



Evergreen Line Rapid Transit Project
PRELIMINARY DESIGN CONSULTATION
SUMMARY REPORT
DECEMBER 2009

Prepared by:

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Kirk&Co *Strategic Communications Public Consultation*

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Synovate Ltd. is an internationally recognized market research firm. All consultation input received by feedback form and written submission was independently verified and analyzed by Synovate.

Participants self-selected into consultation rather than being selected randomly. Consultation feedback is not comparable to an opinion poll because respondents do not constitute a random sample.

The views represented in this report reflect the priorities and concerns of consultation participants. They may not be representative of the views of the communities along the Evergreen Line and other stakeholders because participants self-selected into Preliminary Design Consultation. Although results are presented in the form of percentages, there are no margins of error for this data because there is no probability sample. The sample in question is based on self-selection, for which a sampling error cannot be measured.



Evergreen Line Rapid Transit Project

Preliminary Design Consultation

Summary Report

Table of Contents

1. INTRODUCTION	1
1.1 Project Overview	1
1.2 Purpose of the Evergreen Line	2
1.3 Multi-Round Consultation Process	2
2. PRELIMINARY DESIGN CONSULTATION	3
2.1 Purpose	3
2.2 Public and Stakeholder Notification	3
2.3 Consultation Participation	4
2.4 Consultation Methods	4
2.4.1 Discussion Guide and Feedback Form and Submissions	4
2.4.2 Web-Based Consultation	5
2.4.3 Stakeholder Meetings	5
2.4.4 Public Open Houses	6
2.4.5 Evergreen Line Project Office	7
3. KEY RESULTS	8
3.1 Feedback Form Results	8
3.2 Submissions	24
3.3 Key Themes from Stakeholder Meetings	25
3.3.1 Stakeholder Meetings Key Theme Summary	25
3.3.2 Stakeholder Meetings Complete List of Key Themes	27
3.4 Key Themes from Open House Question & Answer Sessions	30
3.4.1 Open House Question & Answer Sessions Key Theme Summary	30
3.4.2 Open House Question & Answer Sessions Complete List of Key Themes	31

Appendices 1–4

Appendix 1 – Meeting Notes – Stakeholder Meetings and Open House Question & Answer Sessions

Appendix 2 – Consultation Discussion Guide and Feedback Form

Appendix 3 – Consultation Display Boards

Appendix 4 – Public Notice: Postcard, Advertisement, Email Invitation

Appendices 5–6 (Under Separate Cover)

Appendix 5 – Returned Feedback Forms

Appendix 6 – Submissions (hardcopy and email)

1. Introduction

1.1 Project Overview

The Evergreen Line is a new rapid transit line that will connect Coquitlam to Vancouver via Port Moody and Burnaby. The Evergreen Line will be a fast, frequent and convenient SkyTrain service, connecting Coquitlam City Centre through Port Moody to Lougheed Town Centre in approximately 13 minutes. It will connect without transfer to the current SkyTrain network at Lougheed Town Centre Station and will integrate with regional bus and West Coast Express networks. The Evergreen Line is an essential element of *The Provincial Transit Plan* and the federal *Building Canada* plan. The Evergreen Line will provide a new and competitive transportation choice, serving Metro Vancouver's Northeast sector with the capacity needed to meet future growth demands.

The estimated cost for the project is \$1.4 billion.



Evergreen Line route alignment and committed station locations.

1.2 Purpose of the Evergreen Line

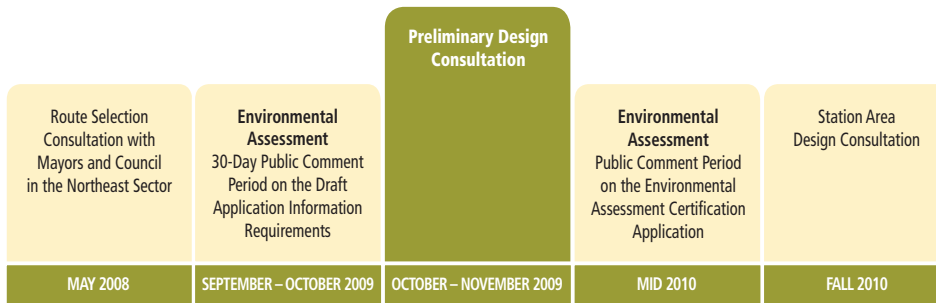
The purpose and need for the Evergreen Line has been long established. The Evergreen Line has been part of a regionally developed transportation plan for over 15 years. It will provide a rapid transit connection between Lougheed Town Centre in Burnaby, Port Moody and Coquitlam City Centre, with the main objectives of increasing transportation choice, supporting growth management, and supporting environmental sustainability initiatives.

1.3 Multi-Round Consultation Process

The Ministry of Transportation and Infrastructure is committed to a comprehensive multi-round consultation process with communities along the route alignment as well as with other key regional and provincial stakeholders and the public as the Evergreen Line Project moves forward. The project will continue to consult the public to:

- Provide information about the project
- Provide opportunities for public input and information exchange
- Consider public input into project design where technically and financially feasible

Five rounds of public consultation are planned for the Evergreen Line Project, with three completed to date. This report summarizes feedback received during the latest round of public consultation, Preliminary Design Consultation, which took place October 5 – November 13, 2009.



2. Preliminary Design Consultation

October 5 – November 13, 2009

2.1 Purpose

With key project components such as preferred route and technology already determined, the Ministry of Transportation and Infrastructure presented preliminary design elements of the Evergreen Line for public and stakeholder feedback during Preliminary Design Consultation, which was held from October 5 - November 13, 2009. Preliminary Design Consultation was the third of five rounds of public consultation planned for the Evergreen Line Project.

Consultation Topics:

During Preliminary Design Consultation, the Ministry of Transportation and Infrastructure sought public and stakeholder feedback on the following consultation topics:

- **Evergreen Line Stations – Use and Access**
Input about station facilities to support use and access (cycling facilities, passenger pick-up and drop-off areas, etc.).
- **Evergreen Line Stations – Elements of Station Design**
Outlining station area planning and station area design objectives and providing information about common and unique station elements.
- **Evergreen Line Stations – Safety and Security**
Outlining how stations and station areas will be designed to maximize security and rider safety using fare gates, Transit Police Service and Crime Prevention Through Environmental Design (CPTED) principles.
- **Traffic Communication Tools**
Outlining plans for traffic management prior to and during construction of the project.

2.2 Public and Stakeholder Notification

Public notice of opportunities to participate in Preliminary Design Consultation was broad and included the following:

- More than 1,500 emails were sent to stakeholders inviting them to participate in Preliminary Design Consultation by attending stakeholder meetings, open houses or by completing an online feedback form.
- More than 1,200 phone calls were made to remind stakeholders of stakeholder meetings and open houses in their area.
- Approximately 20,000 postcards were sent to residences along the route alignment during the week of October 5, 2009. The postcard provided details about the Evergreen Line Project and Preliminary Design Consultation, including the open house schedule and contact information for the project.
- Newspaper ads were placed in regional and community newspapers over a five-week period advertising the public open house schedule. Ads were run in the *Burnaby Now*, *Coquitlam Now*, *Burnaby News*, *NewsLeader* and the *Tri-City News* once a week for four weeks (October 7 – November 4, 2009) and in *The Province* (October 16, 2009) and *The Vancouver Sun* (October 17, 2009).
- Details about public consultation opportunities were posted online at www.evergreenline.gov.bc.ca, along with the open house schedule.

A copy of the email invitation, postcard and advertisement can be found in Appendix 4.

2.3 Consultation Participation

Multiple consultation opportunities for stakeholders and the public regarding the preliminary design of the Evergreen Line were available from October 5 – November 13, 2009.

671 people attended Preliminary Design Consultation events

515 people attended 7 open houses

156 people attended 11 stakeholder meetings

493 feedback forms were received, 310 through the online feedback form

27 submissions were received (hardcopy and email)¹

2.4 Consultation Methods

Preliminary Design Consultation materials were available online at www.evergreenline.gov.bc.ca on October 5, 2009. The following were used to inform participants and gather input and feedback on preliminary design elements of the Evergreen Line:

2.4.1 Discussion Guide and Feedback Form and Submissions

A 40-page consultation discussion guide explained the purpose and scope of Preliminary Design Consultation and included a feedback form to assist in gathering input. A copy of the discussion guide and feedback form can be found in Appendix 2.

