

# Phase Two of the 10-Year Vision: Public Consultation Summary Report

May 2018

## Contents

Background .....	2
Summary of Activity.....	3
Consultation Activities and Notification .....	4
Digital engagement:.....	4
Open houses .....	5
Promoting engagement .....	5
Outreach to municipal and regional stakeholders and elected officials .....	6
Summary of Feedback.....	6
Appendices.....	7
Appendix A. Results of the Independent Research Survey .....	8
Appendix B. Public Consultation Detail.....	10
Public Consultation Survey Feedback .....	10
Consultation Activities .....	16
Consultation Notification.....	16
Appendix C. Consultation Material .....	19
Consultation Public survey.....	19
Consultation Display Boards .....	24
Appendix D. Marketing Materials.....	28
Newspaper Advertisement (Sample).....	28
Post Card.....	29
Appendix E. Letter Submissions .....	30
Appendix F. NRG Research Report.....	31

## BACKGROUND

In 2014, the Mayors' Council on Regional Transportation developed the 10-Year Vision for Metro Vancouver Transit and Transportation (10-Year Vision). The 10-Year Vision identifies transit and transportation improvements that are priorities for keeping the region moving. These projects will not only improve mobility for residents, but also make progress towards the broader social, economic, and environmental goals of our region's long-term strategies, the Regional Transportation Strategy and the Regional Growth Strategy. The 10-Year Vision was developed by the Mayors' Council in 2014. It reflects the consensus of local governments in Metro Vancouver and has been broadly supported by community, environmental, labour, and business stakeholders.

The *South Coast British Columbia Transportation Authority Act* requires TransLink to periodically develop investment plans that identify planned transportation services, initiatives, and capital investments for future years, as well as how those services, initiatives and investments will be funded from established revenue sources. The TransLink Board of Directors is responsible for preparing the investment plan, which is then provided to the Mayors' Council on Regional Transportation for approval. After both governing bodies have approved the investment plan, it serves as TransLink's strategic and financial plan for the applicable years, until such time as a successor plan is approved.

In 2016, the TransLink Board and Mayors' Council approved the Phase One Plan, which funded and enables implementation of the first phase of transportation improvements in the 10-Year Vision. The Phase One Plan included improvements to reduce overcrowding and increase service quality on transit across the region, as well as provide new funding for roads, cycling, and walking infrastructure.

The Board and Mayors' Council have been working collaboratively to develop the 2018-2027 Phase Two Investment Plan. Public consultation on the draft Plan was undertaken from April 30 through May 11, 2018.

The Plan will fund and implement the second phase of transportation improvements in the 10-Year Vision, including:

- construction and operation of the Surrey-Newton-Guildford Line (Light Rail Transit)
- construction and operation of the Millennium Line Broadway Extension
- modernization of Expo-Millennium Line infrastructure, including significant capacity and reliability upgrades to systems and stations

- project development and early works for the Surrey-Langley Line (Light Rail Transit)
- more bus and rail service
- improvements to sidewalks and bikeways
- upgrades to major roads, including seismic retrofits
- planning for the potential gondola to SFU Burnaby campus and rapid transit to UBC

In collaboration with the Government of British Columbia, the Mayors' Council on Regional Transportation has developed a proposed funding model to fund Phase Two of the 10-Year Vision. The Plan will require the following new funding over the next ten years: \$6.41 billion for capital investments, \$855 million for operating investments, and \$390 million for financing costs. The new services and infrastructure in the Plan will be a significant step in meeting our region's transportation needs.

If the TransLink Board and Mayors' Council approve the Plan, then TransLink would begin to advance these new projects in early 2019. The remainder of the 10-Year Vision would be delivered through a final investment plan to be brought forward in 2020.

This Public Consultation Summary Report will be considered by the TransLink Board of Directors and the Mayors' Council during the process to finalize the Phase Two Plan.

## SUMMARY OF ACTIVITY

TransLink used a mix of digital, print, and in-person outreach to solicit public and stakeholder feedback on the Draft Phase Two Plan. Consultation materials included: a dedicated website to communicate key elements of the Plan ([tenyearvision.translink.ca](http://tenyearvision.translink.ca)), a Discussion Guide summarizing the Plan improvements and funding sources, eight in-person outreach events, and a survey available online or at open houses.

Staff received 2,738 completed public surveys online and 972 members of the public attended open houses during the consultation period.

In addition, over the past year we've had numerous engagement activities on components of the Investment Plan, including:

- Increased bus service through Southwest Area Transport Plan consultation (Phase 1 survey 2,923) (Phase 2 survey 3,192)
- Rapid transit projects through Millennium Line Broadway Extension consultation (Phase 1 survey 4,199) (Phase 2 survey 3,050); and Surrey-Newton-Guildford LRT consultation (May 2017- 3,176 feedback forms)

The consultation overlaps with concurrent surveys of the Phase One B-Lines, as well as the Maple Ridge/Pitt Meadows Area Transport Plan, still in progress. The public has also been consulted heavily on transit fares through the Transit Fare Review.

A summary of results from this public consultation summary report will be included in the final Phase Two Plan.

## CONSULTATION ACTIVITIES AND NOTIFICATION

### DIGITAL ENGAGEMENT:

- An updated [tenyearvision.translink.ca](http://tenyearvision.translink.ca) website launched in early April with new interactive map of Phase One improvements underway, planned projects, and brief overview of funding sources. On April 30th the website was updated with the discussion guide and link to the public consultation survey.
- The public consultation survey invited participants to:
  - identify how important each of the proposed transportation improvements are to the region
  - identify how fair each of the proposed regional funding sources were for delivering the Plan
  - let us know if they felt that the information was presented in a clear and understandable way
- 13,038 unique page views to the project landing page were recorded throughout the consultation.
- The public survey was available online through the project website, on TransLink tablet computers at consultation events, and through paper copies at public open houses. A copy of the public survey is provided as [Appendix C](#). 2,738 public surveys were completed.
- The public consultation survey did not restrict IP addresses, to allow for the survey to be completed multiple times at libraries, schools, organizations, workplaces, and on the TransLink Engagement Bus. Therefore it is possible for one individual to complete the survey multiple times.
- In conjunction with the public consultation survey, the polling company NRG was commissioned to conduct a scientific poll of region residents, concurrent to the public consultation survey. It had a representative sample of 2,000 respondents. [Appendix A](#)

provides high level results of the independent research survey; a copy of the NRG report with complete results is provided in [Appendix F](#).

## OPEN HOUSES

- 8 in-person engagement events were held throughout the region over the period April 30 to May 11 in high-profile/high-traffic venues in Coquitlam, Vancouver, North Vancouver, Maple Ridge, Richmond, Surrey, Burnaby, and Langley.
- An additional information session was held in White Rock on May 13
- 3 of these events were held on the TransLink Engagement Bus, and the other 5 were held pop-up style.
- In total, 972 people attended the open houses. Average in-person interactions for each event were 108 persons. Interactions are defined as discussions specifically regarding 2018 Investment Plan components, and active related projects such as MLBE, SNG LRT, B-Lines, and Maple Ridge/Pitt Meadows ATP.
- Participation rates at the open houses were higher than at the Phase One public consultation events.
- At each open house, information about the specific regional changes was presented on display boards and TransLink staff was available to answer questions.
- Printed documents and boards were also available at the open house for reference.
- The survey was available on both iPads and in paper form at open houses.

## PROMOTING ENGAGEMENT

- Newspaper advertisements were placed in 13 local newspapers including the Vancouver Courier, North Shore News, Burnaby Now, Tri-City News, Richmond News, Langley Times, Maple Ridge/Pitt Meadows News, Surrey Now-Leader, Delta Optimist, Peace Arch News, Sing Tao Daily, Ming Pao Daily, and the Indo-Canadian Times ([Appendix D](#)).
- Postcards directing people to the tenyearvision.translink.ca site were distributed at in-person engagement events as well as other TravelSmart venues
- Digital media promotion through all channels
- Buzzer Blog
- Bus and SkyTrain interior ads were posted throughout the system

## OUTREACH TO MUNICIPAL AND REGIONAL STAKEHOLDERS AND ELECTED OFFICIALS

- Regional Transportation Advisory Council – April 26
- Metro Vancouver Council of Councils – April 28
- Downtown Vancouver Business Improvement Association (DVBIA) – May 3
- Metro Vancouver Regional Planning Committee – May 4
- Regional Planning Advisory Council – May 11
- Metro Vancouver Finance Committee – May 18

### Engagement in fall 2017

- Workshops with local government staff held Sept 15 and 20, 2017
- Workshops with regional mayors, municipal Chief Administrative Officers, and TransLink Board members held Oct 5, 10, and 18, 2017
- Workshops held with Members of the Legislative Assembly in Victoria on Oct 2 (Liberal Caucus) and Oct 24 (NDP Caucus), 2017

## SUMMARY OF FEEDBACK

A number of key themes emerged from the consultation period, from public survey responses, in-person feedback, submissions from members of the public, and letters from stakeholder groups. Respondents to the public survey and attendees of the pop-up events were mostly in favor of the transportation investments in the Phase Two Plan, felt that they were important to the region, and believed that the proposed funding sources were generally fair ways of paying for the Plan.

The majority of feedback was received through the public survey ([Appendix C](#)). TransLink received 2,738 completed public surveys. [Appendix B](#) provides complete analysis of the findings from the public consultation survey as well as additional detail on comments received.

[Appendix A](#) provides high level results of the independent research survey conducted by an external polling group, NRG. A copy of the NRG report with complete results is provided in [Appendix F](#).

## APPENDICES

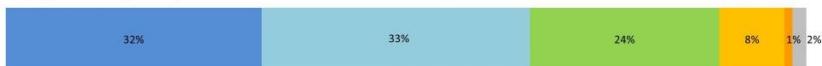
## APPENDIX A. RESULTS OF THE INDEPENDENT RESEARCH SURVEY

As part of the consultation on the Phase Two Plan, TransLink commissioned the polling group NRG to conduct an independent scientific survey. The scientific research survey asked the same questions as the public consultation survey, but using a random sample of 2,000 Metro Vancouver adults. The results were then weighted to more accurately represent the known population proportions of age, gender and area of residence. Topline results of this survey are summarized below; more detailed results are available in [Appendix F](#).

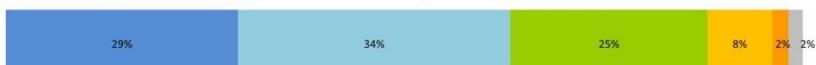
### How important do you feel each of these planned transportation improvements is for the Metro Vancouver region?



#### Upgrading major roads across the region



#### More SkyTrain service and new SkyTrain rail cars



#### More bus service and new buses across the region



#### Building the new Millennium Line Broadway Extension subway (SkyTrain)



#### Modernizing Expo-Millennium Line infrastructure



#### Building the new Surrey-Newton-Guildford light rail



#### More HandyDART service and new HandyDART vehicles across the region



#### Upgrading cycling and pedestrian infrastructure across the region



**Do you feel that these are fair or unfair ways of paying for the region's portion of these transportation improvements?**

Very fair   Fair   Neither fair nor unfair   Somewhat unfair   Very unfair   Don't know

Development cost charge on new development



Transit fare increase



Parking sales tax increase



Property tax increase



\*numbers may not add to 100% due to rounding

## APPENDIX B. PUBLIC CONSULTATION DETAIL

### PUBLIC CONSULTATION SURVEY FEEDBACK

A total of 2,738 public surveys were completed, generating comments across a variety of topics.

In order to ensure that the public survey could be easily accessed at shared computers like those available at libraries, schools, or outreach events, the public survey was not limited to one response per IP address. As a result, it is possible for a single respondent to complete the public survey multiple times.

The public consultation survey was self-selective, meaning that the responses were completed only by those that opted to take the survey, and as such responses are not necessarily reflective of the population at large. For this reason, an independent polling group was retained to conduct a similar survey during the same time frame with a random, representative sample of the population. Topline, high-level results of this independent research survey are provided in [Appendix A](#); for more detail and a complete report on the results of the research survey see [Appendix F](#).

The remaining sections of this Appendix B summarize the findings from the public consultation survey.

#### Transportation Improvements

##### *Responses to close-ended questions*

Survey participants were asked to rate how important they felt each proposed transportation improvement was for the region. Building the Millennium Line Broadway Extension, more SkyTrain service, and more bus service were regarded as the most important improvements, with more than two-thirds (66%) of respondents indicating that these projects were “Extremely Important” or “Very important.”

A majority of respondents – more than 50% - listed upgrades to the Expo-Millennium line and upgrading major roads as “Extremely Important” or “Very important.”

Relative to the other improvements, upgrades to cycling and pedestrian infrastructure, more HandyDART service, and building the Surrey-Newton Guildford LRT were more likely to be rated as only “slightly important” or “not at all important.” Still, over 50% of respondents agreed that these improvements were either “Moderately important”, “Very important” or “Extremely important.”

Topline results of each closed-ended response are provided below.

How important do you feel each of these improvements is to the region?	Extremely Important	Very Important	Moderately Important	Slightly Important	Not at all Important	Unsure
More SkyTrain service and	56%	27%	11%	4%	2%	0%

new SkyTrain rail cars						
More bus service and new buses across the region	46%	34%	13%	5%	2%	0%
More HandyDART service and new HandyDART vehicles across the region	17%	24%	24%	14%	7%	14%
Upgrading major roads across the region	25%	27%	27%	14%	5%	2%
Upgrading cycling and pedestrian infrastructure across the region	21%	23%	24%	18%	13%	1%
Modernizing Expo-Millennium Line infrastructure	26%	27%	26%	13%	5%	2%
Building the new Surrey-Newton-Guildford Line	22%	18%	15%	11%	30%	4%
Building the new Millennium Line Broadway Extension subway (SkyTrain)	47%	20%	14%	8%	9%	2%

Note: numbers may not add up to 100% due to rounding

#### *Responses to close-ended follow-up questions*

Respondents that rated a transportation improvement as “Not at all important” were asked a follow-up question on why they felt the improvement was not important. They were provided with three options and an “other.” The table below summarizes the responses both as a percentage and as a frequency in parentheses.

Why do you feel this improvement is not important?	Will not benefit my community	Will not encourage people to walk, bike, or take transit	Is not as important for the region as other transportation improvements	Other
More SkyTrain service and new SkyTrain rail cars	32% (25)	14% (11)	29% (23)	25% (20)
More bus service and new buses across the region	30% (16)	17% (9)	39% (21)	15% (8)
More HandyDART service and new HandyDART vehicles across the region	23% (60)	15% (38)	51% (131)	12% (30)
Upgrading major roads across the region	13% (26)	41% (85)	37% (76)	9% (19)
Upgrading cycling and pedestrian infrastructure across the region	19% (92)	15% (72)	51% (240)	15% (69)
Modernizing Expo-Millennium Line infrastructure	26% (48)	14% (26)	46% (84)	13% (24)

Building the new Surrey-Newton-Guildford Line	25% (348)	14% (211)	24% (331)	36% (498)
Building the new Millennium Line Broadway Extension subway (SkyTrain)	28% (89)	7% (23)	41% (127)	24% (74)

Note: numbers may not add up to 100% due to rounding

#### *Responses to open-ended follow-up questions*

Of the respondents that indicated “other,” below is a sample of comments received.

<b>Comments received under “The proposed transportation improvement is not important - Other”</b>	
More SkyTrain service and new SkyTrain rail cars	<i>Too much to upgrade an under designed system. Upgrades are more required elsewhere. The system is working just fine as it is</i>
More bus service and new buses across the region	<i>Too much money  I don't want to pay for it.</i>
More HandyDART service and new HandyDART vehicles across the region	<i>I'm not eligible to use HandyDART, so it doesn't matter to me. These services are already available through other providers. All buses and trains are already wheel chair accessible</i>
Upgrading major roads across the region	<i>This should be a project for the city. Adding road capacity will lead to more traffic. Better use of the existing roads should be made by road-pricing. It promotes driving instead of public transport That is infrastructure, not transit.</i>
Upgrading cycling and pedestrian infrastructure across the region	<i>Few people benefit and many are inconvenienced. Make cyclists pay their way Walking and bicycling has a limited demand such as short distances and sunny weather, and is not material.</i>
Modernizing Expo-Millennium Line infrastructure	<i>Money should be used to extend the line we have now Need to provide growth to other areas not Vancouver. The infrastructure is still in working condition. Upgrades not necessary at this point. Spending money upgrading the look of train stations is not important as the train</i>
Building the new Surrey-Newton-Guildford Line	<i>Surrey needs SkyTrain not LRT The LRT is not cost-effective as Skytrain. The 96 B-line it will be replacing isn't running at the capacity nor the frequency of the 99 B-line. Increase the capacity on roads Will create traffic problem in community A SkyTrain out to Langley from Surrey would be better BRT would serve Surrey as well as LRT, be less costly, and be operating sooner.</i>
Building the new Millennium Line Broadway Extension subway (SkyTrain)	<i>Too expensive and won't serve a lot of users. The money would be far better spent on city wide transit that aligns with new housing plans. New line should not be built along Broadway. To minimise disturbance the line should be built along another street. Already have the B-line</i>

## Transportation Funding

### *Responses to close-ended questions*

In general, respondents were less positive about the proposed funding options than they were for the proposed transportation investments. When asked to weigh in on the fairness of each option, the Development Cost Charge on new development received the most favourable response. Approximately 73% of respondents view this source as “Very fair” or “Somewhat fair.” Conversely, an increase to property taxes received the least favourable response, although respondents were evenly split in their views. Roughly 42% of respondents found a property tax increase to be an unfair source of funding, rating it as either “Somewhat unfair” or “Very unfair,” while 43% of respondents indicated that a property tax increase was a fair source, rating it as “Very fair” or “Somewhat fair.” The remaining 13% were neutral, and 1% did not know.

Respondents rated an increase to transit fares and an increase to the parking sales tax similarly, as less fair than a DCC, but more fair than property taxes. 58% and 59% of respondents believed an increase to transit fares and an increase to the parking sales tax increase as “Very fair” or “Somewhat fair,” respectively. 29% and 28% of respondents thought an increase to the parking sales tax and an increase to transit fares were “Somewhat unfair” or “Very unfair,” respectively.

See the table below for more detailed results of each closed-ended response.

Do you feel that these are fair or unfair ways of paying for the region's portion?	Very Fair	Fair	Neither Fair nor Unfair	Unfair	Very Unfair	Don't Know
Transit fare increase	25%	33%	12%	15%	14%	1%
Parking sales tax increase	31%	28%	12%	13%	15%	2%
Property tax increase	18%	25%	13%	18%	24%	1%
Development cost charge on new development	48%	25%	10%	6%	6%	5%

Note: numbers may not add up to 100% due to rounding

### *Responses to close-ended follow-up questions*

Those respondents that rated a funding source as “Very unfair” or “Somewhat unfair” were asked a follow-up question on why they felt the proposed funding source was unfair. Respondents were provided with three optional answers and an “other.” The table below summarizes the responses both as a percentage and as a frequency in parentheses.

Why do you think this proposed funding source is an unfair way to pay for the	Not affordable	Will not encourage people to walk, bike, or take transit	Should not be used for transportation	Other
---	----------------	--	---------------------------------------	-------

region's share?		improvements		
Transit fare increase	35% (405)	40% (465)	10% (117)	15% (176)
Parking sales tax increase	35% (317)	23% (213)	25% (230)	17% (157)
Property tax increase	31% (477)	22% (347)	32% (502)	15% (236)
Development cost charge on new development	33% (137)	27% (110)	23% (93)	17% (72)

Note: numbers may not add up to 100% due to rounding

#### *Responses to open-ended follow-up questions*

Of the respondents that indicated “other,” below is a sample of comments received.

Comments received under “The proposed funding source is unfair - Other”	
Transit fare increase	<i>Transit needs to be cheaper to encourage ridership.</i>
	<i>Disproportionately hits those who can afford it the least</i>
	<i>Car drivers are subsidized to a far greater degree than transit users, they need to pay a larger share of true costs</i>
	<i>We should be working to make transit free.</i>
Parking sales tax increase	<i>Existing taxation is already on fuel and parking</i>
	<i>Parking is already so expensive</i>
	<i>Some drivers chose to drive because public transit does not offer routes from home/work.</i>
	<i>Why should the people who never utilize transit be the ones to pay for it? Parking tax is already higher than about any other tax.</i>
Property tax increase	<i>We pay too much property tax now</i>
	<i>With the current real estate prices, the property taxes generate more than enough</i>
	<i>What about targeting the cyclists who are enjoying the benefits of the pathways</i>
	<i>None of the upgrades will service me or my community</i>
Development cost charge on new development	<i>Housing is scarce - we need housing to be plentiful and affordable.</i>
	<i>Charge the people who use the service</i>
	<i>Will discourage new construction in an already tight housing market.</i>

#### **Open-Ended Responses at Close of Survey**

The survey closed with an optional comment box. Approximately 1,379 respondents completed this optional comment box. Below is a sample of the comments received.

Sample of comments in response to “Is there anything else you would like to share with us regarding the Phase Two Plan?”
<b>In support of the plan</b>
<i>Accelerate the development plan. Thanks for connecting us and making our life easy.</i>
<i>After reading the discussion guide, the phase two plan seems like a well-deserved upgrade and update to the</i>

<i>system</i>
<i>I fully support the plan and the funding mechanisms proposed. Thank you for your work on improving transportation in our region. I look forward to seeing mobility pricing being implemented to pay for more transit improvements.</i>
<i>Implement as quickly as possible.</i>
<b>Related to proposed transportation improvements in the plan</b>
<i>Better pedestrian access to transit</i>
<i>Better bus service</i>
<i>As a Surrey resident and transit service user, I'd like to get the same transit service as Vancouver and Coquitlam residents. I'd prefer SkyTrain to LRT as SkyTrain is faster and more reliable.</i>
<i>LRT would not help the community of Surrey and Langley.</i>
<i>The Millennium Line extension should be brought all the way to UBC in a single, two-phase construction project.</i>
<i>Although expansion is necessary for a growing a region, don't forget the maintenance. Funds need to be allocated for keeping the buses running and the stations looking clean</i>
<i>Dedicated bike routes with separation from cars.</i>
<b>Related to proposed funding sources in the plan</b>
<i>Development levy are the best bet because of the value added to the properties near to the SkyTrain they should pay as they will see the higher increase in value</i>
<i>Keep fares low. Family or group discounts on fares. Road pricing to fund transit cost.</i>
<i>Determine what is absolutely necessary and spend only on those things. It is already extremely expensive to live in Vancouver so don't add taxes and raise costs on the public.</i>
<i>Funding for transit benefits riders and drivers alike. Funding needs to be shared by all.</i>
<b>Related to future transportation needs</b>
<i>Autonomous vehicles will make buses and taxis much more affordable; we should spend more on roadways to support these vehicles.</i>
<i>Improve North Shore rapid transit</i>
<i>Create a SkyTrain line directly from Langley to Coquitlam</i>
<i>It's not nearly ambitious enough. Trains are the future, let's get there fast.</i>

## Area of Residence

The following table shows a breakdown of completed surveys by respondent's municipality of residence.

