

Summary Report

Surrey Rapid Transit Study

Phase 1 Consultation

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Submitted to:

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1. Purpose

The first phase of consultation for the Surrey Rapid Transit Study (“the Study”) began with the creation of a consultation strategy and principles. Once these were established, consultation began with representative stakeholder groups (see list in Appendix 1) and, following this, with the public. Phase 1 was completed in October 2010, marking the end of approximately eight months of consultation efforts. Technical work throughout the process was informed by the consultation process, with input and feedback provided to the study team for their consideration and use. Further consultation will take place to inform the more detailed technical work to be undertaken in Phase 2 of the Study.

This report is a summary of the consultation process undertaken with the feedback that was received from stakeholder groups and the public during Phase 1. It is not meant to be an exhaustive review but rather a summary of the process and key themes that emerged throughout the consultation. More detailed information, including meeting minutes and communications materials used that supported the process, is available on the TransLink website at <http://www.translink.ca/en/Be-Part-of-the-Plan/Public-Consultation/Surrey-Rapid-Transit-Study.aspx>

2. Background

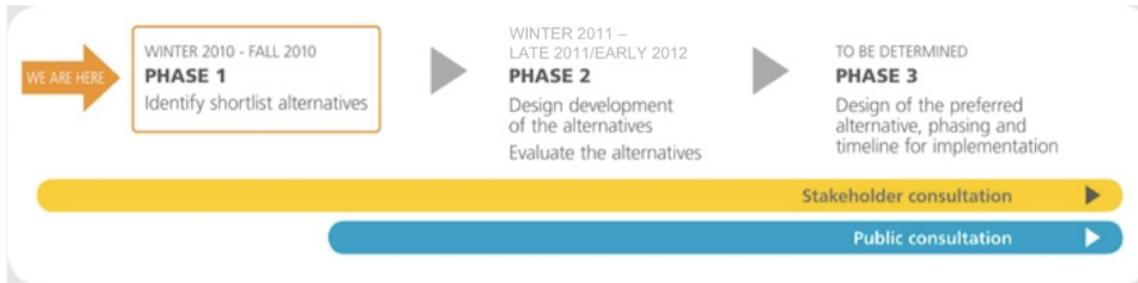
TransLink and the Province of B.C. are funding the Study, which generates and evaluates alternatives for expanding rapid transit in Surrey and surrounding communities. The cities of Surrey and Langley as well as Metro Vancouver are partners in the study; the Township of Langley, Corporation of Delta, and City of White Rock are being consulted throughout the process. TransLink is the lead agency responsible for managing the study process.

The Study is examining a range of rapid transit technologies as well as network alignments. An Alternatives Analysis will be used to examine potential options and select a preferred alternative. Making use of a Multiple Account Evaluation (MAE) approach, the Alternatives Analysis will analyze a wide range of impacts and benefits across a number of ‘accounts’ using both quantitative and qualitative measures. The evaluation will support the selection of a preferred rapid transit alternative to support rapid transit goals in the study area.

The Study is being undertaken in three phases (Figure 1):

- Phase 1 (Winter 2010 - Fall 2010): Identify shortlist alternatives.
- Phase 2 (Winter 2011 - Summer 2011): Design development of the alternatives. Evaluate the alternatives.
- Phase 3 (TBD): Design of the preferred alternative, phasing, and timeline for implementation.

Figure 1: Process Diagram



3. Approach to Consultation

TransLink is committed to a transparent and comprehensive consultation process during the Study, and this commitment is supported by all the Study partners. The process makes use of a strong communications initiative to both inform and engage stakeholders and the public. It includes both print and electronic media that accompany presentations, displays and workshops. The approach to consultation is described in the following section.

