



How

Should



We

Get



There?

Burrard Peninsula Area Transport Plan Appendix A – Community Invitations and Project Summary

SAMPLE LETTER TO TRANSPORTATION AND MOBILITY STAKEHOLDERS

Hello (stakeholder),

We do hope you are enjoying the transition to Fall Weather.

We are getting in touch because TransLink is preparing for the next Area Transport Plan. This plan includes UBC, Electoral Area A, and University Endowment Lands, Vancouver, Burnaby, and New Westminster. Information about **Burrard Peninsula Area Transport Plan | TransLink** can be found on our project webpage. I have also included additional information below and attached for your review and consideration.

We would like to connect with your members about what ATP is, and why it’s important to TransLink to hear from you about the needs of the transportation and mobility communities. We’d like you to join us for an online information session Wednesday October 18, 2:00pm – 3:30pm.

WHAT IS AN AREA TRANSPORT PLAN?

An Area Transport Plan is a plan that will help make it better for people to travel around a certain part of the region.

WHERE IS THE BURRARD PENINSULA?

This is the area around Burnaby, New Westminster, Vancouver, and the place where the University of British Columbia (UBC) is.

Study Area



WHY SHOULD I PARTICIPATE IN AN AREA TRANSPORT PLAN?

The plan will record different ways people like to travel, like taking the bus or riding a bike, and also walking and driving cars. It will also look at how things are moved around, like when things are delivered to stores. The plan will reflect what people have said is most important to them about getting around this area. Knowing what is most important to community members helps planners decide what work to prioritize.

Thank you for your consideration, and I look forward to receiving your reply.

CC Drew Ferrari and Iona Bonamis – For information

Warmly,

Beverly Walker (She/Her/Her)

Public Affairs Coordinator

Community Engagement

South Coast British Columbia Transportation Authority (TransLink)

#400-287 Nelson's Court, New Westminster, BC V3L 0E7

m: 604-306-5333 | e: beverly.walker@translink.ca

SAMPLE LETTER TO COMMUNITY STAKEHOLDERS

Hello (stakeholder),

I hope you are enjoying the last of the summer weather.

I am getting in touch to inquire about connecting with your program participants about Burrard Peninsula Area Transport Plan | TransLink. I hope this will be of interest. If yes, it would be ideal if you could let me know what type of engagement opportunity would suit your community members best.

Our public survey dates are Oct.27 to Nov, 11 2023. Please take some time to talk to your staff and volunteer team members about which option would suit you best, given your fall commitments.

We are very happy to provide:

1. a pop-up (a resource table at a community event staffed by TransLink to answer people's questions)
2. a presentation (community service providers and key volunteers come to a social space to participate in a short information session, then share their feedback and ask questions)
3. participate in an all staff meeting or volunteer team meeting
4. provide an online session for staff and key volunteers

or something else that may suit you better. Following please find some more information for your review and consideration:

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Study Area



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The plan will record different ways people like to travel, like taking the bus or riding a bike, and also walking and driving cars. It will also look at how things are moved around, like when things are delivered to stores. The plan will reflect what people have said is most important to them about getting around this area. Knowing what is most important to community members helps planner decide what work to prioritize.

Thank you for letting me know how you would like to proceed, and I'll watch for your reply.

CC Iona Bonamis and Drew Ferrari – For information

Warmly,

Beverly Walker (She/Her/Her)

Public Affairs Coordinator

Community Engagement

South Coast British Columbia Transportation Authority (TransLink)

#400-287 Nelson's Court, New Westminster, BC V3L 0E7

m: 604-306-5333 | e: beverly.walker@translink.ca

Burrard Peninsula Area Transport Plan (Project Summary)

WHAT IS THE BURRARD PENINSULA AREA TRANSPORT PLAN?

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 Kwantlen First Nation, Kwikwetlem First Nation, Musqueam, Squamish Nation, Tsleil-Waututh Nation, and Qayqayt First Nation.



WHY DOES THIS PLAN INCLUDE ALL TRANSPORTATION MODES?

TransLink has an important job that goes beyond just buses and trains. We are in charge of planning and managing the transportation system for the whole Metro Vancouver area. The BP ATP will focus primarily on the local transit network, including transit priority infrastructure. The ATP will also consider active and safe streets as they relate to walking, cycling, and micro-mobility. We will also develop recommendations around the Major Road Network and regional goods-movement. TransLink's goal is to make sure goods and people can move around the region easily and safely.

WHAT DOES 'ACCESS FOR EVERYONE' MEAN?

The vision of Access for Everyone comes from TransLink's new Regional Transportation Strategy for Metro Vancouver: Transport 2050. Imagine a future where every person in Metro Vancouver – no matter who they are, where they live, or how they choose to get around – can easily connect to the places that matter most. The BP ATP will help create a more accessible and affordable transportation system that is fair, just, and inclusive.

WHY IS THIS PLAN FOCUSED ON THE BURRARD PENINSULA?

The Burrard Peninsula has seen a lot of growth since the last area transportation plans were completed. Today, many of the routes that serve the Burrard Peninsula study area travel across municipal boundaries. To better understand the needs of our growing transportation network, TransLink decided to combine the sub-regions of Burnaby and New Westminster with Vancouver and UBC. Together these municipalities and traditional and unceded territories of Indigenous Nations form the BP ATP study area.

WHAT'S THE PLANNING TIMELINE?

2023: Phase 1 – Issues and Opportunities

During this phase, we will ask people about how they travel in the area, what's working and what could be improved. We will also evaluate the design and recent performance of the transportation network and explore how land use and travel patterns will change over the next 10 to 15 years.

2024: Phase 2 – Priority Actions

During this phase, based on the feedback received in Phase 1 and our analysis work, we'll develop a range of recommended actions relating to the transit network, cycling and walking, as well as driving and goods movement. Towards the end of 2024 we'll ask the public for feedback on these actions and how to prioritize them for implementation over the next 15 years.

2025: Finalizing the plan

We will look to complete the planning process and finalize the plan in early 2025.

HOW CAN YOU PROVIDE INPUT?

Phase 1 Public Survey

In late September 2023 we will launch the first round of public engagement, which will include an online survey. Please visit the TransLink BP ATP project website (translink.ca/bpatp) between October 10-27 to access the survey and provide feedback.

TransLink Listens

Join the thousands of TransLink Listens Insights Panel members and provide your feedback on transportation in the region, including the BP ATP planning process. These consultations are entirely voluntary and you may easily decline to participate. Please visit the TransLink website (translinklistens.ca) to sign up.

eNewsletter Subscription

Stay up to date on the BP ATP and other TransLink plans and projects through the TransLink eNewsletter. Please visit the TransLink website to sign up (translink.ca/rider-guide/translink-newsletters)

Project Email

Email us directly through the BP ATP project email (areatransportplanning@translink.ca) to share any feedback/suggestions you may have regarding the BP ATP and or the planning process.



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There?

**Burrard Peninsula
Area Transport Plan
Appendix B –
Public Survey
Notification Material**

Project Webpage

Burrard Peninsula Area Transport Plan



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 Kwantlen First Nation, Kwikwetlem First Nation, Musqueam, Squamish Nation, Tsleil-Waututh Nation, and Qayqayt First Nation.

Guided by Transport 2050, the Regional Transportation Strategy, and the vision of ‘Access for Everyone’, the BP ATP will help TransLink prioritize future investments in the transportation network, so that everyone can easily connect to the people, places, and opportunities they want to.

Study Area



Get Involved

The Burrard Peninsula Area Transport Plan public engagement took place from Oct. 9 to 27, 2023. We'll update this page in the coming months to share our findings. Thank you to everyone that participated!

Questions about the planning process? Email us at areatransportplanning@translink.ca.

FAQs

What is an Area Transport Plan? +

What is the planning process? +

Why is this plan focused on the Burrard Peninsula? +

Why does this plan include all transportation modes? +

What does 'Access for Everyone' mean? +

Who will you seek input from during the engagement phases? +

How is this plan different than transportation plans and priorities at the municipal level? +

Who implements the outcomes of this plan? +

TransLink Listens

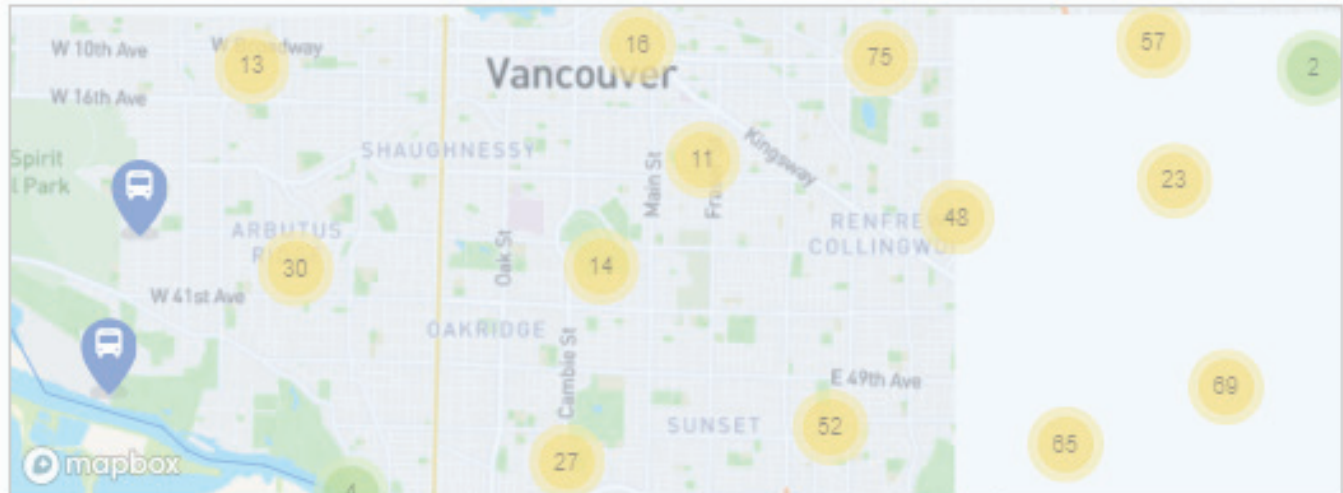
[Join the panel](#) and help us improve transportation for the region. Registration is quick and easy.

eNewsletter Subscription

Want to stay up-to-date on Area Transport Plans and other plans and projects? Sign up for [TransLink eNewsletters](#).

Burrard Peninsula Area - Improvements Map

3 months



In this map-based survey, we'd like to hear your feedback on where we should make improvements throughout the Burrard Peninsula Area.

To begin, select one of the three pins (Transit, Cycling & Scooting or Walking & Rolling), then drop it on the location where you'd like to see an improvement, along with a description. Please be as descriptive as possible. Drop as many pins as you'd like!

PDF alternatives of these map-based questions are also available in the following languages:

- [民意调查 - Chinese \(Simplified\)](#)
- [民調 - Chinese \(Traditional\)](#)
- [ਸਰਵੇਖਣ - Punjabi](#)

Please note: Your screen name and comments will be visible for all participants.

CLOSED: Thank you for your interest, but this consultation has concluded. We'll share details about our findings in the coming months, so check back soon!

Burrard Peninsula Area Transport Plan



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 includes Burnaby, New Westminster, Vancouver, and Electoral Area A, which includes the University of British Columbia (UBC) and the surrounding University Endowment Lands (UEL). For more details about this project, such as FAQ's, please visit the [Burrard Peninsula Area Transport Plan page](#) on translink.ca.

The information requested via this project is collected by TransLink for the purpose of gathering your feedback on the Burrard Peninsula Area Transport Plan. To the extent that any of this information is personal information, the collection is done in accordance with s 26(e) of the Freedom of Information and Protection of Privacy Act. All information will be anonymized and aggregated prior to publication. Please direct any questions regarding the collection and use of this information to areatransportplanning@translink.ca.

Who's Listening

Drew Ferrari & Beverly Walker

Public Engagement Team

TransLink

Phone 604-362-1824

Email areatransportplanning@translink.ca



Translated Surveys

☐ BPATP Survey - Chinese (Simplified) (1.27 MB) (pdf)

☐ BPATP Survey - Chinese (Traditional) (1.51 MB) (pdf)

☐ BPATP Survey - Punjabi (1.77 MB) (pdf)

[more..](#)

Important Links

[BP-ATP Project Page](#)

Burrard Peninsula Area Transport Plan



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 includes Burnaby, New Westminster, Vancouver, and Electoral Area A, which includes the University of British Columbia (UBC) and the surrounding University Endowment Lands (UEL). For more details about this project, such as FAQ's, please visit the [Burrard Peninsula Area Transport Plan page](#) on translink.ca.

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[1 - SURVEY](#)
[2 - MAP SURVEY](#)

CLOSED: This survey has concluded.

Burrard Peninsula ATP - Survey

We want to hear how you travel within the Burrard Peninsula Area. Take the survey before Oct. 30, 2023 and help us shape the transportation network.

Translated PDF versions of this survey are also available in the following languages:

- [ਸਰਵੇਖਣ - Punjabi](#)
- [民意调查 - Chinese \(Simplified\)](#)
- [民调 - Chinese \(Traditional\)](#)

[Take the Survey!](#)

Who's Listening

Drew Ferrari & Beverly Walker

Public Engagement Team

TransLink

Phone 604-362-1824

Email areatransportplanning@translink.ca



Translated Surveys

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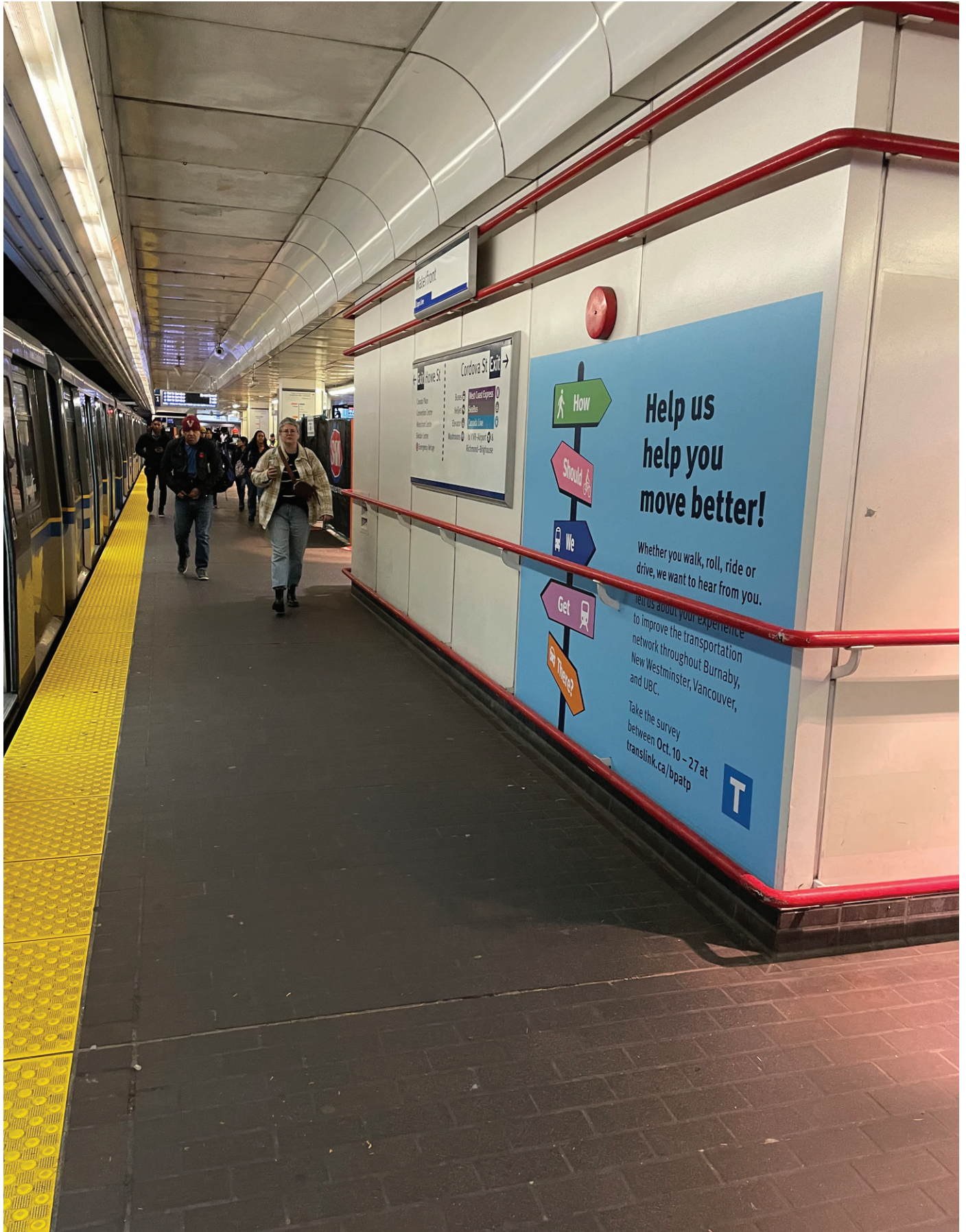
☐ BPATP Survey - Chinese (Traditional) (1.51 MB) (pdf)


☐ BPATP Survey - Punjabi (1.77 MB) (pdf)

[more...](#)

Important Links

[BP-ATP Project Page](#)






Help us help you move better!

Whether you walk, roll, ride or drive, we want to hear from you.

Tell us about your experience to improve the transportation network throughout Burnaby, New Westminster, Vancouver, and UBC.

Take the survey between Oct. 10 – 27 at translink.ca/bpatp






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讓我們助您更好地出行！

無論您是步行、使用小型代步工具、騎單車還是開車，我們都想聽聽您的意見。

請告訴我們您的體驗，以改善遍及本拿比、新西敏、溫哥華及卑詩大學各地的運輸網絡。

請於10月10日至27日期間，登入translink.ca/bpatp，參加問卷調查



ਤੁਹਾਨੂੰ ਬਿਹਤਰ ਢੰਗ ਨਾਲ ਲਿਜਾਣ ਲਈ ਸਾਡੀ ਮਦਦ ਕਰੋ

ਭਾਵੇਂ ਤੁਸੀਂ ਤੁਰ ਕੇ ਜਾਂਦੇ ਹੋ, ਰੋਲ ਕਰਦੇ ਹੋ, ਬੱਸ 'ਤੇ ਜਾਂਦੇ ਹੋ ਜਾਂ ਗੱਡੀ 'ਤੇ ਜਾਂਦੇ ਹੋ, ਅਸੀਂ ਤੁਹਾਡੇ ਵਿਚਾਰ ਸੁਣਨਾ ਚਾਹੁੰਦੇ ਹਾਂ।

ਬਰਨਬੀ, ਨਿਊ ਵੈਸਟਮਿਨਸਟਰ, ਵੈਨਕੂਵਰ ਅਤੇ ਯੂ ਐੱਸ ਐੱਸ ਟੈਂਕ ਦੇ ਆਵਾਜਾਈ ਦੇ ਨੈੱਟਵਰਕ ਵਿੱਚ ਸੁਧਾਰ ਕਰਨ ਲਈ ਸਾਨੂੰ ਆਪਣੇ ਤਜਰਬੇ ਬਾਰੇ ਦੱਸੋ

10 ਅਕਤੂਬਰ ਤੋਂ 27 ਅਕਤੂਬਰ ਤੱਕ translink.ca/bpatp 'ਤੇ ਜਾ ਕੇ ਸਰਵੇ ਵਿੱਚ ਹਿੱਸਾ ਲਵੋ।



让我们助您更好地出行！

无论您步行、使用轮式代步工具、骑行还是驾车，我们都希望听到您的反馈。

为了改善本拿比、新西敏、温哥华和UBC的交通网络，请告诉我们关于您的出行体验。

请于10月10日至27日期间访问translink.ca/bpatp来参加该项调查





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Burrard Peninsula Area Transport Plan Appendix C – Stakeholder Activation Notes

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 07, 2023

Location: Douglas College, New Westminster

Event: new student welcome days

Time: 2:00- 7:00 pm

Staffing: Iona Bonamis, Drew Ferrari

Total number of engagement touchpoints: 76

NOTES:

- More transit needed for central Burnaby going east-west
- Security concerns on SkyTrain (especially sense of safety at Surrey Central Station)
- Crowding experienced on SkyTrain, need to increase capacity

Contacts made with Douglas Students Union

They are prepared to share messaging of our engagement survey through their networks.

Questions:

HandyDart and Red Pass for disabled users, does it work for the Ride & Shine and Tap in to Win promotions?

Can Red Passes be used for HandyDart?

Debrief:

For next session at VCC, have folding easel and boards to place sticky notes
(categories: areas to improve/what's working now/ new destinations to reach)

Bring sticky notes, marker, easel

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 11, 2023

Location: Vancouver Community College, Broadway Campus

Event: new student welcome days

Time: 11:00am - 1:00 pm

Staffing: Iona Bonamis, Drew Ferrari

Total number of engagement touchpoints: 79

NOTES:

- U Pass referendum at VCC had 74% approval

Contacts made with ?

They are prepared to share messaging of our engagement survey through their networks.

Responses:

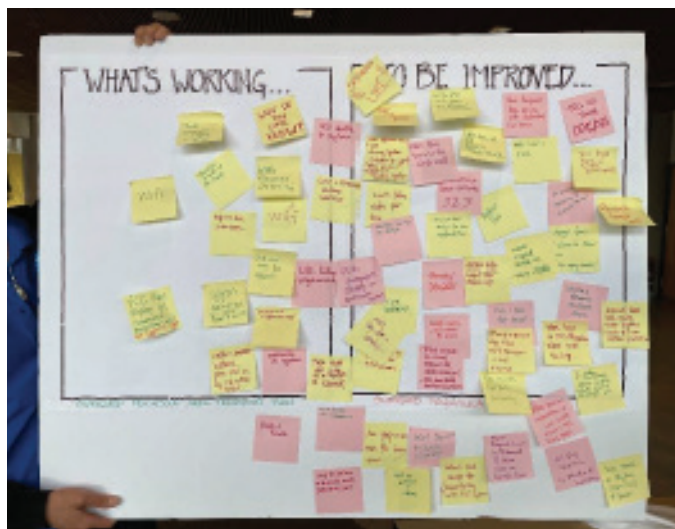
What's Working Well...

- Tap with Interac, MC, VISA
- Screens for train ETAs is I don't have to run, lol
- Accessible to most of the places (I want to go)
- Wifi on buses, on-time buses
- High frequency of trains
- Wifi
- Go green with bicycle or walk

To Be Improved:

- More accurate apps for bus tracking
- More space on Millennium Line trains
- Only 1 zone for all transit
- All day SkyTrain on weekend & holiday
- More buses available and less wait time + less time gaps
- More space on SkyTrain (Expo Line) & buses
- E-scooter store safely when going to shops, etc.
- More bus in Pitt Meadows, time wait too long
- Expand bike route under SkyTrain, good to have weather protection
- SkyTrain extension to North Shore
- better late-night frequency
- reduce fare
- more rapid buses on main roads
- more frequent bus service with dedicated bus lanes

- more frequent bus service for 555 (bus to Lougheed)
- make "exit" is free
- reduce fare costs
- change from "zone to zone" to "how many stations"
- lower pricing
- fix delays and time inaccuracies
- yearly pass
- SkyTrain to North Shore and UBC
- Improving bus service (323)
- More curb ramps with full aprons for accessibility
- More frequent buses in Richmond & more cars on Canada Line
- Timing/schedule



- Additional park & ride places for drivers to connect with transit
- More bike racks per bus
- Build more ways for bicycles
- More access to rural places like Chilliwack
- More bike locker locations
- Longer expiry time (more than 90 minutes)
- Umbrella id system (umbrella rentals)
- Programmable bike lockers
- More reliable bus schedules
- VCC time display on Commercial Broadway exit – don't know until I get off
- Better communication... please tell us (about issues) by PA system faster
- Taking the SkyTrain with my kids – no one gives up my seat
- More bus lines in the West End
- Schedule timings of transit
- More ramp off curbs at mid-points of sidewalk (mid-block)
- Expo Line train needs to be upgraded
- More frequent stops in certain zones
- Lost & found online service
- Easier card registration process
- SkyTrain to UBC!!!
- Orientation to transit system for newcomers
- Bike lockers!
- More SkyTrain routes
- Bus gap timing, wait for long time
- App for arrival of trains
- More service to Surrey/Cloverdale
- VCC shuttle to SkyTrain
- More effective timing
- cost
- driving system
- better for cyclist, other drivers & pedestrians
- braking system

Debrief:

For next session at VCC Downtown, have folding easel and boards to place sticky notes (redo categories: to be improved/what's working well), to be staffed by Iona and Adam

Need additional swag if available

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 13, 2023

Location: Vancouver Community College, Downtown Campus

Event: new student welcome days

Time: 11:00am - 1:00 pm

Staffing: Adam Lougheed, Chris French

Total number of engagement touchpoints: 150 (estimated)

NOTES:

- U Pass

Contacts made with: asking partner organizations to share messaging through their channels?

Responses:

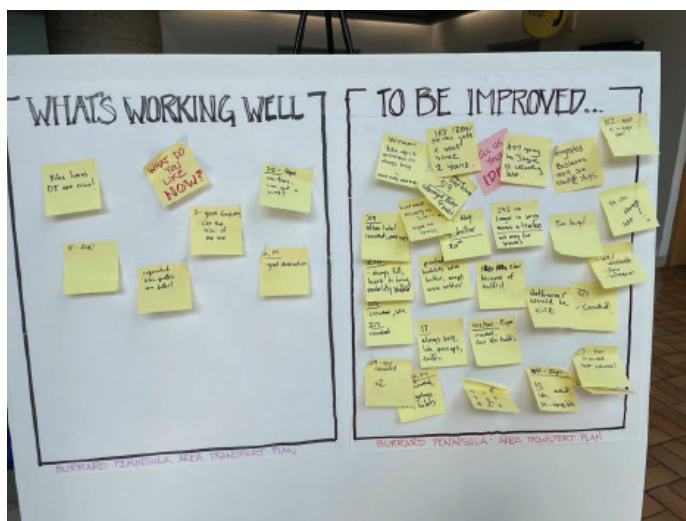
What's Working Well...

- #312, on time and I can get a seat!
- #3, good frequency, like the size of the bus
- Bike lanes DT are nice!
- #5 – fast!
- Separated bike lanes are better!
- #4, #14 good destinations!

To Be Improved:

- SkyTrain never gets a since 2 years
- #100 Marpole takes ages to arrive and it's always busy, more routes
- Designated bus lanes
- More sunshade at bus stops
- #322 need a bigger bus
- #27 going to Joyce is usually late
- Too busy!
- #49 UBC always late
- #255 no longer in service means more transfers – not easy for seniors
- #319 often late, crowded, pass-ups
- #319 leave stop alone, always late & busy
- Have more security on site and aboard trains
- Late/unreliable, slow, infrequent
- Bathrooms would be nice
- Printed timetable booklets were better, maps were better

- #210 is always full, hard to bring mobility walker
- #325 crowded, late
- #312 crowded
- #17 always busy, late, pass-ups
- #502/#503 Expo, crowded slow because of traffic
- #321 crowded
- #319 too crowded
- #3 too crowded but reliable
- #373 late, crowded
- #319 always late



Debrief:

For next session ...

Need additional ...

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 21, 2023
Location: Carnegie Community Centre, 401 Main Street, Vancouver BC
Event: stakeholder info session & community discussion
Time: 10:00 am - 12:00 pm
Staffing: Iona Bonamis, Beverly Walker, Drew Ferrari
Total number of engagement touchpoints: 16 attendees representing:

Union Gospel Mission	Working Gear (refugees, employment)
Carnegie Learning Centre	Vancouver Public Library – Carnegie Branch & Community Librarian
Downtown Eastside Women’s Centre	from Strathcona Branch
Watari	Mission Possible
Embers/Eastside Works	Independent researcher
Molson Overdose Prevention Society (MOPS)	Aboriginal Front Door Society (met afterwards)
Binner’s collective	

Also a 2nd session for 12 attendees of the Carnegie Learning Centre

Also a 3rd information distribution to Aboriginal Front Door, Drug User Liberation Front, Oppenheimer Park, and VANDU.

Prepared Materials- maps, project worksheet for participants, site signage, presentation deck

Introductions & welcome; Binner’s Collective invited us to attend one of their weekly gatherings and/or submit a question for their weekly question.

- Three participants from DEWC had limited time so took their worksheets away, will send them in to Drew by email

Contacts made with: Carnegie Centre Security Staff and Carnegie Centre Program Staff,

NOTES:

- Additional engagement tools: map of downtown area, updated project backgrounder which include new engagement dates, worksheet/questionnaire for participants to complete

Responses:

What’s Working Well...

- #19 bus convenient to get to Stanley Park
- Next arrival information
- Love the efficiency of SeaBus
- There is good transit in City of Vancouver
- Route #20 is great
- Bus drivers are friendly and kind
- Frequency and service area

To Be Improved:

- Platform height and wheelchair accessibility /trains too high/low for wheelchair to get on safely
- Access to more remote areas, i.e. Annacis Island, Surrey. Langley, Abbotsford. Increase stops please
- Frequency on bus routes to service the disabled community
- Free transit for unemployed and poor people (or at least reduced fare)
- Please run the SkyTrain later/earlier

- Some routes just use shuttle buses on weekends and holidays but require larger buses
- I'm homeless and a big cart user, some transit drivers object to my cart, others don't
- Accessible areas of transit have limited capacity
- I still need a Compass card, paid if possible
- Need staffed bike storage in high risk theft areas, I know it's a cost and space an issue, but it does limit cyclists
- Ebikes costing 5K need security, unstaffed storage is not secure
- Safety on some routes
- Traffic lights- separate left turn lanes and lights, no right turns when pedestrians are crossing



Debrief:

For next session: Subsequent versions of the worksheet should add project email address, numbered questions and page numbers

The resolution of the maps need to be increased. Is it also possible to increase the resolution or size of the text in the rating scales?

Need additional ...

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 23, 2023

Location: New Westminster Riverfest, Fraser River Discovery Centre, 788 Quayside Drive, New Westminster

Event: community pop-up in lobby

Time: 10:00 am - 4:00 pm

Staffing: Drew Ferrari

Total number of engagement touchpoints: 46

NOTES:

- Wind/rain part way through the afternoon limited contributions to the engagement board

Contacts made with: Water Rangers/Ocean Diagnostics- youth environmental management group

Responses:

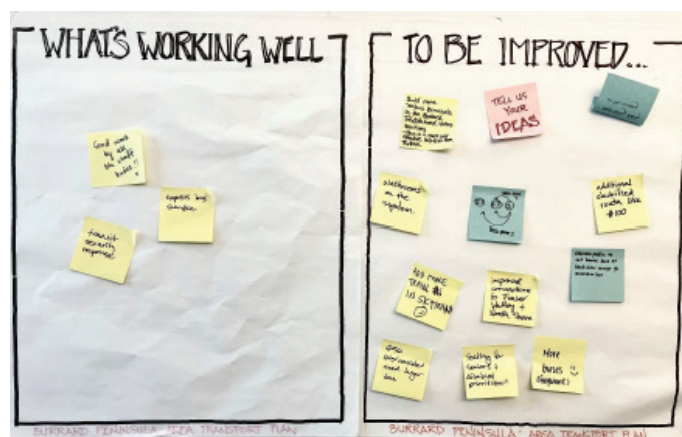
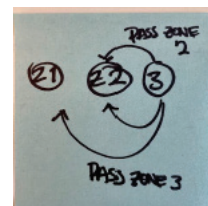
What's Working Well...

- Transit security response when in need
- Express bus service
- Good work by all the staff, kudos!!

To Be Improved:

- Washrooms on the system
- Build more SeaBus terminals in the Burrard inlet, need various locations – this is more cost-effective solution than SkyTrain
- Additional electrified routes like #100
- Extend service hours especially early in the morning
- More buses (frequent)
- Seating for seniors and disabled prioritized
- #56 overcrowded, need larger buses

- Improved connections to Fraser Valley and the North Shore
- Educate public not to board bus at back door except for accordion bus
- Revisit the zone system so if you are going from zone 3 to zone 1 it's only a single zone, or do away with zones and just count the number of stations one is travelling



Debrief:

For next session ...

Need additional ...need tent weights & sides for tent

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: September 25, 2023

Location: South Vancouver Neighbourhood House, 6470 Victoria Drive, Vancouver BC V5P 3X7

Event: Session for Seniors in Cantonese

Time: 10:30 am - 11:30 am

Staffing: Iona Bonamis, Chris Chan

Total number of engagement touchpoints: 34

Contacts made with: Michelle Luong, Navigation and Peer Support Coordinator

NOTES:

- 19 people use transit to go shopping, medical appointments
- 17 people use transit to go to the community centre or park
- 18 people use transit for social entertainment (e.g. to go for dim sum)
- 1 person uses transit to go volunteer and participate in community events
- 7 people walk to go shopping, medical appointments
- 9 people walk to go to the community centre or park
- 2 people walk to dim sum

Responses:

What's Working Well...

- Most major bus stops have shelters and seating
- R4 line is convenient and the frequency is good

To Be Improved:

- Frequency of service for the #49, #33, #29, and #26 needs to be increased
- #49 - Overcrowding, bus bunching, and pass-ups particularly east of Cambie during AM and PM rush hours
- #20 not reliable, often late and buses are bunched up
- #29 and #33 – weeknight and weekend frequency need to be increased
- Difficult to access Chinatown from South Vancouver. Requires 2 or 3 transfers on transit
- Difficult to reach Champlain Heights now –transfer needed. The #49 used to provide a direct service to this area.
- Nanaimo and 1st Ave also difficult to get to. Too many transfers required.
- #41 is not a frequent enough
- Need to strengthen education of who the priority seats are for. They are often taken up by people who are not seniors or not living with a disability (e.g. parents with strollers or students). Or seniors will be asked to give their space to a parent with a strolled
- More real-time arrival displays at stops
- 41st and Victoria – no benches at southbound bus stop on Victoria
- Have a direct phone line that connects them to someone who picks up the phone and can speak Chinese
- #8 – people not feeling safe on this bus, particularly between Woodward's and Princess
- Crossing time at signalized intersections is not long enough
- Lack of signalized crossing on Victoria, between 49th and 54th Avenues
- Sidewalk is uneven on 33rd, at Victoria
- When developments are under construction, there isn't always an accessible alternative route provided

- Tend to avoid going out at night due to safety concerns. Sense of security threatened after hearing about random attacks. They only go out at night if they can get a car ride.
- Vehicles not waiting people to finish crossing before proceeding through an intersection

Debrief:

For next session ... Make sure the bus route numbers on maps are larger and legible for seniors

Need additional ...

Other comments ... This group is keen to provide input on the draft recommendations and would like us to return to them next year.

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: September 26, 2023

Location: Downtown Eastside Women's Centre, 302 Columbia St., Vancouver BC V6A 4J1

Event: Meeting

Time: 10:00 am - 11:30 am

Staffing: Iona Bonamis, Beverly Walker

Total number of attendees: 3

NOTES:

Contacts made with: Director of Advocacy for Indigenous Women

Responses:

What's Working Well...

- Vancouver walking distances to stops are okay.
- Service in Vancouver is okay.
- Victoria BC has First Nations art on bus shelters.
- It's an opportunity for cultural education.
- Art displays have links to information through QR codes.

To Be Improved:

- HandyDART \$45 per trip is too expensive, low income adults can't afford it.
- It's difficult to receive a provincial subsidy
- In the Bridge Housing unit, next door to the Women's Center they are using Ubers and taxis more often because they are cheaper than HandyDART.
- Ingrained racism is present in all public services, including TransLink.
- People need to know about the information that is readily available (Books, Visual Art, Films, Poems, Truth and Reconciliation Commission of Canada NCTR)
- Doctrine of Discovery to the history of continued institutional racism against Indigenous people today
- Where is the Indigenous presence at TransLink?
- Why isn't there an Indigenous Advisory Committee to assist with projects and the power to implement decisions?
- Priority seating on TransLink isn't working.
- People don't respect who Priority seats are for.
- Bus drivers don't assist any more so it puts pressure on community to negotiate for space themselves.
- Vulnerable community members fall on a bus sometimes due to speed and hard breaking combinations because of unsafe drivers.
- People don't know that they have the option to file complaints.
- People don't know that they're supposed to follow up with on line reporting.
- Safety can be improved by TransLink, more stops, more lighting and more space to accommodate people with disabilities.
- Poor people are being criminalized because they have to choose between food and transportation. Risk getting a ticket from an officer when asking for a ride, because all available dollars are spent on food/rent.
- Surrey needs more bus service, more buses more stops more well at shelters.
- Remote areas are very poorly resourced compared to high traffic areas.
- The number 20 bus from commercial drive has long waits and then multiple buses in rapid succession.
- People travel from all over Metro Vancouver to get to the Downtown Eastside because of the essential life saving services available
- People come in they socialize, they have community connections.

- They stay in one of the emergency shelters and then they travel back home.
- Women are coming from as far away as mission and adverts for to connect with services that meet their needs.
- The space between bus stops in Surrey is too long.
- Why isn't there equitable services between municipalities?
- Why do Sundays have such limited service relative to weekdays?

Debrief:

For next session ...

Need additional ...

Other comments ...

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: September 27, 2023

Location: University of British Columbia, Vancouver BC

Event: AMS UBC Event Week

Time: 11:00 am - 4:00 pm

Staffing: Iona Bonamis, Chris French

Total number of attendees: 265

NOTES:

Responses:

What's Working Well...

- More bike lanes
- SkyTrain stations with electronic Bus Time displays (e.g Sperling)
- 99 is awesome when it's not crowded
- Cameras, emergency services, overall safety
- Number 15 Bus more often
- Bus drivers are cool
- I love the larger size of rapid transit buses.
Really convenient for busy roads
- Good, reliable public transit best in North America
- Road conditions
- Less stops
- I ride bicycles, better road condition/less slopes.
- Love the rapid bus
- lots of stops around campus
- Free Wi Fi
- Rapid Bus
- SkyTrain every three minutes is nice.
- We are so blessed.
- green buses.
- Safety: feel safe while walking on busy roads
- R4,99 line that starts from different stops
- R4 is mainly dependable codes.
- R4
- I like the R4 consistency.
- Bus Wi Fi is great.
- Bus 44 works very well.
- Expo Line is nice.
- I love the rapidity of buses
- keep calm and more 49
- pretty fast.
- Not a lot of stops are good.
- R4 and 99 lines that better support low income areas
- transportation access, ie bike parking, and bike trails.
- connecting lines with Expo.
- Expo Line, Canada line R4 comes often
- Wi Fi on R4.
- We love 49
- Wi Fi frequent R4 buses.
- Good bus schedule for 410
- expansion of bike storage at UBC and the SkyTrain.
- Love my girly the 99
- the single seats on 49 style of bus are awesome.
Very much appreciated for sure.
- more bike lanes at UBC
- more R4 buses during peak hours.
- More rapid buses eg UBC to Burnaby.
- Love the 555
- more are for service text message, false info ghost bus, please update the system
- increase R4 frequency
- expo line
- SeaBus is the L O M L

- number of different lines makes everything so accessible without a car.
- Community shuttle seats are nice. Also OrionVs
- love the R4 and Canada line.
- New articulated buses and free Wi Fi
- SkyTrain from Brentwood to UBC.
- More bus 33 and less wait time

To Be Improved:

- Increase the number of 144,26 buses in Burnaby/Vancouver region.
- Increase rapid bus service to Fraser region.
- Extending sky train lines to more areas.
- Sky Train to UBC
- later hours for SkyTrain.
- More rapid buses
- transit map app
- more 25 buses please.
- SkyTrain to UBC
- more clarity when the bus driver isn't going all the way to UBC
- R4 and 25s please
- nonstop bus from Canada line to UBC from Oak Ridge, Granville, Yaletown
- more covered shelters.
- Bus stops need to be accessible and safe: Example blind people can't find the bus
- 480 Please.
- Additional buses 49 and R4 rapid bus from 7am to 9am and 5pm to 6pm
- SkyTrain to UBC X 3
- UBC SkyTrain extension also extension from Langley.
- Extend 41 to UBC.
- bus service running later into the night
- SkyTrain station near UBC
- more R4s
- extend SkyTrain to UBC please
- bring back the 480
- make sure back doors open
- have direct rapid bus between Joyce to UBC with fewer stops
- 20 is too full and does not come enough
- SkyTrain to UBC
- bus lines along and to Marine Drive
- 44 Needs Improvement
- bus from UBC to Richmond Bridgeport
- bring back 480
- Do something about traffic on 49 and R4.
- More drivers please
- SkyTrain to UBC
- 44 on weekends better 68 frequency
- bus stop signs could be more accurate
- more buses
- R4
- 49 more often
- Fix South Vancouver congestion
- 78th Avenue, connect Oak Street to Granville street
- 265more R4 buses in the mornings.
- More R4 and on 49
- Add more buses in Surrey.
- 84 more often.
- Will there be any discount for UBC staff who take transit? thanks
- bring back the 480
- Please more buses
- we need SkyTrain to UBC
- don't turn off the AC/heater in the early morning.
- More buses to UBC
- more 99 and 9 UBC buses from Renfrew
- more double decker buses
- make the 44 come on time
- Dunbar can have more buses.
- The 25 is always delayed.
- We would be happy if the 480 bus can be brought back.
- The time info boards at UBC exchange loop can be updated
- I want to be able to buy the cute bus cards always.
- Increase more bus times.
- Wi Fi on Expo and Canada lines
- stop raising fares
- more 44 service
- more bus 25 service best connection from Canada line to UBC!
- more frequent 33 buses on the morning
- 480 bus

- more buses on the 25 line
- More R4 and SkyTrain to UBC
- Build trams
- Be gentle with the brakes
- Frequency of the bus
- bring back the 480
- 480 back
- please send more 49s we are in the trenches!
- better transport options like sky to train to UBC
- better connections.
- No no no delay
- More buses to campus always full by Blenheim :(
- Skytrain to UBC
- rapid bus from city center to UBC
- more 44 bus times
- more 49s, R4
- 49,49,49,49
- 480
- R4
- Faster 49
- more signage about bus etiquette.
- Better transit options when it snows.
- Bus Service to Surrey
- Winter tires please.
- More buses on the 49 from Metrotown and UBC
- Better 33 to 25 bus route.
- better integration with mapping apps
- accurate live bus delays etc.
- More R4 rapid bus.
- Bring back the 480
- Compass card app on phone to pay by phone please.
- 49 moves so slowly speed up
- more buses
- extended SkyTrain past VCC Clarke
- 480 and SkyTrain to UBC
- improve Wi Fi
- more #10s from 7am to 10am to offset no 480
- 49 is always crowded
- Apple wallet with Compass Card
- SkyTrain to UBC
- crowding on buses
- 44 needs to come more regularly.
- bus schedule by stop rarely works at night
- R8 rapid bus on 49 because too many Langara kids
- better snow weather transit
- overcrowding on R4 at rush hour.
- Queensborough Bridge needs fixing
- The 25 is always crowded, it needs to come more
- buses at peak times 9am 10am are super busy need more buses at those times.
- SkyTrain to UBC
- more buses in rural Burnaby.
- Delayed buses, more buses during morning rush hour
- more buses during morning rush hour
- SkyTrain to UBC
- either bring back the 480 or increase R4 rapid bus service I can't live like this!
- UBC bus to Bridgeport
- More real time signs at stops.
- More Real Time Signs at stops
- Please have a system where I can add my compass card to Apple wallet. Thank you.
- Upgrade 99 to rapid bus and R4 rapid bus to double decker accordion bus.
- Improved schedule to 84 Bus, especially after 9pm and Sundays
- more 46 buses in the morning.
- More direct access to Richmond: Costco IKEA from UBC.
- 49 is inconsistent,
- direct line to UBC by SkyTrain
- more frequent buses needed at UBC
- reduce parking tax.
- SkyTrain to UBC, faster.
- More 49
- create more express buses
- SkyTrain from Surrey to UBC
- the 153 frequently skips, misses bus times
- more frequent buses for evidently more popular bus lines
- 401
- SkyTrain to UBC
- extend service time for Canada Line especially on weekends.
- Bring back the 480

