



Hastings Street Improvement Project

Stage One Stakeholder and Public Engagement Summary Report



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March–June 2022

Prepared by Kirk Co. Consulting Ltd. for TransLink and the City of Burnaby

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1. Executive Summary

The Hastings Street Improvement Project is a partnership between TransLink and the City of Burnaby. The project is a planning and concept design study to identify near-term opportunities for improving Hastings Street for all users, including bus customers, pedestrians, cyclists, residents, businesses, and visitors. The project area extends the full length of Hastings Street in Burnaby, from Boundary Road to Duthie Avenue.

Stage One engagement activities were undertaken from March to May 2022 and were conducted in tandem with the project team's initiation of technical studies. The intent of this early engagement was to gain feedback to inform the Hastings Street Improvement Project team of key issues and ideas prior to developing any concepts for the three segments of Hastings Street. Engagement activities were community focused, while also considering the broader group of regional stakeholders served by Hastings Street.

Stage One included three streams of stakeholder and public engagement:

- **Stakeholder Pre-Consultation:** one-on-one interviews with stakeholder groups to identify key issues
- **Stakeholder Workshops:** two multi-stakeholder workshops – one virtual and one in-person – to further identify key issues and opportunities for improvements.
- **Public Survey:** a broad public online survey to identify how people travel Hastings Street, what they value, and ideas for improvements.

As a result of Stakeholder Pre-Consultation, Stakeholders Workshops, and the Public Survey, the following common themes emerged:

- **Place:** Hastings Street's distinctive, vibrant atmosphere focused on walkability, comfort, safety, and active space should be enhanced.
- **Access:** Hastings Street provides critical access for merchants, small businesses, services, residents and emergency responders.
- **Mobility:** Hastings Street is a key local and regional thoroughfare that requires reliable and multi-modal travel options.

Ideas for transportation, pedestrian and public realm improvements differed depending on the neighbourhoods, categorized as Burnaby Heights, Capitol Hill, and Lochdale. There is a high degree of interest in maintaining reliable transit and mobility overall, along with maintaining/enhancing the public realm and vibrancy of Burnaby Heights, maintaining access to services and businesses in Lochdale, and ensuring multi-modal and reliable transportation Capitol Hill.

Project Process

Step 1: Understand existing corridor conditions & opportunities

Starting spring 2022

- Assess current conditions on Hastings Street
- Early stakeholder engagement including stakeholder workshops
- Online public survey (May 16 to June 13, 2022)

Step 2: Develop and assess options for improvement

Summer 2022 to winter 2023

- Public consultation

Step 3: Confirm preferred plan for Hastings St

Spring to summer 2023

Step 4: Design and delivery

Starting in 2024

2. Project Overview

Hastings Street is a major arterial in Burnaby, providing east-west connection through multiple neighborhoods, and it is a critical part of the transportation network for the movement of people and goods. Hastings Street also connects Burnaby to major destinations in Vancouver, the North Shore and the Northeast sector including downtown Vancouver, SFU, the Expo and Millennium line SkyTrain stations, and BCIT.

Hastings Street is part of the Major Road Network, supporting the safe and efficient movement of people and goods across the region. In Burnaby's Transportation Plan, Connecting Burnaby, streets such as Hastings Street are envisioned to serve many purposes in addition to moving people and goods, such as accommodating pedestrians, providing pedestrian access to businesses, and improved public realm so that the street is active and enjoyable.

Most of the corridor is currently designed for the movement and parking of vehicles, and experiences significant congestion during rush hours, including delays to transit services. While transit moves up to one-third of people on Hastings Street, it only represents about 3% of the vehicles, it has no dedicated space on the roadway and faces congestion from vehicles. The narrow public realm limits opportunities for pedestrians, cyclists and street activation.

There have been many informal discussions over the years about how this key corridor might be improved, but little concerted analysis or engagement to date. The Hastings Street Improvement Project presents an opportunity to formally explore the shared interests of the City of Burnaby, TransLink, and the community.

The Hastings Street Improvement Project is a partnership between TransLink and the City of Burnaby. As partners, both agencies have dedicated staff to actively support the project, as well as joint-decision-making and project direction.

The Hastings Street Improvement Project is a planning and concept design study to identify near-term opportunities for improving the street for all users, including bus customers, pedestrians, cyclists, residents, businesses, and visitors.

The project area extends the full length of Hastings Street in Burnaby, from Boundary Road to Duthie Avenue. The engagement focused on seeking input into the three segments of Hastings Street: Burnaby Heights, Capitol Hill, and Lochdale.



The objectives of the Hastings Street Improvement Project are to:

- Improve bus priority to reduce travel time delay and variability for bus customers,
- Enhance business vibrancy,
- Improve road safety and neighbourhood livability,
- Minimize neighbourhood impacts,
- Facilitate active transportation facilities, and
- Improve safe and efficient movement of people and goods.

