

Maple Ridge Strategic Transportation Plan

Community Survey Summary Report

INTRODUCTION

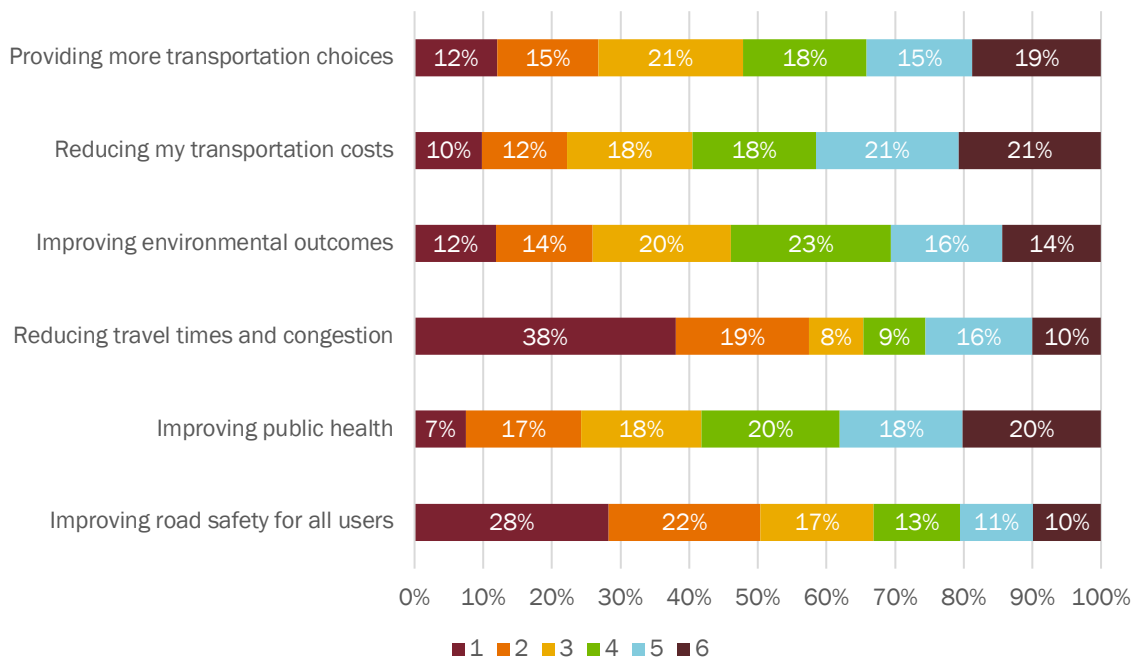
The City of Maple Ridge is updating its 2014 Strategic Transportation Plan to shape the future of transportation in Maple Ridge and respond to changing transportation needs and trends. As part of the Strategic Transportation Plan engagement process, an online ESRI StoryMap with an embedded SurveyMonkey survey and mapping tool was available through the City's website for all interested Maple Ridge residents to complete between May 17 and May 31, 2021. The survey was designed to identify current local transportation challenges and opportunities, and better understand the community's priorities for future transportation improvements.

The survey received 335 responses, which we have summarized below. The results of this survey will be used to inform the draft Strategic Transportation Plan.

IDENTIFYING PRIORITIES

As the Strategic Transportation Plan is developed, which of the following outcomes are most important to you?

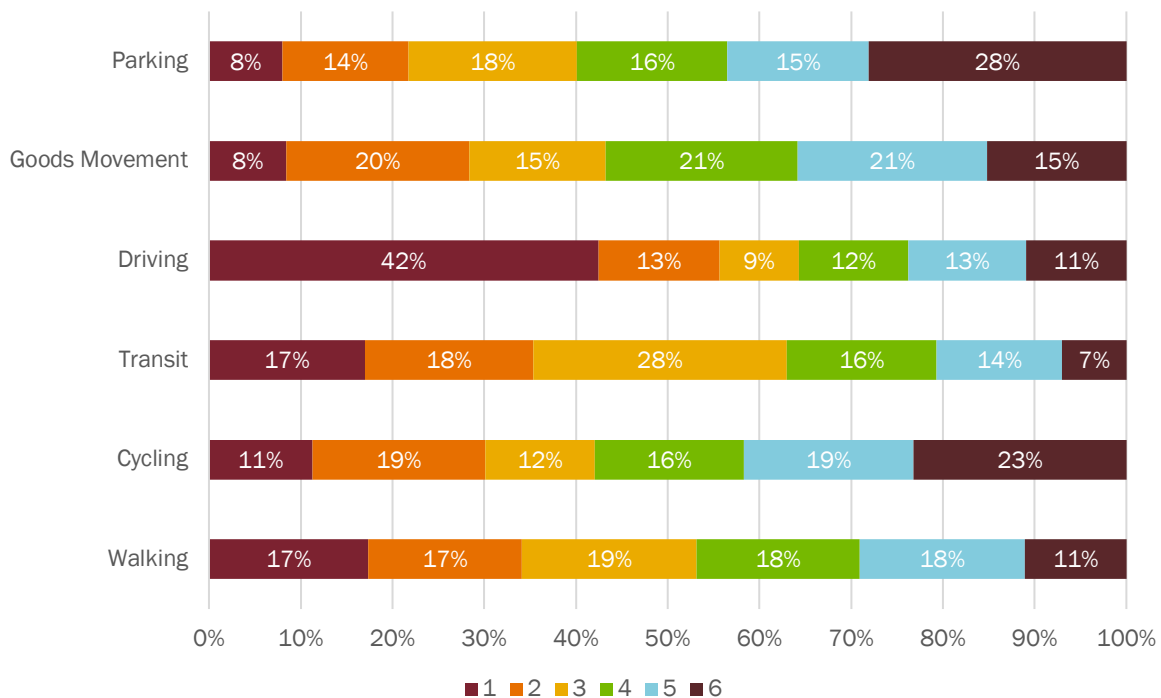
Survey respondents were asked to identify which outcomes were most important to them. A list of 6 outcomes were provided for participants to rank from 1 (most important) to 6 (least important). Reducing travel times and congestion was identified as the more important outcome among respondents with an average ranking of 2.75, followed by improving road safety for all users which received an average ranking of 2.85. Reducing transportation costs was identified as the lowest priority among respondents with an average ranking of 3.90.



329/335 answered this question.

What aspects of Maple Ridge's transportation system should be considered the highest priority areas?

Respondents were then presented with a list of 6 topics and asked to rank their top priority areas for Maple Ridge's transportation system from 1 (most important) to 6 (least important). Driving was identified as the top priority among respondents with an average ranking of 2.72, followed by transit receiving an average ranking of 3.12. Parking was the lowest priority among respondents with an average ranking of 4.02.



328/335 answered this question.

What are the top three transportation issues or challenges facing Maple Ridge today?

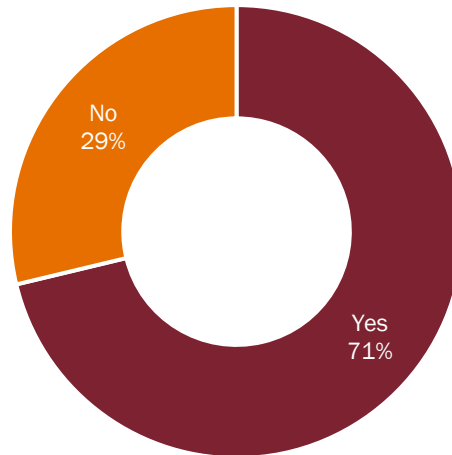
307 respondents answered this question with 846 comments. Each response was reviewed in detail and several key themes were identified, as shown below.

- Too much congestion and traffic issues – 269
- Lack of safety (traffic, crime) and vehicles travelling too fast – 134
- Public transit – 119
 - *Lack of infrastructure and services, want increase* – 118
 - *Not useful* - 1
- Lack of connections across Maple Ridge and to the region – 111
- Lack of sidewalks and pedestrian infrastructure – 59
- Too much development, growth and increased population – 51
- Cycling – 45
 - *Lack of infrastructure, want increase* – 37
 - *Not useful* – 8
- Lack of parking – 43
- Lack of alternatives to the car – 8
- Cost of transportation is too high – 7

TRAVEL PATTERNS

Are you employed or attend school?

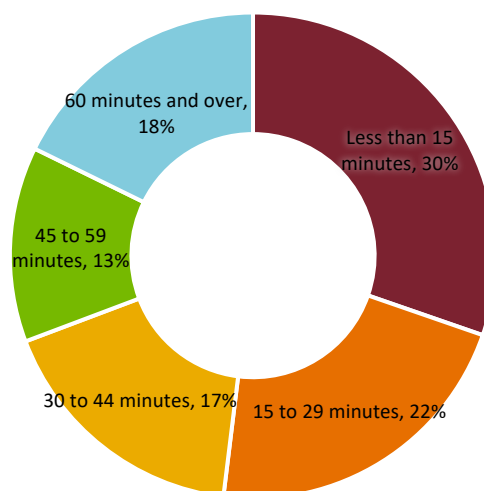
More than 70% of respondents are employed or attending school.



327/335 answered this question.

What is your average commute time?

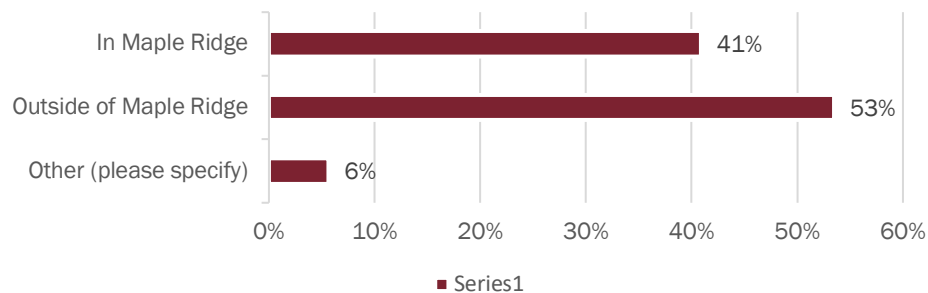
Nearly half of respondents (48%) commute 30 minutes or more to work or school, and 30% have a commute that is less than 15 minutes.



231/335 answered this question.

Where do you work or attend school?

