WHAT WE HEARD REPORT

CITY OF BURNABY

CONNECTING BURNABY
DRAFT TRANSPORTATION PLAN

PHASE 3 | ENGAGEMENT SUMMARY

NOVEMBER 2021

URBAN SYSTEMS

THIS IS CLIMATE ACTION | City of Burnaby

PREPARED FOR:

City of Burnaby
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URBAN
SYSTEMS

File No. 1228.0045.01

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TABLE OF CONTENTS

1.0 EXECUTIVE SUMMARY 1

2.0 INTRODUCTION 3

3.0 ENGAGEMENT OBJECTIVES 5

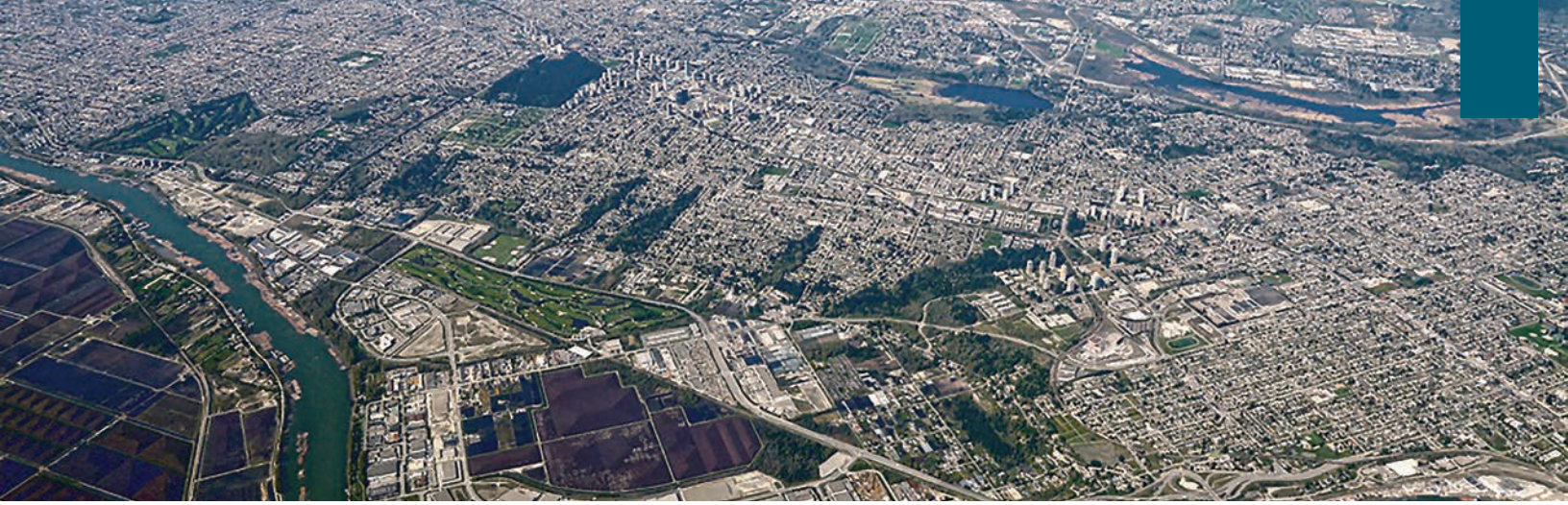
4.0 ENGAGEMENT OPPORTUNITIES 6

5.0 ENGAGEMENT FORMAT & APPROACH 8

6.0 WHAT WE HEARD 10

- 6.1 CITY OF BURNABY STAFF WORKSHOP 10
- 6.2 STAKEHOLDER WORKSHOPS 13
- 6.3 PUBLIC ENGAGEMENT 22

APPENDIX A:
STAKEHOLDER DEMOGRAPHIC POLLING QUESTIONS



1.0 EXECUTIVE SUMMARY

In September 2021, the project team for Burnaby's Transportation Plan, Connecting Burnaby, undertook a series of stakeholder workshops and public engagement activities to gauge support and solicit feedback for the draft Transportation Plan to ensure it reflects the values and aspirations of the community. This phase of the project, Phase 3, built off of several years of engagement and technical work that was completed through Phases 1 and 2.

In total there were six engagement opportunities, that consisted of four stakeholder workshops, one public open house and one community survey. These events provided an opportunity for internal and external stakeholders to learn more about the draft Transportation Plan, and to share their thoughts, concerns and ideas moving forward.

Below is a high-level summary of the feedback captured through breakout group discussions, polling results and survey responses from the six engagement opportunities. Participants shared what they liked about the Plan and identified areas they believe need improvement, as well as provided valuable input on the Plan's Vision, Goals and Targets, Big Moves and policy directions.

In accordance with COVID-19 public health recommendations, all Phase 3 engagement occurred online. With the health and safety of the community top of mind, the City of Burnaby conducted public and stakeholder consultation through virtual stakeholder workshop, a virtual open house and online survey. This virtual approach allowed for extensive engagement for Phase 3 to take place while adhering to the limitations posed by the pandemic.

City Staff

Key Interests

- Emerging technologies (e.g. autonomous vehicles, e-bikes/scooters)
- Alignment with other regional and community plans
- Active forms of transportation and the hierarchy of modes
- Behaviour change related to modal shift

Stakeholders (Community Groups, Business and Development Community, Governmental Agencies)

Key Interests

- Enhanced accessibility and safety of sidewalks and pathways for pedestrians and cyclists
- Evolution of micro-mobility (e.g. e-bikes) and emerging technologies
- Implementing an equity lens
- Increasing cyclist and transit connectivity
- Improved wayfinding and enhanced transit accessibility
- Encouragement and education in regard to modal shift

Vision, Goals and Targets - 89% of workshop participants strongly support or support the level of ambition and the direction of the Plan's Vision, Goals and Targets

Big Moves - 82% of workshop participants strongly support or support the Plan's Big Moves

Public Open House

Key Interests

- Focus on active forms of transportation and multi-modal transportation policies
- Implementation of micro-mobility (e.g. e-bikes/scooters)
- EV infrastructure
- Enhanced cyclist and pedestrian safety with segregated multi-use pathways
- Accessibility and safety of all transportation users
- Reliable, accessible and affordable transit

Vision, Goals & Targets - 87% of residents support the level of ambition and the direction of the Plan's Vision, Goals and Targets

Big Moves - 82% of workshop participants strongly support or support the Plan's Big Moves

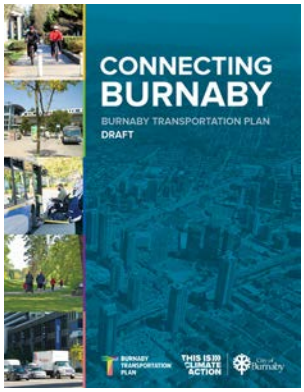
Public Survey

Vision, Goals & Targets - 63% of survey respondents strongly support the Plan's Vision. 66% of survey respondents strongly support the Plan's Goals. 80% of survey respondents indicated the highest level of support for the Plan's Vision Zero Target.

Big Moves - 76% of survey respondents indicated the highest level of support for the Big Move for Walking and Rolling, followed by Transit Corridor Studies (71%) and Transit Bus Shelters and Benches (66%)

2.0 INTRODUCTION

The City of Burnaby is updating it's Transportation Plan - Connecting Burnaby (the Plan). The updated Plan will guide transportation planning and policy decisions in Burnaby over the next 30 years. It incorporates the City's strategic policy direction (Economic Development Strategy, Environmental Sustainability Strategy, Social Sustainability Strategy, and Corporate Strategic Plan) and overall vision as "*a world-class city committed to creating and sustaining the best quality of life for our entire community.*" It also incorporates the City's Climate Action Framework, which sets the roadmap for a cleaner future through building capacity and resilience and emissions reduction.



Connecting Burnaby was developed over three phases:

- **PHASE 1 – SETTING THE STAGE** (July 2017-March 2018)
- **PHASE 2 – BUILDING THE PROPOSALS** (April 2018-January 2021)
- **PHASE 3 – DEVELOPING THE PLAN** (February 2021-August 2021)

The current phase, Phase 3, focused on the development of the draft Burnaby Transportation Plan. It builds on the visioning exercise and public input received from the Phase 1 and Phase 2 public engagement processes, best practices and technical work completed by City staff and consultants. Ultimately, the draft Plan reflects the values of the community and its aspirations. It presents opportunities for innovation and "big picture" ideas, while achieving multiple goals and objectives in alignment with the community's values.

