



# Public Engagement Summary Report

## Bus Rapid Transit Project Features Engagement

*King George Boulevard and Langley-Haney Place BRT*

January 16 to February 9, 2025

**Prepared By**  
TransLink Public Affairs

# Contents

Executive Summary .....	4
Public Engagement Summary: BRT Features King George Boulevard and Langley-Haney Place	
Background.....	6
Advancing corridor-level planning.....	7
Public Engagement Overview .....	9
Overview .....	9
What We Did .....	9
Who we heard from .....	11
What We Heard – Key Findings .....	13
What We Heard – Detailed Feedback Summary.....	15
First Nations engagement .....	24
Next steps.....	25
<b>Appendices .....</b>	<b>26</b>
Appendix A: Who We Heard From – Detailed Survey Data .....	27
Appendix B: What We Heard – Detailed Survey Data.....	32
Appendix C: What We Heard – Open House & Event Feedback.....	43
Appendix D: Engagement Material.....	54
Appendix E: Promotional Material .....	58

# Executive Summary

## Executive Summary

From January 16 to February 9, 2025, TransLink engaged the public to help shape the customer experience for the new Bus Rapid Transit (BRT) corridors along King George Boulevard (KGB) and Langley-Haney Place (LHP). This round of engagement built on earlier outreach efforts and focused on updated station designs, key service features, and gathering input on how BRT can best serve local communities.

### Survey participation

Public response was strong, with 14,689 survey responses received. Of these, 19.3 percent came from residents along the KGB corridor and 9.1 percent from those near the LHP corridor, demonstrating significant local interest.

TransLink's multi-channel outreach generated wide awareness, including 42,600 project website visits, 5,900 survey link clicks through digital advertising, and 9,700 views of a narrated informational video. Over 74,000 digital ad clicks, 120 multilingual radio spots, 500 transit system ads, and more than 43,000 mailed postcards supported awareness-building. In total, 641 individuals engaged directly through public open houses, stakeholder briefings, and pop-up events.

Efforts were made to ensure broad and inclusive participation, including translating the survey into Simplified and Traditional Chinese, and Punjabi. Among survey respondents, 23.9 percent spoke a language other than English or French, 14.3 percent identified as having a disability, 20 percent were youth (15–24), 15.7 percent were seniors, and 8.3 percent were newcomers.

### Key survey findings

We asked respondents about their familiarity with the BRT program, the importance of features identified as priorities in the previous engagement—such as stations and real-time information displays—and whether they believed BRT would improve transportation in their community.

- 40% of respondents said they were familiar or very familiar with plans for BRT in Metro Vancouver. The rate was similar for residents in communities along King George Boulevard (43%) and Langley-Haney Place (40%) corridors.
- The top station features selected by respondents to be prioritized were full overhead roof, windscreens, and improved lighting.
- For real-time features, respondents selected next-bus arrival times, transfer connection information, and safety and emergency alerts as their top choices.
- Most respondents (89%) somewhat believed or strongly believed BRT would improve transportation in their community.

### Next steps

The findings from this engagement will inform the detailed design phase, helping to refine the BRT program's customer experience and public engagement elements. TransLink will continue gathering feedback from the public during future stages of project development. Later in 2025, TransLink will engage the public specifically on the Metrotown-North Shore BRT corridor.

# Public Engagement Summary Report

# Public Engagement Summary: BRT Features

## King George Boulevard and Langley-Haney Place

### Background

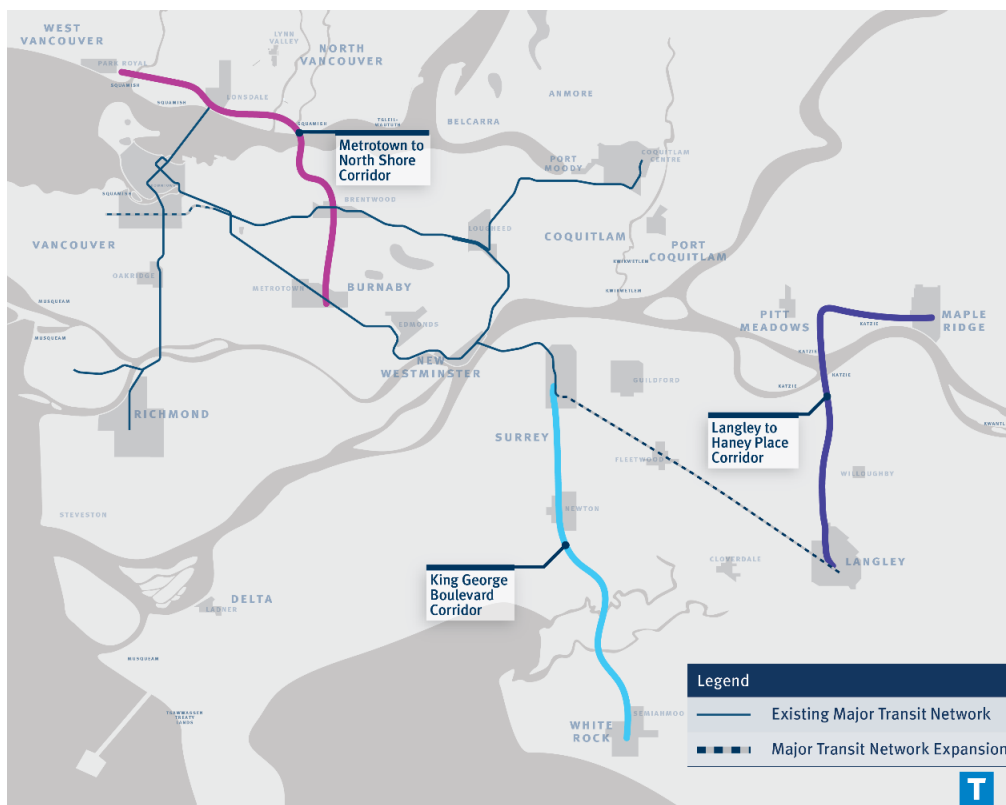
Every day, more than 400,000 people rely on transit to get where they need to go. As our region continues to grow, expanding our rapid transit network will be essential for addressing key challenges. Right now, demand for fast, frequent, and reliable transit is outpacing our capacity, resulting in system-wide overcrowding. Meanwhile, funding constraints at all levels of government demand careful investment prioritization.

Bus Rapid Transit (BRT) offers a cost-effective solution, delivering more kilometres of rapid transit at significantly lower costs than rail. By investing in BRT, we can provide smarter, faster, and more accessible transit for all, improving travel times, frequency, and accessibility.

### Bus Rapid Transit Program

TransLink is developing the region's first BRT program, which will provide fast, frequent and reliable service, with dedicated lanes, transit signal priority, and weather-proof stations.

In November 2023, the Mayors' Council on Regional Transportation identified King George Boulevard, Langley-Haney Place, and Metrotown-North Shore as the first three corridors to advance to further planning, engagement, and implementation. These corridors were chosen for their potential to maximize benefits for the region, including increasing ridership and improving access, as well as aligning with future housing and development growth projections.



## BRT Customer Experience Engagement

In summer 2024, TransLink engaged the public on aspects of the customer journey – such as frequency of service, and station and vehicle amenities – to develop guiding principles for the BRT Customer Experience. Through this engagement, the public feedback identified the following priorities:

- A fast, frequent, and reliable BRT service that connects customers to more parts of the region.
- BRT stations with real-time information displays and protect customers from the weather.

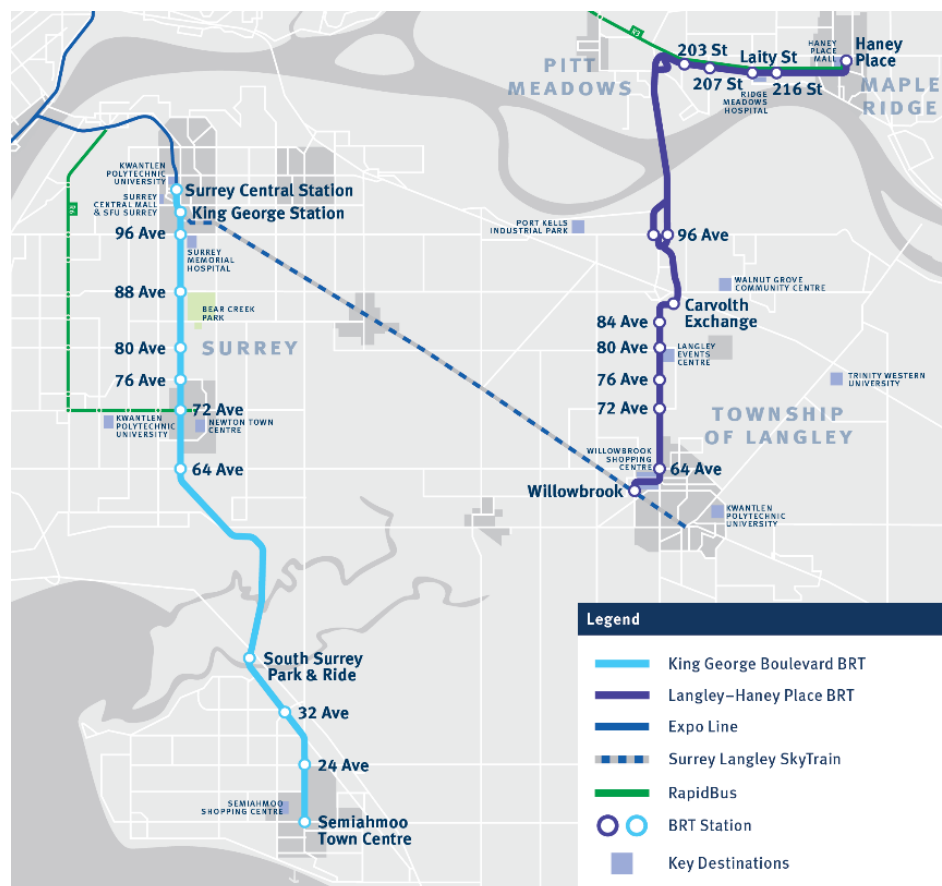
The *BRT Customer Experience Public Engagement Summary Report* is available at [translink.ca/brt](https://translink.ca/brt).

## Advancing corridor-level planning

Since the 2024 engagement, corridor-level planning has included working with our municipal partners to identify the termini and station locations for two corridors:

- King George Boulevard (KGB): 12 planned stations
- Langley-Haney Place (LHP): 13 planned stations

When operational, both routes are expected to reduce travel time by approximately 40 percent.



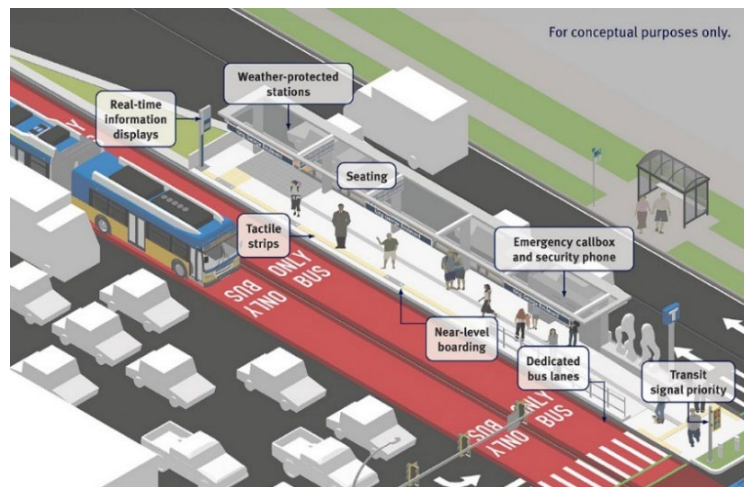
Additional planning has also advanced the design of BRT station features, including real-time information and weatherproofing; and the development of concepts for stations along both centre-running and curb-running BRT lanes.

To ensure the BRT program will meet the needs of our customers, we identified a need for additional public engagement.

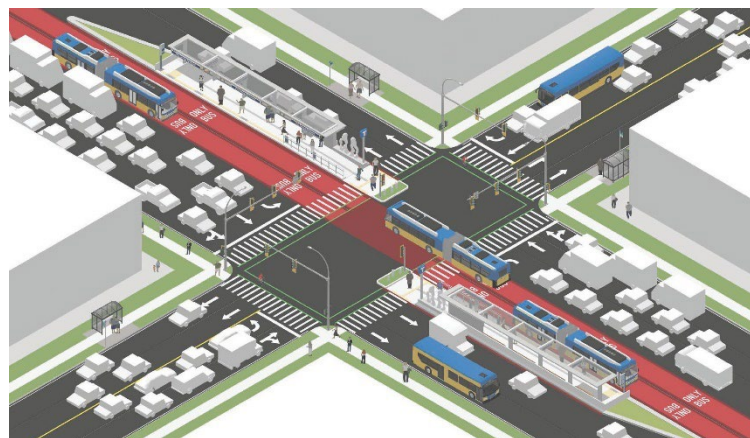
The following engagement program, which we implemented in early 2025, focused on sharing the updates for the KGB and LHP corridors, seeking public feedback on the station features; and measuring how the public felt BRT would improve transportation in their communities.

Engagement on the BRT route between Metrotown and the North Shore will happen later this year.

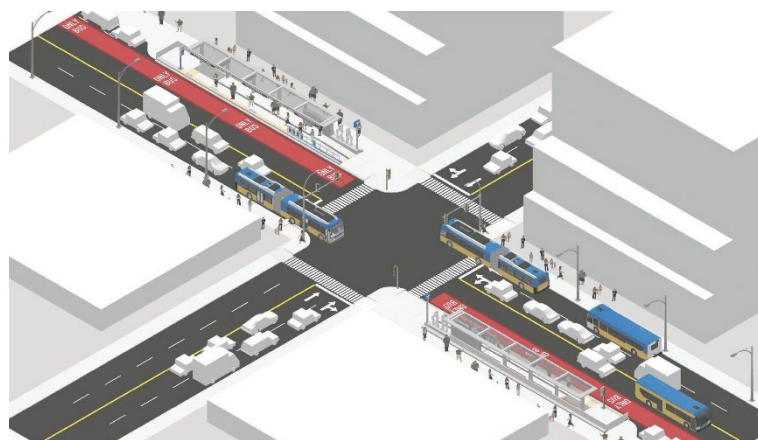
*BRT station features*



*BRT centre-running lanes*



*BRT curb-running lanes*





## Public Engagement Overview

### Overview

The BRT Features engagement program ran from January 16 through February 9, 2025. The primary objectives of the engagement program were to:

- **Inform:** Continue to build public awareness of the BRT program and its benefits. Share details of the alignments and station locations for two corridors:
  - King George Boulevard (KGB)
  - Langley-Haney Place (LHP)
- **Consult:** Seek public feedback on aspects of the program, including station features anticipated to be core components across the BRT corridors.

### What We Did

#### *Awareness & Promotion*

We used the following methods to build awareness of the BRT program and promote participation in the survey during the engagement period:

- **Postcards** – More than 43,000 postcards with information on the public engagement period, open houses, and survey were mailed to addresses in a 1 kilometre radius of the Langley-Haney Place and King George Boulevard corridors.
- **Posters** – A poster with information on the open houses and survey was available in English, Simplified and Traditional Chinese character sets, Farsi, Punjabi, Spanish, and Tagalog, and distributed to community organizations.
- **Project website** – Information on BRT, an engagement event calendar, project contacts and the public survey were available at [translink.ca/brt](https://translink.ca/brt).
- **Digital advertising** – Ads ran on Meta platforms, Youtube.com, and Google suite from January 20 to February 9, generating 74,000 clicks to [translink.ca/brt](https://translink.ca/brt) and 5,900 to the online survey.
- **Radio advertising** – A total of 120 spots aired from January 20 to February 3 the engagement period on CFOX and 94.5 Virgin Radio (English), Fairchild Radio AM1470 (Cantonese), Fairchild Radio FM 97.1 (Mandarin), RedFM 89.1 and 93.1 FM (Punjabi).
- **Transit system ads** – 250 interior ads were placed in buses and 250 in SkyTrain cars; and digital ads ran on platform displays at SkyTrain stations along the Expo Line.
- **Media release** – An info bulletin distributed to media on January 16 generated coverage by broadcasters Global BC1, Global Morning News, CityNews, Fairchild, CKNW, and OMNI; and online news outlets Daily Hive, Vancouver Sun, Vancouver is Awesome, North Shore News, Surrey Now-Leader, Maple Ridge-Pitt Meadows News, Langley Advance, and Aldergrove Star.  
  
The public open houses received additional coverage by CBC News, Langley Advance Times and Maple Ridge- Pitt Meadows News.
- **Newsletters** – Information about the engagement was included in TransLink's monthly newsletter in January. It has 700,000 subscribers.
- **Stakeholder Emails** – Information about the engagement opportunities was sent to key stakeholders and community groups to share with their networks.

## Engagement methods

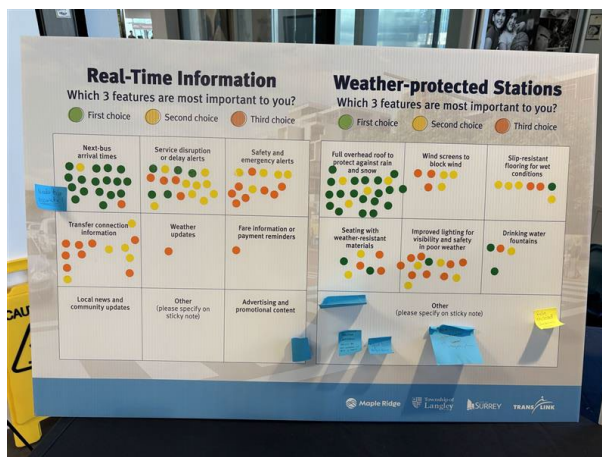
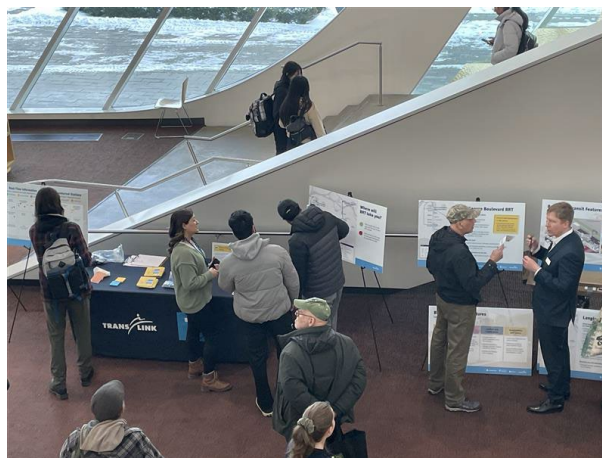
Opportunities to learn about BRT and share feedback during the engagement included:

- **Project website:** The online survey, information about the BRT program, and open house dates were hosted on our engagement site, **translinklistens.ca**, and accessible through the project landing page link **translink.ca/brt** during the engagement period. The link was included in engagement material, advertising, and other promotional tactics.
  - **42,600 website visits** were logged
- **Narrated video:** A 5-minute video narrating the informational display boards was posted on TransLink's Youtube.com channel, with a link from the project website.
  - The video received **9,700 views** during the engagement period
- **Online survey:** An online survey was the primary method used to capture feedback. A paper version was available at open houses, or by request. The survey was translated into Simplified and Traditional Chinese, and Punjabi, with paper copies available at open houses or by request.
  - **14,689 respondents** completed the survey

## Engagement events & participation

During the public engagement period we shared information about the project, sought feedback, and promoted the online survey at engagement events, which included:

- **Public open houses**
  - Jan 25 – Newton Recreation Centre – 95 interactions
  - Jan. 26 - Walnut Grove Recreation Centre -76 interactions
  - Jan 28 - Maple Ridge Public Library – 74 interactions
  - Feb. 4 – Surrey City Centre Library – 83 interactions
- **Briefings for community and business groups**
  - Jan. 27 - Ridge Meadows Chamber of Commerce – 4 interactions
  - Jan. 29 – Maple Ridge Pitt Meadows Seniors' Network – 36 interactions
  - Jan. 29 – Surrey Leadership Youth Coun. & Youth Events Sq. – 17 interactions
  - Feb. 5 – Langley Chamber of Commerce – 6 interactions
- **Transit centre pop-up information sessions**



- Jan. 22 afternoon – Port Coquitlam Transit Centre – 62 interactions
- Jan. 23 morning – Surrey Transit Centre – 83 interactions
- Jan. 23 afternoon – Surrey Transit Centre – 52 interactions
- Jan. 29 morning – Port Coquitlam Transit Centre – 53 interactions

In total there were **641 interactions** at the public and stakeholder events.

