



2021 Surrey Roads Survey

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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.

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.

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 will be 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 the identified projects, it identifies projects that will be constructed on a year-to-year basis as funding becomes available. Priorities are evaluated annually. Major projects take approximately three or more years to complete.

SURREY BOARD OF TRADE INPUT

Since last year's survey, the City of Surrey has completed four of the road corridor projects SBOT members identified as top priorities. These include 140 Street widening between 88 Avenue and 92 Avenue, 64 Avenue widening between 184 Street and Fraser Highway, 32 Avenue widening between 154 Street to 160 Street, 32 Avenue widening from 176 Street to 188 Street. Eleven more are planned to be completed in the next 1-5 years. These include 160 Street between 26 Avenue and 32 Avenue, 140 Street between 100 Avenue and 105A Avenue, 64 Avenue between 188 Street and Fraser Highway, 32 Avenue between 152 Street and Hwy 99 Interchange, 140 Street between 88 Avenue and 92 Avenue, Fraser Highway between 140 Street and 148 Street – a project highlighted by the Surrey Board of Trade in the previous two surveys – Fraser Highway between 138 Street and 140 Street, 32 Avenue between 154 Street and 160 Street, 160 Street between Fraser Highway and 88 Avenue, 152 Street between 40 Avenue and 500 Block, 90 Avenue between 132 Street and King George Boulevard, and 64 Avenue between 184 Street and 188 Street.

The City has added seven of the intersection projects SBOT members identified as top priorities. These include: 24 Avenue and 156 Street; 32 Avenue and 140 Street; 60 Avenue and 148 Street; 82 Avenue and 128 Street; 88 Avenue and Harvie Road; 108 Avenue and 144 Street, and; 108 Avenue and Oriole Drive.

The fifth annual road survey includes the results from 2016 to 2020. The 2020 snapshot is the baseline from which the Surrey Board of Trade and the City of Surrey can measure

improvement over time. Survey responses were obtained between October and December 2020.

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 in order 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 of the questions remain the same.

Business travellers are tracked with this annual survey. It was found that 57.4% of Respondents live and work in Surrey, which is a slight increase from 2019. 80% of Respondents work in Surrey. There is a slight decrease of those working in Surrey and living in the South Fraser Economic Region. The number of Respondents is substantially higher than the previous iterations of the survey.

Patterns are beginning to emerge with five years of comparable data. There was a slight downward trend of those travelling for business in 2018, which increased in 2019. In 2020, we observe a significant decrease in those travelling during the workday, likely due to COVID-19 restrictions. There is a downward trend of travel with an increase in people spending zero hours travelling to work, likely attributed to COVID-19. In 2018, we saw the first respondents reporting that they cycle to work. That number was reduced to zero in 2019 and this year.

Transit users have increased, highlighting the need for transit throughout Surrey with many roads and routes suggested, along with more benches and covering at transit stops to support transit users.

The top 3 choices for corridors to be improved are:

- Fraser Highway: Widen to 4 lanes between Whalley Boulevard and 148 Street, including through Green Timbers Park
- 152 Street: Widen to 4 lanes from 40 Avenue to 50 Avenue
- 64 Avenue: Widen to 5 lanes between 176 Street and Fraser Highway

The majority of Respondents indicated that traffic has some impact on business operations. The most popular option chosen by Respondents to manage congestion and delays was to improve efficiencies.

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 90% of Respondents agreed that safety is a shared responsibility between users and designers/maintenance. However, 50% 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 so 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 has strong support, as is replacing the Massey Tunnel with a bridge. Respondents did comment that the infrastructure north of these crossings will have to be altered or expanded to accommodate travellers, especially during peak hours.

RECOMMENDATIONS

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

1. Widening on-and-off ramps of bridges.
2. Planning all major infrastructure projects to anticipate growing population needs.
3. All levels of government working 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>57.4% Respondents live and work in Surrey – this has increased compared with previous years</p> <p>21.8% work in Surrey but live South of the Fraser or Metro Vancouver, down from 2016</p> <p>83.5% drove their own vehicle to work – down from 2019 (92.9%) and 2017 (92.6%) 2016 (87.1%), but up from 2018 (81.3%)</p> <p>4.4% walked to work, up from 1.8% in 2019, 0.9% in 2017, and 2% in 2016 but down from 6.6% in 2018</p>
Traveling for business	<p>20% drive 4 or more days a week for work, down from all previous years</p> <p>25.2% drive 2-3 days per week, higher than 2019 but lower than 2016, 2017, and 2018</p> <p>20% rarely drive, a significant increase from previous surveys</p>
Travel destinations	<p>22.6% travel within Surrey, an increasing trend since 2018</p> <p>51.3% travel throughout South Fraser (Surrey plus options combined), comparable to 2019</p> <p>83.5% travel throughout Metro Vancouver (combining multiple options)</p>
Employee travel	<p>45.7% Respondents estimate that 0-20% of their colleagues travel for business, up by 5% from previous years</p> <p>52.2% of colleagues travel 1 to 2 hours per day on average, up from 49% in 2016 but down from 60% in 2018</p>
Barriers to choosing alternative modes of transportation	<p>36.5% indicated that there are no barriers to choosing different options</p> <p>50.4% indicated that there is a barrier</p>
Traffic congestion impact on business operations	<p>25.7% indicated there was a limited impact to business operations</p> <p>50.5% indicated traffic congestion somewhat impacted business operations</p> <p>23.8% indicated traffic congestion had a significant impact business operations</p>
Three key strategies for managing traffic congestion	<p>Improving Efficiency ranked highest as a method to managing traffic congestion</p> <p>Increasing Capacity came in second</p> <p>Managing Traffic Demand was the least popular selection</p>
Top 3 corridors requiring attention	<p>63.2% chose arterial widening to 4 lanes on Fraser Highway between Whalley Boulevard and 148 Street, including through Green Timbers Park</p> <p>52.9% want 152 Street widened to 4 lanes between 40 Avenue to 50 Avenue</p> <p>51.7% want to widen 64 Avenue to 5 lanes between 176 Street and Fraser Highway</p>

Top choice for road connections	68.2% prioritized a new construction on Whalley Boulevard connecting Fraser Highway to 96 Avenue
Top 3 intersections requiring improvement	74.7% indicated 64 Avenue and 168 Street 73.5% indicated 104 Avenue and 156 Street 71.1% indicated Fraser Highway and 184 Street
Transit needed	79.3% of Respondents stated that we <i>should have</i> and <i>definitely need</i> rapid transit on Fraser Highway (City Centre to Langley) 67.8% 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 66.7% believe that we <i>should have</i> and <i>definitely need</i> a new B-Line bus service to South Surrey/White Rock
Curbside bus pull-outs	66.7% believe that curbside pull-outs for buses are <i>very important</i> and <i>extremely important</i> 83.9% believe that curbside pull-outs for buses would be effective in reducing congestion along major arterial roadways
Safety first	96.6% planners should use data and best practice to determine the areas where road improvements should be made 96.6% stated that they either agree or strongly agree that we all need to do our part to keep our most vulnerable road users safe 96.6% stated that they either agree or strongly agree that it is a shared responsibility between users and designers/maintenance 50.6% stated that reducing speed would not reduce collisions in Surrey
Ridesharing	63.5% want ridesharing services without pickup location restrictions
Bike sharing	46.5% of Respondents would be very unlikely to cycle to work if Surrey had bike sharing, down from 2019 (59.7%) 14.9% of Respondents would be <i>very likely</i> to <i>somewhat likely</i> to use bike sharing, up from 2019 (12.3%)
Bridges wanted	74.7% want the Pattullo Bridge to have 6 lanes available on opening day 56.3% want a bridge (whether as originally planned or with fewer lanes) to replace Massey Tunnel; only 18.4% would support expanding the tunnel with another tube and upgrades

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%.

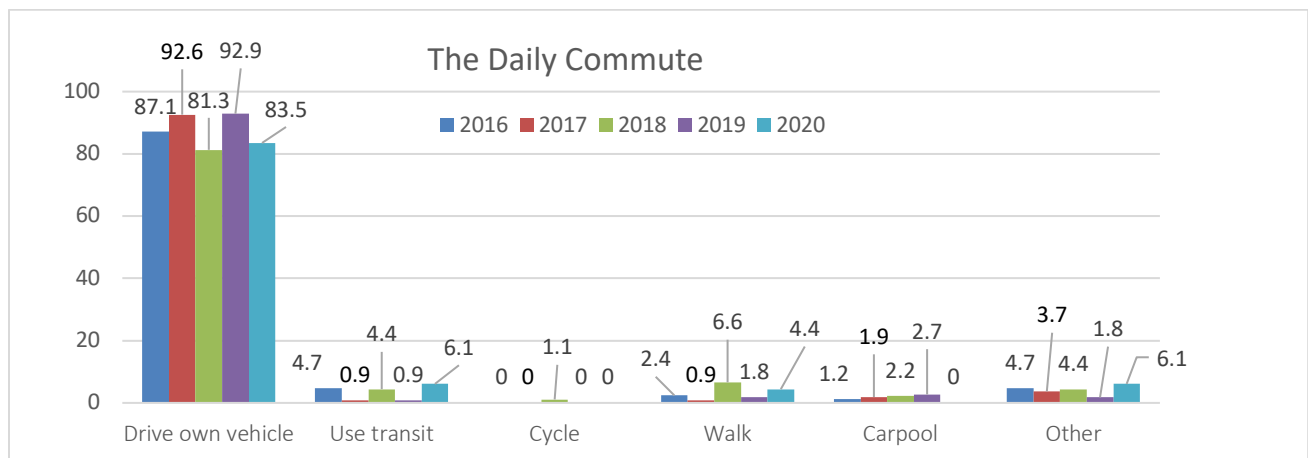
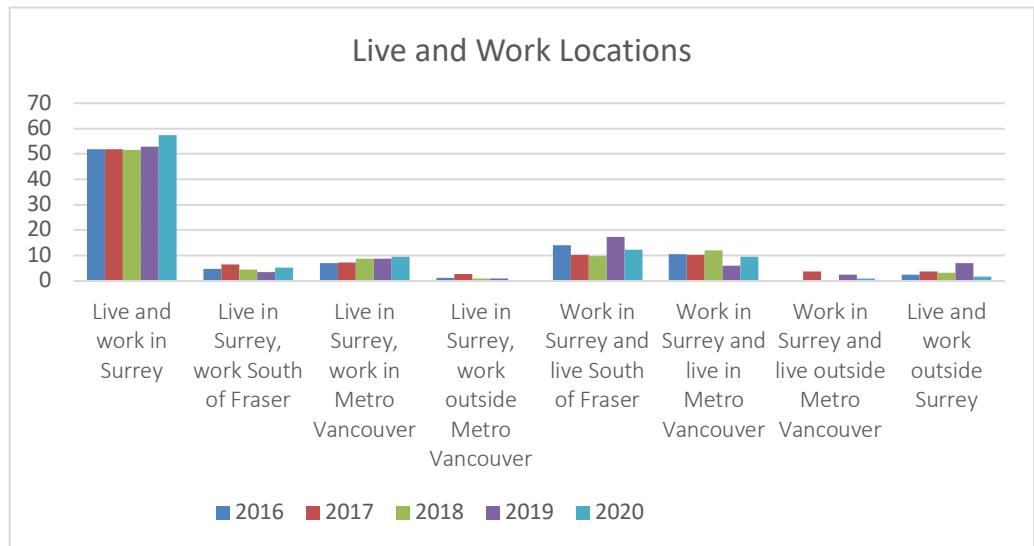
COMMUTING IN SURREY

One of the more important metrics to measure is how many Respondents work in Surrey. Over 50% live and work in Surrey, and this is consistent over the past 4 years. Also

consistent is that nearly 70% of Respondents stay South of the Fraser as part of their commute. Most of those who chose **other** pointed out that they work from home.

