



City of Richmond

Report to Committee

To:	Richmond City Council	Date:	March 9, 2004
From:	George Duncan Chief Administrative Officer	File:	
Re:	City of Richmond's RAV Public Consultation Results		

Staff Recommendation

That the public consultation results and a letter be sent to the RAVCO and Translink Boards from the Mayor on behalf of Council that communicates the community's strong support for the RAV line, and recommends that:

1. The RAVCO and TransLink Boards forward both an at-grade and elevated rapid transit system proposal to the Best and Final Offer (BAFO) stage.
2. The comments received from the public contained in the attached report be incorporated into the draft design objectives provided to the two proponents during the BAFO stage in addition to the feedback received at the upcoming RAVCO open houses.

A handwritten signature in black ink, appearing to be 'George Duncan'.

George Duncan
Chief Administrative Officer

Staff Report

Origin

In April 2003, Council approved a series of recommendations including the support for the RAV line and the need for the Richmond community to be consulted as to what they believe are the pros and cons of both an elevated and an at grade transit system along No. 3 Road during the Pre-Design stage of the project.

In the Fall of 2003, RAVCO held a series of small group meetings in Vancouver and Richmond. The feedback was used to begin developing some design objectives for the overall system in both Vancouver and Richmond. RAVCO will be holding additional open houses and mall displays later this month in Richmond to further develop the design objectives. Once completed, the design objectives will be provided to the two proponents who are selected to proceed forward into the Best and Final Offer (BAFO) stage of the project.

In order address Council's resolution, and to provide additional opportunities for Richmond residents and workers to provide specific feedback on their preferences for either an elevated or at-grade system, staff from throughout the organization conducted an intensive public consultation process. Community leaders also helped to encourage the public to participate.

The process was conducted within a condensed timeline between February 28 – March 6, 2004 in order to ensure that the results of the Richmond public consultation process could be taken into consideration at the upcoming RAVCO and TransLink Board meetings that deal with making a decision as to which two proponents and their recommended technologies (elevated vs at-grade) go forward to the Best and Final Offer Stage of the project.

The purpose of this report is to highlight the findings of the Richmond public consultation process, and to provide recommendations as to how the results should be used.

Findings of Fact

Richmond City Council does not have the decision-making authority to decide which proponents and technology (elevated vs at-grade) are selected to go forward to the Best and Final Offer (BAFO) stage of the project. After conducting an intensive evaluation process, RAVCO will make a recommendation to TransLink regarding the next steps for the RAV line. After considering the recommendation from RAVCO, TransLink will consider a wide range of factors including transit benefits, costs and the value to residents in the region, etc. in making their decision as to which proponents go forward to the Best and Final Offer (BAFO) stage.

Analysis

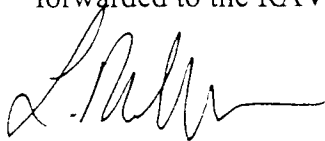
As can be seen in the attached report the response rate to the public process was excellent with close to 13,000 people responding. Approximately, 300 people commented on the City's website, which is the highest response rate the City has ever received on-line. Throughout the process, staff received numerous comments from the public indicating that they were very pleased with the opportunity to share their preferences for No. 3 Road. Staff will be reporting out to the public on the results of the City's public consultation process.

The results show an over whelming support for the RAV line, and that the community is divided between their preferences for an at-grade and an elevated system along No. 3 Road. When asked why they supported an elevated system, many of the people indicated that they did so for safety reasons, and to reduce further traffic congestion on No. 3 Road. Others felt that an elevated system looked modern and high tech. People who supported an at-grade system, indicated they did so for aesthetic, convenience, accessibility and cost saving reasons. Given the divided preference, staff recommend Council consider recommending the following to the RAVCO and TransLink Boards that:

- Both an at-grade and elevated rapid transit system proposal be forwarded to the Best and Final Offer (BAFO) stage. Given the high participation rates in the consultation process, and the marginal spread between the community's preference for an at-grade and elevated system, staff believe it is prudent that both options are forwarded to the BAFO stage. This will ensure that the proponents are provided with the opportunity to address the community's concerns with either system during the next stage of design development.
- The comments received from the public contained in the attached report be incorporated into the draft design objectives provided to the two proponents in addition to the feedback received at the upcoming RAVCO open houses.

Conclusion

The results of the City's public consultation process are attached. Overall there was strong support for the RAV project, and the community was divided with their preferences between an at-grade and elevated transit system along No. 3 Road. Given the overwhelming interest in the project and the divided preferences, staff are recommending that this report and attachment be forwarded to the RAVCO and TransLink Boards.



Lauren Melville
Senior Manager, Policy Development & Corporate Programs



**Public Consultation and Feedback on the
Richmond-Airport-Vancouver
Rapid Transit Line in Richmond**

**Report to Richmond City Council
March 9, 2004**

Prepared by:



March 9, 2004

Ms Lauren Melville
Senior Manager, Corporate Policy & Programs
City of Richmond
6911 No 3 Road
Richmond, BC
V6Y 2C1

Dear Lauren:

Re: Report to City of Richmond on RAV Line Community Consultation

Please find attached our report on the recent community consultation program carried out by The Pace Group on behalf of the City of Richmond.

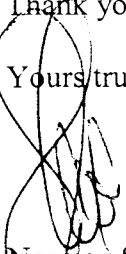
I hope that you and City Council will find the results of interest, particularly as some 13,000 people participated in the process. The fact that so many of your citizens decided to become involved demonstrates a tremendous local interest in the RAV line and its future in Richmond.

At the same time, I would like to thank you and the City of Richmond employees who helped during the consultation process. Their active participation and collection of public comments went a long way to ensuring we heard from as many people as possible.

If I can answer any questions, or provide further information, please do not hesitate to contact me directly at (604) 646-3556.

Thank you again for giving us the opportunity to work with your team from City Hall.

Yours truly,



Norman Stowe
Managing Partner

Background and Feedback Summary:

In an effort to inform the community about the Richmond-Airport-Vancouver Rapid Transit (RAV) line, and generate public comment and feedback about the project and its impact on Richmond, the City of Richmond carried out an intensive and high-profile public consultation process between February 28 and March 6, 2004.

