connect RUPERT

PRINCE RUPERT TRANSPORTATION PLAN

Engagement Round 1 Summary Report



THE CITY OF PRINCE RUPERT

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All images provided by the City of Prince Rupert or Urban Systems unless noted otherwise.



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1.0 INTRODUCTION



1.1 PROJECT OVERVIEW

In June 2022, the City of Prince Rupert launched the planning and public engagement process for Connect Rupert. Connect Rupert is name of the Transportation Plan that the City is developing. Connect Rupert will provide an opportunity for the City to take stock of all forms of transportation in Prince Rupert today, plan for the future, and strategically guide its growth today and over the long-term.

The plan will establish a strategic vision that will guide the City's transportation and land use decisions as well as public investments over the next 5-10 years and beyond. It will help guide the City towards its vision of being a world-class port city that is vibrant, resilient, and sustainable. As a port city that is continuing to grow in its role in importing and exporting goods for the rest of the country, the plan will need to balance both the city's commercial and personal transportation needs.

The plan is a crucial step towards creating a transportation network that serves community members of all ages and abilities and will support the bold visions in recent and existing initiatives, including the recently adopted Official Community Plan and the 2030 Vision document.

The Transportation Plan will be developed through a five-phase process (see Interim Report #1: Project Backgrounder). There will be a variety of opportunities for the community members to participate in the planning process and provide input.

1.2 ACTIVITY OVERVIEW

The first round of public engagement for the Transportation Plan was held from June 27 to August 7, 2022. During this period, a variety of activities were hosted to understand current transportation patterns and develop a vision for travelling in Prince Rupert.

Specifically, this round of engagement focused on informing community members and stakeholders about the project and how they could be involved, and consulting with community members and stakeholders to gather feedback on current transportation challenges and opportunities.

The first round of engagement activities included:

- An online survey and interactive mapping activity, hosted on Rupert Talks;
- Two community pop-ups; and
- An in-person stakeholder workshop.

The following is a summary of the engagement activities and what was heard. Verbatim comments were recorded and can be found in **Appendix A** and in the documents library on the Connect Rupert project site.

Across all engagement activities, participants were asked to share what they like about travelling in Prince Rupert and what they think could be improved.

2.0 WHAT'S BEEN DONE SO FAR



A variety of marketing tools and promotional materials were used to raise awareness for the Transportation Plan and opportunities for the public to get involved in the first round of engagement.

2.1 CONNECT RUPERT WEB PAGE

A project page was set up on the City's Rupert Talks site. The project page shares background information on the project, the engagement process, and relevant City documents including the City's Official Community Plan. The project page included the community survey and interactive mapping activity, which are summarized later in this report. Emails were sent through Rupert Talks to all subscribers to announce the project and promote online engagement opportunities, and the site received a total of 1000 visits during our first round of engagement.

2.2 SOCIAL MEDIA

The City promoted the community survey on their Facebook page. There were five posts shared, 2 of which were sponsored to help reach a larger audience. In total, the social media posts received eight comments and 37 shares.



2.3 PROJECT POSTER

An interactive poster was designed and distributed to local businesses and community destinations. The poster included a short description of the project and a QR code that linked to the Rupert Talks project page where community members could complete the survey and interactive map. The poster was also sent digitally to project stakeholders to share with their networks.



2.4 TARGETED STAKEHOLDER OUTREACH

An email was distributed to 28 impacted stakeholders during the first round of engagement. A complete list of stakeholders who received emails and/or with whom the City of Prince Rupert engaged is included in **Appendix B**.

The email included information on the project background, asked stakeholders to share the online survey link with their networks, and invited stakeholders to participate in an in-person World Café workshop on July 26, 2022. The email also referenced the Rupert Talks project page and how project updates can be found there. All stakeholders received follow-up emails and/or telephone calls.

2.5 ENGAGEMENT WITH FIRST NATIONS

Initial contact and conversations with local First Nations occurred in the first round of engagement. We value the perspectives that the First Nations are able to provide and their feedback will be incorporated throughout the development of the plan.

3.0 WHAT WE HEARD



3.1 COMMUNITY POP-UPS

The project team hosted two pop-up events to collect feedback on current transportation issues and opportunities in Prince Rupert. Pop-up events are intended to be spontaneous engagement events that are designed to meet residents where they are and raise awareness of the planning process. Pop-ups events are great opportunities to introduce the planning process to people who do not normally participate in the process. The first pop-up was held on Sunday, July 24 at the Prince Rupert Safeway from 2:00 PM to 6:00 PM and attracted approximately 69 participants. The second pop-up was held on Monday, July 25 from 4:00 PM to 6:00 PM outside of the Ocean Centre, across from the City's transit loop, and attracted approximately 16 participants.

For both events, interactive posters and activities were offered to encourage community members to engage with the project team. The locations were selected to help ensure that a diverse audience was being reached.

The interactive posters provided information about the project and invited participants to add stickers and comments on a variety of maps to show what they like about walking, cycling, using transit, and driving in Prince Rupert, and what they would like to see improved.



A summary of what we heard at the pop-ups, broken down by theme, is outlined below.

Opportunities for Improvement

- Expand transit service (7 responses)
  - » Provide transit service to neighbouring communities
  - » Extend transit service on evenings and weekends
  - » Provide more accessible transit for seniors
  - » Address transit delays
- Improve visibility and safety for pedestrians at intersections (5 responses)
  - » Highway 16 and 5th Street
- Improve sidewalks and trails (5 responses)
  - » Improve accessibility for those with mobility challenges and pushing strollers
  - » Clear overgrowth (from trails)
- Fix potholes (3 responses)
- Invest in alternative ride-sharing/ride-hailing services (3 responses)
  - » Introduce ride-sharing services
  - » Implement a safe ride home program
- Add more parking downtown (2 responses)
- Install bicycle lanes (2 responses)
- Improve safety (general) (1 response)

Transit

Locations for transit improvements:

- 8th Avenue W between Fulton Street and Lotbiniere Street (2 stickers)
- 7th Avenue E between Young Street and Green Street (1 sticker)
- Highway 16 bus to the ferry terminal (1 sticker)

Other opportunities for transit improvements:

- Expand transit routes (3 responses)
  - » Route to Fairview Terminal
  - » Routes to residential areas
  - » More stops in downtown
- Extend transit service on weekends (Sunday) (1 response)
- Invest in options for integrating transit with scooters or bikes (1 response)
- Install transit amenities, including benches and bus shelters (1 response)
- Establish a transit hub on 2nd Street (1 response)
- Invest in more buses (1 response)

Active Transportation

Locations for suggested active transportation improvements:

- Highway 16 between 9th Street and 2nd Street (5 stickers)
- 6th Avenue E and McBride Street (1 sticker)
- Where McBride and Highway 16 separate (1 sticker)
- Trails at the end of Omineca Avenue (1 sticker)
- Rushbrook Trail at Seal Cove Road (1 sticker)

Other opportunities for walking and cycling improvements:

- Crosswalks are not visible enough (1 response)
- Need a crosswalk near McBride Street and 9th Avenue (1 response)
- Improve maintenance of trails (1 response)
- Like using the trails around Prince Rupert (1 response)





Driving

Locations for suggested driving improvements:

- Where 2nd Avenue W meets Highway 16 (2 stickers)
- Highway 16 and McBride Street (2 stickers)
- 1st Avenue W at 7th Street (difficult intersection) (1 sticker)
- 3rd Avenue at 2nd Street (1 sticker)
- 6th Avenue W between Fulton Street and Tatlow Street (1 sticker)
- 6th Avenue W at Young Street (1 sticker)
- 8th Avenue W between Lotbiniere Street and Dunsmuir Street (1 sticker)
- Where McBride Street and Highway 16 separate (1 sticker)
- 6th Avenue E at Hays Cove Avenue and Ambrose Avenue (1 sticker)
- 6th Avenue E at Donald Street (1 sticker)
- Ambrose Avenue near Donald Street (1 sticker)
- 6th Avenue E at Seal Cove Circle (1 sticker)
- Seal Cove Road and Bellis Road (1 sticker)



Other opportunities for transit improvements:

- Make Bill Murray Drive pedestrian only (1 response)
- Make a road link to Metlakatla (1 response)

3.2 STAKEHOLDER WORKSHOP

A stakeholder workshop was held on July 26, 2022, at the Crest Hotel in Prince Rupert. The workshop began with a brief presentation introducing the project and sharing what is known about current transportation trends in Prince Rupert. The presentation was followed by a series of facilitated discussions focused on developing a vision for transportation in Prince Rupert and hearing from stakeholders what they think is currently working well and what needs improvement.

Thirteen (13) stakeholders attended the workshop. The attendees represented a diverse group of interests and perspectives, including seniors, recent immigrants, local businesses, public health, Prince Rupert RCMP, pedestrians, cyclists, trail users, as well as representatives from BC Ferries and the Prince Rupert Port Authority.



TABLE 1: STAKEHOLDER WORKSHOP ATTENDEES

Organization
BC Ferries
Coast Mountain College / Complete Streets Prince Rupert
Kaien Island Trail Enhancement and Recreation Society
North Coast Immigrants and Multicultural Services Society / School Trustee
Prince Rupert and District Chamber of Commerce
Prince Rupert Port Authority
Prince Rupert RCMP
Provincial Commercial Inspection
Residents

Vision

The Visioning session at the stakeholder workshop was centered around gathering and developing a discussion around three main questions about the future of transportation in Prince Rupert:

1. What does it look like?
2. What makes it great?
3. What goals can we set to get there?

The majority of the feedback was centered around the first question (what does it look like?) and spanned everything from increasing active transportation options to the frequency of flights in and out of the community. Important parts of the discussion also included the impact of inclement weather on active transportation options (e.g., planning for sheltered spaces, etc.) and major transportation projects that could impact the transportation network (e.g., Fairview-Ridley Connector Road and the Harbour Landing Park ferry landing).

