

# RAPIDBUS IS COMING!

SCOTT ROAD < > NEWTON



## R6 RapidBus for Scott Road Corridor

SEPTEMBER 20 – OCTOBER 8 2021  
ENGAGEMENT SUMMARY REPORT

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## About this Engagement Summary Report

This report summarizes the results of public and stakeholder engagement activities between September 20 - October 8 2021, including a public survey. The views represented in the public survey reflect the priorities and considerations of respondents. The reflections may not be fully representative of the views of the general public and other stakeholders as respondents self-selected to participate and therefore do not reflect a random sample.

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## TRANSLINK'S PRINCIPLES FOR PUBLIC CONSULTATION AND COMMUNITY ENGAGEMENT

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### **Integrate public consultation**

Public consultation will be integrated into the planning of all major capital projects, the development of all significant new policies, and all major planning processes.

### **Consider both local and regional perspectives**

When geographically specific projects have broader implications, perspectives from throughout the region should be sought in addition to local views.

### **Work with municipal partners**

Public consultation programs will be planned and implemented in cooperation with interested Metro Vancouver municipalities and other levels of government as appropriate.

### **Clearly define the parameters of the consultations**

When starting the public consultation processes, we will define the objectives, scope, and parameters of the consultations, noting which matters are subject to dialogue with the public and stakeholders.

This process will include estimated timing of any decisions, who the decision makers are and what criteria will be used in guiding these decisions.

### **Consult in advance of key decisions**

Public consultation will be undertaken well in advance of decisions made by the TransLink Board of Directors on major projects, policies, and programs, when options are still open to consideration.

The results of the applicable consultation process will be communicated to the board and the public for the board's consideration of the project, plan, or policy, either in a separate report or within a broader report to the board.

### **Be inclusive and accessible**

A range of opportunities and information in a variety of formats will be provided for meaningful public input, to ensure the process is appropriately inclusive.

Public consultation will be tailored in response to the needs of the public and stakeholders regarding the issue at hand. Activities may include, but will not be limited to, open houses, advisory committees, workshops, public forums, websites, and survey research.

A public consultation webpage will be identified on [translink.ca](http://translink.ca). This webpage will direct viewers to the appropriate areas of the website where public consultation reports, opportunities for feedback, etc can be accessed.

### **Ensure participants have the opportunity to provide informed input**

Public consultation requires informed participants. TransLink will ensure sufficiently comprehensive and accurate information in a variety of formats is available to participants in a timely manner, and that opportunities for interaction with TransLink representatives are provided, so questions can be answered as part of the information-sharing process.

### **Consider public input as advice**

Public input obtained through consultation processes is considered as advice to the SCBCTA Board of Directors and other decision makers. The Board will use this advice in its decision-making processes, in addition to technical, environmental, social, economic, and financial information, and other considerations deemed appropriate.

### **Inform participants about the results of the consultation process**

TransLink will report to the public on the results of its consultation processes in a variety of locations and formats and will demonstrate how public input has been used in its decision-making processes.

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## Executive Summary

As part of the Mayors' 10-Year Vision, TransLink is planning a sixth RapidBus line for the Scott Road Corridor between the municipalities of Surrey and Delta.

The R6 RapidBus will bring faster, more frequent, and reliable service to the Scott Road corridor. In partnership with the cities of Surrey and Delta, TransLink is working with local communities, businesses, and residents to bring RapidBus and significant safety improvements to one of the busiest transit corridors in the region.

In addition to technical analysis and design, TransLink and the cities of Surrey and Delta sought to gather input.

The cities of Surrey and Delta alongside TransLink have worked together to develop the engagement approach and strategy for the R6 RapidBus. The strategy and corresponding tactics were then approved by all three agencies through joint project governance. TransLink led the public engagement activities on behalf of the project with support from the municipalities.

During the public engagement period from September 20th to October 8th, 2021, a variety of engagement opportunities enabled individuals to provide feedback online, including through a survey and two virtual open houses.

Over the three-week engagement period, the R6 engagement website received 1715 visitors, of whom 1036 visitors completed surveys. 2300+ comments were also received through the survey. Surrey and Delta residents made up the majority of engagement participants, though there was also participation from elsewhere in the region. Participants were diverse and representative of the corridor itself.

The public survey results showed strong support for the transit-priority measures proposed, as well as support for RapidBus on the Scott Road Corridor across all different segments of the population. Many participants also observed that the design of

The engagement survey sought feedback on various aspects of the R6 RapidBus corridor design, categorized into three theme areas:

- **Transit Priority & Street Redesign**
- **Customer Experience**
- **Access**

the project created an opportunity to make the road safer for all users.

When asked about public art on the corridor, Survey respondents want to see local history, incorporating Indigenous themes and culture, or the local South Asian community. The public also provided support for other customer experience and stop amenity opportunities including lighting, wayfinding and bike racks.

Lastly, regarding connections and access, survey respondents preferred the R6 RapidBus to interface well with other travel modes and other transit routes. Survey respondents travel along the corridor for a myriad of different reasons and key destinations for customers along the corridor included Scott Road/72 Ave, Scott Road/80 Ave, Scott Road/Nordel, KPU, Scottsdale Exchange, Newton Athletic Park, Strawberry Hill.



# 1. Background

As part of the Mayors' 10-Year Vision, the R6 RapidBus will bring faster, more frequent, and reliable service to the Scott Road corridor. In partnership with the cities of Surrey and Delta, TransLink is working with local communities, businesses, and residents to bring RapidBus and significant safety improvements to one of the busiest transit corridors in the region.



## 1.1 What is RapidBus?

When implemented, R6 RapidBus customers will enjoy a service that's at least 20% faster than local bus service. Time-savings will be achieved by introducing bus priority on roadways, such as dedicated bus lanes, signal priority, street redesigns, all-door boarding, and less frequent stops.

Currently, there are five RapidBus routes across the region. R1 serves customers along the King George corridor in Surrey, R2 along Marine Dr from West Vancouver to North Vancouver, R3 along Lougheed Hwy from Maple Ridge to Coquitlam, R4 along 41st Ave in Vancouver and R5 along Hastings Street in Vancouver and Burnaby.

RapidBus routes run at least every 10-minutes during peak times and 15-minutes during off-peak. They're available every day of the week from 6 a.m. to midnight. Stops are spaced approximately one kilometre apart and customers can board through all doors.

RapidBus features better customer amenities such as more sheltered stops, real time information and even more comfortable seats! Where permitted, customers also have accessibility features, such as text-to-audio functionality of the digital bus-arrival information and tactile pads.

## TRANSIT PRIORITY

**Making your journey faster and more reliable.**

We're proposing changes along Scott Road and 72 Avenue to make the bus faster and more reliable, to improve safety for all road users, and support traffic flow. This map shows where transit priority measures are proposed to be introduced along the corridor.

Transit priority measures introduced for RapidBus can also be used by other buses on the corridor. All R6 stops will be accessible for persons using mobility devices. Most transit priority can be summed up primarily into two new features: **bus lanes** and **in-lane stops**.



## BUS LANES

**Bus lanes make journeys faster and more reliable for passengers.**

When proposing a new bus lane, it's important to consider the impacts to all types of traffic. In the proposed R6 designs, where there are curbside bus lanes, in most cases they can also be used by any vehicles making right turns. This maintains traffic flow and access to businesses on the corridor.

Throughout the corridor, two lanes of traffic are maintained in each direction for other vehicles. There are two ways we've been able to accommodate a bus lane:

- **Repurposing an existing lane, where there are now three lanes in the same direction**
- **Slimming existing lanes to make space for a new bus lane**

At certain pinch points, we'll widen the road slightly to make sure the bus lanes are continuous.





## BUS LANES *continued*

Throughout the corridor, two lanes of traffic are maintained in each direction for other vehicles. There are two ways we've been able to accommodate a bus lane:

- Repurposing an existing lane, where there are now three lanes in the same direction (ex. 1, below).
- Slimming existing lanes to make space for a new bus lane (ex. 2, below).

Example 1: Repurposing an existing third lane to accommodate a bus lane.



Example 2: Lane slimming to accommodate a new bus lane.

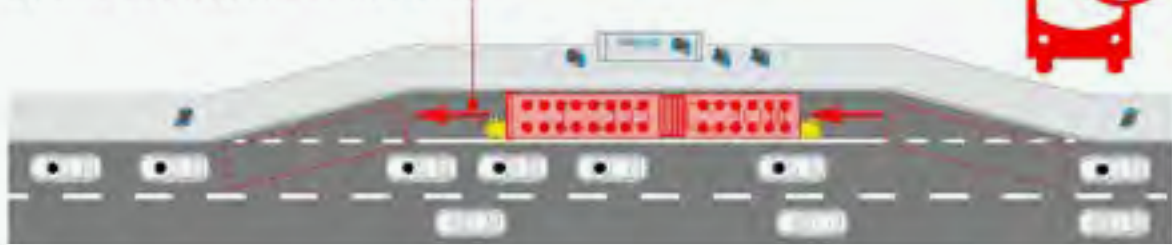


## IN-LANE BUS STOP

An in-lane stop allows the bus to stay in the travel lane to pick up and drop off customers. The benefit of an in-lane stop, compared with a pull out stop, is that it removes the delay caused when buses must merge in and out of traffic when picking up and dropping off passengers. In-lane stops also create more sidewalk space for buses to deploy ramps, meaning all R6 stops will be accessible.

