



# Surrey Langley SkyTrain, and Rapid Transit Options on 104 Avenue and King George Boulevard

## Market Research Report

Prepared for:  
TransLink

**May 23, 2019**

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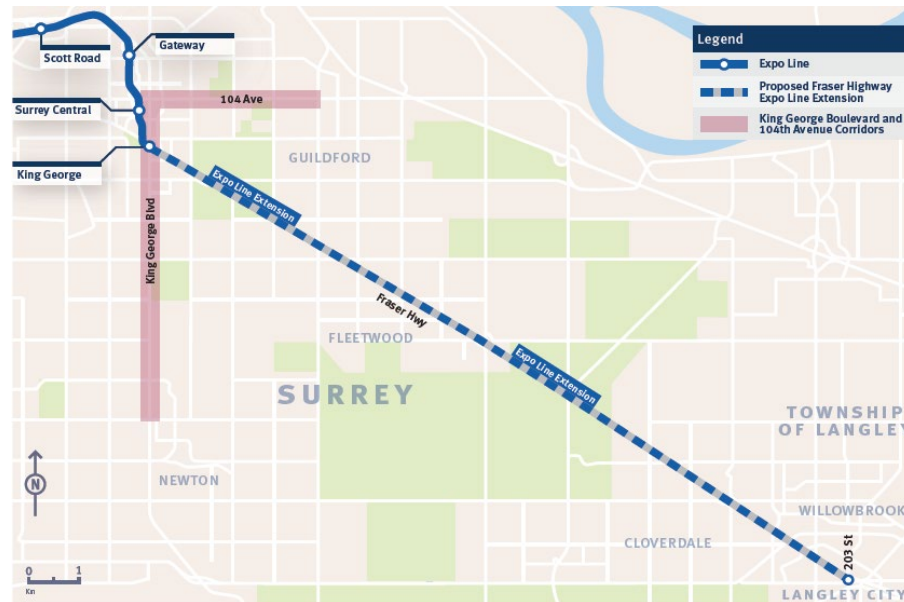
Respondent Profile  
Copy of Questionnaire



# Background & Objectives

## Background

- › TransLink is in the planning process to potentially extend SkyTrain along Fraser Highway toward Langley. To help inform the planning process, TransLink is gathering feedback from the public regarding the proposed Surrey Langley SkyTrain as well as rapid transit options on the 104 Avenue and King George Boulevard corridors. The feedback will help inform the update that TransLink will provide to the Mayors' Council in July 2019.
- › Feedback was gathered from an online survey, at open houses, and from a statistically-valid market research survey of Metro Vancouver residents. TransLink enlisted Sentis Research to conduct this survey.



## Objectives

The survey was designed to address the following objectives:

- › Measure awareness of and familiarity with the decision to build rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors
- › Measure awareness of and familiarity with the proposed Surrey Langley SkyTrain
- › Determine the level of support for the proposed Surrey Langley SkyTrain
- › Assess the perceived importance of various aspects of transit infrastructure planning
- › Gather feedback on possible impacts that TransLink should assess during planning

## Survey Design & Data Collection

In total, 1,264 online surveys were conducted from April 18 to 26, 2019 with Metro Vancouver residents aged 18 and older. Three different general consumer panels were used as the sample source for the survey.

Several sub-regions within Metro Vancouver were of particular interest to TransLink:

- › The municipalities closest to the proposed Surrey Langley SkyTrain and 104 Avenue and King George Boulevard corridors (Surrey, Township of Langley, and City of Langley)
- › The Willoughby-Willowbrook community within the Township of Langley (due to its proximity to the proposed SkyTrain route)
- › Residents living within 1-kilometer of the proposed SkyTrain (along Fraser Highway) and the 104 Avenue and King George Boulevard corridors

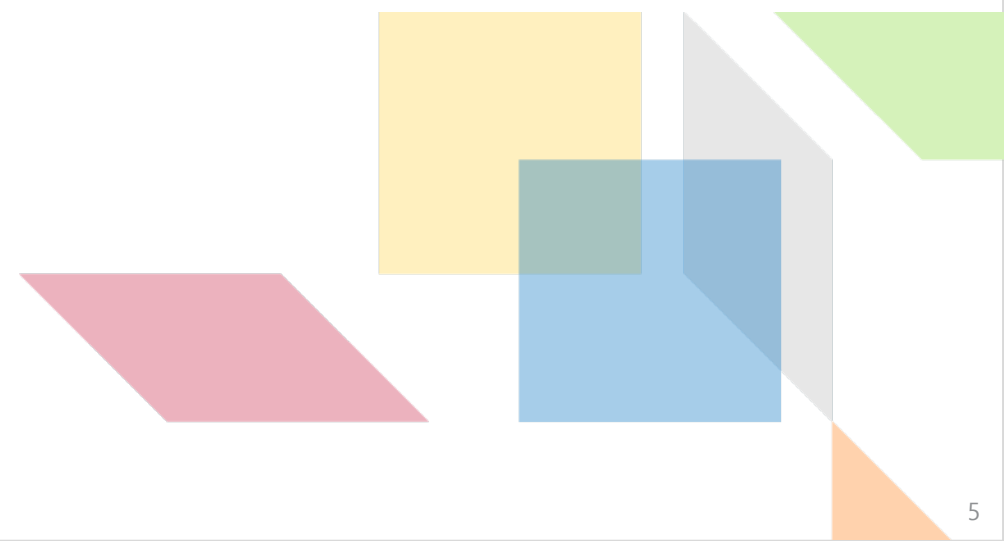
The final sample sizes and corresponding margins of error are outlined in the table below.

Region	Sample Size	Margin of Error (95% confidence)
Surrey	595	±4
City of Langley	67	±12
Township of Langley	180	±8
<b>Total Surrey/Langley</b>	<b>842</b>	±4
<b>Total Rest of Metro Vancouver</b>	<b>422</b>	±5
<b>Total Metro Vancouver</b>	<b>1,264</b>	±3
<i>Willoughby-Willowbrook community</i>	<i>57</i>	<i>±13</i>
<i>Living within 1km of proposed SkyTrain/Rapid Transit</i>	<i>308</i>	<i>±6</i>

The dataset was weighted to reflect the Metro Vancouver population with respect to age, gender, and region.

An orange outline icon of a lightbulb, symbolizing an idea or summary.

# Summary



## Plan to Build Rapid Transit – Awareness and Familiarity

The large majority of Surrey/Langley residents (83%) are aware of the decision to build rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors. When it comes to their familiarity with the plan to build 27-kilometers of rapid transit, just under one-third (31%) consider themselves to be familiar with the plan.

Across the rest of Metro Vancouver, awareness and familiarity stand at 55% and 15%, respectively.

## Proposed Surrey Langley SkyTrain – Awareness, Familiarity, and Support

When it comes to the proposed Surrey Langley SkyTrain, 89% of Surrey/Langley residents are aware of the plan and 39% indicate that they are familiar with it. The plan garners strong support from Surrey/Langley residents – over three-quarters (77%) support it, including 56% who choose the highest rating possible (5 out of 5) to express their support.

Meanwhile, although across the rest of Metro Vancouver awareness of and familiarity with the proposed Surrey Langley SkyTrain is somewhat lower (68% and 19%, respectively), the majority of these residents (62%) support the plan.

The relatively strong support for the plan across the region derives from the belief that the Surrey Langley SkyTrain will reduce congestion and make travel more efficient. Support for the plan also derives from the belief that the line is necessary to address both shortcomings of the current transit options and to help deal with the impact of future population growth in the region.

The results also suggest that as more residents become familiar with the plan, support for it will grow. Ninety percent of residents who consider themselves very familiar with the plan support it, compared to 60% of residents who are not at all familiar with the plan.

