

*Attachment #1*

**Round 2 Engagement Summary Report**

# QUEENSBOROUGH TRANSPORTATION PLAN

## Round 2 Engagement Summary Report



November 2023



NEW WESTMINSTER





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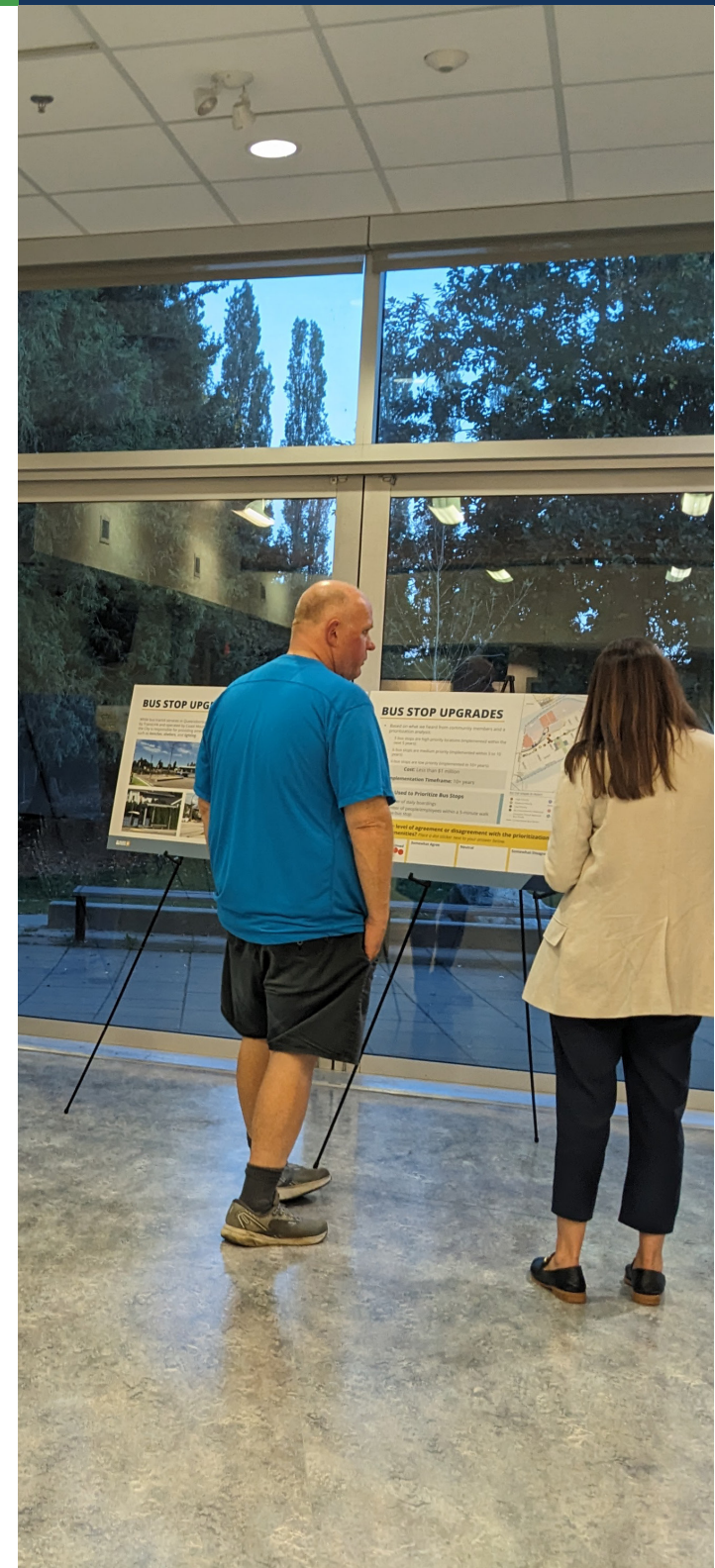
# PART 1 | INTRODUCTION

In November 2022, the City of New Westminster launched the planning and public engagement process for the Queensborough Transportation Plan. The Queensborough Transportation Plan will identify and fill the gaps in Queensborough's transportation network and guide the prioritization of how the City spends money on transportation initiatives in the community. The final plan will provide a long-term strategic vision for the safe, sustainable, and accessible movement of people and goods.

During the first round of public engagement in 2022, we heard from community members about what they feel is working well and where there are challenges with transportation in Queensborough. Input collected was used to develop draft elements of the Queensborough Transportation Plan, including a series of guiding principles, strategic themes, and priority projects.

The second round of public engagement, which launched in September 2023, was designed to gauge community support for the preliminary recommendations and options identified for the Queensborough Transportation Plan and understand which options community members would like to see prioritized.

This document provides a summary of the second round of engagement, including engagement activities and what we heard.





# 1 RAISING AWARENESS

A variety of marketing tools and promotional materials were used to raise awareness about the Queensborough Transportation Plan and opportunities for the public to participate in the second round of engagement.

## BE HEARD NEW WEST PROJECT PAGE

Round 2 Engagement launched on September 25 with an update to the Be Heard New West project page. The project update included:

- information about what had been done since the first round of engagement;
- upcoming opportunities for in-person engagement;
- an online survey to gather community feedback; and
- a discussion forum where community members were able to provide more detailed comments about the City's investment in the Q to Q ferry or pedestrian and cycling bridge crossing.

Community members were also able to submit questions through the project page to be answered by the project team. During the second round of engagement, two questions were submitted through this tool. Two reports were posted to the project page to share additional context for participants. The reports included a memo outlining an evaluation of the Fraser River Crossing options and a project backgrounder that provided details about the technical work completed to develop the recommendations and options.

## INTEREST GROUP OUTREACH

An email was distributed to more than 25 organizations with a connection to Queensborough during the second round of engagement. The email included information and links for engagement activities and encouraged representatives of the organizations to share the opportunities with their networks.

## OUTREACH AND PROMOTION

The Queensborough Transportation Plan project was promoted throughout September and October across the community. Information posters advertising the survey and drop-in sessions were posted at both of the Q to Q terminals and digital signage promoting the drop-in sessions was posted over the Queensborough Bridge and at the Queensborough Community Centre.

The City also sent a letter to all mailing addresses in Queensborough, reaching 3939 households and was translated into Punjabi and simplified Chinese.



Posters at Q to Q Ferry Terminals



# QUEENSBOROUGH TRANSPORTATION PLAN

**UPCOMING DROP-IN  
ENGAGEMENT SESSIONS:**

**Queensborough Community Centre**  
October 12 and 14

***BeHeardNewWest.ca***

Digital Billboard Image



  
**NEW WESTMINSTER**



## COMMUNITY POP-UPS

New Westminster City staff conducted three pop-ups in October 2023 to promote the Queensborough Transportation Plan and encourage community participation in the second round of engagement. Pop-up events were held at the following dates and locations:

- October 3, 2023, at the Q to Q ferry terminal at Quayside.
- On October 4, 2023 at the Route 410 bus stop on Howes Street and Ewen Avenue
- October 10, 2023 at the Queensborough Community Centre.

At all pop-ups, staff handed out flyers that included the link to the Be Heard project page. In total, staff engaged with 68 people.



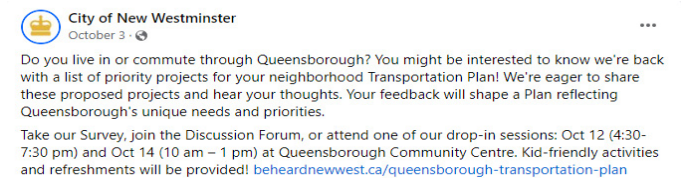
Pop-up booths at Quayside and on Howes Street in October 3 and 10, 2023

## ONLINE PROMOTION

The City promoted the community survey and drop-in sessions on their Facebook, Instagram, and X (formerly Twitter) pages. Social media posts included:

- One regular post and one paid Facebook post
- One paid post and two Stories on Instagram
- One tweet on X (formerly Twitter)

The City also ran one ad in the New West Anchor Newsletter and posted three notices in CityPage throughout October. A newsletter was also sent to more than 3,700 *Be Heard New West* subscribers.



One of the Social Media Posts



## 2 FALL 2023 ENGAGEMENT

### 2.1 Purpose of Engagement

Round 2 engagement was held from September 25 to October 29, 2023. Engagement focused on consulting with the public to gauge their support for the recommendations and options and understand which projects are a priority for community members.

### 2.2 Engagement Activities

Round 2 engagement opportunities included the following:

- **Meeting with Queensborough Residents Association**
  - September 12, 2023
  - Approximately 12 attendees
- **Community Survey #2**
  - Open between September 26 and October 29, 2023
  - 255 responses
- **2 Drop-in Sessions at the Queensborough Community Centre**
  - October 12 and 14, 2023
  - More than 50 attendees
- **Discussion Forum on Be Heard New West**
  - 29 comments from community members



# PART 2 | WHAT WE HEARD

The following is a summary of what we heard from community members at each engagement activity.

## MEETING WITH QUEENSBOROUGH RESIDENTS ASSOCIATION

### ASSOCIATION

On September 12, 2023, members of the project team met with the Queensborough Residents Association to promote the upcoming second round of engagement, providing information about the launch date for the community survey and the dates and times for the drop-in community sessions. No options or new content was presented at this meeting.

Meeting attendees were interested in how the Ministry of Transportation and Infrastructure is involved in the project, noting they want to ensure input about the transportation infrastructure under the Ministry's jurisdiction is acknowledged and improvement options are explored. Attendees were informed that the City has been meeting with the Ministry about this project and will be presenting community input to them. Another attendee expressed a desire for improvements to be made on Salter Street to improve safe pedestrian access to Queen Elizabeth Elementary School and the Queensborough Community Centre by providing a pedestrian facility and crosswalk.

## COMMUNITY SURVEY

An online survey was available on the project website between September 26 and October 29, 2023. In total, 255 people completed the survey.

The same questions from the online survey were included on information boards at the drop-in sessions where people could provide their input with sticker dots. What we heard at the drop-in sessions has been included for comparison throughout the survey section. A detailed summary of what was heard at the drop-in sessions is included later in this report (page 25).



## What Matters Most

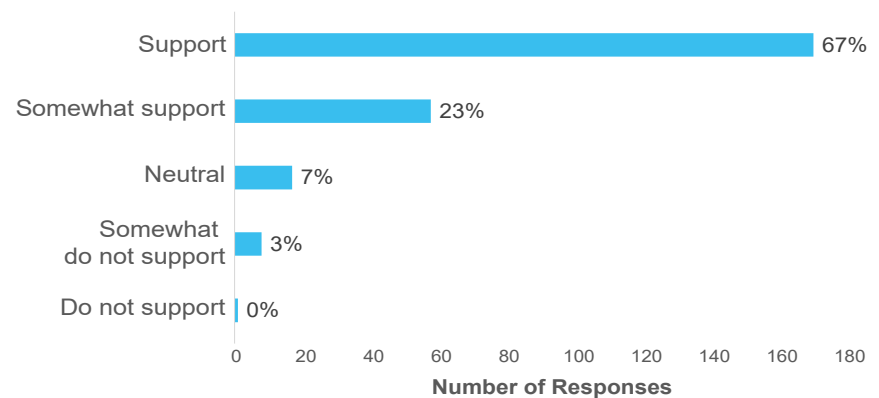
Based on what we heard in the first round of engagement, five guiding principles for transportation in Queensborough emerged:

- **Improve Safety and Universal Accessibility** – improve safety and accessibility for people travelling in Queensborough ensuring the transportation network is comfortable for people of all ages and abilities, all year round.
- **Take Steps Towards Climate Action** – identify transportation projects and initiatives that support active and sustainable transportation. Infrastructure recommendations will consider climate change resilience and mitigation and consider the impact of flooding, soil quality, and the important role water courses have in the community.
- **Connect People to Destinations** – provide infrastructure that improves access and connections to destinations in Queensborough and elsewhere in New Westminster by filling in gaps in the network.
- **Celebrate Queensborough** – celebrate the unique history and diverse population of Queensborough. Consider innovative implementation techniques and materials that support and fit within the context and character of Queensborough.

