



CITY OF
SURREY

WALKING PLAN

creating walkable neighbourhoods





Everyone is a pedestrian...



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WALKING PLAN

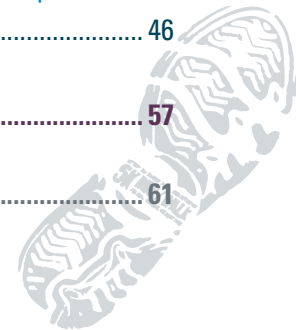
creating walkable neighbourhoods



The act of walking itself promotes community health, environmental sustainability, more civic pride and awareness, cohesive communities, and reduced traffic congestion.

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EXECUTIVE SUMMARY

For many in Surrey, walking is the only choice they have. For those who do not have access to a car, who want to use their car less, or who have a disability, getting around can be a challenge. Surrey has placed sustainability at the centre of all of its decision-making, and the Walking Plan recognizes that creating a healthy and sustainable city means building a city where people can walk, cycle, and use transit as their preferred ways to get around.

This Walking Plan builds on the 2008 Transportation Strategic Plan that identified the importance of walking in achieving broader transportation and City objectives in the areas of safety, health, accessibility, sustainability, environmental protection, and developing a successful Surrey economy. The development of a new Walking Plan was identified as a priority in order to provide clearer direction and more focus on this most fundamental of transportation modes.

It should be noted that this Plan uses the term “walking” in its broadest sense, including those using scooters, wheelchairs, strollers, and any other similar mobility device.

In the fourteen years since the Pedestrian Master Plan was adopted, much has changed in Surrey. There has been continued rapid growth, an increased recognition of the importance of sustainability in the services we provide, a diversity of neighbourhoods, an increased awareness of the relationship between car dependency and obesity, changing demographics, and increasing demands on our transportation systems that collectively require a responsive, flexible and innovative approach to how the City builds and promotes walking as a viable and significant transportation choice for more people. This is evident in the number of City policy documents that touch on walking:

- ▶ *Transportation Strategic Plan*
- ▶ *Official Community Plan*
- ▶ *Sustainability Charter*
- ▶ *Plan for Social Well-Being*
- ▶ *Parks, Recreation and Culture Strategic Plan*
- ▶ *Child- and Youth-Friendly City Strategy.*

The development of a new Walking Plan was identified as a priority...

These plans, either directly or indirectly, all promote walking as a viable, sustainable and growing alternative to the private car for many trips and in turn increase access to health services, education, shopping, employment, cultural events, and recreation. In order to do this, the Walking Plan delivers policies and strategies that recognize that walking is about more than just building sidewalks and, as a result, examines everything that makes walking work from top to bottom.

This need for a comprehensive approach to cover all aspects of walking was also reflected in the comments received from the public and external stakeholders, which can be summarized into three themes:

The details matter.

Distance matters.

The walking environment matters.

Expanding on these themes and the direction established through other City policies, the Plan has been organised around four principles, each of which is supported by a strategic objective:

Making Connections	Achieve a continuous and connected network of walking routes that connect people to services, goods, health, education, employment, recreation, and other people.
Walking for All	Promote and support access for all.
Shaping Surrey	Integrate walking with strategic land-use planning to reduce the need and distance to travel by car, and facilitate development that supports walking and transit.
Streets for People	Create a pedestrian environment that is safe, comfortable, and interesting.

These principles and strategic objectives will help to build a City:

- ▶ *That has a network of walking routes*
- ▶ *Where walking is a realistic transportation choice for everyone*
- ▶ *Where walking is the first choice for all in the City Centre and Town Centres*
- ▶ *That is safe.*

Within the Plan's four principles, over seventy Actions for Change have been identified to help Surrey move towards walkable neighbourhoods. Some of these Actions are things the City is already doing, and it is important to acknowledge them so that we can continue on this positive track. Some of the Actions are new approaches to how we provide services that we can begin immediately. Others are discrete tasks that we will accomplish in the next few years. Some of the Actions will provide small-scale solutions, and some are big-pictures changes.

While the big-picture issues such as budget allocation are important, we cannot underestimate the importance of little things such as a single sidewalk letdown. These seemingly inconsequential things can have a great effect on accessibility, walkability, and public satisfaction.

To ensure that we achieve the objectives of this Plan, it is important that the Plan remain relevant and adhered to, as well as regularly updated and added to. As a result, the Plan contains several performance indicators that will help us determine whether:

- ▶ *We are achieving our goals.*
- ▶ *We need to revisit our Actions for Change.*
- ▶ *We need to change our approach.*

This Plan provides a more explicit appreciation of the importance of walking in achieving our transportation and City objectives, and a more co-ordinated approach to delivering improvements, leading to an increase in the number of people choosing walking as their means of travel.

A man in a grey suit and light blue shirt is walking away from the camera on a paved path. He is holding the hand of a young child with blonde hair, who is wearing a green and white striped shirt. The man is also carrying a black bag. The background shows a wooden fence on the left, a green lawn, and trees in the distance. The scene is brightly lit, suggesting a sunny day.

All journeys begin and end with walking, and nearly everyone makes some sort of trip every day, whether to go to work, school, shopping, or to visit friends.

PART 1 WALKING MATTERS





WALKING MATTERS

This Walking Plan sets out our vision for the expansion of walking as a safe and convenient transportation choice for the citizens of and visitors to Surrey. The Plan builds on the 2008 Transportation Strategic Plan that identified the importance of walking in achieving broader transportation and City objectives in the areas of safety, health, accessibility, sustainability, environmental protection, and developing a successful Surrey economy. The development of a new Walking Plan was identified as a priority in order to provide clearer direction and more focus on this most fundamental of transportation modes. It should be noted that this Plan uses the term “walking” in its broadest sense, including those using scooters, wheelchairs, strollers, and any other similar mobility device.

In the fourteen years since the Pedestrian Master Plan was adopted, much has changed in Surrey. There has been continued rapid growth, an increased recognition of the importance of sustainability in the services we provide, a diversity of neighbourhoods, an increased awareness of the relationship between car dependency and obesity, changing demographics, and increasing demands on our transportation systems that collectively require a responsive, flexible and innovative approach to how the City builds and promotes walking as a viable and significant transportation choice for more people.

**...creating
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Everyone is a pedestrian. All journeys begin and end with walking, and nearly everyone makes some sort of trip every day, whether to go to work, school, shopping, or to visit friends. For many in Surrey, walking is the only choice they have. For those who do not have access to a car, who want to use their car less, or who have a disability, getting around can be a challenge. Surrey has placed sustainability at the centre of all of its decision-making and the Walking Plan recognizes that creating and shaping a healthy and sustainable city means building a city where people can walk, cycle and use transit as their preferred ways to get about.

Although walking is the fundamental mode of transportation, it is an easy activity to overlook. We walk without thinking but don't often think about walking. Even in Surrey's more active neighbourhoods, those with traditional grid-road networks and homes in close proximity to shops, only 8% of people walk to work. We need to ask whether, like many cities in North America, we are overly dependent on our cars. Although there are many reasons why people choose not to walk, a significant proportion of Surrey residents haven't got the option: 12% of Surrey residents, or over 50,000 people, have no access to a car.


THIS WALKING PLAN SEEKS TO:

Promote walking as a viable, sustainable and growing alternative to the private car for many trips and in turn increase access to health services, education, shopping, employment, cultural events, and recreation.

Deliver policies and strategies that recognize that walking is about more than just building sidewalks and, as a result, examine everything that would encourage walking.

Create a culture within the City that integrates and expands walking with both strategic and "street-level" decision-making and planning across multiple departments.

Align with and support other City strategies including the Transportation Strategic Plan, Sustainability Charter and Plan for Social Well-Being.

A blurred photograph of people walking on a sidewalk, with a semi-transparent dark green banner overlaid in the center containing white text.

It was important that we heard first-hand from the people of Surrey and the organizations who have an interest in walking in its broadest sense...

PART 2 **DEVELOPING THE PLAN**

2.1 HOW CONSULTATION SHAPED THE PLAN

“There are no sidewalks in my neighbourhood. If I were ever to move I would place sidewalks on my list of necessities.”

“The mid-block crossings in the medians are great.”

“The curb cuts are too steep in my neighbourhood and it’s hard to get onto the sidewalk in a scooter.”

“As long as it’s safe and there are pathways for shorter distances, I definitely walk more than I drive.”

“I walk for the health benefits and would combine it with transit usage if the transit provided was more effective.”

Everyone should have the opportunity to walk regardless of age or ability.

As it was important to us that our Plan be structured in a way that allows walking to be looked at comprehensively, and is innovative, relevant, and able to respond to the myriad of issues that deter people from walking, it was important that we heard first-hand from the people of Surrey and the organizations who have an interest in walking in its broadest sense, whether it be regarding environmental concerns, community health, or other issues.

As a result, the City consulted with numerous stakeholders, including community associations, business improvement associations, groups interested in environmental sustainability, government agencies including the school district and health authority, and those that promote alternate modes of transportation. A public online survey was also undertaken. The feedback received has been used extensively to develop both the broad objectives of the Plan and many of the more detailed strategies and objectives.

Throughout the Plan, reference is made to the survey results and the feedback and comments we received, showing how our specific initiatives and strategies respond to these. Details are provided in the Appendix.

FOUR PRINCIPLES EMERGED:

A complete network is important

Everyone should have the opportunity to walk regardless of age or ability

Improving walking through the opportunities provided by the growth of the City should be maximised

Safety, quality, comfort, and attention to detail matter

2.2 POLICY INTEGRATION

THE TRANSPORTATION STRATEGIC PLAN

The Transportation Strategic Plan (TSP) is the City's high-level transportation planning document and this Walking Plan reinforces and supports its principles. Supporting the objectives of the TSP in turn helps deliver the overarching economic, social and environmental objectives of the City.

The TSP is structured around six core principles, and some examples of how the Walking Plan helps deliver these are provided below:

TSP PRINCIPLE

WALKING PLAN ACTION FOR CHANGE

1. EFFECTIVE AND EFFICIENT NETWORK MANAGEMENT:

Efficiently manage, maintain and improve the transportation system for all modes.

