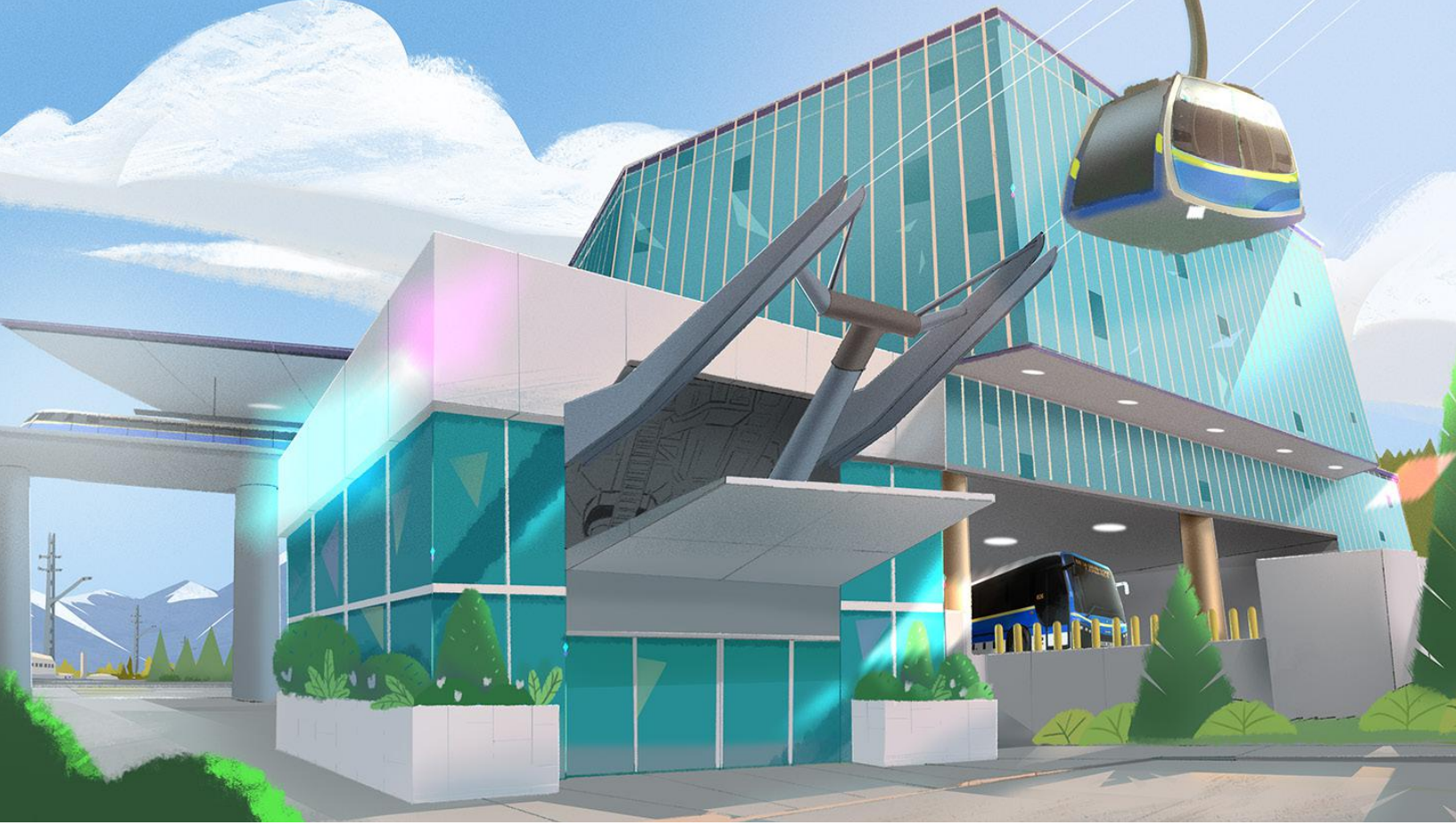


Appendix 2

Phase One Stakeholder and Public Engagement Summary Report





Phase One Stakeholder and Public Engagement Summary Report

Burnaby Mountain Gondola

Sept 1–30, 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.

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.

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What we heard

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.

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

The 3S Gondola system has been identified by TransLink as the preferred technology to reduce travel times up and down Burnaby Mountain and meet future projected demand.

From Tuesday, September 1 to Wednesday, September 30, 2020, TransLink provided information about three route options for the proposed Burnaby Mountain Gondola and sought feedback from the public and stakeholders. During this time, there was a total of 13,173 public and stakeholder interactions, including completed surveys, submissions via email and phone calls, and five community engagement sessions.

A wide range of comments was received throughout the four-week engagement period. The following are key findings of what we heard:

1. OVERALL SUPPORT FOR THE PROJECT AND ROUTE EVALUATION CRITERIA

84% of 12,955 survey respondents are very supportive or supportive of the proposed gondola that would connect SkyTrain to Burnaby Mountain, while about 8% are not at all supportive or somewhat unsupportive. Support is high from both students and non-students as well as from residents living across the region and in the City of Burnaby, specifically. A large number of respondents are also satisfied with the identified criteria to evaluate route options.¹



4.35/5
average level of support

2. SAFETY AND SECURITY IS A TOP PRIORITY

Overall, the top consideration for survey respondents and engagement session participants is the desire for a safe and secure route that connects Burnaby Mountain with the rest of the region.

¹ Total number of responses will be available in the final report, after the conclusion of the second phase consultation.

3. A RELIABLE ALL-WEATHER CONNECTION TO BURNABY MOUNTAIN IS A HIGH PRIORITY

Another clear theme of feedback is the need for a solution that would work in winter conditions and provide reliable and consistent service to all transit users. This is a particularly high priority for those studying or working at the Simon Fraser University campus on Burnaby Mountain, who frequently referenced the prevalence of overloaded and stalled buses.

4. ACCESSIBLE CONNECTIONS TO THE EXISTING RAPID TRANSIT NETWORK ARE CONSIDERED HIGH PRIORITY

Respondents indicate strong support for seamless connections to existing SkyTrain and bus systems. Many comments relate to terminal station configuration, frequency of service, and accessibility for people with disabilities, as well as for bicycles, strollers, and other mobility devices.

5. PRIORITIES DIFFER BETWEEN LOCAL NEIGHBOURHOODS

A large number of residents from two local neighbourhoods participated in this engagement. A total of 795 participants from Forest Grove and 750 participants from UniverCity provided important feedback on potential impacts and benefits.

Forest Grove residents are primarily concerned about localized issues, including noise, visual, privacy and safety impacts, as well as minimizing impacts on environmentally sensitive areas. A plurality of Forest Grove residents did not support the project (36.9%), while the next largest group is very supportive (24.5%), with the balance of residents falling in-between. Comments and questions received regarding specific route impacts will be discussed in detail in the next round of consultation.

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. In general, UniverCity residents are among the most supportive of the proposed gondola service.

2.0

Background

Since 2009, 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. 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 diesel 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, an Initial Business Case was released, and the 3S gondola technology was identified 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.

A more in-depth **Burnaby Mountain Gondola Transit Feasibility Study** was completed by TransLink in 2018. The study concluded that a gondola service from Production Way-University Station to Simon Fraser University 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

In 2020, TransLink is undertaking a planning program that is composed of a technical program and an engagement program. The technical program will further develop 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 is composed of two rounds of engagement. The first round aimed to provide information to the public about the preliminary design of three 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

The routes have been developed to the same extent to enable comparisons. The next stage in the planning process is to evaluate the routes and seek further community feedback.

3.0

Engagement overview

From Tuesday, September 1 to Wednesday, September 30, 2020, TransLink conducted the first round of stakeholder and public engagement on the proposed Burnaby Mountain Gondola. Information about the project, including history, route options, potential impacts, and next steps, was shared and feedback was sought on the criteria identified to evaluate route options.

On September 19, 2020, a virtual open house was held, which was followed by a telephone townhall on September 22. A general stakeholder meeting was held on September 17 and two workshops were held with Forest Grove residents, the first on September 24 and the second on September 29. 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, as well as via telephone conferencing.

By the Numbers:



13,173 public and stakeholder interactions



21 general stakeholder meeting attendees



12,955 completed surveys



48 attendees at the two Forest Grove workshops



73 virtual open house attendees



32 written submissions via email



37 telephone townhall participants



7 telephone calls

Stakeholders and the public were notified of the engagement period by a number of different means, including: postcards delivered directly to local residents; a project website; newspaper, transit shelter, and digital advertisements and a billboard; social media posts; and emails to subscribers of the project's eNewsletter. Engagement materials were available online at translink.ca/gondola. Opportunities to provide input included a survey, email and phone.

TransLink will consider the feedback gathered during this engagement period to help inform the evaluation of the three potential routes. The outcome of the evaluation will be presented to stakeholders and the public in a future engagement period.

A final report will 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), the email address (gondola@translink.ca), and the phone number (778.375.7220):



Postcard drop

1473 postcards were delivered to local residents in the Forest Grove, Meadowood Park and Rathburn communities



Transit shelter ads

Ads were placed in seven transit shelters along Hastings in Burnaby (6 static, 1 digital)



Project website

Information about the engagement period, including ways to participate and engagement materials, were posted to the project website, translink.ca/gondola



Billboard

A billboard ad was located at Hastings Street at Willingdon Avenue in Burnaby



Digital advertisements

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



Stakeholder invitation email

28 emails were sent to key stakeholders to provide information about meetings and other opportunities to participate in the engagement



Newspaper ads

Three ads ran in the Burnaby Now on September 3, 10, and 13, 2020



Social Media

Posts were shared on TransLink's social channels to create awareness of the engagement and how to participate, including: Buzzer Blog (1), Facebook (7), Instagram (4), LinkedIn (3) and Twitter (7)

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

5.0

Participation

Between Sept 1 and 30, 2020, there was a total of 13,173 public and stakeholder interactions:



12,955 completed surveys



48 attendees at the two Forest Grove workshops



73 virtual open house attendees



32 written submissions via email



37 telephone townhall participants



7 telephone calls



21 general stakeholder meeting attendees

6.0

Engagement methods

6.A. SURVEY

The survey was available through a link on the project website and hosted on the civic engagement platform Engagement HQ. The survey had 13 questions to assess familiarity with the proposed Burnaby Mountain Gondola, gather feedback on the project criteria, and determine level of support for the potential project.