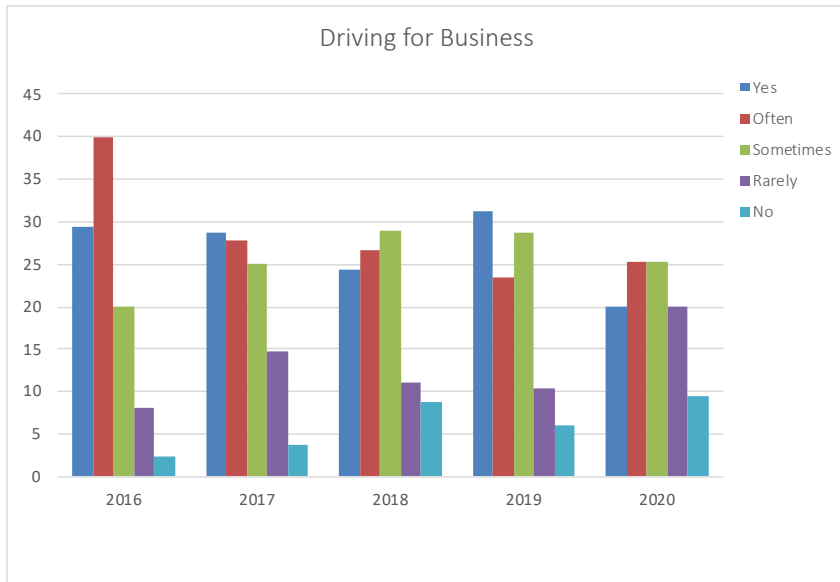
Transit usage is consistently below 7%. As later

responses demonstrate, the low ridership numbers are more indicative of a lack of reasonable transit options for potential riders in Surrey. ‘Reasonable’ is variously defined by municipal or transit planners as being within 5 to 10 minutes walking distance to a transit stop.



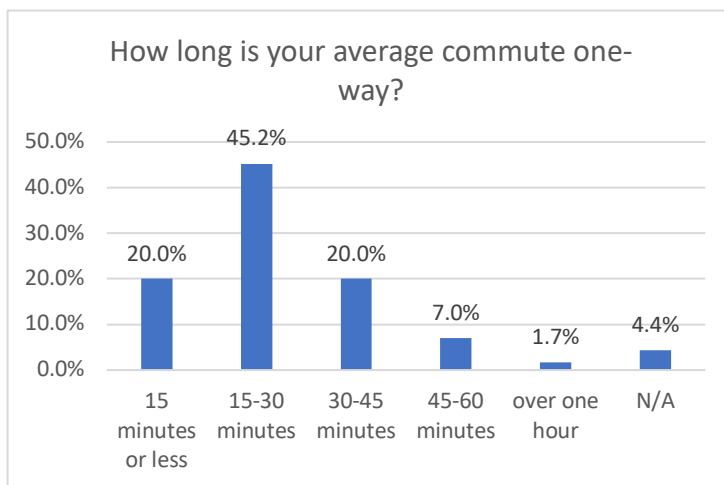
Cycling was not chosen by any Respondent, similar to 2016, 2017, and 2019. Those that chose other indicated that they have a home office but travel to clients, indicative of the state of travel as a result of COVID-19. Overall, Responders mostly live and work South of the Fraser and will drive as part of their commute.

RESPONDENTS WORK RELATED TRAVEL



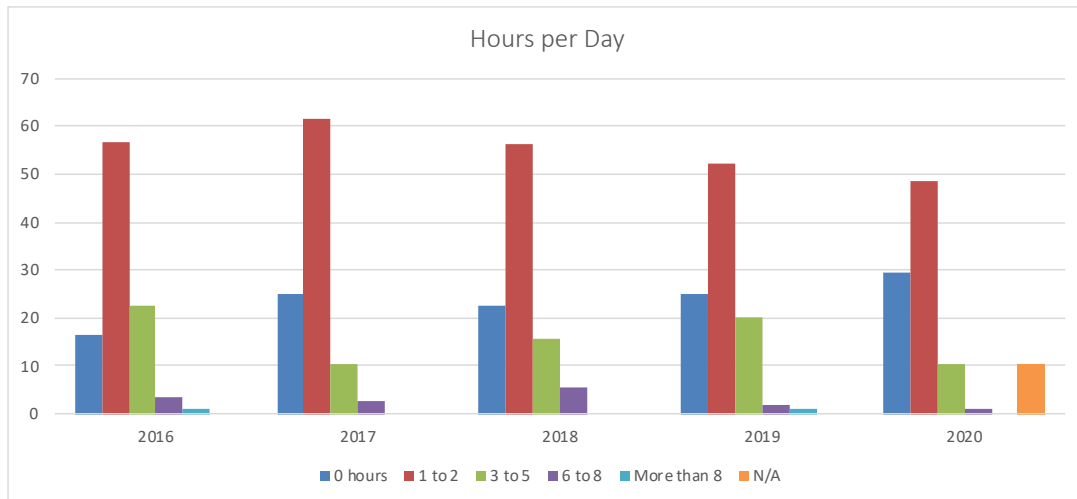
Travelling to and from work, as well as heading out to sales calls, meetings, and other errands, can consume a good portion of a workday. With five years of data, we can speculate that there is a trend developing in daily business travel. There was a downward trend of those who responded **yes, they travelled daily**

for business during the day concurrent with more people not driving at all from 2016 to 2020. Those who **do not drive at all for business during the day** were in an upward swing. Those who drive **sometimes**, defined as driving 2 to 5 times a month, has decreased and returned to 2017 levels. These results should not be surprising as COVID-19 shut down much of the economy 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 2020.

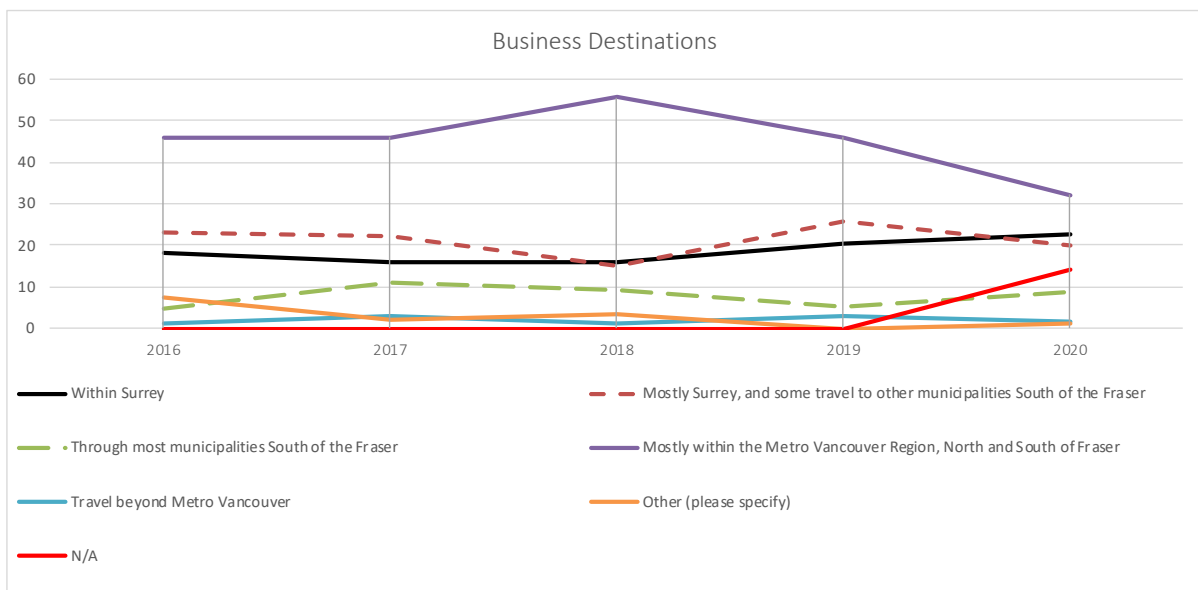


When Respondents were asked how long their average commute was one-way, the majority spend between 0-45 minutes in traffic. You can fit Vancouver, Richmond, Burnaby and New Westminster within the boundaries of Surrey.

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.

