



How

Should



We

Get



There?

Burrard Peninsula Area Transport Plan Engagement Summary Report Phase 1

Contents

ABOUT THIS ENGAGEMENT SUMMARY REPORT

This report summarizes the results of the first phase of public engagement relating to the Burrard Peninsula Area Transport Plan. The focus of this phase is to identify key issues and opportunities. The engagement activities included many in-person engagements, an online map exercise and a public survey designed and administered by TransLink. The results of the online survey were analyzed by Engage Delaney, a neutral third party. The public survey findings were compared to findings from a TransLink Listens panel survey designed and administered by TransLink and analyzed by Pivotal Research.

Since participants self-selected to participate, the public survey does not represent a random sample. As a result, the views represented in this report reflect the feedback and considerations of participants and may not be fully representative of the views of the general public and other interested parties.

The public input obtained through this consultation process is considered as advice to planners, and other decision-makers. This input will inform decision-making and the development of ATP strategies and actions, alongside additional technical, environmental, social, economic, and financial analysis. Not all comments and ideas received are actionable within the scope of this Area Transport Plan.

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1. Executive Summary

This report presents the results of public engagement activities conducted from September 7 to November 17, 2023, as part of the first phase of public engagement for the Burrard Peninsula Area Transport Plan (BP ATP). The engagement activities, which included 38 in-person engagement touchpoints, an online mapping exercise, a public survey, and a companion research survey, were designed and managed by TransLink and analyzed by Engage Delaney and Pivotal Research. The focus of the engagement was to better understand current issues and opportunities within the transportation network, and the factors that would be most influential in people's travel choices.

An engagement and communications strategy was developed and focused on building wide awareness of the BP ATP process and to encourage participation in engagement activities. In support of building broad awareness, a number of different tools were used to reach different audiences and interested parties. This included a BP ATP specific website and dedicated (and monitored) project email address that was shared publicly via different physical and digital platforms.

BP ATP engagement was designed to support TransLink's equity goals and advance the equity, diversity, and inclusion commitments of *Transport 2050*. To do this, outreach activities gave additional consideration to engaging those who are traditionally equity-denied and under-represented in planning initiatives such as older adults, youth, persons living with a disability, people with low-income, New Canadians, and Urban Indigenous communities. Specific outreach was also made to transit operators at three of the depots serving the study area.

Engagement with local First Nations has been carried out separately but in parallel to the public engagement. This engagement includes the traditional and unceded

territories of several Indigenous Nations and has occurred both through Nation staff and directly with Chiefs and Councils.

To engage elected officials, TransLink's Government Relations team conducted informal pre-engagement with municipal elected officials during Summer and early Fall 2023, informing them of upcoming public engagement during facility tours and meetings. Further engagement took place through existing meetings and channels, such as the Mayors' Council, and specific events like caucus briefings.

In summary, the feedback received through the in-person engagements and public survey was generally positive about the variety of transit options available, and the efficiency, reliability, safety, accessibility, customer service, expansion plans, and environmental benefits of transit. There were also areas for improvement identified for the transit system and the broader transportation network. Key themes for improvements included the following:

- Increasing bus frequency and reliability.
- Faster transit travel times and more bus priority.
- More security measures on the transit system, as well as at and around transit stops and stations.
- More accessibility and safety measures and amenities at around transit stops and stations, such as public washrooms, more elevators at stations, shelters, real-time arrival information, WiFi on transit vehicles, accurate live bus delay information, wider sidewalks that are in a state of good repair, safer pedestrian crossings, traffic-calming measures, and better snow clearance.
- Increasing the comfort and cleanliness of the transit system, with requests for air conditioning, heating, and increased seating capacity.
- Longer space of transit service.

- More cultural sensitivity and equity-related training (e.g., the needs of older adults and people with disabilities) and Indigenous cultural safety training for the public, staff, and drivers.
- Greater affordability, with some suggesting reducing transit fares for people with low incomes.
- More complete urban bikeway network and improved connections between urban centres.
- Additional bike parking at transit hubs and improved active transportation signage and wayfinding.
- Greater access to bike share / shared mobility options.

This feedback, along with additional technical, environmental, social, economic, and financial analysis, will help inform the development of strategies and actions in the second phase of the BP ATP work. However, it is important to note the views expressed may not fully represent the general public and other interested parties, as participants self-selected to participate. Some comments may also not be actionable as they are not within the scope of the BP ATP.

The draft recommended strategies and actions will be brought back to the public and interested parties for further public feedback in Fall 2024. Similar to the first phase of engagement, the second phase of engagement will include and prioritize inclusion of a diverse range of perspectives and communities that are typically under-represented in planning processes.

2. Project Background

OVERVIEW

The Burrard Peninsula Area Transport Plan (BP ATP) will identify and prioritize recommended actions related to transit, cycling, walking, driving, and goods movement for the transportation network within the Burrard Peninsula. This area encompasses Burnaby, New Westminster, Vancouver, and Electoral Area A, which includes the University of British Columbia (UBC) and the surrounding University Endowment Lands (UEL).

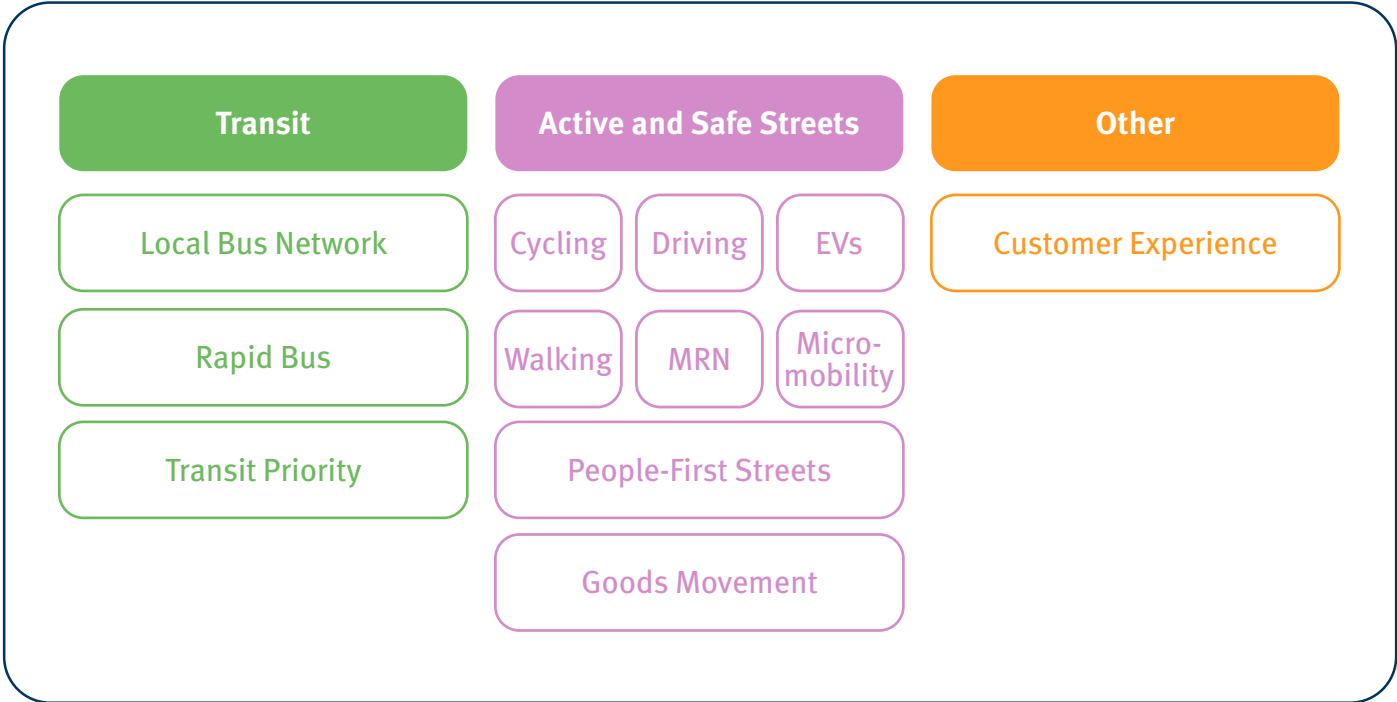
The study area also includes the traditional and unceded territories of several Indigenous Nations including q'wɑ:n'ł' ən' (Kwantlen First Nation), k'w'ik'wəłəm (Kwikwetlem First Nation), xwməθkwəyəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish Nation), sə́lilwətaʔt (Tsleil-Waututh Nation), and qiqéy't (Qayqayt First Nation).

Guided by *Transport 2050*, the Regional Transportation Strategy, and *Access for Everyone* (formerly known as the 10 Year Priorities), the BP ATP will help TransLink prioritize future investments in the transportation network over the next 15 years so that everyone can easily connect to the people, places, and opportunities they want to.

Study Area



The primary focus of the BP ATP is on the local bus network, but it will also identify priority actions relating to other modes and areas of focus as identified in *Transport 2050* and *Access for Everyone*. The areas considered ‘in scope’ of the BP ATP are shown below:



TRANSIT

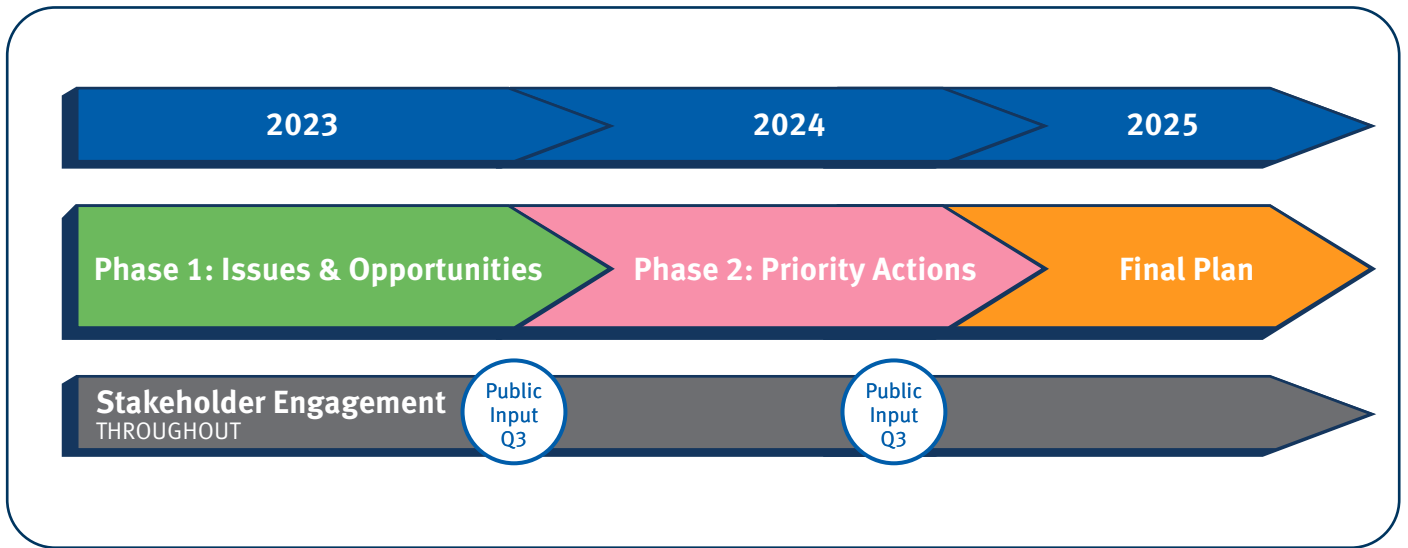
A key idea in *Transport 2050* is to make transit the most convenient choice for longer trips – that is, those not well suited for walking, rolling, or cycling. Transit becomes a convenient option when most homes, jobs, and major destinations are located near stops and stations served by frequent transit, as outlined in the regional growth management goals and strategies of Metro 2050. In addition to focusing growth near major transit stops and stations, expanding the reach, speed, frequency, and reliability of the transit system is key to providing convenient travel alternatives to driving.

ACTIVE TRANSPORTATION

Another key objective in *Transport 2050* is to make active transportation the most convenient choice for shorter trips. Active transportation includes all human-powered forms of travel. Walking and cycling are the most common, but using a wheelchair or other mobility aid, running, scooting, skateboarding, or inline skating are all forms of active transportation. Electric bicycles, electric kick scooters, and other similar forms of government-sanctioned micromobility devices are also considered alongside these human-powered forms of travel, since they often operate in the same space, such as on off-street pathways and bikeways.

Through *Transport 2050*, TransLink is proposing an 850km regional Major Bikeway Network (MBN), made up of traffic-protected and traffic-calmed bikeways connecting Urban Centres and major destinations across Metro Vancouver. Through its municipal cost-share funding programs, TransLink collaborates with local governments to co-fund new and/or upgraded cycling infrastructure across the region, especially along the MBN and within Urban Centres, as well as improvements to walking infrastructure within Urban Centres and walkways connecting to transit.

Planning Process and Timeline



3. Engagement Methods and Participation Levels

3.1 Overview of Engagement Approach – An Equity Lens

Engagement for the BP ATP aimed to support TransLink’s equity goals, and meaningfully advance the equity, diversity and inclusion commitments of *Transport 2050*. TransLink engagement for BP ATP actively sought to reach disproportionately impacted populations so that the process and outcomes better meet the needs of all residents, particularly those who have historically been marginalized.

This approach helped to tune our engagement activities such that:

- long-term relationships are centred over short-term projects;
- an equity lens is embedded in our activities and tactics; and
- existing communities are respected, and we meet people where they are.