Attendees of the virtual open house, telephone townhall, 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 STAKEHOLDER MEETING

One virtual stakeholder meeting was held using Zoom webinar on September 17, 2020 from 11:00 a.m. to 12:00 p.m. Two project team members delivered a presentation about the proposed project, with written and oral questions occurring both during the presentation and after.

6.C. VIRTUAL OPEN HOUSE

A virtual open house on Zoom webinar took place on September 19, 2020 from 2:00 p.m. to 3:00 p.m. Two project team members led the presentation, which was followed by a facilitator-led question and answer session and discussion.

6.D. TELEPHONE TOWNHALL

A telephone townhall occurred on September 22 from 7:00 p.m. to 8:00 p.m. The townhall followed the same format as the open house, with a presentation from the project team followed by a facilitator-led question and answer session.

6.E. FOREST GROVE WORKSHOPS

Two workshops with residents of the Forest Grove community were well-attended. One took place on September 24 from 2:00 p.m. to 3:00 p.m. and the other on September 29 from 7:00 p.m. to 8:00 p.m. The workshops followed the same format as the stakeholder meeting – a presentation by the project team with written and oral questions and answers both during the presentation and after.

6.F. PROJECT WEBSITE

Engagement materials were posted on the project website at translink.ca/gondola, including a project video, 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 (gondola@translink.ca) for the duration of the engagement period. 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 on the notification materials and on the project website to facilitate additional engagement opportunities.

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

7.0

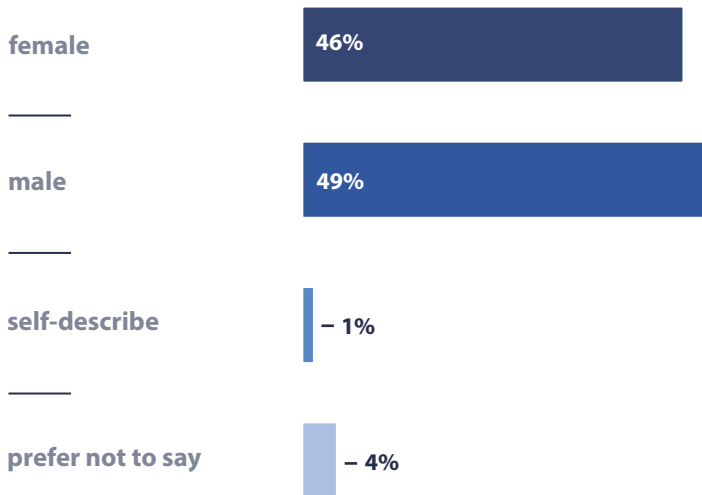
What we heard

7.A. SURVEY

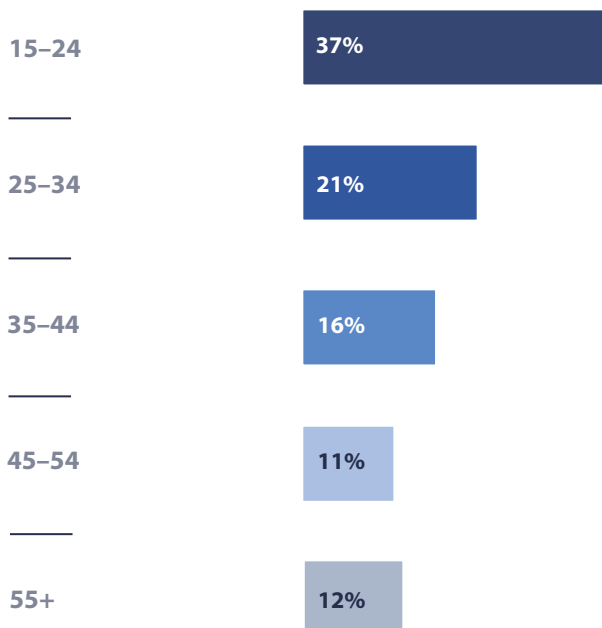
From September 1 to 30, 2020, a survey was available through the project website and hosted on Engagement HQ, a civic engagement platform. A total of 12,955 surveys were submitted. It is important to note that respondents may not have answered every question and may have opted to complete the survey more than once.

Who completed the survey?

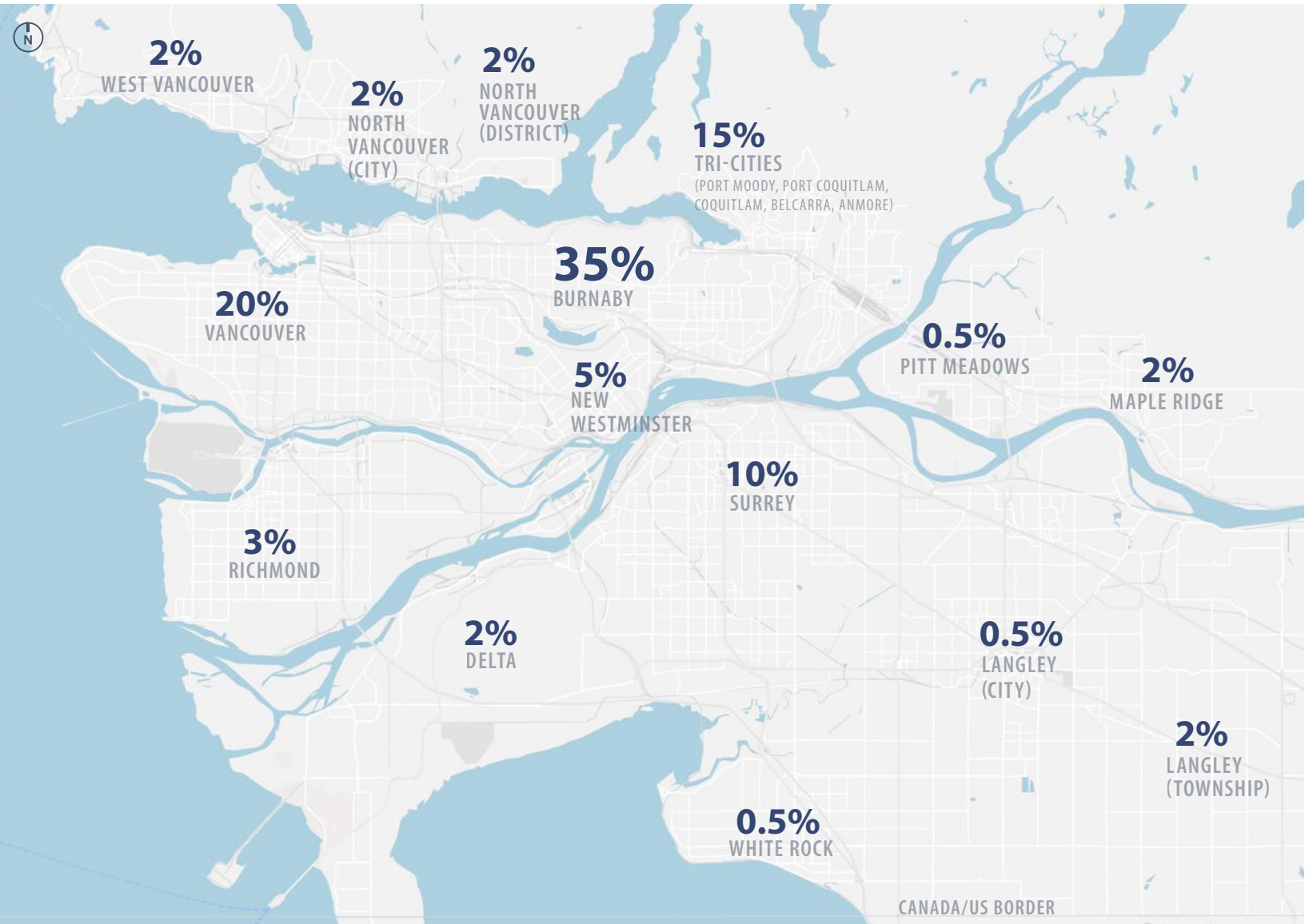
1. Gender breakdown



2. Age demographics



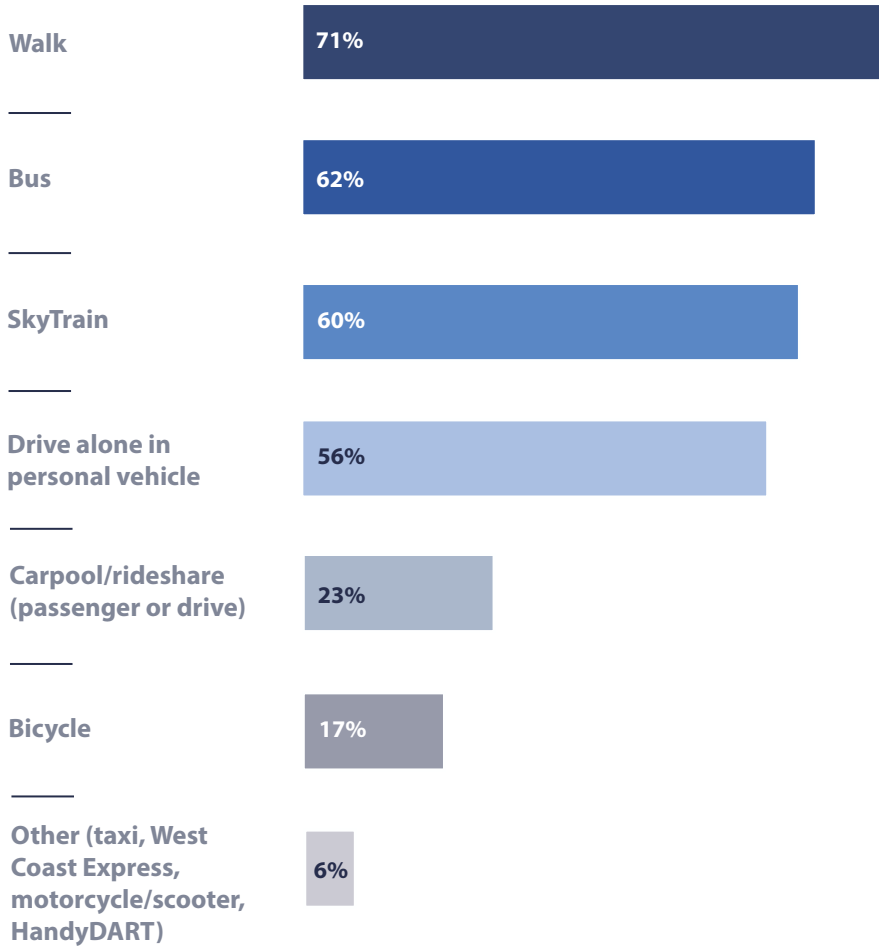
Where do survey respondents live?