Engagement for Phase 3 was designed to collect input from three key audiences – City of Burnaby Staff, community stakeholders and the public - each with the corresponding engagement tactics (**Figure 1**).

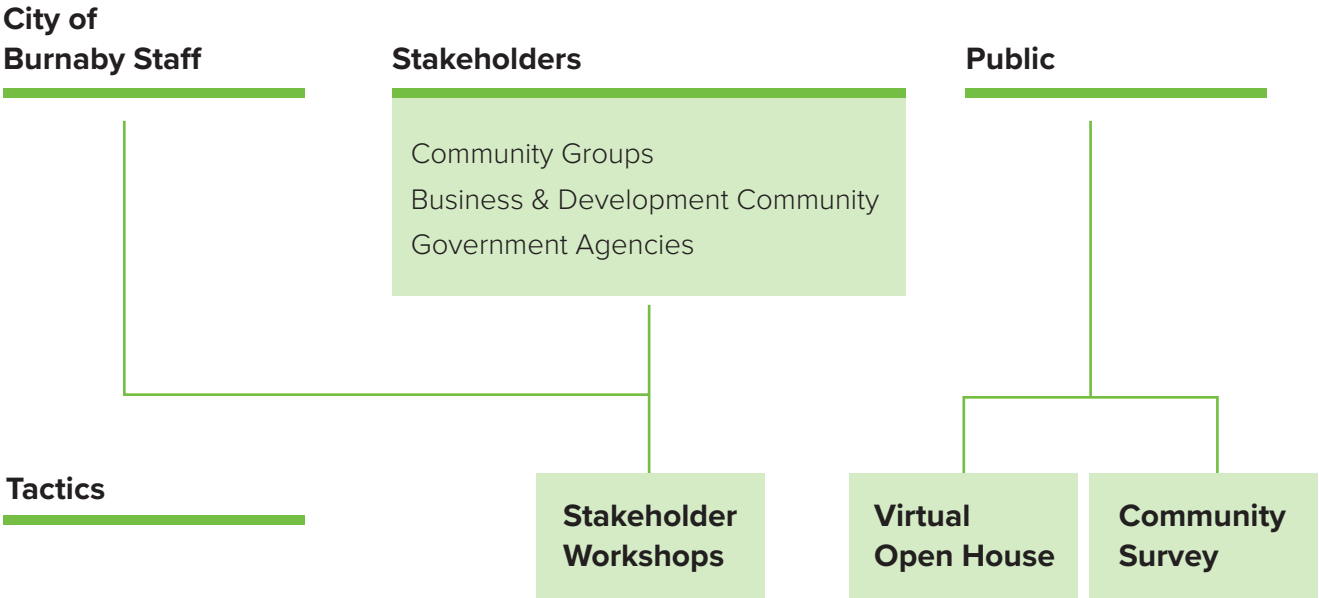
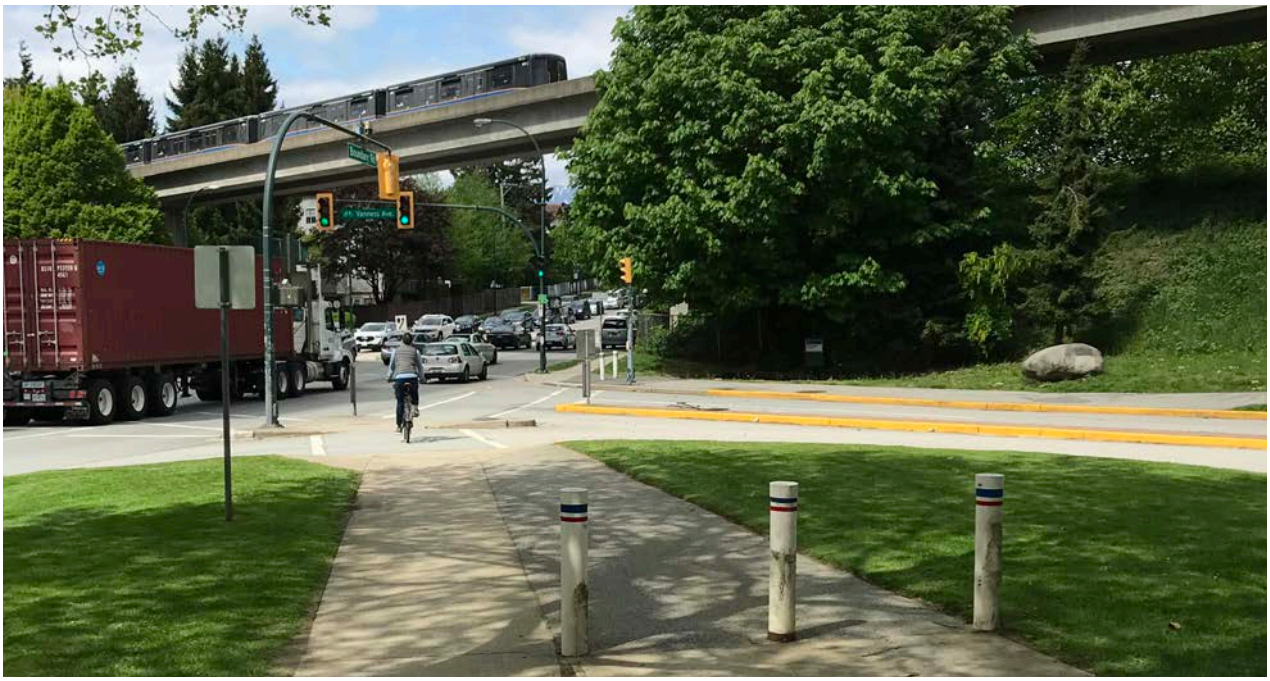


Figure 1. Overview of Phase 3 Engagement Key Audiences & Tactics



3.0 ENGAGEMENT OBJECTIVES

Stakeholder Workshops

- To provide internal and external stakeholders information regarding the content, policies and actions and development process of the draft Plan;
- To engage with stakeholders and identify opportunities for collaboration and partnership in implementation of shared transportation goals;
- Invite people to share feedback via email or telephone; and,
- Support Phase 3 Plan refinement to reflect values and aspirations of the community.

Public Engagement

- To provide Burnaby residents and businesses information regarding the content, policies and actions and development process of the draft Plan;
- To engage with Burnaby residents and businesses on the Plan with the purpose of obtaining broad public support for Plan content and policy direction;
- Invite people to participate in the on-line survey questionnaire or share feedback via email or telephone; and,
- Support Phase 3 Plan refinement to reflect values and aspirations of the community.

4.0 ENGAGEMENT OPPORTUNITIES

To gauge the level of support and to solicit feedback for the draft Plan, the City organized several opportunities for engagement. This included the following:

62
Participants

Stakeholder Workshops

Four stakeholder workshops were held virtually over Zoom with the support of the the virtual whiteboarding platform, Mural, in September 2021.

Key Audience	Workshop Date
City of Burnaby Staff	September 14, 2021
Community Groups	September 15, 2021
Business & Development Community	September 20, 2021
Governmental Agencies	September 21, 2021

While the internal workshop focused on implementation of the draft Plan, engagement with organizations outside of the City focused on determining the level of support and opportunities for partnership and collaboration.

Public Engagement

48
Participants

Virtual Open House

A Virtual Open House was held on September 28th from 5:30 p.m to 7:00 p.m. on Zoom. Participants registered for the event via an online registration platform (Eventbrite) and were sent three reminder emails leading up the virtual session. The reminder emails included a link explaining "How to Use Zoom," for those who needed the extra support. The online session consisted of a presentation, polls, breakout rooms and an opportunity to provide additional comments through an online feedback form.

1057
Participants

Community Survey

The City launched an online survey on September 13th - October 1st, 2021, which provided another opportunity for participants to provide feedback if they were unable to attend the virtual open house. The survey consisted of several multiple choice questions and aimed to understand the level of community support for the draft Plan.

5.0 ENGAGEMENT FORMAT & APPROACH

Health and safety considerations as a result of the COVID-19 pandemic meant that Phase 3 engagement was conducted virtually.