## Feedback for TransLink on Proposed Surrey Langley SkyTrain Planning

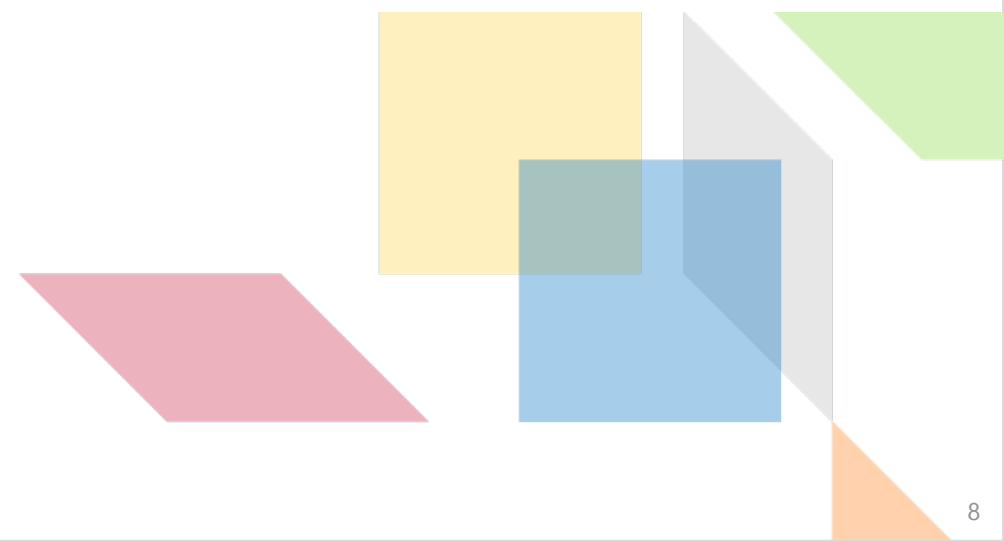
Of the 13 different values related to investing in transit infrastructure included in the survey, two values stand out as being the most important to Metro Vancouver residents: that public money is used efficiently and that transit provides a comfortable and safe experience (each rated as very important by over 80% of residents).

One-third of Metro Vancouver residents offered feedback on impacts they feel TransLink should be assessing during the planning process (in addition to the list of impacts TransLink will already be considering). The total cost/budget, the impact on housing and real estate, and the impact on safety/security and criminal activity in the area are the top themes among those leaving a suggestion.

Metro Vancouver residents were also given the opportunity to provide comments/questions on the proposed Surrey Langley SkyTrain. Just over one-quarter (26%) elected to do so, mainly to express support for the project and say that it is long overdue and construction should begin immediately.



# Survey Findings



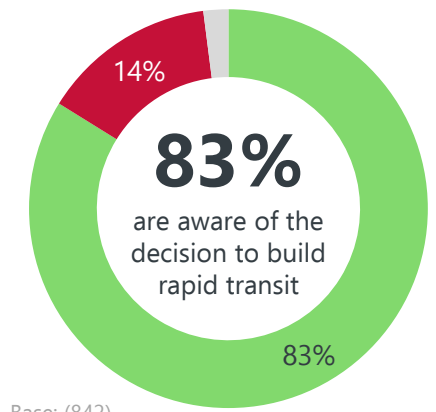


# Awareness of Plan to Build Rapid Transit on 104 Avenue, King George Boulevard, and Fraser Highway Corridors

- › Just over eight-in-ten Surrey/Langley residents (83%) indicated that they are aware of the plan to build rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors.
- › Levels of awareness are similar across Surrey, Langley City, Langley Township, and Willoughby-Willowbrook.
- › Currently, just over half (55%) of residents living outside Surrey/Langley – i.e., residents in the rest of Metro Vancouver – are aware of this plan.

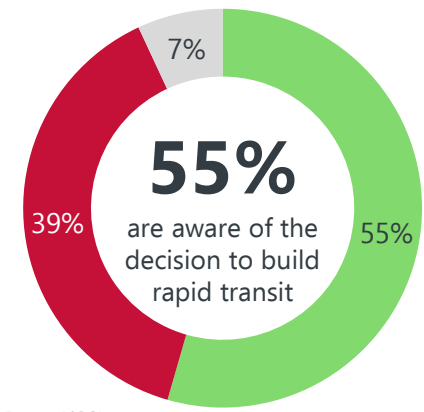
## Awareness of Decision to Build Rapid Transit

Surrey/Langley Residents

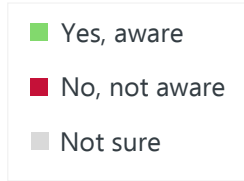


Base: (842)

Rest of Metro Vancouver



Base: (422)



% Aware by City/Community

Surrey	Langley City	Langley Township	Willoughby-Willowbrook
(n=595)	(n=67)	(n=180)	(n=57)
84%	84%	81%	81%

# Awareness of Plan to Build Rapid Transit on 104 Avenue, King George Boulevard, and Fraser Highway Corridors

- > Awareness of the plan to build rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors varies by how close residents live to the corridor, how frequently they visit the area, and how frequently they use SkyTrain.
- > Awareness is *higher* among those who:
  - > Live within 1 km of the corridor
  - > Work or study in Surrey/Langley
  - > Visit Surrey/Langley at least on an occasional basis
  - > Use SkyTrain at least on an occasional basis (regardless of their area of residence)

## % Aware of Decision to Build Rapid Transit by Subgroup

Proximity to Corridor	Within 1 km	Outside 1 km
	(n=308)	(n=956)
	<b>86%</b>	61%

Work or Study in Surrey/Langley	Yes	No
	(n=378)	(n=886)
	<b>77%</b>	60%

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=183)	(n=233)	(n=649)	(n=199)
	65%	67%	65%	<b>59%</b>

Frequency Visiting Surrey/Langley*	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=61)	(n=88)	(n=204)	(n=69)
	60%	69%	56%	<b>29%</b>

\*Among those living outside Surrey or Langley.

# Familiarity with Plan to Build Rapid Transit on 104 Avenue, King George Boulevard, and Fraser Highway Corridors

- › Among Surrey/Langley residents, just under one-third (31%) consider themselves familiar with the plan (rating their level of familiarity as either 4 or 5 on a 5-point scale).
- › Levels of familiarity are higher in Surrey than they are in Langley City, Langley Township, and Willoughby-Willowbrook.
- › Among residents in the rest of Metro Vancouver, 15% consider themselves familiar with the plan.

## Familiarity with Plan to Build Rapid Transit



% Familiar by City/Community (% rating 4 or 5)

Surrey	Langley City	Langley Township	Willoughby-Willowbrook
(n=595)	(n=67)	(n=180)	(n=57)
<b>34%</b>	21%	22%	17%

# Familiarity with Plan to Build Rapid Transit on 104 Avenue, King George Boulevard, and Fraser Highway Corridors

- > Familiarity with the plan varies by how close residents live to the corridor, how frequently they visit the area, and how frequently they use the SkyTrain.
- > Familiarity is *higher* among those who:
  - > Live within 1 km of the corridor
  - > Work or study in Surrey/Langley
  - > Visit Surrey/Langley at least once per week
  - > Use SkyTrain more than once per week (regardless of their area of residence)

**% Familiar with Decision to Build Rapid Transit by Subgroup**  
(% rating 4 or 5 out of 5)

Proximity to Corridor	Within 1 km	Outside 1 km		
	(n=308)	(n=956)		
	<b>39%</b>	17%		

Work or Study in Surrey/Langley	Yes	No		
	(n=378)	(n=886)		
	<b>30%</b>	17%		

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=183)	(n=233)	(n=649)	(n=199)
	<b>37%</b>	21%	<b>14%</b>	<b>13%</b>

Frequency Visiting Surrey/Langley*	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=61)	(n=88)	(n=204)	(n=69)
	35%	30%	<b>6%</b>	<b>4%</b>

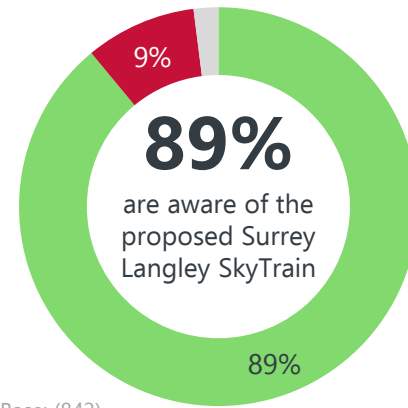
\*Among those living outside Surrey or Langley.