### **Who we heard from**

We asked survey respondents a series of demographic questions to give us a picture of who participated. “Prefer not to say” was an option for these questions. No demographic data was captured at the engagement events, but we have included observations based on interactions with event attendees.

### *Strong participation from KGB and LHP communities*

We asked survey respondents to identify where they resided. The results showed strong participation by residents of municipalities along the King George Boulevard and Langley-Haney Place corridors:

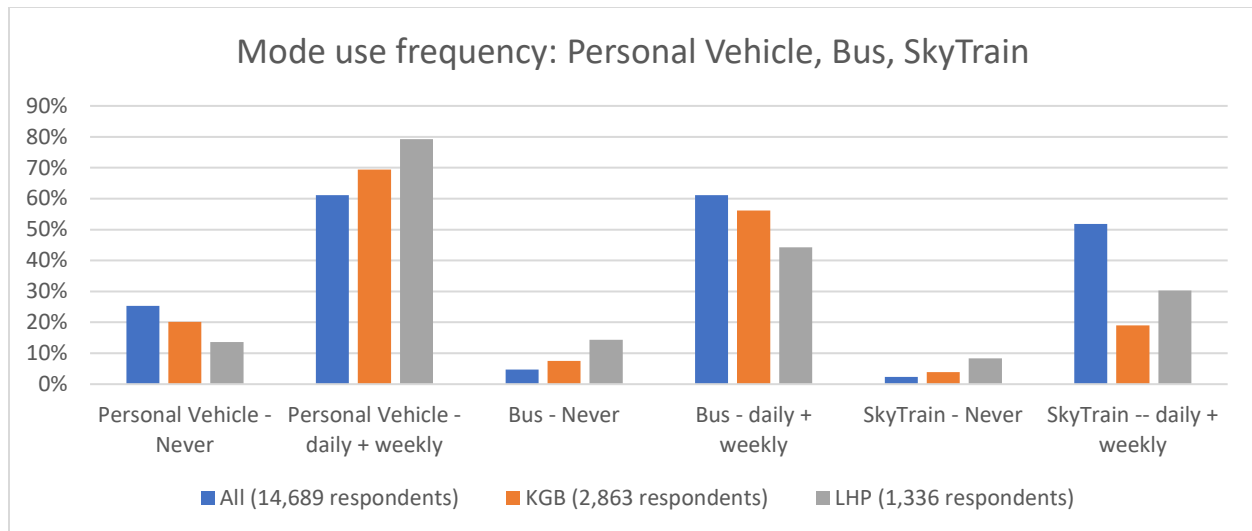
- King George Boulevard: **19.3%** of all surveys
- Langley-Haney Place: **9.1%** of all surveys

Similar to the public engagement held in 2024 on aspects of the BRT customer journey, survey participation reflected a continuing interest in the BRT program across Metro Vancouver. Respondents included residents from each of the 21 municipalities, Electoral Area A and Tsawwassen First Nation, which comprise TransLink’s service area.

The open houses and other events held during the engagement period focused on the King George Boulevard and Langley-Haney Place corridors. Attendees were primarily residents of municipalities on these corridors or those who had a connection to the area: e.g. workplace, school, personal ties, or business interests.

### *Respondents rely on variety of transportation modes*

We asked survey participants how they travel around Metro Vancouver. Overall, 87% of survey respondents said they take public transit at least once a month. A lower portion of respondents reported using public transit monthly in communities along the King George Boulevard (72%) and Langley-Haney Place (79%) corridors.



To ensure we heard from people who made other transportation choices, we asked respondents to identify how frequently they use various modes. The results (*see above chart*) indicated we heard from frequent transit users as well as those who rely more often on a personal vehicle for their transportation needs.

#### *Equity-deserving categories*

To confirm participation by people in categories historically under-represented in TransLink public engagement, we asked respondents if they identified as being from several equity-deserving categories. Participants could select all categories that applied or “prefer not to say.” We heard the following:

- 23.9% identified as **speaking a language other than French or English:**
- 14.3% identified as having a **visible or invisible disability**
- 20.0% identified as being a **youth** (15-24 years of age)
- 15.7% identified as being a **senior** (65 years of age or older)
- 8.3% identify as being a **new Canadian** (3 or fewer years in Canada)

*For more, see **Appendix A: Who We heard From – Detailed Survey Data.***

## What We Heard – Key Findings

Following summarizes key themes from survey respondents and people who attended engagement events during the public engagement period.

### Support for BRT

Overall, we heard broad support for Bus Rapid Transit and belief that it would improve transportation in their community. That sentiment was slightly higher in communities along the King George Boulevard and Langley-Haney Place corridors, where TransLink has shared details of the terminus and station locations.

Survey comments expressing support for BRT were consistent with themes of support heard from attendees at open houses and other events. The top reasons for supporting the BRT program included:

- **Improved connectivity and accessibility:** easier to travel between key destinations
- **Environmental benefits:** reducing number of cars contributing to a more sustainable urban environment
- **Economic and social impact:** improving access to businesses; enhancing social equity
- **Infrastructure and development:** enhanced transit; step toward future rail-based transit
- **User experience and convenience:** more frequent, comfortable and convenient

### Opposition to BRT

Some survey responses, and a small number of event attendees, expressed concern about or were not supportive of the BRT program. Following are the top reasons noted in survey comments and at events:

- **Preference for other solutions:** desire for a rail-based or more permanent solution
- **Concerns about traffic congestion:** BRT could increase delays, impact other drivers
- **Impact on local businesses:** concern that BRT could reduce parking spaces, access
- **Skepticism about effectiveness:** concern that BRT will not attract desired ridership

### Desire for more details of BRT implementation

During the public engagement, we shared conceptual renderings for centre- and curb-running BRT lanes and stations, which generated interest in how and where they would be implemented on KGB and LHP corridors and related impacts. The top questions and concerns shared by survey respondents and event attendees focused on these topics:

- **Corridor-level road design:** identifying congestion points; desired locations to expand road space; desire for other vehicles to maintain easy access to specific locations (shopping, services); impacts of centre-running lanes on businesses at specific locations; questions about how other vehicles would interact with BRT lanes, and at intersections
- **Safety for pedestrians and BRT customers:** accessing stations and intersections
- **Safety for cyclists:** accessing BRT stations; and on routes interacting with BRT lanes

### Station features

Overall, survey respondents and event attendees desired the following station features to be prioritized from a list of options:

- **Weather-proof stations:** full overhead roof, windscreens, and improved lighting
- **Real-time information:** next-bus arrival times, transfer connection information, and safety and emergency alerts

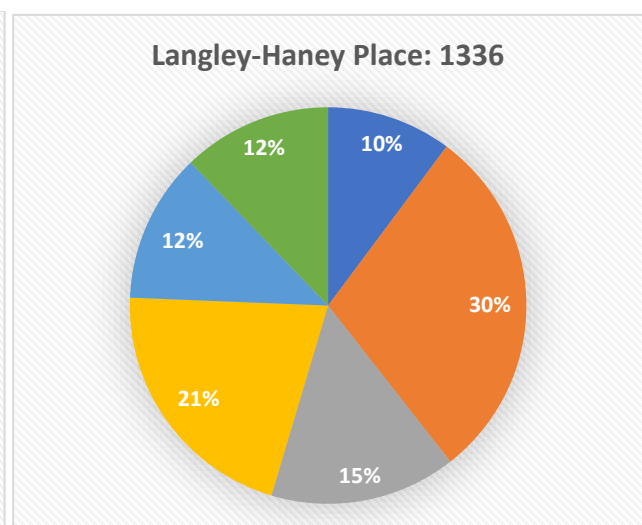
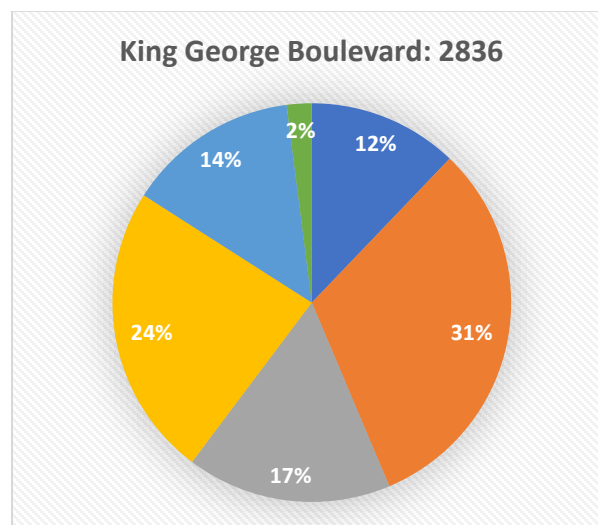
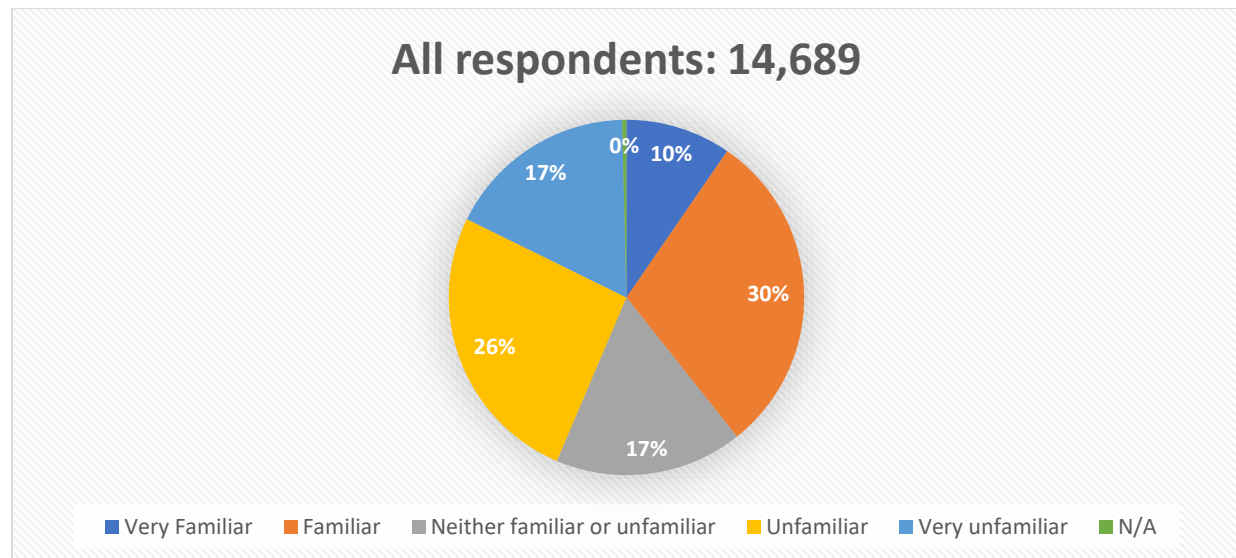
The station concept rendering also generated interest other station features. The top themes included:

- **Safety at stations:** improved lighting as crucial for visibility and safety, especially in poor weather conditions; specific safety measures cited for stations such as cameras to monitor activities and deter crime, and emergency call boxes for customers to access immediate assistance; potential for vandalism at stations; concerns about stations being used for shelter, leading to safety issues
- **Desire for cycling infrastructure at and around BRT stations:** secure bike parking; safe, protected cycling lanes to access to BRT stations; improved integration of cycling infrastructure with transit/BRT

## What We Heard – Detailed Feedback Summary

### *Familiarity with BRT plans for Metro Vancouver*

We asked survey respondents questions about their familiarity with the BRT program.



Overall, 5,876 survey respondents (40%) said they were familiar or very familiar with plans for BRT in Metro Vancouver. The rate was similar for residents in communities along King George Boulevard (43%) and Langley-Haney Place (40%) corridors.

A slightly larger group, 6,345 respondents (43%), said they were previously unfamiliar or very unfamiliar with plans for BRT, demonstrating that awareness and interest in the BRT program continues to build. The rate was lower for residents in communities along the King George Boulevard (38%) and Langley-Haney Place (33%).

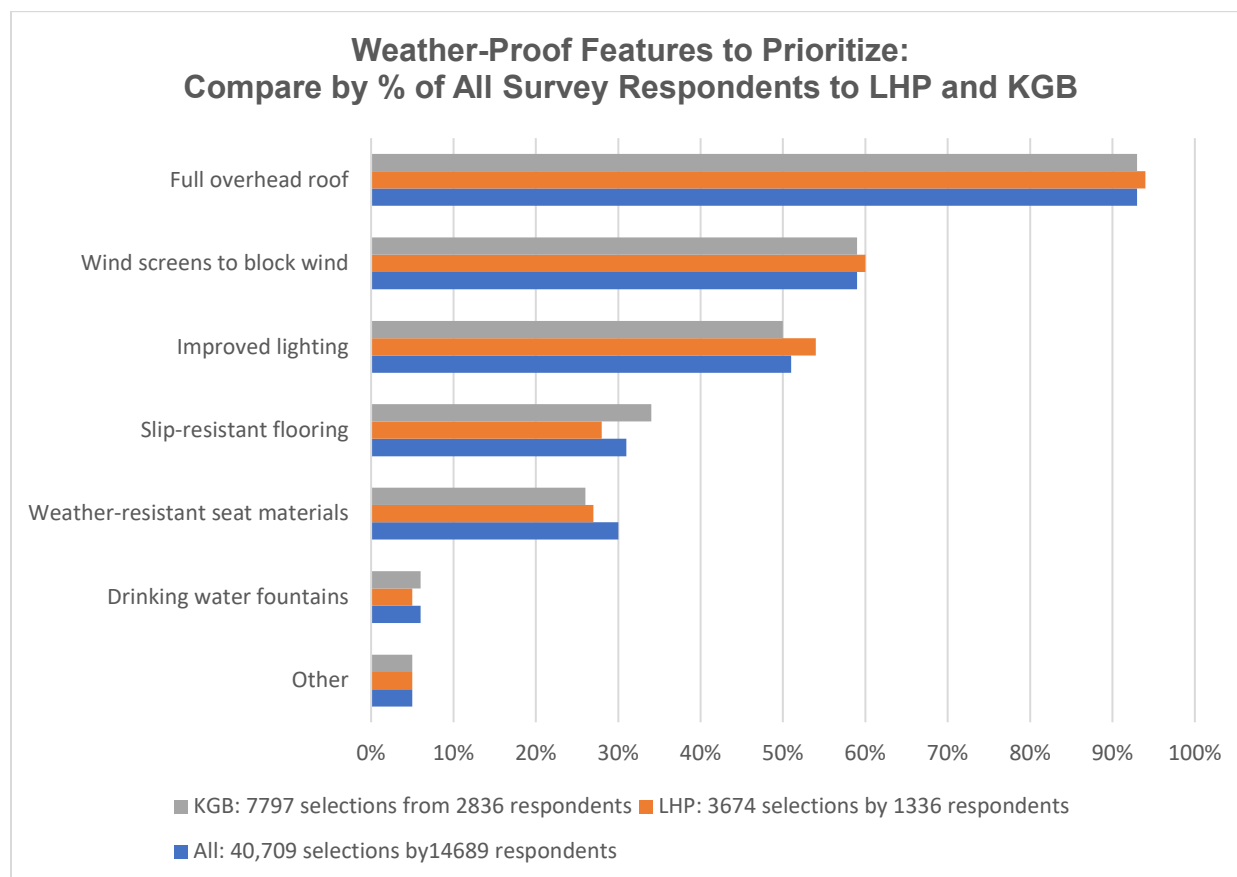
Attendees at open houses and other events were not asked this question but they were encouraged to complete the online survey.



### *BRT station features to prioritize weather-proof features*

**Survey respondents** were asked which features they would prioritize for weather-protected stations along BRT routes. They were asked to select three features from a list of seven options. Some respondents selected fewer.

Overall, the top features selected by all survey respondents to be prioritized were full overhead roof, windscreens, and improved lighting. Respondents from communities along the King George Boulevard and Langley-Haney Place made nearly identical selections (see table below).



We shared the same list of features with attendees at the public open houses and asked them to indicate with sticky dots which three weather-proof features to prioritize. A total of 352 selections were made by open-house attendees. While they also identified full overhead roof (30%) and windscreens (11.6%), their top priority was seating with weather-resistant materials (38%). Not all open-house attendees provided feedback or selected three features.

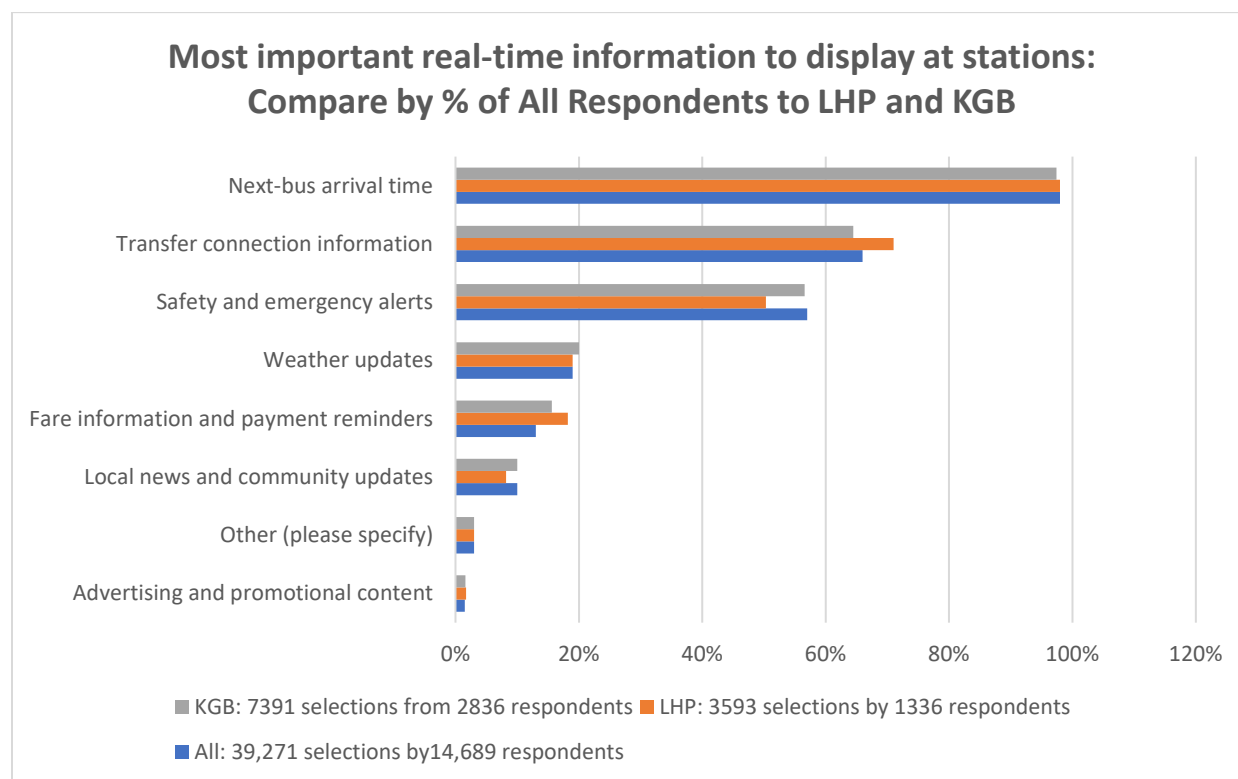
### *BRT station features to prioritize real-time information*

**Survey respondents** were asked which real-time information features they would prioritize for stations along BRT routes. They were asked to select three features from a list of eight options. Some respondents selected fewer.

Overall, the top three features selected by all survey respondents to be prioritized were next-bus arrival times, transfer connection information, and safety and emergency alerts. Respondents



from communities along the King George Boulevard and Langley-Haney Place made nearly identical selections (see table below).