3.1. Consultation Principles

Prior to the start of the consultation for the Study, TransLink and its partners created a set of principles to guide the consultation process. These principles provide the basis for the evaluation framework and include:

- Ensure that the local and regional stakeholders have timely and accurate information about the Surrey Rapid Transit Study, and have continuous access to such information;
- Seek out and encourage the involvement of those who may be affected by the project locally and regionally, as part of TransLink's corporate commitment to building strong relations with communities and stakeholders;
- Solicit input from a broad range of local and regional residents and interests so that their input can help shape the project;
- Provide opportunities for early, continuing, and meaningful public involvement in the project planning and design process;
- Develop and maintain accountability, credibility and accessibility with regard to the Project Team;
- Ensure that the public process is integrated into the project planning process and that public input and concerns are considered by the Surrey Rapid Transit Study Project Team and incorporated where appropriate;
- Respond to concerns of residents and businesses directly affected by the project, and demonstrate how their input has been reflected, as appropriate, by the Surrey Rapid Transit Study Project Team;
- Work with local and regional stakeholders to identify overarching areas of potential interests, needs and concerns; and

- Foster a sense of community interest in, and support for, the need for the project study and the potential project.

3.2. Communications Program Support

A comprehensive communications strategy was undertaken to support the consultation process, providing information to stakeholders, the public, and bloggers and the media. A set of communications objectives were created to help guide the strategy. These objectives were to:

- Generate stakeholder and public awareness;
- Prepare stakeholders and the public to actively engage in study/consultation;
- Disseminate information through a variety of channels; and
- Keep the lines of communication open.

Key aspects of the communication program included:

Phase 1 Communications	Activity
TransLink website	<p>A Surrey Rapid Transit Study webpage was launched in early 2010 to explain the study and background. An input form allowed members of the public to submit comments directly to TransLink.</p> <p>On October 12, the “Be Part of the Plan” website which included a section for the Surrey Rapid Transit Study was launched. The website included overviews of the network alternatives with diagrammatic maps. There were also links to relevant background documents and a description of the project process and timing, as well as how to get involved.</p>
Summary Videos	<p>A video was produced summarizing the need for rapid transit in the study area, the study process, and inviting public involvement. In addition, videos highlighting each of the technologies being considered were compiled. The videos were shown during consultation events and posted on the website.</p>
Study Backgrounder	<p>A document was developed that outlined the study purpose, study area, and evaluation process. This was posted on the website.</p>
Surrey Rapid Transit Study Key Facts	<p>A three-page fact sheet was developed to provide a description of the study process, including phases, study area, and a brief overview of the technologies being considered. The Study Key Fact sheet was posted to the website.</p>

Technology Fact Sheets and Rapid Transit Brochure	Documents were created to describe the technologies being considered: bus rapid transit; light rail transit; and rail rapid transit. The Technology Fact Sheets were posted to the website. In addition, a brochure was developed outlining the three technologies under consideration and was handed out during the workshop sessions and posted online.
Frequently Asked Questions (FAQ)	FAQ were developed based on the input and questions posed by stakeholders. The FAQ document was posted on the website and was distributed at workshop sessions.
Common Definitions	Common definitions relating to the technologies and to the overall study were compiled into a document, available on the website as well as distributed at workshop sessions.
Study Supporting Documents	A variety of documents supporting the planning study were posted on the website, including the South of Fraser Area Transit Plan, Transport 2040, and Provincial Transit Plan.
Public Workshop Minutes	Each of the four public workshop had minutes recorded, and these were posted onto the website.
Stakeholder and Public Workshop Summaries	Summary Reports were created for each of the Stakeholder and Public Workshop events. These were posted onto the website.
Webinar (including Playback and Answers)	A webinar was used to supplement the in-person public workshops. Following the online webinar, video play-back clips of the webinar were posted to the website along with a document that contained answers to all questions that were raised during the webinar but weren't answered at the time due to time constraints.
Community Updates	Two community updates were sent out to stakeholders - one on May 13 and another on September 25, 2010.
Information Kiosks	Information kiosks were set up in high-traffic areas in the study area from October 12 to 25, to raise awareness about the study and encourage people to attend the public workshops and online consultation. In addition, posters were put up in community and senior centres, libraries and other public areas.
Rack cards	Rack cards were developed with information on the four public workshops and webinar. These were distributed at the information kiosks, on local buses and at community centres and libraries in Surrey and Langley.