# Awareness of Proposed Surrey Langley SkyTrain along Fraser Highway from King George SkyTrain Station to Langley City

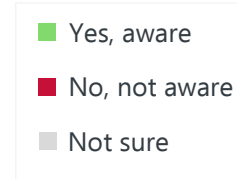
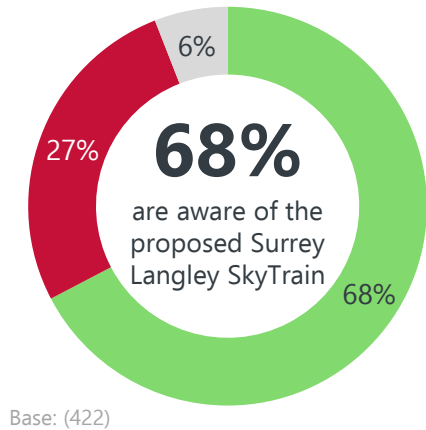
- > Nine-in-ten Surrey/Langley residents (89%) indicated that they are aware of the proposed Surrey Langley SkyTrain.
- > Levels of awareness are similar across Surrey, Langley City, Langley Township, and Willoughby-Willowbrook.
- > Just over two-thirds (68%) of residents in the rest of Metro Vancouver are aware of the proposed Surrey Langley SkyTrain.

## Awareness of Proposed Surrey Langley SkyTrain

### Surrey/Langley Residents



### Rest of Metro Vancouver



### % Aware by City/Community

Surrey	Langley City	Langley Township	Willoughby-Willowbrook
(n=595)	(n=67)	(n=180)	(n=57)
89%	90%	90%	88%

Q2A. Prior to today, were you aware of the proposed Surrey Langley SkyTrain? This would extend SkyTrain 16-kilometres along Fraser Highway, from King George SkyTrain Station in Surrey to Langley City.

# Awareness of Proposed Surrey Langley SkyTrain along Fraser Highway from King George SkyTrain Station to Langley City

- > Awareness of the proposed Surrey Langley SkyTrain varies by how close residents live to the corridor, and how frequently they visit the area.
- > Awareness is *higher* among those who:
  - > Live within 1 km of the corridor
  - > Work or study in Surrey/Langley
  - > Visit Surrey/Langley at least twice per month

## % Aware of Proposed Surrey Langley SkyTrain

Proximity to Corridor	Within 1 km	Outside 1 km
	(n=308)	(n=956)
	<b>90%</b>	73%

Work or Study in Surrey/Langley	Yes	No
	(n=378)	(n=886)
	<b>86%</b>	72%

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=183)	(n=233)	(n=649)	(n=199)
	75%	77%	75%	72%

Frequency Visiting Surrey/Langley*	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=61)	(n=88)	(n=204)	(n=69)
	71%	<b>84%</b>	67%	<b>48%</b>

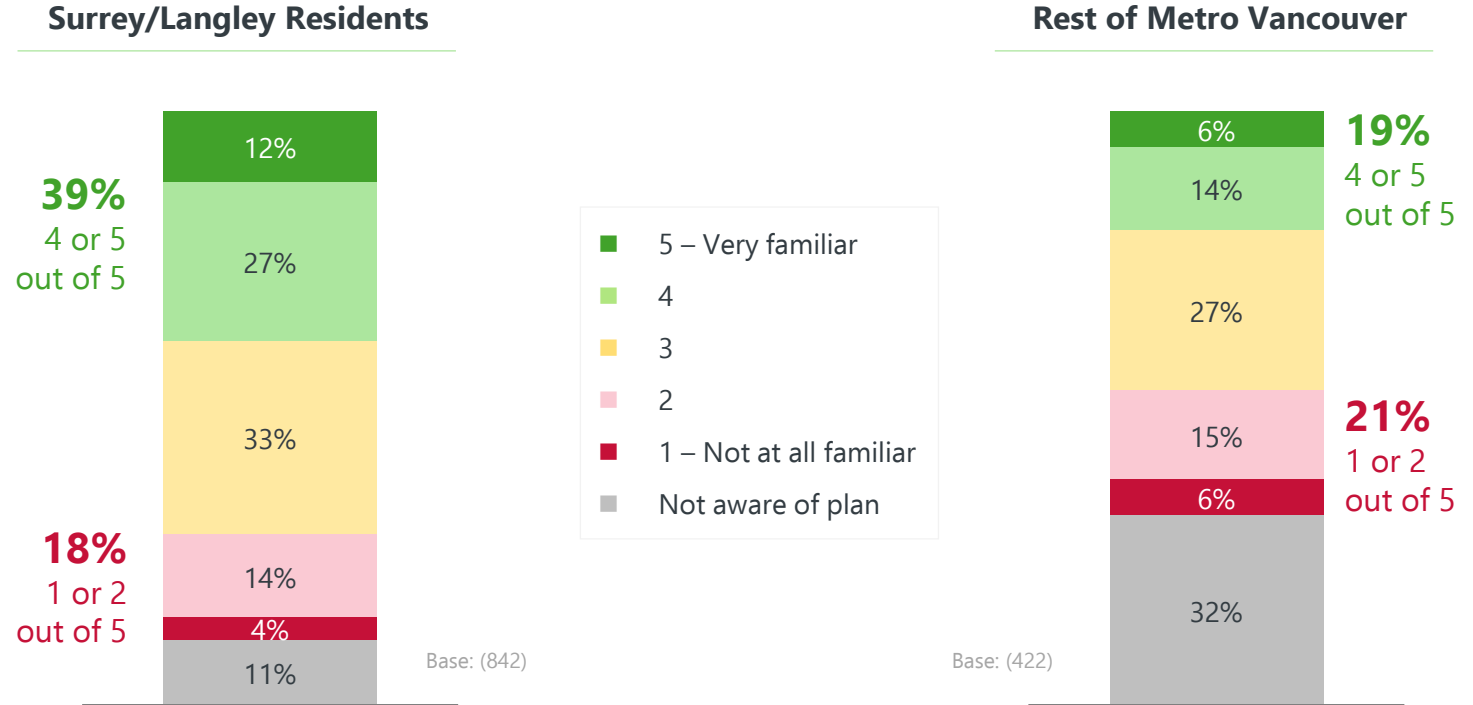
\*Among those living outside Surrey or Langley.

Q2A. Prior to today, were you aware of the proposed Surrey Langley SkyTrain? This would extend SkyTrain 16-kilometres along Fraser Highway, from King George SkyTrain Station in Surrey to Langley City.

# Familiarity with Proposed Surrey Langley SkyTrain along Fraser Highway from King George SkyTrain Station to Langley City

- › Among Surrey/Langley residents, four-in-ten (39%) consider themselves familiar with the proposed Surrey Langley SkyTrain.
- › Levels of familiarity are higher in Surrey than they are in Langley City, Langley Township, and Willoughby-Willowbrook.
- › Among residents in the rest of Metro Vancouver, two-in-ten (19%) consider themselves familiar with the proposed Surrey Langley SkyTrain.

## Familiarity with Proposed Surrey Langley SkyTrain



### % Familiar by City/Community (% rating 4 or 5)

Surrey	Langley City	Langley Township	Willoughby-Willowbrook
(n=595)	(n=67)	(n=180)	(n=57)
43%	26%	30%	25%

# Familiarity with Proposed Surrey Langley SkyTrain along Fraser Highway from King George SkyTrain Station to Langley City

- > Familiarity with the proposed Surrey Langley SkyTrain varies by how close residents live to the corridor, how frequently they visit the area, and how frequently they use SkyTrain.
- > Familiarity is *higher* among those who:
  - > Live within 1 km of the corridor
  - > Work or study in Surrey/Langley
  - > Visit Surrey/Langley at least twice per month
  - > Use SkyTrain more than once per week (regardless of their area of residence)

**% Familiar with Proposed Surrey Langley Skytrain by Subgroup**  
(% rating 4 or 5 out of 5)

Proximity to Corridor	Within 1 km	Outside 1 km		
	(n=308)	(n=956)		
	<b>49%</b>	22%		

Work or Study in Surrey/Langley	Yes	No		
	(n=378)	(n=886)		
	<b>36%</b>	23%		

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=183)	(n=233)	(n=649)	(n=199)
	<b>40%</b>	26%	<b>21%</b>	<b>16%</b>

Frequency Visiting Surrey/Langley*	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=61)	(n=88)	(n=204)	(n=69)
	35%	36%	<b>11%</b>	<b>8%</b>

\*Among those living outside Surrey or Langley.  
Q2B. Before today, how familiar were you with the proposed Surrey Langley SkyTrain?

