

# **TRANSLINK**

## **LANGLEY TRANSIT EXCHANGE PROJECT**

### **STAKEHOLDER MEETING & PUBLIC OPEN HOUSES**

**November 27 & 29, 2012**

## **Project Background**

### **Phase 1 Summary**

Since early 2012, TransLink in partnership with the City of Langley and Township of Langley have been developing plans for two new transit exchanges within the Metro Vancouver-designed Langley Regional City Centre: one in Willowbrook and one in Downtown Langley. These new exchanges will support the future transit service expansions outlined in TransLink's South of Fraser Area Transit Plan.

During phase one of the consultation process, an initial stakeholder workshop was held on April 4, 2012. Key stakeholder identified by TransLink, the Township and City were invited to participate in a discussion identifying priorities, opportunities, constraints and issues for the design of the exchange, adjacent sites and pedestrian and bike access to the exchange. Sixteen stakeholders in total attended the workshop including elected officials, local businesses, and other public service providers.

The primary aim of the workshop was to:

- gather information about the community's values and vision for the exchange and neighbourhood in advance of undertaking design work on the exchange;
- identify additional stakeholders that should be included as the process moves forward.

### **Phase 2 Summary**

#### **Consultation Purpose and Process**

In phase 2, one stakeholder meeting was held on November 27, 2012 at the Township of Langley Municipal Hall, followed by two public open houses. The first open house was held on November 27 at the Township Municipal Hall and the second on November 29 at the City of Langley City Hall & Library.

The purposes of the stakeholder meeting and open houses were to:

- update and provide more detailed information about the exchange options;
- receive specific feedback on the key design assumptions for each of the exchange options;
- provide information and hear input on the criteria that will be used to evaluate the exchange options;
- create understanding that the preliminary designs are not final; they are intended to demonstrate principles and concepts that will be evaluated and further refined;
- reiterate that designs and evaluation will change through more technical work and consultation.

## **STAKEHOLDER MEETING SUMMARY**

### **FACILITATOR:**

*Vincent Gonsalves, TransLink*

### **PRESENT: City and Township of Langley Stakeholders and Elected Officials**

*Approximately 16-people were in attendance at the Stakeholder Meeting. (Names are not disclosed for privacy reasons.)*

### **ALSO PRESENT:**

*Roy Beddow, City of Langley*

*Jason Chu, Township of Langley*

*Paul Cordero, Township of Langley*

*Jeff Busby, TransLink, **Presenter***

*Michelle Babiuk, TransLink*

*Gary Vlieg, City of Langley*

*Vincent Gonsalves, TransLink*

*Joaquin Karakas, HB Lanarc Golder*

## **Stakeholder Meeting Format**

The stakeholder meeting began with a presentation by Jeff Busby which provided an overview of the project, work completed to date, and a high level overview of the conceptual designs. After the presentation, stakeholders were invited to participate in small group café style discussions led by the planning and public consultation team focused on the Downtown Langley Exchange and Willowbrook Exchange.

## **Attendees**

Stakeholders invited to the consultation were identified by TransLink, the City of Langley and Township of Langley. Representatives from the following local governments, organizations and businesses attended the meeting:

- Council, Township of Langley
- Council, City of Langley
- Langley School District
- Langley Chamber of Commerce
- Langley Senior Resource Centre
- Willowbrook Shopping Centre
- Cascades Casino Coast Hotel
- Fraser Health Authority
- Langley Concrete
- Amex Holdings

## **PUBLIC OPEN HOUSE SUMMARY**

The first public open house was held at the Township of Langley Municipal Hall on November 27 from 5:00PM-8:00PM and five members of the public attended. Five members of the public also attended the second open house which was held at the City of Langley City Hall and Library on Thursday November 29 from 5:00PM-8:00PM.

### **Stakeholder & Public Feedback Summary**

Comments recorded during the discussion and through comment sheets do not represent a formal survey of stakeholders' concerns. However, the discussion and comments do suggest some general areas of consideration for the project team as design work moves forward. These themes include:

#### **Willowbrook**

- **Flexibility and legibility**– consider ability of each concept to be phased to fit with the neighbourhood as it evolves while maintaining consistency for passengers
- **Transit connections** – maximize convenience of transfers to rapid transit on Fraser Highway
- **Multi-modal access** – address bicycle and vehicle access to exchange
- **Personal safety, security and health** – refine concepts to reduce pedestrian/vehicle conflicts, crime and personal safety issues, and bus fumes in enclosed spaces

#### **Downtown Langley**

- **Community integration**– minimize impacts on area (eg. layover location) and improve aesthetics
- **Transit oriented neighbourhoods**- plan for transit oriented development in the area
- **Connections to neighbourhood** – improve connections from transit and from other modes (eg. to casino, Timms Community Centre, Kwantlen)
- **Transit connections** – provide convenient transfers to future rapid transit
- **Pedestrian and traffic safety** – minimize conflicts (eg. on 203A St)
- **Vehicle access to neighbourhood** - maintain vehicle access to Downtown (eg. on 203A St)

## Appendix A: Discussion Notes and Comment Sheets

### What opportunities and challenges are important for the design team to consider as they continue to refine the Willowbrook Exchange design?

