



Strategic Transportation Plan Phase 1 and 2 Engagement Summary

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1. Project Information

1.1. Project Background

Coquitlam’s Strategic Transportation Plan will provide a new vision of the City’s multimodal transportation system to serve the people and goods movement needs of residents, visitors and businesses of the community into the future. The new plan will reflect changing demographics, alignment with other City and regional priorities, new and emerging mobility trends and best practices, completed projects, and recent growth and development patterns since the last plan was developed.

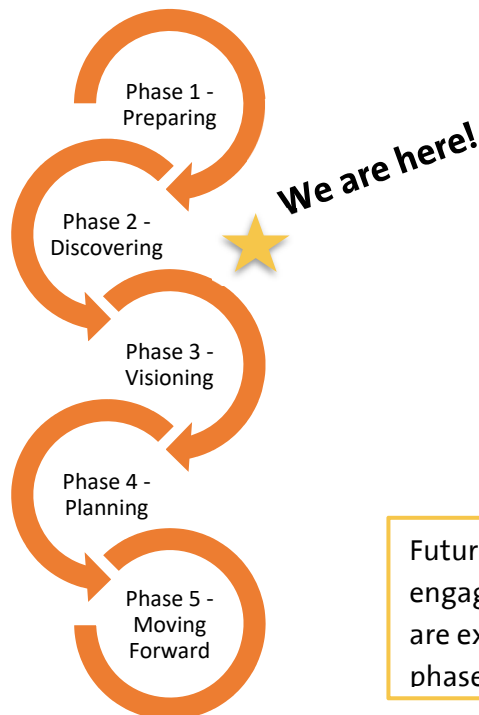
The Strategic Transportation Plan will help achieve the strategic goals of sustainable services, environment, and infrastructure, and advance the City’s vision of sustaining a high quality of life for current and future generations, where people choose to live, learn, work, and play. It will also align with other City plans such as the Strategic Plan, Environmental Sustainability Plan, as well as the Economic Development Strategy, Climate Action Plan, Economic Development Strategy and Equity, Diversity, and Inclusion (EDI) Initiative that are all under development.

The new transportation plan will consider a long-term (25-year) planning horizon, but focus on guiding strategic improvements over the coming 10 years to support the City in achieving its 2030 Greenhouse Gas (GHG) emission reduction target as outlined in the Environmental Sustainability Plan.

1.2. Project Timeline

The Strategic Transportation Plan is a multi-phase project expected to take approximately two years to complete.

Public and stakeholder engagement took place in Phase 1 and 2 of the project process. The feedback collected helped to identify challenges / barriers and opportunities in the current transportation system. It will also inform Phase 3 which focuses on the creation of a vision, goals and objectives for Coquitlam’s future transportation needs.



Future public engagement activities are expected in later phases of the project

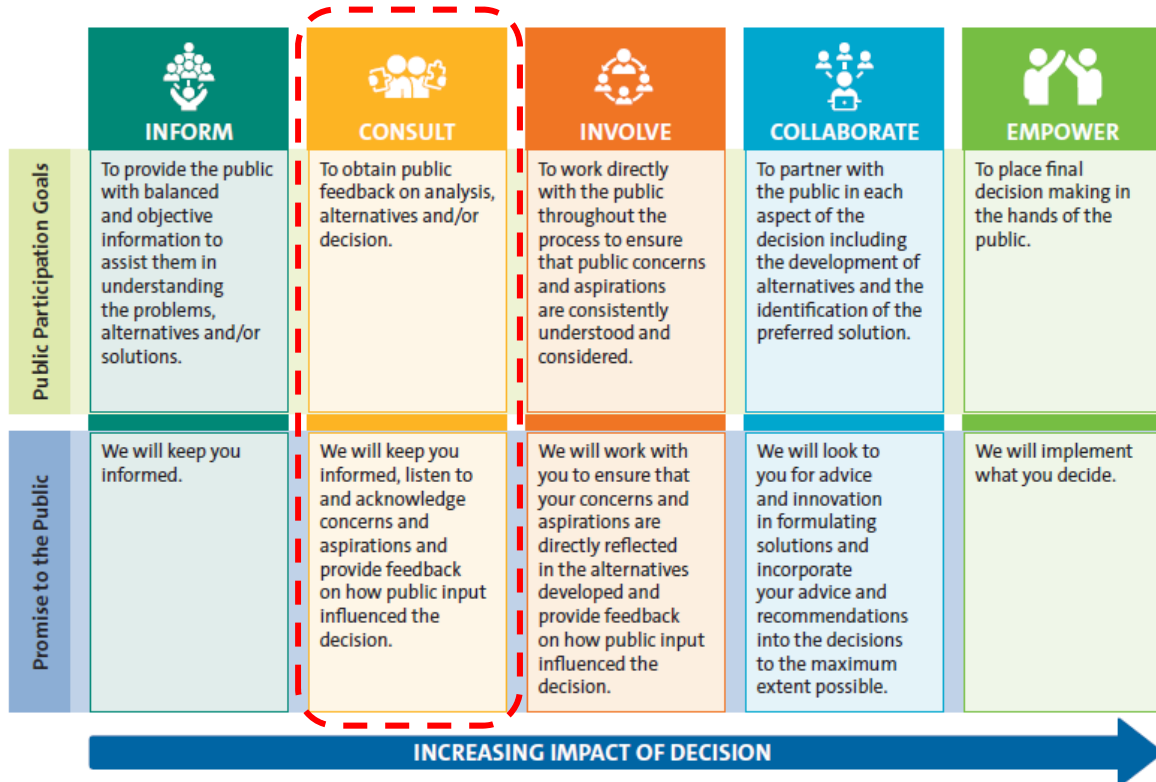
2. What We Did

2.1. Level of Engagement

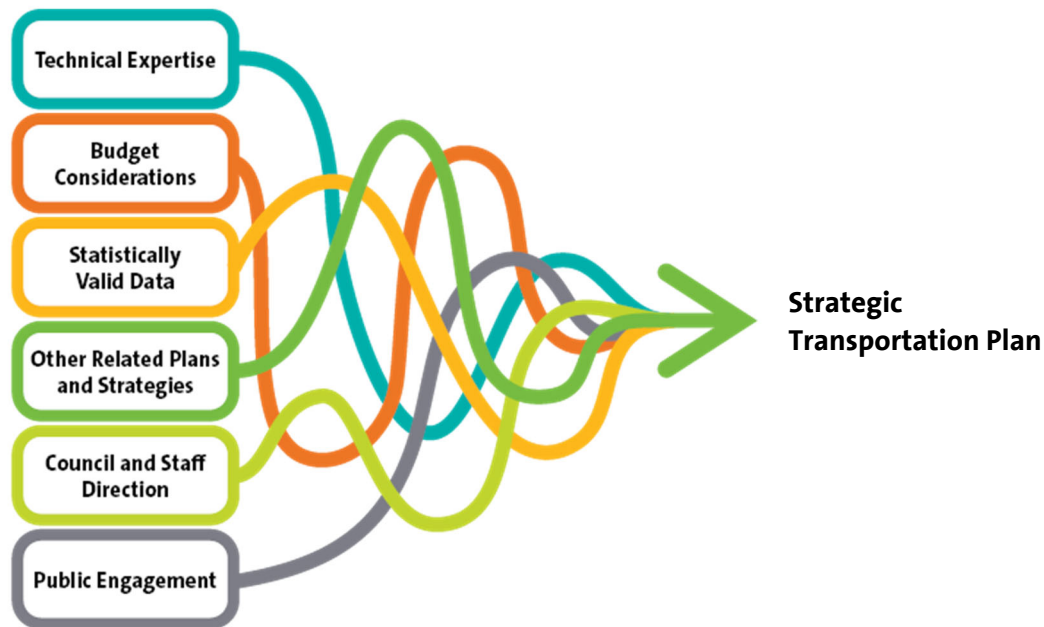
We look to the International Association of Public Participation (IAP2) Spectrum of Public Participation to help us determine the level of involvement from the public and/or specific interested parties. The Spectrum demonstrates visually that engagement goals change depending on the level of influence the public or a specific group of people has on the decision being made.

For this early phase of the Strategic Transportation Plan, the bulk of the engagement activities took place at the “Consult” level, as it was important to gather public feedback on current transportation use, challenges and opportunities.

At this level, the goal is “to obtain public feedback on analysis, alternatives and/or decisions. The promise to the public is that we will keep them informed, listen to, and acknowledge concerns and aspiration, and provide feedback on how public input has influenced the decision”.



It is also important to recognize the multiple streams of input and analysis that will inform this project. “The Weave” diagram below shows how this project will integrate technical expertise, budget considerations, statistically valid data (e.g. Household Trip Data), other related City and Regional plans and strategies (e.g. Environmental Sustainability Plan, Transport 2050, Metro 2050), public engagement, and Council and staff direction in order to create a well-supported Plan.



2.2. Summary of Activities

Engagement Activity	Date	Participants
Public Survey	July 1 to Sept. 5, 2022	854
10 Small Group Discussions	June to Dec. 2022	31
Nine In-Person Pop-Up Engagement	July and August 2022	496
Four Youth-focused small group discussions or pop-up engagements	December 2022	107
TOTAL		1,488

2.3. Engagement Activities

In Phases 1 and 2, engagement activities involved a combination of public activities (open to anyone) and focused activities (targeted to specific groups or organizations). A combination of in-person and online activities were used.

Public Survey

From July 1 to Sept. 5, 2022 an online survey was available at letstalkcoquitlam.ca/transportationplan. Anyone had the opportunity to participate and 854 submissions were received.

Small Group Discussions / Interviews

City staff and consultants facilitated small group workshops / discussions with five community groups and five Council Advisory Committees with a relevant mandate. These workshops allowed staff to gain valuable feedback on the challenges or barriers that specific equity-deserving groups face with the current transportation system.

The following groups participated:

- Council Advisory Committees (31 participants)
 - Community Safety Advisory Committee (CSAC) (3 participants)
 - Economic Development Advisory Committee (EDAC) (7 participants)
 - Multiculturalism Advisory Committee (MAC) (8 participants)
 - Sustainability and Environment Advisory Committee (SEAC) (7 participants)
 - Universal Access-Ability Advisory Committee (UAAC) (6 participants)
- Canadian Council of the Blind (Dogwood Chapter) (3 participants)
- SHARE Family and Community Services (one-on-one interview with a staff representative)
- Tri-Cities Local Immigration Partnership (TCLIP) (translated focus groups)
 - Farsi Speaking (8 participants)
 - Korean Speaking (9 participants)
 - Mandarin Speaking (8 participants)

In-Person Pop-Up Engagement

Nine in-person pop-up engagement sessions were held at locations throughout the community between July 1 and Aug. 13, 2022 including:

- Blue Mountain Park (50 participants)
- Canada Day at Town Centre Park (116 participants)
- Coquitlam Central Bus Exchange (52 participants)
- Coquitlam Farmers Market (125 participants)
- Cottonwood Park (30 participants)
- Galloway Park (33 participants)
- Hampton Park (26 participants)
- Place des Arts (46 participants)
- Bike to Shop event at Royal Canadian Legion (18 participants)

The purpose of these sessions was to raise awareness and connect with a broad range of community members, especially those who may not otherwise be engaged with the City's channels or engagement activities. Participants were provided with background information about the project, and encouraged to take the public survey.