***“...a high-profile and intensive public consultation process
between February 28 and March 6, 2004.”***

During this period, information displays about the project were staffed by City employees at the following locations:

- Richmond City Hall March 1 – 5, office hours
- Richmond Centre February 28 – March 6, mall hours
- Lansdowne Centre February 28 – March 6, mall hours
- Minoru Cultural Centre February 28 – March 4, facility hours
- Yaohan Centre February 28 – March 4, mall hours
- Parker Place March 5, 11am to 9pm

In addition, a mobile information display was staffed and visited a number of high traffic retail and commercial locations across Richmond.

Public open houses with the Richmond RAV line project team were also held:

- Minoru Cultural Centre February 28 - March 4, opening hours
- Richmond City Hall March 6, 10am to 4pm

As part of the week-long consultation process, on-site City staff provided feedback forms at all locations and collected comments from interested individuals. In addition, the same information and feedback forms were also available on the City of Richmond web site.

***“... City staff provided feedback forms and collected comments
from interested individuals.”***

In an effort to raise awareness of the consultation process and encourage broad community participation, advertising was placed in both of Richmond's community newspapers, as well as major Chinese language newspapers. At the same time, a residential mail drop (58,000) about RAV and Richmond's consultation process ensured that the community was aware of the opportunity to learn more about the RAV line in Richmond, and provide comments to Richmond City Council.

It is important to point out that the public consultation process was not intended to be a scientific survey or referendum by Richmond residents on the RAV project. Rather, it was intended to be an opportunity for City Council to provide information and receive community feedback on a rapid transit line in Richmond.

In total, 12,798 feedback forms were returned which indicates a tremendous interest in the project, and while the feedback results are not scientific, there is every reason to believe that their sheer volume provides a credible and effective measure of public attitudes, sentiments, comments and concerns.

“... 12,798 feedback forms were returned ... there is every reason to believe their sheer volume provides a credible and effective measure of public attitudes ...”

While a detailed account of the public feedback follows, the broad brush results are summarized in four significant points:

1. There is broad community support for RAV with just four per cent opposing.
2. Individuals who supported an elevated system did so because they believed it would reduce congestion and perceived it to be safer and more modern looking.
3. Individuals supporting an at-grade system believe it is more visually appealing and less expensive, and more accessible to seniors and those with disabilities.
4. Miscellaneous public comments that were mentioned enough times to be noted here include:
 - Concern that RAV will “import” Vancouver-style crime to Richmond.
 - Garden City should be considered as an alternative to No 3 Road.
 - RAV will provide Richmond with better connections across the lower mainland.

SUMMARY OF KEY FINDINGS

Total number of respondents: 12,798

Breakdown of Respondents by Category:

- Live in Richmond 5242 (41%)
- Live and Work in Richmond: 5141 (40%)
- Don't Live or Work in Richmond 1416 (11%)
- Work in Richmond 999 (8%)

Breakdown of respondents by preferences:

Total of respondents who Live in Richmond: 5242

Of those who Live in Richmond:

- 2643 (50%) Prefer an Elevated Line
- 2087 (40%) Prefer an At-grade Line
- 259 (5%) Want RAV – either system OK
- 253 (5%) Do not want any form of rapid transit

Total of respondents who Live and Work in Richmond: 5141

Of those who Live And Work in Richmond:

- 2730 (53%) Prefer an Elevated Line
- 2013 (39%) Prefer an At-grade Line
- 204 (4%) Want RAV – either system OK
- 194 (4%) Do not want any form of rapid transit

Total of respondents who Do Not Live or Work in Richmond: 1416

Of those who Do Not Live or Work in Richmond:

- 845 (60%) Prefer an Elevated Line
- 487 (34%) Prefer an At-grade Line
- 17 (1%) Want RAV – either system OK
- 67 (5%) Do not want any form of rapid transit

Total of respondents who Work in Richmond: 999

Of those who Work in Richmond:

- 619 (62%) Prefer an Elevated Line
- 326 (33%) Prefer an At-grade Line
- 32 (3%) Want RAV – either system OK
- 22 (2%) Do not want any form of rapid transit

Table 1: Summary of Key Findings
Total Respondents: 12,798

Richmond	Elevated	At-Grade	Either	None	Total
Live in Richmond	2643	2087	259	253	5242
Live and Work in Richmond	2730	2013	204	194	5141
Don't Live or Work in Richmond	845	487	17	67	1416
Work in Richmond	619	326	32	22	999
Total	6837	4913	512	536	12798

ANALYSIS OF PREFERENCES

To help Council assess the size and scope of public opinion, the main themes motivating respondent preferences have been identified. While the ranking of individual issues changes with some groups of respondents, there are two fundamental themes:

1. The majority of respondents that favoured an elevated system did so because they believed it would reduce traffic congestion.
2. The majority of respondents that favoured the at-grade system did so because they believed it would be more visually appealing.

That said, the views of respondents tend to fall into five categories, no matter which system they support.

REASONS FOR SUPPORTING ELEVATED SYSTEM

“Reduces congestion” refers to eliminating the already perceived traffic congestion on No 3 Road by using an elevated rapid transit system.

“Looks modern” describes a respondent’s perception that elevated trains and stations are more visually appealing and high-tech.

“Safety” refers to the perceived advantages of an elevated line that would not interact or interfere with pedestrian or vehicle traffic.

“No reason” indicates support for RAV with no specific reasons offered for that support.

“Miscellaneous” covers a broad range of issues raised by supporters of the elevated system. They do not fit easily into the more obvious groupings and in some cases raise a concern that respondents believe requires further consideration:

- preferences for Garden City over No. 3 Road
- crime at the stations and on the trains, easier access into Richmond by criminal elements
- RAV will be good for business and tourism in Richmond

REASONS FOR SUPPORTING AT-GRADE SYSTEM

“Visually appealing” describes a respondent’s belief that the elevated system is unattractive when compared to at-grade.

“Easier access and convenience” refers to a respondent’s belief that at-grade is preferable for seniors and those with disabilities. In addition, access by feeder bus and adequate parking are also issues identified under this heading.

“Less expensive” generally reflects the view that an at-grade system would cost less than one that is elevated.

“No reason” simply indicates that respondents support RAV (often strongly), but offered no reasons for their support.

