SURREY BOARD OF TRADE

RIDE-HAILING SURVEY RESULTS:

THE NEED FOR RIDE-HAILING SERVICES IN SURREY

MAY 1, 2019

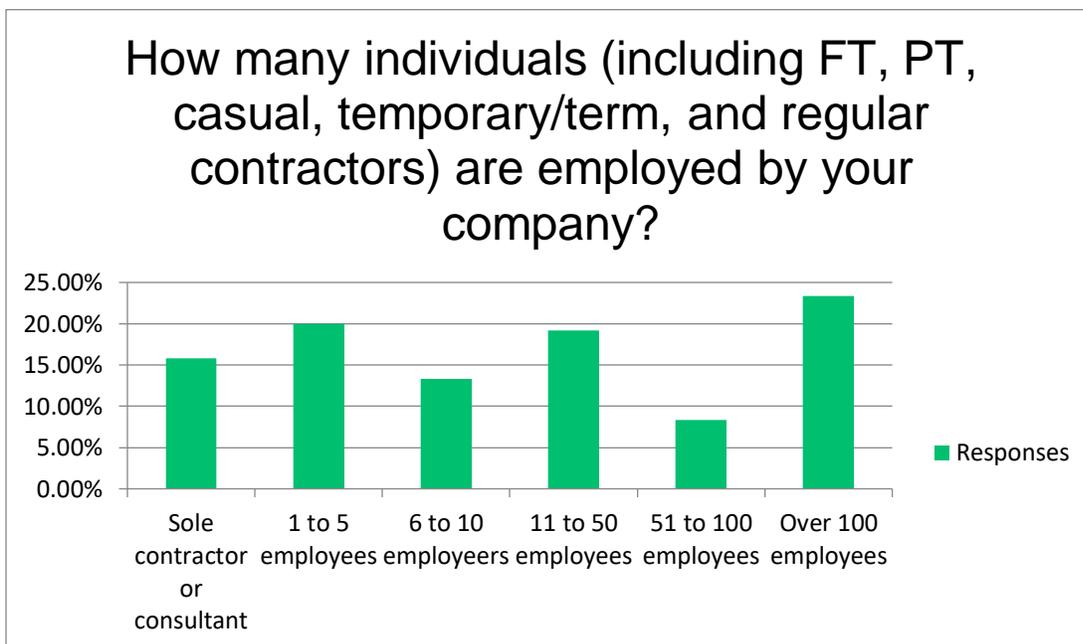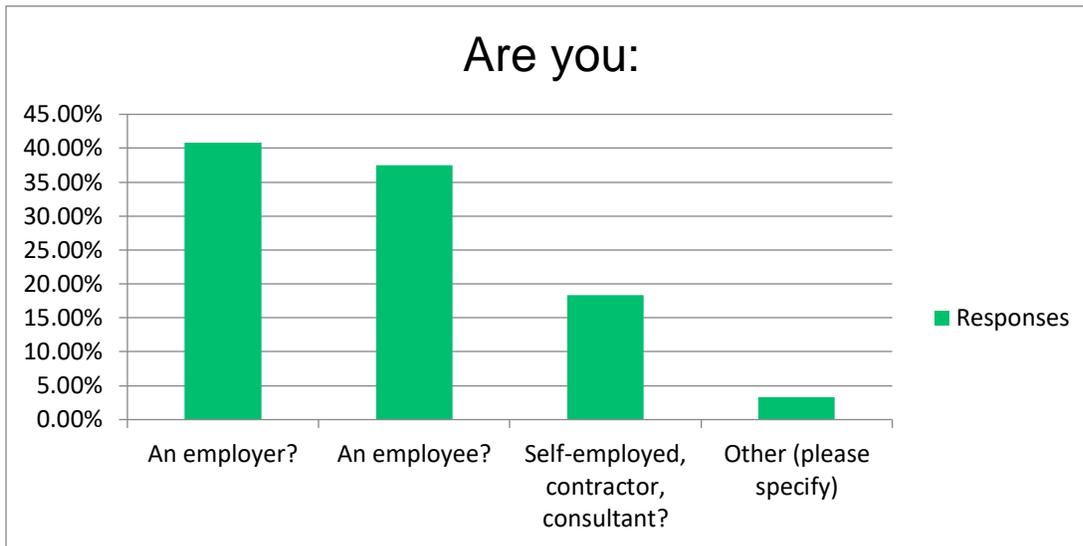## Table of Contents

1. INTRODUCTION

The Surrey Board of Trade (SBOT), a not-for-profit organization with a membership of over 6,000 business contacts and over 2,700 businesses, supports business and attracts business. Our role is to enhance economic opportunities. The Surrey Board of Trade contributes to city-building initiatives that enhance livability in the region.