Within Burnaby, 18% reported as living in the Forest Grove neighbourhood, 17% from UniverCity, 60% from another Burnaby neighbourhood, and 6% preferred not to say.

Just over half of all survey respondents (52%) reported studying or working at Simon Fraser University, on the Burnaby campus (not affiliated with SFU), or at a workplace within UniverCity. About 45% said they did not work or study on Burnaby Mountain, and 3% preferred not to say.

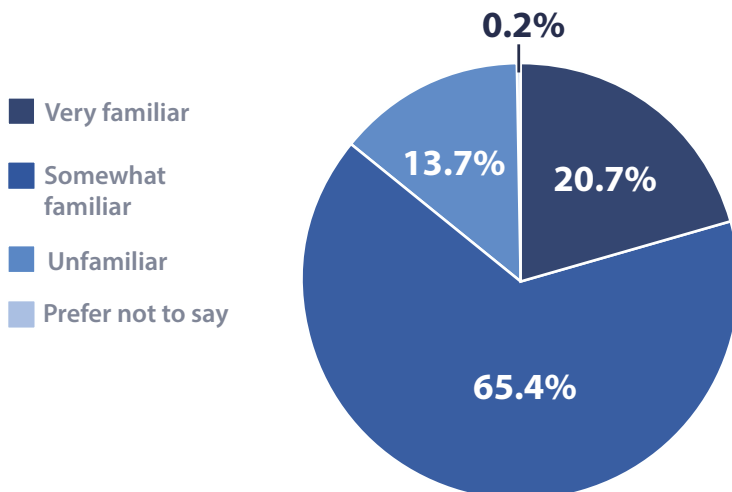
What modes do survey respondents use most to get around?



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 85% of respondents indicating they were either “somewhat familiar” or “very familiar” with the project.



How important are the following values to you in relation to the proposed Burnaby Mountain Gondola?

Respondents were given the opportunity to rank a list of nine values in terms of their importance on a scale of 0–10, where "0" is "not at all important" and "10" is "very important." The values are given below:

Provide safe and secure service

Improve all-weather (snow, ice, and wind) and daily travel reliability

Provide a connection to and from the existing rapid transit network to Burnaby Mountain to meet current and future travel demands

Reduce GHG emissions and air pollution

Improve frequency and travel time relative to current bus service

Minimize impacts to environmentally sensitive areas

Provide an additional route to and from Burnaby Mountain in the event of a major incident

Maximize access to key destinations in the SFU Burnaby Campus and the UniverCity neighbourhood

Minimize impacts to residents living near the gondola

Burnaby residents, indigenous respondents, and respondents with self-identified disabilities all rated safety and security as their number one value. UniverCity residents rated travel reliability as their number one value. Seniors rated "minimize impacts to environmentally sensitive areas" as their highest priority. Forest grove residents rated "minimize impacts to residents living near the gondola" as their highest priority.

The values, in order of average ranking, are given below:

Value	Metro Vancouver	Burnaby	UniverCity	Forest Grove
Provide a safe and secure service	1	1	1	3
Improve all-weather (snow, ice, and wind) and daily travel reliability	2	2	2	5
Provide a connection to and from the existing rapid transit network to Burnaby Mountain to meet current and future travel demands	3	3	3(tied)	6
Reduce GHG emissions and air pollution	4	4	6	4
Improve frequency and travel time relative to current bus service	5	5	4	8
Minimize impacts to environmentally sensitive areas	6	6	7	2
Provide an additional route to and from Burnaby Mountain in the event of a major incident	7	7	3(tied)	7
Maximize access to key destinations in the SFU Burnaby campus and the UniverCity neighbourhood	8	8	5	9
Minimize impacts to residents living near the gondola	9	9	8	1

Is there anything else we should consider when assessing the three routes?

A range of comments were received. While a large number of responses indicated satisfaction with the proposed project criteria, a number of comments highlighted additional considerations and potential concerns.

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

Key themes

Safety

- Safety in general
 - Concerns regarding ice bombs
 - Concerns regarding whether people would be able to throw items out of windows
 - Concerns regarding proximity to power lines
 - Concerns regarding crime and vandalism
 - Questions and comments regarding emergency evacuation planning
 - Concerns regarding planning for COVID-19 or future pandemics
-

Route selection

- Explicit preferences for one or more of the three routes
 - Explicit opposition to one or more of the three routes
 - Suggestions for alternative routes
 - Interconnectivity with other rapid transit systems and the rest of the region
 - Questions and comments about specific route details
 - Parking requirements
-

Technology and design

- Ensure reliability in times of inclement weather and power outages
 - Build with future capacity increases in mind
 - Comments regarding terminal design and location
 - Comments regarding cabin layout and design
 - Suggestions regarding alternative route technology options, including SkyTrain, underground tunnels, winter tires, autonomous buses, and electric buses
-

Neighbourhood concerns

- Residential impacts should be considered
 - Concerns regarding construction impacts
 - Concerns regarding noise, visual, privacy, and safety impacts for residents in close proximity to Route 1
 - Concerns regarding compensation and impact on property values for residents in close proximity to Route 1
-

Key themes

Experience and accessibility

- Accessibility for people with disabilities, the elderly, and young families should be considered a priority
 - Accessibility for bicycles should be a priority
 - Questions and suggestions regarding cabin frequency and hours of gondola service
 - Questions and comments regarding fares
 - General comments on the customer experience, including views, cleanliness, music, seating, and air conditioning
-

Environment

- Environmental impacts should be an important consideration
 - Concerns regarding the Burnaby Mountain Conservation Area
 - Concerns regarding air quality
 - Concerns regarding GHG emissions
-

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."

84% of 12,955 survey respondents are very supportive or supportive of the proposed gondola that would connect SkyTrain to Burnaby Mountain, while about 8% are not at all supportive or somewhat unsupportive. On a scale of 0 to 5, the average response was 4.35.

Support	Metro Vancouver	Burnaby (non-SFU only)	UniverCity	Forest Grove
5	72%	53%	82%	25%
4	12%	12%	7%	9%
3	4%	7%	3%	10%
2	2%	4%	1%	9%
1	2%	4%	2%	7%
0	6%	16%	4%	37%
Not Sure	2%	3%	1%	4%

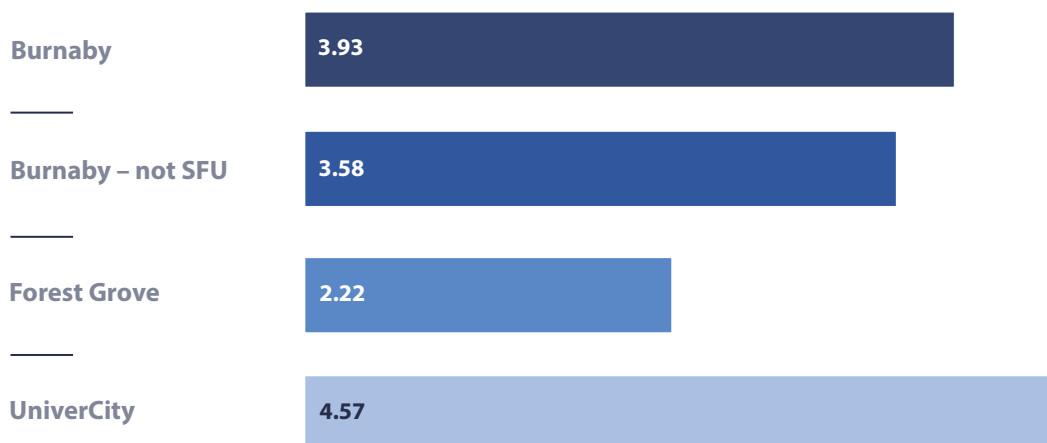
Average response by age group



Over 7 in 10 (76%) of individuals aged under the age of 25 were very supportive, while about 2% were not supportive at all. The average response for this age group was 4.59. Over 7 in 10 (76%) of individuals aged 25–34 were also very supportive, while about 3% were not supportive at all. The average response was 4.54.

Over 7 in 10 (71%) of individuals aged 35–54 were very supportive, while 9% were not supportive at all. The average response was 4.22. 66% of people between the ages of 55 and 64 were very supportive, while 14% were not supportive at all. The average response was 3.94. 58% of people 65 and older were very supportive, while 17% were not supportive at all. The average response was 3.59.

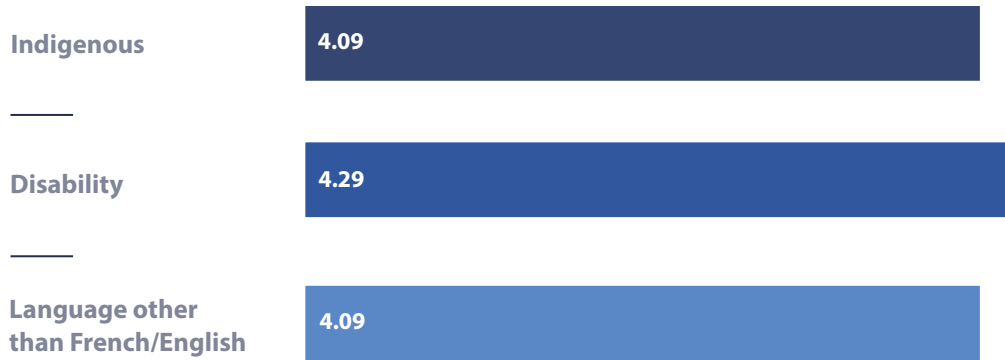
Average response from Burnaby residents



In Burnaby, over 6 in 10 (62%) were very supportive, while about 12% were not at all supportive. On a scale of 0 to 5, the average response was 3.93.

