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Our File: H-90076.00

Catherine Mohoruk, Eng.L.
Transportation Specialist
Engineering Department
Corporation of the City of New Westminster
511 Royal Avenue
New Westminster, BC V3L 1H9

Dear Ms Mohoruk:

RE: Brow of the Hill Traffic Calming Online Survey Results

Background

Opus International Consultants (Opus) has been retained by the City of New Westminster to develop a traffic calming plan for the Brow of the Hill area of the City of New Westminster (City). This area was nominated for a traffic calming plan for the following reasons:

1. Traffic patterns changed following the completion of the Queenborough Bridge Upgrade
2. Residents have voiced concerns about traffic volumes and speeds in the neighbourhood

On January 12, 2010, Opus facilitated an Open House at which the public was presented with the draft traffic calming plan for the Brow of the Hill neighbourhood. Residents were asked to fill out a questionnaire pertaining to the proposed traffic calming measures. Approximately 16 residents attended, with 3 completing the questionnaire. In an effort to gain more public input the presentation boards and the questionnaire were posted on the City's website immediately following the Open House. The questionnaire remained online for residents to download and complete until January 29, 2010. A total of 36 questionnaires were completed, either on-line, or through the submission of printed surveys. Of the 36 respondents, 5 did not provide addresses, 2 reside to the east of Brow of the Hill, and 1 was a response from a member of the local business association.

Questions were phrased so that residents were given the option of responding "No opinion" to a proposed measure. In tallying the results, these responses were considered to be generally in support.

The following is a summary of the collected questionnaire responses.

(There are 7000 households in Brow of the Hill and the 36 respondents were self selected, therefore the survey may not be representative.)

1. INFORMATION PROVIDED AT THE JANUARY OPEN HOUSE

Has the information provided at the January 12th 2010 Open House covered your concerns regarding traffic in Brow of the Hill?

A total of 30 responses were collected for this question. Half the respondents indicated the Open House/Online survey had covered their concerns. The other half indicates it had not covered all their concerns.

2. OTHER CONCERNS

A total of 28 responses were collected for this question. The following table summarises the main additional concerns respondents had.

TABLE 1 – OTHER CONCERNS

CONCERN		LOCATION	NUMBER OF RESPONDENTS
Acceleration between stop signs		All streets 7 th Street	2
Use of local roads to bypass left turn restriction at 6 th Ave and 6 th St		5 th and 7 th	1
Fire engines reducing visibility		3 rd and Ash	1
Inappropriate location of stop signs – placement should be reviewed		4 th Ave and 10 th 3 rd and Ash	1
Inefficient arterials/collectors	Crosswalks on collectors/arterials give too much priority to pedestrians at expense of vehicles	Belmont and 6 th Street All crosswalks	2
	Arterials are poorly designed. They are narrow, with too many curb extensions, and delays are too high (e.g. poorly coordinated signals)	Stewardson, Royal, McBride, 6 th Ave, 6 th Street, 12 th Street	4
Excessive speed		Augusta	1
Traffic noise		4 th Avenue and Augusta	1

The additional concern that was raised by the most respondents was ‘inefficient arterials and collectors’. 5 respondents also raised concerns regarding the impact the proposed traffic calming measures will have on 4th Avenue.

3. INTERSECTION IMPROVEMENTS

Residents were asked to indicate their level of support for curb extensions and sight distance improvements (including extending parking restrictions and improving stop sign visibility) at four intersections.

A total of 27 responses were collected for this question. The following table summarises the results.

TABLE 2 – INTERSECTION IMPROVEMENTS

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS			
	3rd Ave and 7th St intersection	5th Ave and 11th St intersection	4th Ave and 11th St intersection	5th Ave and 7th St intersection
Support	21	20	20	20
Do not support	3	2	3	2
No opinion	3	5	4	5
Total respondents	27	27	27	27

Respondents generally support, or are neutral about the proposed curb extensions and sight distance improvements. No more than 18% expressed that they “did not support” the intersection improvements at any given location.