The engagement approach for both the stakeholder workshops and the virtual open house included a high-level presentation on the draft Plan, which touched on Process, Vision, Goals and Targets, Foundations, Policy Direction, Modes and Big Moves, and the Implementation Framework (**Figure 2**).

Throughout the presentation, participants were asked to respond to several multiple choice polling questions to gauge level of support for key pieces in the Plan. Following the presentation, participants moved to small group breakout discussions, which allowed for a more focused discussion.

Equity Considerations for Virtual Open House:

- Offered closed captioning
- Provided a "how-to" guide for using Zoom
- Offered translation services for those who needed it
- Provided multiple ways for attendees to leave feedback

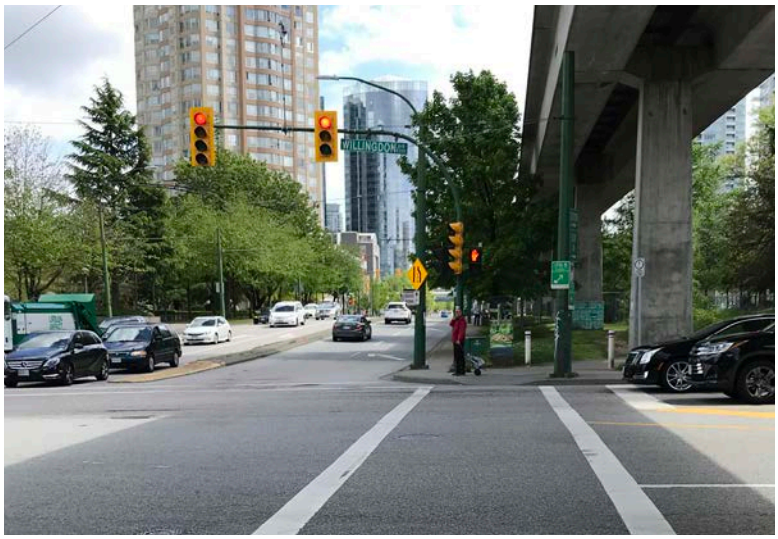
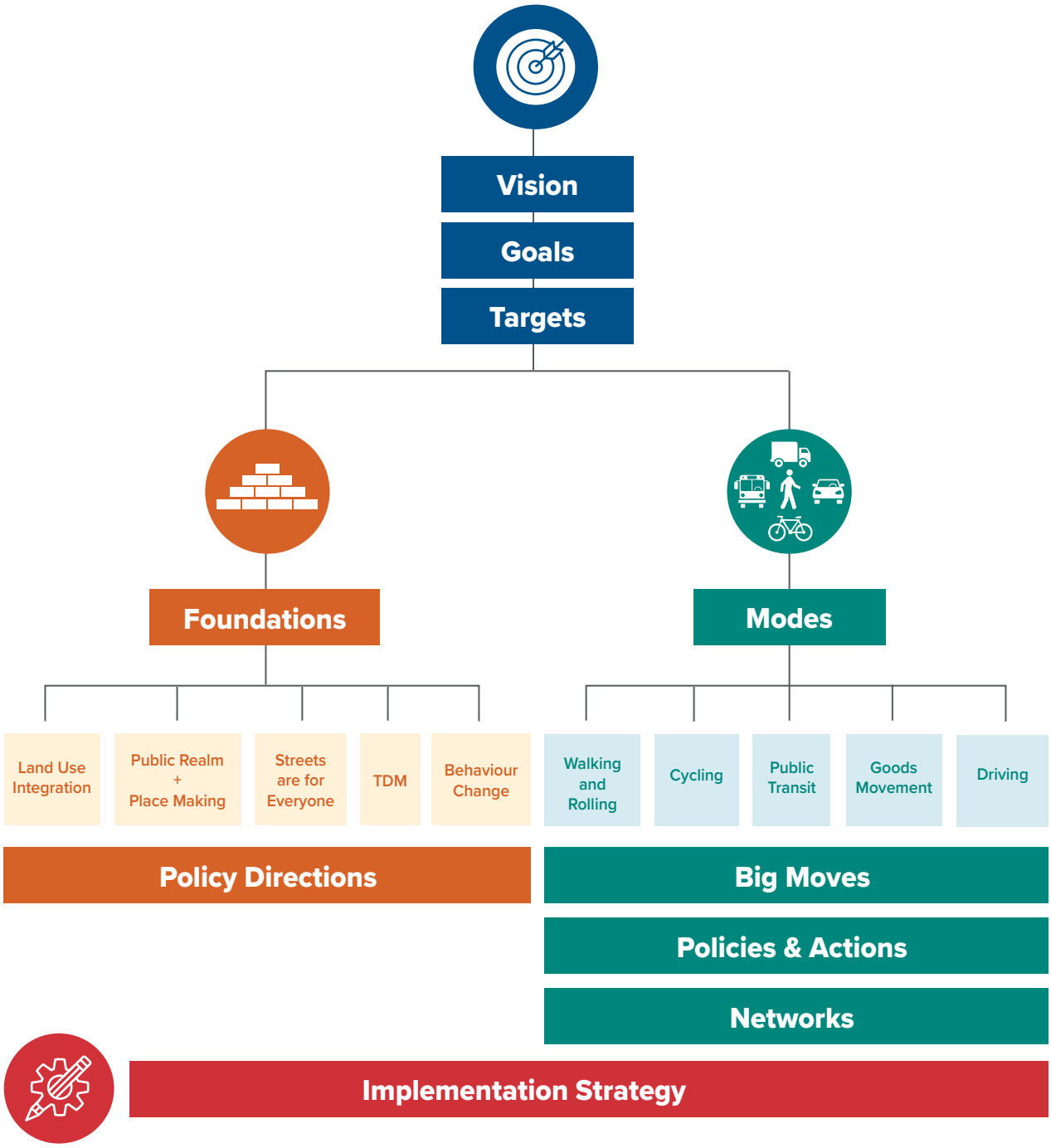


Figure 2. Draft Transportation Plan Framework



6.0 WHAT WE HEARD

6.1 CITY OF BURNABY STAFF WORKSHOP

This City staff workshop saw 39 participants who represented a variety of departments who would be key in implementing the Burnaby Transportation Plan. Through breakout sessions, participants were asked to share what they liked, what was missing or need to be changed, followed by several questions around implementation.

Internal Stakeholder Workshop Breakout Questions:

- What do you like about the draft plan?
- In general, does this Plan capture everything you'd like to see?
- What, if anything, is missing or would you change?
- Where do you see your department having a role in implementation?
- What type of resources or capacity do you need to implement?
- How can we best collaborate between leads/co-leads/partners?

Likes & Opportunities for Improvement

Staff highlighted that they liked the Plan's focus on active forms of transportation and hierarchy of modes, among others. Some gaps noted include implementation details and budgeting, data management (such as GIS), alignment with other regional and community plans and emerging technology and electric vehicles. More thematic details can be found on page 11.

Likes

Focus on active forms of transportation and the hierarchy of modes

Intersection between other plans and policy documents

Key elements of the plan including targets (set a strong direction), a comprehensive mode section, key performance indicators, emphasis on the public realm, standardizing guidelines

Attention to COVID-related behaviour changes that have impacted curbside management with increased popularity of home delivery services, for example

Room for Improvement

Greater desire for more details surrounding implementation, in particular, budgeting implications

Greater emphasis on transportation data capture to support data-driven departments and future modelling scenarios (ie. GIS)

Greater alignment with other high-level planning and policy documents (ie. Regional Growth Strategy, Transport 2050) and regional transportation plans

Additional attention to emerging technology such as drones, autonomous vehicles, e-bikes/scooters

Greater detail at the front end of the Plan that speaks to equity, inclusivity and diversity

Greater emphasis on green infrastructure

Other Comments[1] Included:

- Challenges around behaviour change
- Goods Movement - ensure that provisions are made for drop-off deliveries that consider large and small vehicles
- Opportunity to highlight what are other municipalities are doing
- Consider strategies to ensure that single-family neighbourhoods outside urban centres are not “left behind”
- Further consideration around enforcement (Bylaw)

1 *“Other Comments” refer to additional feedback provided that did not fall under a common theme*

Implementation

Engagement with staff focused on future implementation of the draft Plan. Questions posed in the breakout rooms included:

- Where do you see your department having a role in implementation?
- What type of resources or capacity do you need to implement?
- How can we best collaborate between leads/co-leads/partners?

