



2022 Surrey Roads Survey

Surrey Transportation Priorities

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Surrey Board of Trade

WHO WE ARE

The Surrey Board of Trade is a city-building business organization that supports, promotes, and advocates for commercial and industrial interests for 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 been more important than now to champion a strong, vibrant business community for needed economic and infrastructure assets.

OUR MEMBERSHIP

The Surrey Board of Trade is a powerful link between business, government, and community with a membership 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

ADVOCACY

As a city-building business organization, the Surrey Board of Trade is an independent voice of business that develops positions on relevant economic topics of concern to our members and the business community at large.

PURPOSE OF SURVEYS

The Surrey Board of Trade implements surveys on a range of topics to obtain input from our membership. Member participation is voluntary and anonymous; however, the data is an invaluable tool for the Surrey Board of Trade's advocacy and policy development. These surveys are sent to our membership by email.

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. Results of this survey are shared with the City of Surrey for their consideration.

CITY OF SURREY ROAD IMPROVEMENT PLANNING PROCESS

The City's network of over 4,500 lane kilometres of road is seeing increasing 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 of the identified projects, it identifies projects that will be constructed on a year-to-year basis as funding becomes available. Priorities are evaluated annually.

SURREY BOARD OF TRADE INPUT

Since last year's survey, the City of Surrey has completed many of the road corridor projects SBOT members identified as top priorities. These include 140 Street widening between 88 Avenue and 92 Avenue, Fraser Highway widening between 140 Street and 148 Street, widening of 32 Avenue between 160 Street and 162 Street to 5-lanes, cycling upgrades in City Centre and Fleetwood, and more accessible cross walks throughout the City. Five more are planned to be completed in the next 1-5 years. These include 32 Avenue widening from King George Boulevard to 164 Street, 32 Avenue widening between 176 Street and 188 Street, 84 Avenue improvements between 120 Street and Fraser Highway, 152 Street road upgrades, and protected cycling network quick-build projects.

The sixth annual road survey includes the results from 2016 to 2021. The 2016 snapshot is the baseline from which the Surrey Board of Trade and the City of Surrey can measure improvement over time. Survey responses for this survey were obtained between October and December 2021.

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

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

Executive Summary

The first Surrey Roads Survey, completed in 2016, is the baseline from which we measure change. Other than the list of City of Surrey projects, the addition of questions from the City of Surrey, and questions on COVID-19 impacts, all questions remain the same.

Business travellers are tracked with this annual survey. It was found that 53.5% of respondents live and work in Surrey, which is a slight decrease from 2020. 86.9% of respondents work in Surrey, an increase of 9% from the previous year.

Patterns are emerging with six years of comparable data. We observed an increase in those driving for business purposes during the workday in 2021.

We noted that the majority of respondents spend between 15-30 minutes in traffic during their average commute one-way.

Between 2016 and 2021, the average respondent spent 88.2% of their time driving to work, 3% using transit, 0.5% cycling, 2.9% walking, and 1.3% carpooling.

Transit users have substantially decreased, highlighting the need for safe and efficient transit throughout Surrey with many roads and routes suggested, along with more benches and covering at transit stops to support transit users. COVID-19 and the variants play a large role in decision-making for people to use transit.

The top 3 choices for corridors to be improved are:

- South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Avenue, 32 Avenue, and 152 Street (overpass and widening)
- Fraser Highway: Widen to 4 lanes between Whalley Boulevard and 148 Street, including through Green Timbers Park¹
- 152 Street: Widen to 4 lanes from 40 Avenue to 50 Avenue

The City of Surrey is working to implement a Safe Mobility Plan and asked for input on their “Vision Zero” principles. Safety on the roads is a top priority and concern for almost every respondent. Over 53% of respondents agreed that safety is a shared responsibility between users and designers/maintenance. However, 44.3% of respondents indicated that lower speed limits will not help reduce collisions in Surrey.

Ridesharing is a service that all major cities and regions across the world have had for many years. Our survey respondents have noted that there should be no pickup restrictions for ridesharing.

Surrey is spread out geographically, and the ability for commuters to use bicycling as a transportation option is not efficient to get to and from work.

Support for a new Pattullo Bridge with an expanded 6 lanes is strongly supported, as is replacing the Massey Tunnel with a bridge.

RECOMMENDATIONS

As a result of survey responses and voluntary additional comments, the Surrey Board of Trade recommends:

1. Planning all major infrastructure projects to anticipate growing population needs.

¹ This project was not underway when the survey was launched, however, it does indicate that the project is necessary and supported by the business community

2. All levels of government work together to develop a comprehensive and sustainable inter-regional transit/transportation plan for the South Fraser Economic Region, that would not change with election cycles.

Survey Highlights

The daily commute	<p>53.5% of respondents live and work in Surrey – this has decreased since last year</p> <p>10.1% work in Surrey but live South of the Fraser or in Metro Vancouver, down from the previous year</p> <p>91.9% drove their own vehicle to work – up from 2020 (83.5%)</p> <p>1% walked to work, down from the previous year (4.4%)</p>
Traveling for business	<p>24.2% drive 4 or more days a week for work</p> <p>19.2% drive 2-3 days per week</p> <p>18.2% rarely drive, a significant increase from previous surveys</p>
Travel destinations	<p>30.3% travel within Surrey, an increasing trend since 2018</p> <p>53.5% travel throughout the South Fraser (Surrey plus options combined)</p> <p>82.8% travel throughout Metro Vancouver (combining multiple options)</p>
Employee travel	<p>53.5% of respondents estimate that 0-20% of their colleagues travel for business, up by 8% from previous years</p> <p>52.5% of colleagues travel 1 to 2 hours per day on average, comparable to 2020</p>
Barriers to choosing alternative modes of transportation	<p>39.4% indicated that there are no barriers to choosing different options</p> <p>47.5% indicated that there is a barrier</p>
Traffic congestion impact on business operations	<p>23.5% indicated there was a limited impact to business operations, down from last year</p> <p>48.2% indicated traffic congestion somewhat impacted business operations</p> <p>28.2% indicated traffic congestion had a significant impact business operations, up from last year</p>
Traffic congestion reduction strategies	<p>19.3% believed that the current approach of the City is the best strategy to reduce congestion</p> <p>59% believed transit expansion is necessary</p> <p>21.7% want mobility pricing to be introduced in a systematic fashion</p>
Top 3 corridors requiring attention	<p>57% chose South Surrey/Highway 99 interchanges</p> <p>50.6% want Fraser Highway widened to 4 lanes from Whalley Boulevard to 148 Street</p> <p>49.4% want to widen 152 Street between 40 and 50 Avenue</p>
Top choice for road connections	<p>62.9% prioritized 192 Street Diversion: New construction from Fraser Highway to 68 Avenue</p>

Top 3 intersections requiring improvement	<p>70.8% indicated 88 Avenue and 140 Street</p> <p>52.8% indicated 104 Avenue and 156 Street</p> <p>48.6% indicated 24 Avenue and 184 Street</p>
Transit needed	<p>58.2% of respondents stated that we <i>should have</i> and <i>definitely need</i> rapid transit on Fraser Highway (City Centre to Langley)</p> <p>57% of respondents determined that we <i>should have</i> and <i>definitely need</i> rapid transit between Guildford, City Centre and Newton on King George Boulevard and 104 Avenue</p> <p>54.4% believe that we <i>should have</i> and <i>definitely need</i> a new B-Line bus service to South Surrey/White Rock</p>
Curbside bus pull-outs	<p>77.2% believe that curbside pull-outs for buses are <i>very important</i> and <i>extremely important</i></p> <p>86% believe that curbside pull-outs for buses would be effective in reducing congestion along major arterial roadways</p>
Safety first	<p>53.9% stated that they strongly agree that safety on roads is a shared responsibility between users and designers/maintenance</p> <p>44.3% stated that reducing speed would not reduce collisions in Surrey</p>
Ridesharing	76.9% want ridesharing services without pickup location restrictions
Bike sharing	<p>18.8% of respondents would be very unlikely to cycle to work if Surrey had bike sharing, down significantly from 2020</p> <p>33% of respondents would be <i>very likely</i> to <i>somewhat likely</i> to use bike sharing, up significantly from 2020</p>
Bridges wanted	<p>76.9% want the Pattullo Bridge to have 6 lanes available on opening day</p> <p>55.1% want a bridge (whether as originally planned or with fewer lanes) to replace Massey Tunnel</p>

Methodology

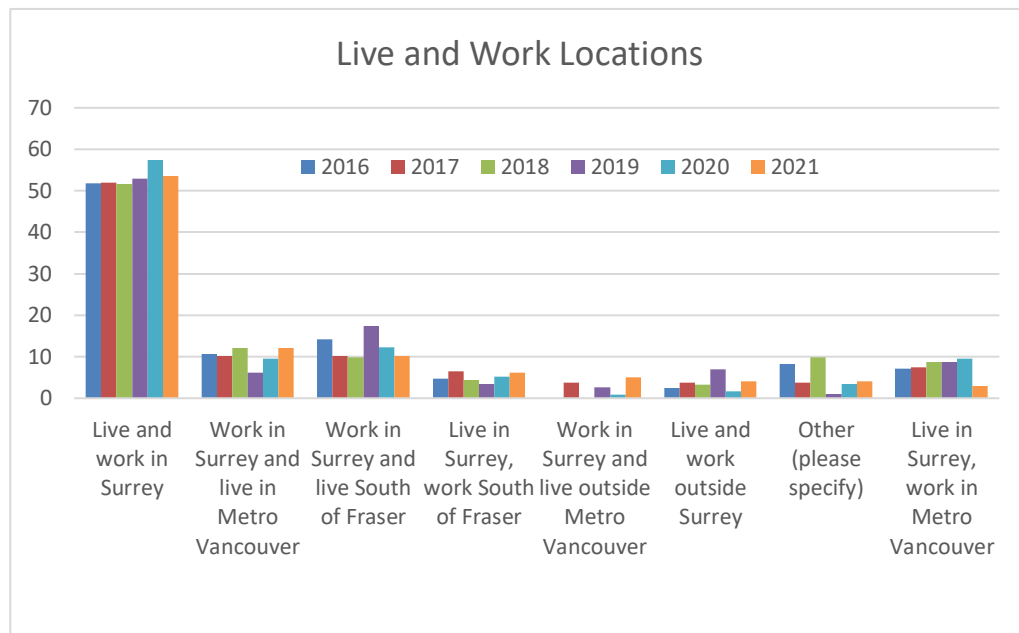
The Surrey Roads Survey was distributed via email to our membership representing over 6,000 member contacts and 60,000 employees. The survey was also promoted on our website (businessinsurrey.com), and our various social media channels such as Facebook, Instagram, Twitter, and LinkedIn.

Overview of Results

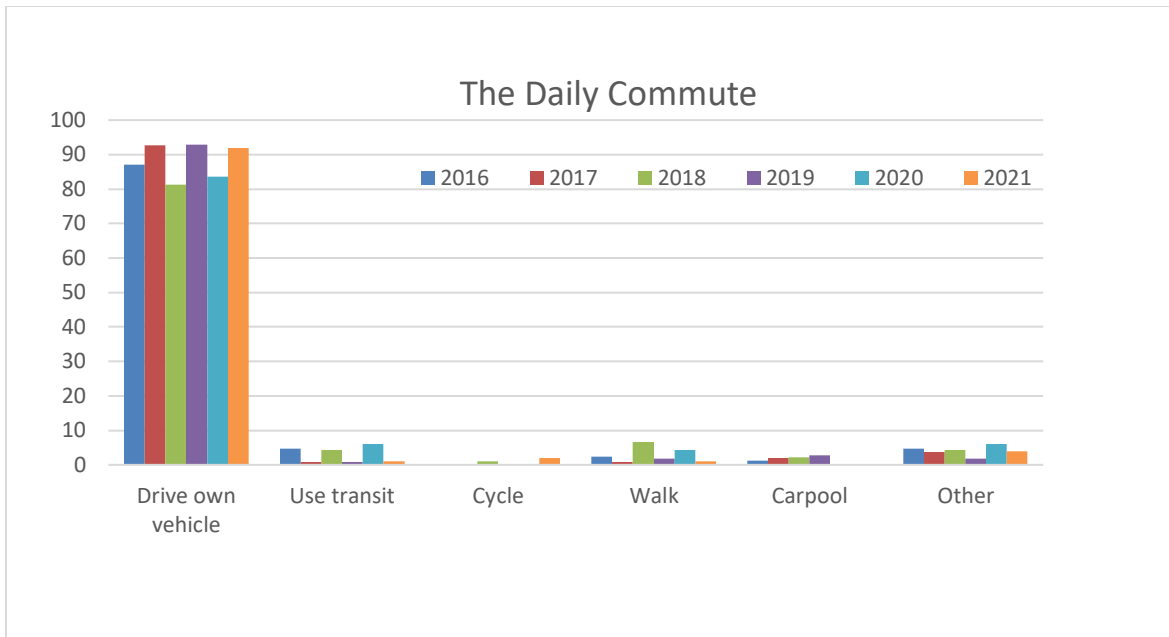
Please note: Details and tables of results are in Appendix 2 on page 36. All data are in percentages unless otherwise indicated. Numerical data, where given, have been rounded to the first decimal, therefore results may not add up to 100%.

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 six years. Also consistent is that nearly 81.8% of respondents work South of the Fraser. Most of those who chose **other** pointed out that they work from home.



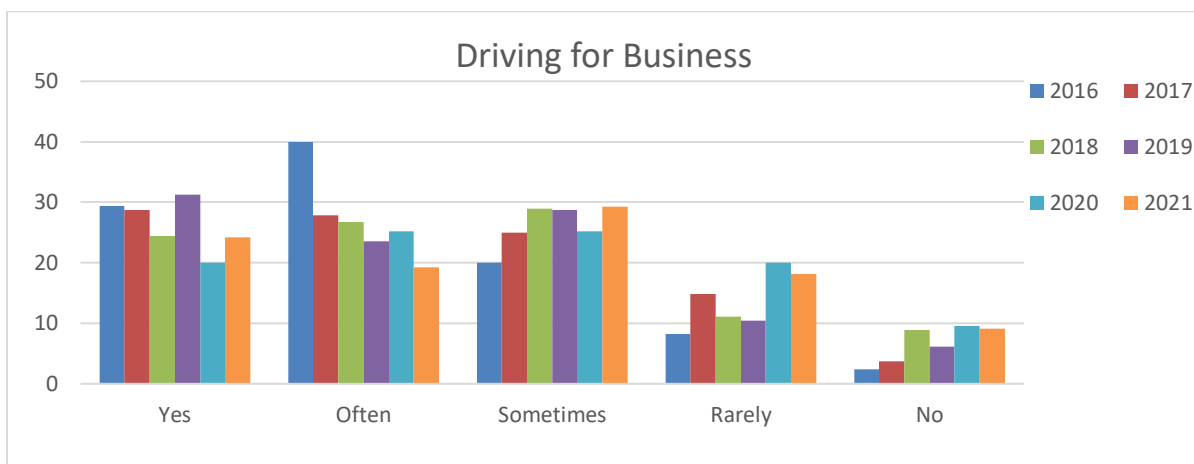
Transit usage is consistently low over the history of the survey. This year, just one percent indicated they use transit for their daily commute. As later responses demonstrate, the low ridership numbers are most indicative of a lack of reasonable transit options for potential riders in Surrey. ‘Reasonable’ is variously defined by municipal or transit planners as being within 5 to 10 minutes walking distance to a transit stop. Additionally, the pandemic further reduced ridership as individuals were fearful of contracting COVID-19.