Those respondents that did not support the proposed intersection measures made the following comments:

- 1 respondent would prefer to see speed bumps instead of curb extensions
- 1 respondent is against curb extensions but in support of parking restrictions
- 1 respondent is in support of curb extensions but not parking restrictions

A respondent questioned why the 4th Avenue and 7th Street intersection wasn’t included given its collision record. The reason Opus did not include this location is that the collision pattern were not collisions that would be addressed by the installation of curb extensions and sight distance improvements. Other measures will be considered to address the collisions at this location.

4. RECLASSIFICATION OF SOME ROADS TO CARRY HIGHER TRAFFIC VOLUMES

Residents were asked to indicate their level of support that some roads should be classified to carry higher traffic volumes e.g. 8th Street should carry more traffic than 3rd Avenue.

A total of 30 responses were collected for this question. The following table summarises the results.

TABLE 3 – RECLASSIFICATION OF ROADS

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS
Support	19
Do not support	10
No opinion	1
Total respondents	30

Although most respondents support reclassification of some roads the support was not strong. Many respondents provided comments. The following statements summarise the respondent’s comments:

- Respondents generally didn’t want to see any increase in traffic volumes above what they already are but were in support of those roads that are already carrying higher traffic volumes to be reclassified with an appropriate classification. Specific roads that respondents indicated they do not mind having reclassified as arterials or collectors are 6thAve, 12th Street, and 8th Street.
- Some respondents noted that they didn’t want to see 4th Avenue reclassified because they thought reclassification would increase the traffic volumes
- In general respondents would like to see the arterials around Brow of the Hill carry more traffic to reduce rat running through the neighbourhood.

5. TURN RESTRICTIONS AND TRAFFIC SIGNALS AT 3rd AVE AND 12th STREET

Residents were asked to indicate their level of support for the proposed turn restrictions and traffic signals at the 3rd Ave and 12th St intersection.

A total of 29 responses were collected for this question. The following table summarises the results.

TABLE 4 – 3rd AVE and 12th STREET PROPOSAL

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS
Support	18
Do not support	11
No opinion	0
Total respondents	29

Respondents generally support (62% support) the measures proposed at 3rd Avenue and 12th Street. One respondent commented that they are support of a trial version of the proposal ahead of full implementation. Another respondent is in support of the right in right out only but not the traffic signals; they consider the signals to be ‘overkill’.

Most respondents who did not support the proposal were concerned that it will increase traffic volumes on other local roads, in particular 4th Avenue. Some respondents were concerned it would make it difficult for residents to get around. These concerns will be incorporated into a refinement of the plan.

One respondent would also like to see a right in right out only at 4th avenue and 12th Street.

6. CLOSURE OF LOCAL ROAD ACCESS TO STEWARDSON WAY

Residents were asked if they were in support of the closure of three local road accesses to Stewardson Way.

A total of 29 responses were collected for this question. The following table summarises the results.

TABLE 5 – CLOSURE OF LOCAL ROAD ACCESS TO STEWARDSON

LEVEL OF SUPPORT	NUMBER OF RESPONSES		
	Kamloops Street	4 TH Avenue	14 TH Street
Support	18	17	18
Do not support	4	8	4
No opinion	7	4	7
Total respondents	29	29	29

Many respondents indicated they supported these measures to reduce rat running in the neighbourhood and some residents indicated they supported the closures despite the closures inconveniencing their own travel.

Those residents that indicated they do not support the measures raised the following concerns:

- Difficult for residents to get around
- Increased traffic on alternative routes

Some respondents queried why these roads should be closed given that there was no collision data to support their closure. Subsequent to the Open House, Opus have produced collision diagram that support the closure of these local roads.

7. MORE SIGNIFICANT TRAFFIC CALMING MEASURES

Residents were asked if they were in favour of more significant traffic calming measures throughout Brow of the Hill other e.g. additional road closures, speed humps.

A total of 30 responses were collected for this question. The following table summarises the results.