- Improve the City's management (planning and maintaining) of our pedestrian assets through expanded use of GIS.
- Coordinate pedestrian, cycling, and transit facilities' budgets to maximise the efficiency of available funding and to give added value to projects.
- Conduct pedestrian audits of road design projects to ensure safety, operation and connectivity for pedestrians, and seek upgrades to existing facilities within the scope of the project.

2. MORE TRAVEL CHOICE:

Promote alternative and sustainable travel choice and provide better accessibility to jobs, education, health and recreation for all.

- Promote a finer grid network in NCPs and with new development.
- Through the Safe & Active Schools Program, prioritise the upgrading of pedestrian infrastructure around schools.
- Collaborate with the transit service providers to ensure integrated and high-quality transit exchanges as part of town centre improvements.



3. SAFER, HEALTHIER COMMUNITIES:

Improve community safety, health and quality of life.

- Work with the RCMP seeking expansion of their enforcement role, in terms of traffic laws that protect pedestrians.
- Construct traffic-calming measures in locations where speeding is a concern, as appropriate.
- Continue to improve the look of Surrey streets through the City's beautification program, such as by increasing the landscaping and installing public art.

4. SUCCESSFUL LOCAL ECONOMIES:

Reduce congestion and support the sustainable economic development and vitality of Surrey.

- Increase effective sidewalk space at key locations, such as in the City Centre and at transit stops.
- Continue to secure transit infrastructure close to activity generators and destinations.
- Where possible, utilise on-street parking as a buffer between vehicular traffic and pedestrians.

5. PROTECTION OF OUR BUILT AND NATURAL ENVIRONMENT:

Reduce the impacts of transportation on the built and natural environment.

- Promote walking to help protect and enhance air quality and reduce carbon emissions.
- Continue to maximise enhanced greening guidelines for landscaping and street trees along walking routes.
- Employ innovative and decorative treatments within the street, such as more and bigger trees, decorative paving, and high-quality materials and finishes.

6. TRANSPORTATION INTEGRATION:

Promote integration between transportation and land use to reduce the need to travel and support trips by more sustainable modes.

- Promote a finer grid road network in NCPs and with new development.
- Coordinate pedestrian, cycling, and transit facilities' budgets to maximize the efficiency of available funding and to give added value to projects.
- Provide internal and through circulation systems within developments that effectively connect to public pedestrian systems.

INTEGRATION WITH OTHER CITY POLICIES

Surrey has many existing guidelines, programs and projects that help improve the walking environment beyond the Transportation Strategic Plan, which are often delivered by different departments and sections within the City. Some of the broader policy documents that guide these efforts are the Official Community Plan, the Sustainability Charter, the Plan for Social Well-Being, the Child- and Youth-Friendly City Strategy, and the Parks, Recreation and Culture Strategic Plan. This Walking Plan will help to coordinate existing interdepartmental initiatives while creating future ones that put walking high on the agenda for City building.

A SHARED RESPONSIBILITY

Implementing the Walking Plan is a City-wide effort and is the responsibility of all City staff. Collaboration among staff of different departments will ensure the successful implementation of the policies and programs contained within the Plan. It is often the case that different individuals working in different departments are seeking the same objectives but may not be aware of others' efforts. This Plan helps identify these shared priorities and allows for more coordination and therefore more impact and force for change.

Beyond the borders of the City, other agencies and levels of government also have an interest in walking, and it is important that we collaborate and take full advantage of their efforts and the funding they provide.

**Implementing
the Walking Plan
is a City-wide
effort and is the
responsibility of
all City staff.**






2.3 PRINCIPLES AND OBJECTIVES

The strategic objectives of this Plan have been developed from a combination of the results of our consultation, the principles of the Transportation Strategic Plan, and drawing upon the experience and successes of others.

These principles and strategic objectives will help to build a City:

- ▶ *That has a network of walking routes*
- ▶ *Where walking is a realistic transportation choice for everyone*
- ▶ *Where walking is the first choice for all in the City Centre and Town Centres*
- ▶ *That is safe.*



The plan seeks to create walking routes that connect people to services, goods, health, education, employment, recreation, and other people.

CREATING WALKABLE NEIGHBOURHOODS

PRINCIPLE	STRATEGIC OBJECTIVE	OBJECTIVE(S)
Making Connections	Achieve a continuous and connected network of walking routes that connect people to services, goods, health, education, employment, recreation, and other people.	Develop a pedestrian network that provides convenient and direct routes through and between communities.
Walking for All	Promote and support access for all.	<p>Accommodate the needs of pedestrians regardless of age or ability.</p> <p>Support universal access for people to services, goods, and other people through transit.</p> <p>Explore new methods of service delivery for maintenance of pedestrian facilities.</p>
Shaping Surrey	Integrate walking with strategic land-use planning and facilitate development that supports walking and transit.	<p>Promote integration between transportation and land use to reduce the need to travel and to support walking trips.</p> <p>Through the development review process, seek opportunities to create more walkable, pedestrian-supportive development.</p>
Streets for People	Create a pedestrian environment that is safe, comfortable, and interesting.	<p>Create a pedestrian environment that is safe and secure.</p> <p>Promote excellence in design quality within the walking environment.</p>

A photograph showing a modern sidewalk design. On the left is a brick building with a stone base. A concrete sidewalk runs alongside it, with a grassy strip between it and a road. A dark GMC SUV is parked on the road. A semi-transparent teal box with white text is overlaid on the image.

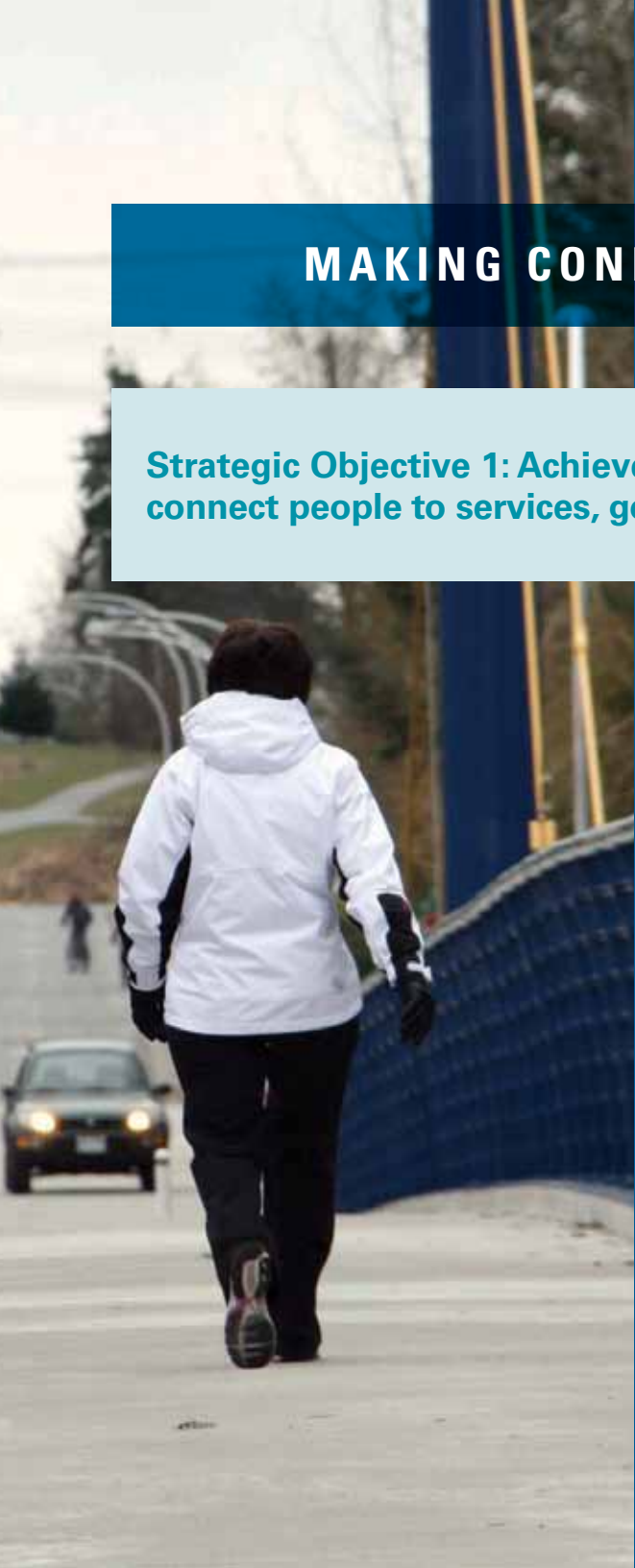
The City has refined its sidewalk design, with the goal of creating a pleasant, safe, comfortable, and accessible walking environment.

PART 3 **FOUR STEPS FOR ACTION**

PRINCIPLE 1

MAKING CONNECTIONS: *THE IMPORTANCE OF NETWORKS*

Strategic Objective 1: Achieve a continuous and connected network of walking routes that connect people to services, goods, health, education, employment, recreation, and other people.

A photograph of a person wearing a white hooded jacket and dark pants, walking away from the camera on a paved sidewalk. In the background, a car is visible on the road, and there are trees and a blue structure. The image is partially obscured by a dark blue overlay on the right side of the page.

The City's sidewalk capital program has historically given priority toward serving schools, transit, and filling in network gaps, and this Principle continues to emphasize the importance of the provision of walking facilities in these areas.

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
1. Develop a pedestrian network that provides convenient and direct routes through and between communities.	New Strategies and Initiatives	Conduct pedestrian audits of road design projects to ensure safety, operation and connectivity for pedestrians, and seek upgrades to existing facilities within the scope of the project.	Existing
		Coordinate pedestrian, cycling, and transit facilities' budgets to maximize the efficiency of available funding and to give added value to projects.	Existing
		Identify and implement interim sidewalks where value for money can be achieved.	Reallocation
		Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.	Additional
		Examine opportunities for use of reduced corner radii, subject to maintaining the function of the road.	Existing
		Improve the City's management (planning and maintaining) of our pedestrian assets through expanded use of GIS.	Existing
		Increase the budget of the annual sidewalk program.	Additional
		Make better use of traffic signal technology in order to be supportive of the local context.	Existing
		Re-structure the current sidewalk program to better reflect the full spectrum of infrastructure needed to support walking.	Existing
		Where appropriate, incorporate the use of two letdowns per corner at intersections to facilitate safer crossings for all.	Existing
	Ongoing Strategies and Initiatives	Continue to use a flexible, innovative crosswalk warrant (evaluation tool) to provide additional options for crossing treatments.	Existing
		Continue to work with external agencies on pedestrian infrastructure projects.	Additional
		Continue to work with other agencies to develop bridge crossings of major physical barriers, such as ravines and highways.	Existing
		Coordinate with PRC and the Cycling Plan to continue developing the greenway network, including road crossing improvements.	Existing
		Continue to give priority to missing links in the annual sidewalk program, particularly on routes to schools and transit stops.	Reallocation
		Continue to promote the use of utility corridors for walking.	Existing
		Promote a finer grid road network in NCPs and with new development.	Existing
		Promote the use of curb extensions and median refuges in new road designs and in the annual sidewalk program.	Existing
		Through the Safe & Active Schools Program, prioritise the upgrading of pedestrian infrastructure around schools.	Reallocation

OBJECTIVE 1: Develop a pedestrian network that provides convenient and direct routes through and between communities.