Municipality	Count	Municipality	Count
Anmore	5	North Vancouver - City	72
Belcarra	2	North Vancouver - District	92
Bowen Island	2	Pitt Meadows	14
Burnaby	231	Port Coquitlam	8
Coquitlam	154	Port Moody	37
Langley City	40	Richmond	114
Langley Township	101	Surrey	668
Lions Bay	1	Vancouver and University Endowment Lands	796
Maple Ridge	57	West Vancouver (including Horseshoe Bay)	26
New Westminster	137	White Rock	29

North Delta	38		
South Delta (including Tsawwassen/Ladner/Tsawwassen - First Nation)	40	Other	74

## CONSULTATION ACTIVITIES

TransLink scheduled eight public open houses and 1 information session across the region in Coquitlam, Vancouver, North Vancouver, Maple Ridge, Richmond, Surrey, Burnaby, and Langley. Through the open houses, TransLink engaged 972 people.

Date	Location	Attendees
Wed May 2	Coquitlam Centre Mall (Food Court), Coquitlam	120
Thurs May 3	Vancouver Convention Centre West (BMO Marathon Expo), Vancouver	19
Fri May 4	Shipyards Night Market, City of North Vancouver	136
Sat May 5	Ridge Meadows Home Show, Maple Ridge	228
Sun May 6	Steveston Farmer's Market, Richmond	122
Tues May 8	Surrey City Hall (Civic Plaza), Surrey	24
Wed May 9	Metrotown (South Plaza, near bus loop on Central Boulevard), Burnaby	127
Thurs May 10	Willowbrook Mall, Langley	135
Sunday May 13	White Rock Farmer's Market, White Rock (information session only)	61

## CONSULTATION NOTIFICATION

### DIGITAL MEDIA

A significant amount of digital marketing was implemented informing the public of the project, sharing information about the open houses and providing a link to the online public survey.

The top 10 referrals to landing page (<https://tenyearvision.translink.ca/get-involved>) from April 30 to May 11, 2018 are listed in the table below.

Referrals to <a href="https://tenyearvision.translink.ca/get-involved">tenyearvision.translink.ca/get-involved</a>	Page views	Unique Page views
Facebook (paid and organic)	6,019	5,411
Google (paid and organic)	5,478	4,966
Direct	1,181	1,034

Twitter (paid and organic)	859	759
Millennium Line Broadway Extension Project Email	208	170
Surrey Light Rail Project Email	203	168
<a href="http://skytrainforsurrey.org/2018/05/01/voice-opposition-may-2018/">skytrainforsurrey.org/2018/05/01/voice-opposition-may-2018/</a>	83	70
surreylightrail.ca	34	31
<a href="http://nsnews.com/news/translink-launches-public-consultation-on-7b-transit-plan-1.23286763">nsnews.com/news/translink-launches-public-consultation-on-7b-transit-plan-1.23286763</a>	30	26
<a href="http://vancouverer.com/news/translink-launches-public-consultation-on-7b-transit-plan-1.23286269">http://vancouverer.com/news/translink-launches-public-consultation-on-7b-transit-plan-1.23286269</a>	29	24
<b>Total</b>	<b>14,124</b>	<b>12,659</b>

## PRINT MEDIA

In addition to the online marketing, newspaper advertisements ran on the following dates.

Publications	Insertion dates (2018)
Vancouver Courier	April 26, May 3
North Shore News	April 27, May 4
Burnaby Now	April 27, May 4
Tri-City News	April 27, May 4
Richmond News	April 26, May 3
Langley Times	April 27, May 4
Maple Ridge/Pitt Meadows News	April 27, May 4
Surrey Now-Leader	April 27, May 4
Delta Optimist	April 27, May 4
Peace Arch News	April 27, May 4
Sing Tao Daily	April 26, May 3
Ming Pao Daily	April 25, May 2
Indo-Canadian Times	April 26, May 3

## MEDIA EVENT

On April 30, 2018, TransLink held a technical briefing and issued a media release providing media with an overview of the Phase Two Plan and the public consultation process.

## ADDITIONAL PRESENTATIONS

TransLink staff made presentations to stakeholder groups, industry associations, and others to publicize the consultation and to share information on the Phase Two Plan:

- Downtown Vancouver Business Improvement Association (DVBIA)
- Metro Vancouver Council of Councils
- Regional Planning Advisory Council
- Regional Transportation Advisory Council

## APPENDIX C. CONSULTATION MATERIAL

### CONSULTATION PUBLIC SURVEY

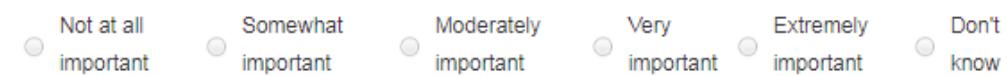
#### Transportation Improvements

The Phase Two Plan includes \$7.3 billion of new transportation investments across the region, focusing on the improvement areas below:

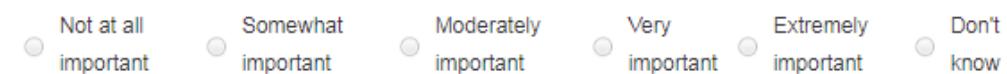
- More SkyTrain service and new SkyTrain rail cars
- More bus service and new buses across the region
- More HandyDART service and new HandyDART vehicles across the region
- Upgrading major roads across the region
- Upgrading cycling and pedestrian infrastructure across the region (bikeways, sidewalks, etc.)
- Modernizing Expo-Millennium Line infrastructure (system and station upgrades, etc.)
- Building the new Surrey-Newton-Guildford light rail (LRT)
- Building the new Millennium Line Broadway Extension subway (SkyTrain)

**How important do you feel each of these planned transportation improvements is for the Metro Vancouver region?**

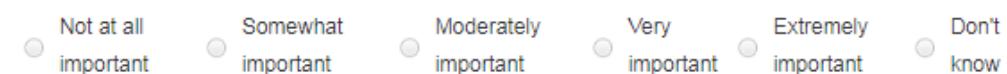
\*More SkyTrain service and new SkyTrain rail cars



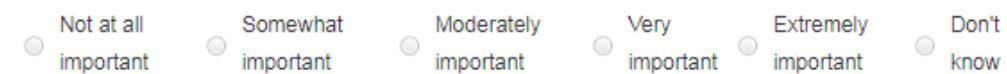
\*More bus service and new buses across the region



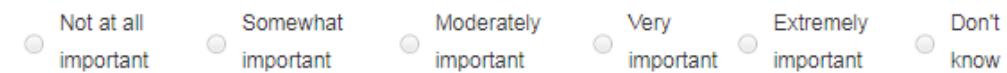
\*More HandyDART service and new HandyDART vehicles across the region



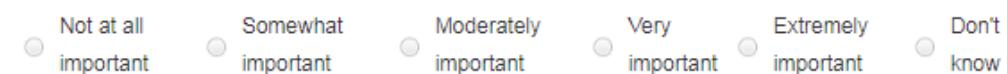
\*Upgrading major roads across the region



\*Upgrading cycling and pedestrian infrastructure across the region (bikeways, sidewalks, etc.)



\*Modernizing Expo-Millennium Line infrastructure (system and station upgrades, etc.)



\*Building the new Surrey-Newton-Guildford light rail (LRT)

<input type="radio"/>	Not at all important	<input type="radio"/>	Somewhat important	<input type="radio"/>	Moderately important	<input type="radio"/>	Very important	<input type="radio"/>	Extremely important	<input type="radio"/>	Don't know
-----------------------	-------------------------	-----------------------	-----------------------	-----------------------	-------------------------	-----------------------	-------------------	-----------------------	------------------------	-----------------------	---------------

\*Building the new Millennium Line Broadway Extension subway (SkyTrain)

<input type="radio"/>	Not at all important	<input type="radio"/>	Somewhat important	<input type="radio"/>	Moderately important	<input type="radio"/>	Very important	<input type="radio"/>	Extremely important	<input type="radio"/>	Don't know
-----------------------	-------------------------	-----------------------	-----------------------	-----------------------	-------------------------	-----------------------	-------------------	-----------------------	------------------------	-----------------------	---------------

Back

Next

## **Transportation Funding**

Delivering these new transportation improvements requires funding from all three levels of government. The federal government has agreed to contribute \$2.0 billion and the provincial government has agreed to contribute \$2.55 billion towards the costs of the Phase Two Plan. The region is responsible for funding the remaining costs of the Phase Two Plan.

To close the funding gap for the new transportation improvements in the Phase Two Plan, the region has proposed raising approximately \$40 million per year from the funding sources below. These funding sources are intended to be balanced across everyone who benefits from new transportation services and infrastructure.

- Transit fare increase
- Parking sales tax increase
- Property tax increase
- Development cost charge on new development

**Do you feel that these are fair or unfair ways of paying for the region's portion of these transportation improvements?**

**\*Transit fare increase**

<input type="radio"/> Very unfair	<input type="radio"/> Somewhat unfair	<input type="radio"/> Neither fair nor unfair	<input type="radio"/> Somewhat fair	<input type="radio"/> Very fair	<input type="radio"/> Don't know
-----------------------------------	---------------------------------------	---	-------------------------------------	---------------------------------	----------------------------------

**\*Parking sales tax increase**

<input type="radio"/> Very unfair	<input type="radio"/> Somewhat unfair	<input type="radio"/> Neither fair nor unfair	<input type="radio"/> Somewhat fair	<input type="radio"/> Very fair	<input type="radio"/> Don't know
-----------------------------------	---------------------------------------	---	-------------------------------------	---------------------------------	----------------------------------

**\*Property tax increase**

<input type="radio"/> Very unfair	<input type="radio"/> Somewhat unfair	<input type="radio"/> Neither fair nor unfair	<input type="radio"/> Somewhat fair	<input type="radio"/> Very fair	<input type="radio"/> Don't know
-----------------------------------	---------------------------------------	---	-------------------------------------	---------------------------------	----------------------------------

**\*Development cost charge on new development**

<input type="radio"/> Very unfair	<input type="radio"/> Somewhat unfair	<input type="radio"/> Neither fair nor unfair	<input type="radio"/> Somewhat fair	<input type="radio"/> Very fair	<input type="radio"/> Don't know
-----------------------------------	---------------------------------------	---	-------------------------------------	---------------------------------	----------------------------------

**Back**

**Next**

**Is there anything else you would like to share with us regarding the Phase Two Plan?**

1000 character limit

[Back](#) [Next](#)

**\*Do you feel that the information about the Phase Two Plan was clear and understandable?**

- Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

**\*Which of the following municipalities do you live in?**

Select: 

**\*What age group are you in?**

- Under 19  19 - 24  25 - 34  35 - 44  45 - 54  55 - 64  65+

**How did you hear about the Phase Two Plan?**

(check all that apply)

- Online
- Buzzer Blog
- Print Buzzer
- Facebook
- Twitter
- From a friend or co-worker
- TransLink Street Team
- Newspaper or Magazine
- TransLink eNewsletter
- TransLink Website
- TransLink pop-up event
- Other (please specify):
- Do not recall

[Back](#)

[Finish](#)

## Thank you

Thank you for participating! Your feedback is important to us and will help inform decision making as we develop the Phase 2 plan.

Want to stay up-to-date on the Ten Year Vision and other plans and projects? [Sign up for TransLink eNewsletters](#).

Interested in providing feedback on transportation in the region? Join our [TransLink Listens Online Advisory Panel](#).

# Welcome

The objectives of this open house are to:

**Share information** on the new investments and funding proposed for the Phase Two Plan

**Gather feedback** from people across the region about the Phase Two Plan

[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



# Completing the 10-Year Vision for Metro Vancouver Transit & Transportation

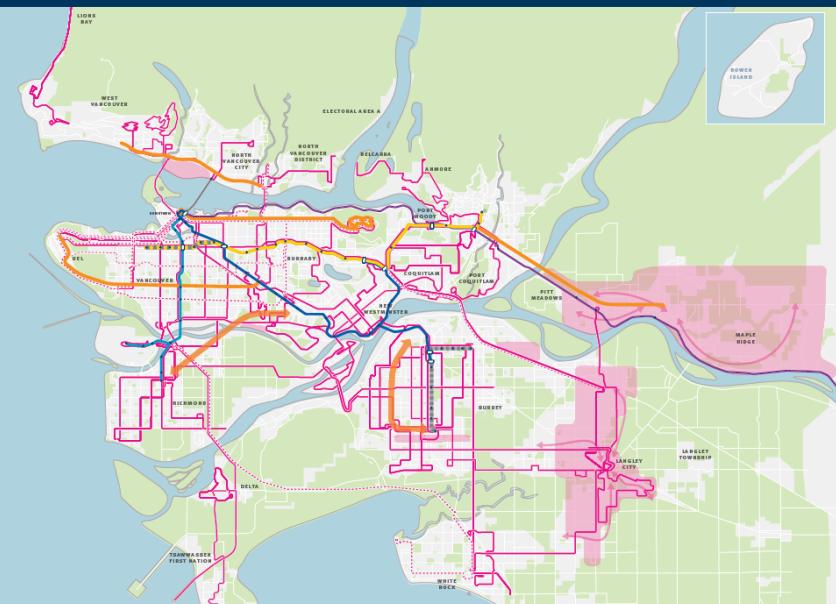
## ENTIRE 10-YEAR VISION

	APPROVED/UNDERWAY FUNDED	REMAINING INVESTMENTS TO BE FUNDED	
	Phase One	Phase Two	Phase Three
<b>BUS SERVICE</b>	<ul style="list-style-type: none"> <li>• 25% increase</li> <li>• 12 B-Lines</li> <li>• 10 new service areas</li> </ul>	<ul style="list-style-type: none"> <li>• 10% increase</li> <li>• 5 new B-Lines</li> <li>• 5 new service areas</li> </ul>	<ul style="list-style-type: none"> <li>• 8% increase</li> <li>• 2 new B-Lines</li> <li>• New service areas to be confirmed</li> </ul>
<b>SEABUS SERVICE</b>	<ul style="list-style-type: none"> <li>• 1 new Seabus</li> <li>• 10-minute peak frequency; 15-minute all day</li> </ul>	<ul style="list-style-type: none"> <li>• 1 new Seabus</li> <li>• 10-minute peak frequency; 15-minute all day</li> </ul>	
<b>HANDYDART SERVICE</b>	• 30% increase	• 15% increase	• 7% increase
<b>SKYTTRAIN &amp; WEST COAST EXPRESS (WCE)</b>	<ul style="list-style-type: none"> <li>• 164 Expo/Millennium Line cars</li> <li>• 24 Canada Line cars</li> <li>• 10 WCE cars + new locomotive</li> <li>• Upgrades of power and control systems, stations and systems</li> </ul>	<ul style="list-style-type: none"> <li>• 56 Expo/Millennium Line cars</li> <li>• 24 Canada Line cars</li> <li>• 2 new + 6 refurbished WCE locomotives</li> <li>• Upgrades to Expo/Millennium &amp; Canada Line stations and systems</li> </ul>	<ul style="list-style-type: none"> <li>• 108 Expo/Millennium Line cars (including Broadway Extension)</li> <li>• Upgrades to Expo/Millennium Line stations and systems</li> <li>• Upgrades to Expo/Millennium &amp; Canada Line stations and systems</li> </ul>
<b>MAJOR PROJECTS</b>	<ul style="list-style-type: none"> <li>• Millennium Line Broadway Extension</li> <li>• South of Fraser Rapid Transit (Sofrt)</li> <li>• Pattullo Bridge Replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-construction on Broadway Extension</li> <li>• Pre-construction of Stage 1 of Sofrt (Surrey-Newton-Guildford LRT)</li> <li>• Design for Pattullo Bridge replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Construction of Broadway Extension</li> <li>• Construction of Stage 1 of Sofrt (Surrey-Newton-Guildford LRT)</li> <li>• Construction of Pattullo Bridge replacement (by the province)</li> <li>• Pre-construction of Stage 2 of Sofrt (Surrey-Langley Line)</li> </ul>
<b>MAJOR ROADS NETWORK (MRN)</b>	<ul style="list-style-type: none"> <li>• MRN upgrades: \$20M</li> <li>• MRN seismic: \$130M</li> <li>• MRN expansion: 1% annual increase + one-time 10% increase</li> </ul>	<ul style="list-style-type: none"> <li>• \$50M (25% of Vision)</li> <li>• \$32.5M (25% of Vision)</li> <li>• MRN expansion: 1% annual increase + one-time 10% increase</li> </ul>	<ul style="list-style-type: none"> <li>• \$40M (20% of Vision)</li> <li>• \$24M (20% of Vision)</li> <li>• \$110M (55% of Vision)</li> <li>• \$71.5M (55% of Vision)</li> </ul>
<b>WALKING &amp; CYCLING</b>	<ul style="list-style-type: none"> <li>• Regional Cycling: \$97M</li> <li>• TransLink-owned Cycling: \$24M</li> <li>• Walking Access to Transit: \$35M</li> </ul>	<ul style="list-style-type: none"> <li>• \$30M (31% of Vision)</li> <li>• \$12.5M (36% of Vision)</li> <li>• \$12.5M (36% of Vision)</li> </ul>	<ul style="list-style-type: none"> <li>• \$24M (25% of Vision)</li> <li>• \$9M (27% of Vision)</li> <li>• \$13M (38% of Vision)</li> <li>• \$12.5M (36% of Vision)</li> </ul>
<b>TRANSIT EXCHANGES</b>	• 13 new or expanded transit exchanges	• 4 updated transit exchanges	• 9 upgraded transit exchanges
<b>MOBILITY INNOVATION</b>	<ul style="list-style-type: none"> <li>• Integrated travel planning and payment</li> <li>• New technologies and services</li> </ul>	<ul style="list-style-type: none"> <li>• Vanpool pilot</li> <li>• Innovation Lab to explore mobility concepts</li> </ul>	• Pilot, field test and scale flexible shared-use services

tenyearvision.translink.ca



## Phase Two Regional Transit Improvements



### Transit Improvements

#### Rail:

#### Bus:

\*Project timelines and cost will be determined closer to need closer to the date of implementation. Map is for illustrative purposes only.

Other Improvements (not shown on map)

- 7% increase in HandyDART Service
- Implementing flexible service (e.g. vanpool and on-demand transit) places throughout the region

#### Additional Map Elements

- Sea Bus
- West Coast Express
- Urban Area
- Agricultural Land Reserve, parks & other unpopulated areas

tenyearvision.translink.ca



## Partnering to Fund the Plan

The Government of Canada and Government of British Columbia have committed an unprecedented amount of funding to cost-share the new transportation investments in the Phase Two Plan. With a commitment of funding from all three levels of government, TransLink will be able to deliver the new transportation infrastructure and transit services in Phase Two of the 10-Year Vision. The Phase Two Plan includes \$7.3 billion of investments, before financing costs.

### FEDERAL

\$2.01 billion for capital

### PROVINCIAL

\$2.55 billion for their commitment to contribute 40% of Phase Two capital

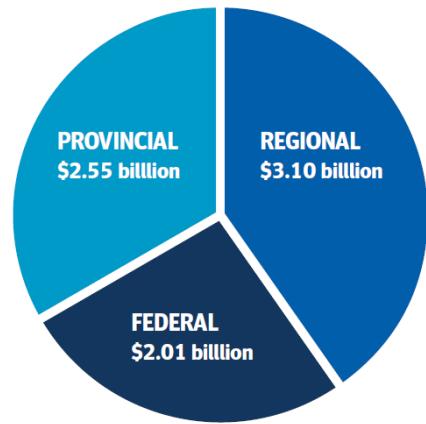
### REGIONAL

\$3.10 billion, including:

\$1.86 billion for capital

\$855 million for operating

\$390 million for financing



[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



## Completing the Region's Share of Funding

Most of the regional share will come from TransLink and other regional government resources, such as: borrowing and private financing; future revenues, such as gas tax revenues allocated through the Greater Vancouver Regional Fund and anticipated fare revenues from increased transit ridership; and new TransLink revenue capacity, to be enabled by the Government of British Columbia.

To complete the regional share, the Mayors' Council proposes the following changes to regional funding for transportation:

- **Transit fare increase:** an increase to transit fares in 2020 and 2021 (10 to 15 cents on a single fare, 50 cents to \$1 on a monthly pass), in addition to increases approved in the Phase One Plan.
- **Parking sales tax increase:** a 3% increase to the parking sales tax beginning in 2019 (approximately 12 cents on a \$5/hour parkade).
- **Property tax increase:** an increase to property taxes beginning in 2019, estimated at \$5.50 per average household
- **Development cost charge (DCC):** an increase in annual revenues generated by the Development Cost Charge (DCC) for transit.
- **Commercial revenues:** collection of new commercial revenues (retail, filming, fibre optics) around SkyTrain infrastructure.

The revenue from the proposed changes would fund approximately 5% of the total new costs in the Phase Two Plan, or an average of \$43 million annually beginning in 2019.

[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



# Key Milestones in Transportation Funding

2014	
JUNE	Mayors' Council develops the 10-Year Vision. Mayors' Council proposes carbon tax and mobility pricing as preferred new funding sources for the 10-Year Vision, as well as land value capture as a supporting new funding source.
DECEMBER	Mayors' Council and Province agree to a regional plebiscite on increasing the provincial sales tax by 0.5% to fund the 10-Year Vision.
2015	
JULY	Plebiscite to increase the provincial sales tax does not pass.
NOVEMBER	Mayors' Council develops "fair-share" funding framework for cost-sharing between region, provincial and federal governments.
2016	
JUNE	Federal government commits funding for Phase One of the 10-Year Vision through the Public Transit Infrastructure Fund Program. Provincial government commits funding to Phase One of the 10-Year Vision.
SEPTEMBER	Mayors' Council proposes regional funding sources for Phase One of the 10-Year Vision. The public provides input on Phase One of the 10-Year Vision during the consultation period.
NOVEMBER	TransLink Board and Mayors' Council approve the Phase One Plan.
2017	
MARCH	Federal government commits funding for Phase Two of the 10-Year Vision through the Public Transit Infrastructure Fund Program.
JULY	TransLink Board and Mayors' Council approve an update to the Phase One Plan.
SEPTEMBER	Provincial government commits funding to Phase Two of the 10-Year Vision.
2018	
MARCH	Provincial government removes plebiscite requirement for new transportation funding sources.
APRIL	Mayors' Council proposes regional funding sources for Phase Two of the 10-Year Vision. Public consultation on Phase Two of the 10-Year Vision begins. Provide your input on Phase Two of the 10-Year Vision during the consultation period at an in-person event or online: <a href="http://tenyearvision.translink.ca">tenyearvision.translink.ca</a> .

[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



# Thank you

Thank you for attending! Let's keep the conversation going.

Here are ways you can stay involved:

- Complete the online questionnaire at [tenyearvision.translink.ca](http://tenyearvision.translink.ca) or by hard-copy before May 11, 2018.
- Send us your questions – [tenyearvision@translink.ca](mailto:tenyearvision@translink.ca)
- Attend another open house:
  - Coquitlam Centre Mall – May 2, 12pm–7pm
  - BMO Marathon Registration Centre at Vancouver Convention Centre – May 3, 5pm–8pm
  - Shipyard Market, North Vancouver – May 4, 5pm–10pm
  - Maple Ridge Home Show – May 5, 10am–4pm
  - Steveston Farmer's Market – May 6, 10am–4pm
  - Surrey City Hall Plaza – May 8, 4pm–8pm
  - Metrotown, south plaza near bus loop – May 9, 12pm–7pm
  - Langley Willowbrook Mall – May 10, 12pm–6pm

[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



## APPENDIX D. MARKETING MATERIALS

### NEWSPAPER ADVERTISEMENT (SAMPLE)



# The biggest transportation expansion in history is underway

More transit, better roads, and safer cycling to reduce congestion and keep our region moving. Learn more about the investments planned in your community.

