

Public engagement and consultation summary report

Centerm Expansion Project and South Shore Access Project -
Permit amendment request for extended work hours for the
Heatley Avenue overpass demolition

April 25, 2022

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Acknowledgement

This report summarizes public engagement and consultation on the Heatley Avenue overpass demolition component of the Centerm Expansion Project and South Shore Access Project.

Thank you to everyone who provided feedback during the public comment period for the permit amendment request.

We appreciate your time and value your input. Your feedback allowed us to learn about your concerns relating to the amendment to the construction permit, and how we can work together to find a way forward on this important project.

About the Vancouver Fraser Port Authority

The Vancouver Fraser Port Authority is the federal agency, which, on behalf of all Canadians, is responsible for the stewardship of the lands and waters that make up the Port of Vancouver. Our mandate is to enable Canada's trade objectives, ensuring goods are moved safely through the Port of Vancouver while protecting the environment and considering local communities. We are accountable to the federal minister of transport.

Our vision

For the Port of Vancouver to be the world's most sustainable port

Our mission

To enable Canada's trade objectives, ensuring safety, environmental protection, and consideration for local communities

Our values

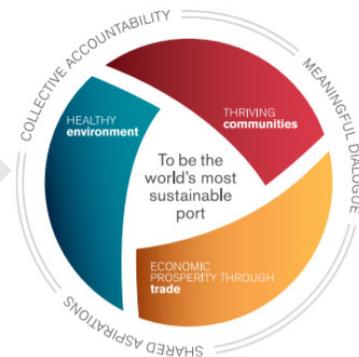
- Accountability
- Collaboration
- Continuous improvement
- Customer responsiveness

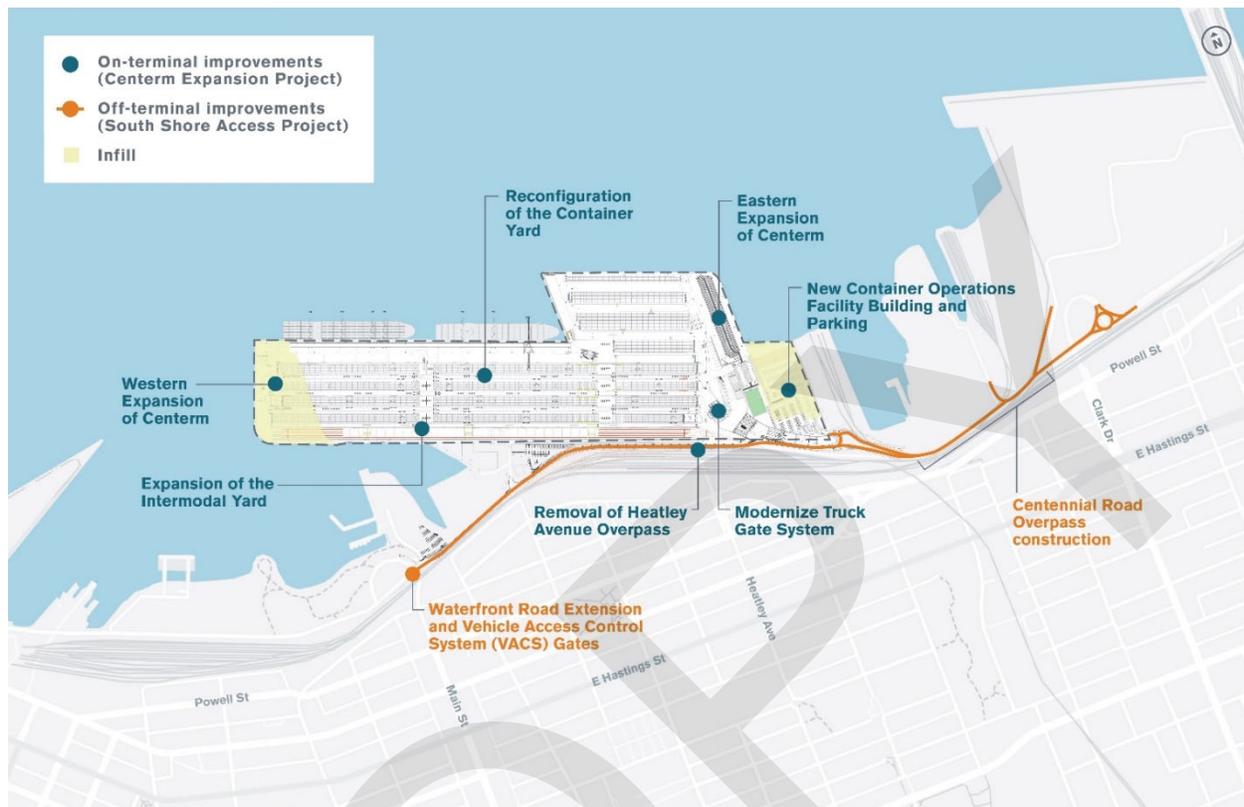
Our definition of a sustainable port

We believe a sustainable port delivers economic prosperity through trade, maintains a healthy environment, and enables thriving communities through meaningful dialogue, shared aspirations, and collective accountability.