“Miscellaneous” refers to a number of issues and concerns which do not easily fit into the more obvious groupings. These include:

- an at-grade system would fare better in an earthquake
- at-grade perceived as “greener”, causing less pollution

APPENDIX 1

**SELECTED COMMENTS FROM RESPONDENTS
BY PREFERENCE AND CATEGORY**

Live in Richmond: Elevated Preference

Of the respondents who prefer an Elevated line, the following issues are important:

Reduces congestion (Strong majority)

- *"Less impact on traffic, especially cross-traffic."*
- *"Too congested on No. 3 Road already – up and out of the way of traffic."*
- *"I prefer an elevated system because the roads now are very jammed and there is insufficient space just for private vehicles."*
- *"I used to live in Beijing. There are many elevated facilities in the City of Beijing. It makes better use of the space."*
- *"Traffic will only become more congested in the future and the only way is to go up!"*

Safety (Persistent concerns)

- *"It would be less dangerous to have the trains running on a different level than regular traffic."*
- *"It would be safer for pedestrians crossing the street."*
- *"You can create bike lanes underneath tracks – one lane for each way."*
- *"Elevated system would be better because of the safety reasons, especially for the younger kids. And it doesn't need the traffic light."*
- *An elevated system should cause fewer accidents than street level."*

Looks modern (Minority comment)

- *"With an elevated system, the city looks neat and clean, without too much wiring and cables."*
- *"More futuristic looking."*
- *"More modern city look."*
- *"Elevated looks more 'big' city. Will change the look of Richmond forever, which is good."*
- *"Elevated looks much nicer than having all the wires hanging there."*

Miscellaneous (Frequent concerns)

- *"Elevated – not so noisy."*
- *"Richmond deserves it – growing fast. Bus service is bad."*
- *"I am for an elevated system on Garden City or Minoru Blvd. Certainly not on No. 3 Road."*

No reason given (Minority)

Live in Richmond: At-Grade Preference

Of the respondents who prefer an At-Grade line, the following issues are important:

Visually appealing (Strong majority)

- *“An elevated system impacts on the cityscape.”*
- *“I like at-grade design more because the city will still look very beautiful.”*
- *“I would prefer the at-grade system. Having lived in Asia where ‘town planning’ is an unknown concept and most cities are concrete nightmares, the less concrete the better.”*
- *“Elevated would be the dominant feature in the city – no more mountains or sky views. People like me who struggle with stairs and slopes would have easier access.”*
- *“At grade is aesthetically pleasing. It would make us look more European.”*

Less expensive (Popular view)

- *“Costs less. Can take advantage of existing bus lane.”*
- *“Cheaper maintenance and operational costs.”*
- *“Elevated track and transit stations will be much more expensive!! If there are project overruns will the residents of Richmond be expected to pay increased property taxes?”*
- *“Lower expense – and they have already spent money to put B-line in.”*
- *“I came from Toronto and the elevated highways are a huge inconvenience to fix.”*

Easier access/convenience (Persistent concerns)

- *“Easier to access stations. No need to take escalators etc.”*
- *“Easier access for seniors and handicapped.”*
- *“Citizens who want to hop on and off the system should be able to purchase a very nominal cost type ticket so that they may shop here and there and still use the system.”*
- *“Getting around is more difficult if you’re a senior, so a train on the ground is better.”*
- *“The whole system should be easy to access, so at-grade is better.”*

Miscellaneous (Persistent concerns)

- *"I will use it, for sure. I like it sooner, the better. Hope there is no need to transfer on the ride to the airport."*
- *"Do not agree with No. 3 Road. Should be on Garden City Road, same route as old tram."*
- *"During an earthquake an at-grade system would have a better advantage than an elevated system."*
- *"I live in Steveston and do not see any advantage to the RAV line. Some consideration to the bus service would be appreciated. Tram going into Steveston area should be considered due to large growth in the area."*
- *"Can Richmond handle the weight/vibration/noise of additional traffic along No. 3?"*

No reason given (Small minority)

Live and Work in Richmond: Elevated Preference

Of the respondents who prefer an Elevated line, the following issues are important:

Reduces congestion (Strong majority)

- *"Already crowded on No. 3 Road. Get traffic off the road."*
- *"Doesn't bother existing traffic."*
- *"More room for people. Better access and more room for pedestrians."*
- *"... there is already too much congestion at the at-grade level."*
- *"Elevated means less traffic on our roads."*

Safety (Persistent concerns)

- *"Pedestrians, especially seniors and young children, will be in less danger."*
- *"Elevated system wouldn't be delayed by accidents on the road."*
- *"I used to live in Calgary. The at-grade system caused collisions with vehicles."*
- *"Even though elevated is an ugly sight, it's safer for traffic."*
- *"An at-grade system would be too dangerous and would slow down commute times."*

Looks modern (Minority)

- *"Elevated can look fine – like the well designed supports for bridges we have all over the world."*
- *"I think the elevated RAV system looks very sophisticated. It gives a modern and technological feeling to downtown Richmond."*
- *"I prefer the elevated system. It looks more European."*
- *"There isn't much that can be done to worsen the appearance of No. 3 Road!"*
- *"SkyTrain downtown makes Vancouver look more sophisticated and world class."*

Miscellaneous (Frequent concerns)

- *“Convenient for people. But not nice to look at. Very fast.”*
- *“More like a modern city. More efficient.”*
- *“I don’t like the idea that trouble makers will have an easier way to get here.”*
- *“[RAV] will cut down on drinking and driving from downtown clubs/bars. I know people who do this all the time and commute to Richmond.”*
- *“At grade is easier for people to get on without paying.”*

No reason given (Small minority)

Live and Work in Richmond: At-Grade Preference

Of the respondents who prefer an At-Grade line, the following issues are important:

Visually appealing (Strong majority)

- *"Richmond is a beautiful and natural city. I don't want anything to damage it."*
- *"At-grade is a more open appearance that keeps what we have already in neatness and beauty."*
- *"If the RAV line can be buried along most of Cambie in Vancouver, it is asking too much of Richmond to accept the overwhelming monstrosity of elevated rails and support columns."*
- *"At-grade gives the City of Richmond a more San Francisco look which I like."*
- *"At-grade means no big cement towers."*

Less expensive (Popular view)

- *"Lots of money spent on No.3 Road for 98B line. Cost effective."*
- *"Cost of construction would be far less."*
- *"Less expensive to build on existing roads rather than put in elevated structures."*
- *"Existing B line structure already there so easier to adapt."*
- *"What is important is that there is no cost overrun and that the ridership surveys are accurate."*

