

# 2023 Stakeholder and Public Engagement Summary Report

**Burnaby Mountain Gondola**  
November 2023

**PREPARED BY**  
Kirk & Co. Consulting Ltd.

# Kirk&Co.

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*The views represented in this engagement summary report reflect the priorities and concerns of engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the community engagement, and therefore do not reflect a random sample.*

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# 1.0

## Executive Summary

TransLink is advancing the planning and project development of the Burnaby Mountain Gondola — a proposed rapid transit option that would provide fast, frequent, and reliable service between Production Way-University SkyTrain Station and Burnaby Mountain including SFU's Burnaby Campus and the UniverCity residential neighbourhood.

The Burnaby Mountain Gondola is currently in the business casing phase, which includes technical analysis and engagement with the public, partner agencies and participating First Nations. These agencies include the Province of BC, the City of Burnaby, and Simon Fraser University, and the First Nations include kwikwəłəm (Kwikwetlem First Nation), xʷməθkʷəy̓əm (Musqueam Nation), Skwxwú7mesh Úxwumixw (Squamish Nation) and sə́lílwətaʔt (Tsleil-Waututh Nation).

In November 2023, TransLink conducted a round of public engagement on the development of the Burnaby Mountain Gondola business case. The purpose of this engagement was to understand trips to and from Burnaby Mountain, inform the public of the project design, and seek feedback on the Draft Terms of Reference for an Environmental Screening Review.

The following are key findings from what we heard during the engagement period:

### **SUPPORT FOR THE GONDOLA IS STRONG WITHIN BURNABY AND ACROSS METRO VANCOUVER**

Support for a gondola connecting SkyTrain to Burnaby Mountain is high and remains consistent with previous phases of engagement. There was consistent regional support, with 83% (3,619) of respondents indicating they were supportive or very supportive of the proposed gondola. Burnaby respondents, who

comprised 43% (1,893) of survey participants, also expressed strong support for the project with 74% (1,410) of respondents saying they were supportive or very supportive of the project. Within Burnaby, levels of support were highest from the residential neighbourhood of UniverCity (89%) which is located on Burnaby Mountain. UniverCity residents reiterated the benefits of time savings and reliability the project would bring to their travel between Burnaby Mountain and the rest of the region, as they have in previous engagements.

**“I believe this project would provide a long missing link within the Lower Mainland’s transportation network. I also see it as being a cost efficient and practical solution given the geographical challenge posed by the location of SFU.”**

Consistent with previous engagements, Simon Fraser University (SFU) students, who accounted for 30% (1,313) of respondents, expressed high levels of support for the project with 94% (1,234) stating they were supportive.

There were lower levels of support from the Forest Grove community, with 65% (218) of residents who said they were overall unsupportive compared to 26% (88) of residents who said they were likely overall to use a gondola if it were built. Forest Grove is located north of the Production Way employment area, and south of the Burnaby Mountain Conservation Area. The planned gondola route would pass over the residential neighbourhood. Forest Grove residents continued to express concerns over noise levels, privacy, and impact to property values, as they have in previous engagements.

### **SUPPORT FOR THE GONDOLA RELATED TO MORE RELIABLE TRANSIT SERVICE, DAILY AND IN WINTER CONDITIONS**

TransLink received feedback about the challenges SFU students face with the current bus routes serving Burnaby Mountain. Overcrowding and unreliable schedules often force students, staff, and residents to wait for several buses before space becomes available. We also heard many comments about the safety of taking the bus in inclement weather and winter conditions. Students and staff reported missing classes or being unable to leave campus at the end of the day when buses are unable to navigate the steep roads in snowy conditions. Younger respondents specifically cited the reliability of the gondola as a key reason for their support while older respondents were more likely to point to the environmental benefits the project would bring as a reason for their support.

In addition to increased transit reliability, respondents generally felt the project cost was low relative to the benefits it would bring.

### **THREE OUT OF FOUR PARTICIPANTS SAID THEY WOULD USE A GONDOLA FROM SKYTRAIN TO BURNABY MOUNTAIN**

If a gondola was built, 75% (3,272) of all survey participants indicated they were overall likely to use it. This was consistent with responses from Burnaby residents, 69% (1,308) of whom indicated they were overall likely to use the gondola. UniverCity residents had the highest levels of potential usage, with 91% (512) who said they were overall likely to use the gondola.

Of those who indicated they access Burnaby Mountain with their personal vehicle (either daily, once per week, once per month, or once per year), 74% (2,230) indicated they were overall likely to use the gondola. Of those that use their personal vehicle every day to travel to Burnaby Mountain, 72% said they were overall likely to use the gondola.

### **SKYTRAIN AND BUS WOULD BE THE MOST COMMON WAY TO ACCESS THE GONDOLA**

Respondents were asked to indicate how often they would use certain modes of transportation to access the gondola at Production Way-University Station. SkyTrain was the most cited mode for at least part of their journey with 83% (3,603) of respondents indicating so, followed by bus at 49% (2,155), then personal vehicle at 32% (1,378).

**“I would love to use my car less and use transit more, but right now transit doubles the length of time it takes me to get anywhere from where I live at UniverCity. This would be a much more reasonable alternative.”**

### **MAJORITY OF PARTICIPANTS FELT THE GONDOLA WOULD BE SAFE AND ACCESSIBLE**

Regarding safety and accessibility of the gondola, 55% (2,408) of survey participants said they felt safety and accessibility considerations had been adequately addressed, while 30% (1,304) were unsure, and 15% (649) cited concerns. Of those who offered comments on what more could be done, the most common theme was the desire to see transit attendants throughout the terminals and CCTV systems in the cabins. We heard concerns from those who felt uneasy about travelling in a gondola cabin with just one or two other passengers and many felt the presence of attendants and/or security cameras would make travel safer and more comfortable, both of which are contemplated in the current design assumptions.

Alongside safety and general accessibility considerations, accommodation for cyclists was also expressed. Many respondents noted that the cabins should be able to accommodate more than one bike at a time (as is currently assumed). Many noted that Burnaby Mountain is a popular destination for mountain bikers and expressed a desire to see strong cycling infrastructure in both the cabins and terminals.

**“Bicycle access on the gondola is a key factor for me. I frequently commute mixed-mode, using the bus as a means to get up the mountain with my bicycle.”**

### **MAJORITY OF PARTICIPANTS FELT THE TERMS OF REFERENCE FOR THE ENVIRONMENTAL SCREENING REVIEW WERE SUFFICIENTLY THOROUGH**

Regarding the Terms of Reference for the Environmental Screening Review, over 75% (3,309) of respondents said they felt the Terms of Reference were thorough and comprehensive, with strong support for the environmental benefits of the project reflected throughout the survey responses.

Of the responses that said more could be done, 17% (43) indicated concern about impacts to quality of life for those living near the alignment.

Impacts of the project on wildlife and the Burnaby Mountain Conservation Area was another notable theme. Stronger measures to protect wildlife was noted in 8% (19) of comments on additions to the Environmental Screening Review Draft Terms of Reference. This addition was second to impacts on residents below the alignment. Other concerns included privacy concerns and the desire to see stronger participation of Indigenous groups in the planning process.

## 2.0

# Background

Since 2011, TransLink has been studying options to improve reliability and efficiency of public transportation services to and from Burnaby Mountain.

After extensive consultation and research, the 3S gondola technology was identified as the preferred transit technology. The Burnaby Mountain Gondola was first identified as a regional priority in 2013 and has continued to advance through policy and planning development since that time. Ultimately, this project would:

- Deliver transit improvements to reduce travel time delay and variability for riders
- Improve safety and neighbourhood livability
- Improve active transportation facilities
- Reduce operating costs for trips to Burnaby Mountain
- Maintain safe and efficient movement of people across the region
- Improve accessible connections to existing transit routes
- Improve connections between Burnaby Mountain — Simon Fraser University (SFU) campus and the UniverCity neighbourhood — and regional centres
- Provide an all-weather reliable transit option, and contribute to reductions of greenhouse gas emissions and air pollution
- Free up buses that can be used to improve service throughout the region

In 2020, TransLink conducted two phases of public engagement to support the evaluation of three potential gondola routes connecting the SkyTrain network to the top of Burnaby Mountain. The outcome of this work was the identification of a preferred route, based on technical analysis and partner, public, and First Nations engagement.

Through Phase One of the 2020 engagement process, there was broad support for the project and proposed route evaluation criteria, with 84% of survey respondents indicating they were supportive of the project. When assessing the proposed route evaluation criteria, safety and security were given as the top considerations for survey respondents and engagement session participants. Another clear piece of feedback was the need for a solution that would provide reliable service in winter conditions. It was also found that different neighbourhoods had different priorities. Forest Grove residents were primarily concerned about localized issues, including noise, visual, privacy, and safety impacts. UniverCity residents felt most strongly about providing a safe and secure service at the Burnaby Mountain terminus station and improving all-weather and daily travel reliability.

Phase Two of the 2020 engagement process saw similar levels of participation and support, with 83% of survey respondents indicating they supported or strongly supported the project. This phase of engagement also saw strong support for Route 1, with 85% of respondents indicating they supported or strongly supported Route 1, compared to 19% for Route 2, and 12% for Route 3. As with Phase One, different neighbourhoods had different priorities, with Forest Grove residents reiterating concerns about privacy and safety and UniverCity residents preferring Route 1 as it has the most travel time savings. However, when considering route options, more Forest Grove residents preferred Route 1 more than any other route option (30%).

In total, there were over 20,000 interactions during the Phase One and Phase Two engagements. Both the Phase One and Phase Two Stakeholder and Public Engagement Summary Reports can be found online at [translink.ca/gondola](https://translink.ca/gondola).

Selected proposed gondola route based on feedback:

Route 1 was identified as the preferred option and offers:

- Greatest benefits
- Lowest costs
- Lowest implementation requirements
- Lowest environmental impacts
- Shortest travel time

Route 1 and the project also received an endorsement from Burnaby City Council in 2022.

### Planned Route Alignment Map





## 3.0

# Engagement Overview

TransLink conducted public engagement on the Burnaby Mountain Gondola business case from November 6 to 26, 2023.

The objective of the engagement was to share technical information and to seek feedback on three main topic areas:

- Understanding travel and trips to/from Burnaby Mountain
- Environmental Screening Review — Terms of Reference
- Design approach (e.g. terminals, boarding area)

Broad and specific engagement techniques were used during the public engagement with the objective of collecting input on the project from across the region and with the specific communities adjacent to the Burnaby Mountain Gondola route. Throughout the engagement period, an online survey was available for people to provide feedback on the engagement topics and additional comments. Specific engagement sessions were held with Forest Grove and UniverCity residents, and with community stakeholder groups.

These sessions were a mix of in-person and online events held between November 21 and 24, 2023. Two meetings were held in person, one at Simon Fraser University and another at Burnaby Mountain Secondary School; and two were virtual, using the Zoom webinar platform.