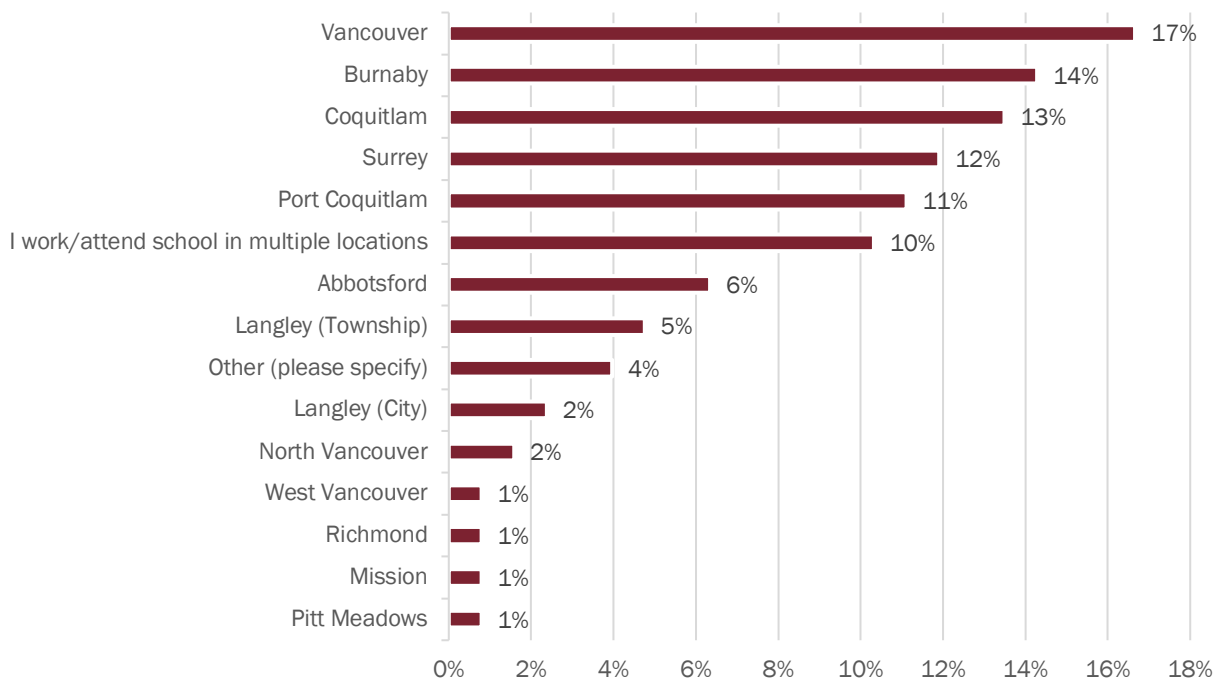
More than half of respondents (53%) indicated that they work or attend school outside of Maple Ridge.



230/335 answered this question.

Where do you work or attend school outside of Maple Ridge?

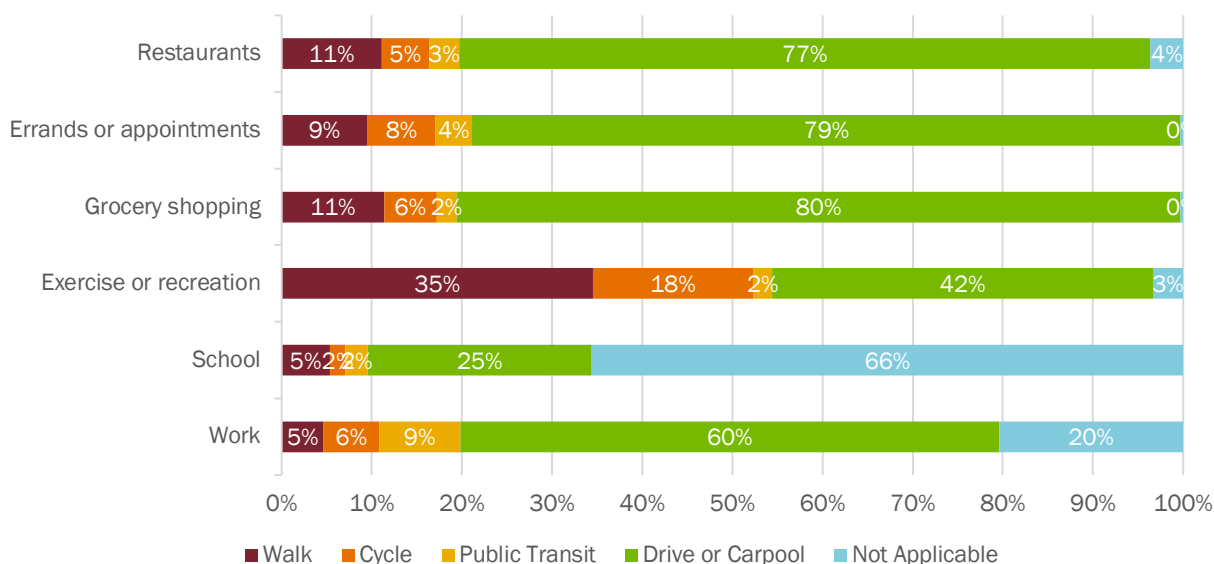
For those who work or attend school outside of Maple Ridge 17% live in Vancouver, 14% in Burnaby, and 13% in Coquitlam.



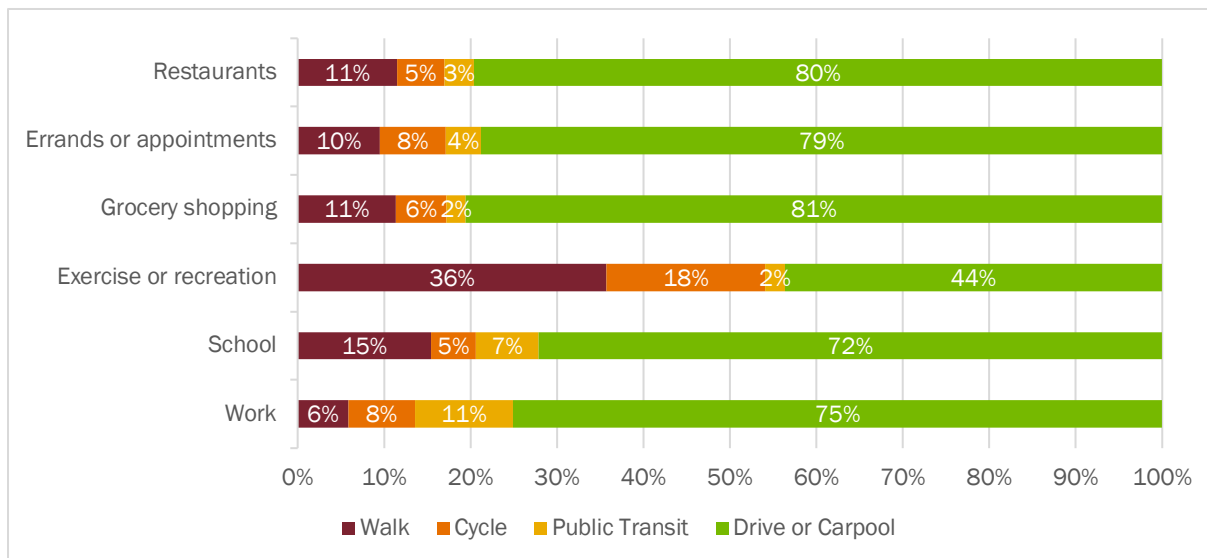
126/335 answered this question.

How do you typically travel to/from the following:

Survey respondents were asked how they typically travel to and from popular destinations. Driving or carpooling was the top mode of transportation for all destination options. Walking and cycling received similar response rates for all destination options, but were both significantly less popular than driving or carpooling.



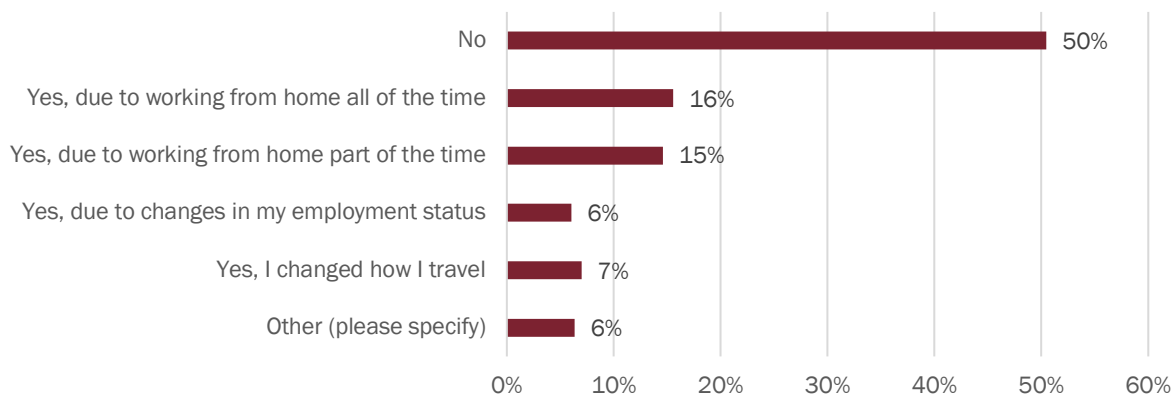
316/335 answered this question (summary including N/A response)



316/335 answered this question.(summary excluding N/A responses)

Has Covid-19 impacted your transportation habits and travel patterns?

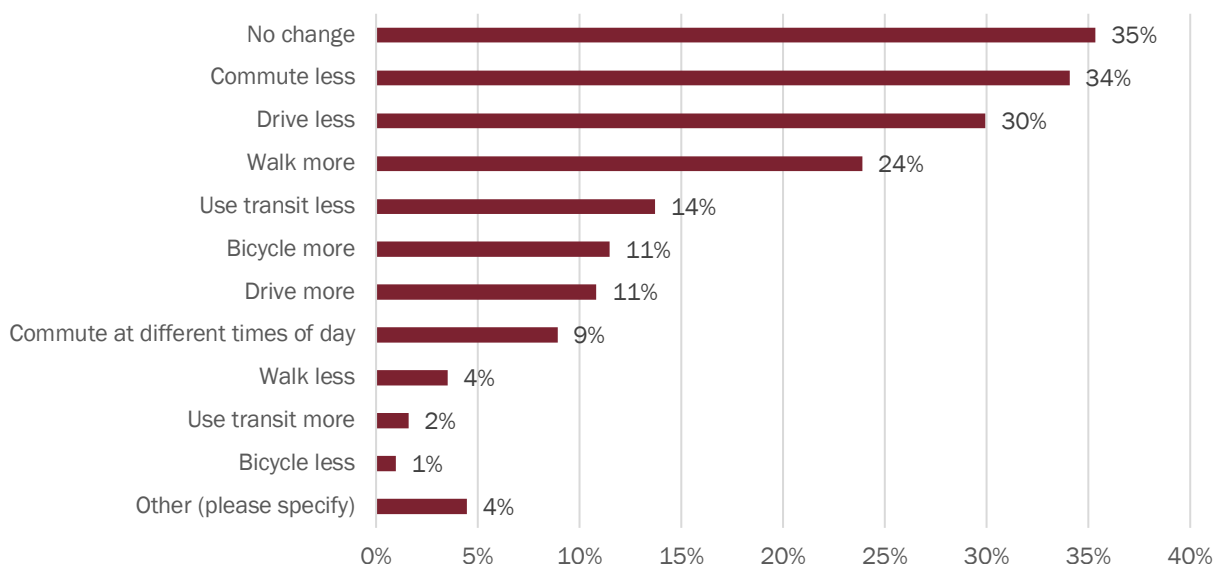
Half of survey respondents said that Covid-19 has not impacted their travel habits. Of those respondents whose travel patterns have changed, 30% attribute the change to working from home either full or part time. Those who selected other said that travel outside their home and community less often (x10), they no longer carpool (x2), or they have changed their travel habits to avoid busy or crowded spaces (x2).