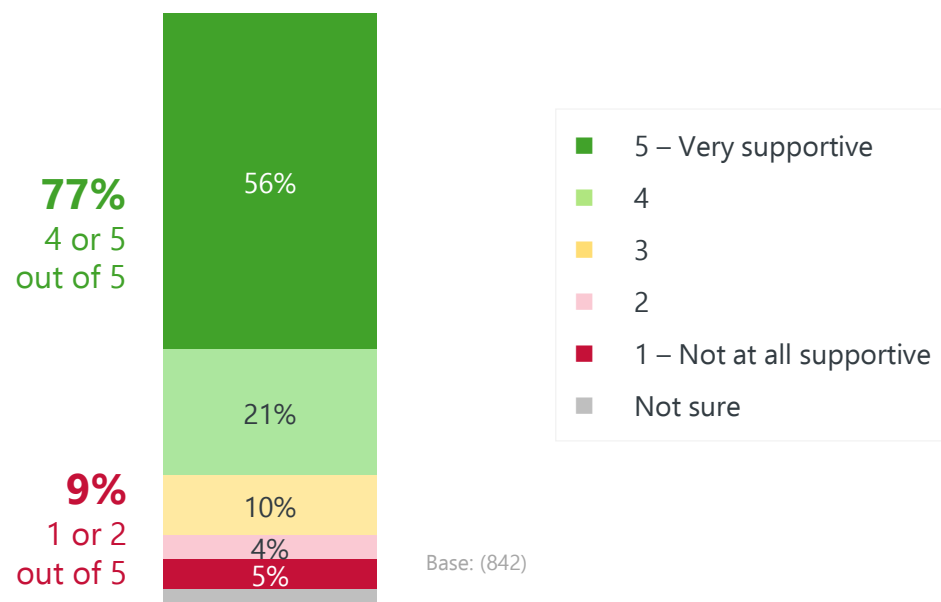


# Level of Support for Proposed Surrey Langley SkyTrain

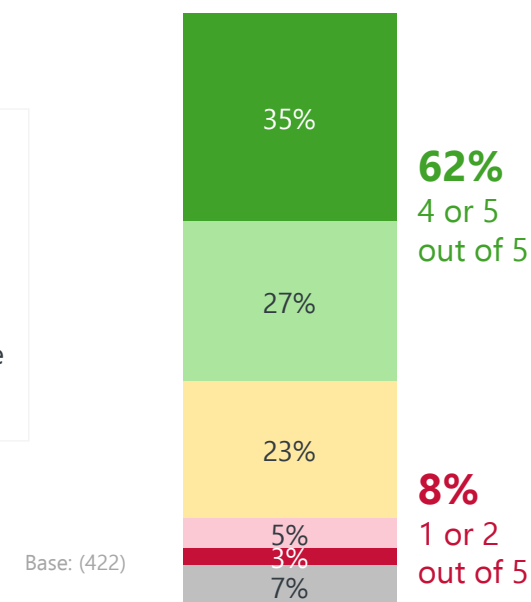
- › Among Surrey/Langley residents, over three-quarters (77%) support the proposed Surrey Langley SkyTrain - with most very supportive of it. Only nine percent do not support it.
- › Levels of support are particularly high among Willoughby-Willowbrook residents.
- › Among residents in the rest of Metro Vancouver, just over six-in-ten support the proposed Surrey Langley SkyTrain, and only eight percent do not support it.
- › Among all residents – Surrey/Langley residents plus residents in the rest of Metro Vancouver – two-thirds (67%) support the proposed Surrey Langley SkyTrain, while only eight percent do not support it.

## Support for Proposed Surrey Langley SkyTrain

### Surrey/Langley Residents



### Rest of Metro Vancouver



### % Supporting by City/Community (% rating 4 or 5)

Surrey	Langley City	Langley Township	Willoughby-Willowbrook
(n=595)	(n=67)	(n=180)	(n=57)
75%	79%	85%	<b>91%</b>

# Level of Support for Proposed Surrey Langley SkyTrain

- > Support for the proposed Surrey Langley SkyTrain varies by how close residents live to the corridor, how frequently they visit the area, and how frequently they use SkyTrain.
- > Support is *particularly high* among those who:
  - > Live within 1 km of the corridor
  - > Work or study in Surrey/Langley
  - > Visit Surrey/Langley at least twice per month
  - > Use SkyTrain more than once per week (regardless of their area of residence)

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**% Supporting Proposed Surrey Langley Skytrain by Subgroup**  
 (% rating 4 or 5 out of 5)  
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Proximity to Corridor	Within 1 km	Outside 1 km
	(n=308)	(n=956)
	<b>79%</b>	65%

Work or Study in Surrey/Langley	Yes	No
	(n=378)	(n=886)
	<b>75%</b>	65%

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=183)	(n=233)	(n=649)	(n=199)
	<b>77%</b>	69%	66%	<b>50%</b>

Frequency Visiting Surrey/Langley*	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=61)	(n=88)	(n=204)	(n=69)
	72%	<b>76%</b>	59%	<b>43%</b>

\*Among those living outside Surrey or Langley.  
 Q3. What is your level of support for the proposed Surrey Langley SkyTrain?

# Reasons for Supporting or Not Supporting Proposed Surrey Langley SkyTrain

- › Among the two-thirds of Metro Vancouver residents who support the proposed Surrey Langley SkyTrain, the main reason they support it is that they believe it will reduce traffic and congestion (mentioned by 21%). Another 13% support it because they believe it will make travel more efficient in the region.
- › Other reasons these residents support the proposed Surrey Langley SkyTrain are more broad but underscore the belief that the addition of the line is necessary to address both shortcomings of the current transit options and to help deal with the impact of future population growth in the region.
- › Conversely, the small group of residents who do not support the proposed Surrey Langley SkyTrain (8%) do not support it because they don't expect they will use it, they are concerned their taxes will go up, or because they would have preferred the original Light Rail Transit (LRT) plan.

**67%**  
**support the proposed Surrey Langley SkyTrain**  
 (rating 4 or 5 out of 5)

**8%**  
**do not support the proposed Surrey Langley SkyTrain**  
 (rating 1 or 2 out of 5)

## Top Reasons for Supporting the Proposed Surrey Langley SkyTrain

(unaided mentions among those rating their support as 4 or 5 out of 5)

Base	(n=875)
Will reduce traffic / congestion / number of cars on the road	21%
It is a good idea / I support this idea / it is long overdue	17%
The Lower Mainland needs better public transit	16%
I would use this route / I need this route	15%
Will give more transit options / SkyTrain extension is a good idea / better than buses	14%
Would save time / more efficient / faster route / convenience	13%
The population is growing so it is needed	9%
Connects cities / areas together	7%

## Top Reasons for Not Supporting the Proposed Surrey Langley SkyTrain

(unaided mentions among those rating their support as 1 or 2 out of 5)

Base	(n=132)
It does not affect me / I don't use it / I don't live there	19%
The Light Rail Transit (LRT) would have been better / should have stayed with the original plan	18%
It will be too expensive / taxes will go up	17%
Unlikely to have enough ridership to justify cost / area is not densely populated	15%
It is a waste of public money / not a good use of public funds	15%
The budget would be better spent on another line / transit in another area	13%
I don't support it (general)	7%

