

## 1. CALL TO ORDER

Call to Order – 12:31 PM

## 2. TERRITORIAL ACKNOWLEDGMENT

We acknowledge that this meeting is being conducted on the unceded territories of the Coast Salish peoples; which, to the current knowledge of the Society include the Squamish, Musqueam, Stó:lo, and Tsleil-Waututh people.

## 3. ROLL CALL OF ATTENDANCE

### 3.1 Committee Composition

VP External Relations ( <i>Chair</i> ) .....	Prab Bassi
At-Large Representative .....	Raajan Garcha
Board of Directors Representative .....	Jamie Zhu
Board of Directors Representative .....	Aarushi Sharma
Board of Directors Representative .....	Parham Elmi
Ex-Officio .....	Hangue Kim
Student At Large .....	Natalia Gretskaia
Student At Large .....	Kailyn Ng
Student At Large .....	Kia Mirsalehi
Student At-Large .....	Vacant
Student At Large .....	Vacant
Student At Large .....	Vacant

### 3.2 Regrets

At-Large Representative .....	Raajan Garcha
Student At Large .....	Natalia Gretskaia
Student At Large .....	Kailyn Ng

## 4. RATIFICATION OF REGRETS

### 4.1 MOTION ADV 2018-01-08:01

**Kia/Aarushi**

*Be it resolved to ratify regrets from Raajan Garcha, Natalia Gretskaia (work), and Kailyn Ng (work).*

**CARRIED/NOT CARRIED/CARRIED AS AMENDED**

## 5. ADOPTION OF THE AGENDA

### 5.1 MOTION ADV 2018-01-08:02

**Jamie/Aarushi**

*Be it resolved to adopt the agenda as amended.*

- Add Discussion 8.1: Committee Vacancies

**CARRIED AS AMENDED**

## 6. MATTERS ARISING FROM THE MINUTES

### 6.1 MOTION ADV 2018-01-08:03

**Aarushi/Jamie**

*Be it resolved to receive and file the following minutes:*

- Advocacy Committee 2017-11-20.pdf

**CARRIED**

## 7. NEW BUSINESS

### 7.1 Translink Survey Report – MOTION ADV 2018-01-08:04

**Parham/Aarushi**

*Be it resolved to approve and file the Translink Survey Report.*

*Be it further resolved to act on the Translink survey results.*

**CARRIED**

- Survey was conducted in mid-November and achieved 244 responses in total
- Purpose: for the committee to identify students' Translink issues
- Suggestions:
  - To host surveys at all campuses and provide a link option for students
  - Update bus schedules and increase bus services during peak hours
  - Increase weekend bus services at certain times
  - To have an increase snow service on the mountain when needed
- Translink will be doing a BC wide survey

### 7.2 Reducing Sugary Beverage Consumption – MOTION ADV 2018-01-08:05

**Aarushi/Kia**

*Be it resolved to approve sharing the "Reducing Sugary Beverage Consumption" survey to the SFSS Members via online SFSS communication channels.*

*Be it further resolved to file the data once the survey is completed.*

**NOT CARRIED**

- The individual conducting the survey to possibly take the gathered information and present it to SFU in the attempt to decrease sugary consumption on campus
- Suggestion:
  - To create a guideline that follow the 4 pillars on what surveys or information from members can be promoted on the SFSS channels
- Concern:
  - Promoting this survey may influence other members to want their surveys promoted as well and may congest the SFSS channels
- 1 member abstained

## 8. DISCUSSION ITEMS

### 8.1 Committee Vacancies

- An additional vacancy may come up due to work and committee conflict
- Currently reaching out to the Women's Centre collective and Council members
- Suggestion:

- To possibly provide at-large members an incentive to attend meetings and increase engagement
- To possibly promote during Clubs day

## 9. ATTACHMENTS

- Final - MZ Honours Proposal for the SFSS.pdf
- SFSS Request for Assistance.pdf
- TransLink Survey Report.pdf
- Translink\_FullData.pdf

## 10. ADJOURNMENT

**MOTION ADV 2018-01-08:06**

**Jamie/Aarushi**

*Be it resolved to adjourn the meeting at 1:46 PM.*

**CARRIED**

**Honours Designation Research Proposal**

Title: Student Informed Recommendations for Reducing Sugary Beverage Consumption at  
Simon Fraser University

Student: Marco Antonio Zenone (301225150)

Supervisors: Dr. Jeremy Snyder (Supervisor) & Dr. Kate Tairyan (Secondary Supervisor)

## **Background:**

### **Introduction to Sugary Beverages**

Sugary beverages are drinks that contain added sugar, monosaccharides, disaccharides, or naturally present sugars such as honey, syrups, or juice concentrate for the purpose of sweetening the beverage.<sup>1</sup> These ingredients are commonly found in carbonated soft drinks, energy drinks, fruit drinks, sweetened teas, sports drinks, to go yogurts and various other types of drinks.<sup>1</sup> These types of beverages are widely documented as products that can be detrimental to health when consumed in large amounts or as a regular beverage option.<sup>1</sup>

### **Sugary Beverage Epidemiology**

A recent study commissioned by leading health organizations estimates that sugary drinks will be responsible for approximately 1 million cases of type 2 diabetes, 300,000 cases of ischemic heart disease, 100,000 cases of cancer, and approximately 40,000 strokes in Canada over the next 25 years.<sup>1</sup> The study further predicts that approximately 3 million cases of obesity and an additional 1 million cases of overweightness are likely to occur from sugary beverage consumption.<sup>1</sup> In total, an estimated 62,000 deaths and 1.2 million DALYs will be attributable to sugary beverage consumption with a direct healthcare cost of \$50 billion dollars.<sup>1</sup> More concerning, several types of sugary beverages have increased in popularity over the past 10 years. These drinks include energy drinks (+638%), sweetened coffees (+579%) and flavoured water (+527%) (Jones et al., 2017).<sup>1</sup> In 2015, sugary drinks sales were near historic highs in sales due to the emergence of new categories of beverages that offset declining purchases of traditional soft drinks.<sup>1</sup> Sugary beverages are consumed most prominently by youths aged 12-18 (678ml per day) and young adults aged 19-24 (504ml per day) and these rates appear to be increasing.<sup>1</sup>

### **Consumption Interventions**

To combat the health and well-being challenges posed by these beverages, several public health agencies, non-profit, and academic researchers/institutions have posed several population level strategies to curb consumption. These include excise taxes, bans, restrictions, and media campaigns.

### ***Sugary Beverage Excise Taxes:***

A very publicized and contentious strategy used to reduce sugary beverage consumption is an excise tax. The rationale behind introducing this tax is to influence purchasing behaviours to avoid sugary beverages in favour of healthier options such as water. These taxes are implemented at various levels of government, from municipal to national levels. These taxes have been implemented in France, Hungary, Mexico, Barbados and several municipalities in the United States: Philadelphia, San Francisco, Oakland, Albany, Boulder, and Chicago.<sup>2-3</sup> Several

countries such as Portugal, South Africa, and Great Britain are additionally in the process of introducing these taxes.<sup>2</sup> The World Health Organization recommends a tax rate of 20% to significantly influence purchasing habits and sugary beverage consumption.<sup>4</sup> Despite the recommendations from the WHO, tax rates differ by area and context. Several evaluations of excise taxes have found conflicting results of decreased sugary beverage consumption.<sup>5</sup> These claims typically have issue with the tax being solely on sugary beverages as there are alternatives a consumer can choose.<sup>6</sup> There are also claims an excise tax is regressive, harms the poor, and isn't appropriate as sugary beverage consumption has decreased while obesity and overweightness has increased.<sup>7</sup> Despite these claims, the majority of studies evaluating a sugary beverage excise tax show decreased consumption attributable to the introduction of the tax.<sup>8-9</sup> An example of a highly publicized success is the municipality of Berkeley in California, USA. Their city legislators implemented a \$0.01/oz tax on sugar-sweetened beverages and observed a 21% decrease in consumption of sugary beverages compared to an increase in consumption of 4% in surrounding cities without the tax.<sup>8</sup> Their tax additionally had the outcome of increased water consumption (+63%).<sup>8</sup> Another notable example is when the Mexico implemented a 1 peso per little excise tax on sugar-sweetened beverages and observed a purchase decline of 9.7% over 3 years.<sup>9</sup> The introduction of these taxes have been successful in the jurisdictions where implemented. Despite this success there are significant barriers to introducing sugary beverage taxes.

Sugary beverage taxes are contentious as it significantly affects large businesses who serve these products and raises concerns among some of freedom of autonomy and choice. Large corporations such as the American Beverage Association and the Canadian Beverage Association publicly renounce these taxes as being ineffective, unfair, and interfering with the choice and autonomy of their customers.<sup>10-11</sup> These organization have launched media campaigns demonizing and discrediting sugary beverage taxes by relating local circumstance and values which has been very successful in swaying public opinion.<sup>12</sup> For example, when the city of El Monte, California tried to implement a sugary beverage tax industry associations and industry-sponsored non-profits attacked the city's financial status and questioned their government competence.<sup>12</sup> Similar attacks have happened in other municipalities such as Richmond (CA), San Francisco (CA), Berkeley (CA) and Telluride (CO).<sup>12</sup> Sugary beverage Industry association companies claim to be partners in public health and in the fight to reduce obesity but the associations that represent them continually reject any regulation.<sup>12</sup> This has put those trying to introduce healthy public policy in difficult positions to succeed. This can be observed in the United States, where 47 municipalities have tried to introduce an excise tax and only 7 have succeeded.<sup>13</sup> An important consideration of this tax is that it is not trying to punish certain corporations or impact their businesses negatively. This tax is trying to influence consumer choice to avoid unhealthier options and consume healthier alternatives. This tax is not against business but rather promoting socially responsible business. While excise taxes continue to be a

positive policy option with proven results, it is still a contentious issue that requires public support prior to implementation.