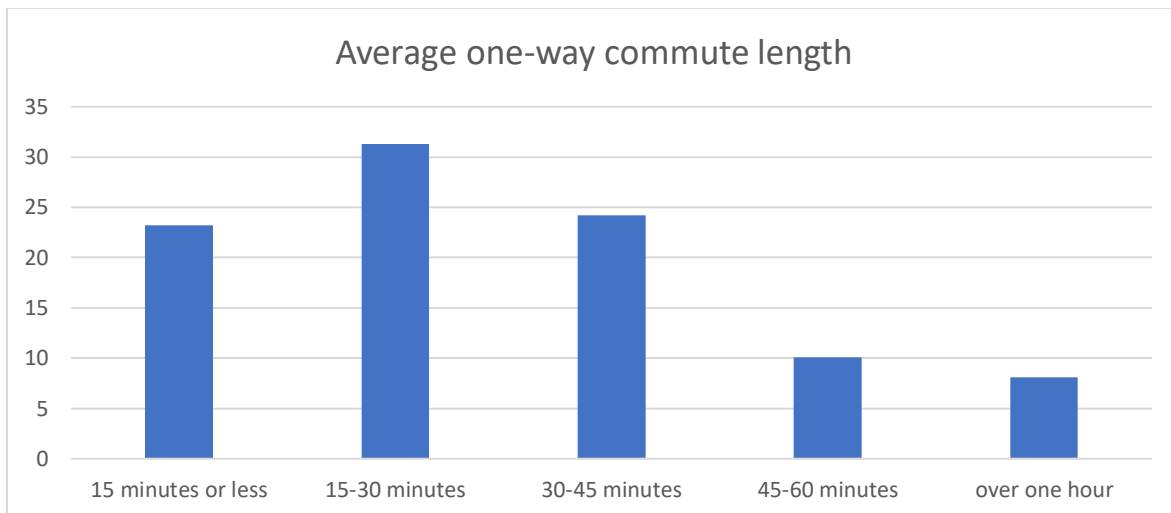
We saw an increase in respondents that cycled to work, with two percent of respondents indicating as such. Carpooling and walking decreased. Overall, respondents mostly live and work South of the Fraser and will drive as part of their commute.

RESPONDENTS WORK RELATED TRAVEL

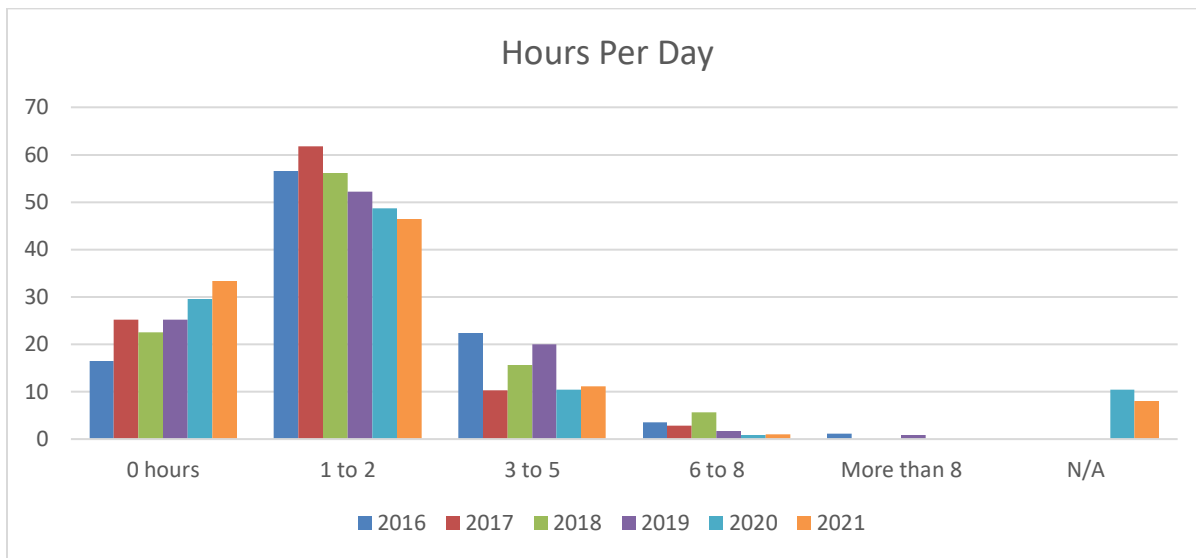
Travelling to and from work, as well as heading out to sales calls, meetings, and other errands, can consume a good portion of a workday. With six years of data, we can speculate that there is a trend developing in daily business travel. There was an upward trend of those who responded **yes, they travelled daily for business during the day**, returning to 2018 levels. Those who **do not drive at all for business during the day** is down compared to 2020. Those who drive **sometimes**, defined as driving 2 to 5 times a month, has decreased. These results should not be surprising as COVID-19 pushed much of the workforce to work from home arrangements and has led to reduced road users, however, many returned to work (office workers and essential jobs) when this survey was released between October and December 2021.



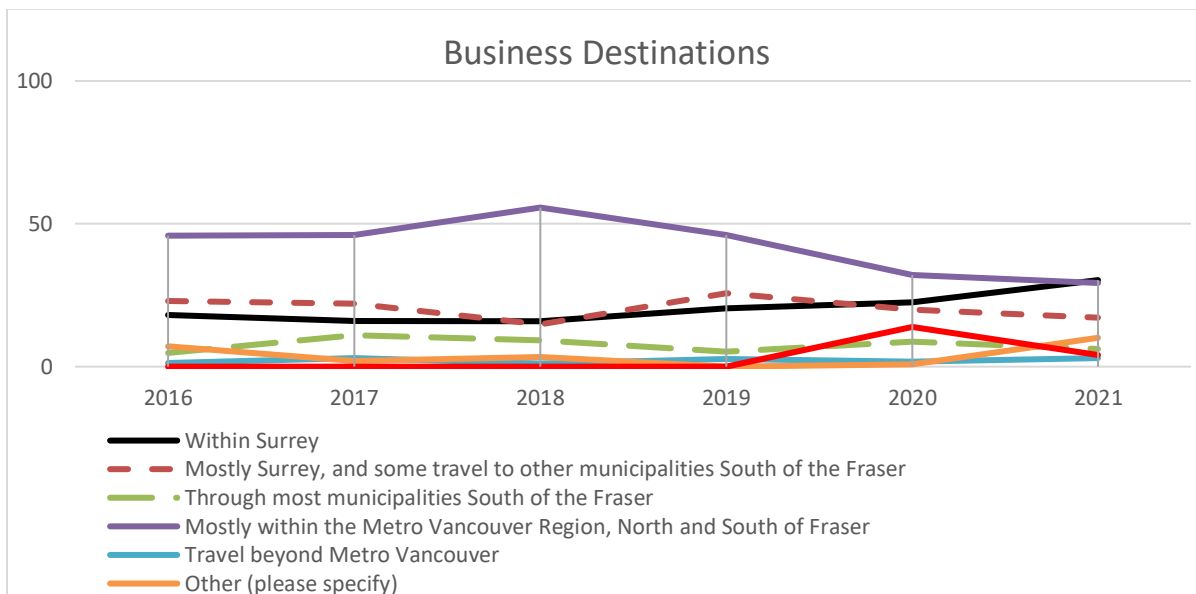
When respondents were asked how long their average commute was one-way, the majority spend between 0-45 minutes in traffic.



The following information is related to travel during the day to meetings, sales calls, etc. Overall, the pattern for number of hours travelled per day has been declining since 2017. The pandemic has made a large impact on the increase in respondents that do not drive for the purpose of their work.

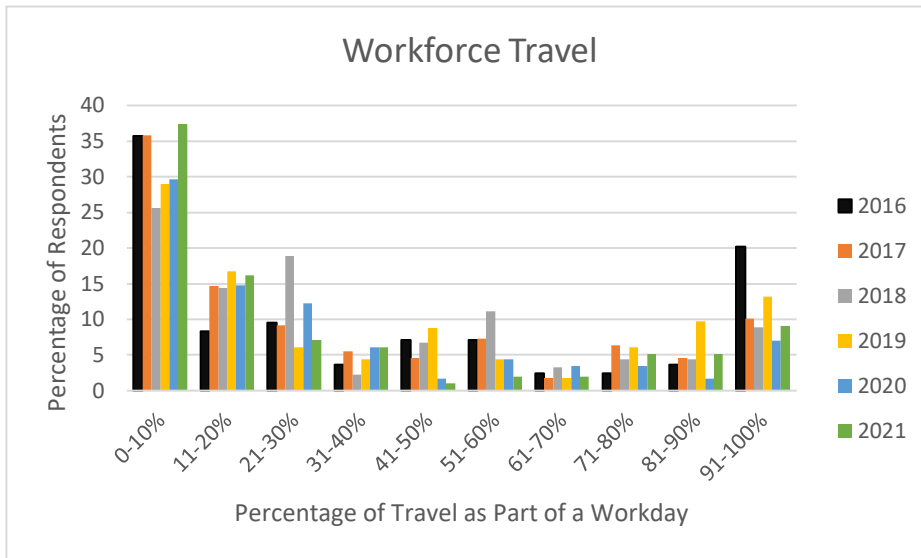


We respondents were asked that if they did drive for business purposes, where did they do most of their driving? Respondents this year travelled mostly within Surrey, an increase compared to the previous 4 years, and many more that did not travel (N/A) as part of their business.



EMPLOYEES TRAVEL FOR BUSINESS

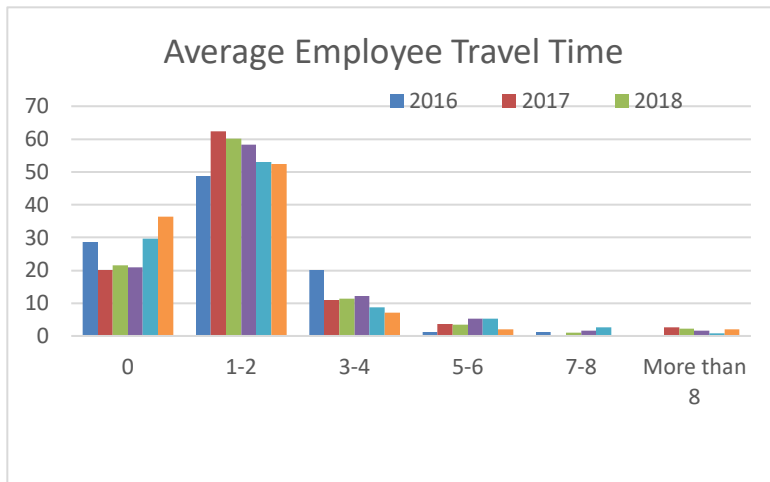
Respondents were asked to assess the work-related travel by other employees in their company. Those that were travelling for business purposes between 71-100% of the time increased in 2021.



The percentages chosen are “guestimates” made by respondents and are not likely to be an accurate reflection of the travel patterns of a company, particularly a larger business. However, we do see that the majority of respondents do not

travel often, and those that do travel for work are doing more now than last year, which could be attributed to the COVID-19 shutdowns of 2020.

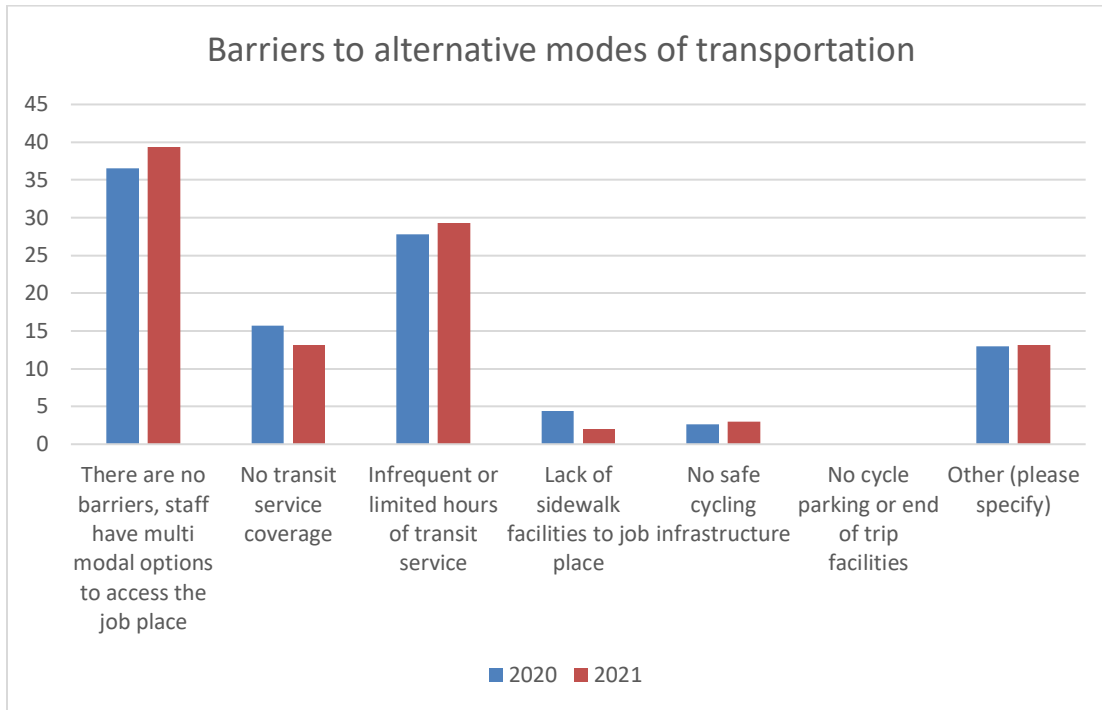
Despite relying on the guestimates of respondents, 2016 to 2021 results for the estimated travel time of employees are very similar. In 2017, 2018 and 2019, an increase of over 10% (13%, 11%, and 10% respectively) from the 2016 baseline for 1-2 hours is observable. In 2020, we observed a modest increase of 4.2% when compared to 2016.