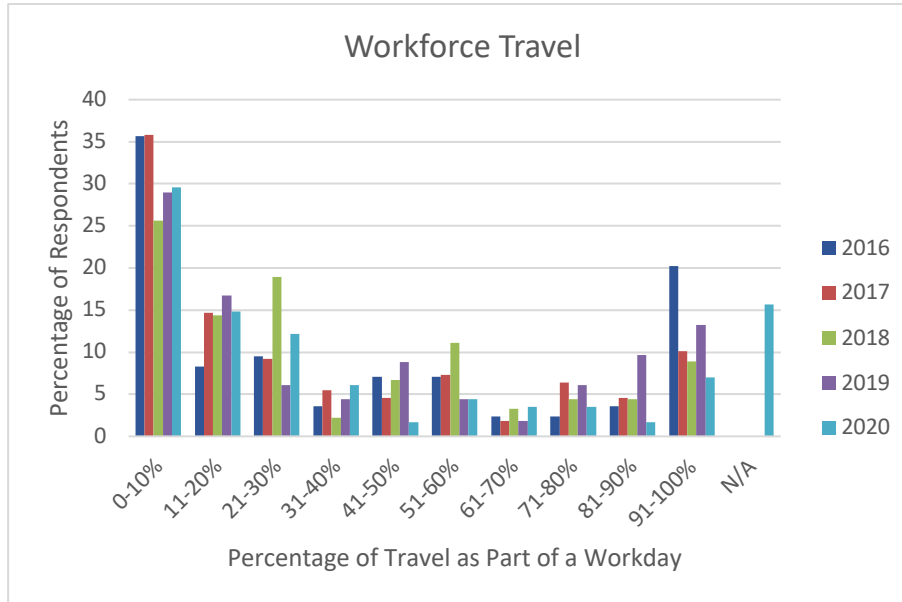


We asked Respondents that if they did drive for business purposes, where did they do most of their driving? Respondents in 2020 travelled mostly within the Metro Vancouver Region, including within Surrey, although less so than the previous four years. We saw an increase in Respondents travelling within Surrey compared to the previous 4 years, and many more that did not travel (N/A) as part of their business.



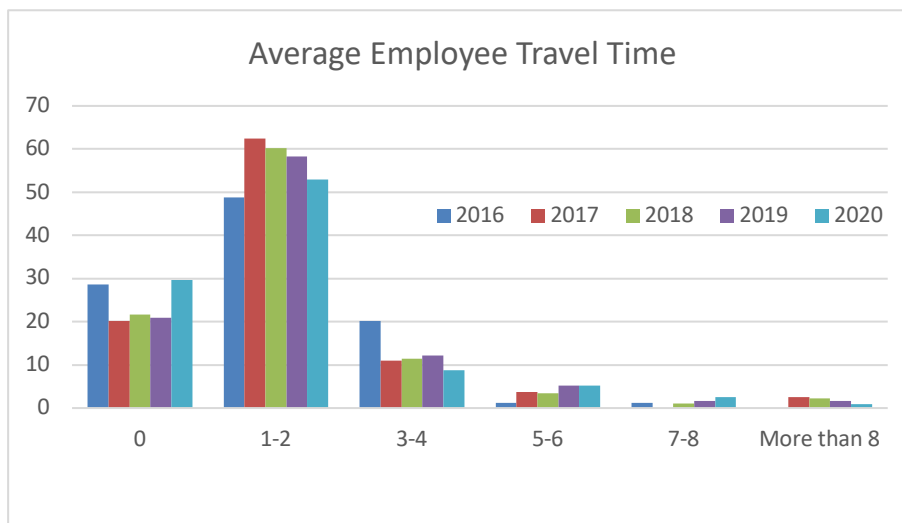
EMPLOYEES TRAVEL FOR BUSINESS

Respondents were asked to assess the work-related travel by other employees in their company or business. In 2020, employees and employers saw that others were travelling less for business, except for the 21-40% range.



In 2019, we saw that more of the workforce was travelling for work. The 2019 percentage of respondents travelling for 91-100% of the workday have not reached 2016 baseline levels but is substantially higher than that of

2017 and 2018. The percentages chosen are “guestimates” made by respondents and are not likely to be an accurate reflection on the travel patterns of a company, particularly a larger business. However, with sufficient data accumulated over the years, a pattern was beginning to emerge. COVID-19 and the economic shutdowns associated had created a skewed result, but it is interesting for comparison and impact purposes.



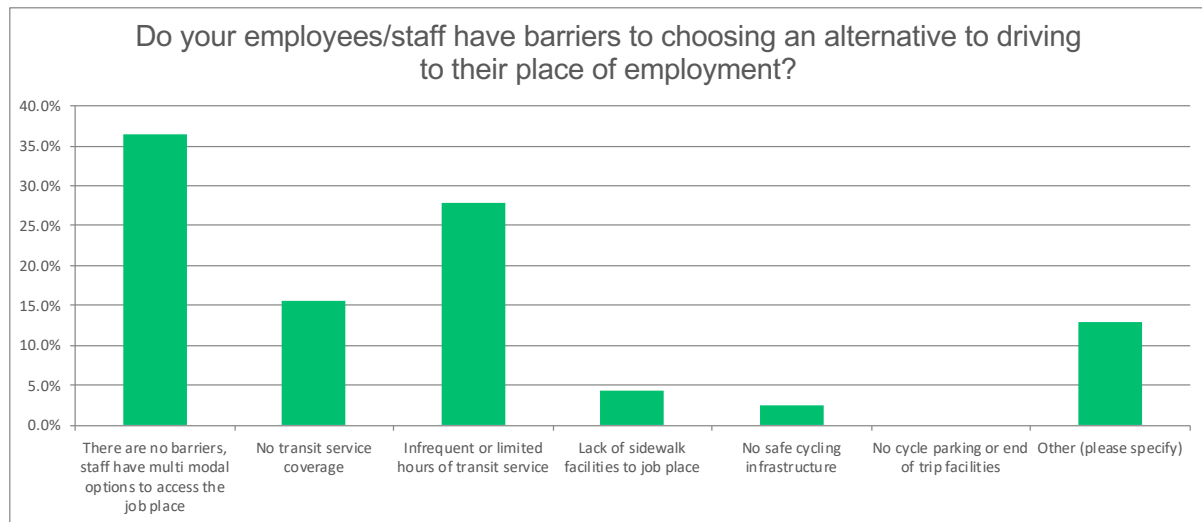
Despite relying on the *guestimations* of Respondents, 2017 to 2020 results for the estimated travel time of employees are very similar. In 2017, 2018 and 2019, an increase of over 10% (13%, 11%, and 10%

respectively) from the 2016 baseline for 1-2 hours is observable. In 2020, we observe 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

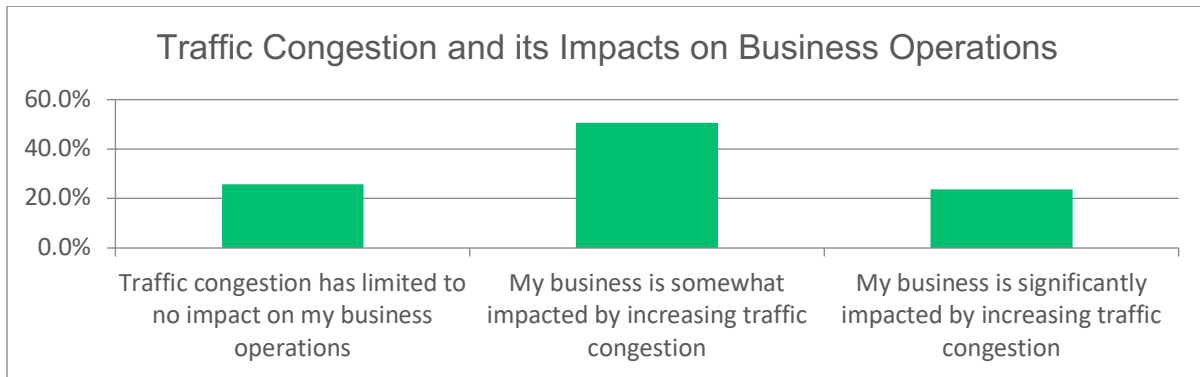
This year, we asked whether employees/staff have barriers to choosing an alternative to driving to their place of employment.



36.5% of Respondents indicated that there is no barrier, while a significant portion indicated that there is a barrier. Some Respondents that chose other indicated details such as lack of transit running north and south through Surrey, that all of the noted barriers were applicable to them, that they work from home or have no employees. Some also indicated that due to their work and the need to make trips often and at random times, alternatives to driving were not feasible.

TRAFFIC CONGESTION AND ITS IMPACTS ON BUSINESS OPERATIONS

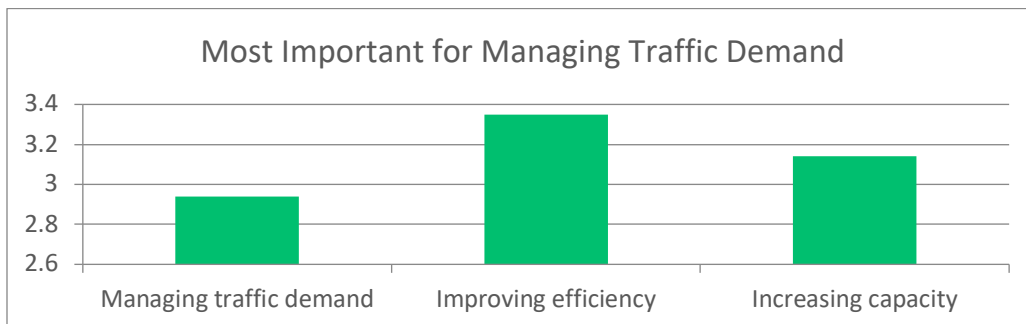
This year, a question on congestion’s impact on business was added. Impact could be characterized as customers experiencing longer delivery times, employees/employers experiencing unpredictable travel times between job sites, uncertain times to ship or receive goods/service, etc. The majority of Respondents indicated that traffic has some impact on business operations.



MANAGING INCREASING VEHICLE TRAFFIC CONGESTION

There are three key strategies to respond to increasing vehicle traffic congestion and delays: managing traffic demand through the provision of mobility options (transit, walking, and cycling) and pricing to limit growth in vehicle trips and increase trips through all other modes; improving efficiency through safety and operational improvements that reduce collisions, improve reliability, and increase network performance, which will accommodate and encourage a modest increase in vehicle trips; and increasing capacity through expanding the road network on selected corridors and connections to provide for, and encourage, a large increase in vehicle trips.

We asked respondents to rank managing traffic demand, improving efficiency, and increasing capacity¹. It is clear that improving efficiency is the most important method for managing traffic.



¹ The graph is a weighted average. For full details refer to appendix 2 on page 37.

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 the 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 go to Appendix 2, page 38 and 39.

