

Southeast Bikeway Upgrade Project

Creating a safer and more complete cycling network for everyone

What We Heard Report

Phase 1 | Public Engagement

June 2025



Territorial Acknowledgement

We respectfully acknowledge that the City of Burnaby is located on the unceded territories of the xʷməθkʷəy̓əm (musqueam), skwx wú7mesh (squamish), səlilwətał (tsleil-waututh), and kʷikwə́λ̓ əm (kwikwetlem) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.

Purpose of the Document

The purpose of the document is to report on what we heard from Phase 1 of public engagement conducted as part of the Southeast Bikeway Upgrade Project. This document includes information about the study, an overview of the engagement process, and a detailed summary of what we heard regarding cycling conditions, safety concerns and facility improvements. This public feedback will be considered by the project team as we develop a concept design for the Southeast Bikeway Upgrade Project, which includes the Southeast and Big Bend areas.



North Fraser Way in Big Bend

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Executive Summary

Engagement overview

This report highlights key findings from Phase 1 of public engagement of the Southeast Bikeway Upgrade Project. Through this study, the City of Burnaby aims to make the Southeast and Big Bend areas safer for cycling and better connected for everyone. The project team engaged residents and users of these cycling routes to gather input on improving cycling facilities.

Thanks to everyone who participated in the online survey and pop-up events!

Public engagement

The project team carried out various engagement activities, including:

- » **One comment map** | An interactive map was shared with the public to gather input along the Southeast and Big Bend project corridors. Residents were invited to comment on their travel experiences, and 452 comments were collected, focusing on cycling, driving and walking.
- » **One community survey** | An online survey was available for the public to provide feedback on safety issues and potential improvements. A total of 151 people participated in the online survey.
- » **Two pop-up events** | The project team hosted in-person pop-up events to inform people about the project and to seek feedback. We had approximately 70 conversations with community members at these events.
- » **Communication through various channels** | The City promoted the survey and pop-up events through social media posts, road signs, postcards mailed to residents, the project website, a City newsletter and digital advertisements. Most people heard about the study through social media.

In total, we received feedback from nearly 900 people who bike, walk, roll, drive and live in and around the Southeast and Big Bend areas. Many participants shared with us that they want to cycle more but have many safety concerns and suggestions for improvement. Feedback shared provides a range of ideas to make the community safer and more connected along these cycling routes.

Engagement highlights



151

survey participants



~70

community conversations



452

map comments



189

social media engagements

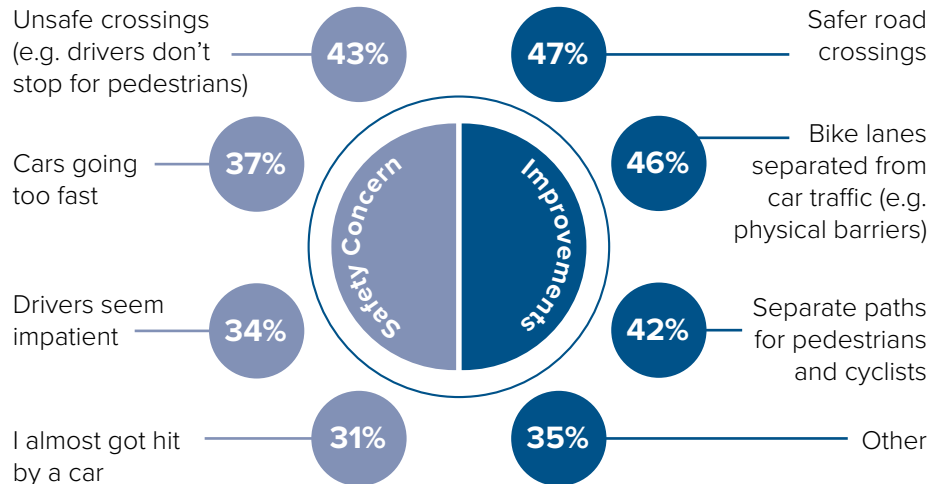
What We Heard - at a glance

While the following presents a high-level summary of key findings, we encourage readers to delve deeper into subsequent sections.

Safety concerns and suggested improvements

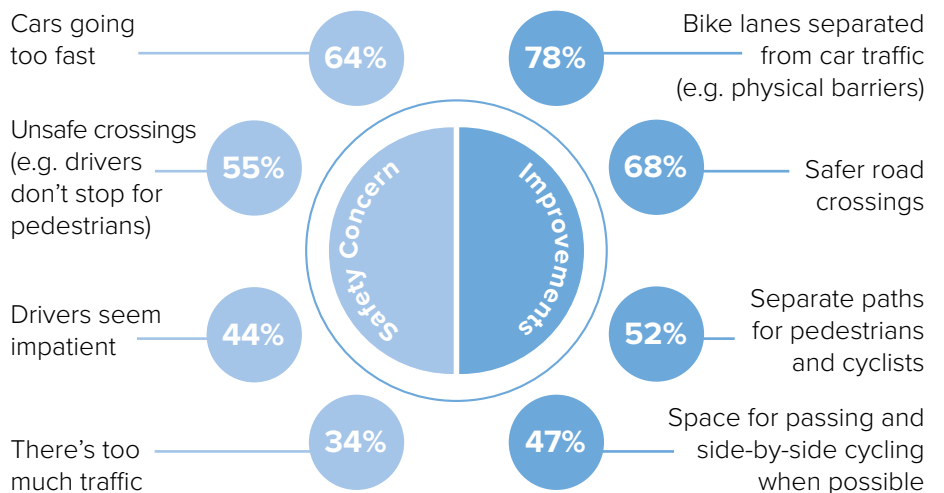
Southeast (Segment 1)

In the Southeast area, participants expressed safety concerns related to challenging crossings, vehicular speeding, unclear signage, and block sections where interactions between drivers and cyclists can feel uncomfortable or unpredictable.



Big Bend (Segment 2)

In the Big Bend area, safety concerns were shared about vehicle speeds, large trucks, and a lack of separate cycling facilities along North Fraser Way. Participants also raised concerns about steep sections that are difficult to ride on, and missing sidewalks in some parts of the corridor.



Note: Percentages show respondents selecting each option. Totals may not equal 100% because multiple choices were allowed. This applies to certain subsequent questions.

Introduction

About the study

We're working to make the cycling network in the Southeast and Big Bend areas safer and better connected for everyone. This project is split into two segments—the Southeast area and Big Bend—and will include cycling improvements along existing bike routes, as well as potential new cycling routes and connections. These key cycling routes are part of the City's Priority Cycle Network as described in Connecting Burnaby, Burnaby's Transportation Plan. Our goal is to make them safe, comfortable and attractive for people of all ages and abilities (AAA).

As described in Connecting Burnaby, this project supports the City's transportation goals by providing:

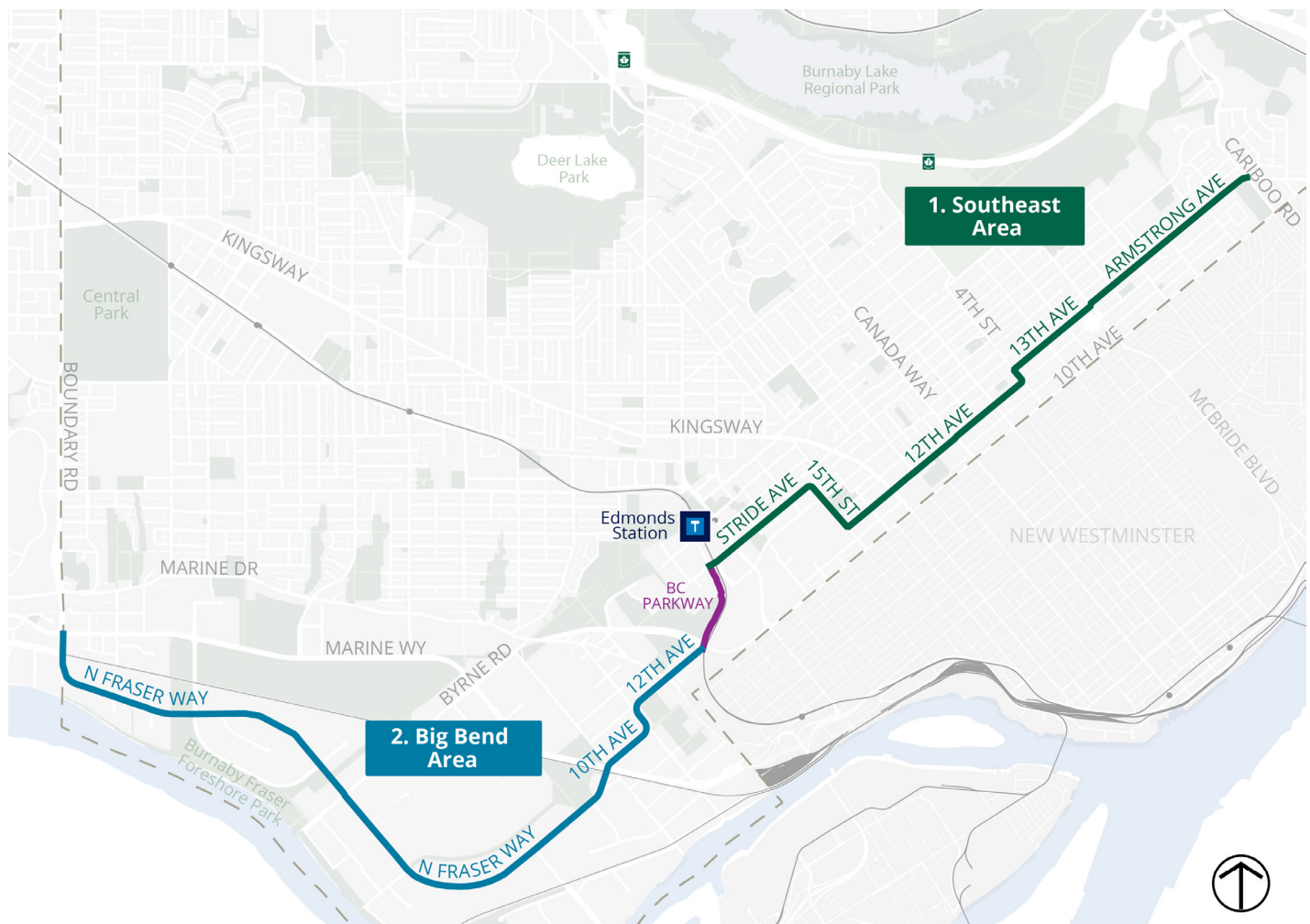
- » diverse transportation choices so people can choose how they want to get around
- » better transportation facilities so people can safely and comfortably walk, cycle and roll
- » streets built to serve people of all ages and abilities
- » zero-emission transportation facilities



Current cycling conditions

The segment through the Southeast area is an existing cycling route that connects Cariboo Heights to Edmonds Town Centre. The cycling route is primarily a shared road for cyclists and drivers, with a protected multi-use path along 15th Street. This cycling route currently provides connections to schools, parks, retail, transit, and the larger local and regional cycling network.

The segment through Big Bend is currently an informal cycling route without cycling facilities, signs or pavement markings. Once improved, this cycling route will provide connections to commercial and industrial workplaces, parks, riverfront amenities, and the larger local and regional cycling network.



Types of improvements

We are considering the following cycling improvements to help cyclists get where they need to go:

- » Reduce traffic volumes and speeds along the project corridor to create a more comfortable and safe experience for cyclists to share the road.
- » Create protected cycling facilities to physically separate cyclists from vehicle traffic where appropriate.
- » Improve crossings at conflict points and intersections to enhance connectivity and safety for cyclists of all ages and abilities.

