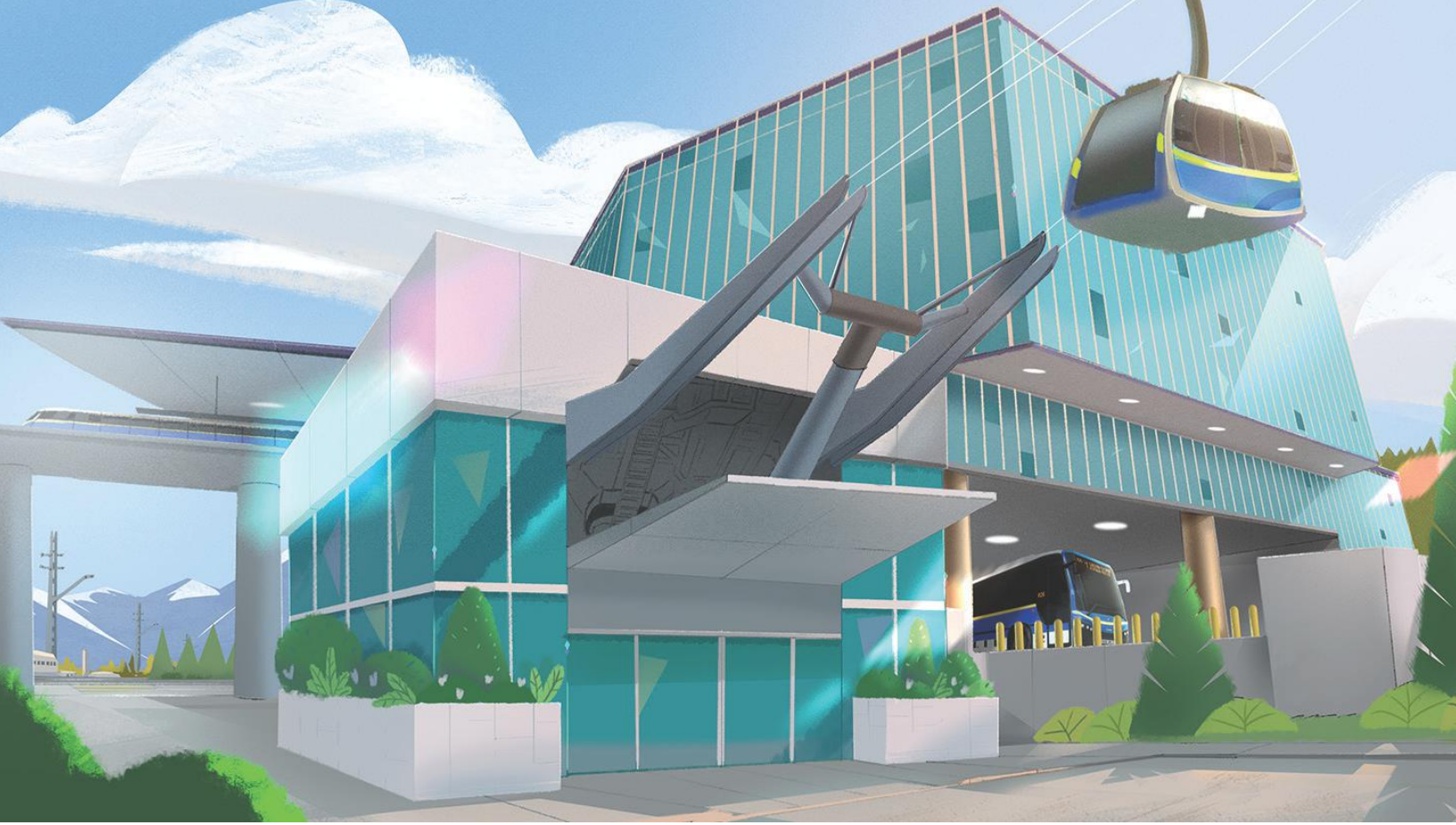


# Appendix 3

## Phase Two Stakeholder and Public Engagement Summary Report





# Phase Two Stakeholder and Public Engagement Summary Report

**Burnaby Mountain Gondola**  
November 23–December 14, 2020

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

# Kirk&Co.

## **ABOUT KIRK & CO. CONSULTING LTD.**

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input, Kirk & Co. independently analyzes and reports on public and stakeholder input.

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

# Contents

<b>1.0 Executive summary</b>	<b>02</b>
<b>2.0 Background</b>	<b>08</b>
<b>3.0 Engagement overview</b>	<b>11</b>
<b>4.0 Notification</b>	<b>12</b>
<b>5.0 Participation</b>	<b>14</b>
<b>6.0 Engagement methods</b>	<b>15</b>
<b>7.0 What we heard</b>	<b>16</b>
<b>8.0 Next steps and ongoing engagement</b>	<b>40</b>

## **Appendix A**

Notification materials

## **Appendix B**

Engagement materials

# 1.0

## Executive summary

TransLink is advancing the planning and project development of a gondola on Burnaby Mountain — a proposed transit option that would provide fast, frequent, and reliable service between the SkyTrain and Burnaby Mountain.

Prior to the pandemic, SFU students, staff, faculty, and residents of UniverCity made over 25,000 daily trips up and down Burnaby mountain. During peak hours, existing bus service is at capacity, with transit users frequently passed by full buses. The delays are worse in inclement weather, when buses stall in ice and snow. Combined, these challenges increase travel times up and down the mountain from 15 minutes to more than 30 minutes.

TransLink has identified the 3S Gondola system as the preferred technology to reduce travel times up and down Burnaby Mountain and meet current and future projected demand. It is anticipated that ridership levels impacted by the pandemic will return to pre-pandemic levels with the resumption of in-person classes at SFU.

From Tuesday, September 1 to Wednesday, September 30, 2020, TransLink conducted the first phase of public engagement on the proposed Burnaby Mountain Gondola. Throughout the first phase of engagement, there was a total of 13,173 public and stakeholder interactions. At that time, TransLink found broad support for the gondola as well as the proposed route evaluation criteria, with 84% of survey respondents indicating they were “very supportive” or “supportive” of the project.

From Monday, November 23 to Monday, December 14, 2020, TransLink conducted the second phase of stakeholder and public engagement on the project. During this time, there was a total of 7,492 public and stakeholder interactions, including completed surveys, submissions via email and phone calls, and five community engagement sessions. The purpose of the second phase of public engagement was to gather feedback from the public regarding the route evaluation results and to gauge levels of support for the three route options.

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

## 1. SUPPORT FOR THE GONDOLA PROJECT REMAINED CONSISTENT DURING BOTH ENGAGEMENT PHASES

Support for a gondola connecting SkyTrain to Burnaby Mountain remained consistent with Phase One results. In Phase One, out of 12,955 survey respondents, 84% supported or strongly supported a gondola to Burnaby Mountain. In Phase Two, out of 7,288 survey respondents, 83% supported or strongly supported a gondola to Burnaby Mountain.

Opposition to the gondola also remained relatively consistent between engagement phases. In Phase One, 8% of respondents were opposed or strongly opposed to a gondola to Burnaby Mountain. In Phase Two, 10% of respondents were opposed or strongly opposed. In both phases of engagement, respondents from Forest Grove expressed concerns about localized impacts.

Support levels also remained consistent between Phase One and Phase Two results across age ranges and within local areas of Metro Vancouver. Overall, City of Burnaby residents were consistent in their support. Burnaby neighbourhoods Forest Grove and UniverCity had consistent results with Phase One, with Forest Grove residents mainly opposed and UniverCity residents strongly supportive.

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

Respondents were given an opportunity to rate their support on a scale of 0 to 5, where 0 is "not at all supportive" and 5 is "very supportive".\*

City	Phase One Support (4+5)	Phase Two Support (4+5)	Phase One Opposition (0+1)	Phase Two Opposition (0+1)
All responses	84%	83%	8%	10%
Metro Vancouver (not including Burnaby)	90%	88%	4%	6%
Burnaby	74%	72%	15%	19%
Burnaby (non-SFU and non-Forest Grove)**	75%	76%	13%	14%
Burnaby (SFU)***	90%	88%	4%	6%
Forest Grove	34%	33%	44%	51%
UniverCity	89%	89%	5%	7%

\*All responses are rounded to the nearest percentage point.

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

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

## 2. STRONG SUPPORT FOR ROUTE 1 ACROSS THE REGION AND AMONG ALL AGE DEMOGRAPHICS

A strong majority of respondents from Burnaby, across Metro Vancouver, and across all age demographics, identified Route 1 as their preferred route. In total, 85% of respondents supported or strongly supported Route 1, compared to 19% for Route 2, and 12% for Route 3. On a scale of 0-5, the average support level for Route 1 was 4.34, compared to scores of 2.02 and 1.49 for Routes 2 and 3, respectively. While a majority (51%) of Forest Grove respondents oppose the gondola project, of those that expressed a route preference, more supported Route 1 (30%), compared to Route 2 (23%), and Route 3 (21%).

When asked to elaborate, survey respondents as well as engagement session participants, expressed support for Route 1 as the most direct route up Burnaby Mountain and most cost-effective. While transportation efficiency was among the highest justifications for support, some respondents also cited reduced environmental impacts in comparison to other routes.

Opponents to Route 1 expressed concerns about noise, visual, and privacy impacts for residents in Forest Grove, as well as the potential impact on property values for homes near the gondola.

**"This gondola will be a game-changer for those of us who live on Burnaby Mountain, especially during the winter months when weather can make bus routes unreliable."**

City	Route 1 Support (4+5)	Route 2 Support (4+5)	Route 3 Support (4+5)
All responses	85%	19%	12%
Metro Vancouver (not including Burnaby)	90%	18%	11%
Burnaby	74%	20%	15%
Burnaby (non-SFU and non-Forest Grove)*	83%	16%	11%
Burnaby (SFU)**	90%	20%	16%
Forest Grove	30%	23%	21%
UniverCity	89%	25%	13%

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

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

**3. STRONG OPPOSITION TO ROUTES 2 AND 3 ACROSS THE REGION AND AMONG ALL AGE DEMOGRAPHICS**

	Route 1 Opposition (0+1)	Route 2 Opposition (0+1)	Route 3 Opposition (0+1)
All responses	10%	39%	56%
Metro Vancouver (not including Burnaby)	5%	37%	56%
Burnaby	20%	43%	54%
Burnaby (non-SFU and non-Forest Grove)*	11%	45%	59%
Burnaby (SFU)**	6%	37%	50%
Forest Grove	63%	47%	50%
UniverCity	8%	37%	52%

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

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

39% of respondents opposed or strongly opposed Route 2, while a majority of respondents (56%) opposed or strongly opposed Route 3. Levels of opposition to Route 2 and Route 3 remained relatively consistent across different Metro Vancouver neighbourhoods.

When asked to elaborate, survey respondents and engagement session participants highlighted general concerns regarding the viability of the two routes specifically, reduced time savings, higher costs, and greater environmental impacts.

In addition, several respondents expressed safety concerns regarding Route 3's proximity to Trans Mountain's Burnaby storage terminal (i.e. tank farms). Some respondents also expressed concerns regarding the need for westbound travellers to transfer from the Expo Line to the Millennium Line in order to access Route 3.

**"Given the findings, it does not make financial sense to proceed with routes 2 and 3."**



**4. PARTICIPATION RATES REMAIN CONSISTENT DURING BOTH ENGAGEMENT PHASES**

The proportionate number of engagement participants who are Burnaby residents is consistent between Phase One and Phase Two of the engagement process. In Phase One, 35% of all respondents reported living in Burnaby. In Phase Two, 32% of all respondents reported living in Burnaby.

Within Burnaby, the proportion of residents residing in Forest Grove and UniverCity also remained consistent between Phase One and Phase Two of the engagement process. In Phase One, 18% of all respondents from the City of Burnaby reported living in Forest Grove. In Phase Two, 20% of all respondents from the City of Burnaby reported living in Forest Grove. In both Phase One and Phase Two, 17% of all respondents from the City of Burnaby reported living in UniverCity.

City	Phase One Number of Survey Participants	Phase Two Number of Survey Participants
All responses	12,995	7,288
Burnaby	4,526 (35%)	2,304 (32%)
Burnaby (non-SFU and non-Forest Grove)*	1,502 (33% of Burnaby responses)	870 (38% of Burnaby responses)
Burnaby (SFU)**	1,178 (26% of Burnaby responses)	456 (20% of Burnaby responses)
Forest Grove	795 (18% of Burnaby responses)	451 (20% of Burnaby responses)
UniverCity	750 (17% of Burnaby responses)	394 (17% of Burnaby responses)

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

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

## 5. DIFFERENCES BETWEEN LOCAL NEIGHBOURHOODS

As in Phase One, priorities continue to differ between two local neighbourhoods. A total of 454 survey participants identified as residing in the Forest Grove community, and 394 participants resided in UniverCity. As noted above, the proportionate number of residents from Forest Grove and UniverCity who participated in Phase Two is consistent with Phase One levels.

Among Forest Grove residents, opposition to the gondola concept sits at 51%. When considering route options, more Forest Grove residents preferred Route 1 than any other route option (30%). At the same time, 63% of residents opposed or strongly opposed Route 1. Further, the percentage of Forest Grove residents in favour of any route is significantly lower than in other communities.

**“As a resident of Forest Grove Drive I am concerned about privacy and safety if this gondola will go directly over my home.”**

In contrast, UniverCity residents were more supportive of the gondola project than other communities in Metro Vancouver, with 89% of respondents indicating they were supportive or strongly supportive. UniverCity residents were also the most likely to support Route 1, with 89% supportive or strongly supportive. In addition, UniverCity residents were the least likely to oppose Route 1, with only 8% of residents opposed or strongly opposed.

**“I used to live in UniverCity. One of the reasons I moved was because of poor transportation to the mountain.”**

Excluding individuals who work or study at Simon Fraser University or at a workplace within UniverCity, the majority of Burnaby residents (65%) expressed support or strong support for the project. In addition, 70% of Burnaby residents who are not associated with SFU indicated their preference or strong preference for Route 1, with 24% expressing opposition or strong opposition.

## 2.0

# Background

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

For most of the year, there are over 25,000 transit trips each day<sup>2</sup>. During peak hours, it is common for as many as four full buses to pass by commuters before they are able to board, resulting in a significant increase in travel time up the mountain, from 15 minutes to more than 30 minutes.

In addition, the existing articulated bus fleet has difficulty operating a vertical climb of nearly 300 metres in winter weather conditions resulting in mechanical issues and further travel time delays.

In 2009, the Simon Fraser University Community Trust completed an Initial Gondola Feasibility Study. In 2011, TransLink released an Initial Business Case, and identified the 3S gondola as the preferred technology to reliably transport commuters up and down Burnaby Mountain. The Burnaby Mountain Gondola was first identified as a regional priority in 2013.

In 2018, TransLink completed a more in-depth Burnaby Mountain Gondola Transit Feasibility study. The study concluded that a gondola service from Production Way–University Station to Simon Fraser University's Burnaby Campus has merit, and recommended public and stakeholder engagement as a next step.

In May 2019, Burnaby City Council endorsed a recommendation that supports a gondola link from SkyTrain to the top of Burnaby Mountain, subject to five conditions:

- **Residents:** Minimize impacts to residents living near the gondola
- **Environment:** Minimize impacts to areas with high ecological values, such as fish-bearing streams and riparian areas
- **Compensation:** Provide fair compensation to affected property owners for intrusion of the gondola, both for its physical footprint on their lands and its aerial passage over them
- **Options:** All three options should be considered on an equal basis in the next stage of analysis and public consultation
- **Consultation:** Engage the community in meaningful consultation, especially with respect to alignment options, and report back to Council on the results

<sup>2</sup> This figure represents pre-pandemic ridership numbers calculated in 2019.

