



MODUS

from insight to impact

SURREY LANGLEY SKYTRAIN, AND RAPID TRANSIT OPTIONS ON 104 AVENUE AND KING GEORGE BOULEVARD

ENGAGEMENT SUMMARY REPORT

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Prepared for: TransLink

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ENGAGEMENT SNAPSHOT

Promotional activities:



Project microsite



Digital ads



Transit ads



Social media



21,000+
Survey
Respondents



1,000+
Open House
Participants



eNewsletter



Direct mail



Street teams



Community events

KEY FINDINGS

- 45% of survey respondents were familiar with the Mayors' Council 10-Year Vision that calls for 27-kilometres of rapid transit on 104 Avenue, King George Boulevard, and Fraser Highway
- 58% of survey respondents were familiar with the proposed Surrey Langley SkyTrain
- 85% of survey respondents support the proposed Surrey Langley SkyTrain
- Top values included:
 - Predictable transit travel time that helps me get to my destination faster
 - Efficient use of public money
 - A comfortable and safe experience when I use transit
 - Increased transportation options that help me choose bus, SkyTrain, SeaBus, and HandyDART over private vehicle use

KEY THEMES

Other Considerations for Assessing Impacts of the Surrey Langley SkyTrain

- Concerns about safety and security with increased rapid transit in Surrey and Langley neighbourhoods
- Access to future transit stations through sufficient and affordable parking at stations, bus and other transit options, integration with cycling and walking infrastructure
- Minimizing impact to residences and businesses, traffic, displacement, pollution, noise and vibration, and views during construction
- Desire for increased transit connectivity throughout and within Surrey and Langley
- Travel time and convenience to regional destinations and essential services
- Complementary land uses along the corridor and specifically at stations, and the potential for long-term economic development

Additional Comments or Questions

Support for SkyTrain. Respondents and participants voiced support for the SkyTrain because it is quicker and more efficient than the alternatives, better addresses congestion, better integrates Surrey and Langley with the region, and is a better long-term transit solution.

Support for Light Rail Transit (LRT). Respondents and participants voiced support for LRT because it is more cost-effective, better connects neighbourhoods in Surrey, has less environmental impact, and would be less disruptive to Surrey and Langley neighbourhoods.

Urgency to Build Transit Infrastructure. Respondents and participants expressed a desire for construction to begin as quickly as possible.

Priority Areas. Respondents suggested prioritizing the delivery of rapid transit service to the following cities or neighbourhoods, listed by number of mentions:

- Langley
- Newton
- South Surrey / White Rock
- Abbotsford / Fraser Valley
- Guildford

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BACKGROUND

In 2014, regional mayors on the Mayors' Council identified 104 Avenue, King George Boulevard, and Fraser Highway as priority corridors for rapid transit and decided to build 27 kilometers of Light Rail Transit (LRT) to meet growing and projected ridership demand.

In December 2018, based on a request from Surrey City Council, the Mayors' Council directed TransLink to begin planning work for SkyTrain on Fraser Highway while updating rapid transit plans for 104 Avenue and King George Boulevard.

In July 2019, TransLink will report back to the Mayors' Council on:

- Design requirements for the proposed Surrey Langley SkyTrain
- Costs, which will help to determine how far along Fraser Highway the proposed line could be constructed with \$1.6 billion in approved funding as well as remaining costs required to complete the proposed extension all the way to Langley
- An Environmental Screening Review of the proposed Surrey Langley SkyTrain
- A first phase of public engagement, which will help to determine public opinion on:
 - the proposed Surrey Langley SkyTrain
 - rapid transit options for the 104 Avenue and King George Boulevard corridors

The primary objectives of this phase of public engagement were to:

- Inform the public about rapid transit planning work related to the Fraser Highway, 104 Avenue, and King George Boulevard corridors
- Gather feedback on opportunities, considerations, values, and level of support for rapid transit planning on these corridors
- Ensure broad access to information, maximizing opportunities to engage

WHAT WE DID

PROMOTION

Website: In February 2019, a project microsite was launched. The microsite provides the most up-to-date information, including links to the online survey, information boards, engagement opportunities, news coverage, and FAQs, for example.

Digital ads: Digital ads were posted on the following sites:

- Facebook, Twitter, and Instagram feeds
- Google Search Network, Google Display Network and Gmail ads
- Surrey Now-Leader banner ads, advertorial and Facebook posts
- Langley Advance Times banner ads, advertorial and Facebook posts

SMS NextBus alert ads: SMS messages were sent to customers using the NextBus service in Surrey and Langley.

eNewsletters: Notification of the engagement was sent to Surrey Langley SkyTrain eNewsletter subscribers as well as those who subscribed to receive the TransLink eNewsletter.

Social media: Content on this engagement was posted on Facebook and Twitter. Facebook events were created for each open house.