The discussion guide also provided participants with information and background about the following:

- The purpose and need for the project, and the rationale behind the technology choice and route selection
- Project milestones, including details regarding the multi-round consultation process, community relations and property programs, the Environmental Assessment process, and the design and construction of the line
- The Evergreen Line route alignment and station locations identified to date, along with aerial photographs and artist renderings
- SkyTrain station design, including information regarding station identity and common and unique station elements
- Station security and traffic management

The feedback form was included with the discussion guide to gather input on Preliminary Design Consultation topics and for participants to provide additional comments. Results from the feedback form can be found starting on page 8.

Feedback was also gathered at stakeholder meetings and open houses, by phone, hardcopy, mail and email, and through the Evergreen Line Project Office (2900 Barnet Highway, Coquitlam, B.C.). A total of 27 submissions were received during the consultation period. Key themes from submissions can be found on page 24.

¹ Includes only those submissions received during the consultation period (October 5 – November 13, 2009)

2.4.2 Web-Based Consultation

Consultation materials were available online at www.evergreenline.gov.bc.ca on October 5, 2009, including an online feedback form that could be submitted directly from the Evergreen Line website. Of the 493 feedback forms, **310 were received through the online feedback form.**

2.4.3 Stakeholder Meetings

156 people attended 11 stakeholder meetings

At each meeting, members of the Evergreen Line project team gave a short presentation on the Evergreen Line and reviewed the discussion guide and feedback form. The meetings also included a facilitated open discussion, including questions and answers. The discussion guide was made available to all participants, and participants were encouraged to complete and submit the feedback form.

- Coquitlam Business – Monday, October 5 (2:00 p.m. – 4:00 p.m.)
- Coquitlam Multi-Stakeholder – Monday, October 5 (6:30 p.m. – 8:30 p.m.)
- Burnaby/Port Moody/Coquitlam First Responders – Tuesday, October 6 (2:00 p.m. – 4:00 p.m.)
- Port Moody Multi-Stakeholder – Tuesday, October 6 (6:30 p.m. – 8:30 p.m.)
- Regional Business – Thursday, October 8 (7:30 a.m. – 9:00 a.m.)
- Port Moody Business – Thursday, October 8 (2:00 p.m. – 4:00 p.m.)
- Coquitlam Multi-Stakeholder – Thursday, October 8 (6:30 p.m. – 8:30 p.m.)
- Port Moody Multi-Stakeholder – Wednesday, October 14 (6:30 p.m. – 8:30 p.m.)
- Burnaby Business – Thursday, October 15 (2:00 p.m. – 4:00 p.m.)
- Burnaby Multi-Stakeholder – Thursday, October 15 (6:30 p.m. – 8:30 p.m.)
- Burnaby Multi-Stakeholder – Monday, October 19 (6:30 p.m. – 8:30 p.m.)

2.4.4 Public Open Houses

515 people attended 7 public open houses

At each open house, participants had the opportunity to engage members of the project team in one-on-one and small group discussions, review consultation materials, watch an animated video detailing the route alignment and station locations, and complete feedback forms. In addition, a one-hour moderated question and answer session was held during the final hour of most of the open houses to allow participants to ask questions and make comments in a public forum setting. While most participants engaged Evergreen Line team members in one-on-one or small group discussions during the open house portion, some also participated in the question and answer sessions.

Approximately **190 people** participated in the question and answer sessions.

- Port Moody | Port Moody Recreation Complex – Saturday, October 17 (11:00 a.m. – 2:00 p.m.)
- Port Moody | Old Orchard Hall – Wednesday, October 21 (6:00 p.m. – 9:00 p.m.)
- Coquitlam | Coquitlam City Hall – Thursday, October 22 (6:00 p.m. – 9:00 p.m.)
- Burquitlam | Stoney Creek Community School – Saturday, October 24 (11:00 a.m. – 2:00 p.m.)
- Burquitlam | Stoney Creek Community School – Thursday, October 29 (6:00 p.m. – 9:00 p.m.)*
- Port Coquitlam | Poco Inn & Suites – Wednesday, November 4 (6:00 p.m. – 9:00 p.m.)
- Coquitlam | Coquitlam City Hall – Saturday, November 7 (11:00 a.m. – 2:00 p.m.)

* The open house held Thursday, October 29th at Stoney Creek Coquitlam School in Burquitlam did not have a question and answer session due to low attendance and the ability of the project team to answer questions in one-on-one or small group settings.

Key themes from the stakeholder meetings and open house question and answer sessions can be found beginning on page 25 of this report. Full notes from the meetings can be found in Appendix 1.

2.4.5 Evergreen Line Project Office

The Evergreen Line Project Office at 2900 Barnet Highway, Coquitlam opened in February 2009. The purpose of the office is to advance the project through design and construction and to provide an opportunity for the public to learn more about the project, meet with project staff, and give feedback and input as development and construction proceed.

The public and stakeholders were notified about the Project Office through the Evergreen Line website (www.evergreenline.gov.bc.ca), local media advertisements and publicly distributed project materials. The project also issued an advisory to media throughout the Lower Mainland and invited local governments and key members of the Tri-Cities to attend the official opening on February 28, 2009.

52 people visited the office between October 5 - November 13, 2009.

Visitors provided comments and asked questions of project staff. Generally, visitors were interested in:

- Information about the Evergreen Line route alignment and station locations
- General information about the status of the project with a focus on funding issues – specifically TransLink’s commitment to the project
- The project’s procurement process; suppliers were interested in how to bid on project contracts
- Ways to provide feedback regarding the project and the dates and locations of events, specifically open houses and stakeholder meetings, held as part of Preliminary Design Consultation
- Potential impacts to properties along the alignment – both direct impacts to properties and impacts to the neighbourhood

All visitors were encouraged to complete and submit a Preliminary Design Consultation feedback form. A total of **17 feedback forms** were submitted to the office during the consultation period.

3. Key Results

493 feedback forms were received

between October 5 – November 13, 2009, 310 through the online feedback form.

In addition, **27 submissions** were received through phone, hardcopy, mail and email, and were coded and analyzed in conjunction with the tabulated feedback forms. The following table shows the number of completed feedback forms and submissions received as part of Preliminary Design Consultation.

Feedback Forms	Number Received
Total Feedback Forms	493
Stakeholder Meetings	74
Open Houses	91
Project Office	17
Online	310
Other (fax, mail, miscellaneous)	1
Submissions	Number Received
Submissions (hardcopy and email)	27

3.1 Feedback Form Results

In the following summary, feedback form results are shown graphically with key themes from the additional comments sections listed below. The number of participants who responded to each question is indicated below each graph.

Totals may not add up due to rounding.

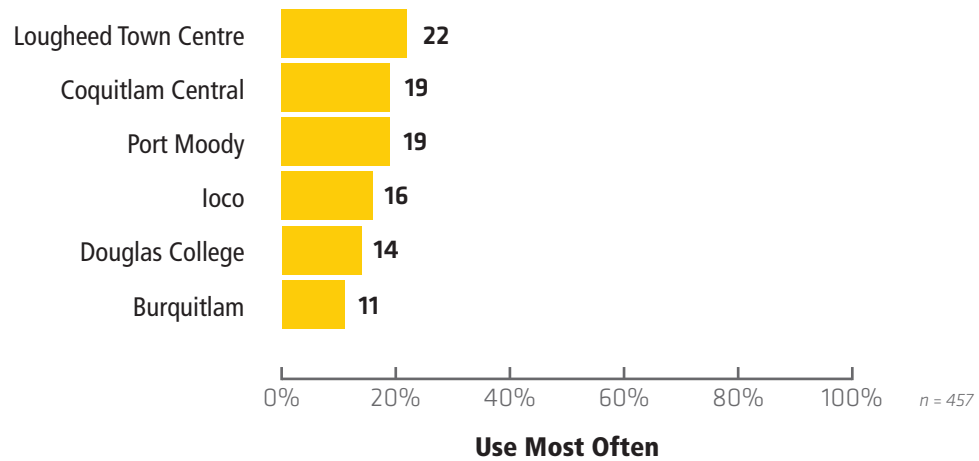
Synovate, a professional market research firm, was commissioned by Kirk & Co. Consulting Ltd. to independently tabulate and analyze all feedback forms and written submissions received during Preliminary Design Consultation.

Participants self-selected into consultation rather than being selected randomly.