ROAD CORRIDORS

- | | |
|--|-------|
| 1. Fraser Highway: Widen to 4 lanes between Whalley Boulevard and 148 Street, including through Green Timbers Park | 63.2% |
| 2. 152 Street: Widen to 4 lanes from 40 Avenue to 50 Avenue | 52.9% |
| 3. 64 Avenue: Widen to 5 lanes between 176 Street and Fraser Highway | 51.7% |

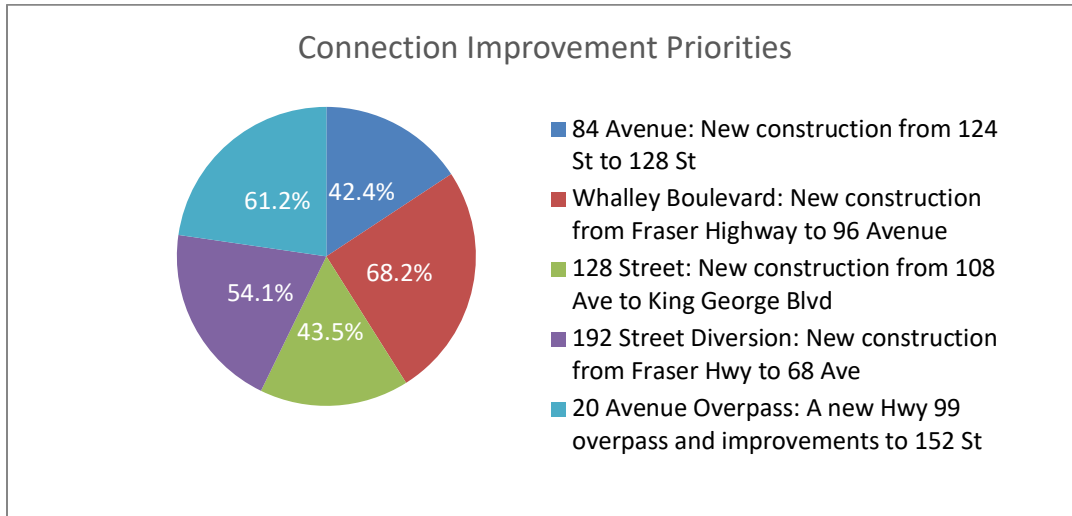
The corridor chosen by most respondents was likewise, and with a very similar result, chosen by respondents in 2019. This is a priority for businesses.

About 21% 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 39 for the entire list.

² Totals will not add up to 100 since 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 along Whalley Boulevard connecting Fraser Highway to 96 Avenue was preferred, with a 20 Avenue Overpass as second.



Over 17% of Respondents provided alternative choices. See appendix 2, page 40 for the full list of responses.

“Add on/off ramps at 152 Street, 24 Avenue and 20 Avenue to stop the congestion on the few access ramps existing.”

INTERSECTIONS

Of the 4 choices provided, the following were the top three priorities for Respondents.³

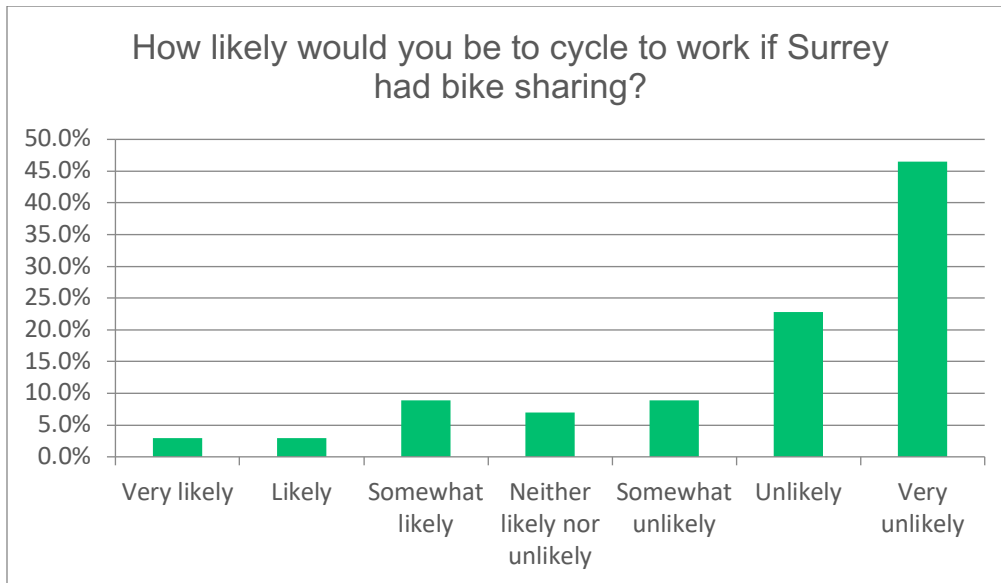
1. 64 Avenue and 168 Street	74.7%
2. 104 Avenue and 156 Street	73.5%
3. Fraser Highway and 184 Street	71.1%

Various intersections on Fraser Highway, and King George Boulevard dominated the recommendations by the 20.5% of Respondents who provided additional suggestions. For a full list of alternative recommendations, see appendix 2, page 41.

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

BIKE SHARING IN SURREY

Innovation is a necessary part of a city’s growth. As a result of many Surrey Board of Trade led initiatives and policies, we added a question to the yearly survey asking respondents whether they would be more likely to bike to work if Surrey had bike sharing. The responses were heavily against with close to 46.5% of respondents indicated that it is very unlikely.



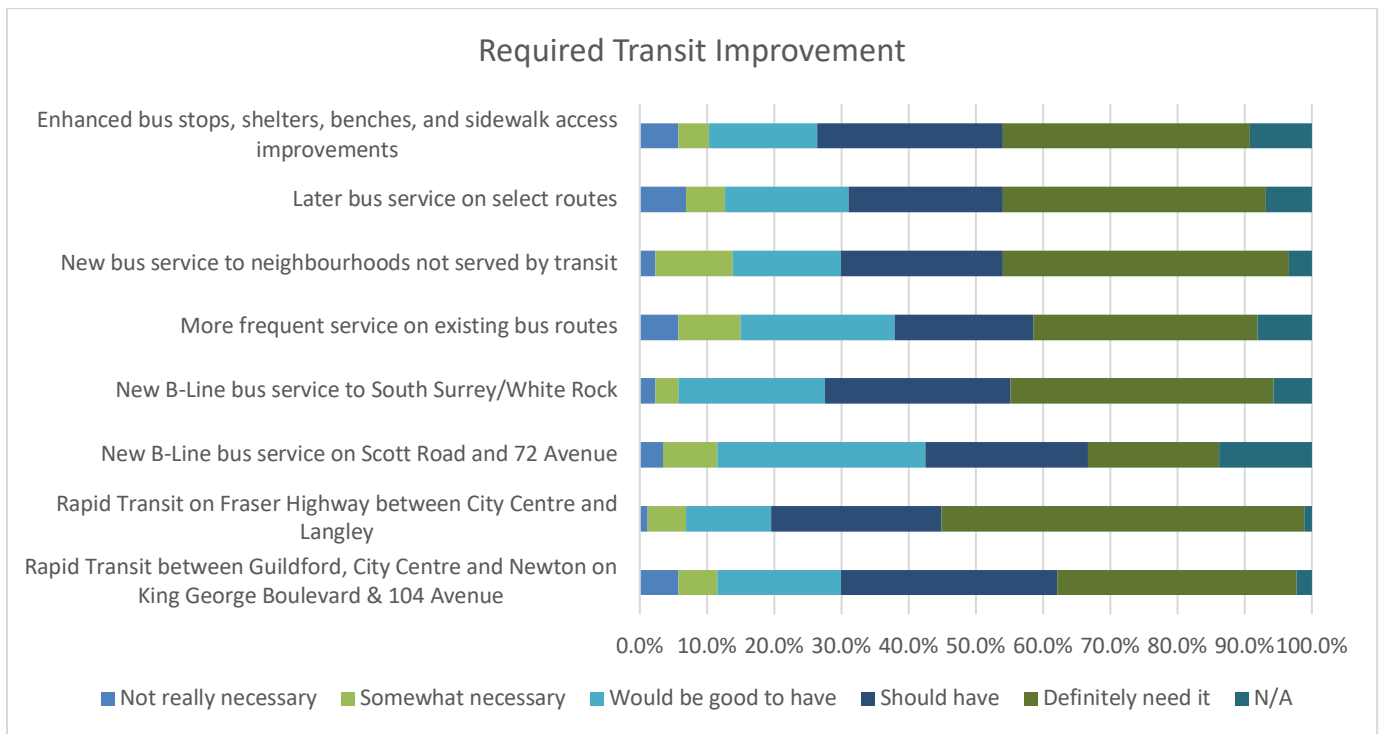
While there is little interest in biking within Surrey to work, there are some that would very likely or somewhat likely consider it (14.9%). With this indication in mind, it is important to understand why these respondents would or would not cycle to work with bike sharing. The Surrey Board of Trade released a survey mid-2019 asking about input into TransLink’s Transport 2050 plan. The questions also included one on taking multiple modes to and from work. The main issue that was heard was that the city is not connected enough to allow people to get to work, and that there are not enough jobs within Surrey itself. Additionally, the fact that transit is so unreliable, and the city is geographically large, cycling is not an option for many.

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** include⁴:

1. Rapid transit on Fraser Highway between City Centre and Langley	79.3%
2. Rapid transit between Guildford, City Centre and Newton on King George Boulevard and 104 Avenue	67.8%
3. New B-Line bus service to South Surrey/White Rock/ New bus service to neighbourhoods not served by transit	66.7%

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



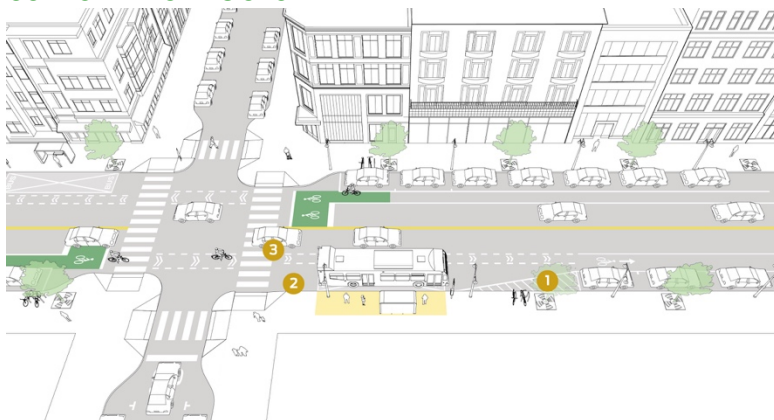
Least favoured, again, is a B-Line bus service along Scott Road, which was reflected in 2017, 2018 and 2019. This year, only 43.7% of Respondents felt that this mode is something we should have and definitely need.

