

NO: R083

COUNCIL DATE: May 13, 2019

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **May 9, 2019**

FROM: **General Manager, Engineering**

FILE: **8630-30 (Trucks)**

SUBJECT: **Truck Parking Task Force Status Update**

RECOMMENDATION

The Engineering Department recommends that Council:

1. Receive this report for information;
2. Approve the Terms of Reference for the Truck Parking Task Force, as documented in Appendix "I" to this report; and
3. Approve the Truck Parking Task Force Work Plan, as documented in Appendix "II" to this report.

INTENT

The purpose of this report is to inform Council of the public and stakeholder feedback on truck parking in Surrey, obtain approval of the Terms of Reference and Work Plan for the Truck Parking Task Force, and identify the next steps to developing options to address the shortage of authorized truck parking.

BACKGROUND

Surrey, as with most other municipalities in the Lower Mainland, continues to be faced with challenges associated with encouraging the development of authorized truck parking spaces. Over the past several years, concerted effort has been put forward to increase the supply of truck parking facilities. While the evaluation and implementation of a number of measures in the past few years have helped to combat illegal truck parking in the ALR and led to a number of truck parking Temporary Use Permit ("TUP") applications, it is clear that further efforts are required to facilitate viable authorized truck parking options for truck owners and operators.

In order to focus these efforts, at the December 3, 2018 Regular Land Use Council meeting, Council established a Truck Parking Task Force (the "Task Force").

DISCUSSION

City staff reviewed all available information on truck parking in Surrey and elsewhere in the Lower Mainland and met with the Task Force to obtain further input and direction. Based on this, staff developed a Terms of Reference (Appendix “I”) and Work Plan (Appendix “II”), that the Task Force has endorsed. The Work Plan is considered a guide to the process that is expected to require adjustments as this initiative proceeds.

In order to achieve the goal of sufficient authorized truck parking in Surrey, the Work Plan identifies a series of key steps.

1. Obtain stakeholder and public input on the existing issues and opportunities;
2. Review best practices from other municipalities;
3. Develop potential options to address the identified issues and increase the supply of authorized truck parking;
4. Engage with other agencies that should play a role in addressing the need for more authorized truck parking, such as the Ministry of Transportation and Infrastructure and Port Metro Vancouver;
5. Re-engage the public and stakeholders for input on potential options; and
6. Finalize a report with a series of recommended actions for Council’s consideration.

Steps 1 and 2 have been completed and are described below. Steps 3 and 4 have been initiated with the intent to re-engage the public through a second Public Open House and survey starting September 2019.

Stakeholder and Public Input on Existing Issues and Opportunities

On March 9, 2019, the Task Force hosted an open house event to gather input from stakeholders, including local truck operators, trucking associations, parking facility operators, and the interested public. A total of 166 participants signed in to participate in the questionnaire at the open house event. There were also additional attendees who chose not to participate in the questionnaire.

An online survey was launched on March 10, 2019 and was open for the subsequent two weeks to gather input from those who were unable to attend the open house. A total of 918 individual respondents participated in the online survey. Summarized below are the combined responses received from the open house questionnaire and the online survey. More detailed results can also be found in Appendix “III” to this report.

The majority of participants were truck owners and/or truck operators (49% and 28%, respectively). Other participants included commercial fleet owners, businesses with truck operator employees, truck park site owners, and interested residents. Many of the attendees belonged to an association, with representation primarily from the BC Trucking Association (15%) and United Truckers Association (7%).

Most of the truck owners and operators currently live and park in Whalley and Newton, and most also indicated these as the preferred locations to park. Currently, the median monthly rate for truck parking as indicated by the open house participants is between \$251 - \$300. This is consistent with market research done in advance of the open house, which indicated average monthly truck parking rates of \$225 - \$275 in South Westminster and \$205 - \$282 in Newton for medium to large stalls. The above parking rate ranges equate to approximately 3% - 4% of the average monthly operating costs for truck operators.

The most commonly available amenities on existing truck parking facilities indicated were lighting and security guards. Participants were also given the opportunity to indicate willingness to pay additional monthly rates for amenities (based on industry standard rates); the most preferred amenities were security cameras, security guards, asphalt paving, and washroom facilities. Direct conversations with a number of the open house attendees revealed that the fee to rent the parking stalls was very important, and when they clearly understood the increase in rental fees that would accompany paved sites, they all indicated they would rather forgo the paving.

A number of concerns were raised with regards to truck parking, with the most common concerns being safety (42% of participants), road conditions (29%), proximity to residential neighbourhoods (27%), and noise (25%).

Several barriers to finding truck parking and developing truck parks were also identified. The most common responses included the following:

- Current truck parking rates are too costly;
- A lack of supply of truck parking;
- Requirements for TUPs and rezoning are currently too onerous;
- Lack of suitability and convenience in the location of truck parking sites; and
- High cost of land.

Participants also provided suggestions for improving truck parking in Surrey, including the following:

- Issuing more TUPs and rezoning applications for truck parking facilities;
- Developing regulations for truck parking rates;
- Exploring opportunities for providing truck parking on lands such as Hydro sites, City lots, on streets, and private property;
- Changing the requirements associated with TUP and rezoning applications;
- Increasing Bylaw enforcement;
- Exploring opportunities for providing truck parking on private lands or on street; and
- Collaborating with trucking companies to have adequate truck parking provided on company yards.

Assessment of Best Practices from Other Municipalities

Staff have undertaken a preliminary review of best practices from other municipalities throughout North America. A number of studies have been conducted in recent years to evaluate truck parking efforts, particularly in the US. The studies varied in scope and focus, but a number of common themes prevailed. Some applicable best practice recommendations from this literature review include:

- Supporting privately owned truck stops' ability to meet parking needs;
- Development of a program to provide information on parking availability to drivers by a variety of methods;
- Improving and optimizing space within existing truck parking facilities; and
- Supporting businesses to lease out excess parking stalls for truck parking.

Next Steps

Staff will be developing options based on the feedback received at the open house and from the online survey, as well as assessment of best practices and initiatives previously explored by Surrey.

Staff will also engage with a variety of stakeholders and public:

- Various agencies to explore opportunities for them to help create solutions;
- Industry and community stakeholders to discuss opportunities and risks of potential options; and
- Public input on options through an open house and survey.

Based on this and review and direction from the Task Force, staff will submit a report on the findings and recommended actions for Council's consideration in December 2019.

SUSTAINABILITY CONSIDERATIONS

The work of the Task Force supports the objectives of the City's Sustainability Charter 2.0. In particular, this work relates to Sustainability Charter 2.0 themes of Economic Prosperity and Livelihoods, and Infrastructure. Specifically, the initiatives support the following Desired Outcomes ("DO") and Strategic Direction ("SD"):

- Jobs and Skills Training DO 1: Diverse and meaningful employment and business opportunities are available close to where people live, and provide incomes that can support a high quality of life;
- Economy DO5: Locally owned companies are thriving, creating a robust local economy and retaining wealth and jobs in the community;
- Economy DO6: Efficient land use and well-managed transportation infrastructure are in place to attract businesses and support a thriving economy;
- Economy SD6: Facilitate connections between businesses to support sourcing of local services, expertise, and products; and
- Transportation DO14: Goods movement throughout the city is efficient, and minimizes environmental and community impacts.

CONCLUSION

A Task Force has been developed to take a fresh look at the issues and potential options to address the shortage of authorized truck parking and needs of truckers. The attached Terms of Reference and Work Plan provide the direction needed to complete a report that will identify actions that can be taken help address the issues.

The results of the first open house and survey have confirmed the challenges truck operators are facing and their priorities. This information, as well as best practices from other municipalities, are being utilized to develop potential options to fulfill the Task Force's mandate.

Following further engagement with other agencies, stakeholders, and the public, the Task Force will submit a report in December for Council's consideration that will summarize potential actions that can be taken to help address the shortage of authorized truck parking.

Fraser Smith, P.Eng., MBA
General Manager, Engineering

JB/JF/cc

Appendix "I" – Truck Parking Task Force Terms of Reference

Appendix "II" – Truck Parking Task Force Work Plan

Appendix "III" – Results of Open House Questionnaire and Online Survey

TRUCK PARKING TASK FORCE

TERMS OF REFERENCE

1. Mandate

The purpose of the Truck Parking Task Force is to evaluate the supply of authorized truck parking facilities within Surrey and to determine options to increase the supply of authorized truck parking to better meet the needs of truck operators.

2. Role

The Truck Parking Task Force will:

- (a) Gather input from industry stakeholders through consultation and engagement processes;
- (b) Review and evaluate options previously studied or tested by the City to increase the supply of authorized truck parking facilities;
- (c) Review and evaluate best practices and measures put forth by other municipalities;
- (d) Identify, review and recommend truck parking measures, policies and/or strategies for Council's consideration.

3. Membership

- (a) The Truck Parking Task Force is a Task Force appointed by the Mayor for a period of one-year, commencing January 1, 2019.
- (b) The Task Force shall consist of two voting members of City Council, appointed by the Mayor. One member will be appointed by the Mayor to serve as the Chair.

4. Meetings

- (a) Meetings will be held at the call of the Chair.
- (b) Quorum for a meeting of the Task Force is two voting members.
- (c) Task Force recommendations to Council will be provided in a report to Council and placed on a Regular Council meeting agenda for Council's consideration.

5. Work Plan

- (a) The Task Force will work with staff to develop a Work Plan for approval by Council.
- (b) The Work Plan must be in line with the Terms of Reference and must outline specific targets as to what the Task Force plans to achieve while supporting the work, priorities and underlying principles of the City of Surrey.
- (c) The Task Force will provide a report with options and a recommendation to Council.

6. Staff Assistance

- (a) Staff assistance will be provided to the Task Force, as necessary, by:
 - Staff of the Engineering Department;
 - Staff of the Planning and Development Department;
 - Staff of the Corporate Services Department (By-laws); and
 - Other staff as required.

Approved by Council: _____, 2019 (RES.19-____)

TRUCK PARKING TASK FORCE

WORK PLAN

The Truck Parking Task Force was established with a mandate to determine options to increase the supply of authorized truck parking and better meet the needs of truck operators.

This work plan is to outline specific targets for the Truck Parking Task Force in order to achieve its mandate within a one-year period, commencing January 1, 2019.