Outcomes of this project will support the City of Burnaby’s 30-year Transportation Plan, Connecting Burnaby, and community plans, and support TransLink’s mission to enhance the livability of the region by providing a sustainable transportation network.

3. Engagement Objectives

Stage One engagement was community focused, while also considering the broader group of stakeholders served by Hastings Street.

The intent of this early engagement was to gain feedback to inform the Hastings Street Improvement Project team of key issues and ideas prior to developing concepts for the three segments of Hastings Street.

Engagement objectives include:

- Create awareness of the project, including the multiple uses of Hastings Street
- Engage early to identify key issues and opportunities which can be used in the planning process
- Identify key stakeholders in the local community
- Seek input from local and regional communities with interest in Hastings Street

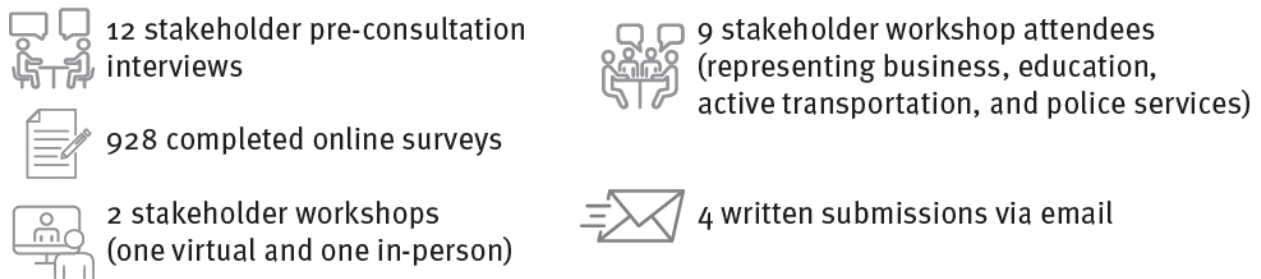
- Create a forum in which stakeholders can engage with one another and build mutual understanding of diverse or shared objectives

Stage One engagement activities were undertaken from March to June 2022 and were conducted in tandem with the project team’s initiation of technical studies.

4. Participation Summary

Stage One consultation focused on stakeholders, as well as a broad public survey to identify issues at an early stage.

Between March and June, 2022 the following public and stakeholder interactions took place:



5. Engagement Methods & Outcomes

5.1 Initial Stakeholder Outreach Stakeholder (Pre-Consultation)

Targeted initial outreach served as the first introduction to the community, key stakeholders, businesses, and municipal partners. From mid-March to mid-April, 2022 the project team reached out to 30 stakeholder groups, identified jointly by TransLink and the City of Burnaby, who we anticipated may be impacted by, or have an interest in the project.

Initial outreach email sent: March 21, 2022

Reminder email sent: March 28, 2022

Final reminder email sent: April 5, 2022

In one-on-one calls, stakeholders were briefed on project benefits and upcoming opportunities for engagement. We asked stakeholders to identify key challenges along Hastings Street, ideas for potential improvements, and confirmation that they would like to participate in further engagement.

Of the 30 stakeholder groups, 13 expressed an interest in meeting the project team to provide early input. The full list of stakeholders, including those who participated in pre-consultation, can be found in Appendix A as part of the Pre-Consultation Summary Memo.

What we heard:

- All appreciated being engaged at this early stage and wish to participate in stakeholder workshops
- Diverse set of views, even within business and development community
- Generally, the more transportation options, the better
- Importance of maintaining current roadway width, improving pedestrian safety on sidewalks
- Concern from merchants about the loss of free and convenient customer parking and impact on their business
- Desire to maintain the street’s “high street” feel, while still supporting movement of industrial traffic
- Improving vibrancy, street furniture, lighting
- Futureproofing short-term improvements are not lost in the longer-term
- Importance of data to inform the project, and to share with stakeholders
- Enhance safety by slowing down traffic next to the curb; implement bus bulbs and timed crosswalks

5.2 Stakeholder Workshops

Community stakeholders were brought together to explore what they value about their corridor and community, what qualities they wish to preserve and enhance, and to jointly articulate what they would like to see improved.

Two workshops were held in May, 2022 with stakeholders given the option of a virtual or in-person session. TransLink and City of Burnaby staff were in attendance to answer questions, and the workshops were facilitated by Kirk & Co. Consulting.

In-person workshop: May 25, 2022 from 3:00 p.m. to 5:00 p.m.

Virtual workshop: May 26, 2022 from 1:00 p.m. to 2:30 p.m.

