



South of Fraser East Area Transport Plan

Phase 1 Engagement Summary Report

July 2026

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Land Acknowledgment

TransLink respects the First Nations in Metro Vancouver for their stewardship of the region from time immemorial and acknowledges all First Nations, Inuit and Métis Peoples for their continued resilience as active members of the community for generations to come. We recognize that in planning and managing the region's transportation system we have a role to play in supporting reconciliation.



Acknowledgements

We thank everyone who shared their ideas and feedback with us during the winter of 2026. Your voices matter and will help shape the South of Fraser East *Area Transport Plan*. A heart-felt thank you to many community organizations, First Nations communities, and the urban Indigenous communities across the region who participated in this first stage of our planning process. This engagement would not have been possible without the valuable support of the following organizations and communities:

- Kwantlen First Nation
- Matsqui First Nation
- Katzie First Nation
- City of Delta Mobility and Accessibility Committee
- City of Langley Accessibility Advisory Committee
- City of Langley Library
 - City of White Rock Accessibility Advisory Committee
- Fraser Region Aboriginal Friendship Centre Association (FRAFCA)
- Fraser Health/Surrey Memorial Hospital
- George Mackie Library
- Gurdwara Sahib Brookside
- HUB Cycling
- Kekinow Housing
- Kwantlen Polytechnic University
- Langley Seniors in Action
- Lower Fraser Valley Aboriginal Society
- Movement
- Noel 2025
- Peace Arch Hospital
- Punjabi Seniors Group
- Seniors in Surrey – Cloverdale
- Seniors in Surrey – Guildford
- Seniors in Surrey – Newton
- Skookum Surrey
- Surrey Accessibility Leadership Team (SALT)
- Surrey Tree Lighting Festival
- Township of Langley Senior Advisory Committee
- Transit Operators
- TransLink User Advisory Committee (UAC)
- Walnut Grove Secondary
- White Rock Community Centre

Executive Summary

This executive summary provides a high-level overview of the approach to Phase 1 engagement for the South of Fraser East Area Transport Plan and the key themes that emerged through that process.

It should be noted that since participants self-selected to participate in the engagement process, the results do not represent a random sample. As such, the views represented in this report reflect the feedback and considerations of participants and may not be fully representative of the views of the general public and other interested parties.

The public and First Nations input obtained through this consultation process is considered as advice to planners, and other decision-makers. This input will inform decision-making and support the development of the draft actions and recommendations. However, not all comments and ideas which were received during engagement are actionable within the scope of the *South of Fraser East Area Transport Plan* and would need to be addressed through other TransLink planning processes or by external partners

Overview of Engagement Approach

The focus of the first phase of engagement on the South of Fraser East ATP was to develop a better understanding of current issues and opportunities within the transportation network, what's working well and what could be improved, and the factors that are most influential in people's travel choices.

The engagement approach was designed to support TransLink's equity goals, including a commitment to reconciliation, and meaningfully advance the equity, diversity, and inclusion objectives outlined in [Transport 2050](#). To do this, the project team actively sought to reach traditionally equity-deserving communities who have historically been excluded from planning and decision-making processes. In particular, the team prioritized reaching out to local First Nations, urban Indigenous communities, seniors, youth, persons living with a disability, persons with low income, and non-English speakers.

In addition, to make it easier for people to provide feedback, the project team intentionally went to where people gathered, including community centres, libraries, schools, and different community events throughout the study area.

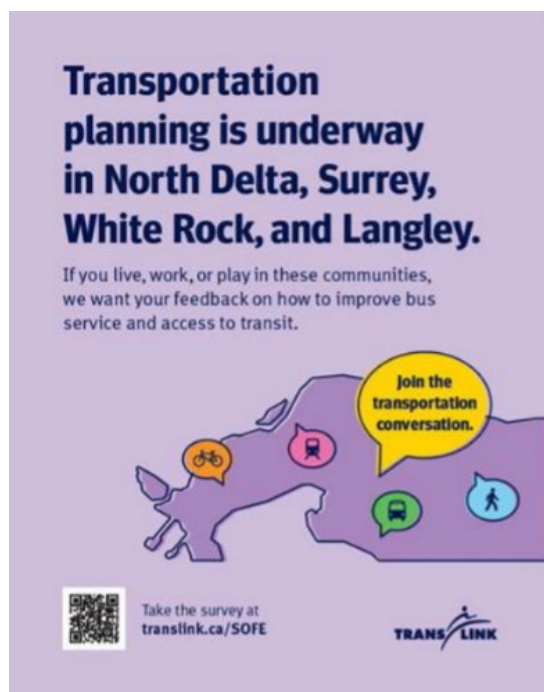
Public and First Nations Engagement Activities

Engagement activities included online and in-person meetings and presentations, pop-up events, a public survey that was made available both online and as a printed version, as well as an interactive mapping tool where people could drop pins on the map and leave comments about those locations. Paper copies of the survey were also sent directly to local First Nations and were made available at the in-person events with seniors and urban Indigenous communities. Most of the engagement was conducted in February 2026. To help inform the development of the public survey and to accommodate the schedules of some interest holders, additional meetings were also held in late 2025, January 2026, and March 2026.

In total, TransLink met with the public, First Nations and key interest holders at 31 events to gather feedback on what was working well and what could be improved. Close to 950 participants were individually engaged through these events (refer to Appendix B for a complete listing of in-person engagement events). In addition, nearly 2,430 completed surveys were submitted.

Communication Strategy

A variety of methods were used to help inform the public, First Nations, and interest holders about the ATP planning process and opportunities to take part in engagement events and the online survey and mapping tool. These included a physical poster, a wallet card with a QR code to the project website, notifications distributed through First Nations communication channels, a media release, a post on The Buzzer blog, digital communication via internal and external websites, and social media.



Advertisements were placed on Facebook, Instagram, and Google, as well as on a non-English radio station which were delivered in Cantonese and Punjabi.

What We Learned at a Glance

Overall, most participants provided feedback that was highly supportive of improved transit and active transportation access, as well as increased investment in the South of the Fraser East sub-region. The following summarizes the main findings from the engagement survey, in-person events, and the online mapping tool.

More detailed findings from the engagement survey, including open-ended responses and supporting visuals and charts, as well as feedback gathered during in-person meetings and events, are presented later in this report.

Bus Transit

Bus use and how people get around

Survey participants move around the South of the Fraser East sub-region around using a variety of travel modes, with personal vehicles (73%), buses (53%), and walking or rolling (53%) used most frequently. Bus use is often part of longer, multi-leg trips and supports everyday activities such as commuting, errands, and social trips. Participants shared that improving reliability and frequency, as well as reducing travel time would make it easier to use bus more often.

Bus Routes

Survey participants identified service gaps, capacity issues, and travel time challenges on bus routes across the South of Fraser East area. Almost one half (46%) reported wanting to take bus routes that were not available at certain times, most often in the evenings, early mornings, and weekends. The routes most consistently mentioned were:

- **388 (22nd St Station / Carvolth Exchange)**
- **351 (White Rock Centre / Bridgeport Station)**
- **301 (Newton Exchange / Brighthouse Station)**

Overcrowding emerged as a major concern for survey participants, with 63% reporting that they experienced buses that they perceived as overcrowded or were passed over for pick-ups, particularly on high-demand routes such as:

- **503 (Aldergrove / Surrey Central Station)**
- **R1 RapidBus (King George Blvd)**
- **502 (Langley Centre / Surrey Central Station)**
- **321 (White Rock / Surrey Central Station)**
- **R6 RapidBus (Scott Rd)**
- **501 (Langley Centre / Surrey Central Station)**
- **335 (Newton / Surrey Central Station)**
- **320 (Langley / Surrey Central Station)**

- **319 (Scott Station / Scottsdale)**
- **555 (Carvolth Exchange / Lougheed Station)**

More than one-third (34%) of participants also reported long travel times to reach their stop, most often due to traffic congestion. The key routes identified as being slow included:

- **321 (White Rock / Surrey Central Station)**
- **503 (Aldergrove / Surrey Central Station)**
- **501 (Langley Centre / Surrey Central Station)**
- **351 (White Rock Centre / Bridgeport Station)**
- **335 (Newton / Surrey Central Station)**
- **320 (Langley / Surrey Central Station)**
- **502 (Langley Centre / Surrey Central Station)**
- **312 (Scottsdale / Scott Road Station)**
- **555 (Carvolth Exchange / Lougheed Station)**
- **301 (Newton Exchange / Brighthouse Station)**

Heavy traffic (55%) was identified as the primary cause of delay , especially on these routes:

- **312 (Scottsdale / Scott Road Station)**
- **501 (Langley Centre / Surrey Central Station)**
- **320 (Langley / Surrey Central Station)**
- **335 (Newton / Surrey Central Station)**

Common Transit Barriers Across Municipalities

Participants provided location-specific feedback on transit barriers through the online mapping tool and in-person meetings. People from all municipalities and communities pointed out that there are several areas that have experienced or are experiencing growth that are currently not well served by transit. This could be because there isn't bus service in those areas yet or because bus routing hasn't yet changed to serve that new development. Where there is bus service, it may be that the earlier service levels aren't adequate to meet the new demand. This can limit regional mobility and daily access, especially outside the SkyTrain and rapid transit corridors. Although concerns differ by location, below shows some of the main issues identified, highlighting both local concerns and common regional themes.

Regional connections are slow, indirect, and in some areas difficult to access

Participants across White Rock, Surrey, Langley, North Delta, and First Nation communities emphasized that transit connections between municipalities can be slow, indirect, or missing entirely.

- White Rock and the Township of Langley are far from rapid transit and lack direct regional connections.
- North Delta and the City of Langley experience indirect and time-consuming access to SkyTrain.
- Surrey residents face slow regional travel due to congestion and poor connectivity to other transit services.
- First Nations communities, including Katzie, Semiahmoo, and Matsqui, noted that limited or no access to transit to their communities made using the bus extremely difficult, reinforcing equity concerns.

Overcrowding and infrequent service negatively impact the comfort and convenience of using transit

Overcrowding and long wait times were raised across White Rock, Surrey, Langley, and North Delta.

- Local routes are frequently overcrowded, particularly during peak periods and school travel times.
- Infrequent service leads to missed connections and longer waits.
- In White Rock, visitors access the beaches via transit can further strain local routes.
- Many residential and employment growth areas are not well served by transit.

East-west connectivity is a persistent gap

Participants in Surrey, Langley, and North Delta consistently identified east-west mobility as one of the largest and most impactful gaps in the network.

- Trips often require detours through major exchanges.
- Access to schools, employment areas, and other services can be indirect and time-consuming.

Access, safety, and comfort remain key barriers

Across multiple municipalities, participants highlighted long or unsafe walks to bus stops, limited first and last kilometre access via walking or cycling, and uncomfortable waiting environments (e.g., lack of bus shelters).

Some areas that have experienced or are experiencing growth are not well served by transit

Participants noted that transit services have not kept pace with population growth, employment expansion, or school travel demand.

- Industrial and employment areas are underserved.
- Youth and student mobility barriers persist.
- Areas of significant current and future growth lack adequate route coverage.

Bus routes challenges by municipality

White Rock

In White Rock, the following routes were identified by respondents to have issues regarding reliability, long wait and travel times, and overcrowding:

- **321 (White Rock / Surrey Central Station)**
- **351 (White Rock Centre / Bridgeport Station)**
- **531 (White Rock Centre / Willowbrook)**
- **361 (Ocean Park / White Rock Centre)**
- **362 (Seaside / White Rock Centre)**
- **394 (White Rock / King George Station Express)**

There were also many calls for extending existing routes to serve White Rock Beach.

Surrey

In Surrey, participants shared suggestions relating to extending bus service (e.g. all-day or all-night express services) and increasing bus frequency for certain routes, including:

- **393 (Newton Exchange / Surrey Central Station)**
- **N19 (Downtown / Surrey Central Night Bus)**
- **R1 (King George Blvd)**
- **335 (Newton / Surrey Central Station)**
- **325 (Newton Exchange / Surrey Central Station)**
- **555 (Carvolth Exchange / Lougheed Station)**
- **337 (Fraser Heights / Guildford / Surrey)**
- **338 (East Fraser Heights / Guildford)**
- **373 (Guildford / Surrey Central Station)**
- **323 (Newton Exchange / Surrey Central Station)**
- **352 (Ocean Park / Bridgeport Station)**
- **375 (White Rock / White Rock South / Guildford)**

Other participants also provided recommendations for improving rider comfort and accessibility. Many also noted that bus services are impacted by traffic congestion and overcrowding.

Langley (City and Township)

In Langley, participants called for expanding coverage for certain routes and adjusting routes to meet service gaps or prevent overlapping services. Routes frequently mentioned included:

- **370 (Cloverdale / Willowbrook)**
- **564 (Langley Centre / Willowbrook)**
- **501 (Langley Centre / Surrey Central Station)**
- **595 (Maple Meadows Station / Langley Centre)**
- **562 (Langley Centre / Walnut Grove)**

- **364 (Langley Centre / Scottsdale)**
- **502 (Langley Centre / Surrey Central Station)**
- **503 (Aldergrove / Surrey Central Station)**

North Delta

In North Delta, many participants noted that existing bus service is insufficient, with calls for expanding services, increasing bus frequency, and increasing route coverage throughout the day. Routes frequently mentioned included:

- **104 (22nd Street Station / Annacis Island)**
- **314 (Surrey Central / Sunbury)**
- **301 (Newton Exchange / Brighthouse Station)**
- **640 (Ladner Exchange / Scott Road Station)**
- **388 (22nd St Station / Carvolth Exchange)**

Active Transportation

Reasons why people decide to cycle, walk or roll

Most participants in the engagement survey identified safe crossings (82%), feeling safe (81%), and more frequent transit service (81%) as important factors in helping them choose to walk, roll, or cycle to access transit.

When it comes to cycling, especially getting to SkyTrain stations and bus exchanges, engagement survey participants stressed the need for separated bike paths, accessible and safe active transportation infrastructure, and safe bike parking at the end of their trip. The top factors were well-maintained cycling infrastructure (51%), bike paths separated from traffic (50%), and secure bike parking at SkyTrain stations and bus loops (46%).

Common Active Transportation Challenges Across Municipalities

Participants also provided location-specific feedback on active transportation barriers through the online mapping tool and in-person meetings. Across municipalities, participants consistently described fragmented, discontinuous, and unsafe conditions for walking, cycling, and rolling, especially where people need to access transit and common destinations.

1. Networks feel incomplete and difficult to use end-to-end

Participants in Surrey, Langley, and North Delta described active transportation networks with missing links, poor connectivity, and paths that end abruptly, making it hard to travel safely and directly between neighbourhoods and key destinations.

Impact: Trips are indirect or unsafe, making it difficult to rely on walking, cycling, or rolling to reach transit services. This is especially impactful to Indigenous Elders, seniors, and people with disabilities.

2. Safety concerns are a consistent barrier

Across locations, participants frequently pointed to safety risks, particularly near major corridors and busy roadways, that discourage walking, cycling, or rolling.

Impact: Perceived and real safety risks discourage people from choosing active transportation modes, particularly along busy corridors, even when distances are short.

These themes highlight the main priorities for making the region safer, more reliable, and better connected. For more detailed findings from Phase 1 engagement relating to active transportation, please refer to Section 4 of this report.

Summary of Qualitative Feedback

This summary highlights key themes from open-ended survey responses, in-person meetings, and comments shared through the online mapping tool. Not all comments were raised by all participants, and terms such as “some,” “sometimes,” and “often” are used to reflect how frequently certain feedback was shared.

People experience multiple challenges taking the bus

Participants often described certain bus routes as slow, unreliable, and difficult to navigate, especially for trips involving transfers and off-peak travel.

Transfers, exchanges, and indirect routing significantly lengthen trips

Participants often mentioned multiple transfers, misaligned connections, exchange design issues, and circuitous routes add to waiting time and uncertainty. Even short trips were sometimes described as long and inefficient, especially when missed connections led to cascading delays.

Unreliable service undermines trip planning and confidence

Late buses, canceled trips, overcrowding, and buses passing by people waiting at a bus stop make it difficult for people to plan their trips or trust they will arrive on time. These issues were more noticeable in the evenings, early mornings, on weekends, and during poor weather, leading some people to avoid relying on transit.

Service frequency and capacity do not meet demand

Infrequent service and overcrowding, especially during peak periods, school travel times, evenings, and weekends, create long delays, uncomfortable trips, and slow boarding. Some participants saw these issues as especially challenging for students, shift workers, and growing communities.

Traffic congestion and construction further erode reliability

Construction zones, road congestion, highway on-ramps and off-ramps and roundabouts, and busy intersections regularly delay buses. Some participants felt the schedules did not reflect real-world conditions, which compound reliability and travel-time issues.

Access to major hubs and the SkyTrain is a key network weakness

Routes serving SkyTrain stations, bridges, tunnels, and Park-and-Ride facilities were sometimes described as unreliable. Some participants suggested this was the result of indirect routing, frequent stops, and the loss of former direct connections.

Limited local connectivity and stop access reduce usability

Long or unsafe walks to bus stops, poor pedestrian access between transfers, and indirect local routing make transit impractical for some everyday trips. Gaps in local connectivity have led some users to rely on car travel for part of their journey.

School-related travel

Crowding during peak hours, lack of coordination between trip times and school schedules, and long or indirect routes often make student travel particularly unreliable, especially in rapidly growing areas.

Stop conditions and boarding processes affect comfort and speed

Inadequate shelters, lighting, and boarding inefficiencies frequently contribute to discomfort and longer dwell times for buses at stops, with added challenges particularly for seniors and people with mobility or accessibility needs.



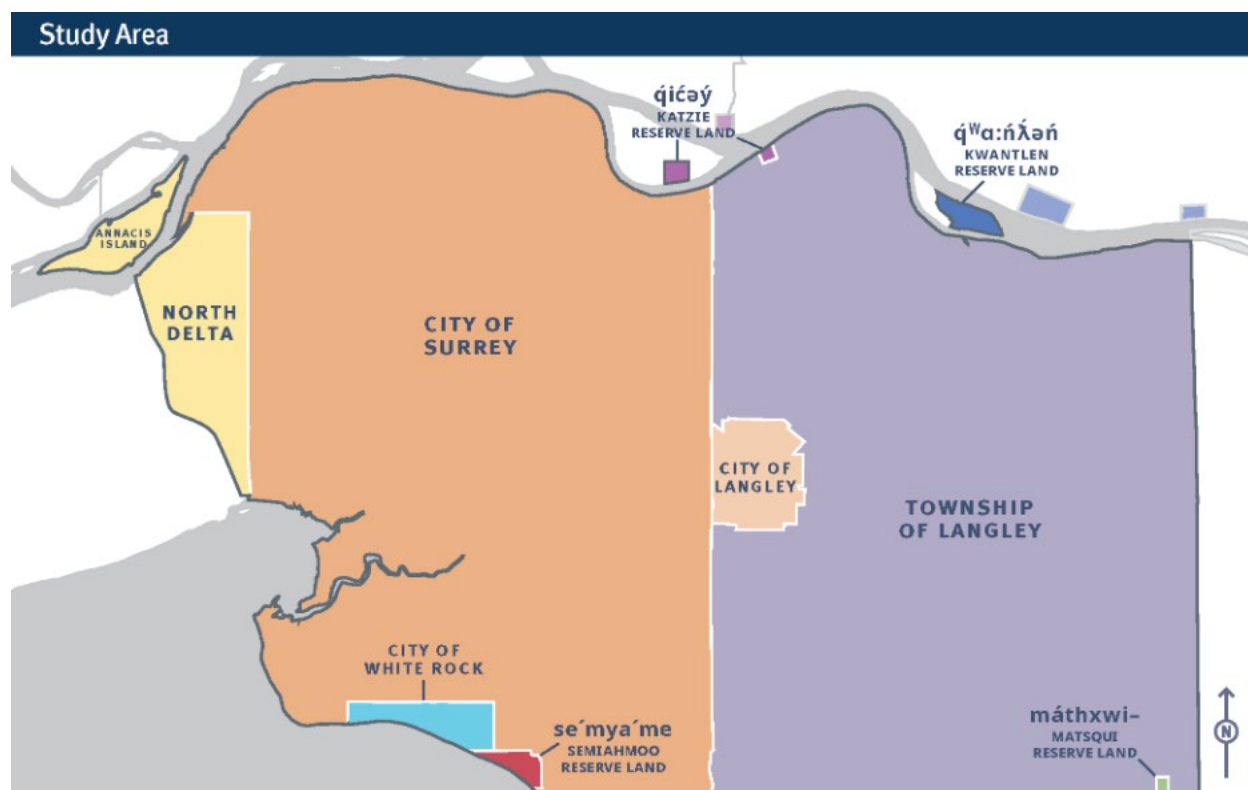
1. Project Background

Project Overview

The *South of Fraser East Area Transport Plan* is an opportunity for TransLink to work more closely with impacted Indigenous Nations, local, regional, and provincial governments, the public, and other transportation interest holders, to develop a plan for improving bus service and infrastructure within communities southeast of the Fraser River, while also addressing aspects of cycling, walking, and goods movement.