The BC government plans to implement ride-hailing services in BC in Fall 2019. Ride-hailing includes services such as Lyft and Uber where drivers use their own vehicle to pick up and drop off passengers through the use of an app or website. Users input their coordinates and destination and can choose from a list of available drivers. Ridesharing, the ability of a driver who has been through appropriate criminal record and driver safety screening to use their personal vehicle to connect with a rider via a smartphone, is a key sector in the sharing economy.
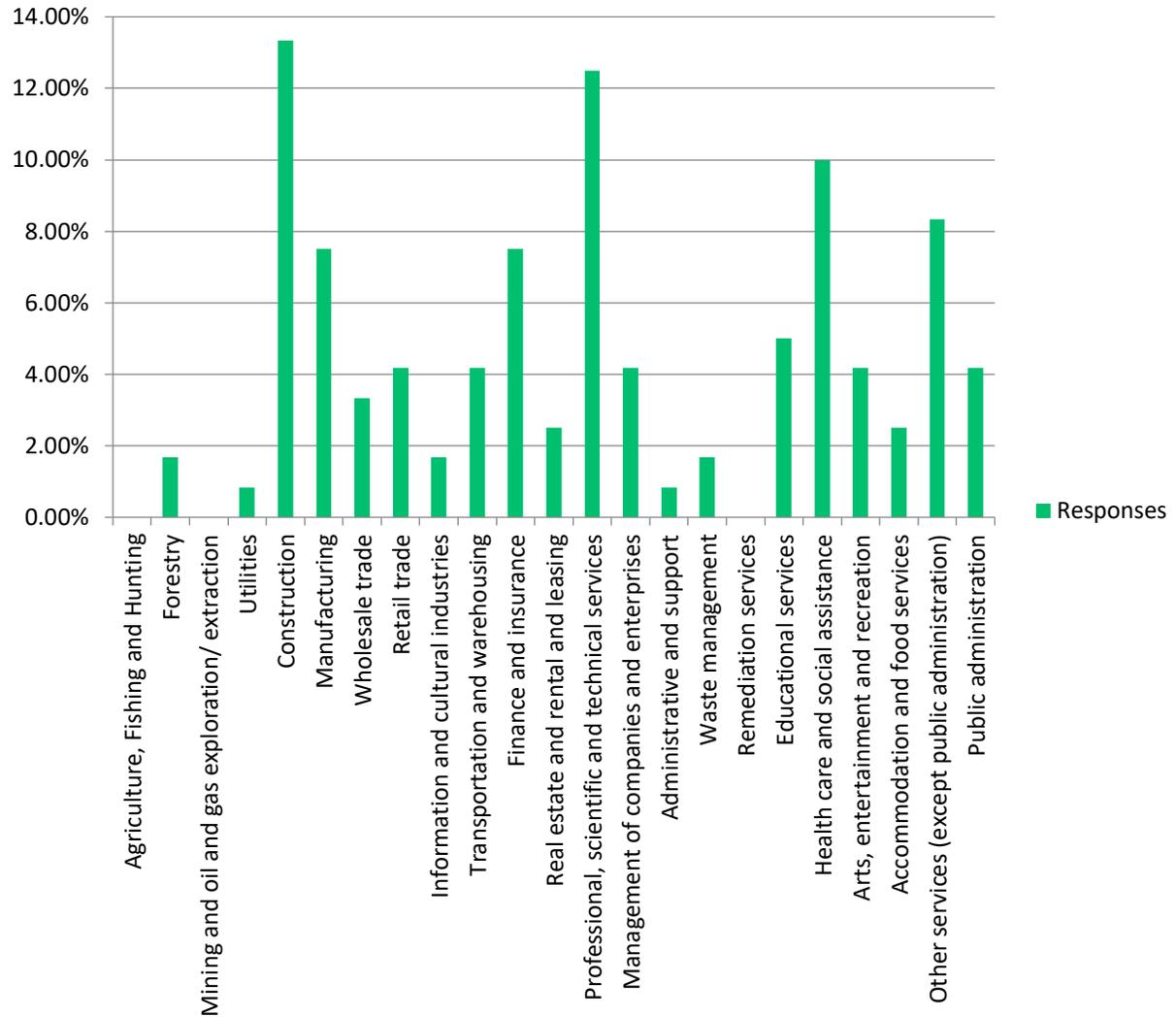
The Surrey Board of Trade asked its membership through a survey for their input on whether Surrey needs ride hailing services. The conclusion is that there was overwhelming support for these services. Surrey businesses showed that they need efficient and effective transportation options to get around Surrey and between cities.
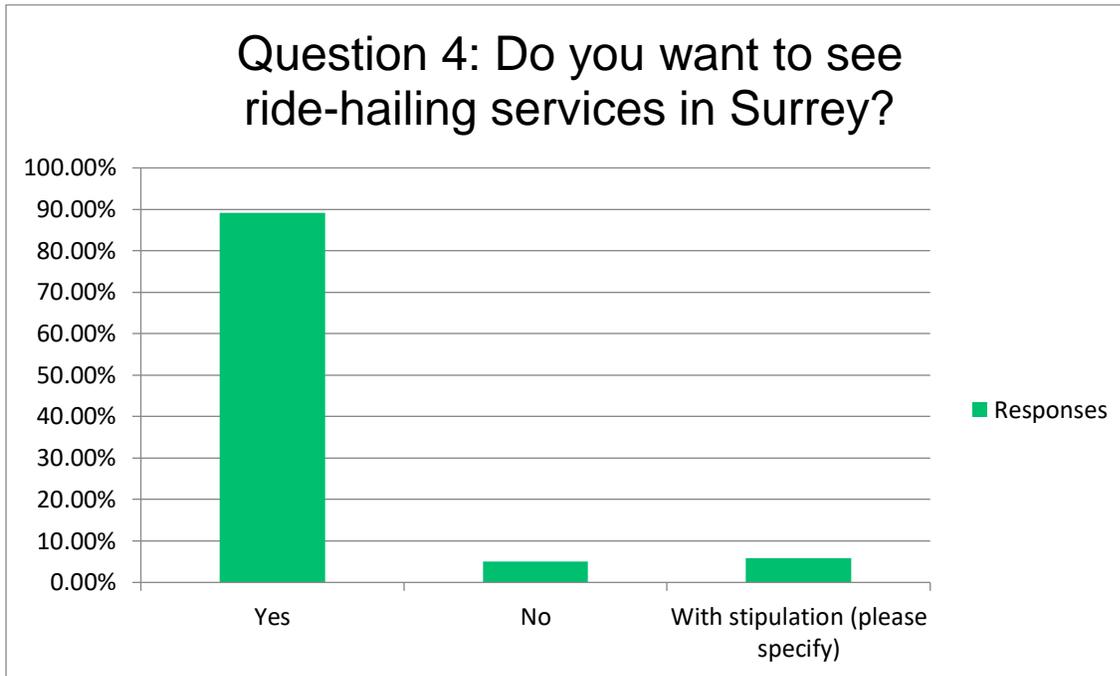
2. RESULTS SUMMARY

