

Public Engagement Report

CFV Efficiency Review

March 2014



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INTRODUCTION

Community engagement was conducted as part of the Central Fraser Valley (CFV) Efficiency Review to ensure the final transit proposals reflect the needs and priorities of the community within the limitation of the approved project objectives. The process was led by BC Transit with strong support from the City of Abbotsford, the District of Mission, First Canada staff and drivers and local community members. This report provides a summary of the engagement process and results.

PURPOSE

The engagement strategy was designed to achieve the following goals:

- Identify and solicit targeted feedback from major institutions, organizations, key community groups and community members
- Employ a variety of methods and means to stimulate participants and ensure a wide range of citizens are reached
- Ensure the final result reflects the public's needs and desires by incorporating feedback into the proposed service changes within the limitations of the approved project objectives

METHOD

The public engagement for the CFV Efficiency Review included a series of open houses, a project website, online survey, print survey, on-board transit passenger information cards, posters and one-on-one meetings with organizations as required.

CFV Project Website

A dedicated web page has been established for the Central Fraser Valley efficiency review transit proposals on the Transit Future section of the BC Transit website. This provides background information to the proposed changes, a link to the Abbotsford-Mission Transit Future Plan, a copy of the public open house information boards, a link to the project handout which details draft routes and schedules, as well as updates on engagement events, reports, presentations and for providing online surveys to solicit feedback during the engagement process. The website can be found here:

http://www.bctransit.com/transitfuture/sun_latestupdates.cfm

Open Houses, Meetings & Events

Several open houses were arranged in Abbotsford and Mission to engage community members in the development of the transit service change proposals. At the open houses participants were able to access information on the proposed service changes via open house boards and handouts, speak to BC Transit and local municipal staff and provide feedback via a hard copy survey. The open houses were held between the March 4 and 7, 2014 at a variety of locations outlined in Table 1. In addition, a series of driver meetings were held at the First Canada operations and maintenance facility. These enabled drivers to ask questions and provide feedback and suggestions on the proposals.

Table 1: Open House and Events Engagement Dates and Locations

Location	Date	Time
Driver's room, First Canada Operations Facility	Tues 4 March	2:00pm – 5:30pm
Driver's room, First Canada Operations Facility	Wed 5 March	5:30am – 7.30am
Seven Oaks Shopping Centre	Wed 5 March	9:30am – 12:30pm
Abbotsford Social Activity Association (General Meeting)	Wed 5 March	12:00pm-12:30pm
Bourquin Transit Exchange	Wed 5 March	2:00pm – 4:00pm
Matsqui Recreation Centre, Abbotsford	Wed 5 March	6:00pm – 8:00pm
UFV Abbotsford Campus, Peter Jones Learning Commons	Thurs 6 March	10:00am – 1:00pm
Mission Library / Transit Exchange	Thurs 6 March	2:30pm – 4:30pm
Save on Foods, Junction Mall, Mission	Thurs 6 March	5:30pm – 7:30pm
Driver's room, First Canada Operations Facility	Fri 7 March	5:30am – 7:30am
Abbotsford Recreation Centre	Fri 7 March	10:00am – 12:00pm

Online / Print Survey

Local residents, workers and community members were encouraged to complete a survey, available online from February 26 till March 10, 2014 and in hard print copy during the open house engagement events. The hard copy survey was translated into Punjabi and copies of the survey and handouts were provided to the temples for the three East Indian Societies in Abbotsford (listed in Appendix A). Hard copy surveys continued to be collected and feedback via email continued to be received and included until the March 17, 2014.

Central Fraser Valley Transit Service Changes – Mission

The proposed changes are based on public input from the Transit Future Plan process. These changes feature:

- More direct routes
- Increased service to popular destinations
- Improved ease of use by reducing trip variations and duplicated service
- Reallocated service based on ridership and residential density.

Please see handout for more detailed information

Mission: Proposed Service

Route	Peak
Abbotsford-Mission	15 min (90 min express, 30 min local)
West Heights	30 min
Cedar Valley	30 min
East Side	30 min
Hatzic	30 min
Shopper Shuttle	