Among Forest Grove residents, 24.5% of respondents were very supportive, while 36.9% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 2.22. Among UniverCity residents, 81.6% of respondents were very supportive while 3.6% of respondents were not supportive at all. On a scale of 0 to 5, the average response was 4.57.

Within Burnaby, over half of those who did not work or study at the SFU Burnaby campus or on Burnaby Mountain were very supportive, while about 16% were not at all supportive. On a scale of 0 to 5, the average response was 3.56.

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

About 68% of Indigenous respondents were very supportive, while 12% were not at all supportive. On a scale of 0 to 5, the average response was 4.09.

Of those who report having a visible or invisible disability, over 7 in 10 (71%) are very supportive, while 8% are not supportive at all. On a scale of 0 to 5, the average response was 4.29.

Of those whose first language is other than English or French, about 68% are very supportive while 12% are not supportive at all. On a scale of 0 to 5, the average response was 4.09.

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

There were a range of comments with themes similar to the responses to the previous open-ended question. Most feedback indicated general support for the project. Of the respondents who provided additional comments, the following were the most frequently recurring themes:

Key themes**Safety**

- Safety in general
- Comments and suggestions regarding the need for emergency and evacuation planning
- Comments about measures to limit the spread of COVID-19 or future pandemics
- Comments about cable failure and vandalism

Route selection

- Explicit preferences for one or more of the three routes
- Explicit opposition to one or more of the three routes
- Suggestions for alternative routes
- Interconnectivity with other rapid transit systems and the rest of the region
- Questions and comments about specific route details
- Parking requirements

Key themes

Technology and design

- Build with future capacity increases in mind
 - Comments regarding terminal design and location
 - Comments regarding cabin layout and design
 - Comments in favour of a reliable option that will operate in all weather conditions
 - Suggestions regarding alternative route technology options, including SkyTrain, underground tunnels, winter tires, autonomous buses, and electric buses
-

Neighbourhood concerns

- Residential impacts should be considered
 - Concerns regarding construction impacts
 - Concerns regarding noise, visual, and privacy impacts for residents in close proximity to Route 1
 - Concerns regarding compensation and impact on property values for residents in close proximity to Route 1
-

Experience and accessibility

- Accessibility for people with disabilities, the elderly, and young families should be considered a priority
 - Accessibility for bicycles should be a priority
 - Questions and suggestions regarding cabin frequency and hours of gondola service
 - Questions and comments regarding fares
 - General comments on the customer experience, including views, cleanliness, music, seating, and air conditioning
-

Environment

- Concerns about the project impacts on the Burnaby Mountain Conservation Area
 - Questions regarding whether a gondola is the most environmentally friendly mode of transportation for Burnaby Mountain
-

Other

- General support for the project
 - General opposition to the project
 - Concerns about project viability and the project business case
 - Comments about the public consultation process or materials
 - Comments that the broader public interest should be prioritized over localized concerns
 - Comments about the economic impacts of a new gondola, including new tourism, recreation, and development opportunities
-

7.B. GENERAL STAKEHOLDER MEETING

21 people attended the general stakeholder meeting on September 17. Discussion included the following common themes:

Key themes

Safety

- Questions about vandalism at the Sea to Sky Gondola
 - Questions about system maintenance
-

Route selection

- Expressions of support for the project and route preference (Route 1)
-

Technology and design

- Questions about terminal design and location
 - Questions about tower height
 - Questions and comments about the design considerations and principles
 - Questions about cabin layout and design
-

Experience & Accessibility

- Questions about accessibility of the gondola cabins for bicycles
 - Questions about hours of operation for the gondola
 - Questions about accessibility for people with disabilities
-

Environment

- Questions about tree loss and environmental impacts
-

Other

- Concerns about the impacts of a tower on the Burnaby Mountain Golf Course
 - Questions about what happens if the gondola is not built
-

7.C. VIRTUAL OPEN HOUSE AND TELEPHONE TOWNHALL

In total, 110 people attended the open house on September 19 and telephone townhall on September 22. Discussion included the following common themes:

Key themes

Safety

- Questions about general safety and emergency plans
 - Questions about the impact of the pandemic on the project
 - Questions and concerns about Route 3 and proximity to the tank farm
 - Concerns regarding hydro lines
 - Questions about vandalism at the Sea to Sky Gondola
-

Route selection

- Expressions of support for the project and route preference (Route 1)
 - Questions about specific route details
 - Questions about alternative routes or technology options
 - Questions about vandalism at the Sea to Sky Gondola
 - Questions about travel time calculation methodology
-

Technology and design

- Questions about passenger boarding on angle stations
 - Questions about terminal design and location
 - Questions about cabin layout and design
 - Questions about comparisons to other gondola systems
 - A request for a cost benefit analysis to account for electric buses, rather than diesel
 - Questions about tower height
-

Neighbourhood concerns

- Concerns regarding noise, visual, and privacy impacts for residents in close proximity to Route 1
 - Questions about impact on property values for properties in close proximity to Route 1
-

Experience & Accessibility

- Questions about lost bus service to Burnaby Mountain
 - Questions about fare structure
 - Questions about future ridership projections
 - Questions about the frequency of gondola service and hours of operation
 - Questions about weather impacts on buses driving up Burnaby Mountain
-

Environment

- Questions about tree loss and environmental impacts
-

Other

- Questions about the timeline and approval process and/or construction timeline
 - Questions about the cost of building and operating the gondola
 - Questions about moving goods up to SFU
-

7.D. FOREST GROVE WORKSHOPS

In total, 48 people attended the two Forest Grove workshops on September 24 and 29. A number of residents in these workshops expressed concerns regarding the impact of Route 1 on the enjoyment of their properties. The comments and questions received regarding specific route alignments will be discussed in detail in the next round of consultation. Discussion included the following common themes:

Key themes

Safety

- Questions about safety in general and emergency plans
 - Concerns about ice bombs
 - Questions about vandalism at the Sea to Sky Gondola
 - Questions about the impact of the pandemic on the project
 - Question about whether people will be able to throw items out of windows
-

Route selection

- Questions about route details
-

Technology and design

- Questions about comparisons to other gondola systems
 - Questions about terminal design and location
 - Questions about cabin layout and design
-

Neighbourhood concerns

- Questions about noise, visual, and privacy impacts for residents in close proximity to Route 1
 - Questions about compensation for residents
 - Questions about impact on property values for residents in close proximity to Route 1
 - Question about the impact of mountain bikes in the neighbourhood
-

Experience & Accessibility

- Questions about lost bus service to Burnaby Mountain
 - Questions about accessibility for people with disabilities
 - Questions about accessibility of the gondola cabins for bicycles
 - Questions about the frequency of gondola service
 - Questions about ridership projections
-

Environment

- Questions about tree loss and environmental impacts
-

Other

- Questions about the timeline and approval process and/or construction timeline
 - Questions about the cost of building and operating the gondola
 - A request for a cost benefit analysis to account for electric buses, rather than diesel
 - Question about project funding
-

7.E. EMAILS AND PHONE CALLS

In total, TransLink received 39 emails and 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 comments received in the survey and engagement sessions.

A short summary of interactions is provided below:

Requesting additional information about the project or engagement period

Expressing support for or opposition to a particular route

Comments and concerns regarding safety

Suggestions for alternative routes

Expressing general support

Question regarding loss of bus service

Comments and questions regarding the cost of the gondola

Expressing environmental concerns

Requests for specific route details

Expressing general opposition

Question regarding availability of parking

Comment regarding the importance of consultation with Indigenous (First Nations, Métis and Inuit) communities