### ***Sugary Beverage Bans***

A second strategy commonly used is the banning of sugary beverage for purchase. While this intervention is not implemented on the population as a whole, it is implemented at certain types of locations such as health centres, recreation and cultural centres, workplaces, and elementary/secondary schools.<sup>14-15</sup> The rationale behind this approach is to create environments where sugary drinks are not available on site and replace them with healthier options such as water. This strategy has been implemented in a substantial number of locations globally. Most recently, there is traction to make hospitals and schools sugary beverage free. The NSW government hospital system in Australia has introduced policy to ban the sale of all sugary beverages on hospital grounds, including third party vendors.<sup>16</sup> In British Columbia, Canada, an elementary school in Duncan, BC, introduced an initiative to make their school sugary beverage free.<sup>17</sup> A limitation in knowledge dissemination is that there is a lack of research on the effectiveness of sugary beverage bans. The limited evidence available is primarily from interventions at primary and secondary schools but the evidence available has shown the effectiveness of banning these beverages in certain contexts. A study in 2013 found that students exposed to sugary drinks at their school cafeteria/vending machines were 3x more likely to consume versus those not exposed.<sup>18</sup> Another prominent example of a ban predicted to have success is UC San Francisco. They prohibited the sale of sugary beverages in 2015 on their campus.<sup>19</sup> Their policy involved removing sugar-sweetened beverages from the entire campus, replacing them with low-calorie drinks or products that did not have added sugar.<sup>19</sup> The results of this study are ongoing but early proceedings found that it has been received well and consumption is predicted to have dropped.<sup>19</sup> Sugary beverage bans have significant promise in being able to reduce consumption. However, there are significant barriers that prevent the bans from reducing sugary beverage consumption on a population level.

Most of the policies introduced are on a case by case basis of an organization or municipal government, versus at the province/state, or national levels. An optimal approach will be from a higher level of government setting standards and restrictions for a larger geographic area. This can include classification of certain types of government facilities that are not permitted to sell sugary beverages. This approach shares the controversial nature of sugary beverage excise taxes. Historically, sugary beverage companies have fought to be included in school lunch programs and have their products available for sale.<sup>20</sup> For example, in 1983 the USDA attempted to change the offerings of the school lunch program as there were concerns with the nutritional value of their existing program.<sup>20</sup> In response, the National Soft Drink Association challenged the policy and this resulted in sugary beverages remaining for sale in schools.<sup>20</sup> Despite the historical resistance, certain sugary beverage companies have been

supportive of bans in certain types of locations where consumers may be more vulnerable, such as hospitals and schools. For example, Pepsi Co announced it would stop selling soft drinks in primary and elementary schools in 2012.<sup>21</sup> Despite this, there are still issues of the product offerings that remain. Bans will not be effective if they are implemented on a case by case basis and ban strategies are organized in siloes. On a population level, sugary beverage bans need to be standardized and have specific policies in place that lessen ambiguity for the companies offering the beverages and the location where the beverages are not permitted. The existing structure of organizations/municipalities working in siloes is not effective on a larger population scale. Despite the drawbacks and difficulties encountered with bans, there is significant opportunity for bans to reduce sugary beverage consumption.

### ***Sugary Beverage Restrictions***

A third strategy that is commonly used to reduce sugary beverage consumption is restrictions surrounding the marketability and attraction of sugary beverages. This type of intervention places restrictions on the packaging, labelling, advertising, size, colour, and shape of sugary beverages. The rationale of this approach is to reduce exposure to certain characteristics of sugary beverages that consumers find appealing. There are several Interventions that have been proposed and implemented under this category. The first is limiting the size of sugary beverages for sale in restaurants and challenging corporate policies that increase consumption of sugary drinks in restaurants such as free refills. New York attempted to introduce a city policy that would limit the size of beverages that were allowed to be served in restaurants.<sup>22</sup> This policy did not seek to ban sugary beverages but rather prevent excessive consumption. This policy was dismissed due to strong resistance from fast food retailers and sugary beverage associations as their position said it infringed upon their rights to serve and attract customers.<sup>22</sup> France in 2016 introduced an innovative policy that barred restaurants from offering free refills of sugary beverages in an attempt to reduce consumption.<sup>23</sup> These policies have been contentious due to the fine line between business rights and the role and reach of public health policies. Another intervention in the proposal stage is making sugary beverages have restrictions on the physical appearance of their product. This includes plain packaging and the introduction of warning labels. This has not been implemented in any settings the author is aware of but studies have been done to assess the impact it could potentially have. For example, an exploratory study found that plain packaging of sugary beverages has a negative impact on sugary beverage preference and reduced their likelihood of purchase.<sup>24</sup> The next strategy under this sub-section is the restriction of advertising sugary beverages. This is a policy that faces significant opposition due to the ingrained culture of sugary beverage advertisements on television, the sponsorship of events, and corporate sponsorships with health and athletic organizations.<sup>25-26</sup> Despite this, the Canadian government is seeking the introduction of policy that would ensure advertising to children is appropriate.<sup>25</sup> The proposed

policy of the Canadian government would ban advertisements on weekday morning and evenings and the majority of the day on weekends.<sup>25</sup> This policy would be enacted on television, and in public spaces such as schools, theme parks, movie theatres, grocery stores and digital media.<sup>25</sup> To be effective this policy must be clearly defined and not allow for potential loopholes. The sugary beverage and associative industries of fast food are against this policy.

The policies above have tremendous potential to impact the consumer and consumption habits of sugary beverages. These policies however are controversial and require significant public awareness and support prior to implementation. This is a challenge as sugary beverages have become a normal part of global culture. Sugary beverage companies sponsor large scale events such as the Olympics that have global reach and the association of sugary beverages with athletic events has become the norm.<sup>26-27</sup> Additionally, the rights of businesses must be respected. Any action should be collaborative when possible and done with the intention to reduce sugary beverage consumption and not punish business. Sugary beverage restriction policies should continue to be explored and advocated for as viable options for sugary beverage control.

### **Sugary Beverage Strategies in BC Post-Secondary Institutions**

Despite the various options available, sugary beverage control strategies are lacking within post-secondary institutions in British Columbia. If an intervention strategy exists it is usually an individual level strategy that promotes proper nutrition versus a systematic or structural strategy that incorporates holistic determinants.<sup>28-29</sup> This is problematic as the large majority of students who attend post-secondary institutions are young adults, the main consumers of sugary beverages. It is rare to find a university or college that specifically has policy on restricting or reducing sugary beverages from their campuses. The existing policies of various universities reflect this context where a standard of beverage offerings is not present or considered. For example, the University of British Columbia has a policy that states vending machines are acceptable to dispense hot or cold drinks with the approval of the administrative head of that respective area.<sup>30</sup> This policy does not define what is acceptable to offer within vending machines and has not been updated since 1997. Another issue with university policies is the requirements of advertising for certain products, which can include specific sugary beverages being promoted via direct advertisements or naming rights on buildings and events from sponsorship. These policies are subject to the discretion of the university's objectives or are reviewed on a case by case basis, which implies no specified consistent standard.<sup>31-32</sup> This approach provides challenges to sugary beverage control as the economic benefits to the institution may be valued over reducing consumption among their students. There is a substantial opportunity and need for an innovative Canadian university to explore strategies to reduce consumption of sugary beverages on their campuses. The introduction of a sugary

beverage control policy within a university environment will have a sizable impact not only on the campus it is implemented in but rather all Canadian universities as the initial policy can be used as a template and learning experience for others.

### **Simon Fraser University: Sugary Beverage Context**

Simon Fraser University has the potential and resources available to introduce a comprehensive sugar beverage control strategy. Currently no strategy exists specific to sugary beverages. The availability of sugary beverages is exceptionally high and there are a significant number of vending machines for sugary beverages on SFU campuses and advertising for these beverages is common. The current stance taken to reduce sugary beverages is individual nutritional counselling and information based approaches versus systematic and structural approaches. This approach has minimal effective outputs and implies responsibility on the student to make healthy choices. While the student population has responsibility for their choices, SFU has the responsibility of ensuring a health promoting environment where making the healthier choice is the easiest choice for students to make. The university student population of approximately 30,000 further reinforces the effect a sugary policy could have on student health and well-being.<sup>33</sup> For these reasons, the university is in need and responsible to introduce a policy. Prior to SFU being able to implement an effective control strategy an in-depth study is needed to assess several key topics related to sugary beverages.

### **Thesis:**

The research I will undertake will use exploratory surveying and focus group facilitation that will take place among SFU's seven faculties to better understand sugary drinks consumption and views at SFU. The topics that will be examined include consumption habits among undergraduate students at each SFU campus, a review of existing SFU policies and actions that could promote consumption, the view of undergraduate students on sugary beverages and the receptiveness of students to various control strategies. The results of this study will be critically important to developing a control strategy as we need to examine the context in which we are trying to reduce sugary beverage consumption. This research will be student focused. The recommendations that will be derived from this survey will identify an appropriate first step and subsequent path to introducing a proper approach to reduce the prevalence of sugary beverage consumption at SFU.

### **Rationale for Research**

Prior to SFU being able to commit to introducing a sugary beverage control strategy more research is needed to understand the context of the university student population in relation to sugary beverages. Currently there is no data available specific to SFU regarding sugary beverage

consumption habits. Without this information university administrators and staff cannot define the extent of the problem and ascertain the proper action needed. If an intervention were carried on without retrieval of this information it would be based on assumptions and anecdotal evidence. There would also be no baseline to compare to see if consumption has dropped in an evaluation of the prospective strategy. Additionally, the current thoughts and reactions of students to and preference for certain interventions must be retrieved and considered. This data is needed to identify the proper approach to introducing a sugary beverage control strategy. If an intervention is launched without this information from students, SFU administrators risk introducing an intervention that is not context appropriate. This would risk students perceiving university administration as imposing policy on them without consultation or knowledge of their views on the subject. This information will allow administrators to properly know the stage of change of SFU students and design a control strategy that will be based on student input and attitudes. This research is paramount to designing a proper intervention. This research must be carried out prior to implementing any control measures to maximize potential effect. Without this research sugary beverage consumption may continue to be normalized and a feasible option to enhance student health and well-being may be missed.

