

Staff Report

Origin

The development of TransLink’s Southwest Area Transport Plan was initiated in February 2015. Staff have provided regular updates on the progress of the Plan with the last report in May 2017 highlighting the Phase 2 public consultation material on proposed strategies and action to address the issues and opportunities identified in Phase 1. This report provides a summary of the Phase 2 consultation results and the next steps to prepare the draft final Plan.

This report supports Council’s 2014-2018 Term Goal #3 A Well-Planned Community:

3.3. Effective transportation and mobility networks.

This report supports Council’s 2014-2018 Term Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

Analysis

Southwest Area Transport Plan

The Southwest Area Transport Plan includes Richmond, South Delta (Ladner and Tsawwassen) and Tsawwassen First Nation and will encompass the entire multi-modal transportation network (as opposed to just transit) within the identified sub-area of the region. Based on the structure of TransLink’s Regional Transportation Strategy and the Mayors’ Council 10-Year Plan, the Plan will identify priority strategies and actions related to the themes of invest, manage and partner. Figure 1 illustrates the Plan process; the Plan is anticipated to be finalized by the end of 2017.

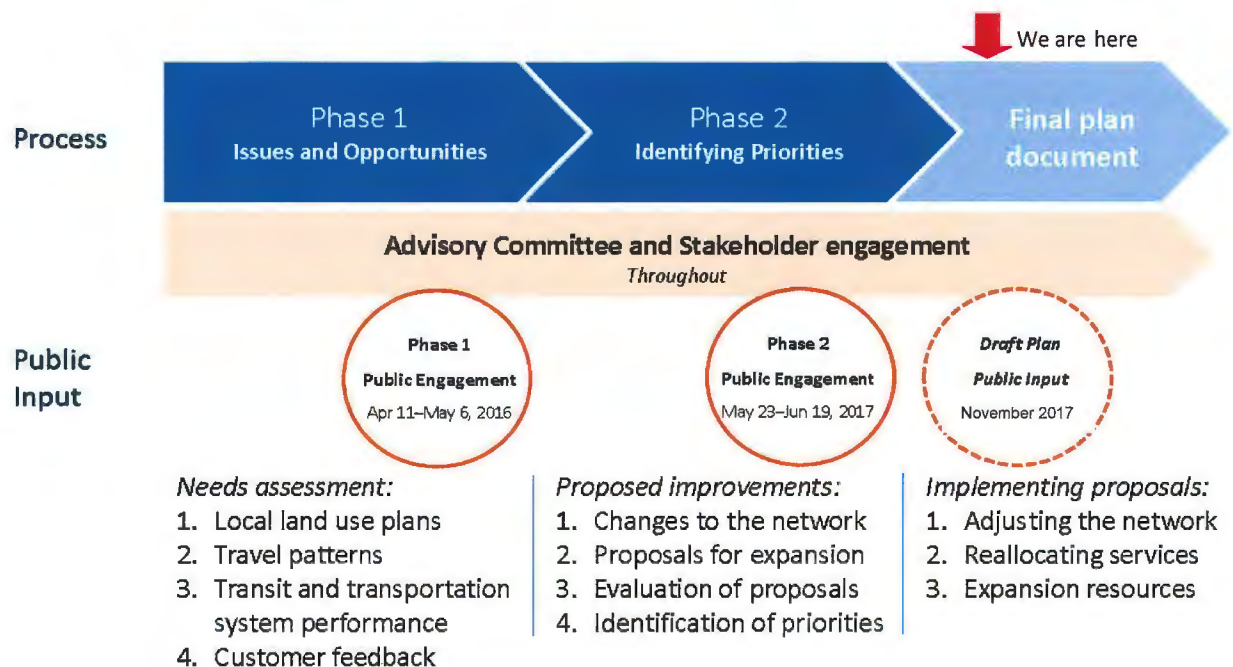


Figure 1: Southwest Area Plan Process

CNCL - 388

Phase 2 Consultation Engagement

From May 23 to June 19, 2017, TransLink sought input from the public, stakeholders and municipal partners in the engagement for Phase 2: Identifying Priorities. Outreach activities undertaken by TransLink to raise awareness of the consultation included:

- Local newspaper advertisements including the Richmond News, Ming Pao and Sing Tao;
- Online and social media including targeted digital advertising buys, Buzzer blog, TransLink website and social media, local government websites and social media (including the City of Richmond); and
- Email to 300+ community and business groups, distribution of 9,000 posters and postcards to community centres, libraries, non-profits, and transit hubs.

