



SURREY BOARD OF TRADE  
inclusive | innovative | independent

## 2017 Surrey Roads Survey

JANUARY 2018

In Partnership with



[BUSINESSINSURREY.COM](http://BUSINESSINSURREY.COM)

## Surrey Board of Trade

---

### WHO WE ARE

The Surrey Board of Trade supports, promotes, and advocates for commercial and industrial interests of Surrey businesses — the city's economic drivers. With Surrey's rapidly growing significance in the Lower Mainland, the role of the Surrey Board of Trade has never before been more important to champion a strong vibrant business community.

### OUR MEMBERSHIP

Surrey Board of Trade is a powerful link between business, government, and community with a membership of nearly 2,500 businesses and organizations, large and small, representing over 6,000 member contacts and 60,000 employees.

### WHAT WE DO

Since 1918, the Surrey Board of Trade provides businesses and organizations with

1. Economic opportunity
2. Workplace development and education
3. International trade
4. Government advocacy
5. Business connections

Members can further expand their client base with our numerous networking opportunities throughout the year. And we provide multiple levels of opportunity for members to promote their brand through business-to-business engagement.

### ADVOCACY

We are an independent voice of business that develops positions on relevant topics of concern to our members. We do, at times, partner with government stakeholders and other business organizations at local, regional, provincial and federal levels if it serves the purpose of supporting our members.

No individual can succeed alone, nor any business can thrive without colleagues and support. The Surrey Board of Trade is here to help you. With our many connections with government representatives, we will advocate on your behalf.

### PURPOSE OF SURVEYS

The Surrey Board of Trade periodically implements surveys, either voluntary opt-in or scientifically rigorous, on a range of topics. Member participation is voluntary and anonymous, however, the data is an invaluable tool for our advocacy and policy development.

We thank all those who give a few minutes of their time to provide information and direction on our surveys, as well as those volunteers who assist in their design and analysis.

---

## Table of Contents

Surrey Board of Trade	2
Contents	3
Introduction	5
Executive Summary	6
Summary of Responses	7
Overview of Results	8
Appendix I – Respondents in Detail	15



## Introduction

---

The Surrey Board of Trade has long had a policy advocating for the ease of movement of goods, services, and business operators throughout the region, particularly through Surrey. The Surrey Board of Trade has advocated: for the Pattullo Bridge to be replaced; for the Massey Tunnel to be replaced by a bridge; to equalize tolls on all crossings, including bridges to the City of Vancouver and the north shore, or drop them entirely; and for the increase in transit throughout the City of Surrey. The Surrey Board of Trade has also advocated for all 27kms of the Surrey Light Rail Transit project to be built now and in its entirety.

In early 2016, discussions began with the City of Surrey to develop a survey of businesses and determine what areas of Surrey would require improvements and whether businesses priorities are in line with the City's 10 year plan for road work. The City of Surrey's plan is reviewed annually, with some projects shifting up depending on their need. As part of the survey, the City supplies a list of corridors, intersections, and projects that are part of the plan. This provides respondents the opportunity to select their top 3 based on their observations as they travel throughout the city.

This is the second annual road survey and it includes the results from 2016, which we take as the baseline from which the Surrey Board of Trade and the City of Surrey can measure improvement over time. The survey is voluntary, whereby businesses can opt-in to the link provided. Several emails introducing the survey were sent to the membership as a whole from mid- to end of October; advocacy team members were specifically invited to participate. The preliminary results were discussed with City of Surrey engineering.

The Surrey Board of Trade will continue to implement the Surrey Road Survey to track improvements where they occur and identify concerns as they arise for our members. Specifically,

- To gain a deep understanding of our members' commute and business travel
- To track trends as they develop
- To determine any actions, recommendations, or policies that may be required, and
- To add to our body of knowledge that will lead to better movement of people and goods through Surrey and South of Fraser

The Surrey Board of Trade's Transportation Team participated in the development and review of the survey and the preliminary results. We thank the team members and all our volunteers for their comments and advise.

## Executive Summary

---

The first Surrey Road Survey, in 2016, is the baseline from which we measure change. Other than the list of City of Surrey projects, all the questions remain the same.

Nearly 70% of respondents like to work and live South of the Fraser. Although the Pattullo Bridge and other crossings need to be improved to accommodate commuters, it is interesting to note that more are staying this side of the river. Over 50% live and work in Surrey, unchanged from 2016, and an additional 24% commute into Surrey for employment.