Youth Engagement

Specific engagement activities targeted at hearing from Youth were held in Dec. 2022 including pop-up engagements at three schools, as well as a presentation to the Youth Council. Staff provided background information on the project and a series of presentation boards allowed participants to tell the project team about their travel methods, current barriers and share ideas for transportation improvements. These activities included:

- Centennial Secondary School (31 participants)
- Coquitlam Youth Council (14 participants)
- Douglas College (36 participants)
- Pinetree Secondary School (26 participants)

Online Reach

During Phases 1 and 2 (from July 1 to Dec. 31, 2022), the project information reached many people through online channels including:

- 2,930 visits to letstalkcoquitlam.ca/transportationplan
- Over 8,000 people reached via the City's social media channels (Facebook, Instagram, Twitter) through both organic and paid content.

2.4. Who Participated (Public Survey)

The following is a summary of the demographics represented by the online survey. We did not collect demographic data from participants who attended the small group discussions or pop-up engagements. See **Appendix 1** for a more detailed breakdown of the survey demographic data.

Connection to Coquitlam: 81% of respondents said they live in Coquitlam. 35% visit Coquitlam to shop, have fun or for entertainment. 27% visit friends or family members in Coquitlam. 25% work in Coquitlam. 17% said they or someone in their household goes to school in Coquitlam.

Gender Identity: 48% of respondents indicated they are women, and 45% indicated they are men. 2% indicated they are non-binary and the remaining 5% either preferred not to say or did not respond to the question.

Age Group: All age groups were represented with the largest single group being 25 to 34 year olds (20%). Half of all respondents (50%) were aged 45 and up.

Housing Arrangements: 72% of respondents indicated they own their home, 15% rent their home, and 8% neither own nor rent (i.e. live rent-free with friends or family members). The remaining 5% either preferred not to say or did not respond. A small amount (0.5%) indicated they are without a home.

Gross Household Income (GHI): 35% of survey respondents reported an annual GHI of \$100,000 or more. 39% of respondents reported an annual GHI between \$30,000 and \$99,999. 4% reported a GHI of less than \$30,000 a year. The remaining 22% either preferred not to say or did not respond.

Additional Identities and Lived Experience: Survey participants included those from a variety of identities, backgrounds and experiences including people who:

- Have young children in their household (23%)
- Have teens in their household (16%)
- Are from a racialized community (10%)
- Their primary language is not English or French (8%)
- Are members of the LGBTQ2S+ community (5%)
- Have physical disabilities and/or mobility challenges (5%)
- Are lone parents / caregivers with children or youth living in the household (4%)
- Are First Nations, Metis, Inuit, or otherwise identify as Indigenous (2%)
- Are newcomers to Canada (less than five years) (2%)
- Have a lived experience of addiction, homelessness, and/or accessing mental health services (2%)
- Have mental and/or intellectual disabilities (2%).

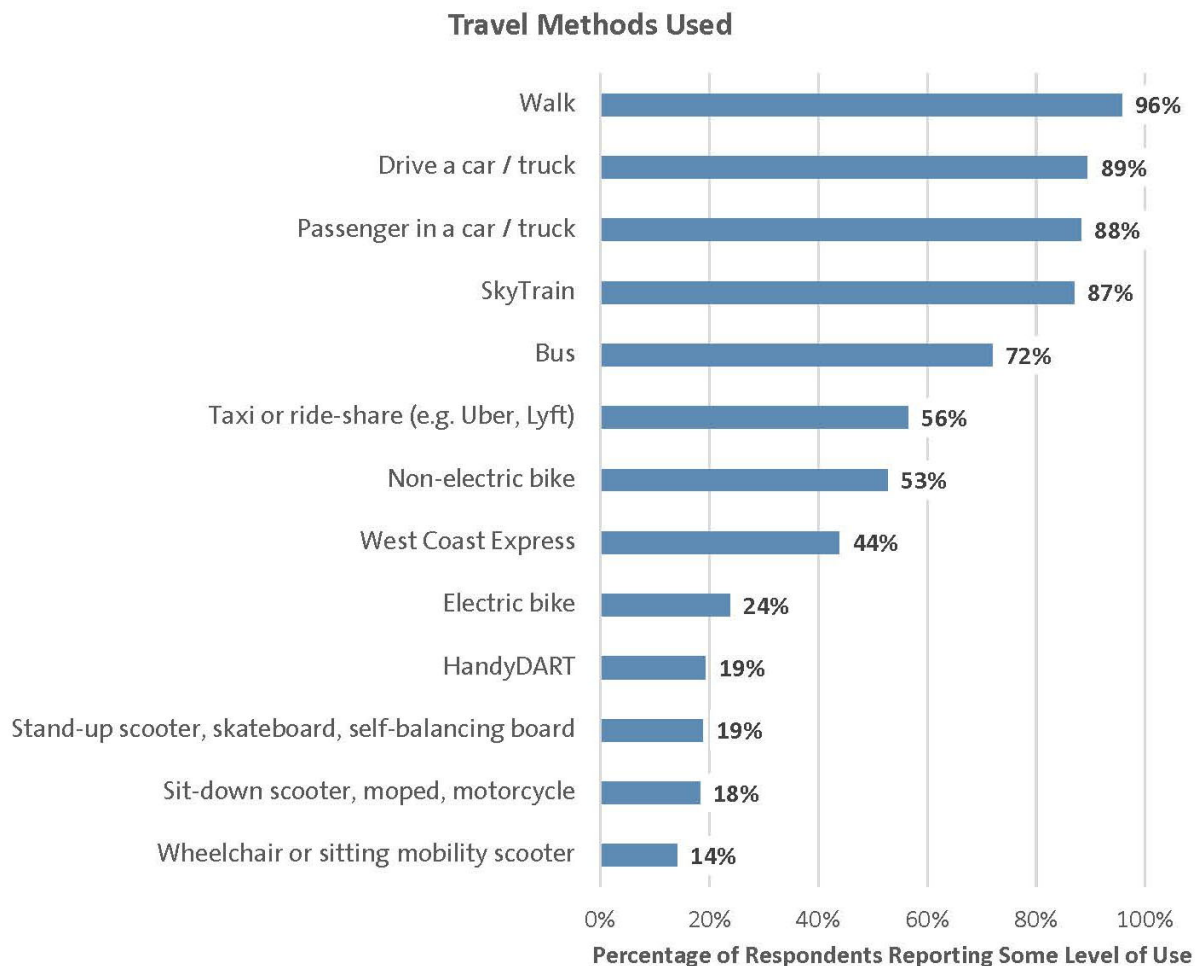
Other identities self-reported by participants (1%) include those who live in a multigenerational household (three or more generations), are retired, and those who live alone.

3. What We Heard

The following section summarizes what we heard through the public survey.

3.1. Current Travel Methods

Survey participants were asked how they currently travel in Coquitlam with a range of frequency from “Never” to “Every day or almost every day”.



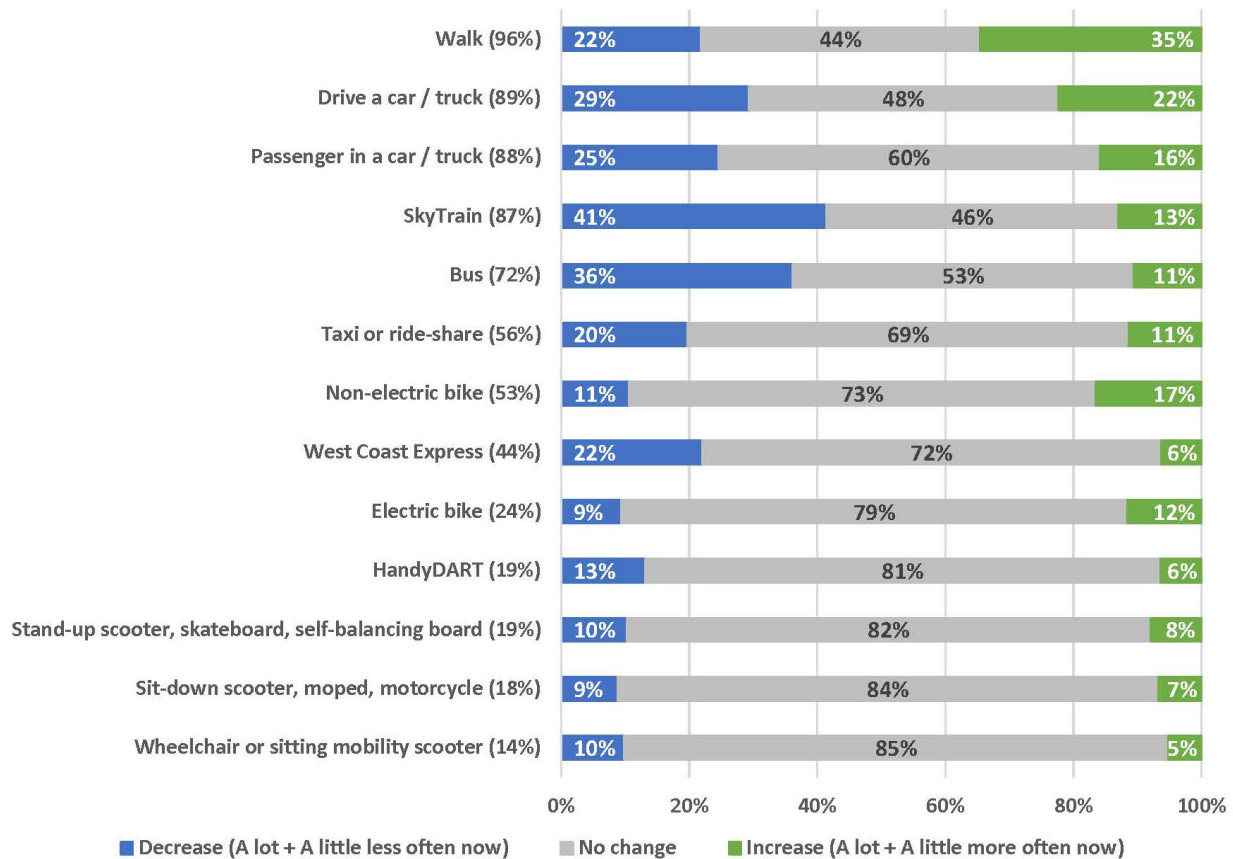
3.2.COVID-19 Impacts

Survey participants were asked how their travel patterns have changed since COVID-19. While most modes reported no change in the range of approximately 40% to 80%, there were notable decreases to SkyTrain use (41%), bus use (36%), driving (29%) and West Coast Express use (22%) and notable increases to walking (35%) and driving (22%).

