Phase 2 Engagement

"WHAT WE HEARD" SUMMARY REPORT

April 19 – May 14, 2021

TRANSPORT 2050

Shape the future of how we move. And live.

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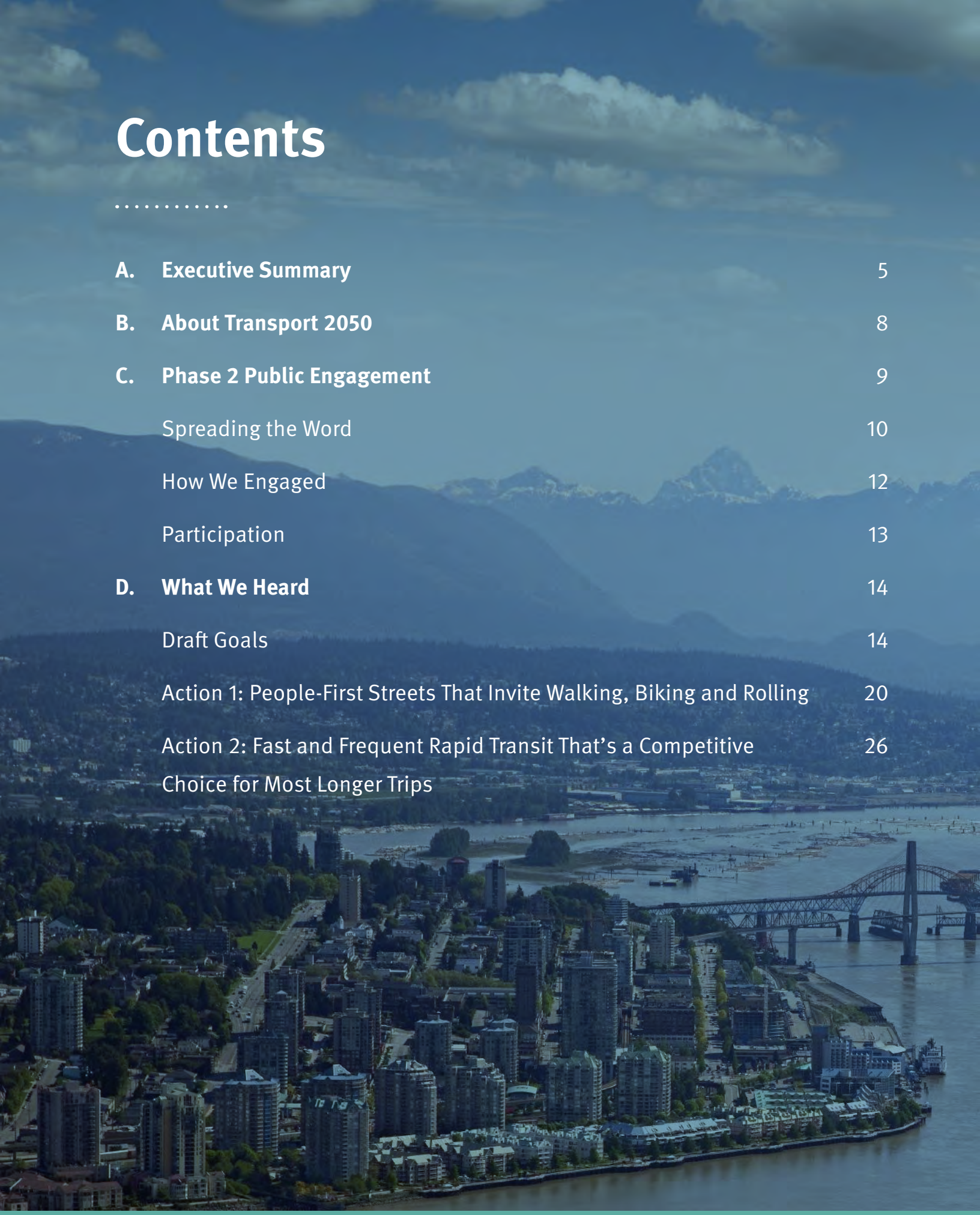

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A. Executive Summary

TransLink launched its largest-ever engagement to support the development of Transport 2050, the new Regional Transportation Strategy (RTS).

In Phase 1, we asked people to share their values, concerns, priorities, and ideas for the future of transportation, from May 3 to September 22, 2019.

In Phase 2, which ran from April 19 to May 14, we shared draft goals and three transformative actions for public input. These were created based on what we heard in the first phase of engagement and constitute key building blocks for the RTS. That's why it was important for us to ask, "did we get it right?" As such, the purpose of Phase 2 was to take the pulse of the region and determine if key audiences supported the proposals – and how they could be improved.

In Phase 3, which will take place in fall 2021, we'll share a comprehensive draft strategy, with a full set of strategies and actions, and ask for public input.

This report summarizes Phase 2 public engagement activities and what we heard during this most recent round of consultation. Through Phase 2, we received input through 5,000 survey submissions, a representative public opinion poll, and 36 events conducted online with the public, stakeholders, and elected officials. We prioritized two elements:

- **Receiving high-quality feedback:** given the complexity of the proposed actions, we sought to educate participants in advance of requesting their feedback. To bring them along, we created an array of educational materials at different entry points (e.g. videos, discussion guide, backgrounders) that clearly explained the proposals and their trade-offs. Ultimately, a very high proportion of survey respondents viewed or downloaded this material, allowing them to provide informed input.
- **Engaging with people of diverse backgrounds:** we made a special effort to reach groups typically underrepresented in transportation decision-making to better understand their unique vantage points. We also used this phase of engagement as a testbed to greatly enhance and analyze input based on people's demographics, such as ethnicity, ability, gender, Indigeneity, and other characteristics.

The following is a synthesis of the key conclusions of Phase 2:

Draft goals

Overall, a high proportion of engagement participants said that the goals were on-track. This outcome was also reflected across people from different demographic backgrounds. In many cases, respondents had suggestions for improvement that could be included in other parts of the strategy, such as objectives or targets, which will be shared in Phase 3.

Action 1: People-first streets that invite walking, biking, and rolling

Support for people-first streets was strong in general and across various demographic categories, with a majority of each group saying that they supported the action, even across different sub-regions and modes. However, people with Indigenous identity were slightly less likely to support the action, as were people with a disability, compared to average respondents.

In general, people agreed with the aspirations of the goal in reducing the region's reliance on the automobile, while supporting safety, street vibrancy, and a cleaner environment. This level of support was qualified in that implementation and design are very important – with attention paid to how parking, goods movement, and accessibility are accommodated.

Action 2: Fast and frequent rapid transit that's a competitive choice for most longer trips

Both proposed rapid transit networks saw support in the region, with very few respondents saying they don't support either network or don't know. By and large, engagement participants were educated on the relative merits of the two networks, as they correctly identified the key trade-offs through qualitative responses. People in the region – through nearly all sub-regions or demographic categories – expressed a slight preference for Network B over Network A, though the margins were slim.

A sizable difference to note was the generational divide. Younger people preferred Network A for its perceived advantages in meeting future ridership demand and speed. Older people preferred Network B for its perceived advantages in representing better value for the region and in providing street-level rapid transit access.

Action 3: Automated vehicles that provide convenient access to car trips, without adding to congestion

In general, automated vehicles (AVs) actions were supported – with many more people reporting they are "neutral" than for other actions. This likely reflects the fact that AVs are not well-understood. Although people said they liked the safety and accessibility benefits, they were also skeptical of automated vehicles, or thought that AVs would exacerbate issues like congestion or equity.

For the most part, people agreed with the overall vision of managing the introduction of automated vehicles in – and the provision of AV car sharing incentives. A majority of nearly every demographic category also said they supported fees for zero-passenger trips, and for pick-ups or drop-offs in congested zones, though support for these fees was lower.

People with disabilities, Indigenous identity, or who said they primarily rely on vehicles were less likely to support automated vehicle actions compared to average respondents. Younger people and active transportation or transit users were more likely to support them.

In summary

Overall, people supported the draft goals and actions, with each proposal seeing majority support, except for a handful of exceptional demographic segments. Two groups that were consistently less likely to support the proposals than average include people with Indigenous identity or with disabilities. However, input varied significantly by type of disability.

Through qualitative input, we learned that there was a degree of polarization around views on the future of the automobile in the region. Respondents consistently grouped into one of two camps: either voicing a view that we should reduce our reliance on automobiles for social, economic, or environmental reasons, or that personal automobiles would always be necessary—including comments that alternatives aren't yet sufficiently appealing.

Ultimately, people shared an abundance of detailed feedback on the proposals. We are thankful for this input and acknowledge that we can work to improve them. We'll be thinking about what we heard and using it to improve the regional transportation strategy over the coming months. We look foward to sharing it with the region in Phase 3 this fall and then in 2022 when the final strategy is adopted.

B. About Transport 2050

TransLink is leading the development of a new Regional Transportation Strategy

Transport 2050 aims to improve transportation for people who live, work, and play in Metro Vancouver. As a shared strategy for the region – with actions for all levels of government – Transport 2050 will cover all modes of transportation.

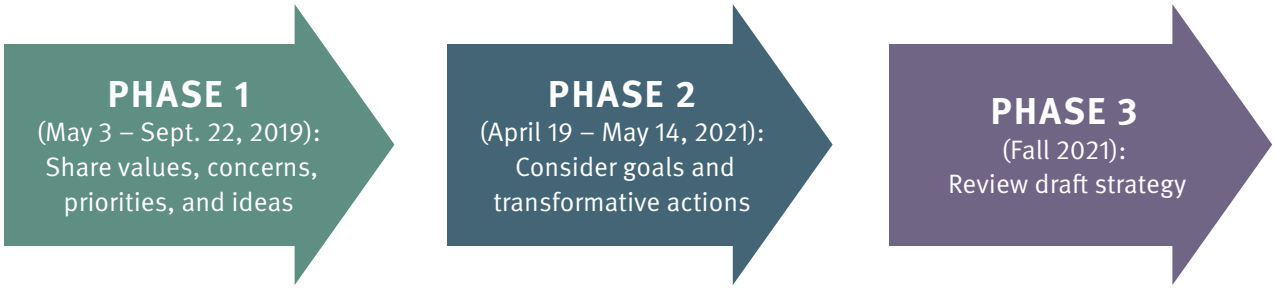
A regional strategy needs regional input. That's why we launched our largest-ever public engagement strategy in May 2019 to help shape Transport 2050.

During **Phase 1 engagement** from May to September 2019, TransLink sparked a regional dialogue on the future of transportation. We convened or attended hundreds of events, and engaged people through surveys, public polling, and stakeholder meetings.

People across Metro Vancouver and beyond shared their bold and creative ideas for the future of transportation. We're translating this input into a vision, goals, objectives, targets, strategies and actions. Taken together, this framework will express what our transportation future should look like, guiding the work of the region over the next 30 years.