Interestingly, more individuals spent no time in traffic for business purposes, excluding commuting to and from work. In 2020, 29.6% of respondents estimated that employees spent 0 hours in traffic. That is higher than the baseline of 28.6% in 2016. This may be attributed to people driving less for work due to the pandemic.

BARRIERS TO CHOOSING ALTERNATIVE MODES OF TRANSPORTATION

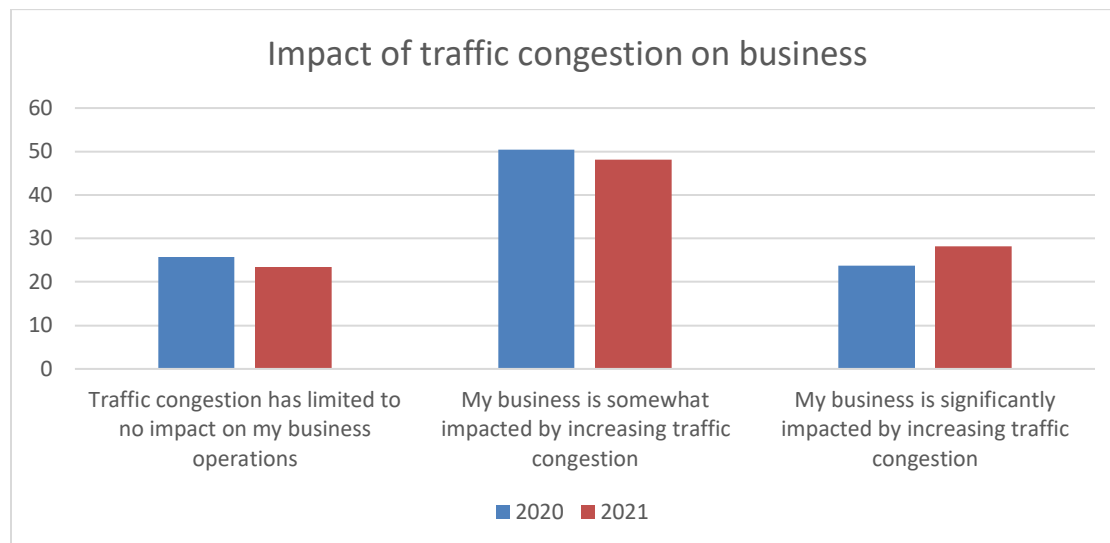
This year, we asked whether employees/staff have barriers to choosing an alternative to driving to their place of employment.



Although more respondents in 2021 indicated that there are no barriers to different transportation modes than 2020, over 47% of respondents indicated that there is some sort of barrier to alternative modes of transportation. Some respondents that chose **other** indicated that the length of the commute precludes the employee(s) from using multiple modes of transportation, others indicated that visiting clients makes it impossible to rely on public transportation. In general, the distance and lack of transit service leaves driving as the only option for travelling in and around Surrey.

TRAFFIC CONGESTION AND ITS IMPACTS ON BUSINESS OPERATIONS

Last year we added a question about traffic congestion and its impacts on business. Impact could be characterized as customers experiencing longer delivery times, employees/employers experiencing unpredictable travel times between job sites, uncertain times to ship or receive goods, etc.



This year, we found that congestion is impacting businesses more than in 2020. This could be due to many people returning to work and using their personal vehicles to commute.

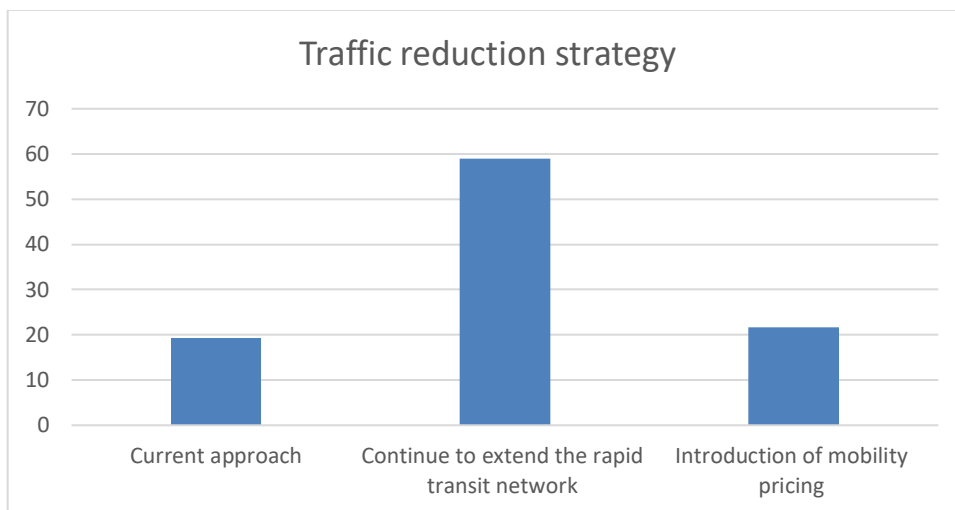
INNOVATION IN TRAFFIC REDUCTION STRATEGIES

The City of Surrey wants to understand how innovative they should be in reducing congestion. Respondents were given three options:

- Current approach – Implement some alternatives as long as they don't delay or interfere with car traffic, e.g. transit priority measures on roads that are wide enough to not delay cars. Extend the SkyTrain network as funding allows. This won't impact cars, but it also won't encourage as many people to use alternatives as the options below, forcing more people to drive for their daily needs. Traffic congestion will continue to increase, and businesses won't see as many long-term benefits.
- Continue to extend the rapid transit network as funding allows and begin to implement more transit priority measures on higher transit ridership roads, recognizing there may be some impact to cars. Invest more resources into building sidewalks and protected cycling facilities. This approach gets more people out of their cars than the current approach and results in less congestion.
- Introduction of mobility pricing with purposeful and systematic expansion of transit priority measures on high transit-ridership corridors and the introduction of street-based rapid transit (e.g., bus rapid transit operating in an exclusive lane separated from general traffic) in addition to SkyTrain expansion, in order to reach more people and places sooner than SkyTrain only. Surrey completes a network of sidewalks and protected cycling facilities in all town centres and commercial areas. A more complete cycling network enables the introduction of bike sharing and micro-mobility services. Motor vehicles are delayed in the

short-term but in the longer-term many more people take transit, walk, and cycle, leaving more space on the road for auto-dependent users.

It was found that respondents are interested in the expansion of the rapid transit network. To accomplish this, the City will need to partner with TransLink to ensure that Surrey receives its fair share of transportation infrastructure investments from all levels of government.



SURREY'S TRANSPORTATION PLAN

The City of Surrey is creating a new, innovative transportation plan for the Surrey of the future. This is an opportunity for Surrey Board of Trade members to offer their input on the plan. The plan will be rooted in community values informed through public consultation, including the Board of Trade, and built on five key pillars:

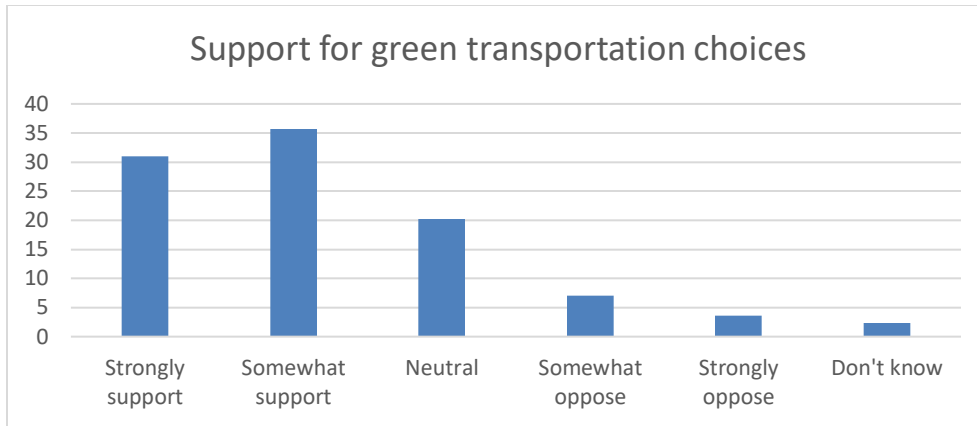
1. Grow the transportation network
2. Prioritize human life above all else
3. Tackle the climate crisis
4. Innovate through technology and new mobility
5. Balance equity

In fall 2020, phase 2 of public consultation explored community values and the current Surrey transportation experience, with input from residents, businesses and stakeholders including the Surrey Board of Trade. Based on this feedback, the City created a draft vision and identified four bold moves that deliver on the five pillars. They are outlined in the following pages.

VISION: CONNECTING A MILLION PEOPLE + PLACES WITH SAFE, CONVENIENT AND GREEN TRANSPORTATION CHOICES FOR ALL

We asked whether this vision was supported by respondents. There were 50% of respondents that indicated it aligned with their values and vision for the future of Surrey's transportation. 10.7% indicated that it did not, and 39.3% indicated it somewhat aligned.

Many respondents strongly or somewhat supported the draft vision.

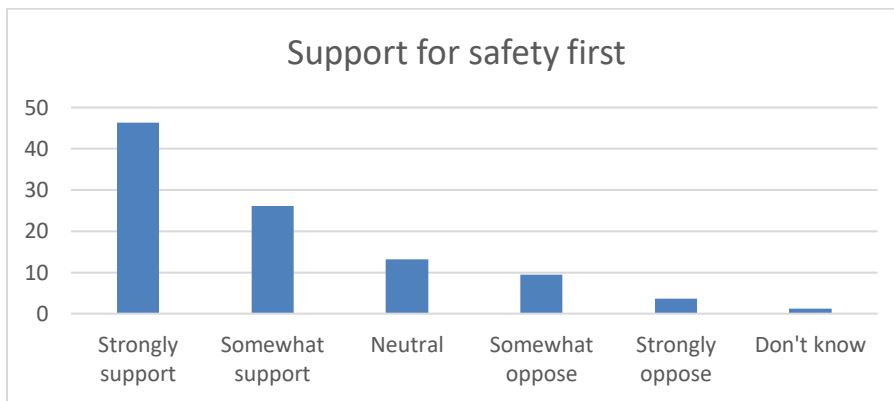


BOLD MOVE: PUT SAFETY FIRST

The City is now working to refine the bold moves which will be undertaken over the next 10 years to deliver the new vision for transportation in Surrey.

Put Safety First: Value human life above all else in the transportation network by building streets that prioritize safety over the movement of vehicles.

We asked respondents to what extent they support or oppose this bold move for the future of transportation in Surrey. There was a strong majority that strongly or somewhat supported this initiative, as per the graph below.

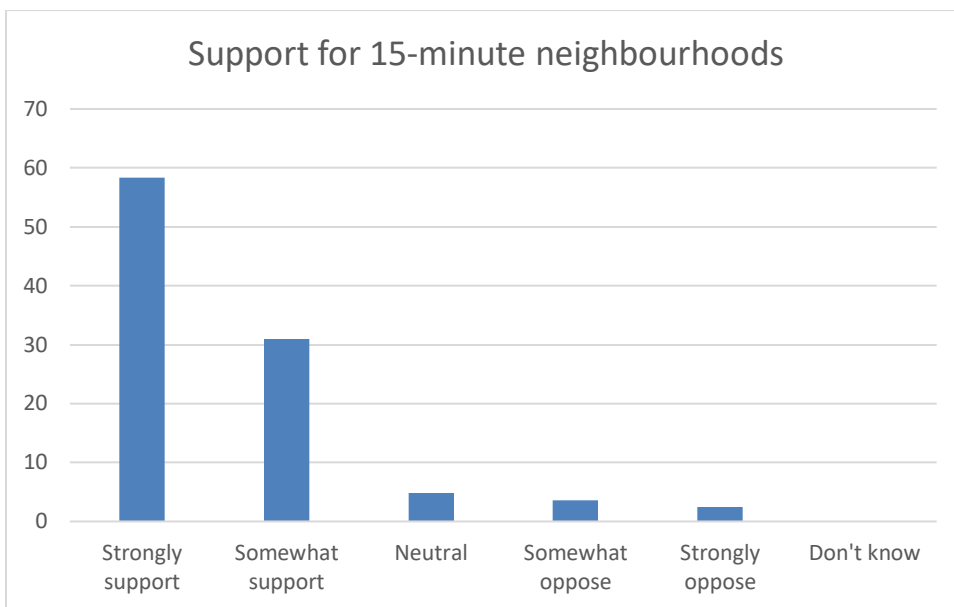


BOLD MOVE: SUPPORT 15-MINUTE NEIGHBOURHOODS

We wanted to know whether the business community supported the 15-minute neighbourhood concept.

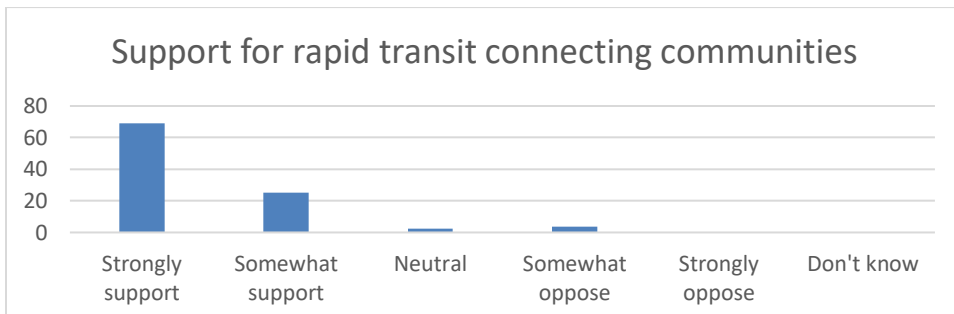
What is a 15-minute neighbourhood? It is localized shops and services, and access to transit within a short distance from your home. It supplements the greater level of services provided in areas like Surrey City Centre and the town centres such as Newton and Cloverdale, so that more services are closer to home. By having daily needs close at hand, we can spend less time in traffic and more time with friends and family.

The majority of respondents supported the concept with very few (6%) opposing the concept.



