

Hastings Street Improvement Project

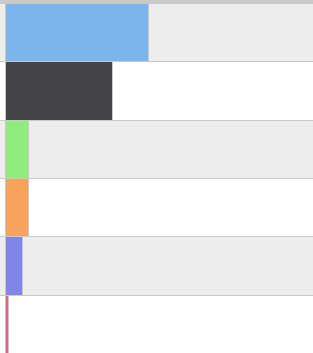
Public Survey Report

May 16–June 13, 2022

A public survey was co-developed by TransLink and the City of Burnaby, hosted on TransLink's website and accessible via a link from both the TransLink and City of Burnaby project webpages. The survey asked questions exploring the uses of Hastings Street including frequency and mode of travel, areas of concern along the corridor, and suggestions for areas of improvement. A total of 928 surveys were completed. This report provides the tabulated results.


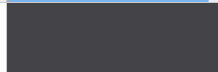





1) How often do you visit/travel along Hastings Street between Boundary Rd and Duthie Ave?

Respondents: 1175

Choice	Percentage	Count	
Daily	45.53%	535	
Several times a week	34.04%	400	
Once a week	7.15%	84	
2 or 3 times a month	7.06%	83	
Once a month	5.28%	62	
Never	0.94%	11	
Total	100%	1175	

2) Which of the following are your reasons for using Hastings Street in Burnaby?

Respondents: 1175

Choice	Percentage	Count	
I live on or near Hastings Street	64.77%	761	
I come for shopping, dining or appointments	68.51%	805	
I come to visit family or friends	19.23%	226	
I come for cultural, sports or religious activities (e.g. community centre, library, sports, church)	25.96%	305	
I work or go to school on or near Hastings Street	23.66%	278	
I use Hastings Street to commute to school, work, or other purposes	55.32%	650	
Other	2.04%	24	
Total	100%	1175	

Comments: 25

Representative sample below.

#	Respondent	Please specify:
1	10	I ride my bike to the library and shopping
6	460	Work on Hastings
7	633	Visit parks nearby
8	661	Taking kids to school or daycare
9	742	Lived there for 14 years
10	911	I have a business
13	1062	I use Hastings on my way to other destinations, e.g. Port Moody
18	1224	Banking
20	1271	I walk Hastings St./Bby to check out new shops, cafes, restaurants and to support local business
21	1403	medical / dental appointments
22	1418	Dog Walking

3) How do you travel to/from Hastings Street?

Respondents: 1175



	Always	Often	Sometimes	Rarely	Never	Total
Drive my own car	34.38% (404)	29.02% (341)	13.62% (160)	5.53% (65)	17.45% (205)	100% (1175)
Drive with others (carpool)	3.49% (41)	13.54% (159)	24.36% (286)	21.29% (250)	37.31% (438)	100% (1174)
Taxi/ Uber/ Lyft	0.60% (7)	1.36% (16)	8.87% (104)	22.68% (266)	66.50% (780)	100% (1173)
Bus	14.57% (171)	17.21% (202)	19.17% (225)	18.91% (222)	30.15% (354)	100% (1174)
Cycle	1.70% (20)	9.97% (117)	12.78% (150)	14.99% (176)	60.56% (711)	100% (1174)
Walk or roll	11.66% (137)	32.77% (385)	24.94% (293)	11.23% (132)	19.40% (228)	100% (1175)
Other (scooter, one-wheel, etc.)	0.43% (5)	1.02% (12)	2.39% (28)	4.17% (49)	91.99% (1080)	100% (1174)

Segments along Hastings Street

Burnaby Heights segment of Hastings Street (Boundary to Delta)

4) Do you have any feedback for the Burnaby Heights segment on Hastings St?

Respondents: 1016

Choice	Percentage	Count	
Yes	72.05%	732	
No	27.95%	284	
Total	100%	1016	

5) What do you value most about Burnaby Heights segment of Hastings St?

Respondents: 613

Representative sample below.