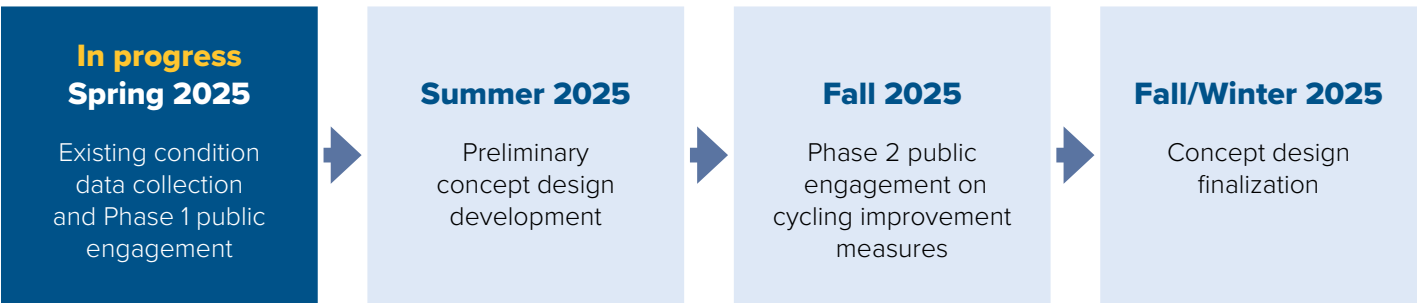
How are project decisions made?

Project decisions are shaped by City policy, design guidelines, site context and public feedback. The Burnaby Transportation Plan outlines the City's long-term vision for transportation planning and decision-making, and the plan's goals, targets and policies provide the foundation for our project, guiding us toward our goal of creating an accessible and connected cycling network for all.

To develop and select potential cycling improvements, the project team references the BC Active Transportation Design Guide and the Geometric Design Guide for Canadian Roads from the Transportation Association of Canada. The project team will consider existing road widths, utilities, mature trees/landscaping, and other public elements to understand what improvements are possible along the project corridor. Local knowledge and feedback will help shape the project team's understanding of how the project corridor is used today and how it may be improved in the future.

What we will do with Phase 1 feedback

Public feedback will help guide the project team’s development of concept design options. In fall 2025, we will share them with the community during Phase 2 public engagement for further feedback.



Public engagement | Phase 1

How we engaged

From March to April 2025, the project team engaged with residents and cycling route users in the following ways:

Online engagement	Pop up events
An online survey and interactive map were available to the public from March 24 to April 25, 2025. We asked participants to: » share their experiences and safety concerns using the corridor » provide input on potential improvements » tell us if they would ride a bike if a safer facility was provided	Pop-up events took place at the Rosemary Brown Centre on: » Wednesday, April 9, 2025, from 4-7 pm » Saturday, April 12, 2025, from 1-4 pm At the events, the project team engaged the community to: » talk about the project and provide feedback » share the QR code for people to access the community survey » ask about safety concerns and potential improvements

How we communicated



217,000+

impressions



70,000+

people reached



2,890

project website
visits



11

social media
posts



3

CityConnect
eNewsletters



10,827

postcards mailed to residents
who live near the corridor



375

letters to businesses
along North Fraser Way



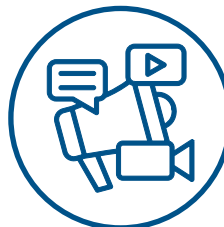
25

lawn signs placed
along the corridor



2

community
newspaper ads



1

media release

Primary ways people heard about the survey

% = participants who heard about the survey through this source

44%

social media

25%

postcard

19%

City eNewsletter

11%

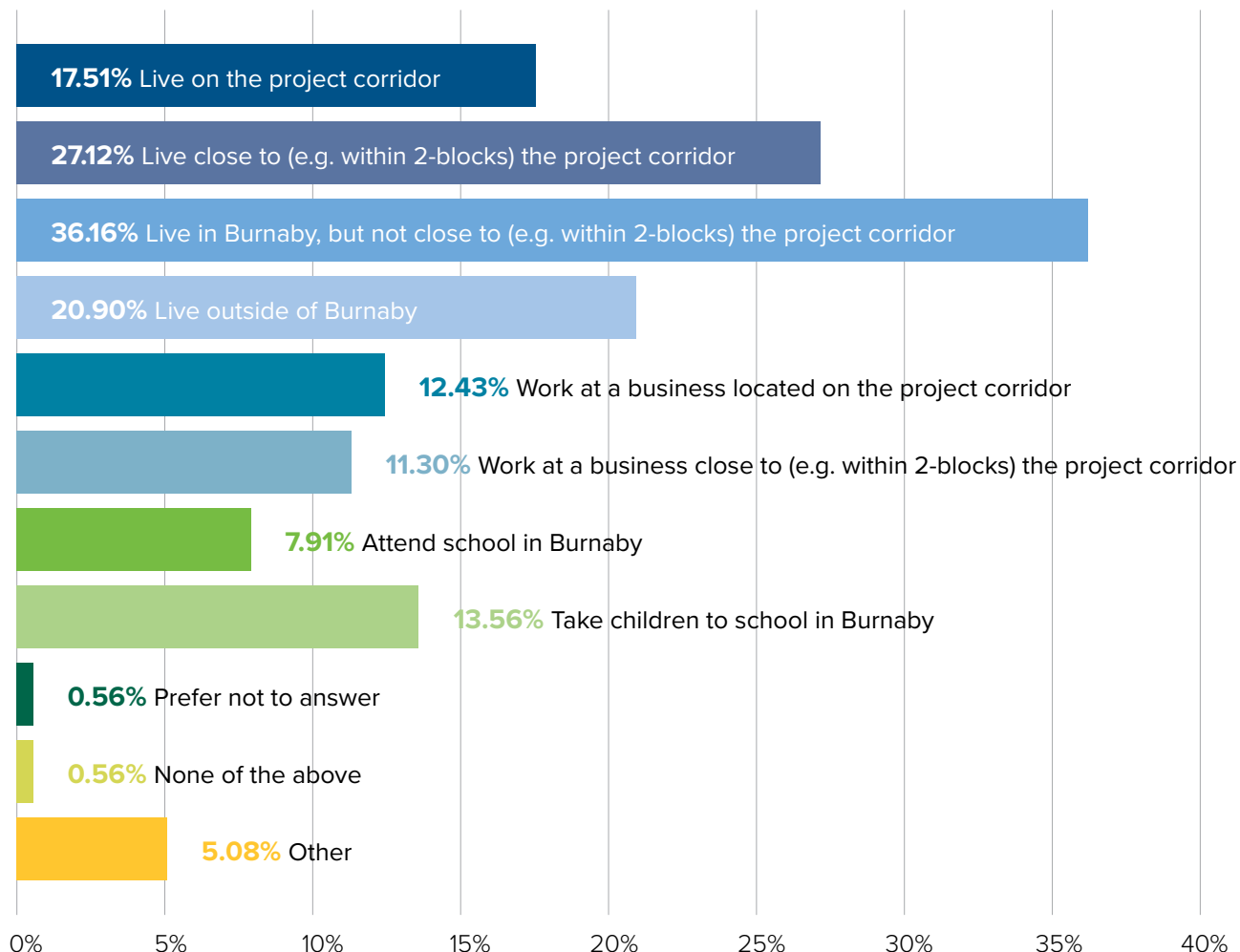
City of Burnaby's
webpage

Who We Heard From

We asked people to tell us more about themselves if they felt comfortable. There was a “prefer not to answer” option for each question if participants did not feel comfortable answering any of these questions. Our intention was to see if we were hearing from diverse voices who live around these routes and use them.

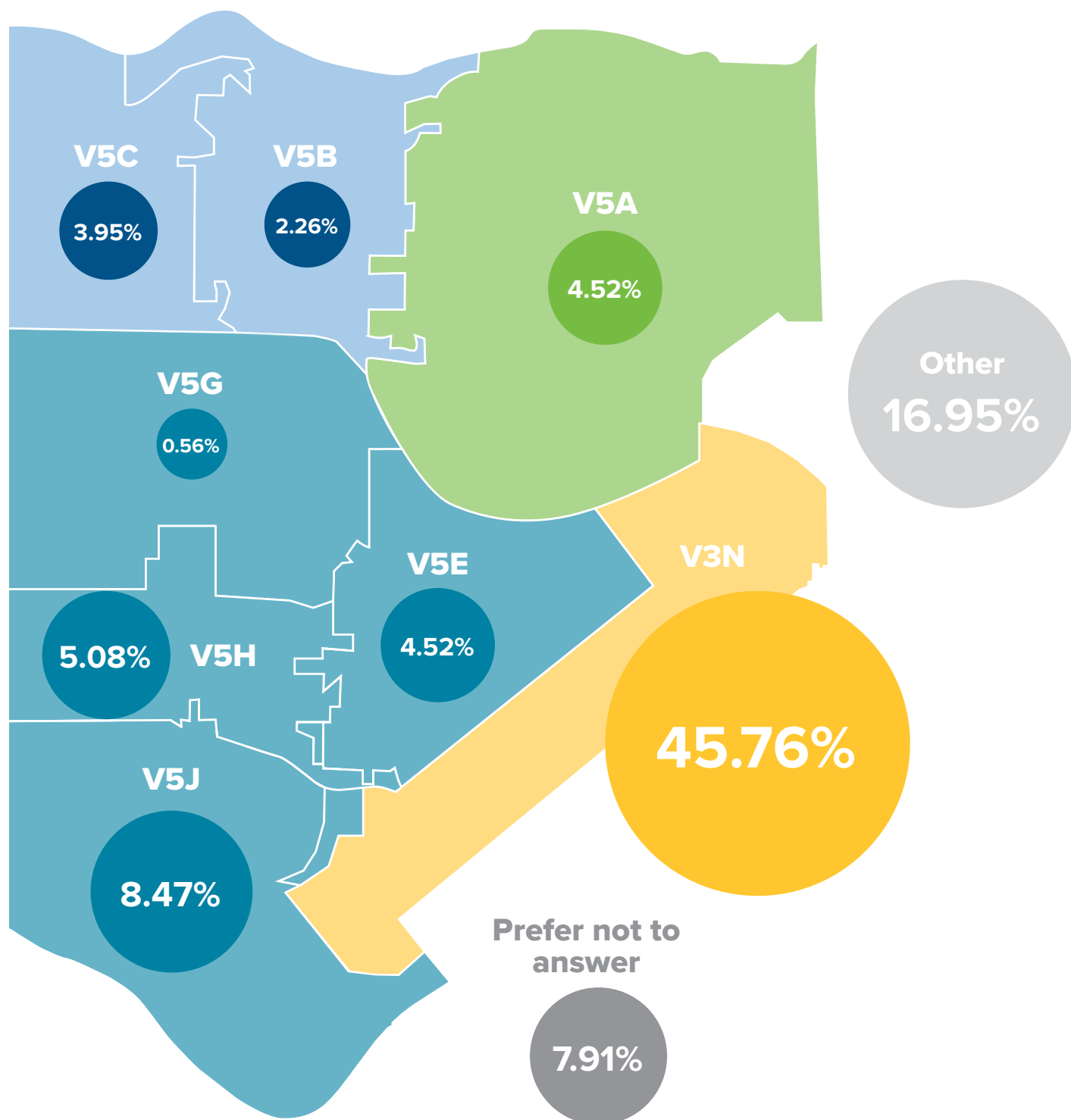
Demographic groups we heard from

First, we asked participants whether they live near the corridor and how they are connected to Burnaby. Most shared that they live in Burnaby but not within two blocks of the project corridor, while some said they live on the corridor or close to it. Some participants take their children to school in Burnaby, while others work near or along the corridor.