Take the survey online between **April 30–May 11** at [tenyearvision.translink.ca](http://tenyearvision.translink.ca), or join us at an information session in your community.

**Consultation Dates:**

<b>May 2</b>	<b>12pm–7pm</b>	Coquitlam Centre Mall
<b>May 3</b>	<b>5pm–8pm</b>	BMO Marathon Registration Vancouver Convention Centre
<b>May 4</b>	<b>5pm–10pm</b>	Shipyard Market, North Vancouver
<b>May 5</b>	<b>10am–8pm</b>	Maple Ridge Home Show
<b>May 6</b>	<b>10am–4pm</b>	Steveston Farmer's Market
<b>May 8</b>	<b>4pm–8pm</b>	Surrey City Hall Plaza
<b>May 9</b>	<b>12pm–7pm</b>	Metrotown south plaza near bus loop
<b>May 10</b>	<b>12pm–6pm</b>	Langley Willowbrook Mall

**TRANS**LINK

POST CARD



# Your opinion matters to us

Have your say on Phase Two Investment Plan which ensures funding to deliver the Mayors' 10-Year Vision.

Take the online survey between April 30 and May 11, 2018.

[tenyearvision.translink.ca](http://tenyearvision.translink.ca)



The Mayor's Council and TransLink are seeking public input on the Phase Two Investment Plan that will reduce road congestion, increase transit service, and expand rapid transit throughout the region.

We want to hear from you. Your input will inform the Plan that will be brought to the Mayors' Council and TransLink Board for consideration in June 2018.

Learn more about the investments being funded at [tenyearvision.translink.ca](http://tenyearvision.translink.ca).



## APPENDIX E. LETTER SUBMISSIONS

May 10, 2018

Mayor Derek Corrigan  
Chair, Mayors' Council

And

Lorraine Cunningham  
Chair, TransLink Board  
400-287 Nelson's Court  
New Westminster, BC V3L 0E7

**Re: Phase Two of the 10-Year Vision**

The Downtown Vancouver Business Improvement Association (DVBIA) is supportive of the second phase of the 10-year vision for the regional transportation network. Expanded transit services and infrastructure will meet existing and future transit demands, while also contributing to the economic and environmental sustainability of our region.

Improvements to the regional transit network directly impact the vitality of the downtown core. A strong downtown is one that is easily accessed by a variety of efficient and convenient modes of transportation. Transit networks also relieve traffic congestion and alleviate parking challenges, thereby improving the experience of visiting downtown and elsewhere.

The DVBIA appreciates that the cost of transit improvements are shared among all levels of government. The local contribution is comprised of good mix of funding sources, including a 3% increase to the parking sales tax which we find to be fair and reasonable.

We thank TransLink for the consultation opportunities and look forward to the implementation of the 10-year vision.

Regards,



Charles Gauthier, MCP  
President and CEO  
DOWNTOWN VANCOUVER BUSINESS IMPROVEMENT ASSOCIATION

**CHAIR:**

Dani Pretto  
Vanterre Projects Corp

**VICE CHAIR:**

Gary Pooni  
Brook Pooni Associates

**SECRETARY-TREASURER:**

Lorenzo Pederzani  
Westmount Wealth Group

**IMMEDIATE PAST CHAIR:**

Peter Raptis  
The Refinery / SIP Resto-Lounge

**DIRECTORS:**

Luca Citton  
Boughton Law Corporation

Kim Ficocelli  
Cadillac Fairview

Gwen Hardy  
Elettra Communications

Damon Holowchak  
Donnelly Group

Anna Lilly  
Fleishman-Hillard

Richard Lui  
Polaris Realty

Christopher Lythgo  
Business Development Bank of Canada

Rose Ma  
Block 81 Holdings Ltd

Brad Simmons  
Rosewood Hotel Georgia

Chris Stokes  
QuadReal Property Group

Caroline Ternes  
Starbucks Coffee Company

Jon Wellman  
Bentall Kennedy

**PRESIDENT AND CEO:**

Charles Gauthier  
Downtown Vancouver BIA



**DAVID SUZUKI  
FOUNDATION**  
One nature.

**FONDATION  
DAVID SUZUKI**  
Un monde. Une nature.

davidsuzuki.org

May 11, 2018

TransLink Board  
287 Nelson's Ct #400  
New Westminster, B.C. V3L 0E7  
Via email: [board@translink.ca](mailto:board@translink.ca)

Mayors' Council  
Via email: [mayorscouncil@Translink.ca](mailto:mayorscouncil@Translink.ca)

Re: Public Consultation 10-Year Plan

Thank you for the opportunity to comment on the 10-year plan and the efforts by the TransLink team to advance better, sustainable transportation in Metro Vancouver. With this letter, we would like to submit more detailed comments on the 10-year plan than is possible via the online consultation tool.

### **Background**

The David Suzuki Foundation has long advocated for increased investments in public and active transportation in Metro Vancouver. We were delighted by the historic \$4.1 billion, 10-year Infrastructure Bilateral Agreement signed between the federal and provincial government in Vancouver on April 2, 2018. It represents the final step in unlocking funds to modernize Metro Vancouver's transportation system and ease traffic in the region.

With this agreement, federal, provincial and regional funds are now all in place to proceed with the \$7.3 billion Phase 2 of the Mayors' Council 10-Year Vision for Metro Vancouver Transit and Transportation. This funding is critical to support a resilient economy and to ensure we have livable, healthy communities for years to come. The growing ridership in Metro Vancouver shows how important public transit is to residents and the economy. The many elements of the plan, such as new B-lines and increased bus service, will help address the trend of ever-increasing congestion while offering residents new choices.

These infrastructure improvements will give people in Metro Vancouver options for faster, healthier ways to get around. With road transportation responsible for 25 per cent of B.C.'s carbon emissions, this funding is a victory for climate protection, moving us closer to truly sustainable transportation. It provides a strong foundation to accelerate electrification of transportation throughout the province.

---

**VANCOUVER (HEAD OFFICE)**  
219 – 2211 West 4th Avenue  
Vancouver, BC V6K 4S2  
604 732 4228

**TORONTO**  
102 – 179 John Street  
Toronto, ON M5T 1X4  
416 348 9885

**MONTRÉAL**  
540 – 50, rue Ste-Catherine Ouest  
Montréal QC H2X 3V4  
514 871 4932

We applaud the inclusion in the bilateral agreement of a target to increase by at least 25 per cent the modal share for public transit and active transportation over the course of the agreement. We also strongly support using a climate change mitigation and resilience lens to assess projects. Furthermore, the province's commitment in Budget 2018 to "work with TransLink and local governments in Metro Vancouver to secure appropriate levels of density, rental supply, and affordability along new transit corridors" will assist in maximizing the benefits delivered by new transit investments, foster protection of urban ecosystems and result in complete communities and reduced transportation costs.

The Foundation has campaigned for investments in public transit and active transportation in Metro Vancouver for more than a decade, publishing a groundbreaking research paper in 2016, *Breaking Gridlock*. We were a co-founder of the Better Transit and Transportation Coalition, a broad-based coalition of business, labour, health, non-profit, environment and student groups, united in the desire to improve the quality of life in the Metro region and throughout B.C.

### **Specific comments on the 10-year plan**

The foundation acknowledges all the efforts by TransLink and the Mayors' Council in developing the 10-year plan and the substantial efforts invested in public consultation along the way. We are very much in support of the overall plan and the improved transit service and active transportation options that it will provide. The plan will play a critical role in supporting decarbonization of the transportation sector and improving air quality. We are anxious to see these investments move forward in a timely manner.

We also advocate for the following in the implementation of the 10-year plan:

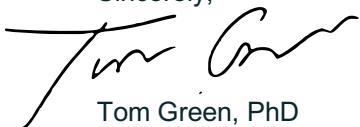
- Consistent with the province's commitment in Budget 2018, we urge TransLink to work with municipalities and Metro Vancouver to ensure the return on transit investments is maximized through Smart Growth principles that create compact, healthy communities while avoiding loss of green space.
- We urge TransLink to work diligently to ensure GHG emissions of new infrastructure are minimized on a life-cycle basis so as to maximize climate change mitigation benefits.
- There has been a considerable lag time in securing funding for the 10-year plan. Since the plan was developed, there have been rapid developments in battery electric bus technologies. As a result, on a life-cycle cost basis, battery electric buses are now cheaper than diesel buses — even before the considerable health benefits are factored in. Cities around the world are moving much more aggressively than TransLink / Coast Mountain Bus Company to electrify their bus fleets. Already by late summer 2018, one city (Porterville, CA) anticipates having a fully electric bus fleet. TransLink should be ahead, not behind the curve. Although we are pleased to see that TransLink is undertaking a 2.5-year pilot program with four fast charging electric buses beginning in 2019, this seems overly modest and suggests that further additions to this fleet would only occur in 2021. In comparison, the TTC has announced that it will acquire 30 long-distance battery electric buses by 2019. TransLink needs a much more ambitious plan. Shenzhen's transport commission has already transitioned its fleet of 16,359 buses to electric.

Certainly, TransLink should rapidly move toward avoiding investments in new emitting buses to the extent possible and give preference to zero emission vehicles.

- Regarding the Broadway subway line, we believe it will be important to proceed in a manner that facilitates the timely extension of the line all the way to UBC.
- Metro Vancouver has achieved impressive gains in active transportation. While such growth is highly desirable, there is the prospect that cycling infrastructure built today will end up with insufficient capacity to carry bicycle traffic 10 to 15 years from now. We advocate for designing infrastructure to allow ample room for passing slower cyclists, taking into account that there are cargo bicycles, trailer bikes, etc.
- We are concerned about the unacceptable level of motor vehicle incidents involving pedestrians and cyclists in the Metro Vancouver region that result in fatalities or injuries. We applaud the investments that have been made to date to make the region's roads safer. In proceeding with the 10-year plan, TransLink needs to redouble efforts with local municipalities and the province to improve safety for vulnerable road users.

Thank you for considering the above. We look forward to ongoing collaboration with TransLink and its partners in enabling sustainable transportation and healthy, resilient communities.

Sincerely,



Tom Green, PhD

Climate Solutions Policy Analyst

cc. Bowinn Ma, Parliamentary Secretary, TransLink  
Drew Ferrari, Senior Advisor, 10-year plan, TransLink  
Peter Ladner, Chair, Better Transit and Transportation Coalition

## APPENDIX F. NRG RESEARCH REPORT



# Investment Plan 2018 Survey

**May 2018**

Prepared by:  
**NRG Research Group**

**enrg** RESEARCH GROUP



Suite 1380-1100 Melville Street  
Vancouver, BC V6E 4A6

# Table of Contents

<b>Summary.....</b>	3
<b>Method.....</b>	6
<b>Results.....</b>	9
Importance of Issues Facing Metro Vancouver.....	9
Funding Sources.....	29
Information About the Phase Two Plan.....	40
<b>Appendix: Demographics &amp; Transportation Use.....</b>	43
<b>Appendix: Survey Document.....</b>	60



## Background

- TransLink is in the process of developing the Phase Two Investment Plan. As a condition of the SCBCTA Act, TransLink must consult with the public, the Mayor's Council, the GVRD, and local municipalities on the contents of an investment plan. The Phase Two Investment Plan covers a number of upcoming projects relating to transit and transportation in Metro Vancouver, as well as the methods suggested to pay for these projects.
- TransLink commissioned NRG Research Group to conduct an online study with residents of Metro Vancouver. The purpose of the survey was to gather feedback on the Phase Two Plan among members of the public.
- The specific research objectives were as follows:
  - Identify issues that are perceived as the most important issues facing Metro Vancouver over the next ten years.
  - Measure perceived importance to the region of eight planned transportation improvements, and examine reasons for rating any of the improvements “not at all important.”
  - Investigate perceptions of four suggested funding sources that may contribute to the region’s share of the planned transportation improvement costs, and explore reasons for rating any of the funding sources as unfair.
  - Gauge reactions to the information available on the Phase Two Plan.
  - Capture any additional feedback on the Phase Two Plan.
- A total of 2,000 surveys were completed with Metro Vancouver region residents. The study was fielded using a general population online panel between April 30 and May 8, 2018.
- The data were weighted by age, gender, and region in this study, based on census data.



## ***Importance of Issues Facing Metro Vancouver and Transportation Improvements***

- Metro Vancouver residents believe that housing/homelessness is the most important issue residents of the region will face over the next ten years (69% of residents select this as a key issue). Other important issues facing the Metro Vancouver region include traffic congestion (45%), health care (36%), and public transportation (30%).
- Residents also weighed in on the importance of eight transportation improvements included within the Phase Two Plan.
  - Upgrades to major roads (65% extremely or very important), as well as upgrades to bus service including the purchase of new buses (63%) and upgrades to SkyTrain service including new rail cars (63%) receive the highest ratings of importance.
  - More than one-half (55%) rate the new Millennium Line Broadway Extension as extremely or very important. Nearly one-half do the same for modernizing existing Expo-Millennium Line infrastructure (46%), building the Surrey-Newton-Guildford LRT (46%), and enhancing HandyDART service including new vehicles (43%).
  - The improvement rated as least important is upgrading cycling and pedestrian infrastructure (28%).
- Residents were also asked to complete a MaxDiff exercise to determine relative importance of these eight projects. Enhancements to SkyTrain service, enhancements to bus service, and upgrades to major roads again emerge as the three most important transportation improvements, followed by the two new rapid transit projects (Millennium Line Broadway Extension and Surrey-Newton-Guildford LRT). Upgrades to cycling and pedestrian infrastructure again ranks as the least important of the planned transportation improvements.

## Funding Sources

- Metro Vancouver residents also rated the fairness of four different funding options that may contribute to the region's share of the transportation improvement costs:
  - Development cost charges on new developments are seen as the most fair option, with 58% rating this revenue source as very or somewhat fair.
  - Transit fare increases receive mixed reviews, with one-half (50%) rating this funding option as fair.
  - Roughly four in ten (38%) rate a parking sales tax increase as fair, while only one-quarter (27%) believe that a property tax increase would be a fair funding source for planned transportation improvements.

## Information About the Phase Two Plan

- More than one-half (55%) of Metro Vancouver residents find the information presented about the Phase Two Plan at [tenyearvision.translink.ca](http://tenyearvision.translink.ca) to be clear and understandable. Only one in ten (10%) do not find the information clear and understandable.

# Method

## *Data Collection & Participants*



- On behalf of TransLink, NRG Research Group conducted an online study of Metro Vancouver residents aged 19 years or older. The sample was obtained using a general population online panel offered by Research Now.
- A pre-test was conducted on Monday, April 30, 2018; no issues with the questionnaire were detected, so the completed pre-test responses were included in the final dataset. The study officially launched later that day, and online interviewing continued until the target of 2,000 completes was obtained.
- Out of 2,556 Metro Vancouver residents who agreed to participate in the survey, 124 were disqualified for reasons such as residing outside of Metro Vancouver, being under 19 years of age (or refusing to provide their age), or for employment reasons (i.e., they or a family member are employed by TransLink and/or the transit system, or in market research, media, communications, or public relations). Another 82 accepted the invitation after their quota was filled, and 350 began but did not complete the entire survey.
- A total of 2,000 Metro Vancouver residents completed the survey – a final completion rate of 12.0% out of the 16,639 panelists who were invited to participate. A margin of error cannot be provided for online panel samples as they are not considered to be probability samples.
- During data collection, quotas were established by age category, gender, and region in accordance to their representation in the general population. The data were weighted in this study. The weighting methodology is described on the following slide.

## Calculating Sex-Age by Region weights

- Weight parameters were developed for the entire dataset of completed surveys.
- Using census data for the Metro Vancouver area, the appropriate proportions of Sex (male and female) and Age (19-34, 35-54, 55+) groups by region were determined for each of seven regions (Vancouver, North Shore, North East, Burnaby/New Westminster, South of Fraser, South Delta/Richmond, and Pitt Meadows/Maple Ridge).
- This results in a 6 (Sex-Age groups) by 7 (Regions) matrix of proportions that sum to 1.00 (a sample row for Burnaby/New Westminster is shown below for the general public file).
- The obtained proportions for those same matrix cells were then calculated based on the survey results.
- By dividing the obtained proportions into the parameter proportions, weights for each group were obtained. Each case was up- or down-weighted in accordance with its under- or over-representation in the sample.

	M 19 - 34	M 35 - 54	M 55+	F 19 - 34	F 35 - 54	F 55+
Burnaby/ New Westminster (Parameter)	0.0201	0.0211	0.0205	0.0194	0.0228	0.0236
Burnaby/ New Westminster (Obtained)	0.0085	0.0245	0.0255	0.0165	0.0245	0.0280
<b>Burnaby/ New Westminster (Weight)</b>	2.352941	0.857143	0.823529	1.151515	0.938776	0.857143

# Results

## *Importance of Issues Facing Metro Vancouver*

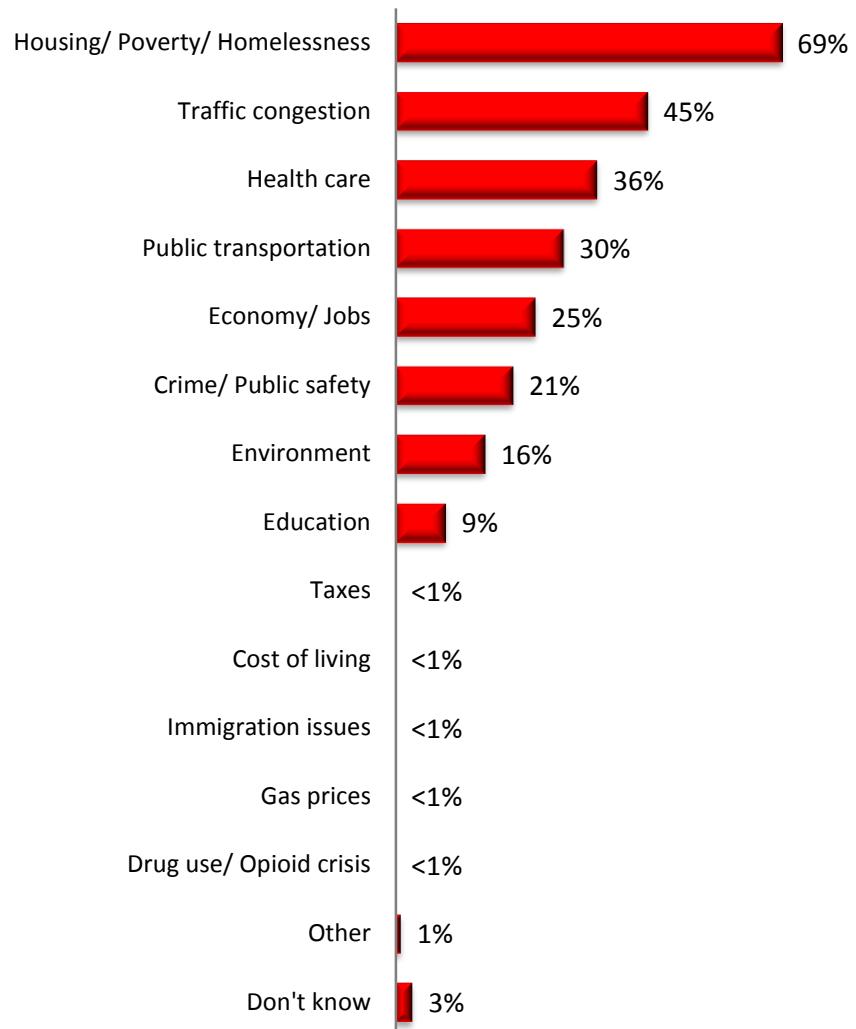
**Note:** In some cases, the summary statistics (e.g., the total percent agree) when compared to the sum of the individual percentages may differ by +/- 1 percentage points. These differences are due to rounding.



# Most Important Issues Facing Metro Vancouver in Next Ten Years

**Q1. What do you feel to be the most important issues that Metro Vancouver residents will face in the next ten years? (n=2,000)**

- Metro Vancouver residents were asked to indicate up to three issues they believe are the most important issues that Metro Vancouver residents will face in the next ten years.
- Concerns around housing and homelessness (69%) are by far the most commonly-chosen issue, followed by traffic congestion (45%), health care (36%), and public transportation (30%).



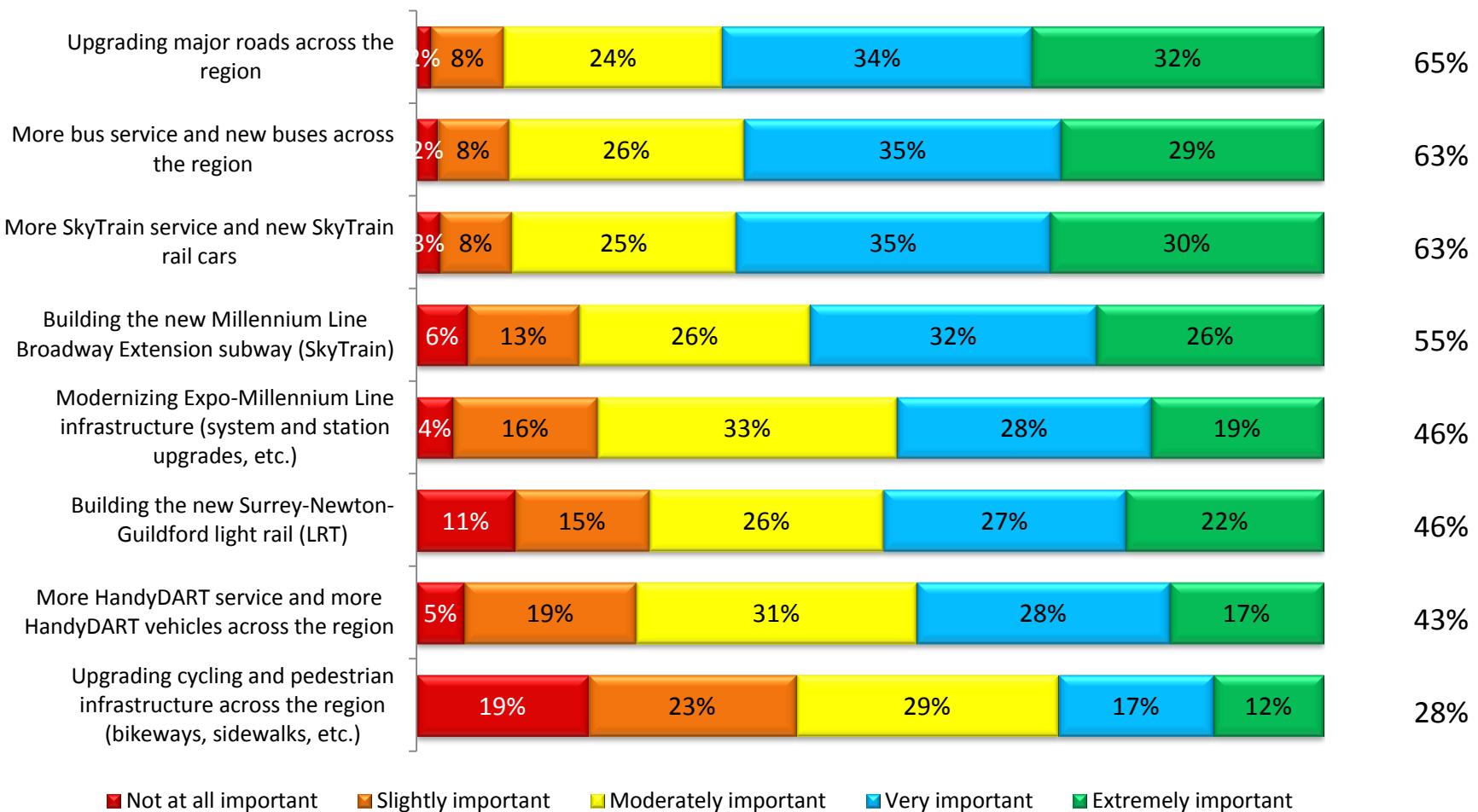
Base: All participants.

