

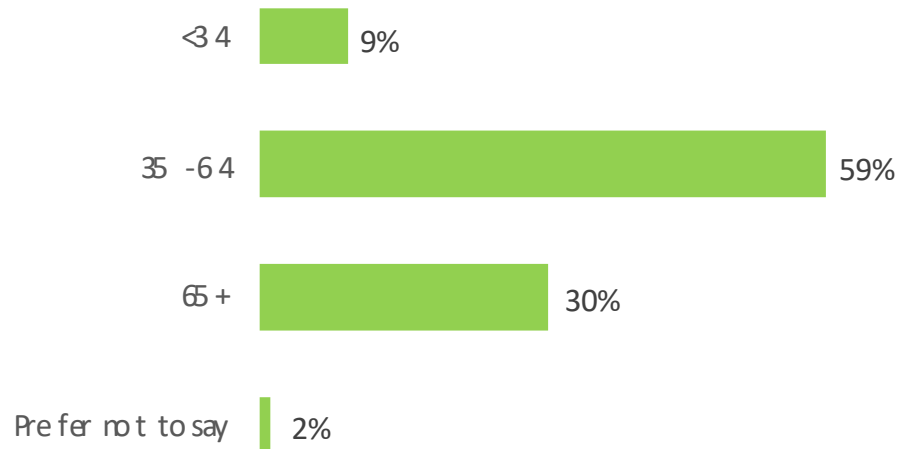
Surrey CitySpeaks Members – Smart Cities Challenge Survey

Survey Results
November 07 2017

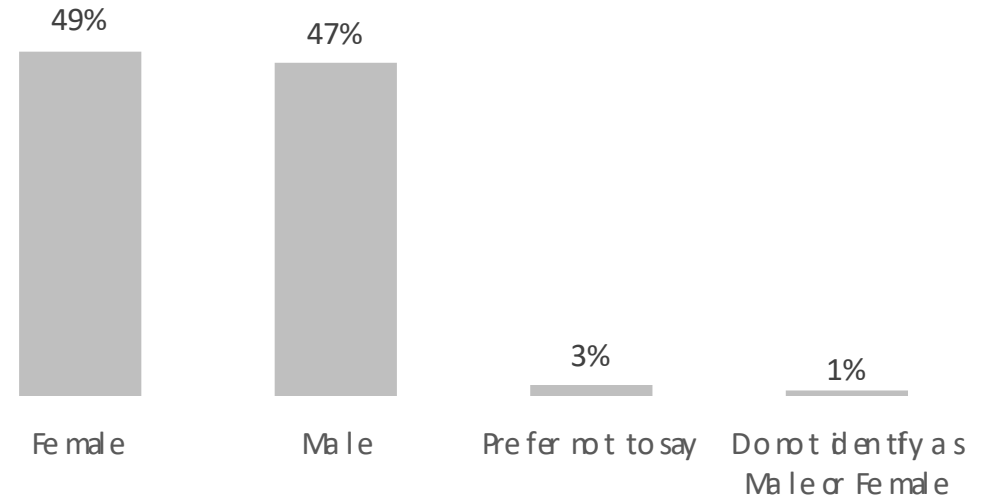
The results of this survey, conducted between October 12, 2017 and November 2, 2017, are not weighted to the City of Surrey's population. The results are based on 974 responses by a fair representation of the City of Surrey population.

Profile of Survey Participants (#1)