### **Research Objectives:**

1. To describe sugary beverage consumption prevalence and consumption habits in undergraduate students at Simon Fraser University campuses (Surrey, Burnaby, & Vancouver).
2. To determine if any Simon Fraser University policies or actions are contributing to increased consumption of sugary beverages among undergraduate students.
3. To describe the existing views of undergraduate students on sugary beverage consumption benefits and drawbacks.
4. To understand the receptiveness of undergraduate students across the university community to various sugary beverage control strategies.
5. To identify feasible and effective opportunities to increase support of sugary beverage interventions at Simon Fraser University.
6. To summarize the finds findings and present it to senior SFU administration and health promotion staff as a first step toward developing strategies for reducing sugary beverage consumption at Simon Fraser University.

## **Proposed Methods:**

The research that will be undertaken will utilize two methods: general surveying and focus groups. The rationale behind the purpose, instrumentation, recruitment strategy, and data analysis plan is elaborated upon below for each strategy.

### **Sugary Beverage Survey**

My research will use surveying as the primary method to collect information from undergraduate students regarding several topics related to sugary beverages at Simon Fraser University. A comprehensive survey has been developed in collaboration with Dr. Jeremy Snyder and Dr. Kate Tairyan to meet the research objectives above and look into the themes of: sugary beverage consumption prevalence and habits, existing SFU policies that affect sugary beverage consumption, perceptions of sugary beverages among students and receptiveness to various control strategies (appendix A). The survey has both categorical questions and open-text questions in order to more accurately capture the thoughts and ideas of potential research participants. The survey takes approximately 7 to 10 minutes to complete and can be completed either online or in-person. This is an appropriate technique as the survey is meant to be descriptive and is intended to describe the aforementioned themes and identify potential areas of action. The data analysis that will occur from the survey will be summary descriptive statistics. Additionally, since there is no data available specific to sugary beverages at SFU, a context-specific survey on sugary beverage fills an important gap in knowledge. The data collected may be useful to other on-campus organizations concerned with student health and well-being such as SFU Health and Counselling.

Students will be recruited to participate in the survey portion of this research study utilizing two methods during the Spring 2018 semester. The first is by electronic communication. The principal investigator will use several outlets to market the survey to the undergraduate student population. This will include contacting professors from various faculties to share the survey with their class via email/canvas messages, social media and asking various student groups to share the survey with their members. In electronic recruitment and participation of the survey, students will have to log-in to the SFU hosted survey using their SFU ID to ensure that only SFU undergraduate students are participating. The second method of recruitment is in-person communication. The principal investigator will visit various classes, student meetings, and similar gatherings to invite students to participate in the survey. In these instances, potential participants may fill out an in-person survey or use the link to complete the survey online. It is important to note that an invitation for focus groups will be accompanied by the message inviting students to participate in the survey and this will be described under the focus group section.

Informed consent and maintenance of confidentiality is considered with exceptional thought within both recruitment and completion of the survey. We obtain informed consent by

providing a detailed study description on the first page of our survey and subsequently specifically stating that completion/submission of the survey means that consent has been given to use the data obtained. We include study details such as the purpose of the research, the investigators, that completion of the survey is completely voluntary, responses will be kept confidential, where the information will be stored, and where/in what form the information may be shared. Confidentiality measures include keeping study documents containing any personal responses in a locked file on a locked computer or in a locked cabinet in a secure location. Any personal identifiers from either electronic survey submissions (SFU log-in ID's) will be removed from the database and replaced with study participant numbers. In-person surveys do not require the participants name to be inserted but will be giving a study participant number as well. The electronic survey will be through an SFU server and the data will be stored in Canada.

### **Sugary Beverage Focus Groups**

The second method that will be used for this research study is focus groups exploring the themes of sugary beverages. A focus group guide with specific instructions and 4 specific questions to sugary beverages has been developed with strong collaboration from both Dr. Jeremy Snyder and Dr. Kate Tairyan. The rationale of the focus groups is to explore the qualitative thoughts and observations from our participants that cannot be answered from our survey. A focus group setting allows the researchers and research participants to work together to really describe personal accounts of several themes related to sugary beverages and adds benefits our survey alone cannot accomplish. Participation in the focus group is a 45-60 minute process with 3-8 participants. The researchers intentionally made the survey groups relatively small and with short duration in order to accommodate and attract more research participants. Focus groups will be recorded both using an audio recording device and from the notes of the focus group facilitator. The data obtained will then be entered into a database for analysis. The data will be thematically organized and used in conjunction with survey data to better explain the trends we observe and identify possible areas of action to control sugary beverage consumption at Simon Fraser University.

The recruitment of participants in the focus group is the same as the survey section above and the principal investigator will invite potential participants in the same invitation as the survey. The difference between the survey and focus-group recruitment procedure is that those who are interested in the focus group opportunity will indicate to the principal investigator that they would like to participate through an email or sign-up sheet. After indicating they would like to participate they will be scheduled into an appropriate focus group. They will also be reminded of the focus group date, time, and location the day prior to the focus group taking place.

Informed consent and confidentiality is a priority in this research study and is upheld with our approach to the focus groups. All potential participants prior to engaging in a focus

group will be given a study details document outlining the purpose of the research, the researchers, who to contact if they have any concerns, the benefits of participating, the disadvantages of participating, reiteration that participating is voluntary and consent can be withdrawn at any time, and what will be done with the information they provide. The focus group facilitator will ask potential participants to read this document and will then prompt the group present if there are any questions. If potential research participants at this point do not want to continue the focus group facilitator will emphasize that the study is entirely voluntary and that participants can leave at any time without reason. If the participants choose to engage in the focus group they will submit a consent form prior to the start of the focus group. Although SFU has students who are considered minors, in this context it is not expected to obtain consent from a parent or guardian as the SFU Research Ethics Board considers all students to be adults. The confidentiality of the focus group participants will be upheld to the strictest degree possible. Any audio recordings, notes, or data will be protected either via locked cabinet or password protected files on a password protected computer. All data collected will be assigned a study ID number to avoid inclusion of personal information. The principal investigator will also not take notes using study participant names or identifiable information. Although efforts will be made to protect confidentiality, the nature of focus groups does not allow for complete confidentiality as other participants are present. The researchers will emphasize that anything heard in the focus group should not be shared with others but cannot control nor enforce this. Additionally, confidentiality cannot be maintained when signing up for the focus group in an in-person setting as they will need to mark their contact confirmation on the sign-up sheet.

### **Formulation of Recommendations**

Both the results of the survey and focus groups will inform any recommendations that are needed to control sugary beverage consumption at Simon Fraser University.

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**Prepared for the SFSS Board of Directors:**

**Subject:** Request of Assistance in Distribution of a Survey to the SFU Undergraduate Population during the second week of the Spring 2018 semester.

**Reason:** I (Marco Zenone) am surveying SFU undergraduate students to learn about sugary beverage consumption habits and perceptions. This research project is to fulfil the thesis requirement for honours designation upon graduation. More importantly, this research will be used to explore opportunities to improve the health and well-being of the SFU undergraduate population and hopefully initiate special attention to the topic of sugary beverages.

**Rationale for SFSS Involvement:** I have been a member of various clubs under the SFSS umbrella and know the SFSS to be a supportive and enabling outlet for undergraduate students. By assisting in this project the SFSS is helping one its members directly and is indirectly helping in the development of healthy public policy for the university. If the SFSS is able to assist, recognition will be given on any publications, presentations, or related media.

**Background:** I have attached my honours research proposal to inform the respective board members of the purpose of my project, the methods I will be employing, and to prove I have appropriate permissions to be undertaking this research. This proposal explains in depth the emerging issue of sugary beverages at SFU and the need to initiate control policies. The research will not harm any students and will be cleared by the Simon Fraser University Research Ethics Board.

**Proposed email content:**

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Subject Line: Give Your Feedback About Sugary Beverages at SFU!

Dear SFU Student:

A research study is being completed to learn more about sugary beverage consumption and perceptions among SFU students. This email serves as an invitation to participate in the study by completing the survey found in the link below. All participants in the survey will have the chance to win a \$50 gift card to the SFU Book Store."

Link to survey: (to be inserted)

If you have any questions or concerns about the survey or the research study, please contact [marcoz@sfu.ca](mailto:marcoz@sfu.ca).

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**Follow-up Information:** If any additional information is needed, please let me know. I am happy to attend a board meeting or complete any additional activities.

## TransLink Survey Report

**Prepared by Aarushi Sharma, Health Science Representative**

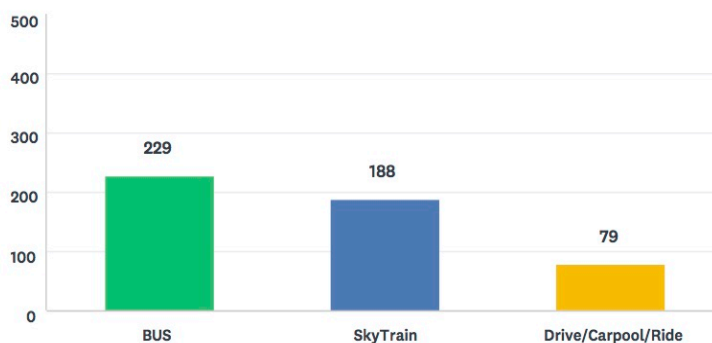
The Translink Advocacy campaign consisted of surveying students and asking what they their problems with Translink they have. The campaign also promoted the U-Pass Referendum Questions at the same time as conducting the survey. This campaigning for the U-Pass Referendum and survey combined, appeared to push the referendum voter turn out to be greater than we expected. This report will touch on the summary of statistics and findings of the survey that took place to determine the main TransLink issues students have. This survey took place at the end of Saywell Hall near the bus loop doors. This was carried out a week prior to the UPASS referendum in order to promote it.

**This report will analyze the data and make recommendations on the survey itself as well as what areas we should address in regard to the transportation services at SFU.**

### **Question 1: What means of transportation do you take to SFU?**

For the first question, we received 244 responses in total.

