



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

Phase 2 Market Research Report

Prepared for:
TransLink

January 2020



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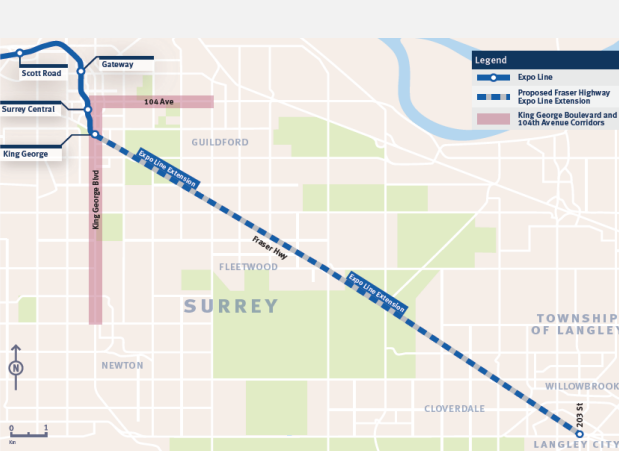


Appendix 24

Respondent Profile
Copy of Questionnaire



Background & Objectives



Background

- › To help inform the planning process for the proposed Surrey Langley SkyTrain, TransLink is gathering feedback from the public on a number of topics as well as transit options on the 104 Avenue and King George Boulevard corridors.
- › Metro Vancouver residents provided their feedback through an online survey, five open houses, as well as a statistically valid market research survey conducted by Sentic Research.
- › As part of the first phase of public engagement in April 2019, Sentic gathered data from 1,264 Metro Vancouver residents, including 842 residents from Surrey and Langley.
- › As part of the second phase of public engagement in November 2019, Sentic conducted a follow-up study, which focused on residents of Surrey and Langley only.
- › The findings from the November 2019 study are the focus of this report, with comparative results from April 2019 presented, where appropriate.

Objectives

- The surveys were 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 project;
 - › Determine the level of support for the proposed Surrey Langley SkyTrain project;
 - › Assess the perceived importance of various aspects of transit infrastructure planning; and
 - › Gather feedback on possible impacts that TransLink should assess during planning.

November 2019 Survey

In total, 720 online surveys were conducted between November 6 and 15, 2019 with residents of the City of Surrey, the Township of Langley, and the City of Langley aged 18 and older. Three different general consumer panels were used as the sample source for this survey.

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

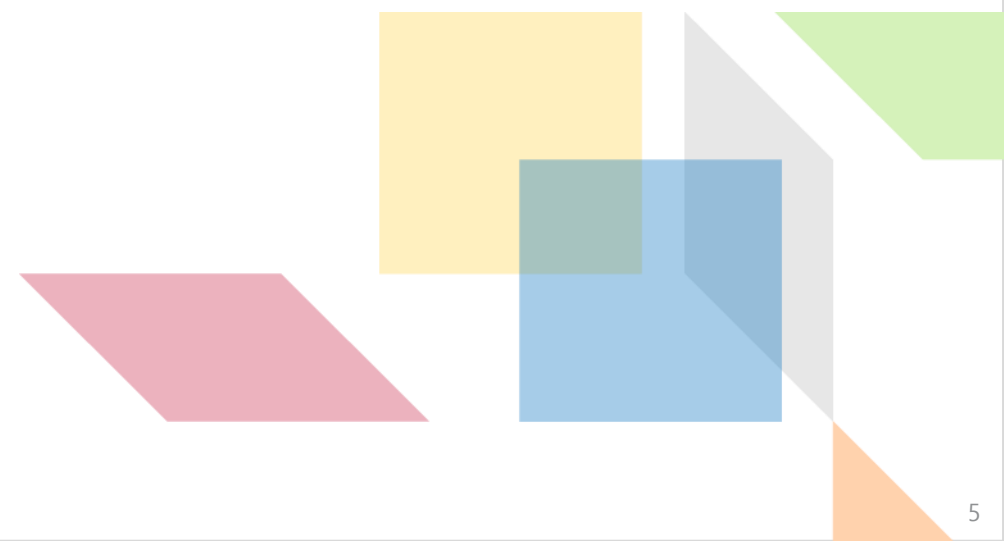
Region	Sample Size	Maximum Margin of Error (95% confidence)
Total Surrey/Langley	720	±4
Surrey	533	±4
City of Langley	59	±13
Township of Langley	128	±9
<i>Willoughby-Willowbrook community</i>	<i>56</i>	<i>±13</i>
<i>Living within 1km of proposed SkyTrain/Rapid Transit</i>	<i>272</i>	<i>±6</i>

The dataset was weighted to reflect the population of the City of Surrey, the Township of Langley, and the City of Langley with respect to age, gender, and region.

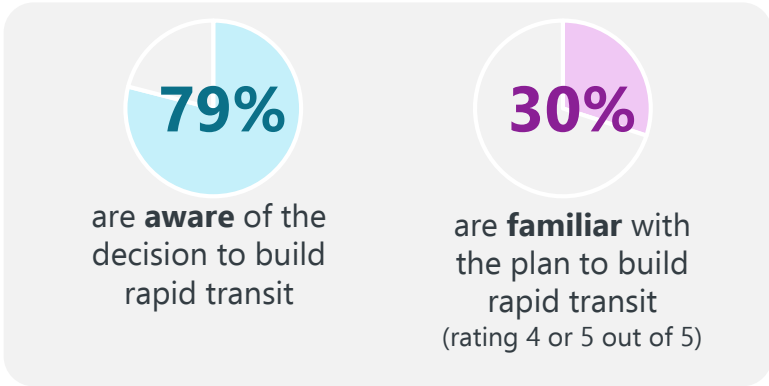
Reporting note: the sample size (or base size) for each question is denoted with a lowercase "n".

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

Summary



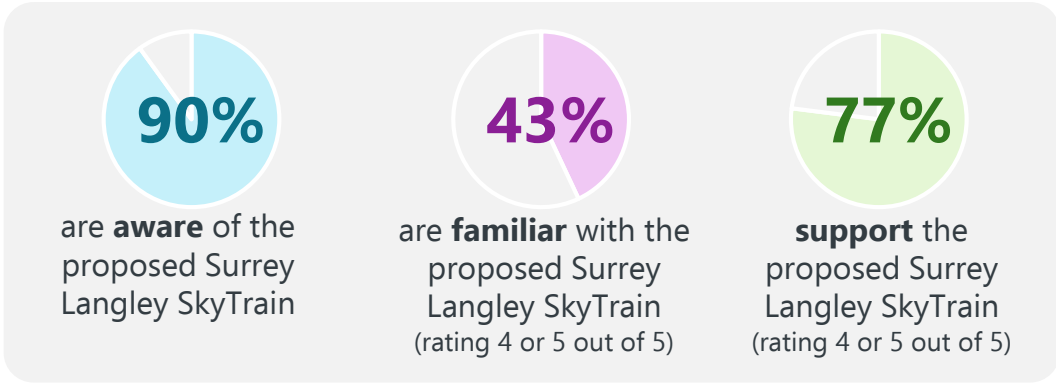
Plan to Build Rapid Transit



When it comes to the plan to build rapid transit on the 104 Avenue, King George Boulevard, and Fraser Highway corridors, awareness and familiarity among Surrey/Langley residents has not changed since first measured in April 2019.

By city, residents of the City of Surrey are somewhat more likely to be aware and familiar with the plan relative to their counterparts from Langley City and Township.

Proposed Surrey Langley SkyTrain



In line with results from April 2019, nine-in-ten Surrey/Langley residents have heard of the proposed Surrey Langley SkyTrain project and 43% consider themselves familiar with it (i.e. rate their familiarity as 4 or 5 out of 5).

Support for the proposed project remains high at 77%, including 56% of residents who rate their support as 5 out of 5.

Top reasons for supporting the Surrey Langley SkyTrain are that it's generally a good idea/long overdue and that it will help with traffic and congestion. Among the 9% of residents who do not support it, the reasons include concerns about the cost (either that the budget would be better spent elsewhere or that it could cause taxes to go up) or that they would prefer LRT. These reasons for support/opposition are unchanged since April 2019.