20% of respondents reported some level of wheelchair, sitting mobility scooter and/or HandyDART use. Of those 20%, 26% reported increased use since the pandemic began.

Changes in Travel Patterns (Pre-Pandemic to Summer 2022)

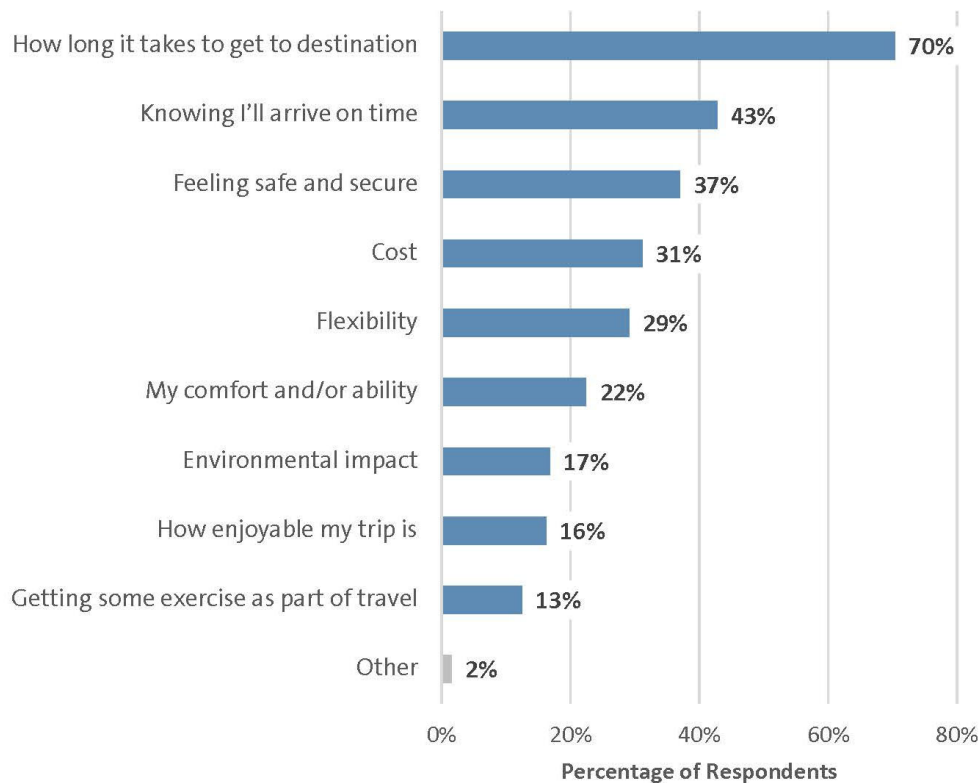
Ordered by Highest Recorded Use to Lowest Recorded Use



3.3.Key Considerations for Travel-Related Decisions

When asked what matters most to survey participants in making travel-related decisions, the most frequent responses were how long it takes (70%), knowing they will arrive on time (43%) and feeling safe and secure (37%).

Key Considerations for Travel-Related Decisions



Top 'Other' themes in order of frequency:

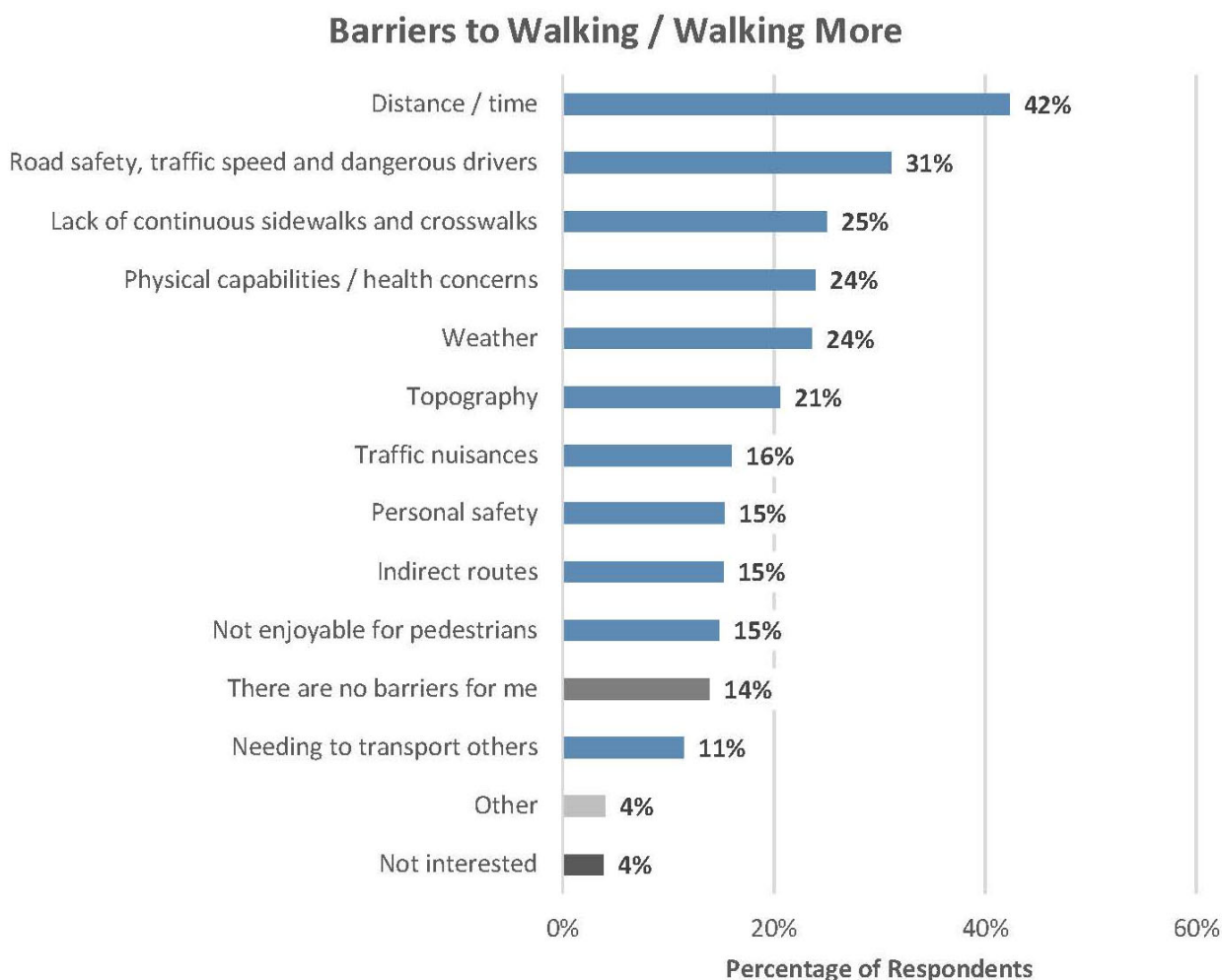
- Freedom
- Parking availability, ease and cost
- Ease of transporting others, pets, and/or goods
- The directness of the route
- Traffic / congestion
- Accessibility needs of others in their household or who they are transporting
- Children
- Locations of public transit stops

** Some 'Other' comments have been categorized under multiple themes.*

3.4. Barriers to Transportation Modes

Survey participants were asked about their barriers to using certain types of transportation (walking, cycling, public transit and owning zero/low-emission vehicles).

What are the barriers to you walking or walking more in Coquitlam?

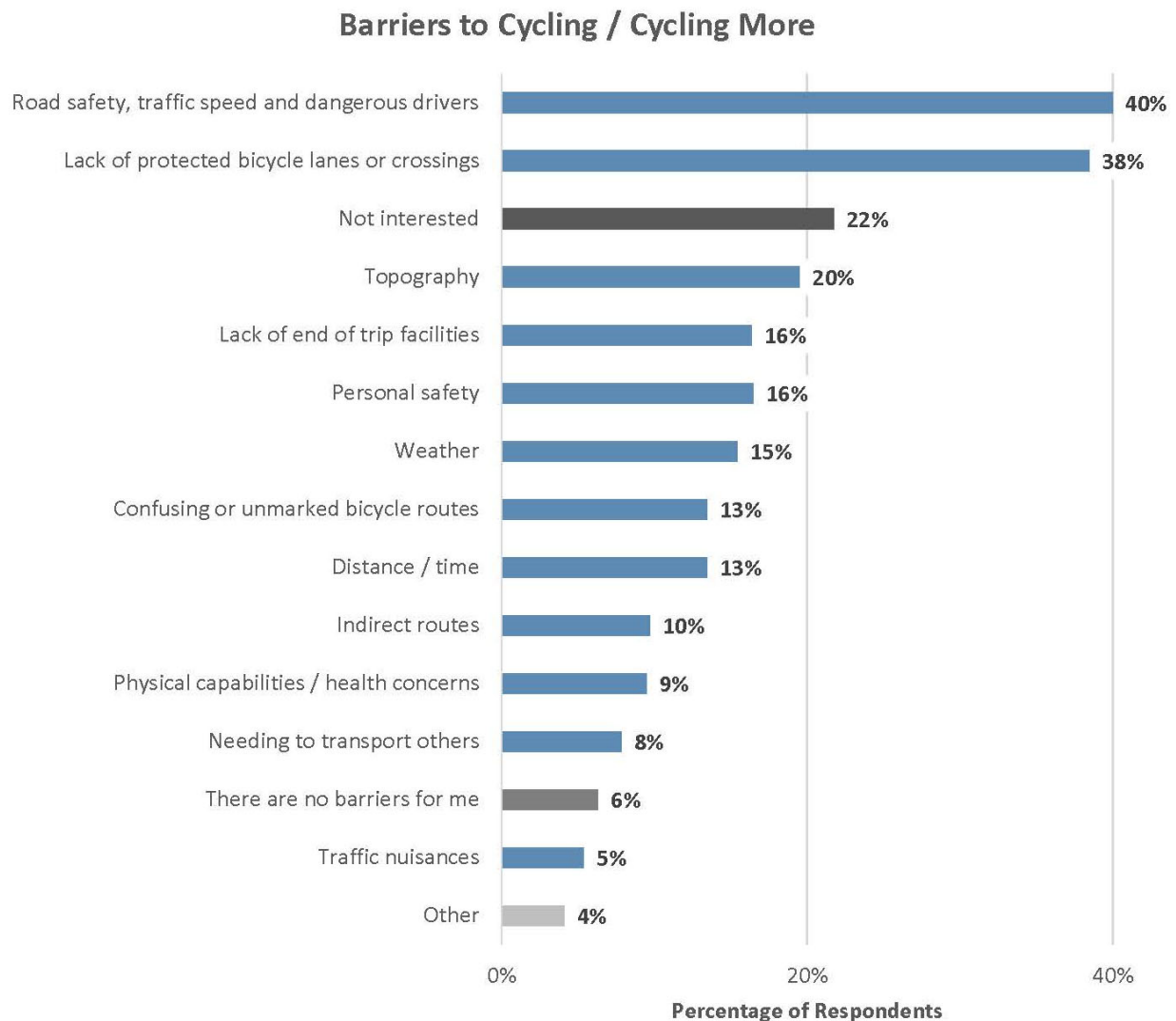


Top 'Other' themes in order of frequency:

- Transporting goods / groceries
- The accessibility needs of others in their household or who they are transporting or other accessibility barriers
- The presence of cyclists / scooters / skateboarders on walking paths

** Some 'Other' comments have been categorized under multiple themes.*

What are the barriers to you cycling or cycling more in Coquitlam?



