

An aerial photograph of Stanley Park in Vancouver, British Columbia. The image shows a winding road with traffic, a large body of water (likely the Stanley Park Water Tunnel), and a dense forest of trees. In the background, snow-capped mountains are visible under a cloudy sky. A small airplane is flying in the upper part of the frame. The text "Stanley Park Water Supply Tunnel Phase 3 Public Engagement Summary" is overlaid in white, bold, sans-serif font across the center of the image.

Stanley Park Water Supply Tunnel Phase 3 Public Engagement Summary

December 2023

Stanley Park Water Supply Tunnel

Phase 3 Public Engagement Summary

December 2023

Acknowledgements

Thank you to everyone who provided input during the third phase of public engagement for the Stanley Park Water Supply Tunnel project. Metro Vancouver embraces collaboration and innovation to provide sustainable regional services, contributing to a livable and resilient region, and a healthy natural environment for current and future generations. The goals of this phase of engagement were to share project updates with members of the community and to the public who will be directly impacted by construction activities, provide new information about the project, and to listen to concerns and answer questions. We appreciate your time and participation in this engagement.

About Metro Vancouver

Metro Vancouver is a federation of 21 municipalities, one electoral area, and one treaty First Nation that collaboratively plans for and delivers regional-scale services. Its core services are drinking water supply, wastewater treatment, and solid waste management. Metro Vancouver also regulates air quality, plans for urban growth, manages a regional parks system, and provides affordable housing. The regional district is governed by a Board of Directors of elected officials from each local authority.

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About the Stanley Park Water Supply Tunnel

To meet the growing demand for drinking water in the region, Metro Vancouver is planning to construct a major water infrastructure project, called the Stanley Park Water Supply Tunnel, deep under Stanley Park. The new water supply tunnel will replace an existing water main that was built in the 1930s and is at the end of its service life.

Metro Vancouver is planning to tunnel deep underground to build the new water main and two valve chambers. The valve chambers will house underground pipe and valves to control the flow of water through the mains in the area. The new main and valve chambers will then be connected to the existing water distribution system.

To excavate the tunnel, install the water main, and build the valve chambers, three shafts will be constructed in Stanley Park. The shaft locations, along with the tunnel alignment and construction process, were carefully selected based on rigorous geotechnical, environmental, archaeological, and traffic studies. At all three shaft sites, the construction areas will be restored to equal or better condition.

The project has completed the detailed design stage and construction is expected to begin by late 2024 through 2029. When complete, the new tunnel will meet current seismic standards, help ensure the continued reliable delivery of high-quality drinking water to the cities of Vancouver, Richmond, and Delta, and increase the capacity of the existing system for the region's growing population.







AERIAL VIEW OF STANLEY PARK

Executive Summary

Since 2017, Metro Vancouver has conducted three phases of community engagement on the Stanley Park Water Supply Tunnel project. During October and November 2023, Metro Vancouver engaged with the public and community to provide an update on the project, gather feedback and additional ideas to reduce impacts during construction.

Throughout the third phase of engagement, Metro Vancouver received public input through events, conversations, email communications, and feedback form responses. The below table provides a high-level overview of the common themes that we heard and the work we are undertaking to address this feedback.