We shared a list of nine features with attendees at the public open houses and asked them to indicate with sticky dots which real-time information features to prioritize.

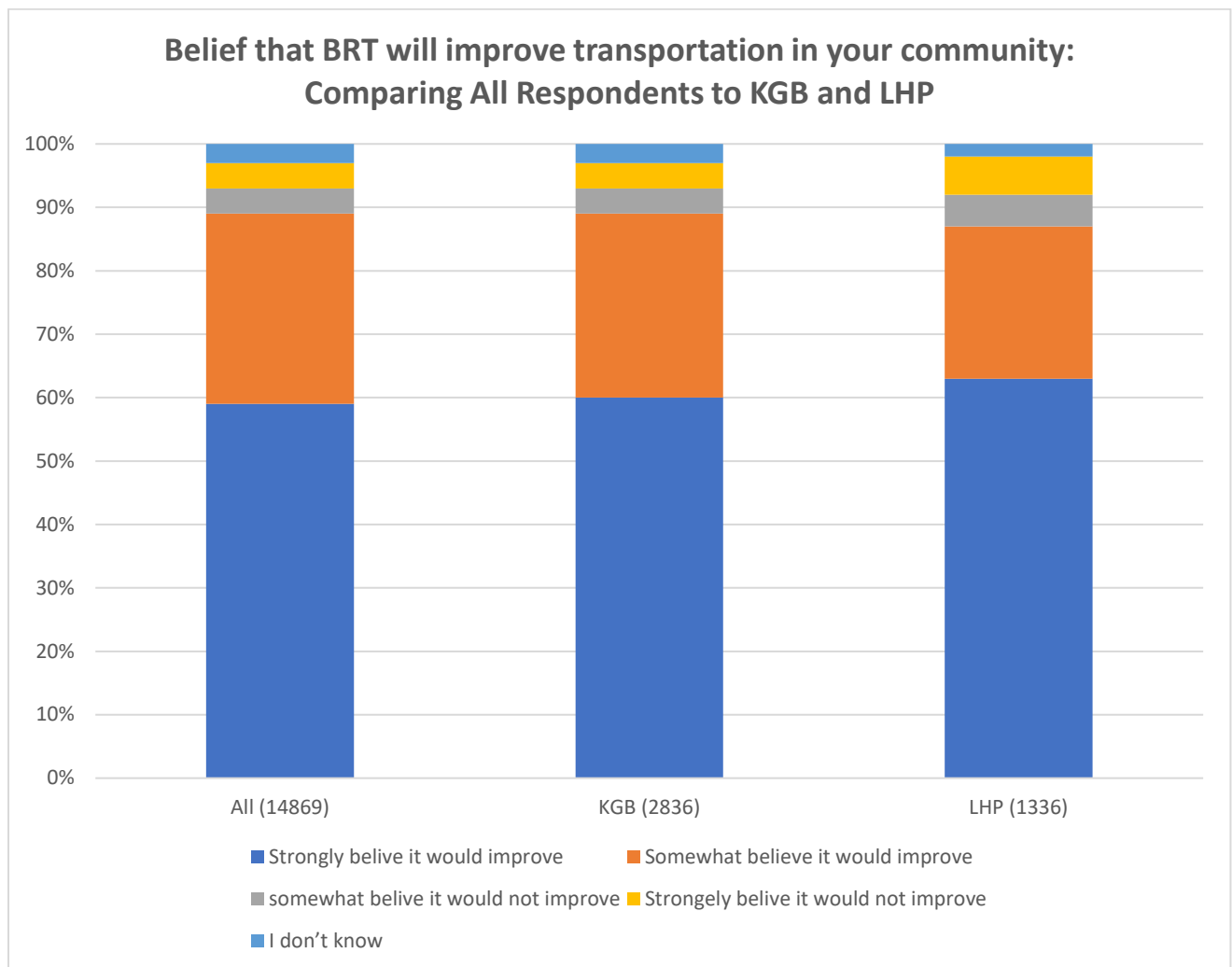
A total of 382 selections were made by open-house attendees. They also highlighted next-bus arrival times (34% of selections), and transfer connection information (21%), along with service disruption or delay alerts (27%). The latter feature was not included in the list of options in the online survey. Safety and emergency alerts were also a top priority (15% of selections), similar to the features prioritized by survey respondents. Not all open-house attendees provided feedback or selected three features.

### *Belief that BRT will improve transportation in communities*

We asked survey participants to what extent they believed the BRT program would improve transportation in their community.

A total of 13,110 respondents (89%) somewhat believed or strongly believed BRT would improve transportation in their community. Respondents from communities along the King George Boulevard and Langley-Haney Place had a similar of somewhat or strongly believing that BRT would improve transportation in their community, with 89% and 87%, respectively.

The level of strong belief that BRT would improve transportation in their community was slightly higher than the overall rate with residents along the two corridors: 60% (KGB) and 63% (LHP) compared to 59% of all respondents. This may in part be due to more detailed information on the King George Boulevard and Langley-Haney Place alignments and station locations being available to the public during the engagement.



#### [Additional feedback on BRT in Metro Vancouver](#)

The survey included a comment field for respondents to provide additional feedback on BRT. A total of 3,325 comments were shared. Some comments reference more than one topic; and others included topics unrelated to the BRT program.

#### **Comment summary: all respondents**

Following is a summary of the comments related to the BRT program from all respondents, organized by key themes:

**Support for BRT:** 940 survey comments from survey respondents expressed overall support for BRT. Following are the top reasons noted in the comments for supporting the BRT program:

- **Improved connectivity and accessibility:** easier to travel between key destinations; potential for faster and more reliable transit and making public transit more appealing.
- **Environmental benefits:** reducing the number of cars on the road, lowering emissions, and contributing to a more sustainable urban environment; promoting the use of public transit over private vehicles.

- **Economic and social impact:** improving access to businesses and services; and potential to enhance social equity with affordable, efficient transit options for all.
- **Infrastructure and development:** dedicated bus lanes, improved stations, and enhanced transit facilities; a stepping stone to future rail-based transit, providing immediate benefits while planning for long-term infrastructure improvements.
- **User experience and convenience:** more frequent service, better station amenities, and overall convenience; a more comfortable and reliable transit experience compared to existing bus services.

**Safety and security:** 222 comments referenced safety and security-related to the BRT program. Following are the top themes related to these comments:

- **Safety at stations:** improved lighting as crucial for visibility and safety, especially in poor weather conditions; specific safety measures cited for stations such as cameras to monitor activities and deter crime, and emergency call boxes for customers to access immediate assistance; potential for vandalism at stations; concerns about stations being used for shelter, leading to safety issues.
- **Security measures on buses:** increased police/security presence on buses to handle unruly passengers; training for operators to deal with unruly passengers and aid in emergencies; potential for vandalism on BRT vehicles.
- **Pedestrian safety:** desire for safe access to BRT stations and in pedestrian crossings intersecting; specific safety measures cited such as overpasses, safety islands, improved lighting around stations; pedestrian-friendly designs cited such as reduced speeds for vehicles, raised crossings, and clear signage.

**Dedicated bus lanes:** 157 survey comments noted bus-only lanes (or transit lanes, or BRT lanes). Following are the top themes related to these comments:

- **Concerns about traffic congestion:** dedicated bus lanes might increase traffic congestion for other vehicles, especially if existing lanes are repurposed for buses.
- **Safety and enforcement:** focus on interactions with other vehicles and pedestrians; need for strict enforcement to prevent unauthorized vehicles from using bus lanes and to ensure the safety of all road users.
- **Impact on local businesses and parking:** bus lanes might reduce parking availability and negatively affect local businesses; removing parking spaces for bus lanes could lead to decreased foot traffic and economic challenges for businesses.
- **Support for dedicated bus lanes:** improved transit efficiency, reduced travel times, and highlighted the potential for bus lanes to make public transit more appealing and encourage more people to use transit instead of private vehicles.
- **Environmental and social benefits:** reduced emissions and promoting sustainable transportation; improving social equity, providing efficient transit options for all community members.

**Washrooms:** 111 survey comments included references to washrooms (also bathrooms or toilets). The top themes related to these comments were:

- **Need for more public washrooms at transit stations:** included specific mentions about washrooms at stations for the elderly, people with medical issues, and families with young children.

- **Accessibility and inclusivity:** lack of public washrooms is particularly challenging for women, elderly, and people with medical conditions.
- **Cleanliness and security:** if washrooms are in stations, they should be clean, secure and monitored to ensure safety for users.
- **Convenience for transit users:** washrooms at stations would improve the transit experience, especially for those who spend extended periods on public transit.

**Congestion:** 84 comments referenced traffic congestion (or too much traffic). Some comments highlighted BRT as a way to relieve congestion, while others said it would amplify traffic congestion. The top themes related to these comments were:

- **Improved traffic flow:** BRT plan will improve traffic by reducing the number of cars on the road and providing a more efficient transit option; dedicated bus lanes would make public transit faster and more reliable, encouraging more to use buses instead of driving.
- **Increased traffic congestion:** concerns that the BRT plan might increase traffic congestion for other vehicles, especially if existing lanes are repurposed for buses.
- **Environmental benefits:** the environmental advantages of the BRT plan emphasized, such as reducing emissions and promoting sustainable transportation; and reduced car dependency leading to cleaner air and a healthier urban environment.
- **Economic and social impact:** BRT plan will boost local economies by improving access to businesses and services; potential for BRT to enhance social equity by offering affordable and efficient transit options for all community members.
- **User experience and convenience:** improved user experience that BRT can offer highlighted, such as more frequent service, better station amenities, and overall convenience.

**Cycling:** 63 comments referenced cycling (or bicycling, bikes, or cycles). The top themes related to these comments were:

- **Bike lanes:** desire for safe, protected cycling lanes alongside bus lanes to improve transportation and support equitable development; emphasis on improving cycling access to BRT stations to enhance the reach of transit; concern about potential reduction or removal of cycling lanes to accommodate BRT lanes.
- **Bike parking:** desire for secure bike parking at BRT stations to encourage cycling.
- **Bike access on BRT vehicles:** desire for space inside vehicles for bikes and scooters to make transit more accessible for cyclists.
- **Safety improvements:** suggestions to design roads to be safer for all users, including cyclists; suggestions to keep sight lines clear for BRT operators to see cyclists and pedestrians and make it easy for them to access stops.
- **General integration:** highlight the need for better integration of cycling infrastructure with transit to make it more viable and attractive.

**Concerns about BRT:** 52 comments stated the respondent did not support Bus Rapid Transit (or BRT, the plan, or the project). The top themes related to these comments were:

- **Preference for alternate solution:** other transit solutions desired included SkyTrain or a rail-based system such as LRT; some comments identified BRT as a temporary solution and desired a focus on long-term investments and permanent infrastructure.

- **Traffic congestion:** concerns that BRT might increase traffic congestion for other vehicles; and repurposing existing lanes for BRT could lead to more traffic jams and delays for personal vehicles.
- **Impact on local businesses:** concerns that BRT might reduce parking availability and negatively affect local businesses, especially if spaces are removed for BRT lanes.
- **Skepticism about effectiveness:** doubt that BRT will deliver the promised benefits, such as improved travel times and increased ridership; suggestions that BRT might not be significantly better than existing bus services and could be a waste of resources.

### Comment summary: respondents along KGB corridor

Of the 2,836 surveys completed by respondents in communities along the King George Boulevard corridor, 643 included additional comments. Feedback that is not specific to KGB corridor is captured in the summary of feedback from all respondents. The following summarizes comments related to the KGB corridor, organized by key themes:

**KGB stations and termini locations:** comments referencing the route and station locations included the following themes:

- **Desire for additional station locations on the corridor:**
  - Highway 10, citing large residential community in area
  - Highway 10, citing large employment centre in area
  - Highway 10, citing access for Surrey Courthouse, Pretrial, police services
  - More stops (unspecified) between 64<sup>th</sup> Avenue and South Surrey Park & Ride
  - 56<sup>th</sup> Avenue, citing employment in area
  - 58<sup>th</sup> Avenue
  - 60<sup>th</sup> Avenue, citing surrounding community
  - More stops (unspecified) between 88<sup>th</sup> and 96<sup>th</sup> Avenue
  - 92<sup>nd</sup> Avenue
  - General desire for more bus station locations
- **Desire to extend corridor:**
  - Termini at Scott Road Station
  - Guildford Exchange, citing current demand and number of transit users in area
  - Guildford Exchange, via 104<sup>th</sup> Avenue
  - Along Highway 10, to connect to Cloverdale
  - Peach Arch Hospital

**Support for KGB BRT:** Positive comments about the proposed corridor included these themes:

- **General support:** included observations that BRT is a good choice if light rail (LRT) is not an option; and a desire for BRT to be designed for SkyTrain or LRT service in future.
- **Implementation:** desire for route to be operational as soon as possible
- **Benefits to broader economy, region:** commenting that dependable, frequent bus service would improve the economy and generate more tax revenue; commenting that every day without adequate service impacts well-being and economy
- **Personal benefits of KGB service:** citing faster trip to South Surrey; ease travel to White Rock; speed of service would make transit viable for daily car commuter; speed of service would make transit viable for weekly shopping in Semiahmoo.

**Comments on dedicated bus lanes and road design for KGB service:** references to BRT (or bus) lanes or road design included these themes:

- **Concern about road design and dedicated BRT lanes:**
  - Concern that existing lanes will be used for KGB BRT exacerbating congestion
  - Opposition to using existing lanes for KGB BRT
  - Citing bus priority lane as reason for congestion on King George Boulevard
  - Citing bus priority lane as reason for congestion on Scott Road
  - Desire to expand/widen roadway instead
  - Skepticism that people would switch to KGB BRT from personal vehicles
  - Suggestion for KGB BRT to use HOV lanes
- **Support for bus lanes:**
  - Citing necessity of dedicated lane, signal priority for BRT to be fast and reliable
  - Citing limited bus priority for R6 for contributing to congestion, confusion

**Impact of KGB BRT on existing routes, service levels:** references included these themes:

- Concern about loss of R1 along 104th Avenue
- Desire for local route frequency to match BRT service levels
- Desire for connections to smaller neighborhoods like Panorama Ridge to access BRT
- Desire for improvements to “feeder” routes so surrounding communities can access KGB BRT service

**Preferences for an alternative to KGB BRT:** specific alternatives cited in included:

- Light Rail Transit instead of BRT
- SkyTrain instead of BRT
- Skytrain Expo line extension along King George Boulevard
- Rapid transit (unspecified) connecting South Surrey to Richmond
- RapidBus connecting Surrey to UBC, cited as more urgent for students and employees

**Other concerns about KGB BRT corridor:** issues highlighted by respondents included:

- **BRT customers parking on local streets:** specifying 147<sup>th</sup> Street and 32 Avenue area
- **Cycling safety:** desire to rebuild bike lanes along KGB corridor to protect cyclists
- **BRT vehicles:** concern that 40-foot buses will not meeting KBG BRT demand

### **Comment summary: respondents along LHP corridor**

Of 1,336 surveys completed by respondents residing in communities along the Langley-Haney Place corridor, 375 included additional comments. Note that comments could include more than one topic and/or refer to topics unrelated to the BRT program.

Feedback that is not specific to the LHP corridor is captured in the summary of feedback from all respondents. The following summarizes comments related to the LHP corridor, organized by key themes:

**LHP station locations:** comments on the route and station locations included these themes:

- **Desire for additional locations on the proposed corridor:**
  - 68<sup>th</sup> Avenue

- 66<sup>th</sup> Avenue
- 86<sup>th</sup> Avenue, to access grocery store
- 92<sup>nd</sup> Avenue, to access movie theatre
- More stations (unspecified) along the north end of 200<sup>th</sup> Street
- Thunderbird Village on 202<sup>nd</sup> Street
- Maple Meadows, Maple Meadows Station, to access shops, West Coast Express
- 222<sup>nd</sup> Street and Lougheed Highway
- Dewdney Trunk Road and Lougheed Highway
- 223<sup>rd</sup> Street and Callaghan Avenue, to access West Coast Express
- Additional stops between 216<sup>th</sup> Street Station and Haney Place
- **Desire to extend the corridor:**
  - East of 228<sup>th</sup> Street
  - To Port Haney to serve Albion, Cottonwood
  - Desire for the terminus in Langley City, over Willowbrook
  - Further south of Willowbrook (unspecified)
  - Rural parts of Surrey and Langley
  - To Trinity Western University
  - To industrial areas (unspecified)
  - To Murrayville
  - To Aldergrove via Carvolth Bus Exchange
- **Desire for fewer stations on LHP corridor:** to speed up service; and concern that there are too many stops in west Maple Ridge.

**Comments on dedicated bus lanes and road design for LHP corridor:** references to BRT (or bus) lanes or road design included these themes:

- **Concerns about traffic congestion:** use of existing lanes for BRT could increase traffic congestion; concern about congestion on 200<sup>th</sup> Street; concern that signal prioritization will increase congestion
- **Comments on road design:**
  - Need to widen (unspecified) Golden Ears Way
  - Need to widen Golden Ears Way from bridge to 210<sup>th</sup> Street and 128<sup>th</sup> Avenue
  - Need to resolve congestion along Golden Ears Way for BRT to work
  - Concern about a dedicated lane on Golden Ears Bridge
  - Concern that 152<sup>nd</sup> Street is not wide enough for dedicated BRT lane
  - Concern about capacity of narrow streets in City of Langley for BRT
  - Desire for improvement to Golden Ears Way off ramps at 113B
  - Desire for improvements to road network at the railway crossing and 200<sup>th</sup> Street
  - Desire to manage development, road space along 200<sup>th</sup> Street for BRT to work
  - Concern about gridlock on 202<sup>nd</sup> Street through Walnut Grove
  - Suggestion to use median and set backs as much as possible for BRT lanes
  - Suggestion that BRT should share HOV lanes
- **Desire for more information on dedicated BRT lanes:**
  - Could lanes in area designed to improve traffic flow become BRT lanes?
  - Will emergency services be able to BRT lanes?
  - How will other vehicle drivers understand how to interact with BRT lanes?
  - Desire for more details of road widening and impacts on property owners

**Support for LHP:** Positive comments about the corridor included these themes:

- **General support for transit improvements and LHP service:** service will make transit feasible for more people; will be transformative for Maple Ridge.
- **Implementation:** desire for LHP service without delay; should be a priority; delays in BRT will impact development of needed housing in Maple Ridge.
- **Personal benefits:** will be gamechanger making transit feasible for car user; supports families that want to use transit, drive less; helps our community, students and workers.

**Impact of LHP BRT on existing routes and service levels:** need to expand service and increase frequency of local bus routes in Maple Ridge to access BRT service.

**Other concerns about LHP BRT corridor:** other issues related to the KGB corridor highlighted by respondents included the following:

- Desire for park and ride in Maple Ridge, like Carvolth Bus Exchange
- Concern about customers using neighbourhoods near BRT stations to park
- Skepticism about ridership/demand BRT along LHP corridor

**Preferences for alternative to LHP BRT:** specific alternatives cited in comments included:

- SkyTrain along LHP corridor instead of BRT
- Extend SkyTrain from Coquitlam to Maple Ridge
- Extend BRT east-west to Coquitlam Central Station
- Extend Surrey-Langley SkyTrain to Maple Ridge Town Centre
- Express bus from Haney Place to Braid SkyTrain Station
- Light Rail Transit or tram service
- Expand West Coast Express
- Invest in better management of roads for all residents
- Suggestion to explore routes on Dewdney Trunk, Abernathy, and Lougheed to ensure maximum ridership/minimal impact on developments on Lougheed and Dewdney Trunk.

## First Nations engagement

TransLink's Indigenous Relations has been engaging with potentially affected First Nations since September 2023 to gather input to inform the planning and design of the Bus Rapid Transit program. Potentially affected First Nations include:

- xʷməθkʷəy̓əm (Musqueam)
- Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation)
- səlilwətał (Tsleil-Waututh Nation)
- q̓ícəy̓ (Katzie First Nation)
- q̓ʷɑ:ńłəń (Kwantlen First Nation)
- kw̓ikʷəłəm (Kwikwetlem First Nation)
- máthxwi (Matsqui First Nation)
- Semiahmoo First Nation
- scəw̓aθən məsteyəxʷ (Tsawwassen First Nation).



