, and gathering crucial insights to inform the next phases.

This meeting served as a touchstone moment for the Council to shape the direction and vision of this project.

Date

February 19 + 21 2025

Objective

Organize smaller discussions with targeted interest holder groups to solicit specific feedback about aspirations for the Lonsdale Great Street project.

### **Interest Holder Meetings**

- $\rightarrow$ Business owners
- **Community Institutions**
- Residents
- **Developers**

## 02 What We Heard

## What We Heard —Summary

Central Lonsdale is a place people deeply care about, a place cherished for its natural beauty and its vibrant urban life. Respondents value the mountain views, and yearn for more green spaces—not just for aesthetics, but for a genuine connection to nature within their urban environment. They envision calming respites, places where they can find a moment of peace amidst their daily routines.

But it's not just about the natural beauty.

Respondents crave spaces to linger, to
connect—more seating, more inviting gathering
spaces where people can meet and community can
thrive. They want to see Lonsdale pulsating with life,
not just during the workday, but with vibrant
evening activity, engaging events, and a real sense of
year-round energy. A place where something is
always happening, where spontaneity is encouraged.

Furthermore it's about creating an environment of comfort and safety, a public realm that offers respite from the daily bustle—protection from noise, pollution, and the elements. While respondents appreciate the existing amenities, they're yearning for greater diversity—more unique, everyday offerings, and a shift towards a broader range of retail and services. They want a tapestry of options, spaces that cater to diverse interests and activities, from the quiet contemplation of a park to the lively buzz of a café.

Cleanliness and upkeep are non-negotiable; the community calls for better stewardship and maintenance of Central Lonsdale. Parking is a perennial challenge, yet so is the desire for a pedestrian-friendly streetscape. It's a delicate balancing act, a constant negotiation between convenience and livability.

Ultimately, we heard a collective aspiration for a Central Lonsdale that honors its character while embracing thoughtful evolution. Respondents want enhanced public spaces and improved connectivity. And, crucially, they want development that respects the community's needs, balancing growth with affordability. It's about building upon the existing foundation, amplifying its strengths, and creating a truly exceptional urban experience.

# What We Heard —Summary Key Takeaways

### **Online Survey**

- → Respondents appreciate nature, valuing views of the North Shore Mountains and advocating for more plantings, trees and green spaces.
- Respondents value having spots to sit and rest, and would like to see more gathering spaces in Central Lonsdale.
- → Respondents want to see Central Lonsdale vibrant and active year-round, with more events and evening activity.
- Respondents value a comfortable, inviting and safe public realm, offering protection from noise, pollution and the elements.
- → Respondents appreciate what Central Lonsdale has to offer but desire more diverse, everyday amenities – no more banks or money exchanges.
- Respondents want a diversity of offerings and spaces that cater to different interests and activities.
- → Respondents want Lonsdale Avenue to be clean and well-maintained, but some find certain areas, such as the temporary Open Streets parklets, to be in need of care.
- → Respondents desire more convenient parking options while also valuing pedestrian-friendly streets with enhanced landscaping and amenities.

### **Public Open House**

- → Open house participants are eager to see public spaces, community life and small business presence enhanced in Central Lonsdale.
- → Open house participants stressed the importance of maintaining Lonsdale Avenue as a multimodal street with an emphasis on the pedestrian experience.
- → Open house participants expressed a desire for density and development to be balanced with maintaining affordability.
- → Open house participants emphasized the need for a holistic approach to maintaining and enhancing the public realm in Central Lonsdale.

### **Interest Holder Meetings**

- → Interest holder participants emphasized the importance of celebrating and preserving the existing character of Central Lonsdale, while establishing a unique identity.
- → Interest holder participants expressed a desire to enhance existing public spaces and fill network gaps through additional spaces, amenities, events, and programming.
- → Interest holder participants highlighted the need to enhance connectivity and accessibility to and from Central Lonsdale through additional transit modes and high-quality connections.
- → Interest holder participants identified laneways as a unique opportunity to link Central Lonsdale to existing green infrastructure and provide pedestrian spaces, while maintaining utility needs.

From January 11 to January 31, 2025, the Lonsdale Great Street Survey gathered feedback on how residents and visitors relate to Central Lonsdale, their visit patterns, comfort levels on Lonsdale Avenue, favourite spots in the area and across the North Shore, and their vision for the future of the neighbourhood. The survey included both multiple-choice and open-ended questions.

The survey was designed to gather insights from a broad and representative sample of current and potential residents, business owners, and visitors. The survey was distributed through established communication channels including:

- → City of North Vancouver website
- → Social media
- → Email newsletters
- → QR codes



Home / Lonsdale Great Street Project / Lonsdale Great Street Survey

### **Lonsdale Great Street Survey**

This survey will take approximately 10 minutes to complete and will ask you about your experiences, priorities and preferences for Central Lonsdale Avenue. Feedback from this survey will help inform the Lonsdale Great Street Project. Thank you for taking the time to share your input. The survey will be open until midnight on Monday January 31st, 2025.

Need translation assistance? Click the "Select Language" button in the top right corner and choose the language you require. You can fill out a paper version available at the following sites – City Hall, City of North Vancouver Library, and North Shore Neighbourhood House. You can also send general comments to <a href="mailto:longdalegreatstreet@cnv.org">longdalegreatstreet@cnv.org</a>.

Record engagement with 2665 respondents!

## What We Heard —Online Survey Demographics

Most survey respondents live, work, or study in the City of North Vancouver, with nearly half residing in Central Lonsdale. Respondents represented various age groups, mostly over 35, with few aged 19-24—reflecting census trends. The majority identified as women, at a higher proportion than the census gender split.

Over half reported household incomes above \$100,000, indicating a higher-income sample than census data. About two-thirds were homeowners, aligning with census figures.

### **Total Survey Respondents: 2665**

Census data is for North Vancouver (CSD) from 2020 and 2021.

### People's relationship to Central Lonsdale

Q: Which of the following best applies to you? Choose one; How would you best describe your relationship with this area? Select all that apply.













Live, work, or study in the **City of North Vancouver** 

Live outside the City of North Vancouver but visit

48% Live in Central Lonsdale

38% Live in neighbouring community

19% Work in the area

Student

Own a business in the area

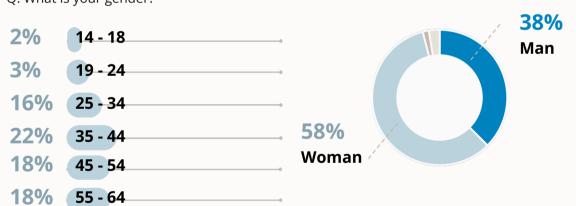
3%

### **Respondent demographics**

Q: We are inviting input from people of all ages in our community. To help us understand who we are hearing from, please share your age range; Q: What is your gender?

37%

**Visitor** 



### Gender & age (2020 census)

Prefer not to say

	Man		Woman	
18%	0 - 14	 15%	0 - 14	
64%	15 - 64	 65%	15 - 64	)
18%	65+	 20%	65+	-

#### Household income

Q: What is your total household income?

21%	Prefer not to say
23%	\$200,000 +
30%	\$100,000 - \$199,999
19%	\$50,000 - \$99,999
5%	\$25,000 - \$49,999
2%	Less than \$24,999

### Household income (2020 census)

8%	Less than \$30,000
17%	\$30,000 - \$59,999
22%	\$60,000 - \$99,999
12%	\$100,000 - \$124,999
10%	\$125,000 - 149,999
31%	\$150,000+

### **Housing tenure**

Q: Please choose the response that best describes your housing situation.

68%	Own
23%	Rent
5%	Living with family/friends
3%	Prefer not to say

### **Housing tenure (2021 census)**

76%	Own	-
24%	Rent	

18%

3%

65+

## What We Heard —Online Survey Visit Patterns

Most survey respondents live, work, or study in the City of North Vancouver and visit Central Lonsdale daily or a few times a week. While they come equally on weekdays and weekends, few visit at night.

People typically visit with family or friends, though some come alone, and relatively few bring children. The main reasons for visiting are dining, running errands, and shopping, with most spending 1–2 hours in the area.

**Total Survey Respondents: 2665** 

**Note**: Not included is guestion "Why don't you visit Central Lonsdale", only 9 respondents

### People's relationship to Central Lonsdale

Q: Which of the following best applies to you? Choose one; How would you best describe your relationship with this area? Select all that apply.



Live, work, or study in the **City of North Vancouver** 

Live outside the City of North Vancouver but visit

48% Live in Central Lonsdale

38% Live in neighbouring community

19% **Visitor** 

Work in Student the area

3% Own a business in the area

**Dining at restaurants** 

Who people visit Central Lonsdale with

Q: Who is with you when you visit Central Lonsdale?

Spouse/partner

I tend to visit alone

Other family members

Friend(s)

Children

Colleague(s)

Check all that apply.

58%

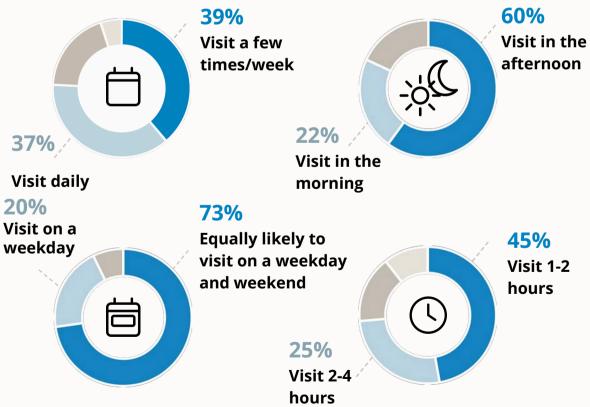
Typical reasons people visit Central Lonsdale Q: Why do you typically visit Central Lonsdale. Check all that apply.



### Frequency and times people visit Central Lonsdale

37%

Q: How often do you visit Central Lonsdale?; Q: What time(s) of the day do you typically visit Central Lonsdale?; Q: Which day(s) of the week do you typically visit Central Lonsdale?; Q: How long do you typically spend in Central Lonsdale?



## What We Heard —Online Survey **Mobility & Comfort**

Mobility patterns and comfort levels in Central Lonsdale vary widely. Most people arrive by car or on foot, while fewer use public transit or bikes. Half of all respondents find getting there easy, and most feel comfortable walking or rolling along the corridor.

However, few cyclists use Lonsdale Avenue, and those who do often feel unsafe. While many drive to the area, most do not park on Lonsdale Avenue, opting for side streets or garages instead.