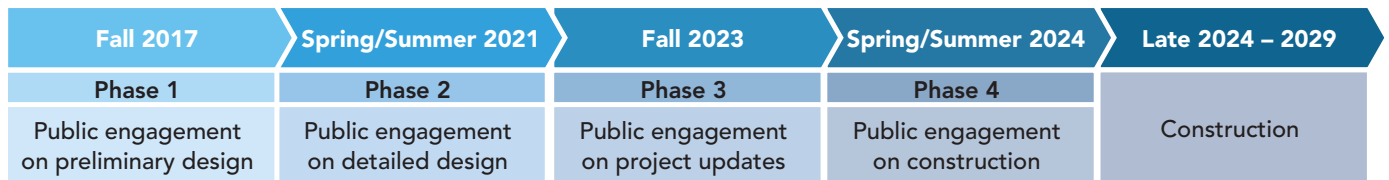
WHAT WE HEARD	HOW WE ARE RESPONDING
 <p>Minimize impacts of truck traffic on Denman and Davie streets</p>	<p>West Georgia Street is the primary and preferred truck route and Metro Vancouver is working with the City of Vancouver to minimize the number of trucks that would use the alternate route of Denman Street to Davie Street.</p> <p>The City has indicated it is amenable to removing left-turn restrictions from Robson to Denman so that construction trucks may access Georgia Street and avoid using Denman Street south of Robson Street.</p>
 <p>General concerns about the volume of truck traffic</p>	<p>Truck traffic will increase and decrease throughout the project depending on the construction activity. The number of trucks per day could range between five and 30, travelling to and from the shaft sites.</p> <p>Metro Vancouver will work with the construction contractor to develop and implement a traffic management plan to ensure pedestrians, cyclists, and vehicle traffic can move safely and efficiently around the construction sites.</p>
 <p>Minimize construction noise impacts near the Chilco Street shaft site</p>	<p>To minimize impacts on the community, the centre shaft site will be the main construction area for the project. Metro Vancouver and its contractors will also:</p> <ul style="list-style-type: none"> • Adhere to the City of Vancouver’s noise bylaw requirements or approved variances to limit work in early mornings, evenings, weekends, and holidays. • Require the construction contractor to turn equipment off when not in use and maintain equipment properly. • Construct a three-metre-high noise barrier along the Chilco Street shaft site.
 <p>Questions about the construction schedule</p>	<p>Some site preparation work may take place in advance of construction, which is expected to start by late 2024.</p> <p>Metro Vancouver will provide a detailed construction schedule to residents once a construction contractor is brought on board and will keep the community updated as the project progresses through print notifications, emails, website updates, and on-site signage.</p> <p>Our community liaisons will also be available throughout the project to address questions or concerns about the construction schedule and any topic related to the project.</p>

About the Engagement Program

Metro Vancouver conducted the third phase of public engagement from October 11 to November 27, 2023. During this phase, Metro Vancouver organized the following engagement opportunities:

- An in-person Chilco Street shaft site community meeting at the Vancouver Rowing Club on October 11 for people who live or work near this shaft site. This meeting featured a one-hour presentation from the project team along with a facilitated question and answer period. Attendees also had the opportunity to learn more about the project by viewing display boards and speaking with members of the project team. Attendees were invited to complete an online or print feedback form.
- An in-person community open house at the Vancouver Rowing Club on November 1. This meeting was open to the public and attendees were invited to learn more about the project by viewing display boards and speaking with members of the project team. Attendees were also invited to complete an online or print feedback form.
- An online public comment period presenting project information shared at the Chilco Street shaft site meeting and the community open house was hosted on [Metro Vancouver's online engagement platform](#), where community members could view project information and complete an online feedback form.

Public Engagement Timeline



The table below provides a summary of engagement activities including intended audience(s).

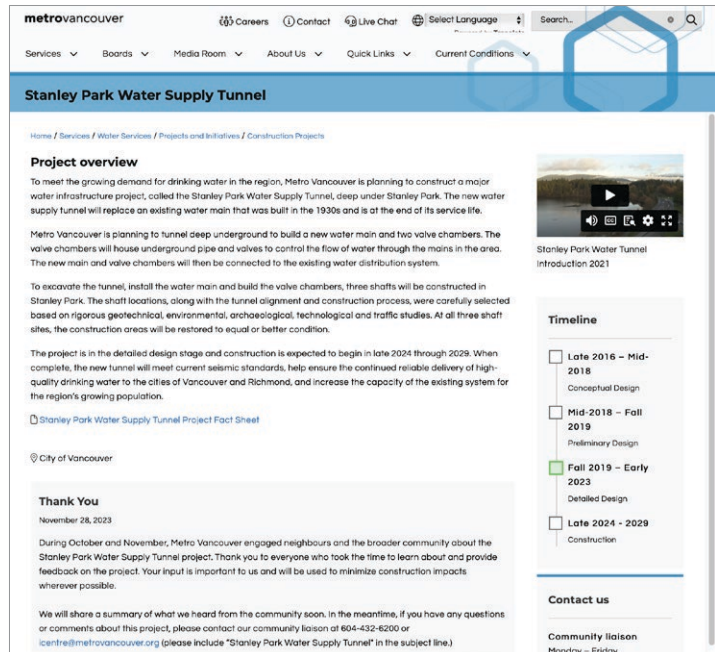
ACTIVITY	AUDIENCE	TIMING	FORMAT
Chilco Street shaft site community meeting	<ul style="list-style-type: none"> • Approximately 190 residential households • Pooh Corner Daycare • Stanley Park Community Gardeners • Denman & West Neighbours Community Association representatives 	October 11, 2023	In-person meeting held at the Vancouver Rowing Club
Public comment period	General public	October 11 – November 27, 2023	Online and in-person
Community open house	General public	November 1, 2023	In-person meeting held at the Vancouver Rowing Club

Engagement Promotion

Phase 3 of engagement was promoted on various channels, including the project website, Metro Vancouver's social media accounts, and mail by Canada Post.