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

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

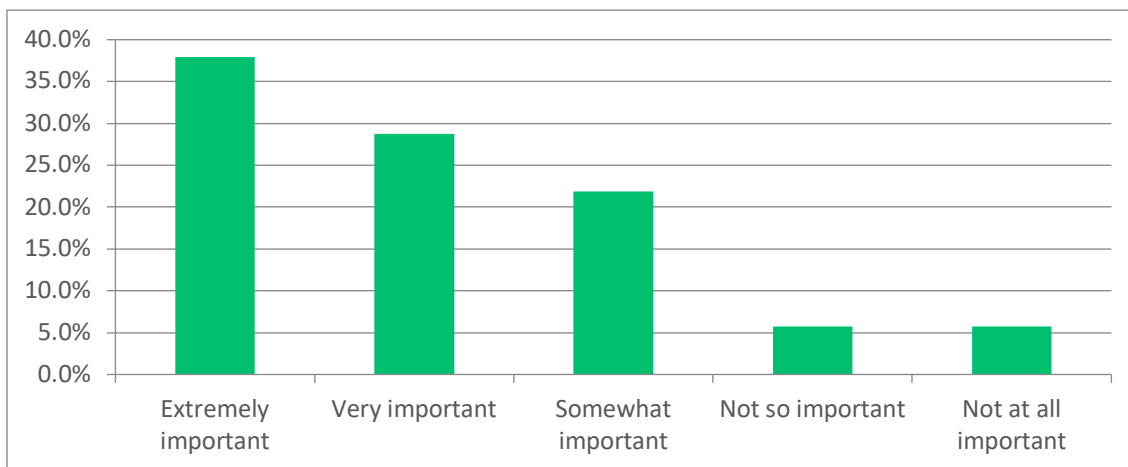
Heights; transit between Guildford Town Centre and Coquitlam Mall; and increased access to small buses providing access to B-Line collector points.

CURBSIDE PULL-OUTS

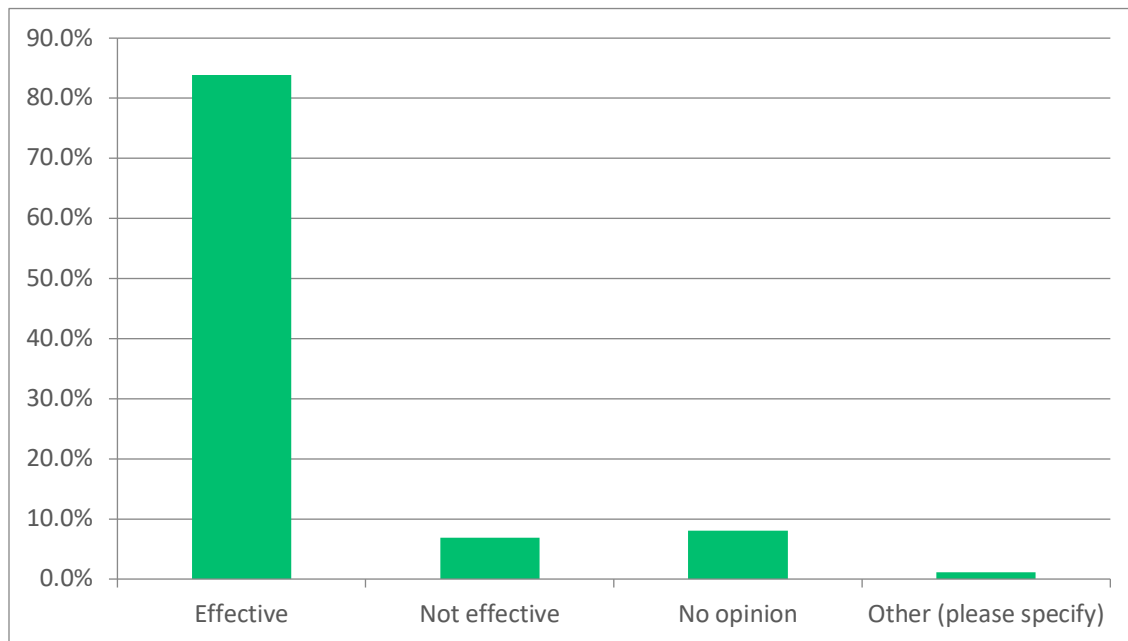


Innovation in road layout is a key aspect of reducing congestion. Curbside pull-outs allow buses to move out of the way of traffic. This allows for limited congestion as cars are not stopping behind the buses when they pick up or drop off passengers.

We asked respondents this year to rank curbside pull-outs and their effectiveness on reducing traffic and congestion. Respondents indicated that pull-outs are important for reducing congestion.

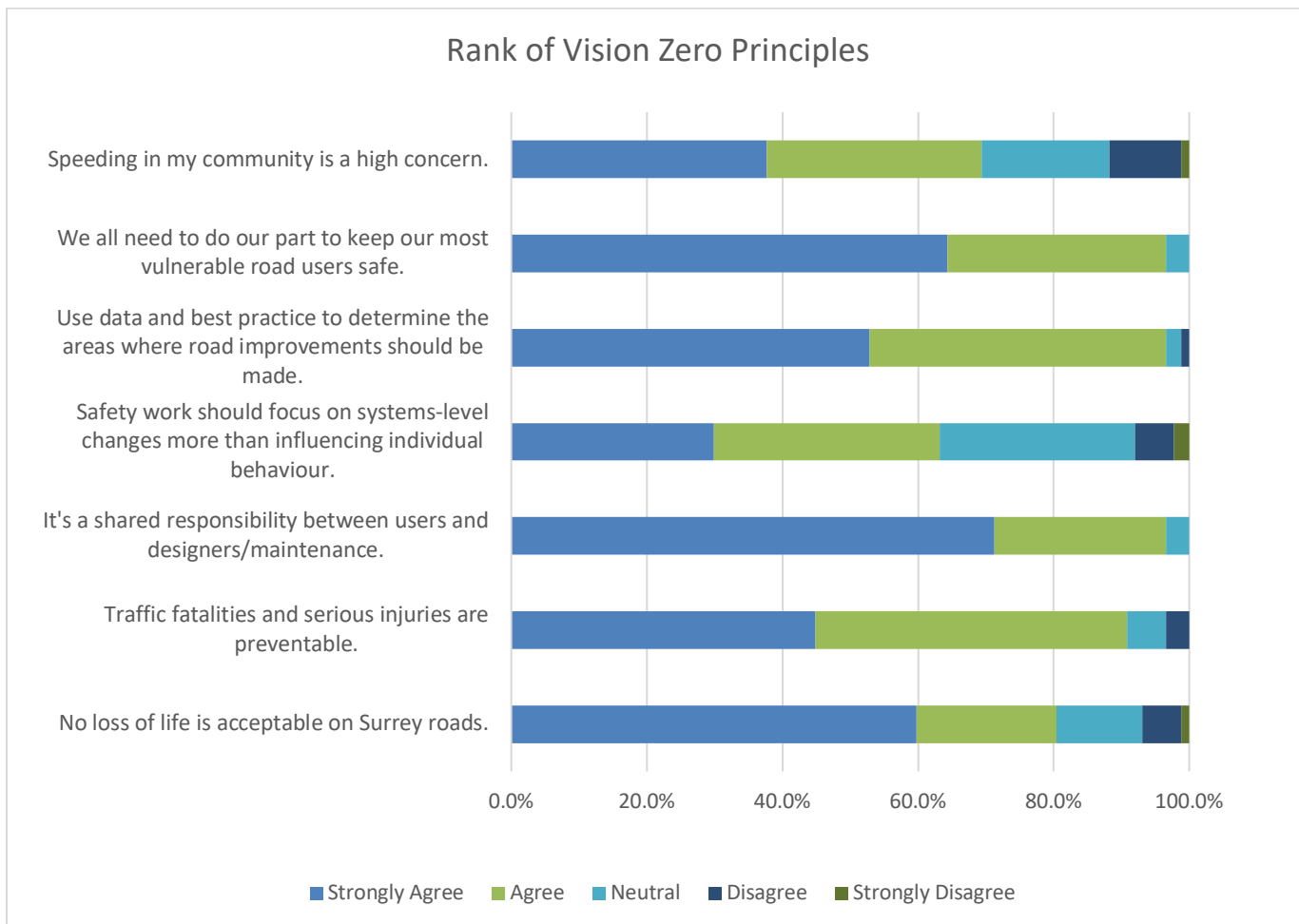


We also asked respondents how effective curbside pull-outs along arterial roadways such as 104 Avenue, Fraser Highway, King George Boulevard, 128 Street, 72 Avenue, 88 Avenue, and others would be at reducing congestion. The vast majority (83.9%) indicated that it would be effective in reducing congestion.



ROAD SAFETY

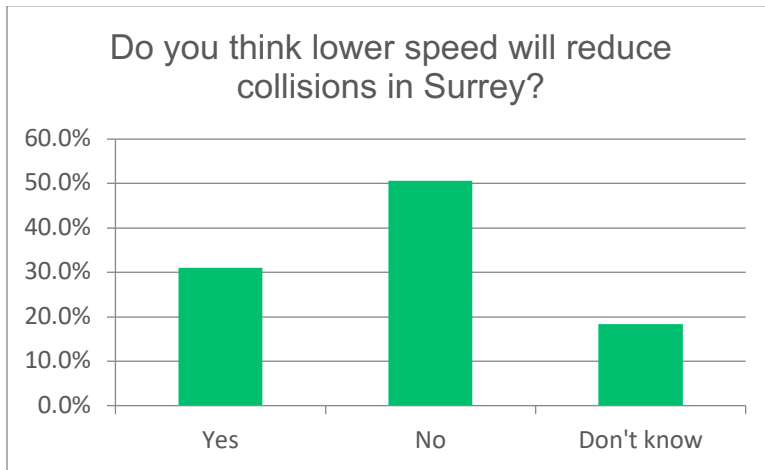
The City of Surrey has launched a Surrey Vision Zero: Safe Mobility Plan. Respondents were asked to contribute their thoughts on how to make Surrey roads safer for all users.



In a three-way-tie, 96.6% of respondents indicated that they either agree or strongly agree that use of data and best practice to determine the areas where road improvements should be made, that we all need to do our part to keep our most vulnerable road users safe and that it is a shared responsibility between users and designers/maintenance.

