What Has Been Done So Far



Summer 2021

Phase 3: Implementation of Interim Measures

December 2021

Phase 5: Design and Implementation of the Updated Facility Summer 2022



Phase 2: Stakeholder Engagement and Design of Interim Measures

October - November 2021



Phase 4: Monitoring and Stakeholder Engagement on Interim Measures January - May 2022 Phase 6: Continued Monitoring of the Updated Facility

End of 2022 - 2023

Engagement with Stakeholders



39

Emails sent to 39
businesses and three
industrial stakeholders in
the Still Creek Avenue area,
and three user groups



Follow up calls were made to large industrial stakeholders in the Still Creek Avenue area

Engagement Activities

From March 23 to April 13, 2022 the City of Burnaby conducted eight engagement sessions.

Business stakeholder representatives participated in 2 focus groups On March 25th and March 29th, 2022.

User stakeholder representatives joined 1 focus group on March 23rd, 2022.

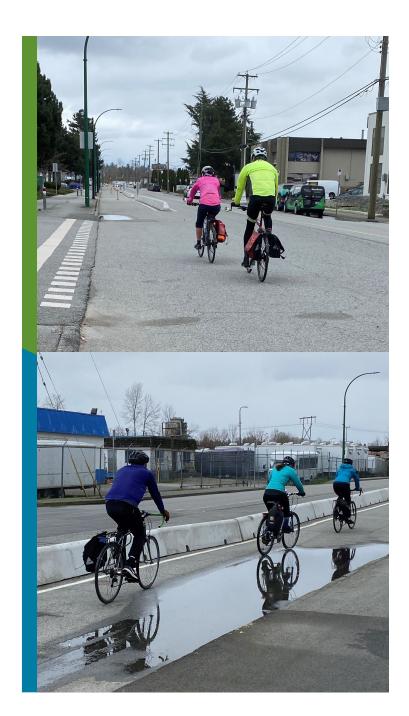
One-on-one meetings were held with industrial stakeholders.

2 Intercept surveys were conducted with users of the interim facility on March 24th and April 2nd.

Purpose of the Engagement

The purpose of this round of engagement was:

- To share with businesses, user groups and industrial stakeholder participants at focus groups and stakeholder meetings:
 - The background, purpose, and next steps for the Still Creek Avenue Active Transportation Improvements
 - Data collected from monitoring the Still Creek Avenue interim facility
- To gather input from businesses, user groups, industrial stakeholders and users on their experience with the Still Creek Avenue interim facility, including:
 - The overall level of support for the Still Creek Avenue Active Transportation Improvements
 - What participants like about the interim measures – what is working?
 - Whether they have concerns with the interim measures, and whether they have suggestions for how these can be addressed in the refinement of the permanent design



What We Heard from Interim Facility Users

LIKES



Increased Safety Due to Separation of Users (52 Comments)



More Comfortable User Experience (32 Comments)



General Support for the Project (22 Comments)



Safety Improvements in General (16 Comments)



Greater Network Connections (16 Comments)

CHALLENGES & OPPORTUNITIES



Need for Better Signage and Markings (49 Comments)



Need for Safety Improvements at Douglas Intersection (22 Comments)



Need for Further Safety Improvements (18 Comments)



Need for Further Improvements to Enhance Cycling Comfort (15 Comments)

What We Heard from Local Businesses

While almost all business owners indicated that they were **generally supportive of safety improvements for all users including cyclists**, there was a lack of support for the improvements in this particular area. Key themes included:



Lack of Support for the Project

- expressed across all business focus groups and sessions in various ways including:
 - concerns over potential user conflicts with industrial vehicles in this area
 - suggestions for active transportaton facility improvements in other areas
 - concerns that the facility is not well used by cyclists/not needed in this area
 - preferences for a different facility design
 - not seen as an appropriate balance of different user groups



Process Concerns

- desire for more meaningful engagement prior to the installation of the interim measures
- concern that data collected on the interim measures may not be comparable due to time of collection

CHALLENGES & OPPORTUNITIES



Loss of Parking Impacts on Businesses



Staging Areas Insufficient for Business Needs and Operations



Safety Concerns at Douglas Street Intersection



Need for Clearer Signage and Markings



Safety Hazard #1
Driveway Conflict / Lack of Visibility



Safety Hazard #2 Limited Staging Areas and Narrow Street Creates Traffic Congestion



Safety Hazard #3 Impact on Trucks' turning and Movements due to Concrete Barriers

What We Heard through Public Correspondence

During the engagement period, the City of Burnaby received **eight phone calls**, **16 webform submissions**, and **23 emails**.



Safety Concerns/Confusion Around Bike Lanes for Different Users (Vehicles, Cyclists and Pedestrians)

(28 Comments)



Loss of Parking and Loading Space Impacts on Businesses (21 Comments)



General Support for the Project (11 Comments)



Additional Signage, Markings and Required Features (6 Comments)



Comments Related to Maintenance and Upkeep (7 Comments)

Engagement Process Feedback

88% said they
learned something about
the Still Creek Avenue
Active Transportation
Improvements

100% said they had the opportunity to share their feedback and experience with the Still Creek Avenue Active Transportation Improvements 88% found the meeting a convenient way to share their feedback

11% said they did not learn something about the Still Creek Avenue Active Transportation Improvements

11% did not find the meeting a convenient way to share their feedback