

► CONSULTATION SUMMARY REPORT

RAVP COMMUNITY CONSULTATION 2003

MARCH 28, 2003

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	• Discussion Guide & Feedback Form	
	• Post Card	
	• Information Boards	
	• Website; English and Chinese www.ravprapidtransit.com	
	• Power-Point Presentation	
	• Public Notice (Sun, Province, Ming Pao, Sing Tao, Richmond News & Richmond Review)	
	• Newspaper Information Piece (Sun, Province, Ming Pao, Sing Tao)	

► EXECUTIVE SUMMARY

Consultation Summary Report

This *Consultation Summary Report* is the record of public input related to the Richmond Airport Vancouver Rapid Transit Project community consultation held in March 2003. This summary provides consultation participants, the public, elected officials and agency decision makers with a quantitative and qualitative summary of community feedback regarding the proposed rail rapid transit line.

The Proposed RAV Line

The Richmond Airport Vancouver Rapid Transit Project (RAVP) is a proposed rail rapid transit line connecting central Richmond, the Airport and Sea Island, central Broadway and downtown Vancouver. While the exact alignment has not been selected, the proposed line follows No. 3 Road in Richmond, Grant McConachie Way to the Airport, along Cambie Street into downtown Vancouver and along Granville Street, terminating at the existing Waterfront Station.

The Purpose of the RAVP Community Consultation 2003

The purpose of the community consultation was to share the results of the RAVP Project Definition Phase through a consultation *Discussion Guide* and feedback form. Participants attended open houses, three public workshops, and 17 small group meetings. They also accessed information and provided feedback through the web, by fax, and through written correspondence. Consultation materials were available in English and Chinese.

Consultation Results

More than 1500 people participated in the *RAVP Community Consultation*.

Overall, there is strong support for the proposed Richmond Airport Vancouver rail rapid transit line. Quantitative results from approximately 1300 feedback forms include:

Support for Proceeding with the Proposed Line

- 82% somewhat or strongly agree with the project proceeding at an estimated cost of \$1.5 to \$1.7 billion.

Support for the Route -- No. 3 Road, Grant McConachie Way, Cambie Street to Waterfront Station in downtown Vancouver

- 73.2% of consultation participants support the proposed route in its entirety.

Underground, At Street, Above Street Level (elevated)

- 64.6 % of participants prefer elevated to at-street level if underground is not possible.
- 71.1 % of participants prefer underground to elevated if at-street level is not possible.
- 82.1 % of participants prefer underground to at-street level if elevated is not possible.

Qualitative results are summarized into key themes from the narrative comments collected from approximately one third of the feedback forms (400 of the 1300) public workshop notes, small group meeting notes and correspondence.

The qualitative comments generally fall into two groups. The first group supports the proposed project because they think it addresses issues of density and congestion. Many of these said that TransLink should get on with the project.

The second group does not support the proposed project although they tend to support rapid transit to Richmond. This group wants the Arbutus Corridor used for rapid transit or they want TransLink to increase bus service to increase transit capacity.

Members of both groups tend to have concerns about preserving the Cambie Heritage Boulevard and generally many think an underground system would address this concern.

Some people commented on the need to support bicycle use by allowing bicycles on any new transit system and finally, some people had concerns about the role of the private sector in the proposed RAV line.

How Public Feedback Will Be Used

Feedback gathered through this consultation via the web, fax, newspaper information pieces, open houses, public workshops and small group meetings is recorded and summarized in this *Consultation Summary Report*, which will be presented with a Technical report to *Contributing Agencies*; TransLink, the Provincial Government, and the Airport Authority. It will also be presented to *Participating Agencies*; City of Vancouver, City of Richmond, and the Greater Vancouver Regional District. The Consultation Summary Report will be posted on the web and distributed to consultation participants.

► 1. OVERVIEW

Consultation Summary Report

This *Consultation Summary Report* is the public input record related to the Richmond Airport Vancouver Rapid Transit Project community consultation held in March 2003. This summary provides consultation participants, the public, elected officials and agency decision makers with a quantitative and qualitative summary of public feedback regarding the proposed rail rapid transit line.

The Proposed RAV Line

The Richmond Airport Vancouver Rapid Transit Project (RAVP) is a proposed rail rapid transit line connecting central Richmond, the Airport and Sea Island, central Broadway and downtown Vancouver. While the exact alignment has not been selected, the proposed line follows No. 3 Road in Richmond, Grant McConachie Way to the Airport, along Cambie Street into downtown Vancouver and along Granville Street, terminating at the existing Waterfront Station.

The Contributing and Participating Agencies

The Richmond Airport Vancouver Rapid Transit Project is a collaboration of eight agencies; the Government of Canada, the Province of British Columbia, TransLink and the Vancouver International Airport Authority (Contributing Agencies) and the cities of Richmond and Vancouver, the Vancouver Port Authority and the Greater Vancouver Regional District (Participating Agencies).

Why do we need a Richmond Airport Vancouver Rail Rapid Transit Line?

The Vancouver/Richmond corridor is one of three trunk corridors identified for rapid transit in the GVRD's *Livable Region Strategic Plan (LRSP)* and TransLink's *Strategic Transportation Plan*. It is also part of city planning policies in Richmond and Vancouver. In addition to transportation policy work, there have been many technical studies regarding a rapid transit connection in the north/south corridor, dating back to the 1970s.

The north-south corridor between Richmond, the Airport and Vancouver is one of the busiest in the region. Over the next 20 years, population will grow significantly; by 50% in Vancouver's central business district and by 75% in central Richmond. By 2021, employment will grow by 25% in

Vancouver's central business district, 70% in central Richmond and 70% at the airport. Congestion is increasing. Greater congestion slows down the movement of people and goods. It increases air pollution, hinders our economy and ultimately diminishes our overall quality-of-life. We need to add capacity in a sustainable way.

How much will the Richmond Airport Vancouver Line Cost?

It is estimated that a rail rapid transit line will cost \$1.5 to \$1.7 billion to build. Similar to virtually all transit systems in the world, a Richmond-Airport-Vancouver rapid transit system cannot pay for construction with fares alone and will require a significant amount of public funding. A project of this size will also require some private sector investment. TransLink, the Province and the Airport are discussing their respective contributions. These contributions, together with funding from the Federal Government, could provide sufficient public funding. The successful conclusion of these discussions will depend on funding from the Federal Government of approximately \$450 million.