- Bring back the 480
- return 480
- Rapid bus at 49th Avenue
- I wish the 49 would run to UBC later at night
- more bike racks
- More simplified route maps for each bus.
Example route 68 or an online map like a card.
- UBC SkyTrain and more rapid buses
- SkyTrain to UBC please
- crazies on train
- more buses during rush hour for route 33
- reinstate the 480
- bus 25 is not consistent, bus doesn't come on time.
- Wi Fi on all sky trains.
- Buses directly to Bridgeport,
- more rapid bus! too crowded to and from UBC
- rail guards on Sky Train.
- Bus driver doesn't stop
- Better coordinated connection times especially to North Vancouver
- bring back the 480
- long waits in Westbrook village for 49 bus
- 480 back to UBC please.
- reliable service on 68, could come every 15 minutes
- More R4 rapid bus frequency.
- More frequency for number 84
- SkyTrain to UBC Of course.
- electric scooters
- either 480 or SkyTrain to UBC
- Sky train to UBC
- Take note of peak hours on bus lines and increase either buses or seats on them.
- 49 and R4 rapid bus are over whelmed
- SkyTrain to UBC
- get rid of homeless people from stations
- please bring back the 480
- 480
- Please SkyTrain to UBC please
- 480 bus
- have left turn signal for Marine Drive.
- Subway to UBC
- keep running the 4 and 14 to UBC in the summer
- More Wi Fi on Sky Train and more buses and SkyTrain during rush hour
- 68 stops are too far apart
- Better communication when buses are canceled
- Fix the Metrotown overpass
- bring back the 480
- Bring back the 480
- When will UBC get a SkyTrain
- 49,49,49,49
- Need more rapid buses
- double decker bus for R4
- rapid bus
- Arbutus Greenway
- better lighting
- more frequent buses
- Broadway Subway Extension
- bring back the 480
- 25 should be a double bus
- West coast express is always right on time!
- I <3 U Cindy Seto
- Express busses are soooo good
- Love the 99 B-Line! <3
- Frequency of R4
- I <3 the R4
- We love the R4 <3
- New SkyTrain UBC
- Love 99/R4 Love all SkyTrain
- Rapid transit options!
- Weekday buses are fast!
- More line discipline on R4
- Love how many bus route options there are – makes travel easy without a car
- So excited for Broadway SkyTrain
- Love the 99! Direct to UBC!
- The R4 frequency
- 99 B Line <3 (UBC Skytrain line when?)
- Great design of the lines! Using buses to connect places without SkyTrain <3
- I <3 the R4/99!
- R4 is the best
- The very wonderful bus drivers
- 84

- R4!! Good Hours
- increased frequency of 345,364 until midnight would be helpful
- 480!!!
- more 25 in the morning, too crowded
- Wi Fi
- bus 2 is inconsistent
- safety
- direct buses from Joyce to UBC
- 4 always full in the morning
- UBC SkyTrain
- Revive the 480! It's a must!
- Wi Fi on Sky Train Wi Fi to UBC
- Sky Train Surrey to UBC
- improve Wi Fi on Sky trains it's very shotty
- more R4 buses
- Wi Fi
- More R4 buses please
- SkyTrain to UBC
- Newer trains for millennium line
- More R4 buses please
- Accessible public toilets throughout the network
- More accessibility and feedback mechanisms
- higher bike capacity sky train out here to UBC
- Wi Fi on all trains and buses
- There is overcrowding on buses
- on time buses
- Make the 22 Bigger
- bus number 84 more often
- Bus Wi Fi
- the bus is always full (It's so bad)
- Wi Fi on the sky train
- 44 bus having it run on weekends would be ideal
- Accessible washrooms at
- stations SkyTrain to UBC
- 64 is always full or late. Or never comes.
- More frequent R4s.
- More 49 buses in the mornings
- bring back the 480
- 480 needed
- More R4a and 49s
- More rapid buses R4s and 49s
- Platform screen doors for Sky trains
- more R4 rapid buses.
- Higher frequency R4 rapid buses
- I wish you could see stop names all the times
- More night bus service to UBC, bus number 68.
- I'd love more frequency buses around UBC campus
- create a SkyTrain directly to UBC for commuters.
- Higher frequency buses.
- Please increase 555 service until 11:40pm
- Bring back the 480 bus
- have more seating available
- SkyTrain to UBC
- Rapid bus R4 consistency
- Increased frequency of 99 to boundary
- More, consistent, faster buses further from Vancouver
- Wi Fi only works on the R4 rapid bus.
- More buses at night.
- Rapid buses connecting the boonies Delta, Langley, Surrey, Pitt Meadows, etcetera
- increasing Canada Line from three cars as originally planned.
- Having the R4 rapid bus start at different locations on road, gets full by the time it gets to stops between Joyce and UBC
- SkyTrain to UBC get it done please!
- SkyTrain to UBC
- making the 49th Avenue Bus more frequent, allowing entrance from the back
- R4 and 49th
- the 430
- 430 through the entire length of the network
- compass card on mobile phone
- more buses
- More #9 please
- More Wi Fi on buses and SkyTrain It's a hit or miss right now
- Buses coming on time
- stop canceling buses
- maintain frequency of Canada Line
- Run the Expo and Millennium line past 1:30am
- Improve safety of DTES buses
- 337 always delayed/cancelled especially in the afternoon or at night

- check passes sometimes
- R4 rapid bus needs more service on time service (not early and not late)
- Add heating to the bus
- Air conditioning on some of the buses
- sometimes 33333 Doesn't work
- Busline from Richmond to UBC along Marine Drive
- Connect the interconnecting stations
- R4 rapid bus is full in the morning
- reduction on sound pollution from the railway
- bus loop layout revamp to prevent line clumping and crowding
- SkyTrain to UBC x 5
- express bus to Richmond
- bus schedule not trustworthy (No shows!)
- Reliability, buses coming on time! Morning!
- 25 UBC time interval for bus 33 is too long
- better communication on bus times
- improvement on trains
- Make an app, make it free
- Being on time
- more night buses
- R4 should come more often
- Consistent running times
- Frequency and wider stop spacing on locals (ie 49,25 etc.) And 7
- bus punctuality R4 rapid bus is very crowded
- more R4 buses needed
- more frequent R4 rapid buses
- allow e bikes and scooters on board LRT
- Bring back the 480
- More R4
- rapid buses Richmond to UBC bus
- the 44 after 7pm
- more seats
- R4 during morning rush hours (I watch at least four full buses pass by 8:10am to 8:40am on Main Street)
- dogs allowed on bus and train
- more 16 buses that are on time
- R4 rapid bus
- More 49
- safe space for E scooters on buses
- bring back Richmond to UBC bus
- SkyTrain to UBC through 10th Avenue
- more rapid buses
- Public skateboards
- More frequent 10s
- longer service hours on the weekends
- R4 rapid bus straight from Oak Ridge and Joyce
- more seats
- Rotation on SkyTrain
- direct transit from Surrey to UBC.
- More R4 rapid buses later at night
- Tell people to put bag on floor when crowded
- Match bus departures from sky train stations to SkyTrain arrivals
- increase frequency and extend service for the 99 to boundary
- 49 bus route I get passed by 5+ "sorry bus full" every morning. I wait for an hour and still don't always make it on time
- bus line 25 and bus line 33
- Have the 84 and later at night more express buses
- bring back the 480
- the 25 to go to UBC is always full
- increase frequency of transit lines on UBC bus loop.
- More R4 rapid buses
- Better drivers
- more transit to UBC
- bring back peak hour 480
- Bring back the 480
- snow tires for buses please. L O L
- bus on 57
- the R4 rapid bus is dangerously crowded
- We need more buses or better yet our railway to UBC
- Add payment option to phone wallet
- Bridgeport bus!!!
- direct bus to Richmond
- Richmond to Joyce Station
- direct SkyTrain to UBC and more buses
- More 25 buses please
- 25 Buses go later than 12am
- UBC to South Delta Bus
- Rapid bus 25

- washrooms at stations
- Frequency of 99, 80 for more consistent
- Wi Fi
- more biking networks in the suburbs
- More night buses
- The R4 rapid bus is always full at Kerrisdale
- 7 is always late
- More buses in certain areas
- 33 and 25 are often full and they come at the same time
- More communication of road detours
- please please more bus 49 between 8am and 10am and 3pm and 4pm they are always parked
- more bus routes
- Start ferry services in the rivers
- More express buses
- bring back the 480
- cleaner SkyTrain and safety from homeless population
- Please more trains during rush hour
- Free bikes on campus
- SkyTrain direct to UBC
- more times for express bus

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: September 28, 2023

Location: University of British Columbia, Vancouver BC

Event: AMS UBC Event Week

Time: 11:00 am - 4:00 pm

Staffing: Taryn Bruckshaw and Chris French

Total number of attendees: 126

NOTES:

Responses:

What's Working Well...

- SeaBus from West Van to UBC
- All door boarding
- Having SkyTrain extended to UBC
- R4 good timing
- Nice having WIFI on the 49 (44?)
- Additional late night service on Fridays and Saturdays
- West Coast Express
- More Rapid Bus
- WiFi on R4
- Service hours from UBC
- WiFi
- Comfy seating
- The slinky busses are good! Also occasional single passenger seats
- More R4 lines
- Frequency of R4
- More frequency
- Frequency of R4
(change in schedule to accommodate students)
- Timing of R4
- Free WIFI on the R4
- Free WIFI
- WIFI on R4!
- It's good, seats are fine
- Bus 14/9/99 routes = (thumbs up)

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 28, 2023
Location: Women Transforming Cities
Event: online
Time: 7:00 pm - 8:00 pm
Staffing: Iona Bonamis, Beverly Walker
Total number of attendees: 6

NOTES:

- Land Acknowledgement review
- BP ATP Slide Show Presentation
<https://app.mural.co/t/translink4745/m/translink4745/1695930053594/cd8f789cbc3455305128466e29a0387badb3d64d?sender=u943b2969e5fb00b20d0e8953>
- Mural Board shared with WTC Watch Council slack channel
 - » ? TransLink is doing all the public engagement; municipal partners promote opportunities to their membership.
 - » ? How will the recommendations be used by TransLink, how will recommendations be used by municipalities.
(Bike lanes, parking spaces) Info about TAC provided

Contacts made with: Women Transforming Cities membership

Responses:

What’s Working Well...

- One member exclusively uses transit and walking to move around Metro Vancouver.
- Transit is better in Vancouver than Coquitlam.
- Mobi stations limit the stress of bike parking.

To Be Improved...

- There is a lack of transit in South Vancouver
- Transit between municipalities (intermunicipal travel) on Transit is not desirable due to duration (1 hour vs. 30 minutes of Evo rental), number of transfers required, number of modes required (bus, SkyTrain, walk)
- Using travel in the evening is less desirable, Uber is preferred
- I take the bus even when it feels unsafe, because I have limited options

The image shows a Microsoft PowerPoint presentation and a Mural board. The PowerPoint slide, titled "Discussion Questions (Use Mural Board to Provide Individual Feedback)", lists several questions for participants to consider:

- What Are Your Current Challenges to Using Transit?**
 - Coverage** – Are there destinations you can't currently access by transit?
 - Span of service** – Are there days/times when you would like to take transit but it isn't available?
 - Frequency** – Are there times you would like to take the bus but the schedule isn't convenient?
 - Amenities** – Are there stops, exchanges, or stations that would benefit from additional amenities (e.g., benches, shelters, real-time arrival information), and are there design features that would be more beneficial for equity-deserving genders?
 - Safety** – Are there specific routes, stops, exchanges or stations on the system where you don't feel as safe?
 - Speed and Reliability** – Are there specific routes where it takes too long to reach your destination or where the routes are often not on time?

The Mural board, titled "Burrard Peninsula Area Transport Plan", features three columns of sticky notes for feedback:

- What are Your Current Challenges to Using Transit?** (Yellow sticky notes)
- What are Your Current Challenges to Walking?** (Pink sticky notes)
- What are Your Current Challenges to Cycling/Boating?** (Teal sticky notes)

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 29, 2023

Location: University of British Columbia, Vancouver BC

Event: AMS UBC Event Week

Time: 11:00 am - 4:00 pm

Staffing: Taryn Bruckshaw, Chris French

Total number of attendees: 84

NOTES:

Responses:

What's Working Well...

To Be Improved...

- 480 must be brought back!!!
- Free transfers from SkyTrain to buses
- 84 open back doors
- 49 more buses on Willingdon
- Express line along Kind Ed and/or W 16th
- More night lighting on Skytrain tracks
- SkyTrain in UBC
- More buses on the 25
- Add bike lanes to the SkyTrain
- SkyTrain to North Van
- Make the 68 bigger and/or more frequent please
- Bring the 480 back
- We are all fighting for space on the R4
- SkyTrain to UBC
- Granville Bridge bike infrastructure
- 41 Ave Corridor
- Safer Bike Lanes
- Direct transit to UBC from North Van
- Do scooter rental on campus
(make it easier to get to classes)
- SkyTrain to UBC
- Pls UBC Line before I graduate
- Transfers from SkyTrain to bus/versa SeaBus is the
L O M L
- The 49
- More 49 buses in the morning
- More R4s
- 480
- Relax rules around pets on transit
- bring back the 480
- more 49 buses especially in the morning
- bike lanes on Broadway corridor
- bring back the 480 Please.
- New West buses need to be more frequent especially
at night
- bus relay time check
- at 4:30pm to 5:30pm make the R4 twice as frequent
- bigger and better! More 68 In the morning please!
- more disability seats
- allow dogs on buses
- 49 more buses
- punctual buses
- 44 needs more service after 7pm and weekends
- SkyTrain to UBC
- 480
- Bring back the 480
- Bring back the North Van to UBC Express
- Broadway bike lane
- 41st Avenue corridor
- bike lanes
- add mixed development
- destroy Kerrisdale NIMBYs
- Please! double decker 25 Bus please!
- more SkyTrain or subway or whatever (I like to go
zoom on the tracks!)

- make the 49 every minute
- more express buses
- double decker R4 bus during peak hours
- More storage space on buses for art portfolios
- improve bus control during traffic rush hour
- direct bus to UBC from Aldergrove
- More transit volume on East Broadway, Main S. and Commercial Drive
- more buses on weekends
- Trams with dedicated lanes on Commercial Drive, 41st Ave, 14 (etcetera)
- compass kiosk at UBC
- more buses to and from UBC to downtown
- Pay your drivers
- more 49 buses at night
- More 49 buses between 7am and 11am, most are full and pass stops.
- Direct service to and from UBC to North Vancouver
- bring the 480 bus back
- More frequent 49 buses during rush hours
- Faster number 16 bus and 480
- R4 bus from Denman to UBC
- more hours for 44
- Make announcement if buses need to stop to maintain their schedule
- More Express Line service past 7pm
- More bike lockers along major transportation stations please.
- Less time between buses
- UBC SkyTrain
- update timecards on the road
- bring back 480
- Bridgeport to UBC and/or Brighouse to UBC
- My transit route is two hours from White Rock to UBC so would love another route that is faster
- more consistent R4s from 2pm to 7pm.
- faster connection on wi fi
- 364,345 service until midnight would help commuters from Surrey a lot
- 364, 345 service until midnight would help Surrey commuters a lot (there were 2 notes with the same text)
- monthly passes should not end at the end of the month. They could should consider 30 or 31 days starting from the date of payment
- 49 from 3pm to 5pm.
- Marine Drive bikepath
- more 49 service generally
- More service between UBC and Dunbar.
- Bring back the 480
- Millennium line 4 carts
- More Fast Track buses
- SkyTrain to UBC (duh)
- bring back the 480

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: September 29, 2023

Location: Burnaby Neighbourhood House- North

Event: pop-up, community food bank

Time: 9:00 am - 12:00 pm

Staffing: Allie Gordon, Chris French, Geoffrey Chum

Total number of attendees: 41

Photo link: [Save photo here.](#)

NOTES: No photos. Engagement was outside on a sidewalk connecting with vulnerable community members as they pick up their weekly allotment from the Food Bank.

NOTES:

Contacts made with:

Responses:

What's Working Well...

To Be Improved...

Debrief:

For next session ...

Need additional ...

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 6, 2023

Location: Marpole Oakridge Family Place

Event: Family Event

Time: 9:00 am - 12:00 pm

Staffing: Iona Bonamis, Drew Ferrari

Total number of attendees: 24

NOTES:

Responses:

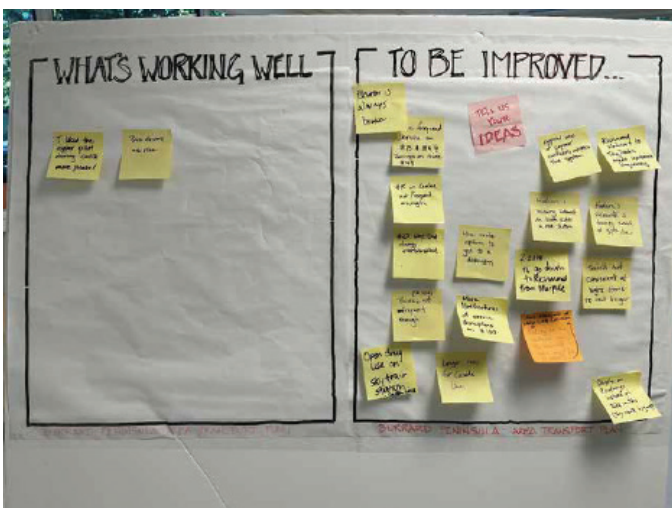
What's Working Well...

- Bus drivers are nice
- I liked the copper pilot during COVID- more please!!

To Be Improved...

- Open drug use on SkyTrain stations- esp Canada Line
- Elevator is always broken, can't use stroller
- More frequent service of #15 & #49, experience pass-ups on #49
- Expand use of copper surfaces across the system
- Richmond - connection Walmart to SkyTrain needs increased frequency
- Important connections between Richmond and Vancouver
- Hudson's sidewalk is bumpy south of 57th Ave

- Hudson is missing sidewalk on both sides in one section
- Transit not convenient at night- have to wait longer
- Not fair to charge 2-Zone to go down to Richmond from Marpole
- More route options to get to a destination
- #15 on Cambie not frequent enough
- #23 West End always crowded, sometimes can't get on
- More notifications of service disruptions on #100
- Buses (#100) not frequent enough
- Bicycles on roadways instead of (designated) bike routes - they create hazards
- Safety at station, on the bus and train must be a priority - more attendants at stations, esp. Columbia Street
- Longer trains for Canada Line



Debrief:

For next session ...

Need additional ...

Other comments... follow up with

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: October 6, 2023

Location: Burnaby Public Library (Tommy Douglas Branch)

Event: pop-up

Time: 11:00 am - 3:00 pm

Staffing: Iona Bonamis, Drew Ferrari

Total number of attendees: 31

NOTES:

Responses:

What's Working Well...

- Skytrain is clean and safe
- I love the New Westminster station design - shops blend into station
- Morning SkyTrain timing is great perfect time between trains
- On the community bus, the first row close to the aisle should have something to hold onto SkyTrain is always clean
- I like that the ticket can be used on Bus and train
- Bus #119 is OK
- SkyTrain is good, happy with the service
- Transit system here is good compared to US
- I like the free fares for under 12s
- Great system!
- Best transit
- Like the R4 service to UBC
- Customer service is 100% great
- Good service, great response

To Be Improved...

- Route #19 is sometimes not on time
- Need additional bike racks on buses
- Route #119 need more room for strollers during peak hours specially, weekday afternoons
- Sidewalk by Buckingham Elementary
- Need more room for strollers on buses

- #110 and #130 are overcrowded. Students at Moscrop have to wait three buses to get on especially after school.
- More protected bike lanes, especially on Kingsway
- Would like to see an express bus from Marine Gateway station to UBC to serve Richmond students
- Connecting from Burnaby to Richmond needs more buses
- More cycling infrastructure (especially outside City of Vancouver] safer, bike routes
- Reduced fares or incentive program to take transit
- Gondola to SFU
- Need service between Metrotown to Marine Drive station along 49th Ave., and 57th Ave.
- Free(fares] for all youth
- If they can have big stops only for #49 bus to reduce time
- Royal Oak needs to have more access at the bottom part near Marine SkyTrain to UBC!
- Would like to see the new expansion to UBC to reduce the travel time
- Provide drop off stops at SkyTrain stations
- Bus #130 needs more improvement
- Bus #133 schedule time is every 30 minutes, but every 15 minutes would help especially around midmorning
- Need speed regulations for bikeways, conflict of pedestrians and scooters/e bikes
- #106 has overcrowding, when it's too full, I can't get off the bus as a senior

- Improved clarity of onboard announcements in event of delay, (SkyTrain)
 - Route #25 needs express from Brentwood to Nanaimo or Nanaimo to UBC
 - Bathrooms!
 - Improved connections, eastward from Burnaby to Surrey and White Rock
 - More buses on the road, all routes
 - Ticket machine needs to upgrade with tap function, I don't always have my physical card
 - Wayfinding signage, especially at Canada Place to guide people to Waterfront Station
 - Seats could be more comfortable
 - People need to stay behind Yellow line
 - Metrotown to UBC, #49 is too slow
 - More frequent bus from Cambie to Metrotown
 - Extend skytrain to south of region
 - More accessible transit routes to access McGill library branch
 - SkyTrain needs to have clear announcements so people can understand
 - We need more frequent bus route #133
 - SkyTrain, and bus too, could be cleaner... I see a lot of spills, dirt, and other unsanitary things on the floor/seats, etc.
 - Your volunteers should be offered paid time instead of as volunteers
 - More continuous bike routes in Burnaby – lots of gaps
 - Community cleanups... There is so much garbage around stations all along the past, and especially at SkyTrain stations, organize regular community cleanups
- Debrief:**
- For next session ...
- Need additional ...
- Other comments...



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 11, 2023

Location: Century House, New Westminster

Event: pop-up

Time: 10:00 am - 1:00 pm

Staffing: Taryn Bruckshaw, Allie Gordo

Total number of attendees: 22

Engagement photos: photos

NOTES:

- Limited number of engagements, but most were very detailed and lasted several minutes.
- Unlike other events where people were writing their own comments on the sticky notes, we were writing all of them down for people (with their permission).
- A higher % of people took the 2-pager and said that they would go online to complete the survey

Responses:

What's Working Well...

- Fairly clean buses and trains
- #112 is good, always on time
- 953-3333 number is very convenient - AGREED
- Great frequency on lots of routes

To Be Improved...

- 8th & McBride, more (frequent) buses
- #418 doesn't go down Ewen (illegible) want more of that (either more #418 or change #410)
- #101 & #155 arrive at the same time- hey should alternate- they don't always come on time.
- #103- sometimes uses old versions (of shuttle bus) without a ramp. All should have a ramp.
- Easier access to manoeuvre wheelchairs on bus
- #101- have to walk 4 blocks now after the was changed to be more direct
- 7th Ave at 6th Street, #106 bus stop disappeared when they put in bike lane
- Fix sidewalk @New West station (mobility issues)
- Don't feel safe at New West Station
- More rapid response on line when busses are delayed for a considerable time

- Queensborough Bridge - are in New West is far too busy and there is too much density going in there
- want small Compass available at all stations
- Floating bus stops can be a hazard for people with vision impairments
- #410 driver change- it seems that they often drop a bus (doesn't show) in morning & afternoon (at 22nd Street Station)
- #123- more service, sometimes doesn't show up. Need a special bus for school kids
- #106 is very busy, lots of walkers, scooters, strollers
- If the ramp isn't down, it's quite steep getting into the bus- when tapping
- Want loop from Quayside → Downtown → Uptown (no changes)

Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 11, 2023

Location: Gordon Neighbourhood House, West End, Vancouver

Event: pop-up

Time: 11:30 am - 1:00 pm

Staffing: Andrew Picard, Drew Ferrari

Total number of attendees: 14

LINK TO PHOTOS: <https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%2012%20Gordon%20Neighbourhood%20House?c sf=1&web=1&e=iGY69N>

NOTES:

- - Senior's luncheon program participants

Responses:

What's Working Well...

- I think that the bus drivers should be commended for their patience and competence
- #5 frequency is good- local service

To Be Improved...

- Go back to allowing NO liquids on buses (they spill and it's a slip hazard)
- Curb cuts in CoV are not consistent in design, some with paint, others without, different gradients- hard to navigate
- Community shuttle with ramps are very slippery, mobility devices can slide off wet ramp. Prefer the older lift-style shuttles where the driver would tether the occupant in
- More security going through Main & Hastings area (on the bus)
- The visually-impaired can't hear approaching bikes or electric vehicles, this is a real danger.
- The level of the SkyTrain platform and the train can vary making it impossible to load a wheelchair sometimes, especially a problem at Burrard Station

- Street safety, navigating mobility devices around people passed out on the sidewalk. Also the human waste on the sidewalks and streets poses an environmental problem as it washes into the drainage system into our waters
- SkyTrain Stations- elevator timing of doors closing should be longer to allow wheelchairs time to back in and load
- Prioritize pedestrian use of streets by using traffic-calming measures on the road network like in the West End- use this design more widely across other areas of the region.
- The design of the swing arm on diesel buses in the fleet means there is an obstruction where wheelchairs/scooters are supposed to go.
- Should be able to use Compass card on HandyDart across the system.
- Burrard Station, improved elevator speeds
- Accessibility- ensuring passengers are aware that seats at the front are for accessibility needs, bus drivers should note that these seats and front area should remain available for those with mobility needs.
- Arrow on the bus on the Compass tap machine pointing to the tap card area to make boarding more efficient

- Ensuring the aisle is clear and safe to pass (ex. Spilling drinks)- could there be cleaning supplies on board? How can bus driver help?
- Re-install the red 'X' at the front of the bus to allow more room at the front of the bus
- Bute & Davie stop- taxis & delivery drivers stopping in stop, so bus stops and back door is in front of bus door so can't board from rear.
- Improving cleanliness on buses within the West End and Downtown
- More space for walkers, strollers and other mobility devices on buses in the West End, given high ridership with these devices. Have bus drivers ensure passengers who are able to free up space at the front of the bus.
- Increase frequency of Stanley Park shuttle bus (access to Aquarium)
- Barclay & Denman bus stop removal (due to on-street patio?) - the community was not consulted - distance to other stops is too far.
- “Micromobility” reconsider different word to be more accurate... “Macro” could mean a lot of transportation vs “micro” only a small amount?
- Consider making the gates for accessible fare gates open longer for customers to pass through
- Bus bulbs on Robson - consider a brighter colour edge so people can clearly see the curb edge - currently blends together (grey on grey)
- Make public engagement materials such as the Burrard Peninsula Area Transport Plan more concise and easier-to-read (eg more accessible language)

Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 14, 2023

Location: Sustainable Waves event by Project Kelp

Event: conference pop-up

Time: 1:30 am - 4:00 pm

Staffing: Drew Ferrari

Total number of attendees: 36

LINK TO PHOTOS: <https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%2014%20Sustainable%20Waves%20conference%200UBC?csf=1&web=1&e=bNkkGY>

NOTES:

Contacts made with: Vancouver School Board and Councillor Musqueam Indian Band

Responses:

What's Working Well...

- Wonderful bus drivers!
- All are well!!!
- Nice driver
- Great SkyTrain frequency
- separated bike lanes
- the trains with WiFi
- WiFi on the system
- giving right of way to buses in traffic
- all the staff I've met from TransLink are excellent

To Be Improved...

- bringing back the #480 bus
- temperature sensors on the bus to let the driver know that the cabin is too hot/too cold for passengers
- public washrooms in stations
- find a way to reward bike riders with transit credit (app?) or discounted bike storage?
- Open cars on SkyTrain/Canada Line for bikes
- Wesbrook Village to UBC in the morning has overcrowding and pass-ups
- Rapid transit system to UBC area that is ice-proof and does not fill up quickly!
- Routes west of Alma get stalled when it snows (can't get up the hills)

- Long waiting times for buses in Surrey (especially South Surrey)
- Greater service for the #44 southbound to UBC after 6:00 pm departing Granville downtown (trying to get home to Kits from SFU)
- #9 service on Broadway early morning from Kits area serving VGH for early morning workers
- I want to be able to transfer balance on a lost Compass card to a new card online (self-serve)
- Richmond- lack of service to JN Brunette High School (on Railway Ave) for students to access from the west

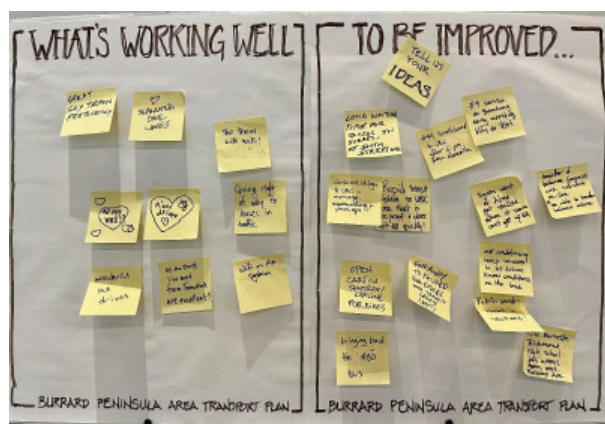
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 14, 2023

Location: Frog Hollow Neighbourhood House, Pumpkin Patch, Vancouver

Event: pop-up, outdoors

Time: 10:00 am - 3:00 pm

Staffing: Beverly Walker, Iona Bonamis

Total number of attendees: 162

LINK TO PHOTOS: <https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%2014%20Frog%20Hollow?csf=1&web=1&e=yPtgD B>

NOTES: 21st Pumpkin Patch in the City, community event

Contacts made with:

- Seniors
- Families
- Low income community members

Responses:

What's Working Well...

- Bus helps you go wherever you want
- Bus TransLink efficient, helpful
- 9, 99, good frequency
- B-Line and R5 lines are great
- Drivers are the best
- Transportation that reduces pollution (lower the use of cars)
- Timely
- Drivers are polite
- \$\$ Rapid Bus Great
- Drivers are GREAT
- 16 is Convenient and easy to use
- SkyTrain frequency
- R4 Drivers are so kind to my son <3 ty
- Bike routes west of Commercial are Awesome
- 16 is a reliable commuter
- Bus drivers are friendly (happy face emoji) thank you!
- More R4s and more R4s during evening

To Be Improved...

- Bus systems outside the city. No way to get around rural areas.
- Number 16 Bus not frequent enough
- Halloween themed buses
- more crosswalks on Renfrew Street.
- Improving safety on bike routes. For example, clearing leaves and snow. clear signage. 10th Avenue is a major bike route
- free transportation for all students.
- Number 20 bus is too slow.
- Please allow pets on leash. It's allowed in Toronto.
- More lighting and marked crosswalks.
- Better markings at 22nd Avenue and Slocan street
- Richmond number nine area is not well serviced.
- 9 from Renfrew to commercial is not frequent enough.
- Number 16 bus is really slow and not reliable and not frequent enough.
- New bus shelters, for example at 29th Avenue SkyTrain don't provide protection from the wind and the rain.
- There are buses for seniors please have bus designed for families with strollers.

- Safety and security is a concern - who can prevent an attack on public transit?
- Number 16 needs to be more frequent mid day.
- Larger e bike parking in bike parkades
- Allow pets on leash on transit
- real time updates on bus arrivals in an app
- less wait times.
- Real time bus time updates on Renfrew bus stops
- Faster buses
- number 49 is overcrowded.
- Adanac Road east of Nanaimo street has too many cars
- R4 four by John Oliver is problematic with high school students pushing on to the buses.
- I often wait 5 to 10 buses on rainy days and during rush hour, or I have to walk
- more stroller priority on rainy days; front should always be empty for strollers.
- You need an app
- number 16 is not reliable and not on time often.
- Longer SkyTrains
- a better area for bikes, It's too awkward to load on the front.
- Don't litter, so protect the earth
- when strollers are coming inside the bus drivers should announce to give priority to strollers or senior citizens.
- I want to use my phone to pay not a physical card.
- North and South corridors need improvement Main Street, Rupert Street, Renfrew Street.
- Buses are often dirty with liter and drink containers.
- More electric buses, fewer gas buses
- shorter route for the number 16 So it is more reliable.
- Number 16 scheduled doesn't match with the actual arrival time so I miss the bus.
- Make priority rules obvious and clear on the bus when a bus is full: Seniors, strollers, pregnancy etc.
- longer hours more frequent buses at night.
- I have to pay for two zone fares to go one stop. Rupert/Renfrew Street to Gilmore Street is two zones. This is unfair.
- Stretchy sky trains
- an app that provides live tracking of the bus
- bus bunching
- more long extended buses
- a sound study for the Rupert Renfrew SkyTrain stretch, it sounds quite noisy at night from the trains
- make transit more cost competitive. It's so convenient to drive my car and it costs the same as driving

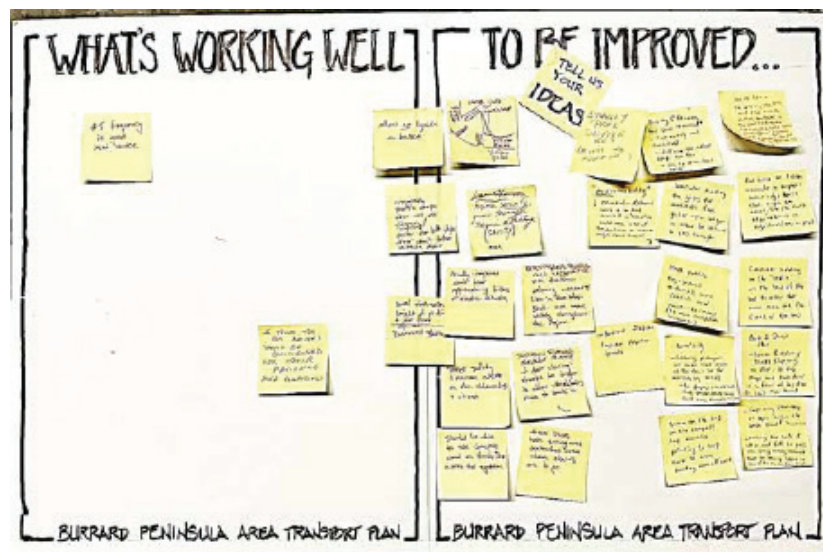
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board: place holder below



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 16, 2023

Location: Vancouver Public Library, Kitsilano Branch, Vancouver

Event: pop-up

Time: 10:00 am - 1:00 pm

Staffing: Andrew Picard, Drew Ferrari

Total number of attendees: 24

LINK TO PHOTOS: <https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%2016%20Kitsilano%20Public%20Library?csf=1&web=1&e=HORfOz>

NOTES: t

Contacts made with:

Responses:

What's Working Well...

- Like Compass tags more than wristband or card
- Buses on 4th Ave- good amount & frequency
- HandyDART- appreciate how it increases my mobility around the region
- B-Line & #84 to UBC
- Drivers (bus) are very polite and patient

To Be Improved...

- Oak St @ King Edward - better snow clearing to make boarding and alighting more accessible
- Encourage bus drivers to brake less hard - too sudden and increases chances of passengers to lose balance
- Campaign for road drivers to remind them that it is the law to give right-of-way to buses
- Municipal sidewalks (broken & crumbling)
- Snow/ice clearing at stops
- Distance between stops is too far in some cases for seniors or disabled
- Build LRT to UBC from Arbutus
- Reactivate the Arbutus corridor as a transit corridor
- Connect Arbutus corridor with Stanley Park via

Chinatown, Science World, Olympic Village, Granville Island, Sena'kw, Space Centre, Vanier Park (around False Creek) great tourist attraction

- Public washrooms on the system
- #2 Cornwall to Downtown, especially in summer morning rush- bus bunching experienced.
- Kitsilano to Kerrisdale (north/south connections) difficult to make transit connections
- Provide racks for binners to leave their stuff on the outside of the bus
- #002 & #007 & #016 buses all need greater frequency (bus bunching happening) especially during peak periods
- Increase frequency on the West Coast Express beyond current service hours
- Add washrooms at SkyTrain stations, especially for customers with children and seniors
- TransLink website is too complex to find a simple route map- need a more direct link to access route maps
- #007 bus- Point Grey to Kerrisdale - improve bus frequency between both areas (travel times are sometimes an hour), also need expanded service hours to 7:30-8:00 pm
- Cleanliness on buses in general could be improved
- #006 Davie bus- consider consolidating bus stops (too close together) in order to make the bus trip quicker

- encourage the etiquette (bus drivers in particular) for passengers to free up space at front of the bus if you can
- #005 experiencing overcrowding during peak periods, including delays
- Conflicts are increasing between pedestrians and e-scooters on sidewalks
- Support for UBCx as current connections east are cumbersome
- Increase the frequency on the #002 MacDonald bus-had to wait up to 45 minutes
- #016 bus (Dunbar/MacDonald) need more frequency on this route to continue to E 41st Ave
- Increase the SkyTrain network, extend to UBC (also 1 upvote)
- Consider a weekly transit pass (could be beneficial for people visiting from out of town)

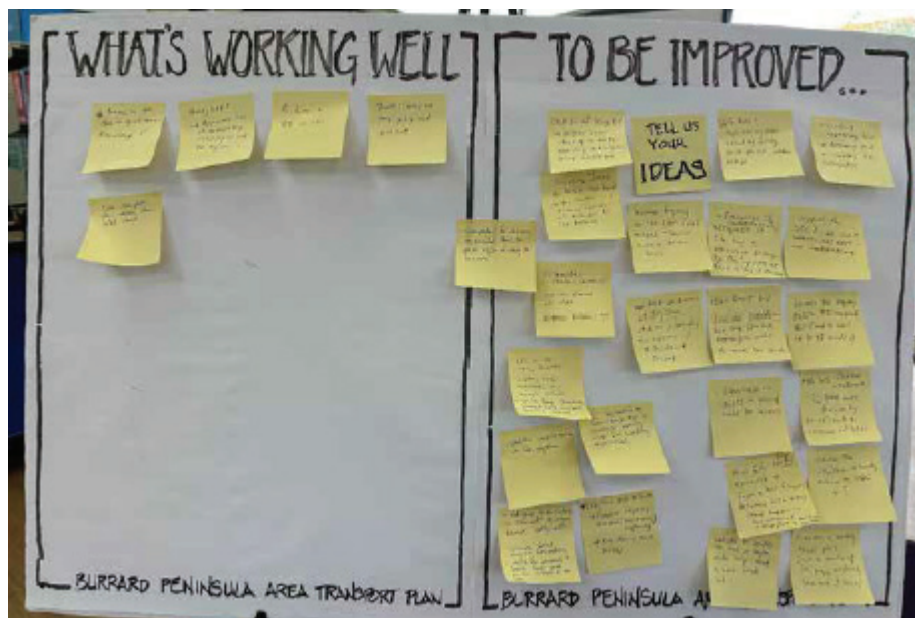
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board: place holder below



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 17, 2023

Location: South Vancouver Community Forum

Event: presentation

Time: 5:00 am - 8:00 pm

Staffing: Beverly Walker, Iona Bonamis

Total number of engagements: 32

LINK TO PHOTOS: Oct 17 South Vancouver Community Forum

NOTES:

Contacts made with:

- South Vancouver residents
- South Vancouver Neighbourhood House program participants
- Food security program providers
- Vancouver Board of Parks and Recreation Planners

Responses:

What's Working Well...

- WiFi is great on buses
- Express Bus Lines
- SkyTrain is more comfortable and not stuck in traffic
- Vancouver routes are great
- Lots of buses, save gas (no need to drive)

To Be Improved...

- #26 Bus not reliable
- 49 Ave Bus often full
- 49th often full
- People often get trapped between the SkyTrain doors and the doors are closed before half of the ppl lining up enter the train
- More frequent bus service
- New bus routes
- Rapid transit in South Vancouver
- 24/7 SkyTrain
- 003 bus has to be more frequent
- Service frequency needs to be higher for #26 bus
- R5 line
- More transit priority

- Hard to find information, connect with decision makers about future plans
- River District needs more public transit
- Be considerate w/ families with strollers
- Cost of Transit is too high for the tax payers
- (1/3) #26 bus from 29th Ave Station runs only every 30 minutes, during afternoon and evening
- (2/3) There are many schools, Community Centres, Champlain Mall, homes on this route
- (3/3) It's a safety issue and also frustrating Thx.

Debrief:

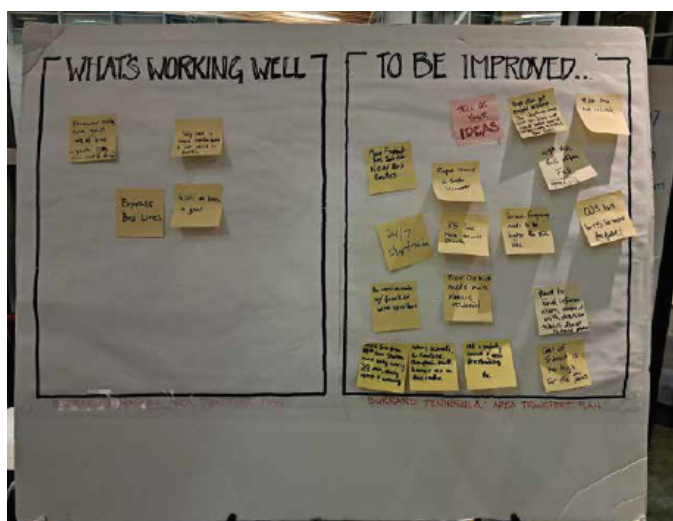
For next session ...

Need additional ...

Other comments...

Photo of comment board:

- I love 49 But sometimes it's busy.



- More service on 40 for a faster way from UBC to SkyTrain
- clear lines for R4 boarding
- more number 9 bus to UBC
- please let the passengers know if you're going to stop for a few minutes
- Bring back the 480
- SkyTrain from Burnaby straight to UBC ,I have to transit 1 hour 30 minutes
- more routes x 2
- expand to the suburbs
- 49 needs more buses because it's always full in the morning.
- SkyTrain to UBC
- more R4 less weight.
- Better Wi Fi
- bring back the 480
- more R4 buses please the lineup is sometimes so long
- traffic lanes for R4 rapid bus
- better connection for Tofik who were more funding for extending the network to UBC
- we need a bus to Richmond,
- free Wi Fi on all buses.
- More frequent buses around rush hours please.
- Canada Line at night
- 24 hour SkyTrain service
- feel unsafe walking along many small streets with no lights.
- More bus service especially because it gets harder to wait in winter on rainy days.
- More Wi Fi
- TransLink please have the buses come on time and not be delayed for 30 plus minutes.
- Please bring back the 480
- we miss the 480
- R4 rapid bus is always very crowded.
- 44 too crowded, if not express bus.
- Please make the 44 run past 6pm
- More sky trains, Canada line
- 480 Please.
- Bigger and more 23 buses
- I get bus sick
- 49 should have more late night shifts
- better trip planning
- option to add minimum maximum transfer times
- need more buses on peak hours
- R4
- Bring back the 480
- more of the 80s please and bring back the 480
- more bike racks on buses to incentivize bike riders
- R4 for morning rush
- more TransLink keychains
- bus line 480.
- More accessibility service to people.
- Bus 255 is always late, I think it should come more often (Capilano student)

Burrard Peninsula Area Transport Plan

Transportation and Mobility Stakeholders

online feedback session _ October 18, 2023

MURAL link: Burrard Peninsula ATP - Transportation and Mobility Stakeholders Meeting • TransLink (mural.co).

