



City of Richmond

Report to Committee

To: General Purposes Committee

Date: May 27, 2024

From: Lloyd Bie, P.Eng.
Director, Transportation

File: 10-6480-03-01/2024-
Vol 01

Re: Steveston Transit Exchange – TransLink Public Engagement Results

Staff Recommendation

That TransLink be advised the City does not support TransLink’s proposed alternate location for the Steveston Transit Exchange as described in the staff report titled “Steveston Transit Exchange – TransLink Public Engagement Results”, dated May 27, 2024 from the Director, Transportation.

Lloyd Bie, P.Eng.
Director, Transportation
(604-276-4131)

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Engineering Community Bylaws	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

A staff report describing TransLink's proposed temporary relocation of the Steveston Transit Exchange further west on Chatham Street was presented at the October 18, 2023 Public Works and Transportation Committee. TransLink conducted stakeholder and public engagement regarding the proposed alternate concept from February 12, 2024 to March 1, 2024.

The results of TransLink's consultation on the alternate layout of the on-street Steveston Transit Exchange are provided in this report. TransLink has indicated that they will not proceed with the project without City support and are expecting feedback in this regard.

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

1.3 Increase the reach of communication and engagement efforts to connect with Richmond's diverse community.

This report supports Council's Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous City.

2.4 Enhance Richmond's robust transportation network by balancing commercial, public, private and active transportation needs.

This report supports Council's Strategic Plan 2022-2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

Analysis

Background

The existing Steveston Transit Exchange operates as an on-street transit facility with bus functions (drop-off/pick-up and layover) occurring on Chatham Street between First and Third Avenues. Operational issues continue to persist with the current layout, particularly near Second Avenue, where parked buses limit sightlines for pedestrians, vehicles and businesses.

TransLink has investigated other on-street options to address the current issues. While technically feasible, introducing buses along alternate streets in Steveston Village presents challenges in the popular commercial and tourist area.

In October 2023, TransLink proposed an alternative on-street bus exchange layout further west on Chatham Street away from the busy commercial part of Steveston Village. The plan relocated all bus layover positions on the south side of Chatham Street along the industrial site between Fourth and Sixth Avenues. Bus repositioning was proposed via Seventh Avenue, Moncton Street and Sixth Avenue (Figure 1).



Figure 1: Proposed Alternate On-Street Exchange: Chatham Street West of Fourth Avenue

Public Engagement

From February 12 to March 1, 2024, TransLink engaged with residential and business stakeholders to get their feedback on the proposed changes to bus circulation, and locations of stops and layovers within Steveston Village. Project information and an online feedback form was available on TransLink's website during the three-week public engagement phase.

TransLink also hosted a public open house on Saturday, February 24, 2024 (11:00 a.m. to 3:00 p.m.) at the Steveston United Church (3720 Broadway Street).

Notification

TransLink's notifications of the stakeholder and public consultation for this proposal included:

- Postcards delivered to over 5,000 addresses in Steveston.
- Information signs at bus stops in Steveston Village.
- Door to door canvassing of businesses and residences along the impacted route.
- Targeted digital advertisements and social media posts including the Buzzer Blog.

Promotion of TransLink’s consultation was amplified via the City’s social media platforms on Instagram, Facebook and X channels.

Engagement Results

The online survey was the primary method of capturing feedback during the engagement period (Attachment 1). TransLink received 605 completed surveys. Ninety per cent of the respondents to the online survey were Richmond residents with 80 per cent residing in Steveston. TransLink also received feedback by email and at stakeholder meetings, during canvassing and at a public open house on February 24, 2024 (Attachment 2).

Table 1 provides a summary of the interactions with the public and stakeholders during TransLink’s public engagement.

Table 1: Summary of Engagement

Engagement Type	# of Interactions
Online Survey	605
Public Open House	85
Canvassing (Residences)	90
Canvassing (Businesses)	42
Steveston 20/20 Meeting	26
Steveston Harbour Authority	1
Info Session for CMBC Operators and Staff	124
Emails and Letters	18

Online Survey Results

The 605 completed online surveys generated a total of 1341 comments to three questions. Of the 1341 comments, 42 per cent of the comments were negative and 30 per cent were positive. The remaining 28 per cent of respondents had neutral or mixed feedback about the relocation of the bus exchange. Comments received through other submissions by the public and stakeholders are presented in Attachment 2.

Table 2 provides a summary of responses to the online survey questions regarding the proposed relocation of the Steveston Transit Exchange.

Table 2: Results of Public Survey

Question	Number of Responses	Negative	Positive	Mixed or Neutral
Feedback on the Proposed Changes to Bus Routing	403	42%	36%	22%
Feedback on the Location of Bus Stops or Layovers	467	41%	30%	29%
Other Feedback	381	43%	21%	36%
Total	1341			

The following were the primary negative comments expressed by respondents with the proposal:

- Impact on pedestrian and cyclist safety, most specifying Seventh Avenue and Moncton Street and proximity to Garry Point Park was a concern.
- Reduced access to bus services for some seniors, with changes to bus circulation and bus stop locations.
- Desire for a permanent off-street bus exchange.