Although two years of data is insufficient to mark a significant trend, there is a measurable shift as respondents are travelling less overall than was reported in 2016. Further, for those who travel for work, the number of hours have decreased, from 27% of those travelling 3 or more hours a day in 2016, to 13% in 2017. Although there was an increase in those driving 1 to 2 hours, an increase of 8%, it is offset by the 23% who have reduced their work related driving from 3 or more, or who are no longer travelling for work.

There were many comments provided by respondents, too many to include in this report. However, the Transportation team, SBOT staff, and City of Surrey staff considered them thoroughly. There were patterns in the responses, particularly in certain corridors that were flagged for further consideration and response by the City. Of the corridors, various sections of 32 Ave and 152 St (south) dominated, with improvements to many segments of King George Hwy, the Fraser Hwy, and Hwy 10 coming close behind. Intersection improvements likewise highlighted needs for 32 Ave, 152 St and the Hwys and their feeder roads.

The Surrey Board of Trade, a public supporter of the Surrey Light Rail Transit (LRT) project, was encouraged to see that respondents put a high priority on the LRT as well. With about 85% respondents indicating strong support for both lines, it is a clear that it is the right project for Surrey. There were only 2 comments opposing.

Respondents strongly support additional more bus service through Surrey. The choice of transit for commuting is very low, but given the response for services, it can be interpreted that it is the lack of opportunity rather than desire that drive respondents to choose cars over transit.

### RECOMMENDATIONS

As a result of what our members indicated in both their responses and the voluntary additional comments, the Surrey Board of Trade recommends

- That the entire 27km of the Surrey LRT be built as soon as is feasible
- That in addition to the identified top 3 corridors and intersections (see page 7), the City consider the areas of 32 Ave, 152 St and the Highways as identified by respondents
- That the City and Mayors Council recognize that more citizens of Surrey and South Fraser both live and work here and require the necessary infrastructure to support ease of movement.

## Summary of Responses

<b>The daily commute</b>	<p>52% respondents live and work in Surrey – this has not changed since 2016</p> <p>20% work in Surrey but live South of Fraser, or Metro Vancouver, a decrease of 5% from 2016</p> <p>93% drove their own vehicle to work – up from 87% in 2016</p>
<b>Traveling for business</b>	<p>28% drive 2-3 days per week, down from 56% in 2016</p> <p>15% drive rarely, an increase of 7% from 2016</p>
<b>Travel destinations</b>	<p>16% travel within Surrey, down 2% from 2016</p> <p>49% travel throughout South Fraser (Surrey plus options combined)</p> <p>46% travel through Metro Vancouver</p>
<b>Employee travel</b>	<p>15% respondents indicated that 11-20% of their colleagues travel for business, up from 8% in 2016</p> <p>10% of respondents' colleagues travel nearly 100% of the time, down by half from 2016</p> <p>62% of colleagues travel 1 to 2 hours per day on average, up from 49% in 2016</p>
<b>Top 3 corridors requiring attention</b>	<p>51% Arterial widening to 5 lanes on Fraser Hwy between Whalley Blvd and 148 St, including through Green Timbers Part</p> <p>33% Arterial widening to 5 lanes on 160 St between 26 Ave and 32 Ave</p> <p>32% Arterial widening to 5 lanes on 100 Ave between King George Blvd to 140 St</p>
<b>Top 3 intersections requiring attention</b>	<p>31% New traffic signals and improvements at 104 Ave and 156 St</p> <p>22% New traffic signals and improvements at 104 Ave and 154 St</p> <p>20% New traffic signals at 30 Ave and 160 St</p>
<b>Support for Surrey Light Rail Transit Project</b>	<p>83% respondents rated LRT on L-Line (Guildford-City Centre-Newton) from "<i>Would be good to have</i>" to "<i>Definitely need it</i>"</p> <p>86% respondents rated LRT on Fraser Hwy (City Centre to Langley) from "<i>Would be good to have</i>" to "<i>Definitely need it</i>"</p>
<b>More buses please</b>	<p>82% respondents determined that new bus services to neighbourhoods not currently served by transit "<i>Would be good to have</i>" to "<i>Definitely need it</i>"</p> <p>80% respondents thought more frequent service on existing bus routes "<i>Would be good to have</i>" to "<i>Definitely need it</i>"</p>

## Overview of Results

---

### COMMUTING IN SURREY

One of the more important metrics to measure is how many respondents work in Surrey. Over 50% live and work in Surrey, unchanged from 2016, and an additional 24% commute into Surrey for employment. Nearly 70% of respondents stay South of the Fraser as part of their commute.