315/335 answered this question.

How has Covid-19 impacted your transportation habits and travel patterns?

35% of survey respondents said that Covid-19 has had no impact on their travel habits or patterns. For those who have been impacted, 34% indicated that they are commuting less. Respondents also said that they are driving less (30%) and walking more (24%).



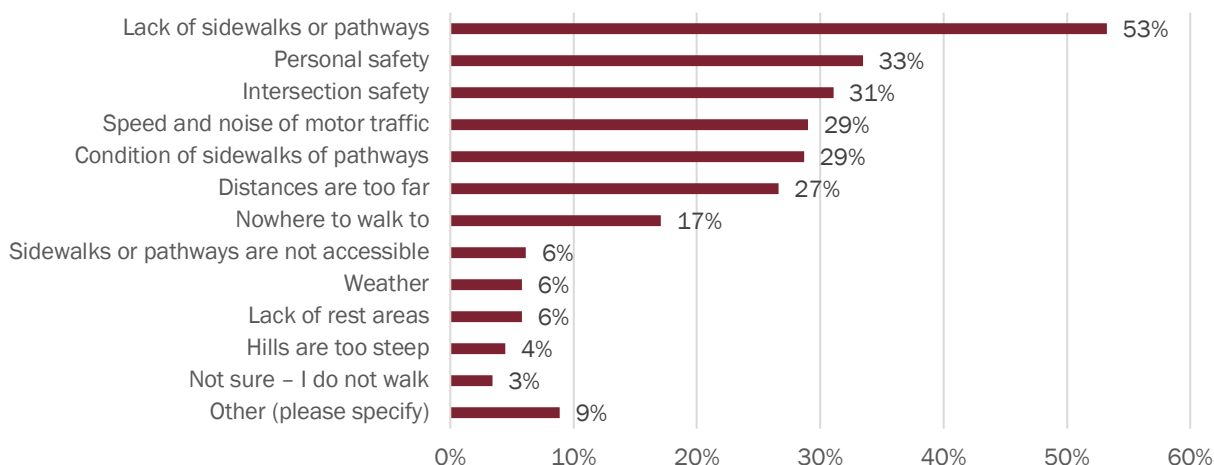
314/335 answered this question.

ISSUES AND OPPORTUNITIES

Walking

What are the main issues and challenges for walking in Maple Ridge?

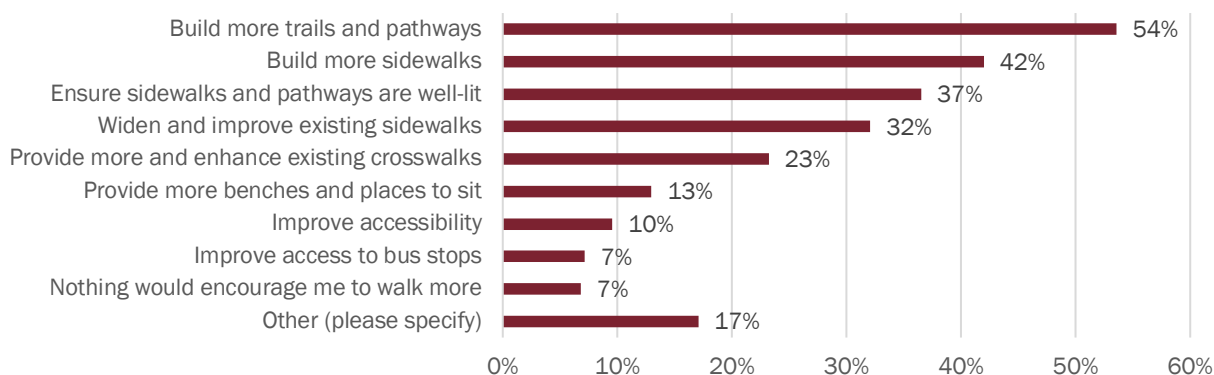
When asked to identify their top three issues or challenges for walking in Maple Ridge, 53% of respondents selected *lack of sidewalks or pathways*. This is followed by 33% of respondents who identified *personal safety* and 31% who selected *intersection safety*.



293/335 answered this question.

What could we do to encourage you to walk more in Maple Ridge?

When asked what the City could do to encourage more walking, *build more trails and pathways* (54%), *build more sidewalks* (42%), and *ensure sidewalks and pathways are well-lit* (37%) were the most popular responses among respondents. Other included concerns such as safety speeding and feeling unsafe in the community (24 responses) and land use and lack of density makes it challenging to walk (18 responses).

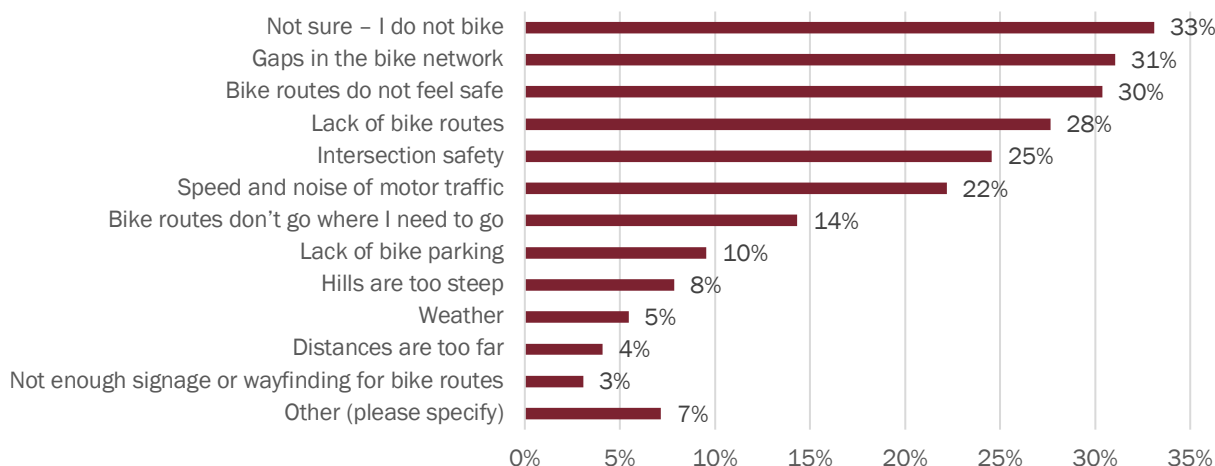


293/335 answered this question.

Cycling

What are the main issues and challenges for cycling in Maple Ridge?

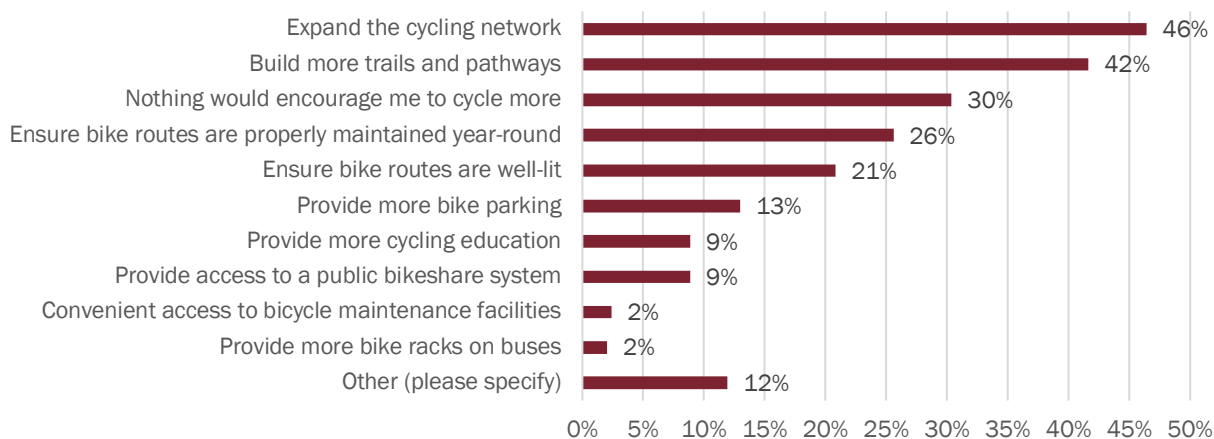
When asked to identify their top three issues or challenges for cycling in Maple Ridge, 33% of respondents said that they do not bike. Respondents that do bike identified *gaps in the bike network* (31%), *bike routes do not feel safe* (30%), and *lack of bike routes* (28%).



293/335 answered this question.

What could we do to encourage you to cycle more in Maple Ridge?

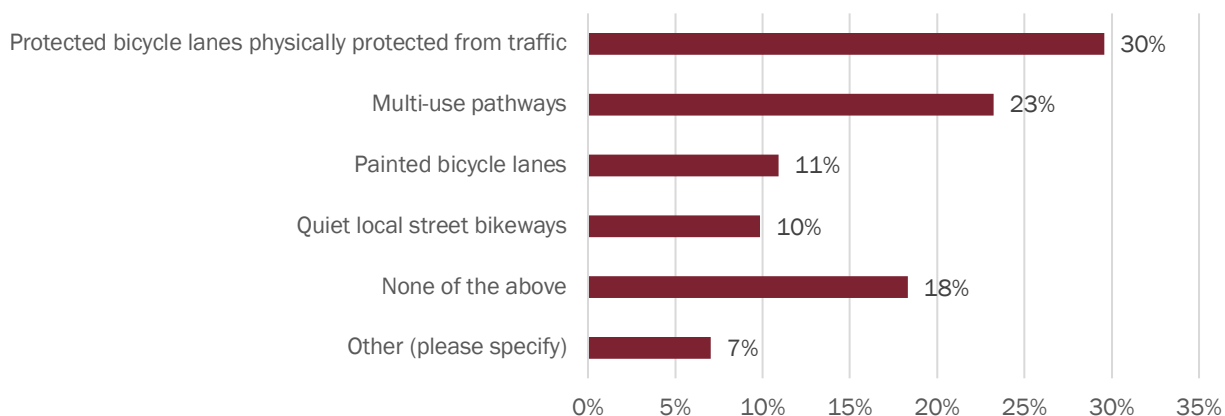
Survey respondents indicated that *expanding the cycling network* (46%) and *build more trails and pathways* (42%) were the top ways the City could encourage respondents to cycle. 30% of respondents selected that *nothing would encourage them to cycle more*. Other included separated bike lanes (13 responses) and increased safety through education (10 responses).



293/335 answered this question.

What type of cycling infrastructure would you like the City to build in existing neighbourhoods?