Age Range



Gender

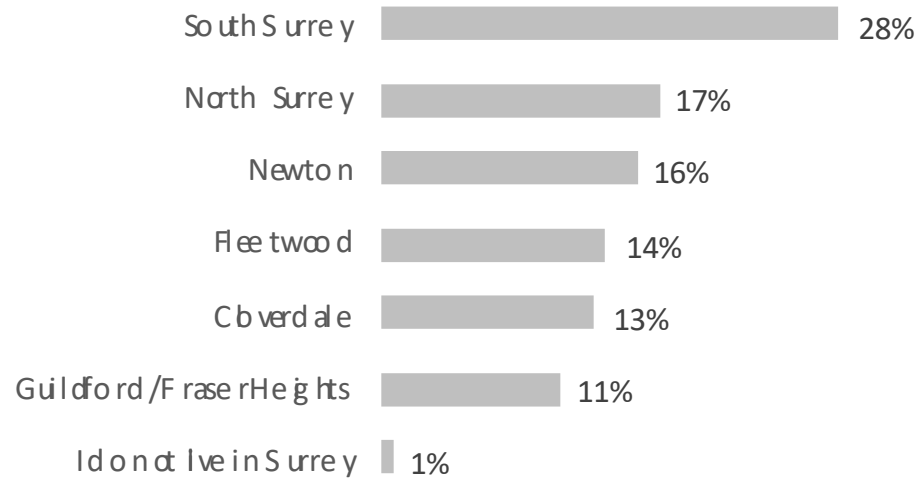


FULL SAMPLE DEMOGRAPHICS

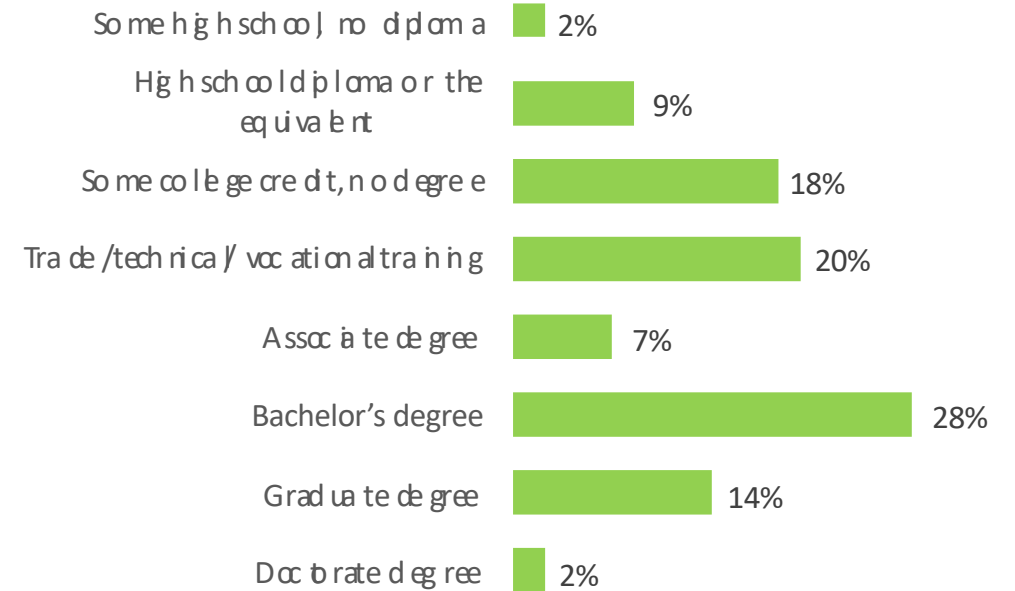
These survey results are based on 974 responses. Demographics are provided as background on the composition of survey respondents. Please note these results are not weighted to the City of Surrey's population.

Profile of Survey Participants (#2)