Participants focused on safety, reliability, and efficiency when asked what will make the transportation system great. However, discussions also broadly acknowledged the role of a well-designed transportation system in creating a complete community in terms of public spaces, active transportation, recreation, and tourism.

Lastly, goals for realizing the vision for the future transportation network included addressing safety concerns through accessibility upgrades, making areas more walkable, and providing options that make it possible to reduce car reliance for everyday tasks.

A complete summary of visioning feedback can be found in **Appendix A**.

Discussion Tables

Discussions were led around four topic areas: connections to air-, water- and rail-based modes, transit, active transportation, as well as driving, goods movement, and parking. A facilitator was available at each table to lead and moderate the discussion for opportunities and challenges related to each topic. Discussions were timed so that participants could engage with two topics each.

Each table was asked to discuss what was working for their topic in Prince Rupert and what needed improvement. Themes from the table discussions are summarized below, and a complete summary of discussion table feedback can be found in **Appendix A**.

Connections to Air-, Water-, and Rail-based Modes

The main themes of discussion included multi-modal improvements between all three modes and improvements to the frequency and quality of transportation. Participants acknowledged Prince Rupert has basic infrastructure and transportation connections; however, getting in and out of the community could be improved. Suggestions for improvements included: strengthening connections to surrounding communities, increasing the frequency of air, water, and rail options, and integrated scheduling of flights, trains, and shuttles.

Transit

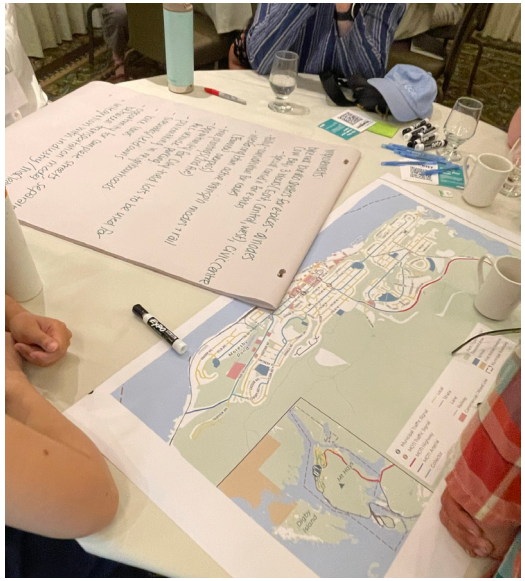
Participant feedback indicated that the transit and taxi systems were convenient. However, improvements could be made to improve coverage and timing. For example, participants indicated that the taxi supply is short when there is an influx of ferry passengers. Another suggested improvement was to re-organize the transit network to provide service to trails, Cow Bay, and reduce the need to transfer buses downtown. It was also noted that Prince Rupert is very walkable, which supports the transit system.

Active Transportation

The main discussion themes were walkability, the trail network, bike infrastructure, and connectivity with other modes and amenities. Stakeholders noted that they were generally satisfied with the trail network, waterfront routes, and accessibility features but that improvements could be made to improve existing routes and add new active transportation infrastructure. Amenity improvement opportunities included more tree canopy, placemaking, vibrant retail beside pedestrian routes, bicycle infrastructure (parking and lanes), shelters, and weather protection. Other amenity suggestions include adding public washrooms where public spaces connect and introducing more walkable infrastructure.

Driving, Goods Movement, and Parking

Discussion participants indicated that the grid system and the urban trail network were important assets to the current transportation network. However, they also indicated that improvements are needed to reduce instances of vehicle and pedestrian conflicts, especially at peak times (e.g., port staff shift changes and arrival of tourists and visitors on ferries or cruise ships). Potential suggested improvements included visibility of crosswalks through lighting or reflective materials, introducing safe school pick-up and drop-off zones, updating municipal parking signage, and optimizing on-street parking and/or making better use of empty lots. Employee and goods movement through the city were noted sources of congestion, especially near port facilities and in Cow Bay. Exploring options for improved or alternative connections to these areas were suggested. Lastly, participants noted that certain areas could benefit from improved loading zones or alternative delivery modes to aid deliveries and goods movement.







3.3 COMMUNITY SURVEY

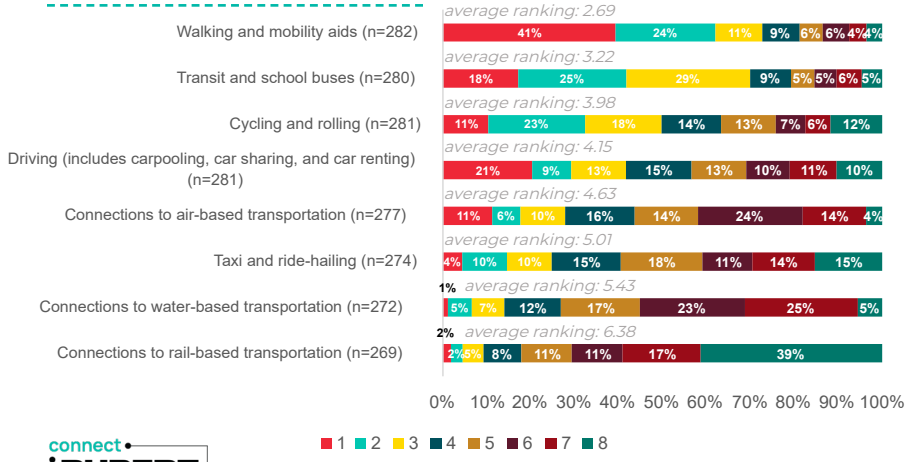
An online survey was available on the project website between June 27 and August 7, 2022 and received 309 responses. The survey was designed to gather feedback on current transportation patterns and community priorities.

A summary of survey responses, broken down by question, is outlined in the following pages.

Identifying Priorities

Survey respondents were asked to identify which aspects of the City's transportation system should be considered the highest priority. A list of 8 priorities were provided for participants to rank from 1 (most important) to 8 (least important). **Walking and mobility aids** was identified as the highest priority, with 41% of respondents identifying this as their top priority and 76% of respondents identifying this as one of their top three priorities. This was followed by **transit and school buses** which received an average ranking of 3.22. Connections to rail-based transportation was identified as the lowest priority among respondents with an average ranking of 6.38.

WHAT ASPECTS OF THE CITY OF PRINCE RUPERT'S TRANSPORTATION SYSTEM SHOULD BE CONSIDERED THE HIGHEST PRIORITY?



Issues and Challenges

What are the top three transportation issues and challenges facing Prince Rupert today?

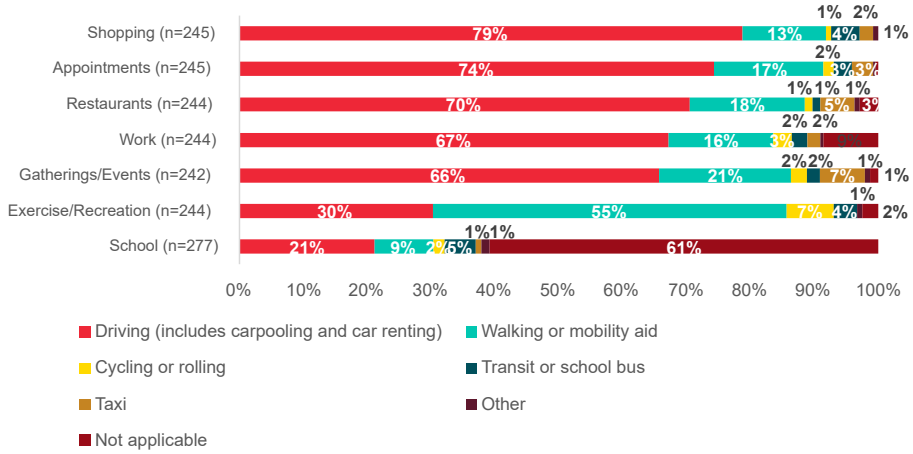
Respondents were also asked what issues and challenges they face when travelling in Prince Rupert. 267 respondents answered this open-ended question and the top response themes included:

- Poorly maintained roads (i.e., potholes) (68 responses)
- Limited transit service (64 responses)
  - » Limited service on evenings and weekends
  - » Bus routes do not travel where riders need to go
  - » Long wait times
- Poorly maintained walking and cycling routes (39 responses)
  - » Sidewalks and cycling routes are not adequately cleared in the winter
  - » Sidewalks are cracked and uneven
  - » Routes are poorly lit
- Lack of cycling infrastructure (35 responses)
  - » Want dedicated bicycle lanes
- Insufficient parking (26 responses)
- Intersection safety concerns (21 responses)
- Commercial vehicles in community areas (17 responses)
- Pedestrian safety concerns (17 responses)
- Sidewalks are not fully accessible (16 responses)
- Difficult to access airport (15 responses)
- Limited taxi service (15 responses)

Travel Patterns

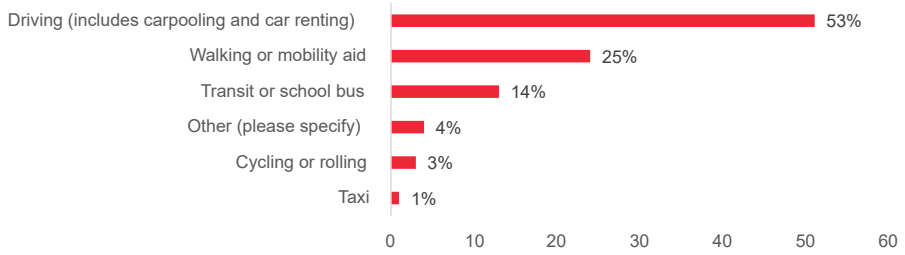
Respondents were asked how they typically travel to various destinations. Driving was identified as the most popular mode for most activities, with the exception of exercise and recreation which was most frequently accessed by walking or mobility aid.