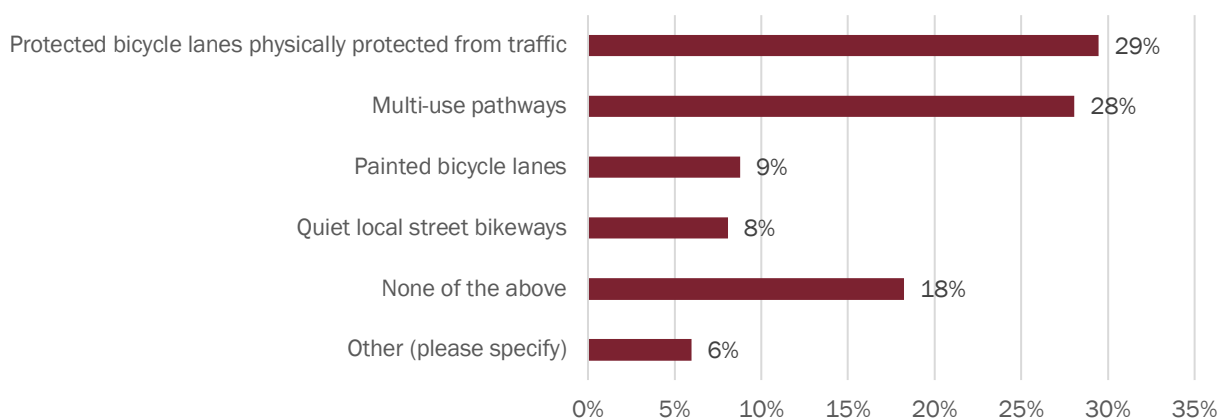
When asked what type of cycling infrastructure they would like the City to build in existing neighbourhoods, respondents indicated they would like to see *protected bicycle lanes physically protected from traffic* (30%), followed by *multi-use pathways* (23%).



284/335 answered this question.

What types of cycling infrastructure would you like the City to build in new/future neighbourhoods?

For new and future neighbourhoods, survey respondents also indicated they would like to see *protected bicycle lanes physically protected from traffic* (29%) and *multi-use pathways* (28%).

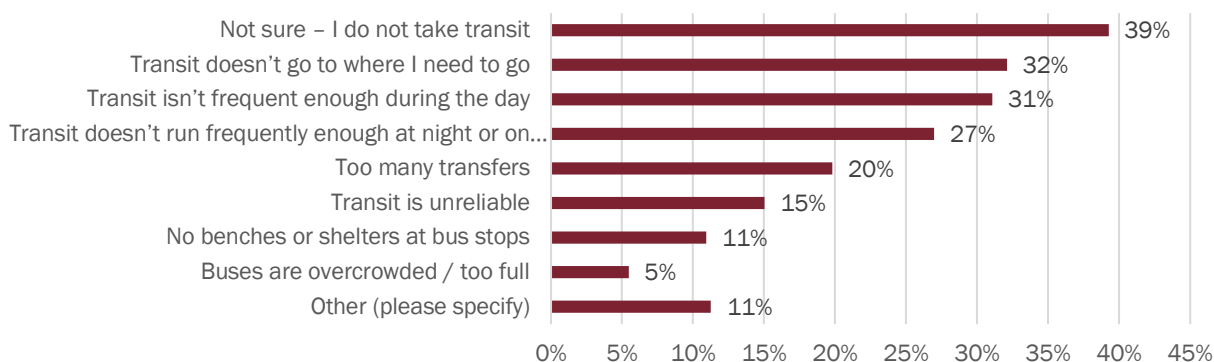


285/335 answered this question.

Transit

What are the main issues and challenges for transit in Maple Ridge?

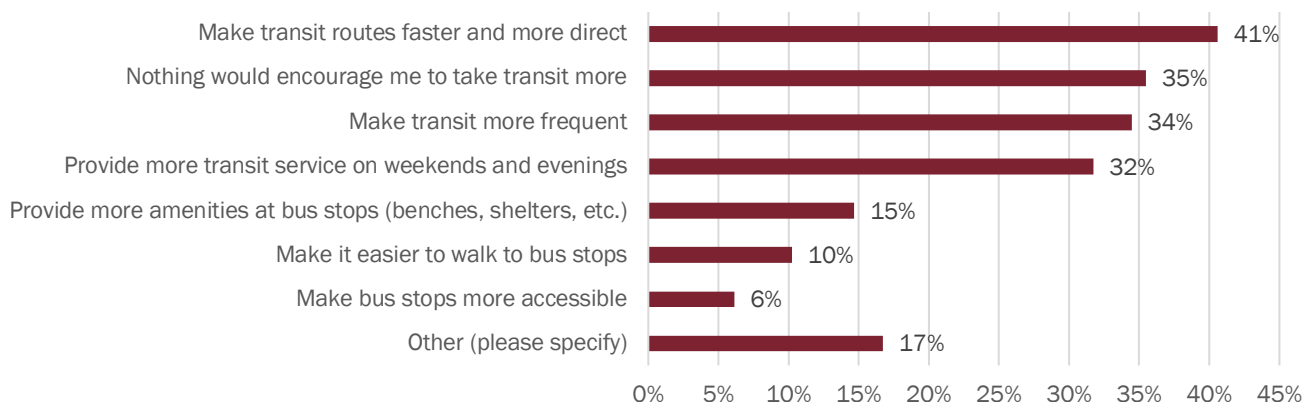
When asked to identify the main issues and challenges for transit in Maple Ridge, 39% of respondents said they do not take transit. For those who do take transit, they selected that *transit doesn't go to where I need to go* (32%), *transit isn't frequent enough during the day* (31%), and *transit doesn't run frequently enough at night or on weekends* (27%) as the top 3 issues and challenges. Other included transit is too time consuming due to congestion (13 responses) and lack of safety on transit (9 responses).



293/335 answered this question.

What could we do to encourage you to take transit more?

In order to encourage people to take transit more, *making transit faster and more direct* (41%), *making transit more frequent* (34%), and *providing more transit services on weekends and evenings* (32%) were the most popular responses among respondents. 35% of respondents indicated that *nothing would encourage them to take transit more*. Other included rapid transit infrastructure (15 responses) and increased safety (8 responses).

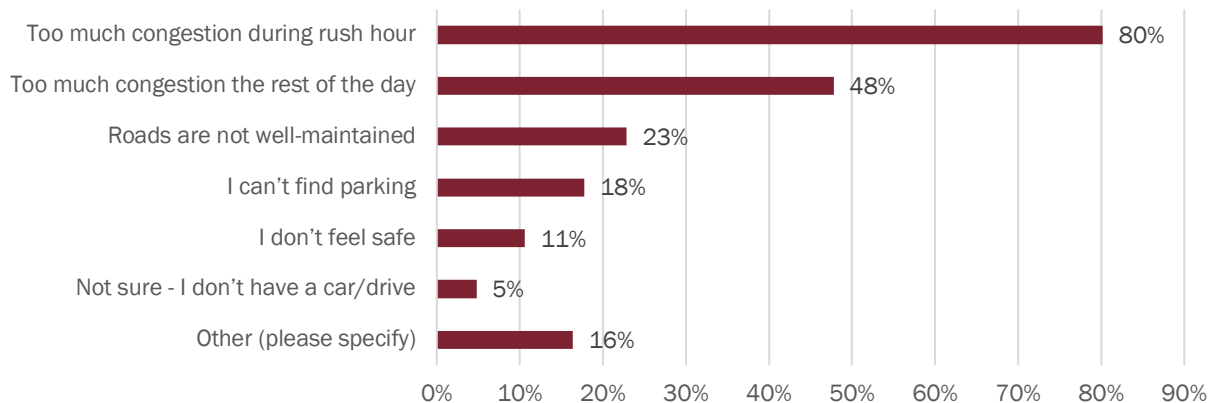


293/335 answered this question.

Driving

What are the main issues and challenges for driving or carpooling in Maple Ridge?

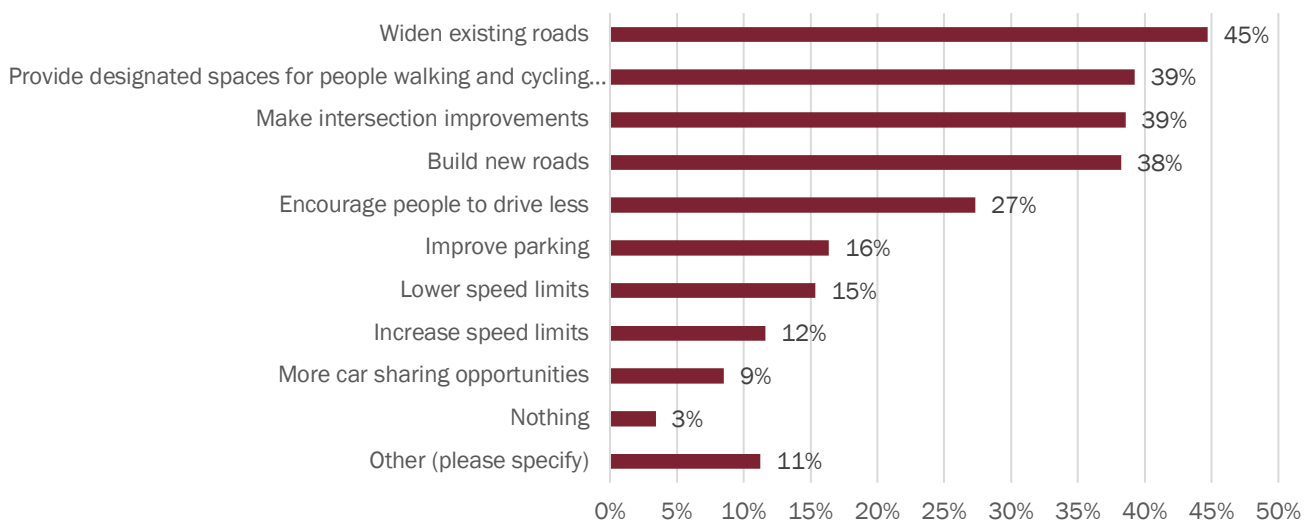
When asked to identify the main issues and challenges for driving or carpooling in Maple Ridge, 80% of those who responded selected *too much congestion during rush hour*, followed by *too much congestion the rest of the day* (48%).



293/335 answered this question.

What could we do to improve driving or carpooling?

When asked what the City could do to improve driving or carpooling, *widen existing roads* (45%), *provide designated spaces for people walking and cycling separated from motor vehicle lanes* (39%), and *make intersection improvements* (39%) were the most popular responses among respondents.

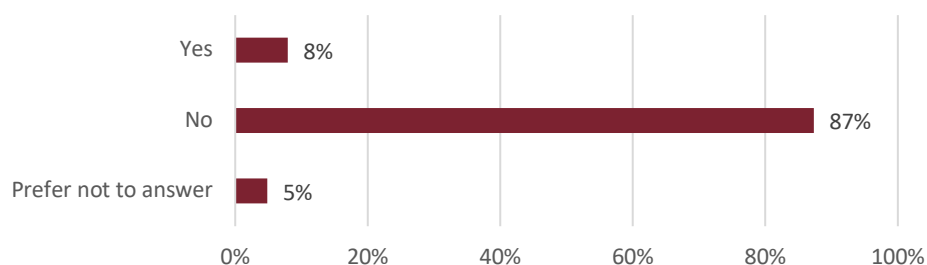


293/335 answered this question.