Display Boards	Information boards were developed for both the stakeholder workshops and the public workshops, with details about the Study background, purpose, phasing, and network alternatives. These were set up at workshops, and were also posted in electronic version to the website.
Presentations	Presentations were developed for both the stakeholder and public workshops. These provided an overview of the Study. An electronic version of each presentation is posted on the website.
Media briefing	On October 12, select media from the study area were invited to sit down with the planning team to learn about the alternatives. An information bulletin was subsequently released to broader media.
Blogger Breakfast	On October 15, TransLink hosted its first-ever blogger breakfast with transportation and other influential bloggers. The planning team provided background about the study, explained the alternatives and responded to questions.
Municipal Engagement	Throughout the study, presentations to mayors and council were given to keep them informed of the study progression and outcomes to date.

4. Stakeholder Consultation

Phase 1 consultation began with stakeholder groups, where a wide range of representatives of community, business and regional groups in Surrey and Langley City were invited to engage in the process. Stakeholder groups were identified by TransLink and the study partners. Stakeholders were also invited to identify other groups to invite to the consultation process (for list of stakeholders, see Appendix 1). Organizations were encouraged to have their member representatives participate in the workshops, with the broader membership to be engaged along with the public in later stages of the consultation process.

The initial involvement of stakeholder groups was intended to help shape the planning and consultation process, as well as to build understanding of community interests that need to be addressed, and to obtain advice on how to best inform and engage the broader community. The Study Team benefitted enormously from the input provided by stakeholder groups at this stage of the Study, and feedback from each stage fed into the subsequent stages.

In the next section of this report, a summary of each of the stakeholder sessions is provided. Longer meeting summary reports for these sessions are available at <http://www.translink.ca/en/Be-Part-of-the-Plan/Public-Consultation/Surrey-Rapid-Transit-Study.aspx>

Stakeholder sessions included the following events:

- Between March 11 - 30, 2010, seven small stakeholder meetings were held around Surrey and Langley to identify initial concerns and ideas.
- On April 13, 2010, stakeholders from Surrey and Langley were invited to a three-hour evening workshop at the Chuck Bailey Centre to share perspectives and progress the discussion further.
- On June 22 and 23, 2010, TransLink held two further interactive workshops with a range of community stakeholders in the study area. These events provided an important link between the project kick-off and the transition towards a shortlist of rapid transit network alternatives.

The stakeholder consultation process began with smaller representative group meetings and then progressed to larger multi-stakeholder workshops.

4.1. Meetings with Stakeholder Groups (March 11 - 13, 2010)

In March, the TransLink Study Team met with representatives of a range of stakeholder organizations in the Study Area. The seven meetings were organized geographically, and consisted of a session in each of the following areas: Cloverdale, Langley, Newton, South Surrey, Guildford, Fleetwood, and Surrey City Centre. In total, there were 60 stakeholder groups represented.

The purpose of these initial stakeholder meetings was to:

- Share information about the Surrey Rapid Transit Study
- Discuss the rapid transit technologies being considered

- Gather early community input on what needs to be considered in planning for rapid transit service
- Gather input on the best way to consult and communicate with stakeholder groups throughout the study

The meetings focused on generating feedback on opportunities and constraints, and did so by soliciting input to the following questions:

- How does transit currently support your community's strengths?
- What are the main transportation issues that affect your organization and the people you serve?
- How do you think expanded rapid transit would affect your organization and the people you serve?

Common themes that emerged from these meetings included the following:

Opportunities	Constraints
• More frequent, reliable service	• Regional equity
• Better connections and routing	• Frequency of service
• Decreasing congestion while improving flow	• Accessibility
• Accessibility	• Equity in service provision for Surrey and Vancouver
• Better integration between taxis and transit	• Safety
• Regional expansion	• Adequate Routes
• Light rail	• Connections
• Better connections to town centres	• Negative image of transit
• Convenience	• Changing demographics
• Transit encourages social connectivity	• Financing
• Impact on growth and development	• Service for students
• Bicycle-friendly	• Connections between buses and Skytrain
• Efficiency	• Affordability
• Better service for students	• Timeliness
• Inter-Urban Line	• Concerns over study area
• Encourage discretionary riders – get people out of cars	• Implementation
• Regional Service	• Fairness and credibility
• City-shaping	• Concerns about process and transparency
• Environmental health	• Expand the study area to 200 street
• Make transit more appealing	• Longer hours
• Increased ridership	• Be more adaptable
• Better workplace access	
• Streetcars	