Guided by the regional transportation strategy, [Transport 2050](#), and its vision of ‘Access for Everyone’, the *South of Fraser East ATP* will help TransLink prioritize future investments in the transportation network over the next 15 years so that everyone can easily connect to the people, places, and opportunities they want to.

The South of Fraser East sub-region encompasses the traditional and unceded territories of several Indigenous Nations including q̓ícəy̓ (Katzie First Nation), q̓w̓a:ńłəń (Kwantlen First Nation), máthxwi (Matsqui First Nation), and se'mya'me (Semiahmoo First Nation). It also includes the cities of Surrey, White Rock, and Langley, the Township of Langley, North Delta, and Annacis Island.



To view current and past area plans, visit our [Area Transport Planning page](#).

Project Scope

The South of Fraser East ATP will include actions and recommendations relating to transit, cycling, walking, and goods movement in communities southeast of the Fraser River.

Examples of possible actions include:

- Introducing a new bus route in an area of the sub-region where there isn't transit service currently.
- Changing the routing of an existing bus route so that it connects to a new SkyTrain station.
- Working with local governments to improve accessibility around SkyTrain stations and bus exchanges so that people in wheelchairs, mobility devices, or using strollers can access transit safely and comfortably.
- Supporting local governments to introduce new separated cycling paths that improve safety, comfort, and access to transit.

Since many of the actions included in the South of Fraser East ATP will require support from external partners to implement, we work closely with local, regional, and provincial governments throughout the ATP planning process.

Planning Process

In addition to ongoing coordination with impacted Indigenous Nations and local, regional, and provincial governments, the ATP planning process includes two rounds of engagement to inform decision-making at two key phases of the project.

In the first phase of engagement (which occurred between February and March 2026) we invited people living, working, traveling through the project area to identify current issues and challenges as well as opportunities for improvement of the transportation network within the sub-region.

This input will inform Phase 2 and the development of the draft ATP actions and recommendations, alongside additional technical analysis. However, not all comments and ideas received are actionable within the scope of this plan. Some will be addressed through other TransLink planning processes or by external partners.

In early 2027 the draft actions and recommendations that will be developed during Phase 2 will be shared with the public in the second phase of engagement where impacted First Nations communities, the public, and other transportation interest holders will have opportunity to provide feedback.

2. How We Engaged

Between February 9 and March 1, 2026, we invited anyone who lives, works, or travels through the cities of Surrey, White Rock, and Langley, the Township of Langley, and North Delta to provide feedback on the transportation network in their communities. The following methods were used to engage with First Nations communities, the public, and interest holders:

- An online engagement survey
- An online interactive mapping tool
- In-person engagement events including pop ups, workshops, and presentations

A Note About Engagement and Feedback

Since respondents chose to participate in this engagement, rather than being randomly selected, the feedback we received may not represent all views across the sub-region. However, the engagement approach was intentional and wide-reaching, and included input from a broad range of participants, as outlined in the How We Engaged section above.

3,600
TOTAL NUMBER OF PARTICIPANTS



226
Online Interactive Map
(Engagement HQ) Contributors



2,425
Online and Paper Survey Contributors

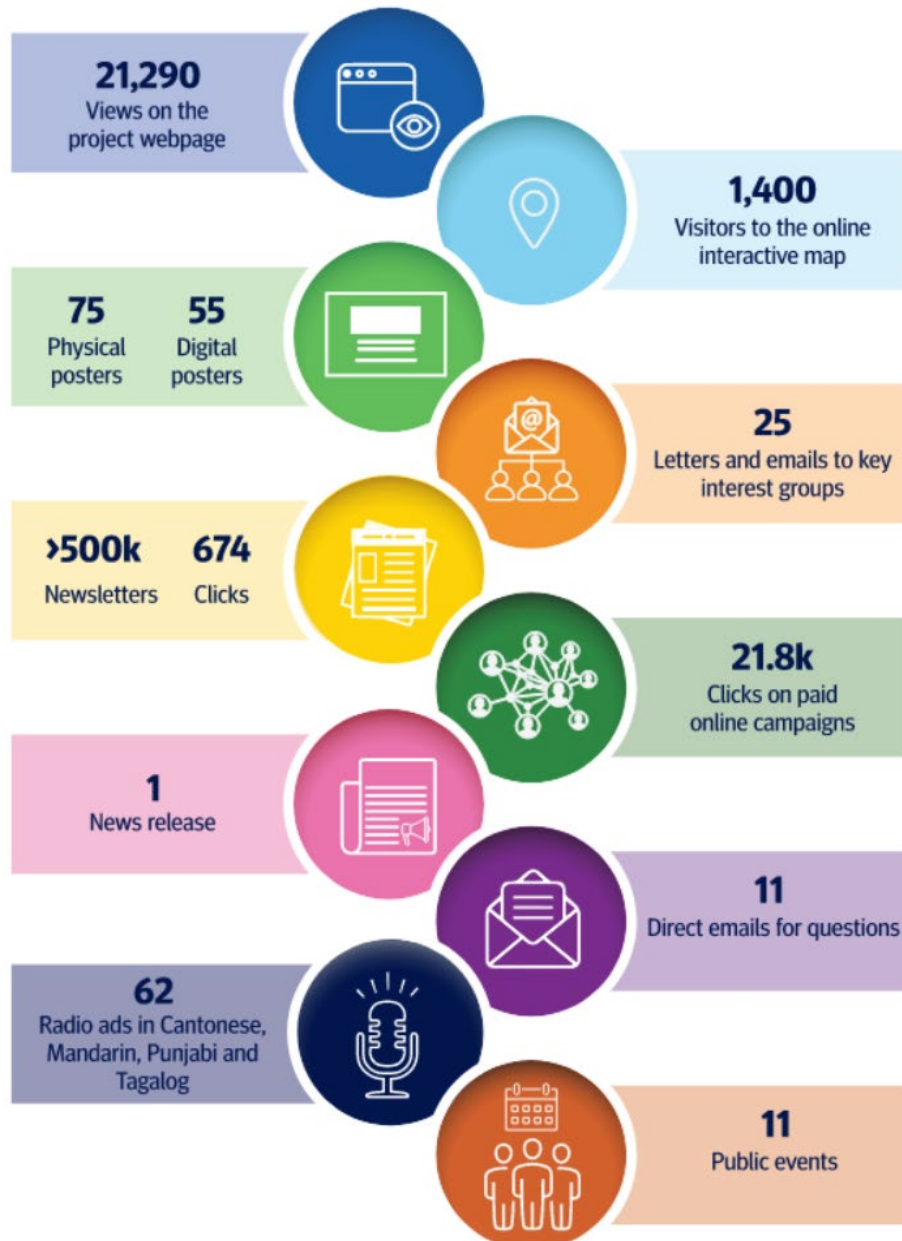


34
Engagement Events
with **949** Participants

105 Urban Indigenous community
58 Youth/students
48 Seniors
42 People with disabilities and advocates
97 Sikh and Punjabi-speaking community
168 Transit Operators
2 HUB Cycling

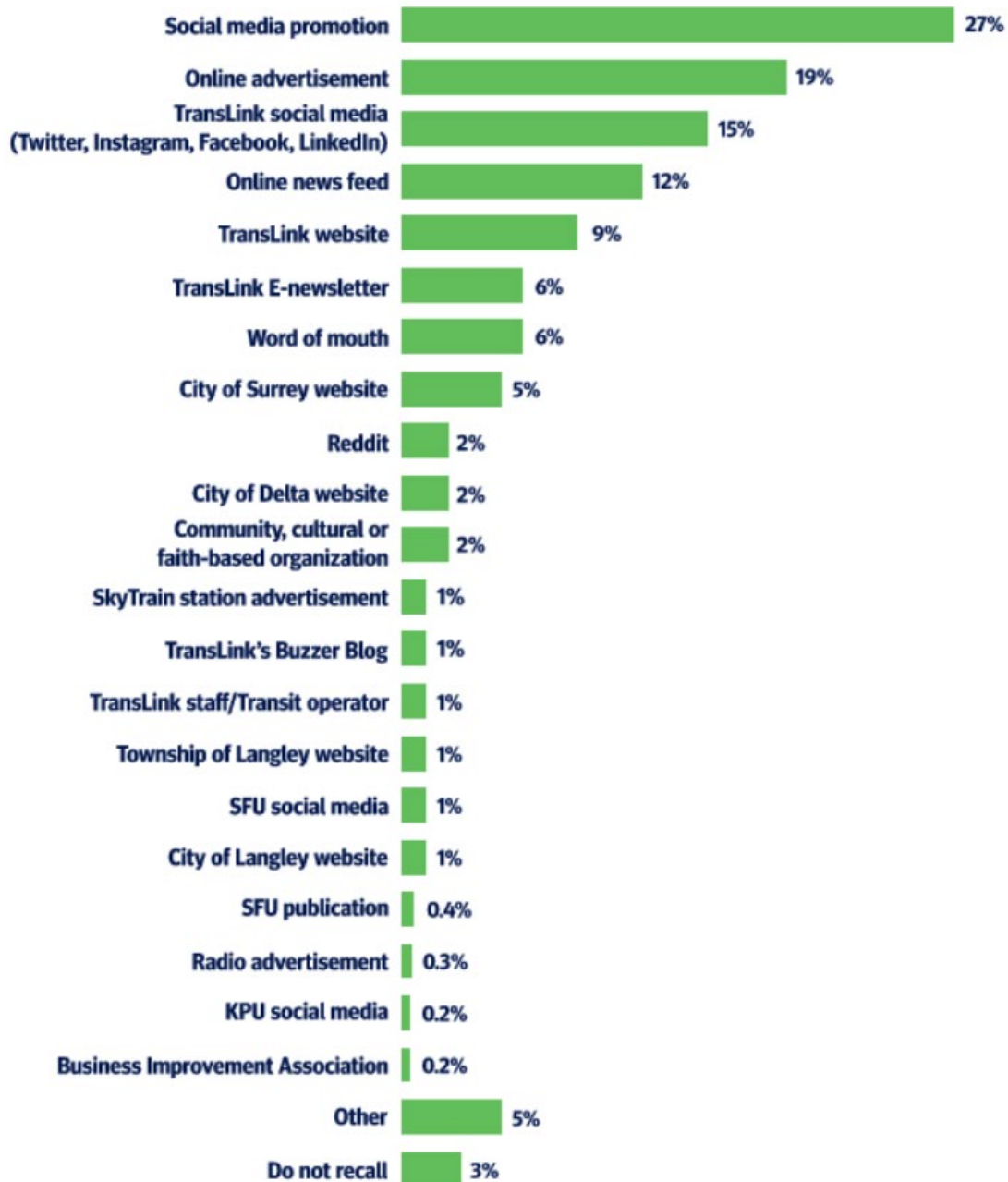
3. How We Communicated

The ATP project team developed a communications strategy to guide how we bring awareness to the project and the opportunities for people to share their feedback. To reach as wide an audience as possible, a combination of online and in-place communication tools were used to promote the project.



How participants learned about the survey

Most participants learned about the survey via social media promotion (27%), online advertisement (18%), TransLink social media channels (15%), online news feeds (11%), and TransLink's website (10%).



(Based on 2,453 responses)

Other:

The remaining 5% of participants said they learned about the survey in the following ways:

- Email (e.g., TransLink, City of Delta, City of Surrey, Movement email, FHA, work email, Fraser Health, Fort Langley council)
- Fraser Regional Aboriginal Friendship Centre Association
- Newspaper (e.g., online, Langley Advance Times, Cloverdale Reporter)
- Skookum Surrey event
- Newsletter (e.g., Langley Union, City of Delta)
- Website (e.g., Fraser Health)
- Discord
- Cloverdale Transport Plan Engagement
- TransLink media list
- Block watch
- Age Friendly Network-City of Surrey
- SMH event communications
- Pop-up at the White Rock Community Centre
- BlueSky
- Cell phone
- Blog (e.g., Mayor of White Rock)

4. What We Learned – Engagement Results

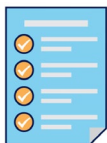
The following section is a summary of feedback collected from different engagement tools. **Look for the following icons in the sections below to see where the feedback came from.**



In-person events



The online mapping tool



The online & paper engagement survey or direct via email

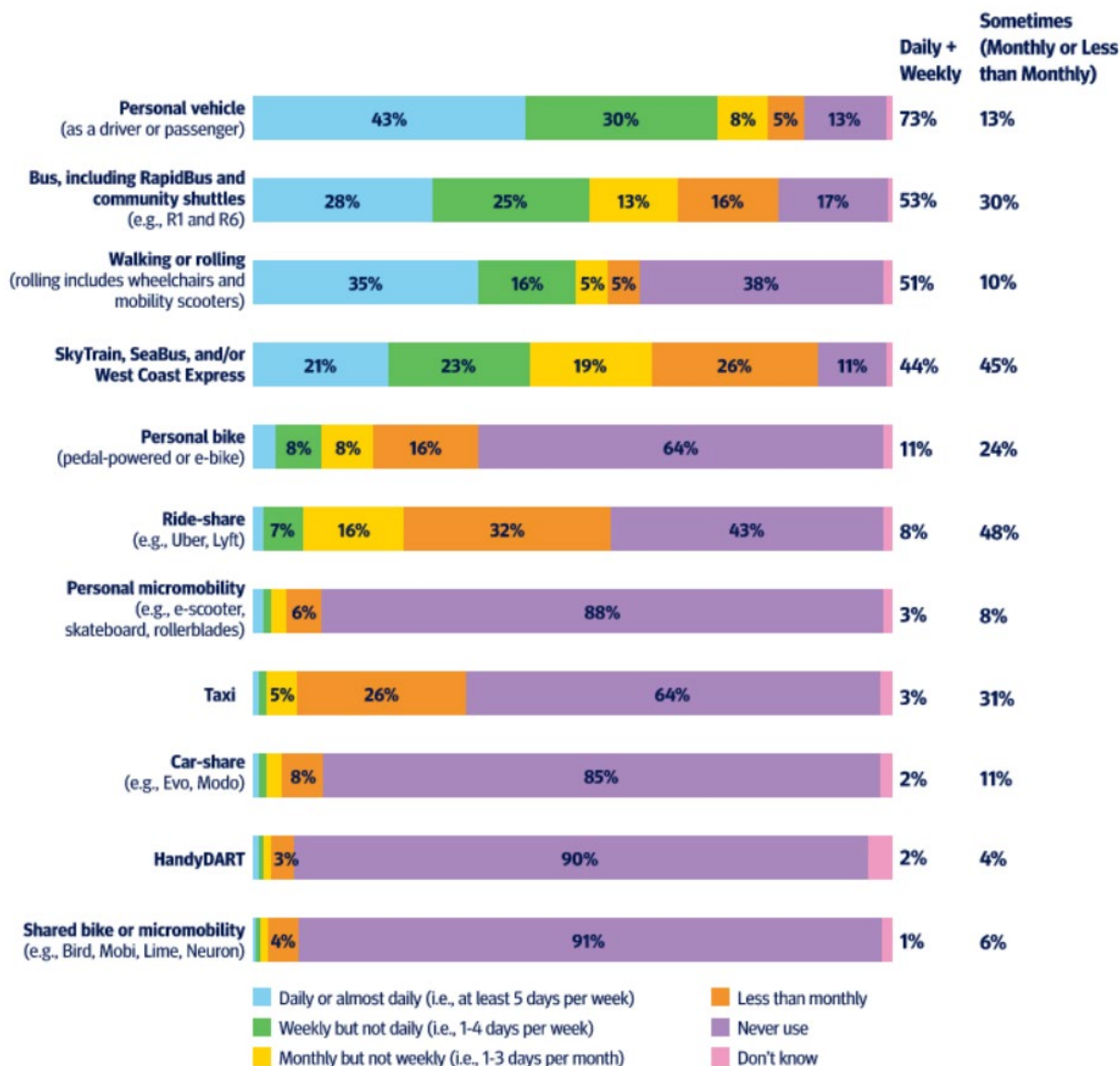
Using Transit



How often people use different types of travel

Most participants travel most often (daily or weekly) by personal vehicle (73%), by walking or rolling (51%), and by bus (53%).

Question: How often do you use each of the following types of travel to complete a trip, both within and outside of the South of Fraser East area?

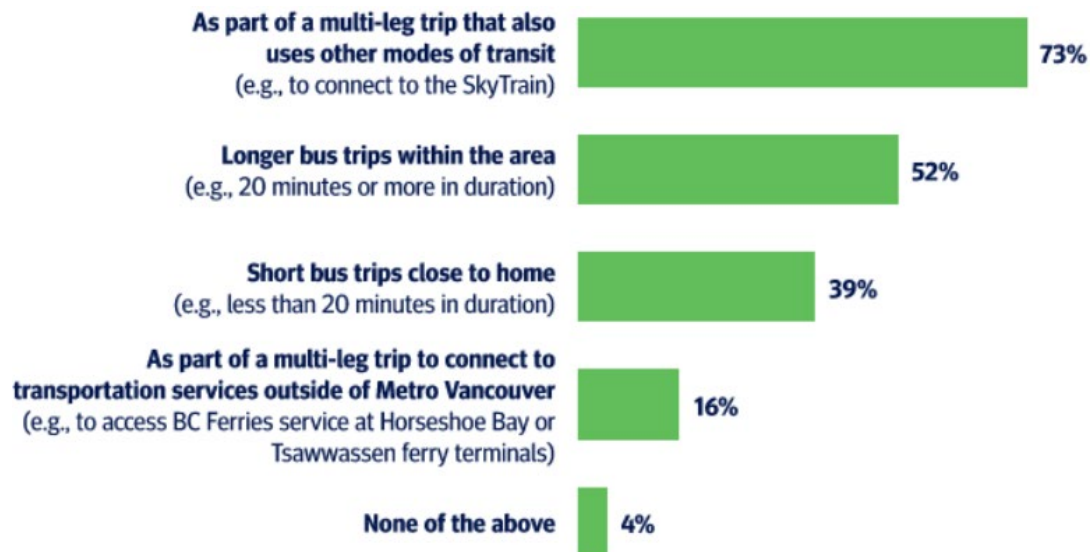


(Based on 2,476 responses)

Types of trips people take by bus

Most participants (73%) use the bus as part of a multi-leg trip, while just over half (52%) said they take longer bus trips within the area.

Question: Which of the following types of trips do you use the bus for within the South of Fraser East area?

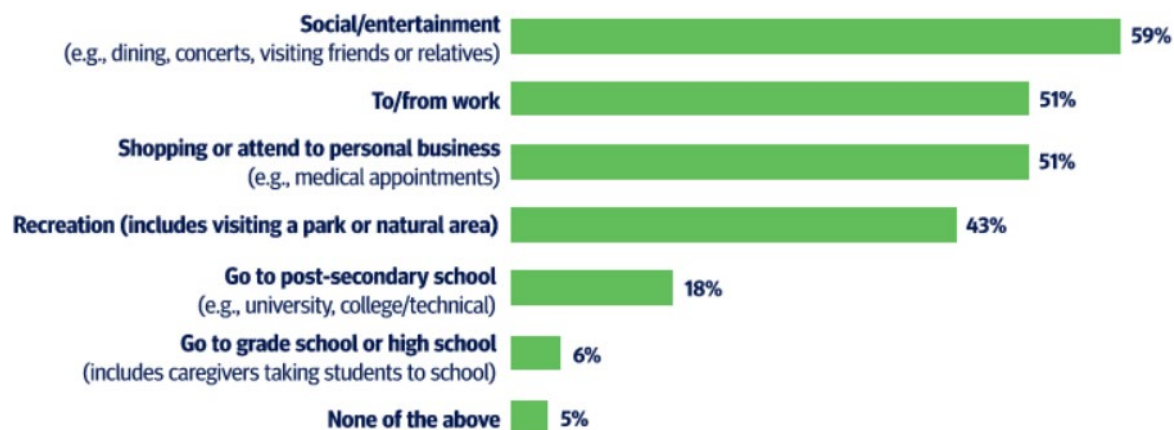


(Based on 2,045 responses)

Reasons why people take the bus

The top three reasons people take the bus were social or entertainment (59%), to go to and from work (51%), or to go shopping or attend to personal business (51%).

Question: Why do you take the bus in the South of Fraser East area?