Feedback for TransLink on Surrey Langley SkyTrain Project Planning

When it comes to **planning considerations regarding the placement of the guideway on Fraser Highway**, the top two mentions among Surrey/Langley residents are minimizing the impact on traffic and on the environment (which were listed as considerations in the survey). Station locations and parking accessibility are also ranked as top considerations.

With regard to **infrastructure planning**, the aspects that are perceived to have the highest importance among Surrey/Langley residents are: lighting (both, in general, and, specifically, at bus stops/shelters), nearby sidewalks, and designated spaces for passenger pick-up and drop-off.

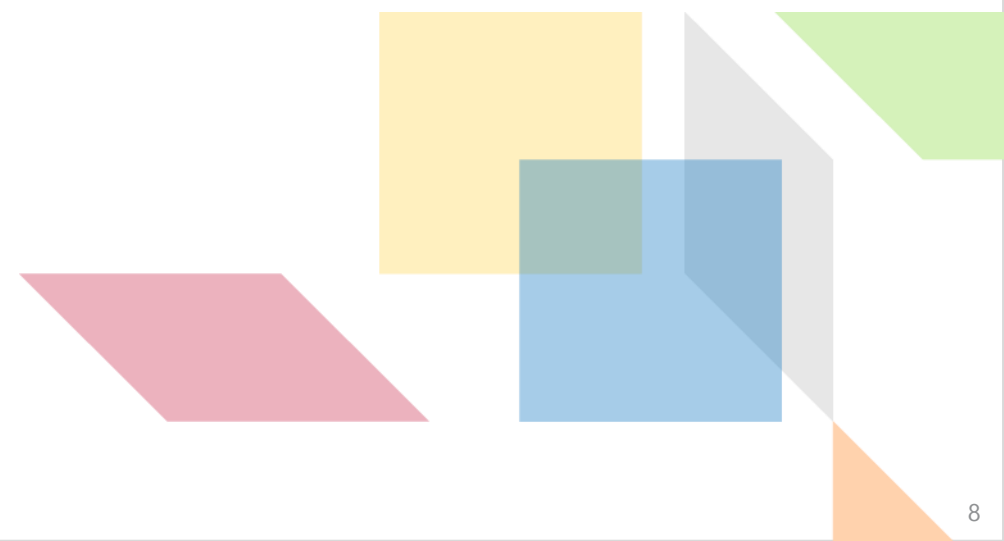
Over three-quarters of Surrey/Langley residents (81%) are satisfied that the **Environmental Screening Review process** outlined by TransLink is sufficiently thorough.

Feedback on Bus Rapid Transit (BRT) on 104 Avenue and King George Boulevard

Surrey/Langley residents were provided with an overview of BRT technology and the opportunity to share feedback on its possible implementation on 104 Avenue and King George Boulevard. The top comments related to traffic, with residents expressing concerns about congestion, generally, or how a separate bus lane may impact traffic. That said, 10% to 14% of those who left a comment noted that the proposed BRT projects are a good idea and that they have no concerns.



Survey Findings



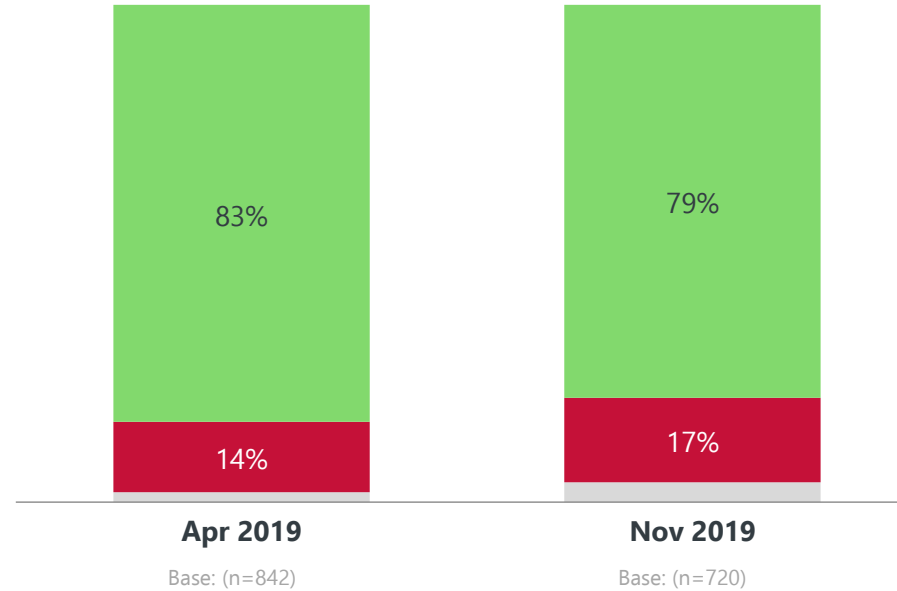
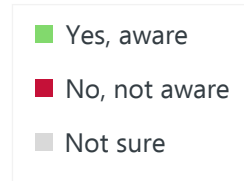
Awareness of Decision to Build Rapid Transit on 104 Avenue, King George Boulevard, and Fraser Highway Corridors

Eight-in-ten Surrey/Langley residents are aware of the decision to build rapid transit on the 104 Avenue, King George Boulevard and Fraser Highway corridors.

Awareness has not changed since it was first measured in April 2019.

Residents of Langley are less likely to be aware of the plan compared to Surrey residents.

Awareness of Decision to Build Rapid Transit



% Aware by City/Community

City/Community	Apr 2019	Nov 2019
Surrey	84% (n=595)	82% (n=533)
Langley City	84% (n=67)	64% (n=59)
Langley Township	81% (n=180)	71% (n=128)
Willoughby-Willowbrook	81% (n=57)	80% (n=56)

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

Residents living closest to the three corridors where rapid transit is proposed (i.e. within 1 kilometre) are more likely than other Surrey/Langley residents to be aware of the plan to build rapid transit.

Meanwhile, younger residents (18-34) are the least likely to be aware of the decision.

**% Aware of Decision to Build Rapid Transit by Sub-group
November 2019**

Proximity to Corridor	Within 1 km		Outside 1 km	
	(n=272)		(n=448)	
	83%		76%	

Work or Study in Surrey/Langley	Yes		No	
	(n=258)		(n=462)	
	76%		81%	

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=93)	(n=104)	(n=390)	(n=133)
	77%	92%	78%	71%

Gender	Male		Female	
	(n=366)		(n=353)	
	82%		76%	

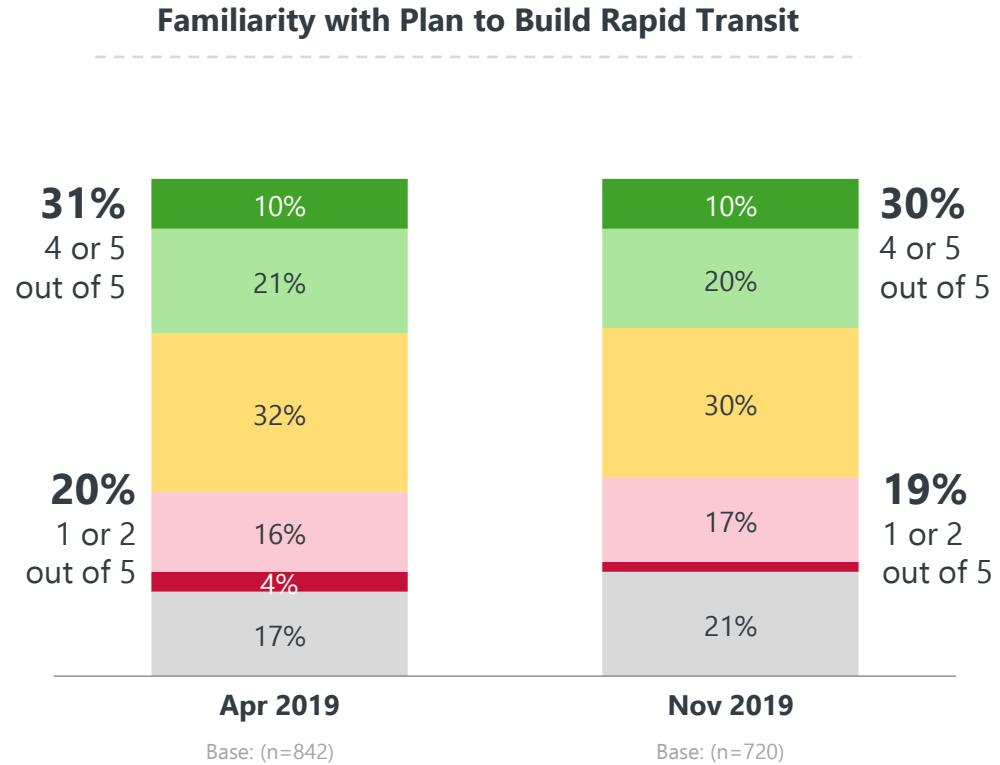
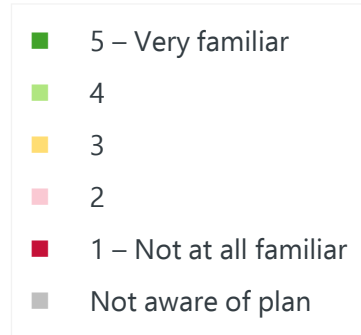
Age	18-34	35-54	55+
	(n=73)	(n=227)	(n=420)
	68%	81%	84%

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

Familiarity with the plan to build rapid transit on 104 Avenue, King George Boulevard, and Fraser Highway is unchanged since April 2019.

