



2019 Surrey Roads Survey

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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 2,600 businesses and organizations representing over 6,000 member contacts and 60,000 employees.

WHAT WE DO

The Surrey Board of Trade provides businesses and organizations with

- Economic opportunity
- Workplace development and education
- International trade
- Government advocacy
- Business connections

Members can further expand their client base with our numerous networking opportunities. 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 implements surveys 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 gave 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.

Introduction

The Surrey Board of Trade believes that transportation is one of the key economic foundations of building our city. Representing the interests of our members, we advocate in support of transportation infrastructure improvements for the safe and efficient movement of people and commercial traffic throughout Surrey. To do this, we need to continually assess areas in Surrey that may be impediments for our businesses and industry.

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. 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. Results are then shared with the City for their consideration as part of their planning process.

The City of Surrey's Road Improvements Planning Process

The City's network of over 4,500 lane kilometres of road is seeing increasing population of commuter and commercial usage. The 10-Year Servicing Plan (YSP) establishes the Engineering Department's capital expenditure program including road improvement projects. While the 10-YSP is not a commitment to construct all the identified projects, it identifies projects that will be constructed on a year-to-year basis as funding becomes available. Priorities are evaluated annually. Major projects take approximately 3 years to complete.

Surrey Board of Trade Input

Since last year's survey, the City has completed three of the road corridor projects SBOT members identified as top priorities. These include 100 Avenue between King George Blvd to 140 St, 128 Street between 64 Ave and 68 Ave, and 104 Avenue between Whalley Blvd to 148 St. Five more are planned to be completed in the next 1-3 years. These include 160 Street between 26 Ave and 32 Ave, 128 Street between 108 Ave and King George Blvd, Whalley Boulevard between 96 Ave and Fraser Hwy, Fraser Highway between Whalley Blvd and 148 St, and the 192 Street Diversion from Fraser Hwy to 68 Ave.

The third annual road survey includes the results from 2016 and 2017. The 2016 snapshot is the baseline from which the Surrey Board of Trade and the City of Surrey can measure improvement over time. For the 2018 survey, several emails were sent to the membership as a whole from mid- to end of November; advocacy team members were specifically invited to participate. The preliminary results were discussed with City of Surrey engineering staff.

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 in order to:

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

Executive Summary

The first Surrey Road Survey, completed 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. Major infrastructure questions on the Pattullo Bridge and the Massey Tunnel were added this year.

Business travellers are tracked with this annual survey. It was found that about 56% of respondents live and work in Surrey, which is a slight decrease from 2016 and 2017. About 74% of respondents work in Surrey. There is a slight increase of those living in Surrey and working throughout the Metro region. The number of respondents is down about 7% from 2017, but still greater than our 2016 baseline.

Patterns are beginning to emerge with three years of comparable data. There's a slight downward trend of those travelling for business concurrent with more people not driving at all. Further, business travellers are driving fewer hours per day overall. For the first time, cyclers are now recording a presence accounting for 2% of total respondents. Although low in numbers, they have made recommendations for consideration.

Transit users are still below 5%, although the call for transit throughout Surrey is strong with many roads and routes suggested, along with street furniture to support transit users.

Transit responses are near identical to 2017 with regard to the Surrey Light Rail Transit (LRT) corridors. Although that project has been formally halted by the Mayors Council, respondents continue to support rapid transit options along these two routes: 84% for the Guildford-City Centre-Newton route, and 87% for the Fraser Hwy. More buses everywhere are also wanted.

The top 3 choices for corridors are virtually the same as 2017, and with the same percentages, while Hwy 99 overpasses, and intersections along Fraser Hwy, 64 Ave, 104 Ave, and any major road were prioritized or included in Respondents' comments.

The City of Surrey is working to implement a Safe Mobility Plan in 2019 and asked for input on their "Vision Zero" principles. Nearly all Respondents agreed that drivers' personal responsibility in how they drive is as important as the planned infrastructure. However, there was no support for reducing speeds throughout the city, but there were many suggestions for how to make roads safer.

The support for a new Pattullo Bridge to be 6 lanes on opening is very strong, as is replacing the Massey Tunnel with a bridge. Very few would support expanding the tunnel with an additional "tube." Respondents did comment that the infrastructure north of these crossings will have to be altered or expanded to accommodate travellers, especially during peak hours.

RECOMMENDATIONS

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

1. That rapid transit options throughout Surrey be considered, planned and built as soon as possible
2. That the Pattullo Bridge have 6-lanes available on opening day; and that the Massey Tunnel be replaced by a bridge
3. That all levels of government work together to develop a very comprehensive transit/transportation plan for the South Fraser region; one that would not be subject to political interference but based on best transportation practice.

Survey Highlights

The daily commute	<p>52% Respondents live and work in Surrey – this has not changed since 2016</p> <p>22% work in Surrey but live South of Fraser or Metro Vancouver, comparable to 2016</p> <p>81% drove their own vehicle to work – down from 87% in 2016, and 93% in 2017</p> <p>7% walked to work, up from 2% in 2016 or 1% in 2017</p>
Traveling for business	<p>27% drive 2-3 days per week, down from 56% in 2016, comparable to 2017</p> <p>11% drive rarely, an increase of 3% from 2016, but a drop of 3% from 2017</p>
Travel destinations	<p>16% travel within Surrey, down 2% from 2016; consistent with 2017</p> <p>39% travel throughout South Fraser (Surrey plus options combined), a drop of 10%</p> <p>56% travel throughout Metro Vancouver, up 10% from the past 2 years</p>
Employee travel	<p>40% Respondents estimate that 0-20% of their colleagues travel for business, comparable to past years</p> <p>60% of colleagues travel 1 to 2 hours per day on average, up from 49% in 2016</p>
Top 3 corridors requiring attention	<p>53% Chose arterial widening to 5 lanes on Fraser Hwy between Whalley Blvd and 148 St, including through Green Timbers Park – this topped the list in 2017 as well</p> <p>49% Support South Surrey/Hwy 99 Interchanges: 24 Ave, 32 Ave, and 152 St overpass</p> <p>47% Want 152 Street widened to 4 lanes from 40 Ave to 50 Ave.</p>
Top choice for road connections	<p>64% Prioritized a 20 Ave Overpass: a new Hwy 99 overpass with improvements to 152 St</p>
Top 3 intersections requiring attention	<p>35% Want improvements at Fraser Hwy and 184 St</p> <p>33% 64 Ave and 168 St</p> <p>29% 104 Ave and 154 St</p>
Transit needed	<p>84% Respondents rated Rapid Transit from Guildford-City Centre-Newton, from <i>Would be good to have</i> to <i>Definitely need it</i> – consistent with 2017</p> <p>87% Respondents rated LRT on Fraser Hwy (City Centre to Langley) from <i>Would be good to have</i> to <i>Definitely need it</i> – consistent with 2017</p> <p>82% Respondents determined that new bus services to neighbourhoods not currently served by transit “Would be good to have” to “Definitely need it”</p>
Safety first	<p>93% Agree to strongly agree that traffic fatalities & serious injuries are preventable</p> <p>91% Agree to strongly agree that it is a shared responsibility between drivers and planners to make roads safer</p> <p>81% Would reduce speed in residential areas and close to elementary schools</p>
Bridges wanted	<p>82% Want Pattullo Bridge to have 6 lanes available on opening day</p> <p>72% Want a bridge (whether as originally planned or with fewer lanes) to replace Massey Tunnel; only 7% would support expanding the tunnel with another tube & upgrades</p>