**Total Survey Respondents: 2665** 

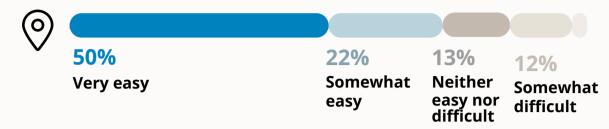
### How people get to Central Lonsdale

Q: Which of the following modes of transportation do you use to get to Central Lonsdale? Select all that apply.

73%	Personal vehicle
66%	Walk
24%	Bus
20%	Personal bike (including e-bike)
11%	Seabus (+ additional mode up hill)
5%	Taxi/rideshare/dropped off
2%	Bike share (eg. Lime)
1%	Personal scooter (including e-scooters)

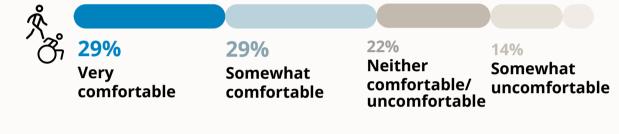
### **Ease of getting to Central Lonsdale**

Q: How easy is it for you to get to Central Lonsdale? Select one option.



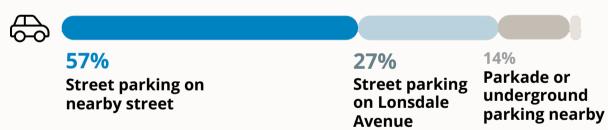
### Level of comfort walking and rolling on Lonsdale Ave

Q: How comfortable do you feel walking, rolling or using an assisted mobility device on Lonsdale Avenue? Select one option.



### Where people park in Central Lonsdale

Q: If you drive to Central Lonsdale, where do you park most often? Select one option.



### **Biking use on Lonsdale Avenue**

Q: If you use bikes as a mode of transportation, do you bike on Lonsdale Avenue? Select one option



**78%** 

of those who bike, do not bike on **Lonsdale Avenue** 

22%

of those who bike, do bike on Lonsdale Avenue

### **Biking comfort level on Lonsdale Avenue**

Q: How comfortable or uncomfortable do you feel biking on Lonsdale Avenue? Select one option.



# What We Heard —Online Survey Key Takeaways

### 01

People appreciate nature, valuing views of the North Shore Mountains and advocating for more plantings, trees and green spaces.

### 02

People value having spots to sit and rest, and would like to see more gathering spaces in Central Lonsdale.

### 03

People want to see Central Lonsdale vibrant and active yearround, with more events and evening activity.

### 04

People value a comfortable, inviting and safe public realm, offering protection from noise, pollution and the elements.

### 05

People appreciate what Central Lonsdale has to offer but desire more diverse, everyday amenities.

### 06

People want a diversity of recreational amenities and public spaces that cater to a variety of age groups and activities.

### 07

People want Lonsdale Avenue to be clean and well-maintained, but some find certain areas, such as the temporary Open Streets parklets, to be in need of care.

### 08

People desire more convenient parking options while also valuing pedestrian-friendly streets with enhanced landscaping and amenities.

**\*Note**: 1% =26 people

While write-in percentages may appear low, they are statistically significant, as respondents raised recurring topics not directly addressed in the survey questions.

### 01

People appreciate **nature**, **value views** of the North Shore Mountains and advocate for more **plantings**, **trees and green spaces**.

Q: What features would you like to see along Central Lonsdale? Select three options.

63%	More trees and planting
40%	Places to sit and rest
34%	More public art
29%	More resources (eg. trash receptacles)→
24%	Improved accessibility
20%	Better street lighting
18%	More bicycle and scooter parking
7%	Better signage and wayfinding

Q: Which of the following statements about Central Lonsdale are important to you? Select three options.

Lonsdale	are important to you? Select three options.
56%	It is vibrant and active year round
56%	It is safe and welcoming for everyone
48%	It is lively with business and commerce
41%	It is lush with trees and greenery
28%	It provides comfortable spots to stop & stay
26%	Its character is preserved and enhanced

Additional write-in responses.\*



mention the **mountains** in open-ended questions



mention **green spaces** in open-ended questions

66 Being able to enjoy the views of the ocean and mountains, delicious local foods, and community spaces, is something I really admire about the street.

**66** The more sun and **mountain views** that get blocked by towers the less appealing it is for me to walk along Central Lonsdale.

**66** We need more green spaces.

**66** I like the library area and Victoria Park as a green space. I **wish there** were more green spaces around central Lonsdale.

## 02

People value having spots to **sit and rest**, and would like to see more **gathering spaces** in Central Lonsdale.

Q: What features would you like to see along Central Lonsdale? Select three options.

63%	More trees and planting
40%	Places to sit and rest
34%	More public art
29%	More resources (eg. trash receptacles)
24%	Improved accessibility
20%	Better street lighting
18%	More bicycle and scooter parking
7%	Better signage and wayfinding
O: Which	of the following statements about Central

Q: Which of the following statements about Central Lonsdale are important to you? Select three options.

56%	It is vibrant and active year round
56%	It is safe and welcoming for everyone
48%	It is lively with business and commerce
41%	It is lush with trees and greenery
28%	It provides comfortable spots to stop & stay
26%	Its character is preserved and enhanced

Additional write-in responses.\*



mention **community or gathering spaces** in open-ended questions



mention **socializing** in open-ended questions

**66** Design community spaces to gather.

**66** More places to hang out, socialize. Not enough nightlife and recreation.

**66** More public gathering spaces for parents with strollers.

**66** Lonsdale needs places to sit and socialize that don't cost lots of money, and needs to be easy to ride along and access services.

**\*Note**: 1% =26 people

While write-in percentages may appear low, they are statistically significant, as respondents raised recurring topics not directly addressed in the survey questions.

### 03

People want to see Central Lonsdale vibrant and active year-round, with more events and evening activity.

Q: Which of the following statements about Central Lonsdale are important to you? Select three options.

It is vibrant and active year round 56% It is safe and welcoming for everyone 48% It is lively with business and commerce 41% It is lush with trees and greenery It provides comfortable spots to stop & stay Its character is preserved and enhanced 21% It reflects and celebrates local communities and cultures

**66** I would love to be able to go out and do things past 8pm. Having businesses that are open late can attract a younger audience and breath life into local businesses (dance club, movie theatre, arcade, late night skate with lights and music, concert venues for small artists). Something other than overpriced bars.

Additional write-in responses.\*

mention activations and events, including community gatherings and markets, in open-ended questions

mention event venues, dance, theatre, live music or comedy **shows** in open-ended questions

mention lively at night in openended questions

**66** Introducing more community events or pop-up markets could also foster stronger connections among residents and support local businesses.

**66** There is absolutely no nightlife whether it is on the weekend or weekdays. A vibrant city should accommodate needs in the evenings for shopping and socializing as well.

People value an inviting and comfortable public realm, and want protection from noise, pollution and the elements.

04

Q: Which of the following statements about Central Lonsdale are important to you? Select three options.

56% It is vibrant and active year round 56% It is safe and welcoming for everyone 48% It is lively with business and commerce 41% It is lush with trees and greenery 28% It provides comfortable spots to stop & stay 26% Its character is preserved and enhanced 21% It reflects and celebrates local

> **66** I am not protected anywhere along Lonsdale during colder months or **the rain** 365 days a year.

> communities and cultures

**66** More family-friendly gathering places with **coverage from the rain** but connection to the outdoors.

Additional write-in responses.\*

mention **protection from** 2% noise and fumes in open-ended questions

> mention protection from the weather and covered outdoor areas in open-ended questions

**66** Currently it is hard to sit on the patios, walk, and sometimes breathe with all the cars driving by (rolling noise, smog, drivers running lights despite having a walk signal).

**66** I wish I could enjoy the ambience more as we lounge outside the shops. The traffic noise and pollution is unbearable at times and we move on.

What We Heard Report

**\*Note**: 1% = 26 people

While write-in percentages may appear low, they are statistically significant, as respondents raised recurring topics not directly addressed in the survey questions.

### 05

People appreciate what Central Lonsdale has to offer but desire **more diverse**, **everyday amenities**.

Q: What kind of amenities would you like to see more of along Central Lonsdale? Select three options.

65%	Local businesses & shops
<b>52%</b>	Food and beverage offerings
34%	Retail offerings
33%	Park/play areas
30%	Cultural/music offerings
29%	Community event spaces
28%	Daily life amenities (eg. grocery stores)

Q: Which of the following improvements would make getting to, from and around Central Lonsdale a better experience for you? Select your top three options.

53%	Convenient parking options
45%	A more vibrant shopping & dining experience
41%	More pedestrian-friendly streets
25%	More public spaces and plazas
25%	Improved bus transit

Additional write-in responses.\*

mention more bookshops, butcher shops, cafes and coffee shops, bakeries, wine bars or outdoor dining in open-ended questions

66 It would be nice to see an independent bookstore, craft store, or cafe (no more chains). More independent businesses of any variety! We always want to support small and support local.

66 I'd like to see more restaurants, bars, bakeries, cafes with outdoor seating rather than just indoor.

**66 More useful shops.** We don't need another vape shop and currency exchange.

## 06

People want a diversity of recreational amenities and public spaces that cater to a variety of age groups and activities.

Q: What kind of amenities would you like to see more of along Central Lonsdale? Select three options.

65%	Local businesses & shops
52%	Food and beverage offerings
34%	Retail offerings
33%	Park/play areas
30%	Cultural/music offerings
29%	Community event spaces
28%	Daily life amenities (eg. grocery stores)

66 I wish there were some nice parks for sitting, reading and enjoying a nice day.

relax somewhere that's quiet and doesn't have cars zooming by.

66 Cycle safely up

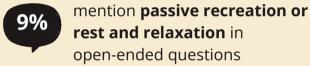
Lonsdale, stop at some

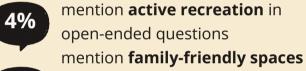
cafes, get an ice cream and

66 A wider range of restaurants, shops, and places for kids would improve the street.

**66** Sit and relax outside without traffic.

Additional write-in responses.\*





in open-ended questions

Active recreation mentions:

- → Workout spaces
- → Sports courts (eg. pickleball)
- → Gyms
- → Public pools
- Skate parks
- → Pool halls
- Dog parks

Passive recreation mentions:

- People watching
- → Places to read
- Places for respite and relaxation
- Places for quiet

City

City of North Vancouver Lonsdale Great Street

page 18

**\*Note**: 1% = 26 people

While write-in percentages may appear low, they are statistically significant, as respondents raised recurring topics not directly addressed in the survey questions.