Specifically, 30% are familiar with the plan (rating 4 or 5 out of 5) and 19% are not familiar (rating 1 or 2 out of 5).

Surrey residents continue to be more likely to be familiar with the plan than Langley residents.



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

City/Community	Apr 2019 (%)	Nov 2019 (%)
Surrey	34% (n=595)	33% (n=533)
Langley City	21% (n=67)	19% (n=59)
Langley Township	22% (n=180)	22% (n=128)
Willoughby-Willowbrook	17% (n=57)	24% (n=56)

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

Familiarity with the plan is consistent across various subgroups of Surrey/Langley residents.

% Familiar with Plan to Build Rapid Transit by Sub-group

November 2019
(% rating 4 or 5 out of 5)

Proximity to Corridor	Within 1 km		Outside 1 km	
	(n=272)		(n=448)	
	33%		28%	

Work or Study in Surrey/Langley	Yes		No	
	(n=258)		(n=462)	
	32%		27%	

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=93)	(n=104)	(n=390)	(n=133)
	27%	42%	30%	19%

Gender	Male		Female	
	(n=366)		(n=353)	
	33%		27%	

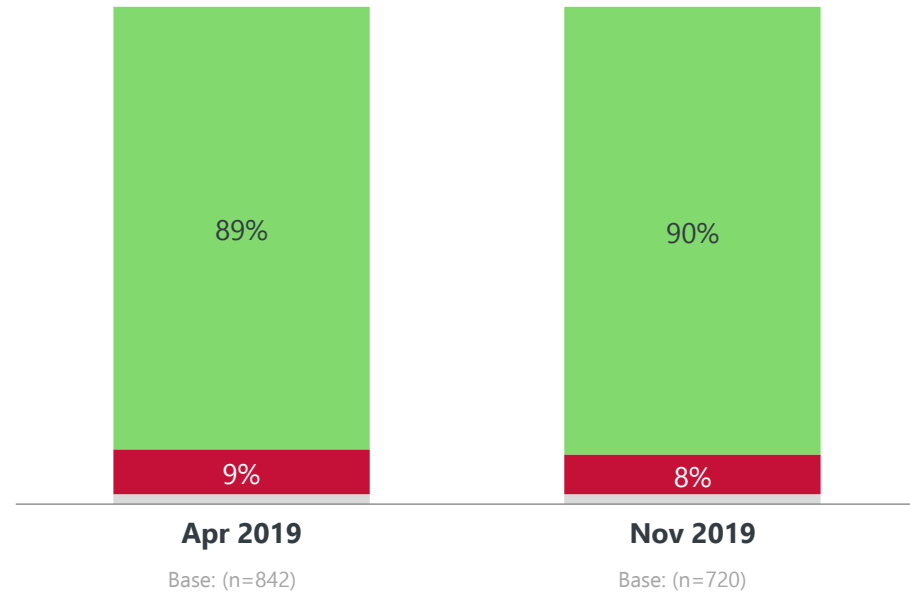
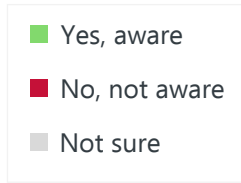
Age	18-34		35-54		55+	
	(n=73)		(n=227)		(n=420)	
	26%		33%		30%	

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

Nine-in-ten Surrey/Langley residents have heard of the proposed Surrey Langley SkyTrain, which is unchanged from April 2019.

There is no difference in awareness between Surrey or Langley.

Awareness of Proposed Surrey Langley SkyTrain



% Aware by City/Community

City/Community	Apr 2019	Nov 2019
Surrey	89% (n=595)	91% (n=533)
Langley City	90% (n=67)	87% (n=59)
Langley Township	90% (n=180)	87% (n=128)
Willoughby-Willowbrook	88% (n=57)	85% (n=56)

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.

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

Awareness of the proposed Surrey Langley SkyTrain stands around 90% across the various subgroups, with the exception of residents who never use the SkyTrain (awareness is at 80% among this group).

% Aware of Proposed Surrey Langley SkyTrain November 2019

Proximity to Corridor	Within 1 km		Outside 1 km	
	(n=272)		(n=448)	
	94%		87%	

Work or Study in Surrey/Langley	Yes		No	
	(n=258)		(n=462)	
	91%		89%	

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=93)	(n=104)	(n=390)	(n=133)
	94%	93%	91%	80%

Gender	Male		Female	
	(n=366)		(n=353)	
	89%		91%	

Age	18-34		35-54		55+	
	(n=73)		(n=227)		(n=420)	
	88%		89%		93%	

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.

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

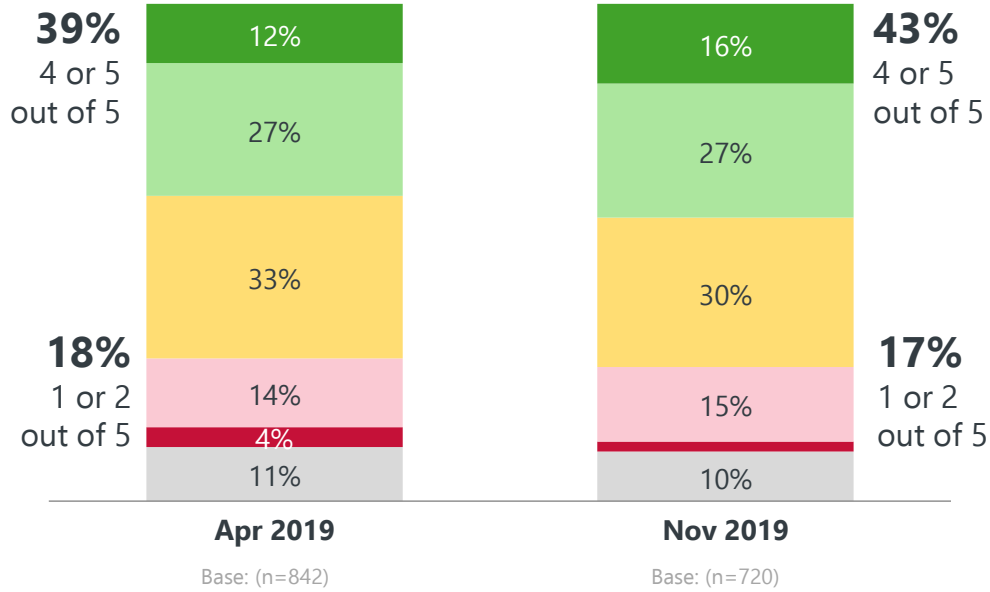
43% of Surrey/Langley residents consider themselves familiar with the Surrey Langley SkyTrain project (rating 4 or 5 out of 5).

Familiarity is consistent with April 2019 levels, although the proportion of residents indicating they are very familiar (i.e. rating 5) has increased from 12% to 16%.

Surrey residents are more likely to be familiar with the proposed Surrey Langley SkyTrain than Langley residents (46% and 32% rating 4 or 5, respectively).