Easier access/convenience (Persistent concerns)

- *"At grade is more user friendly to bikes, prams, disabled, and less obtrusive"*
- *"Convenient. Must have food kiosks."*
- *"It makes Vancouver access easier, more comfortable and much faster than using buses in regular traffic lanes."*
- *"Easier access for passengers and police. Fewer hiding places for criminals."*
- *"More convenient – no stairs. Good for Richmond City."*

Miscellaneous (Frequent concerns)

- *“The old tram line that went from Steveston to Marpole and points beyond, as far away as Chilliwack was the best transportation we ever had. The new proposed system will never duplicate this past reliable system.”*
- *“No going down No. 3 Road. This money-losing white elephant should go down Russ Baker Way. This area will be developed in the near future. Make it run 24/7.”*
- *“Important that RAV does not introduce an ‘undesirable’ element to downtown Richmond.”*
- *“At grade but different route. Create new centre along Garden City and Lansdowne area.”*
- *“We don’t want to import crime into Richmond.”*

No reason given (Small minority)

Live and Work in Richmond: No Preference

No comments recorded.

Don't Live or Work in Richmond: Elevated Preference

Of the respondents who prefer an Elevated line, the following issues are important:

Reduce congestion (Strong majority)

- *"Separates pedestrians and vehicles – less distraction."*
- *"There's enough cars on the road!"*
- *"Elevated, so it's out of the way of traffic."*
- *"Relieves space on roads – avoids intersections."*

Safety (Frequent concerns)

- *"Safer for people."*
- *"Fewer traffic problems."*
- *"Less dangerous for pedestrians, especially children and traffic."*
- *"We lived in Calgary where they have an "at grade" system – C trains. There have been quite a number of accidents and deaths of pedestrians – especially in the business areas of downtown."*

Looks modern (Minority comments)

- *"More pleasing to the eye."*
- *"Looks better ... cooler."*
- *"More modern city. More urbanization."*
- *"Looks like it is more advanced."*

Miscellaneous (Frequent concerns)

- *"I don't come to Richmond often because there is no system. I would take it."*
- *"I hope after RAV more people will go to Richmond from Vancouver and more people will go to Vancouver from Richmond."*
- *"Better transportation means access to cheaper housing."*
- *"Yes, more it will attract visitors to Richmond."*

No reason given (Small minority)

Don't Live or Work in Richmond: At-Grade Preference

Of the respondents who prefer an At-Grade line, the following issues are important:

Visually appealing (Strong majority)

- *"Better aesthetics. Doesn't put No. 3 Road in shadow."*
- *"Takes up less skyline."*
- *"I don't like the idea that elevated line would disrupt views of the mountains."*
- *"Elevated is just ugly."*
- *"An elevated train will mean a big cement wall down No 3."*

Less expensive (Popular view)

- *"Maintenance of elevated system would be more costly and complicated."*
- *"Now that it has passed the GVRD board, let's keep the cost to the taxpayers at a reasonable level."*
- *"Even if it takes a little bit longer to get from downtown to Richmond Centre, I would prefer the system that costs less."*
- *"Eliminate cost on constructing the over-laying bridge for elevated system."*
- *"Less construction for at-grade which means we can save on budget."*

Easier access/Convenience (Frequent concerns)

- *"Seniors would find it difficult to climb up stairs."*
- *"User friendly – feels more accessible."*
- *"Better access to businesses along the route."*

Miscellaneous (Frequent concerns)

- *"RAV line is important because it would connect to your community in Surrey through Broadway station."*
- *"Easy transport to airport and Richmond."*
- *"Without a car, transportation to Richmond requires a minimum of 1.5 hours from North Vancouver. It will be a great convenience to have a RAV line."*
- *"Safety on the street an issue. Parking safety."*
- *"We require transport to downtown Vancouver from the airport as other big cities have."*

No reason given (Small minority)

Work in Richmond: Elevated Preference

Of the respondents who prefer an Elevated line, the following issues are important:

Reduce congestion (Strong majority)

- *"My main concern is over-congestion ... especially along No. 3 Road, which is already very busy in terms of traffic."*
- *"No. 3 Road now is a nightmare. So why would you want to add to that chaos?"*
- *"As a professional driver, it should cut down in traffic on the bridges."*
- *"Traffic on No. 3 Road is already crazy. Elevated system would interfere less."*

Safety (Persistent concern)

- *"Less likely for people to get in the way."*
- *"Less chance of pedestrians/cars being hit. Could just see someone driving into the train."*
- *"At level could be more susceptible to extreme weather conditions."*
- *"At-grade rail was heavily utilized in post-war Japan, but has now been completely phased out due to its many problems with both the rail system itself and integration with traffic."*

Looks modern (Minority comments)

- *"No wires, cleaner, big city look."*
- *"More aesthetically pleasing."*
- *"Because it looks more uniform in terms of what's in Vancouver (the SkyTrain)."*

Miscellaneous (Frequent concerns)

- *"Elevated has better views for riders."*
- *"Something new for the city. Nicer for the passengers."*
- *"Necessary for airport and the Olympics."*
- *"From what I see in Richmond, the 99 B lanes were a mistake."*
- *"Better and more efficient transportation would definitely mean better chance for business, not just for Richmond. It will be a benefit for the whole of Greater Vancouver."*

No reason given (Small minority)

Work in Richmond: At-Grade Preference

Of the respondents who prefer an At-Grade line, the following issues are important:

Visually appealing (Strong majority)

- *"Takes up less space. Doesn't block the views. Less intrusive."*
- *"Less impact on community profile."*
- *"Aesthetically pleasing. Looks better."*
- *"Looks cleaner, and doesn't change the look of Richmond."*
- *Less of an eyesore. Keep the beauty. Less concrete."*

Less expensive (Popular view)

- *"If cost is not a factor, I prefer at grade. Retain beauty of environment."*
- *"At grade is best because it is cheapest. TransLink wastes money so keep every venture as cheap as possible."*
- *"At grade – a third of cost. Elevated costs too much."*
- *"Probably at-grade as I presume it is less expensive."*
- *Tax dollars should go to the system that costs less, which would be ground level."*

Easier access/Convenience (Frequent concerns)