In **Phase 2 engagement**, described in more detail throughout this report, we shared draft transportation goals and three actions that could transform transportation in the region. We wanted to know: are we on the right track? The focus was to determine to what extent the different proposals were supported – and how the goals and transformative actions could be improved.

During **Phase 3 engagement**, which will take place later this year, we'll share a comprehensive strategy, with a full set of strategies and actions, for public input. Feedback will be used to refine the final regional transportation strategy, which will be put forward to the Mayors' Council for adoption in early 2022.



Find out what we learned in Phase 1, read the report here.

C. Phase 2 Public Engagement

Building on the momentum of our largest-ever public engagement

Phase 2 of Transport 2050 public engagement ran from April 19 to May 14, 2021.

Whereas in Phase 1 we asked broad questions and sought big ideas, in Phase 2 we focused on four specific elements developed based on what we heard in Phase 1. We asked about draft goals, and three transformative actions:

- People-first streets that invite walking, biking, and rolling
- Fast and frequent rapid transit that's a competitive choice for most longer trips
- Automated vehicles that provide convenient access to car trips, without adding to congestion

In particular, we recognized that these actions entailed a steep learning curve for participants. As such, we provided accessible educational materials at different levels (e.g. videos, discussion guide, technical backgrounders) to ensure the public was informed of the relative merits, prior to providing feedback.

We reached out to everyone who began this journey with us in Phase 1. We spread the word through social media and advertising across the transit system. We held open houses and stakeholder meetings – online, in a COVID-safe manner. We partnered with organizations to hold virtual workshops with youth, and those that are more comfortable providing feedback in languages other than English, including Punjabi, Farsi, Mandarin, Hindi, Arabic, and Cantonese.

Finally, we asked additional demographic survey questions to better understand potentially diverse opinions based on factors such as where people live in the region, their socio-economic status, their age, their ethnic background, or whether they have a visible or invisible disability.

We are grateful that over 5,000 people across the region told us what they thought during Phase 2. This report provides the highlights of what we heard.

Learn more about what we proposed in Phase 2, see the discussion guide and backgrounders here.

Spreading the Word

To make sure that everyone across the region knew about their opportunity to participate in Phase 2, we spread the word far and wide.

Email	• Emails were sent to approximately 2,500 contacts on two occasions:
	  ◦ Engagement launch – April 19, 2021
	  ◦ Reminder to participate – May 11, 2021
	• TransLink's April eNewsletter (sent to 5,600 contacts) featured Transport 2050

Advertising	• Digital ads on Facebook, Twitter, Instagram, YouTube, Quora, and Google • Advertorial on Daily Hive • Ads on radio (English, Punjabi, Cantonese and Mandarin) and Spotify • Ads on the transit system and on billboards
Social Media	• Social media posts through Twitter, Facebook, Instagram, LinkedIn resulting in 1,700 engagements • Reddit AMA (ask me anything) • Five Buzzer Blog posts and two podcast episodes • Clubhouse chat • Videos garnering 68,000 views
Media	• Press release at start of engagement period • Interviews with project spokespeople • Info bulletin with one week to go in engagement period • Coverage included stories on TV (3), radio (3) and online/print (14)
Partner Channels	• Outreach to over 100 organizations including local governments, community and business associations, and organizations supporting equity-seeking communities, to help amplify and share information with their communities about the opportunity to participate

An example of the marketing collateral that we used to promote Phase 2

How We Engaged

We provided multiple ways for people to learn more and safely engage during Phase 2. All materials were available on our engagement website transport2050.ca, which also served as a platform to sign up for online open houses, ask questions through our Q&A tool, and complete the online survey.

Here are the ways that people could learn more and participate:

transport2050.ca	• Review the Phase 2 engagement discussion guide
	• Watch videos or read backgrounders on each of the three actions:
	  ◦ People-first streets
	  ◦ Rapid transit network
	  ◦ Automated vehicles
	• Complete the engagement survey
	• Submit questions for us to respond to
	• Provide an email submission

Online events	• 4 online open houses • 3 stakeholder meetings (active transportation, transit advocacy, and service, community and business associations) • 12 multi-cultural workshops, in partnership with Empower Me • 13 Youth Advisory Committee workshops, in partnership with CityHive • Presentation to Electoral Area A residents hosted by Director Jen McCutcheon • Urban Development Institute webinar
Elected official engagement	• Council of Councils workshop on May 8 (joint meeting with Metro Vancouver) • 2 elected official workshops (May 19 and 20)
TransLink enterprise employee presentations	• Coast Mountain Bus Company, April 8 • TransLink, April 15 • BC Rapid Transit Company, April 21

A full list of online engagement events can be found in Appendix A.

Engagement with Indigenous communities

In addition, and in parallel to public and stakeholder engagement on Transport 2050, TransLink is undertaking focused engagement with Indigenous communities and Urban Indigenous people in Metro Vancouver. Through this engagement, we will ensure that we align Transport 2050 with the UN Declaration of Rights of Indigenous Peoples (UNDRIP) and the promotion of equitable access to all modes of transportation. We will confirm values and interests of the Indigenous communities within the service area, and gather input to help us understand potential impacts, cultural considerations and customs that should be considered in transportation planning and decision-making.

Participation

Over the four-week engagement period, running from April 19 to May 14, 2021, we heard from more than 5,000 people about our draft goals and proposed actions:

Website visits, surveys and submissions

- 16,300 visits to our engagement page at transport2050.ca
- 4,959 surveys were completed
- 28 questions were asked through the Q&A tool at transport2050.ca
- 25 online comments provided

Online events

- 50 people attended four online open houses
- 32 people attended three stakeholder meetings
- 186 people participated in 12 multi-cultural workshops
- 115 people participated in 13 Youth Advisory Committee workshops
- 70 elected officials attended the Council of Councils workshop and 10 attended our two elected official workshops

Public opinion poll

- 500 randomly selected people across Metro Vancouver took a public opinion poll administered by Leger between April 22 and May 3
- The public opinion poll used the same educational content and questions from the engagement survey to allow us to supplement and compare engagement results against a representative sample, of which the data was weighted to reflect Metro Vancouver's regional and demographic characteristics

D. What We Heard

Here's what we heard on each of the four engagement topics through engagement events, engagement surveys, and the public opinion poll.

Draft Goals

We proposed five goals to guide the region into the future, based on the values, concerns, and priorities that people shared during Phase 1.

Convenient Choices	We all have abundant universally accessible choices allowing us to conveniently connect to opportunities without needing to rely on a car.
Reliable Choices	We all have reliable choices that get us where we need to go on time.
Affordable Choices	We all have affordable choices so that people of all incomes can easily live and move in this region.
Safe & Comfortable Choices	We all have safe and comfortable choices that make us healthier and happier.
Carbon-Free Choices	We all have carbon-free choices enabling us to achieve our Provincial and regional climate action targets.

Questions we asked:

- Are we on the right track with these goals?
- Is there anything you would like to add or remove?

Key findings

There is strong consensus that the draft goals are on the right track. Through nearly every demographic segment, there wasn't a substantial difference in net support.

People who identify as Indigenous or as having a disability are slightly less likely to say that the goals are on-track compared to average respondents. People with disabilities said the goals could be improved with additional language or specificity on accessibility, and an acknowledgement that people with mobility issues would continue to need to rely on personal vehicles into the future.

Some data suggest that people with $40 to ‹$60K annual household incomes or that identify as South Asian are somewhat less likely to say the goals are on-track compared to average respondents. People in the $40 to ‹$60K household income range were more likely to say they'd like to add to or enhance the carbon-free goal.

Students, people under 25, and people who identify as female are slightly more likely to say the goals are on-track compared to average respondents. Compared to average survey respondents, students were more likely to note that "speed of travel" should be addressed in the goals framework.

Some respondents interpreted that the "carbon-free choices" goal meant that non-carbon-free choices would be available; with many citing that the entire system should be carbon-free.

Some common input – from the surveys, polls, and events – noted that what is defined as "convenient" or "affordable" varies and is subjective. Some people said that we should be mindful of language that could potentially marginalize people that are dependent on automobiles.

Many participants and respondents had detailed suggestions that would be a more appropriate fit for other parts of the Transport 2050 or other plans, such as the inclusion of washrooms.

IN THEIR WORDS

"Accessibility for all" ~ *Person with a disability*

"Convenient choices is discriminatory against the elderly and disabled because it aims to eliminate cars, needed by those groups" ~ *Person with a disability*

"Free transit for Indigenous Peoples as it's all built on unceded land" ~ *Person with Indigenous identity*

"Keep cars. Build EV infrastructure" ~ *Person with Indigenous identity*

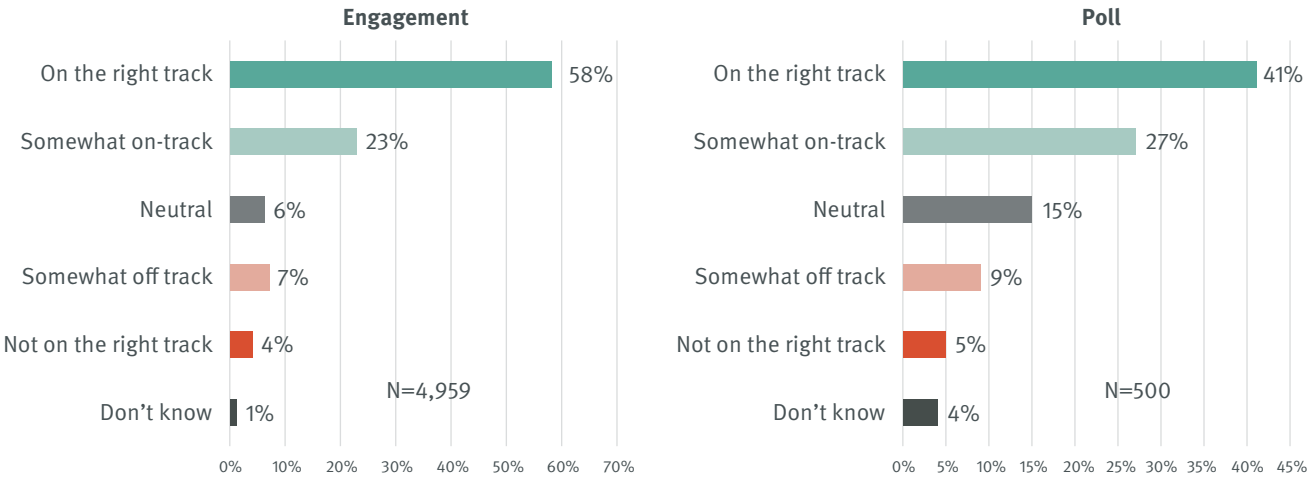
"Less reliance on cars" ~ *Person with a $40k to <$60k household income*

"Our transit choices support and do not displace already marginalized neighborhoods." ~ *Student*

"We cannot have Carbon-Free 'Choices' - the entire system must be carbon-free immediately." ~ *Person with a $40 to <$60k household income*

Feedback from Engagement Surveys and the Public Opinion Poll

Are we on the right track with these goals?