Barriers and Challenges

Have you faced any barriers or challenges related to transportation as a result of your race, national or ethnic origin, age, gender identity, sexual orientation, disability, family makeup, conviction for an offence or other factors?

87% of respondents have not faced barriers or challenges related to transportation; however, 8% of respondents indicated they have experienced barriers or challenges related to transportation as a result of their race, national or ethnic origin, age, gender identity, sexual orientation, disability, family make-up, conviction for an offence or other factors.



291/335 answered this question.

What are some examples of these transportation barriers or challenges?

20 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below.

Theme 1: Time and convenience (2 comments)

Respondents noted that transit is not an efficient way to move around Maple Ridge, and that getting around without a car would take too much time.

Theme 2: Accessibility (7 comments)

Respondents noted accessibility challenges, such as getting on and off buses, lack of public washrooms, sidewalks, and a lack of bus stop amenities prevent them from being able to use transit. Some noted that affordability is a challenge.

Chronic illness [makes it] hard to stand to wait for a bus but no benches.
- Survey Respondent

Theme 3: Safety (11 comments)

Respondents noted that they do not feel safe due to driver behaviour, lack of safe infrastructure or fear of interaction with homeless populations. Some comments noted that they do not feel safe as a woman cyclist or transit user.

MR is becoming increasingly uncomfortable to walk around as a woman.
- Survey Respondent

What could the City do to address these transportation barriers or challenges?

20 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

Theme 1: Security and enforcement (4 comments)

Respondents felt that increased enforcement or security, including additional lighting would help to make Maple Ridge roads safer.

Theme 2: Infrastructure (10 comments)

Respondents felt new infrastructure, including bike lanes, pedestrian infrastructure, accessibility improvements, transit and roads would improve transportation barriers. In particular, respondents stressed the need for safe infrastructure to easily navigate Maple Ridge, such as access to public transit, wider sidewalks and improvements to traffic flow. Some respondents felt that bikes should not be on major roads, and that all road users should be licensed to ensure accountability.

Make getting on and off public transit easier, and make sidewalks more accessible, wider and user friendly for the mobility impaired.

- Survey Respondent

Theme 3: Made-in Community Solutions (8 comments)

Respondents noted that they want transportation investments that are free from discrimination and benefit those with disabilities and addictions, and seniors. The community wants investments to create jobs in Maple Ridge, affordability and accountability.

People with disabilities and elderly should be treated with respect.

- Survey Respondent

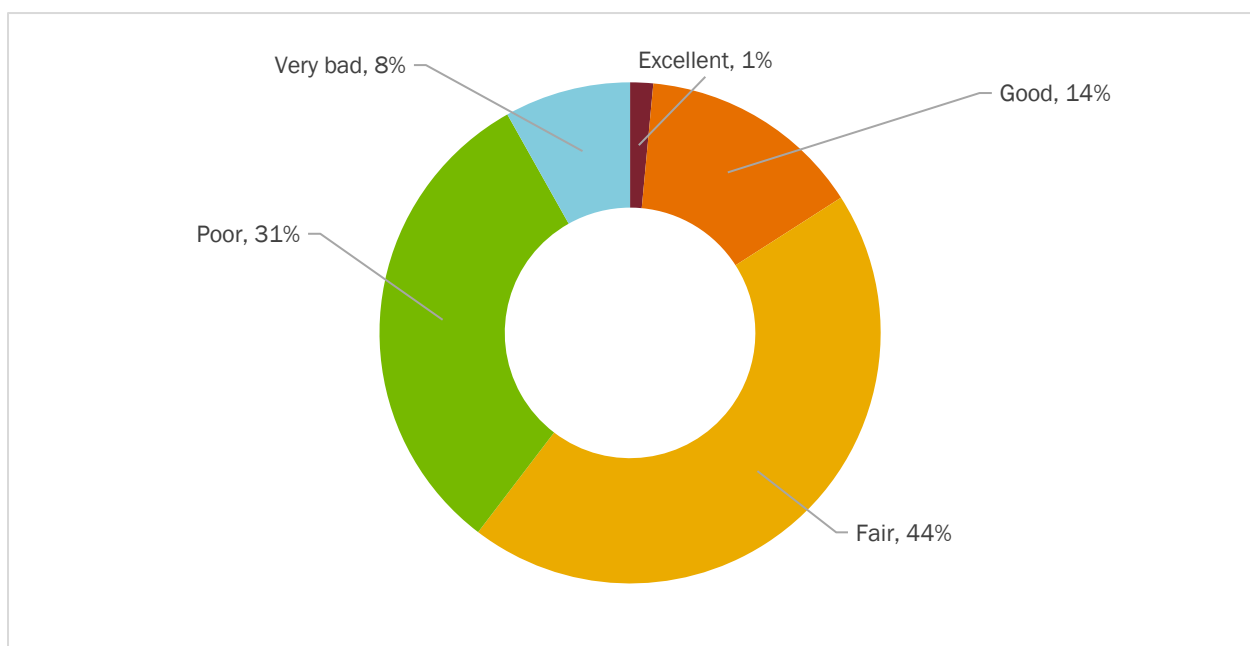
GOALS

GOAL 1: ACCESS & MOBILITY

Provide for safe, convenient, and accessible movement of people, goods and services throughout the city.

How do you feel the current transportation system is achieving this goal?

Nearly half of respondents (44%) feel *fair* about Goal 1. Only 15% of respondents feel *good* or *excellent* about Goal 1, while 39% feel *poor* or *very bad*.



Written Response

133 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

Theme 1: Congestion (52 comments)

Many responses noted dissatisfaction with the current levels of congestion in Maple Ridge, the increasing travel times across the city and to other parts of the region. Respondents felt that congestion was caused by a variety of reasons such as population growth and new development, trucks on the road network, lack of capacity on the road network, public transit, bike lanes, traffic signals, and traffic calming. Respondents felt that congestion causes drivers to take short cuts through neighbourhoods and makes it difficult to navigate the city.

Theme 2: Connectivity (16 comments)

Respondents noted that connectivity in Maple Ridge has been improved in some areas, but that the transportation network has connectivity challenges including road capacity.

Respondents noted that new developments and subdivisions are not connected with safe routes, transit routes or cycling routes. Connections to the region, such as Golden Ears Way, could be improved to improve time savings.

Theme 3: Safety (23 comments)

Respondents felt that travelling by foot, bike or transit can be dangerous due to a lack of safe infrastructure, high volumes of vehicle traffic, high speeds and dangerous drivers.

Respondents also feel unsafe walking, cycling or using public transit in certain areas from fear of negative interactions with those with addictions or experiencing homelessness.

Theme 4: Transportation Alternatives (21 comments)

Respondents noted that there are limited transportation options in Maple Ridge, especially for walking, cycling and public transit. Many comments expressed a desire for rapid transit options in the city such as SkyTrain. Comments noted that less of a focus should be placed on vehicles in order to increase the convenience and number of people walking, cycling and taking transit. Some respondents noted that they would not be in support of removing travel lanes to accommodate bicycles or public transit.

Theme 5: Livability (19 comments)

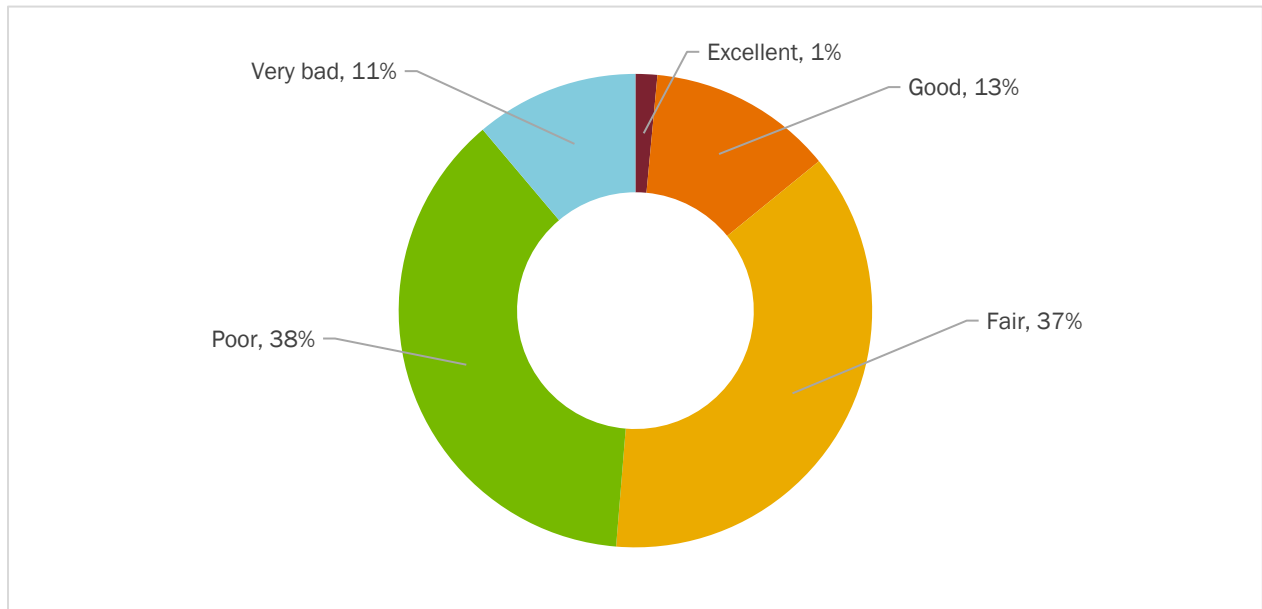
Respondents noted that Maple Ridge needs to place a stronger emphasis on making the city a livable, working city with jobs for its residents. Respondents felt that better planning to accommodate new homes and developments with supporting amenities and road systems would make the city function better, as well as better connections to and from communities, more patios and walking opportunities, and well-maintained public spaces.

GOAL #2: TRANSPORTATION CHOICE

Provide residents and visitors with attractive choices for moving around the city and connecting with other areas of Metro Vancouver.

How do you feel the current transportation system is achieving this goal?

When asked about Goal 2, almost half (49%) of respondents indicated they feel *poor* or *very bad* about how the current transportation system is achieving this goal. Less than 15% of respondents (14%) said they felt *good* or *excellent* about Goal 2.



Written Response

112 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

Theme 1: Time (16 comments)

Respondents noted that it takes too long to move around Maple Ridge whether that's by foot, bike, public transit or car. Comments suggested that the infrastructure, connectivity, and reliability of each of these modes causes time delays that make it hard to commute within, to and from Maple Ridge. Respondents noted that taking the bus is significantly more time consuming than the West Coast Express or driving.

Theme 2: Ease and Convenience (20 comments)

Respondents noted that getting around Maple Ridge is not easy without a car. Respondents felt that there are limited alternatives, and when there is access to pedestrian and bicycle infrastructure or public transit, it is not a convenient option. While some improvements such

as the Golden Ears Bridge have made some travel easier, it has also disconnected residents from places like Fort Langley. Some comments would like to see better connections to rapid transit such as SkyTrain or West Coast Express.