### PULLOUT BUS STOP

**Buses become delayed** waiting for a gap to re-enter traffic. A bus full of people can be delayed by cars carrying one or two people.



### IN-LANE BUS STOP

**In-lane stops** mean buses stop in the travel lane and do not have to re-enter traffic. **More space** is available for shelters and landscaping for passenger comfort.



## 1.2 RapidBus for Scott Road

### CORRIDOR CONTEXT

- **Scott Road is the busiest transit corridor south of the Fraser** and the second fastest growing route in the region.  
**The current 319 route was the 4th busiest bus route in Metro Vancouver in 2020.**
- We know **congestion is increasing** in our region. A roundtrip on the 319 was **10% slower** in 2019 than it was in 2015.
- Buses along Scott Road, comprise 1-2% of all vehicles on the corridor yet **move 24-42% of the people.**

### Route Selection

The route was carefully selected to ensure it met demand, provided convenient access to key destinations and connections to other buses along the corridor.

**This route also connects Surrey and Delta residents to: the SkyTrain, commercial areas on Scott Road and in Newton, and schools such as Kwantlen Polytechnic University.**

### Stop Selection

- The R6 is a limited-stop service, making it faster than local services.
- The R6 will stop about every 800 metres to reduce travel times.
- Destinations on the corridor are no more than a five minute walk from an R6 stop.
- Route 319 will remain in place to provide frequent local service. The 319, along with the 12 other routes that run on this corridor, will also benefit from the street changes, so will experience faster and more reliable travel times.



## 1.3 Anticipated Benefits to the Scott Road Corridor

Scott Road is a busy corridor, with lots of people using it in different ways. This includes walking, rolling, biking, driving, and riding. Implementation of the R6 will enable TransLink and the cities of Surrey and Delta to provide additional measures or amenities that further benefit the community, **including:**

### 1. Improving safety for all road users

This means adding new pedestrian crosswalks, supporting safer driving speeds, and making intersections safer.

### 2. Pedestrian & cycling comfort and convenience

New paths, new crosswalks, and improved sidewalks and lighting will be added along Scott Road.

### 3. Bus travel time savings

To make the RapidBus faster, we're making changes to the streets to improve travel times. This includes bus lanes, queue jumps, and in-lane bus stops.

### 4. Traffic flow and goods movement

Scott Road is an important driving connection for personal vehicles, goods movement and industrial vehicles. The street designs we've developed present minimal impact to drivers. In some cases, we even improve traffic flow and travel times for people in motor vehicles.

### 5. Access to businesses and residences

Scott Road is an important commercial corridor with access to businesses throughout. While some driveways may need to be adjusted, most property access points are unchanged.

### 6. Streetscape - Trees & Landscaping

The RapidBus project will include landscaping elements along the Scott Road and 72 Avenue corridor. This includes identifying locations for additional trees, shrubs or other greenery as part of R6 construction. In the case where a tree must be removed for construction, two trees will be planted to replace it. These are typically planted in the central median of the road, or in the planting strips beside the sidewalk.

An overall corridor greening plan is being developed by Surrey, Delta and TransLink, which will guide tree planting and landscaping for this project as well as future municipal projects on the corridor.





## 1.4 Current Planning Work to bring RapidBus to Scott Road

### SPECIFIC LOCATION DESIGNS

This section provides more detail on the proposed designs at specific locations on the R6 corridor.



*KEY: Red = Bus lanes. Pink = Shared pedestrian and cycle path.*

### SCOTT ROAD AT OLD YALE ROAD

The area of Scott Road at Old Yale Road is an example of where a bus lane can be accommodated by repurposing an existing third lane (see “Repurposing an existing third lane to accommodate a bus lane”, on page 5).



**SCOTT ROAD AT NORDEL WAY**

The intersection of Scott Road and Nordel Way is an example of where a new bus lane can be accommodated by slimming down existing travel lanes that are wider than standard (see “Lane slimming to accommodate a new bus lane”, on page 5).



## SCOTT ROAD AT 72 AVENUE

On Scott Road and 72 Avenue, the R6 RapidBus bus lane will run in the centre of the road, and southbound customers will board from an island-style stop. A centre-running bus lane will enable the R6 RapidBus to make the southbound left turn from Scott Road to 72 Avenue efficiently.

The centre-stop island will provide a large, comfortable and safe waiting area with more space for queuing, a bigger shelter, and railings for added safety and comfort. New signalized crosswalks will provide easy, safe, convenient access from both sides of Scott Road.

We're also improving traffic flow and safety by changing the intersection to include left-only signal phases to reduce left-turn collisions. The southbound left turn bay will also be lengthened to improve traffic flow and safety.

Centre-running bus lanes and centre-stops are used across North America to provide faster transit and comfortable waiting environments, including in the following cities: Washington, DC, Seattle, Washington; San Francisco, California; and many others. In fact, this design was previously used in Metro Vancouver. Before it was replaced by the Canada Line, the 98 B-Line used centre-running bus lanes and centre-stops in Richmond.

*Centre-running stop for 98 B-Line in Richmond, early 2000s*



*Median busway in Richmond, Virginia*

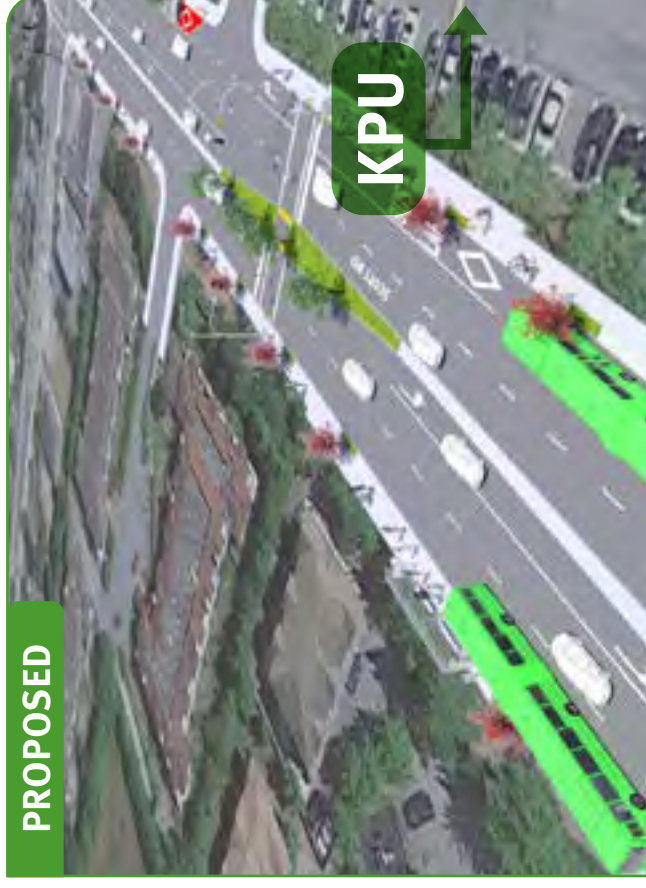


**CURRENT****PROPOSED**

### SCOTT ROAD AT 72 AVENUE

On Scott Road and 72 Avenue, the R6 RapidBus bus lane will run in the centre of the road, and southbound customers will board from an island-style stop. A centre-running bus lane will enable the R6 RapidBus to make the southbound left turn from Scott Road to 72 Avenue efficiently.





### KWANTLEN POLYTECHNIC UNIVERSITY

At Kwantlen Polytechnic University we're adding an eastbound bus lane by repurposing an existing third lane, creating a new stop closer to the new 'front door' of the KPU campus, and widening the road to make a queue jump. We worked with KPU campus planners to understand where best to place the stop.

The stop will be located on 72 Avenue between 126 and 128 Streets. The location was chosen to provide good accessibility to KPU, to other bus routes on 128 Street, and to Princess Margaret Secondary School.

A new crosswalk will make it easy to reach the bus stop on the north side and improve pedestrian safety.



## 2. Engagement – what we did

### 2.1 Overview

#### Overall objectives of engagement

Public and stakeholder engagement had a twofold approach, to both **inform** and to **consult**.

Objectives:

- Create awareness of the RapidBus brand and benefits across the Region and among the local community.
- Receive input on the project design through the engagement process and inform the community of the benefits of transit priority changes.