BOLD MOVE: CONNECT COMMUNITIES WITH RAPID TRANSIT

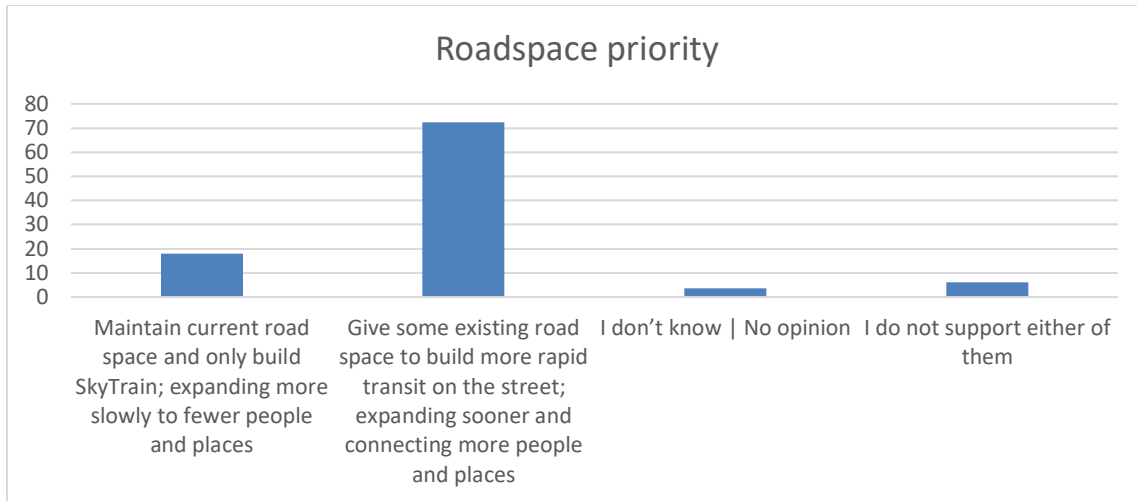
Respondents were asked to what extent they supported a rapid transit network that supports and connects all of Surrey’s town centres. A large majority strongly supported the idea, with less than 4% somewhat opposing the strategy.



PRIORITY OF ROADSPACE

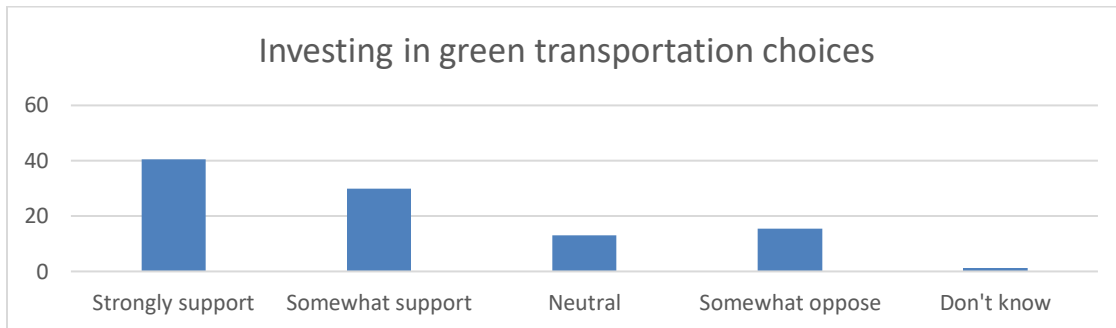
Respondents were asked to choose whether they supported to maintain current road space and only build SkyTrain, or give up existing road space to build more rapid transit on the street. The former option would allow for a slower build of alternative transportation options, alleviating congestion and reducing emissions, while the latter would allow for faster deployment of different transportation options, reduction in congestion, and emissions.

Many respondents indicated that they would support the route that would build rapid transit the fastest. This has been a policy position of the Surrey Board of Trade for years. The Surrey Board of Trade has advocated for rapid transit options, such as LRT, that provide efficient, low-cost transportation options that service many residents.



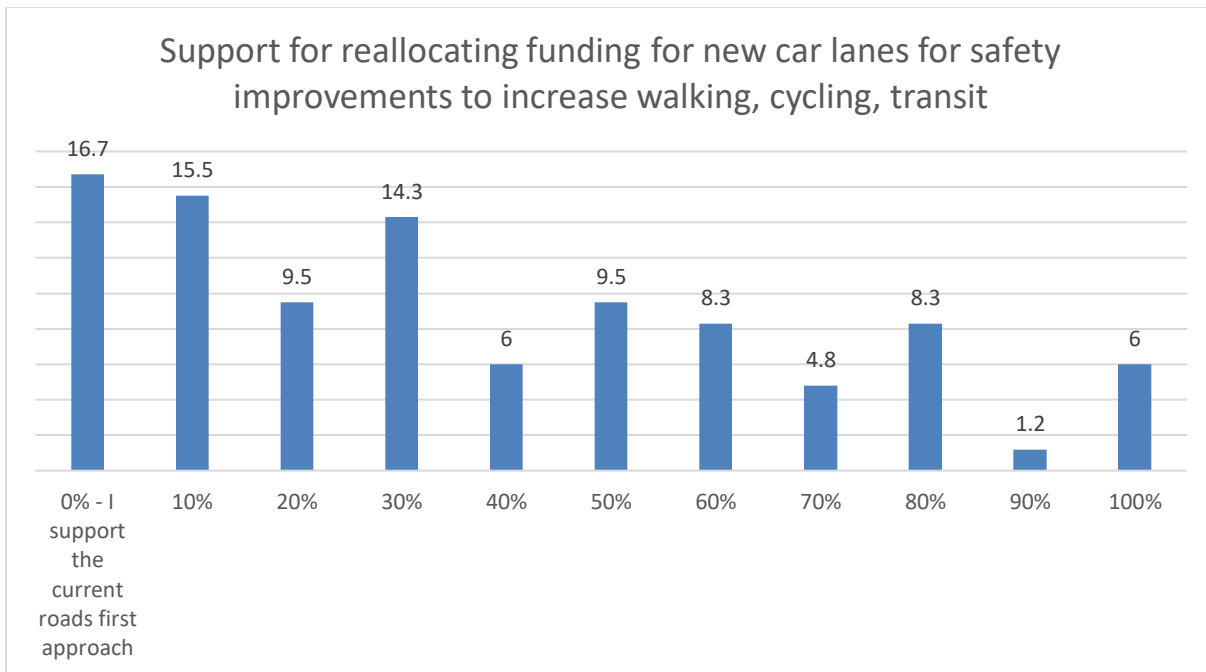
BOLD MOVE: INVESTING IN GREEN TRANSPORTATION CHOICES

Respondents were asked to what extent they supported an increase and prioritization of investments in walking, cycling and transit before personal vehicles. Many (70.2%) indicated they would somewhat or strongly support this shift. Only 15.5% opposed the shift.



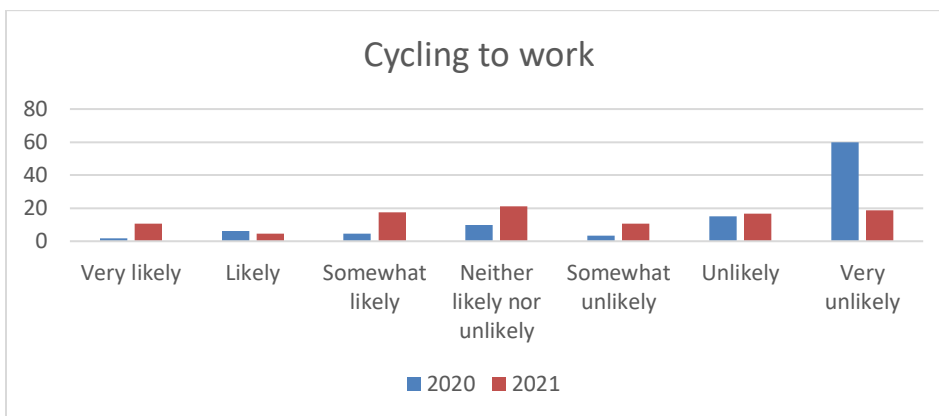
Surrey’s current 10-year capital plan proposes to invest \$940 million to improve the transportation network. Currently, 90% of that funding is for road expansion, while walking, cycling and transit combined represent about 10%.

Respondents were asked what percentage of existing funding for adding new car lanes would you support reallocating to safety improvements that will increase choices for walking, rolling and transit? The vast majority (56%) chose 0-30% of reallocation.



CYCLING TO WORK

We wanted to ensure that the City was aware that the business community has an opinion on cycling to and from work. We asked this question for the first time in 2020 and saw a large increase in respondents willing to cycle to work if there was a network of safe, protected, and connected cycling facilities.



CITY ROADS AND PROJECTS

Each survey features several questions designed by the City of Surrey staff 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 City staff, and many were suggested.

Of the identified projects, respondents were asked to select their top three choices. These are included here in order of preference.² For the full table, please see Appendix 2, page 47.

ROAD CORRIDORS

- | | |
|---|-------|
| 1. South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Avenue, 32 Avenue, and 152 Street (overpass and widening) | 57% |
| 2. Fraser Highway: Widen to 4 lanes between Whalley Boulevard and 148 Street, including through Green Timbers Park ³ | 50.6% |
| 3. 152 Street: Widen to 4 lanes from 40 Avenue to 50 Avenue | 49.4% |

The corridors chosen by most respondents was likewise, and with a very similar result, chosen by respondents in 2020. These are priorities for businesses and commuters.

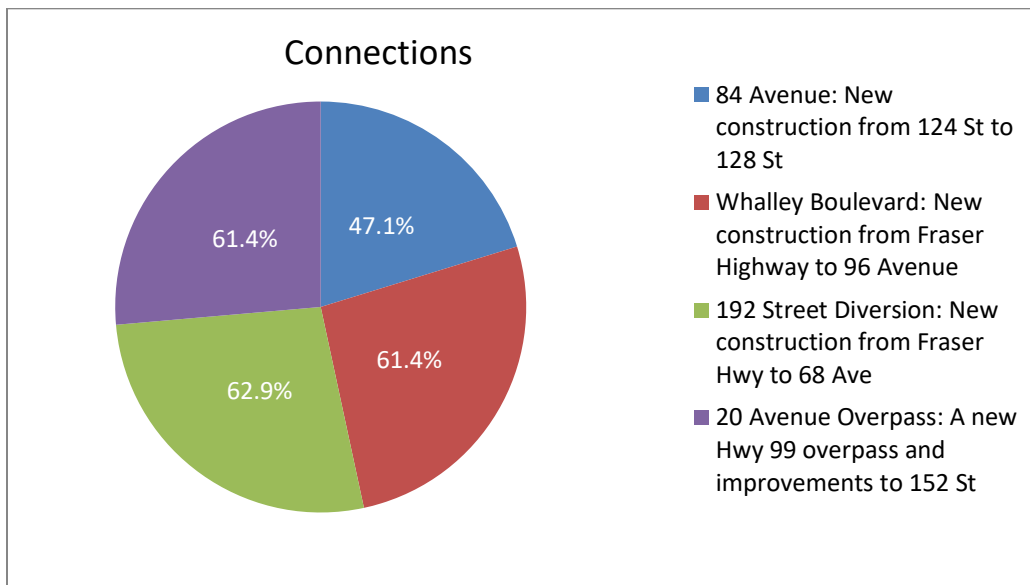
About 28% of the respondents had suggestions in addition to those provided by the City. There were requests for additional lanes, repaving of roads, and instructions regarding traffic lights. See appendix 2, page 48 for the entire list.

² Totals will not add up to 100 as respondents were asked to choose their top 3.

³ This project was not underway when the survey was launched, however, it does indicate that the project is necessary and supported by the business community

CONNECTIONS

The City of Surrey has been considering closing several network gaps in order to improve connectivity. Respondents were asked to pick their top three priorities. Of the choices given, new construction from Fraser Highway to 68 Avenue was most selected.



Over 17% of respondents provided alternative choices. See appendix 2, page 49 for the full list of responses.

“148 Street between 84 Avenue and 108 Avenue. There is construction and improvements happening every other month and it needs to be widened.”

INTERSECTIONS

Of the four intersection choices provided, the following were selected as the top three priorities for improvements by respondents.⁴

1. 88 Avenue and 140 Street	70.8%
2. 104 Avenue and 156 Street	52.8%
3. 24 Avenue and 184 Street	48.6%

Various intersections on Fraser Highway and King George Boulevard dominated the recommendations by the 21% of respondents who provided additional suggestions. For a full list of alternative recommendations, see appendix 2, page 50.

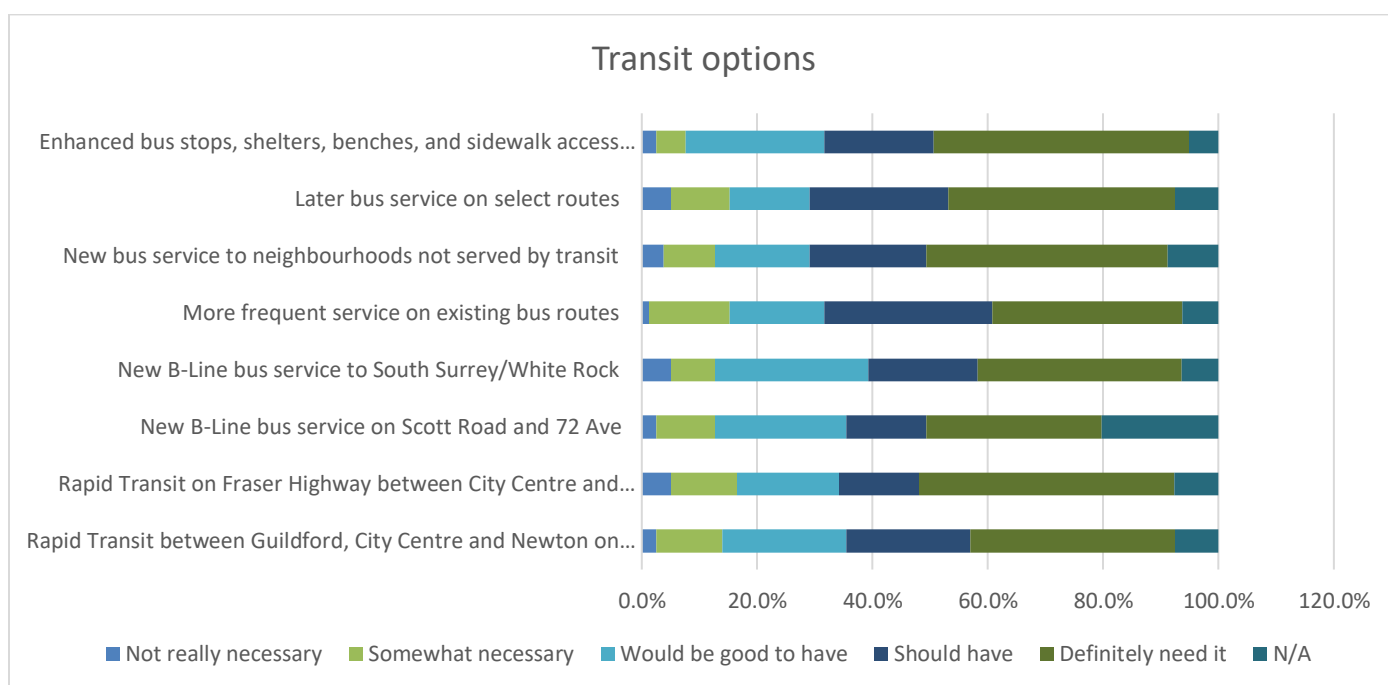
⁴ Totals will not add up to 100 as respondents were asked to choose their top 3.