Target Dates	Item	Description
Jan. 2 – Feb. 4, 2019	Staff tasks	Develop a draft public engagement strategy to outline priorities and input needed from various stakeholders.
February 5, 2019	Task Force Meeting	Review of terms of reference and public engagement strategy and provide direction for the initial engagement event.
February 5 – 18, 2019	Staff tasks	Development of open house and survey material to obtain input from a wide range of stakeholders and public.
March 9, 2019	PUBLIC ENGAGEMENT – OPEN HOUSE	Open house event to obtain input regarding industry needs, priorities, concerns, and scoping of solutions.
March 9 – 28, 2019	Staff tasks	Technical review and evaluation of feedback from open house and online survey to inform direction of options development.
April 8, 2019	Task Force Meeting	Present open house/survey results, next steps for consultation and TOR/Work Plan sign-off.
April 2019	Staff tasks	Development of options and internal review of opportunities, issues, and challenges.
May 2019	Staff tasks	Meet with various stakeholders (trucking associations, Province, Port of Vancouver, etc.) to discuss opportunities for collaboration to increase the supply of authorized truck parking within the City.
June 2019	Staff tasks	Review of stakeholder feedback and follow-up discussions with stakeholders as required.
July – August 2019	Staff tasks	Development of material for second engagement event to discuss options.
September 8, 2019	Task Force Meeting	Present potential options to the truck parking challenges which will inform materials for second engagement event.
September (mid-late) 2019	PUBLIC ENGAGEMENT	Public engagement event to present review of stakeholder feedback and evaluate options, risks, and opportunities.
October – November 2019	Staff tasks	Draft report on findings and recommendations based on technical review of feedback and outcomes from both engagement events.
November 12, 2019	Task Force Meeting	Review draft report findings and recommendations.
December 2, 2019	Council Meeting	Present final report for endorsement on findings and recommendations.

*Staff to provide the Task Force with bi-weekly updates throughout the Term.



CITY OF SURREY TRUCK PARKING ENGAGEMENT

Discovery Phase Engagement Report

Prepared by: MODUS Planning, Design & Engagement Inc.

Version: v2.0

Date: 26 April 2019



TABLE OF CONTENTS

BACKGROUND3

WHAT WE DID4

PROMOTION & OUTREACH.....4

ENGAGEMENT ACTIVITIES IN THE DISCOVERY PHASE4

PUBLIC EVENT – STEP 2 OPEN HOUSE4

ONLINE QUESTIONNAIRE5

WHAT WE HEARD6

PROFILE OF PARTICIPANTS6

COSTING11

LOCATION16

AMENITIES18

CONCERNS24

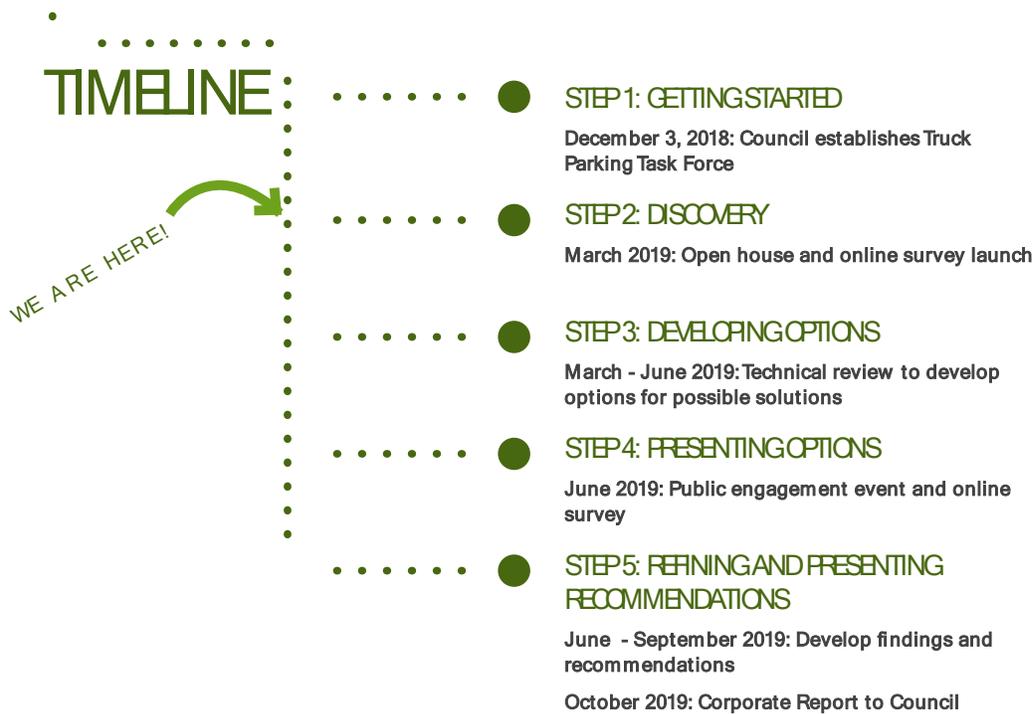
BARRIERS25

IDEAS.....27

BACKGROUND

The supply of truck parking facilities in the City of Surrey has been a long-standing issue. The City established a Task Force on Truck Parking in December of 2018, with membership from both senior staff and council and a one-year term. The Task Force’s purpose is to develop creative options and help facilitate equitable and sustainable solutions for legal commercial truck parking operations in the City.

The Task Force is using previous studies of truck parking in Surrey, along with extensive stakeholder input and a technical review to draft possible solutions for truck parking in Surrey. A timeline for the project that lays out key steps is presented below:



Step 2 of the Task Force process focused on collecting input from stakeholders including truck operators, facility operators and resident in order to better understand their needs and priorities. Based on previous research and stakeholder concerns, the following issues were to be explored in this “discovery” phase:

- Amenities of a truck parking facility (e.g. security, maintenance, washrooms, etc.)
- Locations for such facilities
- Cost (trade-offs between cost and convenience of location & number of amenities)
- Overarching concerns related to truck parking
- Exploration of barriers and possible ideas for solutions

This report summarizes findings from the engagement activities of Step 2.

WHAT WE DID

PROMOTION & OUTREACH

Engagement activities for this project were heavily promoted in advance through the following channels:

- **Newspaper advertising** in local community newspapers including the Surrey Now Leader, Cloverdale Reporter and Peace Arch News
- **Radio advertising** on select ethnic stations including RedFM, KRPI Radio 1550 and Radio India 1600
- **Public Service Announcements** shared with online, radio and tv media outlets including RedFM, Spice Radio 1200am, JoyTV, VoiceOnline, the Link, Indo Canadian Times, KRPI Radio, OMNI TV, the Asian Star, and ZeeTV)
- **Targeted invitations** through the United Truckers Association, BC Truckers Association, Surrey Board of Trade, local Business Improvement Associations and Community Associations
- **City media release** publicizing the launch of the Truck Parking Task Force and invitation to participate in engagement process
- **City website** promotion including Truck Parking Open House Event Page and Truck Parking Task Force project page
- **City social media channels** (Facebook and Twitter)
- **Outdoor advertising** via City's digital billboard signs
- **Promotional postcards** publicizing online engagement opportunities
- **Earned media** with Truck Parking Task Force Chair speaking on various radio news programs

ENGAGEMENT ACTIVITIES IN THE DISCOVERY PHASE

Stakeholders were invited to complete an online questionnaire, or to attend a drop-in format public open house held at City Hall. In both cases, the goal was to collect to their feedback and ideas around issues pertaining to truck parking in Surrey.

PUBLIC EVENT – STEP 2 OPEN HOUSE

A public open house was held on March 9th in the atrium of Surrey City Hall. Total attendance included 166 people who signed in, but additional community members attended the open house to learn more, without formally signing on. Through the use of interactive stations spread around the atrium, open house participants provided their feedback on the current state of Truck Parking in Surrey, and expressed their needs for parking. The event also provided an opportunity for attendees to connect with others in the industry, and speak with City staff.

ONLINE QUESTIONNAIRE

Paper forms and a corresponding online questionnaire collected feedback on the same topics that were covered at the open house. The survey was online from March 10th to March 24th. A total of 918 questionnaire responses were received. Zero additional paper forms were collected and analyzed.

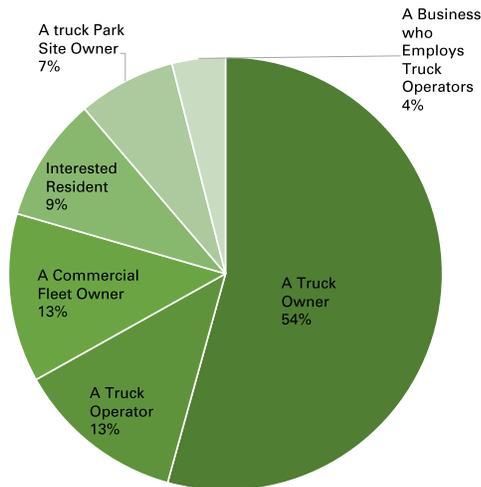
WHAT WE HEARD

PROFILE OF PARTICIPANTS

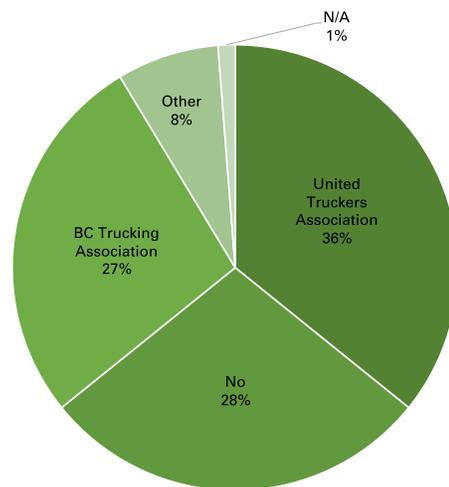
Open House

The open house collected feedback from a variety of stakeholders interested in truck parking issues but heavily weighted to participants in the trucking sector. The majority of responses were from Truck Owners (54%) followed by Truck Operators (13%) and Commercial Fleet owners (13%). 36% of participants reported that they were members of the United Truckers Association, while 28% had no membership, and 27% were BC Trucking Association members. Participants were able to select more than one category.

Q.1 Breakdown of participants. 150 responses total

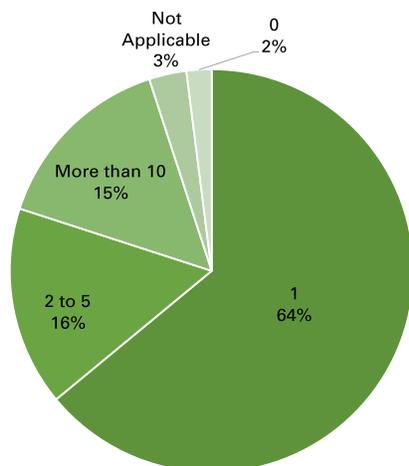


Q.2 Trucking association membership 71 responses total

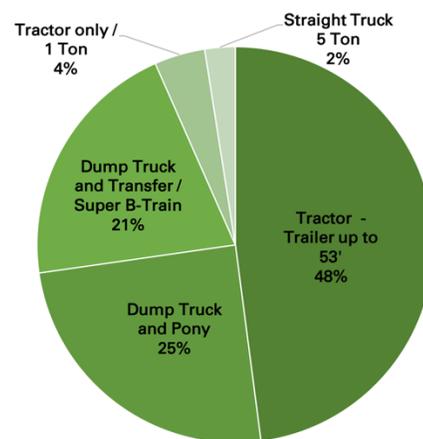


Most respondents indicated that they own one truck (64%), with Tractor-Trailers up to 53' being the most common type of truck being owned or driven by participants (48%). This was followed by dump Truck and Pony (25%) and dump Truck and Transfer / Super B- Train (21%).

