February 2019

UniverCity Resident Survey

MUSTEL GROUP
MARKET RESEARCH

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Executive Overview

The following are highlights from the UniverCity Resident Survey 2019, conducted on behalf of the SFU Community Trust.

In an attempt to better understand the demographic make-up of UniverCity's resident population and further gather feedback regarding their attitudes, opinions, expectations and needs of their community, an online survey was conducted with invitations mailed to all households on a postcard. The survey was first designed in 2007 then updated and repeated in 2010, 2012, 2014, 2016 and now 2019. The survey was completed on paper by mail in 2007 and 2010, and online in 2012, 2014, 2016 and 2019.

Influences of Living at UniverCity

- The strongest influences or reasons for choosing UniverCity continue to include the natural setting, affordability of the development, proximity or access to amenities, access to public transit, and recreational opportunities.
- Other influencing factors of note in 2019 include proximity to work, sustainability features of the development, and the architectural design of the buildings.
- Consistent with all previous years, the majority of residents previously resided in other parts of Burnaby (32%), Vancouver (22%) or the Tri Cities area (10%), with most that considered one of these three areas prior to moving to UniverCity.

Executive Overview

Influences of Living at UniverCity ***(cont'd.)***

- When prompted with various sustainability features found within the community, nine-in-ten residents were aware of at least one. The most commonly known feature is one of the car share programs, followed by the Living Building Childcare Centre.
- Consistent with all previous measures, almost all residents continue to say they would recommend UniverCity to friends and family (94%).

Work and Transportation

- As in previous surveys, the majority of residents is employed for pay (82%), 8% work from home, 67% outside the home and 5% say they do both. Of those who work outside the home, most travel the short distance to SFU (32%), other parts of Burnaby (22%) or to Vancouver (26%).
- The most common mode of transportation for commuters continues to be by private vehicle, the proportion of which has remained consistent since 2012, currently 41%.
- The majority of households have just one car (64%) and one parking space (76%). Amongst those with an additional vehicle, most use street parking (57%) or rent additional spaces (47%), though more residents report using visitor spaces this year (27%, up from 8% in 2016).

Executive Overview

Work and Transportation ***(cont'd.)***

- Use of public transit is also statistically unchanged since 2012, currently used by 24%. Having trended upwards from 16% in 2007, the proportion of those who walk to work remains stable at 30%.
- More than nine-in-ten residents have at one time or another used public transit, with more than one-third that uses it at least once a week or more (39%), while the majority do so just a few times a month or less often (55%).
- Continuing to increase over time, more than one-third of residents have now made use of a car share service (37%), up from a quarter in 2016 and one-in-five prior to that. Now, about one-in-five uses a service once a month or more often.
- Nine-in-ten residents are aware of the proposed Burnaby Mountain Urban Transit Gondola (91%), with most in favour of it (76% support it versus 10% that oppose and the rest are neutral).
- Fewer than one-in-five residents currently make use of the community amenity space at UHE during non-school hours (18%), though one-third of residents say they would be interested in using the space at weekends, with a further 41% saying they might.

Executive Overview

Household Composition and Childcare

- The majority of households at UniverCity have two adults (74%) or a single adult (20%). More than one-third of households have children in them (36%), statistically unchanged since 2010.
- As in 2016, one-third of households with children under 14 currently have at least one child enrolled in childcare at UniverCity or SFU (35%). Eight-in-ten of those enrolled had to sign up to a waitlist (83%), half of whom waited a year or more (52%).
- Consistent with previous years, more than four-in-ten households have someone associated with Simon Fraser University, including faculty, students or staff (45%).

Homeowners

- More than three-quarters of residents at UniverCity currently own their property (77%), and for almost half of them it was their first purchase (47%).
- Just 6% of the properties owned at UniverCity were purchased to provide accommodation for a student within their family.
- The slight majority of homeowners at UniverCity said they downsized from their previous home (57%), with 23% that bought a larger property, and the remaining 21% that moved to a similar sized unit.

Executive Overview

Renters

- On average, renters at UniverCity are paying approximately $1,700 per month in rent (up from $1,500 in 2016), with the average size of a rental unit being about 800 square feet.
- Less than half of those renting their accommodation at UniverCity have the cost of a utility of some kind included in their rent (41%), most commonly noted being gas (24%), hot water (10%) or electricity (9%).
- The majority of those renting at UniverCity said they experienced some level of difficulty finding a suitable rental home (55%).

Satisfaction with Current Unit

- Almost two-thirds of all residents are currently satisfied with the size of their home (63%), with 13% considering a move within UniverCity and fewer than one-in-ten considering a move outside of the community (7%).
- On average, the ideal home size for those considering a change would be approximately 1,500 square feet or 3 bedrooms, with half that report being prepared to pay $700,000 or more for their desired home.

Methodology

- Following an initial survey in 2007 and follow-up surveys in 2010, 2012, 2014 and 2016 the SFU Community Trust commissioned market research at the beginning of 2019 to track the demographic make-up of UniverCity's resident population and further gather feedback regarding their attitudes, opinions, expectations and needs of their community.
- For the purposes of tracking some of the questions first used in the 2007 self-completion mail-back survey, designed in conjunction with the Trust, and used again in 2010, 2012, 2014 and 2016, were retained for the 2019 survey. As in 2012, 2014 and 2016 the survey in 2019 was administered using an online methodology.
- A postcard invitation was mailed January 30th 2019 to all UniverCity residences from lists made available by the Trust. Included on the postcard was a survey link that respondents could use to access the survey. They were asked to respond by February 25th. In addition to the postcard invitation emails were sent out by the Trust to households for whom they held email addresses, and finally phone calls were made to households for whom a publicly listed telephone number was available.
- As an incentive, all those completing a survey were offered the opportunity to enter a prize draw with the chance to win a $250 gift certificate for Nesters market.

Methodology

- In total 250 residents completed a survey from a total of 2,350 households that were invited. The margin of error on this finite sample size is +/- 5.8% at the 95% confidence level.

The following notations have been used in this report to signify changes over time:

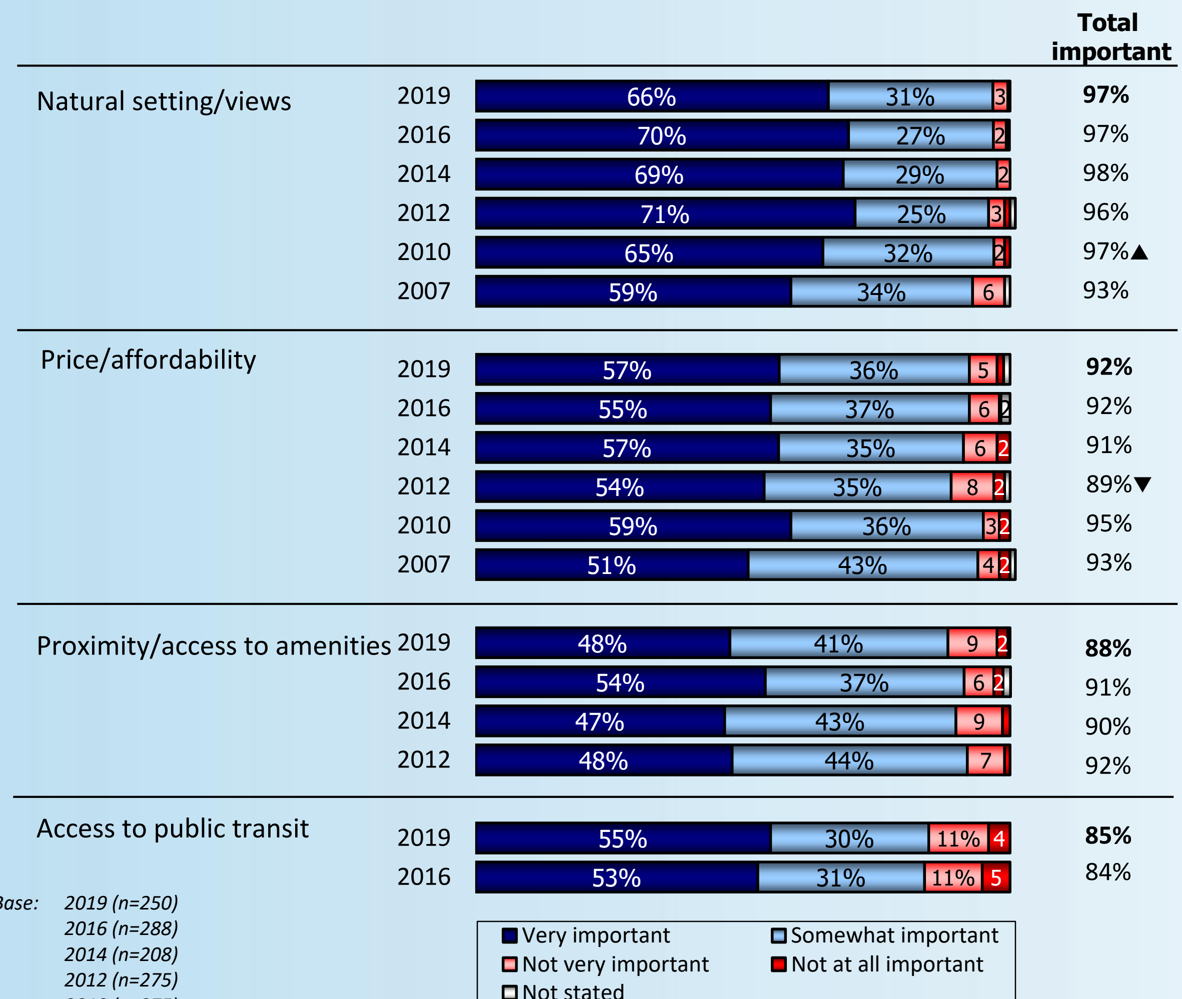
▲ Significantly higher	▲ Directionally higher
▼ Significantly lower	▼ Directionally lower

Significance is tested at the 95% confidence level. Directionally higher/lower is not yet statistically significant at the 95% confidence level, but suggests a possible emerging trend of interest.

Detailed Findings

1. Influences and Awareness of Sustainability Features

Factors Influencing Decision to Live at UniverCity



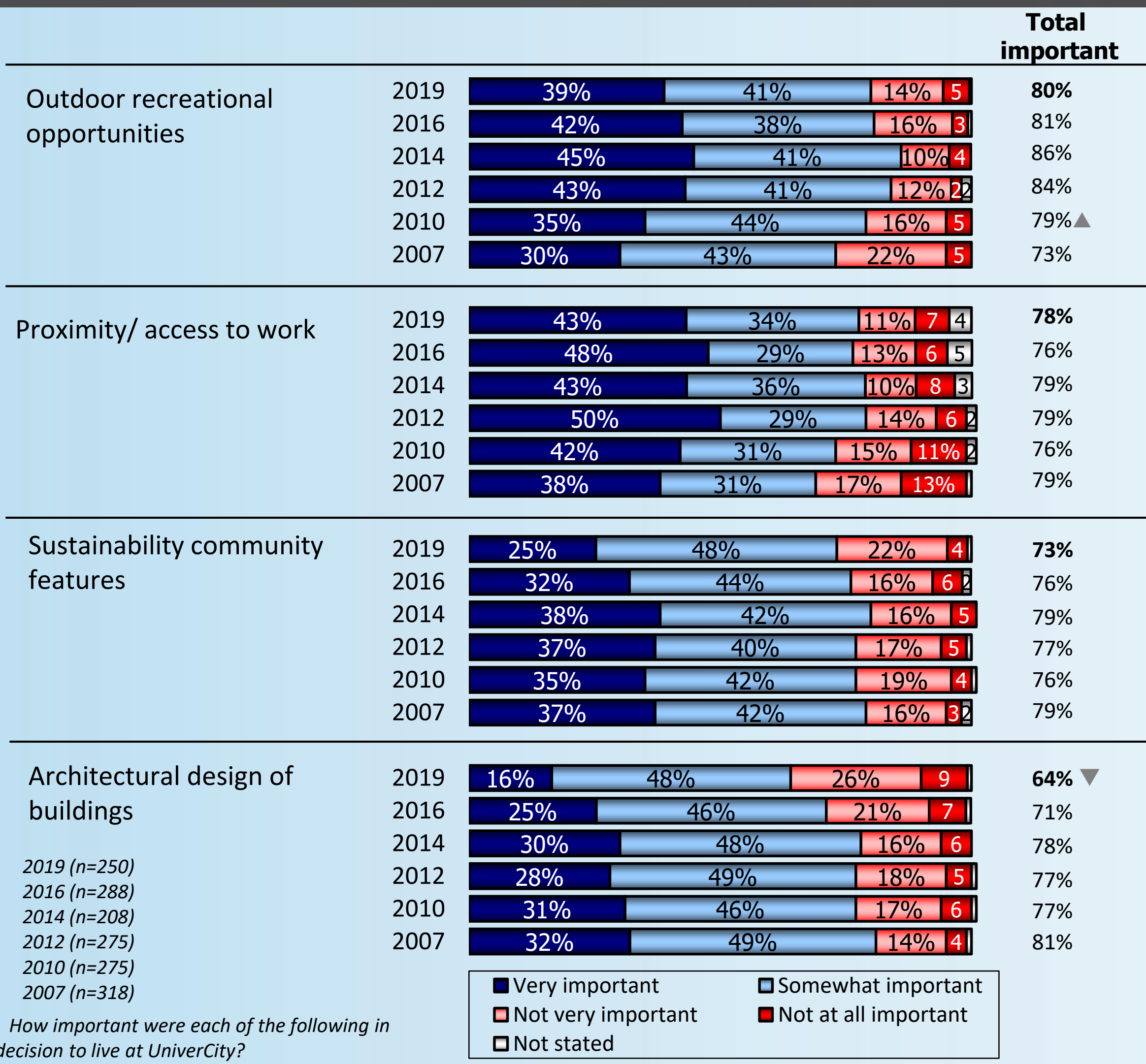
- When prompted, the strongest influences when choosing to live at UniverCity continue to include the natural setting, affordability of the development, and proximity or access to amenities.
- Rated for the first time in 2016, access to public transportation continues to be important to the large majority of residents in 2019 (85%), with more than half for whom it is "very important" (55%).