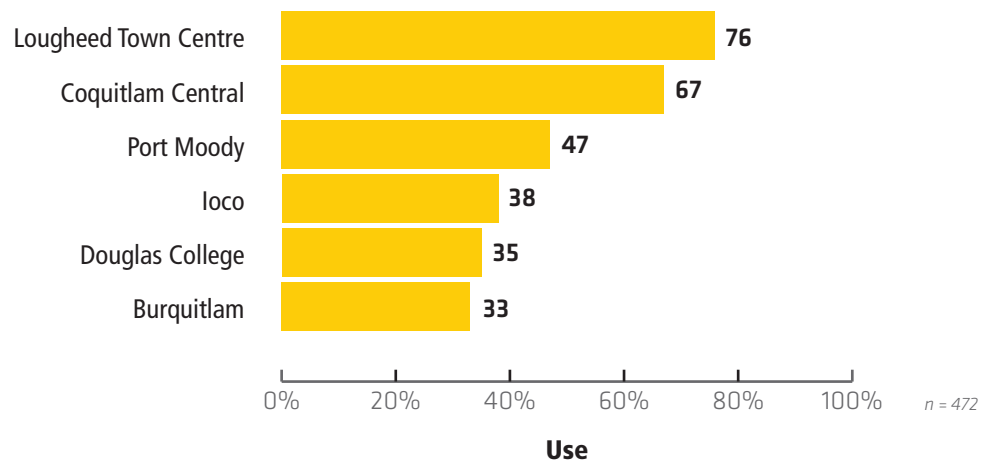
The views represented in this report reflect the priorities and concerns of the consultation participants. They may not be representative of the views of the communities along the Evergreen Line and the stakeholders because participants self-selected into Preliminary Design Consultation. Although results are presented in the form of percentages, there are no margins of error for this data because there is no probability sample. The sample in question is based on self-selection, for which a sampling error cannot be measured.

EVERGREEN LINE STATIONS – Use and Access

1. A) Please identify the station you will *use most often*.



B) Please identify *all* stations that you will use.

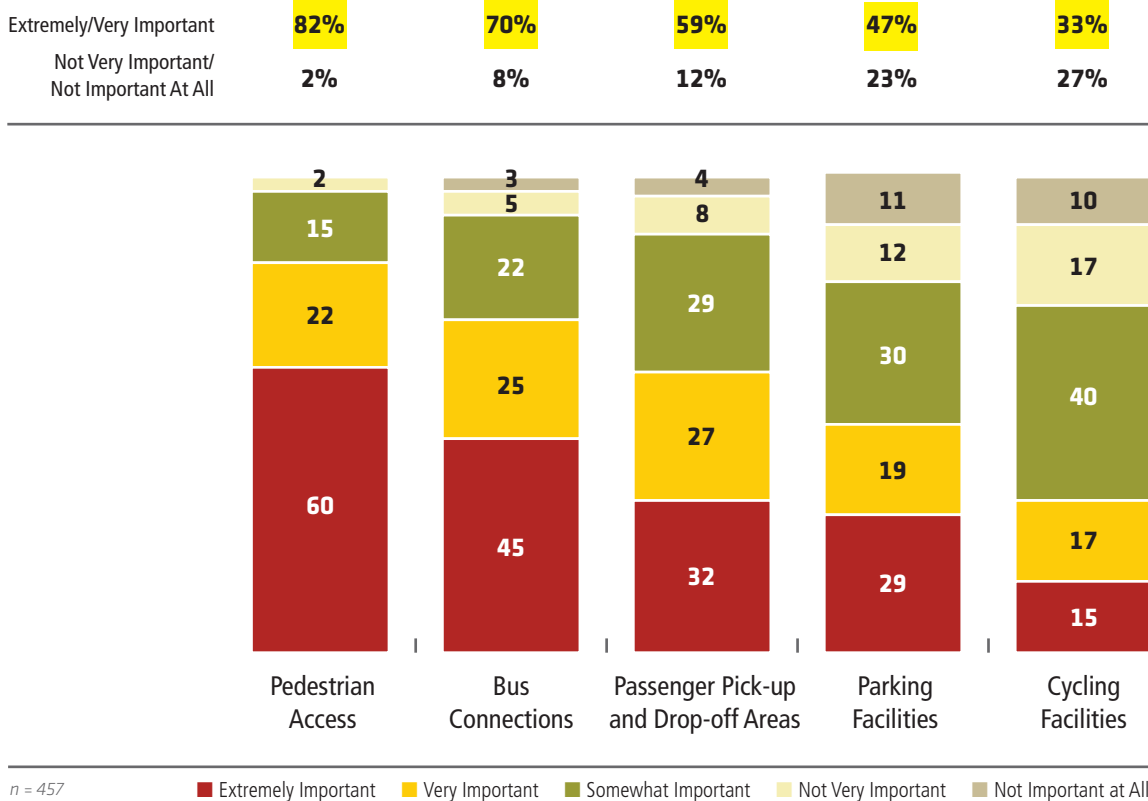


- Of the Evergreen Line's six committed stations, Lougheed Town Centre Station was identified by **76%** of respondents as a station they will use, with **22%** identifying it as the station they will use most often.
- **67%** of respondents indicated that they will use Coquitlam Central Station, with **19%** identifying it as the station they will use most often.
- **Less than half** of respondents indicated that they will use any of the other four committed stations – Port Moody (**47%**), Ioco (**38%**), Douglas College (**35%**) and Burquitlam (**33%**).

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will *use most often*, please rate the importance of the following facilities:

FACILITIES TOTAL



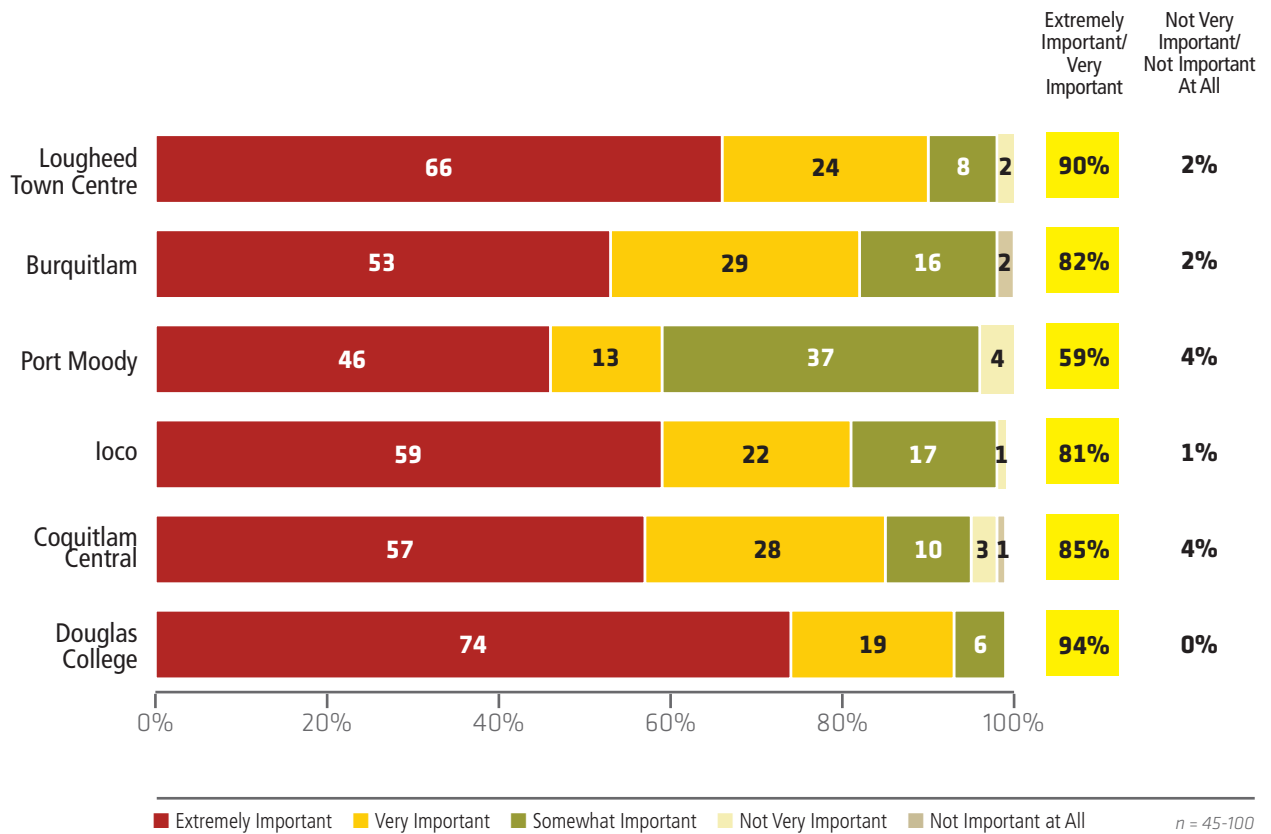
- Of the five use/access facilities, **at least 70%** of respondents rated pedestrian access (**82%**) and bus connections (**70%**) as “very” or “extremely” important when considering the station they will use most often. **59%** of respondents rated passenger pick-up and drop-off areas as “very” or “extremely” important.
- **Less than half** of respondents rated parking facilities (**47%**)* and cycling facilities (**33%**) as “very” or “extremely” important.