Is there anything you would like to add or remove to the goals?

- Of engagement and poll respondents who said they would **add** something, the following were some of the most frequently mentioned themes:
  - Would add "high-speed transit" or be able to travel faster
  - Would add better integration of transit with different regions
  - Would add a greater number of routes to more destinations
  - Would add increased transit accessibility for all people, including those with mobility issues
  - Would add affordable transit for everyone
  - Would add improvements to roads, sidewalks, and bike lanes

- Of the respondents who said they would **remove** something, the following were some of the most frequently mentioned themes:
  - Would remove environmentally-friendly choices/low-carbon-footprint options/carbon-free choices
  - Would remove "without needing to rely on a car"
  - Would remove "affordable choices"

Note: the order of frequency of these comments may vary between the engagement survey and poll.

Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if net support varied by demographic group compared to average results. For this question, "on the right track" and "somewhat on-track" responses were combined into the "on-track" category. "Somewhat off-track and "not on the right track" responses were combined into the "off-track" category.

Details

- **Age:** the survey shows that under 18 to 24-year-olds are more likely to say the goals are on-track (89% on-track, 7% off-track, n=727) compared to the average respondent
- **Current housing situation:** no sizable difference in levels of support
- **Disability:** both the survey and the poll show that people with disabilities are less likely to say the goals are on-track (survey: 69% on-track, 21% off-track, n=404, poll: 65% on-track, 20% off-track, n=66) compared to the average respondent
- **Employment:** the survey shows that students are much more likely to say the goals are on-track (90% on-track, 5% off-track, n=524) compared to the average respondent
- **Gender:** the poll shows that people who identify as female are slightly more likely to say the goals are on-track (72% on-track, 9% off-track, n=259) compared to the average respondent
- **Group/race/identity:** the survey shows that people who identify as South Asian are slightly less likely to say the goals are on-track (77% on-track, 15% off-track, n=209) compared to the average respondent
- **Household income:** both the survey and the poll show that people with a $40 to ‹$60k household income are slightly less likely to say the goals are on-track (survey: 76% on-track, 12% off-track, n=528, poll: 56% on-track, 23% off-track, n=66) compared to the average respondent
- **Indigenous identity:** the survey shows that people who identify as Indigenous are less likely to say the goals are on-track (58% on-track, 29% off-track, n=156) compared to the average respondent
- **Mode of transportation used most often:** no sizable difference in levels of support
- **Region of residence:** no sizable difference in levels of support

Feedback From Engagement Events

Stakeholder meetings

- Participants expressed an interest in the goals reflecting a shift from car usage to public transportation becoming the status quo for transportation in the region, while other participants were interested in adjusting the language so as not to isolate drivers and those who rely on cars, and properly recognize the necessity of privately-owned vehicles in certain scenarios
- Participants stated that land use must be considered for Transport 2050 to be successful, as was the case with Transport 2021
- Participants noted that universally accessible transit does not currently exist, and emphasized that "affordable" is a relative term that needs to be put in the context of specific demographics
- Participants sought clarification about whether the goal of "affordable choices" is inclusive of both long-time residents of the region and new residents moving to the region
- Participants expressed interest in the implications of Transport 2050 on commercial transportation

Open houses

- Participants were interested in learning what "convenience" means to TransLink and whether or not that includes speed
- Participants were interested in more details about how people with disabilities were being considered as part of these goals

Multicultural workshops

- Workshop participants were largely supportive of the draft goals, with 77% of 207 survey respondents responding "on the right track" or "somewhat on the right track"
- The highest priorities for workshop participants were affordability and accessibility, motivated by environmental concerns (reducing use of cars) and personal convenience
- Participants expressed a desire for a clean and safe transit experience, including requests for stations to have bathrooms, hand sanitizer and masks
- Participants noted that reduced travel times was a major component of the perceived convenience of transit
- Participants who were not supportive of the goals noted concerns about cost and how long it would take to deliver transit projects

Youth Advisory Council workshops

- Participants were generally supportive of all draft goals, but some expressed that "equity" should be considered a goal of its own as well as that certain goals should be prioritized based on the areas with such needs

- Participants expressed strong support for the goal of "affordable choices", but were interested in learning if this would be inclusive for all socio-economic groups
- Participants emphasized that the goal of "convenient choices" should entail reaching and providing all communities with different methods of transportation throughout the day and night
- Participants noted that improving TransLink notifications of trip cancellations or delays, as well as providing an easier channel for user complaints would strongly benefit the goal of "convenient choices"
- Participants expressed interest in how TransLink could provide safer transportation for all, especially LGBTQ2SIA+ and BIPOC groups, while waiting at bus stations or during travel
- Participants welcomed TransLink's focus on climate change, but expressed interest in understanding what "carbon-free" alternatives mean

Elected Official engagement

- Elected officials supported the goals and noted that they capture themes that are important to their constituents
- Elected officials appreciated that the goals are not ranked, because they are equally important
- Elected officials noted that the goals can be consistent even as technology changes

Action 1: People-First Streets That Invite Walking, Biking, and Rolling

What is the transformative action we're proposing?

Create more people-first streets to make walking, biking, and rolling safe and comfortable. Quieter, residential neighbourhoods could slow down traffic to make the streets safer. In high-density town centres, pedestrian-only areas could be expanded. In some cases, large streets could see protected biking infrastructure or widened sidewalks. More streets could see priority for transit.

What are the trade-offs?

Would require slowing speeds and/or repurposing some space currently dedicated to driving and parking.

Questions we asked:

- To what extent do you support or oppose this proposed action?
- Why did you select this response?

Key Findings

Support for people-first streets was strong across various demographic categories, with a majority of each segment approving of the proposed action.

Those who identified as Indigenous, most often rely on a vehicle (single-occupant vehicle, "SOV"), or having a disability were less likely to support the action compared to average respondents. However, even among these groups there was net positive support for the action.

Those with Indigenous identity were less likely to say that upgraded bike infrastructure is needed in the region. People who most often rely on SOVs to get around were more likely to say they would be concerned with street closures and that active transportation isn't convenient. People with disabilities were more likely to say the action does not benefit them, and to disagree that active transportation or walkability should be prioritized over vehicles.

The demographics most likely to support the action include people who identify as non-binary/gender fluid, South Asian, living in rental or subsidized households, students, living in the City of Vancouver, people under 25, or active transportation or transit users.

Renters were more likely to say that the region relies too much on cars, and that they favour street vibrancy or transit priority. Younger people were more likely to say that they liked transit priority and street vibrancy aspects associated with people-first streets. Students were more likely to say that they favoured people-first streets for its walkability enhancements. Active transportation users were more likely to support the action because they saw a need to reduce car dependence, and to prioritize a clean environment, health, and street vibrancy.

Through stakeholder and public meetings, people agreed with the aspirations of the goal in reducing the region's reliance on the automobile, while supporting safety and street vibrancy and a cleaner environment. This level of support came with the caveat that implementation and design are important factors, and attention should be paid to how parking, goods movement, and accessibility are accommodated with any street redesign. As a general comment from people with a disability—or groups that represent them—there is a concern that people-first streets only benefit or portray the "able-bodied." Other general concerns include a view that active transportation is not compatible with bad weather, hills, or carrying cargo or passengers, or that not everyone can or wants to live near work.

IN THEIR WORDS

"As a young senior with mobility issues, I have good and bad walking days so I need transit to be nearby." ~ *Person with a disability*

"I do not believe the majority of people will be able to live near where they work, nor will remote work be an option for the majority of working-class folks. As well, I believe weather will be a huge deterrent to some travel options such as cycling." ~ *Person who most often relies on a vehicle*

"Making people feel it's necessary to give up their own private vehicle takes away their autonomy, privacy and freedom." ~ *Person with Indigenous identity*

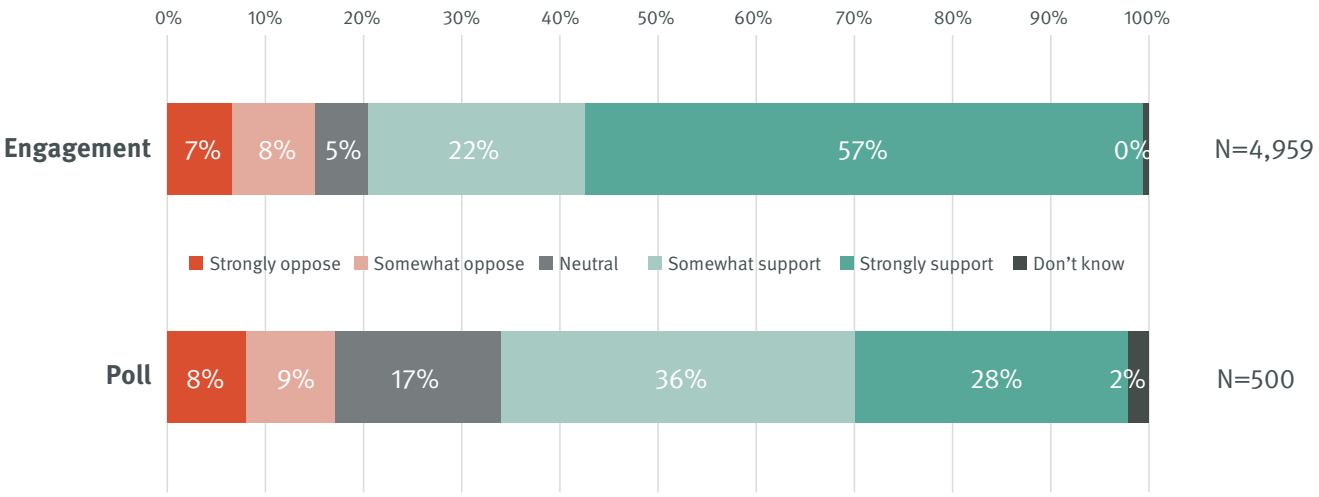
"These types of streets are great for physical and mental health, I hope to see every street like this one day" ~ *Person with a $40k to <$60k household income*

"Walkability is important - even drivers end up being pedestrians, sooner or later." ~ *Student*

"While I strongly support the premise of building people-first streets, I hope that TransLink focuses on prioritizing marginalized people first, e.g. implementing this action in low-income or sprawling neighbourhoods w/o gentrifying." ~ *Person with a disability*

Feedback from Engagement Surveys and the Public Opinion Poll

To what extent do you support or oppose this proposed action?



