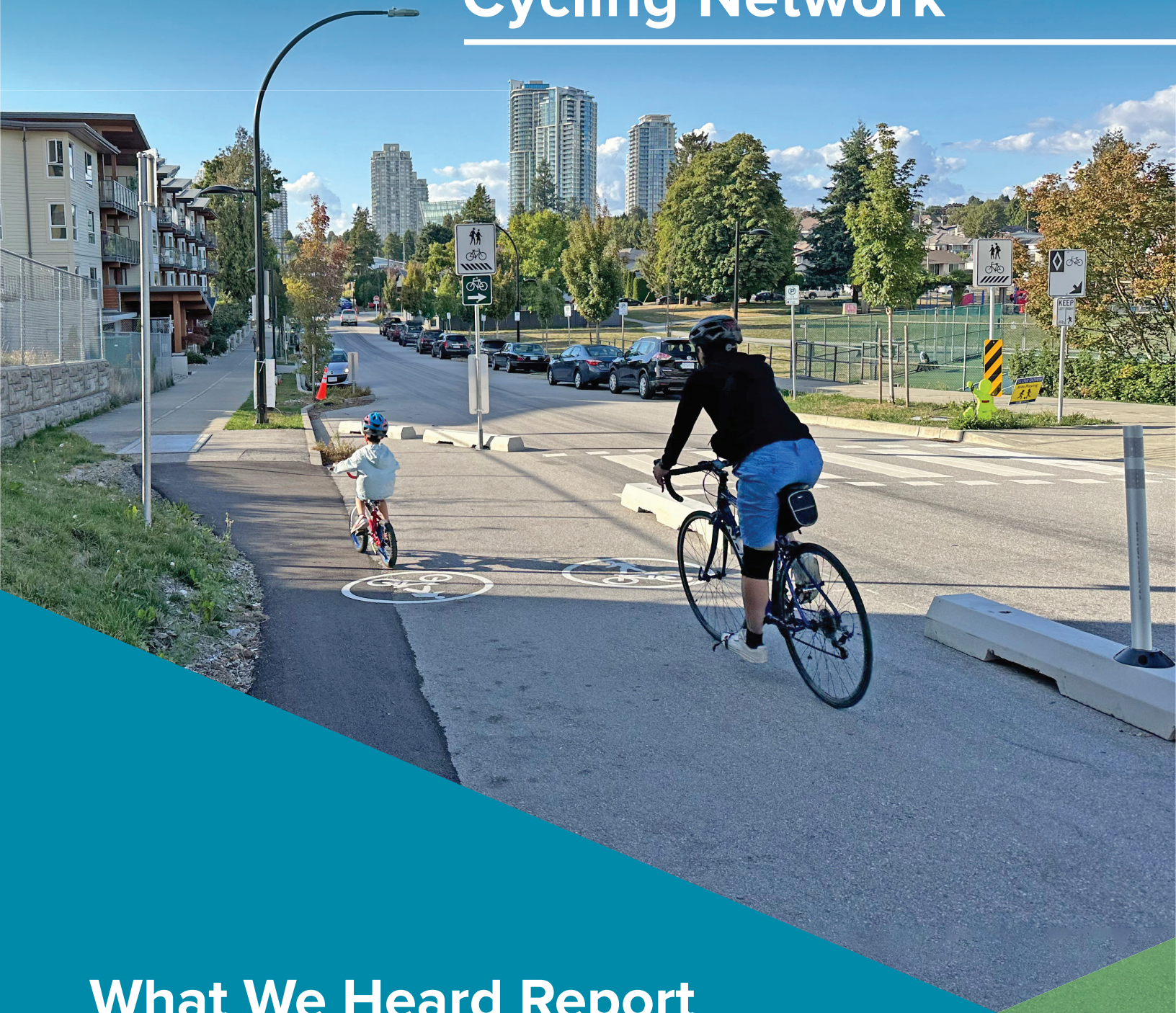


Edmonds Town Centre Cycling Network



What We Heard Report Phase 1: Public Engagement January 2024

An aerial photograph of Burnaby, British Columbia, showing a dense urban area with numerous high-rise apartment buildings and commercial structures. The city is surrounded by lush green forests, and in the background, the blue-toned mountains of the Coast Range are visible under a clear sky. The image is overlaid with a semi-transparent blue filter.

LAND ACKNOWLEDGEMENT

Burnaby is located on the ancestral and unceded homelands of the hə́ŋqəmiŋə́m and Sḵwxwú7mesh Sníchim speaking peoples. We are grateful for the opportunity to be on this territory.