Website

A dedicated project webpage was used to present the information about the Stanley Park Water Supply Tunnel project. In addition, the engagement opportunity was also featured on the main Metro Vancouver website as well as the calendar of events webpage. While the project webpage was included on most of the communications materials, the main call to action drove people directly to the feedback form. During this engagement, there were over 1,800 project webpage views with an 81% engagement rate, which means this percentage of users spent longer than 20 seconds on the project page.

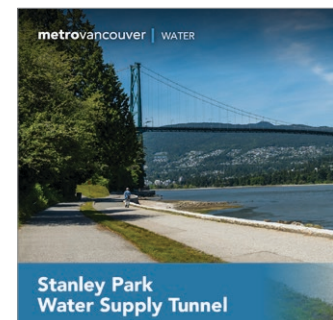
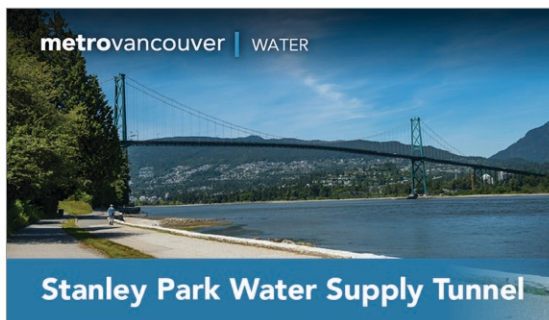


Feedback Form

We invited the public to provide input in a meaningful way by completing a feedback form that was available online and in hardcopy format. Staff hosted the online feedback form on an engagement platform, where participants were encouraged to review project and traffic information, and complete five questions. The feedback form also offered the option to include contact details for a follow-up from our community liaison. The opportunity to provide feedback was promoted on the Metro Vancouver homepage, in direct email promotions, and at the Chilco Street shaft site community meeting and community open house.

Social Media

The engagement opportunity was promoted on various social media platforms, including Facebook, Instagram, and X. A series of organic and boosted posts garnered over 16,000 social media reach.



E-newsletter

The engagement opportunity was promoted in the October edition of Metro Vancouver’s monthly e-newsletter with a distribution of over 3,500 subscribers.

Online Ads and Articles

A combination of four banners and native content ads promoting the engagement ran from October 2 – October 30, 2023, and were viewed over 1.2 million times. A digital ad was placed on the West End Journal website to promote the engagement opportunity; the news website has approximately 8,000 page views per month.

Emails

Businesses and residents close to the Chilco Street shaft site received a “save the date” email on September 13, 2023, an email invitation to the Chilco Street shaft site community meeting on September 27, 2023, and a project fact sheet and invitation to the community open house between October 6 and October 13, 2023, from the community liaisons. The community open house invitation and project fact sheet were also sent by email to 61 Stanley Park Water Supply Tunnel project email list subscribers on October 10, 2023.

Mail

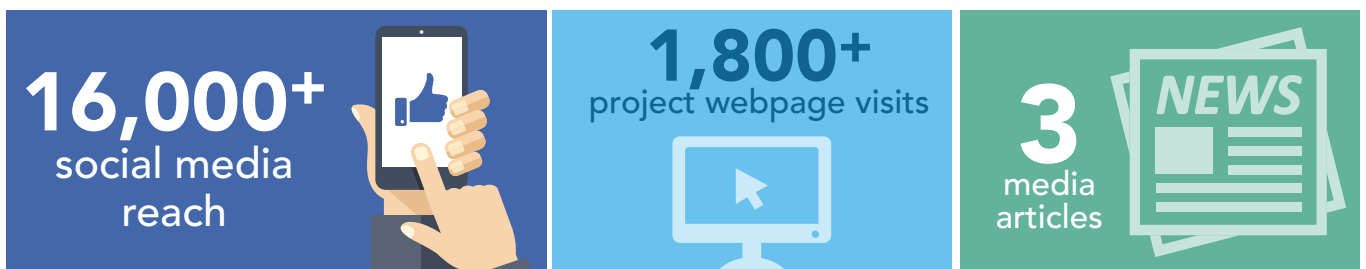
Invitations to the Chilco Street shaft site community meeting were mailed to the building managers of 700 Chilco Street, 710 Chilco Street, 815 Chilco Street, 1972 Robson Street, 1960 Robson Street, and representatives from Pooh Corner Daycare via Canada Post. A fact sheet containing information about the Stanley Park Water Supply Tunnel project and an invitation to the community open house was mailed to more than 11,750 residences and businesses in the West End and Coal Harbour via Canada Post.