• Connections to town centre for businesses	
• Better flow of traffic	
• Safety	
• Affordability	
• Densification	
• Segregated right of way	
• Longer hours	
• Plan for the long-term	

Participants were also asked for advice on future engagement with stakeholders. Some of the suggestions included:

- Work with schools to engage youth
- Kiosks
- Website
- Facebook
- Twitter
- Wiki format
- Blog
- Public meetings/ Open Houses
- Regular stakeholder meetings
- Going into malls
- Send out regular updates, especially when there are specific issues requiring feedback
- Engage ethnic media outlets – RED FM, print multicultural papers, free papers
- Newspapers
- Have employers reach out to their staff to encourage them to participate
- Dialogue
- Break out groups
- Small group meetings are better as they allow communication
- Having a good choice of meetings dates and times
- The meetings should not be divided but instead joined together for better feedback

4.2. Stakeholder Workshop (April 13, 2010)

In April, TransLink hosted a three-hour workshop for stakeholders as a follow-up to the initial small group meetings held in March. The workshop included opportunities for sharing information with stakeholders and for gathering further input. Approximately 30 stakeholders attended the workshop, representing 26 different stakeholder groups. The workshop was designed to encourage two-way dialogue and promote collaboration and positive relationships during the rest of the consultation.

The event had three major components: 1) activity stations using display boards; 2) a short presentation; and 3) small group discussions (for workshop minutes, see <http://www.translink.ca/en/Be-Part-of-the-Plan/Public-Consultation/Surrey-Rapid-Transit-Study.aspx>).

1) Activity stations during the first hour helped to share information with participants, building a common understanding of the top issues, helping stakeholders have some “say” right off the top, and engaging participants in a fun and interactive way. In answer to the question “What are your greatest hopes and concerns for this study?” the following themes arose:

Hopes:

- Rapid transit throughout the study area.
- Fast, efficient, and reliable transit service.
- Connectivity between town centres and major nodes.
- Other comments included ensuring that students’ needs are better met, and ensuring that there is good value for money in the costing of the final alternative.

Concerns:

- Concern that the study not going far enough in considering all the options available providing a level of service that would succeed in getting people out of cars.
- Concern that there was a bias towards Vancouver, and hence the UBC line would get priority.
- The Interurban corridor would not be properly considered.
- Other concerns revolved around the issues of funding, cost and affordability, and impact on people with low incomes. At the same time, participants were worried that there would not be funding to implement the results of the study.

Participants were asked to suggest new opportunities for improving transit services. Their responses fell under the following categories:

- Improved technology
- Better data
- Funding opportunities
- Better communication with the public
- Infrastructure
- Accessibility and affordability
- Local and regional connectivity
- Better service to key employment areas



Display boards provided information and solicited public input

2) A Presentation and Q&A period following the activity stations, giving TransLink an opportunity to summarize where they were in the study timeline, what they had heard to date, and what would happen next. Participants were able to ask questions of clarification and any other questions they had about the study.

3) Small group discussions allowed participants to have in-depth discussion of the draft study objectives, to connect their ideas and perspectives, to learn about “critical facts” from the technical work, and to report out what they most want addressed as the study progresses. This built on the information exchange that had occurred during the previous two sessions (activity stations and presentation/Q&A).

Participants were divided into small groups. Within their groups, stakeholders were asked to:

- Review the draft study objectives
- Discuss whether the draft objectives reflected their concerns
- Clarify what they liked or disliked about them
- Ensure the objectives were complete
- Discuss the changes they would like to see

The table facilitator grouped and clustered ideas generated by the participants to identify emerging themes, and confirmed these with those at the table. The most common themes, among all the groups, were as follows:

- *Financial:* Most participants supported a cost-effective approach, with transit being delivered where it was needed without being “over-built.” At the same time, other participants felt that

“cost-effective” should be seen in terms of a 50-year environmental footprint, as well as the public and societal benefits that accrue with good transit. Issues relating to goods movement were also a common topic.