Base: 2019 (n=250)
2016 (n=288)
2014 (n=208)
2012 (n=275)
2010 (n=275)
2007 (n=318)

Q.A1) How important were each of the following in your decision to live at UniverCity?

continued

Factors Influencing Decision to Live at UniverCity (cont'd)



Base: 2019 (n=250)
2016 (n=288)
2014 (n=208)
2012 (n=275)
2010 (n=275)
2007 (n=318)

Q.A1) How important were each of the following in your decision to live at UniverCity?

- Recreational opportunities, proximity to work and sustainability features remain important for about three-quarters or more of residents in 2019.
- Though not a significant change from 2016, the importance of architectural design has trended downward over time, now important to 64% compared with 81% in 2007.

continued

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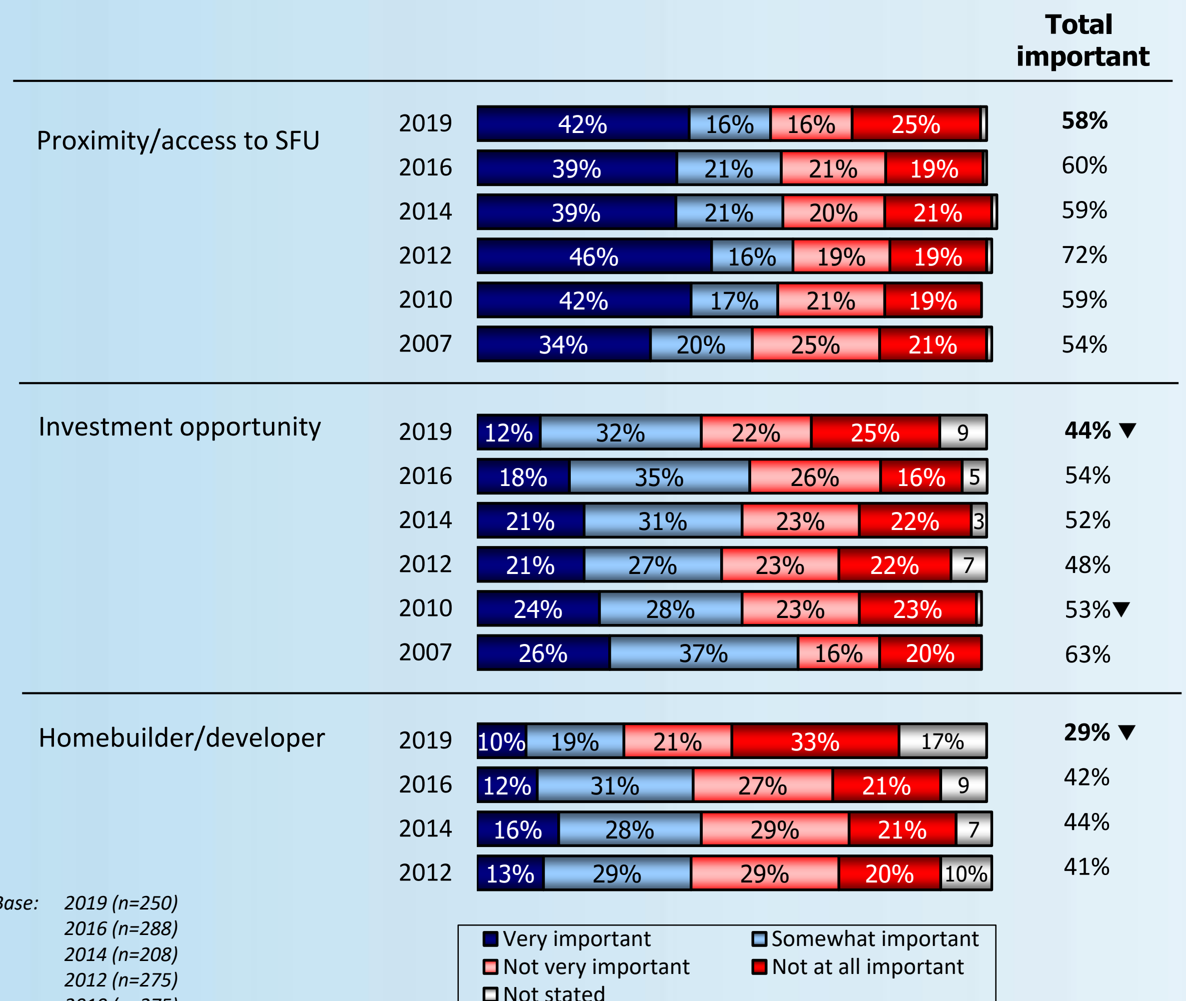
Factors Influencing Decision to Live at UniverCity (cont'd)



- At almost six-in-ten, the proportion that rates proximity to SFU as important is consistent with previous years.
- Having been stable the past two measures, the community as an investment opportunity is significantly less important in 2019, now less than half rate it as important (44%).
- As found in previous years the homebuilder or developer is rated lowest in terms of importance, and significantly less important in 2019 compared with all previous measures.

Base: 2019 (n=250)
2016 (n=288)
2014 (n=208)
2012 (n=275)
2010 (n=275)
2007 (n=318)

Q.A1) How important were each of the following in your decision to live at UniverCity?

Life at UniverCity: Likes

Likes:	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Sense of community/good for families/ neighbours/friendly atmosphere	10	25▲	29	39▲	36	36
Natural setting/fresh air	34	36	38	38	38	35
Quiet/tranquil	33	29	23	20	25	25
Location (general)	27	22	29▲	26	18▼	22
Proximity to SFU	18	18	24▲	15▼	23▲	21
Access to amenities/Nesters Market	5	16▲	23▲	24	22	21
Outdoor recreation opportunities	13	14	18	15	18	20
Views/it's beautiful	19	16	16	14	18	20
Close to Elementary School/Daycare	-	2	14▲	14	12	12
It's safe	4	6	12▲	14	13	10
Access to transit (transit pass*)	5	9▲	7	6	8	8
New development/liked condo layout	9	6	4	3	-	5
Unique development/sustainable community/ lifestyle	12	8	23▲	12▼	14	4▼
It's clean	4	6	3▼	3	2	4
Affordable/investment opportunity	1	1	4▲	3	1	3
Miscellaneous	1	2	-	1	2	2
Not stated	6	3	5	12▲	5▼	10▲

*(*transit pass only mentioned prior to 2012)*

Q.A2) What in particular do you like about living at UniverCity?

- The various location factors and natural setting of the UniverCity development continue to be the most common appeal of life there.
- The proportion of those mentioning the sense of community remains stable at more than one-third, as does those mentioning the proximity to SFU.
- While the proportion saying they are drawn to the community as unique and sustainable declines in 2019, mentions of most other attributes remain statistically unchanged.

Life at UniverCity: Dislikes

Dislikes:	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Lack of/not enough entertainment/restaurants/pubs	11	4▼	6	8	14▲	19
Problems with other residents/renters/students	5	10▲	13	13	13	18
Need a greater variety of retail services / extend hours of operation	26	9▼	19▲	16	14	17
Private vehicle concerns (e.g. too much traffic/ dangerous drivers/speeding/ problems with roads)	4	5	8	7	15▲	14
Very secluded/isolated/long commute off the mountain	9	10	13	8▼	10	11
Not a true sustainable community/development not as promised	-	2	11▲	9	8	10
On-going construction causes disruptions/inconvenience/irritation	7	3▼	7▲	10	8	10
Public transit concerns/ not enough service/ removal of transit pass*	10	6▼	10▲	7	7	10
Maintenance issues (e.g. poor garbage collection/too much litter/dog waste/landscaping)	2	5▲	7	10	6	10▲
Weather (cloudy/foggy/snow)	5	2▼	11▲	5▼	8	8
No sense of community / not aware of community events	5	4	12▲	6▼	6	8
Need medical clinic/doctor's office	-	-	4	4	5	8
Increased crime/safety concerns/need Police Dept.	5	2▼	3	5	3	8▲
Parking problems/cars get towed/not enough street parking	14	10	7	6	2▼	8
Need more usable green space (e.g. dog parks, playgrounds etc)	3	8▲	9	4▼	6	6

**first mentioned in 2012*

Q.A3) And what in particular, if anything, do you dislike about living at UniverCity?

continued...

- In terms of negative aspects of the community, most issues previously reported remain statistically unchanged, with most common mentions including a lack of entertainment and retail choices, problems with other residents, and concerns regarding private vehicles such as traffic and dangerous driving.
- A minor increase occurs regarding general maintenance issues, now noted by one-in-ten residents along with complaints about public transit, on-going construction noise and the remoteness of the community.
- Though still reported by fewer than one-in-ten, concerns about crime and safety increases this year, now reported by 8% of residents.

Life at UniverCity: Dislikes (cont'd)

Dislikes (cont'd):	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Complaints about Polygon/SFU Trust/strata	6	4	10▲	7	6	6
Too noisy	2	6▲	7	5	5	6
Lack of larger home sizes (i.e. above 1300 sq. ft.)/ lack of storage/need more space for family	-	5	8	6	7	4
Real estate price concerns/ expensive rentals	-	-	-	3	7▲	4
Lack of recreational opportunities/trails/community centre/ swimming pool	4	2	3	5	6	4
Lack of emergency services (i.e. fire department, police)	-	-	-	-	2	4
Concerns about Kinder Morgan tank farm/ pipeline	-	-	-	-	-	4
Growing population/too crowded	-	-	4	3	2	2
Poor quality construction	2	1	2	1	2	<1
Cost of living (i.e. retail, parking)	-	-	4	1▼	-	-
Problems with students/turning into university housing	3	5	10▲	9	-	-
Road concerns (too narrow, need lighting, etc.)	4	4	7	3▼	-	-
Poor cell phone reception	1	<1	-	-	-	-
Inefficient snow removal	8	6	-	-	-	-
Miscellaneous	3	4	5	4	2	1
Not stated	13	18▲	14	22▲	14▼	15

Q.A3) And what in particular, if anything, do you dislike about living at UniverCity?

- Most other issues, each reported by fewer than one-in-ten residents remain proportionally unchanged.

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Area Lived in Prior to Moving to UniverCity

	Previously Lived					
	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Burnaby	29	32	30	30	35	32
Vancouver	26	24	24	25	22	22
Tri Cities (Coquitlam, Port Coquitlam, Port Moody)	12	12	13	8▼	13	10
North Shore	6	6	6	3	4	7
Other Metro Vancouver	12	12	8	8	3▼	8▲
Langley / Surrey	n/a	n/a	n/a	n/a	2	3
Richmond / Delta	n/a	n/a	n/a	n/a	<1	3
New Westminster	n/a	n/a	n/a	n/a	1	2
Maple Ridge / Pitt Meadows	n/a	n/a	n/a	n/a	n/a	<1
Fraser Valley	n/a	n/a	n/a	n/a	1	2
Other BC	3	1	5▲	4	6	4
Other Canada	5	5	5	8	8	9
USA	4	4	6	4	3	3
Other	<1	4	4	2	6▲	3▼
Not stated	2	-	-	8	-	-

Q.A4i) Where did you live before moving to UniverCity?

- Consistent with all previous years, the majority of residents in 2019 previously lived in either Burnaby, Vancouver or the Tri-Cities prior to moving to UniverCity.
- An additional 7% moved from the North Shore and 8% from other parts of Metro Vancouver
- The proportion coming from other parts of B.C. is statistically unchanged since 2012, currently 4%.

Areas Considered Prior to Moving to UniverCity

	Previously Considered				
	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Burnaby	57	58	59	71▲	70
Tri Cities (Coquitlam, Port Coquitlam, Port Moody)	19	36▲	30	33	39
Vancouver	37	41	38	33	35
New Westminster	9	18▲	18	24	28
North Shore	16	18	15	14	16
Richmond / Delta	2	2	3	1	3
Langley / Surrey	-	-	-	-	3
Fraser Valley	-	-	-	1	1
Other Metro Vancouver	3	3	3	-	<1
Other BC	<1	<1	1	-	2
Other Canada	<1	-	1	-	-
USA	<1	-	-	-	<1
Other	<1	-	-	6	3▼
Not stated	-	6	11	-	-

Q.A4ii) And where did you consider moving to before moving to UniverCity?

- Consistent with previous measures, the majority of residents considered living in either Burnaby (70%), Vancouver (39%) or the Tri-Cities (35%) before settling on UniverCity.
- This year more than one-quarter had considered New Westminster (28%), with 16% considering the North Shore.

