



# Port Metro Vancouver

## Roberts Bank Terminal 2 Project Pre-Consultation Summary Report

July 2011

*Prepared by:*

**Kirk & Co. Consulting Ltd.**

**Synovate Ltd.**



#### About Kirk & Co. Consulting Ltd.

Kirk & Co. Consulting Ltd. is recognized as an industry leader in designing and implementing comprehensive public and stakeholder consultation programs. Utilizing best practices in consultation, the firm designs consultation programs to maximize opportunities for input. Kirk & Co. works with polling firms to independently analyze and report on large volumes of public and stakeholder input.



**synovate**

#### About Synovate Ltd.

Synovate Ltd. is an internationally recognized market research firm. All consultation input received by feedback form and written submission was independently verified and analyzed by Synovate.

**Participants self-selected into consultation rather than being selected randomly. Consultation feedback is not comparable to an opinion poll because respondents do not constitute a random sample.**

The views represented in this 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 Pre-Consultation. Although results are presented in the form of percentages, there are no margins of error for this data because there is no probability sample. The sample in question is based on self-selection, for which a sampling error cannot be measured.



# Port Metro Vancouver

## Roberts Bank Terminal 2 Project

### Pre-Consultation Summary Report

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# 1. Introduction

## 1.1 Project Overview – Proposed Roberts Bank Terminal 2 Project

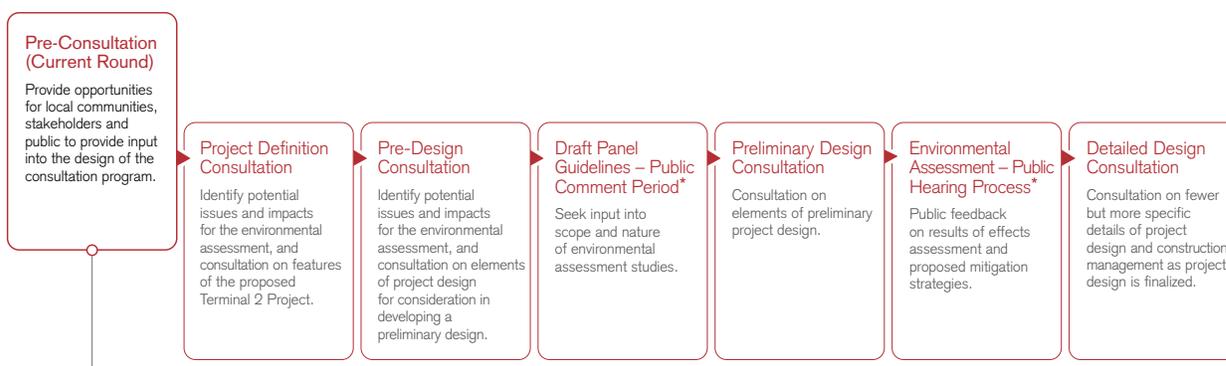
The Roberts Bank Terminal 2 Project is a proposed marine container terminal at Roberts Bank in Delta, B.C. The terminal could provide additional container capacity of more than 2 million TEUs (twenty-foot equivalent unit containers) per year to meet forecast demand until 2030.

Although the scope, scale and location of the proposed Roberts Bank Terminal 2 Project have not yet been fully defined, Port Metro Vancouver's preliminary vision includes multiple berths equipped with ship-to-shore cranes capable of handling the latest generation of container ships.

Subject to environmental approvals, the proposed Roberts Bank Terminal 2 Project could be designed and constructed adjacent to the Deltaport and Westshore terminals in phases, based on market conditions.

## 1.2 Multi-Round Consultation Process

Port Metro Vancouver is undertaking a comprehensive multi-round community, stakeholder and public consultation process regarding the proposed Roberts Bank Terminal 2 Project. Consultation is occurring in several phases, starting with Pre-Consultation in June 2011. It is anticipated that this consultation process will include seven rounds of substantive community, stakeholder and public consultation over several years, including Pre-Consultation, Project Definition, Pre-Design, Environmental Assessment public comment periods, Preliminary Design and Detailed Design Consultation.