About This Report

As part of the City's Priority Cycling Network that is envisioned in Burnaby's Transportation Plan, *Connecting Burnaby*, the City is looking to improve the current cycling network in the Edmonds Town Centre area. The project is working towards a complete, safe and comfortable cycling network for people of all ages and abilities (AAA). The network is being completed in two phases. Phase 1 included construction of neighbourhood bikeways and other cycling improvements along five corridors. The remaining corridors identified for the Edmonds Town Centre Cycling Network will be constructed in Phase 2.

This report provides a summary of the community and stakeholder engagement conducted for Phase 1 of the Edmonds Cycling Network Improvements project. Engagement for Phase 1 was conducted between May and October 2023 and was designed to raise awareness for the bikeway network and gather community feedback on the constructed cycling routes.

This report provides a summary of the Phase 1 engagement, including promotional efforts, engagement activities and what we heard. The views represented in the feedback reflect the priorities and concerns of those respondents who chose to participate in the engagement process only and may not be representative of the general public. Respondents elected to take the survey and provide feedback in engagement activities, and their responses do not reflect a random sample.

While only top themes are included in this report, the City has reviewed and considered all feedback.

Background

Through the Edmonds Town Centre Cycling Network improvements project, the City of Burnaby aims to expand the city's local and regional cycling network connections. The primary goal is to provide protected, connected and continuous cycling routes to key areas in the neighbourhood including schools, parks, commercial retail and major transit hubs such as the Edmonds SkyTrain Station.

This project includes cycling routes that are designed to an all ages and abilities (AAA) standard and will allow cycling to grow as an equitable, safe and comfortable mode of choice for the community. A mix of different AAA cycling routes are envisioned for the Edmonds Town Centre, depending on the context of the street. To create safe and comfortable cycling routes across the Edmonds Town Centre area network, the City used a rapid implementation, or "quick build" approach to installation.

Rapid implementation involves using low cost and adjustable materials to construct instant cycling routes within the existing curb-to-curb space. Most quick build projects can be constructed in days or a few weeks and community members are able to try out the new routes and provide informed feedback about their experiences and how the routes can be improved for all road users. Being able to experience the quick build cycling routes could spark questions, concerns and ideas for the project team to consider. It also allows the project team to observe, collect data and adjust as needed.



Communication and engagement objectives

The overall communications goal for Phase 1 of the Edmonds Town Centre Cycling Network project was to raise awareness for the bikeway network and gather feedback on the instant cycling routes.

The communications and engagement objectives for this project were as follows:

To inform community members of:

- » why the City is undertaking the Edmonds Town Centre Cycling Network project
- » what 'rapid implementation' means and why the City is following this approach
- » the project background and context
- » the timeline and next steps of the Edmonds Town Centre Cycling Network
- » why each corridor was selected
- » opportunities to engage, learn more and provide feedback

To consult with community members on:

- » the general level of support for the overall proposed bikeway network and the selected corridors
- » the likelihood that the public and stakeholders will use the network
- » what the public and stakeholders like about the overall network
- » what the public and stakeholders think is missing or could be improved in the overall network, including missing connections or suggested changes to the network
- » options being considered for Mary Avenue improvements





Engagement Activities

Promotional efforts

The engagement period was active between May and October 2023 and was promoted using the following methods:

Method	Description	Dates
Burnaby.ca website	Webpage with project information and link to online survey	Webpage launched April 20, 2023. Survey was available between May and September 2023
Postcard mail out	First postcard: Provided link to webpage and QR Code to online survey. Mailed 11,792 pieces Second postcard: Mailed 15,617 pieces Targeted letter to Mary Ave area residents: Mailed 2,201 pieces	First postcard: Mailed April 14, 2023 Second postcard: Mailed September 25, 2023 Targeted letter to Mary Ave area residents: March 3, 2023
Social media posts	Organic posts and paid ads on X (formerly Twitter), Facebook, Instagram and LinkedIn	Ongoing promotion from April 14 to September 30, 2023
Newspaper advertisements	Print ad in Burnaby Now newspaper Digital ads in the Burnaby Now eNews	Print ad: Published on April 20, 2023 Digital ads ran in September 25 and October 11, 2023 issues
eNewsletter to subscribers	Email newsletters to project subscribers with updates	May 15 and Sept 25, 2023
Media release /latest news	Official statement from the City introducing the project and inviting public feedback	April 14 and Sept 25, 2023



Community pop-ups

The City hosted two pop-up events on October 14 and October 18 outside the Edmonds Community Centre. In total, 178 participants attended and were able to connect with the project team to discuss the Edmonds Cycling Network project.