The following were the top positive themes of support for the proposal by respondents:

- Improved pedestrian safety on Chatham Street and Fourth Avenue.
- Improved driver safety and reduced vehicle congestion along Chatham Street.
- Improved visibility and access to businesses along Chatham Street.

The data from the online survey indicates there are concerns with the proposed alternate configuration for the Steveston Transit Exchange.

Other Forms of Public and Stakeholder Feedback

Feedback from other forms of public and stakeholder engagement also indicated a lack of support for the proposal. Attendees at the public open house expressed concerns about buses near Garry Point Park. The Steveston Harbour Authority raised concerns for buses affecting trucks to their site south of Moncton Street and the Musqueam Indian Band requested consultation on the proposal. Detailed stakeholder comments can be found in Attachment 2.

Next Steps

As the results of the public consultation indicate lack of support, the proposed alternate location of the Steveston Transit Exchange is not recommended. Considering community concerns and the challenges of introducing buses elsewhere in Steveston Village, reviewing other on-street locations for the transit exchange is not recommended. TransLink has advised that they will not be pursuing any further options for an on-street transit exchange should the City not support the proposed alternative layout.

Financial Impact

None.

Conclusion

A proposed temporary relocation of the bus layover and turnaround functions further west on Chatham Street was proposed by TransLink in October 2023. TransLink conducted stakeholder and public engagement regarding the proposed alternate concept for the Steveston Transit Exchange from February 12, 2024 to March 1, 2024.

This report provides the results of TransLink's consultation on the alternate layout of the on-street Steveston Transit Exchange.

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Overall, 42 per cent of the comments were negative and 30 per cent positive toward the proposed changes across all feedback channels. The remaining 28 per cent of respondents were neutral or had both positive and negative feedback towards the proposal. Based on the results of TransLink's consultation, staff do not recommend relocation of the Steveston Transit Exchange.



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SH:ck

- Att. 1: Online Survey Results
- 2: Other Forms of Public and Stakeholder Feedback

Online Survey Results

Q1: Do you have any comments about the proposed changes to bus routing through Steveston Village?

Type of Comments

Category	# of Comments	% of Comments
Positive	177	36%
Negative	205	42%
Neutral	56	11%
Mixed	28	6%
Out of scope	27	5%

Top 5 Positive Themes

Category	# of Comments	% of Comments
No detailed reason given	65	39%
Driver safety	37	22%
Solves congestion	23	14%
Positive impacts for residents	22	13%
Pedestrian safety	20	12%

Top 5 Negative Themes

Category	# of Comments	% of Comments
Garry Point Park	63	29%
Pedestrian safety	62	28%
No reason given	33	15%
Access to bus services	33	15%
Negative impacts for residents	27	12%

Q2: Do you have any comments about the proposed location of bus stops or layovers in Steveston Village?

Type of Comments

Category	# of Comments	% of Comments
Positive	142	30%
Negative	190	41%
Neutral	81	17%
Mixed	40	9%
Out of scope	14	3%

Top 5 Positive Themes

Category	# of Comments	% of Comments
No detailed reason given	58	36%
Driver safety	48	30%
Pedestrian safety	29	18%
Solves congestion	16	10%
Access to bus services	10	6%

Top 5 Negative Themes

Category	# of Comments	% of Comments
Access to bus services	46	24%
Access to businesses	46	24%
No detailed reason given	36	19%
Negative residential impact	33	17%
Pedestrian safety	32	17%

Q3: Do you have any other comments you would like to share about the proposed changes to Steveston on-street Bus Exchange?

Type of Comments

Category	# of Comments	% of Comments
Positive	81	21%
Negative	163	43%
Neutral	15	4%
Mixed	18	5%
Out of scope	104	27%

Top 5 Positive Themes

Category	# of Comments	% of Comments
No detailed reason given	41	43%
Pedestrian safety	20	21%
Driver safety	19	20%
Access to businesses	8	8%
Access to bus services	8	8%

Top 5 Negative Themes

Category	# of Comments	% of Comments
No reason given	37	22%
Pedestrian safety	34	20%
Access to bus services	33	20%
Garry Point Park	32	19%
Permanent exchange	32	19%

Other Forms of Public and Stakeholder Feedback

Common themes and feedback from the public engagement (excluding the online survey results)

Public Engagement	Overview
Outreach	<ul style="list-style-type: none"> • Postcards delivered to more than 5,000 addresses. • Promotional signs on bus stop poles in Steveston Village. • Targeted digital ad campaign. • Promotion through TransLink and City of Richmond social channels.
Participation	<ul style="list-style-type: none"> • Interactions with 85 Steveston residents during public open house. • Presentation and Q&A with 26 community and business leaders at Steveston 20/20 meeting. • Canvassing: <ul style="list-style-type: none"> ○ 42 businesses along Chatham Street ○ 90 homes in Steveston Village, interacting with 50 residents • Interactions with 124 bus operators and supervisors during pop-ups at Richmond Transit Centre. • Meeting with Steveston Harbour Authority Executive Director • 13 email and letter submissions. • 5 submissions on behalf of organizations.