* It should be noted that while only 47% of respondents rated parking facilities as “very” or “extremely” important when considering the station they will use most often, a lack of available parking along the Evergreen Line route was a key theme at six stakeholder meetings and three open houses held during Preliminary Design Consultation.

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will *use most often*, please rate the importance of the following facilities:

PEDESTRIAN ACCESS BY INDIVIDUAL STATIONS

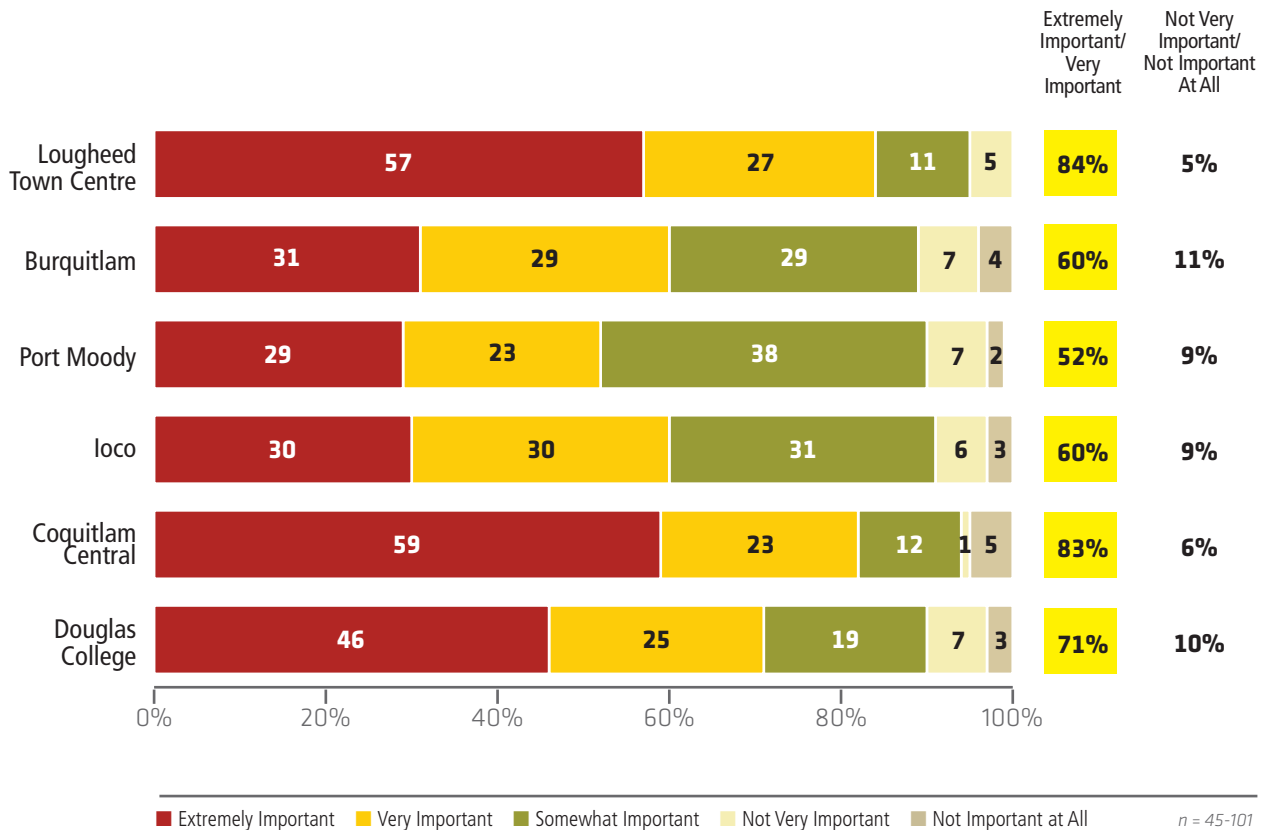


- **More than 80%** of respondents who identified Douglas College (**94%**), Lougheed Town Centre (**90%**), Coquitlam Central (**85%**), Burquitlam (**82%**) or loco (**81%**) as the station they will use most often rated pedestrian access as “very” or “extremely” important.
- **Only 59%** of respondents who identified Port Moody Station as the station they will use most often rated pedestrian access as “very” or “extremely” important.

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will *use most often*, please rate the importance of the following facilities:

BUS CONNECTIONS BY INDIVIDUAL STATIONS

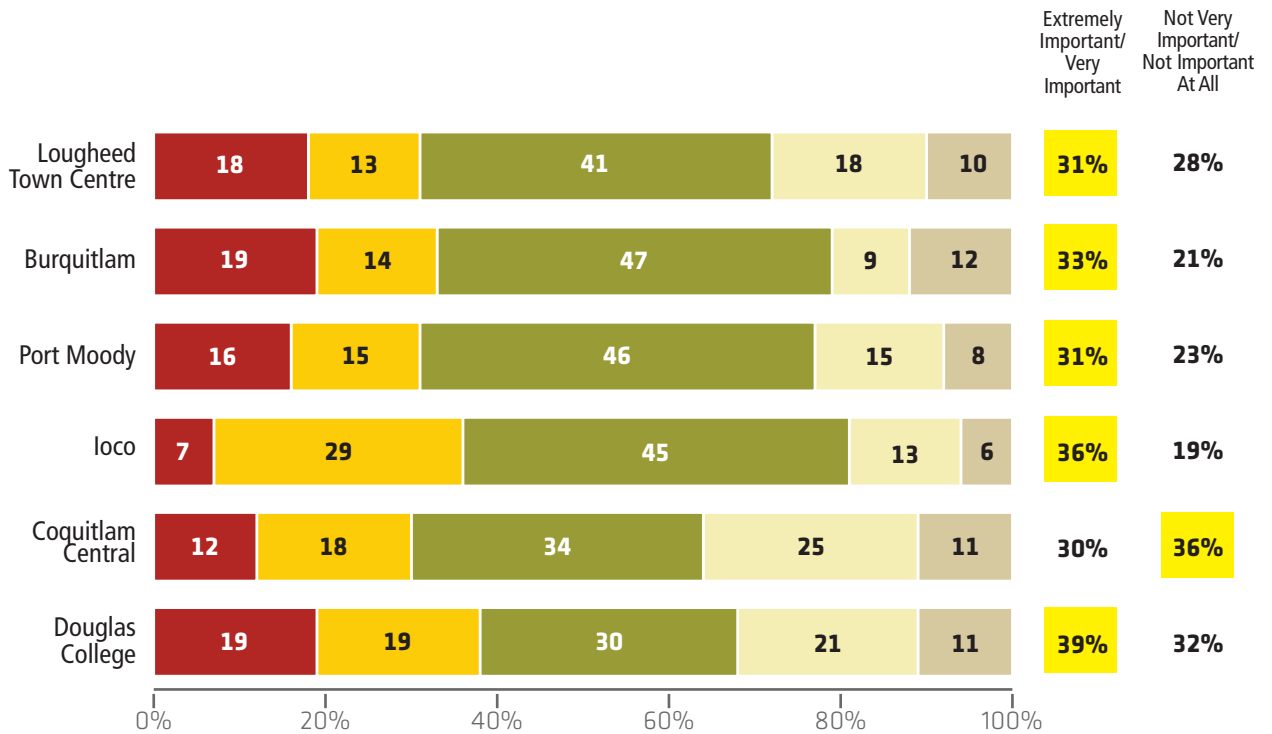


- **More than 80%** of respondents who identified Lougheed Town Centre (**84%**) or Coquitlam Central Station (**83%**) as the station they will use most often rated bus connections as “very” or “extremely” important.
- **Only 52%** of respondents who identified Port Moody Station as the station they will use most often rated bus connections as “very” or “extremely” important.