- **Work Collaboratively with Partners** – recognize that there are transportation routes and services that are not within the City’s jurisdiction, the City will need to work with the Ministry of Transportation and Infrastructure (MoTI), TransLink, the Port of Vancouver, Southern Rail, and others to implement improvements identified in the Plan and advocate for safe, comfortable, and efficient transportation in Queensborough.

Participants were asked to share their level of support for the guiding principles:

*What is your level of support for these guiding principles? (255 responses)*



The majority of survey participants (90%) indicated that they support or somewhat support the guiding principles, and 3% of survey participants said that they somewhat do not support the guiding principles.



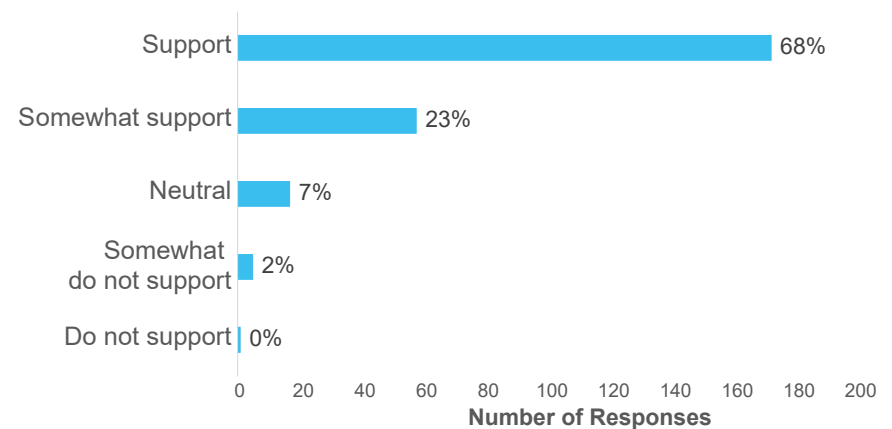
## Decision Making Process

A series of criteria was developed to guide the prioritization of proposed / potential transportation infrastructure improvements in Queensborough. The prioritization criteria include:

- Proximity to transit
- Proximity to schools
- Proximity to other community destinations (library, community centre, commercial, retail, etc.)
- Network connectivity (fills in pedestrian or cycling network gaps)
- Scale of impact (based on number of people impacted/served)
- Safety improvement (level of comfort improvement and the presence of ICBC report collisions)
- Cost

Survey participants were asked to share their level of support for the approach to prioritizing transportation infrastructure improvements:

### *What is your level of support for this approach to prioritizing transportation infrastructure improvements? (254 responses)*



Most survey participants (91%) indicated they support or somewhat support the approach, and 2% indicated they somewhat do not support the approach.

### **DROP-IN SESSION INPUT**

*100% of drop-in session attendees said they support or somewhat support the guiding principles and decision-making process.*

*For more information on the drop-in session responses, see page 25.*

## Walking Network

Based on feedback from the first round of engagement and technical review, four options were explored for improving the walking network in Queensborough.

Survey participants were asked to consider each option, including the relative cost and estimated time needed for implementation, and let us know which option they would like the City to prioritize for implementation. The options are described below in the order they were ranked by participants. Options were ranked on a 4-point scale, with 1 being the most preferred option and 4 being the least preferred. The average rankings for each option are presented below, with the average closest to 1 showing the most preferred option.

<b>SURVEY RESULTS AVERAGE RANKING (1 = MOST PREFERRED OPTION)</b>	<b>OPTION</b>	<b>DESCRIPTION</b>	<b>COST ESTIMATE</b>	<b>TIMEFRAME TO COMPLETE</b>
<b>2.04</b>	Option 3: Implementing Priority Routes with Standard Sidewalk Treatments and Multi-use Pathways	Option 3 prioritizes similar locations as Option but includes building concrete sidewalks with curbs rather than quick build treatments.	<b>\$\$\$</b> <i>Between \$5 to \$10 million</i>	10 to 20 years <i>Timeframe will be impacted by development opportunities along the proposed trail route.</i>
<b>2.29</b>	Option 1: Mid-Island Trail Connection	This option provides an east/west off-street walking route south of Ewen Avenue that connects residential neighbourhoods to the school and community centre. A second walking route connects east/west across the residential neighbourhood north of Ewen.	<b>\$</b> <i>Less than \$1 million</i>	5- 10 years <i>Timeframe will be impacted by development opportunities along the proposed trail route</i>
<b>2.41</b>	Option 2: Priority Routes with Quick Build Treatments	This option would fill gaps in the walking network in a prioritized manner using quick build methods.	<b>\$\$</b> <i>Between \$1 to 5 million</i>	5- 10 years
<b>3.17</b>	Option 4: Filling in Gaps on All Streets with Sidewalks	Option 4 entails implementing concrete sidewalks in all areas where sidewalks are not currently on both sides of all streets.	<b>\$\$\$\$\$</b> <i>Highest cost, more than \$15 million</i>	50+ Years

### DROP-IN SESSION INPUT

Option 2: Priority Routes with Quick Build Treatments (56%) was the most selected option by drop-in session attendees, followed by Option 3: Implementing Priority Routes with Standard Sidewalk Treatments and Multi-use Pathways (36%).

For more information on the drop-in session responses, see page 25.



Survey participants were able to provide additional feedback about the walking network through an open ended question. In total, there were 63 responses which have been grouped into themes based on similar sentiments or ideas. Themes with two or more responses are summarized below:

### Recommendations for Additional Walking Network Improvements

- Improve pedestrian access to key destinations including Queensborough Landing and Port Royal (5 comments)
- City should prioritize sidewalk improvements to streets connected to Ewen (3 comments)
- Desire for a pedestrian and cycling bridge (3 comments)
- Improve pedestrian connections to transit (2 comments)

### Walking Network Options

- Questions and concerns about why timeframes for Option 3 and Option 4 are so long (5 comments)
- Support Option 2 (Priority Routes with Quick Build Treatments) as long as they will be upgraded to standard treatments later on (4 comments)
- Do not support any of the walking network options, prefer the City prioritizes improving motor vehicle infrastructure (4 comments)
- Option 4 (Filling in Gaps on All Streets with Sidewalks) is not feasible and unnecessary (2 comments)

### Design Considerations

- Improve pedestrian visibility along walking routes, such as lighting (4 comments)
- City should prioritize facilities that accommodate people of all ages and abilities (3 comments)
- Concerned about safety and pest infestations in open water courses (3 comments)
- New infrastructure should be visually appealing (2 comments)

### Improvements within MOTI Jurisdiction

- Need to improve congestion on and around Queensborough Bridge (5 comments)

### Other

- City needs to prioritize improvements for Queensborough (2 comments)
- Train whistles are disruptive to residents (2 comments)

*For comments about the walking network from the drop-in sessions, see page 31.*

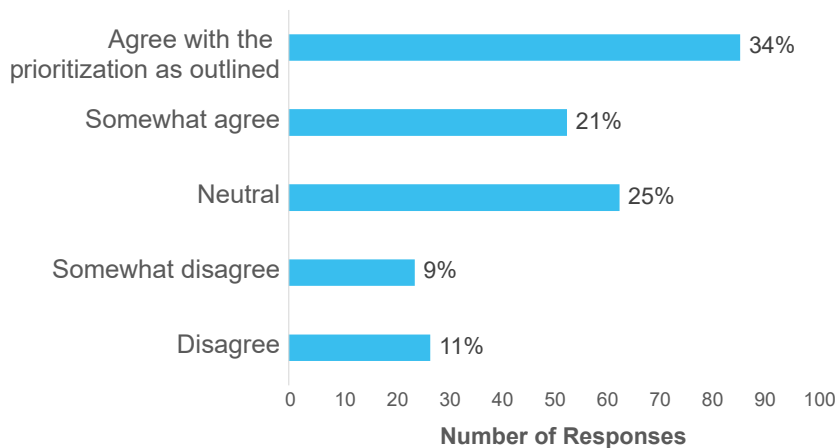
## Cycling Network

Building on the City's Active Transportation Network Plan, the proposed supporting cycling network was identified for Queensborough that includes recommendations for facility types and priorities for implementation.

Cycling facilities identified on Boyd Street, Howes Street, and Wood Street have been identified as core network projects to be implemented in the next five years.

Survey participants were asked to consider the proposed cycling network prioritization (seen on page 15), focusing on the supporting network, which includes medium and low priority routes:

*What is your level of agreement or disagreement with the prioritization of the Medium (yellow) and Low (blue) Priority routes identified on the map? (253 responses)*



More than half of survey participants (55%) indicated that they agree or somewhat agree with the prioritization as outlined, and 20% of survey participants disagree or somewhat disagree.

### DROP-IN SESSION INPUT

*75% of drop-in session attendees said they agree or somewhat agree with the prioritization as outlined.*

*For more information on the drop-in session responses, see page 25.*



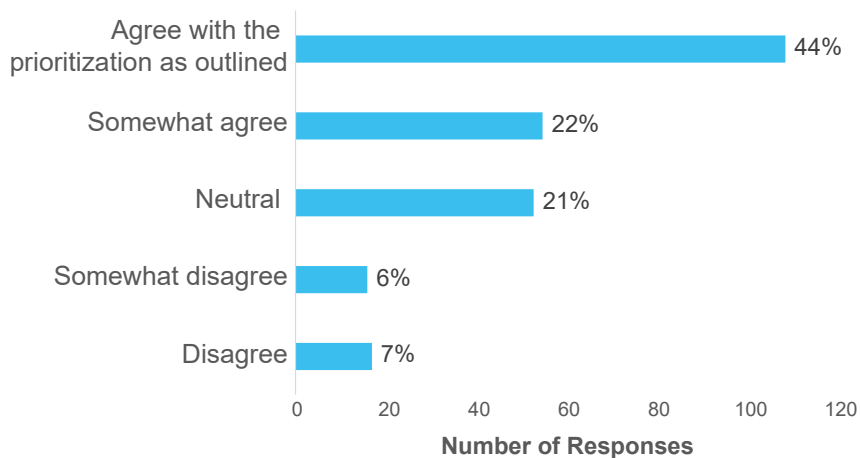


## Bus Stop Upgrades

While bus transit services are managed by TransLink and operated by Coast Mountain Bus Company, the City is responsible for providing amenities at bus stops. These amenities include benches, shelter, and lighting. Bus stops without these amenities were identified and prioritized for improvement.

Survey participants were asked to review the bus stop upgrade map (seen on page 15) and share their level of agreement with the prioritization:

***What is your level of agreement or disagreement with the prioritization of the bus stops to receive amenities? (250 responses)***



Most survey participants (66%) indicated they agree or somewhat agree with the prioritization as outlined, and 13% of survey participants disagree or somewhat disagree.