As transportation and employee access continue to be a key concern for Richmond businesses and a challenge for workforce attraction and retention, the City's Economic Development Office also shared information about the Phase 2 consultation process and proposed transit improvements with the business community through the following means:

- E-mails to businesses that had previously registered concerns about employee access (~100 businesses representing 10,000+ employees);
- Notice in Richmond in Business e-newsletter (~700 recipients); and
- Posts on economic development Twitter and Facebook social media channels (~2,500 followers).

Feedback was gathered via an online survey on the TransLink website with paper surveys (in English and Chinese) available at key community locations including Richmond Centre for Disability, Richmond Chinese Community Society, Minoru Place Activity Place, and all libraries in Richmond. In addition, in-person events held in Richmond included two pop-up open houses at the Steveston Farmers and Artisans Market (June 4) and Bridgeport Station (June 7) as well as a presentation to the Richmond Active Transportation Committee (June 14), and a transportation stakeholder workshop (June 15).

A total of 3,288 surveys were completed (3,192 online and 96 paper), which is comparable to the Phase 1 response rates. Table 1 provides a breakdown of the survey participants by location of residence for the online responses. Overall, one-half of the participants identified themselves as residents of the southwest area of Richmond, South Delta (Ladner and Tsawwassen) and Tsawwassen First Nation and of those, the majority (75%) are from Richmond.

Table 1: Survey Responses by Residence

Resident of	#	%
Richmond	1,204	37%
South Delta	384	12%
Tsawwassen First Nation	72	2%
Other/Did Not Answer	1,628	49%
Total	3,288	100%

Phase 2 Consultation Results: Transit

In Phase 2, TransLink proposed three new and changes to 33 existing transit routes throughout the sub-region and survey participants were asked for input to help understand customer impacts and identify new ideas or suggestions. Attachment 1 summarizes and ranks, for each proposed route change, respondents' perception of the proposed change versus the existing service (i.e.,

much better, better, about the same, worse, or much worse). Overall, 25 of 36 proposed changes (69%) were rated as providing about the same or better service. Of these, 18 proposals were rated twice as better or even higher. Highlights of the public feedback for Richmond routes include:

- Support that the proposed changes would be the same or better than current service for:
 - “New A” bus service along Blundell Road (82% of respondents); and
 - Increased frequencies to the existing 301 Richmond-Brighthouse Station/Newton Exchange (87%), 311 Bridgeport Station/Scottsdale (84%) and 430 Richmond-Brighthouse Station/Metrotown (85%).

- Concern that the proposed cancellation of the following services as part of the network redesign (typically due to the resulting duplication of service with another route) would be worse than today:
 - C92 Sea Island South/Bridgeport Station (88% of respondents);
 - C96 East Cambie/Richmond-Brighthouse Station (53%); and
 - 480 UBC/Bridgeport Station (94%).

- Concern that the following existing services proposed to be re-aligned to provide more direct north-south service and connect to Bridgeport Station rather than Richmond-Brighthouse Station would be worse than today:
 - 404 Four Road/Richmond-Brighthouse Station (39% of respondents); and
 - 405 Cambie/Five Road (40%).

- Mixed responses on longer routes that would be split (i.e., 401 One Road/Garden City, 407 Bridgeport/Gilbert, 410 22nd St Station/Railway, and 405 Cambie/Five Road), typically based on the trade-off between improved reliability and the ability to tailor service frequencies to route segments versus some passengers being required to transfer depending on their destination.

Respondents also indicated broad support for the proposed regionally significant cycling corridors that were identified for new or improved cycling facilities.

Consideration of Consultation Results

Based on the Phase 2 survey responses and comments, TransLink staff determined that some Richmond route proposals could proceed unchanged (i.e., responses were generally positive with no significant issues identified) while others would be further analyzed to explore refinements and new options to address respondents’ concerns as summarized in Table 2.