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will *use most often*, please rate the importance of the following facilities:

CYCLING FACILITIES BY INDIVIDUAL STATIONS



Extremely Important Very Important Somewhat Important Not Very Important Not Important at All

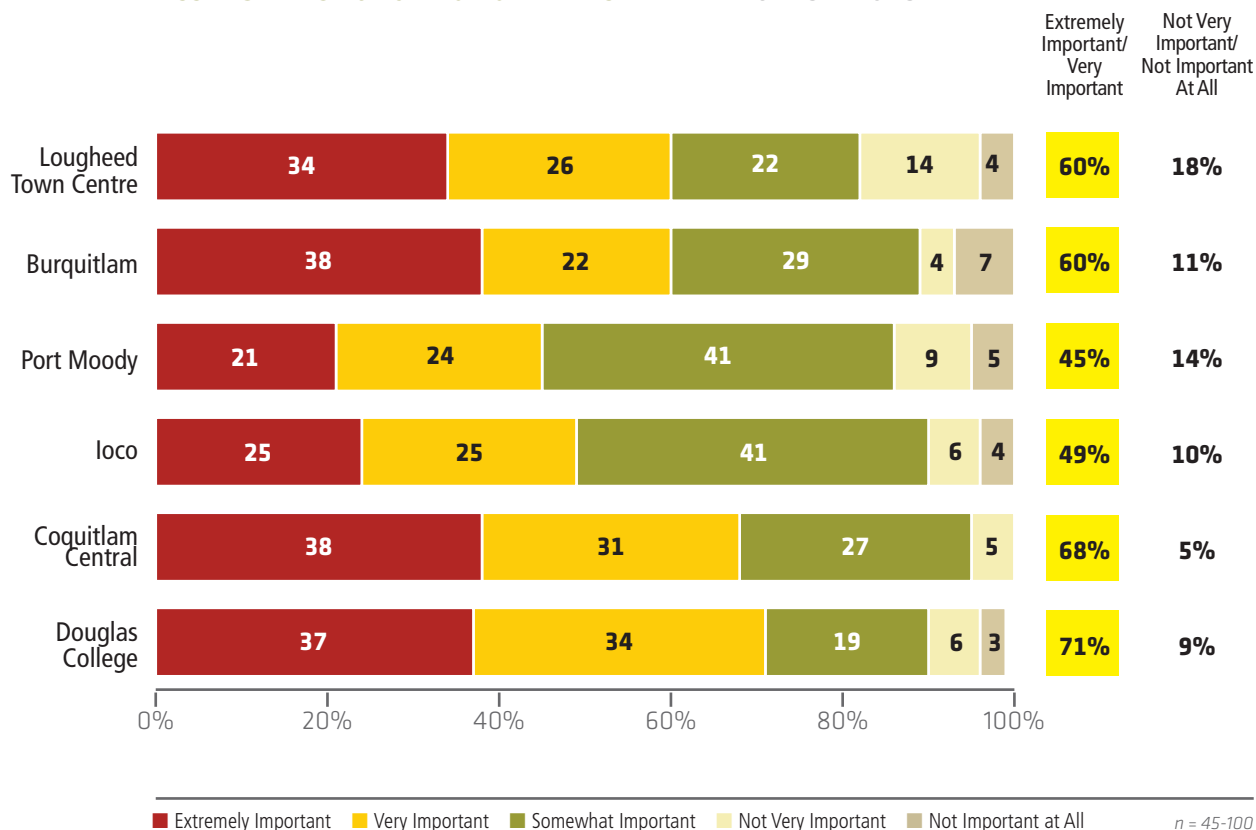
n = 43-100

- **Less than 40%** of respondents rated cycling facilities as “very” or “extremely” important for the station they will use most often.
- A notable percentage of participants rated cycling facilities as “not very important” or “not important at all”. In fact, of participants who identified Coquitlam Central as the station they will use most often, **36%** rated cycling facilities as “not very important” or “not important at all”, while only **30%** rated cycling facilities as “very” or “extremely” important.

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will *use most often*, please rate the importance of the following facilities:

PASSENGER PICK-UP & DROP-OFF AREAS BY INDIVIDUAL STATIONS

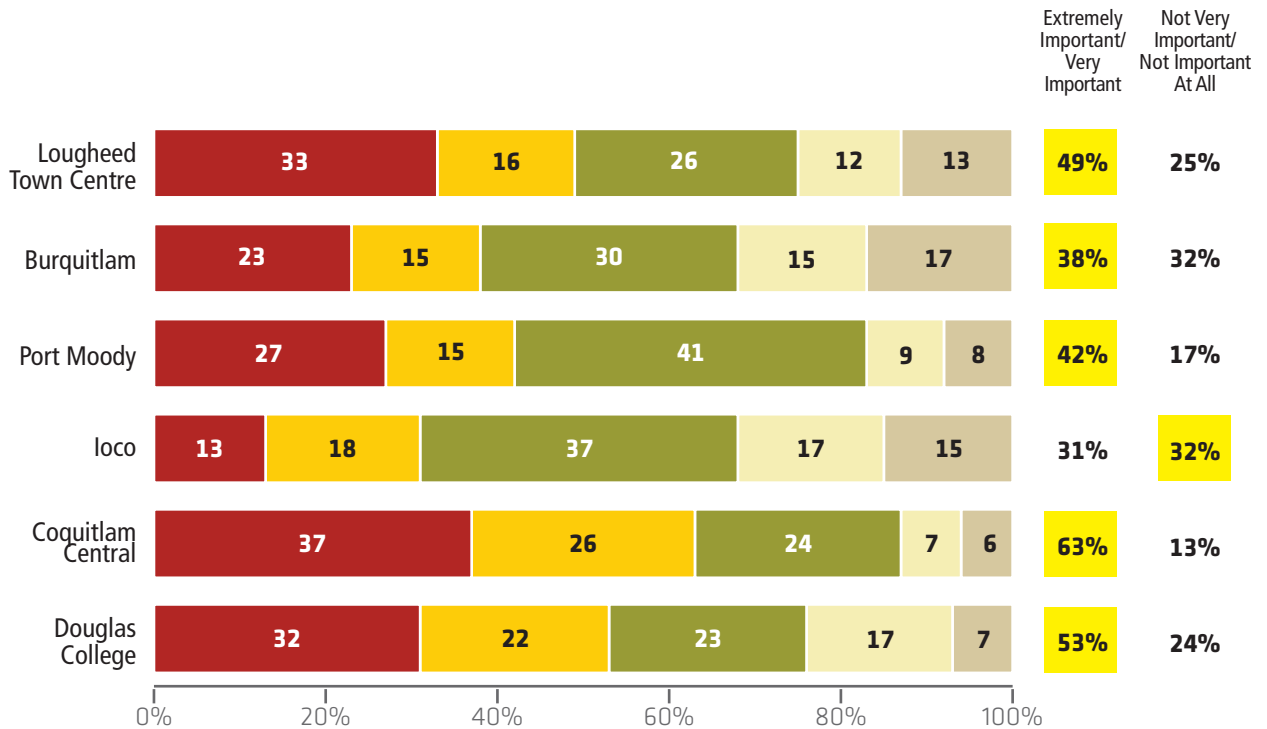


- Of respondents who identified Douglas College or Coquitlam Central as the station they will use most often, **71%** and **68%**, respectively, rated passenger pick-up and drop-off areas as “very” or “extremely” important.
- **Less than 50%** of respondents who identified loco (**49%**) or Port Moody (**45%**) as the station they will use most often rated passenger pick-up and drop-off areas as “very” or “extremely” important.

EVERGREEN LINE STATIONS – Use and Access

2. For the Evergreen Line station that you will **use most often**, please rate the importance of the following facilities:

PARKING FACILITIES BY INDIVIDUAL STATIONS



■ Extremely Important
 ■ Very Important
 ■ Somewhat Important
 ■ Not Very Important
 ■ Not Important At All

n = 47-102

- Of respondents who identified Coquitlam Central or Douglas College as the station they will use most often, **63%** and **53%**, respectively, rated parking facilities as “very” or “extremely” important.
- **Less than 50%** of respondents who identified one of the four remaining committed stations as the station they will use most often rated parking facilities as “very” or “extremely” important.
- A notable percentage of participants rated parking facilities as “not very important” or “not important at all”. In fact, of participants who identified loco as the station they will use most often, **32%** rated parking facilities as “not very important” or “not important at all”, while only **31%** identified parking facilities as “very” or “extremely” important.

* It should be noted that while a notable percentage of participants rated parking facilities as “not very important” or “not important at all” when considering the station they will use most often, a lack of available parking along the Evergreen Line route was a key theme at six stakeholder meetings and three open houses held during Preliminary Design Consultation.