#### QUESTIONS FOR ENGAGEMENT

While many of the decisions about the introduction of RapidBus are fixed due to technical, financial, and jurisdictional considerations, we were able to define a number of areas in which public feedback would be important to hear. These could be categorized into three theme areas:



##### Transit Priority & Street Redesign



##### Customer Experience



##### Access

*The design of the public survey aimed to gather feedback in these important areas. To view the complete survey, please see Appendix C, page 37.*

#### WHO WE REACHED



##### DIGITAL APPROACH

Due to COVID-19 public health orders, all TransLink engagements, including the R6 public engagement were held virtually. An online survey was created to gather customer feedback.

This approach was supplemented by on-site signage at all bus stops along the existing 319 route, mailed postcard drops to households and businesses along the corridor, email and voicemail communications to corridor stakeholders, and marketing at key bus stops and billboards on the corridor.



##### LANGUAGE

A demographic review and census data indicated that up to 20% of the households do not speak English along parts of the corridor, and that a strong majority of those people speak Punjabi. Postcards were mailed to all those along the route, and included both English and Punjabi information about the project and how to get involved in the engagement. Based on the demographic questions asked within the survey, we can confidently say we have reached Punjabi customers.

## 2.2 Meetings with Key Partners - The Public Affairs External Working Group

Early in the project, we established a project Public Affairs External Working Group. This group comprised of representative organizations from communities that the R6 RapidBus will serve. These key community representatives also helped the project team understand local challenges and concerns.

The membership of this advisory group grew over the course of the project as we learned of additional community partners who were eager to provide their input. This group met every three or four months to provide their ongoing guidance. In partnership with the cities of Surrey and Delta, TransLink chaired this group.

### **The membership of the Public Affairs External Working Group included:**

- Kwantlen Polytechnic University (KPU) Surrey
- Downtown Surrey BIA
- Newton BIA
- South Asian Business Association (SABA)
- Delta Chamber of Commerce
- Pacific Community Resources Centre (PCRS)
- Progressive Intercultural Community Services Society (PICS)
- Surrey Board of Trade
- SFU (Surrey Campus)
- Milieu Family Services
- Delta Community Living Society

**The members of the Public Affairs External Working Group were invaluable in introducing TransLink to other community members that had interest in this project and shared project messaging with their own clients, members, staff, and volunteers.**

## 2.3 Meetings with Key Stakeholders

Prior to public engagement, meetings were scheduled with a number of key stakeholders along the corridor to provide background on the project, any implications for the specific circumstances, and an opportunity to discuss any areas of concern with the proposal. The focus was on any areas of the corridor with any physical impacts on property and business access, accessibility, safety and the streetscape environment.

Discussion among these various stakeholders helped TransLink fine-tune the recommendations prior to the public engagement.

Milieu Child & Family Services	Feb 11, 2021
KPU Surrey	Feb 11, 2021
Delta Community Living Society	Feb 12, 2021
Surrey Board of Trade, Transportation Committee	Feb 23, 2021
SFU Surrey	Feb 23, 2021
BC Trucking Association	Mar 11, 2021
CMBC Operators on Route 319	Mar 17, 2021
Kennedy Heights Mall (Management Company)	June 24, 2021
SFU Surrey Student Society	July 06, 2021
Shell Station, 96 Ave at 120 St.	July 07, 2021
Strawberry Hill Mall (Management Company)	July 07, 2021
Scott 72 Centre (Management Company)	Aug 09, 2021
Deltassist	Aug 17, 2021
Surrey Vision Zero Action Team	Aug 25, 2021
Delta Mobility and Accessibility Committee	Sept 08, 2021
TransLink User Advisory Committee	Sept 08, 2021
Surrey Measuring Up Committee	Sept 31, 2021
KPU Leadership Team	Oct 07, 2021
HUB Cycling- Delta Chapter	Nov 16, 2021*
HUB Cycling- Surrey/White Rock Chapter	Nov. 18, 2021*

*\*Some of these meetings occurred after the public consultation period closed, however their recommendations will still be submitted as part of the overall engagement.*

## 2.4 Public Engagement and Notification

Engagement materials were developed by TransLink with oversight from our partners at the City of Surrey and City of Delta. Notification of the public engagements were carried out in the following ways:

### WHAT WE DID

- **26,535 Engagement Information Postcards** were delivered to 2497 business and 24,038 homes via a bilingual postcard.
- **469 Emails** sent by TransLink to approximately 305 businesses, 49 social services and community organizations, 32 faith organizations, and 83 educational institutions along Scott Road/72 Avenue.
- **450 CNIB Voice & e-blasts** TransLink partnered with the Canadian National Institute of the Blind to distribute voice calls, and e-mail blasts to roughly 450 CNIB clients in the postal codes surrounding the Scott Road corridor.
- **Transit Shelter Ads** Advertising space on existing bus shelters was utilized along the corridor to share engagement posters with the public.
- **Digital Ads ran across six channels:** Google Search, Google Display, Facebook, Instagram, Twitter and LinkedIn.
- **Bus Stop Signage** was posted at all existing Route 319 stops to advise people of the engagement.
- **Social Media** Posts were shared on TransLink's social channels, including: the Buzzer blog, Instagram, Twitter, and Facebook. Project partners, the City of Surrey and City of Delta, amplified the reach with their own posts on social media. Mayors and Councillors from both cities were also provided messages and images that they could share with their constituents.



**6 advertisements** about the engagement ran in the following newspapers:

Surrey NOW Leader	September 23, 2021
Surrey NOW Leader	September 30, 2021
Delta Optimist	September 23, 2021
The Peak (SFU)	September 20, 2021
Sach Di Awaaz	September 24, 2021
Sach Di Awaaz	October 1, 2021

- **TransLink Website** Information about the project and the engagement, including the survey, was posted to the project website, [translink.ca/R6](https://translink.ca/R6). This is where all channels pointed.



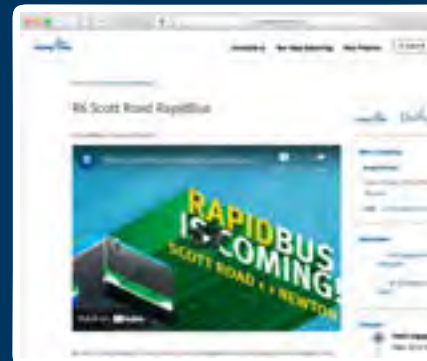
## 2.5 Engagement Activities

COVID-19 necessitated a virtual engagement process, which included:

### PROJECT WEBSITE

Project information and engagement materials were hosted at <https://engagetranslink.ca/r6> and included the following:

- Overview video
- Frequently Asked Questions
- Project Contact information
- Link to the online survey
- Registration information for the two online open houses
- Downloadable project presentation boards and project backgrounder
- Project Timeline
- Other project videos “What are in-lane stops?” and “Visualization of proposed changes to the Scott Road Corridor”



### PUBLIC SURVEY

The online public survey sought feedback regarding various aspects of the proposed project, level of support for the various transit priority measures (lane slimming, bus bay infills, left turn restrictions, bus lanes, advance signals for buses), ideas for specific amenities they would like to see at stops (in addition to the standard suite of amenities for R6), any opportunities for public art and the nature of that art, and feedback regarding preferred location of stops within cross-streets.

The survey also asked demographic questions to help TransLink understand the feedback as it relates to respondents' geographic locations, gender, ethnicity, household income, and connection to the corridor.





## Engagement Activities continued...

### ONLINE OPEN HOUSES

On Wednesday September 23rd (6-7 pm) and on Saturday, September 25th (10-11 am), online (MS Teams) open houses were held; 17 people registered and 5 people attended the two workshops. During the open houses, TransLink's Manager of RapidBus Expansion for the Transit Priority Program, Jeff Deby delivered an overview presentation of RapidBus for Scott Road, then answered questions live from participants, through a facilitator-led question-and-answer session. We observed that public interest and uptake on these sessions was low. This is likely owing to the media coverage of the federal election during this same week and that the project is generally welcomed by the community, as can be seen from the survey results.

**WE WANT TO  
HEAR FROM YOU!**  
Have your say from  
Sept 20 – Oct 8, 2021  
[translink.ca/R6](https://translink.ca/R6)



### EMAIL

A dedicated project email ([RapidBus@translink.ca](mailto:RapidBus@translink.ca)) was established to monitor public inquiries and feedback. This email address was included in presentation materials and on the project website as an additional way to connect with the project team and submit feedback. Feedback from this email address was also provided to the project planning team.

A copy of all these engagement materials can be found in Appendix B, page 34.