Q.3 Number of trucks owned. 108 responses total

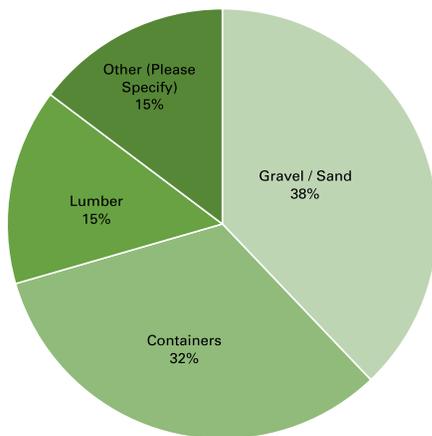


Q.4 Type of truck. 129 responses total



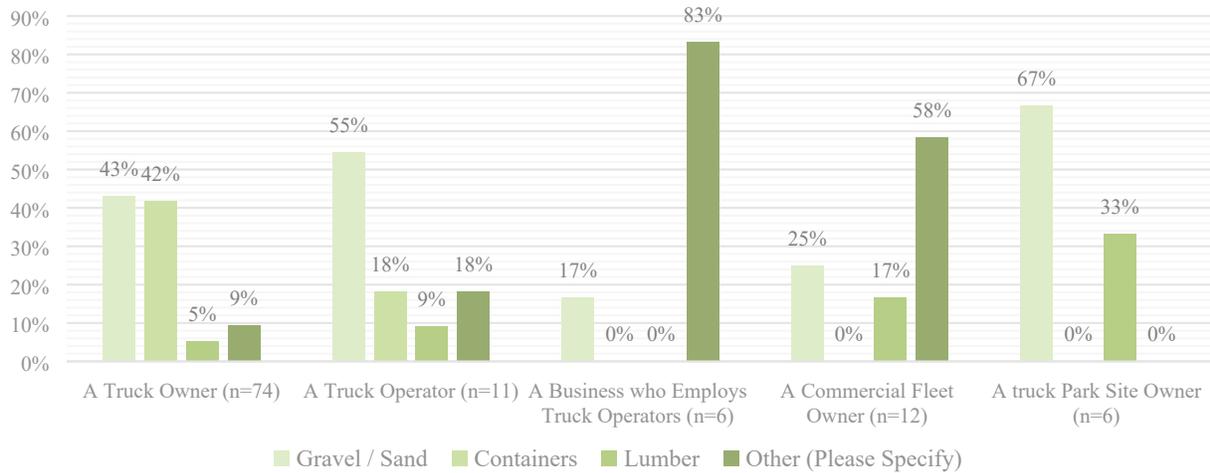
Gravel/Sand (38%) was the most common freight, followed by Containers (32%) and Lumber (15%). 15% of respondents also indicated that they carry Other freight, which included General Freight, Steel and Lumber, Groceries, and also Refrigerated and Frozen Goods.

Q.5 Type of freight. 96 responses total



The graph below describes the type of truck owner/operator and the type of freight they transport. The majority of truck owners transport gravel/sand (43%) or containers (42%) compared to other types of freight (14%). This contrasts with businesses who employ truck operators and commercial fleet owners who primarily transport Other freight (83%; 58%).

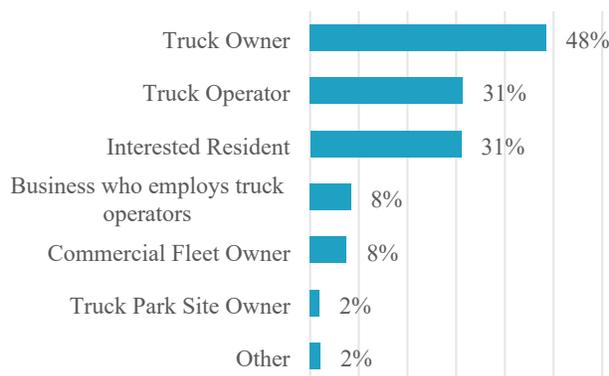
Truck Owner/Operator Type By Type of Freight



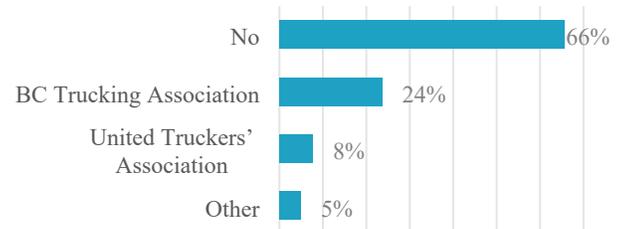
Online Questionnaire

In the online questionnaire, the groups of respondents were truck owners (48%) followed by truck operators (31%) and interested residents (31%). Types of participants included in the “Other” category included businesses owners, former truck operators, fleet maintenance, fleet managers, and environmentalists/conservationists. The majority of online questionnaire respondents were not affiliated with a trucking association. Other affiliations selected in the ‘Other’ category included Teamsters Union (12 comments), affiliation in another province (5 comments), and Vancouver Container Truckers’ Association (VCTA) (3 comments).

Q. What best describes you? 918 responses total



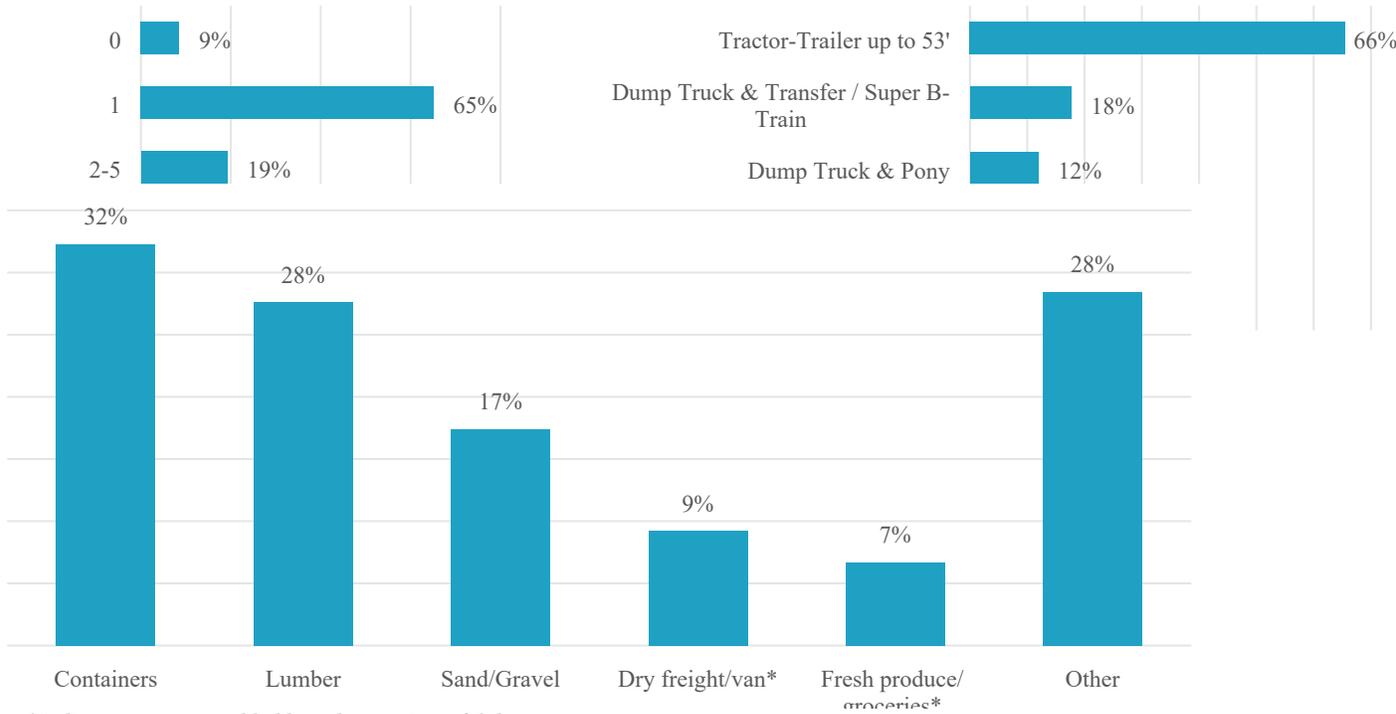
Q. Do you belong to a trucking association? 582 responses total (excludes Not Applicable)



Most respondents in the online questionnaire owned one truck (65%) and owned/operated tractor-trailers up to 53' (66%).

Q. How many trucks do you own? 281 responses total

Q. What type of truck(s) do you own/operate? 629 responses total



*Indicates category added based on review of Other comments

Containers were the most common type of freight transported (32%) followed by lumber (28%) and sand/gravel (17%). 28% of respondents transported other types including construction materials/equipment, vehicle/auto parts, soil and waste and recycling materials.

There were 266 comments indicating they transport 'other' freight, with some respondents sharing more than one response. 216 responses shared other types of freight being transported while 71 comments shared the type of truck they drive.

Of the other types of freight, food goods was the most common category (57 comments), followed by general or miscellaneous freight (47 comments). The breakdown of the responses is below.

- Food, produce, dairy, or other refrigerated (57 comments)
- General / Miscellaneous freight (47 comments)
- Dry freight (18 comments)
- Metal (16 comments)
- Construction equipment (10 comments)
- Small freight / LTL (10 comments)
- Courier / local delivery / moving (7 comments)
- Soil / Dirt (6 comments)
- Automobiles (5 comments)

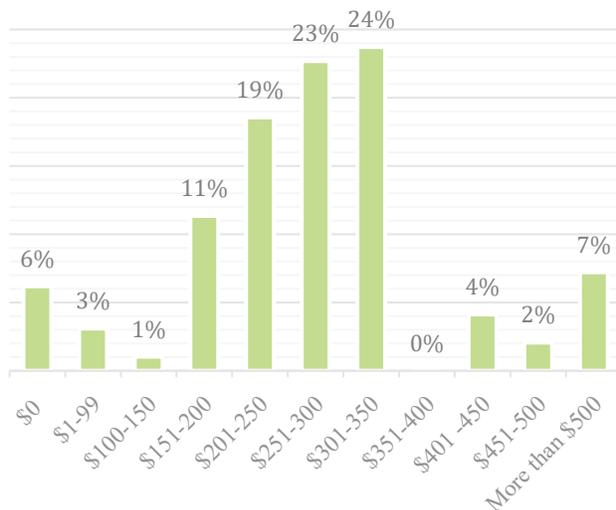
- Asphalt or Concrete (4 comments)
- Garbage / Waste (3 comments)
- Auto parts (3 comments)
- Fuel (2 comments)
- Medical equipment (2 comments)
- Passengers (2 comments)
- Pipes (2 comments)
- N/A 2
- Other - 20 comments could not easily fit into the above categories and included cargo such as train parts, industrial delivery. FTL cargo, driving education and equipment for the film industry.