\* While the federal/provincial environmental assessment process has yet to be defined, it is anticipated that the proposed Roberts Bank Terminal 2 Project will be subject to a panel-level environmental assessment review, which is the most rigorous form of environmental review.

\*\* Other communications and community engagement activities will be undertaken throughout project review.

## 2. Pre-Consultation

### 2.1 Purpose

Port Metro Vancouver undertook Pre-Consultation to seek input from local communities, stakeholders and the public about the design of the consultation program for the proposed Roberts Bank Terminal 2 Project. Specifically, participants were asked how they wanted to be consulted and about the topics they wished to discuss regarding the proposed Roberts Bank Terminal 2 Project.

#### **How Feedback Will Be Used**

Feedback gathered through Pre-Consultation has been recorded and summarized in this Consultation Summary Report. This input will be considered, along with technical and economic information, as Port Metro Vancouver undertakes project design and develops consultation materials for Project Definition Consultation and subsequent rounds of consultation.

This Consultation Summary Report, and its appendices, is available online at [www.portmetrovancover.com/CCIP](http://www.portmetrovancover.com/CCIP).

### 2.2 Stakeholder Notification

Notice of opportunities to participate in Pre-Consultation for the proposed Roberts Bank Terminal 2 Project was broad and included the following:

- More than 800 emails were sent to stakeholders notifying them of opportunities to participate in Pre-Consultation by attending multi-stakeholder meetings or by submitting a feedback form online or by mail.
- More than 500 phone calls were made to invite or remind stakeholders of multi-stakeholder meetings in their area.
- A guest editorial written by Port Metro Vancouver CEO Robin Silvester appeared in both the print and online editions of the *Delta Optimist* on June 3, 2011. This editorial provided information on the Container Capacity Improvement Program, Pre-Consultation for the Proposed Roberts Bank Terminal 2 Project, and opportunities to participate in Pre-Consultation.
- Details of Pre-Consultation, including the multi-stakeholder meeting schedule, were posted online at [www.portmetrovancover.com/CCIP](http://www.portmetrovancover.com/CCIP).

*A copy of the email invitation and guest editorial can be found in Appendix 1.*

## 2.3 Consultation Participation

There were multiple opportunities for stakeholders to participate in Pre-Consultation, held between June 6 and June 30, 2011:

- **73 people** attended Pre-Consultation Multi-Stakeholder Meetings
- **55 feedback forms** were received, 10 through the online feedback form
- **1 submission** was received through email

## 2.4 Consultation Methods

Pre-Consultation materials were first available online at [www.portmetrovancover.com/CCIP](http://www.portmetrovancover.com/CCIP) on June 1, 2011. The following were used to inform participants and gather input and feedback on the proposed Roberts Bank Terminal 2 Project:

### 2.4.1 Discussion Guide and Feedback Form

The consultation discussion guide explained the purpose and scope of Pre-Consultation and included a feedback form to assist in gathering input.

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

**The discussion guide also provided participants with information and background about the following:**

- Port Metro Vancouver's mandate and its business sectors
- Port Metro Vancouver's commitment to sustainability and responsible growth
- The Container Capacity Improvement Program and the need to plan for growth in containerized trade
- The proposed Roberts Bank Terminal 2 Project and the proposed consultation process over the next few years

The feedback form was included with the discussion guide to gather input on Pre-Consultation topics and for participants to provide additional comments. Results from the feedback form can be found starting on page 5 of this report.

### 2.4.2 Submissions

Feedback was also gathered through submissions received at multi-stakeholder meetings and by mail and email. One submission was received during the consultation period and is summarized on page 10.

### 2.4.3 Web-Based Consultation

Consultation materials were made available online at [www.portmetrovancover.com/CCIP](http://www.portmetrovancover.com/CCIP) on June 1, 2011, including an online feedback form that could be submitted directly from the Port Metro Vancouver website. Of the **55 feedback forms** received, 10 were submitted through the online feedback form.