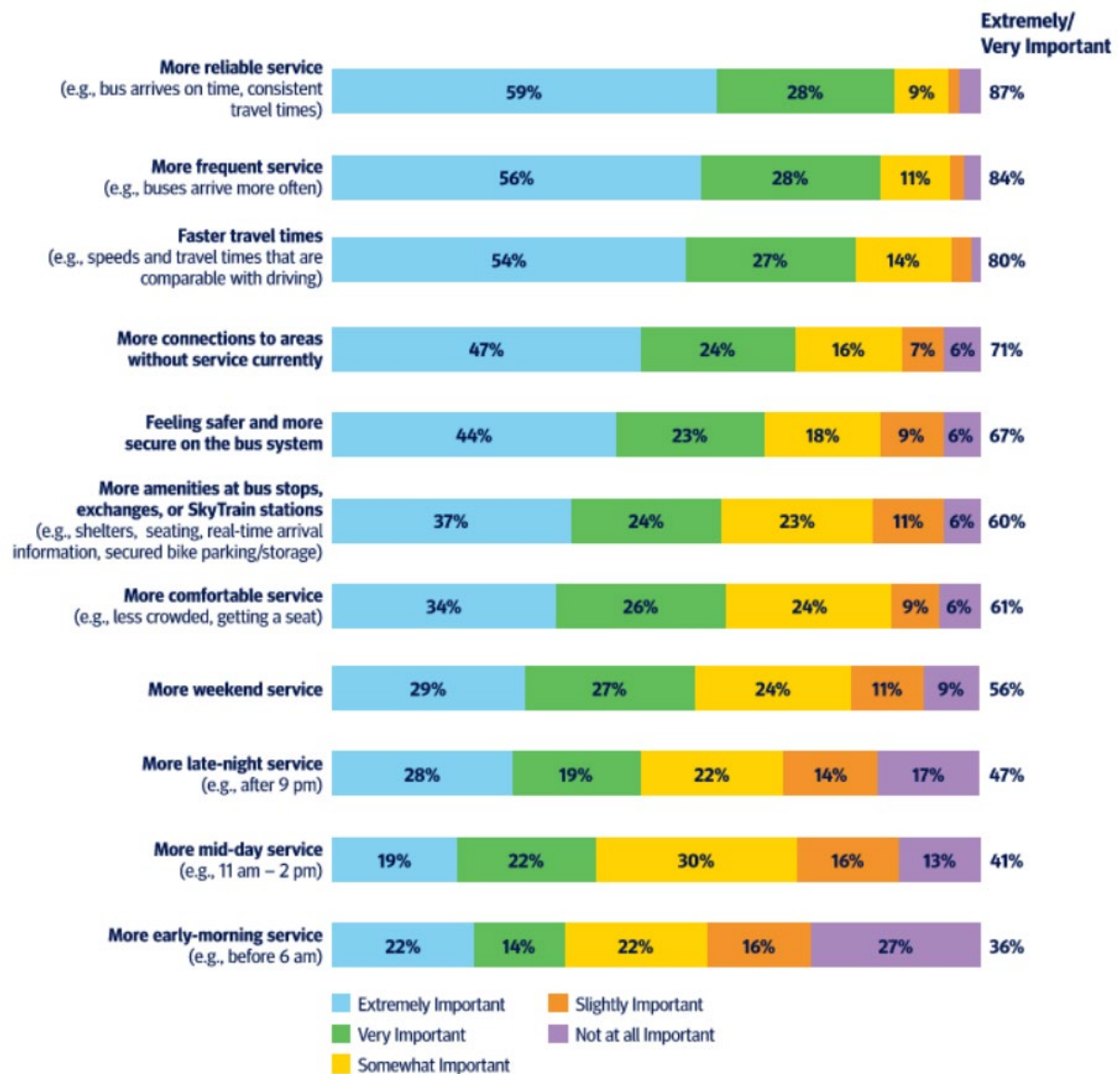


(Based on 2,046 responses)

What influences people's decision to take the bus

The top three things participants said would influence them to take the bus more often (over 80%) were more reliable service, more frequent service, and faster travel times.

Question: How important would each of the following be in your decision to take the bus more often in the South of Fraser East area?



(Based on 2,476 responses)

Transit Barriers by Municipality

The section below summarizes feedback on transit issues and opportunities for specific municipalities. It includes 1,175 responses collected through the TransLink Listens mapping tool and in-person pop-up events and meetings.

First Nations Communities

Multiple participants raised concerns that transit access to First Nations communities is limited or nonexistent. Specific communities mentioned included Katzie, Semiahmoo, and Matsqui.

White Rock

Participants reported the following key issues they would like to see addressed:

- Lack of convenient access to rapid transit options
- Overcrowded and unreliable local bus service
- Lack of direct regional connections
- Limited transit service to popular beach destinations

Regional connections needed: Many participants requested increased bus service from White Rock to other municipalities, including South Surrey, east Surrey, Burnaby, Vancouver, the City of Langley, Coquitlam, and New Westminster.

- **Seniors:** Some participants shared that SkyTrain services should be extended to White Rock and that direct bus route access to the ferry terminal in Tsawwassen should be provided. They requested bus shuttles specifically for seniors to access the Kent Street Activity Centre.

Direct access to key destinations: Some participants highlighted that direct access to White Rock Beach and to key destinations such as downtown Vancouver and Vancouver International Airport is lacking. Current options make transit unreliable, as they involve long bus rides, transfers, and 10-15 minutes of walking to reach key destinations like transit hubs.

Overcrowded and unreliable local routes: Several participants noted that some local bus routes are overcrowded, particularly during peak times when more people are trying to reach the White Rock beach. Participants said that the bus service can be unreliable, with wait times sometimes exceeding 30 minutes, and no service after midnight.

Bus Routes

Route 321 (White Rock / Surrey Central Station): Participants described it as frequently overcrowded and unreliable. Even with recent improvements, it still does not meet demand, and travel times between Surrey and White Rock are long. There were suggestions to extend the route directly to White Rock Beach and to reduce transfers at

Semiahmoo Shopping Centre to shorten travel time. There were also a couple of requests to extend the **R1 (King George Blvd) RapidBus** to White Rock to alleviate overcrowding on this route.

Route 351 (White Rock Centre / Bridgeport Station): There were multiple mentions of this route, underscoring its importance to people across White Rock and Surrey. Some respondents wanted additional stops added at White Rock Beach and Crescent Beach.

Route 531 (White Rock Centre / Willowbrook): Noted to be unreliable, especially in the morning as students are on their way to Langley Secondary School. Some requested more buses and more capacity, as the buses are overcrowded daily.

Route 361 (Ocean Park / White Rock Centre) and 362 (Seaside / White Rock Centre): There was a suggestion to stagger these routes by 15 minutes, so people have two options to access White Rock Centre. The current 30-minute wait times between buses and overcrowding make it difficult to use these routes.

Route 394 (White Rock / King George Station Express): It was noted that this route overlaps with **Route 321 (White Rock / Surrey Central Station)** and should be adjusted to address service gaps in other parts of White Rock.

Surrey

Participants reported the following key issues they would like to see addressed:

- Overcrowded and uncomfortable bus exchanges
- Slow travel times due to congestion, especially during rush hour traffic
- Long walking distances to reach bus services
- Lack of east-west connectivity
- Safety and comfort concerns, particularly in the evening hours

Surrey Central Area and Station

Availability and access: Several respondents noted that late night bus services in the sub-region are limited. Some suggested extending late night service to Surrey City Centre as well as to Kwantlen Polytechnic.

- **Urban Indigenous community and Elders** highlighted the need for better connections from Surrey Central to parks (e.g., Green Timbers Urban Forest Park) and from Kekinow Native Housing to Memorial Hospital, the Guildford area, and the Newton area.
- **People with disabilities and accessibility advocates** shared their perspective that more services are needed across Surrey, particularly to Ladner, Richmond, the airport, and Tsawwassen Ferry Terminal.

Safety and comfort while waiting: Many called for improvements to lighting, seating, the waiting environment, weatherproofing of shelters, and the addition of more washrooms at the transit exchange.

Exchange design/wayfinding: Some participants reported the exchange was overcrowded and difficult to navigate. Some participants shared concerns that SkyTrain's narrow platforms can become very crowded, making them feel unsafe.

Safe bike lockers: Some requested bike lockers and secure bike parking at the exchange.

Bus Routes

Route 393 (Newton Exchange / Surrey Central Station): A few participants requested that this route be upgraded to an all-day express service.

N19 (Downtown / Surrey Central Night Bus) is very busy: Many suggested all-night service and an extra night route connecting Surrey and downtown Vancouver.

R1 (King George Blvd) RapidBus: Participants raised concerns about discontinuing the R1 between Surrey Central and Guildford. They suggested upgrades to routes **345 (King George Station / White Rock Centre)** and **393 (Newton Exchange / Surrey Central Station)** to address service gaps and improve connections between Surrey Central, Scottsdale, and Guildford.

- **The Urban Indigenous community and Elders** were generally satisfied with the R1, noting that it provides good access to Guildford, runs at an ideal frequency, and accommodates people with mobility challenges and scooters.

Route 335 (Newton / Surrey Central Station): Several participants reported that this route is overcrowded at Surrey Central and Newton Exchange, and that buses are delayed during peak hours.

- **The Urban Indigenous community and Elders** shared that this route experiences significant congestion and overcrowding, leading to delays and missed bus stops.

Route 325 (Newton Exchange / Surrey Central Station): **The Urban Indigenous community and Elders** shared the following feedback regarding **Route 325**.

- **Service and stop placement:** Some requested increased service, as the buses are overcrowded with students during the morning and afternoon. While the bus is generally reliable, some stops are too far apart.

- **User experience:** Some would like to see a transit etiquette campaign to improve the overall experience. A small minority of surveyed bus drivers were noted by customers as being unfriendly.
- **Accessibility for Elders:** Elders noted that walking to bus stops is difficult, making transit access challenging. Training and support from bus drivers are needed for Indigenous Elders (e.g., support Elders with getting a seat and waiting for them to be seated before continuing the route)

Guildford Area and Exchange

Regional access from Guildford: Participants noted that access improvements are needed between Guildford and Coquitlam, Maple Ridge, Delta, and Fleetwood, with most requests focused on enhancing transit to and from Coquitlam.

- **Sikh and Punjabi-speaking participants** similarly stated that not enough access exists in the Fleetwood area.

Increase efficiency with buses: Several recommendations include removing unnecessary stops or adding a bus lane on the route to Guildford between City Parkway and King George Blvd., since buses often get stuck during rush hour.

Lack of stop amenities: Participants noted a desire for improved weather protection, seating, and lighting, especially at or near **Route 555 (Carvolth Exchange / Lougheed Station)** connection points.

Bus Routes

Route 555 (Carvolth Exchange / Lougheed Station): Some participants requested reducing overcrowding and improving off-peak frequency.

- **The Urban Indigenous community and Elders** shared that this route is overcrowded, particularly in the afternoon.

Routes 337 (Fraser Heights / Guildford / Surrey Central Station) and 338 (East Fraser Heights / Guildford): Many participants requested increased frequency during peak hours. A few participants also requested extending **Route 337** to support student and youth access to Pacific Academy, Fraser Heights Secondary School, and the Fraser Heights Recreation Centre.

- **Members of the Urban Indigenous community and Elders** noted that **Route 337 (Fraser Heights / Guildford / Surrey)** is often overcrowded, particularly in the afternoon.

Route 373 (Guildford / Surrey Central Station): Participants recommended more service, larger buses, and extending the service later into the night (ideally to midnight to support late-night workers).

- **Urban Indigenous community and Elders** also noted that overcrowding, particularly in the afternoon, is an issue on this route, reflecting other participants' views.

Newton Area and Exchange

Availability and access: Several participants requested improved access to Newton Athletic Park and Tynehead Park from Surrey Central. Additionally, some participants observed gaps in service along 60 Avenue in West Newton and Sullivan.

- **Seniors:** One participant requested more services along 72 Avenue and access to parks, such as Tynehead Regional Park, for recreation.

Overcrowding and poor circulation at the exchange: In addition to access issues, many participants described Newton Exchange as overcrowded, difficult to navigate, and stressful, particularly during peak periods. Several busy routes stop outside the exchange, forcing longer walks during transfers.

Insufficient shelter and seating: Some participants highlighted a lack of weather protection, particularly on routes **322 (Newton Exchange / Scottsdale)** and **323 (Newton Exchange / Surrey Central Station)**, making waits uncomfortable during rain or cold.

Safety concerns: Some participants described Newton Centre as uncomfortable and unsafe, discouraging travel.

Overlapping express coverage: Several participants would like overlapping limited-stop bus services, and for these buses to be rerouted to fill gaps along other roadways. 72 Avenue is seen as a potential corridor for overlapping limited-stop bus service.

Night bus service: Some participants requested increased service to and from Surrey, including to Vancouver, Semiahmoo Town Centre, Langley City Centre, and Newton Town Centre.

Bus Routes

Route 323 (Newton Exchange / Surrey Central Station): A few participants noted that the current route along 76 Avenue is slow due to traffic congestion.

- **Sikh and Punjabi-speaking participants** would like to see more service for this route as it was noted to be consistently overcrowded.

Route 342 (Langley Centre / Newton Exchange):

- **Sikh and Punjabi-speaking participants** recommended that this route provided more late-night service and improved connections times with **Route 310**.

Cloverdale

Availability and access: A few respondents said there is a need for direct service from Surrey to Cloverdale, as well as to and from nearby SkyTrain stations. Several requested bus stops in growing areas where residents report poor access to nearby SkyTrain stations, and to have services extended into the late evenings and early mornings.

- **Seniors** noted that the connection to Langley from the Cloverdale Senior Centre was adequate and expressed interest in future connections to the Surrey-Langley SkyTrain extension of the Expo Line. Additionally, a few people requested more connections to Ladner.
- **Students** noted challenges reaching Kwantlen Polytechnic and other schools on the east side of the sub-region, as these schools are often reached via indirect routes or entail excessive travel time. This issue reinforces the broader need to improve east-west transit connectivity in the sub-region.

Douglas/Summerfield

Availability and access: Most participants highlighted that this area has poor access to transit, with the nearest bus stop being a 20–45-minute walk to the nearest bus stop at King George Blvd. and 8 Avenue. It is difficult to access this densely populated neighbourhood, with many participants sharing that they have no other option but to drive to work, school, or visit friends/family in the area.

- **The Urban Indigenous community and Elders** indicated that access to the Peace Arch area and the USA border is limited.

Improvements to the King George Blvd. bus stops: Some participants suggested adding new pathways and crosswalks to bus stops along the corridor to make them easier and safer to access.

Bus Routes

Route 375 (White Rock / White Rock South / Guildford): A couple of participants requested to extend **Route 375** into the neighbourhood of Douglas, adding stops along 4 Avenue and 2 Avenue near the elementary school and businesses on the east side of the neighbourhood.

Other Areas with Gaps in Service

South Surrey: Participants called for faster express routes in the area. Currently, routes and bus availability are limited. Requests for more direct routing and better connections to places like Cloverdale, North Burnaby, University of British Columbia, Kwantlen Polytechnic, New Westminster (multiple requests to 22nd Street Station), and the east side of Surrey.

- **People with disabilities and accessibility advocates** highlighted challenges with accessing South Surrey, with multiple requests to improve transit to the area, including access to Morgan Crossing.

Bridgeport: Many people expressed a desire for improved access to Bridgeport from several areas of the sub-region, including White Rock, South Surrey, and Langley. A few said the service either takes too long or requires transferring buses to reach Bridgeport. Current services, like **Route 311 (Bridgeport Station / Scottsdale)**, are not reliable (i.e., often delayed and with limited service).

Crescent Beach: Multiple participants said there is no or insufficient service to Crescent Beach despite it being a key community destination in Surrey.

Highway 10: The Highway 10 corridor was noted to have poor bus access. There were suggestions for major corridor upgrades, including ideas like adding bus routes and express routes to SkyTrain stations.

Langley

Participants reported the following key issues they would like to see addressed:

- Gaps in route coverage to employment and growth areas
- Poor connectivity to the surrounding region
- Improve the bus exchange and bus stop experience
- Infrequent service and long wait times
- Barriers to school access and youth mobility

Langley City Centre and Willowbrook

Availability and access: There were multiple requests for more direct access to Bridgeport, as the current route options are indirect and long.

- **Students:** Building on the need for improved access, students and youth support creating an east-west transit corridor for students attending Trinity Western University and Kwantlen Polytechnic.

200 Street corridor: This corridor was noted to experience traffic congestion during and outside peak periods. Some participants suggested making it less car-centric and prioritizing transit in this area.

Bus Routes

Route 370 (Cloverdale / Willowbrook) and 564 (Langley Centre / Willowbrook): A few participants wanted to see the routes improved to better access key services and amenities in the area.

Route 501 (Langley Centre / Surrey Central Station) and 595 (Maple Meadows Station / Langley Centre): A few participants requested that **routes 501** and **595** be extended or rerouted to fill in service gaps in the surrounding area.

Route 562 (Langley Centre / Walnut Grove): Some noted that it is unreliable, with limited service, overcrowding, and an indirect route. As a result, several participants suggested increasing service levels and adding bus shelters along the route.

Routes 502 (Langley Centre / Surrey Central Station) and 503 (Aldergrove / Surrey Central Station): Multiple people identified the need to space the two routes more evenly, so they do not run together and leapfrog each other. Currently, both bus services are running together and may skip stops. As a result, this creates problems for riders who can use only one of the two routes.

- **Sikh and Punjabi-speaking participants** similarly have issues with **Route 502 (Langley Centre / Surrey Central Station) and 503 (Aldergrove / Surrey Central Station)** running at the same time and causing routes to be bunched together.

Willoughby

Availability and access: Many participants noted that accessing Willoughby from Surrey and Langley is challenging because there are few routes serving the area.

- **People with disabilities and accessibility advocates** also indicated that improved access and a more direct route to Willoughby are needed.

Improve connectivity: A few participants specifically suggested adding a new east-west bus route and a new north-south bus route to better connect Willoughby to communities across the City and Township of Langley.

Carvolth Exchange and Area

Availability and access: Several participants suggested adding connections to the nearby Gloucester Business Centre, and another participant requested including more direct connections from existing area schools to Carvolth Exchange.

- **Urban Indigenous community and Elders** similarly noted that access to the Gloucester business and industrial area is limited.

Traffic congestion impacting bus reliability: Many participants noted congestion during peak hours on Highway 1 and 202 Street, resulting in significant bus delays.

88 Avenue corridor: Many participants requested a review of the 88 Avenue corridor to provide east-west connections for transit and active transportation users.

Walnut Grove, Fort Langley, Salmon River, Aldergrove, and Hopington

Availability and access: Many participants suggested adding and improving services to Walnut Grove, Fort Langley, Salmon River, Aldergrove, and Hopington, specifically to strengthen connections between these areas and the future SkyTrain station in Langley. The Township of Langley is recognized as car-oriented in its design.

- **Students and youth** indicated that accessing destinations across the Township is challenging.

Connection to Abbotsford airport: There were several requests to improve transit and active transportation connections from Langley to Abbotsford Airport.

North Delta

Participants reported the following key issues they would like to see addressed:

- East-west mobility is the largest gap
- SkyTrain access is indirect and slow
- Transit has not kept pace with residential growth
- Industrial employment areas are underserved
- Access to the first and last kilometres is unsafe or inconvenient

Annacis Island and Highway 91 Interchange

Availability and access: Several participants expressed the need for more direct bus connections to New Westminster, Burnaby, Richmond, South Delta, and South Surrey to improve regional connectivity.

- **The Urban Indigenous community and Elders** highlighted the need to improve access to South Delta, including locations such as Tsawwassen Mills.
- **Seniors** highlighted the need for transit access from North Delta to Tsawwassen to ensure all-age mobility.

Bus Routes

Route 104 (22nd Street Station / Annacis Island): A few participants suggested increasing frequency and expanding coverage on Annacis Island.

Route 314 (Surrey Central / Sunbury) and 301 (Newton Exchange / Brighthouse Station): Many participants emphasized that **Route 314** between Surrey Central and the North Delta Recreation Centre is too infrequent (about hourly) and lacks Sunday service. They asked for new stops at recreation centres and increased service for both **Routes 314** and **301**. **Route 314** was noted to overlap with other routes; people suggested aligning the service area with demand and improving overall connectivity to the North Delta.

- **Students and youth** also would like more buses added to **Route 301 (Newton Exchange / Brighthouse Station)** to accommodate students attending Kwantlen Polytechnic University.
- **Sikh and Punjabi-speaking participants** shared that they would like improved weekend services for **Route 301 (Newton Exchange / Brighthouse Station)**. Additionally, connections at 80 Avenue could be improved.

Sunshine Hills

Availability and access: Many participants indicated a need for improved transit access to Sunshine Hills area. There were a couple of requests to connect Sunshine Hills to surrounding schools and make transit more accessible for students and youth.

72 Avenue corridor: Several participants further requested better access to and along the 72 Avenue corridor. A few participants would like to have a bus route created for 72 Avenue to 91 Avenue to 22nd Street SkyTrain station.

General Bus Service in North Delta

Increasing route frequency: Many participants called for more frequent and more readily available bus service on routes such as **Routes 312 (Scottsdale / Scott Road Station)**, **388 (22nd St Station / Carvolth Exchange)**, and **316 (Surrey Central Station / Scottsdale)**, as well as for more direct or additional routes to SkyTrain stations.