## 2.6 Participation by the Numbers

- R6 engagement website received 1715 visitors, of whom 1036 visitors completed surveys
- 2300+ comments received through the survey
- 20 individual meetings with stakeholder groups
- Visitors downloaded engagement materials from the site:
  - 51 downloads of the engagement boards and,
  - 62 downloads of the backgrounder
- 5 inquiries or submissions received by email

## 3. Results – what we heard

### 3.1 Public Survey Results

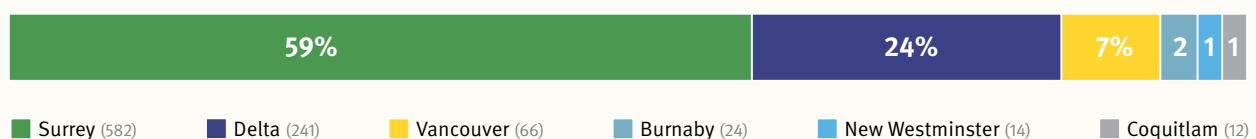
#### KEY FINDINGS FROM THE PUBLIC SURVEY INCLUDE:

- **The majority** of respondents **strongly support** the proposed transit priority.
- **The overwhelming majority** of respondents were from **Surrey and Delta**.
- Surrey and Delta residents **strongly support the proposed transit priority**.
- **Most respondents take the bus frequently**.
- Frequent bus riders strongly support the transit priority, and **the majority of people who seldom/never ride the bus also support it**.
- **Even the majority of people who drive frequently**, and those who seldom or never ride the bus **support the transit priority**.

#### WHO WE HEARD FROM

59% of responses were from **Surrey** residents, and 24% of responses were from **Delta** residents.

##### Where do you live?

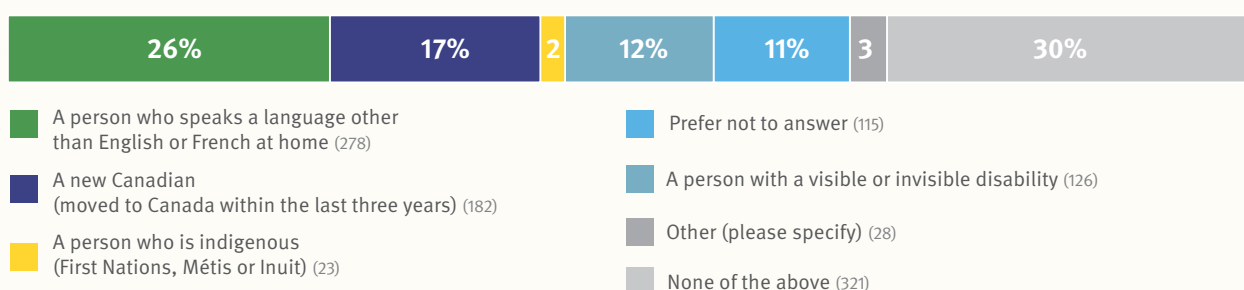


6% (49 respondents) live throughout the rest of the lower mainland

(Richmond, Langley, White Rock, North Vancouver, Port Moody, Maple Ridge, Port Coquitlam, Belcarra, Pitt Meadows, West Vancouver & other)

We heard from a diverse group, including **New Canadians (17%)**, and people who speak languages other than English in the home (**27%**).

##### I identify as...



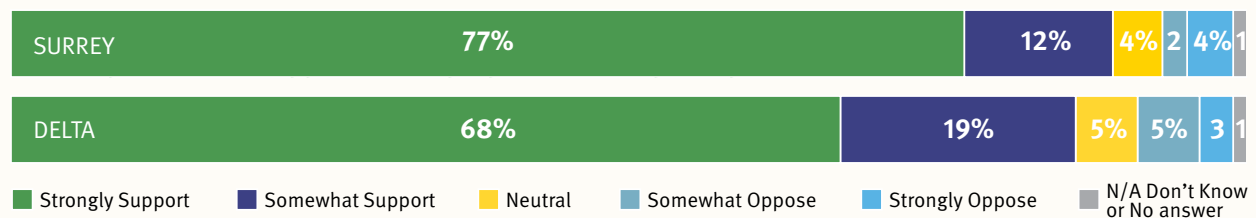
## WHAT WE HEARD: Support for Transit Priority

The majority of respondents (**90%**) **support** or strongly support the transit priority proposed, with the majority (**76%**) **strongly supporting**.

What is your level of support for the proposed **transit priority** measures on the Scott Road corridor?

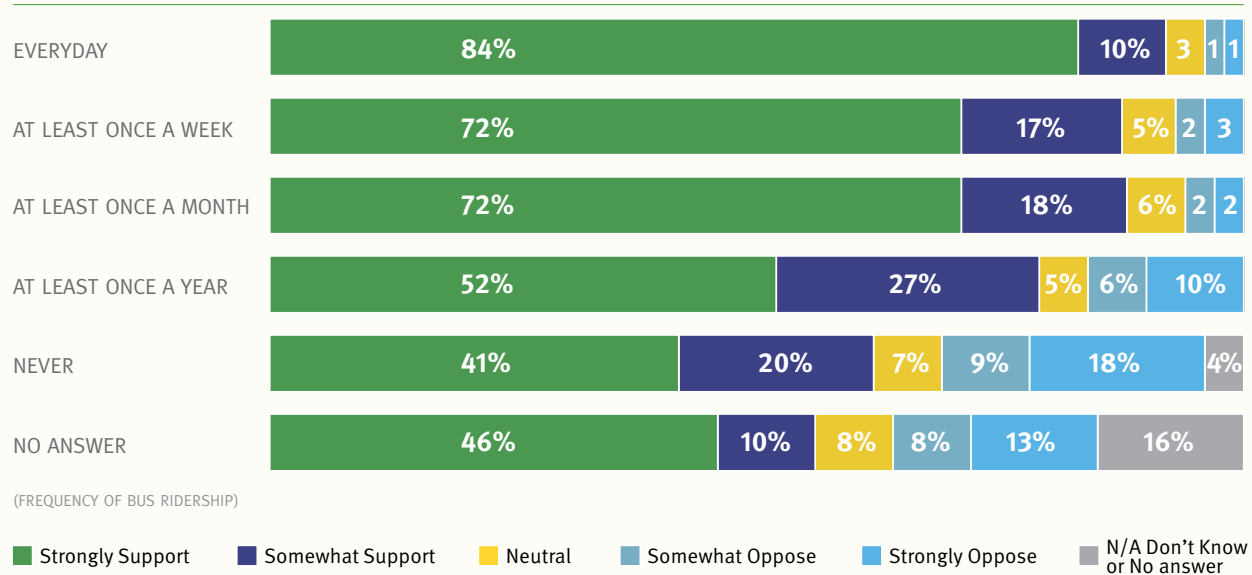


**90%** of Surrey residents and **87%** of Delta residents support or strongly support the transit priority.



**94%** of people who ride the bus everyday support or strongly support the transit priority, and the majority of people who never ride (61%) the bus also supporting or strongly supporting.

Support for transit priority by **frequency of bus ridership**



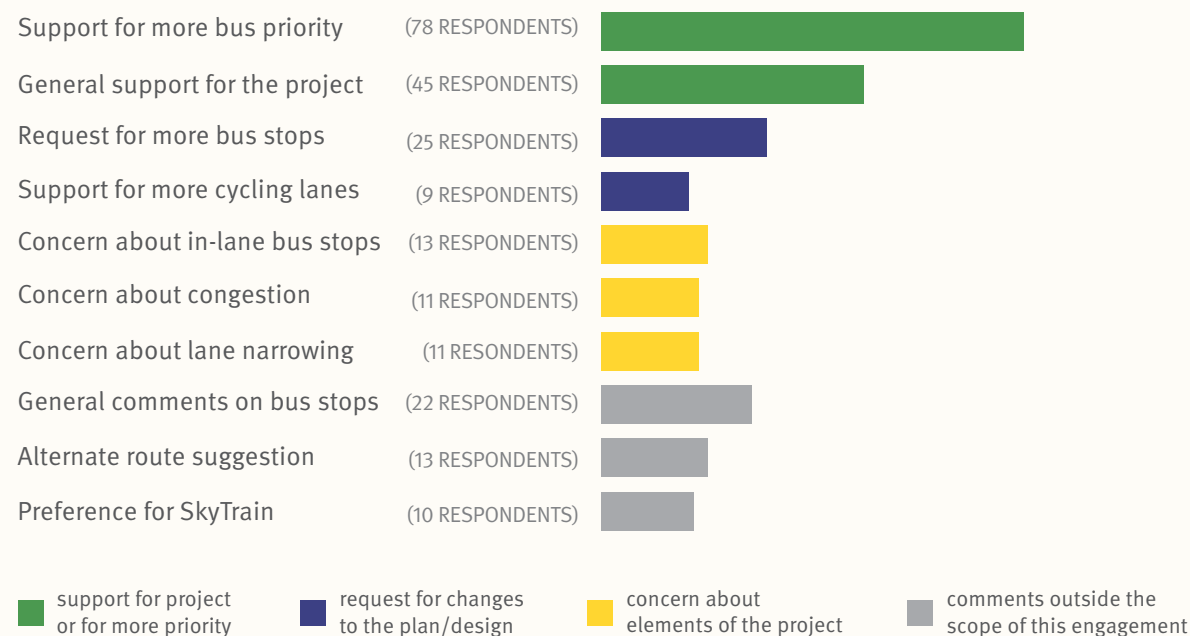
## 3.2 Online Responses - Key Themes

Key themes from write-in comments include **support for the transit priority proposed**, suggestions for more bus lanes, bus stops, or bus priority, and comments on bus operations.