#	Respondent	5) What do you value most about Burnaby Heights segment of Hastings St?
4	11	I really value the small independent businesses where I do the majority of my grocery and pharmacy shopping, having coffee and dining out. I really like the outdoor seating beside JJ Bean although it would be even nicer if vehicles from Hastings couldn't access this space. I also really value our neighbourhood house which does amazing work for Burnaby citizens. It's also great to have physiotherapists, the lab for bloodwork, the X-ray lab, hairdressers, barbers and Credit unions which we use.
7	20	Many diverse independent businesses. Community centre with library and pool. Confederation park . All of these things are easily accessible by bus. Variety of architectures and independent businesses makes the street visually interesting to walk along.
13	30	The existing stores/shops/businesses and the neighbourhood feel that exists despite the heavy motor traffic.
20	75	This is where I shop for many items I need for my household. I value shopping locally.
26	98	The usefulness of the shops Being able to walk with the kids dog to buy groceries or gifts etc... is super ! Multitasking at it's best Dog walked ✓ Kid entertained ✓ Groceries needed & bought ✓
29	108	I like that I can get most of my errands done on this street by foot and that there are a lot of shops that cater to what I need or even just to pop in to see what's around.
32	120	No highrises!
53	213	Walkability between businesses and retail environments, multi-use zoning allowing for both commercial and residential land use along Hastings. Low/reduced minimum parking requirements encourage more densification in an area with high land value.
57	218	The diversity of local businesses. The lights that are hanging from the trees. The sense of community meeting my friends and neighbors.
69	256	The Heights has always been a family friendly walkable enjoyable place to visit with family, friends, and dining.
70	257	ease of parking supporting short visit shopping for essentials

72	261	Grocery shopping and restaurants. Rapid bus for commuting downtown. Leisure walks on weekends and sitting at coffee shops. Yoga and fitness classes.
73	268	The parking is free and the HOV lanes have great times in either direction
89	297	I value the pedestrian controlled lights and how convenient the transit is along this segment.
154	479	Foot traffic for business and convenient parking to create a business friendly community feel that supports a vibrant shopping experience
178	533	Vibrant restaurant scene, good grocery options, walkability, nearby parks and green space
247	694	It creates a community feel and has a lot of history for the people who have lived in The Heights for many years.
303	867	The merchants and the small town, small business feel. I like the "high street" vibe and it is a place to see your neighbours and chat.
326	928	Connection to north shore, downtown and Vancouver. Shopping and places for appointments.
361	1038	Access to free street parking, ease of transit, easy walking access to shops and restaurants.
384	1091	I love all the independent stores and as a local resident, I appreciate being able to do my grocery shopping and other errands on foot. It's great to walk to Hastings as a family and go for dinner or an ice cream in the evening or to join friends on a patio for happy hour. The street feels safe and welcoming. The variety of businesses is fantastic. The twinkle lights on the trees year-round is lovely. The appeal of Hastings St is one of the main reasons we moved to the Heights.
390	1104	Atmosphere, shopping, dining, easy access. Coordinated lights from willingdon to boundary travelling west. Quick commute. Hov lane.
417	1173	No parking zone during rush hour times
455	1273	Love the variety of independent businesses all along Hastings. Really appreciate the city parking lots available at side streets. Lots of foot traffic.
500	1415	Has the potential to be a vibrant and pedestrian-friendly precinct. Needs a combination of public investment and incentives to the private sector (eg. bonus density) for provision of continuous and generous weather-protection to sidewalks, street furniture, sidewalk cafes, and public art.



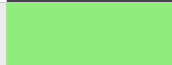




6) Please select your level of agreement on the following statements for the Burnaby Heights segment of Hastings St.

Respondents: 732

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure	Total
Pedestrian & bike crossings on Hastings St are well marked and safe	15.57% (114)	40.71% (298)	20.49% (150)	15.16% (111)	5.46% (40)	2.60% (19)	100% (732)
Driving on Hastings St feels safe	11.61% (85)	41.39% (303)	22.54% (165)	15.57% (114)	3.42% (25)	5.46% (40)	100% (732)
Buses are on time and reliable	6.42% (47)	31.97% (234)	21.86% (160)	8.20% (60)	3.28% (24)	28.28% (207)	100% (732)
Driving is convenient and reliable	12.16% (89)	39.34% (288)	22.27% (163)	15.30% (112)	4.51% (33)	6.42% (47)	100% (732)
Bicycle parking is available near my destinations	4.10% (30)	16.39% (120)	18.31% (134)	13.39% (98)	6.28% (46)	41.53% (304)	100% (732)
Sidewalks on Hastings St feel safe and convenient	17.76% (130)	46.72% (342)	12.70% (93)	16.67% (122)	5.33% (39)	0.82% (6)	100% (732)
Accessing destinations by transit is convenient	12.57% (92)	40.03% (293)	17.90% (131)	7.51% (55)	3.01% (22)	18.99% (139)	100% (732)
Parking is available close to my destinations	16.12% (118)	47.13% (345)	16.67% (122)	9.97% (73)	3.28% (24)	6.83% (50)	100% (732)
Public realm feels safe and comfortable	17.49% (128)	53.69% (393)	13.93% (102)	9.70% (71)	3.28% (24)	1.91% (14)	100% (732)
Bus stops feel safe and meet the needs of bus customers (waiting areas, lighting and furniture)	7.51% (55)	31.42% (230)	22.27% (163)	15.03% (110)	3.55% (26)	20.22% (148)	100% (732)
Public art and neighbourhood landmarks create a sense of place and identity	17.21% (126)	43.58% (319)	21.72% (159)	9.97% (73)	4.10% (30)	3.42% (25)	100% (732)

7) Which features should be the highest priorities for improvements for the Burnaby Heights segment of Hastings St?