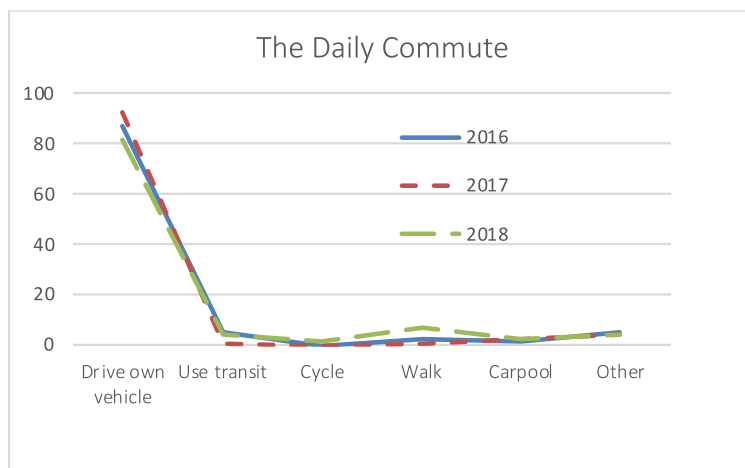
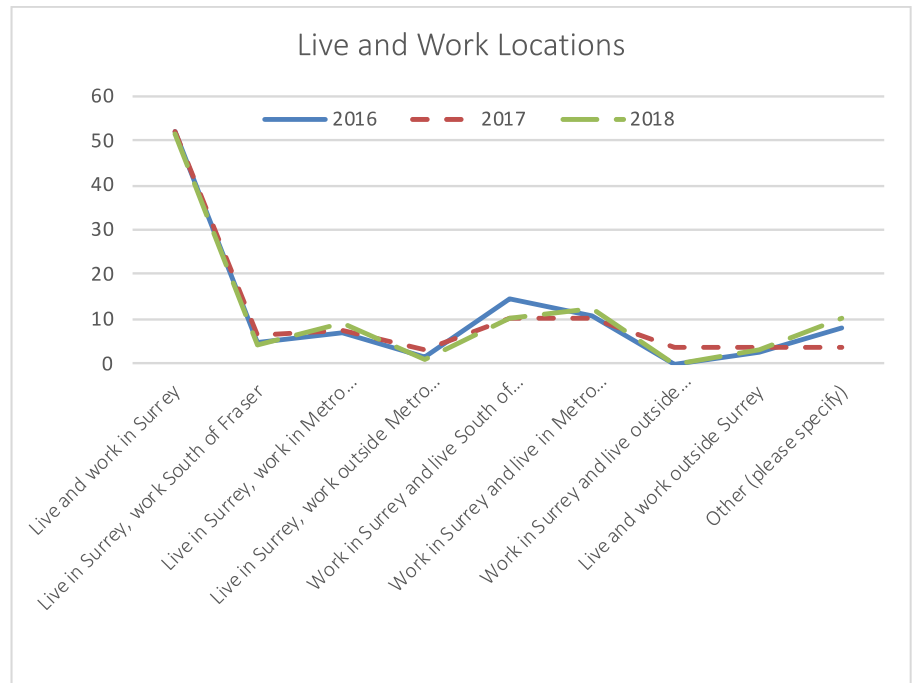
Overview of Results

Please note: Details and tables of results are in Appendix 2 on page 21. All data are in percentages unless otherwise indicated. Numerical data, where given, have been rounded to the first decimal, therefore results may not add up to 100%.

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, and this is consistent over the past 3 years. Also consistent is that nearly 70% of respondents stay South of the Fraser as part of their commute. All of those who chose **Other**, most pointed out that they work from home.

Transit usage is consistently below 5%. As later responses demonstrate, the low ridership numbers are more indicative of a lack of reasonable transit options for potential riders in Surrey. “Reasonable” is variously defined by municipal or transit planners as being within 5 to 10 minutes walking distance to a transit stop.

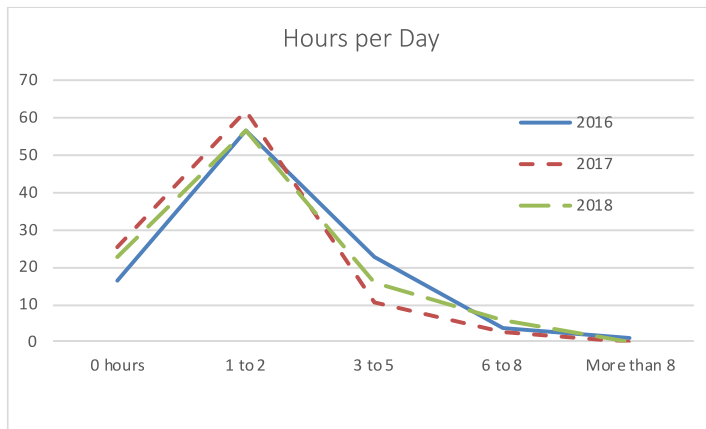
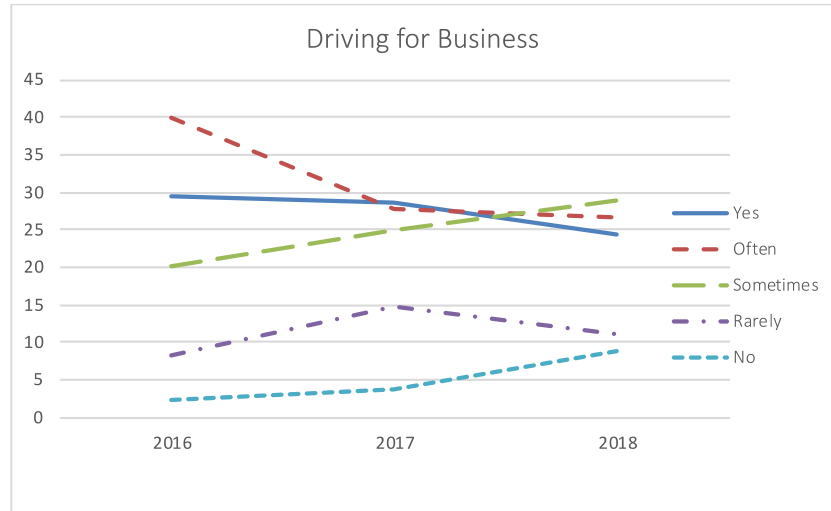


There were fewer drivers and a small uptick in walkers for 2018. Further, and for the first time, cycling was chosen by several. A respondent suggested that several questions could include cycling as an option for road improvements – a consideration for future surveys.

Overall, responders mostly live and work South of the Fraser and will drive as part of their commute.