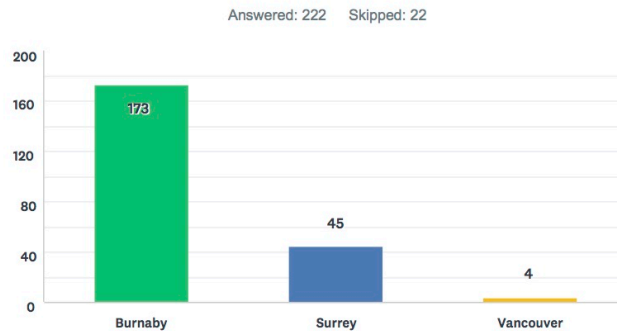
We can conclusively say that over 90% of students who took this survey use the Bus and over 70% use the Skytrain.



ANSWER CHOICES	RESPONSES	
BUS	93.85%	229
SkyTrain	77.05%	188
Drive/Carpool/Ride	32.38%	79
Total Respondents: 244		

### Question 2: What campus do you spend majority of your time?

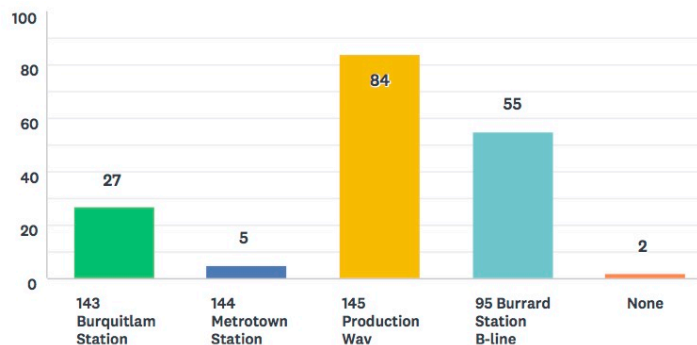
We found that from this survey which took place in Burnaby that the surveyors spend most of their time in Burnaby, Surrey and Vancouver from greatest to least respectively.



ANSWER CHOICES	RESPONSES	
Burnaby	77.93%	173
Surrey	20.27%	45
Vancouver	1.80%	4
TOTAL		222

### Question 3: What bus do you take to SFU?

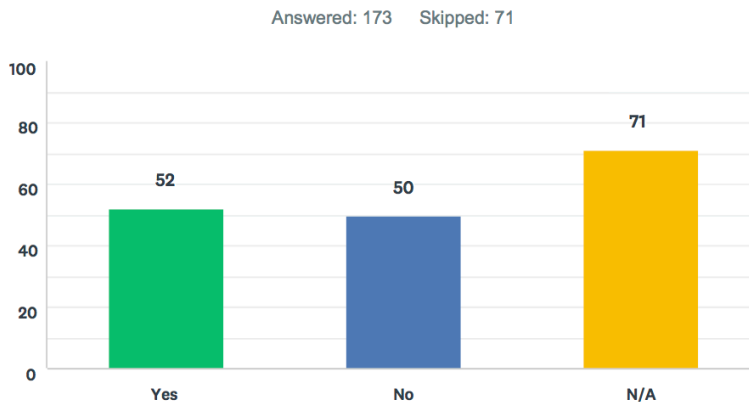
For this question, we received 173 answers with 71 people who skipped this question. From the data, we found that the top three buses used were 145 Production, 95 B-Line and Burquitlam Station.



ANSWER CHOICES	RESPONSES	
143 Burquitlam Station	15.61%	27
144 Metrotown Station	2.89%	5
145 Production Way	48.55%	84
95 Burrard Station B-line	31.79%	55
None	1.16%	2
TOTAL		173

#### Question 4: Do you find the evergreen line an improvement in your commute to SFU?

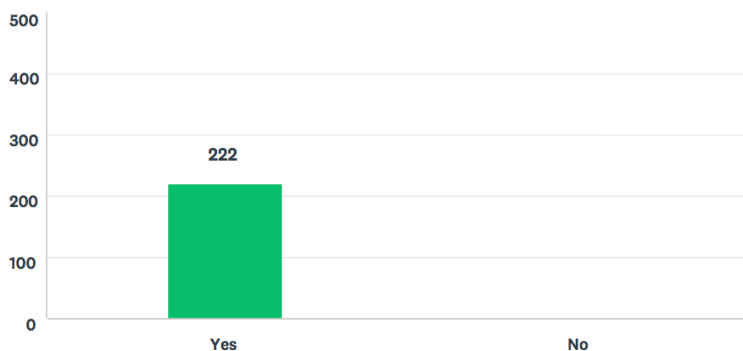
For this question, it appears that 41% do not use the evergreen line as it was selected as non-applicable, then 30% do find it useful and lastly the another 29% find it not useful.



ANSWER CHOICES	RESPONSES	
Yes	30.06%	52
No	28.90%	50
N/A	41.04%	71
TOTAL		173

#### Question 5: Do you find the U-Pass service beneficial as a student who uses public transportation?

We received 222 responses (22 skipped), all in favor of the U-Pass as a beneficial service to students.

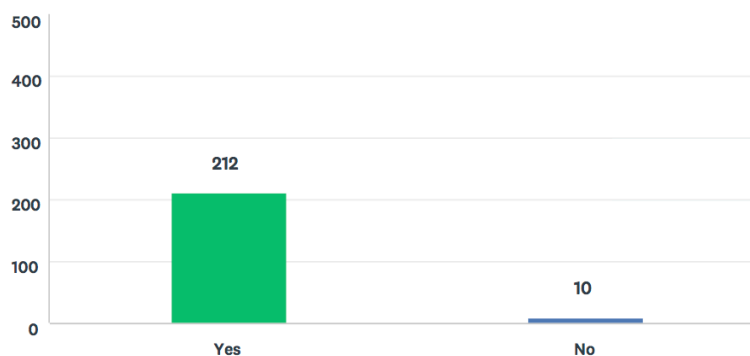


ANSWER CHOICES	RESPONSES	
Yes	100.00%	222
No	0.00%	0
TOTAL		222

**Question 6: The U-Pass contract end every two years, meaning that the fees are increased every two years. Do you think we should have a long-term contract to end fee increases?**

Here again we have received a 95.5% response in favor of this long-term contract to end fee increases.

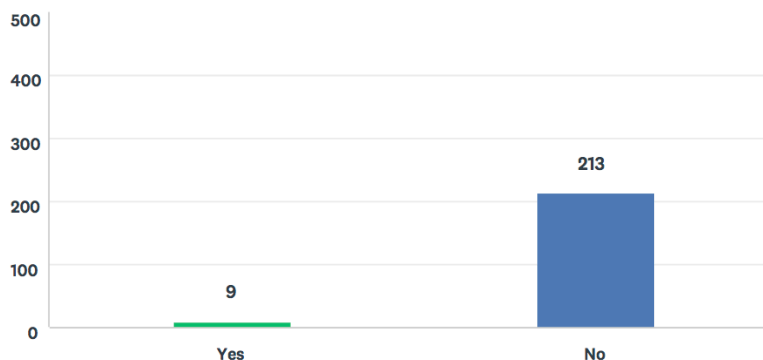
Answered: 222 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	95.50%	212
No	4.50%	10
TOTAL		222

**Question 7: Do you have a disability?**

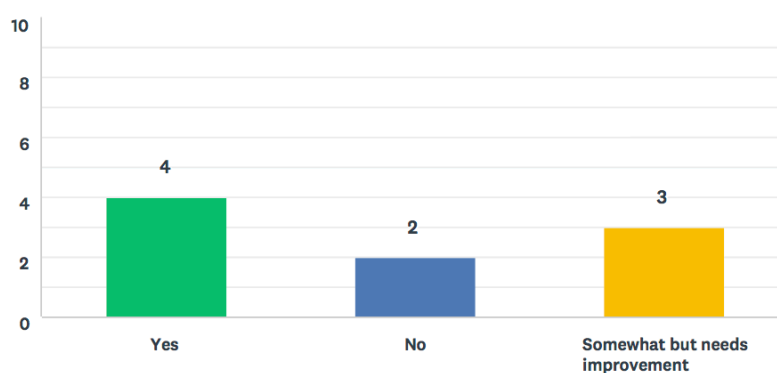
We received 95.5% response of no and a 4.05% response of no. 222 responses and 22 skipped.



ANSWER CHOICES	RESPONSES	
Yes	4.05%	9
No	95.95%	213
TOTAL		222

### Question 8: Are the bus services easily accessible?

We received a range of answers; yes 44.44%, no 22.22% and somewhat but needs improvement is 33.33%. The responses may not be a very accurate representation as only 9 people answered and 235 skipped this.



ANSWER CHOICES	RESPONSES	
Yes	44.44%	4
No	22.22%	2
Somewhat but needs improvement	33.33%	3
TOTAL		9

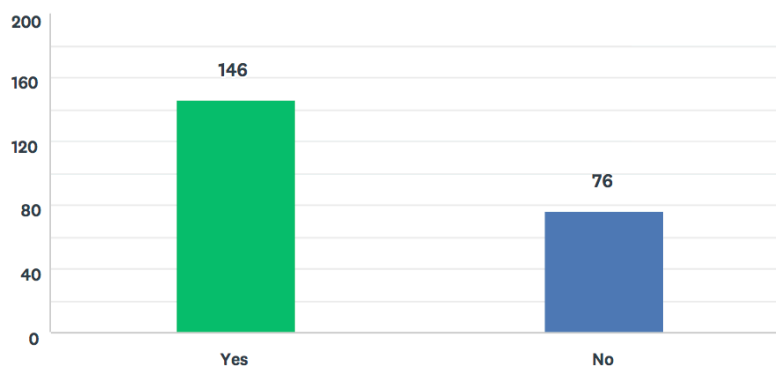
### Question 9: In what ways does it need improvement?

This was an open-ended question so students could voice in what ways our bus services need improvement. The responses we received were as follows:

#	RESPONSES	DATE
1	Infrequent and non-reliable times	11/21/2017 12:08 PM
2	Less crowding Better distribution of bus lines and bus stops	11/21/2017 3:12 AM
3	We need more 95 buses and that the 95 to stop by the residences stop.	11/16/2017 2:25 PM

**Question 10: Do you find the SFU bus services inefficient and in need of improvement?**

We received a total of 222 responses and 22 people skipped this question. Around two thirds (65.77%) of students find that SFU bus services are inefficient and need improvement and 34.23 believe otherwise.