Questions about alternative technology options

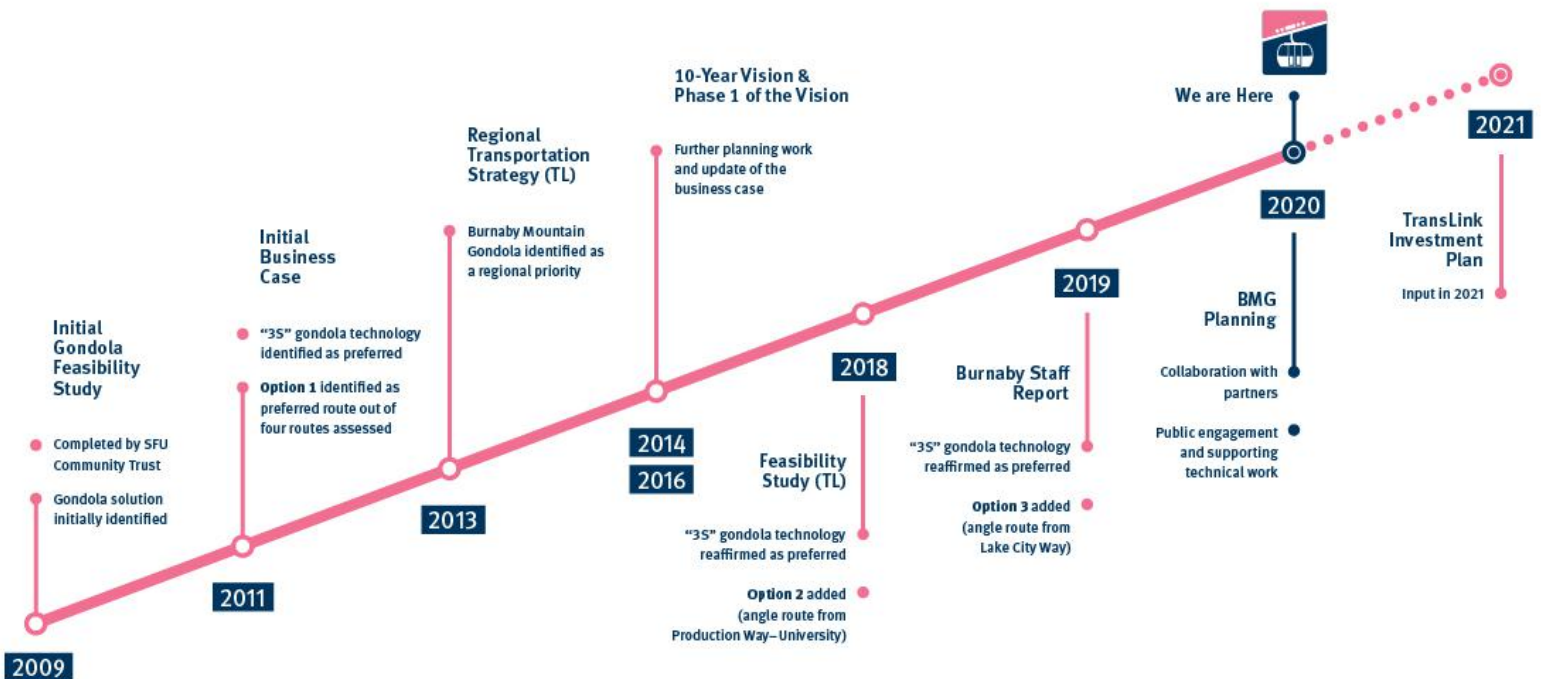
Expressing privacy concerns

8.0

Next steps and ongoing engagement

This first round of engagement on the Burnaby Mountain Gondola will help to inform the next stage in the planning process, which is to evaluate the three route options. The next round of engagement is scheduled to take place in fall 2020.

Following the conclusion of these two phases of public engagement, TransLink will present a single route and design to the Mayors' Council, for direction on next steps. The Burnaby Mountain Gondola project is not yet approved or funded.



Appendix A

Notification materials

Postcard



Burnaby Mountain Gondola

Public Engagement

September 1 to 30, 2020

To learn more about our engagement opportunities, and to complete the survey, visit translink.ca/gondola
Contact us: gondola@translink.ca or Tel 778.375.7220



We want to hear from you!

From September 1 to 30, TransLink is undertaking public engagement on the proposed Burnaby Mountain Gondola.

A gondola would provide **fast, frequent, and reliable** service between the SkyTrain and Burnaby Mountain. Sharing information about the three proposed routes as well as neighbourhood interests is a key part of our planning.



Burnabynow digital ads

Burnabynow MENU

New SFU prez moving in atop Burnaby Mountain
The world has changed since Jay Johnson was appointed last year.

Cornelia Taylor / Burnaby Now
SEPTEMBER 5, 2020 12:45 PM

TRANS LINK

Have your say on the proposed Burnaby Mountain Gondola.

Take the survey

Bachelor of Design in Graphic Design

POPULAR BURNABY NOW

You Might Like: **Doggoes, not doggoers grabbed Lucy from Burnaby park police** (SEPTEMBER 4, 2020)

Man who used leased Burnaby house for short-term rentals loses court battle (SEPTEMBER 4, 2020)

Driver who ran over flaggers in Burnaby found not criminally responsible (SEPTEMBER 4, 2020)

Burnaby health lounge brings hospitality, happiness and welcoming culture (SEPTEMBER 4, 2020)

Another Burnaby

Burnabynow MENU

TRANS LINK

Have your say on the proposed Burnaby Mountain Gondola.

Take the survey

HEADLINE NEWS Burnaby libraries to open doors to visitors again

NEWS **Keep Burnaby's extended patios through next spring: Dageraad Brewing**
Dustin Godfrey / Burnaby Now
SEPTEMBER 4, 2020
The ability of Burnaby businesses to expand their patios this summer has been an important lifeline for the handful who have been permitted to do so, says one brewery owner...

ON LABOUR DAY LET'S RECOGNIZE OUR NURSES AND ALL WORKERS

WISCONSIN SAFETY HAS NEVER BEEN MORE IMPORTANT
Nurses continue working long hours delivering safe patient care when British Columbians need it most. Please do your part by following public health guidelines to help keep us all safe.
Theodore Gygis
President, BC Nurses Union

VOTE NOW for Burnaby's A-List 2020
Complete your ballot for a chance to win four tickets to Grouse Mountain.

SUPPORT LOCAL NEWS Local news matters
Your support is vital to helping us provide free local news.

The latest on COVID-19
Local and global updates →
City of Burnaby →

We're here for you!
Business owners get FREE listings on guidedby.ca

Shop over 50 t-shirts
Nostalgic designs tell the story of B.C.

Sign Up For Our e-Newsletter!

NEWS **'Fist-sized' bag of drugs, cash seized after suspected drug dealing in Burnaby**
SEPTEMBER 4, 2020

NEWS **Suspicious Burnaby apartment fire sparks arson investigation**
SEPTEMBER 5, 2020

EDUCATION **New SFU prez moving in atop Burnaby Mountain**
SEPTEMBER 5, 2020

NEWS **Burnaby libraries to open doors to visitors again**
SEPTEMBER 5, 2020

NEWS **Time has come for BIPOC voices in theatre: Burnaby actor**
SEPTEMBER 5, 2020

NEWS **Man who used leased Burnaby house for short-term rentals loses court battle**
SEPTEMBER 5, 2020

NEWS **Labour Day celebrations go virtual in the face of COVID-19**
SEPTEMBER 4, 2020

SPONSORED CONTENT **BC Liquor Stores' 2017 Bordeaux release brings online request form for added safety**
SEPTEMBER 5, 2020

TRANS LINK

Have your say on the proposed Burnaby Mountain Gondola.

Take the survey


Social and Google digital ads




**Have your say on the proposed
Burnaby Mountain Gondola.**



Take the survey



**Have your say
on the proposed
Burnaby Mountain
Gondola.**



Digital transit shelter ad



Burnaby Mountain **Gondola** Public Engagement

September 1 to 30, 2020

Have your say on the proposed
gondola. Take the survey at
translink.ca/gondola



Newspaper ads



Burnaby Mountain Gondola

Public Engagement

September 1 to 30, 2020

Have your say on the proposed gondola.
Take the survey at translink.ca/gondola



Stakeholder emails

Subject: Invitation to Participate in Burnaby Mountain Gondola Transit Planning
Date: Thursday, September 3, 2020 at 12:14:15 PM Pacific Daylight Time
From: Gondola
To: Gondola
CC: Purewal, Bal

Good afternoon,

Since 2019, TransLink has undertaken planning and project development for a proposed gondola on Burnaby Mountain. We've been working closely with the City of Burnaby and Simon Fraser University (SFU) throughout the planning process.

The Burnaby Mountain gondola would create a better regional connection for students, employees and residents who travel between Burnaby Mountain and other parts of Metro Vancouver. On a typical day there are over 25,000 trips made by SFU students, staff, faculty, and residents of Burnaby Mountain, making it one of the busiest bus routes in Metro Vancouver. As SFU and UniverCity grow, ridership and demand growth will make it harder to service the existing route with buses that are already running overcapacity.

TransLink would like to invite you to a key stakeholder meeting to seek feedback and provide details on the proposed gondola, including the three potential route alignments under consideration. Details below:

**Thursday, September 17, 2020
11:00 am to 12 noon**

**RSVP to gondola@translink.ca or by phone to 778-375-7220 by Wednesday, September 9th with attendee's name, organization and email address.
Attendance is limited, so please respond quickly.**

For more information on the Burnaby Mountain Gondola, public engagement activities, and to complete the online survey, go to www.translink.ca/gondola

Thank you – we look forward to working collaboratively with you on the proposed Burnaby Mountain gondola!
Burnaby Mountain Gondola Project Team

Subject: Opportunity for Forest Grove Residents to Learn More - Burnaby Mountain Gondola
Date: Friday, September 11, 2020 at 12:34:34 PM Pacific Daylight Time
From: Gondola
To: Gondola
Priority: High
Attachments: BMG Poster for Forest Grove.pdf

Good afternoon,
We would very much appreciate if you could share the following information with your residents and share the attached poster in a visible location as well.
Thank you,
Burnaby Mountain Gondola Project Team

We Want to Hear From You!

Public engagement for the proposed Burnaby Mountain Gondola has started. We encourage you to attend one of the community meetings specifically for Forest Grove residents. There are two dates available and meetings will take place online. At these meetings, you will hear directly from the project team and you will have an opportunity to ask questions specific to your concerns as a resident of Forest Grove. Please email me back and let me know which date/time works for you and I can register you.

Event	Date	Time
Forest Grove workshop #1	September 24	2:00PM-3:00PM
Forest Grove workshop #2	September 29	7:00PM-8:00 PM

Learn more at <https://engagetranslink.ca/>.

RSVP and questions or comments can be emailed to gondola@translink.ca or by phone at 778-375-7220. Thank you for getting involved!

Appendix B


Engagement materials

Website
translink.ca/gondola

The screenshot shows the TransLink website interface for the Burnaby Mountain Gondola. At the top right, there are links for "Contact Us" and "Login to Transit Alerts". The main navigation bar includes the TransLink logo and links for "Trip Planner", "Next Bus", "Fares", "Schedules and Maps", "Rider Guide", "Alerts", and "More". Below the navigation, there is a section for "All Modes" with a speaker icon, updated on "26-Aug-2020 05:05 PM", and an "Advisory" button. A breadcrumb trail shows "Burnaby Mountain Gondola". The main heading is "Burnaby Mountain Gondola". Below the heading is a video player titled "Burnaby Mountain Gondola Public Engagement" with a play button, "Watch later", and "Share" options. The video thumbnail shows a gondola station with people, including a person in a wheelchair. A "Chat with us" button is located at the bottom right of the video player area.