In both workshop formats project team members delivered a presentation, which was followed by a facilitator-led question and answer period and discussion. The in-person workshop featured a community walk along the corridor where feedback was collected by the project team along the way, and the virtual workshop featured an interactive mapping component.

All stakeholders in Appendix 1 were invited to join, with an additional 7 invitees identified by TransLink and the City of Burnaby. The full list of stakeholders, including those who participated in the stakeholder workshops, can be found in Appendix B.

What we heard at the in-person workshop:

- Desire to preserve some features of Hastings streetscape (tree canopy, lighting, off-street parking) but also to do more to make Hastings Street a vibrant, street-front with merchants,

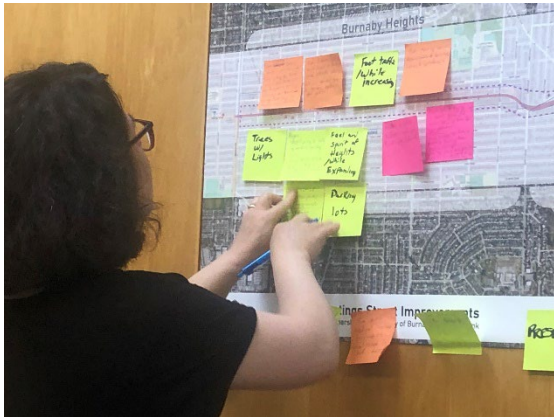


pedestrians and shoppers who can come easily and on a daily basis, including patios but seek locations other than Hastings Street front and encourage more merchants over services

- Challenges for Hastings Street merchants and visitors due to noise, traffic, HOV lane, ease of access, safety (pedestrian crossings)
- Focus on easier access including EBike storage/parking, reducing/slowing traffic, removing HOV lanes, more north/south cycling access



What we heard at the virtual workshop:



- Both Burnaby Heights and Kensington have important neighbourhood features that should be preserved (character of Heights and practical services/shopping of Kensington) while preserving, increasing access and enhancing each
- Focus on increasing local bus routes/stops, adding a local bus, increasing density, safety and maintaining/increasing reliability for transit users
- Focus on safety for transit users, lighting, pedestrians and overall livability, walkability and access

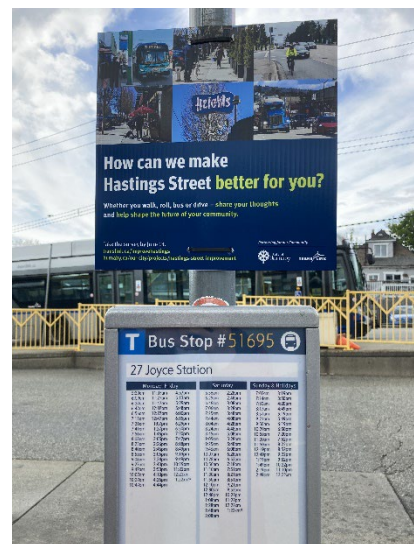
5.3 Public Survey

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. All stakeholders invited to participate in the workshops were encouraged to complete the survey and share the link with their networks.

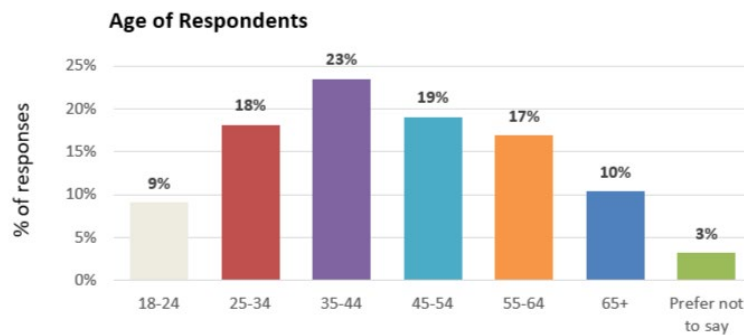
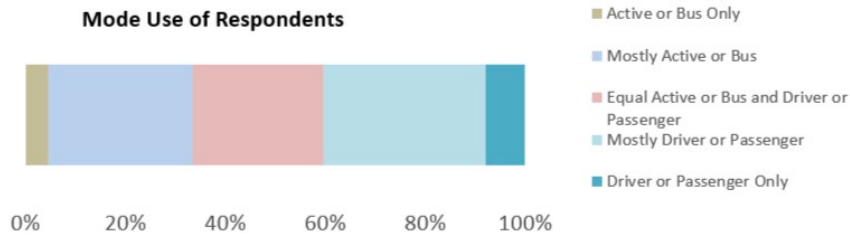
The survey was available from: May 16 to June 13, 2022

What we heard:

- We received responses from a diverse set of voices who live on or near the corridor and visit frequently
 - 65% of respondents live on the corridor
 - 80% of respondents come to Hastings Street daily or several times a week