Through an initial demographic analysis of the Burrard Peninsula Area, involving Census Canada data and TransLink market research data, potential interested demographic groups in the Burrard Peninsula Area were identified. Additional interested groups was through a social equity lens to include communities who are traditionally equity-denied, such as older adults, youth, persons living with a disability, persons with low-income, non-English speakers, and Urban Indigenous communities.

Equity-deserving groups were engaged either directly or through the non-governmental organizations that support them. To reduce language barriers, key communication tools were translated to Punjabi, and Simplified Chinese and Traditional Chinese.

Regarding specific engagement methods, the BP ATP phase 1 engagement consisted of in-person engagements (pop-ups and presentations/interactive opportunities), an online map exercise, an online public survey and an online survey with members of the TransLink Listens panel. One written submission was also received. The TransLink Listens Insights Panel includes thousands of regional residents who have signed up to offer us regular feedback on transportation in the region. Participants could complete a BPATP survey with the same questions as the public survey. This acts as a way for us to compare survey outcomes across a wider sample of the population.

3.2 In-person Engagement

TransLink met with the public and key interested parties at 38 events to gather feedback on what was working well and what could be improved. More than 1,800 participants were individually engaged through these events. Below is a list of the events and audiences we reached at these sessions.

DATE	LOCATION	EVENT TYPE	AUDIENCE(S)	# ENGAGED
September 7, 2023	Douglas College	pop-up	students/faculty (youth)	76
September 11, 2023	Students' Union of Vancouver Community College (Broadway campus)	pop-up	students/faculty (youth)	79
September 13, 2023	Students' Union of Vancouver Community College (Downtown campus)	pop-up	students/faculty (youth)	150
September 18, 2023	New Westminster Public Library	presentation/interactive	public	24
September 21, 2023	Carnegie Community Centre	presentation/interactive	by invitation (residents with low income or older adults)	16
September 21, 2023	The Learning Centre at Carnegie Community Centre	presentation/interactive	persons with low income or older adults, persons living with a disability	12
September 23, 2023	RiverFest	pop-up	public	46
September 25, 2023	South Vancouver Neighbourhood House	presentation/interactive	Cantonese-speaking older adults	34
September 27-29, 2023	Alma Mater Society of University of British Columbia Vancouver	pop-up	students/faculty (youth)	475
September 28, 2023	Women Transforming Cities	online/presentation/interactive	advocates who work to dismantle systems of oppression with equity-deserving genders and movements	6
October 6, 2023	Marpole Oakridge Family Place	pop-up	families with young children	24
October 7, 2023	Burnaby Public Library – Tommy Douglas Branch	pop-up	youth, families	31
October 11, 2023	Century House - New Westminster	pop-up	older adults	22
October 12, 2023	Gordon Neighbourhood House	pop-up	older adults, persons living with a disability	14
October 13, 2023	Vancouver Public Library - Fraserview Branch	pop-up	youth, families	n/a
October 14, 2023	Frog Hollow Neighbourhood House	pop-up	youth, families	162
October 14, 2023	Project KELP and Sustainable Waves Event	pop-up	youth, families	36
October 16, 2023	Vancouver Public Library – Kitsilano Branch	pop-up	youth, families	24

DATE	LOCATION	EVENT TYPE	AUDIENCE(S)	# ENGAGED
October 17, 2023	South Vancouver Community Forum	pop-up	South Vancouver community residents	32
October 17, 2023	University Neighbourhoods Association Board Meeting	online	community association	30
October 18, 2023	Point Grey Village Business Improvement Association	online presentation	local business association	8
October 18, 2023	Key Transportation & Mobility organizations and agencies	online	representatives of various transport and mobility agencies	11
October 19, 2023	Vancouver Transit Centre	pop-up	transit operators	56
October 20, 2023	Metro Vancouver Indigenous Services Society	pop-up	Urban Indigenous	26
October 20, 2023	Greater Vancouver Board of Trade	In person presentation	members of the business association	n/a
October 23, 2023	Burnaby Transit Centre	pop-up	operators	73
October 25, 2023 and December 13, 2023	TransLink User's Advisory Committee	online presentation	persons living with a disability	n/a
October 25, 2023	Burnaby Neighbourhood House South House South Burnaby	pop-up	persons with low-income	87
October 25, 2023	Nikkei Place Foundation	pop-up	Japanese "Seniors Lounge" program	14
October 25, 2023	New Westminster Accessibility Advisory Committee	In person presentation	persons living with a disability	15
October 26, 2023	Burnaby Neighbourhood House North House North Burnaby	pop-up	persons with low-income	39
October 27, 2023	ACCESS Futures – Halloween Community Forum	pop-up	Urban Indigenous	41
October 28, 2023	Harvest Festival – David Thompson Secondary	pop-up	youth, families	54
November 2, 2023	Hamilton Transit Centre	pop-up	transit operators	70
November 3, 2023	Family Drop In – South Van Hub	pop-up	families with young children, and non-English speakers	14
November 22, 2023	City of Burnaby Transportation Committee	presentation	Committee members, including Councillors, public gallery	14
January 11, 2024	Vancouver Children and Youth Advisory Committee	presentation	youth, families with young children	

3.3 Government & Elected Officials

TransLink’s Government Relations team conducted informal pre-engagement with affected local government elected officials during Summer and early Fall 2023, informing them of upcoming public engagement. The team also sent an Issues Brief to the elected officials via email prior to the start of public engagement. This brief provided an overview of the ATP, the planning process, and an outline of next steps.

Further BP ATP engagement took place through existing meetings and channels, such as the Mayors’ Council, and through specific events, such as caucus briefings or facility tours.

All questions from elected officials regarding public consultation were coordinated through Government Relations, and TransLink Government Relations staff made project information available to local elected officials to enable them to reach out to their own constituents.

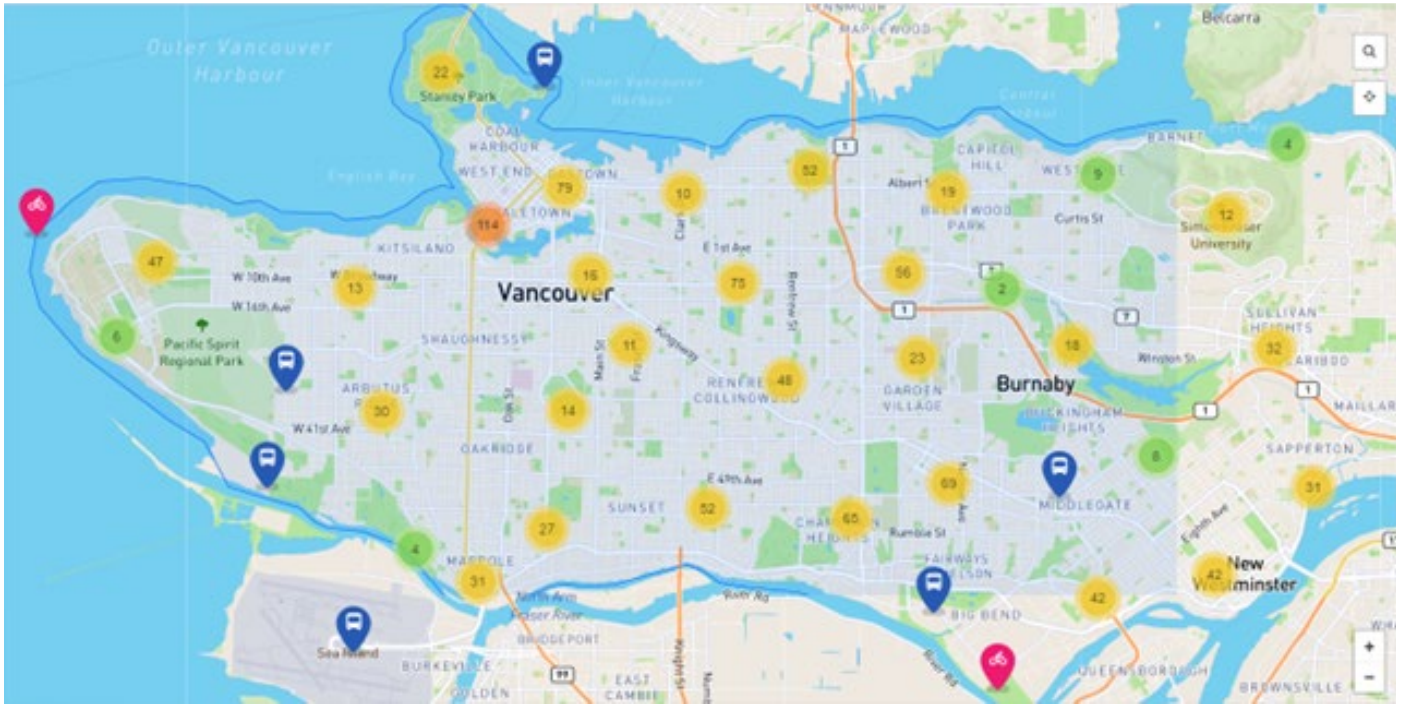
The Government Relations team also provided communications to post-secondary institutions, as well as boards of trade, chambers of commerce, and business improvement associations (BIAs), in the study area.

3.4 Online Engagement Methods

Between October 10 and November 17, 2023, two online surveys were available through the **Burrard Peninsula ATP website**.

The first was a map-based survey where participants were invited to provide location-specific comments and feedback. They did this by selecting one of three pins (Transit, Cycling & Scooting or Walking & Rolling) and dropping it into the interactive map on the location they’d like to see an improvement, and then providing a description of the issue. Participants were also asked to complete a short survey to provide further explanation about the type of transit, cycling/scooting, or walking/rolling issue they were reporting on.

	# PARTICIPANTS	# REPONSES
Pins/Comments	227	1,100
Surveys	202	1,107



Overview of map survey results. The numbers indicate the number of responses received for each area.

The second online survey consisted of a series of multiple choice and open-ended questions. This survey was available for the general public and for the TransLink Listens panel. In total, 4,055 responses were received by residents from across the region. There were also representation from various demographic sub-groups.

63 in-language public surveys were returned to us (28 in Punjabi, 35 in Traditional Chinese for Cantonese speakers). No surveys were returned in Simplified Chinese for Mandarin speakers. All surveys were translated to English, coded and added to the general body of survey responses.

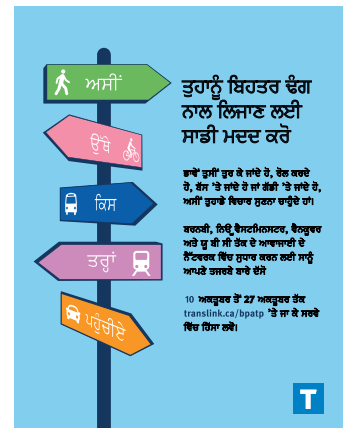
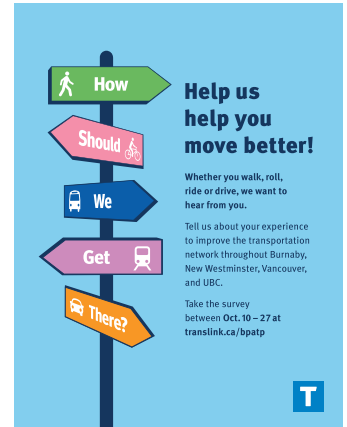
	DATES	# RESPONDENTS
Public Survey	October 10 – November 17, 2023	3,283
TransLink Listens Panel Survey	October 13 – 30, 2023	772

4. Communication Strategy

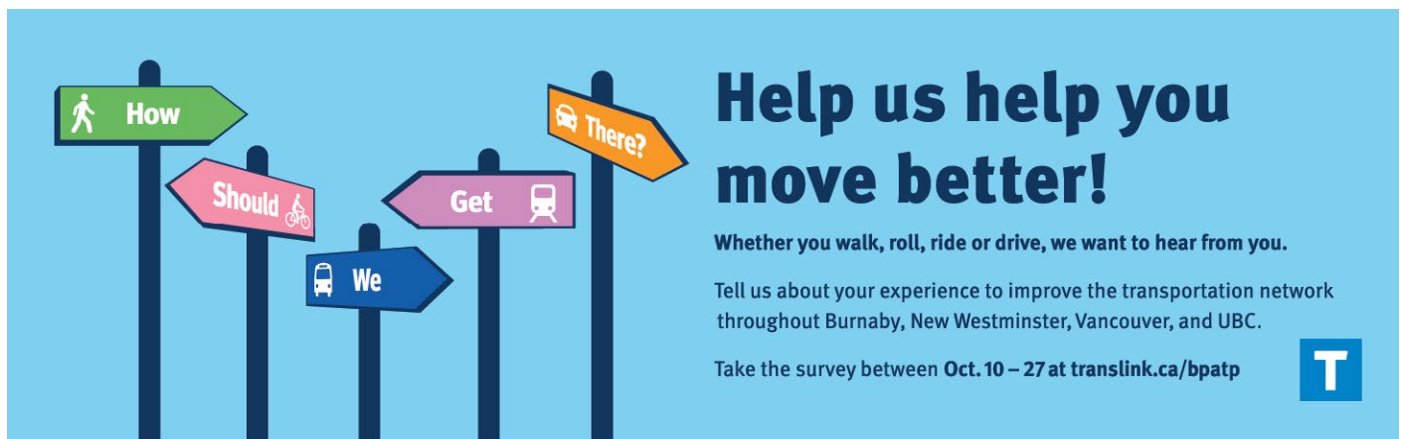
The goals of the communications strategy were both to build wide awareness of the BP ATP process, and to encourage participation in the public engagement activities.

To make the messages easily understandable, TransLink used plain language in all communications. The messages were short, clear, and consistent each time. To reduce language barriers, key materials were translated to Punjabi, Simplified Chinese for Mandarin speakers, and Traditional Chinese for Cantonese speakers.

