

## Attachment # 2

### **Records of Business Walkabouts**

## Business Walkabout #1 – October 11, 2021

Business	Connected With	Preferred Method of Contact	Key Points
Wendy's	Manager	None, will reach out if has questions	
G&F Financial Group	Staff	None	<p>Does not engage in politics</p> <p>Staff perspectives:</p> <ul style="list-style-type: none"> <li>• Horrible idea- RCG was poorly designed and put up last minute (could see City staff using leaf blowers trying to dry paint)</li> <li>• Sight lines are dangerous, cannot see any bikers pulling out of the driveways</li> <li>• Happy that the mayor bikes, they bike, but this infrastructure has been cheap and dangerous</li> </ul>
KFC	Staff	Manager	None
IHOP	Manager	Call	None
Esso	Manager	Call store, ask for manager	None
Engman & Gunther, Notary Public	Owner	None	None
Uptown Florist	Owner	Owner	None
Mt. Calvary Lutheran Church	N/A	Email Phone	
Millennium Teamwork Fitness	N/A	Phone	
Elks barber Shop	Owner	Mail	<ul style="list-style-type: none"> <li>• Bike lanes are a good thing</li> <li>• Received previous notifications</li> <li>• Wants the pool to be re-opened</li> <li>• Speeding cars along the corridor</li> </ul>
Cerra Income Tax (was closed)			
Columbia Vacuum	Owner	None	Not interested in engaging
HM Tax	Owner	Email Phone	Received letters
Pizza Camp (was closed)			
Neko Nails and Spa	Staff	Email	None
Beach House Tanning and Swim	Owner		<ul style="list-style-type: none"> <li>• Business depends on customers parking in the front</li> <li>• Parking and traffic circulation are the most important</li> <li>• Loss of parking will harm all the businesses along the corridor</li> </ul>

Mediterranean Donair House (was closed)			
Eclipps Hair and Café	Staff	Phone	None
LBC Salon	Staff	Phone	None
Ho Fung Chinese	Owner		<ul style="list-style-type: none"> <li>• Will need Chinese translations going forward</li> <li>• Reaching out to her daughter to have it translated and will follow up with any questions</li> </ul>
Anny's	Staff	Email	
Royal City Mail and Business Services	Owner	Email	Received previous notifications
Danis Barbershop (was closed)			
New West Optical (was closed)			
MJ Hair Design	Owner	Phone	None
DL Adjusters LTD Unit 1			
Advanced Rehab Management Services Unit 2			
Wizard of Needles Unit 3			
The Dancing Cat Yoga Centre Unit 4	Owner	Owner Email Text/Phone	<ul style="list-style-type: none"> <li>• Bike racks</li> <li>• Better street lighting</li> <li>• Cyclists should be required to be in high vis gear</li> </ul>
Blue Con Design and Construction Unit 5			
Somers Poulin Hall Law	Secretary- Left four letters for each lawyer	Office Manager Email Phone	
BC SPCA New West	Owner	Phone	<ul style="list-style-type: none"> <li>• Whole block is dangerous and not well lit</li> <li>• Used to be a methadone clinic so area has huge issues with crime- need a better police presence</li> <li>• Does not bother trying to stop shop lifters anymore</li> <li>• There are problems with rideshare/deliveries- no where for them to pull over and they keep doing unsafe U-turns along the block</li> <li>• People use street as a racetrack</li> <li>• Dangerous passing</li> <li>• Bikers in the street do not adhere to the rules</li> </ul>

New West Minster United Reformed Church	N/A		
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## Business Walkabout #2 – February 9, 2022