ITEM	WHO	TIME	DURATION
Welcome	Drew	2:02 pm	1 min
Land Acknowledgement	Drew	2:03	30 sec
Intros (roundtable- who's in the room)	Drew- all	2:04	Up to 5 minutes
Presentation Overview of the Burrard Peninsula Area Transport Plan process and public survey	Iona	2:10	12 minutes
Mural board exercise #1: Key current challenges related to transit, walking/rolling, cycling/scooting, and goods movement	all	2:12	20 minutes
Regroup & introduce second exercise	Iona	2:32	1 minute
Mural board exercise #2: Location-specific issues / opportunities	all	2:33	20 minutes
Questions & Discussion	All	2:53	15 minutes
Next Steps	Iona	3:07	2 minutes
Thank you & Closing	Drew	3:09	1minute

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 18, 2023
Location: Transportation and Mobility Stakeholders
Event: online presentation & feedback using Mural
Time: 2:00 pm - 3:30 pm
Staffing: Denis Agar, Iona Bonamis, rew Ferrari, Andrew Picard
Total number of persons engaged: 12

LINK TO PHOTOS: photos

LINK TO AGENDA: BPATP- Engagement Agenda 10 18 2023 Transpo + Mobilty Stakeholders.docx

MURAL Board link:

<https://app.mural.co/t/translink4745/m/translink4745/1697574657938/4569fd9b816fcc7315c9fd5ac35d29a69d538e1?sender=u943b2969e5fb00b20d0e8953> NOTES: t

AGENDA

- Welcome and Intros
- Land Acknowledgement
- Overview of the Burrard Peninsula Area Transport Plan process and public survey
- Mural board exercise #1: Key current challenges related to transit, walking/rolling, cycling/scooting, and goods movement
- Mural board exercise #2: Location-specific issues / opportunities

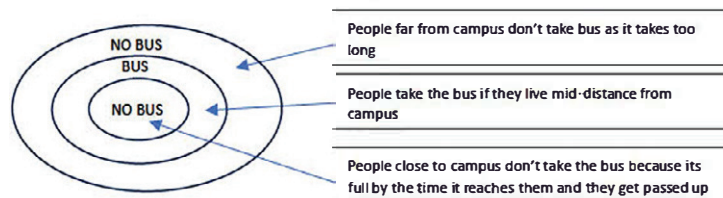
Organizations attending:

- Director of Parking & Sustainable Mobility, SFU
- General Manager, MOBI Bike Share
- MODO
- MOTI:EX, Passenger Transport Safety Board
- SFU
- Embark Sustainability
- Mobility Foresight
- ICBC
- VO Car Share (BCAA)
- Port of Vancouver
- ??? some missing

Comments:

SFU

- service levels are not back to pre-pandemic levels
- Their own transportation survey tells them that there are many pass-ups for those trying to get to campus, at least for their downtown and Burnaby campuses



- The issue is a focus on mode rather than mode case
- Night-time service is an issue
- Consider supporting multi-modal trips as a means to reduce emissions

UDI

- Where is the gondola project at? response- it is part of TL 10-year priorities and there is separate engagement coming up on that
- Note that the night-time economy – there is a lack of service to employees and visitors to serve late night/early morning transit
- Provide additional entrances for stations like other metro areas, ease of access, eases congestion
- While we are pretty good at supporting pedestrian activity downtown we haven't been as good at supporting cycling infrastructure, TOD areas seem to better at doing this, would like to see similar approach in BOD
- Reluctance of some councils to support BRT & RapidBus
- Question- are you looking at SkyTrain (esp. to UBC & North Shore)? Response- yes, these are being studied separately from BP ATP
- What is the future of additional Canada Line stations- Capstan and others have been density-reliant which is a questions of land use
- Does the planning in BPATP consider the changing housing targets, CoV's identification of 'villages', and future developments like Sena'kw and Jericho Lands? Response – we are taking into consideration future growth based on up expected developments being completed within the next 10-15 years

EVO

- Lack of mobility hubs near transit
- TL charges more than market rate for EVO and other mobility providers to be accommodated in stations. Be sure to allow for their presence as new stations are designed.
- North-south accessibility, especially for cyclists sucks across this part of the region, though it is better east-west.
- Do not like complete streets, simply because they bring together many uses which are incompatible, for example, bus/bike lanes- these are two incompatible modes

MODO

- Concern for seniors visibility and allowing them to feel safe being out and having greater independence

Foresight

- Having pedestrian crossings raised would increase safety, can use the guide prepared by Transportation Association of Canada
- Would like to see a people-centred vision for Kingsway as it is a corridor which connects 3 municipalities in the sub-region
- Encouraged TL to ensure Major Bikeway Network upgrades are not hindered by BSR upgrades (ie. Both networks need to advance together)

Port Metro Vancouver

- In terms of regional goods movement there are issues of scale, challenges of having no zero-emission urban freight hub, shortage of industrial lands, at-grade rail crossings

What are Current Key Challenges to Using Transit?

- Buses moving at the same speed as cars during commuting periods (lack of dedicated bus lanes)
- Lack of mobility hubs at transit stations enabling intermodal transportation
- Real-time transit information
- I realize it's a sensitive topic, but security on transit may be an issue for some people. Very anecdotal, but I was on the Skytrain yesterday when one of the passengers started up a crack pipe, and was more or less passed out in his seat several minutes later. Not the first time I've been on transit when fellow passengers have caused some concerns.
- Need for Rapid Transit to the North Shore
- Buses are at capacity - how to fund more?
- Reliability of night schedule
- frequency of service in evening hours
- skytrains are at capacity during peak hours

What Are Current Key Challenges to Walking?

- You need more entrances for transit stations
- Raised pedestrian crossings
- Missing sidewalk on McLean St
- Need wider sidewalks
- visibility of pedestrians at night / inclement weather

What Are Current Key Challenges to Cycling/Scooting?

- What is the status of the ability to use scooters across the Burrard Peninsula
- speeding cars on side streets
- There is a lack of protected bike infrastructure in the region.
- cars take bike routes to avoid heavy traffic on main routes
- Waterfront skytrain to East Vancouver that is further North than Dunsmuir - there is no safe connection

- Lack of Protected Bike Lanes from LGB to Downtown
- McLean Rd is a slow street yet laden with trucks and cars - make this a one way street
- Need more bike racks on buses going up elevated routes (ex. Burnaby Mountain)
- Ease of access to bike repair and maintenance supports

What Are Current Key Challenges to Goods Movement?

- Lack of a zero emission urban freight logistics hub
- Lack of sufficient intermodal/logistics facilities in the region that creates inefficient goods movement travel patterns
- At grade, road/rail crossings creates conflicts between freight/passenger rail and road users
- Congestion on regional network impacts travel time reliability for trucks

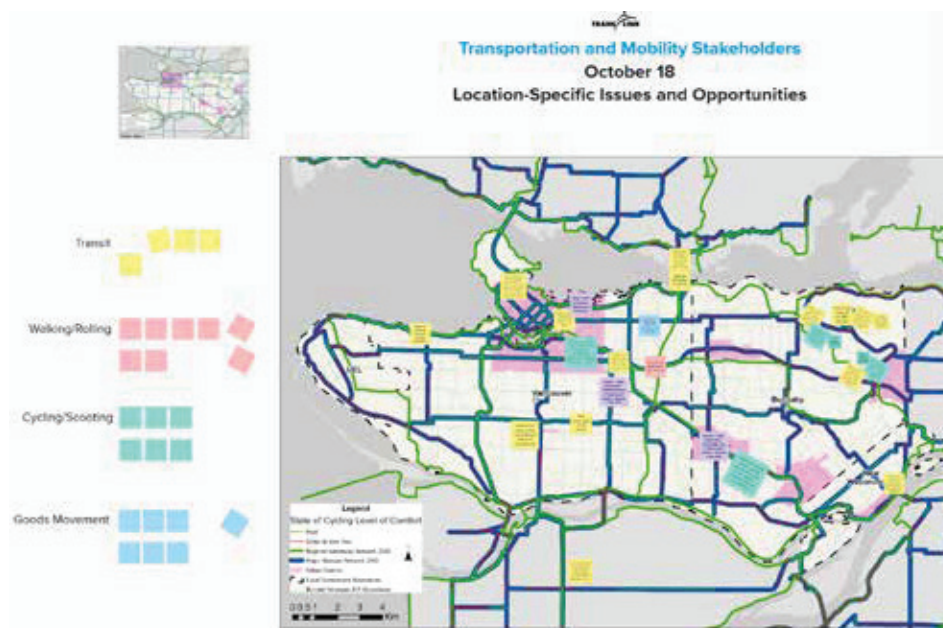
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of MURAL board:



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 19, 2023

Location: Vancouver Transit Centre - operators

Event: in-person pop-up

Time: 1:00 pm - 3:00 pm

Staffing: Drew Ferrari, Iona Bonamis, Adam Lougheed

Total number of engagements: 56

LINK TO PHOTOS: photos

NOTES:

Questions:

Q1: How important would each of the following be to improving the general customer experience on the transit network?

Please rate from “Not at all important” to “Very important” n=14

Type of Service Improvement	Not at all important	Not important	Neither	Important	Very important
Increased frequency				5	9
Extended span of service			2	8	5
Additional amenities	2		6	2	4
Stronger focus on safety		1	1	3	9
Additional transit priority			1	3	10
Other (please describe in as much detail as possible)	Priority signals/lanes Security presence Passenger & operator safety This job has become very dangerous; lack of security and lack of effort from employer to manage safety The buses are overloaded (safety issue)				

Q2: What route(s) could be improved that would significantly enhance customer experience and what would that improvement be? Please provide as much detail as possible.

Route	Type of Service Improvement	Additional Comments
17	Increase running time	
25	Increase running time, more layover	
84	Increase running time	
16	Modify route	Route is too long and duplicates other routes provided
25	Running time	25 needs better running time
17	Running time	17 has construction and traffic, not enough time
8	washrooms	No crew-only washrooms
10	unreliable	10 doesn't have any reliable enough service
25, 33	Additional service	UBC needs more service
		Every route is affected with cutting time. "Customers" feel like they can do anything they want, non-realistic expectations
25	Timing of service	Increase service to levels that allow customers to be boarded. Pass-ups are frequent
10	Time of service	increase service as operators use this route frequently. Parking around the Granville mall creates dangerous pedestrian issues. Customers are forced to put themselves in harm's way when delivery trucks are parked in bus zones and 'no-parking' areas. This is also dangerous when emergency vehicles are present.
430		At least up to 12 am
25		Frequency after 7:30 pm
25	More morning peak service	Full bus King Edward Station to UBC, passing lots of people
25	capacity	Use 60' bus at peak times
3, 8, 10, 16, 14	security	Would be nice to have additional security to reduce incidents, and the amount of sleepers that need to be dealt with at the terminus
211, 215	schedule	Block in 15 minutes, 211 + 215 leave at same time, alternate for improved customer flow
7	Better dwell time times	Esp. mid-route to allow customer transfers
nights		More meet space for bus transfers points – opportunity to transfer between routes sheltered from the elements
25	Add more run time	Bring back pre-COVID schedule
84	Can't fly, no breaks	

7, 8, 14, 19	No time	Improve service
49		Express bus needed
25		Express bus needed
3, 8, 10		15-minute service is unacceptable

Q3: What additional feedback or suggestions relating to the transit network within the Burrard Peninsula would you like to share? Please provide as much detail as possible.

Add bus on Burrard Bridge
Remove bike lane
Transfer points longer bus wait to allow older mobility passengers opportunity to transfer through
Larger, easier-to-read route maps
Better (simpler) interface apps- schedule and route information. Such as "How do I get to... from..."
Super Express Routes to loops in different regions. 2 stops in Vancouver, 3 stops in Burnaby, 2 stops in Coquitlam- with these stops served by other routes
Increase use of West Coast Express- day trips and weekend trips- local tourism booster
Clean up the Downtown Eastside- customers are scared to go through Main & Hastings, let alone transfer to another bus there because of the general situation in the area. Maybe not quite the department/responsibility of transit, but...
Need additional or move last bus up to 12 am in Burnaby-Richmond area
#25 increase frequency after 7:30 pm
During rush hours, no parking signs are not being enforced enough. Slows service and creates safety issues
Enforce parking signs on the Granville Mall. Dangers are present daily as delivery trucks continuously park in bus stops, on the sidewalks and block pedestrian access to safely board transit
Increase service levels back to pre-pandemic levels
Overcrowding issues results in major safety issues
More running time. More recovery time. LESS POLITICS!
Why is there fares if they "Don't Matter"?
Emergency response is unacceptable and dangerous
More security and safety needs on transit service
Needs better and more frequent so could decrease congestion everywhere
The running time should be increased for: 1.) safety 2.) better customer service 3.) driving conditions 4.) operator better health (anxiety/BP variation etc.)

Contacts made with:

Responses:

What's Working Well...

-

To Be Improved...

Multiple routes meeting at an exchange at the same time would allow more time for customer transfers
(and improve customer experience)

Debrief:

For next session ...

Need additional ...

Other comments...

Photo:



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 23, 2023

Location: Hamilton Transit Centre - operators

Event: in-person pop-up

Time: 1:00 pm - 3:00 pm

Staffing: Iona Bonamis, Adam Loughheed, Drew Ferrari

Total number of engagements: 70

Surveys Collected on-site: 15

Survey Collected post-event: 0

LINK TO PHOTOS: [photos](#)

NOTES:

Questions:

Q1: How important would each of the following be to improving the general customer experience on the transit network?

Please rate from “Not at all important” to “Very important” n=15

Type of Service Improvement	Not at all important	Not important	Neither	Important	Very important
Increased frequency		1		5	8
Extended span of service		3	1	2	8
Additional amenities	1	4		5	3
Stronger focus on safety		1	1	2	8
Additional transit priority		1	3	4	5
Other (please describe in as much detail as possible)	<ul style="list-style-type: none"> - Bus specific to route dynamics - Not in service time starts at the lights of the Metrotown loop, instead to be in the loop - More time on 144/110- breaks/recovery time is not enough to loop around in Metrotown - Add more running time - A crackdown on rules: no drinking, paying fares, no harassment 				

Q2: What route(s) could be improved that would significantly enhance customer experience and what would that improvement be? Please provide as much detail as possible.

Route	Type of Service Improvement	Additional Comments
#106	Increase frequency	Peak rush hour times need more frequency
#40	Express service	Express service on 49 th Ave
#24	Bus size	Artic (60') buses
#322	Increase in service	Due to population increase & road construction
#25	Increase in service	And running time for operator
#100	Make an express	6 to 8 stops only 22 nd to Main Street- people want to get to the other SkyTrain line only
#131/132	Longer breaks	There's a 10-minute break I think, but I am lucky if I get 5, it also needs more time to get there from the depot
#23		Can we get a dedicated signal turning from Abbott to Expo? We lose so much time there during events and the pedestrian traffic is unsafe
#145	No CNG bus	Every time I drive a CNG bus on #1245 I drop at least 10 minutes on the trip up Burnaby Mountain. No issue when driving a diesel.
All routes w/ Edmonds Station	Dedicated right-turn lane	SB Griffiths Drive at 18 th Ave needs one dedicated right turn lane, there still will be two straight-through lanes and one dedicated left.
#410	More buses	All the trips during the day are full with less running time.
R6/#319	More buses	
#119	More buses	
#144	More buses	
#110	More buses	
R4	More service	More service on weekend
#319	More service	More service during rush hour
#410	More service	Specifically on weekend
#106	More service	Ore running time because of wheelchairs
#410	More service	
#410		Additional bus & running time

Q3: What additional feedback or suggestions relating to the transit network within the Burrard Peninsula would you like to share? Please provide as much detail as possible.

- #410- there is no service Fraser WWD after 9 am. Please put at least one bus every hour, lots of people have to walk long way- thanks.
- On weekend mornings there is no connection to 119 from 22 nd Street Station. Lots of people have to wait there. Please put #100 run all the way to New West Station in the morning.
- Better enforcement of fare
- More advertisement on social media of transit rules e.g. no entering through rear doors
- Better traffic enforcement for people who use bus lanes and fail to yield for buses
- Better lighting at bus stops
- More snow clearing at bus stops for customers w/mobility aids
- We need more operators well-being to be thought when doing any changes to any routes
- So far transit working fine. It just needs replacement of bus breaks down. No back-up for that bus. The load of passengers gets heavy fast during rush hour. If possible have a bus roaming routes and if needed to be pulled away and do another route it can.
- Get shuttles in another depot or two more. XNE and XHT are very limiting, please add Vancouver
- I would like to know the ways to report dangerous overgrowth, certain routes need to be considered for more time or safer routing.
- Need more security checks for fares because when half of people don't pay, some passengers start complaining.
- Metrotown loop is seriously outdated and inefficient with serious safety risks. Too dark, easy access for pedestrians walking on roadway in front of bus + behind when reversing. Running across sidewalk without any concern for approaching bus.
- Better signage placed at bus loops with bay locations , particularly Joyce loop
- Signage enforcing a message of fare payment compliance, instill a sense of good citizen behaviour. <ul style="list-style-type: none"> o tap Compass card o paid fare fine \$\$ value

Contacts made with:

Assistant Depot Manager

Other Responses:

What's Working Well...

- Tourists appreciate our transit system
-

To Be Improved...

- #23 more support for folks who need support
- Morgan Heights- service to 22nd Station is needed

- Kingsway development service 7 days/week
- #410 Westminster Highway, have a #411 on highway weekdays to Landsdowne or Aberdeen malls.
- East-west runs through the region are difficult compared to north-south routes
- Etiquette campaign needed for transit users
- Have snow re-routes in place set in advance for customers and drivers
- 49th Avenue should have express service
- We need more transit lanes! Congestion is getting worse!
- Bring back the #480
- We need more bus lanes and enforcement
- Because people don't read put a sign in all shuttle bus stops the maximum passengers (not only on the bus)
- Need more transit lanes across the whole corridor!
- #106- we need Artics!
- Cut busy routes into shorter routes (eg 49th Ave)
- #144/#110 good example of why we need transit lanes the whole length.
- #119 - Kingsway at Edmonds, need signal coordination
- #106 - bike lanes are using ROW, buses are stuck in congestion
- R4 - not enough recovery
- Fare evading is getting worse
- #133 - need shelters, especially on lower frequency (routes)
- Bus lanes & bus stops need to be enforced
- #106 - should have fewer stops
- Remind passengers no smoking or vaping at stops or on board (some will take a last drag prior to boarding then exhale onboard or right at the operator)
- Need to better communicate routing changes at special events, includes transit priority for special events
- Running times aren't realistic, if anything goes wrong, the timing is hooped. Not enough recovery to make up for late runs
- Have separate arrival times, loading times & recovery & departure times

- RapidBus between 22nd Street & Marine Drive via Market Crossing.
- Have separate bike lines so bikes aren't in bus lanes
- Bathrooms at SkyTrain stations
- Poor service results in negative incidents for operators
- Continue bus stop balancing activities on routes
- #80 should have the same bay as #100 so people have more options
- Rn times are not realistic & not enough recovery time
- "Quit canceling runs!" impacts seniors and the mobility challenged

Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board:



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 23, 2023

Location: Burnaby Transit Centre - operators

Event: in-person pop-up

Time: 1:00 pm - 3:00 pm

Staffing: Iona Bonamis, Chris French, Becca Mayers

Total number of engagements: 73

Surveys Collected on-site: 13

Survey Collected post-event: 0

LINK TO PHOTOS: [photos](#)

NOTES:

- More run time needed in the schedules to reduce stress on operators and to allow time for a break
- More bus/HOV lanes and longer hours for the bus/HOV lanes
- Need for prompt removal of cars parked in bus/HOV lanes
- More transit police presence on buses, instead of just at the SkyTrain stations
- Have only one bus route between Phibbs Exchange and Downtown and make it frequent, so there are fewer bus routes getting stuck on Second Narrows when there are incidences on the bridge.

Questions:

Q1: How important would each of the following be to improving the general customer experience on the transit network?

Please rate from “Not at all important” to “Very important” n=13

Type of Service Improvement	Not at all important	Not important	Neither	Important	Very important
Increased frequency				8	5
Extended span of service		1	1	6	5
Additional amenities		1	3	7	2
Stronger focus on safety				4	7
Additional transit priority				6	7
Other (please describe in as much detail as possible)	<ul style="list-style-type: none"> - Bike shelters + bike lanes/greenways - Run time- gives customers the convo and driver the time to do it, more relaxed - Change for payment 				
	<ul style="list-style-type: none"> - Problem with homeless riders - More safety for operators and passengers - Transit security especially at more populated stations - More random fare/safety ride-alongs 				

Q2: What route(s) could be improved that would significantly enhance customer experience and what would that improvement be? Please provide as much detail as possible.

Route	Type of Service Improvement	Additional Comments
#240	HOV on Marine	Somehow prioritize buses on HOV stretch rather than right-turners
R5	HOV on Hastings (Capital Hill)	Mitigate street parking on this stretch, HOV for buses/bikes
#136	More/later	
#99		
R5		Enforcement of HOV lane and parking
#130		
#222		
#44	All-door boarding	
#28	Increase frequency	Too many passengers waiting at Phibbs Exchange
#211	Increase frequency	Need more buses running at peak hours
#210	Increase frequency	Need more buses running at peak hours
#58		Saturday run times don't factor in construction, only 5-minute layover, need more time
#44	Insufficient run time	Heard this from others- a nightmare, can't wait for customers because the runtime is not sufficient enough
R4 Hamilton run	Need more service	inconsistent
R5		Have plain-clothes security parked cars need to be removed earlier from Hastings
#130		More running time needed, extra 3 min.
N35		Plain-clothes security
#99	More buses	Full loads, even late at night, not just rush hours

#240	More buses	During daytime
#130	More buses	School days and school hours
#240	Express service	Create a new route "Ex" along Georgia only from Cambie to Stanley Park to accommodate passengers who just go between Cambie and Stanley Park
#246, #249	Break time	Need more recovery time to go to washroom
#212		Need washroom facility at (illegible) nearby
#99	frequency	Need more frequency during peak hours
#99	Layover time runtime	At UBC it takes about 2 min (approx 5 or 6 min recovery time (approx..)) to bay from layover and if we have 5 or 6 mins. recovery, it's not enough – and need more runtime at some peak afternoon times
	init	Need a "Hold on" announcement (illegible) at Tmac on screen
#130, #240	frequency	Increase frequency

Q3: What additional feedback or suggestions relating to the transit network within the Burrard Peninsula would you like to share? Please provide as much detail as possible.

R2's HOV lanes and prioritization have proved to make the service super reliable & convenient on this route. My wish is to expand these practices on to other routes throughout Burrard Peninsula
Increased bike lanes & bike shelters at transit hubs. Bike lanes should be protected from vehicular traffic to improve safety (at minimum have plastic bollard barriers)
Easier access to North Shore for buses (i.e. HOV lane for buses across Ironworker's) More advance signals for buses. All-door boarding expanded.
Upgrade driver's TMAC to map guides instead of wording
People having mental illness at downtown always an issue causing problems on the road
The message needs to be clear that you need to <u>respect</u> operators
Either make it free or enforce fares
False complaints- encouraging the wrong behaviour
Enforce HOV lane- A6- cars parked, by the time the complaint is made, they're gone
Run times lower because of HOV, but it's still not enough- need enough time for the operator- everything else will come
Shelters- change to plexiglass so that it doesn't smash as easily
HOV lane on Hastings- parked cars not removed until 4:00 pm
Change to #245 at Phibbs Exchange- being able to turn left is good
After pandemic lockdown there is need for more buses on the road. Heavy loads on most routes.
Problem with homeless using buses for shelter. Homeless pushing regular passengers away because discomfort and safety.
All-door boarding on busy routes or during busy hours
More HOV lane to move priority traffic faster
#28 should be express at peak hours
More service as per customer requirements at some hours

Contacts made with:

Other Responses:

What's Working Well...

- HOV lanes - middle is better than right lane for traffic

To Be Improved...

- Wifi on all the buses
- Using buses as a shelter & making it uncomfortable for others
- Plan for the reality of delay instead of the optimal time
- More service at off-peak, ex #28 starting earlier, drivers relay on that to get here
- Better reliability in snow/poor weather
- Snow tires 100% of North Vancouver buses and others - no snow socks
- More HOV lanes
- Post on the back of buses that take 2 lanes to “stay back, right-hand clearance”
- Can't change mid-street, not nimble enough to make changes on the fly, customers unhappy
- Announcement for “Last stop/End of line” needs a visual and audible announcement
- Put in a queue-jumper at Hastings and Cassiar for buses coming off the bridge
- Short-turns are creating a lack of service
- Advanced lights for buses- R% Granville
- Public awareness on how to operate the bus
- North Shore buses (210-228) - keep North Shore buses on the North Shore
- 99% of all problems on the bus are because of people who don't pay a fare
- 24-hour bus lanes
- Ridgeway bus stop- can't get close enough to the bus stop (North Van)
- #240 more useful than express, but too many stops
- No right-turn westbound Hastings on to Renfrew in am peak
- #125 cars always parked in bus lanes, lights are too long
- Have only one frequent bus service between Phibbs Exchange and Downtown, too much interlining right now.
- HOV lane on the bridges!
- #44 - bus lanes!

- RapidBus from the North Shore. #240 sucks! Too much damage to highway so no 60-foot.
- New bus loop at Brentwood
- I'm leaving at least 60 people behind on the #240 nearly every night. Same with the #255 and #130 to Cap U.
- HOV lanes shouldn't be used by EVs any more. There are too many of them now.
- Add in extra runtime.
- All 60-footers should be all-door boarding
- HOV lane prioritization. Centre lane – less violation
- Increased frequency and connection times
- More buses even off-peak. 30 mins is too much
- Fare evasion!
- Shelters for bus bays
- More routes/spread the load
- All-door boarding at all times
- Transit security, but should be all the time
- Burrard layover/exchange
- 3-5 minutes expectation is better than exact time.
- Run times need to change if there is construction on the route
- 15-20 minutes between two runs
- Planning for delays
- More education or promotion if bus routes to alleviate congestion

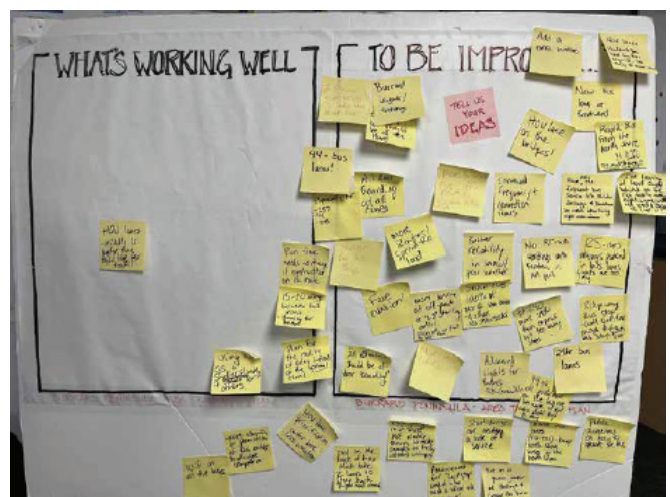
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board:



Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: October 25, 2023

Location: New West Accessibility Advisory Committee

Event: presentation, Hybrid meeting

Time: 5:30 pm - 6:00 pm

Staffing: Adam Lougheed, Drew Ferrari

Total number of engagements: 15

LINK TO PHOTOS: photos

LINK TO PRESENTATION: presentation

NOTES:

- Be aware that New West is a hilly area - NW, mobility challenges
- Washrooms on the system
- Regional greenways are enjoyable, worry about wayfinding
- Pedestrian safety, advertising the promotion of the engagement
- Is HandyDART part of the study?
- See T2050 with respect to safety. Follow-up completed Oct. 26, 2023
- 22nd Street development work-alignment with future development
- Affordability - what is our definition?
- Maintenance to maintain accessibility- ongoing repainting of yellow lines , escalators & elevators, maintenance of accessibility of the system
- Station visibility - reader screen visibility on articulated buses
- On board announcement
- Shelters- advertising contract, shelters missing outside medical facilities, schools, seniors facilities- need TransLink to set the system standard- seeking leadership
- Washrooms on the system are a necessity, 22nd Street needs important transfer point, identify areas of weakness just like this
- Washroom project (thesis on public washrooms) follow-up
- Snow impacts on persons with mobility issues, reliability of buses during snow events, have tires on the routes that need them (6th Street, Burnaby Mountain, etc.)
- Drivers stopping and starting- lurching – inattentive to needs of elderly and mobility-device users, wait until they are seated.
- Language - most everything is in English, refugees have language barriers (140 languages spoken in downtown New West)
- Consultation - print options, have staff to complete surveys on their behalf
- Walking rate is 3.25 ft/sec (1.0 m/sec) slower rates for elderly, disabled. How to manage crossing times if we can't determine who is responsible for the MRN? (Municipality, TransLink, MoTI)
- What comes first, high ridership (demand) vs. accessibility?

- Free wifi across the system
- Station naming - 22nd Street & 29th Avenue station can be confusing
- Washrooms needed on system - particularly in Waterfront Station

Contacts made with:

Responses:

What's Working Well...

To Be Improved....

Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board:

no board was done for this engagement

- I have concerns about living alone, traveling alone in the evening.
- UBC travel to and from campus is frustrating because it's so time consuming (1 hour average per trip).
- Some Mount Pleasant sidewalks are in poor repair, on the east side of the neighbourhood.
- Cars often pushing through light cycles, pressuring people who need more time in intersections (strollers, mobility devices), cars end up blocking the pedestrian crossing
- Too short light cycles: 10th and Hemlock, and Cambie and Broadway
- Cars trying to beat the yellow light, blocking the pedestrian crossing and/or blocking traffic: Broadway and Cambie
- Expand availability of bike share programs (like mobi) and other micro mobility options would be desirable
- I don't bike because I have observed three serious bike accidents. Safety concerns prevent me from giving it a try. More designated bike lanes and/or separation from traffic would be desirable.
- I don't know which bike lanes are safest. If you don't have first hand experience, how can I know which lanes are separate/protected?
- There aren't any continuous protected bike routes from east to west (a small portion on 10th ave.)
- Lack of storage limits choice about considering a cargo bike or a ebike.
- Real time arrival information should be available everywhere.
- Lack of bathroom access dictates route planning.
- Four full buses (bus bunching) in a row! UBC transportation needs should be more predictable.
- Financial barriers limit people's options (Women fleeing domestic violence), a truly affordable, barrier free system is required
- WTC is advocating for free transit for people aged 18 and younger.
-

Debrief:

For next session ...

Need additional ...

Other comments...

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 25, 2023

Location: Burnaby Neighbourhood House - South

Event: pop-up, community food bank

Time: 12:00 pm - 3:00 pm

Staffing: Iona Bonamis, Sayani Mandal, Stephen Hickson

Total number of engagements: 87

LINK TO PHOTOS: photos

NOTES:

Contacts made with:

- Burnaby residents
- Burnaby Neighbourhood House South program participants
- Food security program providers

Responses:

What's Working Well...

To Be Improved...

- Transit shelter for the bus stop in front of the Burnaby Community Hall
- More frequent service on the #106 route, especially mid-day

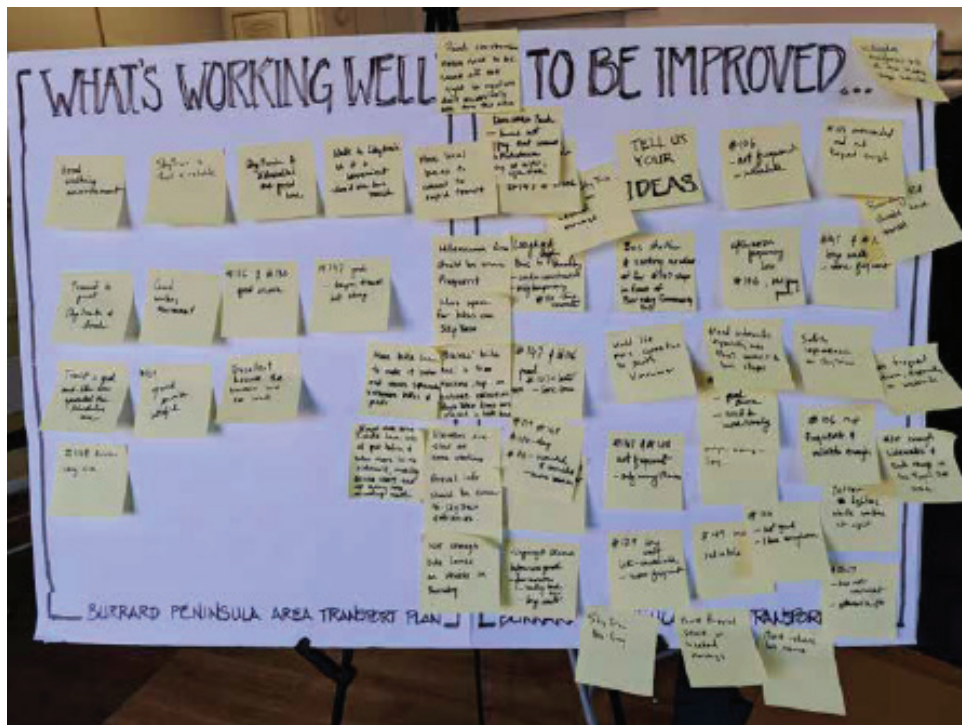
Debrief:

For next session at this location, it would be ideal to have someone who can speak Mandarin.

Need additional ...

Other comments...

Photo of comment board:



Burrard Peninsula ATP Engagement Outreach Event Summary

Date: October 27, 2023

Location: ACCESS (Aboriginal Community Career Employment Services Society)

at Vancouver Aboriginal Friendship Centre

Event: employment fair

Time: 10:00 am - 3:00 pm

Staffing: Beverly Walker, Drew Ferrari, Ruo Fan Wang

Total number of engagements: 41

PHOTO LINK: save photos here

<https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%202027%20Vancouver%20Aboriginal%20Friendship%20Centre?csf=1&web=1&e=qTW77Z>

NOTES:

Contacts made with:

Responses:

What's Working Well...

- My daughter lost her phone on the bus and we got it back.
- Transit Police are excellent.
- Lost my wallet on the bus called TransLink, Lost and Found I got it back.
- The 257 is nice
- HandyDART is excellent in North Burnaby

To Be Improved...

- 322 bus gets delayed in winter.
- Family, disabled friendly accessible buses for special events. Need room for strollers, walkers and wheelchairs
- Need service on 132 Metrotown past 12pm
- Arrange bus schedule equally: wait for 15 minutes, then two or three buses come at the same time.
- I don't take transit often because I'm concerned about safety and germs.
- Snow events really hamper the system.
- Rapid Transit connection to the North Shore.
- Start running the Expo Line at 4:30am on weekdays, more evening options

- Could TransLink support more respite options, nap pods, bathrooms, amenities, social space?
- Better safety at Langley center
- Improved transit connections to Fraser Valley
- Stop harassing riders for non payment
- Community education workshops
- More R5 service
- Faster transit to South Surrey.

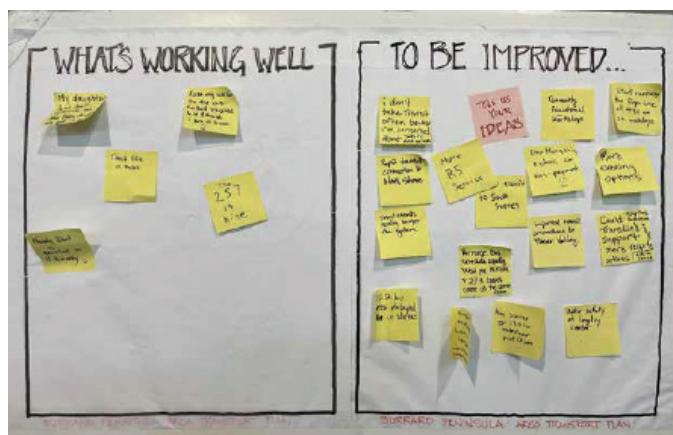
Debrief:

For next session ...

Need additional ...

Other comments...

Photo of comment board:



Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: November 3, 2023

Location: Southside Hub at Fraser Commons, 8118 Fraser Street Vancouver, BC V5X 0J8

Event: Family Drop In

Time: 9:30 am - 11:30 pm

Staffing: Beverly Walker, Iona Bonamis

Total number of engagements: 14

PHOTO LINK: save photos here

<https://scbcta.sharepoint.com/:f:/r/sites/Team-TransLinkPublicAffairs/Shared%20Documents/Community%20Engagement/Community%20Engagement%20Pictures/2023/Burrard%20Peninsula%20ATP/Oct%2027%20Vancouver%20Aboriginal%20Friendship%20Centre?csf=1&web=1&e=qTW77Z>

NOTES:

Contacts made with:

Responses:

What's Working Well...

- 8 is okay
- Number 80 is good I can get a seat during peak time

Debrief:

For next session ...

Need additional ...

Other comments...

To Be Improved...

- 49 is always filled with students, UBC and Langara
- On weekdays there are lots of pass ups.
- 8 is not reliable in the afternoon. Have to wait up to 40 minutes.
- 3 is to full by 12:30pm 1pm.
- 8 is hardly on time.
- 49 is always full. Many students at peak time!
- 49th Avenue should have the same bus support as 41st R4 and 41.
- There is no space for strollers.
- All bus stops should have weather protection.
- When winter weather happens, the city shuts down ice and snow are a big safety concern.
- Priority seating does not meet everyone's needs. Seniors, strollers, people whose lives include disabilities.
- Taking the bus is too expensive. I usually drive.
- Number 49 is always full, so I drive.

Burrard Peninsula ATP

Engagement Outreach Event Summary

Date: January 18, 2024

Location: online / Joe Wai Room (Ground Floor) at Vancouver City Hall

<https://vancouver.webex.com/vancouver/j.php?MTID=m42dcd3773deb5927fcde5081e6905acb>

Event: City of Vancouver, Persons with Disabilities Advisory Committee

Time: 5:30 pm - 7:30 pm

Staffing: Adam Lougheed, Drew Ferrari

Total number of engagements: 17

Contacts made with: City of the office clerk

Agenda: <https://vancouver.ca/files/cov/pdf/committees/pdad20240118ag.pdf>

Presentation link: <https://scbcta.sharepoint.com/:u:/r/sites/Project-BurrardPeninsulaATP/Shared%20Documents/2022%20Burrard%20Peninsula%20ATP/Phase%201%20-%20Issues%20and%20Opportunities/Public%20Engagement/PRESENTATIONS/CoV%20Persons%20with%20Disabilities%20Advisory%20Cmte/2024-01-18%20BP%20ATP%20-%20CoV%20Persons%20with%20Disab.lnk?csf=1&web=1&e=AnAoRr>

Attending:

Questions: Discussion Questions (from Slide Deck)

1. What are the key accessibility priorities that should be incorporated into the ATP?

(e.g., elevators at SkyTrain stations, curb cuts and the sidewalk network)

- part of a sub-committee on Transportation for persons w/ disabilities, keep dialogue going on, PSD move around in all manner (cars, transit, walking, rolling in mobility devices), as we age there will be more people
- Accessible washrooms for SkyTrain and nodes, elevators
- power wheelchair user, issues include elevators (disrepair is a barrier), signage is keyed to standees - raise it higher to see thru a crowd
- Disability manage card- need to be able to tap with phone w/ a disability card
- Crutches full time worker, has many ideas to share
- Washrooms needed across the system,
- Bathrooms also needed at key transit locations, public access locations, a basic amenity that is impactful for many including the marginalized and are represented across any communities
- HandyDART issue, difficult to book, seeking an app or online booking system need for – likely coming next year for 2025
- reiterate support for washroom issue

2. In addition to PDAC and TransLink's Users Advisory Committee, are there other accessibility organizations/communities that we should engage with? (e.g., municipally-led accessibility committees, organizations that work with people with disabilities such as CNIB, Disability Alliance BC, etc.)

- Cerebral Palsy Association of BC
- DABC, and groups for persons with cognitive disabilities, caregiver support networks

3. What methods of engagement are most accessible? (e.g. online survey, in-person meetings, etc.)

Action Items:

1. Request that the BP ATP project team provide their contact information (as well as the presentation) to the committee.
2. Request that the BP ATP return to PDAC again in 2024 and as well to the PDAC sub-committee focused on transportation concerns.

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: January 17, 2024

Location: online

Event: City of Vancouver, Transportation Advisory Committee

Time: 5:30 pm - 7:30 pm (our scheduled presentation time is 6:30-7:00pm)

Staffing: Adam Lougheed, Drew Ferrari

Total number of engagements: 18

Contacts made with: City of the office clerk

Agenda: <https://vancouver.ca/docs/council/trac%20agenda%20-%20January%2017,%202024.pdf>

Presentation link: 2024-01-17 BP ATP - CoV Transporta on Advisory Cmte.pptx

Recording:

<https://can01.safelinks.protect.on.outlook.com/?url=https%3A%2F%2Fvancouver.webex.com%2Fvancouver%2Fldr.php%3FRCID%3D1e2fcea0c9922e9a694f0fa850f413f8&data=05%7C02%7Cdrew.ferrari%40translink.ca%7C100e8825c60e4e54451a08dc17ddf1b1%7C4157b39d533a41f78314898c4d2ff33b%7C0%7C0%7C638411489215692861%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luZSliLCJTIl6lk1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vhmpsKJM21NGOtnK7jWKvWrkDgCXL6W2L%2BAkcEG7VDA%3D&reserved=0>

Attending:

Regrets:

Staff:

Questions: Discussion Questions (from Slide Deck)

Do these key themes resonate with you? What jumps out at you as key priorities? Is there anything missing?

- What does scooting include and what comments have you heard about scooting?
- It includes e-scooters and other micromobility devices. We have heard from persons with disabilities that shared pathways can be a safety issue, and would prefer separate facilities (for bikes and scooters) to avoid conflicts of use and increase safety
- How does TOD initiative affect plans?
- It is still too early to tell. The Ministry of Transportation, Metro Vancouver, and TransLink are working together to determine what are the regional implications of the legislation. It will also take a little while for the effects of the legislation on the transit system to be known. We'll be monitoring any additional impacts to our networks as we implement the ATP to see if changes need to be made to the system.

TL doesn't own most of the infrastructure, how will you get munis to agree to recommendations?

- We are working closely with the local governments to ensure to identify the infrastructure improvements. We also have funding available for transit, walking and cycling improvements that help incentivize infrastructure improvements.

Thinking about Phase 2 engagement, what methods of engagement are most accessible and meaningful?
(e.g. online survey, in-person meetings, etc.)

- Consider online workshops for the public possible?
- Yes, we held some online sessions in Phase 1. Will also consider them for phase 2.
- Cycling parking near transit hubs - increase to facilities requires additional security.
- Yes, security in bike parkades is important and it is part of a current study

Expansion of cycling infrastructure requires secure parking at nodal points, pedestrian investments need additional emphasis. Idea fairs/roundtable discussions bring together many voices

Bus frequency & reliability incentivizes, this is supported by work of councilors, some munis don't have that political will to support transit-priority initiatives

% of total riders compared to other regions?

- We can get to back to this group with the answer to this question. We do know that it is a big proportion though.
This is why we undertake these studies – to ensure current and future residents are able to get around easily.

Debrief:

For next session ...

Need additional ...

Other comments...

Burrard Peninsula ATP Engagement Outreach Event Summary

Date: January 15, 2024

Location: nline / Cascadia Room (Third Floor), at Vancouver City Hall

Event: City of Vancouver, Transportation Advisory Committee

Time: 5:30 pm - 7:30 pm (our scheduled presentation time is 6:30-7:00pm)

Staffing: Adam Lougheed, Chris French

Total number of engagements: 18

Contacts made with: City of the office clerk

Agenda: <https://vancouver.ca/files/cov/uipc20240115ag.pdf>

Presentation link: <https://scbcta.sharepoint.com/:u:/r/sites/Project-BurrardPeninsulaATP/Shared%20Documents/2022%20Burrard%20Peninsula%20ATP/Phase%201%20-%20Issues%20and%20Opportunities/Public%20Engagement/PRESENTATIONS/CoV%20Urban%20Indigenous%20Peoples%20Advisory%20Cmte/2024-01-18%20BP%20ATP%20-i%20CoV%20Urban%20Indigenous%20Pe.lnk?csf=1&web=1&e=2uxrna>

Attending:

Questions: Discussion Questions (from Slide Deck)

1. What are the key priorities for the Urban Indigenous community that should be incorporated into the ATP?
(e.g. cultural awareness training for bus operators and station attendants)

- Transit is pretty limited to kids in East Vancouver
 - » Incorporating more Indigenous youth to work at TransLink
 - » Lots of different responsibilities in the community for Indigenous people
 - » Transit is a big support for Indigenous elders
 - » Elders have different transportation needs than Youth, other Indigenous
- Safety is huge for Indigenous people and needs to be improved
 - » Employing more Indigenous people on the system to see that they are reflected in TransLink would be very useful
 - » Physical safety is a big barrier, especially for Indigenous women
- Transit Police – two Indigenous employees were referenced
 - » More awareness about safety on transit would be beneficial;
- MVAC – Metro Van Exec Advisory Committee has aboriginal organizations as members
- Sustainability
 - » Indigenous peoples are leaders in climate change policy and leadership, suggestion to explore ways to incorporate that to the plan
 - » Is there a part of the plan that includes EVs and preparing for EVs?

- » AL: No specific direction on EVs per se, but we do have control over our own fleet
- Safety issues across system as a whole
 - » Safety is broad included physical safety, but also cultural and spiritual safety
 - » MMIWG – cultural awareness;
 - » Need to hire more Indigenous staff for this – make them feel safer
 - » Transport in the middle of the night / early in the morning
 - » Includes Transit Police, phone access for emergencies at stations, advertising, engagement staff who can help Non-Indigenous people understand what Indigenous people have gone through
 - » Training for staff needs to be a priority (e.g., operators, station attendants)
- Integrate more local nation languages - wayfinding/signage/new names
 - » Previously was told that TransLink does not include any different phonetics
 - » Local reconciliation efforts
 - » Look at Dublin in incorporating the Gaelic language throughout their city – good way to incorporate that here)
- Access to washrooms in major transit hubs, needs to be improved
 - » Especially for elderly Indigenous members
- Feeling seen on the system
 - » Bus wraps - incorporate more art

2. In addition to this advisory committee, are there other Urban Indigenous organizations / communities that we should engage with?