Table 2: Richmond Route Proposals

Proceed with Proposal	Consider Revisions
<ul style="list-style-type: none"> • 401 One Road/Garden City • 402/New A (Blundell Rd) • N10/N15 NightBus (Vancouver-Richmond) • 430 Richmond-Brighthouse/Metrotown • 301 Richmond-Brighthouse/Newton • C94 Richmond Oval 	<ul style="list-style-type: none"> • 403 Three Road/Bridgeport Stn • 404/405/C96 East Cambie • 410/C98 22nd St Stn-Fraserport-Railway • 480 UBC/Bridgeport Stn • C92/407 (Sea Island)

Route Changes to Proceed as Proposed

Staff support the following six proposals identified to proceed unchanged:

- 401 One Road/Garden City: Split into two routes (east (401e) and west (401w) segments) and increase service level on the 401w to FTN¹ level to improve service reliability and match service level with growing demand.
- 402 Richmond-Brighouse/No. 2 Road-New A (Blundell Road): Extend service along No. 2 Road north of Blundell Road, increase service to FTN level and provide service along future River Parkway and Capstan Station. Introduce “New A” service along Blundell Road connecting to Richmond-Brighouse Station.
- N10/N15 NightBus (Vancouver-Richmond): Extend the N15 service from Marine Drive Station to YVR with a timed transfer point at Airport Station (Russ Baker Way-Miller Road) on Sea Island thereby increasing service to YVR for passengers originating from both Richmond and Vancouver. Service hours would also be extended to ensure full coverage of the time when the Canada Line is not operating.
- 430 Richmond-Brighouse/Metrotown: The approved Phase One of the 10-Year Vision identifies the completion of planning and design work in 2018-2019 for a new express B-Line service between Metrotown (Burnaby) and Richmond-Brighouse Station that would be implemented through the Phase Two investment plan (i.e., service implementation anticipated in 2020).
- 301 Richmond-Brighouse/Newton: Increase service frequency on weekends to meet growing demand and add a new stop at Alderbridge Way-No. 4 Road to provide a better transfer point for customers with other proposed services along No. 4 Road.
- C94 Richmond Oval: Extend weekday AM peak period service to meet demand.

Revision of Proposed Route Changes

Staff were involved in TransLink’s consideration of revisions to the remaining route proposals. For each of the Richmond route proposals considered for revision, the final revised proposal and rationale are summarized below, which are supported by staff. Alignment of the route proposals with the City’s Transit Network Map as identified in the *Official Community Plan* was a key consideration in the assessment of options.

- 403 Three Road/Bridgeport Station: Redesign the 403 to become two routes; the 403e per the current route from Bridgeport Station east to Riverport and a “New B” bus route west to Steveston. Increase the frequency of the 403e east of No. 3 Road to FTN level and bring the New B service to Richmond-Brighouse Station instead of Bridgeport Station, where passengers can transfer for local destinations further north on No. 3 Road.
- 404 Four Road/Richmond-Brighouse Station-405 Cambie/Five Road-C96 East Cambie: Realign the 404 to serve Riverside Industrial Park but keep the existing routing along No. 4

¹ TransLink’s Frequent Transit Network comprises transit service that runs at least every 15 minutes in both directions throughout the day and into the evening, every day of the week.

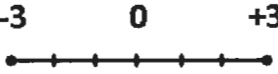
Road and Granville Avenue to Richmond-Brighthouse Station (i.e., do not realign to continue north on No. 4 Road to Bridgeport Road and Bridgeport Station). Given that the 404 is not realigned north of Granville Avenue and thus would not serve the North Bridgeport area, modify the proposed realignment of the 405 to extend the service along Shell Road, River Drive and Van Horne Way before terminating at Bridgeport Station. The C96 would be retained but realigned to provide new service on Westminster Highway between Garden City Road and No. 4 Road (which would otherwise lose service due to the realigned 405) and would not extend to Crestwood on No. 6 Road due to redundancy with the 410.