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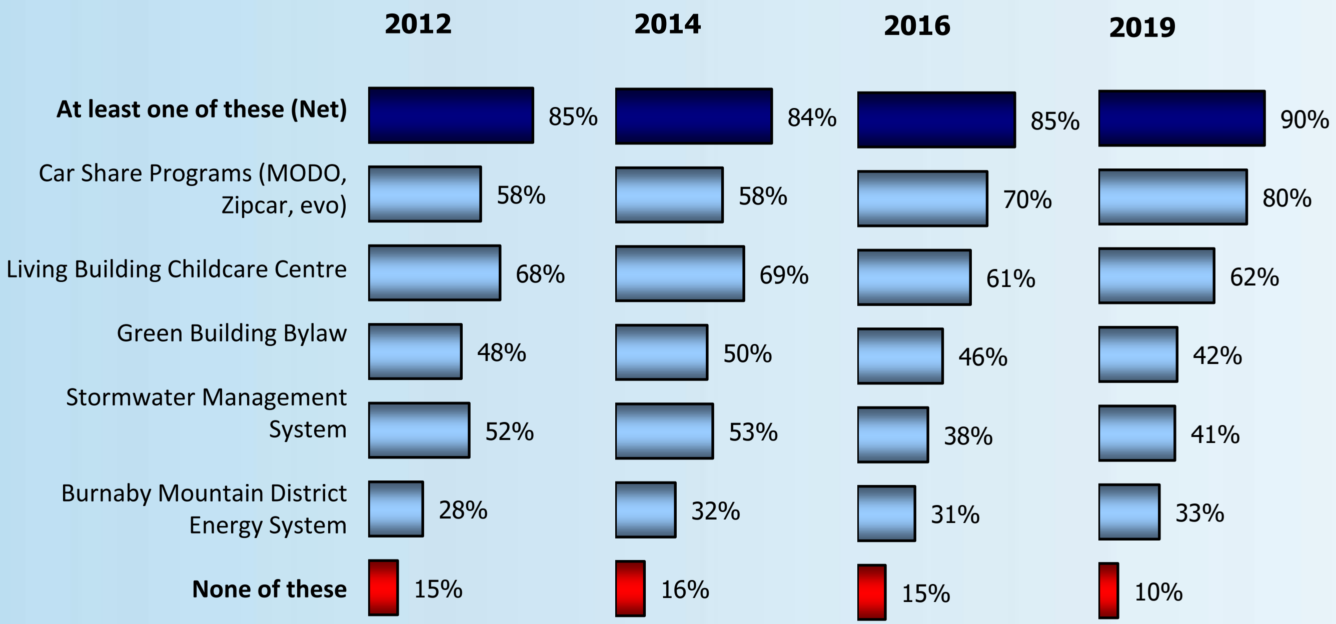
Awareness of Sustainability Features or Initiatives

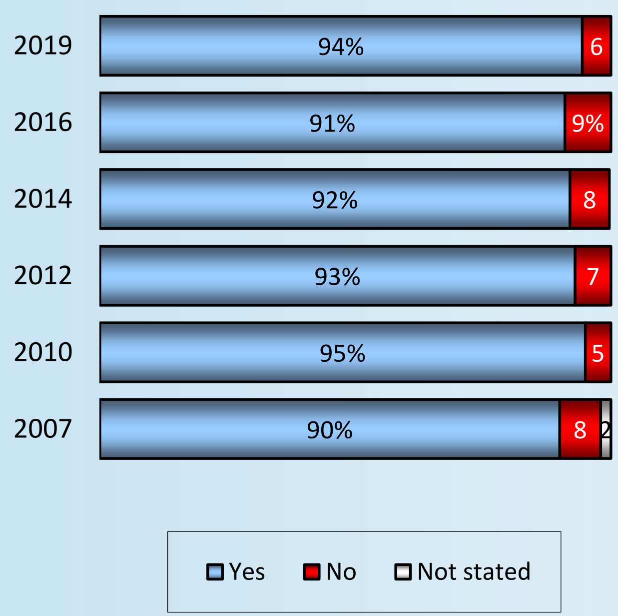


Base: 2019 (n=250)
2016 (n=288)
2014 (n=192)
2012 (n=273)

Q.A5) Before today which of the following sustainability features or initiatives at UniverCity were you aware of?

- When prompted with various sustainability features found within the community, nine-in-ten residents were aware of at least one feature, with awareness levels generally consistent with 2016.
- The most commonly known feature was one of the car share programs, followed by the Living Building Childcare Centre.
- About four-in-ten residents were aware of the Green Building Bylaw, with a similar proportion aware of the Stormwater Management System.
- Least commonly known remains the Burnaby Mountain District Energy System (33%).

Would Recommend Life at UniverCity



- Consistent with previous measures, the large majority of residents continue to say they would recommend UniverCity to friends and family.

Base: 2019 (n=250)
2016 (n=288)
2014 (n=191)
2012 (n=273)
2010 (n=275)
2007 (n=318)

Q.A6a) Would you recommend UniverCity to friends or family?

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Reasons to Recommend Life at UniverCity

	Total would recommend UniverCity to others		
	2014 (175) #	2016 (262) #	2019 (236) #
Sense of community/ good for families/ friendly atmosphere	42	34▼	36
Quiet/ tranquil	15	15	25▲
Access to amenities (walking distance to stores, services, restaurants)	10	12	23▲
Natural setting/ fresh air	20	19	20
Good location/ close to work/ other municipalities	11	14	19
Views/ it's beautiful	11	12	18▲
Proximity to SFU	7	12▲	14
Affordable/ investment opportunity	12	11	14
Enjoy living here	11	13	12
It's safe	16	13	11
Close to elementary school/ daycare	7	5	11▲
Outdoor recreation opportunities	6	9	10
Unique development/ sustainable community/ lifestyle	11	11	9
Access to transit	5	4	8▲
It's clean	1	3	7▲
New development / liked condo layout	-	1	2
No reason provided	15	17	1

Q.A6b) Why is that?

- Those that would recommend the community to others were further asked their reasons why, with the most common reason being the sense of community felt there, that it is friendly and good for families
- Other positive aspects that are highlighted include the natural, quiet setting, the views and beautiful surroundings, as well as a sense of safety.
- For others, the appeal lies in the location, the access to work and other parts of the Lower Mainland in general. It is seen as a unique, sustainable development that is also a good investment opportunity.
- Also appreciated are the amenities and services such as Nesters Market, daycare and elementary school.

Reasons NOT to Recommend Life at UniverCity

	Total would not recommend UniverCity to others			
	2012 (19) #	2014 (16) #	2016 (26) #	2019 (14) #
Not a true sustainable community/ development not as promised	3	2	3	6
Lack of amenities/ services	4	5	7	5
Problems with other residents	2	4	3	4
Too much traffic/ dangerous drivers/ speeding	1	-	1	3
Too crowded/over-developed/units are too close together	1	3	1	3
Property has not held its value/ no appreciation	3	1	4	2
Concerns about the Kinder Morgan Tank Farm / Pipeline expansion (2016)	-	-	4	2
Very secluded/ isolated/ long commute off the mountain	5	6	3	2
No sense of community	4	1	3	-
Lack of larger home sizes/need more space for family	1	2	4	-
Miscellaneous	-	1	4	2
No reason provided	5	3	4	-

Q.A6b) Why not?

- Among the few that would not recommend UniverCity the most commonly mentioned reasons include disappointment with sustainability features and the lack of amenities or services.
- Other things that put off the residents include problems encountered with other residents, and concerns about traffic and overcrowding.

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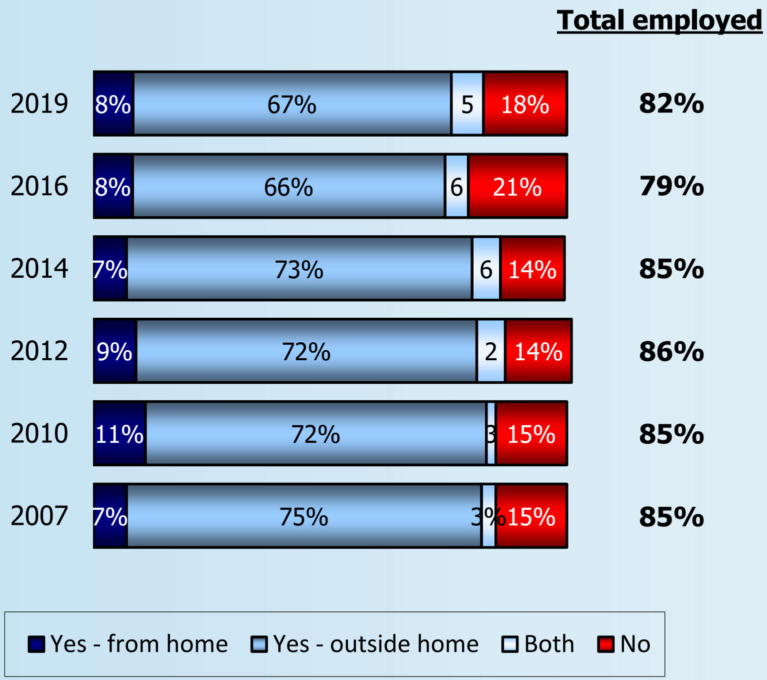
2. Work and Transportation

Employment Status



- As in previous years, the large majority of residents are currently employed for pay (82%).
- Most work outside the home (67%), with 8% that works from home, and 5% that do both.

Base: 2016 (n=250)
2016 (n=288)
2014 (n=191)
2012 (n=273)
2010 (n=275)
2007 (n=318)

Q.B1) Are you employed or working for pay?

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Work Location

	Total employed outside the home										
	Respondent						Other Adults*				
	2007 (270) %	2010 (204) %	2012 (213) %	2014 (150) %	2016 (204) %	2019 (185) %	2010 (131) %	2012 (177) %	2014 (125) %	2016 (170) %	2019 (169) %
Burnaby/SFU	42	45	36▼	46▲	48	54	51	46	43	46	51
SFU	n/a	n/a	n/a	30	32	32	n/a	n/a	22	25	23
Burnaby	n/a	n/a	n/a	16	16	22	n/a	n/a	22	21	18
Vancouver	37	39	30▼	35	33	26	31	30	34	30	28
Tri Cities	7	10	8	5	4	3	4	7	2▼	7▲	7
North Shore	7	6	5	-	3	3	1	7▲	2▼	2	5
Richmond	6	6	6	3	-	2	3	3	6	4	3
New Westminster	3	5	5	2	1	1	2	2	2	2	4
Langley/Surrey	4	5	5	3	6	6	2	5	6	6	7
Fraser Valley	1	1	1	1	-	-	-	-	1	1	1
Other	4	11	10	5▼	5	5	6	-	12	9	9
Not stated	-	-	-	-	-	-	-	-	2	4	2

Q.B2) Where do you work?

Q.B4) If other adults or grown children in your household work outside the home, where do they work?

** Not asked in 2007*

- Amongst those who commute to their place of work the majority, eight-in-ten respondents and other adults, travels to either Burnaby or Vancouver.
- As previously, survey participants were asked to differentiate between those working at SFU and those working in other parts of Burnaby. Among respondents the majority travel the short distance to SFU (32%), while other adults are more evenly divided between the two (23% work at SFU and 18% in other parts of Burnaby).
- The proportion of those commuting to other parts of the Lower Mainland is little changed since 2014.
- Among other adults in the household that commute, proportions generally reflect those of the respondents themselves.

Mode of Transportation to Work

	Total employed outside the home										
	Respondent						Other Adults*				
	2007 (270) %	2010 (204) %	2012 (213) %	2014 (150) %	2016 (204) %	2019 (185) %	2010 (131) %	2012 (177) %	2014 (125) %	2016 (170) %	2019 (141) %
Personal vehicle	60	51▼	41▼	39	41	41	53	46	52	47	45
Transit	34	36	25▼	28	23	24	39	27	23	24	29
Walk	16	22	27	28	31	30	13	25	19	26	23
Car pool/car share vehicle	4	3	3	3	3	2	3	7	7	3	4
Bike	3	5	1	1	1	2	3	-	2	2	2
Other	2	-	2	1	2	-	2	3	2	2	-
Not stated	3	2	-	-	-	-	4	-	-	-	-

Q.B3) What is your usual mode of transportation to work?

Q.B5) What is their usual mode of transportation to work?

** Not asked in 2007*

- The most common mode of transportation for commuters continues to be by private vehicle, with the proportion of residents that drives consistent with the level reported in the past three measures.
- Also consistent with 2016 is reported use of public transit, currently at 24%, as well as the proportion of those who walk to work, now 30%.

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Number of Cars and Parking Spaces

	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Household cars:						
Zero cars	9	8	10	9	13	10
1 car	64	65	64	58	62	64
2 cars	24	24	25	23	23	24
3 cars	2	1	1	-	2	1
4 cars	1	-	-	-	-	-
5 cars	<1	-	<1	-	-	-
Not stated	-	-	-	11	-	-
Average	**1.2 cars**	**1.2 cars**	**1.2 cars**	**1.2 cars**	**1.1 cars**	**1.1 cars**
Those with cars	(288) %	(247) %	(246) %	(168) %	(200) %	(224) %
Parking spaces:						
Zero	<1	<1	-	-	-	-
1 space	76	79	78	76	74	76
2 spaces	23	20	22	23	24	23
3 spaces	1	<1	<1	1	2	1
5 spaces	-	<1	-	-	-	-

Q.C9a) How many cars does your household own?
Q.C9b) How many parking spaces do you have?