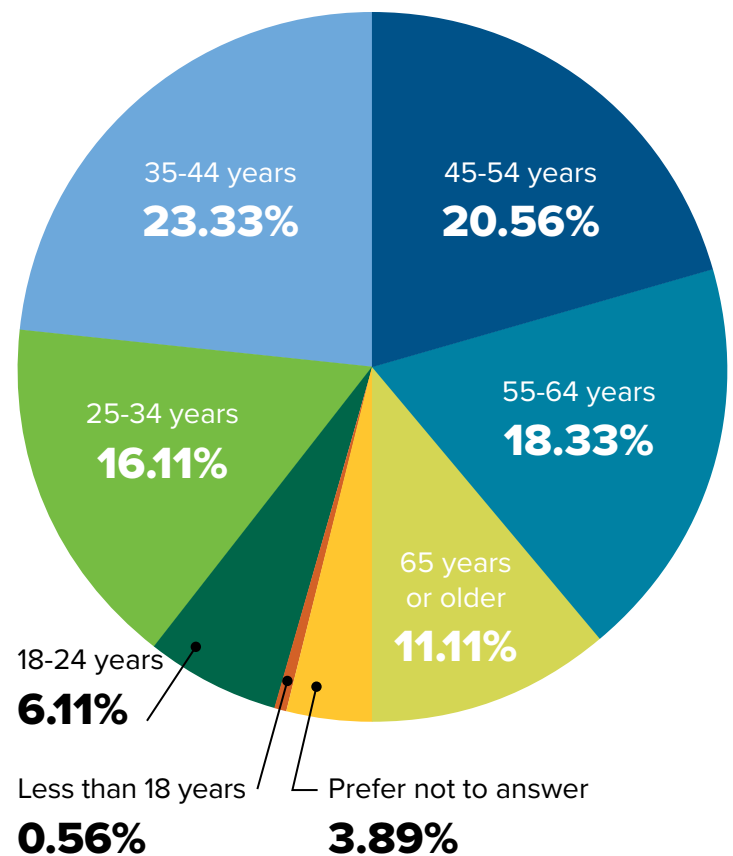
Where participants live

We heard from people across the study area, with most participants living along or near the project corridor.



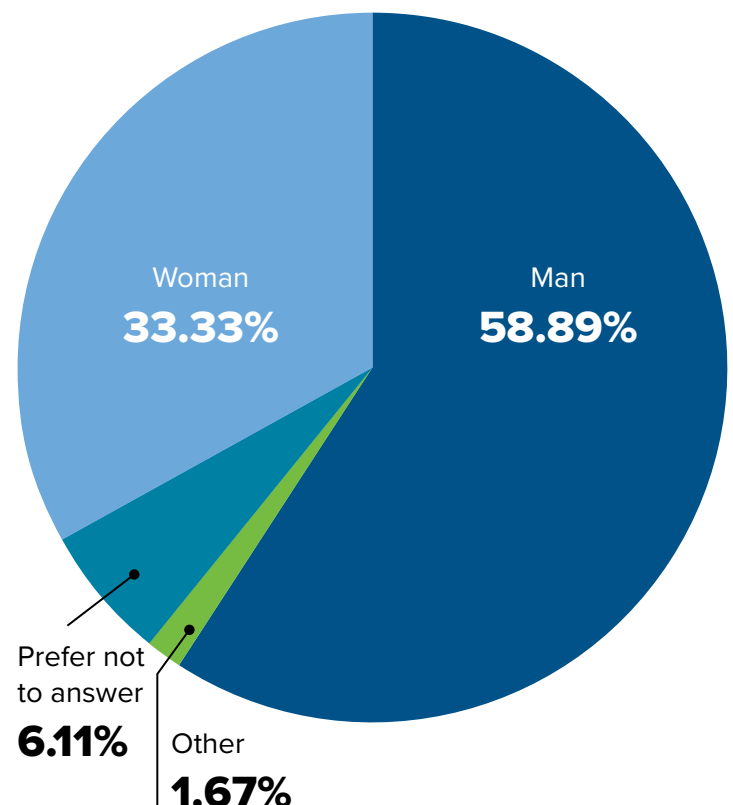
Age

We asked participants about their age and heard from a diverse range of age groups. The most common age groups were 35-44 (23%), 45-54 (21%), and 55-64 (18%).



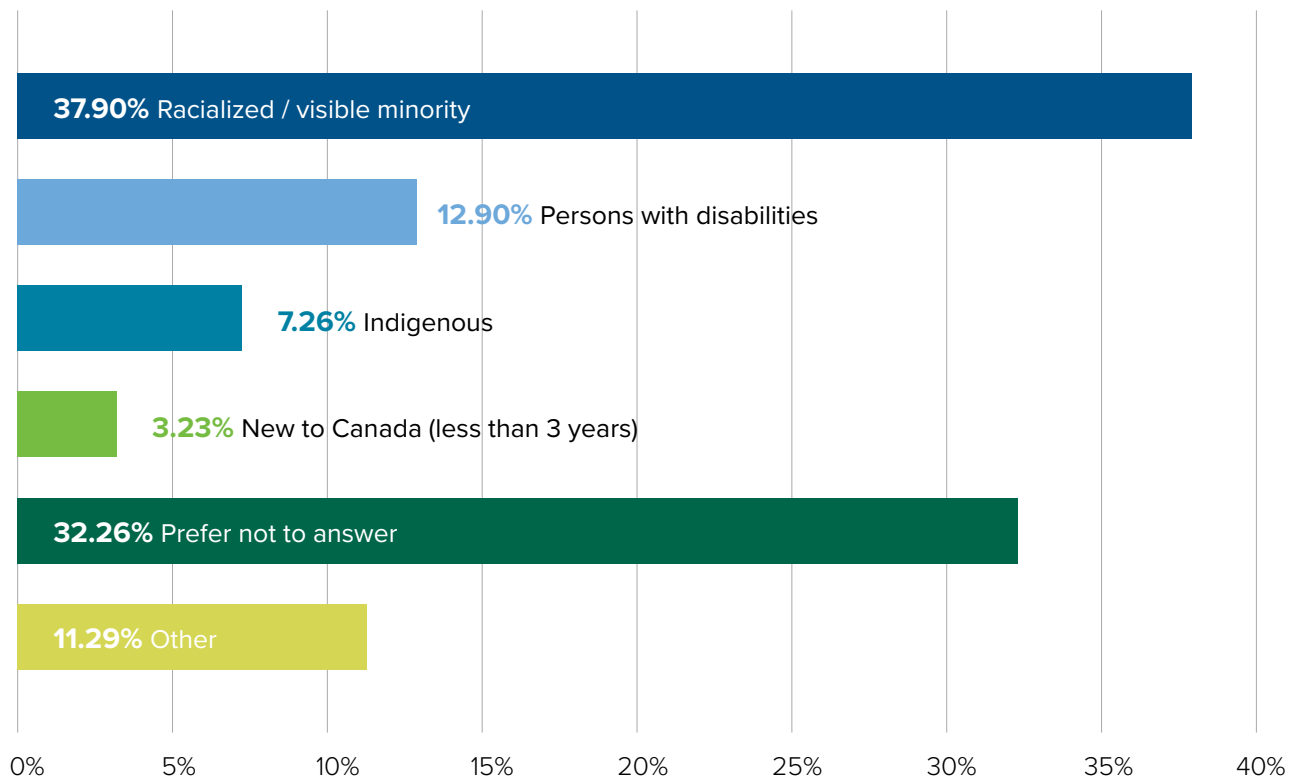
Gender

We asked participants to share their gender identity. The survey was overrepresented by men, who accounted for nearly two-thirds of responses.



Equity deserving groups

We asked participants to share how they identify to understand whether we were hearing from equity-deserving groups. Of those who responded to this question, over one-third identified as racialized or a visible minority. Others identified as people with disabilities, newcomers to Canada, or Indigenous. This suggests that the feedback received reflects a range of diverse perspectives.

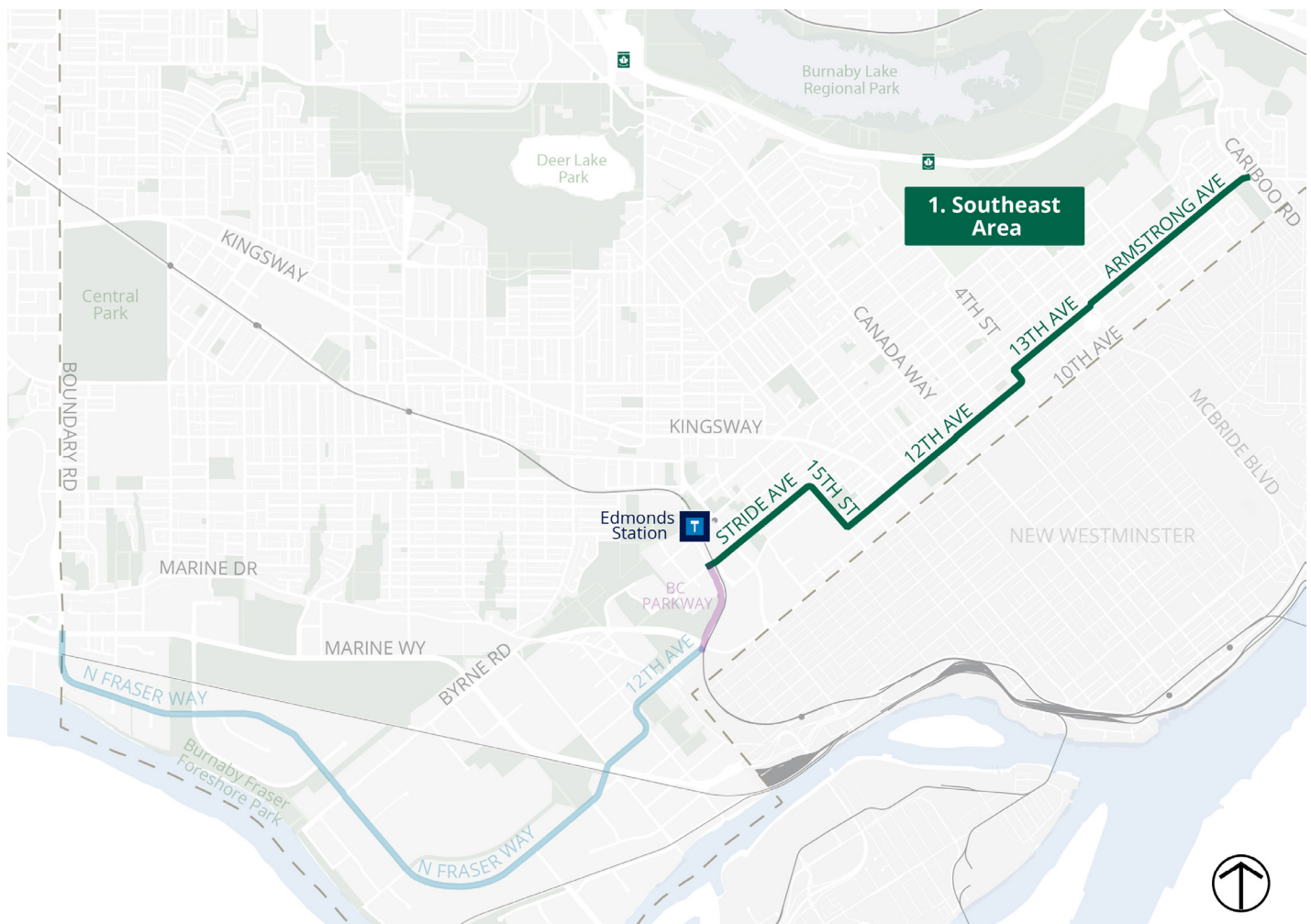


What We Heard

Engaging with residents and people who ride along the Southeast and Big Bend areas was at the heart of this study's first phase. Participants who live, work, and commute in and around the corridor shared their experiences about cycling and how they travel around the project area. This feedback helped us better understand any safety concerns and the types of improvements people would like to see.