EVERGREEN LINE STATIONS – Use and Access

3. *Open-Ended Question* | **Bike lockers will be provided at SkyTrain stations wherever possible. What other cycling facilities at stations would encourage you to use the Evergreen Line?**

198 participants provided suggestions for cycling facilities that would encourage them to use the Evergreen Line. The **key themes** from these suggestions are shown below:

- Have secure bike storage at the station (50) *
- Have bike paths to the stations (38)
- Allow bikes on the trains or provide designated areas for them (31)
- Make it easy for cyclists/bikes to get to the train platform (18)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

4. *Open-Ended Question* | **Additional comments about station access.**

195 participants provided additional comments regarding station access. The key themes from these comments are shown below:

- Provide safe pedestrian access (48) *
- Make stations car friendly (36)
- Ensure good/easy connections with buses and other transit modes (30)
- Have elevator access (24)
- Ensure safety through lighting or cameras (24)
- Have covered walkways (15)
- Make it accessible for bikes (13)
- Expand the Evergreen Line with more stations, routes, and/or service areas (13)
- Have retail outlets around the stations (12)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

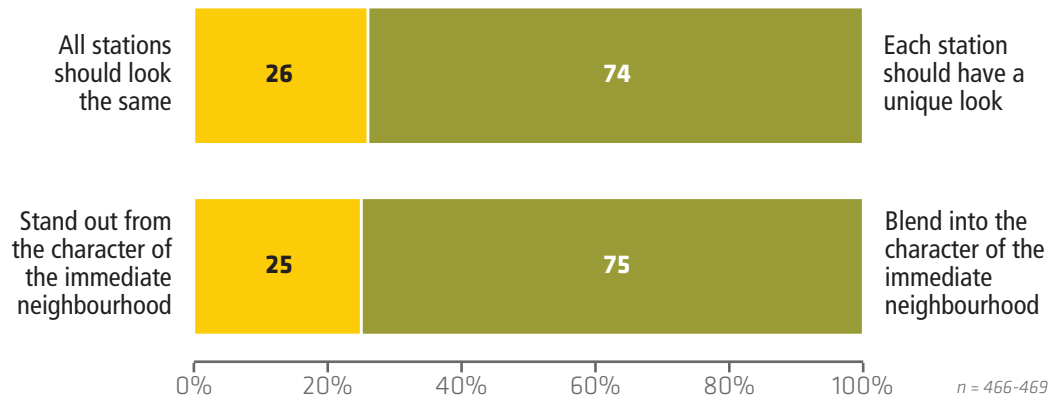
EVERGREEN LINE STATIONS – Elements of Station Design

5. Please identify your preference for the following approaches to station design:

- All Evergreen Line stations should look the same **OR**
- Each Evergreen Line station should have a unique look

6. Please identify your preference for the following approaches to station design:

- Evergreen Line stations should be designed to stand out from the character of the immediate neighbourhood **OR**
- Evergreen Line stations should be designed to blend into the character of the immediate neighbourhood

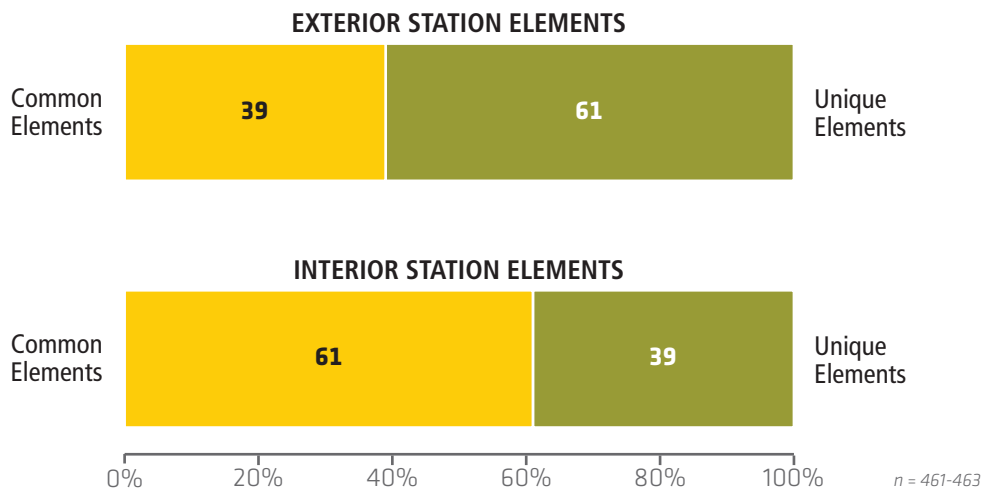


- **74%** of respondents indicated a preference for stations that each have a unique look over stations that all look the same.
- **75%** of respondents indicated a preference for stations designed to blend into the character of the immediate neighbourhood over stations designed to stand out from the character of the immediate neighbourhood.

EVERGREEN LINE STATIONS – Elements of Station Design

7. Some station features can be the same in every station (common elements) and some can be different (unique elements). Please indicate your preference for exterior station features (outdoor furniture, exterior lighting, paving and landscaping, station roof shapes, etc.) and interior station features (floors, walls, furniture, lighting, etc.):

- Common design elements for all stations **OR**
- Unique design elements for all stations



- **61%** of respondents indicated a preference for unique elements (elements that are different in every station) over common elements (elements that are the same in every station) when considering exterior station features, such as outdoor furniture and lighting.
- In direct contrast, **61%** of respondents indicated a preference for common elements when considering interior station features, such as floors, walls and furniture.

EVERGREEN LINE STATIONS – Safety and Security

8. *Open-Ended Question* | The following design features are used to enhance safety and security at transit stations:

- Providing sufficient lighting in and around stations
- Maximizing the distance people can see within the station and around stations
- Maximizing the ability of passengers to see into and out of stations
- Avoiding dead-end corridors and unobservable spaces
- Using security cameras in all publicly accessible areas
- Providing easily identifiable transit staff, system-wide
- Providing emergency and general assistance telephones on each station level
- Integrating non-transit uses (e.g., retail) near station entries and/or at concourse levels

Do you have other suggestions regarding safety and security at stations?

212 participants provided suggestions regarding safety and security at stations. The **key themes** from these suggestions are shown below:

- Have police or security staff present (53) *
- Install fare gates (49)
- Use security cameras (21)
- Make public areas brighter/more lighting (17)
- Have retail outlets/encourage activity around the stations (13)
- Improve sightlines (12)
- Stations should be clean (10)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

EVERGREEN LINE STATIONS – Additional Comments

9. *Open-Ended Question* | Additional comments about Evergreen Line stations:

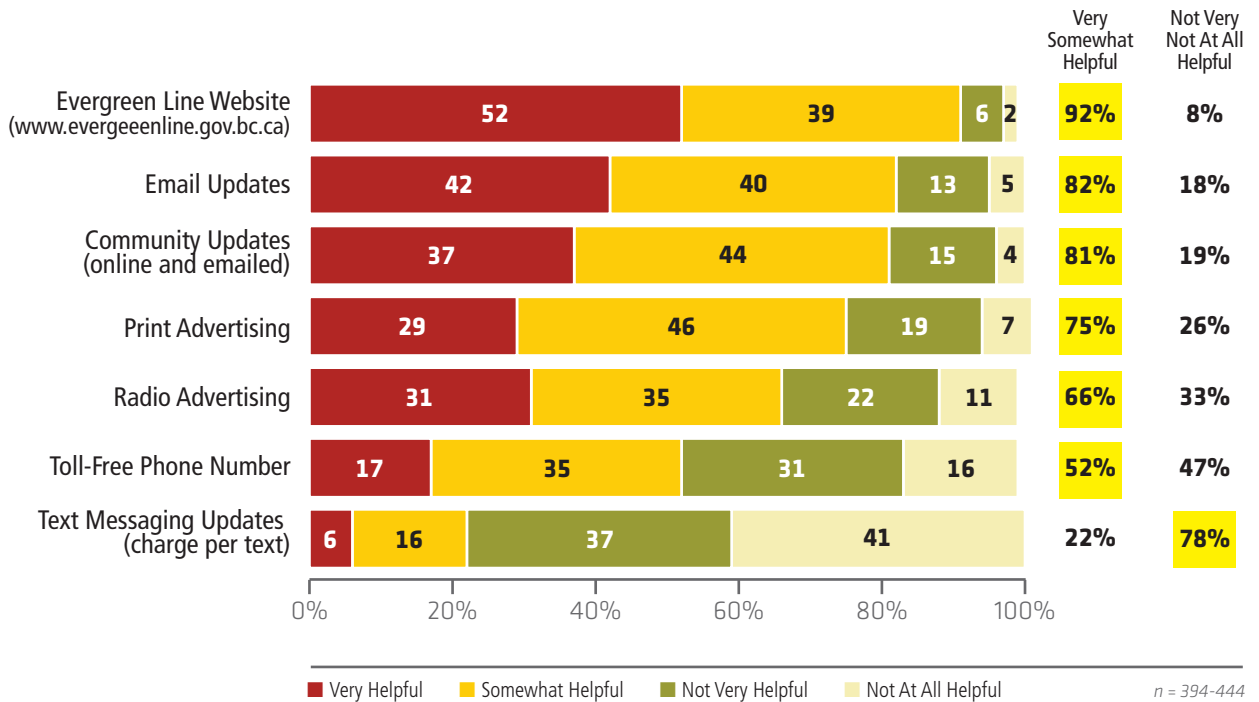
180 participants provided additional comments regarding Evergreen Line Stations. The **key themes** from these comments are shown below:

- Expand the Evergreen Line with more stations, routes, and/or service areas (28) *
 - Additional station located in the western end of Port Moody (11)
 - Additional station located near Coquitlam Centre Mall (6)
 - Expand service to Port Coquitlam and beyond (5)
- Stations should be unique and aesthetically pleasing (19)
- Stations should be safe, well-lit, and have security staff (16)
- Ensure good/easy connections with buses and other transit modes (16)
- A common design for stations would reduce costs/building the line is more important than the design of stations (14)
- Have sufficient parking space/offer park and ride facilities (14)
- Stations should blend into the surrounding area (11)
- Build the Evergreen Line and have it operational as soon as possible (10)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

TRAFFIC COMMUNICATIONS TOOLS

10. How helpful would each of the following communications tools be in informing you about traffic information during construction of the Evergreen Line?