About the project

The Centerm Expansion Project and South Shore Access Project is a series of improvements to the Centerm container terminal and associated roadways to help meet anticipated near-term demand for container trade through the Port of Vancouver, reduce travel delays and idling. The upgraded terminal will allow for a 60% increase in throughput capacity when complete that will help with the supply chain congestion and provide up to 1,900 new jobs as part of the greater port economy. Roadway upgrades include building the Centennial Road overpass over nearby rail tracks and extending Waterfront Road to connect it to Centennial Road. In July 2021 we completed the construction of the Centennial Road overpass, and it is now open to container truck traffic.





About the permit amendment request

The demolition of the Heatley Avenue overpass located at 777 Centennial Road in Vancouver is one of the significant remaining project components of the Centerm Expansion Project and South Shore Access Project. The demolition is scheduled to happen in phases, with the first phase already completed at the end of 2021. The phases and associated demolition dates can be found in **Appendix A**.

The demolition of DP World's Container Main Office (CMO) is also scheduled to start at the end of March 2022, coinciding with the Heatley overpass demolition. The demolition of this building will take place during daytime hours and is not part of the permit amendment request under review.

In December 2021, the project team submitted a request for extended work hours for the second phase of demolition of the Heatley Avenue overpass between March 25 and September 23, 2022.

These extended work hours, outside of the port authority's regular work hours (Monday to Saturday from 7:00 a.m. to 8:00 p.m.), are needed to conduct demolition and activities associated with the removal of the Heatley Avenue overpass, notably to accommodate CN's and CP's train operations, as well as the West Coast Express.

The work area is narrow and complex and requires careful coordination with the railways and the City of Vancouver. Both CN and CP trains pass under the Heatley Avenue overpass, and the demolition activities cannot take place while trains are moving through the corridor. As a result, the demolition of the overpass is also subject to approval by the railways because the work undertaken could potentially impact the safe operation of the rail line.

Construction activities and mitigation measures

Between March 25 and September 23, 2022, most activities will take place during the port authority's regular work hours. Demolition activities that cannot take place during the port authority's regular work hours may take place over several evenings and possibly several weekends until the end of September, for up to 24 hours a day.

Demolition activities and equipment required to remove the Heatley Avenue overpass include:

- Removal of the overpass parapets, deck, girders, piers, and the foundations
- Equipment used for demolition includes machines to break and cut concrete and other materials, and equipment to handle and haul debris away (i.e., hydraulic cranes, hydraulic processor, hydraulic concrete breaker, jack hammers, wire and floor saws, high-reach excavator and other excavators, scissor lift, saw cutter, generators, cranes, wheel loader, tracked dumper, boom lift, rock truck, tridem-axle end dump trucks and trailers, and skid steer)
- All equipment will be staged within the designated demolition work zones and trucks will not be staged on any port roads or active port property while awaiting loads
- Concrete debris, salvage, and waste material will be cleaned from the work area and loaded into trucks for delivery to stockpile areas

If the extended work hours are approved, we anticipate that nighttime works will generate noise and localized lighting. We recognize the disturbance, and to minimize impacts, the contractor will implement the following mitigation measures:

Mitigation measures for noise management include:

- Positioning stationary equipment and limiting unnecessary idling of vehicles and equipment whenever possible to minimize noise disturbance to the community
- Confirming machinery covers and equipment panels are well fitted and remain in place to muffle noise, and bolts and fasteners are tight to avoid rattling
- Properly maintaining all equipment to limit noise emissions, and fitting equipment with exhaust and muffler systems as needed
- Prohibiting the use of engine brakes in and around residential areas

Mitigation measures for light management include:

- Utilizing lighting only as needed to ensure the safety of crews during any nighttime work
- Lighting will be localized and directed onto the contractor's work area to minimize potential for fugitive light impacts

Project and environmental review requirements

As part of the port authority's [project and environmental review \(PER\) process](#) for reviewing this extended hours request, we held a 30 day public comment period between February 14 and March 14, 2022. During this time, the public was invited to provide feedback on the extended work hours request associated with the demolition of the Heatley Avenue overpass. Details of the engagement and feedback received are noted below.