- 410 22nd St Station/Railway-C98 22nd St Station/Kingswood: Split the 410 into two routes (east (410e) and west (410w) segments) and operate the 410e on Westminster Highway (rather than Highway 91) for all trips in order to maintain peak period service to Fraserwood and provide increased service to the Crestwood area on No. 6 Road given the realignment of the C96. Realign the C98 to serve the Fraserwood area and extend service further west on Blundell Road. As the full build-out of the Ecowaste site is anticipated within the next 15 years, the future extension of the C98 to Riverport will be shown in the final Plan.
- 480 UBC/Bridgeport Station: Retain the 480 but operate during peak periods only when crowding is more prevalent on the Canada Line. Reinvest the off-peak 480 service hours into other Plan priorities (e.g., FTN service on No. 1 Road, improvements to the 410).
- C92 Sea Island South/Bridgeport Station-407 Bridgeport/Gilbert: Retain the C92 with consideration of increased span of service (i.e., weekday evenings as well as weekend day/evenings). Split the 407 into two routes (east (407e) and west (407w) segments) and, given that the C92 will still operate on Russ Baker Way-Cessna Drive, revise the realignment of the 407w to operate via Gilbert Road, Lansdowne Road and Garden City Road to Bridgeport Station, which provides new and improved service on Lansdowne Road.

Attachment 2 provides a staff assessment of how transit route proposals address key Richmond issues. Attachment 3 presents a map of the draft recommended transit service changes. Overall, the combined transit route proposals would significantly improve transit service in Richmond and support the goals and objectives of the Official Community Plan to reduce car dependency and greenhouse gas emissions.

Identification of Transit Service Recommendations for Implementation

The finalized routing proposals then underwent a multiple account evaluation (MAE) in consultation with staff to ensure that the proposed changes are aligned with regional and local goals and to help prioritize the investments and inform decision-making. The accounts and criteria are shown in Figure 2. Each account was scored on a 7-point scale ranging from -3 (significantly adverse) to 0 (neutral) to +3 (significant benefit).

- Multiple Account Evaluation tool
 - Each criteria scored using a 7-point scale
- 3 0 +3**


 Significantly adverse Neutral/ Business-as-usual Significant benefit
- Deliverability weighted at 25%








ACCOUNT	CRITERIA
 ECONOMY	<input type="checkbox"/> Access to jobs <input type="checkbox"/> Access to industrial employment areas
 ENVIRONMENT	<input type="checkbox"/> Emissions reduction
 FINANCIAL	<input type="checkbox"/> Capital costs <input type="checkbox"/> Operating costs
 SOCIAL AND COMMUNITY	<input type="checkbox"/> Customer experience <input type="checkbox"/> Access to transit
 HEALTH	<input type="checkbox"/> Access to transit for seniors, youth, low income <input type="checkbox"/> Neighbourhood impacts
 LAND USE	<input type="checkbox"/> Policy alignment (regional, local) <input type="checkbox"/> Demand areas
 DELIVERABILITY	<input type="checkbox"/> Ease of implementation <input type="checkbox"/> Acceptability

Figure 2: Multiple Account Evaluation Criteria for Proposed Routing Changes

The recommended service proposals were then categorized as High, Medium and Low priorities according to the following definitions:

- High Priority: Considered for implementation as funding allows and alongside other regional priorities.
- Medium Priority: Considered for implementation based on future funding conditions and may require demand for services to grow or conditions to change (e.g., new development occurs, changes to road network).
- Low Priority: Considered for implementation based on future funding conditions and likely requires demand for services to grow or conditions to change (e.g., new development occurs, changes to road network).

The key objectives for the transit service recommendations are aimed at:

- improving Frequent Transit Network (FTN) service along key corridors;
- expanding bus service for growing communities and large areas of employment, including industrial areas;
- providing more reliable and convenient bus service; and
- making NightBus more direct for service to Richmond City Centre and YVR.

Transit Facilities and Infrastructure

Additional transit service, facilities and infrastructure initiatives within the sub-area that have been identified in the Mayors’ Council 10-Year Vision include:

- Years 1-5: Phase One (2017-2019) includes Canada Line upgrades (i.e., increased Canada Line service during high-demand times starting January 2017 and purchase of 22 new cars) and the Richmond-Metrotown and Scott Road B-Line studies; and

- Years 6-10: a new bus exchange and layover facility in Steveston and new and improved transfer opportunities at Highway 99-Steveston Highway and Highway 99-Highway 17A.