ISSUES AND INFLUENCES

- ▶ 64% of the public say they would walk more if there were more walkways
- ▶ 50% of the public are deterred from walking by a lack of sidewalks
- ▶ 45% of the public say they would walk more if there were more marked crosswalks
- ▶ 44% of the public say they would walk more if there were more mid-block crossings
- ▶ 40% of arterial roads have two sidewalks and 25% have one sidewalk

- ▶ Walking and cycling trails are the most used and most requested park features
- ▶ Many neighbourhoods were built before developers were required to construct sidewalks
- ▶ Public perception of piecemeal approach to sidewalk construction
- ▶ 70 km of a planned 270 km network of multi-use pathways have been constructed
- ▶ 10-12 new traffic signals are implemented each year which provide improved road crossings

- ▶ "We walk a lot for fun and exercise on the Semiahmoo Trail and would walk to shops if it were safe with sidewalks for the children."
- ▶ "I live in Fraser Heights where sidewalks start and stop in the middle of blocks. Can this be corrected?"

Walking provides a great deal of versatility not possible with other modes...

SIDEWALK NETWORK

The most basic form of pedestrian facility is the sidewalk, the part of a road dedicated exclusively to people on foot. Over the last fifteen years, the City has refined its sidewalk design criteria, with the goal of creating a pleasant, safe, comfortable, and accessible walking environment. However, these new standards are generally only applied when roads are constructed to their ultimate cross-section (full pavement width, curb and gutter, ditches filled, streetlights, concrete sidewalks on both sides). For local and collector roads, this typically only occurs when the adjacent land develops. Elsewhere, in retrofit situations, compromises are often needed due to constraints such as ditches, driveway grades, trees, landscaping, on-street parking, utility poles, drainage, curbs, or limited road allowance.

The City's sidewalk capital program has historically given priority toward serving schools, transit, and filling in network gaps, and this Principle continues to emphasize the importance of the provision of walking facilities in these areas. However, this Plan also creates a more coordinated approach between the different delivery systems under which pedestrian infrastructure is constructed, which include land development projects and a variety of capital programs. Better coordination provides added value for projects. For example, taking the opportunity to build a new sidewalk as part of a re-paving project results in a more complete job, leading to higher public satisfaction with the work done.

ACTIONS FOR CHANGE

Continue to give priority to missing links in the annual sidewalk program, particularly on routes to schools and transit stops.

Through the Safe & Active Schools Program, prioritise the upgrading of pedestrian infrastructure around schools.

Re-structure the current sidewalk program to better reflect the full spectrum of infrastructure needed to support walking.

Conduct pedestrian audits of road design projects to ensure safety, operation and connectivity for pedestrians, and seek upgrades to existing facilities within the scope of the project.

Coordinate pedestrian, cycling, and transit facilities' budgets to maximise the efficiency of available funding and to give added value to projects.

Increase the budget of the annual sidewalk program.



COORDINATION WITH OTHER NETWORKS

When we walk, we move around the City in a different way than if we are using transit, driving a car or riding a bike. Sidewalks may be the most common piece of infrastructure that pedestrians use to move about the City, but there are other important networks for walkers. For instance, Surrey has hundreds of kilometres of trails and greenways. Integration of the two types of infrastructure is important as each benefits the other by providing increased routing, connectivity, and choice. Back lanes, mid-block crossings and walkways through private development sites give pedestrians the ability to get to destinations more directly. Walking provides a great deal of versatility not possible with other modes and it is important that the supporting networks are equally as versatile. It is important to note that the topic of multi-use pathways and greenways is covered in more depth in the City's Cycling Plan.

ACTIONS FOR CHANGE

Coordinate with PRC and the Cycling Plan to continue developing the greenway network, including road crossing improvements.

Continue to use a flexible, innovative crosswalk warrant (evaluation tool) to provide additional options for crossing treatments.

Improve the City's management (planning and maintaining) of our pedestrian assets through expanded use of GIS.

AN AREA-WIDE APPROACH

In order to provide versatility within the pedestrian network, it is important that pedestrian networks are constructed and improved on an area- or corridor-wide basis. For instance, the pedestrian route between a transit stop and a small neighbourhood should be reviewed as a whole, to help identify any gaps or impediments that may be present and to remove or mitigate these barriers. This holistic approach may require coordination within City programs and with outside agencies such as transit service providers and the school district.

ACTIONS FOR CHANGE

Use a holistic, comprehensive approach when targeting neighbourhoods, either on a corridor- or area-wide basis.

Continue to work with external agencies on pedestrian infrastructure projects.

MITIGATING BARRIERS

Within Surrey there are a number of natural and man-made physical barriers to walking, such as ravines, freeways, railways, rivers, and Hydro corridors. At best, these can prevent pedestrians from travelling the most direct route and, at worst, these can completely divide communities. Overcoming these barriers often requires a great deal of coordination (and funding) between the City and external groups such as various provincial and federal ministries, utility companies, and developers.

ACTIONS FOR CHANGE

Continue to promote the use of utility corridors for walking.

Continue to work with other agencies to develop bridge crossings of major physical barriers, such as ravines and highways.

Sidewalks may be the most common piece of infrastructure that pedestrians use to move about the City, but there are other important networks for walkers...

ROADS AS BARRIERS

Other barriers to a quick and convenient walking trip, such as arterial roads, may not be as immediately apparent. It is important that we develop innovative strategies to mitigate the barrier effect of these roads, while not impacting their functionality and operation. This can include using accessible pedestrian signals and introducing mid-block crossings.

ACTIONS FOR CHANGE

Make better use of traffic signal technology in order to be supportive of the local context.

Promote the use of curb extensions and median refuges in new road designs and in the annual sidewalk program.

Continue to use a flexible, innovative crosswalk warrant (evaluation tool) to provide additional options for crossing treatments.

Where appropriate, incorporate the use of two letdowns per corner at intersections to facilitate safer crossings for all.

Examine opportunities for use of reduced corner radii, subject to maintaining the function of the road.

Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.

CHANGE BRINGS OPPORTUNITIES

Since much of the City has not yet been fully developed, great opportunities exist in these areas to shape transportation and land-use patterns and densities to provide walkable communities with fine-grid road networks and minimise significant barriers from the start. These areas aren't without their own challenges, however, as it may be tempting to wait to construct some walking facilities until land development is complete, or where ultimate works can be built as part of a long-term servicing plan. It is important to recognize, however, that there are places where interim sidewalks or other facilities would be useful in a shorter timeframe, and a context-sensitive approach is needed to address these, and all, situations.

ACTIONS FOR CHANGE

Promote a finer grid road network in NCPs and with new development.

Identify and implement interim sidewalks where value for money can be achieved.

...great opportunities exist in these areas to shape transportation and land-use patterns and densities to provide walkable communities...

PRINCIPLE 2

WALKING FOR ALL: *UNIVERSAL ACCESSIBILITY*

Strategic Objective 2: Promote and support access for all.

There are often many challenges that we face on an ordinary trip from our houses to the store or bus stop or school that we don't notice until we push a stroller or use a wheelchair or walker.

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>2a. Accomodate the needs of pedestrians regardless of age or ability.</p>	<p>New Strategies and Initiatives</p>	<p>As part of holistic area- or corridor-wide audits, identify opportunities for maintenance and de-cluttering of sidewalks (removal of redundant signs, etc.) to remove impediments to those with disabilities</p>	<p>Existing</p>
		<p>Conduct pedestrian audits of road design projects to ensure safety, operation and connectivity for pedestrians, and seek upgrades to existing facilities within the scope of the project.</p>	<p>Existing</p>
		<p>Install pedestrian countdown timers with all signal refurbishment and new signals.</p>	<p>Existing</p>
		<p>Promote road design standards that improve pedestrian access and experience, such as increased sidewalk and boulevard widths.</p>	<p>Existing</p>
		<p>Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.</p>	<p>Existing</p>
		<p>Enhance and expand accessible, integrated and safe bus stop infrastructure.</p>	<p>Existing</p>
		<p>Establish a roadworks and temporary obstructions management policy that includes pedestrians and cyclists.</p>	<p>Additional</p>
		<p>Incorporate into the Design Criteria Manual and Standard Drawings improved accessibility measures.</p>	<p>Existing</p>
		<p>Increase the sidewalk budget for retrofitting projects.</p>	<p>Reallocation</p>
		<p>Explore the use of tactile paving at letdowns in a pilot project to determine appropriate use across the City.</p>	<p>Existing</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Employ signal timings that assist specific pedestrian needs, such as those of the elderly, where appropriate.</p>	<p>Existing</p>
		<p>Ensure that utility equipment is located outside of the sidewalk corridor.</p>	<p>Existing</p>
		<p>Undertake an annual program of APS installation, prioritised based on CNIB input and pedestrian activity.</p>	<p>Existing</p>

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>2b. Support universal access for people to services, goods, and other people through transit</p>	<p>New Strategies and Initiatives</p>	<p>Enhance and expand accessible, integrated and safe bus stop infrastructure</p>	<p>Existing</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Advocate for a grid bus service model.</p>	<p>Existing</p>
		<p>Advocate or implementation of the South of Fraser Area Transit Plan.</p>	<p>Existing</p>
		<p>Collaborate with the transit service providers to ensure integrated and high-quality transit exchanges as part of town centre improvements.</p>	<p>Existing</p>
		<p>Continue to enhance the City's relationship with transit providers.</p>	<p>Existing</p>
		<p>Continue to secure transit infrastructure close to activity generators and destinations.</p>	<p>Existing</p>
		<p>Jointly work with Coast Mountain Bus Company and TransLink on route planning.</p>	<p>Additional</p>

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>2c. Explore new methods of service delivery for maintenance of pedestrian facilities</p>	<p>New Strategies and Initiatives</p>	<p>Increase the proportion of the capital sidewalk program budget that goes to replacing older sidewalks.</p>	<p>Reallocation</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Enhance public awareness of snow removal responsibilities.</p>	<p>Existing</p>
		<p>Enhance public awareness of sweeping and vegetation removal responsibilities.</p>	<p>Existing</p>
		<p>Expand the use of root barriers on a targeted basis to reduce the damage to sidewalks caused by tree roots.</p>	<p>Existing</p>



OBJECTIVE 2a: Accommodate the needs of pedestrians regardless of age or ability

ISSUES AND INFLUENCES

- ▶ *About 5 additional traffic signals are equipped with Accessible Pedestrian Signals each year*
- ▶ *Some intersections on local and collector roads near schools and in newer neighbourhoods have curb extensions, to minimize pedestrian crossing distance*
- ▶ *Social inclusion*
- ▶ *Opportunities for partnerships with other agencies*
- ▶ *"There is a traffic signal pole right in the middle of the sidewalk by the library, and it's tough to get around in a scooter."*
- ▶ *"Don't build stairs. We have a new path in our neighbourhood and we can't get the stroller up the stairs."*

...the little details make all the difference in a walking trip.