Feedback on the permit amendment request was submitted directly to the port authority through the PER mailbox (per@portvancouver.com) or the project-specific feedback mailbox (centerm.expansion@portvancouver.com) between February 14 and March 14, 2022.

Impact Assessment Registry notice requirement

As required by the *Impact Assessment Act* and the PER process, the port authority posted a [notice](#) of intent to the Canadian Impact Assessment Registry with an opportunity for public comments during a 30-day public comment period between February 11 and March 12, 2022.

Summary of engagement

In support of the permit amendment request, the project team notified and engaged with residents and businesses near the project area, in particular residents near the Heatley Avenue overpass. The feedback gathered through this engagement process is summarized under the consideration of input section.

Level of public participation

Based on our understanding of community concerns, the project team determined that the level of engagement for this permit amendment request is “consult” on the International Association for Public Participation (IAP2) spectrum of public participation. Under the “consult” category, the IAP2 endeavours to keep the public informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.

During the public comment period, a total of **13** comments from the public were received, of which four were received by email, and nine were received via the online survey. More details on this feedback below.

Notification activities

Letter drop

Between February 9 and 14, 2022, notification letters were delivered by Canada Post mail drop to 2,922 residences and businesses on the south shore, in a 500 metre radius of the Heatley Avenue overpass. See the designated notification area map in **Appendix B**.

The notification letter was also posted to the project website and was distributed by email to both the South Shore Community Liaison Committee and the East Vancouver Port Lands Committee.

A special effort was also made to contact assisted living buildings and community organizations in the notification area as we wanted to reach as many individuals as possible about the engagement period and the opportunity to provide feedback. See **Appendix C** for a complete list of these organizations.

The notification letter can be found in **Appendix D** and includes the following information:

- Overview of the project
- Area map (with labels) showing the location of the work and dates
- General timelines and work hours
- Amendment request and the project need
- Potential construction impacts and mitigations (noise, light, dust, traffic)
- How to provide feedback and how it will be used
- Contact information

- Link to the project webpage
- Link to survey
- Link to sign up to new project newsletter

Project newsletter

The project team provided notification of the permit amendment request in the [February 2022](#) and [March 2022](#) Centerm newsletters. The Centerm newsletter is issued monthly to 576 recipients on Vancouver's south shore. See **Appendix G** for a snapshot of the newsletter. All newsletters are available on the project website.

Social media

During the public comment period we also issued two social posts through the Port of Vancouver's Twitter account. Both posts issued in English were also mirrored and published in French through the Port de Vancouver's Twitter account. See **Appendix F** for the posts.

In total, these posts saw:

- Impressions: 1,017
- Engagements (clicks, re-tweets, replies, follows and likes): 48

Project website

The project web page was updated prior to the start of the public comment period to include information on the permit amendment, including the following:

- Notification letter to residences and businesses
- Survey
- Link to posting on the Canadian Impact Assessment registry

Liaison committee engagement

The project team sent an email to the South Shore Community Liaison Committee and the East Vancouver Port Lands committee on February 9, 2022 to inform them of the permit amendment request and how to provide feedback during the public comment period.

Public comment period

Through the various notification activities, the public was invited to share feedback on the permit amendment request during the 30-day public comment period. Between February 14 and March 14, 2022, individuals or businesses could share their feedback directly with the port authority by sending an email to the PER mailbox (per@portvancouver.com) or the project-specific feedback mailbox (centerm.expansion@portvancouver.com).

A total of **four** email responses were received during the public comment period. Feedback received was related to noise impacts of the demolition activity during some nights and weekends, and quality of life. See the consideration of input section below, which outlines all concerns grouped by topic, and the project team's responses to the topics raised.

Survey

We also developed a [survey](#) asking the public for feedback on how they wished to stay informed of the demolition dates and activities. This survey was available during the public comment period from February 14 to March 14, 2022. For survey questions and responses, see **Appendix E**.

During the public comment period, the project team received **nine** completed surveys. Based on the responses received, if the permit extension is approved, the majority of residents (80% of respondents) want to receive demolition updates through the Centerm project newsletter, as the newsletter is where most residents get their information.

Consideration of public input

The table below summarizes input received during the public comment period and through committee engagement, as well as the project team's response to the topics raised.