Stakeholders and the public were notified of the engagement period through a media release, postcards delivered to addresses on and near Burnaby Mountain, a social media campaign, physical and digital ads on the transit system, and email. Engagement materials were available online at [translink.ca/gondola](https://translink.ca/gondola). Along with the online survey, opportunities to provide input included a paper version of the survey, an email address to correspond with project staff, a dedicated phone line, and in-person and virtual small group meetings for residents and stakeholder organizations.

As part of the next stage in the business case, TransLink will update the conceptual design based on the public engagement and engagement with key stakeholders, equity groups, and First Nations. The business case will be presented to the TransLink Mayor's Council for their decision and direction. The Burnaby Mountain Gondola project is not yet an approved or funded project.

### ENGAGEMENT WITH FIRST NATIONS

Since 2020, TransLink has been engaging with *kʷikʷəłəm* (Kwkwetlem), *xʷməθkʷəy̓əm* (Musqueam), *Sḵw̓xwú7mesh* *Úxwumixw* (Squamish), *səlilwətał* (Tsleil-Waututh) around opportunities and potential impacts to their Aboriginal rights and interests related to the Burnaby Mountain Gondola project, and to advance reconciliation. TransLink's Indigenous Relations team is conducting this on an ongoing basis in addition to soliciting their input through this engagement work.

**ENGAGEMENT WITH EQUITY SEEKING GROUPS**

As part of its commitment to equity, diversity, and inclusion principles, TransLink undertook engagement with equity groups, City of Burnaby Accessibility Committee, SFU Accessibility Committee and TransLink’s Users Advisory Committee. Feedback was sought on the terminal design, organization of the boarding and alighting area, in-terminal cabin operation, cabin design and considerations related to safety and accessibility.

**ENGAGEMENT WITH CYCLISTS**

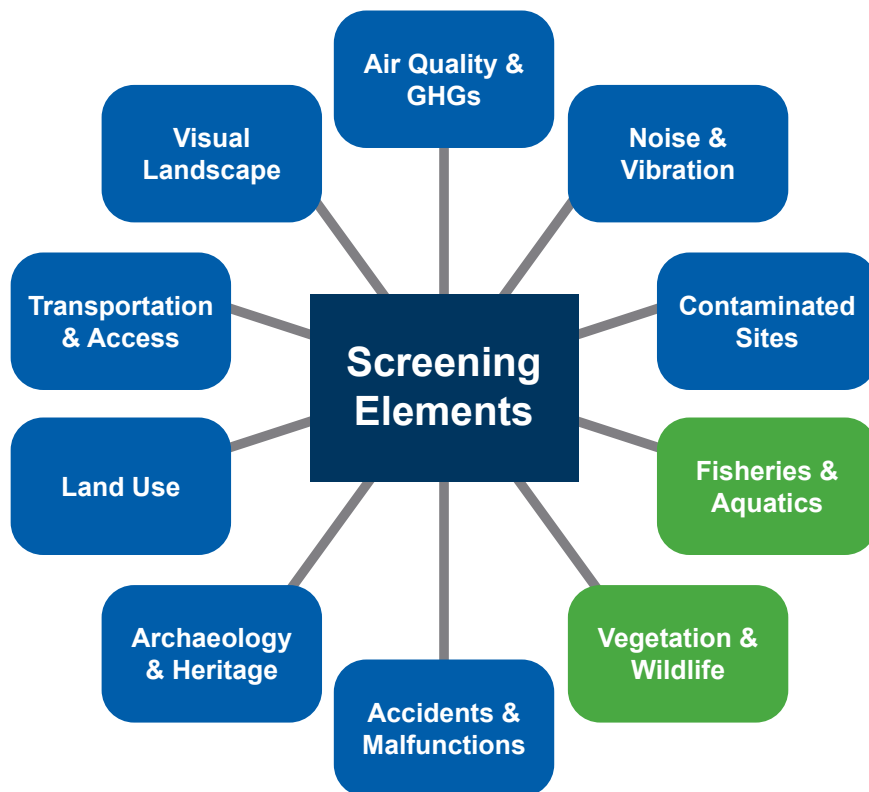
TransLink also undertook engagement with representatives of cycling, shared micro-mobility, and mountain-biking organizations on aspects of cabin and terminal design. TransLink’s goal is to understand existing use and potential behaviour change of active transportation with the Burnaby Mountain Gondola. Notes from cycling-specific workshop held on November 9 can be found in Appendix C.

**ENVIRONMENTAL SCREENING REVIEW PROCESS**

The Environmental Screening Review is intended to be a clear and transparent process that will identify the project’s construction and operations environmental effects, and propose mitigations to minimize them. The scope of the Environmental Screening Review will be guided by the Terms of Reference. The draft Terms of Reference was shared to determine whether additional scope items should be added. This analysis will:

- Identify potential effects on the environment
- Identify mitigations to avoid or minimize those effects
- Identify any remaining effects that are still anticipated after mitigations
- Inform an environmental framework for construction and gondola operations

Screening elements (as shown below) are components of the natural and human environments that are considered to have ecological, social, cultural or other importance in the vicinity of the project.



## 4.0

# Notification

Stakeholders and the public were notified about the public engagement opportunities using several methods — all of which included the project webpage link ([translink.ca/gondola](https://translink.ca/gondola)) and email address ([gondola@translink.ca](mailto:gondola@translink.ca)).



### Project webpage

Information about the engagement period, including ways to participate and other materials, was posted to the project webpage ([translink.ca/gondola](https://translink.ca/gondola)). The project webpage also contained a link to the survey and a **360° flyover video** of the proposed route (captured via drone footage).



### Postcards

Approximately 1,500 postcards were delivered to addresses in Forest Grove before the start of the engagement period. Additionally, 6,458 postcards were delivered to residential addresses in UniverCity and business addresses within a 1-kilometre radius of Production Way-University Station.



### Email notification

At the start of the engagement period, emails were sent to 32 stakeholder organizations with the details of the engagement program and opportunities to participate, including the date and time of the virtual stakeholder meeting and how to register.



### Advertising

Promotion of the engagement period included ads on the SkyTrain platform, LCDs, grey space at Lougheed Station, and transit shelter ads at the Lougheed Town Centre Bus Loop. Ads also ran on Facebook and Instagram throughout the engagement period.



### Social media

Posts were shared across TransLink's social media channels to create awareness of the engagement and how to participate, including Buzzer Blog, Facebook, Instagram, LinkedIn, and X (formerly Twitter).

In response to a media release, six media outlets shared articles about the public engagement on their social media channels, including Daily Hive, Vancouver Sun, and Burnaby Now.

## 5.0

# Participation

From November 6 to 26, 2024, there were a total of 4,504 public and stakeholder interactions:



**4,361 completed online surveys**



**9 participants in the virtual cyclist small group meeting**



**44 participants at the residential small group virtual meeting**



**14 written email submissions**



**20 participants at the general stakeholder virtual meeting**



**1 telephone call**



**28 participants at the in-person meeting at Burnaby Mountain Secondary School**



**1 paper survey**



**26 participants at the in-person meeting at SFU Burnaby Campus**

## 6.0

# Engagement Methods



### **SURVEY**

The survey was available through a link on the project webpage and [translinklistens.ca](https://translinklistens.ca), hosted on the EngagementHQ platform. The survey had 12 questions to assess familiarity with the project, determine levels of support for a Burnaby Mountain Gondola, and gather feedback on topics such as travel patterns, project design, and the Environmental Screening Review Draft Terms of Reference.



### **COMMUNITY SMALL GROUP MEETINGS**

Two in-person small group meetings for residents were held at SFU Burnaby campus and at Burnaby Mountain Secondary School on November 22 and 23, respectively. One virtual small group meeting for residents was held on November 21. All meetings were open to residents from both neighbourhoods. Project team members led the presentation, which was followed by a facilitator-led question and answer session and discussion.



### **VIRTUAL GENERAL STAKEHOLDER MEETING**

One online general stakeholder meeting was held using the Zoom webinar platform on November 24. Project team members delivered a presentation about the proposed project with written and oral questions asked after the presentation.



### **CYCLIST SMALL GROUP MEETING**



### **PROJECT WEBPAGE**

Engagement materials were posted on the project website at [translink.ca/gondola](https://translink.ca/gondola). Information about the project and ways to participate in the engagement were featured, along with a link to the survey, answers to frequently asked questions, and a **360° flyover video** of the proposed route (captured via drone footage). The page also contained information on the results of the 2020 engagement and a document library with reference materials.



### **EMAIL**

A project email address ([gondola@translink.ca](mailto:gondola@translink.ca)), established in 2020, was advertised at the beginning of the engagement phase and included in all notification and presentation materials as an additional way to connect with the project team.



### **PHONE**

A project phone line was monitored for the duration of the engagement period. The number was included in the notification materials and on the project webpage to facilitate additional engagement opportunities.

# 7.0

## What We Heard

### 7.A. SURVEY RESULTS

From November 6 to 26, 2023, a survey was available through the project webpage and hosted on EngagementHQ, a digital engagement platform. A total of 4,361 surveys were submitted, including one submitted via paper copy. It is important to note that individual respondents may not have answered every question and may have opted to complete the survey more than once.

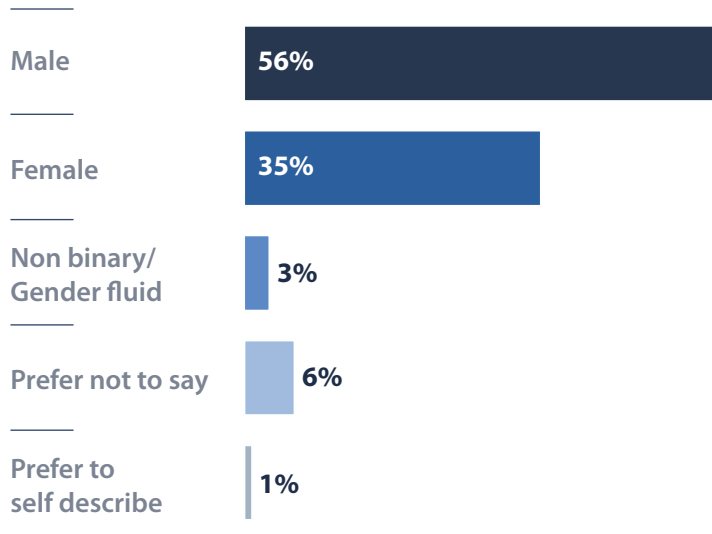
#### 1. Who was asked?