### 2.4.4 Municipal Government Meetings

As part of Pre-Consultation, Port Metro Vancouver attended meetings with several municipal governments, including the following:

- Township of Langley
- City of Langley
- City of Richmond
- Corporation of Delta

*Input received from these municipal government meetings is summarized on page 10.*

### 2.4.5 Multi-Stakeholder Meetings

**73 people attended 7 multi-stakeholder meetings during Pre-Consultation.**

- Delta Multi-Stakeholder – June 8, 2011, 2:00pm-4:00pm
- Delta Multi-Stakeholder – June 14, 2011, 2:00pm-4:00pm
- Langley Multi-Stakeholder – June 15, 2011, 10:00am-12:00pm
- Surrey Multi-Stakeholder – June 15, 2011, 2:00pm-4:00pm
- Vancouver Multi-Stakeholder – June 16, 2011, 7:30am-9:00am
- Richmond Multi-Stakeholder – June 16, 2011, 6:00pm-8:00pm
- Port Community Liaison Committee (Delta) – June 22, 2011, 6:00pm-7:00pm

At each meeting, members of the Container Capacity Improvement Program team gave a short presentation reviewing the discussion guide and feedback form. The meetings also included a facilitated open discussion, including questions and answers. The discussion guide was made available to all participants, and participants were encouraged to complete and submit the feedback form. Key themes from the stakeholder meetings can be found beginning on page 10 of this report.

*Complete meeting notes from the multi-stakeholder meetings can be found in Appendix 3.*

## 3. Key Results

**55 feedback forms** were received between June 6 and June 30, 2011, 10 through the online feedback form.

In addition, one submission was received through email. The following table shows the number of completed feedback forms and submissions received as part of Pre-Consultation.

Feedback Forms	Number Received
<b>Total Feedback Forms</b>	<b>55</b>
Multi-Stakeholder Meetings	45
Online	10
Submissions	Number Received
Submissions (Email)	1

### 3.1 Feedback Form Results

In the following summary, feedback form results are shown graphically with key themes from the additional comments sections listed below. The number of participants who responded to each question is indicated below each graph.

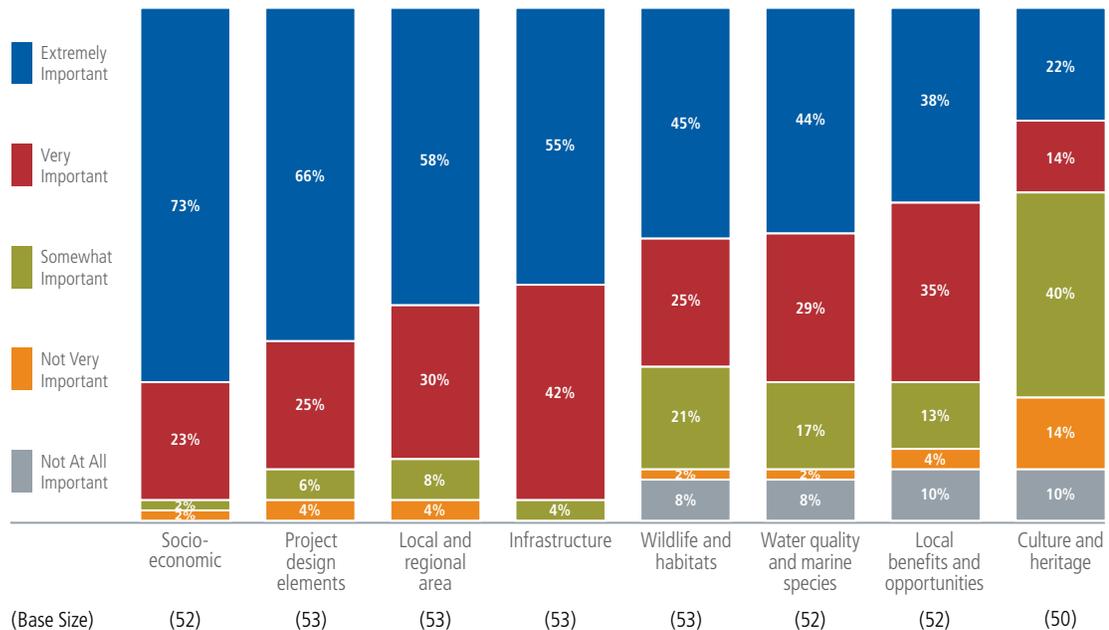
Totals may not add up, due to rounding.