Why did you select this response?

- Of engagement survey and poll respondents who **supported the people-first streets action** and provided a reason, the following were the most frequently mentioned themes:
  - Want to see less use of or reliance on cars
  - People-first streets would promote lower carbon/greener transportation options
  - Safer roads are needed, with up-to-date infrastructure, less traffic and speed limit reductions
  - People-first streets would be more pedestrian-friendly, add vibrancy, enhance safety, and provide a sense of connection

- Of respondents who **opposed people-first streets** and provided a reason, the following were the most frequently mentioned themes:
  - The impact on travel time for cars and buses from closed streets/lanes
  - Cars and trucks would continue to be important and required
  - People-first streets would be inconvenient because of weather conditions and lack of access to transit
  - Concern with accessibility issues where some neighbourhoods would have less access to services
  - Concerns about parking and lack of access to businesses
  - Concerns about accessibility for seniors or those with disabilities

Note: the order of frequency of these comments may vary between the engagement survey and poll.

Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if support varied by demographic group compared to average results. For this question, "strongly support" and "somewhat support" responses were combined into a "support" category. "Somewhat oppose" and "strongly oppose" responses were combined into an "oppose" category.

- **Age:** both the survey and poll show a higher level of support by under 18 to 24-year-olds (survey: 84% support, 10% oppose, n=727, poll: 67% support, 15% oppose, n=145) compared to the average respondent
- **Current housing situation:** the survey shows a higher level of support by renters (85% support, 11% oppose, n=1,750) and people living in subsidized housing (87% support, 8% oppose, n=112) compared to the average respondent
- **Disability:** both the survey and poll show less support by people who have a disability (survey: 66% support, 25% oppose, n=404, poll: 61% support, 24% oppose, n=66) compared to the average respondent
- **Employment:** the survey shows a significantly higher level of support by students (87% support, 8% oppose, n=524) compared to the average respondent
- **Gender:** the survey shows that people who identify as non-binary/gender fluid were slightly more likely to support the action than the average respondent (86% support, 9% oppose, n=108). The poll shows that people who identify as male were less likely to support the action (56% support, 23% oppose, n=241), and females were more likely to support the action (72% support, 12% oppose, n=259), than the average respondent. However, the survey didn't reflect this result, as both categories demonstrated comparable levels of support.

- **Group/race/identity:** the survey shows slightly more support by people who identify as Southeast Asian (84% on-track, 9% off-track, n=182) than the average respondent
- **Household income:** the survey and the poll show slightly more support by people in the under $40k category (survey: 85% support, 9% oppose, n=794, poll: 65% support, 17% oppose, n=81) than the average respondent
- **Indigenous identity:** the survey shows less support by people who identify as Indigenous (54% on-track, 37% off-track, n=156) compared to the average respondent
- **Mode of transportation used most often:** people who most often use active transportation and transit were more likely to support the action compared to the average respondent. People that most often use a vehicle (SOV) were less likely to support the action (survey: 71% support, 22% oppose, n=2166, poll: 58% support, 22% oppose, n=292) compared to the average respondent
- **Region of residence:** both the survey and poll show that City of Vancouver residents are highly supportive of the action (survey: 84% support, 12% oppose, n=1982, poll: 70% support, 15% oppose, n=128) compared to average respondents. However, according to the survey, residents in every sub-region supported the action by at least a 50% net margin (support minus oppose).

Feedback From Engagement Events

Stakeholder meetings

- Participants were generally supportive of people-first streets, but some expressed the need for careful implementation and consideration of other factors such as safety, security, inclusivity, and social dynamics
- Participants expressed support for more walkability within neighbourhoods, and to and from community hubs (e.g., SkyTrain, community centres, shopping malls, etc.)
- Participants supported reduced parking, while emphasizing that this needs to be done once alternate means of transportation are in place to ensure convenience
- Participants noted that accessibility for those who require wheelchairs and other mobility devices must be kept in mind as sidewalks and bike lanes are developed
- Participants encouraged TransLink to engage with municipalities and the province for planning and regulatory purposes
- Participants were concerned about how people-first streets might impact certain industries, including commercial delivery of goods and transportation for employees

Open houses

- Participants were interested in seeing different neighbourhoods become people-first, especially as it facilitates transport to and from work, shops, and services
- Participants expressed concerns regarding how people-first streets are implemented,

noting that accessibility must be kept in mind as sidewalks and bike lanes are developed

- Participants expressed a concern for reduced capacity and parking spaces for automobiles
- Participants were interested in more details about bike lanes and slow streets
- Participants expressed concerns about slow streets that cross with high-speed truck and regional travel routes, and inquired further about the potential safety measures that would be in place for areas with these types of varied uses

Multicultural workshops

- Workshop participants were largely supportive of people-first streets, with 71% of 207 survey respondents selecting strongly or somewhat support
- The most frequently mentioned reasons for supporting the action included environmental sustainability, improved pedestrian safety, improved community feel and personal convenience while walking or cycling
- For those who were neutral or opposed the action, the most frequently mentioned reasons were that transit and cycling facilities are already robust, people-first streets would worsen congestion without other measures in place to incentivize reduced car use, that bike lines are not utilized fully, especially during winter, and the cost and timelines of improvements

Youth Advisory Council workshops

- Participants expressed strong support for people-first streets, but noted the importance of adding biking and walking lanes, overpasses and other safety measures, as well as continuous maintenance of these areas
- Participants expressed concerns about dangerous driving and people sleeping overnight in people-first street areas and discussed enforcement options in these areas
- Participants stated that this approach would only work in dense, high-income and urban areas, and were concerned this could not be implemented in large suburbs without pre-existing infrastructure
- Participants encouraged TransLink to create resting points with roofs and seating areas, this way incentivizing bikers and pedestrians to have an easier and more enjoyable commute
- Participants were, to some extent, concerned about how limiting parking spaces and reducing road space could affect drivers

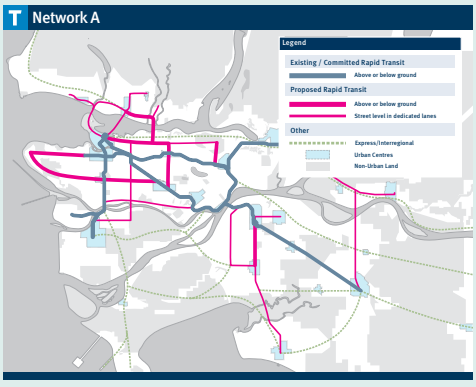
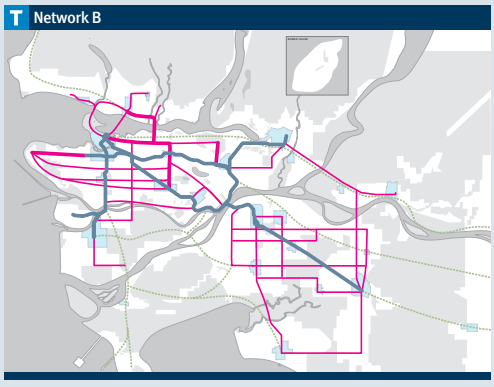
Elected Official engagement

- Elected officials expressed support for people-first streets, but noted that the strategies required to deliver on this action fall under municipal authority, rather than with TransLink
- Elected officials acknowledged that COVID-19 has changed expectations about the uses of streets and public space, and that space for people has taken on more importance
- Elected officials suggested that people-first streets may work best at the neighbourhood level, and that there will continue to be a need for people and goods movement on other streets
- Elected officials expressed a hope that a focus on people-first streets would increase safety

Action 2: Fast and Frequent Rapid Transit That's a Competitive Choice for Most Longer Trips

What's the transformative action we're proposing?

Build a fast and frequent rapid transit system that's a competitive choice for most longer trips for most people in the region.

	Network A	Network B
Focus	Above and below street level	Street level in dedicated lanes
	Both approaches would provide fast, frequent, reliable, and permanent rapid transit	
Advantages	• Moves people quickly between town centres • High passenger capacity during peak periods	• Larger network for same investment • Better all-day travel within sub-regions
Trade-offs	More construction – significantly more expensive	Requires reallocating roadspace from general purpose traffic
Current network	**100 kilometres** Length of the current SkyTrain network, with Surrey-Langley and Arbutus extensions	
Network expansion	**200 more kilometres than today** **SkyTrain:** 100 kms **BRT and LRT**: 100 kms	**400 more kilometres than today** **SkyTrain:** 50 kms **BRT and LRT:** 350 kms
Networks		

Questions we asked:

- Which of the rapid transit network options do you prefer?
- Why did you select this response?

Key Findings

Both proposed networks saw support in the region, with very few respondents falling in to the “don’t support either network” or “don’t know” categories. It was also clear that participants were educated on the relative merits of the options, as they identified the key trade-offs through their qualitative responses.

Overall, people in the region slightly preferred Network B over Network A, with the margins in the poll being larger than those in the survey. This slight preference for Network B tended to carry through most demographic groups. While the results from the survey and the poll did not always agree, there were some notable points of agreement.

There was a generational split regarding network preference: younger people were more likely to support Network A, citing a perception that it would provide higher capacities, be more likely to meet future ridership needs, and that it would be more “efficient” or “reliable.” Older people, particularly those aged 55+, were much more likely to support Network B, deeming it more affordable (on a regional level) and citing a preference for a street-level network.

While the evidence is mixed, people who rely more on vehicles (SOV) to get around are more likely to support Network A, in part due to its perceived congestion reduction benefits. Active transportation and transit users were more likely to opt for Network B, and often commented that the approach is a good use of street space and that transit should be prioritized over automobiles.

Other demographic differences included:

Network A supporters were slightly more likely to include people who identify as Indigenous.

Network B supporters were more likely to include people who identify as white – as well as people who are employed part-time or are unemployed, who were more likely to cite value and speed of construction to justify their responses.