TRANSIT

Respondents rated a number of proposed transit projects that the City of Surrey is considering or has already started to work on. The top three transit improvement projects that respondents indicated we **should have** and **definitely need** include⁵:

- | | |
|--|-------|
| 1. Enhanced bus stops, shelters, benches, and sidewalk access improvements | 63.3% |
| 2. Later bus service on select routes | 63.3% |
| 3. New bus service to neighbourhoods not served by transit | 62.1% |

There may be debate around the technology, but there is no denying a strong need for improved transit and improved connection within Surrey.



Least favoured, again, is B-Line bus service along Scott Road, which was reflected in 2017, 2018, 2019 and 2020. This year, only 44.3% of respondents felt that this mode is something we **should have** and **definitely need**.

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 rapid transit along north-south routes; improved transit to Campbell Heights; transit between Guildford Town Centre and Coquitlam Mall; and increased access to small buses providing access to B-Line collector points.

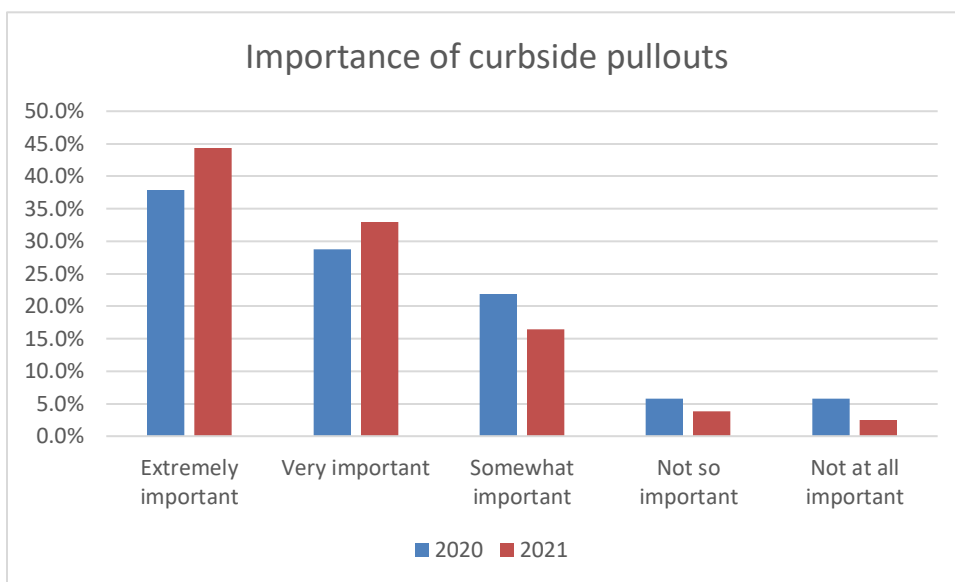
⁵ Totals will not add up to 100 as respondents were asked to choose their top 3.

CURBSIDE PULL-OUTS

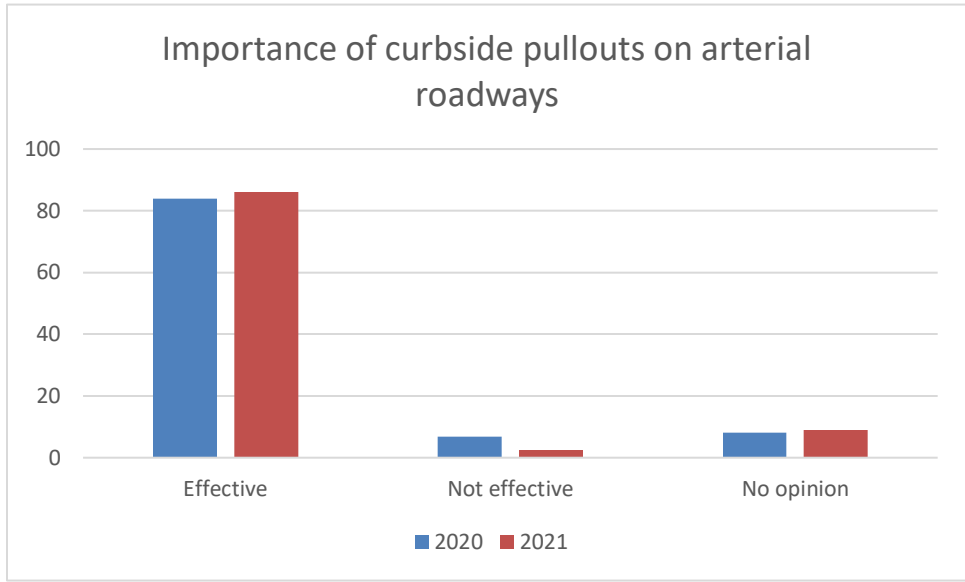


Innovation in road layout is a key aspect of reducing congestion. Curbside pull-outs allow buses to move out of the way of traffic. This allows for limited congestion as cars are not stopping behind the buses when they pick up or drop off passengers.

We asked respondents again to rank curbside pull-outs and their effectiveness on reducing traffic and congestion. Respondents indicated that pull-outs are important for reducing congestion, which is a trend that is increasing.

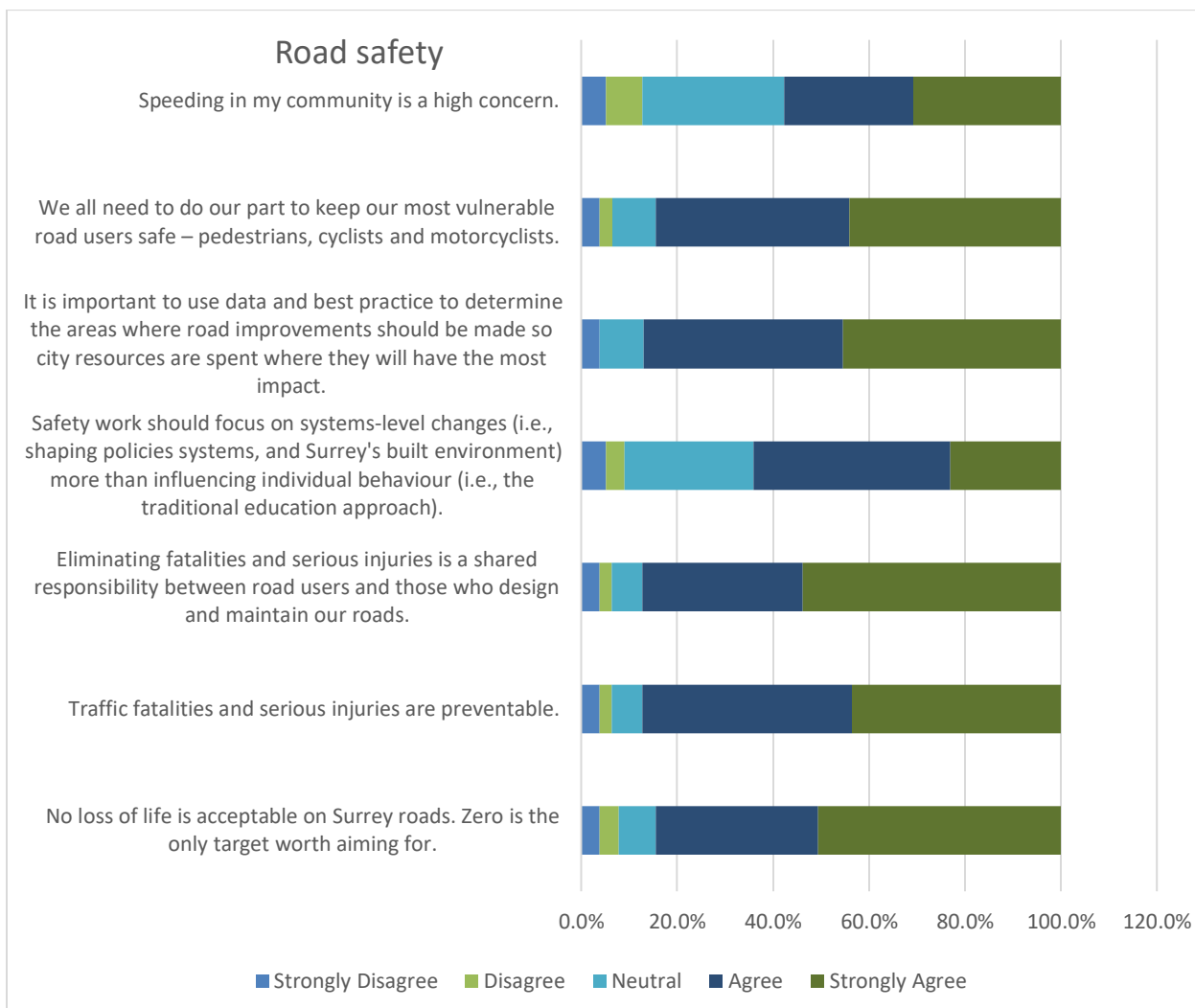


We also asked respondents how effective curbside pull-outs along arterial roadways such as 104 Avenue, Fraser Highway, King George Boulevard, 128 Street, 72 Avenue, 88 Avenue, and others would be at reducing congestion. The vast majority (86.1%) indicated that it would be effective in reducing congestion. Respondent’s views have been trending towards this being effective.



ROAD SAFETY

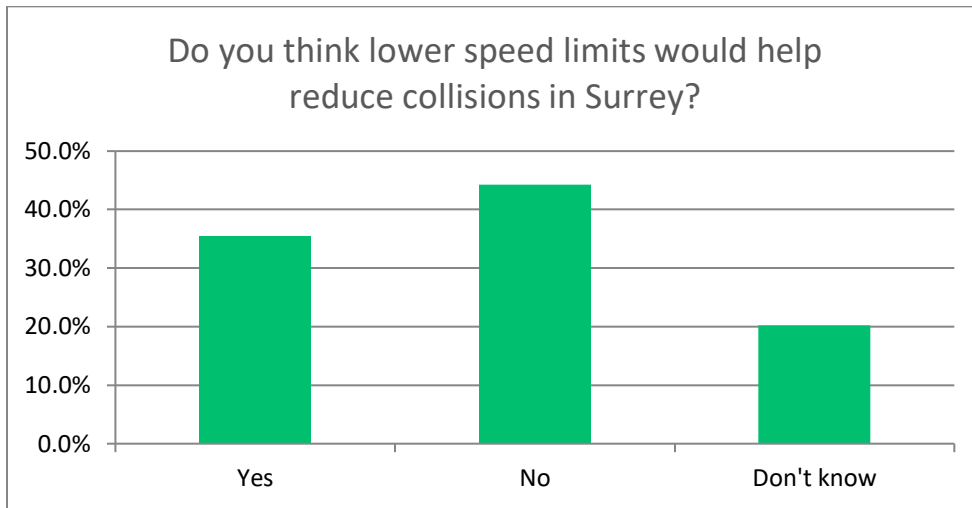
The City of Surrey has launched a Surrey Vision Zero: Safe Mobility Plan. Respondents were asked to contribute their thoughts on how to make Surrey roads safer for all users.



In a tie, 87.2% of respondents indicated that they either **agree** or **strongly agree** that eliminating fatalities and serious injuries is a shared responsibility between road users and those who design and maintain our roads, and that traffic fatalities and serious injuries are preventable.

For further information on this initiative, go to the [City of Surrey's Safe Mobility Plan](#).

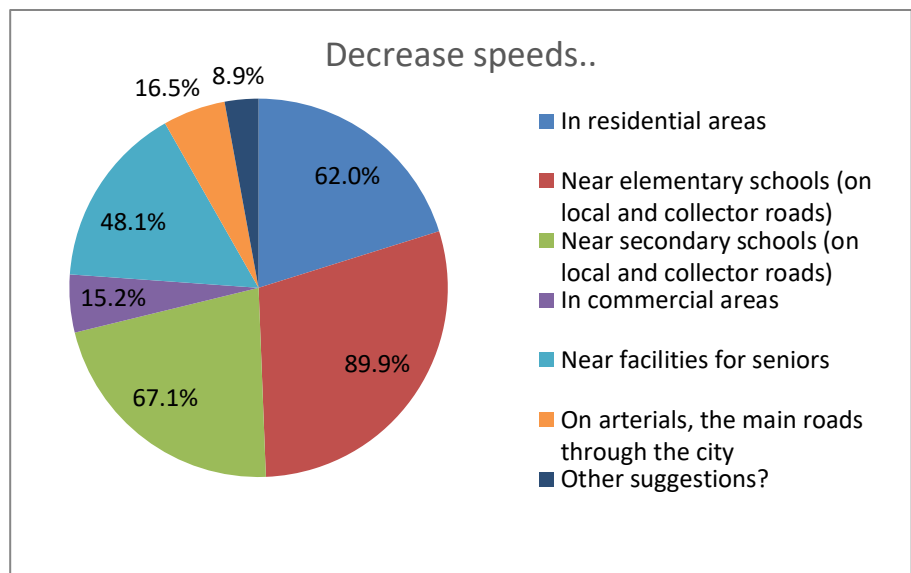
When asked whether **reducing speed limits on some roads would help reduce collision rates in Surrey**, 44.3% of the respondents said no. Only 35.4% said yes and 20.3% did not know.



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

8.9% of respondents gave further suggestions. Improving roadways and networks, reducing speeds around hospitals and busy cross walks, traffic light efficiencies, reducing speeds near parks, and increasing speed monitoring and enforcement measures were all listed.

“Around hospitals and busy crosswalks, and near parks.”

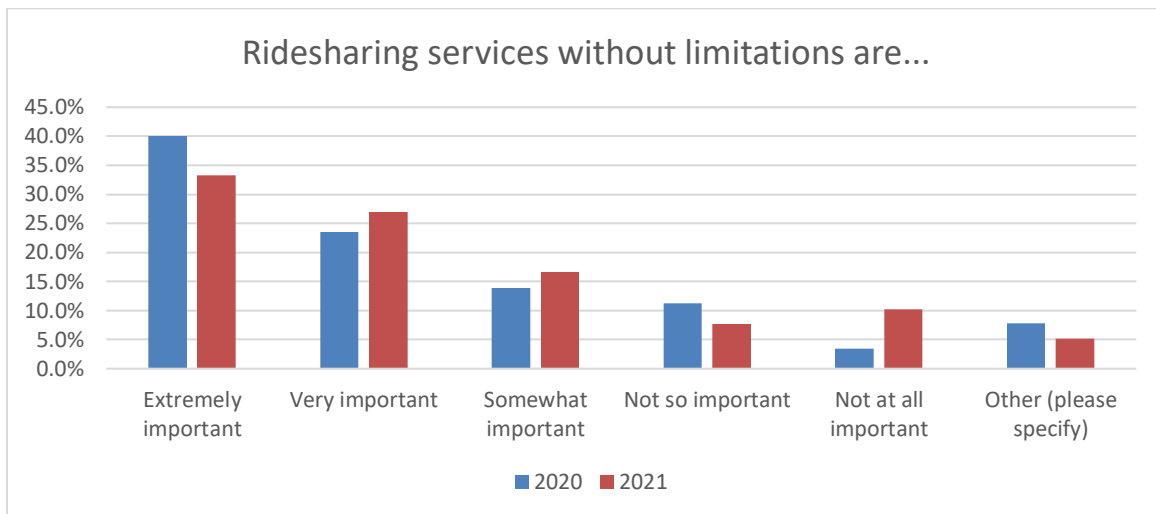


“Improve arterial roadways and side street issues will inherently reduce. Frustration drives excess speed in many cases.”