Access to Tilbury Industrial Park: Requests to make the industrial park more accessible by transit for people working in the area by adding another bus route, as the current route is overcrowded during peak hours.

Bus Routes

Route 640 (Ladner Exchange / Scott Road Station): Some participants identified identified opportunities to add more late-night service and to extend it west to Tsawwassen Mills. They suggested more coordinated schedules between **Routes 601** and **640** to improve timed connections.

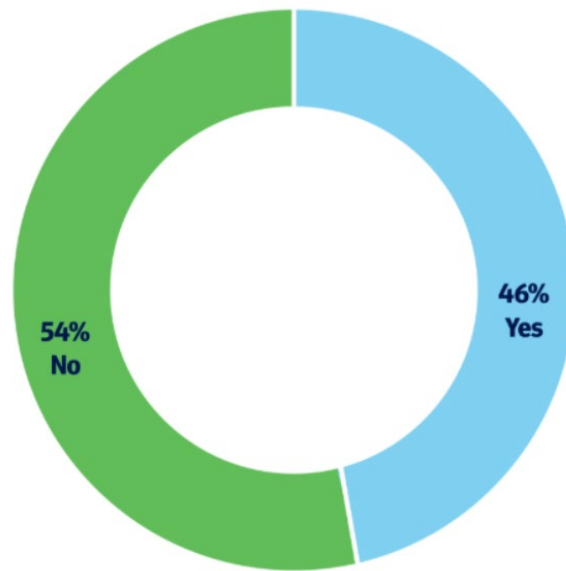
Bus Routes



Bus Routes People Want at Certain Times but Aren't Available

Almost half of participants (46%) said that there are bus routes that they would like to take at certain times, but that they are not available.

Question: Are there bus routes you'd like to take at certain times, but they aren't available?

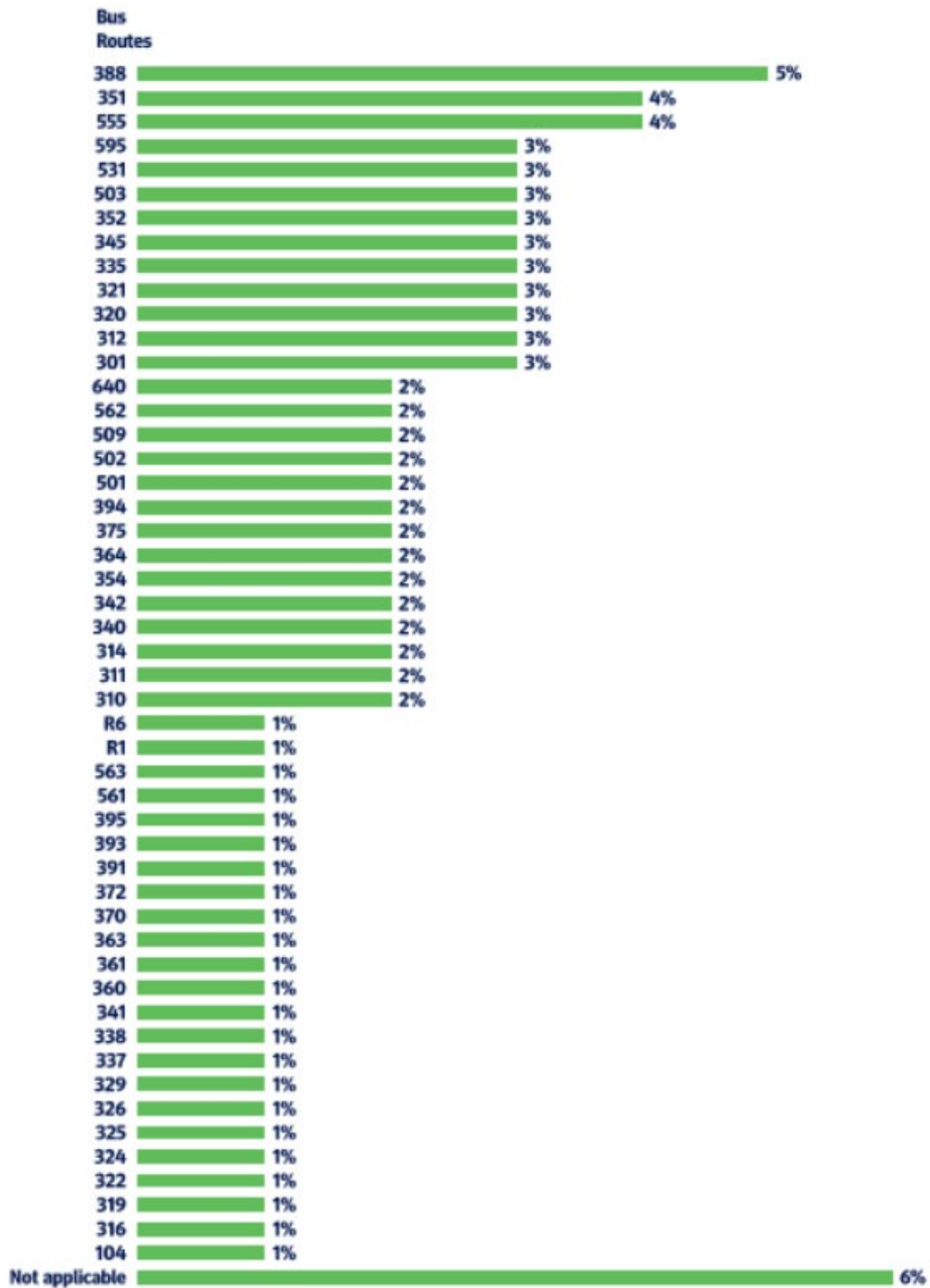


(Based on approximately 2,467 responses)

The top three routes that people most wanted to be available at certain times were routes:

- **388 (22nd St Station / Carvolth Exchange)**
- **351 (White Rock Centre / Bridgeport Station)**
- **555 (Carvolth Exchange / Loughheed Station)**

Question: Please identify the specific route.



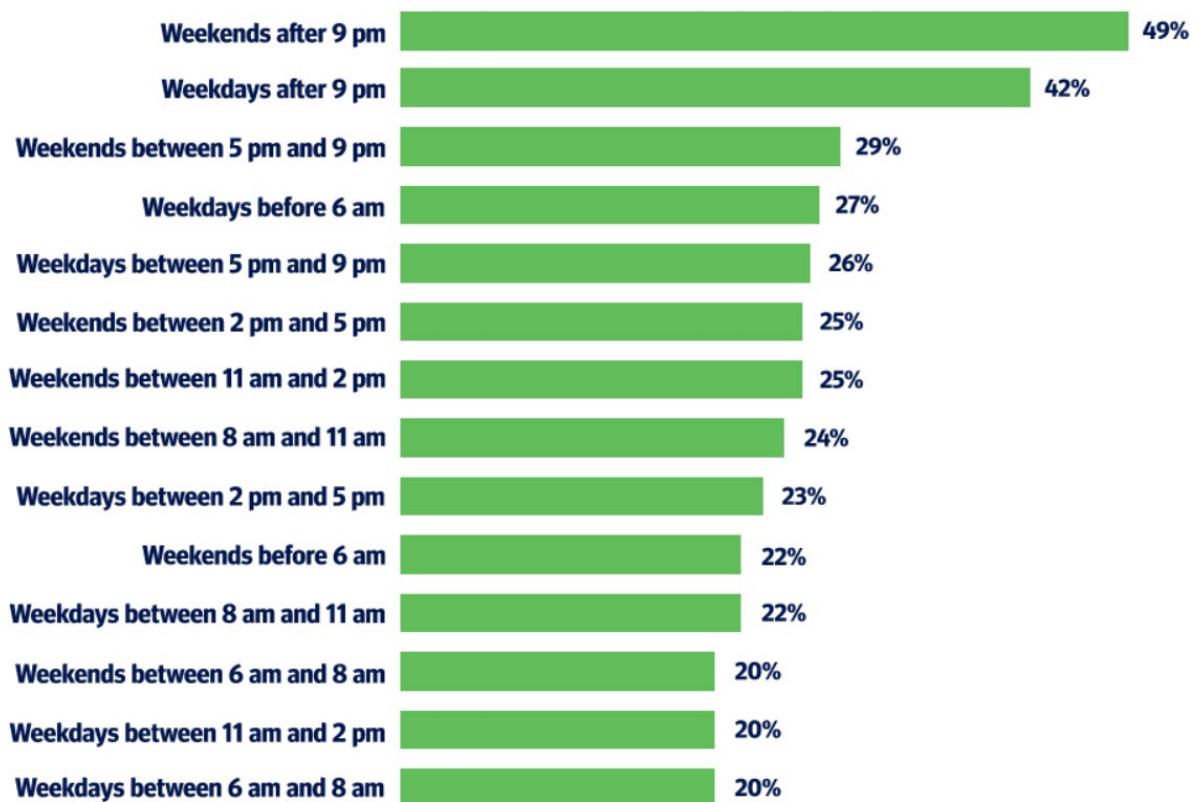
(Based on 1,559 responses)

Time of day and week people would like to take these bus routes

The most requested times for selected bus routes were:

- Weekends after 9 p.m. (49%)
- Weekdays after 9 p.m. (42%)
- Weekends between 5 p.m. and 9 p.m. (29%)
- Weekdays before 6 a.m. (27%).
- Weekdays between 5 p.m. and 9 p.m. (26%)

Question: What time(s) of the day and week would you like to take this bus route, but it is not available?



(Based on 1,700 responses)

The table below summarizes the top five bus routes for the most requested time periods. **Routes 388 (22nd St Station / Carvolth Exchange), 351 (White Rock Centre / Bridgeport Station), and 301 (Newton Exchange / Brighthouse Station)** were frequently mentioned across time periods.

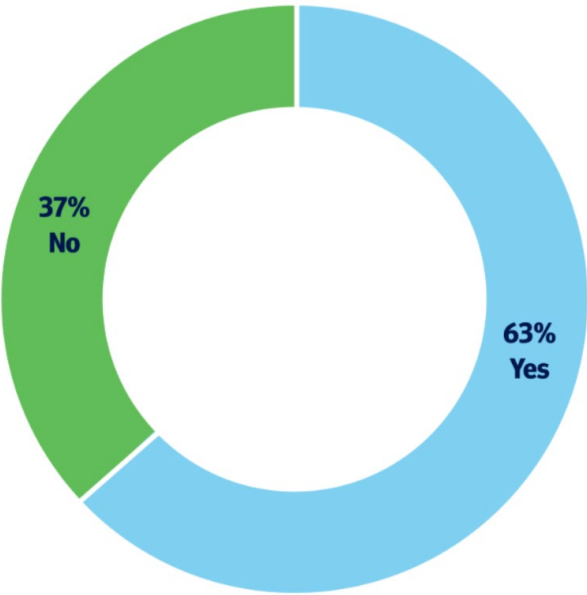
	WEEKENDS AFTER 9 PM	WEEKDAYS AFTER 9 PM	WEEKENDS 5 PM TO 9 PM	WEEKDAYS BEFORE 6 AM	WEEKDAYS 5 PM TO 9 PM
TOP BUS ROUTES MENTIONED PER TIME PERIOD	388	555	388	351	388
	351	388	345	321	352
	301	351	352	301	311
	312	301	311	388	509
	364 and 345	531	354	503	531

(Based on 1,700 responses)

People’s Experiences of Bus Overcrowding

Many participants (63%) reported experiencing overcrowded buses or buses that were too full to pick up additional passengers on routes in the South of Fraser East area.

Question: Have you personally experienced buses being overcrowded or too full to pick up passengers on any bus routes in the South of Fraser East Area?



(Based on 2,040 responses)

Bus Routes that are Consistently Overcrowded or Unable to Pick Up Passengers

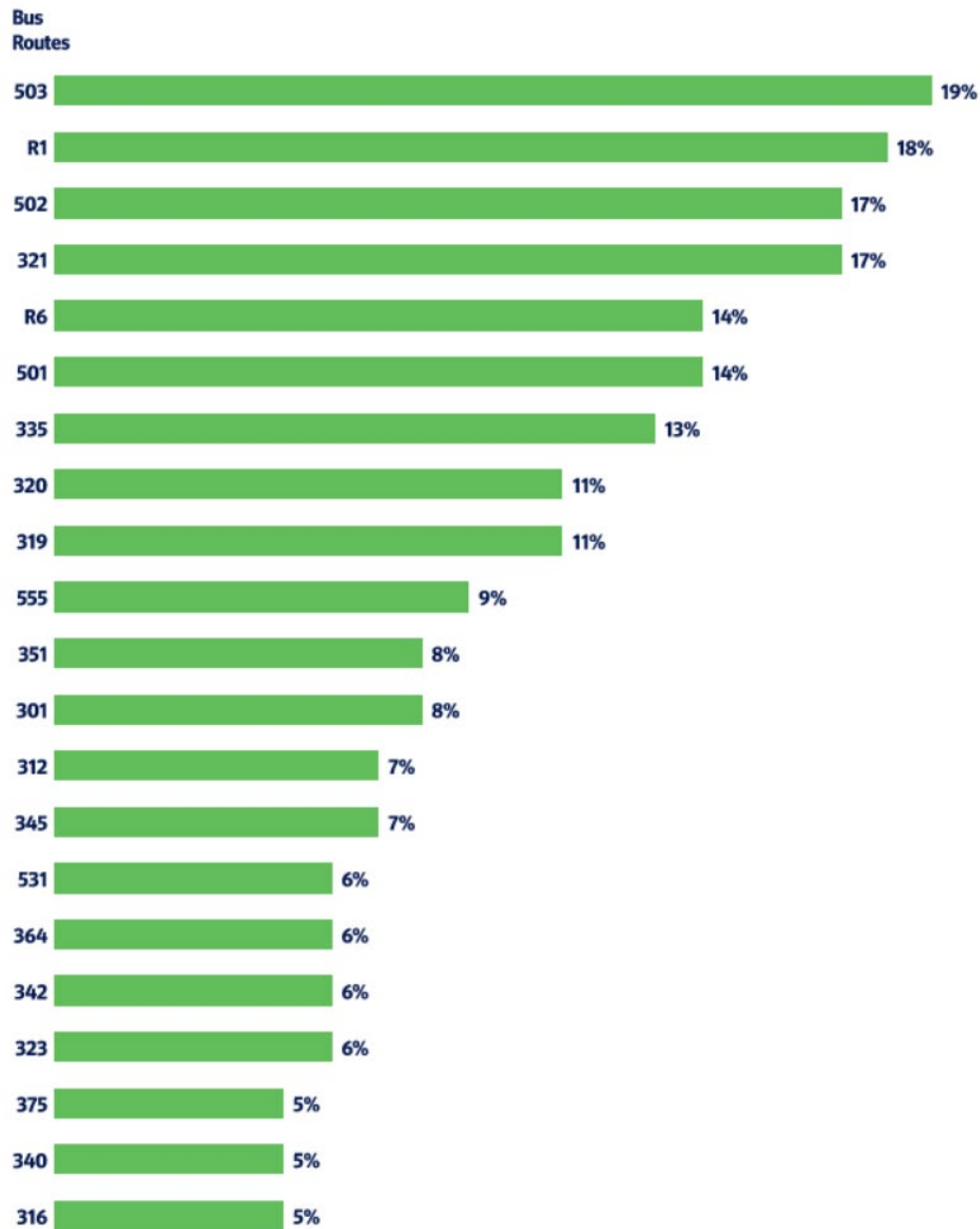
The top 10 routes most often identified as consistently overcrowded or unable to pick up passengers were routes:

- **503 (Aldergrove / Surrey Central Station)**
- **R1 (King George Blvd) RapidBus**
- **502 (Langley Centre / Surrey Central Station)**
- **321 (White Rock / Surrey Central Station)**
- **R6 RapidBus (Scott Rd)**
- **501 (Langley Centre / Surrey Central Station)**
- **335 (Newton / Surrey Central Station)**
- **320 (Langley / Surrey Central Station)**
- **319 (Scott Station / Scottsdale)**
- **555 (Carvolth Exchange / Lougheed Station)**

While participants selected a wide range of routes, the chart below shows the top 20 routes most frequently identified.



Question: Which of the routes below (if any) are consistently overcrowded or fail to pick up passengers?



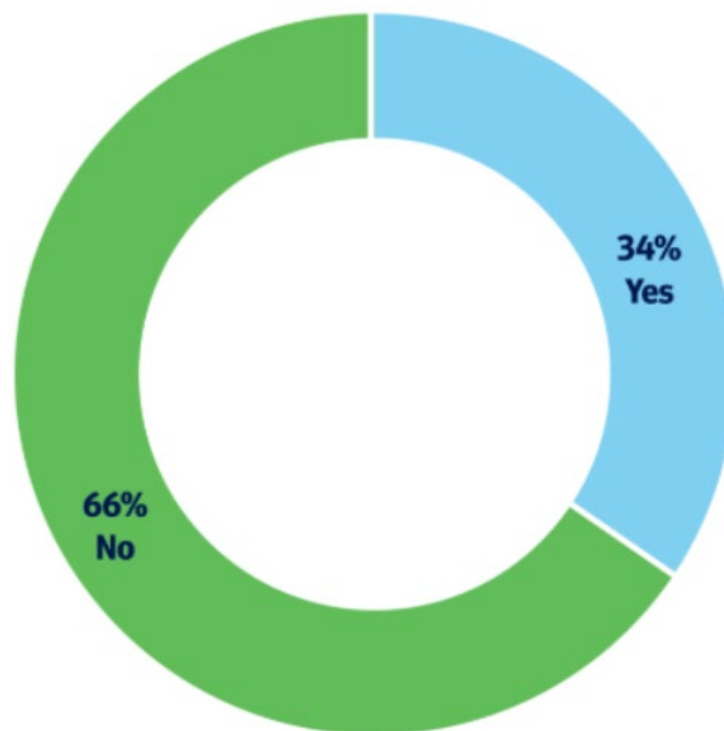
(Based on 1,476 responses)

Bus Routes that Take Too Long

To understand which bus routes transit users find take too long to get to their destination stop, as well as where the delay is happening and the reason for the delay, a multi-part question was asked.

Part 1 of the question: Have you used any bus routes in the South of Fraser East area where it takes too long to get to your stop?

Some participants (34%) shared that bus routes take too long to get to their stop in the South of Fraser East area.



(Based on 2,448 responses)

Part 2 of the question: Select Route

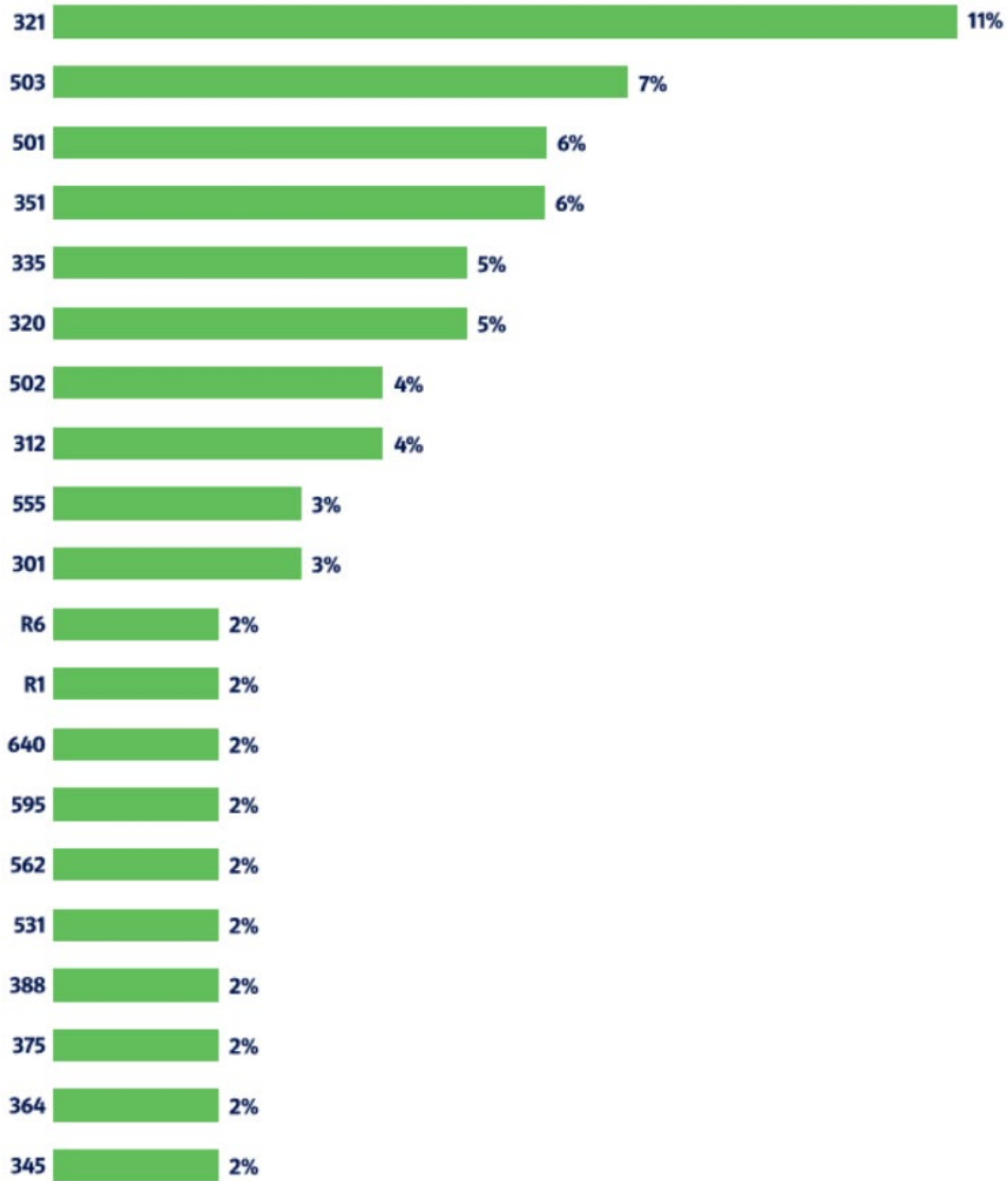
The top 10 routes most often mentioned as taking too long to reach people's stops were the:

- **321 (White Rock / Surrey Central Station)**
- **503 (Aldergrove / Surrey Central Station)**
- **501 (Langley Centre / Surrey Central Station)**
- **351 (White Rock Centre / Bridgeport Station)**
- **335 (Newton / Surrey Central Station)**
- **320 (Langley / Surrey Central Station)**
- **502 (Langley Centre / Surrey Central Station)**
- **312 (Scottsdale / Scott Road Station)**
- **555 (Carvolth Exchange / Lougheed Station)**
- **301 (Newton Exchange / Brighthouse Station)**

While participants identified many bus routes, the chart below highlights the top 20 routes mentioned.