Multiple responses allowed; percentages may not add to 100%.

# Importance of Planned Improvements

Total %  
Extremely/  
Very  
Important:

## Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region? (n=2,000)



Base: All participants.

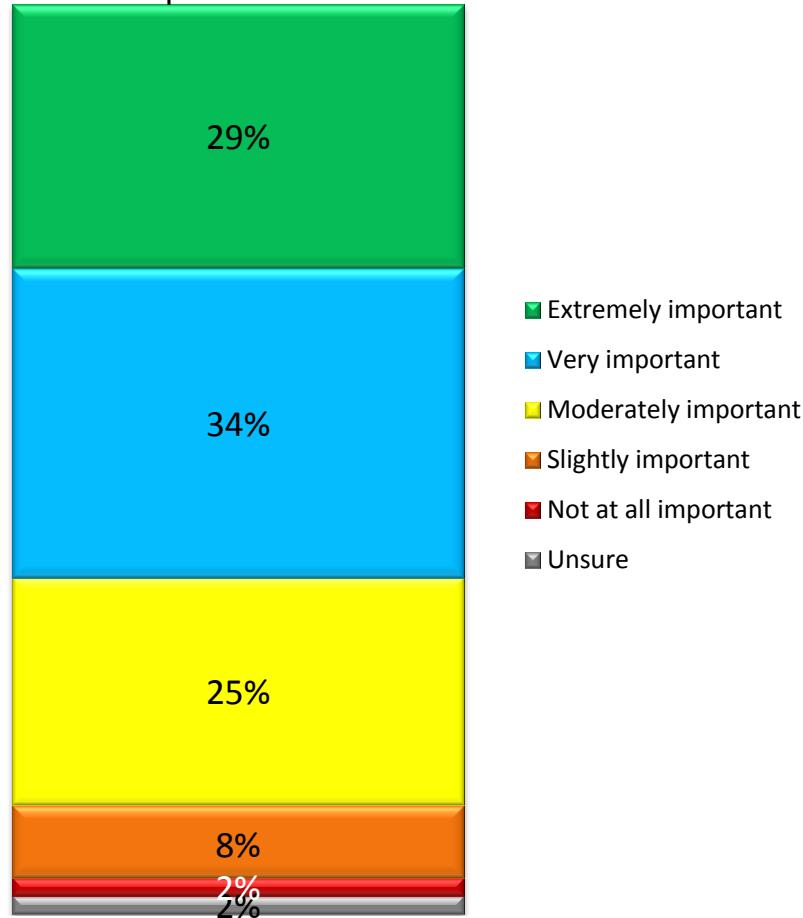
\*Note: Responses of "unsure" are excluded from this chart but included in calculation of total importance score.



**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: More SkyTrain service and new SkyTrain rail cars?**  
(n=2,000)

- Nearly two-thirds (63%) of Metro Vancouver residents rate more SkyTrain service and new SkyTrain rail cars as either extremely or very important.
- On the other hand, only one in ten (11%) rate this planned improvement as either not at all important or slightly important. Another one-quarter (25%) of Metro Vancouver residents rate this improvement as moderately important.

Total Extremely/Very Important: 63%



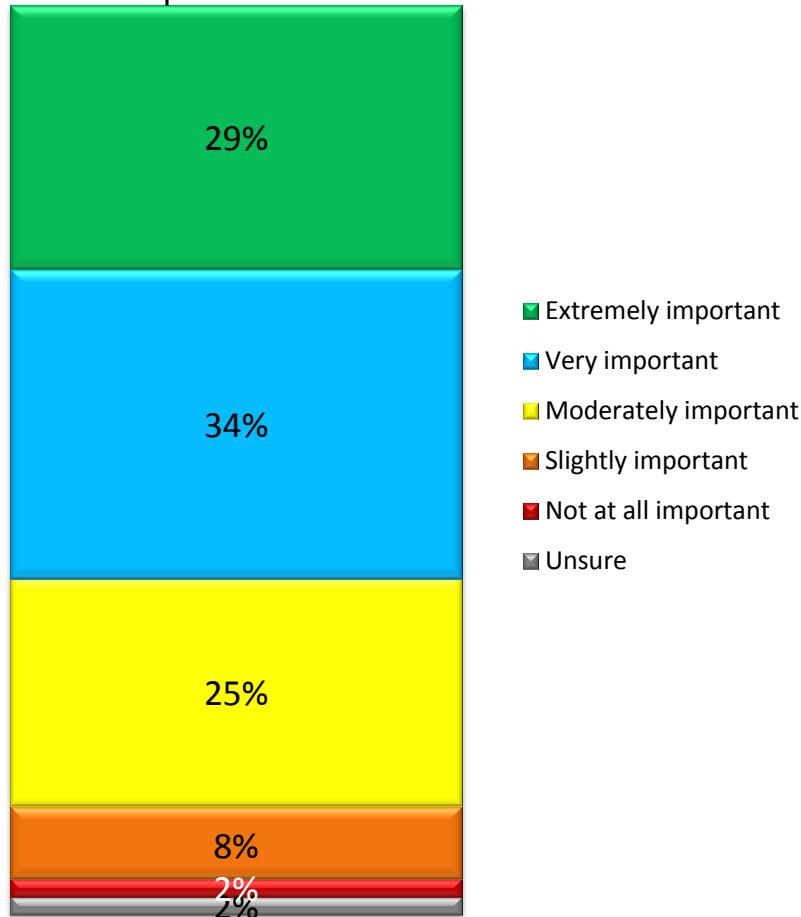
Base: All participants.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: More bus service and new buses across the region?**

(n=2,000)

Total Extremely/Very Important: 63%

- Nearly two-thirds (63%) of Metro Vancouver residents rate more bus service and new bus vehicles as either extremely or very important.
- On the other hand, only one in ten (10%) rate this planned improvement as either not at all important or slightly important. Another one-quarter (25%) of Metro Vancouver residents rate this improvement as moderately important.

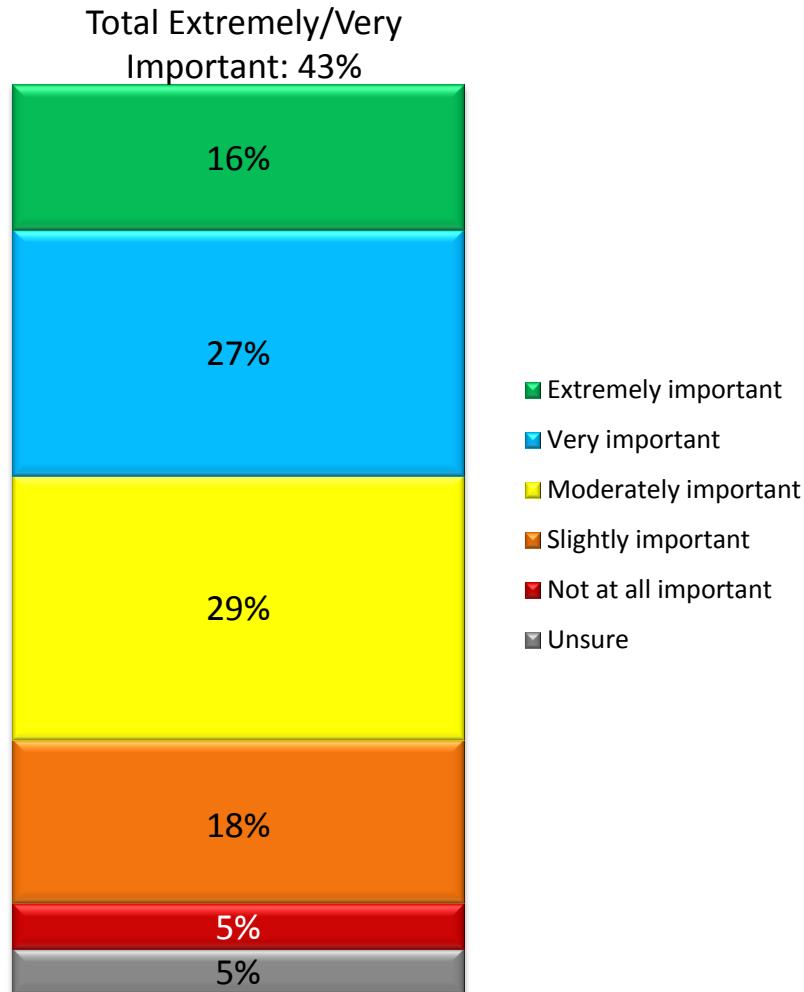


Base: All participants.



- More than four in ten Metro Vancouver residents (43%) rate more HandyDART service and new HandyDART vehicles as either extremely or very important.
- On the other hand, nearly one-quarter (23%) rate this planned improvement as either not at all important or slightly important. Another three in ten (29%) of Metro Vancouver residents rate this improvement as moderately important.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: More HandyDART service and new HandyDART vehicles across the region? (n=2,000)**



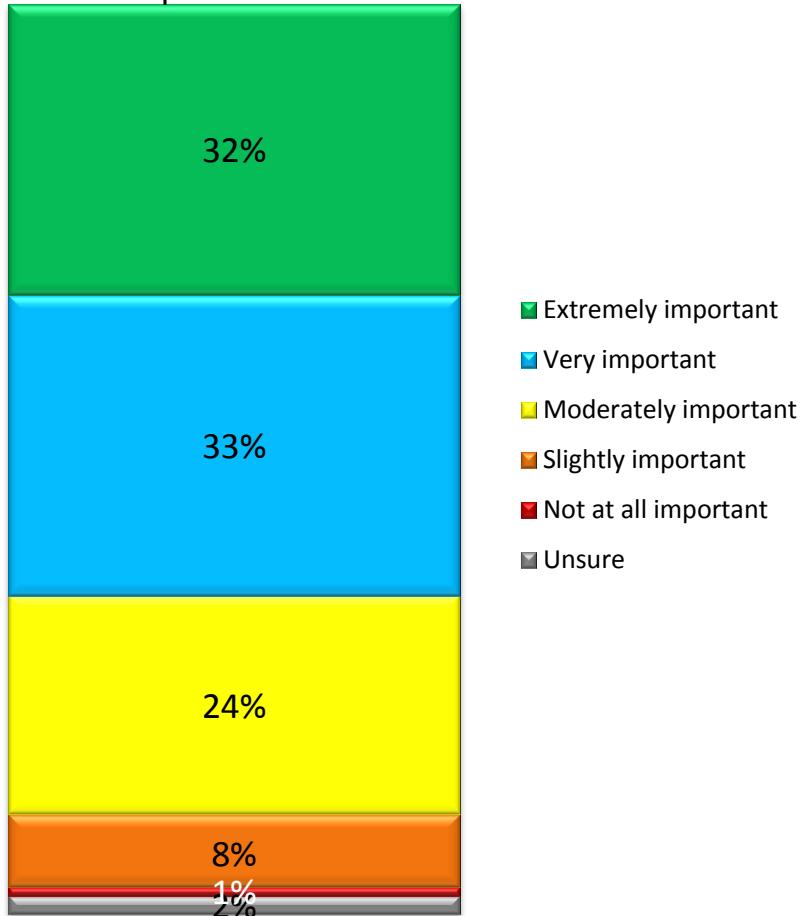
Base: All participants.

# Importance of Planned Improvements: Upgrading major roads

- Nearly two-thirds (65%) of Metro Vancouver residents rate upgrading major roads across the region as either extremely or very important.
- On the other hand, only one in ten (10%) rate this planned improvement as either not at all important or slightly important. Another one-quarter (24%) of Metro Vancouver residents rate this improvement as moderately important.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: Upgrading major roads across the region?**  
(n=2,000)

Total Extremely/Very Important: 65%

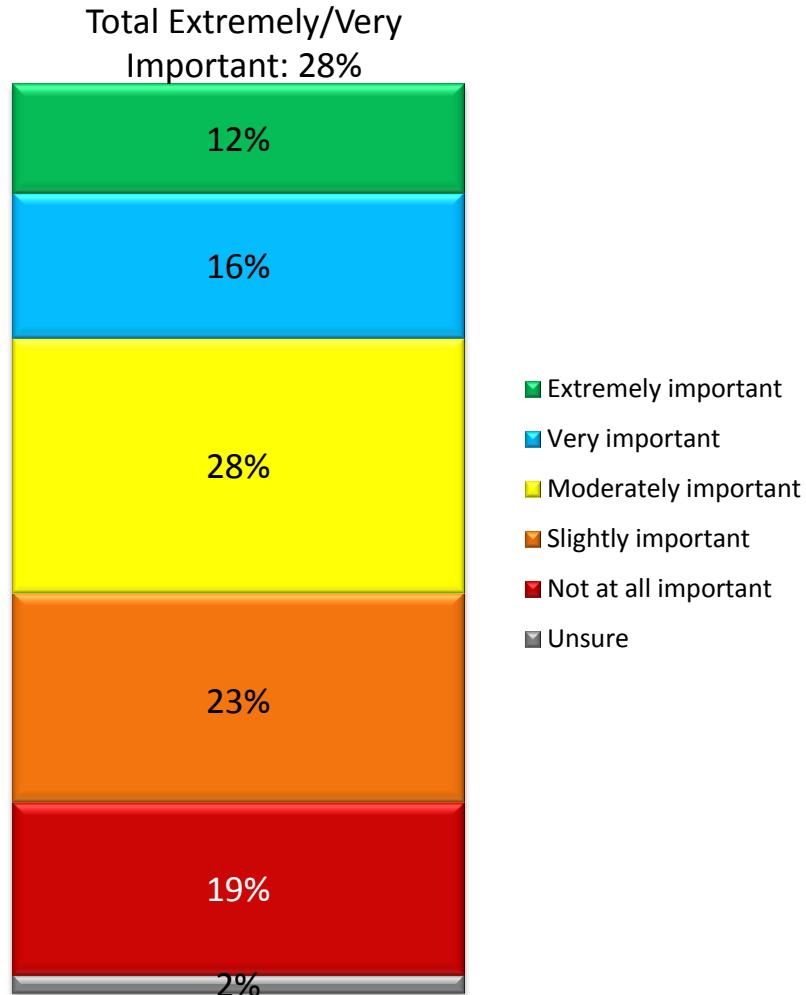


Base: All participants.



- Nearly three in ten Metro Vancouver residents (28%) rate upgrading cycling and pedestrian infrastructure across the region as either extremely or very important.
- On the other hand, more than four in ten (42%) rate this planned improvement as either not at all important or slightly important. Another 28% of Metro Vancouver residents rate this improvement as moderately important.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: Upgrading cycling and pedestrian infrastructure across the region?**  
(n=2,000)

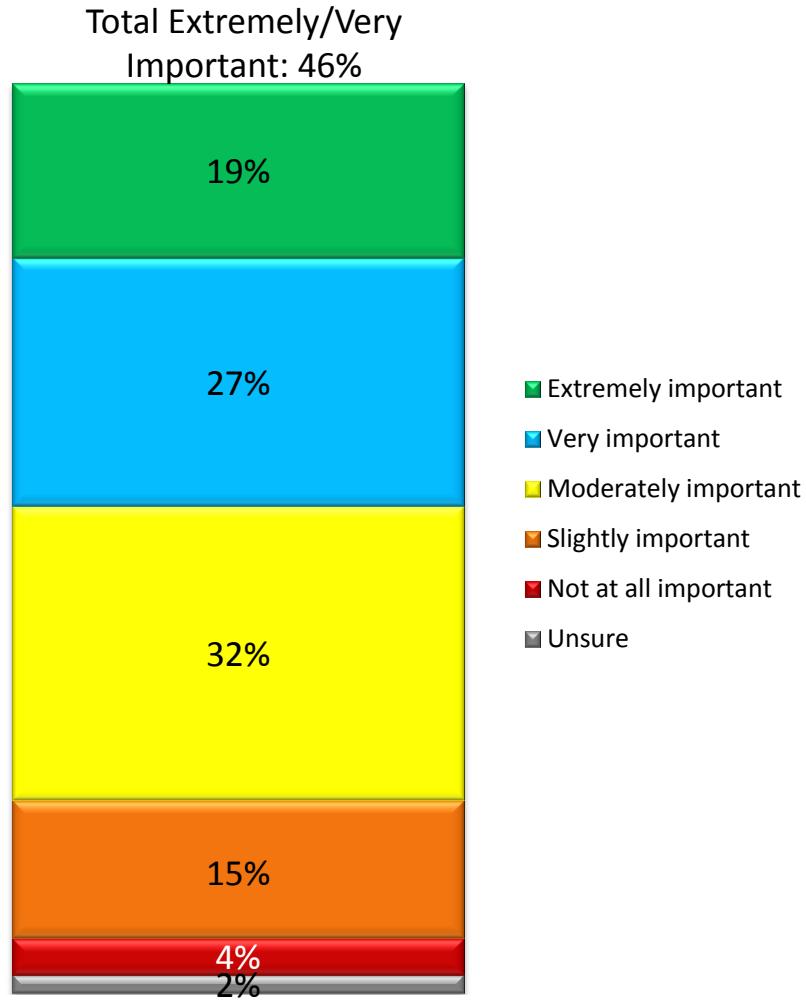


Base: All participants.



**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: Modernizing Expo-Millennium Line infrastructure?**  
(n=2,000)

- Nearly one-half (46%) of Metro Vancouver residents rate modernizing Expo-Millennium Line infrastructure (including system and station upgrades) as either extremely or very important.
- On the other hand, two in ten (19%) rate this planned improvement as either not at all important or slightly important. Another one-third (32%) of Metro Vancouver residents rate this improvement as moderately important.

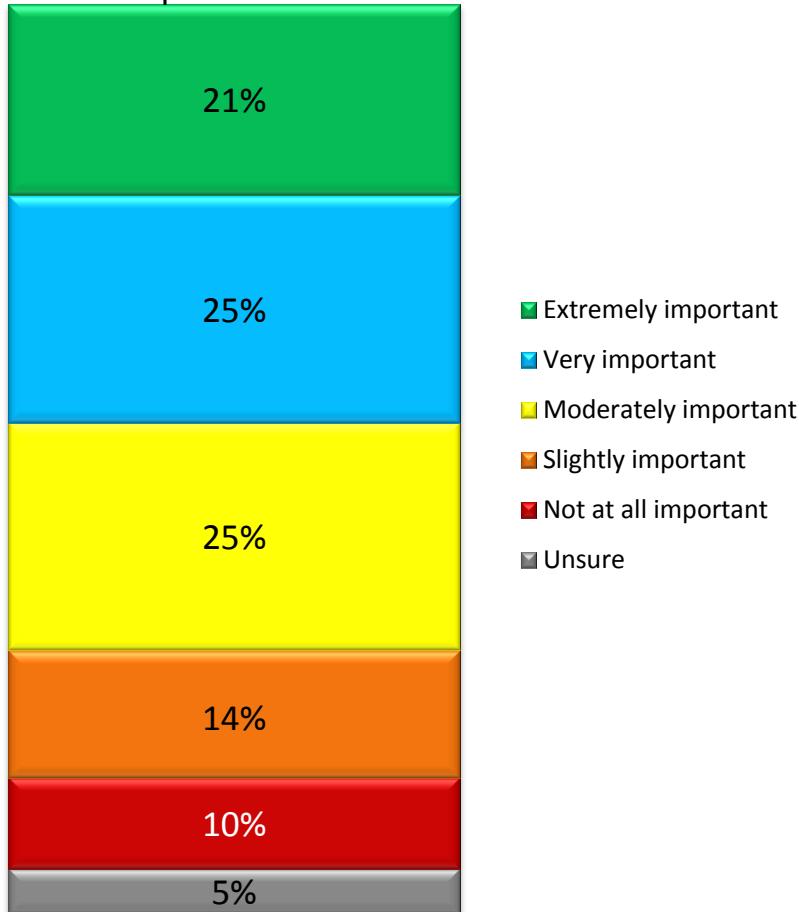


Base: All participants.

- Nearly one-half (46%) of Metro Vancouver residents rate building the new Surrey-Newton-Guildford light rail (LRT) as either extremely or very important.
- On the other hand, one-quarter (25%) rate this planned improvement as either not at all important or slightly important. Another one-quarter (25%) of Metro Vancouver residents rate this improvement as moderately important.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: Building the new Surrey-Newton-Guildford light rail (LRT)?  
(n=2,000)**

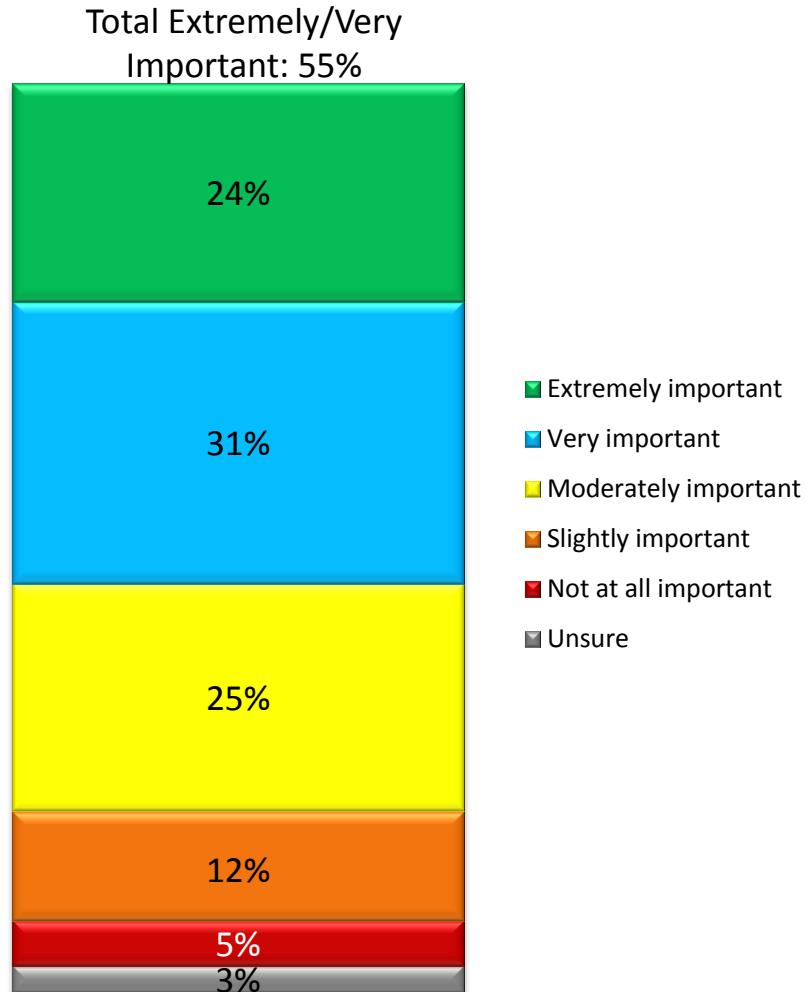
Total Extremely/Very Important: 46%



Base: All participants.