The survey was open to all Metro Vancouver residents, and respondents were specifically asked if they identified as being:

- Indigenous
- A person with a visible or invisible disability
- Seniors (age 65+)
- Youth (15-24)
- A new Canadian
- Members of the neurodivergent community
- Members of the 2SLGBTQIA+ community

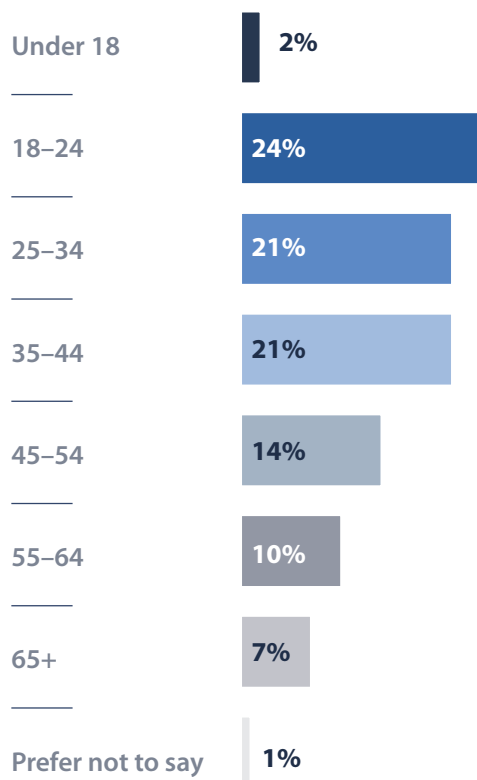
## 2. Who completed the survey?

### Gender breakdown (n=4,180)



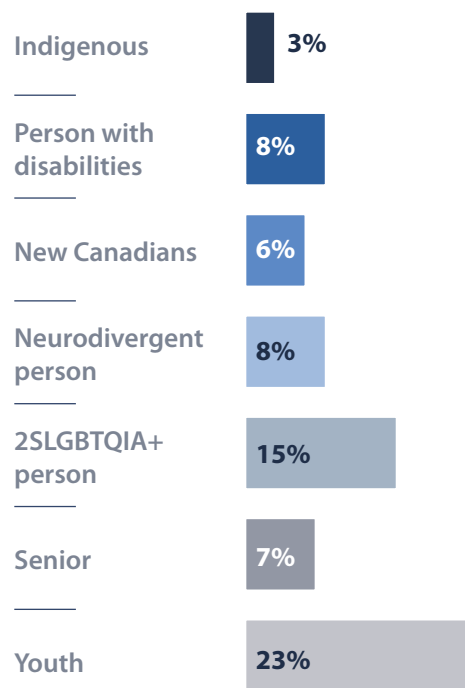
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### Age demographics (n=3,687)



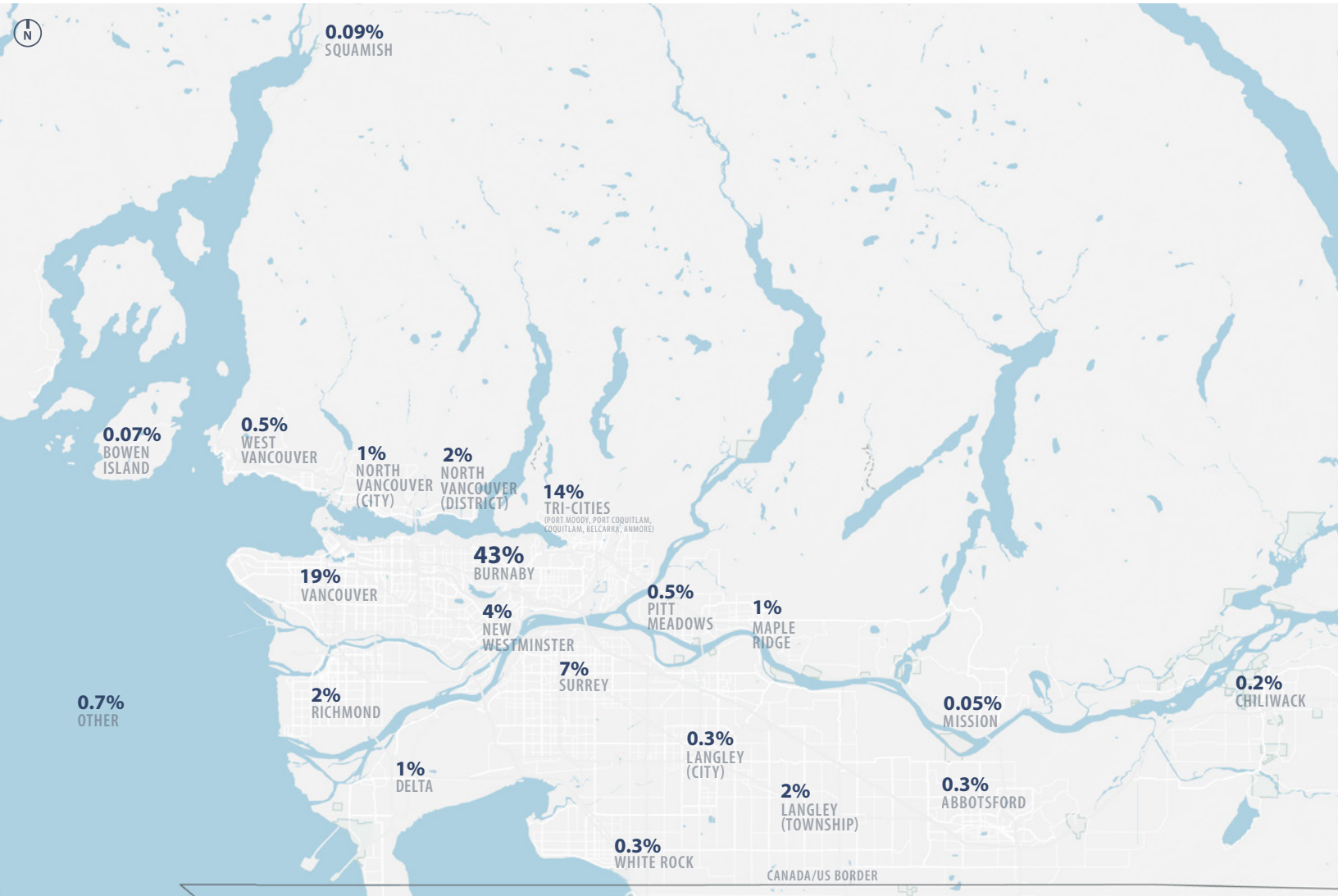
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### Other demographics (n=3,031)

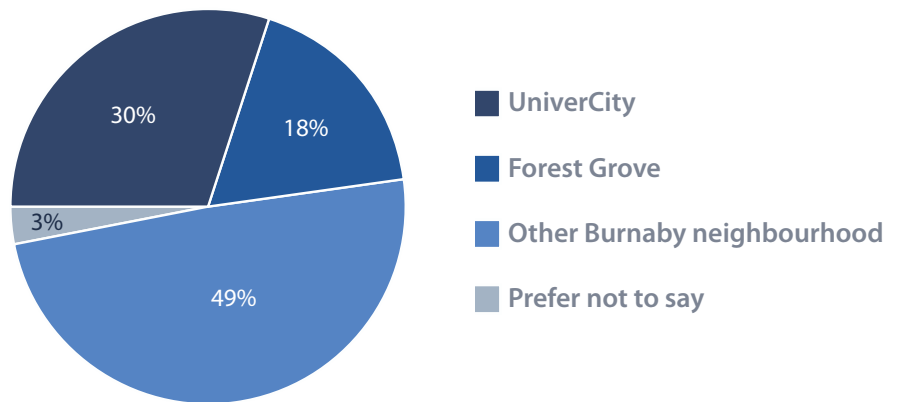


Percentages may not total 100 due to rounding

### 3. Where do survey respondents live?



Of respondents residing within Burnaby, 30% (565) said they live in the UniverCity neighbourhood, 18% (333) said the Forest Grove neighbourhood, and 49% (929) in another Burnaby neighbourhood. The remaining 3% (66) preferred not to say.



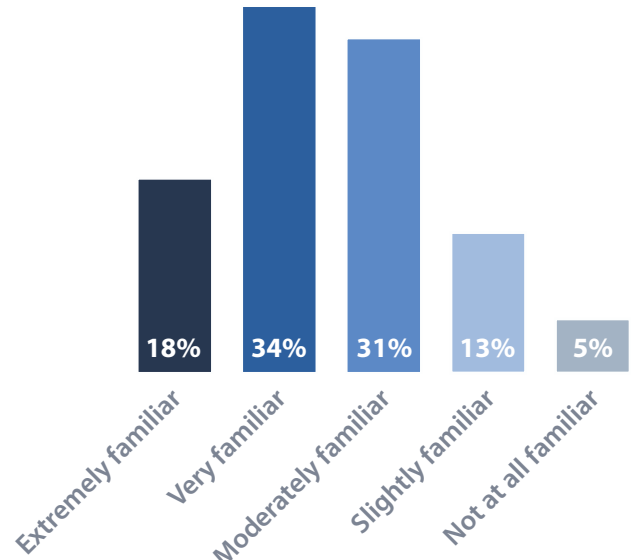
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**SURVEY QUESTIONS AND RESPONSES:**

**Q1. Prior to today, how familiar were you with the proposed Burnaby Mountain Gondola?**

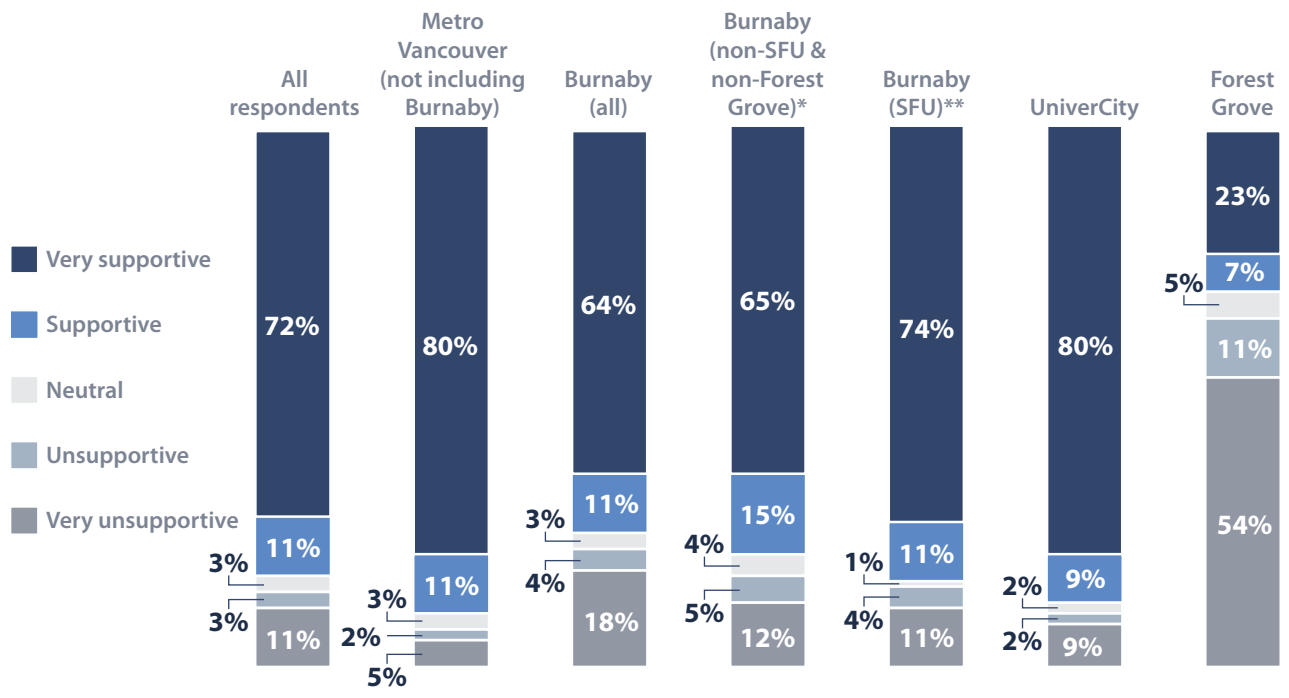
The survey results indicated a high level of familiarity with the project, with over 83% (3,598) of respondents being “moderately familiar,” “very familiar,” or “extremely familiar” with the project. Participants from Burnaby were slightly more familiar than non-Burnaby participants.