- MVAC – Metro Van Exec Advisory Committee
- Indigenous Clean Energy (ICE) – really good context with Federal Government and has funding that can be passed down to Indigenous councils

3. What methods of engagement are most accessible and meaningful? (e.g online survey, in-person meetings, etc.)

- Focus groups-Indian Residential School Survivors, others that we have engaged with already
- Rent the Aboriginal Friendship Centre
 - » It would be good to get a “report card” about what the transit system is like now
 - » Would be a good opportunity to hear from the community themselves - hear from the Indigenous community themselves; should take some of the feedback directly from community
 - » Should be able to text a number for someone to respond
 - *Needs to be equipment beyond this though - not everyone has the access to technology to text.*
 - » Indigenous people are really good at caring for one another-they have ideas that would be beneficial;
 - » Need to bring on an elder to make the space safe and so that people feel heard; make it feel “at home”; smudge
 - *Would bring positive, less intense feedback*
 - » Hobyaye - March 1st-ish
 - » Mothers Day/ Fathers Day Pow Wows
 - *Would be a great opportunity for Translink to come out/ potentially sponsor those events*
 - » Offer prizes for people participating
 - » Event - Putting the Wow in Pow Wow
 - » MMIW March



How

Should



We

Get



There?

Burrard Peninsula Area Transport Plan Appendix D – Questionnaire Text

Burrard Peninsula Area Transport Plan

Phase 1 Public Survey

OVERVIEW

The Burrard Peninsula Area Transport Plan (BP ATP) will help identify and prioritize improvements for how people move around in the Burrard Peninsula area. This includes using buses and trains, riding bikes, walking, driving cars, and moving goods.

The Burrard Peninsula area is made up of Burnaby, New Westminster, Vancouver, and Electoral Area A - which includes the University of British Columbia (UBC) and the land around it called the University Endowment Lands (UEL). The study area also includes the lands of many Indigenous Nations. These are the traditional and unceded territories of Kwantlen First Nation, Kwikwetlem First Nation, Musqueam, Squamish Nation, Tsleil-Waututh Nation, and Qayqayt First Nation.

The BP ATP plan follows the ideas of Transport 2050, our Regional Transportation Strategy, including the theme of 'Access for Everyone'. Other key ideas in Transport 2050 include making active transportation the most convenient choice for shorter trips (see Strategy 1.1) and making transit the most convenient choice for longer trips (see Strategy 1.2). The BP ATP plan will help TransLink decide where to invest money for the future in how people get around the Burrard Peninsula area. The goal is to make it easy for everyone to reach the people they want to meet, the places they want to go, and the things they want to do.

Important Note:

The information requested via this survey is collected by TransLink for the purpose of gathering your feedback on the Burrard Peninsula Area Transport Plan. To the extent that any of this information is personal information, the collection is done in accordance with s 26(e) of the Freedom of Information and Protection of Privacy Act. All information will be anonymized and aggregated prior to publication. Please direct any questions regarding the collection and use of this information to areatransportplanning@translink.ca

Submit this survey to areatransportplanning@translink.ca when complete.

PART 1

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.

This section of the survey invites you to share more about what's important to you when moving around the Burrard Peninsula. Specific to transit, we'd like to hear more about how you currently use transit, and the types of improvements that could be made to make transit a more convenient option.

Question 1: Over the past year, how often did you use each of the following as your primary method of travel to complete a trip, regardless of whether that trip was within or outside of the Burrard Peninsula area?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
Transit (e.g. bus, SeaBus, SkyTrain, West Coast Express, HandyDART)					
Walking or rolling (rolling includes personal mobility devices such as mobility scooters or powered wheelchairs)					
Personal bike (pedal-powered or e-bike)					
Personal micromobility (e.g., e-scooter, skateboard, rollerblades)					
Shared micromobility (e.g., Mobi, Lime, Neuron)					
Car-share (e.g. Evo, Modo)					
Ride-share (e.g. Uber, Lyft)					
Taxi					
Personal vehicle					
Other (please specify):					

Question 2: In the past year, how often did you use each of the following types of transit for travel within the Burrard Peninsula area?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
Bus					
SkyTrain					
SeaBus					
West Coast Express					
Handy DART					

Question 3: In the past year, how often did you use the bus within the Burrard Peninsula area to make the following types of trips?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
Short bus trips close to home (e.g., less than 20 minutes in duration)					
Longer bus trips within the region (e.g., greater than 20 minutes in duration)					
As part of a multi-leg trip that also uses other modes of transit (e.g., to connect to the SkyTrain or SeaBus)					
As part of a multi-leg trip in order to connect to transit outside of Metro Vancouver (e.g., to access BC Ferries service at Horseshoe Bay or Tsawwassen Ferry Terminals)					
Other (please specify):					

Question 4: In the past year, how often have you taken the bus within the Burrard Peninsula area for the following trip purposes?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
To go to/from work					
To go to grade or high school (includes school escort trips)					
To go to post-secondary school (e.g., university, college/ technical)					
To go shopping/personal business (e.g., medical appointments)					
For recreation (includes accessing a park or natural area)					
Social/entertainment (e.g., dining, concerts)					
Other (please specify):					

Question 5: How important would each of the following be in your decision to take the bus more often within the Burrard Peninsula area? Please rate from “Very Important” to “Very Unimportant”

	FREQUENCY						
	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL (NEITHER IMPORTANT OR UNIMPORTANT)	SOMEWHAT UNIMPORTANT	UNIMPORTANT	VERY UNIMPORTANT
More reliable service (e.g., bus arrives on time, consistent travel times)							
More frequent service (e.g., buses arrive more often)							
Longer span of service (e.g., buses start earlier and end later)							
More comfortable service (e.g., less crowded, getting a seat)							
Faster travel times (e.g., speeds and travel times that are comparable with driving)							
Feeling safer and more secure on the transit system							
Easier access at transit exchanges/stations to shared mobility services (e.g., Mobi, Lime, Neuron, Evo)							
More amenities at bus stops, exchanges, or SkyTrain stations (e.g., shelters, seating, real-time arrival information, secured bike parking/storage)							
Other (please specify):							

ACTIVE TRANSPORTATION

Another key idea 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, scootering, skateboarding, or inline skating are all forms of active transportation. Electric bicycles, electric kick scooters, and other similar forms of personal micromobility devices are also considered alongside these purely human-powered forms of travel, since they often operate in the same space, such as on off-street pathways and bikeways.

Active transportation is low-cost, zero- or low-carbon, healthy, and efficient. Walking, biking, and rolling can be used on their own for shorter trips; they are also important ways for people connect to transit, holding the potential to greatly expand transit’s reach. Expansion of the region’s active transportation networks (paths, walkways, bikeways) is one of the most cost-effective ways to reach all five Transport 2050 goals.

Cycling and Scooting

Through Transport 2050, TransLink is proposing an 850km regional Major Bikeway Network (MBN), made up of traffic-protected or traffic-calmed bikeways connecting Urban Centres and major destinations across Metro Vancouver. TransLink also supports the buildout of protected or traffic-calmed bikeway networks within Urban Centres. To support this work, we collaborate with local governments to build new or upgraded cycling infrastructure.

Help us identify and prioritize future upgrades along the Major Bikeway Network and within Urban Centres (see map at the back of this survey) that will make cycling/scooting safer and more convenient. For the purposes of this survey, cycling and scooting includes government-sanctioned micromobility devices which may include both human-powered (e.g., bicycles, skateboards, rollerblades, kick-scooters) and electric-assisted devices (e.g., electric bikes, electric scooters).

Question 6: In the past year, how often have you cycled and/or scooted within the Burrard Peninsula area for the following trip purposes?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
To go to/from work					
To go to grade or high school (includes school escort trips)					
To go to post-secondary school (e.g., university, college/ technical)					
To go shopping/personal business (e.g., medical appointments)					
For recreation (includes accessing a park or natural area)					
Social/entertainment (e.g., dining, concerts)					
Other (please specify):					

Question 7: In the past year, how often did you cycle and/or scooter within the Burrard Peninsula area to make the following types of trips?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
Shorter-distance trips (e.g., 1-5 km) that are closer to home and within your community					
Longer-distance trips (e.g., greater than 5 km) where you are accessing other communities or Urban Centres and potentially utilizing Major Bikeway Network corridors					
As part of a multi-leg trip that also uses other modes of transit (e.g., to connect to the SkyTrain or SeaBus)					
As part of a multi-leg trip in order to connect to transit outside of Metro Vancouver (e.g., to access BC Ferries service at Horseshoe Bay or Tsawwassen Ferry Terminals)					
Other (please specify):					

Question 8: How important would each of the following be in your decision to cycle and/or scoot more often within the Burrard Peninsula area? Please rate from “Very Important” to “Very Unimportant”

	FREQUENCY						
	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL (NEITHER IMPORTANT OR UNIMPORTANT)	SOMEWHAT UNIMPORTANT	UNIMPORTANT	VERY UNIMPORTANT
A more complete bikeway network within Urban Centres							
Improved connections between Urban Centres							
Additional secure bike parking at transit exchanges and stations							
Greater access to bike-share (e.g., Mobi) or other shared micromobility options							
Improved signage and wayfinding							
Other (please specify):							
None of the above would influence my decision to cycle, because:							
More amenities at bus stops, exchanges, or SkyTrain stations (e.g., shelters, seating, real-time arrival information, secured bike parking/storage)							
Other (please specify):							

Walking and Rolling

Help us identify improvements to pedestrian infrastructure within the Burrard Peninsula that would help make walking/rolling safer and more convenient. For the purpose of this survey, walking and rolling includes personal mobility devices such as mobility scooters or powered wheelchairs.

Question 9: In the past year, how often have you walked and/or rolled for the following trip purposes within the Burrard Peninsula Area?

	FREQUENCY				
	DAILY (E.G., 3-7 DAYS A WEEK)	WEEKLY (E.G., 1-2 DAYS A WEEK)	MONTHLY (1-3 DAYS A MONTH)	LESS THAN MONTHLY	DON'T KNOW
Where walking/rolling was the primary mode (e.g., walking from your home to do an errand)					
To access transit (e.g., walking from your home to the nearest bus stop)					
To access shared micromobility services (e.g., Mobi, Lime, Neuron)					
To access car-share services (e.g. Evo, Modo, etc.)					
Other (please specify):					

Question 10: How important would each of the following be in your decision to walk/roll more often to transit?

Please rate from “Very Important” to “Very Unimportant”

	FREQUENCY						
	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL (NEITHER IMPORTANT OR UNIMPORTANT)	SOMEWHAT UNIMPORTANT	UNIMPORTANT	VERY UNIMPORTANT
A more complete sidewalk network (i.e., sidewalks on at least one side of the street)							
Wider sidewalks with a buffer area between moving vehicles and the walking path							
Sidewalks that are in a state of good repair (i.e., well-maintained, not damaged)							
Accessibility (e.g., curb-cuts for strollers/ wheelchairs)							
Safe crossings (e.g., signalized intersections, crosswalks with flashing lights, well-lit)							
Feeling safe while in public (e.g., feeling physically secure while walking at night)							
More weather protection (e.g., street trees, awnings)							
Better amenities at bus stops/ exchanges/ stations (e.g., seating, shelter, lighting)							
More convenient access to bus stops (e.g., there's a bus stop close to your home)							
More frequent transit service							
Other (please specify):							

PART 2 – DEMOGRAPHIC QUESTIONS

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

Question 11: How would you describe yourself (Choose any one option)

- | | |
|---|--|
| <input type="checkbox"/> Woman | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Man | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Non-binary or gender fluid | |
-

Question 12: What is your age category (select one)

- | | |
|---|---|
| <input type="checkbox"/> Under 18 years old | <input type="checkbox"/> 45-54 years old |
| <input type="checkbox"/> 18-24 years old | <input type="checkbox"/> 55-64 years old |
| <input type="checkbox"/> 25-34 years old | <input type="checkbox"/> 65+ years old |
| <input type="checkbox"/> 35-44 years old | <input type="checkbox"/> Prefer not to answer |

Question 13: Do you identify as a member of the 2SLGBTQIA+ community?

This refers to individuals who self-identify as lesbian, gay, bisexual, queer, intersex, asexual, pansexual or two-spirited.

- | | | |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|---|

Question 14: Do you identify as a person with a disability?

- | | | |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|---|

Question 15: What type of disability do you have? (Please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Sight-related | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Physical | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Hearing/deafness | |
| <input type="checkbox"/> Developmental or cognitive | <input type="checkbox"/> Prefer not to answer |
-

Question 16: What group/race/ethnicity do you identify with? (Please select as many as apply)

- | |
|--|
| <input type="checkbox"/> First Nations, Inuk (Inuit), Métis |
| <input type="checkbox"/> Caucasian/European origin |
| <input type="checkbox"/> Black (e.g. African, Caribbean, etc) |
| <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Other East Asian (e.g., Japanese, Korean, Filipino, Thai, etc.) |
| <input type="checkbox"/> South Asian (e.g. Indian, Pakistan, Sri Lanka, Nepal, etc.) |
| <input type="checkbox"/> Latin America (e.g. Mexico, Central American, South American, etc.) |
| <input type="checkbox"/> Middle Eastern/North African (e.g. Saudi Arabian, Syrian, Egyptian, etc.) |
| <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Prefer not to answer |

Question 17: I live in... (Choose any one option)

- | | |
|--|---|
| <input type="checkbox"/> Anmore | <input type="checkbox"/> North Vancouver (District) |
| <input type="checkbox"/> Belcarra | <input type="checkbox"/> Port Coquitlam |
| <input type="checkbox"/> Bowen Island | <input type="checkbox"/> Port Moody |
| <input type="checkbox"/> Burnaby | <input type="checkbox"/> Pitt Meadows |
| <input type="checkbox"/> Coquitlam | <input type="checkbox"/> Richmond |
| <input type="checkbox"/> Delta | <input type="checkbox"/> se'mya'me (Semiahmoo First Nation) |
| <input type="checkbox"/> q'íc'ay (Katzie First Nation) | <input type="checkbox"/> Skwxwú7mesh Úxwumixw (Squamish Nation) |
| <input type="checkbox"/> q'wɔ:n'x' ən' (Kwantlen First Nation) | <input type="checkbox"/> Surrey |
| <input type="checkbox"/> k'wík'wəłəm (Kwikwetlem First Nation) | <input type="checkbox"/> scə' waθən məsteyəxw (Tsawwassen First Nation) |
| <input type="checkbox"/> Langley (City) | <input type="checkbox"/> sə'lilwətaɁt (Tsleil-Waututh Nation) |
| <input type="checkbox"/> Langley (Township) | <input type="checkbox"/> University of British Columbia |
| <input type="checkbox"/> Lions Bay | <input type="checkbox"/> University Endowment Lands |
| <input type="checkbox"/> Maple Ridge | <input type="checkbox"/> Vancouver |
| <input type="checkbox"/> máthxwi (Matsqui First Nation) | <input type="checkbox"/> West Vancouver |
| <input type="checkbox"/> xwməθkwəyəm (Musqueam) | <input type="checkbox"/> White Rock |
| <input type="checkbox"/> New Westminster | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> North Vancouver (City) | |

Question 18: What are the first three digits of your postal code?

- | | |
|--------------------------------|---|
| <input type="checkbox"/> _____ | <input type="checkbox"/> Prefer not to answer |
|--------------------------------|---|

Question 19: What housing type do you live in?

- ☐ Single-detached house
- ☐ Townhouse / row house
- ☐ Duplex / Semi-detached house
- ☐ Apartment or condo in a building that has fewer than five (5) stories
- ☐ Apartment or condo in a building that has more than five (5) stories
- ☐ I do not have permanent housing
- ☐ Other (please specify): _____
- ☐ Prefer not to answer

Question 20: Do you own or rent your home?

- | | |
|---|--|
| <input type="checkbox"/> Own (even if it is still being paid) | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Rent (even if no cash rent is paid) | <input type="checkbox"/> Prefer not to answer |

Question 21: Which of the following best describes your current employment status?

Note: Employed includes self-employed. (please select one)

- ☐ Employed full-time (30 or more hours per week)
- ☐ Employed part-time (less than 30 hours per week)
- ☐ Student
- ☐ Not employed, looking for work
- ☐ Not employed, not looking for work
- ☐ Full time caregiver/parent
- ☐ Employed, caregiver/parent
- ☐ Retired
- ☐ Other (please specify): _____
- ☐ Prefer not to answer

Question 22: Which of the following best describes your total household income before taxes for last year?)

- | | |
|--|---|
| <input type="checkbox"/> Less than \$20,000 | <input type="checkbox"/> \$100,000 to less than \$150,000 |
| <input type="checkbox"/> \$20,000 to less than \$50,000 | <input type="checkbox"/> \$150,000 to less than \$200,000 |
| <input type="checkbox"/> \$50,000 to less than \$80,000 | <input type="checkbox"/> \$200,000 and over |
| <input type="checkbox"/> \$80,000 to less than \$100,000 | <input type="checkbox"/> Prefer not to answer |

Thank you!

We appreciate you taking the time to complete this survey. Your answers will help us make better decisions on where to invest money for the future in how people get around. The goal is to make it easy for everyone to reach the people they want to meet, the places they want to go, and the things they want to do.

Stay connected with the BP ATP planning process by visiting the project web page (www.translink.ca/bpatp).



How

Should



We

Get



There?

Burrard Peninsula Area Transport Plan Appendix E – Public Feedback Summary Report

Project Background



- The Burrard Peninsula Area Transport Plan (BPATP), is an initiative which aims to enhance transportation in the Burrard Peninsula area.
- Based on the principles of Transport 2050 - the regional strategy for the Vancouver area - the plan focuses on 'Access for Everyone' by prioritizing active transportation for shorter trips and transit for longer journeys. The BPATP will focus primarily on the local transit network, including transit priority infrastructure. The ATP will also consider active and safe streets as they relate to walking, cycling, and micro-mobility, as well as regional goods movement.
- Public input was sought particularly to gauge transit preferences and potential improvements to make transit and active transportation more convenient choices, and to facilitate easy access to destinations by walking and cycling for everyone in the area.

THE GOALS OF THE PUBLIC INPUT WERE:

- 1) To understand current behavior of customers for various transit options and the types of improvements that could be made to make transit a more convenient option.

- 2) To have a snapshot of how customers use active transportation now and what can be done to make it more attractive.

Research Methodology

- Data collection relied on online survey through the TransLink Listens Insight Panel.
- Overall, 772 surveys were completed between 13 October 2023 and 30 October 2023.
- The survey asked respondents about transportation patterns around Vancouver, transit usage and active transportation.
- Respondents were provided the opportunity to include open-ended comments about how to increase transit use and what would encourage them to rely more frequently on active transportation options.
- The survey also included a set of demographic questions.



Key Insights



On a regular basis (daily or weekly), walking and personal transport were preferred over transit

Buses and SkyTrain were the most preferred forms of transit

All active transport activities, except for walking have low engagement over the past year. Scooters/cycles are primarily used for work and recreational purposes on a regular basis

Close to a fifth of respondents do not cycle/ scoot, even for small distances

Complete bikeway network, combined with improved conditions of roadways, security for parking, and improved signage are all factors likely to make people cycle/scoot more often



For daily/weekly usage, buses are preferred for travelling shorter distances and multi-leg trips involving other transit

Buses are generally used for work commutes and shopping/running personal errands

Better reliability and higher frequency are likely to make people travel on buses more often

Walking/rolling are primarily used for running errands or for accessing transit on a regular basis

Safe crossings and sidewalks in good shape are likely to make people walk more



Transport Methods Used in Metro Vancouver

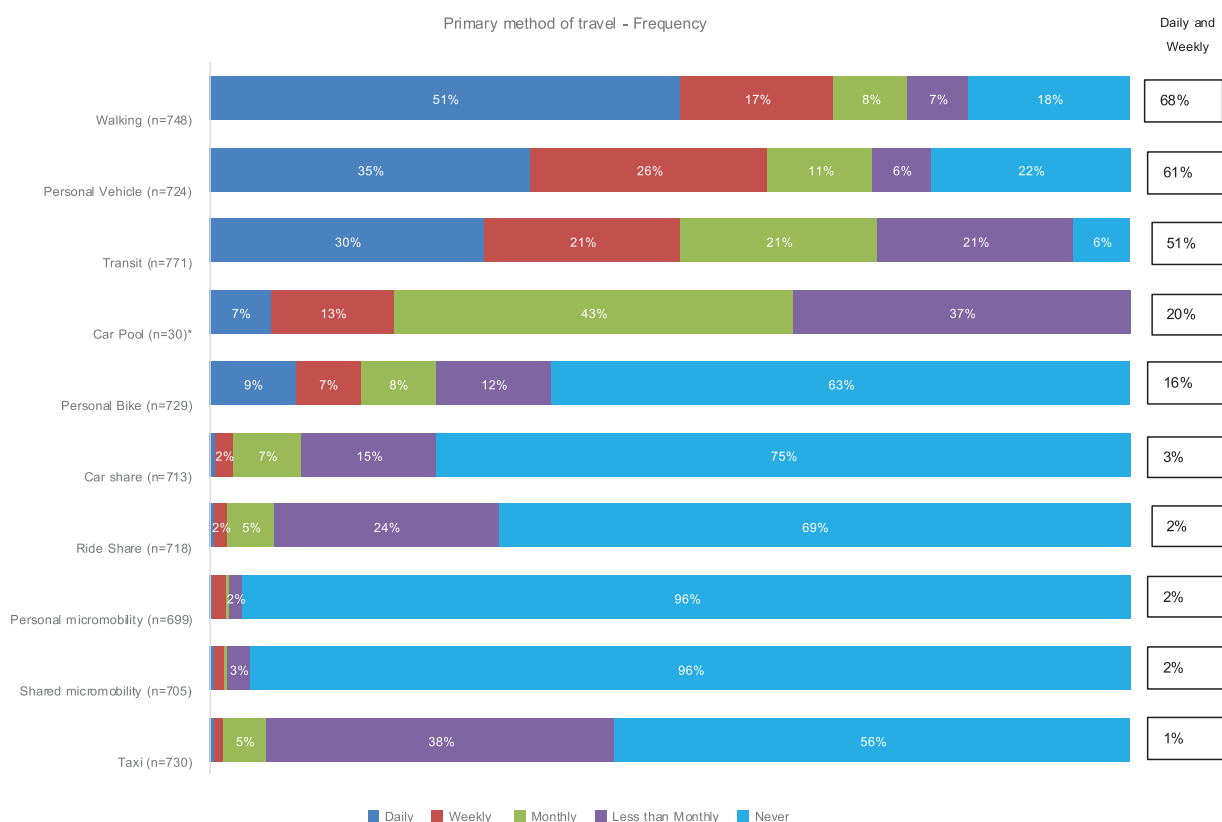
Transport Systems Used – A Snapshot

The most frequent (daily/weekly) methods of travel in Metro Vancouver are walking, personal use of vehicle, and transit.

Transit usage (daily/weekly) and walking are significantly higher in Peninsula region (primarily due to Burnaby area) as compared to the non-Peninsula region.

More than half of respondents do not consider micromobility (shared or personal) as a primary method of travel.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Walking	75	58
Personal Vehicle	52	72
Transit	60	39
Carpool	26	9
Personal Bike	18	14
Car share	4	1
Ride Share	3	0
Personal micro mobility	2	1
Shared micro mobility	3	0
Taxi	2	1



Question 1: Over the past year, how often did you use each of the following as your primary method of travel to complete a trip in Metro Vancouver?

Transport Systems Used – A Snapshot

Continued

Buses and SkyTrain emerge as the most significantly utilized transit modes for moving around the Burrard Peninsula.

While buses are more commonly used (daily/weekly) in both Burnaby and Vancouver regions, the prevalence of SkyTrain usage, especially for work-related commuting, is notably higher in Burnaby.

Buses and SkyTrain emerge as the most significantly utilized transit modes for moving around the Burrard Peninsula.

Usage (%) (Daily + Weekly)	Own	Rent
Walking	65	72
Personal Vehicle	72	39
Transit	45	62
Carpool	19	12
Personal Bike	2	5
Car share	1	4
Ride Share	1	2
Personal micro mobility	1	2
Shared micro mobility	0	4
Taxi	65	72

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Walking	71	76	52	79	56	80	98	83	56
Personal Vehicle	50	72	70	54	56	46	30	49	71
Transit	61	65	58	57	57	54	65	64	41
Personal Bike	4	16	10	26	14	19	18	37	13
Car share	2	0	0	6	6	6	4	2	1
Ride Share	0	0	6	5	0	6	2	2	0
Personal micro mobility	0	5	0	2	3	0	4	2	0
Shared micro mobility	0	0	0	6	0	4	7	0	0
Taxi	2	0	0	0	0	2	4	0	1

Question 1: Over the past year, how often did you use each of the following as your primary method of travel to complete a trip in Metro Vancouver?

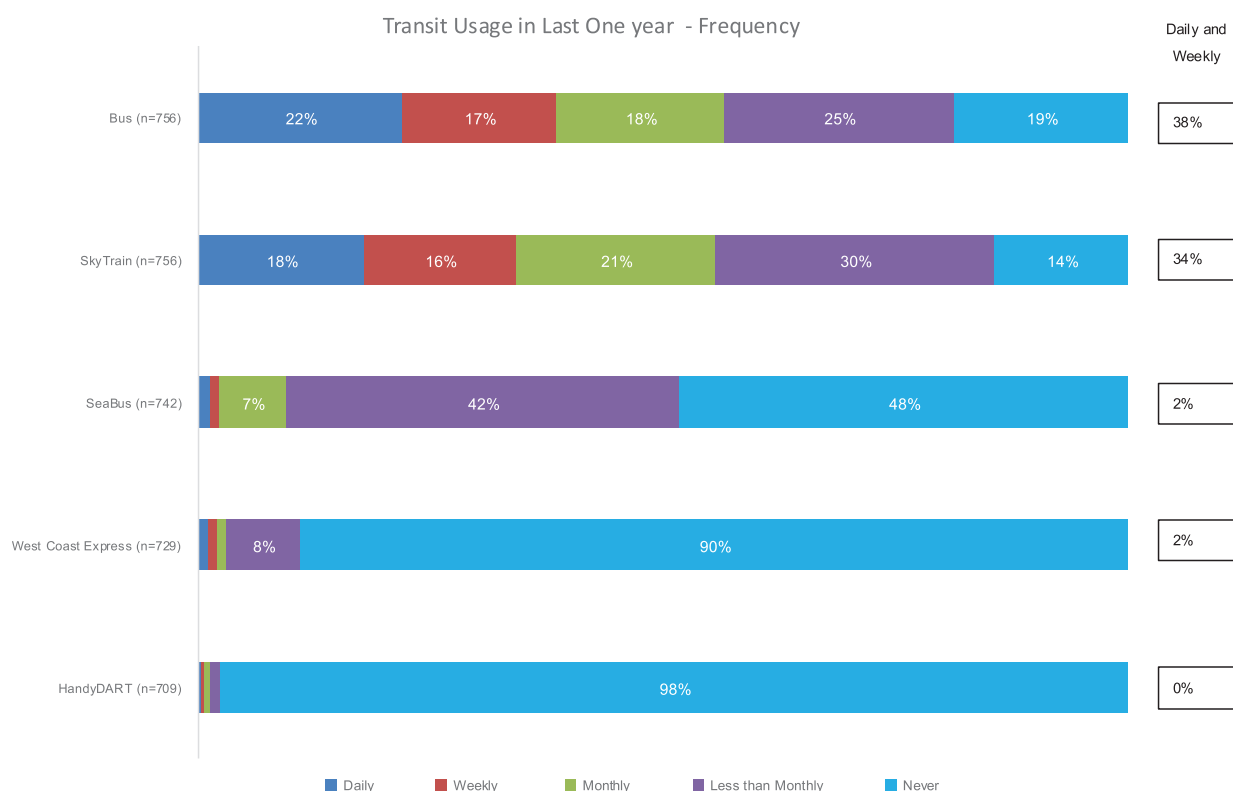
Transit Usage in Burrard Peninsula

Transit Systems Used

While buses are more commonly used (daily/weekly) in both Burnaby and Vancouver regions, the prevalence of SkyTrain usage, especially for work-related commuting, is notably higher in Burnaby.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Bus	51	21
SkyTrain	43	22
SeaBus	2	3
West Coast Express	0	3
HandyDART	0	0

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Bus	52	50
SkyTrain	38	55
SeaBus	2	2
West Coast Express	0	2
HandyDART	0	1



Question 2: In the past year, how often did you use each of the following types of transit for travel within the Burrard Peninsula area?

Transit Systems Used

Continued

Daily and weekly bus usage is significantly concentrated in the West and UBC area (64%), while the least usage is reported in the New West area (45%). Conversely, SkyTrain usage is significant in South Burnaby (68%) and lowest in West & UBC area (28%) and Vancouver Central (32%), as indicated by the respondents.

Daily and weekly transit usage is more prevalent among younger respondents and those who rent their residences.

Usage (%) (Daily + Weekly)	Own	Rent
Bus	32	49
SkyTrain	29	43
SeaBus	1	4
West Coast Express	2	1
HandyDART	0	1

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Bus	45	55	50	49	51	50	54	64	22
SkyTrain	51	68	38	43	41	32	41	28	24
SeaBus	0	0	0	2	3	2	0	2	3
West Coast Express	2	0	0	0	0	0	0	0	2
HandyDART	0	0	0	0	0	0	0	0	1

Usage (%) (Daily + Weekly)	19 To 24	25 To 34	35 To 44	45 To 54	55 To 64	65+
Bus	50	63	53	42	35	30
SkyTrain	63	56	52	39	34	23
SeaBus	0	5	5	2	2	1
West Coast Express	0	5	2	3	2	0
HandyDART	0	2	0	0	1	0

Question 2: In the past year, how often did you use each of the following types of transit for travel within the Burrard Peninsula area?

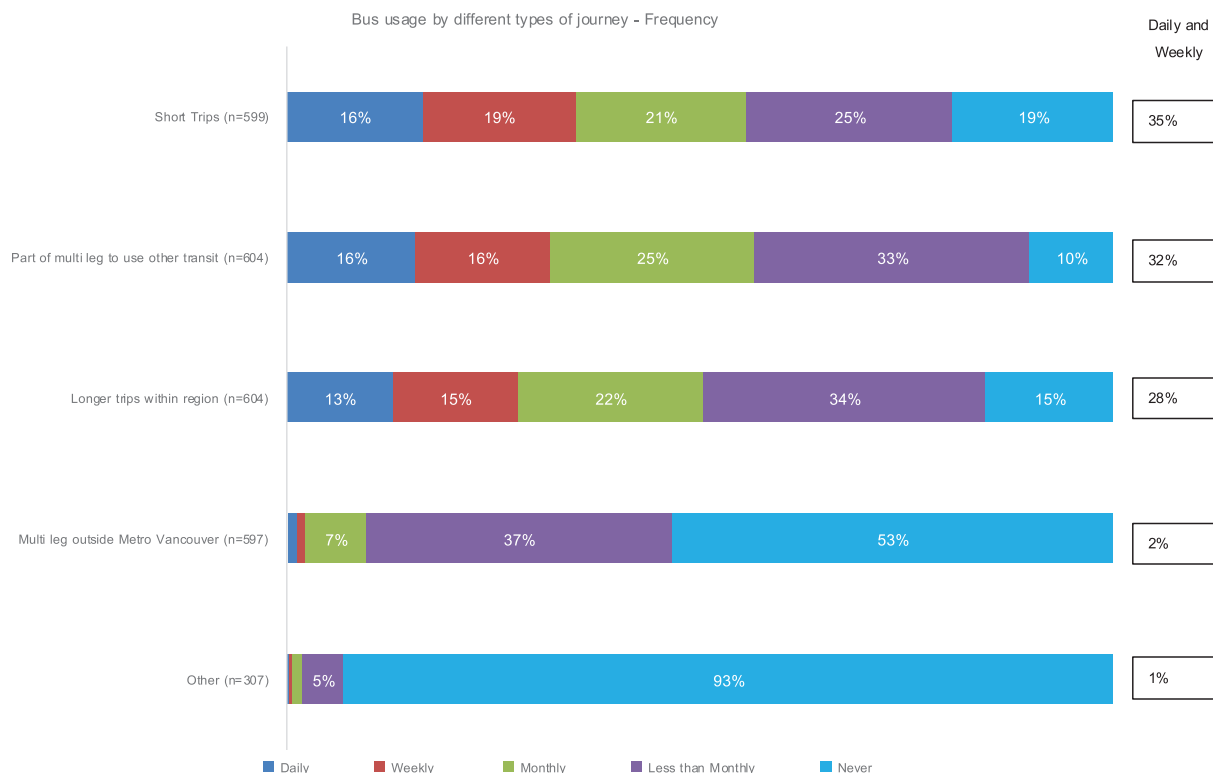
Types of Journey by Bus

Between 50-60% of respondents have used bus services very frequently (more than monthly to daily) for traveling short distances, long distances, or multi-leg trips.

Most respondents (~90%) have used bus services very infrequently (less than monthly or never) for travel outside Metro Vancouver.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Short Trips	43	19
Multi Leg (Other transit)	35	25
Longer trips	31	22
Multi Leg (Outside Metro Vancouver)	1	4

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Short Trips	42	44
Multi Leg (Other transit)	33	42
Longer trips	32	28
Multi Leg (Outside Metro Vancouver)	1	2



Question 3: In the past year, how often did you use the bus within the Burrard Peninsula area to make the following types of trips?

Types of Journey by Bus

Continued

Residents in West & UBC (57%) and Downtown (51%) significantly utilize buses for short trips on both a daily and weekly basis. Conversely, respondents residing in New West (47%), and South Burnaby (47%) opt for bus services primarily for longer journeys.

For respondents who rent their place, the daily and weekly usage remains consistent across all types of journeys.

Usage (%) (Daily + Weekly)	Own	Rent
Short Trips	28	46
Multi Leg (Other transit)	23	35
Longer trips	26	38
Multi Leg (Outside Metro Vancouver)	2	3

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Short Trips	47	36	36	32	35	47	51	57	21
Multi Leg (Other transit)	27	22	36	36	38	33	19	35	22
Longer trips	47	47	28	29	44	31	33	28	27
Multi Leg (Outside Metro Vancouver)	0	3	0	0	0	0	2	4	4

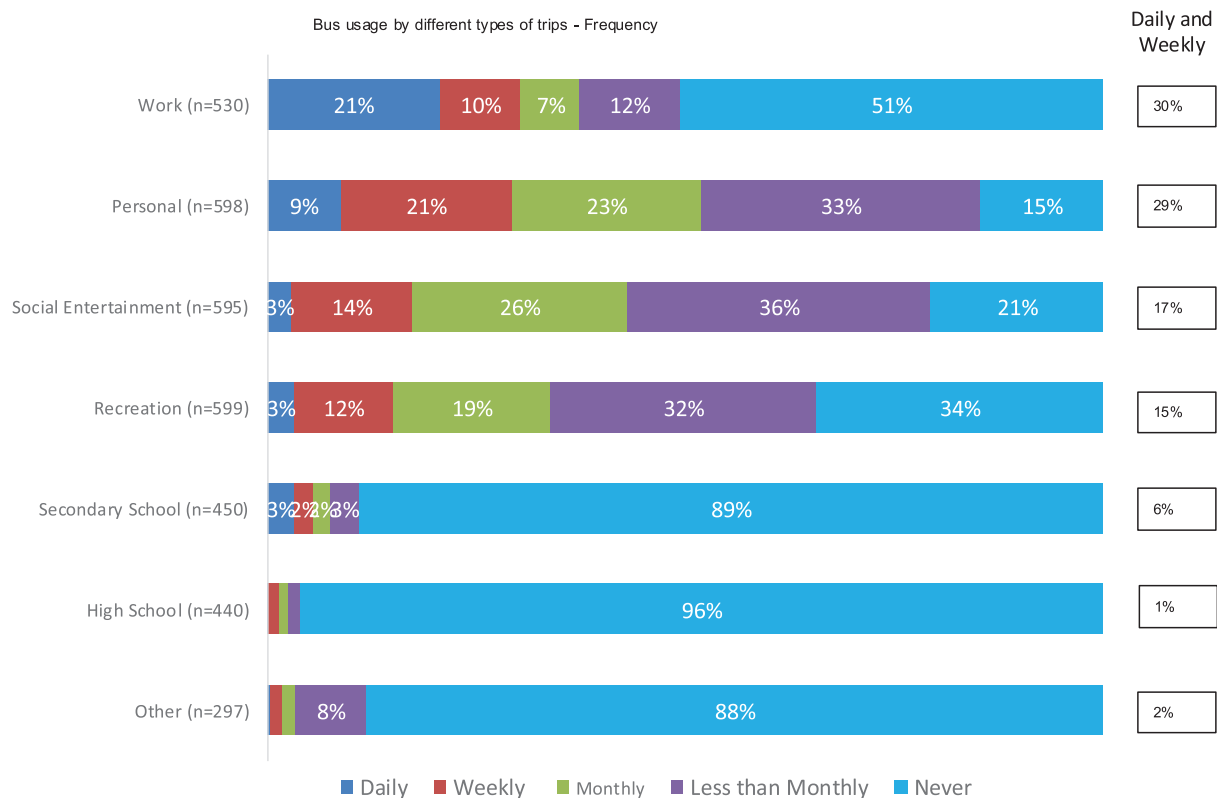
Question 3: In the past year, how often did you use the bus within the Burrard Peninsula area to make the following types of trips?

Journey Frequency by Bus

Shopping/personal usage the most common (monthly or more frequently) type of transit bus trips.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Work	35	23
Personal	36	17
Entertainment	22	8
Recreation	18	9
Secondary School	8	2
High School	1	2

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Work	29	51
Personal	36	35
Entertainment	23	20
Recreation	17	22
Secondary School	8	9
High School	1	3



Question 4: In the past year, how often have you taken the bus within the Burrard Peninsula area for the following trip purposes?

Journey Frequency by Bus

Continued

Daily or weekly bus usage for work is significantly higher in the North Burnaby area (70%) compared to New West (45%), while for personal activities, the usage is significantly more prominent in the West & UBC area (49%). Vancouver North and Vancouver Central residents primarily use buses on a daily and weekly basis for entertainment or recreational purposes.

Members of the 2SLGBTQIA+ community exhibit significantly higher daily or weekly usage for various purposes (work, personal, entertainment, etc.) compared to other respondents.

Usage (%) (Daily + Weekly)	2SLGBTQIA+ Community	All Other groups combined
Work	44	29
Personal	41	27
Entertainment	26	16
Recreation	20	14
Secondary School	4	6
High School	3	1

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Work	45	37	70	31	29	29	28	24	24
Personal	37	28	38	37	36	33	34	49	17
Entertainment	18	19	16	26	18	23	23	27	9
Recreation	26	17	16	21	15	27	6	17	9
Secondary School	7	4	13	3	4	7	3	18	3
High School	0	0	0	0	0	0	0	6	2

Usage (%) (Daily + Weekly)	19 To 24	25 To 34	35 To 44	45 To 54	55 To 64	65+
Work	50	53	39	44	32	13
Personal	57	38	37	27	22	29
Entertainment	29	35	29	15	12	14
Recreation	14	28	24	13	10	13
Secondary School	57	21	5	1	4	4
High School	0	4	7	0	0	0

Question 4: In the past year, how often have you taken the bus within the Burrard Peninsula area for the following trip purposes?

Factors Leading to Increased Bus Use Frequency

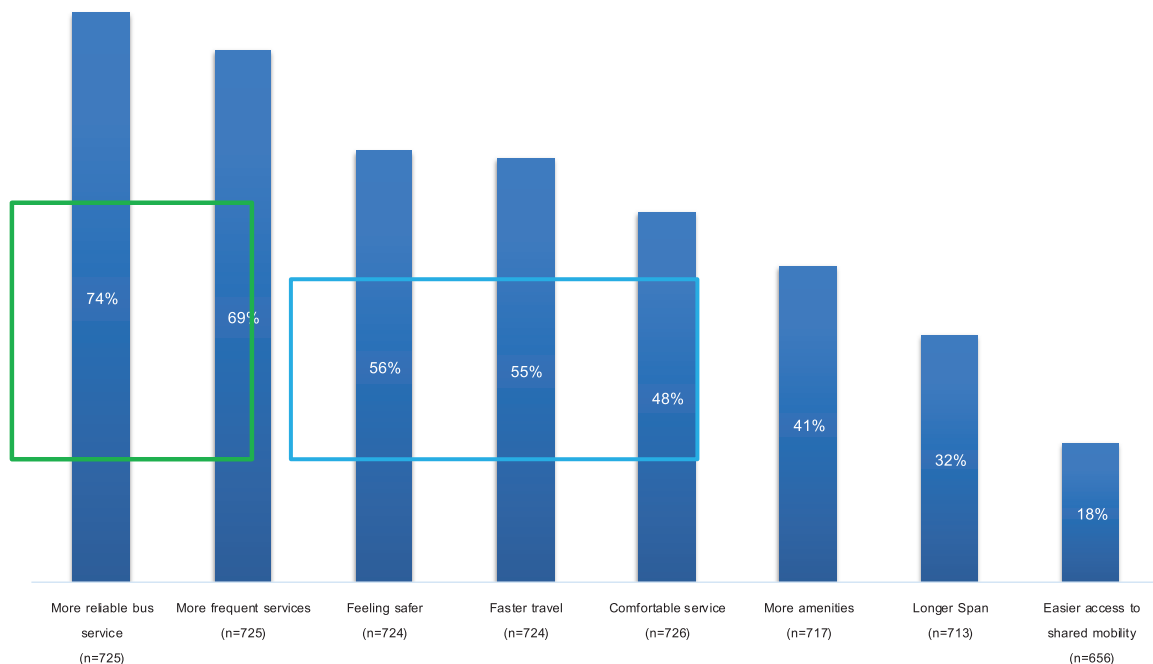
Reliability and frequency are the two most important parameters that would lead to increased bus use.

Comfortable service along with faster travel and feeling safer are the next level of drivers for choosing bus services.

Spontaneously respondents have called out Reliable and frequent services as things that would influence their decision of taking a bus.

Top 2 Box Scores	Peninsula region	Non-peninsula region	Vancouver/ UBC	Burnaby/New West
Reliable Service	76	72	75	78
Frequent Service	73	62	72	77
Faster Travel	56	55	52	65
Feeling Safer	53	60	52	56
Comfortable Service	49	47	49	52
More Amenities	40	42	37	47
Longer Span of Service	30	34	25	42
Easier Access	14	24	12	21

Percentage of Respondents Indicating Importance ('Very Important' or 'Important') to Each



Question 5: Importance: How important would each of the following be in your decision to take the bus more often within the Burrard Peninsula area?
Please rate from "Very Important" to "Very Unimportant"
Base sizes: n, refers to the number of responses to each attribute.

Factors Leading to Increased Bus Use Frequency Continued

Staff and Services Priority: 37% of respondents emphasize staff and services as influential factors in their decision to take the bus more often in the Burrard Peninsula area, highlighting the importance of service quality and interactions with staff.

Amenities Play a Role: 24% express a preference for amenities, indicating that well-equipped and comfortable features on buses can positively impact their decision to use this mode of transportation more frequently.

Convenience Matters: For 11%, convenience is a significant factor, suggesting that a more convenient bus service, perhaps in terms of scheduling or accessibility, could encourage more frequent bus usage.

Theme	%
Staff and Services	37%
Amenities	24%
Convenient	11%
Connectivity	8%
Comfortness	7%
Affordability	7%
Safety and Security	6%
Health	6%
No longer need it	6%
Others	12%

Other Factors to Encourage Increased Cycling and Scooting

1. Staff and Services (37%)

- " Drivers who are more aware of the passengers. Too many have lead feet and have passengers hurtling around the bus as they stop and start, sometimes causing injuries. "
- " Currently bus service in Langley City is infrequent and a long walk from my home. This is still an auto centric residential and business area. "
- " 24 hour service "

2. Amenities (24%)

- " Availability of washrooms. "
- " No, I gave up my personal vehicle recently and so public transit is my travel choice. Not having washrooms enroute can be an issue - that would be what I would prefer first. "

3. Convenient (11%)

- " Less traffic on roads. The bus gets stuck in traffic and therefore it takes way longer to get to where I want to go. "
- " Bus stops closer to home and destination (< 10 minute walk) "

Question 5: Other: Are there any other options that would influence your decision to take the bus more often in the Burrard Peninsula Area?
 Base sizes: n, refers to the number of responses to each attribute.
 Base: n=324

Factors Leading to Increased Bus Use Frequency Continued

Respondents from North Burnaby and New West areas highlight a greater importance score for various services, indicating a directional need for increased service factors.