### DROP-IN SESSION INPUT

*80% of drop-in session attendees said they agree or somewhat agree with the prioritization as outlined.*

*For more information on the drop-in session responses, see page 25.*





### PROPOSED CYCLING NETWORK PRIORITIZATION RESULTS

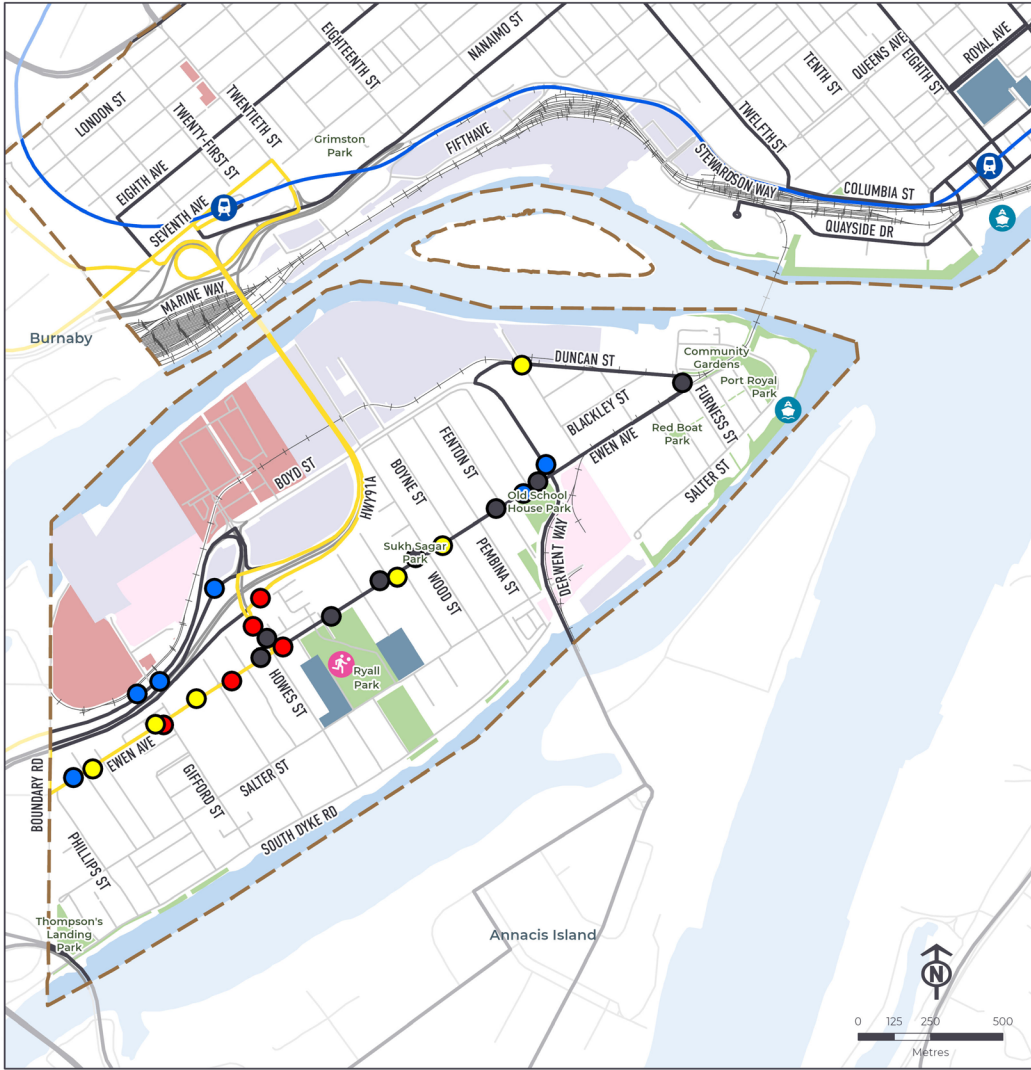
#### Proposed Cycling Network

- Core Network
- Medium Priority
- Low Priority
- Existing Cycling Network
- Other Agency

- Queensborough Community Centre
- SkyTrain Station
- Q to Q Ferry Terminal
- Railway
- MoTI Roads
- Roads

- Parks, Open Space, and Community Facilities
- School
- Commercial / Commercial Entertainment
- Mixed Employment
- Industrial
- Municipal Boundary

Proposed Cycling Network by Priority



### BUS STOP UPGRADE BY PRIORITY

- High Priority
- Medium Priority
- Low Priority
- No Improvement Required
- Frequent Transit Network Bus Route
- Conventional Bus Route

- SkyTrain Station
- SkyTrain Route
- Queensborough Community Centre
- Q to Q Ferry Terminal
- Railway

- Parks, Open Space, and Community Facilities
- School
- Commercial / Commercial Entertainment
- Mixed Employment
- Industrial
- Municipal Boundary

Proposed Bus Stop Upgrades by Priority



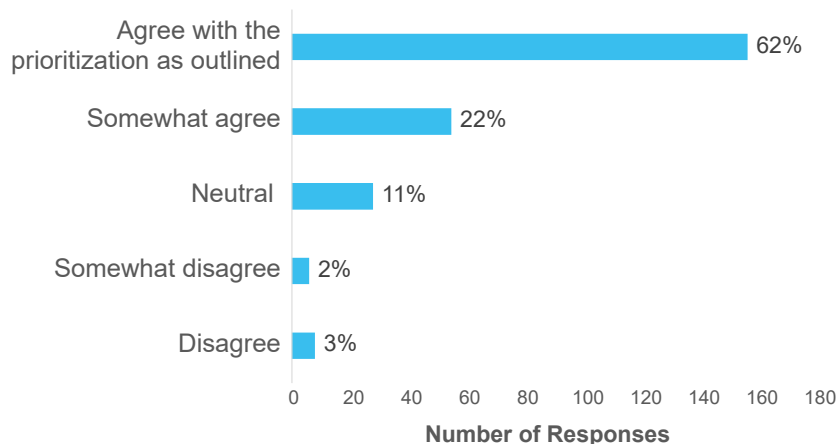
## Intersections, Streets, & Goods Movement

Intersections and street projects were identified to support a safer road network for pedestrians, cyclists, people taking transit, and goods movement. Priority intersection improvements ranged from changes to the number of lanes at intersections, changes to the signal timing, monitoring safety concerns, and sightlines. Several of the priority intersection improvements are under Provincial jurisdiction.

### Intersections

Survey participants were asked to review the priority intersection improvements (seen on page 18) and share their level of agreement with the prioritization:

*What is your level of agreement or disagreement with the prioritization of intersections for improvements to address traffic flow and safety for all road users? (254 responses)*



Most survey participants (84%) indicated they agree or somewhat agree with the prioritization as outlined, and 5% disagree or somewhat disagree.

### DROP-IN SESSION INPUT

*97% drop-in session attendees said they agree with the prioritization as outlined.*

*For more information on the drop-in session responses, see page 25.*



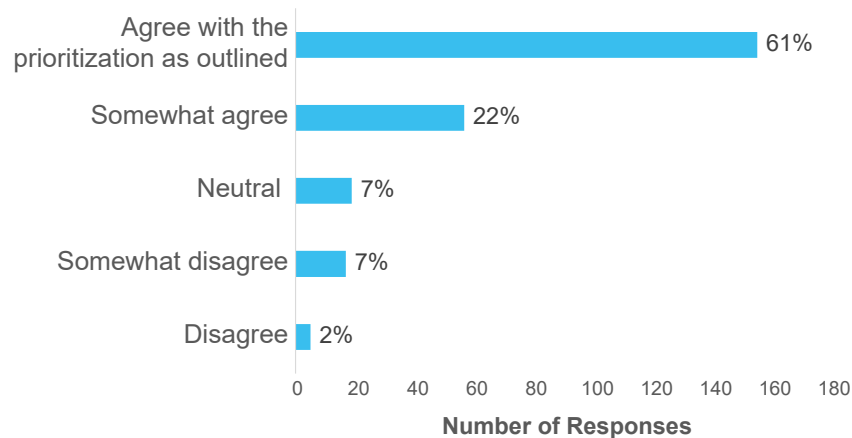


## Streets

Several streets were also identified where improvements could be made to address safety and reliability concerns for goods movement, transit, and people walking and cycling, including streets controlled by the Ministry of Transportation and Infrastructure.

Survey participants were asked to review the priority street improvements (seen on page 18) and share their level of agreement with the prioritization:

*What is your level of agreement or disagreement with the prioritization of street improvements to address traffic flow and safety for all road users? (254 responses)*



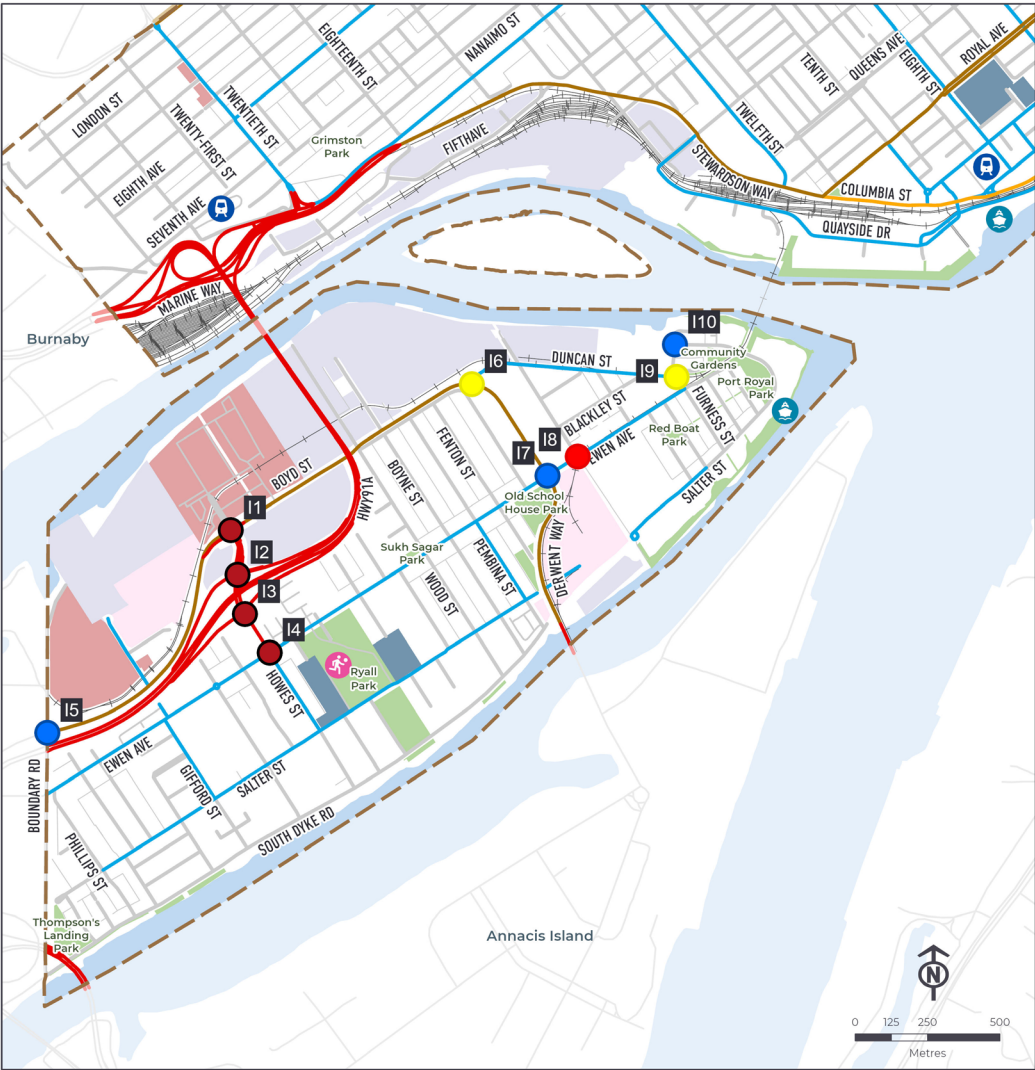
The majority (83%) of survey participants indicated they agree or somewhat agree with the prioritization as outlined, and 9% of survey participants indicated they disagree or somewhat disagree.