Additional transit facility and infrastructure initiatives identified through technical work and engagement specific to the Plan include:

- improve park and ride by expanding current facilities or creating new facilities;
- identify opportunities to improve customer amenities at stations and exchanges;
- consider options for potential future applications of on-demand transit services; and
- identify opportunities for transit priority to make services faster and more reliable, including approaches to the Queensborough Bridge.

Phase 2 Consultation Results: Cycling

A number of regionally-significant corridors were proposed (Attachment 3) as priorities for new, or improved, cycling facilities to provide high-quality connections to transit, urban centres and regional transportation gateways that are comfortable and accessible for most cyclists. The survey results indicated:

- seven in ten (69%) said the regionally-significant cycling corridors identified for prioritization are the right ones;
- one-quarter (25%) of those who choose to share comments said that cycling corridors should be protected and/or separated from vehicle traffic, especially on roadways with high traffic and high speeds (e.g., Steveston Highway and Westminster Highway in Richmond; Ladner Trunk Road and River Road in Delta); and
- important regional cycling connections that need to be improved are between Richmond and Delta, and to the Tsawwassen Ferry Terminal.

Additional specific cycling-related initiatives identified through technical work and engagement specific to the Plan include exploring opportunities to:

- improve the ability for more customers to take bicycles on buses through the George Massey Tunnel and to the Tsawwassen Ferry Terminal;
- expand secure bike parking at transit stations and exchanges, including Bridgeport Station and Richmond-Brighouse Station; and
- improve cycling conditions and infrastructure for bridge crossings, including the Knight Street Bridge and Westham Island Bridge, both of which are owned by TransLink.

Senior Advisory Committee Meeting

A meeting of the Senior Advisory Committee (the Committee) was held September 15, 2017 and attended by Councillor Au, the City's elected official appointed to the Committee, and staff. TransLink staff provided a review of the public engagement results with respect to transit proposals and how the public and stakeholder feedback is being addressed (as discussed above), the draft priorities for the Plan, and the process to finalize the Plan. Overall, the Committee is supportive of the proposed transit service changes.

Specific feedback from the Committee and staff on TransLink's materials regarding the draft transit service priorities (Attachment 3) as well as other comments include:

- revise the current depiction of the draft transit service recommendations to better clarify the anticipated implementation of the proposed changes (i.e., avoid the use of the word "priority," which implies that a "low priority" service change may never be implemented, and instead use, for example, "Tier 1" to "Tier 3");
- include reference in the Plan to the independent technical review of the George Massey Tunnel corridor and potential transit improvements arising from the ultimate preferred crossing solution; and
- the Plan should acknowledge a need for future light rapid transit (LRT) across the South Arm of the Fraser River.

Staff recommend that the above feedback be forwarded to TransLink for incorporation into the draft final Plan prior to its posting on TransLink's website for public comment.

Development of Draft Final Plan

TransLink is consolidating the technical analysis, public consultation and stakeholder feedback from Phase 1 (Issues and Opportunities) and Phase 2 (Identifying Priorities) to develop a draft final Plan that identifies transit, cycling and walking networks as well as transit facilities and infrastructure priorities.

The draft Plan and priorities would be posted on TransLink's website in mid-November 2017 and comments accepted from stakeholders and the public via email, mail or phone. Based on feedback from Committee and Council meetings and any additional public input through email, mail or phone, TransLink would revise the draft Plan and priorities and move to finalize the document. Staff will continue to provide input during this process and anticipate presenting a complete draft final Plan for endorsement in January 2018.

Financial Impact

None.

Conclusion

The Phase 2 public consultation results for the Southwest Area Transport Plan regarding proposals for three new and changes to 33 existing transit routes throughout the sub-region indicate support for most proposed route changes (26 of 36 proposed changes were perceived to be better). TransLink has developed revised route proposals for those changes that generated concerns from respondents (i.e., typically proposals that involved cancellation of a route). The Southwest Area Transport Plan is expected to be completed by TransLink by the end of 2017. Staff anticipate presentation of the complete draft final Plan for endorsement in January 2018.