ਸੈਂਟਰਲ ਫਰੇਜ਼ਰ ਵੈਲੀ ਟ੍ਰਾਂਜ਼ਿਟ ਸਰਵਿਸ ਵਿਚ ਤਬਦੀਲੀਆਂ – ਐਬਟਸਫੋਰਡ

ਤੁਹਾਡਾ ਸੁਆਗਤ ਹੈ! ਸੀ ਟੀ ਟ੍ਰਾਂਜ਼ਿਟ ਅਤੇ ਐਬਟਸਫੋਰਡ ਸਿਟੀ ਅਤੇ ਬਿਸਟਰਿਕਟ ਐਂਡ ਮਿਸ਼ਨ ਦੀ ਵਿਸ਼ੇਸ਼ੀ ਨਾਲ, ਸੈਂਟਰਲ ਫਰੇਜ਼ਰ ਵੈਲੀ ਟ੍ਰਾਂਜ਼ਿਟ ਸਿਸਟਮ ਤੁਹਾ ਅਤੇ ਸਮਾਂ ਸੁਚੀ ਵਿਚ ਤਬਦੀਲੀਆਂ ਲਾਗੂ ਕਰਨ ਦੀ ਸਕੀਮ ਬਣਾ ਰਿਹਾ ਹੈ। ਇਹਨਾਂ ਤਬਦੀਲਾਂ ਭਾਰੇ ਤਰਾਫੇ ਵਿਚਾਰਾਂ ਦੀ ਵਰਤੋਂ ਤੁਹਾਡੇ ਭੇਜ ਸਿਸਟਮ ਲਈ ਵਾਈਨਲ ਟੂਟ ਅਤੇ ਸਮਾਂ ਸੁਚੀਆਂ ਬਦਲਵੀਂ ਲਈ ਕੀਤੀ ਜਾਵੇਗੀ। ਗਿਆਦਾ ਜਾਣਕਾਰੀ ਲਈ www.bctransit.com/transitfuture 'ਤੇ ਜਾਓ ਜਾਂ ਇਸ ਸਰਵੇ ਦਾ ਆਪਣੀ ਸਹਾ ਦੇਖੋ।

ਸਾਰੀ ਜਾਣਕਾਰੀ ਪੂਰੀ ਤਰ੍ਹਾਂ ਗੁਪਤ ਰੱਖੀ ਜਾਵੇਗੀ। ਜੇ ਤੁਹਾਡੇ ਮਨ ਵਿਚ ਕੀ ਸੀ ਟ੍ਰਾਂਜ਼ਿਟ ਦੀ ਪ੍ਰਾਈਵੇਸੀ ਪਤਾਨੀ ਭਾਰੇ ਕੇਸੀ ਸਹਾਨ ਹੋਣਾ www.bctransit.com 'ਤੇ ਐਨਕਾਰੀ ਕਰੋ।

ਸਵਾਲ 1. ਕਿਸੇ ਵੀ ਮਹੀਨਿਆਂ ਵਿਚ ਚੁੱਕੀ ਕਿਸੀ ਕੁ ਵਾਰੀ ਭੇਜ ਲਈ ਹੈ?

<input type="radio"/> ਹਫ਼ਤੇ ਵਿਚ 5 ਟਿਕ ਜਾਂ ਗਿਆਦਾ ਵਾਰੀ	<input type="radio"/> ਹਫ਼ਤੇ ਵਿਚ 1-2 ਵਾਰੀ	<input type="radio"/> ਮਹੀਨੇ ਵਿਚ ਇਕ ਵਾਰੀ ਨਾਲੋਂ ਘੱਟ
<input type="radio"/> ਹਫ਼ਤੇ ਵਿਚ 3-4 ਵਾਰੀ	<input type="radio"/> ਮਹੀਨੇ ਵਿਚ ਦੋ ਵਾਰੀ	<input type="radio"/> ਹਫ਼ਤੇ ਦੀ ਨਹੀਂ

ਸਵਾਲ 2. ਜੇ ਚੁੱਕੀ ਕਿਸੇ ਵੀ ਮਹੀਨਿਆਂ ਵਿਚ ਭੇਜ ਲਈ ਤਾਂ ਚੁੱਕੀ ਕਿਸੇ ਵੀ ਭੇਜ ਤੁਹਾ 'ਤੇ ਭਾਰੇ ਸੀ?

<input type="radio"/> 1 ਸ਼ੁੱਕਰ-ਅੱਧੀ	<input type="radio"/> 7 ਸੁਭ ਮਾਊਨਟਨ	<input type="radio"/> 22 ਵੈਨਟ ਟਾਊਨਸ਼ਾਈਨ	<input type="radio"/> 33 ਸੀਕਰ ਵੈਲੀ
<input type="radio"/> 2 ਸ਼ੁੱਕਰ-ਕਾਫਿਕਟਨ	<input type="radio"/> 12 ਟੂ ਐਂਕ ਚੀ-ਕੋਲਿਓ ਡਿਕੋਰਵਰ	<input type="radio"/> 23 ਵੈਨਟ ਟਾਊਨਸ਼ਾਈਨ	<input type="radio"/> 34 ਵੈਨਟ ਸਾਈਡ
<input type="radio"/> 3 ਕਾਮਿਅਰਡੋ-ਨੂ ਐਂਕ ਵੀ	<input type="radio"/> 15 ਡਿਕੋਰਵਰ ਡਿਕੋਰਵਰ	<input type="radio"/> 24 ਵੈਨਟ ਟੂਟ	<input type="radio"/> 35 ਡਿਕੋਰਵਰ
<input type="radio"/> 4 ਡਿਕੋਰਵਰ	<input type="radio"/> 16 ਡਿਕੋਰਵਰ ਡਿਕੋਰਵਰ	<input type="radio"/> 26 ਵੈਨਟ ਟੂਟ	<input type="radio"/> 36 ਡਿਕੋਰਵਰ
<input type="radio"/> 5 ਡਿਕੋਰਵਰ	<input type="radio"/> 17 ਟਾਊਨਸ਼ਾਈਨ ਡਿਕੋਰਵਰ	<input type="radio"/> 31 ਐਬਟਸਫੋਰਡ-ਮਿਸ਼ਨ ਡਿਕੋਰਵਰ	<input type="radio"/> 40 ਵੈਨਟ ਡਿਕੋਰਵਰ ਟੂ ਟੂਟ
<input type="radio"/> 6 ਡਿਕੋਰਵਰ-ਡਿਕੋਰਵਰ	<input type="radio"/> 21 ਡਿਕੋਰਵਰ ਡਿਕੋਰਵਰ	<input type="radio"/> 32 ਵੈਨਟ ਟਾਊਨਟ	

ਸਵਾਲ 3. ਭੇਜ ਡਿਕੋ ਦੇ ਤੁਹਾਡੇ ਗੁੱਠ ਕਾਰਨ ਕੀ ਹੋਣਾ?