The following is a summary of what we heard:


- » Participants provided recommendations for alternative intersection designs along the Phase 1 corridors (9 comments).
- » Phase 1 cycling routes have increased congestion and traffic challenges for drivers (6 comments).
- » Respondents would like to see the cycling routes improved (5 comments).
- » Cycling routes feel separated and disconnected (5 comments).
- » Community members shared a variety of safety concerns along the Phase 1 corridors, including drivers not stopping at stop signs and needing improved lighting and visibility for cyclists (7 comments).
- » Phase 1 improvements have diverted traffic onto other streets, increasing safety concerns in other areas (5 comments).
- » The City needs to improve wayfinding and signage along cycling routes (5 comments).
- » Community members shared concerns about the speed of motor vehicles, specifically along 17th Avenue and Davies St. (4 comments).
- » Community members shared concerns about bike theft and noted there is a lack of bike parking at community destinations (2 comments).

Online survey

An online survey was available on the project website between May and September 2023. The survey was designed to collect feedback on the constructed cycling facilities. In total, 526 comments were received for all corridors combined. Below is a summary of the responses.

Comments applicable to all corridors

- » Across all corridors, **route connections** have been one of the main themes that respondents have noted (81 comments across all corridors). Respondents identified that they would like to see improved connectivity with strategic routes linking the Edmonds SkyTrain Station, the business hubs, parks, existing trails and various neighbourhoods in the community.
 - » Phase 2 of this project addresses many of the gaps that respondents mentioned; however, it may be beneficial to include simple illustrations showing where the proposed routes connect to.
 - » Some of the corridors mentioned require a long-term approach, such as having a protected bike lane along the entire stretch of Kingsway. It may be beneficial to clarify the rapid implementation approach as well as how this project ties to other plans, such as the 2021 Transportation Plan.

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- » **Mode separation** is one of the themes that the respondents think can be improved or changed about the pilot cycling improvements (63 comments across all corridors), for both local street bikeways and multi-use path corridors. For local street bikeways, many noted that they'd prefer to ride in a facility that is physically separated from motor vehicles. For multi-use pathways, some also mentioned they'd like to see separated facilities for pedestrians and cyclists.
 - » It appears that the local street bikeway concept might not have been well-received by the residents. It is possible that the traffic volumes are still high in the study area and the residents do not feel comfortable sharing the road space with motorists.
 - » It appears that the residents could benefit from more information about why some of the treatments were chosen (such as the treatment along 15th Street).
 - » **Additional traffic calming and/or traffic diversion** to further reduce the traffic volume and speed is another theme from the responses (30 responses across all corridors). Respondents noted that short cutting may still exist in the neighbourhood, additional traffic might have been added to adjacent streets, and the speed limit along the local street corridors is not adjusted to 30 km/h.
 - » Some respondents also mentioned the **engagement process** and said that it could use more information about some of the designs chosen (17 responses across all corridors).
 - » As with the respondents who are opposed to the project, **inconvenience to drive** and a **limited number of cyclists** were the two main reasons mentioned (64 responses across all corridors). Respondents said that they now have to drive extra distances to access their destinations in the neighbourhood. Some have also mentioned that they do not like the cycling improvement, as there are currently very few people who cycle in the neighbourhood.
 - » Other themes from the survey/phone/email responses include:
 - » Benefits from adding more bike parking, especially around businesses
 - » Intersection-specific design suggestions, such as adding pushbuttons at 16th Ave/Kingsway intersection, intersection control types (14th Avenue/Mary Avenue and 15th Street/Stride Avenue intersection)
 - » Lack of street lighting along some of the corridors
 - » Poor road pavement conditions
 - » Width of the driving aisle along local streets and conflict with the door zone of parked cars
 - » Safety concerns regarding the diverter implementation (resolved)
 - » Design vehicles at the traffic circle installed
 - » Additional warning signage
 - » Wayfinding signage
 - » Add green space and make the design more appealing
 - » Space constraints at the Edmonds/Kingsway intersection



15th Street

- » Out of the 62 comments received, 37 were written with a supportive tone and 5 of them were written with an opposing tone, with the rest being neutral.
- » 21 of the respondents noted that they liked the mode separation between active transportation and motorists and 5 respondents said they liked this corridor providing key connections.

Kingsway

- » Out of the 121 comments received, 72 were written with a supportive tone and 19 of them were written with an opposing tone, with the rest being neutral.
- » 35 of the respondents noted that they liked mode separation between cyclists and motorists.

Britton Street

- » Out of the 52 comments received, 26 were written with a supportive tone and 5 of them were written with an opposing tone, with the rest being neutral.
- » 7 of the respondents said that they liked the traffic calming measures in place and 3 of the respondents noted that they liked this corridor providing key connections.

16th Avenue

- » Out of the 110 comments received, 36 were written with a supportive tone and 30 of them were written with an opposing tone, with the rest being neutral.

Mary Avenue

- » Out of the 118 comments received, 56 were written with a supportive tone and 37 of them were written with an opposing tone, with the rest being neutral.
- » 34 of the respondents noted that they liked the traffic calming and/or diversion measures installed on the corridor.