### 07

People want Lonsdale Avenue to be **clean and well-maintained**, but some find certain areas, such as the temporary Open Streets parklets, to be in need of care.

66 A lot of the patio areas created during Covid are not places I'd want to sit and there are too many.

66 I really like the parklets and the outdoor patio areas, but some of the buildings and public spaces look run down and dumpy. I could argue they have character, but the low rise buildings, the old sidewalks and parklets look worn and old.

**66** Replace the temporary Covid-19 outdoor spaces with permanent attractive seating and adding greenery.

Additional write-in responses.\*

Mention the implementation, maintenance and use of open street patios in open-ended questions

mention wanting to see Lonsdale
Avenue cleaner and better
maintained in open-ended
questions

mention Central Lonsdale and
Lonsdale Avenue **feels run down** in open-ended questions

**66** I would love to see Central Lonsdale streets cleaner than what they are now.

**66** Lonsdale has **become quite dirty over the years** -we used to be so proud of the cleanliness.

People desire more **convenient parking options** while also valuing **pedestrian-friendly streets** with
enhanced landscaping and amenities.

Q: Which of the following improvements would make getting to, from and around Central Lonsdale a better experience for you? Select your top three options.

Convenient parking options
A more vibrant shopping & dining experience
More pedestrian-friendly streets
More public spaces and plazas
Improved bus transit

Q: Which of the following modes of transportation do you use to get to Central Lonsdale? Select all that apply.

73% Personal vehicle

7570	1 distinct vernere
66%	Walk
24%	Bus
20%	Personal bike (including e-bike)
11%	Seabus (+ additional mode up hill)
5%	Taxi/rideshare/dropped off
2%	Bike share (eg. Lime)
1%	Personal scooter (including e-scooters)

Additional write-in responses.\*

mention less car-focus and more walking space in open-ended questions

**66** Let's **prioritize the human experience** over the automobile's experience.

**66** Sidewalk is far too cramped for relaxed family strolls.

free, pedestrian designated spaces. The roads gets quite congested during the day and it's not nearly as pleasant when the sounds of honking and the smell of fumes in the air interrupt the peace.

08

## What We Heard —Public Open House

In February, over 55 people attended the public open house at City Hall. Participants explored key issues and considerations for Central Lonsdale, sharing their input in various ways—voting on important issues, leaving sticky notes with ideas, choosing favorite inspiration images, writing "postcards from the future," and having 1:1 conversations with the Lonsdale Great Street team.

The event featured three core stations, each focused on a specific topic:

- → Public Realm + Landscape
- → Land Use, Planning + Economic Assessment
- → Transport + Infrastructure



# What We Heard —Public Open House Key Takeaways

### 01

Open house participants are eager to see public spaces, community life and small business presence enhanced in Central Lonsdale.

Participants want to see more spaces for arts and culture, inviting gathering areas, and weather protected outdoor spaces. There is a desire for more events and activity, especially in the evening. There is strong support for a diverse mix of small, local businesses and maintaining active frontages. Participants showed enthusiasm for better utilizing laneways and expressed desires for more street trees, rain gardens and plantings.

02

Open house participants stressed the importance of maintaining Lonsdale Avenue as a multimodal street with an emphasis on the pedestrian experience.

Participants want to see Central Lonsdale remain accessible to all modes while prioritizing the experience and safety of pedestrians. Key desires include wider sidewalks, safe pedestrian crossings, better street lighting and traffic calming measures. Additionally, participants stressed that convenient parking options are important, especially for families and older adults.

03

Open house participants expressed a desire for density and development to be balanced with maintaining affordability.

Participants want to preserve Central Lonsdale's village-like character, views to the mountains, and access to sunlight while supporting thoughtful development and densification.

Affordable housing is seen as critical to keeping the neighbourhood livable, vibrant and accessible to all residents.

04

Open house participants emphasized the need for a holistic approach to maintaining and enhancing the public realm in Central Lonsdale.

Participants emphasized the need for well-maintained, obstruction-free sidewalks that are accessible to all, including seniors and families with strollers. They also advocate for holistic public space upkeep, including sidewalk quality, tree health, and overall streetscape maintenance.

## Public Open House —Public Realm & Landscape

### **Key Themes**

- → Sidewalk quality and accessibility: Participants highlight the need for smoother, better-maintained sidewalks that are easy to navigate and free of obstruction for all users, including seniors and families with strollers.
- Desirable and weather-protected public spaces: Participants expressed interest in covered seating, collocated with amenities that are inviting and gathering spaces that allow for all-weather use.
- Interest in laneway activation: There is enthusiasm for better utilizing laneways, with an emphasis on ensuring they enhance the pedestrian experience through design.
- Maintain and enhance neighbourhood vibrancy: Participants value the diverse mix of small businesses and want more cultural activities to create a lively daytime and evening atmosphere.
- Increased maintenance in the neighbourhood: Participants emphasized the need for holistic care for public spaces including sidewalk quality, tree health and overall streetscape upkeep.

#### **Participant Quotes**

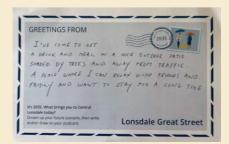
**66** Walking with a stroller isn't as comfortable as it should be (alley stops are challenging)."

66 Store displays frequently force Lonsdale pedestrians very close to curb. This causes conflicts with uneven sidewalks, tree roots, and the 'parklets'. Too many 'pinch points' for pedestrians."

66 Laneways will be more appealing where building scale is about 3 stories. This allows light & warmth – Tall buildings may generate wind tunnels."

**66** Small businesses bring unique character, products & services to the community. Chains & franchises bring a generic character. I prefer independent businesses."

### **Participant Postcards**





#### **Favourite Images**

## People voting for favorite images were in favour of the following categories:

- 1. Street trees (10 votes)
- 2. Overhead weather protection (8)
- 3. Commercial laneways (8)
- 4. Green facades (8)
- 5. Engagement with nature (8)
- 6. Generous sidewalks (7)
- **7.** Pedestrian friendly (7)
- **8.** Community gardens (7)
- 9. Native plantings (7)
- **10.** Indoor public spaces (6)









### Public Open House

## —Land Use, Planning & Economic Assessment

### **Key Themes**

- Neighbourhood character and retail diversity: Open house participants reported that they value the unique character of Central Lonsdale and appreciate existing retail diversity and small businesses.
- Extend vibrancy into the evening: Participants expressed appetite for more life at night, including street lighting and music to add to the ambience.
- Maintain active street frontages: Participants called out the value of active ground floor uses while balancing the need for essential amenities.
- Conscious densification and development: Views to the mountains, light and air are features of Central Lonsdale that are important to participants. Many urged that new developments must take these into consideration through setbacks and step backs.
- → Keep Central Lonsdale inclusive: Participants expressed the need for more affordable housing in Central Lonsdale.
- → Spaces for arts and culture: Participants highlighted a desire for places for artisans to showcase their work, art spaces to be creative and community meeting places to gather.

#### **Participant Quotes**

**66** Variety in retail and services is very important."

**66** Keep village atmosphere. Don't create LOLO #2 which is more posh, less livable."

**66 More ambiance at night**- lights on patios, warm street lighting. Music."

66 Medical and dental offices could be moved to higher floors, reserving street level for more vibrant businesses."

**66 Affordable housing** first."

66 Tall buildings need to be set back to allow sun + limit wind for seating & pedestrian areas."

### **Participant Postcards**



Lonsdale 2035. Happy that Lonsdale and Central Lonsdale has retained its village atmosphere and mix of housing – a rare gem alongside overdeveloped Burnaby. I am glad there is now an even greater mix of small shops and restos that attract both locals and others."

### **Favourite Images**

## People voting for favourite images were in favour of the following categories:

- . **Diverse retail offerings** (8 votes)
- 2. Variety of small-scale, independent shops (8)
- 3. Community makerspaces (7)
- 4. Human-scale development (6)
- **5. Open ground floor** (5)
- 6. Animated retail edge (5)
- 7. Workshop spaces (5)
- 8. Small-scale retail units (5)
- 9. Active ground floor (4)
- 10. Human-scale rhythm (4)









### Public Open House

## -Transportation, Utilities & Infrastructure

### **Key Themes**

- A multimodal street with a pedestrian focus: Participants emphasized the to keep Lonsdale Avenue accessible to all modes and highlighted the importance of prioritizing pedestrian experience.
- **Pedestrian safety and traffic calming:** Participants reported that traffic calming measures and pedestrian safety are important to them, highlighting concerns around street crossings and right turns on red.
- **Additional North-South transportation:** There is appetite for improved transit connections between Lower Lonsdale and Central Lonsdale, with participants mentioning hop-on hop-off busses and trams.
- **Convenient parking options:** Maintaining access to convenient parking is a key issue for many participants who rely on personal vehicles.
- **Green infrastructure:** Participants appreciate rain gardens and planting, but expressed concerns about year-round maintenance.
- **Open Street Patios are undesirable:** Participants expressed that Open Street Patios close to vehicular traffic, noise and pollution are unpleasant to spend time in.

**66** If there's less cars, there's more room for cyclists. **Also** safer for everyone."

**66** Free hop-on hop-off up and down Lonsdale"

> **66** Rain gardens and more plantings are very important"

**66** Move street patios to the laneways. Air pollution & noise on Lonsdale make the patios unpleasant, and the new space can be used for parking or bike lanes on Lonsdale.

#### **Participant Quotes**

**66** We choose our walking routes based on the safety of street crossings. With pedestrian-first design, we would be more likely to walk down Lonsdale."

### **Participant Postcards**



**66**We come to Central Lonsdale to grab a book at the library. I walked up with my dog and after the library I'm going to go sit and read at that really nice comfortable place where people go to do that kind of thing."