<input type="radio"/> ਭੇਜ	<input type="radio"/> ਸ਼ਿਫਟਿੰਗ ਡਿਕੋਰਵਰ	<input type="radio"/> ਡਾਕਟਰ/ਦਵਾਂ ਦਾ ਡਾਕਟਰ
<input type="radio"/> ਸ਼ੁੱਕਰ/ਕਾਫਿਕਟਨ/ਕੋਲਿਓ	<input type="radio"/> ਸਮਾਜਿਕ/ਐਕਟਿਵ	<input type="radio"/> ਹੋਰ:

ਸਵਾਲ 4. ਚੁੱਕੀ ਕਿਸੇ ਕਹਿੰਦੇ ਹੋ? (ਕਿਹਾ ਕਰਕੇ ਆਪਣਾ ਐਡਰੈਸ, ਓਪਣ ਡਿਕ ਜਾਂ ਕੋਰੇ ਦਾ ਇਲਾਕਾ ਲਿਖੋ)

ਸਵਾਲ 5. ਤੁਹਾਡੀ ਉੱਚ ਕਿਸੇ ਭਾਰੇ ਵਿਚ ਆਉਂਦੀ ਹੈ?

<input type="radio"/> 17 ਸਾਊ ਅੱਧ	<input type="radio"/> 30 ਟੂ 40 ਸਾਊ	<input type="radio"/> 65 ਮੀ ਗਿਆਦਾ
<input type="radio"/> 18 ਟੂ 29 ਸਾਊ	<input type="radio"/> 50 ਟੂ 64 ਸਾਊ	<input type="radio"/> ਸਾਧਾ ਨਹੀਂ ਦਾ

Advertising & Media

A variety of methods were used to advertise the opportunities to provide input. Print media included a press release, advertisements in local papers, large posters at bus shelters, posters that were distributed around the community, electronic reader boards at the recreation centres in Abbotsford, interior bus cards and rack card handouts on the transit buses. In addition, there were five radio commercials per day on Star FM CKSR and Country CKQC between March 3 and 7, 2014, website updates and notices (BC Transit, City of Abbotsford and District of Mission) and social media releases (facebook and twitter with both BC Transit and local municipalities).

Stakeholder Communication

A list of community stakeholders was developed in collaboration with the City of Abbotsford and District of Mission as outlined in Appendix A. Stakeholders were emailed directly with information about the proposed changes, including details on the engagement opportunities and a link to the website and asked to distribute the information to their colleagues, patients, clients and members.

Meetings

Several meetings were arranged when requested by specific stakeholders in order to discuss the proposals in more detail and for stakeholders to provide more detailed information regarding their transit requirements.

Date	Time	Location	City
March 5	9:30 am – 12:30 pm	Seven Oaks Shopping Centre	Abbotsford
	2–4 pm	Bourquin Transit Exchange	Abbotsford
March 6	6–8 pm	Matsqui Recreation Centre	Abbotsford
	10 am – 1 pm	UFV Abbotsford Campus, Peter Jones Learning Commons	Abbotsford
	2:30–4:30 pm	Mission Library/Transit Exchange	Mission
March 7	5:30–7:30 pm	Save on Foods, Junction Shopping Centre	Mission
	10 am – 12 noon	Abbotsford Recreation Centre	Abbotsford

RESULTS

Response Rate

Table 2 provides a summary of the response rates to the various engagement events.

Table 2: Engagement Response Summary

Engagement: Quick Facts	
Open House participants	235
Survey responses	416
Number of open houses	11

Open House Engagement Response Highlights

Over 200 people were engaged at the open house events, providing feedback on the proposals or taking information away to complete an online survey later. Many attendees wanted help in determining the new routes and schedules that would apply to their main trips and some had questions regarding the reallocation of service and the objectives that formed the basis of the proposed changes. However, most attendees expressed a desire for an increase in transit service primarily related to increased frequency and later service in both Abbotsford and Mission in addition to some requests for

service to new areas. Several attendees asked for regional service between Chilliwack, Abbotsford and Langley and were provided with information on the future Fraser Valley Express project.

In relation to Abbotsford service changes, there was a balance of positive feedback and concerns. The positive feedback related to more direct and frequent service, the ability to get to destinations more easily, increased service to the Abbotsford Hospital, increased frequency to UFV, new service to Hightstreet Mall and future connections to regional service. However, there were more concerns than positive feedback related to service changes in Mission. Table 3 provides a summary of the general concerns received at the open house events and driver’s meetings. Specific route comments from these meetings are included with the online responses from page 10 onwards.