Percentages may not total 100 due to rounding

**Q2. Based on what you have read, seen, and heard about the proposed gondola connecting SkyTrain to Burnaby Mountain, what is your level of support?**

The 2023 engagement saw levels of regional support for the gondola project consistent with previous phases of engagement — 83% (3,619) were overall supportive of the project, while 14% (621) were overall unsupportive, and 3% (121) were neutral.

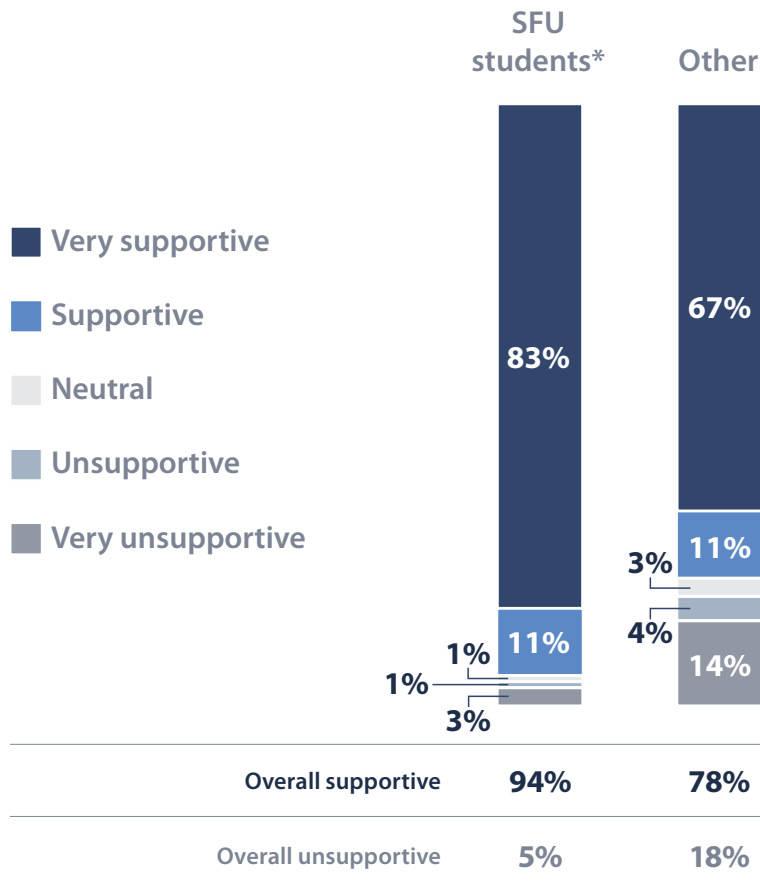


Overall supportive	83%	90%	74%	79%	84%	89%	30%
Overall unsupportive	14%	5%	23%	17%	15%	9%	65%

Percentages may not total 100 due to rounding

\*Excludes Burnaby residents who study or work at Simon Fraser University’s Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove neighbourhoods.

\*\*Includes all respondents who self identify as affiliated with Simon Fraser University, except for residents of UniverCity.



Support for the gondola was very high among SFU students with 94% (1,234) who indicated they were overall supportive and only 5% (61) who indicated they were overall unsupportive. However, students made up only 30% (1,313) of total survey respondents. Support for the gondola was also high among the 70% (3,048) of respondents who were not SFU students with 78% (2,385) who indicated they were overall supportive and only 18% (560) who indicated they were not supportive.

Percentages may not total 100 due to rounding

\*The number of SFU students is calculated by those who indicated in their survey that they visit Burnaby Mountain to study. Those who did not indicate that as a reason for visiting are categorized in the second category

### Responses from Burnaby residents

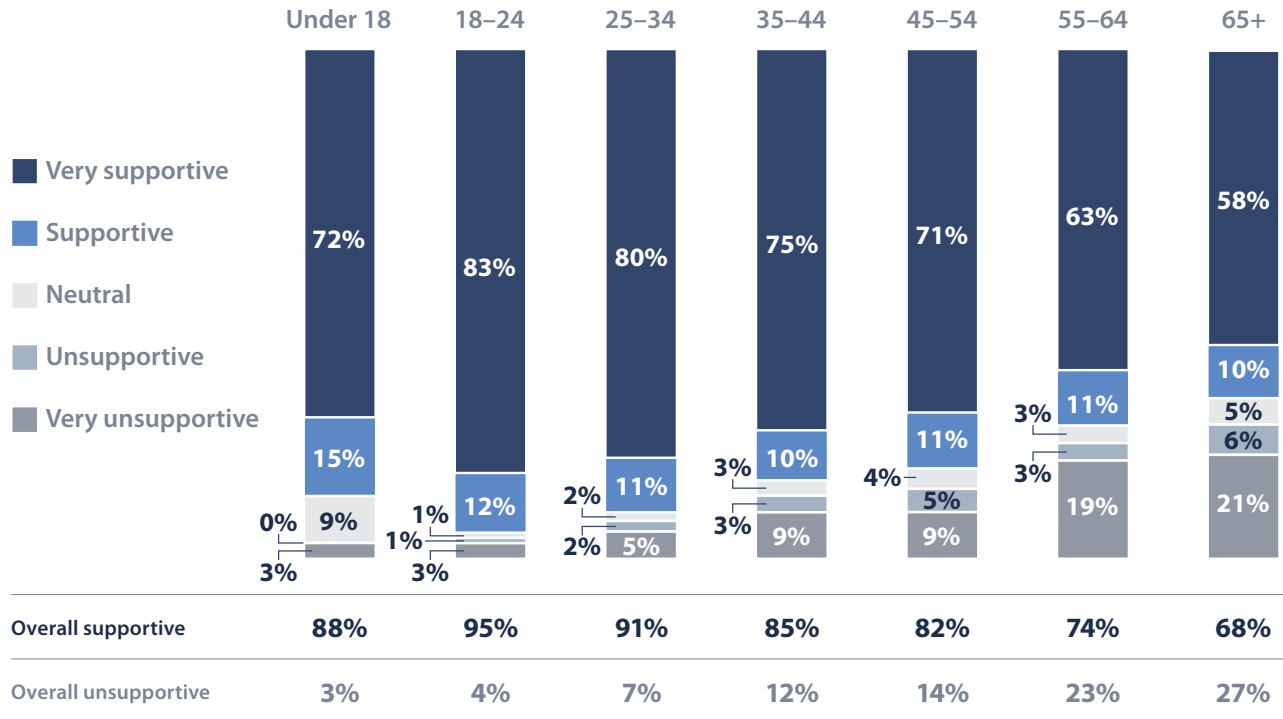
There was an increase in the rate of participation by Burnaby residents compared to 2020. In 2023, 43% (1,893) of all survey respondents indicated living in Burnaby compared to 35% and 32% during the engagements in 2020. Of these residents in 2023, 74% (1,410) indicated they were supportive overall of the project, and 23% (430) indicated they were not supportive.

Of those who reported living in the UniverCity neighbourhood, 89% (501) were overall supportive, while 9% (52) were overall unsupportive.

Of those who reported living in the Forest Grove neighbourhood, 30% (100) indicated they were overall supportive, while 65% (218) were unsupportive overall.

Of the Burnaby respondents who did not indicate any affiliation with SFU or UniverCity or Forest Grove neighbourhoods, 79% (507) said they were supportive overall of the project. Of the Burnaby residents who identified as being affiliated with SFU (not including UniverCity residents), 84% (288) indicated they were supportive overall of the project.

### Response by age group



Percentages may not total 100 due to rounding

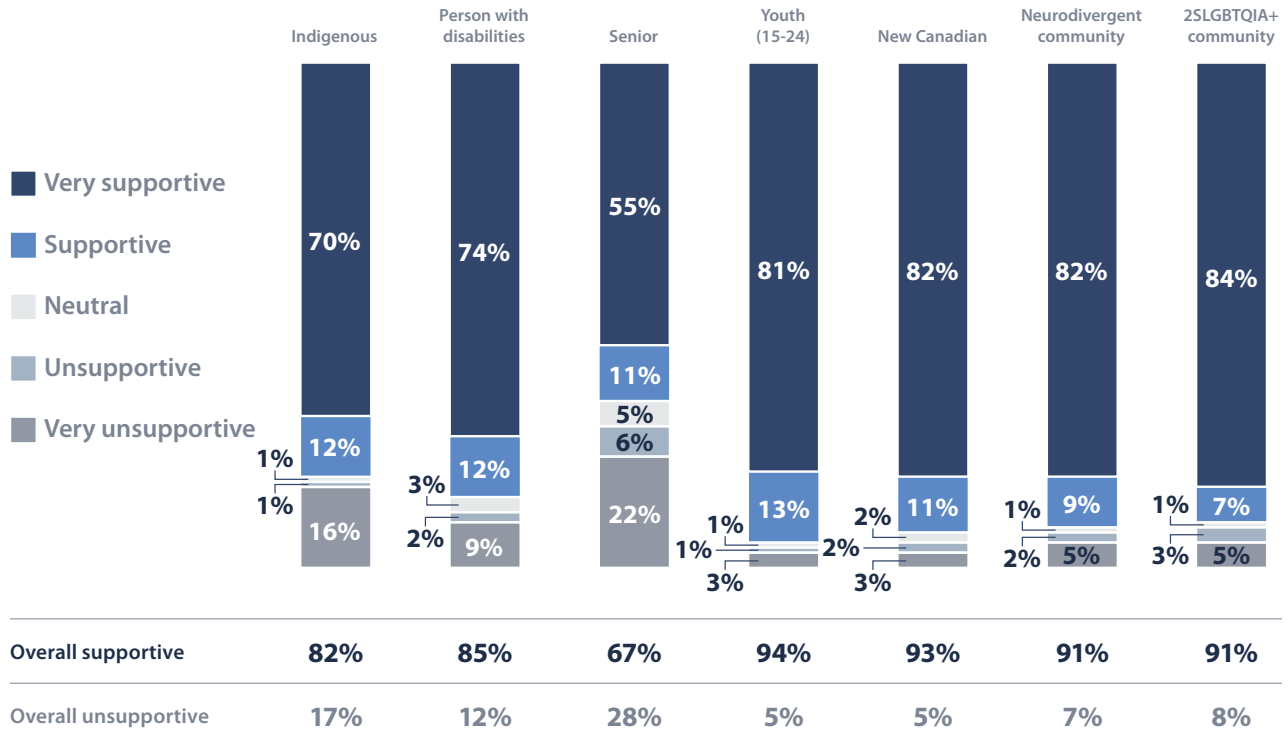
### Support for the gondola project was high among all age groups

For those younger than 18 years of age, 88% (57) were overall supportive of the proposed gondola, while only 3% (2) were not supportive of the project. Of those 18 to 24 years of age, levels of support reached 95% (837), with only 4% (36) who stated they were not supportive. High levels of support were also seen in those aged 25 to 34, with 91% (699) of individuals who indicated they were overall supportive, and 7% (57) who indicated they were overall unsupportive.

