

NORTH VANCOUVER
CHAMBER



ECONOMIC
PARTNERSHIP
NORTH VANCOUVER

2017 Transportation Survey Results



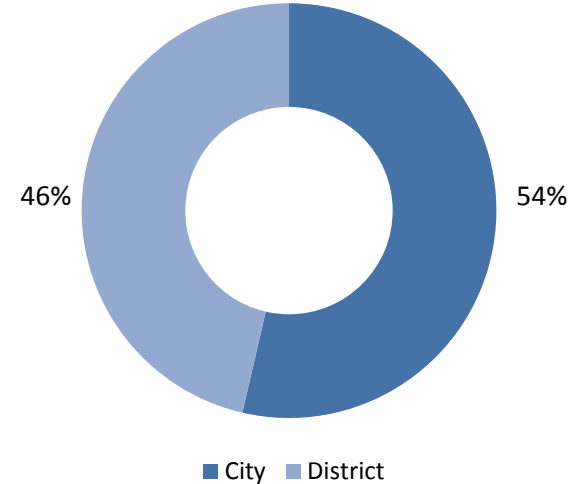
Methodology

Online survey	Chamber members and EPNV Board invited to participate via email
Sample size	153
Field dates	November 29, 2017 to January 5, 2018

Survey Participants

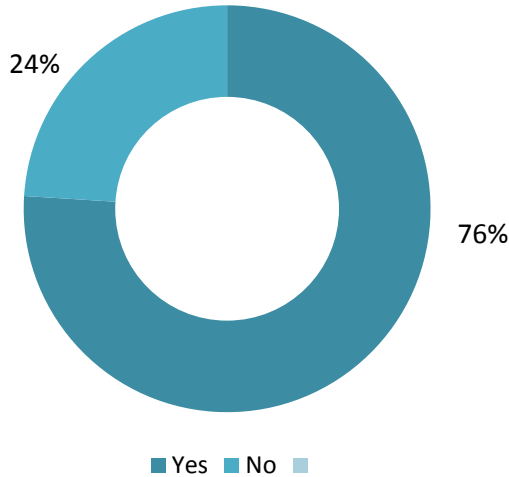
Responses were gathered only from
business owners and managers in North
Vancouver

Location of Business

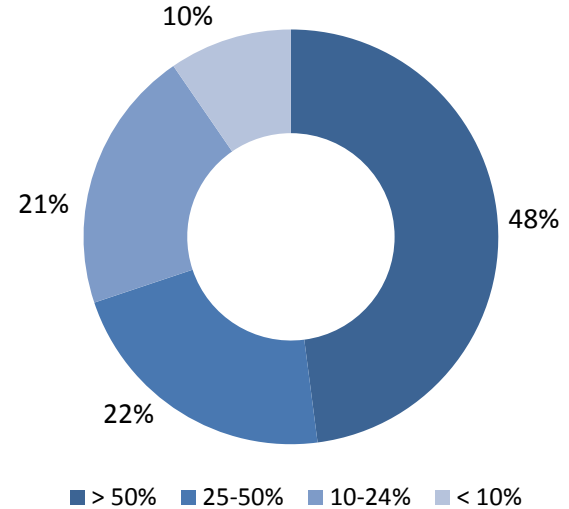


Percentage of Commuters

Have Employees Who Commute to North Vancouver Work



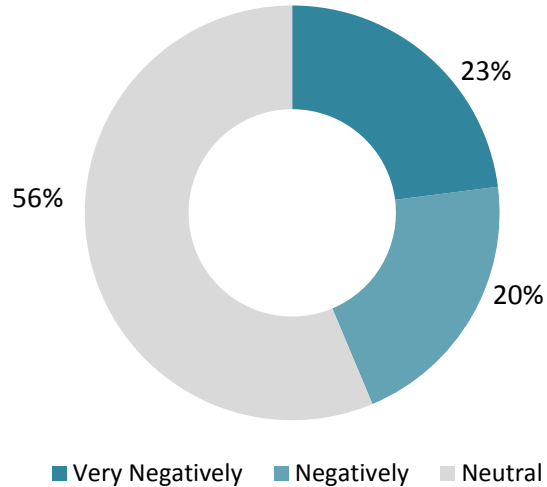
Percentage of Employees Who Commute



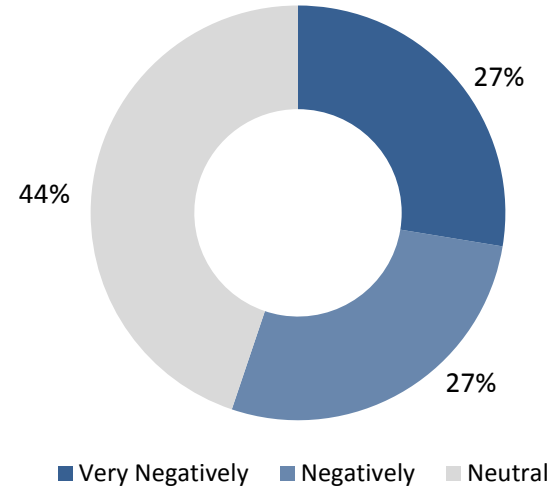
Almost half of participants have over 50% of their employees who commute to North Vancouver for work.