Additionally, respondents with disabilities assign significantly higher importance scores to comfortable service, safety, easier access and easier access to services than respondents without disabilities.

Top 2 Box Scores	Persons with Disabilities	Persons without Disability
Reliable Service	80	72
Frequent Service	75	67
Faster Travel	55	55
Feeling Safer	67	53
Comfortable Service	63	46
More Amenities	66	36
Longer Span of Service	36	30
Easier Access	32	16

% Stating Important or Very Important	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Reliable Service	74	74	81	80	77	72	63	77	73
Frequent Service	74	74	74	78	74	72	64	70	64
Faster Travel	65	59	67	48	53	52	49	47	56
Feeling Safer	55	44	61	56	53	57	46	34	61
Comfortable Service	54	38	53	49	42	47	40	49	48
More Amenities	47	46	33	26	46	43	33	30	45
Longer Span of Service	43	26	43	26	26	18	28	28	34
Easier Access	26	14	7	10	12	14	16	7	24

Question 5: Importance: How important would each of the following be in your decision to take the bus more often within the Burrard Peninsula area?

Please rate from "Very Important" to "Very Unimportant"

Base sizes: n, refers to the number of responses to each attribute.

Reasons that Influence Decision to take the Bus More Often

Among the 20% of respondents who would not be influenced to take the bus more often:

- Those from the Northeast area expressed that they no longer needed bus services (58%).
- Respondents from the Southwest believe their decision can be influenced by Accessibility (23%).
- Respondents belonging to the 25-34 age group can be influenced to use the bus by improving the bus services (67%).

Theme	%
No longer need it	28
Travel time	7
Safety and Security	7
Comfortability	7
Service Level	6
Additional/Not Applicable	50



Question 5: None: If none of the options above would influence your decision to take the bus more often in the Burrard Peninsula, please state why:
Base: n=152

Active Transportation – Cycling / Scooting

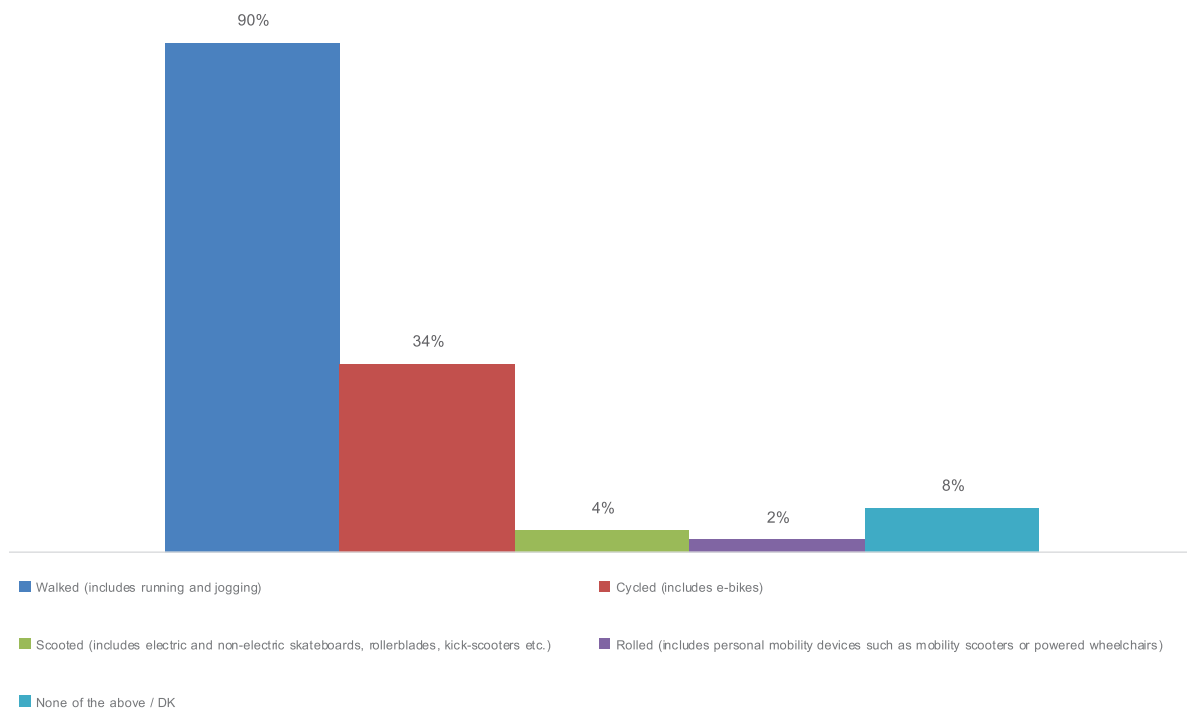
Active Transport Activities

Walking and cycling are the active transport activities done the most by respondents – the same is true across geographies and demographics. A significant majority of respondents in the Vancouver/UBC area (41%) expressed a preference for cycling compared to the Burnaby/New West area (26%).

Activities	Peninsula region	Non-peninsula region
Walked	93	86
Cycled	36	30
Scooted	5	3
Rolled	2	3

Activities	Vancouver/UBC	Burnaby/New West
Walked	95	90
Cycled	41	26
Scooted	5	5
Rolled	2	2

Percentage of Respondents Engaging in Each Activity Within the Past Year



Question 6: ActiveTransport Cycle: In the past year which of the following active activities have you done? (Multiple response question – percentages will add up to more than 100)
Base: All Respondents = 770 Peninsula group n= 441, Non-Peninsula group n=331

Active Transport Activities

Continued

Residents from West & UBC (53%), Vancouver North (49%), and Downtown (38%) areas significantly engage more in active transportation activities, particularly cycling, compared to other regions. Moreover, walking is significantly predominant active transport activity in Downtown (100%), Vancouver North (99%), and Central (94%) areas.

Females (41%) significantly engage in cycling as the primary mode of active transport more frequently compared to Males (23%).

Activities	Male	Female
Walked	90	91
Cycled	23	41
Scooted	3	5
Rolled	3	2

Activities	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Walked	92	90	88	99	89	94	100	91	87
Cycled	20	25	31	49	19	38	44	53	29
Scooted	2	5	3	6	5	4	4	6	2
Rolled	4	0	3	1	3	2	0	2	3

Question 6: ActiveTransport Cycle: In the past year which of the following active activities have you done? (Multiple response question – percentages will add up to more than 100)

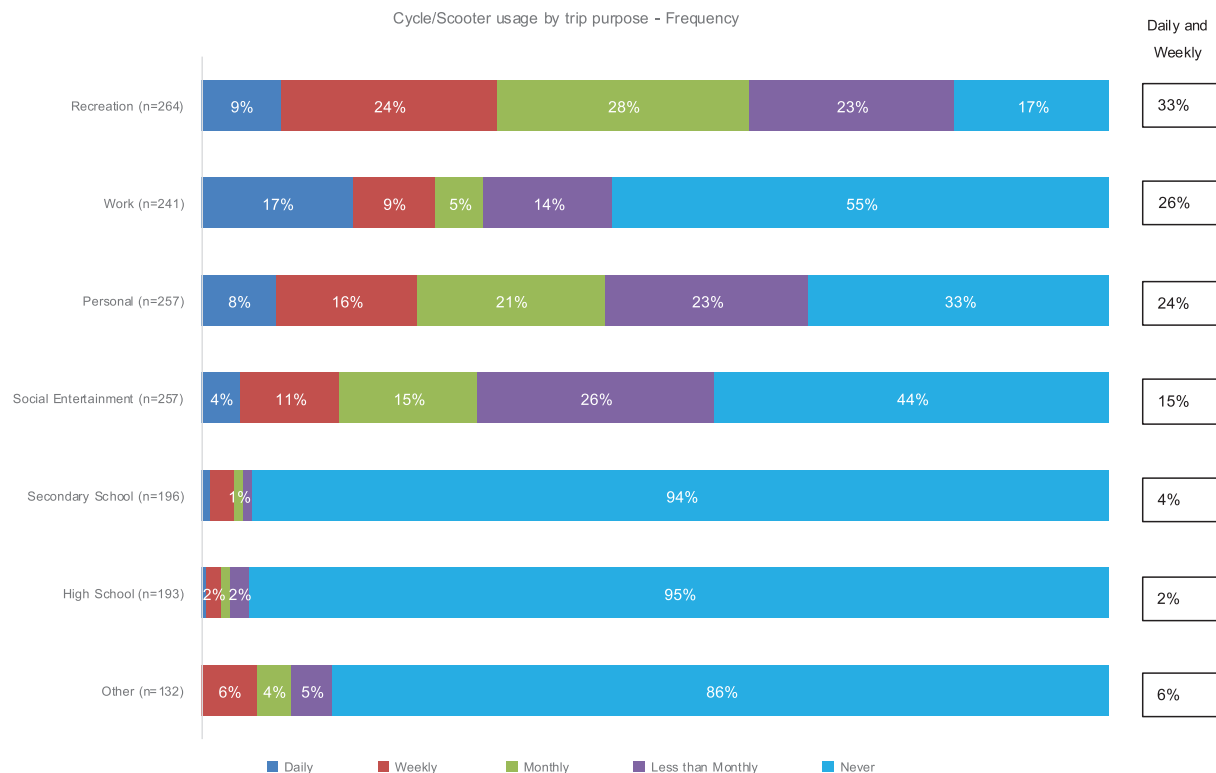
Trip Purpose Frequency by Cycle / Scooter

Among cycling or scooting participants, recreation is the most common trip purpose, with less than a fifth indicating that they have never done it.

Work, on the other hand, is the most common trip purpose on a daily basis.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Recreation	37	25
Work	33	14
Personal	28	16
Entertainment	21	6
Secondary School	4	2
High School	3	1

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Recreation	40	29
Work	34	29
Personal	32	16
Entertainment	22	18
Secondary School	5	4
High School	1	8



Question 6: In the past year, how often have you cycled and/or scooted within the Burrard Peninsula area for the following trip purposes?

Trip Purpose Frequency by Cycle / Scooter Continued

Daily and weekly usage of cycles/scooters is consistently directional, with the highest frequency observed in the West & UBC area for all trip purposes, except for entertainment, where the usage is minimal. Conversely, the New West area consistently exhibits the least usage for all trip purposes.

Females show significantly higher daily and weekly usage of cycles/scooters for all trip purposes compared to Males.

Usage (%) (Daily + Weekly)	Male	Female
Recreation	20	37
Work	18	28
Personal	21	24
Entertainment	15	15
Secondary School	2	4
High School	0	3

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Recreation	20	27	30	37	44	50	38	48	20
Work	13	30	30	35	38	32	29	43	15
Personal	0	9	22	32	33	21	27	52	14
Entertainment	0	18	20	27	33	15	24	21	5
Secondary School	0	0	0	4	0	0	6	17	1
High School	0	11	0	4	0	0	0	0	1

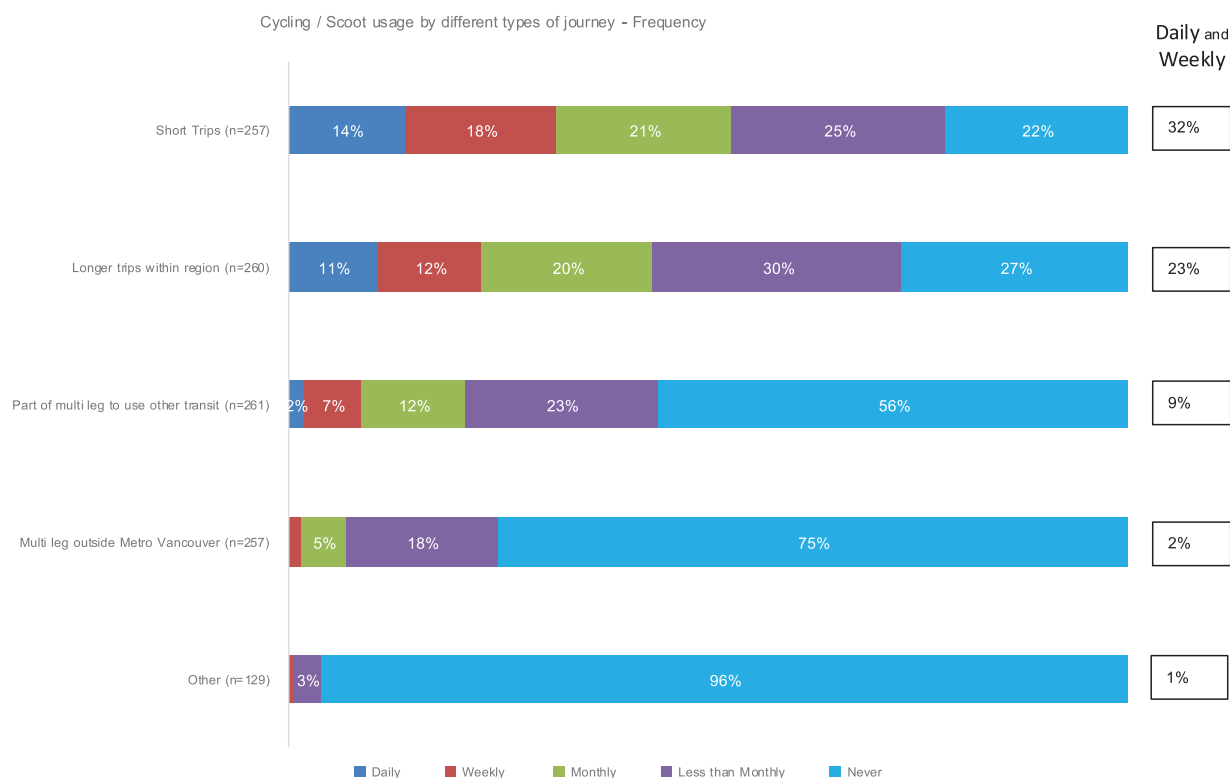
Question 6: In the past year, how often have you cycled and/or scooted within the Burrard Peninsula area for the following trip purposes?

Frequency of Cycling / Scooting for Different Types of Trips

Traveling for short/longer distances are the most frequent types of trips that are undertaken using cycling/scooting. Even within these types of trips, ~50% of respondents have a travel frequency of less than once a month/never.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Short Trips	39	20
Longer trips	29	13
Multi Leg (Other transit)	12	4
Multi Leg (Outside Metro Vancouver)	1	2

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Short Trips	42	26
Longer trips	32	17
Multi Leg (Other transit)	10	18
Multi Leg (Outside Metro Vancouver)	1	3



Question 7: In the past year, how often did you cycle and/or scoot within the Burrard Peninsula area to make the following types of trips?

Frequency of Cycling / Scooting for Different Types of Trips Continued

The Vancouver South area demonstrates the significantly highest daily and weekly usage of cycles/scooters for short and multi leg and short trips, while the New West area exhibits the least usage for all trip purposes.

Members of the 2SLGBTQIA+ community exhibit significantly higher daily or weekly usage for all different type of trips as compared to other respondents.

Usage (%) (Daily + Weekly)	2SLGBTQIA+ Community	All other groups combined
Short Trips	52	27
Longer trips	27	22
Multi Leg (Other transit)	23	6
Multi Leg (Outside Metro Vancouver)	2	1

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Short Trips	0	45	20	40	56	35	50	44	18
Longer trips	0	9	30	21	44	40	29	44	15
Multi Leg (Other transit)	10	9	20	5	33	5	25	12	3
Multi Leg (Outside Metro Vancouver)	0	0	0	0	13	0	0	0	2

Question 7: In the past year, how often did you cycle and/or scoot within the Burrard Peninsula area to make the following types of trips?

Factors Which Will Encourage More Frequent Cycling / Scooting Continued

- **Safety a Priority:** 70% of respondents prioritize safety improvements for more frequent cycling/scooting, emphasizing a strong desire for enhanced safety measures.
- **Connectivity and Accessibility Matter:** Significant interest (21% and 27%, respectively) is placed on improved connectivity and accessibility, underscoring the importance of seamless routes.
- **Limited Focus on Service Levels:** Service levels (23%) and staff training (0%) have comparatively lower impact, suggesting a primary emphasis on physical infrastructure and safety measures.

Theme	%
Emphasis on Safety	70
Accessibility	27
Service Levels	23
Connectivity	21
Amenities	15
Other	23

Other Factors to Encourage Increased Cycling and Scooting

1. Emphasis on Safety (70%)

- " Truly safe bike lanes at all times. "
- " Safer street barriers when the bike lane goes on the road "
- " Better secure bike parking in more places "

2. Accessibility (27%)

- " Too much to carry to manage on a bike. "
- " Availability of Evolve and Lime ebikes. "

3. Service Levels (23%)

- " Easier entry onto buses for ebikes. SkyTrain is fine. "
- " More dedicated bike lanes. "

Q8: Other. Which of the following would encourage you to cycle and/or scooter more often within the Burrard Peninsula area?
Base: n= 71

Factors Which Will Encourage More Frequent Cycling / Scooting Continued

Respondents from Vancouver South emphasized that a Complete Network (100%) is an important factor to encourage more frequent cycling/scooting, while South Burnaby respondents consider Improved Connection (73%) and Secure Bike Parking (64%) as crucial factors for encouragement.

Activities (%)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Complete Network	70	73	80	79	100	80	67	64	65
Improved connections	60	73	60	43	67	55	50	48	49
Secure bike parking	50	64	40	45	56	40	38	28	38
Signage	50	55	40	21	78	45	54	40	38

Q8: Which of the following would encourage you to cycle and/or scooter more often within the Burrard Peninsula area? (Multiple answers – Percentage will be more than 100)

Factors that would Influence Cycling / Scooting More Often

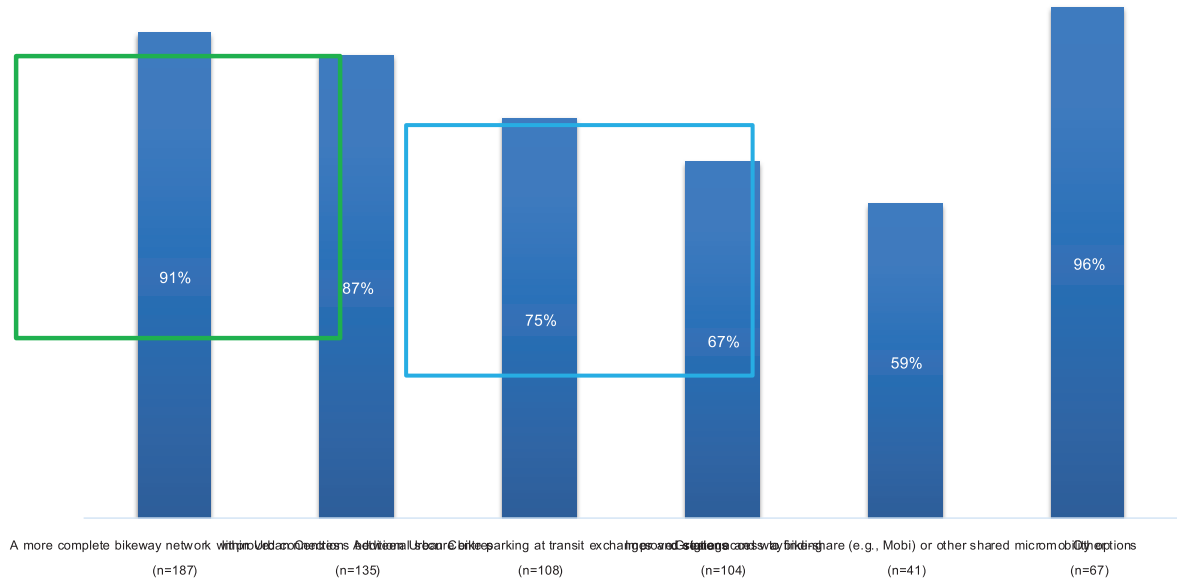
Complete network and improved connections are most important to respondents.

Secured bike parking and improved signage followed in terms of importance.

Respondents identified improved bike roads/lanes as important elements that would influence them to cycle/scoot more often.

Top 2 Box Score (%)	Peninsula region	Non-peninsula region	Vancouver/UB C	Burnaby/New West
Complete network	94	87	94	93
Improved connection	86	90	87	83
Secure parking	72	83	73	68
Better signage	68	64	69	67
Greater Access	59	50	60	57

Percentage of Respondents Indicating Importance ('Very Important' or 'Important') to Each

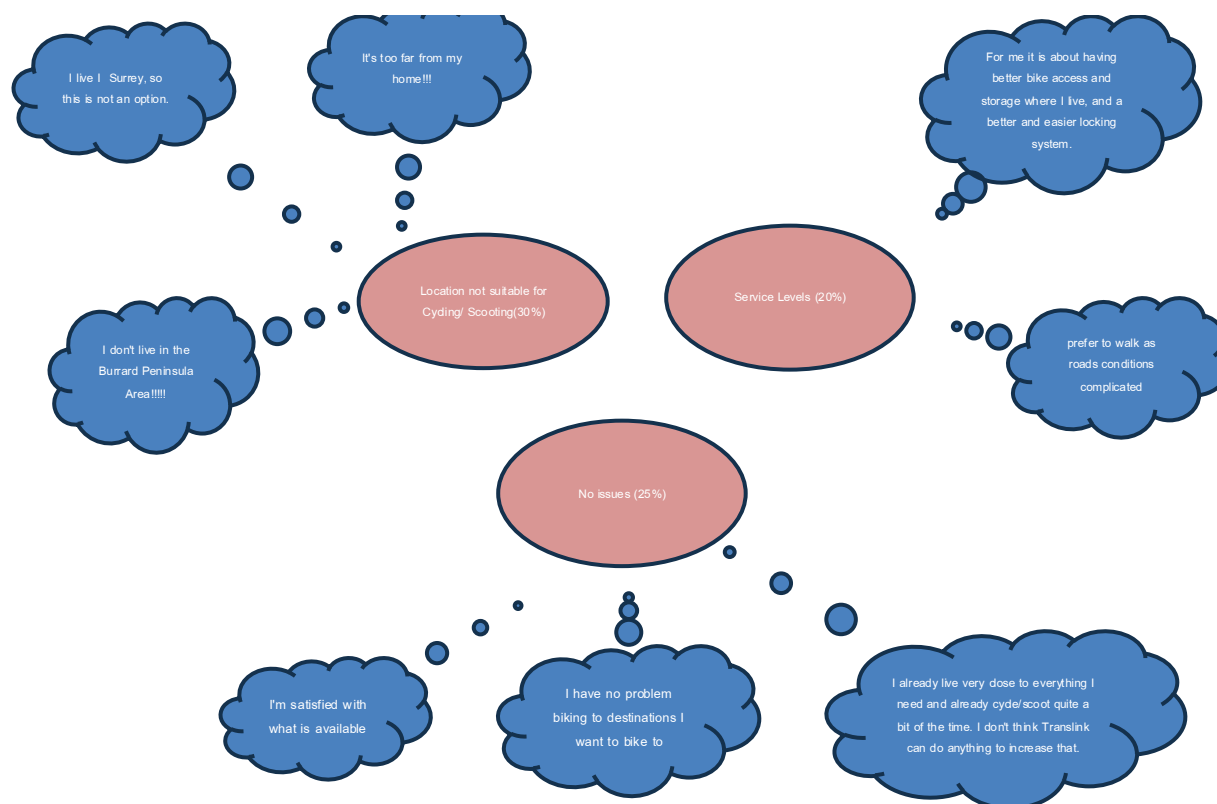


Question 8: IMPORTANCE. How important would each of the following be in your decision to cycle and/or scoot more often within the Burrard Peninsula area?
Please rate from “Very Important” to “Very Unimportant”
Base sizes: n, refers to the number of responses to each attribute.

Factors Which Will Encourage More Frequent Cycling / Scooting

- **Residence Barrier:** 30% cite not living in the area as a reason for not cycling, indicating a location-based limitation.
- **No Specific Issues:** 25% state no particular issues influencing their decision, suggesting a segment without specific barriers.
- **Service Levels:** 20% mention service levels as an influential factor, highlighting a portion where there is a service-related considerations.

Theme	%
Location not suitable for Cycling/ Scooting	30
No issues	25
Service Levels	20
Emphasis on Safety	7
Can't cycle	7
Use it for recreation purpose only	5
Other	16



Q8: None. In the previous question, you mentioned that none of the provided suggestions would influence your decision to cycle (or scoot). Can you please elaborate on that?
Base: n= 44

Factors Which Will Encourage More Frequent Cycling / Scooting Continued

Respondents from South Burnaby (100%) and Vancouver (100%) areas assign higher importance scores to the Complete Network category, whereas West & UBC (100%) places top importance on Improved Connection. In terms of Secure Bike Parking, New West (100%) area records the highest importance score.

% Stating <i>Important or Very Important</i>	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Complete Network	86	100	88	97	100	94	88	88	89
Improved connections	83	88	67	89	67	91	92	100	85
Secure bike parking	100	29	75	63	60	88	67	86	83
Signage	80	67	75	78	57	44	77	80	72

Question 8: IMPORTANCE. How important would each of the following be in your decision to cycle and/or scoot more often within the Burrard Peninsula area?
Please rate from "Very Important" to "Very Unimportant"

Active Transport – Walking / Rolling

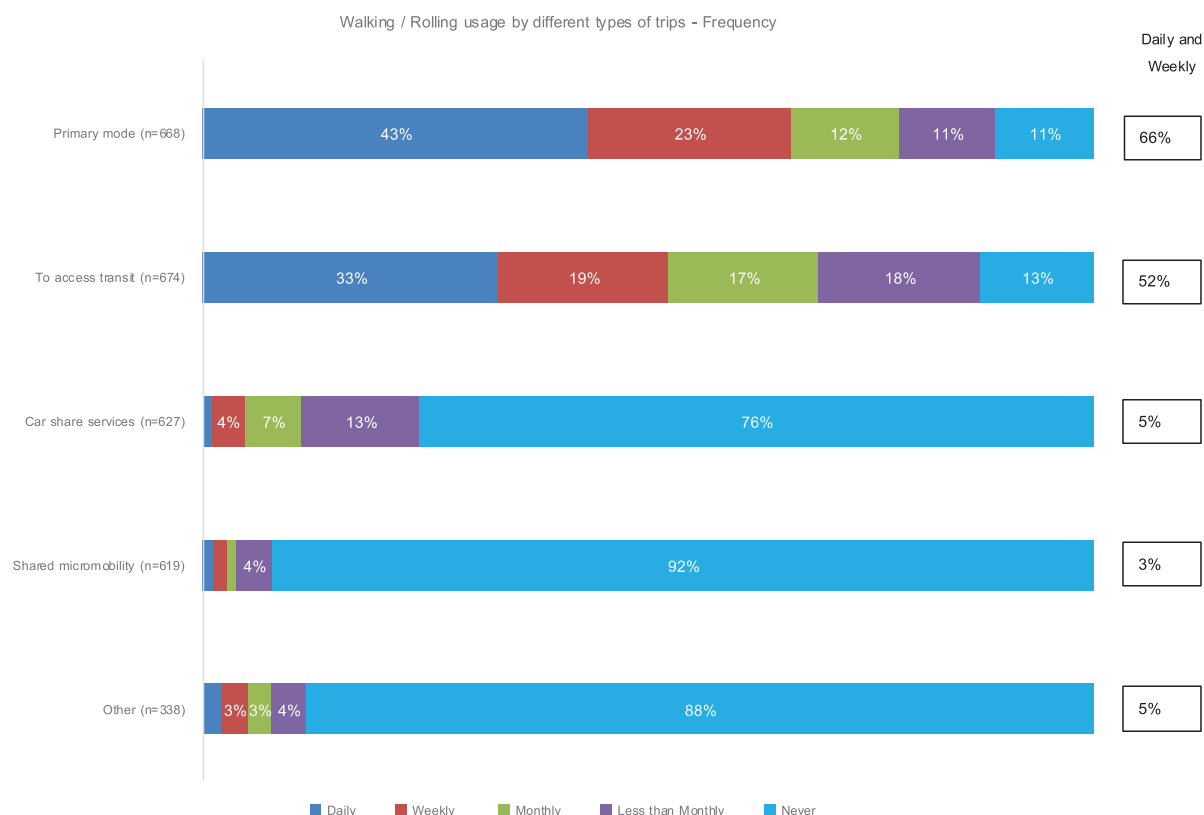
Frequency of Walking / Rolling for Different Types of Trips

Occurrence for daily walks is highest when walking/rolling was the primary mode of transport or when accessing transit – occurrence higher in Peninsula region than in non-Peninsula region.

Younger age groups (25 – 54) have a significantly higher frequency of usage for accessing transit.

Usage (%) (Daily + Weekly)	Peninsula region	Non-peninsula region
Primary Mode	79	45
Access Transit	63	36
Car Share	7	2
Shared Micro mobility	4	1

Usage (%) (Daily + Weekly)	Vancouver/UBC	Burnaby/New West
Primary Mode	81	75
Access Transit	62	64
Car Share	8	4
Shared Micro mobility	5	1



Question 9: In the past year, how often have you walked and/or rolled for the following trip purposes within the Burrard Peninsula Area?

Frequency of Walking / Rolling for Different Types of Trips Continued

- **Recreation Activities:** 29% of respondents indicated that their walking (or rolling) trips within the Burrard Peninsula were primarily for recreation, underlining a significant proportion engaging in leisurely outings.
- **Exercise a Significant Motivator:** A notable 21% mentioned exercise as the purpose of their trips, demonstrating a considerable emphasis on physical activity during their walking or rolling journeys within the Burrard Peninsula.
- **Different Range of Trips:** A substantial 27% cited “Other” as the purpose for their trips, showcasing a different range of reasons beyond the specified categories.

Theme	%
Recreation	29
For Exercise	21
Leisure activity	17
Running Errands	10
Work	2
Other	27
No comments	8

Other Walking (or Rolling) Trips within the Burrard Peninsula

1. Recreational Trips (29%)

“ Walking in our adjacent Metro Park ”
 “ I walk for recreational purposes as well. ”
 “ Personal recreation trips. ”

2. For Exercise (27%)

“ Walking for exercise ”
 “ Pleasure/exercise. just walking for no purpose other than to walk around. ”

3. Leisure Trips (17%)

“ To come for sporting events. ”
 “ Visiting friends, running errands, napping my toddlers, visiting parks.”

Question 9: Other: In the previous question, you said that in the past year you took other types of walking (or rolling) trips within the Burrard Peninsula.
 Can you please share what those would be?
 Base: n=53

Frequency of Walking / Rolling for Different Types of Trips Continued

Respondents in the Vancouver Central, Downtown, West and UBC area exhibit significant daily and weekly usage of walking/rolling for all primary mode trips. Meanwhile, in South Burnaby has significant usage of Walking/Rolling for Access Transit trips(73%).

Walking/rolling is the primary mode of transportation for daily and weekly use among respondents aged 19-24 years, while Access Transit is significantly more commonly used by those in the 25-34 age group.

Usage (%) (Daily + Weekly)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Primary Mode	74	86	63	75	66	90	96	86	46
Access Transit	59	74	54	59	67	58	65	72	38
Car Share	7	0	0	11	0	9	7	7	2
Shared Micro mobility	0	0	0	8	0	5	6	0	1

Usage (%) (Daily + Weekly)	19 To 24	25 To 34	35 To 44	45 To 54	55 To 64	65+
Primary Mode	86	61	73	69	60	66
Access Transit	71	73	69	60	47	43
Car Share	0	10	14	8	2	0
Shared Micro mobility	0	8	6	3	3	0

Question 9: In the past year, how often have you walked and/or rolled for the following trip purposes within the Burrard Peninsula Area?

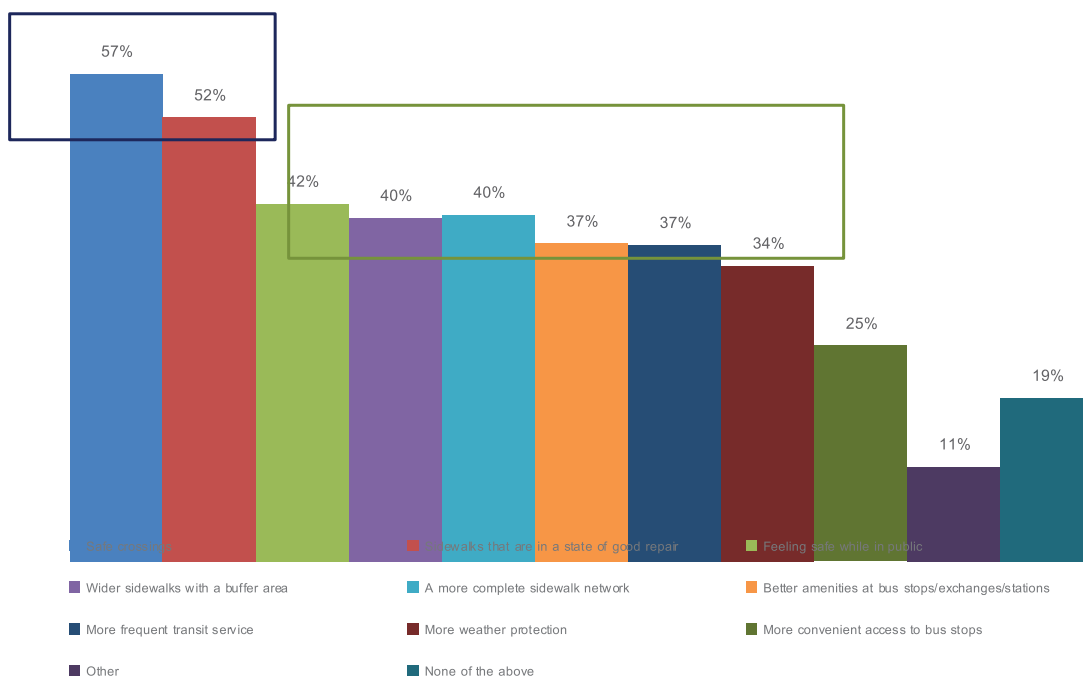
Factors Which Will Encourage More Frequent Walking / Rolling

Safe crossings and access to sidewalks are the primary factors that are needed for respondents to walk/roll more.

Secondary factors range from feeling safe, wider sidewalks, complete sidewalk network, better amenities, more frequent services, and better protection from the weather.

Activities (%)	Peninsula Region	Non-Peninsula Region
Safe Crossing	62	50
Better Sidewalks	56	46
Safety	43	39
Wider sidewalks	45	35
Complete sidewalk network	40	42
Better amenities	41	33
Frequent Service	40	32
Weather protection	41	33

Factors encouraging walking/ rolling
% of past-year walking/ rolling selecting each factor



Question 10: Which of the following would encourage you to walk and/or roll more often within the Burrard Peninsula area?
(Multiple choice – Percentages will add up to more than 100)

Base: Walked or rolled within the last year n= 706, Peninsula group n= 441, Non-Peninsula group n=331

Factors Which Will Encourage More Frequent Walking / Rolling Continued

- **Safety a Priority:** 48% of respondents emphasize safety as a key factor for more frequent walking and rolling within the Burrard Peninsula area, indicating a strong concern for pedestrian safety.
- **Service Levels Matter:** Service levels play a significant role for 24% of respondents, highlighting the importance of efficient and satisfactory services in promoting more frequent walking and rolling activities.
- **Amenities Play a Role:** 15% express a preference for enhanced amenities, emphasizing the role of well-equipped facilities and infrastructure in encouraging increased walking and rolling.

Theme	%
Emphasis on Safety	48%
Service Levels	24%
Amenities	15%
Connectivity	9%
Other	18%

Other Walking (or Rolling) Trips within the Burrard Peninsula

1. Emphasis on Safety (48%)

"Separate the scooters and skateboards from the pedestrians. They are dangerous on sidewalks."

"Physical safety, distance from car lanes."

"Better parking enforcement at intersections for safety bylaws."

2. Service Levels (24%)

"Better lighting especially along SkyTrain path."

"Better & more accurate information on schedule and better experience on trip planning with the app"

3. Amenities (15%)

"Amenities such as coffee shops in park areas - e.g. Spanish Banks, Vanier Park"

"More water fountain/bottle refill stations."

Question 10: Others. Which of the following would encourage you to walk and/or roll more often within the Burrard Peninsula area? Other (please specify):
Base: n=89

Factors Which Will Encourage More Frequent Walking / Rolling Continued

Safety and wider sidewalks are identified most frequently as factors encouraging walking/rolling in the New West area.

Conversely, better sidewalks and a complete sidewalk network are highlighted as important factors for the South Burnaby area.

Disabled respondents express significantly higher encouragement from all factors compared to non-disabled respondents.

Activities (%)	Persons with Disability	Persons without Disability
Safe Crossing	70	53
Better Sidewalks	69	48
Safety	50	40
Wider sidewalks	49	37
Complete sidewalk network	50	38
Better amenities	59	32
Frequent Service	51	34
Weather protection	45	33

Activities (%)	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Safe Crossing	62	69	54	61	76	63	56	53	51
Better Sidewalks	55	61	50	52	58	58	60	49	47
Safety	55	42	46	39	39	46	44	23	42
Wider sidewalks	62	42	36	42	48	42	40	26	37
Complete sidewalk network	45	61	36	38	36	38	35	28	41
Better amenities	45	33	25	34	45	50	40	30	34
Frequent Service	36	47	36	42	33	40	38	37	32
Weather protection	51	22	29	32	30	38	46	26	34

Question 10: Others. Which of the following would encourage you to walk and/or roll more often within the Burrard Peninsula area? Other (please specify):
Base: n=89

Triggers for Walking / Rolling More Often to Transit

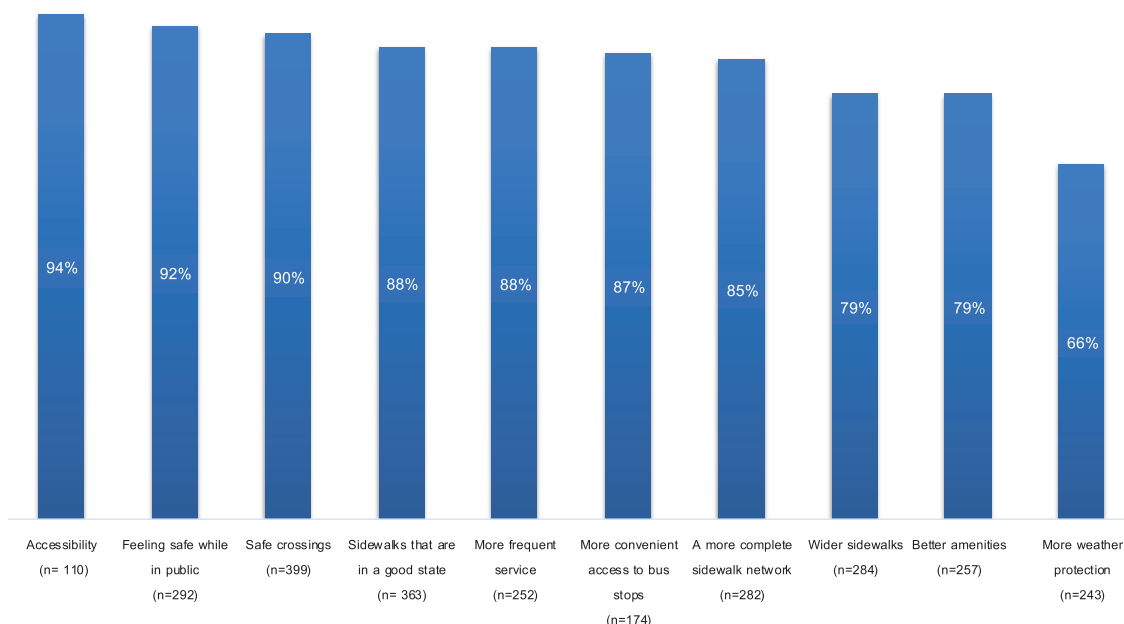
Safe crossing and feeling safe are the most important needs.

Sidewalks in good shape, complete network, and more frequent transit service are the other sought-after attributes.

About a quarter of the respondents cite not living in the area for not choosing to walk in the area for transit.

Top 2 Box Scores (%)	Peninsula region	Non-peninsula region	Vancouver/UBC	Burnaby/New West
Accessibility	96	90	95	96
Safety in public	90	95	91	88
Safe crossings	91	89	89	95
Good Sidewalk	89	86	89	87
Frequent service	86	91	85	88
Convenient Access	84	91	84	84
Complete sidewalk network	88	83	85	92
Wider sidewalk	82	75	80	86
Better Amenities	78	81	76	82
Weather protection	68	64	69	65

Percentage of Respondents Indicating Importance ('Very Important' or 'Important') to Each



Question 10: Importance: How important would each of the following be in your decision to walk/roll more often to transit?

Please rate from "Very Important" to "Very Unimportant"

Base sizes: n, refers to the number of responses to each attribute.

Triggers for Walking / Rolling

More Often to Transit Continued

Accessibility and safety in public spaces are most frequently mentioned as factors encouraging increased walking/rolling to transit across all areas.

Respondents in Vancouver South prioritize various factors when considering how often they walk/roll to transit, while weather protection is the least influential factor for encouraging walking/rolling in transit.

% Stating Important or Very Important	New West	South Burnaby	North Burnaby	Vancouver North	Vancouver South	Vancouver Central	Downtown	West & UBC	Other
Accessibility	91	100	100	92	100	100	100	67	90
Safety in public	88	87	85	85	92	95	91	90	95
Safe crossings	100	96	87	87	92	93	86	87	90
Good Sidewalk	88	91	86	89	95	93	81	86	88
Frequent service	88	75	100	83	100	84	85	87	90
Convenient Access	79	89	100	73	100	92	82	88	88
Complete sidewalk network	85	95	90	91	100	72	78	75	84
Wider sidewalk	83	80	90	86	88	80	86	36	74
Better Amenities	75	92	86	69	100	71	81	69	80
Weather protection	67	50	50	67	80	83	58	55	65

Question 10: Importance: How important would each of the following be in your decision to walk/roll more often to transit?

Please rate from "Very Important" to "Very Unimportant"

Base sizes: n, refers to the number of responses to each attribute.

Reasons for Not Walking / Rolling More Often to Transit

- Location and Residence Proximity: 24% of respondents indicate that the location is not suitable for walking or is not close to their residence, pointing to a perceived lack of suitability in the area for walking or rolling.
- Inconvenience: For 18%, inconvenience is a factor, suggesting that perceived inconvenience may be a significant deterrent to walking or rolling.

Among respondents who currently walk or roll, 35% gave reasons why they would not be influenced to walk or roll more often:

- Those in the Non-Burrard Peninsula region mentioned that they don't reside in the Burrard area, considering the location unsuitable for walking/rolling.
- Similarly, 54% of respondents in North Shore shared a similar perspective.

Theme	%
Location not suitable for walking /Not close to my Residence	24
Inconvenience	18
Already walk everywhere when possible	17
Travel distance	7
Preference not to want to walk	4
Additional/Not Applicable	30



Question 10: None: In the previous question, you mentioned that none of the provided suggestions would influence your decision to walk (or roll).

Can you please elaborate on that?