#### **Favourite Images**

### People voting for favourite images were in favour of the following categories:

- Multimodal street (13 votes)
- **Accessible and dignified waiting** areas (9)
- Slow street (9)
- **Pedestrian priority** (8)
- Pick-up/drop off zones (7)
- People first street (6)
- **Biodiverse/green corridor** (5)
- **Reduced crossing distance** (5)
- Accessible crosswalks (4)
- Pedestrian refuge islands (4)







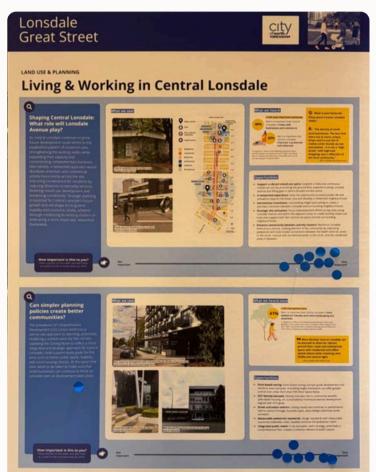


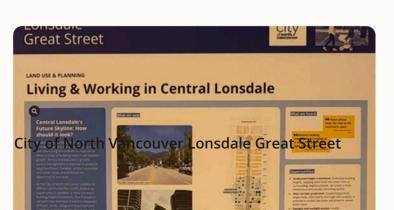




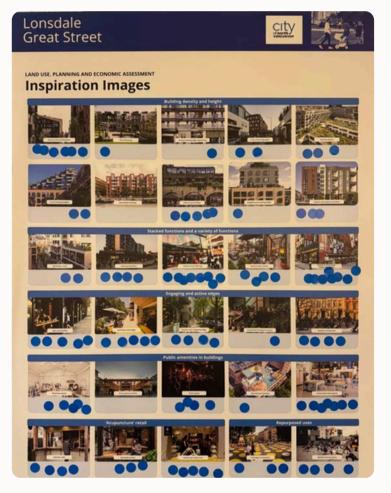


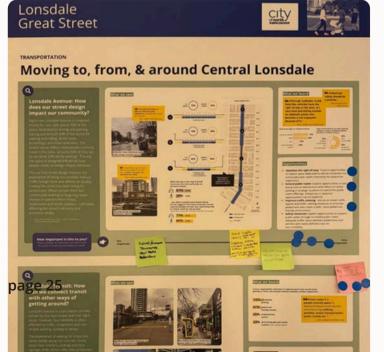




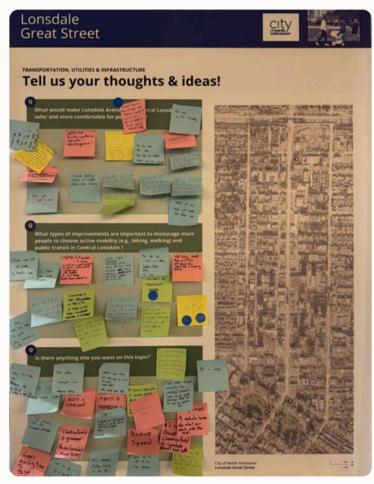


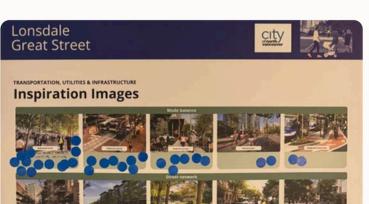










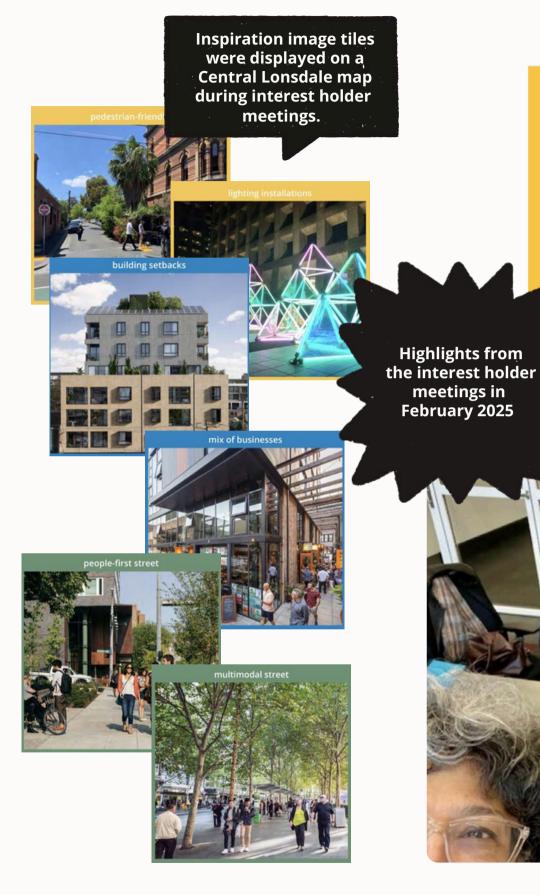


## What We Heard —Interest Holder Meetings

In February 2025, working meetings were held with four key groups to gather targeted feedback and aspirations for the Lonsdale Great Street project. This input, along with insights from the public open house and online survey, will help guide the project moving forward.

The four groups engaged were:

- → Business owners
- → Community Institutions
- → Residents
- → Developers



66 My community is my family, if I do not feel good and I step outside and see a familiar face, I feel good."

- Resident at interest holder meeting

# What We Heard —Interest Holder Meetings Key Takeaways

### 01

Interest holder participants emphasized the importance of celebrating and preserving the existing character of Central Lonsdale, while establishing a unique identity.

Participants stressed the value of small business, diverse amenity mix and existing public spaces in the neighbourhood and advocated for Central Lonsdale to develop a distinct visual identity through branding and signage that sets it apart as a destination in it's own right.

### 02

Interest holder participants expressed a desire to enhance existing public spaces and fill network gaps through additional spaces, amenities, events, and programming.

Interest holders want to see existing public spaces well maintained and repositioned to be better utilized. There is a desire for new spaces, amenities and programming that build community, foster arts and culture and attract visitors to Central Lonsdale, creating a fun atmosphere that encourages people to spend time in the neighborhood.

### 03

Interest holder participants
highlighted the need to enhance
connectivity and accessibility to
and from Central Lonsdale
through additional transit
modes and high-quality
connections.

Interest holders want Central
Lonsdale to be more accessible,
despite its topography, with
dedicated transportation up and
down the hill. They stress that it is
important to be able to connect
outwards from Central Lonsdale
through high quality infrastructure.

### 04

Interest holder participants identified laneways as a unique opportunity to link Central Lonsdale to existing green infrastructure and provide pedestrian spaces, while maintaining utility needs.

Participants saw laneways as potential connections to the Green Necklace and other green infrastructure on the North Shore, while being pedestrian respites within the neighbourhood and maintaining functionality as utility corridors.

## What We Heard —Interest Holder Meetings

### 01 Business Owners

- → **Preserve Central Lonsdale's unique character:** Maintain diversity and variety in business offerings, while supporting small businesses, both on and off the street.
- → Incorporate flexibility in new developments: Ensure retention of smaller square footage units and commercial kitchens in new developments so that they might be accessible to a variety of businesses and for evolving uses.
- → Enhance the public realm: Consider 360 design of buildings, laneways and streets, including weather protected spaces that are human-scaled. Incorporate more public amenities and green spaces in the neighbourhood, while maintaining those that already exist.
- → Events and activations to promote Central Lonsdale: There is appetite for daytime and evening events and activations in the neighbourhood including car-free days that would draw in visitors while being mindful of resident needs.
- → **A livable destination:** Central Lonsdale should be a destination in its own right, while not competing with the shipyards, and catering to both residents and visitors.
- → **Strengthen identity and branding:** The neighbourhood is in need of a discrete visual identity, and requires better wayfinding and signage.

### 02 Institutions

- → Preserve the eclectic character of the neighborhood: Ensure that the charming mix of uses and qualities in Central Lonsdale are celebrated while a future-ready philosophy about what the neighbourhood should be and who it is for is defined.
- → **Life at night:** Extend public life into the evening through better street lighting that makes all people feel safe and enlivens the neighbourhood atmosphere.
- → **Utilize laneway for public life:** Activate laneways with amenities and greenery to become respites off of the busy street, and provide connections to the Green Necklace.
- → Improve connectivity and accessibility: While adding to the character of the neighborhood, the topography poses significant mobility challenges. Make Central Lonsdale accessible to all by providing new transit options into the neighbourhood.
- Address community needs: Fill gaps in the neighbourhood amenity network and enhance the fun factor through temporary street closures, programming and festivals.
- Celebrate existing public space assets: Enhance existing public spaces through activations and add new spaces that are intergenerational and comfortable all year round, no matter the weather.
- → Incorporate signage and wayfinding: Ensure that newcomers to the neighbourhood can find what they're looking for, and chance upon what Central Lonsdale has to offer.

## What We Heard —Interest Holder Meetings

### 03 Residents

- → **Unique neighbourhood character**: Residents appreciate the eclectic offerings in Central Lonsdale and want local culture to be celebrated.
- → Enhance the public realm: Enhance the public realm: Activate building edges through seating, awnings, and organized signage. Reevaluate Open Streets Patios for better functionality. Maintain public spaces, greenery, and landscaping through regular upkeep, while also explore resident-led maintenance programs to foster community engagement and ownership.
- Seasonal events and programming enhance the neighborhood:

  Residents shared appreciation for events like Christmas markets and call for the farmers market to return to Central Lonsdale.
- → A symbiotic relationship with the Shipyards: Residents feel it important for Central Lonsdale to complement the Shipyards, not compete with it.
- → **Provide reasons to spend time in Central Lonsdale:** Shift neighbourhood draw from a place to get errands done to a destination for spending time.
- → Laneway improvements: Laneways provide opportunities for an expanded public realm but require design upgrades to be true pedestrian spaces.
- → Fill gaps in existing public space network and neighbourhood amenities: Residents highlighted that the neighbourhood lacks art and culture spaces, community spaces for events, and that existing public spaces could serve community needs better.
- → **Accessibility and connections:** Provide better access for both getting to Central Lonsdale and enhance connections to existing green infrastructure from the neighborhood.

### 04 Developers

- → A positive working relationship with the City of North Vancouver:

  Developers value their positive working relationship with the City of North Vancouver. However, they've expressed concerns regarding the length of the development approvals process, suggesting that expediting this procedure would facilitate more efficient project timelines.
- → A Vision for diversified development: Developers see Central Lonsdale's future tied to a diverse housing portfolio: for-sale, affordable rentals, and market-rate rentals integrated within mixed-use buildings. They specifically highlighted the benefits of mixed-tenure buildings. They also emphasize that robust transit access (especially the expansion of rapid transit into the North Shore) and pedestrian-friendly environments are essential for the neighborhood's continued success.
- → Central Lonsdale's livability and amenity mix are a key selling point:

  Developers advocate for preserving and enhancing Central Lonsdale's livability, walkability, and existing amenities. They suggest diversifying the retail mix to include more sit-down restaurants and similar establishments, moving beyond the current focus on grab-and-go services.
- Developers recognize their potential to enhance the public realm both onsite and offsite through thoughtful building design and community amenities, but they also acknowledge the need to balance these improvements with financial feasibility. They call for the City to actively facilitate this opportunity to further improve the neighborhood's livability.