RIDESHARING SERVICES

Ridesharing was facing significant restrictions in Surrey. Only recently did Surrey’s Mayor and Council issue Uber with a business license. Ridesharing companies such as Uber and Lyft have cited concerns about restrictions for pickup and drop off locations, variable business licensing requirements, and the inability to offer discounts to riders.

We asked in this survey how important it is to have ridesharing without pickup location restrictions. Over 60% of respondents indicated that it is very important and extremely important to them. Respondents that answered **other** indicated that they did not use the service and that the rules should be the same for taxis.



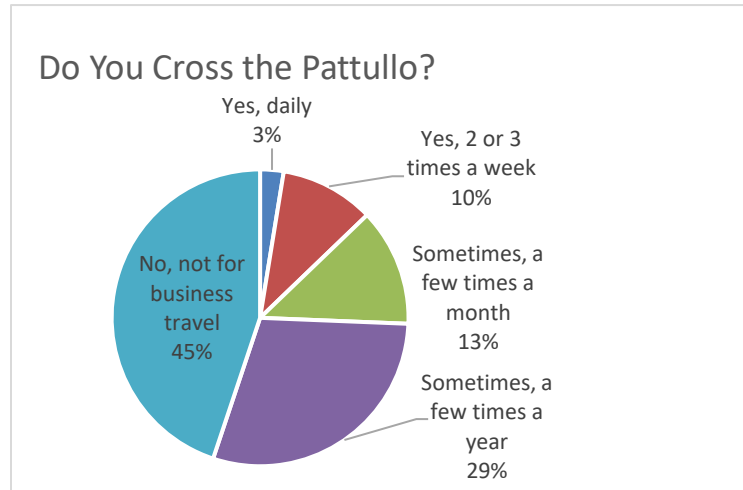
MAJOR INFRASTRUCTURE

Bridges, tunnels and highways impact daily travel whether a commuter is taking those routes or not. Congestion negatively impacts business. We asked our members whether they traveled across the Fraser River and to give their opinion on how the crossings could be improved.

PATTULLO BRIDGE

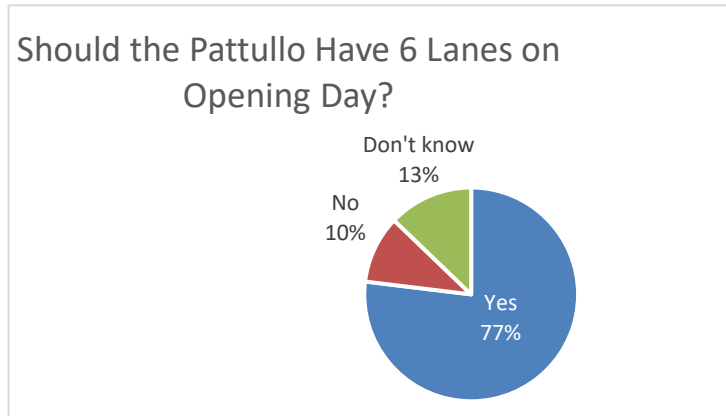
Respondents were unequivocal on what they want available on the opening day of a new Pattullo Bridge.

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 six 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.

Respondents were given an option to provide other thoughts on the Pattullo crossing. Three themes dominated:



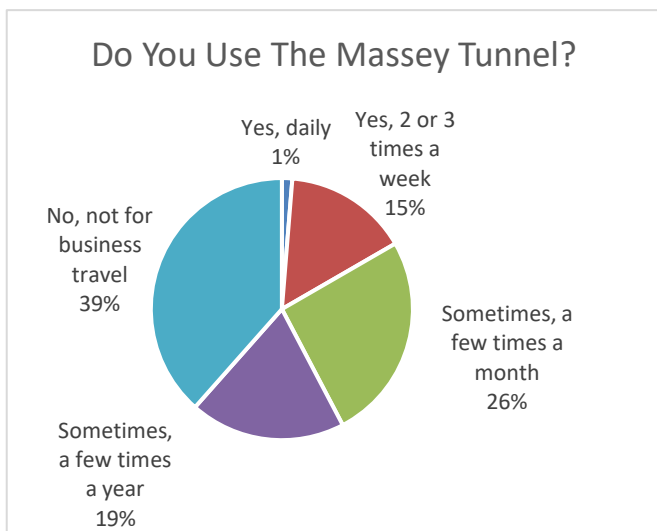
- Build it wider now to serve future population growth as it is cheaper to open it at six lanes today than it will be in the future
- Increase capacity in New Westminster to allow for six lanes on the off/on ramps now
- Safe access and crossing for bicycles and pedestrians are paramount

"The new bridge will likely stand for around 50 years. Plan for the next 50 years."

MASSEY TUNNEL

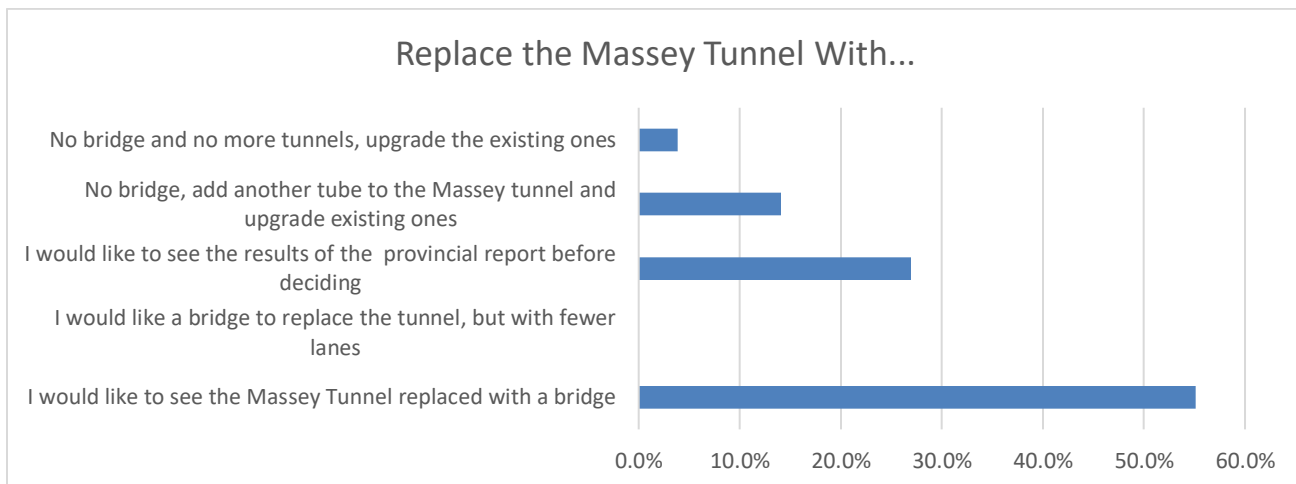
The George Massey Tunnel is 61 years old and connects Delta with Richmond under the Fraser River. It is also the major crossing for those using Highway 99 through the City of Vancouver to the Peace Arch Border and Interstate 5 in the USA. Interstate 5 runs uninterrupted from the Canadian border down to the Mexican border and is arguably West Coast USA's "backbone." All of this is to point out the importance of a 10-lane bridge crossing.

No one argues that traffic, especially during peak hours, has far exceeded the tunnel’s capacity. However, there is ongoing debate regarding the Massey Tunnel replacement. Only 1.3% use the tunnel daily, and a total of 42.3% use it frequently (daily to a few times a month).



Although there has been a decrease in traffic through the Massey Tunnel due to the pandemic, respondents had strong opinions on what should be done to improve the crossing.

The former Liberal Provincial Government administration started work on a 10-lane bridge to replace the tunnel. The Surrey Board of Trade supported this proposal as many Surrey business members would use the crossing.



Unfortunately, the bridge construction was put on hold by the current Provincial Government. The new Metro Vancouver Mayors’ Council has opted to recommend an 8-lane tunnel to the Provincial Government. The BC Government will be constructing the 8-lane tunnel.

55.3% of respondents preferred wanting the originally planned 10-lane bridge. Adding another tube was selected by 14.1% of respondents. Upgrading the existing tube was selected by 3.9% of respondents. A bridge with fewer lanes was not selected by any respondent.

“The approved plan is still too small.”

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 these transit routes (41% of

respondents commented) and final comments (37% of respondents commented) are summarized as follows:

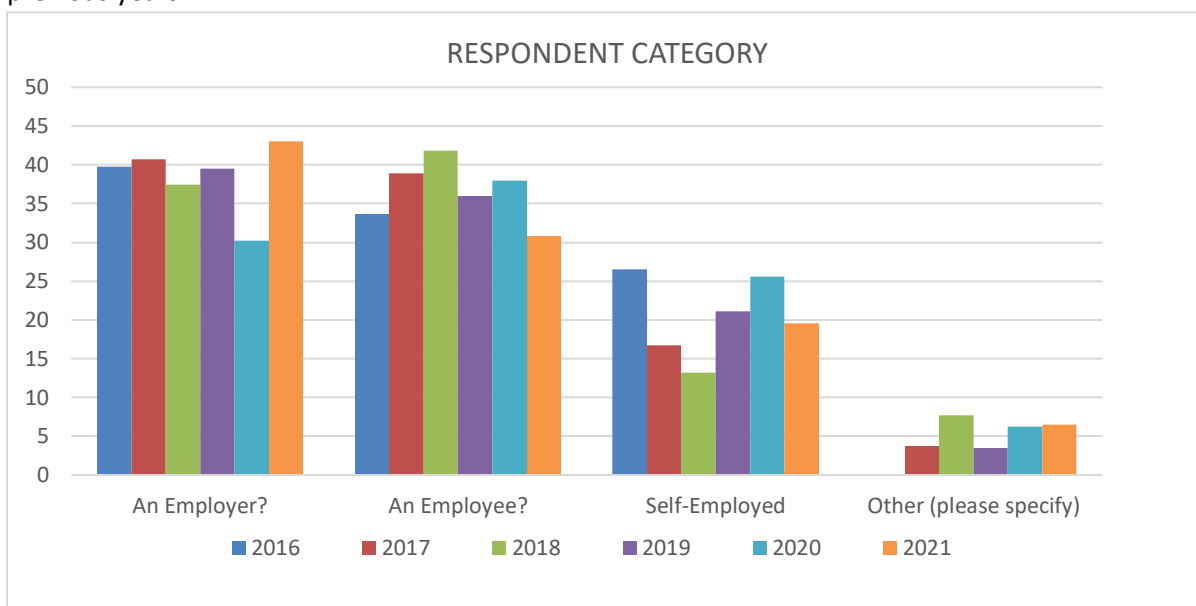
- Without a robust transit system and road infrastructure able to handle the growth of Surrey, we will be permanently handicapped.
- Fixing the connection to the Alex Fraser Bridge from Highway 17 should be the number one issue.
- Decisions on infrastructure enhancements must be expedited.
- I would love for the Province to step up and let TransLink know that the population here is tired of the rhetoric. We need new crossings with major public transit amenities. SkyTrain is too expensive, noisy and decreases property values. LRT is the way of the future. Hop on, hop off transit at grade is the best way to move people around. If they put dedicated transit lanes in the new Massey crossing, add them to the new Pattullo Bridge, and then upgrade the Port Mann Bridge to accommodate LRT we will be much better off. Eventually it could extend all the way out to Langley and beyond. Forward thinking - we can utilize the roadways we have and get people out of their cars.
- More public education regarding safe driving practices, safety inspection on all vehicles, more frequent testing of seniors and 'N' or 'L' drivers is needed.
- We need more ride sharing services with less restrictions.
- When underground piping enhancements/replacements are made, supervision and quality of work must be priority. Roads that are repaired need replacement very quickly and compromises safety.

APPENDIX 1 – Respondents in Detail

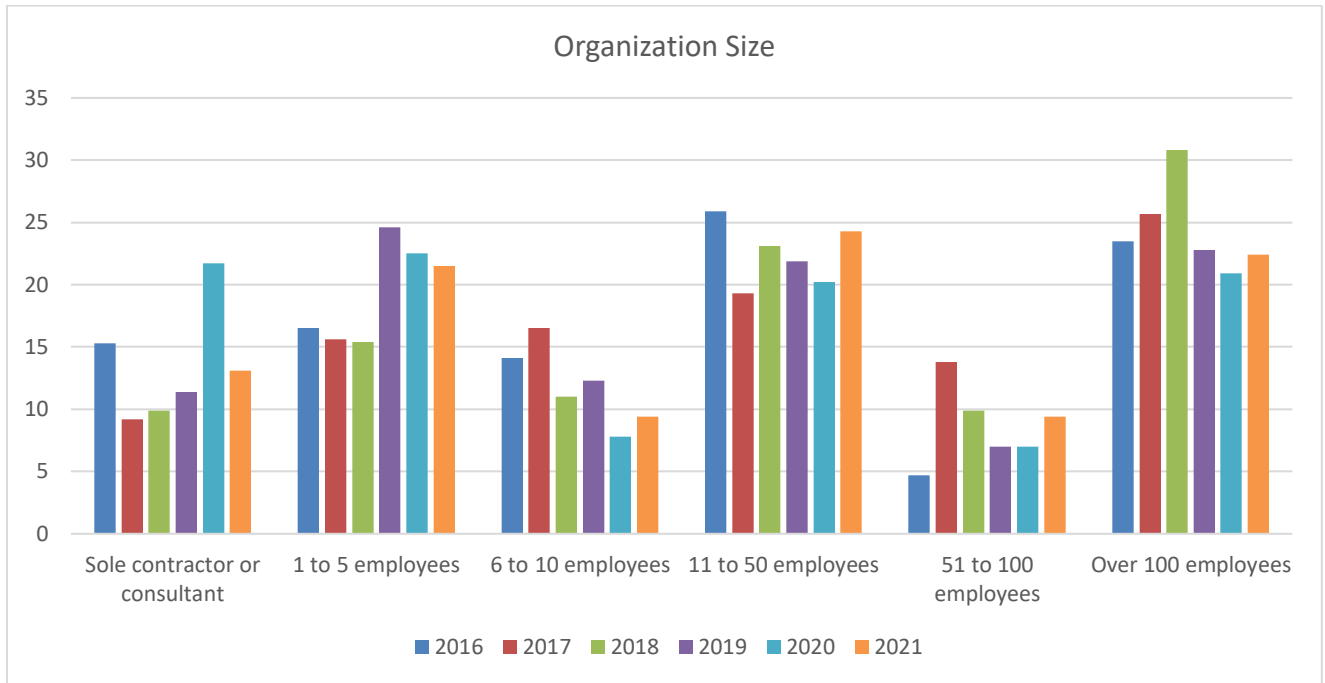
Responding to the survey is voluntary. Who chooses to respond, their industry or sector, and their particular concerns influences the data collected. Three questions are consistently asked for each survey implemented by the Surrey Board of Trade: whether they are employers or employees; how large is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

Measured against our baseline from 2016 (implemented early September), there was a 30% increase in respondents for 2017 (implemented mid- to late October), a 7% increase for 2018 (implemented late November to early December), and a 35% increase in responses in 2019. In 2020, there was an increase of 51.8% when compared to 2016, the largest increase. This year (2021), we saw a 25% increase compared to 2016.