- *Connectivity*: The topic of connectivity included access to the system for buses, pedestrians, and bikes, as well as linkages between Surrey Centre and the town centres. However, participants did not simply want a new “hub and spoke” system targeted to commuters, but a system that connected all the centres and reflected people’s needs to have multi-destination and multi-function trips. Park and ride facilities were also identified as a good way of connecting car users to the transit system.
- *Urban development*: Long term planning and integration of the system with surrounding areas was considered important. Participants felt that good urban design was important to successful rapid transit, and that station design and the experience of transit users were also key. Integration with the Metro Vancouver Regional Growth Strategy and Smart Growth principles was also identified as important, where transit can help shape land use and development.
- *Social/Community*: Safety and security was a key concern – participants identified the need to have more visible security staff and create safer waiting areas. At the same time, there was also a considerable focus on the accessibility of transit to a wide range of users such as recent immigrants, young families, seniors, and students.
- *Environment*: There were several key concerns raised - the disruption to the natural environment and parks, such as Green Timbers, and the disruption of a transit corridor possibly crossing the agricultural land reserve. Participants were also concerned about noise pollution.
- *Deliverability*: Participants wanted to have a “plan that actually gets built.” In addition, they wanted the study to have a long-term vision that would meet future needs.
- *Other*: Participants also offered some more general feedback on the draft objectives. They felt the objectives were too general and non-specific, and more clarity was needed on terminology.

4.3. Stakeholder Workshops (June 22 & 23, 2010)

On June 22 and June 23, 2010, TransLink held two workshops with community stakeholders in the study area. Invitations were sent to 179 stakeholder groups, and 24 different groups sent representatives to attend. As the second set of stakeholder workshops in the Study, these events provided an important link between the project kick-off and the transition towards a recommended range of rapid transit network alternatives for more study.

The objectives of this event were to:

- Review study background and what we have heard so far from stakeholders;
- Discuss the complexities of planning a rapid transit network in the study area and how alternatives are generated;

- Gather stakeholder input on specific areas that are important today and in the future, and need to be considered in generating alternatives; and
- Gather ideas for engaging the broader public in the study, including different groups.

The event consisted of an open house, where participants could browse through informational display boards; followed by a short presentation; and small group discussions.

Within the small group discussions, participants undertook three activities: 1) a community mapping exercise; 2) a discussion on guiding principles; and 3) brainstorming ways to engage other groups.

1) The community mapping exercise asked participants to identify community assets, opportunities, and constraints to be considered in planning for rapid transit. Assets included shopping areas; employment areas; social and community services; schools (both post secondary and public schools); transit hubs and connections; Surrey Memorial Hospital; and recreation areas and facilities. The majority of opportunities identified by workshop participants were located along major transportation corridors including: Highway 1, Highway 99, Fraser Highway, King George Highway, 56th Ave, 152nd Street and 200th Street. The most common constraints identified by workshop participants were constraints related to environmental and agricultural protection, such as the Agriculture Land Reserve land and Green Timbers Urban Forest.



Participants marked assets, opportunities and constraints on a map of the study area.

2) The guiding principles for the study that participants were asked to review were to:

1. Provide a better service than today
2. Provide enough capacity for future demand
3. Avoid excessive cost or adverse impact
4. Support Surrey Metro Centre and other key population and job centres
5. Bring forward a range of different alternatives

Participants agreed overall with the direction and focus of these principles, but had the following additional comments:

- It was felt that the principles should be stronger, more specific, and clearer on terminology.

- There was a considerable amount of support for Principle 4, although participants were concerned that too much emphasis on Surrey Metro Centre might lead to a "hub and spoke" network with capacity challenges.
- Long-term planning was very important to stakeholders. They wanted a solution that would be flexible and adapt to the future growth and development of the region.
- Where possible, participants wanted to use green technology.
- Cost, as always, was a major issue for participants. While they wanted the final option to be cost-effective both to build and to use, they also did not want an option that was poor quality.

3) Further public outreach possibilities were brainstormed, and participants identified more than 38 methods and locations. These were categorized into specific suggestions for: youth, seniors, immigrants, young families, and working people (for details, see <http://www.translink.ca/en/Be-Part-of-the-Plan/Public-Consultation/Surrey-Rapid-Transit-Study.aspx>).