Direct outreach: Representatives of local businesses, community organizations, as well as government leaders were invited to participate in the engagement and asked to share information about it via their channels.

Mailout: Postcards were mailed to Surrey and Langley businesses and residents along the corridor to help promote the engagement.

Street teams: In advance of each open house, street teams handed out postcards at major transit hubs near each open house location.

Community events: To help raise awareness about the engagement, TransLink staff participated in Surrey's Party for the Planet and Surrey's Vaisakhi Parade.

Information boards: Boards displaying information about the engagement and how to get involved were posted at Surrey City Hall, Langley City Hall, and Township of Langley City Hall throughout the engagement period.

Transit ads: Ads were placed at bus stops and SkyTrain stations in Surrey and Langley as well as on buses that service customers in Surrey and Langley.

ENGAGEMENT OPPORTUNITIES

ONLINE SURVEY

An online survey was available between April 4 – 26 2019.

Specific feedback was collected on:

1. Priorities, opportunities, considerations and level of support for a Surrey Langley SkyTrain
2. Priorities, opportunities, and considerations for rapid transit options on the 104 Avenue and King George Boulevard corridors
3. Values that help inform rapid transit planning

The survey was translated into Punjabi, and was available on the website, and at temples in Surrey.

In total, **21,276 surveys** were completed. Participants were asked the first 3 letters of their postal code, which is the basis for the following geographic breakdown:

- **10,495 – Surrey**
- **3,734 – Township of Langley**
- **2,664 – City of Langley**
- **4,383 – residents from the rest of Metro Vancouver**

OPEN HOUSES

Open houses were held as follows:

- Thursday, April 11 – Langley City Hall (3 - 8pm) **171 attendees**
- Monday, April 15 – Surrey Sport and Leisure Complex (3 - 8pm) **530 attendees**
- Tuesday, April 16 – Surrey City Hall (3 - 8 pm) **208 attendees**
- Wednesday, April 17 – Newton Seniors' Centre (3 - 8pm) **120 attendees**

The open houses featured a series of information boards that outlined the background, funding, and timeline. The boards are available at:

https://surreylangleyskytrain.ca/Documents/surrey_langley_skytrain_engagement_boards.pdf

TransLink and municipal staff were available to answer any questions.

Participants selected their top three values that they believe should be considered in planning for rapid transit on the 104 Avenue and King George Boulevard corridors.

A community mapping exercise enabled participants to share priorities, opportunities, considerations, and level of support for a Surrey Langley SkyTrain and for rapid transit options on the 104 Avenue and King George Boulevard corridors.

iPads were available at the open houses to complete the online survey. Paper copies of the survey were also available.

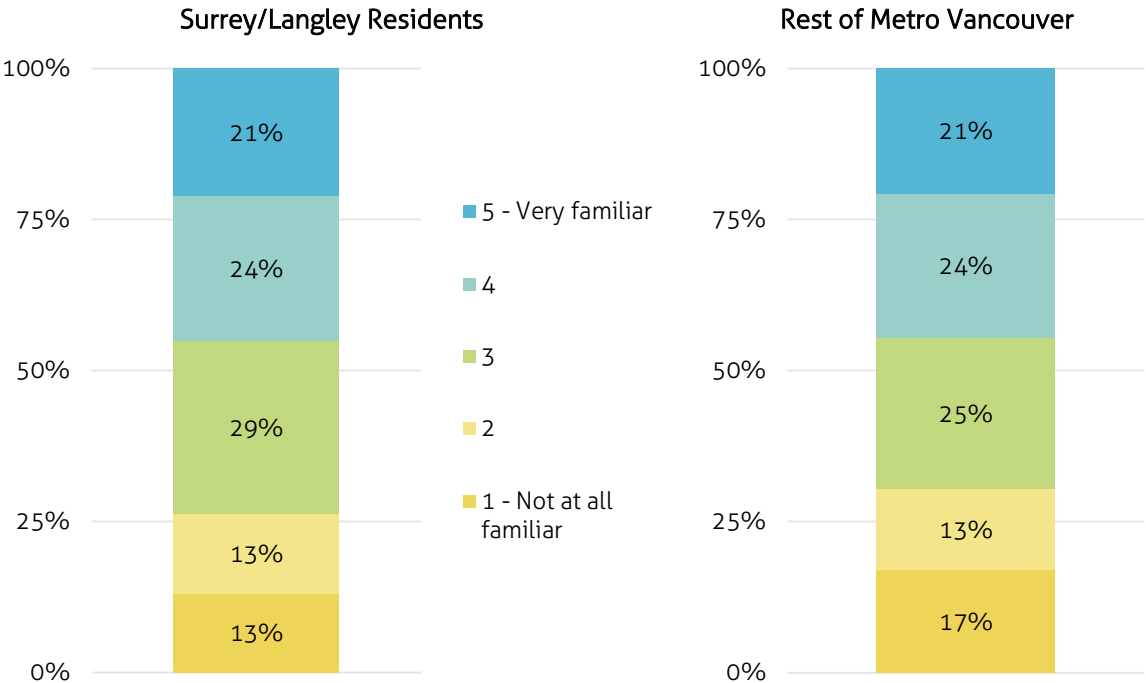
WHAT WE HEARD

The following is a summary of what we heard from respondents to the online survey and participants at the open houses.