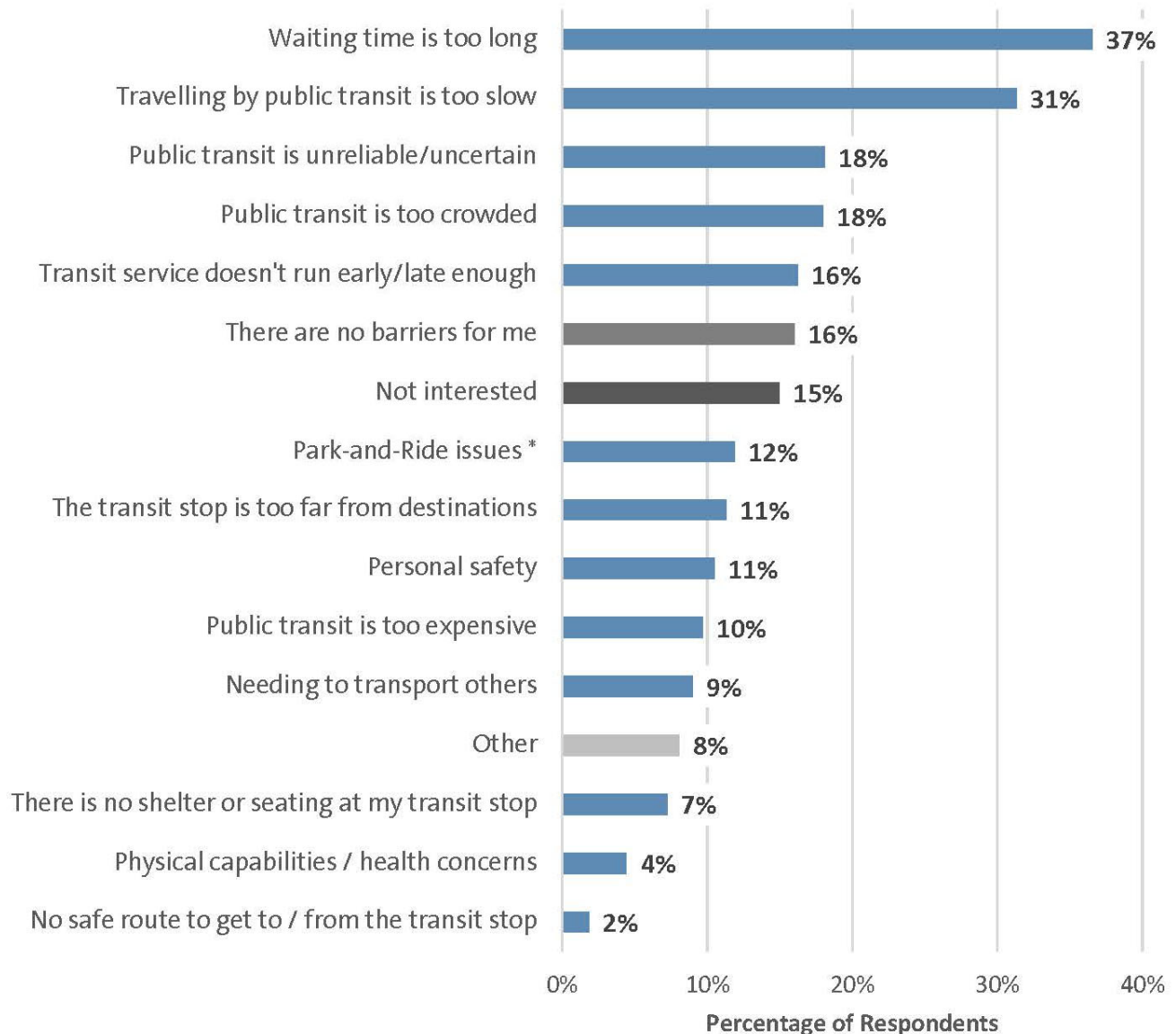
Top 'Other' themes in order of frequency:

- Lack of equipment / equipment in working condition (bicycle, helmet, locks)
- Age
- Cost / financial barrier, especially for e-bicycles
- Difficult to transport bicycle
- Difficult with pets / dogs
- Risk of bicycle theft
- SkyTrain restrictions
- Transporting goods / tools / groceries
- Other accessibility barriers or the accessibility needs of those they are transporting or commuting with

** Some 'Other' comments have been categorized under multiple themes.*

What are the barriers to you taking public transit or using it more often in Coquitlam?

Barriers to Taking Transit / Transitting More

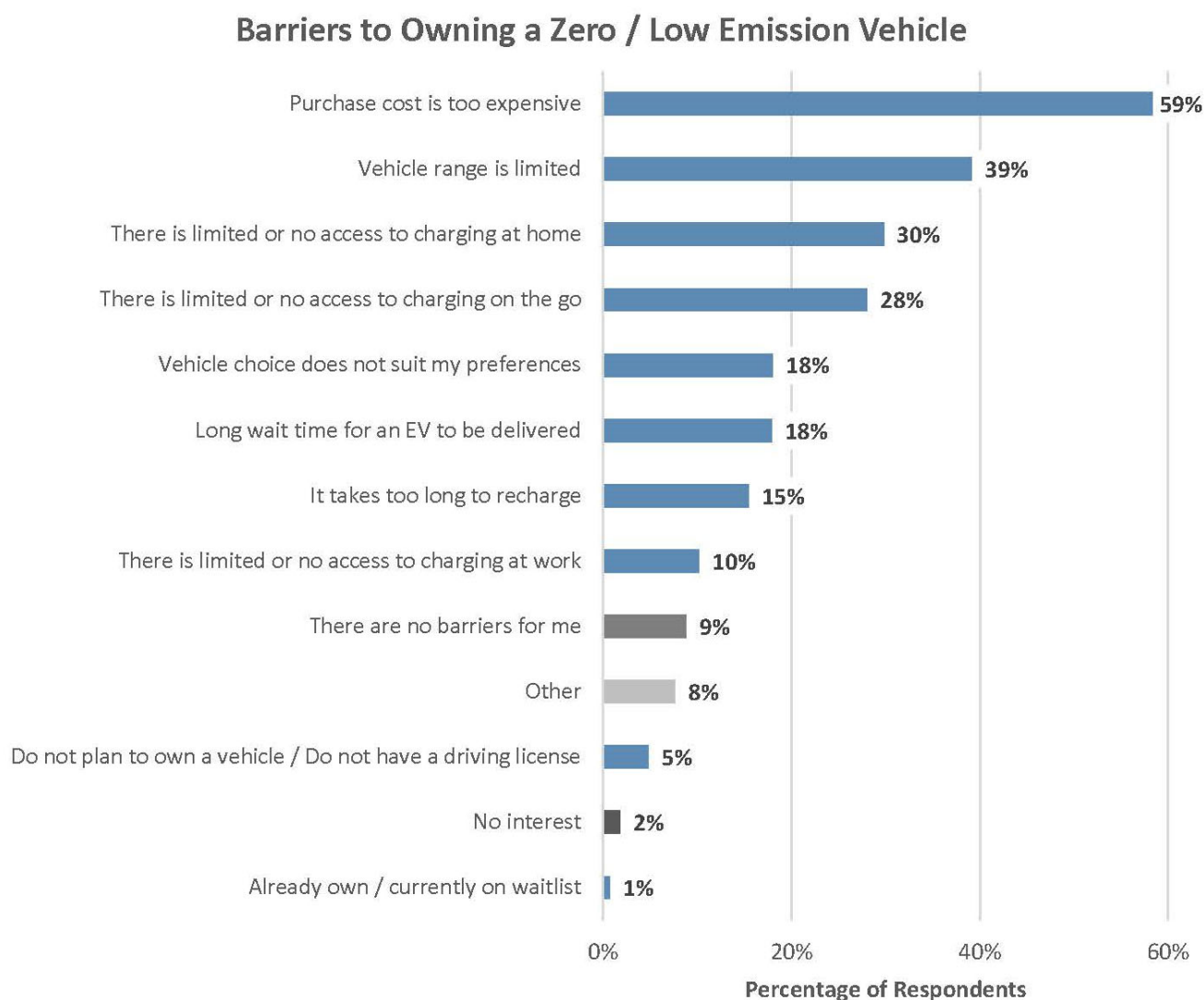


Top 'Other' themes in order of frequency:

- Need to transport goods / tools / groceries, especially when transporting bulky, heavy or multiple items
- Indirect routes / too many transfers
- Lack of transit frequency / scheduling issues

** Some 'Other' comments have been categorized under multiple themes.*

What are the barriers to owning a zero-emission or low-emission vehicle?



