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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 its 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 its 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

The eighth annual road survey includes the results from 2016 to 2023. 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 2023.

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 55.6% of respondents live and work in Surrey, which is a decrease from 2022. 70% of respondents work in Surrey, a decrease from the previous year.

Patterns are emerging with eight years of comparable data. We observed an increase in those driving for business purposes during the workday in 2023. More people are driving their own vehicle to get to work in 2023 (84.4%) compared with 2022 (78.7%). Only 1.1% used transit, 1.1% walked, and 11.1% work from home.

We noted that the majority of respondents spend between 15-45 minutes in traffic during their average commute one-way.

The top 3 choices for corridors to be improved are:

- 152 Street Overpass of Highway 99: Widen to 4 lanes with transit, walking and cycling facilities
- 88 Avenue: Widen to 4 lanes with walking and cycling facilities from 156
 Street to 176 Street
- 132 Street: Widen to 4 lanes with walking facilities from 72 Avenue to 96 Avenue

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. More respondents were willing to bicycle to work if given safe infrastructure.

Support for the new Pattullo Bridge with an expanded 6 lanes is strongly supported, while 60% of respondents indicated support for the Massey Tunnel replacement project.

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



Survey Highlights

The daily commute	55.6% of respondents live and work in Surrey – this has decreased since last year
	11.1% work in Surrey but live South of the Fraser or in Metro Vancouver, down from the previous year
	84.4% drove their own vehicle to work – up from 2022 (78.7%)
	1.1% walked to work, down from the previous year (2.3%)
Traveling for business	27.8% drive 4 or more days a week for work – up from 2022
	27.8% drive 2-3 days per week
	14.4% rarely drive, a decrease from previous surveys
Work from home	35.6% work from home 3-5 days a week
	41.1% do not work from home at all
Travel destinations	13.3% travel within Surrey, down from the 2022 survey
	49.9% travel throughout the South Fraser (Surrey plus options combined)
	82.1% travel throughout Metro Vancouver (combining multiple options)
Employee travel	36.7% of respondents estimate that 0-20% of their colleagues travel for business purposes
	52.2% of colleagues travel 1 to 2 hours per day on average, up from the previous survey
Barriers to choosing alternative modes of	36.7% indicated that there are no barriers to choosing different options – down from the previous year's survey responses
transportation	51.1% indicated that there is a barrier
Traffic congestion impact on business operations	20% indicated there was a limited impact to business operations, down substantially from last year
	40% indicated traffic congestion somewhat impacted business operations
	40% indicated traffic congestion had a significant impact business operations, down from last year
Top 3 corridors requiring attention	38.2% chose 152 Street Overpass of Highway 99: Widen to 4 lanes with transit, walking and cycling facilities
	35.3% chose 88 Avenue: Widen to 4 lanes with walking and cycling facilities from 156 Street to 176 Street
	33.8% chose 132 Street: Widen to 4 lanes with walking facilities from 72 Avenue to 96 Avenue
Top choice for road connections	77.8% prioritized 72 Avenue with new construction from 152 Street to Fraser Highway



Top 3 intersections requiring improvement

66.7% indicated 104 Avenue and 156 Street

60.3% indicated 88 Avenue and 140 Street

47.6% indicated 88 Avenue and Harvie Road

Transit needed

58.8% of respondents stated that we **should have** and **definitely need** rapid transit on King George Boulevard from City Centre to Newton

51.5% of respondents determined that we *should have* and *definitely need* rapid transit on Scott Road/72 Avenue

50% of respondents determined that we *should have* and *definitely need* rapid transit on 104 Avenue from City Centre to Guildford

Curbside bus pull-outs

72.1% believe that curbside pull-outs for buses are *very important* and *extremely important*, which is a slight increase compared to 2022

77.9% believe that curbside pull-outs for buses would be effective in reducing congestion along major arterial roadways

Safety first

35.3% support lower speed limits to help reduce the severity of collisions in Surrey

47.1% did not support lowering speed limits to reduce the severity of collisions in Surrey

Cycling

36% of respondents would be *very unlikely* to *somewhat unlikely* to cycle to work if Surrey had a network of safe, protected and connected cycling facilities

49.4% of respondents would be *very likely* to *somewhat likely* to cycle, up significantly from 2021 and 2022

Major infrastructure

47.8% want the Pattullo Bridge to have 6 lanes available when traffic wait times extend beyond 10 minutes to cross the bridge beyond the peak hours

22.4% want the Pattullo Bridge to have 6 lanes available when population levels increase

56.7% are fine with the current design of the new Massey Tunnel replacement project



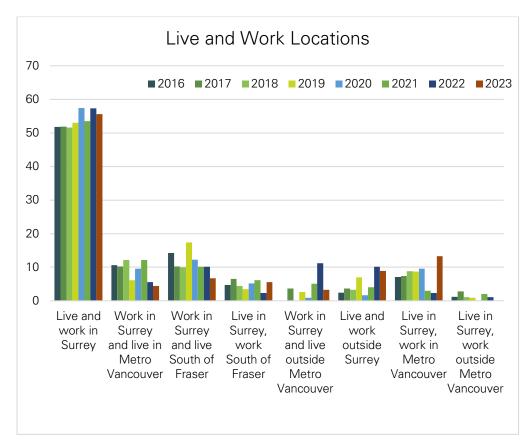
Methodology

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, X (formerly Twitter), and LinkedIn.

Overview of Results

Please note: Details and tables of results are in Appendix 2 on page 32. 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%.

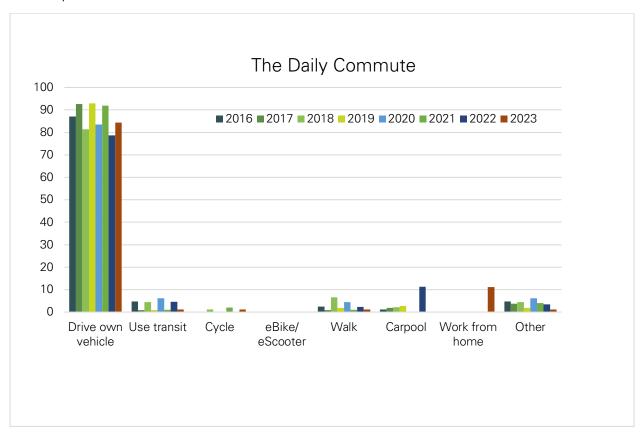
COMMUTING IN SURREY



One of the more important metrics to measure is how many respondents work in Surrey. Over 55.6% live and work in Surrey, and this is consistent over the past seven years. Most of those who chose *other* pointed out that they work from home or are retired.



Transit usage is consistently low over the history of the survey. This year, 1.1 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. In 2023, we saw less individuals reporting that they use transit.