In 2020, TransLink undertook a planning program composed of technical analysis and public engagement. The technical program further developed the three identified routes. The purpose of this design work was to better understand how the potential gondola routes could operate, including travel times, local conditions, and other considerations and opportunities. The engagement program included two phases of public engagement.

The first phase of public engagement for the Burnaby Mountain Gondola Project took place between September 1 and 30, 2020. During the first phase, TransLink shared information about the three route options, including travel times, costs and environmental impacts, as well as neighbourhood interests.

Three proposed gondola routes:

1. Production Way–University Station to SFU Bus Exchange
2. Production Way–University Station to SFU Bus Exchange (with angle station located east of the bend in Gaglardi Way)
3. Lake City Way Station (with an angle station located on the eastern side of Centennial Way and Burnaby Mountain Parkway) to south of South Campus Way



Map representing the three proposed gondola routes.

Through Phase One of the engagement process, there was broad support for the project and proposed route evaluation criteria, with 84% of survey respondents indicating they were very supportive or supportive of the project.

When assessing the proposed route evaluation criteria, safety and security were top considerations for survey respondents and engagement session participants. Another clear theme was the need for a solution that would work in winter conditions and provide reliable, consistent service to all transit users. Respondents also indicated strong support for seamless connections to existing SkyTrain and bus systems.

Through the first phase of engagement different neighbourhoods expressed different priorities. Forest Grove residents focused on localized issues, including noise, visual, privacy, and safety impacts. UniverCity residents felt most strongly about providing a safe and secure service at the Burnaby Mountain terminus station and improving all-weather and daily travel reliability.

This critical feedback helped to inform TransLink's route evaluation criteria. The results of the route evaluation were presented to the public for comment in Phase Two of the engagement process.

TransLink released the **Phase One Stakeholder and Public Engagement Summary Report** after the engagement period concluded

## 3.0

# Engagement overview

From Monday, November 23 to Monday, December 14, 2020, TransLink conducted the second phase of stakeholder and public engagement on the proposed Burnaby Mountain Gondola. Information focused on a summary of the route options and project background, Phase One engagement results, and the route evaluation. TransLink sought feedback on the level of support for a Burnaby Mountain Gondola, and levels of support for the three potential gondola route options.

TransLink held the first virtual open house on November 28, 2020, followed by the second virtual house on December 1. TransLink held a general stakeholder meeting on November 26 as well as two workshops with Forest Grove residents on November 30 and December 3. Due to physical distancing guidance from the B.C. Provincial Health Officer, all engagement events were held virtually, using the Zoom webinar and meeting platform. In total, there were 7,492 public and stakeholder interactions throughout this round of engagement.

Stakeholders and the public were notified of the engagement period by: a media release, postcards delivered directly to local residents; newspaper and digital advertisements; social media posts; emails to

subscribers of the project's eNewsletter; and a project website. Engagement materials were available online at **[translink.ca/gondola](https://translink.ca/gondola)**. Opportunities to provide input outside of the events included a survey, email address to correspond with project team staff and a dedicated phone line.

TransLink will consider the feedback during this engagement period as well as the results of the route evaluation to help identify a single route for further consideration. The project requires the support of the City of Burnaby before it advances to the Mayors' Council, which will provide TransLink with direction on next steps (the Burnaby Mountain Gondola project is not yet approved or funded).

# 4.0

## Notification

Stakeholders and the public were notified about the public engagement opportunities using several notification methods – all of which included the link to the project website ([translink.ca/gondola](https://translink.ca/gondola)), the email address ([gondola@translink.ca](mailto:gondola@translink.ca)), and the phone number (778.375.7220):



### Postcards

On the first day of the engagement period 1,562 postcards were delivered to residents in the Forest Grove, Meadowood Park, and Rathburn communities.



### Project website

Information about the engagement period, including ways to participate and engagement materials, were posted to the project website, [translink.ca/gondola](https://translink.ca/gondola).



### Digital advertisements

Ads ran on Facebook, Twitter, Google, and the Burnaby Now website, throughout the engagement period.



### Newspaper ads

Three ads ran in the Burnaby Now print edition on November 26 and December 3, 2020.



### Stakeholder invitation email

Two emails were sent to 39 key stakeholders who participated in the previous engagement phase to provide information about meetings and other opportunities to participate in the engagement.



### Emails to Residents

Emails were sent to 64 Forest Grove residents on November 23 and again on December 7 to 68 residents. The emails were sent to provide information about meetings and other opportunities to participate in engagement.



### Social Media

Posts were shared on TransLink's social media channels to create awareness of the engagement and how to participate, including: Buzzer Blog (1), Facebook (11), Instagram (1), LinkedIn (2) and Twitter (20).

TransLink collaborated with its partners, the City of Burnaby, Simon Fraser University, and B.C.'s Ministry of Transportation and Infrastructure to promote the engagement through their social media channels and e-newsletters.

TransLink also shared digital content with local stakeholders to post on a community Facebook page to promote community workshops and create awareness of engagement opportunities.



### Information Sheet

As requested by City of Burnaby, information was delivered to residents of two multi-unit residential properties (122 households) beneath the proposed path of Route 1 (no residential property impacts were identified for Routes 2 or 3). The info sheet outlined how aerial rights would be acquired if Route 1 was selected and the project approved and funded. A covering letter included information on the engagement and how to participate.

*Copies of the notification materials can be found in Appendix A.*

**RESIDENT NOTIFICATION AREA (POSTCARD DELIVERY)**

On the first day of the engagement period, 1,562 postcards were delivered to residents in the Forest Grove, Meadowood Park, and Rathburn communities. In UniverCity, residents were informed by posters placed in buildings and in an email that was distributed to all residents.



*Resident postcard notification area.*



## 5.0

# Participation

Between November 23 and December 14, 2020, there was a total of 7,492 public and stakeholder interactions:



**7,292 completed surveys**



**39 community workshop attendees**



**95 virtual open house attendees**



**39 written submissions via email**



**22 general stakeholder meeting attendees**



**4 telephone calls**

## 6.0

# Engagement methods

### 6.A. SURVEY

The survey was available through a link on the project webpage and hosted on TransLink's civic engagement platform, TransLink Listens. The survey had 12 questions to assess familiarity with project, determine level of support for a Burnaby Mountain Gondola, and determine level of support for the potential gondola route options.

Attendees of the virtual open houses and stakeholder meetings were encouraged to complete the survey immediately following their participation to offer feedback while the content was still fresh in their minds.

### 6.B. VIRTUAL GENERAL STAKEHOLDER MEETING

One virtual general stakeholder meeting was held using Zoom webinar on November 26, 2020, from 11 a.m. to noon. Two project team members delivered a presentation about the proposed project with written and oral questions occurring after the presentation.

### 6.C. VIRTUAL OPEN HOUSES

Two virtual public open houses took place on Zoom webinar on November 28 from 2 p.m. to 3:30 p.m. and December 1 from 7 p.m. to 8:30 p.m. Two project team members led the presentation, which was followed by a facilitator-led question and answer session and discussion.

### 6.D. COMMUNITY WORKSHOPS

Two workshops with residents of the Forest Grove community took place on Zoom on November 30 from 7 p.m. to 8:15 p.m. and on December 3 from 2 p.m. to 3:15 p.m. Two project team members delivered a presentation, with structured opportunities for questions at the end of each presentation segment.

### 6.E. PROPERTY OWNER BRIEFINGS

As requested by City of Burnaby, TransLink engaged directly with representatives for two multi-unit residential properties beneath the proposed path of Route 1 (no residential property impacts were identified for Routes 2 or 3). Two briefings were held: with Pine Ridge Housing Co-operative Board on November 25; and Mountainside Village Strata Council on November 26. Information about TransLink's established property acquisition process – specifically aerial rights – was provided and feedback sought on how to share the information with the 122 households within the two properties. Information on engagement activities and how to participate was also provided.

### 6.F. PROJECT WEBPAGE

Engagement materials were posted on the project website at [translink.ca/gondola](https://translink.ca/gondola), including the results of the preliminary route evaluation, a document library, and survey. Information about the project and ways to participate in the engagement were featured, including links to register for the virtual open house and telephone townhall.

### 6.G. EMAIL

A project email was established and advertised ([gondola@translink.ca](mailto:gondola@translink.ca)) at the onset of the first phase of public engagement and has remained active since, including throughout the second phase of engagement. This email address was included in notification and presentation materials as an additional way to connect with the project team.

### 6.H. PHONE

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

*Copies of the engagement materials can be found in Appendix B.*

## 7.0

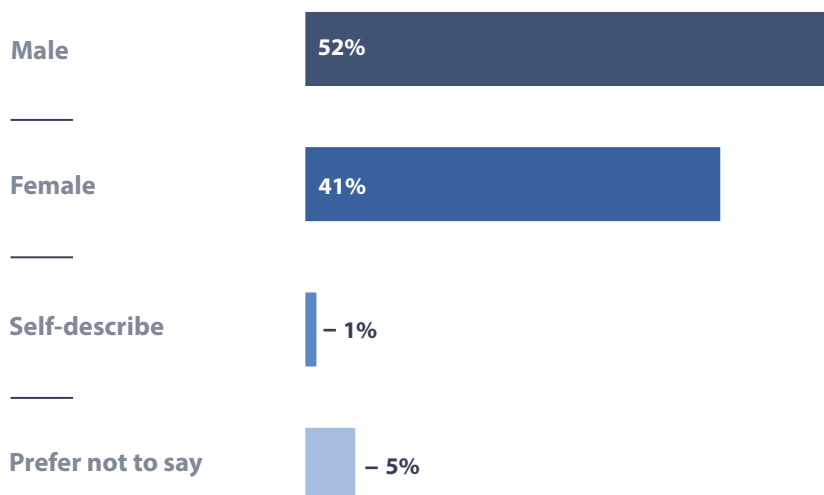
### What we heard

## 7.A. SURVEY

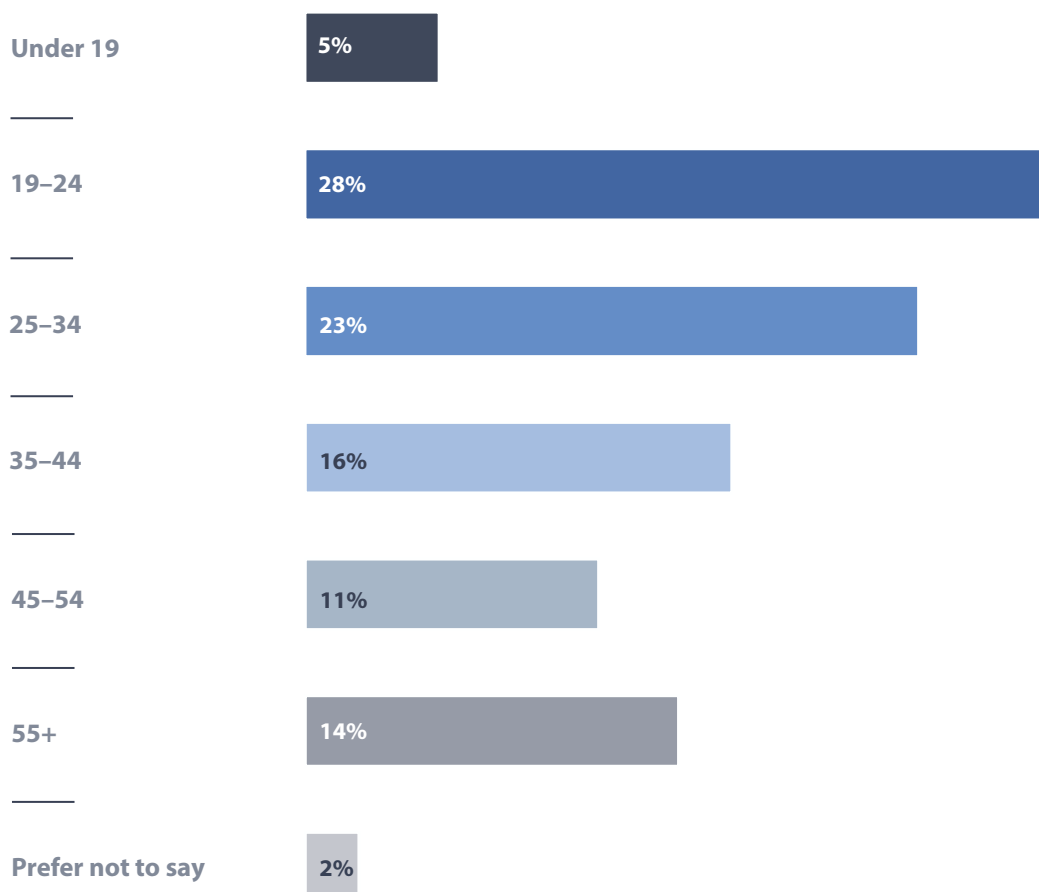
From November 23 to December 14, 2020, a survey was available through the project webpage and hosted on TransLink Listens. A total of 7,292 surveys were submitted. It is important to note that respondents may not have answered every question and may have opted to complete the survey more than once.