Affect on Ability to Ship Goods

Ship Goods Across North Vancouver



Ship Goods To/From North Vancouver



While not every business ships goods, those that do are negatively affected by transportation.



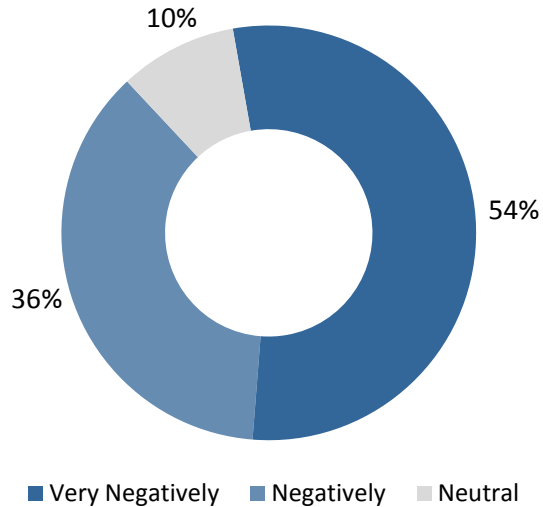
What We Heard

“Total gridlock on the highway. Delivery of goods is a huge concern and additional costs due to travel time to the North Shore.”

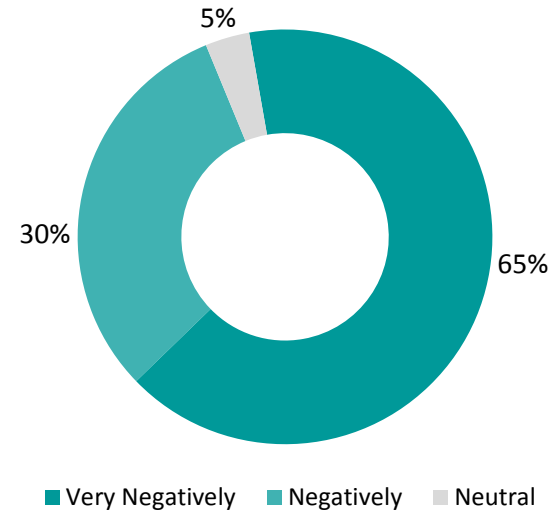
“Traffic costs me and my clients hundreds of dollars per day and I’m a business under 2 million in revenue and less than 15 employees.”

Affect on Ability to Move

Move Across North Vancouver



Move To/From North Vancouver



Transportation negatively affects almost all businesses in their ability to move.



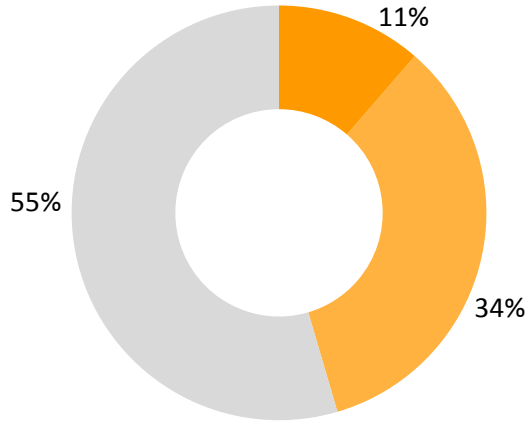
What We Heard

“All meetings and dealings with potential clients must be scheduled within a very narrow 4-hour window or else nobody can get to where they need to be.”

“Timing is everything! Go nowhere before 9:30am and be off the road by 3:00pm.”

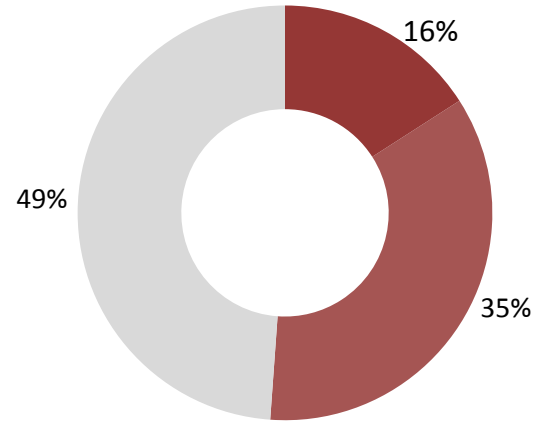
Affect on Customer Attraction & Retention

Retain Customers



Very Negatively Negatively Neutral

Attract Customers



Very Negatively Negatively Neutral

Over half of businesses (51%) struggle to attract customers due to transportation challenges.