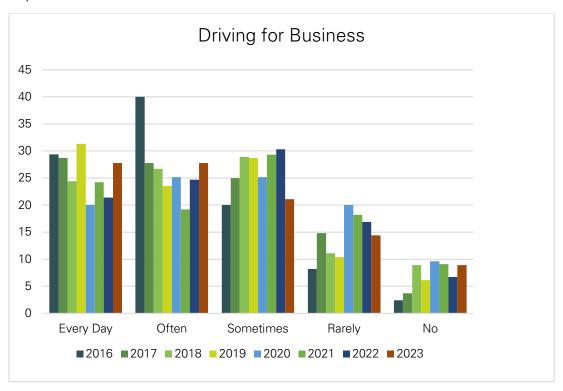


We saw a small increase in respondents that cycled to work (1.1%). Carpooling and walking decreased. Overall, respondents mostly live and work South of the Fraser and will drive as part of their commute. This year, we asked respondents if they worked from home, which 11.1% of respondents indicated they did. Those that indicated '*Other*' would be working from home, retired and/or use another mode of transportation.



RESPONDENTS' WORK-RELATED TRAVEL

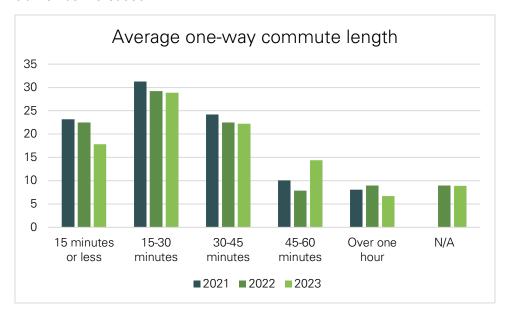
Travelling to and from work, as well as heading out to sales calls, meetings, and other errands, can consume a good portion of a workday. With eight years of data, we can speculate that there is a trend developing in daily business travel. There was an upward trend of those who responded that they often or sometimes travelled daily for business during the day. Those who do not drive at all for business during the day is up compared to 2022. Those who drive every day has increased.



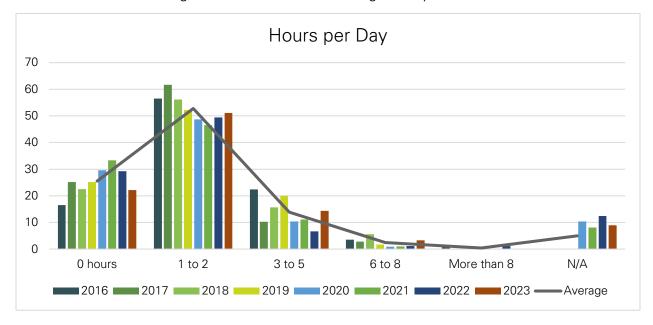
We asked respondents to specifically tell us how many days per week they work from home. We saw that 58.9% of respondents work from home between 1-5 days but there were quite a few (41.1%) that did not regularly work from home at all.



When respondents were asked how long their average commute was one-way, the majority spend between 0-45 minutes in traffic. The number of respondents spending 45-60 minutes in traffic has increased.



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 relatively consistent with the most travel time being between 1 to 2 hours during the day.



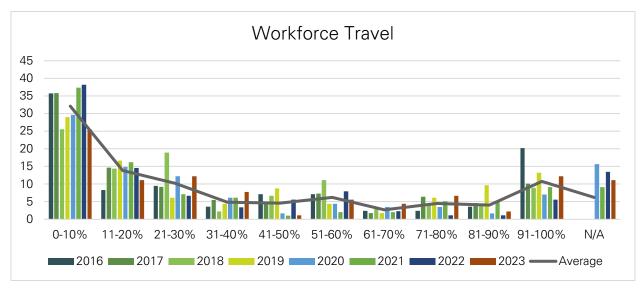


When respondents were asked that if they did drive for business purposes, where did they do most of their driving? Respondents this year travelled mostly within Surrey (adding respondents that indicate *Within Surrey and Mostly Surrey* together), an increase compared to the previous 4 years, and many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

	2016	2017	2018	2019	2020	2021	2022	2023
Within Surrey	18.1	16	15.9	20.4	22.6	30.3	24.7	13.3
Mostly Surrey, and some travel to other municipalities South of the Fraser	22.9	22	14.8	25.7	20	17.2	18	34.4
Through most municipalities South of the Fraser	4.8	11	9.1	5.3	8.7	6.1	3.4	2.2
Mostly within the Metro Vancouver								
Region, North and South of Fraser	45.8	46	55.7	46	32.2	29.3	38.2	32.2
Travel beyond Metro Vancouver	1.2	3	1.1	2.7	1.7	3	3.4	5.6
Other (please specify)	7.2	2	3.4	0	0.9	10.1	0	1.1
N/A	-	-	-	-	13.9	4	12.4	11.1

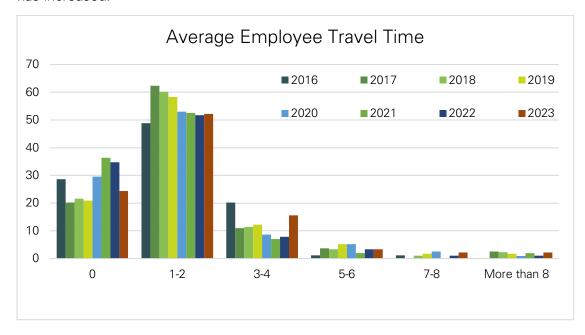
EMPLOYEES' TRAVEL FOR BUSINESS

Respondents were asked to assess the work-related travel by other employees in their company. Most of the respondents over the years travel minimally for work (0-30%). There was an unusual increase in respondents travelling between 61-100% of the time.



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 most respondents and their coworkers do not travel often.

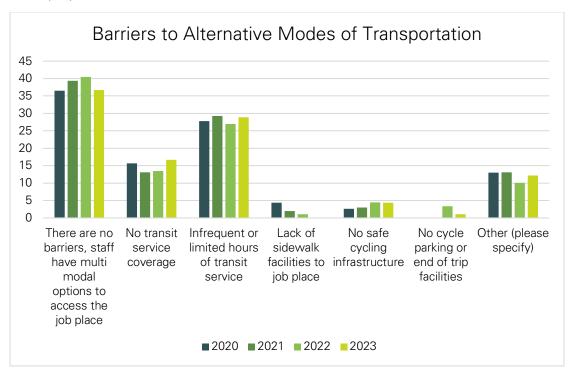
Despite relying on the guestimates of respondents, 2016 to 2023 results for the estimated travel time of employees are very similar. The number of hours employees or coworkers travel has increased.





BARRIERS TO CHOOSING ALTERNATIVE MODES OF TRANSPORTATION

We asked whether employees have barriers to choosing an alternative to driving to their place of employment.