- Statistically unchanged compared with all previous years, the majority of households in 2019 owns just one vehicle, with about one-quarter of households that has two.
- One-in-ten households does not own a private vehicle.
- Approximately three-quarters of all households report that they have one parking space (76%), with one-quarter that has two or more spaces (24%).

Parking Additional Cars

	Total households with more cars than parking spaces					
	2007 (50) %	2010 (38) %	2012 (43) %	2014 (26)* %	2016 (36) %	2019 (30) %
Street parking	38	45	70▲	62	53	57
SFU (resident parking program)	18	11	2	-	3	3
Rent additional spots(s)	16	18	35▲	46	47	47
Visitor parking	10	3	7	12	8	27▲
Other	8	-	7	-	14	-
Not stated	20	26	-	-	-	-

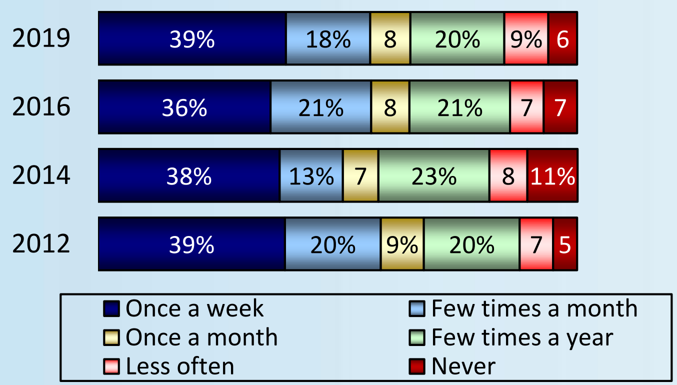
Q.C9c) If you have extra cars, where do you park these car(s)?

** Interpret with caution: small base size*

- Amongst those who have more vehicles than spaces, more than half uses street parking (57%).
- Almost half report renting additional spots (47%), while 27% this year report using the visitor parking (up from 8% in 2016).

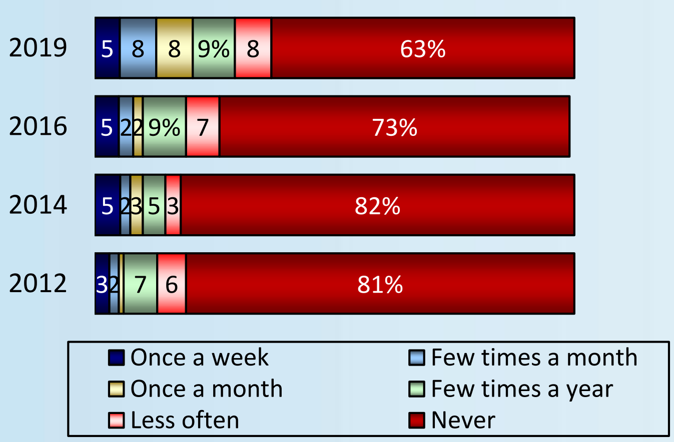
Use of Transportation Alternatives

Public Transportation



- As found in previous years the large majority of participants have at one time or another used public transit (94%), with more than one-third that uses it at least once a week or more (39%).
- However, the majority of those that use it do so a few times a month or less often (54%).

Car Co-op / Car Share

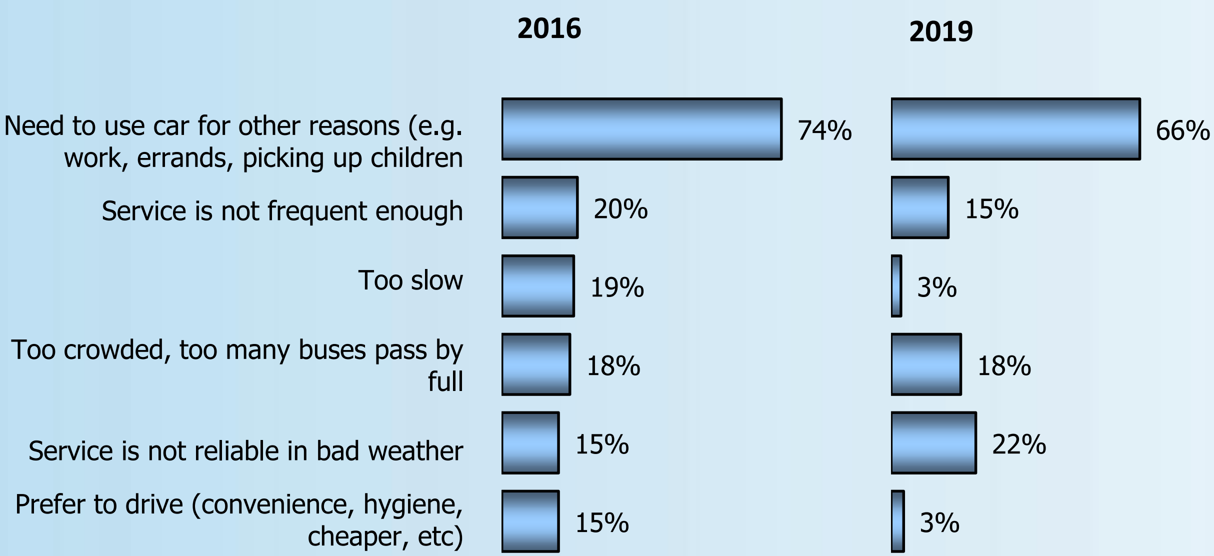


- The proportion of residents that has ever made use of a car share service increases again in 2019 to more than one-third, this compares with about one-quarter in 2016 and one-in-five prior to that.

Base: 2016 (n=288)
2014 (n=190)
2012 (n=273)

Q.B6) How often if at all do you personally use:

Barriers to Using Public Transit



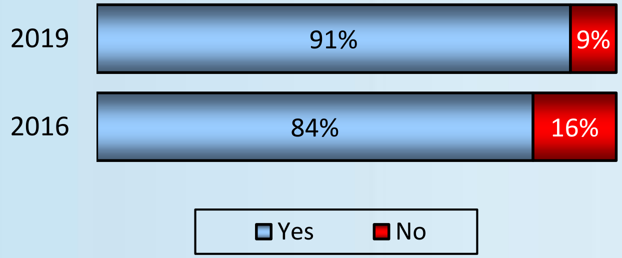
- The most common reason for not using public transit more often is the need to use their car for other reasons such as running errands and transporting children (66%).
- About one-in-five respondents also expresses concern that the transit service is too crowded and unreliable in bad weather, with a further 15% who feel the service is not frequent enough.
- Fewer this year say the service is too slow (3%, down from 19% in 2016).

Base: Total use transit once a month or less often
2019 (n=152)
2016 (n=123)

Q.B7) What stops you from using public transit more often?

Awareness of Burnaby Mountain Gondola Proposal

Awareness



- The large majority of residents responding to the survey were aware of the proposed Burnaby Mountain gondola, increasing somewhat since 2016 (now 91%).

Base: 2019 Total (n=250)
2016 Total (n=288)

Wording from 2019:
Q.B8) In April 2018, Translink released a study that assessed the feasibility of a gondola transit service connecting Simon Fraser University and UniverCity to the existing SkyTrain (Production Way station). This service would replace the majority of diesel buses that service Burnaby Mountain and the SFU campus. Have you read or heard anything about this proposed service??

Wording from 2016:
Q.B8) Before today were you aware of the proposal for the Burnaby Mountain Link – a cable-propelled aerial link (also called a gondola) between Burnaby Mountain and the Production Way SkyTrain station?

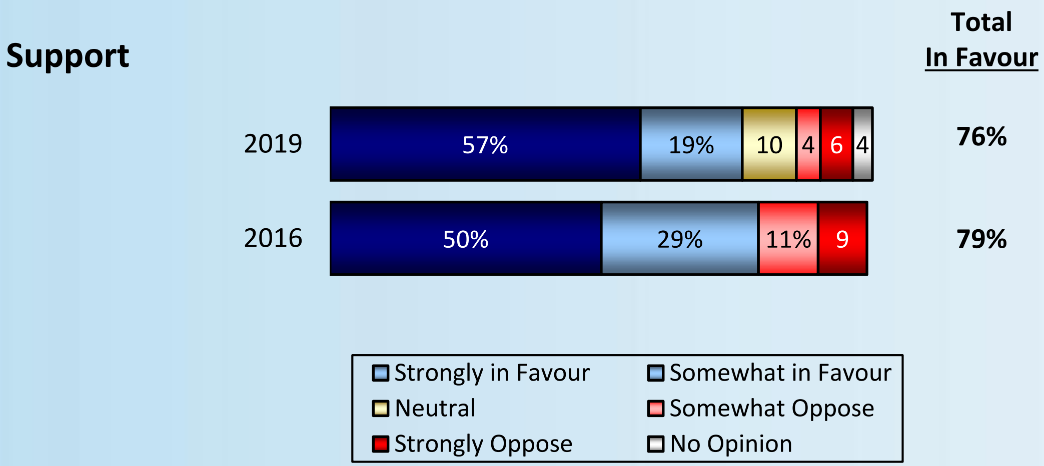
Information Seen or Read about Burnaby Mountain Gondola Proposal

	Total Aware of Proposal
	2019 (228) %
Benefits - faster, cheaper to operate, works in snowy conditions etc.	19
Just heard about it, no details	16
Consultations/ advertisements/ Translink report	14
Proposed route (from SkyTrain up Burnaby Mountain to SFU)	12
Issues of concern (cost, feasibility, route, etc.)	11
News story about a proposed gondola service (no details)	11
That is was cancelled/ put on hold (cost, route etc.)	6
The idea has been around for years	5
Nothing specific	34

Q.B9a) What have you seen or read about the proposal?

- When asked what they knew about the proposed gondola service, one-in-five of those aware of it had heard about the benefits of it, 14% were aware of consultations, reports or advertisements, while one-in-ten knew of the route or were aware of concerns expressed about it.
- More than half were just aware of the proposal but did not know anything specific.

Support for Burnaby Mountain Gondola Proposal



- Asked their level of support for the proposal, most residents say they do support it (76%) with more than half saying they strongly support it (57%).
- Fewer this year say they oppose the proposal (10% oppose versus 19% in 2016).

Base: 2019 Total (n=250)
2016 Total (n=288)

2019 Wording:

Q.B9a) Based on anything you know or may have heard, are you in favour of or opposed to the proposed gondola transit service on Burnaby Mountain?

2016 Wording:

Q.B9a) Based on anything you know or may have heard, do you support or oppose the addition of the Burnaby Mountain Link?

Reasons to Oppose the Burnaby Mountain Gondola Proposal

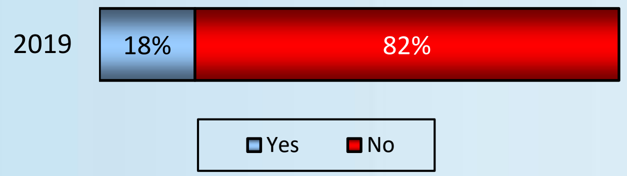
	Total Oppose the Burnaby Mountain Link	Total Oppose or Unsure
	2016 (57) %	2019 (51) %
Not necessary / stupid idea / current options are adequate / inefficient / low ridership / can't operate in high winds)	44	37
Need more information	7	35▲
Quality of life concerns / negative impacts on Univercity residents (i.e. increase in crime, noise, crowds)	25	31
Environmental concerns (loss of greenspace, effect on wildlife etc.)	32	16▼
Concerns about costs to build / operate	28	16
Doesn't affect me / wouldn't use it	-	10
There are more pressing public transit routes that need to be addressed	-	4
Safety concerns of using the gondola (i.e. power outage, mechanical failure)	5	-
No reason provided	11	2

Q.B9b) Why is that?

- The main reasons for opposing the proposal include the belief that current transportation options are adequate and so a gondola is not necessary, and the potential impact on the quality of live in the community with increased visitors and potential for crime.
- Other concerns include the potential environmental impact and cost to build and operate it.
- One-third felt they simply needed more information about the proposal.

UHE Community Amenity Space

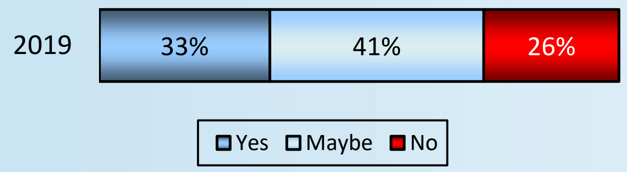
Currently Use



Base: 2019 Total (n=250)

Q.B12a) Do you currently use the community amenity space at UHE during non-school hours?

Interest in Using



Base: 2019 Total (n=250)

Q.B12b) Would you personally or an organization you might be affiliated with be interested in using the community amenity space at UHE on the weekends?

- Fewer than one-in-five residents currently make use of the community amenity space at UHE during non-school hours (18%).
- When asked their interest in using the space on weekends, one-third say they would be interested, with a further 41% who say they might.