# 03 Appendix

### Engagement process

Phase 1 Engagement for the Lonsdale Great Street included a range of online and in-person opportunities for participation including:

- → A survey on the Let's Talk
  Digital Engagement Platform
- → Two pop-ups in Civic Plaza
- → An open house at City Hall

Staff provided the survey in a paper format as well as translated into Farsi to accommodate those business owners and residents in the neighbourhood. Translation was available on the website as well as on the Let's Talk Platform for those that needed language support.

Staff began promoting participation in engagement early in 2025 using a combination of paid advertising, media relations and social media promotion including the following:

- → Earned media promotion via a news release, interviews resulting in coverage on City News, CBC television and radio, Global TV, Daily Hive and The Georgia Straight.
- → Posts on CNV social media channels, which resulted in 32,483 impressions
- → ¼ page print advertisements in the North Shore News x 3 insertions with a circulation of 50,000 for each edition
- → Digital advertising on Glacier media throughout the North Shore with 100,000 impressions

### Highlights:









# **Lonsdale Great Street Survey**

### **SURVEY RESPONSE REPORT**

01 January 2025 - 13 February 2025

**PROJECT NAME:** 

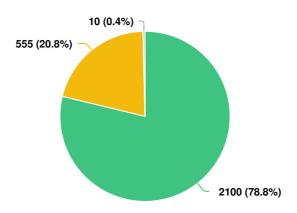
**Lonsdale Great Street Project** 





Lonsdale Great Street Survey : Survey Report for 01 January 2025 to 13 February 2025

### Q1 Which of the following best applies to you?



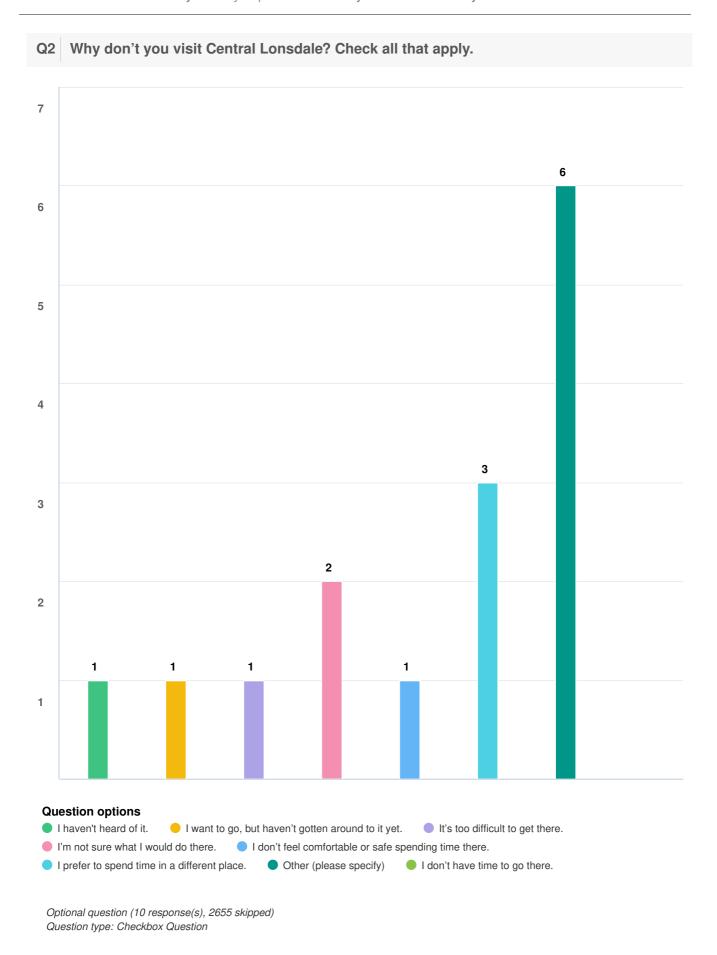
#### **Question options**

I live, work, or study in the City of North Vancouver.

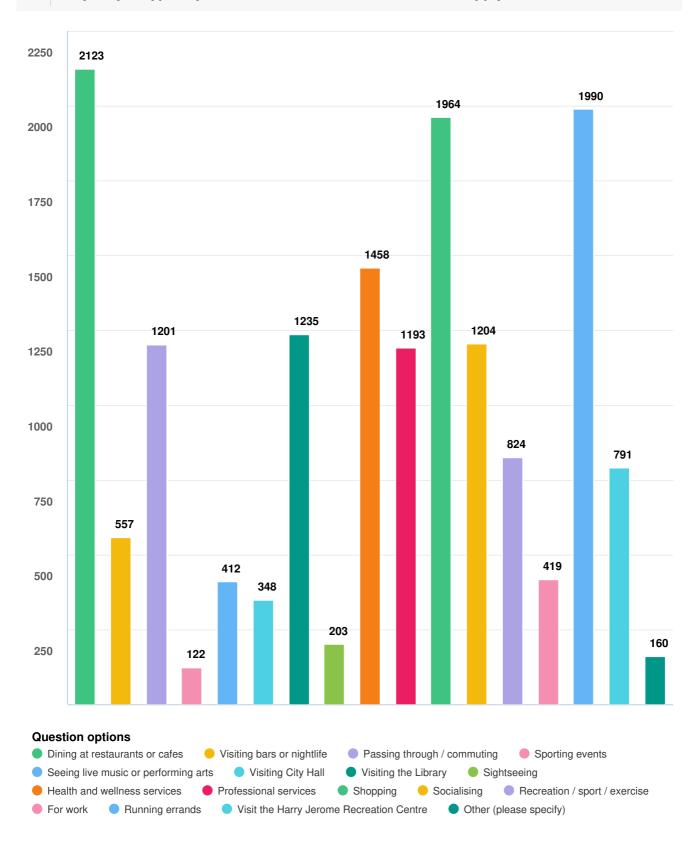
ouver. I live outside of the City of North Vancouver but visit Central Lonsdale.

I don't visit Central Lonsdale.