- Balance of ages and gender
- Received responses from people with disabilities (9%) and those who speak other languages (19%)
- Majority of respondents were multi-modal (88%)
- Shopping, dining or appointments was main purpose for using corridor (69%), commuting was also significant purpose (55%)



- Neighbourhood assessment
 - What values are people most interested in commenting upon?
 - Burnaby Heights – 613 comments
 - Unique sense of place and character of this segment
 - Walkability and access to diverse local businesses, ability to park nearby
 - Strength of access by transit
 - Priorities:
 - Create a vibrant and comfortable public realm (62% support as a priority)
 - Improve facilities for transit, walking, cycling & rolling (52% support as priority)
 - Improve Safety (33% support as a priority)
 - Make it easier to find parking for those who need to drive (31% support as a priority)
 - Capitol Hill – 231 comments
 - Uniqueness of businesses
 - Community greenery & residential character
 - Limited pedestrian amenities
 - Regarded as a link between the Heights and Lochdale areas

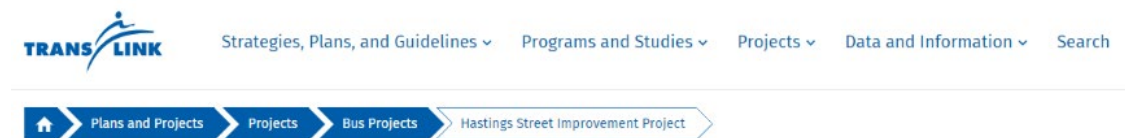
- Priorities
 - Improve facilities for transit, walking, cycling & rolling (61% support as priority)
 - Create a vibrant and comfortable public realm (57% support as a priority)
 - Improve road safety (41% support as a priority)
- Lochdale – 192 comments
 - Shops and services of Kensington Mall
 - Landscape & greenery
 - Wide lanes/good flow of traffic
 - Priorities
 - Improve facilities for transit, walking, cycling & rolling (64% support as priority)
 - Create a vibrant and comfortable public realm (61% support as a priority)
 - Improve road safety (40% support as a priority)

5.4 Project Webpages and Email Inquiries

Information about the project, including objectives and process, was featured on individual pages on both TransLink.ca and Burnaby.ca:

www.translink.ca/plans-and-projects/projects/bus-projects/hastings-street-improvement-project

www.burnaby.ca/our-city/projects/hastings-street-improvement



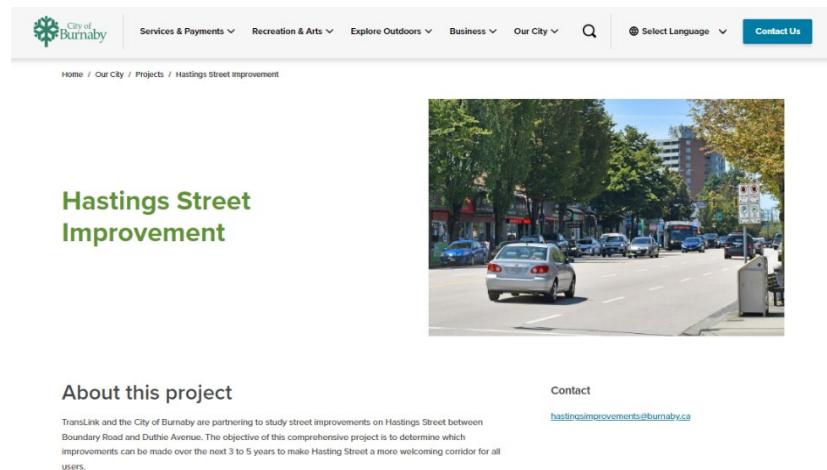
Hastings Street Improvement Project



TransLink and the City of Burnaby are partnering to improve Hastings Street between Boundary Road and Duthie Avenue. The objective of this project is to find near-term opportunities for enhancing mobility for all users that could be implemented within 3 to 5 years.

The survey was hosted on TransLink.ca and driven to from links on each project webpage.

A project email was established (HastingsImprovements@translink.ca) prior to pre-consultation outreach and remains active. This email address was included in notification and presentation materials as an additional way to connect with the project team.



6. Next Steps

The engagement activities on Hastings Street completed to date will help inform the next stage, which is to develop and evaluate preliminary conceptual street options.

The next steps for this project are to:

- Develop and evaluate conceptual street options over the balance of 2022
- Undertake broad public consultation in spring 2023
- Incorporate public consultation feedback and develop a preferred plan for the street in mid-2023
- Ongoing stakeholder engagement and respond to enquiries throughout the project

Appendix A

Pre-Consultation Summary Memo

Appendix B

Stakeholder Workshop Meeting Notes

Stakeholder Workshop Notification Material

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