11. Open-Ended Question | Additional comments about Traffic Communications.

130 participants provided additional comments regarding Traffic Communications. The **key themes** from these comments are shown below:

- Use highly visible, frequently updated road signage (17) *
- Have notices in local papers/print media (13)
- Use the radio (13)
- Keep people updated with traffic information, including alternate routes (12)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

ADDITIONAL COMMENTS

12. *Open-Ended Question* | Please provide any additional comments you may have about any aspect of the Evergreen Line Project.

287 participants provided additional comments regarding the Evergreen Line Project. The **key themes** from these comments are shown below:

- Expand the Evergreen Line with more stations, routes, and/or service areas (89) *
 - Additional station located in the western end of Port Moody (55)¹
 - Additional station located near Coquitlam Centre Mall (15)
 - Expand service to Port Coquitlam and beyond (14)
- The Evergreen Line Project is long overdue – start construction soon (41)
- The Preliminary Design is good – build the Evergreen Line (30)
- Ensure good/easy connections with buses and other transit modes (25)
- There should be adequate funding from various levels of government (20)
- Have sufficient parking space/offer park and ride facilities (19)
- The Evergreen Line guideway and stations should blend into the surrounding area and not be visually disruptive (16)
- Minimize potential noise impacts (13)
- Coquitlam Station is poorly located/there should be a station at Lincoln Avenue (11)
- Do not displace homes and/or businesses/do not cause the same type of disruption during construction as was seen with the Canada Line (11)
- Some stations are not needed and could be eliminated to save money (10)
- Have safe access to stations for pedestrians (protected walkways, etc.) (10)
- Stations should be unique and aesthetically pleasing (10)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

¹ It should be noted that of the 55 participants who provided this comment, 29 stated “I signed the petition in support of a 3rd station in West Port Moody and I continue to support the addition of this station to the Evergreen Line.” For more information regarding the Western Station Committee petition, please refer to page 24.

PARTICIPANT INFORMATION

Are you a resident of Burnaby?

Are you a resident of Port Moody?

Are you a resident of Coquitlam?

If not in one of the above, where do you live?

456 participants responded to one of the questions above. The majority of respondents identified themselves as residents of:

- Coquitlam (159)
- Port Moody (158)
- Vancouver (39)
- Burnaby (38)

A significantly fewer number of respondents identified themselves as residents of Port Coquitlam (18), Maple Ridge (12), New Westminster (9), Richmond (6), Surrey (5), North Vancouver (3) and Pitt Meadows (3). Seven respondents identified themselves as residents of other municipalities/areas.

3.2 Submissions

In addition to comments provided through feedback forms, open-ended feedback was also received through **27 submissions** via phone, hardcopy and email. The **key themes** from these submissions are shown below:

- Expand the Evergreen Line with more stations, routes, and/or service areas (8) *
- Minimize potential noise impacts (4)
- Do not displace homes and/or businesses during construction (4)
- Ensure adequate funding is provided by the government (3)
- Have safe access to stations for pedestrians (3)
- Minimize traffic disruptions during construction (3)
- Ensure safety by having police or security staff present on the line and in and around stations (3)
- Include an additional Evergreen Line station located in the western end of Port Moody (2)

* The number in brackets indicates the total number of responses that mentioned the key theme. It should be noted that a response may have included more than one key theme.

Submissions by the Port Moody Western Station Committee

The two submissions in support of an additional Evergreen Line station located in the western end of Port Moody were made by the Port Moody Western Station Committee.

- One of the submissions includes a petition signed by 605 Port Moody residents and a copy of a presentation made by the Committee to the TransLink Board of Directors on June 5, 2009 in support of the additional station.
- The second submission includes a binder providing further justification for the station, and a mural illustrating how the station could integrate into the community.

3.3 Key Themes from Stakeholder Meetings

In addition to Synovate's analysis of feedback form results and submissions, Kirk & Co. Consulting Ltd. analyzed the key themes from the 11 stakeholder meetings held by the Evergreen Line Project as part of Preliminary Design Consultation. It is important to note that the key theme summary below represents a qualitative analysis of meeting notes, rather than the quantitative analysis of feedback forms provided above.

The following represents a review of the key themes from 11 stakeholder meeting to determine the most frequently mentioned. A complete list of key themes from stakeholder meetings follows this section.

3.3.1 Stakeholder Meetings | Key Theme Summary

1. Parking – Participants raised concerns regarding the lack of available parking along the Evergreen Line route. (A key theme at 6 meetings)

Many of the stakeholder meetings included discussion of parking in connection with the Evergreen Line. Many participants were concerned that current parking facilities along the alignment, including those at the West Coast Express stations in Port Moody and Coquitlam, were already at capacity and felt that more parking should be added to accommodate increased ridership from the Evergreen Line. Participants also raised the issue of people parking in business parking along the alignment.

2. Bored tunnel – Participants asked questions about the bored tunnel*, including alignment, depth and safety in the tunnel. (A key theme at 5 meetings)

A number of stakeholder groups asked about the 2-kilometre bored tunnel, including questions about the alignment and depth of the tunnel. Safety in the tunnel, including emergency procedures and what would happen during an earthquake or other major event, was also a topic of discussion. Participants raised concerns about the location of the portal entrance in Burquitlam and the associated potential property impacts.

* South of Kemsley Avenue, the Evergreen Line will enter a bored tunnel. The tunnel will travel northeast under Clarke Road until Mt. Royal Drive, continuing northeast under the Seaview neighbourhood and will emerge east of Barnet Highway, near Short Street.

3. Impacts of the Evergreen Line – Participants raised concerns about potential impacts associated with the Evergreen Line. (A key theme at 4 meetings)

Potential impacts from the construction and operation of the Evergreen Line were brought up in a number of stakeholder meetings. Specific examples of potential impacts include noise and visual impacts during operations, and traffic impacts during construction, along North and Clarke roads. Potential impacts to business operations and redevelopment options in Port Moody were raised, as were questions about potential property impacts along the alignment.

4. Project funding – Participants asked questions about funding for the Evergreen Line Project. (A key theme at 4 meetings)

Participants asked questions about the status of funding, how much funding was in place and what the funding gap was. Specific questions about TransLink's funding of the project were raised and people wanted to know if construction would start without full funding.

5. Station location and operation – Participants asked questions about the rationale for station locations and raised concerns about certain station locations. (A key theme at 4 meetings)

Participants questioned why certain Evergreen Line stations are located where they are, including Port Moody, loco and Coquitlam Central stations. Stations at the West Coast Express in Port Moody and Coquitlam were questioned, as participants felt they had benefits as a transit hub but were not close enough to residential density. Some participants said that the Coquitlam Central Station was not close enough to Coquitlam Centre Mall to provide access to the mall.

6. Operation of the Evergreen Line – Participants had questions about how the Evergreen Line would operate within the overall transit system. (A key theme at 4 meetings)

In some stakeholder meetings, participants asked about the operation of the Evergreen Line, including how it would integrate into the overall transit system of buses, West Coast Express and the overall SkyTrain network.

7. Station safety – Participants asked about safety at Evergreen Line stations and at existing SkyTrain stations. (A key theme at 3 meetings)

First Responders discussed safety at stations in terms of the Transit Police Service and possible integration with community police. Participants at other meetings commented more generally about safety at stations.

8. Terminus location – Participants asked questions about the Douglas College Station and the potential for extension to Port Coquitlam. (A key theme at 3 meetings)

In some stakeholder meetings, the terminus station was discussed, including questions about the exact location of the Douglas College Station, the need for tail track at this location and whether the line would be extend to Port Coquitlam.

9. Station access – Participants raised the importance of access to Evergreen Line stations. (A key theme at 3 meetings)

Participants at several stakeholder meetings raised the importance of different types of access to stations, including bus, pedestrian and vehicle access. Participants asked questions about bus integration and were interested in additional community shuttles.