18th Street Connector

- » Out of the 63 comments received, 33 were written with a supportive tone and 6 of them were written with an opposing tone, with the rest being neutral.
- » 9 of the respondents said that they liked the traffic calming measures in place and 8 of the respondents mentioned that they liked this corridor providing key connections.



Stakeholder Outreach

The City of Burnaby connected with cycling advocacy groups, including HUB Cycling, to review and—receive feedback on the Edmonds Town Centre Cycling Network Phase 1 cycling routes. Feedback from HUB is summarized below.

Mary Avenue

- » HUB noted that they liked the new speed humps that are reasonably easy to cross on a bike and new or repainted sharrows (a shared lane marking identifying the route as a neighbourhood bikeway) visibly mark the bikeway. They also noted that the concrete divider at 16th Ave effectively calms traffic along Mary Ave.
- » Recommendations for improvements include:
 - » Implement a 30 km/h speed limit.
 - » Add a physical barrier to support the no-left-turn sign from Edmonds St onto Mary Ave. The barrier may still allow right turns onto Mary Ave.

16th Avenue

- » HUB said that they liked the new speed humps that are reasonably easy to cross on a bike and new or repainted sharrows visibly mark the bikeway.
- » Recommendations for improvements include:
 - » Implement a 30 km/h speed limit.
 - » Add a cyclist-activation signal in both directions at the crossing at Kingsway and 16th Avenue.
 - » Consider some left turn restrictions from Kingsway eastbound onto 16th Ave eastbound.

Britton Street

- » HUB noted that they liked the new speed humps that are reasonably easy to cross on a bike and new or repainted sharrows visibly mark the bikeway.
- » Recommendations for improvements include:
 - » Implement a 30 km/h speed limit.
 - » Add wayfinding signs or markings to guide people on bicycles travelling
 - » along 15th Street to Britton Street and in the reverse direction
 - » along 16th Avenue to Britton Street and in the reverse direction
 - » Consider adding safety improvements for people on bikes crossing over to the bidirectional bike lane at 18th Avenue intersection, such as adding a speed bump, green paint, or a traffic circle.



18th Street Connector

- » HUB said that they liked that the traffic circle at 17th Ave and 18th St is appropriately sized and calms traffic, and there are additional flexible bollards protecting the pedestrian crossing.
- » Recommendations for improvements include:
 - » Implement a 30 km/h speed limit.
 - » Remove the stop sign at Stride Ave and add a traffic circle to make it easier to turn onto Stride Ave and offer protection for the crosswalk.

Kingsway

- » HUB noted that they liked the bike lane being fully separated from the vehicle traffic lanes.
- » Recommendations for improvements include:
 - » The curb ramps for the separated bike lane on the south side of Kingsway are fairly steep and require sharp turns. Longer and wider ramps would allow safer travel by bike.
 - » At the Edmonds and Kingsway intersection, there should be a “no right turn on red” restriction for vehicles turning right from Edmonds northbound onto Kingsway eastbound.
 - » A bikeway on 16th St could offer a shorter alternative in addition to the current routing.

15th Street

- » HUB noted that they liked the separated multi-use path.
- » Recommendations for improvements include:
 - » Implement a 30 km/h speed limit.
 - » Extend the multi-use path along the last block (10th Ave to 11th Ave).
 - » Remove the dismount sign (instruction signage for cyclists to get off their bicycles and walk instead of riding) at 15th St and 11th Ave.
 - » Consider building a separated walking lane next to the new multi-use path, or at least painting a line down the middle to indicate the direction people should cycle and walk.
 - » Address the inconvenience of switching sides at 13th Ave intersection for westbound cyclists.
 - » Address safety concerns when crossing the 14th Ave intersection.
 - » Add painted elephant's feet (Elephants' feet, or block markings, are a sequence of white squares laid out in parallel across a roadway that designate a crossing where cycling is permitted) crossing at 14th Ave intersection.



Public Correspondence

The community was able to provide feedback through a variety of means, including email, phone calls and voicemail, and social media comments. The City received more than 30 feedback comments through these communication methods, including two phone calls and four social media comments. Based on the feedback received, 18 individuals indicated they are supportive of the project and eight individuals are opposed.

Comments from the 18 individuals who indicated they are supportive of the project specifically mentioned their support for the diverter on Mary Avenue.

Of the eight individuals opposed to the project, seven would like to see the diverter removed.

Next Steps

Thank you to all community members who participated in the engagement activities for Phase 1. Your valuable feedback will be used to make adjustments to the Phase 1 cycling routes and inform our approach to the Phase 2 routes.

Please keep an eye out for upcoming engagement opportunities for Phase 2, where we will be designing and constructing the remaining network.



Engineering Department

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THIS IS 
CLIMATE
ACTION