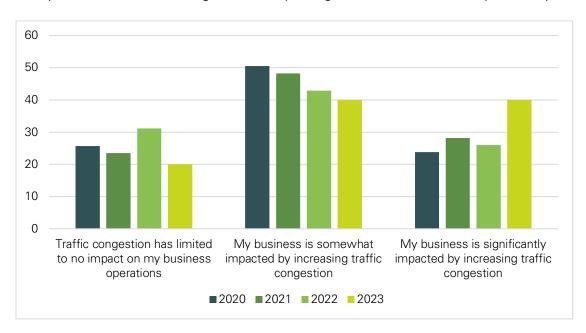


Less respondents are indicating there are no barriers compared to the previous years, with the lack of transit service and limited service hours are prevalent concerns to the business community. Those that indicated 'Other' stated that employees had to carry tools, equipment, and visit and transport clients.

TRAFFIC CONGESTION AND ITS IMPACTS ON BUSINESS OPERATIONS

The impact of traffic congestion 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 previous years.





INNOVATION IN TRAFFIC REDUCTION STRATEGIES

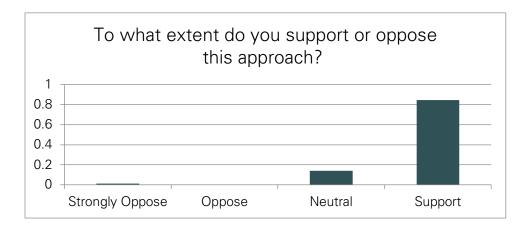
Congestion is a growing concern on Surrey's roads. While there is a desire to add more lanes on many roads, experience from other North American cities tells us that building more lanes of traffic only temporarily reduces traffic congestion. In the longer-term, more lanes lead to more traffic and worsening congestion. We asked how respondents would like Surrey to address this issue.

Build fewer lanes of traffic for cars and increase the amount of transit priority, protected cycling lanes and sidewalks. I understand this may not reduce congestion immediately but in the medium to longer term more people will take transit, walk and cycle leaving more space on the roads for those who must travel by car.	40.0%
Continue building more lanes of traffic for cars. I understand this may alleviate some congestion in the shorter-term but will lead to increased traffic in the longer term as more people are encouraged to travel by car and there are fewer opportunities for diverting car trips to transit, cycling and walking.	60.0%

WALKING ACTION PLAN

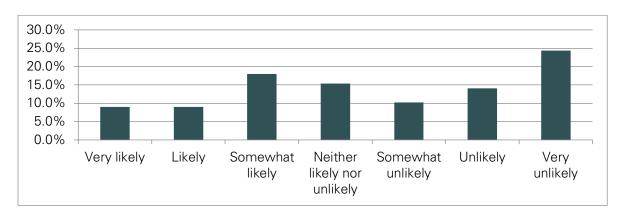
84.6% of people surveyed want to walk more than they do today, but people are concerned about missing sidewalks in Surrey. To make walking safer and easier, over the next 10 years Surrey would like to construct sidewalks within the following walking distances of these key amenities:

Within a 5-minute walk of all schools Within a 2–3-minute walk of grocery stores and bus stops Within a 5-minute walk of SkyTrain stations



CYCLING TO WORK

People told us they want to cycle more than they do today, but safety is the biggest barrier. People don't feel comfortable cycling on busy roads with cars and trucks. Surrey is proposing to build a safe, protected, and connected bike network focused on neighbourhoods in Surrey with the highest number of people and jobs where cycling has the greatest potential to access daily needs (for example in Surrey City Centre and Guildford). In some cases, protected cycling may impact on-street parking and narrow existing travel lanes. If Surrey had a network of safe, protected and connected cycling facilities, we asked how likely would employees be to cycle to work?

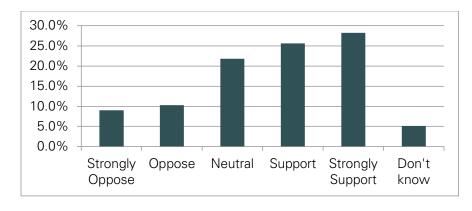


SUPPORT FOR A PROTECTED BIKE NETWORK

The City is proposing to build a network of protected, connected and continuous bike lanes on the following streets:

All arterials and collectors in Surrey's Town Centres Within 800 metres of all existing and future rapid transit stations On key connections between Town Centers, including on TransLink's Major Bike Network.

The majority of respondents supported or strongly supported this approach (53.9%). Only 19.3% opposed or strongly opposed the approach.





TRANSIT ACTION PLAN

There is a strong demand for more and better transit service across Surrey. This includes more bus service, expanded RapidBus routes and more Rapid Transit – including Bus Rapid Transit where buses operate in an exclusive right of way, separated from general traffic, and board the bus at stations which feature advanced passenger amenities like real time information and off-board fare payment.

The Transit Action Plan responds to this and includes working with TransLink to deliver Transport 2050 10-Year Priorities in Surrey. In the next five years the plan is to:

- Deliver SkyTrain on Fraser Highway from King George Station to Langley
- Implement the R6 Scott Road RapidBus (R6) on Scott Road and 72 Avenue between Scott Road Station and Newton Exchange
- Extend the R1 King George Boulevard RapidBus from Newton to South Surrey/ Semiahmoo Town Centre
- Complete the design study and prepare to deliver Bus Rapid Transit (BRT) on King George Boulevard from Surrey Centre to Newton/South Surrey

Over the next 10 years the plan is to:

- Upgrade the R6 Scott Road RapidBus to Rapid Transit
- Implement new RapidBus service on 96 Avenue between Scott Road, City Centre, Anniedale/Tynehead, and Port Kells to Langley
- Implement new RapidBus service on 24 Avenue between South Surrey/Semiahmoo, Grandview Heights, Campbell Heights to 200 Street
- Implement new RapidBus service on 152 Street between Guildford and Newton

Over 74% of respondents supported or strongly supported the five and 10 year priorities that were listed. Only 3.9% strongly opposed these priorities.

Respondents also listed a few other priorities that weren't mentioned, which include:

- A direct bus from South Surrey to Downtown Vancouver
- Open up access to Highway 16 from 136 Street and King Road
- Transit improvements along 80 Avenue and 132 Street
- Transit connecting Fleetwood and Clayton Heights to South Surrey

TRANSIT PRIORITY ACCESS

Providing transit priority access makes transit more reliable, more time competitive with driving, and more attractive to use. Transit is also one of the most efficient uses of road space - a standard 40-foot bus can typically carry 50-60 people, which could potentially take the same number of single occupancy cars off the road, reducing traffic congestion and travel times for those that need to drive (like tradespeople and delivery drivers). We asked to what extent do you support or oppose transit priority (signals, queue jumpers) that improves the speed and reliability of buses and respondents indicated support (74%) while only 5.2% opposed or strongly opposed the plan.



GOODS AND VEHICLE MOVEMENT ACTION PLAN

Surrey understands cars and trucks play an important role in the economic viability of our city. The majority of trips in Surrey are by private vehicles. In the future, the City wants to give people more sustainable choices in how they travel, but cars and trucks will continue to play a major role in transportation. The Goods and Vehicle Movement Action Plan proposes to provide strategic, targeted road expansion based on evidence – building more road capacity where it is most effective at reducing traffic congestion and supporting goods movement. Road expansion will focus on the following:

- Completing the arterial road network
- Supporting trades and goods movement, including the Major Road Network and truck routes
- Intersection improvements where investment is most effective at reducing congestion
- Developing intelligent transportation systems to leverage new data and technology

This approach will help keep goods moving throughout the city, supporting economic and population growth. Respondents indicated that they supported or strongly supported this approach (80.8%).