Top 'Other' themes in order of frequency:

- Not convinced / certain about the true or long-term environmental impact of EVs (and their batteries) and/or disagree about the benefits for the environment
- Not convinced / confident that an EV will meet their needs, including concerns around the life of EVs, their batteries, and/or ability to find EVs on the market that can meet their specific needs (e.g. size of vehicles, towing capacity, high clearance for off-roading / off-grid driving)
- Financial investment barrier / too expensive beyond purchase cost alone (e.g. maintenance, insurance, charging, installing chargers, inconsistent charging costs)

** Some 'Other' comments have been categorized under multiple themes.*

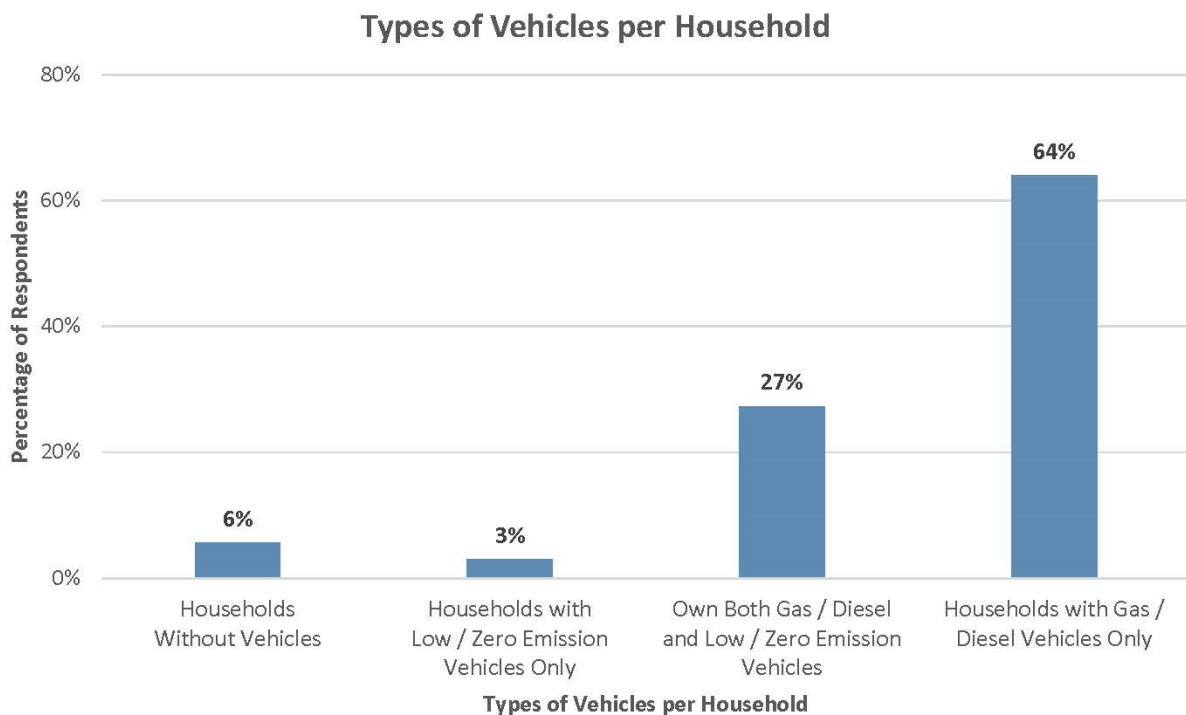
3.5. Current and Future Vehicle Use and Type

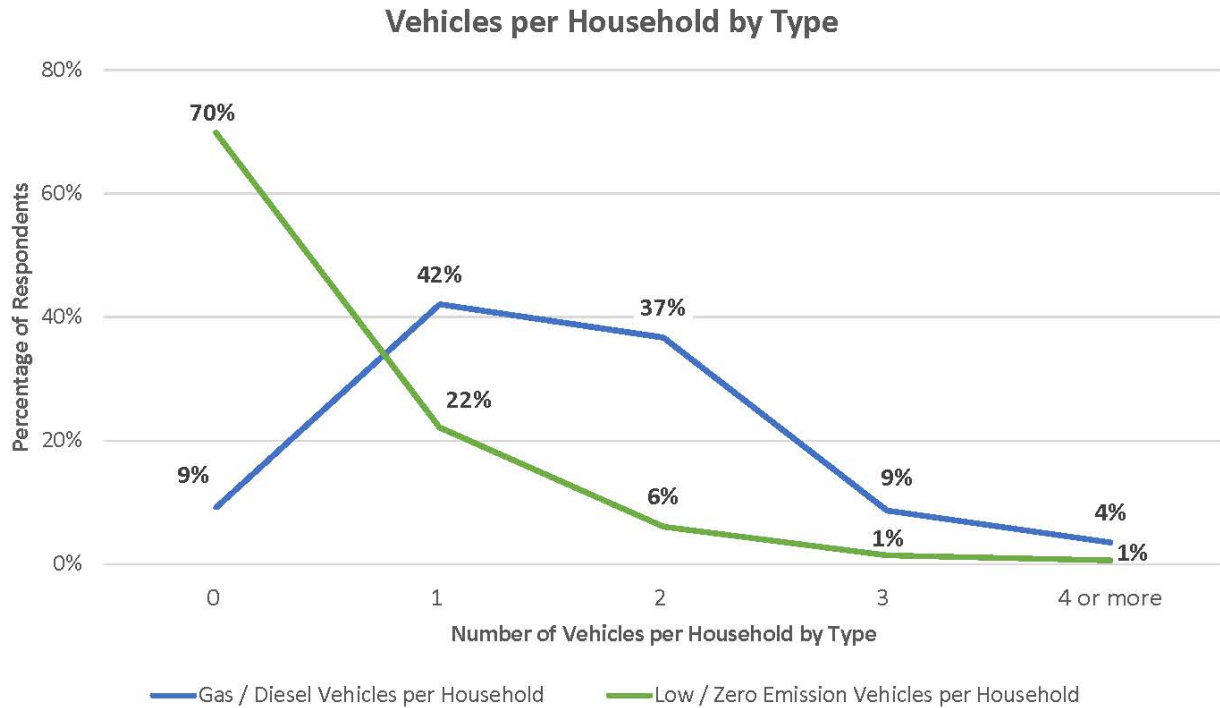
Survey participants were asked a number of questions about quantity and types of vehicles they currently own / use in their household and types of vehicles they are considering for their future use.

6% of respondents reported not having any household vehicles, while 94% have at least one household vehicle (low/zero emission, gas, and/or diesel):

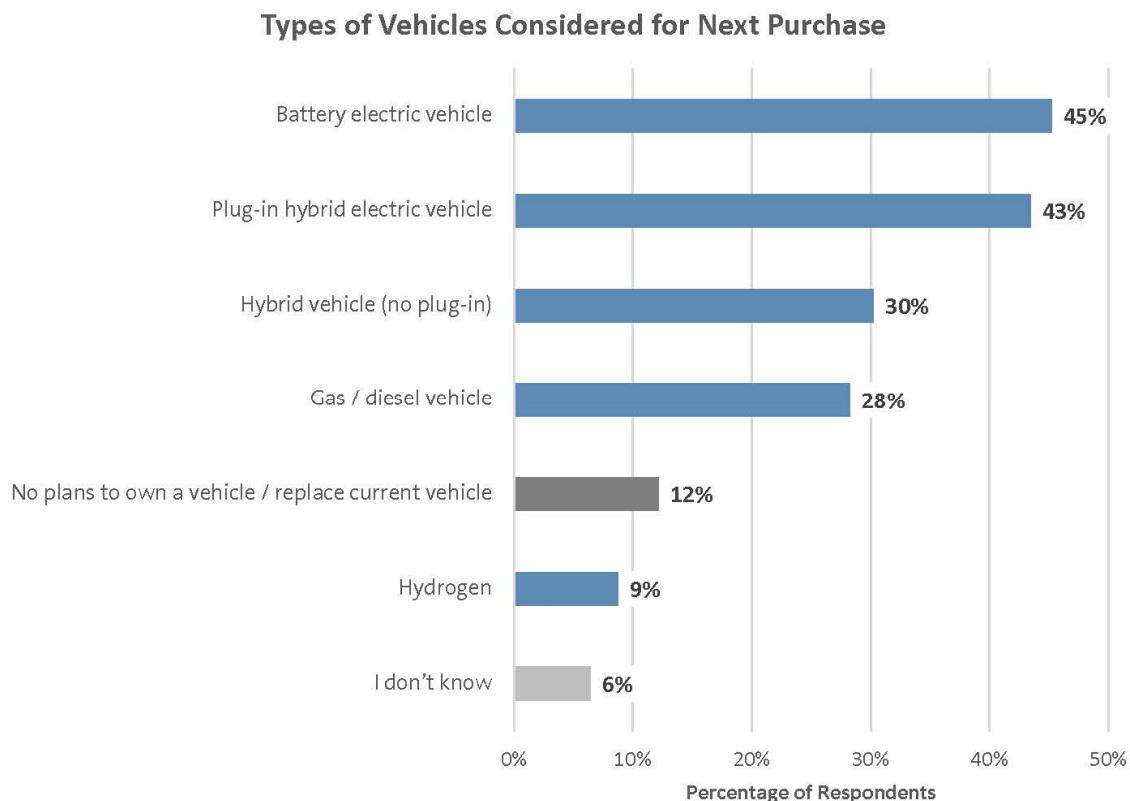
- Gas or diesel-powered vehicle(s) only – 64%
- Mix of gas/diesel and low- or zero-emission vehicles – 27%
- Low- or zero-emission vehicle(s) only – 3%

While 79% of respondents have 1 or 2 gas/diesel vehicles in their household, 28% of respondents have 1 or 2 low/zero emission vehicles in their household.



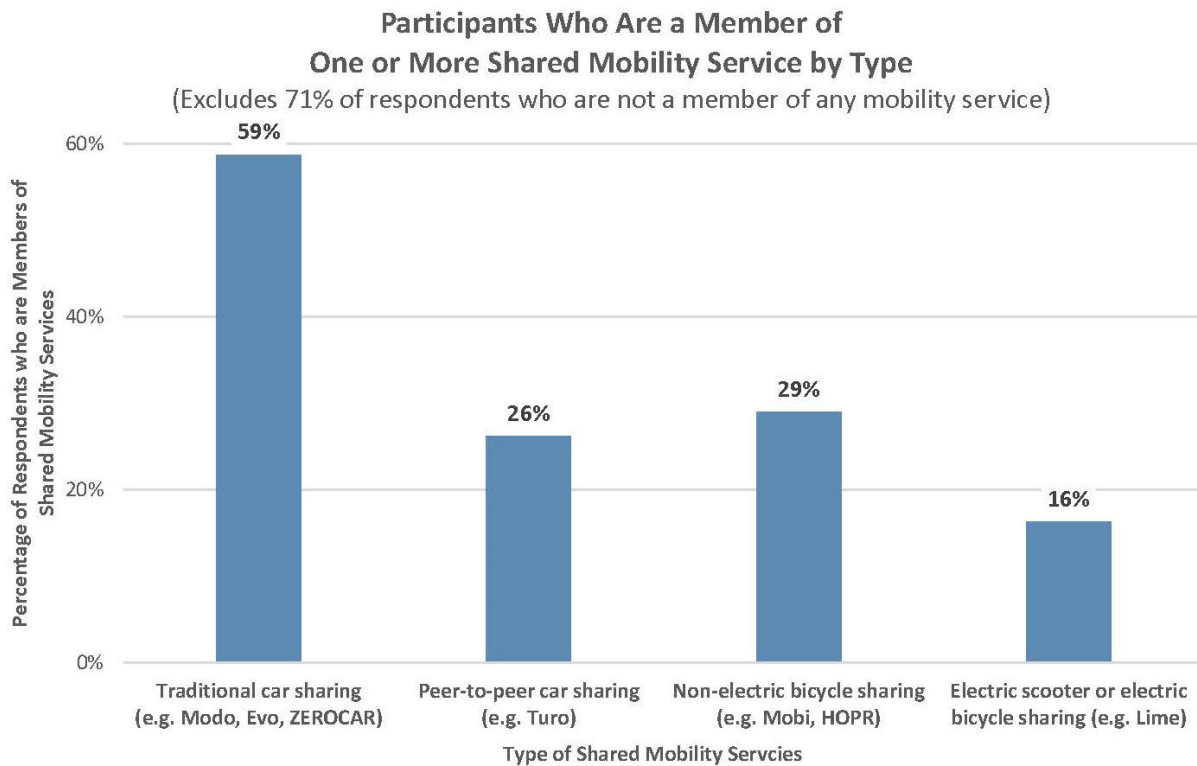


Many respondents are considering the purchase of an electric (45%), plug-in hybrid electric (43%) or hybrid vehicle (30%) for their next vehicle purchase. 28% of respondents are considering a gas or diesel vehicle. 9% are considering a hydrogen-powered vehicle. 12% are not considering purchasing a vehicle, while 6% are unsure what they might consider.