Familiarity with Proposed Surrey Langley SkyTrain



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

City/Community	Apr 2019 (%)	Nov 2019 (%)
Surrey	43% (n=595)	46% (n=533)
Langley City	26% (n=67)	32% (n=59)
Langley Township	30% (n=180)	32% (n=128)
Willoughby-Willowbrook	25% (n=57)	30% (n=56)

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

Half of the residents living within 1 kilometre of the three corridors where rapid transit is proposed are familiar with the proposed Surrey Langley SkyTrain, compared to 39% of residents who live further away.

Familiarity is lowest (27%) among residents who do not use the SkyTrain.

% Familiar with Proposed Surrey Langley SkyTrain by Subgroup

November 2019
(% rating 4 or 5 out of 5)

Proximity to Corridor	Within 1 km		Outside 1 km	
	(n=272)		(n=448)	
	48%		39%	

Work or Study in Surrey/ Langley	Yes		No	
	(n=258)		(n=462)	
	45%		41%	

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=93)	(n=104)	(n=390)	(n=133)
	48%	54%	42%	27%

Gender	Male		Female	
	(n=366)		(n=353)	
	47%		38%	

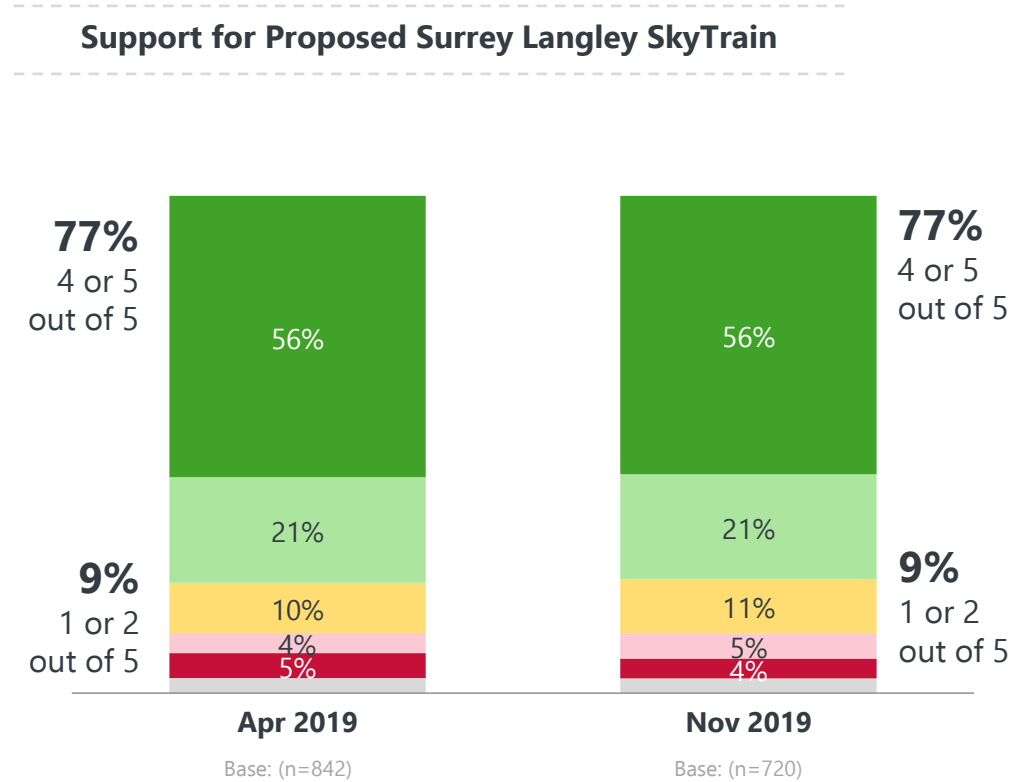
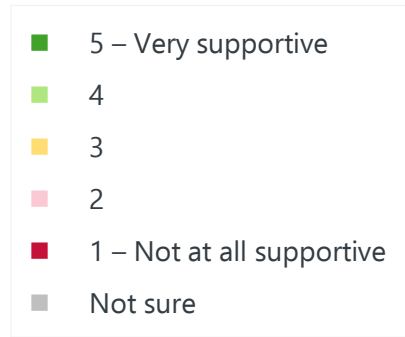
Age	18-34		35-54		55+	
	(n=73)		(n=227)		(n=420)	
	40%		46%		41%	

Level of Support for Proposed Surrey Langley SkyTrain

Consistent with findings from April 2019, three-quarters of Surrey/Langley residents support the proposed Surrey Langley SkyTrain.

Only 9% of residents give low ratings (1 or 2 out of 5), with the rest sitting in the middle or unsure.

Support is highest among residents of the Township of Langley (84%).



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

City/Community	Apr 2019 (%)	Nov 2019 (%)
Surrey	75% (n=595)	76% (n=533)
Langley City	79% (n=67)	76% (n=59)
Langley Township	85% (n=180)	84% (n=128)
Willoughby-Willowbrook	91% (n=57)	81% (n=56)

Level of Support for Proposed Surrey Langley SkyTrain

Support for the Proposed Surrey Langley SkyTrain is higher among Surrey/Langley residents who:

- › Also work or study in Surrey or Langley
- › Are frequent SkyTrain users (more than once per week)
- › Are younger (18-34)

% Supporting Proposed Surrey Langley SkyTrain by Subgroup

November 2019
(% rating 4 or 5 out of 5)

Proximity to Corridor	Within 1 km		Outside 1 km	
	(n=272)		(n=448)	
	80%		75%	

Work or Study in Surrey/Langley	Yes		No	
	(n=258)		(n=462)	
	83%		72%	

Frequency of SkyTrain Use	More than once per week	2 to 4 times per month	Once a month or less	Never
	(n=93)	(n=104)	(n=390)	(n=133)
	89%	77%	78%	61%

Gender	Male		Female	
	(n=366)		(n=353)	
	76%		79%	

Age	18-34		35-54		55+	
	(n=73)		(n=227)		(n=420)	
	86%		74%		74%	

Reasons for Supporting or Not Supporting Proposed Surrey Langley SkyTrain

The top reasons that Surrey/Langley residents support or do not support the proposed Surrey Langley SkyTrain are unchanged from April 2019.

Among the 77% who support the plan, the main reason is because they feel it's a good idea/long overdue. This is mentioned twice as often as it was in April 2019 (30% currently vs. 16%).

Other main reasons for supporting the proposed Surrey Langley SkyTrain are: expectations that it will reduce traffic and congestion (24%), will provide more transit options (17%), and be a faster/more convenient route (15%).

Among the small group of residents who do not support the proposed Surrey Langley SkyTrain (9%), reasons include: they prefer LRT; worry that it will be too expensive and lead to a tax increase; or they would prefer that the funding be spent on different transit projects.

Top Reasons for Supporting the Proposed Surrey Langley SkyTrain (unaided mentions among those rating their support as 4 or 5 out of 5)	April 2019	November 2019
% of Surrey/Langley Residents Supporting Proposed Surrey Langley SkyTrain	77%	77%
Base	(n=619)	(n=536)
It is a good idea / I support this idea / it is long overdue	16%	30%
Will reduce traffic / congestion / number of cars on the road	20%	24%
Will give more transit options / SkyTrain extension is a good idea / better than buses	17%	17%
Would save time / more efficient / faster route / convenience	16%	15%
I would use this route / I need this route	14%	8%
The population is growing so it is needed	8%	8%
The Lower Mainland needs better public transit	18%	7%
Connects cities / areas together	7%	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)	April 2019	November 2019
% of Surrey/Langley Residents Not Supporting Proposed Surrey Langley SkyTrain	9%	9%
Base	(n=95)	(n=73)
Light Rail Transit (LRT) would have been better / should have stayed with the original plan	29%	29%
The budget would be better spent on another line / transit in another area	29%	27%
It will be too expensive / taxes will go up	23%	27%
It does not affect me / I won't use it / I don't live there	10%	10%
Could increase crime / homelessness in the area	9%	10%
Could increase traffic in the area / make it busier / don't want it in my neighbourhood	11%	9%
Unlikely to have enough ridership to justify cost / area is not densely populated	10%	4%
It is a waste of public money / not a good use of public funds	10%	2%

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]?