3. Household Composition and Childcare

Household Composition

	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Total Adults:						
1	25	25	22	19	22	20
2	64	68	68	65	69	74
3	8	6	8	6	3	4
4	3	<1	3▲	1	4▲	1▼
5	<1	-	1	1	1	-
Not stated	-	-	-	10	2▼	-
MEAN	1.9	1.8	2.0	1.9	1.9	1.9
Total Children:						
0	79	69▼	59▼	50▼	63▲	64
1	14	19	23	14▼	14	16
2	6	10▲	18▲	26▲	22	17
3+	-	1	1	1	2	2
Not stated	1	2	-	10	-	-
MEAN	0.3	0.4	0.6	0.8	0.6	0.6
Average Household Size	2.2	2.2	2.6	2.7	2.5	2.4

Q.C1) How many people including yourself live in your household?

- Households at UniverCity are most likely to have two adults (making up almost three-quarters of homes) or a single adult (one-in-five).
- Unchanged since 2016, more than one-third of households currently have children in them (36%).
- Those with children tend to be smaller family units with just one or two children.
- The average household size is now 2.4 people.

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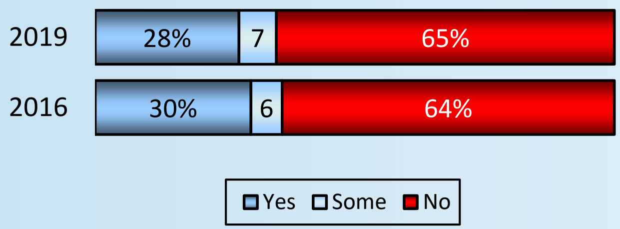
Use of Childcare

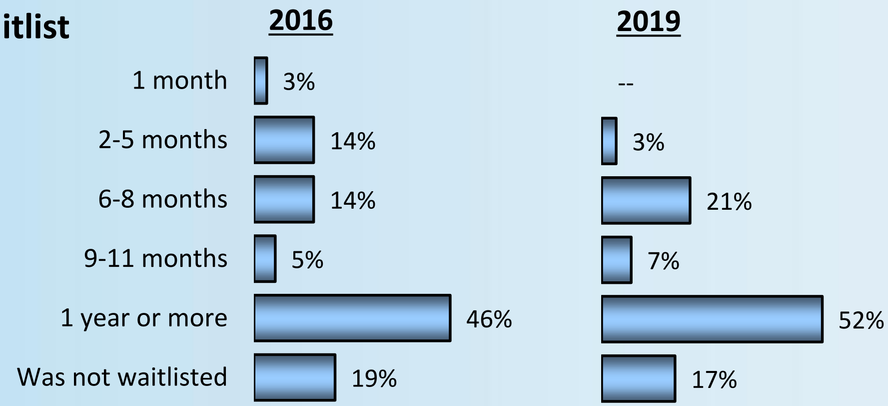
Currently Enrolled



Base: Those with children under14 in the household
2019 (n=83)
2016 (n=102)

Q.C1e) Are any of the children in your household enrolled at the Univercity childcare centre or one of the SFU childcare centres (pre-school or after-school Care)? ?

Time on Waitlist



Base: Those with children enrolled at University childcare centre
2019 (n=29)
2016 (n=37)

Q.C1f) If you were waitlisted for childcare, how long did you have to wait for space?

- More than one-third of households with children under the age of 14 currently have at least one of their children enrolled at the UniverCity Childcare Centre or one of the SFU childcare centres (35%).
- Similar to 2016, more than eight-in-ten of these families in 2019 had to sign up to a waiting list for space at the childcare facility, with half having to wait a year or more for a place (52%).

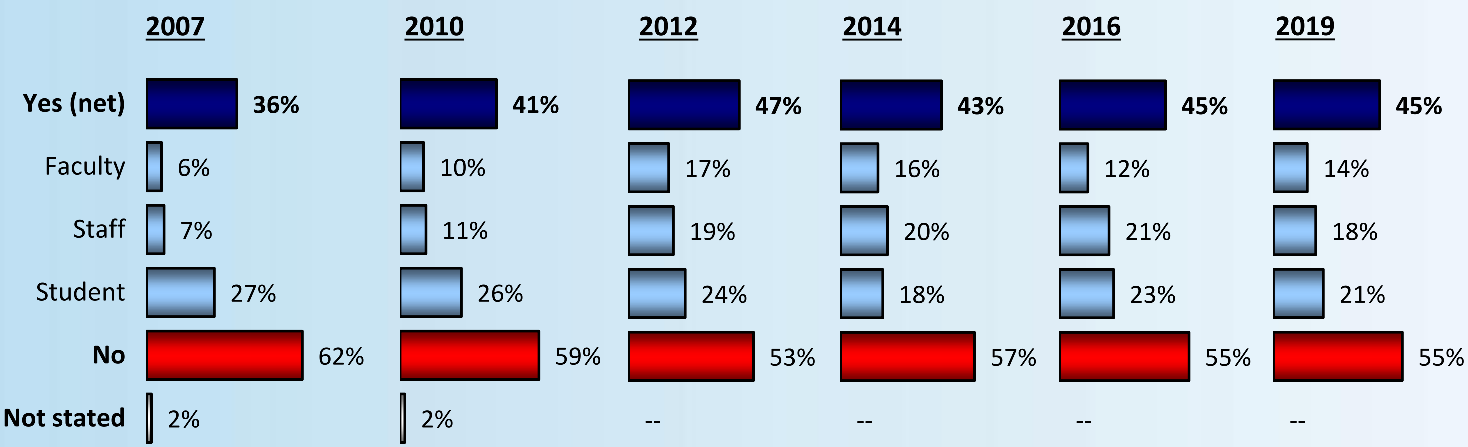
Reasons Children not Enrolled in Childcare

	Total Whose Children are not Enrolled in Childcare at SFU	
	2016 (71) %	2019 (60) %
Net: Not required	69	68
Age of child/children	28	40
Have other childcare provider	17	5
One parent works at home / doesn't work	14	5
Not needed	13	22
Waitlisted / no space available	25	27
Financial reasons / too expensive	6	15
Negative word of mouth / past experience	7	-
Inconvenient hours of operation	3	3
Miscellaneous reasons	-	8
No reason	-	2

Q.C1g) What are the main reasons your children are not enrolled in childcare at SFU or UniverCity?

- The most common reasons for families not enrolling a child in a childcare facility in 2019 is that it was simply not needed, due to the child's age or the ability to care for the child without the assistance of a facility (68%).
- For one-quarter of families it was due to a lack of spaces at the local childcare facilities (27%), while 15% found it too expensive.

Incidence of Household Associated with SFU



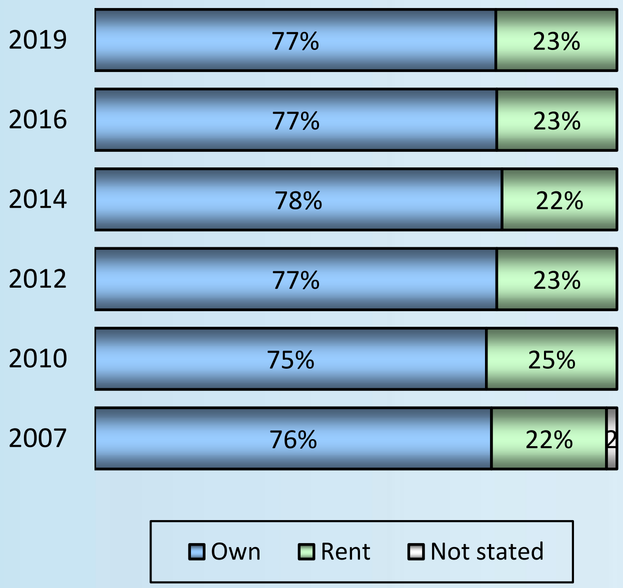
Base: 2019 (n=250)
2016 (n=288)
2014 (n=187)
2012 (n=273)
2010 (n=275)
2007 (n=318)

Q.C8) Are you or someone in your household associated with SFU?

- Consistent with the past four measures, more than four-in-ten households report having someone associated with Simon Fraser University.
- A total of 14% include members of faculty, with about one-in-five each including staff or students.

4. Homeowners

Current Home Tenure

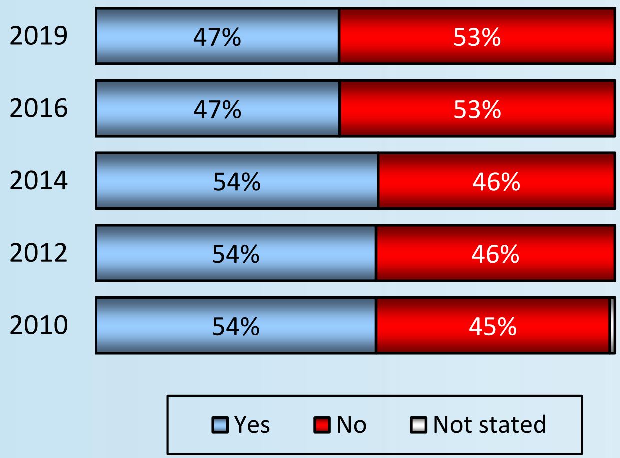


- Consistent with previous years, more than three-quarters of UniverCity residents own the property they currently occupy.

Base: 2019 (n=250)
2016 (n=288)
2014 (n=189)
2012 (n=273)
2010 (n=275)
2007 (n=318)

Q.C4a) Do you own or rent your suite?

First Time Home Purchase

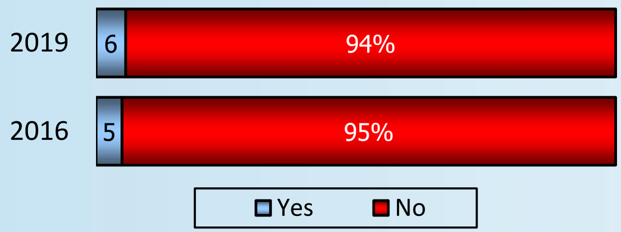


Base: 2019 Homeowners (n=192)
2016 Homeowners (n=221)
2014 Homeowners (n=147)
2012 Homeowners (n=209)
2010 Homeowners (n=205)

Q.C4b) Is this the first home you have purchased?

- Unchanged from 2016, and statistically consistent with all previous years, this is the first home purchase for almost half of those UniverCity residents that own their property.

UniverCity Property Purchased for a Student

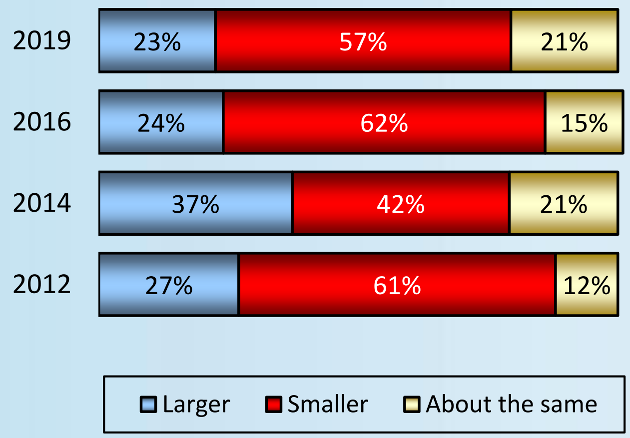


- Just 6% of the properties owned at UniverCity were purchased to provide accommodation for a student within their family, with no change in this compared with 2016.

Base: 2019 Homeowners (n=192)
2016 Homeowners (n=221)

Q.C3b) Did you purchase this home at university to provide a suite for a student in your family?

Size of Residence Compared with Previous Home



- Among current homeowners, about one-quarter have scaled up from their previous home, compared with 57% that have scaled down and 21% that moved from a similar sized property.
- This is largely consistent with 2016.

Base: 2019 Total have owned before (n=117)
2016 Total have owned before (n=117)
2014 Total have owned before (n=67)
2012 Total have owned before (n=97)

Q.C4c) Is your current home smaller, larger or about the same size as your previous home?

5. Renters

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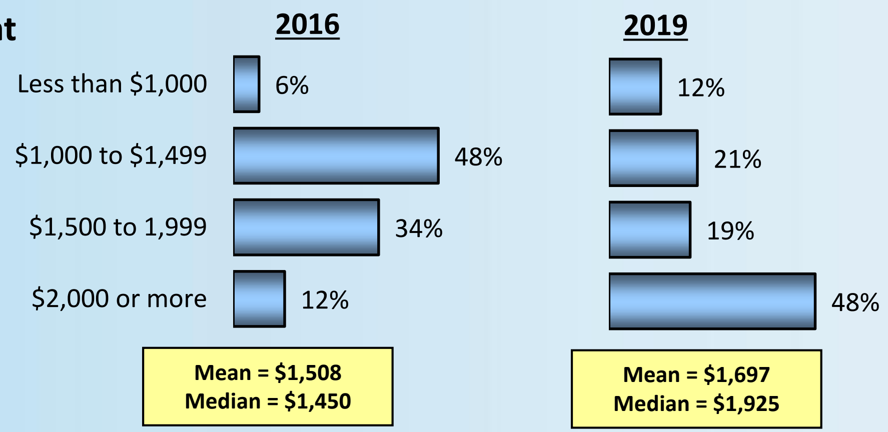
Cost and Size of Rental Unit

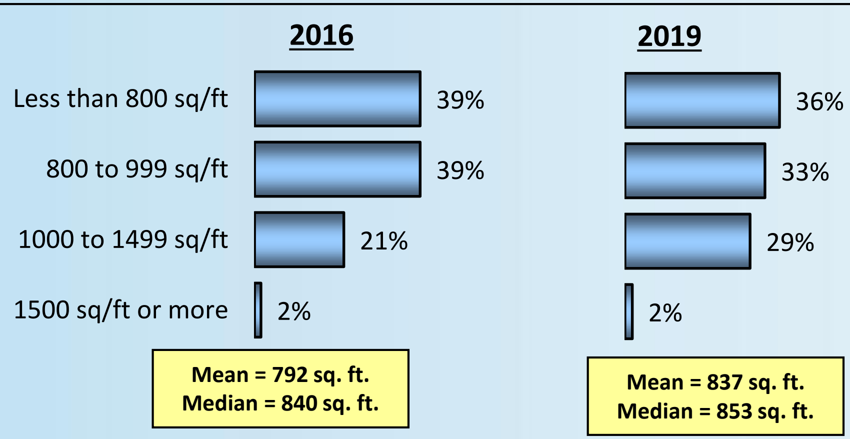
Monthly Rent



Base: 2019 Renters (n=58)
2016 Renters (n=67)

Q.C2b) How much do you pay per month in rent?