Joan Caravan
Transportation Planner
(604-276-4035)



Donna Chan, P.Eng., PTOE
Manager, Transportation Planning
(604-276-4126)

JC:jc

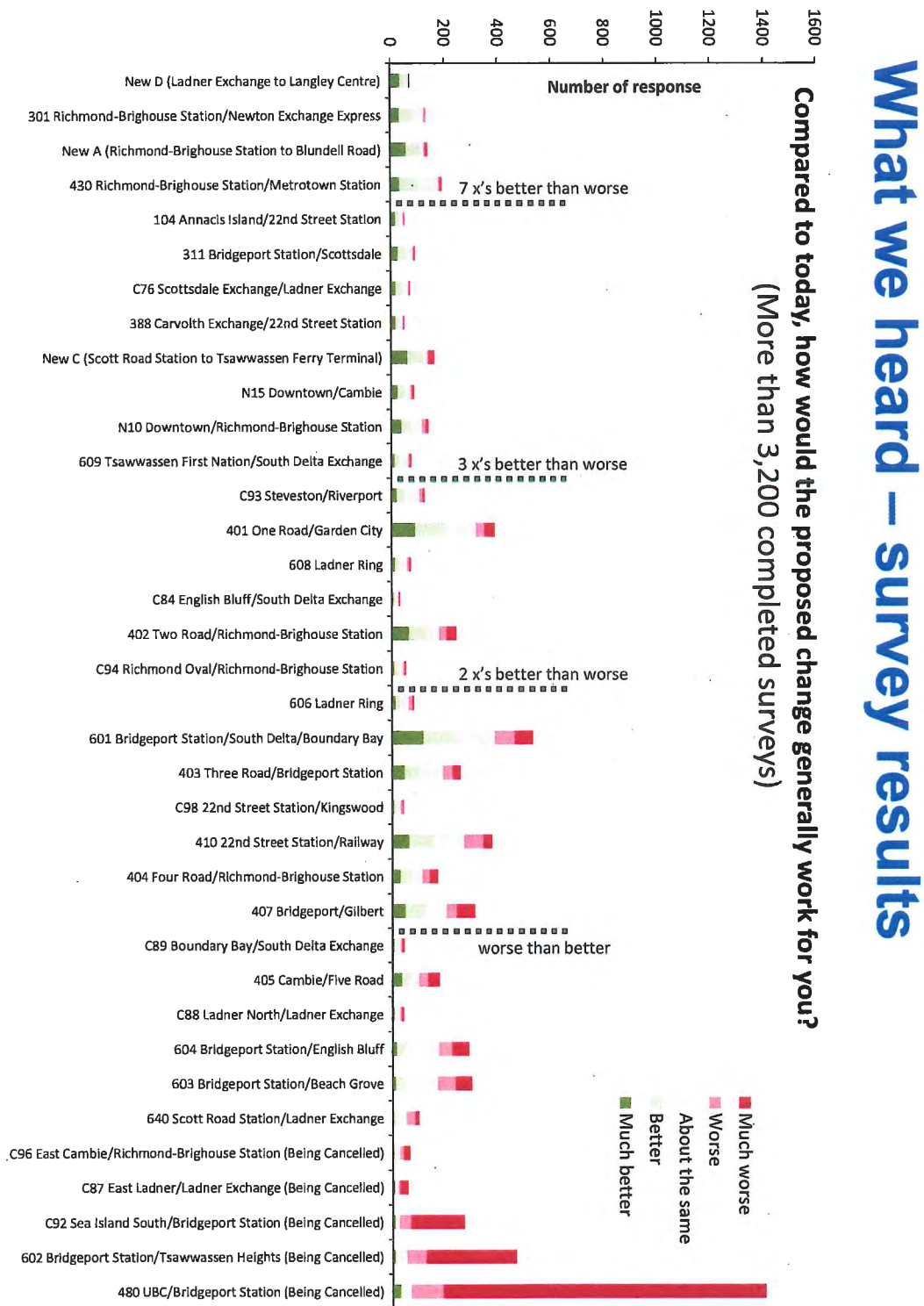
Att. 1: Phase 2 Consultation - Respondents' Perception of Proposed Change versus Existing Service