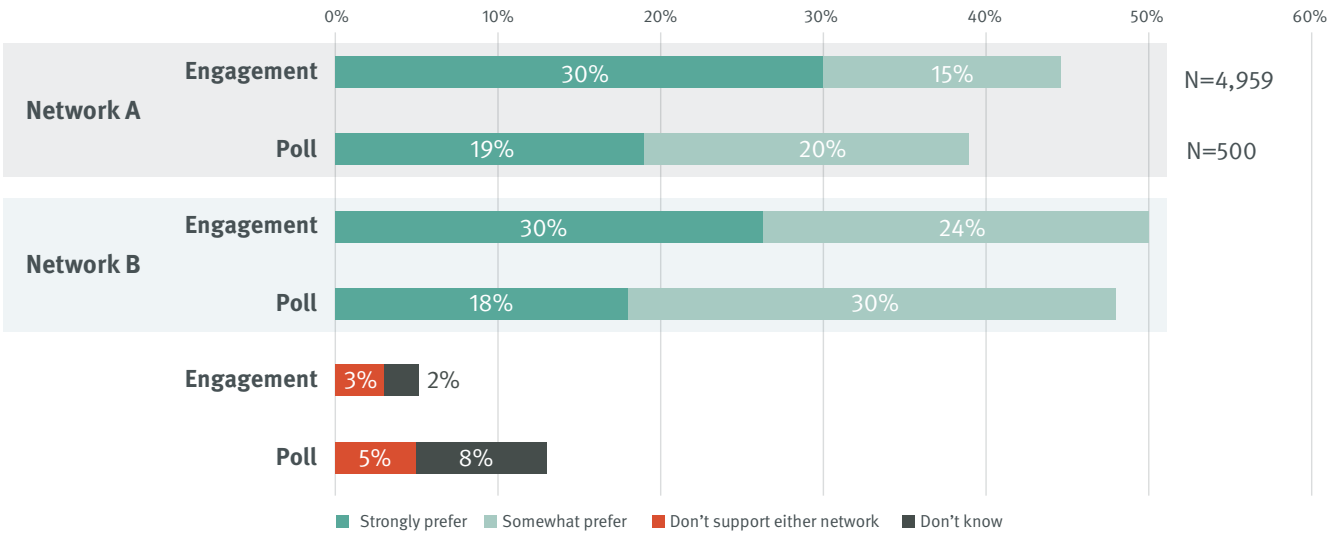
Stakeholder and open house participants noted that further information, such as cost, ridership, and station placement, is needed to better evaluate the options. People were also interested in the degree to which the different networks would support regional, sub-regional, and inter-regional travel.

Lastly, a common sentiment expressed through different engagement tools was the perception that Network B would be slow in comparison to Network A.

In their words – in favour of Network A	In their words – in favour of Network B
"Doesn't require transit to share space with already congested roads." ~ *Person who most often relies on a car*	"A street-level network is more accessible for all users (no need to consider stairs/elevators; stronger sense of security due to its wide-open space and visibility)." ~ *Person over 55*
"I think that the network needs to match future demand, i.e. it doesn't make sense build an overcrowded LRT system. I think that network needs to avoid too many transfers between modes." ~ *Person under 25*	"I support removing lanes currently used for automobiles, and building the network faster. The climate emergency is happening now and we can't take the slowest option." ~ *Active transportation user*
"I would like streets for cars, bikes, e-mobility, pedestrians. I like having a separate network to rely on if there is an issue on a road. They can move people further and faster. Self-driving cars and buses will still likely need a road." ~ *Person who most often relies on a car*	"It will serve many more people for the same money. By using space currently used for single-occupant vehicles it will reduce the number of cars on the road as transit will become more convenient than driving." ~ *Person over 55*
"Option A would reduce transit times quickly for me. However, I think some form of fusion between A & B could work as well. Mostly (not entirely) grade-separated ground level LRT (sort of like Calgary CTrain) could work well in Metro Vancouver suburbs." ~ *Person under 25*	"Less environmental disturbance. More opportunities to reach more communities including rural. Faster implementation." ~ *Part-time employee*

Feedback From Engagement Surveys and the Public Opinion Poll

Which of the rapid transit network options do you prefer?



Why Did you Select this Response?

- Of the engagement survey and poll respondents who said they **prefer Network A** and provided a reason, the following were the most frequently mentioned themes:
  - Want faster rapid transit grade separated through elevating or building underground
  - Network A would avoid clogged roads or would allow for more pedestrian-friendly streets
  - SkyTrain lines are more efficient and reliable than street level rapid transit
  - SkyTrain lines need to be expanded outside of Vancouver, including to the Fraser Valley

- Of the respondents who said they **prefer Network B** and provided a reason, the following were the most frequently mentioned themes:
  - Want rapid transit to reach greater areas of the region
  - Network B would provide better value for transit investment
  - Network B would be more accessible and convenient for a greater number of people
  - Network B would be a better use of road space, placing transit ahead of vehicles

Note: the order of frequency of these comments may vary between the engagement survey and poll.

Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if network preference varied by demographic group compared to average results. For this question, those who said they strongly or somewhat prefer Network A were grouped as "prefer Network A." Those who said they strongly or somewhat prefer Network B were grouped as "prefer Network B."

- **Age:** both the survey and poll saw a generation divide on network preference, with younger people preferring Network A and older people preferring Network B. People 55+ were significantly more likely to prefer Network B.
- **Current housing situation:** no significant difference in levels of support, however based on a small sample size there is evidence to suggest that people living in co-op or subsidized housing are more likely to prefer Network B
- **Disability:** no sizable difference in levels of support in the survey
- **Employment:** people who work part-time or who are not employed and not looking for work preferred Network B by a sizable margin
- **Gender:** the survey and the poll did not agree. Both show strong support for Network B from people who identify as male, the poll shows that females preferred Network B by 12 points, and the survey shows that people who identify as female preferred Network A by 4 points. The survey shows that non-binary/ gender fluid respondents prefer Network B by a margin of 35 points (albeit, a small sample size of n=108).
- **Group/race/identity:** the survey shows that people who identify as white are substantially more likely to support Network B (42% Network A, 54% Network B, n=3,252) compared to the average respondent
- **Household income:** no sizable difference in levels of support
- **Indigenous identity:** the survey shows that people who identify as Indigenous have a slight preference for Network A (42% Network A, 38% Network B, n=156) compared to the average respondent
- **Mode of transportation used most often:** in the survey, people who most often use vehicles (SOV) tended to prefer Network A, while active transportation, transit, and other mode users preferred Network B. In the poll, people of all modal preferences opted for Network B.
- **Region of residence:** the margins for network preference by sub-region were small overall. The survey and poll agreed that Northeast sector residents preferred network A, while City of Vancouver, North Shore, and South of Fraser (including Richmond) residents preferred network B.

	Total	City of Vancouver	Burnaby/ New West	South of Fraser (incl. Richmond)	Northeast	North Shore	Other
Survey: Total 'N'	4959	1982	651	962	485	692	187
Prefer Network "A"	45%	44%	47%	45%	49%	45%	36%
Prefer Network "B"	50%	52%	48%	51%	45%	49%	45%
Poll: Total 'N'	500	128	57	203	73	39	--
Prefer Network "A" (weighted)	39%	41%	49%	35%	38%	42%	--
Prefer Network "B" (weighted)	48%	47%	39%	56%	31%	52%	--

Feedback From Engagement Events

Stakeholder meetings

- Participants were interested in more details regarding the potential future rapid transit network and inquired about specific connections or services for parts of the region
- Participants were interested in the cost implications of each option, whether one network would have lower operational costs than the other despite construction costs being higher for Network A
- Participants noted that public perception of buses is relatively poor in comparison to SkyTrain and Light Rail Transit, and that based on this, while BRT is less expensive, SkyTrain and LRT could increase ridership, thus increasing revenue

- Participants noted that Indigenous groups should be involved in this process as they will provide influential and important perspective in these discussions
- Participants supported the interconnectivity of Network B
- Participants were interested in the accessibility that each network provides, noting that being street-level makes Network B more attractive from an accessibility standpoint for those with mobility devices and for seniors
- Participants expressed an interest in the cost and finances of the two networks, noting that Network B would likely be more financially feasible
- Participants were interested in differentiating whether each network seeks to solve the issue of travel within neighbourhoods or between neighbourhoods
- Participants were interested in learning more about the possible impacts that either network would have on businesses and in what ways they may be able to be better integrated

Open houses

- Participants were interested in more details regarding the potential future rapid transit network and inquired about specific connections or services for parts of the region
- Participants were in support of BRT, but were interested to learn how this would be implemented based on greater detail
- Participants expressed support for whichever option would be the most cost-effective and time-efficient
- Participants were interested in the cost implications of creating a specific service (e.g., a BRT line) and later upgrading it to above or below street-level
- Participants were interested in the cost-per-rider differential between BRT and LRT in both implementation and operation

Multicultural workshops

- 65% of 207 survey respondents strongly or somewhat preferred Network A and 26% strongly or somewhat preferred Network B
- Of those who preferred Network A, the most frequently mentioned reasons included the need to maximize street-level space to reduce surface congestion, reducing impacts to street-level infrastructure, and the speed, reliability and convenience of SkyTrain over other transit options
- Of those who preferred Network B, the most frequently mentioned reasons were cost-efficiency and the ability to build more transit faster, improved connections between neighbourhoods, and reduced amount of walking required between destinations

Youth Advisory Council workshops

- Participants were supportive of the flexibility, reach and convenience of Network B, while noting that the SkyTrain would still not reach areas which rely heavily on cars, such as Abbotsford or White Rock

- Participants identified Network A as a faster and more reliable option as it prioritizes the expansion of SkyTrain, which they view as a faster and more reliable option than BRT or LRT
- Participants expressed their interest on how BRT and LRT would integrate with people-first streets, although voiced their concern over potential increase of traffic congestion
- Participants stated their concern over the cost and environmental effects of construction of Network A as well as the length of time it would take to build out
- Participants sought clarification about how TransLink will manage all transportation schedules to ensure a rapid and timely transition between SkyTrain, BRT and LRT

Elected Official engagement

- Based on an understanding that both networks would include local bus service that is 15-minutes or better, most elected officials attending the workshops supported Network B
- Elected officials noted that lower-cost lines in Network B would mean more, higher-capacity, higher-frequency transit to more parts of the region
- Elected officials expressed a concern that both networks continue to focus on north-west to south-east travel, and that south-west to north-east travel could continue to be time consuming
- Elected officials were concerned that neither network would deliver sufficient high-capacity, high-frequency transit to all parts of the region that want it
- Elected officials expressed an interest in inter-regional connections and how these would connect to the network concepts

Photo credits: Subway "Metropolitan Transportation Authority of the State of New York" Black tram "Nik-nuk" Creative Commons licenses 2 and 4 respectively

Action 3: Automated Vehicles That Provide Convenient Access to Car Trips, Without Adding to Congestion

What's the transformative action we're proposing?

Manage how automated vehicles are used in the region. Ensure they provide convenient travel options without overwhelming the transportation system.

Three elements:

- **Promote car sharing.** Create incentives to make the sharing of vehicles easier, cheaper, and more convenient.
- **Reduce the number of empty cars on the road.** For automated vehicles, introduce fees to discourage trips without any passengers.
- **Reduce congestion.** For automated vehicles, introduce fees for passenger pick-ups and drop-offs in congested areas (i.e., downtowns, entertainment districts, etc.).

What are the trade-offs?

Owning and using automated vehicles may become more expensive.