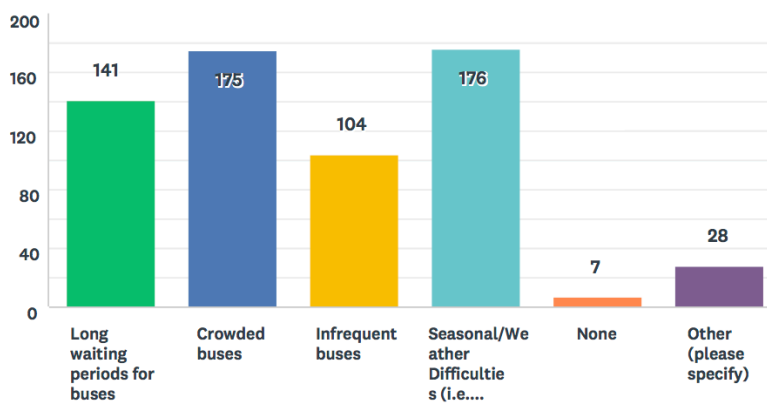
ANSWER CHOICES	RESPONSES	
Yes	65.77%	146
No	34.23%	76
TOTAL		222

**Question 11: Select any of the of the following if these apply to you:**

1. Long waiting periods for buses
2. Crowded buses
3. Infrequent buses
4. Seasonal/weather difficulties
5. None
6. Other (please specify)

For this question, we received 222 answers and 22 skipped. The top four checked choices from highest to lowest are: seasonal difficulties, crowded buses, long waiting periods and infrequent buses.

### Question 11 continued:



ANSWER CHOICES	RESPONSES	
Long waiting periods for buses	63.51%	141
Crowded buses	78.83%	175
Infrequent buses	46.85%	104
Seasonal/Weather Difficulties (i.e. snow on the mountain or slippery roads effect your transportation)	79.28%	176
None	3.15%	7
Other (please specify)	12.61%	28
Total Respondents: 222		

We received a number of “other” response where most of them have to do with unreliable buses, do not arrive on time, crowded, not frequent enough and some buses do not seem to run on the weekends. Please see pages 11 and 12 on the data pages to read about specific comments.

### Question 12: How would you like to improve the public transportation services to ease your commute from and to SFU (i.e. what do you find inconvenient and what do you want to improve at SFU in terms of transportation services)?

Although this was an optional question we received 99 replies and 145 people skipped this question. The major recommendations were the addition of more buses, frequent buses, reliable timing and of course having a bigger shelter for students while waiting for the buses. Please take a look at pages 13-17 if you would like to read the written responses for the questions on the data pages.

### **Recommendations:**

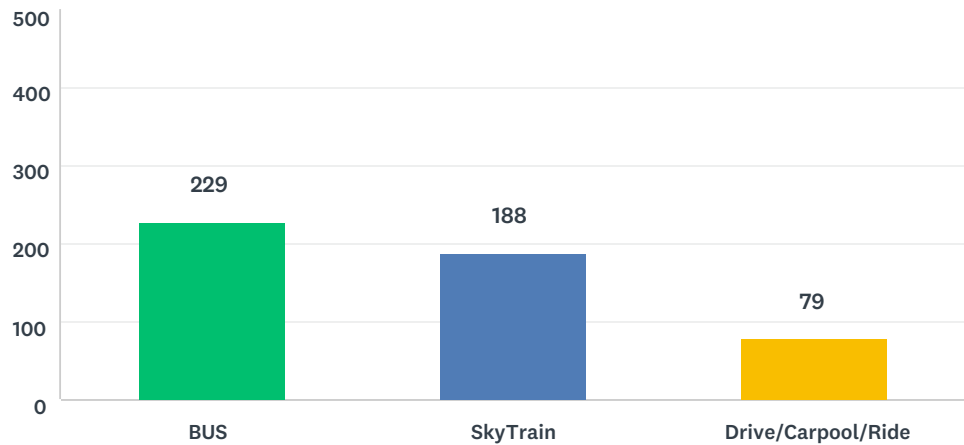
1. We found that changing up the locations would be beneficial to receive more responses in the future.
2. Have the link to this survey sent out in mass emails along with the referendum would be an effective way to receive more responses.
3. Having a survey that takes place in all the campuses (SFU Surrey and Vancouver Campuses) should be the next step in assessing the needs of students.

### **Future Action:**

1. Need to focus on improving the reliability of buses specifically the bus schedules should be updated, text messaging schedules should be more accurate and improve the accuracy of bus timing.
2. Certain buses need to be more frequent such the 145/143/95 has the most line-ups especially have more bus services during peak hours.
3. The waiting times and the bus shelters need to be adjusted as the population of SFU is increasing.
4. The increase in Waterfront skytrain frequency.
5. Bus services over the weekends are needed for certain buses
6. Equipping the buses on Burnaby Campus is important to address. Many have raised issues about buses being cancelled when the snow fall is at moderate levels. Therefore, TransLink needs to better equip their buses during the snowy season as this can impact our exam season (where we need to reschedule or even find alternative routes to get to Burnaby campus).

Q1 What means of transportation do you take to SFU? Check all that apply:

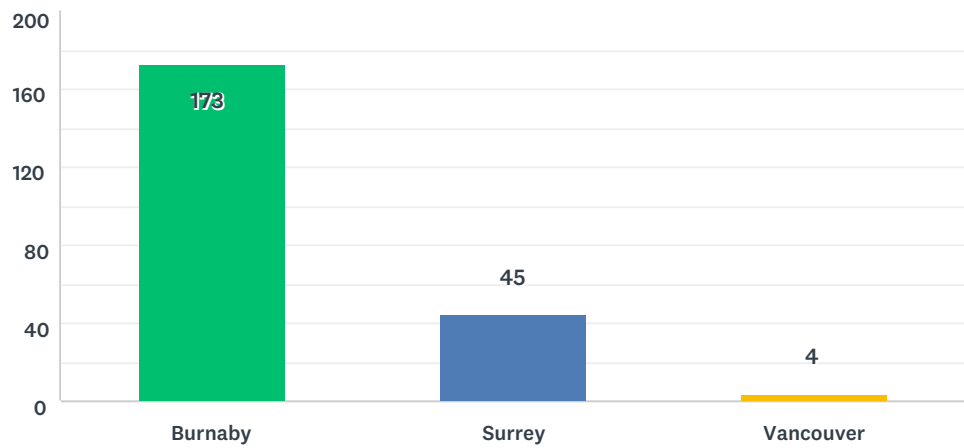
Answered: 244    Skipped: 0



ANSWER CHOICES		RESPONSES	
BUS		93.85%	229
SkyTrain		77.05%	188
Drive/Carpool/Ride		32.38%	79
Total Respondents: 244			

Q2 Which campus do you spend majority of your time at?

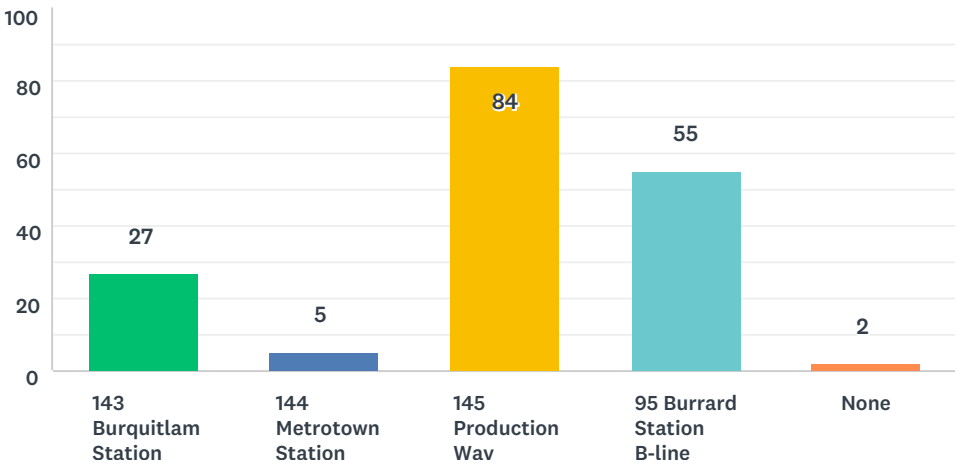
Answered: 222    Skipped: 22



ANSWER CHOICES		RESPONSES	
Burnaby		77.93%	173
Surrey		20.27%	45
Vancouver		1.80%	4
TOTAL			222

Q3 What bus do you take to SFU?

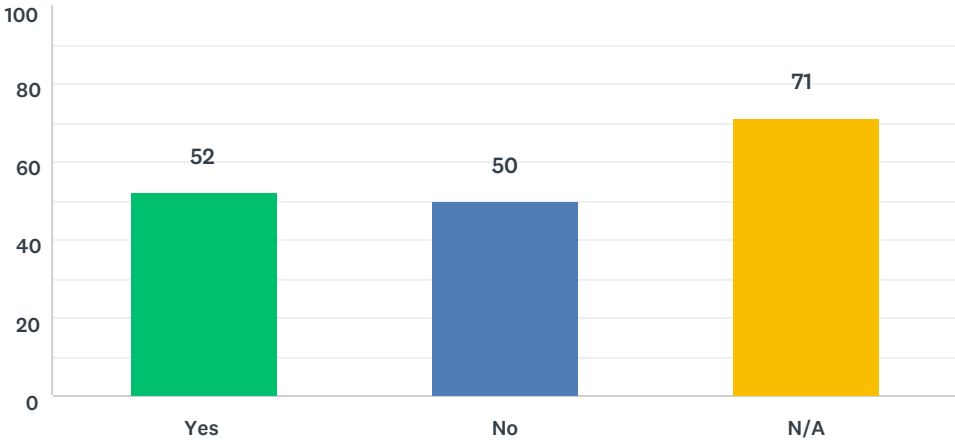
Answered: 173    Skipped: 71



ANSWER CHOICES		RESPONSES	
143 Burquitlam Station		15.61%	27
144 Metrotown Station		2.89%	5
145 Production Way		48.55%	84
95 Burrard Station B-line		31.79%	55
None		1.16%	2
TOTAL			173

Q4 Do you find the new Evergreen Line an improvement in your commute to SFU?