RESPONDENTS WORK RELATED TRAVEL

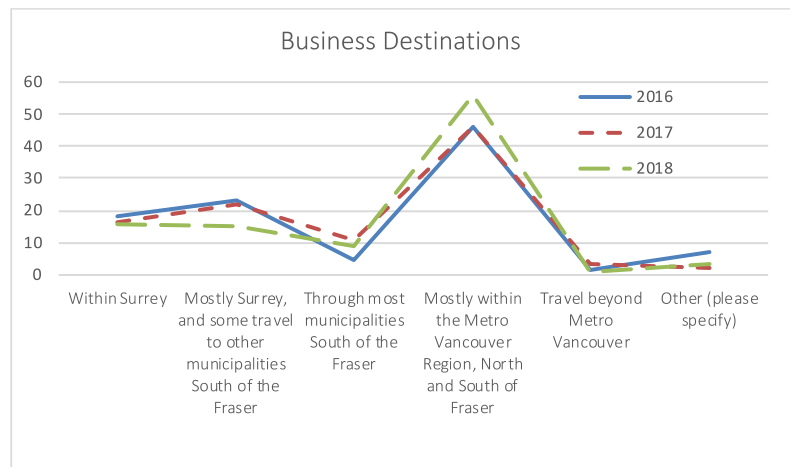
Travelling to and from work as well as heading out to sales calls, meetings, and other errands, can consume a good portion of a workday. With 3 years of data, we can speculate that there is a trend developing in daily business travel. There's a slight downward trend of those who responded **Yes, Daily** concurrent with more people not driving at all. However, those who drive **Sometimes**, defined as driving 2 to 5 times a month, has increased linearly.



Overall, the pattern for number of hours travelled per day has remained more-or-less the same over the past 3 years. If we are to glean anything, it is that respondents are travelling a little less each day for business.

Respondents who work in Surrey in 2018 travelled farther than Surrey/South Fraser area as part of their business travel. About 10% less for all South Fraser travel (Surrey, mostly Surrey, mostly South Fraser) destinations and an increase of about 10% more travel throughout the Metro region.

The handful that chose **Other**, are either retired, work from home, or have mixed employment situations.

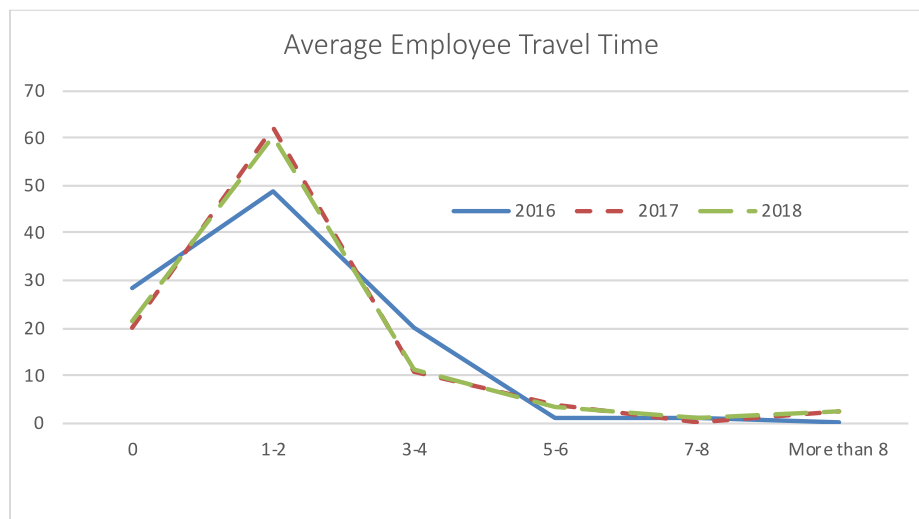
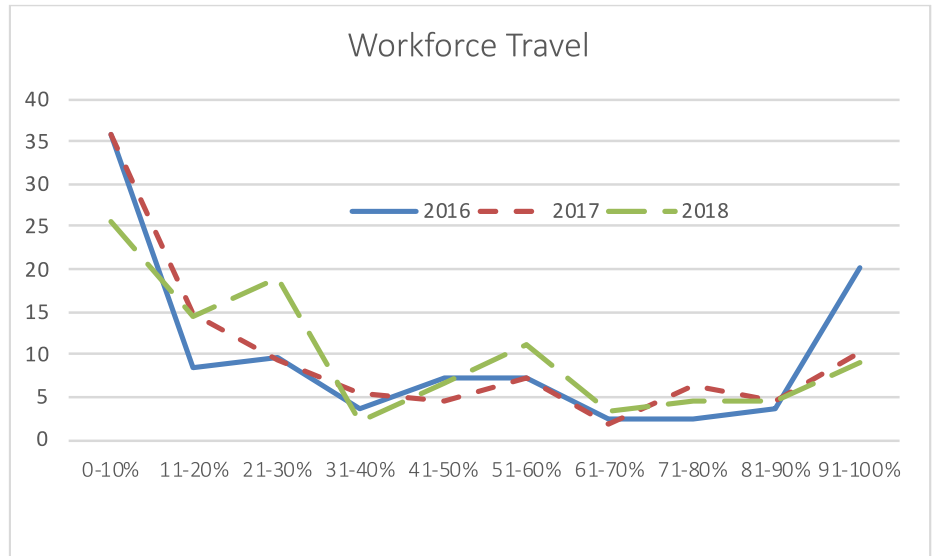


EMPLOYEES TRAVEL FOR BUSINESS

Respondents were asked to assess the work related travel by other employees in their company or business. In 2018, the category where 21-30% employees travel for work doubled from previous years; an interesting jump given that respondents are starting to travel less overall. There is another small spike of about 5% for the 51-60% category.

With the exceptions noted, 2017 and 2018 tend to be more alike than the 2016 baseline. The percentages chosen are “guestimates” made by

respondents and are not likely to be an accurate reflection on the travel patterns of a company, particularly a larger business. However, with sufficient data accumulated over the years, a pattern may emerge.



Despite relying on the *guestimations* of respondents, 2017 and 2018 results for the estimated travel time of employees are virtually indistinguishable. An increase of just over 10% (13%, 11% respectively) from the 2016 baseline for 1-2 hours is observable.

“The whole stretch of 152nd from 104 Ave through South Surrey is terrible. Same with King George for the same length. I always say there are two main roads in Surrey...”

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, from planning to completion. As these differ annually, there are no comparatives. Respondents were also given an opportunity to recommend projects to the city staff, and many were suggested.

Of the identified projects, Respondents were asked to click on their top 3 choices. These are included here in order of preference. For the full table, please go to Appendix 2, page 21.

ROAD CORRIDORS

1. Fraser Highway: Widen to 4 lanes between Whalley Blvd and 148 St, including through Green Timbers Park	53.4%
2. South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Ave, 32 Ave, and 152 St (overpass and widening)	48.9%
3. 152 Street: Widen to 4 lanes from 40 Ave to 50 Ave	46.6%

The corridor chosen by most respondents was likewise, and with a very similar result, chosen by respondents in 2017. This is a priority for businesses.

About 25% of the Respondents had suggestions in addition to those provided by the city. There were requests for sidewalks, and one for narrower roads. Most had to do with various stretches of commuter routes that become congested during peak hours and are summarized as follows:

- 152 Street (from 104 down to South Surrey) – widen where needed
- King George Blvd (the entire length) – widen, fix intersections
- 148 St from 64 Ave to Hwy 10
- 192 St at 80 Ave, need advance left signals; between Hwy 10 and 16 Ave should be widened to 5 lanes
- Widen 88 Ave from Fraser Hwy to 200 St
- Widen 156 St to 4 lanes from 104 Ave to Fraser Hwy to relieve congestion on 152 St
- Widen 16 Ave to 4 lanes from 160 St to 192 St

CONNECTIONS

The City of Surrey is considering closing several network gaps in order to improve connectivity. Of the choices given, 20 Ave Overpass was preferred with 192 Street Diversion as second.