A summary financial analysis completed by PricewaterhouseCoopers (available at www.ravrapidtransit.com) concluded that with these public sector contributions and a contribution from the private sector, the RAV rapid transit line is financially feasible. The study says that depending on the configuration, ridership will be approximately 26 – 38 million per year by 2010, which will produce enough fare revenue to cover operating costs in certain configurations.

The RAVP Project Definition Phase

The project team responsible for extensive technical and financial analysis of the proposed line over a two-year period completed the most recent phase of work, the Project Definition Phase, in February, 2003. The objective of this phase of work included:

- Defining the requirements of the rail rapid transit line connecting Vancouver, Richmond and the Airport;
- Identifying a structure to build and pay for the line; and
- Evaluating whether it was feasible to complete construction of the line by 2009.

1.1 Consultation purpose

The purpose of the community consultation was to share the results of the RAVP Project Definition Phase through a consultation *Discussion Guide* and feedback form. Public participation and feedback was sought through the web, a newspaper information piece, open houses, three public workshops and 17 small-group meetings during the month of March, 2003. Consultation materials were available in English and Chinese.

1.2 Consultation Methods and Schedule

Public Consultation –

Discussion Guide & Feedback Form

Mar. 3 *Discussion Guide and feedback form* launched on the web www.ravrapidtransit.com

Mar. 3 *Notice of Consultation* in The Vancouver Sun, Province, Ming Pao, Sing Tao, Richmond Review and Richmond News

Mar. 6 *Newspaper information piece and feedback form* in The Vancouver Sun & Province, Ming Pao, Sing Tao

Open Houses and Public Workshops

Mar. 3-14 *Open Houses* – Open House materials displayed in Richmond and Vancouver City Halls, Vancouver International Airport and Richmond Centre Mall

Mar. 8 *Public Workshop* – Richmond. A half-day workshop using the Discussion Guide & Feedback form to focus discussion and collect feedback. Time and Location: 9:00 am – 12:00 pm, Richmond City Hall – No.3 Road & Granville, Council Chambers

March 12 *Public Workshop* – Vancouver. An evening public meeting included a presentation and question & answer session. The Discussion Guide was circulated and feedback collected through a feedback form.

Time and Location: 6:00 pm – 9:00 pm, Vancouver Public Library

March 15 *Public Workshop* – Vancouver. A half-day public meeting included a presentation and question & answer session. The Discussion Guide was circulated and feedback collected through a feedback form.

Time and Location: 9:00 am – 12:00 pm, Plaza 500 – 500 W. 12th Ave. Vancouver

Feb. - Mar. *Small Group Meetings* – 17 meetings with community organizations were scheduled in February and March.

Consultation Summary Report

Mar. 24-31 *Consultation Summary Report* – will be presented with a Technical report to Contributing Agencies and Participating Agencies

1.3 How Public Feedback Will Be Used

Feedback gathered through this consultation via the web, fax, newspaper information pieces, open houses, public meetings and small group meetings is recorded and summarized in this *Consultation Summary Report*, which will be presented with a Technical report to *Contributing Agencies*; TransLink, the Provincial Government, and the Airport Authority. It will also be presented to *Participating Agencies*; City of Vancouver, City of Richmond, and the Greater Vancouver Regional District. The *Consultation Summary Report* will be posted on the web and distributed to consultation participants.

2. CONSULTATION SUMMARY

More than 1500 people participated in the RAVP Community Consultation held in March, 2003. Participants attended open houses, three public workshops, and 17 small group meetings. They also accessed information and provided feedback through the web, by fax, and through written correspondence.

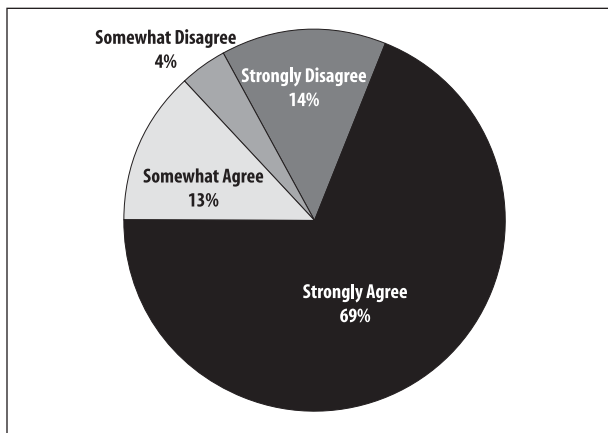
2.1 Feedback Form Results¹ (quantitative)

An 18-page Discussion Guide provided consultation participants with information about the proposed rail rapid transit line and encouraged feedback through a two-page feedback form. The following summarizes quantitative feedback tabulated from 1334 feedback forms received during the RAVP Community Consultation in March 2003.

2.1.1 Summary Results²

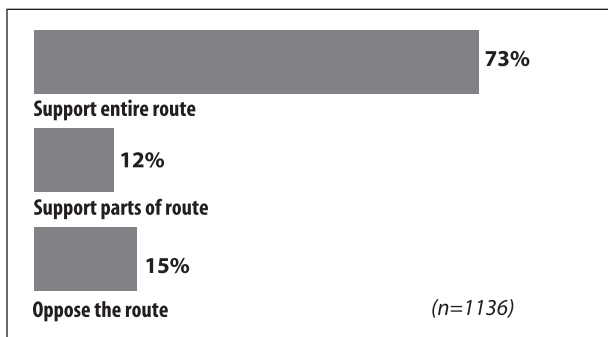
Support for Proceeding with the Proposed Line

- 82 % somewhat or strongly agree with the project proceeding at an estimated cost of \$1.5 to \$1.7 billion.