Table 1 summarizes the key themes as a result of the collaborative session.

Table 1. Engagement feedback collected around roles, resources & collaboration (City Burnaby Staff Workshop)

Roles	Resources or Capacity Needs	Collaboration
• Policy & Planning • Leading & supporting Collaboration • Communication & consultation • Transportation services & infrastructure • Public engagement • Enforcement	• Staff/resources • Corridor & other studies • Engagement plan & consultation • Bylaw & design guidelines • Enforcement policies • Planning for climate change (drainage) • Research & data	• Planning can support engineering policy and program work • Environmental planning can work with long-range planning on EV policy • Initiate a working group with all departments/disciplines • Start collaboration early in the process • Established roles and structure (i.e. project charter) • Comprehensive engagement plan

6.2 STAKEHOLDER WORKSHOPS

The City engaged with 62 participants representing various organizations from three key stakeholder groups. These included:

Community Groups
14 Participants

Governmental Agencies
16 Participants

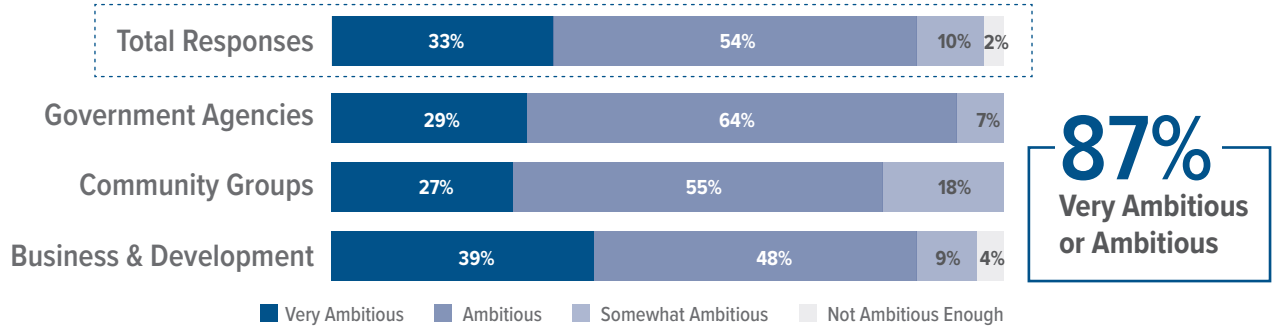
Business & Development Community
32 Participants

Gauging Support through Polls

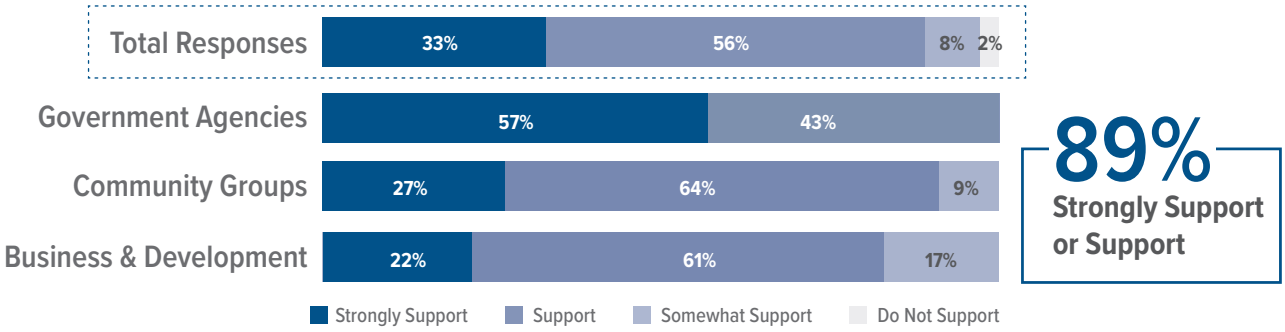
Throughout the presentation, participants were asked several polling questions about key components of the Draft Transportation Plan to gauge their level of support. In general, stakeholders agree the Plan is ambitious and that there is support for its direction. The polling results from the stakeholder workshops can be seen below.

Vision, Goals & Targets

In your opinion, how ambitious are the plan's Vision, Goals and Targets?

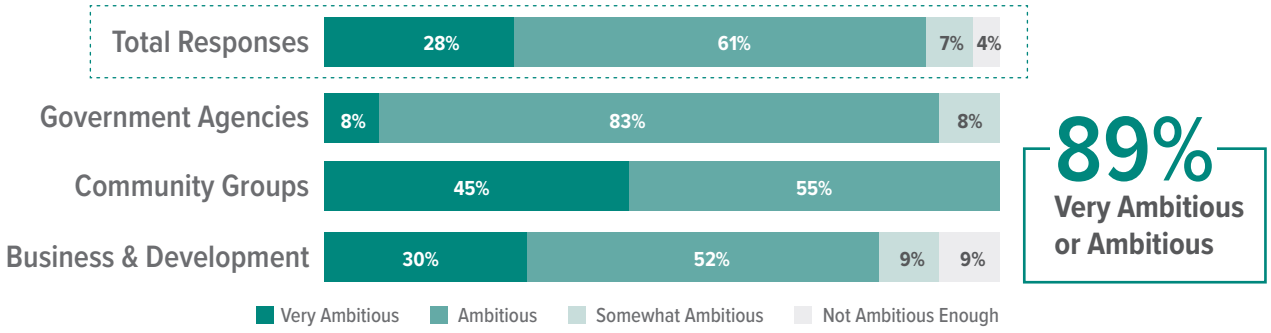


Do you support the level of ambition and the direction of the vision, goals and targets?

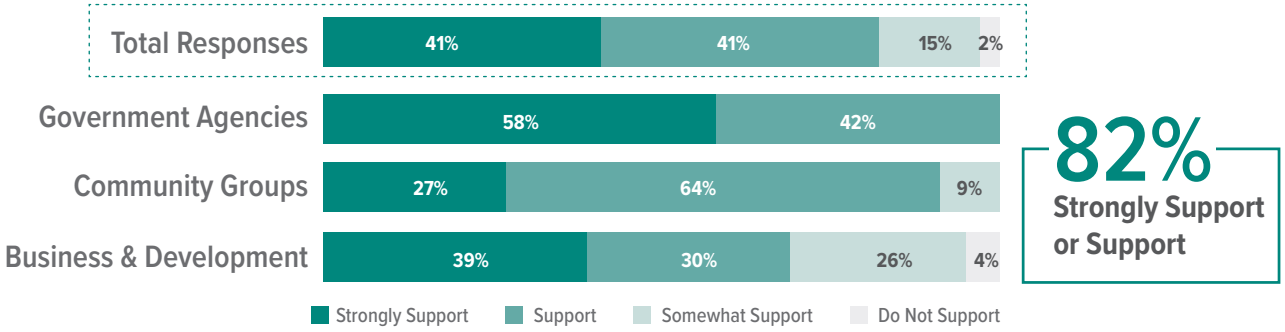


Big Moves

In your opinion, how ambitious are the Plan's Big Moves?



Do you support the level of ambition and the direction of the Big Moves?



Deep Dive into Modal Policies

In breakout sessions, participants were asked for their input on the proposed modal policies. **Table 2** summarizes key themes from each workshop.

Modal Policy Breakout Questions:

Do you support the proposed policies for walking and cycling / driving, transit and goods movement? Is there anything missed or that should be changed?

Table 2. Key themes generated through breakout sessions on the proposed modal policies in the Draft Plan.