Respondents: 732

Choice	Percentage	Count	
Improve road safety	33.33%	244	
Create a vibrant and comfortable public realm	62.43%	457	
Improve facilities for transit, walking, cycling and rolling	53.28%	390	
Make journeys on Hastings St more reliable	28.96%	212	
Make it easier to find parking for those who need to drive	31.15%	228	
Improve access for vehicle loading and deliveries	9.70%	71	
Other (please specify):	13.66%	100	
Total	100%	732	

Comments: 101

Representative sample below.



#	Respondent	Please specify:
1	11	Decrease speed limit/add raised pedestrian crossings. Tax breaks for small businesses to retain them
2	20	This area already strikes a good balance, maintain what it already has.
11	256	Resolve current issue of homelessness & drug users in laneways (North) and Hastings Street front
12	261	More public art abs neighbourhood landmarking. More patios. Replace old dilapidated signage.
15	289	Wider sidewalks.
19	335	Cars dominate this area. The traffic noise needs to be addressed.
30	584	Sidewalk does not feel safe during rush hours. Too many cars commuting through the Heights
34	679	Make sidewalks safe for pedestrians. There's a lot of cycling on sidewalks.
36	711	Encourage more transit, bike, walking use; longer hours for bus priority lanes; wildlife friendly

43	883	Signage to point cyclists towards designated bikeways so they don't bike along Hastings.
57	1107	Synchronization of red lights along Hastings to improve speed/reliability of driving/transit
75	1415	Generous weather-protection to sidewalks, street furniture, sidewalk cafes, public art.

Capitol Hill segment of Hastings Street (Delta to Fell)

8) Do you have any feedback for the Capitol Hill segment on Hastings St?

Respondents: 975

Choice	Percentage	Count	
Yes	35.28%	344	
No	64.72%	631	
Total	100%	975	

9) What do you value most about the Capitol Hill segment of Hastings St?

Respondents: 231

Representative sample below.

#	Respondent	9) What do you value most about the Capitol Hill segment of Hastings St?
2	9	Not much. Sparse and not very aesthetically pleasant. More of a place one travels through.
5	18	Similar to Burnaby Heights - variety of independent small businesses
8	29	Nice residential neighborhood
19	171	Easy access to important areas
20	191	Green space.
46	375	There's fewer lights and less congestion, making for a smoother and faster ride on buses.
72	569	Great residential area with good access to shopping and other lower mainland areas. Recreation facilities are near as well
130	1054	interesting shops & the big park, pool, etc, easy to access from my home on the R5
153	1236	this segment needs a lot of improvement; it feels less vibrant, more oriented towards fast moving traffic rather than pedestrians
167	1332	I live on Capitol hill - I value the the quietness and beauty of the neighborhood
168	1341	This is a major part of my commute to work. I value the three lanes of travel and limited left hand turns available to drivers so that it remains a well-flowing artery.
177	1404	Safety and Greenery.








10) Please select your level of agreement for the following statements for the Capitol Hill segment of Hastings St.