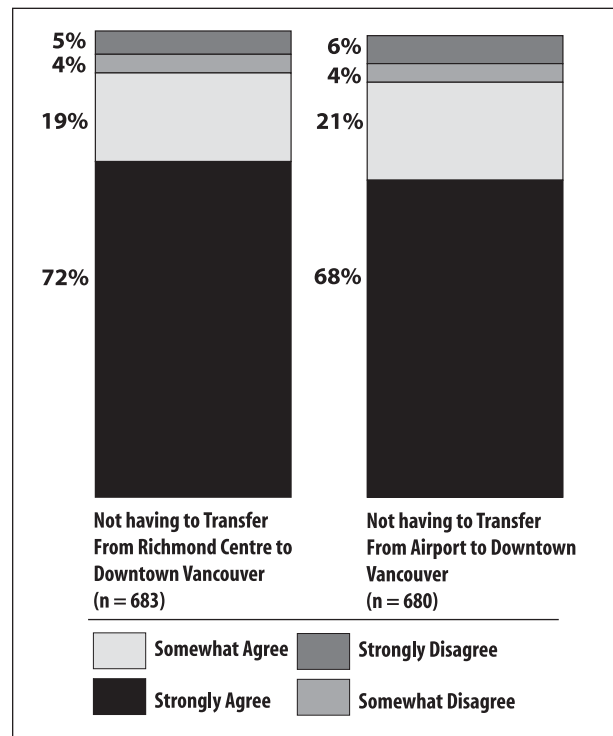
Support for the Route -- No. 3 Road, Grant McConachie Way, Cambie Street to Waterfront Station in downtown Vancouver

- 73.2% of consultation participants support the proposed route in its entirety.



Direct Travel

- 91.2% of participants somewhat or strongly agree, it is important to provide direct travel, meaning passengers will not transfer between Richmond City Centre and downtown Vancouver.
- 89.4% of participants somewhat or strongly agree, it is important to provide direct travel, meaning passengers will not have to transfer between the airport and downtown Vancouver.

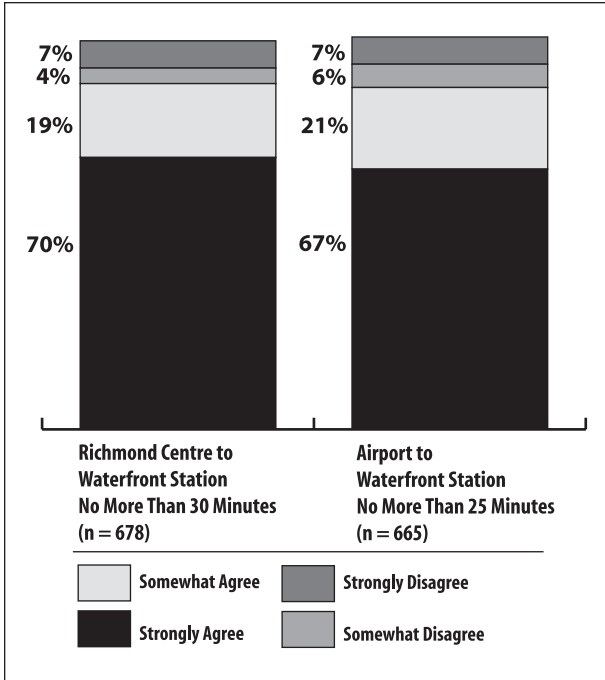


Travel Time

- 89.1% somewhat or strongly agree with the statement, with a new rail rapid transit line, the travel from Richmond Centre to Waterfront Station should be no more than 30 minutes.
- 87.4% somewhat or strongly agree with the statement, the travel time from the Airport to Waterfront Station should be no more than 25 minutes.
(see graph, next page)

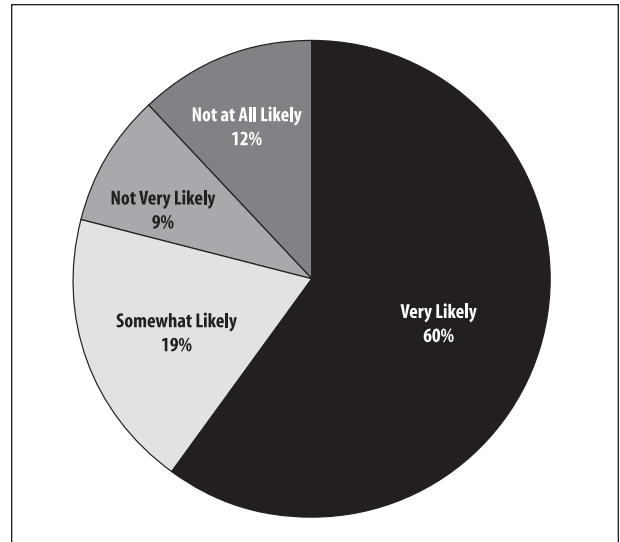
1. Refer to Appendix 3.1 for a detailed breakdown of feedback form quantitative results and Appendix 3.5 for the feedback form in the Discussion Guide and newspaper piece.

2. graphics use rounded numbers.



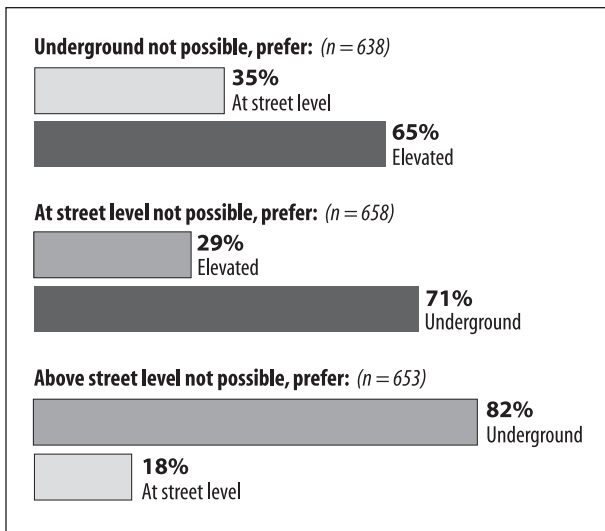
Transit use

- 79.5 % of participants would be somewhat or very likely to use the RAV line, if the rail rapid transit service is completed.