Other Aspects TransLink Should Assess as Part of Planning for Placement of Guideway on Fraser Highway

The following factors were considered in the decision-making process about where the guideway is placed:

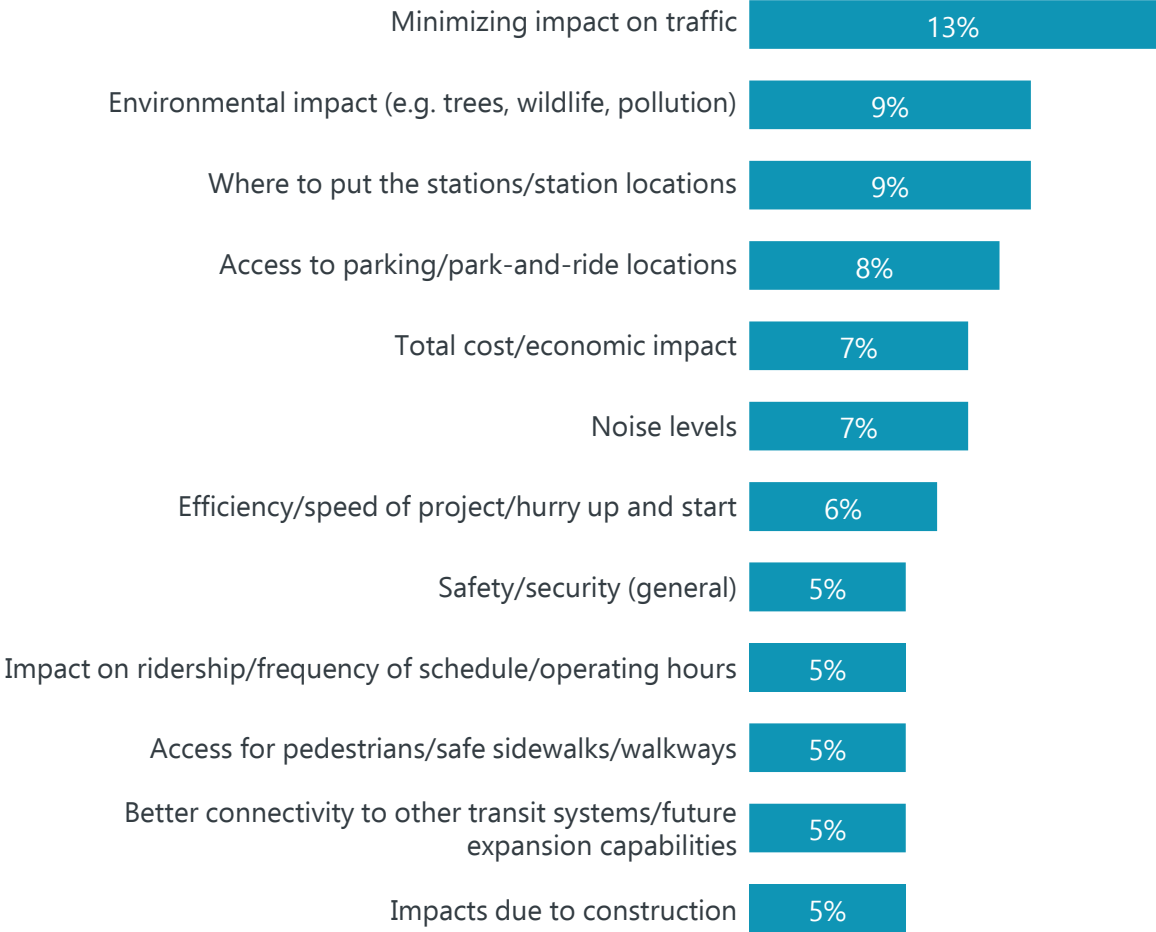
- ▶ Minimize footprint impacts to environmentally sensitive areas
- ▶ Minimize property impacts
- ▶ Minimize project-related costs while maximizing ease of construction
- ▶ Minimize the number of times the guideway crosses over Fraser Highway
- ▶ Minimize traffic impacts

In the November 2019 survey, Surrey/Langley residents were presented with the above list and asked whether TransLink should consider anything else when planning the placement of the guideway on Fraser Highway.

Among respondents who provided a comment, the top two comments included reiterating considerations already outlined in the survey: minimizing the impact on traffic and the environment.

Other comments related to considerations around station locations, parking, and park-and-ride access.

Other Aspects TransLink Should Assess (among those providing a relevant comment)



Base: (n=306)

Q5. Is there anything else TransLink should consider in planning where the guideway is placed on Fraser Highway?

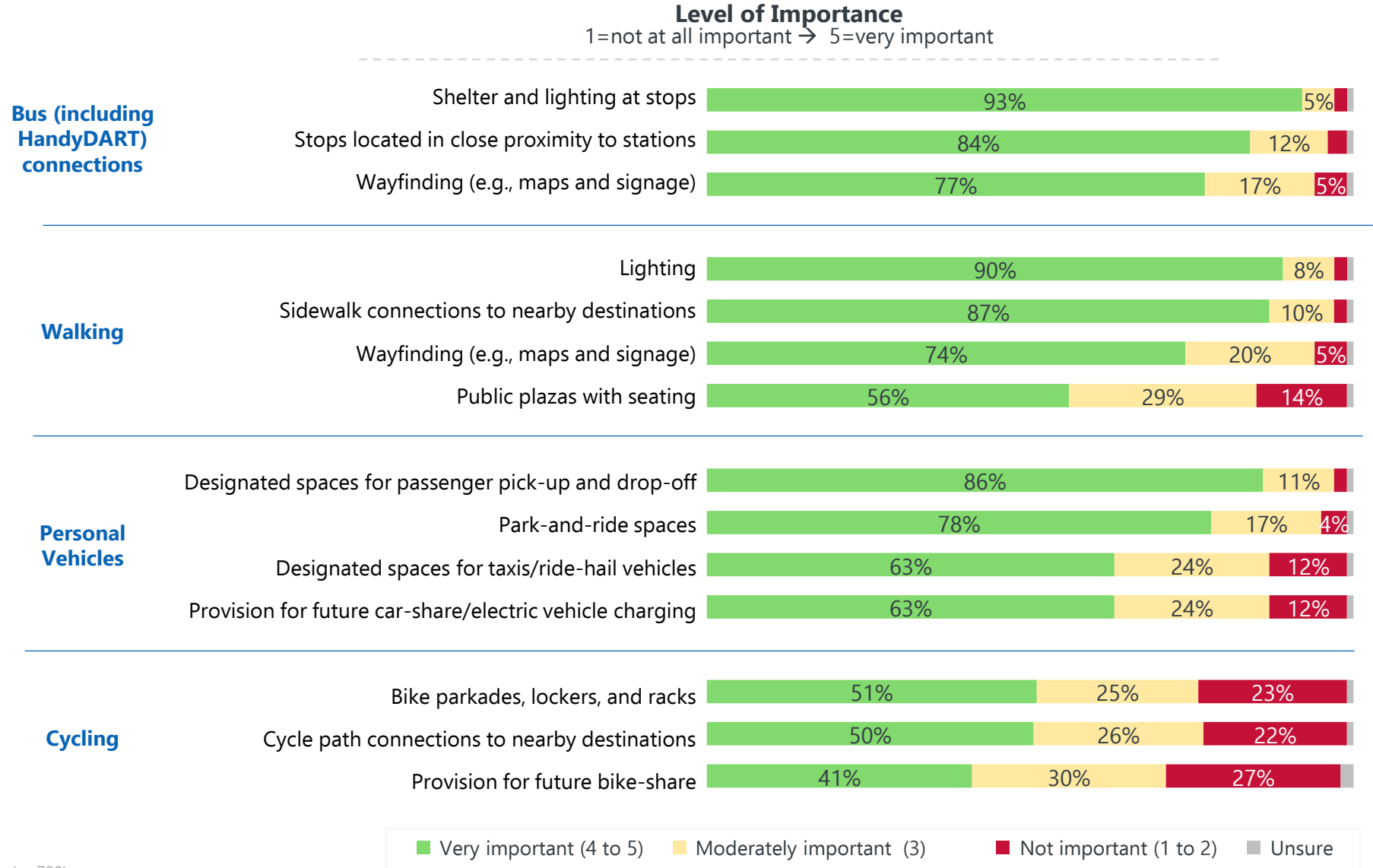
Perceived Importance of Infrastructure around SkyTrain Stations

Surrey/Langley residents were asked about the importance of transit infrastructure/amenities around SkyTrain stations.