HOW DO YOU TYPICALLY TRAVEL?



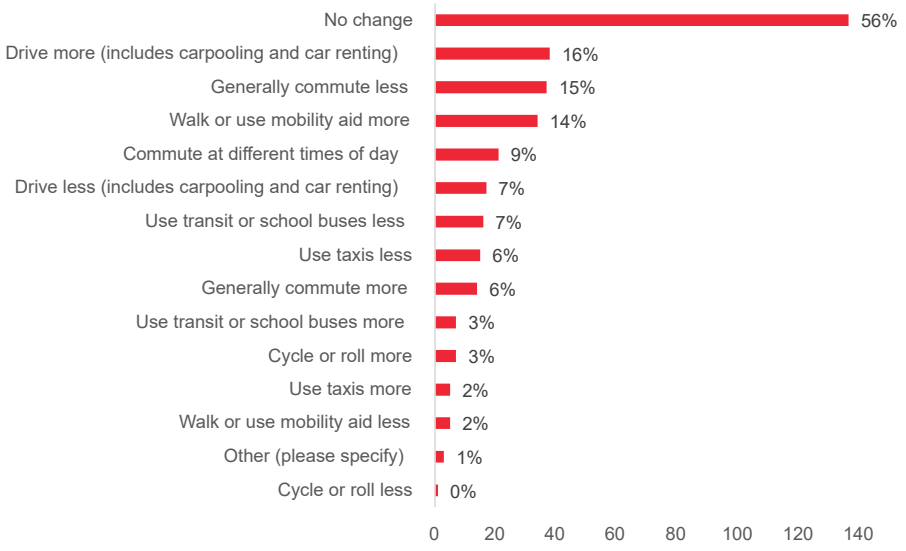
The majority of respondents who have children who attend school in Prince Rupert typically travel by **car** (53%), followed by **walking or mobility aid** (25%). Respondents who selected other specified that they typically drive to school and walk home (2 responses), or that they take a ferry (1 response).

IF YOU HAVE CHILDREN WHO ATTEND SCHOOL IN PRINCE RUPERT, HOW DO THEY TYPICALLY TRAVEL TO SCHOOL? (N=96)



More than half (56%) of survey respondents said that COVID-19 has **not impacted their travel habits**, with 44% indicating their travel patterns have changed in a variety of ways. The most common change was respondents indicating that they **drive more** (16% of responses). Respondents also said that they are **generally commuting less** (15%) and are **walking or using a mobility aid more** (14%). Respondents who selected other did not provide additional comments. For this question, respondents were able to select as many options as they felt applied to them.

IN GENERAL, HOW HAS COVID-19 IMPACTED YOUR TRANSPORTATION HABITS AND TRAVEL PATTERNS? (N=244)



Issues and Opportunities

Walking or Rolling (includes motorized assistive mobility devices)

Respondents were asked to identify the issues or challenges for walking or using a mobility aid in Prince Rupert by selecting all of the options that applied to them. The most popular selection (78%) was **sidewalks and/or pathways are in poor condition**. This was followed by 59% of respondents who identified **poor weather** and 56% who selected **lack of sidewalks and/or pathways.**

Respondents who selected other specified:

- Key community destinations are spread out (2 responses)
- Personal safety concerns (2 responses)
- Sidewalks are poorly maintained (overgrown vegetation, uneven surface, lack of snow removal) (2 responses)

WHAT ARE THE ISSUES OR CHALLENGES IN TERMS OF WALKING OR USING A MOBILITY AID IN PRINCE RUPERT? (N=246)



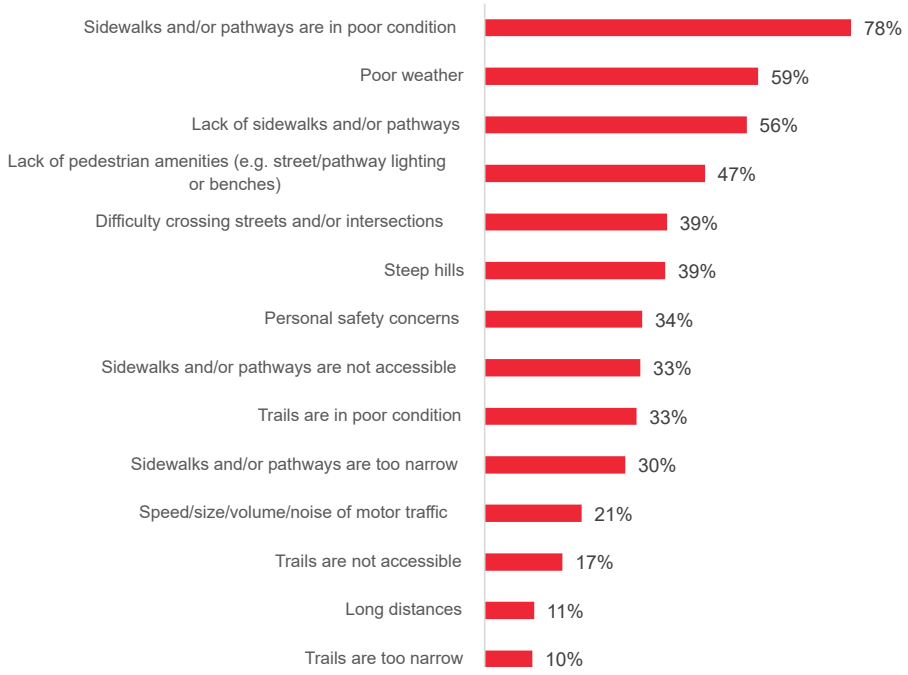
Sidewalks/pathways in poor condition



Poor weather



Lack of sidewalks/pathways



Respondents were then asked to indicate which infrastructure improvements they would like to see more of in Prince Rupert by selecting up to three options. **Multi-use pathways (paved)** (50%), **sidewalks** (49%), and **well-marked crosswalks** (35%) were the most popular responses.

Respondents who selected other specified:

- Amenities along walking routes (i.e., shelters from the rain, garbage cans, benches) (5 responses)
- Enhance accessibility (i.e., curb ramps) (3 responses)
- Traffic calming (2 responses)

WHAT TYPES OF WALKING OR MOBILITY AID INFRASTRUCTURE WOULD YOU LIKE TO SEE MORE OF IN PRINCE RUPERT? (N=243)



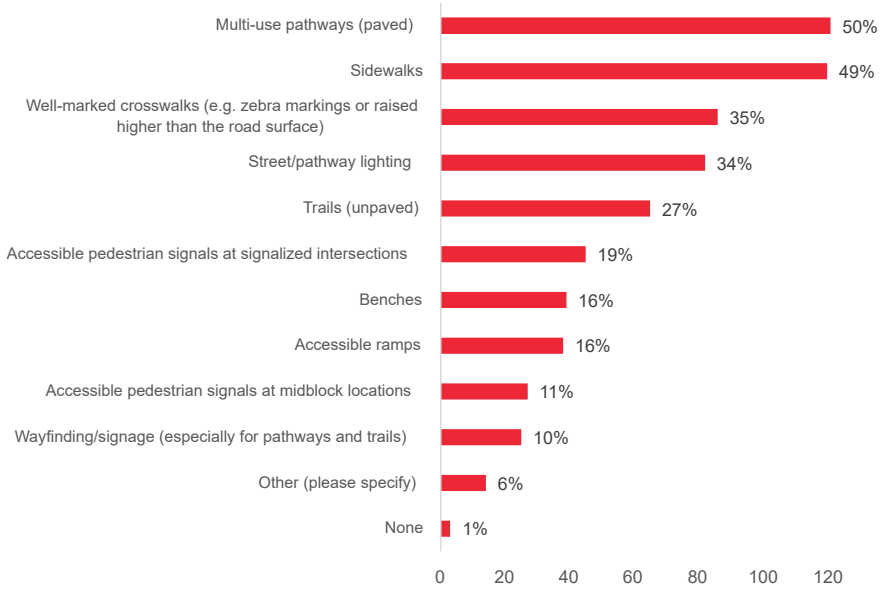
Paved multi-use pathways



Sidewalks



Well-marked crosswalks



Cycling and Rolling

Respondents were asked to identify the issues or challenges for cycling and rolling in Prince Rupert by selecting all options that applied to them. The most popular selection (62%) was **lack of cycling lanes and/or pathways**. This was followed by 45% of respondents who identified **roads are in poor condition** and 43% who selected **poor weather**.