For those 35 to 44 years of age, 85% (650) were overall supportive while 12% (95) were not supportive. In the 45 to 54 age group, 82% (414) of individuals were overall supportive, and 14% (69) were overall unsupportive.

For those 55 to 64 years of age, 74% (280) indicated they were overall supportive, while 23% (86) were not supportive. Though those 65 years and older had a lower level of support than younger participants, the majority were overall supportive.

Support for the gondola was high among those who identified as being:



Percentages may not total 100 due to rounding

Of survey participants who identified as being Indigenous, 70% (80) were very supportive, with 82% (94) overall supportive. This is consistent with levels of support in 2020, which saw 69% of Indigenous participants stating they were very supportive of the project.

Of survey participants who identify as being a person with a visible or invisible disability, 85% (243) were supportive overall, while 12% (38) were overall unsupportive. This represents an increase in level of support from 2020, which saw 69% of those with a visible or invisible disability indicating they were very supportive.

Support for the gondola was high among youth, with 81% (823) being very supportive and 94% (951) overall supportive. Seniors were the least supportive across age demographics; however, with 67% (212) being overall supportive, a majority of seniors still expressed support for the project. Support for the gondola was high among those who identified as being newcomers to Canada (82% [201] very supportive and 93% [228] overall supportive), neurodivergent (82% [287] very supportive and 91% [319] overall supportive), and member of the 2SLGBTQIA+ community (84% [557] very supportive 91% [603] overall supportive).

**Q3. Please elaborate on why you selected the level of support above.**

Survey participants were asked why they chose their level of support for the project and could provide a detailed written response. In total, there were 2,970 comments, representing 68% of respondents.

Over three-quarters of the comments were supportive. The most common themes were support for quicker, more efficient travel to Burnaby Mountain and a desire for more reliable transit options during bad weather.

Of the comments that were not supportive, common themes included the chosen alignment going over residential neighbourhoods, project cost, and prioritizing the gondola over other rapid transit projects.

Of the participants who provided responses, the following themes occurred most frequently.

Rank	Theme	# of Mentions
1	Support for gondola as an efficient option over bus	488
2	Support for a more reliable transit option during bad weather	457
3	Support for the project's environmental benefits	306
4	Support for more frequent, reliable service to Burnaby Mountain	237
5	Overall support for the project	232
6	Support for time savings compared to the bus	188
7	Concerns around cost or practicality of the project	187
8	Concerns about alignment going over residences/negative consequences to the community	148
9	Overall desire for more rapid transit options	102
10	Support for mode shift and less traffic to Burnaby Mountain	100
11	Feeling that money could be better spent elsewhere	74
12	Supportive for the project and the people it will bring to Burnaby Mountain	65
13	Concerns around project impact on environment	63
14	Overall opposition to the project	36
15	Neutral about the project	34
16	Concerns with how long the process has taken	34
17	Feeling that the gondola is a good option for accessible transit	32
18	Support for a "cool" option for transit	30
19	Feeling that the gondola is a cost-effective option for better transit	23
20	Support for more transit to post-secondary institutions	22

*This table only displays 2,858 responses related to the top 20 themes. An additional 112 comments were received in response to this question.*

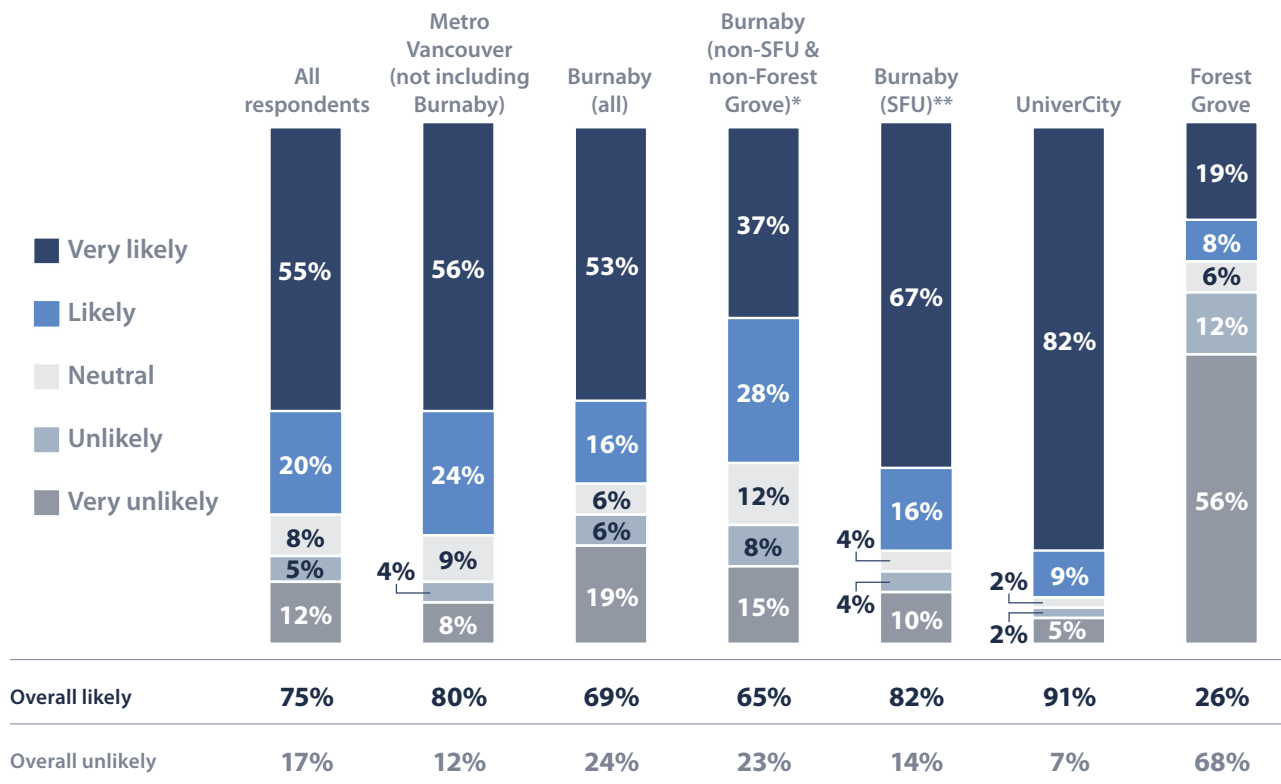
Within Burnaby, reliability in poor weather and efficiency over the bus were given as the top reasons for supporting the project, while concern about the alignment going over residential neighbourhoods was listed as the main reason for opposing the project. Of those Burnaby residents affiliated with SFU, general efficiency, reliability in poor weather, and significant time savings were cited as the top three reasons for support.

UniverCity residents also cited general efficiency and weather-capable transit as reasons for their support. These residents also expressed a desire for more frequent and reliable transit up to Burnaby Mountain, regardless of mode. The top three comments expressed by Forest Grove residents included concerns about the impact of the gondola going over people’s homes, the overall cost of the project, and the impact it could have on the surrounding environment. Concern around environmental impact was also a theme commonly expressed by First Nations respondents. However, Indigenous respondents also expressed support for the

project’s reliability in poor weather, a theme also raised by members of the neurodivergent community and those with a visible or invisible disability. Additionally, members of the two latter communities highlighted the project’s overall efficiency as a key reason for support.

In the four youngest age groups surveyed (under 18 years, 18 to 24 years, 25 to 34 years, and 35 to 44 years), support for the project was focused on the service provided by the gondola itself with efficiency and reliability in poor weather being the most common themes expressed. Respondents 44 years and older were more likely to support the project due to the environmental benefits it would bring, but they also recognized the gondola as being a more efficient option over the bus. Those 65 years and older were supportive of the project’s efficiency and environmental benefits, but shared the concerns of Forest Grove residents concerning the project alignment.

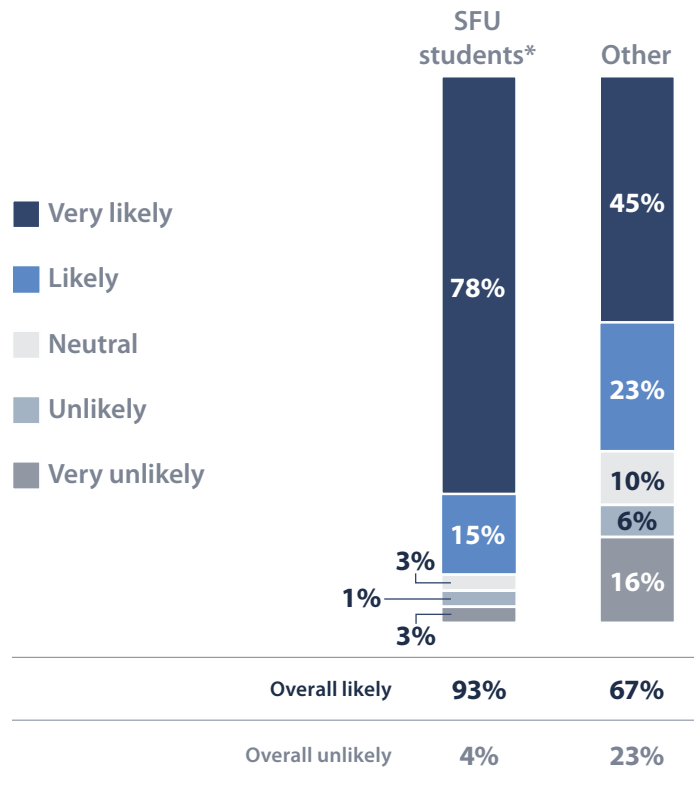
**Q4. If there was a gondola connection to Burnaby Mountain, how likely is it that you would use it?**



Percentages may not total 100 due to rounding

\*Excludes Burnaby residents who study or work at Simon Fraser University’s Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove communities.