### Who completed the survey?

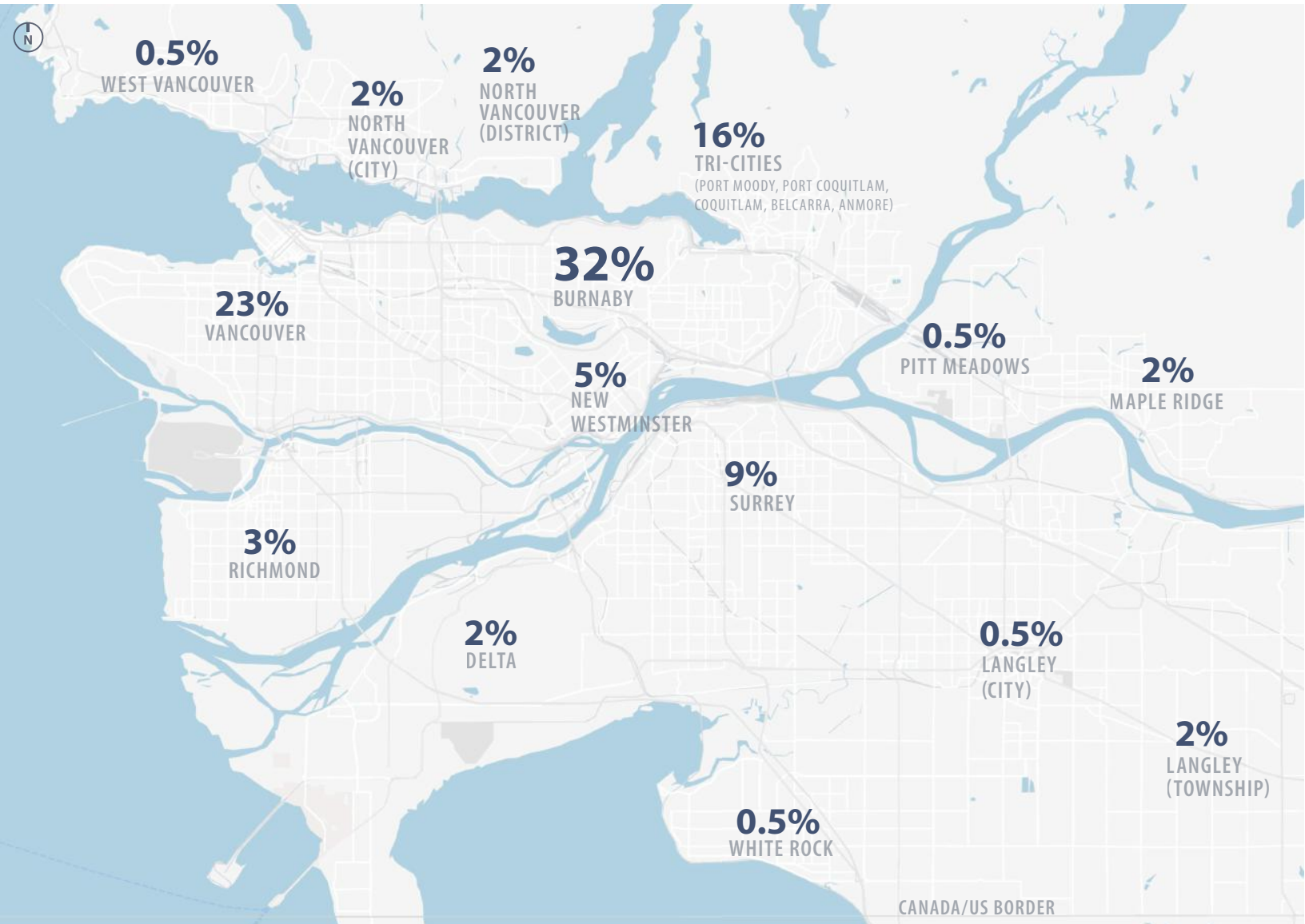
#### 1. Gender breakdown



#### 2. Age demographics



### Where do survey respondents live?

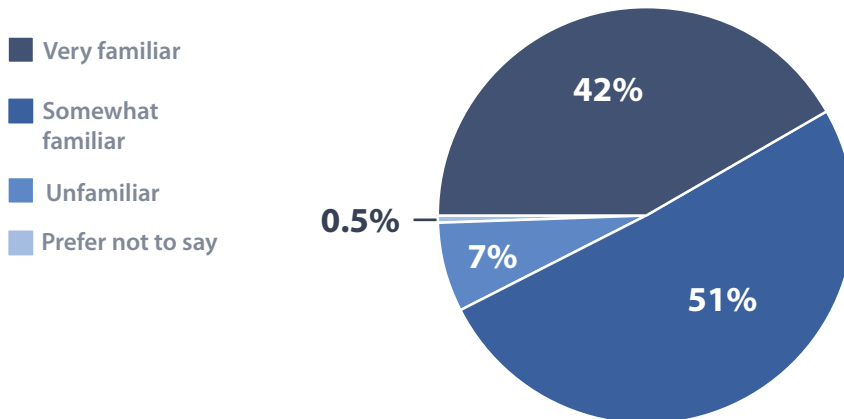


Within Burnaby, 20% reported as living in the Forest Grove neighbourhood, 17% from UniverCity, 59% from another Burnaby neighbourhood, and 5% preferred not to say.

Of the Burnaby respondents, 38% reported studying or working at Simon Fraser University on the Burnaby campus (not affiliated with SFU), or at a workplace within UniverCity.

**Summary of results:****Prior to today, how familiar were you with the proposed Burnaby Mountain Gondola?**

The survey results indicated a high level of familiarity with the project, with over 93% of respondents indicating they were either “somewhat familiar” or “very familiar” with the project.

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

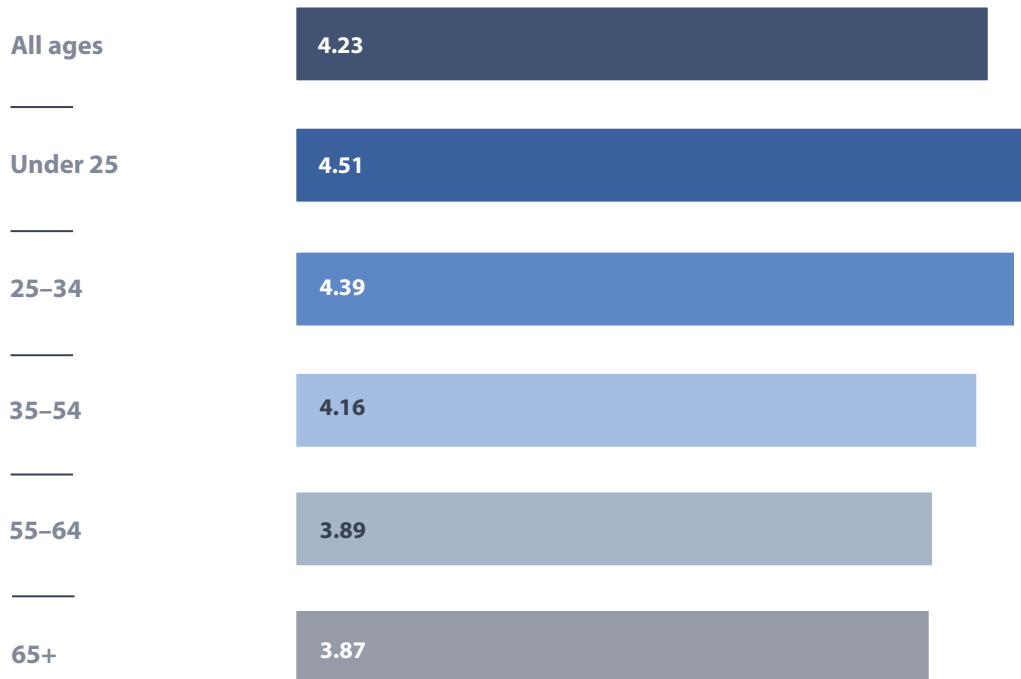
Respondents were given an opportunity to rate their support on a scale of 0 to 5, where 0 is “not at all supportive” and 5 is “very supportive.”

83% of 7,293 survey respondents were very supportive or supportive of the proposed gondola that would connect SkyTrain to Burnaby Mountain, while about 10% were not at all supportive or somewhat unsupportive. On a scale of 0 to 5, the average response was 4.23.

Support	All responses	Metro Vancouver (not including Burnaby)	Burnaby (all)	Burnaby (non-SFU and non-Forest Grove)*	Burnaby (SFU)**	UniverCity	Forest Grove
5	70%	74%	60%	62%	74%	80%	24%
4	13%	13%	12%	14%	14%	9%	9%
3	5%	4%	6%	7%	4%	3%	9%
2	2%	2%	3%	2%	1%	2%	6%
1	2%	1%	4%	3%	1%	1%	11%
0	8%	5%	15%	11%	5%	6%	40%
Not Sure	1%	1%	1%	1%	1%	0%	1%
Average Response (0-5):	4.23	4.45	3.77	3.96	4.46	4.47	2.09

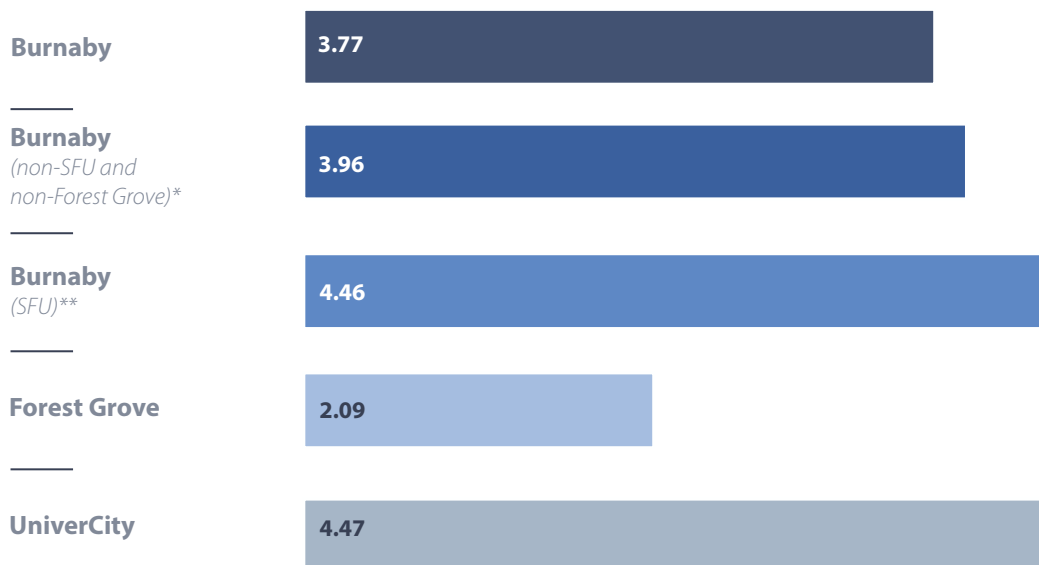
\* Excludes Burnaby residents who study or work at Simon Fraser University's Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove communities.

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

**Average response by age group.**

73% of individuals under the age of 25 were very supportive, while about 2% were not supportive at all. On a scale of 0 to 5, the average response for this age group was 4.51. 74% of individuals aged 25–34 were also very supportive, while about 6% were not supportive at all. The average response was 4.39.

70% of individuals aged 35–54 were very supportive, while 10% were not supportive at all. The average response was 4.16. 64% of people between the ages of 55 and 64 were very supportive, while 14% were not supportive at all. The average response was 3.89. 62% of people 65 and older were very supportive, while 15% were not supportive at all. The average response was 3.87.

**Average response from Burnaby residents**

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

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

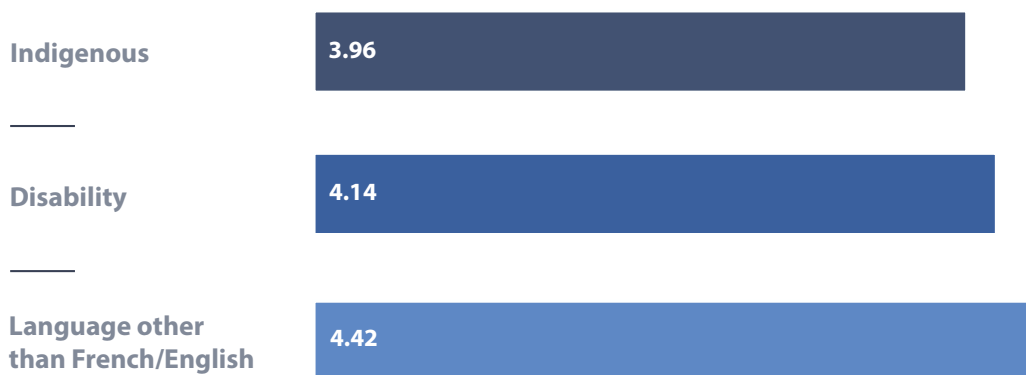
In total, 32% of all survey respondents indicated that they live in the City of Burnaby. The proportion of Burnaby responses is comparable to Phase One, when 35% of all respondents identified as Burnaby residents. Within Burnaby, the proportion of residents residing in Forest Grove and UniverCity also remained consistent between Phase One and Phase Two of the engagement process. In Phase One, 18% of all respondents from the City of Burnaby reported living in Forest Grove. In Phase Two, 20% of all respondents from the City of Burnaby reported living in Forest Grove. In both Phase One and Phase Two, 17% of all respondents from the City of Burnaby reported living in UniverCity.

In Burnaby, 60% of respondents were very supportive, while about 15% were not at all supportive. On a scale of 0 to 5, the average response was 3.77.

Among Forest Grove residents, 24% of respondents were very supportive, while 40% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 2.09. Among UniverCity residents, 80% of respondents were very supportive, while 6% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 4.47.

Within Burnaby, 76% of those outside of the SFU, UniverCity, and Forest Grove communities were very supportive, while about 14% were not supportive at all. On a scale of 0 to 5, the average response was 3.96.



**Average response from Indigenous Peoples, people with disabilities, and non-official language speakers**

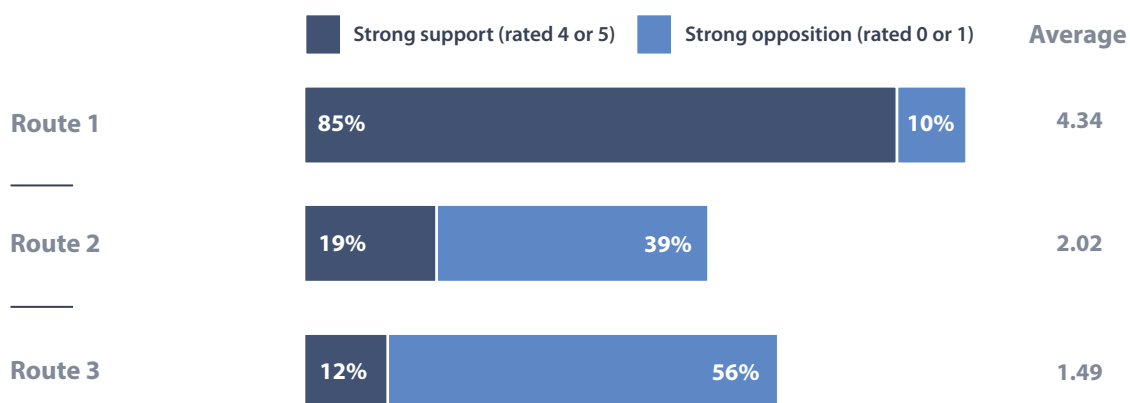
About 69% of self-identified Indigenous respondents were very supportive, while 12% were not at all supportive. On a scale of 0 to 5, the average response was 3.96.

Of those who report having a visible or invisible disability, 69% were very supportive, while 11% were not supportive at all. On a scale of 0 to 5, the average response was 4.14.

Of those whose first language is other than English or French, about 73% were very supportive, while 5% were not supportive at all. On a scale of 0 to 5, the average response was 4.42.

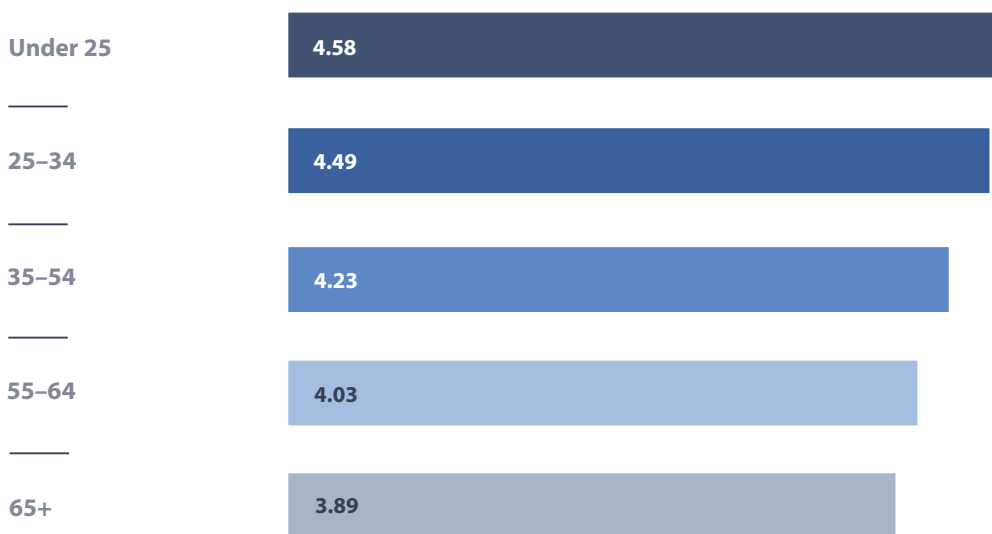
What is your level of support for each route? Where “0” is “not at all supportive” and “5” is “very supportive.”