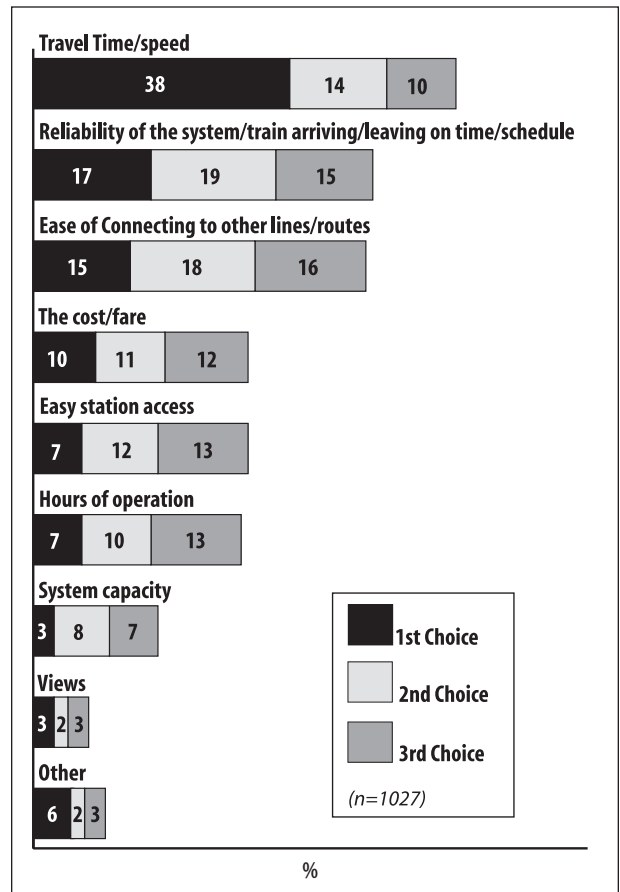
Underground, At Street, Above Street Level (elevated)

- 64.6 % of participants prefer elevated to at-street level if underground is not possible.
- 71.1 % of participants prefer underground to elevated if at-street level is not possible.
- 82.1 % of participants prefer underground to at-street level if elevated is not possible.



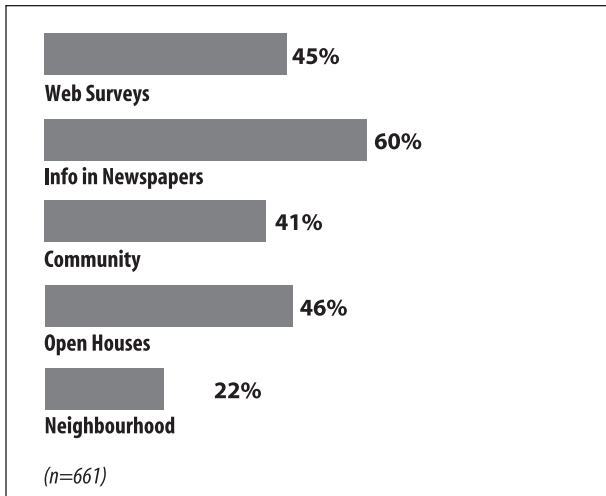
System Preferences

- Participants rate travel time, reliability of the system and easy connections as the three most important factors if they were to use the line.



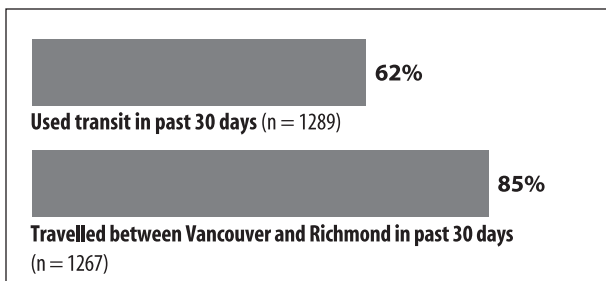
Future Consultation

- Participants selected a variety of consultation methods for the future, showing a preference for newspaper information pieces.



Travel in the Corridor

- 62.1% of participants have taken transit within the last 30 days.
- 85% of participants have travelled between Vancouver and Richmond in the last 30 days.



The following comparison is provided by Synovate Research, a Vancouver-based international market research firm.

2.1.2 Comparison of Consultation Results (Quantitative) with Attitude Survey Results (Synovate Research)³

Total Number of Feedback Forms 1334
 Attitude Survey Random Sample: 501

When comparing results of two different methodologies, one needs to be cognizant of how respondents were selected for the study. In the case of the consultation Feedback Forms, participants self-selected into the process. For the Attitude Survey, it was a widely accepted random selection process. One should also be aware that in the case of feedback forms not everybody answers every question. Further, question order differences between the two studies may also play a role in yielding different responses. Typically, random samples are more statistically reliable than most forms of self-select surveys

Generally speaking, on two of the major issues; support for the project in general, and the route alignment, proportions of support or agreement are similar to that collected in the Attitude Survey.

Concept Support

In particular, support for the project concept is similar between the two study samples. A total of 82% of Feedback Form respondents support the RAV Project compared to 79% of the GVRD respondents in the Attitude Survey. What is worth noting, however, is that the level of “strong” support is markedly higher amongst Feedback Form respondents: 69% versus 45% in the Attitude Survey. Similarly, “strong” opposition to the project is markedly higher among Feedback Form respondents: 14% versus 7%.

Route Alignment

Eight-five percent of Feedback Form respondents support the route either in its entirety or at least part of it which is similar to the 79% recorded in the Attitude Survey. Again we see, however, that there is stronger support for the route in its entirety amongst Feedback Form respondents (73%) than GVRD residents in the Attitude Survey (50%).

3. Synovate has reviewed the tables that summarize the quantitative consultation results and found that the calculations are correct. Any minor differences are accounted for by rounding.

Grade Issues

There were some differences between the two study response patterns – **when underground wasn't possible** fewer Feedback Form respondents chose “above street level” than did Lower Mainland Residents in the Attitude Survey - 65% versus 71% respectively. The flip side of this is that more Feedback Form respondents chose the “at street level” option than did Lower Mainland Attitude Survey respondents: 35% compared to 23%.

And **when street level was not possible** 71% of feedback Form respondents versus just 48% of Attitude Survey respondents chose “underground” rather than “elevated”.

When above street level wasn't possible the results were quite similar - “underground” was chosen by 82% of Feedback Form Respondents compared to 70% of Attitude Survey Respondents.

Likelihood to Use

A markedly higher percentage of Feedback Form respondents (79%) appear to indicate they are more likely (somewhat or very) to use the new line than are Attitude Survey Lower Mainland residents (48%).