COSTING

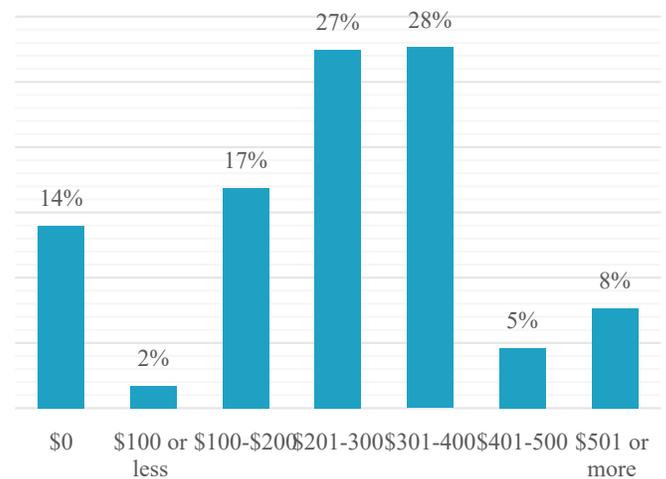
The majority of open house participants indicated that they currently pay more than \$200.00 per month for parking. Most participants pay between \$251 and \$350 (23%). 7% of participants pay more than \$500 per month.

55% of online respondents pay between \$200-400 per month for parking.

Open house: Monthly parking expenses. 109 responses total



Online questionnaire: Monthly parking expenses. 586 responses total



Monthly rate for parking by truck type

Among open house participants, dump truck & pony operators were more likely to pay lower monthly parking rates than tractor-trailer operators and Super B-Train operators.

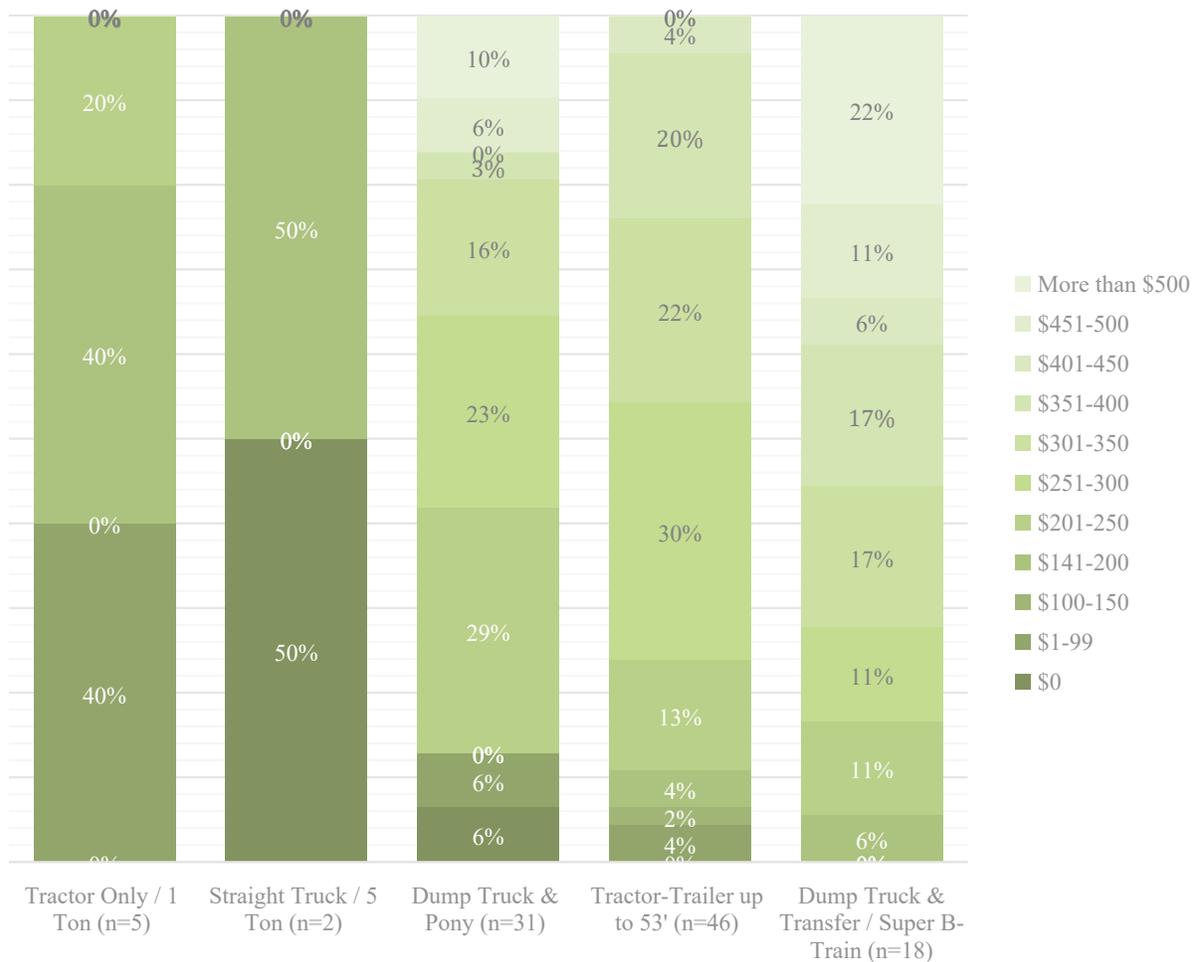
More than half (52%) of dump truck & pony operators/owners who responded to this question paid between \$201 - 300 per month compared to 43% of Tractor-trailers operators/owners and 22% of dump truck & transfer / Super B-Train operators/owners.

12% of dump truck & pony operators/owners paid under \$100 per month while only 4% of tractor-trailer operators/owners and no dump truck & transfer/Super B-Train operators/owners paid this amount.

Dump truck & transfer/Super B-Train operators were more likely to pay more than \$500 per month (22%) compared to dump truck & pony (10%) and Tractor-trailer operators/owners (0%).

Please note that data from Tractor-only / one-ton and straight truck / five-ton operators/owners were not included in this written analysis due to small sample sizes.

Open House Participants: Type of Truck Owned/Operated by Monthly Rate Paid for Truck Parking

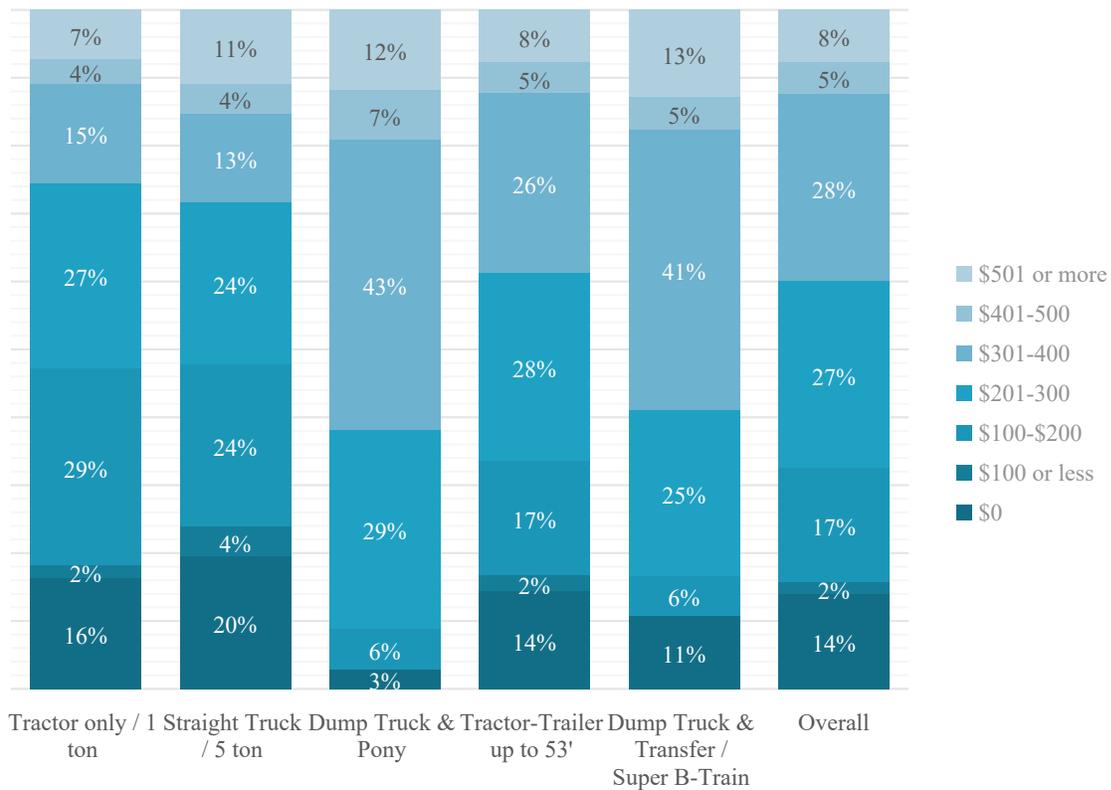


Among online questionnaire respondents, dump truck & pony and dump truck & transfer/Super B-Train owner/operators paid the most for monthly parking. 62% of dump truck & pony operators and 59% of

dump truck & transfer / Super B-train operators paid more than \$300 per month. In contrast, Tractor-trailers up to 53' had the next highest proportion of owners/operators paying above \$300 per month at 39%.

A significant number of owner/operators were not paying anything for monthly parking, the highest proportion of which were Straight truck/five-ton operators (20%) followed by tractor-only/one-ton operators (16%).