What is unfortunate is the low transit usage. However, the many comments provided by respondents and the high desire for transit (page 13) would suggest it is lack of opportunity rather than a lack of desire to use transit. This will be explored in future surveys.

Where do respondents live and work? <sup>1</sup>	2016	2017
Live and work in Surrey	52%	52%
Live in Surrey, work South of Fraser	5%	6%
Live in Surrey, work in Metro Vancouver	7%	7%
Live in Surrey, work outside Metro Vancouver	1%	3%
Work in Surrey, live South of Fraser	14%	10%
Work in Surrey, live in Metro Vancouver	11%	10%
Work in Surrey, live outside Metro Vancouver	0%	4%
Live and work outside Surrey	2%	4%
Other	8%	4%

The daily commute	2016	2017
Drive own vehicle	87%	93%
Use transit	5%	1%
Cycle	0%	0%
Walk	2%	1%
Carpool	1%	2%
Other	5%	4%

<sup>1</sup> All percentages have been rounded; therefore, totals may not be 100%.



## RESPONDENTS WORK RELATED TRAVEL

Travelling to and from work as well as heading out to sales calls, meetings, and other errands, can consume a good portion of a workday. The following results exclude commute time in order to assess hours of work related travel through Surrey.

Although two years of data is insufficient to mark a significant trend, there is a measurable shift as respondents are travelling less overall than was reported in 2016. Further, for those who travel for work, the number of hours have decreased, from 27% of those travelling 3 or more hours a day in 2016, to 13% in 2017. Although there was an increase in those driving 1 to 2 hours, an increase of 8%, it is offset by the 23% who have reduced their work related driving from 3 or more, or who are no longer travelling for work.

How often do respondents travel for work?	2016	2017
4 or more days per week	29%	29%
Often, at least 2–3 days per week	40%	28%
Sometimes, at least 2 to 5 days per month	20%	25%
Rarely, once a month or less	8%	15%
None	2%	4%

How many hours of work travel per day?	2016	2017
0 hours	16%	25%
1 to 2	56%	62%
3 to 5	22%	10%
6 to 8	4%	3%
More than 8 hours a day	1%	0%

Where do respondents travel for business?	2016	2017
Within Surrey	18%	16%
Mostly Surrey, and some travel South of Fraser	23%	22%
Through most municipalities South of Fraser	5%	11%
Mostly within Metro Vancouver, north & south	46%	46%
Travel beyond Metro Vancouver	1%	3%
Other	7%	2%

## EMPLOYEES TRAVEL FOR BUSINESS

Respondents were asked to assess the work related travel by other employees in their company or business. While there was a decrease in percentage of employees driving for business, the number of hours driven is not yet demonstrating any sort of pattern

Percentage of employees who travel for business	2016	2017
1-10%	36%	36%
11-20%	8%	15%
21-30%	10%	9%
31-40%	4%	6%
41-50%	7%	5%
51-60%	7%	7%
61-70%	2%	2%
71-80%	2%	6%
80-90%	4%	5%
91-100%	20%	10%

Roughly how many hours per day does average worker travel for business	2016	2017
0 hours	29%	20%
1 to 2 hours	49%	62%
3 to 4 hours	20%	11%
5 to 6 hours	1%	4%
7 to 8 hours	1%	0%
More than 8 hours	0%	3%

## CITY ROADS AND PROJECTS

Each survey features several questions designed by the City of Surrey engineers as part of their information gathering. The City of Surrey has a 10 year plan for road improvement projects. Priorities are evaluated annually with major projects taking approximately 3 years duration, from planning to completion. As these differ annually, there are no comparatives.

Of the identified projects, respondents were asked to click on their top 3 choices. The top 5 choices are listed here in order of preference.