3.6. Shared Mobility

29% of respondents reported being a member of one or more shared mobility service in Metro Vancouver. Among these respondents, 59% indicated they were part of a traditional car sharing program, 26% were involved in peer-to-peer car sharing, 29% were members of non-electric bike sharing and 16% were part of an electric micromobility (e-bike/e-scooter) program.



3.7. Themes from Open-Ended Feedback

There was generally strong overlap between the open-ended feedback provided through the public survey, as well as through the small group discussions. In some cases, the small group discussions provided deeper insight into that group's lived experience.

The key themes below summarize feedback from the open-ended survey data, as well as the feedback from the 10 small group discussions and four youth-focused engagement pop-ups as outlined on pages four and five. Themes are listed in alphabetical order.

Car Use

A considerable number of participants expressed their need to use cars for getting around – mainly for work reasons, if they have pets or children with them or if they have to transport a significant amount of goods. Some participants also highlighted car use as the fastest and most convenient way to get around, especially if they have to make multiple trips.

Car Sharing

Many participants expressed a desire for more convenient access to car share vehicles close to where they live or work. Austin Station and Braid Station came up specifically in the survey's open-ended feedback. Some felt there are not enough car share pick up / drop off areas close to residential areas and many participants recommended that the City should have a more accessible car share program. Some survey respondents specifically requested expansion of car-sharing programs and felt Coquitlam was underserved in this area. Evo and low-emission options with Modo were specifically mentioned in the survey.

Congestion / Densification / Growth / Urban Design

Densification and Population Growth

Densification and population growth was a frequent theme in the open-ended survey feedback (53 mentions). It was less frequently mentioned in the small group discussions, but did come up there as well. Specifically, there was a frequent tie to density and “crowding” and how that contributes to more congestion on major and secondary routes, as well as on public transit. While some felt that densification should be centred around major hubs such as transit, schools and community centres, there were still a considerable number of calls to decrease and minimize development and densification overall. Construction (especially during rush hour) was raised as a general challenge in getting around Coquitlam. Some respondents felt that there had already been a significant increase to density and congestion and that the infrastructure improvements should have already been in place. Some feedback suggested development should fund any required improvements.

Street Design

Participants spoke to a desire to see more beautification in street design in both the small groups and the survey (67 survey mentions). They typically described ideal streets and roadways as being wide, clean, well-lit, having wider sidewalks, street trees or other greenery (flowers, shrubs), and places to rest or relax. Public art and landscaping was also frequently mentioned as part of a desirable streetscape. Participants shared that street aesthetics help them feel safer and also encourage them to want to be out walking. Participants shared the desire of being able to walk or cycle to the things they need – shops and services, parks and green spaces, public transit, etc.

Congestion and Traffic

Vehicle traffic and congestion were common themes across both the small group discussion and the survey (70 survey mentions). It was suggested the final STP should consider traffic models and patterns around future development and growth. Some participants discussed how there is too much vehicle traffic, cars travel too fast, and sometimes traffic light cycles are too short (i.e. change too quickly). Participants who may have lived or traveled elsewhere in the world also brought up traffic signals as they had lived experience using highways with fewer lights, or lights with visible countdown timers so drivers and pedestrians know when they are going to change.

Connectivity

Participants would like to see improved connectivity between municipalities (especially neighbouring municipalities), as well as between different modes of transportation. There were specific requests for a more direct and faster transportation route from Coquitlam to Metrotown, as well as to Mission, UBC and to Vancouver International Airport (YVR). Connectivity was also raised for seniors accessing medical specialists who are outside of Coquitlam in areas not always served well by public transit.

Cycling

Cycling was a frequent topic in both small group discussions, as well as the survey (88 survey mentions). Participants flagged a desire for better cycling infrastructure within the broader street network, as well as improved connections with neighbouring municipalities and public transit, in particular the bus network. Multi-use paths (MUPs) and separated bike lanes were frequently flagged as important because driver behaviour and vehicle traffic speeds are major safety-related barriers to more people choosing to cycle in Coquitlam. MUPs allow cyclists (and pedestrians) to travel through the City more safely. Cyclists often plan their routes based on what they consider to be safest, rather than the most direct or the most convenient. Gaps in connecting between safe cycling facilities create a barrier. Cycling is perceived to be a challenge for those who live in hillier areas, or who have children. Having safe storage for bikes (or scooters) was also highlighted.

Economy

Participants shared their belief that mobility is critical to economic vitality. Where transportation infrastructure is currently under-developed, it is important to support existing businesses. This was also reflected in the survey by respondents who identified as people who worked in Coquitlam, managed staff or were local business owners. There is a desire for more office and commercial space in proximity to rapid transit. A suggestion that we need to also think of innovative ways of transporting people and their goods in order to encourage people who may want to use environmentally-friendlier modes of transportation to get groceries, or other belongings.

Electric Vehicles / E-Mobility

Electric mobility including electric vehicles, e-bikes and e-scooters were frequently discussed in both small groups as well as in the survey (53 survey mentions). Electric vehicle charging stations (mostly calls for more) also came up about a dozen times in additional survey feedback.

Electric Vehicles (EVs)

Participants indicated an interest in seeing an increased number of parking spaces for electric vehicles in order to encourage uptake of use, although affordability concerns also presented a challenge for those interested in owning an electric vehicle. A few comments asked for more incentives for lower-income people and people who rent to access EVs and charging infrastructure. Belief that SkyTrain stations such as Lafarge Lake-Douglas and Coquitlam Central could be optimal locations for e-mobility integration into public transit. It can be a challenge finding public places to charge electric vehicles (EV), and while it was raised multiple times that

residential stratas should install EV charging, some of them have previously rejected the idea due to cost. Suggestions the City should require or incentivize new residential and commercial developments to install a certain number of EV charging stations on their properties. It was also acknowledged that more EVs leads to more vehicles on the roads, which causes more congestion.

E-Scooters / E-Bikes

Some participants had observed negative outcomes of e-scooters in other parts of the world (e.g. scooters being left all over the streets or sidewalks). They requested the City be considerate in its approach with e-scooters and look to positive examples such as Mobi in Vancouver where there is a hub where scooters can be stored. However, fire and safety concerns for e-scooters/e-bikes were also raised and should be considered in the design of e-mobility hubs. As e-scooters and e-devices are added to the network, users of these devices will need to be educated on shared path etiquette and not go too fast along such paths. The feedback also spoke to the need for better quality facilities that separate walkers from cyclists. Youth flagged a desire for more e-scooter and bike sharing options in the community. Participants who live in hillier areas (e.g. Westwood Plateau) also requested greater access to e-bikes and e-scooter share services so that they do not always have to drive into City Centre or other neighbourhoods.

Equity, Diversity and Inclusion

Accessibility – Accessibility was mentioned frequently in both the survey (23 survey mentions) and in discussion groups. Feedback focused on how difficult or, in some cases, impossible it is to navigate certain areas of the community for wheelchair or mobility device users. Wider wheelchair letdowns (i.e. sidewalk curb ramps) with gentle slopes and smoother surfaces would help wheelchair users, as well as users of other mobility assistance tools, as would wider sidewalks. Transitions into the intersection for wheelchairs and mobility scooters can get them off balance. There needs to be more appropriate transportation accommodations for those with disabilities. Other specific requests for accessibility improvements include more time at crosswalks, more accessible street parking and drop-off areas by major buildings, as well as improved accessibility in the public transit system (e.g. in stations, on buses).

For those who are visually impaired, having announcements that include the street name (e.g. wait to cross X Street) is preferred as it can be challenging to recognize directions (i.e. north, south, east, west). In Tokyo, some intersections have strips just before the tactile surface that guide the visually impaired in the direction of travel. There are also audible cues when leaving transit stations to help with the identification of exits and bathrooms. Having audible countdowns for more walk signals would help visually impaired people to safely cross intersections. Audible messages may be helpful in addition to braille as not all visually impaired people can read braille. Consistency at intersections for button placement, pole placement and use of audible signals will help those with mobility challenges.

Affordability – The high cost of transportation was specifically mentioned in both the survey (21 mentions) and in small discussion groups. Participants shared that we often think about housing as the major household expenditure, but transportation is typically the next largest expense. Providing people with viable alternatives to driving helps with affordability. Transportation is

closely linked to housing and poverty – people who are experiencing poverty live on the outskirts because that is where they can afford, but transit service is typically limited in such areas and often results in longer commutes for these people due to their reliance on public transit, as well as higher cost due to the need to travel through multiple fare zones.

For people who access the food bank, they may have to decide if the food they will receive is worth the cost to travel. Concerns were raised that TransLink increases their fares annually on July 1 – when many would like to be at community events celebrating Canada Day. This often impacts the ability for families to enjoy this event or other summer events. For seniors who may feel overwhelmed by the transportation system, some alternative options to driving (e.g. Uber) are cost-prohibitive. It would be good for low-income residents if the cost for public transit could be brought down.

Newcomers (immigrants and refugees) – Specific considerations for recent newcomers (immigrants or refugees) were referenced including high cost. It was suggested certain programs could be developed to help pay for transportation costs or help with access to more affordable transportation options such as bikes and scooters. Also, signage is always in English and use of icons or graphics could help those who are not as comfortable with written English to understand these signs better.

For some, the current system is seen as biased against seniors – the pace at which the system moves can get overwhelming for seniors as they feel like they are slowing other people down. The lack of places to sit or rest is also an issue, as well as the amount of time it takes seniors to get somewhere. Seniors often struggle with their loss of independence when they are required to stop driving. SHARE Community Services Society previously ran *Seniors on the Move* (a program aimed to help seniors participate in outings, visiting attractions and events) to help with this but it has since lost its provincial funding. Many seniors like to be up and out of the house early, but then feel like they are in the way if they are on transit in rush hour. People may think that seniors getting around is not essential because they are not working, but it is essential for their health and well-being, both physically and mentally.