- *"Toronto feel. Electricity. More convenience."*
- *"More pedestrian friendly."*
- *"Will take rapid transit to downtown Vancouver – don't have to drive anymore."*
- *"Convenient for passengers – no stairs or elevators."*
- *"Easier to get to for passengers. Don't have to go up to an elevated station."*

Miscellaneous (Frequent concerns)

- *"What is important? To be quiet. To be quick. To be reliable."*
- *"Good idea. Good to have rapid transit all over the Lower Mainland to Langley. Less gas."*
- *"Name the line 'Olympic Line.'"*
- *"Concerns about 'P3' partnership – government risk vs private profit. Should be public, once RAV is built."*
- *"Concerned about property values along the line."*

No reason given (Small minority)

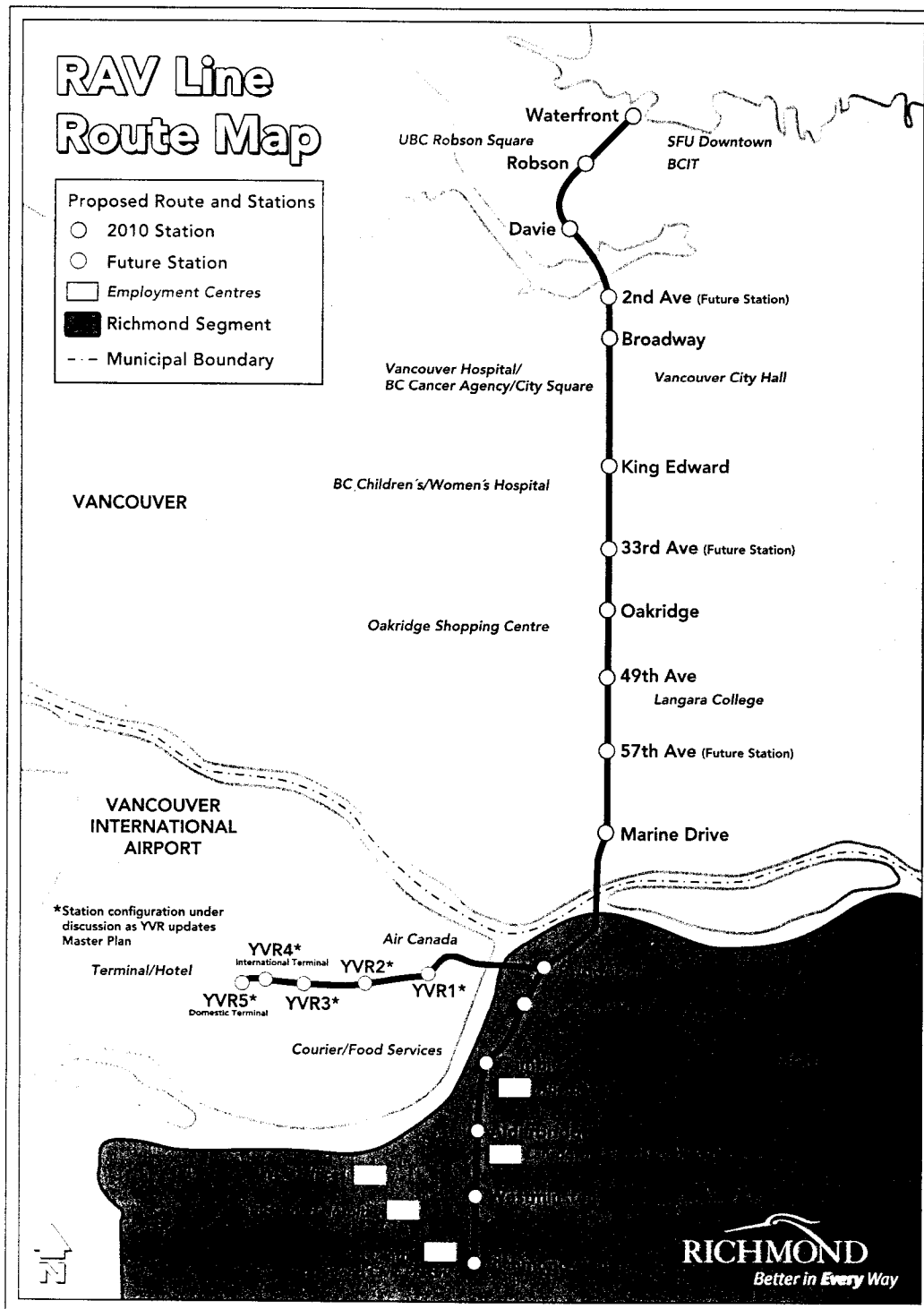
APPENDIX 2

PUBLIC INFORMATION ATTACHMENTS:

- **HOUSEHOLD MAILER**
- **FEEDBACK SURVEY**
- **PRINT AD**
- **NEWS RELEASE**

WHAT DO YOU THINK?

Richmond-Airport-Vancouver Rapid Transit Project (RAV)



WHAT DO YOU THINK?

Richmond-Airport-Vancouver Rapid Transit Project (RAV)

Rapid, hassle-free transit to downtown Vancouver and Vancouver International Airport is important to the citizens of Richmond. By 2009, a 30-minute commute from Richmond to the Waterfront Station on Burrard Inlet could be a reality. To get your comments about the RAV line, Richmond City Council has organized a city-wide information and community consultation process between February 28 and March 11.

It's your chance to learn more about RAV and tell us what you think. You'll find information displays, City staff and feedback forms at each of these locations:

- | | |
|--------------------------|---------------------------------------|
| • Richmond City Hall | March 1 – 5, office hours |
| • Richmond Centre | February 28 – March 6, mall hours |
| • Lansdowne Centre | February 28 – March 6, mall hours |
| • Minoru Cultural Centre | February 28 – March 4, facility hours |
| • Yaohan Centre | February 28 – March 4, mall hours |
| • Parker Place | March 5 – 6, mall hours |

In addition, you're invited to attend public open houses with the Richmond RAV line project team:

- | | |
|--------------------------|---------------------------------|
| • Minoru Cultural Centre | March 4, 2:00 p.m. – 8:00 p.m. |
| • Richmond City Hall | March 6, 10:00 a.m. – 4:00 p.m. |

A General Purposes Committee meeting of Richmond City Council will also be held should you wish to attend:

- | | |
|----------------------|-----------------------------|
| • Richmond City Hall | March 11, 2004 at 7:00 p.m. |
|----------------------|-----------------------------|

Too busy to attend in person? Visit www.city.richmond.bc.ca and give us your comments on the RAV line in Richmond.