Table 3: Concerns raised regarding the proposed service changes at open houses

General Comments relating to both Abbotsford and Mission
There needs to be more frequent service (multiple routes mentioned)
There needs to be later service (multiple routes mentioned)
Any routes converting from heavy duty vehicle to light duty vehicle should ensure the vehicle is accessible for wheelchairs and strollers
Abbotsford General Comments
Concern about the increased use and need to transfer at the Abbotsford Downtown Exchange: <ul style="list-style-type: none"> • poor safety - prevalence of drugs, prostitution and crime • lack of space • lack of lighting • safety crossing the road/jay-walking to make trip connections • lack of facilities for drivers including washroom and break room (community services provide the current washroom, only available on weekdays 9am-5pm) • lack of amenities for public when waiting between trips • lack of police presence or security cameras
Concern about reliability and on-time performance to make connections, particularly at downtown
Desire to have the route that services UFV continue on George Ferguson Way
Desire to retain the facilities and parking at Bourquin Exchange
Reduce the number of trips serving Matsqui further. Alternatively, could create a pull-out on Highway so Matsqui passengers on the express trip could walk from the highway.
Additional bus stop requests/requirements: <ul style="list-style-type: none"> • Downtown exchange – see separate report, likely 6 large bus shelters • Clearbrook exchange additional stops required to reduce walk distance. • Stop by McDonalds on Bourquin – cars pass bus, move stop further north or remove • Bus stop on Blueridge in close proximity to Bluejay needed
Infrastructure requests/requirements: <ul style="list-style-type: none"> • Right hand turn lane from Maclure to Bluejay to address traffic backed up to highway • Request a leading left green light from cardinal onto Highstreet to address congestion

- Sumas on Marshall eastbound, not sufficient green light time going straight on Marshall
- Turning left to Lonzo on #2, request a leading left green light
- Request a leading left green light from Marshall turning left onto Ware

Promotion/marketing suggestion – free service on a day or week to gain ridership e.g. Canada Day

Very heavy congestion near Maclure, Bluejay and Cardinal near Highstreet mall – affects timing

There is no bus service on Riverside Rd. to operations and maintenance facility – this makes it difficult for drivers to get to work and customers get to transit lost and found.

GFI farebox issues – allowing for fare evasion. Sometimes not enforcing the new fare change

Mission General Comments

Concern regarding poor reliability of service, if any trips are delayed and connections missed, long wait time due to low frequency of service.

Would like holiday service, service on Sundays for #39 and later weekday and weekend service for all routes.

Concerns regarding safety at Mission Exchange – lighting is poor and people jay walk rather than use the crosswalk, general safety at night should be improved.

Connections to West Coast Express need to be improved.

Additional bus stop requests/requirements:

- West Coast Express stop should be a permanent bus stop location for all routes passing on N Railway Av. – addresses passengers stranded from late trains.
- #32 needs a stop, shelter and lighting on Lougheed Hwy near the shopping mall by McDonalds – particularly if Logan loop is removed
- #33 – stop on 7 Av by Horne St., safety concerns with cars overtaking and turning in front of bus, move stop west of Horne St.
- #33 – bus stop on Fennel, move down – house owner parks car purposefully in stop so can't use
- Shelter at the West Coast Express Stop

Desire for additional driver training on customer service e.g. use of ramps for seniors if requested, directing people to move out of accessible seating, radioing other drivers to wait to make connections and driver consistency with stops (e.g. whether going into Walmart or not).

Safety concerns regarding the pedestrian crossing at McDonalds on Lougheed Hwy, lights are not sufficient, cars go through when crossing. Request for bird warning at crosswalk.

Suggestion to move main exchange to the West Coast Express station to save time

Desire to connect to Maple Ridge. Base map should represent the new development in northern areas of Mission.

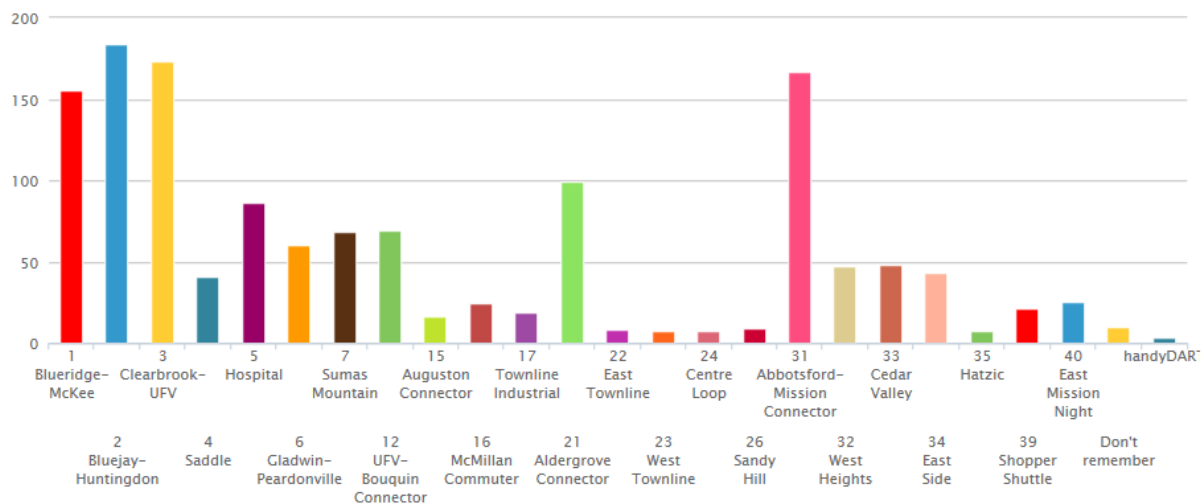
Fares – use of West Coast Express Pass as a credit on the CFV system only when the train is running – desire to use it on CFV system at all times and weekends as well as not only for a continued directional trip home.