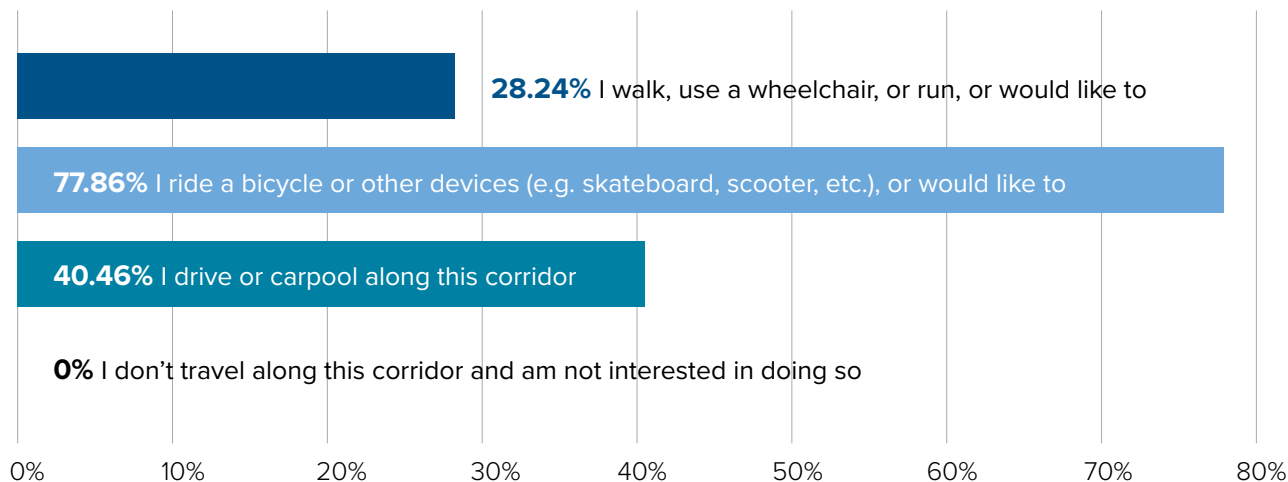
Southeast area Segment 1

We asked participants to share their experiences travelling along Segment 1, which consists of an existing bikeway through the Southeast area and connects the Cariboo Heights neighbourhood with the Edmonds Town Centre.



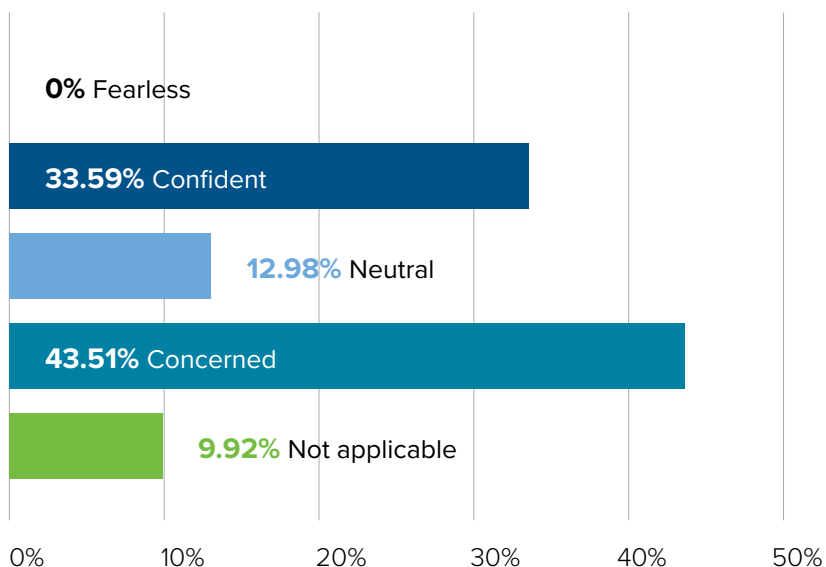
How people travel along the segment

Given this project is cycling-focused, many participants (78%) currently ride a bicycle or would like to. However, responses were also received from those who drive and walk along the corridor too.



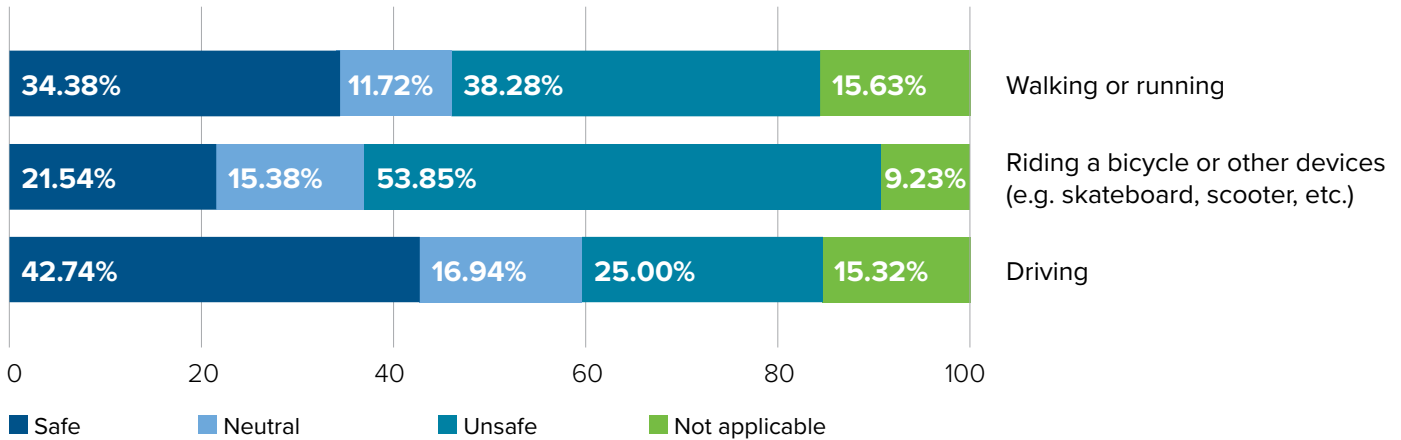
Level of confidence when cycling along the segment

About 34% said they feel confident cycling along the segment, meaning they are willing to ride in traffic but prefer separate facilities. 44% of participants are concerned with their safety and will only ride where they feel safe from traffic. Many people would like to ride bicycles if there are safe places for them to do so. No participants consider themselves fearless when cycling along this segment.



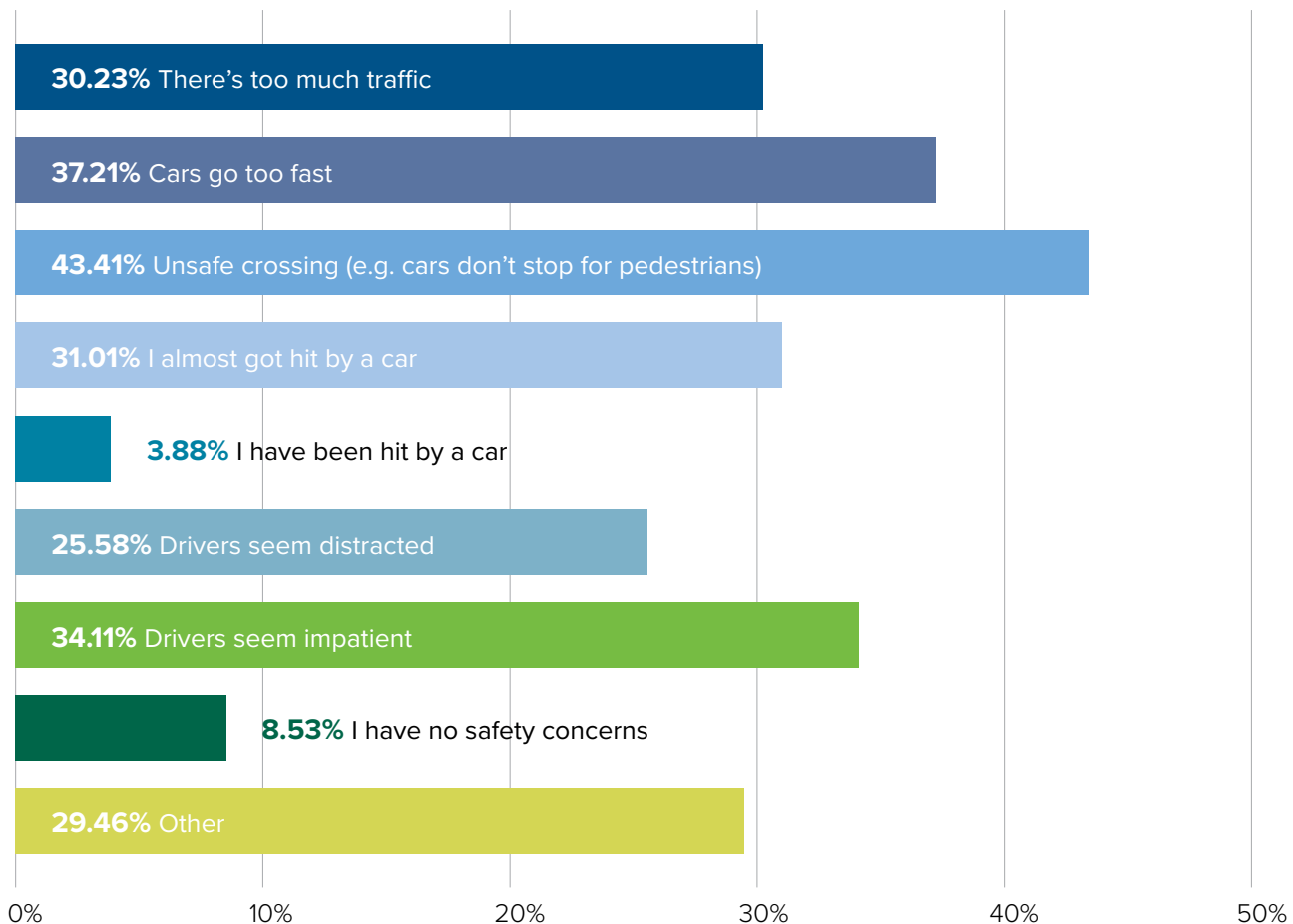
Sense of safety

Fifty-four percent of participants feel unsafe while cycling, while 39% who walk and 25% who drive feel unsafe. This highlights an inequity in the transportation network and suggests broader safety concerns.



Safety concerns

Crossing safety was the greatest concern along the corridor. However, vehicular speed, traffic volumes, and driver impatience also directly contribute to the poor perception of safety on the corridor. Thirty-one percent of participants have nearly been struck by a vehicle. These experiences and concerns about safety discourage people from riding a bicycle.



Other

Many participants expressed concern about the lack of dedicated and separated infrastructure for pedestrians and cyclists, including missing sidewalks, narrow walkways, and unclear connections within the existing cycling network.