**Bus
Routes**



(Based on 728 responses)

Part 3 of the question: Please tell us where your bus trip begins and where it finishes. You can mention nearby cross streets or well-known landmarks to describe the locations.

Participants identified several bus routes where travel times are too long. For the 10 routes mentioned most often, we reviewed the trips that were most frequently identified as taking longer than expected, including both starting points and end points.

Across these routes, participants often identified the same locations as both starting points and destinations. This reflects the role of major hubs, such as exchanges, SkyTrain stations, and Park and Ride facilities, which serve as both origins and destinations depending on the trip.

Locations most frequently mentioned include Surrey Central, King George Station, White Rock / White Rock Centre, South Surrey Park and Ride, and Langley Centre.

This pattern suggests that concerns about travel time are not limited to one direction of travel. Instead, participants described delays occurring in both directions, pointing to broader, system-wide issues concentrated around key hubs and corridors.

The bullets below represent the most frequently mentioned starting and ending points, listed from highest to lowest frequency.

BUS ROUTE	STARTING TRIP	END TRIP
321	White Rock/White Rock Centre Surrey Central South Surrey Park and Ride King George Station King George & 132 St, 62 Ave, or 88 Ave	King George Station Surrey Central Newton/Newton Exchange South Surrey Park and Ride White Rock/White Rock Centre
503	Surrey Central Langley Centre Fraser Highway Corridor (e.g. 184 St, 168 St, 64 Ave)	Aldergrove Langley Centre Surrey Central King George Station Fraser Highway Corridor (e.g. 164 St, 184 St, 168 St, 196 St)
501	Carvolth Exchange Langley/Langley Centre Guildford	Langley Centre Surrey Central Carvolth Exchange
351	Bridgeport South Surrey Park and Ride White Rock South Surrey	Bridgeport White Rock South Surrey Park and Ride
335	Surrey Central Gateway Station Newton/Newton Exchange Guildford/Guildford Exchange	Gateway Station Surrey Central Newton Exchange
320	Surrey Central 168 St (e.g. 60 Ave, 64	Surrey Central Cloverdale Guildford Mall
502	King George Station	King George Station
312	Strawberry Hill Scott Road Station 112 Street	Scott Road Station
555	Lougheed Carvolth	Lougheed Carvolth

Part 4 of the question: Tell us more about why this bus route takes too long.

Over half of participants (55%) identified heavy traffic as the main issue for bus routes taking too long.



(Based on 790 responses)

Reasons for trips taking too long by bus route

The table below summarizes the top 10 bus routes that participants said experience heavy traffic, have too many stops, or is a route that goes out of the way. Routes are listed from the most frequently mentioned to least frequently mentioned out of the top 10 routes. Bus routes:

- **312 (Scottsdale / Scott Road Station)**
- **501 (Langley Centre / Surrey Central Station)**
- **320 (Langley / Surrey Central Station), and**
- **335 (Newton / Surrey Central Station)** experience all three issues as noted by participants.

TOP 10 BUSES WITH HEAVY TRAFFIC	TOP 10 BUSES WITH TOO MANY STOPS	TOP 10 BUSES THAT GO OUT OF THE WAY
321	321	321
503	501	501
351	320	320
501	503	342
502	335	335
555	312	351
340	502	562
320	531	640
301	364	312
335	562	531, 310, 104

(Based on 790 responses)

Out of 790 participants, 27% described other reasons in the survey for why they believed a bus route took too long. Similar issues were discussed across in-person events (939 participants). The section below summarizes what participants shared, based on their experience, on why bus trips can take a long time and the impact it can have. It also includes other factors, concerns, and suggested improvements for TransLink and other local partners to consider. No specific bus routes are mentioned in this section as they are already included in either the “Transit Barriers by Municipalities” or section “Bus Routes” sections.

Transfer burden and poor coordination make trips longer and less reliable

Some participants said their trips require multiple transfers, such as taking three buses or switching between buses and the SkyTrain, which lengthens and complicates travel. Connections often do not align, leading to missed transfers, long waiting times, and limited early service. Exchange configurations and stop placements near exchanges can cause delays and result in buses arriving together. More precise connection timing and improved exchange design are recurring requests.

Reliability and predictability problems cause long waits and missed trips

Participants said buses are often late or unpredictable, making it hard to plan trips. Some routes are bunched together while others have long intervals, resulting in inefficient, frustrating waits. Others mentioned cancellations, no-shows, or full buses that leave riders behind, causing waits of 20 minutes or more, especially frustrating in bad weather or at night.

Distance and coverage

Several participants said stops or routes are too far from where they live, work, or go to school. This means walking long distances, often taking 10 to 30 minutes, to reach transit. Others said transfers require lengthy walks. Some described the walk as uncomfortable or unsafe because of difficult crossings or unpleasant surroundings.

Traffic, construction, and busy roadways delay buses, making service unreliable

Multiple participants linked delays to construction, roadwork, and detours. Others pointed out delay hotspots on main roads like 152 Street and Highway 99.

Access to schools and student travel

Routes serving multiple schools get crowded at dismissal. School trips often do not match bell times, leading to missed connections. Participants recommended developing school bus schedules with better timing, more direct routes along main corridors, and splitting or modifying long routes to handle growth. They also suggested adding bus-priority signals and dedicated lanes to reduce travel times during peak hours.

All-door bus boarding

There were some requests for all-door boarding to help reduce time spent at stops. It would also help improve access.

Additional Comments

Additional comments and suggestions were shared that were not specifically related to travel time on bus routes. We have captured these comments separately to reflect the broader range of feedback participants shared.

- ***Frequency and capacity issues*** - Many participants requested more frequent service, especially during peak times, late evenings, early mornings, and weekends. This is critical for shift workers, airport employees, and students. Some said there are too few trips, or the service is infrequent, causing long delays and unreliable travel. Others noted gaps in growing residential and employment areas, with buses becoming overcrowded.
- ***Indirect connections to Park and Ride*** - Some participants said they must drive to a Park and Ride location or spend extra time reaching one. This highlights gaps in local access when only indirect connections exist, such as at South Surrey Park and Ride.

- **Wayfinding and technology** - Participants recommended that better wayfinding signage and route/bus schedule information are needed. A few people wanted to see the Compass Card compatible with mobile phone wallets.
- **Accessibility, comfort, and stop conditions** - Some stops lack adequate shelters, lighting, or boarding safety. Calls for more security presence on buses, at exchanges, and at SkyTrain stations, particularly during the evenings and nights. Participants also suggested implementing better systems on buses to accommodate people with strollers, wheelchairs, and e-bikes/scooters.

Part 5 of the question: Please tell us if there are any specific parts of the bus route that seem worse than others.

A total of 369 participants responded to this question. They described parts of bus routes that feel worse, highlighting slow travel, congestion, and crowding at intersections, exchanges, and corridors where reliability drops and travel times increase. Participants shared these experiences summarized below.

Slow travel times driven by route design and operations

Participants described bus trips as taking much longer than driving. Delays were more linked to route design and operations than to distance. Indirect routing, frequent stops, congestion, and infrequent service commonly compounded delays, especially when missed connections caused long waits.

These issues were often reported along Fraser Highway, King George Boulevard, and Highway 91, as well as in South Surrey, Langley, Guildford, and Surrey Central.

Key routes mentioned:

- **301 (Newton Exchange / Brighthouse Station)**
- **320 (Langley / Surrey Central Station)**
- **501 (Langley Centre / Surrey Central Station)**
- **503 (Aldergrove / Surrey Central Station)**
- **335 (Newton / Surrey Central Station)**
- **340 (22nd Street / Scottsdale);**
- **351 (White Rock Centre / Bridgeport Station)**
- **352 (Ocean Park / Bridgeport Station)**
- **354 (White Rock South / Bridgeport Station)**
- **375 (White Rock / White Rock South / Guildford)**
- **345 (King George Station / White Rock Centre)**
- **321 (White Rock / Surrey Central Station)**
- **N19 (Downtown / Surrey Central Night Bus)**
- **R1 RapidBus (King George Blvd)**
- **R6 RapidBus (Scott Rd)**

Intersections and exchanges as delay points

Participants identified intersections and exchanges as places where travel times increase or trips break down, causing missed transfers and unreliable service. These delays were often linked to Surrey Central, Newton Exchange, Guildford Exchange, and circulation around hubs like Willowbrook and town centres. Participants also emphasized the need for faster, more direct “spine” services connecting major hubs, supported by local feeder routes.

Key routes mentioned:

- **509 (Walnut Grove / Surrey Central Station)**
- **562 (Langley Centre / Walnut Grove)**
- **321 (White Rock / Surrey Central Station)**
- **323 (Newton Exchange / Surrey Central Station)**
- **503 (Aldergrove / Surrey Central Station)**
- **393 (Newton Exchange / Surrey Central Station)**
- **555 (Carvolth Exchange / Lougheed Station)**

Traffic congestion reducing reliability

Participants described congestion causing slow, unreliable service at intersections where construction, highways, and arterials meet bus routes. Congestion at the entrances/exits of Newton, Scottsdale, Carvolth, Langley Centre, and Guildford often causes missed connections. Posted schedules often do not match real-world conditions.

Key routes mentioned:

- **502 (Langley Centre / Surrey Central Station)**
- **321 (White Rock / Surrey Central Station)**
- **393 (Newton Exchange / Surrey Central Station)**
- **394 (White Rock / King George Station Express)**
- **395 (Langley Centre / King George Station)**
- **555 (Carvolth Exchange / Lougheed Station)**

Bridges, tunnels, and SkyTrain access as chokepoints

Bridges, tunnels, and access routes to SkyTrain stations were described as some of the least reliable parts of the transit network. Many noted indirect routes, too many stops, and frustration over losing direct connections like **Route 340 (22nd Street / Scottsdale)**.

Key routes mentioned: 325 (Newton Exchange / Surrey Central Station) and 340 (22nd Street / Scottsdale)

Overcrowding and infrequent service worsening trips

Besides challenges with station access, overcrowding and low service frequency were among the most frustrating aspects of bus travel, especially during peak and

shoulder periods. Crowding leads to customers being uncomfortable and sometimes feeling unsafe. Longer boarding times also affected reliability. Limited evening and weekend service were frequently noted.

Key routes mentioned:

- **321 (White Rock / Surrey Central Station)**
- **394 (White Rock / King George Station Express)**
- **324 (Newton Exchange / Surrey Central Station)**
- **335 (Newton / Surrey Central Station)**
- **311 (Bridgeport Station / Scottsdale)**
- **312 (Scottsdale / Scott Road Station)**
- **R1 RapidBus King George Blvd)**
- **R6 RapidBus (Scott Rd)**



Active Transportation

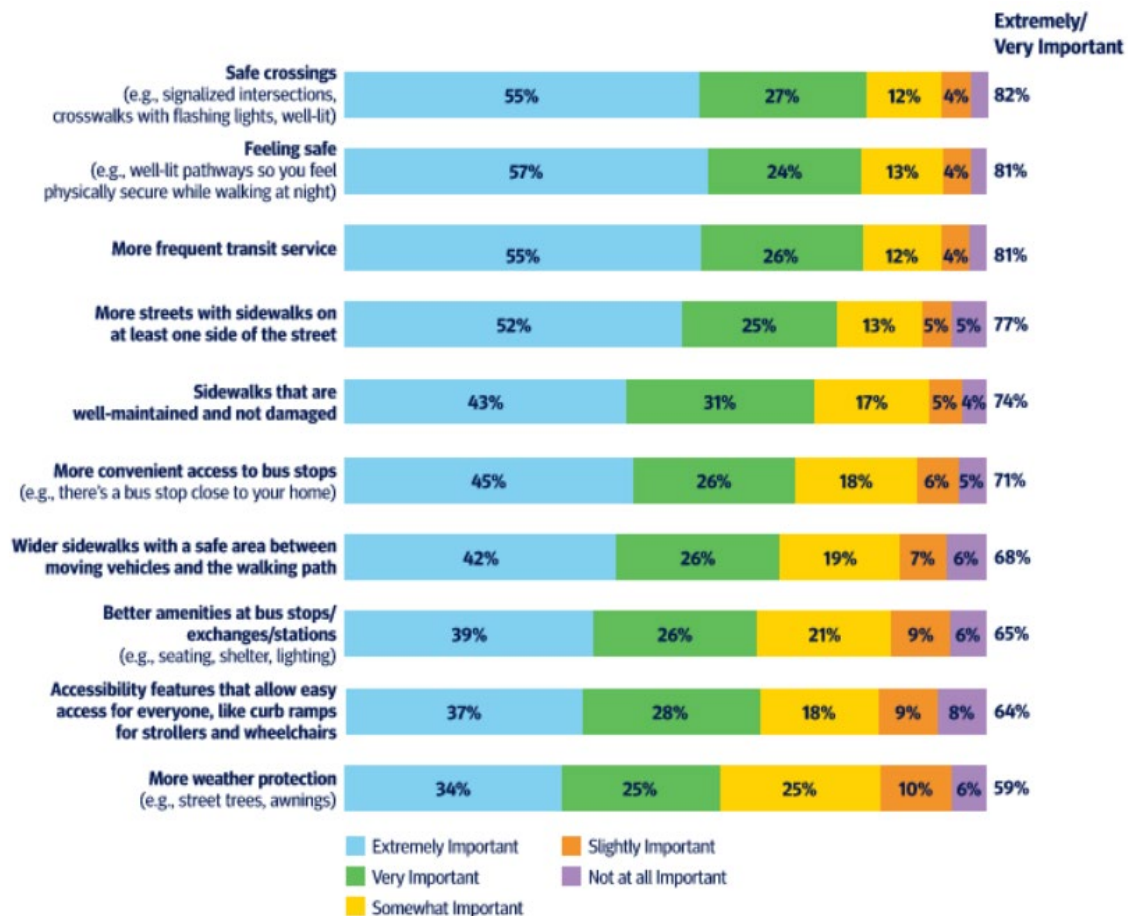


The following section summarizes feedback on active transportation, including factors that influence decisions to walk, roll, or cycle. This includes access to transit, active transportation challenges within specific municipalities, as well as broader active transportation issues and opportunities.

Reasons why people decide to walk or roll

Most participants said the following three features are extremely or very important to helping them decide to walk or roll: feeling safe (81%), more frequent transit service (82%), and safe crossings (77%).

Question: How important are each of the following features in helping you decide to walk or roll (e.g., use a kick scooter, manual wheelchair, etc.) more often to reach a SkyTrain station or bus loop in the South of Fraser East area?

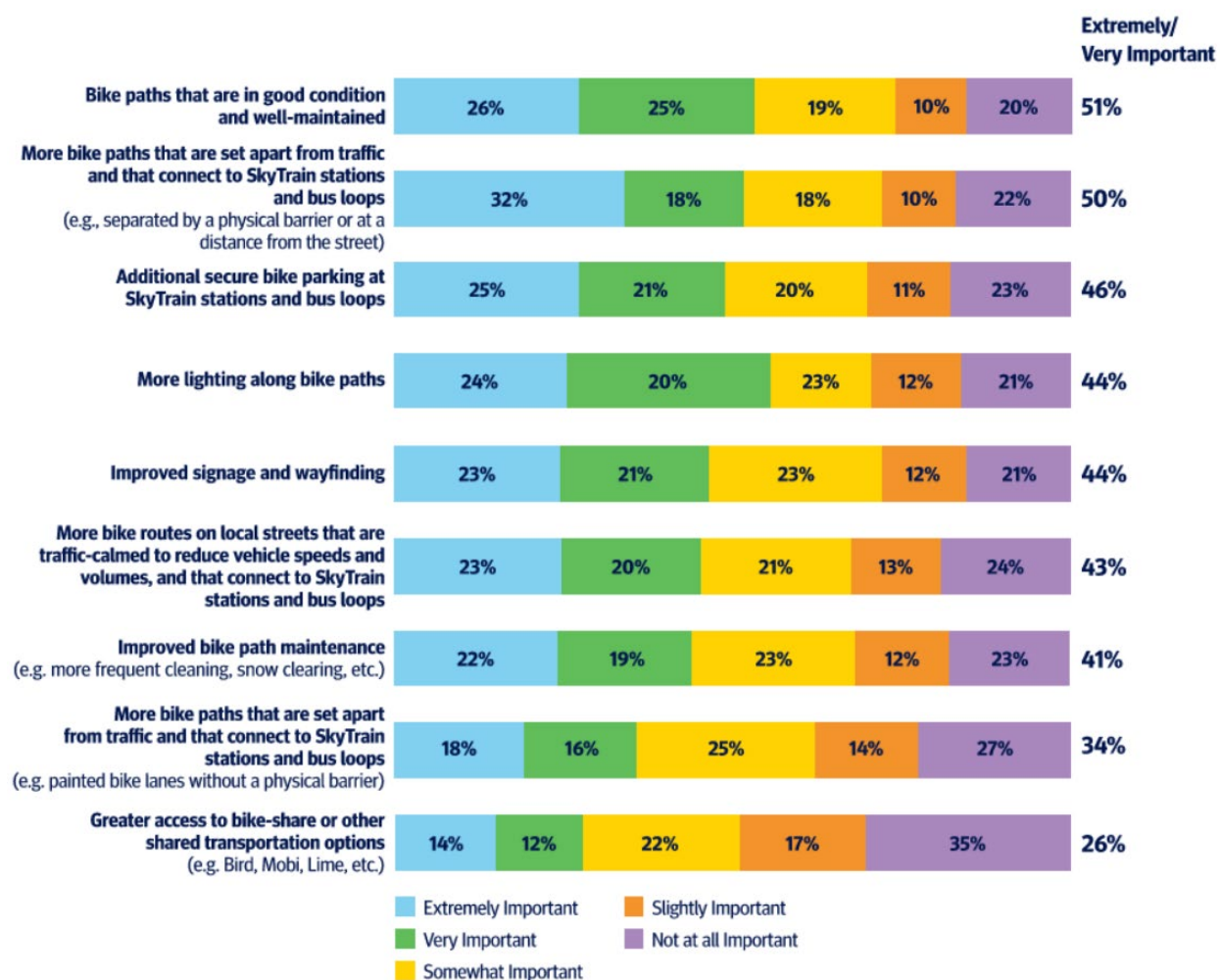


(Based on 2,476 responses)

Reasons why people decide to cycle

Most participants identified three features as extremely important or very important when deciding to cycle more often to reach a SkyTrain station or bus loop: more bike paths that are set apart from traffic (50%), bike paths that are in good condition and well-maintained (51%), and additional secure bike parking at SkyTrain stations and bus loops (46%).

Question: How important are each of the following features in helping you decide to cycle more often to reach a SkyTrain station or bus loop in the South of Fraser East area?



(Based on 2,476 responses)

Active Transportation Barriers by Municipality



The section below summarizes feedback on active transportation issues and opportunities for specific municipalities. It includes 1,175 responses collected through the TransLink Listens mapping tool and in-person pop-up events and meetings.