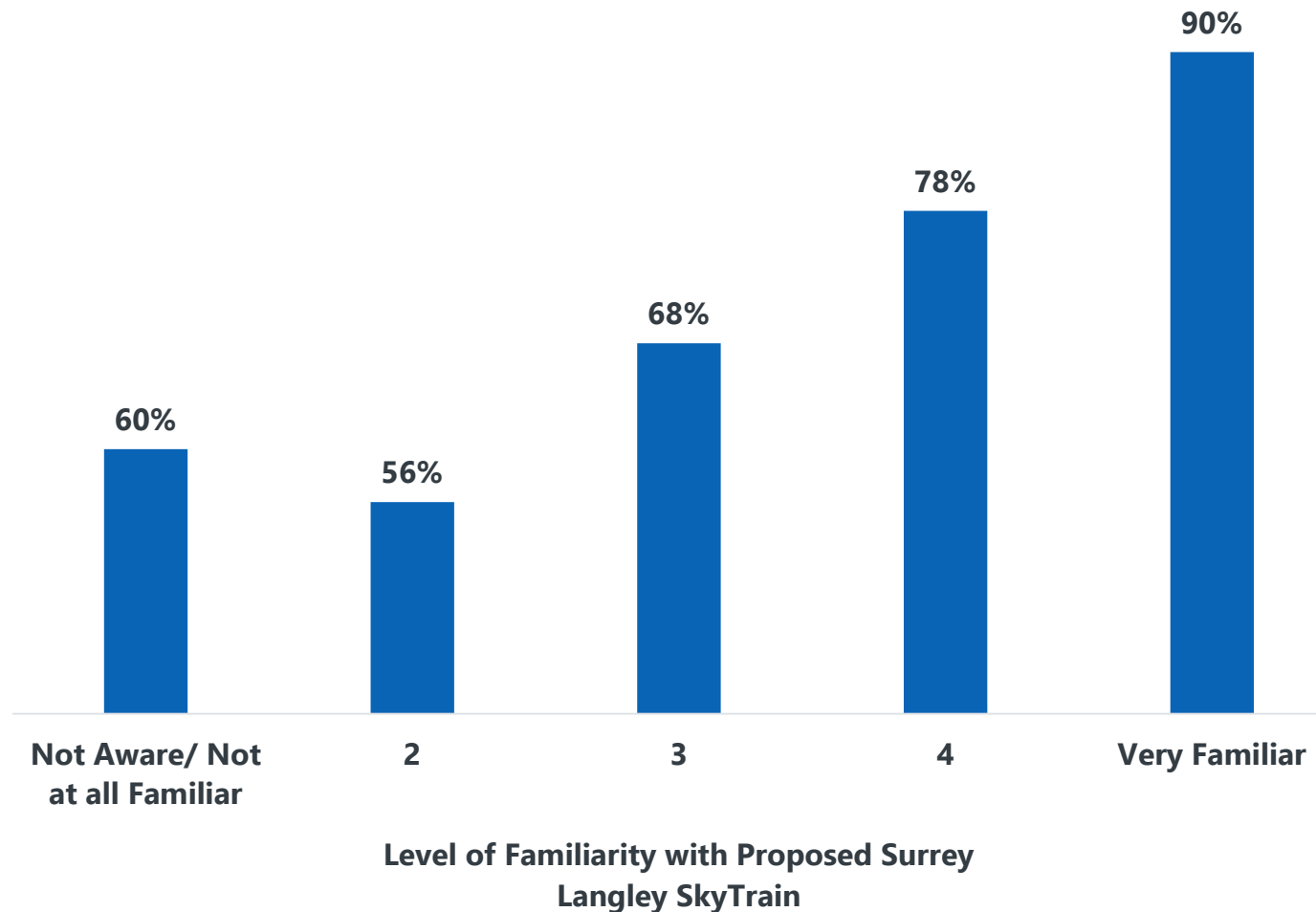
Note: only major mentions are shown. Percentages may add to more than 100% given that a respondent can offer multiple reasons.

Q4. Why did you give a rating of [INSERT SUPPORT # RATING]?

# Level of Support for Proposed Surrey Langley SkyTrain

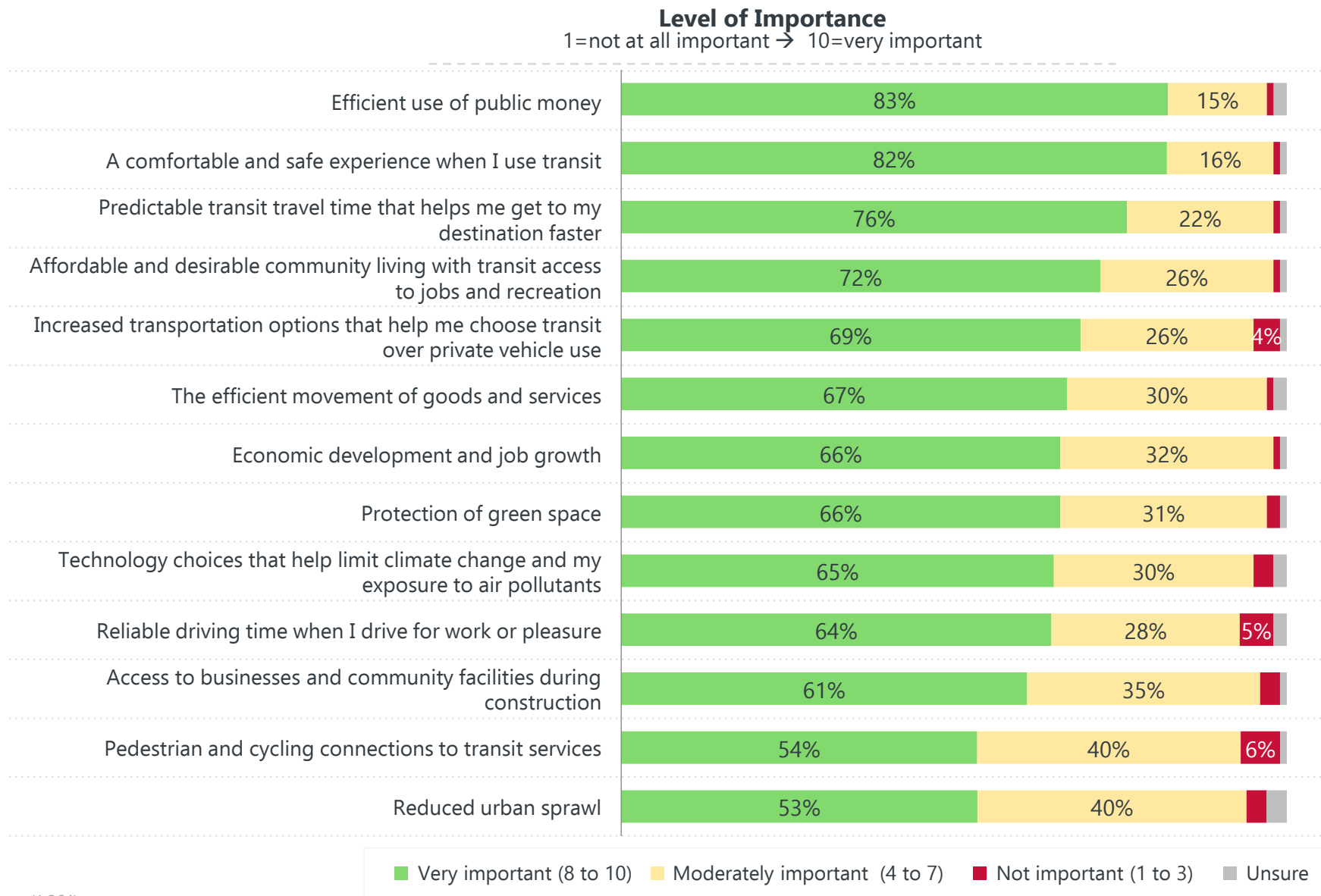
- > This chart shows the percentage of residents who support the proposed Surrey Langley SkyTrain as a function of their level of familiarity with the proposed line.
- > The chart illustrates a strong linear relationship between familiarity and support. While just over half of residents who are generally not that familiar with the proposed Surrey Langley SkyTrain support it, the vast majority of residents (90%) who are very familiar with the proposed line support it.

**Support for Proposed Surrey Langley SkyTrain by Level of Familiarity**  
 (% rating support 4 or 5 out of 5)



# Perceived Importance of Transit Values

- › Metro Vancouver residents were presented with a list of 13 different aspects related to investing in transit infrastructure and were asked to rate the importance of each.
- › Two values stand out as being the most important to residents: that public money is used efficiently and that transit provides a comfortable and safe experience (rated as 8-10 out of 10 by over 80%).
- › Two other particularly important considerations are: predictable transit travel time, and affordable/desirable community living with transit access (rated as 8-10 by three-quarters of Metro Vancouver residents).
- › Two areas that are relatively less important to Metro Vancouver residents are connections to transit for pedestrians and cyclists and reduced urban sprawl.



Base: (1,264)

Q5. To help weigh options and make decisions about investments in transit infrastructure, please indicate the level of importance you place on each of the following.