Online Survey

Respondents and Ridership

There were a total of 416 responses to the online/hard copy survey. These respondents were primarily regular transit riders (51% rode transit 5 days per week or more and 80% rode transit 1-2 times per week or more) using the full spectrum of routes (Figure 1) for a mix of reasons including work, school, university, shopping, errands, social, recreation, medical and dental. Most respondents were adults with approximately 6% students and 6% seniors responding. 28% of responses related to both the Abbotsford and Mission transit system with 64% of responses specific to Abbotsford alone and 9% to Mission alone. Approximately 3% of total surveys completed were Punjabi surveys.

Figure 1: Primary Bus Routes used by Respondents



Level of Support for Proposed Service Changes

The main reasons provided for supporting or not supporting the changes are outlined in Table 4. It should be noted that despite inclusion of the efficiency review objectives in the opening of the online survey, many responses expressed a desire for an increase in transit service that would require additional service hours and associated costs. Therefore, some of the negative responses were associated with a lack of increased service.

For Abbotsford, 37% of respondents supported the proposed changes and 31% supported the proposed service changes with some alterations. However, 27% of respondents did not support the proposed changes (Figure 2).

Figure 2: Level of Support for Abbotsford Proposed Service Changes

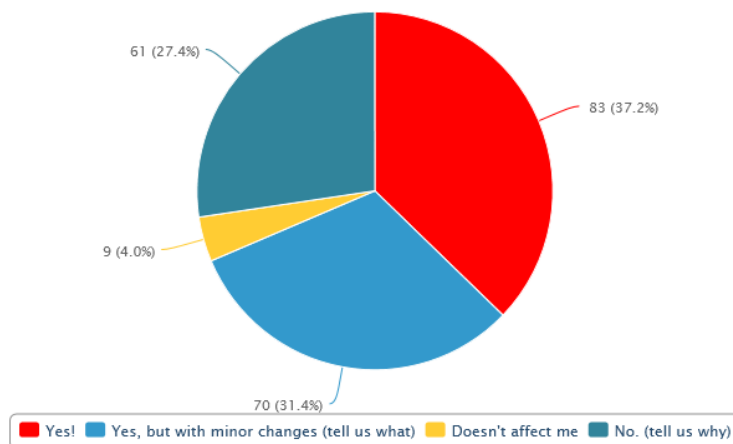
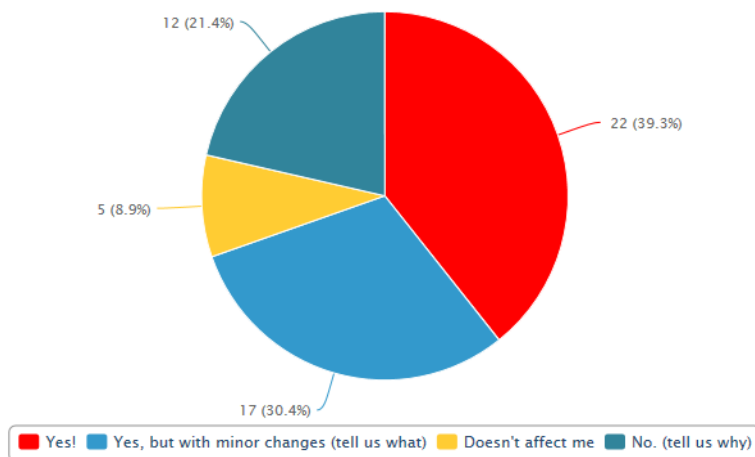


Figure 3: Level of Support for Mission Proposed Service Changes



For Mission, 39% of respondents supported the proposed changes and 30% supported them with some alterations. 21% of respondents did not support the proposed changes but it should be noted that a significantly smaller proportion of respondents completed questions relating to Mission (Figure 3).

Table 4: Reasons for supporting/not supporting the proposed service changes

Reasons for Supporting Changes	Reasons for NOT Supporting Changes
More frequency and service past Abbotsford Hospital	There needs to be more frequent service (multiple routes mentioned)
Prefer for new #1, #2 and #3 routing	There needs to be later service (multiple routes mentioned)
Much better flow from centres of activity on the east side to those in the central/western side of Abbotsford	Concern about increased use and need to transfer at Downtown Exchange – safety issues associated with drugs, prostitution and crime. Not suitable for park and ride as unsafe to leave car in this location. Some preference to retain Bourquin Exchange.
Pleased to see a reduction in the number of routes serving both downtown and Bourquin	Desire by several community members at the Gurdwara Kalgidhar Darbar Sahib Society to not change the existing routes 2, 3, 5 and 6
Pleased with increased frequency on Routes 1, 2 and 3	Concern about reliability and timing of trips in terms of making connections, particularly at Abbotsford Downtown Exchange
Pleased that Routes 1 and 2 will not stop at Bourquin Exchange	Desire for service to new areas e.g. Tradex, regional connections, rural businesses
More direct service	Some concern regarding reduced service on Old Yale to the Abbotsford Recreation Centre and Yale Secondary School
Desire to see more small vehicles	Still no direct route for some passengers
Increased frequency & service to UFV	Transfer now required for some passengers
	Needs improved service reliability and on-time performance
	Some resistance to change, particularly for seniors
	Some early service on some routes would reduce ability to meet early morning West Coast Express trips
	Some concern about getting to school