Mandatory Question (2665 response(s))
Question type: Radio Button Question

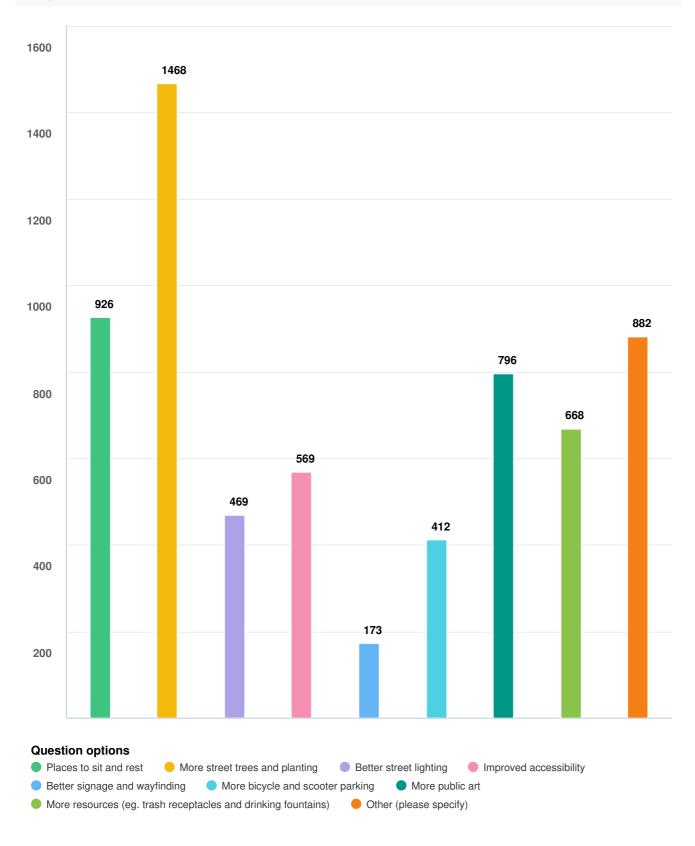


#### Q3 Why do you typically visit Central Lonsdale? Check all that apply.

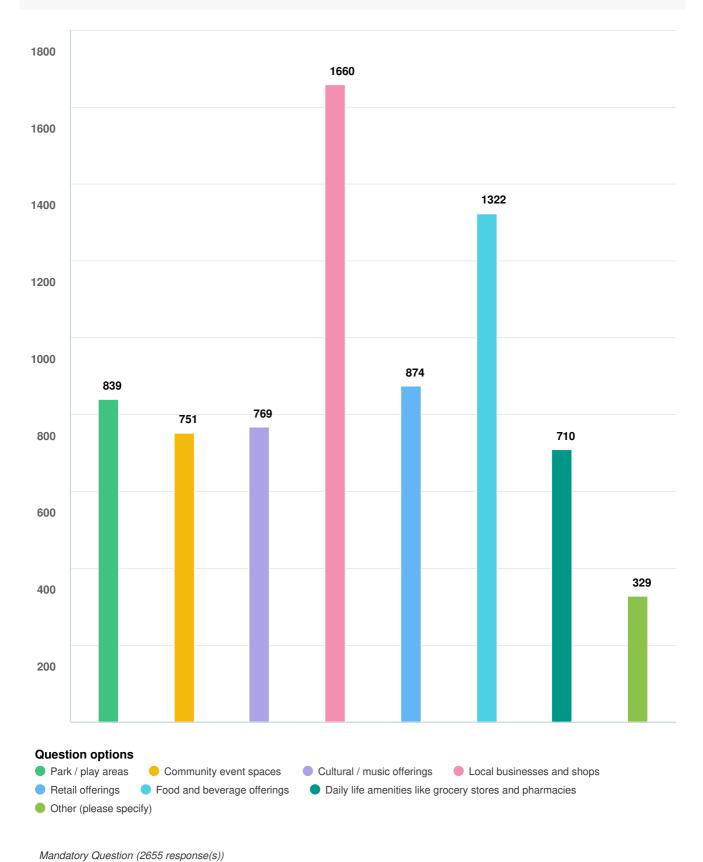


Mandatory Question (2655 response(s)) Question type: Checkbox Question

#### Q4 What features would you like to see along Central Lonsdale? Select three options.

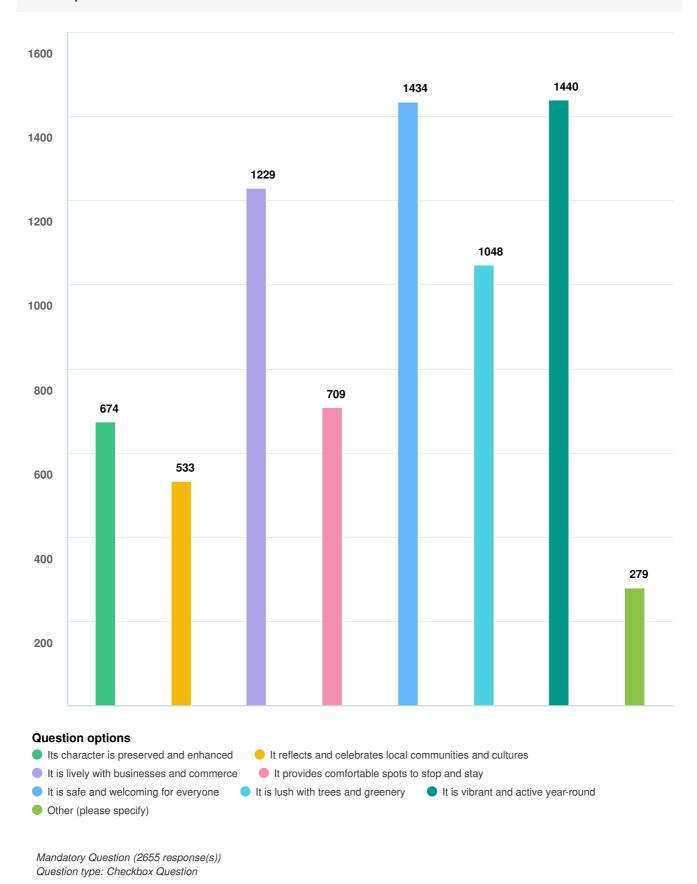


# Q5 What kind of amenities would you like to see more of along Central Lonsdale? Select three options.

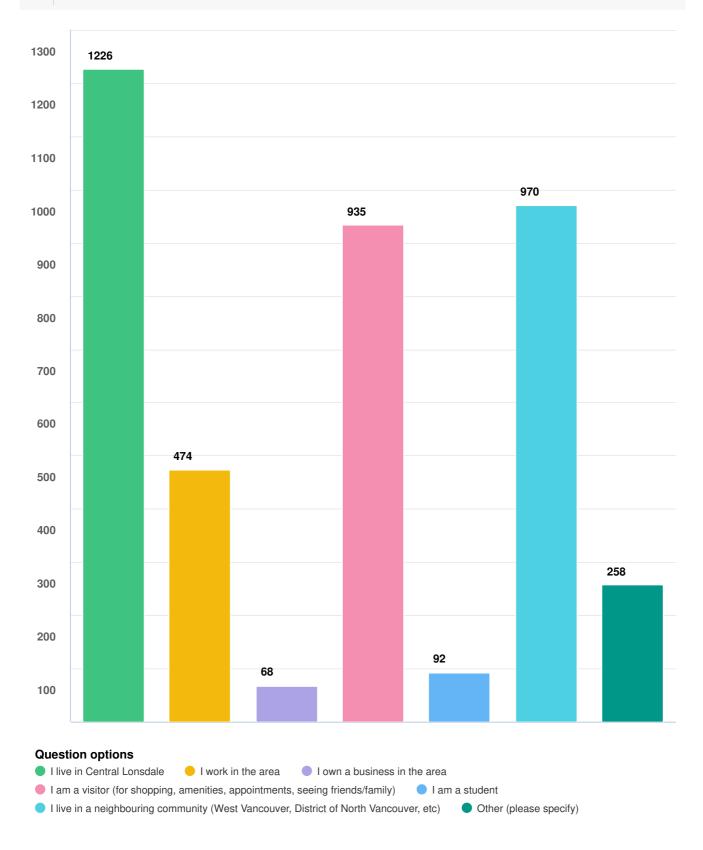


Question type: Checkbox Question

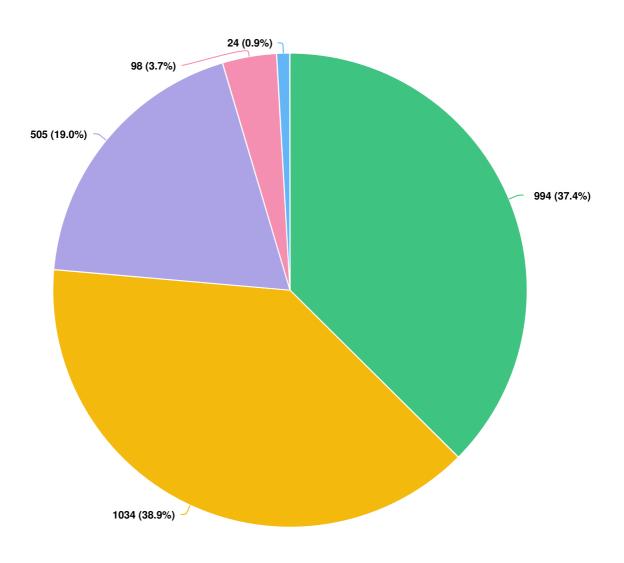
Q6 Which of the following statements about Central Lonsdale are important to you? Select three options.



# Q7 How would you best describe your relationship with this area? Check all that apply.

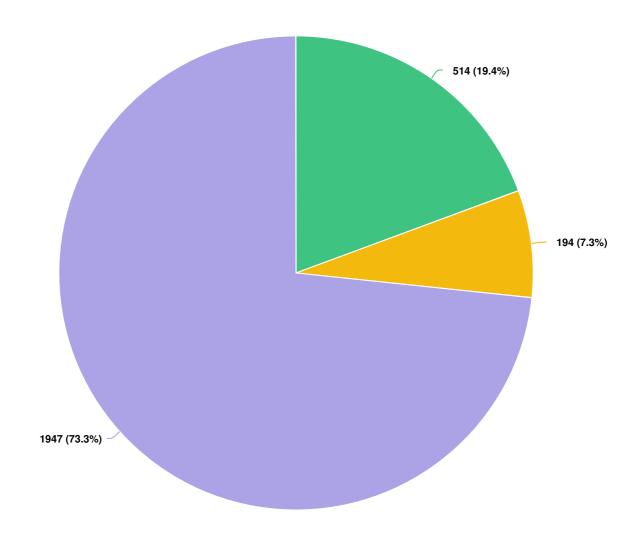


### Q8 How often do you visit Central Lonsdale? Select one option.





### Q9 Which day(s) of the week do you typically visit Central Lonsdale? Select one option.

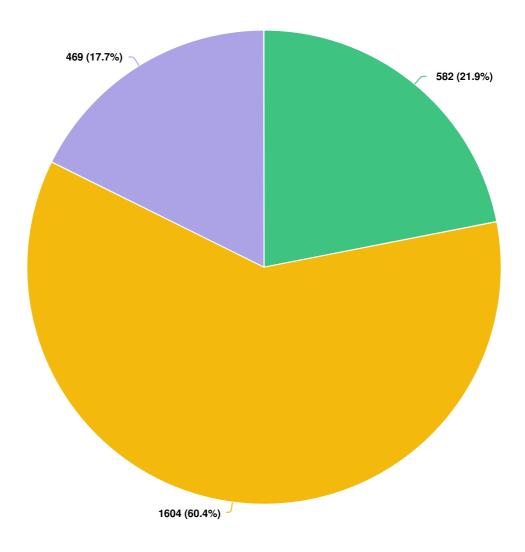


#### **Question options**

Weekdays (Monday - Friday)Weekends (Saturday - Sunday)

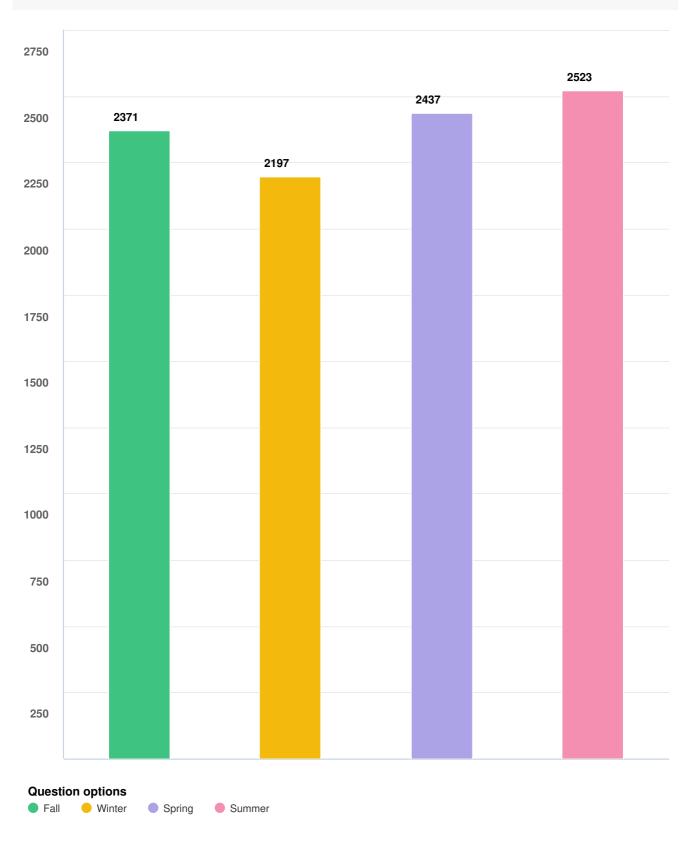
I am equally likely to visit on a weekday and a weekend. (Monday - Sunday)