Most Important Trip Aspect

Comparison of results between the two studies suggest a very similar response pattern: Thirty-five percent of Lower Mainland Attitude Survey respondents said Travel Time was the most important aspect while a similar percentage (38% of those who made a first choice) of Feedback Form respondents stated that it, too, was the most important

aspect of the trip. However, it is worth noting that reliability and ease of connection receive considerably higher mentions as the most important aspect amongst Feedback Form respondents than they did amongst Attitude Survey respondents.

Feedback Form respondents chose other responses from a list of responses while Attitude Survey respondents provided their responses unprompted.

Direct Travel, No Transfer

We observed very similar levels of agreement to the statement that it is important that passengers will not have to transfer either between Richmond to downtown or from the Airport to downtown. In the case of Richmond to downtown, 91% of Feedback Form respondents and 87% of Attitude Survey respondents either very or somewhat agreed to this statement.

Eighty-nine percent of Feedback Form respondents compared to 88% of Attitude Survey respondents agreed to the statement as it relates to the Airport to downtown

Travel Time from Richmond to Downtown

A greater proportion of Feedback Form respondents (89%) than Attitude Survey respondents (83%) agreed that travel should be no more than 30 minutes.

Travel Time from the Airport to Downtown

A greater Number of Feedback Form respondents (87%) than Attitude Survey respondents (84%) agreed that travel time should be no more than 25 minutes.

2.2 Feedback Form Results (qualitative)

Of 1334 feedback forms, approximately 400 included qualitative comments. The following summarizes these narrative comments into key themes.

2.2.1 Key Theme Summary - Vancouver (feedback form narrative comments)

Cambie Corridor

Many of those who provided comments support the Cambie Corridor as the proposed route saying it has the highest density and would serve the most people.

Others oppose the use of the Cambie Corridor citing concern for boulevard trees and green space. In opposing the use of the Cambie Corridor, some

participants suggest that the Arbutus Corridor would be a better choice because a rail corridor already exists there.

Arbutus Corridor

Many of those who provided comments said that the Arbutus Corridor would be a superior choice for rail rapid transit relative to the Cambie Corridor. Some are of the opinion that it would be less expensive because of the existing rail corridor on Arbutus.

Some participants were critical that they were presented with a proposed rail rapid transit line on Cambie rather than a full comparison of Cambie and Arbutus.

Buses and Rapid Transit Technology

Buses were mentioned by many people as a rapid transit technology option worth considering rather than the proposed rail rapid transit project.

A desire for improved bus service is mentioned by many people.

Some participants express strong support for SkyTrain saying it has low operating costs and high carrying capacity. Some say SkyTrain is a safe and fast train that is very frequent - all things that make it attractive to users.

Underground, at street level, above street (elevated)

A preference for underground along Cambie is expressed by many in their feedback form comments and it is suggested by some that big cities such as Paris, London and New York preserve their character and beauty by going underground with their rapid transit systems. Others suggest that above-ground (elevated) systems provide better views. Still others do not want a street-level system because they are concerned about cross traffic and delays in travel time.

Bicycles

Many participants noted the importance of encouraging bicycle use and asked that bicycles be allowed on the proposed rapid transit line as well as existing SkyTrain lines.

TransLink directors and RAV project managers were asked to seriously consider an 'arterial' bicycle route adjacent to the RAV line plus a safe and convenient bicycle feeder network to and from the RAV line.

Proceed with the Project

Many comments said get on with building the Richmond Airport Vancouver rapid transit line as soon as possible. Some comments included the notion that Vancouver needs to catch up with other large cities in the world.

Other comments highlight the need for financial accountability and transparency and some express concerns about the cost of the system saying they think the project should be built for under \$1 billion.

Future Consultation

Regarding future consultation if the project proceeds, some people said they think direct mail to households directly affected by the line should be

a method used in future consultation. Others questioned why any further consultation would be useful if a decision to go ahead is made. Some said consultation is not useful and is a waste of money.

Private-Sector Involvement

There was some concern expressed that the Richmond Airport Vancouver rapid transit line should be operated by the public sector.

Economic Benefits

Some participants commented about the economic benefits of the line saying it would serve employment destinations and create jobs for those involved in construction and operation of the line.

2.2.2 Key Theme Summary -- Richmond

(feedback form narrative comments)

No. 3 Road

Some participants have concerns that an at-grade system on No.3 Road will increase congestion and negatively affect businesses. Some say No.3 Road is too narrow to accommodate a rail rapid transit system.

Proceed with the Project

Comments focus on the need to get on with building the project. Some say the proposed rail rapid transit line is long overdue.

Bicycles

Some participants say the rapid transit line should be able to carry bicycles

Arbutus Corridor

Some participants said they believe the Arbutus Corridor would be cheaper and provide more direct access to UBC.

Underground, at street level, above street (elevated)

Some participants are concerned about the visual impacts of an elevated system. Others are concerned about the issues of congestion they believe would be caused by an at-street level system, particularly on No.3 Road in Richmond.

Park & Ride

Some participants suggest that Park & Ride facilities need to be integrated into the plans for the Richmond Airport Vancouver line -- in Richmond and Vancouver.

2.3 Key-Theme Summary of Public Workshops

The public workshops were designed to create an opportunity for residents to learn more about the Richmond Airport Vancouver Rapid Transit Project (RAVP). Each public workshop began with an overview of the regional transportation network followed by an overview of the proposed Richmond Airport Vancouver Rapid Transit Project. Workshops included a question and answer session and participants were encouraged to complete feedback forms. A record was kept of each public workshop (appendix 3.3)

Approximately 555 people attended the three public workshops; approximately 75 in Richmond, 180 at the Vancouver Public Library and approximately 300 at the Plaza 500 meeting in Vancouver.

2.3.1 Key-Theme Summary of Richmond Public Workshop (March 8, 2003 Richmond City Hall)

Cambie Corridor or Arbutus Corridor

In the first part of the meeting, some residents expressed a desire for a more extensive look at the option of using the Arbutus Corridor as the preferred route for a rapid transit line. Individuals holding this perspective would like TransLink to prepare a direct comparison between the two routes. Participants supporting this perspective expressed concern about trees on the Cambie Boulevard, potential for increased crime, potential impact on single-family residences, and impacts on local bus service (i.e. concern that the service would be reduced).