ONLINE SURVEY

FAMILIARITY WITH THE PLAN TO BUILD RAPID TRANSIT SOUTH OF THE FRASER

Q: Prior to today, how familiar were you with the Mayors' Council 10-Year Vision that calls for 27 kilometres of rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors?



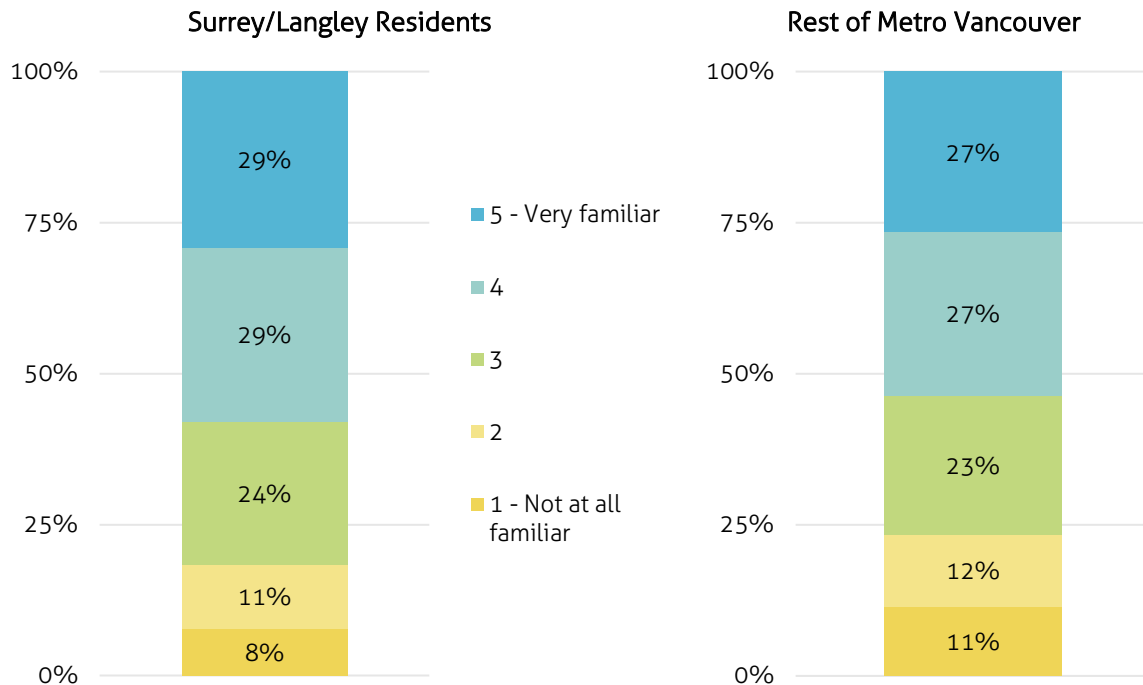
Just under half (45%) of respondents from Surrey and Langley consider themselves familiar with the Mayors' Council 10-Year Vision that calls for rapid transit on the three corridors; responding with a 4 or 5 as the above graph indicates.

Respondents from the City of Langley and the Township of Langley were less familiar than those in the City of Surrey; just over a third (36% and 35%, respectively) responding with a 4 or 5.

On average, respondents from the rest of Metro Vancouver have about the same level of familiarity (45%), with slightly more not being familiar at all (17% compared to 13% of Surrey and Langley residents).

FAMILIARITY WITH THE PROPOSED SURREY LANGLEY SKYTRAIN

Q: Prior to today, how familiar were you with the Surrey Langley SkyTrain?