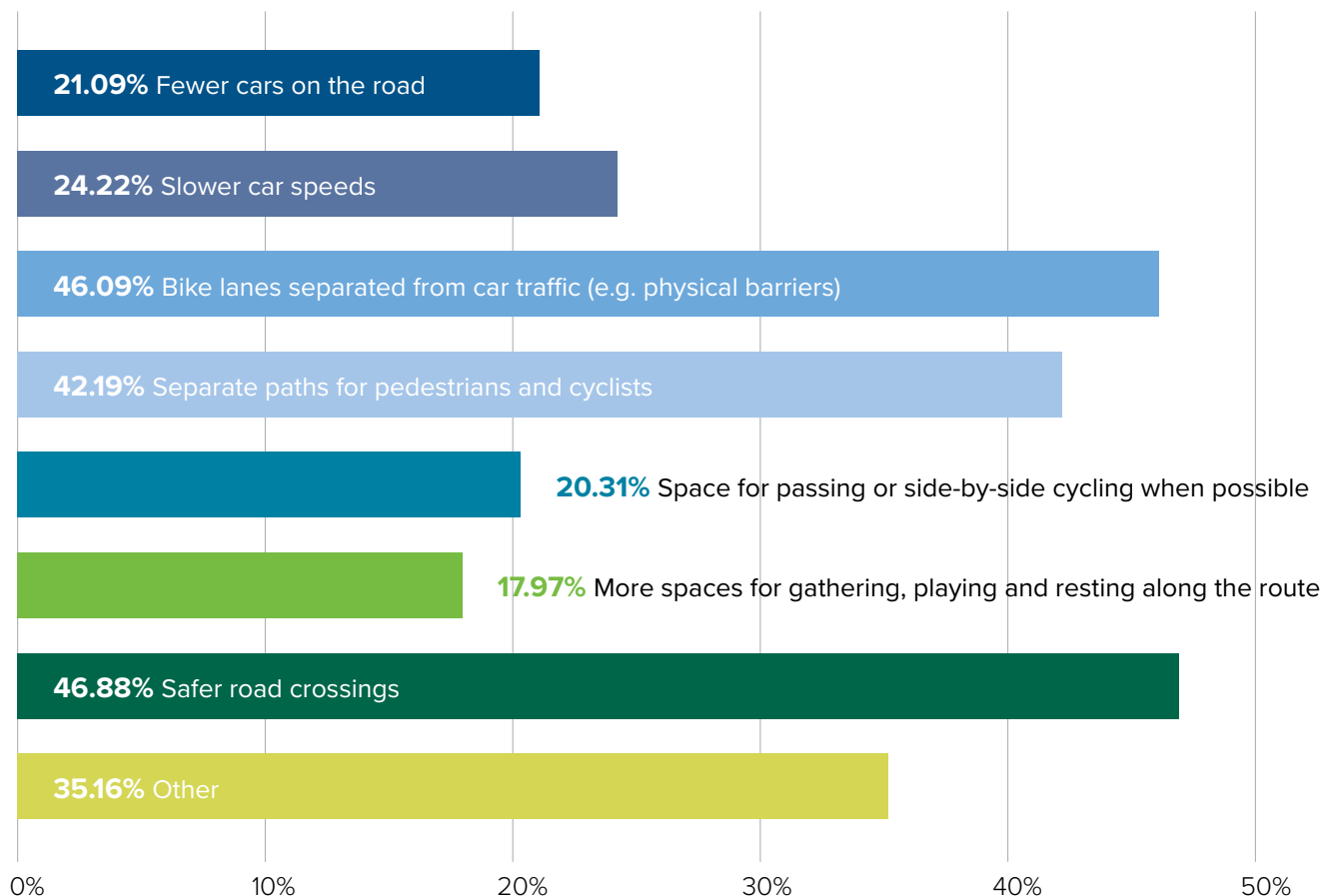
Specific locations, such as the 7200 Block of Stride Avenue, were identified as unsafe for cyclists, pedestrians, and people with disabilities due to uneven pavement and poor road conditions.

Participants highlighted that on-street parking and narrow roads significantly reduce visibility, making it difficult to cross streets, turn corners, or avoid car doors while cycling.

Concerns were also raised about existing traffic control and enforcement, with desires for better signage and signals at key intersections, such as Cumberland Street and Armstrong Avenue. There were also concerns about drivers' shortcutting through some areas.

Improvements that people would like to see

There were high levels of support for improvements to road crossings and separated bike facilities from vehicle traffic.



Other

Some participants expressed the need for wider sidewalks and dedicated cycling facilities with buffers to separate cyclists from parked cars.

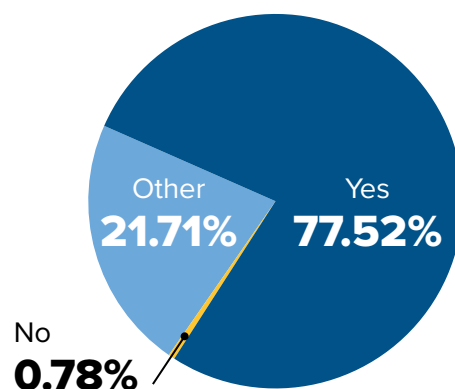
Implementing traffic control measures at key intersections, including Cumberland Street and Armstrong Avenue, was suggested by some participants to improve safety and manage traffic flow.

Participants emphasized the need to repave the 7200 block of Stride Avenue, citing uneven and bumpy conditions that present safety risks for cyclists, pedestrians, and those with mobility challenges.

Others expressed support for improved regional connectivity, as well as traffic calming to discourage short-cutting traffic, particularly along 12th Avenue between 8th Street and 2nd Street.

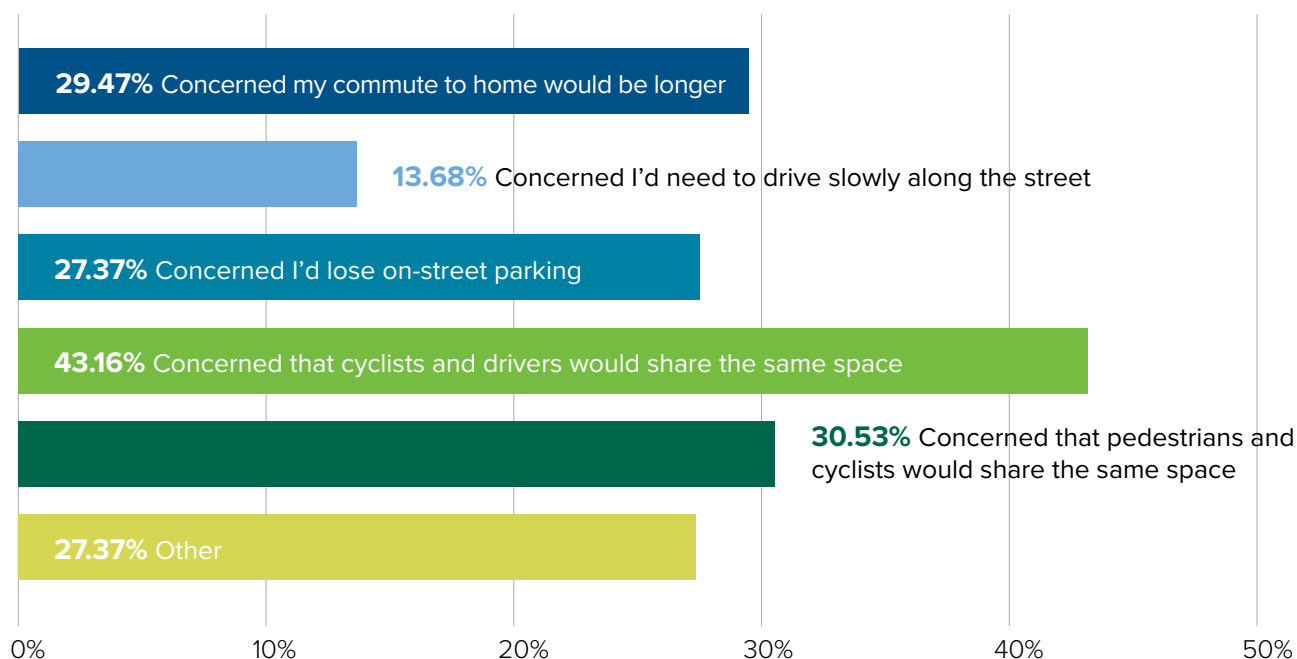
Potential to increase cycling if improvements are made

Overall, 78% of participants indicated they would choose to cycle, skateboard, or scooter on this route more often if their preferred improvements were made, highlighting strong potential to increase active transportation with infrastructure upgrades.



Concerns about impacts of proposed improvements

Forty-three percent of participants expressed concerns about cyclists and drivers sharing the same space, while 31% were concerned about cyclists sharing space with pedestrians. Twenty-nine percent of participants are concerned that the proposed changes could make their route home longer.



Other

Some participants expressed concerns about increased congestion, reduced parking availability, and potentially inconsistent or confusing infrastructure changes.

Safety was a major theme, with concerns focused on cyclist interactions with vehicle traffic and uneven street pavement affecting cyclists and pedestrians.

There were mixed views on the need for upgraded bike facilities, with some citing poor weather and the possible underuse of the new facilities.

Additional concerns and recommendations

We asked participants if they had any additional concerns or ideas to improve the Southeast area. Participants shared a wide range of feedback on current conditions and priorities for improvements. Key themes are highlighted below:

- » Participants expressed a range of views on new cycling infrastructure, with some strongly supporting improvements to enhance safety, while others raised concerns about potential underuse, parking impacts and traffic congestion.
- » Concerns were expressed about unsafe intersections and challenging crossings for pedestrians and cyclists. Specific locations mentioned include:
 - Armstrong Avenue and Cumberland Street
 - Armstrong Avenue and Coquitlam Street
 - Armstrong Avenue and Langley Street
 - Armstrong Avenue and Cariboo Road
 - Newcombe Street and 13th Avenue
 - 1st Street and 13th Avenue
 - 12th Avenue and Canada Way
 - Stride Avenue and 16th Street
- » Concerns were raised regarding pedestrian infrastructure, including missing sidewalks on 13th Avenue near John Knox School.
- » Issues with road pavement conditions were frequently mentioned, including uneven surfaces, bumpy roads, and speed bumps that create discomfort for cyclists.
- » Some participants expressed discomfort with shared spaces between cyclists and pedestrians.
- » Requests were made for clearer signage, pavement markings, and enhanced lighting to improve the visibility and usability of cycling infrastructure.
- » Some participants expressed concerns about traffic speeds and shortcutting, especially along 13th Avenue and 12th Avenue.

Interactive map tool summary

As part of Phase 1 engagement, an interactive online map tool invited the public to comment on their experiences of travelling through the Southeast and Big Bend. The concerns and suggestions for the Southeast Bikeway Upgrade Project were reviewed and grouped into several common categories (listed below). The comments and feedback will help guide the project team's development of concept design options.