The largest number of written responses indicated general support (45 respondents) for the project or a request for more transit priority (78 respondents). While the majority of responses were positive, the most common concerns expressed were:

1. **Concern that in-lane stops would increase congestion (13 respondents)**
2. **Concern that the project in general would increase congestion (11 respondents)**
3. **Concern about the safety impacts of lane narrowing (11 respondents)**

### Top 10 themes for transit priority

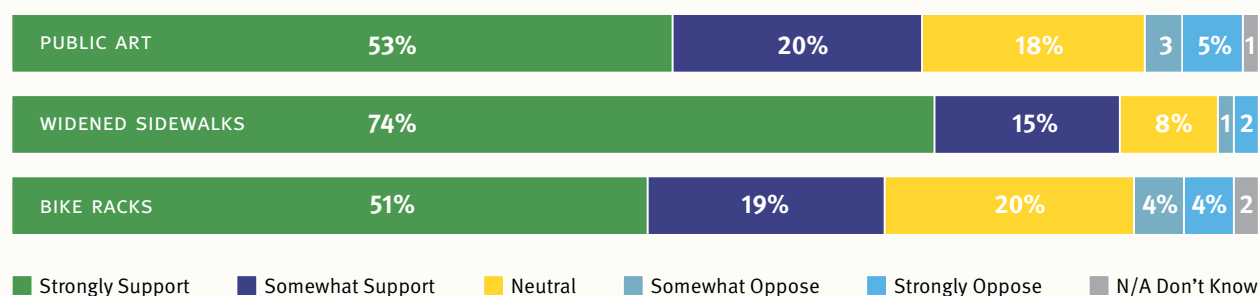




## WHAT WE HEARD: Customer Experience

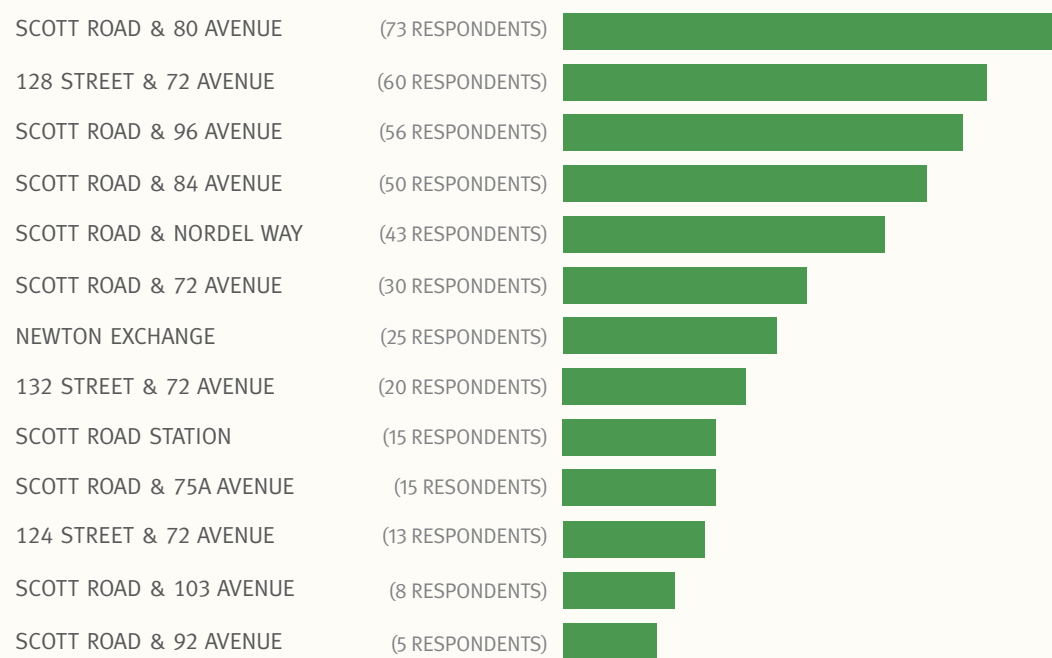
Respondents showed strong support for additional amenities at bus stops. The majority of respondents were in favour of public art, widened sidewalks, and bike racks at stops.

### What amenities would you like to see at bus stops?



When asked about where amenity improvements might be located, respondents favoured some of the busier stops, including **128 Street (near KPU), 80 Ave, 96 Ave, and 84 Ave.**

### At which stops should amenity improvements occur?



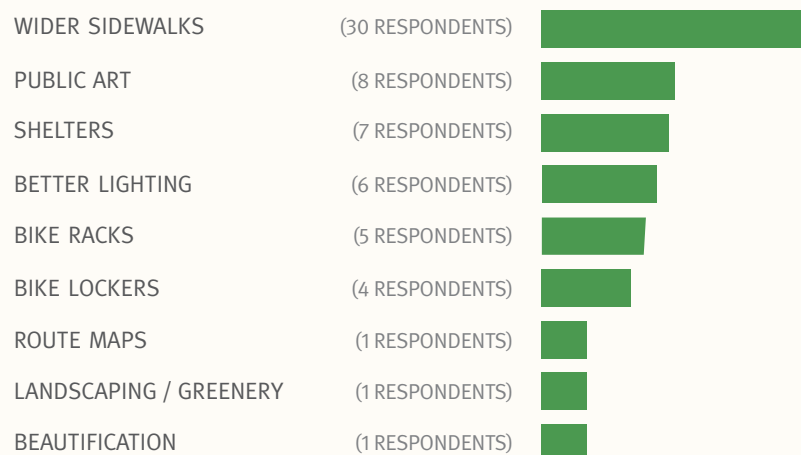
### WHAT WE HEARD: Customer Experience continued

There were approximately 250 comments that explored the customer experience at or approaching stops, including:

- Lighting/ well-lit
- Signage and wayfinding
- Bike racks/locker facilities
- Clear signage and wayfinding/ route maps
- Wider sidewalks and accessible approaches
- Suitable seating and spaces for accommodating mobility devices within shelters
- Paving markers for boarding queues
- Senior priority

The most requested stop improvement was wider sidewalks, by a wide margin, next, public art, bus shelters, better lighting, and bike racks.

#### What amenity improvements would you like?



#### Opportunities for Public Art

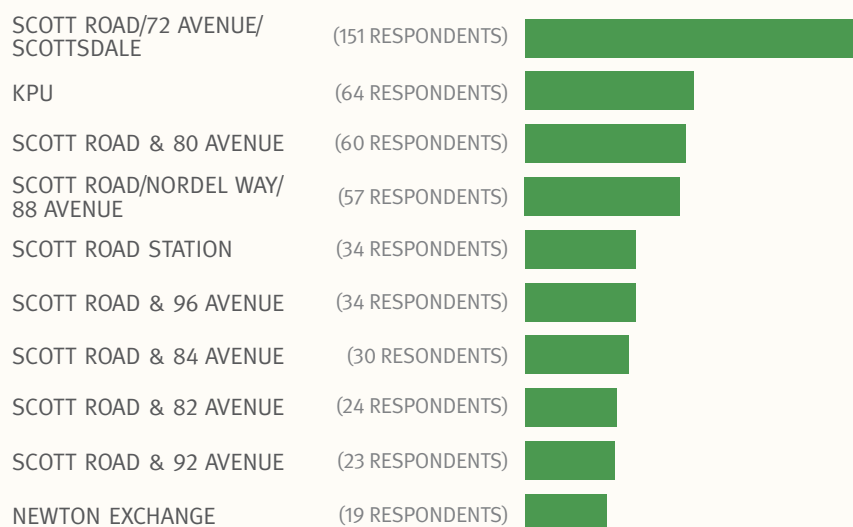
There were over 300 ideas submitted for the question of how you would like to see public art reflected in the corridor. The most prevalent of these ideas included interpreting local history, engaging local artists, incorporating Indigenous themes and culture, incorporating art and symbols of the local South Asian community, and lastly interpreting the natural environment. Others supported establishing a unique character for the corridor and pride of place, involving youth artists, thinking about art in all its facets (visual, tactile, kinetic, audible/musical).

## WHAT WE HEARD: Access

Respondents were asked about their most important destinations on the corridor to help determine the location of stops within cross-streets. The intent was that, where feasible, stops would be located to provide easy connections to important destinations. Most respondents indicated the intersection the destination was at, not the destination itself. While this does not directly impact the location of stops themselves, it does indicate that the stops at Scott Road/72 Ave KPU, 80 Ave, and Nordel Way are important destinations that will need to be carefully considered for connections to major destinations.