Respondents: 343

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure	Total
Pedestrian & bike crossings on Hastings St are well marked and safe	9.04% (31)	26.24% (90)	27.11% (93)	24.20% (83)	10.20% (35)	3.21% (11)	100% (343)
Driving on Hastings St feels safe	11.95% (41)	40.52% (139)	21.57% (74)	15.16% (52)	5.83% (20)	4.96% (17)	100% (343)
Buses are on time and reliable	7.58% (26)	29.15% (100)	23.03% (79)	9.33% (32)	2.92% (10)	27.99% (96)	100% (343)
Driving is convenient and reliable	15.74% (54)	42.57% (146)	18.37% (63)	12.24% (42)	4.96% (17)	6.12% (21)	100% (343)
Bicycle parking is available near my destinations	3.50% (12)	8.45% (29)	21.28% (73)	16.62% (57)	10.20% (35)	39.94% (137)	100% (343)
Sidewalks on Hastings St feel safe and convenient	11.37% (39)	35.28% (121)	19.24% (66)	19.53% (67)	9.91% (34)	4.66% (16)	100% (343)
Accessing destinations by transit is convenient	9.62% (33)	31.20% (107)	22.16% (76)	12.54% (43)	4.37% (15)	20.12% (69)	100% (343)
Parking is available close to my destinations	10.50% (36)	35.28% (121)	21.57% (74)	13.12% (45)	4.96% (17)	14.58% (50)	100% (343)
Public realm feels safe and comfortable	10.20% (35)	34.69% (119)	27.99% (96)	16.33% (56)	8.45% (29)	2.33% (8)	100% (343)
Bus stops feel safe and meet the needs of bus customers (waiting areas, lighting and furniture)	6.71% (23)	23.91% (82)	24.78% (85)	19.53% (67)	4.96% (17)	20.12% (69)	100% (343)
Public art and neighbourhood landmarks create a sense of place and identity	9.33% (32)	16.03% (55)	21.87% (75)	26.82% (92)	17.49% (60)	8.45% (29)	100% (343)

11) Which features should be the highest priorities for improvements for the Capitol Hill segment of Hastings St?

Respondents: 343

Choice	Percentage	Count	
Improve road safety	40.52%	139	
Create a vibrant and comfortable public realm	56.56%	194	
Improve facilities for transit, walking, cycling and rolling	61.22%	210	
Make journeys on Hastings St more reliable	28.28%	97	
Make it easier to find parking for those who need to drive	19.24%	66	
Improve access for vehicle loading and deliveries	9.04%	31	
Other (please specify):	15.45%	53	
Total	100%	343	

Comments: 54

Representative sample below.

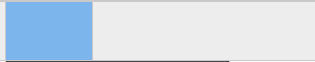

#	Respondent	Please specify:
1	10	Create a dedicated bus lane along Hastings street.
2	11	Cross streets with pedestrian activation buttons-cyclist activation buttons. Cross streets-sidewalks
9	331	There is really bad speeding on this section of Hastings Street, especially during rush hour.
18	589	Keep it two lanes driving. Dont add a bike lane into one of the driving lanes.
22	818	Does not have a sense of vibrant community
24	861	Improve reliability of Transit frequency without compromising driving accessibility
25	875	Sidewalks leading to bus stops needs better lighting and snow clearing during winter.
26	883	Signage to point cyclists towards designated bikeways.
39	1415	Generous weather-protection to sidewalks, street furniture, sidewalk cafes, and public art.

41	1446	big gap of safe foot traffic for the businesses to feel connected & accessible, unlike the heights
50	1669	More parking off Hastings and eliminate parking on Hastings

Lochdale segment of Hastings Street (Fell to Duthie)

12) Do you have any feedback for the Lochdale segment of Hastings St?

Respondents: 960

Choice	Percentage	Count	
Yes	28.02%	269	
No	71.98%	691	
Total	100%	960	

13) What do you value most about the Lochdale segment of Hastings St?

Respondents: 192

Representative sample below.

#	Respondent	13) What do you value most about the Lochdale segment of Hastings St?
4	11	Kensington Mall, restaurants and small businesses which have managed to stay open. The outdoor swimming pool(needs updating), pitch n putt, soccer field and track.
5	20	I live in UniverCity and Lochdale is where I access essential services not available on Burnaby Mountain such as medical clinic and affordable groceries.
8	107	Local shops and services. Most day to day business and shopping can be done for local residents in this area but more would be welcome.
9	124	Bus stops and lighting
10	127	Green space for hiking
19	230	Reliable transit options. Also safe bike and walking access.
24	302	Community feel, family friendly
29	363	I value the mall, restaurants & services. Must make traffic flow through this section also a priority. Easier flow through of vehicles so traffic does not back up & cause further back ups of the previous sections of Hastings. Add as many left turn lanes as possible & restrict more left turn intersections that don't have a turn lane, during peak rush hour periods. I believe the no parking restriction eastbound should be extended by a half hour. Plenty of traffic still at that time.
41	476	It's improving in the accessibility of the sidewalk, but it's quite narrow for more than 1 person walking to pass by another walker.
45	519	Dead area. Needs more amenities
53	557	good mix of commercial and green space.
59	603	Kensington Plaza is a useful hub for groceries, medical/dental. The unused former golf area on the north side of the road near Kensington feels derelict, and not an overly safe space to walk.
60	604	For SFU students and residents, this segment is the closet area for options when it comes to groceries, restaurants and other amenities. That said, besides Kensington Centre, the area is under-utilized and not enough greenery or public art to make it attractive for visitors.
71	689	Flow of traffic. Small business variety. Good sidewalk for walking.