Synovate, a professional market research firm, was commissioned by Kirk & Co. to independently tabulate and analyze all feedback forms and written submissions received during Pre-Consultation.

#### **Participants self-selected into consultation rather than being selected randomly.**

The views represented in this 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 Pre-Consultation. Although results are presented in the form of percentages, there are no margins of error for this data because there is no probability sample. The sample in question is based on self-selection, for which a sampling error cannot be measured.

1. Please indicate how important the following topics are for inclusion in the proposed Roberts Bank Terminal 2 Project Definition Consultation.



- All eight topics were considered at least “somewhat important” by three-quarters or more of the participants.
- **Socio-economic** was the topic rated highest in importance (73% rated it extremely important), followed by **project design elements** (66%).
- Over half of participants also considered **local and regional area** and **infrastructure** to be extremely important topics (58% and 55%, respectively).
- Although they are less likely to be considered extremely important, **wildlife and habitats** (70%), **water quality and marine species** (73%), and **local benefits and opportunities** (73%) are regarded by a large majority of participants as being at least very important.
- Relatively fewer participants consider **culture and heritage** to be very or extremely important (36%).

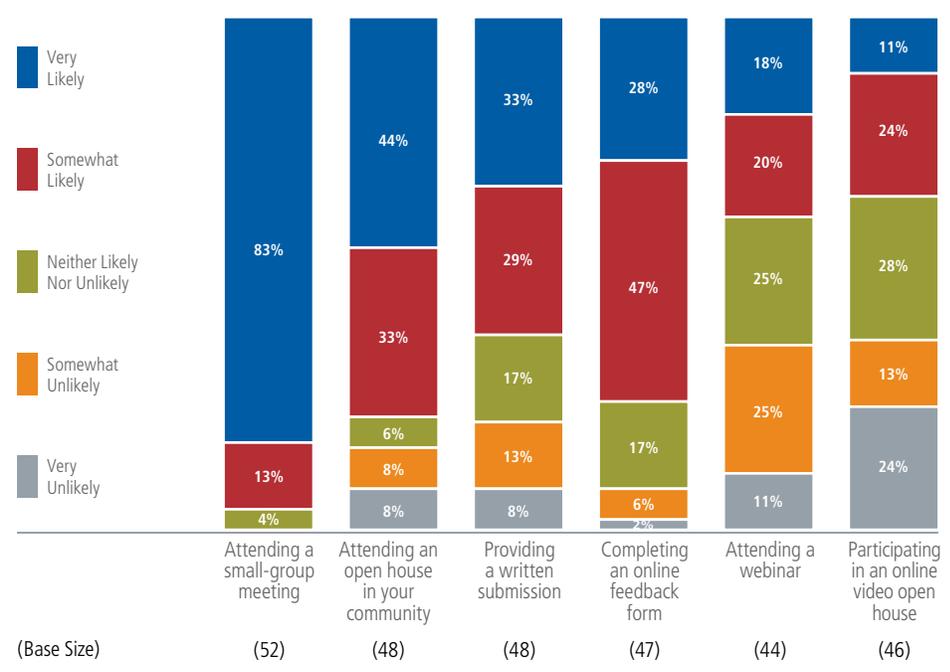
2. Are there any additional topics that you would like to be consulted about during the proposed Roberts Bank Terminal 2 Project Definition Consultation?