Community Groups	Business & Development Community	Governmental Agencies
Walking & Cycling		
Key Themes: Safety & Accessibility Concern about the speed of e-bikes when using the same facilities as cyclists (modal conflicts) Suggest to include accessibility audits for new facilities Emphasis on maintaining current infrastructure before adding new Emphasis on sidewalk safety, with consideration for mobility devices Support for Vision Zero Target and improvement for pedestrians, but concerned there are no interim targets to support policies	**Key Themes: Bike Amenities, Micro-mobility, Safety & Connectivity** To support a culture of cycling, ensure adequate bike amenities such as parking, more connections (particularly to residential neighbourhoods and areas of interest), bike education (especially with youth), end of trip facilities, improved wayfinding for trail systems Policy gap in the evolution of e-bikes and other forms of micro-mobility such as bike share programs Enhance accessibility and safety of sidewalks by removing barriers such as hydro poles, tree roots, improving condition; promotion of e-bikes may encourage ridership in hilly areas	**Key Themes: Connectivity, Micro-mobility, Safety & Equity** Enhance connectivity of regional network across municipal boundaries, identifying gaps within the street grid and consider complete corridor (rather than complete streets) Greater attention to emerging micro-mobility and understanding where they operate Importance of wayfinding if local streets are used as an alternative to busy streets Ensure to include elements such as: action or goals around budgets, cycle network expansion, intersection design Implementation of a stronger equity lens; consider the connection to Vision Zero Call for data to guide decision-making; opportunity to advance equity initiatives with i.e.) collision rate

Walking & Cycling Other Comments:

- Ensure “complete” is define as sidewalks on both sides with side ramps
- Focusing mode share targets in urban areas
- Consider the impact of cycling facilities off the main street to local businesses and how last mile trips may end up on the sidewalk
- Separated walking a biking facilities
- Consider moving traffic calming and complete streets to “walking” instead of “driving”

Transit, Driving & Goods Movement

Community Groups

Key Themes: Transit Use & Accessibility, Behaviour Change & Green Infrastructure

Opportunity to enhance transit accessibility and use through role clarification (TransLink? Burnaby?), improved wayfinding (particularly during construction), provision of public washrooms, improving north / south connections

Encouraging modal shift through affordable housing or benchmarking with other communities

Consider sidewalk widths to accommodate both pedestrian use and goods movement

Importance of green infrastructure in design and implementation

Business & Development Community

Key Themes: Transit, Parking, TDM, Curbside Management & Electric / Autonomous vehicles

Consider the intimate tie between parking and livelihood of business owners

Ensure appropriate consultation with certain groups: transit users to understand needs, impact of goods movement Big Move on development community, BC Hydro for infrastructure provision

Greater focus on emerging technology such as autonomous vehicles, on-street charging stations

Behaviour shift away from cars possible with education or policies to manage parking and auto-dependence

Focus on equitable solutions that enhance safety for EVERYONE

Recognize the importance of TDM outside urban centres

Encourage tourism with a greater focus on the “last mile”

Governmental Agencies

Key Themes: Budget, Transit, Safety & Equity

Support for transit policies

Support for goods movement KPIs; greater consideration with respect to curb side management (particularly with lighter vehicles), electrification

Greater clarity around City’s priorities around capital budget allocations, sustainable funding sources

Desire for regional consistency across transportation plans and more regional TransLink projects

Importance of public education with respect to mode shift / behaviour change

Find more opportunities to incorporate an equity lens from planning to implementation and to increase emphasis

Transit, Driving & Goods Movement Other Comments:

- Consider connection between ride hailing and curbside management
- Consider car share parking
- Describe the actual impact of encouraging mode shift
- Clear message between TDM and parking relaxation
- Policies to support climate change initiatives for good movement
- Opportunity to manage curbside with underground garbage collection
- Plan to make a statement on road pricing

Partner Initiatives & Collaboration

In breakout sessions, participants were asked share related initiatives and provide ideas for collaboration. **Table 3** provides a summary of the feedback received.

Initiatives + Collaboration Breakout Questions:

- What are you working on now or in the future that supports or overlaps with this work? Discuss.
- How can the City of Burnaby support opportunities to help our Partner organizations with implementing shared goals? (for Business and Development Community + Governmental Agencies only)
- What level of involvement would you like to have in the implementation of the Plan? (for Community Groups only)

Table 3. Current & future organizational initiatives and opportunities for partnership or collaboration.

Organization	Related Initiatives	Opportunity for Partnership / Collaboration
Community Groups		
Stoney Creek Environmental Committee	Salmon restoration and habitat conservation	Implementation of green infrastructure
Voices of Burnaby Seniors	Senior perspectives	Community engagement opportunity; enhanced equity lens
Burnaby Neighbourhood House	Pair seniors with others to walkabout in community	On-the-ground issues identification; report back on accessibility challenges
Walk Safety	Promotes safety around walking	Shared goals
Burnaby Lakes Parks Association	Seeking better access to regional parks	
Walkers Caucus		Community engagement opportunity
Citizen's Support	Volunteer visitors program	
MODO	Electric vehicle fleet implementation	Shared goals
Governmental Agencies		
No specific municipality identified	Communities will be experiencing similar behaviour change challenges around mode shift	Regional coordination around education and initiatives
	Less subjective decision-making	Opportunities for shared / open data to drive better decision-making
	Connecting with other regional plans[1]	Shared goals

1 *Shared examples include: TransLink 2050, Metro Vancouver: Regional Greenway Network, Climate 2050, Regional Greenway Plan, Metro 2050 RGS; Surrey: Tactical City Centre Bike Network, City Transportation Plan, Climate Change Action Strategy; Coquitlam: upcoming transportation plan (2022), corridor development strategy, curbside management work; New West: OCP, monitoring report on 2015 Transportation Plan, neighbourhood plan for Queensborough; Ministry of Transportation and Infrastructure: active transportation projects; City of Vancouver: Vancouver Plan in process, Climate Emergency Action Plan, urban freight pilot, residential parking permit*

Organization	Related Initiatives	Opportunity for Partnership / Collaboration
Business & Development Community		
IBI	Working with development community to integrate ie) bike storage (and other urban design processes beyond requirement)	Implementation opportunity
MODO	Zero emissions by 2030; working with businesses and non-profits on goods movement initiatives; lamppost charging station projects in other municipalities; fleet electrification or car sharing; city-wide parking permit programs for shared vehicles	Shared goals; public education; inter-municipal parking permit
HUB	Enhancing safety for cyclists	Engagement opportunity for cycling planning and implementation
Heights Merchants	Working to improve the pedestrian experience on Hastings (ie. noise reduction)	Shared goals
Developers	Ensuring deliveries work	Oversight on sharing of loading facilities

Other ideas for collaboration:

- Use of mobile technology to improve the user experience (ie. train times, car sharing information, loading zone status)
- Data sharing agreements
- Transportation-related incentives that work for multiple modes; make it easier to plan and use the network

Level of involvement (Community Groups Only):

- Use of large networks for future consultation (Neighbourhood House, Citizen Support Services)
- Rain garden implementation (green infrastructure initiatives): Byrne Creek Streamkeepers

How can the City of Burnaby support opportunities to help our Partner organizations with the implementation of shared goals?

The following feedback was provided:

- Allow for flexibility
- Greater clarity on ideas
- Minimize approval times
- Seek alternative revenue sources
- Explore a reduction in parking in residential areas and shift to dedicated parking for other programs ie) car share
- Explore a neighbourhood approach for traffic impact studies (instead of doing them for each development)
- Explore ways to make other non-dominant modes “fun” to help with mode shift
- Enhanced communication around mode shift
- More consistent communications with business associations
- Transportation-related incentives that work for multiple modes (beyond density)
- Adopt a regional approach -- shared goals between municipalities and ensure the integrated approach is communicated
- Creating electrification infrastructure
- Create secure parking for bikes
- E-bike amenities such as storage and charging stations
- Grant opportunities to promote walking

6.3 PUBLIC ENGAGEMENT

Virtual Open House

A total of 48 participants attended the Virtual Open House. This event provided an opportunity for residents and interested participants to learn more about the Plan, ask questions to the project team and offer feedback. Through breakout rooms, participants were prompted to answer what they liked about the plan, what they thought was missing and what they would change. Participants were also asked to respond to several poles throughout the presentation.

