



**Centerm Expansion Project  
Application Review Phase – Round 2**

May 15 – June 2, 2017

**Consultation Summary Report**

June 2017

*Prepared for the Centerm Expansion Project by*  
**Kirk & Co. Consulting Ltd.**

# Kirk&Co.

## **ABOUT KIRK & CO. CONSULTING LTD.**

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input. Kirk & Co. independently analyzes and reports on public and stakeholder input.

The views represented in this summary report reflect the priorities and concerns of consultation participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the Centerm Expansion Project Application Review Phase – Round 2 Public Consultation, and therefore do not reflect a random sample.

# Centerm Expansion Project

## Application Review Phase – Round 2 Public Consultation

May 15 – June 2, 2017

### Consultation Summary Report – June 2017

#### Table Of Contents

<b>1. Background</b>	1
1.1 Engagement Completed to Date	1
<b>2. Application Review Phase – Round 2 Public Consultation</b>	2
2.1 Consultation Purpose and Topics	2
2.2 Participation	2
2.3 Notification	2
2.4 Engagement Methods	3
2.4.1. Discussion Paper and Feedback Form	3
2.4.2. Display Boards	3
2.4.3. Online Engagement	3
2.4.4. Open Houses	4
<b>3. Results</b>	5
3.1 Written Submissions	5
3.2 Feedback Forms	7

**Appendix 1** – Notification Material

**Appendix 2** – Discussion Paper and Feedback Form

**Appendix 3** – Display Boards

# 1. Background

Centerm is an existing container terminal operated by DP World Vancouver on the south shore of Vancouver's inner harbour, and located on federal lands and waters managed by the Vancouver Fraser Port Authority. It is one of three primary container handling terminals in the Port of Vancouver and handles approximately one-fifth of the goods shipped in containers through the port.

The Centerm Expansion Project is a proposed series of improvements to Centerm container terminal and port roads. It includes improvements at Centerm container terminal to help meet anticipated near-term demand for containers to be shipped through Vancouver. Subject to regulatory approvals, the on-terminal improvements would increase the maximum container handling capacity at Centerm by two-thirds, from 900,000 twenty-foot equivalent unit containers (TEUs) to 1.5 million TEUs. The project would include an increase to the terminal footprint by approximately 15 percent and reconfiguration of the terminal to increase the container capacity of Centerm.

In addition, the application for a project permit includes the proposed South Shore Access Project to improve infrastructure that would benefit the entire south shore port area. The off-terminal improvements include a new Centennial Road Overpass and an extension to Waterfront Road.

The proposed project is now in the port authority's Project and Environmental Review application review phase and, if approved, will proceed into detailed design and construction later this year.

## 1.1 ENGAGEMENT COMPLETED TO DATE

A preliminary comment period was held from January 18 to February 12, 2016 to gather feedback from the public and stakeholders regarding the scope of technical and environmental studies to be undertaken for the proposed Centerm Expansion Project, and on a potential community amenity for inclusion in the scope of the project.

In August 2016, the Centerm Expansion Project team hosted three drop-in events in the project area to provide an opportunity for members of the community to talk to the project team and learn more about the proposed project.

Application Review Phase – Round 1 Public Consultation was held from February 20 to March 24, 2017. During the consultation, the Centerm Expansion Project team provided information and asked for feedback on the proposed design of on-terminal and off-terminal works, results of technical and environmental studies, anticipated construction activities, and a proposed community investment program.

Feedback heard to date is being considered as part of the port authority's Project and Environmental Review process and as the project progresses through further development.

## 2. Application Review Phase – Round 2 Public Consultation

### 2.1 CONSULTATION PURPOSE AND TOPICS

Application Review Phase – Round 2 Public Consultation was held from May 15 to June 2, 2017 to gather feedback from the public and stakeholders regarding anticipated key construction activities, construction management and communications methods, and a proposed community investment program. Project materials, including a discussion paper and feedback form, were posted at [porttalk.ca/centermexpansion](http://porttalk.ca/centermexpansion) on May 15, 2017.

### 2.2 PARTICIPATION

There were a total of **94** participant interactions during the Centerm Expansion Project Application Review Phase – Round 2 Public Consultation:

- **48** people attended two open houses
- **12** completed feedback forms were received (3 hard copy, 9 online)
- **34** submissions were received through email or mail

### 2.3 NOTIFICATION

Notification of opportunities to participate in the consultation process included:

- **Postcards:** Canada Post distributed approximately 11,300 postcards to residences and businesses in downtown Vancouver in advance of the consultation period. The postcards were provided to Canada Post for distribution on May 10, 2017.
- **Invitation emails and notification to stakeholders:** 388 stakeholders who signed up to receive updates were notified by email on May 10, 2017 of the engagement and opportunities for participation. Additional emails were sent on May 23, 2017 and May 31, 2017, as reminders of the opportunity to provide input.
- **Newspaper advertisements:** five newspaper advertisements ran in the following publications:

Publication	Date
Vancouver Sun	• Thursday, May 11, 2017
	• Saturday, May 20, 2017
Vancouver Courier	• Thursday, May 11, 2017
	• Thursday, May 18, 2017
	• Thursday, May 25, 2017

- **Social media:** the Vancouver Fraser Port Authority sent out social media posts about the Centerm Expansion Project and the opportunity to participate in the consultation process from its accounts:
  - > Six tweets, starting on May 15, 2017 and throughout the consultation period, from @portvancouver (10,400 followers)
  - > A Facebook post on May 15, 2017 through facebook.com/portofvancouver (34,055 page likes)
- **Engagement website:** A dedicated engagement website (porttalk.ca/centermexpansion) was available throughout the public consultation period and all materials, including a discussion paper and online feedback form, were available on the project website starting on May 15, 2017.
- **Posters:** posters outlining information about the project and how to provide feedback were posted in public locations in the notification area within downtown Vancouver throughout the consultation period.

*A copy of the notification materials can be found in Appendix 1.*

## 2.4 ENGAGEMENT METHODS

### 2.4.1. Discussion Paper and Feedback Form

A discussion paper and feedback form provided information about the Centerm Expansion Project and sought feedback on anticipated key construction activities, construction management and communications methods, and a proposed community investment program. These materials included a map illustrating the on-terminal and off-terminal works.

The discussion paper and feedback form was handed out at the open houses and posted at porttalk.ca/centermexpansion.

*A copy of the discussion paper and feedback form can be found in Appendix 2.*

### 2.4.2. Display Boards

Display boards were used at the open houses and described the Centerm Expansion Project, including anticipated key construction activities, construction management and communications methods, and a proposed community investment program.

*A copy of the display boards can be found in Appendix 3.*

### 2.4.3. Online Engagement

Consultation materials were available at porttalk.ca/centermexpansion, including an electronic copy of the discussion paper and feedback form, and an online feedback form that could be submitted electronically. Of the **12** feedback forms received, **9** were received online.



#### 2.4.4. Open Houses

48 people attended two open houses in downtown Vancouver during the consultation period. Display boards were set up around the room, and participants had the opportunity to engage with the project team in one-on-one and small group discussions. The discussion paper and feedback form was also provided, and participants were encouraged to complete the feedback form in hard copy or online. In addition, copies of the project application for the port authority’s Project and Environmental Review Process were available for participants to review.

The open houses were held on the following dates:

Date	Time	Location
Thursday, May 25	4:00 p.m. – 7:00 p.m.	Japanese Language School, Japanese Hall, 487 Alexander Street, Vancouver
Saturday, May 27	1:00 p.m. – 4:00 p.m.	Morris J Wosk Centre for Dialogue Strategy Room 320 580 West Hastings Street, Vancouver

### 3. Results

The following provides a summary of input received from written submissions, hard copy feedback forms, and an online survey during the consultation period from May 15 to June 2, 2017.

Input received during this consultation, along with financial and technical information, will be considered by the Centerm Expansion Project team in refining proposed project mitigations, construction management and communications methods, and the project’s proposed community investment program. Port authority staff leads all stakeholder consultation activities as part of the Project and Environmental Review process with the applicant’s involvement. Comments from stakeholders will be considered and responded to as part of the Project and Environmental Review process.

#### 3.1 WRITTEN SUBMISSIONS

34 submissions were received through email, from:

- Crab-Water for Life Society
- Strathcona Residents’ Association
- Vancouver Aquarium – Marine Mammal Rescue Centre
- GCT Global Container Terminals Inc.
- 22 respondents from San Juan County, Washington, USA
- 5 unidentified respondents
- 3 respondents from downtown Vancouver

The following are the key themes from the submissions:

*Note: The number of mentions may exceed the total commenting, as respondents may have commented on more than one topic.*

Themes from 34 written submissions	Number of Mentions
Participants expressed concerns regarding marine impacts and vessel traffic from new and expanding terminal projects in the Salish Sea.	23
Participants expressed concerns regarding the environmental review process, noting that the process is inadequate until a cumulative impacts analysis assessing the entire vessel route is undertaken.	20
Participants expressed concerns regarding vessel noise, specifically the impacts to Southern Resident Killer Whales, and requested that the Port of Vancouver require all ships using the vessel route be accredited as quiet by ship classification societies.	19
Participants expressed concerns regarding oil spill prevention, and requested that an Emergency Response Towing Vessel (ERTV) be required at Turn Point (Stuart Island, USA)/ Arachne Reef (Canada).	18
Participants expressed concerns regarding environmental impacts, including oil spills, water quality and effects on marine wildlife.	10