1. 20 Avenue Overpass: A new Hwy 99 overpass and improvements to 152 St	63.95%
2. 192 Street Diversion: New construction from Fraser Hwy to 68 Ave	58.14%
3. 128 Street: New construction from 108 Ave to King George Blvd	51.16%

Just under 20% of respondents provided alternative choices, many similar to those listed above. Certainly, South Surrey connections, interchanges and flyovers were popular. One additional choice had not been mentioned before and that is the connectivity to businesses north of Hwy 17.

“Access to 116 Ave over Hwy 17 – we have one way out and it is often bogged down.”

INTERSECTIONS

Of the 11 choices provided, the following were the top three priorities for Respondents.

1. Fraser Hwy and 184 St	35.3%
2. 64 Ave and 168 St	32.9%
3. 104 Ave and 154 St	29.4%

Numerous intersections on Fraser Hwy, and 64 Ave dominated the recommendations by the 15% of Respondents who provided additional suggestions. In 2017, the top intersections prioritized were on 104 Ave.

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 listed in the order of the combined ***Should have*** and ***Definitely Need It*** categories, with the top 3 that rated highly below.

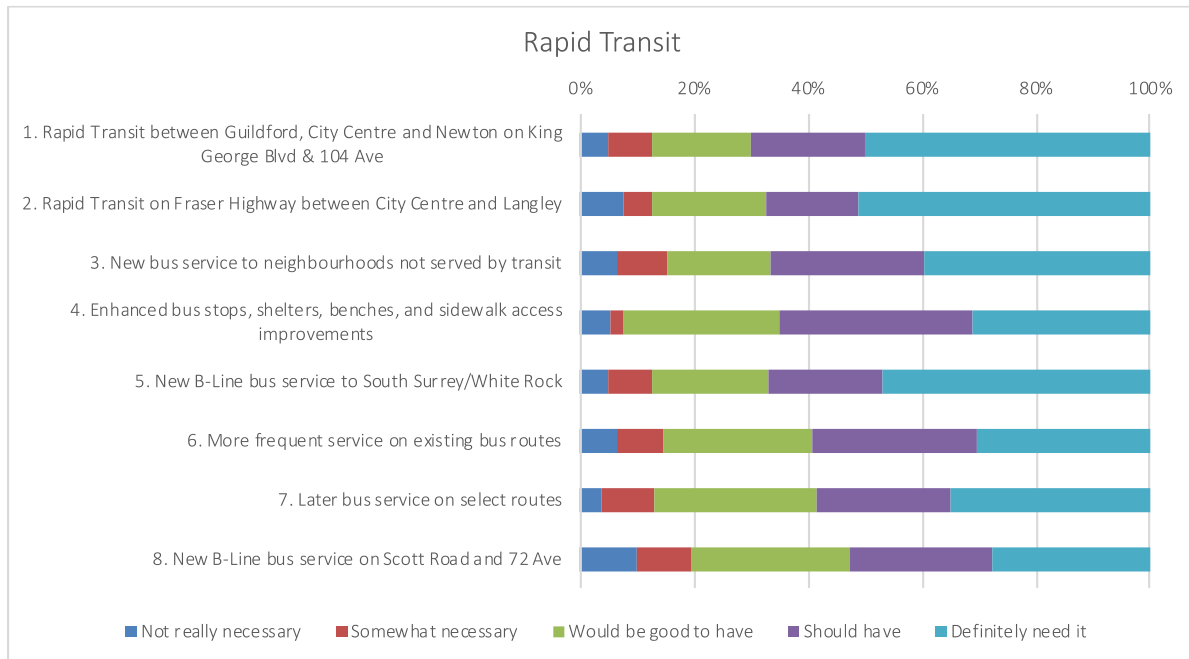
When combined with ***Would be good to have***, rapid transit along the Guildford-City Centre-Newton route and along Fraser Highway scored the same as last year’s result, 84% and 86% respectively. The debate may be around the technology, but there is no denying a strong need for rapid transit along these routes.

As with 2017, the third priority at 82% is more transit service to areas currently without any service; a result that also matches last year.

Least favoured, again, is a B-Line bus service along Scott Road. In 2017, the result was 47%; this year 48% of Respondents felt that this would be good to have to definitely need it.

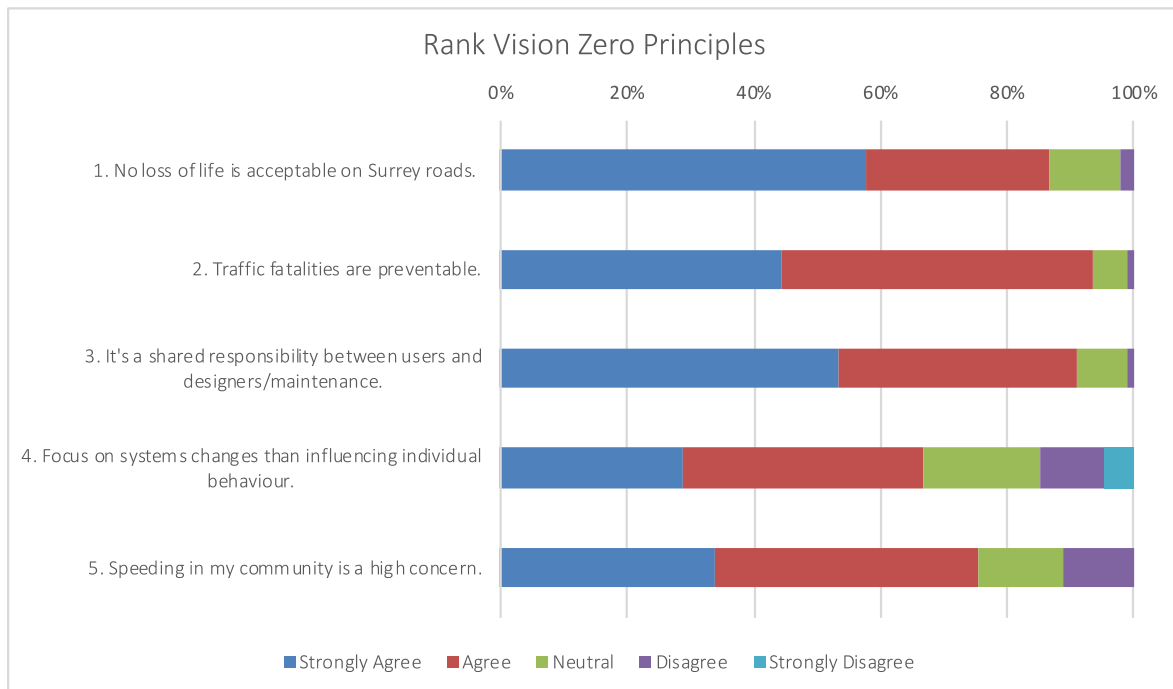
Respondents were given a final opportunity to comment, and many were flagged for future consideration in both the annual survey and the City of Surrey’s planning. Respondents recommended various forms of rapid transit along north-south and east-west major routes; transit options to reach businesses and industries north of Hwy 17; transit to Bridgeport during rush hour; and use more frequent shuttle buses through neighbourhoods rather than large buses, especially off-peak hours.