# Q10 What time(s) of the day do you typically visit Central Lonsdale? Select one option.

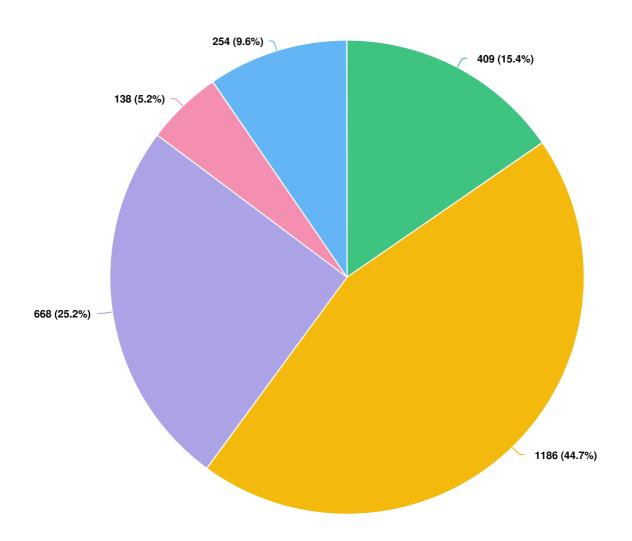


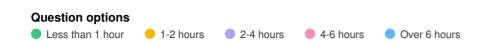


# Q11 Which season(s) are when you are most likely to visit Central Lonsdale? Check all that apply.

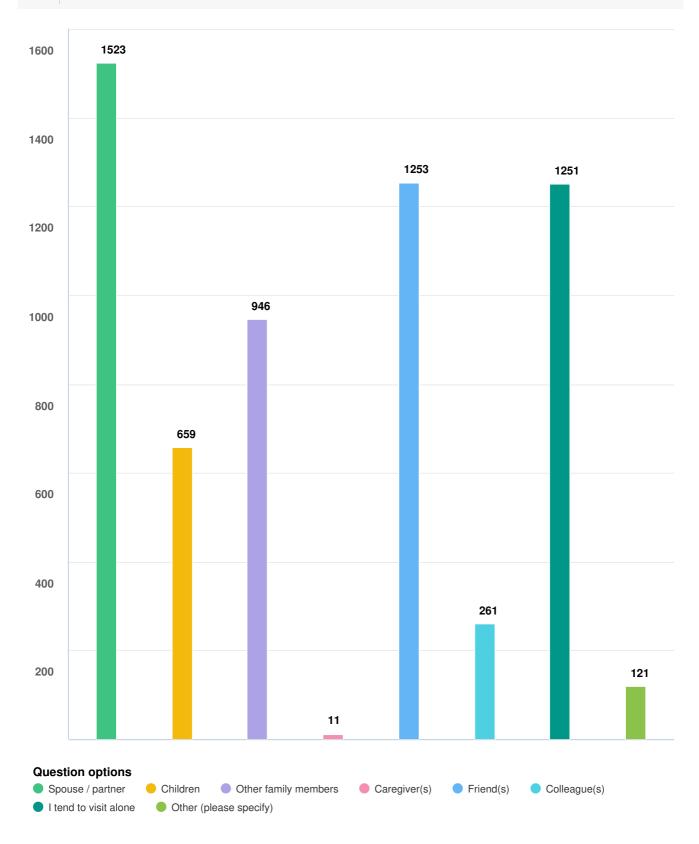


# Q12 How long do you typically spend in Central Lonsdale? Select one option.

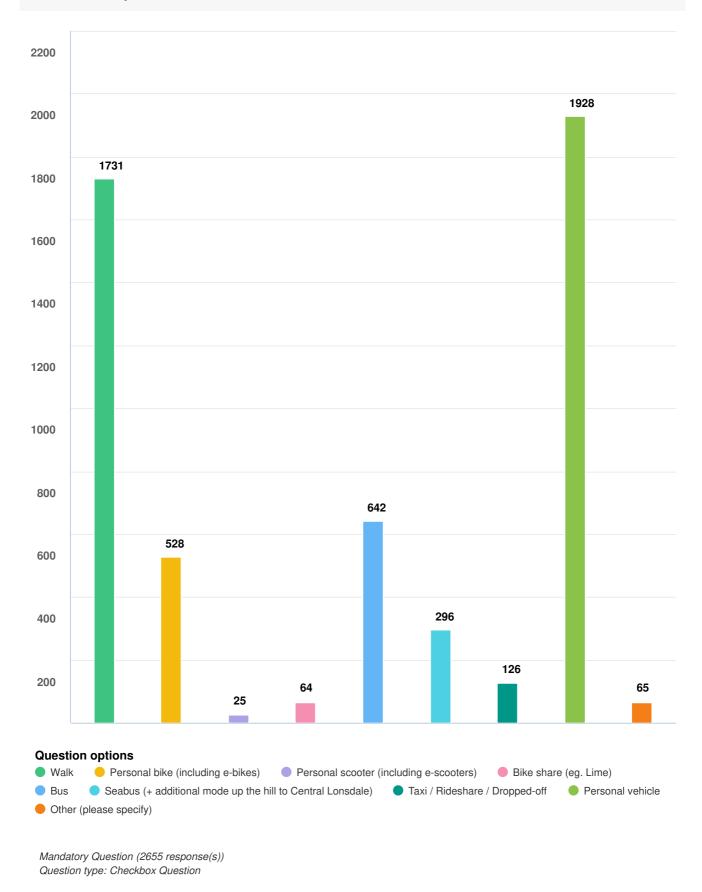




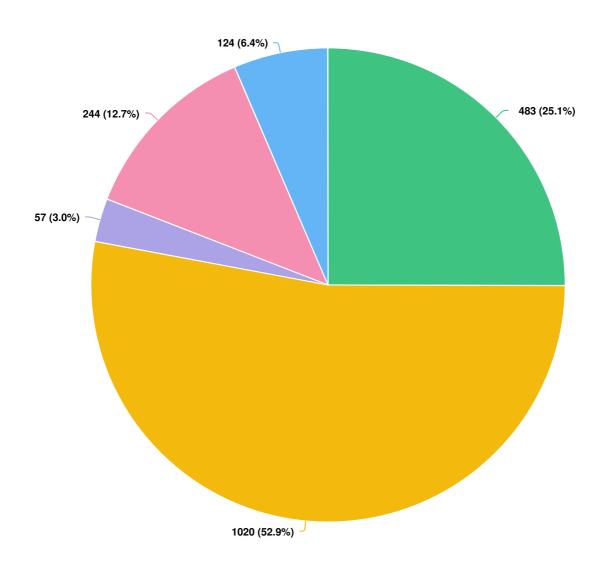




# Q14 Which of the following modes of transportation do you use to get to Central Lonsdale? Select three options.

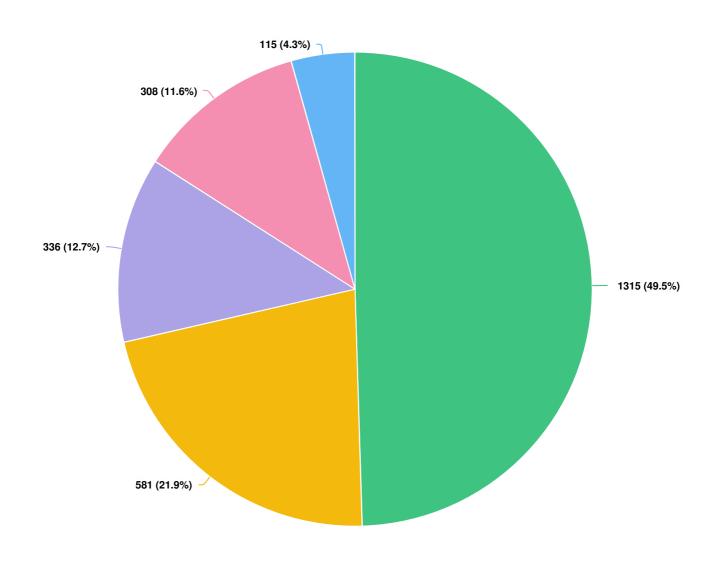


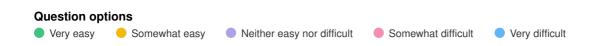
Q15 If you drive to Central Lonsdale, where do you park most often? Select one option.



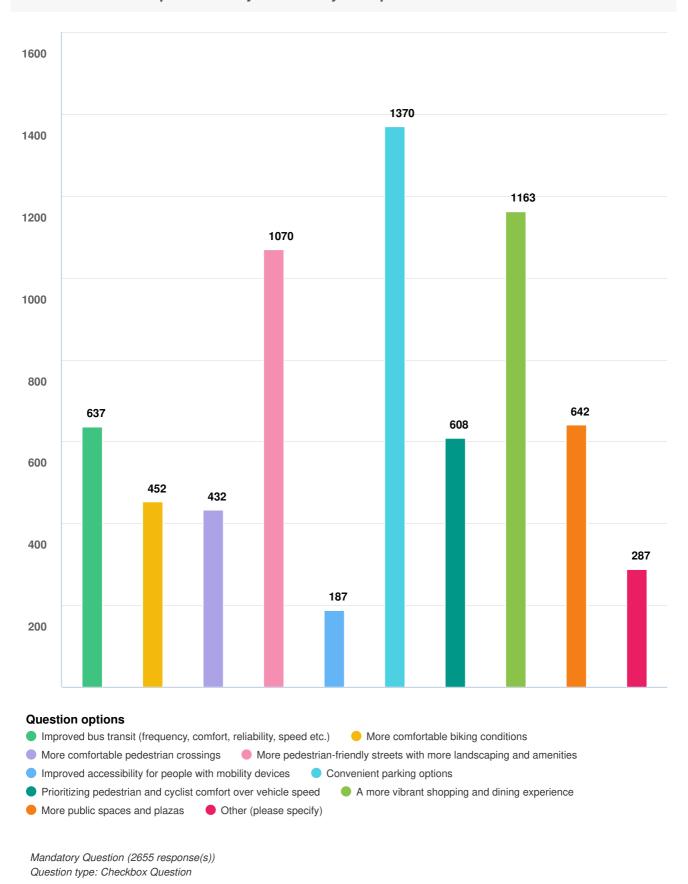


Q16 How easy is it for you to get to Central Lonsdale? Select one option.

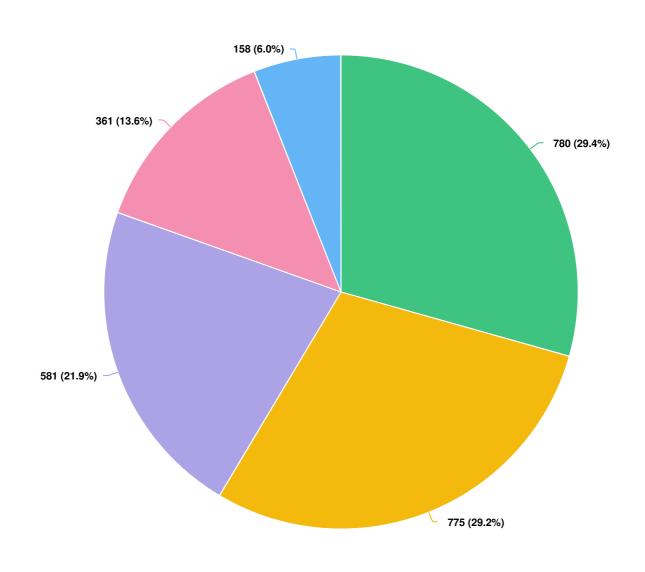


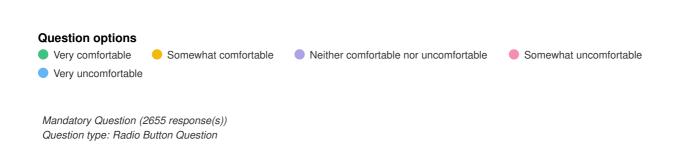


Q17 Which of the following improvements would make getting to, from, and around Central Lonsdale a better experience for you? Select your top three.