MICROMOBILITY AS A MEANS TO REDUCE CONGESTION

This year, we asked if respondents would support the use of alternative micromobility solutions such as e-bikes and e-scooters. Over 56% of respondents indicated they would support the use, while 36.8% indicated they would not support the use of e-bikes or e-scooters. Some provided information on why they wouldn't support the use of these options and the top responses included:

- Storing the scooters or bikes is an issue
- Distance you would have to travel between town centres is too great



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 three 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. For the full table, please see Appendix 2, page 47.

ROAD CORRIDORS

1.	152 Street Overpass of Highway 99: Widen to 4 lanes with transit, walking and cycling facilities	38.2%
2.	88 Avenue: Widen to 4 lanes with walking and cycling facilities from 156 Street to 176 Street	35.3%
3.	132 Street: Widen to 4 lanes with walking facilities from 72 Avenue to 96 Avenue	33.8%

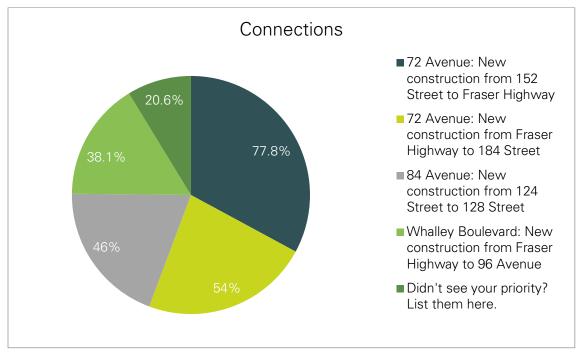
About 21% of the respondents had suggestions in addition to those provided by the City. See Appendix 2, page 47 for the entire list.

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¹ Totals will not add up to 100 as respondents were asked to choose their top 3.

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 on 72 Avenue from Fraser Highway to Fraser Highway was picked most.



Close to 21% of respondents provided alternative choices. See appendix 2, page 48 for the full list of responses.

"148 Street between 84 Avenue and 108 Avenue. There is construction and improvements happening every other month with no end in sight. 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.²

1. 104 Avenue and 156 Street	66.7%
2. 88 Avenue and 140 Street	60.3%
3. 88 Avenue and Harvie Road	47.6%

Various intersections on Highway 17 dominated the recommendations by many respondents who provided additional suggestions. For a full list of alternative recommendations, see Appendix 2, page 49.

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



TRANSIT

Respondents were asked to rate transit improvement options. The top three options that respondents indicated we should have and definitely need include:

1.	Rapid transit on King George Boulevard from City Centre to Newton	58.7%
2.	Rapid transit on Scott Road/72 Avenue	51.5%
3.	Rapid transit on 104 Avenue from City Centre to Guildford	50.0%

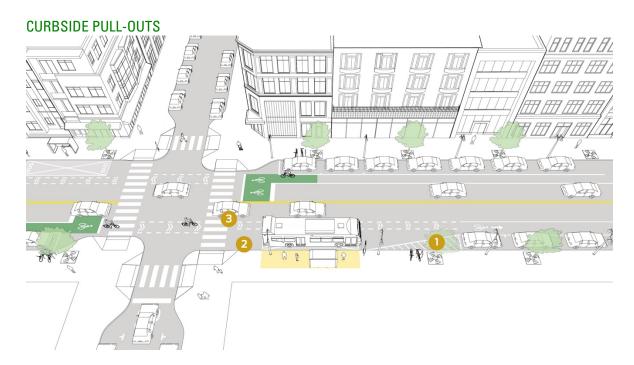
Respondents rated a number of proposed transit projects that the City of Surrey is considering or has already started to work on. The top three transit improvement projects that respondents indicated we should have and definitely need include³:

1.	New/increased bus service to neighbourhoods not served	67.7%
	by transit	
2.	Better east/west bus service across Surrey	66.2%
3.	Enhanced bus stops, shelters, benches, and sidewalk access improvements	58.2%

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

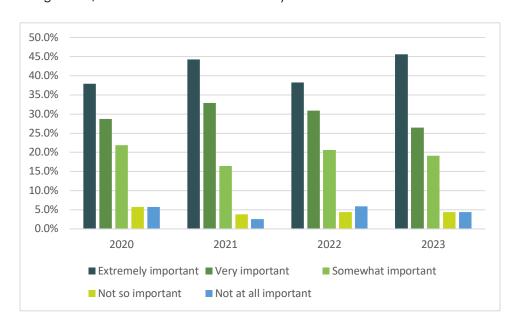
 $^{^{3}}$ Totals will not add up to 100 as respondents were asked to choose their top 3.





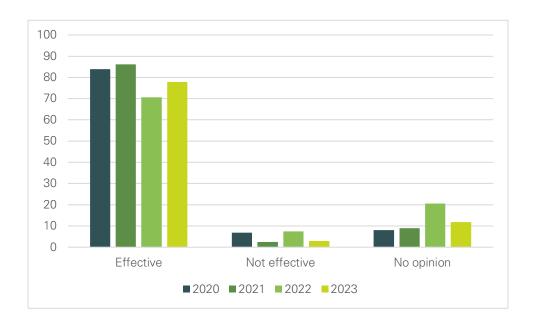
Innovation in road layout is a key aspect of reducing congestion. Curbside pull-outs allow buses to move out of the way of traffic. This allows for limited congestion as cars are not stopping behind the buses when they pick up or drop off passengers.

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, a consistent trend over the years.





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 (77.9%) indicated that it would be effective in reducing congestion.



ROAD SAFETY

The City is conducting a Slow Streets Pilot that is evaluating how reducing speed limits impacts driver behaviour and safety on streets. 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.

We asked respondents whether they support lower speed limits as a way to help reduce the severity of collisions in Surrey and 35.3% (down from 51.5%) responded positively. 47.1% did not support this initiative, and 17.7% of respondents did not have an opinion.

Do you support lower speed limits as a way to help reduce the severity of collisions in Surrey?	2022	2023
Yes	51.5	35.3
No	35.3	47.1
Don't know	13.2	17.7



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

The table below indicates the usage of the Pattullo Bridge.

Yes, daily	6.0%
Yes, 2 or 3 times a week	13.4%
Sometimes, a few times a month	17.9%
Sometimes, a few times a year	22.4%
No, not for business travel	40.3%

Plans to replace the Pattullo Bridge are well underway. The new bridge is scheduled to open in 2024, one year later than originally indicated. The existing bridge will remain in use until the new bridge is open to traffic. Once the new bridge is open, the existing bridge will be removed.

In Surrey, girder installation is underway. Construction is underway on the Highway 17 off-ramp and multi-use path foundations, as well as the Highway 17/Old Yale Road overpass.