Respondents who selected other specified:

- Not enough secure bicycle parking (4 responses)
- Unsure of the road rules for those on bicycles, skateboards, and longboards (2 responses)

WHAT ARE THE ISSUES OR CHALLENGES IN TERMS OF CYCLING OR ROLLING IN PRINCE RUPERT? (N=237)



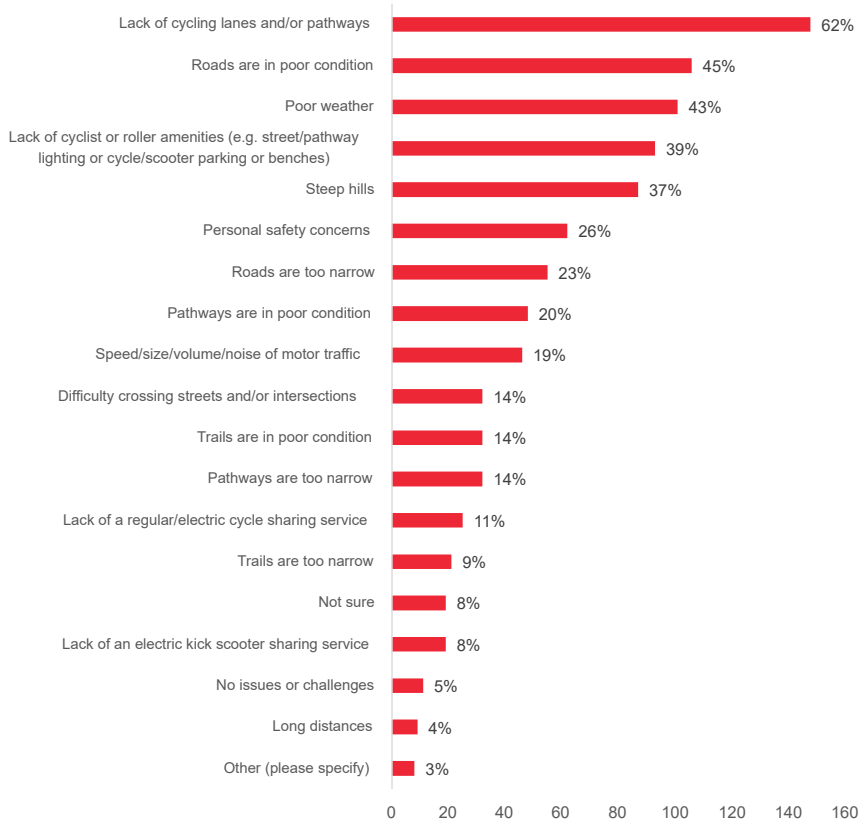
Lack of cycling lanes/pathways



Roads in poor condition



Poor weather



Respondents were then asked to indicate which infrastructure improvements they would like to see more of in Prince Rupert by selecting up to three options. **Physically-separated cycle lanes** (37%), **painted cycling lanes** (35%), and **multi-use pathways (paved)** (33%) were the most popular responses.

Respondents who selected other specified:

- Install separated bicycle lanes (2 responses)
- Provide amenities including better lighting and end of trip facilities (2 responses)

WHAT TYPES OF CYCLING OR ROLLING INFRASTRUCTURE WOULD YOU LIKE TO SEE IN PRINCE RUPERT? (N=240)



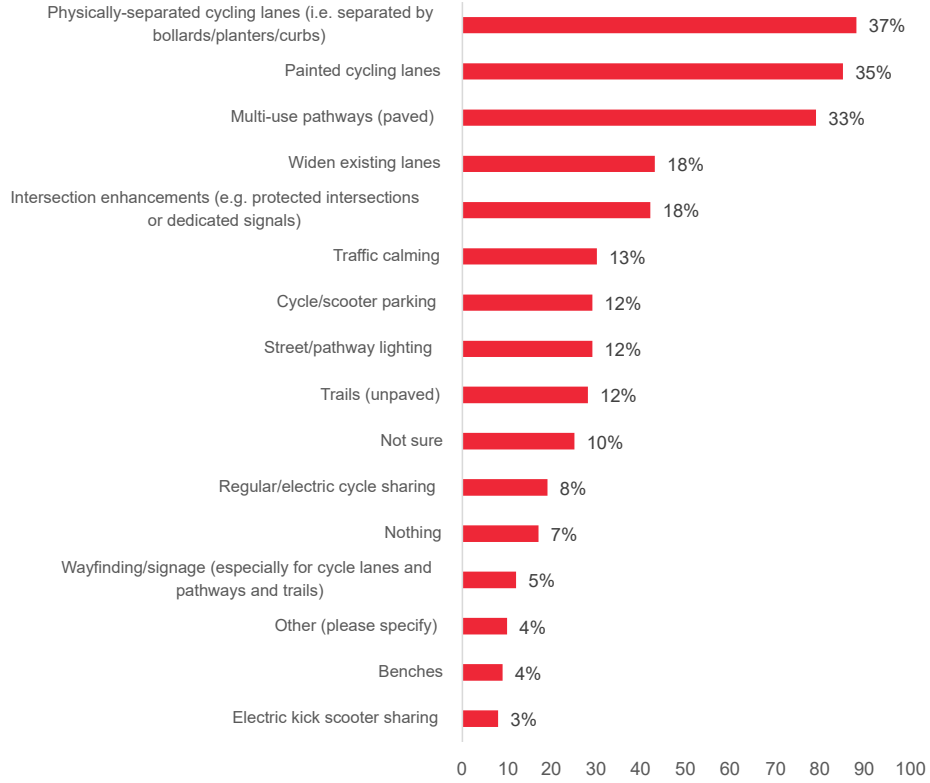
Physically-separated cycling lanes



Painted cycling lanes



Paved multi-use pathways



Transit and School Buses

Respondents were asked to identify the issues or challenges for transit and school in Prince Rupert by selecting all options that applied to them. The most popular selection (33%) was **transit buses do not run on Sundays**. This was followed by 29% of respondents who identified that **transit buses are not frequent enough during the evening on weekdays** and 28% who selected **transit buses are not frequent enough during the day on weekdays**.

Respondents who selected other specified:

- Transit is inconvenient (6 responses)
- Transit service does not go where they need to go (4 responses)

WHAT ARE THE ISSUES OR CHALLENGES IN TERMS OF USING TRANSIT OR SCHOOL BUSES IN PRINCE RUPERT? (N=234)



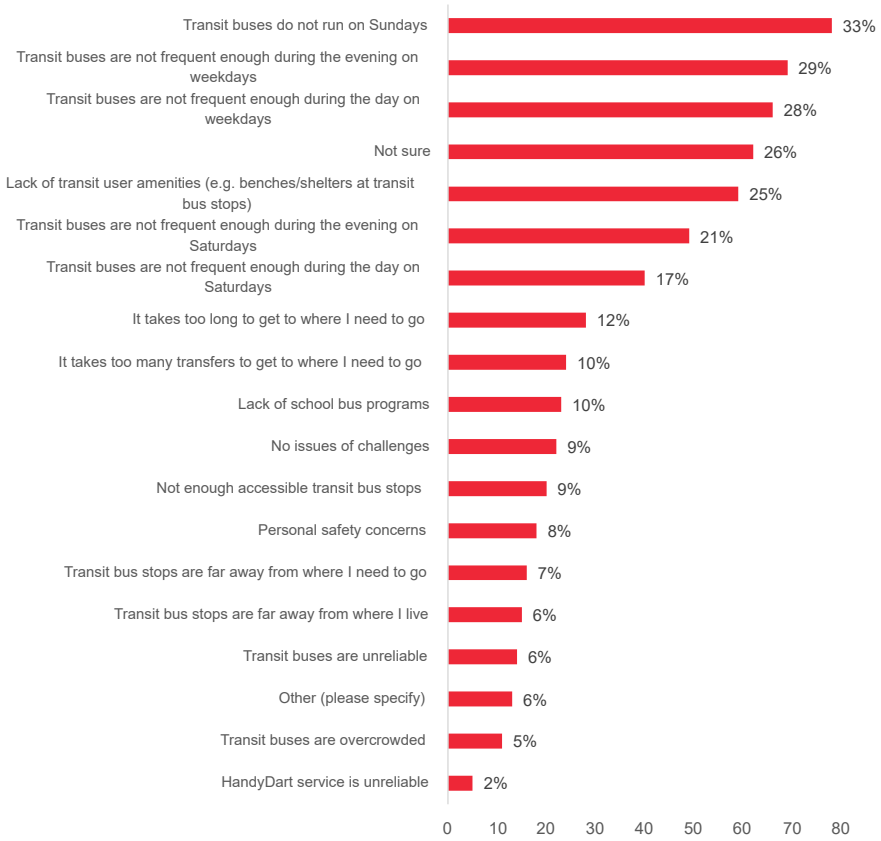
Transit does not run on Sundays



Infrequent service during weekday evenings



Infrequent service during weekdays

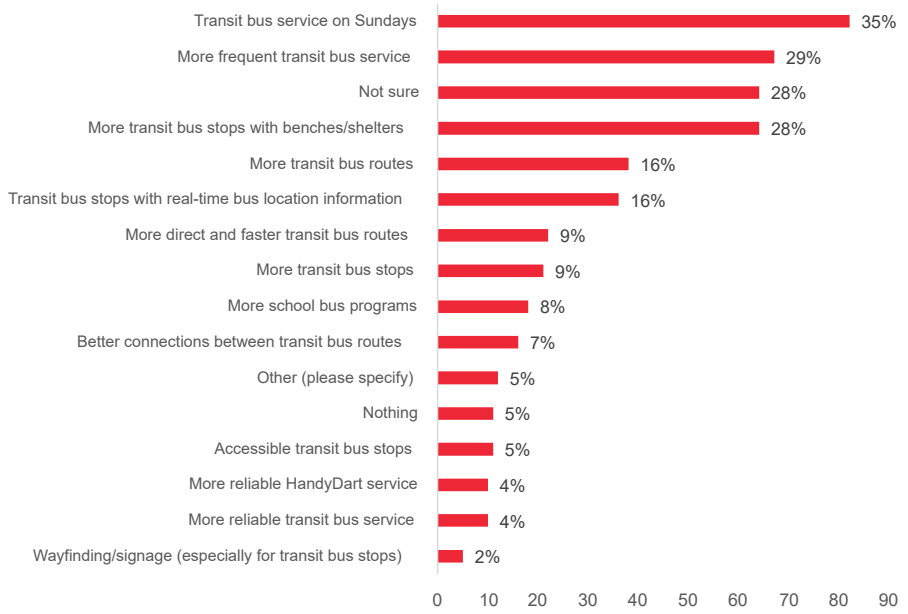


Respondents were then asked to indicate what transit or school bus improvements they would like to see in Prince Rupert by selecting up to three options. **Transit bus service on Sundays** (35%), **more frequent transit bus service** (29%), and **more transit bus stops with benches /shelters** (28%) were the most popular responses.