# Other Impacts TransLink Should Assess as Part of Surrey Langley SkyTrain Planning

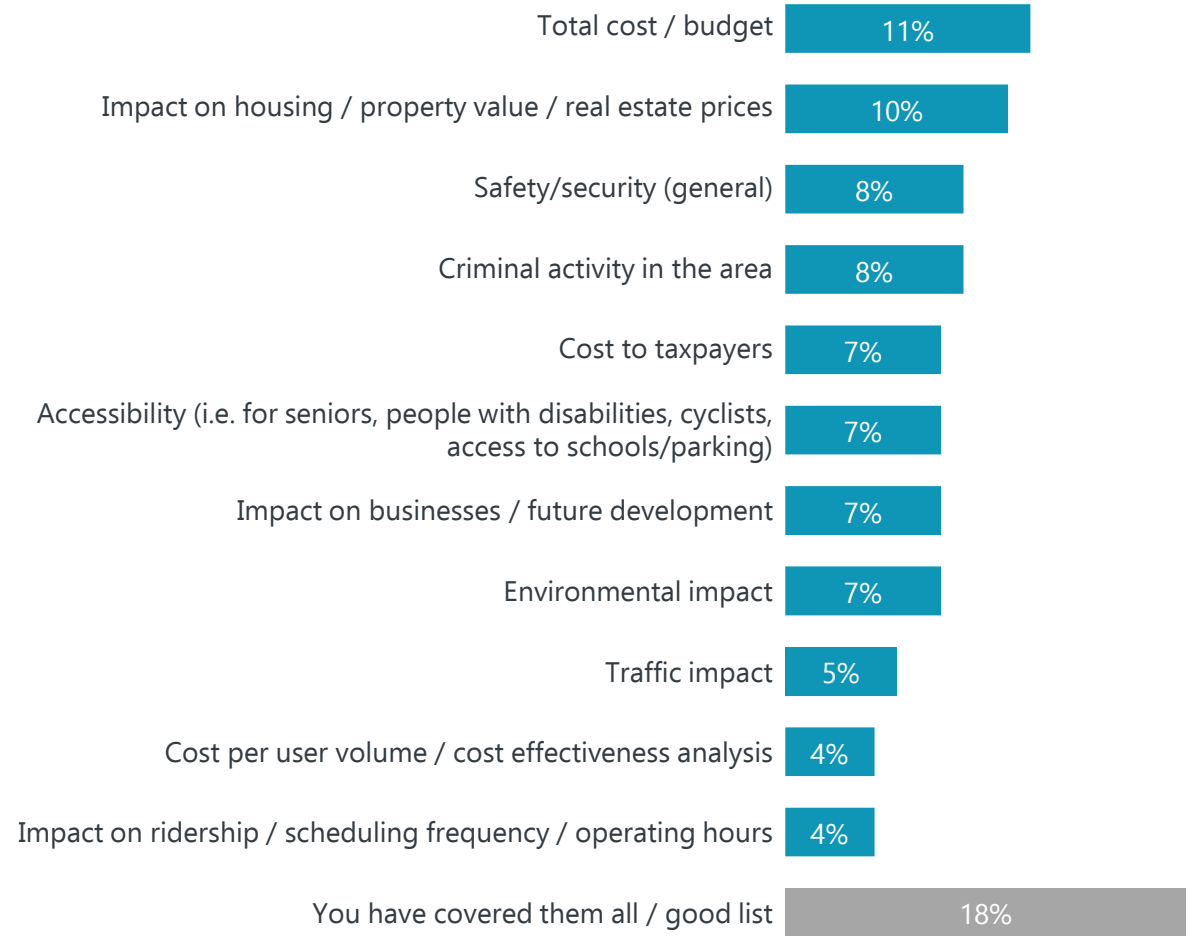
As part of the Surrey Langley SkyTrain planning, TransLink will assess impacts on the following:

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

› Metro Vancouver residents were presented with the above list and asked whether there are any additional impacts that TransLink should assess as part of the Surrey Langley SkyTrain planning.

› A third of residents commented, identifying overall budget/cost, the impact on housing/real estate, and safety/security/criminal activity in the area as their top considerations.

## Other Impacts TransLink Should Assess (among those leaving a relevant comment)



Base: (419)  
Q6. Are there any other impacts we should assess? Please be as specific as possible.

# Final Comments

- > Just over one-quarter of residents (26%) left a comment for TransLink at the end of the survey.
- > The top comment among Metro Vancouver residents is that the project is a great idea and they support it (mentioned by 21% of those leaving a comment).
- > Others mention that the project is long overdue and should begin immediately (13%) or mention concerns about the cost or budget (9%).
- > The top questions among Metro Vancouver residents surround the specifics of the rapid transit options on 104 Avenue and King George Boulevard, the timeline for completion, and how it may impact taxes.

## Comments/Questions/Feedback on Proposed SkyTrain or Rapid Transit Options in Surrey and Langley

Top Final Comments (among those leaving a comment)	
Base	(n=334)
Project is a great idea / I support this project	21%
We must proceed with this project immediately / taking too long / long overdue	13%
Project is too expensive / concerned about cost / stay on budget	9%
Prefer expansion of transit / infrastructure in another area	4%
What kind of rapid transit is proposed for 104 Avenue and King George Boulevard?	7%
What is the timeline for completion?	6%
How will this impact taxes? / How will it be funded?	5%

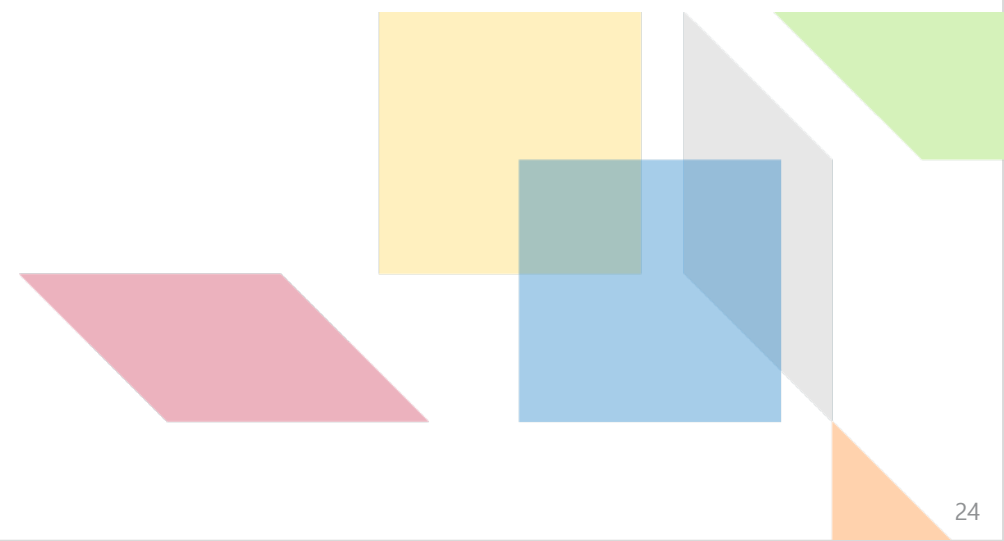
Note: only major mentions are shown.

Q7. Do you have any further comments or questions about the proposed Surrey Langley SkyTrain or rapid transit on 104 Avenue and King George Boulevard that you would like to share with us?



# Appendix


## Respondent Profile






# Respondent Profile: Demographics

	Total	Surrey/Langley	Rest of Metro Van
<b>Gender</b>	1,264	842	422
Male	<b>48%</b>	49%	48%
Female	<b>52%</b>	51%	52%
Transgender	<1%	<1%	0%
Prefer not to answer	<1%	0%	<1%
<b>Age</b>	1,264	842	422
18-24	<b>6%</b>	4%	7%
25-34	<b>22%</b>	22%	22%
35-44	<b>20%</b>	17%	21%
45-54	<b>19%</b>	21%	18%
55-64	<b>15%</b>	15%	14%
65+	<b>19%</b>	20%	18%
<b>Region</b>	1,264	842	422
Vancouver	<b>28%</b>	-	42%
Burnaby / New Westminster	<b>13%</b>	-	20%
Tri-Cities	<b>13%</b>	-	20%
North Shore	<b>8%</b>	-	12%
Richmond / Delta	<b>2%</b>	-	5%
Surrey / City of Langley / Langley Township	<b>34%</b>	100%	-
<i>Willoughby-Willowbrook Community</i>	<b>3%</b>	7%	-
<i>Within 1-KM of corridor</i>	<b>14%</b>	42%	-