### DROP-IN SESSION INPUT

*88% of drop-in session attendees said they agree or somewhat agree with the prioritization as outlined.*

*For more information on the drop-in session responses, see page 25.*





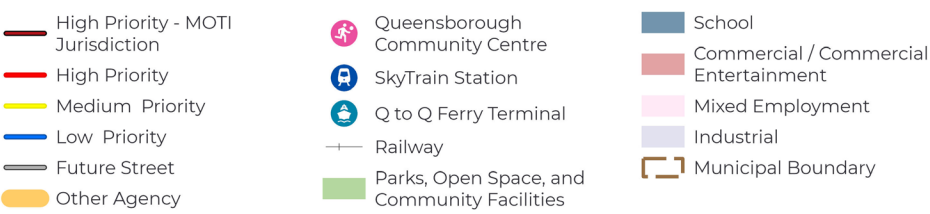
### INTERSECTION IMPROVEMENTS BY PRIORITIES



Intersection Improvements by Priority



### STREET IMPROVEMENTS BY PRIORITY



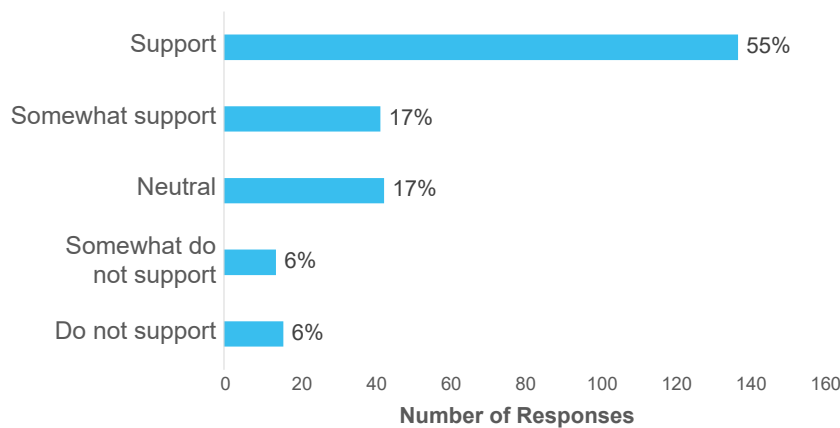
Street Improvements by Priority

### Salter Street Connection

The Salter Street connection continues to be identified as a future project. Currently, Salter Street ends at the Stanley Street Greenway and picks up again to the west of Derwent Way. The Salter Street connection would provide a second east/west connection and provide an alternate route (relieving pressure from Ewen Avenue) for all modes of transportation to support safe and efficient travel.

The City wanted to understand survey participants' support for the Salter Street connection. Survey participants were asked to share their level of support for the City to continue exploring the Salter Street connection:

*What is your level of support for the City continuing to put staff time and resources towards exploration of the Salter Street connection? (253 responses)*



The majority (72%) of survey participants indicated they support or somewhat support the City continuing to allocate resources towards exploring the Salter Street connection. Twelve percent (12%) of survey participants said that they do not support or somewhat do not support continuing to explore the Salter Street connection.

#### **DROP-IN SESSION INPUT**

*Most drop-in session attendees (75%) said they support or somewhat support the Salter Street connection.*

*For more information on the drop-in session responses, see page 25.*



## Additional Comments

Survey participants were able to provide additional feedback about the cycling network, bus stop improvements, intersections, and streets. In total, there were 87 responses which have been grouped into themes based on similar sentiments or ideas. Themes with two or more responses are summarized below:

### Improvements within MOTI Jurisdiction

- Desire for MOTI to address Queensborough Bridge traffic volumes and congestion, and potentially explore widening the bridge (11 comments)
- Restricting right turns on red at Howes Street is creating more congestion challenges. The City should explore other options (6 comments)

### Streets

- Duncan Street should be prioritized to reduce motor vehicle speeding, provide active transportation infrastructure, and address the rail crossing (4 comments)
- Vegetation in the median on Ewen Avenue creates visibility challenges (3 comments)

## Salter Street Connection

- General support for the Salter Street connection (4 comments)
- Support the Salter Street connection, but prefer it prioritize active transportation (3 comments)

## Inter-neighbourhood Access

- Support exploring the pedestrian and cycling bridge (8 comments)
- Expand Q to Q ferry service hours (4 comments)
- Desire for a second bridge for motor vehicles or alternate access routes in and out of Queensborough (3 comments)

## Other

- More enforcement is needed to address speeding, illegal parking, and disregarding rules of the road (3 comments)
- Desire for more amenities and services within Queensborough (2 comments)

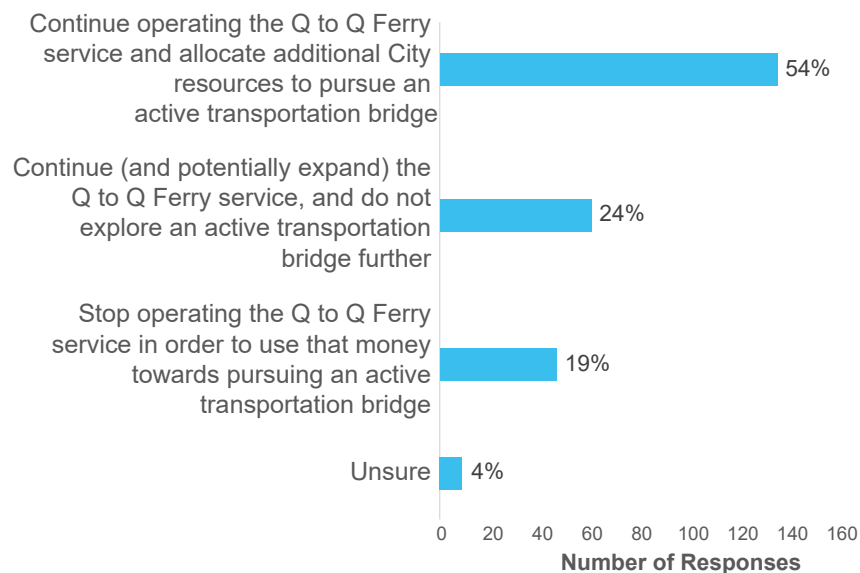
*For comments from drop-in participants on these topics, see page 31.*

## Inter-Neighbourhood Access

Improving access and connections between Queensborough and other areas of New Westminster is a focus area for the City. Two options were explored: an active transportation (pedestrian and cycling) bridge and the Q to Q Ferry. Both options were presented with associated trade-offs and survey participants were asked to identify which inter-neighbourhood access option they would like to see prioritized.

Survey participants were asked to consider the opportunities and constraints of both the Q to Q Ferry and pedestrian and cycling bridge and share which option they most prefer:

*Understanding the opportunities and constraints of both an active transportation (pedestrian and cycling) bridge and continuing to operate the Q to Q Ferry, which inter-neighbourhood access option would you prefer? (253 responses)*



Just over half of survey participants (54%) indicated they would like to see the City continue the Q to Q Ferry service and allocate additional City resources to pursue a pedestrian and cycling bridge.

### DROP-IN SESSION INPUT

*58% of drop-in session attendees said they would prefer the City to continue operating the Q to Q ferry service and allocate additional City resources to pursue the bridge.*

*For more information on the drop-in session responses, see page 25.*



## Priority Projects

As part of the Queensborough Transportation Plan, several projects have been identified to improve how people travel in and through Queensborough. However, money to pay for all of these projects is limited, and some will need to be planned for the longer-term future. Potential projects also have a wide range of implementation timelines.

Survey participants were presented with five types of projects and asked to list in order their preference for budget allocation. Project types were ranked on a 5-point scale, with 1 being the highest priority and 5 being the lowest. The average rankings for each project type are presented below, the average closest to 1 being the highest priority.

OVERALL RANKING	SURVEY RESULTS AVERAGE RANKING	OPTION
1	2.24	Improve intersections for safety and efficiency
2	2.57	Improve the walking network
3	2.62	Improve streets for safety and efficiency
4	3.6	Improve the cycling and rolling network
5	3.88	Add more amenities at bus stops (i.e. shelters, benches)

### DROP-IN SESSION INPUT

*26% of drop-in session attendees selected improving intersections for safety and efficiency and improving streets for safety and efficiency.*

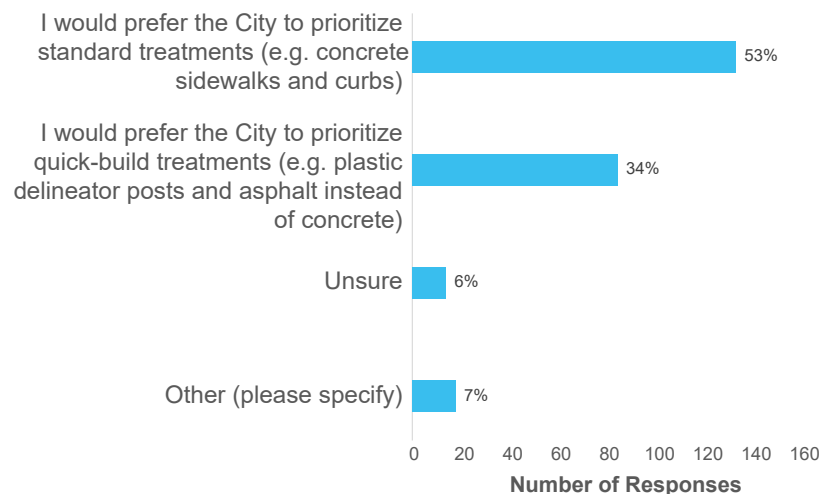
*For more information on the drop-in session responses, see page 25.*



To implement priority projects, the City may consider using a “quick build” process using low cost, temporary materials. Quick build facilities allow the City to implement new facilities at a lower cost and provide safe and comfortable walking and cycling facilities for community members in a short period of time. Based on the cost of the projects, it is expected that the City would be able to implement more quick build treatments over a 5 to 10 year period than standard projects. However, the trade-off is that quick build treatments are not as durable or long-lasting.

Survey participants were asked share their preference for either quick build or standard (permanent) treatments:

***Understanding the City has limited financial resources, are quick build treatments or standard (permanent) treatments more important to you? (251 responses)***



More than half of survey participants (53%) indicated they would prefer the City to prioritize standard treatments, such as concrete sidewalks and curbs.