By The Numbers

Virtual Open House

158
People Registered

50*
People Attended

**participant levels may actually be higher due to the potential for multiple household members attending from one device*

Engagement Format

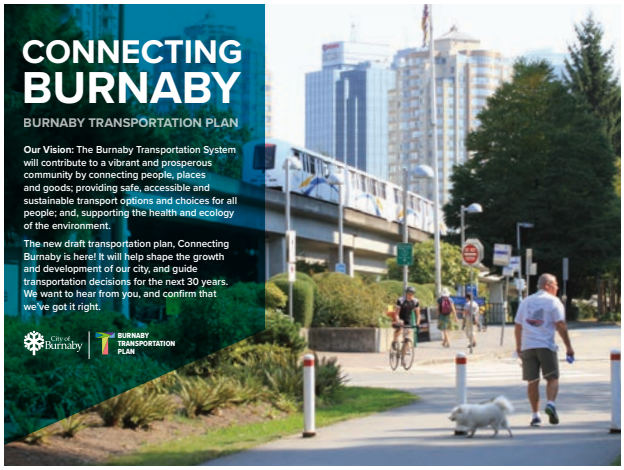
The Virtual Open House was one and a half hours and consisted of the following:

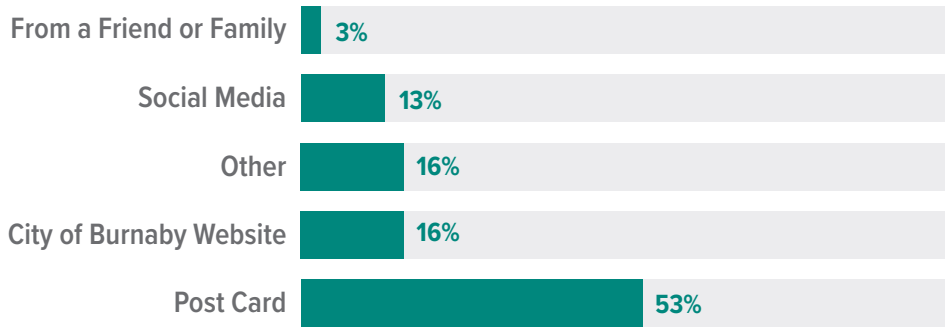
- 20-minute Presentation: A brief presentation at the beginning of the event to provide an overview of the Plan
- Virtual Polls: 8 multiple choice questions scattered throughout the presentation
- Breakout sessions: 10 groups, each with 4-6 participants and at least one facilitator and one note taker
- Feedback Form: Additional opportunity to ask questions and comment

Communications Outreach

The City of Burnaby used the following communications channels to notify Burnaby residents of the Virtual Open House:

- Physical Postcard: Postcards were mailed to every household in Burnaby
- Video Promotion: https://www.youtube.com/watch?v=n6lWy6ZfuAs&feature=emb_title&ab_channel=CityofBurnabyMarketingDepartment
- Social Media Posts
- Website Promotion
- Static displays at Burnaby libraries





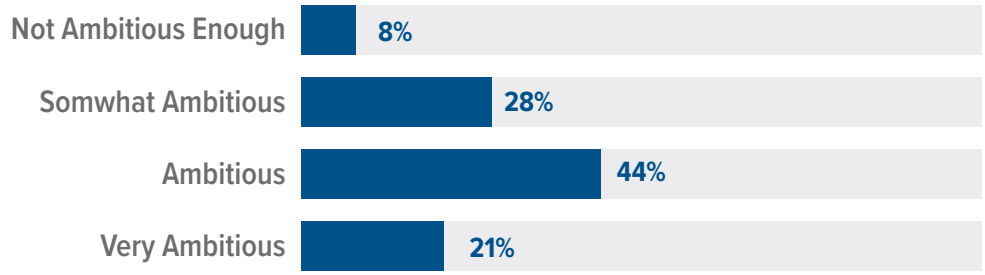
53% of attendees heard of the Open House through the mail out postcard

Gauging Support through Polls

Throughout the presentation, participants were asked several polling questions about key components of the draft Plan to share their level of support.

Vision, Goals & Targets

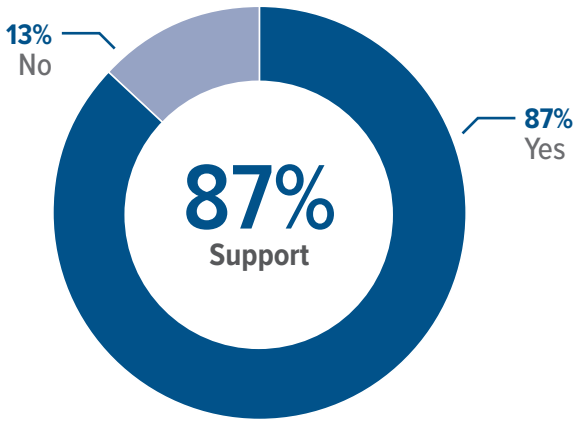
In your opinion, how ambitious are the Plan's Visions, Goals, and Targets?



65% Very Ambitious or Ambitious

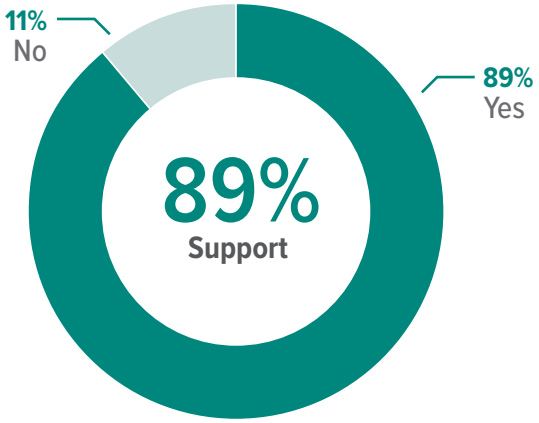
Compared to 87% from stakeholder workshops

Do you support the level of ambition and the direction of the Vision, Goals, and Targets?

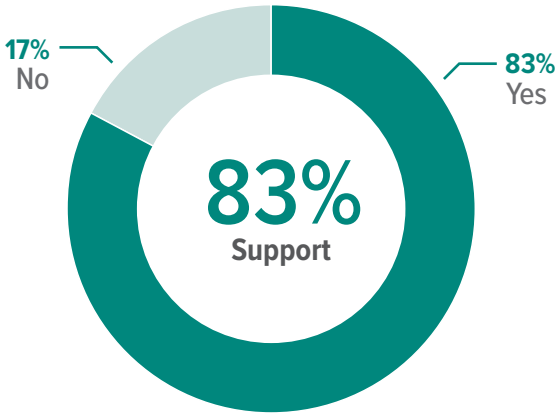


Big Moves

Do you support the Big Moves of the Plan?

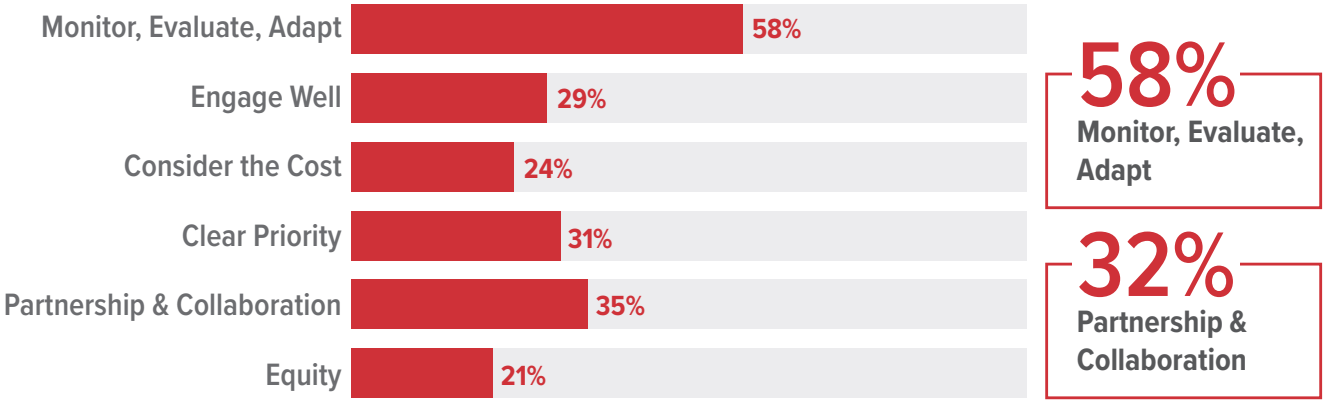


Are we headed in the right direction with the modal policies of the Plan?



Implementation

We've outlined 6 Guiding Principles for implementation. What 2 resonate with you most?



Key Themes Expressed Through Conversation

Public Open House Breakout Questions:

- What do you like?
- What's missing?
- What would you change?

Summary

Overall, through breakout sessions, participants echoed general support for the Plan's strategic direction and initiative to reduce emissions. Particularly, participants indicated that they like the focus on multi-modal and active transportation, noting that while the Plan incentivizes modal change, it does not penalize vehicle users. When asked what was missing, many noted that they would like to see the City implement e-scooter and e-bike sharing programs and electric vehicle (EV) infrastructure (e.g. retrofitting charging stations).