Of 39 respondents who volunteered additional topics that they would like to be consulted about, the following were the most frequently mentioned topics:

- Rail transportation (mentioned by 8 respondents)
- The effects of the project on municipalities (7)

- Impacts of the project on wildlife (6)
- Project justification/economic forecasting (5)
- Job creation from the project (4)
- The effect of economics on the need for the project, as well as the effects of other projects (Panama Canal) on the need for the project (4)
- Impacts on fish and marine life (4)
- Road transportation (4)
- Impacts on agricultural land (4)
- The relationship between ports in B.C., including Prince Rupert (4)

**3. Please rate how likely you would be to participate in each of the following consultation methods during the proposed Roberts Bank Terminal 2 Project Definition Consultation.**



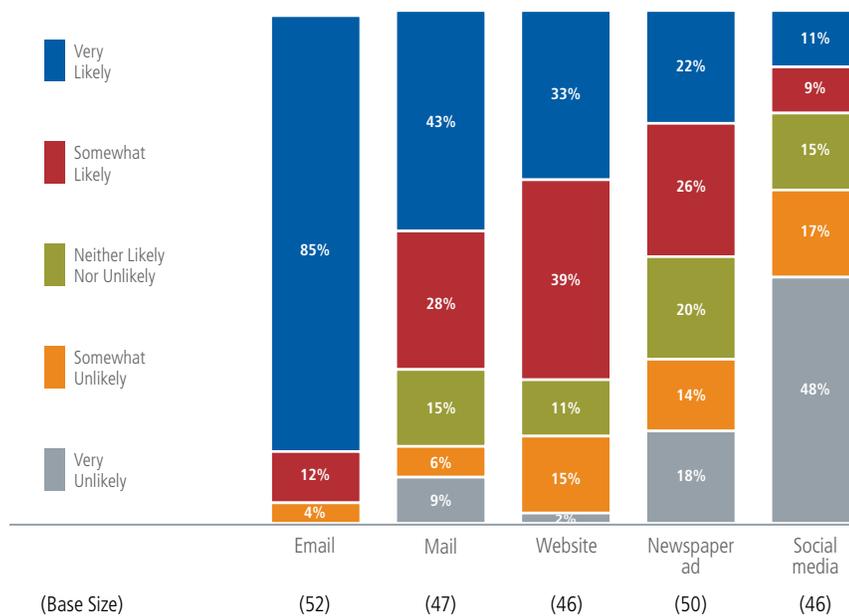
- Overwhelmingly, the most popular choice is attending a **small-group meeting** (83% of participants say they are “very likely” to do so).
- A majority of participants are at least somewhat likely to attend an **open house in their community** (77%), **complete an online feedback form** (75%) or **provide a written submission** (62%).
- Less than half would be likely to attend a **webinar** (38%) or participate in an **online video open house** (35%).

#### 4. What other consultation methods are you likely to participate in?

Of 25 respondents who provided other consultation methods they would be likely to participate in, the most common suggestions were:

- Public/town hall meetings (10 respondents)
- Direct/one-on-one meetings (4)
- Forums/workshops (3)

#### 5. Please rate how likely you are to read further information about the proposed Roberts Bank Terminal 2 Project if you receive it in the following way.



- **Email** is by far the most preferred communication method, with 85% of participants saying they would be very likely to read information received through email.
- A significant majority of participants would be at least somewhat likely to read information received via **mail** (71%) or **website** (72%).
- However, less than half would be at least somewhat likely to read information in a **newspaper ad** (48%) and even less would read information through **social media** (22%).

**6. Please indicate other ways you would like to receive information from Port Metro Vancouver regarding the proposed Roberts Bank Terminal 2 Project.**

Of 14 respondents to this question, the most common responses were:

- Email (3 respondents)
- Presentations to city council (2)
- Mail (1)
- Website (1)

**7. Please provide any additional comments you may have about the proposed Roberts Bank Terminal 2 Project.**

Of 29 respondents who provided additional comments regarding the proposed Roberts Bank Terminal 2 Project, the following are the most commonly mentioned themes. It should be noted that a respondent may have mentioned more than one of the themes below:

- Allow more input during the process, include all stakeholders, and keep the public informed (10 respondents)
- Concerned about the effects of the project on communities in the municipalities of Delta, Township of Langley and City of Langley (7)
- Concerned about the effects of the project on health and quality of life for residents (6)
- Need to explain justification for the project through economic forecasting (6)
- Need to consider protection of the environment in project development (6)
- Concerned about the impacts of the project on existing road infrastructure and effect of increased traffic on communities and the environment (5)
- Interested in potential job creation from the project (5)
- Concerned about impacts of the project on wildlife (3)
- Concerned about the effects of an increase in rail traffic on existing infrastructure, such as in the Township and City of Langley and the New Westminster Rail Bridge (3)
- Interested in the relationship between ports in British Columbia, including Prince Rupert (3)

### 3.2 Submission

In addition to comments provided through feedback forms, open-ended feedback was also received through one submission via email.