Business	Connected With	Comments
7/11	Manager	None
G + F Financial Services	Staff	None
KFC	Staff	None
Ho Fung Chinese	Owner	None
Royal City Mail	Staff	None
Neko Nail Salon	Staff	None
Uptown Florist	Owner	-Concerns about loss of parking -Concerns about maintaining sidewalk space
Dani's Cuts	Owner	None
SPCA Thrift Store	Owner	-No gathering spaces, it increases smoking -Gathering space on 6th and Belmont has made the area unsafe with the homeless who gather there -Concerns that tax dollars are being spent on bike lanes -Greater priorities with traffic light safety and reducing speed limits
Engman & Gunther, Notary Public	Closed	
Business Complex: DL Adjusters LTD Unit 1 Advanced Rehab Management Services Unit 2 Wizard of Needles Unit 3 The Dancing Cat Yoga Centre Unit 4 Blue Con Design and Construction Unit 5	Staff of the Dancing Cat Yoga	None
New West Optical	Staff	None
Prospera	Several staff	-Avoid the potholes and mistakes made on 7 <sup>th</sup>
MJs Hair	Several staff	-City did a terrible job on 7 <sup>th</sup> , don't ruin 6 <sup>th</sup> too -Concerns about loss of parking
Wendy's	Staff	None
Mediterranean Donair House		-Priority should be the poor drainage along 6 <sup>th</sup> , any time it rains we see ponds develop where parking should be -Concerns about adding bike lanes but not fixing drainage -Not enough bikes to justify this
Flexi Nails	Staff	-Concerns about loss of parking
Elks Barber Shop	Owner	None
Eclipp's Hair Studio	Staff	None
Beach House Tanning and Swim	Staff	None
Pizza Camp	Closed - dropped off letter	
Somers Poulin Hall Law	Managing Partner	-Supportive of project
HM Tax	Staff	None
Columbia Vacuum	Staff	None
IHOP		-Concerns about blocking his driveway

		-Concerns about cars turning into bikes along his driveway -Need for very clear signs to minimize collisions and conflict along his driveway
Thornebridge Gardens Retirement Residence	Greeter Staff	None

### Business Walkabout #3 – December 6 and 7, 2022

Business	Concerns / Impacts	Suggested Mitigation Measures
Flexi Nails	<ul style="list-style-type: none"> <li>• The bike lanes and medians are hard to see in the snow</li> <li>• Have fewer issues with parking; parking stalls in the back</li> <li>• Concrete medians make it hard to turn</li> <li>• Lanes are now too narrow and the left turn lane on Sixth Street is hard to see</li> <li>• The bus now has to stop in traffic which adds congestion</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
KFC	<ul style="list-style-type: none"> <li>• Bike lanes in the snow have caused chaos</li> <li>• The snow makes the road even more narrow</li> <li>• It makes traffic worse</li> <li>• Not convenient for pedestrians</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Barbershop *Owner on vacation	<ul style="list-style-type: none"> <li>• Lanes are not properly indicated and covered with snow</li> <li>• Bike lanes are large and excessive</li> <li>• Have never heard more honking</li> </ul>	<ul style="list-style-type: none"> <li>• Better advertising for alley way parking</li> </ul>
Pizza Camp	<ul style="list-style-type: none"> <li>• Lack of visibility; seniors are confused by the bike lanes and are hitting signs and getting cars stuck in the snow</li> <li>• No one is using the bike lane</li> <li>• Respects the City's decisions, but bike lanes have had an impact on business (approximately 25 fewer customers per day)</li> <li>• Customers want convenience (ready made food, immediate parking)</li> <li>• Drivers are unaware there is parking in the back, we have made our own signs</li> <li>• Road is now too narrow for buses</li> <li>• Tough competition at the other end (students and people congregate at the other end of Sixth)</li> </ul>	<ul style="list-style-type: none"> <li>• Appreciate the ask, will continue to think of mitigation</li> <li>• Happy that the City is asking businesses so that we can work together</li> </ul>
H&M Tax	No comments	
Columbia Vacuum	<ul style="list-style-type: none"> <li>• Lanes are not well marked and covered in snow, people are driving over the barriers and getting their cars stuck</li> <li>• Don't see any bikes using the lanes</li> <li>• Every customer complains; people now have to park far away and drag their vacuums into the store (have a lot of senior clientele)</li> <li>• There are only five spots on the side of the building and they say "Reserved"; people don't realize they can use them</li> <li>• No free parking options</li> <li>• Have lost clients, they go somewhere else (more convenient)</li> <li>• Bike lanes add to congestion along Sixth Street</li> </ul>	<ul style="list-style-type: none"> <li>• Change the parking signs from "Reserved, will be towed" in the lot adjacent to the building</li> <li>• Find more parking or move the bike lane</li> </ul>