Neighbourhood Area



Highest Education Level

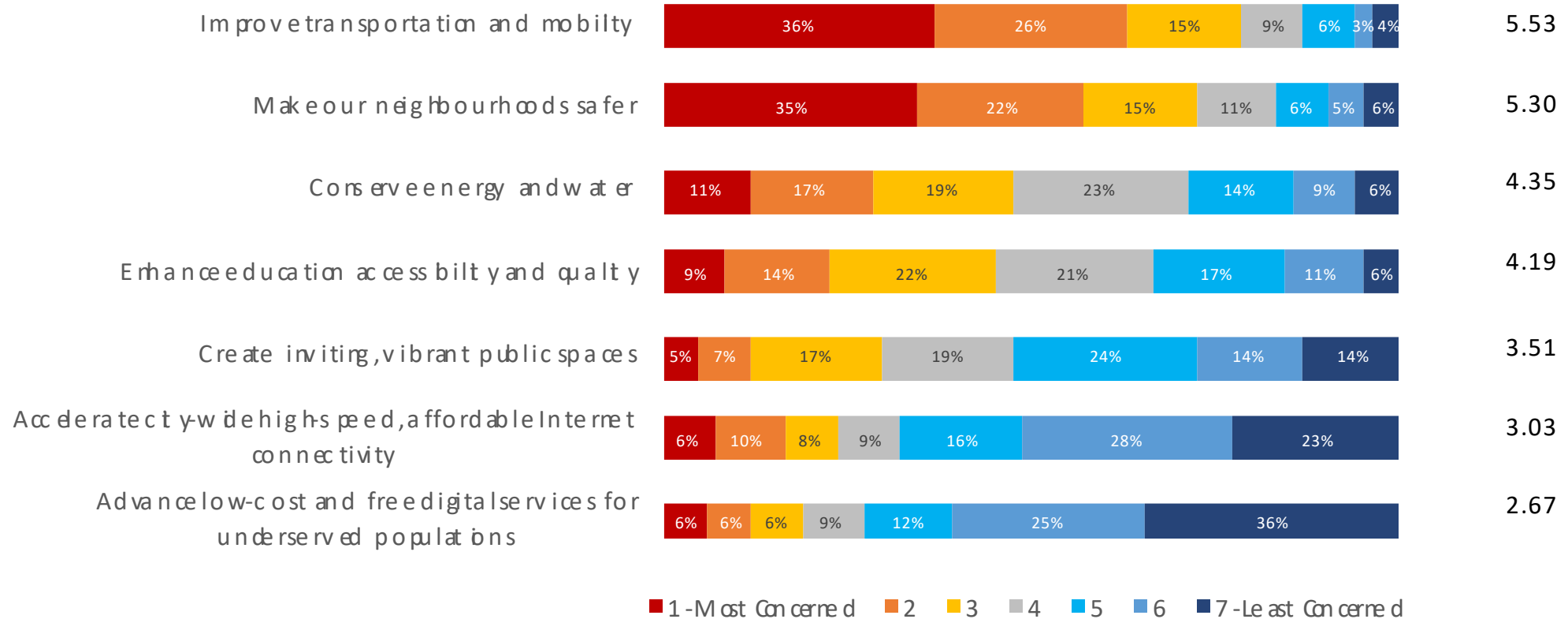


Smart Cities Areas of Opportunity

Overall Score

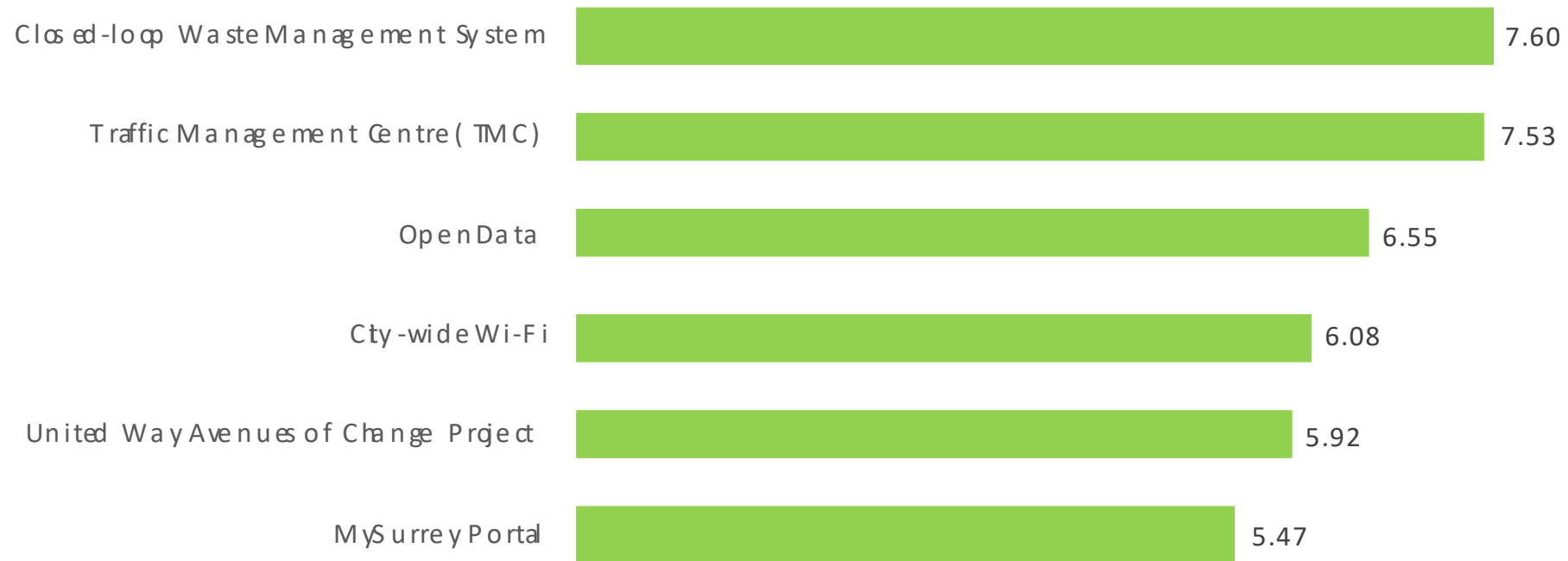
Opportunity of most concern

Opportunity of least concern



Q: What smart city areas of opportunity would you most like to see addressed with the help of technology?
Rank these opportunities in order of concern from 1 to 7, where: 1 = Most Concerned and 7 = Least Concerned.
Total participants: 835

