



15 March 2010

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 Queensborough 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 March 6, 2010. A total of 72 questionnaires were completed, either on-line, or through the submission of printed surveys. Two respondents answered the on-line survey twice, and although both questionnaires were reviewed, only one is response considered for the total number of responses. Of the 70 respondents, 5 did not provide addresses, 7 reside outside of the study area boundary, and there was a response each from the president of the local business association and the administrator of a church within Brow of the Hill.

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 70 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 61 responses were collected for this question. 40% of the respondents indicated the Open House/Online survey had covered their concerns and the remaining 60% indicates it had not covered all their concerns.

2. OTHER CONCERNS

A total of 61 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 Avenue and 6 th Street	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	2

CONCERN		LOCATION	NUMBER OF RESPONDENTS
Safety of pedestrian crossings due to speeding, poorly lit crosswalks, sight distance restrictions		6 th Avenue; 12 th Street; Ash Street; 3 rd Avenue at 8 th Street; 4 th Avenue at 9 th , 10 th , and 11 th Street	5
Sight distance restrictions due to parking		6 th Avenue at 9 th Street	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; 7 th Avenue; 10 th Street; 11 th Street; 6 th Avenue west of 12 th Street Ash Street	6
		3 rd Avenue	4
Traffic noise		4 th Avenue and Augusta	1

The additional concerns raised by the most respondents were speed, inefficient arterials and collectors, and the potential reclassifications of roadways. 13 respondents raised concerns regarding the impact the proposed traffic calming measures will have on 4th Avenue.

The safety of pedestrian crossings was brought up repeatedly, and was primarily a concern of speeding along the roadway where the crosswalk is located. Inadequate sight distance for vehicles was the secondary reason why pedestrian crossings were a concern.

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 60 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	45	43	41	42
Do not support	7	6	7	7
No opinion	8	11	12	11
Total respondents	60	60	60	60

Respondents generally support, or are neutral about the proposed curb extensions and sight distance improvements. No more than 12% 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
- 2 respondents are against curb extensions but in support of parking restrictions
- 1 respondent is in support of curb extensions but not parking restrictions
- 2 respondents would prefer to see roundabouts instead of curb extensions
- 1 respondent feels that a four-way stop is the only solution for 4th Avenue and 11th Street intersection due to the road geometry
- 1 respondent does not support curb extensions as they impede the flow of traffic (such as on 12th Street).
- 1 respondent feels that curb extensions do not address the problem in the neighbourhood (rat-racing)
- 1 respondent is not in support of the proposed measures as curb extensions cause bottlenecks

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.

Two respondents indicated that similar measures (or a roundabout) need to be considered at 3rd Avenue and Ash Street.

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 63 responses were collected for this question. The following table summarises the results.

TABLE 3 – RECLASSIFICATION OF ROADS

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS
Support	42
Do not support	20
No opinion	1
Total respondents	63

Although most respondents support reclassification of some roads, over 30% of those that responded oppose the reclassification. 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 6th Ave, 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 61 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	37
Do not support	21
No opinion	3
Total respondents	61

Respondents generally support (61% 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’. 5 comments were in opposition of the traffic signals, but in support of restrictions. These respondents did not feel that the signals are necessary due to the fact that traffic is not heavy enough to warrant signals, the fact that the left turn signal at 12th Street and Stewardson Way is currently ‘under used’ and that 12th Street traffic should not be subject to additional delays due to signals at 3rd Avenue.

Most respondents who did not support the proposal were concerned that it will increase traffic volumes on other local roads, including 5th Avenue, Queens, and in particular, 4th Avenue. Some respondents were concerned it would make it difficult for residents to get around. These concerns have been incorporated into a refinement of the plan.

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 63 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	38	40	38
Do not support	9	14	9
No opinion	16	9	16
Total respondents	63	63	63

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.

A respondent who requested that at least one of the proposed closures remain open to provide access Stewardson Way suggested Kamloops Street because the respondent feels it offers the best visibility for oncoming traffic on Stewardson Way both for turning onto and off of the arterial. Another respondent requested that right only turns onto Stewardson be allowed at Kamloops and 14th Streets.

One respondent requested that access be maintained for bicycles.

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 63 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	44
Do not support	13
No opinion	6
Total respondents	63

Of those respondents that indicated they were in support of more significant traffic calming measures, 14 respondents specifically commented they were in support of speed humps. Locations specifically mentioned for speed humps include the following:

- 10th Street between 4th Avenue and 3rd Avenue; between 4th and 5th Avenues
- 10th Street between Queens and 5th Avenue
- 3rd Avenue between 10th and 6th Streets
- 9th Street between Queens and 3rd Avenues
- 3rd Avenue along 700 and 600 blocks
- 7th Avenue between 13th and 16th Streets
- 7th Street between Queens and 4th Avenue
- in the alley adjacent to High-rise 412 that provides access onto 12th Street
- Ash Street from Queens to 4th Avenue
- 5th Avenue between 12th and 11th Streets
- all along 5th Avenue
- along 11th Street
- at enhanced crosswalks on 6th Avenue