Surrey

Guildford area and exchange: Several participants suggested improving cycling facilities in the Guildford area. Specifically, they requested more north-south bike lanes to access SkyTrain stations and more east-west connections that integrate with current north-south bike lanes. Additionally, there were suggestions to enhance the safety and accessibility of existing cycling facilities for all ages and abilities.

Cloverdale: A few people would like to see new or existing bike trails and paths used to access community spaces, such as recreational areas and downtown Cloverdale.

Douglas/Summerfield: Participants reported that it is unsafe to bike, walk, or roll to the bus loop at King George Blvd. In some areas, people end up walking on the roadway.

Highway 10: The Highway 10 corridor was noted to be unsafe for people walking, cycling, and rolling.

Langley

Langley City Centre and Willowbrook: Several participants requested to add cycling lanes on less busy streets in the area and connect these lanes to popular services, shopping, amenities, and the future SkyTrain station. Students and youth support creating an east-west active transportation corridor for people attending Trinity Western University and Kwantlen Polytechnic University.

Carvolth Exchange and area: There were a couple of requests to improve and add pathway connections to Carvolth Exchange and the area as a whole.

Willoughby: A few participants suggested adding an active transportation corridor to the area.

Walnut Grove, Fort Langley, Salmon River, Aldergrove and Hopington: Generally, more bike lanes are needed; moreover, many people said that existing options are unsafe or inadequate. Several participants requested improvements to transit and active transportation access along 208 Street.

North Delta

Annacis Island and Highway 91 interchange: Several participants highlighted the poor walking, cycling, and rolling options on Annacis Island. Currently, some sidewalks and bike lanes abruptly end, forcing people to cross busy roadways to reach existing pathways and bus stops.

Other general active transportation comments: Multiple participants reported walking over 15 minutes to reach the nearest bus stop in their neighbourhoods, creating challenges for seniors and people with mobility issues who use transit. Some participants expressed a desire for improved pathway access to bus stops and for additional bike racks to increase ridership.

White Rock

Improved transit options to White Rock outweigh potential active transportation issues in the area: Most comments received related to improving transit connectivity to and from the municipality, indicating that transit is the higher priority for the area. However, one participant did mention that walking to transit hubs takes too long, and another shared that they experienced a near miss at night while crossing Bluff Road near the Semiahmoo Shopping Centre.

Issues and opportunities identified by cycling advocates



The following summarizes the 170 responses received from meetings with a cycling advocacy group. As key interest holders, their experience and expertise in active transportation provides the project team with important information about improving the way people get around to access TransLink services, whether through walking, cycling, or rolling.

Completed and Planned Cycling Facilities

Participants supported completing the planned one-way protected bike path and safe crossing on 80 Avenue, as originally proposed. Some shared that the lack of cycling infrastructure in White Rock was a key issue. Others noted that Martin Drive is planned to include cycling infrastructure, which they said would improve access to and circulation around Semiahmoo Shopping Centre. They also identified missing local connections and the need for intersection improvements in this area.

Need for Collaboration Across Jurisdictions

Participants called for stronger collaboration with municipalities and better alignment with Bus Rapid Transit plans. They suggested continuing to inform HUB Cycling and the public as the Area Transport Plan is finalized.

Groups Experiencing Transportation Barriers



We held meetings and attended community events to better understand the experiences of specific community groups that face barriers when using transit in the South of Fraser East area. This involved 253 participants across meeting with seniors, students and youth, the urban Indigenous community and Elders, people with disabilities, and the Sikh and Punjabi-speaking community. The section below summarizes the key topics, issues, and opportunities described by each group. No specific bus routes are mentioned in this section, as they are already included in the “Transit Barriers by Municipalities” or “Bus Routes” sections.

Urban Indigenous Community and Elders

Where community members go and why they use transit services

Community members shared that they use transit for a wide range of reasons, including running errands, shopping, accessing medical appointments, and recreation and meeting with friends and family. Some community members noted that transit is a cost-effective option, especially for people who have access to subsidized passes. HandyDART was also mentioned as a useful service for Elders or people with mobility challenges.

Enhance Safety and security of transit riders

Compared with other groups and the general public, urban Indigenous participants and Elders had the greatest concerns about safety and security when accessing transit services. Opportunities for enhancing safety include:

Improve reporting and enforcement

- Add an emergency button, cameras on buses, and posters to encourage bystander intervention.
- Post the help number **(87-77-77)** at all TransLink facilities and on all buses.
- Provide bus drivers with conflict-resolution training to intervene in unsafe situations and prevent assaults.

Increase security presence

- Add more security presence at exchanges and stations. Multiple comments shared concerns and experiences of violence against Indigenous people who use transit.
- Ensure that TransLink bus stops, exchanges, and stations are well-lit.
- Provide support for unhoused people.
- Offer conveniently located crosswalks near bus stops and SkyTrain stations to discourage jaywalking.

Enhance accessibility and equity

- **Affordability**
 - Allow the Red Disability Card to be used on the West Coast Express.
 - Provide free transit for seniors and Elders.
- **Amenities, signage, and technology improvements**
 - Improve signage at SkyTrain stations and crossings to better accommodate people with vision impairments and support safer travel.
 - Install shelters and benches at stops and stations to support people who cannot stand for long periods.
 - Address uneven and gravel sidewalks that make it difficult to walk or roll.
 - Ensure regular buses are wide enough to accommodate mobility scooters, and that seating is available for seniors and people with disabilities.
 - Maintain escalators and elevators at stations so people who cannot use the stairs can access transit.
 - Offer non-digital options for transit information, such as paper schedules at stations, to support people without reliable computer or internet access.
 - Improve access to Compass cards by reducing the need to travel to specific locations to load cards.
- **Accessible bus services**
 - Provide shuttle services for people with disabilities, Elders, and residents of Indigenous housing developments.
 - Enhance the HandyDART service by addressing long wait times, pickup challenges, and barriers in the booking process.
 - Support accessibility by adopting driver practices, such as stopping closer to the curb and waiting until passengers are seated before departing.
 - Improve stop announcements, as loudspeaker announcements were reported to be difficult to hear or understand.

Seniors

Enhance accessibility and equity

- **Navigation, wayfinding, and transfer points**
 - Continue to provide stop and service information on digital notification boards.
 - Address the lack of parking at transfer points, which participants said reduces accessibility for seniors and people with disabilities.
 - Expand Park and Ride facilities to improve access to transit.
- **Access to health care facilities, recreation, and community spaces**
 - Provide frequent, direct, and close-to-door transit access to medical facilities.

- Improve access to parks, recreation areas, and shopping centres, such as Campbell Valley Regional Park, Panorama Village, and Morgan Crossing, to better support seniors' mobility and wellbeing.
- **Improve public facilities**
 - Fill gaps in sidewalk connections across Surrey and repair existing pathways.
 - Add washrooms, as well as benches and shelters at bus stops and stations.
 - Improve winter maintenance at bus stops and on walkways, as snow and ice were identified as safety concerns for seniors.
 - Collaborate with municipalities to maintain and improve public facilities.
- **Expand services along key corridors**
 - Address major service gaps along important travel corridors, such as the lack of transit service along 16 Avenue and King George Boulevard.
 - Strengthen connections to rural and edge areas, including Aldergrove, Fort Langley, Gloucester, and Fraser Valley destinations, where transit service is currently limited.

Address service frequency and capacity

- **Bus Rapid Transit (BRT) and SkyTrain service**
 - Introduce BRT as it is an effective form of bus service.
 - Expand SkyTrain service or implement Light Rail Transit to improve rapid transit access.
- **Making transit a more attractive option**
 - Improve the attractiveness, ease of use, and reliability of transit compared to car ownership.

The Sikh and Punjabi-Speaking Community

Enhance accessibility and equity

- **Navigation and wayfinding**
 - Include large-print maps at stations and transfer points to support people with vision impairments and those without smartphones or access to online maps.
 - Improve advertising of trip planning tools.
 - Improve trip-planning tools so that they are easier to use.
- **On-board experience**
 - Increase bus service capacity, as overcrowded buses deter participants from more frequently accessing transit.

- Improve seat design, as people shared experiences of sliding off their seats. This is particularly uncomfortable for seniors.
- Provide bus operator training to support and accommodate seniors.
- **Bus stop amenities and safe access to stops**
 - Provide more shelters/benches and improve walking conditions to make it easier to access transit.
 - Have better lighting and well-maintained sidewalks.

Address service frequency and capacity

- **Increasing bus frequency**
 - Increase bus frequency and extend service, reflecting strong participant support for transit.

Youth and Students

Address service frequency and reliability

Compared to other groups, youth and students expressed the most concerns related to improving bus frequency and reliability. Recommendations and challenges shared are summarized below:

- **Improve bus tracking**
 - Improve on-time reliability, as participants noted that buses often arrive early or late, with delays, disrupting transfers and, in some cases, extending trips to several hours.
 - Improve real-time bus tracking to support more reliable trip planning.
 - Avoid bus cancellations occurring without sufficient advance notice.
- **Incentivize transit for youth and students**
 - Increase bus service frequency to encourage students and youth to use transit.
 - Offer free or low-cost transit options for students, youth, and seniors.
- **Improve travel times and connections**
 - Reduce long travel times that exceed 90 minutes, which participants said can force students to purchase additional fares.
 - Add dedicated bus lanes to improve efficiency and reduce delays.
 - Expand SkyTrain service, particularly to improve connections between municipalities.
 - Address overcrowding during peak periods by increasing bus capacity or providing more frequent, smaller shuttle services.

Support active transportation

- **Expand active transportation options:**
 - Expand pathway networks, as students identified the need for more routes and safer active transportation pathways.
- **Improve safety and security**
 - Improve bike pathway connections between neighbourhoods and key local destinations, such as recreation centres and gyms.
 - Add protected bike lanes with physical barriers separating cyclists from traffic.
 - Improve lighting and overall safety at transit exchanges.
 - Post clearly visible emergency contact numbers across transit spaces.
 - Install barriers and safety screens at SkyTrain stations to protect people from accessing the tracks.

People with Disabilities

Enhance accessibility and equity

- **Review and assess system-wide changes**
 - Collect data on riders requiring assistance to better understand how to improve accessibility, including how to address language barriers and accommodate the aging population.
 - Simplify bus route navigation by implementing a grid-based network to enable faster, easier trips.
 - Install sidewalks within 800 metres of bus stops to improve access and safety.
- **Improving public facilities and bus services**
 - Provide shelters at bus stops, particularly in low- frequency service areas.
 - Enhance bus layouts to better support accessibility, including wider aisles and flexible seating for wheelchair users, stroller users, and other mobility needs.
 - Improve peak-hour accessibility by addressing overcrowding and broken lifts and consider shuttle services for people with disabilities during peak hours.
 - Designate dedicated pickup and drop-off zones for HandyDART buses.

Support efforts to engage diverse groups and municipalities

- **Engage with mobility and accessibility groups:**
 - Promote engagement or related accessibility information to local community groups and newsletters, such as Peace Arch News.

- **Engage with municipalities:**
 - Continue to visit community spaces, like Kent Community Senior's Centre, for future engagement opportunities.
 - Define responsibilities and collaborate between municipalities to ensure accessibility measures are implemented.



5. Who We Learned From

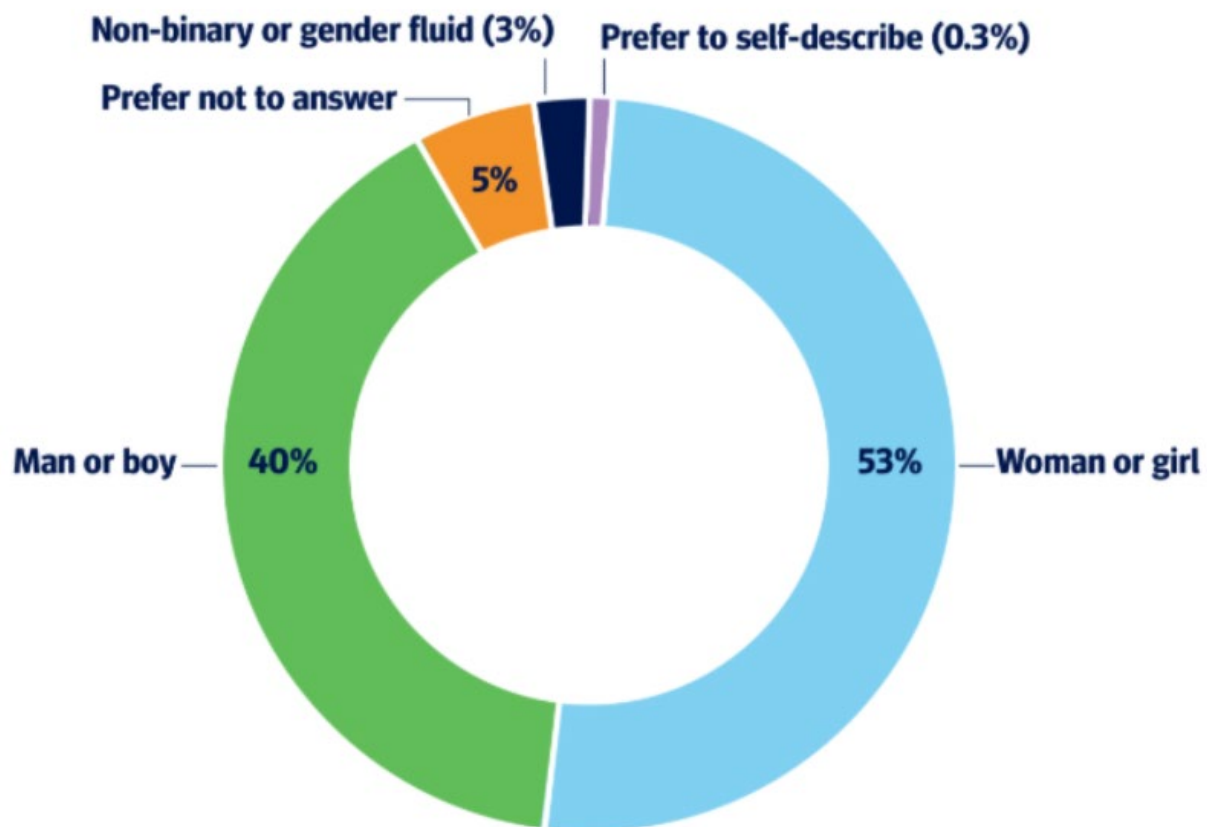


We were interested in getting feedback from diverse groups. This section showcases who we learned from.

Participants' Gender identity

Over half of participants (53%) identified as a woman or girl. Some participants identified as a man or boy (40%), and a small group (0.3% to 3%) of participants identified as non-binary, gender fluid, or preferred to self-describe. Participation in this engagement included a higher number of women than men. In previous projects, participation has generally been more evenly distributed across genders, or there has been more participation from people identifying as a man or boy.

Question: How would you describe yourself? (Choose any one option)



(Based on 2,468 responses)

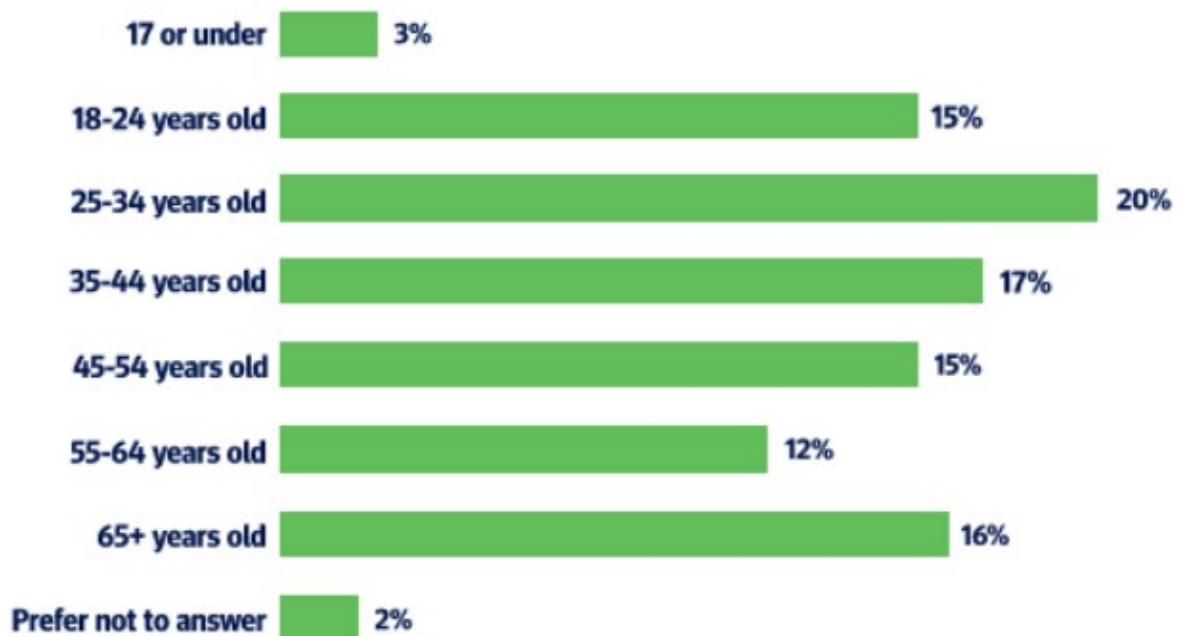
Participants (0.3%) described their identity as follows when they self-described:

- Transmasculine, transgender man or Trans man
- Agender
- Non-binary femme
- Man/girl/they/them

Participants' age

Overall, participation was spread across age groups, with only a small percentage of participants aged 17 or under (3%). While past projects, such as the *Burrard Peninsula Area Transport Plan*, have typically seen slightly higher participation from those aged 55 and over, this engagement process enabled participation across a much broader range of age groups.

Question: What is your age category? (select one)

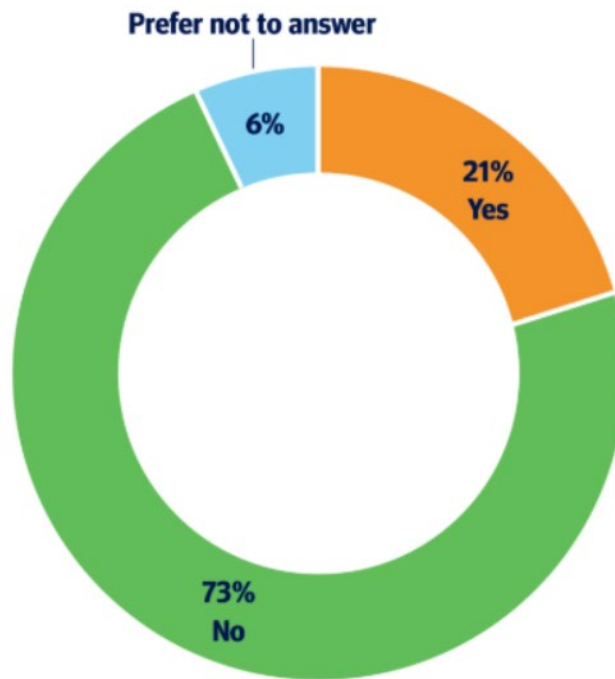


(Based on 2,409 responses)

Participants who identified having a visible or invisible disability

21% of participants identified as having a visible or invisible disability, which is higher than typical engagement processes. This is likely due to the focused effort on reaching out to people with disabilities to gather input.

Question: Do you identify as a person with a visible or invisible disability?



(Based on 2,459 responses)

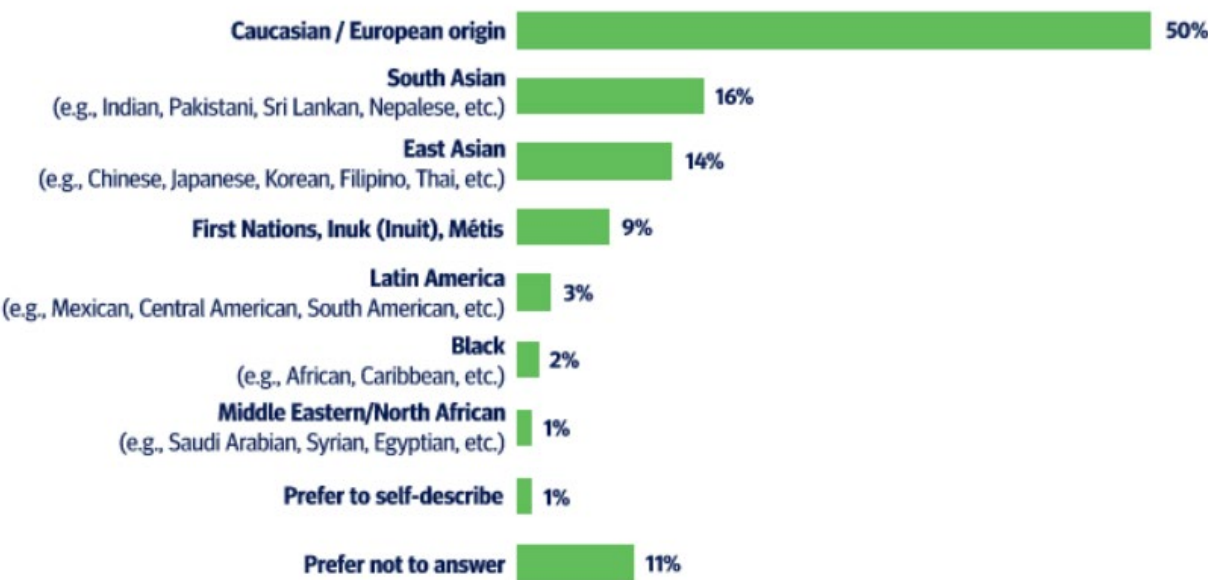
Participants who identify with a group, race or ethnicity

Most participants either identified as Caucasian/European (50%), South Asian (16%), East Asian (14%) and as First Nations, Inuk, or Métis (9%). Some (1% - 3%) identified Latin American, Black, and Middle Eastern/North African.