TransLink's Indigenous Relations has consistently sought feedback from these First Nations to address potential impacts on their Aboriginal rights and titles, while also identifying opportunities to advance reconciliation.

### Next steps

The results of the BRT Features engagement will be considered by TransLink as the program progresses into the detailed design stage.

TransLink secured funding in the 2025 Investment Plan to advance further design work on the three priority BRT corridors.

Further engagements will be held as the King George Boulevard, Langley-Haney Place, and Metrotown-North Shore BRT projects progress and become ready for further public input. Community feedback is crucial in shaping these projects to meet the needs of customers and the communities that TransLink serves.

# Appendices

A: Who We Heard From – Detailed Survey Data

B: What we Heard – Detailed Survey Data

C: What We Heard – Open House & Event Feedback

D: Engagement Material

E: Promotional Material

## **Appendix A: Who We Heard From – Detailed Survey Data**

## Detailed Survey Data

14,689 surveys were completed during the Phase 2 BRT Features Engagement (King George Boulevard and Langley-Haney Place BRT). Following is a detailed breakdown of responses to the demographic questions included in the public survey.

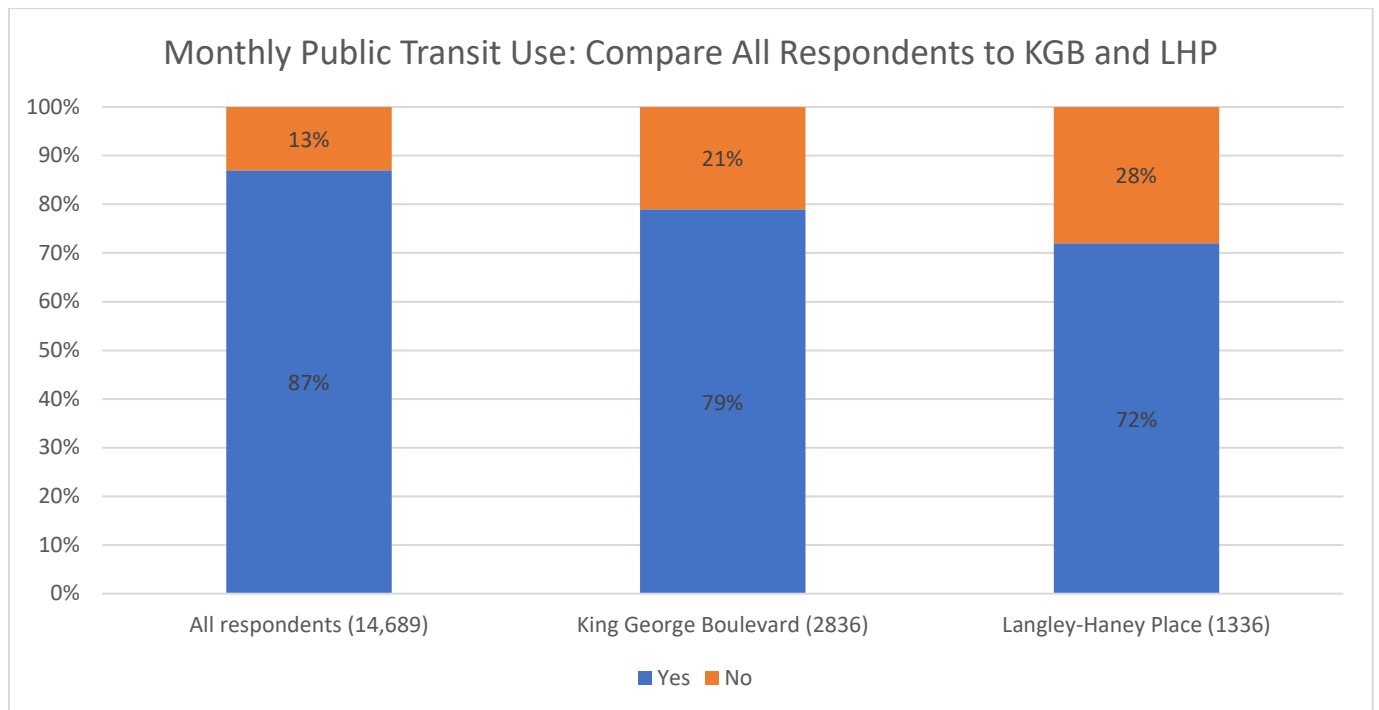
**Q: Which municipality do you live in? (select one option)**

Municipality of residence	# of respondents	% of respondents
Anmore	2	0.01%
Belcarra	3	0.02%
Bowen Island	9	0.06%
Burnaby	1541	10.49%
Coquitlam	596	4.06%
Delta	317	2.16%
Langley (City)	160	1.09%
Langley (Township)	510	3.47%
Lions Bay	6	0.04%
Maple Ridge	666	4.53%
New Westminster	562	3.82%
North Vancouver (City)	506	3.44%
North Vancouver (District)	535	3.64%
Pitt Meadows	82	0.56%
Port Coquitlam	206	1.40%
Port Moody	170	1.15%
Richmond	652	4.43%
Surrey	2576	17.53%
Tsawwassen First Nation	19	0.13%
Vancouver (including University Endowment Lands)	4796	32.65%
West Vancouver	180	1.22%
White Rock	260	1.77%
<b>Outside Metro Vancouver</b>		
Abbotsford	103	0.70%
Chilliwack	38	0.25%
Mission	32	0.23%
Squamish	9	0.06%
Other*	153	1.04%

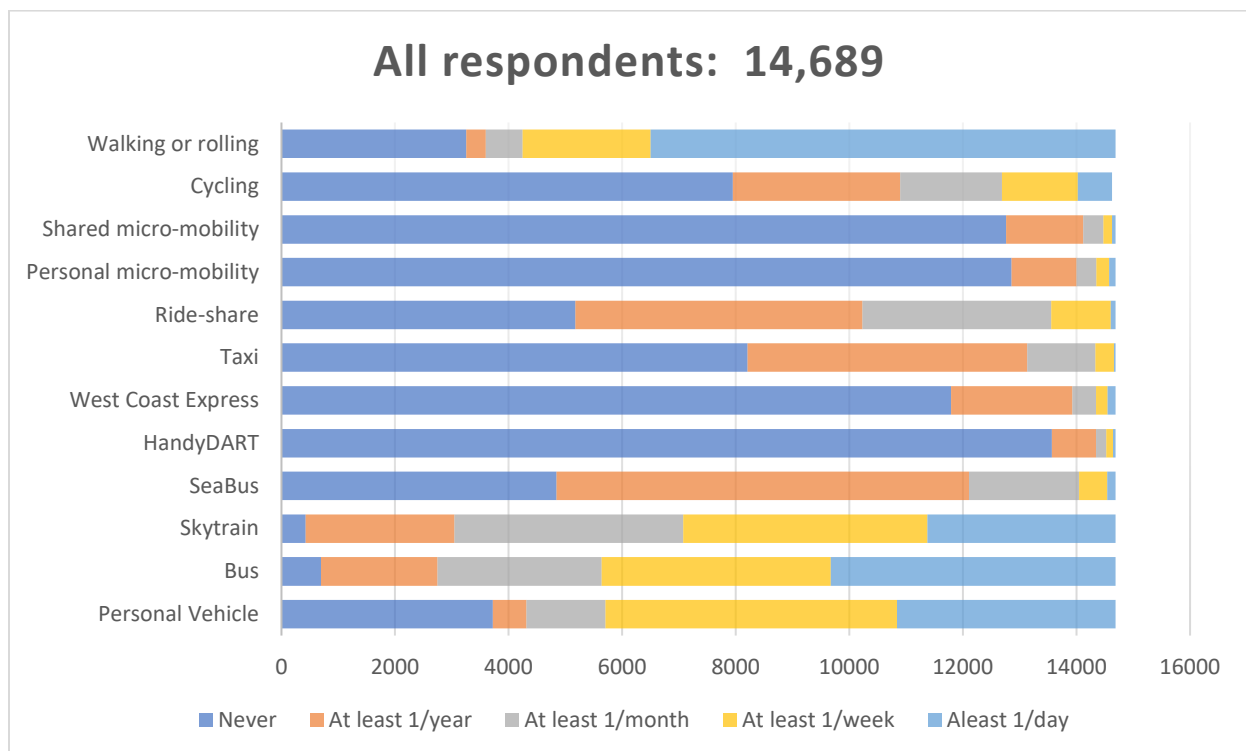
\* Includes: Kelowna, Langford, Nanaimo, Victoria, Gulf Islands, Sunshine Coast, and the Cariboo Region in B.C.; as well as respondents from Calgary and Montreal.

Priority corridors	Respondents residing in corridor municipalities	Percent of all respondents
<b>King George Boulevard</b>	<b>2836</b>	<b>19.3%</b>
Surrey	2576	
White Rock	260	
<b>Langley-Haney Place</b>	<b>1336</b>	<b>9.1%</b>
Langley (City)	160	
Langley (Township)	510	
Maple Ridge	666	

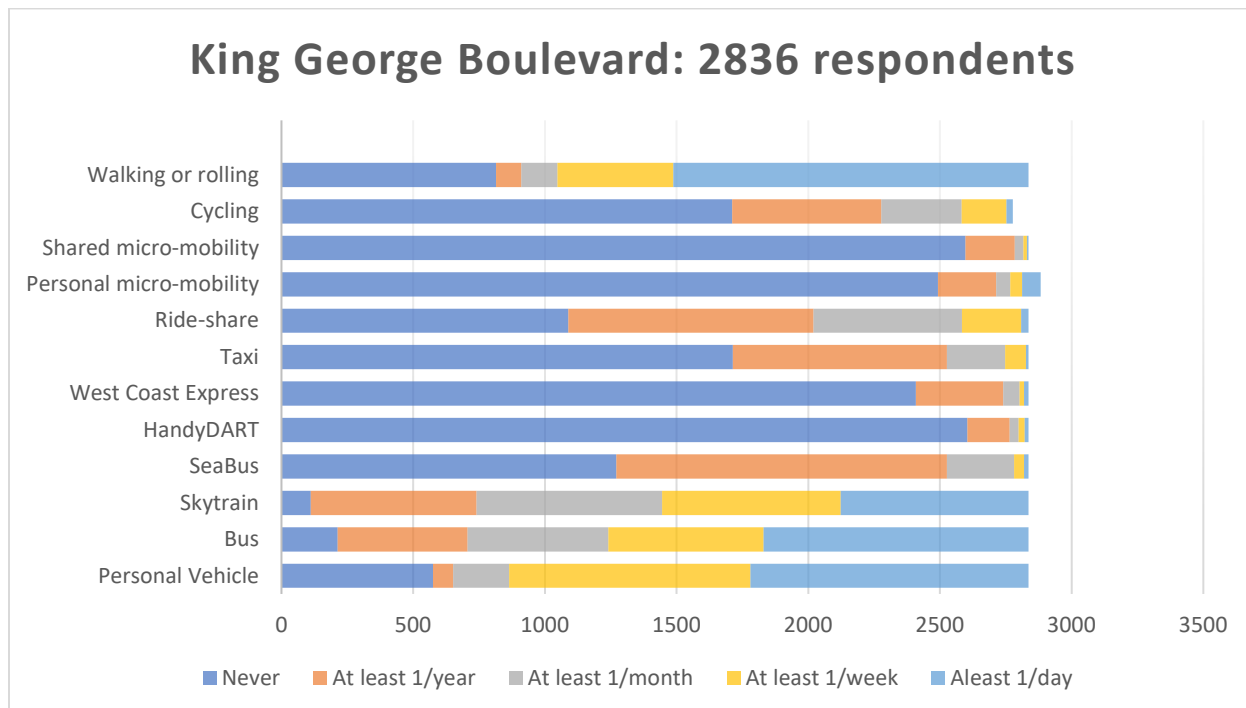
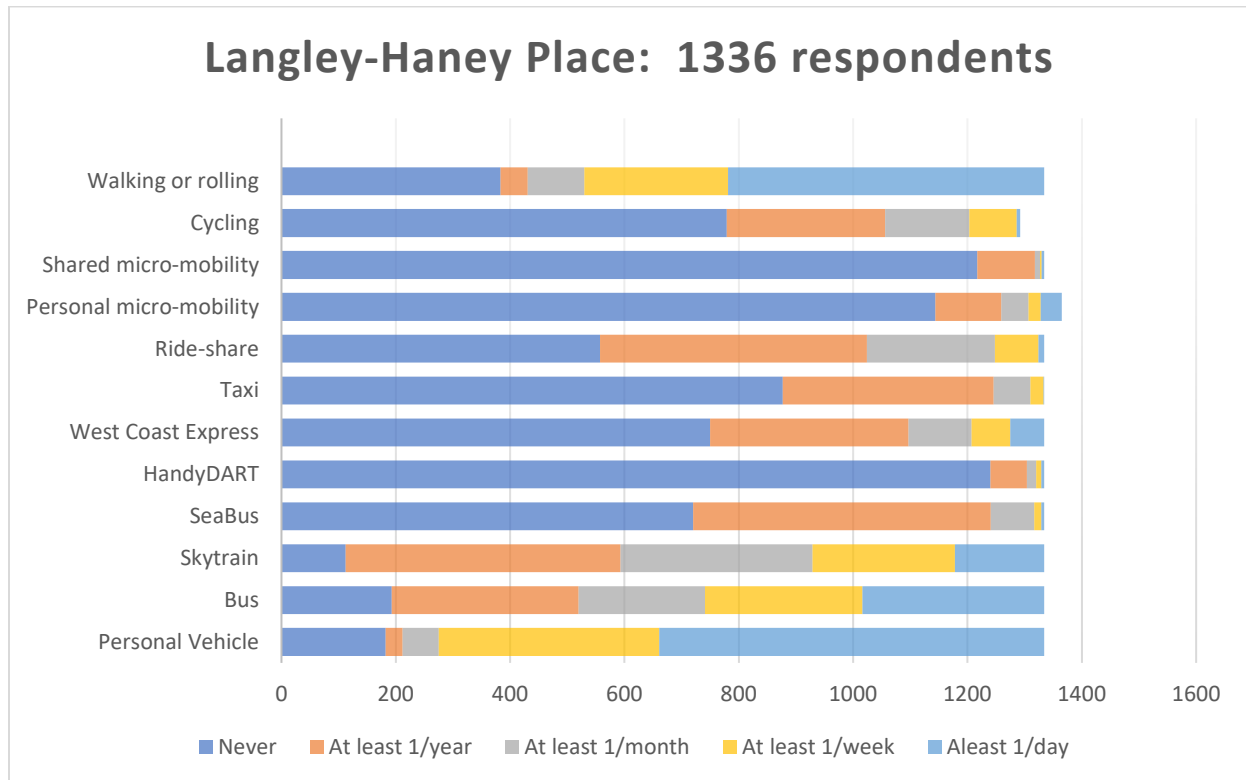
**Q: I use public transit (Bus, SkyTrain, SeaBus, West Coast Express, HandyDART) at least once a month. (Choose Yes or No)**



**Q: How often do you use each of the following transit modes? (Choose frequency for each mode)**



**Q: How often do you use each of the following transit modes? *Continued***



**Q: I identify as...** (*Choose all that apply*)

Option	Number of respondents	Percent* of all respondents
A person who speaks a language other than French or English:	3517	23.9%
Youth (15-24 years of age):	2952	20.0%
A person with a visible or invisible disability:	2098	14.3%
A senior (65 years of age or older):	2312	15.7%
A new Canadian (less than three years in Canada):	1227	8.3%
A TransLink or operating company employee:	176	1.2%
A person who is Indigenous (First Nations, Metis, Inuit):	372	2.5%
Other	282	1.9%
Prefer not to answer	784	5.3%
None of the above	4406	30.0%

\* Respondents asked to select all that apply, resulting in total exceeding 100%.

**Q: How do you describe yourself?** (*Choose any one option*)

Options	Number of respondents	Percent of all respondents
Female	6737	45.9%
Male	6715	45.7%
Non-binary or gender fluid	471	3.2%
Prefer to self-describe	70	0.5%
Prefer not to answer	694	4.7%

**Q: What is your age?** (*Choose one category*)

Age category	Number of respondents	Percent of all respondents
Under 19	709	4.8%
19-24	2387	16.3%
25-34	3400	23.1%
35-44	2345	16.0%
45-54	1679	11.4%
55-64	1621	11.0%
65+	2257	15.4%
Prefer not to say	289	2.0%

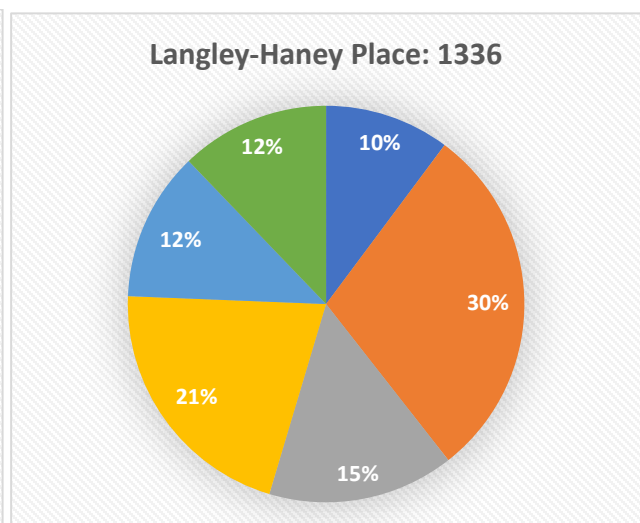
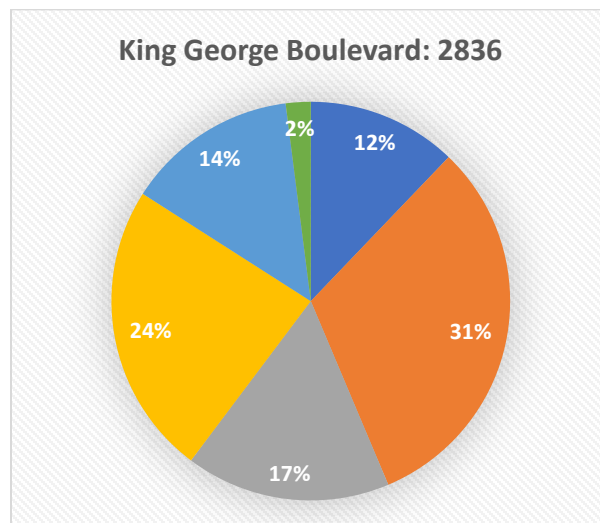
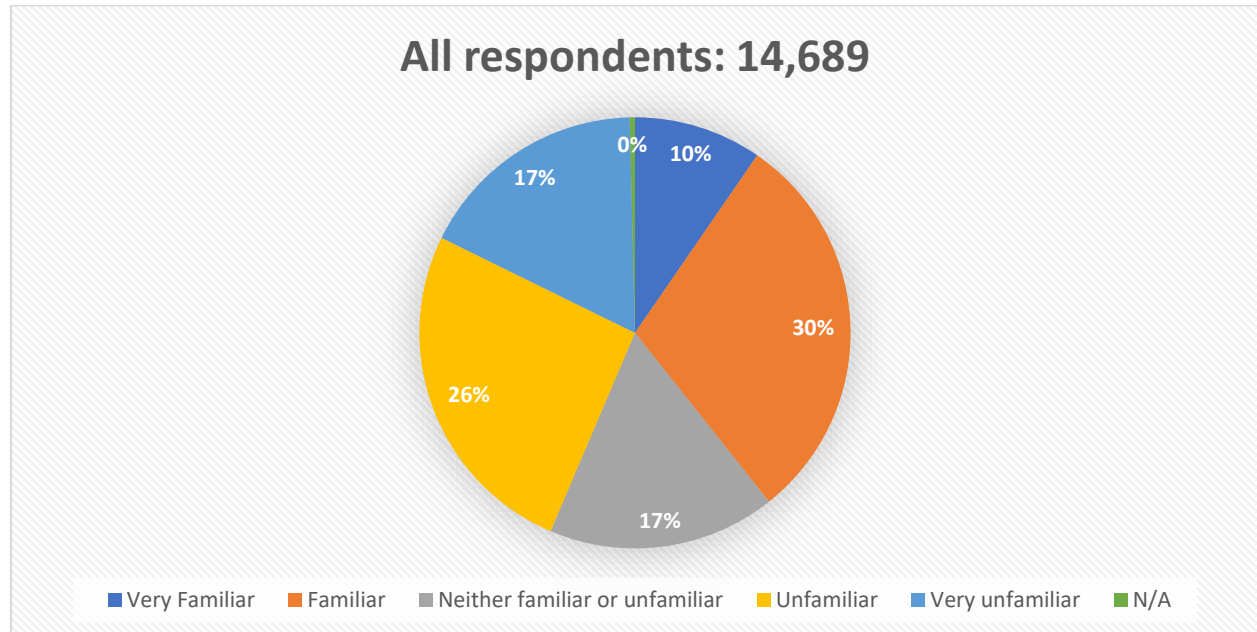
## **Appendix B: What We Heard – Detailed Survey Data**