- The respondent stated that they found the multi-stakeholder meeting useful, and that their group would be interested in continuing to receive information about the proposed Roberts Bank Terminal 2 Project from Port Metro Vancouver. They also noted that they had no concerns with the proposed consultation process at this time.

### 3.3 Municipal Government Meetings

As part of Pre-Consultation, Port Metro Vancouver held meetings with municipal governments, including the Corporation of Delta, the City of Langley, the Township of Langley and the City of Richmond. The following is a summary of input received from municipal governments:

- Municipalities requested that they be kept informed and consulted about key topics throughout project development, including during key consultation rounds.
- Municipalities were interested in how road and rail transportation would interface with their communities.
- Municipalities asked for information regarding the local and regional economic benefits, including local jobs, that could result from the project.
- Municipalities were interested in Port Metro Vancouver's long term growth strategy, and wanted to ensure that they were involved in the discussions, particularly around the potential use of agricultural land for port activities.

### 3.4 Key Themes from Multi-Stakeholder Meetings

In addition to the analysis of feedback form results and submissions, Kirk & Co. Consulting Ltd. analyzed the key themes from the seven multi-stakeholder meetings held by Port Metro Vancouver as part of Pre-Consultation. It is important to note that the key theme summary starting on the following page represents a qualitative analysis of meeting notes, rather than the quantitative analysis of feedback forms. The following represents a review of the key themes from seven multi-stakeholder meetings to determine the most frequently mentioned. A complete list of key themes from stakeholder meetings follows this summary section.

### 3.4.1 Multi-Stakeholder Meetings | Key Theme Summary

The following is a summary of key themes from across the seven multi-stakeholder meetings.

- 1. Port of Prince Rupert – Participants were interested in whether additional container capacity in Prince Rupert would eliminate or reduce the need for the proposed Roberts Bank Terminal 2 Project.** (A key theme at 5 multi-stakeholder meetings.)

In many of the multi-stakeholder meetings, participants asked about the status of container terminal development in Prince Rupert, asking whether the development of additional capacity in Prince Rupert would negate the need for the proposed Roberts Bank Terminal 2 Project. In a few meetings, participants also asked whether there had been any thought to combining Port Metro Vancouver and the Prince Rupert Port Authority, to create one entity responsible for port planning and operations in British Columbia.

In one meeting, participants suggested that they would like to discuss whether Port Metro Vancouver could constrain its growth to make Prince Rupert a more viable option for container capacity development.

- 2. Container Traffic Forecast/Need for the Project – Participants wanted more information regarding Port Metro Vancouver’s container traffic forecast, and were interested in discussing the need for the proposed Roberts Bank Terminal 2 Project.** (A key theme at 4 multi-stakeholder meetings.)

At several multi-stakeholder meetings, participants were interested in discussing Port Metro Vancouver’s container traffic forecast, including the assumptions made in the forecast. Of particular interest were the effects of other projects on the forecast, including projects in Prince Rupert and the Panama Canal.

In some cases, participants expressed skepticism about the container forecast in the Pre-Consultation Discussion Guide, and requested additional information.

- 3. Road and Rail Infrastructure and Movements – Participants were interested in what road and rail infrastructure would be needed to support an increase in container traffic from the proposed Roberts Bank Terminal 2 Project. They were also concerned about what effect an increase in road and rail traffic would have on communities.** (A key theme at 4 multi-stakeholder meetings.)

Participants were interested in how additional containers from the proposed Roberts Bank Terminal 2 Project would be moved through the communities by road and rail. Some participants suggested that Port Metro Vancouver consult regarding the additional infrastructure that would be needed to handle the increase in container traffic.

Participants in Langley expressed concerns about an increase in rail traffic through their communities, noting community connections and a reduction in quality of life as key concerns.