Respondents who selected other specified:

- Extended transit and school bus service (routes and times) (7 responses)
- Additional mobility options and new mobility investments (2 responses)

WHAT TRANSIT OR SCHOOL BUS IMPROVEMENTS WOULD YOU LIKE TO SEE IN PRINCE RUPERT? (N=232)



Taxi and Ride-Hailing

Survey respondents were asked to identify the main issues and challenges for using taxis and ride-hailing services in Prince Rupert by selecting all options that applied to them. 30% of respondents identified that **taxis are unreliable** and 26% selected **lack of ride-hailing services**.

Respondents who selected other specified:

- Taxis in Prince Rupert only accept cash payments (11 responses)
- Taxis are unclean and poorly maintained (6 responses)
- Taxis are expensive (3 responses)
- There are not enough taxis (3 responses)
- Lack of accessible taxis (i.e., for those with wheelchairs or other mobility aids) (2 responses)
- Drivers are unfriendly (2 responses)
- Drivers are not following the rules of the road (2 responses)

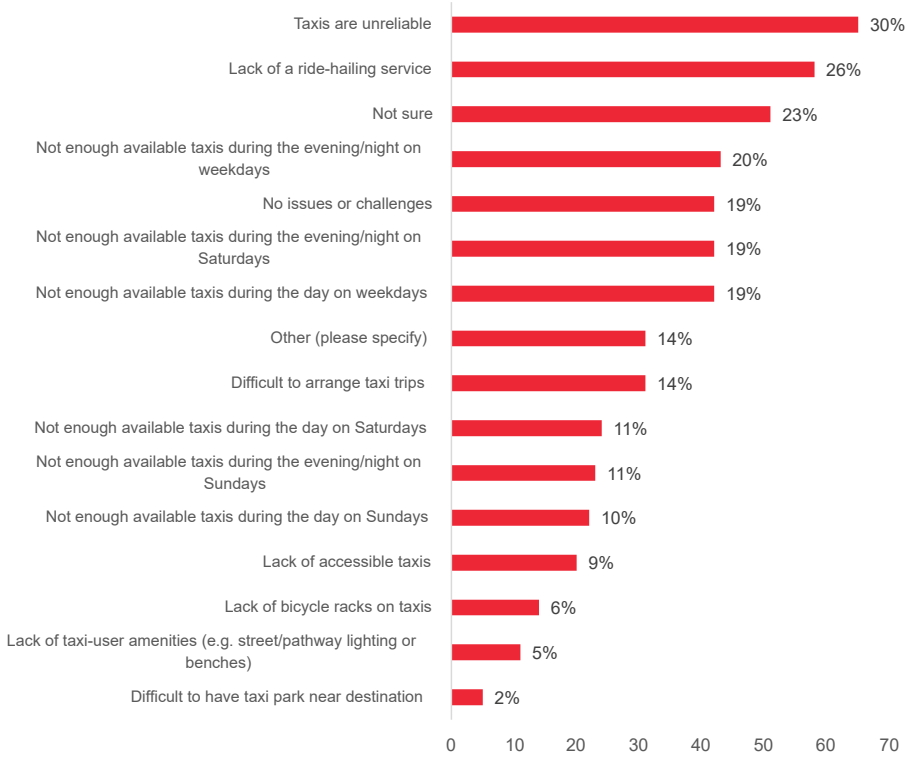
WHAT ARE THE ISSUES OR CHALLENGES IN TERMS OF TAXIS AND RIDE-HAILING IN PRINCE RUPERT? (N=219)



Taxis are unreliable



Lack of ride-hailing service

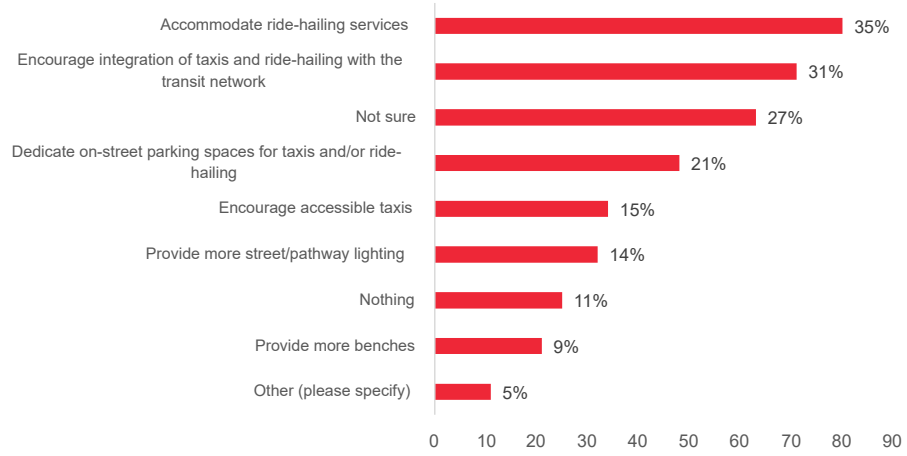


Respondents were then asked to indicate what they believe the City could do to support the use of taxis and ride-hailing in Prince Rupert by selecting up to three options. **Accommodate ride-hailing services** (35%) and **encourage integration of taxis and ride-hailing with the transit network** (31%) were the most popular responses.

Respondents who selected other specified:

- They would like the City to allow for more ride-share services and taxi companies (3 responses)
- Have taxis accept debit and credit payments (2 responses)

WHAT COULD THE CITY DO TO SUPPORT THE USE OF TAXIS AND RIDE-HAILING IN PRINCE RUPERT? (N=231)



Driving (including carpooling, car sharing, and car renting)

Respondents were asked to identify the issues or challenges for driving in Prince Rupert by selecting all options that applied to them. The most popular selection (83%) was **roads are in poor condition**. This was followed by 49% of respondents who identified **unsafe interaction with pedestrians and cyclists**, 44% who selected **unsafe driving behaviour**, 44% who selected **difficult to find parking**, and 43% who selected **unsafe and/or inefficient intersections**.

Respondents who selected other specified:

- There is insufficient parking (3 responses)
- Concerned about intersection safety (2 responses)
- Concerned about commercial vehicles routed through downtown (2 responses)

WHAT ARE THE ISSUES OR CHALLENGES IN TERMS OF DRIVING IN PRINCE RUPERT? (N=239)