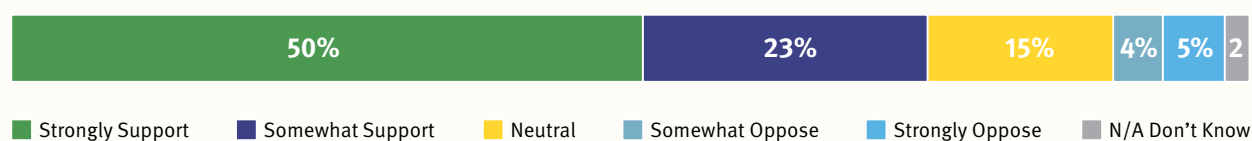
From over 450 comments we were able to understand that key destinations for customers include Scott Road/72 Ave, Scott Road/80 Ave, Scott Road/Nordel, KPU, Scottsdale Exchange, Newton Athletic Park, Strawberry Hill. Survey results show that the corridor supports users travelling for many different purposes - going to work, attending school, shopping, keeping appointments, attending faith or cultural activities.

### Top 10 destinations on the R6 corridor



The majority of respondents support having RapidBus and local buses share the same bus stop.

### How important is it to you to have the R6 and local routes share the same bus stop?



### 3.3 Stakeholder Discussions

Meetings with many key stakeholders highlighted specific areas for the project team to be aware of.

#### COMMUNITY SERVICE ORGANIZATIONS AND COMMITTEES

(Seniors, youth, persons with disabilities)

*Delta Community Living Society / Deltassist / Milieu Child & Family Services / Delta Mobility and Accessibility Committee / Surrey Measuring Up Committee / TransLink User Advisory Committee*

What we heard:

- Real-time displays are helpful, reduce anxiety and the bus stops become landmarks for navigating.
- Service locations are chosen for proximity to bus service.
- Plain language requirements should be used given most clients have limited reading ability.
- Community service organizations were pleased to see that the majority of stops along the route have become accessible and all stops will include a shelter.
- Audible stop announcements onboard, as well as real-time arrival information audible at stops assist clients in wayfinding.
- Shelter designs need to accommodate more than one mobility device.

#### BUSINESS ORGANIZATIONS

*Surrey Board of Trade, Transportation Committee*

What we heard:

- Concerns of added congestion.
- There are really no off-peak hours on Scott Road.
- Ensure that lane-slimming still meets standards for heavy truck turning radius.
- Be aware that there are events on the road throughout the year, need to coordinate with Gurdwaras.

#### POST-SECONDARY INSTITUTIONS

*KPU Surrey / SFU Surrey / SFU Surrey Student Society / KPU Leadership Team*

What we heard:

- Integration with future campus master plan, and improvements to the public realm.
- Interest in connecting North & South Surrey - hopefully as part of the next phase of RapidBus.
- Many buses converge at Scott Road and 72nd, an important transfer node.
- Connectivity between campuses is important.
- After the loss of LRT, eager to see other rapid transit options.
- Help meet campus carbon-neutral targets.



## *Stakeholder Discussions continued...*

*Meetings with many key stakeholders highlighted specific areas for the project team to be aware of.*

### **TRANSPORTATION**

*BC Trucking Association / CMBC Operators on Route 319 / HUB Cycling- Delta Chapter / HUB Cycling- Surrey/White Rock Chapter / Surrey Vision Zero Action Team*

What we heard:

- Ensure that lane-slimming still maintains safety and meets standards for heavy truck turning radius.
- Consider all impacts to active transportation (cycling and walking).
- Be cautious about traffic volume projections - these will change as the new Patullo Bridge is constructed and expected densification takes place.
- Opportunities to improve safety, such as lighting, placemaking, landscaping in conjunction with City of Surrey and City of Delta.
- The more general traffic moves, the better it will be for truck movement.
- Ensure that shared bus/bike lanes are adequately signed to make it clear that bikes are permitted in the lane.
- Desire for safer bike facilities on Scott Road.

### **RETAIL OPERATORS**

*Kennedy Heights Mall / Shell Station, 96 Ave at 120 St. / Strawberry Hill Mall / Scott 72 Centre*

What we heard:

- Concerns about restrictions on left-in turns in some locations.
  - Response from project team: All impacted properties have alternative access. The traffic study shows capacity needs can be met with remaining accesses.
- Access during construction would need to be maintained, both for customers as well as for deliveries.
- Communicating to tenants and patrons will be important - both during planning phase and with signage during construction.
- Integration with any possible future development.

# Appendices



## Appendix A: Notification Materials

RapidBus Punjabi/English Direct Mail postcard



RapidBus Punjabi/English Signage at all Route 319 Bus Stops





*RapidBus poster*



*RapidBus English bus shelter ad*





*RapidBus digital billboard*



*RapidBus static billboard*



RapidBus Newspaper ads in Surrey Leader, Surrey Now and Delta Optimist September 2021



RapidBus Twitter/Social media campaign





# Appendix B: Engagement Materials



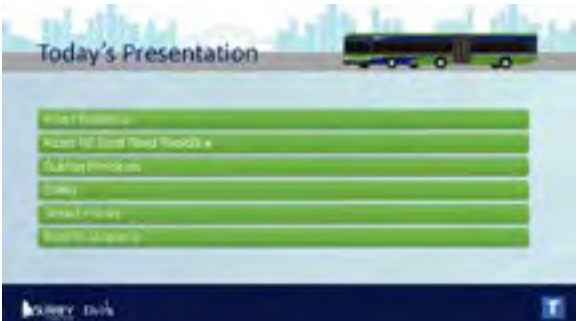
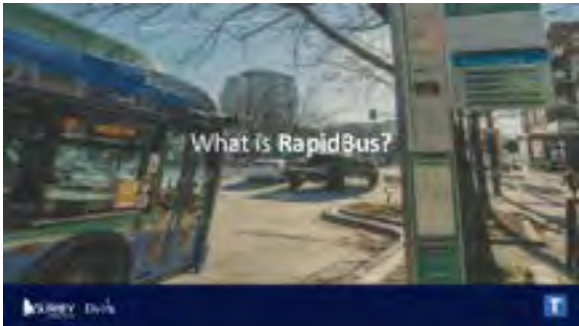


## Links to videos

**RapidBus is coming soon!** - YouTube

**In Lane Bus Stops RapidBus: the in-lane bus stop** - YouTube

**Proposed Corridor Changes along the Scott Road Corridor** - YouTube

## Presentation Board Series

- 
- 
- 
- 
- 
- 

## Presentation Board Series continued...

7. 
8. 
9. 
10. 
11. 
12. 
13. 
14. 



## Presentation Board Series continued...

15. **Transit Priority: In-lane Stops**  
How do in-lane stops make more people board?
- 
16. **Transit Priority: Bus Lanes**  
Bus lanes mean faster trips for people on transit. We make bus lanes in two ways:
- Permitted exclusively for buses
  - Use time of day rules
  - Use narrow and single lanes for city streets
  - Use wider lanes for express transit
- At points where the road is too narrow to fit both the road slightly to make sure the bus lanes are continuous.
- 
17. **104 Avenue to Old Yale Road:**  
Regenerate existing travel lanes.
- 
18. **Scott Road and Nordel:**  
Narrowing existing lanes.
- 
19. **Scott Road and 72 Avenue:**  
Continuing Bus Lane and stand stop.
- 
20. **Scott Road and 72 Avenue:**  
Safety and customer experience improvements.
- 
21. **KPU:**  
Better access for Kwantlen Polytechnic University.
- 
22. **We want to hear from you!**  
From September 20 to October 8, learn more and give feedback online.
- You can also email us at: [scott@translink.ca](mailto:scott@translink.ca)
1. Review this document  
2. Consider the online survey  
3. Respond for top of the online information resources
- Survey open from: Sept. 20 (Mon) 9-5 pm  
Survey closes: Sept. 28 (Mon) 12-11 pm

## Appendix C: Public Survey Questions

### Safety Improvements

Safety is a critical priority on this corridor. Some of the highest traffic-related injury locations in Surrey and Delta are in and around Scott Road and 72nd Avenue. The R6 RapidBus corridor is being designed to improve safety and security for all road users.

Here are some of the key safety features we're implementing to reduce traffic related injuries:

- New signalized pedestrian crossing on Scott Road between 72 and 75 Ave.
- New signalized pedestrian crossing on 72 Ave. in front of KPU (Kwantlen Polytechnic University)
- Improved lighting around bus stops
- Reducing current extra-wide lane widths to standard widths to encourage safer driving
- Relocating the northbound bike lane on Scott Rd between 104 Ave and Old Yale Road to a new off-street multi-use path, connecting with the existing off-street path

1. What is your level of support for the key **safety features** proposed for this corridor?

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

### Transit Priority

Buses along Scott Road carry 24-40% of people along the corridor, despite only being 1-2% of vehicles on the road. Traffic delay is also increasing on the corridor; from 2015 to 2019, the 319 became 10% (7mins) slower at peak times due to congestion.

Traffic levels are already 90% of what they were before the pandemic, and volumes are expected to increase as pandemic restrictions are lifted. To ensure RapidBus vehicles can deliver fast and reliable service and won't get stuck in traffic, we've proposed some street and traffic changes that will make the R6 20% faster than local service, achieve greater bus reliability, improve safety for all road users, and support traffic flow.