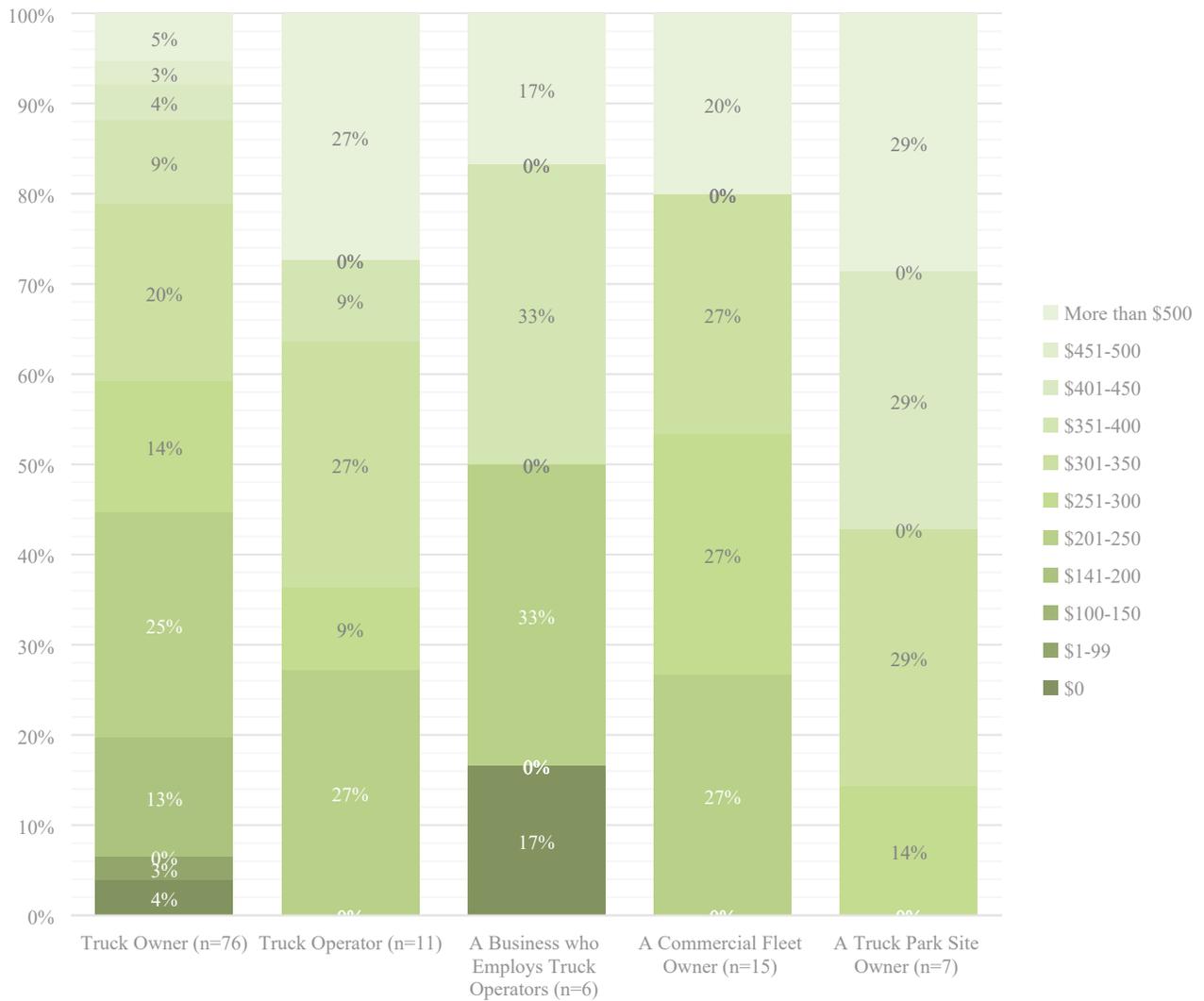
Online Questionnaire Respondents: Type of Truck Owned/Operated by Monthly Rate Paid for Truck Parking



Monthly rate for parking by owner/operator type

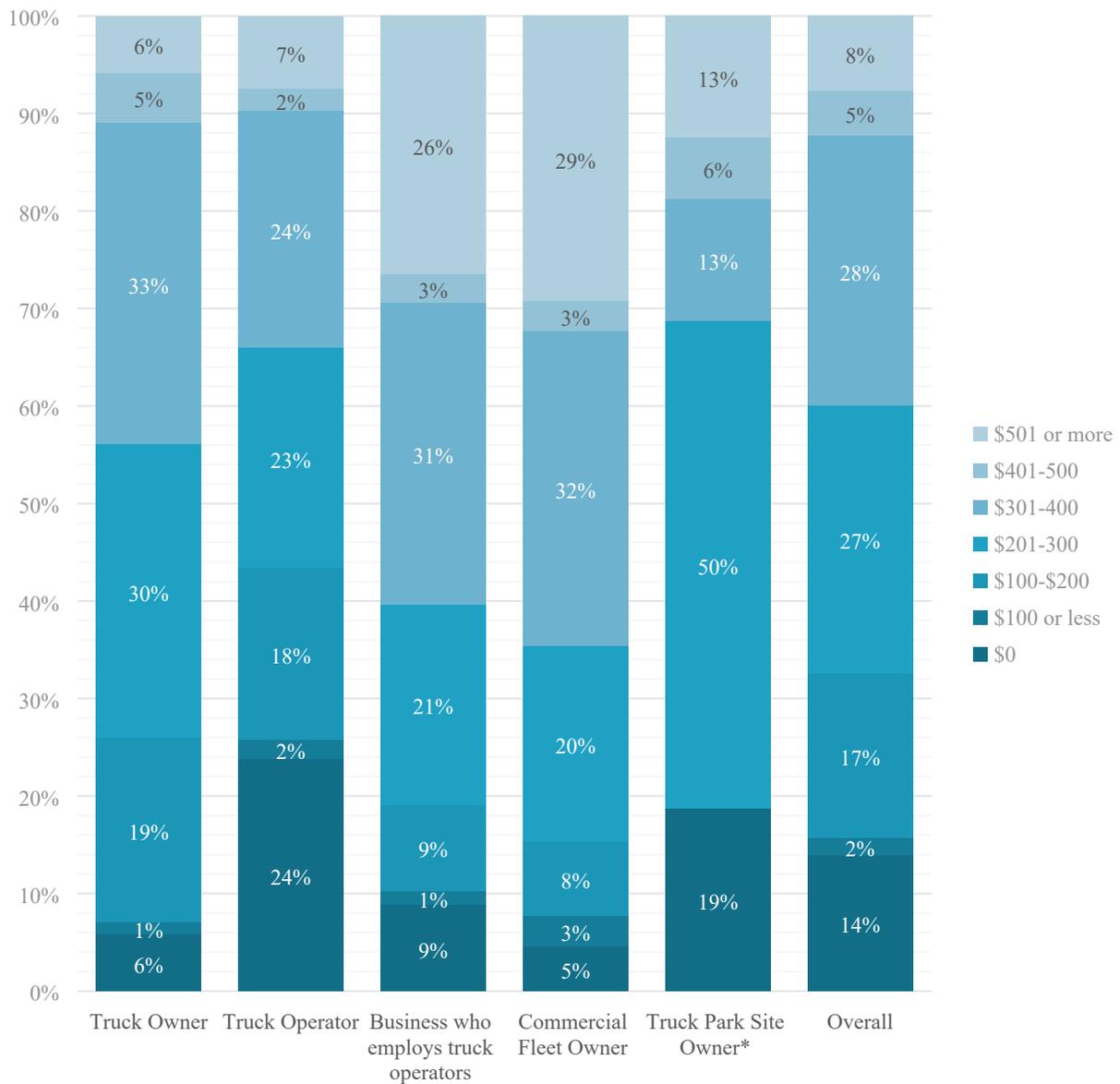
From the open house, most respondents paid between \$201-\$350 per month across all types (59% of truck owners fell within this range; 63% of truck operators; 66% of businesses who employ truck operators; 81% of commercial fleet owners; and 43% of truck park site owners).

Open House: Monthly Parking Costs by Owner/Operator Type



Among online respondents, businesses who employ truck operators and commercial fleet owners pay the most for truck parking monthly. 32% of commercial fleet owners and 29% of businesses who employ truck operators pay more than \$400 per month compared to truck owners (11%) or truck operators (11%). Most truck owners and truck operators pay between \$201-400 per month, 63% and 47% respectively. Truck operators were the most likely to not pay for parking (24%).

Online Questionnaire: Monthly Parking Costs by Owner/Operator Type



*Denotes less than 20 respondents.

LOCATION

Open house participants indicated that the communities of Newton and Whalley are where most truck owner / operators live (46% and 30%) as well as the most common current locations to park (34% and 40%). These neighbourhoods also emerged as preferred neighbourhoods for future truck park locations (Newton 41%, Whalley 33%).

There were 6% more respondents who wanted to see truck parks located in Newton compared to those who currently park there. In contrast, there were 7% less respondents who wanted to see parking in Whalley compared to those who currently park there.

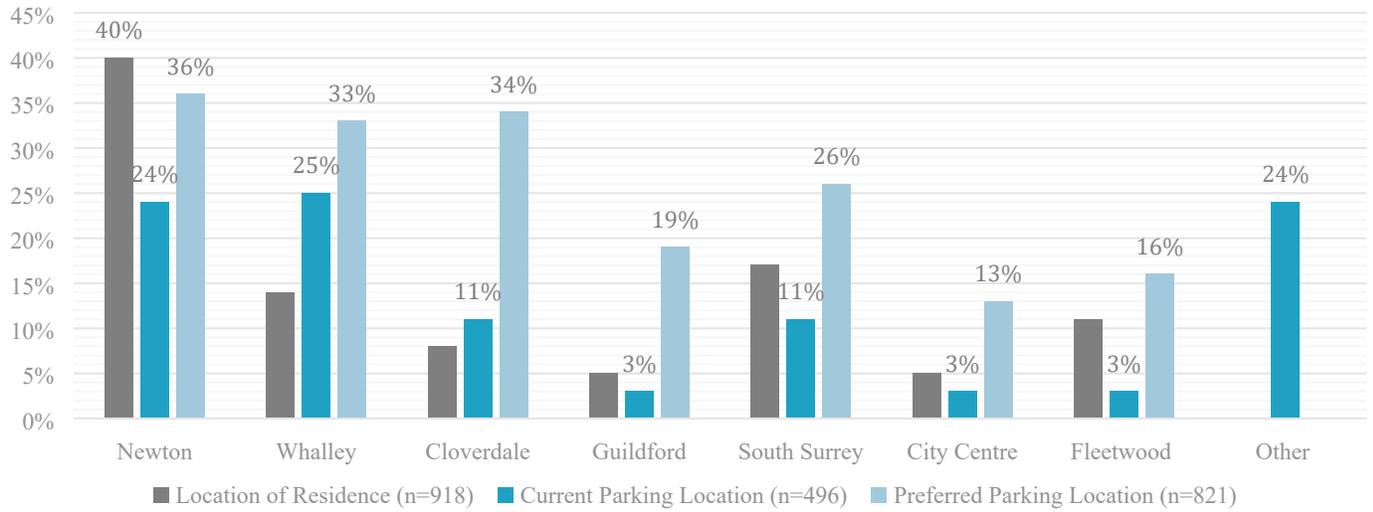
South Surrey is where 8% of participants currently park and where 9% would prefer to park, despite being home to only 3% of respondents.