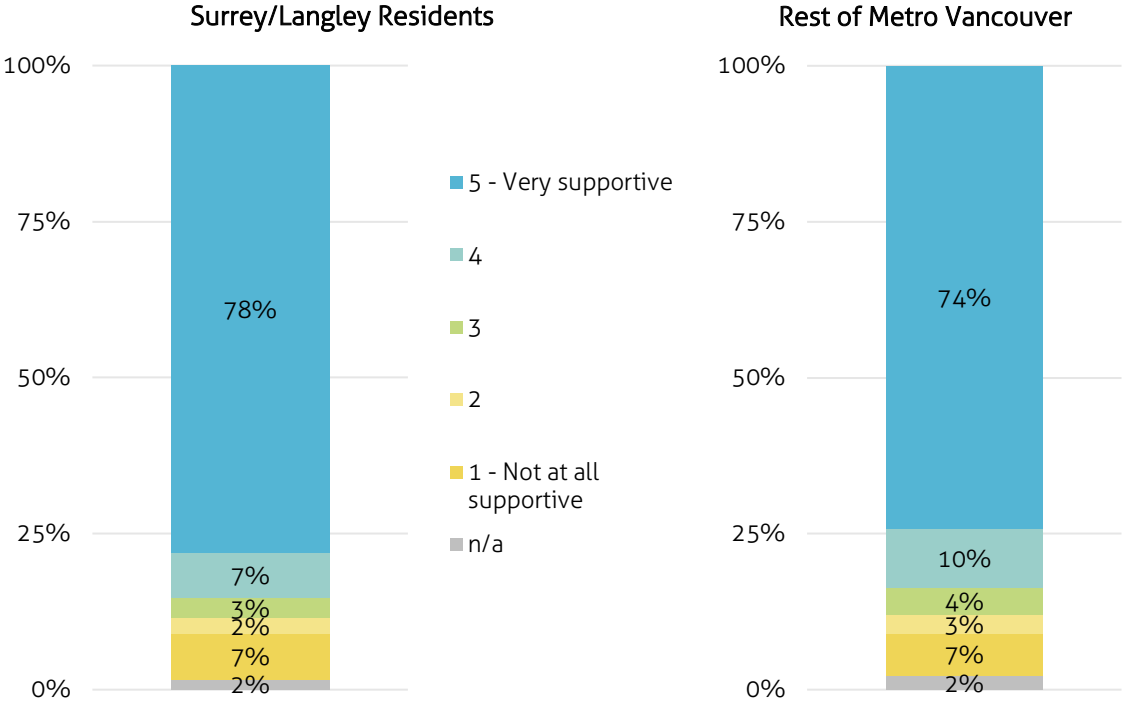
Just over half (58%) of respondents from Surrey and Langley consider themselves familiar with the proposed Surrey Langley SkyTrain; responding with a 4 or 5 as the above graph indicates.

Respondents from the City of Langley and the Township of Langley were less familiar than those from the City of Surrey; about half (52% and 58%, respectively) responding with a 4 or 5.

On average, respondents from the rest of Metro Vancouver have about the same level of familiarity (54%).

LEVEL OF SUPPORT FOR THE PROPOSED SURREY LANGLEY SKYTRAIN

Q: What is your level of support for the proposed Surrey Langley SkyTrain?