The following four were highlighted as the most important:

- › Shelter and lighting at bus stops;
- › Lighting, in general;
- › Nearby sidewalks; and
- › Designated spaces for passenger pick-up/drop-off.

Wayfinding and park-and-ride locations also ranked as relatively important.



Base: (n=720)

Q6. There are a few different ways people can get to and from SkyTrain stations (walking, cycling, bus (including HandyDART), personal vehicles). To help make decisions about investments in infrastructure around SkyTrain stations, 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

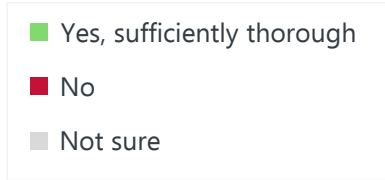
- An Environmental Screening Review (ESR) for the Surrey Langley SkyTrain project includes examination of:
- ▶ Air Quality and Greenhouse Gases
 - ▶ Agricultural Land
 - ▶ Archaeology and Heritage
 - ▶ Contaminated Sites
 - ▶ Emergency Services
 - ▶ Fisheries and Aquatics
 - ▶ Land Use
 - ▶ Noise and Vibration
 - ▶ Traffic and Transportation
 - ▶ Vegetation and Wildlife

The majority of Surrey/Langley residents (81%) feel the proposed review is sufficiently thorough. 16% of residents are unsure, and just 3% feel it's not sufficiently thorough.

Perceived Thoroughness of Environmental Screening Review Process



Base: (n=720)



Sample of comments from 3% of residents who feel that the Environmental Screening Review Process is not sufficiently thorough

- "Use of solar power / panels should be included. Provide public toilets around the stations."*
- "Community safety, child safety, accessibility."*
- "Any groundwater must be protected."*
- "I would like to see light pollution also taken into consideration. Sufficient illumination need not bleed upward."*
- "Impact on crime levels and land values."*
- "It should also review disposing of trash and recycling options."*
- "Shade casting....we are a very dim sunlight area through the winter...shade patterns make a difference to people...homes, vegetation, waiting areas."*
- "What about traffic and noise during construction!"*

Q7a. Is the proposed Environmental Screening Review process sufficiently thorough given the proposed reviews listed above?
 Q7B. [IF Q7A=NO] Why don't you feel that the proposed Environment Screening Review is sufficiently thorough?

Bus Rapid Transit (BRT): Hopes/Concerns for Implementing BRT on 104 Avenue and King George Boulevard

Surrey/Langley residents were provided an overview of Bus Rapid Transit (BRT) technology and then asked to share their hopes or concerns regarding possible implementation on 104 Avenue and King George Boulevard. The majority of residents (51% to 61%) elected to leave a comment.

The feedback regarding BRT in both areas is similar, with the most common concerns relating to traffic – worries about congestion, generally, or about how a separate bus lane could impact regular traffic.

That said, 10% to 14% of residents who provided a comment noted that the proposed BRT projects are a good idea and that they have no concerns.

Hopes and/or Concerns for Implementation of BRT November 2019

Top unaided mentions among those leaving a comment	BRT on 104 Avenue	BRT on King George Boulevard
Base	(n=440)	(n=368)
Concerns about traffic/vehicle flow/congestion	26%	21%
Concerns about separate bus lane impacting regular traffic	14%	11%
This is a good idea/no concerns	14%	10%
Concerns about safety/security	7%	8%
There needs to be increased service frequency	7%	6%
I am not affected by this route/I won't use this route	6%	3%
Prefer to build a SkyTrain/LRT instead	5%	4%
This is much-needed/speed up the project	4%	10%
This will be efficient/good for commuting in and out of city	4%	6%
Hope this will decrease gridlock/local traffic	4%	5%
Concerns regarding construction (noise, traffic, etc.)	4%	2%
Comments about the stops/extension of the route/connectivity to SkyTrain	4%	3%
Concerns about costs/increase in taxes	4%	3%
Waste of money/too expensive	3%	4%
Hope it never gets built/don't need it	3%	4%

Note: only major mentions are shown.

Q8a. What are your hopes and/or concerns for implementing BRT on 104 Avenue between Surrey Central and Guildford?

Q8b. What are your hopes and/or concerns for implementing BRT on King George Boulevard, between Surrey Central and Newton?

Final Comments

Just over one-quarter of residents (28%) provided a final comment at the end of the survey.

The top mention is that TransLink should proceed with the project immediately and that it's long overdue (24%).

The next most common mentions are: better transit is needed, generally (13%), and that residents prefer SkyTrain (15%).

Comments/Questions/Feedback on Proposed Surrey Langley SkyTrain or Rapid Transit on 104 Avenue or King George Boulevard

November 2019

Top Final Comments (among those providing a relevant comment)	
Base	(n=198)
We must proceed with this project immediately / taking too long / long overdue	24%
Still prefer SkyTrain being built	15%
Need better transit to my area (general)	13%
Consider safety / impact on criminal activity / need for increased policing	7%
Project is a great idea / I support this project	6%
Concerns about traffic / vehicle flow / congestion	6%
Project is too expensive / concerned about cost / stay on budget	5%
Hope it doesn't get built / don't need this	5%

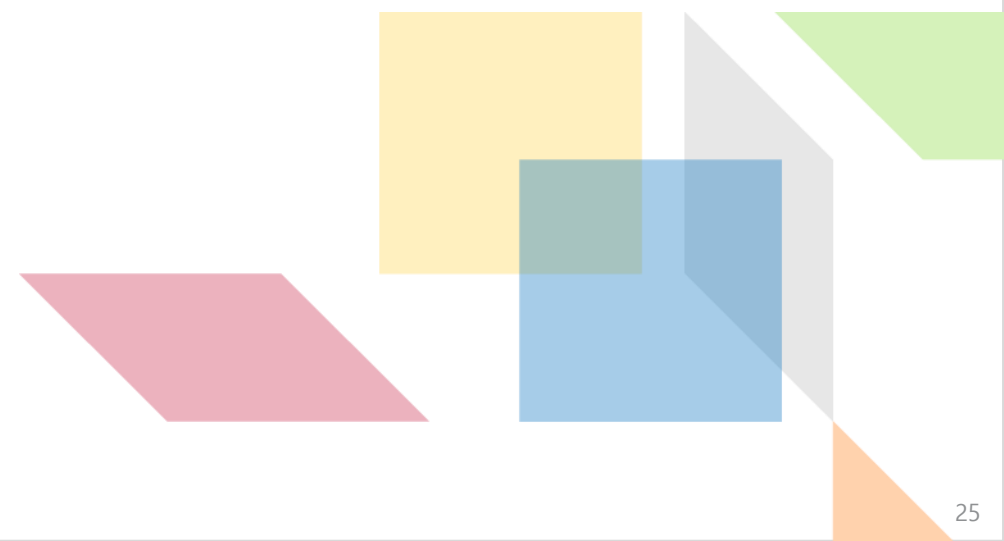
Note: only major mentions are shown.

Q9. 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 City	Langley Township	Willoughby-Willowbrook
Gender	n=720	n=533	n=59	n=128	n=56
Male	49%	49%	45%	50%	45%
Female	51%	51%	55%	50%	55%
Transgender	0%	0%	0%	0%	0%
Prefer not to answer	0%	0%	0%	0%	0%
Age	n=720	n=533	n=59	n=128	n=56
18-24	7%	8%	9%	2%	5%
25-34	21%	22%	26%	14%	19%
35-44	17%	16%	24%	20%	26%
45-54	20%	21%	15%	18%	15%
55-64	17%	17%	11%	19%	17%
65+	19%	18%	15%	27%	18%
Region	n=720	n=533	n=59	n=128	n=56
Surrey	75%	100%	-	-	-
City of Langley	9%	-	100%	-	-
Township of Langley	16%	-	-	100%	100%
<i>Willoughby-Willowbrook Community</i>	8%	-	-	49%	100%
<i>Within 1-KM of corridor</i>	41%	44%	56%	13%	23%
Work or Study in Surrey or Langley	n=720	n=533	n=59	n=128	n=56
Work or study in City of Surrey	32%	38%	19%	7%	9%
Work or study in City of Langley	9%	7%	29%	8%	10%
Work or study in Township of Langley	9%	4%	23%	27%	30%
None of the above	55%	54%	48%	63%	56%