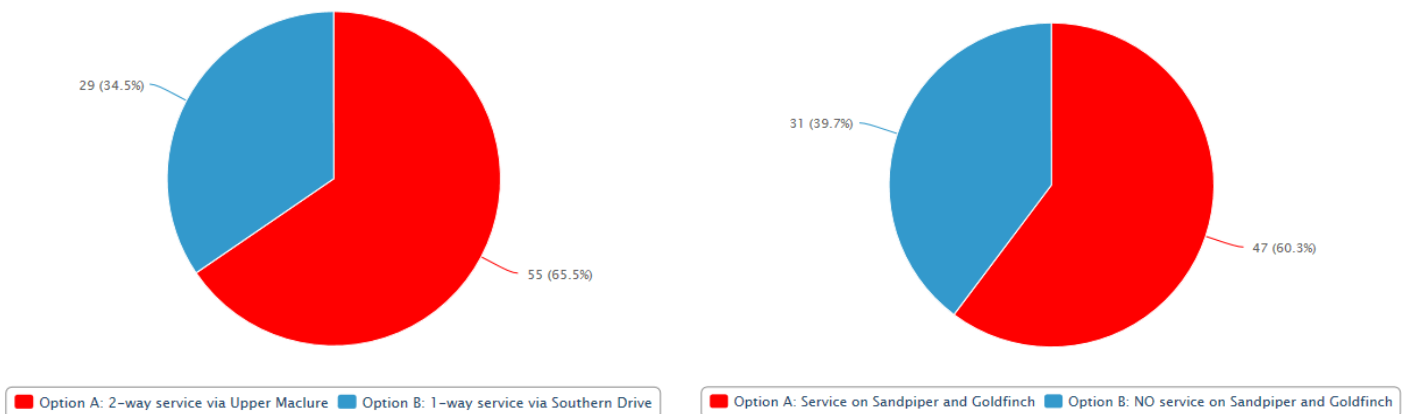
Concerns regarding Specific Routes from Online Survey and Open Houses

Route 1: S. Fraser Way	48% Supportive, 28% unsupportive (60 count)
Main route to UFV no longer serves George Ferguson Way without a transfer required	
The existing #1, #2, #3, #6 and #14 all run late on an afternoon due to congestion, will require additional running time in new schedule	
Concern about the #1 no longer continuing to the east of the city, particularly on Old Yale to the Abbotsford Recreation Centre, housing and schools in that location	
Desire for route to serve Bourquin Exchange and concerns regarding safety at Downtown Exchange	
Would like service on Bluejay	

Route 2: G.Ferguson	41% Supportive, 26% unsupportive (69 count)
A considerable number of respondents indicated a concern with cutting evening service - last trip is too early to meet Target closing time for employees and shoppers using transit	
Some confusion in responses regarding the new route 1 now serving UFV	
Should go to 15min peak service earlier (2:40pm) and extend this later into the evening	
Desire for route to serve Bourquin Exchange and concerns regarding safety at Downtown Exchange	
Desire for increased frequency throughout the day	

Route 3: Blueridge-Hospital	35% supportive, 22% unsupportive (54 count)
Removes service from Blueridge neighbourhood to South Fraser Way without a transfer – several responses identified a desire for a direct service for people going from Blueridge to South Fraser	
People on Townline loop wish to go down to Maclure for shopping	
Needs later service	
Preference for some coverage on Southern	

Figure 4: Preference for service on Townline Loop and Sandpiper and Goldfinch



Route 6: Gladwin **23% Supportive, 26% Unsupportive (43 count)**

First early trip is cut, many people need to use this trip to connect to the West Coast Express via #31

Desire for increased frequency and later trips

Desire for 2-way service

Some concerns with terminating route now at Bourquin Exchange and lack of connections given move to Downtown Exchange for many routes

Desire for service on Gladwin between George Ferguson and South Fraser.

Route 7: Sumas Mtn. **24% Supportive, 15% Unsupportive (46 count)**

Several responses identified concerns with the reductions in late trips mean no access for UFV students in this area to night classes

Need additional running time at night on the existing routing.

Increased development at Sumas Mountain, desire for future service to these developed areas.