The City of Richmond's community consultation complements the public consultation that will be carried out by RAVCO. For more information, visit the RAVCO website at www.ravprapidtransit.com.

RAVCO will make a recommendation to TransLink regarding the next steps for the RAV line, not Richmond City Council.



閣下有何意見？

列治文－機場－溫哥華捷運系統(RAV)

能夠擁有快捷的運輸系統往來溫哥華市中心及溫哥華國際機場，無需受堵車之苦，對列治文市民來說是十分重要的。到了二零零九年，從列治文市往溫哥華港口的架空列車「海濱車站」(Waterfront Station)，真的可以只需三十分鐘，而不再只是夢想。列治文市議會在二月二十八日至三月十一日期間，組織了一個全市資料展覽及社區諮詢活動，以收集大家對 RAV 捷運系統的意見。

透過這些活動，大家可以多瞭解 RAV 捷運系統，亦可向市政府發表閣下的意見。在下列各地點，大家均可看到資料展覽，並有市府職員在場解答，更可填寫意見表格。

列治文市政大樓	三月一日至五日，辦公時間內
• Richmond Centre	二月二十八日至三月六日，商場營業時間內
Lansdowne Centre	二月二十八日至三月六日，商場營業時間內
• Minoru 文化中心	二月二十八日至三月四日，中心開放時間內
• 八佰伴中心	二月二十八日至三月四日，商場營業時間內
• 百家店	三月五日至六日，商場營業時間內

此外，列治文市政府「RAV 捷運系統工程小組」另舉辦下列公開展覽說明會，請居民抽空出席：

Minoru 文化中心	三月四日，下午二時至八時
列治文市政大樓	三月六日，上午十時至下午四時

市民亦可出席列治文市議會屬下「一般事務委員會」的會議：

列治文市政大樓	三月十一日，下午七時
---------	------------

若市民未能抽空出席上述活動又如何？大家可以到市府網站 www.richmond.city.bc.ca，發表對 RAV 捷運系統中列治文路段的意見。

列治文市政府所組織的社區諮詢活動，與由 RAVCO 所組織的公眾諮詢程序同步進行，互為補充。有關 RAVCO 及整個工程的詳情，請瀏覽網站 www.ravprapidtransit.com。

RAV 捷運系統日後規劃的方向，將由專為此捷運項目而成立的 RAVCO 公司向「運輸聯網」(TransLink) 提出建議，而非由列治文市議會提出。



City of Richmond

6911 No. 3 Road, Richmond, BC V6Y 2C1

Telephone (604) 276-4000

www.city.richmond.bc.ca

WHAT DO YOU THINK?

Richmond-Airport-Vancouver Rapid Transit Line (RAV)

The Richmond-Airport-Vancouver (RAV) rapid transit line is an exciting project for our City and region, one that needs your comments before it is built.

The City of Richmond Mayor and Council want to hear your comments before detailed plans for the RAV line take shape and construction begins. Please, become familiar with the RAV project, and take a few moments to tell us what you think.

1. Do you live in Richmond? Yes ☐ No ☐
2. Do you work in Richmond? Yes ☐ No ☐
3. If you have a preference between an elevated or an at-grade system operating on No. 3 Road, please tell us which system you would prefer and why?

4. What is important to you with the RAV line coming into your community?

RAVCO will make a recommendation to TransLink regarding the next steps for the RAV line, not the City of Richmond.



列治文市政府

地址：6911 No. 3 Road, Richmond, B.C. V6Y 2C1

電話：(604)-276-4000

網站：www.city.richmond.bc.ca

閣下有何意見？

列治文－機場－溫哥華捷運系統(RAV)

列治文－機場－溫哥華(RAV)捷運系統是本市及整個地區一項叫人振奮的基建工程，與市民息息相關，因此在落實施工之前，需要大家發表意見。

在 RAV 捷運系統進入詳細規劃及施工興建前，列治文市長及市議會希望先聆聽大家的意見。請先瞭解有關 RAV 捷運系統的資料，然後告訴我們閣下的看法。

1. 閣下住在列治文市嗎？ 是 ☐ 不是 ☐
2. 閣下在列治文市工作嗎？ 是 ☐ 不是 ☐
3. 如果閣下對 RAV 捷運系統在第三路(No. 3 Road)應該採用架空(elevated)或地面(at-grade)設計有看法，請告訴市政府你會選擇哪一種設計？請說明作此選擇的理由？

4. RAV 捷運系統行車到本區，對閣下有何重要之處？

RAV 捷運系統日後規劃的方向，將由專為此捷運項目而成立的 RAVCO 公司向「運輸聯網」(TransLink) 提出建議，而非由列治文市政府提出。

WHAT DO YOU THINK?

Richmond-Airport-Vancouver Rapid Transit Project (RAV)

Rapid, hassle-free transit to downtown Vancouver and Vancouver International Airport is important to the citizens of Richmond. By 2009, a 30-minute commute from Richmond to the Waterfront Station on Burrard Inlet could be a reality. To get your comments about the RAV line, Richmond City Council has organized a city-wide information and community consultation process between February 28 and March 11.

It's your chance to learn more about RAV and tell us what you think. You'll find information displays, City staff and feedback forms at each of these locations:

- Richmond City Hall March 1 – 5, office hours
- Richmond Centre February 28 – March 6, mall hours
- Lansdowne Centre February 28 – March 6, mall hours
- Minoru Cultural Centre February 28 – March 4, facility hours
- Yaohan Centre February 28 – March 4, mall hours
- Parker Place March 5 – 6, mall hours

In addition, you're invited to attend public open houses with the Richmond RAV line project team:

- Minoru Cultural Centre March 4, 2:00 p.m. – 8:00 p.m.
- Richmond City Hall March 6, 10:00 a.m. – 4:00 p.m.