TABLE 6 – MORE SIGNIFICANT TRAFFIC CALMING MEASURES

LEVEL OF SUPPORT	NUMBER OF RESPONSES
Support	21
Do not support	4
No opinion	5
Total respondents	30

Of those respondents that indicated they were in support of more significant traffic calming measures, 6 respondents specifically commented they were in support of speed humps (some locations they mentioned were on 10th Street between 4th Avenue and 3rd Avenue, and between 4th and 5th Avenues and 7 respondents specifically commented they were in support of diverters in their comments. Other suggestions included:

- Something to slow traffic on 3rd Avenue at 9th Street.
- More walking and cycling and transit orientated infrastructure including bus lanes
- Closure of 7th Street at Queens Avenue
- 4 way stops (including at 4th Avenue and 9th Street)
- Parking restrictions

- Change pedestrian activated crosswalk (“Special Crosswalk) at 6th Avenue (near the library) and 6th Street (at Belmont) to traffic lights with walk signals
- Traffic circle at 7th Street and 3rd Avenue and/or at 3rd Avenue and Ash Street
- A flashing cross walk sign at 3rd Avenue and 6th Street
- No left turn (specific hours) at 3rd Avenue and Stewardson Way
- Signs, lights, speed limits, islands, medians, impediments

Of those respondents that indicated they do not support more significant measures;

- 1 indicated the measures would make it too difficult to get around,
- 3 indicated current traffic levels are acceptable, and
- 5 indicated they had other reasons for not supporting more significant measures.

Respondents that indicated they were not in support of more significant measures also made the following comments:

- Current proposals should be implemented first before looking to implement more significant measures
- More significant measures would probably slow down traffic without reason
- Have to slow down too much for speed bumps
- People do not know how to use traffic circles
- Blocking roads off is a nuisance and simply shunts traffic through any available route
- Curb extensions on 12th street are a hazard

8. LEVEL OF SUPPORT FOR THE PROCESS

Residents were asked to indicate their level of support for the process used to date to investigate and evaluate the traffic calming within Brow of the Hill.

A total of 29 responses were collected for this question. The following table summarises the results.

TABLE 7 – THE PROCESS

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS
Support	18
Do not support	9
No opinion	2
Total respondents	29

Generally respondents were happy with the process and presentation material. Some respondents would have liked more notice about the meetings and the survey.

Some respondents want more work done to improve through routes. This is outside the scope of the traffic calming project. A resident considered the process to be cumbersome and questioned how much the City was spending on the study.

8. ADDITIONAL COMMENTS

Residents were asked to provide any additional comments they had.

14 residents provided additional comments. The comments that have not been covered by other sections of this letter are summarised below:

- The time line is too short for good community discussion. Additionally, those who are most affected by the changes suggested for street designation change should be notified individually
- Brow of the Hill changes should not be made without consideration of changes that will need to be made in Queens Park and the other city neighbourhoods.
- Cyclists need to be better educated as to the rules of the road for which they must comply - it is time to ticket cyclist for infractions.
- Pedestrians need to wear reflective clothing and/or strobe lights.
- Any reclassification MUST be fully discussed and understood by the Brow residents before being implemented.
- Interest in further evaluation of the 4th Ave. and 10th Street corner.
- Bring back the streetcars on 12th Street and along Columbia. There's lots of room near the old gas works for a car barn. It would be a huge tourist draw and do much for reviving the fortunes of downtown.
- Put in some secure, covered bicycle parking at schools. Try harder to make the transport system work for pedestrians and cyclists.
- At the crosswalk on 6th Avenue near Safeway: as a pedestrian I cross as if there were no signals by waiting for traffic to thin, sometimes I wait until I am not the only pedestrian.

5 residents also indicated support for the process and thanked the City for their work in the additional comments section of the survey. The following are the 'thank you' comments from respondents;

- I sincerely appreciate the effort to evaluate and propose solutions to the increasing flow and noise of traffic along 10th Street and 4th Avenue, and throughout the Neighbourhood.
- Thank you for allowing me to participate via the on-line survey! Delivery of The Record has been sketchy recently, so I've not always been aware of activity in my community.

- Thanks for asking for community input. :)
- We are happy the city is addressing this issue.
- Thanks for having an update on Facebook. I would have missed the survey otherwise!
:)

Please do not hesitate to contact the undersigned if you have any questions or concerns.

Yours truly,

OPUS HAMILTON CONSULTANTS LTD.



Sarah Rocchi, P.Eng.,PTOE
Vice-President, Vancouver, Associate