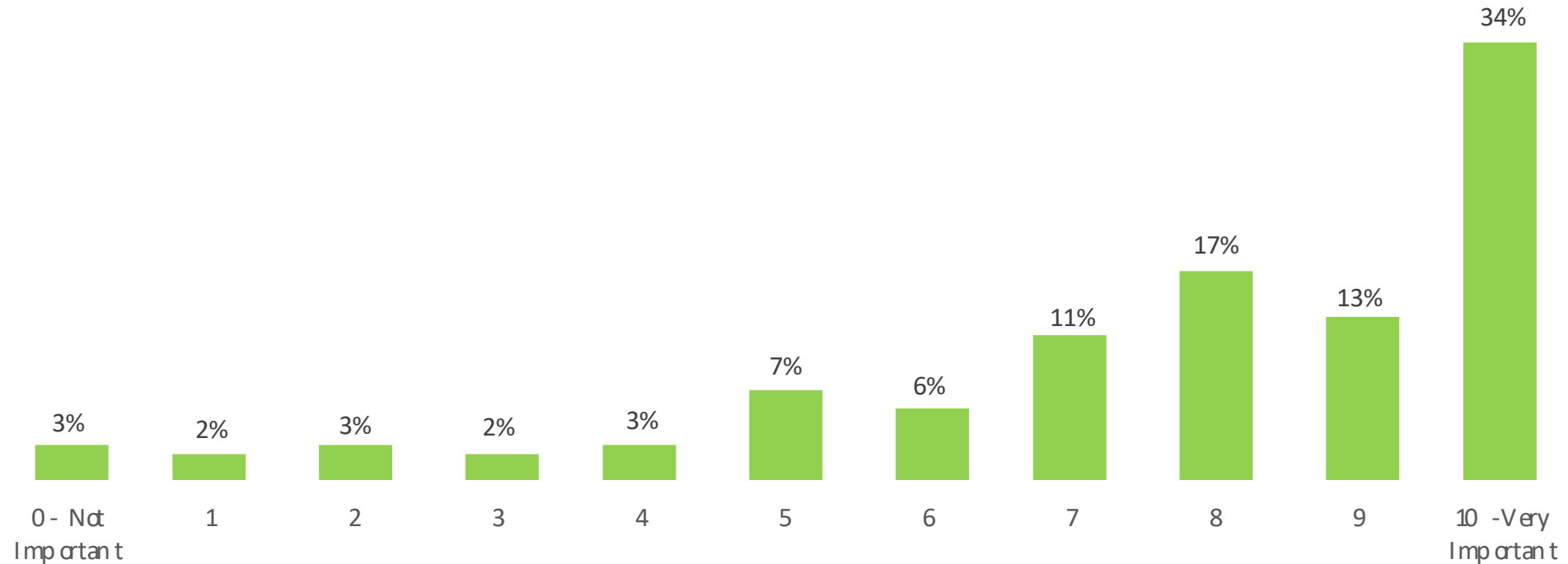
Importance of Smart Initiatives (Mean Scores on 0-10 scale)



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 909

Importance of Smart Initiatives – Closed-loop Waste Management System

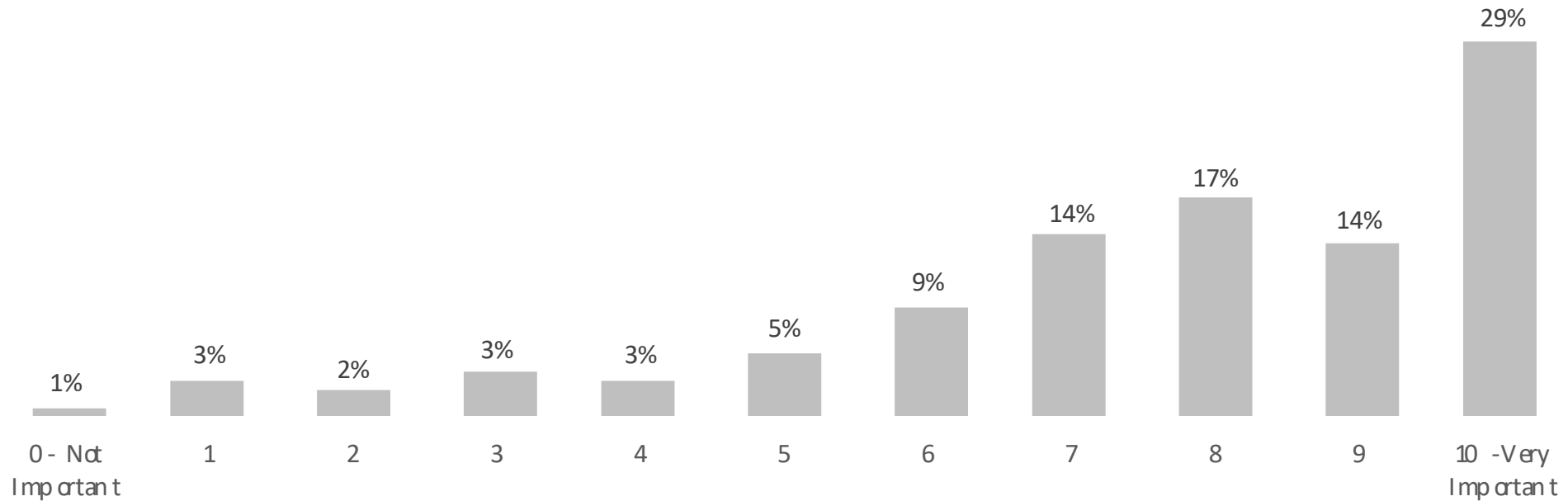
Mean Score = 7.60



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 920

Importance of Smart Initiatives – Traffic Management Centre (TMC)