Unit Size



Base: 2019 Renters (n=58)
2016 Renters (n=67)

Q.C2c) And what size is your rental unit?

- On average, renters at UniverCity are paying approximately $1,700 per month in rent, though the median or mid-point rent is closer to $2,000 (an increase of $200 in Mean average rents, and more than $400 in the mid-point since 2016).

- The average size of a rental unit is approximately 800 square feet, consistent with 2016.

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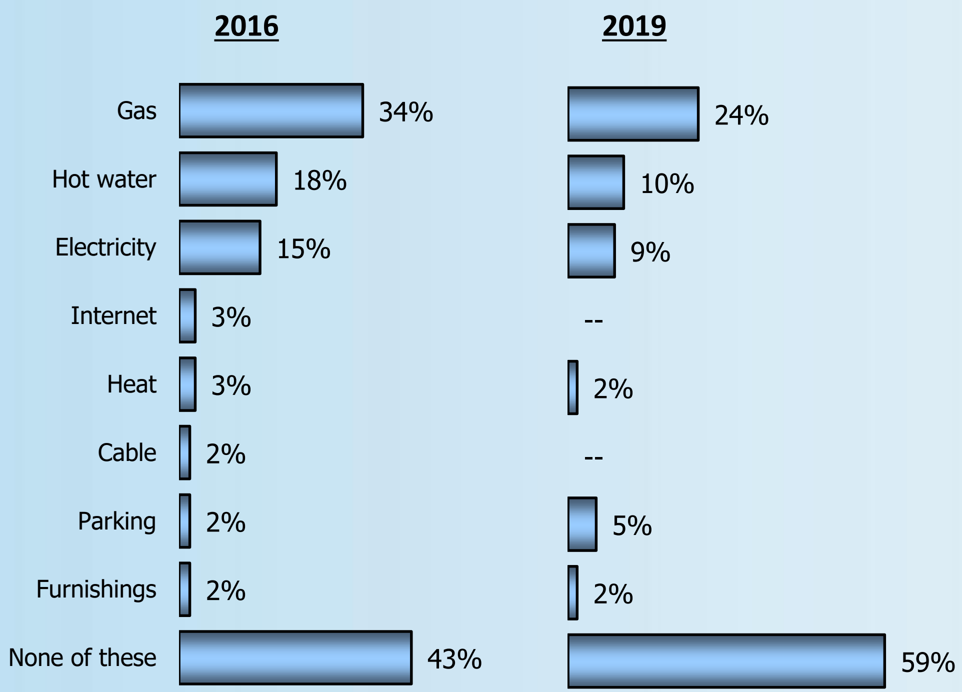
Included in Rent



- In 2019, less than half of those renting their accommodation at UniverCity say they have the cost of a utility or some other kind of benefit included in their rent (41%, down from 57% in 2016).
- Most commonly included is gas (24%), with some also noting the cost of hot water (10%) or electricity (9%).
- This year, 5% note the inclusion of parking included in their rent.

Base: 2019 Renters (n=58)
2016 Renters (n=67)

Q.C2d) Which, if any of the following are included in your rent?

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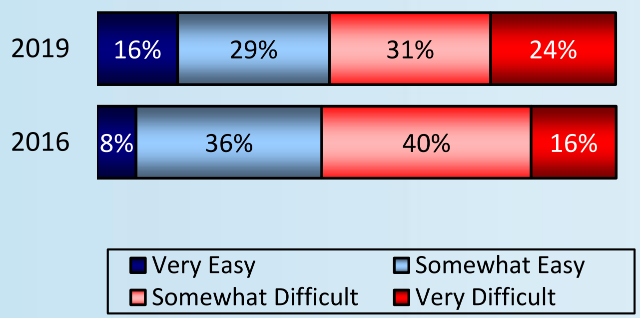
Ease of Finding Suitable Rental Home at UniverCity



	Total Easy	Total Difficult
2019	**45%**	**55%**
2016	**43%**	**57%**

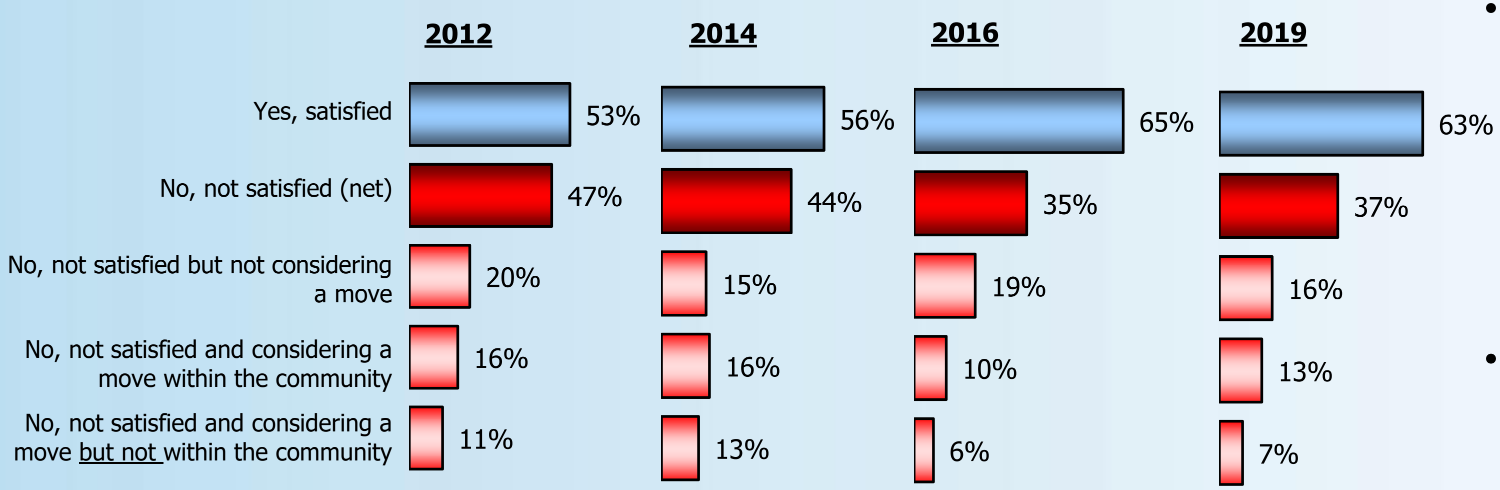
- As in 2016, more than half of those renting at UniverCity in 2019 said they experienced some level of difficulty finding a suitable rental home (55%)

Base: 2019 Renters (n=58)
2016 Renters (n=67)

Q.C2e) How easy was it to find a suitable rental home at UniverCity?

6. Satisfaction with Current Unit

Satisfaction with Size of Current Suite



Base: 2019 (n=250)
2016 (n=288)
2014 (n=189)
2012 (n=273)

Q.C5a) Are you satisfied with the size of your current residence?

- Almost two-thirds of all residents in 2019 are currently satisfied with the size of their home, consistent with 2016, and significantly more than in 2012 and 2014.
- Fewer than one-in-ten is considering a move outside of the community (7%), with 13% considering a move within UniverCity, and 16% not satisfied but not yet considering a move.
- These sentiments are again, largely unchanged compared with 2016.

Reason for Moving Out of the Community

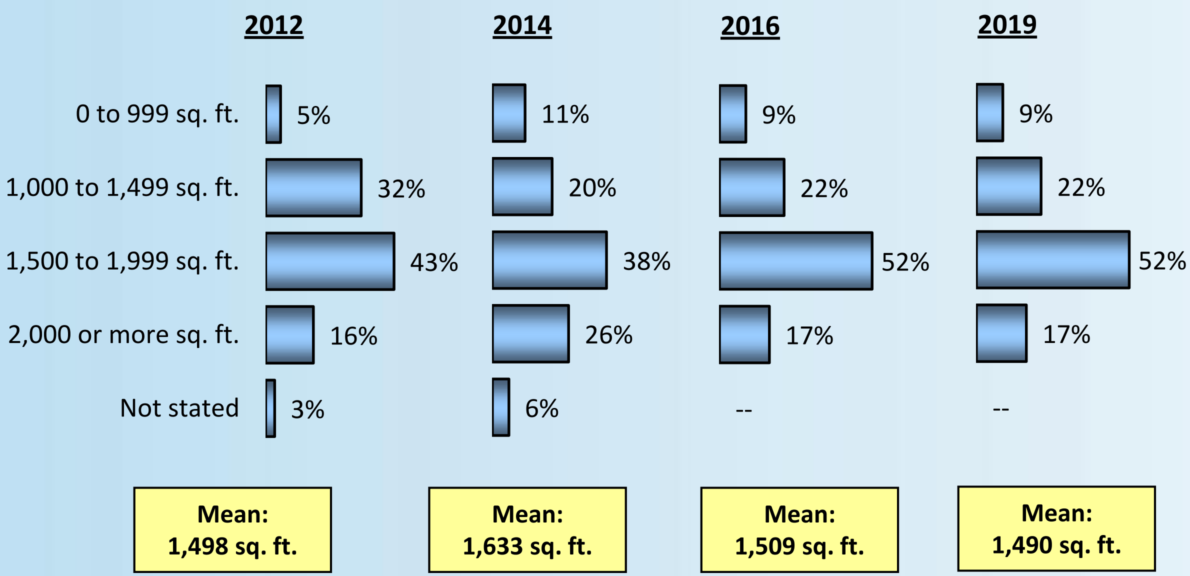
	Those considering a move but not within the community			
	2012 (31) %	2014 (24)* %	2016 (18)* %	2019 (18)* %
Lack of larger home sizes/need more space for family/own yard or garden	65	50	83	56
Very secluded/isolated/long commute off the mountain	23	29	6	6
Too crowded/ lack of privacy/units are too close together	16	17	-	6
Parking problems	13	8	-	-
Lack of amenities/services	10	13	6	17
Cost of living (i.e. retail, parking)	10	-	-	39
Removal of transit pass	7	-	-	-
Poor quality construction	3	-	6	-
Property has not held its value/no appreciation	-	8	-	-
No sense of community/problems with other residents/too many students	-	4	6	17
Not a true sustainable community/development not as promised	-	4	6	11
No reason provided	-	4	11	-

Q.C5b) Why is that?

** Interpret with caution: small base size*

- Among the few considering a move outside of UniverCity, the most common reasons include the need for more space for a growing family, and the desire for personal outdoor space, followed by the general cost of living.
- Also noted, a lack of amenities and services and lacking a sense of community.

Ideal Home Size – Square Footage

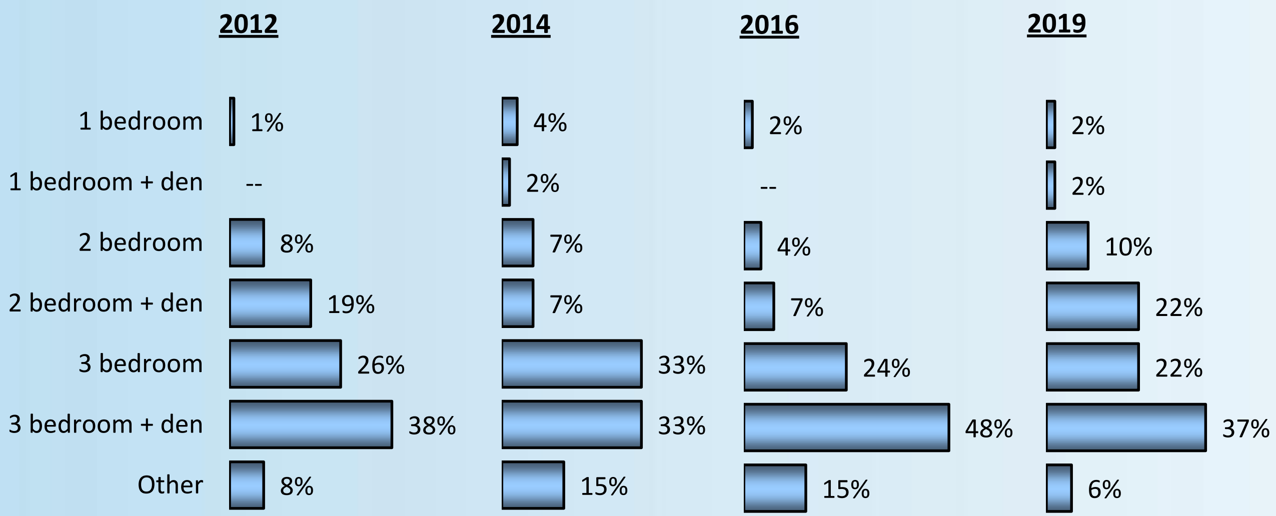


- Among those considering a change, either within or outside the community, the average ideal home size is about 1,500 square feet.
- As in 2016, fewer than one-in-five this year is interested in a home 2,000 square feet or larger.