 Significantly higher than other region

# Respondent Profile: Demographics


	Total	Surrey/Langley	Rest of Metro Van
<b>Employment Status</b>	1,264	842	422
Employed full-time	<b>52%</b>	56%	50%
Employed part-time	<b>12%</b>	10%	13%
Student	<b>4%</b>	2%	<b>5%</b>
Not employed	<b>4%</b>	3%	4%
Homemaker	<b>4%</b>	4%	5%
Retired	<b>22%</b>	23%	20%
Prefer not to say	<b>2%</b>	2%	2%
<b>Education</b>	1,264	842	422
Some high school or less	<b>2%</b>	3%	2%
Graduated high school	<b>13%</b>	15%	11%
Vocational / college / technical	<b>25%</b>	<b>30%</b>	22%
Some university	<b>14%</b>	16%	13%
Graduated university	<b>44%</b>	36%	<b>49%</b>
Prefer not to say	<b>2%</b>	1%	3%
<b># of Motor Vehicles Insured for Household</b>	1,264	842	422
None	<b>10%</b>	5%	<b>13%</b>
1	<b>46%</b>	38%	<b>51%</b>
2	<b>31%</b>	<b>41%</b>	26%
3	<b>8%</b>	10%	7%
4 or more	<b>3%</b>	<b>6%</b>	1%
Prefer not to say	<b>2%</b>	<1%	2%

 Significantly higher than other region

# Respondent Profile: Languages Spoken

	Total	Surrey/Langley	Rest of Metro Van
<b>Primary Language Spoken in Household</b>	1,264	842	422
English	<b>87%</b>	89%	86%
Other	<b>11%</b>	10%	11%
Prefer not to say	<b>2%</b>	1%	3%
<b>Other Languages Regularly Spoken in Household</b>	1,246	837	409
Cantonese	<b>10%</b>	3%	14%
French	<b>4%</b>	4%	4%
Mandarin	<b>4%</b>	2%	5%
English	<b>4%</b>	5%	3%
Punjabi	<b>3%</b>	5%	1%
Tagalog	<b>3%</b>	3%	3%
Hindi	<b>2%</b>	4%	1%
Spanish	<b>2%</b>	2%	3%
Arabic	<b>1%</b>	1%	1%
Farsi	<b>1%</b>	<1%	1%
German	<b>1%</b>	1%	1%
Korean	<b>1%</b>	1%	2%
Urdu	<b>1%</b>	1%	1%
Vietnamese	<b>1%</b>	1%	<1%
Indigenous language	<b>&lt;1%</b>	<1%	<1%
Other	<b>5%</b>	4%	6%
No other languages	<b>64%</b>	71%	61%




 Significantly higher than other region

# Respondent Profile: Travel to Surrey and Langley

	Total	Surrey/Langley	Rest of Metro Van
<b>Work or Study in Surrey or Langley</b>	1,221	812	409
Work or study in City of Surrey	<b>15%</b>	28%	8%
Work or study in City of Langley	<b>6%</b>	9%	4%
Work or study in Township of Langley	<b>5%</b>	9%	3%
None of the above	<b>78%</b>	59%	88%


<b>Frequency Travelling to Surrey or Langley</b> (among non-residents)			
	422	-	-
Daily (or almost every day)	<b>6%</b>	-	-
Several times a week	<b>7%</b>	-	-
About once a week	<b>10%</b>	-	-
2 to 3 times a month	<b>11%</b>	-	-
Once a month	<b>10%</b>	-	-
Less than once a month	<b>39%</b>	-	-
Never	<b>15%</b>	-	-
Not sure	<b>1%</b>	-	-



 Significantly higher than other region


# Respondent Profile: Usage of Modes of Transit

	Total	Surrey/Langley	Rest of Metro Van
<b>Frequency Using Bus</b>	1,264	842	422
More than once per week	<b>25%</b>	16%	29%
2-4 times per month	<b>18%</b>	12%	22%
Once a month or less	<b>35%</b>	40%	33%
Never	<b>22%</b>	32%	16%
<b>Frequency Using SkyTrain</b>	1,264	842	422
More than once per week	<b>22%</b>	16%	25%
2-4 times per month	<b>22%</b>	16%	25%
Once a month or less	<b>44%</b>	53%	40%
Never	<b>12%</b>	16%	10%
<b>Frequency Using West Coast Express</b>	1,264	842	422
More than once per week	<b>1%</b>	1%	1%
2-4 times per month	<b>1%</b>	<1%	2%
Once a month or less	<b>10%</b>	5%	12%
Never	<b>88%</b>	93%	86%
<b>Frequency Using HandyDART</b>	1,264	842	422
More than once per week	<b>1%</b>	1%	1%
2-4 times per month	<b>2%</b>	1%	2%
Once a month or less	<b>3%</b>	2%	4%
Never	<b>95%</b>	97%	93%

 Significantly higher than other region

# Respondent Profile: Usage of Non-Transit Modes of Transportation

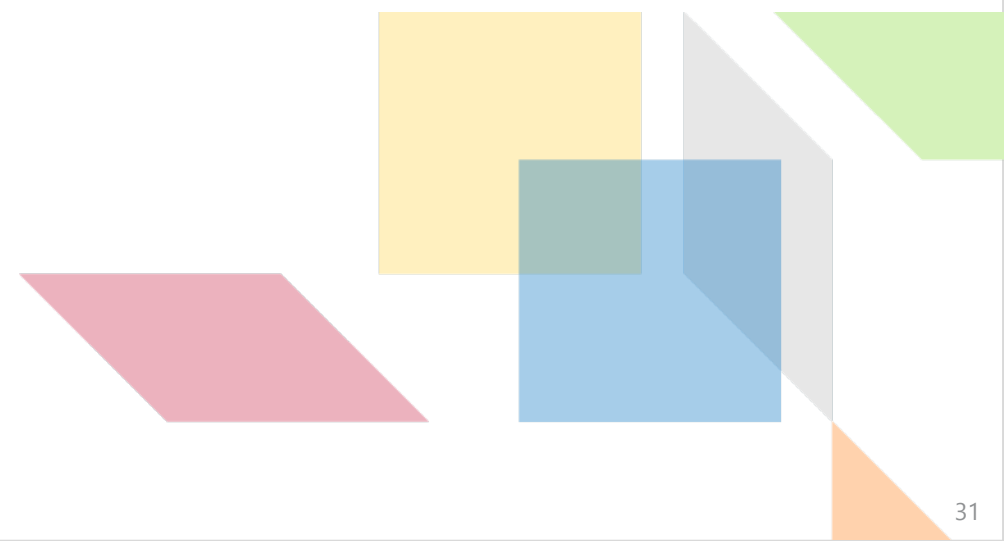
	Total	Surrey/Langley	Rest of Metro Van
<b>Frequency Driving Alone in Private Vehicle</b>	1,264	842	422
More than once per week	<b>64%</b>	76%	58%
2-4 times per month	<b>15%</b>	12%	17%
Once a month or less	<b>7%</b>	4%	8%
Never	<b>14%</b>	8%	17%
<b>Frequency Using Carpool or Rideshare</b>	1,264	842	422
More than once per week	<b>12%</b>	14%	10%
2-4 times per month	<b>14%</b>	13%	14%
Once a month or less	<b>21%</b>	20%	22%
Never	<b>53%</b>	52%	54%
<b>Frequency Using Motorcycle Scooter</b>	1,264	842	422
More than once per week	<b>1%</b>	2%	<1%
2-4 times per month	<b>3%</b>	1%	4%
Once a month or less	<b>4%</b>	5%	3%
Never	<b>92%</b>	91%	93%
<b>Frequency Using Bicycle</b>	1,264	842	422
More than once per week	<b>5%</b>	4%	5%
2-4 times per month	<b>10%</b>	7%	11%
Once a month or less	<b>20%</b>	20%	19%
Never	<b>66%</b>	69%	64%
<b>Frequency Walking</b>	1,264	842	422
More than once per week	<b>66%</b>	59%	69%
2-4 times per month	<b>16%</b>	18%	14%
Once a month or less	<b>10%</b>	12%	9%
Never	<b>9%</b>	11%	8%

 Significantly higher than other region



# Appendix

## Copy of Questionnaire



**NOTE: TEXT IN CAPS IS NOT SHOWN TO RESPONDENTS**

**SCREENING QUESTIONS**

**S1. First, please tell us a little about yourself.**

**In which Metro Vancouver municipality do you live?**

1. Anmore
  2. Belcarra
  3. Bowen Island
  4. Burnaby
  5. Coquitlam
  - Langley:
    6. City of Langley, or
    7. Township of Langley
  8. Lions Bay
  9. Maple Ridge
  10. New Westminister
  - North Vancouver:
    11. City of North Vancouver, or
    12. District of North Vancouver
  - Delta:
    13. North Delta, or
    14. South Delta (Ladner/Tsawwassen/Tsawwassen First Nation)
  15. Pitt Meadows
  16. Port Coquitlam
  17. Port Moody
  18. Richmond
  19. Surrey
  20. City of Vancouver / University Endowment Lands
  21. West Vancouver
  22. White Rock
97. None of the above **[THANK AND TERMINATE]**

**[ASK QS1b IF LANGLEY TOWNSHIP SELECTED IN S1 (S1=7)]**

**S1b. Do you live in the Willoughby-Willowbrook area?**

1. Yes
2. No



**[ASK S2 ONLY IF SURREY or LANGLEY or WHITE ROCK SELECTED IN S1 (S1=19, 6, 7, 22)]**

**S2. What is your residential postal code?**

*If you do not know your full postal code please enter the first three digits followed by 0A0.*

*Please enter with no hyphen or spaces (e.g. E0E0E0).*

**IF ENTER IN FSA THAT IS NOT SURREY OR LANGLEY (SEE QUOTA TABLE) OR DO NOT KNOW FSA, THANK AND TERMINATE:** Thank you for your interest in this survey. However, it is only eligible to/relevant for those living in certain areas of Surrey and Langley.