■ ■ Significantly higher/lower than total

Respondent Profile: Demographics

	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
Employment Status	n=720	n=533	n=59	n=128	n=56
Employed full-time	53%	56%	60%	37%	43%
Employed part-time	12%	13%	5%	10%	10%
Student	5%	5%	9%	5%	5%
Not employed	2%	2%	0%	2%	2%
Homemaker	4%	3%	6%	10%	16%
Retired	23%	21%	16%	34%	25%
Prefer not to say	1%	0%	5%	2%	0%



	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
Education	n=720	n=533	n=59	n=128	n=56
Some high school or less	2%	2%	0%	5%	3%
Graduated high school	18%	19%	9%	21%	25%
Vocational / college / technical	31%	29%	48%	28%	28%
Some university	13%	13%	12%	12%	13%
Graduated university	35%	36%	31%	34%	31%
Prefer not to say	1%	1%	0%	1%	0%

	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
# of Motor Vehicles Insured for Household	n=720	n=533	n=59	n=128	n=56
None	4%	5%	0%	1%	0%
1	38%	38%	42%	36%	36%
2	42%	42%	29%	49%	46%
3	9%	9%	6%	9%	11%
4 or more	6%	5%	19%	5%	7%
Prefer not to say	2%	1%	5%	0%	0%

Significantly higher/lower than total

Respondent Profile: Languages Spoken

	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
Primary Language Spoken in Household	n=720	n=533	n=59	n=128	n=56
English	91%	89%	99%	95%	95%
Other	8%	9%	1%	5%	4%
Prefer not to say	2%	2%	0%	1%	1%
Other Languages Regularly Spoken in Household	n=712	n=526	n=59	n=127	n=55
Punjabi	5%	7%	0%	0%	0%
Hindi	4%	5%	0%	0%	0%
Cantonese	3%	3%	5%	1%	2%
English	3%	4%	0%	0%	0%
Tagalog	3%	4%	0%	1%	1%
French	2%	2%	8%	3%	5%
Mandarin	2%	3%	0%	0%	0%
Vietnamese	2%	2%	0%	1%	0%
Spanish	1%	1%	2%	2%	5%
Farsi	1%	2%	0%	0%	0%
German	1%	2%	0%	1%	0%
Korean	1%	1%	0%	4%	2%
Urdu	1%	1%	0%	0%	0%
Arabic	0%	0%	0%	0%	0%
Indigenous language	0%	0%	0%	0%	0%
Other	4%	4%	2%	4%	2%
No other languages	74%	70%	84%	87%	87%

  Significantly higher/lower than total

Respondent Profile: Usage of Modes of Transit

	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
Frequency Using Bus	n=720	n=533	n=59	n=128	n=56
More than once per week	20%	23%	9%	12%	18%
2-4 times per month	13%	14%	14%	7%	8%
Once a month or less	38%	38%	38%	37%	36%
Never	29%	25%	39%	44%	37%
Frequency Using SkyTrain	n=720	n=533	n=59	n=128	n=56
More than once per week	19%	22%	5%	8%	14%
2-4 times per month	15%	18%	10%	7%	8%
Once a month or less	50%	47%	64%	55%	49%
Never	16%	13%	21%	29%	29%
Frequency Using West Coast Express	n=720	n=533	n=59	n=128	n=56
More than once per week	1%	0%	0%	2%	5%
2-4 times per month	2%	3%	2%	0%	0%
Once a month or less	4%	5%	3%	2%	0%
Never	93%	92%	95%	96%	95%
Frequency Using HandyDART	n=720	n=533	n=59	n=128	n=56
More than once per week	1%	1%	0%	0%	0%
2-4 times per month	3%	3%	4%	2%	0%
Once a month or less	2%	2%	4%	3%	5%
Never	94%	94%	92%	95%	95%

■ ■ Significantly higher/lower than total

Respondent Profile: Usage of Non-Transit Modes of Transportation

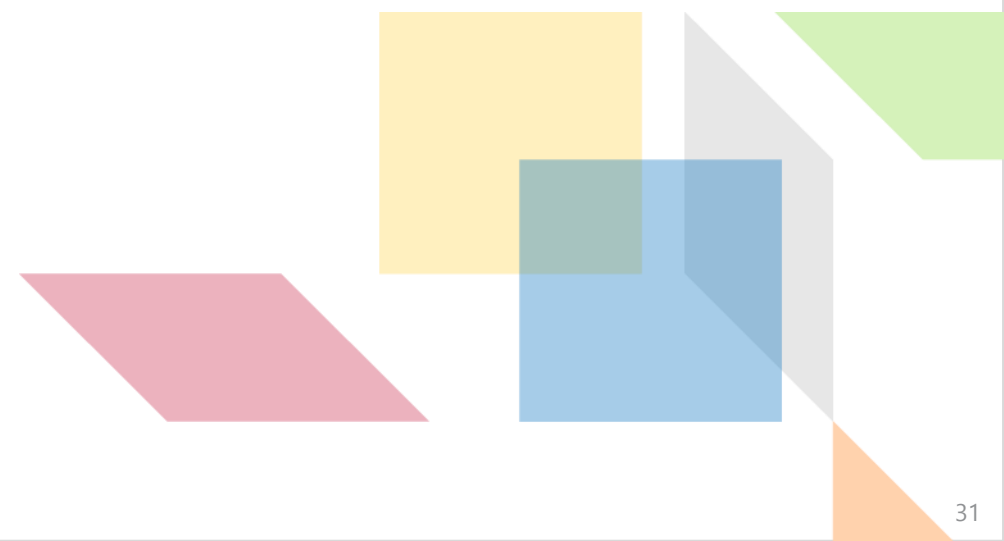
	Total	Surrey	Langley City	Langley Township	Willoughby-Willowbrook
Frequency Driving Alone in Private Vehicle	n=720	n=533	n=59	n=128	n=56
More than once per week	76%	73%	82%	87%	88%
2-4 times per month	11%	11%	8%	9%	11%
Once a month or less	4%	4%	8%	2%	1%
Never	9%	12%	1%	1%	0%
Frequency Using Carpool or Rideshare	n=720	n=533	n=59	n=128	n=56
More than once per week	11%	12%	12%	10%	18%
2-4 times per month	16%	17%	16%	12%	18%
Once a month or less	19%	18%	30%	16%	9%
Never	54%	53%	42%	62%	56%
Frequency Using Motorcycle/Scooter	n=720	n=533	n=59	n=128	n=56
More than once per week	3%	3%	6%	1%	2%
2-4 times per month	3%	2%	2%	6%	5%
Once a month or less	4%	3%	14%	2%	2%
Never	90%	92%	79%	90%	91%
Frequency Using Bicycle	n=720	n=533	n=59	n=128	n=56
More than once per week	3%	3%	8%	1%	0%
2-4 times per month	7%	7%	8%	5%	5%
Once a month or less	19%	20%	22%	13%	14%
Never	71%	70%	62%	80%	82%
Frequency Walking	n=720	n=533	n=59	n=128	n=56
More than once per week	56%	59%	52%	47%	49%
2-4 times per month	18%	18%	28%	15%	17%
Once a month or less	13%	12%	11%	17%	17%
Never	13%	11%	9%	22%	16%

■ ■ Significantly higher/lower than total



Appendix

Copy of Questionnaire



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
- Delta:
 13. North Delta, or
 14. South Delta (Ladner/Tsawwassen/Tsawwassen First Nation)
- 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
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]**

THANK AND TERMINATE IF DO NOT SELECT 6, 7, 19

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

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

1. Yes
2. No

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), THANK AND TERMINATE: Thank you for your interest in this survey. However, participants are eligible if living in certain areas of Surrey and Langley.

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

Please select all that apply.

[RANDOMIZE]

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

THANK AND TERMINATE: Thank you for your interest in this survey. However, participants are eligible only if not working in one of the occupations listed above.

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

- | | |
|-----------------|----------------------------|
| 1. Under 18 | THANK AND TERMINATE |
| 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
97. None of the above – I identify as _____
99. Prefer not to answer

MESSAGE TO SHOW AFTER PASSING THROUGH ALL SCREENERS:

Great! We want to hear from you. We would appreciate your honest and accurate responses to the following questions.