87	854	The fabulous wide paths, for running, walking and cycling, and the pedestrian bridge over Hastings.
123	1213	I love the Trails that go to confederation park. Coming off the north side of Bby North High School. There should be a pedestrian flashing light there on Hastings street.
126	1226	Need more lighting for walkers etc. In winter impossible to see ped by drivers. Slower speed limits.
132	1272	Parking, safety, cleanliness, driving
152	1470	There is no air and noise pollution in this area because of the trees and greenery. The environment (the living things the habitat of animals and trees.) Background settings of no congestion with lots of cars, pollution etc. Quietness and peace of the area.
153	1477	The ease of driving through this section...traffic flows well/moves quickly.
192	1741	Trees, gardens, single family homes. Don't need more condos/high rises!



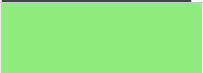




14) Please select your level of agreement for the following statements for the Lochdale segment of Hastings St.

Respondents: 269

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure	Total
Pedestrian & bike crossings on Hastings St. are well marked and safe	12.27% (33)	29.37% (79)	23.79% (64)	21.56% (58)	8.92% (24)	4.09% (11)	100% (269)
Driving on Hastings St feels safe	15.61% (42)	37.55% (101)	22.30% (60)	15.24% (41)	2.97% (8)	6.32% (17)	100% (269)
Buses are on time and reliable	7.81% (21)	30.11% (81)	19.70% (53)	9.29% (25)	3.72% (10)	29.37% (79)	100% (269)
Driving is convenient and reliable	17.47% (47)	44.98% (121)	17.84% (48)	8.55% (23)	3.72% (10)	7.43% (20)	100% (269)
Bicycle parking is available near my destinations	4.83% (13)	7.81% (21)	15.99% (43)	23.05% (62)	7.43% (20)	40.89% (110)	100% (269)
Sidewalks on Hastings St feel safe and convenient	13.01% (35)	30.86% (83)	19.70% (53)	24.54% (66)	8.55% (23)	3.35% (9)	100% (269)
Accessing destinations by transit is convenient	8.92% (24)	33.46% (90)	18.96% (51)	11.90% (32)	5.95% (16)	20.82% (56)	100% (269)
Parking is available close to my destinations	17.47% (47)	44.98% (121)	15.24% (41)	6.32% (17)	3.35% (9)	12.64% (34)	100% (269)
Public realm feels safe and comfortable	11.15% (30)	39.03% (105)	23.05% (62)	17.10% (46)	6.32% (17)	3.35% (9)	100% (269)
Bus stops feel safe and meet the needs of bus customers (waiting areas, lighting and furniture)	7.43% (20)	23.79% (64)	24.54% (66)	15.24% (41)	4.09% (11)	24.91% (67)	100% (269)
Public art and neighbourhood landmarks create a sense of place and identity	8.92% (24)	14.50% (39)	24.54% (66)	28.25% (76)	15.24% (41)	8.55% (23)	100% (269)

15) Which features should be the highest priorities for improvements for the Lochdale segment of Hastings St?

Respondents: 269

Choice	Percentage	Count	
Improve road safety	39.78%	107	
Create a vibrant and comfortable public realm	60.97%	164	
Improve facilities for transit, walking, cycling and rolling	64.31%	173	
Make journeys on Hastings St more reliable	32.34%	87	
Make it easier to find parking for those who need to drive	18.22%	49	
Improve access for vehicle loading and deliveries	5.20%	14	
Other (please specify):	14.50%	39	
Total	100%	269	

Comments: 39

Representative sample below.

#	Respondent	Please specify:
1	10	Buses should have a dedicated lane. Safe and secure bike lock ups are not available.
2	20	Please add back the R5 bus stop at Sperling and Hastings.
3	107	The sidewalks along the area east of Kensington are very close to car traffic.
4	127	Integrate more community-type retail - breweries, coffee shops, etc. Add bike trails!
7	297	Remove all street parking, provide covered benches at all bus stops
9	363	Add more dedicated left turn lanes
12	485	improve lighting in Kensington Park paths & wildlife fencing between Kensington and Sperling
18	855	More Frequent and longer pedestrian crossings
28	1137	Find ways to further calm traffic and make driving the least preferable mode of transportation
29	1224	Lighting improvement

- | | | |
|----|------|--|
| 35 | 1547 | Traffic buildup due to poor light patterns |
| 38 | 1676 | Make more of a feature of trans Canada trail |

16) Do you have anything else you'd like to tell us about Hastings Street?