5. Public Consultation

The Study Project Team used feedback received during the stakeholder consultation to prepare for broader consultation with the general public. Additional information and a detailed report of the Phase 1 public consultation process and outcomes is available online at <http://www.translink.ca/en/Be-Part-of-the-Plan/Public-Consultation/Surrey-Rapid-Transit-Study.aspx>).

The objectives of the Phase 1 public consultation process were to:

- Introduce the Surrey Rapid Transit Study and work done so far
- Discuss challenges and opportunities in the study area
- Present and begin discussion on a range of network alternatives
- Confirm TransLink study team is on the right track to begin more detailed work and suggest refinements
- Communicate the next steps and timeline for the study

Consultation activities were designed to gather input in three areas:

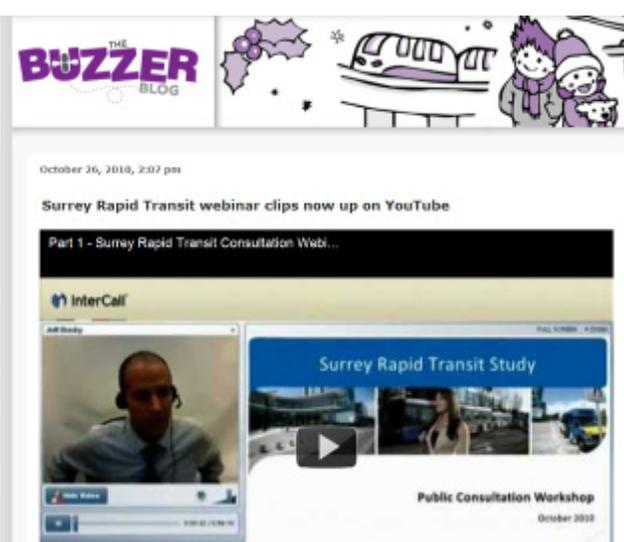
- Level of agreement with the challenges and opportunities (called the Problem Statement), or what was missed
- Level of agreement that the range of network alternatives presented was the right starting point for more detailed work, or what was missed
- Specific considerations to be taken into account as alternatives become further developed.

As part of the consultation process, the following communications activities took place to raise awareness about and solicit participation in the process:

- Information kiosks
- Advertising
- Community email update
- Media/bloggers briefing
- Buzzer blog
- Project website
- Municipal briefings
- Transportation Fairs that showcased the various initiatives currently being undertaken by TransLink, including the Surrey Rapid Transit Study

There were four different mechanisms for collecting feedback from the public throughout the consultation process. These were a series of four public workshops held in different parts of the study area, which were attended by 130 people; an online webinar that attracted 30 participants; an online questionnaire completed by close to 600 people; and an interactive blog (The Buzzer).

From these, a total of over 1,000 comments were tracked and categorized. The most common area of comment was "Route Options", followed by "Service". "Planning Context" was the third most frequent comment theme, followed by "Design" related themes.



The project website and Buzzer blog presented opportunities to get involved.

The public workshops were made up of three components - an open house with informational display boards, a presentation, and then small group discussions. These small group discussions were an opportunity for the public to hear more detailed information about each of the alternatives; technical experts circulated around the small groups, presenting on a selection of alternatives and then answering any questions that arose.



Small group discussions gave the public a chance to discuss the alternatives.

There were specific requests for information that arose throughout the public consultation, for consideration by the planning team in the next phase of the study. The most common theme of additional information requests was "Technology," followed by "Cost," and "Phasing/Timing."

Generally, participants felt that the short list of alternatives was a good starting point for further evaluation. Approximately 75% of participants who responded to the questionnaire agreed or

strongly agreed that the recommended rapid transit network alternatives presented were the right starting point for more detailed design and evaluation.

Preliminary Alternatives



There was a high level of agreement with the preliminary alternatives.