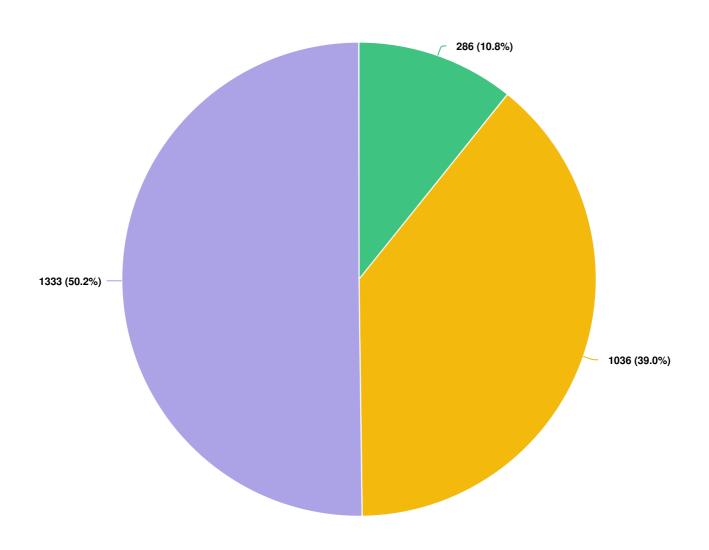


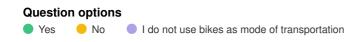
Q18 How comfortable do you feel walking, rolling or using an assisted mobility device on Lonsdale Avenue? Select one option.



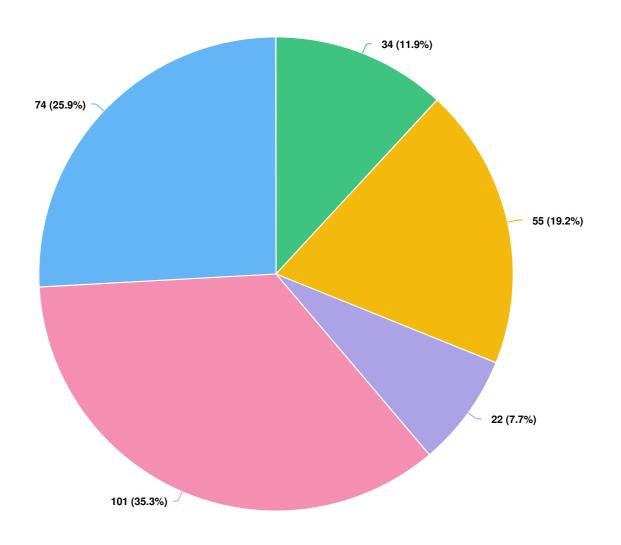


Q19 If you use bikes as a mode of transportation, do you bike on Lonsdale Avenue? Select one option.



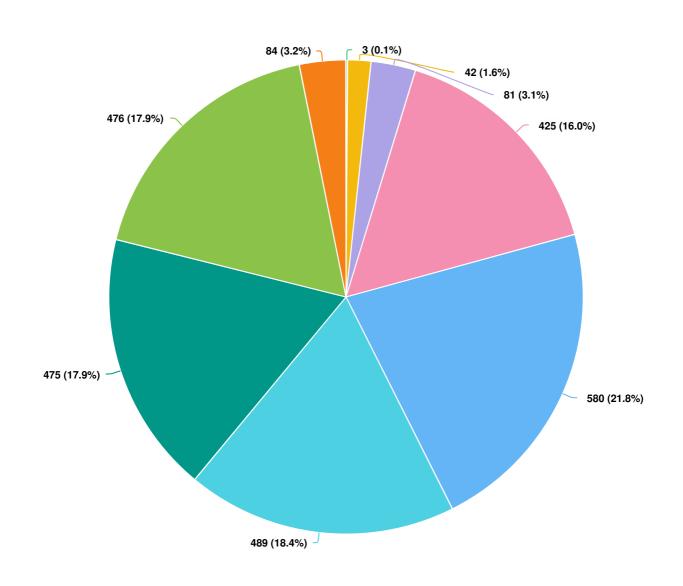


Q20 How comfortable or uncomfortable do you feel biking on Lonsdale Avenue? Select one option.



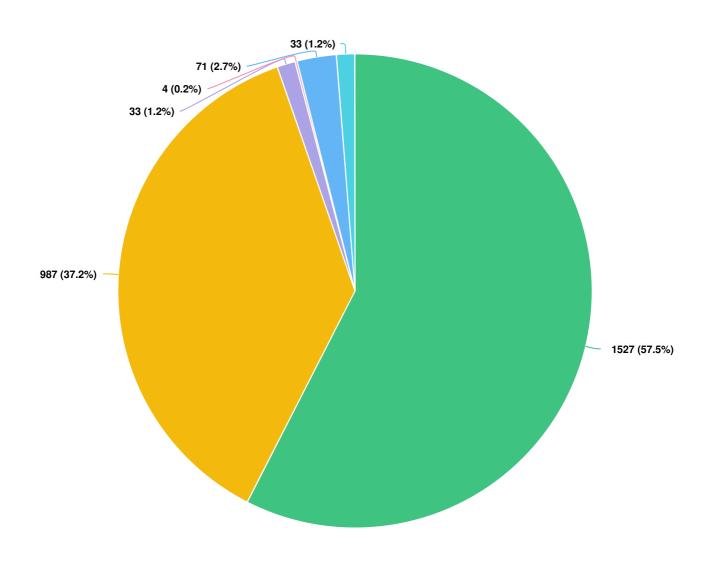


Q21 We are inviting input from people of all ages in our community. To help us understand who we are hearing from, please share your age range. (If you would prefer not to, simply click "Prefer not to say.")



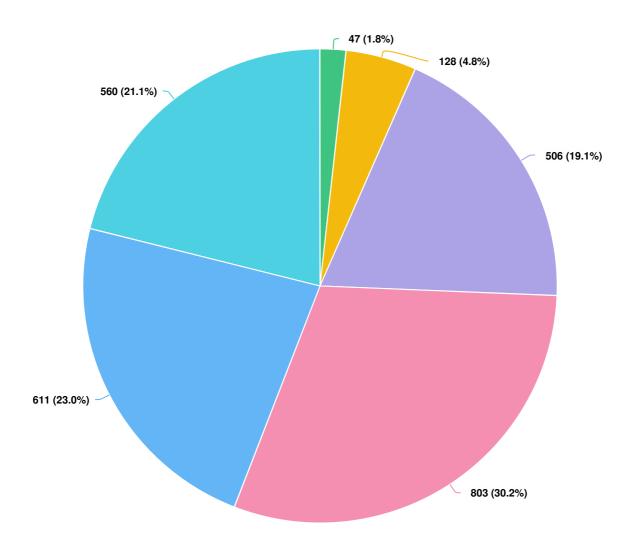


#### Q22 What is your gender?



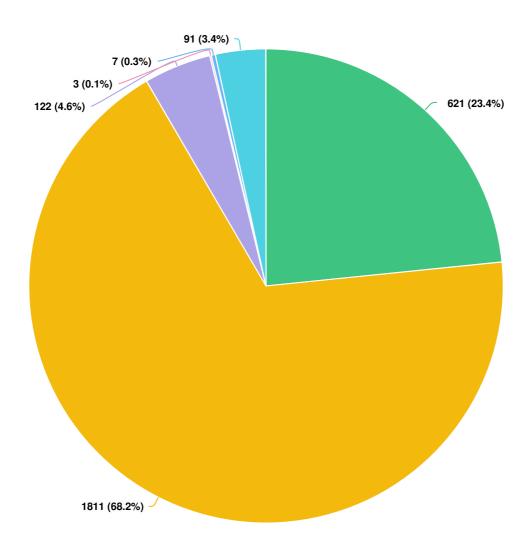


### Q23 What is your total household income?

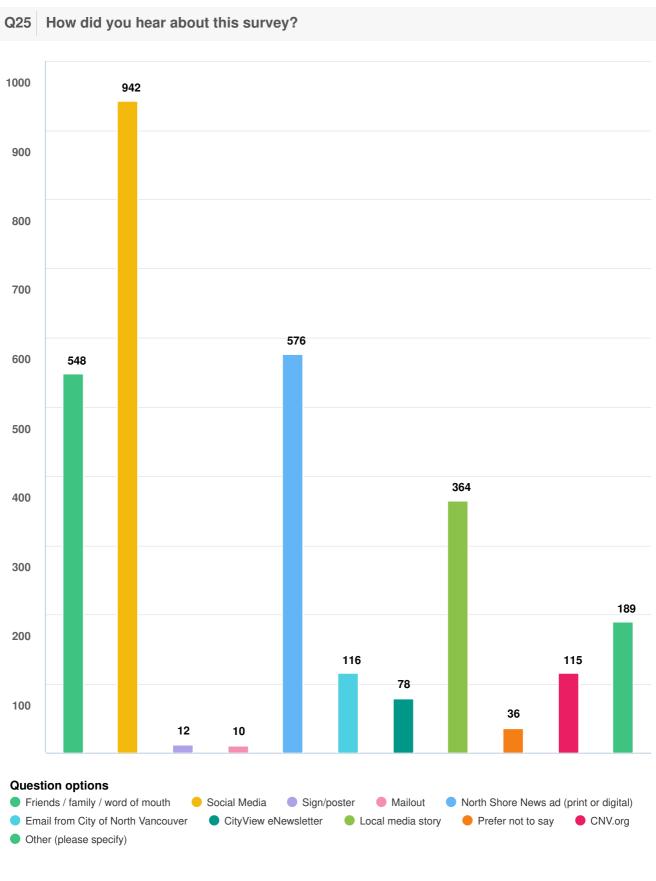




## Q24 Please choose the response that best describes your housing situation.







# Q26 Have you participated in a City of North Vancouver engagement process before?