Respondents: 504

Representative sample below.

#	Respondent	16) Do you have anything else you'd like to tell us about Hastings Street?
2	9	There appears to be this contention between having Hastings street function as a high-flow arterial sewer, and as a walkable, mixed-use corridor that encourages placemaking and lingering. I believe the vernacular for this is 'strode'. If Hastings is primary flow for motor traffic, there shouldn't be curbside parking or shops. If it's primary access function, then through traffic should be diverted to another corridor (e.g., Lougheed Hwy, HWY-1).
4	11	With the huge uptake in e mobility including e cargo bikes secure lock ups are needed so users will access businesses and services in the area.
5	15	Please have more shades on bus stops as it's always raining. Waiting on bus stop during rain without shade is not a good experience. Transit passengers will feel more comfortable in waiting if there is shade to secure them from the rain. Thank you!
9	30	I believe Burnaby Heights Hastings would benefit from some form of traffic calming or long term replacement of motor traffic (except transit) that would allow the neighbourhood to "breathe". The Hat's Off festival is an infrequent (annual) and admittedly extreme example of this. It is a fantastic neighbourhood that exists despite having something of a highway running right through the middle of it, and which can be volatile for traffic flow basically due to to spillover from ironworkers'.
10	31	I love the neighbourhood feel of the street and the fact it is home to many small businesses. I also like the fact that the scale of building is relatively small—i.e., no highrise condos—and there are good views of the North Shore. I hope that this is retained.
14	57	Too many left turns allowed during rush hour, should only be allowed to turn left, if there is a turning lane, during rush hour. If Hastings moved along better, we would have less rat runners.
15	65	Need dedicated curb bus lanes that cyclists can use the whole length of Hastings Street
16	67	Walking along Hastings street does not feel safe at all. Especially when vehicles use the right most lane at extremely high speeds. Generally, distance between these fast moving vehicles and pedestrians on sidewalks are less than a meter, which makes walking extremely uncomfortable. The northern sidewalk between Gamma and Delta avenues are especially

		dangerous since most vehicles speed up down the hill and there is no physical barrier between vehicle traffic and pedestrians.
17	72	Hastings feels like one of the safest neighborhoods to me because there's life in the buildings and eyes on the street well into the night. Making transit more affordable/accommodating in low-income neighborhood is integral improving the QoL of the people who live/work there, to reduce our environmental footprint, and to uplifting the working class.
25	107	Improvements for pedestrians, cyclists and transit etc are very welcome, but they should not come at the expense of curtailing car traffic and/ or parking along Hastings after rush hour when parking is not allowed. The side walk on the south side of Hastings east of Kensington to Duthie is very close to car traffic and makes for a very unpleasant walk during peak times when cars are on the road.
26	108	I live in the Burnaby heights neighborhood right on Hastings and I understand it's an arterial road but even if we could prioritize walking and cycling over cars for this area it would be nice. Slow streets did a project where they evaluated the overall feel of the area and made some suggestions on how to improve the area. This would mean making sidewalks wider, making car lanes narrower or having 4 lanes for cars instead of 6. Plus a separate lane for bus and cyclists only. I hope this helps!
46	217	Th Heights is a unique neighborhood and Hastings Street brings neighbors together. Every effort should be made to keep it a safe active transportation area that supports local merchants.
48	227	Please do not add a bike lane as this will cause more congestion and cause spill over into the residential areas which are already busy with people trying to avoid traffic on Hastings.
55	253	I love the Heights! There is a lot of construction at this time, so traffic calming may be needed on adjacent streets soon. Also, we have an aging population, and I caution removing parking to favour other modes of transport. Thank you!
61	277	The Capitol Hill and Burnaby Heights areas are much more lively than the Lochdale area. I would like to see more artwork, more local restaurants and more small businesses, specifically in the Lochdale area of Hastings.
77	326	Hastings works perfectly as is. The parallel bike lane on Frances works well. There is no need for change.
79	328	There have been many times cars parked on the bus only line / no parking during the rush hour zone. Because of that buses delay and traffic slows down. There should be more strict measures to prevent them.