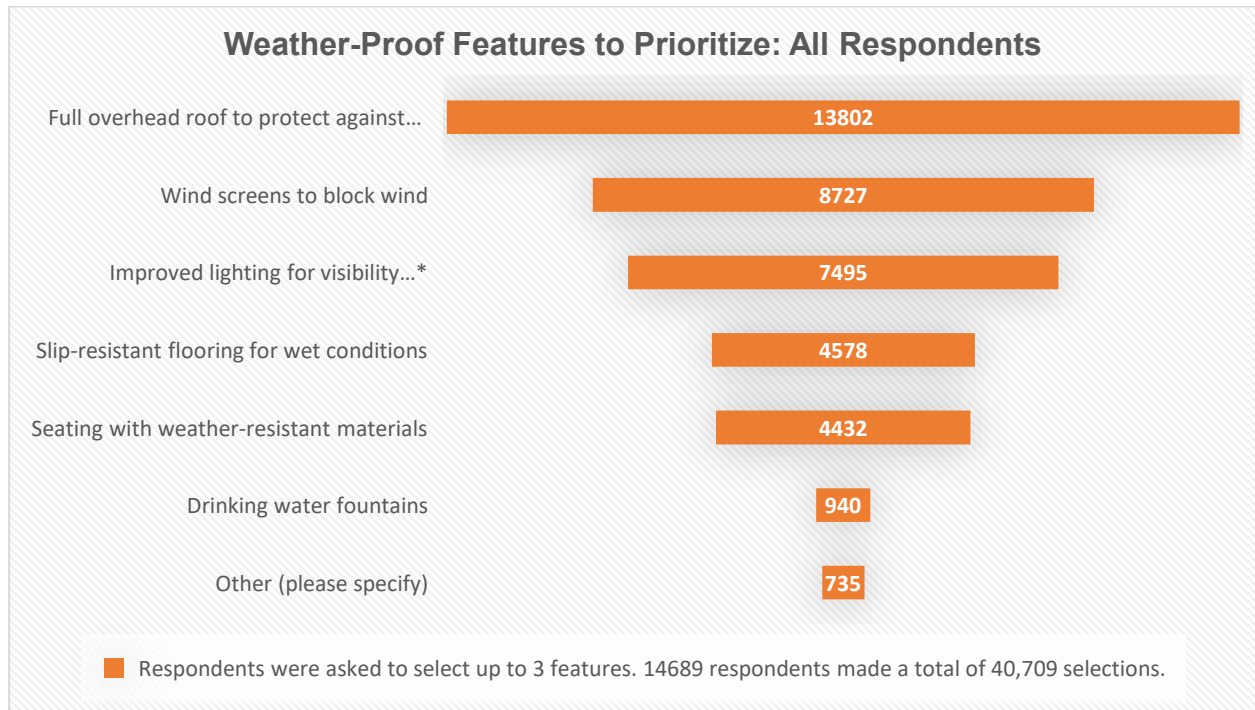
## Detailed Survey Data

14,689 surveys were completed during the Phase 2 BRT Features Engagement (King George Boulevard and Langley-Haney Place), January 16 through February 10, 2025. Following is a detailed breakdown of responses to questions and a summary of respondents' comments about the BRT program, station features; as well as feedback on termini and station locations along the King George Boulevard and Langley-Haney Place corridors.

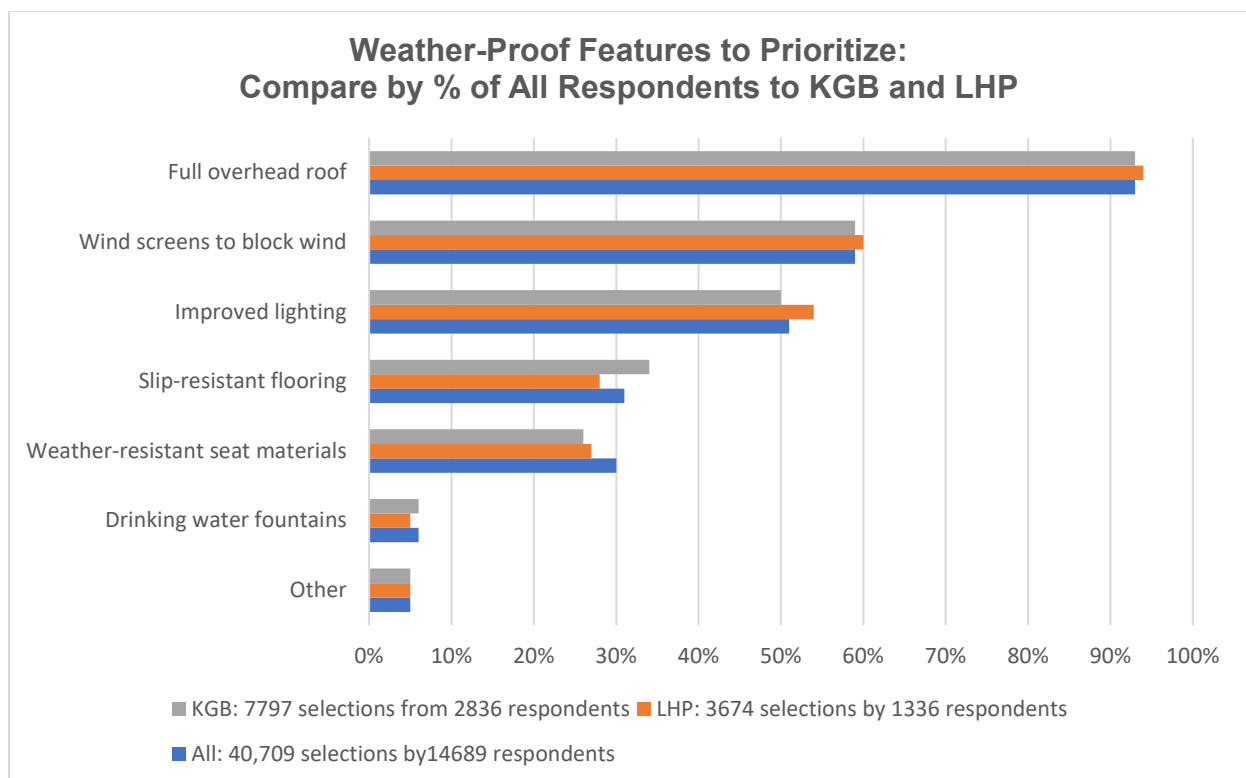
**Q: Prior to today, how familiar were you with plans for Bus Rapid Transit (BRT) in Metro Vancouver? (Select 1 option)**



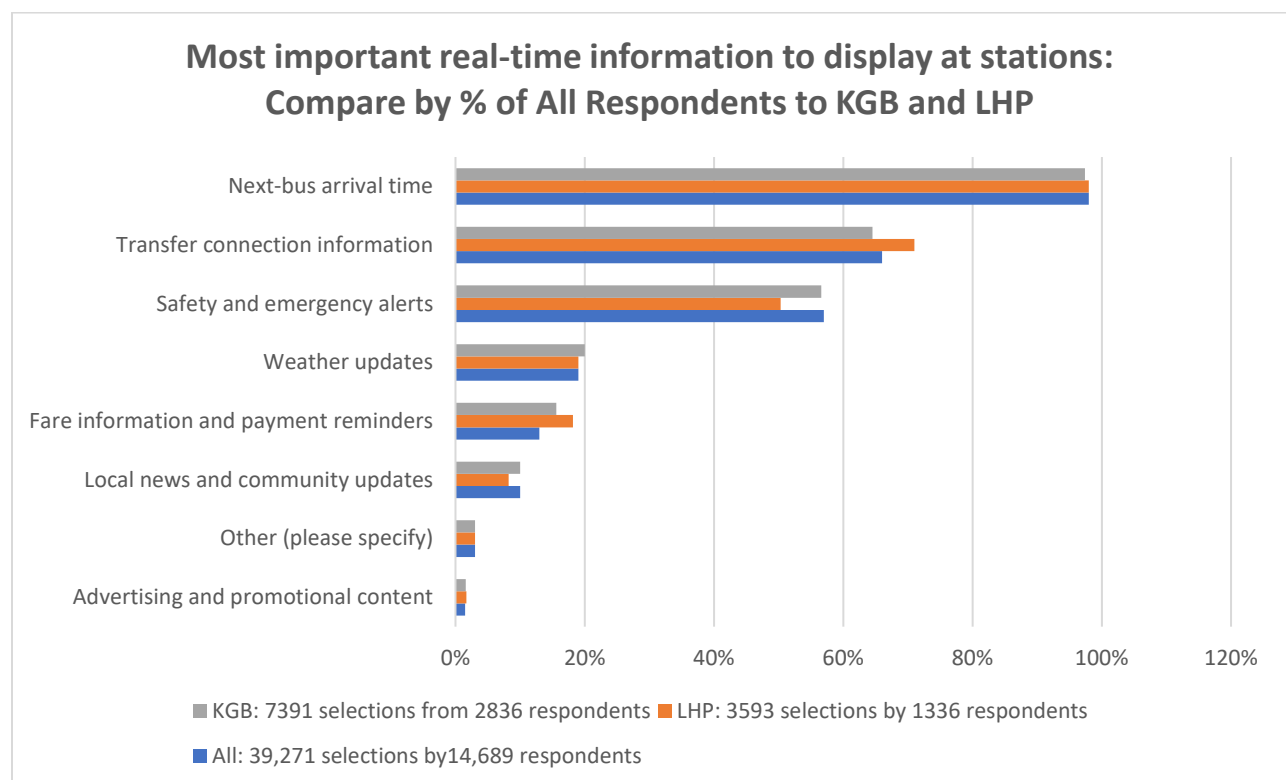
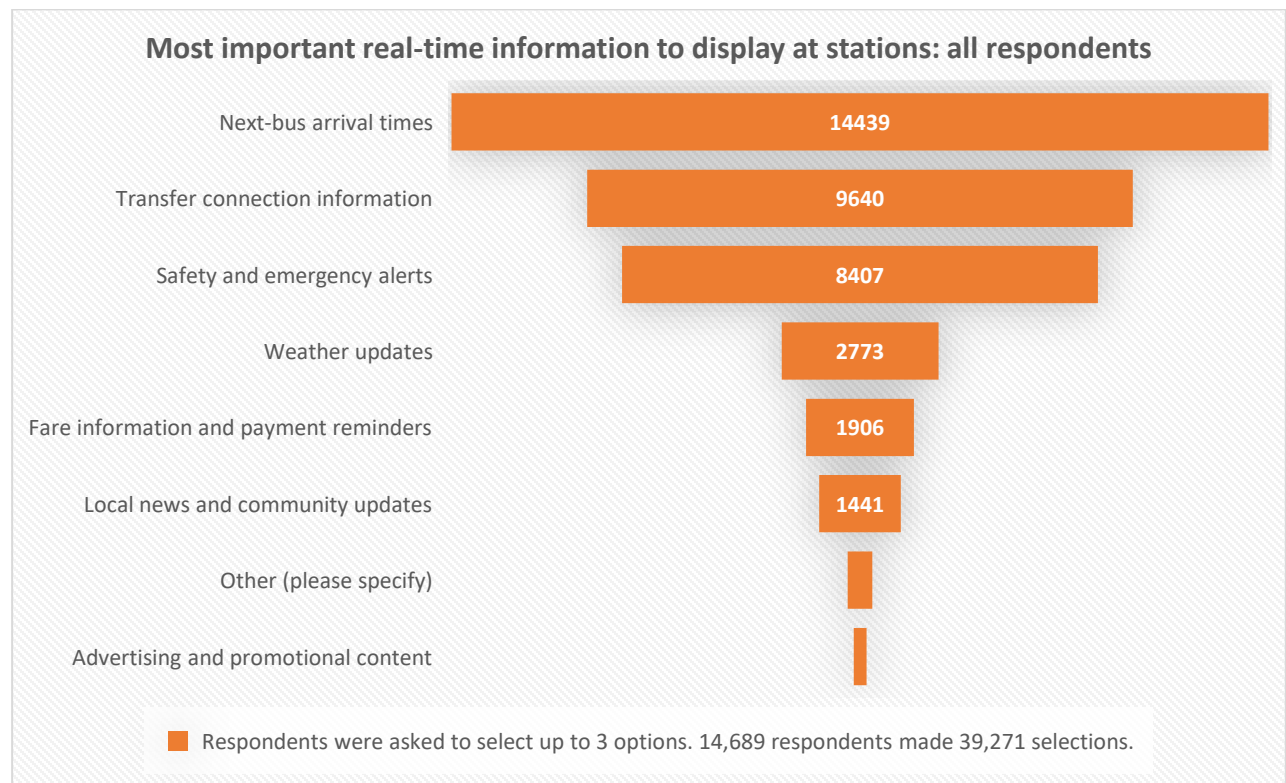
**Q: Weather-protected stations were identified as a top priority. Which features would you most prioritize for weather-protected stations along Bus Rapid Transit (BRT) routes?**  
*(Select 3 options)*



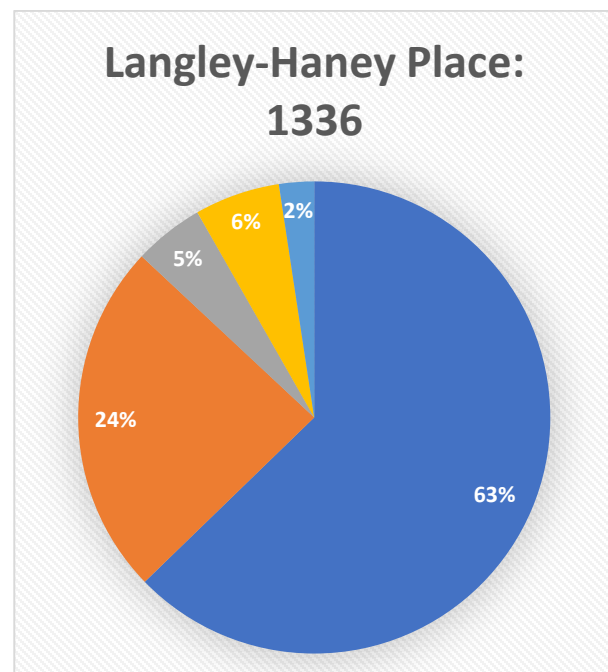
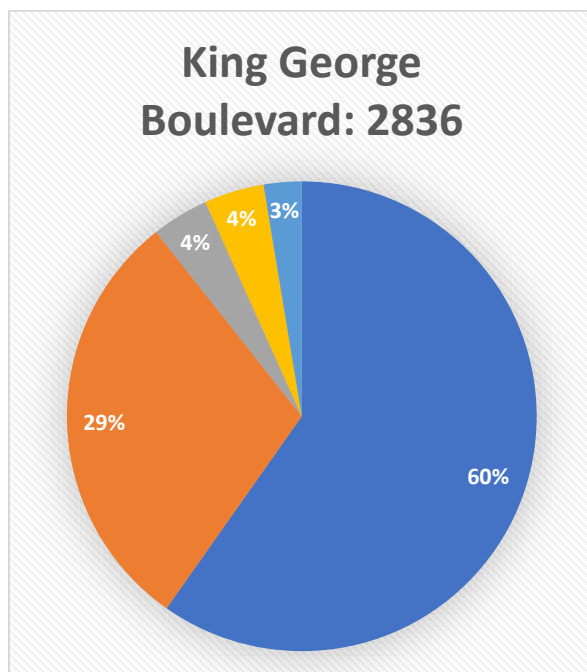
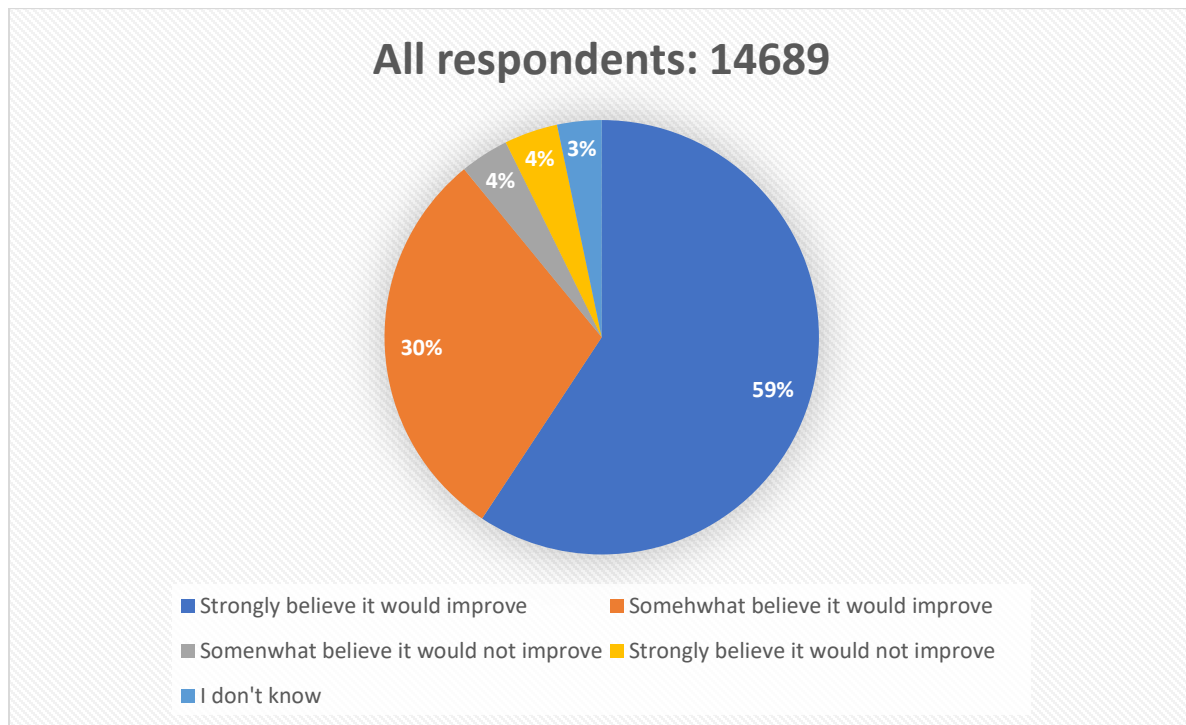
\* Improved lighting for visibility and safety in poor weather



**Q: Real-time information displays were identified as a top priority. What information is most important to you while waiting in a Bus Rapid Transit (BRT) station? (Select 3 options)**



**Q4: To what extent do you believe Bus Rapid Transit (BRT) would improve transportation in your community? (Select one option)**



## COMMENT SUMMARY: ALL RESPONDENTS

### Q: Do you have any additional feedback on Bus Rapid Transit (BRT) in Metro Vancouver?

Of 14,689 completed surveys, 3,325 respondents provided additional comments. Note that comments could include more than one topic and/or refer to topics unrelated to the BRT program. Following is a summary of the comments related to BRT, organized by key themes:

**Support for BRT:** 940 survey comments from survey respondents expressed overall support for BRT. Following are the top reasons noted in the comments for supporting the BRT program:

- **Improved connectivity and accessibility:** easier to travel between key destinations; potential for faster and more reliable transit and making public transit more appealing.
- **Environmental benefits:** reducing the number of cars on the road, lowering emissions, and contributing to a more sustainable urban environment; promoting the use of public transit over private vehicles.
- **Economic and social impact:** improving access to businesses and services; and potential to enhance social equity with affordable, efficient transit options for all.
- **Infrastructure and development:** dedicated bus lanes, improved stations, and enhanced transit facilities; a stepping stone to future rail-based transit, providing immediate benefits while planning for long-term infrastructure improvements.
- **User experience and convenience:** more frequent service, better station amenities, and overall convenience; a more comfortable and reliable transit experience compared to existing bus services.