A high level of interest was shown towards ensuring the Plan addresses safety and accessibility for all transportation users. Participants expressed a desire for cyclist and pedestrian pathway separation from vehicle traffic, adequate lighting (e.g. at bus shelters) and security in public spaces to provide a greater sense of safety. It was commonly noted that participants want to ensure that the Plan is inclusive and accommodates for the diverse needs and abilities of the community, including sidewalk accessibility for wheelchairs.

While some indicated they believed the targets and goals in the Plan may be too ambitious or difficult to achieve, others voiced that they would like to see greater ambition and more aggressive policies to support more rapid change. Overall, there was a high level of support for the targets presented in the Plan.

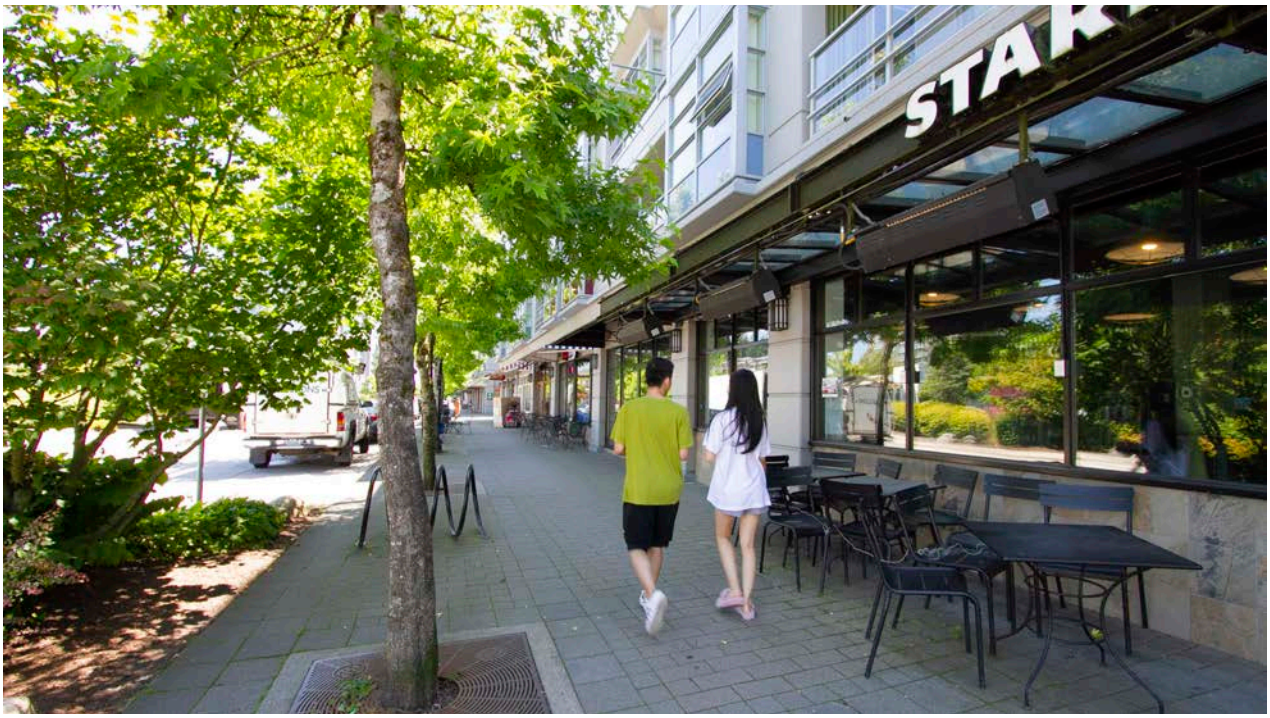
A breakdown of the feedback can be found on pages 26-28.

Likes
Initiative to reduce emissions
Focus on active forms of transportation
Multi-modal transportation policies
Strategic direction and targets
Plan is comprehensive
Plan takes all forms of mobility into account
Good break down of short-term and long-term targets

Room for Improvement
Would like see e-scooter and e-bike sharing programs
EV infrastructure
More sidewalks
Active transportation pathways with separation from vehicle traffic
Separation of bike lanes from vehicle traffic
Segregated multi-use pathways for cyclists and pedestrians to improve safety

Other Comments include:

- Concern about traffic congestion with increased density
- Timeline of the Plan seems very fast
- Concern that some goals/targets may be too ambitious or difficult to achieve
- Improve cycling safety and walkability to schools



Key Themes that Arose from Breakout Sessions

Throughout the breakout sessions, several key themes emerged. Prompting residents about what they like, thought was missing, or would like to change in the Plan, also revealed what was important to them and what their priorities are in terms of transportation. Key themes that emerged from the public are summarized below.

Safety + Accessibility

- Sidewalk network needs to meet the needs of various users (e.g. wheelchairs)
- Better lighting in public areas (e.g. bus shelters)
- Safety improvements to intersections
- Accommodating senior mobility

Transit

- Reliable and affordable transit
- Handy Dart improvements to increase fare zone
- Improving the frequency and convenience of transit to encourage more users
- Increase seating at transit hubs (e.g. Skytrain station and bus loops)

Pathways + Cycling

- Lanes for cyclists separate from vehicle traffic on major roadways
- Improve connectivity of cycling networks
- Separate bike lanes without furthering vehicle congestion
- Abundance of hills in the City can make cycling challenging
- Emphasis on streets that are designed for all modes of transportation
- Demand for more sidewalks
- Separate pathways for pedestrians and cyclists

Going Green + Multi-Modal

- Retrofitting EV chargers into existing buildings – how will the City help/incentivize this?
- Support for reducing emissions and Vision Zero
- Interest in e-scooter and e-bike share programs

Follow Up Survey

An online survey was published on Microsoft Forms to provide attendees with the opportunity to leave additional feedback on the Plan, if desired. Respondents were able to leave their phone number for City of Burnaby to follow up if necessary. A link to the survey was posted in the Zoom chat during the Virtual Open House session. A total of four responses were collected.

Comments were geared towards:

- Improving service and affordability of TransLink
- Greater ambition for accomplishing the targets outlined in the Plan sooner
- Improving accessibility and separation of multi-use pathways for cyclists and pedestrians
- Consideration of equity when reaching target goals (e.g. prioritization of sidewalks)
- Desire for Skytrain over RapidBus to connect Metrotown and Brentwood
- Implementation of e-scooters
- Some challenges experienced with the virtual format of the Open House

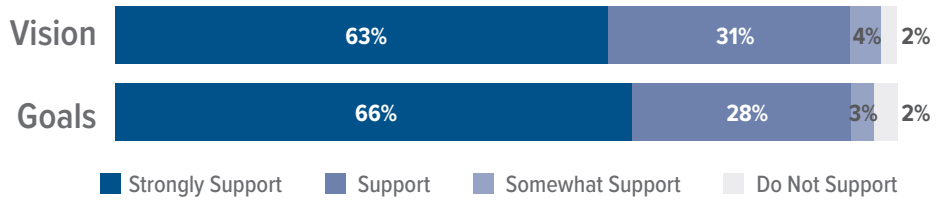
Community Survey

In addition to the Virtual Open House, residents and visitors were invited to fill out an online questionnaire. A total of 1057 responses were received. A summary of the multiple choice survey results is presented below.

Vision & Goals

Overall, nearly all respondents indicated that they strongly support or support the Vision (96%) and Goals (94%) of the Plan.

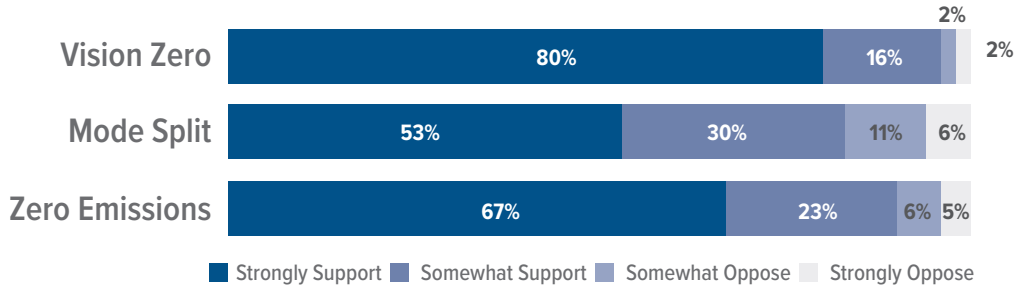
In general, do you support the Vision of the Burnaby Transportation Plan? In general, do you support the Goals of the Burnaby Transportation Plan?