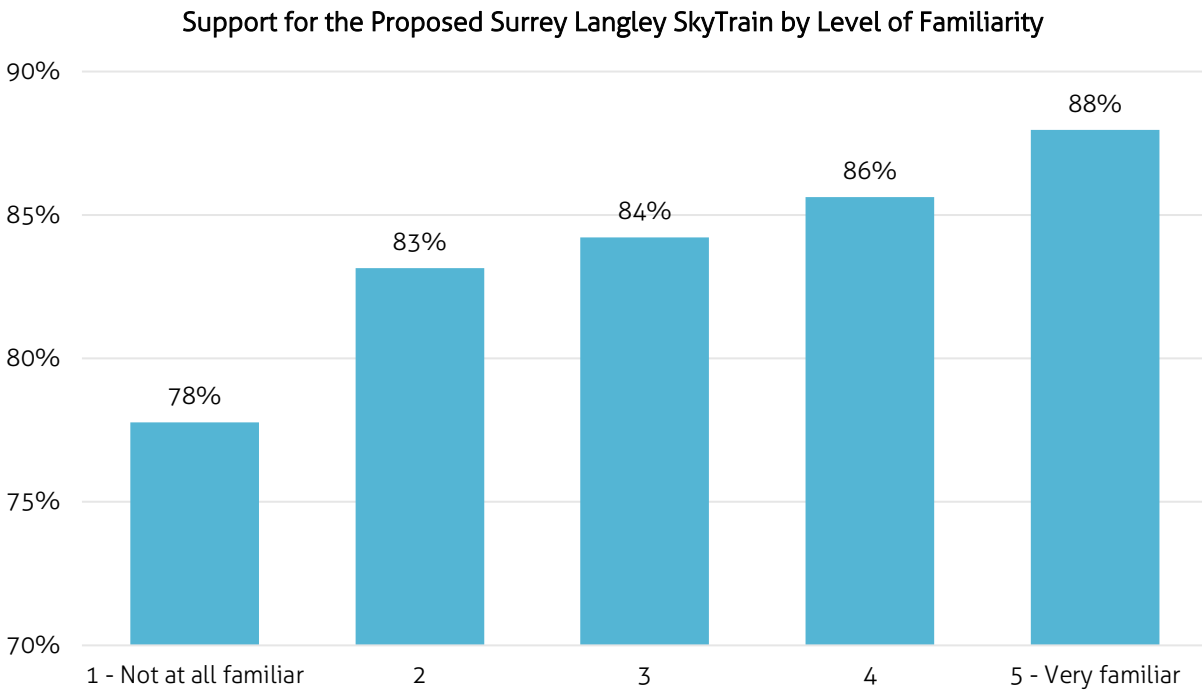


The majority of Surrey and Langley residents are in support of the proposed Surrey Langley SkyTrain. Well over three-quarters (85%) of respondents indicated support; responding with a 4 or 5 as the above graph indicates. Most of those who indicated support responded with a 5, indicating strong support (78%).

The majority of respondents from Fleetwood/Guildford, Newton, and South Surrey/White Rock are supportive of the proposed Surrey Langley SkyTrain, though they are slightly less supportive than other respondents (75%, 75%, and 69%, respectively).

Respondents from the City and the Township of Langley were even more supportive than Surrey residents (90% and 92%, respectively).

On average, respondents from the rest of Metro Vancouver have about the same level of support (84%).

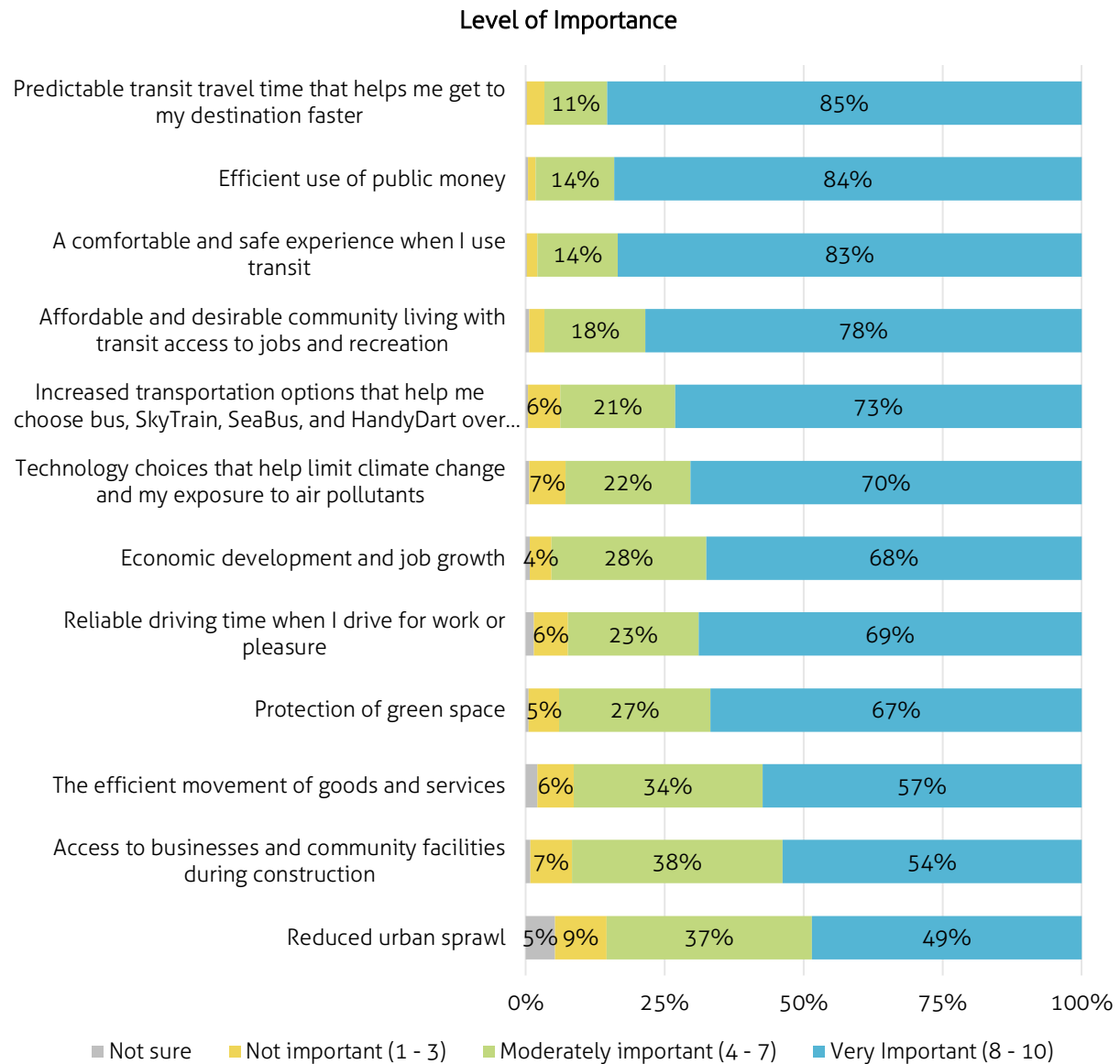


Among all respondents, as the level of familiarity with the proposed Surrey Langley SkyTrain increased, so did the level of support.