Groove Cat Books	<ul style="list-style-type: none"> <li>• The new changes are hard to see in the snow</li> <li>• Vehicles are confused and park in the bike lane</li> <li>• New store, nothing to compare it to but we know it is hurting our neighbours</li> <li>• Was not designed with seniors in mind</li> <li>• Lanes are not helpful, should have been on a street elsewhere</li> <li>• Lanes do not connect to anything on Sixth</li> <li>• Would prefer it be moved to a different street</li> </ul>	<ul style="list-style-type: none"> <li>• Change the parking signs from “Reserved, will be towed” in the lot adjacent to the building</li> <li>• Keep these spots clear from IHOP customers</li> </ul>
Esso	<ul style="list-style-type: none"> <li>• Snow and ice clearing has been poor, have seen many people slipping</li> <li>• Snow and ice building up at transit stops</li> <li>• Large crowds develop as the kids wait for the bus stops, sidewalks are too narrow</li> <li>• Increased traffic congestion with cars waiting to turn right along Eight Avenue</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
G&F Financial	<ul style="list-style-type: none"> <li>• <i>Comments reflect own opinions but not those of G&amp;F</i></li> <li>• Unclear how to use the lanes; people don’t know if they can park in the green</li> <li>• Snow has made it more confusing</li> <li>• There are not enough users to justify the construction</li> <li>• Still have parking, but as more condos go up it will become more of a challenge</li> <li>• The streets are narrow and difficult to navigate for the elderly</li> <li>• Very supportive of the crosswalk</li> <li>• Challenges tuning onto Sixth Street from Hamilton</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Ho Fung Chinese Restaurant	<ul style="list-style-type: none"> <li>• Customers are not happy with it, lots of complaints</li> <li>• Loss of parking is frustrating</li> <li>• Turning from Hamilton onto Sixth Street is too narrow and forces cars into oncoming traffic</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Royal City Mail	<ul style="list-style-type: none"> <li>• Cars are trying to park in the bike lane</li> <li>• The snow has made it more confusing</li> <li>• Not well used by bikes</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Neko Nails	<ul style="list-style-type: none"> <li>• Snow maintenance has been poor, hasn’t been cleared from roads let alone the bike lanes</li> <li>• Zero snow management</li> <li>• No plan for future maintenance (leaves or snow)</li> <li>• Median causes issues for people turning, people drive over it, can’t see it in the snow</li> <li>• Customers don’t feel comfortable opening their doors into bike lanes or into traffic</li> <li>• Unclear how to use the lanes; people are confused and park on the green</li> <li>• Impossible to drop off elderly, they have to hop over curbs or walk into traffic</li> </ul>	<ul style="list-style-type: none"> <li>• Cheaper parking for the area, fewer parking metres</li> </ul>