\*\*Includes all respondents who self identify as affiliated with Simon Fraser University, except for residents of UniverCity



Of all respondents, 75% (3,272) indicated they were overall likely to use a gondola connection to and from Burnaby Mountain, while 17% (756) indicated they were overall unlikely to use it. Likelihood of using the gondola was highest among respondents living in UniverCity, with 91% (512) overall likely to use it.

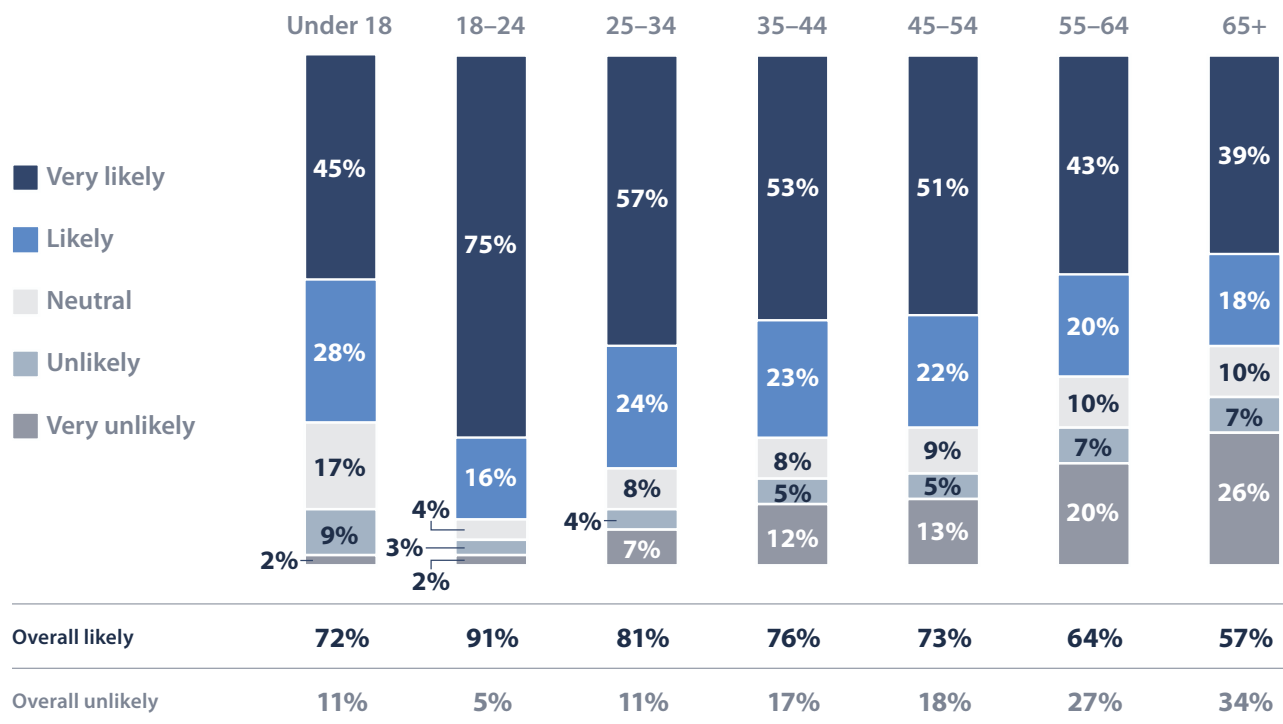
SFU students indicated a high likelihood of using the gondola with 93% (1,219) who said they were overall likely to use it. Of the respondents who were not SFU students, 67% (2,058) said they were overall likely to use it.

Of the Burnaby residents who said they had no affiliation with SFU, UniverCity, or Forest Grove, 65% (416) indicated they were overall likely to use the gondola. Of those who indicated an affiliation with SFU, 83% (280) were overall likely to use the gondola. Likelihood of using the gondola was lowest amongst respondents from Forest Grove, with only 26% (88) overall likely to use the gondola.

Percentages may not total 100 due to rounding

\*The number of SFU students is calculated by those who indicated in their survey that they visit Burnaby Mountain to study. Those who did not indicate that as a reason for visiting are categorized in the second category

### Responses by age group

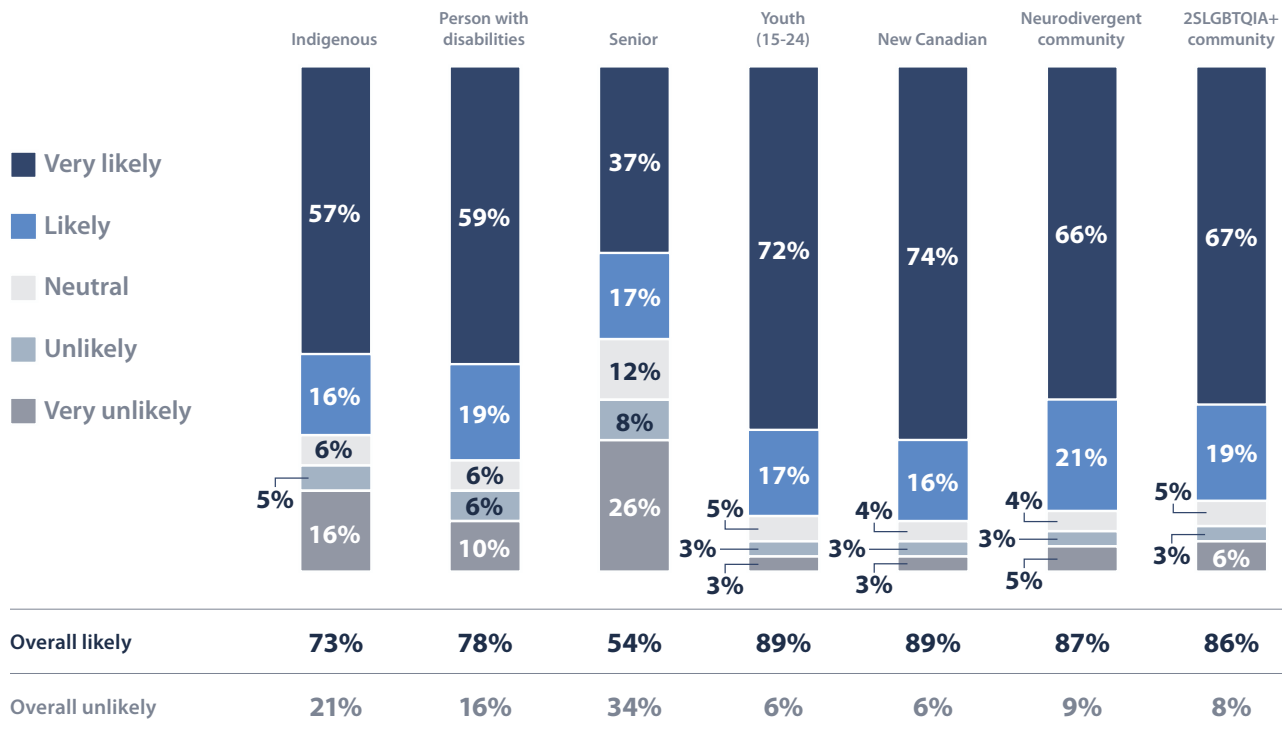


Percentages may not total 100 due to rounding

Of survey participants younger than 18, 72% (65) said they were overall likely to use the gondola. Of those respondents 18 to 24 years of age, 91% (801) indicated they were overall likely to use the gondola. For respondents 25 to 34 years of age, 81% (624) said they were overall likely to use it.

Likelihood of usage dropped slightly in the next age brackets, with 76% (583) of respondents 35 to 44 years of age being overall likely to use the gondola, while 73% (369) of those 45 to 54 years of age reported they were overall likely to use it. Of respondents 55 to 64 years of age, 64% (241) were overall likely to use it. Though respondents 65 years or older said they were less likely to use the gondola than other age categories, a majority, 57% (254), said they were overall likely to use it.

**Responses by categories participants identify as being:**



Percentages may not total 100 due to rounding

Of the participants who identified as Indigenous, 73% (84) indicated they were overall likely to use the gondola. Of those who identify as having a visible or invisible disability, 59% (195) were very likely and 78% (263) overall likely to use the gondola. As with levels of support for the project, those who identified as youth said they were likely to use the gondola, as 72% (730) indicated they were very likely to use the gondola and 89% (898) indicated they were overall likely to use it.

Similar to levels of support, seniors said they were less likely to use the gondola, but a majority, 54% (172), still indicated they were overall likely to use it. Similar to their levels of support for the project, those who identify as being new a Canadian, neurodivergent, or a member of the 2SLGBTQIA+ community indicated the strongest overall likelihood of using the gondola at 89% (219), 87% (304), and 86% (572) respectively.



**Q5. If there was a gondola connecting Burnaby Mountain to the SkyTrain, what are ALL the ways that you would travel to or from Production Way SkyTrain station?**

		Responses from those who indicated they were likely/very likely to use the gondola
SkyTrain	83%	92%
Bus	49%	53%
Personal vehicle	32%	28%
Walking/mobility device	25%	26%
Personal bike	23%	26%
Rideshare	9%	10%
SeaBus	5%	6%
Personal micro-mobility*	4%	5%
Taxi	3%	4%
West Coast Express	3%	4%
Other	3%	3%
Shared micro-mobility**	2%	2%
HandyDART	0.7%	0.7%

\*Includes e-scooters, skateboards, and rollerblades

\*\*Includes Mobi, Lime, and Neuron sharing services

Overall, survey respondents said SkyTrain would be the dominant mode used to connect to the gondola, with over 83% (3,603) saying they would use it for at least part of their journey to the gondola.

Bus was the next most common mode at 49% (2,155). Survey respondents who indicated they would use the gondola were most likely to travel via a combination of SkyTrain and bus to connect to it.

**Q6. Do you travel to SFU or the UniverCity area of Burnaby Mountain for any of the following reasons?**

		Responses from those who indicated they were likely/very likely to use the gondola
Walk in the nature trails	<b>46%</b>	<b>49%</b>
SFU hosted events	<b>33%</b>	<b>39%</b>
Study	<b>30%</b>	<b>37%</b>
SFU facilities	<b>26%</b>	<b>31%</b>
Work	<b>21%</b>	<b>24%</b>
Live	<b>17%</b>	<b>20%</b>
Cycle in the nature trails	<b>15%</b>	<b>17%</b>
Recreational cycling	<b>14%</b>	<b>15%</b>
None of the above	<b>12%</b>	<b>6%</b>
Other	<b>6%</b>	<b>5%</b>

\*Includes e-scooters, skateboards, and rollerblades

\*\*Includes Mobi, Lime, and Neuron sharing services

Walking in the nature trails and attending events hosted by SFU were the most common reasons cited by survey respondents for travelling to Burnaby Mountain, followed by educational, recreational, and employment reasons.