Comment	Source of input	Project team response
<p>Noise and vibration</p> <p>Concerns about the project causing increased noise and vibration during the demolition of the Heatley Avenue overpass, especially when work is happening at nighttime and on weekends.</p>	<p>Public comment period</p>	<p>We recognize that the demolition of the Heatley Avenue overpass will result in noise and other nuisances for people living or working nearby. The contractor is taking measures to reduce noise as much as possible and will be doing their best to minimize these impacts where they can.</p> <p>We anticipate that most demolition activities will take place during regular port authority work hours (Monday to Saturday from 7:00 a.m. to 8:00 p.m.).</p> <p>The project team has committed to limiting work outside of regular port authority work hours as much as possible, however demolition activity outside of regular work hours is required to accommodate CN and CP rail operations and the West Coast Express. Unfortunately, some demolition activities may take place in the evening, nighttime, and on the weekends until end of September 2022.</p> <p>We understand the disruption and inconvenience that evening, nighttime, and weekend demolition activities will cause. The project team is working closely with the railways and has requested work windows during daytime hours. However, this can be challenging as the railways typically allow for construction activity over/in close proximity to the rail lines during nighttime hours, when there is less rail traffic. The West Coast Express is an example of a train schedule that cannot be changed to accommodate demolition activities.</p> <p>The project team will send out advance notification in the project newsletter about evening, nighttime, and weekend work as soon as the railways confirm the</p>

		<p>work windows. For those who have not already done so, we encourage you to sign up to receive the Centerm newsletter.</p> <p>Special effort will be undertaken to also notify individuals who permanently or temporarily reside in shelters near the project area, who do not have access to internet or a computer, or the homeless population in the area.</p> <p>We will also provide notification to liaison committees (East Vancouver Port Lands committee and the South Shore Community Liaison Committee) in advance of expected evening and weekend works.</p> <p>To minimize noise and light impacts from the demolition, the contractor will implement the following mitigation measures:</p> <p>Mitigation measures for noise management include:</p> <ul style="list-style-type: none"> • Positioning stationary equipment and limiting unnecessary idling of vehicles and equipment whenever possible to minimize noise disturbance to the community • Confirming machinery covers and equipment panels are well fitted and remain in place to muffle noise, and bolts and fasteners are tight to avoid rattling • Properly maintaining all equipment to limit noise emissions, and fitting equipment with exhaust and muffler systems as needed • Prohibiting the use of engine brakes in and around residential areas <p>Mitigation measures for light management include:</p> <ul style="list-style-type: none"> • Utilizing lighting only as needed to ensure the safety of crews during any nighttime work • Lighting will be localized and directed onto the contractor's work area to minimize potential for fugitive light impacts <p>The project team will also be following WorkSafeBC guidelines of an allowable limit of 85decibels (dBa) over an 8-hour period.</p> <p>Once we remove the Heatley Avenue overpass, there will no longer be any truck traffic coming over the Heatley Avenue overpass. This will reduce truck traffic on city streets, as trucks leaving the terminals</p>
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		<p>on the south shore will have to use the new Centennial Road overpass to get to Highway 1.</p>
<p>Quality of life</p> <p>Concern that the project will negatively impact residents' quality of life.</p>	<p>Public comment period</p>	<p>We recognize that port activity, including construction activities, may have an impact on residents.</p> <p>Where possible, demolition activities will take place during regular port authority work hours (Monday to Saturday from 7:00 a.m. to 8:00 p.m.).</p> <p>When the demolition reaches the railway, we are subject to CP and CN jurisdiction, and we are constrained by work windows provided by the railways, as we have to accommodate rail operations and the West Coast Express.</p> <p>We understand that evening, nighttime, and weekend work is very disruptive to residents in the area; we are taking measures to reduce noise and light impacts as much as possible by implementing noise and light mitigation measures.</p> <p>Mitigation measures for noise management include:</p> <ul style="list-style-type: none"> • Positioning stationary equipment and limiting unnecessary idling of vehicles and equipment whenever possible to minimize noise disturbance to the community • Confirming machinery covers and equipment panels are well fitted and remain in place to muffle noise, and bolts and fasteners are tight to avoid rattling • Properly maintaining all equipment to limit noise emissions, and fitting equipment with exhaust and muffler systems as needed • Prohibiting the use of engine brakes in and around residential areas <p>Mitigation measures for light management include:</p> <ul style="list-style-type: none"> • Utilizing lighting only as needed to ensure the safety of crews during any nighttime work • Lighting will be localized and directed onto the contractor's work area to minimize potential for fugitive light impacts. <p>Additionally, we will send out advance notification, in the project newsletter, regarding evening, nighttime, and weekend work as soon as the work windows are confirmed by the rail companies. Please ensure that you have signed up to receive the Centerm newsletter. We will also provide advanced notification</p>

		to liaison committees on the south shore in advance of expected evening and weekend works.
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Appendix A