A simple survey was distributed to the Surrey Board of Trade's membership and network via email and social media. The survey contained five questions:

Are you:

- An employer? ~41%
- An employee? ~37%
- Self-employed, contractor, consultant? ~18%
- Other (please specify) ~3%

Legend: Responses

How many individuals (including FT, PT, casual, temporary/term, and regular contractors) are employed by your company?

- Sole contractor or consultant ~16%
- 1 to 5 employees ~20%
- 6 to 10 employeers ~13%
- 11 to 50 employees ~19%
- 51 to 100 employees ~8%
- Over 100 employees ~23%

Legend: Responses

Question 3: Which category would best describe your company? (NAICS based choices)

Question 4: Do you want to see ride-hailing services in Surrey?

Stipulations included:

"They should carry a commercial license, criminals background checks, better insurance for their customers while giving rides & regular vehicle inspections to ensure they are safe to ride in."

"Class 4 for driver, annual vehicle inspections. No time (per minute) or surcharges."

"World class cities provide the amenities that travelers, tourists and residents alike can access. Mobility is critical in cities that provide entertainment and attract tourism."

"We want Uber or Lyft in our city as soon as possible. People should [be] given the opportunity for affordable rides"

"We have a right to [choose]. Lyft, Uber or that style of transportation is my preferred mode. As well, it provides employment for single parents, students etc…"

"I travel frequently. Ride hailing is inexpensive and extremely convenient. Surrey and Vancouver are doing a great disservice to our tourism industry by not having this service."

"Long overdue. Gives consumers larger variety of options. Allows others to seek full or additional income for their household. Cab companies shouldn't be the only one to capitalize, especially with many having on going complaints including poor service or customer service. It's time we allow this option once and for all and stop holding off for what's needed."

3. CONCLUSION

The Surrey Board of Trade concludes that Surrey's business community, as well as local, provincial and federal governments have much to gain from implementing ride-hailing services. In addition to increased jobs throughout the region, the tourism industry will see increased benefits as many tourists want ride-hailing services to get around as this would complement taxi and public transit options.

We can't ignore this data. All levels of government will benefit from tax revenues as a result of increased GDP, new wages, and economic activity.

As a result of the aforementioned reasons, the Surrey Board of Trade wants Surrey to have and allow ridesharing in the city once legislation is created. Delaying the implementation will jeopardize the local economy. Many not-for-profit and for-profit organizations, governments, indigenous groups, and citizens are advocating for ride-hailing implementation.