This linear relationship between familiarity and support for Surrey Langley SkyTrain holds true for respondents from across different neighbourhoods in Surrey (including Fleetwood/Guildford and Newton) and Langley, except for respondents from South Surrey/White Rock. In South Surrey/White Rock, there doesn't appear to be a relationship between familiarity and support. However, this could be a function of the sample size of respondents from South Surrey/White Rock (426 respondents).

VALUES TO INFORM RAPID TRANSIT PLANNING ON 104 AVENUE & KING GEORGE BOULEVARD

Q: Please indicate the level of importance you place on each of the following values, where 1 is not at all important and 10 is very important.



The following three values were most important to online survey respondents:

- Predictable transit travel time that helps me get to my destination faster
- Efficient use of public money
- A comfortable and safe experience when I use transit

Important to note is that most respondents ranked all of the values moderately or very important.

OTHER CONSIDERATIONS FOR ASSESSING THE IMPACTS OF THE PROPOSED SURREY LANGLEY SKYTRAIN

As part of the Surrey Langley SkyTrain planning, we will assess impacts on the following:

- *Traffic & transportation*
- *Community & neighbourhood impacts*
- *Archaeological & heritage resources*
- *Employment & economy*
- *Fisheries & aquatics*
- *Vegetation & wildlife resources*
- *Noise & vibration*
- *Air quality & greenhouse gases (GHGs)*
- *Contaminated soils*

Q: Is there anything else we should consider? Please be as specific as possible.

When asked what else TransLink should consider in its planning work, respondents highlighted:

Safety and Security

Safety and security were concerns for many respondents. There is a perception that the proposed SkyTrain will result in increased crime levels in Surrey and Langley. There is also concern that assaults and harassment on transit and around SkyTrain stations at night will increase. Some respondents expressed a desire for greater policing around stations.

Accessing Transit

Access to future transit stations emerged as an important theme. The majority of these comments highlighted the need for sufficient and affordable parking near stations. Access by bus and other forms of transit, by biking and walking, were also common responses.

Impact on Nearby Residences and Businesses

Respondents expressed concern about the potential impact of construction and operation of the Surrey Langley SkyTrain on nearby residences and businesses. Concerns included:

- Traffic during construction
- Access to businesses during construction
- Displacement of existing residences and businesses
- Air pollution
- Excess noise and vibrations from construction and operations
- Other negative visual impacts because of the elevated guideway

Economic Impacts

Respondents spoke to the potential economic impacts of building the proposed Surrey Langley SkyTrain. Some were concerned that taxes would increase, and some expressed a desire to be as cost-effective as possible. Others mentioned the potential for long-term economic development and prosperity in Surrey and Langley as a result of the SkyTrain.

Connections to the Region, and within Surrey and Langley

Respondents highlighted the need for more transit connections within Surrey and Langley, while others favour improved connections to Vancouver and other regional destinations. Some of the specific themes related to transit connections included:

- An improved and better-connected public transit network in Surrey and Langley, especially for those who would prefer to drive less and take transit more often
- Greatly improved travel to and from Vancouver
- Improved rapid transit connections to municipalities further east (i.e., to Mission, Abbotsford, and Chilliwack)

Environmental Considerations

The need to preserve green spaces, wildlife habitats, and agricultural land during construction and operation emerged as a common theme.

Land Use Around the Corridor

Respondents expressed a desire for complementary land uses and the building of complete communities along new transit corridors. They would like to see a mix of jobs, retail, services, and housing within walking distance of transit stations.

Traffic Congestion

Respondents identified the need to consider current traffic congestion when assessing the impacts of the Surrey Langley SkyTrain.

Population Growth

It was suggested that future transit investment should consider future population growth. Respondents often cited South Surrey, White Rock, and Langley as some of the fastest-growing communities in the region, noting that more public transit is needed to support this new growth.

Travel Time and Convenience

Respondents noted that travel time and convenience to regional destinations and essential services are critical to encouraging more drivers in Surrey and Langley to take public transit. However, the current lack of an integrated network is a barrier to greater transit ridership.

ADDITIONAL COMMENTS OR QUESTIONS

Q: Do you have any further comments or questions about the Surrey Langley SkyTrain or rapid transit on 104 Avenue and King George Boulevard?