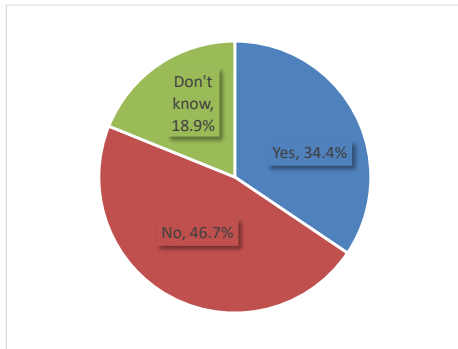
*“Little access to transit on the north side of Hwy 17 to serve businesses...
our guys run across the highway.”*



ROAD SAFETY

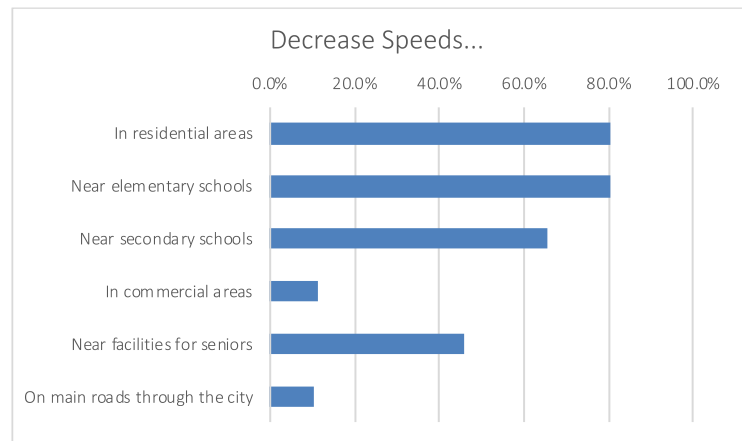
The City of Surrey is intending to launch a Surrey Vision Zero: Safe Mobility Plan. Respondents were asked to contribute their thoughts on how to make Surrey roads safer for all users. For further information on this initiative, go to City of Surrey's Safe Mobility Plan: <https://www.surrey.ca/city-services/12174.aspx>.





When asked whether reducing speed limits on some roads, nearly half the Respondents said **No**. Only one third said yes and nearly 20% were unsure that such a strategy would work.

However, if the City of Surrey were to decrease speeds as a safety measure, Respondents were asked to choose their top 3 priorities. The results were not surprising.



About a quarter of the Respondents gave further suggestions and they were mixed in their additional recommendations as to whether more speed bumps or road cushions were required or less were needed. More policing and law enforcement were wanted, along with suggestions for both pedestrians and drivers to be more courteous to others. One suggested roundabouts would go much further to decrease collisions at intersections. Technology (driverless cars, coordinated signalling, rapid transit) was posed by a few respondents as safety measures, along with right and left turn lanes, and left turn signals that are on long enough for several cars to get through.

Comments regarding decreasing speed limits did not support the idea of lowering speeds as they felt drivers will continue to speed regardless. Enforcement was recommended as a solution again.

"Emphasize to drivers [the importance of] maintaining safe following distances."

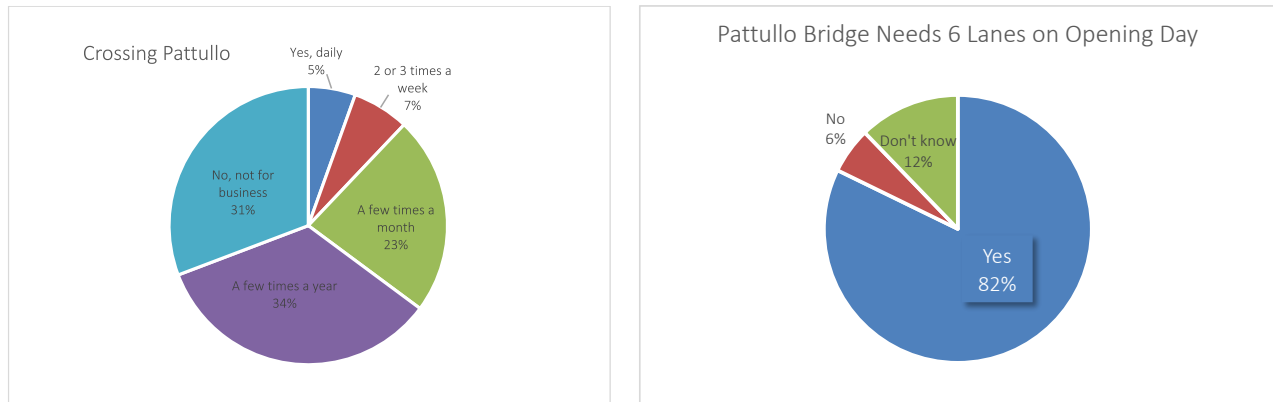
"More traffic policing in high incidence areas, greater consequences, particularly for repeat offenders and road racing."

MAJOR INFRASTRUCTURE

New for this survey are questions on major infrastructure projects. Bridges, tunnels and highways impact daily travel regardless if the driver is taking those routes. Backups and tie-ups will slow business down. We asked our members whether they traveled different bridges and to give their opinion on how they could be improved.

PATTULLO BRIDGE

Despite only 12% of respondents using the Pattullo Bridge throughout the week, and nearly a third not using it at all for business, respondents were unequivocal on what they want available on the opening day of a new bridge.



The project is currently planning to have four lanes, along with wide sidewalks and cycling lanes. The new bridge as planned will have the capability of being converted to 6 lanes if required in the future. The Surrey Board of Trade has advocated for six lanes to be available on opening day and this is strongly supported by members.

42% of respondents provided answers to “Any other thoughts on the Pattullo crossing?” Four themes dominated:

- Build it now; long overdue
- Consideration for New Westminster road infrastructure and its capacity to absorb 6 lanes of commuters
- Limit trucks to non-peak hours only, or eliminate them altogether
- Limit trucks to right hand lanes only and not allowed to pass other vehicles

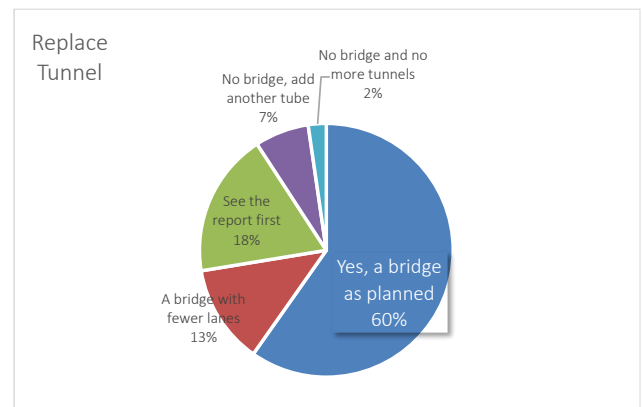
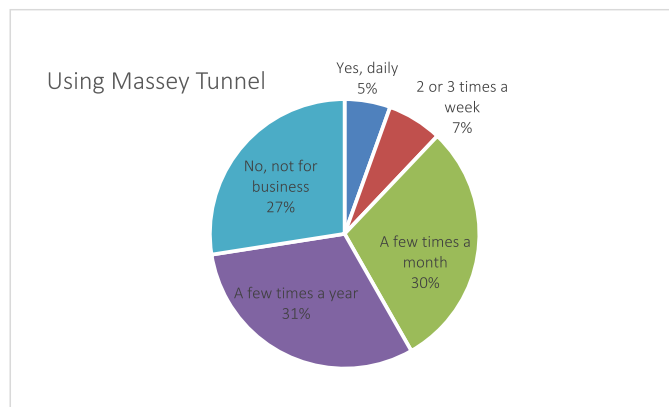
“4 lanes is ridiculous and a poor use of funds. Surrey is the fastest growing city and people will travel the bridge for business and pleasure.”