Engagement Promotion and Results

Highlights of the Promotion



Highlights of the Results



Engagement Participation

Below you can find a summary of how many participants or responses we received at each engagement opportunity:

ACTIVITY	DATE	PARTICIPANTS/RESPONSES
Chilco Street shaft site community meeting	October 11, 2023	31
Community open house	November 1, 2023	85
Public comment period	October 11 – November 27, 2023	124

In-person Meetings

A total of 116 participants joined the in-person events on October 11 and November 1 to hear the latest project updates and ask questions relating to the Stanley Park Water Supply Tunnel project. At both events, Metro Vancouver staff explained the information presented on display boards and answered questions from those in attendance.

Feedback Form Responses

As part of the engagement, we received 124 feedback form submissions. The feedback form asked five questions and included space for general comments. People could request a follow up and provide their contact details for the community liaisons.

Engagement Highlights

 30+ attendees at a community meeting for Chilco Street shaft site neighbours	 80+ attendees at a community open house	 Received 120+ feedback form submissions during a public comment period	 Responded to 70+ project enquiries
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What We Heard and How We're Responding

WHAT WE HEARD	HOW WE ARE RESPONDING
Concerns about construction traffic	
<p>Minimize impacts of truck traffic on Denman and Davie streets</p>	<p>West Georgia Street is the primary and preferred truck route and Metro Vancouver is working with the City of Vancouver to minimize the number of trucks that would use the alternate route of Denman Street to Davie Street.</p> <p>The City has indicated it is amenable to removing left-turn restrictions from Robson to Denman so that construction trucks may access Georgia Street and avoid using Denman Street south of Robson Street.</p>
<p>Concerns about the volume of truck traffic</p>	<p>Truck traffic will increase and decrease throughout the project depending on the construction activity. The number of trucks per day could range between five and 30, travelling to and from the shaft sites.</p> <p>Metro Vancouver will work with the construction contractor to develop and implement a traffic management plan to ensure pedestrians, cyclists, and vehicle traffic can move safely and efficiently around the construction sites.</p>
<p>Concerns about the project overlapping with existing construction work in the area</p>	<p>The Traffic Management Plan (TMP) will be based on the proposed truck routes and will take into consideration other construction work, traffic, and City regulations at the time. Metro Vancouver will review the TMP before starting construction.</p> <p>Other works in the immediate area would be City of Vancouver projects, and we work closely with them on the Traffic Management Plan.</p>
<p>Concerns about construction traffic parking in the Chilco Street neighbourhood</p>	<p>Contractors are not permitted to park in the neighbourhood.</p> <p>Construction vehicles will be parked inside the shaft site.</p> <p>The contractor will shuttle construction crews to the project area to reduce impacts to local street parking.</p>
<p>Concerns about trucks using Rosemary Brown Lane and Eihu Lane as a shortcut</p>	<p>Trucks related to the Stanley Park Water Supply Tunnel project will not be allowed to use Rosemary Brown Lane and Eihu Lane.</p>



MEMBER OF THE PROJECT TEAM TALKING TO OPEN HOUSE ATTENDEES ON NOVEMBER 1, 2023

WHAT WE HEARD	HOW WE ARE RESPONDING
Concerns about noise	
<p>Minimize construction noise impacts near the Chilco Street shaft site</p>	<p>To minimize impacts on the community, the centre shaft site will be the main construction area for the project. Metro Vancouver and its contractors will also:</p> <ul style="list-style-type: none"> • Adhere to the City of Vancouver’s noise bylaw requirements or approved variances to limit work in early mornings, evenings, weekends, and holidays. • Require the construction contractor to turn equipment off when not in use and maintain equipment properly. • Construct a three-metre-high noise barrier along the Chilco Street shaft site
<p>Concerns about disruption due to hours of work being 7:30 am – 8:00 pm and including Saturdays</p>	<p>We will not be doing any excavation work on Saturdays in accordance with the City of Vancouver’s noise bylaw. Typical hours of work may change depending on construction needs. If work outside of the typical construction hours is required, Metro Vancouver will apply for a bylaw variance with the City of Vancouver.</p> <p>Metro Vancouver will conduct continuous noise monitoring to ensure noise limits remain below the City of Vancouver noise bylaw level (85 dBA) or granted bylaw variances.</p>