Recognizing there is significant diversity in how people communicate, TransLink used different methods to inform people about the BP ATP project (see Appendices A and B). This included physical advertisements, as well as digital communication through internal and external websites, and social media. In all cases, the BP ATP web page was highlighted as the main place for people to find information about the project and to participate in the public surveys.



Posters in Simplified and Traditional Chinese, English, and Punjabi.

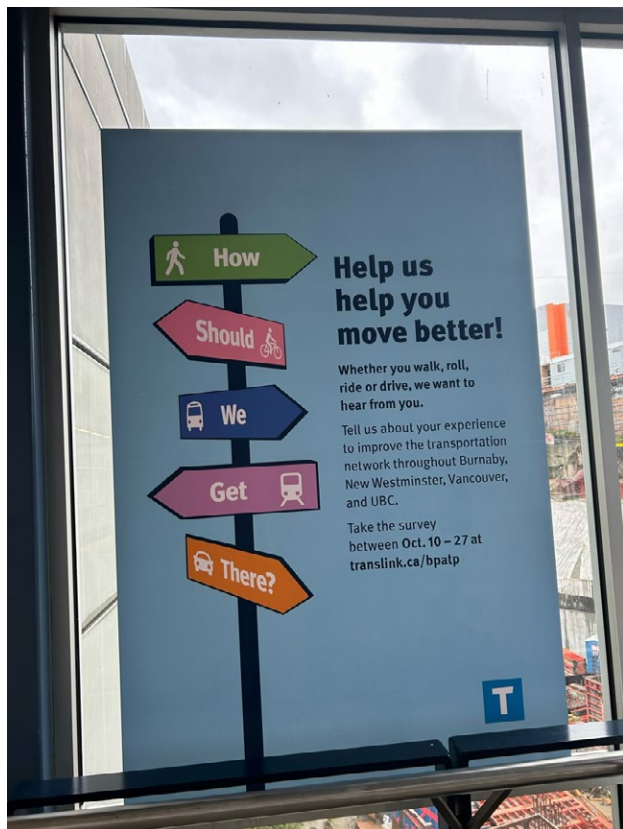


Typical social media promotion of engagement campaign.

Attending community events such as post-secondary student events, community celebrations and special events enabled TransLink staff to “meet people where they are” and to reduce barriers for people to share their thoughts. Pop-up events at libraries and community centres also created opportunities for people who are typically under-represented to be a part of the project.



TransLink staff at community events engaging on the BP ATP.



Typical in-station promotion of engagement.

In Phase Two, TransLink will share how the ideas received have been used to develop the draft recommended actions.

4.1. Social Media

TransLink’s social media team promoted BP ATP public engagement across TransLink’s Instagram, Twitter, Facebook, and LinkedIn social media channels, as well as on TransLink’s blog, The Buzzer. Below is a list of the posts and blog articles that were created for the BP ATP:

The Buzzer

<https://buzzer.translink.ca/2023/10/help-us-improve-transportation-for-you-in-the-burrard-peninsula-area/>

Twitter:

<http://twitter.com/TransLinkNews/status/1711795987734307127>

<http://twitter.com/TransLinkNews/status/1717754359210025369>

<http://twitter.com/TransLinkNews/status/1715579967373811874>

<http://twitter.com/TransLink/status/1715068666851799127>

Facebook:

<https://www.facebook.com/619335776898691/posts/707259104773024>

<https://www.facebook.com/619335776898691/posts/710260927806175>

Instagram:

<http://instagram.com/p/CyOjz1XtcRQ>

LinkedIn:

https://www.linkedin.com/posts/translink_public-engagement-for-burrard-peninsula-area-activity-7117569693971881984-Tp1V?utm_source=share&utm_medium=member_desktop

TransLink also produced a social media kit with suggested posts for relevant community organizations, municipalities, and elected officials to share.

4.2 Traditional Media

At the beginning of the public engagement period, a media release was distributed to local outlets and earned media/mentions for the BP ATP.

The three web articles listed below were written about the project. This included one telephone interview conducted by Jawn Jang, Media Relations Advisor.

The Daily Hive

<https://dailyhive.com/vancouver/burrard-peninsula-area-transport-plan-translink-consultation>

BCIT News

<https://bcitnews.com/2023/10/24/translink-asking-for-input-from-metro-vancouver-commuters/>

The New West Record

<https://www.newwestrecord.ca/local-news/deadline-looms-for-new-west-burnaby-commuters-to-have-say-on-regional-transits-future-7706663>

5. What We Learned – Public Engagement Results

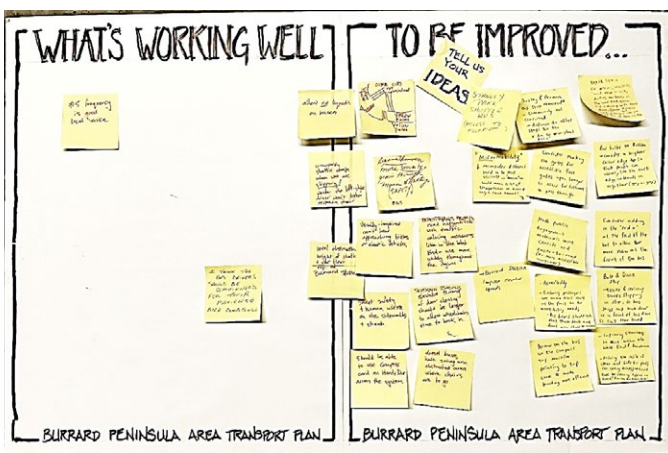
5.1 In-Person Engagements

At the in-person engagements, participants were generally asked two key questions about transportation and moving through the Burrard Peninsula area:

In considering your journeys into and around the Burrard Peninsula:

- what is currently working well?
- what could be improved?

The following are summaries of the comments related to these two questions. More detailed comments can be found in Appendix C.



What is working well

Positive feedback was often general, with participants showing their appreciation for the variety of transit options available and for the efficiency, reliability, and overall merits of the transit system. More specifically, there was positive feedback about:

- **Frequency, timing and reliability** of buses and the SkyTrain, with specific routes often singled out as examples.
- **Technology and information**, including positive remarks about the availability of Wi-Fi on buses and mention of electronic displays for bus time information at SkyTrain stations.

- **Safety and security**, including participants mentioning they feel safe while walking on busy roads, cleanliness and safety of SkyTrain stations and buses and commendations for Transit Police and their excellent service.
- **Accessibility** of most places using transit, as well as HandyDART.
- **Customer service**, including positive feedback on the politeness and patience of bus drivers and appreciation for the great customer service provided by operating staff.

- **Expansion and future plans**, such as excitement and positive anticipation for future expansions, including the Broadway SkyTrain.
- **Environmental benefits** of transit, including positive comments about transit reducing pollution and reducing the use of cars.

WHAT COULD BE IMPROVED

The feedback provided from the community on what could be improved reflects a diverse range of themes and concerns related to transportation in the region. Many valuable comments and ideas were provided, though not all are actionable within the scope of this Area Transport Plan.

The main themes of improvements can be categorized into several key areas. These overarching themes reflect a collective desire for a more reliable, accessible, and expanded transportation system in the region in order to address the diverse needs and concerns within the community.

- **Transit service frequency and span:** There was a consistent request for increased bus frequency and capacity (to combat overcrowding and bus bunching), especially during peak hours. More (rapid) buses are seen as an important way to address this. Extension of SkyTrain lines was also a common request. The community would also like to see later service hours, 24-hour SkyTrain service, and extended service times, particularly on weekends.
- **Transit expansion:** Transit users are looking for additional buses and more (rapid) connectivity to and in specific areas, for example Surrey, the North Shore and semi-rural and light industrial areas of Burnaby. There were many suggestions for new bus routes and increased service to specific areas. Direct bus routes to key locations were also requested. There were many specific route requests, including the return of some old routes, expansion of certain routes into new areas, and suggestions for redesign of certain routes to have fewer stops.



- **Infrastructure:** Participants commented on the need for right-of-way rules for buses and there were calls for more high occupancy vehicle (HOV) lanes and bus prioritization to improve traffic flow. There were general comments about the need for more, better and safer walking and cycling infrastructure, including well-maintained sidewalks and expanded bike routes. Creating walkable communities was also mentioned.
- **Technology and information sharing/wayfinding:** Transit users are looking for technological enhancements, including Wi-Fi on all SkyTrain and buses, the use of cell phones for Compass Card payments, real-time bus arrival signs at stops, accurate live bus delay information, and better integration with mapping apps. There were also comments about the reliability and functionality of the transit app. Others mentioned the need for better wayfinding such as transit maps and route call-outs.

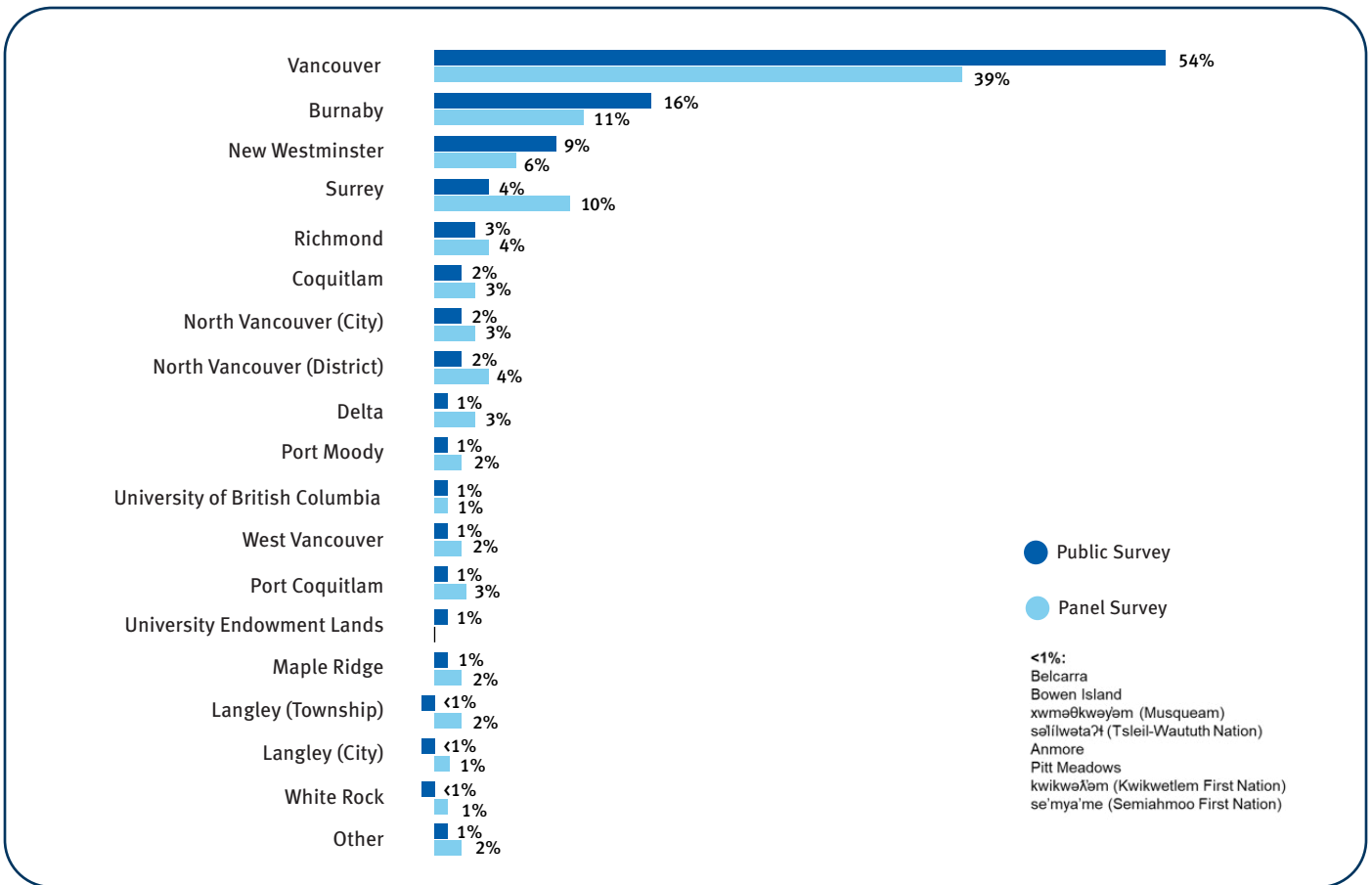
- **Safety and security:** Specific to transit, there were general requests for increased security measures on buses and the SkyTrain to make people feel safer. Some had concerns about driver behaviour, including stopping and starting abruptly, that made them feel unsafe. Others suggested enhancing security checks for fare compliance and addressing safety issues related to overcrowding. Having more stops and better lighting were specifically mentioned as ways to enhance security, especially for those traveling alone. Better snow clearing at bus stops and better wayfinding were also mentioned. There were also calls for improved safety in specific areas, including the Downtown Eastside and SkyTrain stations, with specific mentions of drug use. Implementation of other safety measures, such as rail guards on SkyTrain, were also suggested. There were also comments related to the need for improved road safety, better sidewalks and traffic-calming measures.
- **Service reliability:** Participants emphasized the importance of on-time buses and improved schedule reliability. Related to this, they often voiced concerns about bus bunching and delays, specifically during peak periods. Some mentioned that this should be addressed particularly when the weather is poor. Better communication regarding bus cancellations or delays is also desired.
- **Accessibility:** Participants expressed concerns about accessibility for older adults and people with disabilities, including issues with priority seating being unavailable. Overcrowding on buses also contributes to accessibility issues. Often related to safety, participants commented on the need for accessible and safe bus stops, especially for people with disabilities. This included suggestions for raised pedestrian crossings, wider sidewalks, and sheltered bus stops. There were requests for more accessible services, including ramps, escalators, elevators, and designated spaces for e-bikes and scooters. Suggestions were made for more accessible washrooms at stations. Some requested better accessibility and communication for HandyDART services. Comments about accessibility issues also included addressing language barriers, considering the diverse linguistic population, and making information available in multiple languages.
- **Comfort and cleanliness:** Comfort improvements on buses, such as air conditioning and heating, and increased seating capacity on buses, were highlighted. Others mentioned concerns about cleanliness of buses (as well as stations), including odours and food left by passengers. There were also requests for more covered shelters to enhance comfort when waiting at bus stops.
- **Cycling and public transportation integration:** Participants commented on the desire for more bike racks on buses and room for bikes, e-bikes and electric scooters on buses. There are also comments about the need for more continuous protected bike routes and better maintenance of roads and (bicycle) paths.
- **Affordability:** Participants expressed concerns about the cost of transit use and fare increases that were making transit use less affordable. Some requested fare reductions, or free or lower-cost transit for specific vulnerable groups, and changes to the fare structure. Related to fares, some commented about the zone system and called for a flat-rate system for simplicity. Some suggested a weekly transit pass or other incentives for more transit use. There were also concerns about the cost of HandyDART services and requests for subsidies.
- **Bus types and maintenance:** Participants suggested upgrades to buses, such as double-decker buses and accordion buses. Maintenance improvements, like winter tires, were also requested.
- **Amenities:** This included mainly comments about the need for more washrooms at transit stations, SkyTrain and generally on and around the transit system at key transfer points.
- **Indigenous, cultural and social considerations:** Concerns about racism and the lack of Indigenous representation in TransLink were raised. Cultural sensitivity training for staff and drivers was suggested.