“Needs to be replaced and widened. I have stopped using because of accident risks and also risk of falling down any time.”

MASSEY TUNNEL

The George Massey Tunnel is 60 years old and connects Delta with Richmond under the Fraser River. It is also the major crossing for those using Hwy 99 through the City of Vancouver to the Peace Arch Border and Hwy 5 in the USA. Highway 5 runs uninterrupted from the Canadian border down to the Mexican border and is arguably West Coast USA's "backbone." All of this is to point out the importance of a 2-tube, 4 lane tunnel crossing.

No one argues that the traffic, especially during peak hours, has far exceeded the tunnel's capacity. However, there are ongoing debates regarding is needed if the tunnel were to be replaced. Again, only about 12% of our Respondents use the tunnel regularly during the week. However, they had strong opinions on what should be done to improve the crossing.



The City of Delta, along with the previous Provincial Government, started work on a 10 lane bridge to replace the tunnel. The bridge would have 2 lanes (1 north bound, 1 south) for rapid transit, 2 HOV lanes, 2 lanes specific for trucks, wide cycling paths and safe pedestrian sidewalks. The supporting infrastructure would accommodate the wider crossing creating an anticipated better crossing experience, if all goes as planned. The Surrey Board of Trade supported this proposal as many South Surrey business members would use the crossing.

Unfortunately, the Mayors' Council did not support the project and the current Provincial Government put a hold the project until a report was completed. The report was released after this survey was implemented. The project as of December 2018 is cancelled outright and another 2 years will be spent consulting and considering crossing alternatives.

Nearly three-quarters of our Respondents preferred a bridge, the bulk of whom also preferred the original 10 lane project. Those wanting the tunnel itself expanded by adding another "tube" and shoring up the existing tubes numbered only 7%.

An option to provide comment resulted in similar themes regarding the capacity of Richmond to absorb an increase in traffic and suggestions regarding the timing and movement of large trucks.

"They should keep the tunnel for truck traffic. Build a 6 lane bridge with a 4 lane transit option. I prefer LRT connecting Bridgeport to South Surrey. The neighbouring communities need to band together and lobby Translink to build what is needed for the people South of the Fraser..."

REGIONAL TRANSIT ROUTES and FINAL COMMENTS

Very few respondents thought that all crossings, including the Alex Fraser Bridge, the Golden Ears Bridge, and the Port Mann Bridge, were fine as is. The comments for both transit routes (38% Respondents commented) and final comments (31% commented) can be summarized as follows:

- Most respondents requested more buses; transit overall needs to be improved
- Infrastructure to/from bridges are inadequate to support traffic flow; most need to be widened
- Transport trucks should be restricted to right lanes only on all crossings; restrict timing
- Add more crossings, not just widen existing ones, e.g., connect the Hwy 91 East-West connector to bottom of Boundary Road
- A cohesive regional plan for transit / traffic flows is needed
- Use roundabouts instead of putting in traffic lights, speed bumps
- Drivers need to be more attentive
- Pedestrian and cycling infrastructure to be included in planning
- Include questions for cycling on next survey

"[Re Pattullo] Trucks should be limited to evening and late night crossings. Port Mann should be used for all day time crossing and only in the right lanes. Middle and left lane restrictions should apply to all vehicles over 48' long."

"The [Massey Tunnel] tube was built before seismic standards were in place so let's get rid of it. Get the politics out of these decisions."

"I would like to see the region have more cohesive thoughts as to what happens with the traffic flowing between cities. See too often one city not committing to the best outcome for the other cities involved in the traffic corridor."

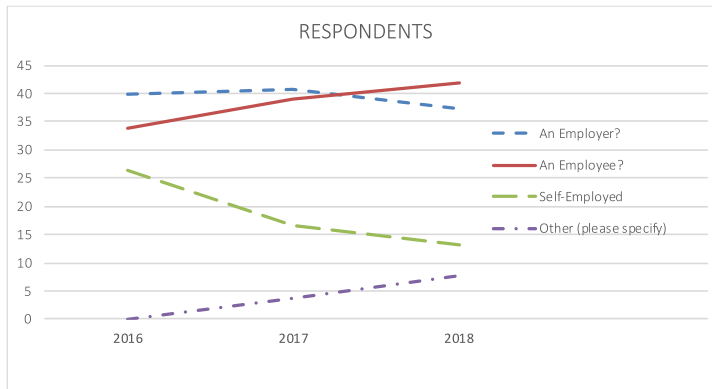
"All transport trucks need to be restricted to right lanes only..."

"Driving is a personal responsibility. All collisions are avoidable if one has complete focus on the driving task at hand."

APPENDIX 1 – Respondents in Detail

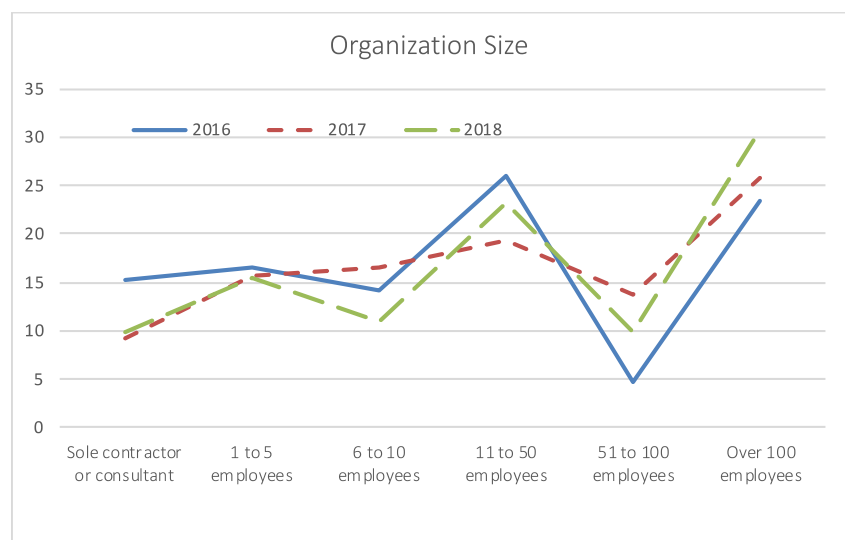
Responding to the survey is voluntary. Who chooses to respond, their industry or sector, and their particular concerns influences the data collected. Three questions about Respondents is consistently asked for each survey implemented by the Surrey Board of Trade: whether they are employers or employees; how large is the organization for which they work; and, what industry do they work within. All response data is in %.

Measured against our baseline from 2016 (implemented early September), there was a 30% increase in Respondents for 2017 (implemented mid- to late October), but only a 7% increase for 2018 (implemented late November to early December). The time of year can influence a respondent's ability and willingness to respond.



Over the past 3 years, there is the beginnings of a trend with more employees responding while employers slightly increasing. The decrease in those identifying as self-employed or consultant/sole contractor is offset somewhat with those who identify varyingly as “retired, but works on contracts,” “work for non-profit,” or do identify as self-employed in **Other, comments**, but did not choose that as one of the options provided.