Concerns regarding safety at Downtown Exchange

Route 9: Peardonville **27% Supportive, 11% Unsupportive (37 count)**

Some concerns about the low frequency

Route 11: McKee/Auguston **24% Supportive, 13% Unsupportive (38 count)**

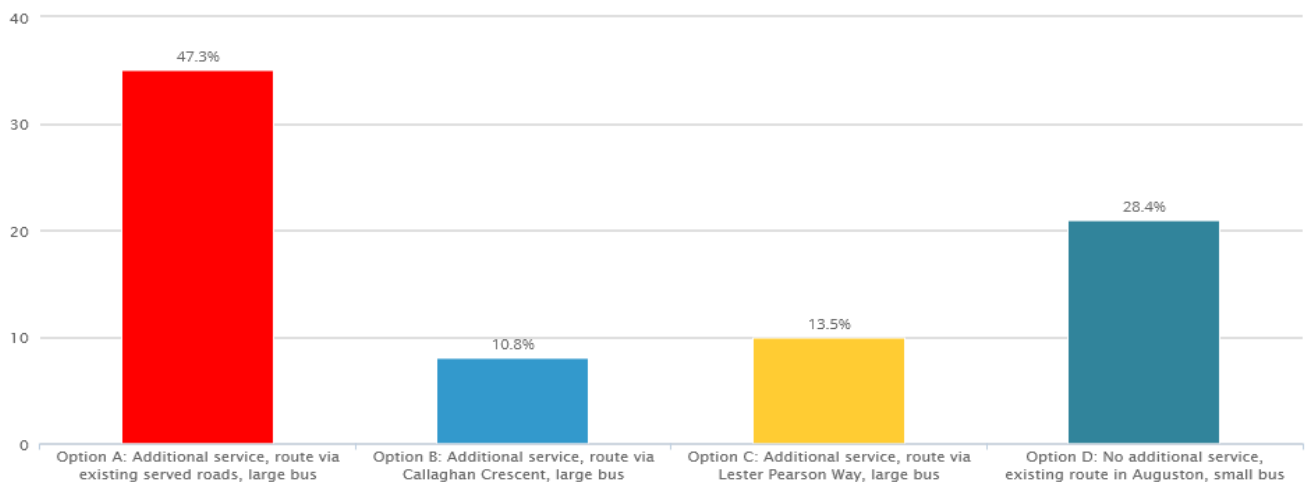
Concern regarding the lack of frequency now serving ARC and Yale Secondary School on Old Yale and McMillan

Some students in area travelling on transit to W J Mouat – will now need to transfer downtown – safety and connection timing concerns

Desire for later service to Auguston with a small bus and an increased frequency throughout the day

Concerns regarding a large bus going into Auguston

Figure 5: Preference for service to Auguston



Route 12: Jackson Connector **18% Supportive, 15% Unsupportive (39 count)**

- Desire to see the existing UFV connector route remain
- Reduce the number of trips on the new route or remove it to save time.
- It is more difficult to get to school now this route does not serve Bourquin Exchange
- Seniors using this route to access the mall will now need to transfer

Route 14: Huntingdon Connector **44% Supportive, 15% Unsupportive (46 count)**

- Concerns regarding cutting service to Huntingdon, the frequency is too low
- Frequency is too low and desire for later service
- Pleased it serves Gladys consistently
- Would like a smaller bus

Route 16: McMillan Connector **26% Supportive, 18% Unsupportive (39 count)**

- Desire for later service
- Desire for more frequent service

Route 17: Industrial **35% Supportive, 14% Unsupportive (37 count)**

- #17 – amend airport routing to serve Aviator Dr. via main airport access, to stop agreed with Abbotsford Airport and remove Tower St. and Firecat Av. loop to aerospace centre (250m walk)
- #17 industrial – remove 10.35am trip and add an earlier morning trip to serve workers before 6am
- Desire for more frequent and later service
- Desire for more service to the airport
- Desire to serve Tradex on event days and weekends
- Desire to extend this route to Highstreet to connect western Abbotsford to the industrial estate

Route 21: Aldergrove **38% Supportive, 13% Unsupportive (48 count)**

- Needs earlier and later service and increased frequency
- Some desire to keep route the same in Aldergrove
- Should route via Highstreet exchange to provide residents in the west part of Abbotsford better access to Langley

Route 31: Mission-Abbotsford Connector 40% Supportive, 30% Unsupportive (100 count)

Need to define the route variations more clearly, i.e. show which trips in the schedule are express trips and have only one express route

Desire for earlier service

Desire for increased frequency of service

Several responses indicated a concern regarding removal of route from George Ferguson Way

Desire for all trips passing West Coast Express platform to stop at this bus stop

Suggestion that the route end at downtown and do a separate route to UFV to save time

The scheduled timing looks unfeasible, particularly with Matsqui, issues with reliability already

Desire to serve Bourquin on all trips

Some desire to serve Junction Mall more, some desire to remove altogether

Concern regarding the timing connections to the West Coast Express

Desire for the service to be between both campuses

Suggestion to remove additional trips from Matsqui

Concerns regarding trips terminating at Abbotsford Downtown Exchange - safety

Route 32: West Heights 52% Supportive, 5% Unsupportive (44 count)

Desire for more frequency and later trips

Some desire for the new route to serve Walmart

Some concerns that Wren street is not snow cleared in winter and would prefer service on Hurd

First couple of runs have the bus waiting at exchange for 5min – can we change scheduling

Many passengers want to go to the hospital and that service will be gone on the inbound trip. Albeit several comments now prefer the service past Walmart and Superstore

Preference to retain the Logan loop for safety (stop is off the highway) and accessibility e.g. to the Legion

Route 33: Cedar Valley 48% Supportive, 17% Unsupportive (42 count)

Desire for more frequency and later trips

Some desire for route to continue to go to Junction Mall

#33 and #34 now end earlier and at different times. Desire for later trips not ending service earlier. Could retain #40 to address later service.