Approximately an equal number of participants indicated that they wanted the proposed Cambie line built without delay. They favoured the proposal being presented and supported grade separation, specifically an elevated system wherever it was technically or financially feasible.

No. 3 Road and Congestion

A small group discussion focused on Richmond issues. Participants were concerned that No. 3 Road would be even more congested with a street level system, therefore most wanted the system elevated. There was also a concern about bus routing to the proposed bus terminal at Richmond Centre and concern about the terminal itself.

Generally, those involved in this discussion, were interested in the types of rail rapid transit technology being considered, safety issues and how the line would connect with Richmond Centre. There were concerns about local impacts (i.e. visual and traffic impacts) and suggestions for extension of the system at both ends (e.g. out to UBC and to Steveston). There was support for a wide range of consultative methods to address community concerns should the project proceed.

More Information Regarding the Proposed RAV Line

A second small group discussion focused on Vancouver issues. Generally, those involved in this discussion, wanted more information (e.g. about costs, the decision-making process etc.). They expressed support for the Arbutus route and felt that TransLink needed to develop the same quality of information for a proposed line on Arbutus as they had for Cambie so that a fair comparison could be made. This group did not oppose rapid transit but wanted a fuller range of options and technologies to be considered.

2.3.2 Key-Theme Summary of Vancouver Public Workshop (March 12, 2003 Vancouver Public Library)

Cambie Corridor or Arbutus Corridor

Of the 32 speakers, approximately 19 offered support for the proposed project and 4 opposed it. Those supporting agreed with the proposal with respect to the population and employment centres that would be served and the potential benefits of reducing single occupant vehicle use. Some participants supported using SkyTrain technology and some supported the system running underground.

Costs and Private Sector Involvement

Several speakers expressed concern about the estimated cost of the proposed project. Most acknowledged that the costs were high and therefore the project required careful review and consideration. Concern was expressed about using a public-private partnership and whether the public interest would be protected.

Consultation Process

Some participants expressed concern about the RAVP consultation process. These speakers suggested that there was inadequate information

about impacts (e.g. on the bus system, on the aesthetics of the Cambie Corridor etc.). They also suggested that costing on alternative routes and systems was needed before the public could adequately participate. Several speakers suggested a referendum be held on the decision to proceed.

Buses

Many participants expressed support for the region's bus system. They did not oppose the RAV proposal, however, they wanted consideration given to expanding the bus system and especially the trolleys.

Other Issues – Crime, Bicycles, Technology

Several participants expressed concern about a variety of other issues including, local impacts such as a potential for increased crime if the proposed line proceeds, the need for bicycle access to the system, and the visual impact of an at-grade or elevated system similar to SkyTrain.

2.3.3 Key-Theme Summary of Vancouver Public Workshop

(March 15, 2003 Plaza 500, Vancouver)

Cambie Heritage Boulevard Preservation

Of the 46 speakers, approximately 21 were opposed to the proposed project and 18 offered support. Two key themes stand out from this workshop; participants supported the preservation of the Cambie Heritage Boulevard and expressed the opinion that the boulevard is important to the quality of life of those living on Cambie Street and

to those living in Vancouver generally. Participants also talked about the boulevard's positive impression on tourists entering Vancouver.

Cambie Corridor or Arbutus Corridor

Many participants in this meeting supported the development of a rapid transit system between Vancouver and Richmond. However, there was significant disagreement about whether the proposed line should use the Cambie Corridor or the Arbutus Corridor. A significant number of participants at this meeting stated a preference for the Arbutus Corridor.

Of those supporting the Cambie route, some wanted the project built as proposed, others suggested the line should be underground all the way to Marine Drive or should be designed so that any at-grade or elevated portions would not be on the Cambie Boulevard.

Buses

Of those opposing the use of Cambie for the proposed rail rapid transit line, most suggested enhanced bus service on Cambie to increase transit capacity.

Other Issues – Cost and Private Sector Involvement

A few speakers expressed concern about cost estimates for the proposed line and several speakers expressed concern about the involvement of the private sector in the project.

2.4 Key-Theme Summary of Small Group Meetings

This summarizes 17 small group meetings held with community organizations in February and March 2003. Each of these meetings created an opportunity for participants to become better informed about the Richmond Airport Vancouver Rapid Transit project, to have their questions answered and to provide their feedback on the proposed project.

Meetings

1. Greater Vancouver Chambers' Transportation Planning Panel - February 13, 2003
2. Oakridge Centre, Ivanhoe Cambridge – March 7, 2003
3. Richmond Centre, Ivanhoe Cambridge and Cadillac Fairview – March 10, 2003
4. Langara College – March 11, 2003
5. BEST - March 12, 2003
6. Kwantlen University College – March 14, 2003
7. Greater Vancouver Gateway Council - March 18, 2003
8. Past President, Cambie Boulevard Heritage Society and Colleagues – March 19, 2003
9. Lansdowne Centre – March 19, 2003
10. Vancouver Economic Development Commission Board - March 19, 2003
11. UBC Transportation Advisory Committee - March 19, 2003
12. Children and Women's Health Centre - March 20, 2003
13. Vancouver Regional Construction Association – March 21, 2003
14. Workers' Compensation Board (WCB) – March 21, 2003
15. Vancouver Area Cycling Coalition – March 21, 2003
16. Downtown Vancouver Business Improvement Association (DVBIA) – March 24, 2003
17. Transport 2000 BC – March 24, 2003

Key Themes

Support for Project

In general there is support for rapid transit between Vancouver, Richmond and the Airport. Participants are most interested in specific details of the proposed project, details that would be addressed in the next consultation phase should a decision be taken to proceed. At several meetings (e.g. Greater Vancouver Gateway Council) suggestions were made on where to extend the lines after the initial system was complete.

Stations

Some participants express an interest in the number and location of stations. UBC, Langara College, Kwantlen University College and other public organizations want to ensure their students and employees are well served by the proposed line. Commercial enterprises (e.g. Ivanhoe Cambridge, Cadillac Fairview and Lansdowne Centre) are interested in the potential commercial opportunities that may be available in and around new stations and how revenues from these enterprises might be used to financially support the system.