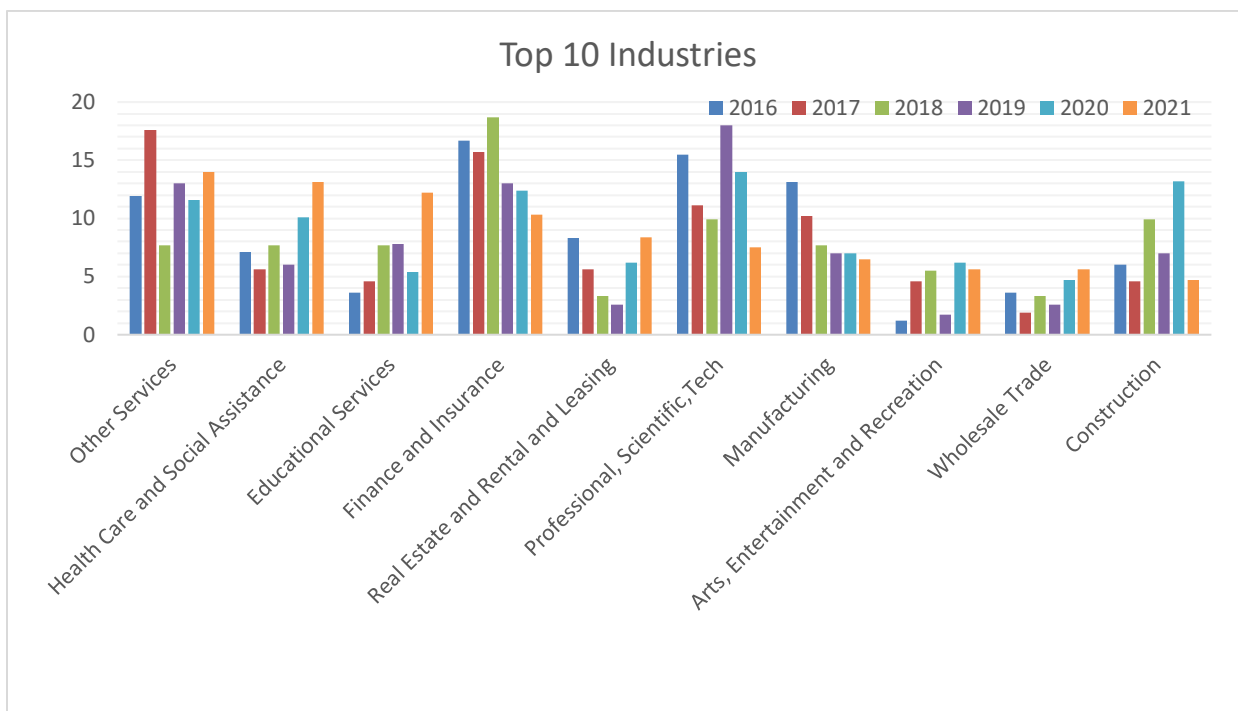
We saw a large increase in employers responding to the survey this year when compared to previous years.



Most organizations in 2021 fall within the range of 1 to 50 employees (55.2%). 31.8% of respondent’s organizations have 51 to 100+ employees. Surrey and the Surrey Board of Trade are primarily comprised of small to medium-sized enterprises⁶ and that is reflected in this survey.



⁶ According to the Organization for Economic Cooperation and Development, small firms are comprised of less than 50 employees, while medium enterprises have an upward limit of 250



Also tracked are the different industries that are represented by respondents. To be consistent, the Surrey Board of Trade uses 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 types from 2016-2018. Five new industries emerged in the 2019 survey that had not been accounted for in previous iterations including: Transportation and Warehousing; Information and Cultural Industries; Wholesale Trade; Accommodation and Food Services; and Public Administration. In 2020, we see some industries drop and others gain.

There was a large increase in respondents from the Educational Services category compared to 2020.

APPENDIX 2 – Responses in Detail

The following are the questions and responses that are asked annually. There are some new questions that were added. All answers are in percentages unless otherwise indicated. The numbers are rounded to the first decimal and therefore the total may not add up to 100%. Written responses have been edited for clarity.

RESPONDENTS

Are you:	2016	2017	2018	2019	2020	2021
An Employer?	39.8	40.7	37.4	39.5	30.2	43.0
An Employee?	33.7	38.9	41.8	36	38	30.8
Self-Employed, Contractor, Consultant?	26.5	16.7	13.2	21.2	25.6	19.6
Other (please specify)	0	3.7	7.7	3.5	6.2	6.5

For 2021, **other** comments included retired.

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	2019	2020	2021
Sole contractor or consultant	15.3	9.2	9.9	11.4	21.7	13.1
1 to 5 employees	16.5	15.6	15.4	23.6	22.5	21.5
6 to 10 employees	14.1	16.5	11.0	12.3	7.8	9.4
11 to 50 employees	25.9	19.3	23.1	21.9	20.2	24.3
51 to 100 employees	4.7	13.8	9.9	7	7	9.4
Over 100 employees	23.5	25.7	30.8	22.8	20.9	22.4

RESPONDENTS BY INDUSTRY – TOP 10

Which category would best describe your company? (NAICS based choices)	2016	2017	2018	2019	2020	2021
Other Services	11.9	17.6	7.7	13	11.6	14
Health Care and Social Assistance	7.1	5.6	7.7	6	10.1	13.1
Educational Services	3.6	4.6	7.7	7.8	5.4	12.2
Finance and Insurance	16.7	15.7	18.7	13	12.4	10.3
Real Estate and Rental and Leasing	8.3	5.6	3.3	2.6	6.2	8.4
Professional, Scientific, Tech	15.5	11.1	9.9	18	14	7.5
Manufacturing	13.1	10.2	7.7	7	7	6.5
Arts, Entertainment and Recreation	1.2	4.6	5.5	1.7	6.2	5.6
Wholesale Trade	3.6	1.9	3.3	2.6	4.7	5.6
Construction	6	4.6	9.9	7	13.2	4.7

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	2019	2020	2021
Live and work in Surrey	51.8	51.9	51.6	53	57.4	53.5
Live in Surrey, work South of Fraser	4.7	6.5	4.4	3.5	5.2	12.1
Live in Surrey, work in Metro Vancouver	7.1	7.4	8.8	8.7	9.6	10.1
Live in Surrey, work outside Metro Vancouver	1.2	2.8	1.1	0.9	0	6.1
Work in Surrey, live South of Fraser	14.2	10.2	9.9	17.4	12.2	5.1
Work in Surrey, live in Metro Vancouver	10.6	10.2	12.1	6.1	9.6	4
Work in Surrey, live outside Metro Vancouver	0.0	3.7	0.0	2.6	0.9	4
Live and work outside Surrey	2.4	3.7	3.3	7	1.7	3
Other	8.2	3.7	9.9	1	3.5	2

How do you usually get to work?	2016	2017	2018	2019	2020	2021	Average
Drive own vehicle	87.1	92.6	81.3	92.9	83.5	91.9	88.2
Use transit	4.7	0.9	4.4	0.9	6.1	1	3.0
Cycle	0.0	0.0	1.1	0	0	2	0.5
Walk	2.4	0.9	6.6	1.8	4.4	1	2.9
Carpool	1.2	1.9	2.2	2.7	0	0	1.3
Other	4.7	3.7	4.4	1.8	6.1	4	4.1

The **other** respondents in 2020 indicated that they work from home.

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	2019	2020	2021
4 or more days per week	29.4	28.7	24.4	31.3	20	24.2
Often, at least 2–3 days per week	40.0	27.8	26.7	23.5	25.2	19.2
Sometimes, at least 2 to 5 days per month	20.0	25.0	28.9	28.7	25.2	29.3
Rarely, once a month or less	8.2	14.8	11.1	10.4	20	18.2
None	2.4	3.7	8.9	6.1	9.6	9.1

How long is your average commute one-way?	2020	2021
15 minutes or less	20.0	23.2
15-30 minutes	45.2	31.3
30-45 minutes	20.0	24.2
45-60 minutes	7.0	10.1
Over one hour	1.7	8.1
N/A ⁷	4.4	0
Other (please specify)	1.7	3

⁷ We added an option for not applicable on this year’s survey due to the pandemic.

Not including your commute to work, roughly how many hours do you travel a day as part of your business?	2016	2017	2018	2019	2020	2021
0 hours	16.5	25.2	22.5	25.2	29.6	33.3
1 to 2	56.5	61.7	56.2	52.2	48.7	46.5
3 to 5	22.4	10.3	15.7	20	10.4	11.1
6 to 8	3.5	2.8	5.6	1.7	0.9	1
More than 8 hours a day	1.2	0	0	0.9	0	0
N/A ⁸					10.4	8.1

If you drive for business purposes where do you do most of your driving?	2016	2017	2018	2019	2020	2021
Within Surrey	18.1	16.0	15.9	20.4	22.6	30.3
Mostly Surrey, and some travel South of Fraser	22.9	22.0	14.8	25.7	20	17.2
Through most municipalities South of Fraser	4.8	11.0	9.1	5.3	8.7	6.1
Mostly within Metro Vancouver, north and south	45.8	46.0	55.7	46	32.2	29.3
Travel beyond Metro Vancouver	1.2	3.0	1.1	2.7	1.7	3
N/A ⁹					13.9	10.1
Other	7.2	2.0	3.4	0	0	4

⁸ We added an option for not applicable on this year's survey due to the pandemic.

⁹ We added an option for not applicable on this year's survey due to the pandemic.

EMPLOYEES TRAVEL FOR BUSINESS

Roughly what percentage of your company's workforce travel as part of their workday?	2016	2017	2018	2019	2020	2021
1-10%	35.7	35.8	25.6	29	29.6	37.4
11-20%	8.3	14.7	14.4	16.7	14.8	16.2
21-30%	9.5	9.2	18.9	6.1	12.2	7.1
31-40%	3.6	5.5	2.2	4.4	6.1	6.1
41-50%	7.1	4.6	6.7	8.8	1.7	1
51-60%	7.1	7.3	11.1	4.4	4.4	2
61-70%	2.4	1.8	3.3	1.8	3.5	2
71-80%	2.4	6.4	4.4	6.1	3.5	5.1
80-90%	3.6	4.6	4.4	9.7	1.7	5.1
91-100%	20.2	10.1	8.9	13.2	7	9.1
N/A ¹⁰					15.7	9.1

Not including commuting time, roughly how many hours per day does the average employee in your company spend travelling for business?	2016	2017	2018	2019	2020	2021
0 hours	28.6	20.2	21.6	25.2	29.6	36.4
1 to 2 hours	48.8	62.4	60.2	52.2	53	52.5
3 to 4 hours	20.2	11.0	11.4	20	8.7	7.1
5 to 6 hours	1.2	3.7	3.4	1.7	5.2	2
7 to 8 hours	1.2	0.0	1.1	0.9	2.6	0
More than 8 hours	0.0	2.6	2.3	25.2	0.9	2

¹⁰ We added an option for not applicable on this year's survey due to the pandemic.

Do your employees/staff/co-workers have barriers to choosing an alternative to driving to their place of employment?	2020	2021
There are no barriers, staff have multi modal operations to access the job place	36.5	39.4
No transit service coverage	15.7	13.1
Infrequent or limited hours of transit service	27.8	29.3
Lack of sidewalk facilities to job place	4.4	2
No safe cycling infrastructure	2.6	3
No cycle parking or end of trip facilities	0.0	0
Other (please specify)	13.0	13.1

No other choice but to use car to travel to Merritt.

Many live far enough from work that other modes do not work for them.

We tour to other theatres and it's not always possible to use methods to get there other than driving one's own car.

Some are forced to live further out in the valley (due to housing costs) and therefore have long commutes

Some staff have transit coverage, others do not.

Distance

They drive, as it is too far to cycle or walk for them. They may be able to use public transit but have not expressed need to.

Currently, staff are not travelling due to COVID. Pre-COVID, they would be visiting clients in their homes but this has been suspended for the past 18 months.

Taking pets to work requires a personal vehicle.

STRATEGIES TO MANAGE TRAFFIC DEMAND

To what degree are your business operations impacted by traffic congestion? E.g. through longer delivery times, unpredictable travel times between job sites, uncertain times to ship or receive goods/service, etc.	2020	2021
Traffic congestion has limited to no impact on my business operations	25.7	23.5
My business is somewhat impacted by increasing traffic congestion	50.5	48.2
My business is significantly impacted by increasing traffic congestion	23.8	28.2

How innovative should Surrey be in implementing strategies aimed at reducing traffic congestion in the longer term?	2021
Current approach – Implement some alternatives as long as they don’t delay or interfere with car traffic e.g. transit priority measures on roads that are wide enough to not delay cars. Extend the SkyTrain network as funding allows. This won’t impact cars, but it also won’t encourage as many people to use alternatives as the options below, forcing more people to drive for their daily needs. Traffic congestion will continue to increase, and businesses won’t see as many long-term benefits.	19.3
Continue to extend the rapid transit network as funding allows and begin to implement more transit priority measures on higher transit ridership roads recognizing there may be some impact to cars. Invest more resources into building sidewalks and protected cycling facilities. This approach gets more people out of their cars than the current approach and results in less congestion.	59
Introduction of mobility pricing with purposeful and systematic expansion of transit priority measures on high transit-ridership corridors and the introduction of street-based rapid transit (e.g., bus rapid transit operating in an exclusive lane separated from general traffic) in addition to SkyTrain expansion in order to reach more people and places sooner than SkyTrain only. Surrey completes a network of sidewalks and protected cycling facilities in all town centres and commercial areas. A more complete cycling network enables the introduction of bike sharing and micro-mobility services. Motor vehicles are delayed in the short-term but in the longer-term many more people take transit, walk and cycle leaving more space on the road for auto-dependent users.	21.7

DRAFT VISION FOR FUTURE TRANSPORTATION

The City of Surrey is creating a new, innovative transportation plan for the Surrey of the future. This is an opportunity for the Surrey Board of Trade members to offer their input on the plan. The plan will be rooted in community values informed through public consultation, including the Board of Trade, and built on five key pillars:

1. Grow the transportation network
2. Prioritize human life above all else
3. Tackle the climate crisis
4. Innovate through technology and new mobility
5. Balance equity

In fall 2020, phase 2 of public consultation explored community values and the current Surrey transportation experience, with input from residents, businesses and stakeholders including the Surrey Board of Trade. Based on this feedback, the City created a draft vision and identified four bold moves that deliver on the five pillars.