Level of Support	Route 1	Route 2	Route 3
5	78%	7%	6%
4	7%	12%	6%
3	3%	24%	15%
2	2%	16%	14%
1	1%	12%	16%
0	9%	27%	39%
Not Sure	1%	2%	3%



## Route 1

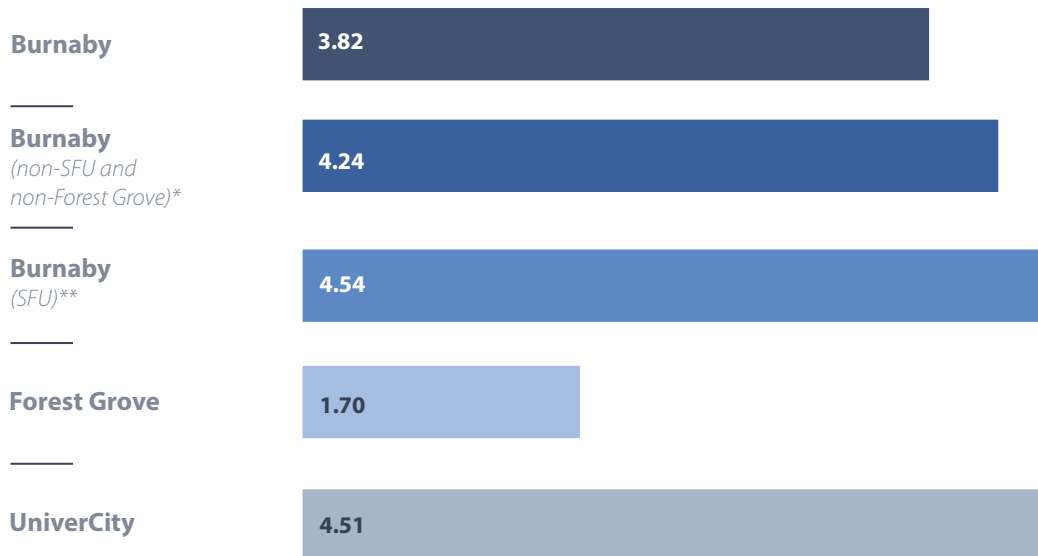
### Average response by age group (Route 1)



*Overall average response: 4.34*

81% of individuals under the age of 25 were very supportive of Route 1, while about 4% were not supportive at all. The average response for this age group was 4.58. 83% of individuals aged 25–34 were also very supportive of Route 1, while about 6% were not supportive at all. The average response was 4.49.

77% of individuals aged 35–54 were very supportive of Route 1, while 11% were not supportive at all. The average response was 4.23. About 73% of people between the ages of 55 and 64 were very supportive of Route 1, while 14% were not supportive at all. The average response was 4.03. 69% of people 65 and older were very supportive of Route 1, while 18% were not supportive at all. The average response was 3.89.

**Average response from Burnaby residents (Route 1)**

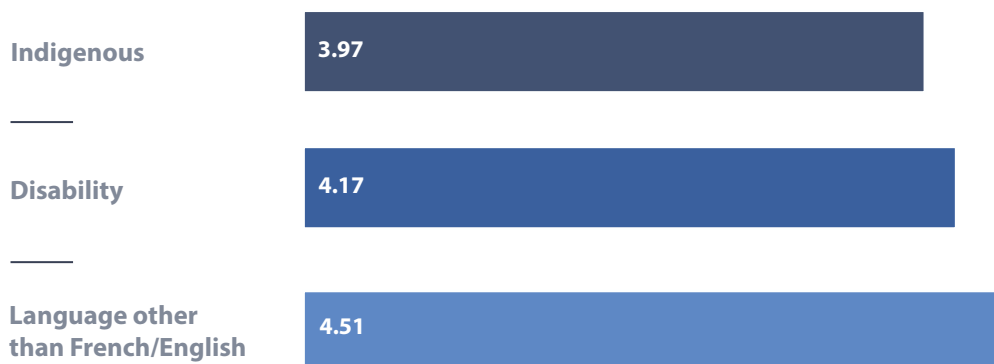
\* Excludes Burnaby residents who study or work at Simon Fraser University's Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove communities.

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

In Burnaby, 67% of respondents were very supportive of Route 1, while about 18% were not at all supportive. On a scale of 0 to 5, the average response was 3.82.

Among Forest Grove residents, 26% of respondents were very supportive of Route 1, while 59% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 1.70. Among UniverCity residents, 83% of respondents were very supportive of Route 1 while 6% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 4.51.

Within Burnaby, 83% of those outside of the SFU, UniverCity, and Forest Grove communities were very supportive of Route 1, while about 11% were not at all supportive. On a scale of 0 to 5, the average response was 4.24.

**Average response from Indigenous Peoples, people with disabilities, and non-official language speakers (Route 1)**

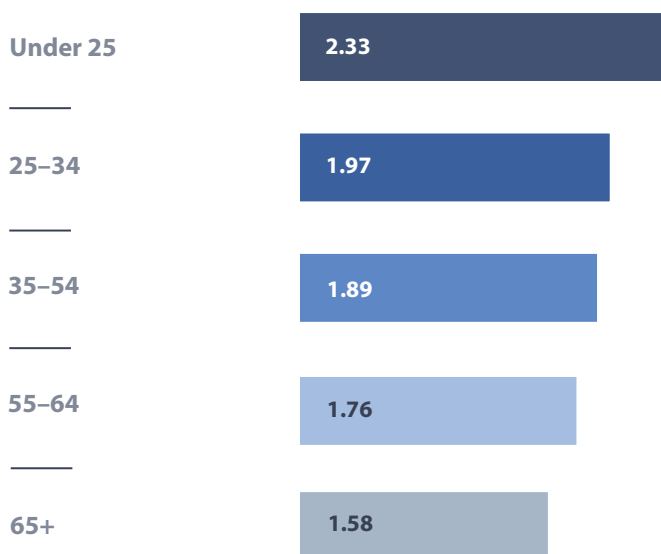
About 73% of self-identified Indigenous respondents were very supportive of Route 1, while 16% were not at all supportive. On a scale of 0 to 5, the average response was 3.97.

Of those who report having a visible or invisible disability, 75% were very supportive of Route 1, while 12% were not supportive at all. On a scale of 0 to 5, the average response was 4.17.

Of those whose first language is other than English or French, about 81% were very supportive of Route 1 while 12% were not supportive at all. On a scale of 0 to 5, the average response was 4.51.

## Route 2

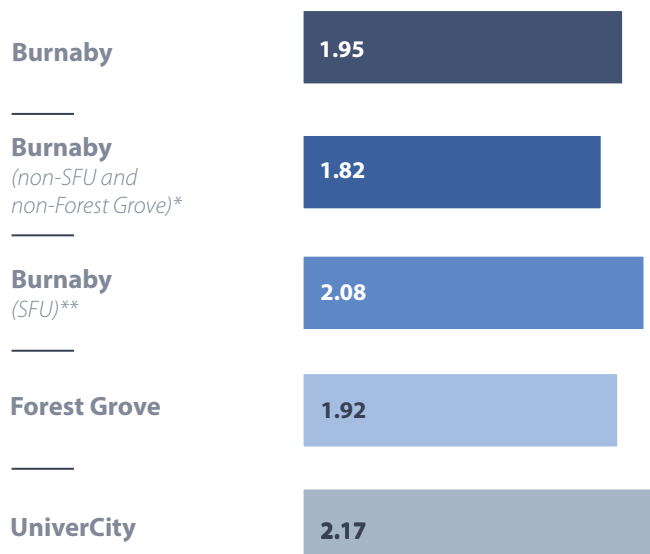
### Average response by age group (Route 2)



*Overall average response: 2.02*

Approximately 8% of individuals under the age of 25 were very supportive of Route 2, while about 20% were not supportive at all. The average response for this age group was 2.33. About 6% of individuals aged 25–34 were also very supportive of Route 2, while about 30% were not supportive at all. The average response was 1.97.

About 6% of individuals aged 35–54 were very supportive of Route 2, while 29% were not supportive at all. The average response was 1.89. 6% of people between the ages of 55 and 64 were very supportive, while 33% were not supportive at all. The average response was 1.76. 5% of people 65 and older were very supportive, while 38% were not supportive at all. The average response was 1.58.

**Average response from Burnaby residents**

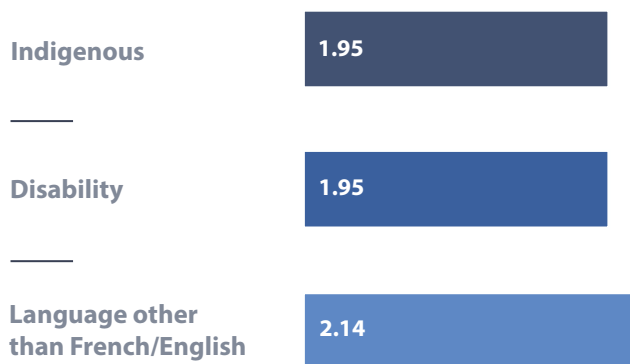
\* Excludes Burnaby residents who study or work at Simon Fraser University's Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove communities.

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

In Burnaby, 8% of respondents were very supportive of Route 2, while about 31% were not at all supportive. On a scale of 0 to 5, the average response was 1.95.

Among Forest Grove residents, 13% of respondents were very supportive of Route 2, while 35% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 1.92. Among UniverCity residents, 9% of respondents were very supportive of Route 2, while 27% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 2.17.

Within Burnaby, 16% of those outside of the SFU, UniverCity, and Forest Grove communities were very supportive of Route 2, while about 45% were not at all supportive. On a scale of 0 to 5, the average response was 1.82.

**Average response from Indigenous Peoples, people with disabilities, and non-official language speakers (Route 2)**

About 11% of self-identified Indigenous respondents were very supportive of Route 2, while 35% were not at all supportive. On a scale of 0 to 5, the average response was 1.95.

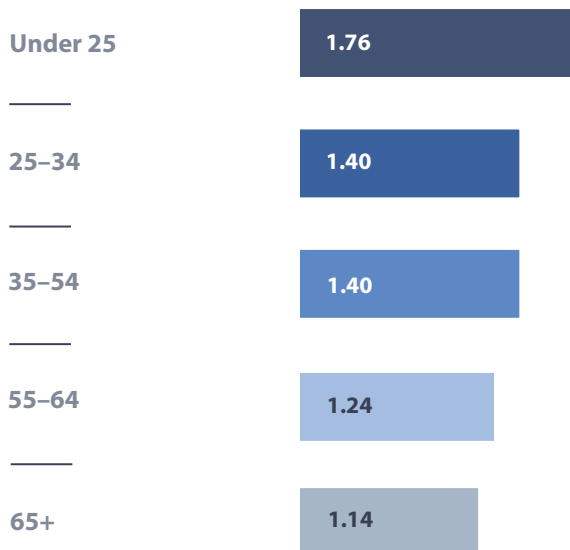
Of those who report having a visible or invisible disability, 9% were very supportive of Route 2, while 31% were not supportive at all. On a scale of 0 to 5, the average response was 1.95.

Of those whose first language is other than English or French, about 8% were very supportive, while 31% were not supportive at all. On a scale of 0 to 5, the average response was 2.14.



### Route 3

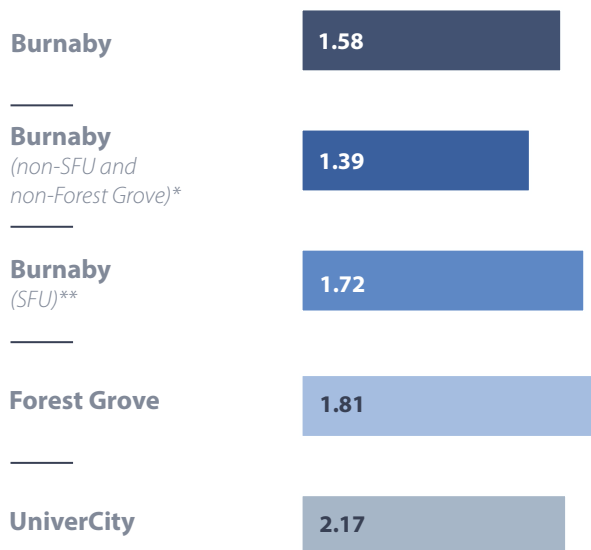
#### Average response by age group (Route 3)



*Overall average response: 1.49*

7% of individuals under the age of 25 were very supportive of Route 3, while about 32% were not supportive at all. The average response for this age group was 1.76. 5% of individuals aged 25–34 were also very supportive of Route 3, while about 41% were not supportive at all. The average response was 1.40.

5% of individuals aged 35–54 were very supportive of Route 3, while 41% were not supportive at all. The average response was 1.40. 5% of people between the ages of 55 and 64 were very supportive of Route 3, while 45% were not supportive at all. The average response was 1.24. 8% of people 65 and older were very supportive of Route 3, while 53% were not supportive at all. The average response was 1.14.

**Average response from Burnaby residents (Route 3)**

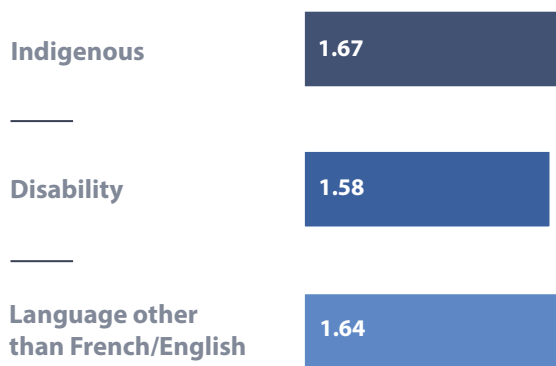
\* Excludes Burnaby residents who study or work at Simon Fraser University's Burnaby campus or at a workplace within UniverCity, as well as residents living in the UniverCity or Forest Grove communities.

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

In Burnaby, 9% of respondents were very supportive of Route 3, while about 40% were not at all supportive. On a scale of 0 to 5, the average response was 1.58.

Among Forest Grove residents, 15% of respondents were very supportive of Route 3, while 39% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 1.81. Among UniverCity residents, 5% of respondents were very supportive of Route 3, while 34% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 1.61.

Within Burnaby, 11% of those outside of the SFU, UniverCity, and Forest Grove communities were very supportive of Route 3, while about 59% were not at all supportive. On a scale of 0 to 5, the average response was 1.39.

**Average response from Indigenous Peoples, people with disabilities, and non-official language speakers (Route 3)**

About 12% of self-identified Indigenous respondents were very supportive of Route 3, while 40% were not at all supportive. On a scale of 0 to 5, the average response was 1.67.

Of those who report having a visible or invisible disability, 9% were very supportive of Route 3, while 42% were not supportive at all. On a scale of 0 to 5, the average response was 1.58.

Of those whose first language is other than English or French, about 7% were very supportive of Route 3, while 37% were not supportive at all. On a scale of 0 to 5, the average response was 1.64.

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

In total, 1,944 qualitative responses were received. Qualitative responses closely mirrored comments received in the public engagement sessions. While there were a range of comments, the most frequently mentioned comments expressed support for the project in general and explicit preference for Route 1.

Those who expressed concern had questions and comments about potential noise, visual, and privacy impacts for residents in close proximity to Route 1, as well as concern about the environmental impacts to the Burnaby Mountain Conservation Area.

Others had questions and comments regarding the project rationale, decision-making process, and priority in relation to other emerging transportation needs.