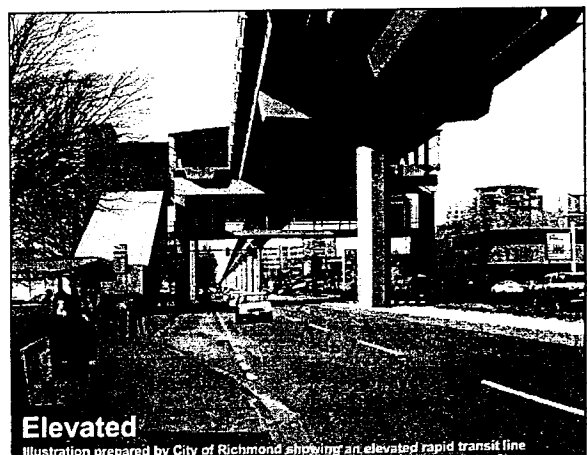
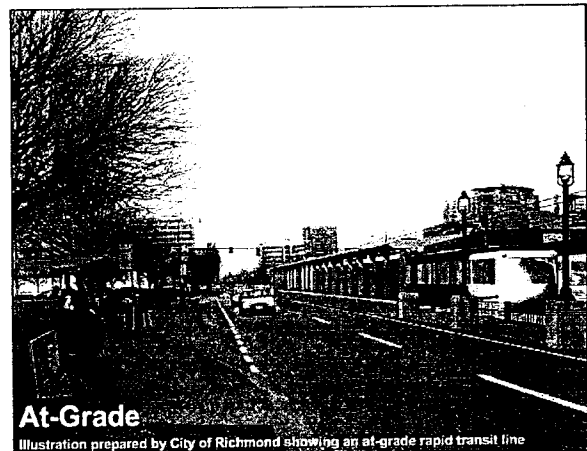
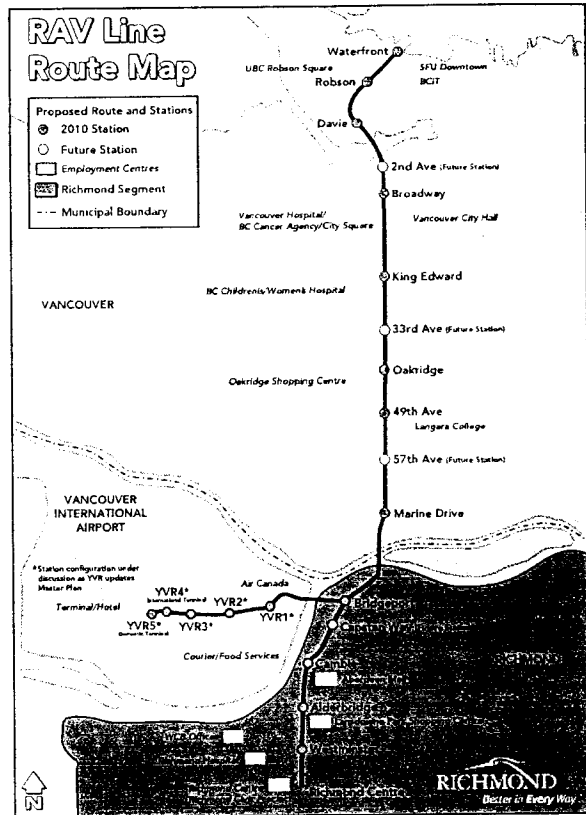
A General Purposes Committee meeting will also be held should you wish to attend:

- Richmond City Hall March 11, 2004 at 7:00 p.m.

Too busy to attend in person? Visit www.city.richmond.bc.ca and give us your comments on the RAV line in Richmond.

The City of Richmond's community consultation complements the public consultation that will be carried out by RAVCO. For more information, visit the RAVCO website at www.ravrapidtransit.com.

RAVCO will make a recommendation to TransLink regarding the next steps for the RAV line, not Richmond City Council.



閣下有何意見？

列治文－機場－溫哥華捷運系統(RAV)

能夠擁有快捷的運輸系統往來溫哥華市中心及溫哥華國際機場，無需受堵車之苦，對列治文市民來說是十分重要的。到了二零零九年，從列治文市往溫哥華港口的架空列車「海濱車站」(Waterfront Station)，真的可以只需三十分鐘，而不再只是夢想。列治文市議會在二月二十八日至三月十一日期間，組織了一個全市資料展覽及社區諮詢活動，以收集大家對RAV捷運系統的意見。

透過這些活動，大家可以多瞭解RAV捷運系統，亦可向市政府發表閣下的意見。在下列各地點，大家均可看到資料展覽，並有市府職員在場解答，更可填寫意見表格。

- 列治文市政大樓 三月一日至五日，辦公時間內
- Richmond Centre 二月二十八日至三月六日，商場營業時間內
- Lansdowne Centre 二月二十八日至三月六日，商場營業時間內
- Minoru文化中心 二月二十八日至三月四日，中心開放時間內
- 八佰伴中心 二月二十八日至三月四日，商場營業時間內
- 百家店 三月五日至六日，商場營業時間內

此外，列治文市政府「RAV捷運系統工程小組」另舉辦下列公開展覽說明會，請居民抽空出席：

- Minoru 文化中心 三月四日，下午二時至八時
- 列治文市政大樓 三月六日，上午十時至下午四時

市民亦可出席列治文市議會屬下「一般事務委員會」的會議：

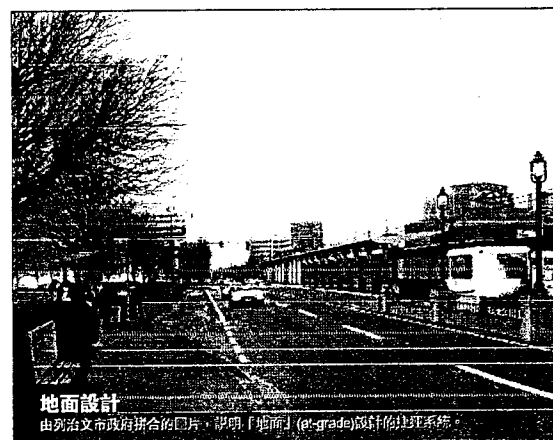
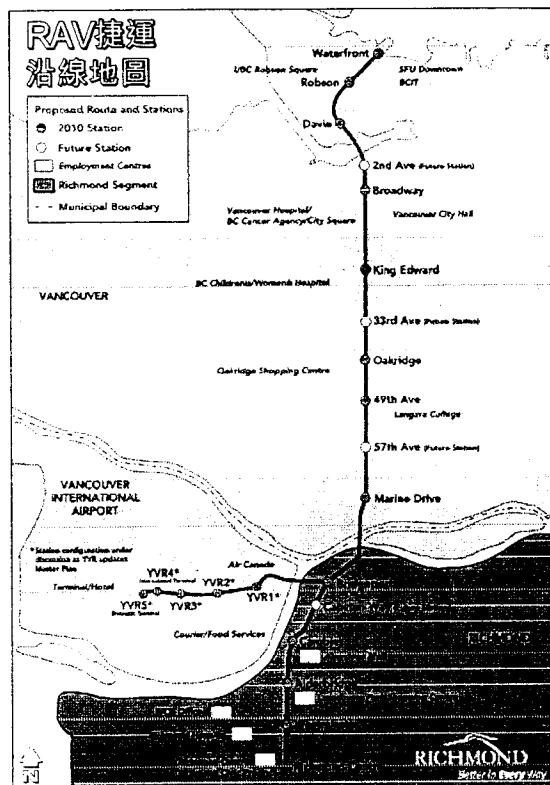
- 列治文市政大樓 三月十一日，下午七時