*Public Survey Questions continued...*

*Public Survey Questions continued...*

2. What is your level of support for the proposed **transit priority measures** on the Scott Road corridor?

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

3. Do you have any further comments about **transit priority** along the route?

### 3.1 Customer Experience and Amenities

#### Stop Design

At each **RapidBus** stop, you will find the following:

- Shelter with bench seating
- Tactile Walking Surface Indicator to show bus boarding area
- **RapidBus** post with real time arrival information and text-to-audio accessibility features
- Route map and daily schedule
- Garbage can
- Where possible, lighting around stops will be improved for your safety and security



*Public Survey Questions continued...*

Additional amenities can be provided to enhance livability of the community. We're also looking for ways to foster public art on the corridor. Quality design and art can bring vibrancy to public spaces, improving both visual appeal and safety.

**4.** Please indicate your level of support for **bike racks** at bus stops.

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

Bike racks near stops so I can bike to the bus.

**5.** Please indicate your level of support for **widened sidewalks** at bus stops.

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

Widened sidewalks leading to the bus stop, so there's more space for walking and waiting.



*Public Survey Questions continued...*

6. Please indicate your level of support for **public art** at bus stops.

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

Art can bring vibrancy to public spaces, improving both visual appeal and safety.

7. Are there any specific RapidBus stops where you would like to see the above improvements?

Please specify which improvement(s), and where.

8. How would you like to see public art reflected in the corridor?

For example: local history, cultural symbols, etc.

*Public Survey Questions continued...***3.2 Customer Experience and Amenities****Location of stops within cross-streets**

We're looking for ways to make the R6 RapidBus stop locations more convenient to transfer and to connect with other destinations.

We want to know on which side of the intersection to place the bus stop in order to be more convenient for more people.



Your responses to the following questions will influence where individual stops are located and serviced.

**9. What are your most important destinations on the corridor?**

Please provide a destination name and cross street.

**10. What are your major reasons for travelling on the corridor?**

*Public Survey Questions continued...*

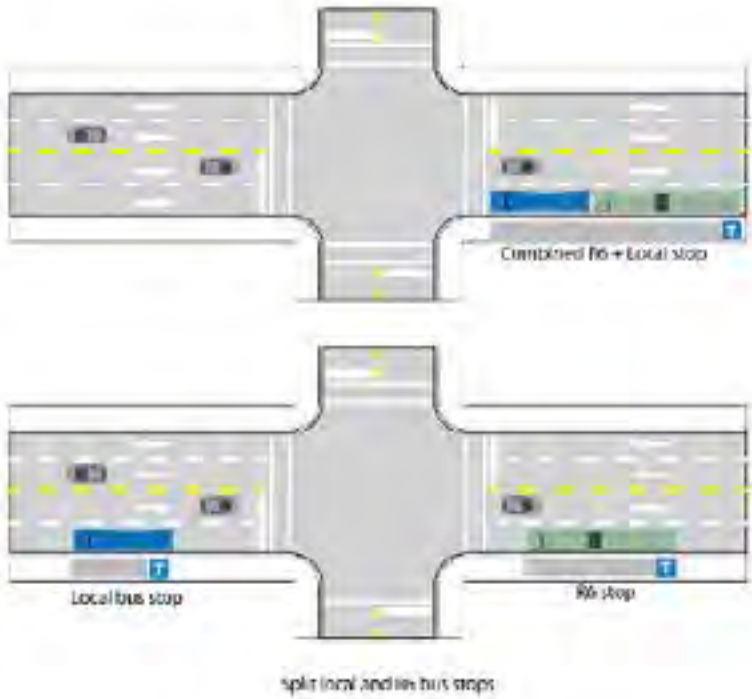
1. I work along the corridor
2. I use it to go to/from school or college
3. I use it for daily errands (banking, groceries, etc.)
4. I use it to access services (childcare, doctor, dentist, etc.)
5. I use it for social activities (dining out, visiting friends, etc.)
6. I use it for faith or cultural trips (church, gurdwara, etc.)
7. I use it to access recreation (gym, organized sports, etc.)
8. I use it to connect to other transit services (SkyTrain, ferries, other bus routes, etc.)
9. I use it for other reasons (please elaborate below):

**11. What routes do you use along this corridor?**

- |              |   |
|--------------|---|
| 1. Expo Line | 14. 325                                   |
| 2. R1        | 15. 329                                   |
| 3. 301       | 16. 335                                   |
| 4. 310       | 17. 340                                   |
| 5. 311       | 18. 341                                   |
| 6. 312       | 19. 342                                   |
| 7. 314       | 20. 364                                   |
| 8. 316       | 21. 371                                   |
| 9. 319       | 22. 391                                   |
| 10. 321      | 23. 393                                   |
| 11. 322      | 24. 640                                   |
| 12. 323      | 25. N19                                   |
| 13. 324      | 26. N/A - I don't ride any of these buses |

**Shared bus stops**

Wherever possible, RapidBus stops will be shared with local buses, so passengers can wait for more than one bus at a RapidBus stop. Where space is constrained, however, putting RapidBus and local stops side by side, or on opposite sides of an intersection, may be considered.

*Public Survey Questions continued...*


Combined RG + Local stop

Local bus stop

RG stop

split local and rg bus stops

**12.** How important is it to you to have the RG and local routes share the same bus stop?

Level of importance	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	N/A - No opinion

*Public Survey Questions continued...***3.3 Customer Experience and Amenities****Street redesign at Scott Road and 72 Ave.**

Along Scott Road and 72<sup>nd</sup> Avenue, we've proposed a new concept to make the bus faster, and improve the experience for customers!

- **A new mid-street island stop** provides a wider, more comfortable waiting environment for customers. New signal-controlled crosswalks will be installed to provide convenient access to the stop and for crossing the road.
- **An extended southbound left turn lane** will improve traffic flow, safety and facilitate left turns at Scott Road and 72<sup>nd</sup> Avenue, making it easier and safer to make left turns.
- **The design below closes left-in turns for vehicles** at the southern access to Scott72 Centre on Scott Road and the southbound vehicle left-in turn to Strawberry Hill. Currently, cars turning left southbound overflow the left turn bay, holding up the flow of traffic for left turners and through traffic. Right turns will still be allowed to access these malls, and all other mall access points remain the same.

**This design means that ALL road users; bus customers and cars will benefit from better traffic flow.** Cars who need to access Scott 72 Centre can continue doing so at the entrance near the island stop (right turn only), or at the Mall Access Road further north, and also from 72 Avenue.

Strawberry Hill can be accessed at other points on Scott Road, 72 Avenue, and 122 Street.

Current Design





*Public Survey Questions continued...*



New Design



*Public Survey Questions continued...*

The new design comes with trade-offs. Faster, safer, more convenient bus service, and less congestion on Scott Road will require the removal of the left-in vehicle access described above.

**13.** What's your **level of support** for this proposed street redesign?

Level of Support	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
------------------	------------------	------------------	---------	-----------------	-----------------	------------------

*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink

**R6 RapidBus Survey**

In this survey, we're looking for feedback on proposed safety improvements, transit priority measures, bus stop designs and more!

**Pt. 1) Safety Improvements**

Safety is a critical priority on this corridor. Some of the highest traffic-related injury locations in Surrey and Delta are in and around Scott Road and 72nd Avenue. The R6 RapidBus corridor is being designed to improve safety and security for all road users.

Here are some of the key safety features we're implementing to reduce traffic related injuries:

- New signalized pedestrian crossing on Scott Road between 72 and 75 Ave.
- New signalized pedestrian crossing on 72 Ave. in front of KPU (Kwantlen Polytechnic University)
- Improved lighting around bus stops
- Reducing current extra-wide lane widths to standard widths to encourage safer driving
- Relocating the northbound bike lane on Scott Rd between 104 Ave and Old Yale Road to a new off-street multi-use path, connecting with the existing off-street path

What is your level of support for the key **safety features** proposed for this corridor?

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
Level of Support						

## Public Survey Questions continued...

### R6 Scott Road RapidBus

#### Engage TransLink

##### Pt. 2) Transit Priority

Buses along Scott Road carry 24-40% of people along the corridor, despite only being 1-2% of vehicles on the road. Traffic delay is also increasing on the corridor; from 2015 to 2019, the 319 became 10% (7mins) slower at peak times due to congestion.

Traffic levels are already 90% of what they were before the pandemic, and volumes are expected to increase as pandemic restrictions are lifted. To ensure RapidBus vehicles can deliver fast and reliable service and won't get stuck in traffic, we've proposed some street and traffic changes that will make the R6 20% faster than local service, achieve greater bus reliability, improve safety for all road users, and support traffic flow.