Base: 2019 Total those considering a change (n=51)
2016 Total those considering a change (n=46)
2014 Total those considering a change (n=55)
2012 Total those considering a change (n=74)

Q.C6a) What would be your ideal home size?
Square Footage

Ideal Home Size – Number of Bedrooms

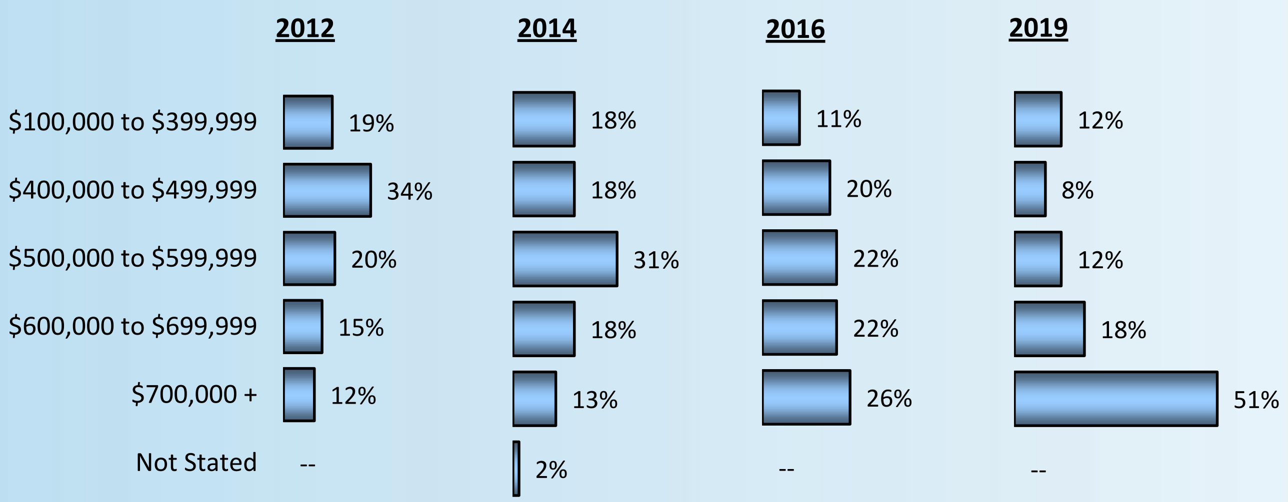


- And among those looking to move, more than half would like at least three bedrooms (59%), though about one-third would be interested in a two-bedroom unit (32%, up from just 11% in 2016).

Base: 2019 Total those considering a change (n=51)
2016 Total those considering a change (n=46)
2012 Total those considering a change (n=55)
2012 Total those considering a change (n=74)

Q.C6a) What would be your ideal home size?
Number of Bedrooms

Price Range Willing to Pay (Total)



- In 2019, half of those looking to move would be willing to pay $700,000 or more (51%), with a further 30% willing to pay $500,000 or more.
- The proportion of those willing or expecting to pay a higher price for a new unit has increased even though the proportion interested in a larger unit decreased this year.

Base: 2019 Total those considering a change (n=51)
2016 Total those considering a change (n=46)
2012 Total those considering a change (n=55)
2012 Total those considering a change (n=74)

Q.C6b) And what price would you be willing to pay?

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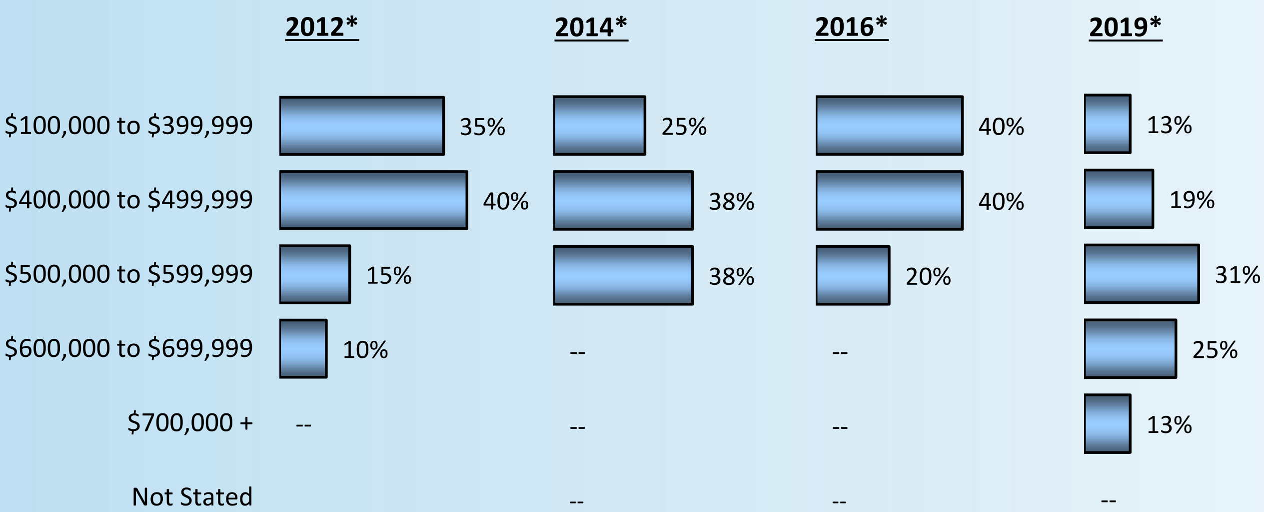
Price Range Willing to Pay (2 Bed / 2 Bed + Den)



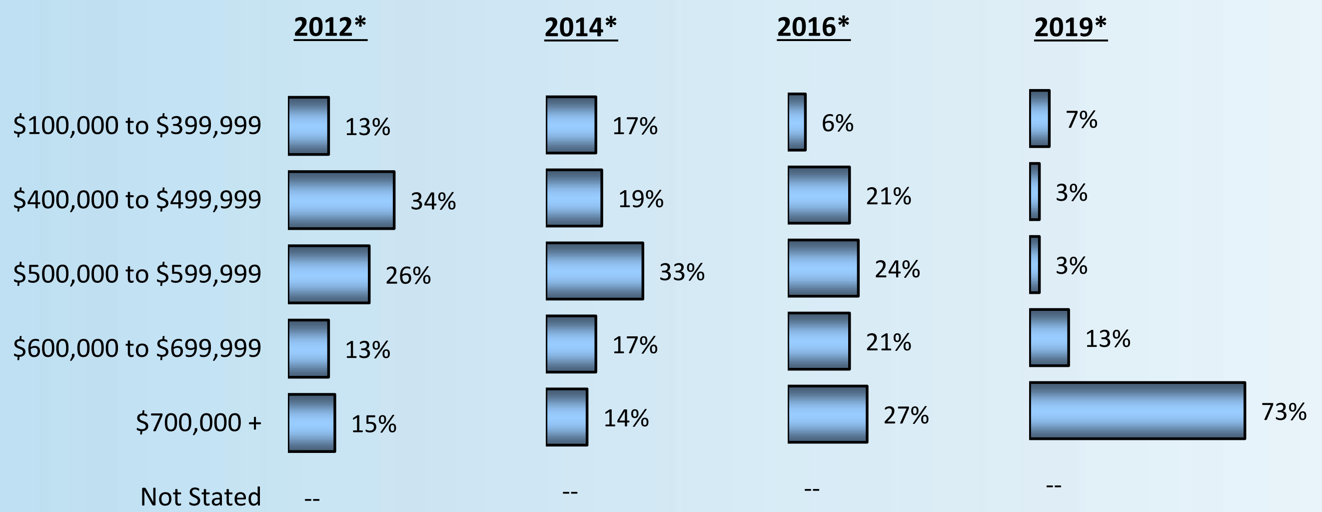
- In 2019, two-thirds of those people reportedly looking for a two bedroom residence state they are prepared to pay $500,000 or more, compared with just one-in-five in 2016.

Base: 2019 Total those considering a change to a 2 bed/ 2 bed + den (n=16)*
2016 Total those considering a change to a 2 bed/ 2 bed +den (n=5)*
2014 Total those considering a change to a 2 bed/ 2 bed +den (n=8)*
2012 Total those considering a change to a 2 bed/ 2 bed + den (n=20)*

Q.C6b) And what price would you be willing to pay?

** Interpret with caution: small base size*

Price Range Willing to Pay (3 Bed / 3 Bed + Den)



- The majority of those looking for a three bedroom residence would be willing to pay $700,000 or more (73%).

Base: 2019 Total those considering a change (n=30)
2016 Total those considering a change (n=33)
2014 Total those considering a change (n=36)
2012 Total those considering a change (n=47)

Q.C6cb And what price would you be willing to pay?
** Interpret with caution: small base size*

7. Other Demographics

Languages Spoken at Home

	2007 (318) %	2010 (275) %
British/European	40	43
Canadian	21	24
Chinese	27	24
Korean	7	7
South Asian	3	5
Japanese	2	2
Other Asian	4	1
Other	8	5
Not stated	3	3

Q.C12) While we all live in Canada, our ancestors come from many different ethnic backgrounds. What is the main ethnic background of your ancestors?

	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
English	91	81	87	94
Chinese	13	11	15	9
Mandarin	11	9	14	8
Cantonese	7	7	9	6
French	7	3	5	3
Spanish	5	3	4	3
Russian	-	-	2	-
Korean	2	1	1	2
Punjabi	<1	1	-	-
Other	11	6	7	9
Not stated	-	11	-	-

Q.C10) Which language or languages are most commonly spoken in your household?

- In the surveys completed in 2007 and 2010 residents were asked of their ethnic backgrounds. The question was then changed for all subsequent years to enquire which were the main languages spoken at home.
- While the previous question identified a rich and diverse community in terms of ancestry, the new question provides insight into the dominant languages spoken within the community and provides some guidance in terms of the most effective languages used when communicating with the community
- Currently more than nine-in-ten households responding to the survey speak English, with 9% reporting to speak Chinese; French and Spanish are the next most common languages spoken (each reported by 3%), followed by Korean (2%).
- It should be noted that the survey was provided in English and Chinese but no other languages.

Years Lived at UniverCity

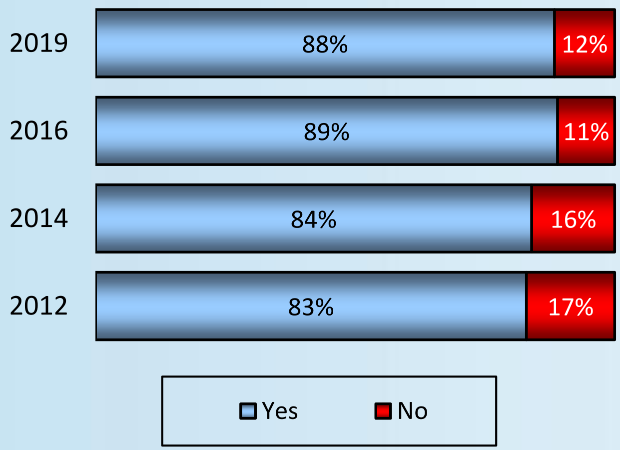
	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Less than 6 months	18	10▼	6▼	12▲	16	8▼
6 to 11 months	35	14▼	3▼	3	6	5
1 year	15	10▼	5▼	6	8	7
2 years	25	18▼	13	8▼	12	14
3 years	4	14▲	16	8▼	6	12▲
*more than 3 years	1	33▲	58▲	47▼	33▼	54▲
4 years	n/a	n/a	11	9	9	7
5 years	n/a	n/a	15	13	4▼	4
6 years	n/a	n/a	15	7▼	8	5
7 years	n/a	n/a	14	4▼	6	5
8 years	n/a	n/a	3	14▲	5▼	3
9 years	n/a	n/a	-	-	-	4
10 years	n/a	n/a	-	-	-	8
11 years	n/a	n/a	-	-	-	3
12 years	n/a	n/a	-	-	-	4
13 years	n/a	n/a	-	-	-	5
14 years	n/a	n/a	-	-	-	6
Not stated	2	2	-	17	20	-

Q.C11) How long have you lived at UniverCity?

**Answer options in 2007 and 2010 only went up to "More than 3 years" and did not break out any further*

- In 2019, 46% of residents say they have lived in the UniverCity community for three years or less, including just 13% that have lived there less than a year.
- More than half have lived in the community for four years or more, including 26% that have lived there for 10 years or more.

Future Plans



- As in the past, the large majority of residents is planning to stay in the community for the foreseeable future (88%).

Base: Total 2019 (n=250)
Total 2016 (n=288)
Total 2014 (n=185)
Total 2012 (n=273)

Q.C12a) Are you planning to stay in the community for the foreseeable future?