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 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

[ASK IF DO NOT ANSWER 'NOT SURE' IN Q3]

Q4. Why did you give a rating of [INSERT RATING FROM Q3]

RECORD VERBATIM

Q5. Based on recent technical work and discussions with the public, the proposed placement of the elevated SkyTrain guideway along Fraser Highway has been identified. On different sections of Fraser Highway, the elevated SkyTrain guideway will run on the north or south sides of the roadway or in the centre above the median.

The following factors were considered in the decision-making process about where the guideway is placed:

- Minimize footprint impacts to environmentally sensitive areas
- Minimize property impacts
- Minimize project-related costs while maximizing ease of construction
- Minimize the number of times the guideway crosses over Fraser Highway
- Minimize traffic impacts

Is there anything else TransLink should consider in planning where the guideway is placed on Fraser Highway?

[SEMI MANDATORY OPEN-END]

Q6. There are a few different ways people can get to and from SkyTrain stations (walking, cycling, bus *(including HandyDART)*, personal vehicles). To help make decisions about investments in infrastructure around SkyTrain stations, please indicate the level of importance you place on each of the following.

RANDOMIZE BLOCKS. SHOW HEADER ABOVE EACH BLOCK.

Walking

1. Public plazas with seating
2. Sidewalk connections to nearby destinations
3. Wayfinding (e.g., maps and signage)
4. Lighting

Cycling

5. Bike parkades, lockers, and racks
6. Cycle path connections to nearby destinations
7. Provision for future bike-share

Bus (including HandyDART) connections

8. Stops located in close proximity to stations
9. Shelter and lighting at stops
10. Wayfinding (e.g., maps and signage)

Personal vehicles

11. Designated spaces for passenger pick-up and drop-off
12. Designated spaces for taxis and ride-hail vehicles
13. Park-and-ride spaces
14. Provision for future car-share and/or electric vehicle charging

SCALE

1. Not at all important
- 2.
- 3.

- 4.
5. Very important
98. Not sure

Q7A. TransLink will be undertaking an Environmental Screening Review (ESR) for the Surrey Langley SkyTrain project that includes:

- Air Quality and Greenhouse Gases
- Agricultural Land
- Archaeology and Heritage
- Contaminated Sites
- Emergency Services
- Fisheries and Aquatics
- Land Use
- Noise and Vibration
- Traffic and Transportation
- Vegetation and Wildlife

Is the proposed Environmental Screening Review process sufficiently thorough given the proposed reviews listed above?

1. Yes
2. No
99. Not Sure

Q7B. [ASK ONLY IF Q7A=NO] Why don't you feel that the proposed Environment Screening Review is sufficiently thorough? (Please be as specific as possible).

RECORD VERBATIM

SEMI-MANDATORY

Q8Intro. In July 2019, regional mayors directed TransLink to explore a combination of technology options on 104 Avenue and King George Boulevard within the assumed \$3.55 billion funding envelope. With RapidBus replacing the existing 96 B-Line service on King George Boulevard and 104 Avenue starting in January 2020, the introduction of Bus Rapid Transit (BRT) on parts of 104 Avenue and King George Boulevard is the only other service option that meets the \$3.55 billion funding envelope.

Below is a brief description of the Bus Rapid Transit (BRT) technology. Please review the description and answer the question.

- Frequency: every 5 minutes in peak times with the potential to increase to 2 minutes in peak times
- Operates on the street in its own lane separated from other traffic

- BRT stops may include: high quality lighting with canopies and glazing, presence of staff on board (driver at a minimum), roaming staff at stops, and safety amenities (CCTV, Help Point, real-time information).



[SHOW Q8a, Q8b & Q9 ON SAME PAGE. ALL ARE MANDATORY WITH A CHECKBOX FOR NO COMMENT]

Q8a. What are your hopes and/or concerns for implementing BRT on 104 Avenue, between Surrey Central and Guildford? *Please explain fully.*

[OPEN-END]

97. No Comment

Q8b. What are your hopes and/or concerns for implementing BRT on King George Boulevard, between Surrey Central and Newton? *Please explain fully.*

[OPEN-END]

97. No Comment

Q9: 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?

[OPEN-END]

97. No Comment

DEMOGRAPHICS

Just a few more questions for statistical purposes...

Q10. How often do you use each of the following modes of transportation?

	Daily (or almost every day)	Several times a week	About once a week	2 to 3 times a month	Once a month	Less than once a month	Never
Bus							
SkyTrain							
Drive alone in private vehicle							
Carpool/ rideshare							
Motorcycle/scooter							
Bicycle							
Walk							
HandyDART							
West Coast Express							

Q11. Do you work or study in the following areas? Select all that apply

1. I work or study in 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]**

Q12. 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

Q13. 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

Q14. 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

Q15A. Is English the primary language spoken in your household?

1. Yes
96. Other, namely..._____ **[SPECIFY]**
99. Prefer not to answer

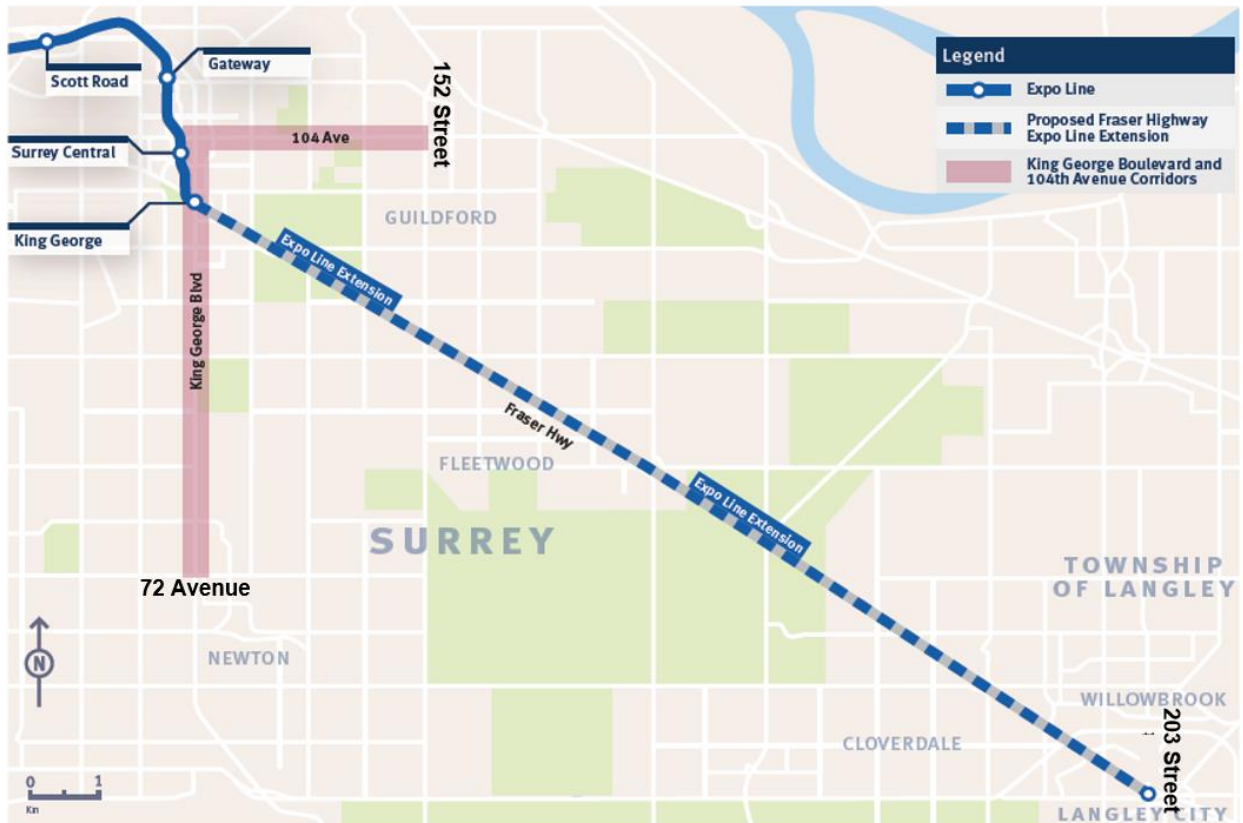
Q15B. [ASK Q15B ONLY if Q15A NOT EQUAL TO 99] Which other languages do you regularly speak in your household?

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

Q16. 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