We're using various transit priority tools to achieve these goals including;

- Bus lanes; (bus lanes will be achieved by (a) repurposing an existing lane, where three lanes exist or (b) narrowing existing lanes to make space for a new bus lane)
- [In-lane stops \(Video on YouTube\)](#)
- Transit signal priority
- Bus queue jumps

What is your level of support for the proposed **transit priority measures** on the Scott Road corridor?

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
Level of support						

Do you have any further comments about **transit priority** along the route?



Public Survey Questions continued...

R6 Scott Road RapidBus

Engage TransLink

Pt. 3.1) Customer Experience and Amenities

Stop Design

At each RapidBus stop, you will find the following:

- Shelter with bench seating
- Tactile Walking Surface Indicator to show bus boarding area
- RapidBus post with real time arrival information and text-to-audio accessibility features
- Route map and daily schedule
- Garbage can
- Where possible, lighting around stops will be improved for your safety and security



Additional amenities can be provided to enhance livability of the community. We're also looking for ways to foster public art on the corridor. Quality design and art can bring vibrancy to public spaces, improving both visual appeal and safety.

Please indicate your level of support for **bike racks** at bus stops.

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
Level of support						

Note: Bike racks near stops so I can bike to the bus.

Please indicate your level of support for **widened sidewalks** at bus stops.

*Public Survey Questions continued...***R6 Scott Road RapidBus****Engage TransLink**

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
Level of support						

Note: Widened sidewalks leading to the bus stop, so there's more space for walking and waiting.

Please indicate your level of support for **public art** at bus stops.

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - Don't know
Level of support						

Note: Art can bring vibrancy to public spaces, improving both visual appeal and safety.

Are there any specific RapidBus stops where you would like to see the above improvements?

Note: Please specify which improvement(s), and where.

How would you like to see public art reflected in the corridor?

Note: For example; local history, cultural symbols, etc.

**Pt. 3.2) Customer Experience and Amenities****Location of stops within cross-streets**

We're looking for ways to make the R6 RapidBus stop locations more convenient to transfer and to connect with other destinations.

We want to know on which side of the intersection to place the bus stop in order to be more convenient for more people.



*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink



Your responses to the following questions will influence where individual stops are located and serviced.

What are your most **important destinations** on the corridor?

Note: Please provide a destination name and cross street.

What are your major **reasons for travelling** on the corridor?

(Choose all that apply)

- ☐ I work along the corridor
- ☐ I use it to go to/from school or college
- ☐ I use it for daily errands (banking, groceries, etc.)
- ☐ I use it to access services (childcare, doctor, dentist, etc.)
- ☐ I use it for social activities (dining out, visiting friends, etc.)
- ☐ I use it for faith or cultural trips (church, gurdwara, etc.)
- ☐ I use it to access recreation (gym, organized sports, etc.)
- ☐ I use it to connect to other transit services (SkyTrain, ferries, other bus routes, etc.)
- ☐ I use it for other reasons (please elaborate below):

What **routes do you use** along this corridor?

(Choose all that apply)

- ☐ Expo Line

*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink

- ☐ R1  
☐ 301  
☐ 310  
☐ 311  
☐ 312  
☐ 314  
☐ 316  
☐ 319  
☐ 321  
☐ 322  
☐ 323  
☐ 324  
☐ 325  
☐ 329  
☐ 335  
☐ 340  
☐ 341  
☐ 342  
☐ 364  
☐ 371  
☐ 391  
☐ 393  
☐ 640  
☐ N19  
☐ N/A - I don't ride any of these buses

**Shared bus stops**

Wherever possible, RapidBus stops will be shared with local buses, so passengers can wait for more than one bus at a RapidBus stop. Where space is constrained, however, putting RapidBus and local stops side by side, or on opposite sides of an intersection, may be considered.



How important is it to you to have the R6 and local routes **share the same bus stop**?

Questions	Very important	Somewhat important	Neutral	Somewhat unimportant	Very unimportant	N/A - No opinion
Level of importance						

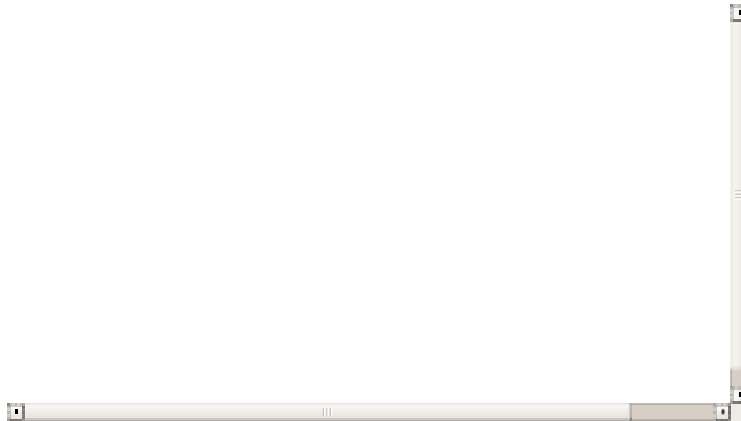
**Pt. 3.3) Customer Experience and Amenities****Street redesign at Scott Road and 72 Ave.**

Page 6 of 10



*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink



Along Scott Road and 72<sup>nd</sup> Avenue, we've proposed a new concept to make the bus faster, and improve the experience for customers!

- **A new mid-street island stop** provides a wider, more comfortable waiting environment for customers. New signal-controlled crosswalks will be installed to provide convenient access to the stop and for crossing the road.
- **An extended southbound left turn lane** will improve traffic flow, safety and facilitate left turns at Scott Road and 72<sup>nd</sup> Avenue, making it easier and safer to make left turns.
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**This design means that ALL road users; bus customers and cars will benefit from better traffic flow.** Cars who need to access Scott 72 Centre can continue doing so at the entrance near the island stop (right turn only), or at the Mall Access Road further north, and also from 72 Avenue.

Strawberry Hill can be accessed at other points on Scott Road, 72 Avenue, and 122 Street.

**Current Design**

*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink

---

**New Design**

The new design comes with trade-offs. Faster, safer, more convenient bus service, and less congestion on Scott Road will require the removal of the left-in vehicle access described above.

*Public Survey Questions continued...***R6 Scott Road RapidBus**

Engage TransLink

What's your **level of support** for this proposed street redesign?

Questions	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	N/A - No opinion
Level of support						

**Pt. 4) Demographic Questions**

I live in...

(Choose any one option)

- ☐ Abbotsford  
☐ Anmore  
☐ Belcarra  
☐ Bowen Island  
☐ Burnaby  
☐ Chilliwack  
☐ Coquitlam  
☐ Delta  
☐ Langley (City)  
☐ Langley (Township)  
☐ Lions Bay  
☐ Maple Ridge  
☐ Mission  
☐ New Westminster  
☐ North Vancouver (City)  
☐ North Vancouver (District)  
☐ Port Coquitlam  
☐ Port Moody  
☐ Pitt Meadows  
☐ Richmond  
☐ Squamish  
☐ Surrey  
☐ Tsawwassen First Nation  
☐ Vancouver (including University Endowment Lands)  
☐ West Vancouver  
☐ White Rock  
☐ Other (please specify)

The first three characters of my home postal code are:

Prior to the COVID-19 pandemic, how often did you use each of the following modes of transportation?

Questions	Every day	At least once a week	At least once a month	At least once a year	Never
Bus					
SkyTrain					
Drive alone					
Carpool/rideshare (passenger or driver)					
Motorcycle/scooter					
Bicycle					
HandyDART					
West Coast Express					
Taxi					

Page 9 of 10

*Public Survey Questions continued...***R6 Scott Road RapidBus****Engage TransLink**

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**I identify as... (select all that apply)**

(Choose all that apply)

- ☐ A person who is indigenous (First Nations, Métis or Inuit)
- ☐ A new Canadian (moved to Canada within the last three years)
- ☐ A person with a visible or invisible disability
- ☐ A person who speaks a language other than English or French at home
- ☐ A TransLink or TransLink operating company employee
- ☐ Prefer not to answer
- ☐ None of the above
- ☐ Other (please specify)

**What is your age?**

(Choose any one option)

- ☐ 18 or under
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

**How do you describe yourself?**

(Choose any one option)

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer
- ☐ Prefer to self describe

**How did you hear about this survey? (select all that apply)**

(Choose all that apply)

- ☐ Word of mouth
- ☐ Virtual open house
- ☐ Virtual community workshop or info session
- ☐ TransLink website
- ☐ City of Surrey website or social media
- ☐ City of Delta website or social media
- ☐ TransLink E-newsletter
- ☐ TransLink social media (TransLink Twitter, Instagram, Facebook, LinkedIn)
- ☐ TransLink's Buzzer Blog
- ☐ Online advertisement
- ☐ Online news
- ☐ Social media promotion
- ☐ Newspaper ad
- ☐ Reddit
- ☐ Poster
- ☐ Postcard
- ☐ Community, cultural or faith-based organization
- ☐ TransLink staff/Transit Operator
- ☐ Other (please specify)