During the consultation workshops and webinar as well as on the questionnaires, several other alternatives were suggested. Some of these suggestions were tweaks to the proposed network alternatives, while some were completely new suggestions. The most commonly suggested alternatives for each of the technologies is shown below:

- Bus Rapid Transit (BRT) - East-West Connections (Connecting Newton, Fleetwood, Cloverdale, Langley); 152nd St Corridor
- Light Rail Transit (LRT) - Interurban Line; East-West Connections
- Rail Rapid Transit (RRT) - Connections to Guildford; Surrey Centre to Fleetwood

6. First Nations Communication

As part of the Phase 1 communication process, TransLink invited First Nations with traditional territories in the study area to take part in the consultation process. In February 2010, formal letters were sent to 21 First Nations, consisting of a letter of introduction to the Study and related background information. The letter asked each First Nation if they had any questions or comments, if they would like to receive a presentation from members of the study team, or if they would like to initiate preliminary discussions on the study and how they would like to be involved.

Only one of the First Nations responded to the letter of invitation; they expressed that they were uninterested in participating in the consultation. As part of Phase 2, TransLink will again invite participation from the First Nations groups in the study area.

7. Conclusion

TransLink, the Province of B.C. and the study partners implemented a focused consultation program to support the Surrey Rapid Transit Study. The consultation went from a narrow focus of initial small meetings with select representative stakeholders to a more broad consultation involving the general public. The input that was received covered both process and content-related topics. At each stage, this input was used to refine the process and product in subsequent stages.

This first phase of the Study generated valuable feedback and information that will be used by the Study Team to further develop the recommended network alternatives presented in this consultation. In Spring 2011, the initial designs and evaluation of these network alternatives, including preliminary costs, ridership, etc, will be brought out for additional consultation with stakeholders and the public.

Appendix 1: Stakeholder Groups involved in Phase 1

Groups/Businesses engaged at the Stakeholder Workshops

A & A Custom Broker
BC Taxi Association
Better Environmentally Sound Transportation
Canadian Federation of Students
City of Surrey
City of White Rock
CLBC Community Council
Community Action Network of White Rock & South Surrey
Delta Sunshine Taxi Ltd.
FSNA
FVHRS
FWGSC
Green Timbers Urban Forest Advisory Committee
Guildford Town Centre
Infrastructure and Transportation Committee of White Rock
Kwantlen University
Kwantlen Student Association
Newton Advocacy Group Society
Progressive Intercultural Community Services
SFCSS
Simon Fraser University Surrey
Sources Community Resources
South Fraser OnTrax
South Westminster Rate Payers Association
South Surrey & White Rock Chamber of Commerce
Surdell Taxi
Surrey Association of Sustainable Communities
Surrey Board of Trade
Surrey Environmental Partners
Surrey Seniors Community Planning table
Trans Action
Transportation Investment Corporation Port Mann Highway 1 Project
Vancouver Area Cycling Coalition
Valley Transportation Advisory Committee
Whalley Community Advisory Association
White Rock Transportation Committee
Willowbrook/Bentall
WRSS Taxi Ltd.

Groups Engaged in the Small Stakeholder Meetings

BC Human Resources Management Association
BC Old Age Pensioner's Association
BC Taxi Association
Bentall Property Management
Chamber of Commerce
City of Surrey
CLBC
Community Council
Cloverdale BIA
Cloverdale Community Association
Cloverdale Computers
Community Action Network of White Rock & South Surrey
COSCO
David Pel & Company Inc.
Delta Sunshine Taxi Ltd.
Downtown Surrey BIA
Fraser Valley Heritage Railway
Fraser Valley Real Estate Board
Greater Langley Chamber of Commerce
Green Timbers Heritage Society
Guildford Cab
Guildford Town Centre
In The Company of Friends
Infrastructure Committee of White Rock
IRAYL
Jacobsen Secretarial
JK Decorating Centre
Kwantlen College
Kwantlen Student Association
Liquid Capital
MacMillan, Tucker & Co
Masons Furniture
MLA Surrey Newton
NCV/CRONIC - Surrey ASC
OPTIONS
PICS
SD36
SFU
Sources Community Resources

South Fraser On Trax
Surdell Taxi
Surrey Association of Sustainable Communities
Surrey Board of Trade - Transportation
Surrey Environmental Partners
Surrey Food Bank
Surrey Planning Table
Surrey Seniors Community Planning Table - Transportation
Township of Langley
trans action
Valley Transportation Advisory Committee
Whalley Printers
Whalley Taxi
White Rock South Surrey Chamber of Commerce
WRSS Taxi Ltd.