**DROP-IN SESSION INPUT**

*48% of drop-in session attendees would prefer the City to prioritize standard treatments over quick build treatments. 43% of respondents would prefer the City to prioritize quick built treatments.*

*For more information on the drop-in session responses, see page 25.*

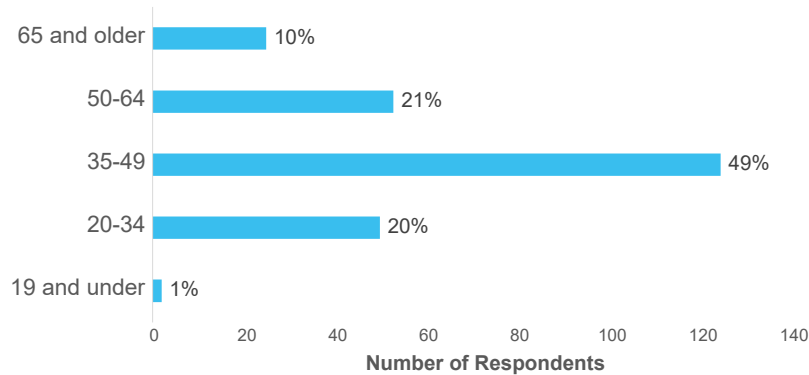
Survey participants were able to provide additional feedback about the priority projects. In total, there were 18 responses which have been grouped into themes based on similar sentiments or ideas. Themes with two or more responses are summarized below:

- Support quick build treatments with the intention of upgrading to standard treatments in the long term (2 comments)
- Support a mix of quick build and standard treatments depending on the location context (2 comments)
- Would like the City to explore more sustainable treatments to asphalt, such as gravel (2 comments)
- Prioritize quick build treatments that are visually appealing (2 comments)
- Lawrence Street has parking and sidewalk challenges that should be further explored (2 comments)

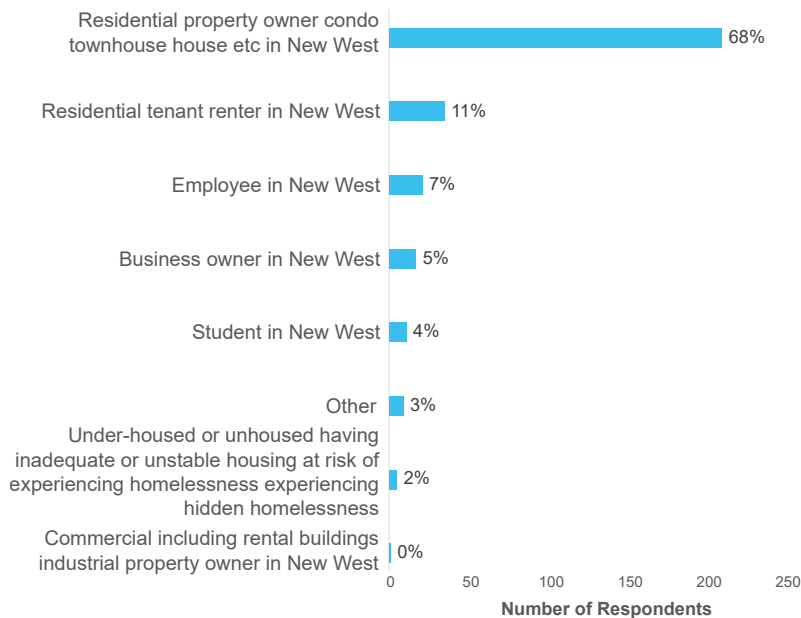
## ABOUT SURVEY PARTICIPANTS

The following section reports on the demographic profile of the 255 unique Be Heard users who participated in the online survey.

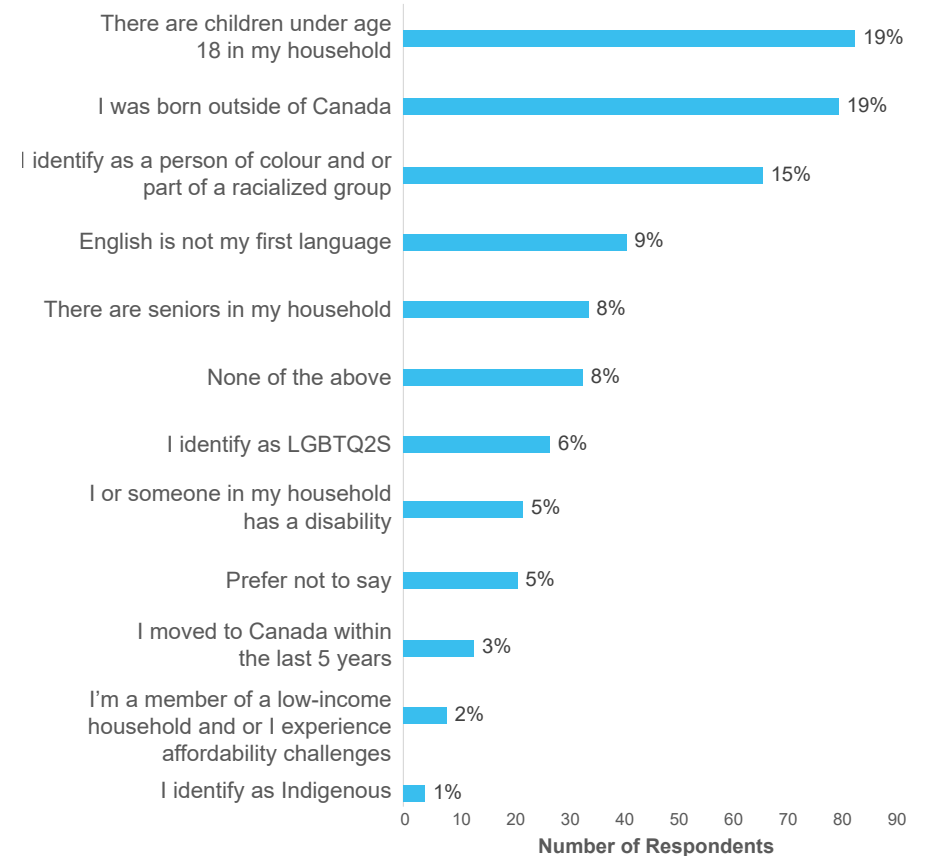
### Age Ranges



### Connections to New Westminster (select all that apply)



## More About You



## COMMUNITY DROP-IN SESSIONS

The City hosted two drop-in sessions at the Queensborough Community Centre on October 12 and 14, 2023. More than 50 community members attended both drop-in sessions. At each session, community members were invited to review and provide feedback on the proposed improvements, transportation networks, and priority projects. The same questions from the online survey were included on information boards where people could provide their input with sticker dots. Additionally, individuals could add sticky notes with their written input. Feedback from the drop-in sessions are summarized below.



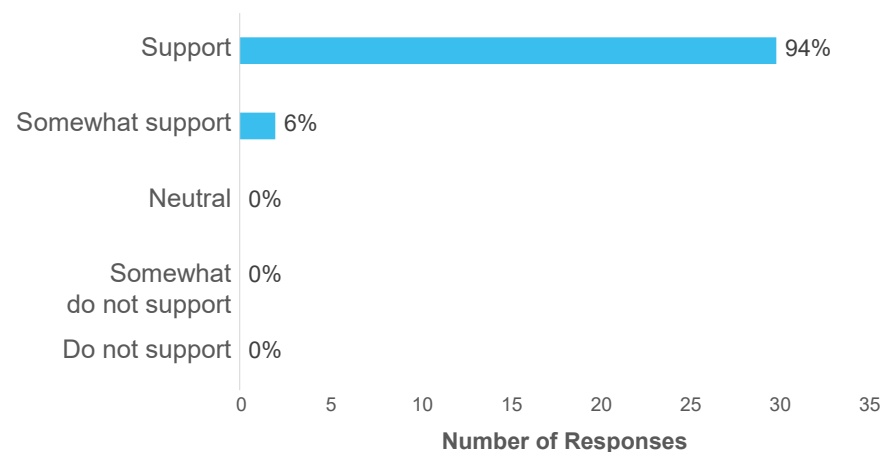
## Guiding Principles

Based on what we heard in the first round of engagement, five guiding principles for transportation in Queensborough emerged:

- Improve Safety and Universal Accessibility
- Take Steps Towards Climate Action
- Connect People to Destinations
- Celebrate Queensborough
- Work Collaboratively with Partners

Drop-in session attendees were asked to share their level of support for the guiding principles.

### *Do you support these guiding principles? (32 responses)*





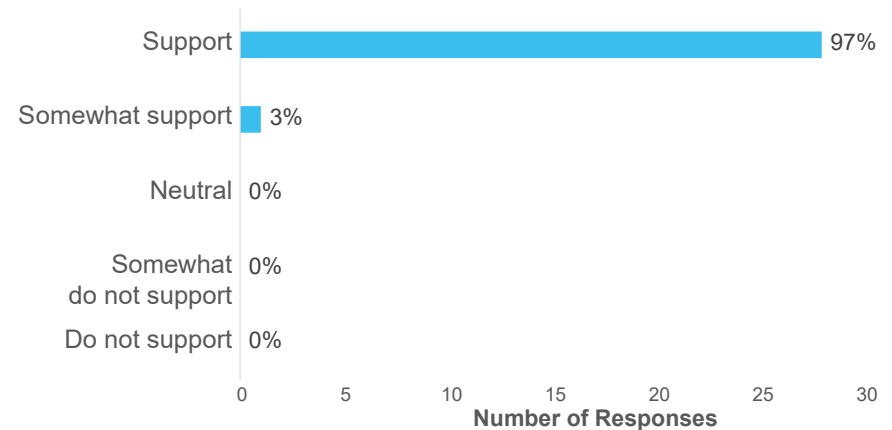
## Decision Making Process

A series of criteria was developed to guide the prioritization of proposed / potential transportation infrastructure improvements in Queensborough. The prioritization criteria include:

- Proximity to transit
- Proximity to schools
- Proximity to other community destinations (library, community centre, commercial, retail, etc.)
- Network connectivity (fills in pedestrian or cycling network gaps)
- Scale of impact (based on number of people impacted/served)
- Safety improvement (level of comfort improvement and the presence of ICBC report collisions)
- Cost

Drop-in attendees were asked to share their level of support for the approach to prioritizing transportation infrastructure improvements.

## *Do you support the approach to prioritizing transportation infrastructure improvements? (29 responses)*

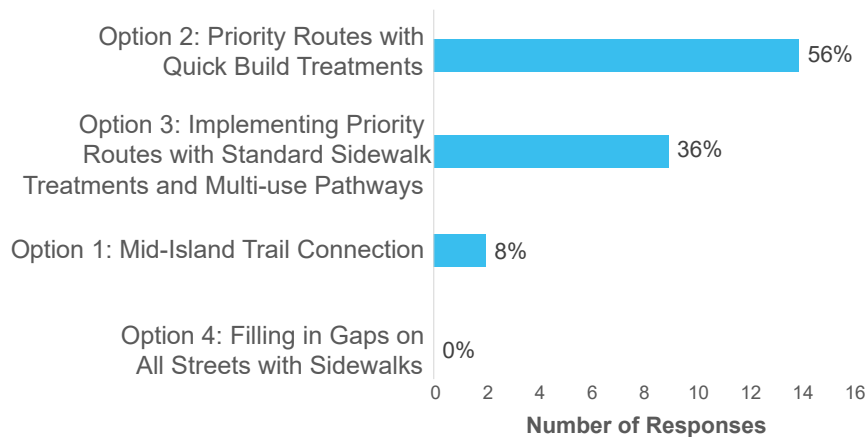


## Walking Network

Based on feedback from the first round of engagement and technical review, four options were explored for improving the walking network in Queensborough.

Drop-in attendees were asked to consider each option, including the relative cost and estimated time needed for implementation, and let us know which option they would like the City to prioritize for implementation.