Att. 2: Summary of Key Issues Addressed by Richmond Transit Proposals

Att. 3: Map of Draft Prioritized Transit Service Proposals for Richmond

Att. 4: Proposed Regionally Significant Cycling Corridors

Phase 2 Consultation: Respondents' Perception of Proposed Change versus Existing Service



Summary of Key Issues Addressed by Richmond Transit Proposals

Key Issues Addressed	Route	Current Service	Proposal and Benefits
Improved Service Level Improved Service Reliability	401	Garden City Rd- Brighthouse Stn-No. 1 Rd	<ul style="list-style-type: none"> Split into two routes (east and west segments) and increase frequency on west segment to FTN level Improves reliability and provides FTN level service on No. 1 Road
Improved Service Level Improved Service Reliability	402	No. 2 Rd-Blundell Rd-Brighthouse Stn	<ul style="list-style-type: none"> Increase frequency to FTN level and realign to extend service on No. 2 Rd north of Blundell Rd and future River Parkway Provides FTN service level on No. 2 Road and new service on No. 2 Road as well as future River Parkway
Improved Service Level Improved Service Reliability	403	Bridgeport Stn-No. 3 Rd-Steveston Hwy- Riverport	<ul style="list-style-type: none"> Split into two routes (east and west segments) splitting as more reliable, increase frequency of east segment to FTN and bring west segment (New B) to Brighthouse Stn Provides FTN service level on No. 3 Road and new service on Steveston Hwy between No. 3 Rd and Gilbert Rd
Improved Service to Industrial/Business Parks	404	Brighthouse Stn- Granville Ave-No. 4 Rd-Riverport	<ul style="list-style-type: none"> Realign eastern segment to extend service into Riverside Industrial Park via Shell Road and interline with 405
Improved Service to Industrial/Business Parks New Service between Neighbourhood Centres New Service to Neighbourhoods	405	Riverside-No. 5 Rd- Westminster Hwy- Brighthouse Stn- Cambie-Viking Way- Knight St	<ul style="list-style-type: none"> Realign to extend service along No. 5 Road north of Westminster Hwy and, at northern end, travel Shell Road-River Dr-Van Horne Way-Bridgeport Stn Improved service for Riverside Industrial Park, direct connection between East Cambie and Ironwood, new service to River Dr (Parc Riviera) and Van Horne Way
Improved Service Reliability Improved Service to Neighbourhoods	407	Steveston-Gilbert Rd-Brighthouse Station-Garden City Rd-Bridgeport Rd	<ul style="list-style-type: none"> Split into two routes (east and west segments) and realign west segment to Lansdowne Rd-Garden City Rd to Bridgeport Stn Improved service along Lansdowne Rd (KPU, Lansdowne Mall and Lansdowne Stn) and West Cambie area (Walmart)
Improved Service Level Improved Service Reliability Improved Service to Industrial/Business Parks	410	Steveston Village through City Centre to east Richmond via Hwy 91 with limited service on Westminster Hwy	<ul style="list-style-type: none"> Split into two routes (east and west segments) and retain all trips on Westminster Hwy to/from east Richmond including service to Fraserwood Splitting service improves reliability, keeping service on Westminster Hwy better serves Crestwood (due to realigned C96), more reliable/legible service for Kartner area and Fraserwood
Improved Efficiency	480	Bridgeport Stn-UBC	<ul style="list-style-type: none"> Retain with peak period service only (bi-directional) Service retained and will only be reduced when future improvements in place that will have combined faster travel time and more reliability
Improved Service to Neighbourhoods	C92	YVR South Terminal- Bridgeport Station, serving Burkeville and BCIT	<ul style="list-style-type: none"> Retain with increased span of service Improved service for Burkeville and businesses/agencies on Cessna Dr to include weekday evenings and weekend days/evenings
New Service to Neighbourhoods	C93	Steveston-Riverport via Williams Rd	<ul style="list-style-type: none"> Extend service to London Landing at south end of No. 2 Rd New transit service to London Landing area