- Pedestrian crossings on Willowbrook Drive will be challenging as this becomes a significant thoroughfare after 2014
- Bus Mall south of Fraser Hwy is not in the safest location and is far from the Willowbrook Mall entrance.
- Would on-street options have bus pick-up and drop-off in mixed traffic or would the streets be transit-only?
- Safety issues for pedestrians coming from their vehicles and dodging bus movements near the entrance to Willowbrook Mall.
- Could a building be constructed over the bus exchange (ex. library).
- Locating the exchange underground or in an enclosed space could create personal security issues.
- Bus fumes in an enclosed space (ie. bus exchange under building) could have health impacts.
- On mall property best
- Pedestrian safety
- Bus emissions/residential interaction
- Crime reduction
- I shop at Willowbrook Mall and would like to see more frequent buses from Langley Centre to Willowbrook area. Sometimes I travel from White Rock Centre on the #531 Willowbrook but need to go to Langley Centre. A short turn to Langley Centre would be helpful then via Willowbrook Mall terminate.
- Include cycling facilities connections to the transit exchange
- Ensure easy access for buses travelling up and down Fraser Hwy and short walking distance to future RT station. Will need to control for 'park n' ride' use of mall parking.
- Buses passing by school routes - I saw high school kids getting a little lost on their way to school just because the bus took different routes on/off rapid hours.
- I can't think of anything useful now. I will comment on The Buzzer Blog, if I think of anything.

- More concerned about the Downtown Langley area. Willowbrook seems to be so auto dependent, whereas downtown Langley has more density for a substantial transit exchange with pedestrian friendly corridors/spaces to complement the exchange.
- They need to consider safety and the ease of use. That area has high big-truck traffic and can be a big issue to the safety of the riders. But the exchanges need to be easy to get to and the exchange locations need to be close together and well connected for riders to make their connections at this exchange
- Put it where it is safer for pedestrians. That intersection is death.
- Not disturbing the existing stores and not interrupting the traffic flow. Willowbrook is a very busy neighbourhood. I personally like the bus mall option best.
- Make the exchange: 1. User Friendly and easy to use. 2. Make it attractive and green. 3. Support bike lockers and related infrastructure. 4. Encourage area TOD projects.
- Making sure it's accessible cause I'm disabled, affordable. That there would be buses that go to Vancouver or any SkyTrain places.
- I live in Clayton Heights, work in downtown Vancouver, and have childcare in Walnut Grove, while there are multiple bus routes available I find that there are very few options available outside of peak hours. Also the amount of time spent waiting for exchanges between any of the main transit centres in the South of Fraser area averages around 20mins, which gets to be quite tedious. Outside of peak hours there is also an issue of how early bus services stop within the Clayton Heights area, with only one main bus route for the whole neighbourhood it's rather surprising that it ends service at 9 p.m. I use transit daily and often find myself waiting for extended periods of time for a bus, then having to walk quite a distance that nearly doubles my trip time. Especially on the 64th/72nd ave routes.

**What opportunities and challenges are important for the design team to consider as they continue to refine the Downtown Langley Exchange design?**

- 203A street safer
- Connections
- It would be preferable to have a parking area in the downtown core
- On street bus exchange is more convenient for pedestrians
- Direct service to White Rock Centre and digital signs of when next bus is departing.
- More lighted area for safety
- Light rail or SkyTrain from Surrey Centre to Langley