**Q2. How important do you feel each of these planned transportation improvements is for the Metro Vancouver region: Building the new Millennium Line Broadway Extension subway?**  
(n=2,000)

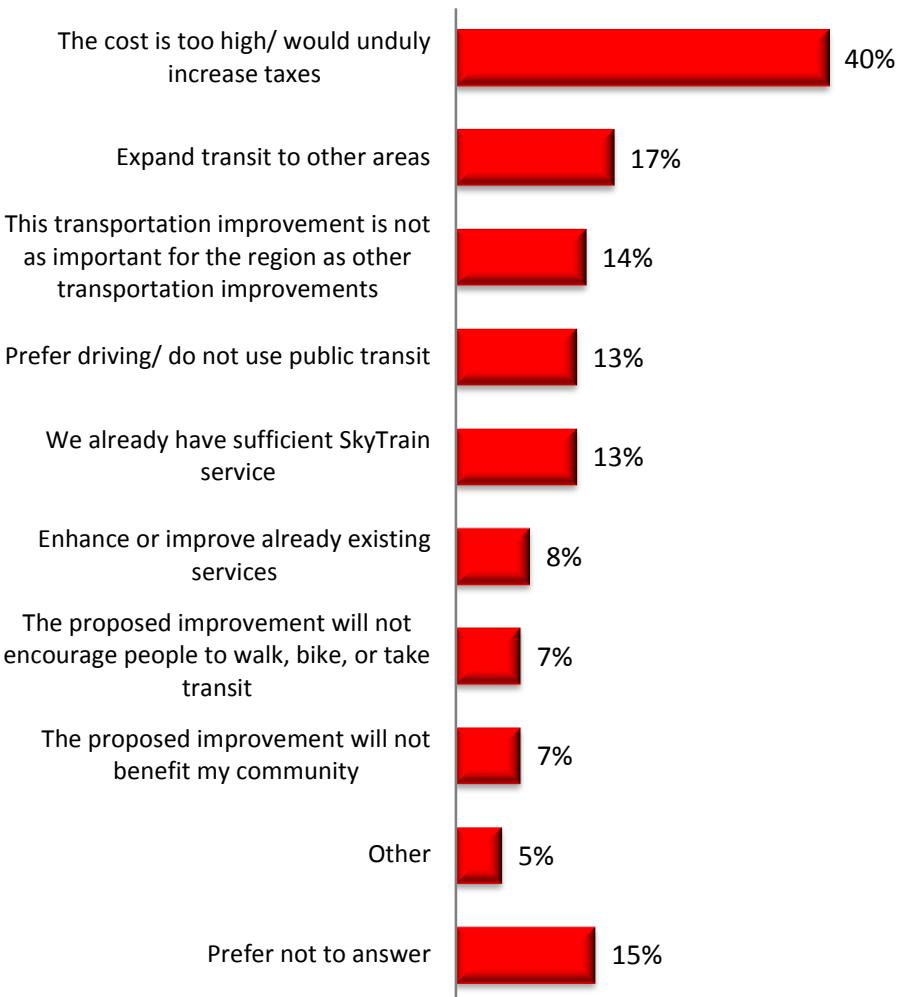
- More than one-half (55%) of Metro Vancouver residents rate building the new Millennium Line Broadway Extension subway (SkyTrain) as either extremely or very important.
- On the other hand, 17% rate this planned improvement as either not at all important or slightly important. Another one-quarter (25%) of Metro Vancouver residents rate this improvement as moderately important.



Base: All participants.

- Among those residents rating enhancements to SkyTrain service (including new rail cars) as not at all important, cost is the number one concern (mentioned by 40%).
- Other reasons for rating this improvement as not at all important include a desire to expand transit to other areas (17%). Fourteen percent believe that other improvements are more important than SkyTrain service enhancement, while 13% each do not use public transit or believe that current SkyTrain service levels are sufficient.

**Q2b. Why do you feel more SkyTrain service and new SkyTrain rail cars is not important to the region?  
(n=50)**

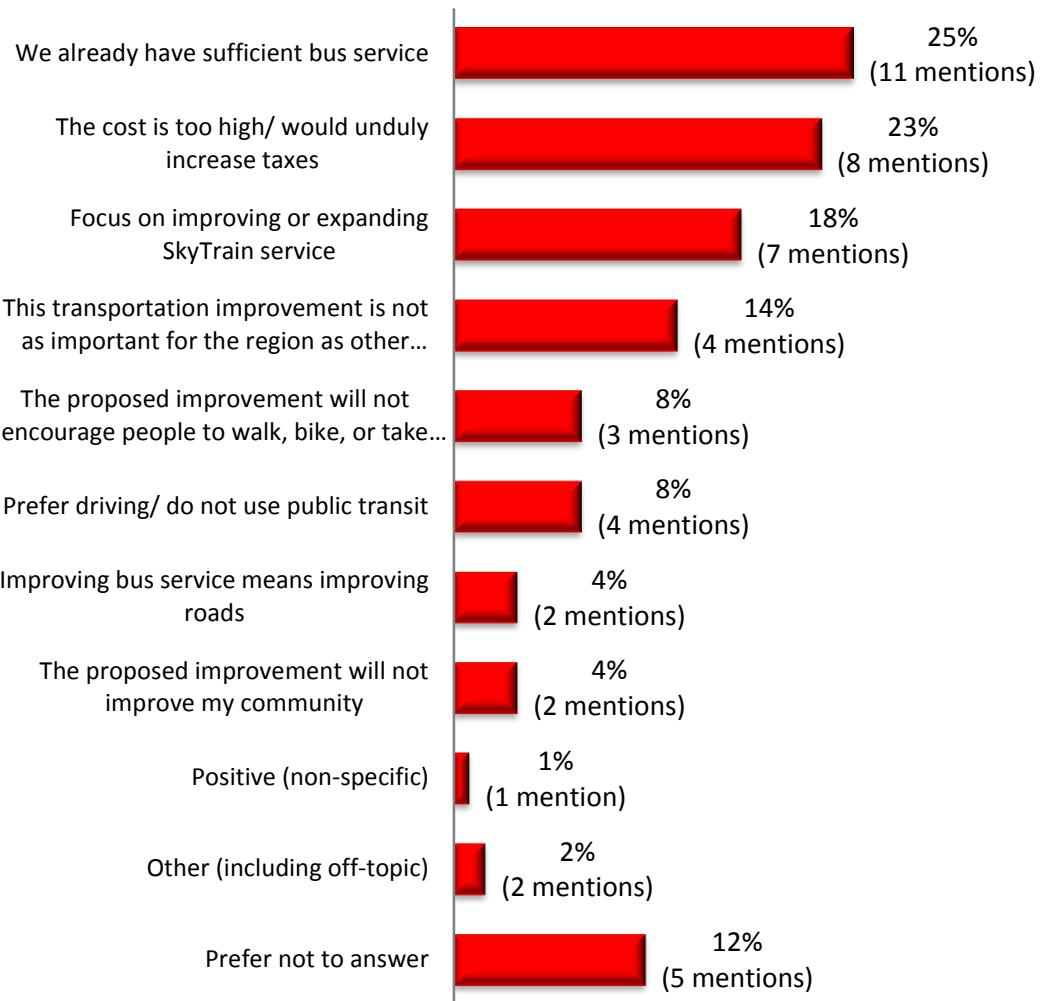


Base: Those rating “more SkyTrain service and new SkyTrain rail cars” as “not at all important”.

Multiple responses allowed; percentages may not add to 100%.

- Among those residents rating enhancements to bus service (including new bus vehicles) as not at all important, one-quarter (25%) believe that current bus service levels are sufficient and nearly the same proportion (23%) are concerned about the cost of these improvements.
- Other reasons for rating this improvement as not at all important include a desire to focus instead on SkyTrain service enhancements (18%), or other projects that are seen as more important for the region (14%).

**Q2b. Why do you feel more bus service and new buses across the region is not important to the region?**  
**(n=39\*)**



Base: Those rating “more bus service and new buses across the region” as “not at all important”.  
 Multiple responses allowed; percentages may not add to 100%.

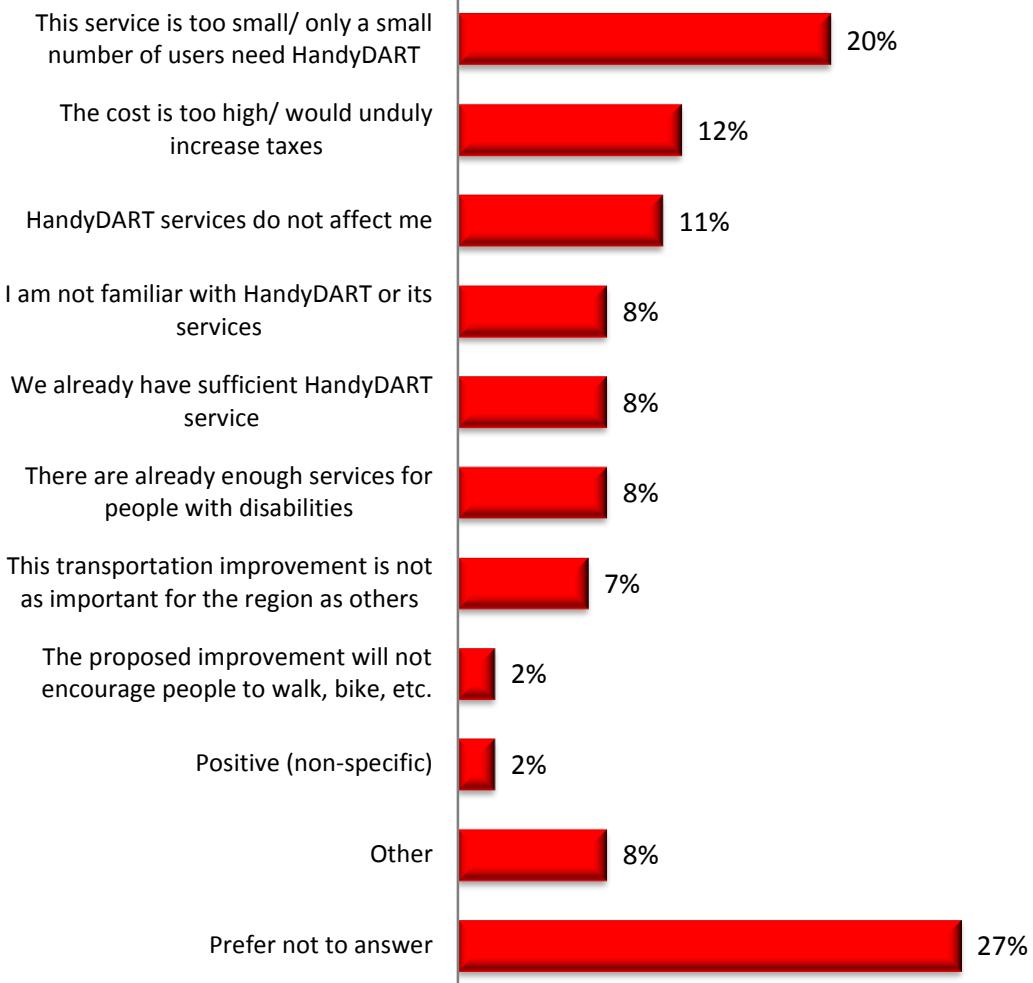
\*Note: small sample size.



- Among those residents rating enhancements to HandyDART service (including new HandyDART vehicles) as not at all important, two in ten (20%) think that the service base is too small to be important.
- Other reasons for rating this improvement as not at all important include concern about costs (12%) or notes that HandyDART services are not personally relevant (11%).
- Eight percent each mention that they are unfamiliar with HandyDART services, that they believe HandyDART services are sufficient as they are, or that there are enough services for people with disabilities.

**Q2b. Why do you feel more HandyDART service and new HandyDART vehicles across the region is not important to the region?**

(n=86)

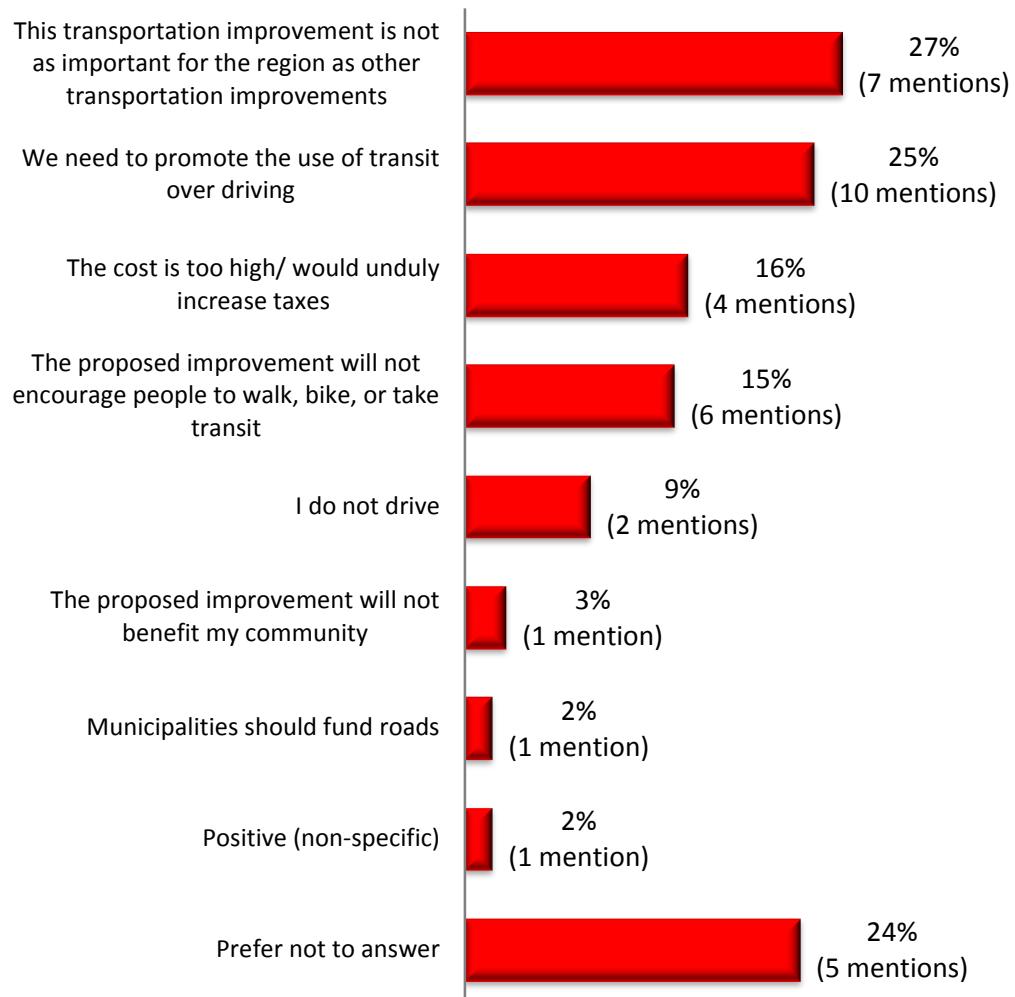


Base: Those rating "more HandyDART service and new HandyDART vehicles across the region" as "not at all important".

Multiple responses allowed; percentages may not add to 100%.

- Among those few residents rating upgrades to major roads across the region as not at all important, one-quarter each say that other improvements are more important (27%) or that we need to promote the use of transit over driving (25%).
- Other reasons for rating this improvement as not at all important include concerns about the cost (16%) and worries that this improvement would not encourage people to seek out other forms of transportation such as walking, cycling, or transit (15%).

**Q2b. Why do you feel upgrading major roads across the region is not important to the region?**  
(n=28\*)



Base: Those rating “upgrading major roads across the region” as “not at all important”.

Multiple responses allowed; percentages may not add to 100%.

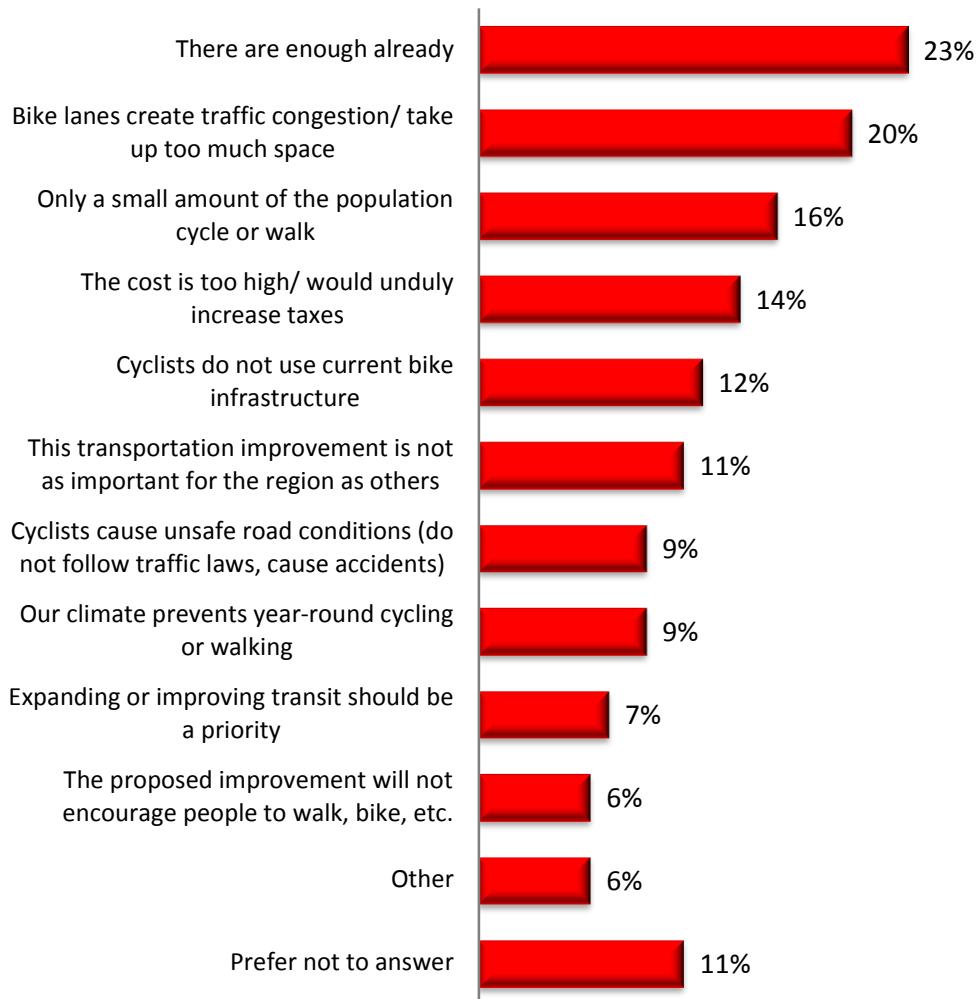
\*Note: small sample size.



**Q2b. Why do you feel upgrading cycling and pedestrian infrastructure across the region is not important to the region?**

(n=402)

- Among those residents rating upgrades to cycling and pedestrian infrastructure across the region as not at all important, one-quarter (23%) believe that there is already enough cycling and pedestrian infrastructure, and two in ten (20%) are concerned that bike lanes cause traffic congestion.
- Other reasons for rating this improvement as not at all important include the population of cyclists or pedestrians being too small to be important (16%) as well as the cost being too high (14%).

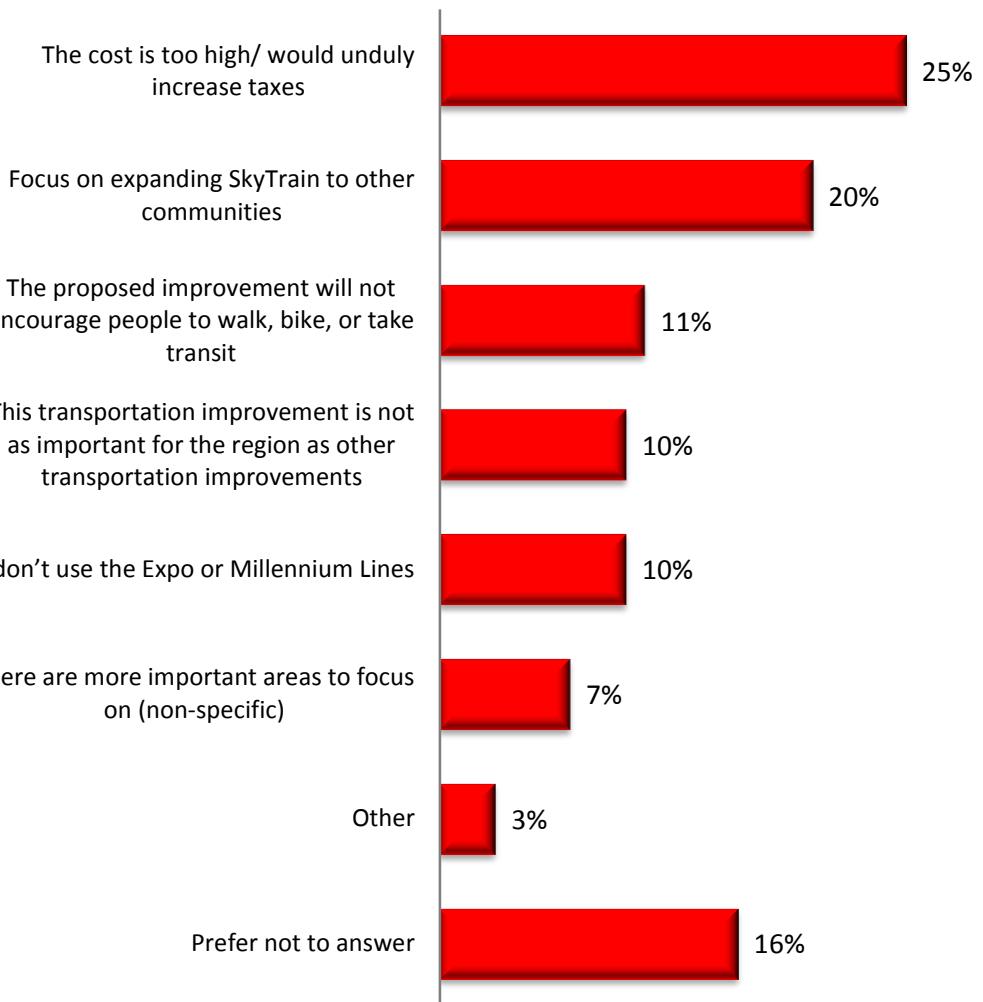


Base: Those rating "upgrading cycling and pedestrian infrastructure across the region" as "not at all important".  
Multiple responses allowed; percentages may not add to 100%.