Website

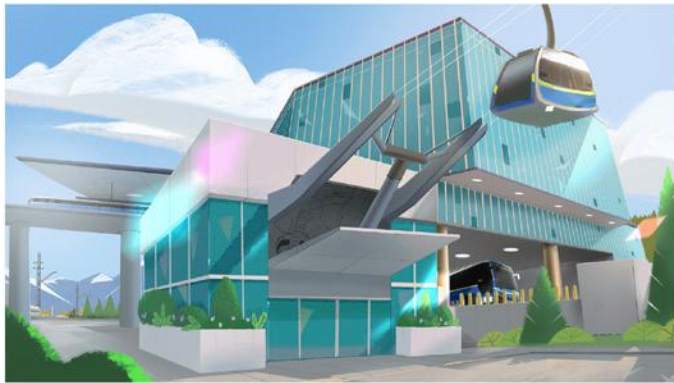
engagetranslink.ca/burnaby-mountain-gondola/

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

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

Public Survey

Phase 1: Sept 1-30, 2020

Q1 Prior to today, how familiar were you with the proposed Burnaby Mountain Gondola?

- Very familiar (e.g., I have 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

Q2 How important are each of the following values to you in relation to the proposed Burnaby Mountain Gondola, where '0' is 'not at all important' and '10 is 'very important'.

- Improve frequency and travel time relative to current bus service
- Improve all-weather (snow, ice, and wind) and daily travel reliability
- Provide a safe and secure service
- Provide an additional route to and from Burnaby Mountain in the event of a major incident
- Provide a connect from the existing rapid transit network to Burnaby Mountain to meet current and future travel demands
- Reduce GHG emissions and air pollution
- Minimize impacts to residents living near the gondola
- Minimize impacts to environmentally sensitive areas
- Maximize access to key destinations in the SFU Burnaby campus and the UniverCity neighbourhood

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- Reduce GHG emissions and air pollution
- Minimize impacts to residents living near the gondola
- Minimize impacts to environmentally sensitive areas
- Maximize access to key destinations in the SFU Burnaby campus and the UniverCity neighbourhood

Q3 Is there anything else we should consider when assessing the three routes? (Max 100 words)

--

Q4 Is there anything else we should consider when assessing the three routes? (Max 100 words)

Q5 Do you have any other comments that you would like to share with us about the proposed Burnaby Mountain Gondola? (Max 100 characters)

Q6 I live in...

- Abbotsford
- Anmore
- Belcarra
- Bowen Island
- Burnaby
- Chilliwack
- Coquitlam
- Delta
- Langley (city)
- Langley (township)
- Lions Bay
- Maple Ridge
- Mission
- New Westminister
- North Vancouver (City)
- North Vancouver (District)
- Pitt Meadows
- Port Coquitlam
- Port Moody
- Richmond
- Surrey
- Squamish
- Tsawwassen First Nation
- Vancouver (including University Endowment Lands)
- West Vancouver
- White Rock
- Other

Q7 If you selected "Other," please complete: I live in...

Q8 Which area of Burnaby do you live in?

- The Forest Grove community
- UniverCity
- Another Burnaby Community (other than Forest Grove or UniverCity)
- Prefer not to say

Q9 The first three characters of my home postal code are:

Q10 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

Q11 Pre-COVID, how often did you typically use each of the following modes of transportation:

Bus:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

SkyTrain:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Drive alone in personal vehicle:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Carpool/ rideshare (passenger or drive):

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Motorcycle/ scooter:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Bicycle:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Walk:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

HandyDART:

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

West Coast Express

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Taxi

- Every day
- At least once a week
- At least once a month
- At least once a year
- Never

Q12 I identify as... (choose all that apply)

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

Q13 If you selected "Other," please complete: I identify as ...

Q14 How do you describe yourself? (choose any one option)

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

Q15 If you selected "Prefer to self-describe" please complete: I self-describe as ...

Q16 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

Q17 How did you hear about this survey: (choose all that apply)?

- TransLink staff/transit operator
- Community organization
- Postcard
- Poster
- Friends/family
- Reddit
- Newspaper ad

- Social media promotion
- Online news
- Online advertisement
- TransLink's Buzzer Blog
- City of Burnaby social media/Twitter
- TransLink social media (Twitter, Instagram, Facebook, LinkedIn)
- E-Newsletter
- City of Burnaby website
- TransLink website
- Virtual community workshop or info session
- Virtual open house
- Word of mouth
- Other

Q18 If you selected "Other," please complete: I heard about this survey through...

Presentation

An artistic illustration of a blue and white gondola suspended from two orange cables, gliding over a lush green valley. In the background, a city with various buildings is visible, set against a backdrop of rolling hills and mountains under a warm, sunset sky. A faint rainbow is visible on the right side of the image.

Burnaby Mountain Gondola

Open House

Why a gondola on Burnaby Mountain?



Direct Route

The most direct route connecting Skytrain with Burnaby Mountain



Capacity

Enough capacity to meet demand over the next 30 years



Environment

Reduce GHG emissions and air pollution



Reliable

Address overcrowding and weather-related reliability issues



Cost-Effective

Require less annual operating costs than current bus service



Customer Experience

Improve customer experience through reduced travel time and ease of travel

User Experience: Travel Time

Skytrain

Bus

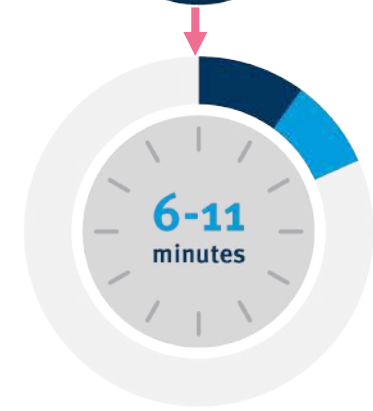
SFU



Skytrain

Gondola

SFU



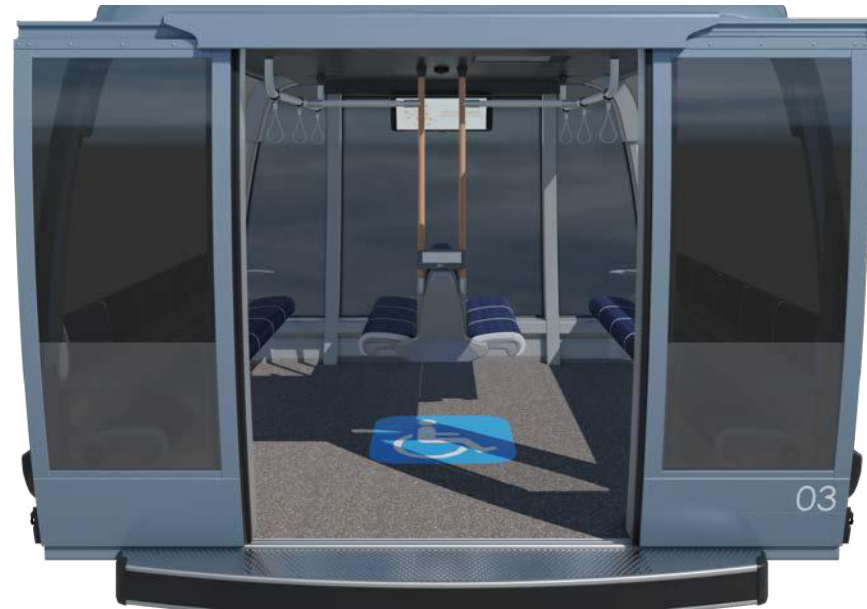
Proposed Routes Connecting Burnaby Mountain to SkyTrain



3S Gondolas

3S Gondola Cabins

- Up to 35 passengers
- Can accommodate mobility devices, strollers, bikes



3S Gondola Cabins



Urban Transit Gondolas

Portland, Oregon

Aerial Tram



**Burnaby Mountain
Gondola**
Public Engagement

La Paz, Bolivia

***Monocable
detachable
gondola***



**Burnaby Mountain
Gondola**
Public Engagement

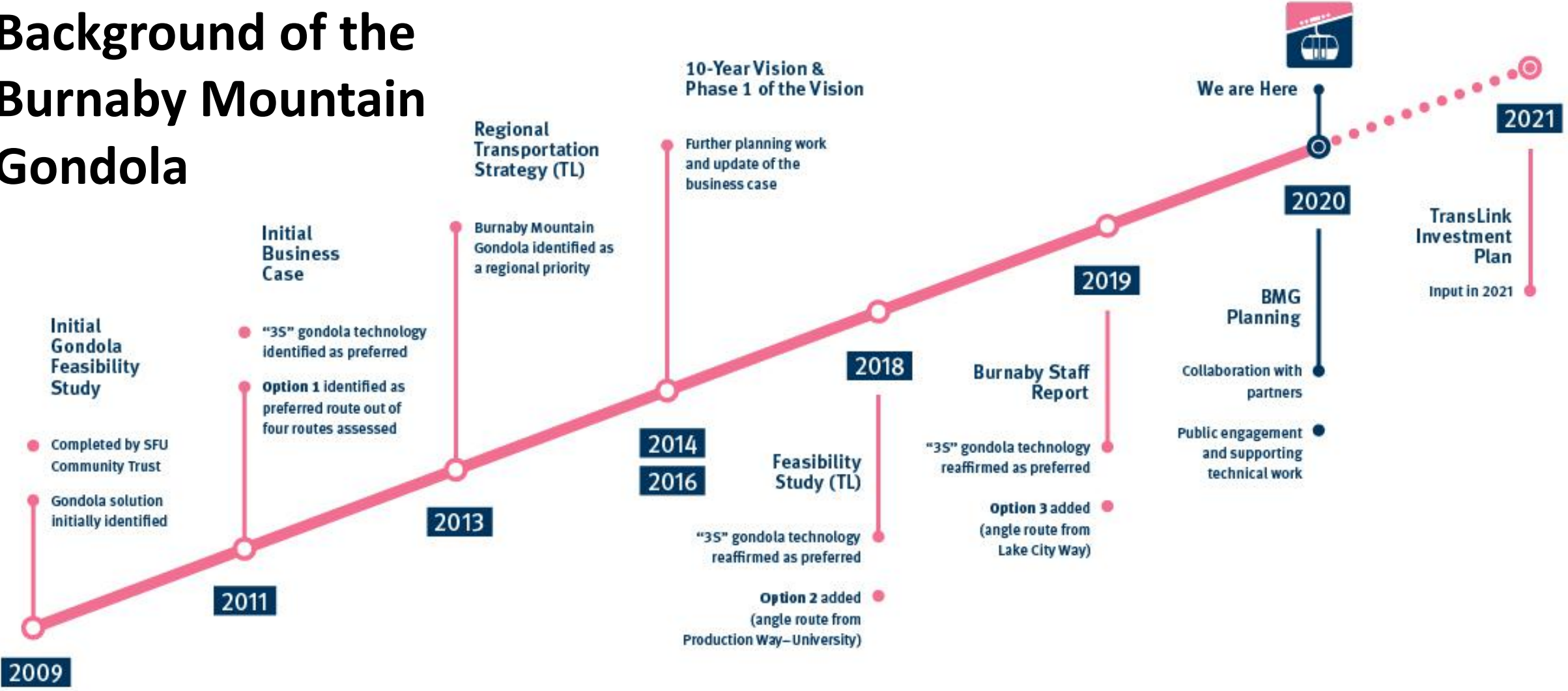
Voss, Norway

3S gondola



Gondola Planning

Background of the Burnaby Mountain Gondola



Burnaby Mountain Gondola: Planning

Engagement Program

- Public engagement
 - Pre-engagement activities
 - Two rounds of engagement
- Indigenous engagement
 - Ongoing: Musqueam, Kwikwetlem, Tsleil-Waututh, and Squamish