- Using the old health care parking lot area developed near casino for buses possible
- Keep lots of options at Langley Centre
- Design in space for future surface rapid transit. Design should reflect 'village' feel of downtown Langley. Small building footprints, high permeability. On-street option seems most promising on both these counts.
- Visibility at night and parking spaces
- I can't think of anything useful now. I will comment on The Buzzer Blog, if I think of anything.
- Must be totally pedestrian friendly, both at the transit exchange and nice walkable corridors to get too/from the transit exchange.
- This must be a visually very appealing/substantial exchange. Not little huts, but something substantial/modern that transit users will be comfortable at waiting for buses.
- A catalyst to transit oriented development. I like the location near Fraser Hwy and 203rd. I see big potential in this area. And a proper significant exchange can be a huge catalyst to development in the area.
- They need to consider safety and the ease of use. This area can be very congested with vehicle traffic and can be a big issue to the safety of the riders. But the exchanges need to be easy to get to and the exchange locations need to be close together and well connected for riders to make their connections at this exchange.
- Meeting future rapid transit needs. A transit exchange that will be able to incorporate a LRT station or SkyTrain station in the future. Might as well acquire all the land based on the assumption that there will be rapid transit incorporated into the exchange. The Fraser Hwy corridor, especially Downtown Langley, needs a rapid transit link. Especially with the density/growth potential in this area.
- Langley Township appears to be growing fairly rapidly from multi-family dwellings in the Willowby area (east of 208 St. and south of 84 Avenue) yet has no bus service, but many bus exchanges and buses 'just out of reach'. I would like to see Willoughby connected to these transit services.
- Again not disturbing the existing stores and not interrupting the traffic flow. It's not that downtown Langley is a busy area, just that it's not especially well designed for a lot of traffic. The only option I didn't like here was the on street option because it looks like some of the layover areas (which some of the drivers pull into as the last stop, to let the remaining passengers off) are far enough from the passenger areas as to almost require their own shuttle.
- Please make it attractive and not a strip of buses and ugliness.

- Buses that go to Vancouver because I wanna be more independent. Thanks
- I often take transit to bring my daughter home from daycare, for a small child the current bus exchange is very hazardous and difficult to be navigated through. With such a busy road way in front, parking lot behind the bus bays, and narrow walk ways it's very hard to keep kids safe while walking, let alone when using a stroller.
- Off-street option has a significant amount of wasted space
- Do the station options need to connect to Fraser Highway by building 203A Street as a throughout road?
- 203 Street is a critical access to the 204 Street overpass
- Buses stopping on 203 Street will impact local traffic
- Make all of 203A Street or a portion of the street bus only access
- Connectivity to Kwantlen will be impacted by moving the exchange closer to the Downtown core
- Is the number of students high enough to justify considering the distance from the new proposed exchange to Kwantlen?
- Are these the final exchange location considerations or is TransLink open to explore further options?
- Could TransLink investigate other potential locations for bus layover?

#### Bus Mall Option

- Will the layover be covered?
- Better to have the layover on 203A Street
- Maintain clear access to the casino by developing a pathway between the bus stop and the casino
- Will the back lane between the exchange and casino be closed off?
- Sightlines between the casino and exchange must be carefully considered
- Bus mall option is better than the on-street option
- Bus mall option will benefit from the retail space
- Less invasive on local residents
- Better connection to Timms Community Centre

#### On-street Option

- Pedestrian and traffic safety must be a key consideration
- Do not consider this option due to the safety implications
- Implications of buses stopping on 203 Street must be carefully considered

#### Off-street Option

- Away from Fraser Highway is not a good idea
- Visibility in the Off-street option is not as good as other options

#### Additional Comments

- All options should include bike lockers



## Have we missed anything?

- Seemed to be information missing to some degree re property owners plans
- Fast bus from Langley Centre to Surrey Central. 502 is a milk run and takes an hour and stops every other block
- Your website is not secure. Add as 's' to http. https.
- Show me my comments that might end up publicly displayed
- Smoke control - lots of smokers waiting for the buses tend to light up a smoke. There are lots of retired, aged residents, babies and school kids in Willowbrook area (not to mention that there's a toys-r-us store in Willowbrook mall). Smoke can seriously harm those people.
- On a grand scale, I don't think that you missed anything. I just wished that there was a bigger push for ensuring that buildings would be built over the exchanges, so that foot prints don't go to waste. Maybe you could offer personal storage sites underground, or above the exchanges. Layover spaces never need their own entire foot print.
- It would be nice to know how this new exchange will link with buses at the new Carvolth Exchange, and how the thousands of new Willoughby residents will be able to access and utilize these new exchanges. As well, how will it service Kwantlen University staff, students, and their visitors?
- I believe that better bus service and rapid-transit to these regions will be better to complete first. The area in which you are wanting to develop these transit exchanges will not be favorable to additional aesthetics without the better service available first.
- How do you not add to that crazy intersection? It is impossible already with the traffic. A bus loop there is simply idiotic.
- These options are great ones and I am hoping that Langley continues to develop further Transit options for other connections to Surrey, Coquitlam.
- What about an exchange for Willowbrook and or Downtown Langley that doesn't have to be totally redeveloped when the train finally comes out here?
- I think you have done a great job of identifying the assessment areas. A critical key to great rapid transit options for the South of Fraser in my opinion is to encourage large-scale Transit Oriented Development near all of our SOF transit facilities and routes to secure and grow our rapid transit for many years to come. So, your economic development and other assessment areas are very critical to the process and is not something the average person will consider important.

- Accommodate future rapid transit

**Are there any other stakeholders you feel TransLink should contact?**

- Developmental disabilities