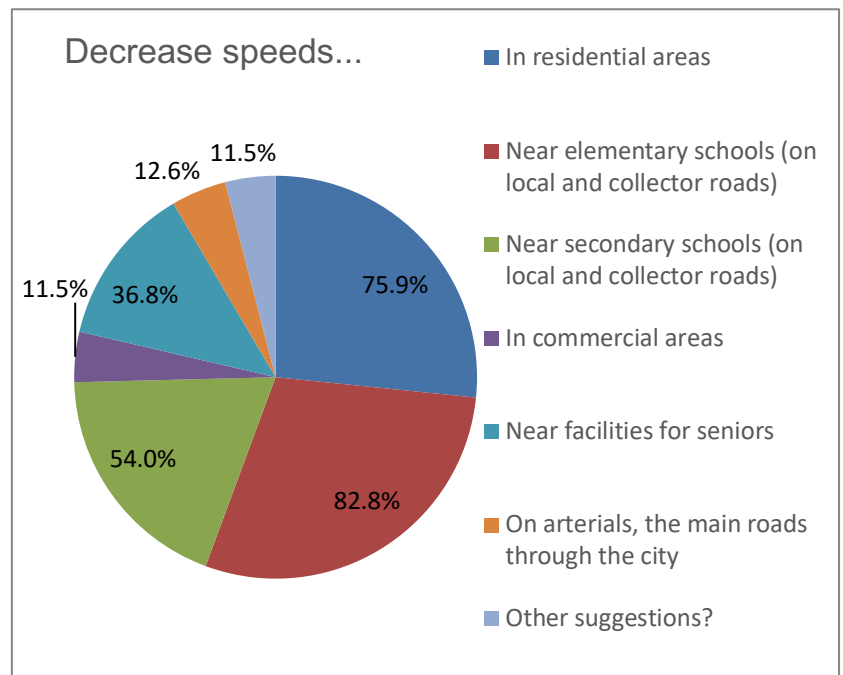
For further information on this initiative, go to City of Surrey’s Safe Mobility Plan: <https://www.surrey.ca/city-services/12174.aspx>.

When asked whether *reducing speed limits on some roads would help reduce collision rates in Surrey*, 50.6% of the Respondents said **no**. Only 31% said yes and 18.4% 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.

11.5% of respondents gave further suggestions. Improving roadways and networks, reduce speeds around hospitals and busy cross walks, traffic light efficiencies, reduce speeds near parks, and increased speed monitoring and enforcement measures were all listed.



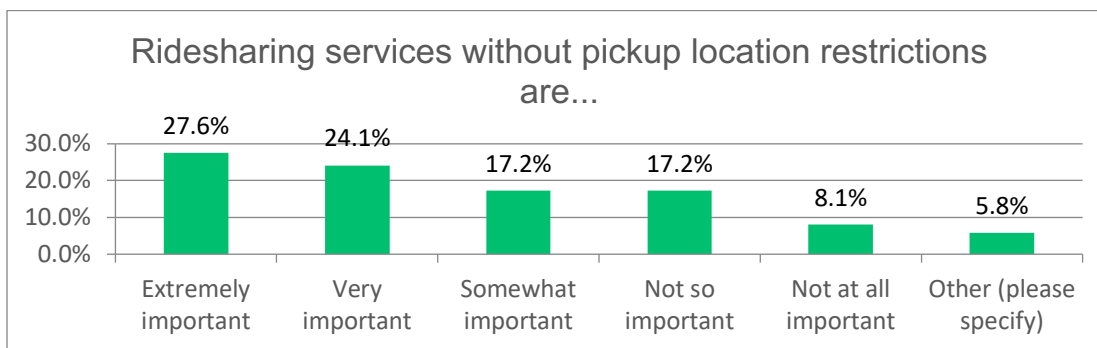
“Around hospitals and busy crosswalks, and near parks.”

“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 have cited concerns about restrictions for pick up and drop off locations, variable business licensing requirements, and the inability to offer discounts to riders.

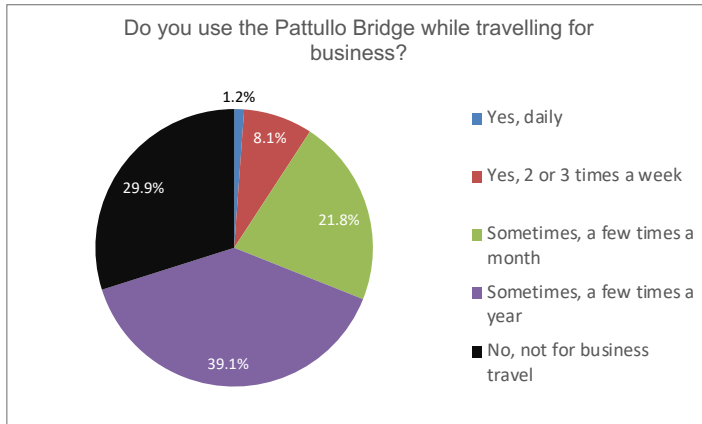
We asked in this survey how important it is to have ridesharing without pickup location restrictions. Nearly 51.7% of Respondents indicated that it is very important and extremely important to them. Respondents that answered other indicated that they did not use the service and that the rules should 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

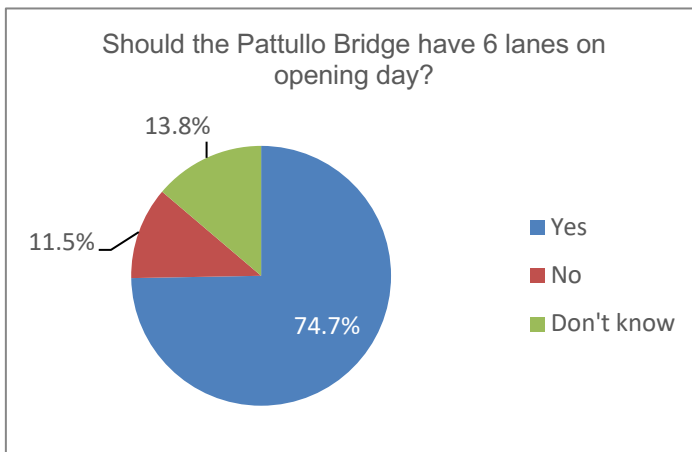


Respondents were unequivocal on what they want available on the opening day of a new bridge.

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:



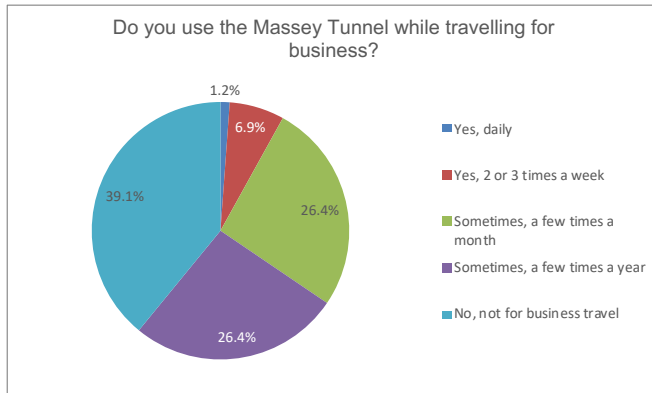
- Build it wider now to serve future population growth as it is cheaper to open it at six lanes today than it will be in the future
- Increase capacity in New Westminster to allow for six lanes on the off/on ramp now
- Safe access and crossing for bicycles and pedestrians are paramount

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

“For future growth of Surrey, it must be wide to accommodate the increased traffic coming to Surrey from Vancouver, Burnaby, etc.”

MASSEY TUNNEL

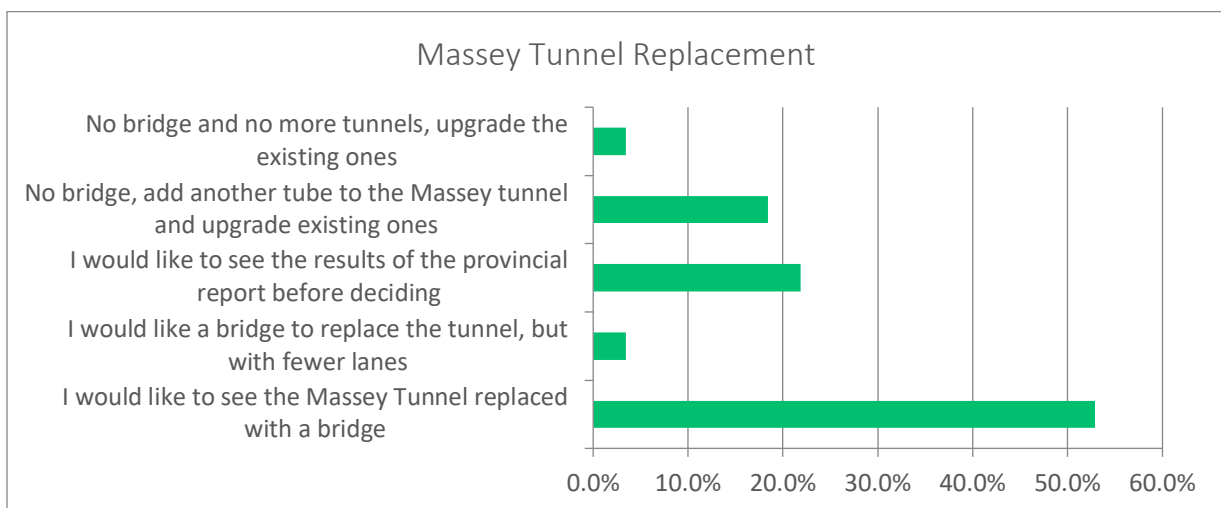
The George Massey Tunnel is 61 years old and connects Delta with Richmond under the Fraser River. It is also the major crossing for those using Highway 99 through the City of Vancouver to the Peace Arch Border and Interstate 5 in the USA. Interstate 5 runs uninterrupted from the Canadian border down 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 1.2% use the tunnel daily, and a total of 34.5% use it frequently (daily to a few times a month).

Although there has been a decrease in traffic along the Massey Tunnel due to the pandemic, they 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.

52.9% of Respondents preferred wanting the originally planned 10-lane bridge. Adding another tube was selected by 18.4% of respondents. Upgrading the existing tube was

selected by 3.5% of Respondents. A bridge with fewer lanes was selected by 3.5% of Respondents.

“Include 2 lanes for future LRT tracks. Make Transit the #1 priority for the crossing, ahead of the car traffic priority.”