Theme 3: Quality of Service (33 comments)

Respondents felt that the transportation networks in Maple Ridge have low quality service and need a lot of improvement and more options. To improve public transit, respondents would like to see SkyTrain come to Maple Ridge to better connect to the rest of the region and improve reliability. Respondents are happy with RapidBus but noted that it also has reliability issues. Respondents would like the bike network to be more intuitive with more routes to choose from. In terms of the road network, comments noted that lanes need to be widened to better accommodate traffic, and better connections need to be made across the city. Respondents were happy with improvements to the Golden Ears Bridge and Pitt River Bridge.

Theme 4: Frequency of Public Transit (21 comments)

Respondents noted that public transit service is infrequent and makes it challenging to use. In particular, comments suggested that more West Coast Express service would greatly benefit Maple Ridge, and a SkyTrain extension would connect the city to the region. Respondents noted that even with improvements to transit service such as RapidBus, it is hard to connect to these routes with unreliable, slow and infrequent transit service.

Theme 5: Congestion (15 comments)

Respondents noted that congestion makes it challenging to move to, from and around Maple Ridge. Comments noted that there are bottlenecks in certain areas and especially on weekends, and respondents would like to see more routes that move east-west through Maple Ridge or turn segments like the Mary Hill Bypass into controlled access highways.

Theme 6: Safety (3 comments)

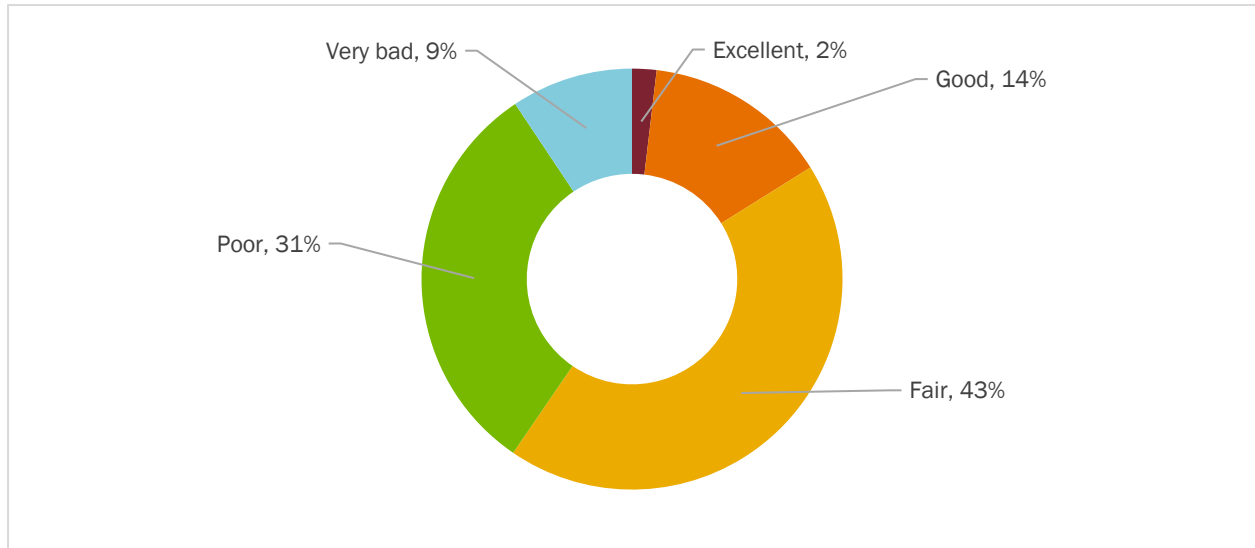
Respondents noted that they do not feel safe when downtown or taking transit. Because of this, respondents noted that they feel driving is the only safe and attractive transportation option.

GOAL #3: COMMUNITY & ENVIRONMENT

Provide transportation infrastructure and services that enhance quality of life in Maple Ridge and the quality of the natural environments in the city.

How do you feel the current transportation system is achieving this goal?

Nearly half of respondents (43%) feel *fair* about Goal 3, while 40% feel *poor* or *very bad*. 16% of respondents feel *good* or *excellent* about this goal.



Written Response

90 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

Theme 1: Recreation (15 comments)

Respondents noted that accessing recreational areas of Maple Ridge is challenging without a vehicle. Comments noted that because of this, routes to recreational areas are congested and parking is difficult to find. Respondents would like to see more pathways and green corridors, as well as bike and transit routes that connect residents to them.

Theme 2: High Demand for Road Network (33 comments)

Respondents noted that Maple Ridge suffers from high levels of congestion from an influx of new developments, increased density and population. Respondents felt that the road network cannot handle the high demand. Comments noted that this results in long commutes, road rage and a lower quality of life. Respondents would like to see improvements to the road network, such as along the Haney Bypass, to move more people faster.

Theme 3: Pollution (17 comments)

Respondents noted that the prevalence of cars and trucks makes for high levels of noise pollution and emissions, which harms the quality of life for Maple Ridge residents. Comments noted concern for the natural environment and would like to see the City more jobs in Maple Ridge so that there can be more quiet, people-friendly places.

Theme 5: Sustainable Transportation (19 comments)

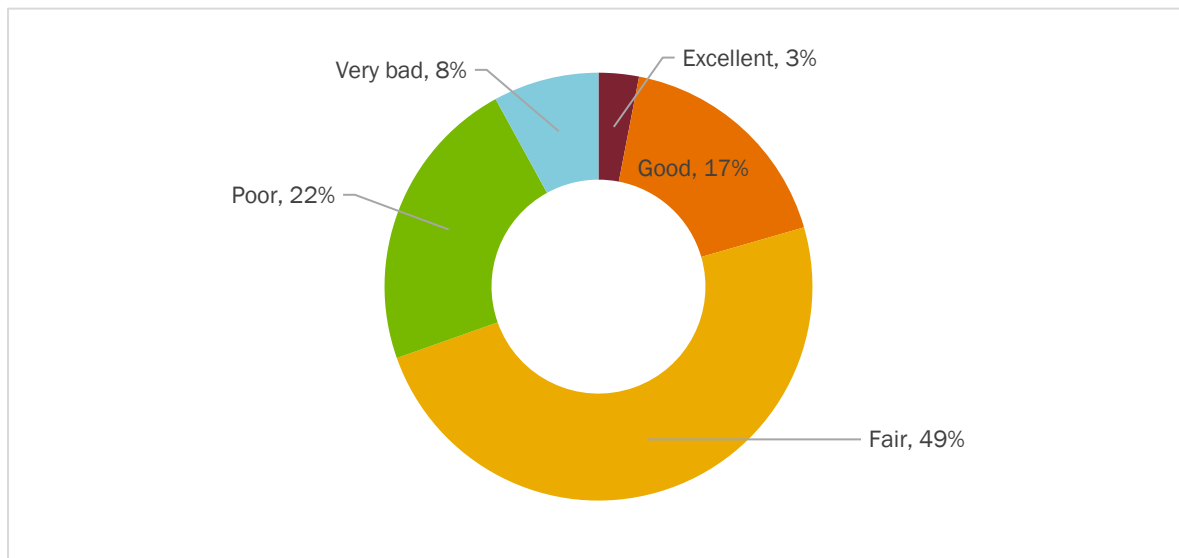
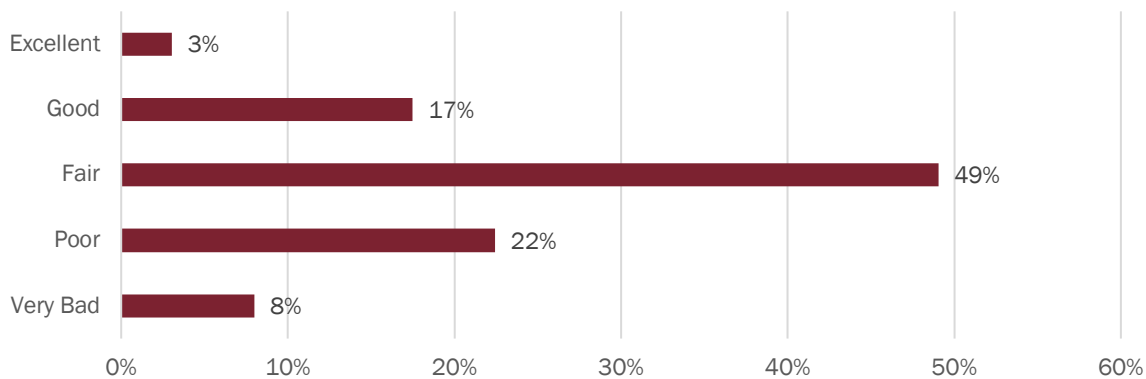
Respondents noted that there are not enough sustainable transportation options in Maple Ridge. Comments noted that respondents would like to walk to shops, amenities and parks but there are not enough in Maple Ridge, and not enough infrastructure to support their journey via foot, bike or transit. Respondents would like to see more connections between paths and trails, more bus stops and affordable transit service, neighbourhood centres and gathering places. Comments noted that sidewalks on both sides of the road should be the minimum to support sustainable transportation.

GOAL #4: AFFORDABLE TRANSPORTATION SYSTEM

Provide transportation infrastructure and services in a cost-effective and efficient manner that makes best use of existing facilities and projected resources.

How do you feel the current transportation system is achieving this goal?

Nearly half of respondents (50%) feel *fair* about Goal 4. 20% of respondents feel *good* or *excellent* about this goal, which is the highest levels of support among the four goals..



Written Response

68 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

Theme 1: Reliability (18 comments)

Respondents noted that while cars are the most expensive transportation choice, they are the only practical option in Maple Ridge. Comments noted that transit is not reliable which

could mean missed work or appointments, and it takes too long to get places with many stops and transfers. Respondents noted that congestion, various traffic calming projects and long project timelines have made the issue worse.

Theme 2: Livability (18 comments)

Respondents noted that the cost of transportation in Maple Ridge is compounded by limited job opportunities and having to travel for work, recreation, shopping and entertainment. Comments noted that they would like to see more cheap parking for transit, pedestrian infrastructure and frequent rail service in Maple Ridge. Respondents would like to be able to have all their needs met within the limits of Maple Ridge instead of having to rely on their car.

Theme 3: Equity (29 comments)

Respondents discussed paying for their fair share of the transportation network in Maple Ridge, with some noting that it is unfair to pay for a mode you do not use, while others see drivers as being subsidized by society. There was a mixed response over the transportation system being affordable or expensive.