**4. Community and Environmental Benefits – Participants were interested in discussing potential community and environmental benefits that could be provided through the proposed Roberts Bank Terminal 2 Project.** (A key theme at 4 multi-stakeholder meetings.)

At several meetings, participants noted that they would like to be consulted about potential community benefits, such as local employment, health and education services, and other social and economic benefits. A few meetings also included a discussion of potential environmental benefits, such as the creation of habitat.

**5. Regional Transportation Planning – Participants suggested that Port Metro Vancouver undertake a regional approach to transportation planning, including other key stakeholders.** (A key theme at 3 multi-stakeholder meetings.)

The notion of a regional approach to transportation planning was raised at a few meetings. Participants suggested that Port Metro Vancouver bring together key stakeholders, such as railroad companies, TransLink, Metro Vancouver and Transport Canada. Participants at another meeting suggested that Port Metro Vancouver should consider scenario planning, including looking at wildlife, habitat and economic scenarios.

**6. Transparency/Information – Participants requested that Port Metro Vancouver ensure that consultation participants have access to technical information, such as reports, study outlines and study results.** (A key theme at 3 multi-stakeholder meetings.)

Participants at a few meetings noted that they would like to ensure that they have access to technical reports, to allow them to be informed participants in the consultation process.

### 3.4.2 Multi-Stakeholder Meetings | Complete List of Key Themes

The following is a complete list of key themes from the seven multi-stakeholder meetings, listed in the order the meetings occurred. Full notes from the meetings can be found in Appendix 3.

**1. Delta – June 8, 2011, 2:00pm-4:00pm, Coast Tsawwassen Inn**

- Participants requested additional information regarding Port Metro Vancouver’s container traffic forecast.
- Participants were interested in how goods in containers would be transported through Delta, Ladner and Tsawwassen by truck and train, and the impacts that these movements would have on the community.
- Participants noted that they would like to be consulted about the potential impacts of the project on agriculture and agricultural land.
- Participants were interested in discussing enhancements to local habitat and other potential benefits to the community as a result of the proposed Roberts Bank Terminal 2 Project.
- Participants requested that Port Metro Vancouver provide more information about the economic impacts of the project, particularly in relation to benefits to small businesses and local jobs.

## 2. Delta – June 14, 2011, 2:00pm-4:00pm, Delta Town & Country Inn

- Participants said that they would like one body responsible for all port operations on the Canadian West Coast, rather than two separate entities in Vancouver and Prince Rupert.
- Participants said that they would like to be consulted about whether the proposed Roberts Bank Terminal 2 Project should proceed, noting that adding container capacity at Prince Rupert may be a better option and more acceptable to the Prince Rupert region than the proposed Roberts Bank Terminal 2 Project is to the Delta community.
- Some participants said that Port Metro Vancouver should consult with the public and stakeholders about additional infrastructure such as the road, rail and ship infrastructure that would be needed to support the increased operations associated with the proposed Roberts Bank Terminal 2 Project.
- Some participants said that they would like to be consulted about how the proposed Roberts Bank Terminal 2 Project could benefit the community with local employment, additional health and education services or other social and economic benefits.
- Participants said they would like Port Metro Vancouver to provide full and transparent access to as much information available as possible during the consultation stages, including study outlines, study results and technical work.
- Participants said they liked the small-group meeting format as a consultation method and also asked that open houses include a question and answer component.

## 3. Langley – June 15, 2011 10:00am-12:00pm, Newlands Golf & Country Club

- Participants said that the consultation process for the proposed Roberts Bank Terminal 2 project needs to include consideration of rail corridor issues through Langley. There was concern expressed that the proposed Roberts Bank Terminal 2 project would increase the number of rail trips through the community, disrupting community connections and quality of life.
- Participants said that they would like Port Metro Vancouver to conduct open houses with a public meeting or question and answer component, not just an open house format.
- Participants said they would like Port Metro Vancouver to ensure there is educational information available to the public so that they can be informed participants in the process as it proceeds through multiple stages over multiple years.
- Participants requested that Port Metro Vancouver encourage representatives of railways, TransLink, Metro Vancouver, Transport Canada and others to participate in the consultation process and encourage a more integrated planning process for regional transportation planning, including road and rail goods movement.
- Participants expressed a desire for Port Metro Vancouver to include options for consideration, as much as possible, as part of the consultation process for the proposed Roberts Bank Terminal 2 Project.