Demolition area diagram and dates

* Anticipated start dates outlined in the diagram



Appendix B

Notification area map



Appendix C

Assisted living and other community organizations directly contacted

Community organization	Address	Description	Contact information
Antoinette Lodge	535 East Cordova Street, Vancouver, BC	Senior services society, managed by the City of Vancouver	Raymond Yeung Raymond.yeung@vancouver.ca
Union Gospel Mission	601 East Hastings Street Vancouver, BC	Organization offering food, shelter, addiction recovery, and supportive housing	contact@ugm.ca
Triage shelter- RainCity housing	707 Powell Street, Vancouver BC	Organization that provides connects people with mental health, addiction, housing, physical health, and other support services	Jesse Corcoran jcorcoran@raincityhousing.org
Alexander Street Community	111 Princess Avenue, Vancouver, BC	Organization that offers low-barrier permanent housing as well as clinically supported transitional housing for individuals with physical and mental health issues and substance dependencies	info@phs.ca
Salvation Army Grace Mansion	596 East Hastings Street, Vancouver, BC	Organization that offers supportive transitional housing	info@gracemansion.com
Wind chimes apartments RainCity housing	616 Powell Street Vancouver, BC	Organization that provides permanent housing for people living with mental health challenges who have a history of experiencing homelessness	windchimes@raincityhousing.org

Appendix D

Notification letter



February 14, 2022

Re: Centerm Expansion Project and South Shore Access Project update: Extended work hours request and invitation to provide comments on the Heatley Avenue overpass demolition

The Vancouver Fraser Port Authority is writing to notify you of two updates on the Heatley Avenue overpass demolition, part of the Centerm Expansion Project and South Shore Access Project:

1. The project team submitted a request (PER No. 15-012-09) for extended work hours for the second phase of demolition of the Heatley Avenue overpass between March 25 and September 23, 2022
2. As part of the PER review process for this request, a public comment period on the extended work hours request will be held between February 14 and March 14, 2022

If the extended work hours request is approved, and the demolition of the Heatley Avenue overpass can proceed as scheduled, this means that once the overpass is removed, there will no longer be any truck traffic coming over the Heatley Avenue overpass. This will reduce truck traffic on city streets, as trucks leaving the terminals on the south shore will have to use the new Centennial Road overpass to get to Highway 1.

The Centerm Expansion Project and South Shore Access Project includes the expansion of Centerm Terminal, and updates to port roads along the south shore, which connect to and service the terminal. Construction activity started in July 2019, with an anticipated completion date of April 2023.

Extended work hours request

The project team requested to extend work hours outside of the port authority's regular work hours (Monday to Saturday, 7:00 a.m. to 8:00 p.m.) in order to conduct demolition and activities associated with the removal of the Heatley Avenue overpass located at 777 Centennial Road in Vancouver.

The contractor will demolish the Heatley Avenue overpass during port authority work hours as noted above, however work outside of regular work hours is also required in order to accommodate CN and CP's train operations, including the West Coast Express. The work area is narrow and very complex, and requires careful coordination with the railways and the City of Vancouver. Both CN and CP trains pass under the Heatley Avenue overpass and the demolition activities cannot take place while trains are moving through the corridor. As a result, the demolition of the overpass is also subject to approval by the rail companies because the work undertaken could potentially impact the safe operations of the rail line.

What to expect

Between March 25 and September 23, 2022, most activities will take place during the port authority's regular work hours. Demolition activities that cannot take place during port authority standard hours may take place over several evenings and possibly several weekends until the end of September, for up to 24 hours a day.

Demolition activities and equipment required to remove the Heatley Avenue overpass include:

- Removal of the overpass parapets, deck, girders, piers, and the foundation up to two metres below the surface
- Equipment used for demolition includes machines to break and cut concrete and other materials, and equipment to handle and haul debris away (i.e., hydraulic cranes, hydraulic processor, hydraulic concrete breaker, jack hammers, wire and floor saws, high-reach excavator and other excavators, scissor lift, saw cutter, generators, cranes, wheel loader, tracked dumper, boom lift, rock truck, tridem-axle end dump trucks and trailers and skid steer)
- All equipment will be staged within the designated demolition work zones and trucks will not be staged on any port roads or active port property while awaiting loads
- Concrete debris, salvage, and waste material will be cleaned from the work area and loaded into trucks for delivery to stockpile areas

Vancouver Fraser Port Authority | CEP SSAP Public engagement and consultation summary report - Permit amendment request for extended work hours for the Heatley Avenue overpass demolition