5.2. Online Survey Results

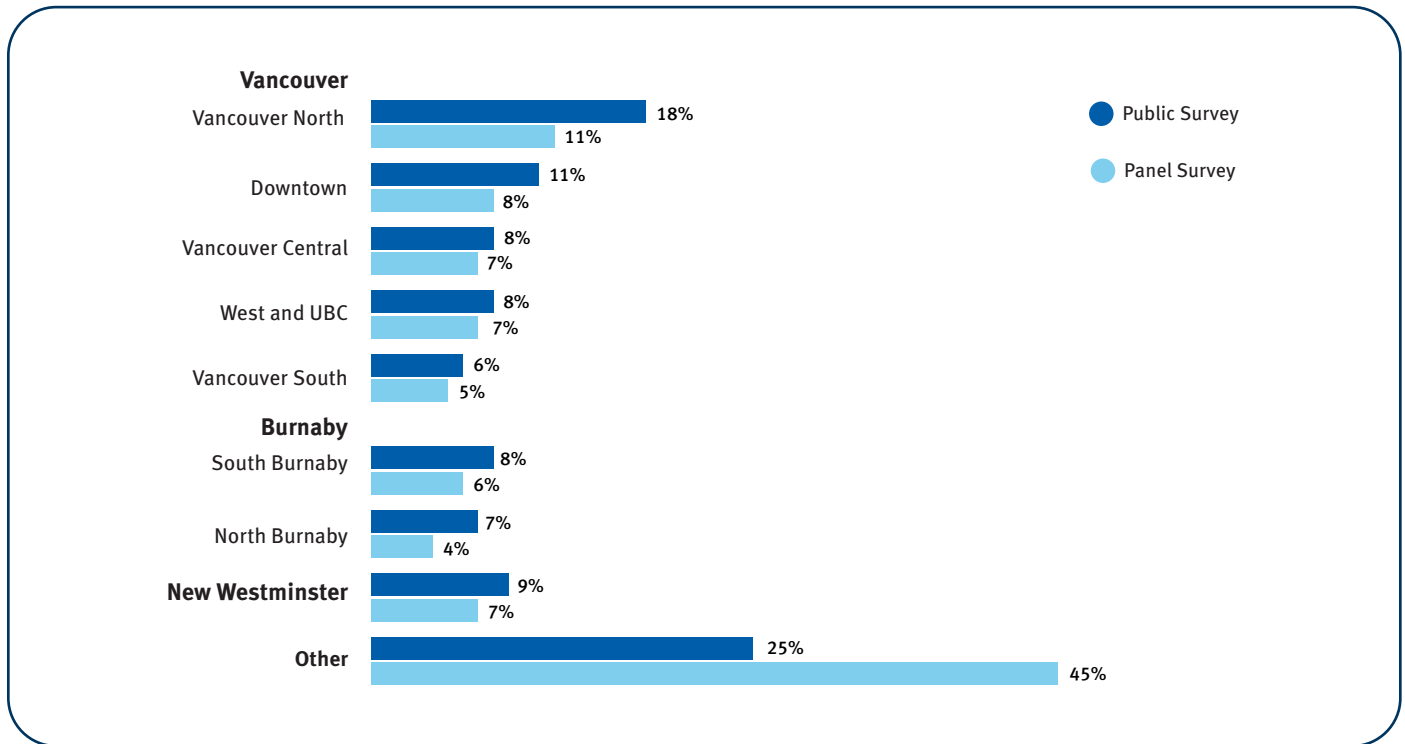
This chapter provides a detailed summary of the responses to the online survey (see full survey questions in Appendix D). With the exception of the demographic summaries, to reduce the length of the report and to increase readability, only the results of the public survey are graphically illustrated and under each graph an overall comparison is made to the TransLink Listens panel survey results. The graphs for the TransLink Listens panel survey responses can be found in Appendix E.

Note: as questions were not mandatory, not every respondent answered each question.