**Safety and security:** 222 comments referenced safety and security-related to the BRT program. Following are the top themes related to these comments:

- **Safety at stations:** improved lighting as crucial for visibility and safety, especially in poor weather conditions; specific safety measures cited for stations such as cameras to monitor activities and deter crime, and emergency call boxes for customers to access immediate assistance; potential for vandalism at stations; concerns about stations being used for shelter, leading to safety issues.
- **Security measures on buses:** increased police/security presence on buses to handle unruly passengers; training for operators to deal with unruly passengers and aid in emergencies; potential for vandalism on BRT vehicles.
- **Pedestrian safety:** desire for safe access to BRT stations and in pedestrian crossings intersecting; specific safety measures cited such as overpasses, safety islands, improved lighting around stations; pedestrian-friendly designs cited such as reduced speeds for vehicles, raised crossings, and clear signage.

**Dedicated bus lanes:** 157 survey comments noted bus-only lanes (or transit lanes, or BRT lanes). Following are the top themes related to these comments:

- **Concerns about traffic congestion:** dedicated bus lanes might increase traffic congestion for other vehicles, especially if existing lanes are repurposed for buses.
- **Safety and enforcement:** focus on interactions with other vehicles and pedestrians; need for strict enforcement to prevent unauthorized vehicles from using bus lanes and to ensure the safety of all road users.

- **Impact on local businesses and parking:** bus lanes might reduce parking availability and negatively affect local businesses; removing parking spaces for bus lanes could lead to decreased foot traffic and economic challenges for businesses.
- **Support for dedicated bus lanes:** improved transit efficiency, reduced travel times, and highlighted the potential for bus lanes to make public transit more appealing and encourage more people to use transit instead of private vehicles.
- **Environmental and social benefits:** reduced emissions and promoting sustainable transportation; improving social equity, providing efficient transit options for all community members.

**Washrooms:** 111 survey comments included references to washrooms (also bathrooms or toilets). The top themes related to these comments were:

- **Need for more public washrooms at transit stations:** included specific mentions about washrooms at stations for the elderly, people with medical issues, and families with young children.
- **Accessibility and inclusivity:** lack of public washrooms is particularly challenging for women, elderly, and people with medical conditions.
- **Cleanliness and security:** if washrooms are in stations, they should be clean, secure and monitored to ensure safety for users.
- **Convenience for transit users:** washrooms at stations would improve the transit experience, especially for those who spend extended periods on public transit.

**Congestion:** 84 comments referenced traffic congestion (or too much traffic). Some comments highlighted BRT as a way to relieve congestion, while others said it would amplify traffic congestion. The top themes related to these comments were:

- **Improved traffic flow:** BRT plan will improve traffic by reducing the number of cars on the road and providing a more efficient transit option; dedicated bus lanes would make public transit faster and more reliable, encouraging more to use buses instead of driving.
- **Increased traffic congestion:** concerns that the BRT plan might increase traffic congestion for other vehicles, especially if existing lanes are repurposed for buses.
- **Environmental benefits:** the environmental advantages of the BRT plan emphasized, such as reducing emissions and promoting sustainable transportation; and reduced car dependency leading to cleaner air and a healthier urban environment.
- **Economic and social impact:** BRT plan will boost local economies by improving access to businesses and services; potential for BRT to enhance social equity by offering affordable and efficient transit options for all community members.
- **User experience and convenience:** improved user experience that BRT can offer highlighted, such as more frequent service, better station amenities, and overall convenience.

**Cycling:** 63 comments referenced cycling (or bicycling, bikes, or cycles). The top themes related to these comments were:

- **Bike lanes:** desire for safe, protected cycling lanes alongside bus lanes to improve transportation and support equitable development; emphasis on improving cycling access to BRT stations to enhance the reach of transit; concern about potential reduction or removal of cycling lanes to accommodate BRT lanes.

- **Bike parking:** desire for secure bike parking at BRT stations to encourage cycling.
- **Bike access on BRT vehicles:** desire for space inside vehicles for bikes and scooters to make transit more accessible for cyclists.
- **Safety improvements:** suggestions to design roads to be safer for all users, including cyclists; suggestions to keep sight lines clear for BRT operators to see cyclists and pedestrians and make it easy for them to access stops.
- **General integration:** highlight the need for better integration of cycling infrastructure with transit to make it more viable and attractive.

**Concerns about BRT:** 52 comments stated the respondent did not support Bus Rapid Transit (or BRT, the plan, or the project). The top themes related to these comments were:

- **Preference for alternate solution:** other transit solutions desired included SkyTrain or a rail-based system such as LRT; some comments identified BRT as a temporary solution and desired a focus on long-term investments and permanent infrastructure.
- **Traffic congestion:** concerns that BRT might increase traffic congestion for other vehicles; and repurposing existing lanes for BRT could lead to more traffic jams and delays for personal vehicles.
- **Impact on local businesses:** concerns that BRT might reduce parking availability and negatively affect local businesses, especially if spaces are removed for BRT lanes.
- **Skepticism about effectiveness:** doubt that BRT will deliver the promised benefits, such as improved travel times and increased ridership; suggestions that BRT might not be significantly better than existing bus services and could be a waste of resources.

## COMMENT SUMMARY: RESPONDENTS ALONG KGB CORRIDOR

### Q: Do you have any additional feedback on Bus Rapid Transit (BRT) in Metro Vancouver?

Of the 2,836 surveys completed by respondents in communities along the King George Boulevard corridor, 643 included additional comments. Note: each comment could include more than one topic and/or refer to topics unrelated to the BRT program.

Feedback that is not specific to KGB corridor is captured in the above summary of feedback from all respondents. The following summarizes comments related to the KGB corridor, organized by key themes:

**KGB stations and termini locations:** comments referencing the route and station locations included the following themes:

- **Desire for additional station locations on the corridor:**
  - Highway 10, citing large residential community in area
  - Highway 10, citing large employment centre in area
  - Highway 10, citing access for Surrey Courthouse, Pretrial, police services
  - More stops (unspecified) between 64<sup>th</sup> Avenue and South Surrey Park & Ride
  - 56<sup>th</sup> Avenue, citing employment in area
  - 58<sup>th</sup> Avenue
  - 60<sup>th</sup> Avenue, citing surrounding community
  - More stops (unspecified) between 88<sup>th</sup> and 96<sup>th</sup> Avenue
  - 92<sup>nd</sup> Avenue

- General desire for more bus station locations
- **Desire to extend corridor:**
  - Termini at Scott Road Station
  - Guildford Exchange, citing current demand and number of transit users in area
  - Guildford Exchange, via 104<sup>th</sup> Avenue
  - Along Highway 10, to connect to Cloverdale
  - Peach Arch Hospital

**Support for KGB BRT:** Positive comments about the proposed corridor included these themes:

- **General support:** included observations that BRT is a good choice if LRT is no longer an option; and a desire for BRT to be designed for SkyTrain or LRT service in future.
- **Implementation:** desire for route to be operational as soon as possible
- **Benefits to broader economy, region:** commenting that dependable, frequent bus service would improve the economy and generate more tax revenue; commenting that every day without adequate service impacts well-being and economy
- **Personal benefits of KGB service:** citing faster trip to South Surrey; ease travel to White Rock; speed of service would make transit viable for daily car commuter; speed of service would make transit viable for weekly shopping in Semiahmoo.

**Comments on dedicated bus lanes and road design for KGB service:** references to BRT (or bus) lanes or road design included these themes:

- **Concern about road design and dedicated BRT lanes:**
  - Concern that existing lanes will be used for KGB BRT exacerbating congestion
  - Opposition to using existing lanes for KGB BRT
  - Citing bus priority lane as reason for congestion on King George Boulevard
  - Citing bus priority lane as reason for congestion on Scott Road
  - Desire to expand/widen roadway instead
  - Skepticism that people would switch to KGB BRT from personal vehicles
  - Suggestion for KGB BRT to use HOV lanes
- **Support for bus lanes:**
  - Citing necessity of dedicated lane, signal priority for BRT to be fast and reliable
  - Citing limited bus priority for R6 for contributing to congestion, confusion

**Impact of KGB BRT on existing routes, service levels:** references included these themes:

- Concern about loss of R1 along 104th Avenue
- Desire for local route frequency to match BRT service levels
- Desire for connections to smaller neighborhoods like Panorama Ridge to access BRT
- Desire for improvements to “feeder” routes so surrounding communities can access KGB BRT service

**Preferences for an alternative to KGB BRT:** specific alternatives cited in included:

- Light Rail Transit instead of BRT
- SkyTrain instead of BRT
- Skytrain Expo line extension along King George Boulevard
- Rapid transit (unspecified) connecting South Surrey to Richmond
- RapidBus connecting Surrey to UBC, cited as more urgent for students and employees



**Other concerns about KGB BRT corridor:** issues highlighted by respondents included:

- **BRT customers parking on local streets:** specifying 147<sup>th</sup> Street and 32 Avenue area
- **Cycling safety:** desire to rebuild bike lanes along KGB corridor to protect cyclists
- **BRT vehicles:** concern that 40-foot buses will not meeting KBG BRT demand

## **COMMENT SUMMARY: RESPONDENTS ALONG LHP CORRIDOR**

**Q: Do you have any additional feedback on Bus Rapid Transit (BRT) in Metro Vancouver?**

Of 1,336 surveys completed by respondents residing in communities along the Langley-Haney Place corridor, 375 included additional comments. Note that comments could include more than one topic and/or refer to topics unrelated to the BRT program.

Feedback that is not specific to the LHP corridor is captured in the above summary of feedback from all respondents. The following summarizes comments related to the LHP corridor, organized by key themes:

**LHP station locations:** comments on the route and station locations included these themes:

- **Desire for additional locations on the proposed corridor:**
  - 68<sup>th</sup> Avenue
  - 66<sup>th</sup> Avenue
  - 86<sup>th</sup> Avenue, to access grocery store
  - 92<sup>nd</sup> Avenue, to access movie theatre
  - More stations (unspecified) along the north end of 200<sup>th</sup> Street
  - Thunderbird Village on 202<sup>nd</sup> Street
  - Maple Meadows, Maple Meadows Station, to access shops, West Coast Express
  - 222<sup>nd</sup> Street and Lougheed Highway
  - Dewdney Trunk Road and Lougheed Highway
  - 223<sup>rd</sup> Street and Callaghan Avenue, to access West Coast Express
  - Additional stops between 216<sup>th</sup> Street Station and Haney Place
- **Desire to extend the corridor:**
  - East of 228<sup>th</sup> Street
  - To Port Haney to serve Albion, Cottonwood
  - Desire for the terminus in Langley City, over Willowbrook
  - Further south of Willowbrook (unspecified)
  - Rural parts of Surrey and Langley
  - To Trinity Western University
  - To industrial areas (unspecified)
  - To Murrayville
  - To Aldergrove via Carvolth Bus Exchange
- **Desire for fewer stations on LHP corridor:** to speed up service; and concern that there are too many stops in west Maple Ridge.

**Comments on dedicated bus lanes and road design for LHP corridor:** references to BRT (or bus) lanes or road design included these themes:

- **Concerns about traffic congestion:** use of existing lanes for BRT could increase traffic congestion; concern about congestion on 200<sup>th</sup> Street; concern that signal prioritization will increase congestion

- **Comments on road design:**
  - Need to widen (unspecified) Golden Ears Way
  - Need to widen Golden Ears Way from bridge to 210<sup>th</sup> Street and 128<sup>th</sup> Avenue
  - Need to resolve congestion along Golden Ears Way for BRT to work
  - Concern about a dedicated lane on Golden Ears Bridge
  - Concern that 152<sup>nd</sup> Street is not wide enough for dedicated BRT lane
  - Concern about capacity of narrow streets in City of Langley for BRT
  - Desire for improvement to Golden Ears Way off ramps at 113B
  - Desire for improvements to road network at the railway crossing and 200<sup>th</sup> Street
  - Desire to manage development, road space along 200<sup>th</sup> Street for BRT to work
  - Concern about gridlock on 202<sup>nd</sup> Street through Walnut Grove
  - Suggestion to use median and setbacks as much as possible for BRT lanes
  - Suggestion that BRT should share HOV lanes
- **Desire for more information on dedicated BRT lanes:**
  - Could lanes in area designed to improve traffic flow become BRT lanes?
  - Will emergency services be able to BRT lanes?
  - How will other vehicle drivers understand how to interact with BRT lanes?
  - Desire for more details of road widening and impacts on property owners

**Support for LHP:** Positive comments about the corridor included these themes:

- **General support for transit improvements and LHP service:** service will make transit feasible for more people; will be transformative for Maple Ridge.
- **Implementation:** desire for LHP service without delay; should be a priority; delays in BRT will impact development of needed housing in Maple Ridge.
- **Personal benefits:** will be gamechanger making transit feasible for car user; supports families that want to use transit, drive less; helps our community, students and workers.

**Impact of LHP BRT on existing routes and service levels:** need to expand service and increase frequency of local bus routes in Maple Ridge to access BRT service.

**Other concerns about LHP BRT corridor:** other issues related to the KGB corridor highlighted by respondents included the following:

- Desire for a park and ride in Maple Ridge, similar to Carvolth Bus Exchange
- Concern about customers using neighbourhoods near BRT stations to park
- Skepticism about ridership/demand BRT along LHP corridor

**Preferences for alternative to LHP BRT:** specific alternatives cited in comments included:

- SkyTrain along LHP corridor instead of BRT
- Extend SkyTrain from Coquitlam to Maple Ridge
- Extend BRT east-west to Coquitlam Central Station
- Extend Surrey-Langley SkyTrain to Maple Ridge Town Centre
- Express bus from Haney Place to Braid SkyTrain Station
- Light Rail Transit or tram service
- Expand West Coast Express
- Invest in better management of roads for all residents
- Suggestion to explore routes on Dewdney Trunk, Abernathy, and Lougheed to ensure maximum ridership/minimal impact on developments on Lougheed and Dewdney Trunk.

## **Appendix C: What We Heard – Open House & Event Feedback**

## What We Heard – Open House & Event Feedback

TransLink heard directly from residents and key groups along the King George Boulevard and Langley-Haney Place corridors at events during the public engagement period, including:

- 4 public open houses
- 4 briefings (3 in-person, 1 virtual) with community and business groups
- 4 pop-up information sessions at Coast Mountain Bus Company Transit Centres

Following are summaries the events and participants' feedback on the BRT station features and updates on the King George Boulevard and Langley-Haney Place routes and station locations.

### Open Houses

Location	Dates	Time	Interactions
Newton Recreation Centre	January 25	12:00-4:00 pm	95
Walnut Grove Recreation Centre	January 26	1:00-4:00 pm	76
Maple Ridge Public Library	January 28	3:30-7:30 pm	74
Surrey City Centre Library	February 4	3:00-7:00 pm	83
Total open house interactions			328

At each open house, we set up a gallery-walk of display boards that included two with questions for attendees to share feedback on BRT routes and stations locations, and station features using sticky dots and notes. TransLink BRT Planning, Public Affairs and Engagement staff were on hand to share information, answer questions and capture feedback, with support from municipal partners.

### Open-house feedback

The following summarizes comments and questions from attendees captured during interactions at the four open houses.

#### General – BRT

- Supportive comments about BRT program:
  - This is great – we really need it!
  - Transit is important for giving people choices.
  - Support for BRT and expansion.
  - Very excited about this service!
  - Excited about (anticipated) speed of the BRT services.
- Questions about implementation: How long will this take? Why so long?
- Comments about transit connections:
  - Ensure there are good local (bus) connections.
  - Need better east-west connections: e.g. 88 Avenue, Highway 10 to Willowbrook
- Choice of BRT route:
  - Huge bottleneck between 68<sup>th</sup> Avenue and Fraser Highway on weekends and peak hours; should consider having the BRT corridor going through there.
  - Why not have more direct bus routes from Maple Ridge to key locations (New West, Fort Langley)?
- Questions about BRT fare integration with other transit services.
- Questions about choice of BRT over SkyTrain

### **Bus-only and centre-running lanes**

- Ensure there is an opportunity for other drivers to make left turns.
- Concern about pedestrian safety: make it harder for vehicles to make left turns.
- Question about bus-only lane use: can RapidBus vehicles use these lanes?

### **Route specific – LHP**

- Comment that there are too many stations along this LHP corridor.
- Desire for additional stations on LHP corridor:
  - At 91A roundabout
  - At 92nd Avenue – citing number of workers in the area (e.g. Amazon)
- Concern about road space/design at specific locations:
  - Can 202<sup>nd</sup> Avenue can be widened to three lanes?
  - Suggestion to signalize 202<sup>nd</sup> Avenue and 92A.
  - Concern about ability to make a right turn from 202<sup>nd</sup> to 201<sup>st</sup> Avenue.
  - Challenges on 200<sup>th</sup> Street at south end.
  - Traffic congestion on south portion of 200<sup>th</sup> Street.
- Desire to extend Route 595 to 203 Street in the interim before LHP BRT is built.
- Desire for cycling/pedestrian infrastructure to access LHP BRT:
  - Need cycling connections around 208<sup>th</sup> Avenue gaps.
  - Suggestion for bike/ped improvements at 93/92 Avenue across Yorkson Creek and/or along Trans-Mountain Pipeline route.

### **Route specific – KGB**

- Desire for additional stations:
  - Need a stop at Highway 10 or 60<sup>th</sup> Avenue (*multiple, similar comments*)
  - Many connections in the Highway 10 area.
- Reduce number of stops between Surrey Central and 64<sup>th</sup> Avenue to increase speed
- Comments about access to Newton Bus Exchange:
  - Ensure easy transfer at Newton/72<sup>nd</sup> Avenue.
  - Improve sidewalk space in that area.
  - Desire for Newton Exchange to be moved closer to King George Boulevard.

### **Municipal zoning changes**

- Questions and comments about zoning near BRT corridor:
  - Will it be similar to [zoning around other] rapid transit services?
  - Bill 47 slows down development; don't need high rises
  - Prefer 6- to 12-storey buildings
- For LHP, interest in BRT impacts on property along Lougheed:
  - Desire for more information (from several, self-identified developers)
  - Interest in the impact of Bill 47 on zoning in Maple Ridge

### **Station features - general**

- Question and comments about station design

- Why aren't stations mid-block?
- Prefer fully enclosed stations, better rain/wind/sun protection.
- Add solar panels on station roofs.
- No overpasses to access stations; they are unsafe
- Desire for bike parking at the stations to support BRT use.
- Desire for car parking/parks near the BRT stations.

#### Open house interactive display boards

We asked open house attendees to respond to display board questions with dots and sticky notes. Following is the consolidated feedback from the four open houses.

#### Display board: Where will BRT take you?

We asked attendees to indicate where they would get on or off the future BRT service on the display board (see *example below*). Some identified additional desired stops along the corridors or in areas beyond the routes currently being planned.



