

# Still Creek Avenue Active Transportation Improvements

## What Has Been Done So Far

**Phase 1: Cycling Safety Review**  
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



**105**  
Letters mailed to businesses in the Still Creek Avenue Area



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



**4**  
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.

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

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

**3** 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.

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

# Still Creek Avenue Active Transportation Improvements

## *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



# Still Creek Avenue Active Transportation Improvements

## What We Heard from Interim Facility Users

### LIKES

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**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

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**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)

# Still Creek Avenue Active Transportation Improvements

## 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 transportation 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*

# Still Creek Avenue Active Transportation Improvements

## 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