Parking and Bicycles

Participants (e.g. Kwantlan University College and DV BIA) want the proposed rail rapid transit line to include parking close to stations to encourage those using their automobiles to park and ride. As well, many participants (e.g. Langara College and Vancouver Area Cycling Coalition) want the new system to be bicycle friendly and in particular want the ability to take their bicycles on the trains.

Buses

Participants (e.g. BEST), raised questions about the relationship between the proposed new line and the bus system. In particular, they indicate support for maintaining and, in some cases, expanding the bus system to make sure there are efficiencies for bus riders and those using the RAV Line. In addition, some participants express concern for those currently using the bus system (e.g. Granville Rapid Bus) and what might be done to ensure continuing service for these people.

Private-Sector Involvement

Participants (e.g. Vancouver Economic Development Commission, Vancouver Regional Construction Association and BEST) want to know

more about the role of the private sector in the proposed project. Some are concerned about who would pay for cost overruns and what ability a private partner might have to raise fares.

Underground, at street level, above street (elevated)

Participants in small group meetings who are from Richmond (e.g. Ivanhoe Cambridge) generally support an elevated system for the Richmond portion of the proposed line. Participants in the small group meetings who are from Vancouver tend to prefer an underground system (Cambie Boulevard Heritage Society and Greater Vancouver Gateway Council) in the Vancouver portion of the system. In

addition some participants (e.g. DV BIA and Transport 2000) want further information on the technical details that led to the decision to propose Cambie and details on the need for grade separation south of 12th Avenue to provide rapid transit between Richmond and Vancouver.

Decision to Proceed & Ongoing role of the Public

Participants (e.g. Cambie Boulevard Heritage Society and WCB) are interested in the decision-making process related to deciding to proceed and the on-going role of the public if the project proceeds.

2.5 Key-Theme Summary of Correspondence

The RAVP office received 45 emails and letters, 207⁴ postcards, 110 duplicate feedback forms, and 5 Cambie Heritage Boulevard Society feedback forms. The following summarizes the key themes contained in this correspondence.

The 207 postcards said, "We support the preservation of the Cambie Street Boulevard" and "We oppose the construction of a rapid transit system on Cambie Street."

The 110 duplicate feedback forms said they opposed the line and that, "No rail on beautiful Cambie Heritage Boulevard. Use Arbutus or buses. Don't replace this beautiful boulevard with a cement monster."; In addition, the forms said "Rapid Transit says the line will save 15-20 minutes. Even Mr. Cadman said that time will be lost entering and exiting stations. \$1.5 – 1.7 billion for nothing."; "Notify people who own property on Cambie by mail using tax statement mailing addresses"; and, "Don't ruin our beautiful treed Cambie Heritage Boulevard. Use Arbutus or buses."

The 5 Cambie Heritage Boulevard Society feedback forms said, "Rapid Buses for Cambie – Light Rail for Arbutus and No monster stations needed".

From the remaining correspondence the following key themes emerge:

Proceed with the Project

Of the 45 emails and letters received, 27 supported the proposed Richmond Airport Vancouver Rapid Transit Project. Most frequently, these participants supported an elevated SkyTrain where appropriate and they emphasized the need to fully integrate the proposed system with the existing SkyTrain Expo and Millennium lines. In addition several participants noted their desire to use the system to the airport.

Cambie Corridor or Arbutus Corridor

Of the 45 emails and letters received, 6 opposed rapid transit on Cambie and stated a preference for the Arbutus Corridor as a route for rapid transit. A few people supported this preference by noting their experience with the system in Calgary, Alberta. Others supported the Arbutus Corridor because of the existing rail line along the corridor. Several people said they want the Cambie Heritage Boulevard protected.

Other Issues – Crime, Millennium extension

Some people express concern about possible safety issues resulting from a proposed line on Cambie. Others want to have the Millennium line completed before adding a new project.

4. 75 postcards were received at the RAVP office, 132 were received by the Hon. Judith Reid, Minister of Transportation.

3. CONSULTATION RECORD (APPENDICES)

3.1 Feedback Form Results (quantitative)

1: No. 3 Road, Grant McConachie Way, Cambie Street to Waterfront Station. The proposed general alignment of the RAV line is No. 3 Road in Richmond, Grant McConachie Way on Sea Island, Cambie Street into Downtown Vancouver along Davie and Granville Street terminating at the existing Waterfront Station.

	Support the route in its entirety	Support parts of the route	Oppose the route	
Richmond	116	18	2	
Vancouver	196	31	53	
Other	519	89	112	
Total	831	138	167	1136
%	73.2%	12.1%	14.7%	100%

2. Direct Travel

A. Do you agree with the following statement: It is important to provide direct travel, meaning passengers will not have to transfer, between Richmond City Centre and downtown Vancouver.

B. It is important to provide direct travel, meaning passengers will not have to transfer, between the Airport and downtown Vancouver.

2A	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	
Richmond	86	6	1	1	
Vancouver	92	32	6	16	
Other	316	91	17	19	
Total	494	129	24	36	683
%	72.3%	18.9%	3.5%	5.3%	100%

2A	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	
Richmond	77	13	3	1	
Vancouver	91	29	7	16	
Other	297	101	19	26	
Total	465	143	29	43	680
%	68.4%	21.0%	4.3%	6.3%	100%

3. Travel Time

A. By bus or car, the current travel time from Richmond Centre to downtown Vancouver is about 45 to 50 minutes, depending on the time of day and amount of traffic. Do you agree with the following statement: with a new rail rapid transit line, the travel time from Richmond Centre to Waterfront Station should be no more than 30 minutes.

B. With a new rail rapid transit line, the travel time from the Airport to Waterfront Station should be no more than 25 minutes

3A	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	
Richmond	77	11	3	2	
Vancouver	83	34	9	17	
Other	316	83	16	27	
Total	476	128	28	46	678
%	70.2%	18.9%	4.1%	6.8%	100%

3B	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	
Richmond	73	14	4	2	
Vancouver	79	31	12	19	
Other	292	92	22	25	
Total	444	137	38	46	665
%	66.8%	20.6%	5.7%	6.9%	100%

4. Underground, At Street Level, Above Street Level (elevated) Rail rapid transit systems can operate underground, at street level or above street level (elevated). The underground and above street level options are more expensive to build, and where elevated, have greater visual impacts. However, underground and elevated systems are cheaper to operate, faster, safer and more reliable than at street level systems because they don't cross road intersections.