	<ul style="list-style-type: none"> <li>No access for emergency vehicles, no where to pull over</li> </ul>	
Uptown Florist	<ul style="list-style-type: none"> <li>Cannot see the new bike lane features in the snow</li> <li>There are too many barriers and you can't see the barriers in the snow</li> <li>Lost customers because it is harder for people to park in the area</li> <li>Unclear how to use; cars are parked in the lane</li> <li>Angry about the removal of bus stops</li> <li>Unsafe for clients to open their doors into bike lanes or traffic</li> <li>The design does not consider the elderly in the area</li> <li>Turning out of Hamilton is challenging</li> <li>Increases congestion along Sixth Street</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Engman & Gunther, Notary Public	<ul style="list-style-type: none"> <li>There is no snow clearing or maintenance</li> <li>No one uses bike lanes in the snow</li> <li>High school kids do not ride bikes</li> <li>Elderly now have to manage over curbs to access shops</li> <li>Construction is taking too long</li> <li>Bike lanes are not used on Seventh Avenue (unsafe, cyclists would rather bike in the road)</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
BlueCon Contracting	<ul style="list-style-type: none"> <li>Parallel parking is problematic</li> <li>There is not enough room to park which is frustrating for customers</li> <li>The parking at the back is used by employees, there are very few options for visitors</li> <li>Turning is a challenge with the barriers</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
DL Adjusters	<ul style="list-style-type: none"> <li>Challenging to turn right from Hamilton; not wide enough</li> <li>Unclear how to use</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Advance Rehabilitation Management	<ul style="list-style-type: none"> <li>Less parking is challenging</li> <li>It is already hard for drivers, now it's even harder</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Prospera Credit Union	<ul style="list-style-type: none"> <li>Lanes are much more narrow turning left</li> <li>The area has become more of a bottleneck</li> <li>Road feels narrow and can be challenging for elderly drivers</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Mediterranean Donair	<ul style="list-style-type: none"> <li>The previous engagement outreach did not specify how Sixth Street was getting bike lanes definitively and how disruptive they would be</li> <li>No cyclists are using it</li> <li>All customers are angry</li> <li>Concrete islands are dangerous</li> <li>Loss of parking in front of business has caused us to lose customers</li> <li>Right turns from Hamilton force cars into oncoming traffic</li> <li>Customers are unaware of parking in the back</li> <li>No one will use this lane the same way no one uses 7<sup>th</sup> Ave</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

<p>SPCA Thrift Store</p>	<ul style="list-style-type: none"> <li>• There has been no snow clearing on bike lanes or sidewalks, makes it hard for seniors to get around</li> <li>• The snow that has been plowed has been plowed onto the sidewalks</li> <li>• Previous engagement outreach was not done by an engineer and the designs were not communicated</li> <li>• People (seniors) are opening doors into heavy traffic and transit</li> <li>• Was not designed with seniors or people with mobility issues in mind (impossible to load mobility scooters into traffic, curbs act as barriers for seniors, seniors can't carry their shopping over the curbs)</li> <li>• Construction trucks continue to block customers and the project still isn't finished- poor project management</li> <li>• Sales have dropped by 50%</li> <li>• No signs in the area that there has been a change to traffic patterns</li> <li>• Concrete medians are not necessary</li> <li>• Bike lanes on Seventh Avenue are not used</li> <li>• Turns off of Hamilton Street are blind spots, can't see until you are halfway through traffic</li> <li>• Should have been installed in speed-controlled areas</li> <li>• Has made front door donation drop-offs impossible</li> <li>• Parking in the back isn't ours</li> <li>• Increased congestion along Sixth Street</li> <li>• Not planning on renewing our lease</li> </ul>	<ul style="list-style-type: none"> <li>• Angled parking</li> <li>• Handicap parking</li> <li>• Ramps for seniors to get over the curb</li> <li>• Sidewalks that are in better condition for seniors</li> <li>• More lighting along the stretch</li> <li>• More police patrols (jaywalking, crime)</li> </ul>
<p>Beach House Tanning Salon</p>	<ul style="list-style-type: none"> <li>• Would not be as upset if the bike lane was actually used, but there are no bikes</li> <li>• Contractors told us it was going to be temporary</li> <li>• No notice from the City about construction</li> <li>• Was always a dream to own a tanning salon, the business has been a staple in the community, was hoping to always have it and pass it onto kids; now we are just trying to stay afloat</li> <li>• People come here to feel good, come here for their happy place; employees always return; we are a family</li> <li>• When it was time to renew the lease, the rent tripled but we couldn't fathom closing on our clients</li> <li>• Husband lost job during the pandemic and we put everything into this salon</li> <li>• Used to have constant waits for beds, now we barely have 10 a day</li> <li>• Tanning is not an essential service, people stop by out of convenience they don't always plan ahead to get a tan (99% are impulse tanning)</li> <li>• Now, clients just keep driving</li> <li>• These should be our busiest months, but we are lucky if we can fill all of our beds</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