INCREASING ACCESSIBILITY

Walking for All is focussed on the little details that make all the difference in a walking trip. The first objective, promoting barrier-free mobility in all situations to all people, really encompasses the spirit of it. Worldwide, increased attention is being directed towards accessibility, in all senses of the word. It is important in this time of growing responsibility that this Walking Plan promotes concrete ways for the City to create universal access.

There are often many challenges that we face on an ordinary trip from our houses to the store or bus stop or school that we don't notice until we push a stroller or use a wheelchair or walker. These seemingly little things, such as missing sidewalk letdowns, potholes or too-short crossing times at traffic signals, can render that ordinary trip an impossibility for some.

Increased emphasis needs to be placed on those details, to ensure that in whatever works the City does, the needs of all pedestrians are met. It is imperative that we adopt a context-sensitive approach to our walking facilities, ensuring that accommodations are made in certain areas, such as near seniors' centres and elementary schools, in order to meet the specific and varying needs of pedestrians in those areas. Beyond this, the Principle encourages a review of our existing designs to ensure that we aren't inadvertently repeating the same mistakes. A special case of this is during road construction. While it is inevitable that road construction disrupts traffic flow, traffic control plans are made to ensure that the disruption is minimised. This Principle proposes that pedestrians (and cyclists) also be considered and accommodated during the construction phase.

ACTIONS FOR CHANGE
Incorporate into the Design Criteria Manual and Standard Drawings improved accessibility measures.
Explore the use of tactile paving at letdowns in a pilot project to determine appropriate use across the City.
Undertake an annual program of APS installation, prioritised based on CNIB input and pedestrian activity.
Employ signal timings that assist specific pedestrian needs, such as those of the elderly, where appropriate.
Ensure that utility equipment is located outside of the sidewalk corridor.
Promote road design standards that improve pedestrian access and experience, such as increased sidewalk and boulevard widths.
Enhance and expand accessible, integrated and safe bus stop infrastructure.
Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.
Establish a roadworks and temporary obstructions management policy that includes pedestrians and cyclists.

RETROFITTING THE CITY

This Principle is particularly relevant in a City constructed over decades: the pedestrian facilities from one neighbourhood or even one block to the next vary considerably, which necessitates an innovative, context-sensitive approach. This includes the retrofitting of certain aspects of the pedestrian environment, such as sidewalk letdowns. Improvements to what may seem to be minor items can make all the difference in getting down the street.

ACTIONS FOR CHANGE
Increase the sidewalk budget for retrofitting projects.
Conduct pedestrian audits of road design projects to ensure safety, operation and connectivity for pedestrians, and seek upgrades to existing facilities within the scope of the project.
As part of holistic area- or corridor-wide audits, identify opportunities for maintenance and de-cluttering of sidewalks (removal of redundant signs, etc.) to remove impediments to those with disabilities.
Install pedestrian countdown timers with all signal refurbishment and new signals.

OBJECTIVE 2b: Support universal access for people to services, goods, and other people through transit.

ISSUES AND INFLUENCES

- ▶ *88% of the public agree that "Transit should be as convenient and attractive as driving a car on City roads"*
- ▶ *64% of the public say they would walk more if transit came more often*
- ▶ *59% of the public say they would walk more if there were more transit routes*

- ▶ *About 12% of the public don't have regular access to a car*
- ▶ *70% of Surrey's bus stops are accessible*
- ▶ *Incomplete road network and lack of cross-city connectivity for transit services*
- ▶ *Opportunities for partnership with other agencies*

- ▶ *"I generally only walk because buses don't get me to where I'm going."*

...this transit-related objective focuses on securing transit infrastructure and working with transit providers to provide quality service for Surrey residents.

THE IMPORTANCE OF TRANSIT

It is not possible to walk everywhere. The most supportive mode of transportation to walking is transit. Transit extends the distance a pedestrian can travel, making being a pedestrian a much more feasible option for many who are unable to work, play, and shop within a few blocks of their home. Although the City isn't responsible for providing transit services, completing the pedestrian network is fundamentally linked with transit. As a result, this transit-related objective focuses on how the City can help achieve this goal—by securing transit infrastructure and working with transit providers to provide quality service for Surrey residents.

ACTIONS FOR CHANGE
Enhance and expand accessible, integrated and safe bus stop infrastructure.
Continue to secure transit infrastructure close to activity generators and destinations.
Collaborate with the transit service providers to ensure integrated and high-quality transit exchanges as part of town centre improvements.
Jointly work with Coast Mountain Bus Company and TransLink on route planning.
Advocate for implementation of the South of Fraser Area Transit Plan.
Advocate for a grid bus service model.
Continue to enhance the City's relationship with transit providers.



OBJECTIVE 2c: Explore new methods of service delivery for maintenance of pedestrian facilities

ISSUES AND INFLUENCES

- ▶ *93% of the public identifies the need for improvement in the maintenance of sidewalks*
- ▶ *"There is so much dirt and gravel on sidewalks after winter."*

...maintenance should be viewed as caretaking of our streets with regular upkeep so things continue running along smoothly.



A NEW EMPHASIS ON MAINTENANCE

One of the end results of the Making Connections principle is more sidewalks—increasing the City’s infrastructure inventory. While this remains a core need, it must be recognised that this growing and aging City asset needs to be maintained if it is to continue providing opportunities for people to get out of their cars. One particular challenge that the City faces, particularly with older asphalt sidewalks and maturing boulevard trees, is repairing and replacing sidewalks that have been lifted and cracked by tree roots. Another element is keeping sidewalks clear— by sweeping sidewalks regularly, trimming bushes and trees to prevent encroachment onto the sidewalk, and by encouraging the timely shovelling of snow in wintertime; all of which are the responsibility of the fronting property owners, and not the City.

Beyond allowing people to use a sidewalk, a clean, well-maintained street demonstrates the City’s commitment to supporting walking and fosters civic pride within communities. Rather than fixing problems, maintenance should be viewed as caretaking of our streets with regular upkeep so things continue running along smoothly.

ACTIONS FOR CHANGE

Increase the proportion of the capital sidewalk program budget that goes to replacing older sidewalks.

Expand the use of root barriers on a targeted basis to reduce the damage to sidewalks caused by tree roots.

Enhance public awareness of sweeping and vegetation removal responsibilities.

Enhance public awareness of snow removal responsibilities.



PRINCIPLE 3

SHAPING SURREY: *NEW OPPORTUNITIES FROM NEW DEVELOPMENT*

Strategic Objective 3: Integrate walking with strategic land-use planning and facilitate development that supports walking and transit.

...it is imperative that we continue to promote the integration of transportation and land use. This not only reduces the need to travel generally, but also increases the proportion of trips that may be made on foot.

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>3a. Promote integration between transportation and land use to reduce the need to travel and to support walking trips</p>	<p>New Strategies and Initiatives</p>	<p>Enhance and expand accessible, integrated and safe bus stop infrastructure</p>	<p>Existing</p>
		<p>Undertake a review of the City's road concept plans to support improved routing options and connectivity for pedestrians.</p>	<p>Existing</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Continue to secure transit infrastructure close to activity generators and destinations.</p>	<p>Existing</p>
		<p>Promote community connectivity for all modes through the development of a finer grid network through NCPs and new development.</p>	<p>Existing</p>
		<p>Promote land use patterns and densities that are supportive of transit services.</p>	<p>Existing</p>

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>3b. Through the development review process, seek opportunities to create more walkable, pedestrian-supportive development.</p>	<p>New Strategies and Initiatives</p>	<p>Encourage and reward development that supports a high-quality walking environment.</p>	<p>Existing</p>
		<p>Encourage the development of mixed-use neighbourhoods.</p>	<p>Existing</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Incorporate urban design principles that create a walkable environment.</p>	<p>Existing</p>
		<p>Increase effective sidewalk space at key locations, such as in the City Centre and at transit stops.</p>	<p>Existing</p>
		<p>Provide internal and through circulation systems within developments that effectively connect to public pedestrian systems.</p>	<p>Existing</p>
		<p>Promote walking through the application of a sustainability checklist.</p>	<p>Existing</p>

A photograph of a city street scene. In the foreground, there are several tall, thin trees without leaves. A sidewalk runs along the street with a few people walking. A red car is parked on the left. In the background, there's a building with a sign that says 'CLEANER'. The sky is clear and blue.

OBJECTIVE 3a: Promote integration between transportation and land use to reduce the need to travel and to support walking trips.