As a result of targeted engagement efforts to reach diverse communities, participation by Indigenous and racialized communities increased compared to engagement for the *Burrard Peninsula Area Transport Plan*.

Participation from South Asian community members increased by 8%, and participation from First Nations participants increased by 4%. Given the large South Asian and Indigenous populations within the sub-region, these increases suggest that the participants engaged more closely reflect the area’s population and represent a meaningful improvement in reaching communities that have been historically under-represented in similar projects.

Question: What group, race, or ethnicity do you identify with? (Please select as many as apply)

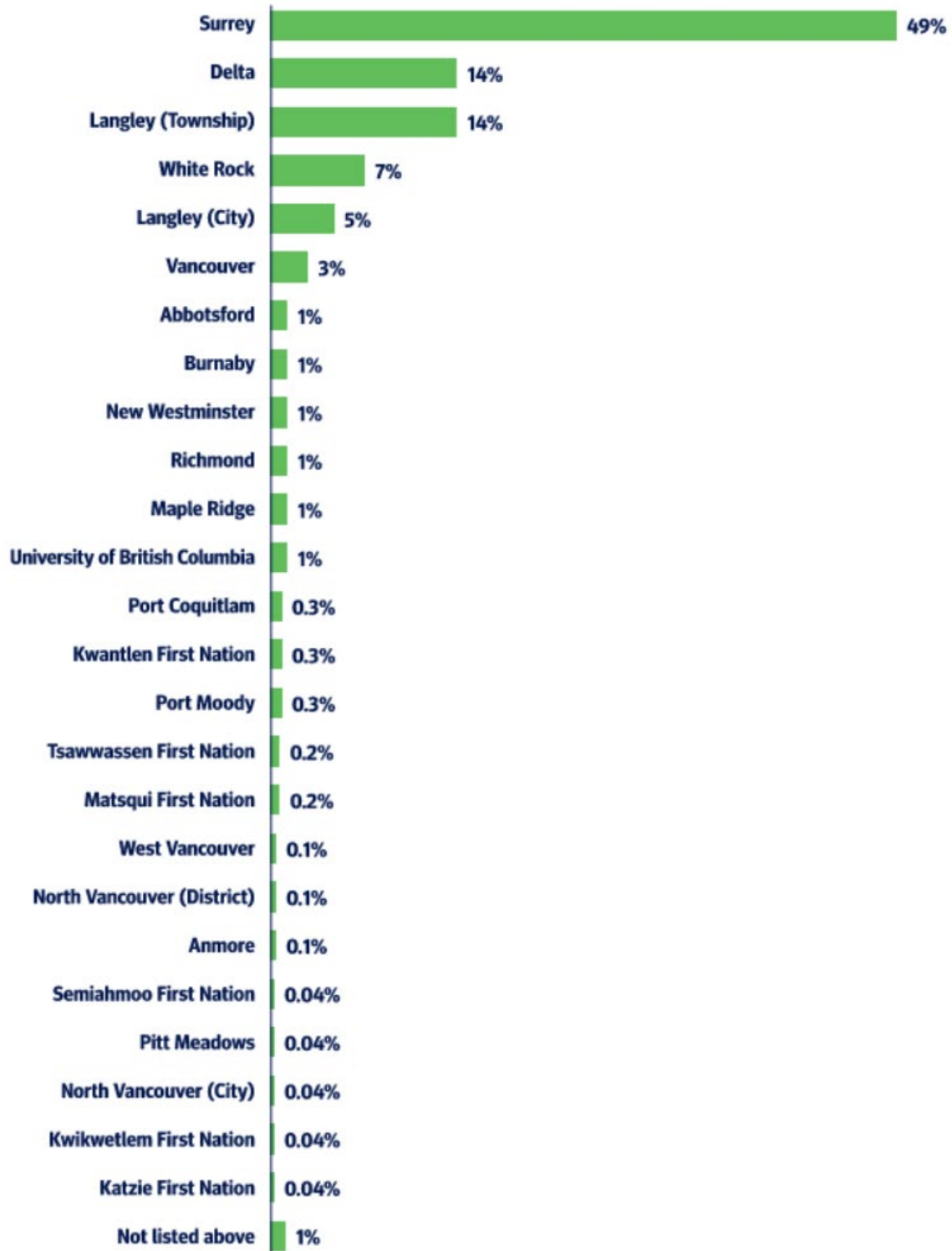


(Based on 2,661 responses)

Where participants live

Most participants were from Surrey (49%), Delta (14%), and Langley (14%). Some were from White Rock (7%), Langley (5%), and Vancouver (3%).

Question: I live in... (Choose any one option)

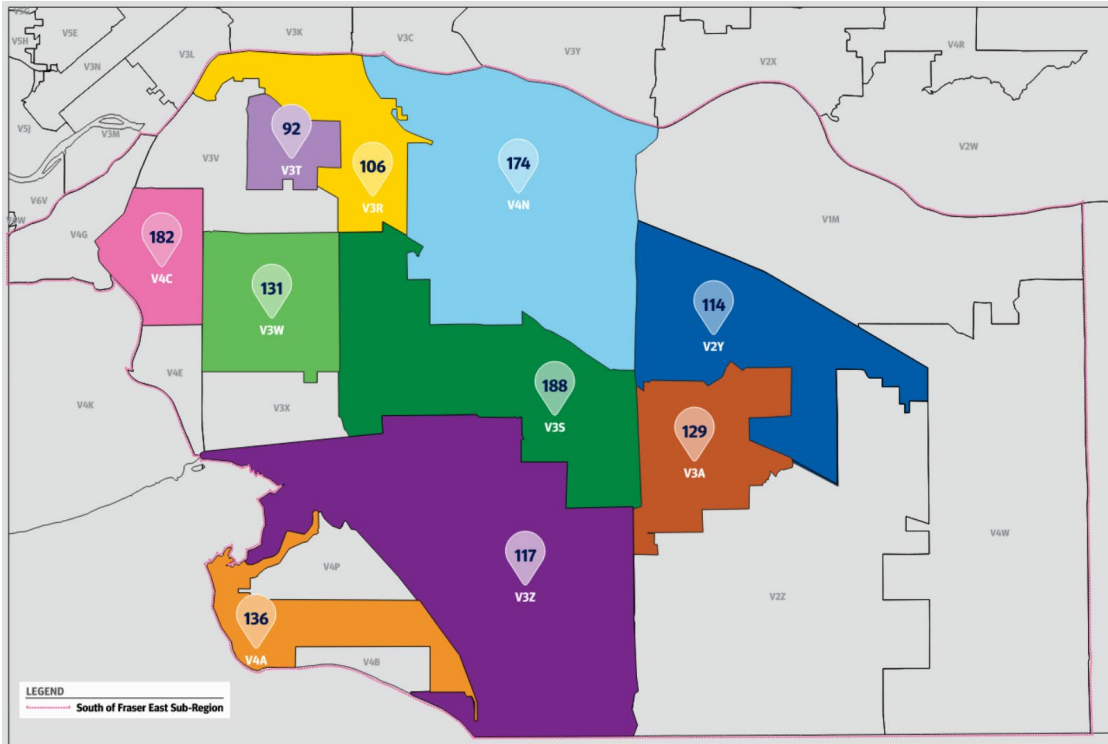


(Based on 2,399 responses)

Most participants live in the study area.

Question: What are the first three digits of your postal code?

The top 10 postal codes are shown on the map. V4E (90 participants) and V4B (White Rock) (86 participants) were also frequently identified, though they fell just outside the top 10.



Participants' total household income before taxes

Overall, participation was spread across income levels.

Question: Which of the following best describes your total household income before taxes for last year?

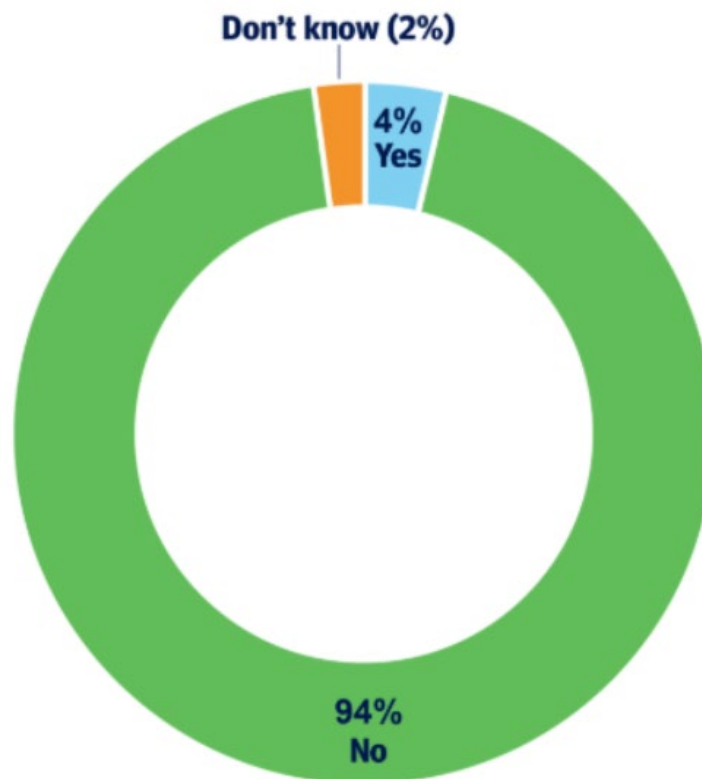


(Based on 2,431 responses)

Participants or household members who work for TransLink

4% of participants said that they work for or someone in their household works for TransLink, its operating companies, or its subsidiaries.

Question: Do you or anyone in your household work for TransLink and/or any of its operating companies or subsidiaries (e.g., Coast Mountain Bus Company, BCRTC, Transit Police)?



(Based on 2,443 responses)

6. Next Steps

TransLink would like to again thank everyone who participated in Phase 1 engagement for their input.

This feedback is a critical input into Phase 2 of the South of Fraser East ATP planning process and will help guide the development of draft actions relating to transit, active transportation, and goods movement within the sub-region.

Once we've developed draft network changes, we will return to First Nations, the public and other transportation interest holders in early 2027 to share how their input has been incorporated and to gather feedback on the draft recommendations.

Similar to Phase 1, the project team will seek a diverse range of perspectives, including local First Nations that have not had the capacity to be involved, and to include and prioritize communities that are typically under-represented in planning processes.



7. Appendices

Appendix A - How We Communicated

Project Webpage

South of Fraser East Area Transport Plan



On this page

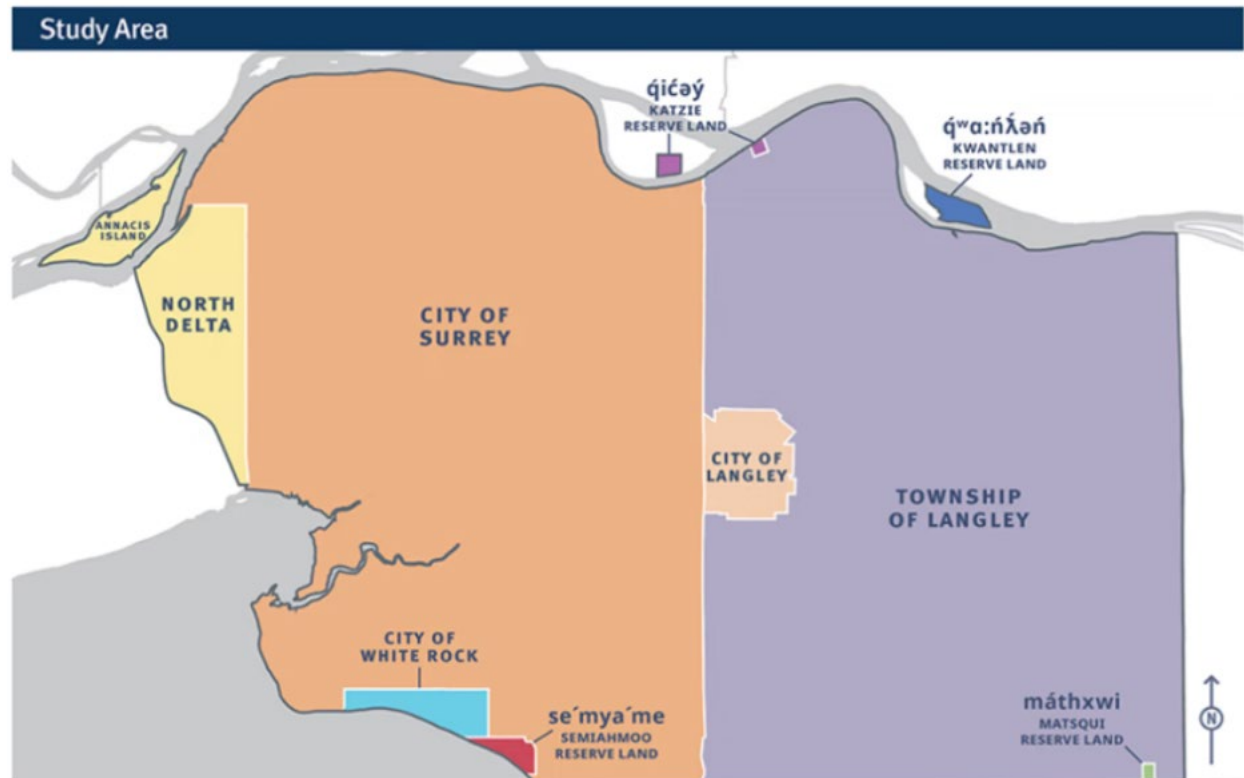
- [Study Area](#)
- [Project Scope](#)
- [Phase 1 Public Engagement](#)
- [Timeline](#)
- [FAQs](#)

The South of Fraser East Area Transport Plan (ATP) will help shape the future of transit, cycling, walking, and goods movement within communities southeast of the Fraser River over the next 15 years.

Guided by our regional transportation strategy, [Transport 2050](#), and its vision of 'Access for Everyone', the South of Fraser East ATP will help TransLink prioritize future investments in the transportation network, so that everyone can easily connect to the people, places, and opportunities they want to.

Study Area

This sub-region encompasses the cities of Surrey, White Rock, and Langley, the Township of Langley, and North Delta. The study area includes the traditional and unceded territories of several Indigenous Nations including qíçáy (Katzie First Nation), q̓'a:ńłəń (Kwantlen First Nation), máthxwi (Matsqui First Nation), and se'mya'me (Semiahmoo First Nation).



Project Scope

The South of Fraser East ATP will include actions and recommendations relating to transit, cycling, walking, and goods movement in the sub-region. Examples of possible actions include:

- Introducing a new bus route in an area of the sub-region where there isn't transit currently.
- Changing the routing of an existing bus route so that it connects to a new SkyTrain station.
- Working with local governments to improve accessibility around SkyTrain stations and bus exchanges so that people in wheelchairs, mobility devices, or using strollers can access transit.
- Supporting local governments to introduce new separated cycling paths on busy corridors that improve safety and comfort.

Since many of the actions included in the South of Fraser East ATP will require support from external partners to implement, we work closely with local, regional, and provincial governments throughout the ATP planning process.

Phase 1 Public Engagement

From February 9 to March 1, 2026, we invited anyone who lives, works, or travels through the cities of Surrey, White Rock, and Langley, the Township of Langley, and North Delta to help shape the community’s transportation future.

Thank you for your interest. This consultation has now concluded. Check back later this year for a report on our finding from Phase 1 engagement.

Timeline

2025/2026 • Phase 1: Identifying Issues & Opportunities • Interest Holder Engagement: Throughout • Public Engagement: Q1 2026 • First Nations Engagement: At key points in planning process	2026/2027 • Phase 2: Developing Draft Actions • Interest Holder Engagement: Throughout • Public Engagement: Q1 2027 • First Nations Engagement: At key points in planning process	2027 • Phase 3: Creating the Final Plan • Interest Holder Engagement: Throughout • First Nations Engagement: At key points in planning process
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FAQs

What is an Area Transport Plan?	+
Why is this plan focused on communities southeast of the Fraser River?	+
What is the planning process?	+
How is this plan different than transportation plans and priorities at the municipal level?	+
Who will implement the actions and recommendations in the South of Fraser East ATP?	+
How will South of Fraser East ATP actions and recommendations be implemented?	+

Project Video



South of the Fraser East Area Transport Plan: Phase 1 Public Engagement, Feb. 9 – March 1

Unlisted

T TransLink
8.84K subscribers

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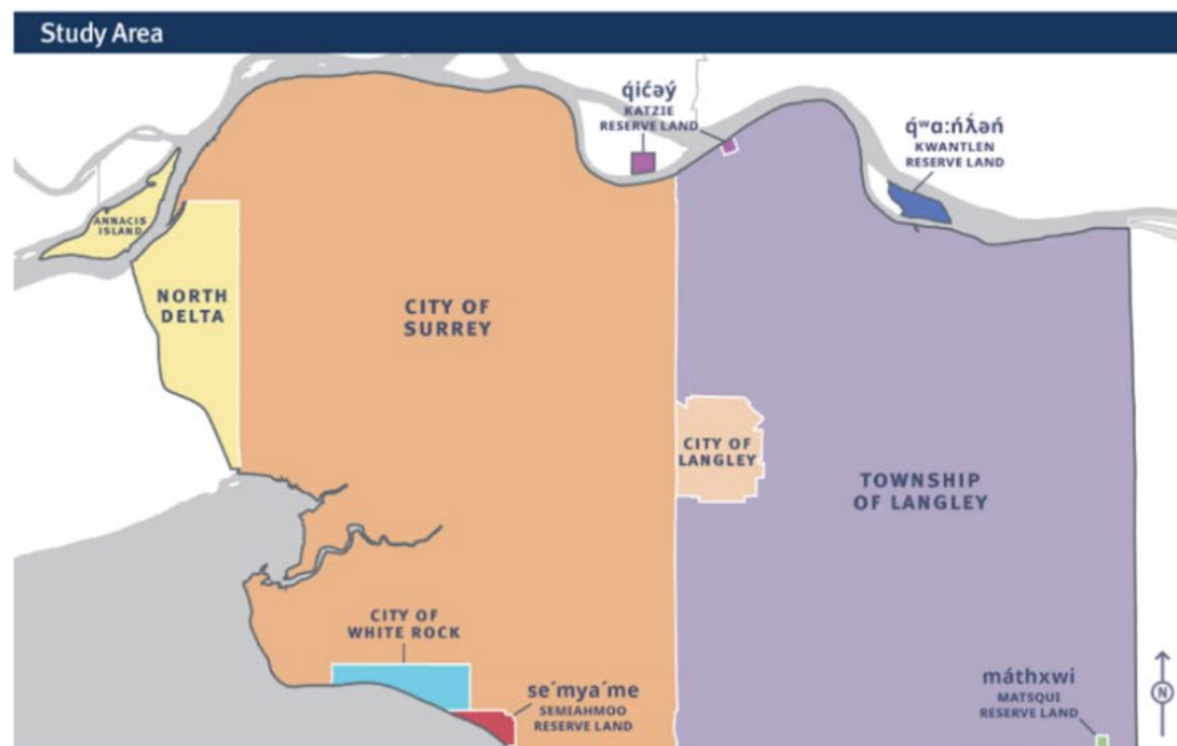
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News Release

February 9, 2026 - Media Release

Help shape the next 15 years of transit in the region's fastest-growing communities

TransLink launches public engagement for transit priorities in Langley City, Langley Township, North Delta, Surrey, and White Rock



NEW WESTMINSTER, BC – TransLink is inviting the public to help set the priorities that will shape the future of public and active transportation in some of Metro Vancouver's fastest-growing communities, with the launch of engagement for the South of Fraser East Area Transport Plan.

This plan will guide improvements over the next 15 years, including how the Surrey Langley SkyTrain will connect with the rest of the regional network. The plan will consider opportunities like new or expanded bus routes, improved service and reliability on key corridors, safety and accessibility upgrades, and better connections for cycling, walking, and goods movement.