Base: n = 137

Demographics

Demographics

Do you own or rent your home? (n=772)	
Own (even if it is still being paid)	63%
Rent (even if no cash rent is paid)	29%
Other (please specify):	3%
Prefer not to answer	6%

Do you identify as a member of the 2SLGBTQIA+ community? (n=772)	
Yes	13%
No	77%
Prefer Not to Answer	10%

Do you identify as a person with a disability?(n=772)	
Yes	15%
No	78%
Prefer Not to Answer	7%

Area Groupings (n=772)	
New West	6%
South Burnaby	5%
North Burnaby	4%
Vancouver North	11%
Vancouver South	5%
Vancouver Central	6%
Downtown	7%
West & UBC	6%
Other	42%
Prefer not to answer	7%

What housing type do you live in? (n=772)	
Single-detached house	35%
Townhouse / row house	12%
Duplex / Semi-detached house	3%
Apartment or condo in a building that has fewer than five (5) stories	24%
Apartment or condo in a building that has five (5) stories or more	19%
Part of a house (such as basement suite, coach house)	4%
I do not have permanent housing	~0%
Other	1%
Prefer not to answer	3%

Which of the following best describes your current employment status? (n=772)	
Employed full time (30 hours or more per week)	42%
Employed part time (less than 30 hours per week)	8%
Student	2%
Not employed, looking for work	2%
Not employed, not looking for work	2%
Retired	38%
Other	3%
Prefer not to answer	3%

Where do you currently live? (n=772)	
Burnaby/New West	17%
Vancouver/UBC	40%
North Shore	10%
Northeast	10%
Southwest	7%
Surrey/Langley/White rock	14%
Other	2%

Peninsula

Non Peninsula

Demographics Continued

What is your age? (n=772)	
19 -24	1%
25 – 34	6%
35 -44	13%
45 – 54	16%
55-64	21%
65+	42%

Are you...? (n=772)	
Male	43%
Female	54%
None of the above	~0%
Prefer not to answer	3%

Which of the following represents your total household income per year before taxes? (n=772)	
Less than \$20,000	3%
\$20,000 to under \$50,000	16%
\$50,000 to under \$80,000	16%
\$80,000 to under \$100,000	11%
\$100,000 to under \$150,000	14%
\$150,000 to under \$200,000	7%
\$200,000 or more	7%
Prefer not to answer	25%

What group/race/ethnicity do you identify with? (n=772)	
First Nations, Inuk (Inuit), Métis	2%
Caucasian/ European origin	73%
Black (e.g., African, Caribbean, etc.)	1%
Chinese	9%
Other East Asian (e.g., Japanese, Korean, Filipino, Thai, etc.)	5%
South Asian (e.g. India, Pakistan, Sri Lanka, Nepal, etc.)	2%
Latin America (e.g. Mexico, Central American, South American, etc.)	1%
Middle Eastern/North African (e.g. Saudi Arabian, Syrian, Egyptian, etc.)	1%
Other	4%
Prefer not to answer	9%

Appendix (Survey Instrument)

Burrard Peninsula Area Transport Plan
TransLink Listens Panel

The information requested via this survey is collected by TransLink for the purpose of gathering your feedback on the Burrard Peninsula Area Transport Plan. To the extent that any of this information is personal information, the collection is done in accordance with s. 26(e) of the Freedom of Information and Protection of Privacy Act. All information will be anonymized and aggregated prior to publication. Please direct any questions regarding the collection and use of this information to areastransportplanning@translink.ca.

All survey responses will be anonymous, please do not enter any personal information in your responses.

First we'd like to ask you about how you have been getting around Metro Vancouver.

Question 1: Over the past year, how often did you use each of the following as your primary method of travel to complete a trip in Metro Vancouver?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Never	Don't know /NA
Transit (e.g. bus, SeaBus, SkyTrain, West Coast Express, HandyDART)						
Walking or rolling (rolling includes personal mobility devices such as mobility scooters or powered wheelchairs)						
Personal bike (pedal-powered or e-bike)						
Personal micromobility (e.g., e-scooter, skateboard, rollerblades)						
Shared micromobility (e.g., Mobi, Lime, Neuron)						
Car-share (e.g. Evo, Modo)						
Ride-share (e.g. Uber, Lyft)						
Taxi						

Personal vehicle							
Other							

IF 'Other' Selected at Q1 and frequency not equal to Never or DK Q1, Other

In the previous question, you said that in the past year you used other methods of transportation as a primary mode of travel around Metro Vancouver. Can you please share what methods of transportation that would be?

[OPEN END]

Burrard Peninsula Area Transport Plan

The Burrard Peninsula Area Transport Plan (BP ATP) will help identify and prioritize improvements for how people move around in the Burrard Peninsula area. This includes using buses and trains, riding bikes, walking, driving cars, and moving goods.

The Burrard Peninsula area is made up of Burnaby, New Westminster, Vancouver, and Electoral Area A - which includes the University of British Columbia (UBC) and the land around it called the University Endowment Lands (UEL). The study area also includes the lands of many Indigenous Nations. These are the traditional and unceded territories of Kwantlen First Nation, Kwikwetlem First Nation, Musqueam, Squamish Nation, Tsleil-Waututh Nation, and Qayqayt First Nation.

The BP ATP plan follows the ideas of Transport 2050, our Regional Transportation Strategy, including the theme of 'Access for Everyone'. Other key ideas in Transport 2050 include making active transportation the most convenient choice for shorter trips (see [Strategy 1.1](#)) and making transit the most convenient choice for longer trips (see [Strategy 1.2](#)). The BP ATP plan will help TransLink decide where to invest money for the future in how people get around the Burrard Peninsula area. The goal is to make it easy for everyone to reach the people they want to meet, the places they want to go, and the things they want to do.

PART 1

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.

This section of the survey invites you to share more about what's important to you when moving around the Burrard Peninsula. Specific to transit, we'd like to hear more about how you currently use transit, and the types of improvements that could be made to make transit a more convenient option.

[LINKS OPEN IN NEW WINDOW]

Question 2: In the past year, how often did you use each of the following types of transit for travel within the Burrard Peninsula area?

	Frequency
--	-----------

	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Never	Don't know /NA
Bus						
SkyTrain						
SeaBus						
West Coast Express						
HandyDART						

If Bus in Q2 = Daily, Weekly, Monthly, OR Less than Monthly

Question 3: In the past year, how often did you use the bus within the Burrard Peninsula area to make the following types of trips?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Never	Don't know /NA
Short bus trips close to home (e.g., less than 20 minutes in duration)						
Longer bus trips within the region (e.g., greater than 20 minutes in duration)						
As part of a multi-leg trip that also uses other modes of transit (e.g., to connect to the SkyTrain or SeaBus)						
As part of a multi-leg trip in order to connect to transit outside of Metro Vancouver (e.g., to access BC Ferries service at Horseshoe Bay or Tsawwassen Ferry Terminals)						
Other						

IF 'Other' Selected at Q3 and frequency not equal to Never or DK

Q3, Other, Detail

In the previous question, you said that in the past year you took other types of bus trips within the Burrard Peninsula. Can you please share what those would be?

[OPEN END]

If Bus in Q2 = Daily, Weekly, Monthly, OR Less than Monthly

Question 4: In the past year, how often have you taken the bus within the Burrard Peninsula area for the following trip purposes?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Never	Don't know /NA
To go to/from work						
To go to grade or high school (includes school escort trips)						
To go to post-secondary school (e.g., university, college/technical)						
To go shopping/personal business (e.g., medical appointments)						
For recreation (includes accessing a park or natural area)						
Social/entertainment (e.g., dining, concerts)						
Other						

IF 'Other' Selected at Q4 and frequency not equal to Never or DK

Q4, Other, Detail

In the previous question, you said that in the past year you took bus trips within the Burrard Peninsula for other purposes. Can you please share what those would be?

[OPEN END]

ALL

Question 5: How important would each of the following be in your decision to take the bus more often within the Burrard Peninsula area? Please rate from "Very Important" to "Very Unimportant"

	Importance						
	Very Import ant	Importa nt	Somew hat	Neutral (Neither Importan	Somewh at	Unimp ortant	Very Unimporta nt
							N/A

			Important	Unimportant				
More reliable service (e.g., bus arrives on time, consistent travel times)								
More frequent service (e.g., buses arrive more often)								
Longer span of service (e.g., buses start earlier and end later)								
More comfortable service (e.g., less crowded, getting a seat)								
Faster travel times (e.g., speeds and travel times that are comparable with driving)								
Feeling safer and more secure on the transit system								
Easier access at transit exchanges/stations to shared mobility services (e.g., Mobi, Lime, Neuron, Evo)								
More amenities at bus stops, exchanges, or SkyTrain stations (e.g., shelters, seating, real-time arrival information, secured bike parking/storage)								

ON SAME PAGE

Q5_Other

Are there any other options that would influence your decision to **take the bus** more often in the Burrard Peninsula Area?

[OPEN END]

ON SAME PAGE

Q5_None

If none of the options above would influence your decision to **take the bus** more often in the Burrard Peninsula, please state why:

[OPEN END]

ACTIVE TRANSPORTATION

Another key idea 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 personal micromobility devices are also considered alongside these purely human-powered forms of travel, since they often operate in the same space, such as on off-street pathways and bikeways.

Active transportation is low-cost, zero- or low-carbon, healthy, and efficient. Walking, biking, and rolling can be used on their own for shorter trips; they are also important ways for people connect to transit, holding the potential to greatly expand transit's reach. Expansion of the region's active transportation networks (paths, walkways, bikeways) is one of the most cost-effective ways to reach all five Transport 2050 goals.

Active Transport: In the past year which of the following active activities have you done?

- Cycled (includes e-bikes)
- Scooted (includes electric and non-electric skateboards, rollerblades, kick-scooters etc.)
- Walked (includes running and jogging)
- Rolled (includes personal mobility devices such as mobility scooters or powered wheelchairs)
- None of the above [EXCLUSIVE]
- DK [EXCLUSIVE]

[MULTI CHOICE]

If Active Transport = Cycled OR Scooted

Cycling and Scooting

Through Transport 2050, TransLink is proposing an 850km regional [Major Bikeway Network](#) (MBN), made up of traffic-protected or traffic-calmed bikeways connecting Urban Centres and major destinations across Metro Vancouver. TransLink also supports the buildout of protected or traffic-calmed bikeway networks within Urban Centres. To support this work, we collaborate with local governments to build new or upgraded cycling infrastructure.

Help us identify and prioritize future upgrades along the Major Bikeway Network and within Urban Centres that will make cycling/scooting safer and more convenient. For the purposes of this survey, cycling and scooting includes government-sanctioned micromobility devices which may include both human-powered (e.g., bicycles, skateboards, rollerblades, kick-scooters) and electric-assisted devices (e.g., electric bikes, electric scooters).

If Active Transport = Cycled OR Scooted

Question 6: In the past year, how often have you cycled and/or scooted within the Burrard Peninsula area for the following trip purposes?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Don't know	Never
To go to/from work						
To go to grade or high school (includes school escort trips)						
To go to post-secondary school (e.g., university, college/technical)						
To go shopping/personal business (e.g., medical appointments)						
For recreation (includes accessing a park or natural area)						
Social/entertainment (e.g., dining, concerts)						
Other						

If 'Other' Selected at Q6 and frequency not equal to Never or DK

Q6_Other_Detail

In the previous question, you said that in the past year you took cycling or scooting trips within the Burrard Peninsula for other purposes. Can you please share what those would be?

[OPEN END]

If Active Transport = Cycled OR Scooted

Question 7: In the past year, how often did you cycle and/or scoot within the Burrard Peninsula area to make the following types of trips?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Don't know	Never

	days a week	days a week				
Shorter distance trips (e.g., 1-5 km) that are closer to home and within your community						
Longer-distance trips (e.g., greater than 5 km) where you are accessing other communities or Urban Centres and potentially utilizing Major Bikeway Network corridors						
As part of a multi-leg trip that also uses other modes of transit (e.g., to connect to the SkyTrain or SeaBus)						
As part of a multi-leg trip in order to connect to transit outside of Metro Vancouver (e.g., to access BC Ferries service at Horseshoe Bay or Tsawwassen Ferry Terminals)						
Other						

If 'Other' Selected at Q7 and frequency not equal to Never or DK

Q7_Other_Detail

In the previous question, you said that in the past year you took other types of cycling (or scooting) trips within the Burrard Peninsula. Can you please share what those would be?

[OPEN END]

Q8_Choices

Which of the following would encourage you to **cycle and/or scoot** more often within the Burrard Peninsula area?

- A more complete bikeway network within Urban Centres
- Improved connections between Urban Centres
- Additional secure bike parking at transit exchanges and stations
- Greater access to bike-share (e.g., Mobi) or other shared micromobility options
- Improved signage and wayfinding
- Other (Please Specify)

None of the above would influence my decision to cycle and/or scooter more often in the Burrard Peninsula. [EXCLUSIVE]

[MULTI CHOICE]

If Active_Transport = Cycled OR Scooted

& If Q8_Choices not equal to None of the above

Question 8: How important would each of the following be in your decision to cycle and/or scooter more often within the Burrard Peninsula area? Please rate from "Very Important" to "Very Unimportant"

	Importance						
	Very Important	Important	Somewhat Important	Neutral (Neither Important or Unimportant)	Somewhat Unimportant	Unimportant	Very Unimportant
A more complete bikeway network within Urban Centres							
Improved connections between Urban Centres							
Additional secure bike parking at transit exchanges and stations							
Greater access to bike-share (e.g., Mobi) or other shared micromobility options							
Improved signage and wayfinding							
Other as specified in Q8_Choices							

[SELECTED RESPONSES FROM Q8_CHOICES]

If 'None of the above ...' Selected at Q8_Choices

Q8 Nothing Detail

In the previous question, you mentioned that none of the provided suggestions would influence your decision to cycle (or scooter). Can you please elaborate on that?

[OPEN END]

If Active_Transport = Walked OR Rolled

Walking and Rolling

Help us identify improvements to pedestrian infrastructure within the Burrard Peninsula that would help make walking/rolling safer and more convenient. For the purpose of this survey, walking and rolling includes personal mobility devices such as mobility scooters or powered wheelchairs.

If Active_Transport = Walked OR Rolled

Question 9: In the past year, how often have you walked and/or rolled for the following trip purposes within the Burrard Peninsula Area?

	Frequency					
	Daily (e.g., 3-7 days a week)	Weekly (e.g., 1-2 days a week)	Monthly (1-3 days a month)	Less than monthly	Don't know	Never
Where walking/rolling was the primary mode (e.g., walking from your home to do an errand)						
To access transit (e.g., walking from your home to the nearest bus stop)						
To access shared micromobility services (e.g., Mobi, Lime, Neuron)						
To access car-share services (e.g., Evo, Modo, etc.)						
Other						

If 'Other' Selected at Q9 and frequency not equal to Never or DK

Q9 Other Detail

In the previous question, you said that in the past year you took other types of walking (or rolling) trips within the Burrard Peninsula. Can you please share what those would be?

[OPEN END]

Q10 Choices

Which of the following would encourage you to walk and/or roll more often within the Burrard Peninsula area?

- A more complete sidewalk network (i.e., sidewalks on at least one side of the street)
- Wider sidewalks with a buffer area between moving vehicles and the walking path
- Sidewalks that are in a state of good repair (i.e., well-maintained, not damaged)
- Accessibility (e.g., curb-cuts for strollers/wheelchairs)
- Safe crossings (e.g., signalized intersections, crosswalks with flashing lights, well-lit)
- Feeling safe while in public (e.g., feeling physically secure while walking at night)
- More weather protection (e.g., street trees, awnings)
- Better amenities at bus stops/exchanges/stations (e.g., seating, shelter, lighting)
- More convenient access to bus stops (e.g., there's a bus stop close to your home)
- More frequent transit service
- Other (please specify):
- None of the above would influence my decision to walk and/or roll more often in the Burrard Peninsula.

If Active_Transport = Walked OR Rolled

& If Q10_Choices not equal to None of the above

Question 10: How important would each of the following be in your decision to walk/roll more often to transit? Please rate from "Very Important" to "Very Unimportant"

	Importance					
	Very Important	Important	Somewhat Important	Neutral (Neither Important or Unimportant)	Somewhat Unimportant	Unimportant
A more complete sidewalk network (i.e., sidewalks on at least one side of the street)						
Wider sidewalks with a buffer area between moving vehicles and the walking path						
Sidewalks that are in a state of good repair (i.e., well-maintained, not damaged)						
Accessibility (e.g., curb-cuts for strollers/wheelchairs)						
Safe crossings (e.g., signalized intersections)						

crosswalks with flashing lights, well-lit						
Feeling safe while in public (e.g., feeling physically secure while walking at night)						
More weather protection (e.g., street trees, awnings)						
Better amenities at bus stops/exchanges/stations (e.g., seating, shelter, lighting)						
More convenient access to bus stops (e.g., there's a bus stop close to your home)						
More frequent transit service						
Other as specified in Q10_Choices						

[SELECTED RESPONSES FROM Q10_CHOICES]

PART 2 – DEMOGRAPHIC QUESTIONS

Here are some questions about you that will help us understand who is answering. This way, we can make sure we hear from lots of different people in our community. We will only look at the answers as groups, and no one will know who said what. Your answers will not be reported individually.

Question 11:

[AGE IMPORTED FROM PROFILE]

Residence: I currently live in... (Choose any one option)

- ☐ Anmore
- ☐ Belcarra
- ☐ Bowen Island
- ☐ Burnaby
- ☐ Coquitlam
- ☐ Delta (including Ladner & Tsawwassen)
- ☐ q̓ic̓ay (Katzie First Nation)
- ☐ q̓w̓ec̓w̓en̓ (Kwantlen First Nation)
- ☐ kw̓ic̓w̓a̓m̓ (Kwikwetlem First Nation)
- ☐ Langley (City)
- ☐ Langley (Township)
- ☐ Lions Bay
- ☐ Maple Ridge
- ☐ m̓áth̓w̓i (Matsqui First Nation)
- ☐ x̓w̓m̓á̓kw̓ay̓am̓ (Musqueam)
- ☐ New Westminster
- ☐ North Vancouver (City)
- ☐ North Vancouver (District)

- ☐ Pitt Meadows
- ☐ Port Coquitlam
- ☐ Port Moody
- ☐ Richmond
- ☐ se'mya'me (Semiahmoo First Nation)
- ☐ Skwxwú7mesh Uxwumixw (Squamish Nation)
- ☐ Surrey
- ☐ scá'wəłan masteyaww (Tsawwassen First Nation)
- ☐ səlliwə7ə (Tsil'it Waututh Nation)
- ☐ University of British Columbia
- ☐ University Endowment Lands
- ☐ Vancouver
- ☐ West Vancouver
- ☐ White Rock

☐ Other (please specify):

FSA: What are the first three digits of your postal code?

☐

☐ Prefer not to answer

Housing: What housing type do you live in?

- ☐ Single-detached house
- ☐ Townhouse / row house
- ☐ Duplex / Semi-detached house
- ☐ Apartment or condo in a building that has fewer than five (5) stories
- ☐ Apartment or condo in a building that has five (5) stories or more
- ☐ Part of a house (such as basement suite, coach house)
- ☐ I do not have permanent housing

☐ Other (please specify):

☐ Prefer not to answer

Ownership: Do you own or rent your home?

- ☐ Own (even if it is still being paid)
- ☐ Rent (even if no cash rent is paid)

☐ Other (please specify):

☐ Prefer not to answer

Ethnicity: What group/race/ethnicity do you identify with? (Please select as many as apply)

- ☐ First Nations/Inuk (Inuit), Métis
- ☐ Caucasian/ European origin
- ☐ Black (e.g., African, Caribbean, etc.)
- ☐ Chinese
- ☐ Other East Asian (e.g., Japanese, Korean, Filipino, Thai, etc.)
- ☐ South Asian (e.g. India, Pakistan, Sri Lanka, Nepal, etc.)

- ☐ Latin America (e.g. Mexico, Central American, South American, etc.)
- ☐ Middle Eastern/North African (e.g. Saudi Arabian, Syrian, Egyptian, etc.)

☐ Other, please specify:

☐ Prefer not to answer

LGBTQ2C: Do you identify as a member of the 2SLGBTQIA+ community? This refers to individuals who self-identify as lesbian, gay, bisexual, queer, intersex, asexual, pansexual or two-spirited.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Disability: Do you identify as a person with a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

IF Disability = Yes

Disability2: What type of disability do you have? (Please select all that apply)

- ☐ Vision-related
- ☐ Physical
- ☐ Hearing/deafness
- ☐ Developmental or cognitive
- ☐ Mental health
- ☐ Use a wheelchair or mobility scooter
- ☐ Use a mobility aid (cane, walker)

☐ Other, please specify:

☐ Prefer not to answer

Employment: Which of the following best describes your current employment status?

Note: Employed includes self-employed. (Please select one)

- ☐ Employed full-time (30 or more hours per week)
- ☐ Employed part-time (less than 30 hours per week)
- ☐ Student
- ☐ Not employed, looking for work
- ☐ Not employed, not looking for work
- ☐ Full time caregiver/parent
- ☐ Retired

☐ Other (please specify):

☐ Prefer not to answer

Income: Which of the following best describes your total household income before taxes for last year?

- ☐ Less than \$20,000
- ☐ \$20,000 to less than \$50,000

- ☐ \$50,000 to less than \$80,000
- ☐ \$80,000 to less than \$100,000
- ☐ \$100,000 to less than \$150,000
- ☐ \$150,000 to less than \$200,000
- ☐ \$200,000 and over
- ☐ Prefer not to say



How

Should



We

Get



There?

Burrard Peninsula Area Transport Plan Appendix F – Questionnaire Text Responses

Q2: Did you use any other modes of transportation as your primary method of travel to complete a trip?

If applicable, please specify below, including the frequency of use.

- 99 b line to ubc
- Airplane outside of BC
- Amtrak train from Pacific Station to Seattle
- Aquabus
- As needed bus or SkyTrain if don't feel like driving
- BC Ferries
- BC Ferry
- BC ferry 2x monthly
- Borrowed a vehicle from family member
- Borrowed friends vehicle
- Bus
- Bus
- Bus
- Bus and walk, every day
- Bus, SkyTrain
- By personal vehicle I mean getting rides in partner or friends vehicle. Monthly
- Car
- Car
- Car pool
- Car pool with a neighbour
- Car pool with friends and family
- Carpool
- Carpool: twice a week from work; and at least once a week to other activities.
- Carpooling (i.e. got a ride in a car from a friend/family member, but not my own vehicle)
- Carpooling with friend
- Company shuttle bus from Lonsdale Quay to my place of work.
- Don't know
- Ebike
- Ebike
- False Creek and Aquabus ferries
- False Creek Ferries/Aquabus (Monthly)
- False Creek Ferry
- False Creek Ferry
- False Creek passenger ferry, 1x month
- Ferry
- Friend's car – maybe twice a month.
- Given a ride in a family member's personal vehicle less than monthly.
- HandyDART
- HandyDART daily
- Harbour Air
- Hard to quantify based on choices – I commute to work 2, sometimes 3 days a week, always on transit. That's not daily, but weekly seems like undercounting. Some days I don't go anywhere at all.
- Hullo ferry, BC Ferries, share rides with friends & family
- I go by bus everywhere unless travelling with my friend
- I often drive part way, park & take transit the rest of the way.
- I prefer mostly transit
- I ride a friend's car as a passenger, not sure if that counts as a personal vehicle. It is about 2 times a week
- I stopped using public transit because the air quality is horrendous. Extremely high CO2 readings with windows that do not open. Poor ventilation, high CO2, means increased viral transmission. Fix your air quality please.
- I took a SkyTrain to Chinatown, then I took a bus to Horseshoe Bay, then I took a ferry to Nanaimo or Gibsons. And back again the same way.
- I use Vespas (gas motor scooter) as my personal vehicle sometimes.
- I used hospital transfer bus 2 times after having surgery as a result of tripping on a portion of the seawall that was uneven. That accident happened in May 2023 and I am continuing to have mobility issues.
- It is a kilometre in any of three directions to any one of four buses from my house. I'm 81 years old and on crutches. So I drive to my destination or to Joyce SkyTrain if I'm going downtown.
- Motorcycle
- My car rides would be with spouse to get bikes to a location _ - ie Tsawassen ferry
- n/a
- N/A

- Never
- No other modes of transportation.
- No, but I am planning to buy pedal powered bike very soon.
- Occasional Uber
- Other individual's vehicles
- Passenger in family and friend vehicle monthly. Outside of Burrard Peninsula BC Ferries almost monthly.
- Personal rides in cars with friends or relatives.
- Personal vehicle
- Plane
- Private car is my only real option
- Q2Q ferry (water Taxi)
- R4, 99 B-Line, Canada Line, Expo Line, etc. daily
- Rental car (from Hertz), less than monthly
- Ride from friends.
- Ride with family 1 day per week
- Sailboat
- SkyTrain — crowding is terrible and the people who sit in the disability seats who don't need to and try to pretend they're sleeping or on their phones and won't move for a senior is appalling! Can't control others but this needs to be fixed. 1-3 x week
- SkyTrain
- SkyTrain
- SkyTrain
- Sometimes I would get a ride in someone else's personal vehicle. This was less than monthly.
- Taxi
- Uber
- Walking
- Walk
- Walk
- Walking
- Walking
- walking
- Walking
- Walking
- Walking
- Walking
- Walking daily
- Would love to take the West Coast Express out to Maple Ridge and Mission in the morning, return in the evening
- Yes everyday

Q7: Did you use the bus within the Burrard Peninsula area for any other trip purposes?

(If applicable, please specify below, including the frequency of use.)

- A round trip on the SkyTrain for fun and sight seeing.
- After dropping off car for repair
- Airport
- Airport
- All transportation needs
- As needed only
- Avoid drinking and driving.
- BC Lions games
- By work I assumed volunteering
- Church
- Commuting between home and other destination
- Connect to Ferry
- Craigslist shopping
- Doctors appointment
- Doctors appointments 2x
- During snow when couldn't drive or use Modo.
- Emergency use: frivolous car towing due to passive aggressive neighbour
- Family visit
- Family visit
- For Doctors and a hospital visit
- General use throughout the week to get to various activities
- Get to airport
- Go to airport
- Going to a concert
- Grocery shopping buy that's easier by car.
- Grocery shopping.
- Hiking North Shore
- I live near the Millennium Line so I mostly SkyTrain for downtown events
- I stopped using public transit because the air quality is horrendous. Extremely high CO2 readings with windows that do not open that equate to high viral transmission. Fixing your ventilation & air quality should be your priority.
- I volunteer.
- Last mile to home.
- Medical appointment- less than a month
- Medical appointments
- Medical appointments
- Medical appointments
- Medical appointments to DT Van and SkyTrain, Workshops
- Medical visits
- Mostly 2 times in a week
- Never
- Never use a mass transit
- No other purposes.
- NP
- Piano lessons weekly
- Playing tourist
- Private car is my only real option
- R4 Daily.
- Sightseeing/to experience a double decker
- Social – family/friends' residences
- Sometimes
- Stroll
- Take 3 buses to get to Surrey.
- There aren't good timing, frequency or options from the Mt Seymour area in North Vancouver.
- To access Abbotsford bus to Airshow
- To catch Canada line to airport
- To connect from New Westminster to the Horseshoe Bay Ferry to Vancouver Island
- To get to town to get to the Horseshoe Bay ferry terminal
- To go between my condo in Coquitlam and my parent's house in East Van, and to visit my mom in the hospital a couple of times.
- To go to church (3 times a week)
- To go to the airport for work flight
- To go to the airport.
- To see family
- To see family
- To see my partner and other family
- To visit family
- To visit family / partner
- To visit family on Vancouver Island, going to Horseshoe bay, Tsawwassen ferry terminals

- Transit to airport
- Transportation to and from BC ferries
- Travel
- Travel
- Travel to ferries or airport.
- Visit family
- Visit family
- Visit family
- Visit family and friends at their residence
- Visit my elderly father
- Visit my parents within the city
- Visiting family
- Visiting family
- Visiting family once a week
- Visiting friends
- Visiting friends
- Visiting friends but I guessed that fit with social/entertainment so put it there – 1-2x week
- Visiting relatives and friends
- Volunteering
- Volunteering
- Walk or bicycle
- Work
- Work travel to see clients

Q9: Are there any other options that would influence your decision to take the bus more often in the Burrard Peninsula Area?

- A gondola linking production station to the top of Burnaby mountain
- A need to travel into the city more often, which I don't currently have
- Ability to transport heavy ebikes on bus (mine has fenders so current bike racks don't work)
- Access to public washrooms, better access to metro van parks by public transit access to Metro Vancouver parks by public tr
- Add a stop at or very near to Macpherson Ave Carson Street as its too sloppy upside to climb and reach up to Clinton Ave, Macpherson Street please.
- Adding Invisible Disability signage to the front seats. Having the driver automatically lower the steps to board or get off the bus. Stop the overcrowding on buses. It's dangerous and extremely hard to disembark in a timely manner.
- Affordability for students, buses during the winter
- Affordable fares
- Affordable secure park and ride area close to SkyTrain and bus terminal. Passenger pickup and drop off parking spots at major SkyTrain stations and bus terminals. Such as the Metrotown SkyTrain station.
- Amenities at SkyTrain stations should include public accessible bathrooms.
- Amenities: washrooms are required throughout the system
- An incredibly good deal on a PASS for seniors
- Annual transit pass for all seniors outside peak hours
- Assurance of lower infection risk, especially evidence of good air ventilation. Particularly concerned about reducing COVID infection risk.
- At least one transit agent at each station to give info and guidance. It is also reason of security. Less over crowding in buses.
- Availability of personal vehicle (shared with partner). Ease and cost of parking at destination. Traffic congestion (e.g., prefer not to drive to a downtown destination). Weather (e.g., prefer not to bike in rain, snow, ice).
- Available washrooms
- Basic accountability ridership from drivers, including asking people to move back, take off bags, etc.
- Bathroom on route
- Bathrooms
- Bathrooms available
- Be more strict about buses that run early
- Because I use a mobility device, I purposely avoid taking connecting buses because I never know what the path between bus lines will be like in terms of accessibility. I limit myself to one route only. Also I avoid peak times because buses are so crowded.
- Being able to avoid traffic that you'd find by driving
- Being able to continue my journey with my bike onto the strain at peak times. Not being able to take my bike on the SkyTrain deters me from taking transit
- Being able to put my e-bike on the bus
- Being able to take my dog with me on the bus
- Being able to take the bus to Hastings St from McGill/ Penticton area. Community shuttle please!
- Better air circulation, it can get stuffy and I'm worried about COVID and flu infection.
- Better bus priority throughout the area. Some buses going to Metrotown get snarled in traffic when going to the station. It's faster to walk than to wait and take the bus when I'm a 15 min walk to the station.
- Better commute times from the Surrey/Langley area
- Better connecting times (particularly for the SeaBus)
- Better connection between my house and my working place
- Better connections between bus and SkyTrain
- Better coordination between bus lines. If I make a transfer between a frequent line eg., 49 and a lesser line eg., 17, frequently I have a wait of a minimum of 20 minutes.
- Better cycling connections
- Better integration with bikes and other active transportation. AAA quality infrastructure [safe lanes that go to places we want to go], Secure storage at hubs, intuitive wayfinding
- Better options than only linking up to SkyTrain. Why not longer bus routes, from point A to B, without having to go out of the way to get to a SkyTrain station?
- Better preparedness for winter conditions. More reliable tracking updates/warnings. There is often a large delay between when a bus becomes out of service, and when people who subscribed to alerts are notified.

- Better route connections – ie – a south bound Burrard Street bus which connected to Broadway
- Better routes
- Better routes down SE marine drive, within Queensborough
- Better service at night.
- Better service to communities outside Vancouver City.
- Better, faster connections from Horseshoe Bay to Burnaby Hospital
- Bike rack availability
- Bike racks on buses
- Bike racks on the bus are the key to getting me to use the bus. They are great, reliable and essential.
- Build within SkyTrain stations with 1 stop retail & shopping amenities, eg groceries, basic necessities, cafe, restaurants. Look at subway stations like in Japan, Singapore, Taiwan. If ppl can get their errands at subway stations, we can reduce car usage
- Bus #23 almost impossible to take, unless you have time to wait for 3 buses – bus serves whole Yaletown, Chinatown, University West, and West End (18 passengers, no standing)
- Bus does not always connect.
- Bus does not always connect. Leaves some passengers behind.
- Bus driver patience for passengers
- Bus frequency is less at night when I might return from an outing. In those cases it's faster to walk home from the SkyTrain (30 minutes) than wait for a bus.
- Bus not getting stuck in transit
- Bus ride benefits for 55+
- Bus routes closer to my house.
- Bus seats dirty, worn so they look dirty, interior surfaces, stanchions, windows, hand rails in seat appear unwashed/unclean.
- Bus service from transit hubs to airport when SkyTrain isn't running so taxi isn't necessary
- Bus should be free for 50 or above. Add Chinese signage. Keep the bus clean.
- Bus stops and routes in more locations, to make it more convenient to catch a bus and end a trip closer to final destination
- Bus stops are too far away – need more bus routes – smaller buses to go to more places.
- Bus stops in North van are dark, cold and tiny. We need well-lit and safe places in order to make buses an option for kids to school or anyone off regular hours to use for work
- Bus stops to be more convenient. For a senior in the West End to walk up hills from Beach Ave to Pacific Street then 3 long walks to the nearest bus stop is very hard.
- Bus with more frequent stops closer to home—currently only every 30 min and not reliable timing
- Buses often take a lower priority to general vehicles, even at high volume intersections and on busy routes. This, combined with visuals of buses stuck behind regular cars can be a turn off.
- Buses that are easier to get on and off, e.g., like European trams
- Cars should be congestion taxed like Singapore. If Singapore does it, we should strongly consider also doing it. Lambo and G wagon drivers pay monstrous fees to be the high emissions citizens they are. More use of automated bollards.
- Cheaper fares
- Cheaper or free. Very little incentive to take transit if car trip will be shorter.
- Cheaper, less crowded
- Cheaper. The bus pass is way too expensive and I'd rather rely on my two legs to get around.
- Chinese signage, free bus rides
- Chinese signage; Free bus rides for 55+
- Chinese signages, toilets at SkyTrain stations, benefits for 55+
- Clean bus and smooth ride
- Cleaner bus, better ventilation, Chinese signage, benefits for 50+
- Cleaner Bus. Dedicated bus lane in busy route
- Cleanliness
- Cleanliness
- Cleanliness and accessibility to bus stops
- Cleanliness and the feeling that you are in clean transport
- Cleanliness – the bus seats should not be cloth . It should be in other material where we can wipe clean . The transit areas should be clean especially new west bus and train stations are very dirty . Homeless and addicts should not be sheltered in these
- Cleanliness. Urine smell a constant feature now. Multi-door boarding on smaller buses getting so bad people can't get off before others crowd on

- Clearly defined boarding procedures. The 44 is a mixed bag. Sometimes its front door, sometimes its multidoor and it turns into a free for all. There's no longer a proper queuing system at UBC
- Closer bus stops
- Closer stops to my destination. I still have to walk 25 minutes.
- Closer to stores, hospitals. Distances to walk from bus stops to store entrance or hospital/medical buildings too far to walk.
- Compass integration with shared micromobility
- Convenient connections between transit routes/modes (e.g. short waiting times, physically close connection)
- Cost
- Cost
- Cost
- Cost
- Cost – because I don't have a monthly pass sometimes it's cheaper for short trips to drive.
- Cost for family trips; when the whole family (ie three people) are going to the same place at the same time, transit often becomes more costly than driving. Also a factor when returning from YVR.
- COST FOR SHORT TRIPS – 1 OR 2 STOPS ON SkyTrain COSTS THE SAME AS TRAVELLING A LONG DISTANCE. Making it so that it's a small cost per train station would encourage more people to take transit when it's a short ride away.
- Cost- if it is less expensive to take vehicle that also has to be consider
- Cost. Rates are too expensive. I understand it costs money to operate and make improvements but rather than digging into the pockets of your riders, consider looking at the salaries and bonuses your executives make.
- Cost; multi zone cost on SkyTrain
- Covered bus stops
- Decreased or more inexpensive parking
- Dedicated bus lanes
- Dedicated bus lanes to key hubs
- Do not let drug addicts on.
- Don't cancel bus at last minute!
- Downtown routes that were easier to remember
- Each time I've taken the bus there is at least one person on board who is being challenging in so
- Earlier and later operational times e.g. off-shifts for health workers.
- Ensuring good ventilation. Many buses seem to have inadequate ventilation.
- Expanded network with easier access to networks outside the Burrard Peninsula Area
- Expanded reach and access
- Express bus lines are a great improvement – I use the #80 but would be nice if longer hours and more frequent
- Extended SkyTrain hours
- Fast, comfortable and reliable service to the places I want to go.
- Faster and cheaper than driving
- Faster and more options between Downtown Vancouver and UBC
- Faster than driving
- Faster to walk than taking the bus in downtown core
- Faster, less crowded
- Food and beverage options, public washroom facilities
- Food vendors nearby.
- For bus rapid transit options, free, secure, weather-protected cycle parking for the last kilometre portion of trip (to access transit, and then the destination after transit terminus.)
- For my trips, the bus is the same or longer than walking, so I usually walk.
- Free transit for all
- Frequency in connections to SkyTrain. 15 minutes is too long to wait on the street for the bus.
- Garbage cans by bus shelters
- General ease, use with electric bike
- Get rid of fabric seats. More security access for uses (similar to how SkyTrain have security officers on hand at the next stop when someone is causing mischief). It seems there is more accountability for bad behavior on SkyTrain than on bus.
- Greater frequency certainly would make me use it more. Most routes are already pretty good, but if 15-minute intervals could be tightened to 10 minutes, and 9 minutes intervals tightened to 5 mn, it'd be great / *More bus shelters, too, please !! *
- Handicap accessible
- Having a safe lock up area for my electric bike so I can continue with travel and not be concerned for theft

- Having bus options that don't take three times as long as driving
- Having one within a block from home.
- Having stops less spread out on the #2 bus
- Heating during the winter, air conditioning during the summer; cleanliness
- Higher cost or difficulty in finding parking.
- Higher passenger quality, not quantity
- Higher quality interior spaces (within buses). Not keeping pace with personal vehicle comfort.
- Honestly, it's just not a service that I need.
- Housing/retail near stops + closeness of stops
- How crowded the bus is
- Hygiene rules and stopping drug addicts and dirty people from getting on the bus around Hastings St. Also I would like the Main Street bus to be more frequent and NOT bunch, with 2 buses together and then a gap.
- I don't drive and if anyone can't give me a ride, I'll definitely use the bus!
- I don't like transit now because there is no air filter against covid. Air conditioning just recycles the air with no ventilation. I'm angry about TransLink ignoring our need for ventilation. Now I have to wear an N95 mask and hate every minute.
- I feel that where I live we don't have frequent buses compared to downtown Vancouver.
- I hate waiting at the unsheltered bus stop for the number seven bus through Dunbar after taking the 99. The timing doesn't sync.
- I have a dog that could be contained in a carrier but due to TransLink rules I cannot take her on the bus or SkyTrain. If I were able to take her in a carrier I could get rid of my car.
- I have to take the bus to work through East Hastings on the 14 and that bus is always filled with loud aggressive people and sometimes drinking. Makes me feel very unsafe
- I never want to take the bus, I will only use my private car no matter how you try to hurt me. The more you push transit the more I am against it.
- I stopped taking the bus as often as it seems more miserable than 5 years ago. More crowded, your drivers seem much less happy compared to how Vancouver used to have the friendliest bus drivers, no enforcement of any rules. Would take it more if positive
- I think the frequency will help. The 99 b-line should start from Brentwood area. It's a hassle to change from Millennium line to Broadway Station to wait for a very crowded 99 bus to go to work.
- I took the bus much more before moving downtown. Most of my answers are "monthly" but only because I can walk to all my daily needs, including to work
- I used to bus from home frequently but now with the track maintenance all the time and the terrible service gaps, I don't have the time to wait around and take 2 busses and a train. I drive now, sometimes all the way to my destination. Before I used transit
- I want to be able to travel without having to change buses more than twice
- I would be more comfortable with fewer people on board, or if more people wore masks to protect against transmissible illnesses such as COVID-19.
- I would go to Burnaby more often if the connections were better – currently trips to Burnaby are too long unless for special occasions
- I would like a quick bus connection between New Westminster SkyTrain and Cambie Street SkyTrain for airport, shopping & sports.
- I would prefer having less verbal harassment by homeless people
- I would take it more often if sometimes I didn't have to wait for the next bus because the one arriving is not accepting passengers because it's full.
- I would take the bus all the time if we had more service in South Vancouver. The bus service is terrible for us near the River District
- If bus came closer to my home
- If it connected by a tram network. Or, if you just replaced buses with trams on key arterials. You could reactivate local businesses and shopfronts with grade transit instead of buses and cars, like Broadway for example. Oh, add some real bike lanes too!
- If it was cheaper, quicker, and way more frequent
- If masks were mandated. I no longer take the bus due to Covid risk especially in flu season.
- If more Mobi bikes and Evo car shares were close to me to connect to the SkyTrain.
- If my local bus C4 was more frequent. I can walk to SkyTrain station in the amount of time the next bus would come
- If the 23 bus wasn't so terrible. (Never on time, always full, always skips passengers, need to wait for multiple busses before getting on.)