Only those comments mentioned by 5% or more are shown individually.

- Among those residents rating modernizing Expo-Millennium Line infrastructure such as system and station upgrades as not at all important, cost is the number one concern (mentioned by 25%).
- Other reasons for rating this improvement as not at all important include a desire to expand SkyTrain to other areas (20%).
- Roughly one in ten (11%) are concerned that this improvement will not encourage walking, cycling, or transit use. About the same number believe that this improvement is not as important for the region as other improvements (10%) or say they don't use the Expo or Millennium Lines (10%).

**Q2b. Why do you feel modernizing Expo-Millennium Line infrastructure is not important to the region?  
(n=90)**



Base: Those rating "modernizing Expo-Millennium Line infrastructure" as "not at all important".  
Multiple responses allowed; percentages may not add to 100%.

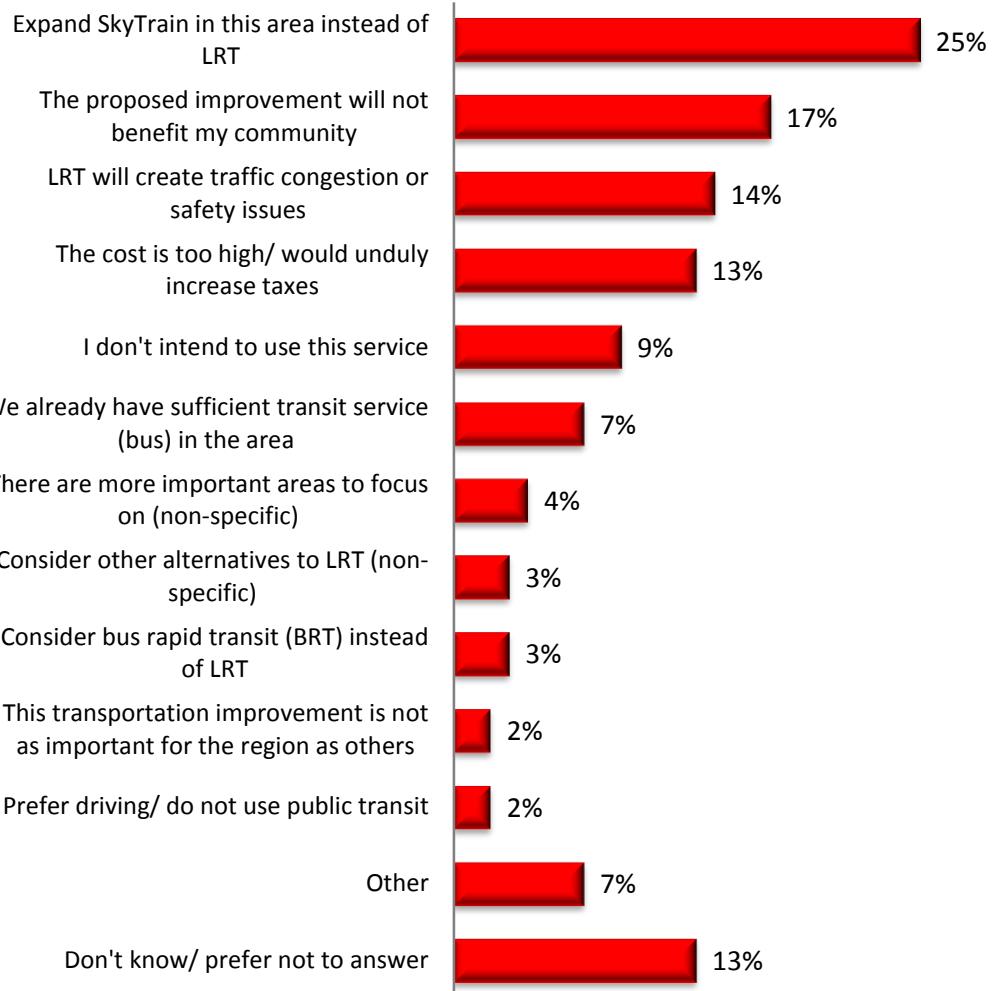
Only those comments mentioned by 2% or more are shown individually.



- Among those residents rating building the Surrey-Newton-Guildford LRT as not at all important, the most prominent reason is the preference for SkyTrain over LRT for the rapid transit expansion in the area (25%).
- Other reasons for rating this improvement as not at all important include the improvement not being a benefit for other communities (17%), as well as concerns around traffic congestion or safety issues that may be caused by LRT (14%).
- Thirteen percent rate this improvement as not at all important because they believe that the cost is too high.

**Q2b. Why do you feel building the new Surrey-Newton-Guildford light rail (LRT) is not important to the region?**

(n=202)



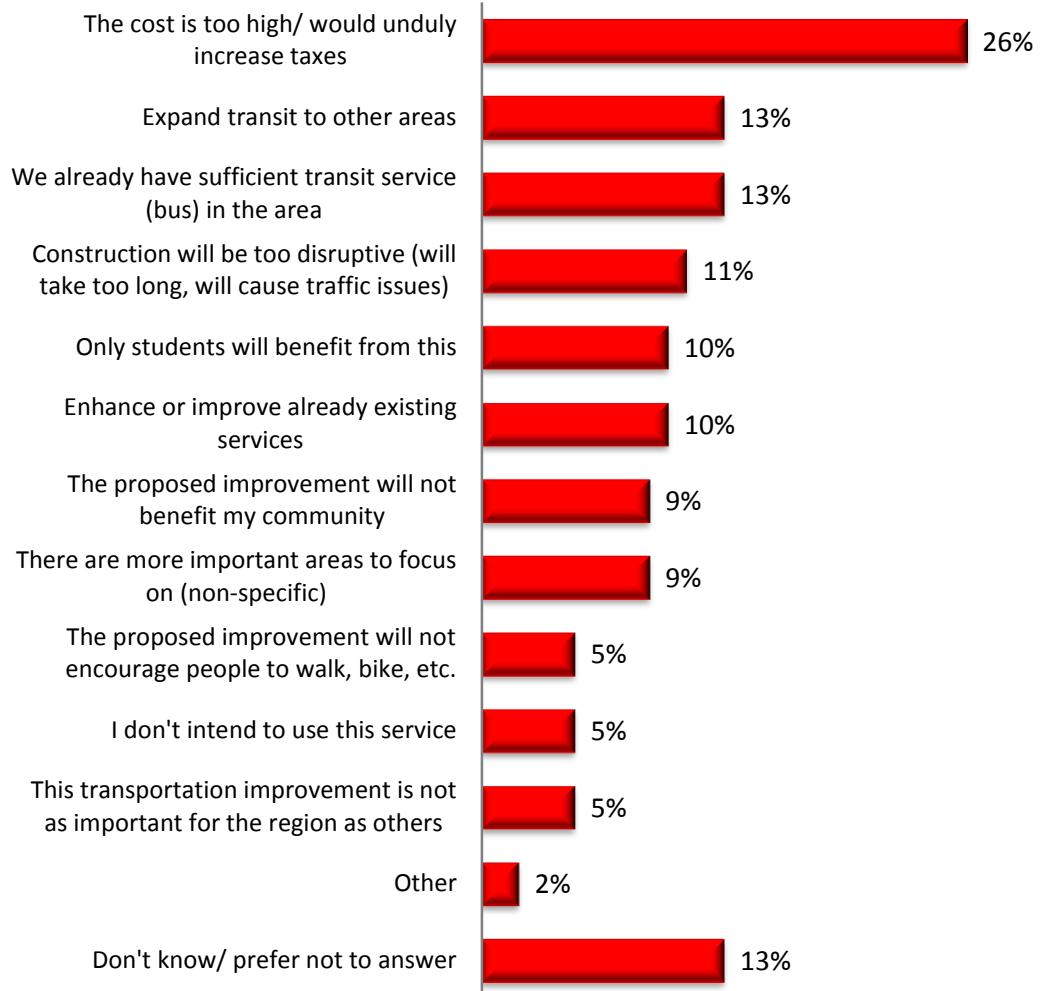
Base: Those rating "building the new Surrey-Newton-Guildford light rail (LRT)" as "not at all important".  
Multiple responses allowed; percentages may not add to 100%.

Only those comments mentioned by 2% or more are shown individually.

- Among those residents rating building the new Millennium Line Broadway Extension as not at all important, one-quarter (26%) cite cost as their primary concern.
- Thirteen percent each would like to see transit expanded to other areas, or believe that the current bus service in the area is already sufficient.
- Other reasons for rating this improvement as not at all important include concerns around the disruption caused by construction (11%), as well as concern that the improvement would only benefit students (10%) and a desire to enhance or improve existing services instead of building new services (10%).

**Q2b. Why do you feel building the new Millennium Line Broadway Extension subway (SkyTrain) is not important to the region?**

(n=122)



Base: Those rating "building the new Millennium Line Broadway Extension subway (SkyTrain)" as "not at all important".  
Multiple responses allowed; percentages may not add to 100%.

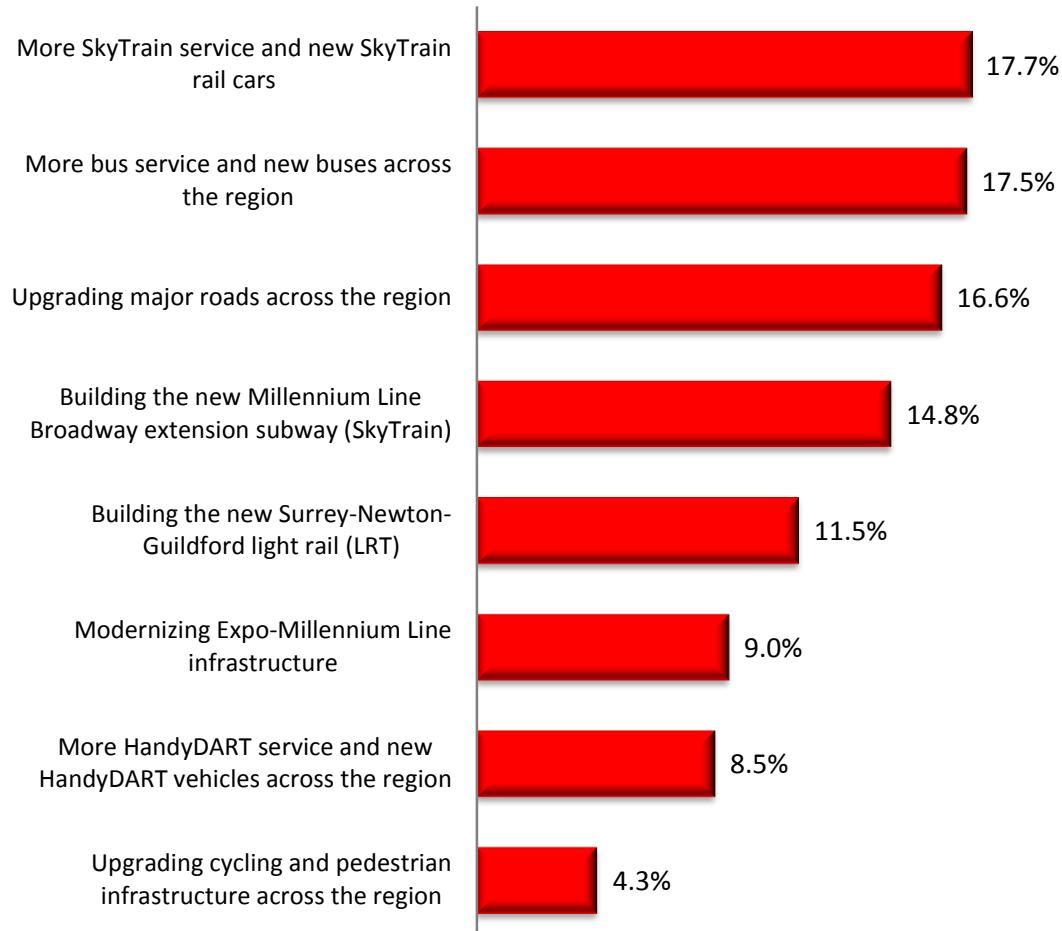
Only those comments mentioned by 2% or more are shown individually.



# Relative Importance of Planned Transportation Improvements

- Metro Vancouver residents also participated in a MaxDiff exercise to allow for a more definitive measure of relative importance of the eight planned transportation improvements.
- As with the combined ratings of “extremely important” or “very important,” the top three planned improvements are quite close to each other in relative importance. SkyTrain service improvements and bus service improvements are ranked first and second, followed closely by upgrades to major roads.
- The two major rapid transit expansion projects follow, with the Millennium Line Broadway Extension ranking higher than the Surrey-Newton-Guildford LRT project.
- Upgrades to cycling and pedestrian infrastructure once again receive the lowest scores for importance among the eight projects.

**Q3. Looking at these projects slightly differently... In your opinion, which option would be the most important to Metro Vancouver and which would be the least important? [MAX DIFF SUMMARY] (n=2,000)**



Base: All participants.

Figures represent relative share of importance among eight planned transportation improvements as a mean score.

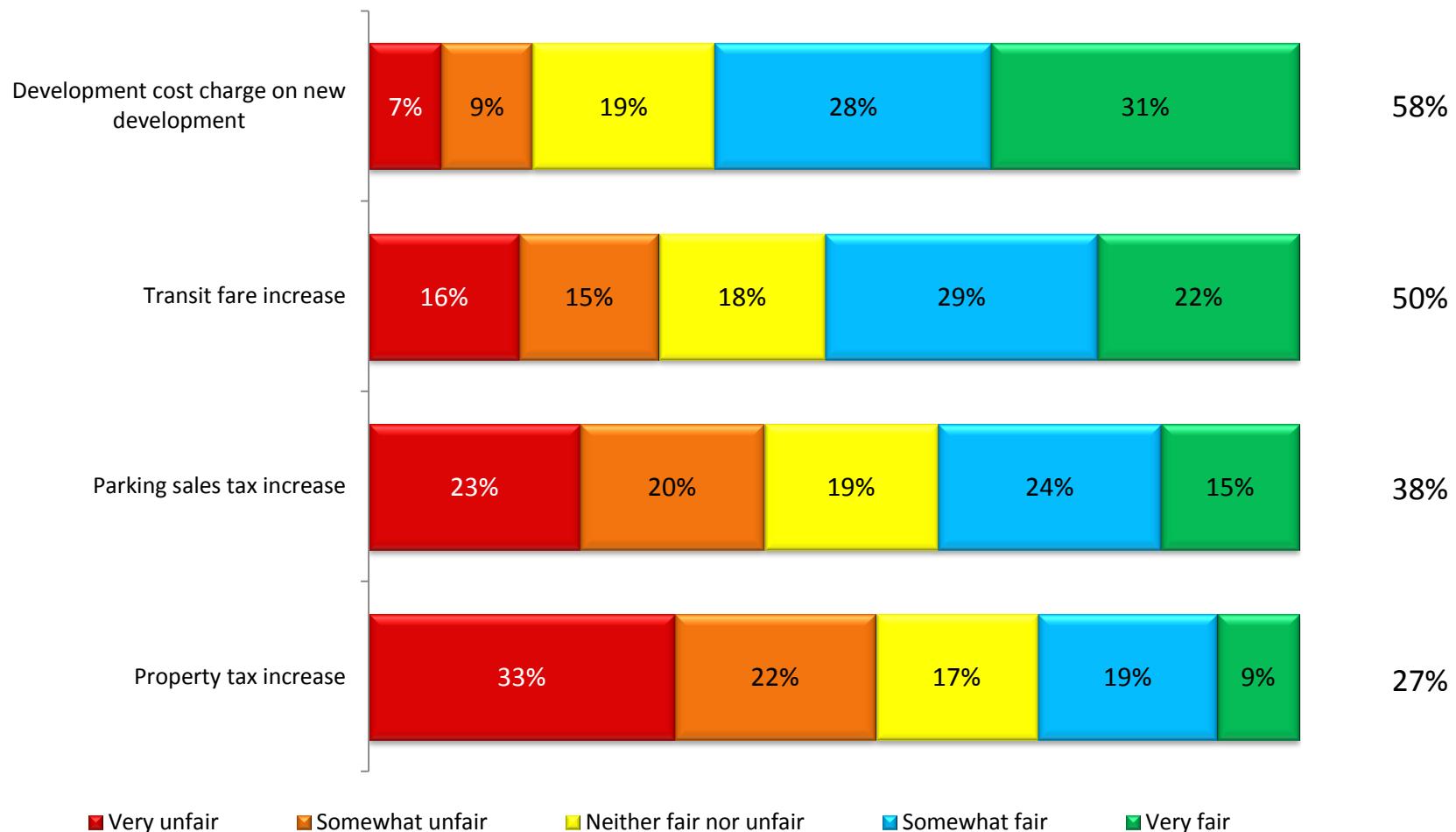
# Results

## *Funding Sources*



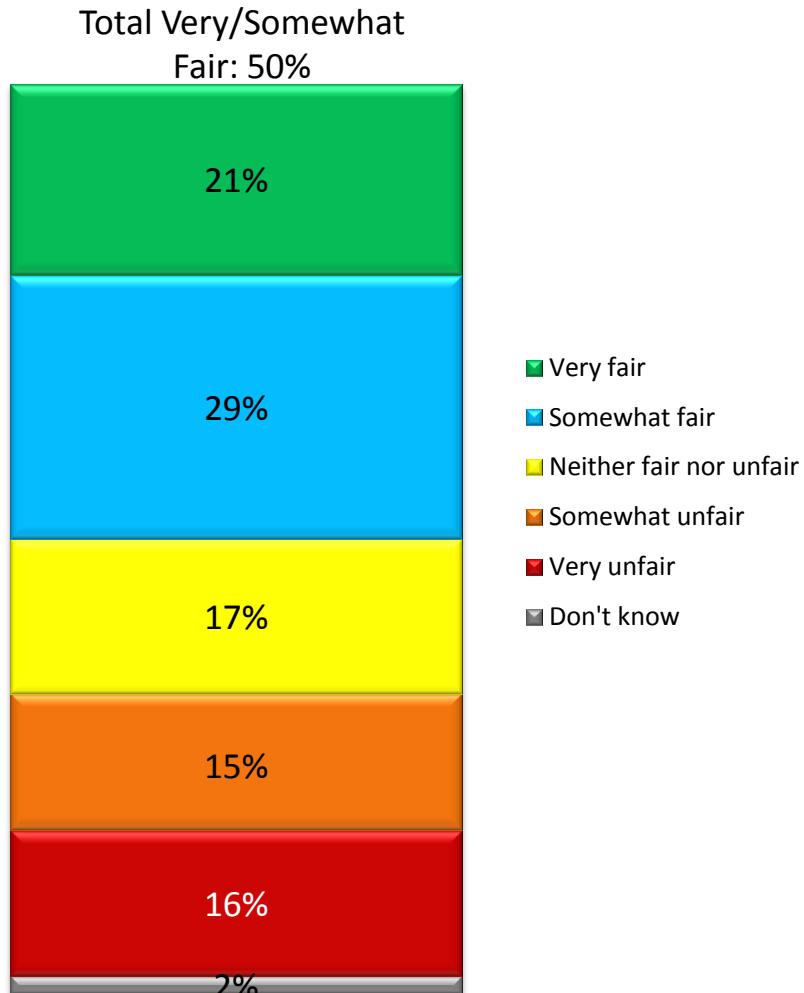
Total %  
Very/  
Somewhat  
Fair:

**Q4. Please rate how fair you feel each of the following funding sources are in paying for the region's portion of the Phase Two Plan transportation improvements? (n=2,000)**



**Q4. Please rate how fair you feel transit rate increases are in paying for the region's portion of the Phase Two Plan transportation improvements? (n=2,000)**

- One-half (50%) of Metro Vancouver residents believe that transit fare increases are a very or somewhat fair funding source for the region's portion of the Phase Two Plan transportation improvements.
- That said, one-third (31%) rate this potential funding source as either very or somewhat unfair. Another 17% of Metro Vancouver residents rate this funding source as neither fair nor unfair.

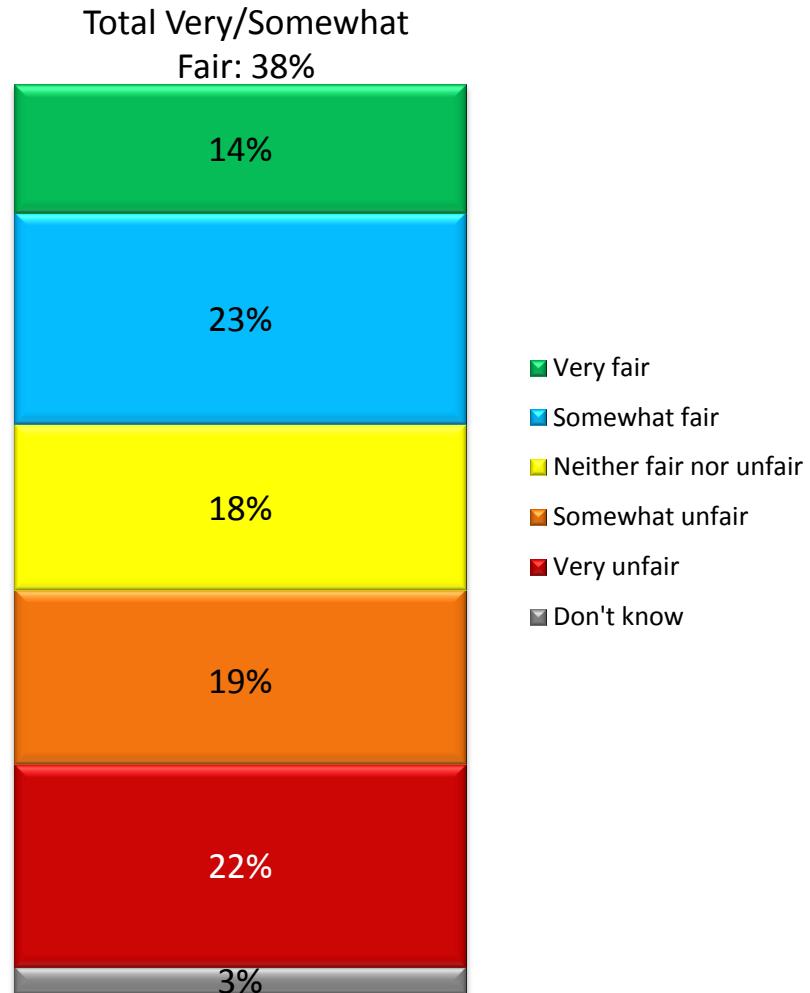


Base: All participants.