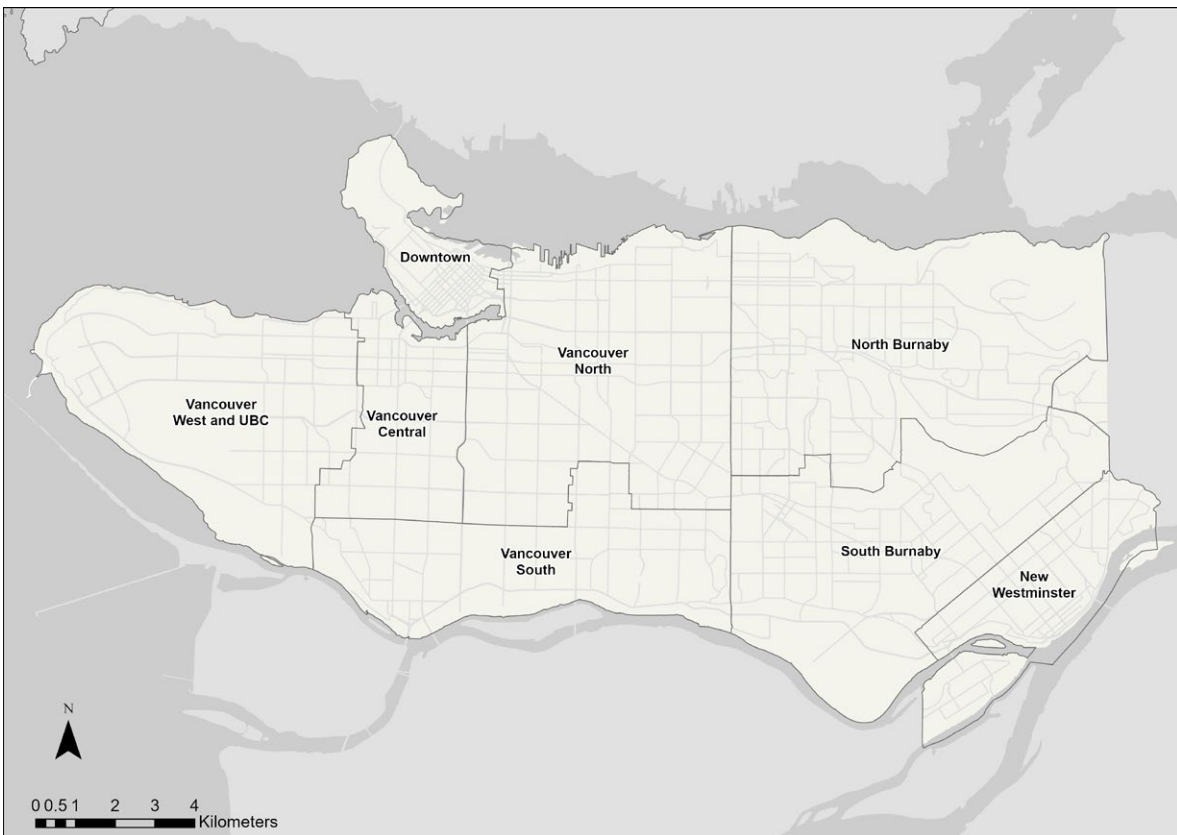
ALL RESPONSES BY LOCAL ELECTORAL AREA



BURRARD PENINSULA RESIDENTS' RESPONSES BY SUB-AREA

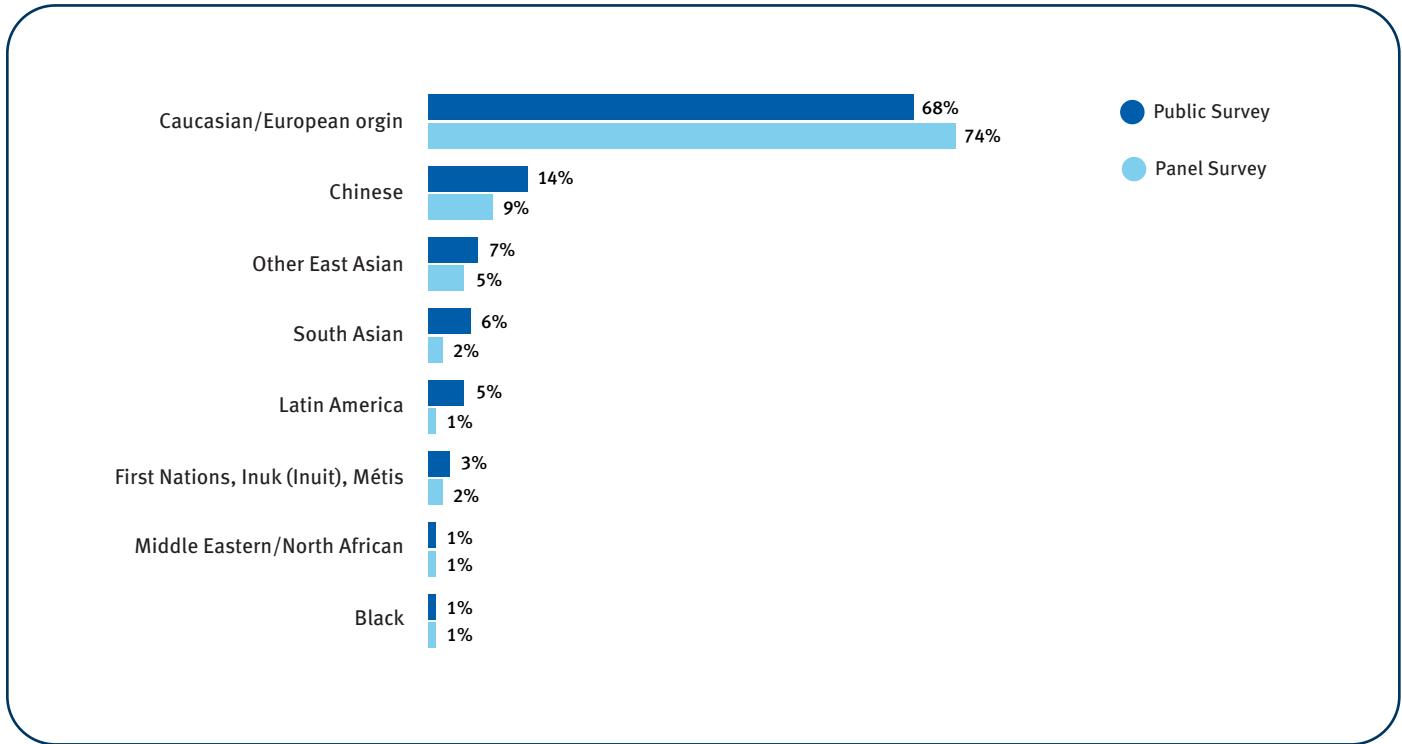


MAP OF SUB-AREAS IN BURRARD PENINSULA*

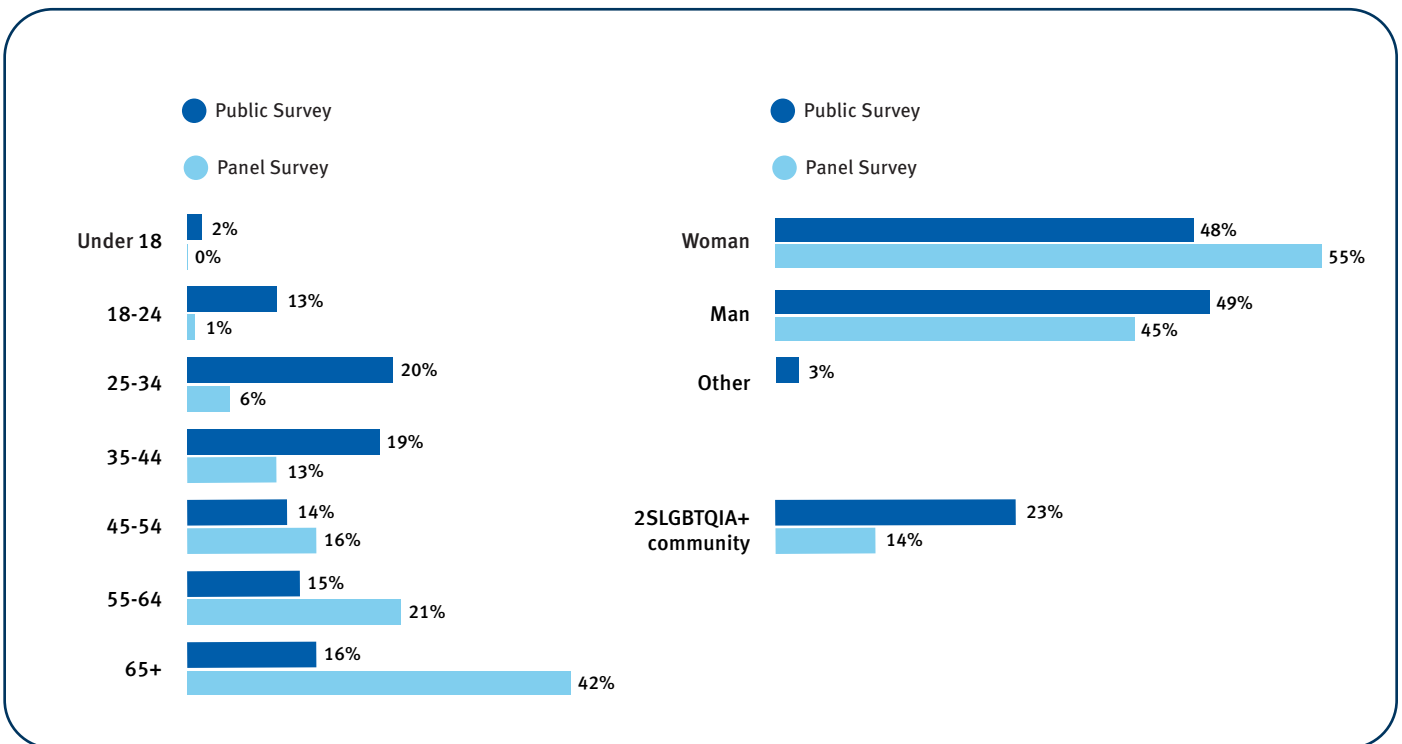


*Sub-areas were created based on postal codes.

RESPONSES BY ETHNICITY



RESPONSES BY AGE, GENDER, 2SLGBTQIA+ COMMUNITY



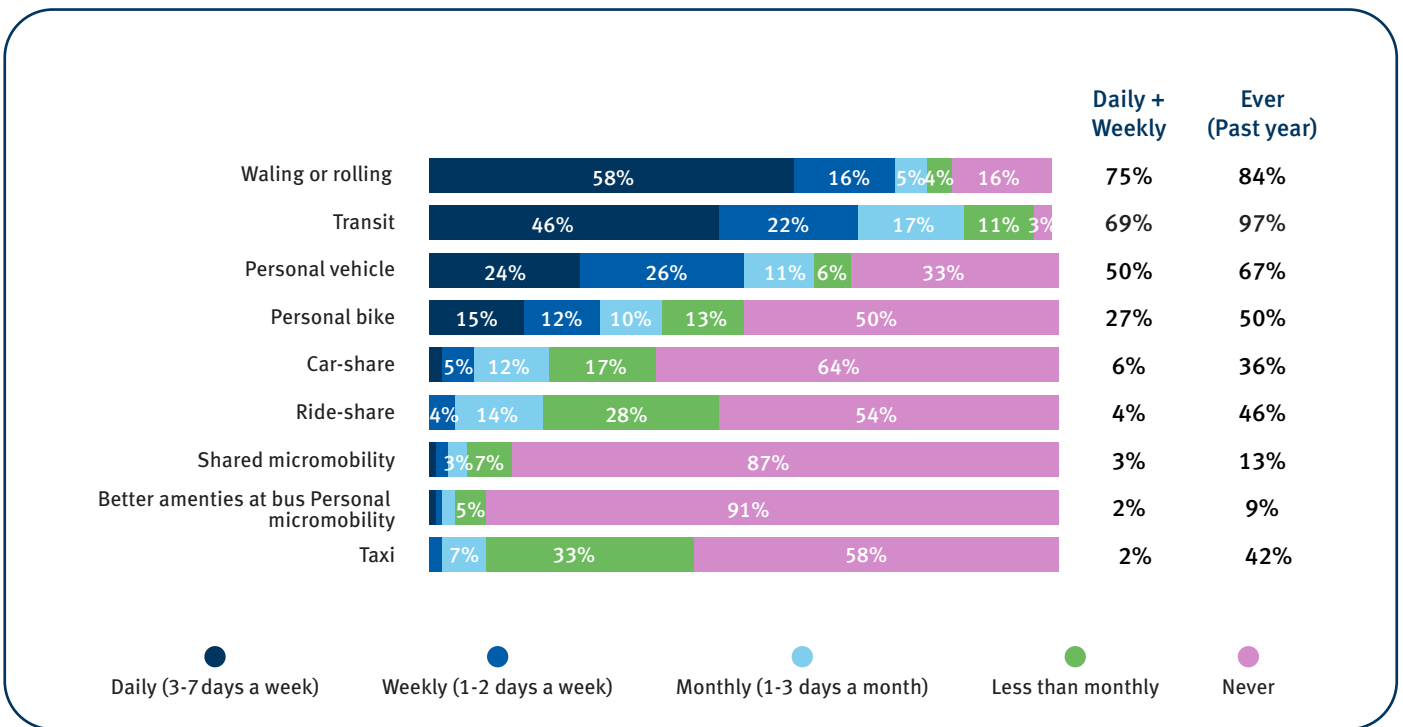
PRIMARY TRANSPORTATION MODE

Walking, transit and driving a personal vehicle are the most frequently used travel modes.

The majority of respondents are daily walkers (58%), with another 16% walking at least once a week. They were also almost all transit users, with 97% having used transit at least once in the past year, with seven in 10 (69%) using transit daily or weekly. Half (50%) use their personal vehicle daily or weekly and a quarter (27%) biked daily or weekly. On the other hand, 50% have not biked in the past year.

The majority has not used ride share (54%), taxi (58%), car share (64%), shared micromobility (87%) or personal micromobility (91%) as a primary transportation mode to complete a trip in the past year.

Question: Over the past year, how often did you use each of the following modes of transportation as your primary method of travel to complete a trip?

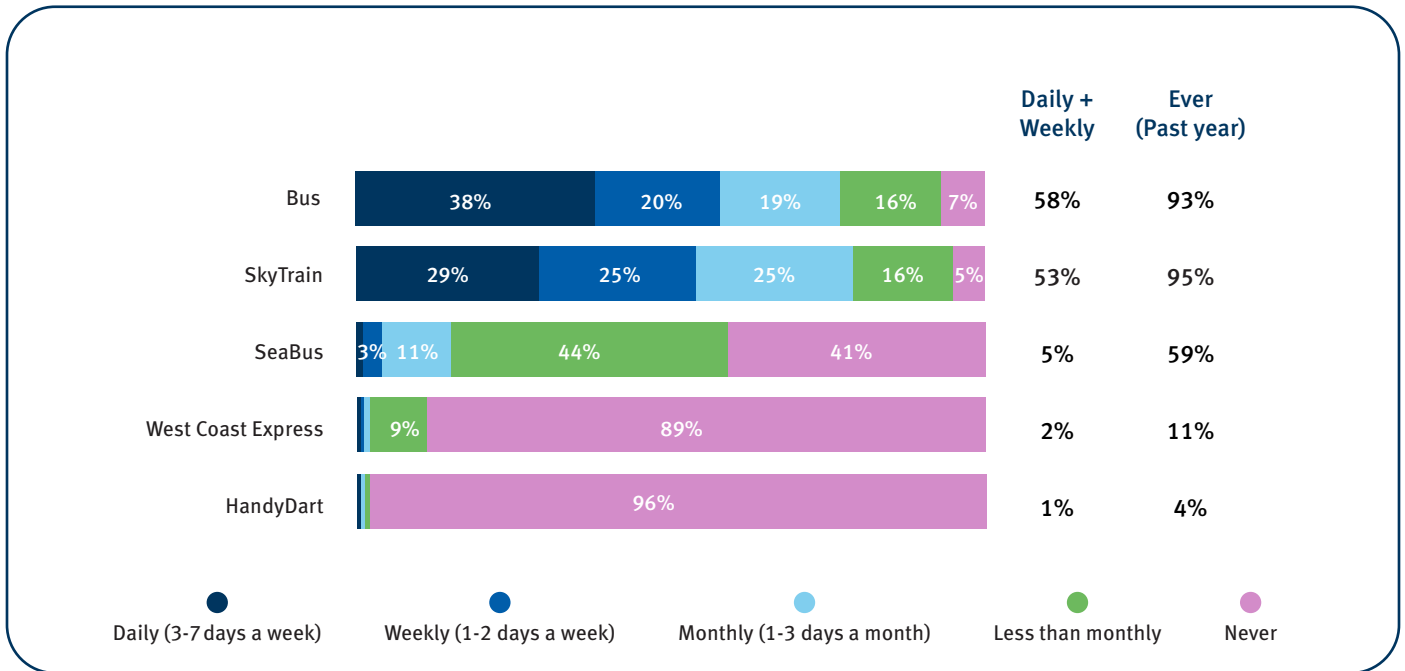


Comparing the TransLink Panel survey results:
 Panel survey respondents were more likely to use their personal vehicle daily/weekly (61%; +11 pts), and less likely to be daily/weekly transit users (51%; -18pts), daily/weekly walkers (68%; -7 pts) and daily/weekly bicyclists (16%; -11 pts).

TRANSIT USE

Burrard Peninsula transit users most frequently used the bus and SkyTrain, with the majority using these at least one day a week.

Question: Over the past year, how often did you use each of the following transit modes within the Burrard Peninsula area?

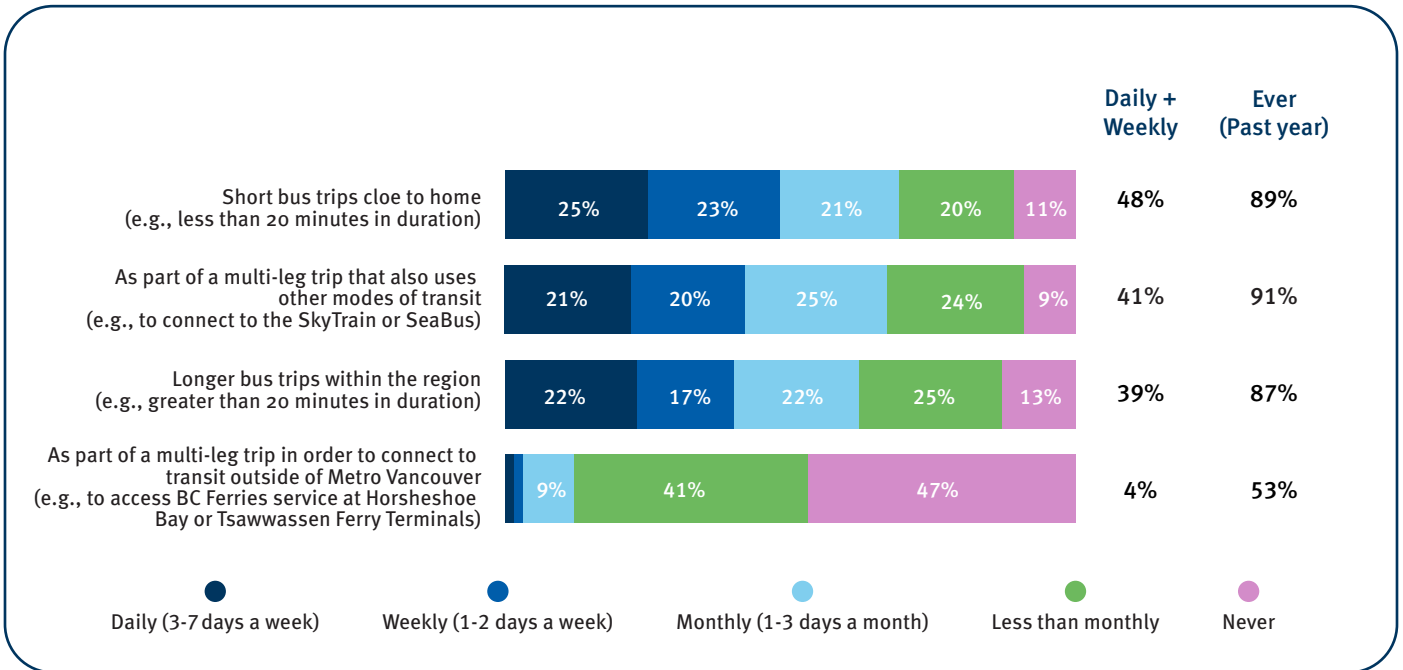


Comparing the TransLink Panel survey results:
 Panel survey respondents were less likely to be transit users. Four in ten (38%; -20 pts) were daily/weekly bus users, one third (34%; -19 pts) were daily/weekly SkyTrain users and 2% (-3 pts) used the SeaBus daily/weekly in the past year.

BUS USE

Among those who used the bus in the past year, this mode is used most often for short trips (48% daily/weekly), with four in 10 (41%) using it daily/weekly as part of a multi-leg trip involving other local transit modes and for longer regional trips (39%). Fewer use it to connect to transit outside of the Metro Vancouver area (4% daily/weekly; 53% in the past year).

Question: Over the past year, how often did you make the following types of trips on bus within the Burrard Peninsula area?