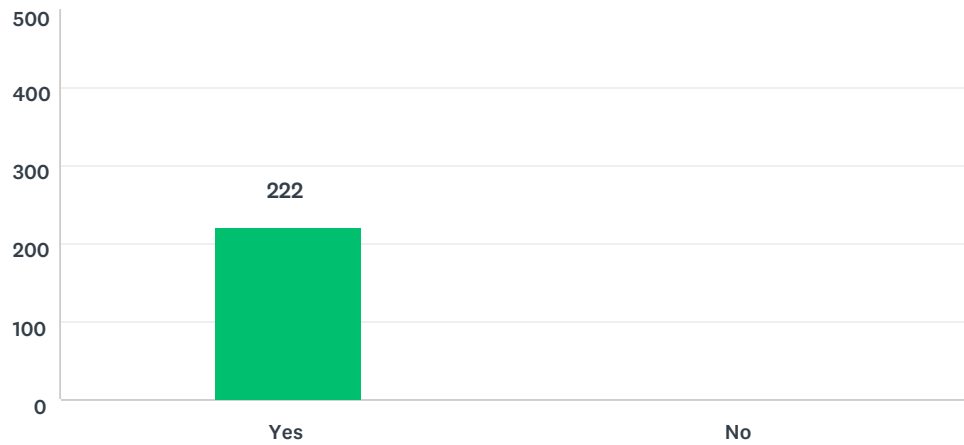
Answered: 173   Skipped: 71



ANSWER CHOICES		RESPONSES	
Yes		30.06%	52
No		28.90%	50
N/A		41.04%	71
TOTAL			173

Q5 Do you find the U-Pass service beneficial as a student who uses public transportation?

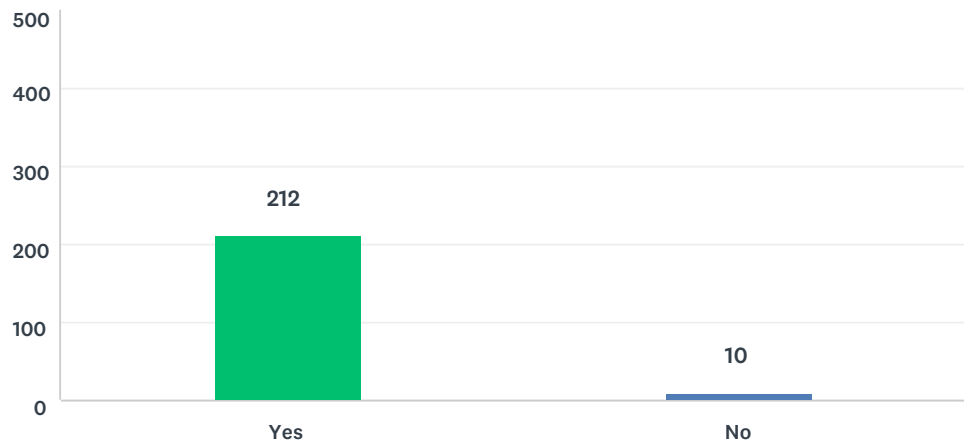
Answered: 222    Skipped: 22



ANSWER CHOICES		RESPONSES	
Yes		100.00%	222
No		0.00%	0
TOTAL			222

Q6 The U-Pass contract ends every two years, meaning that the fees are increased every two years. Do you think we should have a long-term contract to end fee increases?

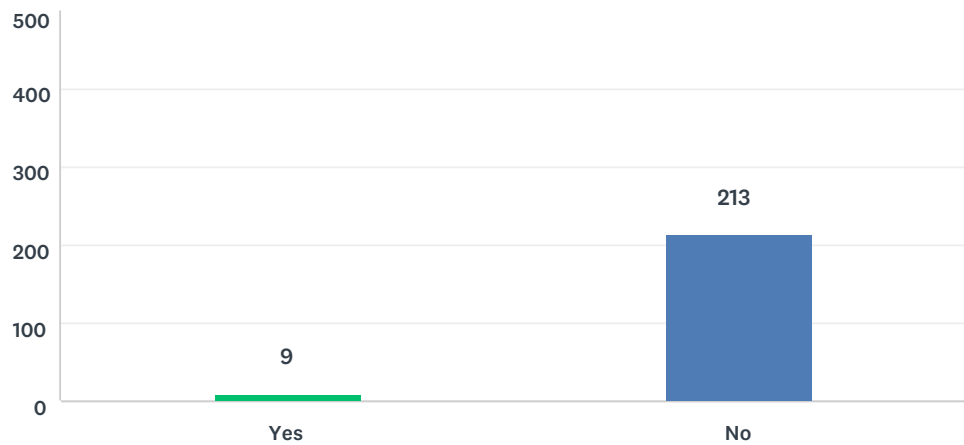
Answered: 222    Skipped: 22



ANSWER CHOICES		RESPONSES	
Yes		95.50%	212
No		4.50%	10
TOTAL			222

Q7 Do you have a disability?

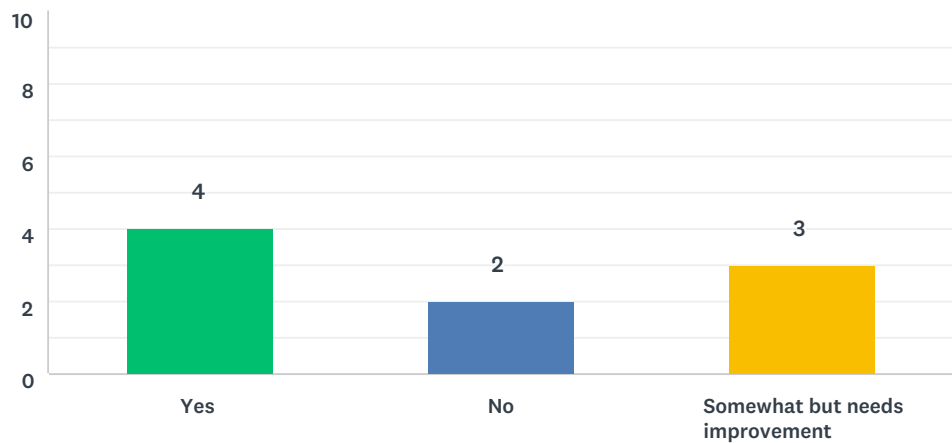
Answered: 222    Skipped: 22



ANSWER CHOICES		RESPONSES	
Yes		4.05%	9
No		95.95%	213
TOTAL			222

Q8 Are the bus services easily accessible?

Answered: 9    Skipped: 235



ANSWER CHOICES		RESPONSES	
Yes		44.44%	4
No		22.22%	2
Somewhat but needs improvement		33.33%	3
TOTAL			9

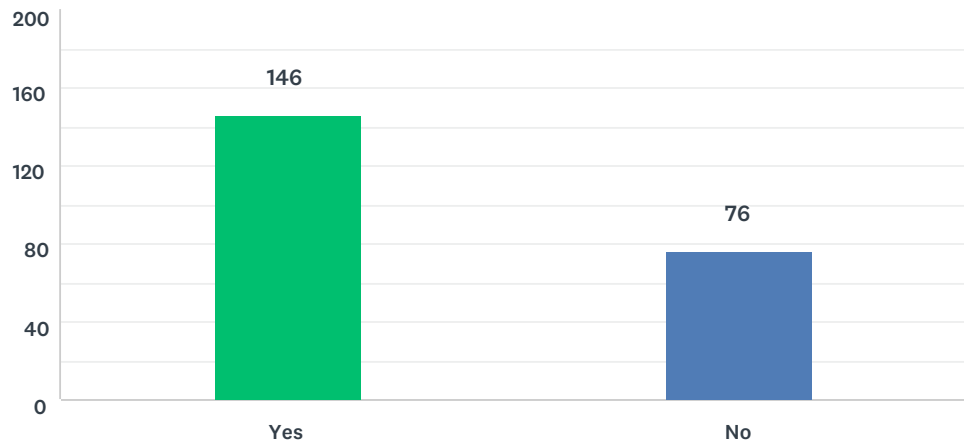
## Q9 In what ways does it need improvement?

Answered: 3   Skipped: 241

#	RESPONSES	DATE
1	Infrequent and non-reliable times	11/21/2017 12:08 PM
2	Less crowding Better distribution of bus lines and bus stops	11/21/2017 3:12 AM
3	We need more 95 buses and that the 95 to stop by the residences stop.	11/16/2017 2:25 PM

Q10 Do you find the SFU bus services inefficient and in need of improvement?