ISSUES AND INFLUENCES

- ▶ 68% of public would walk more if their destinations were closer together
- ▶ Most people consider 3 km to be the greatest distance they would walk; 1 km is considered a comfortable walking distance
- ▶ 90% of the public travels >3 km to work
- ▶ 72% of public travels >3 km to health care
- ▶ 61% of public travels >3 km to shopping

- ▶ Missed opportunities for transit to shape growth due to lag in transit provision with new development areas
- ▶ Need for more integration of transit with new development
- ▶ Support compact, vibrant, transit-friendly communities to manage growth in a sustainable manner

- ▶ “When I go to England on holidays I walk for miles because there is always somewhere you can stop for a rest. Walking from City Centre to Guildford along 104 Avenue seems like a major expedition with nothing to recommend it. I did it once and it just seems to go on forever with nothing of interest.”
- ▶ “I’m very lucky to live on the White Rock border where walking is fabulous—I walk to everything except work.”
- ▶ “I walk for exercise and other activities if the distance is short.”
- ▶ “For Surrey to be more walkable we need ALL neighbourhoods to have a mix of commercial and residential that goes beyond the centralized strip-mall model. Building small-scale commercial (corner grocer, corner store) into the neighbourhood fabric can reduce car dependency if it’s within a 1 km walk of most homes.”

...block sizes should decrease to help ensure walkability.

SAVING TIME

We are a people of convenience. We jump at anything promising to save time and effort. In a world where we constantly search for how to do things more easily, walking (and transit) will never truly become a widespread means of transportation if the built environment isn't conducive to walking.

The fundamental characteristic of a walkable neighbourhood is not whether there are sidewalks on both sides of every street or crosswalks every hundred metres. It is whether there is any place to walk to. The single biggest deterrent to walking for Surrey residents is lack of time, which translates directly into the distances between destinations, and specifically the length of the walking route.

There are two ways of decreasing the length of the walking route: locating destinations closer together, typically accomplished by mixing land uses, rather than segregating them; and creating a finer grid road network, to create direct rather than circuitous routes, as well as options. Block sizes of about 100 by 200 metres are generally considered pedestrian-friendly. However, as density increases, block sizes should decrease to help ensure walkability. For instance, in the City Centre, blocks of about 80 by 100 metres help create a walkable neighbourhood.

ACTIONS FOR CHANGE

Promote community connectivity for all modes through the development of a finer grid network through NCPs and new development.

Undertake a review of the City's road concept plans to support improved routing options and connectivity for pedestrians.

Revise traffic impact study requirements for a more comprehensive assessment of walking activity and needs.

IMPROVING TRANSIT

To support walking, it is imperative that we continue to promote the integration of transportation and land use. This not only reduces the need to travel generally, but also increases the proportion of trips that may be made on foot. On the ground, this translates into dense and mixed-use neighbourhoods. These types of neighbourhoods can sustain more transit routes and more frequent transit service, and it is important that as neighbourhoods are built and evolve in the future, transit is viewed as an integral part of the community.

ACTIONS FOR CHANGE

Promote land use patterns and densities that are supportive of transit services.

Continue to secure transit infrastructure close to activity generators and destinations.

...it is important that transit is viewed as an integral part of the community.

OBJECTIVE 3b: Through the development review process, seek opportunities to create more walkable, pedestrian-supportive development.

ISSUES AND INFLUENCES

- ▶ *78% of the public believes that shopping, schools and jobs should be located within walking and cycling distance of communities*
- ▶ *68% of public would walk more if their destinations were closer together*
- ▶ *72% of public would walk more if there were more off-street paths*
- ▶ *Need for more integration of transit with new development*
- ▶ *"Walking is not enjoyable here, everything is set back from where you walk and it can be very boring!"*
- ▶ *"Walking through the Central City parking lot is an atrocious experience."*
- ▶ *"There aren't enough walkways to allow direct walking routes so we do not walk to do errands."*

Surrey's streets are defined by the buildings along them, the design of these buildings and the ways in which they connect and relate to the street is critical.

DEVELOPING WALKABLE NEIGHBOURHOODS

Securing improvements to the pedestrian realm through the development review process is critically important and is an integral part of the Walking Plan. In a City characterized by rapid growth, there are many opportunities to influence how development supports walking. By designing Surrey's buildings and open space with walking in mind, we can create an environment that encourages people to walk—namely one that is safe, convenient, and interesting.

Achieving pedestrian improvements through the development review process is a long-term and incremental process, but since Surrey's streets are defined by the buildings along them, the design of these buildings and the ways in which they connect and relate to the street is critical. Surrey's Official Community Plan clearly identifies that the successful neighbourhoods are the ones that are of mixed use, and through development we have the opportunity to make streets destinations and not just travel routes. Streets are, after all, the largest public open space the City has, and can be up to 35% of the total land area in some neighbourhoods.

ACTIONS FOR CHANGE

Increase effective sidewalk space at key locations, such as in the City Centre and at transit stops.

Incorporate urban design principles that create a walkable environment.

Provide internal and through pedestrian circulation systems within developments that effectively connect to public pedestrian systems.

Promote walking through the application of a sustainability checklist.

Encourage and reward development that supports a high-quality walking environment.

Encourage the development of mixed-use neighbourhoods.



PRINCIPLE 4

STREETS FOR PEOPLE: *SAFETY AND COMFORT*

Strategic Objective 4: Create a pedestrian environment that is safe, comfortable, and interesting.

Since neighbourhoods are defined by their streets, there is a need to give attention to them not just as travel routes but as places where people walk, shop, socialize and explore.

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>4a. Create a pedestrian environment that is safe and secure.</p>	<p>New Strategies and Initiatives</p>	<p>Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.</p>	<p>Additional</p>
		<p>Liaise with transit operators to promote safety and security at transit facilities.</p>	<p>Existing</p>
		<p>Work with the Crime Reduction Manager and other agencies to help identify a program of lighting improvements on key walking connections including routes to transit and local services.</p>	<p>Additional</p>
		<p>Work with the RCMP seeking expansion of their enforcement role, in terms of traffic laws that protect pedestrians.</p>	<p>Existing</p>
		<p>Work with the RCMP to further visible enforcement on a strategic basis.</p>	<p>Additional</p>
		<p>Develop a program of speed limit changes and supporting measures including corridor signal progression plans and enforcement.</p>	<p>Existing</p>
		<p>Expand the Safe & Active Schools program, which includes creating safer routes to schools.</p>	<p>Additional</p>
		<p>Review standards for lighting of pedestrian facilities, including walkways and sidewalks.</p>	<p>Existing</p>
		<p>Work with ICBC to improve accuracy of collision data, to allow for analysis of pedestrian collisions.</p>	<p>Existing</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Continue to ensure the timely removal of graffiti.</p>	<p>Existing</p>
		<p>Continue to give priority to school frontages in the annual traffic calming program.</p>	<p>Existing</p>
		<p>Continue to use a flexible, innovative crosswalk warrant (evaluation tool) to provide options for crossing treatments.</p>	<p>Existing</p>
		<p>Construct traffic-calming measures in locations where speeding is a concern, as appropriate.</p>	<p>Existing</p>

OBJECTIVE	ACTION FOR CHANGE		INVESTMENT OF RESOURCES
<p>4b.Promote excellence in design quality within the walking environment</p>	<p>New Strategies and Initiatives</p>	<p>As part of holistic area- or corridor-wide audits, identify opportunities for maintenance and de-cluttering of sidewalks (removal of redundant signs, etc.) to remove impediments to those with disabilities.</p>	<p>Existing</p>
		<p>Expand the Engineering Department’s contribution to the promotion of active and healthy living programs such as “Go for 20” in partnership with the Parks, Recreation and Culture Department and health service providers to promote an active and healthy City using our transportation system.</p>	<p>Additional</p>
		<p>Promote walking and transit as transportation modes to get to City events.</p>	<p>Existing</p>
		<p>Promote walking to help protect and enhance air quality and reduce carbon emissions.</p>	<p>Existing</p>
		<p>Continue to maximise enhanced greening guidelines for landscaping and street trees along walking routes.</p>	<p>Existing</p>
		<p>Develop new signage for school pick-up/drop-off zones to encourage appropriate motorist behaviour.</p>	<p>Existing</p>
		<p>Incorporate into the Design Criteria Manual and Standard Drawings improved accessibility measures.</p>	<p>Existing</p>
		<p>Promote and expand the Safe and Active School program’s School Travel Planning initiative.</p>	<p>Additional</p>
		<p>Develop a communications and engagement strategy to support the City’s walking initiatives and to encourage people to walk as part of everyday life.</p>	<p>Additional</p>
		<p>Develop and implement some shared streets or occasional pedestrian streets, for example in the City Centre, for public plazas, farmer’s markets, and special events.</p>	<p>Additional</p>
	<p>Ongoing Strategies and Initiatives</p>	<p>Collaborate with the transit service providers to ensure integrated and high-quality transit exchanges as part of town centre improvements.</p>	<p>Existing</p>
		<p>Continue to improve the look of Surrey streets through the City’s beautification program, such as by increasing the landscaping and installing public art.</p>	<p>Existing</p>
		<p>Employ innovative and decorative treatments within the street, such as more and bigger trees, decorative paving, and high-quality materials and finishes.</p>	<p>Existing</p>
		<p>On City streets, use street furniture that is universally accessible and of high quality.</p>	<p>Existing</p>
		<p>Where possible, utilise on-street parking as a buffer between vehicular traffic and pedestrians.</p>	<p>Existing</p>

OBJECTIVE 4a: Create a pedestrian environment that is safe and secure.

ISSUES AND INFLUENCES

- ▶ 42% of the public say they would walk more if there were more street lighting
- ▶ 49% of the public identify need for “considerable or lots of improvement” with regard to respect for traffic laws (speeding, red light running, not stopping for pedestrians at crossings)
- ▶ 47% of the public feels unsafe walking due to traffic speed and volume
- ▶ Personal safety when accessing transit at night
- ▶ Reducing crime identified as a City priority
- ▶ Pedestrian safety identified as a priority within the City Centre
- ▶ “I avoid walking in areas I feel unsafe in.”

A street that is safe and comfortable to use on foot and which offers interest and enjoyment isn't only good for pedestrians, but it also enhances the local neighbourhood...



FEAR OF CRIME

The first three Principles of this Walking Plan cover the basics of walking, and it is this fourth one that is aimed at ensuring that walking is safe and comfortable. This Principle takes a multi-faceted approach of engineering, education, and enforcement measures and requires collaboration and partnership with a variety of internal departments and external agencies and organizations.

A street that is safe and comfortable to use on foot and which offers interest and enjoyment isn't only good for pedestrians, but it also enhances the local neighbourhood, creating and strengthening community cohesion and reducing the fear of crime. The availability of active transportation choices, including walking, can make a big contribution to individual health and quality of life.