Parking

Parking was noted as a challenge in both the survey and discussion groups. In particular, it is a challenge for delivery drivers (e.g. Skip the Dishes) who may only be there for a short visit. Some participants experienced challenges finding parking spaces in areas with high development activity (due to trades parking) and in areas with increasing population (e.g. City Centre, Burquitlam, and Lougheed areas). For those in higher development areas, it was mentioned numerous times that residents have a hard time finding free longer-term street parking if they do not have access to parking in the building. There were some calls for resident parking passes for streets like in Vancouver. Lack of loading and drop-off/pick-up spaces was also mentioned.

Public Transit

Public transit was a frequent topic raised by participants across all input areas. Specific challenges mentioned with public transit include cost, lack of shelter from the weather (numerous times), poor air quality and ventilation (in hot and humid weather) and filtration (for those who may be immunocompromised), lack of seats while waiting and buses failing to stop due to being full or at capacity. Crowded buses and bus stops (especially experienced by youth during peak periods before and after school) and disorderly entry and exit points create mobility and safety-related barriers. Transit frequency was also a common theme from participants across all groups. It was raised that SkyTrain service hours need to be expanded as the first train does not start until around 7 a.m. on Sundays, which can be a barrier, especially for shift workers who may have to start work before then. Infrequent transit service late at night was also mentioned as a safety concern. Areas flagged by some residents as needing transit service improvements include Burke Mountain (not running late enough or too infrequent) and Westwood Plateau (needs improved connections to Pinetree Way). However, some participants also expressed their satisfaction with current transit service on Burke Mountain.

It was mentioned that both the City and the region will need significant investment in rapid transit which is strongly desired by residents, especially among the youth. Some felt that while SkyTrain expansion has been very successful, getting to/from these stations is still a challenge and people may not like taking the bus compared to SkyTrain. Micromobility integrated with transit stations is important. It was suggested that Coquitlam should be advocating for the eastward expansion of SkyTrain to go eastward to improve access to more destinations. It was suggested that more water-based transit connections (e.g. SeaBus) could be considered. Transfers were mentioned as a challenge for those who do not have Compass cards as paper bus tickets do not transfer onto the SkyTrain system.

Technology on transit was highlighted by youth participants with some suggesting free Wi-Fi in buses or at transit stops and better access to real-time information and updates via text.

Accessibility of the transit system was mentioned including multiple concerns over COVID since mask and social distancing policies are no longer enforced. Elevators and escalators often do not work at SkyTrain stations. For visually impaired participants, it was flagged that TransLink could use more or improved audible cues to help people know where the arriving train is going to. HandyDART service was flagged as challenging because the schedule is not always convenient for drop-off or pick-up – for some people, one 15-minute appointment could end up taking the whole day because they are dropped off early and picked up late.

Walkability / Pedestrian Safety

Participants in both the small groups and the survey (67 survey mentions) expressed a desire for improved walkability and pedestrian safety throughout the community. Some areas brought up by participants for unsafe walking conditions include Maillardville, Burquitlam, Brunette interchange and Lougheed Highway (near IKEA). What made those areas feel unsafe were poor lighting, lack of pathways, poor/uneven sidewalk conditions, lack of crosswalks with lights and push-button lights to help with visibility, and placement of pedestrian push buttons too close to

the intersections. Left turns by vehicles were also raised as a safety concern as drivers often do not watch for pedestrians in the crosswalk or may block the crosswalk and force pedestrians into the intersection. Pedestrian scrambles (where all directions can cross at once including on diagonals) were also raised for consideration at major intersections, as well as pedestrian-only, car-free zones.

It was mentioned a few times in both small groups and the survey that Coquitlam's hilly topography or weather (especially winter weather with earlier darkness and icy conditions) presented challenges to the walkability of the community. In particular, seniors who live up hills or in steep areas are unable to walk in cold, snowy or icy conditions. Topography was also mentioned as a barrier for walking, as well as challenging for those transporting children and/or goods. While participants recognize the hills cannot be changed, they requested that topography be considered in any planned improvements and that the City ensure a proactive approach to snow and ice management in these areas.

More Rectangular Rapid Flashing Beacons (RRFB) pedestrian-activated walk signals would help improve pedestrian safety, especially for youth. Other ideas suggested by youth to make the community more walkable include rest areas, trees for shade, and shelters that protect from the weather elements. For recent immigrants, many of them brought up the importance of street lights for walking safety.

Transit stations near some of the larger shopping centres are a positive aspect for visually impaired participants, but they raised that there are often no direct, comfortable and safe walking routes (e.g. not having to go through a parking lot or taking a long detour), which would be an even greater barrier for people with mobility challenges. Provision of a direct access route from the transit station to the shopping centre would be ideal (e.g. Pacific Centre direct from Canada Line). Sidewalks at shopping centres were also flagged as typically not being well-maintained, and there were questions about whether the City could do more enforcement.

4. Key Insights and Lessons Learned

4.1. Key Insights

Based on the feedback received across all engagement activities, the following insights and considerations will help inform the vision and guiding principles of the updated Strategic Transportation Plan.

Barriers and Challenges – In line with our goals for this stage of the project, participants provided a lot of feedback about the barriers and challenges they currently experience using the transportation network:

- Participants would walk more but are concerned about the distance/time taken and want to feel safer and more comfortable on the streets.
- Participants would cycle more but have concerns about their safety on the streets and desire safer cycling facilities.
- Participants would use public transit more if not for the long waiting time or inconsistent service and slow travel time, and need to transfer.
- Electric vehicles are becoming more popular but their purchase cost is deemed too expensive for 59% of respondents.

The project team will need to consider ways the plan can mitigate many of these barriers, while also being mindful about not creating new ones through the changes suggested.

Equity, Diversity and Inclusion – Participants came from a variety of demographic backgrounds with various lived experiences, challenges and barriers to transportation. As the high cost of transportation was often mentioned as a barrier, providing people with viable alternatives to driving will enable affordable access to necessary services and supports that are critical to their dignity and well-being. It will be important to consider feedback from equity-deserving groups to develop a plan that aims to deliver a transportation network that is accessible for all.

Many Modes – Participants identified many different ways that they move in, around and through Coquitlam. Keeping our multi-modal network and connectivity in mind will be key to the success of the plan.

Public Transit – Public transit was a frequent theme of the feedback. While the City does not have over-arching responsibility for how TransLink operates their services (e.g. routing, frequency) in the community, the feedback may point to key ways that the plan can advocate for the needs of the community in this area.

Safety – Ultimately, many of the comments through the public survey and the discussion groups had safety as a key consideration, especially from participants who identified as being part of equity-deserving groups. This will be important for the project team to emphasize in the plan and the implementation of new changes and projects. Overall, there was a strong desire for the provision of more safe walking and cycling/micromobility infrastructure in the city.

4.2. Lessons Learned

Through the first two phases of the project, the team took away key lessons to guide future phases of engagement including:

Continue “go to where people are” approach. To continue to apply our equity, diversity and inclusion lens to this project and hear from participants who may have higher barriers, or who engage less frequently with the City, it will be important for the project team to allow time and resources to go to where these audiences are and make engagement easy and accessible.

Continue to focus on youth involvement. Youth move around the community differently than other groups, and provided different insight – especially around the potential for technology use, such as e-scooters and other forms of transportation that can be accessed via smartphones. It will be important to continue to consider ways to engage youth and young adults through the development of the plan.

Provide diverse opportunities to engage. Not everyone wants to engage with the project at the same depth, and time commitment can often be a factor for participants. Various engagement tools and techniques should be considered to allow different ways of engaging. Survey participants were asked how interested they are in various types of activities for future phases of engagement related to the Strategic Transportation Plan. All forms of engagement received interest from more than half of the respondents with the following three ways receiving the most:

1. Surveys like this (96%)
2. Pop-up info sessions at events / public places with high pedestrian traffic (73%)
3. Online mapping activities (72%)

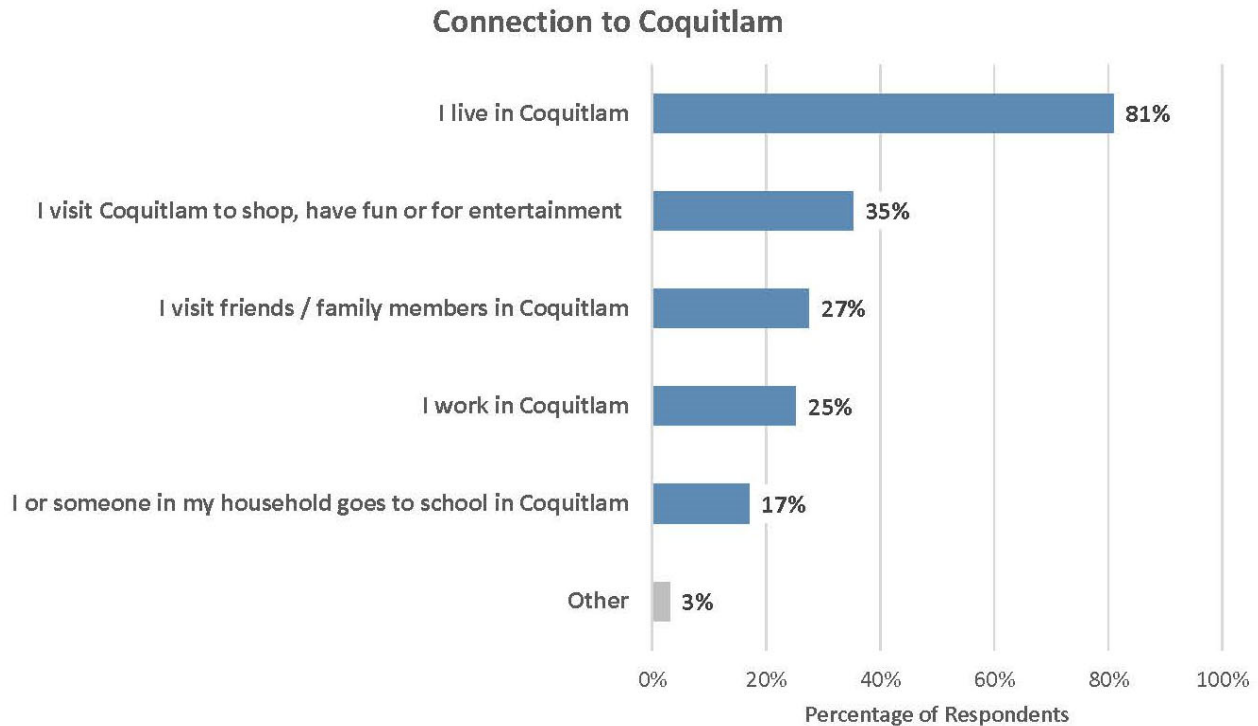
5. Next Steps

All information in this report will be analyzed along with a variety of other factors and information, for example, transportation best practices, statistically-valid data (e.g. household trip data), staff expertise and Council feedback, in order to move to Phase 3 of the project where we will develop a vision for Coquitlam’s transportation system that is aligned with other City plans and strategies.