Some desire for re-routing to serve 7 Av between Cedar and Grand to serve medical buildings

Concern about reliability of service and on-time performance impacting connections to #31

Suggestion to relocate Mission Exchange to London Avenue

Route 34: East Side **48% Supportive, 12% Unsupportive (42 count)**

Desire for more frequency and later trips, particularly for Riverside College students

Desire for service on Alder more often, not removed, those with difficulty walking will now have to use #39, not early enough for work

#33 and #34 now end earlier and at different times. Desire for later trips not ending service earlier. Could retain #40 to address later service.

Route 35: Hatzic **28% Supportive, 8% Unsupportive (36 count)**

Trips do not connect to the West Coast Express in the existing or new schedule.

Desire for more frequency

Route 39: Shopper Shuttle **32% Supportive, 10% Unsupportive (41 count)**

Desire to go into Walmart and would like a consistent message so all drivers go into Walmart. Some safety concerns with bus has to cross 3 lanes of traffic on Wren to make the turn into Walmart, suggested reversing this small loop to access Walmart more safely

Concerns regarding safety at James St and 7 Av, consider turning on 5th or 6 Av and Grand instead.

First trip too late to get to leisure centre morning classes

Desire for more trips if the Route 33 no longer serves Junction Mall

SUMMARY & NEXT STEPS

The engagement responses were fairly balanced in relation to comments supporting the service changes in Abbotsford versus those identifying concerns and, overall, there was a generally positive response to the proposals. Some of the concerns raised may be addressed by amending schedules and considering individual trip requirements. However, the key concerns relating to increased transfers at the Downtown Exchange and the safety and public realm considerations associated with this location will require infrastructure investment to suitably mitigate. Additional infrastructure requirements associated with new stops, shelters and stop relocations in addition to some parking removal and road and sidewalk improvements will also require infrastructure investment to enable the service change proposals to be implemented. In addition, there were a considerable number of responses requesting an increase in service frequency and later trips on multiple routes. This desire would require additional service hours and operational budget.

In comparison, there was a less positive overall response to the Mission proposed service changes. Albeit the overall online survey responses were slightly positive, fewer people responded to questions related to Mission and a significantly lower number of respondents travelled on Mission routes regularly in the last 6 months. Several concerns were identified by respondents, particularly attendees at the open houses. These primarily related to the reduced evening service, removal of some sections of routes and poorly timed connections with the West Coast Express trips. However, many concerns were also raised about the existing service, primarily relating to service reliability, Exchange safety, traffic safety and a desire for increased frequency, later service and service to new areas. In engaging the attendees at the open houses in Mission, it was explained that removal of route sections and the minor trip reductions were intended to help improve the reliability of service and on-time performance whilst remaining within the existing budget. However, attendees indicated a strong desire for increased funding to address the identified issues rather than reduced trips or service area.

It should also be noted that, in some instances for Abbotsford proposals, there was confusion by respondents regarding the ability to connect between different origin and destination points and a presumption that some routes would no longer connect or connect in a suitable time frame. Given the significant changes proposed, there will be a period of time following implementation when existing passengers will learn the new routes and schedule. The implementation of Google Transit may help somewhat with this process given the ability to use this mobile application for trip planning.

The engagement responses, along with specific route timing information, and ridership analysis are currently being analyzed and used to amend the transit proposals. This information will be shared with local partners and the operating company to review the ability to address any feedback related to safety concerns on the existing service whilst the future proposals are being amended.

APPENDIX A: STAKEHOLDER CONTACT LIST

The following table provides a list of the groups who were contacted directly to increase awareness of the engagement events and draft proposals forming part of the Efficiency Review.

Table 7: Stakeholder Advisory Group List

Governing Bodies	
City of Abbotsford	District of Mission
Transportation	
Translink	Abbotsford Airport
Community Groups	
Abbotsford Recreation Centre	Matsqui Recreation Centre
Abbotsford Regional Hospital and Cancer Centre	Mission Association for Community Living
Abbotsford Social Activity (Seniors) Association	Mission Community Services
Association for Seniors Housing	Mission Home Health
Gurdwara Baba Banda Sing Bahadar Sikh Society, Abbotsford	Mission Memorial Hospital (via Fraser Health)
Gurdwara Kalgidhar Darbar Sahib Society, Abbotsford	Mission Mental Health
Khalsa Diwan Society, Abbotsford	Mission Recreation Centre
Business and Industry	
Abbotsford Chamber of Commerce	Mission Chamber of Commerce
Abbotsford Downtown Business Association	Mission Downtown Business Association
Fraser Valley Indo-Canadian Business Association	Tradex
School & Education	
Abbotsford School District (SD34)	MEI School, Downes Road
Mission School District (SD75)	University of the Fraser Valley