**Q4. Please rate how fair you feel parking sales tax increases are in paying for the region's portion of the Phase Two Plan transportation improvements?**  
(n=2,000)

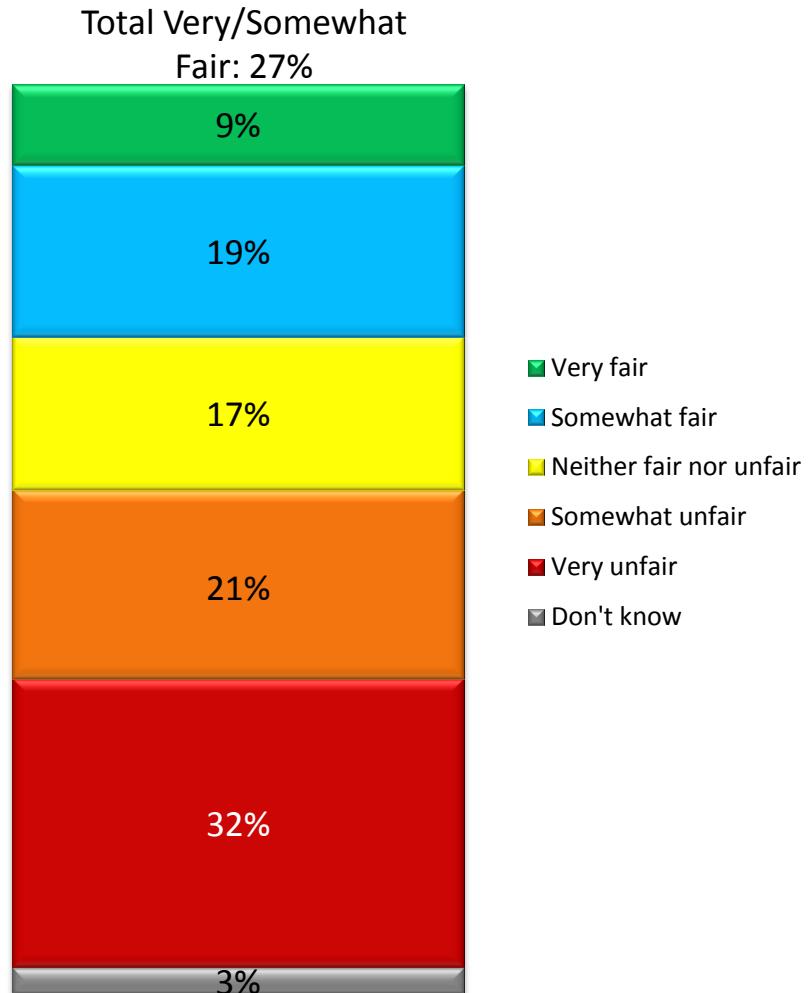
- Four in ten Metro Vancouver residents (38%) believe that parking sales tax increases are a very or somewhat fair funding source for the region's portion of the Phase Two Plan transportation improvements.
- That said, roughly the same proportion (41%) rate this potential funding source as either very or somewhat unfair. Another 18% of Metro Vancouver residents rate this funding source as neither fair nor unfair.



Base: All participants.

**Q4. Please rate how fair you feel property tax increases are in paying for the region's portion of the Phase Two Plan transportation improvements?**  
(n=2,000)

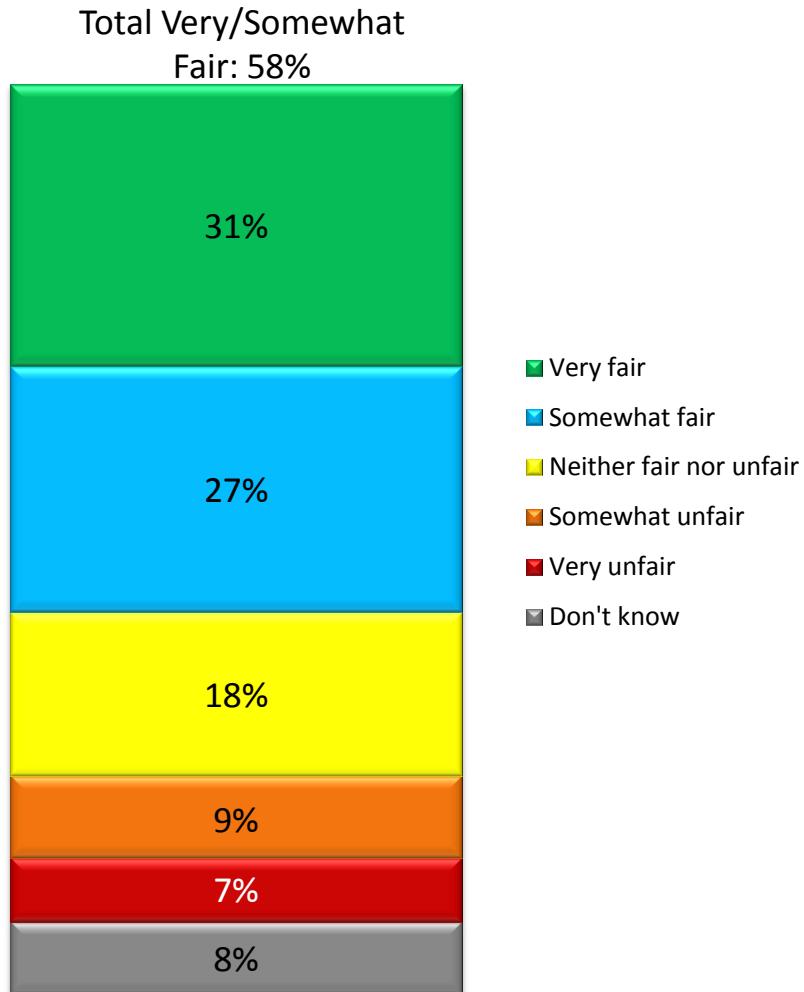
- One-quarter (27%) of Metro Vancouver residents believe that property tax increases are a very or somewhat fair funding source for the region's portion of the Phase Two Plan transportation improvements.
- That said, more than one-half (53%) rate this potential funding source as either very or somewhat unfair, including one-third (32%) of Metro Vancouver residents who give a rating of "very unfair." Another 17% of Metro Vancouver residents rate this funding source as neither fair nor unfair.



Base: All participants.

**Q4. Please rate how fair you feel development fee increases are in paying for the region's portion of the Phase Two Plan transportation improvements?**  
(n=2,000)

- Nearly six in ten Metro Vancouver residents (58%) believe that development cost charges on new developments are a very or somewhat fair funding source for the region's portion of the Phase Two Plan transportation improvements.
- Only 16% rate this potential funding source as either very or somewhat unfair. Another 18% of Metro Vancouver residents rate this funding source as neither fair nor unfair.

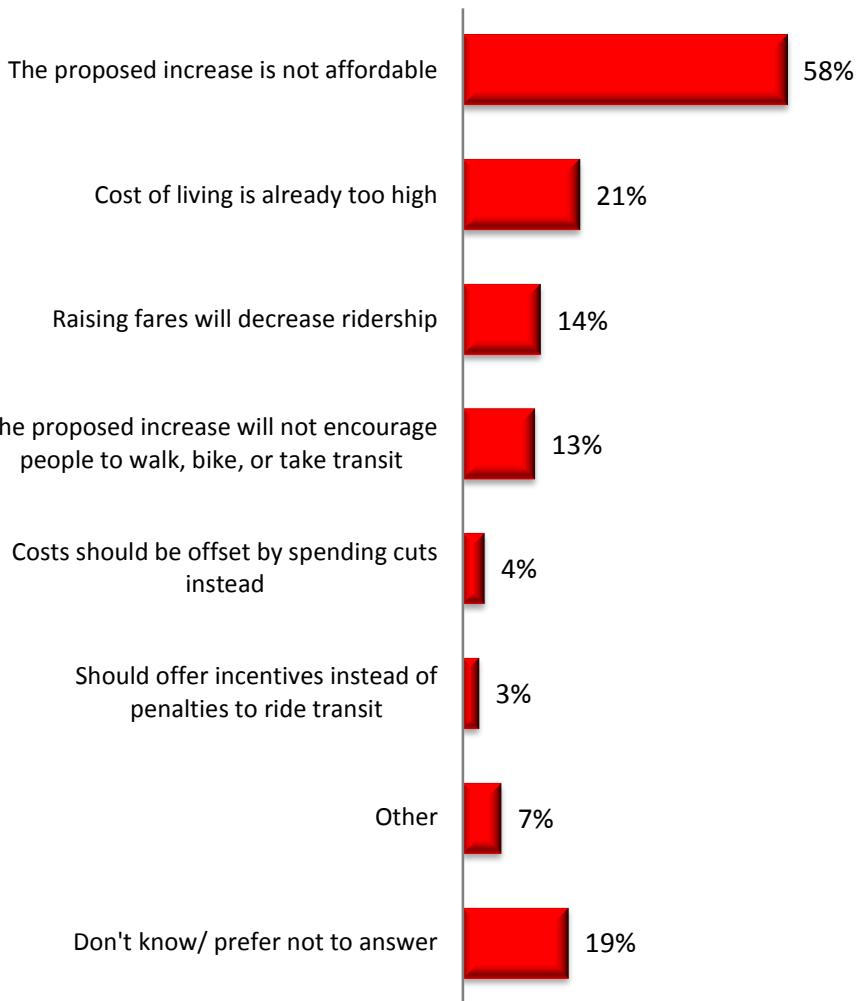


Base: All participants.

- Among those residents rating transit fare increases as an unfair funding source, the affordability of the proposed increase (58%) is by far the most commonly-given reason for the rating.
- Other reasons for rating this funding source as unfair include the cost of living already being too high (21%), concerns that fare increases will lead to decreased ridership (14%), and concerns that the proposed increase will not encourage people to walk, bike, or take transit (13%).

**Q4a. Why do you feel that a transit fare increase is an unfair way to pay for the region's portion of these transportation improvements?**

(n=589)



Base: Those rating "transit fare increase" as "very unfair" or "somewhat unfair".

Multiple responses allowed; percentages may not add to 100%.

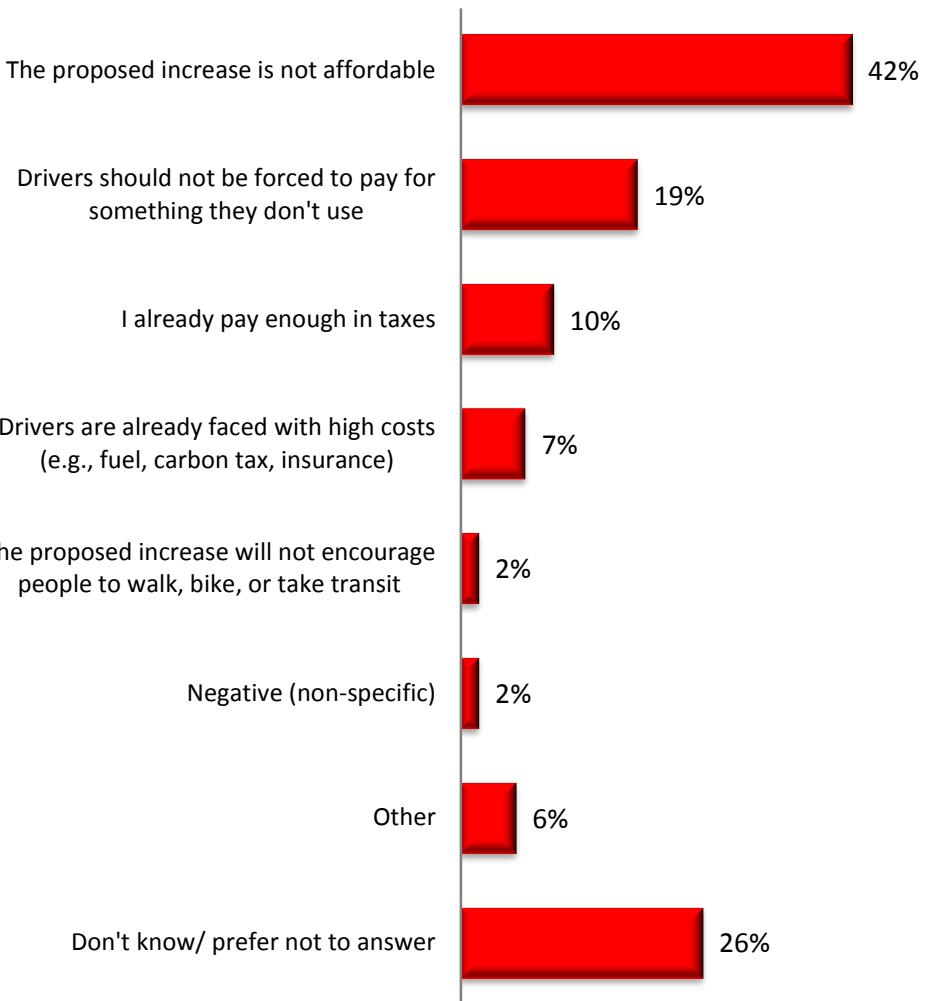
Only those comments mentioned by 2% or more are shown individually.

# Reasons for Perceived Unfairness: Parking sales tax increase

- Among those residents rating parking sales tax increases as an unfair funding source, the number one concern is about the affordability of the proposed increase (42%).
- Two in ten (19%) believe that drivers should not be forced to pay for transit upgrades that they do not use, while one in ten (10%) complain that they already pay enough in taxes.

**Q4a. Why do you feel that a parking sales tax increase is an unfair way to pay for the region's portion of these transportation improvements?**

(n=797)



Base: Those rating "parking sales tax increase" as "very unfair" or "somewhat unfair".  
Multiple responses allowed; percentages may not add to 100%.

Only those comments mentioned by 2% or more are shown individually.

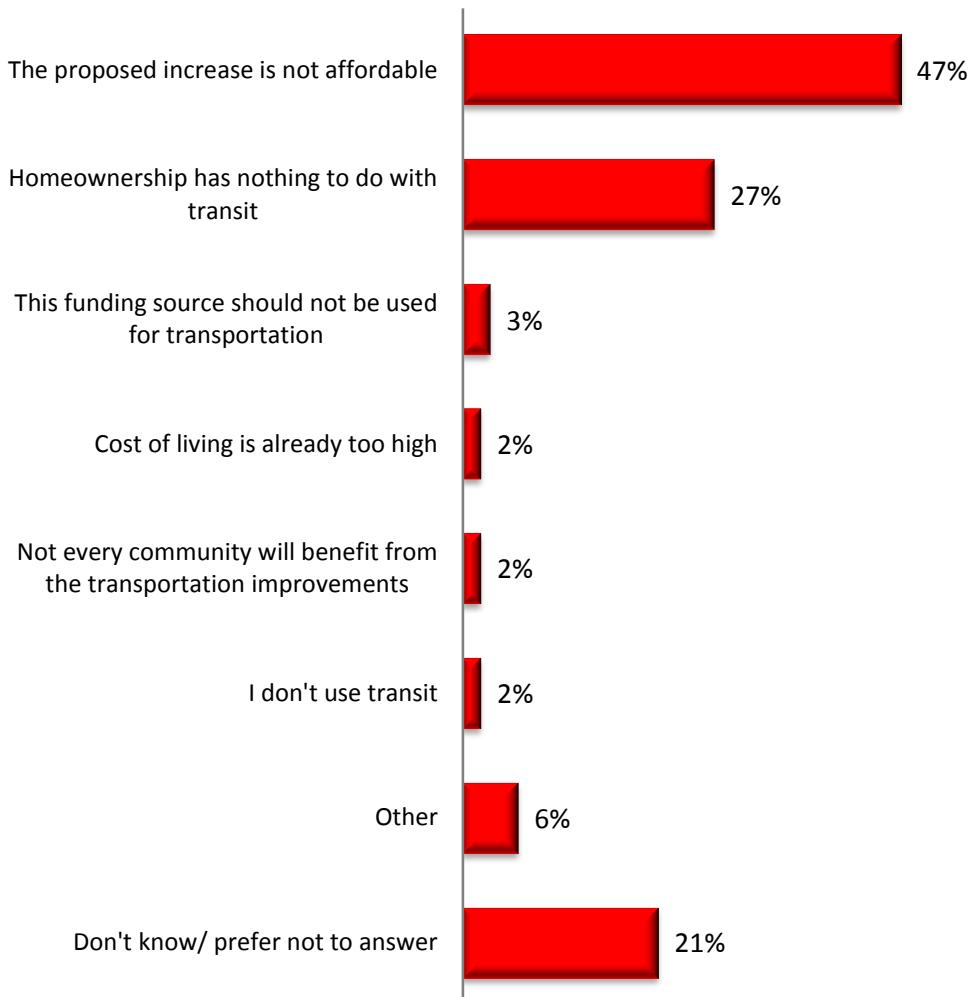


## Reasons for Perceived Unfairness: Property tax increase

**Q4a. Why do you feel that a property tax increase is an unfair way to pay for the region's portion of these transportation improvements?**

(n=1,089)

- Among those residents rating property tax increases as an unfair funding source, the affordability of the proposed increase is once again the predominant reason for opposition (47%).
- Another key reason for rating this funding source as unfair is being unable to see a link between homeownership and transit (27%).



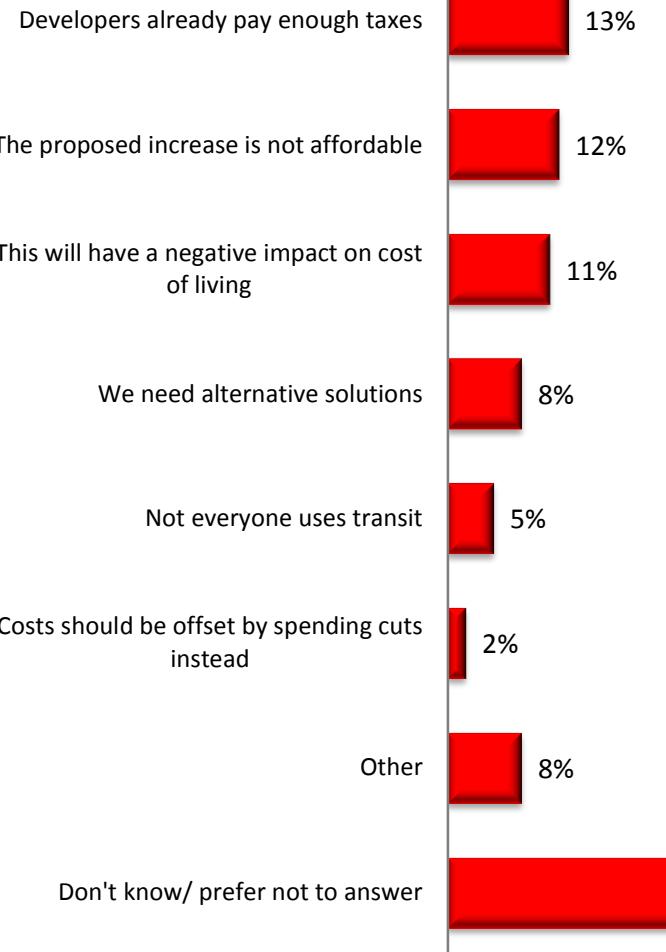
Base: Those rating "property tax increase" as "very unfair" or "somewhat unfair".  
Multiple responses allowed; percentages may not add to 100%.

Only those comments mentioned by 2% or more are shown individually.



**Q4a. Why do you feel that a development fee increase is an unfair way to pay for the region's portion of these transportation improvements?**

(n=298)



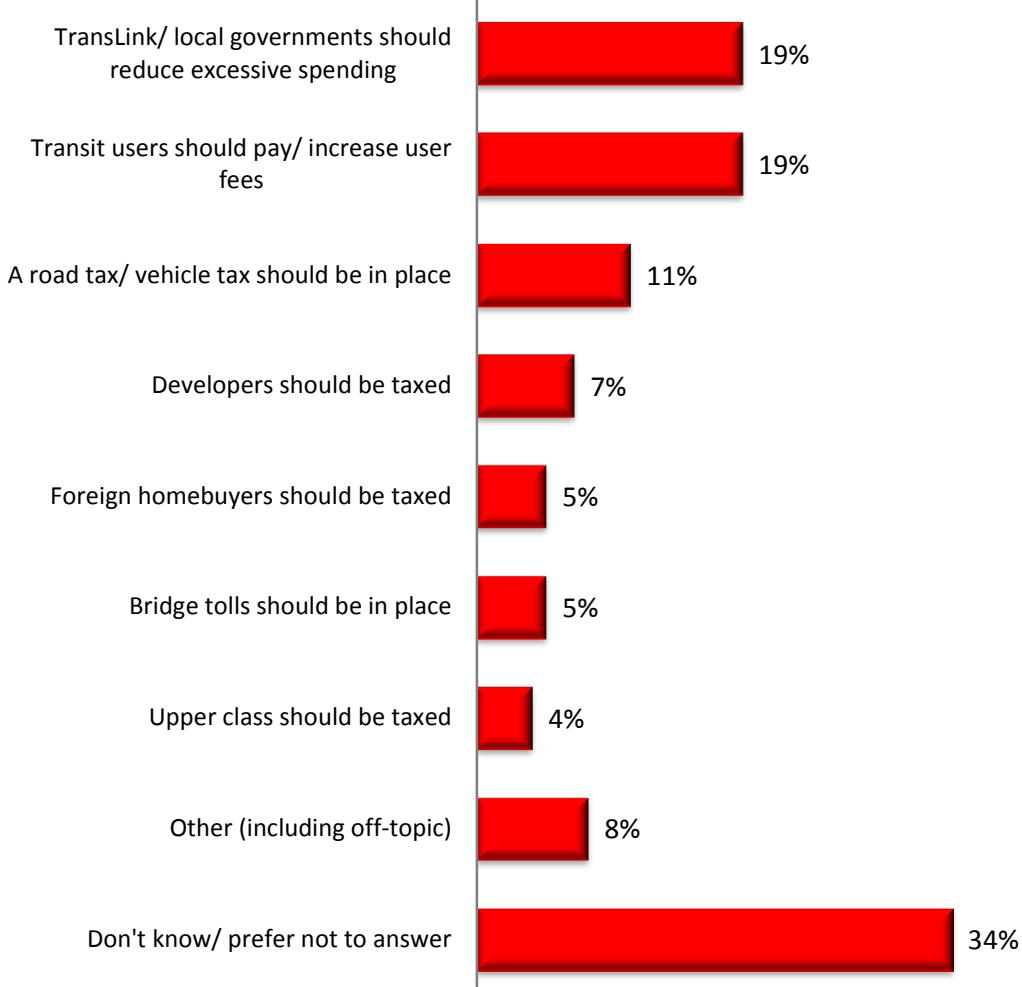
- Among those residents rating fees charged to developers on new developments in the region as an unfair funding source, reasons for unfairness include developers already paying enough taxes (13%), as well as concerns that the proposed increase is not affordable (12%) or that this fee will have a negative impact on cost of living (11%).



- Among those residents who rated one or more of the proposed funding sources as unfair, two in ten each believe that funding should come from spending cuts rather than from new sources of revenue (19%) or that any improvements to the transit system should come from transit users' pockets (19%).
- One in ten (11%) suggest a road tax or vehicle tax as a more fair funding source.

**Q4b. What would be a more fair way to pay for the region's portion of these transportation improvements?**

(n=1,355)



Base: Those rating any funding source as "very unfair" or "somewhat unfair".

Multiple responses allowed; percentages may not add to 100%.

Only those comments mentioned by 2% or more are shown individually.