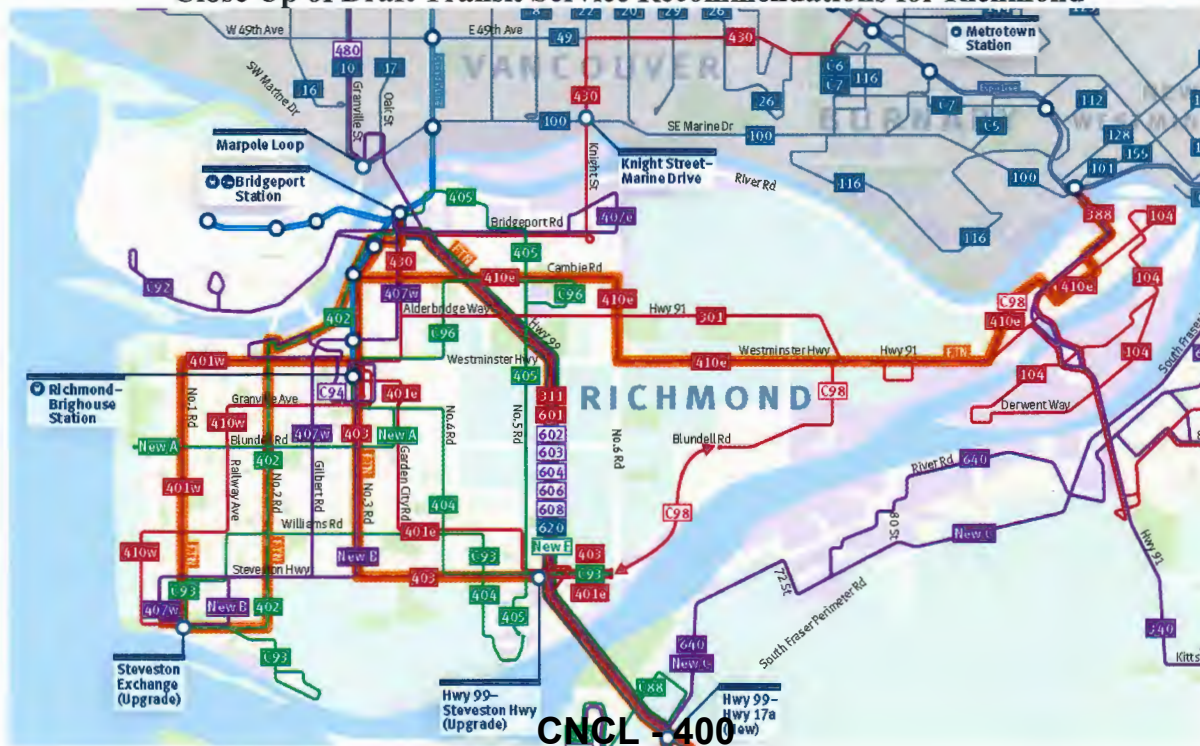
Summary of Key Issues Addressed by Richmond Transit Proposals

Key Issues Addressed	Route	Current Service	Proposal and Benefits
New Service to Neighbourhoods	C96	Brighthouse Stn to Crestwood via Garden City Rd-Cambie Rd-Jack Bell Dr-Jacombs Rd-Cambie Rd-No. 6 Rd	<ul style="list-style-type: none"> • Realign to Brighthouse Stn-Westminster Hwy-No. 4 Road-Cambie Road-Jacombs Rd-one-way loop into residential neighbourhood-No. 5 Rd-Cambie Rd then back • Retains service on Westminster Hwy between Garden City Rd and No. 4 Rd (otherwise lost due to realignment of 405) and provides new service along No. 4 Rd north of Westminster Hwy
Improved Service to Industrial/Business Parks	C98	22 nd St Stn-Westminster Hwy-Fraserport	<ul style="list-style-type: none"> • Extend further west on Blundell Rd but do not realign into Fraserwood • Improved frequency and service area with potential future service to Ecowaste acknowledged
New Service to Neighbourhoods and Neighbourhood Centres	New A	N/A	<ul style="list-style-type: none"> • Blundell Rd-Brighthouse Stn • East-west route with new service along Blundell Rd west of No. 2 Rd and east of No. 3 Rd

Map of Draft Transit Service Recommendations for Sub-Area



Close-Up of Draft Transit Service Recommendations for Richmond



Proposed Regionally Significant Cycling Corridors