89	363	Don't lose sight that there will always be the necessity to have cars/trucks on the road. People rely on them for work & play. Vehicles will be powered differently & cleaner. The overly narrowing down of roads for so called pedestrian safety makes navigating the section of road more difficult. I can't image what ICBC pays for damaged wheels/steering components of vehicles that hit all the new curb bulges. Its a safety issue, a truck cannot make a turn without encroaching onto the oncoming lane.
100	399	Busses need a dedicated lane through Hastings to be able to offer fast service. Bicycles and scooters also need their own dedicated lanes. You should probably just get rid of on-street parking. There's no reason people's cars should be clogging up valuable road space.
104	422	Although Hastings street is a commuter route it passes through a vibrant community that values the local businesses
119	462	As a physician's office it is extremely important to our doctors (X11) that patients are able to access a drop zone and handicapped parking in front of our building due to mobility issues. It is not feasible for patients to use their wheel chairs on the sides streets which are steep and difficult to maneuver.
120	464	The Burnaby segment of Hastings St. is an incredible community that is filled with many independent businesses that rely on safe foot traffic and the ability for customers to come from other areas by vehicle or transit and shop. Permanently taking away the curb lane for any rapid transit would kill what has taken many years to build. I am very supportive of rapid transit along the Hastings corridor but restricting the curb lane to rapid transit only is non-starter.
139	520	Heavy commuter traffic detract from the safety, community feel, but it's also very convenient and has a lot of great amenities.
141	523	Encourage cyclists to continue to use the bike lanes on Francis Street. Hastings Street is too narrow and busy for cyclists. The sidewalks can be made wider because when I walk with a stroller it's kinda tight, especially spots where there are sitting benches and trees installed.
146	545	I didn't like the outdoor dinning on the street.
151	558	Hastings is desirable because it is walkable and accessible to pedestrians and people who do not have and do not want cars. Catering to cars by adding parking, or prioritizing traffic flow, would be a detriment to the rest of the community. There is already loads of parking for cars and not enough bike parking. The area would benefit greatly from installing protected bike lanes (by removing parking, or moving the parking lane to protect bike taffic)
161	585	The small businesses in the Burnaby Heights area are what attracts people to the area. And creates a community feel. Those businesses rely on parking

		and access to their businesses. Any large future construction projects would great effect that and would make many of those businesses go under.
162	589	Please keep two lanes open for driving. For public art inquiries, try holding competitions or callouts for mural painting or development. The new infrastructure is less vibrant and nice to look at versus the "old heights" experience and looks.
163	596	Please prioritize green transportation, including providing free electric vehicle charging stations
168	606	Keep it a good mix for walkers, drivers and transit users.
171	629	Always glad for new development to bring us to Hastings area from SFU
175	644	Add skytrain here and bike lanes.
185	681	Please don't designate a separated bike lane and sacrifice a full travel lane. I work downtown, I can't take the bus due to a disability, and the commute would be intolerable with one less lane. Keep bikes on parallel feeder routes.
194	695	Transit is great! No changes are needed at all.
206	757	Please maintain free parking on both sides of Hastings. This attracts customers to this area for shopping, dining and services from all across the Lower Mainland. This is what helps make this area stand out from other neighbourhoods.
211	766	I have lived here all my life and the only thing i feel needs improvement is the amount of traffic.
235	870	This area of the city has it's own culture and sense of community. This needs to be preserved and respected.
252	918	I don't think a bike lane is necessary as I much prefer to cycle along the Frances bike route. The R5 is fantastic.
259	946	The lines separating the lanes needs to be replaced with reflective material - hard to see when it is raining and dark. Thanks.
267	981	The east-west pedestrian crossings are incredibly dangerous. No markings, no barriers. West-bound drivers are forced to make quick left turns to beat east-bound traffic regardless of whether there are people crossing. East-bound drivers are allowed to turn right on red with zero protections for pedestrians. I feel unsafe constantly. The speed of drivers on Hastings is deadly and should be reduced to 30km/h.

275	1022	I'd love to see the opportunity for the business to have outdoors patios like last summer. It brought more life to the neighbourhood and chances to get to know and get involved with the community.
301	1091	As a cyclist, I don't think the cycling infrastructure on Hastings St should be improved. There are plenty of better and safer options for cyclists in the area and bikes don't need to be on busy streets like Hastings St.
306	1104	More community art and vibrancy. Cultural activities would be great.
363	1272	Safety, parking and cleanliness needs to be drastically improved
382	1341	It's a great option for commuting and has a lot to offer by way of shops and services. If we can keep the parking free and accessible and reduce left turns during peak hours that would be great. Due to the nature of the traffic, though, I feel some improved safety measures could be useful. For example, the cement median near the Capitol Hill corridor is not brightly marked enough--curb should be painted brightly for night travelling. Parking on Hastings through Capitol Hill should not be allowed
383	1344	Please open up intersection of Gamma and Penzance. It's a huge inconvenient for people who need to access Penzance Drive from Hastings Street. Detour wastes gas/diesel and increase carbon emission. This defeats the purpose of Burnaby trying to play a role on climate change.
391	1366	More bus stops needed.
395	1392	Parking is essential for the businesses to survive, especially coming out of a tough couple years of pandemic. The Heights has a great community feel and it would be a shame to lose all these special businesses because it is not convenient for people to attend.
420	1480	Add more housing, better transit, wider sidewalks, less parking on Hastings. Could make the area so nice! Would be a unique street in burnaby, but should be developed with more housing to make sure there are enough people around who can frequent the stores without driving.
494	1712	I'd like to see improvements to the reliability of transit on Hastings Street, including fewer cancelled/late buses and better real-time information for customers. I'd also like to see better enforcement of traffic regulations, including enforcement of no parking/stopping zones and dedicated bus lanes.