Respondents were asked what should trigger the expansion of the Pattullo Bridge. The following options were noted:

Population increase	22.4%
Traffic wait times extending beyond 10 minutes to	
cross the bridge beyond the peak hours	47.8%
Don't know	16.4%
Other (please specify)	13.4%

Those that responded with 'Other' indicated that it should be built with 6 lanes now. Some stated there should be 8 lanes.

"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.

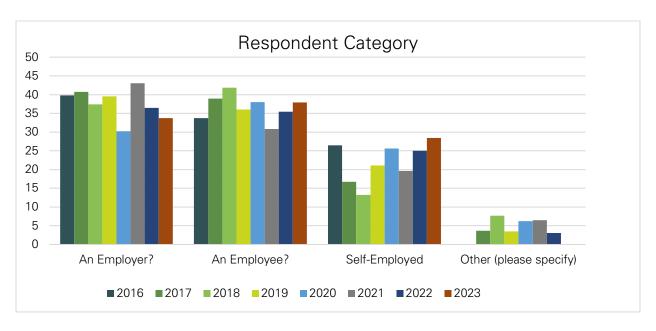
No one argues that traffic, especially during peak hours, has far exceeded the tunnel's capacity. However, there is ongoing debate regarding the Massey Tunnel replacement. Only 6% use the tunnel daily (up from 3% in 2022), and a total of 43.3% use it frequently (daily to a few times a month).

We asked respondents whether they support the replacement of the current George Massey tunnel with another tunnel. 56.7% of respondents were supportive of the replacement while 43.3% did not agree with the replacement of a tunnel with another tunnel.

APPENDIX 1 – Respondents in Detail

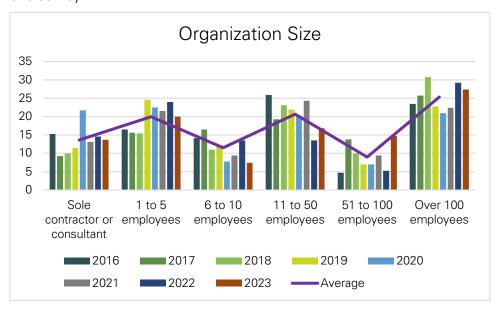
Responding to the survey is voluntary. Who chooses to respond, their industry or sector, and their particular concerns influences the data collected. Three questions are consistently asked for each survey implemented by the Surrey Board of Trade: whether they are employers or employees; how large is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

We saw a large increase in employees and self-employed individuals responding to the survey this year when compared to previous years.

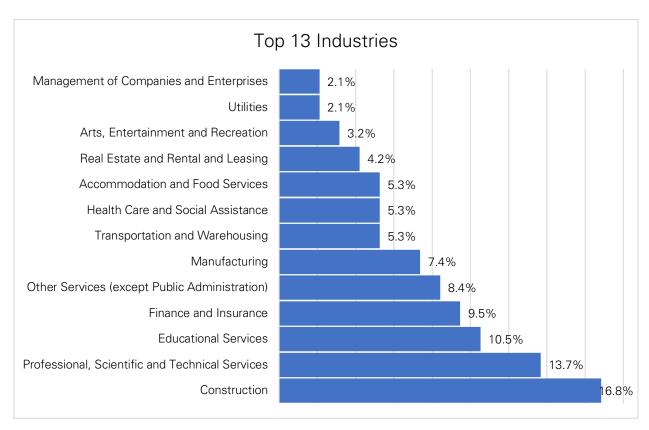




Most respondent organizations in 2023 fall within the range of 1 to 50 employees (52.1%). 34.3% of respondent's organizations have 51 to 100+ employees. Surrey and the Surrey Board of Trade are primarily comprised of small to medium-sized enterprises⁴ and that is reflected in this survey.



⁴ 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.



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	2022	2023
An Employer?	39.8	40.7	37.4	39.5	30.2	43.0	36.5	33.7
An Employee?	33.7	38.9	41.8	36	38	30.8	35.4	37.9
Self-Employed, Contractor, Consultant?	26.5	16.7	13.2	21.2	25.6	19.6	25.0	28.4
Other (please specify)	0	3.7	7.7	3.5	6.2	6.5	3.1	0.0

For 2022, 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	2022	2023
Sole contractor or consultant	15.3	9.2	9.9	11.4	21.7	13.1	14.6	13.7
1 to 5 employees	16.5	15.6	15.4	23.6	22.5	21.5	24	20
6 to 10 employees	14.1	16.5	11.0	12.3	7.8	9.4	13.5	7.4
11 to 50 employees	25.9	19.3	23.1	21.9	20.2	24.3	13.5	16.8
51 to 100 employees	4.7	13.8	9.9	7	7	9.4	5.2	14.7
Over 100 employees	23.5	25.7	30.8	22.8	20.9	22.4	29.2	27.4



RESPONDENTS BY INDUSTRY

Which category would best describe your company? (NAICS based choices)	2023
Construction	16.8%
Professional, Scientific and Technical Services	13.7%
Educational Services	10.5%
Finance and Insurance	9.5%
Other Services (except Public Administration)	8.4%
Manufacturing	7.4%
Transportation and Warehousing	5.3%
Health Care and Social Assistance	5.3%
Accommodation and Food Services	5.3%
Real Estate and Rental and Leasing	4.2%
Arts, Entertainment and Recreation	3.2%
Utilities	2.1%
Management of Companies and Enterprises	2.1%
Agriculture, Fishing and Hunting	1.1%
Forestry	1.1%
Mining and Oil and Gas Extraction	1.1%
Wholesale Trade	1.1%
Retail Trade	1.1%
Public Administration	1.1%
Information and Cultural Industries	0.0%
Administrative and Support, Waste Management and Remediation Services	0.0%



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	2022	2023
Live and work in Surrey	51.8	51.9	51.6	53	57.4	53.5	57.3	55.6
Work in Surrey and live in Metro Vancouver	10.6	10.2	12.1	6.1	9.6	12.1	5.6	4.4
Work in Surrey and live South of Fraser	14.2	10.2	9.9	17.4	12.2	10.1	10.1	6.7
Live in Surrey, work South of Fraser	4.7	6.5	4.4	3.5	5.2	6.1	2.3	5.6
Work in Surrey and live outside Metro Vancouver	0	3.7	0	2.6	0.9	5.1	11.2	3.3
Live and work outside Surrey	2.4	3.7	3.3	7	1.7	4	10.1	8.9
Live in Surrey, work in Metro Vancouver	7.1	7.4	8.8	8.7	9.6	3	2.3	13.3
Live in Surrey, work outside Metro Vancouver	1.2	2.8	1.1	0.9	0	2	1.1	0.0
Other (please specify)	8.2	3.7	9.9	1	3.5	4	0	2.2