Reasons for Leaving the Community

	Total not planning to stay in the community			
	2012 (47) %	2014 (30) %	2016 (31) %	2019 (29) %
Moving for personal reasons (e.g. job, family)	11	27	10▼	31▲
Not a true sustainable community/ development not as promised	4	10	3	24▲
No sense of community/ problems with other residents	6	20	3▼	21▲
Lack of services/ amenities	9	10	7	17
Student/ graduating/ short term resident	23	-	3	17▲
Lack of larger home sizes/ need more space for family	19	47	23▼	14
Community is too small/ isolated/ prefer central location	19	10	13	14
Disruption from on-going construction/ overdevelopment	4	13	3	14
Real estate price concerns/ expensive rentals	4	-	13	10
Parking problems/ cars towed/ lack of street parking	2	7	-	10
Cost of living (i.e. retail, parking)	9	3	3	7
Too much traffic/ dangerous drivers/ speeding	2	-	-	7
Concerns about the Kinder Morgan Tank Farm / pipeline expansion	2	7	7	3
Too long of a commute	15	10	13	3
Removal of transit pass	9	-	-	-
Community dependent upon vehicles/ not enough transit options	6	10	-	-
Dislike leasehold properties	4	7	-	-
Miscellaneous	-	3	-	-
Not stated	9	7	16	-

Q.C12b) Why is that?

- In 2019, those planning on leaving the community will most commonly do so for personal reasons.
- Other reasons of note are varied and include disappointment in the sustainability features of the community, that the community is lacking in a sense of cohesion, of amenities and services, that it's too small or isolated, or the disturbance from on-going construction.

Distribution of Surveys by Development

Distribution of Interviews

Development	2007 (318) %	2010 (275) %	2012 (273) %	2014 (208) %	2016 (288) %	2019 (250) %
Altaire	-	9	6	6	8	8
Altitude	-	-	-	-	6	4
Aurora	11	7	8	6	5	6
Centreblock	-	-	-	1	3	2
Cornerstone Building	-	4	3	1	2	2
Harmony	20	18	15	13	14	12
Highland House	-	-	-	1	2	<1
Lift	-	-	-	6	2	1
Nest	-	-	2	4	2	2
Novo	14	10	10	5	6	7
Novo 2	16	11	8	10	7	7
One University Crescent	11	12	14	11	10	12
Origin	-	-	-	3	4	3
Serenity	22	18	20	19	13	12
The Hub	-	4	3	2	4	4
The Peak	-	-	-	-	-	3
Veritas	-	-	-	-	-	5
Verdant	-	10	12	12	12	7
Other	5	-	1	-	<1	-

Questionnaire

UniverCity Community Survey 2019

Welcome to the UniverCity Resident Survey. The information from this survey will provide valuable direction for the planning of services and amenities, improving the quality of life for UniverCity residents. Please be assured that all responses are confidential and results will be reported in aggregate form only.

A. UniverCity Life

A1. How important were each of the following in your decision to live at UniverCity?

	Very Important	Somewhat Important	Not Very Important	Not At All Important	N/A or Don't know
a Price/ affordability	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
b Natural setting/views	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
c Proximity/access to amenities and services	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
d Architectural design of buildings	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
e Sustainability features	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
f Proximity/access to SFU	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
g Proximity/access to work	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
h. Investment opportunity	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
i. Outdoor recreational opportunities	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
j. Homebuilder/developer	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99
k. Access to public transit	☐ 1	☐ 2	☐ 3	☐ 4	☐ 99

A2. What in particular do you like about living at UniverCity?

A3. What in particular, if anything, do you dislike about living at UniverCity?

A4i. Where did you live before moving to UniverCity?

	Lived before UniverCity (check only one in this column) ☐
a. Burnaby	☐1
b. Tri-Cities (Coquitlam/Port Coquitlam/Port Moody)	☐2
c. New Westminster	☐3
d. Vancouver	☐4
e. North Shore	☐5
f. Richmond	☐6
g. Langley/Surrey	☐7
h. Fraser Valley	☐8
i. Other Specify:________________________________	☐9

A4ii.And which other communities did you consider moving to before choosing UniverCity?

	Considered before UniverCity (check all that apply in this column) ☐
a. Burnaby	☐1
b. Tri-Cities (Coquitlam/Port Coquitlam/Port Moody)	☐2
c. New Westminster	☐3
d. Vancouver	☐4
e. North Shore	☐5
f. Richmond	☐6
g. Langley/Surrey	☐7
h. Fraser Valley	☐8
i. Other Specify:________________________________	☐9

A5. Before today which of the following sustainability features or initiatives at UniverCity were you aware of?

	Yes	No	Don't know
a. Green Building Bylaw	☐1	☐0	☐99
b. Burnaby Mountain District Energy System	☐1	☐0	☐99
c. Car Share Programs (e.g. MODO Car Co-Op, Zipcar, evo) & Electric Vehicle charging stations	☐1	☐0	☐99
d. Living Building Childcare Centre	☐1	☐0	☐99
e. Stormwater Management System	☐1	☐0	☐99

A6a. Would you recommend UniverCity to friends or family?

☐1 Yes
☐2 No

A6b. IF YES: Why is that?

A6b. IF NO: Why not?

B. Service/Amenity Needs

B1. Are you currently employed or working for pay?

☐1 Yes, work from home
☐2 Yes, work outside the home
☐3 No

B2. IF WORK OUTSIDE THE HOME: Where do you work?

	You
a. SFU	☐1
b. Burnaby	☐2
c. Tri-Cities (Coquitlam/Port Coquitlam/Port Moody)	☐3
d. New Westminster	☐4
e. Vancouver	☐5
f. North Shore	☐6

g. Richmond	☐7
h. Langley/Surrey	☐8
i. Fraser Valley	☐9
j. Other or multiple locations	☐10

B3. What is your usual mode of transportation to work?

	You
a. Personal vehicle	☐1
b. Car pool	☐2
c. Car share vehicle	☐3
d. Public Transit (e.g. bus, SkyTrain etc)	☐4
e. Bike	☐5
f. Walk	☐6
g. Other	☐7

B4. If other adults or grown children in your household work outside the home, where do you they work?

	Other Adult1	**Other Adult2**	**Other Adult3**	**Other Adult4**	**Other Adult 5**
a. SFU	☐1	☐1	☐1	☐1	☐1
b. Burnaby	☐2	☐2	☐2	☐2	☐2
c. Tri-Cities (Coquitlam/Port Coquitlam/Port Moody)	☐3	☐3	☐3	☐3	☐3
d. New Westminster	☐4	☐4	☐4	☐4	☐4
e. Vancouver	☐5	☐5	☐5	☐5	☐5
f. North Shore	☐6	☐6	☐6	☐6	☐6
g. Richmond	☐7	☐7	☐7	☐7	☐7
h. Langley/Surrey	☐8	☐8	☐8	☐8	☐8
i. Fraser Valley	☐9	☐9	☐9	☐9	☐9
j. Other or multiple locations	☐10	☐10	☐10	☐10	☐10
No others in household work for pay outside the home					

B5. And what is their usual mode of transport to work?

	Other Adult1	Other Adult2	Other Adult3	Other Adult4	Other Adult 5
a. Personal vehicle	☐1	☐1	☐1	☐1	☐1
b. Car pool	☐2	☐2	☐2	☐2	☐2
c. Car share vehicle	☐3	☐3	☐3	☐3	☐3
d. Public Transit (e.g. bus, SkyTrain etc)	☐4	☐4	☐4	☐4	☐4
e. Bike	☐5	☐5	☐5	☐5	☐5
f. Walk	☐6	☐6	☐6	☐6	☐6
g. Other	☐7	☐7	☐7	☐7	☐7

B6. How often, if at all, do you personally use:

	At least once a week	A few times a month	Once a month	A few times a year	Less Often	Never
a. Public Transportation (e.g. bus, SkyTrain etc)	☐1	☐2	☐3	☐4	☐5	☐6
b. Car Co-Op/ Car Share	☐1	☐2	☐3	☐4	☐5	☐6

IF B6 = 3 – 6 ASK:

B7. What stops you from using public transit more often? (MULTIPLE)

1. Service is not frequent enough
2. Too crowded, too many buses pass by full
3. Service is not reliable in bad weather
4. Need to use a car for other reasons (e.g. work, errands, picking up children)
5. OTHER SPECIFY: ______________

B8. In April 2018, Translink released a study that assessed the feasilibity of a gondola transit service connecting Simon Fraser University and UniverCity to the existing skytrain (Production Way station). This service would replace the majority of diesel buses that service Burnaby Mountain and the SFU campus. Have you read or heard anything about this proposed service?

1. Yes
2. No

B9. IF YES: What have you seen or read about the proposal? PROBE: Anything else? PROBE FULLY

B10a. (Based on what you have read or heard), are you in favour of or opposed to the proposed gondola transit service on Burnaby Mountain?

Strongly in favour
Somewhat in favour
Neutral
Somewhat opposed
Strongly opposed
No opinion

b. IF OPPOSED: Why is that? What are your concerns? Please be specific.

IF NEUTRAL: Why are you unsure?

B11. ASK ALL: What do you see as the benefits of a gondola transit service on Burnaby Mountain? PROBE: Anything else? PROBE FULLY

B10a. The University Highlands Elementary school (UHE) was designed with the eastern portion (two community rooms and the gymnasium) funded by the City and operated as a City community centre.

Currently, the School District and the City are considering extending the operating hours of this community centre throughout weekends.

Do you currently use the Community Amenity space at UHE during non-school hours?
Yes
No

B10b. Would you personally or an organization you might be affiliated with be interested in using the Community Amenity space at UHE on the weekends?
Yes
No
Maybe

C. You and Your Household

The following information will help us plan for the economic, recreational and housing needs of our community, today and into the future. Please note again that all responses are confidential and results will be reported as totals only.

C1. How many people, including yourself, live in your household?

	Number of children			Number of adults
a. Children Under 5 years of age	_______	e.	Adults 18 – 34 years	
b. Children 5 – 9	_______	f.	Adults 35 – 49 years	_______
c. Children 10 – 14	_______	g.	Adults 50 – 64 years	_______
d. Children over 14	_______	h.	Adults 65 years or older	_______

IF CHILDREN IN THE HOUSEHOLD "C1 = A – C" ASK:
Are any of the children in your household enrolled at the UniverCity Childcare Centre or one of the SFU childcare Centres (pre-school or after-school care)?

1. Yes
2. Some, but not all
3. No

IF YES OR SOME ASK:

If you were wait-listed for childcare, how long did you have to wait for space?

1. Was not wait-listed, space was available
2. Specify time on wait-list:

IF SOME or NO ASK:

What are the main reasons your children are not enrolled in childcare at SFU or UniverCity? OPEN END

C2. Do you own or rent your suite?

☐1 Own
☐2 Rent

IF RENT:

C2b. How much do you pay per month in rent:

C2c. And what size is your rental unit:____square feet / #____bedrooms

C2d. Which, if any of the following are included in your rent?

1. **Electricity**
2. **Gas**
3. **Cable**
4. **Internet**
5. **Other Specify: ________**

C2e. How easy was it to find a suitable rental home at UniverCity? Would you say:

1. **Very easy**
2. **Somewhat easy**
3. **Somewhat difficult**
4. **Very difficult**

C3. IF OWN: Is this the first home you've purchased?

☐ 1 Yes

☐ 2 No

C3b. IF OWN: Did you purchase your home at UniverCity to provide a suite for a student in your family?

1. **Yes**
2. **No**

C4. IF NOT FIRST HOME ASK: Is your current home smaller, larger or about the same size as your previous home?

☐ 1 **Smaller**

☐ 2 **Larger**

☐ 3 **About the same**

C5. Are you satisfied with the size of your current residence?

☐ 1 Yes, Satisfied
☐ 2 No, Not Satisfied, but not considering a move
☐ 3 No, Not Satisfied and Considering a change within the community
☐ 4 No, Not Satisfied, and Considering a change but not within the community

IF C5 = Considering a change but not within the community: **Why is that?**

IF CONSIDERING A CHANGE:

C6a. What would be your ideal home size: #:_______________Square Feet

#:_________________bedrooms

C6b.And what price range would you be willing to pay? RANGES: $:____________________

C7. Including yourself, how many people in your household are associated with SFU as:

Faculty: #________
Staff: #________
Student: #________

C8a. How many cars does your household have? #:________Car(s)

C8b. How many parking spaces do you have? #:________Space(s)

C8c. IF HAVE MORE CARS THAN SPACES: Where do you park the extra cars?

- ☐ 1 On the street
- ☐ 2 SFU Resident Parking Program
- ☐ 3 Rent additional spot(s) (through strata, Precise Parklink)
- ☐ 4 Visitor Parking
- ☐ 5 Other: ____________________

C9. Which language or languages are most commonly spoken in your household?

- ☐ 1 English
- ☐ 2 French
- ☐ 3 Cantonese
- ☐ 4 Mandarin
- ☐ 5 Korean
- ☐ 6 Punjabi
- ☐ 7 Other: ____________________

C10. How long have you lived at UniverCity?

☐ 1 Less than 6 months	☐ 6 4 years	☐ 11 9 years	☐ 16 14 years
☐ 2 6 – 11 months	☐ 7 5 years	☐ 12 10 years	
☐ 3 1 year	☐ 8 6 years	☐ 13 11 years	
☐ 4 2 years	☐ 9 7 years	☐ 14 12 years	
5 3 years	☐ 10 8 years	☐ 15 13 years	

NOTE: Residents could potentially have lived at UniverCity for 15 years so the response options should include these additional years. The first residents to move into UniverCity was June 2004.

C11. Are you planning to stay in the community for the foreseeable future?

- ☐ 1 Yes
- ☐ 2 No >> why is that? ____________________

Thank you!
Your participation and feedback are greatly appreciated