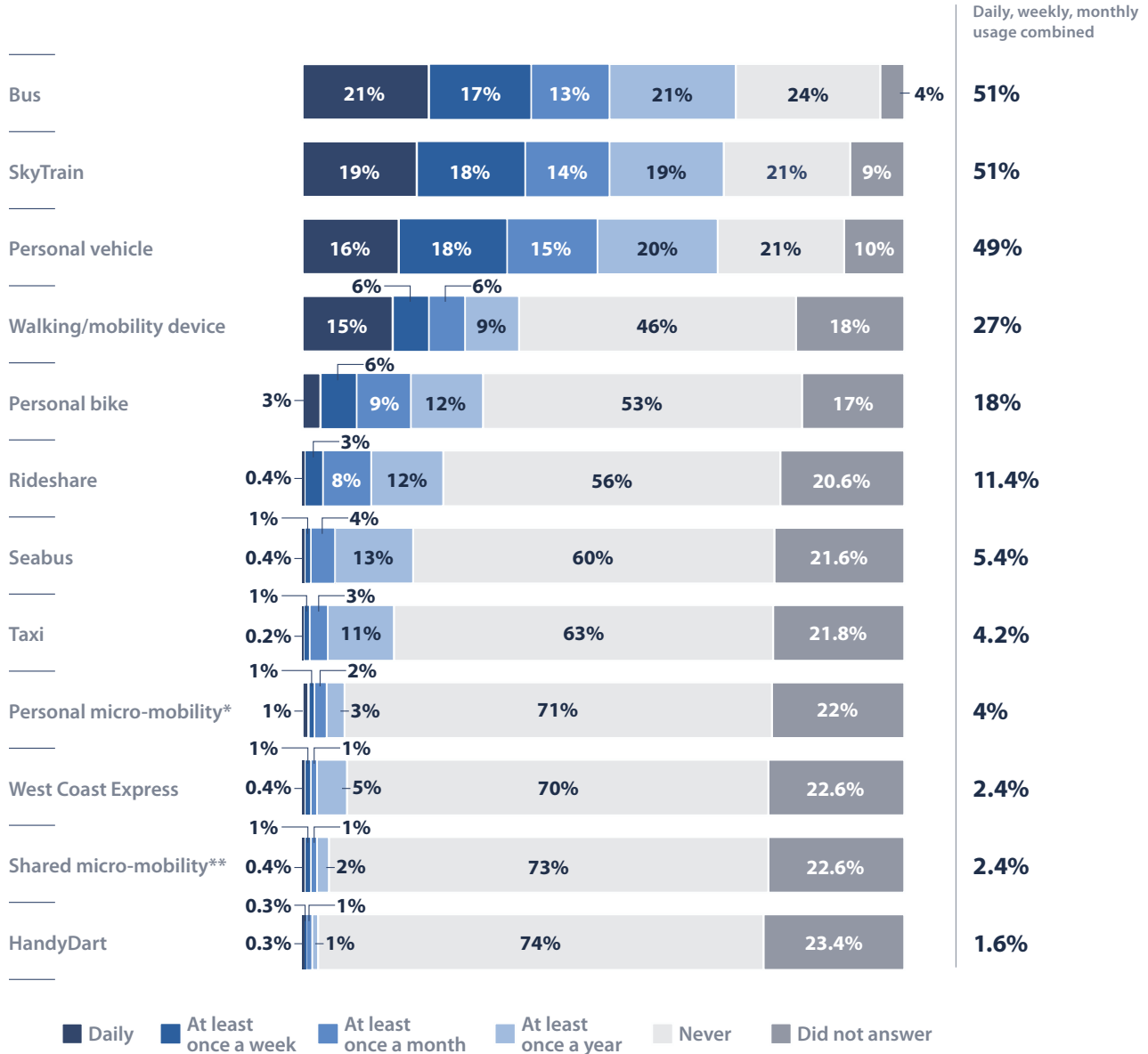
Of those who indicated they access Burnaby Mountain to walk in the nature trails, 80% (1,605) said they were likely to use the gondola. Within the group that indicated they travel to Burnaby Mountain to walk in the nature trails, almost half (49% [992]) said they use their personal vehicle at least once per month as part of their trip to Burnaby Mountain.

Of those who indicated they access Burnaby Mountain to study, 93% (1,129) said they were likely or very likely to use the gondola. Of those, 86% (1,129) said they use the bus, and 84% (1,098) use SkyTrain at least once per month as part of their commute, while 52% (678) use their personal vehicle at least once per month.

In the survey, 72% of personal vehicle users said they are likely to use the gondola, representing a significant mode shift and reduction of cars on the road.

**Q7. How often do you use each of the following modes of transportation to travel to/from Burnaby Mountain?**

In this question, respondents were asked how often they used various modes of transport to and from Burnaby Mountain.



\*Includes e-scooters, skateboards, and rollerblades  
\*\*Includes Mobi, Lime, and Neuron sharing services

Bus, SkyTrain, and personal vehicle had the highest levels of reported daily use, while taxis and ridesharing services had the lowest levels.

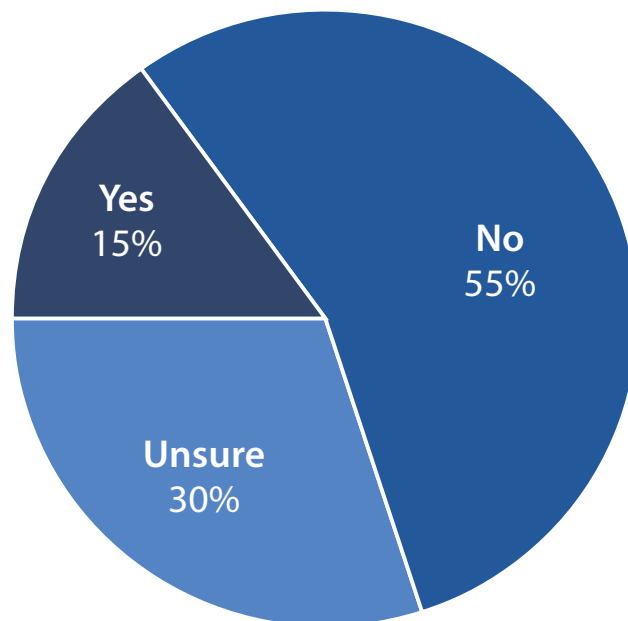
Of those who noted they use the bus as part of their commute to Burnaby Mountain (either daily, once per week, once per month, or once per year), 84% (2,592) indicated they were either likely or very likely to use the gondola. Of these users, 31% (818) reported being 18 to 24 years of age, with 22% (581) being 25 to 34 years of age. Walking in the nature trails, studying, and attending SFU-hosted events were cited as the most common reasons bus users visit Burnaby Mountain.

Of those who noted they use SkyTrain as part of their commute to Burnaby Mountain (either daily, once per week, once per month, or once per year), 85% (2,605)

indicated they were either likely or very likely to use the gondola. Of these users, 30% (800) reported being 18 to 24 years of age, with 22% (586) being 25 to 34 years of age. As with customers travelling by bus, walking in the nature trails, studying, and attending SFU-hosted events were cited as the most common reasons bus users visit Burnaby Mountain.

Of those who indicated they access Burnaby Mountain with their personal vehicle (either daily, once per week, once per month, or once per year), 74% (2,230) indicated they were either likely or very likely to use the gondola. Walking in the nature trails, attending SFU-hosted events, and studying were given by personal vehicle users as the most common reasons to visit Burnaby Mountain.

**Q8. Is there anything else that you need in the gondola system for it to feel safe and accessible?**



*Percentages may not total 100 due to rounding*

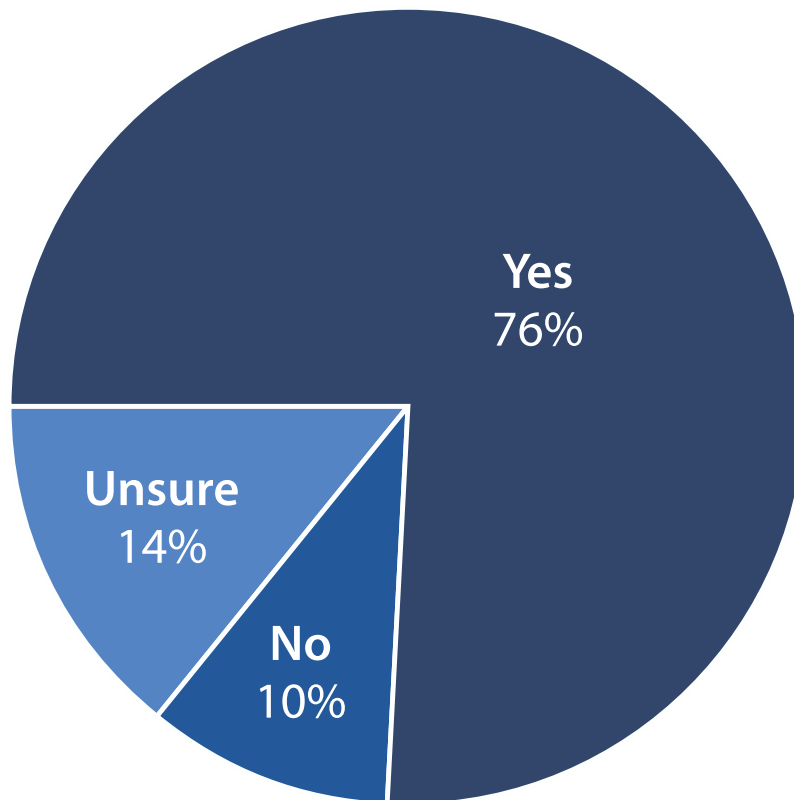
Participants were given the opportunity to elaborate on additional features they would need for the gondola to feel safe and accessible. In total, 575 respondents provided comments. The most common themes were a desire to see security guards/transit attendants present in the cabins and terminals, as well as anti-vandalism measures.

**Q9. What would make the gondola system more safe and/or accessible?**

Of the participants who answered the question, the following themes occurred most frequently.

Rank	Theme	# of Mentions
1	Desire to see security guards and attendants present in terminals	62
2	Support for parameters in place around infrastructure to prevent vandalism	57
3	Desire to see security cameras and surveillance in cabins and terminals	52
4	Support for increased accommodation for cyclists	39
5	Desire not to see construction proceed	36
6	Questions over clear procedures for evacuation	34
7	Added features to assist seniors and those with mobility issues	27
8	Overall concerns around public safety in the cabin	20
9	Desire to see washrooms at terminals	20
10	Refining the alignment to not pass over residences	18
11	Silent alarm (similar to what is on SkyTrain)	16
12	Clear wayfinding and service screens	15
13	Weather resilient infrastructure	13
14	Strong lighting throughout cabin and terminals	13
15	Efficient boarding procedures (wait time reduction and priority lanes)	12
16	Concerns from those living under gondola	10
17	Comments on how the project will be integrated with/affect other transit services	10
18	Affordable fares and stronger fare enforcement	10
19	General comment in favour of the project	9
20	Air filtration system	9

*This table only displays 482 responses related to the top 20 themes. An additional 93 comments were received in response to this question.*

**Q10. Is the Environmental Screening Review Terms of Reference thorough enough?**

*Percentages may not total 100 due to rounding*

Participants were given the opportunity to elaborate on additional topics that could be included in the Environmental Screening Review Terms of Reference. In total, 248 respondents provided comments, with the most common theme being a desire to see stronger considerations for those living under the proposed route.