Visit letstalkcoquitlam.ca/transportationplan to learn more about the project and stay up-to-date on future engagement opportunities.

6. Appendix 1 – Survey Demographic Data

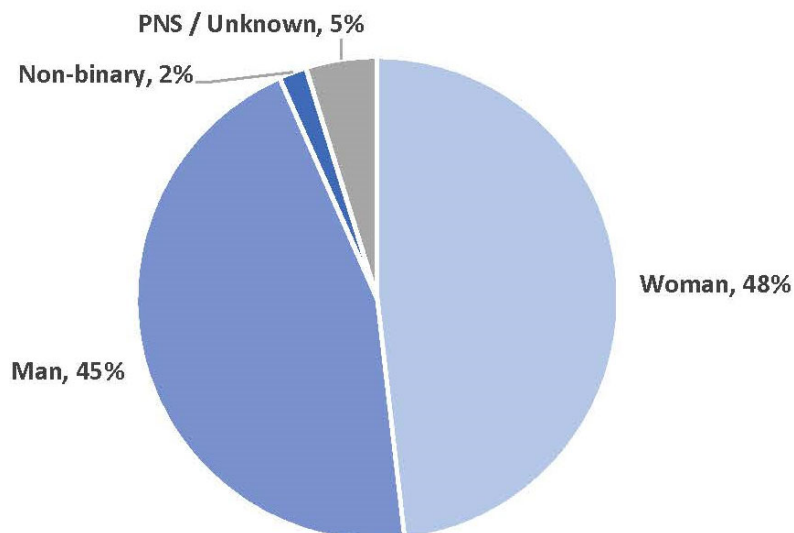
Connection to Coquitlam



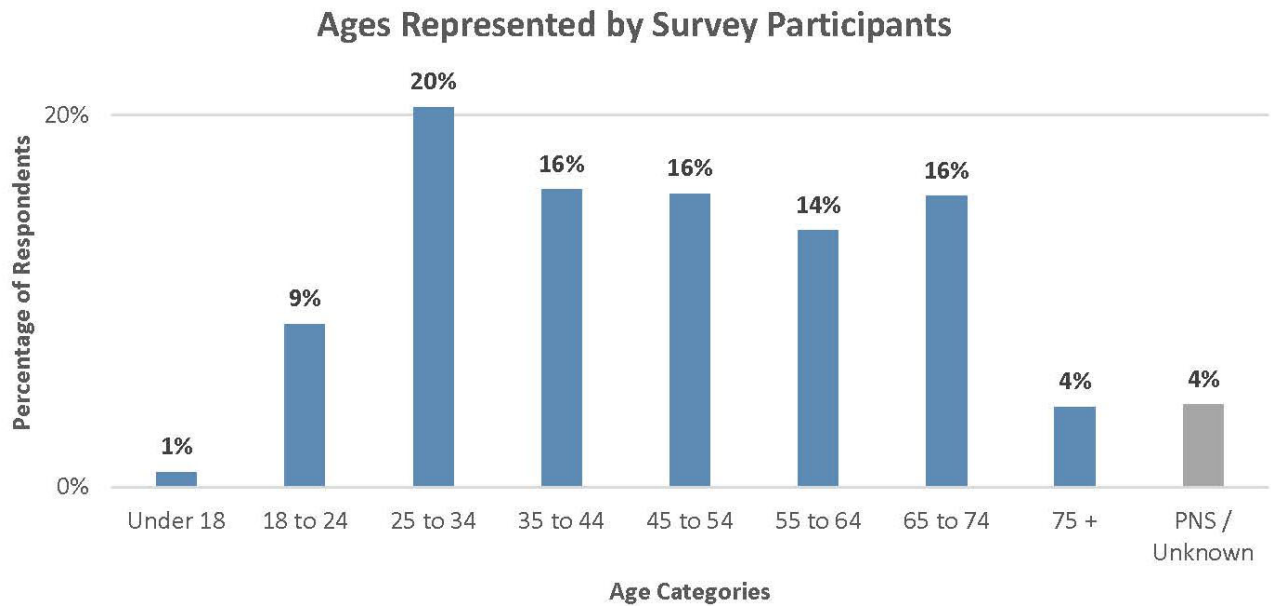
Other connections include (in alphabetical order): Coquitlam business owner, Coquitlam community advocate / worker, former Coquitlam resident, to access to nature / parks / trails, to partake in sports / recreation / leisure activities, travel to / through for travel purposes (SkyTrain, transit / bus hubs, access to highways / major roads), volunteer in Coquitlam.

Gender Identity

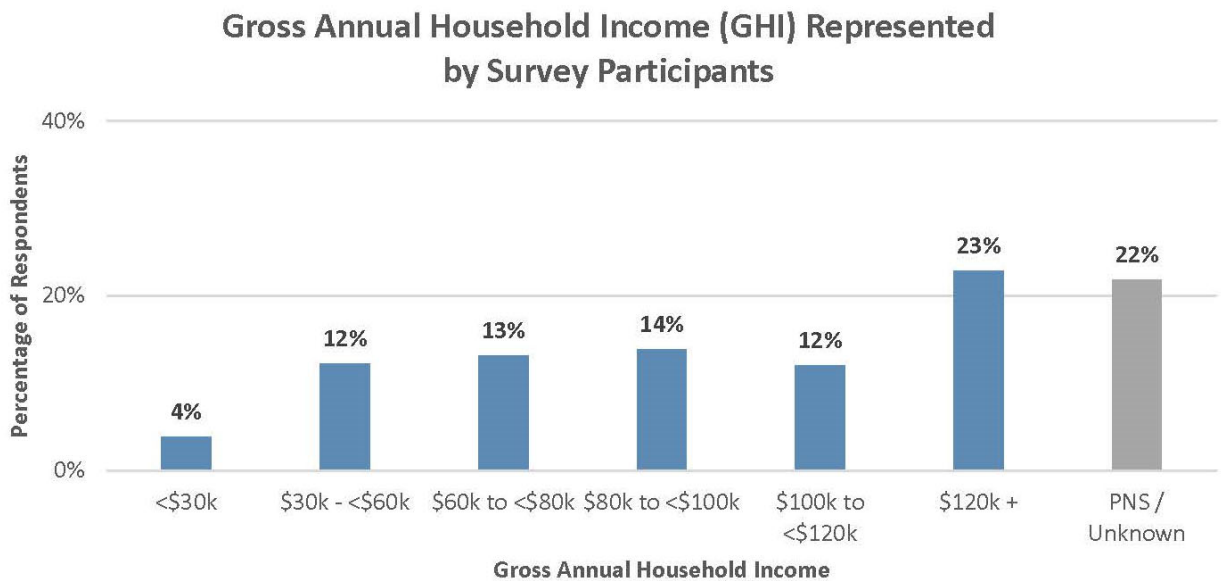
Gender Identities Represented by Survey Participants



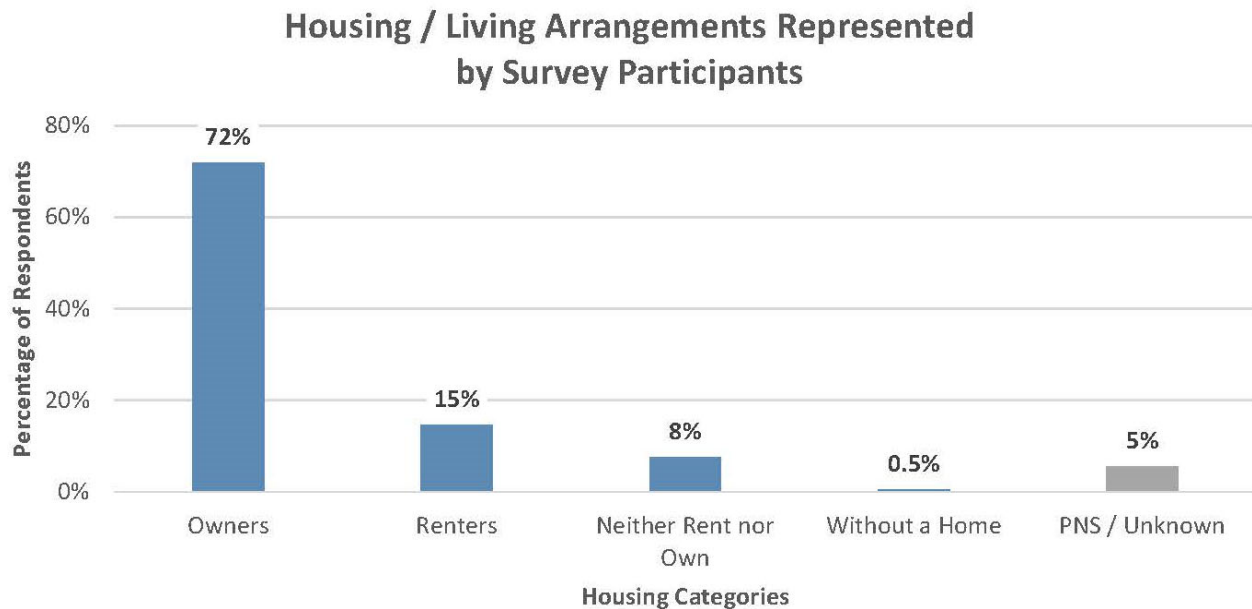
Age



Gross Annual Household Income (GHI)



House / Living Arrangements



Additional Identities and Lived Experience

In order of frequency / representation (% of total respondents in brackets):

1. None of these apply to be (35%)
2. Young children living in household (23%)
3. Teenagers living in household (16%)
4. Person from a racialized community / person of colour (10%)
5. Prefer not to answer (10%)
6. Primary language spoken at home is not an official language (English or French) (8%)
7. Member of the LGBTQ2S+ community (5%)
8. Person with a physical disability (5%)
9. Lone parent / caregiver of children or youth living in household (4%)
10. First Nations, Métis, Inuit, or otherwise identify as Indigenous (2%)
11. Lived experience of addition, homelessness, and/or accessing mental health services (2%)
12. Newcomer to Canada (less than five years) (2%)
13. Person with mental and/or intellectual disability (2%)
14. Other (1%) including those who live in a multigenerational household (three or more generations), are retired, and those who live alone.

PNS = Prefer not to say