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

#### Top 10 comment themes:

Rank	Total responses*	Comments
1	394	Explicit preference for Route 1 ("the most direct route").
2	307	General support for the project.
3	213	Skepticism about the viability of the project's business case, including cost of building and operating the gondola, ridership projections, and COVID-19 impacts on project viability, and project funding.
4	164	General concern for impact to residential area/residents of Forest Grove.
5	110	Questions or comments about the timeline and approval process and/or construction timeline, including comments about wanting the project built as quickly as possible.
6	105	General opposition to the project.
7	101	Comments about how money could be better spent on other projects, including Millennium Line extension to UBC, another connection between downtown Vancouver and the North Shore, Langley SkyTrain, Maple Ridge SkyTrain.
8	96	Concern about environmental impacts to the Burnaby Mountain Conservation Area and residential area on the mountain, and the importance of choosing a route that minimizes impacts on wildlife habitat, tree loss, bird migration patterns, air quality. Including request to ensure low-carbon, minimal or no impact construction and operation.
9	90	Suggestion to compensate affected residents or purchase their properties (in order to make Route 1 possible).
10	85	Comments about weighing the public interest over the concerns of a small group of residents.

\*In total, 1,944 comments were received.

## 7.B. GENERAL STAKEHOLDER MEETING

22 people attended the general stakeholder meeting on November 26. Discussion included the following common themes:

### Key themes

---

#### Project

Engagement and decision-making

- Consultation process and impacts of COVID-19

Policy considerations

- Accessibility for bicycles, e.g. number of bikes allowed per cabin
- 

#### Design

System design

- Expressions of support for Route 1
- Concerns regarding the need to transfer from the Expo Line to the Millennium Line in order to access Route 3
- Cabin design, e.g. number of seated and standing passengers
- Impact of a gondola on existing bus service

Environment

- Negative environmental impacts of routes 2 and 3
- Route 1's impact on Silver Creek and its tributaries
- Request for further study on the impacts of the gondola on the red-legged frog population
- Concerns regarding the need to remove trees in order to facilitate maintenance roads
- Tower design and opportunities for habitat enhancement around the towers

Passenger safety

- Need for more residential and commercial uses around Production Way in order to increase passenger safety
- 

#### Technology

System safety

- Vandalism at the Sea to Sky Gondola and whether the same problems could occur on the Burnaby Mountain Gondola

Alternative technologies

- Consideration of alternative technology options, such as electric buses and SkyTrain
-

### 7.C. VIRTUAL OPEN HOUSES

In total, 95 participants attended the open houses on November 28 and December 1. Discussion included the following common themes:

#### Key themes

---

##### Project

###### Project Purpose

- Project timeline
- Project cost and funding
- Snow days and associated road closures on Burnaby Mountain
- Project rationale
- Ridership projections
- Benefits of the gondola for tourism and small businesses
- Existing insufficient bus service informs the need for the project

###### Engagement and decision-making process

- Engagement participation levels
- Approval process

###### Policy decisions

- Fare prices
- 

##### Design

###### System design

- Terminal location for Route 3 is too far away for UniverCity residents
  - Alternative routes not currently considered such as Burquitlam Station
  - Impacts of Route 3 on the Burnaby Mountain Golf Course
  - Geotechnical considerations associated with Route 3
  - Comments in support of Route 1
  - Questions about the need to transfer from the Expo Line to the Millennium Line in order to access Route 3
  - Gondola cabin capacity
  - Gondola travel time and frequency (in comparison to bus options)
  - Electricity requirements
  - System maintenance procedures
  - Opportunity to incorporate wind turbine or solar panel energy into the project
  - The potential to use privacy glass as a privacy mitigation technique
  - Question about whether the cabins will have free Wi-Fi
  - Access to parking for gondola users
  - Impact of a gondola on existing bus service (i.e. what services would be reduced or eliminated should the gondola proceed?)
  - Potential for SkyTrain platform extension
-

## Key themes

---

### Design (continued)

#### Environment

- Impacts on the Burnaby Mountain Conservation Area (e.g. tree loss)
- Impacts of the gondola on wildlife

#### Neighbourhood considerations

- Noise, visual, and privacy impacts for residents in close proximity to Route 1
- Compensation for residents
- Construction impacts
- Noise generated by angle stations

#### Accessibility

- Accessibility for people with mobility challenges

#### Passenger safety

- Safety at night time
  - Safety in the case of inclement weather
- 

### Technology

#### System safety

- Gondola safety in the event of an earthquake
- Emergency evacuation plans
- Route 3 and proximity to the Burnaby Mountain storage terminal (i.e. tank farm)
- Impact of wind on safety
- Safety record of other gondola systems around the world
- Concerns about vandalism at the Sea to Sky Gondola and whether the same problems could occur on the Burnaby Mountain Gondola
- Operational backup plans in case of mechanical failure
- Cost of security

#### Alternative technologies

- Questions about alternative technology options, such as electric buses and SkyTrain
  - Question about which route has the least environmental impact
-

## 7.D. FOREST GROVE WORKSHOPS

In total, 39 participants attended the two Forest Grove workshops on November 30 and December 3. A number of residents in these workshops expressed concerns regarding the impact of Route 1 on the enjoyment of their properties. Discussion included the following common themes:

### Key themes

---

#### Project

##### Project Purpose

- Project timeline
- Project rationale in light of COVID-19

##### Engagement and decision-making

- Participation levels in Phase One
  - Support levels for the different routes
  - Approval process
  - Future studies to be completed should the project move forward
  - The engagement notification process
  - The engagement process with Indigenous Peoples
- 

#### Design

##### System Design

- Expressions of opposition to Route 1

##### Environment

- Tree loss
- Impact on endangered species

##### Neighbourhood considerations

- Questions about items falling out of gondola cabin windows
- Noise, visual, and privacy impacts for residents in close proximity to Route 1
- Impact on property values for residents in close proximity to Route 1
- Compensation for residents
- Construction impacts
- Impact of mountain bikers traveling through the Forest Grove community

##### Passenger safety

- The benefit of angle stations for public safety
-



## Key themes

---

### Technology

#### System safety

- Emergency evacuation plans
- The safety record of other gondola systems around the world
- The safety of people below the gondola
- Impact of wind on safety
- Route 3 and proximity to the Burnaby Mountain storage terminal (i.e. tank farm)
- Concerns about vandalism at the Sea to Sky Gondola and whether the same problems could occur on the Burnaby Mountain Gondola

#### Alternative technologies

- Electric buses as an alternative solution
  - SkyTrain as an alternative solution
-

## 7.E. EMAILS AND PHONE CALLS

In total, TransLink received 39 emails and 4 phone calls throughout the engagement period. Many of the interactions involved requests for details about the engagement opportunity or more detailed project information. Other comments closely mirrored those received in the survey and engagement sessions.

A short summary of interactions is provided below:

### Key themes

---

#### Project

##### Project Purpose

- Expressions of opposition to the gondola project
- Expressions of support for the gondola project
- Project cost and funding
- Project rationale in light of COVID-19

##### Engagement and decision-making

- The engagement notification process
- 

#### Design

##### System design

- Expressions of support for Route 1
- Expressions of opposition to Route 1
- Alternative routes not currently considered such as Burquitlam Station
- Potential for angle stations to be used for passenger boarding

##### Environment

- Request to enhance environmental features at the base of gondola towers
- Impacts of Route 3, including proximity to the Burnaby Mountain storage terminal (i.e. tank farm)
- Clarification on the potential environmental impacts of Route 1
- Requesting additional information about the environmental assessment process

##### Neighbourhood considerations

- Noise, visual, and privacy impacts for residents in close proximity to Route 1
- Compensation for residents

##### Accessibility

- Accessibility for bicycles
- Comments that the gondola will not be accessible to those who are afraid of heights or enclosed spaces

##### Passenger safety

---

#### Technology

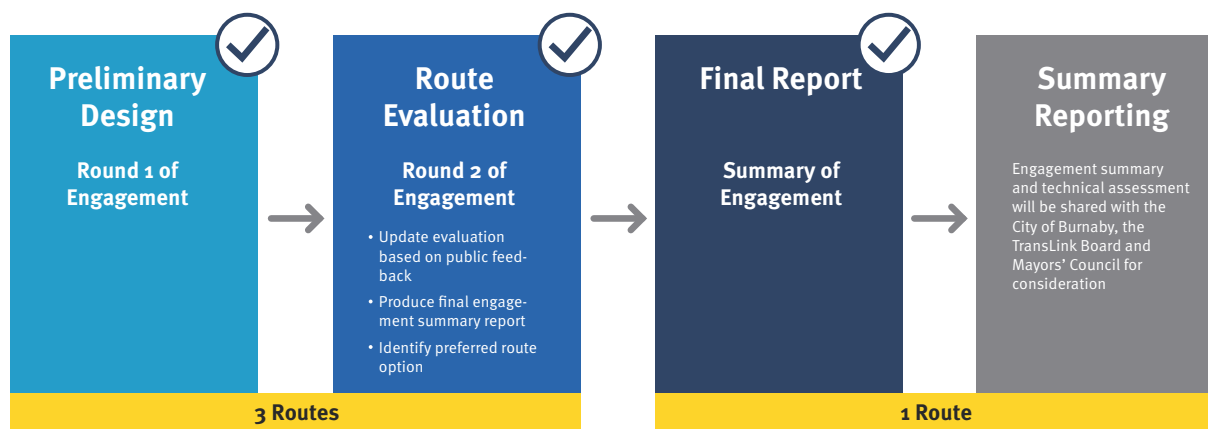
##### System safety

- Vandalism at the Sea to Sky Gondola and whether the same problems could occur on the Burnaby Mountain Gondola
  - Questions about the safety of houses and residents underneath the gondola route
-

## 8.0

# Next steps and ongoing engagement

Following the conclusion of the second phase of public engagement, TransLink will produce a Final Report, which will include a summary of engagement as well as the preliminary route evaluation findings. The report will identify a single route and design, which TransLink will present to Burnaby Mayor and Council for their approval before presenting to the Mayors' Council for direction on next steps. Currently, the Burnaby Mountain Gondola is not yet approved or funded.



# **Appendix A**

Notification materials

## Postcard



### We want to hear from you!

**From November 23 to December 14, 2020, TransLink is holding a second round of public engagement on the proposed Burnaby Mountain Gondola.**

This round will focus on the evaluation of the three proposed routes. We will continue to engage with neighbours and the broader public on this proposed fast, frequent, and reliable service between the SkyTrain and Burnaby Mountain.



### Burnaby Mountain Gondola Second Round of Public Engagement

**November 23 to December 14, 2020**

Go to [translink.ca/gondola](https://translink.ca/gondola) to complete the survey and to register for:

*Public virtual open houses – Nov. 28 (2-3:30 p.m.) and Dec. 1 (7-8:30 p.m.)*

Email [gondola@translink.ca](mailto:gondola@translink.ca) or call 778.375.7220 to register for:

*Neighbourhood Workshops – Nov. 30 (7-8:15 p.m.) and Dec. 3 (2-3:15 p.m.)*

Registration is required.



## Burnabynow digital ads

The screenshot displays the Burnabynow website interface. At the top, a navigation bar includes the site logo, a menu icon, and social media links. A prominent banner at the top center features a gondola illustration and the text: "Nov 23 to Dec 14, 2020 Have your say on the proposed Burnaby Mountain Gondola. TRANS LINK Take the survey". Below this, a "HEADLINE NEWS" section highlights "Map: Today's COVID-19 cases in Canada". The main content area is divided into several sections: a large article titled "Burnaby to ditch secrecy sleeves for byelection ballots due to COVID" with a photo of a ballot box; a "Featured 50/50 Raffle" for the BC Women's Health Foundation with a "Buy Tickets Online" button; and a "Sponsored Content" section with three items: "Burnaby Cineplex theatre dealt new blow with COVID-19 closure", "Cancellation of Burnaby's biggest lights display won't ease pandemic blues", and "Be cautious with your used batteries". A "Support Local News" banner is at the bottom. Large blue sidebars on the left and right contain the same survey announcement as the top banner. The website is viewed in a Microsoft Edge browser window.

What Donald Trump Used to... Instagram... Burnabynow

https://www.burnabynow.com

Getting Started Most Visited Twitter The New York Times LinkedIn Gmail Consultation starts this... TransLink seating publi... From Microsoft Edge

**Burnabynow** MENU

Nov 23 to Dec 14, 2020  
Have your say on the proposed  
Burnaby Mountain Gondola.

TRANS LINK Take the survey

HEADLINE NEWS Map: Today's COVID-19 cases in Canada

**NEWS**  
**Burnaby to ditch secrecy sleeves for byelection ballots due to COVID**  
Dustin Godfrey / Burnaby Now  
NOVEMBER 24, 2020  
The City of Burnaby will be ditching secrecy sleeves for most voters in the upcoming byelection in an effort to stamp out high-touch points to curb the potential ...

**These German Hearing Aids Are Crushing The Market**

Featured 50/50 Raffle  
**BC WOMEN'S HEALTH FOUNDATION**  
Draw Closes Dec 18th @ 11:59pm  
Estimated jackpot: \$10,230  
Buy Tickets Online —

**SPONSORED CONTENT**  
**Be cautious with your used batteries**  
NOVEMBER 23, 2020

**Map: Today's COVID-19 cases in Canada**  
UPDATED: NOVEMBER 23, 2020

**Support Local News**  
Local news matters  
Your support is vital to helping us provide free local

Have your say on the proposed Burnaby Mountain Gondola.  
TRANS LINK Take the survey

Have your say on the proposed Burnaby Mountain Gondola.  
TRANS LINK Take the survey

11:03 AM

Newspaper ads



# **Burnaby Mountain Gondola**

## Public Engagement

**November 23 to December 14, 2020**

Review the results from the first round of engagement  
and have your say on the proposed gondola.

Take the survey at [translink.ca/gondola](https://translink.ca/gondola)



## Stakeholder emails

### TransLink | Burnaby Mt. Gondola - Phase 2 engagement starts today



○ Gondola <Gondola@Translink.ca>

Monday, November 23, 2020 at 11:26 AM

To: ○ Gondola



Download All

Preview All

#### We want to hear from you!

The second round of public engagement for the Burnaby Mountain Gondola project is taking place between **Nov. 23 and Dec. 14, 2020**. We've done our evaluation of the three proposed routes and we continue to ask for your feedback. The survey and updated technical and safety information, as well as details about public workshops can be found on our [website](#).

As residents of Forest Grove, you are invited to one of two Neighbourhood Workshops:

- Monday, November 30 (7 – 8:15 p.m.)
- Thursday, December 3 (2 – 3:15 p.m.)

Please email [gondola@translink.ca](mailto:gondola@translink.ca) or phone 778.375.7220 to register. Please note: only registered participants will be able to attend. Space is limited, so please register early.

The attached postcard will be delivered to Forest Grove residents today. Please feel free to forward this information to your neighbours.

We look forward to continuing to engage with you on the proposed Burnaby Mountain Gondola. Questions or concerns? Please email [gondola@translink.ca](mailto:gondola@translink.ca) or phone 778.375.7220.

### TransLink | Burnaby Mt. Gondola - Survey closes December 14



○ Gondola <Gondola@Translink.ca>

Monday, December 7, 2020 at 2:34 PM

To: ○ Gondola

#### Burnaby Mountain Gondola – Final week to complete the survey!

As you all know, the second round of public engagement for the Burnaby Mountain Gondola project is taking place right now. With one week to go, we want to ensure we hear from as many Metro Vancouver residents as possible. If you haven't done so already, please [take the survey](#) now.

Though the project is not yet approved or funded, we are working towards identifying a preferred route. The feedback we receive during this second round of public engagement will help to inform our final evaluation.

For those of you who were able to participate in our stakeholder meeting on November 26, thank you again for taking the time to share your opinions. We ask that you remind your community, family, friends, and colleagues to [take the survey](#) so we hear from as many voices as possible. The survey will remain open until December 14.

If you have any questions, please email [gondola@translink.ca](mailto:gondola@translink.ca) or phone 778.375.7220.