Participants noted the importance of CRAB Park at Portside and expressed concerns regarding impacts to the park’s tranquility, viewscape and water quality.	5
Participants expressed concerns that input from consultation has not been addressed or taken into consideration.	5
Participants expressed general opposition to the Centerm Expansion Project.	3
Participants provided suggestions for the proposed community investment program including: <ul style="list-style-type: none"> <li>a. Funding to enhance existing CRAB Park at Portside facilities</li> <li>b. Funding to expand CRAB Park at Portside</li> <li>c. A donation to the new St. Paul’s Hospital development</li> </ul>	2
Participants expressed concerns regarding vehicle traffic during and after construction, and requested a traffic management plan.	2
A participant expressed concerns regarding road, rail and construction noise and light impacts and requested implementation of further mitigation measures.	1
A participant expressed concerns regarding air quality impacts, monitoring and management, including how the increase in emissions will impact nearby residents, and requested additional air quality studies and an Air Emissions Management Plan.	1
A participant expressed concerns regarding impacts to water quality at CRAB Park at Portside, and requested adequate notification of construction activities and enhanced water quality monitoring.	1
A participant expressed general support for the project and noted appreciation for the mitigation of impacts and improvements to port operations.	1
A participant expressed safety concerns related to increased road and rail container traffic and requested additional studies to assess associated impacts and determine mitigation measures.	1
A participant requested the development of fire and emergency evacuation options for Centerm employees.	1
A participant requested information related to technical considerations, including: rail infrastructure conditions; funding sources for off-terminal infrastructure improvements; rail handling capacity and land use changes in the south shore trade area; and penalties associated with construction-related wait times.	1

### 3.2 FEEDBACK FORMS

A total of **12** feedback forms were submitted in hard copy and online. Below are the questions contained in the feedback form and a summary of responses received. The summary of comments received through the feedback form is categorized according to frequency. This summary reflects the comments most frequently mentioned by respondents.

*Note: The number of mentions may exceed the total commenting, as respondents may have commented on more than one topic. Some totals may not add to 100 percent due to rounding.*

#### 1. Construction Management:

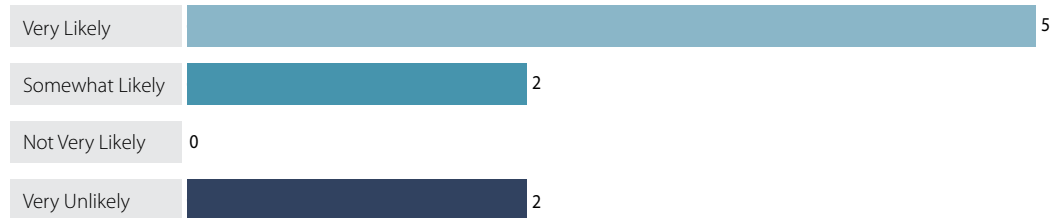
After reviewing the information related to construction management and proposed mitigations, please identify any additional mitigation ideas that you may want us to consider.

Themes from 3 responses	Number of Mentions
A participant expressed general opposition to the Centerm Expansion Project.	1
A participant expressed concern regarding construction impacts in the neighbourhood, noting that the hours and days of work are too long.	1
A participant requested further mitigation measures for CRAB Park at Portside, and expressed concerns regarding impacts to the park’s tranquility and viewscape.	1

#### 2. Construction Communications:

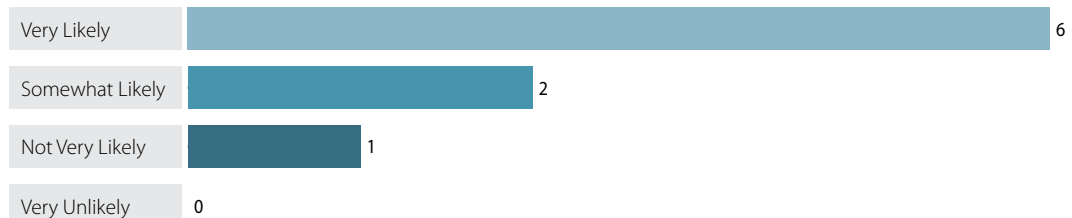
Please indicate how likely you would be to use each of the following to receive updates about construction activities and traffic pattern changes for the Centerm Expansion Project and South Shore Access Project. Please indicate all the ways you would like to receive information:

##### PROJECT WEBSITE



n=9

##### EMAIL UPDATES – Opt-in



n=9

*Construction Communications continued*

**NEWSPAPER ADVERTISEMENTS**

**Vancouver Sun**



n=9

**The Province**



n=9

**Vancouver Courier**



n=9

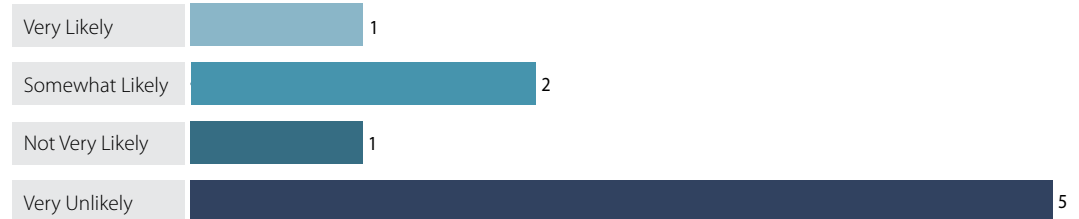
**SOCIAL MEDIA**

**Facebook**



n=9

**Twitter**



n=9

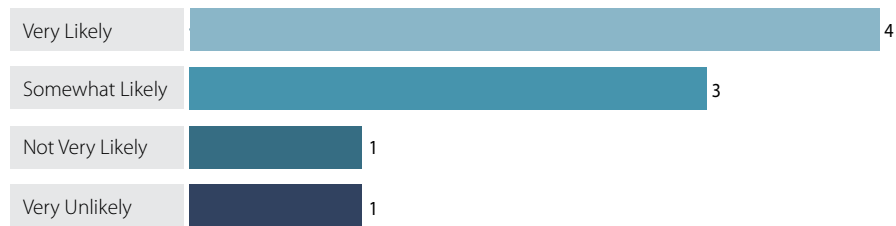
*Construction Communications continued*

**POSTERING IN THE NEIGHBOURHOOD**



n=9

**INFORMATION SESSIONS**



n=9

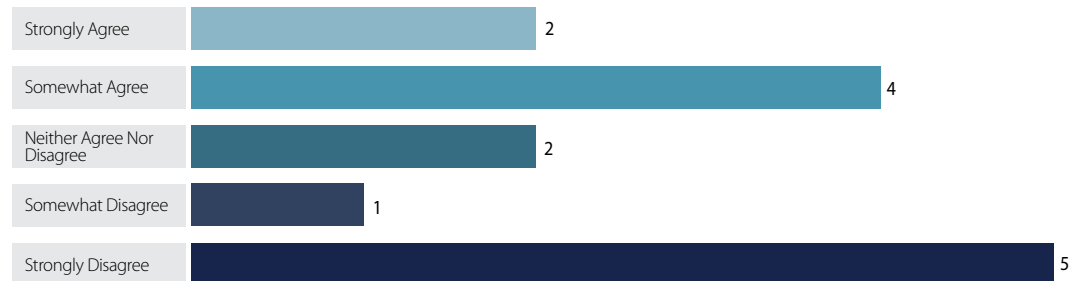
Other:

Themes from 2 responses	Number of mentions
Participants expressed concern regarding consultation notification, and noted that information sessions, more postering, and door-to-door surveys would be appreciated.	2

**3. Community Investment Program:**

- a. After reviewing the information related to community investment, please indicate your level of agreement with the proposal for a community investment program. The overall community investment contribution is still being determined, and its final scope and implementation will depend on overall costs and partnership opportunities.

**Level of agreement with the proposal for a community investment program**



n=14

b. Please provide any additional comments related to the proposed community investment program that you would like us to consider:

Themes from 6 responses	Number of mentions
Participants expressed the importance of CRAB Park at Portside and requested that a larger portion of the investment be contributed towards CRAB Park at Portside.	4
Participants provided suggestions for the proposed community investment program including: <ul style="list-style-type: none"> <li>a. A donation to St. Paul’s Hospital</li> <li>b. A donation to Carnegie Centre</li> <li>c. Connecting the seawall eastward from the Vancouver Convention Centre</li> </ul>	3
Participants requested the dollar value amounts for the investment program.	2
A participant expressed general opposition to the Centerm Expansion Project.	1
A participant requested that a larger portion of the investment be contributed towards First Nations.	1

**4. Additional Comments**

Please provide any additional comments related to any aspect of the proposed project you would like us to consider:

Themes from 8 responses	Number of mentions
Participants expressed general opposition to the Centerm Expansion Project, including suggesting that the terminal expansion occur in a different location.	4
Participants noted the importance of CRAB Park at Portside, and expressed concerns regarding impacts to the park and the renderings in the discussion paper.	4
Participants expressed general support for the project and noted appreciation for the mitigation of impacts to Vancouver Harbour and CRAB Park at Portside.	2
A participant expressed concerns regarding increased rail traffic outside the project area.	1
A participant expressed concerns regarding vehicle traffic around Main Street, and the impact that traffic may have on residents and on connecting the seawall to the Powell Street/Alexander Street bike path.	1
A participant expressed concerns regarding impacts from the size and volume of vessels, specifically effects on marine life.	1
A participant referenced the March 4, 2015 container incident at Centerm, and expressed concerns regarding safety risks to residents.	1

Kirk&Co.