How do you usually get to work?	2016	2017	2018	2019	2020	2021	2022	2023
Drive own vehicle	87.1	92.6	81.3	92.9	83.5	91.9	78.7	84.4
Use transit	4.7	0.9	4.4	0.9	6.1	1	4.5	1.1
Cycle	0.0	0.0	1.1	0	0	2	0.0	1.1
eBike/eScooter	-	-	-	-	-	-	-	0
Walk	2.4	0.9	6.6	1.8	4.4	1	2.3	1.1
Carpool	1.2	1.9	2.2	2.7	0	0	11.2	0
Work from home	-	-	-	-	-	-	-	11.1
Other	4.7	3.7	4.4	1.8	6.1	4	3.4	1.1



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	2022	2023
4 or more days per week	29.4	28.7	24.4	31.3	20	24.2	21.4	27.8
Often, at least 2–3 days per week	40.0	27.8	26.7	23.5	25.2	19.2	24.7	27.8
Sometimes, at least 2 to 5 days per month	20.0	25.0	28.9	28.7	25.2	29.3	30.3	21.1
Rarely, once a month or less	8.2	14.8	11.1	10.4	20	18.2	16.9	14.4
None	2.4	3.7	8.9	6.1	9.6	9.1	6.7	8.9

How many days per week do you work from home?	2022	2023
0	40.5	41.1
1	6.7	13.3
2	13.5	10
3	13.5	15.6
4	3.4	2.2
5	22.5	17.8



How long is your average commute one-way?	2020	2021	2022	2023
15 minutes or less	20.0	23.2	22.5	17.8
15-30 minutes	45.2	31.3	29.2	28.9
30-45 minutes	20.0	24.2	22.5	22.2
45-60 minutes	7.0	10.1	7.9	14.4
Over one hour	1.7	8.1	9	6.7
N/A	4.4	0	9	8.9
Other (please specify)	1.7	3	0	1.1

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	2022	2023
0 hours	16.5	25.2	22.5	25.2	29.6	33.3	29.2	22.2
1 to 2	56.5	61.7	56.2	52.2	48.7	46.5	49.4	51.1
3 to 5	22.4	10.3	15.7	20	10.4	11.1	6.7	14.4
6 to 8	3.5	2.8	5.6	1.7	0.9	1	1.1	3.3
More than 8 hours a day	1.2	0	0	0.9	0	0	1.1	0
N/A ⁵					10.4	8.1	12.4	8.9

 $^{\rm 5}$ The N/A option was added in 2020.



If you drive for business purposes, where do you do most of your driving?	2016	2017	2018	2019	2020	2021	2022	2023
Within Surrey	18.1	16.0	15.9	20.4	22.6	30.3	24.7	13.3
Mostly Surrey, and some travel South of Fraser	22.9	22.0	14.8	25.7	20	17.2	18	34.4
Through most municipalities South of Fraser	4.8	11.0	9.1	5.3	8.7	6.1	3.4	2.2
Mostly within Metro Vancouver, north and south	45.8	46.0	55.7	46	32.2	29.3	38.2	32.2
Travel beyond Metro Vancouver	1.2	3.0	1.1	2.7	1.7	3	3.4	5.6
N/A ⁶					13.9	10.1	0	1.1
Other	7.2	2.0	3.4	0	0	4	12.4	11.1

 $^{^{\}rm 6}$ The N/A option was added in 2020.



EMPLOYEES TRAVEL FOR BUSINESS

Roughly what percentage of your company's workforce travel as part of their workday?	2016	2017	2018	2019	2020	2021	2022	2023
1-10%	35.7	35.8	25.6	29	29.6	37.4	38.2	25.6
11-20%	8.3	14.7	14.4	16.7	14.8	16.2	14.6	11.1
21-30%	9.5	9.2	18.9	6.1	12.2	7.1	6.7	12.2
31-40%	3.6	5.5	2.2	4.4	6.1	6.1	3.4	7.8
41-50%	7.1	4.6	6.7	8.8	1.7	1	5.6	1.1
51-60%	7.1	7.3	11.1	4.4	4.4	2	7.9	5.6
61-70%	2.4	1.8	3.3	1.8	3.5	2	2.3	4.4
71-80%	2.4	6.4	4.4	6.1	3.5	5.1	1.1	6.7
80-90%	3.6	4.6	4.4	9.7	1.7	5.1	1.1	2.2
91-100%	20.2	10.1	8.9	13.2	7	9.1	5.6	12.2
N/A ⁷					15.7	9.1	13.5	11.1

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	2022	2023
0 hours	28.6	20.2	21.6	25.2	29.6	36.4	34.8	24.4
1 to 2 hours	48.8	62.4	60.2	52.2	53	52.5	51.7	52.2
3 to 4 hours	20.2	11.0	11.4	20	8.7	7.1	7.9	15.6
5 to 6 hours	1.2	3.7	3.4	1.7	5.2	2	3.4	3.3
7 to 8 hours	1.2	0.0	1.1	0.9	2.6	0	1.1	2.2
More than 8 hours	0.0	2.6	2.3	25.2	0.9	2	1.1	2.2

 $^{^{\}rm 7}$ The N/A option was added in 2020.



Do your employees/staff/co-workers have barriers to choosing an alternative to driving to their place of employment?	2020	2021	2022	2023
There are no barriers, staff have multi modal operations to access the job place	36.5	39.4	40.5	36.7
No transit service coverage	15.7	13.1	13.5	16.7
Infrequent or limited hours of transit service	27.8	29.3	27	28.9
Lack of sidewalk facilities to job place	4.4	2	1.1	0
No safe cycling infrastructure	2.6	3	4.5	4.4
No cycle parking or end of trip facilities	0.0	0	3.4	1.1
Other (please specify)	13.0	13.1	10.1	12.2

No employees

Work from home

Not sure

Most drive cars some transit

The time differential. A drive to work might take 30 minutes while transit takes nearly an hour and a half

Most of the staff work from home and have little business development responsibilities or travel requirements unless we meet as a team for planning purposes in which case, we find a centralized location accessible by bus or other transit options

Buses coming while full during morning rush hour



STRATEGIES TO MANAGE TRAFFIC DEMAND

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	2022	2023
Traffic congestion has limited to no impact on my business operations	25.7	23.5	31.2	20
My business is somewhat impacted by increasing traffic congestion	50.5	48.2	42.9	40
My business is significantly impacted by increasing traffic congestion	23.8	28.2	26	40
Congestion is a growing concern on Surrey's roads. While there is a desire to add more lanes on many roads, experience from other North American cities tells us that building more lanes of traffic only temporarily reduces traffic congestion. In the longer-term, more lanes leads to more traffic and worsening congestion. How would you like Surrey to address this issue?	20)22	20	023
Build fewer lanes of traffic for cars and increase the amount of transit priority, protected cycling lanes and sidewalks. I understand this may not reduce congestion immediately but in the medium to longer term more people will take transit, walk and cycle leaving more space on the roads for those who must travel by car.	49.4		49.4 40	
Continue building more lanes of traffic for cars. I understand this may alleviate some congestion in the shorter-term but will lead to increased traffic in the longer term as more people are encouraged to travel by car and there are fewer opportunities for diverting car trips to transit, cycling and walking.	50.6		(60