Technical Program

- Supportive technical work
- Concept level design of three routes
- Route evaluation



City of Burnaby's Core Principles for Developing a Gondola

TransLink is guided by five core principles developed by the City of Burnaby to assess a gondola service from SkyTrain to Burnaby Mountain:



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

Design Considerations



Transportation

Gondola travel time, connection to SkyTrain lines, and to SFU campuses



Environmental

Critical habitat for species at risk, trees, riparian areas and streams



Residential

Visual presence, noise, and privacy of residential communities



Land Use

Redevelopment of properties near terminals



Utilities

BC Hydro, Fortis BC and Trans Mountain lines

Proposed Routes Connecting Burnaby Mountain with SkyTrain



Have your say from September 1-30, 2020

Go to translink.ca/gondola to learn more and complete
the online survey

Contact us:
gondola@translink.ca
or 778-375-7220

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

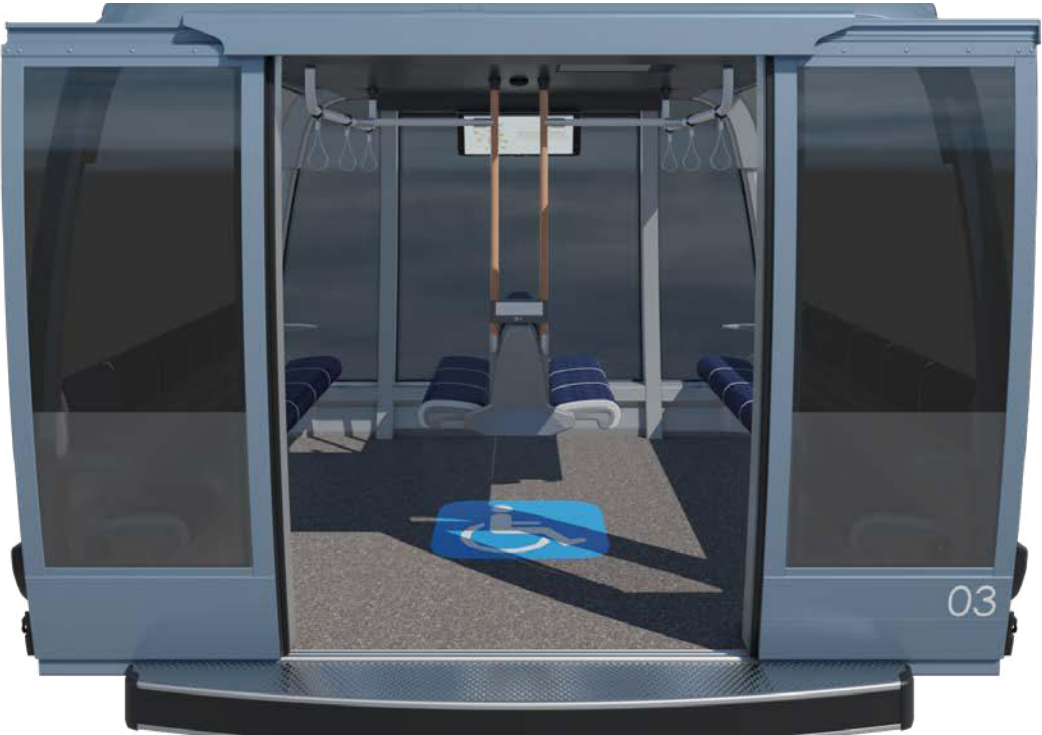
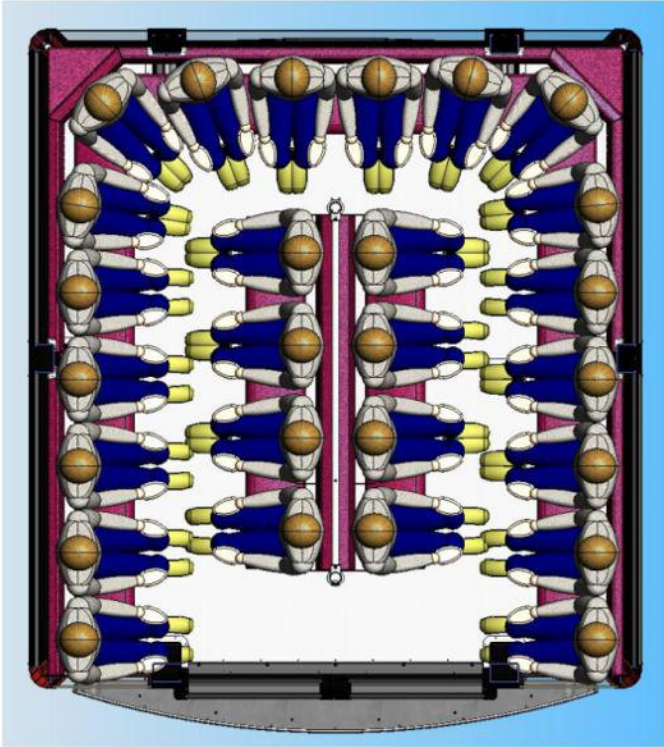
You may also **click on the Q&A tab** on the bottom of your screen to type your question.

REFERENCE SLIDES

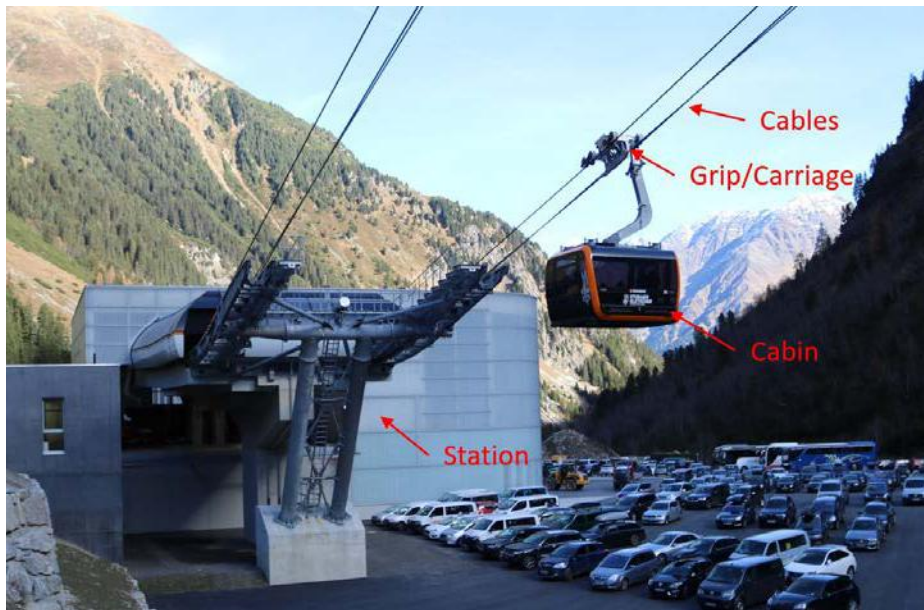
Previously Considered Routes



Typical 3S Gondola Cabin Configurations



Gondola Cabin Configuration



Example: terminals, located at top and bottom of gondola route



Example: tower



Example: top tower

3S Gondola: Safety

- **Constructed and operated differently than Sea to Sky Gondola**
 - Burnaby gondola will have 3 three high-strength, multi-strand steel cables (vs. S2S 1-cable system)
 - Cabins stored overnight (not on cable).
- **Strong security measures.**
 - TransLink will have security systems in place to monitor the integrity of the gondola, like it has for SkyTrain.
 - The towers and stations would be designed to prevent unauthorized access.
- **There are many gondola systems around the world with strong safety records.**



Cabins stored in station overnight.