WHAT WE HEARD	HOW WE ARE RESPONDING
Questions about construction	
Questions about the construction schedule	<p>Some site preparation work may take place in advance of construction, which is expected to start by late 2024.</p> <p>Metro Vancouver will provide a detailed construction schedule to residents once a construction contractor is brought on board and will keep the community updated as the project progresses through print notifications, emails, website updates, and on-site signage.</p> <p>Our community liaisons will also be available throughout the project to address questions or concerns about the construction schedule and any topic related to the project.</p>
Questions about the scope of excavation at the Chilco Street shaft site	<p>The Chilco shaft will have a diameter of 8.5 metres and approximately 45–50 metre depth.</p> <p>The Chilco Street shaft site will include the construction of a shaft, as well as chambers that will house underground pipes and valves to control the flow of the water supply, along with a backup power building. To reduce the construction footprint, the old valve chambers that are currently situated on the site will be removed and a new shaft and valve chamber will be constructed in the same area. The site will not be used to excavate the tunnel, which will help reduce construction impacts on the neighbourhood and keep the construction area relatively small.</p> <p>In the request for proposal for a construction contractor, we specified drilling or blasting will not be allowed at the site. The project will likely be top-down excavation, but we will not know the full details until we have a contractor. Once we have that information, we will let neighbours know.</p> <p>We will implement dust mitigation measures including wheel washes and water spraying.</p>
Concerns about the duration of the project	<p>Our consulting engineers rigorously design the project and plan the expected timeline.</p> <p>We take a best value approach to procurement. We review submitted method statements, proposed construction schedule, tunnelling, and excavation plans to select the most qualified contractor.</p> <p>Much of this project is linear work so things will happen sequentially.</p>
Requests for continued monitoring of construction site impacts during construction	<p>Metro Vancouver staff will be present on site throughout the project. To provide additional oversight of the contractor, Metro Vancouver has hired a construction manager and an environmental monitor.</p>

WHAT WE HEARD	HOW WE ARE RESPONDING
<p>Questions about the reasons for the location of the project</p>	<p>There is existing infrastructure at the Chilco Street and Burrard Inlet shaft sites. These locations already connect to the City of Vancouver water main and have existing pressure-reducing valves.</p> <p>In response to the suggestion to move the project to Devonian Park, this would mean we would have to trench from Chilco Street over the causeway, which would be a very significant and disruptive excavation on a major thoroughfare.</p> <p>The ground at the Chilco Street shaft site was previously disturbed to construct the existing water main, which means construction here will have fewer archaeological and environmental impacts than a new site.</p>
<p>Requests for on-site pre-condition inspections of properties neighbouring the construction site before construction begins</p>	<p>Metro Vancouver will meet with residents to review the procedure and scope for the optional pre-condition inspections approximately six months before work begins.</p> <p>Inspections generally will include a report and photographs of the unit and will be visual only. The inspection will document the building foundations, basement area, and parking area. If a resident suspects damage has occurred during the project, the inspector would then return to assess whether the damage is new or pre-existing.</p>



ENTRANCE OF THE VANCOUVER ROWING CLUB, WHERE METRO VANCOUVER HELD THE ENGAGEMENT EVENTS

Questions about the supporting works

Requests for more information about the construction between Haro Street and Stovold Lane for the installation of flow meter chambers

Metro Vancouver expects work on the flow meter chambers to start in late 2025. This timing is subject to change based on the contractor's schedule and operational needs. More details about this work will be provided to the community once a construction contractor has been hired for the project.

Metro Vancouver is committed to minimizing construction impacts whenever possible; however, this work may impact the surrounding community. Neighbours may experience the following construction impacts:

- **Traffic:** A full road closure will be in effect on Chilco Street, between Haro Street and Stovold Lane, for two periods of approximately four months. However, intersections at both Haro Street and Stovold Lane will remain open. There will be traffic control personnel directing traffic around the construction area to maintain safe passage of vehicles, cyclists, and pedestrians in both directions along Chilco Street.
- **Pedestrian Mobility and Parking:** The north sidewalk on Chilco Street will be closed and street parking on both sides will be restricted for two periods of approximately four months.
- **Noise:** There will be noise due to the use of heavy machinery. All work will comply with City of Vancouver's noise bylaws or granted variances.
- **Residential and business water supply** will not be affected as the City of Vancouver's water main won't be shut down during construction.