Questions we asked:

- To what extent do you support or oppose this proposed action?
- Why did you select this response?
- To what extent do you support or oppose specific elements?
  - Promote car sharing
  - Reduce the number of empty cars on the road
  - Reduce congestion

Key Findings

In general, people supported the automated vehicle action and its three elements. However, much higher numbers of respondents were "neutral" on these proposals as compared to other actions. This likely reflects the fact that emerging technologies such as these are not well-understood; although people said they liked the potential safety and accessibility benefits associated with automated vehicles. Many participants were skeptical that AVs would be practical within the time horizon of Transport 2050, or that they would not exacerbate existing issues in the region.

By and large, people agreed with the overall vision of managing the introduction of automated vehicles in Metro Vancouver. They also supported promoting (automated vehicle) car sharing. Respondents were less likely to say they supported fees for zero-passenger trips or fees for pick-ups or drop-offs in congested zones. However, even for these latter two measures, majorities of nearly every demographic category said they supported such fees, which stakeholders pointed out could serve as a model for non-automated vehicles.

Qualitative input yielded that people were split on their view of the role of the automobile in the future of the region. In one view, people made comments that we shape the region around transit and other sustainable modes, making (automated) vehicles subordinate. In another view, people cited that the region would always need to significantly rely on the automobile for personal transportation. However, this latter view tended to be an opinion of a minority of respondents.

For the action "Manage how automated vehicles are used in the region. Ensure they provide convenient travel options without overwhelming the transportation system," survey and poll respondents were generally supportive. However, as noted above, compared to other actions, there were a larger number of people who said they were "neutral."

Groups less likely to support the action include: people who identify as Indigenous, Black, have a disability, non-binary/gender fluid, live in subsidized housing, or live South of Fraser (including Richmond). However, some evidence points to people living with a visual or "other" disability" as being more supportive of the action than average.

Groups more likely to support the action include: people who identify as South Asian or East Asian, younger demographics, those living in co-op housing, or with higher incomes.

In stakeholder or public meetings, people were interested in learning more about how automated vehicles could be integrated with other modes of transportation, and about ownership models.

IN THEIR WORDS

"Automated Personal Vehicles are going to continue many of the same dangers and inconveniences of personal car ownership. It is better, but the investment is better spent on mass transit and walkable neighbourhoods. Evo-like services can fill in the gaps" *~ Person with Black and non-binary/gender fluid identity*

"AVs MUST be vetted to ensure their systems can adequately identify bicycles and people of colour. There are various systemic issues that deprioritize cyclists and nonwhites. The systems are already in place and already doing damage." *~ Person with non-binary/gender fluid identity*

"The last thing we need is more cars on the roads, AV should be used as a supplement to public transport and a means of transporting those who require cars and can't take public transit."
~ Person with Southeast Asian identity and under 25

"TransLink should work with other agencies globally to have a unified framework for dealing with AVs since the same issues will come up in many cities, and AVs will likely be dominated by a few big companies." *~ Person under 25*

"Unfortunately, everyone are paying so much for food, bills, rent and everything else in Metro Vancouver I don't support adding fees because many people are low-income or middle-income"
~ Person who lives in subsidized housing

Why did you select this response?

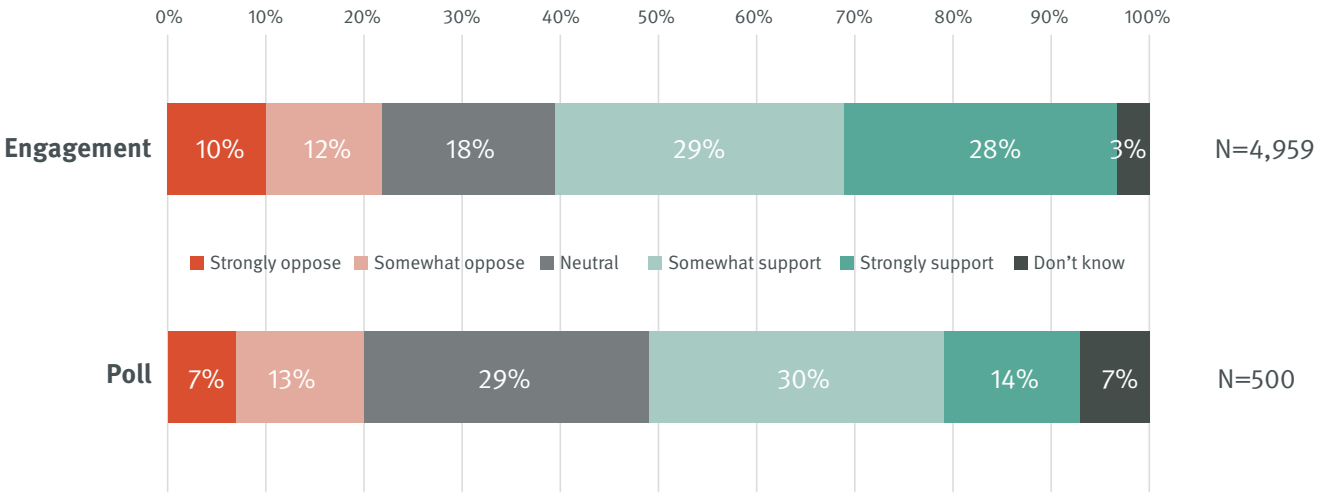
- Of the engagement and poll respondents who **supported the action** and provided a reason, the following were some of the most frequently mentioned themes:
  - Taxes and fees are already too high and would discourage use
  - The action would work better if it is affordable and if incentives are provided
  - Concerns with safety and risk of accidents with automated vehicles, or concerns around regulation
  - Focus more on public transit and less on personal vehicles
- Of the respondents who **opposed the action** and provided a reason, the following were some of the most frequently mentioned themes:
  - Concerns with safety and risk of accidents with automated vehicles, or concerns around regulation
  - Feeling that drivers will always want to drive personal vehicles and that shared automated vehicles would not catch on

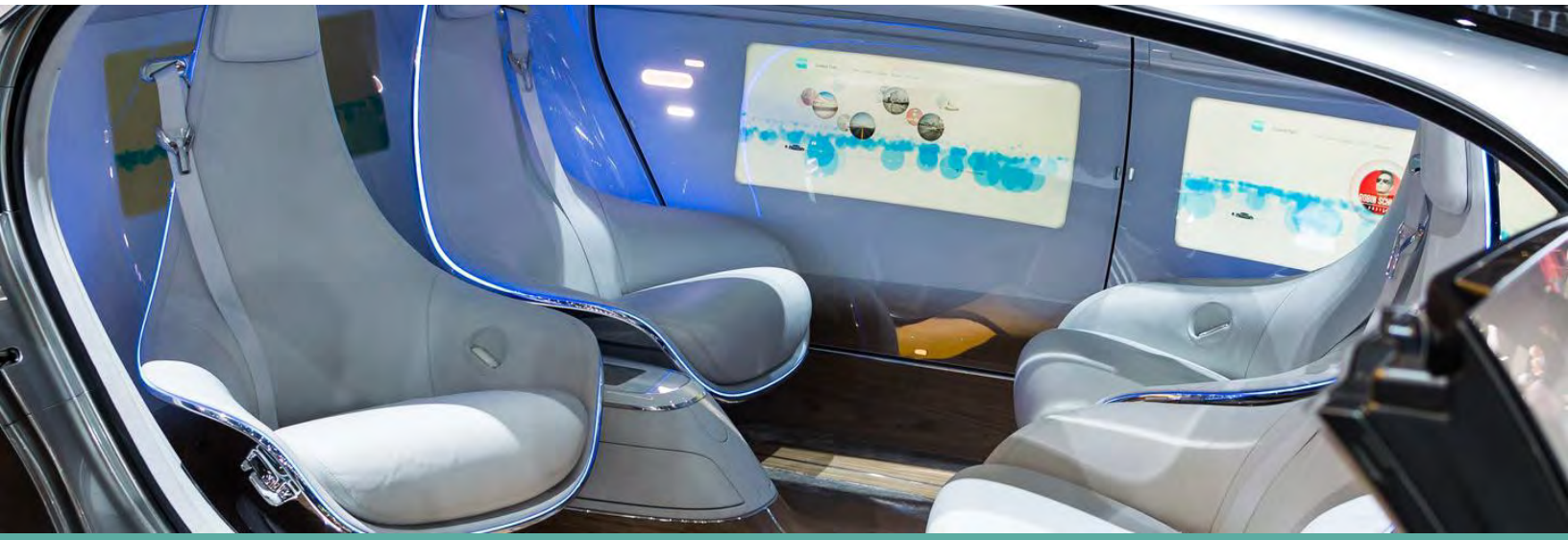
- Focus more on public transit and less on personal vehicles
- There will always be road congestion and autonomous vehicles would add to it

Note: the order of frequency of these comments may vary between the engagement survey and poll.

Feedback From Engagement Surveys and the Public Opinion Poll

To what extent do you support or oppose this proposed action?





Demographic Analysis

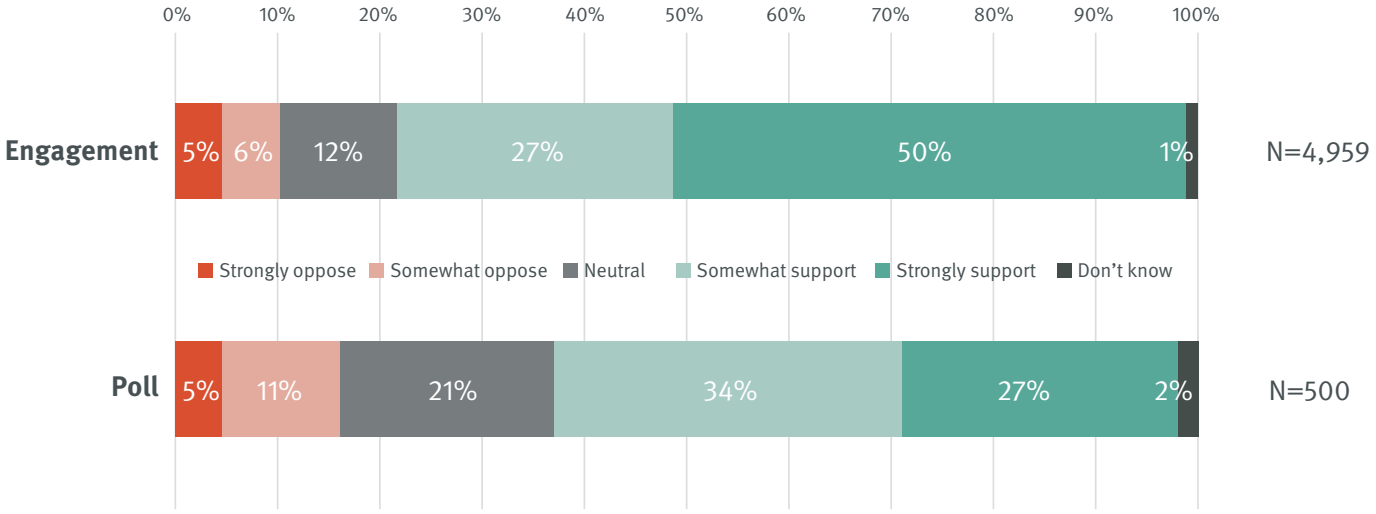
Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if net support varied by demographic group compared to average results. For this question, "strongly support" and "somewhat support" responses were combined into a "support" category. "Somewhat oppose" and "strongly oppose" responses were combined into an "oppose" category.