***Based on the options described and the associated costs and time frames for completion, which option would you like the City to prioritize in its work planning and capital budget planning? (25 responses)***

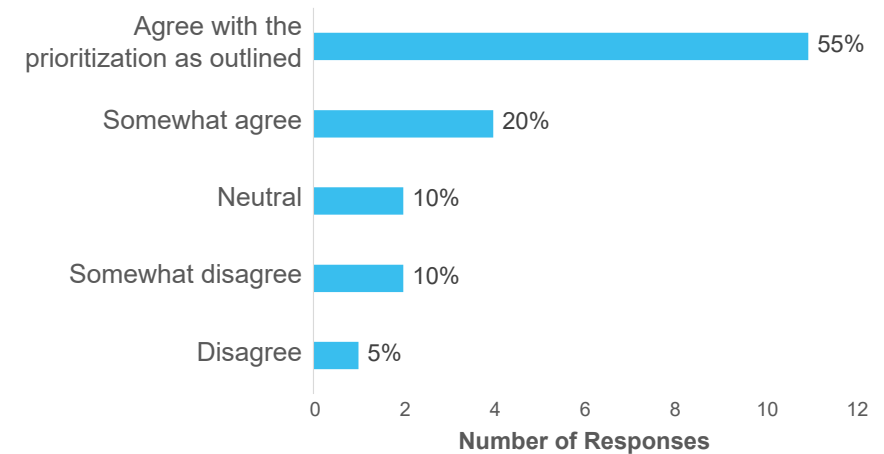


## Cycling Network

Building on the City's Active Transportation Network Plan, the proposed supporting cycling network was identified for Queensborough that includes recommendations for facility types and priorities for implementation.

Drop-in attendees were asked to consider the proposed cycling network prioritization, focusing on the supporting network, which includes medium and low priority routes.

***What is your level of agreement or disagreement with the prioritization of the medium priority and low priority routes identified on the map? (20 responses)***

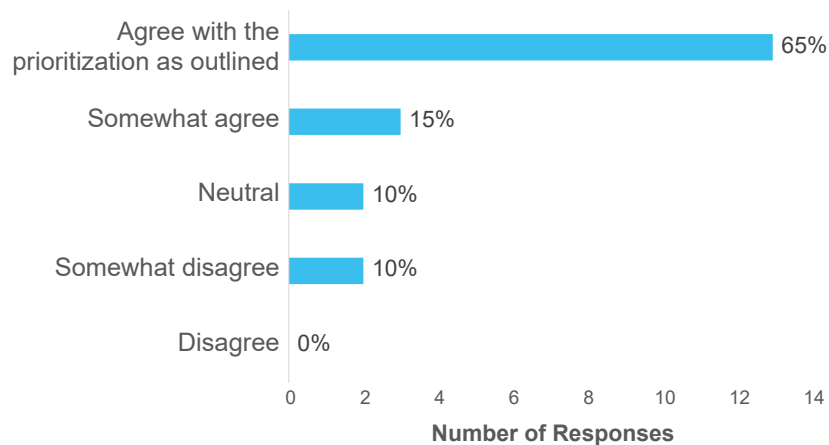


## Bus Stop Upgrades

The City is responsible for providing amenities at bus stops.

Drop-in attendees were asked to review the bus stop upgrade map and share their level of agreement with the prioritization.

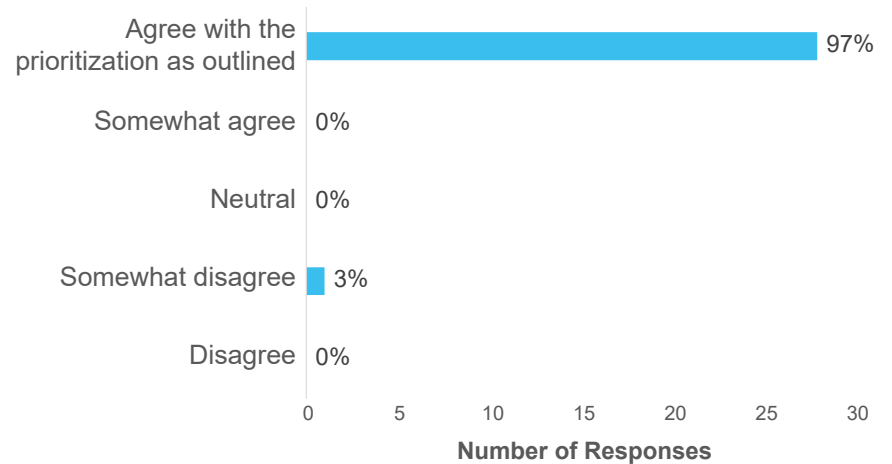
***What is your level of agreement or disagreement with the prioritization of the bus stops that most need amenities? (20 responses)***



## Intersections, Streets & Goods Movement

Drop-in attendees were asked to review the priority intersection improvements and share their level of agreement with the prioritization.

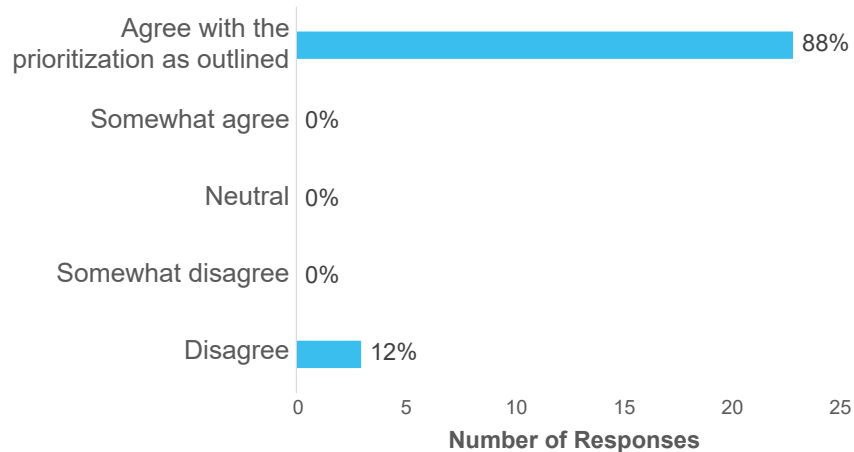
***What is your level of agreement or disagreement with the prioritization of intersections that most need improvements to address traffic flow and safety for all road users? (29 responses)***





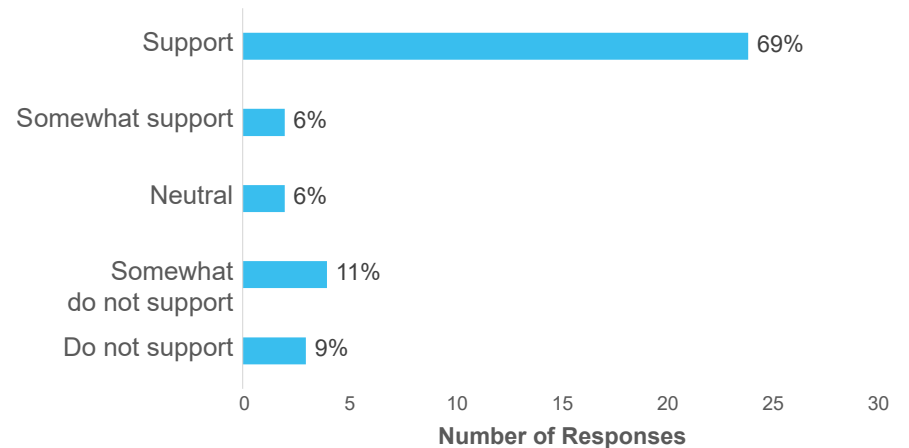
Drop-in attendees were asked to review the priority street improvements and share their level of agreement or disagreement with the prioritization of street improvements to address traffic flow and safety for all road users.

***What is your level of agreement or disagreement with the prioritization of street improvements to address traffic flow and safety for all road users? (26 responses)***



The City wanted to understand drop-in attendees' support for the Salter Street connection. Drop-in attendees were asked to share their level of support for the City to continue exploring the Salter Street connection.

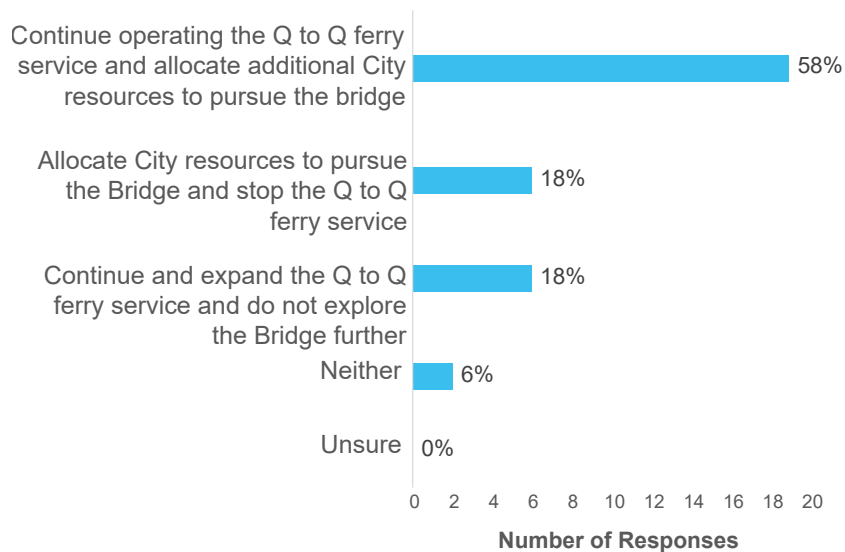
***Do you support the continued exploration of designing and building the Salter Street connection? (35 responses)***



## Inter-neighbourhood Access

Drop-in attendees were asked to consider the opportunities and constraints of both the Q to Q Ferry and pedestrian and cycling bridge and share which option they most prefer.

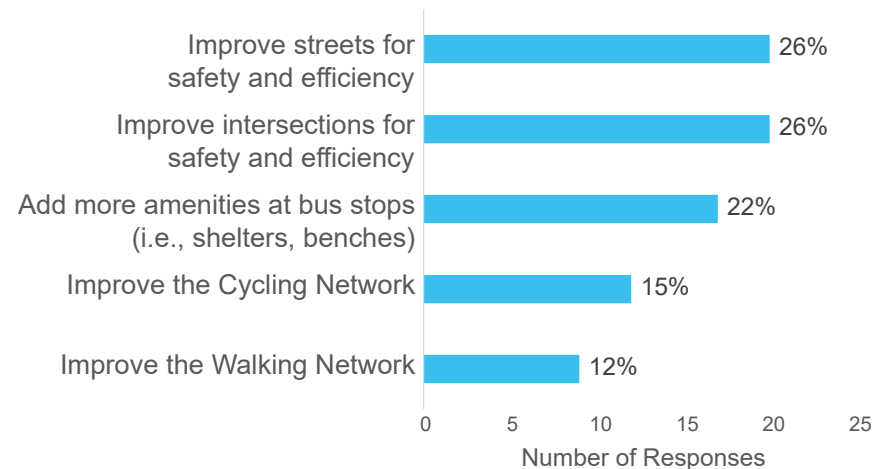
***Understanding some of the opportunities and constraints of both an active transportation (pedestrian and cycling) bridge and continuing to operate the Q to Q ferry, which option would you like to see prioritized? (33 responses)***



## Priority Projects

As part of the Queensborough Transportation Plan, several projects have been identified to improve how people travel in and through Queensborough. However, money to pay for all of these projects is limited, and some will need to be planned for the longer-term future. Potential projects also have a wide range of implementation timelines. Drop-in attendees were presented with five types of projects and asked to allocate three "New West Bucks" to the improvements they would like to see prioritized.