Current and Preferred Parking Location vs Location of Residence by Neighbourhood



Online questionnaire respondents were most likely to live in Newton (40%), followed by South Surrey (17%) and Whalley (14%). The most common current parking locations are Whalley (25%), Newton (24%) and Other (24%). Other current parking locations included Port Kells in Surrey as well as Abbotsford, Delta, Langley, Richmond, Aldergrove, Burnaby, Chilliwack, Coquitlam, New Westminster, Pitt Meadows and Annacis Island. Newton was the most popular preferred parking location (35%) while Cloverdale was the neighbourhood with the largest difference between current parking location (11%) and preferred parking location (34%).

Online Questionnaire: Current and Preferred Parking Location vs Location of Residence by Neighbourhood

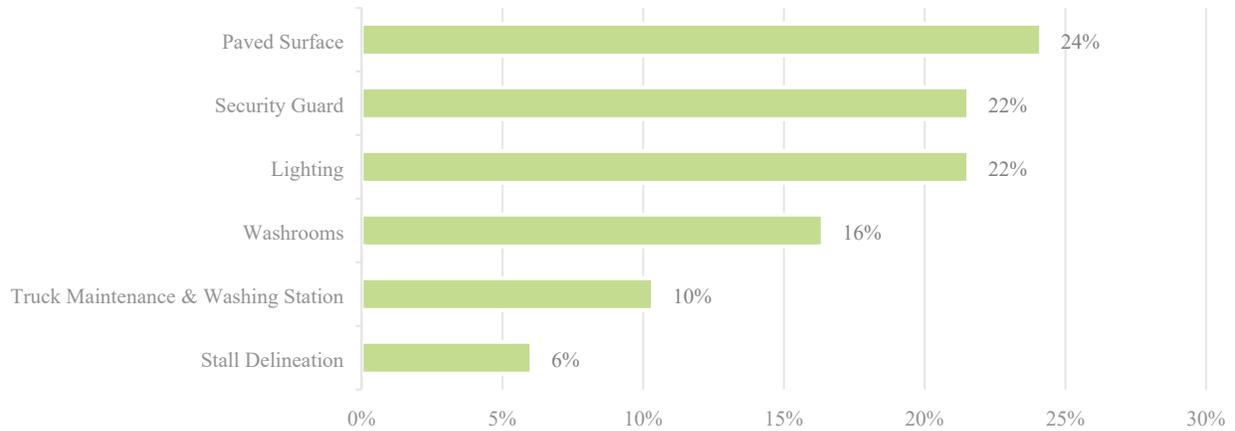


AMENITIES

Current Amenities Available

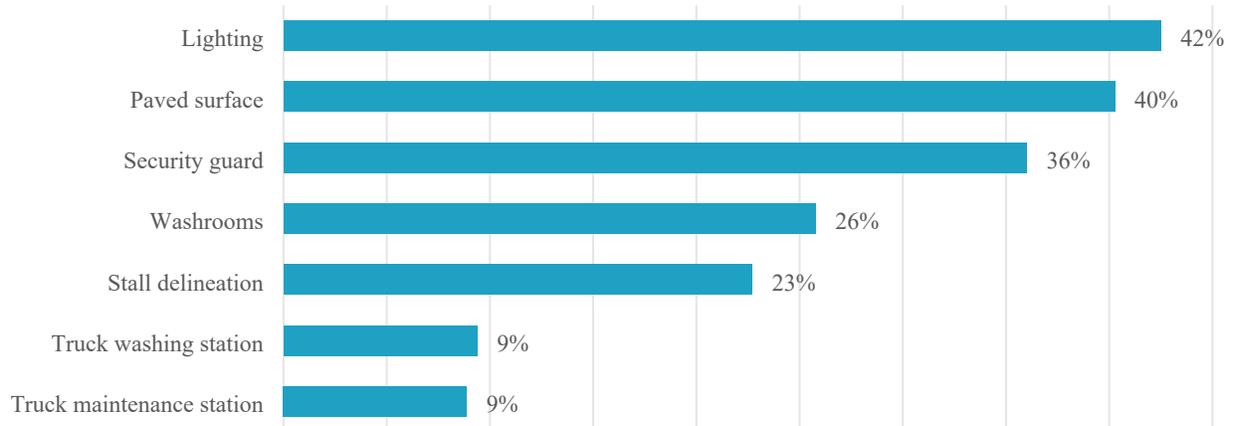
Paved surface was the most commonly available amenity at current parking locations (24%) for open house participants, followed by a security guard (22%) and lighting (22%).

Open House: What amenities are available on the site you park? 116 responses total



For online survey respondents, lighting was the most commonly available amenity (42%) followed by paved surface (40%) and a security guard (40%).

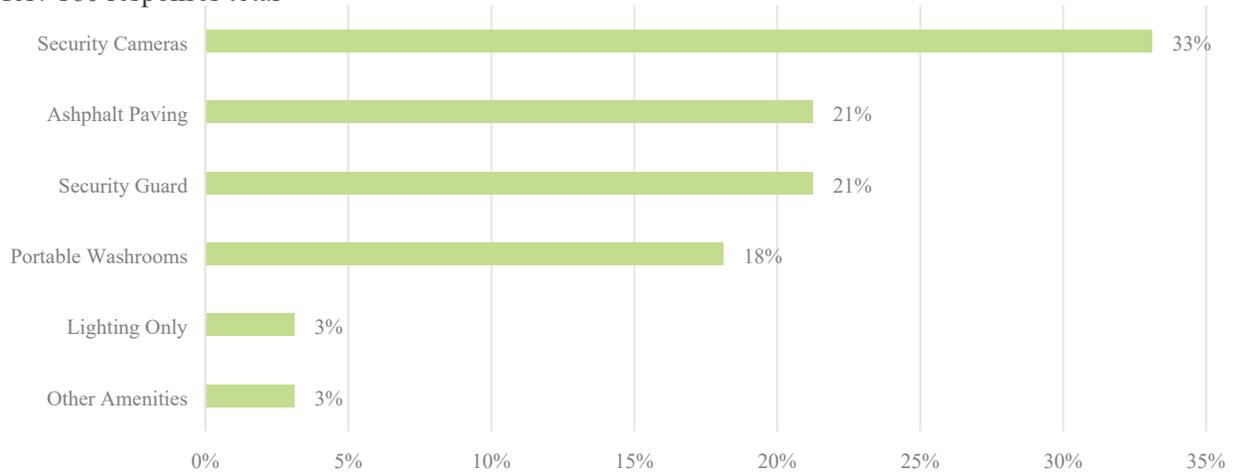
Online Questionnaire: What amenities are available on the site you park? 586 responses total



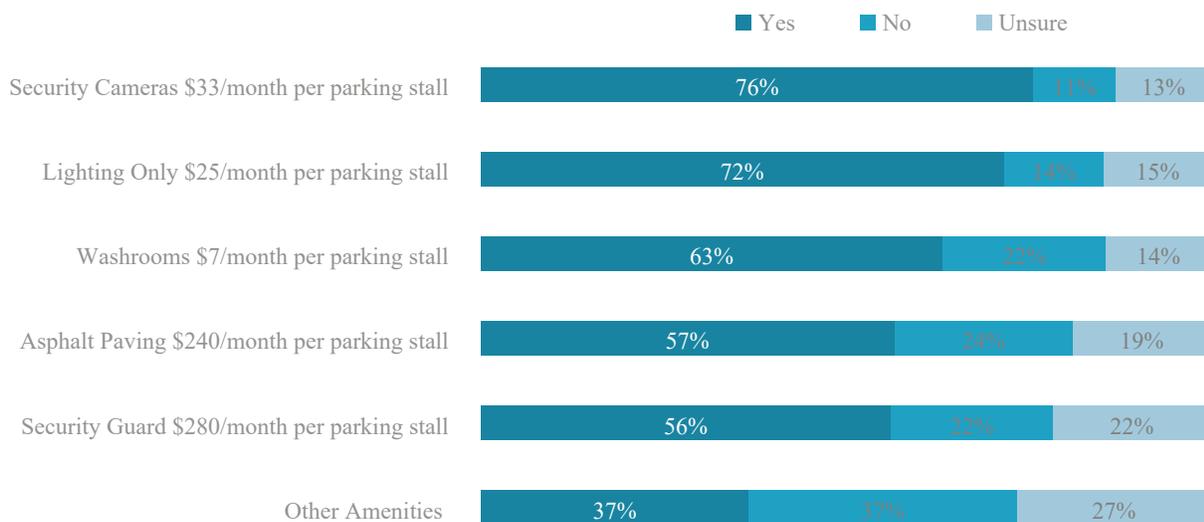
Willingness to pay for each amenity

In both the open house and online survey, security cameras were the additional amenity that most people would be willing to pay additional rental fees for (33% of open house respondents and 76% of online questionnaire respondents). At the open house, security cameras was followed by asphalt paving (21%), security guard (21%) while in the online responses, lighting (72%), washrooms (63%) were the next most popular.

Open House: As a truck operator, which of the following amenities would you be willing to pay more for? 160 responses total



Online Questionnaire: There are additional monthly costs associated with amenities beyond a basic gravel site. Costs are approximate and based on industry standard rates for a one-acre site. Which of the following amenities would you be interested in having access to? 443 responses total.



Willingness to pay for each amenity by type of truck

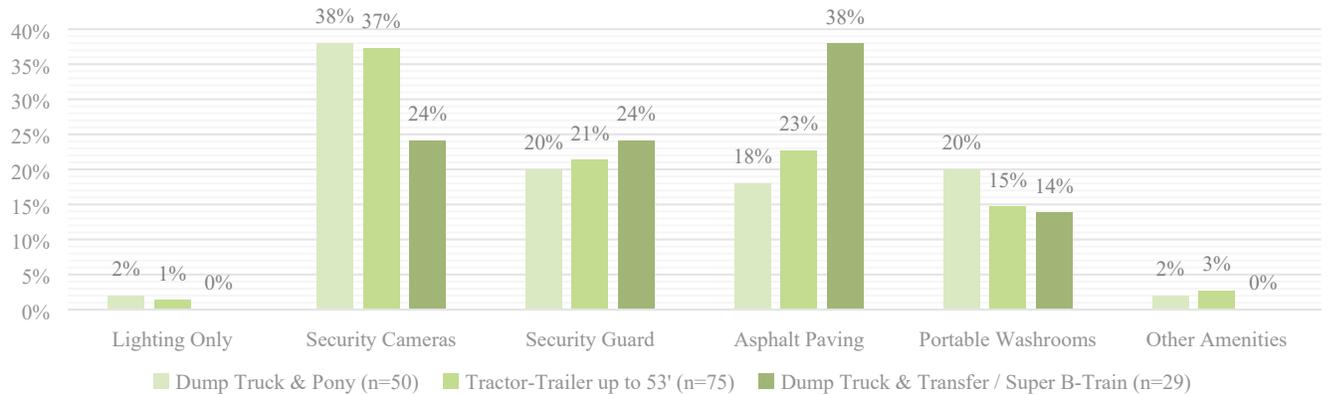
Security cameras were the amenity that the highest number of dump truck & pony operators/owners and tractor-trailer operators/owners were willing to pay for (38% of dump truck & pony; 37% of tractor-trailer).