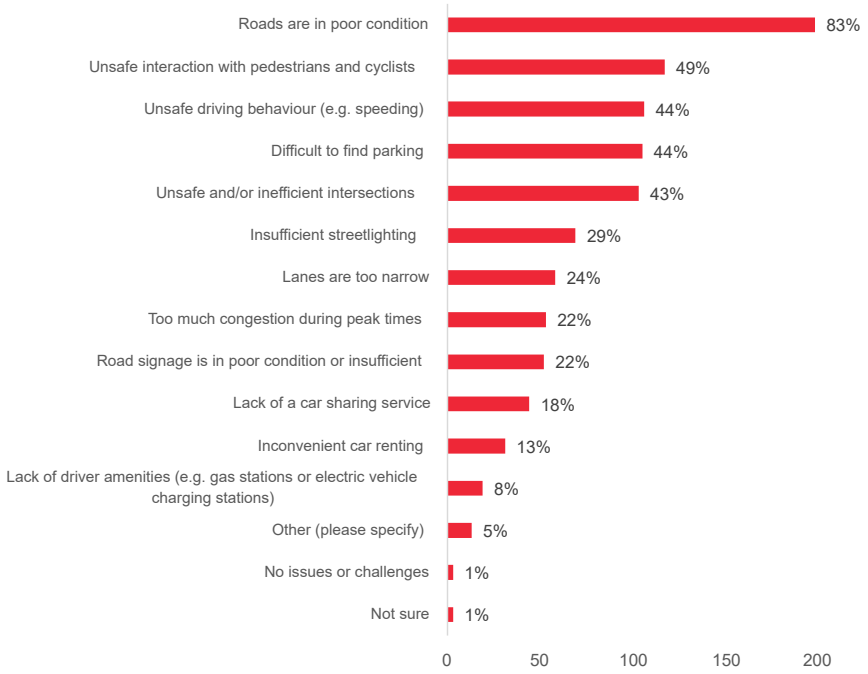
Roads in poor condition



Unsafe interactions with other road users



Unsafe driving behaviour

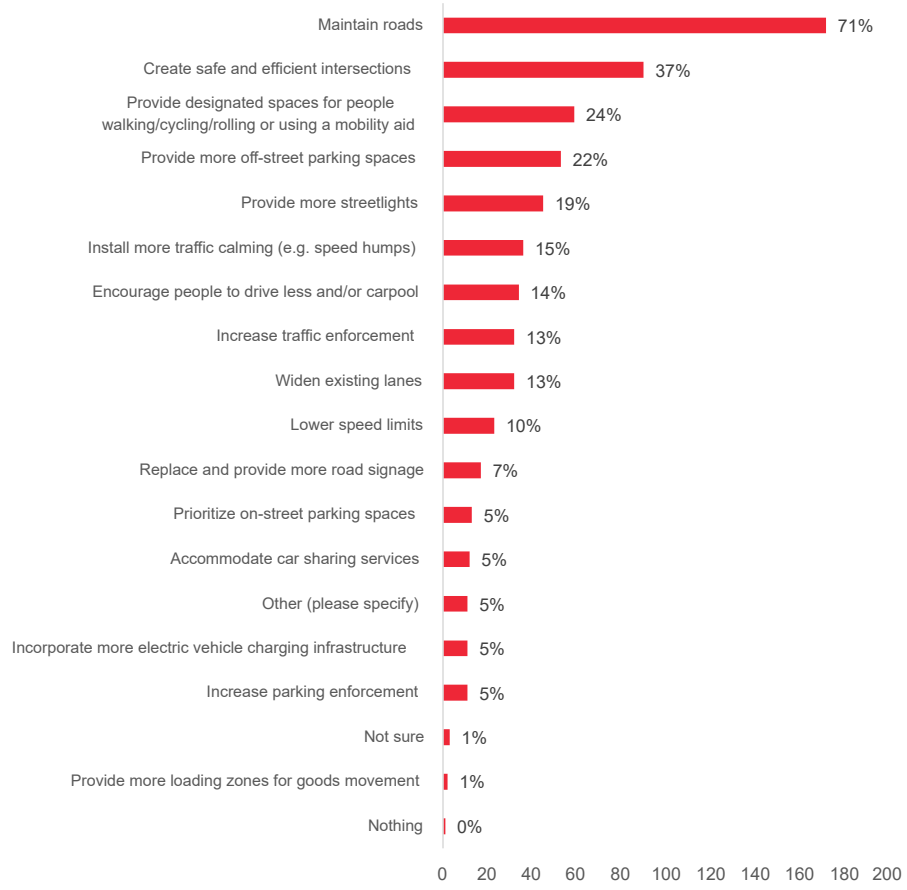


Respondents were then asked to indicate what road improvements they would like to see in Prince Rupert by selecting up to three options. **Maintain roads** (71%) was the most popular response, followed by **create safe and efficient intersections** (37%), **provide designated spaces for people walking/cycling/rolling or using a mobility aid** (24%), and **provide more off-street parking spaces** (22%).

Respondents who selected other specified:

- Add more parking (4 responses)
- Have more traffic enforcement (2 responses)
- Improve lighting and road signs (2 responses)
- Prioritize pedestrian and cyclist safety (2 responses)

WHAT COULD THE CITY DO TO IMPROVE DRIVING IN PRINCE RUPERT? (N=242)



Connections to Air-, Water-, and Air-based Transportation

What are the issues or challenges in terms of connections to air-, water-, and/or rail-based transportation in Prince Rupert?

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

Theme 1: It is difficult to access air-, water-, and rail-based transportation (47 comments)

Respondents noted that it is difficult to access the airport, ferry terminals, and the train station. With limited transit options, it can be challenging to access these transportation services.

Theme 2: Air-, water-, and rail-based transportation is expensive and inconvenient (54 comments)

Respondents noted that it is expensive to travel by plane, ferry, or train, and that these services, particularly passenger train service, is unreliable.

Theme 3: Difficult to find up-to-date information on air-, water-, and rail-based transportation (11 comments)

Respondents noted that there are limited communication channels for communicating travel delays or issues. When there are delays, customers are unaware of the need to make alternative arrangements.

Theme 4: Limited service options (10 comments)

Respondents noted that there are limited options for air-, water-, and rail-based transportation, which makes it difficult to travel in and out of Prince Rupert.

What could the City do to improve connections to air-, water-, and/or rail-based transportation in Prince Rupert?

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

Theme 1: Expand and improve transportation service offerings (49 comments)

Respondents would like to see additional options for air-, water-, and rail-based transportation. This included additional travel times and service providers, as well as improving connections to areas outside of Prince Rupert. Respondents also noted that they would like to see air-, water-, and rail-based transportation become more reliable and convenient.

Theme 2: Improve access to the airport, ferry terminals, and the train station (28 comments)

Respondents felt that building a bridge to the airport or centralizing access to the airport, ferry terminals, and train station would help improve access to these transportation options.

Theme 3: Address affordability issues (12 comments)

Respondents would like to see more affordable options for travelling by air, water, or rail. Bringing in more competition was suggested as one way to help bring down prices.

Theme 4: Provide more travel information (13 comments)

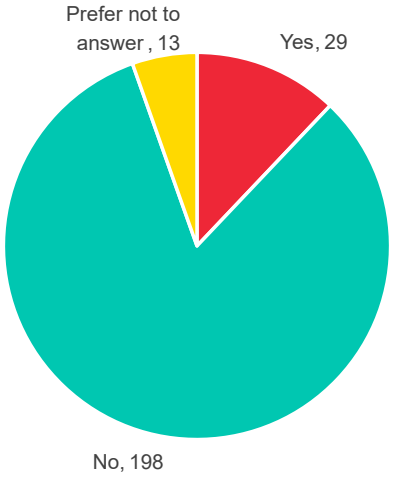
Respondents felt that providing more information to those travelling would be helpful. Helpful information could include details about travel options, how to get around the city, how best to get to destinations, as well as real-time updates on delays and service interruptions.

Barriers

43 respondents provided additional comments for this question. Their responses were themed below:

- Respondents have concerns for their personal safety when walking, cycling, on transit, or in taxis (13 comments)
- There is a lack of accessible infrastructure in Prince Rupert (11 comments)
- Respondents have experienced discrimination in Prince Rupert based on their race or mobility challenges, specifically while on transit or taking taxis (9 comments)
- Respondents noted that a lack of affordable transportation options is a barrier (6 comments)

HAVE YOU FACED ANY BARRIERS OR CHALLENGES RELATED TO TRANSPORTATION BECAUSE OF YOUR AGE, GENDER IDENTITY, SEXUAL ORIENTATION, FAMILY MAKEUP, NATIONALITY, ETHNICITY, DISABILITY, CONVICTION FOR AN OFFENSE, OR OTHER FACTOR? (N=240)



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

42 respondents answered this question. Their responses were themed as shown below:

- Improve road and sidewalk conditions (7 comments)
- Install more public and transit amenities, including more lighting, public washrooms, and bus shelters (6 comments)
- Prioritize improving accessibility for all, including seniors and those with mobility aids (5 comments)
- Expand transit service and routes (4 comments)
- Provide Equity, Diversity, and Inclusion training to transit operators and taxi drivers (4 comments)
- Implement programs that help make everyone feel safe and welcome on transit (i.e., develop an alert system for when someone is feeling unsafe, implement “Safe Spaces” on transit) (3 comments)

Final Comments and Suggestions

Do you have any final comments or suggestions related to transportation in Prince Rupert that you would like to share?

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

Theme 1: Improve transportation infrastructure (39 comments)

Respondents noted that they would like to see better maintenance of roads, sidewalks, cycling routes, and trails in Prince Rupert. Respondents felt that these improvements would help incentivize people to use more active modes when travelling in the city.

Theme 2: Improve safety and enforcement (28 comments)

Respondents felt that increased enforcement or security, including additional lighting, improved visibility at intersections, and installing more traffic calming would help make Prince Rupert roads safer.

Theme 3: Expand and enhance transit service in and around Prince Rupert (19 comments)

Respondents noted that they want to see transit improvements that will make the bus a more convenient option. Extending current service times, expanding routes, installing amenities (i.e., benches and bus shelters), and developing a transit app were all suggestions for improving transit in the city.

Theme 4: Install more parking (7 comments)

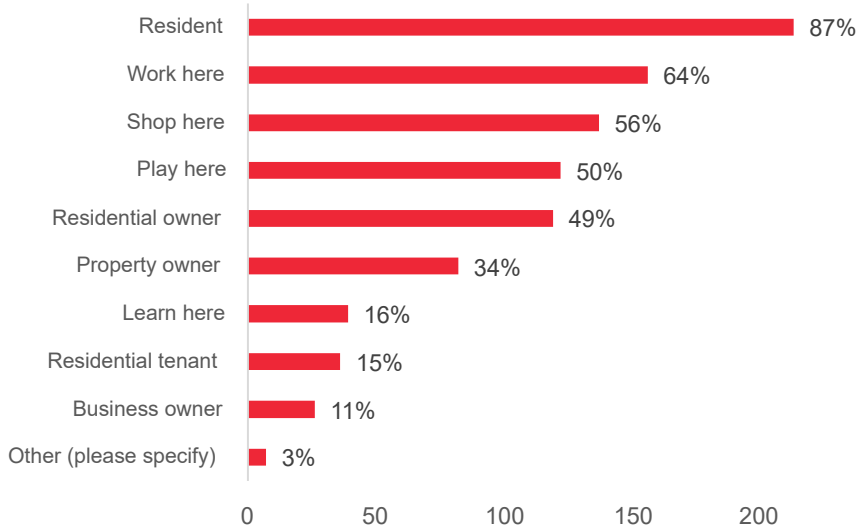
Respondents noted that would like to see more parking available downtown to more easily access shops and other community destinations.