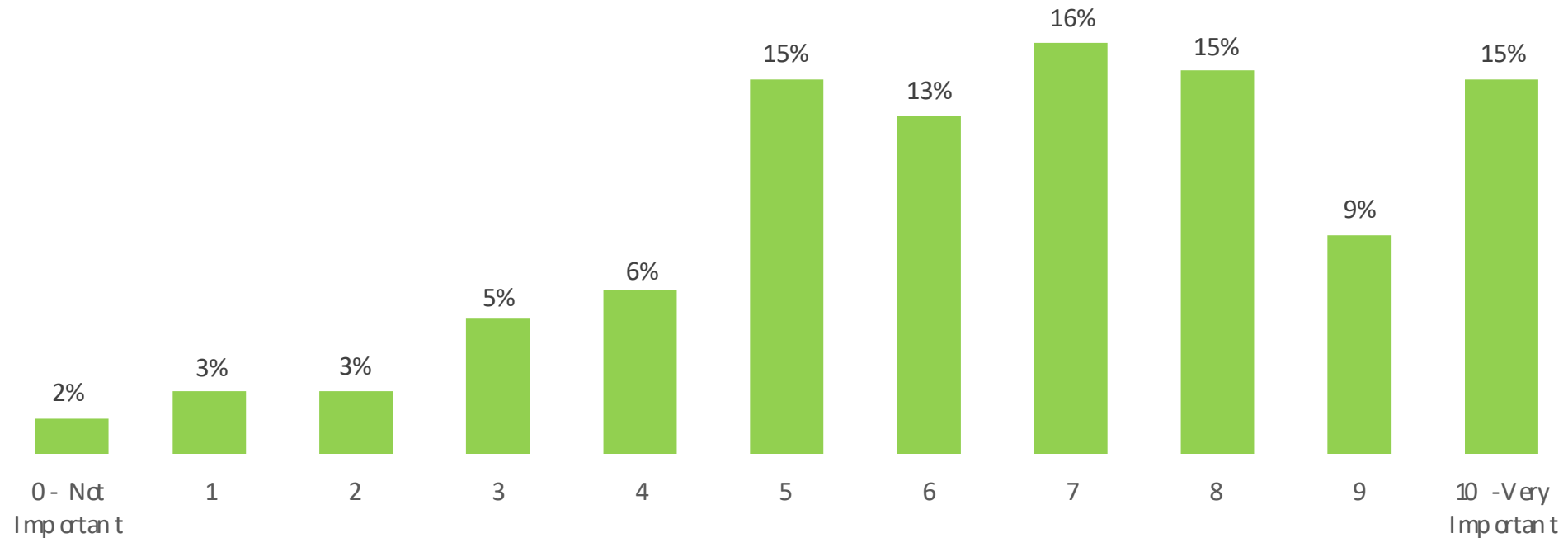
Mean Score = 7.53



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 917

Importance of Smart Initiatives – Open Data

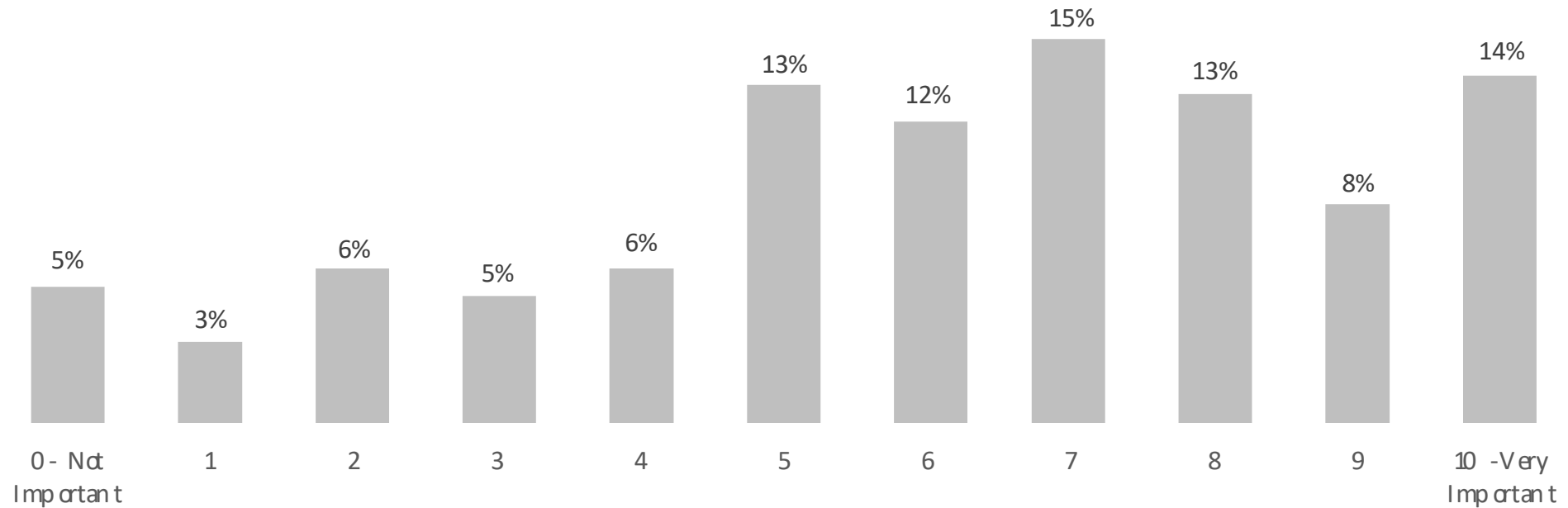
Mean Score = 6.55



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 918

Importance of Smart Initiatives – City-wide Wi-Fi

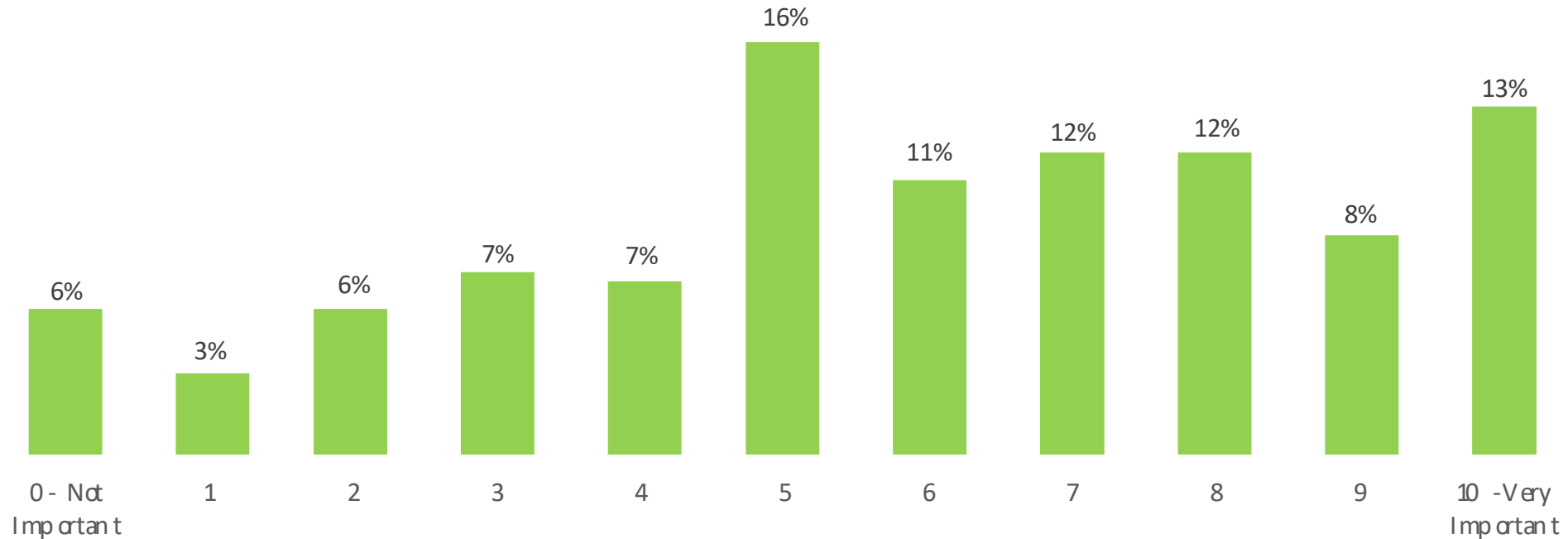
Mean Score = 6.08



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 914

Importance of Smart Initiatives – United Way Avenues of Change Project

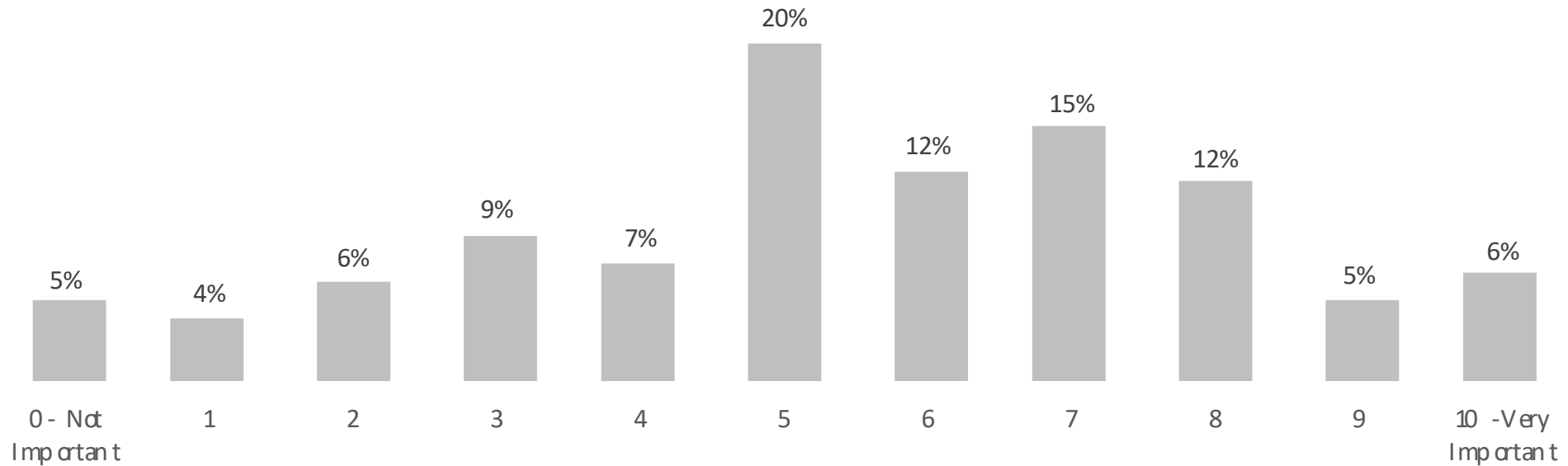
Mean Score = 5.92



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.
Total participants: 909

Importance of Smart Initiatives – MySurrey Portal

Mean Score = 5.47



Q: The City of Surrey has championed numerous “smart” initiatives in recent years. Rate the following initiatives from 0 – 10 (0 being ‘not important’ and 10 being ‘extremely important’) based on how important you feel they are to improving the quality of life in Surrey.

Total participants: 914

Smart Ideas for a Technology-Supported Solution in Surrey

	Top 10 Most Frequently Mentioned Themes	% Responses
1	Improve traffic management e.g. real-time traffic monitoring and control to manage traffic flow and divert traffic from trouble-spots.	14%
2	Improve public transit e.g. develop transit infrastructure, expand the Skytrain or develop a LRT system, enable real-time updates at all bus-stops etc.	14%
3	City-wide wi-fi e.g. particularly in parks, green spaces and on transit.	11%