When asked about additional comments or questions, respondents spoke to the following themes:

Support for SkyTrain

The greatest number of comments expressed support for SkyTrain over other technologies. Respondents suggested that SkyTrain is quicker, more efficient, and reduces congestion better; would better integrate Surrey and Langley with the rest of Metro Vancouver; would provide better access to essential services throughout the region; is a better long-term solution for Surrey and Langley; and would have the most positive economic impact.

Support for LRT

Respondents spoke in favour of Light Rail Transit (LRT), though they were fewer than those who spoke in favour of SkyTrain. Respondents suggested that LRT is more cost-effective; would provide a distributed transit system that would better connect communities in Surrey; would have less impact on the environment; and would be less disruptive to Surrey and Langley neighbourhoods.

Urgency to Build Transit Infrastructure

Respondents expressed a desire for construction to begin as quickly as possible. Clarification was sought on when TransLink would begin construction or when the SkyTrain would be operational. Many respondents highlighted that Surrey and Langley have been waiting a long time for better transit service and expressed frustration with a drawn-out process to get that service.

Priority Corridors

Respondents spoke in favour of providing rapid transit service to Langley, while others suggested that TransLink should instead provide rapid transit service to other neighbourhoods. In order of frequency, respondents suggested providing rapid transit service to:

- Langley
- Newton
- South Surrey / White Rock
- Abbotsford / Fraser Valley
- Guildford

Specific Considerations for SkyTrain Along Fraser Highway

Specific suggestions or questions regarding the proposed Surrey Langley SkyTrain included:

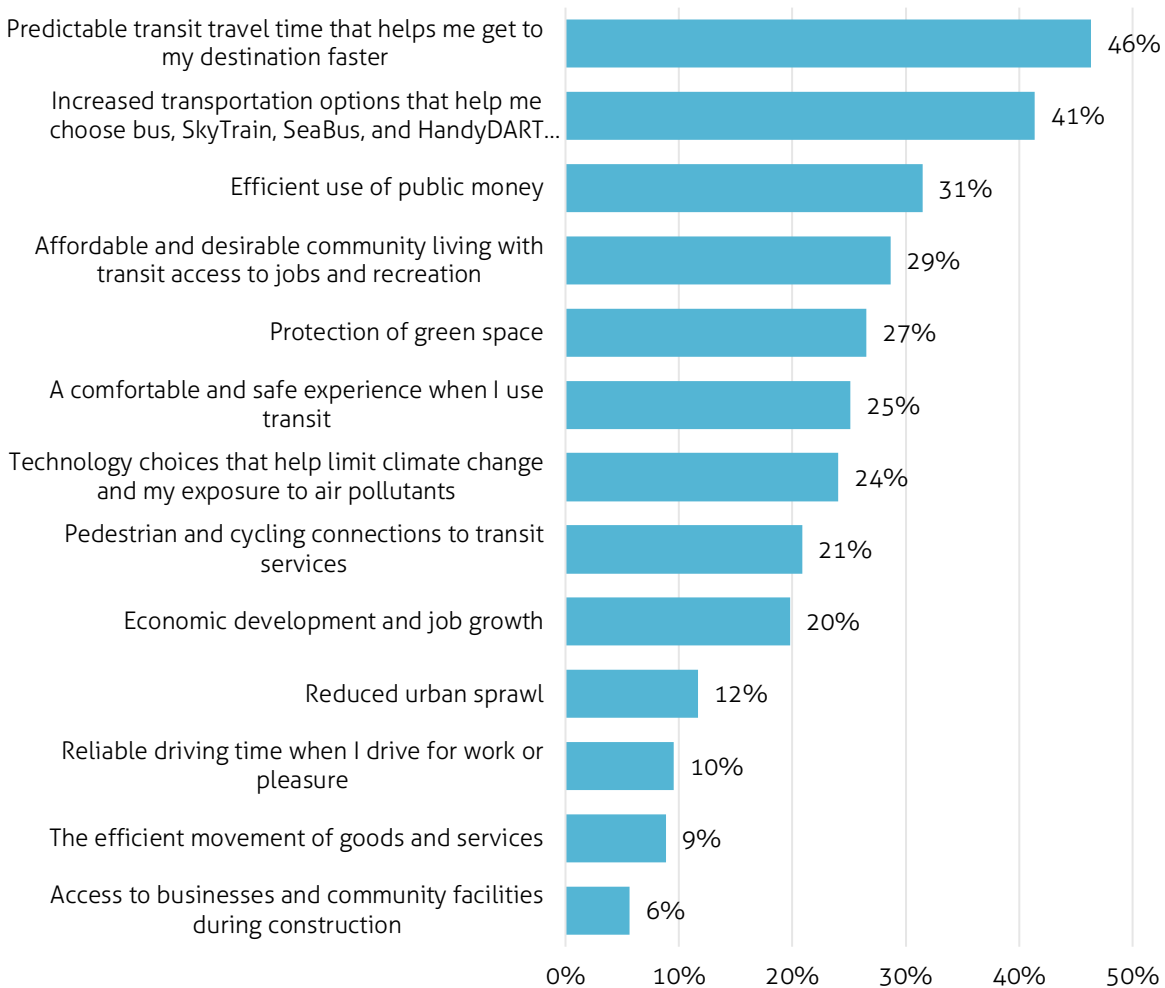
1. Station locations
2. Park-and-rides
3. Station design
4. Concerns that the SkyTrain stations would facilitate an increase in crime in Surrey and Langley neighbourhoods