- **Age:** younger people were slightly more likely to support the action than older demographics
- **Current housing situation:** the survey says that people who live in non-subsidized co-op housing are more likely to support the action (61% support, 15% oppose, n=92) while people who live in subsidized housing are less likely to support the action (50% support, 24% oppose, n=112) compared to the average respondent
- **Disability:** people who have a disability were less likely to support the action (survey: 50% support, 31% oppose, n=404, poll: 36% support, 27% oppose, n=66) compared to the average respondent. However, people with a visual or "other" disability reported high levels of support for the action. Other groups – those with a mobility, hearing, or developmental disability – were less likely to support the action.
- **Employment:** no sizable difference in response by category
- **Gender:** no sizable difference in levels of support, however, with a small sample size, the survey says that people who identify as non-binary/gender fluid are less likely to support the action (52% support, 27% oppose, n=108) than the average respondent,
- **Group/race/identity:** the survey shows that people who identify as Black were less likely to support the action (45% support, 36% oppose, n=47), and people who identify as South Asian (61% support, 17% oppose, n=209) and East Asian (64% support, 15% oppose, n=633) were more likely to support the action compared to the average respondent
- **Household income:** both the survey and the poll say that people with higher incomes are slightly more likely to support the action compared to the average respondent
- **Indigenous identity:** the survey says that people who identify as Indigenous are much less likely to support the action (40% support, 38% oppose, n=156) compared to the average respondent

- **Mode of transportation used most often:** the survey and the poll did not agree, with the survey showing consistent levels of support across modes, while the poll says that people who most often rely on vehicles (SOV) are less likely to support the action (39% support, 24% oppose, n=292) while people who rely on other modes were highly supportive
- **Region of residence:** the survey and the poll show less support for this action from South of Fraser (including Richmond) residents (survey: 49% support, 26% oppose n=962, poll: 42% support, 24% oppose, n=203)

Element 1: Promote Car Sharing. Create Incentives to Make the Sharing of Vehicles Easier, Cheaper, and More Convenient.

To what extent do you support or oppose this specific element?



Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if net support varied by demographic group compared to average results. For this question, "strongly support" and "somewhat support" responses were combined into a "support" category. "Somewhat oppose" and "strongly oppose" responses were combined into an "oppose" category.

Results

In general, there was strong support for this element across all demographic groups.

Groups less likely to support the element include: people who identify as Indigenous, those with disabilities, people who most often rely on a vehicle (SOV), or South of Fraser (including Richmond) residents.

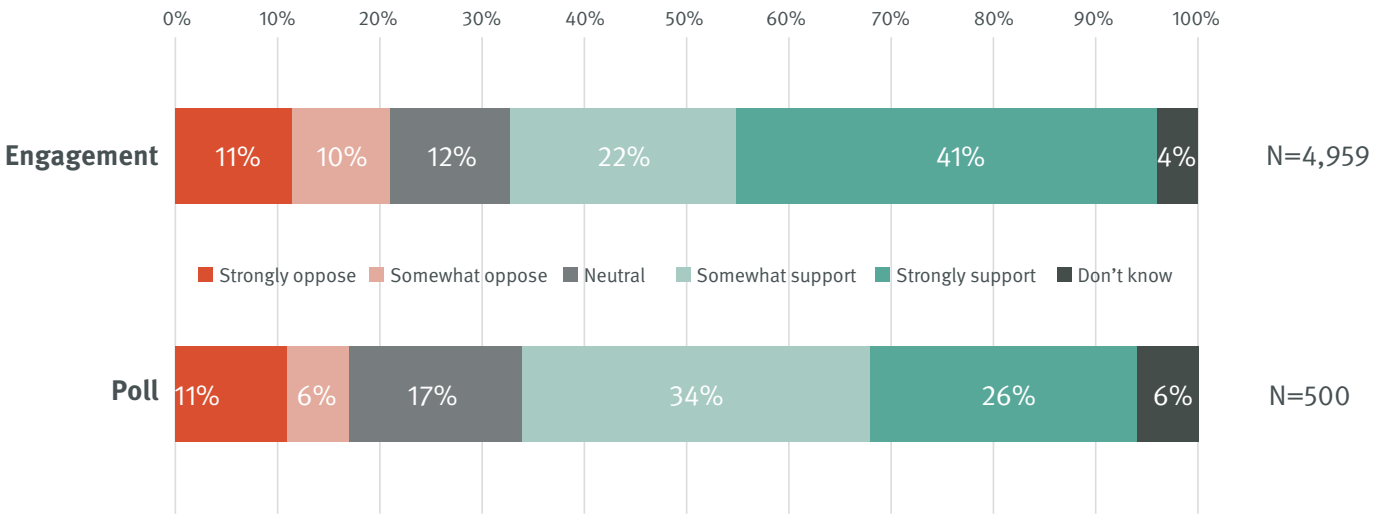
City of Vancouver residents were much more likely to support the element than average respondents.

Details

- **Age:** no sizable difference in levels of support
- **Current housing situation:** no sizable difference in levels of support
- **Disability:** the survey and the poll show that people with disabilities are somewhat less likely to support the action (survey: 68% support, 14% oppose, n=404, poll: 58% support, 18% oppose, n=66) compared to the average respondent. Those with hearing impairments were less likely to support the action, whereas people with "other" disabilities or a developmental disability exhibited stronger levels of support, however the survey sample for these categories was small.
- **Employment:** no sizable difference in levels of support
- **Gender:** no sizable difference in levels of support
- **Group/race/identity:** no sizable difference in levels of support
- **Household income:** no sizable difference in levels of support
- **Indigenous identity:** the survey shows that people who identify as Indigenous are somewhat less likely to support the action (63% support, 17% oppose, n=156) compared to the average respondent
- **Mode of transportation used most often:** the survey and the poll show that people who most often rely on vehicles (SOV) are slightly less likely to support the action (survey: 73% support, 13% oppose, n=2,166, poll: 53% support, 19% oppose, n=292) compared to the average respondent
- **Region of residence:** both the survey and the poll say that City of Vancouver residents are more likely to support the action (survey: 83% support, 8% oppose, n=1982, poll: 65% support, 12% oppose, n=128) and that South of Fraser (including Richmond) residents are less likely to support the action (survey: 68% support, 14% oppose, n=962, poll: 59% support, 18% oppose, n=203) compared to the average respondent

Element 2: Reduce the Number of Empty Cars on the Road. For Automated Vehicles, Introduce Fees to Discourage Trips Without Any Passengers.

To what extent do you support or oppose this specific element?



Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if net support varied by demographic group compared to average results. For this question, "strongly support" and "somewhat support" responses were combined into a "support" category. "Somewhat oppose" and "strongly oppose" responses were combined into an "oppose" category.

Results

Overall, respondents were supportive of this element.

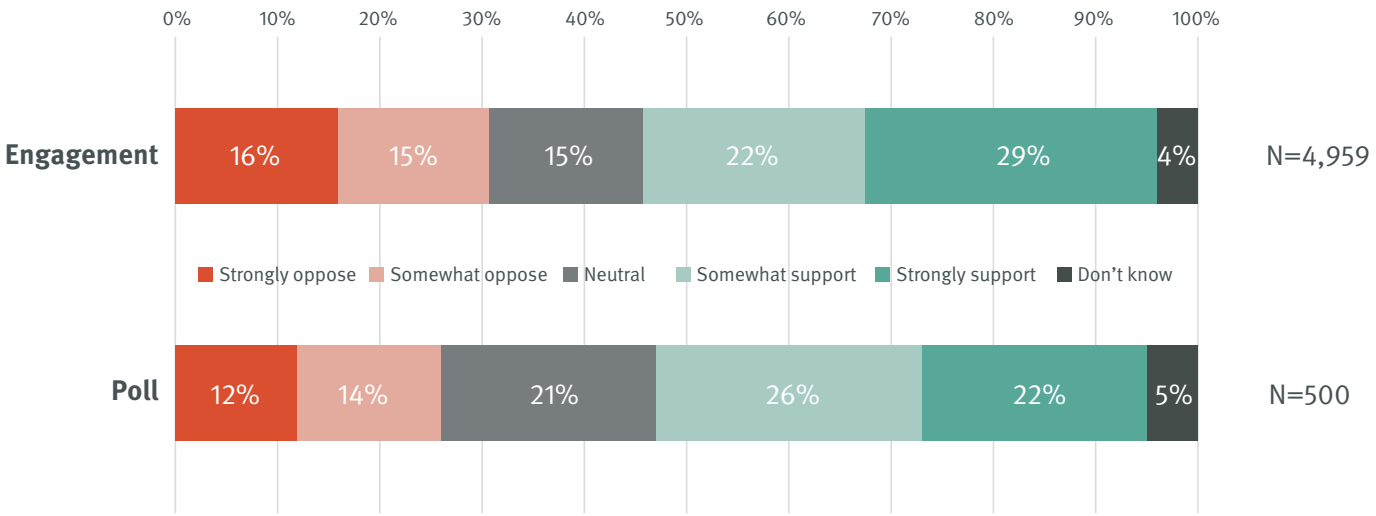
People who identify as Black, Indigenous, living with a disability, who most often use a vehicle (SOV), who are South of Fraser (including Richmond) residents, live in subsidized housing, or are older, are less likely to support this element than average respondents.

Students, younger people, active transportation and transit users, and City of Vancouver residents are more likely to support this element than average respondents.