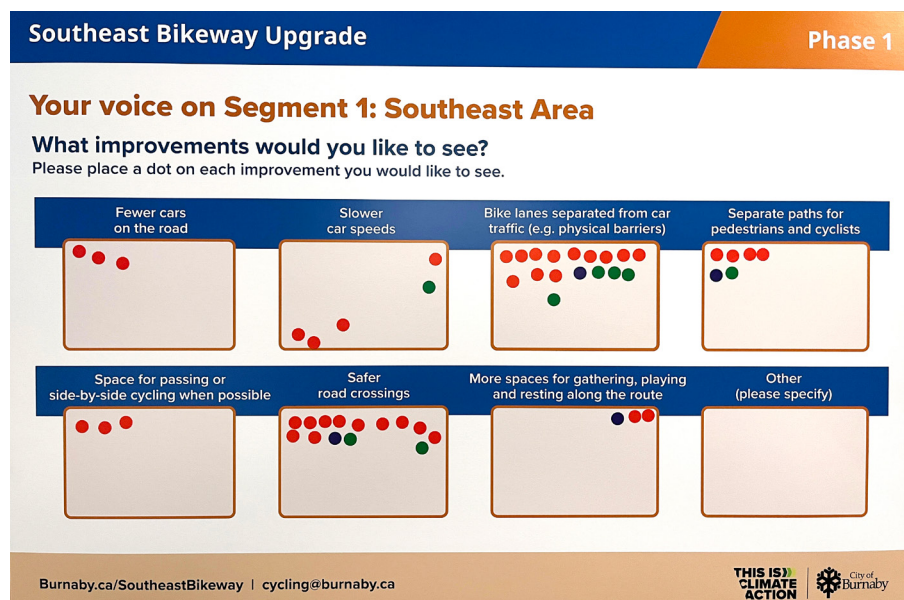
- » Missing pedestrian facility
- » Conflicts between pedestrians and cyclists
- » Missing bike facility
- » Narrow existing bike facility
- » Challenging intersection and/or crossing
- » High vehicle volume and/or speed
- » Potential impacts to parking or loading
- » Potential impacts to vehicle access and mobility
- » Lighting concern
- » Pavement conditions
- » Steep grades
- » Other issues or suggestions

Comments were received throughout Segment 1 (Southeast area) with clusters around the following areas:

- » Armstrong Avenue: Coldicutt Street – Cumberland Street
- » 13th Avenue: Newcombe Street – 1st Street
- » 13th Avenue and 4th Street intersection
- » 12th Avenue: 4th Street – 6th Street
- » 12th Avenue: Canada Way – 6th Street
- » 12th Avenue: Kingsway – Mary Avenue
- » 15th Street and 14th Avenue
- » Stride Avenue: 16th Street – Griffiths Drive
- » Southpoint Drive and Station Hill Drive

Several comments received in this study area were out of scope of the project. These, in addition to comments outside of the study area, were documented and will be reviewed as part of future City initiatives.

Segment 1 Interactive Map Feedback



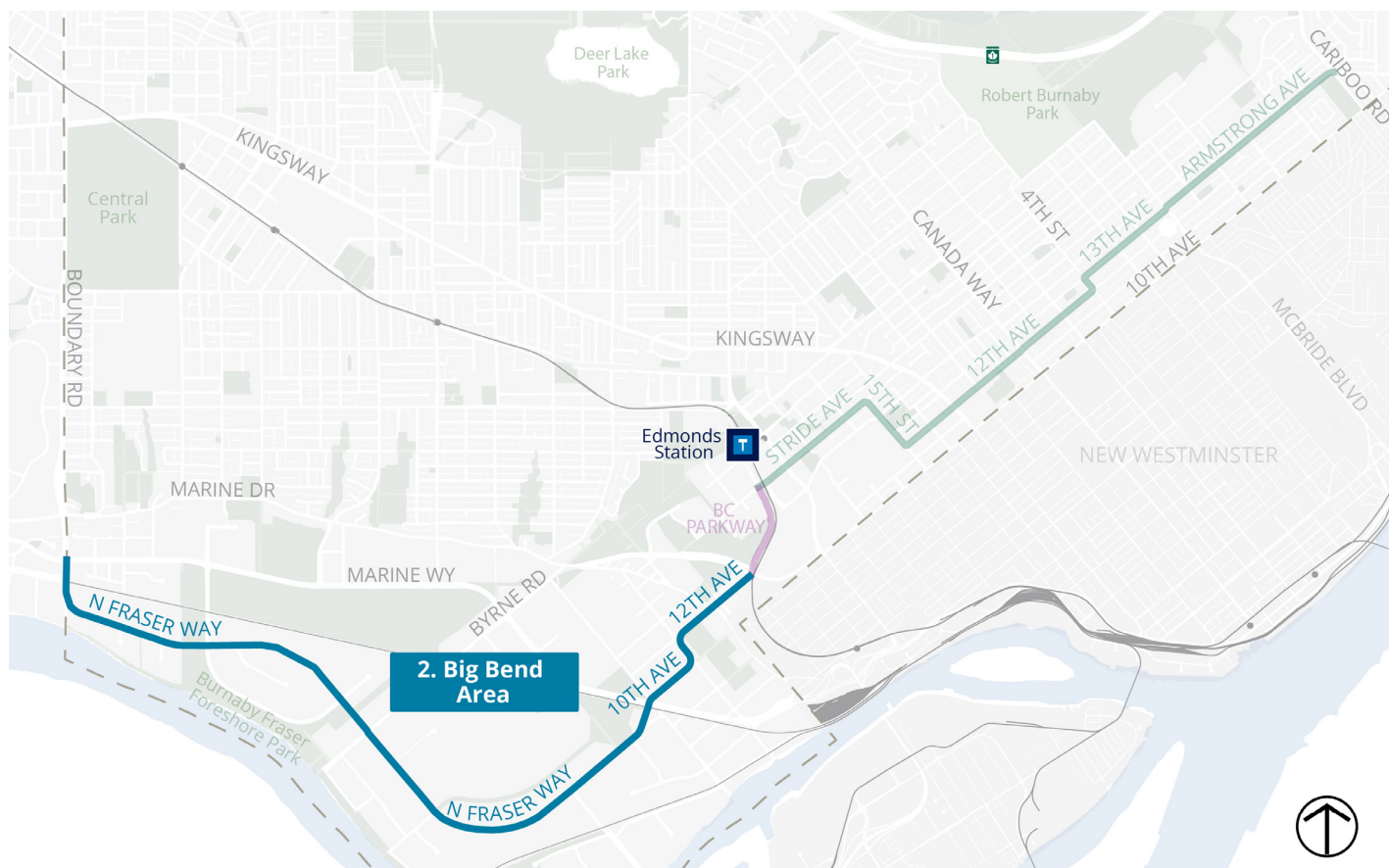
Feedback from pop-up event on the Southeast area Segment 1

In addition to the online feedback, we collected input in-person at two pop-up events. Using a dotmocracy-style engagement, participants were invited to identify their preferred improvements for the segment by placing dots on the display board.

Participants expressed interest in a range of potential improvements, with the most popular choices being bike lanes separated from car traffic (32%) and safer road crossings (28%).

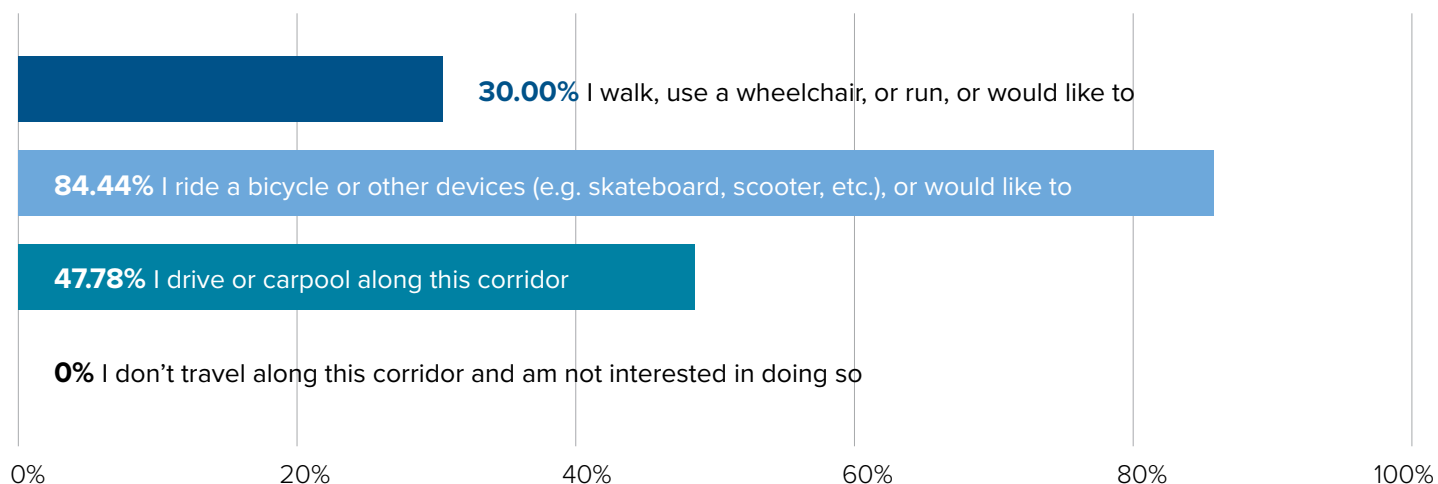
Big Bend Area Segment 2

We asked participants to share their experiences travelling along Segment 2, which goes through the Big Bend Area, connecting the Edmonds Town Centre with south Vancouver.



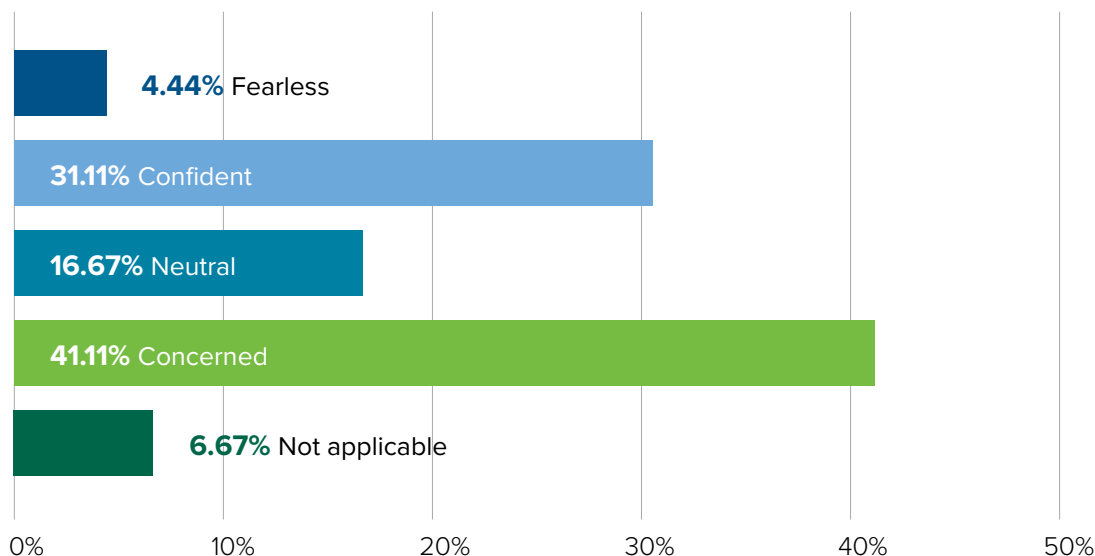
How people travel along the segment

Eighty-four percent of participants responded that they currently ride a bicycle or would like to along the segment. Approximately 48% drive, and 30% walk, use a wheelchair, run, or would like to.



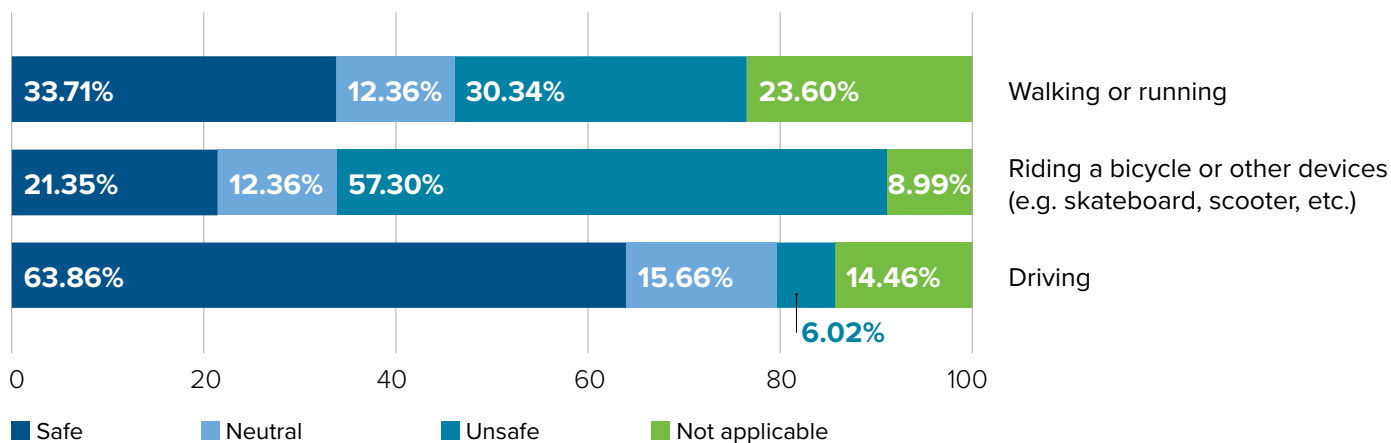
Level of confidence when cycling along the segment

Around 41% shared that they are concerned with their safety and will only ride where they feel safe from traffic. 31% said they feel confident cycling along the segment, meaning they are willing to ride in traffic but prefer separated facilities.