Streets need to be considered as more than just routes used to get to places as quickly and efficiently as possible. For this to happen, it is important that the street environment be both safe and secure: safe in terms of navigating a street environment often dominated by traffic, but also secure in terms of personal security. Beyond the realities of safety and security, it is important that people feel safe while walking. Conveniently, some of the ways of improving public security, such as providing street lighting on all walking routes and ensuring the timely removal of graffiti, also aid in creating a more pleasant walking environment.

A culture of walking helps us to experience the City we live in. We see more, interact with neighbours, and take part in Surrey's life and activities as we walk. Local businesses thrive and streets are made safer when people are walking. Pedestrians are one of the main ingredients in making Surrey's streets vibrant and active.

ACTIONS FOR CHANGE

Review standards for lighting of pedestrian facilities, including walkways and sidewalks.
Work with the Crime Reduction Manager and other agencies to help identify a program of lighting improvements on key walking connections including routes to transit and local services.
Liaise with transit operators to promote safety and security at transit facilities.
Continue to ensure the timely removal of graffiti.
Work with RCMP to further visible enforcement on a strategic basis.



TRAFFIC SAFETY

This Principle addresses traffic safety issues by suggesting strategies for education, enforcement, and engineering measures. These include site-specific engineering measures to address localised problems, working with the RCMP to develop a targeted approach to the enforcement of traffic laws, in addition to raising awareness of traffic laws, for both motorists and pedestrians.

...it is important that the street environment be both safe and secure: safe in terms of navigating a street environment often dominated by traffic, but also secure in terms of personal security.



ACTIONS FOR CHANGE

Work with the RCMP seeking expansion of their enforcement role, in terms of traffic laws that protect pedestrians.

Develop a program of speed limit changes and supporting measures including corridor signal progression plans and enforcement.

Construct traffic-calming measures in locations where speeding is a concern, as appropriate.

Continue to give priority to school frontages in the annual traffic calming program.

Expand the Safe & Active Schools program, which includes creating safer routes to schools.

Use a holistic, comprehensive approach when targeting neighbourhoods, to identify additional sidewalk, crossing, lighting, and other needs.

Continue to use a flexible, innovative crosswalk warrant (evaluation tool) to provide options for crossing treatments.

Work with ICBC to improve accuracy of collision data, to allow for analysis of pedestrian collisions.

Increase monitoring of pedestrian volumes and behaviours.

OBJECTIVE 4b: Promote excellence in design quality within the walking environment

ISSUES AND INFLUENCES

- ▶ *50% of children are driven to school*
- ▶ *31% of the public is deterred from walking by air and noise pollution from traffic*
- ▶ *25% of all deaths in Surrey are related to heart disease*

- ▶ *Extensive planting and landscaping make streets more attractive and comfortable for walking*
- ▶ *Protecting sufficient road allowance for improved transit, wider sidewalks and increased buffering through landscaping and/or on-street parking*
- ▶ *Walking and cycling trails are the most used and most requested park features*
- ▶ *Personal attitudes and choice*
- ▶ *Reducing the environmental impact of transportation*

- ▶ *"We need more boulevard trees for shade in warmer months."*
- ▶ *"In my area, there are intermittent sidewalks and no garbage cans—more of both would be beneficial!"*
- ▶ *"There isn't enough space on street corners for pedestrians to stand and wait to cross the road."*
- ▶ *"Experiment with car-free streets."*

Revitalizing our streets and public spaces can be done in small and large ways.

ENJOYING OUR STREETS

Revitalizing our streets and public spaces can be done in small and large ways. In some places, it may be as simple as converting a gravel boulevard parking spot into a landscaped area, commissioning local artists to create public art, or wrapping traffic signal control cabinets in murals. Equally, building a vibrant public space can be a very large initiative that requires acquiring and transforming an existing space into a large, welcoming public gathering space.

As mentioned in the Shaping Surrey principle, streets are the City's largest public open space. Up to 35% of the total area in some neighbourhoods is dedicated as streets. Since neighbourhoods are defined by their streets, there is a need to give attention to them not just as travel routes but as places where people walk, shop, socialize and explore.

Creating places for people does not necessarily require the removal of cars. It can also mean the implementation of a shared street, and this approach has successfully enhanced streets in other cities in North America and Europe. Safety can be improved by the mixing of vehicles and pedestrians rather than separating them. Shared streets can become public spaces that slow traffic by the way they are designed, and there will be opportunities for streets like these in parts of Surrey, such as the City Centre.

Other streets benefit from clearer delineation and demarcation of space, to allow for the flow of vehicular traffic, to support cycling and transit, and which provide a good walking experience. On some roads, it is easier to accommodate all of these functions than on others, but it is important to keep the idea of a complete street—a street that services all types of transportation—at the forefront. One way of ensuring that pedestrians aren't left behind is by increasing the portion of road space dedicated to them, by widening the sidewalks to give ease of use, and to widen the boulevard to provide enhanced landscaping that increases the buffer from vehicular traffic, affords shade in the summer, provides visual diversity, allows for comfortable street furniture such as benches for sitting and resting and, resultantly, increases the enjoyment of the street experience.

ACTIONS FOR CHANGE

On City streets, use street furniture that is universally accessible and of high quality.

Develop and implement some shared streets or occasional pedestrian streets, for example in the City Centre, for public plazas, farmer's markets, and special events.

Continue to improve the look of Surrey streets through the City's beautification program, such as by increasing the landscaping and installing public art.

As part of holistic area- or corridor-wide audits, identify opportunities for maintenance and de-cluttering of sidewalks (removal of redundant signs, etc.) to remove impediments to those with disabilities.

Collaborate with the transit service providers to ensure integrated and high-quality transit exchanges as part of town centre improvements.

THE DETAILS MATTER

To achieve the maximum benefit of these initiatives, it is important to recognise that attention to detail matters. The quality of materials and the quality of construction have an impact on the usability, enjoyment, and walkability of a street. For a pedestrian, some of the little details include the grade of sidewalk letdowns, the presence of a lip on letdowns, signposts blocking the sidewalk, the presence of utility boxes in the sidewalk, and the distance between a pedestrian pushbutton and the crossing location.

ACTIONS FOR CHANGE

Employ innovative and decorative treatments within the street, such as more and bigger trees, decorative paving, and high-quality materials and finishes.

Incorporate into the Design Criteria Manual and Standard Drawings improved accessibility measures.

PROMOTING WALKING

Although safety and security greatly contribute to quality of life, community and environmental health are also significant factors. The act of walking itself promotes community health, environmental sustainability, more civic pride and awareness, cohesive communities, and reduced traffic congestion. The Engineering Department is focussing its efforts in these regards on schools through the Safe and Active Schools program, which is not only taking the typical engineering route of improved infrastructure but is also partnering with other agencies to develop School Travel Plans, which together are intended to facilitate school trips via modes other than the private car.

ACTIONS FOR CHANGE

Develop a communications and engagement strategy to support the City's walking initiatives and to encourage people to walk as part of everyday life.

Promote and expand the Safe and Active School program's School Travel Planning initiative.

Develop new signage for school pick-up/drop-off zones to encourage appropriate motorist behaviour.

Promote walking and transit as transportation modes to get to City events.

Expand the Engineering Department's contribution to the promotion of active and healthy living programs such as "Go for 20" in partnership with the Parks, Recreation and Culture Department and health service providers to promote an active and healthy City using our transportation system.

Promote walking to help protect and enhance air quality and reduce carbon emissions.

BUFFERS FROM TRAFFIC


Another way of increasing the comfort of walking routes is by increasing their separation from traffic. This is something that Surrey residents are very interested in, and can be achieved in a number of ways: developing more off-street routes, such as walkways and paths through parks, and by ensuring that on-street routes, sidewalks, are buffered from vehicular traffic. This buffering can take many forms, such as various types of landscaping as well as parked cars. It is important that we explore these options as we continue to refine our street design standards.

ACTIONS FOR CHANGE

Continue to maximise enhanced greening guidelines for landscaping and street trees along walking routes.

Where possible, utilise on-street parking as a buffer between vehicular traffic and pedestrians.





While big-picture issues... are important, we cannot underestimate the importance of little issues such as a sidewalk letdown too narrow for a stroller to use.

PART 4 MEASURING SUCCESS

MEASURING SUCCESS

In order to achieve the objectives of this Plan, it is important that the Plan remain relevant and adhered to, as well as regularly updated and added to; most of the Actions for Change aren't merely items on a list to check off. The four steps in this cycle, as identified in the Transportation Strategic Plan, are:



This Walking Plan has done much of the base work in identifying, analyzing and planning Actions for Change, and some of them are already part of our approach. Others are well on their way to being implemented, and the rest will be applied in the future. The next steps of monitoring, reviewing and adjusting are just as important as implementation. One way of doing this is through performance indicators—easy-to-measure ways to check if we're still on track. They can help us determine whether:

- ▶ *We are achieving our goals.*
- ▶ *We need to revisit our Actions for Change.*
- ▶ *We need to change our approach.*
- ▶ *We need to revise our performance indicators.*

This Plan deliberately promotes small-scale solutions in addition to big-picture changes. While big-picture issues such as budget allocation are important, we cannot underestimate the importance of little issues such as a sidewalk letdown too narrow for a stroller to use. These seemingly inconsequential things can have a great effect on accessibility, walkability, and public satisfaction.

It can be difficult to measure success. Even some of the seemingly straightforward measurements of the effectiveness of a Walking Plan, such as the number of people walking, can be a challenge when there is no easy way to quantify the results. As a result, this Plan includes several manageable performance indicators that will give a good indication of the availability to and accessibility of walking in Surrey.

Indicator	Unit of Measure
Capital sidewalk program	Number of projects: <ul style="list-style-type: none"> ▶ <i>By schools and parks</i> ▶ <i>In higher-density residential neighbourhoods</i> ▶ <i>By activity generators (commercial areas, hospitals, recreation centres)</i>
Missing links	Number of filled gaps
New multi-use pathway	km constructed
Road crossings implemented or improved	Number introduced
Accessible bus stops	Proportion of all bus stops
School Travel Planning program	Number of participating schools
Walking as main mode of daily travel	% of Surrey residents

The next steps of monitoring, reviewing and adjusting are just as important as implementation.