Sincerely,

*BMG Project Team*





# **Burnaby Mountain Gondola**

## Second Round of Public Engagement

**November 23 to December 14, 2020**

**Have your say on the proposed  
gondola. Take the survey at  
[translink.ca/gondola](https://translink.ca/gondola)**

**Public virtual open houses:**

*Nov. 28 (2-3:30 p. m.) and Dec. 1 (7-8:30 p.m.)*

Email [gondola@translink.ca](mailto:gondola@translink.ca) or call **778-375-7220** to register  
for these events which are limited to residents of Forest Grove.

**Neighbourhood Workshops:**

*Nov. 30 (7-8:15 p. m.) and Dec 3 (2-3:15 p.m.)*

Registration is required.




## **Appendix B**

Engagement materials

Website  
translink.ca/gondola


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Plans and ProjectsProjectsRapid Transit ProjectsBurnaby Mountain Gondola

## Burnaby Mountain Gondola




T

Burnaby Mountain Gondola Public Engagement, Nov. 23 – Dec. 10

Watch laterShare

## Website


[engagetranslink.ca/burnaby-mountain-gondola/](https://engagetranslink.ca/burnaby-mountain-gondola/)

COVID-19 Transit Safety[Login](#) [Register](#)

[Home](#) » [Burnaby Mountain Gondola Engagement](#)

## Burnaby Mountain Gondola Engagement

Phase 1 of the Burnaby Mountain Gondola public engagement concluded on September 30, 2020.



We continue to plan for a gondola linking SkyTrain to Burnaby Mountain that would provide a fast, frequent, and reliable service for the 25,000 daily trips made by SFU students, staff, faculty, and residents of UniverCity. Gondolas are safe, smart and cost-effective and they provide commuters with an environmentally friendly mode of transit that runs on electricity helping to reduce greenhouse gas emissions.

The Mayors' Council of Regional Transportation included the possibility of a gondola — a rapid transit system in the air — in the [Continue reading](#)

### Who's Listening?

**Primary Contacts:** Megan Johnston and Bal Purewal

**Phone:** 778.375.7220




**Email:** [gondola@translink.ca](mailto:gondola@translink.ca)

### Past Events

[Virtual Open House](#)  
September 19 2020

[Telephone Town Hall](#)  
September 22 2020

### Planning Timeline

-  **Pre-engagement (2020 to date)**  
Listen to interests and concerns of stakeholders; do technical analysis to understand, avoid and mitigate possible impacts of route options.
-  **Phase 1 Public Engagement (Sept. 1-30)**  
Request input on criteria to assess route options; share information about the route options and urban gondolas, generally.
-  **Phase 2 Public Engagement (late fall 2020)**  
Share route assessment results;

Survey

# Burnaby Mountain Gondola

## Phase 2 Public Engagement Survey: Nov. 23-Dec. 14, 2020

The Mayors' Council on Regional Transportation directed TransLink to undertake planning and project development for a Burnaby Mountain Gondola. Compared to the current bus service the proposed gondola would:

- Provide a high-capacity connection from the SkyTrain to the top of Burnaby Mountain to accommodate the 25,000 daily trips made by students, staff, faculty, and residents;
- Reduce long and unpredictable passenger wait times (current customers often must wait an additional 15-20 minutes to board the bus during busy times);
- Reduce GHG emissions and air pollution;
- Resolve significant transit reliability issues related to serving a mountaintop destination; and
- Require less annual operating costs.

A fast, high-capacity Gondola would also aim to end “Sorry, Bus Full” messages on dark, rainy mornings.

There are three possible routes for the proposed gondola under consideration.

**Route 1:** is a straight route from Production Way–University SkyTrain Station to SFU Burnaby campus with the gondola terminal located near the bus exchange. Route length is 2.7 km and the estimated travel time is 6 minutes (Note: current average bus travel time is 15 minutes).

**Route 2:** is the eastern route from Production Way–University SkyTrain Station with the gondola travelling along Gaglardi Way, changing direction at a non-boarding angle station, and continuing to SFU Burnaby campus with the terminal near the bus exchange. Route length is 3.7 km and estimated travel time is 11 minutes.

**Route 3:** is the western route from Lake City Way SkyTrain Station to SFU Burnaby campus, which would cross the Burnaby Mountain Golf Course, change direction at an angle station, and continue to SFU Burnaby Campus with the terminal located south of South Campus Road. No passenger boarding is proposed at the angle station. Route length is 3.6 km and estimated travel time is 10 minutes.



## This survey seeks your feedback on:

- Level of support for a Burnaby Mountain Gondola; and
- Level of support for the potential gondola routes

We will provide you with an opportunity to provide additional feedback about the proposed Burnaby Mountain Gondola at the end of the survey.

*We expect this survey to take you about 5 to 10 minutes to complete.*

### Q: Familiarity with the Project

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

- ☐ Very familiar (e.g., I have participated in Phase 1 engagement, followed and/or participated in previous studies about the proposed Burnaby Mountain Gondola)
- ☐ Somewhat familiar (I have seen media stories or heard about it from friends/family/coworkers)
- ☐ Unfamiliar
- ☐ Prefer not to say

### Q: Level of Support for Burnaby Mountain Gondola

Based on what you have read, seen, and heard about the proposed gondola connecting SkyTrain to Burnaby Mountain, what is your level of support? Where '0' is 'not at all supportive' and '5' is 'very supportive'

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ Not Sure

## Level of Support for the Potential Gondola Routes

The route evaluation assesses the benefits, financial and implementation considerations (trade-offs). The summary table provides an overview of the evaluation results.

### Summary of route evaluation:

#### Benefits

	Route 1	Route 2	Route 3
Transportation user experience	Most transit and auto travel time savings, greatest number of SFU buildings within a 5-minute walk	Second most transit and auto travel time savings	Least transit and auto travel time savings
Sustainable transportation	Greatest boardings and most GHG emission offsets	Second greatest boardings and second most GHG emission offsets	Lowest boardings and least GHG emission offsets

## Financial Considerations

	Route 1	Route 2	Route 3
Costs	Lowest capital, operating and maintenance cost	Highest capital, operating, and maintenance cost	Second lowest capital, operating, and maintenance cost

## Implementation Considerations

	Route 1	Route 2	Route 3
Neighbourhood	Visual impacts to Forest Grove neighbourhood. Gondola would pass directly over two properties	Visual impacts to Rathburn neighbourhood	Visual impacts to Meadowood neighbourhood
Environment	Lowest environmental and land disturbance impacts	Tied for highest environmental and land disturbance impacts	Tied for highest environmental and land disturbance impacts
Utilities	Most favourable geotechnical conditions, no significant utility conflicts	Average geotechnical conditions, conflict with high-voltage transmission lines	Poor geotechnical conditions, proximity to Trans Mountain right-of-way

**Q:** What is your level of support for each route? Where '0' is 'not at all supportive' and '5' is 'very supportive'.

	0	1	2	3	4	5	Not Sure
Route 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Route 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Route 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

## Please tell us about yourself

**Q:** I live in...

- |  |  |  |
|--|--|--|
| <input type="radio"/> Abbotsford         | <input type="radio"/> Lions Bay                  | <input type="radio"/> Surrey   |
| <input type="radio"/> Anmore             | <input type="radio"/> Maple Ridge                | <input type="radio"/> Squamish   |
| <input type="radio"/> Belcarra           | <input type="radio"/> Mission                    | <input type="radio"/> Tsawwassen First Nation                          |
| <input type="radio"/> Bowen Island       | <input type="radio"/> New Westminster            | <input type="radio"/> Vancouver (including University Endowment Lands) |
| <input type="radio"/> Burnaby            | <input type="radio"/> North Vancouver (City)     | <input type="radio"/> West Vancouver                                   |
| <input type="radio"/> Chilliwack         | <input type="radio"/> North Vancouver (District) | <input type="radio"/> White Rock                                       |
| <input type="radio"/> Coquitlam          | <input type="radio"/> Pitt Meadows               | <input type="radio"/> Other (please specify)                           |
| <input type="radio"/> Delta              | <input type="radio"/> Port Coquitlam             |  |
| <input type="radio"/> Langley (city)     | <input type="radio"/> Port Moody                 |  |
| <input type="radio"/> Langley (township) | <input type="radio"/> Richmond                   |  |

If you selected "Burnaby" [to Q5], please complete: Which area of Burnaby do you live in...

- |  |   |
|--|---|
| <input type="radio"/> The Forest Grove community | <input type="radio"/> Another Burnaby Community (other than Forest Grove or UniverCity) |
| <input type="radio"/> UniverCity                 | <input type="radio"/> Prefer not to say   |

If you selected "Other" [to Q5] please complete: I live in...



**Q:** The first three characters of my home postal code are:

**Q:** Do you study or work at Simon Fraser University, on Burnaby campus (not affiliated with SFU), or at a workplace within UniverCity?

- ☐ Yes
- ☐ No
- ☐ N/A

**Q:** Pre-COVID, how often did you typically use each of the following modes of transportation:

	Every day	At least once a week	At least once a month	At least once a year	Never
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SkyTrain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drive alone in a personal vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carpool/rideshare (passenger or driver)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motorcycle/scooter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HandyDART	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
West Coast Express	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q:** I identify as...(choose all that apply)

- ☐ A person who is Indigenous (First Nations, Métis or Inuit)
- ☐ Youth (Age 15-24)
- ☐ A new Canadian (I moved to Canada in the last three years)
- ☐ A person with a visible or invisible disability
- ☐ A person who speaks a language other than French or English at home
- ☐ A senior (Age 65 or older)
- ☐ A TransLink or TransLink operating company employee
- ☐ Prefer not to answer
- ☐ None of the above
- ☐ Other

**Q:** How do you describe yourself? (choose any one option)

- ☐ Female
- ☐ Male
- ☐ Prefer to self describe
- ☐ Prefer not to say

If you selected "Prefer to self-describe" please complete: I self-describe as ...

**Q:** What is your age? (choose any one option)

- ☐ Under 19
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

**Q** How did you hear about this survey: (choose all that apply)?

- |   |   |  |
|---|---|--|
| <input type="radio"/> Word of mouth   | <input type="radio"/> City of Burnaby social media (Twitter, Instagram, Facebook, LinkedIn) | <input type="radio"/> Friends/family                   |
| <input type="radio"/> Virtual open house  | <input type="radio"/> TransLink's Buzzer Blog   | <input type="radio"/> Poster                           |
| <input type="radio"/> Virtual community workshop or info session                                | <input type="radio"/> Online advertisement  | <input type="radio"/> Postcard                         |
| <input type="radio"/> TransLink website   | <input type="radio"/> Online news   | <input type="radio"/> Community organization           |
| <input type="radio"/> City of Burnaby website   | <input type="radio"/> Social media promotion  | <input type="radio"/> TransLink staff/Transit Operator |
| <input type="radio"/> E-Newsletter  | <input type="radio"/> Newspaper ad  | <input type="radio"/> Other (please specify)           |
| <input type="radio"/> TransLink social media (TransLink Twitter, Instagram, Facebook, LinkedIn) | <input type="radio"/> Reddit  |  |

If you selected "Other," please complete: I heard about this survey through...

Presentation

An artistic rendering of the Burnaby Mountain Gondola station. The station is a modern building with a large glass facade and a white, angular roof. A gondola cabin is suspended from a cable and is positioned in front of the station. The sky is blue with white clouds. The text "Burnaby Mountain Gondola" is overlaid on the image in a large, white, sans-serif font.

# Burnaby Mountain Gondola

Phase Two Stakeholder and Public Engagement  
November 23 – December 14, 2020



**Burnaby Mountain  
Gondola**

[translink.ca/gondola](https://translink.ca/gondola)



# Overview

- **Route Summary and Project Background**
- **Phase One Engagement Results**
- **Route Evaluation**



# Route Summary and Project Background



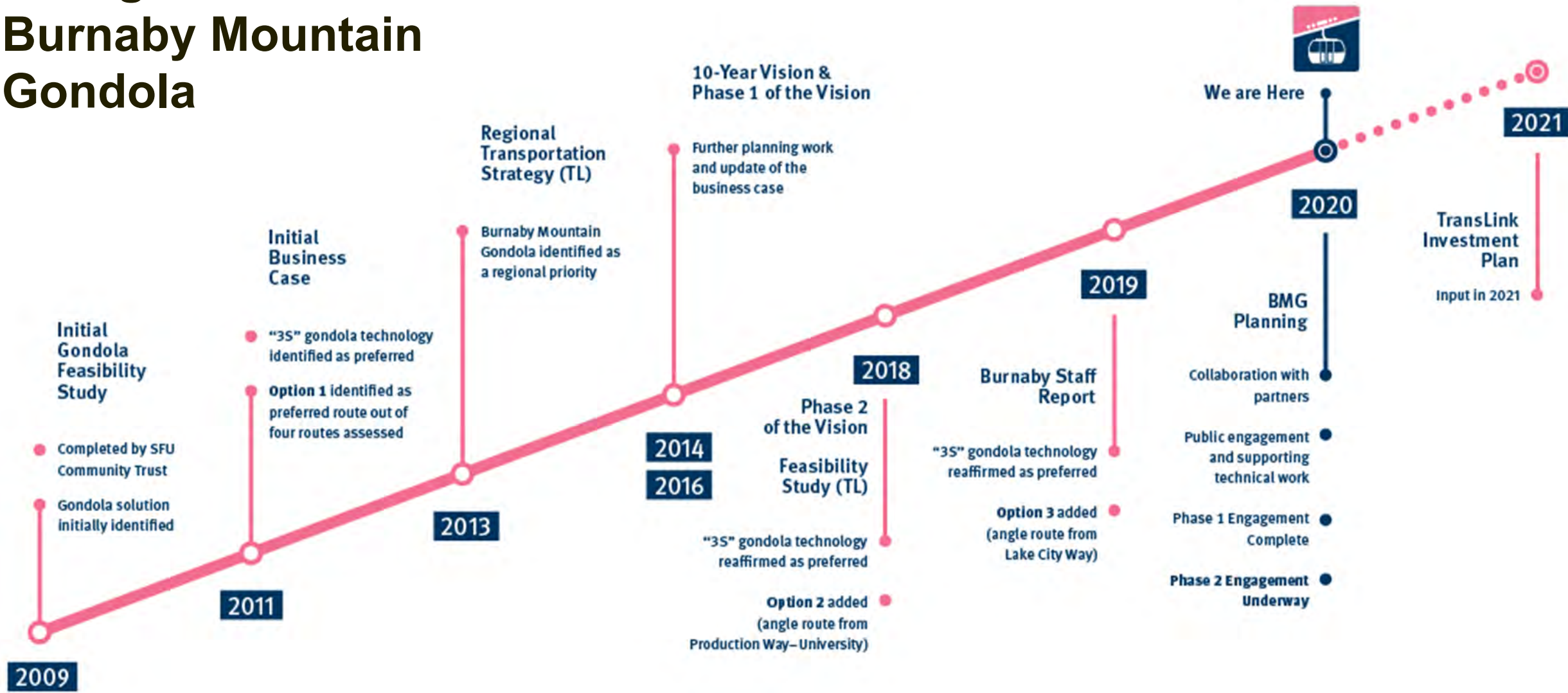
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# Background of the Burnaby Mountain Gondola





## Route Summary



# Phase One Engagement Results



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# Phase 1 Engagement Results

## Engagement Period Sept 1-30

- Total interactions: 13,173
  - 12,955 completed surveys
  - 73 virtual open house attendees
  - 37 telephone townhall participants
  - 21 general stakeholder meeting attendees
  - 48 attendees at two Forest Grove workshops
  - 32 written submissions via email
  - 7 telephone calls

## Phase 1 Objectives

- Share information about gondola technology and potential gondola routes
- Understand values related to gondola
- Solicit feedback on criteria
- Gauge support for gondola



# Support for a Proposed Gondola



Respondents were given an opportunity to rate their support on a scale of 0 to 5, where '0' is 'not at all supportive' and '5' is 'very supportive.'