Targets

When asked to identify a level of support for the Plan's Targets, respondents indicated the highest level of support for the Vision Zero target (80% strongly support), followed by Zero Emissions (67% strongly support) and Mode Split (53% strongly support).

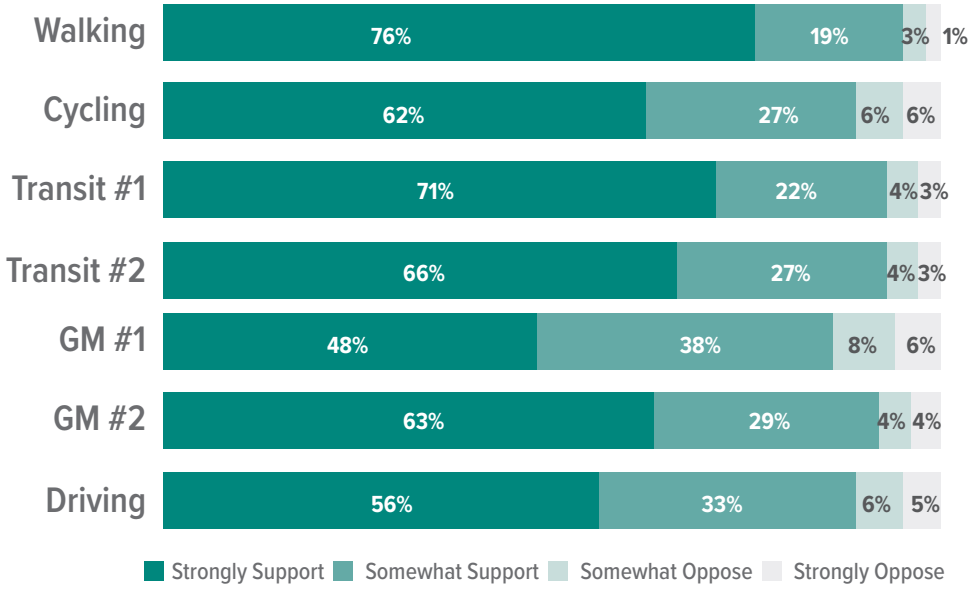
To what extent do you support the Vision Zero Target? To what extent do you support the Mode Split Target? To what extent do you support the Zero Emissions Target?



Big Moves

Overall, results indicated there is a high level of support for all of the Big Moves in the Plan. Walking (76%), followed by Transit #1 Corridor Studies (71%) and Transit #2 Bus Shelters and Benches (66%) received the greatest support.

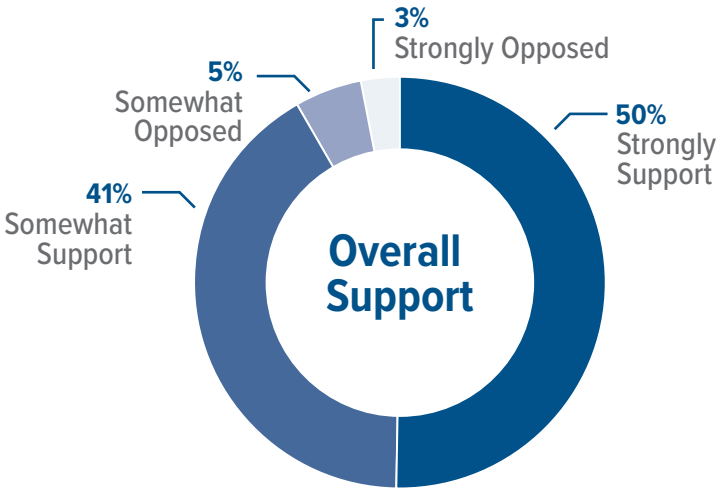
Do you support the Big Move for Walking and Rolling?
Do you support the Big Move for Cycling?
Do you support the Big Move for Public Transit #1 Corridor Studies?
Do you support the Big Move for Public Transit #2 Bus Shelters and Benches?
Do you support the Big Move for Goods Movement – storage facilities?
Do you support the Big Move for Goods Movement EV charging?
Do you support the Big Move for Driving?



Overall Support

In general, survey respondents agreed that the policies, actions, and long range plans support the Plan's Vision, Goals and Targets. While 41% responded that they somewhat support the statement, 50% responded that they strongly support the statement.

Do you agree or disagree with the following statement? – In general, the policies, actions, and long range plans reviewed in this survey reflect and advance the Vision, Goals, Targets, and Foundations of the Burnaby Transportation Plan.

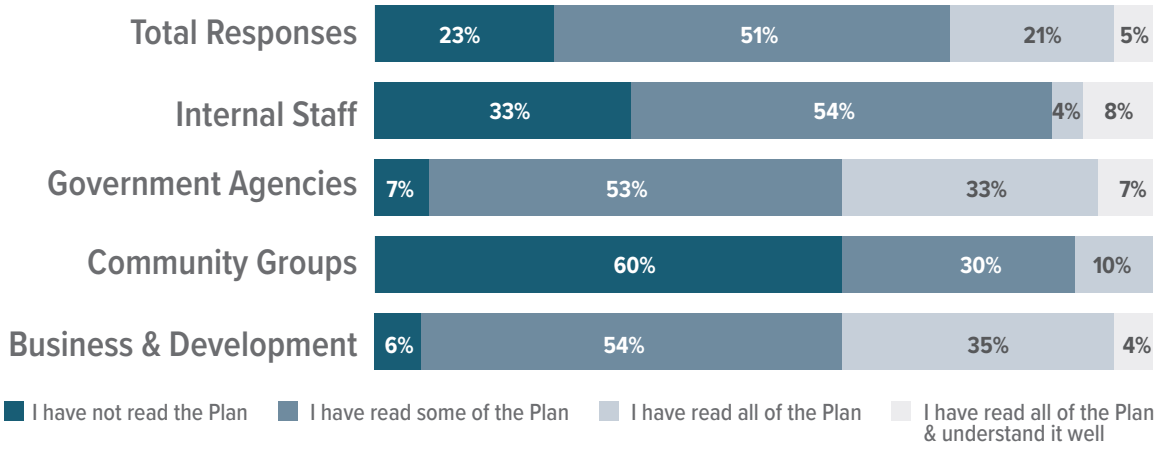
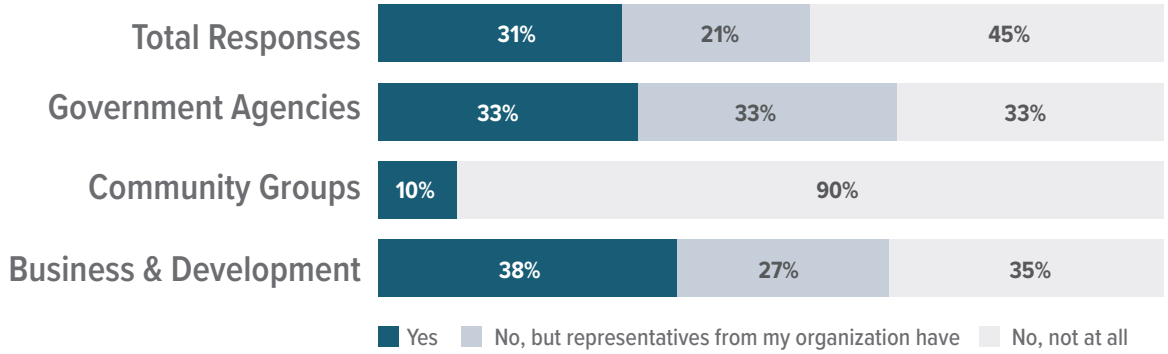


APPENDIX A

STAKEHOLDER DEMOGRAPHIC POLLING QUESTIONS

DEMOGRAPHIC QUESTIONS POSED IN STAKEHOLDER SESSIONS

On a scale of 1-5, how familiar are you with the draft Transportation Plan:



Have you participated in any previous engagement sessions in the creation of the Draft Transportation Plan?