Roundabouts were specifically requested at the following intersections:

- 7th Street and 3rd Avenue
- 3rd Avenue and Ash Street
- 3rd Avenue and 11th Street
- 4th Avenue and 9th Street
- 5th Avenue and 9th Street

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
- Measures to restrict traffic between 8th and 6th Streets, and Queens and 6th Avenue
- 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; and at 4th Avenue and 11th Street)

- Parking restrictions (including at 6th Avenue and 9th Street intersection)
- Change pedestrian activated crosswalk ("Special Crosswalk) at 6th Avenue (near the library) and 6th Street (at Belmont) to traffic lights with walk signals
- Improved lighting at crosswalks on 6th Avenue between 12th Street and 18th Street
- A flashing cross walk sign at 3rd Avenue and 6th Street
- No left turn (specific hours) at 3rd Avenue and Stewardson Way and at 6th Street and 3rd Avenue
- Enhanced crosswalks on 6th Avenue between 14th and 18th Streets - improved lighting, installation of controlled crosswalks (i.e. flashing lights controlled by pedestrian).
- Curb extensions at 6th Avenue and 14th Street crosswalk.
- Traffic signs on 6th Avenue between 12th and 18th Streets such as maximum speed signs and crosswalk ahead signs to reduce speeding.
- 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.
- 1 respondent indicated that the City should consider the Woonerf concept for certain neighbourhood streets, i.e. no traffic lights, stop signs, lane dividers, or sidewalks.

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
- BC drivers 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
- The city must enhance traffic enforcement, such as the illegal left turns at 6th Street and 6th Avenue. If the law is not enforced, then it is useless.
- "Don't fix what isn't broken." For example, the intersection of 3rd Avenue and 12th Street does not experience any problems and the respondent does not believe that there are many accidents at the location

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 59 responses were collected for this question. The following table summarises the results.

TABLE 7 – THE PROCESS

LEVEL OF SUPPORT	NUMBER OF RESPONDENTS
Support	36
Do not support	13
No opinion	10
Total respondents	59

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. Other comments include the following:

- Traffic calming for the Bow of the Hill can significantly affect residents in adjacent neighbourhoods, and the consultation process may need to be extended to better include residents in adjacent areas.
- This study is done in isolation and a whole community plan needs to be done for traffic.
- I support being informed of what is being considered and the opportunity to provide input.
- I am disappointed with the fact that the studies and recommendations only focus on one part of Brow of the Hill and not the entire neighbourhood (i.e. 6th Ave between 12th and 18th Streets).
- I am disappointed that safety of pedestrians does not seem to be the priority in the process.
- As a community oriented facility providing much needed services (e.g. Mom's groups, ESL Classes, Weddings, Funerals, Alternate School Classes, Seniors Gatherings, and many more) to the local community, we [Olivet Baptist Church administration] believe that we have not been adequately consulted or considered by the City's consultants in their assessment of the impacts of reducing on-street parking and increasing traffic flows in front of our church.

8. ADDITIONAL COMMENTS

Residents were asked to provide any additional comments they had.

33 respondents 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 Avenue 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 carbarn. 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.
- There should be strong consideration for turning 3rd Avenue into a dedicated bike route that connects the main thoroughfare leading in and out of Queens Park to the overpass entering the Quay at 3rd Avenue and Stewardson Way. This along with a dedicated bike route on 9th Avenue from Moody Park to the new middle school at John Robson would be the most logical bike/pedestrian route to connect Moody, Queens and the Quay as a cross-town park corridor.
- Not enough attention paid to the area of 3rd Avenue and 8th Street and 3rd Avenue through to 6th Street. Lots of traffic racing on the street to either get to the bridge or down to Stewardson Way.
- 7th Avenue between 12th street and 20th varies in width. Up to 16th street it is quite wide and thus allows parked cars and speeding moving cars. After 16th it narrows significantly which prevents (with parked cars) speeding vehicles as there is only room for one car width.

Several 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!
- Thank you to the City of New Westminster for turning its attention to this side of the city. Thanks for helping to make all residential streets in New Westminster as liveable as possible.
- I am thankful that someone is looking into the problems in the Brow. There is so much foot traffic here. It is truly a neighbourhood where people walk to many areas to use the services available. I for one enjoy this - it is the reason we moved here. We are trying to teach our children to walk if possible and to not take vehicles everywhere - especially not for small trips. Walking is the healthier choice - but only if we continue to provide roads that are safe. To do this we need to have fewer vehicles on roads. We need to provide safe areas for all people to walk - especially for our children and seniors as they seem to have the most trouble navigating safely.
- Thank you for the opportunity. I'll submit my consultant Fee on completion of the project
- Thank you for this survey, was unable to attend meetings and express my concerns.
- I am continually pleased and impressed with most of the changes in New West.
- Thank you for providing us with the opportunity to comment and we hope that Council and the City Transportation Department give serious thought to our concerns.

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

Yours truly,

OPUS INTERNATIONAL CONSULTANTS LTD.



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