# Phase 1 Engagement – What We Heard

**“I bought a car and started driving to school just to avoid the bus up the mountain.”**

**“The feedback from the residents of Burnaby Mountain must be taken into account.”**

**“Love that it is a greener and quieter option to the buses.”**

**“TransLink should focus on minimizing impacts to residential areas and environment.”**

**“Please consider the health of our community and not just the cost when making the decision!”**

**“As a student who has faced countless cancelled classes, I would love to see this built!”**



# Key Feedback: Safety



- Residents expressed concern about the gondola passing over their homes, particularly in light of the Sea-to-Sky Gondola incident
- TransLink is working with industry experts to respond to feedback
  - Assessment by RCMP & ropeway industry is the Sea-to-Sky incidents are exceptional, deliberate criminal acts
  - 3S system uses three high-strength, multi-strand steel cables
  - Would include physical barriers, gates, security system, and surveillance measures

## Highest ranked values

Rank	Value
1	Provide a safe and secure service
2	Improve all-weather and daily travel reliability
3	Provide a connection to and from the existing rapid transit network to Burnaby Mountain to meet current and future travel demand



# Route Evaluation



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## Route Summary

# Route Evaluation Considerations



## Benefits

The positive changes that we can expect the proposed gondola to deliver

## Costs

The capital, operating, and maintenance costs of the proposed gondola system

## Implementation Considerations

Trade-offs that will result from implementing the proposed gondola







# Benefits



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# Transportation User Experience

## One-way transit user time savings (bus=55 mins)

Users travelling from anywhere on network to/from SFU. Includes walking time to central campus.

## Reduction in daily congestion

SFU classrooms and other buildings within a 5-minute walk of the upper terminal

### Route 1

**13% faster  
than by bus**

**– 700 hrs**

**Classrooms: 80%  
Other: 36%**

### Route 2

**9% faster  
than by bus**

**– 660 hrs**

**Classrooms: 80%  
Other: 36%**

### Route 3

**Similar time  
to bus**

**– 490 hrs**

**Classrooms: 52%  
Other: 45%**



## Sustainable Transportation

### Daily combined boardings

To/from Burnaby Mountain in 2035

### Reduction in greenhouse gas (GHG) emissions from auto

Current bus service emits  
3,684 t of CO<sub>2</sub>e annually

#### Route 1

30,400 boardings

– 1,400 tonnes

#### Route 2

28,200 boardings

– 1,300 tonnes

#### Route 3

25,400 boardings

– 800 tonnes





# Costs



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## Costs

	Bus	Route 1	Route 2	Route 3
Capital cost	\$77.5 Million	\$210 Million	\$237 Million	\$231 Million
Annual operating and maintenance cost	\$7.8 Million	\$5.6 Million (30% less than bus)	\$7.2 Million (8% less than bus)	\$7.2 Million (8% less than bus)





# Implementation Considerations



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## Privacy

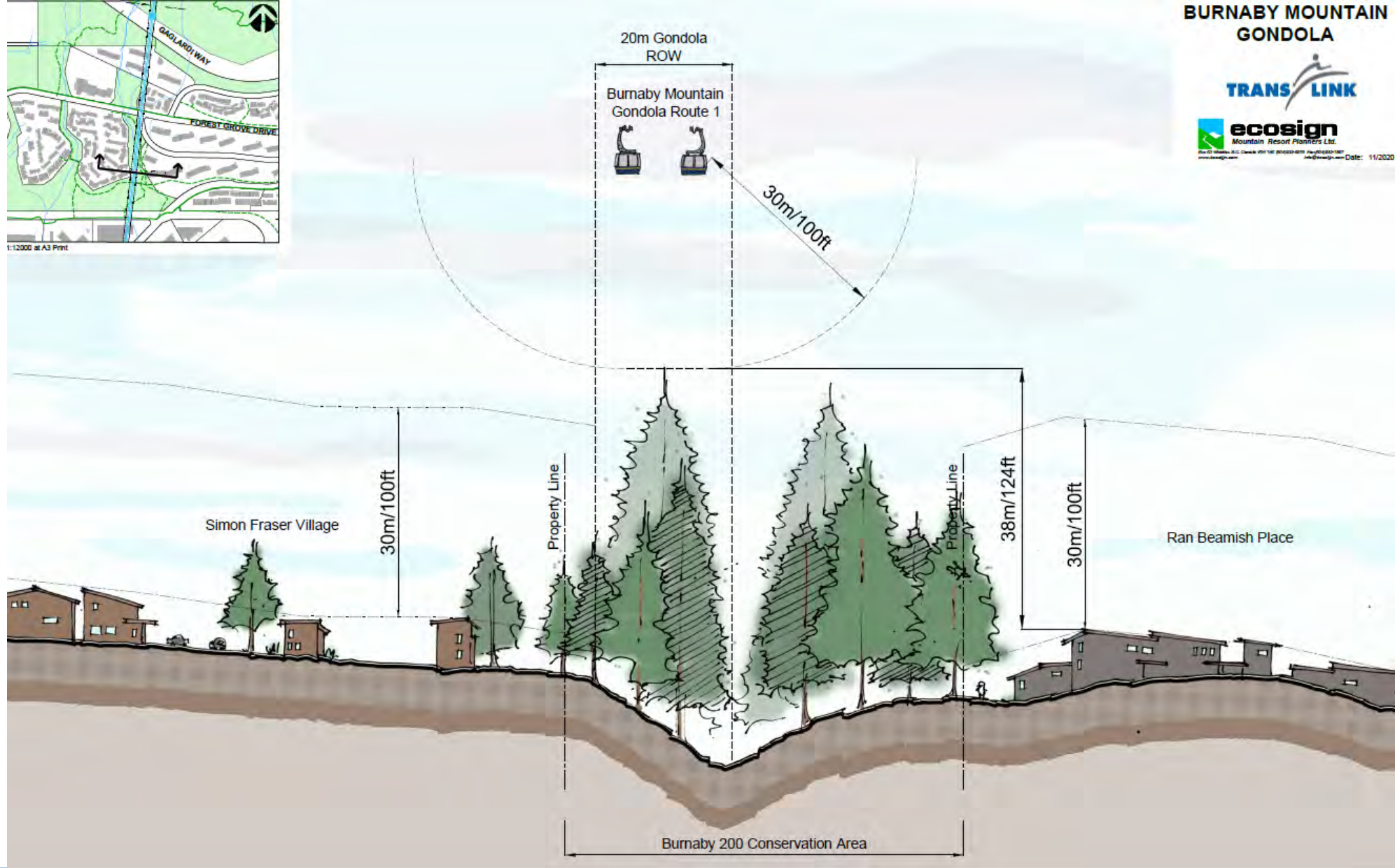
- Local residents have identified privacy as a concern, citing the potential for customers to look out on to residential, industrial or office properties
- When planning new high-rise buildings, the City of Burnaby applies a separation distance of 30 m between buildings to provide for privacy
- We applied the same separation distance by line of sight from residential and industrial buildings to the gondola



# Privacy Impacts

## Route 1

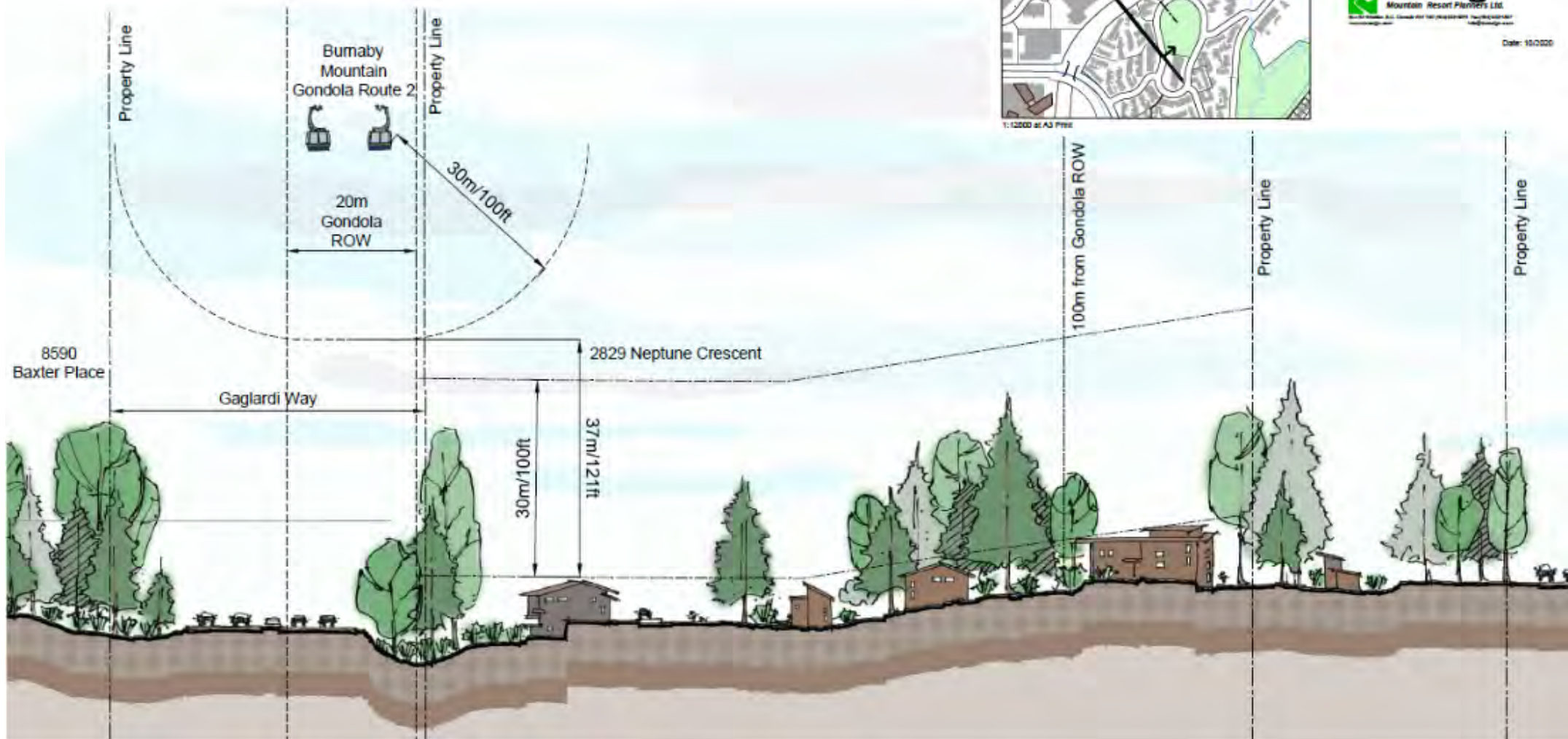
The gondola cabins are travelling at a height where there is no overlap between the privacy impact zone and residential buildings





# Privacy Impacts

## Route 2



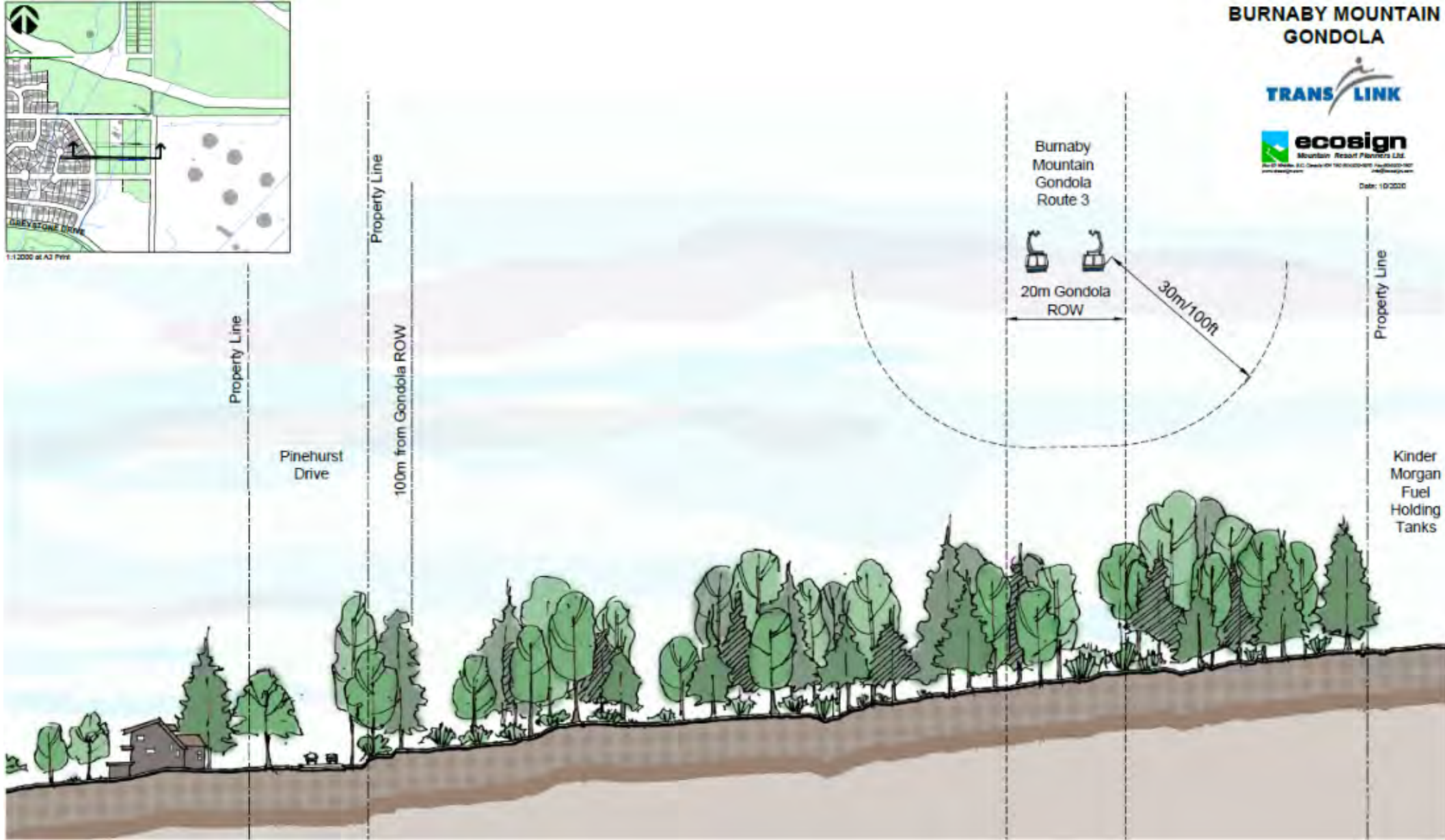
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# Privacy Impacts

## Route 3



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# Privacy

Within 100 ft (30.5 m) of gondola  
by line of sight and measured by  
linear distance

Residential properties.