Proposed stations – KGB	Red	Green	Total
Surrey Central	14	11	25
King George	1	0	1
96 Ave	6	0	6
88 Ave	2	3	5
80 Ave	0	0	0
76 Ave	0	0	0
72 Ave	6	9	15
64 Ave	0	5	5
S Surrey Park and Ride	4	2	6
32 Ave	1	1	2
24 Ave	1	1	2

<b>Semiahmoo Town Centre</b>	13	3	16
<b>Other desired station locations/destinations</b>			
<b>Highway 10</b>	18	4	22
<b>Scott Road and 96 Ave</b>	1	0	1
<b>Scott Road and 72<sup>nd</sup> Ave</b>	1	0	1

<b>Proposed stations – LHP</b>	<b>Red</b>	<b>Green</b>	<b>Total</b>
<b>Haney Place</b>	10	6	16
<b>216 St</b>	0	2	2
<b>Laity St</b>	0	0	0
<b>207 St</b>	0	3	3
<b>203 St</b>	1	3	4
<b>96 Ave</b>	1	2	3
<b>Carvolth</b>	9	4	13
<b>84 Ave</b>	0	0	0
<b>80 Ave</b>	5	0	5
<b>76 Ave</b>	0	2	2
<b>72 Ave</b>	10	1	11
<b>64 Ave</b>	11	1	12
<b>Willowbrook</b>	10	1	11
<b>Other desired station locations/destinations</b>			
<b>North of 96 Ave on 200<sup>th</sup> St</b>	4	2	6
<b>South of Willowbrook Station</b>	7	7	14
<b>Between Carvolth Exchange and 96 Ave</b>	1	0	1

## Display board: Real-Time Information and Weather-Protected Stations

**Real-Time Information**  
Which 3 features are most important to you?

● First choice ● Second choice ● Third choice

Next-bus arrival times	Service disruption or delay alerts	Safety and emergency alerts
Transfer connection information	Weather updates	Fare information or payment reminders
Local news and community updates	Other (please specify on sticky note)	Advertising and promotional content

**Weather-protected Stations**  
Which 3 features are most important to you?

● First choice ● Second choice ● Third choice

Full overhead roof to protect against rain and snow	Wind screens to block wind	Slip-resistant flooring for wet conditions
Seating with weather-resistant materials	Improved lighting for visibility and safety in poor weather	Drinking water fountains
Other (please specify on sticky note)		

Maple Ridge | Township of Langley | SURREY | TRANS LINK



We asked attendees to indicate to identify which features (*see example, previous page*) we should prioritize as we advance the planning for BRT stations. Some identified additional desired features or provided comments using sticky notes.

Real-time Information type	1 (green)	2 (yellow)	3 (orange)	Total
Next-bus arrival time	81	9	7	97
Service disruption or delay alerts	19	43	15	77
Safety and emergency alerts	5	7	31	43
Transfer connection information	3	23	34	60
Weather updates	0	1	2	3
Fare information or payment reminders	0	0	0	0
Local new and community updates	1	0	0	1
Advertising and promotional content	0	0	1	1

Additional feedback:

- Desire that BRT be designed for accessibility to stations, ease of transfers/
- Desire for fast and “show and go” service

Feature	1 (green)	2 (yellow)	3 (orange)	Total
Full overhead shelter to protect against rain, snow	85	13	4	102
Wind screens to block wind	10	18	13	41
Slip-resistant flooring for wet conditions	7	9	11	27
Seating with weather-resistant materials	6	114	14	134
Improved lighting for visibility, safety in poor weather	6	11	21	37
Drinking water fountain	3	4	4	11

Additional feedback:

- Desire for sun protection, especially for summer months
- Suggestion to install solar panels on station roofs for two benefits: shade and power
- Desire for bicycle racks or secure bicycle storage at stations
- Park and ride parking for bicycles
- Comment that wind/rain protection are important
- Desire for public washrooms at stations

#### *Briefings with Community & Business Groups*

Organization	Dates	Time	Attendees
Ridge Meadows Chamber of Commerce	Jan. 27	4:00-6:00 pm	4
Maple Ridge Pitt Meadows Seniors' Network	Jan. 29	10:30-11:30 am	36
Surrey Leadership Youth Council (SLYC) & Youth Events Squad (YES)	Jan. 29	4:00-6:00 pm	17
Langley Chamber of Commerce	Feb. 5	4:00-5:00 pm	6
Total interactions			63



#### Feedback themes: Ridge Meadows Chamber

TransLink staff shared a presentation on the BRT program, including termini and station locations, and station features. Following is a summary of the discussion with members of Ridge Meadows Chamber of Commerce at the offices of Driving Unlimited in Maple Ridge.

#### **Bus-only and centre-running lanes**

- Questions about how centre-running, dedicated BRT lane will work.
- Concern about lack of a centre-running lane on Golden Ears Bridge (GEB).
  - Hard to deliver on high expectations for BRT without a lane on GEB.
  - Question about GEB being designed to accommodate a transit lane.
- Question about ability to expand 200th Street to include a BRT lane
- Concern about how turning on Lougheed will work with centre bus lane.
- Concern about pedestrian safety with centre-running BRT lanes and stations
  - How will people know how to access stations?
  - Desire for BRT information in languages and formats to match diverse abilities and languages in LHP communities.
  - Suggestion for barriers to protect people from walking into the intersection from the station at the wrong time.
- Concern about drivers understanding how to interact with BRT lanes.
  - TransLink should consider a campaign or initiative to educate drivers
  - Comment often focus is on pedestrian education. Could ICBC support driver awareness?
  - Recommendation to create videos for the public to show how BRT will work: roads and for pedestrians

#### **LHP route and stations**

- Question about lack of station at Maple Meadows.
- Comment that future of Golden Ears Way by Staples may impact BRT plans. Don't want to implement BRT then have to reconfigure later.
- Question about impact on sidewalks (reduced/eliminated) from BRT.
- Question about whether turn lanes or sidewalks will reduce parking space.
  - Comment that parking is an issue in Maple Ridge, businesses hurting.
- Concerns about preserving access to businesses along Lougheed:
  - At 207th businesses are right up to sidewalk: e.g. Townhall, Street Eats.
  - Also an issue at 203rd with banks, Marks, Post Office.
  - Don't want those who are trying to shopping locally getting frustrated, then heading to Coquitlam to shop.
  - Comment that it's not just making a U-turn into the business, it's having to get back out onto Lougheed as well.

#### Feedback themes: Maple Ridge Pitt Meadows Seniors Network

TransLink staff shared a presentation on the BRT program, including termini and station locations, and station features. Following is a summary of the discussion with members of the Maple Ridge Pitt Meadows Seniors Network at the Maple Ridge Public Library.

#### **General BRT**

- Comments in support of BRT service:
  - We really need this!
  - Can't wait, when is it coming?
- Questions about the difference between BRT and existing RapidBus service.
- Questions about funding:
  - Where will TransLink get the funding for BRT?
  - Will there be changes in government while trying to build this?

### **Bus-only and centre-running lanes**

- Will you build more lanes?
- Will we lose a lane on the bridge?
- Why are you re-constructing the road to do centre-running BRT?
- Will there be transit signal priority for BRT service?

### **BRT stations**

- Will there be directional/tactile tiling at and near the BRT stations to inform the visually impaired of which direction they are going?
- Suggestion that in addition to near-level boarding, have dots to indicate where doors are and to help people line up.

[Feedback themes: Surrey Leadership Youth Council & Youth Events Squad](#)

TransLink staff shared a presentation on the BRT program, including termini and station locations, and station features. Following is a summary of the discussion with members of the Surrey Leadership Youth Council and the Youth Events Squad at Surrey City Hall.

### **BRT-related questions**

- Will the planned dedicated bus lanes go the entire BRT route?
- Will any existing lanes for other vehicles be used for BRT service?
- When will TransLink start the other 6 BRT projects and overall bus expansion?
- Questions about bus stop/station locations:
  - How do you choose bus stops for a new route?
  - Would bus stop locations change down the line as the city grows?
  - Would TransLink consider adding more stops to the BRT in the future?

[Feedback themes: Langley Chamber of Commerce](#)

TransLink staff shared a presentation on the BRT program, including termini and station locations, and station features. Following is a summary of the discussion with members of the Langley Chamber of Commerce (LCC) during a virtual meeting.

### **BRT route and station locations**

- Comments about 96<sup>th</sup> Avenue stop/station: glad to see it; good for jobs there.
- Questions about station locations selection:
  - Why was the 86<sup>th</sup> Avenue station moved to 84<sup>th</sup> Avenue?
  - Are you connecting to WCE @ Maple Meadows
- Question about how will you handle the Carvolth to 96<sup>th</sup> Avenue challenge?

## Station features

- Station design will be limited due to centre-running (limited space).
- Stations shouldn't just have a roof; there should be protection on the sides.
- Comment that stations [renderings] are underwhelming compared to BRT conference: they were supposed to look like SkyTrain "on the ground".

## Bus only and centre-running lanes

- Concern about bus-only lanes: Will you maintain two lanes [for other vehicles]? That is where you will see the biggest pushback.

## General BRT questions and comments

- Excited about this [BRT program].
- Question about transit connections to BRT: What are the plans for east-west?
- Question about considering BRT to Kwantlen Polytechnical University (KPU)?
  - Happy to see KPU [on R6 route] as a key destination on the BRT Map.
  - Comment that LCC is studying access to post-secondary education.
- Questions and comments about how projects are prioritized:
  - What does Access for Everyone mean? Does it mean access to jobs, education?
  - Reasons people take transit: work and school, very few take it for leisure.
  - Make it [routes and service] focussed on people getting to their jobs.
  - That's our [LCC] focus, move people for jobs, then leisure riders will come.

## *Coast Mountain Bus Company Transit Centre Drop-in Information Sessions*

Location	Dates	Time	Interactions
Port Coquitlam Transit Centre	Jan. 22	11:30am-3:30 pm	62
Surrey Transit Centre	Jan. 23	3:30-7:30 am	83
Surrey Transit Centre	Jan. 23	11:30am-3:30 pm	52
Port Coquitlam Transit Centre	Jan. 29	3:30-7:30 am	53
<b>Total interactions</b>			250

TransLink BRT Planning, Public Affairs and Engagement staff set up a gallery-walk of display boards at transit centres, encouraging CMBC staff to share feedback on the BRT program, routes and station locations, and station features.

Following is a summary of comments and questions from operators, maintenance and other CMBC staff, captured during interactions at the four drop-in sessions at Port Coquitlam Transit Centre January 22 and 29; and Surrey Transit Centre on January 23.

## Bus-only and centre-running lanes

- Buses are not rapid if sharing lanes with cars. It's a problem with RapidBus.
- Comments supporting bus only and centre-running lanes for BRT:
  - Curb side bus lanes are difficult with right-turning traffic, merging.
  - Bus lanes are the future; the answer.
- Comments about restricting other traffic from bus-only lanes:

- Need enforcement to prevent cars from using bus lanes, especially where BRT service is along the curb.
  - Enforce bus only lanes.
- Comments related to pedestrian/customer comfort and safety:
  - Stations need a barrier from GP lane to prevent waiting passengers from being splashed by passing vehicles like large trucks
  - Centre-running is efficient but needs to be safe for pedestrians.
  - Concern about pedestrian safety/jaywalkers with centre lanes.

### **Route specific – LHP**

- Concern about congestion at specific locations:
  - Along Lougheed and Maple Meadows Way.
  - At Lougheed and 203<sup>rd</sup> St
- Concern that Haney Place Bus Exchange is too small to add more buses.
- Questions about why Langley City Centre is not the terminus for LHP.

### **Route specific – KGB**

- Comments about layover space:
  - Needed at Surrey Central, Newton Exchange, and Semiahmoo
  - Maybe consider layover space at Scott Road.
- Comment that current ridership doesn't justify going to Semiahmoo.
- Comments and questions about specific locations along KGB corridor:
  - BRT needs to be centre-running between 64th Ave and Highway 10; lots of traffic from Highway 91 and Highway 99.
  - 321 is packed from Newton to 60th Ave/Highway 10; add a stop there.
  - Consider stop at 60th Ave: it's pretty busy between 64th Ave and 58th Ave.
  - Request for a stop at 60 Avenue; lots of passengers off/on there.
  - What is happening with service to Guildford, if R1 is replaced with BRT?
  - Need to maintain the R1 (level of) service to Guildford. It's well-used.
- Comments about BRT not going into Newton Exchange:
  - Already a problem with people choosing the 321 over the R1; causing crowding on the 321 and pass ups.
  - People won't want to walk to Newton Exchange from 72<sup>nd</sup> Ave.
  - Don't go into Newton Exchange so we don't have to go into that mess.
- Comment to stay off Central Ave at Surrey Centre.
- Comment about considering operator breaks and facilities in BRT plans;
  - There's no time to use washrooms at Semiahmoo. Will that change?
  - Need closer washrooms at Semiahmoo.
  - 321 operators have issues accessing washrooms at Semiahmoo.
- Comment that BRT need to be integrated with Surrey Langley SkyTrain.

### **BRT operations and maintenance**

- Interest in which depot BRT services will operate out of, and when we'll know.
- Interest in which vehicles will be used for BRT, noting current shortage of buses.
- Suggestion about space to accommodate additional fleet at STC: access neighbouring property that TransLink current leases out to expand STC.

### **General comments about BRT**

- We need this!
- Need for transit signal priority
- Provide better communications, especially about construction impacts

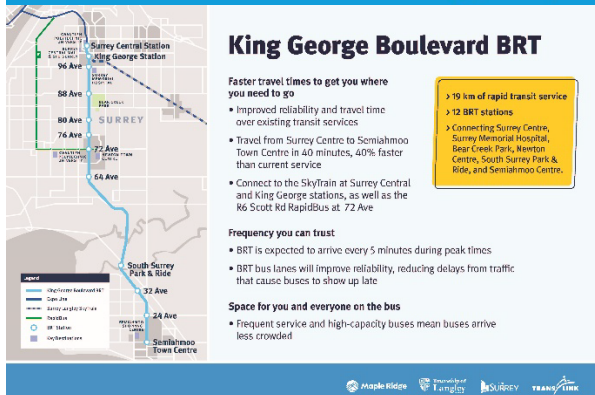
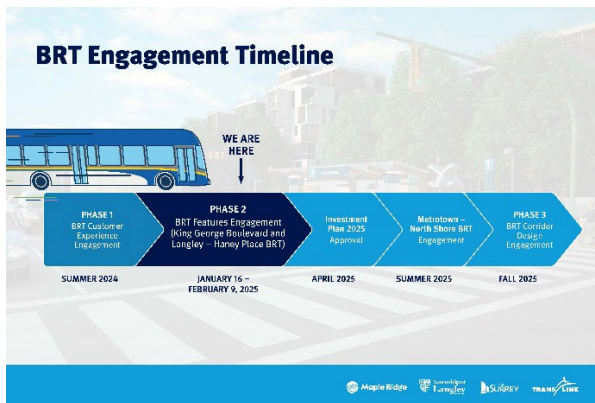
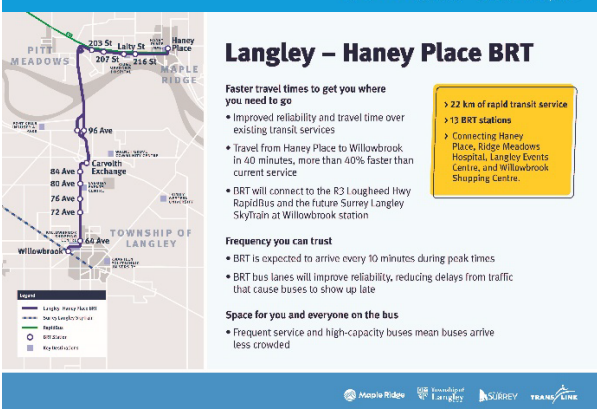
## **Appendix D: Engagement Material**





## Display boards

A set of 12 display boards (*below and following page*) provided information on the BRT project. The boards were used at all in-person engagement events.





### Bus Rapid Transit Features

- Weather-protected stations
- Real-time information displays
- Dedicated bus-only lanes
- Transit signal priority
- High-level boarding and all-door boarding
- Emergency call boxes and security phones
- Security cameras
- Real-time information displays
- Weather-protected stations
- High-level boarding and all-door boarding
- Emergency call boxes and security phones
- Security cameras

Maple Ridge, Township of Langley, SURREY, TRANS LINK

### Bus Rapid Transit Features

#### King George Boulevard BRT

BRT Service	Speed and Reliability	Comfort and Convenience	Accessibility and Safety
<ul style="list-style-type: none"> <li>3 minutes or better in peak travel times and much of the day.</li> <li>Operational 18 hours a day, 7 days a week.</li> <li>High capacity bus fleet.</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated bus-only lanes.</li> <li>High-level boarding and all-door boarding to prevent delays, reduce crowding, and improve passenger flow.</li> <li>Transit signal priority to minimize delays at traffic signals.</li> </ul>	<ul style="list-style-type: none"> <li>Covered stations to protect passengers from the elements.</li> <li>Real-time information displays, enhanced signage, and Wi-Fi in stations.</li> <li>Benches and leaning rails in stations.</li> </ul>	<ul style="list-style-type: none"> <li>Tactile strips integrated into station flooring.</li> <li>Railing and ramps into station platform areas.</li> <li>Improved safety through lighting, security cameras, and emergency callbox.</li> </ul>

Maple Ridge, Township of Langley, SURREY, TRANS LINK

### Bus Rapid Transit Features

#### Langley – Haney Place BRT

BRT Service	Speed and Reliability	Comfort and Convenience	Accessibility and Safety
<ul style="list-style-type: none"> <li>10 minutes or better in peak travel times and much of the day.</li> <li>Operational 18 hours a day, 7 days a week.</li> <li>High-capacity bus fleet.</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated bus-only lanes.</li> <li>High-level boarding and all-door boarding to prevent delays, reduce crowding, and improve passenger flow.</li> <li>Transit signal priority to minimize delays at traffic signals.</li> </ul>	<ul style="list-style-type: none"> <li>Covered stations to protect passengers from the elements.</li> <li>Real-time information displays, enhanced signage, and Wi-Fi in stations.</li> <li>Benches and leaning rails in stations.</li> </ul>	<ul style="list-style-type: none"> <li>Tactile strips integrated into station flooring.</li> <li>Railing and ramps into station platform areas.</li> <li>Improved safety through lighting, security cameras, and emergency callbox.</li> </ul>

Maple Ridge, Township of Langley, SURREY, TRANS LINK

### Real-Time Information

Which 3 features are most important to you?

● First choice ● Second choice ● Third choice

Real-time arrival times	Service disruption or delay alerts	Safety and emergency alerts
Transfer connection information	Weather updates	Fare information or payment methods
Local news and community updates	Other (to your e-mail or SMS or phone)	Advertising and promotional content

### Weather-protected Stations

Which 3 features are most important to you?

● First choice ● Second choice ● Third choice

Fall overhead roof to protect against rain and snow	Wind screens to block wind	Sheltered flooring for wet conditions
Seating with weather-resistant materials	Improved lighting for visibility and safety in poor weather	Drinking water fountains
Other (to your e-mail or SMS or phone)		

Maple Ridge, Township of Langley, SURREY, TRANS LINK

### Where will BRT take you?

● Place a green dot on the map near the start of your BRT journey.

● Place red dots on the map to show your destinations or connections on BRT.

Maple Ridge, Township of Langley, SURREY, TRANS LINK

### Have your say!

Take the quick Bus Rapid Transit survey.

Maple Ridge, Township of Langley, SURREY, TRANS LINK

## Briefing presentation

A PowerPoint presentation based on the display boards was used at in-person and virtual briefings with community groups and business stakeholders.

## Video

A narrated version of the display boards was hosted on TransLink's **YouTube.com** channel; and embedded in the project webpage at [translink.ca/brt](https://translink.ca/brt). The video was viewed more than 9,700 times during the public engagement period.

**Appendix E: Promotional Material**

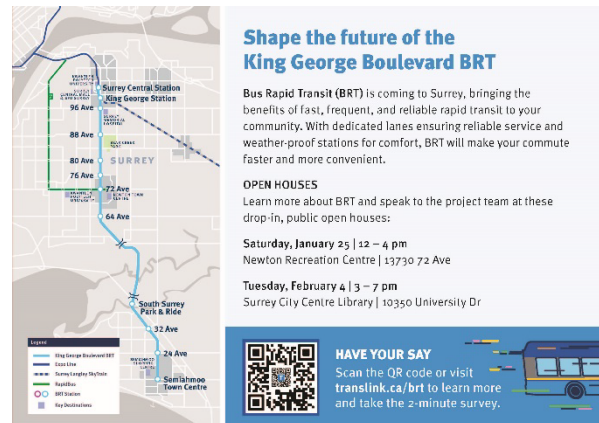
# Promotional Material

A variety of promotional tactics were employed by TransLink and municipal partners to build interest and aware of the engagement and opportunities to learn more about the BRT program and provide feedback. Following are examples of promotional materials and tactics.