- Work towards a transportation network that is low emission
 - Establish targets to reduce greenhouse gas emissions
 - Provide transportation infrastructure, services and options that enable people traveling within or through Maple Ridge to reduce their carbon emissions to help mitigate climate change
 - Electric vehicle charging stations
- Support a healthier, vibrant community by increasing the feasibility of active transportation in Maple Ridge with more infrastructure, local facilities and businesses, as well as places to walk and bike to.
 - Improve walkability
 - More bike lanes
 - More parks and green space, more destinations (patios)
- Create a safe community and transportation system for all road users, residents and visitors.
 - Pedestrian and cyclist infrastructure (greenways)
 - More safe infrastructure around schools
 - Family-friendly community (more enforcement for crime, speeding)
- Make Maple Ridge more affordable with more jobs, housing and public transit.
 - Free transit
 - Commercial and industrial business development plan
 - Reduce the need for a car

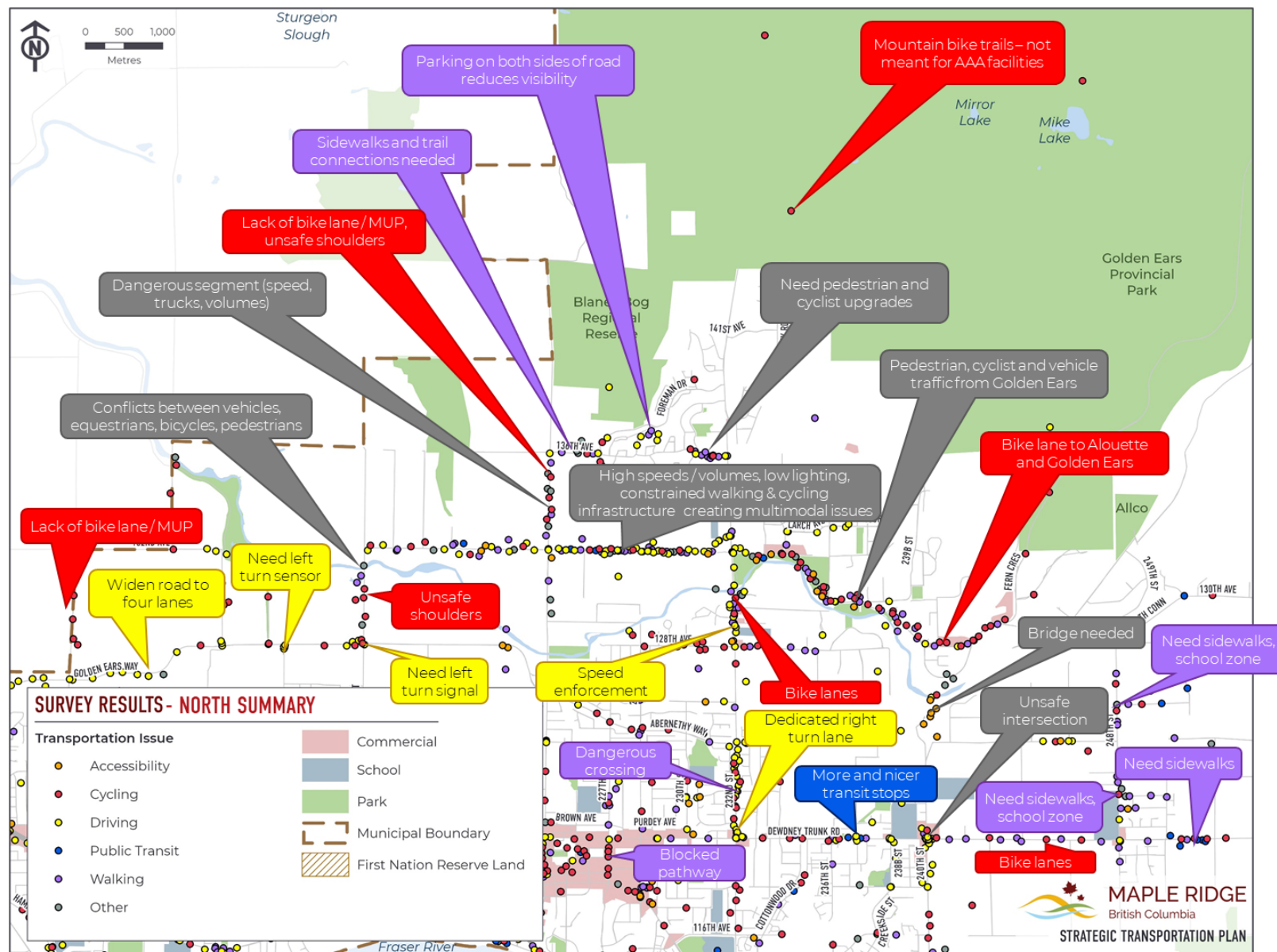


What is your vision for the future of transportation in Maple Ridge?

Respondents were asked to share their vision for the future of transportation in Maple Ridge using 3 to 5 adjectives. Results are displayed in a word cloud and summarized below.



- Safe (140)
- Efficient (86)
- Connected (68)
- Green/Sustainable (64)
- Accessible (32)
- Fast (29)
- Affordable (22)
- Improved Infrastructure (21)
- Less congestion (14)
- Reliable (13)

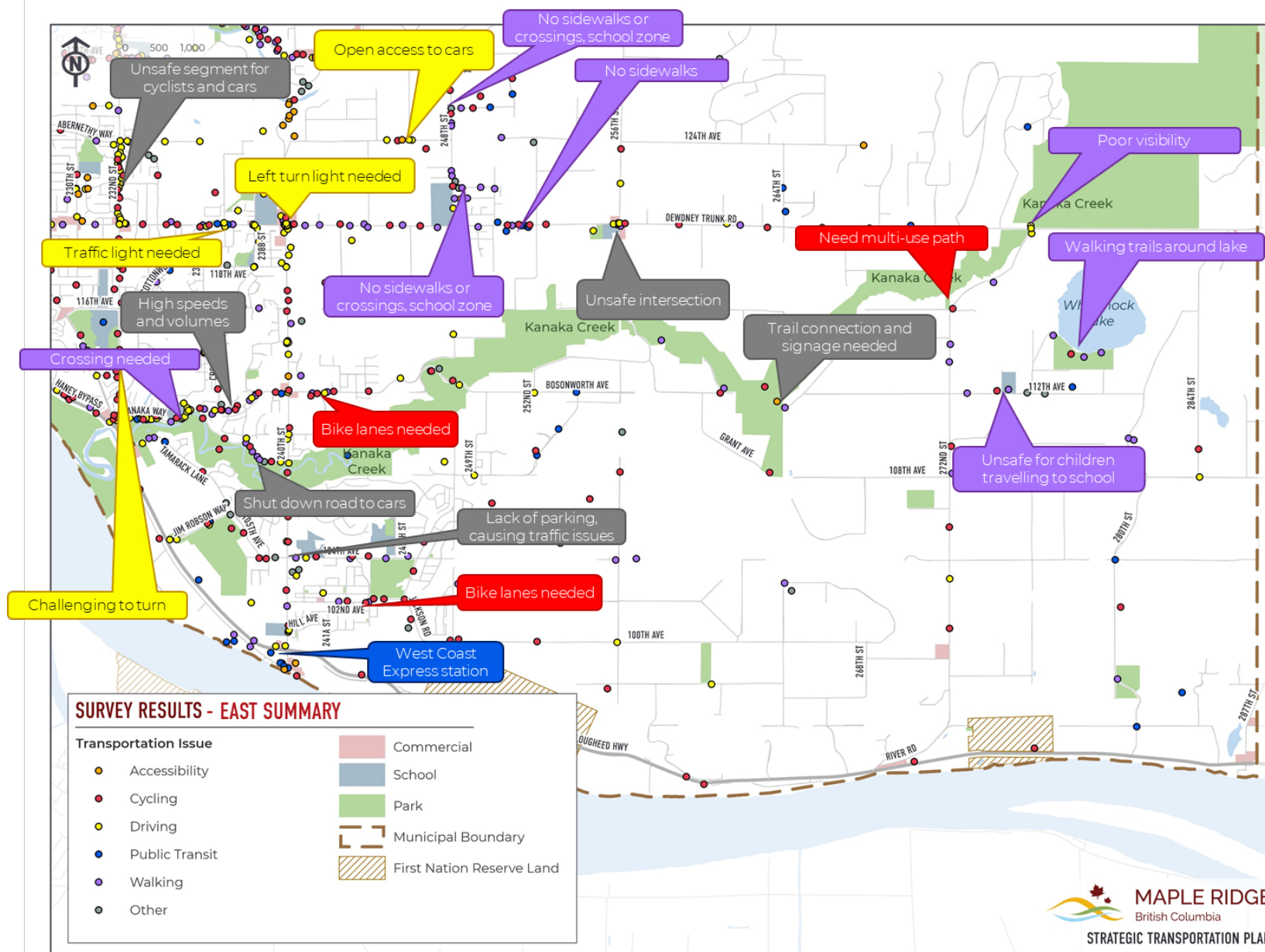


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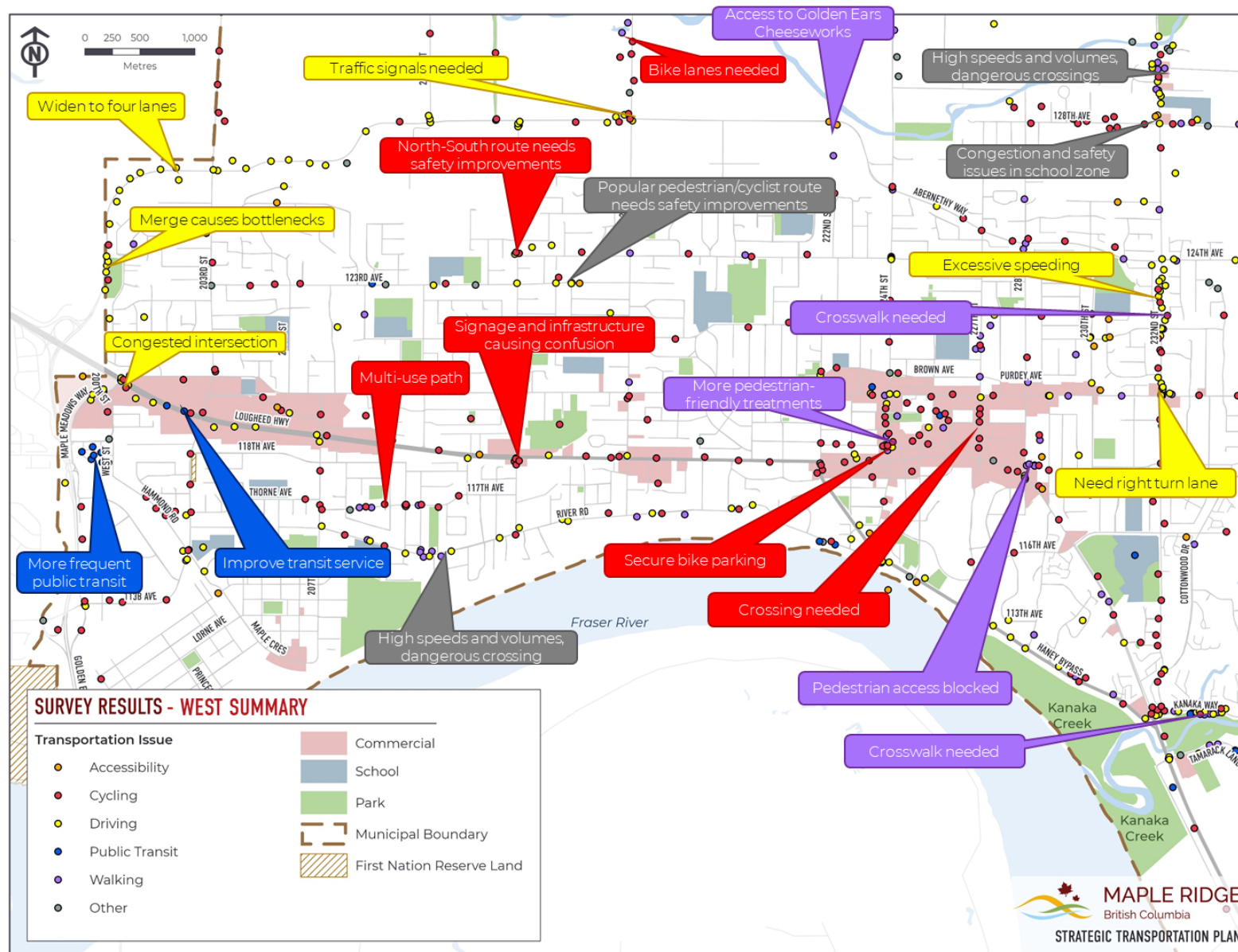