Design Considerations: Transportation



- Travel time:
 - **Speed:** Cabins travel at 8m/second or about 27 km/hr.*
 - **Distance:**
 - Route 1 is 2.7 km
 - Route 2 is 3.7 km
 - Route 3 is 3.6 km
 - **Alignments:**
 - Route 1: straight alignment
 - Routes 2 and 3: angle alignment

Approximate travel times

Route 1: 6 minutes

Route 2: 11 minutes

Route 3: 10 minutes

**Note: Total travel time is impacted by infrastructure, such as angle stations, which require cabins to slow down.*

Design Considerations: Environmental



- Gondolas have smaller footprints than other forms of transportation infrastructure.
- Angle stations and top terminal locations require the cabins to travel down to and up from ground level, which requires a clear path of travel for the gondola.
- Designs minimize and mitigate impacts to:
 - Sensitive environmental areas (Burnaby Mountain Conservation Area)
 - Critical habitat for at-risk species
 - Riparian areas and streams
 - Tree loss

Design Considerations: Residential



- Gondola systems emit noise at two points – when cabins pass over towers and at stations. Locating towers outside of residential communities will limit gondola noise.
- The gondola system will pass over buildings. Visual impacts and privacy concerns can be mitigated through design and [technological solutions](#).
- Designs minimize and mitigate impacts to residential communities:
 - Towers
 - Noise
 - Aerial rights
 - Visual impacts
 - Privacy

Design Considerations: Land Use Planning & Utilities



- There are two sites in the redevelopment process located near both lower terminal locations at Lake City Way and Production Way–University Stations.
- Designs minimize and mitigate impacts to potential site designs:
 - 3131 Lake City Way
 - 3100 Production Way

- Utilities restrict the route designs, because they are for the most part immovable
- Designs minimize and mitigate impacts to utilities:
 - Sewer lines:** Metro Vancouver trunk sewer
 - Power lines:** BC Hydro lower voltage distribution lines and higher voltage transmission lines
 - Pipelines:** Fortis BC, Trans Mountain



Map of Burnaby Mountain



Burnaby Mountain Gondola - highlights

Capacity: vehicle

- Gondola cabin: 35 people
- Articulated bus: 100 people

Capacity: people per hour per direction

- Gondola: 3,000
- Bus (#145): 1,400

Passenger wait time (frequency):

- Gondola cabins: <1 minute
- Bus: 5-15 mins (passengers may have to wait to board bus)
- Trip time from Production Way-University to SFU
- Gondola: 6-11 mins (varies by route)
- Bus: 15 mins (passengers may have to wait for 2-3 buses increasing trip time to 20-30 mins)

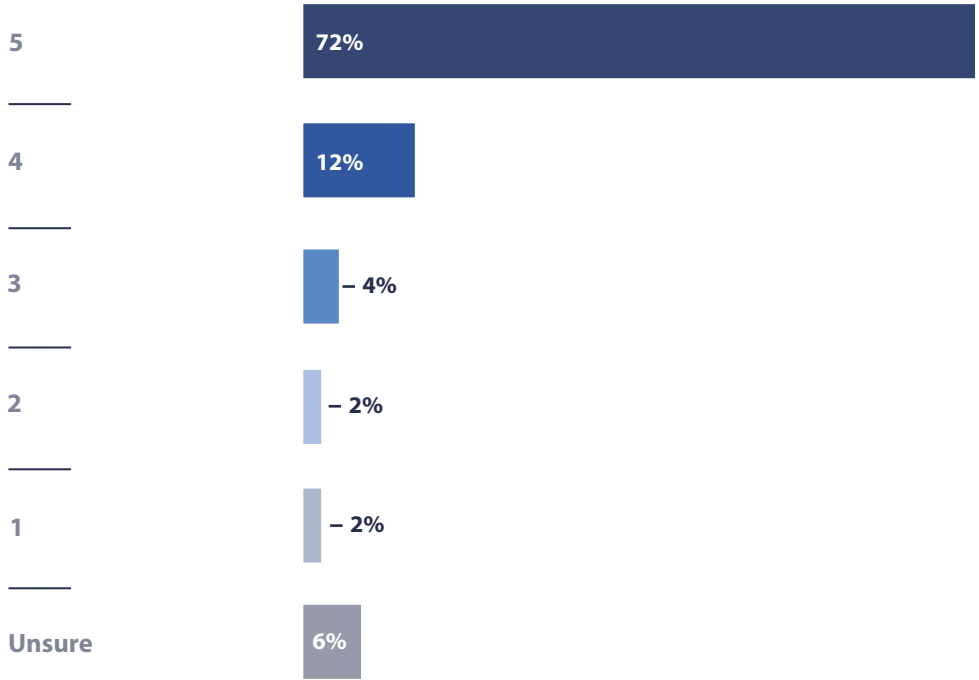
Appendix C

What we heard

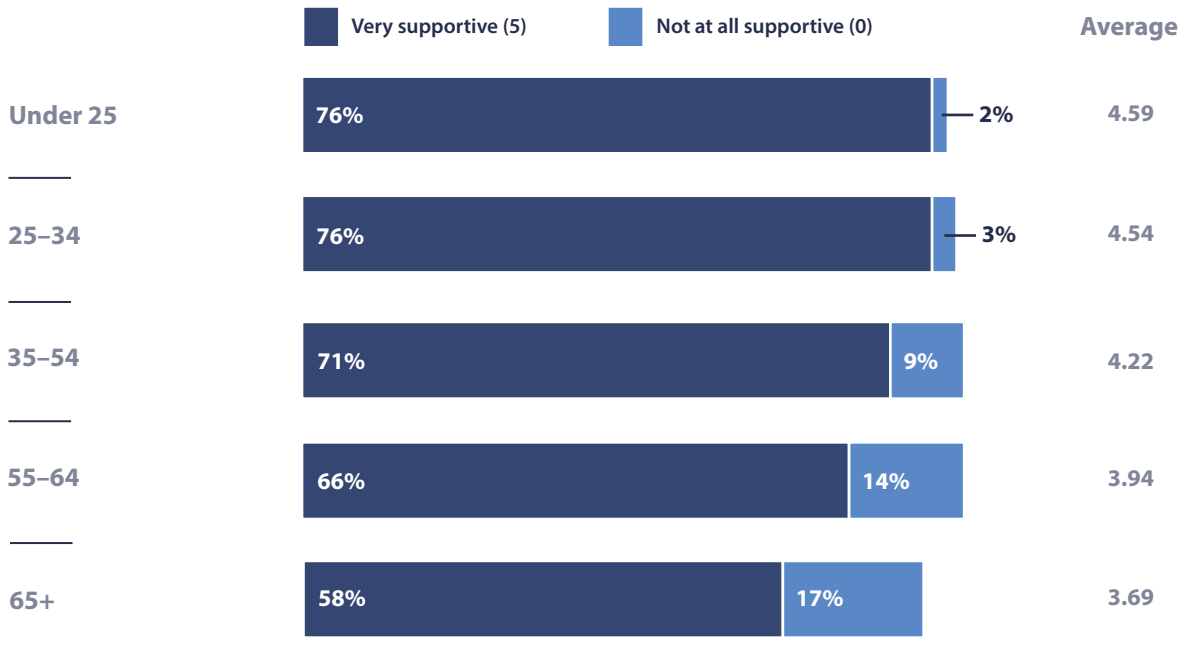
BASED ON WHAT YOU HAVE READ, SEEN, AND HEARD ABOUT THE PROPOSED GONDOLA CONNECTING SKYTRAIN TO BURNABY MOUNTAIN, WHAT IS YOUR LEVEL OF SUPPORT?

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.'

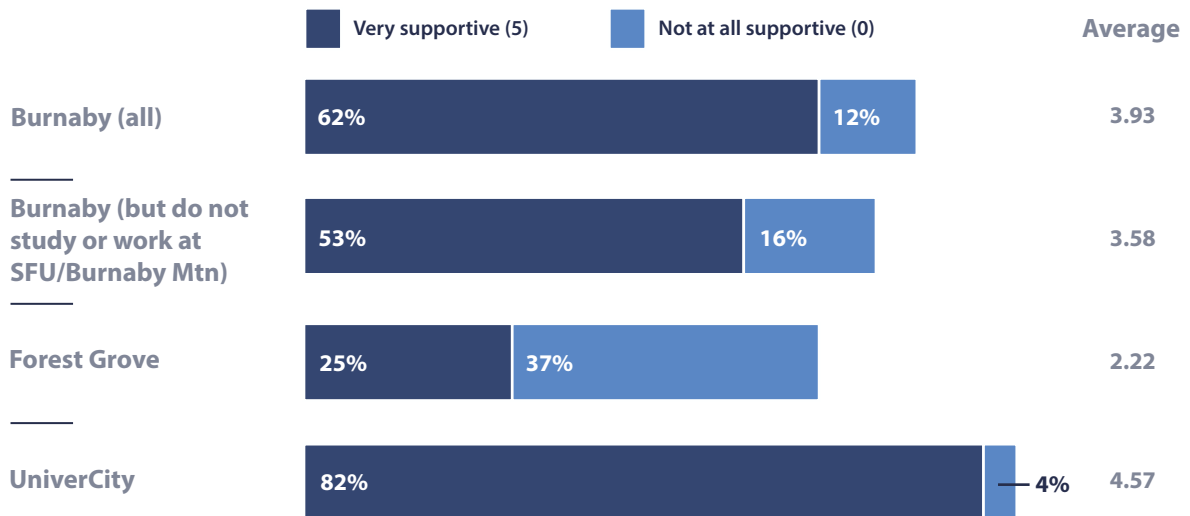
Overall:



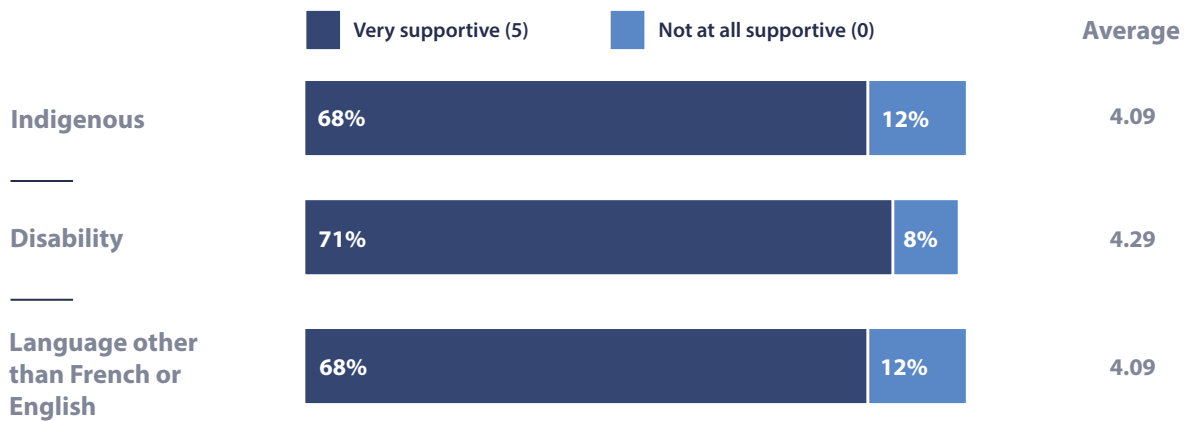
Results by age group:



Burnaby results:



Results by identity (self-identified):



Kirk&Co.



Please recycle if printed.