Vancouver Fraser Port Authority | Notification letter
Centerm Expansion Project and South Shore Access Project | Extended work hours request for Heatley Avenue demolition and public comment period

If the extended work hours are approved, we anticipate that nighttime works will generate noise and localized lighting. We recognize the disturbance, and in order to minimize impacts, the contractor will implement the following mitigation measures:

Mitigation measures for noise management include:

- Positioning stationary equipment and limiting unnecessary idling of vehicles and equipment whenever possible to minimize noise disturbance to the community
- Confirming machinery covers and equipment panels are well fitted and remain in place to muffle noise, and bolts and fasteners are tight to avoid rattling
- Properly maintaining all equipment to limit noise emissions, and fitting equipment with exhaust and muffler systems as needed
- Prohibiting the use of engine brakes in and around residential areas

Mitigation measures for light management include:

- Utilizing lighting only as needed to ensure the safety of crews during any nighttime work
- Lighting will be localized and directed onto the contractor's work area to minimize potential for fugitive light impacts

Permit amendment review process

As part of the port authority's [project and environmental review \(PER\) process](#) for reviewing this extended hours request, a notice will be posted on the Canadian Impact Assessment Agency registry. In addition, we will hold a 20-business day public comment period between February 14 and March 14, 2022. During this time, the public is invited to provide feedback on the extended work hours request associated with the demolition of the Heatley Avenue overpass.



How to stay informed

We want to know how you wish to stay informed of the demolition dates and associated activities. We invite you to provide feedback by completing a survey by March 14, 2022. The survey will be available on www.portvancouver.com/centerm-expansion.

Vancouver Fraser Port Authority | CEP SSAP Public engagement and consultation summary report - Permit amendment request for extended work hours for the Heatley Avenue overpass demolition

Vancouver Fraser Port Authority | Notification letter
Centerm Expansion Project and South Shore Access Project | Extended work hours request for Heatley Avenue
demolition and public comment period

About the project

The Centerm Expansion Project and South Shore Access Project is a series of improvements to the Centerm container terminal and associated roadways to help meet anticipated near-term demand for container trade through the Port of Vancouver, reduce travel delays and idling. The upgraded terminal will allow for us to achieve a 60% increase in throughput capacity when complete that will help with the supply chain congestion and provide up to 1,900 new jobs as part of the greater port economy. Roadway upgrades include building the Centennial Road overpass over nearby rail tracks, and extending Waterfront Road to connect it to Centennial Road. In July 2021 we completed the construction of the Centennial Road overpass, and it is now open to container truck traffic.

We greatly appreciate your patience and understanding as we complete this important project as safely and efficiently as possible.

If you have questions about this project, please feel free to contact the project team at centerm_expansion@portvancouver.com or by phone at 604.665.9563. For more information about these projects, visit www.portvancouver.com/centerm-expansion.

Sincerely,

Vancouver Fraser Port Authority

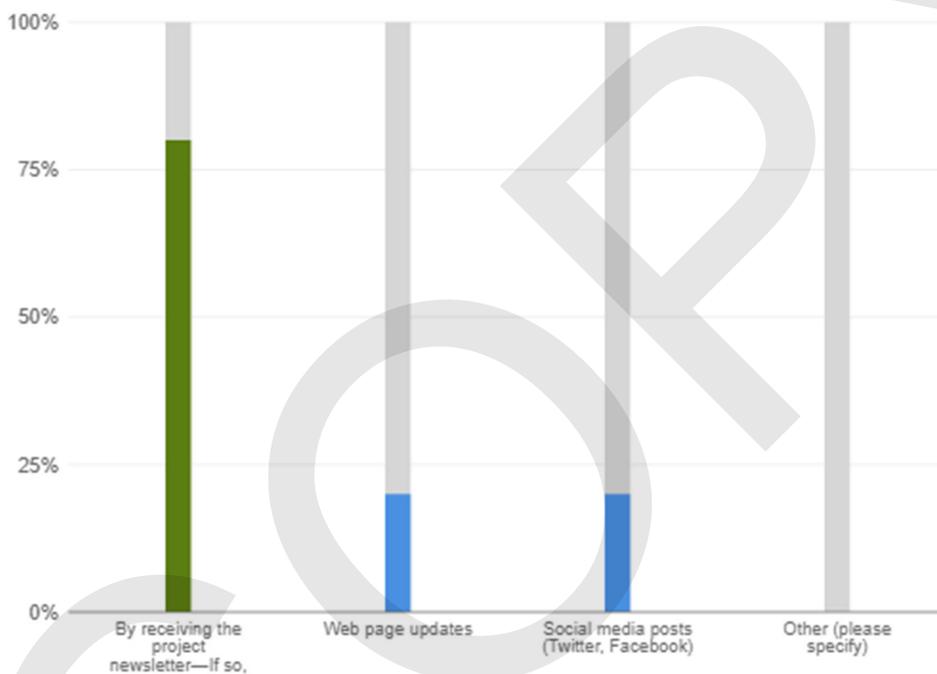
Appendix E

Survey questions and responses

Tell us how you want to stay informed

1. How did you hear about the request for extended hours for the approved demolition of the Heatley Avenue overpass? Select all that apply:

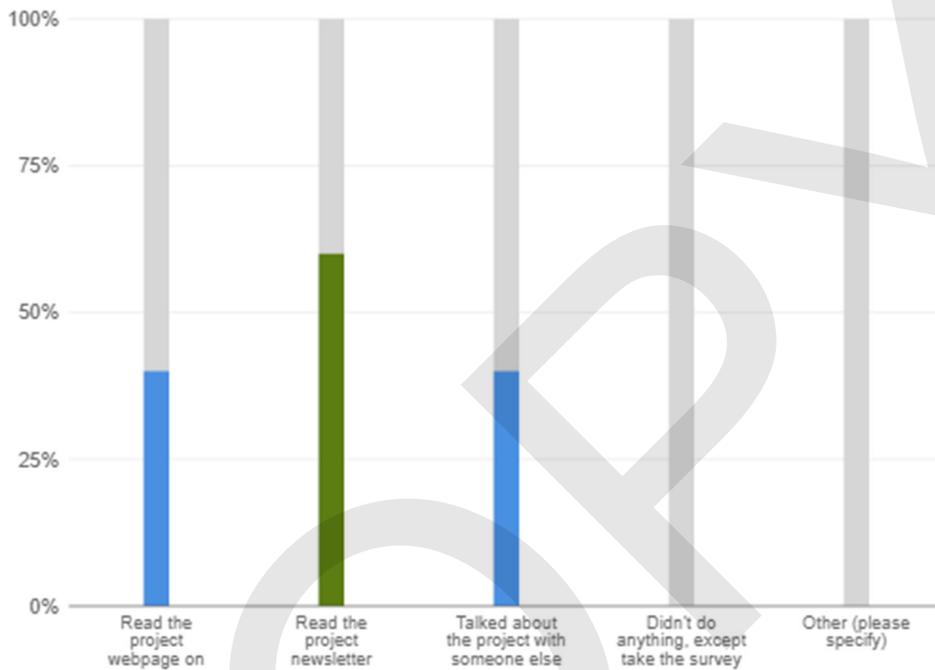
- a. Notification letter sent to my property
- b. Newsletter from Vancouver Fraser Port Authority
- c. Project website
- d. Social media advert
- e. Other. Please describe [text box]



Answer Option	%	% Total	# of Responses
Notification letter sent to my property	100.00%	100.00%	5
Newsletter from Vancouver Fraser Port Authority	0.00%	0.00%	0
Project webpage	0.00%	0.00%	0
Social media ad	0.00%	0.00%	0
Other (please specify)	0.00%	0.00%	0
Show Responses			
Total			5

2. Which of the following did you do before taking this survey? Select all that apply:

- a. Read the project webpage on portvancouver.com
- b. Read the project newsletter
- c. Talked about the project with someone else
- d. Did not do anything, except take the survey
- e. Other. Please describe: [text box]