- If the air quality was better – the buses are very crowded and the CO2 goes often over 1.200 ppm. It could be achieved through open windows and better ventilation systems.
- If the bus came into my neighbourhood
- If the destination involved separated bike routes
- If there were dedicated bus lanes that cars couldn't access
- If there were more options for arriving at Granville Island
- If there were no time restrictions for bikes on SkyTrain. If the bike bus ran all year 7 days a week to the Tsawwassen ferry terminal
- If they have bus-lane-only access along the route to allow more assurance that trip will be less affected by traffic variations.
- If they were more reliable or not full at the time I take it
- If we had more SkyTrains, and to keep the homeless away
- Improve service—eg #106 doesn't show up for over 1/2 hr going south yet there are 3 going north in the same time period! What's going on with that? And it is during peak times—not shoulder times! Improve crowding
- Improve the ventilation of the bus, keep the bus clean.
- Improve ventilation. I measured the ventilation and the carbon dioxide level exceeded 1600, meaning a significant amount is rebreathed air. Extremely unhealthy and perfect for airborne virus transmission. This alone is going to stop my bus use.
- Improved way finding as to where the bus goes from that particular stop
- In regard to above, having the bus be close to equivalent to travel by car, and not more than twice the time (especially if the route is literally the same).
- Increased bike interconnection (e.g. secure bike storage, ability to take small folding bike on bus, more bike racks on bus)
- Increased presence of transit police. Especially on SkyTrain
- Increased service on line 23. This bus is frequently full so I and others have to either wait for another bus or find another solution. 23 is a well-used route and needs more service and better service. PLEASE!
- It's part of our practice already & we work & plan with it! We have an amazing transit system and gave up our car 6 years ago. We have never looked back!
- It's SO SLOW. Having bus stops every 100 ft along corridors is stupid (Canada Way!). How about London-style bus stops, which are more like Tube stops in terms of distance between / separation?
- Keep the bus clean and sanitized, especially on rainy days; ventilation system needs improvement, Chinese announcement or signs at stations; bus ride should be free for all.
- Keep the bus clean especially during rainy days. Free bus ride.
- Keeping fares reasonable.
- Knowing if the bus will be a larger/smaller bus, or even the express bus (eg., Will purposefully wait for the 84 even though the 4 or 14 have passed).
- Lack of bathroom facilities
- Less bus connections to reach desired destinations
- Less crowded
- Less crowded buses and trains especially during peak hours
- Less crowding on 41st street busses. Public bathrooms at transit exchanges and SkyTrain.
- Less crowding, safety
- Less expensive
- Less overlap on shared routes, eg, the 101 and 155 on 6th Ave. New West that so often overlap in *both* directions that we refer to the line as the 10155. Overlap then leaves a large gap in service for that shared route.
- Let's be honest: the bus sucks.
- Lighting at the station, sanitary on train
- Likelihood of being able to board the bus (eg., 23)
- Lower fare, especially for short trips.
- Lower fares
- Lower price...annual passes at 100\$...single fare 25cents....for people income less than 100,000
- Mainly just the reliability in terms of arrival time. Sometimes buses that are scheduled do not arrive at all and even the real-time update boards on the bus stops or on Google Maps are wrong.
- Making driving a less convenient option.
- Making it easier to take pets on transit.
- Making sure the bus doesn't get stuck in traffic. Dedicated, traffic separated bus lanes are a must!
- Mechanic car or moto
- More and better visual access to bus stops
- More attempts to clear walkways during snowfall/ice

- More Back to back buses in pick hours
- More bus routes (like along 1st)
- More buses and trains. They are way too busy during prime hours
- More clean busses some smell like toilet bowls
- More coffee shops :)
- More comprehensive/better city planning to help ensure transit stops are located closer to: schools, community centres, public libraries and other civic amenities. Bigger, cleaner bus shelters with NO SMOKING signs prominently posted in them (toxic fumes)
- More copper
- More dedicated lanes, more frequent service especially on weekends
- More direct routes/fewer transfers
- More Fare Enforcement by Transit Security. I pay all the time and now I see people getting on for free and causing problems on the bus. They also break through the faregates at Seabus.
- More frequent bus service late evening (post concerts)
- More frequent bus service on key routes such as 99 B-Line and other rapid bus routes
- More frequent cleaning of the bus, add Chinese signs
- More frequent departures
- More frequent service
- More frequent service
- More frequent service
- More frequent service during off-peak periods (mid-day, evenings, and weekends)
- More frequently run buses ie 99 B Line
- More NightBus coverage, as well as more bidirectional service all night for existing routes
- More options for taking a bike on the bus
- More options to get downtown from Grandview Woodland without East Hastings Street route
- More pay-as-you-go bike lockers
- More public washrooms. Better, faster connection to suburbs (Maple Ridge)
- More public washrooms.
- More reliability of when buses actually arrive vs. stated times on schedule and tracking apps
- More reliable and effective travel
- More routes
- More routes to major hospitals and medical buildings
- More safety
- More stretch buses mostly during school/rush hour
- More trolleybuses over BEB. I like the wires, and SkyTrain expansion.
- Must have reliable real-time information, the new version of next-bus is much worse than the old version of next-bus, bad page layout, unreliable real-time bus locations on the map, bogus bus routes "99 to Alma"
- My needs change
- n/a
- Need more and better secure bike parking, and also bike share stations at transit. To support this, there should also be safe, direct, comfortable bike routes to stations (e.g. on streets like Broadway and Commercial Drive)
- Need public washrooms that are maintained at stations. Need more security around some stations
- Need the system to be more efficient. We try not to use the car (down to one) but the public system is not convenient enough.
- No need to drive
- No other means of transportation if personal car not available
- No other options as I rely on all forms of transportation
- No, service is great
- Not allowing, violent drug addicted for aggressive passengers on board. Only permit paying passengers to board.
- Not have to stand in the rain
- Not having a personal vehicle would make me take the bus and SkyTrain more often.
- Not having homeless occupying the seats some time two riding the transit for free
- Not so much starting and ending later as having more frequent service after rush hour. If we go out in the evening, we drive to the SkyTrain because if we just miss a bus it'll be 30min before the next one
- Not that anything can be done, but hygiene of other passengers
- Number one is frequency of service. I don't want to have to look up the schedule or have to wait long. Once I am on the bus, it could take a little longer as long as I didn't wait a long time.
- Overall travel time with connections
- Parking
- Parking availability in the area

- People using the buses as shelter to nod off
- People wearing masks especially during cold and flu season. Second, cleanliness on the bus (sanitary/old fleet of bus), seating arrangements (less seating should be provided for more capacity. Third, People/ rider hygiene, deodorant and shower
- Personal mobility issue so more seating at bus stop
- Personal security is far and away the number one reason for not taking transit more often
- Personal vehicle
- Personnel to answer questions not well known to seniors.
- Pet friendly parts of buses or trains! + reduce cost!
- PLEASE EXPAND THE SkyTrain SERVICES to Langley, Abbotsford, White Rock & beyond
- Please have more frequent service of the 123 bus in New West. It leaves only every 30 minutes later at night, so I often take a taxi from New West station.
- Please have transit start earlier! I work at 6 am
- Please make more bus path, the bus is way to slow compared to personal vehicle.
- Please solve the problem of busses arriving together in pairs or triplets with the first one packed and the one or two following busses empty.
- Poor connection from new west to Richmond and Canada line.
- Public toilets in all SkyTrain stations; Chinese signage at Stations; bus fare shouldn't increase with inflation
- Public washroom access
- Public washrooms
- Public washrooms
- Public washrooms at bus exchanges
- Public washrooms at SkyTrain stations
- Quicker bus from Phibbs to UBC
- Quicker service
- Rapid lake busses in the summer to Belcarra/ Sasamat/Buntzen
- Rapid transit along SE and SW Marine. Until last January I commuted to work in New West at off peak hours. 15-20 minutes by car, 1 hour by bus and SkyTrain, including a 10 minute walk up a steep hill. I would take transit to go downtown, but the 100 bus
- Readily available bus schedules, like the ones you used to publish.
- Real time bus arrival times
- Reasonable price
- Reduce the number of stops, especially removing those less than 250m apart. Reduce overlap on routes like 240/241. Station and bus cleanliness should be improved. Eating and drinking should be prohibited.
- Reintroduction of mask mandate, and increase ventilation in vehicles by installing HEPA filters to improve air quality
- Reliability of schedule and comfort
- Reliable service from Queensborough to 22nd station
- Reliable, predictable service
- Removal of psychiatric patients/street people/ substance users from transit vehicles
- Restaurants, gym...
- Restrooms, please, at SkyTrain stations
- Run the number 4 after 8 from downtown to Renfrew
- Safe and secure bike lockups at SkyTrain stations and bus hubs
- Safer road access to stops (sidewalks, appropriate/ frequent crosswalks, more street lights)
- Safer walking routes (sidewalks) to get to the bus stops! The east part of Marine Dr in Burnaby is very narrow with no good sidewalk, so I'm forced to walk on the road or uneven terrain.
- Safety
- Safety
- Safety and comfort
- Safety and less waiting time for connections.
- Safety and security are very important and I like seeing transit security. Also, I don't like taking transit (SkyTrain or the bus) during rush hours. The crowds!
- Safety around downtown
- Safety in surrounding area and on transit – ie proximity of people with mental health concerns, rude people or people who cut one not being told to wait their turn by the transit operator or ejected from transit
- Safety is a large component to travelling in the late afternoon and evenings
- Safety, less stops
- Safety, safety, safety.
- Safety, clean
- Sanitation (how clean one bus or SkyTrain line interior tends to be compared to other lines). I find that 84 buses are much more cleaner compared to the 99.
- Sanitize the bus more frequently; Chinese signage, information and announcement; more benefits for Seniors 55+

- Secure Bike Storage at train stations
- Seeing more active security presence
- Separated bus lanes for faster travel
- Signage and information in Chinese
- Since buses are dramatically affected by traffic and already slow, I often beg for rides during rush times and save myself an hour of fuming.
- Single bus to my destination and less walking to/ from bus stop
- Some destinations are particularly awkward to get to via transit because of the “zig-zag” route that’s required. Sometimes, a 15-minute car trip equals a one-hour bus trip!
- Space for more than 2 bikes on buses
- Specific exclusive area for seniors at front of bus and keep the vagrants off the bus!
- Specific to amenities would be washrooms
- Specifically, safety of the bus stop.
- Stable service is very important, there have to be an available extra bus, if the bus is cancelled for busy routes.
- Subsidy/financial incentives
- Tax cars, lower the speed limit
- Teach the drivers to care about the passengers!!!
My god, some of the drivers zoom from stop to stop and throw the passengers around. What business are you in. Moving people around safely where passengers are important – not my experience
- The ability to get to Surrey is an absolute joke. I have no idea what idiot did you city planning but allow us easy access to Surrey and within. It takes 1.5hrs to transit a 20min drive to work
- The amenities you listed aren’t important to me. In Asia and Europe, there often are stores (like convenience shops) and washrooms at major stations.
- The B line bus is now stopping too often. it should just stop at Main Street, Granville Street,
- The biggest hurdle for me is I work at 6am in the Grandview area and I would take the bus more often if I arrived at work within 15mins of it starting.
- The bus loops are all very unattractive and depressing.
- The cleanliness of buses can be improved.
- The most important factors that would be an influence are having more frequent service and less transfers. I work 6 km from home but it takes 2 buses and over an hour to get there.
- The online bus information is very difficult to use if you don’t use it often enough to get good at it.
- The traffic along the route would be a big factor. The safety travelling on bus. The route option (the bus route).
- The weekend hours are horrible. Please correct this.
- There needs to be more North/ South busses in Burnaby. I work in South Burnaby and live in North Burnaby and it is basically impossible for me to get to work on transit forcing me to drive.
- Time of day / traffic
- To reduce my carbon print.
- To UBC from Burnaby and no express bus from Burnaby.
- Toilets
- Toilets at transit stations
- Toilets in all SkyTrains, Chinese signages
- Toilets!!!!
- Transit infrastructure in Metro Vancouver is lacking.
- Universal unrestricted access
- Unscheduled security checks by transit police/ security on the bus. I often feel unsafe. Take the #20 sometime and you’ll see for yourself!
- Very poor connections between buses, e.g. #44 and #257 also, no communication between BC Ferries and the arrival and departure of buses.
- W/in Vancouver proper, a key factor in determining whether I take the bus (if SkyTrain isn’t an option) is how often the busses are coming; a 5-10 min wait is manageable while 15+ mins just not an option sometimes.
- Walking time from transit stop to my destination during poor weather, also time of day, late at night I will avoid bus.
- Washroom
- Washroom at station
- Washroom availability
- Washroom available!!!
- Washrooms
- Washrooms
- Washrooms
- Washrooms
- Washrooms @ SkyTrain stations
- Washrooms at exchanges
- Washrooms at SkyTrain stations.

- Washrooms!!!
- Washrooms, tiles on platforms and entries that are not so slippery when wet. Escalators at the Expo Chinatown station
- Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. WASHROOMS. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms. Washrooms.
- Water bottle filling stands at most major stations
- We live in North Vancouver, and taking transit home (instead of using a car) after about 8:30-9PM can be a tough choice due to less frequent service. For instance, we often travel to Bard on the Beach, but never by public transit.
- We live near 4th & Alma and the service is very good with multiple options available to get downtown.
- We need more newer larger buses, with more room for standing. Buses should have more doors (a single bus 3 doors, and an articulated bus 4 doors). Make boarding on/off , and driving, much faster, that would increase efficiency, a lot of time is wasted.
- Weather! Without adequate bus shelters, taking the bus in pouring rain, snow or freezing cold is not on.
- Wet Snow – since I usually bike
- When SkyTrain isn't running or is late i take bus
- Wide-spread monitored or robust bike storage. Unmonitored/unstaffed bike parkades are not much of an option.
- Wish SkyTrain started earlier, 5am especially for Airport
- Work
- Yes
- Yes more Transit security on buses so that you do not have to travel with “free loaders” who then abuse the bus system including the very nice drivers we have not to mention that I have to PAY and they are FREE!!!!
- Yes, please fix your air quality problem. The CO2 readings on your buses & trains are extremely high. Poor ventilation leads to increased viral transmission. I would take the bus if I knew you had excellent air quality.
- 料金

Q10: If none of the options above would influence your decision to take the bus more often in the Burrard Peninsula, please state why.

- Buses are unsafe, slow and uncomfortable. I don't know why you don't consider light rail for major routes using the old route system that worked well. Including linking the Valley and South Fraser. Buses contribute to traffic congestion and climate
- Absolutely nothing in the list above would influence my choices except for reliably-faster trip times. (more/better trains replacing slow buses please)
- Access to public washrooms. If I am heading to the ferry or any other location further than an hour I must reduce my liquid consumption (unhealthy) and rely on washroom availability at my location. I severely limit where and what I do and that sucks.
- Already have a good mix of options car, walking, and bus
- Already take the bus for basically everything
- As a retired person I try to limit my trips between 11 – 2 pm.
- As a senior who will inevitably have to rely on public transport in the years to come, I intend to drive as long as I am able
- As indicated.
- As mentioned, I stopped riding the bus because of your very poor air quality and I don't want to get sick. You can fix this and let the public know. This would increase riders. I want to feel safe on a bus, not risk getting sick.
- As stated in 8, the decision of TransLink to deny us ventilation against covid and put in air conditioning with closed windows instead is huge for an older person. I do not relax as I used to and have cut my transit use in half to just essential trips.
- Because busses suck. They're uncomfortable, the ride is jerky, it's just lame. Make more trains
- Because I don't go out very often.
- Biggest barrier is light, sound and air quality. Often lights in buses and SkyTrains are too bright for me, causing migraines. Air quality and lack of mask mandate makes transit inaccessible
- Build on ground LRT like Calgary! Why are we sending more buses through the traffic mess here? It makes no sense
- Build within SkyTrain stations with 1 stop retail & shopping amenities, eg groceries, basic necessities, cafe, restaurants. Look at subway stations like in Japan, Singapore, Taiwan. If ppl can get their errands at subway stations, we can reduce car usage
- Bus not pet friendly
- Bus stops too difficult to get too. See explanation in question 8.
- Buses are so uncomfortable, crowded, and slow. I still take them though, public transport is key!!!
- Buses must not be used as free mobile homeless shelters. When you start charging each user for service, you will see increase in revenue and decrease in losses, as simple as that.
- Busses in my area come every half hour and sometimes break down and I have to wait an hour. I am senior with replaced hip heart conditions I use my car for my groceries since I live alone have no one to help me.
- Busy
- Can walk to bus stop. Can wait a stop or continue walking to SkyTrain STN. Usually get to station before bus arrives. What would convince me to take SkyTrain more is more parking around SkyTrain stations.
- Cause the system of buses sucks in Vancouver. Takes twice as long as the car and goes few places
- Cleanliness
- Closer bus to home
- Continued from above 100 bus is slow and not always frequent, Cambie station bus shelters don't shelter, and there's nowhere to drop off/pick up passengers there (why at Joyce station but not Cambie/Marine?).
- Cost
- Cost – zone pricing is garbage
- Crutches
- Dedicated transit lanes along busy corridors – e.g Granville/Hastings St hours not long enough causing bus delays in traffic. Re parked cars. Rush hours need to be lengthened.
- Distance between bus stops is continually growing – service times are reduced – difficult to plan when to leave with enough time to get to the bus stop and match the arrival of the bus. If missed, a long wait .
- Don't feel safe, have to stand most of the trips taken and I'm a senior
- Don't need the bus, I have the SkyTrain, my bikes and a reliable car. Buses are too slow and I have to look up bus schedules.

- Elevators and escalators need to function better. Often they are not working and it's difficult to get around.
- Everything is a walk from the SkyTrain, and connections suck
- Faster to walk
- For me it's about reducing travel time
- Hate the bus, it takes far too long to get anywhere in Burnaby using the Bus. I will drive to the SkyTrain to avoid having to use the bus.
- Have own vehicle.
- Having a toddler makes it more essential for me to use a personal vehicle for ease of transportation. Transit is not comfortable when travelling with small children.
- I already take the bus. Providing/improving the options would just make me less stressed during my commutes.
- I am disabled
- I am lucky enough to work at home, so I just don't need to use transit as much as I used to.
- I can get to most places by SkyTrain and walking. When I do need the bus I use it.
- I can walk or take SkyTrain.
- I do not have easy access to public transit living in the old part of the River District.
- I do not own a car, and gave up driving voluntarily about 15 years ago. Public transit is environmentally sound and absolutely sufficient for all of my travel in the Burrard Peninsula area. I have only needed to rent a car once in the past two years.
- I don't have a car and I may not afford a taxi that's why I use Transit!
- I don't drive so I have to take the bus
- I don't drive, transit is my preferred way to travel. As long as I can get there via TransLink, it is my first choice.
- I don't like being in close proximity with strangers – some that are weird. I get motion sickness if I don't face forward. Paying for parking is the same price or often less than two way bus travel ticket.
- I don't like buses they are all the inconvenience of being in traffic with all the inconvenience of public transit
- I don't need to go downtown more often. I try to stick to SkyTrain and only bus >10 blocks
- I don't think they would influence me to take the bus more since I primarily drive but it is factors I used to take into consideration before I owned a car.
- I don't use the 4 or 7 bus home from downtown as there are often unfavourable passengers on those bus routes. Safety is an issue as I have previously gotten off the bus when a weird person gets on.
- I hate people smoke at bus stop. I have asthma, the second hand smoke may trigger my asthma. But I cannot go too far from the bus stop, so it really annoy me.
- I hate taking the bus, it's full of odors and weirdos. As a woman it's totally unsafe.
- I have a car, it's faster, more comfortable & I'm used to it!
- I have no reason at this time to travel in that area.
- I like the convenience and independence that driving provides.
- I like to be flexible on my time and not someone else's which is why I like to be independent and use my own personal vehicle as a way of transporting myself around the area.
- I live outside the city in a forested area. There is bus access that involves walking the equivalent of a few blocks. It's hilly, so not easy to carry belongings. My greatest challenges are parking my car and transporting goods home without a car.
- I need frequent trips to the toilet
- I need to comment on the SkyTrain — I take it from New West station and it is ALWAYS packed when it arrives here. Not even standing room! Suggest that you start an empty train at NW station and stagger them cause this is ridiculous—even on the weekends
- I never want to take transit ever. I will only use my private car. Please stop trying to force me to take the bus and other transit.
- I prefer the comfort and privacy and convenience of my personal vehicles
- I prefer the SkyTrain significantly more than buses.
- I prefer the SkyTrain! It's more reliable during the bad weather and not affected by traffic
- I prefer to cycle as long as I have safe riding and parking. There are times when cycling is less of an option due to freezing weather and icy conditions, or when my destination/ outing requires dressy clothing. In these cases I might ride the bus.
- I take my car
- I take the bus whenever I can and as often as I want. I am happy that our transit service has improved. I love taking the bus to the Horseshoe Bay ferry from downtown for example but you cannot ignore the needs of those who need to drive a car on occasion!

- I think that fleets of small, neighbourhood busses, such as they have in parts of Paris, which then link up to a major bus route or transit station would be great. The people in the district would have an immediate and handy system right in their 'hood.
- I use my car to get groceries or shop. For close places, walk or bike. Farther, I take SkyTrain.
- I use transit for all my travel in greater Vancouver.
- I very seldom go there.
- I walk, SkyTrain or Uber everywhere so don't really need the bus unless the rain is so bad that I can't walk.
- I will pay the cost of transit as it is the only way I have to reliably get around that I can afford. However, I think it is far too expensive considering what a necessity it is. The yearly price hikes just put it more out of reach for many.
- I'm usually carrying a lot of stuff in the car. Transit would not work for me.
- If I am visiting a location not serviced by SkyTrain I typically just drive because the time it takes to bus is too long. In addition, I live inside the Burrard Peninsula area but work in Tsawwassen. It takes nearly two hours to transit so I don't.
- If I could not ride HandyDART
- If the bus had more priority lanes over cars it would help
- If there was a bridge across False Creek at Oak Street, and a bus across it, I would ride that bus every single day.
- Impossibly jerky if there is no place to sit
- In areas where roads are narrow or traffic jams occur frequently, it is necessary to promote the construction of urban railways. (Ex. R4 41st Ave.)
- Is a complicate service
- It is because, I often going out and coming back many times every day.
- It's so expensive for business to exist in the area, many are moving outward away from the central population.
- Live on the Sunshine Coast.
- Make sure everyone pay the fare
- MAKE THE BUS COME ON TIME AND ADD MORE BUSES THEY ARE ALWAYS FULL
- May need my personal vehicle to drive elderly friend to medical appointments
- Mode of transportation every day
- More frequent buses
- More pay-as-you-go bike lockers
- Mostly cycle and very occasionally drive
- Mostly I took Bua service and SkyTrain service.
- My trips are short, so walking to a bus stop in itself takes longer than the time for me to just drive.
- Needs to be faster than biking or driving and not overcrowded
- No pet policy for larger dogs. Also, poor hygiene by many fellow passengers – too much perfumes and BO, coughers and open sneezers and also those with serious mental health issues especially with re open drug use at bus stops and SkyTrain platforms.
- Not a lot of transit/seating
- Not enough cross flow in City or over the bridges. Not safe at night or in different areas
- Not safe, scary people, smelly, dirty, won't since covid
- Not taking a bus
- Only paying passengers should be allowed to board. Also, drunk or high passengers shouldn't be allowed the word I've been assaulted three times by drunk passengers. Nobody cares. It seems addled passengers have priority over sober paying passengers.
- Perhaps for amenities such as food, water and access to bathrooms at transfer points. Difficult to maintain but a key resource.
- Priority bus lanes
- Reasonable fares – current zone fares are unfair
- Regularly be able to get on the bus (not "Sorry Bus Full")
- Safety
- Shelters in the right places!
- SkyTrain is extremely convenient, faster, easier to maintain high frequency, cheaper to operate...
- SkyTrain or subway systems would be better. Similar to Toronto or New York
- Sometimes the bus is the only option.
- Stop letting people on transit without paying
- Surly bus driver
- The bus *must* be faster. My trip to my gym from home (New West to East Van) is 23 mins by my electric car that runs on virtually-free electricity, and 58 mins via 2 busses and the SkyTrain. Which would you choose?

- The bus in the downtown area is already very convenient. Getting out into the outlying areas is still a challenge. Have a look at the transit system in Korea. It's very efficient too. Express buses, intercity buses and local bus routes. Their rail
- The bus is great: on-time, frequent, no parking hassles, nearby stops.
- The buses do not go to where I go- ie 8 rinks
- The buses need quick clean ups when people throw up in them or leave horrid messes
- The cost in time it takes to get to a destination on transit is arguably double if not triple compared to travelling in a personal vehicle, along with other benefits like privacy, security, and self control. Personally very very hesitant to take transit.
- The fragrances/smells due to the poor ventilation on busses and trains trigger my asthma
- The only times I don't use transit is when I must move boxes of stuff.
- The options mentioned above would make the service better but I'm quite satisfied and thankful for the current service
- There are no major hubs in the area, no Metrotown or mall type area, it's also far from home so I can't make quick trips
- There is no choice but to rapidly scale up transportation services. Car infrastructure cannot compete. Transit service is an undesirable option for most people and despite that the service always seems to be at capacity from 8-10 and 4-6 M-F.
- Too slow crowded best of times not an option
- Treat the passengers way better, care about the ride, care about picking people up, not if they are only at a stop. wait for people running to a bus or coming down the stairs to a bus at a SkyTrain CARE ABOUT THE PASSENGERS!!!!
- Trip takes too long. Not enough express buses.
- Ultimately the bus is too slow, being subject to traffic conditions and our roads are not designed to improve traffic flow. They're designed for pedestrian safety which is a valid and lofty goal. However, it shouldn't be the ONLY goal.
- Unfortunately I need my car for work, so I drive.... In the past when a vehicle wasn't part of the job requirement, I used transit, usually the SkyTrain and bus combination.
- Upon graduation from UBC with the U-pass, I realized that capitalism directs me to drive more often than pay the full price for monthly passes
- Use my personal auto as it's safer and more convenient.
- Very inconvenient to get to medical appointments, takes over 3x time to drive to get places, very long distances to walk when bus arrives at station
- Waiting for bus in rain and/or dark areas.
- We are retired. Frequent trips go to Costco!!! Far too much to carry to/from/on/off a bus! Most short trips are cheaper to buy gas for the car than bus fare.
- We live west of Denman, with excellent service there and on Georgia
- What we need is more SkyTrain, and pull highway through Vancouver, connect Hwy 99 with Hwy 1
- Would be nice to have some bathroom facilities at SkyTrain Station's. I am blind and transit is my major part of transportation. Sometimes use HandyDART and rarely use taxi. Do not use bicycles, electric scooters, rideshare or shared car rental.

Q12: Did you cycle and/or scoot within the Burrard Peninsula area for any other trip purposes?

- Accessing health services
- Active lifestyle
- Anywhere downtown I just walk, if I'm going out of downtown I would typically take the bus or train, or drive
- Appointments, library locations, galleries and art events. Going to the pub or local brewery
- As part of a multi modal trip (eg bike to Bridgeport and take the bus to the ferry)
- Attend the car free event
- Bike lane should be on side road not on main roads.
- Bike lanes should not be accessible during rush hours. Bikes should use side streets during rush hour. The same as there are no left turns during rush hour. Cyclists don't pay for access as motorists for insurance. Bike lanes clog the system.
- Biked around downtown to get around using Shaw Mobi
- Cycle
- Cycle
- Cycling for recreation – no destination.
- Cycling is the activity.
- Daily (weather permitting) to and from my kids' daycare (with cargo e-bike)
- Daycare drop off
- Dollarton hwy is unsafe. Not wide enough for travel
- Don't feel safe on scooter or ebike
- Enjoy
- Exercise
- Exercise
- Exercise
- Exercise
- Exercise
- Exercise
- Exercise – long ride for exercise and fitness.
- Exercise and exploration
- Exercise and recreation
- Exercise!
- Fitness
- For exercise
- For exercise/health purposes.
- For fitness/exercise
- For fun and exercise
- For many things, often at the same time: exercise, recreation, errands, shopping, experiencing neighbourhoods, participating in social life, commuting. With a bicycle, I can do all of these things at the same time :)
- For mental health
- For the entertainment and views
- For the pleasure of biking
- Fun
- Fun just for the ride and to visit family, medical appointments
- Go to the gym and meet friends
- Going to do volunteer work at St Paul's hospital gardens.
- Going to visit friends at their house
- I also cycle for recreation in and of itself – i.e. not as transportation but just to cycle
- I am 80 ... are you kidding? Give your head a shake
- I am totally blind. I do not cycle, scoot or use any other form of electric mobility. I only walk. none of those other forms of transport are accessible to the blind.
- I cannot cycle
- I cycle because your buses have unsafe air quality. The lack of adequate ventilation increases viral transmission and makes riding your buses unsafe.
- I cycled to different community centres 3-7 times a week, and to the local library once a week. I also cycled ~2 times a week for volunteering.
- I do not cycle
- I hate scooters that drive on the sidewalk
- I never cycle
- I treat my bicycle as a car (a means of transport) to fill in the gaps in between SkyTrain/Bus lines. Unfortunately sometimes this means sharing the road with disgruntled car drivers.
- I'm too old to do purposeful travel by bike but I do ride around the block once in a while because I like using my bike.
- Just for fun or exercise. Sightseeing and so forth
- Just for joy riding with no destination in mind

- Leisurely on cycling paths
- Mainly shopping. Leaving my bike at a concert venue is not safe.
- Massage, family, meetings
- Medical appointment
- N/A
- N/A
- N/A don't use these forms
- Never. You have to be physically fit to do any of these, elderly or people with disabilities are unable to do any of these activities
- No because I am not skilled enough to ride the bike as my main transport option. I will become hazard to traffic if I ride bike in bike lane
- No cycling or scooting for me
- No I did not
- No I didn't
- No, I don't have good balance and don't feel safe to cycle or scoot on roads where cars are also on without any concrete barriers in between.
- No, I never leave my bike unattended. They need to provide areas for secured bike storage with security guards so people don't have to worry about bike theft or damage.
- No, I no longer feel that safe riding a bike.
- No
- No.
- Nope
- Nope. Don't own a cycle or a "scoot"
- Not within the BP, but I cycle to and from the West Coast Express
- Occasionally
- Person fitness and to tour the city (simply enjoy riding through urban areas on bike routes).
- Pleasure, to get out in the community.
- Recreation
- Recreation cycling with friends
- Rehab from stroke
- Social – to go to family/friends' residences
- Social purposes (friends) and sometimes volunteering.
- To avoid drinking and driving
- To get around at rush hour – wheee
- To get fresh air, free my spirit, enjoy the day. Everything is better when you ride!
- To visit family
- To visit my mom
- To volunteer
- To volunteer :)
- To volunteer @ events & festivals
- Travel
- Travel and travel connections
- Visit friends
- Visit friends
- Visit friends/family
- Visit my elderly father
- Volunteer

Q14: Did you cycle and/or scoot within the Burrard Peninsula area for any other types of trips? If applicable, please specify below, including the frequency of use.

- 3 day in the week
- 49th is most crowded with bike lanes and car parking both side of the road.
- Accessing health services
- Active lifestyle
- Always bike when drinking
- Bike storage lockers at more SkyTrain stations, including SeaBus.
- Clarifying time spent – cycling instead of transit to work 2 days a week in summer months
- Cultural and social activities. Seasonal, more often in warm, dry weather.
- Cycle
- Daycare drop off
- Depends on the season for the above
- Don't feel safe on scooter or ebike
- Don't use N/A
- EXERCISE
- Exercise
- Exercise
- Exercise – weekly
- Exercise and recreation about 75km a week.
- Exploration/exercise about once per month on average
- For pleasure, being outside in the community.
- Greenway Valley. 1-2 times during summer times
- I cycle for recreation.
- I do not cycle
- I have never learned to ride a bike. An accident waiting to happen.
- I use Mobi for one-way trips, e.g. going downtown by bus then cycling home. So it's not always round trips.
- I would prefer to use public transit but I cycle instead because the air quality in your public transit system is extremely poor and is a petri-dish for viral transmission. I want to ride a bus without risk of getting sick.
- Just pleasure
- Mental health
- Minor recreation around the neighbourhood
- My community is peninsula adjacent- I use my bike every day for short trips
- My cycling is pretty much only for fun, not to get places.
- My health is too bad to cycle but not bad enough to have a scooter
- N/A
- N/A don't use these forms
- Never
- No
- No
- No, I don't have good balance and don't feel safe to cycle or scoot on roads where cars are also on without any concrete barrier
- Nope. Don't own a cycle or a "scoot"
- Not at all. I am not very skilled at riding bike
- Only for exercise about 15 to 30 km. I don't use the bike routes as they are too busy. I stay on quiet residential streets.
- Recreation
- Recreational purposes over 20km
- Restaurant, gym...
- Ride to EVO carshare home zone to pick up and drop-off a vehicle.
- Shopping
- Shopping
- Some cycle rides are just for enjoyment
- To go to my running program
- To volunteer
- To volunteer @ events & festivals
- Using a bike for work on a job site
- Visits with friends and family but I've counted them as social/entertainment
- We walk for most short trips though for us that is between 3 to 10km

Q16: Are there any other options that would influence your decision to cycle and/or scoot more often in the Burrard Peninsula Area?

- Better road safety or training or consequences or something to vehicle drivers and bike/scoot/skater ...
- Refreshments and amenities on bike routes, so that I can bribe myself to exercise. 2. Bike route connection to destinations and shopping areas, so that I can persuade myself to run errands by bike rather than by car share.
- Safety while riding, especially separation from vehicles. 2. Bike theft is a MAJOR problem in Vancouver, yet tolerated. 3. Most destinations do not have secure bike lock areas.
- A more direct, complete, comfortable network of routes. Protected lanes on commercial streets — especially streets like Commercial Drive, Kingsway, Broadway, Fraser, etc., so I can shop and go to destinations more easily. More secure bike parking.
- A need to travel into the city more often
- A secure and separate bike lane along SE Marine.
- Ability to access SkyTrain at busy times to make biking and transit more doable
- Ability to take my bike in public transit
- Accessibility of washrooms
- Adherence to safety rules and regulations for proper legal road usage needs to be enforced. Too many reckless entitled road behaviors of mobiles
- Affordable bike share options
- An app or beginner guide on cycling network
- Availability and availability of short-term rentals of e-bikes
- Availability of secure parking for bicycles in close proximity to destinations
- Bathrooms
- Been able to Bike by streets that have less hills
- Being able to drop off bike-shares in other cities so I could ride between cities
- Being able to put my e-bike on the bus when it rains
- Being able to shower afterward
- Being able to take bike on transit (esp SkyTrain) during peak hours reliably
- Being able to take my bike onto the SkyTrain during peak hours
- Better bike security when locking my bike at various places, particularly downtown. I sometimes don't bike because I'm not confident my bike won't be stolen. Or I choose a Mobi instead, but not available in Burnaby.
- Better connected routes but also safer routes (separated from traffic). Also need separation from pedestrians in busy areas (BC Parkway near Paterson/MetroTown)
- Better connections and signals for AAA bike lanes such as Arbutus Greenway @ 16th where you have to take a sharp turn to go onto crosswalk that is extremely faded. Would like to see more signals like on 12th ave where the greenway signal is separated
- Better cycle route connectivity, less bike interface with cars, particularly cars moving quickly (45+), more bike lanes, including, but not exclusively protected lanes
- Better east/west bike lane connections downtown. When traveling east from Denman street on the Comox bike lane, it's very difficult to find an easy route once you go one block past Burrard.
- Better education for car drivers
- Better infrastructure – not just painted lines on the road or rubber cones, but actual separate bike lanes with concrete barriers / planters / trees (we have spots of those excellent ones here and there but definitely could use more!)
- Better infrastructure (esp. separated bike lanes / away from vehicular traffic)
- Better infrastructure and snow/ice/slimy leaf removal
- Better lighting for improved security and visibility
- Better lighting! Also I like bike stations ie: with pumps and tools.
- Better lighting, covered bike parking to keep seats dry in rainy season
- Better lighting, more obvious signage.
- Better secure storage, like underground bicycle parkades in Japan that you scan your credit card to retrieve. Bike routes without cars, get rid of parking along bike routes and plant trees for shade, no car access at all
- Better thought out bike routes. Having ridiculous steep hills to climb when there are easier routes does not encourage bike riding. Neither do bike lanes that simply end with no direction on where to go next without going into heavy urban traffic

- Better traffic control as it's a busy corridor
- Better trails Spirit Trail upgrades past Park Royal
- Better visibility at nights
- Better weather lol
- Better/more places to lock/secure. No longer ride to work unless I can bring my bike inside. its a bummer
- Bike lanes mean more likely to ride
- Bike lanes that are completely separated from vehicle traffic
- Bike lanes without cars
- Bike network should be comfortable, safe and connected.
- Bike path separate from car lanes
- Bike paths that are physically separated from road traffic for safety
- Bike security. 100%. I'm willing to cycle when you have the bike valets. You really need one at UBC year round. No one wants to cycle to UBC because they're afraid of their bike being stolen bike c
- Bike security. Bike theft deters me from riding my bike more often. Traffic volume and speeding makes me not want to cycle. Lack of bike lanes along major streets (Broadway, Main Street, etc) is inconvenient. Excess of parked cars along cycle paths.
- Bike share in Burnaby. Something that would tie into New West and Vancouver so you could swap bikes at/ near the border would be amazing.
- Bike storage.
- Bike theft has to be dealt with as a serious issue. Secure, staffed bike storage at transit stations, malls, major public locations.
- Bike valets or other bike theft measures
- Bikeways with no steep hills
- Burnaby is very behind when it comes to e scooter rentals and Evo car rentals
- Burnaby Mountain and it's adjacent area is in desperate need of improvement in cycling
- Burnaby needs better connected bicycle routes
- Burnaby's cycling infrastructure is terrible. We need more protected bike lanes especially around the Burnaby mountain area
- Burnaby's cycling infrastructure is very poor compared to adjacent cities like Coquitlam, Richmond and Vancouver, all of which regularly have protected bike paths unlike the vast majority of streets outside Burnaby's downtown area. Protections needed.
- Buying a better bike :)
- Carrying bikes inside the SkyTrain or on the bus bike rack is very difficult. I would cycle more, if there it is made easier
- Cars need to obey "yield to cyclist" signage. About 20% of them do not, and routinely cause near misses.
- Change areas like Cypress Bikeway where one lane is available for bidirectional motor vehicles and bikes, scooters
- Change Stations in office buildings
- Clearer rules of what types of vehicles are allowed where. I am nervous to get a ticket with my electric stake board.
- Community bike workshop to maintain my bike
- Competency test for cyclists
- Complete bike lanes – some abruptly end in odd places (i.e. Olympic Village to UBC, you have to jump between bike lanes)
- Continuous bike lanes on major roads like Nelson; bikes should not be allowed on roads like Cornwall, West 10th Ave or West 6th Ave. There are designated bike lanes nearby.
- CONTINUOUS bike networks that are well-signed, separated from traffic and LIT at night and that do not suddenly end, change surfaces constantly, change sides of the street or direction, or spit you out into car traffic.
- Continuous bike paths with proper signage. Cycling in Burnaby can be extremely confusing, signage is terrible and often the path will just end and give no options other than cycling on a sidewalk or highway.
- Covered, secure parking
- Create a bike network away from car traffic. Through side streets and municipal parks.
- Create bike network on secondary streets not primary streets where I intermingle with traffic. So wrong streets are Hornby, Hastings, Broadway, 12th, Marine, Boundary, Kingsway, Willingdon. Right streets are Bute, Adanac, 8th, Expo line, Victory, Smith
- Currently feel unsafe cycling in traffic so a network of trails that is separate from traffic would make me feel safer. Otherwise I feel safer walking than cycling.
- Cycling lessons?
- Decreased fear of bike theft (fits into secure parking)
- Dedicated bike lanes (with barriers against cars). Enforcing the 1 meter rule.
- Dedicated bike lanes and better road safety training for vehicle drivers

- Dedicated bike lanes for cycling and scooters would make me feel safer. Currently it feels unsafe, although its very popular in my neighbourhood so I consider getting a scooter
- Dedicated bike lanes. I don't feel safe riding without a physical barrier between cars and me
- Dedicated lanes off main streets. Cars, bike, scooters do not mix on roads. Specially Bikes etc having the right of way to pass on inside of cars. die
- Do not allow bikes on major routes. Too dangerous
- Drier weather
- Encourage cycle & scoot to STAY WITHING BIKE PATHWAY..... should be have to pay FINE for failure not staying within bike path and more important USING SIDEWALK. do cycle & scoot individuals have liability insurance.
- Enhanced bike safety on busy roads
- Every street needs bike lanes, and parking should be removed from major bike routes
- Extending/creating safe to use bike paths that connect municipalities and parks
- Feeling more comfortable taking my bike on SkyTrain and mounting it on bus
- Feeling safe from injury from other modes – cars, bicycles, scooters
- Feeling safer from car accidents would help, that would mean better driving education for immigrants
- Feeling that me and my bike would be safe, and seeing other people cycling
- Fewer gaps where cycling infrastructure disappears or becomes unsafe
- Fewer stupid drivers.
- For motorcycle
- Gagliardi way's bike lane is terrible we need better barriers
- General safety forms vehicle traffic.
- Get paid to cycle/scoot. What's in it for me?
- Get rid of super bright car headlights. They blind bikers!
- Gondolas would help a lot
- Good to have better bikeway network but it cannot be at the expense of pedestrian's sidewalk.
- Gov't subsidized purchase of an e-bike might influence my decision.
- Grade separated bike infrastructure is a must. There are so many streets where the right of way is wide enough to accommodate grade separated bike lanes and we need more of them. Especially near schools to make it safer for kids to bike
- Gravel pathways on the edge of parks or next to sidewalks away from traffic
- Green corridors and bikeways that have treed buffers to separate from cars.
- Having long cycling highways throughout the area with limited interruptions would help a lot!
- Having major streets reduced for bike routes does not work for cyclists or cars and should have separate routes entirely
- Healthy choices
- High connections into Burnaby the Lougheed Highway route is desperately needing attention. As well as better connections to E Hastings/heights.
- I am old and don't know how to cycle.
- I am too old to ride a bike.
- I cycle nearly daily and I mostly avoid any routes where I have to share the space with cars. More separated bike paths would strongly encourage me to ride more.
- I do not cycle
- I don't know how to bike around the city
- I don't bike in bpa because I take the SkyTrain during peak hours, so I can't bring my own bike. The Mobi map doesn't appear on Google maps well, nor do I bike during rain.
- I don't cycle or scooter
- I don't know how to cycle
- I just need to buy a bike. I love bikes.
- I only bike on bike lanes separated from vehicle traffic.
- I only want to use my private car.
- I want the planner to acknowledge that not everyone can ride bike so don't assume just because facility's are in place that people can or automatically will ride bike as transit modes. Maybe funding offered to help people be better rider?
- I would appreciate more frequent modal filters on bike roads
- If driving need a license and road test, cycling and scooting should have the same thing. They need to know the manner of road sharing. I have experienced a cyclist occupy the road and the car cannot pass him and slow down every cars.
- If I didn't have to share the road with cars.
- If it was easy to take the bike on train and bus.

- If there was better infrastructure it would make me want to cycle/ scooter
- If workplaces had showers and if drivers were safer
- If you continue to ignore the poor air quality on your buses, I will continue to not patron your services and cycle instead.
- I'm pretty confident, but I'd like to be able to bike more places with my kids without worrying about them getting killed
- Improved bike signals, bike priority signals, more separate lanes
- Improved LIGHTING. BC Parkway near Taylor Park is pitch black at night!
- Improved regional connection to recreational destinations (e.g.: Deep Cove, Belcarra) and regional destinations (e.g.: Horseshoe Bay, Tsawwassen Ferry), not just within and between urban centres
- Improved safety and wider dedicated lanes
- Increase separated bike lanes. Painted lines are not protective. Vehicles park in them and you can be doored. My husband has been hit three times by careless drivers while in painted bike lanes. Need protected East West routes in Vancouver.
- Increased separation between bikes and cars
- Infrastructure on and around Burnaby Mountain is poor and needs improvement as there are often no bike lane protection from traffic
- Infrastructure, not just paint
- Integrate compass card with shared micromobility. Have shared micromobility located at transit stations
- Intergration with Mobi Bike share
- It is quicker to go from point A to point B especially it takes more time to walk to nearest transit (bus/ SkyTrain) stations
- it needs to be safer. so many sections of poor visibility and not enough separate space in Mt Seymour deep cove area
- Just the weather, so, no.
- Keeping paths for pedestrians separate would be safer as I am totally blind.
- Laws requiring drivers to stay 1 metre away from bikes
- Less cars, better bike lanes and more separated bike lanes, more segregated bike lanes meaning slow riders STAY RIGHT. And less buses, which are vicious when it comes to nearly running over cyclists
- Less cars, more public transport and bicycles lines.
- Less cars, more traffic restricted streets and routes
- Less hilly
- Less mixed-use pathways. Cycling and pedestrians don't mix just as cycling and vehicles don't mix.
- Less of sharing the road with cars, so I can cycle in peace. It helps immensely for transit peak hours 7-9AM and 4-6PM where bikes are restricted. (So far I am lucky my work/other commutes don't fall on peak hours.)
- Less rain
- Lights and safety – being able to be away from traffic, but in an area where there are many people. It's scary to bicycle when the road is narrow or when there is a lot of traffic. It's also scary to cycle in areas where it's dark and isolated.
- Make it safe.
- Make the bike lanes convertible to drivable lanes during winters – win win
- Making cycling more safe and driving less convenient.
- Maps at hub stations or markers for walking directions or where are bike pathways
- Marked pathways
- More access to bike in buses and subway
- More bike bus options! I love the bike bus connection to Tsawwassen ferry terminal / I'd be great if it ran more often and to other ferry terminal too
- More bike lockup areas
- More campaigns that encourage or showcase harmony between cyclists and driver.
- More cycling ways protected from traffic / Amsterdam model
- More direct bus connections for the way back. I would use my bike more often if I knew that I can easily go back by bus with my bike loaded in the front. But today most ways require the use of multiple busses and that is too much of a hassle.
- More extensive and connected non-road bike paths especially along Fraser River, paralleling West and East Maine Drive.
- More frequent cleaning of bike lanes. There is often a lot of broken glass in the lanes
- More locations to pick up electric bikes or scooters from rental companies like EVO. Ex in New Westminster there is only one place to pick up and drop off Evo bikes, so using it in the hilly city is not helpful.
- More marketing, awareness, branding of bikeways and destinations
- More off-road, dedicated bike lanes, far away from cars.

- More pathways separate from cars – I was only taught to bike as an adult and I'm not comfortable or experienced enough to bike in shared spaces with cars
- More pay as you go bike lockers
- More protected bike lanes
- More protected bike lanes
- More protected bike lanes and higher quality cycling infrastructure in general.
- More protected bike lanes on busy arterials and that connect directly to shopping areas
- More protected bike lanes. Safer options to park bikes around the city. Bike valets at events.
- More public washrooms
- More repair / air stations
- More safe bike lanes rather than just pavement markings where you share with traffic. I do not feel safe next without any barrier or road grade difference. I only use routes where I'm protected so some trips won't work.
- More safety at intersections
- More secure bike parking would let me utilize my bike for way more tasks. In my opinion, abundant secure bike parking is key to get more people riding. More better connected safe, separate cycling infrastructure is also needed to get more people on bikes.
- More separate bike lanes
- More separated bike lanes, more secure bike parking at Transit hubs, more secure bike parking at urban centers
- More separated bike path
- More separation of bike routes from car traffic, or much, much, much calmer shared streets.
- More separated bike lanes – seen too many near misses with cars. More routes that avoid constant stopping at intersections.
- More shared bike routes eg like Tenth Ave vs bike lanes, I find the lanes dangerous cyclists and motorized bikes with throttles and scooters go too fast as well as teams of racing cyclists, and I avoid them, I prefer the shared bike and car routes
- More spots for bikes on bus, greater freedom to take bike on SkyTrain
- N/A
- Need more separated cycling infrastructure. Burnaby, New West, and a lot of Vancouver lack a bike share. I wish Mobi would set up stations in the precincts around SkyTrain stations to help with last mile travel.
- Need to feel safe on scooter or ebike
- No as time is too valuable
- No over 70 lol won't happen but do have issues about them and where they do. Sidewalks are getting crowded and dangerous a lot don't use bike lanes
- No unsafe interruptions due to construction
- No, find cycling unbearable in Winter Vancouver weather and risk of Bike Theft from the Lovely People of Downtown Eastside
- No. We live in a wet and cold climate, making cycling unappealing 8 months per year.
- Not feeling like I'm going to die when I cycle next to heavy traffic
- Note: I only cycle during the warm and dry months.
- Number of others cycling + presence of cars
- Off the busy streets and dedicated bike lanes on side streets away from traffic and busses (it's difficult for both bike and car users to take up an entire lane.
- Physical Safety barriers beyond painted lines to separate vehicles from cyclists
- PLEASE include a much more sustained, comprehensive cycling AND driver education program around the region! All road users need to learn how to be more responsible & safe. More rigorous enforcement of dangerous traffic violations needed. I cycle less now
- Powered bikes are very fast on walking paths, especially under the Canada Line bridge to Richmond. its unsafe. There are no regulations for the electric bikes which with a person can weigh a lot and really hurt someone.
- Price of bike/scooter storage
- Protect us from the cars
- Protected bicycle lanes
- PROTECTED BIKE LANES
- Protected bike lanes
- protected bike lanes
- Protected bike lanes – bike lanes separate from traffic
- Protected bike lanes with physical barriers (not just painted lines!)
- Protected bike lanes. A bike lane isn't safe if cars still drive through them
- Protected bikeways – no cars and can safely ride Ave 25 km/h. Secure access to bike parking. Bike parking in hidden areas where people easily steal is not useful.