By comparison, asphalt paving was the amenity with the popular amongst dump truck & transfer / Super B-Train operators/owners, with 38% willing to pay. Asphalt paving was the second- and fourth-highest rated amenity for dump truck & pony operators/owners and tractor-trailer operators/owners, respectively.

Security guards were also a popular choice, with 24% of dump truck & transfer / Super B-Train operators/owners willing to pay, 21% of tractor-trailer operators/owners and 20% of dump truck & pony operators/owners.

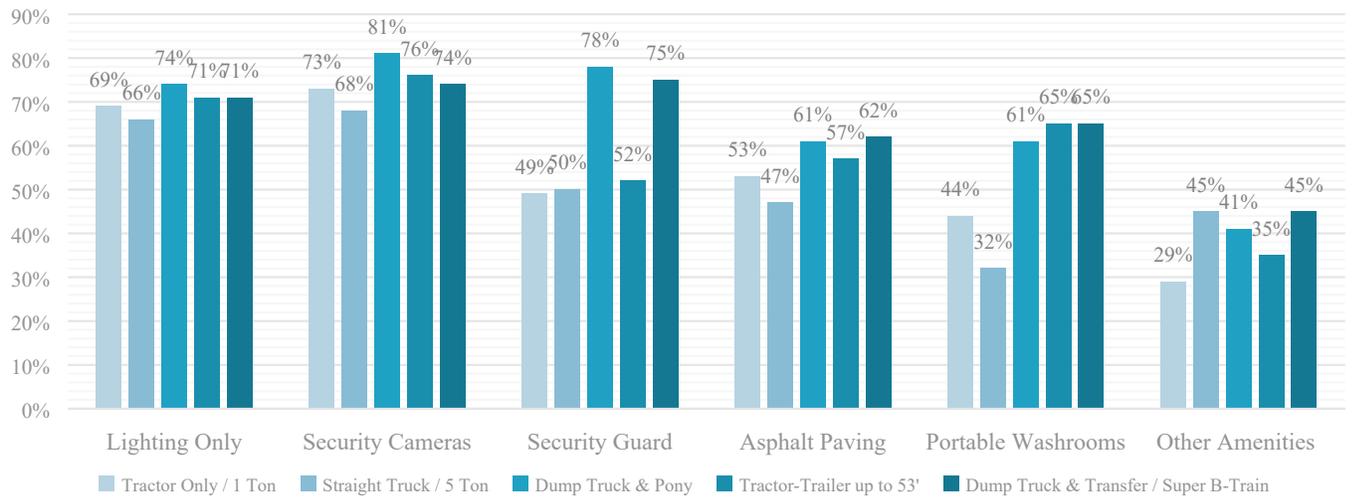
Please note that there were only four Tractor Only/one-ton and three straight truck/five-ton responses to this question and were left out of this analysis.

Willingness to Pay for Amenities by Type of Truck Owned/Operated



In the online survey, security cameras and lighting were the most popular among the owners and operators of tractor only / one-ton, straight truck / five-ton and tractor-trailer up to 53'. dump truck & pony and dump truck & transfer/Super B-Train owners and operators were much more willing to pay for security guards than the owners and operators of other truck types.

Online Questionnaire: Willingness to Pay for Amenities by Type of Truck

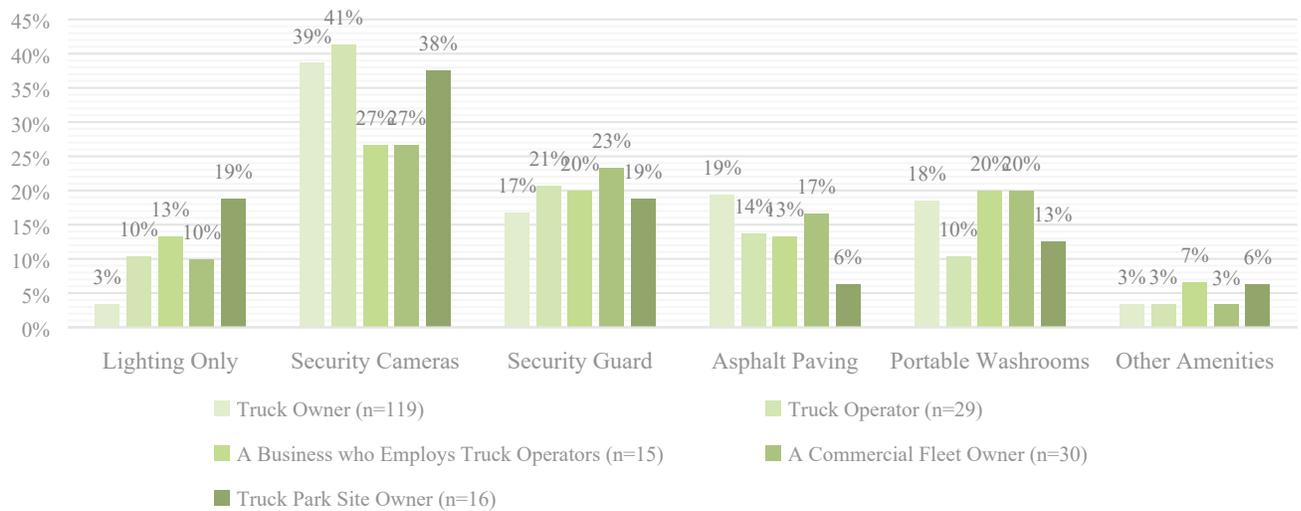


Willingness to pay for each amenity by type of operator/owner

Security cameras were the most popular type of amenity across all operator/owner types, although a much higher proportion of truck owners, truck operators and truck park site owners (40%; 41%, 38%) were willing to pay for security cameras compared to businesses who employ truck operators (27%) and commercial fleet owners (27%).

A higher proportion of commercial fleet owners were willing to pay for a security guard (23%) compared to all other types of owners/operators. Truck owners were the least likely to be willing to pay for a security guard (17%).

Willingness to Pay for Amenities by Type of Operator/Owner

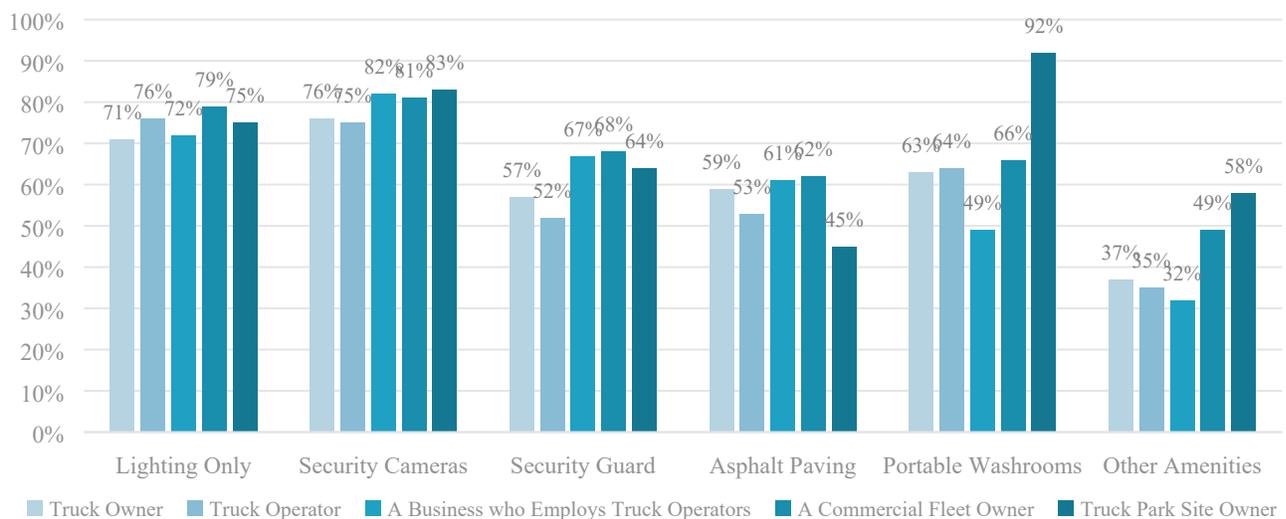


In the online questionnaire, security cameras was the amenity that almost all owner/operators types were most willing to pay for aside from truck park site owners, with over 75% of each owner/operator type willing to pay.

Lighting was also a popular choice, placing either first or second among all owner/operator types aside from truck park site owners, placing third with that group.

Truck park site owners were most willing to pay for portable washrooms (92%), compared to 66% of commercial fleet owners and 64% of truck operators.

Online Questionnaire: Willingness to Pay for Amenities by Owner/Operator Type



Willingness to pay for each amenity by number of truck

Participants owning more than 10 trucks were far more likely to be willing to pay for a security guard than those with less vehicles. 39% of those with more than 10 trucks were willing to pay for a security guard while only 22% of those owning between 2-5 trucks and 19% of those owning one truck were willing to pay for that service.

However, those owning one truck were more willing to pay for a security camera (39%). Willingness to pay for a security camera decreased with more vehicles – 31% of those owning 2-5 trucks and 19% of those owning more than 10 trucks were willing to pay for a security camera.

There was slightly higher interest among those owning more than 10 trucks for asphalt paving (28%) compared to those owning less trucks (24% of those owning one truck and 19% of those owning 2-5 trucks).

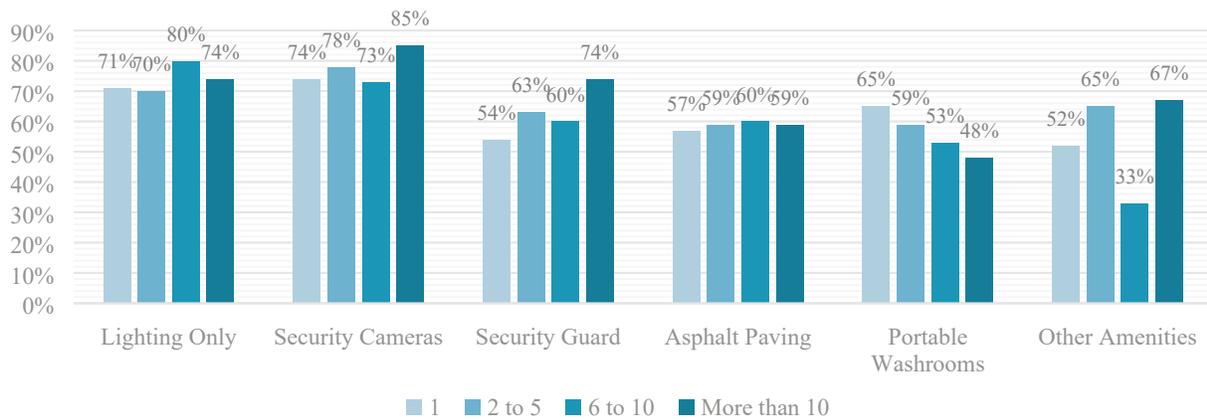
The responses from the three participants who owned 6-10 trucks were removed from the graph for clarity and due to small sample size.