MAPLE RIDGE

British Columbia



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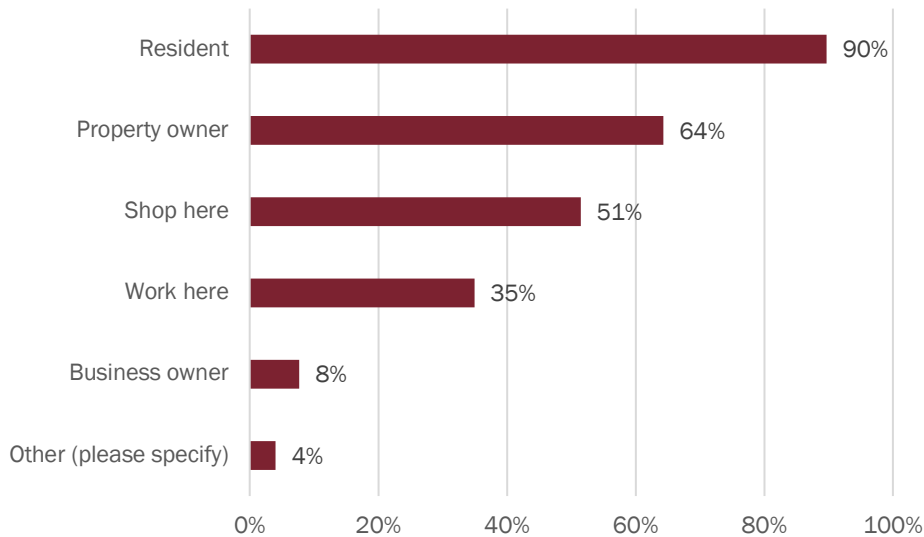


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DEMOGRAPHICS

What is your connection to Maple Ridge?

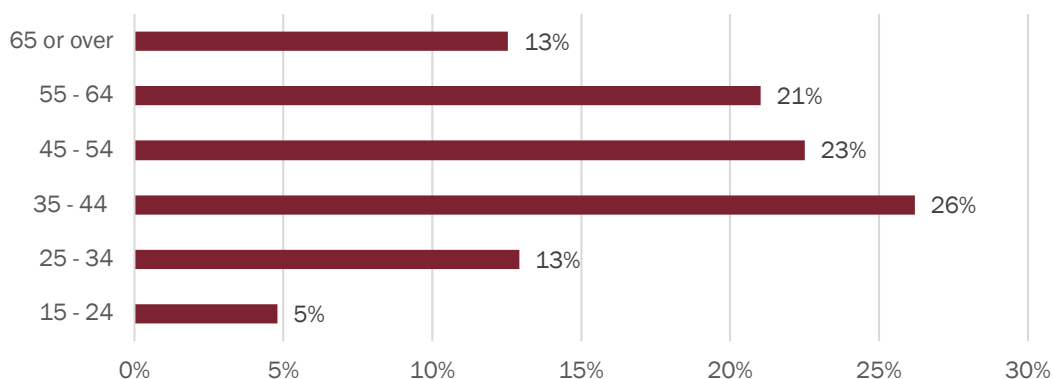
90% of survey respondents identify as residents of Maple Ridge, and 64% identify as being property owners.



272/335 answered this question.

How old are you?

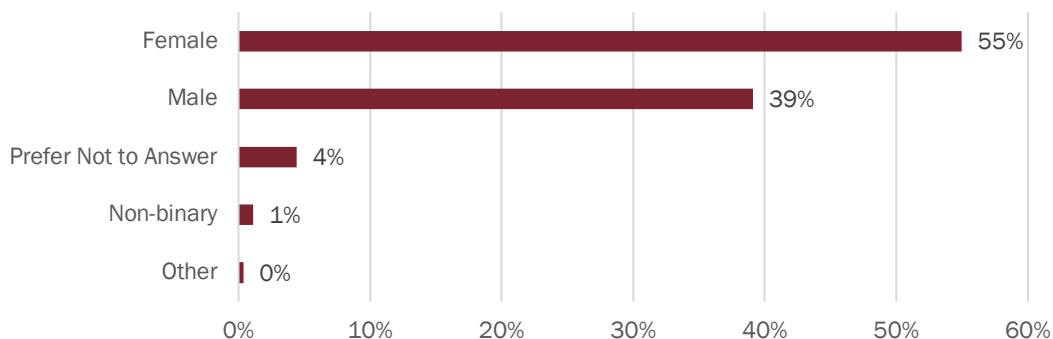
The majority of respondents (83%) are between the ages of 25-64, 13% are above the age of 65, and 5% were between the ages of 15 and 24. The survey results are not representative of Maple Ridge's population as residents between the ages of 35-44 make up only 13% of the population, nearly doubling their weight in this survey. Those between the ages of 45-54 and 55-64 are also overrepresented, while those between the ages of 15-24 are underrepresented.



271/335 answered this question.

What is your gender?

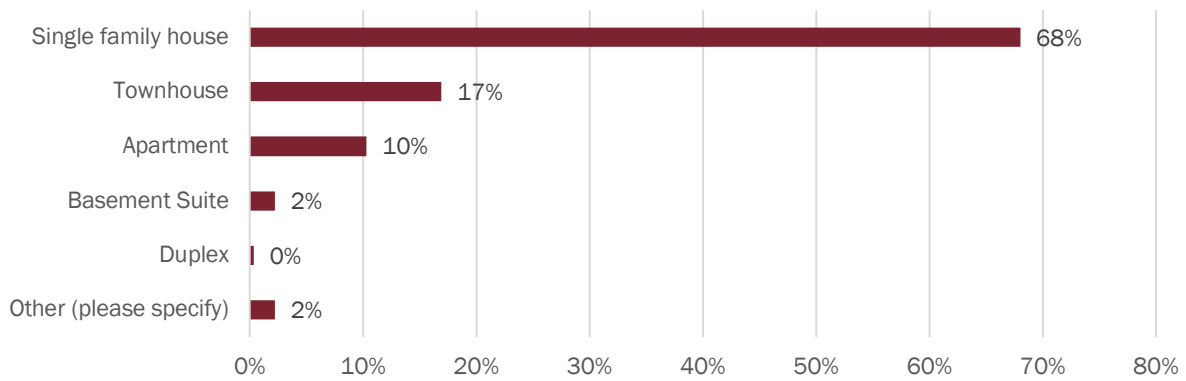
More than half of respondents identify as female (55%). Women are slightly overrepresented in this survey, as they represent 51% of Maple Ridge's population.



271/335 answered this question.

What type of household do you live in?

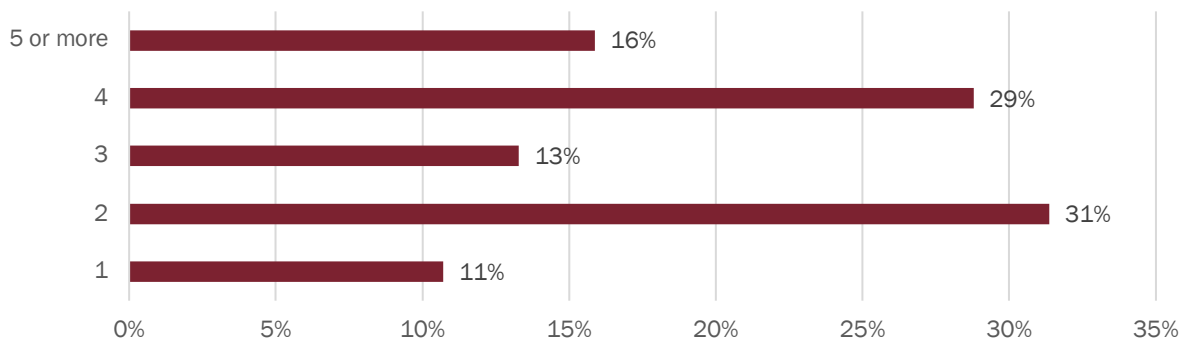
More than half of respondents live in a single family home (68%). This survey is overrepresented by people who live in single family homes as 56% of Maple Ridge residents live in a single family home.



272/335 answered this question.

Including yourself, how many people live in your household?

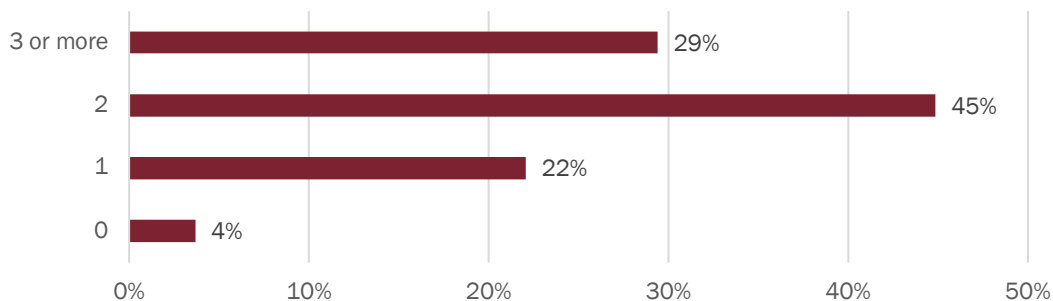
Majority of respondents live with two or more people, with only 11% of respondents living alone. This survey is overrepresented by households living with four people as those households make up 17% of the population and underrepresented by those living alone, as those households make up 22% of the population.



271/335 answered this question.

How many vehicles are registered to your household?

Nearly half of respondents (45%) indicated they have two vehicles registered to their household. Less than 5% of respondents do not have any vehicles registered to their household.



272/335 answered this question.