The size of the organization by employee provides the Surrey Board of Trade with insights on members. In Canada, as of December 2015, there were 1.17 million employer businesses in Canada, as shown in Table 1.1-1. Of these, 1.14 million (97.9 percent) businesses were small businesses, 21,415 (1.8 percent) were medium-sized businesses and 2,933 (0.3 percent) were large enterprises.¹ With those figures in mind, it is interesting to note that Respondents from large

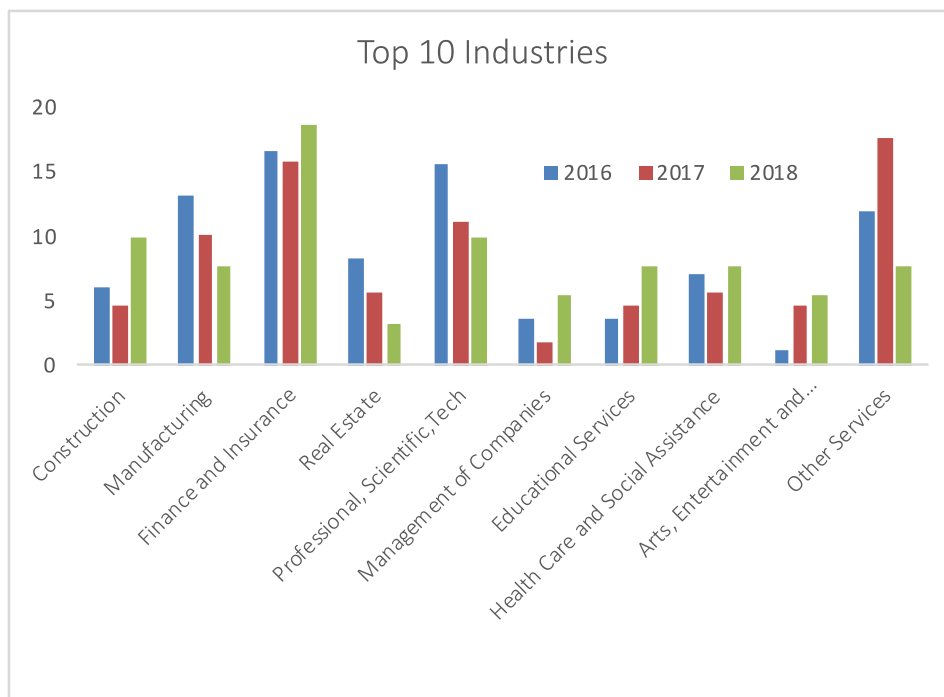


¹ https://www.ic.gc.ca/eic/site/061.nsf/eng/h_03018.html

companies are responding and that figure is trending upward.

Also tracked are the different fields of industry or business that are represented by the Respondents. To be consistent, the Surrey Board of Trade uses the high-level categories from the North American Industry Classification System (NAICS). NAICS is used by business and government to classify business establishments according to type of economic activity (process of production) in Canada, Mexico, and the United States of America.

Respondents have consistently fallen into the same top ten industry or business type. While nearly all categories were chosen by several or more respondents, these have had much higher representation. Not surprisingly, they also tend to have employees that will travel throughout their business hours for work related activity. **Other Services** as a category does not include **Public Administration**, which had only 1 or 2 respondents annually, but does include a range of administration careers.



"The survey does not mention cycling, which should be a significant part of any new roads or road widening. Surrey needs to look at a minimum grid trial like Calgary and Edmonton have done in recent years."

APPENDIX 2 – Responses in Detail

The following are the questions and responses that are asked annually. The numbers are rounded to the first decimal and therefore the total may not add up to 100%. All answers are in percentages unless otherwise indicated.

RESPONDENTS

Are you:	2016	2017	2018
An Employer?	39.8	40.7	37.4
An Employee?	33.7	38.9	41.8
Self-Employed, Contractor, Consultant?	26.5	16.7	13.2
Other (please specify)	0	3.7	7.7

For 2018, **Other** comments included variants of “Employee & Self Employed,” “Self-Employed, but technically with [another company],” or “Employer & resident.”

SIZE OF ORGANIZATION BY NUMBER OF EMPLOYEES

How many individuals (including FT, PT, casual, temporary/term, and regular contractors) are employed by your company?	2016	2017	2018
Sole contractor or consultant	15.3	9.2	9.9
1 to 5 employees	16.5	15.6	15.4
6 to 10 employees	14.1	16.5	11.0
11 to 50 employees	25.9	19.3	23.1
51 to 100 employees	4.7	13.8	9.9
Over 100 employees	23.5	25.7	30.8

RESPONDENTS BY INDUSTRY – TOP 10

Which category would best describe your company? (NAICS based choices)	2016	2017	2018
Construction	6.0	4.6	9.9
Manufacturing	13.1	10.2	7.7

Finance and Insurance	16.7	15.7	18.7
Real Estate and Rental and Leasing	8.3	5.6	3.3
Professional, Scientific, and Technical Services	15.5	11.1	9.9
Management of Companies and Enterprises	3.6	1.9	5.5
Educational Services	3.6	4.6	7.7
Health Care and Social Assistance	7.1	5.6	7.7
Arts, Entertainment and Recreation	1.2	4.6	5.5
Other Services (except Public Administration)	11.9	17.6	7.7

COMMUTING IN SURREY

How you get to and from work is as much a part of your workday as your business needs.

The choices below focus on Surrey. Do you:	2016	2017	2018
Live and work in Surrey	51.8	51.9	51.6
Live in Surrey, work South of Fraser	4.7	6.5	4.4
Live in Surrey, work in Metro Vancouver	7.1	7.4	8.8
Live in Surrey, work outside Metro Vancouver	1.2	2.8	1.1
Work in Surrey, live South of Fraser	14.2	10.2	9.9
Work in Surrey, live in Metro Vancouver	10.6	10.2	12.1
Work in Surrey, live outside Metro Vancouver	0.0	3.7	0.0
Live and work outside Surrey	2.4	3.7	3.3
Other	8.2	3.7	9.9

How do you usually get to work?	2016	2017	2018
Drive own vehicle	87.1	92.6	81.3
Use transit	4.7	0.9	4.4
Cycle	0.0	0.0	1.1
Walk	2.4	0.9	6.6
Carpool	1.2	1.9	2.2
Other	4.7	3.7	4.4

RESPONDENTS WORK RELATED TRAVEL

Do you usually travel during your workday as part of your job? E.g., sales calls, goods deliveries, customer services, etc.	2016	2017	2018
4 or more days per week	29.4	28.7	24.4
Often, at least 2–3 days per week	40.0	27.8	26.7
Sometimes, at least 2 to 5 days per month	20.0	25.0	28.9
Rarely, once a month or less	8.2	14.8	11.1
None	2.4	3.7	8.9

Not including your commute to work, roughly how many hours do you travel a day as part of your business?	2016	2017	2018
0 hours	16.5	25.2	22.5
1 to 2	56.5	61.7	56.2
3 to 5	22.4	10.3	15.7
6 to 8	3.5	2.8	5.6
More than 8 hours a day	1.2	0	0

If you drive for business purposes where do you do most of your driving?	2016	2017	2018
Within Surrey	18.1	16.0	15.9
Mostly Surrey, and some travel South of Fraser	22.9	22.0	14.8
Through most municipalities South of Fraser	4.8	11.0	9.1
Mostly within Metro Vancouver, north & south	45.8	46.0	55.7
Travel beyond Metro Vancouver	1.2	3.0	1.1
Other	7.2	2.0	3.4