Industrial/office properties

Total linear distance in  
privacy zone

## Route 1

None

6

385

## Route 2

**UniverCity:**  
**12 residential units**  
**in 1 property**

Unknown number of  
units in future mixed-use  
residential property

3

715

## Route 3

None

1

450

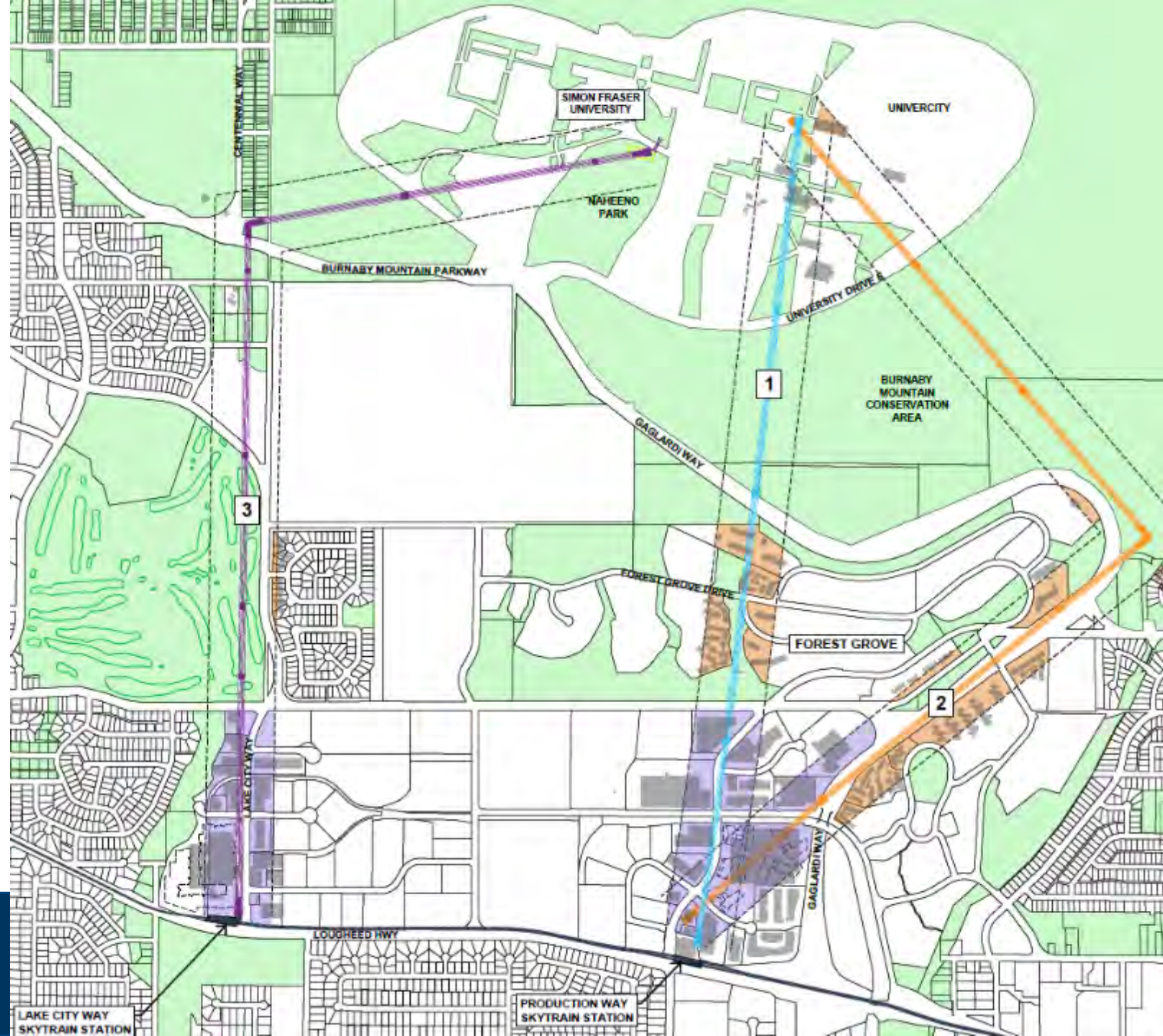




# Visual Presence

The shaded areas are within 100 m of the gondola cabins

- Orange residential units
- Purple industrial & office buildings



Burnaby Mountain  
Gondola

## Visual Presence

Visual presence (visibility of the gondola from homes)	Route 1	Route 2	Route 3
Multi-family units and properties	250 units in 4 properties	290 units in 7 properties	None
Single-family properties	None	7	13



# Property Impacts

Properties impacted	Route 1	Route 2	Route 3
Residential	<p><b>2 properties</b></p> <p><b>Total area: 3,778 m<sup>2</sup></b> 100% aerial</p>	<p><b>Properties: none</b></p>	<p><b>Properties: none</b></p>
Industrial or office	<p><b>Properties: 9</b></p> <p><b>Total area: 9,488 m<sup>2</sup></b></p>	<p><b>Properties: 4</b></p> <p><b>Total area: 10,225 m<sup>2</sup></b></p>	<p><b>Properties: 7 parcels</b></p> <p><b>Total area: 12,758 m<sup>2</sup></b></p>
Other	<p><b>Total area: 15,446 m<sup>2</sup></b></p>	<p><b>Total area: 16,104 m<sup>2</sup></b></p>	<p><b>Total area: 36,567 m<sup>2</sup></b></p>





# Property Impacts

## Residential property impacts of Route 1

- 2 properties have aerial impacts

Affected property owners would be entitled to compensation if the gondola becomes a funded project.

### Legend

-  Gondola ROW Across Private Land Parcels
-  Private Land Beneath Gondola ROW
-  Conservation Area Beneath Gondola ROW





# Noise



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# Environment

	Route 1	Route 2	Route 3
Burnaby Mountain Conservation Area and parkland*	Least impact	More impact	Most impact
Land disturbance area	Least impact	More impact	Most impact
Approximate tree loss	Least impact	More impact	Most impact
Clearing or infrastructure in waterway and riparian area setbacks	Least impact	Most impact	More impact
Impact to critical habitat for Western Painted Turtle	Least impact	Most impact	More impact

\*Route 3 includes land from Burnaby Mountain Golf Course



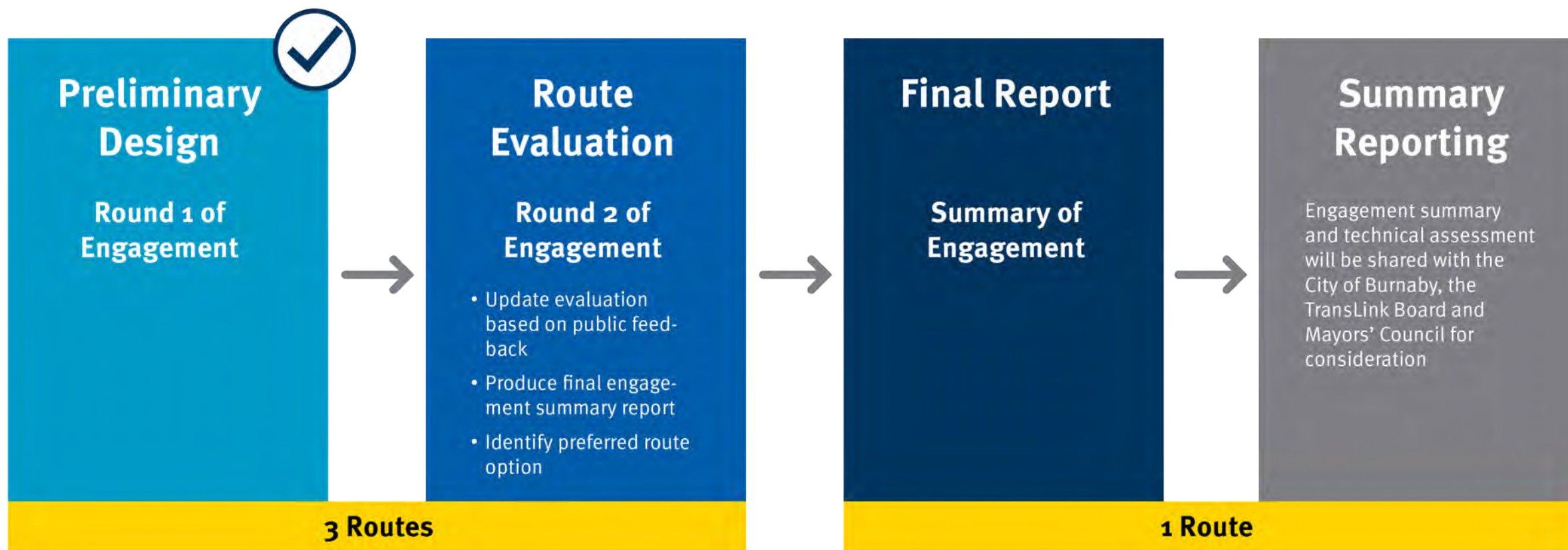
## Utilities & Safety

	Route 1	Route 2	Route 3
Geotechnical site stability for tower and terminal locations	Very Good	Average	Poor
Utility conflicts	Good	Poor	Poor
Risk to system from external safety hazard	Average	Poor	Very Poor



		Route 1	Route 2	Route 3
Benefits	Transportation User Experience	Most transit and auto travel time savings, greatest number of SFU buildings within a 5-minute walk	Second most transit and auto travel time savings	Least transit and auto travel time savings
	Sustainable Transportation	Greatest boardings and most GHG emission offsets	Second greatest boardings and second most GHG emission offsets	Lowest boardings and least GHG emission offsets
Financial considerations	Fiscal Stewardship	Lowest capital, operating and maintenance cost	Highest capital, operating and maintenance cost	Second lowest capital, operating and maintenance cost
Implementation considerations	Neighbourhood	Visual impacts to Forest Grove neighbourhood Gondola would pass directly over two properties	Visual impacts to Rathburn neighbourhood	Visual impacts to Meadowood neighbourhood
	Environment	Lowest environmental impacts	Tied for highest environmental impacts	Tied for highest environmental impacts
	Safety	Most favourable geotechnical conditions, no significant utility conflicts	Average geotechnical conditions, conflict with high-voltage transmission lines	Poor geotechnical conditions, proximity to Trans Mountain right-of-way

## Next Steps





# Have your say from November 23 – December 14, 2020

Go to [translink.ca/gondola](https://translink.ca/gondola)  
to learn more and complete the online  
survey

Contact us:  
[gondola@translink.ca](mailto:gondola@translink.ca)  
or 778-375-7220



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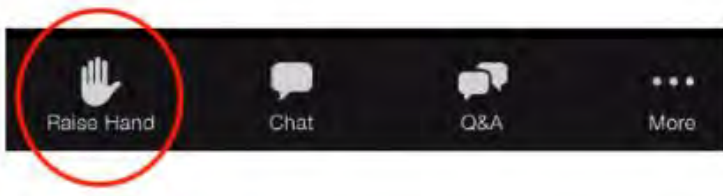
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# How to ask a question:

## From a computer

- From a computer or mobile device, click on “**Raise Hand**”



## From a phone

- Press \*9 to raise your hand
- Press \*6 to unmute

## Type in your question

You may also **click on the Q&A tab** on the bottom of your screen to type your question.



## Implementation considerations: golf course

36



### Potential golf course impacts of Route 3

- Infrastructure: 615 m<sup>2</sup>
- Aerial: 21,000 m<sup>2</sup>



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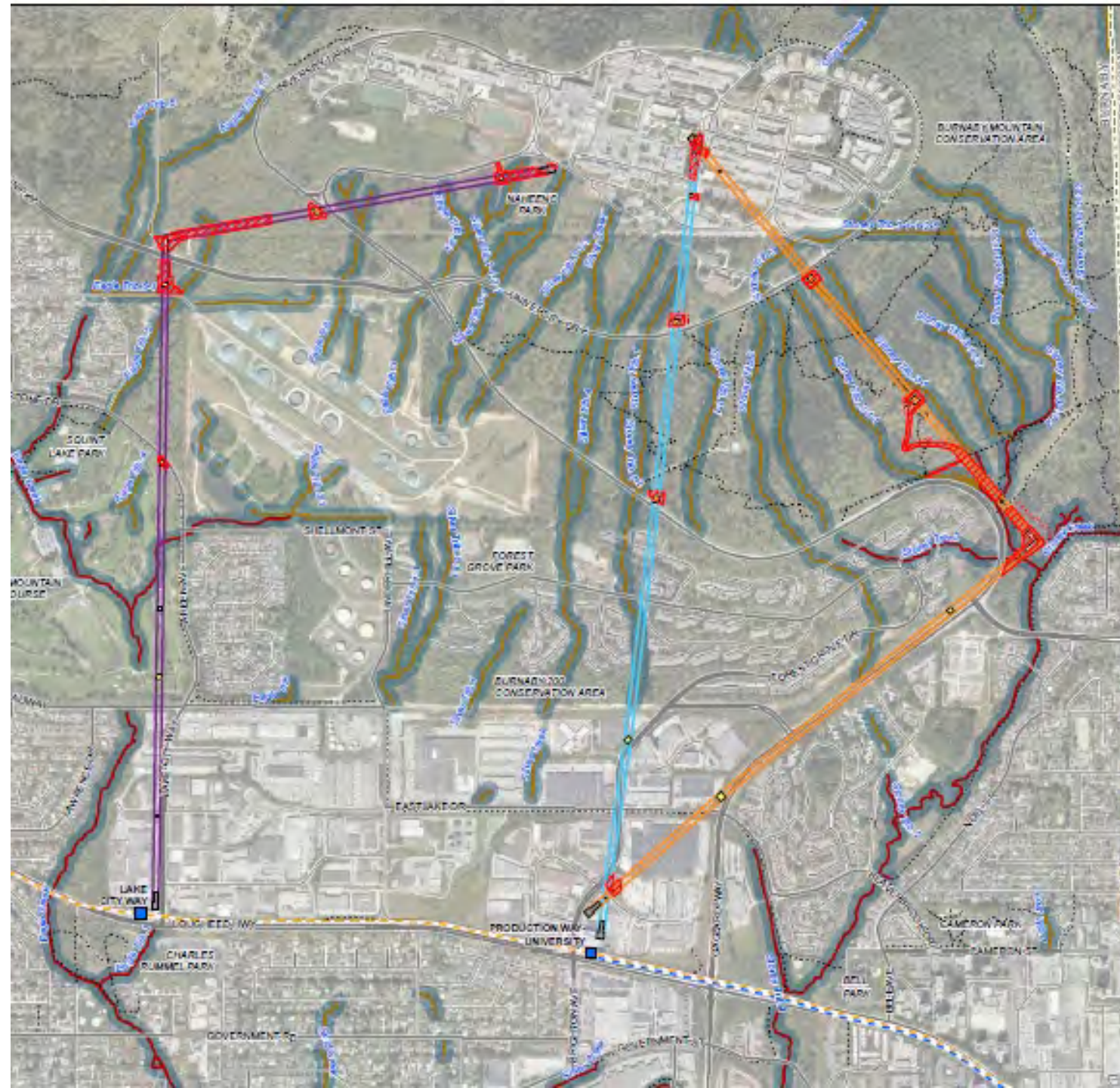




# Waterways and riparian areas

Red: Class A (fish-bearing)

Brown: Class B (food and nutrients)





## Waterways and riparian areas

	Route 1	Route 2	Route 3
Clearing or infrastructure in watercourse and riparian area setbacks (Class A or B watercourses/riparian areas m <sup>2</sup> )	Class A: 0 m <sup>2</sup> Class B: 8 m <sup>2</sup>	Class A: 7,464 m <sup>2</sup> Class B: 5,681 m <sup>2</sup>	Class A: 0 m <sup>2</sup> Class B: 6,490 m <sup>2</sup>



## Critical habitat for Western Painted Turtle

	Route 1	Route 2	Route 3
Impact to critical habitat for Western Painted Turtle habitat (crucial habitat in m <sup>2</sup> )	No western painted turtle habitat	9,344 m <sup>2</sup>	580 m <sup>2</sup>

Future field work would confirm the presence of Western Painted Turtle





Critical  
habitat for  
western  
painted turtle





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