WALKING ACTION PLAN

People want to walk more than they do today, but people are concerned about missing sidewalks in Surrey. To make walking safer and easier, over the next 10 years Surrey would like to construct sidewalks within the following walking distances of these key amenities:

Within a 5-minute walk of all schools Within a 2–3-minute walk of grocery stores and bus stops Within a 5-minute walk of SkyTrain stations

To what extent do you support or oppose this approach?	2023
Strongly Oppose	1.3
Oppose	0.0
Neutral	14.1
Support	84.6
Strongly Support	28.2



CYCLING ACTION PLAN

People want to cycle more than they do today, but safety is the biggest barrier. People don't feel comfortable cycling on busy roads with cars and trucks. Surrey is proposing to build a safe, protected, and connected bike network focused on neighbourhoods in Surrey with the highest number of people and jobs where cycling has the greatest potential to access daily needs (for example in Surrey City Centre and Guildford). In some cases, protected cycling may impact onstreet parking and narrow existing travel lanes.

If Surrey had a network of safe, protected and connected cycling facilities, how likely would your employees be to cycle to work?	2020	2021	2022	2023
Very unlikely	46.5	10.6	15.6	9
Unlikely	22.8	4.7	6.5	9
Somewhat unlikely	8.9	17.7	19.5	18
Neither likely nor unlikely	6.8	21.2	9.1	15.4
Somewhat likely	8.9	10.6	9.1	10.3
Likely	3	16.5	18.2	14.1
Very likely	3	18.8	22.1	24.4

SBOT SUBBEY BOARD OF TRADE

2024 Surrey Roads Survey

TRANSIT ACTION PLAN

There is a strong demand for more and better transit service across Surrey. This includes more bus service, expanded RapidBus routes and more Rapid Transit – including Bus Rapid Transit where buses operate in an exclusive right of way, separated from general traffic, and board the bus at stations which feature advanced passenger amenities like real time information and off-board fare payment.

The Transit Action Plan responds to this and includes working with TransLink to deliver Transport 2050 10-Year Priorities in Surrey. In the next five years the plan is to:

- Deliver SkyTrain on Fraser Highway from King George Station to Langley
- Implement the R6 Scott Road RapidBus (R6) on Scott Road and 72 Avenue between Scott Road Station and Newton Exchange
- Extend the R1 King George Boulevard RapidBus from Newton to South Surrey/ Semiahmoo Town Centre
- Complete the design study and prepare to deliver Bus Rapid Transit (BRT) on King George Boulevard from Surrey Centre to Newton/South Surrey

Over the next 10 years the plan is to:

- Upgrade the R6 Scott Road RapidBus to Rapid Transit
- Implement new RapidBus service on 96 Avenue between Scott Road, City Centre, Anniedale/Tynehead, and Port Kells to Langley
- Implement new RapidBus service on 24 Avenue between South Surrey/Semiahmoo, Grandview Heights, Campbell Heights to 200 Street
- Implement new RapidBus service on 152 Street between Guildford and Newton

To what extent do you support or oppose these transit priorities?	2023
Strongly Oppose	3.9
Oppose	0.0
Neutral	15.4
Support	35.9
Strongly Support	38.5
Have other priorities? List them here	6.4

- A direct bus from South Surrey to Downtown Vancouver
- Open up access to Highway 17 from 136 Street/King Road
- West Coast Express South, LRT Semiahmoo line, Transit Hubs
- 80 Avenue (Payal/York business centres) and 132 Street need transit improvements
- Have transit to South Surrey connecting Fleetwood/Clayton Heights



TRANSIT PRIORITIES

Providing transit priority access makes transit more reliable, more time competitive with driving, and more attractive to use. Transit is also one of the most efficient uses of road space - a standard 40-foot bus can typically carry 50-60 people, which could potentially take the same number of single occupancy cars off the road, reducing traffic congestion and travel times for those that need to drive (like tradespeople and delivery drivers).

To what extent do you support or oppose transit priority (signals, queue jumpers) that improves the speed and reliability of buses?	2023
Strongly Oppose	1.3
Oppose	3.9
Neutral	20.8
Support	74.0
Don't Know	0



GOODS AND VEHICLE MOVEMENT ACTION PLAN

Surrey understands cars and trucks play an important role in the economic viability of our city. The vast majority of trips in Surrey are by private vehicles. In the future we want to give people more sustainable choices in how they travel, but cars and trucks will continue to play a major role in transportation. The Goods and Vehicle Movement Action Plan proposes to provide strategic, targeted road expansion based on evidence – building more road capacity where it is most effective at reducing traffic congestion and supporting goods movement. Road expansion will focus on the following:

- Completing the arterial road network
- Supporting trades and goods movement, including the Major Road Network and truck routes
- Intersection improvements where investment is most effective at reducing congestion
- Developing intelligent transportation systems to leverage new data and technology

This approach will help keep goods moving throughout the city, supporting economic and population growth.

To what extent do you support or oppose the Goods and Vehicle Movement Action Plan?	2023
Strongly Oppose	1.3
Oppose	1.3
Neutral	16.7
Support	57.7
Strongly Support	23.1



MICROMOBILITY SOLUTIONS

Would you support the use of micromobility solutions such as e-bikes, and e-scooters?	2023
Yes	56.6
No	36.8
Other	6.6

- Maybe
- In a place like Surrey, how many people will be able to use e-bikes and e-scooters when they have to ride for more than 10-15 minutes for their groceries?
- As long as there are viable storage options. The scooters are just left wherever and that's disruptive/messy. There should be designated 'return spots' like with e-bikes.
- Lime scooters were scattered all over Paris like the idea but need storage or personal owned.



CITY ROADS AND PROJECTS

City roads, intersections, and projects change annually. All data is 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	
152 Street Overpass of Highway 99: Widen to 4 lanes with transit, walking and cycling facilities	38.2
88 Avenue: Widen to 4 lanes with walking and cycling facilities from 156 Street to 176 Street	35.3
132 Street: Widen to 4 lanes with walking facilities from 72 Avenue to 96 Avenue	33.8
64 Avenue: Widen to 4 lanes with walking and cycling facilities from 177 Street to 184 Street	30.9
128 Street: Widen to 4 lanes with walking and cycling facilities from 88 Avenue to 104 Avenue	30.9
16 Avenue: Widen to 4 lanes with walking and cycling facilities from Highway 99 to 176 Street	27.9
24 Avenue: Widen to 4 lanes with walking and cycling facilities from 164 Street to 192 Street	25.0
160 Street: Widen to 4 lanes with walking and cycling facilities Fraser Highway to 96 Avenue	22.1
New 24 Avenue and Highway 99 Interchange	14.7
Didn't see your priority? List it here:	20.6

- 32 Avenue widen to 4 lanes between 192 Street and 168 Street.
- Highway 17 access from Bolivar Park.
- 32 Avenue needs to be 4 lanes.
- Re-do 32 Avenue interchange at Highway 99.
- 20 Avenue and Highway 99 interchange.
- Open up access to Highway 17 from 136 Street/King Road.
- Improve 76 Avenue between 128 Street and King George Boulevard.
- 72 Avenue between 184 Street and 192 Street.
- 76 Avenue 132 Street to King George Boulevard is a major bottleneck.
- 36 Avenue at 192 Street better service (snow) and traffic signal.
- 32 Avenue from 160 Street to 200 Street. This is a truck route and it is out of control.
- Widening traffic lanes on 168 Street from Fraser Highway to Highway 10.
- Address the access to Coquitlam via Highway 1 causes significant backup east of the Port Mann.