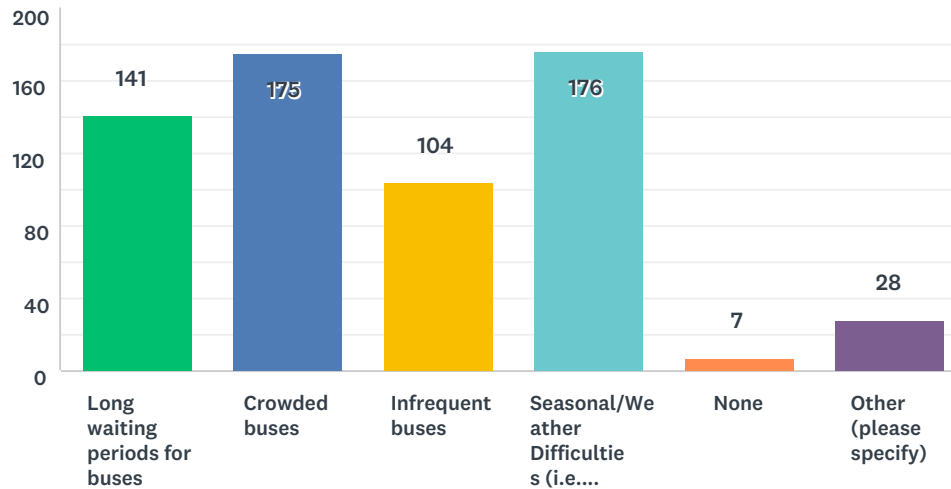
Answered: 222 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	65.77%	146
No	34.23%	76
TOTAL		222

## Q11 Select any of the following if these apply to you:

Answered: 222 Skipped: 22



ANSWER CHOICES	RESPONSES	
Long waiting periods for buses	63.51%	141
Crowded buses	78.83%	175
Infrequent buses	46.85%	104
Seasonal/Weather Difficulties (i.e. snow on the mountain or slippery roads effect your transportation)	79.28%	176
None	3.15%	7
Other (please specify)	12.61%	28
Total Respondents: 222		

#	OTHER (PLEASE SPECIFY)	DATE
1	Unreliable: the buses are often early or late, and texting the bus usually results in inaccurate answers	11/24/2017 2:39 PM
2	Even if buses arrive on schedule, sometimes it is impossible to get onto the bus because the bus is full.	11/23/2017 5:21 PM
3	Lower mainland has an unfair distribution of busses with the fastest growing city (Surrey) receiving worse transportation than Burnaby and other cities	11/23/2017 4:05 PM
4	Busses aren't consistent / on time	11/21/2017 8:44 PM
5	UNRELIABLE	11/21/2017 11:53 AM
6	Safety concerns, drivers who frequently slam on brakes.	11/21/2017 10:45 AM
7	Bus stops near difficult to enter areas.	11/21/2017 3:14 AM
8	Bus often off schedule	11/21/2017 12:40 AM
9	When I'm on the Burnaby or Vancouver Campus and I need to catch the 95, it often fails to arrive on time, which leads to long waits and crowded buses. Once, I had to wait for twenty minutes for six 95s to arrive within the span of less than ten minutes.	11/21/2017 12:05 AM
10	Don't understand how you can't have a bus that's supposed to show up take another 1 whole fucking hour to get here and then the fucking driver decides to take a half hour break	11/20/2017 10:22 PM
11	Slow bus routes, frequent stops that cause increased travel time.	11/19/2017 2:18 PM

12	Two transfers required on my trip	11/18/2017 8:47 AM
13	The 145 not running frequently enough during peak hours and not running late enough at night, as well as leaving earlier than scheduled and leaving students behind.	11/17/2017 5:05 PM
14	Bus timings are sometimes early and that can have a major effect on a individuals daily routine.	11/17/2017 2:10 PM
15	Crowded loading bay	11/17/2017 12:50 PM
16	Accidents on bus path and no alternate buses or route for buses to get to school	11/17/2017 11:26 AM
17	When its raining and there are no bus shelters, or the 145 shelters are full, it would be nice if the driver who is just sitting and waiting to let passengers on. Especially at night, because often the lamps are not on/working, and it can feel unsafe.	11/17/2017 6:50 AM
18	Bus is always full by the time it epreaches he lower bus loop. Unfair to people who wait at the bottom.	11/17/2017 6:21 AM
19	Bad drivers	11/17/2017 3:24 AM
20	143 doesn't run on weekends.	11/17/2017 12:02 AM
21	Build the gondola	11/16/2017 11:10 PM
22	Not as frequent bus times leading to every half hour for class start times	11/16/2017 10:17 PM
23	Difficulty commuting between campuses	11/16/2017 5:13 PM
24	Have to take evergreen line to burquitlam then change to 143	11/16/2017 4:50 PM
25	143 not running on the weekend	11/16/2017 3:39 PM
26	#143 deos not run on the weekends	11/16/2017 3:07 PM
27	The busses bunch up, so that 3 come at once, and then there's 30 mins without busses, instead of 1 bus every 10 mins	11/16/2017 3:02 PM
28	I primarily take the 145 to campus and the frequency is pretty good during most times of day, but reliability is not always good ie when a bus is missed lines get super long	11/16/2017 11:12 AM

## Q12 How would you like to improve the public transportation services to ease your commute from and to SFU (i.e. what do you find inconvenient and what do you want to improve at SFU in terms of transportation services)? \*Optional\*

Answered: 99 Skipped: 145

#	RESPONSES	DATE
1	Add more bus lines from other locations in Vancouver. Commuting is very hard for those who live in the North/South/West side of Vancouver. There should be direct buses because commuters have a hard time transferring between trains and buses.	12/7/2017 10:57 AM
2	The transfers never line up. I'll arrive at the station a minute after the bus to SFU leaves, so I'm waiting an extra 10-15 minutes. Also, there should be some times where two buses come at the same time to handle heavy student traffic.	11/25/2017 6:28 PM
3	More frequent 143/145 buses in the morning AM (7:50-8:10, 8:50-9:10, 9:50-10:10)	11/24/2017 9:47 PM
4	Make the buses more punctual, or at least make the text the bus service more accurate. More buses on Friday nights, where lots of students are heading out and coming back. Better bus services late on Friday nights, like 2-3AM	11/24/2017 2:39 PM
5	A rate for low income families	11/24/2017 11:01 AM
6	In my opinion, we need more 95 buses running. It's a bus that's supposed to run every 5 - 10 minutes at peak times, but in practice runs every 10 - 20 minutes during peak times. And if there are any delays or issues happening on Hastings in the morning, the wait times and crowding can be horrendous.	11/23/2017 10:43 PM
7	lack of parking, commute time up mountain/ slowness of bus's and overcrowding	11/23/2017 4:46 PM
8	Buses are never on time, and on winter time this affects the health of the students	11/23/2017 4:45 PM
9	More buses during peak hours	11/23/2017 4:09 PM
10	Stop focusing on the 95, the surrey campus and burnaby campus need routes as well, especially a bus from surrey to burnaby?	11/23/2017 4:05 PM
11	more busses	11/22/2017 4:02 AM
12	Increase frequency of bus times	11/21/2017 11:03 PM
13	skytrain to sfu !	11/21/2017 7:43 PM
14	bruhhhh bring up that fuckin gondola... lets not just talk about it tho, lets actually do it... *hits blunt*	11/21/2017 7:36 PM
15	More frequent buses during :00 and :30 so students can make it to class and not wait 15 minutes for the next bus	11/21/2017 2:56 PM
16	Getting stuck up on the mountain in a snow storm, is not fun.	11/21/2017 1:36 PM
17	Realistically, increasing the bus traffic in the morning would be greatly beneficial. Unrealistically, having a skytrain from Surrey straight to Burnaby would be incredibly beneficial. EXTREMELY unrealistically, having a skytrain straight from Surrey Campus to the Burnaby Campus would be phenomenal.	11/21/2017 12:24 PM
18	RELIABILITY, AND ATTITUDE OF DRIVERS	11/21/2017 11:53 AM
19	Improve transit safety, frequency of busses and staying to schedule, and bus drivers ability to brake appropriately.	11/21/2017 10:45 AM
20	Have a better bus system when it snows because it causes inconveniences	11/21/2017 9:37 AM
21	Instead of having infrequent large buses. It would be safer and more convenient to have smaller more frequent buses.	11/21/2017 9:04 AM
22	The 156 to burquitlam is consistently late and only come every 1/2 hour	11/21/2017 7:36 AM

23	Have the 145 run more frequently ! Also have a bus that runs from Surrey campus to Burnaby campus	11/21/2017 7:06 AM
24	JUST HAVE MORE 145s!!?!? Also shuttle surrey and burnaby campus	11/21/2017 7:05 AM
25	Cleaner busses	11/21/2017 1:55 AM
26	More buses	11/21/2017 1:02 AM
27	More frequent buses for production way to the Burnaby campus will help.	11/21/2017 12:56 AM
28	Have the 143 be available during the weekend and holidays and have more buses that run every 10 minutes or less	11/21/2017 12:46 AM
29	I personally just do not like arriving 5 minutes early to a bus stop only to find out that the bus has come 10 minutes early	11/21/2017 12:40 AM
30	More frequent buses, more reliable bus schedules, further notice for weather updates	11/21/2017 12:38 AM
31	Buses during morning hours, coming up the mountain, are often full to the extent that you will miss your class even if you give yourself what should be about 15 min to spare.	11/21/2017 12:24 AM
32	Those digital displays that tell you when the bus will arrive (like on the Canada Line Skytrains) would be great since the bus stops are SO COLD.	11/21/2017 12:15 AM
33	-Gondola!! -More buses -Set schedule of when busses come because sometimes 4 come at the same time or 1 doesn't come for 30 mins at the duthie stop going up to SFU.	11/20/2017 11:55 PM
34	A more efficient way to commute from the Surrey Campus to the Burnaby Campus	11/20/2017 11:16 PM
35	more frequent night bus service at Burnaby campus, more security guards at surrey central during night. At royal oak station there's homeless people sleeping there which makes it feel unsafe.	11/20/2017 11:08 PM
36	Add more buses, warmer bus stops/skytrain platforms	11/20/2017 10:43 PM
37	More frequent busses	11/20/2017 9:51 PM
38	No more short buses picking up from Production Way (or be consistent about it eg specific times)	11/20/2017 4:31 PM
39	The 555 runs infrequently after 930am, which is the biggest complaint I have. It would be nice if it were to run more frequently during midday.	11/20/2017 4:23 PM
40	Buses are always way too hot. Also there should be more buses between 4:20-5:40 as it is impossible to board a 145 at the middle loop during this time.	11/20/2017 4:08 PM
41	More 144 buses at night/evenings during the week, because I often would have to wait for up to 30 min after an evening class. Also, having the Expo line from production running more frequently at night as well.	11/19/2017 4:07 PM