Does the Vision capture your values and your vision for the future of transportation in Surrey?	
Yes	50.0
No	10.7
Somewhat	39.3

To what extent do you support or oppose this vision for the future of transportation in Surrey?	
Strongly support	31
Somewhat support	35.7
Neutral	20.2
Somewhat oppose	7.1
Strongly oppose	3.6
Don't know	2.4

The City is now working to refine the bold moves which will be undertaken over the next 10 years to deliver the new vision for transportation in Surrey.

Put Safety First: Value human life above all else in the transportation network by building streets that prioritize safety over the movement of vehicles. To what extent do you support or oppose this bold move for the future of transportation in Surrey?

Strongly support	46.4
Somewhat support	26.2
Neutral	13.1
Somewhat oppose	9.5
Strongly oppose	3.6
Don't know	1.2

Support 15-minute Neighbourhoods: Complete the walk and bike networks for all Surrey residents that live within an easy walk or roll of their daily needs. What is a 15 Minute Neighbourhood? It is localized shops and services and access to transit within a short distance from your home. It supplements the greater level of services provided in areas like Surrey City Centre and the Town Centres such as Newton so that more services are closer to home. By having daily needs close at hand, we can spend less time in traffic and more time with friends and family.

To what extent do you support or oppose this bold move for the future of transportation in Surrey?

Strongly support	58.3
Somewhat support	31
Neutral	4.8
Somewhat oppose	3.6
Strongly oppose	2.4
Don't know	0

Connect Communities with Rapid Transit: Build a Rapid Transit Network that supports and connects all of Surrey’s Town Centres. Rapid transit is any form of transit that is fast, frequent, and high capacity. By focusing on this bold move the City will plan for a rapid transit network that supports and connects all of Surrey’s Town Centres.

To what extent do you support or oppose this bold move for the future of transportation in Surrey?	
Strongly support	69.1
Somewhat support	25
Neutral	2.4
Somewhat oppose	3.6
Strongly oppose	0
Don't know	0

Which of the following two options would you be more supportive of? Select one.	
Maintain current road space and only build SkyTrain; expanding more slowly to fewer people and places	18.1
Give some existing road space to build more rapid transit on the street; expanding sooner and connecting more people and places	72.3
I don't know/ No opinion	3.6
I do not support either of them	6

Invest in Green Transportation Choices: Increase and prioritize investment in walking, cycling and transit before personal vehicles.

To what extent do you support or oppose this bold move for the future of transportation in Surrey?	
Strongly support	40.5
Somewhat support	29.8
Neutral	13.1
Somewhat oppose	15.5
Strongly oppose	1.2
Don't know	40.5

Surrey’s current 10-year capital plan proposes to invest \$940 million to improve the transportation network. Currently, 90% of that funding is for road expansion, while walking, cycling and transit combined represent about 10%.

What percentage of existing funding for adding new car lanes would you support reallocating to safety improvements that will increase choices for walking, rolling and transit?

0% - I support the current roads first approach	16.7
10%	15.5
20%	9.5
30%	14.3
40%	6
50%	9.5
60%	8.3
70%	4.8
80%	8.3
90%	1.2
100%	6

CITY ROADS AND PROJECTS

City roads, intersections, and projects change annually. 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 from 140 Street to 96 Avenue	50.6
80 Avenue: Widen to 4 lanes from 132 Street to King George Boulevard	29.1
64 Avenue: Widen to 4 lanes from 177 Street and 184 Street	34.2
152 Street: Widen to 4 lanes from 40 Ave to 50 Ave	49.4
South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Ave, 32 avenue, and 152 Street (overpass and widening)	57.0
Didn't see your priority? List it here:	27.9

16th Avenue -- already unsafe; new development will only worsen it.

Improve 192 Street interchange at Highway #1.

Expansion of 84 Avenue from King George Boulevard to 140 Street.

A freeway from Tsawwassen to Abbotsford.

140 Street: Widen to 4 lanes from 92 Avenue to 88 Avenue.

Better fast access to Highway 1 from South Surrey, South Langley.

96 Avenue

Road Safety first. The road size and maintenance is not commensurate with the speed limit. e.g. 80th Avenue between Scott Road and 128 Avenue: this is mostly single lane, yet 60KMPH speed limit, which is a lot. Plus with a lot of bumps and water clogging. During rainy days; just between 124 Street and 125 Street, if the car passes that stretch on a green-light at 40-60KMPH, it is 100% likely that it will throw splashes of water on pedestrians. Pedestrians include - extremely senior people; young, hardworking people commuting for work in their work-dress. Talking about safety, maintenance of law and order on current roads is important especially revision of the speed limits on narrow roads and their strict adherence.

Build 32nd Avenue to a proper standard from 176th Street to 200th Street and beyond (this is a major truck route that has been overloaded with all of the development of Campbell Heights).

Croydon Road is at 150-200% of capacity with most local residents fearing it near rush hour. Also continue to expand the widening of 32 Avenue so continuous from 152 Street to 192 Street and to the east of this as development as the rate of development, south of 32 Avenue has been massive since I moved here in 2012.

Highway 10

160 Street from 84 Avenue to 96 Avenue - 4 lanes.

96th Avenue in Port Kells should have two more traffic lights. There is a major accident or fender bender along here daily. As the bus service has significantly increased with foot passengers there are no crosswalks/sidewalks, which would make it much safer to cross the street. The speed on 96th Avenue is usually almost double what is posted. This is a very unsafe road for foot passengers.

Widen 132 Street from 72 Avenue to 96 Avenue.

72nd Avenue, Fraser Highway.

Increase exit points on Highway 99 when leaving Douglas border crossing.

Expand 168th Street from Fraser Highway to 64th Avenue to 4 lanes.

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.	
84 Avenue: New construction from 124 Street to 128 Street	47.1
Whalley Boulevard: New construction from Fraser Highway to 96 Avenue	61.4
192 Street Diversion: New construction from Fraser Highway to 68 Avenue	62.9
20 Avenue Overpass: A new Highway 99 overpass and improvements to 152 Street	61.4

Other comments include:

148 Street between 84 Avenue and 108 Avenue.

24th Avenue overpass (not 20th Avenue; stick with the every 8 blocks system in place); extension of left turn lanes leading into roads that have become major routes, such as 24th Avenue east from King George Boulevard.

A freeway from Tsawwassen to Abbotsford, connect to #1 Highway.

Priority to build through fares that flow. 152nd Street expansion.

Better direct connectivity to Highway 1.

96 Avenue

32 Avenue and Croydon Road have >90% of my concern attention presently.

32nd Avenue from 160 Street to 190 Street, one lane of traffic does not work for the volume.

24th Avenue from 160 Street to 190 Street, one lane of traffic does not work for the volume.

Indicate which of the following road intersections would be your top 3 priorities for improvement – please choose only 3	
88 Avenue and 140 Street	70.8
104 Avenue and 156 Street	52.8
24 Avenue and 184 Street	48.6
88 Avenue and Harvie Road	43.1

Other feedback provided by respondents:

88 Avenue and 148 Street.

Entire King George Corridor; Bailey Bridge in south end; coordination of traffic lights so traffic flows without interruption by pedestrian-operated lights (those must be tied into overall system for system to be efficient/effective).

16 Avenue

Rapid transit buses now that move quickly without stopping everywhere and facilitate travel to campuses. More rapid transit options!

152 Street & 84 Avenue.

Access to Highway 99 from King George Boulevard to go south. Access to Highway 99 to go south from 24th Avenue and 32nd Avenue. The congestion in South Surrey with all the building in this area over the last 5 years has made congestion and traffic accidents constant. Giving better access to the highway would reduce so much congestion and traffic accidents.

32nd Avenue and 184th Street.

I suggest 24th Avenue has to be widened between Campbell Heights industrial area west through Croydon Road, where not already done.

64th Avenue and 152nd Street has heavy volume.

152nd Avenue and #10 Highway, also heavy volume.

BIKE SHARING IN SURREY

How likely would you be to cycle to work if Surrey had bike sharing?	2020	2021
Very unlikely	46.5	10.6
Unlikely	22.8	4.7
Somewhat unlikely	8.9	17.7
Neither likely nor unlikely	6.8	21.2
Somewhat likely	8.9	10.6
Likely	3	16.5
Very likely	3	18.8

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 two columns added
Rapid Transit between Guildford, City Centre and Newton on King George Blvd & 104 Ave	2.5	11.4	21.5	21.5	35.4	57.0
Rapid Transit on Fraser Highway between City Centre and Langley	5.1	11.4	17.7	13.9	44.3	58.2
New B-Line bus service on Scott Road and 72 Ave	2.5	10.1	22.8	13.9	30.4	44.3
New B-Line bus service to South Surrey/White Rock	5.1	7.6	26.6	19.0	35.4	54.4
More frequent service on existing bus routes	1.3	13.9	16.5	29.1	32.9	62.0
New bus service to neighbourhoods not served by transit	3.8	8.9	16.5	20.3	41.8	62.0
Later bus service on select routes	5.1	10.1	13.9	24.1	39.2	63.3
Enhanced bus stops, shelters, benches, and sidewalk access improvements	2.5	5.1	24.1	19.0	44.3	63.3

CURBSIDE PULL-OUTS FOR BUSES

How important are curbside pull-out lanes to you?	2020	2021
Extremely important	37.9	44.3

Very important	28.7	32.9
Somewhat important	21.8	16.5
Not so important	5.8	3.8
Not at all important	5.8	2.5
How effective would bus pull-outs be in reducing congestion along major arterial roadways such as 104 Avenue, Fraser Highway, King George Boulevard, 128 Street, 72 Avenue, 88 Avenue, etc.?	2020	2021
Effective	83.9	86.1
Not effective	6.9	2.5
No opinion	8.1	8.9

ROAD SAFETY

The City of Surrey Vision Zero: Safe Mobility Plan.

Rank your level of agreement with the following Vision Zero principles to make Surrey roads safe.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	First 2 columns added – out of 100%
No loss of life is acceptable on Surrey roads. Zero is the only target worth aiming for.	3.9	3.9	7.8	33.8	50.7	84.4
Traffic fatalities and serious injuries are preventable.	3.9	2.6	6.4	43.6	43.6	87.2
Eliminating fatalities and serious injuries is a shared responsibility between road users and those who design and maintain our roads.	3.9	2.6	6.4	33.3	53.9	87.2
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).	5.1	3.9	26.9	41.0	23.1	64.1
Use data and best practice to determine the areas where road improvements should be made.	3.9	0.0	9.1	41.6	45.5	87.0
We all need to do our part to keep our most vulnerable users safe.	3.9	2.6	9.1	40.3	44.2	84.4
Speeding in my community is a high concern.	5.1	7.7	29.5	26.9	30.8	57.7

Do you think lower speed limits would help reduce collisions in Surrey?	2020	2021
Yes	31	35.4
No	50.6	44.3
Don't know	18.4	20.3

On what types of roads would lower speeds be acceptable to you? Check your top 3 priorities	2020	2021
In residential areas	75.9	62.0
Near elementary schools (on local and collector roads)	82.8	89.9
Near secondary schools (on local and collector roads)	54	67.1
In commercial areas	11.5	15.2
Near facilities for seniors	36.8	48.1
On arterials, the main roads through the city	12.6	16.5
Other suggestions?	11.5	8.9

Other suggestions from 2021 include:

Near and in mall lots (think the nightmare that is Grandview Heights shopping area: Home Depot, etc.

People don't listen to laws anyway.

At lower speeds drivers' attention can wander. Citing sources:

[https://www.monash.edu/muarc/archive/our-publications/reports/muarc276:](https://www.monash.edu/muarc/archive/our-publications/reports/muarc276)

[https://www.chicagolawyer.com/blog/do-increased-speed-limits-prevent-accidents/ :](https://www.chicagolawyer.com/blog/do-increased-speed-limits-prevent-accidents/)

[https://www.sciencedaily.com/releases/2018/12/181212135021.htm:](https://www.sciencedaily.com/releases/2018/12/181212135021.htm)

None, people are going to speed regardless of the speed signs. Many accidents also happen because people drive too slow and it frustrates others who then try to speed around the slow drivers and that causes accidents. I would suggest putting minimum speed limits so people know a range that is appropriate (and legal) to drive within.

Lower speeds have been implemented in my neighbourhood but are not being abided by as they are not being enforced.

And enforce it. Don't just list it.

Post reasonable speed limits that people can follow. In some areas, the speed limit is too low, causing people to speed, whereas in other areas, it is too high.

RIDESHARING SERVICES

How important is it to you to have ridesharing services without pickup location restrictions?	2020	2021
Extremely important	40.0	33.3
Very important	23.5	26.9
Somewhat important	13.9	16.7
Not so important	11.3	7.7
Not at all important	3.5	10.3

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?	2020	2021
Yes, daily	1.2	2.6
Yes, 2 or 3 times a week	8.1	10.3
Sometimes, a few times a month	21.8	12.8
Sometimes, a few times a year	39.1	29.5
No, not for business travel	29.9	44.9

Should the Pattullo Bridge be a 6-lane crossing on opening day?	2020	2021
Yes	74.7	76.9
No	11.5	10.3
Don't know	13.8	12.8

GEORGE MASSEY TUNNEL

Do you use the Massey Tunnel while travelling for business?	2020	2021
Yes, daily	1.2	1.3
Yes, 2 or 3 times a week	6.9	15.4
Sometimes, a few times a month	26.4	25.6
Sometimes, a few times a year	26.4	19.2
No, not for business travel	39.1	38.5

Please choose one of the following options:	2020	2021
I would like to see the Massey Tunnel replaced with a bridge	52.9	55.1
I would like a bridge to replace the tunnel, but with fewer lanes	3.5	0.0

I would like to see the results of the provincial report before deciding	21.8	26.9
No bridge, add another tube to the Massey tunnel and upgrade existing ones	18.4	14.1
No bridge and no more tunnels, upgrade the existing ones	3.5	3.9

“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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Contact:	Surrey Board of Trade
Jasroop Singh Gosal	101 – 14439 104 Avenue
Policy & Research Manager	Surrey BC V3R 1M1
Jasroop@businessinsurrey.com	604.581.7130
	info@businessinsurrey.com