若市民未能抽空出席上述活動又如何？大家可以到市府網站 www.richmond.city.bc.ca，發表對RAV捷運系統中列治文路段的意見。

列治文市政府所組織的社區諮詢活動，與由RAVCO所組織的公眾諮詢程序同步進行，互為補充。有關RAVCO及整個工程的詳情，請瀏覽網站 www.ravrapidtransit.com。

RAV捷運系統日後規劃的方向，將由專為此捷運項目而成立的RAVCO公司向「運輸聯網」(TransLink) 提出建議，而非由列治文市議會提出。

RICHMOND
Better in *Every* Way





February 27, 2004

ite Release

Richmond Council wants public comment on rapid transit line

Richmond City Council has organized a City-Wide information and community consultation program to gather public comments on the Richmond portion of the Richmond-Airport-Vancouver (RAV) rapid transit project.

Between February 28 and March 11 project information displays and feedback forms will be available at a variety of local shopping and community centres. In addition, public open houses and a General Purposes Committee meeting of City Council will give Richmond residents the chance to learn more about the RAV line and provide their feedback on a variety of issues, including whether the RAV line should be elevated or at street level as it runs through the city.

Information about the RAV line in Richmond, and an on-line feedback form are also available at www.richmond.city.bc.ca.

Construction of the RAV Line, which will run down No. 3 Road, is scheduled to begin in 2005. The community consultation organized by the City of Richmond will complement the additional public consultation being organized by RAVCO, which is responsible for the overall project. Information about RAVCO and the project is available online at www.ravprapidtransit.com.

Richmond residents can learn more and express their views at any of the following locations:

- Richmond City Hall, March 1 - 5, office hours
- Richmond Centre, Feb 28 - March 6, mall hours
- Lansdowne Centre, Feb 28 - March 6, mall hours
- Minoru Cultural Centre, Feb 28 - March 4, facility hours
- Yaohan Centre, Feb 28 - March 4, mall hours
- Parker Place, March 5 - 6, mall hours

The community is also invited to attend the following open houses with the Richmond RAV line project team:

- Minoru Cultural Centre, March 4, 2:00 p.m.- 8:00 p.m.
- Richmond City Hall, March 6, 10:00 a.m. – 4:00 p.m.

At 7:00 p.m. on March 11, there will be a General Purposes Committee meeting of Richmond City Council at City Hall to hear public comments about the RAV line in Richmond.

- 30 -

Contact:

Ted Townsend

Manager, Communications & Corporate Programs

Phone: (604) 276-4399 Cell: (604) 516-9585

Email: ttownsend@city.richmond.bc.ca



City of Richmond
6911 No. 3 Road
Richmond, B.C. V6Y 2C1

新聞稿

二零零四年二月二十七日

即時發布

列治文市議會盼望公眾 發表對捷運系統的意見

列治文市議會組織了一個全市資料展覽及社區諮詢計劃，以收集公眾對「列治文－機場－溫哥華」(RAV)捷運工程中列治文路線的意見。

此項大型資料展覽將由二月二十八日至三月十一日，假市內多個購物商場及社區中心舉行；公眾參觀展覽後，務請填寫意見表格。市府並將舉辦公開展覽說明會，以及在市議會屬下一次「一般事務委員會」(General Purposes Committee)會議中，讓列治文居民更瞭解 RAV 捷運系統，讓大家對多項議題發表意見，包括 RAV 捷運系統行經市中心路段，應該採用「架空」(elevated)或是「地面」(at-grade)的設計。

請大家瀏覽市府網站www.richmond.city.bc.ca，參閱 RAV 捷運系統中列治文路段的資料；市府網站內亦有意見表格，請大家用來反應看法。

RAV 捷運系統將沿本市第三路行走，按規劃將在二零零五年開始施工興建。列治文市政府所組織的社區諮詢計劃，與由 RAVCO 所組織的公眾諮詢程序同步進行，互為補充。RAVCO 是專為此捷運項目而成立的公司；有關該公司及整個工程的詳情，請大家瀏覽網站www.ravrapidtransit.com。

列治文市議會所組織的資料展覽及社區諮詢，將在下列地點及時間舉行；市府鼓勵居民多瞭解，踴躍發表意見：

- 列治文市政大樓，由三月一日至五日，辦公時間內
- Richmond Centre，由二月二十八日至三月六日，商場營業時間內
- Lansdowne Centre，由二月二十八日至三月六日，商場營業時間內
- Minoru 文化中心，由二月二十八日至三月四日，中心開放時間內
- 八佰伴中心，由二月二十八日至三月四日，商場營業時間內
- 百家店，由三月五日至六日，商場營業時間內

... /轉下頁

列治文市政府「RAV 捷運系統工程小組」另舉辦公開展覽說明會，請各社區居民抽空出席：

- Minoru 文化中心，三月四日下午二時至八時
- 列治文市政大樓，三月六日上午十時至下午四時

三月十一日下午七時，列治文市議會屬下「一般事務委員會」將在市政大樓開會，聆聽市民對 RAV 捷運系統中列治文路段的意見。

… 完 …

傳媒諮詢：

唐善泰 (Ted Townsend)

傳訊及企業項目經理

電話： 手機：

(604) 276-4399 (604) 516-9585

電郵：ttownsend@city.richmond.bc.ca