- **Age:** the survey and the poll show that younger people are slightly more likely to support the action, and that older people are slightly more likely to oppose the action, compared to the average respondent
- **Current housing situation:** the survey shows that people living in subsidized housing were slightly less likely to support this action (56% support, 24% oppose, n=112) compared to the average respondent
- **Disability:** the survey shows that people with a disability were less likely to support this action (53% support, 30% oppose, n=404) compared to the average respondent
- **Employment:** the survey shows that students are more likely to support the action (67% support, 17% oppose, n=524) compared to the average respondent
- **Gender:** no sizable difference in levels of support
- **Group/race/identity:** in the survey, people who identify as Black were much less likely to support the action (45% support, 34% oppose, n=47) compared to the average respondent, although the sample size was small
- **Household income:** no sizable difference in levels of support
- **Indigenous identity:** the survey shows that people who identify as Indigenous were much less likely to support the action (46% support, 40% oppose, n=156) compared to the average respondent
- **Mode of transportation used most often:** the survey and poll show that people who most often rely on vehicles (SOV) are less likely to support the action (survey: 57% support, 27% oppose, n=2,166, poll: 54% support, 20% oppose, n=292), and people who most often rely on active transportation (survey: 68% support, 17% oppose, n=3,386, poll: 69% support, 14% oppose, n=255) and transit (survey: 68% support, 17% oppose, n=2,933, poll: 69% support, 13% oppose, n=159) are more likely to support the action, compared to the average respondent
- **Region of residence:** the survey shows that City of Vancouver residents are slightly more likely to support the action (68% support, 16% oppose, n=1,982), and that South of Fraser (including Richmond) residents are slightly less likely to support the action (57% support, 27% oppose, n=962) compared to the average respondent

Element 3: Reduce Congestion. For Automated Vehicles, Introduce Fees for Passenger Pick-Ups and Drop-Offs in Congested Areas (i.e., Downtowns, Entertainment Districts, etc.).

To what extent do you support or oppose this specific element?



Demographic Analysis

Data from the engagement survey (survey) and public opinion poll (poll) were analyzed to understand if net support varied by demographic group compared to average results. For this question, "strongly support" and "somewhat support" responses were combined into a "support" category. "Somewhat oppose" and "strongly oppose" responses were combined into an "oppose" category.

Results

This element received less overall support than other automated vehicle elements.

People with Indigenous, Black, or Middle Eastern identity or living with a disability had net negative support for this element. However, the sample size for people who identify as Black or Middle Eastern was small.

This element was also less likely to receive support from South of Fraser (including Richmond) residents, people who most often rely on a vehicle (SOV), people with non-binary/ gender fluid identity, or those living in subsidized housing.

People who most often use active transportation or transit, or have East Asian or Southeast Asian identity, are much more likely to support this action than average respondents.

Details

- **Age:** no sizable difference in levels of support
- **Current housing situation:** the survey shows that people living in subsidized housing were slightly less likely to support this action (46% support, 34% oppose, n=112) compared to the average respondent
- **Disability**: the survey shows that people with a disability were much more likely to oppose this action (38% support, 41% oppose, n=404) compared to the average respondent
- **Employment:** no sizable difference in levels of support
- **Gender:** the survey shows that people who identify as non-binary/gender fluid were less slightly likely to support the action (47% support, 32% oppose, n=108) compared to the average respondent
- **Group/race/identity:** in the survey, people who identify as Black (survey: 34% support, 45% oppose n=47) or Middle Eastern (39% support, 42% oppose, n=62) are much more likely to oppose this action compared to the average respondent, though the sample sizes are small. People who identify as East Asian (58% support, 26% oppose, n=633) and Southeast Asian (55% support, 24% oppose, n=182) are much more likely to support the action compared to the average respondent.
- **Household income:** no sizable difference in levels of support
- **Indigenous identity:** the survey shows that people who identify as Indigenous are much more likely to oppose this action (32% support, 46% oppose, n=156) compared to the average respondent
- **Mode of transportation used most often:** the survey and the poll show that people who most often rely on vehicles (SOV) are less likely to support the action (survey: 45% support, 39% oppose, n=2,166, poll: 44% support, 29% oppose, n=292), and that people who most often use active transportation (survey: 54% support, 28% oppose, n=3,386, poll: 52% support, 23% oppose, n=255) and transit (survey: 54% support, 27% oppose, n=2,933, poll: 52% support, 23% oppose, n=159) are more likely to support the action, than average
- **Region of residence:** the survey and poll said that South of Fraser (including Richmond) residents (survey: 47% support, 33% oppose, n=962, poll: 44% support, 32% oppose, n=203) were slightly less likely to support this action compared to the average respondent

Feedback From Engagement Events

Stakeholder meetings

- Participants were interested in ways to encourage the use of transit and shared automated vehicles rather than private ownership
- Participants emphasized that Transport 2050 needs to include plans to engage with regulators to ensure automated vehicles can be introduced within the desired timeframe
- Participants noted that road pricing/ congestion pricing would be a good measure for revenue since the gas tax will become irrelevant as electric vehicle use increases
- Participants emphasized safety and collision avoidance as being paramount to the success and implementation of automated vehicles
- Participants were interested in the accessibility opportunities that automated vehicles would offer for seniors and those with disabilities; however, some were concerned that congestion pricing could disproportionately impact those who have no option but to use a vehicle for accessibility
- Participants were interested in learning more about how automated vehicles would interact with commercial vehicles
- Participants expressed support for better interconnectivity between regions (e.g., Fraser Valley and Metro Vancouver) and believe automated vehicles may play a role in filling that gap
- Participants were interested in more details about how automated vehicles would be developed with traffic and "crush" times in mind
- Participants were interested in learning more about the service models for automated vehicles and whether they would operate on fixed routes or be available on demand

Open houses

- Participants were interested in more details about how automated vehicles would be integrated with SkyTrain and bus lanes
- Participants were concerned about the potential for system failures or malfunctions with autonomous vehicles
- Participants were interested in whether automated vehicles would be privately or publicly owned
- Participants sought details about any companies that TransLink was considering partnering with on automated vehicles technology

Multicultural workshops

- 60% of 207 workshop attendees who completed a survey supported the action
- The most supported specific element was promoting car sharing, with 64% of respondents supporting

- By contrast, only 36% of respondents supported using fees to reduce congestion, with 33% opposed
- Participants who supported the action cited environmental benefits and proposed financial incentives including subsidies on high-occupancy vehicle sales or for off-peak travel, fuel or insurance subsidies on shared vehicles, or a TransLink-developed app to help people find and offer shared vehicles
- Those participants who opposed, expressed concerns about any fees that would increase cost of living, and about the availability of shared vehicles around the region
- Participants noted concerns about safety—both in relation to the safety of vehicles operating without human supervision, as well as risks of riding with strangers

Youth Advisory Council workshops

- Participants acknowledged society's "unstoppable transition" towards automated vehicles, and welcomed the early planning and preparation for such a shift
- Participants were generally skeptical and concerned about the operation and ownership of automated vehicles, including a significant distrust over government control of the vehicles
- Participants expressed concerns related to assaults and inappropriate behaviour of users, given the enhanced privacy and absence of a driver in shared vehicles
- Participants considered automated vehicles to benefit seniors and people with disabilities, while noting the lack of assistance from a driver when entering or exiting the vehicle
- Participants widely concurred that automated vehicles would not be a solution for transportation issues, but rather a potential incentive for people to use such technology

Elected Official engagement

- Elected officials expressed a desire to avoid planning and designing streets for personal vehicles – regardless of whether they are manually operated or automated – and rather focus on people and needs such as deliveries
- Elected officials noted concerns about the transition period when automated vehicles and human-driven vehicles could be sharing the road, and the potential for conflicts and collision
- Elected officials expressed skepticism that automated vehicles with the highest levels of automation would arrive within the Transport 2050 timeframe

E. What's Next

We want to thank everyone who took the time to complete a survey, join us at an online meeting, or helped spread the word about Phase 2.

We're using what we heard during this engagement to help us refine actions in the draft Transport 2050 strategy document. In fall 2021, we'll engage the region on this comprehensive strategy document, which will be put forward to the Mayors' Council for adoption in early 2022.

Thank you for continuing this journey with us.

Our commitment to reconciliation

TransLink's commitment to reconciliation will be demonstrated by a transit system that is safe, affordable, reliable, and inclusive. Transport 2050 recognizes historic and continued social inequities and systemic barriers to opportunities for Indigenous peoples. In partnership with various levels of government, TransLink will implement actions aimed at supporting inclusivity and access to transit for Indigenous individuals and communities.

TransLink has invited one representative from each of the 10 Indigenous Nations in Metro Vancouver as well two urban Indigenous organizations to participate in a Transport 2050 Indigenous Advisory Committee ("Transport 2050 IAC"). Three workshops are planned with the Transport 2050 IAC during Phase 2 engagement, which will extend to the end of September 2021.

Appendix 1: List of Online Engagement Events

Online open houses (via Zoom Webinar)

- Wednesday, April 21, 6:00-7:30pm
- Saturday, April 24, 10:00-11:30am
- Tuesday, April 27, 5:00-6:30pm
- Thursday, May 6, 6:00-7:30pm

Stakeholder meetings

Invitees included organizations focused on active transportation, transit advocacy, and service, community and business associations.

- Tuesday, April 27, 1:00-3:00pm
- Tuesday, May 4, 6:00-8:00pm
- Thursday, May 6, 10:00am-12:00pm

Multi-cultural workshops, in partnership with EmpowerMe

- Wednesday, April 28 (Mandarin)
- Tuesday, May 4 (Cantonese)
- Friday, May 7 (Cantonese)
- Saturday, May 8 (Mandarin)
- Monday, May 9 (Farsi)
- Friday, May 14 (Arabic)
- Saturday, May 15 (Cantonese)
- Sunday, May 16 (Farsi)
- Monday, May 17 (Hindi)
- Tuesday, May 18 (Punjabi)
- Tuesday, May 18 (Arabic)
- Friday, May 21 (Hindi)

Youth Advisory Committee workshops, in partnership with CityHive

- Wednesday, April 21
- Saturday, May 1
- Tuesday, May 4 (2 workshops)
- Wednesday, May 5 (2 workshops)
- Thursday, May 6
- Friday, May 8
- Tuesday, May 11 (3 workshops)
- Wednesday, May 12 (2 workshops)

Presentations

- Presentation to Electoral Area A residents hosted by Director Jen McCutcheon, Wednesday, May 5
- Urban Development Institute webinar, Monday, May 10

Elected official engagement

- Council of Councils workshop on Saturday, May 8 (joint meeting with Metro Vancouver)
- 2 elected official workshops
  - Wednesday, May 19
  - Thursday, May 20

TransLink enterprise employee presentations

- Coast Mountain Bus Company, Thursday, April 8
- TransLink, Thursday, April 15
- BC Rapid Transit Company, Wednesday, April 21

Appendix 2: Other Input and Ideas

In addition to comments specifically about the engagement topics, we also received a lot of great questions and input about other topics. The most frequently mentioned themes are shown below:

Open houses

- Participants were interested in learning about TransLink's projections for ridership, including whether or not they take into account that a percentage of the region will not be returning to daily commutes to work post-pandemic
- Participants were interested in more details about the integration of electronic payment software and other technologies to facilitate convenient and affordable transport
- Participants were interested in learning how Transport 2050 will integrate with or help address housing issues in Metro Vancouver
- Participants asked if senior governments (provincial and federal) would be making greater contributions to transit in the future
- Participants were interested in more details about TransLink's consultation and engagement with municipalities on these issues

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