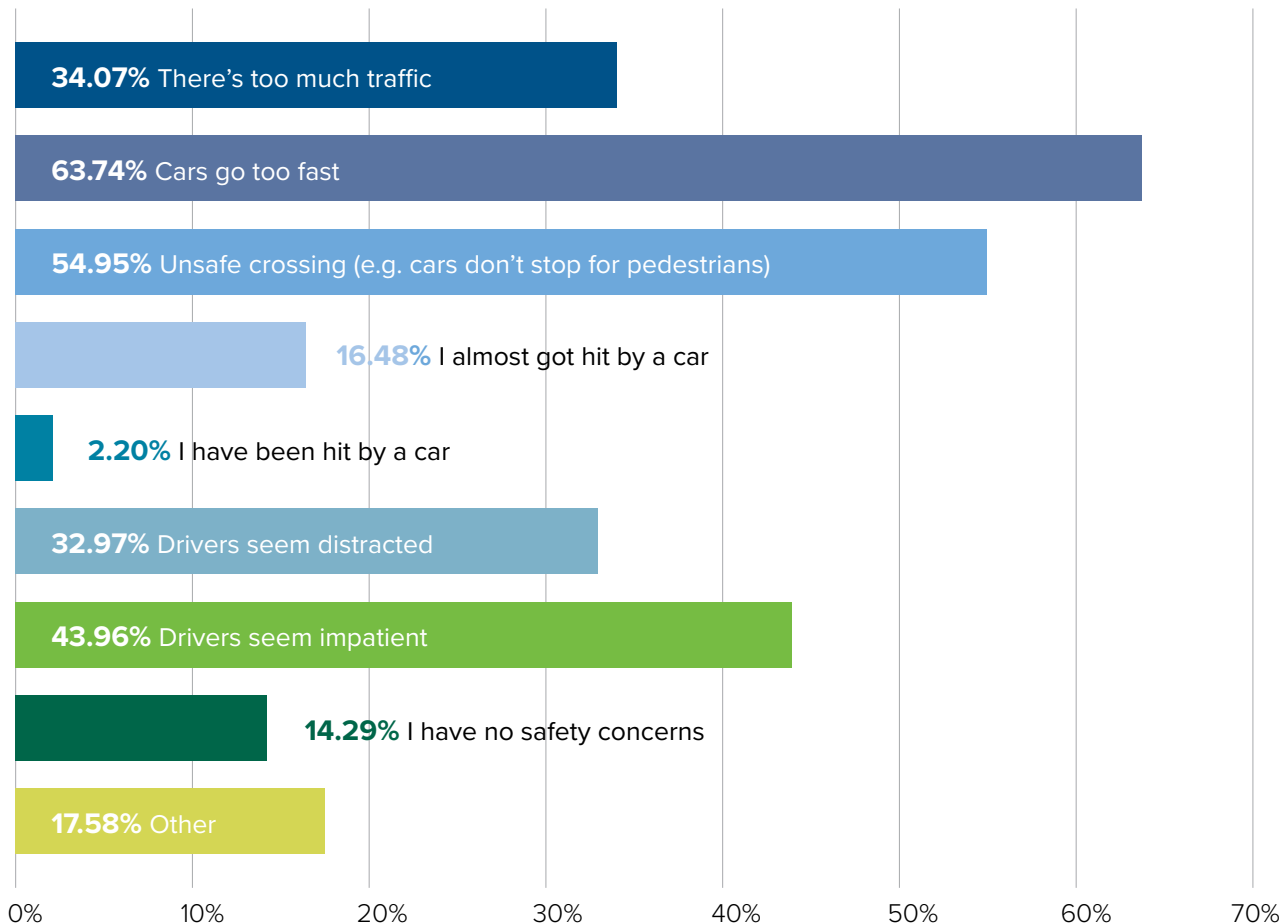
Sense of safety

Fifty-seven percent of participants feel unsafe while cycling along Segment 2 compared with 30% who walk and 6% who drive. This highlights an inequity in the transportation network and suggests broader safety concerns.



Safety concerns

Vehicular speeding was the most common concern throughout the segment, followed by unsafe crossings, high traffic volumes, and driver impatience and distraction. These factors discourage people from cycling.



Other

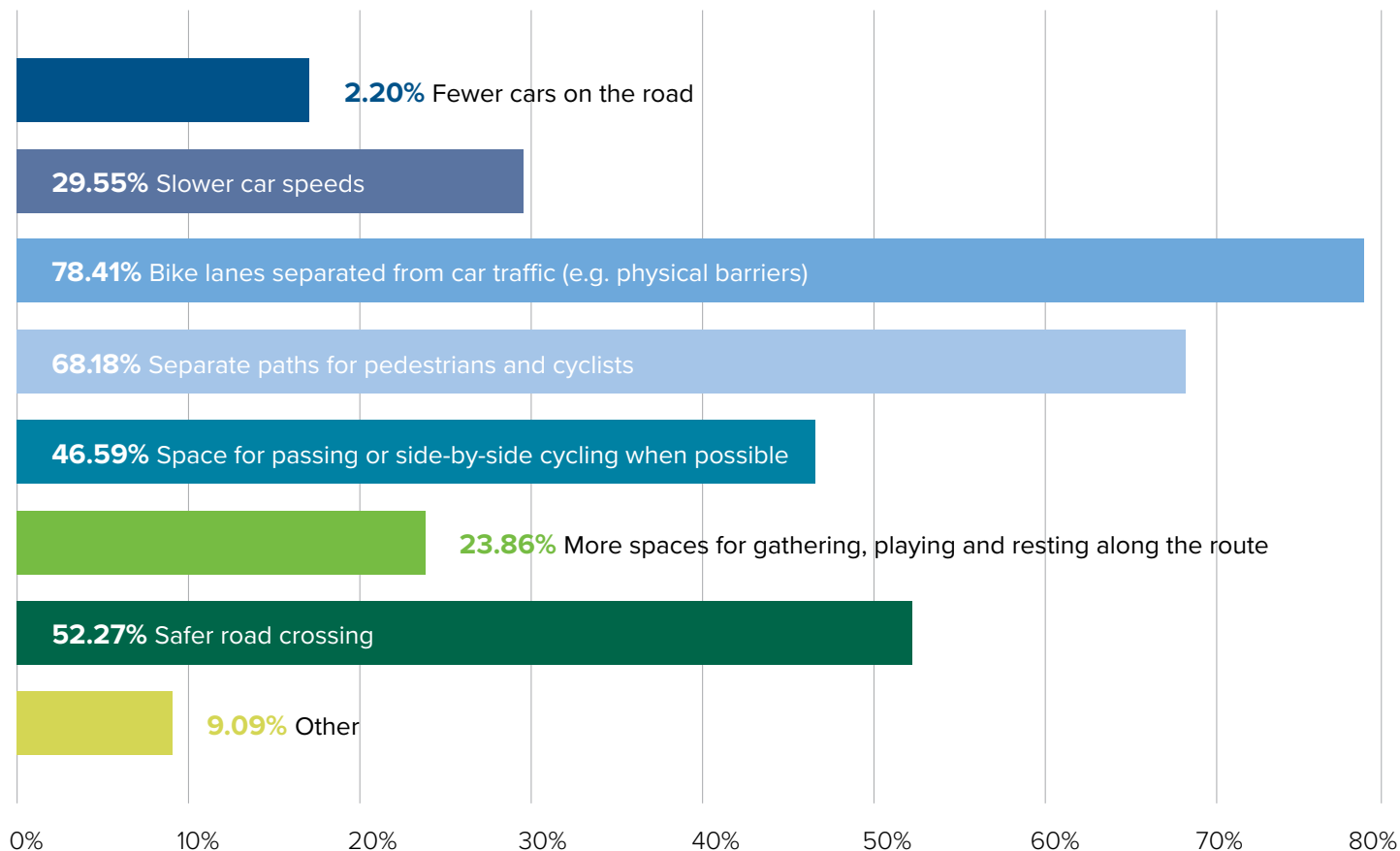
Participants expressed concerns about high commercial traffic, particularly large trucks, which often don't expect bicycle traffic. Concerns were also raised about speeding in the area, with some requesting traffic calming measures.

Concerns were noted about the steepness of some sections of the segment, making it difficult or unsafe for cyclists to ride.

Participants raised issues with the lack of pedestrian infrastructure, including missing sidewalks and crossings that make it difficult for people to cross in busy commercial traffic.

Improvements that people would like to see

Participants showed strong support for dedicated cycling facilities that are fully separated from vehicle traffic. There was also support for separate pathways for pedestrians and cyclists, as well as improvements to crossings.



Other

Some participants highlighted the need for clear signage marking the bike route, to ensure drivers are aware of cyclists in the area.

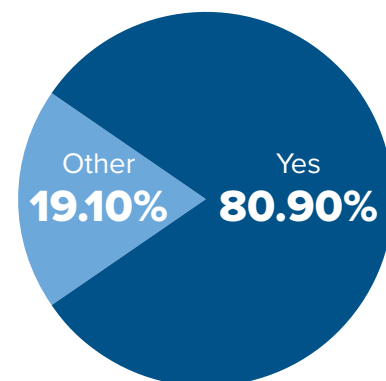
Suggestions were made for infrastructure improvements like bus bulbs and pedestrian bridges across major roadways to enhance safety and connectivity.

Some concern was raised about unsafe driving and passing by vehicles due to unclear lane markings.

Concern was noted about bike lanes potentially slowing traffic and impacting traffic safety.

Potential to increase cycling if improvements are made

Overall, 81% of participants said they would be more likely to cycle, skateboard, or scooter along this route if their preferred improvements were implemented. This shows strong potential to increase active transportation with infrastructure upgrades along Segment 2.