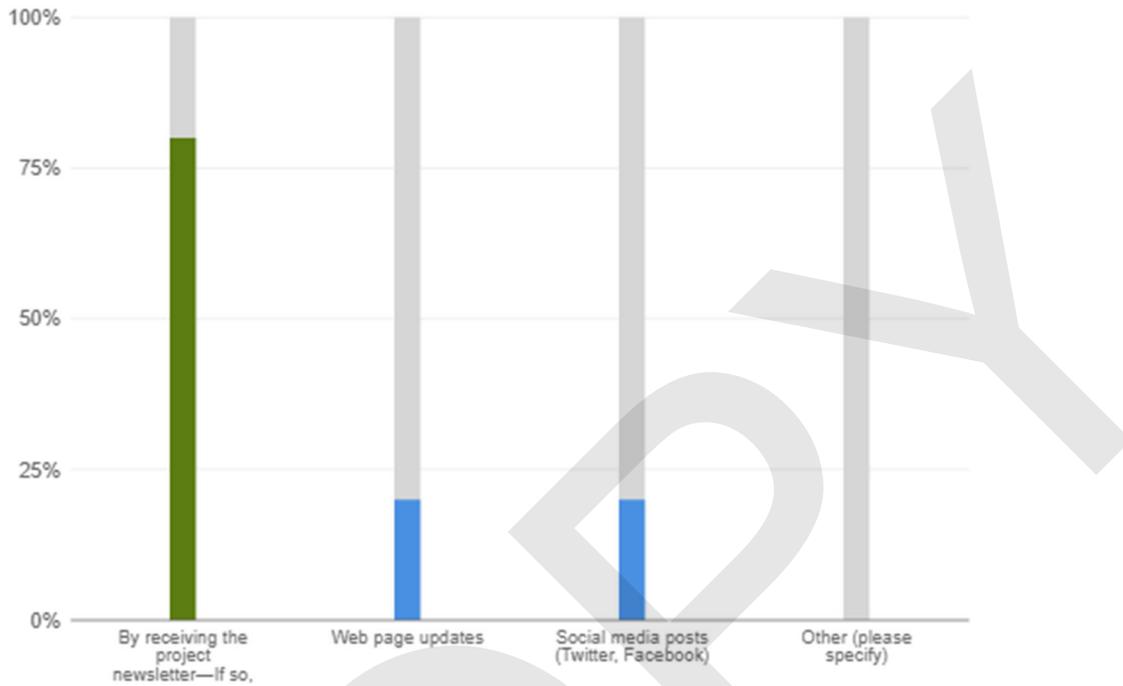
Answer Option	%	% Total	# of Responses
Read the project webpage on portvancouver.com	40.00%	28.57%	2
Read the project newsletter	60.00%	42.86%	3
Talked about the project with someone else	40.00%	28.57%	2
Didn't do anything, except take the survey	0.00%	0.00%	0
Other (please specify)	0.00%	0.00%	0
Show Responses			
Total			7

If the amendment is approved, demolition of the Heatley Avenue overpass may take place on evenings, overnight, and on weekends between May and July 2022. If approved:

3. By which means would you like to be kept informed?

- a. By receiving the project newsletter—If so, please sign up here [LINK]
- b. Web page updates

- c. Social media posts (Twitter, Facebook)
- d. Other. Please describe: [text box]



Answer Option	%	% Total	# of Responses
By receiving the project newsletter—If so, please sign up at the link below	80.00%	66.67%	4
Web page updates	20.00%	16.67%	1
Social media posts (Twitter, Facebook)	20.00%	16.67%	1
Other (please specify) Show Responses	0.00%	0.00%	0
Total			6

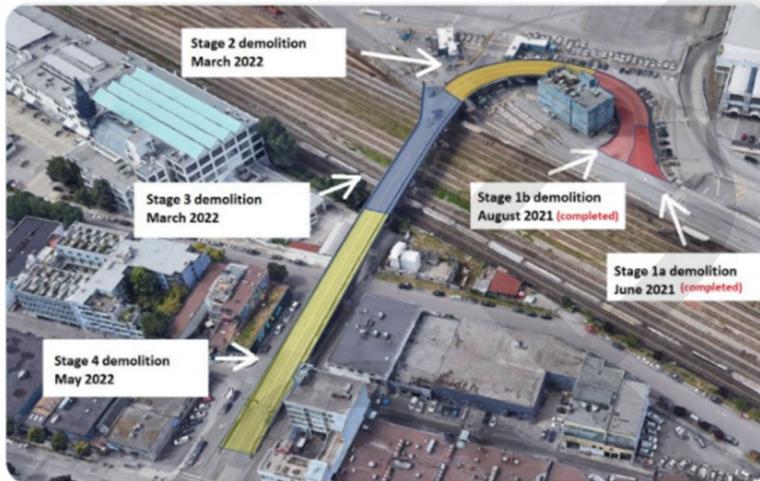
Appendix F

Social media posts



Port of Vancouver @PortVancouver · Feb 17

The port authority is requesting to extend work hours for the second phase of demolition of the Heatley Avenue overpass, part of the Centerm Expansion Project and South Shore Access Project. Learn more and provide your feedback before March 14: bit.ly/3hu6ghU



Appendix G

Newsletter

Web Version | Update preferences | Unsubscribe Twitter Forward

PORT of
vancouver | Vancouver Fraser
Port Authority

Centerm Expansion Project

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February 2022

You are receiving this email because you signed up to receive updates about the Centerm Expansion Project and South Shore Access Project.

What to expect this month

This month, work on the terminal and on the south shore continues.

Pictured: New truck gate infrastructure in the Eastern expansion area

Road work - Where to enter the port

Commissioner Street entrance