42	My time is pretty much evenly split between the Burnaby and Vancouver campuses and each provides its own challenges. I find that transportation to the Burnaby campus has the most problems, though I will elaborate on all the problems I encounter here. 1) The buses are infrequent, especially on weekends, and I usually find myself waiting for 15-20 minutes for a bus. This is compounded by the fact that the estimated arrival times for buses (listed on the 'next bus' service that TransLink provides) are inaccurate and unreliable, especially for transportation up and down Burnaby mountain. Though the 'next bus' service may list that the next bus will depart in a reasonable time frame, I am not sure if the buses are ridiculously early, very late, or just if they skipped that departure time altogether, but I am very often left standing for an unreasonable amount of time at the bus stop. Transportation off the mountain is the most difficult to come by because of the frequency of bus pass-ups during busy hours. I can wait up to half-an-hour at the Transportation Centre for a bus that is not already full. To put this in perspective, I only live a 15 minute drive by car from the Burnaby campus and have the choice of taking either the 95 or 144 to within walking distance of where I live. However, my wait time for the bus regularly exceeds this travel time to and from campus. I often find that transportation on the 95 to the downtown campuses is more reliable and frequent, however there are severe crowding issues and bus pass-up problems when I take the bus from downtown in the late afternoon or evening. 2) The transportation to and from the SFU Burnaby campus is even more unreliable because the buses do not operate well in snowy conditions. Though TransLink has proposed to test 'tire sock' technology on the 145 route, this will not impact my commute. I think that TransLink needs to be much more proactive with outfitting their buses with winter tires and chains because there is absolutely no reason that they should have to cancel bus service when it snows on Burnaby Mountain. I live for 18 years of my life in the north and it took an extraordinary amount of snow before buses would be cancelled, I have never seen snowfall on Burnaby Mountain reach those levels in the five years that I have lived in the city and yet I am keenly aware of the chaos that the moderate amount of snowfall last winter caused for transportation up and down the mountain. 3) I find that bus routes are generally slow due to frequent stops and traffic congestion. This is a Metro-Vancouver wide issue that needs to be addressed through municipal and regional government, but it also involves transit. I think that all major streets should have dedicated bus lanes 24/7 on all major routes. My commute on the 95 to downtown is only 35 minutes between 6:30-8:30 am on weekdays because there is no parking allowed in the bus lane. However, my commute almost doubles to 55-60 minutes at all other times of the day. I usually leave with an additional 20 minutes commute time because traffic congestion (often around the Kootney Loop / HWY 1) can leave the bus at an extended standstill.	11/19/2017 2:18 PM
43	More bus services and they need to be on time.	11/18/2017 9:19 PM
44	I would like a much bigger bus shelter at the bus loop near Saywell Hall, so students can be protected from the rain. I'd also like more frequent buses.	11/18/2017 8:47 AM
45	more accurate bus wait times (ie texting or looking at posted schedule)	11/18/2017 2:11 AM
46	Not exactly a problem, but it irks me sometimes that my options via transit are either to get to campus 3mins early or 15mins late. People smoking or vaping while in waiting in line for the bus plus the lingering smell that accompanies them on to the bus gives me discomfort (more of an issue in winter when bus windows aren't open).	11/17/2017 6:13 PM
47	Please see above question *other* option	11/17/2017 5:05 PM
48	Why has 145 double bus turned to a small one? It was already hard to get to class during rush hour and now with smaller buses and train frequency changes it takes upto 15-20 mins more. People coming from surrey or maple Ridge basically have added 40 mins of commute due to delays.	11/17/2017 4:12 PM
49	For my trip overall, the 345 and 375 lines running every 15min rather than every 30min would greatly help matters. In regards to SFU, 145 buses running more frequently to avoid SORRY BUS FULL would be good as well. You could also put electronic signs up at the transportation centers showing how long it was until each bus departure (like you see in this photo <a href="https://upload.wikimedia.org/wikipedia/commons/e/e7/Skytrain_and_Electric_signs.jpg">https://upload.wikimedia.org/wikipedia/commons/e/e7/Skytrain_and_Electric_signs.jpg</a> ).	11/17/2017 3:09 PM
50	Why not have an additional bus (or extend the 145) that goes between Lougheed Station and SFU Burnaby? Love what you did with terminating trains at Production Way, BTW. (No sarcasm. Am being sincere.)	11/17/2017 2:59 PM
51	Increasing the frequency of the buses	11/17/2017 12:52 PM
52	More buses because sometimes they are too crowded	11/17/2017 12:25 PM

53	The 95 is okay for myself but my partners physical disability is an obstacle. Infrequent busses mean they struggle to find a spot to sit on long commutes as busses are often too crowded.	11/17/2017 11:27 AM
54	Have a bus that goes to and from kootany loop to sfu on east hastings	11/17/2017 11:26 AM
55	Take stats to see what times buses are full by the time it reaches the bottom. Deploy another bus or have bus drivers communicate to each other and say how many people have still not boarded to the next coming bus so that space may be saved for people who have waited longer than people who go to the first loop.	11/17/2017 6:21 AM
56	B-Lines aren't faster than what their name suggests. Need to improve the routing so that more time is reduced travelling to SFU (as well as generally for other bus routes across the lower mainland)	11/17/2017 3:24 AM
57	It would be good if buses showed up at regular intervals of time, instead of seemingly random times, though fortunately they are still somewhat frequent, even if it involves more waiting than at other times.	11/17/2017 1:49 AM
58	Reliability in bad weather. Everything else to me is fine with the current transportation	11/17/2017 12:50 AM
59	Have the 143 run on weekends.	11/17/2017 12:02 AM
60	Get the bus drivers (or someone) to make people move to the back of the bus. There's usually room at the back, but students are petrified of stepping up two steps of stairs.	11/16/2017 11:10 PM
61	Have more buses to avoid overcrowding.	11/16/2017 11:04 PM
62	More frequent 145 service to ease congestion during peak early morning and late afternoon hours	11/16/2017 10:47 PM
63	More 95 buses. Also bus drivers that don't stop and let people off but don't let people on.	11/16/2017 10:45 PM
64	Buses that can get students to sfu at the very half hour mark should be more frequent than other times	11/16/2017 10:17 PM
65	The SFU transit exchange bus stop for the 145 can be quite squishy during rush hour or when everyone is getting off class. As it is a double door boarding stop, sometimes other students can be very pushy trying to get on to the bus.	11/16/2017 8:35 PM
66	Build a gondola	11/16/2017 7:38 PM
67	Make the 143 run longer and later at night	11/16/2017 7:22 PM
68	I would like to see increased service on the 144 and 145 routes. Wait times off off peak hours are too long	11/16/2017 7:05 PM
69	Everything would be fixed if the 95 actually ran on schedule every 7-8 minutes during school hours (7am-7pm or so), every weekday. LEARN TIME MANGEMENT AND ACTUALLY LEAVE THE STATIONS EVERY 7 MINUTES THANK U	11/16/2017 6:38 PM
70	More buses because during the rush hour the bus is usually packed at the library stop, hard to get on	11/16/2017 5:31 PM
71	An express bus between the burnaby and surrey campuses would greatly improve my commute. It takes me an hour via transit to just get to the surrey campus. Commuting easily between the surrey and burnaby campuses would greatly improve my commute time and cut my transfers down from 4 to 2.	11/16/2017 5:13 PM
72	I would like to see the old 143-SFU route reinstated. Going direct from coquitlam centre to SFU would be extremely convenient. There are many students living along mariner way and Como lake avenue that have benefitted from this route, but now have to add the additional transfer at burquitlam station. I would like to see this route back!	11/16/2017 4:50 PM
73	More buses	11/16/2017 4:20 PM
74	Would a shuttle bus between burnaby and surrey be a faster commute? Something to look into...	11/16/2017 4:04 PM
75	The 145 production way bus does not stop in the bus loop but on loughheed hwy. They used to. At night, weekends and when raining hard I would prefer to be dropped off in the loop. And opening all doors on the bus to get on so we can squeeze into the back.	11/16/2017 3:39 PM
76	I like how the bus comes very often!	11/16/2017 3:29 PM
77	Frequent buses & be able to access campus in harsh weather conditions	11/16/2017 3:29 PM
78	Gondola.	11/16/2017 3:23 PM

79	#143 deos not run on the weekend, therefore they should have it run on the weekends. As it is the only bus that runs from Coquitlam to SFU Burnaby.	11/16/2017 3:07 PM
80	-Fewer pass-ups at Transportation Centre, especially on the 145 -Direct link between Surrey and Burnaby campuses	11/16/2017 3:05 PM
81	PLEASE KEEP U-PASS! Also, more frequent busses would be very nice, but the busses aren't awful, they're not perfect, but they're fine.	11/16/2017 3:02 PM
82	more frequent buses	11/16/2017 2:50 PM
83	Waiting lines. I understand that everyone is urgent to go to their destination (whether it is home or a class in another campus) but I just find a lot of people budging in the way through the bus door. It shouldnt seem like a game of survival of the fittest.	11/16/2017 2:46 PM
84	more frequent busses	11/16/2017 2:44 PM
85	I think more buses need to be introduced from different areas otherwise all the students crowd into just the 4 buses that stop at SFU. If there are new busses from different areas then students would not have to crowd into just this four routes.	11/16/2017 2:39 PM
86	More busses	11/16/2017 2:38 PM
87	-Should have more frequent busses to and from SFU (less wait time and not as crowded)	11/16/2017 2:34 PM
88	Low running of the 145 compared to the other services that run on the mountain	11/16/2017 2:25 PM
89	Maybe greater frequency of buses during peak times but also less waiting time later in the evening ie should be no more infrequent than every 20 mins or so	11/16/2017 11:12 AM
90	More services during peak hours going down SFU Burnaby	11/16/2017 10:30 AM
91	Increase waterfront trains would be nice. The biggest thing, in my opinion, is cost. The current price works for a lot of students, but if it goes up - a lot of us can't afford it. The lower mainland is expensive to live in. Tuition goes up 20% and so does food, rent, clothes, and everything with the standard of living. Without a relatively cheap transportation, it would limit a lot of students who don't have as many opportunities or as much "privilege". Attending university was already a stretch, having transportation increase (especially increase dramatically as of lately) would restrict the learning and success of students.	11/16/2017 2:39 AM
92	Regular bus times	11/15/2017 12:36 PM
93	More 95 busses	11/15/2017 12:28 PM
94	More busses; more frequent busses; less cost to students	11/15/2017 12:17 PM
95	More bus loops.	11/15/2017 12:15 PM
96	More of the very crowded bus lines, ex 145,143	11/15/2017 11:20 AM
97	Regularly updated bus schedules	11/15/2017 11:10 AM
98	Increase bus frequency of connecting buses	11/15/2017 10:25 AM
99	Gondola	11/7/2017 11:21 PM