- Participants expressed appreciation that Port Metro Vancouver is conducting pre-consultation and noted that it is refreshing to see the Port asking stakeholder how they want to be consulted and about what topics.

#### **4. Surrey – June 15, 2011, 2:00pm-4:00pm, Eaglequest Coyote Creek Golf Club**

- Participants expressed a desire to know more about the potential growth in demand for container capacity, saying they would like to discuss the idea of Prince Rupert meeting the growth in demand rather than the proposed Roberts Bank Terminal 2 project. Participants suggested that they would like to discuss whether Port Metro Vancouver could constrain its growth to make Prince Rupert more viable.
- Participants expressed concerns that federal and provincial environmental assessments may not adequately address community concerns with respect to the proposed Roberts Bank Terminal 2 Project.
- Participants said they would like to discuss issues related to migratory birds during Project Definition Consultation.
- Participants said they want to discuss socio-economic issues related to the proposed Roberts Bank Terminal 2 Project, including additional information about jobs, community benefits and the economic benefits of trade to the Lower Mainland, B.C. and Canada.
- Participants said they want to discuss whether truck traffic could be spread over a longer period of the day and night, creating less pressure on peak demand times at Roberts Bank.
- Participants said they want to discuss the implications of the proposed Roberts Bank Terminal 2 Project on infrastructure throughout the Lower Mainland and Fraser Valley, including rail, roads and bridges.

#### **5. Vancouver – June 16, 2011, 7:30am-9:00am, Morris J. Wosk Centre for Dialogue**

- Participants expressed an interest in Port Metro Vancouver reviewing whether the Port of Prince Rupert expansion could address growth in demand for container capacity on Canada's West Coast.
- Participants said that they want Port Metro Vancouver to consult with communities and stakeholders beyond the Lower Mainland, noting that the effects of the proposed Roberts Bank Terminal 2 Project were not only local, but also provincial and national.
- Participants expressed a desire to discuss the Pacific Flyway and migratory birds as part of the consultation regarding the proposed Roberts Bank Terminal 2 Project.
- Participants suggested that Port Metro Vancouver consider integrated planning, including systems, wildlife, habitat and economic scenarios. Some participants suggested that Port Metro Vancouver consider looking further out than a 20-year planning horizon.

## **6. Richmond – June 16, 2011, 6:00pm-8:00pm, Hilton Vancouver Airport**

- Participants noted the importance of further development of the Asia-Pacific Gateway as a major piece in the supply chain. It was suggested that a regional approach to planning and development of transportation infrastructure in the Lower Mainland is needed.
- Participants were interested in what role the Port of Prince Rupert could play in achieving future needed container capacity on Canada's West Coast.
- Participants were interested in discussing potential community and economic benefits of the proposed Roberts Bank Terminal 2 Project.

## **7. Port Community Liaison Committee – June 22, 2011, 6:00pm-8:00pm, Coast Tsawwassen Inn**

- Participants were interested in whether container expansion could occur in Prince Rupert, stating that the Port of Prince Rupert was further into their project planning for the Fairview Terminal Phase 2 than Port Metro Vancouver is for the proposed Roberts Bank Terminal 2 Project.
- Participants were interested in the impact that future improvements to the Panama Canal would have on North American container trade.
- Participants noted that Port Metro Vancouver has to provide a strong rationale of the need for the proposed Roberts Bank Terminal 2 Project.
- Participants were interested in the timing of the consultation rounds for the proposed Roberts Bank Terminal 2 Project.
- Participants asked for more information about what a panel-level environmental assessment review would look like for the proposed Roberts Bank Terminal Project. It was suggested that representatives from the Canadian Environmental Assessment Agency and the BC Environmental Assessment Office attend a meeting of the Port Community Liaison Committee to present information about their processes and answer questions from the committee.