OPEN HOUSES

EVALUATING OPTIONS FOR 104 AVENUE AND KING GEORGE BOULEVARD

Q: Values help cities weigh options and make decisions about investments in transit infrastructure. We have provided you with three dots. Please place a dot beside each of your top three values.

Percentage of Open House Participants that Selected Each Value as One of Their Top 3



The graph indicates that participants selected the following values most often:

- Predictable transit travel time that helps me get to my destination faster
- Increased transportation options that help me choose bus, SkyTrain, SeaBus, and HandyDART over private vehicle use
- Efficient use of public money

The graph also indicates that participants selected the following values least often:

- Reduced urban sprawl
- Reliable driving time when I drive for work or pleasure
- The efficient movement of goods and services
- Access to businesses and community facilities during construction

Q: Is there anything else that we should consider?

When asked if there is anything else that should be considered, the following themes emerged:

Connectivity with Other Transit Routes

There were numerous comments and questions about how the proposed SkyTrain will connect with or impact local bus routes in Surrey, South Surrey, and Langley, as well as those connecting to other municipalities.

Connectivity with Other Modes of Transportation

Participants expressed concerns about the need for good connections between different modes of transportation at stations (i.e., park-and-rides, pedestrian and cycling paths and overpasses, and other infrastructure such as bike storage).

Safety and Accessibility

Participants communicated the need for an accessible and safe system for people of all abilities, including sufficiently large elevators, pedestrian overpasses, safe intersections, and connections to other modes of transportation. Participants also voiced the need for security and community policing.

Careful Planning and Process

The need for careful weighing of all of the options, planning for the entire region, and ensuring a robust engagement process were all highlighted as important factors in the process.

SURREY LANGLEY SKYTRAIN MAPPING EXERCISE

Participants were asked to identify priorities, opportunities, and considerations for Surrey Langley SkyTrain by placing sticky notes on a map of the proposed route.

They were asked to identify:

- *Opportunities, such as access to community facilities and transit network connections*
- *Considerations, such as wildlife habitats and road safety*
- *Construction-related impacts*

Opportunities

The following themes emerged as the most common opportunities:

Connections

Participants shared comments and questions relating to how the proposed SkyTrain will connect with or impact other bus routes throughout Surrey, Langley, and connecting to other municipalities.

Station Locations

Participants provided feedback on specific station locations along Fraser Highway. The most common suggestions included Fleetwood, Clayton & Willowbrook at 152 Street, 160 Street, and 184 Street.

Connectivity

Participants asked questions about how the stations will connect for those using other modes of transportation (i.e., park-and-ride, pedestrian routes, and cycling infrastructure, such as bike routes and bike storage).

Rapid Transit to Newton

Support for rapid transit to Newton before other corridors.

Interurban Railway

Participants expressed interest in revitalizing the Interurban Railway.

Station Amenities

Participants provided suggestions for station amenities, such as washrooms, and elevators, and highlighted the need for adequate security.

Green Space

Participants suggested maintaining green space, such as by tunneling under or rerouting to avoid parks or introducing green space around transit stations and lines.

Considerations

The following considerations were identified by participants:

Environment and Green Space

Participants highlighted a number of environmental considerations, including protection of the Agricultural Land Reserve (ALR), reducing noise and pollution, minimizing impacts to Green Timbers Urban Forest, minimizing tree removal, and protection of waterways.

Planning for the Needs of the Future

Participants also highlighted the need for careful planning to ensure sufficient density to support rapid transit use to meet the needs of a growing population, to fight climate change, and to ensure livable neighbourhoods.

Safety

Participants shared concerns about the impact of SkyTrain on crime and safety in surrounding neighbourhoods.

Specific Technologies or Location

Participants offered suggestions as to where to locate the SkyTrain to minimize impact on surrounding land, such as underground or tunneled or keeping it at-grade.

Construction-related Impacts

Common construction-related impacts identified by participants included:

- Impacts on local bus service during construction
- Impacts on parks (i.e., Green Timbers or trees along the boulevards)
- Impacts on small businesses
- Impacts on homes near Fraser Highway (i.e., noise and aesthetics)

2019/05/17

NEXT STEPS

The results of this public engagement will form part of the update to the Mayors' Council on July 25th, 2019.