Demographics

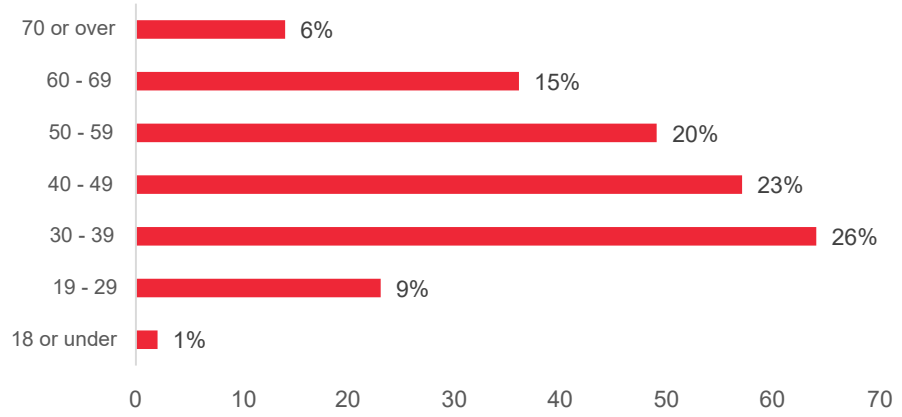
87% of respondents identified as residents of Prince Rupert and 64% identified that they work in Prince Rupert.

WHAT IS YOUR CONNECTION TO PRINCE RUPERT (CHOOSE ALL THAT APPLY)? (N=244)



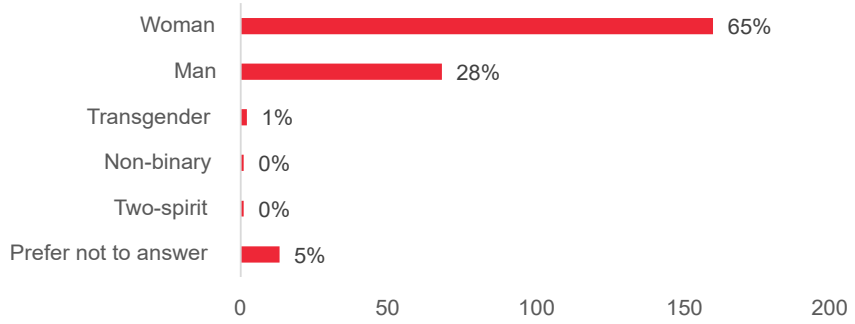
The majority of respondents (69%) were between the ages of 30 and 59, 21% were above the age of 60, and only 10% were under the age of 30. Those under the age of 30 are underrepresented in these survey results.

WHAT IS YOUR AGE BRACKET? (N=245)



65% of respondents identify as female. Women were overrepresented in this survey, as they represent 49% of Prince Rupert's population.

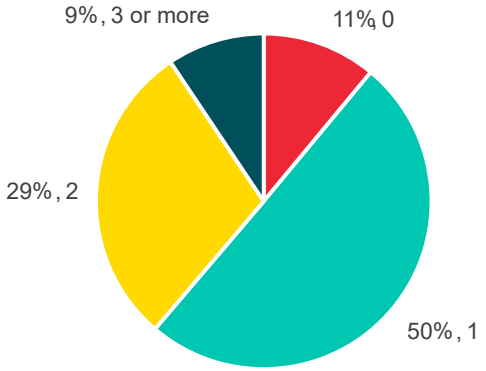
WHAT IS YOUR GENDER IDENTITY? (N=245)





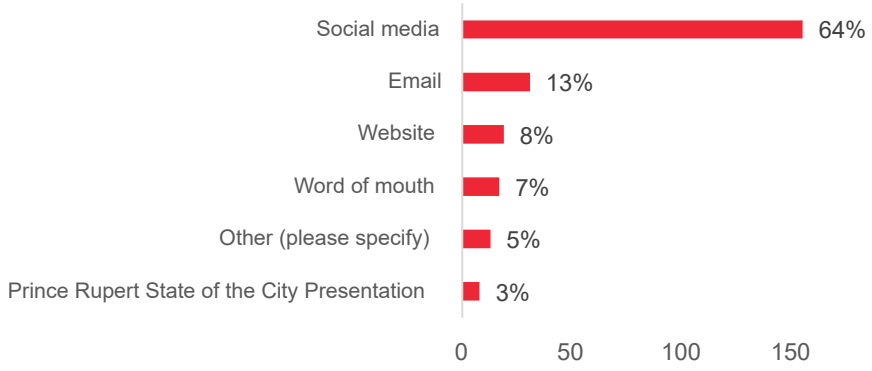
Half of respondents indicated they have one vehicle registered to their household. 11% of respondents do not have any vehicles registered to their household.

HOW MANY VEHICLES DO YOU OWN? (N=245)



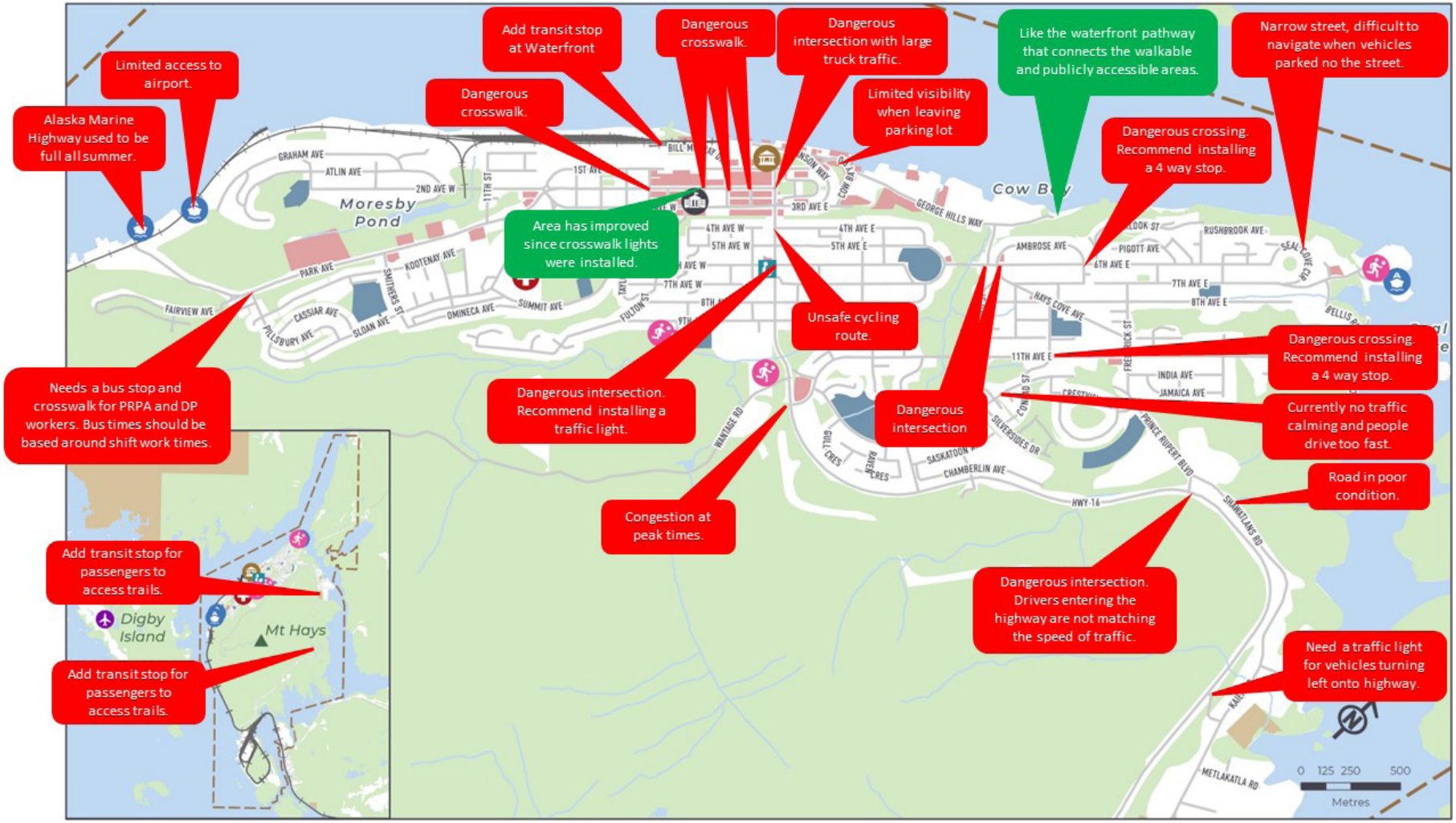
The majority of respondents (64%) heard about this survey through social media (Facebook).