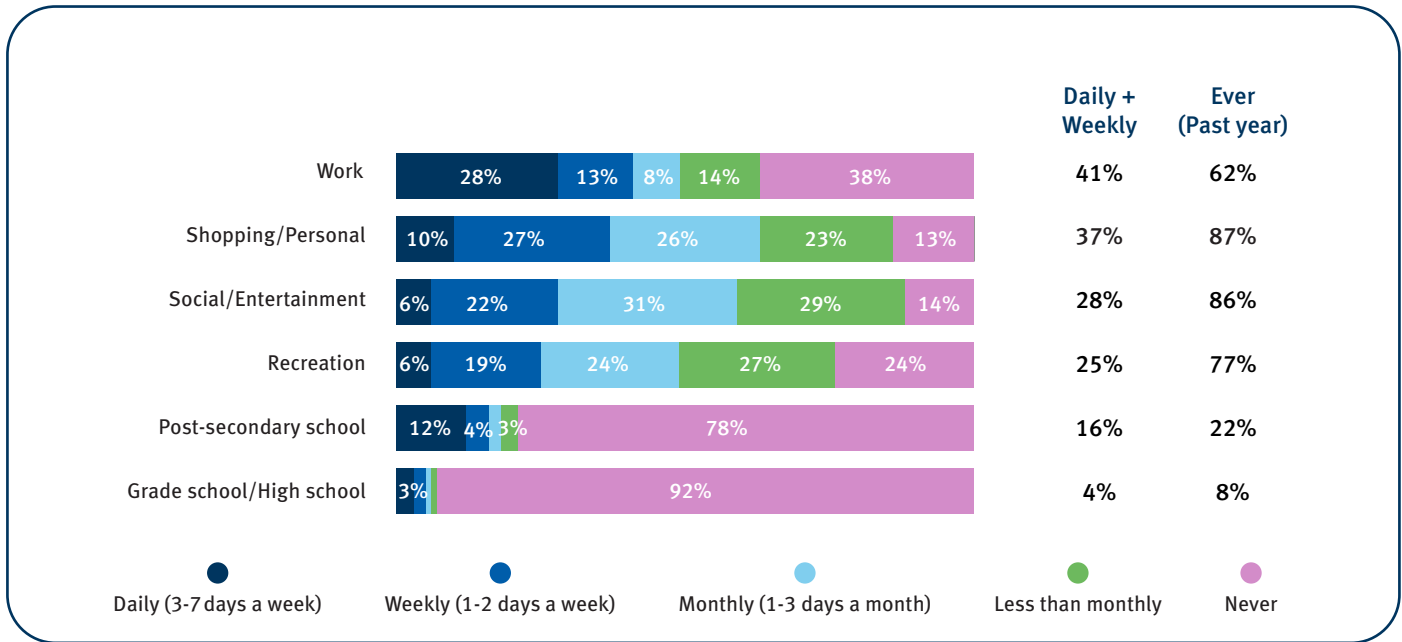


The bus is most frequently used for work commutes, with 28% of respondents who have used the bus in the past year using it daily for that reason and another 13% a few times a week. Close to four in 10 (37%) use it daily/weekly to go shopping or for other personal reasons, while fewer take the bus daily/weekly for social/entertainment destinations (28%) and for recreation (25%). Among respondents who use it to go to post-secondary school, 12% use it daily and another 4% a few times a week. Few respondents use it to go to grade school or high school (8% in the past year).

Comparing the TransLink Panel survey results:

TransLink panel respondents used the bus less frequently for all the trip types. Among this audience, short trips were also the main trip types (35% daily/weekly; -13 pts), followed by multi-leg trips to connect to other local transit (32%; -9 pts) and longer trips (28%; -11 pts). Only 2% used the bus daily/weekly to connect to transit outside Metro Vancouver (-4 pts).

Question: Over the past year, how often did you take the bus within the Burrard Peninsula area for the following trip purposes?



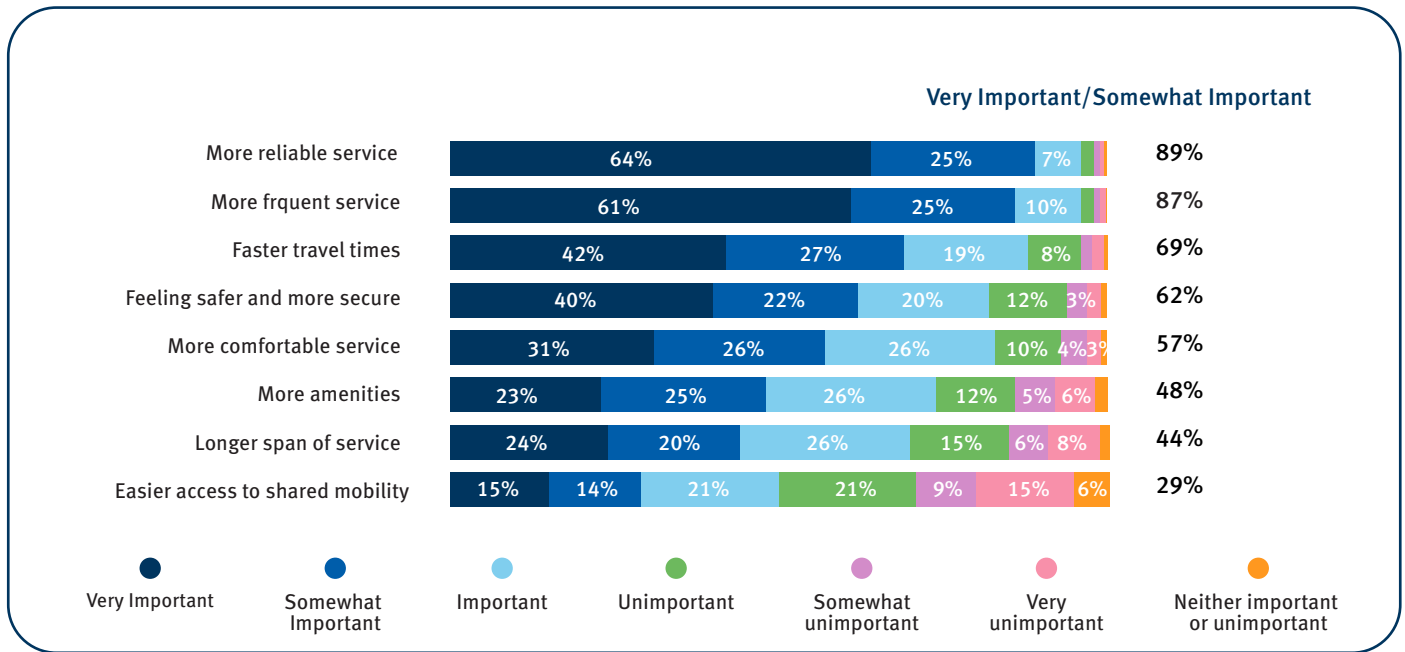
Comparing the TransLink Panel survey results:
 TransLink panel respondents were less likely to be daily/weekly bus riders for all the trip purposes tested. The hierarchy from most to least use is, however, the same, with most frequent usage being to commute to and from work (30%; -11 pts) and for shopping/personal purposes (29%; -8 pt), followed by social/entertainment (17%; -11 pts) and recreation (15%; -13 pts). Even fewer panel member respondents used the bus frequently to go to secondary school (6%; -10 pts) or grade school/high school.

When it comes to deciding whether or not to use the bus, the top two most important features of the service are that it is **more reliable** and **more frequent**.

Secondary considerations are that it is **faster** to take the bus than compared to driving, that there is a feeling of being more **secure and safe**, and that it provides a more comfortable trip.

Of somewhat less importance are a **longer span of service** and having **more amenities** at bus stops, exchanges or SkyTrain stations, with **easier access to shared mobility** services rated as relatively lowest in importance.

Question: When deciding to take the bus in the Burrard Peninsula area, how important or unimportant would the following options be to you?



Comparing the TransLink Panel survey results:
 TransLink panel members were asked a similar question. In this survey, the top two most important considerations in deciding to take the bus more often were also reliability (74% (very) important; -15 pts) and frequency (69%; -18 pts). Safety (56%; -6 pts), faster travel (55%; -14 pts) and comfort (48%); -11 pts) were secondary, with the bottom three also consisting of amenities (41%; -7 pts), service span (32%; -12 pts) and shared mobility access (18%); -11 pts).

When asked whether any other factors would influence the decision to take the bus more often in the Burrard Peninsula Area, 997 comments were received.

Many respondents repeated one of the above-mentioned themes, often going into some detail to illustrate why it was of importance to them, as follows:

- Safety (including passenger behaviour): 10%
- Comfort (including health, air quality, bus cleanliness): 7%
- Frequency of service: 6%
- Reliability of service: 4%
- Faster travel times (than if they were to drive): 4%
- Service span: 3%
- Amenities (excluding washrooms): 2%

The other recurring themes mentioned included:

- Better connections/fewer transfers: 10%
- Different destinations/routes: 10%
- Affordability/fares: 10%
- Washrooms: 8%
- Overcrowding/bus full: 5%
- Wayfinding/route planning/bus information: 4%
- Bus priority/bus lanes: 4%
- Bus stop proximity: 4%
- Accessibility: 3%
- More bike racks/bikes on bus: 3%

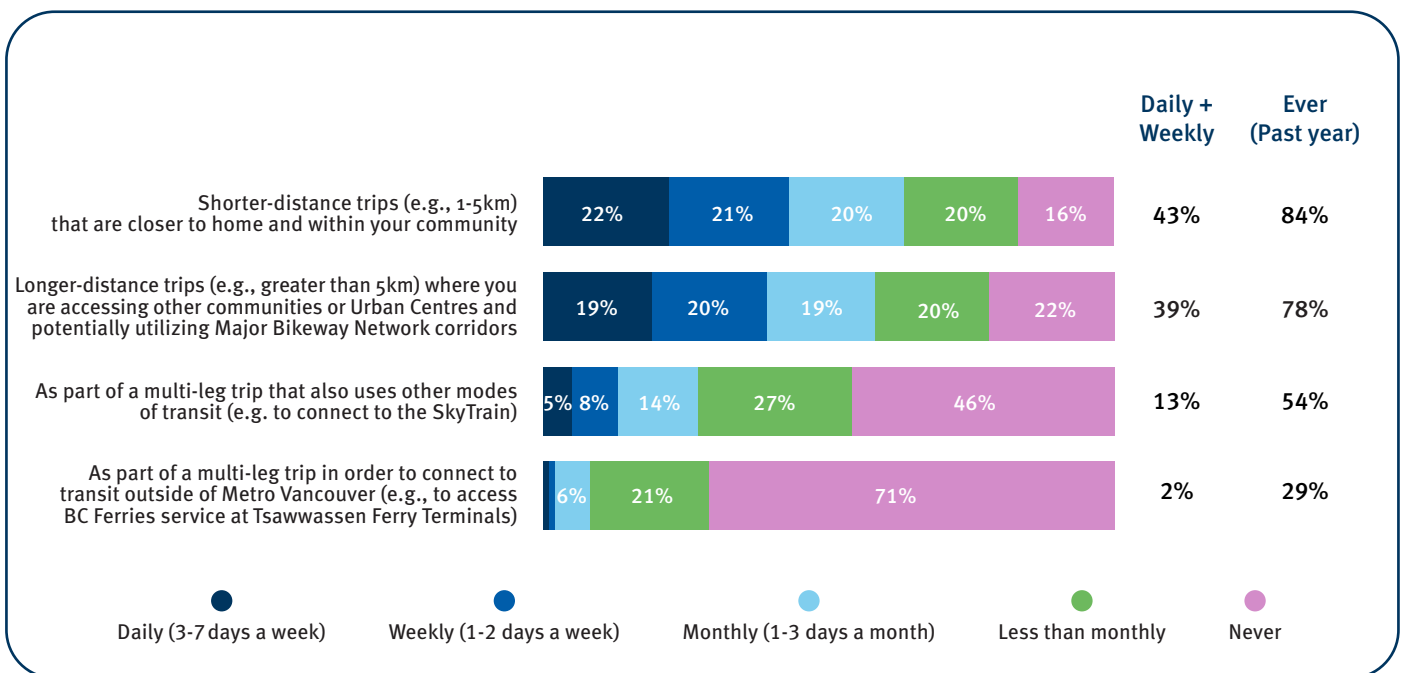
Minor themes, mentioned by 2% of respondents or fewer, included (in order of number of mentions: express bus/rapid transit, bike parking, bus shelters, pets, driver behaviour, different bus types, active transportation/transit integration, better roads/smoothier rides, fare enforcement, internet access, parking, ebikes on busses, luggage storage, weather/rain, alternative pay method, phone chargers, and scooter space. Four percent of comments fell into the “other” category.

Additionally, if none of the above options would influence their decision to take the bus more often in the Burrard Peninsula, respondents were asked to explain why. The main reason given was that they had no need, interest or desire to take the bus more often (31%). Other reasons given were the same as previously mentioned.

CYCLING AND SCOOTING

Among those who have cycled or scooted within the Burrard Peninsula in the past year, cycling and scooting are mainly used for shorter trips (43% daily/weekly) and somewhat less frequently for longer-distance trips (39% daily/weekly). For 13%, this mode is used daily/weekly as part of a multi-leg trip connecting to local transit, while 2% used it daily/weekly as part of a multi-leg trip connecting to transit outside the Metro Vancouver region.

Question: Over the past year, how often did you cycle and/or scoot within the Burrard Peninsula area to make the following types of trips?