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.	
72 Avenue: New construction from 152 Street to Fraser Highway	77.8
72 Avenue: New construction from Fraser Highway to 184 Street	54.0
84 Avenue: New construction from 124 Street to 128 Street	46.0
Whalley Boulevard: New construction from Fraser Highway to 96 Avenue	38.1

Other comments include:

- Connect 24 Avenue from Surrey to Langley where it is barricaded.
- Highway 17 access from Bolivar Park.
- South Surrey transit, vehicle corridors. Highway 99, King George Boulevard, 40 Avenue, 32 Avenue, 152 Street, 24 Avenue, 16 Avenue.
- Open up access to Highway 17 from 136 Street and King Road.
- Improving one street won't help. We have to improve connectivity throughout the city.
- Extend 128 Street north to Bridgeview.
- New highway going across Surrey.
- 152 Street from 54 Avenue to 40 Avenue.
- 64 Avenue from 176 Street to Fraser Highway.
- Better access and exit points from 116 Avenue north of Bridgeview Drive, to Old Yale Road.
- Extra lanes on 128 Street from 72 to 88 Avenue.



Indicate which of the following road intersections would be your top 3 priorities for improvement – please choose only 3	
104 Avenue and 156 Street	66.7
88 Avenue and 140 Street	60.3
88 Avenue and Harvie Road	47.6
24 Avenue and 184 Street	44.4

Other feedback provided by respondents:

- Highway 17 access from Bolivar Park
- Old Yale Road and Highway 17
- 104 Avenue and Tannery Road
- Highway 17 and Bridgeview. There is one light that is very short, and hundreds of workers and trucks need access to Highway 17 from the north side of this intersection.
- Colebrook Road to Highway 99
- 152 Street to Highway 99, 40 Avenue to Highway 99
- 88 Avenue and Fraser Highway extend the turn lanes by removing the boulevards.
- Open up access to Highway 17 from 136 Street and King Road.
- 16 Avenue and 148 Street / North Bluff Road and Oxford Street with left hand turn signals
- Make 72 Avenue through to 176 Street. Make 4 lanes on 140 Street, 132 Street and 76 Avenue.
- King George Boulevard and 76 Avenue
- 32 Avnuee and 188 Street This intersection is out of control mid-day with Amazon trucks and semis turning west with no light.
- 168 Street and 64 Avenue
- 104 Avenue and 160 Street
- 96 Avenue and 176 Street
- 104 Avenue and 160 Street
- 76 Avenue and 132 Street
- 16 Avenue and 176 street
- 120 Street and 88 Avenue
- 132 Street at 96 Avenue, 88 Avenue, 80 Avenue, 72 Avenue, and 64 Avenue



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 on King George Boulevard from City Centre to Newton	1.5	10.3	22.1	26.5	32.4	58.8
Rapid transit on King George Boulevard from Newton to South Surrey	4.4	16.2	23.5	19.1	29.4	48.5
Rapid transit on 104 Avenue from City Centre to Guildford	10.3	10.3	19.1	25.0	25.0	50.0
Rapid transit on Scott Road/72 Avenue	5.9	11.8	20.6	23.5	27.9	51.5



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
152 Street RapidBus service, with bus only lanes, from Newton to Coquitlam Centre	19.1	12.7	20.6	14.3	19.1	33.3
New bus service on 96 Avenue from Scott Road to Langley	3.0	4.6	28.8	27.3	22.7	50.0
Better east/west bus service across Surrey	3.1	6.2	13.9	29.2	36.9	66.2
More frequent service on existing bus routes	1.6	10.9	18.8	20.3	35.9	56.3
New/increased bus service to neighbourhoods not served by transit	4.6	7.7	12.3	26.2	41.5	67.7
Later service on bus routes	4.6	12.3	18.5	23.1	30.8	53.9
Enhanced bus stops, shelters, benches, and sidewalk access improvements	3.0	14.9	20.9	19.4	38.8	58.2

CURBSIDE PULL-OUTS FOR BUSES

How important are curbside pull-out lanes to you?	2020	2021	2022	2023
Extremely important	37.9	44.3	38.2	45.6
Very important	28.7	32.9	30.9	26.5
Somewhat important	21.8	16.5	20.6	19.1
Not so important	5.8	3.8	4.4	4.4
Not at all important	5.8	2.5	5.9	4.4



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	2022	2023
Effective	83.9	86.1	70.6	77.9
Not effective	6.9	2.5	7.4	2.9
No opinion	8.1	8.9	20.6	11.8

ROAD SAFETY

The City is conducting a Slow Streets Pilot that is evaluating how reducing speed limits impacts driver behaviour and safety on streets. 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 support lower speed limits as a way to help reduce the severity of collisions in Surrey?	2022	2023
Yes	51.5	35.3
No	35.3	47.1
Don't know	13.2	17.7



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	2022	2023
Yes, daily	1.2	2.6	4.5	6.0
Yes, 2 or 3 times a week	8.1	10.3	14.9	13.4
Sometimes, a few times a month	21.8	12.8	17.9	17.9
Sometimes, a few times a year	39.1	29.5	28.4	22.4
No, not for business travel	29.9	44.9	34.3	40.3

When Should the Province Increase the Number of Lanes on the Pattullo Bridge?	2023
Population increase	22.4
Traffic wait times extending beyond 10 minutes to cross the bridge beyond the peak hours	47.8
Don't know	16.4

Other comments include:

- Why wait at all?
- Don't wait, do it now.
- If the congestion on the other alternatives such as Port Mann and Alex Fraser increase noticeably, which is doubtful.
- Just do it now!
- Do it right away! 6 lanes now!
- It should have been replaced years ago.
- Do it now. Build for future now.
- Should be 6 lanes from day 1.
- It needs to be 6 lanes already.



GEORGE MASSEY TUNNEL

Do you use the Massey Tunnel while travelling for business?	2020	2021	2022	2023
Yes, daily	1.2	1.3	3.0	6.0
Yes, 2 or 3 times a week	6.9	15.4	9.0	17.9
Sometimes, a few times a month	26.4	25.6	28.4	19.4
Sometimes, a few times a year	26.4	19.2	25.4	20.9
No, not for business travel	39.1	38.5	34.3	35.8

Do you agree with the current design of the new Massey Tunnel?	2023
Yes	56.7%
No	43.3%

"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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