Previous Area Transport Plans have directly guided the implementation of the [Frequent Transit Network](#), the launch of the [RapidBus program](#), and creating or improving Park and Rides across the system.

This is the first of two phases of public engagement, and it is open to anyone who lives, works, or travels through Surrey, Langley City, Langley Township, North Delta, and White Rock. This study area includes the traditional and unceded territories of several Indigenous Nations including q̓íçəy̓ (Katzie First Nation), q̓ʷɑ:ń̓x̓ən̓ (Kwantlen First Nation), máthxwi (Matsqui First Nation), and se'mya'me (Semiahmoo First Nation).

“Growth south of the Fraser is happening fast, and transit has to keep up in a way that matches how people actually travel,” says TransLink CEO Kevin Quinn. “This engagement is a real opportunity to influence what improvements come next, and where they’re needed most. We’re listening, and your feedback will help guide the plan and the priorities that follow.”

Significant growth and development have occurred across the study area since the last South of Fraser Area Transport Plan was completed in 2007. Today, many of the bus routes that serve the area cross municipal boundaries. To better reflect how travel patterns have evolved, the new plan will look at each community’s needs while also identifying shared challenges and opportunities to improve transit service and connections.

Area Transport Plans are a collaborative process that bring TransLink together with local governments, Indigenous Nations, community partners, and residents to shape shared priorities and guide future transit and transportation improvements.

The survey will be open from Monday, Feb. 9 to Friday, Feb. 27 at translink.ca/sofe. A second phase asking for feedback on the draft recommended actions will launch in early 2027.

More information:

[South of Fraser East Area Transport Plan](#)

Media downloads:

[South of Fraser East Area Transport Plan photos](#)

Media contact:

TransLink Media Relations

E: media@translink.ca

Sample Email Invitation

Good afternoon,

Early next year, TransLink will be launching engagement for the South of Fraser East Area Transport Plan (SoFE ATP). Area Transport Plans support and inform key planning processes such as the Regional Transportation Strategy and the Mayors' Council 10-Year vision which establish a region's long-term transportation vision, overall goals, targets, policy direction, and investment priorities.

The SoFE ATP will explore and aim to address the unique transportation, transit and infrastructure needs of this part of the region, focusing on bus service, cycling, walking and goods movement. The study area includes the Township of Langley and cities of Delta (specifically North Delta) and Langley, Surrey, and White Rock. It also includes the unceded and Traditional territories of the q̓íc'əy' (Katzie), q̓w̓ɑ:n̓λən (Kwantlen), máthxwi (Matsqui), and se'mya'me (Semiahmoo) First Nations.

Before we move into public engagement, we would like to work with key interest holders like yourself to find out what components of the existing transit network are serving you or your community's needs and where you may be experiencing gaps in service. We really value these insights and would love to hear your community's perspective.

If this is something you or your team will be interested in, please let us know. There are a number of ways we could engage with you and your team—whether through a one-on-one conversation, a small group meeting, or by sharing a short survey to gather your input.

Please let us know what format works best for you, and we'll follow up with next steps. In most cases we are able to offer a modest honorarium to your organization to recognize your time and contributions to this important planning process.

Warm regards,

Stakeholder and Community Relations

South of Fraser East Area Transport Planning Team

TransLink

400-287 Nelson's Court, New Westminster, BC, V3L 0E7, Canada

Sample Letter Invitation

Dear [Interest Holder Name],

My name is [contact name], and I'm reaching out on behalf of TransLink about a new transportation project: **the South of Fraser East Area Transport Plan (SoFE ATP)**. This plan will focus on **Transport 2050's theme of 'Access for Everyone'**. This shapes our approach: to hear from diverse voices, including those from Urban Indigenous communities.

Throughout February 2026, TransLink would like to connect with the urban Indigenous community and gather feedback in a way that suits you. This could include meetings with students or staff, whatever feels right and accessible for you.

Potential Engagement & Partnership:

We want our engagement to be a reciprocal process and hope to support your community. **We can provide \$500 for any event or partnership you choose.** Here are some ways that we have thought of, but we are flexible and open to your suggestions:

- TransLink could join one of your existing events with a booth.
- Host a short presentation or discussion with a leadership group or community group.
- Attend a community gathering and have a brief informal conversation to hear student feedback.
- We could also take any other approach that feels accessible and meaningful for your community.

Next Step: If you're interested, please email me. I am also happy to set up a quick call or a short Teams meeting if that is easier for you.

For more information about this project, please see the details below.

Thank you for your time and I hope to hear from you soon.

Warmly,

[Contact Name]

T: [telephone] **C:** [cellphone] **E:** [\[email\]](#)

MORE INFORMATION

Why this matters:

TransLink is committed to advancing social equity and reconciliation through our transportation planning.

The SoFE ATP will help us plan for growth and make sure our priorities reflect community needs, supporting reliable and sustainable transportation for the future. We want to hear from the Urban Indigenous community and others about needs, challenges, and

priorities for fair and accessible transportation, including bus service, cycling, and walking in Surrey, Langley, Delta, and White Rock.

About the project:

The South of Fraser East Area Transport Plan will guide transportation investments for the next 15 years, focusing on these areas:

- Bus services and transit experience
- Walking, rolling, and cycling routes
- Goods movement

This area includes the Township of Langley, North Delta, Surrey, White Rock, and the unceded territories of the q̓íc'əy' (Katzie), q̓wɑ:n̓l̓ən (Kwantlen), máthxwi (Matsqui), and se'mya'me (Semiahmoo) First Nations.

For more information, please visit www.translink.ca/plans-and-projects/strategies-plans-and-guidelines/area-transport-planning/south-of-fraser

Transportation planning is underway in North Delta, Surrey, White Rock, and Langley.

If you live, work, or play in these communities,
we want your feedback on how to improve bus
service and access to transit.



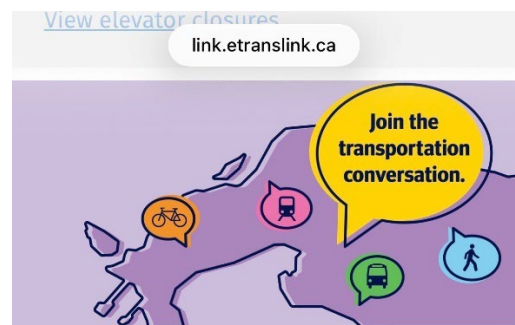
Take the survey at
translink.ca/SOFE



Wallet Cards



Social Media Posts



Help Shape Transit South of the Fraser

Have your say in the future of transit south of the Fraser River. Take our survey by March 1 and help guide improvements to transportation in the fastest growing area in Metro Vancouver.

[Give your feedback](#)

Appendix B – How We Engaged

Engagement Outreach and Activities

Engagement activities were carried out at a range of pop-up style community events and meetings with community groups at locations to reach people where they already work, live and gather. These events provided opportunities to share project information, answer questions, and collect feedback in person.

Date	Stakeholder	Location	Event Type	Audience	No. of Engaged Participants
October 09, 2025	KPU Cloverdale	KPU	pop-up	students & staff	30
November 07, 2025	Movement	online	virtual	Denis Agar, Aman Chadi, Nav Sharma	3
November 17, 2025	Langley Seniors in Action	Local Immigration Partnership Offices	board meeting presentation, in-person		6
November 23, 2025	Surrey Tree Lighting Festival & Holiday Market	Surrey Civic Plaza	community event with vendors, in-person pop-up	public	185
December 10, 2025	TransLink User Advisory Committee (UAC)	TransLink, Sapperton	hybrid virtual/ in-person	members of the User Advisory Committee are typically persons living with disabilities	16
December 13, 2025	Noel 2025	Cloverdale Fair Grounds	community event with vendors, in-person pop-up	public	33
December 14, 2025	Noel 2025	Cloverdale Fair Grounds	community event with vendors, in-person pop-up	public	28
January 21, 2026	Transit Operators	Hamilton Transit Centre	in-person	transit operators & supervisors	72
January 27, 2026	White Rock Accessibility Advisory Committee	White Rock Community Centre	In-person presentation	Members of the community Accessibility Advisory Committee including Councillors and persons living with disabilities	11
January 29, 2026	Transit Operators	Surrey Transit Centre	in-person	transit operators & supervisors	63

February 05, 2026	Transit Operators	Richmond Transit Centre	in-person	transit operators & supervisors	33
February 10, 2026	Seniors in Surrey - Guildford	Room MP#1 Guildford 15105 105 Avenue	focus group	seniors	12
February 10, 2026	Seniors in Surrey - Cloverdale	Cloverdale Recreation Centre - Room MP# 204/205 6188 176 Street	focus group	seniors	4
February 11, 2026	Seniors in Surrey - Newton (Punjabi presentation)	Newton Seniors Centre, Room 3	focus group	seniors	9
February 11, 2026	Guildford Recreation Centre	Lobby	pop-up	public	73
February 18, 2026	White Rock Community Centre	Lobby	pop-up event	White Rock community	16
February 18, 2026	Township of Langley Senior Advisory Committee	Virtual - teams link	presentation (virtual)	members of the community Seniors Advisory Committee	10
February 19, 2026	Walnut Grove Secondary	8919 Walnut Grove Dr, Portable 2. Walk to the main office to check in	focus group	Secondary students	28
February 19, 2026	Fraser Health/Surrey Memorial Hospital	Garden Walkway	pop-up event	Hospital staff/attendees	24
February 20, 2026	HUB Cycling	online	presentation	HUB Cycling South Surrey	2
February 22, 2026	Kekinow Housing - urban Indigenous community and Elders	Sohkeyah	pop-up event	Elders' Sunday Group	12
February 24, 2026	Peace Arch Hospital	Auxiliary space near entrance (across from MRI)	pop-up event	Hospital staff/attendees	15
February 25, 2026	Surrey Accessibility Leadership Team (SALT)	Cloverdale Sport & Ice Complex (6330 168 St, Surrey, BC	presentation (in-person)	Surrey Accessibility Leadership Team (SALT), which is made up of three members of the Accessibility and Inclusion team as	10

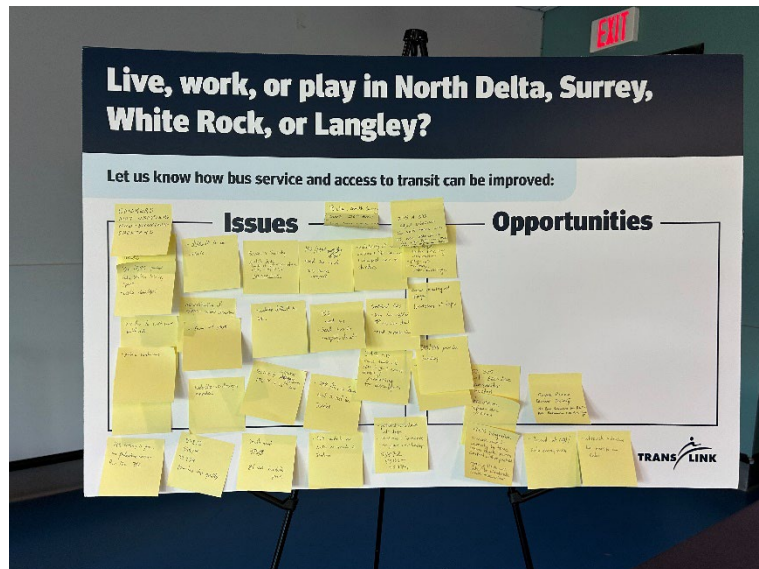
				well as community members with valued lived experience	
February 27, 2026	Skookum Surrey Engagement - Community Round dance Event (Dinner provided)	Newton Rec Centre - Room 4	pop-up event	urban Indigenous community - all ages	60
February 28, 2026	City of Langley Library	Check with staff upon arrival	pop-up event	Langley community members	27
February 28, 2026	George Mackie Library	Check with staff upon arrival	pop-up event	Delta community members	8
March 01, 2026	Gurdwara Sahib Brookside		pop-up event	Sikh Community	88
March 04, 2026	FRAFCA Culture Night	14727 108th	pop-up event		33
March 05, 2026	City of Langley Accessibility Advisory Committee	Langley City Hall Council Chambers	in-person meeting	City of Langley Accessibility Advisory Committee members	11
March 18, 2026	Langley Seniors in Action Hub Meeting	Langley Senior Resources Society (20605 - 51B Ave), in the Brock Douglas room.	in-person meeting	Coalition of community members representing various NGO's with seniors services	17
March 26, 2026	City of Delta Mobility and Accessibility Committee	Annacis Meeting Room	in-person meeting		10

Engagement in Photos

TransLink Booth at Surrey Tree-Lighting Festival



Guildford Seniors information and Feedback Session



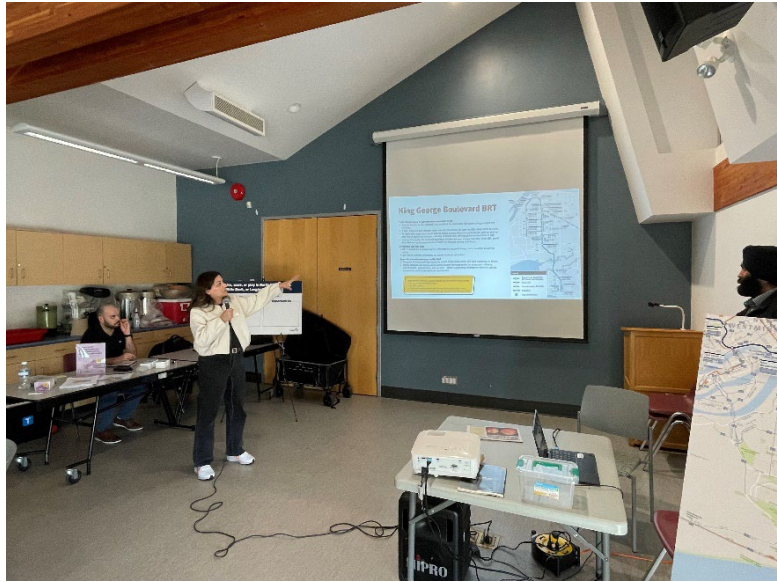
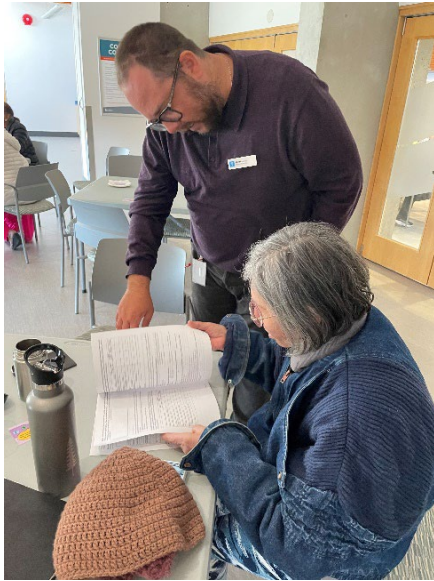
Gurdwara Sahib Brookside



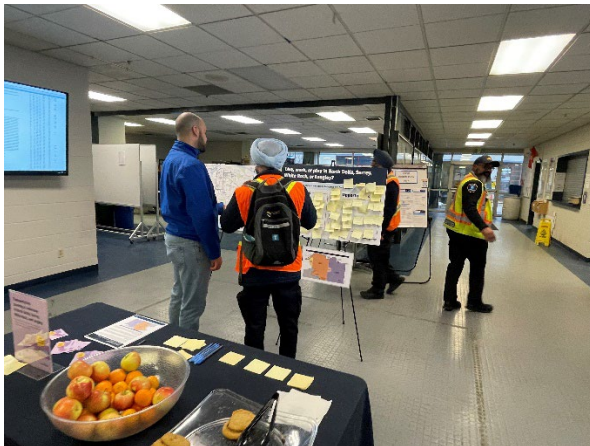
Walnut Grove Secondary School- Grade 11 Urban Studies Class



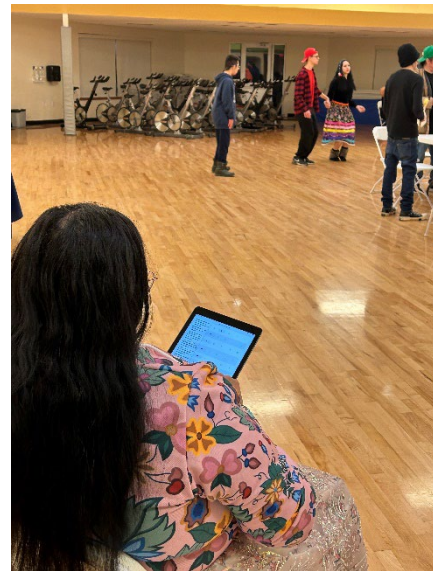
Newton - Surrey's Seniors



Surrey Transit Centre



Skookum Surrey Round Dance



Completing a survey on tablet

Engagement Tools

Display Boards

Display boards were used at in-person events and community locations to share information about the project and upcoming engagement opportunities. The boards provided an overview of the current transit network in the South of Fraser East area, highlighted key questions, and invited people to share feedback through the survey and online mapping tool.



Online and Paper Survey

An online survey, supported by paper copies at in-person events, gave community members an opportunity to share their experiences, priorities, and ideas related to walking, cycling, and accessing transit in the study area. The survey included a mix of multiple-choice and open-ended questions and was available throughout the engagement period to support broad participation.

TRANS LINK

South of Fraser East Area Transport Plan

Phase 1 Public Survey

English

Overview

The South of Fraser East Area Transport Plan (ATP) is a medium-term plan to improve how people move around their communities. The plan will help TransLink decide where to invest over the next 15 years and will look at:

- Bus services and the overall transit experience
- Walking, rolling, and cycling routes to transit stations and bus loops
- Goods movement

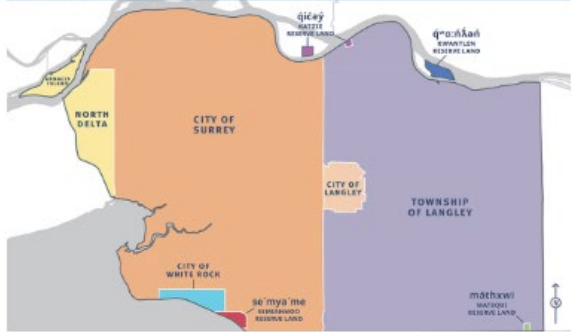
Where is the study area?

The study area includes the traditional and unceded territories of:

- q'qay (Kwaka'wakw First Nation)
- q'u'wsh'q'u'wsh' First Nation
- m'atsh'w' (Matsigen First Nation)
- se'mya'me (Squamish First Nation)

This includes the areas of North Delta, City and Township of Langley, the City of Surrey, and the City of White Rock.

Study Area



This plan will:

- Look at local bus routes and areas where bus service doesn't yet exist or where there isn't enough
- Look at where local buses need to be faster and more reliable
- Look at how routes connecting to transit stations and bus loops can be made safer for walking, cycling, and the use of small mobility devices like electric wheelchairs
- Support the safe movement of goods that communities rely on
- Support other regional plans, including [Transport 2022](#) (the Regional Transportation Strategy) and [Access for Everyone](#) (the 10-year transportation priorities for the region), and
- Guide future investment decisions.

Important Note:

The information requested via this survey is collected by TransLink for the purpose of gathering your feedback on the South of Fraser East Area Transport Plan. To the extent that any of this information is personal information, the collection is done in accordance with s. 25(1) of the Freedom of Information and Protection of Privacy Act. All information will be anonymized and aggregated prior to publication. Please direct any questions regarding the collection and use of this information to waterways@translink.ca

Next page

Online Mapping Tool - TransLink Listens

The screenshot displays the TransLink Listens web application. The top navigation bar includes the TransLink Listens logo, the URL translink.ca, a 'Post Projects' button, a search bar, and links for 'Login' and 'Register'. Below the navigation bar, the breadcrumb trail reads 'Home / South of Fraser East - Area Transport Plan'. The main content area is split into two sections. On the left is a map of the South of Fraser East region, showing various cities and towns including Vancouver, Burnaby, Coquitlam, Port Moody, Port Coquitlam, New Westminster, Maple Ridge, Langley, and Richmond. A red location pin is placed on the map near the intersection of Highway 1 and Highway 104. On the right is an 'Activity feed' section with a header '547 / 547'. The feed contains three entries, each with a user profile picture, a location pin icon, and a text description. The first entry is from user 'jmt1981' (2 months ago) with the text 'will go there, as well as the one already exist.' The second entry is from user 'jmt1981' (2 months ago) with the text 'Traffic backup for 10 mins am/pm commute because buses stack after the intersection so no one can get through.' The third entry is from user 'Nicholas' (2 months ago) with the text 'There is no 840 Brookwood School Special in the afternoon (if there's a service it should head back to Langley Centre)'. Each entry has a small heart icon and a plus icon for more options.