Requests to put the BC Hydro pole underground on Chilco Street

Metro Vancouver requested that BC Hydro relocate the wiring underground, but they confirmed that this is not possible.

Questions about the restoration of the Chilco Street cul-de-sac

The cul-de-sac will be restored to equal or better condition once construction is completed.

WHAT WE HEARD	HOW WE ARE RESPONDING
Concerns about safety	
<p>Concerns about safety and accessibility for pedestrians and cyclists</p>	<p>Metro Vancouver is committed to keeping people moving safely and efficiently during construction and has a traffic management strategy in place.</p> <p>Trucks will access all three shaft sites via designated routes and gates. Traffic control personnel and signage will reduce congestion associated with construction and ensure the safety of all road users.</p> <p>A temporary path will be installed around the Chilco Street shaft site area to keep pedestrians and cyclists moving safely and efficiently throughout construction.</p> <p>Once a contractor is hired, Metro Vancouver will work very closely with them to review the traffic management and impact mitigation plans to ensure construction impacts will be minimized wherever possible.</p>
Questions about project communications	
<p>Requests for further discussions for Chilco Street shaft site neighbours about the project</p>	<p>On other projects, we have created a community working group which meets at a time and location convenient for the community. This would allow us to meet monthly or more frequently. If there is interest, our community liaisons will work to schedule these.</p> <p>Any future meetings will be in addition to regular updates sent by Metro Vancouver's channels and the community liaisons.</p>



AERIAL VIEW OF THE AREA NEAR THE CHILCO STREET SHAFT SITE

WHAT WE HEARD	HOW WE ARE RESPONDING
Environmental concerns	
<p>Questions about the impact of construction on the wildlife in and around Stanley Park</p>	<p>Environmental studies were completed during the design phase to better understand the potential impacts to wildlife during construction. These include environmental impact assessments (vegetation, wildlife, wildlife habitat, fisheries, aquatic habitat, surface water quality, and socio-economic condition assessments), raptor nest surveys, arborist surveys, and noise studies.</p> <p>Based on these assessments, the team developed an environmental management plan that defines what requirements will need to be followed during construction. These are based on applicable municipal, provincial, and federal requirements as well as best management practices. During construction, environmental monitors will be on site to verify that these requirements are being met.</p> <p>Potential noise impacts to the heron colony were considered as it was identified as a sensitive wildlife receptor. The acoustical consultant determined that the heron colony (which is located approximately 500 meters from the Chilco Street shaft site) is not expected to be impacted by the project.</p> <p>To further minimize disruption to wildlife, the tunnelling for this pipeline will be deep underground – in the bedrock under Lost Lagoon – so the lagoon will not be disturbed.</p>
<p>Questions about the protection of the trees at the Chilco Street shaft site</p>	<p>We will be installing tree protection fences around individual trees. Some trees will be removed but they will be re-planted after construction is completed.</p>
Questions about restoration	
<p>Questions about restoration following construction</p>	<p>The Vancouver Park Board will initiate a restoration design for the construction sites in Stanley Park. All restoration planning and implementation will be governed by the Park Board’s commitment to reconciliation and decolonization, and in alignment with approved policies and strategies, including but not limited to the Urban Forest Strategy, Biodiversity Strategy, and VanPlay. Restoration planning will also include public engagement throughout the process.</p>

How Feedback Will Be Used

Thank you to everyone who engaged with us on this project in 2023. Your input is important to us and will be combined with the expertise of the project team and consultants working to help us minimize project impacts wherever possible.

Next Steps

Metro Vancouver is in the process of hiring a construction contractor for the Stanley Park Water Supply Tunnel project. Some site preparation works may take place in advance of construction, which is expected to start by late 2024.

To stay up to date, check the [project webpage](#) by visiting **metrovancover.org** and searching for “Stanley Park Water Supply Tunnel”. You can also subscribe to our project list to receive updates via email by clicking on the [sign up button](#) on the webpage.

If you have any questions or comments about this project, please contact our community liaisons at 604-432-6200 or icentre@metrovancover.org (include “Stanley Park Water Supply Tunnel” in the subject line).