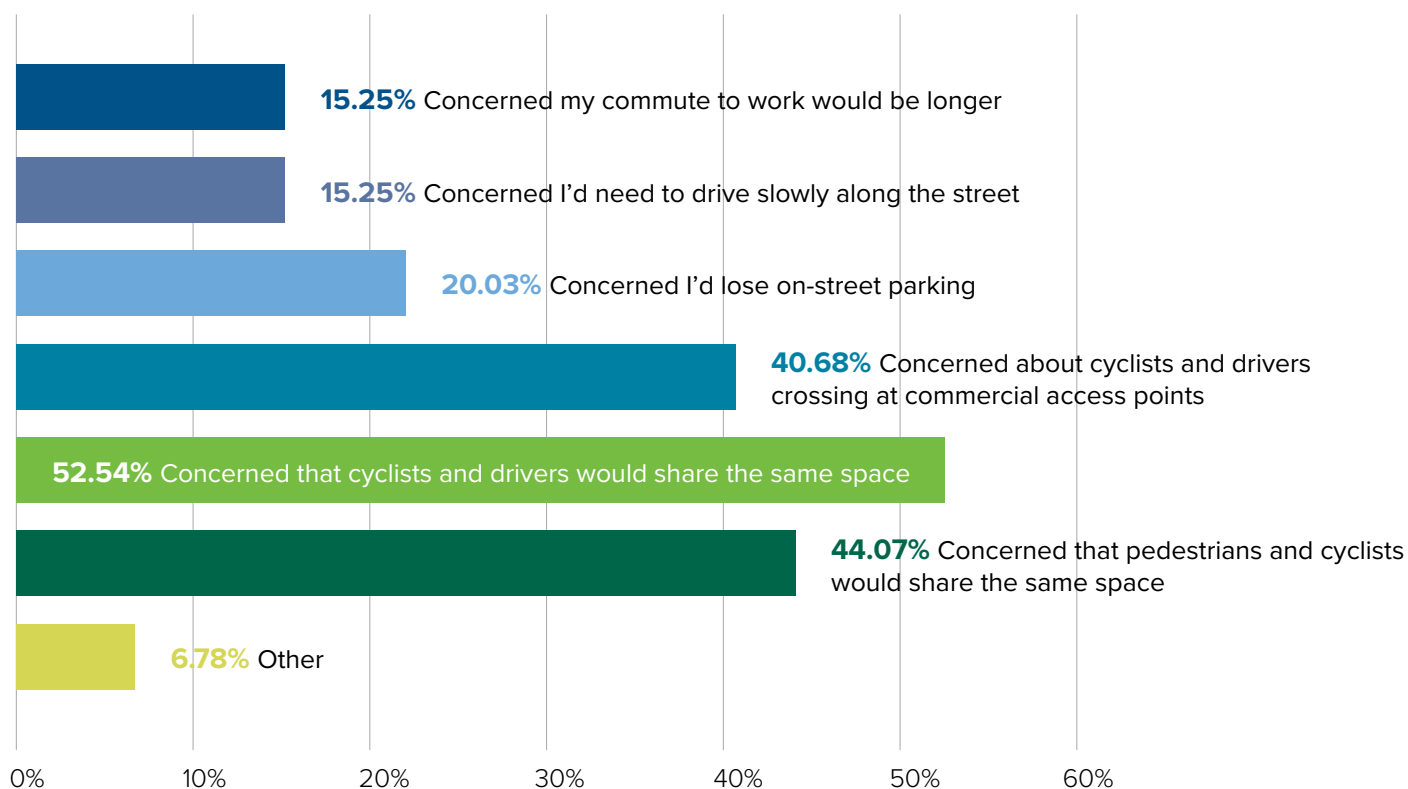


Other

Some participants noted that the proposed improvements would not encourage them to cycle because the route is too steep in some areas.

Concerns about impacts of proposed improvements

Participants expressed concerns about cyclists and drivers sharing the same space, as well as conflicts at commercial access points where cyclists and drivers may cross paths. Others were concerned about pedestrians and cyclists sharing the same space.



Additional concerns and recommendations

We asked participants if they had any additional concerns or ideas about improving the Big Bend area. Participants shared a wide range of feedback on current conditions and priorities for improvements. Key themes are highlighted below:

- » Participants expressed concerns about the segment being steep, particularly at 12th Avenue. Some suggested the following alternative routes be considered:
 - Southridge Drive and Byrne Road (through Byrne Creek Trail)
 - Trapp Avenue and Willard Street
- » Concerns were noted about high vehicle speeds, large trucks, and a lack of separated cycling facilities along North Fraser Way. There was strong support for protected bike lanes or multi-use pathways.
- » Participants identified a need for better signage and wayfinding to help cyclists navigate routes, especially near BC Parkway, 12th Avenue, and towards the Fraser River.
- » Participants mentioned concerns about unsafe crossings along the segment and in the surrounding area. Many intersections were noted as lacking proper signals or having poor sightlines:

– Marine Drive and 12th Avenue	– North Fraser Way and Tillicum Street
– Marine Drive and North Fraser Way	– North Fraser Way and Wiggins Street
– North Fraser Way and Marine Way	– Kent Avenue Bikeway and Boundary Road
– North Fraser Way and Byrne Road	
– North Fraser Way and Glenlyon Parkway	– Byrne Road and Marine Way
	– Marine Way at 10th Avenue
- » Alternative routes were suggested for North Fraser Way, such as Byrne Road, Marine Way, and Fraser Foreshore Trail.
- » Concerns were noted about limited regional connectivity to Vancouver, New Westminster, and the Queensborough Bridge.
- » Participants shared concerns about conflicts between fast moving cyclists and pedestrians on multi-use paths, with suggestions to create separated facilities and promote safer interactions.
- » Participants expressed a need to improve existing multi-use pathways and sidewalks by separating pedestrians and cyclists, repairing surfaces, and completing missing links.
- » Concerns were raised about limited connections to key destinations such as shopping centres, the Edmonds SkyTrain Station, and the 22nd Street SkyTrain Station.
- » Participants suggested traffic calming measures to discourage shortcutting and reduce vehicle speeds, especially on 12th Avenue and North Fraser Way.

Interactive map tool summary

As part of Phase 1 engagement, an interactive online map tool invited the public to comment on their experiences of travelling through the Southeast area and Big Bend. The concerns and suggestions for the Southeast Bikeway Upgrade Project were reviewed and grouped into several topics (listed below). The comments and feedback will help guide the project team's development of concept design options.

- » Missing pedestrian facility
- » Conflicts between pedestrians and cyclists
- » Missing bike facility
- » Narrow existing bike facility
- » Challenging intersection and/or crossing
- » High vehicle volume and/or speed
- » Potential impacts to parking or loading
- » Potential impacts to vehicle access and mobility
- » Lighting concern
- » Pavement conditions
- » Steep grades
- » Other issues or suggestions

Comments were received throughout Segment 2, with clusters around the following areas:

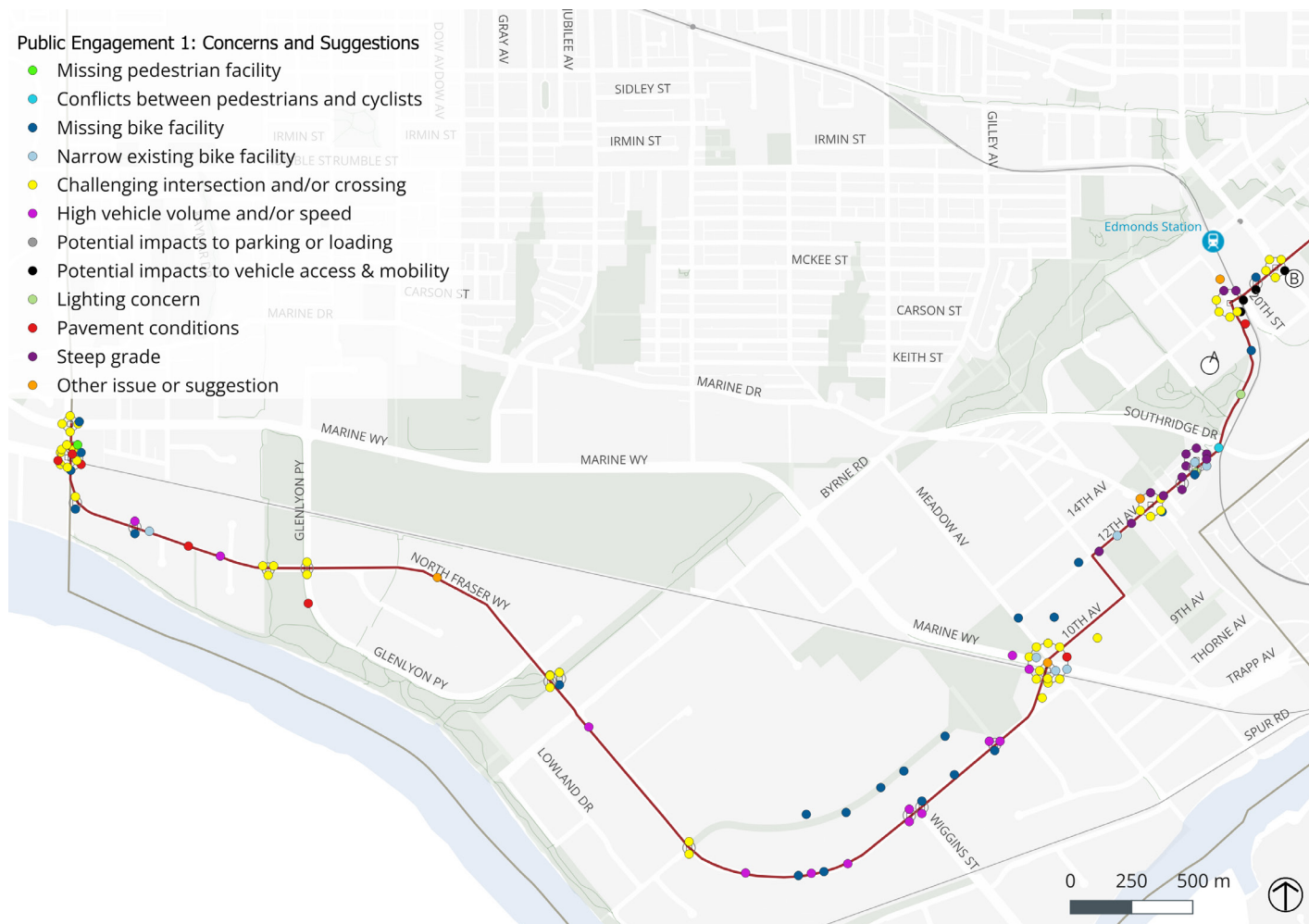
- » 12th Avenue: BC Parkway to Willard Street
- » 12th Avenue: Southridge Drive – Marine Drive
- » North Fraser Way (west of Glenwood Drive)
- » North Fraser Way and Marine Way
- » North Fraser Way and Wiggins Street
- » North Fraser Way and Byrne Road Creek Urban Trail
- » North Fraser Way and East Kent Avenue

Several comments received in the study area were out of scope of the project. These, in addition to comments outside the study area, were documented and will be reviewed as part of future City initiatives.

Segment 2 Interactive Map Feedback

Public Engagement 1: Concerns and Suggestions

- Missing pedestrian facility
- Conflicts between pedestrians and cyclists
- Missing bike facility
- Narrow existing bike facility
- Challenging intersection and/or crossing
- High vehicle volume and/or speed
- Potential impacts to parking or loading
- Potential impacts to vehicle access & mobility
- Lighting concern
- Pavement conditions
- Steep grade
- Other issue or suggestion



Southeast Bikeway Upgrade

Phase 1

Your voice on Segment 2: Big Bend Area

What improvements would you like to see?

Please place a dot on each improvement you would like to see.

Fewer cars on the road 	Slower car speeds 	Bike lanes separated from car traffic (e.g. physical barriers) 	Separate paths for pedestrians and cyclists
Space for passing or side-by-side cycling when possible 	Safer road crossings 	More spaces for gathering, playing and resting along the route 	Other (please specify)

Burnaby.ca/SoutheastBikeway | cycling@burnaby.ca

THIS IS CLIMATE ACTION



Feedback from pop-up event on the Big Bend area Segment 2

Input on Segment 2 was collected in-person at two pop-up events. Using a dotmocracy-style activity, participants expressed interest in a variety of potential improvements, with the most popular being bike lanes separated from vehicle traffic (37%) and safer road crossings (21%).

Next Steps

The project team will consider feedback from all user groups, including people who ride the routes, work in the area, and residents. We are committed to balancing needs, concerns and priorities to create a safe cycling route for people of all ages and abilities.

In Phase 2 of engagement, we will present the initial conceptual design to the community, which will be developed based on technical data and public feedback.