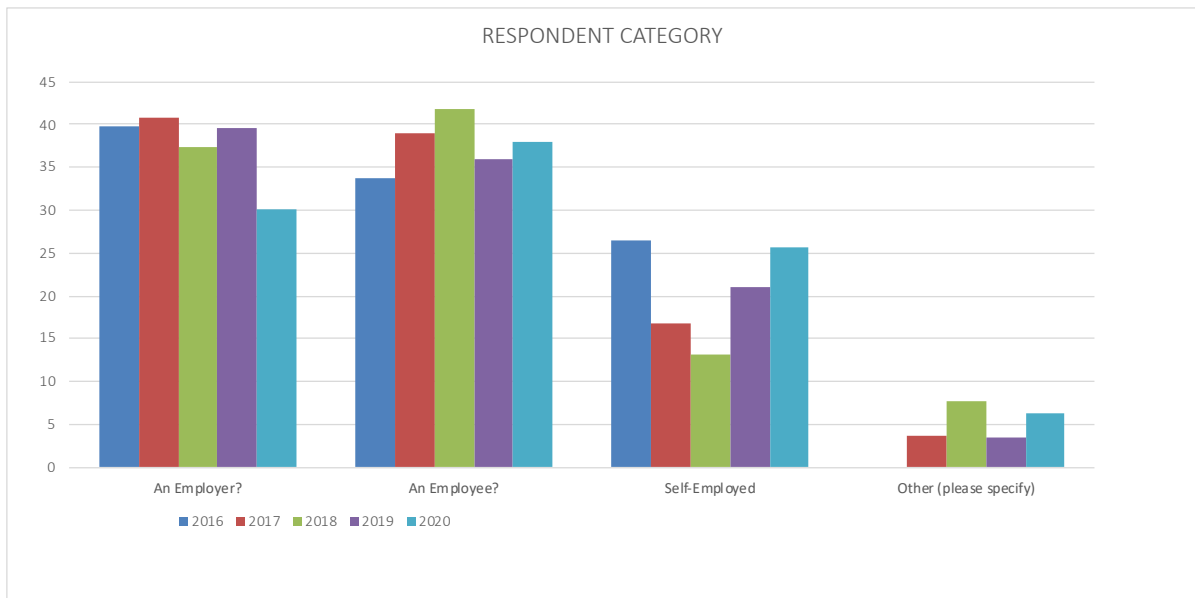
Very few respondents thought that all crossings, including the Alex Fraser Bridge, the Golden Ears Bridge, and the Port Mann Bridge, were fine as is. The comments for both transit routes (27.1% Respondents commented) and final comments (24% Respondents commented) are summarized as follows:

- Improve the connections and arteries before and after bridges.
- Lighting on the bridges need to be enhanced.
- Decisions on infrastructure enhancements must be expedited.
- There needs to be less interference in previously set plans such as LRT and the Massey Tunnel replacement.
- Utilize pressurized traffic lights.
- South Fraser Perimeter Road needs more interchanges.
- Optimize rail and transit on Fraser River crossings.
- Increase speed on Highway 17 to 100 km/h.
- Variable speed zones should be investigated on Highway 17.
- Add more crossings, not just widen existing ones, e.g., connect the Highway 91 East-West Connector to the bottom of Boundary Road.
- A cohesive regional plan for transit / traffic flow is needed.
- LRT in Surrey needs to be reconsidered.
- Sidewalks must be built when new schools are built.
- 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.

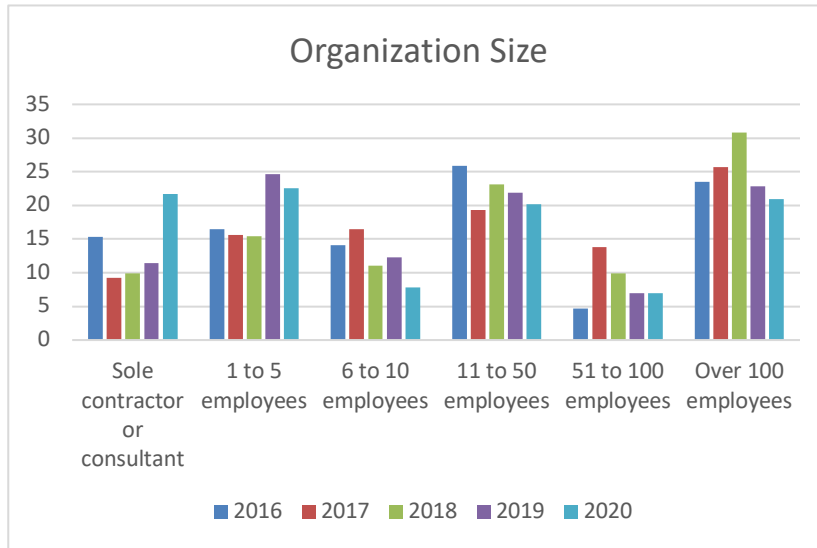
APPENDIX 1 – Respondents in Detail

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.

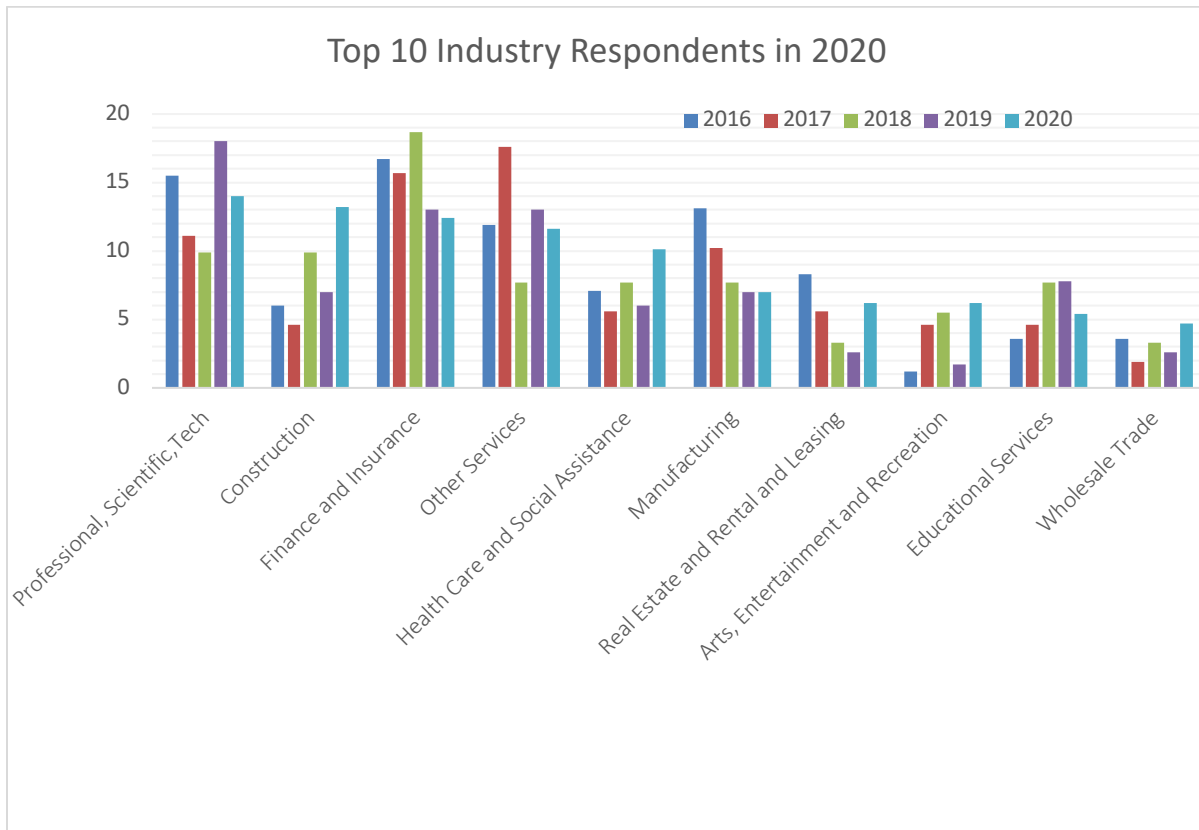


From 2016-2018, there is the beginning of a trend with more employees responding while employers slightly increasing, contrasted by 2019. In 2020, employers reported at the lowest level, while employees, self-employed individuals, and others rose.



The majority of organizations in 2020 fall within the range of sole contractor to 10 employees (51.9%). 48.1% of Respondent’s organizations have 11 to 100+ employees. Surrey and the Surrey Board of Trade are primarily comprised of small to medium-sized enterprises⁵ and that is

reflected in this survey. There has been a 2% increase in home-based business licenses issued when looking at 2019 compared to 2018, and an increase of 4.1% in commercial/industrial business licenses.⁶



⁵ 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

⁶ <https://www.surrey.ca/business-economic-development/1498.aspx>

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 type 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. This survey saw the addition of Wholesale Trade to the top 10 industries represented.

There was a large increase in Respondents from the Arts, Entertainment and Recreation category compared to 2019. Construction, Real Estate and Rental and Leasing, and Health Care and Social Assistance all saw remarkable increases this year. These businesses have thrived during the COVID-19 pandemic, especially in Metro Vancouver. Surrey has seen rapid construction permit approvals for large scale development projects.

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%.

RESPONDENTS

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

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

RESPONDENTS BY INDUSTRY – TOP 10

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

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

How do you usually get to work?	2016	2017	2018	2019	2020
Drive own vehicle	87.1	92.6	81.3	92.9	83.5
Use transit	4.7	0.9	4.4	0.9	6.1
Cycle	0.0	0.0	1.1	0	0
Walk	2.4	0.9	6.6	1.8	4.4
Carpool	1.2	1.9	2.2	2.7	0
Other	4.7	3.7	4.4	1.8	6.1

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

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

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
0 hours	16.5	25.2	22.5	25.2	34
1 to 2	56.5	61.7	56.2	52.2	56
3 to 5	22.4	10.3	15.7	20	12
6 to 8	3.5	2.8	5.6	1.7	1
More than 8 hours a day	1.2	0	0	0.9	0
N/A ⁸					12

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

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
1-10%	35.7	35.8	25.6	29	29.6
11-20%	8.3	14.7	14.4	16.7	14.8
21-30%	9.5	9.2	18.9	6.1	12.2
31-40%	3.6	5.5	2.2	4.4	6.1
41-50%	7.1	4.6	6.7	8.8	1.7
51-60%	7.1	7.3	11.1	4.4	4.4
61-70%	2.4	1.8	3.3	1.8	3.5
71-80%	2.4	6.4	4.4	6.1	3.5
80-90%	3.6	4.6	4.4	9.7	1.7
91-100%	20.2	10.1	8.9	13.2	7
N/A ¹⁰					15.7

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
0 hours	28.6	20.2	21.6	25.2	29.6
1 to 2 hours	48.8	62.4	60.2	52.2	53
3 to 4 hours	20.2	11.0	11.4	20	8.7
5 to 6 hours	1.2	3.7	3.4	1.7	5.2
7 to 8 hours	1.2	0.0	1.1	0.9	2.6
More than 8 hours	0.0	2.6	2.3	25.2	.9

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

There are no barriers, staff have multi modal operations to access the job place	36.5
No transit service coverage	15.7
Infrequent or limited hours of transit service	27.8
Lack of sidewalk facilities to job place	4.4
No safe cycling infrastructure	2.6
No cycle parking or end of trip facilities	0.0
Other (please specify)	13.0

Due to type of work and business needs, alternatives are not applicable.
 Limited transit and flexibility for banking, picking up parts, lunches etc.
 Place of work is home in terms of daily office, no barriers
 Have no staff, just sub-contractors
 Always going to different places
 Transit service is poor, with limited hours of service, lack of sidewalks, multiple answers to this question
 Lack of TransLink/LRT running north/south in Surrey
 Downtown area is very unsafe to walk, all the homeless and drug dealers hang out there hence can't walk to work.