# Results

## *Information About the Phase Two Plan*

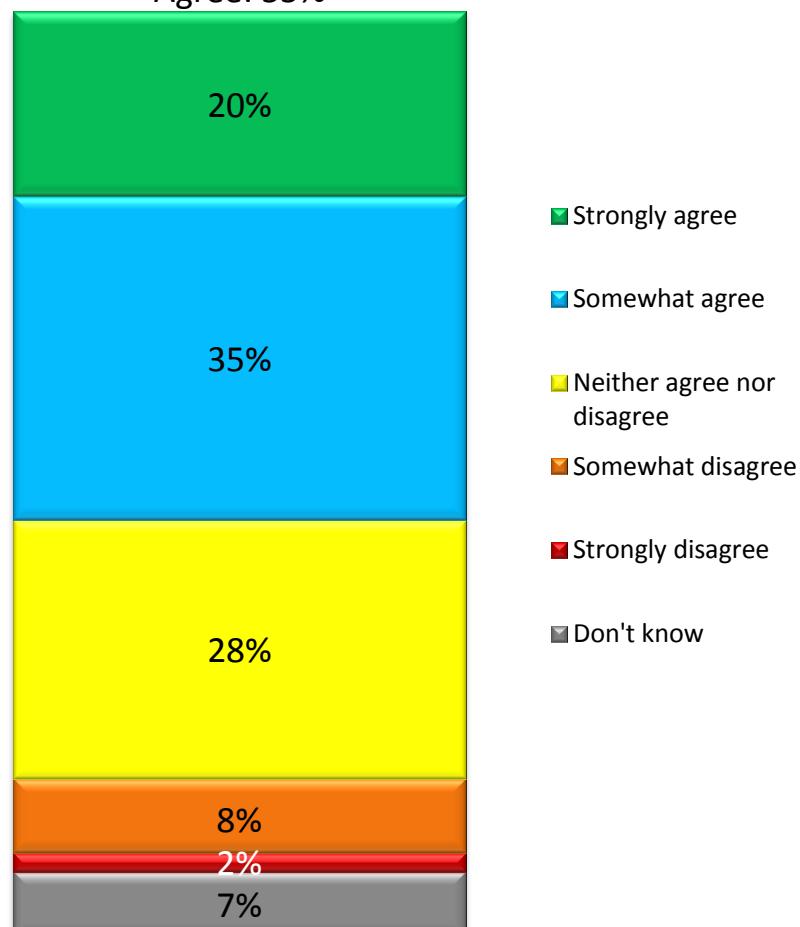


**Q5. Please read the content at tenyearvision.translink.ca and indicate how much you agree or disagree with the following statement: The information provided about the Phase Two Plan was clear and understandable.**

(n=2,000)

- More than one-half (55%) of Metro Vancouver residents strongly or somewhat agree that the information provided about the Phase Two Plan at tenyearvision.translink.ca was clear and understandable.
- Only one in ten (10%) strongly or somewhat disagree that the information was clear and understandable. Another 28% of Metro Vancouver residents neither agree nor disagree with this statement.

Total Strongly/Somewhat Agree: 55%

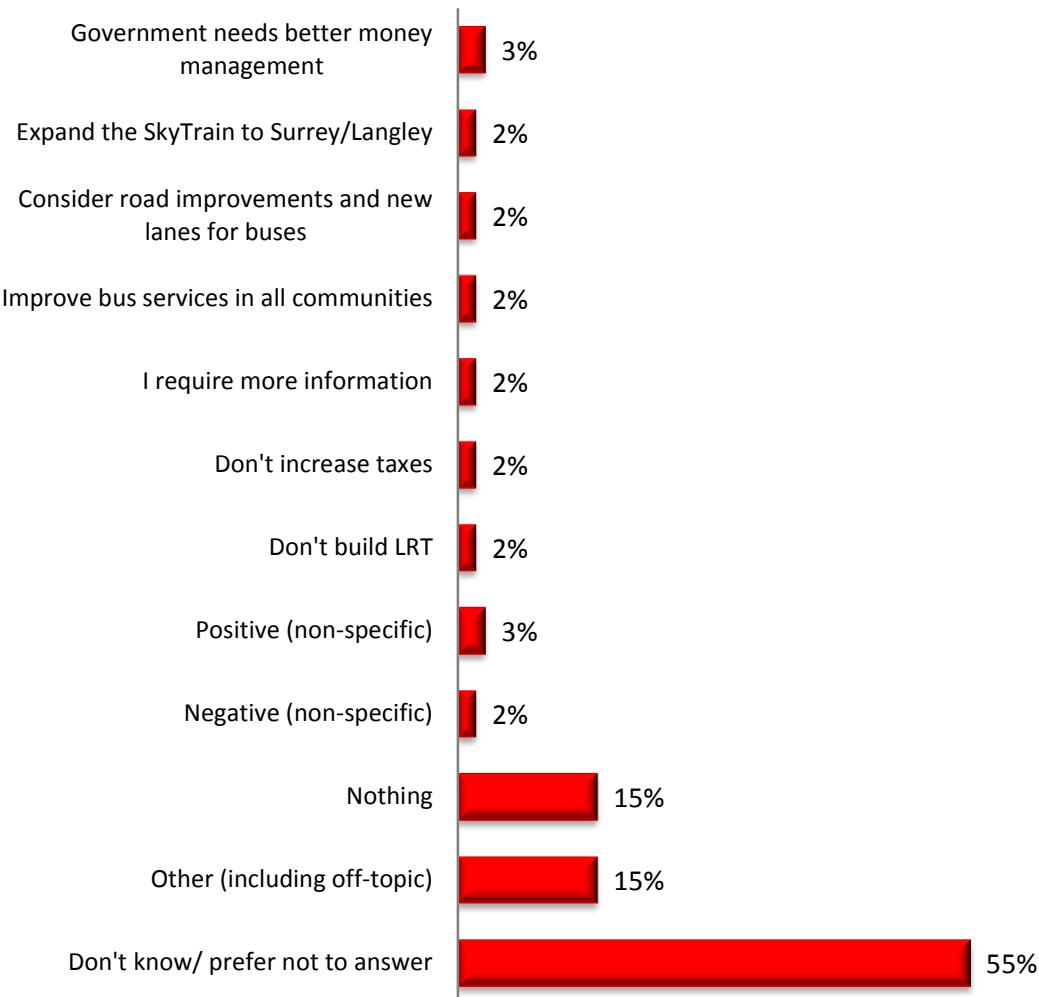


Base: All participants.



- Most Metro Vancouver residents (55%) did not have any additional comments to share regarding the Phase Two Plan; an additional 15% said “Nothing.”
- Among those who did share comments, the most commonly-mentioned comment was a desire to manage spending more efficiently (mentioned by 3% of all residents).
- Other comments include requests to expand the SkyTrain to Surrey and Langley, to consider road improvements and new bus lanes, and to improve bus service in all communities (2% each).
- Requests for more information, to refrain from increasing taxes, and to abort plans to build the LRT in Surrey-Newton-Guildford are also mentioned by 2% each.

**Q6. Is there anything else you want to share with TransLink on the Phase Two Plan?  
(n=2,000)**



Base: All participants.

Multiple responses allowed; percentages may not add to 100%.  
Only those comments mentioned by 2% or more are shown individually.

# Appendix

## *Demographics & Transportation Use*



## Appendix – Demographics & Transportation Use

<b>Gender</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Male	48	44
Female	52	55
Transgender	<1	<1
None of the above	<1	<1
Prefer not to answer	<1	<1

<b>Age</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
19-24	7	4
25-34	22	11
35-44	19	18
45-54	17	15
55-64	17	24
65 or older	19	28

## Appendix – Demographics & Transportation Use

<b>Region/Municipality of Residence</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
<b>Vancouver</b>	<b>27</b>	<b>25</b>
City of Vancouver (including UEL)	27	25
<b>Burnaby/New Westminster</b>	<b>13</b>	<b>13</b>
Burnaby	10	10
New Westminster	3	3
<b>North Shore</b>	<b>8</b>	<b>10</b>
Bowen Island	<1	<1
Lions Bay	0	0
North Vancouver – City	3	3
North Vancouver – District	3	4
West Vancouver	2	2
<b>South Delta/ Richmond</b>	<b>10</b>	<b>11</b>
Richmond	8	8
South Delta (including Ladner/ Tsawwassen/ Tsawwassen First Nation)	2	2

## Appendix – Demographics & Transportation Use

Region/Municipality of Residence	Weighted (n=2,000) %	Unweighted (n=2,000) %
<b>Northeast</b>	<b>9</b>	<b>10</b>
Anmore	<1	<1
Belcarra	<1	<1
Coquitlam	6	6
Port Coquitlam	2	3
Port Moody	1	1
<b>South of Fraser</b>	<b>29</b>	<b>27</b>
Langley City	2	2
Langley Township	5	5
North Delta	2	2
Surrey	18	16
White Rock	2	2
<b>Maple Ridge/Pitt Meadows</b>	<b>4</b>	<b>4</b>
Maple Ridge	3	4
Pitt Meadows	1	1

## Appendix – Demographics & Transportation Use

<b>Frequency of travel around Metro Vancouver: Drive alone</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Daily	30	27
Several times a week	25	28
About once a week	12	13
2 to 3 times a month	6	6
Once a month	3	3
Less than once a month	7	7
Never	16	16
Don't know	1	1

## Appendix – Demographics & Transportation Use

<b>Frequency of travel around Metro Vancouver: Travel in a private vehicle with at least one other person</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Daily	11	10
Several times a week	34	35
About once a week	19	19
2 to 3 times a month	11	11
Once a month	5	5
Less than once a month	11	11
Never	8	7
Don't know	1	1

## Appendix – Demographics & Transportation Use

Frequency of travel around Metro Vancouver: Bicycle	Weighted (n=2,000) %	Unweighted (n=2,000) %
Daily	2	2
Several times a week	5	5
About once a week	6	5
2 to 3 times a month	5	4
Once a month	4	4
Less than once a month	15	14
Never	63	65
Don't know	1	1

## Appendix – Demographics & Transportation Use

<b>Frequency of travel around Metro Vancouver: Motorcycle</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Daily	1	1
Several times a week	3	2
About once a week	2	1
2 to 3 times a month	2	2
Once a month	0	0
Less than once a month	3	2
Never	88	91
Don't know	1	1

## Appendix – Demographics & Transportation Use

<b>Frequency of travel around Metro Vancouver: Walk</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Daily	43	43
Several times a week	22	22
About once a week	11	10
2 to 3 times a month	7	7
Once a month	3	3
Less than once a month	7	7
Never	7	7
Don't know	1	1

<b>Frequency of travel around Metro Vancouver: Transit bus</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Daily	10	8
Several times a week	13	12
About once a week	10	9
2 to 3 times a month	10	10
Once a month	8	8
Less than once a month	26	28
Never	22	24
Don't know	1	1

Frequency of travel around Metro Vancouver: SkyTrain (including Canada Line)	Weighted (n=2,000) %	Unweighted (n=2,000) %
Daily	9	7
Several times a week	12	10
About once a week	9	8
2 to 3 times a month	11	11
Once a month	10	10
Less than once a month	31	34
Never	17	18
Don't know	1	1

## Appendix – Demographics & Transportation Use

Frequency of travel around Metro Vancouver: SeaBus	Weighted (n=2,000) %	Unweighted (n=2,000) %
Daily	1	1
Several times a week	2	1
About once a week	2	2
2 to 3 times a month	3	3
Once a month	4	4
Less than once a month	38	39
Never	48	49
Don't know	2	2



Frequency of travel around Metro Vancouver: West Coast Express	Weighted (n=2,000) %	Unweighted (n=2,000) %
Daily	1	1
Several times a week	1	1
About once a week	2	1
2 to 3 times a month	2	1
Once a month	2	1
Less than once a month	11	10
Never	79	82
Don't know	2	2

## Appendix – Demographics & Transportation Use

Frequency of travel around Metro Vancouver: HandyDART	Weighted (n=2,000) %	Unweighted (n=2,000) %
Daily	1	1
Several times a week	2	1
About once a week	1	1
2 to 3 times a month	1	1
Once a month	2	1
Less than once a month	3	3
Never	87	89
Don't know	2	2



## Appendix – Demographics & Transportation Use

<b>Frequency of travel around Metro Vancouver: Other mode</b>	<b>Weighted (n=120) %</b>	<b>Unweighted (n=123) %</b>
Daily	3	2
Several times a week	2	2
About once a week	9	4
2 to 3 times a month	8	7
Once a month	6	6
Less than once a month	21	22
Never	33	35
Don't know	18	21

<b>Other mode of travel around Metro Vancouver</b>	<b>Weighted (n=120) %</b>	<b>Unweighted (n=123) %</b>
Taxi/ limo/ shuttle services	53	59
Car share/ Ride share services	31	26
Skateboard/ Rollerblades/ Scooter	12	10
Boat/ Kayak	1	2
Other	7	7

## Appendix – Demographics & Transportation Use

<b>Mode of transportation used most often</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Drive alone	44	43
Travel in a private vehicle with at least one other person	18	21
Transit Bus	12	11
Walk	11	11
SkyTrain (including Canada Line)	10	9
Bicycle	2	2
Motorcycle	<1	<1
SeaBus	<1	<1
HandyDART	<1	<1
West Coast Express	<1	<1
Other	<1	<1
Don't know/ Prefer not to answer	3	2

## Appendix – Demographics & Transportation Use

<b>How did you hear about the Phase Two Plan?</b>	<b>Weighted (n=2,000) %</b>	<b>Unweighted (n=2,000) %</b>
Newspaper or magazine	18	21
Online	17	16
TransLink website	10	9
Facebook	7	6
TV/ TV news	5	5
From a friend or co-worker	5	4
TransLink newsletter	4	4
Print Buzzer	3	3
Buzzer Blog	3	2
Twitter	3	2
Radio/ Radio news	2	2
TransLink pop-up event	2	2
News (general)	2	2
TransLink Street Team	2	2
This survey	32	34
Other	1	1
Don't recall	14	14



# Appendix

## *Survey Document*



2018 Investment Plan  
FINAL  
April 27, 2018

Thanks for accepting our invitation to complete this survey about important issues facing the Metro Vancouver region. First, we have a few questions to ensure we include a broad range of residents.  
[INSERT BOILERPLATE COMPLETION INSTRUCTIONS]

51. Into which age category below do you fall?

*Please select one response*

- Under 19 years
- 19 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 and over

IF UNDER 19 YEARS TERMINATE

52. Are you:

*Please select one response.*

- Male
- Female
- Transgender
- None of the above, I identify as (Specify)
- Prefer not to answer

53. Please indicate if you or any of your household member(s) work in any of the following occupations?

*Please select all that apply.*

- Marketing (not sales)
- Media (radio/TV/newspaper/magazine)
- Advertising
- Marketing Research
- Public transportation service
- None of the above

IF NONE OF THE ABOVE CONTINUE, ELSE TERMINATE

54. In which Metro Vancouver municipality do you live?

*Please select one response.*

[USE DROP-DOWN LIST]

- Anmore
- Belcarra
- Bowen Island
- Burnaby
- Coquitlam
- Langley City
- Langley Township
- Lions Bay
- Maple Ridge
- New Westminster
- North Vancouver – City
- North Vancouver – District
- North Delta
- South Delta (including Ladner/Tsawwassen/Tsawwassen First Nation)
- Pitt Meadows
- Port Coquitlam
- Port Moody
- Richmond
- Surrey
- City of Vancouver / University Endowment Lands
- West Vancouver (including Horseshoe Bay)
- White Rock
- None of the above

IF NONE OF THE ABOVE, TERMINATE

[FOR QUOTA TRACKING PLEASE CATEGORIZE MUNICIPALITIES INTO THE FOLLOWING REGIONS]:

- REGION 1 – CITY OF VANCOUVER/ UNIVERSITY ENDOWMENT LANDS, n=500
- REGION 2 – BURNABY / NEW WESTMINSTER, n=250
- REGION 3 – NORTH SHORE [BOWEN IS. / LIONS BAY / N VANCOUVER CITY & DISTRICT / WEST VANCOUVER], n=200
- REGION 4 – NORTHEAST [ANMORE / BELCARRA / COQUITLAM / PORT COQUITLAM / PORT MOODY], n=200
- REGION 5 – SOUTH OF FRASER [LANGLEY CITY & TOWNSHIP / SURREY / WHITE ROCK], n=500
- REGION 6 – MAPLE RIDGE / PIT MEADOWS, n=100
- REGION 7 – DELTA NORTH & SOUTH / RICHMOND, n=250



**Q1** What do you feel to be the most important issues that Metro Vancouver residents will face in the next ten years?  
*Please select up to three.*

[RANDOMIZE ORDER – EXCEPT ‘Other’ AND DK]

Environment  
 Housing / Poverty / Homelessness  
 Crime/ Public safety  
 Traffic congestion  
 Education  
 Economy / Jobs  
 Health care  
 Public transportation  
 Other (Specify)  
 Don’t know [EXCLUSIVE]

**INTRO at Q2:**  
 TransLink is seeking your feedback about Phase Two of their 10-Year Plan. Again, your input is very important!

Please read the Discussion Guide [INSERT LINK:  
[https://tenyearvision.translink.ca/Documents/phase\\_two\\_ten\\_year\\_vision\\_discussion\\_guide.pdf](https://tenyearvision.translink.ca/Documents/phase_two_ten_year_vision_discussion_guide.pdf)] to learn more about the Phase Two Plan, and then click “Next” to continue with the survey and tell us what you think.

**Q2** The Phase Two Plan includes \$7.3 billion of new transportation investments across the region, focusing on the eight improvement areas below:

How important do you feel each of these planned transportation improvements is for the Metro Vancouver region?  
*Please provide one rating per row.*

[ROWS, RANDOMIZE ORDER]

More SkyTrain service and new SkyTrain rail cars  
 More bus service and new buses across the region  
 More ~~HandyDART~~ service and new ~~HandyDART~~ vehicles across the region  
 Upgrading major roads across the region  
 Upgrading cycling and pedestrian infrastructure across the region (bikeways, sidewalks, etc.)  
 Modernizing Expo-Millennium Line infrastructure (system and station upgrades, etc.)  
 Building the new Surrey-Newton-Guildford light rail (LRT)  
 Building the new Millennium Line Broadway Extension subway (SkyTrain)

[COLUMNS]

Not at all important  
 Slightly important  
 Moderately important  
 Very important  
 Extremely important  
 Unsure

[IF Q2 = “Not at all important” (FOR EACH PROJECT)]

**Q2b** Why do you feel [PIPE IN APPROPRIATE RESPONSE FROM Q2] is not important to the region?  
*Please provide as much detail as possible.*

[OPEN END]

[PRECODES]

The proposed improvement will not benefit my community.  
 The proposed improvement will not encourage people to walk, bike, or take transit.  
 This transportation improvement is not as important for the region as other transportation improvements.

**Q3** Looking at these projects slightly differently: In each of the following groupings, please select, in your opinion, the ONE option that would be the MOST important to Metro Vancouver and the one option that would be the LEAST important to Metro Vancouver?

[MAX DIFF STATEMENTS – PROVIDE THREE IN EACH GROUP]

[ROWS]

More SkyTrain service and new SkyTrain rail cars  
 More bus service and new buses across the region  
 More ~~HandyDART~~ service and new ~~HandyDART~~ vehicles across the region  
 Upgrading major roads across the region  
 Upgrading cycling and pedestrian infrastructure across the region (bikeways, sidewalks, etc.)  
 Modernizing Expo-Millennium Line infrastructure (system and station upgrades, etc.)  
 Building the new Surrey-Newton-Guildford light rail (LRT)  
 Building the new Millennium Line Broadway Extension subway (SkyTrain)

[COLUMNS]

Least important  
 Most important

**Q4** Delivering these new transportation improvements requires funding from all three levels of government. The federal government has agreed to contribute \$2 billion and the provincial government has agreed to contribute \$2.7 billion towards the costs of the Phase Two Plan. The region is responsible for funding the remaining costs of the Phase Two Plan.

To close the funding gap for the new transportation improvements in the Phase Two Plan, the region has proposed raising approximately \$40 million per year from the funding sources below.



These funding sources are intended to be balanced across everyone who benefits from new transportation services and infrastructure.

- Transit fare increase
- Parking sales tax increase
- Property tax increase
- Development cost charge on new development

For each of these funding sources, please rate how fair you feel they are in paying for the region's portion of the Phase Two Plan transportation improvements?

*Please provide one rating per row.*

[ROWS]

Transit fare increase  
Parking sales tax increase  
Property tax increase  
Development fee increase

[COLUMNS]

Very unfair  
Somewhat unfair  
Neither fair nor unfair  
Somewhat fair  
Very fair  
Don't know

[IF Q4 = "Very unfair" OR "Somewhat unfair" (for each of the options above)]

Q4a Why do you feel that a [PIPE IN FROM ABOVE] is an unfair way to pay for the region's portion of these transportation improvements?

*Please provide as much detail as possible.*

[OPEN END]

PREGODES

The proposed increase is not affordable.

The proposed increase will not encourage people to walk, bike, or take transit.

This funding source should not be used for transportation improvements.

Q4b What would be a more fair way to pay for the region's portion of these transportation improvements?

*Please provide as much detail as possible.*

[OPEN END]

Q5 Further information about the Phase Two Plan can be found at <tenyearvision.translink.ca>. Please read the content at this link and indicate how much you agree or disagree with the following statement:

The information provided about the Phase Two Plan (at tenyearvision.translink.ca) was clear and understandable.

*Please select one response.*

Strongly disagree  
Somewhat disagree  
Neither agree nor disagree  
Somewhat agree  
Strongly agree  
Don't know

Q6 Is there anything else you want to share with TransLink on the Phase Two Plan?

*Please provide as much detail as possible.*

[OPEN END]

**Demographics:**

D1 How often do you use each of the following modes of transportation to travel around Metro Vancouver?

*Please provide one response per row.*

[ROWS]

Drive alone  
Travel in a private vehicle with at least one other person  
Bicycle  
Motorcycle  
Walk  
Transit bus  
SkyTrain (including Canada Line)  
SeaBus  
West Coast Express  
HandyDART  
Other (Specify)

[COLUMNS]

Daily  
Several times a week  
About once a week  
2 to 3 times a month  
Once a month  
Less than once a month  
Never  
Don't know



D2. What single mode of transportation do you use most often to travel to work, school, or your other most frequent trip in Metro Vancouver?

*If you use more than one mode on the same trip, please select the mode traveling the greatest distance.  
Please select one response.*

[PIPE IN ONLY THOSE OPTIONS SELECTED AS EVER USED IN D1]

- Drive alone
- Travel in a Private vehicle with at least one other person
- Bicycle
- Motorcycle
- Walk
- Transit bus
- SkyTrain (including Canada Line)
- SeaBus
- West Coast Express
- HandyDART

[OTHER PIPED FROM D1]

D6. How did you hear about the Phase Two Plan?

*Please select all that apply.*

- Online
- Buzzer Blog
- Print Buzzer
- Facebook
- Twitter
- From a friend or co-worker
- TransLink Street Team
- Newspaper or magazine
- TransLink Newsletter
- TransLink website
- TransLink pop-up event
- Other (Specify)

Just found out about it through this survey [EXCLUSIVE]

Do not recall [EXCLUSIVE]

Thank you for completing the Phase Two Plan survey. All feedback will be summarized in a report which will be posted on the TransLink website.

To sign up for future updates regarding the Phase Two Plan, please go to [tenyearvision.translink.ca](http://tenyearvision.translink.ca).