4	Development of more solar/wind power generation e.g. greater use of solar power on city buildings and community centres, encourage installation of solar panels on houses with tax credits or grants, more solar power garbage compactors etc.	10%
5	Online information & services to public e.g. provide more municipal services online, develop a centralized information resource for weather events, emergency preparedness etc., provide access to wait-time information at local hospitals and medical centres etc.	8%
6	Crime prevention e.g. install cameras at high crime rate areas in order to deter criminal activity, increase public safety etc.	7%
7	Electric Vehicle infrastructure e.g. promote the use of EV, install more charging stations, install Compass Card-controlled chargers etc.	4%
8	Street lighting e.g. install more solar-powered or LED lighting, more motion-censored lighting to reduce light pollution etc.	3%
9	Recycling resources e.g. expand the current large item pick up service (type and number of items permitted), more information and recycling options etc.	3%
10	Business innovation hubs/support e.g. enable businesses to test and develop new business ideas and collaborate more easily.	3%

Other ideas related to improving driving speed enforcement, encouraging the development of more sharing communities, supporting the development of smart cars, supporting efforts to tackle homelessness and providing more affordable housing options.

Q: What is your smart idea for a technology-supported solution in Surrey?

Total participants: 432

Appendices

Smart Cities Areas of Opportunity by Age - Relative Ranking Score

	<34 yrs	35 - 64 yrs	65+	Overall
Improve transportation and mobility	5.03	5.64	5.49	5.53
Make our neighbourhoods safer	4.82	5.36	5.22	5.27
Conserve energy and water	4.16	4.30	4.50	4.35
Enhance education accessibility and quality	4.38	4.13	4.23	4.18
Create inviting, vibrant public spaces	3.49	3.52	3.38	3.48
Accelerate city-wide high-speed, affordable Internet connectivity	3.35	2.98	3.17	3.07
Advance low-cost and free digital services for underserved populations	2.80	2.55	2.94	2.69

Highlights in red indicate scores are notably higher than the overall score – the higher the score, the more concerning the opportunity is.

Smart Cities Areas of Opportunity by Gender - Relative Ranking Score

	Female	Male	Overall
Improve transportation and mobility	5.41	5.68	5.54
Make our neighbourhoods safer	5.41	5.12	5.27
Conserve energy and water	4.42	4.25	4.34
Enhance education accessibility and quality	4.19	4.21	4.18
Create inviting, vibrant public spaces	3.46	3.51	3.48
Accelerate city-wide high-speed, affordable Internet connectivity	2.83	3.30	3.06
Advance low-cost and free digital services for underserved populations	2.69	2.66	2.69

Base size for Other ('Do not identify as Male or Female' and 'Prefer not to say') is too low to report.

Highlights in red indicate scores are notably higher than the overall score – the higher the score, the more concerning the opportunity is.