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.

Traffic congestion has limited to no impact on my business operations	25.7
My business is somewhat impacted by increasing traffic congestion	50.5
My business is significantly impacted by increasing traffic congestion	23.8

To what degree are each of these strategies important to you?	Not important	Somewhat important	Important	Very important
Managing traffic demand	7.9	26.7	28.7	36.6
Improving efficiency	3.0	11.0	34.0	52.0
Increasing capacity	8.0	18.0	26.0	48.0

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 between Whalley Boulevard and 148 Street, including through Green Timbers Park	63.2
32 Avenue: Widen to 4 lanes from Croydon Diver to 188 Street	40.2
64 Avenue: Widen to 5 lanes between 176 Street and Fraser Highway	51.7
132 Street: Widen to 4 lanes between 71 Avenue and 96 Avenue	32.2
152 Street: Widen to 4 lanes from 40 Avenue to 50 Avenue	52.9
South Surrey/Highway 99 Interchanges: Capacity improvements at key interchanges including 24 Avenue, 32 Avenue, and 152 Street (overpass and widening)	48.3
Didn't see your priority? List it below:	20.7
184 Street - double lane starting from 64th Avenue to 92 Avenue	
More on/off ramps for Highway 99	
Port Kells and 96 Avenue needs two more traffic lights to slow down traffic speed and allow transit riders to cross the road safely	
Widen 148 Street to 4 lanes between 88 Avenue and 108 Avenue	
140 Street: Widen to 4 lanes from 88 Avenue to 92 Avenue.	
Fraser Highway / 176 Street intersection overpass	
Repaving on existing roads	

Re-fix 154 Street and 104 Avenue

Additional and expanded turn lanes on 104 Avenue; 4-laning 100 Avenue from 154 Street to 156 St; 4-laning 160 Street from 96 Avenue to Fraser Highway; 4-laning 168 Street from Fraser Highway to 64 Avenue; 4-laning 140 Street from 100 Avenue to 108 Avenue and south of 92 Avenue; exclusive transit-only lanes down King George Blvd, 152 St; 4-laning 184 Street from Fraser Highway to the site of the new Surrey Hospital; 4-laning Whalley Boulevard

64 Avenue: Widen to 4 lanes from 152 Street to 160 Street

Reduce number of traffic lights on 152 Street and also on 88th Avenue

Replace wooden 'temporary' Bailey Bridge on King George Boulevard near Park 'n Ride exchange

Reroute traffic away from 108th Avenue and Canary. Too much volume of traffic in a residential area.

24th Avenue, 152 Street to 176 Street: construct pull-out space for Bus-stops, as busses at bust-stops currently cause major traffic stoppages

148 Street OR 156 Street - widen to 4 lanes

Roundabout at 24 Avenue and 184 St, 16 Avenue widen from Highway 99 to 192 Street

Whole of 96 Avenue

16th Avenue widen from 152 to 192

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.

128 Street: New construction from 108 Avenue to King George Boulevard	68.2
20 Avenue Overpass: A new Highway 99 overpass and improvements to 152 Street	61.2
192 Street Diversion: New construction from Fraser Highway to 68 Avenue	43.5
84 Avenue: New construction from 124 Street to 128 Street	42.4

Other comments include:

Add on/off ramps at 152 Street, 24 Avenue and 20 Avenue to stop the congestion on the few access ramps existing.

Port Kells and 96 Avenue needs two more traffic lights to slow down traffic speed and allow transit riders to cross the road safely! Spoke with the City of Surrey over the past 2 years and traffic lights were supposedly planned to be installed by now.

168th Street from 32nd Avenue to 96th Avenue, 152nd Street from 84th Avenue to Highway 1

128th Street - should be 4 lanes all the way from Highway 10 to 96th Avenue, 152nd Street - should be 4 lanes from 36th Avenue to Highway 10

Re-fix 154th Street and 104th Avenue

Extending 166 Street north of Fraser Highway

South Surrey/Highway 99 interchanges at 24 Avenue, 32nd Avenue and 152 Street including overpass and widening. Widening of 32nd Avenue from Croyden Drive to 200th Street.

Reduce number of traffic lights on 152 Street and also on 88th Avenue

Reroute traffic away from 152nd Street from 108th Avenue to 88th Avenue. Traffic congestion too dangerous and heavy.

84 Avenue: new construction from King George Boulevard to 140 Street

84 Avenue through Bear Creek Park

Improvement around new schools (Salish Secondary). Roads and sidewalks!

72 Avenue -- extend from 152 Street to 176 Street

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

64 Avenue and 168 Street	74.7
104 Avenue and 156 Street	73.5
Fraser Highway and 184 Street	71.1
104 Avenue and 154 Street	51.8

24 Avenue and King George through 156 Street and 160 Street.

Port Kells and 96 Avenue needs two more traffic lights to slow down traffic speed and allow transit riders to cross the road safely! Spoke with the City of Surrey over the past 2 years and traffic lights were supposedly planned to be installed by now.

Fraser Highway and 152nd Street, 64th Avenue and 152nd Street

32nd Avenue and Highway 99, 152nd Street and Fraser Highway

24th Avenue and Croydon Drive

16 Avenue and 176 Street

32nd Avenue at 152nd Street, 176th Street and Highway 10, 152 and Highway 10

88th Avenue and King George Boulevard

152nd Street and 108th Avenue

88 Avenue and Fraser Highway, 104 Avenue and 140 Street

Improvement around new schools (Salish Secondary)

King George Boulevard/ 76 Avenue

BIKE SHARING IN SURREY

How likely would you be to cycle to work if Surrey had bike sharing?	
Very unlikely	46.5
Unlikely	22.8
Somewhat unlikely	8.9
Neither likely nor unlikely	6.8
Somewhat likely	8.9
Likely	3
Very likely	3

RAPID TRANSIT

Please rate the following transit improvement options:	Not really necessary	Somewhat necessary	Would be good to have	Should have	Definitely need it	Previous two columns added
Rapid transit between Guildford, City Centre and Newton on King George Boulevard and 104 Avenue	5.8	5.8	18.4	32.2	35.6	67.8
Rapid transit on Fraser Highway between City Centre and Langley	1.2	5.8	12.6	25.3	54	79.3
New B-Line bus service on Scott Road and 72 Avenue	3.5	8.1	31	24.1	19.5	43.7
New B-Line bus service to South Surrey/White Rock	2.3	3.5	21.8	27.6	39.1	66.7
More frequent service on existing bus routes	5.8	9.2	23	20.7	33.3	54
New bus service to neighbourhoods not served by transit	2.3	11.5	16.1	24.1	42.5	66.7
Later bus service on select routes	6.9	5.8	18.4	23	39.1	62.1
Enhanced bus stops, shelters, benches, and sidewalk access improvements	5.8	4.6	16.1	27.6	36.8	64.4

CURBSIDE PULL-OUTS FOR BUSES

How important are curbside pull-out lanes to you?	
Extremely important	37.9
Very important	28.7
Somewhat important	21.8
Not so important	5.8
Not at all important	5.8

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.?	
Effective	83.9
Not effective	6.9
No opinion	8.1

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 agree	Agree	Neutral	Disagree	Strongly disagree	First 2 columns added – out of 100%
No loss of life is acceptable on Surrey roads. Zero is the only target worth aiming for.	59.8	20.7	12.6	5.8	1.2	80.5
Traffic fatalities and serious injuries are preventable.	44.8	46	5.8	3.5	0	90.8
Eliminating fatalities and serious injuries is a shared responsibility between road users and those who design and maintain our roads.	71.3	25.3	3.5	0	0	96.6
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).	29.9	33.3	28.7	5.8	2.3	63.2
Use data and best practice to determine the areas where road improvements should be made.	52.9	43.7	2.3	1.2	0	96.6

We all need to do our part to keep our most vulnerable users safe.	64.4	32.2	3.5	0	0	96.6
Speeding in my community is a high concern.	37.2	31.8	18.8	10.6	1.2	69.4

Do you think lower speed limits would help reduce collisions in Surrey?

Yes	31
No	50.6
Don't know	18.4

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

In residential areas	75.9
Near elementary schools (on local and collector roads)	82.8
Near secondary schools (on local and collector roads)	54
In commercial areas	11.5
Near facilities for seniors	36.8
On arterials, the main roads through the city	12.6
Other suggestions?	11.5

Other suggestions include:

Near parks

Around hospitals and busy crosswalks

Improve arterial roadways and side street issues will inherently reduce.

Frustration drives excess speed in many cases

RIDESHARING SERVICES

How important is it to you to have ridesharing services without pickup location restrictions?	
Extremely important	27.6
Very important	24.1
Somewhat important	17.2
Not so important	17.2
Not at all important	8.1

MAJOR INFRASTRUCTURE

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

PATTULLO BRIDGE

Do you use the Pattullo Bridge while travelling for business?	
Yes, daily	1.2
Yes, 2 or 3 times a week	8.1
Sometimes, a few times a month	21.8
Sometimes, a few times a year	39.1
No, not for business travel	29.9

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

GEORGE MASSEY TUNNEL

Do you use the Massey Tunnel while travelling for business?

Yes, daily	1.2
Yes, 2 or 3 times a week	6.9
Sometimes, a few times a month	26.4
Sometimes, a few times a year	26.4
No, not for business travel	39.1

Please choose one of the following options:

I would like to see the Massey Tunnel replaced with a bridge	52.9
I would like a bridge to replace the tunnel, but with fewer lanes	3.5
I would like to see the results of the provincial report before deciding	21.8
No bridge, add another tube to the Massey tunnel and upgrade existing ones	18.4
No bridge and no more tunnels, upgrade the existing ones	3.5

“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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