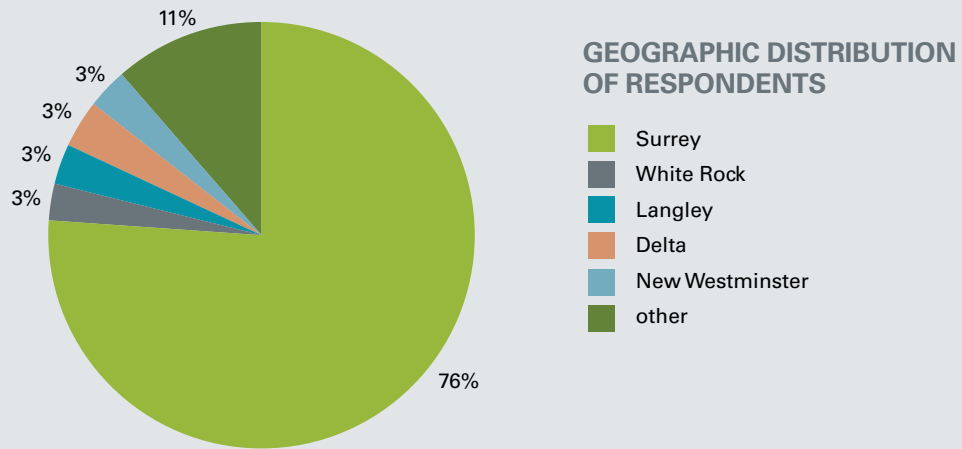
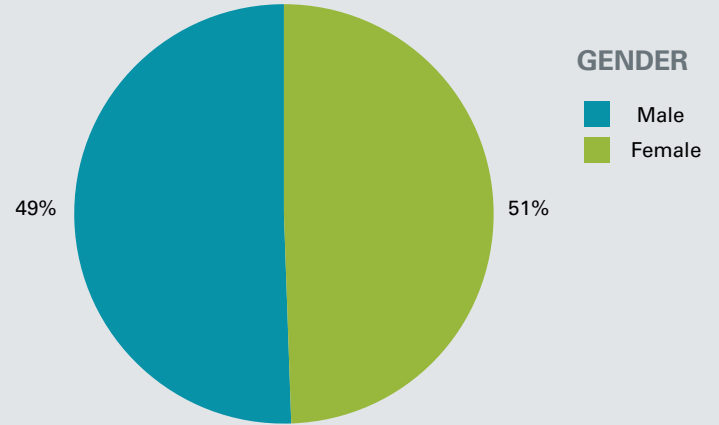
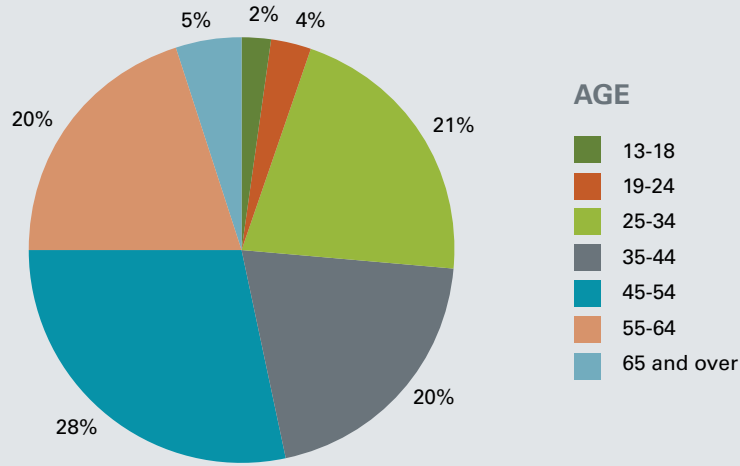
The image shows two yellow pedestrian crossing push buttons mounted on a galvanized steel pole. Each button has a white sign with the text "PUSH BUTTON FOR" and a black silhouette of a person walking. The button on the left has a right-pointing arrow, and the button on the right has a left-pointing arrow. The background shows a sidewalk and a building entrance with glass doors.

This Plan deliberately promotes small-scale solutions in addition to big-picture changes.

APPENDIX

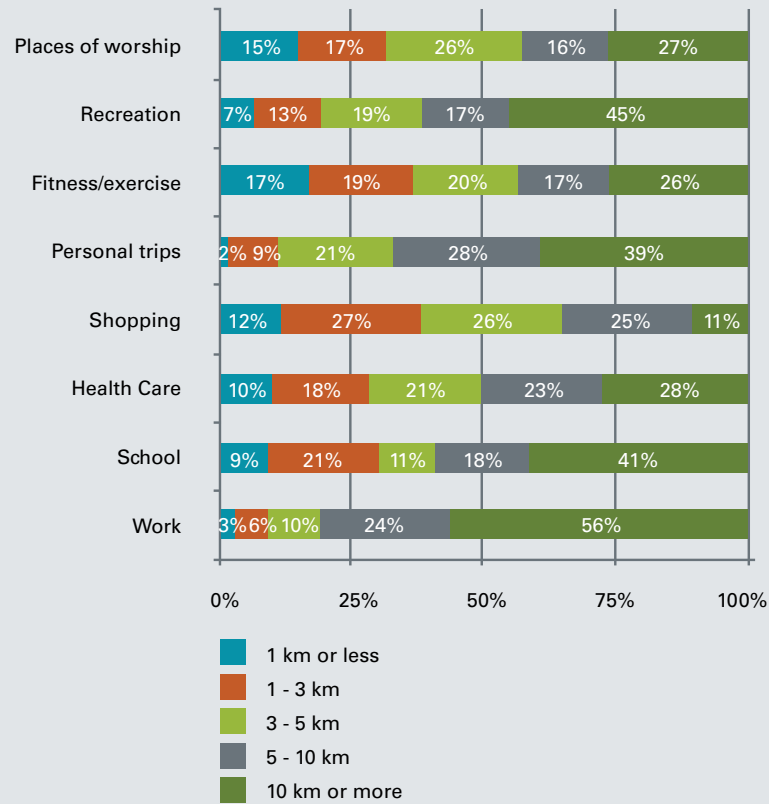


PUBLIC ON-LINE SURVEY RESULTS

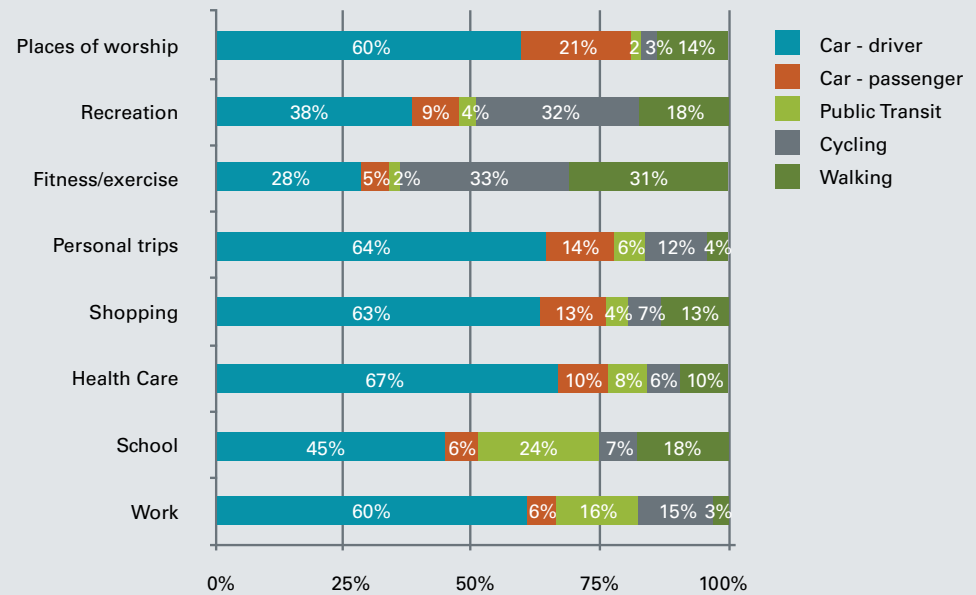


SURVEY QUESTIONS

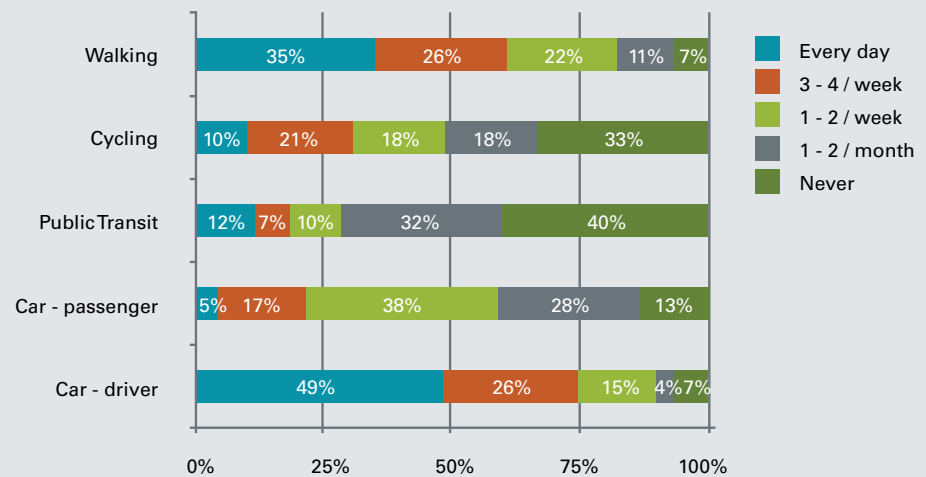
Please indicate how far you travel to each destination:



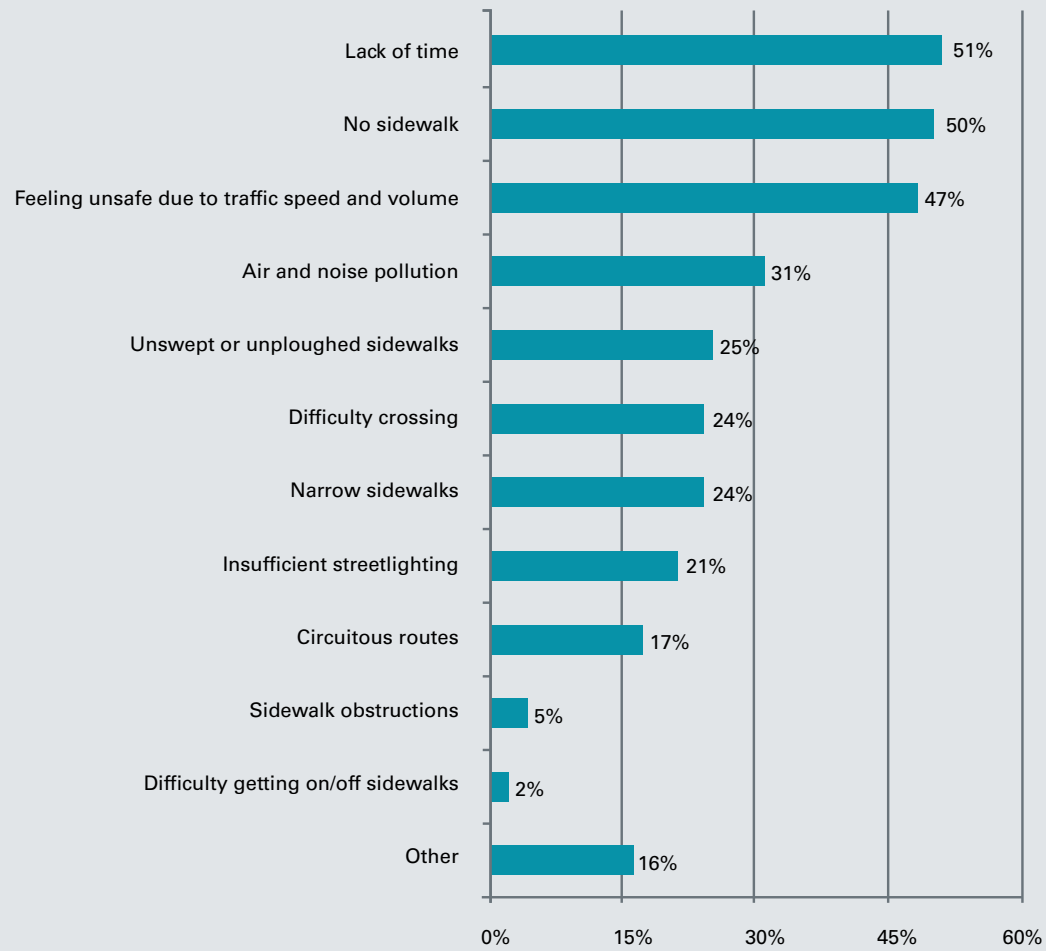
Please indicate the most common way you get to each destination:



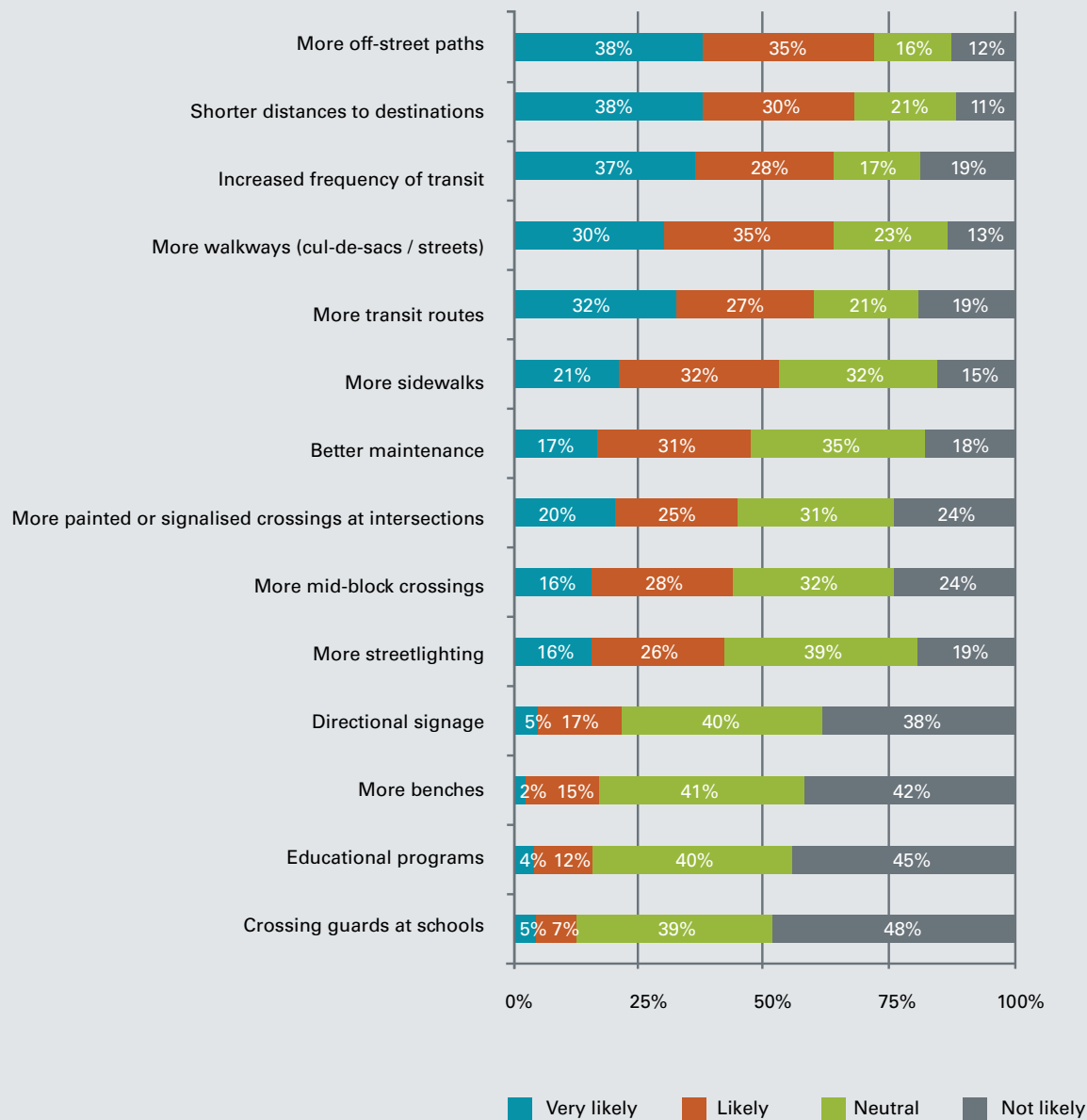
Please indicate how often you use each mode of transportation:



Do any of these common problems deter you from walking?



What would help you walk more in Surrey?



GENERAL COMMENTS ABOUT WALKING:

MAKING CONNECTIONS

Safer crossings are important to me. *Great idea to have mid-block crossings—some Surrey blocks are so long! We need more routes that are safe away from traffic in green park-like settings but with enough housing around to feel safe (not an isolated trail through the woods).* *A motor vehicle arrives at a signalised intersection and hits a green light 50% of the time. A pedestrian arrives & hits a walk sign 5 to 10% of the time. This is second-class treatment, frustrating and adds disproportionately to the walk time.*

STREETS FOR PEOPLE

Taking the car is more pleasant than walking due to safety. *Unless you reduce the volume of traffic noise and pollution, walking will remain unpleasant. Lit pathways should exist down Hydro corridors. I don't feel very safe walking because of all the crime out there, and because of all the vehicles. I really would like to walk more in my neighbourhood (City Centre). However, I feel extremely insecure and unsafe walking due to the unpleasant people I have encountered in the past. It is even more risky to go out after dark. Better education should be given to vehicle traffic about walkers. I always see cars and trucks stop past the stop line, sit over the cross walk at intersections and not stop completely at traffic signals before making right turns. All of these actions affect safety of pedestrians and deter people from walking more. I'd walk more (and further) in the winter if there were sheltered seating along sidewalks like there are at transit stops. It would be nice if the boulevards had some flowers. Until people start working together and put the environment before themselves, cars will continue to dominate, and infrastructure for pedestrians, cyclists and transit will be subpar. If you change the psychology in the way people think, we win the game. We need places where activities are going on, with lots of people and families, like in Montreal and New York. They have entertainers in parks such as drummers, lots of flowers, fountains, benches. Make each major neighbourhood like Commercial Drive, cheap but funky, welcoming, sidewalk cafes, and the walkers will come out in droves. We need wide sidewalks that are buffered from cars, and air pollution. It's time to build communities centred around walking and cycling. Need to build off-street paths, and paths that are safely lit, and patrolled by police.*

SHAPING SURREY

If I have a choice, I prefer to walk. *Distance is the main limitation to walking for me. Walking is tied to land use. Denser mixed use development will encourage walking more than anything else. Blocks are too long. When walking on local roads (to get off of busy arterials) I can't always find routes that connect or that aren't circuitous. Limited number of places to cross arterials and collectors. I do a lot of walking. It has to do with time and feasibility—if I can walk in a decent amount of time. Surrey is very spread out—I live near the City Centre and it's still too far to walk to many destinations. We moved to be closer to work, but are not happy with the development of our area. More parks, community centres, shopping integrated into the suburb would be desirable. Need more integrated communities with bank, cleaner, etc. nearby to housing—including in existing neighbourhoods. My community would be a better place if things were closer together so that they would be more accessible by walking or biking rather than bussing or trying to get a ride. I would love to walk more for grocery shopping but the shops are just a little too far away. My area needs a small produce shop nearby.*

WALKING FOR ALL

The sidewalk is fancy and bumpy in my neighbourhood, so many seniors complain that they can't use this sidewalk. *It is difficult for people who are not steady on their feet to walk in Surrey because sidewalks end, there are poor crossing areas, the crossing lights are too short and it is too easy to get hit by a car. One of the most important things is crossing times at crosswalks! We also need a significant increase in transit (buses, light rail, SkyTrain) to combine with walking paths. I would likely walk the last leg of a trip I took by transit—but it is of little use to only increase transit or paths exclusive of each other. The only thing that stops me from walking is uncleared and slippery/icy sidewalks in the winter. It would be nice if the sidewalks were clear of overhanging bushes.*

creating walkable neighbourhoods



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CITY OF SURREY

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For more information on the wide range of transportation policies, programs and initiatives in Surrey go to:

www.surrey.ca/transportation