Smart Cities Areas of Opportunity by Surrey Neighbourhood - Relative Ranking Score

	Cloverdale	Fleetwood	Guildford/ Fraser Heights	Newton	North Surrey	South Surrey	Overall
Improve transportation and mobility	5.55	5.56	5.53	5.62	5.38	5.58	5.54
Make our neighbourhoods safer	5.30	5.24	5.29	5.63	5.25	5.08	5.27
Conserve energy and water	4.58	4.45	4.43	4.10	4.42	4.24	4.35
Enhance education accessibility and quality	4.17	4.04	4.08	4.34	4.13	4.28	4.19
Create inviting, vibrant public spaces	3.26	3.26	3.33	3.43	3.60	3.71	3.48
Accelerate city-wide high-speed, affordable Internet connectivity	3.41	2.98	3.36	2.88	2.99	2.94	3.05
Advance low-cost and free digital services for underserved populations	2.63	2.77	2.64	2.60	2.60	2.76	2.68

Highlights in red indicate scores are notably higher than the overall score – the higher the score, the more concerning the opportunity is.

Smart Cities Areas of Opportunity by Education Level - Relative Ranking Score

	High school diploma or equivalent	Some college credit, no degree	Trade/tech./vocational training	Associate degree	Bachelor's degree	Graduate degree	Overall
Improve transportation and mobility	5.17	5.54	5.56	5.84	5.55	5.42	5.54
Make our neighbourhoods safer	5.82	5.42	5.61	5.11	4.98	4.96	5.27
Conserve energy and water	4.57	4.35	4.30	4.63	4.13	4.44	4.34
Enhance education accessibility and quality	3.77	4.22	4.05	3.76	4.39	4.38	4.18
Create inviting, vibrant public spaces	3.72	3.23	3.50	3.32	3.60	3.42	3.48
Accelerate city-wide high-speed, affordable Internet connectivity	3.00	3.04	3.00	2.97	3.17	3.16	3.06
Advance low-cost and free digital services for underserved populations	3.08	2.54	2.63	2.50	2.71	2.75	2.69

Base size for 'Some High School, no Diploma' and 'Doctorate Degree' are too low to report.

Highlights in red indicate scores are notably higher than the overall score – the higher the score, the more concerning the opportunity is.

Importance of Smart Initiatives by Age & Gender - Mean Scores on 0-10 scale

	Closed-loop Waste Management System	Traffic Management Centre (TMC)	Open Data	City-wide Wi-Fi	United Way Avenues of Change Project	MySurrey Portal
<34	7.29	7.41	6.73	6.38	6.68	5.96
35 - 64	7.46	7.49	6.56	6.09	5.79	5.40
65+	8.01	7.65	6.46	6.15	5.86	5.47
Overall	7.59	7.53	6.57	6.11	5.90	5.47

	Closed-loop Waste Management System	Traffic Management Centre (TMC)	Open Data	City-wide Wi-Fi	United Way Avenues of Change Project	MySurrey Portal
Female	7.93	7.49	6.65	6.23	6.44	5.42
Male	7.32	7.58	6.40	6.02	5.29	5.50
Overall	7.59	7.53	6.57	6.11	5.90	5.47

Base size for Other ('Do not identify as Male or Female' and 'Prefer not to say') is too low to report.

Highlights in grey indicate scores are notably higher than the overall score – the higher the score, the more important the initiative is.

Importance of Smart Initiatives by Surrey Neighbourhood - Mean Scores on 0-10 scale

	Closed-loop Waste Management System	Traffic Management Centre (TMC)	Open Data	City-wide Wi-Fi	United Way Avenues of Change Project	MySurrey Portal
Clverdale	7.57	7.55	6.54	6.24	5.75	5.62
Fleetwood	7.74	7.56	6.62	6.24	6.33	5.93
Guildford / Fraser Heights	7.49	7.24	6.52	6.03	5.79	5.57
Newton	7.16	7.40	6.41	5.89	5.74	5.42
North Surrey	7.80	7.58	6.87	6.52	5.79	5.44
South Surrey	7.68	7.73	6.49	5.90	5.97	5.23
Overall	7.59	7.53	6.57	6.11	5.90	5.47

Highlights in grey indicate scores are notably higher than the overall score – the higher the score, the more important the initiative is.

Importance of Smart Initiatives by Education Level – Mean Scores on 0-10 scale

	Closed-loop Waste Management System	Traffic Management Centre (TMC)	Open Data	City-wide Wi-Fi	United Way Avenues of Change Project	MySurrey Portal
High school diploma or the equivalent	7.68	7.42	6.17	5.81	5.71	5.19
Some college credit, no degree	7.27	7.48	6.50	5.67	5.20	5.22
Trade/technical/vocational training	7.69	7.83	6.44	6.13	5.91	5.39
Associate degree	7.63	7.40	6.84	5.95	5.55	5.69
Bachelor's degree	7.54	7.47	6.71	6.30	6.14	5.85
Graduate degree	7.95	7.38	6.70	6.48	6.62	5.30
Overall	7.59	7.53	6.57	6.11	5.90	5.47

Base size for 'Some High School, no Diploma' and 'Doctorate Degree' are too low to report.

Highlights in grey indicate scores are notably higher than the overall score – the higher the score, the more important the initiative is.