HOW DID YOU HEAR ABOUT THIS SURVEY? (N=244)



3.4 MAPPING TOOL

Included on Rupert Talks was an interactive map that allowed respondents to place a point on the map and indicate a location with a strength or weakness. The points included space to provide a detailed comment. Respondents identified 32 weakness points and 2 strength points that are summarized on the map below.



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APPENDIX A: VERBATIM INPUT



STAKEHOLDER WORKSHOP

What's working well with Connections to Air-, Water-, and Rail?

- Basic infrastructure
- BC Ferries
- Metlakatla Ferry
- Lax Kw'alaams Ferry
- Alaska Ferry
- VIA Rail

What needs improvement with Connections to Air-, Water, and Rail?

- Check-in at Prince Rupert for flights
- Move airport connector terminal to Harbour Landing Park and consider parking implications
- Improve airport buses (e.g., warm buses during winter)
- Scheduled ferry for multiple purposes (airport, tourism, Indigenous communities)
- Bridge from Metlakatla to Digby Island to Prince Rupert (Tsimshian connector)
- Shuttle to/from the BC Ferries terminal, Alaska Ferry terminal, and VIA Rail station
- Connectivity to Vancouver
- More affordable/frequent flights and trains
- Scheduling of flights considering work hours and connections
- Coordinated, especially in terms of schedules, modes of transportation (air, water, rail, transit, taxis, ride-hailing)
- Tours for cruise ship passengers
- Better sidewalk on 1st Avenue connecting to the cruise ship terminal
- Boat tours
- Intercity Bus Service (BC Bus)

What's working well with Active Transportation?

- Rushbrook, McClymont, amazing potential
- Urban Trail Network
- Town situated in nature, connections off street (corridors)
- Potential for trails to accommodate biking, no street cycling needed
- Waterfront routes
- Existing trail network design/supported
- Walkability (dense/proximity)
- Awnings downtown
- Opportunities for greening walkable spaces downtown
- Visibility surrounding handicapped parking for wheelchair users
- Kaien trail riders - accessibility for wheelchair users
- Walk in half and hour anywhere
- Ride bike to get anywhere in 5 minutes
- Well-defined plan for trails downtown / outer areas, plans to connect mountain bike community
- Proximity/distance between things
- Some sidewalks (better than elsewhere)
- Safe to cycle for adults outside downtown
- Redirection of industrial traffic will help

What needs improvement with Active Transportation?

- Sidewalks with letdowns, and multi-use pathways
- Visibility at crosswalks

- Tree planting (2nd Avenue)
- Placemaking in neighbourhoods
- Bicycle racks but also shelters for e-bikes (at nodes such as Cow Bay, 3 blocks East, Central, and West, and Civic Centre)
- Bicycle lanes - consideration of topography for routes
- Opportunity for complete streets, separation between transportation modes
- Driver speed and awareness - enforcement opportunities
- Opportunity for signage indicating crosswalks / speed zones changes - 30km/hr in high traffic areas
- Removal of industrial traffic
- Safety for cycling in city centre, cycling for kids anywhere (recreation vehicle parking reduces visibility)
- Opportunity for City-held lots to be used for recreational vehicle parking
- Completing trail network
- Integration with industry / Maclean Ship Yard
- Integration with transit (bicycle racks on buses)
- Washrooms in public spaces that are connected
- Road painting and/or rumble patches in walkable areas (Cow Bay, 3rd Avenue)
- Less parking on road, more pedestrian orientation
- “Granville Island” in Cow Bay
- Perceptions of safety for kids walking (group walks / walk share - ways to inform about where kids walk)

What’s working well with Public Transportation?

- Public transit map
- School buses
- Taxis (fair number of them unless there is a large influx, but only one company)

What needs improvement with Public Transportation?

- Issue of taxis when airport shuttle comes in
- Need more taxis, better quality taxis
- Ride hailing
- No matter where you live, you have to go downtown (and transfer)
- Better connectivity
- Tourists - Cow Bay lack of service
- No bus to Butze Trail/North Pacific Cannery
- More frequent service per hour
- Faster to walk than take transit in many case
- Need bus schedules at every bus stop
- Port - need to incentivize transit/carpooling to industry/DP world; will run out of parking with 900 staff, almost all of them driving
- Cannot set to Port Edward at night
- Seafarers Volunteer Shuttle (not too reliable)
- Transit to ferry terminal (taxis)
- Taxis are cash only on most cars (challenge for visitors)
- Transit is cash only
- Sidewalk connections to bus stops
- Accessibility
- Lack of shelters (climate change makes this important)
- “Embrace the rain” - rain-activated paint, music (work with art community)
- Wayfinding
- Things to read at bus stops (interpretive signage)
- Need to make sure vulnerable people are safe

What's working well with Driving, Goods Movement, and Parking?

- Grid System (where it exists)

What needs improvement with Driving, Goods Movement, and Parking?

- Potholes
- Complicated intersections
- McBride Street and 2nd Avenue intersection (roundabout?)
- Signage for ferry line ups
- Congestion from ferry and Port traffic
- Industrial area parking (central park and ride?)
- Congestion on Summit (Northern Health; school pick up/ drop-off; employee traffic; 4-way at Taylor/Borden)
- Awkward goods / movement routes (Seal Cove, Fairview)
- Waterfront access
- Connections from Cow Bay to downtown
- Cow Bay, 2nd Avenue, and 3rd Avenue parking
- Implement high-turnover parking
- Staff versus customer/tourist parking
- Accomodation of delivery vehicles (distributors and loading zones, cargo bicycle delivery)
- On-street parking in residential areas
- School pick-up/drop off zones (all schools)
- Osolete signage
- General inconsistency in enforcement/signage
- Street naming (similar ones - e.g., Kootenay Avenue/Place)

Visioning

What does the future of transportation in Prince Rupert look like?

- Spread of Cow Bay's walkable vibe
- Possible to live in Prince Rupert without driving everywhere
- Accessibility for those who walk or take transit (sidewalks)
- Sidewalks on 2nd Avenue and 3rd Avenue with bicycle lanes and reconfigured parking (back-in)
- Snow removal on sidewalks
- Curb pull outs / bump-outs
- Slow traffic
- Pedestrian safety (especially on McBride Street)
- More bicycle-friendly options (bicycle lanes)
- Safe and secure parking for e-bikes and e-scooters
- Some shield against whether (walking and cycling)
- Car sharing and bicycle sharing (including electric)
- Ride-hailing
- Shuttles / alternative transit
- Infrastructure for active transportation
- Infrastructure for electrification
- Maintanence of road infrastructure (e.g., no potholes)
- Individual houses (future development) could require EV chargers
- Trucks (?) - more emphasis on larger vehicles in northern communities
- New subdivisions with transit
- Connectivity between Atlin Terminal and Rotary Park
- Coordinated, especially in terms of schedules, modes of transportation (air, water, rail, transit, taxis, ride-hailing)
- More affordable/frequent flights and trains

- Better buses for airport connector and/or moving airport connector terminal
- Bridge from Metlakatla to Digby Island to Prince Rupert (Tsimshian connector)
- Increased road and multi-use pathway connections to surrounding communities
- Wantage Road Bypass
- Bus service for post-secondary education (Saturday, Sunday, and evenings)
- Bus stops at Cedar Village, mobile home area, and Port
- Benches and bus stop amenities
- Common “stops” for hubs of activity (buses, deliveries, bicycle shares)
- More transportation choices for secondary service areas (not just downtown); follow 15-minute city model
- Places to gather with amenities (“nodes”) within neighbourhoods that are well connected
- Sufficient parking
- Marine parks
- Access to water for recreational users
- Green space connectivity - opening closed and new areas
- Kaien Trail Network implementation
- Gondola up Mount Hays to increase access to the top of the mountain

What makes it great?

- Accessible
- Equitable
- Safe
- Maintained
- Connected
- Walkable
- Choice
- Coordinated
- Amenities
- Destinations
- Tourist-friendly
- Efficient
- Fast
- Reliable
- Cost-effective
- Sustainable

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APPENDIX B: STAKEHOLDER LIST



STAKEHOLDER GROUPS

1. Alaska Ferry Terminal
2. BC Ferries
3. BC Ministry of Transportation and Infrastructure
4. BC Transit
5. Bandstra Transportation Systems Ltd.
6. Canadian Coast Guard
7. Coast Mountain College
8. Complete Streets for Prince Rupert
9. Cow Bay Marina
10. Enterprise Rent-A-Car / National Car Rental
11. First Nations Health Authority
12. Gat Leedm Logistics
13. Hecate Strait Employment Development Society
14. HeliJet International
15. Inland Air Charters Ltd.
16. Kaien Island Trail Enhancement and Recreation Society
17. North Coast Epic Hydrobikes
18. North Coast Immigration and Multicultural Services Society
19. North Coast Mountain Bike Association
20. North Coast Regional District
21. Northcoast Helicopters
22. Northern Health
23. Northland Cruise Terminal
24. Ocean Pacific Air
25. Port Edward Harbour Authority
26. Prince Rupert Airport Authority
27. Prince Rupert and District Chamber of Commerce
28. Prince Rupert Fire Department
29. Prince Rupert Lions Club
30. Prince Rupert Outrigger Association
31. Prince Rupert Port Authority
32. Prince Rupert RCMP
33. Prince Rupert Seniors Centre Association
34. School District 52
35. Seal Cove Airport Society
36. Skeena Kayaking
37. Skeena Taxis
38. Tourism Prince Rupert
39. UNBC Northwest Campus

THE CITY OF
PRINCE
RUPERT