**S3. Do you or does anyone living in your home work for any of the following?**

*Please select all that apply.*

**[RANDOMIZE]**

- |  |                                     |
|--|-------------------------------------|
| 1. TransLink or a TransLink subsidiary | <b>  THANK AND TERMINATE</b>        |
| 2. A marketing or advertising company  | <b>  THANK AND TERMINATE</b>        |
| 3. A marketing research company        | <b>  THANK AND TERMINATE</b>        |
| 4. The news media                      | <b>  THANK AND TERMINATE</b>        |
| 97. None of the above                  | <b>[LOCK, EXCLUSIVE]   CONTINUE</b> |

**THANK AND TERMINATE:** Thank you for your interest in this survey. However, it is only relevant for those not working in one of the occupations listed above.

**S4. Which of the following age categories do you fall into?**

- |                 |                              |
|-----------------|------------------------------|
| 1. Under 18     | <b>  THANK AND TERMINATE</b> |
| 2. 18-24        |                              |
| 3. 25-34        |                              |
| 4. 35-44        |                              |
| 5. 45-54        |                              |
| 6. 55 – 64      |                              |
| 7. 65 or Higher |                              |

**S5. Are you...**

1. Male
2. Female
3. Transgender
4. None of the above – I identify as \_\_\_\_\_
5. Prefer not to answer

**MESSAGE TO SHOW AFTER PASSING THROUGH ALL SCREENERS:**

Great! You're just the kind of person we want to hear from. We appreciate your honest and accurate responses and feedback.

**MAIN SURVEY**

In 2014, the region-wide Mayors' Council identified 104 Avenue, King George Boulevard and Fraser Highway as priority corridors for rapid transit and decided on building 27-kilometres of rapid transit to meet growing and projected ridership demand.

In December 2018, 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.

**Q1A.** Prior to today, were you aware of the decision to build rapid transit on the 104 Avenue, King George Boulevard and Fraser Highway corridors?

- 1. Yes
- 2. No
- 98. Not Sure

**Q1B. [ASK ONLY IF Q1A=YES]** How familiar are you with the plan to build 27-kilometres of rapid transit on the 104 Avenue, King George Boulevard and Fraser Highway corridors?

- 1. Not at all familiar
- 2.
- 3.
- 4.
- 5. Very familiar

**Q2A.** Prior to today, were you aware of the proposed Surrey Langley SkyTrain? This would extend SkyTrain 16-kilometres along Fraser Highway, from King George Station in Surrey to Langley City.

- 1. Yes
- 2. No
- 98. Not Sure

You can see an image of the plan by clicking [here](#).



**Q2B. [ASK ONLY IF Q2A=YES]** Before today, how familiar were you with the proposed Surrey Langley SkyTrain?

1. Not at all familiar
- 2.
- 3.
- 4.
5. Very familiar

**Q3.** What is your level of support for the proposed Surrey Langley SkyTrain?

1. Not at all supportive
- 2.
- 3.
- 4.
5. Very supportive
98. Not sure

**Q4. [ASK IF DO NOT ANSWER 'NOT SURE' IN Q3. SEMI MANDATORY.]** Why did you give a rating of [INSERT # RATING FROM Q3]

RECORD VERBATIM

**Q5.** To help weigh options and make decisions about investments in transit infrastructure, please indicate the level of importance you place on each of the following (where 1 is not at all important and 10 is Very important, Unsure)

**RANDOMIZE**

- A. Predictable transit travel time that helps me get to my destination faster
- B. Increased transportation options that help me choose bus, SkyTrain, SeaBus, and HandyDART over private vehicle use
- C. Pedestrian and cycling connections to transit services
- D. A comfortable and safe experience when I use transit
- E. Reliable driving time when I drive for work or pleasure
- F. The efficient movement of goods and services
- G. Technology choices that help limit climate change and my exposure to air pollutants
- H. Economic development and job growth
- I. Efficient use of public money
- J. Access to businesses and community facilities during construction
- K. Protection of green space
- L. Reduced urban sprawl
- M. Affordable and desirable community living with transit access to jobs and recreation.

- 1. Not at all important
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10. Very important
- 98. Unsure

**Q6.** As part of the Surrey Langley SkyTrain planning, TransLink will assess impacts on the following:

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

- Contaminated soils

Are there any other impacts we should assess? Please be as specific as possible.

**RECORD VERBATIM [OPTIONAL]**

**[SHOW Q7 ON SAME PAGE BELOW Q6]**

**Q7.** Do you have any further comments or questions about the proposed Surrey Langley SkyTrain or rapid transit on 104 Avenue and King George Boulevard that you would like to share with us?

**RECORD VERBATIM [OPTIONAL]**

**DEMOGRAPHICS**

Just a few more questions for statistical purposes...

**Q8.** How often do you use each of the following modes of transportation?

	1. Daily (or almost every day)	2. Several times a week	3. About once a week	4. 2 to 3 times a month	5. Once a month	6. Less than once a month	7. Never
a. Bus							
b. SkyTrain							
c. Drive alone in private vehicle							
d. Carpool/ rideshare							
e. Motorcycle/scooter							
f. Bicycle							
g. Walk							
h. HandyDART							
i. West Coast Express							

**Q9. Do you work or study in the following areas? Select all that apply**

1. I work or study in City of Surrey
2. I work or study in the City of Langley
3. I work or study in the Township of Langley
97. None of the above **[EXCLUSIVE]**

**Q10. [ASK ONLY IF DO NOT LIVE IN SURREY OR LANGLEY (S1≠19, 6 or 7)]** How often do you travel to Surrey or Langley?

1. Daily (or almost every day)
2. Several times a week
3. About once a week
4. 2 to 3 times a month
5. Once a month
6. Less than once a month
7. Never
98. Not sure

**Q11.** How many motor vehicles including cars, trucks, vans and motorcycles are currently insured for use by members of your household?

*Please include personal and business vehicles.*

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6 or more
99. Prefer not to say

**Q12.** Which of the following best describes your current employment status?

1. Employed full-time (30 or more hours per week)
2. Employed part-time (less than 30 hours per week)
3. Student
4. Not employed
5. Homemaker
6. Retired
99. Prefer not to say

**Q13.** What is the highest level of education you have completed?

1. Some high school or less
2. Graduated high school
3. Vocational/ college/ technical
4. Some university
5. Graduated university
99. Prefer not to say

**Q14A.** Is English the primary language spoken in your household?

1. Yes
96. Other, namely...\_\_\_\_\_ **[SPECIFY]**
99. Prefer not to say

**Q14B. [ASK Q14B ONLY if Q14A NOT EQUAL TO 99]** Which other languages do you regularly speak in your household?

*Please select all that apply.*

1. Arabic
2. Cantonese
3. French
4. Farsi
5. German
6. Hindi
7. Korean
8. Mandarin
9. Punjabi
10. Spanish
11. Tagalog
12. Urdu
13. Vietnamese
14. English
15. Indigenous language
96. Other **[NO SPECIFY]**
97. None

[ASK IF LIVE IN SURREY OR LANGLEY (S1=19, 6 or 7)]

**Q15.** Finally, do you live **within 1-kilometer or a 10-minute walk** of the proposed Surrey Langley SkyTrain (shown by blue/grey striped line) or 104 Avenue/King George Boulevard Rapid-Transit Corridors (shown by pink lines)?

[SHOW IMAGE WITH STREET NAMES OF TERMINATION POINTS]



1. Yes
2. No