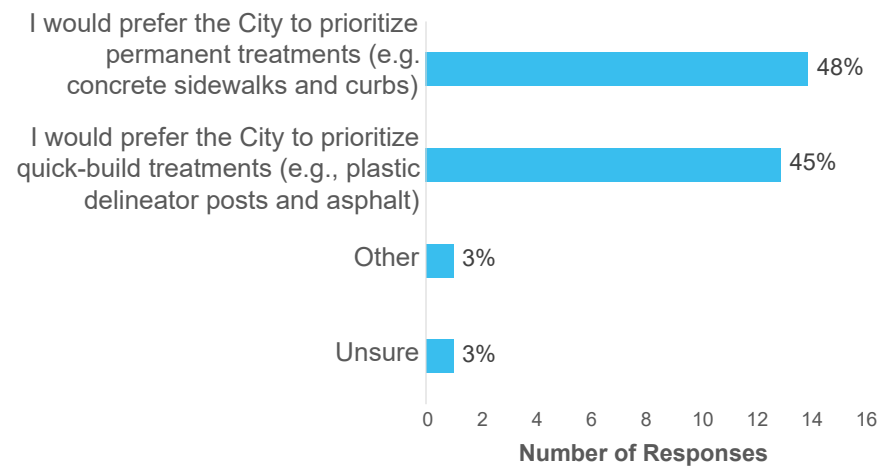
***How would you prioritize City spending in each of these areas? (78 responses)***



To implement priority projects, the City may consider using a “quick build” process using low cost, temporary materials. Quick build facilities allow the City to implement new facilities at a lower cost and provide safe and comfortable walking and cycling facilities for community members in a short period of time.

Drop-in attendees were asked to share their preference for either quick build or standard treatments.

***Understanding the City has limited financial resources, are quick-build treatments or permanent treatments more important to you? (29 responses)***



### Attendee Comments

Drop-in attendees were able to provide written feedback on the information boards. Their verbatim comments are shared below as they were written by participants and posted on each of the corresponding information boards.

### Guiding Principles

- Desire to have different jurisdictions work together. In the past, this was better done

### Walking Network

- Consider not paving the rights-of-way for the Mid-Island Trail. Add more trees and consider using gravel
- Continue to implement the Mid-Island Trail
- Prefer not to have the ditches covered
- Do not close in all the watercourses. These are still needed
- Review and reevaluate assessments as there are frogs in the watercourses along the 200 block of Boyne Street, Pembina Street, Wood Street
- Review the watercourses since some are more ecological than they are currently ranked
- Update the ecological assessment
- Use plastic delineators to allow for strollers and walkers to pass get around
- The rolling curbs are better
- Can rubber material (curbs) be used for multi-use pathways?



- The plastic posts and bollards are working well. Rubber curbs are not working well due to accessibility issues
- Desire for more maintenance of ditches/stormwater
- Desire for more maintenance (e.g., cleaning and cutting back vegetation)
- Trees create sightline challenges. Ensure that low bushes are located at intersections
- Appreciate the wide sidewalk (multi-use pathway) on Ewen Avenue
- Add signs to nature trails
- Provide a pedestrian crossing light across Ewen Avenue near the school and community centre
- Provide lighting along multi-use pathways
- Improvements on Wood Street need to consider parking, safety, and cycling. This would require road widening
- Electric scooters on sidewalks are dangerous
- People are driving everywhere since getting to current destinations are not walkable

### Cycling Network

- It is unsafe to cycle down Howes Street
- Cycling network improvements provide access for others
- The parking narrowing the width of Wood Street south side of Ewen Avenue should be addressed before adding cycling infrastructure is installed

### Bus Stop Upgrades

- Duncan Street bus stop should be a higher priority to service the businesses
- Consider how long people are waiting for the bus when prioritizing bus shelters
- Duncan Street bus stop should be prioritized
- Duncan and Furness bus stop is no longer wheelchair accessible due to road reconfiguration
- Prioritize bus shelters along Ewen Avenue towards Annacis Island
- Community transit route would be desirable at a better frequency
- Increasing transit frequency for the 104 route to Port Royal in the peak AM to every 7-8 minutes has helped. This increased frequency is needed for peak PM period as well
- Desire for more frequent transit service in the evenings. If this is too costly, explore using a community shuttle to supplement the transit and increase this service to run every 20 minutes
- Desire for an increase in transit service in the morning and afternoon
- Explore a community shuttle service to make getting around the community easier, especially for seniors and people with disabilities
- Desire for a community shuttle to stop throughout the community (e.g., Queensborough Landing and the Q to Q ferry)

- Explore a community shuttle that would run longer hours than current transit service
- Desire for a community shuttle instead of larger transit busses to provide more frequent service

### Intersection Improvements

- Street parking on Ewen Avenue at Howes Street should be restricted to provide a right turn lane
- Desire to relocated light poles in the street right-of-way and in the middle of multi-use pathways
- Traffic congestion makes leaving and returning to Queensborough unpredictable
- Provide infrastructure before development
- Add rubber at the rail tracks to prevent cyclists from getting caught in the tracks
- Having desirable amenities and destinations in the community such a grocery store would help address congestion. This would make leaving Queensborough seem like less of a priority
- Wood Street is a priority intersection because it is too narrow

### Street Improvements

- There are parking challenges along Salter Street in Port Royal
- Desire for parking on both sides of Salter Streets, as there is currently no parking permitted on one side of Salter Street

- There are parking challenges along Spruce Street
- Provide clear pull in areas (where parking isn't permitted) for cars to allow passing vehicles on Salter Street in Port Royal
- Improvements to Salter Street should be a higher priority
- Prioritize sections of Ewen Avenue near the Howes Street intersection for improvements
- Concerns about safety at Salter Street and Derwent Way (if a new intersection is installed as part of the Salter Street Connections)
- The new lane lines on bridge ramp have improved merging
- Desire for speed humps on Gifford Street between Salter and South Dyke Road
  - This has been approved by the City, but it is dependent on funding
- Consider an exit only interchange at Boundary Road and Highway
- South Dyke Road at Derwent Way, allow for right turns onto Derwent Way
- Provide an auxiliary lane on Howes Street near highway ramps
- Provide a pedestrian controlled signalized intersection at Ewen Avenue (and community centre entrance) to provide access to the community centre
- Trees block signage and sightlines on Ewen Avenue

### Salter Street Connection

- Provide a pedestrian bridge over Derwent Way
- Do not want to see vehicle traffic on Salter Street connection
- Not supportive of vehicle traffic on Salter Street connection but supportive of active transportation
- Supportive of the Salter Street connection but do not want to see increased vehicle traffic

### Inter-neighbourhood Access (Q to Q Ferry and potential pedestrian and cycling bridge)

- Add additional stops for the Q to Q (e.g., Queensborough Landing, Sapperton)
- Expand Q to Q ferry stops (e.g., Wood Street)
- Interest in more stops for the ferry beyond New West
- The Q to Q ferry is great on weekends when transit service is limited
- Desire to keep Q to Q ferry summer hours all year round
- The Q to Q ferry service hours do not meet the needs of people who work unconventional work hours (outside of the 9 to 5)
- Desire for there to be earlier service for the Q to Q ferry
- Desire for the Q to Q ferry service to align with SkyTrain times
- The dredging that is needed to maintain the Q to Q ferry seem unrealistic

- They do not dredge the river for the Q to Q ferry since it doesn't go down the part that requires dredging for tug boats and log booms that are an industrial use
- The Q to Q ferry makes Port Royal walkable
- The Q to Q ferry is a great service
- The Q to Q ferry is a great way to connect to the Quay
- The Q to Q ferry makes it easy to bring groceries back and forth from Quayside to Queensborough. The proposed bridge would not address this need
- Desire to keep the Q to Q ferry service until the proposed bridge is built
- Desire to keep the Q to Q ferry service while the proposed bridge is being built
- The Q to Q ferry was promised as a transportation option for people who bought their houses there
- There is a need to hear from people who regularly use the Q to Q ferry service
- The Q to Q ferry waiting area needs weather protection
- Based on the proposed bridge's location, it is not a better option than the Q to Q ferry
- The bridge connection location on the mainland side is not central and requires a far walk to access the SkyTrain and other services
- Suggestion for the location of the proposed bridge to be from Port Royal, to the edge of Poplar Island, and the undeveloped Quayside property



- Photos of the information boards with drop-in session stickers and comments from both sessions are included on the following pages. Different colour dot stickers were used on each board to differentiate between Thursday and Saturday drop-in session attendee responses.

# DECISION MAKING PROCESS

A series of criteria was developed to guide the prioritization of proposed transportation infrastructure improvements in Queensborough, the results of which are presented today.

The prioritization criteria include:

- Proximity to transit
- Proximity to schools
- Proximity to other community destinations (library, community centre, commercial, retail, etc.)
- Network connectivity (fills in pedestrian or cycling network gaps)
- Scale of impact (based on number of people impacted/served)
- Safety improvement (level of comfort improvement and the presence of ICBC report collisions)
- Cost

## Do you support the approach to prioritizing transportation infrastructure improvements?

Place a dot sticker next to your answer below.

Support

Somewhat Support

Neutral

Somewhat Do Not Support

Do Not Support

BE HEARD  
by everyone

NEW WESTMINSTER

## WALKING NETWORK OPTIONS

Option 1: Mid-Island Trail Connection	Option 2: Priority Routes with Quick-Build Pedestrian Treatments	Option 3: Priority Routes with Permanent Pedestrian Treatments	Option 4: Filling in Gaps on All Streets with Sidewalks
An east/west off-street walking route through the community.	Fill priority gaps in the walking network using quick-build methods.	Fill priority gaps in the walking network using concrete sidewalks. Option 3 includes enclosing watercourses.	Implement concrete sidewalks in all areas where sidewalks are not currently on both sides of the street. Option 4 includes enclosing watercourses.
<b>Cost:</b> Less than \$1 million	<b>Cost:</b> Between \$1 and \$5 million	<b>Cost:</b> Between \$5 and \$10 million	<b>Cost:</b> More than \$15 million
<b>Implementation Timeframe:</b> 5 to 10 years	<b>Implementation Timeframe:</b> 5 to 10 years	<b>Implementation Timeframe:</b> 10 to 20 years	<b>Implementation Timeframe:</b> 50+ years

Based on the options described and the associated costs and time frames for completion, which option would you like the City to prioritize in its work planning and capital budget planning?

Place a dot sticker next to your answer below.

Option 1

Option 2

Option 3

Option 4

## CYCLING NETWORK

What is your level of agreement or disagreement with the prioritization of the medium priority and low priority routes identified on the map?

Place a dot sticker next to your answer below.

Agree with the prioritization as outlined	●●●●●●●●●●
Somewhat Agree	●●●●●●●●
Neutral	●●●●●●●●
Somewhat Disagree	●●●●●●●●
Disagree	●●●●●●●●

**PROPOSED CYCLING NETWORK PRIORITIZATION RESULTS**

- Proposed Cycling Network: Core Network, Medium Priority, Low Priority, Existing Cycling Network, Other Agency
- Queensborough Community Centre, SkyTrain Station, Q to Q Ferry Terminal, Railway, Multi-Use Trails, Municipal Boundary
- Parks, Open Space, and Community Facilities, School, Commercial / Commercial Entertainment, Mixed Employment, Industrial

## QUICK-BUILD

To provide walking and cycling facilities in Queensborough, the City may consider using a "quick-build" process using low cost, temporary materials.

Based on the cost of the projects, the City would be able to implement more quick-build treatments over a 5 to 10 year period than permanent projects.