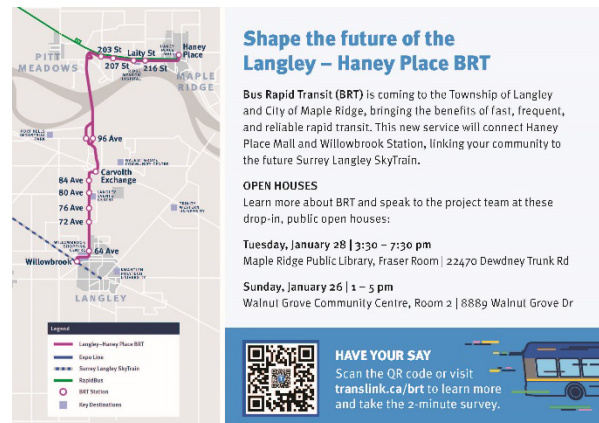
## Postcards

More than 43,000 postcards were mailed to addresses within 1 kilometer of the King George Boulevard and Langley-Haney Place corridors. A version of the postcard was created for each corridor, co-branded with TransLink's municipal partners.

### *King George Boulevard*



### *Langley-Haney Place*





## Posters

A poster with information on the open houses and the survey was translated into Simplified and Traditional Chinese character sets, Farsi, Punjabi, Spanish, and Tagalog, and distributed to community organizations.

### Simplified Chinese



**您的社区即将迎来  
巴士捷运系统!**

巴士捷运系统 (BRT) 将为您的社区带来快速、频繁、可靠且舒适的交通。

- 在 King George Boulevard 巴士捷运站
- 在 Langley-Haney Place 巴士捷运站

巴士捷运系统将为您提供更快捷、更舒适、更安全的出行选择。在 King George Boulevard 和 Langley-Haney Place 巴士捷运站，您将体验到快速、频繁、可靠且舒适的交通。

**表达您的意见**  
扫描二维码或访问 [translink.ca/brt](https://translink.ca/brt) 了解更多信息，然后花 2 分钟完成调查。

Maple Ridge | Langley | Surrey | TransLink

### Traditional Chinese



**巴士捷运系统  
登陆您的社区!**

巴士捷运系统 (BRT) 将为您的社区带来快速、频繁、可靠且舒适的交通。


- 在 King George Boulevard 巴士捷运站
- 在 Langley-Haney Place 巴士捷运站

巴士捷运系统将为您提供更快捷、更舒适、更安全的出行选择。在 King George Boulevard 和 Langley-Haney Place 巴士捷运站，您将体验到快速、频繁、可靠且舒适的交通。

**发表您的意见**  
扫描二维码或访问 [translink.ca/brt](https://translink.ca/brt) 了解更多信息，然后花 2 分钟完成调查。

Maple Ridge | Langley | Surrey | TransLink

### Farsi



**النقل السريع بالحافلات قادم إلى  
مجتمعنا المحلي!**

يُجلب النقل السريع بالحافلات فوائد النقل السريع والمتكرر والموثوق به إلى مجتمعاتنا المحلية.

- النقل السريع بالحافلات في King George Boulevard
- النقل السريع بالحافلات في Langley-Haney Place

سيوفر النقل السريع بالحافلات خيارًا أسرع وأكثر راحة وأمانًا في التنقل. في King George Boulevard و Langley-Haney Place، ستتمكن من تجربة النقل السريع والمتكرر والموثوق به.

**شارك رأيك**  
اسحُب رمز QR أو زِد [translink.ca/brt](https://translink.ca/brt) لمعرفة المزيد، ثم استغرق 2 دقائق لإكمال استبيان.

Maple Ridge | Langley | Surrey | TransLink

### Punjabi



**ਬੱਸ ਰੈਪਿਡ ਟ੍ਰਾਂਜਿਟ ਤੁਹਾਡੀ  
ਕਮਿਊਨਿਟੀ ਵਿੱਚ ਆ ਰਹੀ ਹੈ!**

ਬੱਸ ਰੈਪਿਡ ਟ੍ਰਾਂਜਿਟ (BRT) ਤੁਹਾਡੀ ਕਮਿਊਨਿਟੀ ਵਿੱਚ ਤੇਜ਼, ਬਹੁ-ਫ਼ਰੀਕਾਵਾਂ, ਭਰੋਸੇਯੋਗ ਅਤੇ ਆਰਾਮਦਾਇਕ ਟਰਾਂਜਿਟ ਸੇਵਾਵਾਂ ਪ੍ਰਦਾਨ ਕਰੇਗਾ।


- BRT of King George Boulevard in the City of Surrey
- BRT of Langley-Haney Place in the City of Langley

BRT ਤੁਹਾਡੀ ਕਮਿਊਨਿਟੀ ਵਿੱਚ ਤੇਜ਼, ਬਹੁ-ਫ਼ਰੀਕਾਵਾਂ, ਭਰੋਸੇਯੋਗ ਅਤੇ ਆਰਾਮਦਾਇਕ ਟਰਾਂਜਿਟ ਸੇਵਾਵਾਂ ਪ੍ਰਦਾਨ ਕਰੇਗਾ।

**ਆਪਣੀ ਆਵਾਜ਼ ਸੁਣਾਓ**  
ਸਕੈਨ ਕਰੋਡੀ QR ਜਾਂ ਭਾਜੋ [translink.ca/brt](https://translink.ca/brt) ਪ੍ਰਾਪਤ ਕਰੋ ਜਾਂਦੀ ਜਾਣਕਾਰੀ ਅਤੇ ਜਵਾਬ ਦਿਓ ਸਰਵੇਖਣ 2 ਮਿੰਟਾਂ ਵਿੱਚ।

Maple Ridge | Langley | Surrey | TransLink

### Spanish



**¡El sistema de autobuses de tránsito rápido llegará pronto a su comunidad!**

El sistema de autobuses de tránsito rápido (Bus Rapid Transit, BRT) ofrecerá a su comunidad los beneficios de un servicio de transporte público rápido, frecuente y confiable.


- BRT de King George Boulevard en la Ciudad de Surrey
- BRT de Langley-Haney Place en el Municipio de Langley y la Ciudad de Maple Ridge

El BRT contará con carriles exclusivos para ofrecer un servicio confiable y paradas de autobuses protegidas contra el clima, brindándole un traslado más rápido y conveniente.

**COMPARTA SU OPINIÓN**  
Escanea el código QR o visita [translink.ca/brt](https://translink.ca/brt) para obtener más información y responder la encuesta de 2 minutos.

Maple Ridge | Langley | Surrey | TransLink

### Tagalog



**Parating na ang Bus Rapid Transit sa iyong komunidad!**

Ang Bus Rapid Transit o BRT ay magdadala ng mobilisat at madalas na serbisyo na maaasahan ng iyong komunidad.

- King George Boulevard BRT sa Langley ng Surrey
- Langley-Haney Place BRT sa Langley ng Langley

Papalitan ng BRT ang iyong commute sa tulong ng dediyatad na linya, at gagawing mas kumportable ang iyong paglalak, salamat sa weather-proof stations.

**ANONG SA TINGIN NIYO?**  
I-scan ang QR code o balikan ang [translink.ca/brt](https://translink.ca/brt) para sa karagdagang impormasyon at para panatilihin ang 2-minute survey.

Maple Ridge | Langley | Surrey | TransLink

## Advertising

Paid advertising across a range of platforms was used to building awareness of the public engagement period and ways to participate.

### Digital

Ads ran on Meta platforms, Youtube.com, and Google suite from January 20 to February 9, generating 74,000 clicks to **translink.ca/brt** and 5,900 to the online survey.

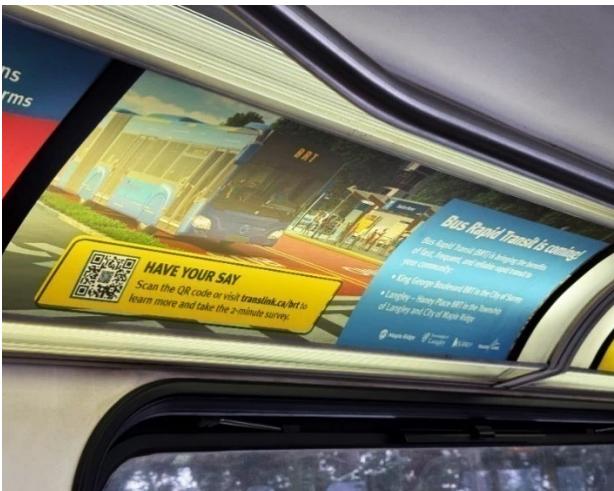
### Radio

A total of 120 spots aired between January 20 and February 3 on CFOX and 94.5 Virgin Radio (English), Fairchild Radio AM1470 (Cantonese), Fairchild Radio FM 97.1 (Mandarin), and RedFM 89.1 and 93.1 FM (Punjabi).

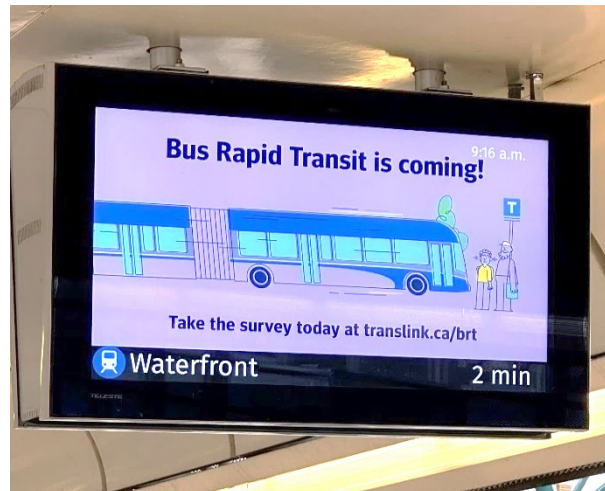
### Transit system

More than 250 interior ads ran on TransLink buses and 250 in SkyTrain vehicles. Digital displays on SkyTrain platforms (*below, right*) also ran during the engagement period.

*Bus & Skytrain interior ads*



*Skytrain platform digital ads*





## TransLink social media posts

The social media campaign to promote the public engagement included posts on TransLink's channels: Facebook (4), Instagram (1), LinkedIn (2), X (1 on @TransLinkNews), and the Buzzer Blog (1).

### Buzzer Blog



### Facebook



### X (formerly Twitter)

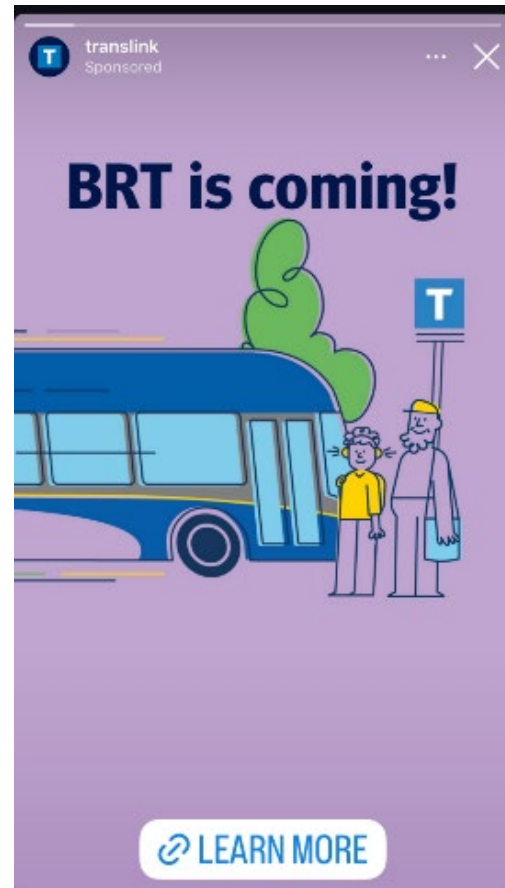


News from TransLink · 2025-01-16

We want to hear from you on the King George Boulevard and Langley – Haney Place BRT! It takes just two minutes.



### Instagram



## Municipal partner promotion

Co-branded ads were created for Translink's municipal partners to post on their channels.

## City of Surrey



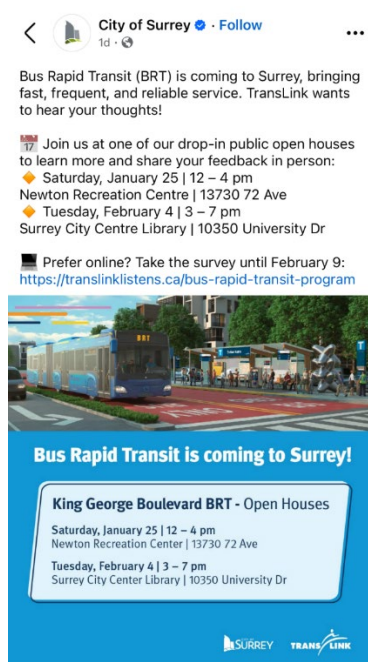
**the city of surrey**  
Sponsored

**King George Boulevard BRT**

- 19 km of rapid transit service
- 12 BRT stations
- Connecting Surrey City Centre, Surrey Memorial Hospital, Bear Creek Park, Newton Centre, South Surrey Park & Ride, and Semiahmoo Town Centre.
- Travel from Surrey Centre to Semiahmoo Town Centre in 40 minutes, 40% faster than current service.

**Bus Rapid Transit (BRT)...** [more](#)

[LEARN MORE](#)



**City of Surrey** · Follow  
1d ·

Bus Rapid Transit (BRT) is coming to Surrey, bringing fast, frequent, and reliable service. TransLink wants to hear your thoughts!

Join us at one of our drop-in public open houses to learn more and share your feedback in person:

- Saturday, January 25 | 12 – 4 pm  
Newton Recreation Centre | 13730 72 Ave
- Tuesday, February 4 | 3 – 7 pm  
Surrey City Centre Library | 10350 University Dr

Prefer online? Take the survey until February 9:  
<https://translinklistens.ca/bus-rapid-transit-program>

**Bus Rapid Transit is coming to Surrey!**

**King George Boulevard BRT - Open Houses**

Saturday, January 25 | 12 – 4 pm  
Newton Recreation Center | 13730 72 Ave

Tuesday, February 4 | 3 – 7 pm  
Surrey City Center Library | 10350 University Dr



**City of Surrey** · Follow  
January 31 at 2:01 PM ·

Have your say on Surrey BRT!

TransLink wants to hear from you about Bus Rapid Transit (BRT) in Surrey! Share your thoughts by taking the engagement survey before February 9 or chat with the project team in person at the drop-in open house:

Tuesday, February 4  
3 – 7 pm  
Surrey City Centre Library (10350 University Dr)

Learn more and help shape the future of rapid transit in our city:  
<https://ow.ly/g7B650UQIAb>

**Bus Rapid Transit Features**

For conceptual purposes only.

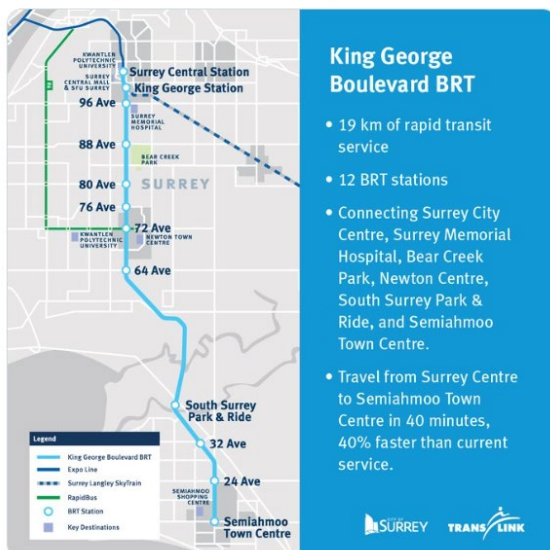
Real-time information displays, Weather-protected stations, Seating, Tactile strips, Emergency callbox and security phone, Near-level boarding, Dedicated bus lanes, Transit signal priority.

**City of Surrey**  
@CityofSurrey

Bus Rapid Transit (BRT) is coming to Surrey, offering fast, frequent, and reliable service!

TransLink wants your input on proposed BRT features. Your feedback will help shape this exciting addition to Surrey's transit future.

Take the survey: [translinklistens.ca/bus-rapid-transit-program](https://translinklistens.ca/bus-rapid-transit-program)



**King George Boulevard BRT**

- 19 km of rapid transit service
- 12 BRT stations
- Connecting Surrey City Centre, Surrey Memorial Hospital, Bear Creek Park, Newton Centre, South Surrey Park & Ride, and Semiahmoo Town Centre.
- Travel from Surrey Centre to Semiahmoo Town Centre in 40 minutes, 40% faster than current service.



**Business & Economic Development**

**Bus Rapid Transit (BRT) is Coming to King George Boulevard**

Help us shape Surrey's transportation future

Surrey is a dynamic city that is growing quickly! The ability to connect people and places efficiently and safely has a direct impact on our citizens quality of life and local economy.

With Surrey's BRT route, residents will be able to travel from Surrey Centre to Semiahmoo Town Centre in 40 minutes, 40% faster than current service. The 19 km route with 12 stations will connect Surrey City Centre, Surrey Memorial Hospital, Bear Creek Park, Newton Centre, South Surrey Park & Ride and Semiahmoo Town Centre. With dedicated bus lanes and signal priority at intersections, BRT will provide reliable service, making commutes faster and more convenient.

Have your say! Learn more about Surrey BRT and share your feedback through the survey.

[TAKE SURVEY](#)

## Municipal partner promotion, continued



## Municipal partner promotion, *continued*

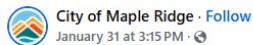
### City of Maple Ridge



#BRT news! Faster, smoother, more connected transit:  
 ● 22 km, 13 stations  
 ● 40% faster trips (Haney ↔ Willowbrook in 40 mins!)  
 ● Access for 72K residents & 55K jobs  
 Have your say Feb 9: [tinyurl.com/3wdvm5rr](https://tinyurl.com/3wdvm5rr)  
 Open House: Jan 28, 3:30–7:30 PM @ #MapleRidge Library



Exciting Times for Maple Ridge!  
 Mayor Dan Ruimy's Op-Ed highlights the BRT expansion on Lougheed Hwy! 🚗 ⚡  
 ✓ Walkable neighborhoods  
 ✓ Affordable housing  
 ✓ Economic growth & jobs  
 Read the full Op-Ed 📄 [tinyurl.com/3awp62af](https://tinyurl.com/3awp62af)  
 #MapleRidgeMoves #BRT #YourMapleRidge #OpEd



BRT is Coming to Maple Ridge! 🌟

Bus Rapid Transit (BRT) is on the move but we need your help too! Earlier this month, [TransLink](#) unveiled the routes and station locations for the Langley-Haney Place line, bringing faster, more seamless transit your way. Ready to ride into the future? 🚗 Take Translink's survey by Feb 9: [tinyurl.com/3wdvm5rr](https://tinyurl.com/3wdvm5rr)

Langley-Haney Place BRT Highlights:

See more





## Municipal partner promotion, *continued*

### Township of Langley



**Township of Langley**  
@LangleyTownship

...

Calling all [#LangleyTownship](#) residents! Attend TransLink's Township of Langley BRT open house and complete the survey! [🔗](#)



**News from TransLink** @TransLinkNews · Jan 16

We want to hear from you on the King George Boulevard and Langley – Haney Place BRT! It takes just two minutes. [buzzer.translink.ca/2025/01/take-t...](https://buzzer.translink.ca/2025/01/take-t...)



**Township of Langley · Follow**  
January 16 at 1:47 PM · 🌐

...

Calling all [#LangleyTownship](#) residents! Attend TransLink's Township of Langley BRT open house and complete the survey! [🔗](#)



**TransLink**  
January 16 at 9:41 AM · 🌐

We want to hear from you on the King George Boulevard and Langley – Haney Place BRT! It takes just two minutes.



[BUZZER.TRANSLINK.CA](https://buzzer.translink.ca)

**Take the survey on proposed Bus Rapid Transit features - The Buzzer blog**

We're launching public engagement and announcing station locations for two future Bus ...