Willingness to Pay for Amenities by Number of Trucks



In the online survey responses, respondents owning more than 10 trucks were more likely to be willing to pay for security guards and security cameras but less likely to be willing to pay for washrooms compared to those owning between one and five trucks.

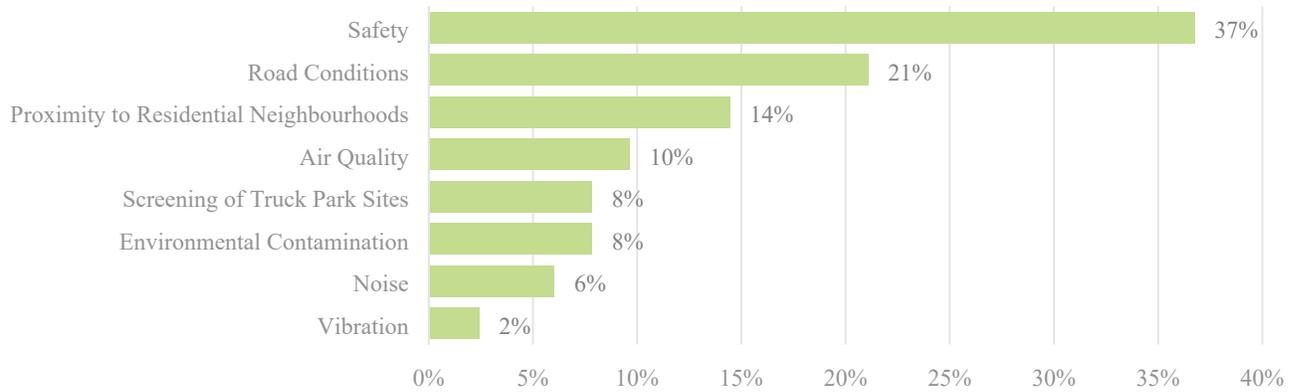
Online Questionnaire: Willingness to Pay for Amenities by Number of Trucks



CONCERNS

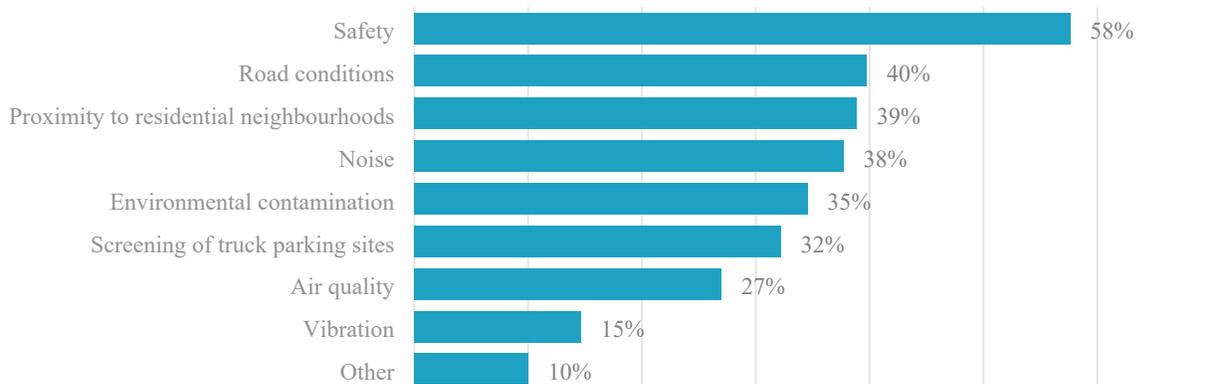
The most common concerns amongst respondents were safety (37%), road conditions (21%) and proximity to residential neighbourhoods (14%).

Open House: Which of the following are your primary concerns with issues related to truck parking? 166 responses total



Similar to the open house responses, the top concerns from online questionnaire respondents were safety (58%), road conditions (40%), and proximity to residential neighbourhoods (39%).

Online Questionnaire: Which of the following are your primary concerns with issues related to truck parking? 689 responses total



62 responses were received online regarding other concerns around truck parking. Comments related to environmental concerns comprised the most common theme (10 comments). This was followed by comments concern with the scarcity of parking (10 comments) and the cost of parking (9 comments).

The remainder of the comments are organized below.

- Trucks contributing to congestion on the roadways (7 comments)
- Theft / vandalism / overall security of parking (6 comments)
- Cleanliness of parking yards (4 comments)
- Distance travelled to find parking (3 comments)
- Location -needs to be close to highway and on truck routes (3 comments)
- Trucks in residential areas (3 comments)
- No Concerns (5 comments)

BARRIERS

Participants at the Open House were asked to share some of the barriers they have experienced to truck parking or developing truck parking facilities in Surrey. In total there were 28 comments received. This section summarizes the themes related to these barriers.

- Cost (9 comments) Respondents expressed that the cost of parking or parking site upgrades is prohibitive.
- Land Use / Rezoning (8 comments) These comments spoke to respondents' desire for more Temporary Use Permits (TUPs) to be issued, lowered requirements around drainage and paving for TUPs, as well as a need to rezone unused industrial lands for parking.
- Scarcity of sites or spots (6 comments) Participants expressed that a lack of safe parking stalls and lots is a barrier to truck parking in Surrey.
- Administrative / Bylaw (4 comments) These comments identified that the processes around parking sites, lack of clarity and lack of a central parking site / spot list are barriers. Two participants stated that the 5000kg limit on truck parking at home is a barrier.
- Other (2 comments) There were two comments that did not easily fit into any of the above themes. These included the lack of union representation, and an offer to operate a parking site if the City purchases the land.

There were 372 comments outlining other barriers to finding or developing truck parking in Surrey, with many comments sharing more than one barrier.

Responses speaking to the scarcity of parking spots made up the majority of comments (99 comments), with respondents stating that there are currently not enough parking spots to meet the demand. This was followed by comments about the cost of suitable truck parking (63 comments).

47 comments spoke to the environmental sensitivities around selecting locations for truck parking, including proximity to streams and farms as well maintaining a balance of greenspace.

Respondents also reported that they experience barriers at the municipal level through bylaws, permits, enforcement, zoning or general sense of a lack of support for the issue. Residential concerns comprised another common factor in accessing suitable parking in Surrey (41 comments).

The remainder of the comments can be organized as follows:

- Cost of land (14 comments)
- Distance to find parking (13 comments)
- Congestion (12 comments)
- Shortage of land to park on (12 comments)
- Not being able to park in industrial areas (11 comments)
- Crime / lack of security (11 comments)
- Unprofessional landlords (8 comments)
- Development of residential (6 comments)
- Room for larger trucks in the lot (5 comments)
- Cleanliness / unsightly (4 comments)
- Services for out of town operators- including sleeping quarters- (4 comments)
- Insufficient roads (4 comments)
- Inability to park at own home / on street (4 comments)
- Lack of overnight parking (3 comments)
- Lack of amenities (3 comments)
- Access to transit at park yard (3 comments)
- Illegal parking lots (2 comments)
- No barriers (3 comments)

21 comments could not easily be organized into any of the above themes.

26 responses to this question offered ideas about where a truck park should be located. This included:

- Close to the highways (Highways 91, 17, 10)
- Close to Pacific Border
- Easy access to truck routes
- Near 176/ 32 Ave.
- 104 Ave. to 96 Ave. and 176 St.
- Close to 96 and 148 St.
- BC Hydro lands

IDEAS

There were 31 ideas shared at the open house shared to improve truck parking in Surrey.

- Utilize other land (10 comments) The majority of ideas shared centered on making use of other land and turning it into truck parking. Sites suggested included BC Hydro lands, industrial lands, ALR lands, and lands in proximity to the highway.
- Changes to Bylaws and Regulations (12 comments) These comments recommended that changes to bylaws could improve access to parking in Surrey. Suggestions included amending the size restriction on trucks in residential areas, allowing short term roadside parking, relaxing development requirements, issuing more Temporary Use Permits, and approving more rezoning

applications for truck parking facilities. There was also feedback that there should be more follow-up on parking complaints.

- Parking on home / farmland (5 comments) These comments indicated that allowing truck operators to park at home or on farmland could improve the parking options for trucks in Surrey.
- Cost (4 comments) Some of the respondents shared ideas to make parking more affordable. These included a price cap on parking, City-regulated costs and subsidies to cover the costs of park site improvements.
- Other (2 comments) There were 2 comments that did not fit easily into the above themes. One suggested a smartphone app showing parking options and the other suggested selling permanent parking stalls to a single operator.

There were 385 online responses to this question, with many comments reflecting more than one idea. Comments asking that truck parking be allowed on areas such as industrial, commercial, and unused lands comprised the majority of comments (79 comments). This was followed by comments calling for the creation of more parking (57 comments). The remainder of the comments are organized below.

- Expand parking through larger parking sites/multi-story parkades, expand current sites where possible, or make multiple smaller lots across the city (39 comments)
- Allow parking on farmland, private home and streets (36 comments)
- Strict environmental protections, including no parking on farmland / ALR (33 comments)
- Ensure parking is affordable – includes City regulated rates and a rent cap (30 comments)
- Increased enforcement of parking violations & illegal sites (30 comments)
- Creation of City owned and managed lots (26 comments)
- Improved amenities at park sites, including washrooms and paving (26 comments)
- Close to the highway, truck route, border (25 comments)
- Secure/safe/clean truck parking (25 comments)
- Keep parking out of residential areas (19 comments)
- More accessible/centralized locations for parking, including close to transit (15 comments)
- Improved short-term truck parking & rest stops (9 comments)
- More permits/simplify permit process (8 comments)
- Model after US truck parking, including Flying J's (7 comments)
- Truck parking on outskirts of city / out of public view (6 comments)
- Improved parking for overnight & out of town trucks (3 comments)
- Improved communications, including creating a parking app (3 comments)
- Improved collaboration (3 comments)
- Keep parking as-is (2 comments)
- Parking is the trucking company's responsibility (2 comments)
- Comments (positive) about the engagement process (2 comments)
- Not Applicable / None (2 comments)
- Other (28 comments)