3.3.2 Stakeholder Meetings | Complete List of Key Themes

The following is a complete list of key themes from stakeholder meetings. The stakeholder meetings are listed in the order in which they occurred and full notes from the meetings can be found in Appendix 1.

1. October 5, 2009 – Coquitlam Business Groups

- Participants asked questions about tunnel depth and alignment.
- Participants were concerned about parking, pedestrian access and bus connections at stations.
- Participants felt that the location of Coquitlam Central Station made the station useful as a transit hub, but that it was not close enough to the mall or residences.
- Participants asked questions about the alignment on Pinetree and the terminus location/possible extension to Port Coquitlam

2. October 5, 2009 – Coquitlam Multi-Stakeholders

- Participants were interested in the current status of the Evergreen Line Project, primarily related to budget and funding for the project.
- Participants were interested in the rationale behind the Evergreen Line route alignment and primary station locations. Some participants suggested changes to the alignment, including an extension to Port Coquitlam, while others suggested locations for potential additional stations.
- Participants asked questions about the tunnel, including property impacts from the portal in Burquitlam, construction impacts and tunnel operations.
- Participants emphasized the importance of accessibility, especially parking facilities and bus and shuttle connections.

3. October 6, 2009 – Burnaby/Port Moody/Coquitlam First Responders

- Participants were interested in technical information about the tunnel, including the access and egress points, ventilation, and communication and emergency movement within the tunnel.
- Some participants indicated that a centre alignment on North Road could be a jurisdictional issue for policing.
- Participants discussed safety at stations, including the Transit Police Service, the possibility of integration with community police and station design.
- Participants asked questions about operation of the system following a major disaster.

4. October 6, 2009 – Port Moody Multi-Stakeholders

- Participants were concerned about parking at stations. Parking at current stations is already limited and the addition of the Evergreen Line will bring more vehicles.
- Participants wanted information on the operation of Port Moody Station.
- Participants asked various questions about the tunnel and safety in the tunnel.

5. October 8, 2009 – Regional Business Groups

- Participants expressed concern that the station locations near West Coast Express stations in Coquitlam and Port Moody make the stations useful as a transit hub, but may not serve pedestrians living nearby in multi-family developments as well.
- Participants wanted the project to locate stations as close to residential density as possible.
- Participants expressed concern about the funding gap for the Evergreen Line.
- Participants were interested in pedestrian bridges connecting Coquitlam Centre Mall with the Coquitlam Central Station and wondered whether it would be better to position stations closer to existing retail destinations.

6. October 8, 2009 – Port Moody Business Groups

- Participants raised specific questions regarding the alignment through Port Moody, including the crossing of Schoolhouse Creek and the “pinch point” on Clarke Street.
- Participants were concerned with congestion and lack of parking in central Port Moody – around the Port Moody Station – and felt more parking would be needed with the Evergreen Line in operation.
- Participants raised concerns about impacts of the Evergreen Line alignment on specific business interests in Port Moody, including the redevelopment of the Royal Canadian Legion and the operations at Reichhold Chemicals.

7. October 8, 2009 – Coquitlam Multi-Stakeholders

- Participants were interested in the operation of the Evergreen Line within the overall SkyTrain system and the integration with the Millennium Line.
- Participants were interested in the location of Douglas College Station and the length of tail track at the terminus.

8. October 14, 2009 – Port Moody Multi-Stakeholders

- Participants had questions about the rationale for the loco Station location.
- Participants raised concerns about parking and congestion in Port Moody.
- Participants asked for clarification in terms of route, stations and technology between the previous LRT project and the current Evergreen Line ALRT project.
- Participants discussed station safety and crime in Port Moody.

9. October 15, 2009 – Burnaby Business Groups

- Participants asked about alignment on North Road and Clarke Road and possible impacts – including noise, visual, traffic and property impacts.
- Participants asked for clarification on the location of the tunnel portal in Burquitlam and noted a petition to TransLink asking that the portal be south of Como Lake Avenue to minimize property impacts.
- Participants raised concerns about current lack of parking along the alignment – particularly in the Oakdale-Burquitlam area, due to Simon Fraser University (SFU) students parking there – and asked whether additional parking will be provided.
- Participants raised questions on project funding.

10. October 15, 2009 – Burnaby Multi-Stakeholders

- Participants said they wanted the Evergreen Project team to locate parking as close to residential and commercial density as possible.
- Participants were interested in the status of funding for the Evergreen Line and how much each funding partner had contributed.
- Participants were interested in the connection to the West Coast Express and how the Evergreen Line service would complement the existing network.

11. October 19, 2009 – Burnaby Multi-Stakeholders

- Participants were interested in transit integration at Lougheed Town Centre Station and Burquitlam Station, particularly how bus service would connect to Simon Fraser University.
- Participants were interested in how the Evergreen Line Project would minimize impacts to traffic and business accesses during construction, and wanted to be informed of future consultation on traffic management.
- Participants raised concerns about property impacts on North Road and Clarke Road.
- Participants raised concerns about existing stations in terms of garbage, vandalism and crime.

3.4 Key Themes from Open House Question & Answer Sessions

In addition to Synovate’s analysis of feedback form results and submissions, Kirk & Co. Consulting Ltd. analyzed the key themes from six open house question & answer sessions. It is important to note that the key theme summary below represents a qualitative analysis of meeting notes, rather than the quantitative analysis of feedback forms provided above.

The following represents a review of the key themes from six open house question & answer sessions to determine the most frequently mentioned. A complete list of key themes from open house question & answer sessions follows this section.

3.4.1. Open House Question & Answer Sessions | Key Theme Summary

1. Project funding – Participants asked questions about funding for the Evergreen Line Project.

(A key theme at 5 open houses)

Participants asked questions about the status of funding – how much funding was in place and what the funding gap was. Participants expressed concern about whether the project would go ahead and wanted to know if construction would start if funding was not in place.

2. Additional stations – Participants supported the idea of additional stations on the Evergreen Line route. (A key theme at 3 open houses)

Participants expressed support for an additional station in the western part of Port Moody at two open houses held in Port Moody and for an additional station at Lincoln Avenue at one open house held in Coquitlam.

3. Parking – Participants raised concerns regarding the lack of available parking along the Evergreen Line route. (A key theme at 3 open houses)

Three open houses included discussion of parking in connection with the Evergreen Line. Many participants were concerned that current parking facilities along the alignment, including those at the West Coast Express stations in Port Moody and Coquitlam, were already at capacity and felt that more parking should be added to accommodate increased ridership from the Evergreen Line. Participants also raised the issue of people parking in business parking along the alignment.

3.4.2 Open House Question & Answer Sessions | Complete List of Key Themes

The following is a complete list of key themes from open house question & answer sessions. The question & answer sessions are listed in the order in which they occurred and full notes from the open houses can be found in Appendix 1.

1. October 17, 2009 – Port Moody (Port Moody Recreation Complex)

- Participants expressed support for an additional station in the west part of Port Moody.
- Participants requested integration and coordination with other agencies and other planning processes as the project advances.
- Participants expressed concern as to whether the project would proceed.

2. October 21, 2009 – Port Moody (Old Orchard Hall)

- Participants were concerned that the Evergreen Line Project would not go ahead unless the funding gap is closed.
- Participants expressed a strong desire for an additional station in Port Moody. They refer to this potential station as the Western Port Moody Station.
- Participants expressed concern about parking capacity at the Port Moody West Coast Express Station and other transit areas and said there needs to be additional parking when the Evergreen Line is built.
- Participants questioned the need for integration with the West Coast Express in Port Moody.

3. October 22, 2009 – Coquitlam (Coquitlam City Hall)

- Participants expressed concern that parking was already at capacity and noted the need for adequate and affordable parking around the stations after the Evergreen Line is built.
- Participants expressed concerns relative to the funding gap and whether the Evergreen Line Project would advance.
- Participants endorsed SkyTrain technology for the Evergreen Line.
- Participants expressed support for an additional station at Lincoln Avenue.

4. October 24, 2009 – Burquitlam (Stoney Creek Community School)

- Participants expressed concerns regarding parking, particularly in Burquitlam, which will become a transit hub after the Evergreen Line is built. They asked that the issue be considered now in the early stages of the project.
- Participants asked about crime around SkyTrain stations and what measures were being taken to mitigate it.
- Participants were very interested in station design.

5. November 4, 2009 – Port Coquitlam (Poco Inn & Suites)

- Participants requested that the line be extended to service Port Coquitlam.
- Participants questioned why the line was not going down Lougheed Highway, expressing a preference for that alignment.
- Participants asked about project funding and whether the project would proceed.

6. November 7, 2009 – Coquitlam (Coquitlam City Hall)

- Participants were concerned about the funding gap and whether the project would go ahead.