Respondents were also given an opportunity to recommend projects to the city staff, and many were suggested. Of the corridors, various sections of 32 Ave and 152 St (south) dominated, with improvements to many segments of King George Hwy, the Fraser Hwy, and Hwy 10 coming close behind. Intersection improvements likewise highlighted needs for 32 Ave, 152 St and the Hwys and their feeder roads.

### Top 5 Corridors (out of a choice of 9)

Arterial widening to 5 lanes on Fraser Hwy between Whalley Blvd and 148 St, including through Green Timbers Park	51%
Arterial widening to 5 lanes on 160 St between 26 Ave and 32 Ave	33%
Arterial widening to 5 lanes on 100 Ave between King George Blvd to 140 St	32%
Arterial new construction on 192 St Diversion, Fraser Hwy to 68 Ave	31%
Arterial new construction on Whalley Blvd, 96 Ave to Fraser Hwy	23%

### Top 5 Intersections (out of a choice of 13)

New traffic signals and improvements at 104 Ave and 156 St	31%
New traffic signals and improvements at 104 Ave and 154 St	22%
New traffic signals at 30 Ave and 160 St	20%
Pedestrian traffic signal at Fraser Hwy and 182 St	20%
New traffic signals at 70 Ave and King George Blvd	16%

## TRANSIT

Respondents rated a number of proposed transit projects that the City of Surrey is considering or has already started to work on. The projects are listed in the order determined by “Definitely Need It.”

The Surrey Board of Trade, a public supporter of the Surrey Light Rail Transit (LRT) project, was encouraged to see that members put a priority on the LRT as well. 83% of respondents thought the LRT L-Line “would be good to have” to “definitely need it.” The Fraser line garnered slightly higher support of 86% through the 3 choices.

Respondents indicated that it “would be good to have” to “definitely need” more transit service (80-82%), both in areas currently on bus routes and in areas that have no transit options. Least favoured is a B-Line bus service along Scott Road.

Respondents were given a final opportunity to comment, and many were flagged for future consideration in both the annual survey and the City of Surrey’s planning.

Transit Project & Improvements	Definitely need it	Should have	Would be good	Somewhat needed	Not really	N/A
LRT on L-Line (Guildford–City Centre–Newton)	51%	10%	22%	7%	4%	5%
LRT on Fraser Hwy (City Centre to Langley)	51%	18%	17%	4%	6%	4%
More frequent service on existing bus routes	44%	19%	17%	9%	2%	8%
New bus service to neighbourhoods not served by transit	43%	26%	13%	8%	1%	8%
Improved bus stops with shelters and sidewalk access improvements	41%	25%	19%	7%	2%	6%
Later bus service on select routes	41%	25%	16%	7%	2%	8%
B-Line bus service from Newton to South Surrey / White Rock	36%	28%	17%	8%	3%	7%
B-Line limited stop articulated bus service on Scott Road and 72 Ave	18%	21%	34%	10%	3%	14%

## APPENDIX I – Respondents in Detail

There was a 30% increase in response rate from 2016 to 2017 (over 110). Over 41% of the respondents identified themselves as employers, which is an increase of over 30% from 2016.

### RESPONDENTS BY NUMBER OF EMPLOYEES

Employees	2016	2017
Sole contractor or consultant	15%	9%
1 to 5 employees	17%	16%
6 to 10 employees	14%	17%
11 to 50 employees	26%	19%
51 to 100 employees	5%	14%
Over 100 employees	23%	26%

### RESPONDENTS BY INDUSTRY – TOP 10

Industries, as per NAICS	2016	2017
Services (except Public Administration)	12%	18%
Finance & Insurance	17%	16%
Professional, Scientific and Technical Services	15%	11%
Manufacturing	13%	10%
Health Care and Social Assistance	7%	6%
Construction	6%	5%
Educational Services	4%	5%
Arts, Entertainment and Recreation	1%	5%
Information and Cultural Industries	4%	4%
Retail Trade	2%	4%

inclusive | innovative | independent

Contact: **Surrey Board of Trade**  
Anne Peterson, Policy & Research Manager 101 – 14439 104 Avenue  
[Anne@businessinsurrey.com](mailto:Anne@businessinsurrey.com) Surrey BC V3R 1M1  
Anita Huberman, CEO 604.581.7130  
[Anita@businessinsurrey.com](mailto:Anita@businessinsurrey.com) [info@businessinsurrey.com](mailto:info@businessinsurrey.com)