	<ul style="list-style-type: none"> <li>• Only have two parking spots, one extra that we pay for, all the other spots are taken</li> <li>• Even though we have parking in the back, it can take 25 minutes to access it with the increased congestion, and its even longer to try to pull out; coming here is already a luxury people don't want to be inconvenienced</li> <li>• Clients see the towing signs and don't park</li> <li>• I had to call everyone individually and remind them of the stall we have in the back</li> <li>• There is increased congestion from cars trying to turn onto Eight Avenue</li> <li>• Challenging to turn from Hamilton onto Sixth Street</li> <li>• The street is also now very narrow and the cement barriers are a safety issue</li> <li>• There are a lot of mental health issues and crime around here and we employ young girls; some with health issues; if something were to happen, emergency vehicles would not be able to get through</li> <li>• It should have been on a different street</li> <li>• The tanning business has lost so many clients, thankfully our other body contouring business in the back is booked out until the new year</li> <li>• Construction is taking so long, they are only half done</li> <li>• Elderly have to get out into oncoming traffic and cross the street</li> <li>• Have seen elderly clients dragging their vacuums to get repaired in the rain or snow</li> <li>• Kids don't ride bikes</li> <li>• The road has been ripped up and left there</li> <li>• All clients are upset</li> <li>• There is no room for buses</li> <li>• The only benefit has been the crosswalk</li> </ul>	
Burnaby Vapour	<ul style="list-style-type: none"> <li>• Moving bus stops and losing parking increases the risk that people, especially the elderly, will slip and fall on ice</li> <li>• The City doesn't salt or sand the roads or sidewalks</li> <li>• The new median has been hidden by the snow</li> <li>• Removing the bus stops has been a huge challenge for commuters and people who cannot afford vehicles</li> <li>• We keep losing bus stops on Sixth Street</li> <li>• No one is using the bike lane; New West is nothing but hills-no sense in building more bike lanes</li> <li>• Shouldn't have been installed on a main street</li> <li>• Used to get 60 people per day, now we have 10 if we're lucky</li> <li>• Delivery drivers can't access our back alleyway (too narrow, impossible to back in or out)</li> </ul>	<ul style="list-style-type: none"> <li>• Put the bus stops back in place</li> </ul>
Somers Poulin Hall	<ul style="list-style-type: none"> <li>• Was unaware of the bike lane installation</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

	<ul style="list-style-type: none"> <li>• Might feel better seeing them used without the snow in the spring time</li> <li>• Haven't lost parking but know other businesses have</li> <li>• Causes issues for our couriers, vendors, and shredders (have to lug boxes and bins around to the alleyway, not enough space for the size of the trucks)</li> <li>• Vendors might not be able to come as often as a result (which will impact our firm greatly)</li> <li>• Most of our parking spots are used by employees and more spots will be needed as more people return to work in office</li> <li>• Causes severe congestion; hard to pull in and out of the alleyway, waiting for cars to turn onto Eighth Avenue</li> <li>• Very backed up in the afternoon and evening</li> </ul>	
Wizard of Needles	No comments	
Anny's Dairy Bar (by email)	<ul style="list-style-type: none"> <li>• Lack of consultation</li> <li>• Reduction in convenient parking</li> <li>• Bike lane could have been done on parallel street</li> <li>• Taking our valuable parking in front of business is a blow after COVID restrictions</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Wendy's	Unavailable	
Eclipps Hair Studio	Unavailable	
IHOP	Unavailable	
Dancing Cat Yoga Studio	Unavailable	
Dani's Cuts	Unavailable	
LP Gander & Associates	Unavailable	