Please tell us about yourself









17) Prior to the COVID-19 pandemic, how often did you use each of the following modes of transportation?

Respondents: 919

	Every day	At least once a week	At least once a month	At least once a year	Never	Total
Bus	23.60% (215)	18.99% (173)	15.70% (143)	17.78% (162)	23.93% (218)	100% (911)
SkyTrain	11.57% (104)	19.47% (175)	25.47% (229)	24.47% (220)	19.02% (171)	100% (899)
Drive alone	34.32% (313)	32.79% (299)	10.42% (95)	2.74% (25)	19.74% (180)	100% (912)
Carpool/ rideshare (passenger or driver)	6.15% (56)	26.02% (237)	19.43% (177)	9.11% (83)	39.30% (358)	100% (911)
Motorcycle/ scooter	0.22% (2)	2.32% (21)	2.32% (21)	2.32% (21)	92.83% (842)	100% (907)
Bicycle	6.46% (59)	14.24% (130)	12.71% (116)	13.25% (121)	53.34% (487)	100% (913)
HandyDART	0.22% (2)	0.11% (1)	0.44% (4)	0.88% (8)	98.35% (895)	100% (910)
West Coast Express	0.11% (1)	0.44% (4)	0.88% (8)	2.52% (23)	96.06% (877)	100% (913)
Taxi/ ride hailing service	0.22% (2)	2.07% (19)	12.99% (119)	28.82% (264)	55.90% (512)	100% (916)








18) I identify as...

Respondents: 899

Choice	Percentage	Count	
A person who is indigenous (First Nations, Métis or Inuit)	2.00%	18	
A new Canadian (moved to Canada within the last three years)	4.67%	42	
A person with a visible or invisible disability	9.34%	84	
A person who speaks a language other than English or French at home	19.35%	174	
A TransLink or TransLink operating company employee	1.33%	12	
Prefer not to answer	9.23%	83	
None of the above	57.73%	519	
Other:	2.67%	24	
Total	100%	899	


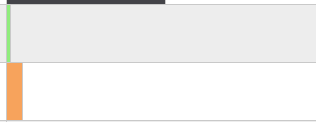
19) What age group do you belong to?

Respondents: 922

Choice	Percentage	Count	
18-24	9.00%	83	
25-34	18.11%	167	
35-44	23.32%	215	
45-54	18.98%	175	
55-64	17.03%	157	
65+	10.41%	96	
Prefer not to say	3.15%	29	
Total	100%	922	

20) How do you describe yourself?

Respondents: 917

Choice	Percentage	Count	
Male	42.53%	390	
Female	50.93%	467	
None of the above. Identify as...	1.42%	13	
Prefer not to answer	5.13%	47	
Total	100%	917	

21) How did you hear about this survey?

Respondents: 913

Choice	Percentage	Count	
Word of mouth	10.30%	94	
Bus stop signage	9.42%	86	
TransLink website	2.08%	19	
TransLink E-newsletter	2.52%	23	
City of Burnaby social media (Twitter, Instagram, Facebook)	21.03%	192	
TransLink social media (TransLink Twitter, Instagram, Facebook, LinkedIn)	17.96%	164	
SFU social media	3.18%	29	
Other social media	15.77%	144	
Online advertisement	5.59%	51	
Online news feed	3.72%	34	
Burnaby NOW website	4.49%	41	
Burnaby NOW newspaper	3.61%	33	
Radio/podcast advertisement	1.64%	15	
Next Bus SMS Ad	1.10%	10	
From a Hastings Street merchant	2.74%	25	
Community, cultural or faith-based organization	2.41%	22	
TransLink staff/Transit Operator	0.55%	5	
Other (please specify):	12.92%	118	
Total	100%	913	