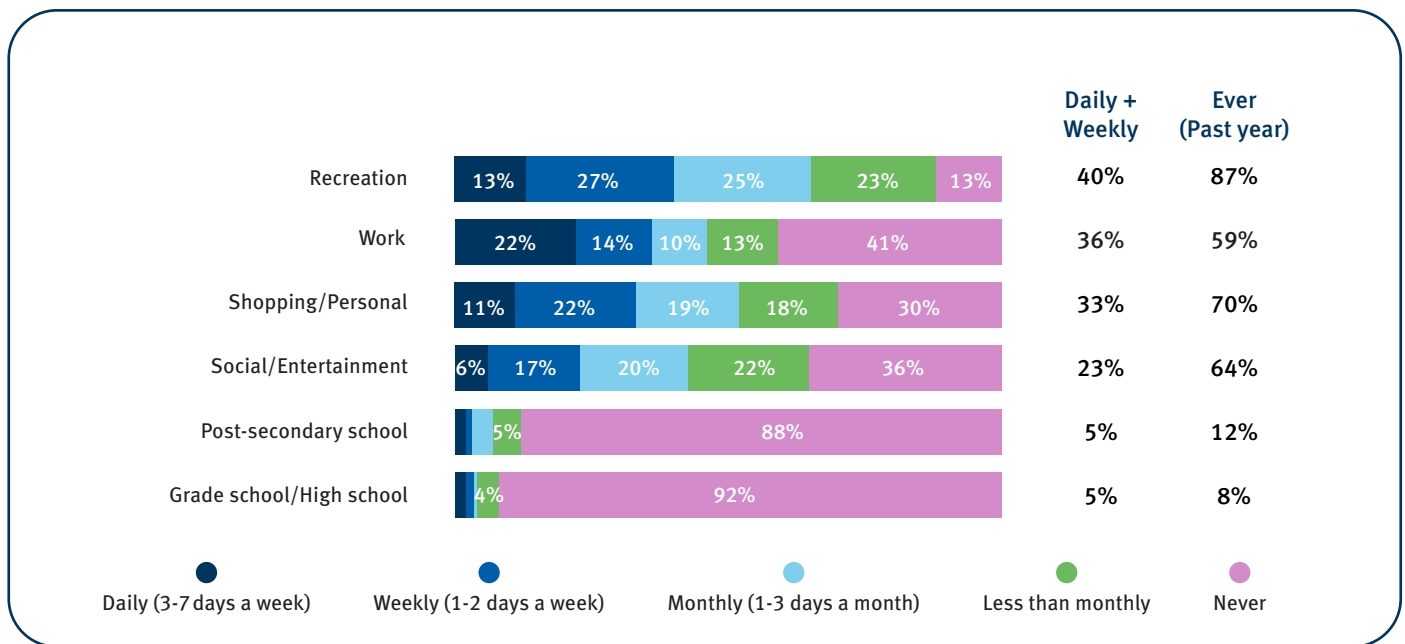


Comparing the TransLink Panel survey results:

TransLink panel respondents who cycled or scooted in the past year tended to do so for the same main trip types, yet less frequently. A third cycled/scooted daily/weekly for shorter trips (32%; -11 pts) and a quarter for longer trips (23%; -6 pts), while one in 10 did so daily/weekly to connect to local transit (9%; -4 pts) and very few to connect to transit outside the Metro Vancouver area (1%; -1 pt).

Recreation is the most common cycling/scooting purpose, with four in 10 doing so daily/weekly (40%). Slightly fewer used this transportation mode daily/weekly to commute to work (35%) or for personal reasons, including shopping (33%). A quarter use it daily/weekly to go to (social) events or gatherings (23%). One in five use it to either go to post-secondary (5%) or grade school or high school (5%) daily/weekly.

Question: Over the past year, how often have you cycled and/or scooted within the Burrard Peninsula area for the following trip purposes?



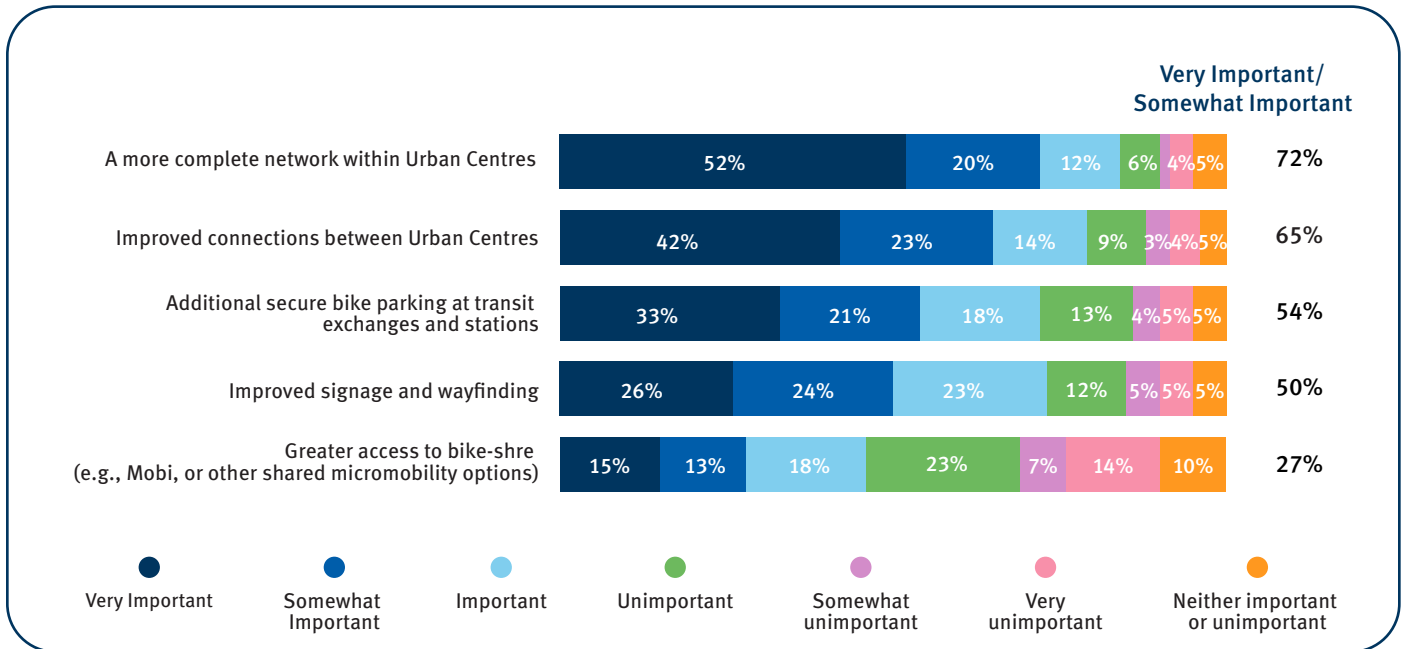
Comparing the TransLink Panel survey results:

TransLink panel members who cycled/scooted in the past year tended to do so for the same reasons yet did so less frequently. Among these respondents, a third used this mode for recreation (33%; -7 pts) and a quarter either for work (26%; -10 pts) or personal reasons (24%; -9 pts). Fewer used it for social entertainment (15%; -8 pts) or school (post-secondary: 4%; -1 pt; high school/grade school: 2%; -3 pts.)

In making the decision to cycle or scoot within the Burrard Peninsula, having a **more complete** urban bikeway network is the most important consideration, followed by having **improved connections between urban centres**.

Of secondary importance are having additional **secure bike parking** at transit hubs and having **improved signage and wayfinding**. Relative to the other factors, **having greater access to bike share or other shared micromobility** options was less important.

Question: When deciding to cycle and/or scoot in the Burrard Peninsula area, how important or unimportant would the following options be to you?



Comparing the TransLink Panel survey results:
 TransLink panel members were asked a similar question. In this survey, the hierarchy of importance was the same.

When asked whether any other factors would influence the decision to cycle and/or scoot more often in the Burrard Peninsula Area, 779 comments were received.

The most important factor mentioned was cyclist safety, including having more (separated or designated) bike lanes (59%).

Secondary factors were mainly the aforementioned factors such as bike parking (15%), a more complete bike network (9%), and greater access to bike-share or other micromobility share (4%).

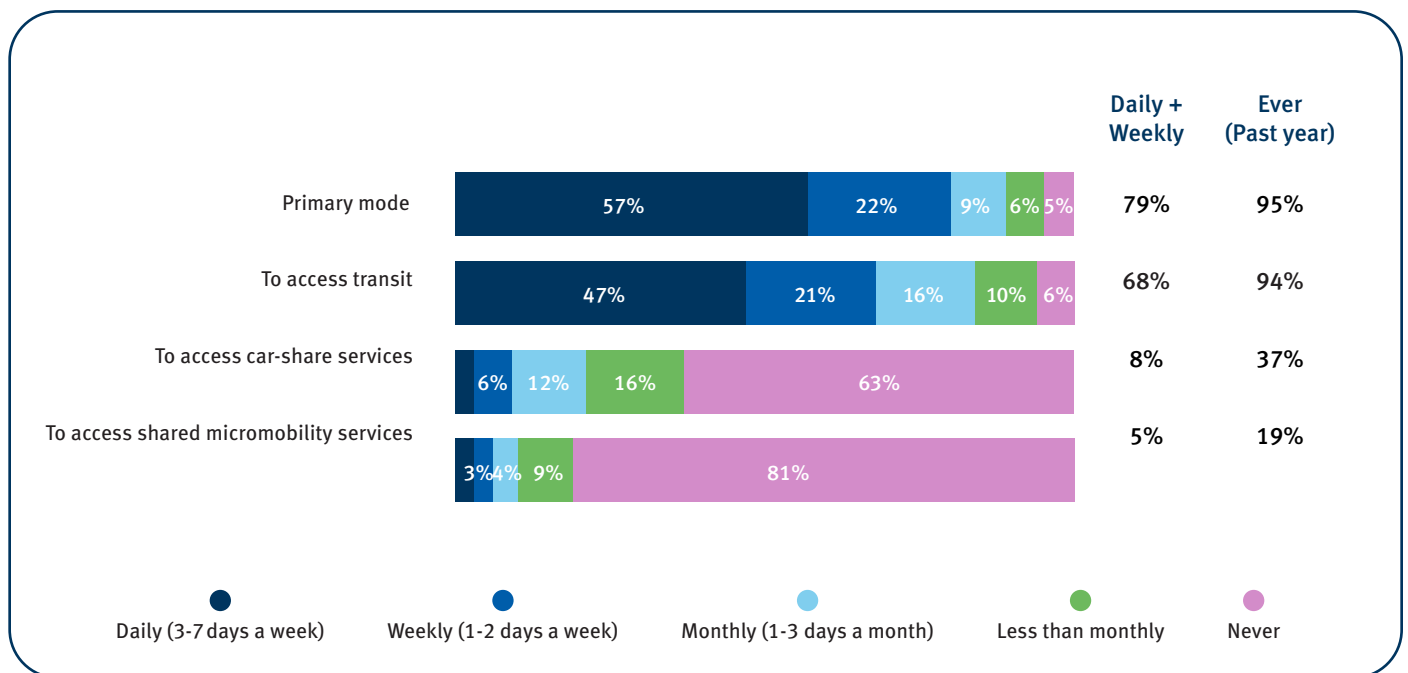
Other themes, mentioned by 3% or less, were weather/rain, avoiding hills/grading of routes, wanting space for bikes on SkyTrain, more bike racks/bikes on bus, affordability, wayfinding/route planning/bus information, washrooms, accessibility, active transportation/transit integration, amenities, better roads/smooth rides, ebikes on bus and being faster.

Additionally, if none of the above options would influence their decision to cycle or scoot more often in the Burrard Peninsula, respondents were asked to explain why. The main reason given was that they had no need, interest or desire to cycle or scoot more often (29%), or that they were not able to do so because of health, mobility or age (29%). Other reasons given were the same as previously mentioned.

WALKING AND ROLLING

Walking and rolling are most often done as the primary/only mode for a trip, with eight in 10 respondents who walked/rolled in the past year indicating they did so daily/weekly (79%). The majority also did this daily/weekly as a means to access transit (68%). Few use it regularly to access car share (8%) or micromobility share (5%).

Question: Over the past year, how often have you walked or rolled within the Burrard Peninsula area for the following trip purposes?



Comparing the TransLink Panel survey results:
 The reasons for TransLink panel respondents to walk or roll are the same as for community survey respondents, although they did so less frequently. For two thirds, this was their primary mode daily/weekly (66%; -13 pts) and for half it was a means to access transit daily/weekly (52%; -16 pts). One in twenty walked or rolled daily/weekly to access car-share services (5%; - 3 pts) and fewer to access shared micromobility (3%; - 2 pts).