The second most common theme heard was the impact the project could have on wildlife and the sensitive Burnaby Mountain Conservation Area. There was also a perception that the construction of the project could result in the removal of trees along the alignment.

**Q11. What topic(s) do you think should also be included in the Terms of Reference?**

Of the 248 suggested additions to the Environmental Screening Review Terms of Reference, the following were the top themes.

Rank	Theme	# of Mentions
1	Concerns about impacts on quality of life for those under the alignment	43
2	Concerns about impacts to wildlife	18
3	Privacy concerns	17
4	Stronger accommodation of Indigenous groups in the process	16
5	Benefits to the community if there was no gondola	14
6	Noise considerations	13
7	Population growth and development driven by gondola	12
8	Concerns around the removal of trees	11
9	Public safety	11
10	Concerns around emissions produced by gondola construction	10
11	Support for the project by taxpayers	10
12	Overall environmental concerns	10
13	Concerns about methodology used	9
14	Greater comparisons of electric buses to gondola	7
15	Concerns about impacts to Burnaby Mountain Conservation Area	7
16	Proximity to tank farm	7
17	Stronger consideration of emergency procedures	5
18	How the gondola will operate in extreme weather	5
19	Effects on other transit services	4
20	Safety of gondola during earthquakes	3

*This table only displays 232 responses related to the top 20 themes. An additional 16 comments were received in response to this question.*

**Note:** Some respondents wrote that they wanted the impact of the gondola on property values of nearby communities to be an element considered in the Environmental Screening Review Terms of Reference. Property values have been noted here for completeness. However, property values do not fall within the scope of the Environmental Screening Review, but rather during the project delivery stage. Should the project be approved and funded, TransLink would negotiate the purchase of aerial rights with the owners of properties directly underneath the planned alignment. Through this process, compensation would be provided to the affected property owners. They would not be required to move. Negotiations would be undertaken by a separate department within TransLink, and this summary does not reflect that process.

**Q12. Do you have any other comments that you would like to share with us about the proposed Burnaby Mountain Gondola?**

In total, there were 1,380 qualitative responses that closely mirrored comments in other sections of the survey. While there was a range of themes, the most frequently mentioned was support for the project in general, as well as support for additional transit options to Burnaby Mountain. A desire to see the process move along faster was another common theme, with many commenting that excessive time was being spent on the project development.

Of the participants who answered the question, the following themes occurred most frequently.

Rank	Theme	# of Mentions
1	General comment in favour of the project	241
2	Concerns with how long the process has taken	241
3	Concerns around overall project cost and feasibility	125
4	Concerns about alignment going over residences/negative consequences to the community	85
5	General comment in opposition to the project	58
6	Increased accommodation for cyclists throughout	49
7	General support for more reliable transit options to Burnaby Mountain (including gondola)	43
8	Support for increased tourism the gondola will bring	37
9	Concerns over environmental impact	35
10	Feeling that money could be better spent elsewhere	33
11	Questions/comments about fare	30
12	Comments on how the project will be integrated with/affect other transit services	30
13	Public safety and emergency procedure concerns	26
14	Comment that the project should be stopped	25
15	Support for a more reliable transit option during bad weather	23
16	Concerns around the engagement process/desire for transparency	20
17	Desire to see potential expansion	19
18	Support for mode shift/fewer cars and buses on the road	17
19	Desire for more parking options at terminals	17
20	Concerns about how the gondola will operate in inclement weather	15

*This table only displays 1,169 responses related to the top 20 themes. A further 211 comments were received in response to this question.*



## 7.B. RESULTS FROM SMALL GROUP AND STAKEHOLDER MEETINGS

### Cyclist Small Group Meeting

In total, nine participants attended the cyclist meeting residential group session held online on November 9, 2023. Discussion included the following common themes:

#### Current Use

- Cycling alongside busy traffic
- Exposure to weather
- Who is cycling to Burnaby Mountain
  - Students tend not to cycle to campus

#### Future Use

- Secure bike parking at stations
- Chargers for e-bikes
- Flexibility for mountain bikers
- Effect of construction on trail network

#### Burnaby Mountain Conservation Area

- Convenient access to the conservation area via transit
- Volunteer groups to help maintain trails
- Conservation area use by summer camps

#### Other

- Limit of one bike per cabin
- Possibility of having a certain number of cabins dedicated to bikes only

### Virtual Residential Small Group Meeting<sup>2</sup>

In total, 44 participants attended the first residential group session (held via Zoom) on November 21, 2023. Discussion included the following common themes:

#### Understanding Travel and Trips to Burnaby Mountain

- Consideration of the gondola's impacts on surrounding bus routes/schedules
  - Specifically, around the 136 route not being frequent enough to replace the cancelled bus routes
- Parking capacity at Production Way-University Station

#### Environmental Screening Review — Terms of Reference

- Accidents and malfunctions
- Desire to see increased study on the feasibility of electric and hydrogen-powered buses to reduce GHG emissions
- Noise levels at night

#### Project Design

- Accessibility of cabins and terminals
- Height of towers and cables
- Safety and security of travellers in cabins during evening hours

#### Project Operation

- Operating hours
- Operation in extreme weather
- Number of cabins during peak hours
- Pets travelling in gondola cabins
- Evacuation procedures
- Trip fares and integration with the Compass Card fare payment system

#### Other

- Need for the project amongst other competing transit priorities
- Insufficiency of mitigation measures

<sup>2</sup>The three residential small group meetings were open to residents from both Forest Grove and UniverCity communities. Participants were required to register in advance.

**In-Person Residential Small Group Meeting #1**

In total, 26 participants attended the in-person residential group session held at SFU on November 22, 2023. Discussion included the following common themes:

**Understanding Travel and Trips to Burnaby Mountain**

- Current transit options to Burnaby Mountain are not sufficient
  - Unreliability of current bus options
  - Many residents currently choose to take their cars but would shift to transit with a gondola
- Availability of parking at the upper and lower terminals
- Increased congestion a gondola could bring to Burnaby Mountain
- Students currently are wasting time searching for parking

**Environmental Screening Review — Terms of Reference**

- Accidents and malfunctions
- Desire to see increased study on the feasibility of electric and hydrogen-powered buses to reduce GHG emissions
- Environmental Screening Review process

**Project Design**

- Mitigation measures to help those with vertigo (e.g., a cabin with blocked off windows)
- Greater accessibility measures
- Security of cables and towers
- Height of towers and cables
- How gondola will affect existing SkyTrain capacity
- Future of land underneath the alignment for development opportunities
- Impact on those living underneath the alignment

**Project Operation**

- Operating hours
- Number of cabins during peak hours
- Attendants and security in the cabins and terminals
- Pets travelling in gondola cabins

**Other**

- Desire to see the project move ahead more quickly
- The need for the project amongst other competing transit priorities
- Consultation with other stakeholders (i.e., students)
- Benefits this will bring to students and UniverCity commuters

**In-Person Residential Small Group Meeting #2**

In total, 28 participants attended the residential group session held at Burnaby Mountain Secondary School on November 23, 2023. Discussion included the following common themes:

**Understanding Travel and Trips to Burnaby Mountain**

- Transit options to Burnaby Mountain are not sufficient
- Lack of availability of parking at Production Way-University and the increased congestion a gondola could bring
- Time savings compared to taking the bus
- Distance from gondola terminal to university campus and whether shuttle service would be required

**Environmental Screening Review — Terms of Reference**

- Accidents and malfunctions
- Increased study on the feasibility of electric and hydrogen-powered buses to reduce GHG emissions
- Impact of the route along the Burnaby Mountain Conservation Area
- Effects on trees below route
- Noise levels at night
- Request for comprehensive environmental assessment including a biodiversity inventory, and human impact assessment

**Project Design**

- Where the gondola will be built
- Security of cables and towers
- Lifespan of gondola infrastructure
- Height of towers and cables
- Aesthetics
- Items falling from cabins/cables
- Impact on property values on the residents of Forest Grove
- Possible changes to the alignment
- Privacy impacts

**Project Operation**

- Operation in extreme weather
- Frequency and number of cabins travelling overhead during peak hours

**Other**

- Greater transparency in the engagement process
- More opportunities for residents to give feedback in person
- Publicly available information on the studies used to inform project design
- Indigenous participation in the planning process

**Virtual General Stakeholder Meeting**

Fourteen people attended the virtual general stakeholder meeting (held via Zoom) on November 24, 2023. Discussion included the following common themes:

**Understanding Travel and Trips to Burnaby Mountain**

- Wait times for buses
- Desire for shorter trip times to and from the mountain
- Extending the bike network into UniverCity
- Impacts on surrounding bus routes/schedules

**Environmental Screening Review — Terms of Reference**

- Lower Terminal's impact on Silver Creek
- Evacuation procedures

**Project Design**

- Increased bike capacity on the cabins
- What effect removing the lower tower would have on capacity
- Security of cables and towers
- Electrical supply and backups in the event of power failure

**Project Operation**

- Operating hours
- Number of cabins on the line
- Trip fares and integration with the Compass Card fare payment system

**Other**

- Cost and funding of project

**7.C. EMAILS AND PHONE CALLS:**

In total, TransLink received 14 emails and one phone call throughout the engagement period. Many of the interactions involved concerns about the engagement process itself and the desire for more opportunities to have their voices heard.

A short summary of interactions is provided below:

**Understanding travel and trips to Burnaby Mountain**

- Transit options to Burnaby Mountain are not sufficient
- Lack of availability of parking at Production Way-University and the increased congestion a gondola will bring to the area

**Environmental Screening Review — Terms of Reference**

- Accidents and malfunctions
- Increased study on the feasibility of electric and hydrogen-powered buses to reduce GHG emissions
- Impact of the route along the Burnaby Mountain Conservation Area
- Tree removal due to project construction
- Concerns over security precautions to ensure vandals don't cut the line

**Other**

- Concerns that the engagement period was not sufficient and that consultation not thorough enough

## 8.0

# Next Steps

Following the conclusion of the engagement phase of the business case, TransLink will update the conceptual design based on feedback from the public, equity groups, stakeholders, and First Nations.

The project benefits will be assessed and the final capital and operating costs calculated. The business case will be presented to the TransLink Mayor's Council for their decision and direction on next steps for the project. Currently, TransLink is working towards approvals and project funding for the Burnaby Mountain Gondola.

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