EMPLOYEES TRAVEL FOR BUSINESS

Roughly what percentage of your company's workforce travel as part of their workday?	2016	2017	2018
1-10%	35.7	35.8	25.6
11-20%	8.3	14.7	14.4
21-30%	9.5	9.2	18.9
31-40%	3.6	5.5	2.2
41-50%	7.1	4.6	6.7
51-60%	7.1	7.3	11.1
61-70%	2.4	1.8	3.3
71-80%	2.4	6.4	4.4
80-90%	3.6	4.6	4.4
91-100%	20.2	10.1	8.9

Not including commuting time, roughly how many hours per day does the average employee in your company spend travelling for business?	2016	2017	2018
0 hours	28.6	20.2	21.6
1 to 2 hours	48.8	62.4	60.2
3 to 4 hours	20.2	11.0	11.4
5 to 6 hours	1.2	3.7	3.4
7 to 8 hours	1.2	0.0	1.1
More than 8 hours	0.0	2.6	2.3

CITY ROADS AND PROJECTS

City roads, intersections, and projects change annually. The following is the data for questions requested by the city for 2018. All data are in percentages unless otherwise indicated. Results have been rounded to the first decimal and may not add up to 100%. Further, the options have been re-ordered to reflect order of choices.

Indicate which of the following Road Corridors would be your top 3 priorities for improvement – please choose only 3		
Fraser Highway: Widen to 4 lanes between Whalley Blvd and 148 St, including through Green Timbers Park		53.4

South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Ave, 32 Ave, and 152 St (overpass and widening)	48.9
152 Street: Widen to 4 lanes from 40 Ave to 50 Ave	46.6
64 Avenue: Widen to 5 lanes between 176 St and Fraser Hwy	37.5
32 Avenue: Widen to 4 lanes from Croydon Dr to 188 St	29.6
132 Street: Widen to 4 lanes between 71 Ave and 96 Ave	21.6

The City is considering plans for new road connections to improve connectivity and mobility and complete network gaps. Indicate which of the following would be your top 3 priorities for improvement – please choose only 3.

20 Avenue Overpass: A new Hwy 99 overpass and improvements to 152 St	64.0
192 Street Diversion: New construction from Fraser Hwy to 68 Ave	58.1
128 Street: New construction from 108 Ave to King George Blvd	51.2
84 Avenue: New construction from 124 St to 128 St	38.4

Indicate which of the following Road Intersections would be your top 3 priorities for improvement – please choose only 3

Fraser Hwy and 184 St	35.3
64 Ave and 168 St	32.9
104 Ave and 154 St	29.4
24 Ave and 156 St	27.1
104 Ave and 156 St	27.1
108 Ave and 144 St	23.5
32 Ave and 140 St	20.0
60 Ave and 148 St	17.7
88 Ave and Harvie Rd	16.5
82 Ave and 128 St	12.9
108 Ave and Oriole Dr	4.7

RAPID TRANSIT

Please rate the following transit improvement options:	Not really necessary	Somewhat Necessary	Would be good to have	Should have	Definitely Need it	Last 2 columns added – out of 100%
1. Rapid Transit between Guildford, City Centre and Newton on King George Blvd & 104 Ave	4.8	7.2	16.9	19.3	48.2	67.5%
2. Rapid Transit on Fraser Highway between City Centre and Langley	7.4	4.9	19.8	16.1	50.6	66.7%
3. New bus service to neighbourhoods not served by transit	6.3	8.8	17.5	26.3	38.8	65.0%
4. Enhanced bus stops, shelters, benches, and sidewalk access improvements	5.1	2.6	26.9	33.3	30.8	64.1%
5. New B-Line bus service to South Surrey/White Rock	4.8	7.2	19.3	19.3	44.6	63.9%
6. More frequent service on existing bus routes	6.4	7.7	25.6	28.2	29.5	57.7%
7. Later bus service on select routes	3.8	8.9	27.9	22.8	34.2	57.0%
8. New B-Line bus service on Scott Road and 72 Ave	8.9	8.9	25.3	22.8	25.3	48.1%

“Space for buses to pull out so they don’t impede traffic.”

ROAD SAFETY

The City of Surrey will soon launch Surrey Vision Zero: Safe Mobility Plan.

Rank your level of agreement with the following Vision Zero principles to make Surrey roads safe.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	First 2 columns added – out of 100%
No loss of life is acceptable on Surrey roads. Zero is the only target worth aiming for.	57.8	28.9	11.1	2.2	0.0	86.7%
Traffic fatalities and serious injuries are preventable.	44.4	48.9	5.6	1.1	0.0	93.3%
Eliminating fatalities and serious injuries is a shared responsibility between road users and those who design and maintain our roads.	53.3	37.8	7.8	1.1	0.0	91.1%
Safety work should focus on systems-level changes (i.e., shaping policies systems, and Surrey's built environment) more than influencing individual behaviour (i.e., the traditional education approach).	28.7	37.9	18.4	10.3	4.6	66.7
Speeding in my community is a high concern.	33.7	41.6	13.5	11.2	0.0	75.3%

Research shows that high speed is the key factor in the survival rate of traffic collisions. Some municipalities are working to reduce the speed limit on some roads.

Do you think lower speed limits would help reduce collisions in Surrey?	
Yes	34.4
No	46.7
Don't know	18.9

On what types of roads would lower speeds be acceptable to you?
Check your top 3 priorities

In residential areas	80.5
Near elementary schools (on local and collector roads)	80.5
Near secondary schools (on local and collector roads)	65.5
In commercial areas	11.5
Near facilities for seniors	46.0
On arterials, the main roads through the city	10.3
Other suggestions?	10.4

MAJOR INFRASTRUCTURE

There are few crossings over the Fraser River, and if one or two have an incident during peak travelling times, i.e., rush hour, then the back up is felt throughout the feeder routes. We asked our Respondents to consider two projects and give their opinion on what they think ought to be done.

PATTULLO BRIDGE

Do you use the Pattullo Bridge while travelling for business?

Yes, daily	5.5
Yes, 2 or 3 times a week	6.6
Sometimes, a few times a month	23.1
Sometimes, a few times a year	34.1
No, not for business travel	30.8

Plans to replace the Pattullo Bridge are well underway. However, the new bridge will be a 4 lane crossing when opened. Should it be a 6 lane crossing on opening day?

Yes	82.2
No	5.6
Don't know	12.2

GEORGE MASSEY TUNNEL

Do you use the Massey Tunnel while travelling for business?	
Yes, daily	5.5
Yes, 2 or 3 times a week	6.6
Sometimes, a few times a month	29.7
Sometimes, a few times a year	30.8
No, not for business travel	27.5

The City of Delta has advocated strongly for a 10 lane bridge to replace the Massey Tunnel. The bridge as planned will have dedicated transit lanes, dedicated HOV lanes, and includes the potential for a rapid transit line. The current provincial government has stopped the project for further review.

What is your opinion? Please choose one of the following:	
Yes, I would like to see the Massey Tunnel replaced with a bridge as planned	59.8
Yes, I would like a bridge to replace the tunnel, but with fewer lanes	12.6
I would like to see the results of the provincial report before deciding	18.4
No bridge, add another tube to the Massey tunnel and upgrade existing ones	6.9
No bridge and no more tunnels, upgrade the existing ones	2.3

"We need planning and action that anticipates needs and that results in infrastructure construction well in advance of increased demand, not long after the capacity is exceeded."



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