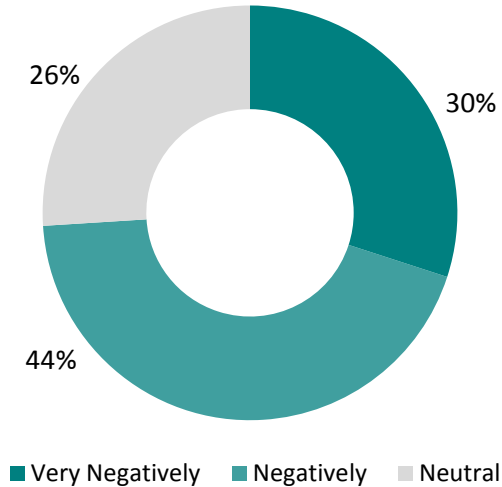
What We Heard

“One of the courier dispatchers for a service located in Delta called coming to North Vancouver ‘the seventh circle of hell.’”

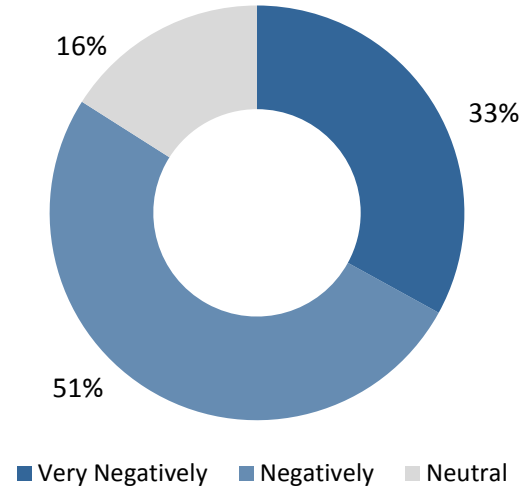
“Productivity has dropped significantly with traffic congestion, functions we should be attending we don't – try getting to a meeting near Granville Island in time for a 6:30pm start!”

Affect on Employee Attraction & Retention

Ability to Retain Employees



Ability to Attract Employees



Transportation is a key barrier to attracting (84%) and retaining (74%) employees.



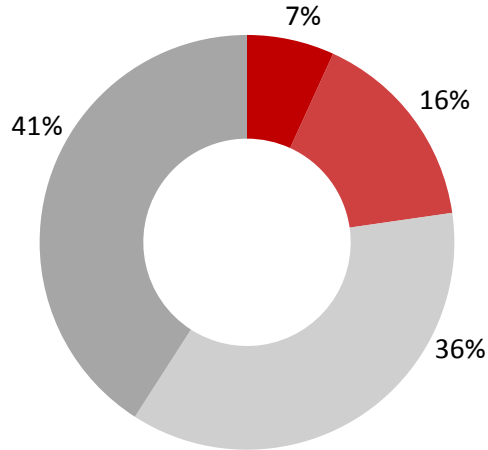
What We Heard

“How can we ask people to work for our company when it takes them 2 hours to commute here?”

“We used to be able to attract from Vancouver and Burnaby but no longer. Nobody wants to deal with the bridges.”

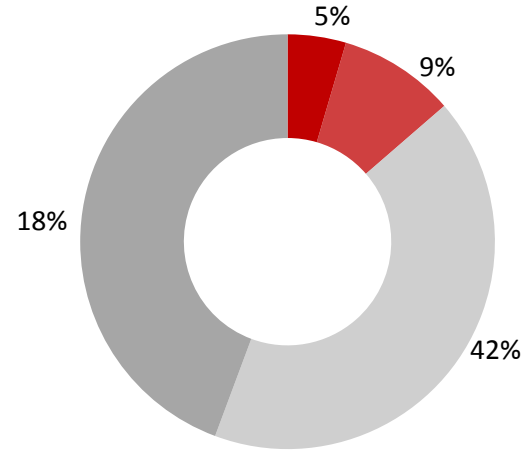
Affect on Business Considerations

Considering Closing Business



Very Likely Likely Unlikely Very Unlikely

Considering Relocation within North Vancouver

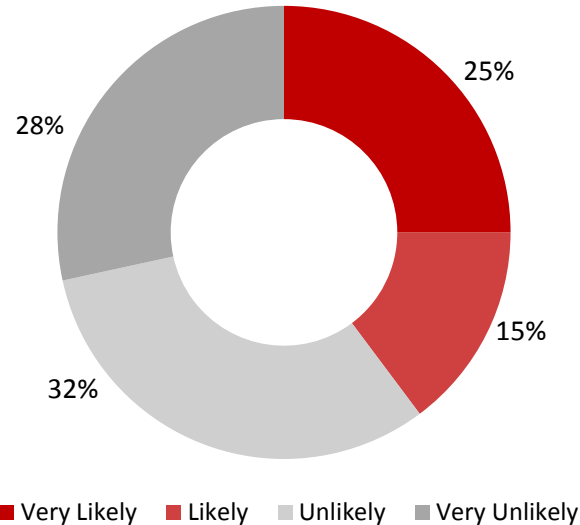


Very Likely Likely Unlikely Very Unlikely

Transportation challenges make 23% of participants consider closing their business.

Affect on Business Considerations

Considering Relocation Outside of North Vancouver



40% of participants are considering moving their business out of North Vancouver due to transportation challenges.