If approved, the Richmond-Airport-Vancouver Line will probably have some underground segments, some street-level segments and some elevated segments depending on whether they are technically and financially feasible.

- 4.1. on those segments where operating underground is not possible, which alternative would you prefer?:
 - a. at street level
 - b. elevated
- 4.2. on those segments where operating at street level is not possible, which alternative would you prefer?:
 - a. elevated
 - b. underground
- 4.3. on those segments where operating above street level (elevated) is not possible, which alternative would you prefer?:
 - a. underground
 - b. at street level

4.1	At street level	Elevated	
Richmond	33	56	
Vancouver	45	89	
Other	148	267	
Total	226	412	638
%	35.4%	64.6%	100%

4.2	Elevated	Underground	
Richmond	26	66	
Vancouver	23	116	
Other	141	286	
Total	190	468	658
%	28.9%	71.1%	100%

4.3	Underground	At street level	
Richmond	64	27	
Vancouver	127	10	
Other	345	80	
Total	536	117	653
%	82.1%	17.9%	100%

5. Transit Use If this Richmond-Airport-Vancouver rapid transit service is completed how likely do you think you would be to use it?

	Very likely	Somewhat likely	Not very likely	Not at all likely	
Richmond	124	12	6	0	
Vancouver	136	67	46	61	
Other	497	162	61	84	
Total	757	241	113	145	1256
%	60.3%	19.2%	9.0%	11.5%	100%

6. If you were to use the Richmond-Airport-Vancouver Rapid Transit line, which of the following would be most important to you? (indicate with a rating of 1, 2 or 3 your top three choices)

	Hours	Reliability	Easy Connection	System Capacity	Station Access	Travel Time	Views	Reasonable Fares	Other
Richmond									
1st Choice	10	23	26	1	4	47	20	23	19
2nd Choice	14	25	25	4	19	9	6	9	4
3rd Choice	15	12	16	7	24	18	8	17	8
Total	39	60	67	12	47	74	34	49	31
Vancouver									
1st Choice	14	38	33	8	21	85	2	13	14
2nd Choice	21	52	27	20	30	22	6	22	3
3rd Choice	33	30	35	19	27	21	2	25	1
Total	68	120	95	47	78	128	10	60	18

	Hours	Reliability	Easy Connection	System Capacity	Station Access	Travel Time	Views	Reasonable Fares	Other
Other									
1st Choice	50	113	93	24	43	259	13	64	31
2nd Choice	67	117	133	55	70	117	12	77	9
3rd Choice	89	108	118	49	84	66	17	81	18
Total	206	338	344	128	197	442	42	222	58
Overall Total									
1st Choice	74	174	152	33	68	391	35	100	26
2nd Choice	102	194	185	79	119	148	24	108	5
3rd Choice	137	150	169	75	135	105	27	123	11
Total	313	518	506	187	322	644	86	331	107
%	30%	50%	49%	18%	31%	63%	8%	32%	10%

7. The Richmond-Airport-Vancouver Rail Rapid Transit line This line is expected to cost between \$1.5 and \$1.7 billion, cost shared by the federal and provincial governments, TransLink, Vancouver International Airport and the private sector. Do you agree with the project proceeding?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	
Richmond	131	14	3	0	
Vancouver	171	49	17	78	
Other	586	101	27	107	
Total	888	164	47	185	1284
%	69.2%	12.8%	3.7%	14.4%	100%

8. RAVP Neighbourhood Consultation (future) How would you like to be consulted if this proposed rail rapid transit project proceeds? (check your choices)

	Neighborhood	Community	Web Surveys	Open Houses	Info in Newspaper	Other
Richmond	17	35	30	43	61	0
Vancouver	43	71	53	60	83	1
Other	84	163	214	199	252	2
Total	144	269	297	302	396	3
%	21.8%	40.7%	44.9%	45.7%	59.9%	0.5%

Question 9: Additional Comments

5. This base represents the number of people who answered the question, not the sum of totals.

Travel in the Corridor

10. Have you taken transit in the last 30 days? (Yes, No)

11. Have you travelled between Vancouver & Richmond in the last 30 days (Yes, No)

10	Yes	No	
Richmond	91	56	
Vancouver	179	140	
Other	30	293	
Total	800	489	1289
%	62.1%	37.9%	100%

11	Yes	No	
Richmond	138	7	
Vancouver	250	66	
Other	685	121	
Total	1073	191	1267
%	85%	15%	100%

3.2 Feedback Forms Comments (qualitative)

This appendix contains the written comments transcribed from the Feedback Forms. It is organized by the following site collection locations: (1) Vancouver, (2) Richmond, (3) Airport and (4) Other (no location was identified).

1. VANCOUVER

1. No. 3 Road, Grant McConachie Way, Cambie Street to Waterfront Station The proposed general alignment of the RAV line is No. 3 Road in Richmond, Grant McConachie Way on Sea Island, Cambie Street into Downtown Vancouver along Davie and Granville Street terminating at the existing Waterfront Station.

- I feel that the route should go down Arbutus Line.
- What about Arbutus Corridor?
- There are a lot of houses along the route that will feel the effect of lower resale value.
- More town centers on Cambie. Would get used more here than Arbutus.
- The system must not have intersections with road traffic.
- Arbutus Line? Rapid Bus Line? Cost factors – for both.
- Prefer other forms of transit with less impact on communities i.e. crime.
- Oppose the route – too much money. It should go on Arbutus. This is totally biased! Only rail – how about buses?
- Arbutus should be looked at.
- Arbutus corridor should be more fully utilized.
- Would prefer that Arbutus Street, rather than Cambie Street, be used for that portion of the route. Arbutus Street already has a rail line in place.
- I recommend the route goes from Waterfront up Granville to Broadway down Broadway to Hospital and up Cambie to Richmond.
- Should use SkyTrain which may require slightly different route in downtown core.
- Granville segment must be in tunnel, not at grade. All the RAV line should be in tunnel from Waterfront to S.W. Marine Drive then elevated south to Granville, with a branch at Cambie for RAV trains to access vehicle service facilities in Burnaby.
- Arbutus