Public Engagement	Feedback
1. Public Open House (February 24, 2024)	<p><u>Support</u></p> <ul style="list-style-type: none"> • Reduced bus volume on Fourth Avenue with changes to bus circulation. • Improved safety for pedestrians and drivers on Chatham Street with the relocation of bus layovers. <p><u>Concerns</u></p> <ul style="list-style-type: none"> • Proximity of new bus circulation near Garry Point Park. • Volume of buses on Seventh Avenue and Moncton Street. • Pedestrian and cyclist safety. • Residents, mostly seniors, were concerned about having to walk farther to access some bus routes. <p><u>Other</u></p> <ul style="list-style-type: none"> • Desire for a permanent off-street bus exchange over a modified on-street exchange.
2. Steveston 20/20 Presentation (January 25, 2024)	<p><u>Concerns</u></p> <ul style="list-style-type: none"> • Public/pedestrian safety on Moncton Street, between Sixth and Seventh Avenues. • Increased bus traffic inhibiting vehicle access to new fish processing facility. • Impact on transit customers who may have a longer walk from new bus stop locations. • Impact on property values of homes on streets buses did not previously travel on. <p><u>Other</u></p> <ul style="list-style-type: none"> • Alternate locations for a bus exchange, such as a parking lot south of the community centre.
3. Canvassing	<ul style="list-style-type: none"> • Support from residents along Fourth Avenue and many businesses along Chatham Street. • Improvements to congestion and driver and pedestrian safety in the vicinity of Chatham Street. • Permanent off-street exchange located in or near Steveston Village as an alternative.
4. Info Sessions for Operators (February 22 and 23, 2024)	<p><u>Support</u></p> <ul style="list-style-type: none"> • Having bus layovers away from homes and businesses is better. • The current exchange is too crowded, and they are concerned for pedestrian safety. • It would be nice to have an actual layover where they can rest. • The new turnaround is more efficient from their point of view.

	<p><u>Concerns</u></p> <ul style="list-style-type: none"> • Challenging for seniors, people with disabilities to get to bus stops relocated further west. • Safety for operators of a stand-alone operator's facility.
<p>5. Steveston Harbour Authority Virtual Meeting (March 25, 2024)</p>	<p><u>Concerns</u></p> <ul style="list-style-type: none"> • SHA use of the property has to directly benefit the commercial fishing industry. • The federal government has designated this land to the fishing industry, and we take it very seriously. • What may look like vacant lots on some of the SHA property is not, for example: <ul style="list-style-type: none"> ◦ Seventh Ave unloading pier unloads several million pounds of seafood each year. Volume to increase significantly: equates to three boats/week and about 17 trucks/day. ◦ Crabbers compound is a hub for these fishers. During the season, they repair traps, load and unload traps, going back and forth across Sixth Avenue. • Re: walkway/roadway (Moncton Street): the road between Sixth and Forth Avenues used to be locked and only accessible to SHA fishers. At City of Richmond's request, SHA opened it to pedestrians and cyclists so they would not have to divert to Chatham Street to get to Garry Point Park. The area is now very busy. City of Richmond's plan to divert to walkway is not realistic, on a busy summer day. • Seventh Avenue between Chatham and Moncton streets narrows substantially. If parking is retained on both sides of Sixth Avenue, it will be too narrow for two-way traffic. • The SHA lot on Chatham Street is very strategic for developing the fishery. It would be risky to provide that land to TransLink. Realistically the plan is not "temporary", as there is no viable off-street site. SHA just cannot tie up its land for an undetermined amount of time. • The Cannery parking lot is owned by Gulf of Georgia Cannery and operated by Parks Canada. No involvement by SHA.
<p>6. Emails and Letters (Individuals)</p>	<ul style="list-style-type: none"> • Supportive: 1 • Negative: 8 <ul style="list-style-type: none"> ◦ Many recognized the need for a new bus exchange but did not agree with the proposed location. • Neutral: 4
<p>7. Additional Submissions (organizations)</p>	<p><u>Concerns</u></p> <ul style="list-style-type: none"> • Impact of increased bus volume along Moncton Street and Sixth Avenue. • Access to waterfront facilities and fleet for some businesses • costs and safety risks. • Proposed changes would inconvenience transit users and increase traffic congestion. • Pedestrian and cyclist safety along Moncton Street and Sixth and Seventh Avenues. • Proximity to Garry Point Park and a day care. • Impacts of tire-related chemical contaminant in road run-off on fish and fish habitats. <p><u>Other</u></p> <ul style="list-style-type: none"> • Permanent bus exchange. • Permanent solution that will be safer for community and offer improvements. • Green Storm Infrastructure as a solution to reduce pollutants entering waterway.