However, the trade-off is that quick-build treatments are less durable and have a shorter lifespan than sidewalks with concrete curb and gutters.

### Examples of Quick Build Treatments

Asphalt Sidewalk   Plastic Delineator Posts / Bollards   Rubber Curbs

Understanding the City has limited financial resources, are quick-build treatments or permanent treatments more important to you?

Place a dot sticker next to your answer below.

I would prefer the City to prioritize quick-build treatments (e.g. plastic delineator posts and asphalt)	●●●●●●●●●●
I would prefer the City to prioritize permanent treatments (e.g. concrete sidewalks and curbs)	●●●●●●●●●●
Unsure	●●●●●●●●●●
Other	●●●●●●●●●●

## BUS STOP UPGRADES

Based on what we heard from community members and a prioritization analysis:

- 5 bus stops are high priority (implemented within the next 5 years).
- 6 bus stops are medium priority (implemented within 5 to 10 years).
- 6 bus stops are low priority (implemented in 10+ years).

**Cost:** Less than \$1 million  
**Implementation Timeframe:** 10+ years

**Criteria Used to Prioritize Bus Stops**

- Number of daily boardings
- Number of people/employees within a 5-minute walk of the bus stop

What is your level of agreement or disagreement with the prioritization of the bus stops that most need amenities? Place a dot sticker next to your answer below.

Agree with the prioritization as outlined	●●●●●●●●●●	Somewhat Agree	●●●●●●●●●●	Neutral	●●●●●●●●●●	Somewhat Disagree	●●●●●●●●●●	Disagree	●●●●●●●●●●
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**BUS STOP UPGRADE BY PRIORITY**


- High Priority, Medium Priority, Low Priority, No Improvement Required, Regional Transit Network Bus Stop, Conventional Bus Stop
- SkyTrain Station, SkyTrain Route, Commercial Centre, Q to Q Ferry Terminal, Railway, Multi-Use Trails, Municipal Boundary
- Parks, Open Space, and Community Facilities, School, Commercial / Commercial Entertainment, Mixed Employment, Industrial



[illegible]

# SALTER STREET CONNECTION

- This project is recommended to provide an additional east/west connection to provide an alternative route for all modes of transportation.
- While the project is feasible from an engineering perspective, additional consultation and design work is required.
- Due to the need for continued community and stakeholder engagement, no timeline for implementation of this project has been identified.



Do you support the continued exploration of designing and building the Salter Street connection?

Place a dot sticker next to your answer below.

Support	15 dots (10 blue, 5 red)
Somewhat Support	2 dots (both red)
Neutral	2 dots (both blue)
Somewhat Do Not Support	3 dots (2 blue, 1 red)
Do Not Support	3 dots (2 blue, 1 red)

BE HEARD COMMUNITY ENGAGEMENT

NEW WESTMINSTER

Exploring ideas for Salter Street and the Salter Street

It's our chance to make a difference. Join the conversation. newwestminster.ca

## What is your level of agreement or disagreement with prioritization of street improvements to address traffic flow and safety for all road users?

*Place a dot sticker next to your answer below.*

Agree with the prioritization as outlined	<div style="display: flex; justify-content: space-around;"> <span style="color: red;">●</span> <span style="color: blue;">●</span> </div>
Somewhat Agree	
Neutral	
Somewhat Disagree	
Disagree	<div style="display: flex; justify-content: space-around;"> <span style="color: red;">●</span> <span style="color: red;">●</span> </div>

**STREET IMPROVEMENTS BY PRIORITY**

- High Priority - MCTI
- High Priority - Jurisdiction
- High Priority
- Medium Priority
- Low Priority
- Future Street
- Other Agency

**Land Use Legend:**

- School
- Commercial / Community Entertainment
- Mixed Employment
- Industrial
- Municipal Boundary
- Parks, Open Space, and Community Facilities

*to build out  
as an alternative  
to the existing one*

*the intersection  
should be  
improved  
off Salter St  
and merge  
into the main  
intersection*

*the intersection  
should be  
improved  
as a future  
street*



## DISCUSSION FORUM

To explore inter-neighbourhood connections beyond the survey, the City set up a discussion forum for community members to provide more detailed comments and considerations. The discussion thread can be viewed [here](#).

In total, there were 29 comments posted on the forum, which have been grouped into themes based on similar sentiments or ideas. Themes with two or more comments are summarized below:

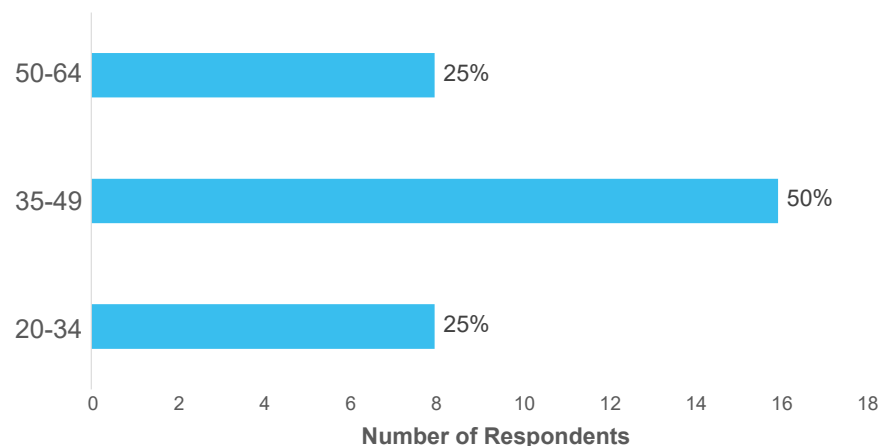
- Support pursuing the pedestrian and cycling bridge (6 comments)
  - The Queensborough Bridge is not a safe or viable option for pedestrians and cyclists (3 comments)
  - Cannot rely on the ferry or bus transit service (2 comments)
- Support continuing the Q to Q Ferry (5 comments)
  - Want to see the Q to Q Ferry service expanded to include more evening and weekend sailings (5 comments)
  - Want to see the Q to Q Ferry experience enhanced, including improving amenities at both docks and incorporating a second board (3 comments)
- Question cost estimates provided for operating the Q to Q Ferry and implementing the pedestrian and cyclist bridge (3 comments)
- Questions and concerns about Queensborough not being a priority to the City (3 comments)

- Interested in active transportation options specifically for students (2 comments)
- Concerned about the lack of police and bylaw enforcement in Queensborough (2 comments)
- Frustrated by lack of sidewalks in Queensborough (2 comments)
- Support for continuing the Q to Q Ferry while exploring the pedestrian and cycling bridge (2 comments)

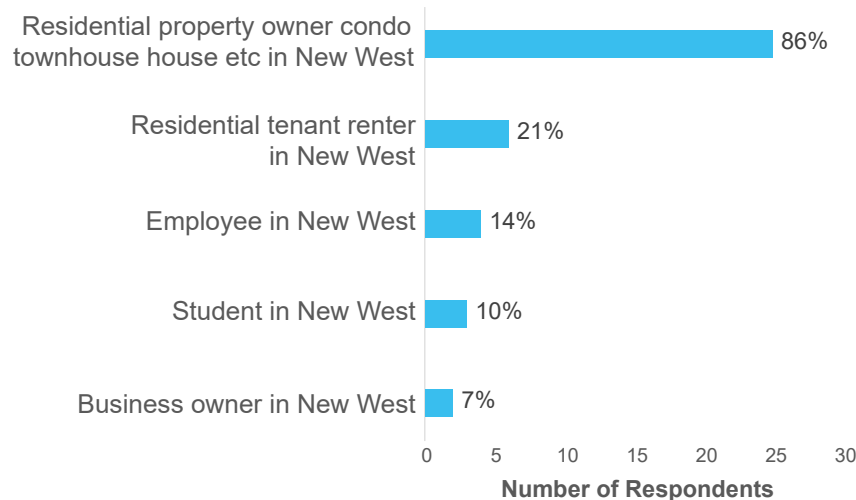
## ABOUT DISCUSSION FORUM PARTICIPANTS

The following section reports on the demographic profile of the 29 unique Be Heard users who contributed to the Discussion Forum.

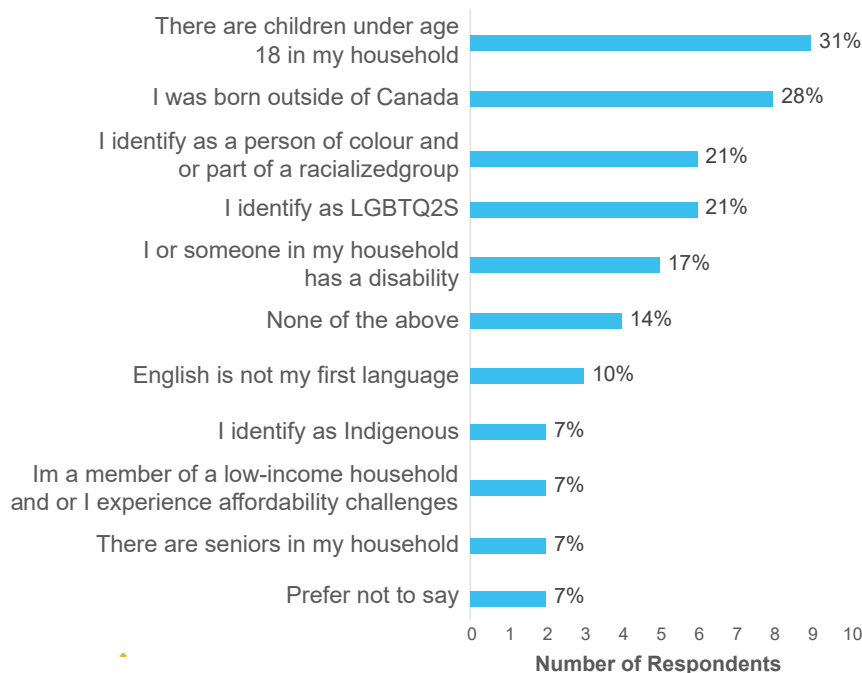
### Age Ranges



### Connections to New Westminster (select all that apply)



### More About You



### PUBLIC CORRESPONDENCE

Community members were able to contact City staff via email. During the second round of engagement the City received one email from a community member who shared interest and concerns about students travelling to and from school. They specifically noted challenges with transit that is unreliable and negatively impacted by Queensborough traffic congestion. They also expressed support for active and sustainable transportation among students and youth in New Westminster and encouraged the City to engage directly with students.

The City also received a comment through the Questions tool on Be Heard requesting more bus shelters, specifically at Hume Street and Ewen Avenue. City staff responded, noting that the bus stops on Ewen Avenue at Hume Street are prioritized as medium and low priority for bus stop upgrades as there is a lower number of daily bus users and a lower number of people within a five-minute walk to these stops compared to bus stops identified as a high priority.



## PART 3 | NEXT STEPS

Thank you to all community members for your participation and valued input during the second round of engagement!

The project team collected valuable feedback on the transportation network and level of support for proposed options prior to developing the Plan. Feedback from this engagement round will be used to refine the recommendations and ensure the Plan reflects the community's interests and priorities. Based on the input received from community members, we will be reviewing and updating some of the projects identified, how they have been prioritized, and provide recommendations for implementation.

In December 2023 and January 2024, the project team will be meeting with community and agency organizations to present the preferred options identified through the second round of engagement and recommended project changes based on the collective community input. The Plan will be finalized in early 2024 and presented to City Council in the Spring. Updates will continue to be available on Be Heard.