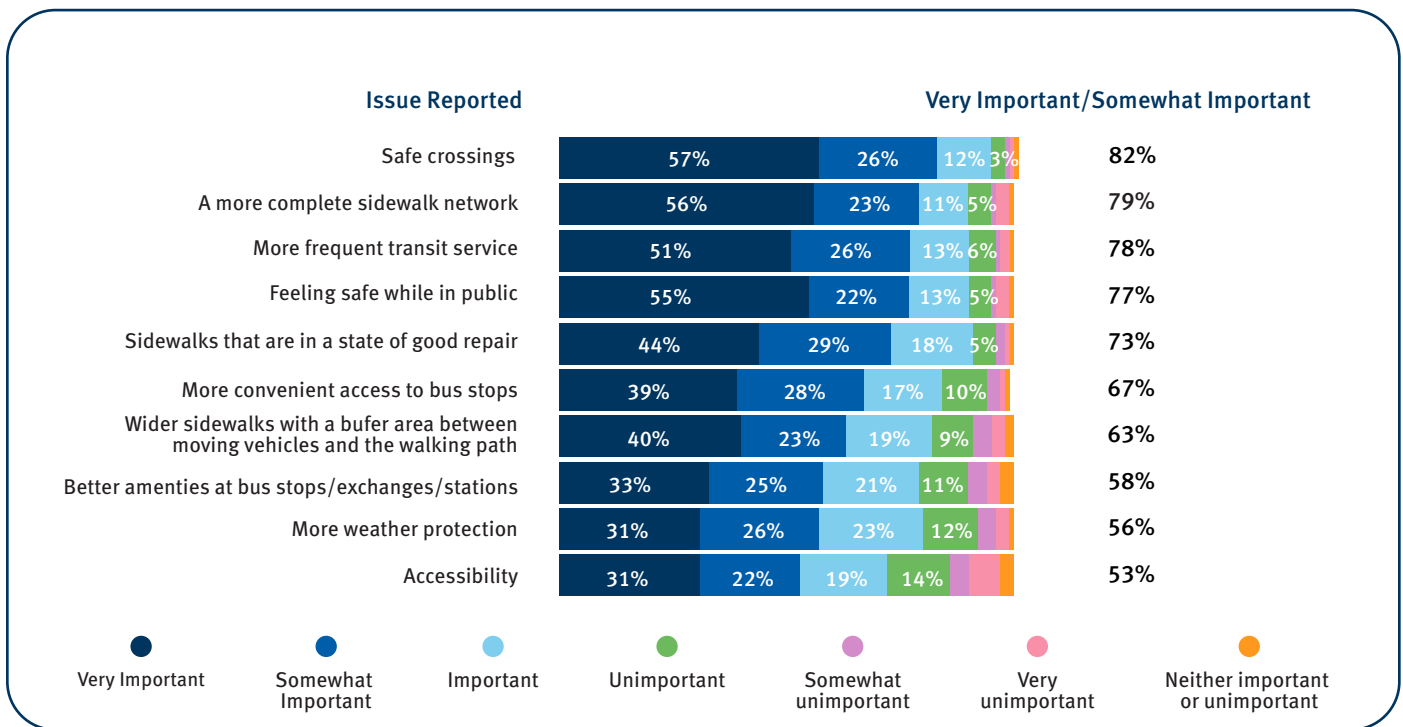
In making the decision walk or roll within the Burrard Peninsula, the most important considerations are **safe crossings**, **a more complete sidewalk network** and **feeling safe while in public**.

More frequent transit service also ranks high in importance when considering walking or rolling.

Secondary considerations include **sidewalks that are in a state of good repair**, **wider sidewalks that are a buffer** between walkers and other traffic and more **convenient access to bus stops**.

Of slightly less importance are **better amenities** at bus stops and transit hubs, **accessibility** and **more weather protection**.

Question: When deciding to walk and/or roll in the Burrard Peninsula area, how important or unimportant would the following options be to you?



Comparing the TransLink Panel survey results:
 TransLink panel members were asked a similar question. In this survey, sidewalks in a state of good repair were relatively more important and a more complete sidewalk network was slightly less important.

When asked whether any other factors would influence the decision to walk and/or roll more often in the Burrard Peninsula Area, 514 comments were received.

Many respondents repeated the (top) themes from the previous question, namely:

- Feeling safe when walking (including safe exclusive sidewalks without bicycles/micromobility and no right turns on red regulations): (35%)
- Complete sidewalk network (including better/more sidewalks and more car-free streets): 25%
- More frequent transit/Integration between active transportation and transit (8%)

The most commonly mentioned additional theme was that of urban form, with 12% of respondents indicating that 15-minute cities, or having amenities and work closer by would have a direct impact on them walking or rolling more often. Another 9% mentioned that amenities such as bathrooms, benches, rest areas, shelters or more trees would encourage them to walk more.

Other themes mentioned by 2% or fewer included wayfinding, accessibility, weather/rain, pets, and affordability.

Additionally, if none of the above options would influence their decision to walk or roll more often in the Burrard Peninsula, respondents were asked to explain why. A quarter of respondents said they had no need or desire to walk or roll more (24%) while 8% mentioned mobility issues or age as a reason. Other reasons overlapped with those given previously.



5.3. Mapping Tool Results

This section provides a high level summary of the map-based survey results. Additional detailed analysis of the responses is being conducted as part of the second phase of the BP ATP to help inform the development of draft actions, and the results are not yet available.

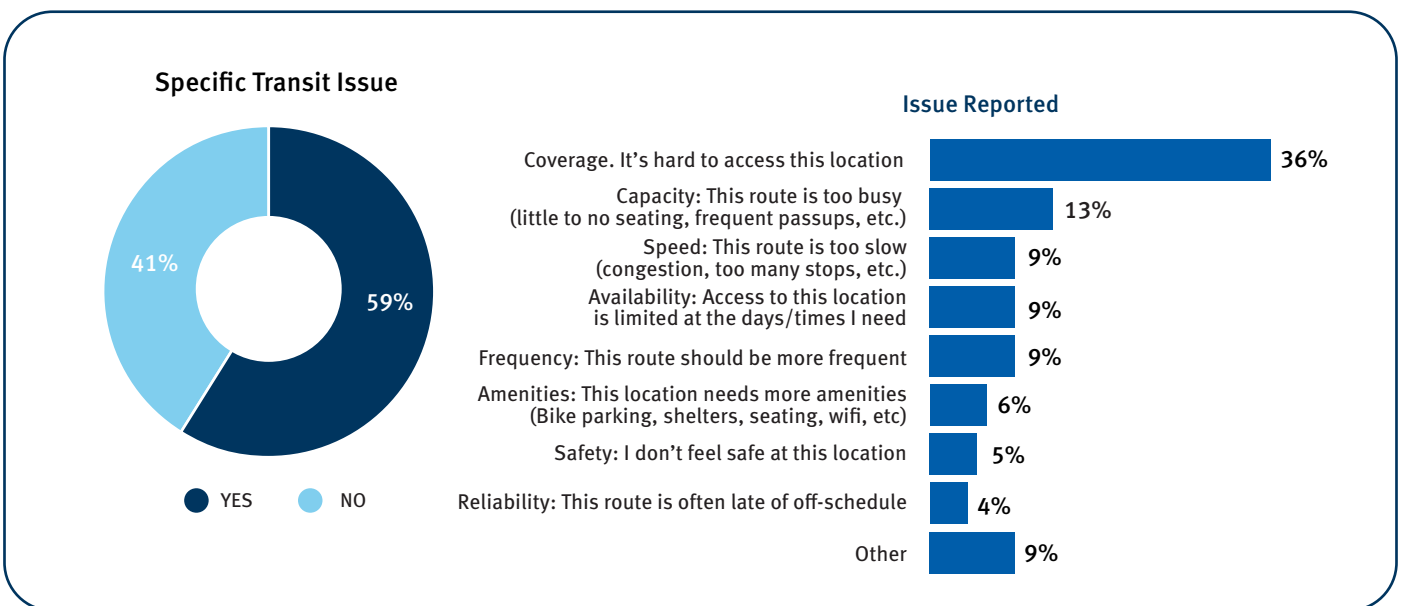
For a detailed list of comments pertaining to each issue/improvement type described below, please see Appendix F.

ISSUES AND IMPROVEMENTS

The majority of comments received (59%) were on transit issues. Among the 651 comments on this topic, **coverage** was the most significant, mentioned by 36%.

A distant second was the issue of **capacity** (13%), with **speed, availability** and **frequency** tied for third place (9% each). Mentioned less frequently were the issues of **amenities** (6%), **safety** (5%) and **reliability** (4%), with 9% reporting on a different type of issue.

Question: What type of TRANSIT issue are you reporting at this location?



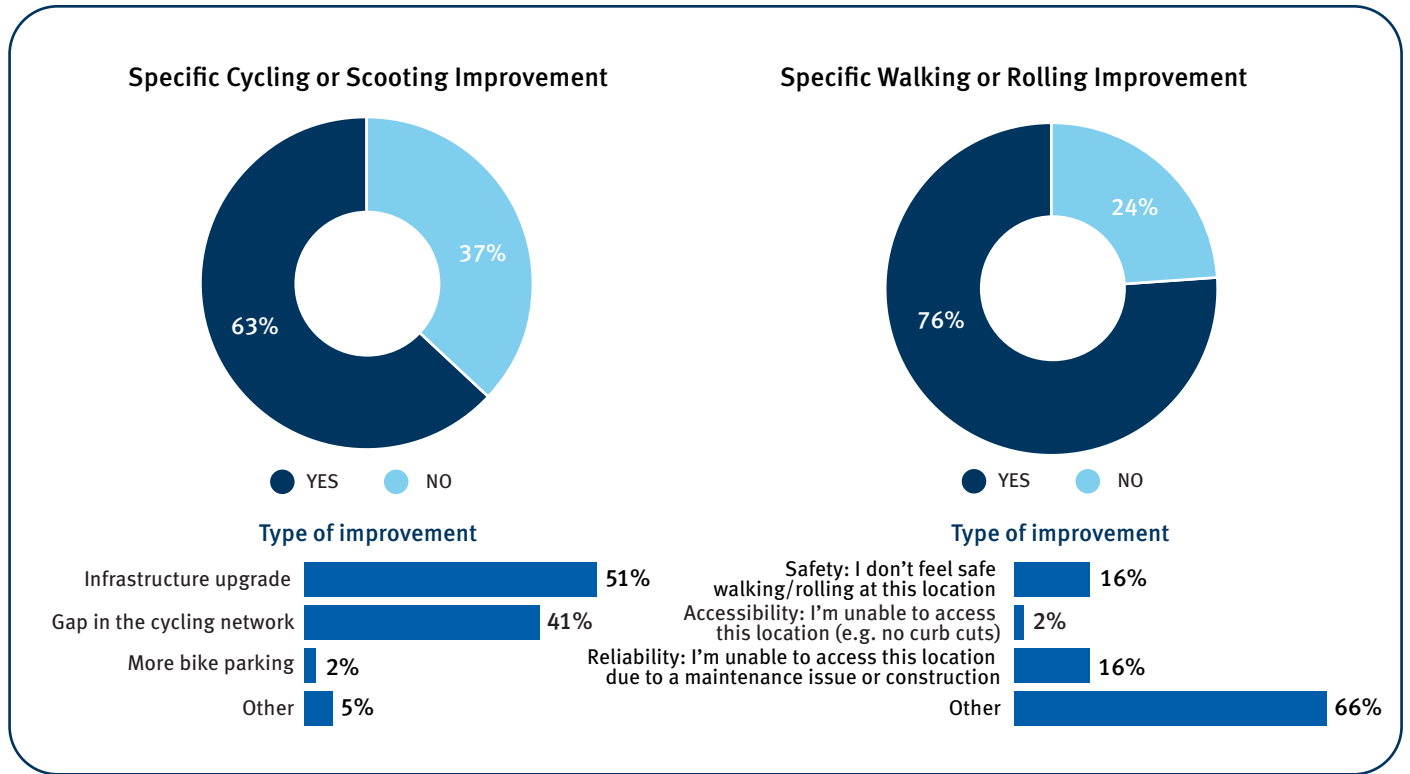
Close to four in 10 comments (37% - 403 comments) related to a specific cycling or scooting improvement. Half (52%) mentioned **infrastructure upgrades** (52%) and four in 10 (41%) discussed **gaps in the cycling network**. **More bike parking** (2%) and other types of improvements (5%) were mentioned less frequently.

A quarter of comments (24% - 268 comments) related to a specific walking or rolling improvement. Two-thirds (66%) mentioned **safety**, with 16% mentioning **accessibility**, 2% **reliability** and 16% other types of improvements.

Questions:

What type of CYCLING or SCOOTING improvement are you reporting at this location?

What type of WALKING or ROLLING improvement are you reporting at this location?



5.4 Written Submissions

A single written submission was received by email through Phase 1 of the project engagement. It came from the pen of Chair of HUB Cycling’s Regional Advisory Committee. HUB is a non-profit organization which aims to remove barriers to cycling in Metro Vancouver, educating about the benefits of active transportation.

HUB relayed their support for vision of the Burrard Peninsula Area Transport Plan (ATP), regarding it as a significant step forward in aligning with the objectives laid out in *Transport 2050*. They were encouraged by its emphasis on active transportation and micromobility, which they regard as two crucial components for a people-focused future of our regional transportation network.

HUB also brought forward several recommendations, such as:

- the inclusion of long-distance cycle routes, “cycle highways,” as part of the Major Bikeway Network (MBN);
- including measures to address theft concerns for bikes and other micromobility devices. Enhanced security at end-of-trip facilities;
- consideration of multi-modal integration in a network which supports walking, rolling and cycling, including cargo bikes and recumbent bicycles;
- promotion of active transportation modes throughout the region;
- encouraging equity-informed planning and design to improve access to transit, reduce barriers, expand to underserved areas, and incorporate UNDRIP (The United Nations Declaration on the Rights of Indigenous Peoples) in Active Transportation Planning; and
- ensure that the viewpoints and considerations of the local First Nations are embedded as crucial step toward creating more equitable and sustainable transportation systems.

See **Appendix G** for the full submission.

6. Next Steps

TransLink would like to thank everyone who participated in this engagement for their input. This valuable feedback is being used as part of Phase Two of the Burrard Peninsula ATP, which has recently started. During this second phase, the draft recommended actions for the ATP will be developed and they will be informed by what we learned through public engagement in Phase 1, as well the results of TransLink’s transportation network analysis and anticipated future land use and population changes.

The draft recommended actions will be brought back to the public and interested parties for further public feedback in the fall of 2024. Similar to Phase 1, efforts will be made to seek a diverse range of perspectives and to include and prioritize communities that are typically under-represented in planning processes.

Appendix A

Community Invitations
Project Summary

Appendix B

Public Survey Notification Material
(incl. translated posters)

Appendix C

Stakeholder Activation Notes

Appendix D

Questionnaire Text

Appendix E

TransLink Listens Panel Summary Report

Appendix F

Questionnaire text responses

Appendix G

Submissions