- Providing rest areas around the road, wider bike lanes.
- Proximity with cars is why I do not bike
- Rain
- Rainwater drainage; many roadways have pooling water. Driver risk; driver's are often unpredictable and drive fast. Better road infrastructure and traffic enforcement would help this.
- Reduce the maximum speed for cars, reduce large vehicle access to off peak hours
- Removal of helmet requirements
- Ride protected area for all abilities; wider bike lanes; education on etiquettes for the various
- Roads need to be better protected for cyclists.
- Roads with less potholes
- Safe and accessible bike infrastructure
- Safe and secure bike parking at my destination, not just at SkyTrain stations.
- Safe bike lockup. No more unmarked, un-signalized crossings on bike routes, easier to take bike on transit during busy hours
- Safe cycling experience
- Safe separated bike ways! I am so tired of drivers honking at me for riding on the road. I have proper gear, lights and use hand signals. Also, bike parking needs to be upgraded for cargo bike sizes.
- Safe, separated bike lanes; clear rules on e-micromobility devices (ie. sharing bike lane with these things); safe routes to the ferries by bike; covered bike parking at local destinations (ex. library, shops)
- Safe, well designed protected mobility lanes, especially at intersections.
- Safer and better bike path to SkyTrain station. From my home there is no way to get to the SkyTrain station safely.
- Safer bike lanes and bike parking when I get there.
- Safer bike lanes and traffic lights.
- Safer bike paths
- Safer bike routes
- Safer bike routes – especially to UBC
- Safer cycling infrastructure that would protect me from unsafe drivers.
- Safer designated bike lanes if close to a street. Best example of this in action is 15th street near Ernie Winch Park. This way it's not on the road where people can get hurt, nor on the sidewalk.
- Safer routes / options
- Safer routes, better connections from one bike path to another SEPARATED BIKE PATHS, bikes and people don't mix, especially people with dogs and 17 foot leashes
- Safer streets where cars and bicycles share the road
- Safer, separated from the car traffic, bikeways
- Safer/divided bike lanes, less cars
- Safety
- Safety
- Safety
- Safety and wider bicycle lane
- Safety as a road user. Driver education
- Safety from cars, safety from other bikeway users (Vancouver bikers are so hardcore and fast, its scary)
- Safety if bikes left parked.
- Safety of bike lanes. Separate/protected infrastructure rather than painted lines. Fewer gaps in existing infrastructure. Speed kills, so actually enforcing traffic laws. Traffic calmed zones like the new 40km/h zone near kits beach.
- Safety of biking on the road with drivers
- Safety of cycling path. I would like to cycle to work but don't because I don't feel safe cycling in lougheed Avenue besides cars.
- Safety on the roads!!!
- Safety while riding along bikeways
- Safety, AAA bike routes
- Safety.
- Safety. I don't consider painted or "recommended" bike routes to be safe considering the relatively poor driving skills of local drivers
- Scooter design that is appropriate for what I need, and MVA regulations making my e-scooter legitimate
- Secure bike lock-ups and bike valets. People would bike more often if they were more confident their bikes weren't going to be stolen
- Secure bike parking options near desired destinations
- Secure bike storage that is attended (i.e., valet service or concierge), since being assured that my bike will still be there when making a stopover influences when and where I bike
- Secure parking at destinations like shopping centres, grocery store

- Secure, indoor bike parking (that's actually secure) and separated bike lanes. Bike lanes separated from traffic would significantly increase cycling rates and lead to a happier, healthier population.
- Secured bike parking
- Security for cyclists and scooters
- Segregated bike lanes from car traffic would make me feel more comfortable
- Separated bike lanes and properly connect to other separated bike lanes.
- Separated bike lanes. Good lighting. Public tire pumps.
- Separated bike lanes. Lights crossing major streets.
- Separated bike lines
- Separated lanes for passing. E bikes and scooters have made bikeways less safe and need to have dedicated space to pass.
- Separated lanes from cars
- Separation from car traffic
- Separation from traffic- safety is critical when you cycle daily
- Separation from vehicle traffic
- Signage should be multilingual
- Solution to rampant bike theft
- Some Bridges are very unsafe to cycle on, needs improvement if want to connect urban centers. A lot of steep hills in our area and an electric bike is almost a necessity. Perhaps a program that makes electric bikes/scooters more affordable.
- Some of the bike routes are in terrible condition. Along with more infrastructure, it would be great if the existing routes were improved/better maintained! Thank you.
- Someone BUY ME a scooter or e-bike for seniors that can handle VERY steep hills.
- The biggest reason I don't bike and/or scoot within Vancouver proper is how dangerous it is to be a pedestrian, let alone biker in traffic. Outside of DT, there are limited bike paths on main streets and frankly, drivers are wilding out here.
- The Burnaby Mountain Gaglardi way route and the Lougheed Highway bicycle routes are on desperate need of improvement as they are unsafe and unprotected from traffic. Barriers and flaps would be greatly welcomed.
- The Burnaby Mountain Gaglardi way route is absurd. It is very unsafe for cyclists and installing concrete barriers would be greatly welcomed. PLEASE DO THIS
- The hills and rain are quite detrimental to me biking around. If there was some way to mitigate either of those factors, I'd be much more likely to bike around rather than take the bus or train
- The lack of a cohesive east-west network that isn't in a painted bicycle gutter.
- The quality of the bike network, I.e. fully separate from vehicles
- The route that I use is becoming a major dumping ground – reports do not result in clean up and it's depressing to see on my ride – I'm less inclined to want to continue and move more to transit
- The weather conditions
- There are many great cycle ways that are poorly connected. Some paths force you into high speed roads in order to make your connection
- There need to be adequate bike lanes. Vancouver drivers are terrible and cyclists need protection. Look at the Netherlands and emulate that.
- Thirteen
- Toilets
- Toilets/washrooms
- Too many hills= no biking
- Too old to cycle
- Too old to cycle
- Too scared to go cycling; don't have good sense of direction; not enough parking space for bikes; always see parts of bikes being stolen when parked on the street; weather is suitable for cycling sometimes.
- Tree coverage for bike routes, some paths get way too hot to bike on leading to dehydration and heat exhaustion. Having trees along bike routes allows for a more shady and comfortable ride.
- Ultimately i think that Bike lanes need to be safer. Vancouver has an image of a bike friendly city because of its friendly and careful drivers. The lanes themselves are mixed and not dedicated – dangerous!
- Vehicular traffic
- Washrooms. For decades I was an avid cyclist, everywhere, sometimes multi-modal trips. Often used transit if ill or a mechanical. Let's say that I have been in hibernation for the last year. Empty areas to piss enroute have become built up.
- Ways to avoid bike theft and vandalism
- We rode from Uptown New West to Stanley Park. It was VERY DIFFICULT. We need wider curb ramps to help merge pedestrians and cyclists when they merge at SkyTrain stations.... Metrotown is a mess at the

street crossings.

- Weather and city maintenance of bike paths (ie leaves being cleared, snow plowed, proper drainage etc)
- Weather protected and secure bike storage
- Weather protection on bikeways
- Were I able to bike or scoot, I frankly find the interchange between cars and bikes quite terrifying in many places. Aggressive driving both by vehicles and by cyclists contributes to my fear, and I actually know people who were hit and hospitalized.
- When constructing cycling infrastructure make it usable and sensible cycling infrastructure, not just money spent so the city can say ‘see, we installed it’, and cyclists get out there and go ‘why did they go and wreck a perfectly good, sensible system?
- When I’ve biked, I found nice stretches of path, but after a few hundred feet it dead ends at narrow dirt paths or city streets. The bike network is very disjointed for long trips, so we end up riding in the traffic.
- Would like to see less vehicle traffic on bike routes
- Yeah, if we didn’t live in a rainforest....
- Yes! Dedicated bike paths that are wide enough to accommodate more than 1 bike per direction. Bike paths should also be always separated by at least 2 meters from all traffic.

Q17: If none of the options above would influence your decision to cycle and/or scoot in the Burrard Peninsula, please state why.

- 81 years old and crutches
- Additional secure bike parking at stations would not help. However making bike parking MORE SECURE would significantly help. Currently I cannot trust locking up my bike at a station so additional parking like that would have no value for me/skyTrain
- Again, bike theft and vandalism always makes me second guess trips.
- Age, balance
- As a senior with mobility issues, neither option is safe, let alone practical
- As a senior, the number one priority is safety.
- Been there and done..... what do you offer to be people over 65.... it clear you want us paid the taxes for cycle & scoot and note is not safe to walk on our sidewalks with cycle & scoot ride on them, too.
- Better bike route connecting New West to Burnaby along the Fraser river
- Bike more
- Bike security (or the lack thereof) stops me and others from cycling more frequently and to more places in Vancouver. Bike theft is rampant.
- Bike theft is a concerning issue
- Can't control the weather. Too many weirdos in the city.
- Cannot bike
- Can't ride bike anymore. Able to walk slowly.
- Cars being removed from the equation
- Cheaper bikes and ebikes
- Cyclists are entitled jerks and if more pathways are being put in they should be ticketed if they're on sidewalks or roads and should be limited to the pathways
- Disability. Can't currently cycle
- Disabled
- Do not have the physical capacity to cycle and/or scoot
- Don't feel safe riding due to vehicular traffic.
- Don't own a bike
- Don't own a cycle or a "scoot"
- Don't own bike or scooter
- Don't use those.
- Ebikes are too heavy to lift onto a bus rack, and there is no space on SkyTrains because they're hard to maneuver
- Everything is spread to far apart
- Having to drive directly on the road with cars is not something i enjoy anymore: (It can be hard during poor road conditions. Bike lanes would need to be substantially better and attitudes towards cyclists need to be improved from vehicle drivers.
- Health won't allow
- Health, age.
- Heavy theft rate. And where do I park the things.
- I am 75 and looking for a safe place to walk without treacherous scooters knocking me to the ground on the sidewalks and walkways
- I am 75 years old and have mobility issues. Cycling or scooting is not an option for me.
- I am 79 and living with the after effects of a stroke.
- I am a senior and don't do that
- I am a senior citizen with balance issues. This is not an option.
- I am a walker and transit rider, rarely a driver. If I drove more, cycling or scooting might be an attractive option, but I'm happier walking and transiting
- I am blind and can not operate a vehicle of any kind independently.
- I am getting older. I feel unsafe riding my bike in traffic. I only bike around Stanley Park where there are no cars.
- I am ninety three.
- I am not a cyclist
- I am old and I don't have a bicycle or scooter and will not be getting one
- I am old and live in Queensborough
- I am older and not very fit and not good enough on two wheels. Plus the roads are bad, traffic is bad...
- I am older so these options are not appealing to me. Also weather is a big part of the decision, I can't see myself using these during poor weather
- I can not do this activity
- I can walk to everything I need.
- I cant cycle
- I do not cycle or scoot
- I do not cycle or scoot!
- I do not know how to ride a bike and would not feel safe using a scooter

- I don't cycle or scoot.
- I don't cycle or scoot. I am blind. I walk or use Transit everywhere. None of those forms of transportation or accessible to the blind.
- I don't cycle.
- I don't have either of them
- I don't own a bike
- I don't own a bike or scooter and don't think it's worth it to purchase in my case. My daily route requires SkyTrain anyways.
- I don't ride a bike for transportation.
- I don't bike very often
- I don't cycle and/or scoot, mainly for safety reasons (and walking and transit is sufficient)
- I don't cycle or scoot. Only drive my vehicles
- I don't drive / cycle / scoot due to disability
- I don't enjoy cycling and don't use a scooter
- I don't feel safe doing so.
- I don't have a bike, and during the winter it is usually not practical or comfortable to bike places in the rain.
- I don't have a bike/scooter.
- I don't know how to ride a bike. I also don't own a bike or scooter and have no interest in signing up for one of the sharing programs as I have enough subscriptions and no time anyway.
- I don't ride bikes and I don't scoot.
- I find it very dangerous. I even used to own a bike. I refuse to use my bicycle in lower mainland because of how dangerous it is and the lack of safety.
- I hate bike lanes that are barely used in winter. I voted for ABC for one reason...they promised to put Stanley Park back the way it was supposed to be.
- I have a walker and cannot do either
- I have mobility issues so cycling is not a good option for me
- I have nothing.
- I haven't owned a bike in years and after having a number stolen, am a bit apprehensive of buying another.
- I just scoot or bike short distances
- I live on Burnaby mountain, it is too steep for my fitness level
- I need frequent use of the toilet
- I only want to use my private car please stop trying to change me
- I prefer walking over biking or scooting.
- I think the cycling options are pretty good already
- I use transit
- I walk a lot.
- I'm a senior and I don't feel this is a viable option.
- I'm too old
- I'm a senior with replaced hips – too risky to cycle and don't need a sit-down scooter
- I'm nearly 70 and a) cycling in New Westminster would be a challenge with all the hills and b) I just don't consider cycling to be a viable or practical way to get around, given my age and the purpose of my journeys.
- I'm too old.
- In addition to separated lanes, raised crosswalks and preferential treatments for should include no vehicle right turns on a red light and advanced traffic lights for cyclists.
- Include speed limits and fines, license bikes.
- It is very intimidating to strap my bike to the front of the bus and take it off. don't know what other systems there are out there
- It rains in Greater Vancouver. A lot. I can't arrive at work soaking wet. I do it as recreation on non-rainy days.
- It's too dangerous now that bike lanes are defective commercial transport lanes.
- It's too far from my home and hilly to plan for regular cycling
- Medical issues
- More bike access on SkyTrain throughout the whole system, especially during rush hour/work hours
- More bike lanes. I hate riding on the road next to cars. Scary.
- More bike rental/share options in new west.
- My friends who cycle less now are VERY concerned about dangerous drivers, who seem to speed, run red lights and block intersections with impunity. Where is the traffic police enforcement?
- My health does not allow me to cycle.
- My taxpayer dollars went to bike lanes which are rarely used not to mention that it has made the roads we drive on smaller and created more traffic for everyone...We are Canada and not The Netherlands
- Need to feel safe on scooter or ebike
- Nicer weather and less rain.
- No healthy enough to cycle and/or scoot. Not convenient in poor weather (winter)

- None
- None of your questions asked about air quality on public transit. This is the main influence of why I avoid public transit and cycle or walk instead.
- Not an option for senior with mobility issues or someone who isn't fit
- Not Applicable
- Not enough pathways
- Not practical for long distances
- Not safe, too many idiot drivers and cyclists and scooters have no regard for where the ride or who they run over
- Personal mobility issues currently prevent me from cycling.
- Personal safety (not from cars), convenience, better options
- Physically unable
- Poor health
- Prefer to use transits more
- Prefer walking or bus
- Quit taking away the ability to drive where we want to go!! People are NOT going to transit bike or scooter just cause u want them to!!
- Rain! Flooding roads on the Stanley Park causeway!
- Removal of unlicensed and low IQ vehicle drivers off the road
- Risk of bike theft prohibitive
- Safer infrastructure like separated bike paths and safer intersections like bans on right on red.
- Safer roadway
- Safety
- Safety, people who disregard road safety rules.
- Safety. I would propose mandatory walking of a bike across the street in busy intersections. Cyclists often don't stop at red lights or stop signs making it unsafe for cars and other cyclists alike. Why not have a bike license as in other provinces to pay
- Secure bike parking at my destinations
- Sometimes I have super bad knees and can't use my bike. I can never get a seat on the bus
- The only thing worse than the risk of cycling/scooting in the GVRD is the bikes-next-to-cars gong show of plans to enable it. Fault aside, people will get hurt; and car/person interaction is very one-sided in human effects.
- The weather, the physical, the sweat, the terrain
- There are people with health or balancing problems that are not able to bike!
- Too afraid to bike on the roads
- Too busy and crowded (feel unsafe) cycling in the city—go out to the valley for recreational
- Too dangerous! Not interested!!
- Too many Un car users do NOT follow the rules of road. Texting in intersections & while riding electric modes
- Too much rain
- Too old – don't want to risk injury
- Too old to cycle, wouldn't feel safe and balanced
- Too scared to go cycling
- Too wet, too cold, and way too many bad drivers.
- Unable to use either device due to mobility issues. Should not be on pedestrian areas.
- Unless bike route access from my home improves it is only reasonable to use for recreation trips
- Vancouver did a good job with their tenth Ave protection
- Visual impairment and poor balance make scooting a non option.ce make scooting
- Want independent of using a car.
- Weather
- When constructing cycling infrastructure make it so it can be cleaned. A bike path along a street with a barrier that doesn't allow a street cleaner in is soon full of leaves and debris and completely un-useable after a few rain storms
- Whomever is designing the bike paths, they need to consider that many riders want to take the most efficient way of getting there.
- Will not use these forms of transport because of danger of falling as I have severe osteoporosis and Multiple Myeloma so breaking bones would be a major concern.
- With the skill of drivers, riding 2 wheel transportation is dangerous. The addition of wide bike lanes has resulted in restricted space for drivers and less lanes to ease traffic volume. Nobody rides bikes in areas with large hills they are not necessary
- Won't ride a bike, had too many accidents.
- Work full time. One transit commuter; one personal vehicle. Limited time after work to transport children to activities. Cycling/scooting doesn't work for us for that, esp in bad weather. We use Modo/transit if extra transport needed.

Q20: Are there any other options that would influence your decision to walk and/or roll more often in the Burrard Peninsula Area?

- “Wider sidewalks with a buffer area between moving vehicles and the walking path” – prefer green strips/trees, doesn’t need to be wider pavement. Also “Safe crossings” – we need pedestrian priority and slow traffic; I don’t like waiting 1 minute to cross!
- A buffer between the street and sidewalk would be great on busy roads. A cycle lane would do nicely here :)
- A variety of shops and services within walking distance
- Ability for seniors to extend light as in Japan. Less road traffic. Denman has become a major traffic route since closure of Robson Square, as have lanes and residential streets. Solid honking during rush hour.
- Access to real time bus schedules
- Add colour LED light on walkways and bus stop
- Adding sidewalks to streets that don’t have them, along with turning stroads into more walkable streets
- All dogs need to be leashed and controlled.
- Amenities at train stations like news stands, food options, and washrooms
- Amenities near me so I can walk.
- Any areas in Burnaby do not have sidewalks. Drivers are not aware of walkers, I have almost been run over many times because they only car about other cars and do not see people walking. Scooters, cyclists and boarders are just as bad on the sidewalks
- As a person with disabilities, long walking crossing lights. Unless you step out immediately there is not enough time to safely cross the street. Wider sidewalks for walkers, wheelchairs, and mobility scooters.
- As long it’s safe and easily travelled then I would walk.
- Better air quality on your public transit system. CO2 readings should not be in the thousands (red zone).
- Better controlled crosswalks which will slow down motor vehicles such as speed bumps, raised crosswalks, 4 way stops.
- Better distinction between places where electric bikes and walkers are traveling similar routes. Often dangerous for walkers....Metrotown SkyTrain is a good example of so many near misses because there’s no regulations for electric bikes and many walkers
- Better lighting
- Better lighting
- Better lighting – this probably relates to safety but I don’t want more cops, I just want better lighting
- Better lighting around stations
- Better sidewalks to accommodate everyone, especially those with scooters and wheelchairs.
- Better street lighting
- Better/improved lighting for safety and visibility
- Brentwood area currently isn’t too walkable. There needs to be more commercial shops and not just the mall.
- Buffered sidewalk away from travel lanes
- BUILD and extend SkyTrain to UBC
- Bus close
- Bus service along 1st Avenue, please
- Busy intersections where cars turn left or right without paying attention to pedestrians crossing. T- intersections where there is no corner and pedestrians find it almost impossible to cross because cars won’t stop.
- Car free streets, quieter streets
- Cars violating pedestrian and cyclists space makes me feel very unsafe
- Clean washrooms
- Closed to traffic streets
- Closer bus stop
- Connection of greenways
- Crossings signal priority is highly important. Some intersections are prioritizing cars even in the downtown core (e.g , even if there is more foot traffic than cars at that time of the day. Dozen people stay under the rain with no cars using intersection
- Cyclists/scooters off the sidewalks.
- Distance to and from bus stops (on both ends of my trip).
- Distance to the place I need to walk to
- Enforce snow removal. Do not allow construction areas to block sidewalks (Oakridge Development as an example).
- Enforcement of bylaws re cyclists on sidewalks
- Even sidewalks and paths – snow removal – unclogged drains

- Fines being applied to cyclists, scooter riders, and so on who ride on sidewalks and/or run red lights. Also, stores should not block sidewalks with signs or seating.
- Fix the stupid barriers in New Westminster at Quayside. There's an elevator up to the MacInnes Overpass but it has 8 stairs! The only other ways over are many steps over ped. Overpass over railway tracks or a level crossing in a construction zone.
- Flush toilets trailer at all transit stations. Potable water refill stations at all transit stations
- For walking to the bus stop – again a deal on a seniors bus pass
- Get cyclist and scooters off the sidewalk. Have been run over too many times without apology or care
- Get cyclists OFF the sidewalks.
- Get paid to walk!
- Great service and easily accessible transit service
- Gym, coffee shops
- Have basic services at a walking distance from my home
- Have more car free streets permanently, routes to walk/roll/cycle that are free from cars for long stretches
- Having a safe place to store the bike.
- Having clean bus stops. A clean city is inviting to walk it.
- Healthy compromises between walkers and cyclists on shared walkways and street corners. What looks like “lots of room” to a cyclist can be close enough to older walkers to cause them to lose balance.
- I already walk A LOT, rain or shine, without much to complain about
- I am concerned that lack of rules and safety regulations for scooter users puts both drivers and pedestrians at risk
- I am sure
- I find most Vancouver sidewalks to be far too narrow for the number of people using them.
- I have been chased and threatened twice by homeless people in my neighbourhood; less of that would be nice
- I only want to use my private car
- I use a stroller daily and winter is very inaccessible when people don't shovel their walks – so more snow removal would be appreciated
- I would like more streets that are designed as pedestrian-priority zones, where motor vehicles are only permitted at certain times of day, or during emergencies. Gastown, for instance, would be an easy win for a pedestrianized zone.
- I'd do it a lot more if the busses were more dependable and kept better hours. Especially the time from my place (Steveston area) to the ferries. I drive most of the time now because it's 200% faster
- If I am ever disabled and can't drive.
- If the area is aesthetically pleasing and exciting (trees, buildings, storefronts, other people walking, etc.)
- If there were more options for getting to Granville Island.
- If there's more frequency I care less about the quality of the bus stop. more SkyTrain services would encourage me to go to more destinations and ultimately walk more
- If urban planning actually puts amenities within walkable distance, I'd love to walk more. Right now everything is more than a 30 min walk away.
- If walking/rolling distance is shortened and worry-free I will be more likely to walk/roll
- Improve the sidewalk pavement in Vancouver... there very POOR shape due to lack of maintenance.
- Infrastructure designed for vision zero: roads designed to limit vehicle speed and much better protection for pedestrians at crossings; clear rules around e-mobility devices so they are not on sidewalks
- Interruption in walking route, thus jay-walking when no one wants to wait for a red light
- Intersections: please include no right turn on red and separated left turn for more intersections. Half my neighborhood won't cross the street to the park because of complex intersection with speeders.
- Is it uphill/downhill
- It would be great if bicycles didn't ride on the sidewalk.
- It's all about land use and building design. Destinations that are close together. Safe, interesting buildings that prioritize people. Also: more bike lanes so that people on bicycle or e-scooters don't have to ride on the sidewalk.
- It's incredible that most bus stops don't have a shelter/roof in Vancouver, where it rains so much
- Just copy what Amsterdam does
- Just for pleasure
- Just one note: “sidewalks on at least one side of the street” is not a “complete sidewalk network.” Every

block needs to have sidewalks the entire way along both sides, period. This is neither expensive nor difficult to do.

- Keep bikes & walking separate
- Keep pedestrians bikes & cars far apart
- Knowing the electric scooters and uni-wheeled boards are insured when traveling at high speeds on the sidewalk and walkways
- Lack of safe crossing facilities.
- Last year I moved to Coquitlam and was surprised to find that businesses and residences didn't shovel their sidewalks on snow days. Half weren't shoveled at all, and the half that were, shoveled just wide enough for one person to walk through at a time.
- Less cars around
- Less construction with dangerous detours into the road
- Less crowded bus
- Less homeless tents on public streets
- Less hostile environment for walking (e.g., more barriers between vehicles and sidewalks, closer amenities and more SkyTrain stations in certain areas)
- Less strip malls with huge distances and/or highway-like road conditions between in between them
- Lower speed limits. Pedestrian deaths are so typical when cars are to fast
- Major investment of public transport to bring is in line with the last century. More buses, more SkyTrains, more express buses for more direct routes in lieu of no rapid transit infrastructure.
- Making safer crossings for pedestrians on bike routes where many cyclists do not stop at stop signs
- Many parts of Burnaby lack sidewalks. I'm thinking specifically about the Edmonds area where I have to walk in the street or on someone's lawn. More sidewalks in Burnaby.
- Mental health facility. Getting troublemakers involuntary institution in mental health facility. Reverse open drug policy. Tougher jail sentences. Need to feel safe when walking on streets.
- More alternative routes
- More commercial nearby that is not gentrification but selling practical everyday goods. Cornerstores, neighbourhood cafes, workshops or homewear, etc.
- More crosswalks and curb bulges – don't want to fight against cars on unmarked crosswalks
- More frequent placement of benches.
- More lighting during winter months
- More mixed use development
- More nature to be honest, like that around Edmonds station. But I do understand that's a luxury
- More pathways dedicated for walking (and cycling) that are not along roads.
- More pedestrian only areas
- More pedestrian-level lighting along residential streets to make it feel safer and comfortable to walk at night. More pedestrianized streets (that also allow bikes and maybe transit if it is designed safely)
- More streets without cars. More corner stores.
- More trees. This city is losing it's canopy at an alarming rate. Walking down scorching concrete sidewalks without canopy of trees is miserable.
- MUCH better priority for crossing at major intersections. Often, these intersections only have one part of the cycle to cross a specific way. And if you have to cross kitty-corner, it could take 5 minutes of waiting!
- MVA regulations regarding personal e-mobility devices
- N/A
- Narrower roads/streets and more frequent crosswalks to make crossings easier, especially when crossing major arterial roads; quieter streets with slower-moving traffic to make walking more pleasant/safe
- Need more areas closer together
- No addicts and homeless people around – makes a safe and clean environment. Cleanliness
- No bikes on sidewalks
- No bikes on sidewalks.
- NO BIKES on the sidewalk!!!!
- No stairs. Some stations are ridiculous to get around in Burrard station elevator takes longer to use than any other elevator. The stairs at Stadium are so scary and slippery I can't stop there!
- No, I will walk 20-30 minutes to a destination within my community
- None
- Nope
- Not having to see people shooting up or smoking hard drugs on the street.
- Not sure
- Pedestrian activated crosswalk lights as all non-intersection crosswalks. Helps pedestrians and drivers.

- Personal safety threats, crosswalk crossing times (far too short – sometimes only a few seconds after “Don’t Walk”), poor quality lighting at major street crosswalks (e.g., Pacific Blvd)
- Physical separation/space from traffic is a big factor in comfort, especially at corners. I often think about where I am standing while waiting to cross to make sure there is a physical obstacle between me and traffic (trees/light posts etc)
- Places to lock my scooter when I get there.
- Places to rest. I have a bad back, cannot walk far which is why I e cycle even short trips.
- Pleasant surrounding. For example, my home is closer to the shops / services in the Lougheed Mall area but I almost never walk there as it is ugly, lots of traffic and have to walk under an overpass where the sidewalks are covered in pigeon poop.
- Pleasant yet direct walking paths and underpasses/overpasses for especially busy streets.
- Prevent bike from using the sidewalk. They are vehicles. I have been hit by bikes 4 times on a sidewalk...3 from behind. Enforce the laws!!!
- Proper snow clearing at bus stops. To and from. Proper use of salt: just a little not a mound on some uncleared snow/ice. Proper snow and trees detritus clearing by everyone. Tree needles are like ball bearings. Drainage. Being drenched by vehicles, ugh.
- Proximity to places, shops, etc
- Public access to washrooms. Translink needs to acknowledge that riders need bathroom access.
- Public washrooms
- Public Washrooms
- Public washrooms at bus exchanges
- Put crosswalks in along 16th between Arbutus and Trafalgar so I can cross the street without feeling like I’m going to be run over
- Quieter, slower moving, smaller and less polluting vehicles nearby would make me walk more. Especially with my 5-year-old. All residential streets should be traffic calmed to 30km/hr. Destinations nearby or density of destinations
- Rain cover (Vancouver shop awnings only cover half the pathway and has gaps. Weird choice for a constantly rainy city
- Rapid transit extension on Broadway will ease trip dramatically
- Reduce greenery/shrubs encroaching on sidewalks.
- Reducing vehicle speeds and noise to make walking not just a safer but a more pleasant experience. This could include slower speed limits and enforcement, but also road design and traffic calming measures like narrowing the street and erecting barriers
- Reliable communication of bus enroute schedule.
- Remove HOV lane from Hastings. One feels so unsafe walking Hastings Street. It’s terrible. The Heights is an Urban area not a highway.
- Removing puddles and snow more efficiently. Some intersections even in downtown are almost impassable in winter, resulting in a dirty or wet wardrobe.
- Roadway drainage; cars can splash up pooling water onto sidewalks.
- Rules for electric bikes!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Safe and accessible bus stops and access to Transit. No floating bus stops where I have to cross a bike lane to get to the floating bus stop. Extremely unsafe and dangerous. Cyclist do not stop for pedestrians. I have been hit twice by cyclist just
- Safe crossings, feeling safe while in public, well maintained sidewalks, more weather protection.
- Safe from injury by other modes – bicycles, scooters, mobility scooters
- Safe Neighborhoods!
- Safe passage between pedestrians and cyclists
- Safer crossing with design changes and automatic enforcement. Better sidewalk conditions.
- Safer intersections (ie, stop signs or lights, full 4 way stops)
- Safer streets. Crime needs to be reduced. Can’t compete with the safety you feel in the car
- Safety
- Safety enforcement over m9bikes using road or sidewalks ad lib. Needs ticketing rules plus licensing of mobiles in public areas just as cars are liclremced to hold accountability.
- Safety, safety, safety
- SeaBusearlier start times
- Separate pathway for Mopeds, scooters, bicycles, not enough room for BOTH ! DANGER !
- Separated sidewalks are the dream.
- Separation between walkers and bikes, scooters
- Service meets my needs 100%
- Shops within walking distance. Visual appeal of the path. Avenues and parking lots are ugly, but if the path has trees, interesting architecture and shared spaces that feel nice to be in, I would feel compelled to walk more.

- Side walks clear of campers and loitering...
- Sidewalks are getting more dangerous due to young people riding scooters there and coming up fast behind people. It's hard to relax when people can suddenly hit you.
- Sidewalks are so essential. Sidewalks+bike lanes are top tier
- Slow vehicle traffic to 30 – 40kmh across the City; prohibit turning right on a red light
- Slower speed on the bridges for cars
- Snow and ice removal on side streets
- Snow not ploughed from roadways onto sidewalks and bus stops
- Snow removal on sidewalks, and force people to remove their snow. Last winter we were basically trapped home. Impossible to walk on snowy sidewalk with a stroller. We didn't have a car.
- Steep incline of roads
- Street lights on route at night
- Street security, don't feel safe walking alone when dark.
- Stretch buses during school end and rush hour and more often
- The most important factors are unsafe crossings and unconnected sidewalks or missing sidewalks (e.g. all over north Burnaby).
- The reason I walk so frequently is that the shuttle bus that serves my neighbourhood (Victoria Hill, New West) is always full and consistently leaves people behind, so I don't bother trying any more.
- The rise in usage of e-bikes, electric scooters and similar modes is making me feel less safe when walking — especially in areas like the seawall.
- There are new criss cross sidewalks. I am looking forward to having them in Larger intersections. It seems to work in New York.
- There is more and more traffic everywhere. Safety is a key issue.
- This is why I love downtown. More pedestrian friendly and reducing car friendliness is key. We all pay to subsidize cars and trucks. Commercial use is ok however, and we need to understand that some vehicle usage is ok – just less.
- Tiling and surface areas at all train stations should be rough, so not so slippery when wet
- Toilets
- Toilets at transit stations
- Traffic enforcement! A lot of drivers who operate vehicles dangerously, especially on main corridors like Cambie (Vancouver). Educate and ticket these people!!!!
- Traffic signals that don't require button to be pressed to allow me to cross would increase the amount I walk. Most crossings in Burnaby do not let me cross even when the signal changes to let cars through. This is a pain w children or heavy bags.
- Trim the trees to make signage more visible
- Trim the trees to make signage visible to everyone
- Unsafe crossings, speeding traffic
- Vegetation (e.g.hedges) over growing the sidewalk – some sidewalks in new west are unusable in practice because they are overgrown
- Walk
- Walkers onlykeep rollers off!!!
- Walking by most of streets is very uncomfortable due to proximity to fast moving cars and their noise. Improving sidewalks alone is not enough to improve this situation. The roads need to be narrowed and the speed reduced significantly.
- Walking separated from bikes and vehicles. Pedestrian only areas as in Europe would be ideal.
- Washroom
- We walk (not roll) for pleasure. 10,000 steps/day. Love the variety/# of parks throughout Metro Vancouver. Unfortunately, we drive to the parks before our walk as we are OLD/Retired/own a vehicle, and are impatient to “be there, do that”
- Weather
- Weather protection and safety is important
- Well lit streets
- When bussed jumble together due to poor traffic estimates
- With Vancouver being such a rainy city I think it very important that there are shelters at all bus stops. I also think there needs to be more seating in SeaBus and SkyTrain stations for people waiting for SeaBus or SkyTrain.
- Working with municipalities for a more unified bike infrastructure plan.
- You option “Wider sidewalks with a buffer area between moving vehicles and the walking path.” Does this include bicycles? It should. And getting cyclists off sidewalks

Q21: If none of the options above would influence your decision to walk and/or roll in the Burrard Peninsula, please state why.

- Again, hilly area, nearest shops are a 15 minute drive.
- Again, removal of unlicensed and low IQ drivers
- Air quality on public transit is my number one concern and the air quality on your public transit system is dismal and dangerous.
- Already well served
- As indicated.
- Bus service is not good @ my area. U miss the bus u have to wait for 1/2 an hour. Why downtown Vancouver they is always a bus every 5 mins. I thought Surrey has lots of people too. We pay tax too. So what is the problem.
- Crutches
- Disabled
- ELECTRIC bikes & scooters ON THE SIDEWALK !!!
- Hastings and Willingdon south east corner made into a no right turn on red. I applaud the rare driver that has stopped and looked before proceeding. I would love to see a traffic rules campaign of some sort there.
- I already walk A LOT, rain or shine, without much to complain about
- I am FORTUNATE to live 5 min walk from Commercial and Broadway – I think transit is fantastic in my area and for my needs. I wish the Commercial Broadway SkyTrain station was less garbage-y and more clean. I understand it isn't Translink's fault.
- I dislike car-prioritized infrastructure that causes walking to be angular (i.e. turn 90 degrees, press button and cross, turn another 90 degrees). Walking should be human, not robotic.
- I do not live in the Burrard Peninsula.
- I don't have one
- I live in the Tri-cities, so would never walk into the Burrard Peninsula. I will always be using some other form of transit to get there, and then walk
- I only want to use my private car
- I walk almost daily. I feel that City Hall worries more about bikers than pedestrians. I feel having bikes mixed with pedestrians is a problem waiting to happen. Keep Bikes and pedestrians separate is safer.
- I walk because I have to get the exercise because if you don't use it you lose it.
- I walk daily.
- I walk everywhere already
- I walk my dog daily, this is the only reason I walk. Transit service to get work is awful so I must drive in every day.
- I walk to every day
- I work remotely and live in a central area so I can walk. If I couldn't walk to most places, I'd buy a car – after 40 years of taking transit I give up, transit in Vancouver is unreliable, crowded and filthy and I've had enough
- I would walk more if there was more services within walking distance.
- I would walk to Willingdon for transit access, however do not feel safe as a pedestrian on Willingdon, and volume will only increase with huge growth and densification. Please prioritize safe/accessible rapid transit north/south in Burnaby along Willingdon.
- If it was to catch a trolley or train, the. I would. And SkyTrain doesn't provide enough coverage like a light rail system would over all Lower Mainland. What other major city in the WORLD uses SkyTrain technology? Think about it.
- It already works fine for us.
- It feels unsafe when people use the sidewalk to ride their scooters or bikes.
- It's not safe
- It's unsafe to walk alone as a female
- Lazy
- Lime Scooters clutter the sidewalks and make me less likely to walk.
- Location of my home and having to take a ferry when going to and from home on The Sunshine Coast
- Long distances to walk to and from bus stops, only good for people who are fit and have no mobility issues
- My experience may be different from others due to where I live and my conscious choice of this place where everything is within walking distance (Olympic Village).
- N/A
- Necessity. Cars are too expensive to operate; I walk or use transit.
- Need bus service along 1st avenue

- No grocery store close enough to walk to from my home near 22nd SkyTrain station
- No
- Not physically able to walk distances like the 2 blocks to the bus stop and further once the bus reaches the station
- Physically limited
- Proximity to places, shops, etc.
- Public restrooms are never on the list. I have a 1.25h commute home and frequently have to go to the washroom on my way home. The malls are really the only places on transit with washrooms and they're not open late
- Quit trying to make us stop driving. Ain't gonna happen. All the under used bike lanes are just an exercise in frustration for the majority of people who drive!! Stop trying to force us to use bikes
- Roll
- Safety and cleaning
- Same as before, I mostly drive since its easier with my schedule which isn't always consistent.
- Sidewalks clear of campers and loiterers..... sidewalks are for walking on.... vacant lots all over the city should be designated for camping...homeless services of all sorts like free food... drug help... health help need to be scattered all over the city
- Stairs and slippery platforms
- Stop cutting down trees where we are walking
- Teaching cyclists traffic rules is essential
- The one covered bus stop in my neighborhood has a homeless person living there. Worry about housing these people not adding more covered bud stops
- Time
- Too many rollers ...get them off the sidewalks!!
- Too wet and cold in BC.
- Trees to block the weather I just another inconvenience and obstacle for me to walk down the sidewalk Safeway.
- Unfortunately the neighborhood I live in does not a walkable grocery store, nor even a convenience store. So I drive for groceries. Most of the time I do my shopping on the way home from work to decrease the number of trips I make.
- Use of car is very important.
- Vancouver poor maintenace of sidewalks.... only interested in supporting people who DO NOT PAY ANY TYPE OF TAXES and listening people who are NON residents who do not own property in Vancouver
- Walking is only a viable mode of transportation if there is something nearby that you could walk to. Translink doesn't have jurisdiction of zoning or density and walking doesn't involve a bus or SkyTrain either.
- We already live in a totally walkable neighbourhood; the only errand we drive to is Costco weekly for big shops.
- We walk (not roll) for pleasure. 10,000 steps/ day. Love the variety/# of parks throughout Metro Vancouver. Unfortunately, we drive to the parks before our walk as we are OLD/Retired/own a vehicle, and are impatient to "be there, do that"
- When you cycle to work you don't arrive looking polished unless you're a guy with short hair. I carry records to work that are heavy and hard to carry on a bike. It rains a lot in Vancouver.



Burrard Peninsula Area Transport Plan Appendix G – Submissions



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Subject: Recommendations for the Burrard Peninsula Area Transport Plan (ATP)

HUB strongly supports the vision of the Burrard Peninsula Area Transport Plan (ATP). The plan represents a significant step forward in aligning with the objectives laid out in Transport 2050 and places a commendable emphasis on active transportation and micromobility, two crucial components for a people-focused future of our regional transportation network.

HUB's recommendations regarding the Burrard Peninsula Area Transport Plan:

Multi-Modal Integration & Theft Reduction: Considering how various transportation modes can seamlessly work together is essential. We encourage prioritizing multi-modal integration by implementing a comprehensive strategy that addresses the diverse needs of all our communities. First and foremost, invest in building a connected and safe active transportation infrastructure network that is comfortable for people of all ages, abilities and socio-economic backgrounds. This network should support walking, rolling and cycling, including cargo bikes and recumbent bicycles.

Measures should also be included to address theft concerns for bikes and other micromobility devices. These can include enhancing the security at end-of-trip facilities and public awareness campaigns on bike theft prevention. Providing adequate, safe and accessible end-of-trip facilities is crucial for encouraging nearly half of Metro Vancouverites (41%) who want to cycle more often, to adopt active transportation. These end-of-trip facilities must also include plans to accommodate future active transportation needs like charging stations and ample space for various micromobility devices, including cargo bikes, scooters and trailers.

To enable a more seamless connection between modes, TransLink should expand their 2019 pilot to the public, integrating various bike, scooter and car share services with the Compass Card to offer first and last-mile connectivity options. The integration of smart technologies used by businesses offering ride-share services, like mobile apps for trip planning and real-time updates, can enhance the user experience and make multi-modal transportation more attractive. This integration will also offer people the most efficient and environmentally friendly way to travel across Metro Vancouver.

These actions can incentivize and make it easier for more people to incorporate transit into their daily commutes, reducing congestion and environmental impacts. In particular, combining cycling with transit can [increase the catchment area of a transit station by nine times](#), underscoring the importance of accommodating cycling infrastructure in and around transit hubs.



First Nation Engagement: The Burrard Peninsula Area Transport Plan must consider the viewpoints and considerations of the local First Nations, including Kwantlen First Nation, Kwikwetlem First Nation, Musqueam, Squamish Nation, Tsleil-Waututh Nation and Qayqayt First Nation.

Incorporating First Nation engagement in future transportation plans is not only a matter of respect for Indigenous communities' rights, sovereignty and reconciliation, but also a crucial step toward creating more equitable and sustainable transportation systems. First Nations hold a wealth of traditional knowledge about the land and environment, which can be invaluable in ensuring that transportation projects are harmoniously integrated into the local ecosystem.

Moreover, considering Indigenous perspectives and priorities in transportation planning can help rectify historical injustices, empower local communities and promote economic development in Indigenous regions. By actively involving First Nations in the decision-making process, TransLink can pave the way for transportation initiatives that are not only efficient but also socially responsible, environmentally friendly and culturally inclusive.

We commend TransLink for the vision and direction outlined in the Burrard Peninsula Area Transport Plan. By focusing on these key recommendations, TransLink can foster a culture of multi-modal transportation that benefits the environment, eases traffic congestion, enhances the quality of life for Metro Vancouver residents and paves the way for reconciliation with Indigenous peoples. HUB Cycling is eager to support and collaborate with you to ensure the plan becomes a sustainable, efficient and inclusive transportation model in our region.

Sincerely,

Alicia Gowan
Chair, Regional Advisory Committee, HUB Cycling
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About HUB Cycling

HUB Cycling is a charitable non-profit organisation that has spent 25 years removing barriers to cycling in Metro Vancouver while cultivating active transportation's health, environmental, and economic benefits. HUB has educated thousands of people, motivated thousands more, and championed improvements such as #UnGapTheMap to create a connected cycling network.