

**TRANSLINK**

**LANGLEY EXCHANGE PROJECT**

**STAKEHOLDER MEETING**

**Wednesday, April 4, 2012**  
Douglas Park Recreation Centre  
20550 Douglas Crescent  
Langley, BC V3A 4B4

Meeting notes from the Langley Exchange Stakeholder Meeting held on Wednesday, April 4, 2012, with stakeholders.

**FACILITATOR:**

*Vincent Gonsalves, TransLink*

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

*Approximately 16-persons were in attendance. (Names are not disclosed for privacy reasons.)*

**ALSO PRESENT:**

*Jeff Busby, TransLink, Presenter*

*Michelle Babiuk, TransLink*

*Shirley Samujh, TransLink*

*Gary Vlieg, City of Langley*

*Roy Beddow, City of Langley*

*Jason Chu, Township of Langley*

*Vincent Gonsalves, TransLink*

*Joaquin Karakas, HB Lanarc Golder*

## **Project Background**

TransLink is currently 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.

To ensure that passengers can safely and comfortably access the exchanges, TransLink, the Township of Langley and the City of Langley are developing area plans to help integrate the exchanges into their surrounding neighbourhoods. These plans will consider pedestrian and bicycle connections to the exchanges, urban design, public spaces and future land uses that support transit. The Downtown Langley Plan will include recommended update to the Downtown Langley Master Plan while the Willowbrook Plan will be the first step in a process of updating the Willowbrook Community Plan.

## **Consultation Purpose**

As one of the first steps in the design process, a stakeholder workshop was held on April 4, 2012. The primary aims of this workshop were 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.

## Workshop Format

The workshop included a presentation introducing the exchange projects, followed by a discussion of opportunities, challenges and design considerations for the exchanges and for their integration into the neighbourhoods. All attendees had an opportunity to participate in a discussion about each exchange.

In addition to the feedback gathered during these discussions, attendees were given the opportunity to provide additional written comments. Because not all of the comments were marked as pertaining to an individual exchange, the comments are listed separately from the discussion comments in this report (see Appendix A).

## Attendees

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

- Council, Township of Langley
- Mayor and Council, City of Langley
- Langley School District
- Langley Chamber of Commerce
- Langley Senior Resource Centre
- Greater Langley Cycling Coalition
- Willowbrook Shopping Centre
- Cascades Casino Coast Hotel
- Berezan Management

As the exchange design process moves forward, consultation with the public as well as with stakeholders will continue to be undertaken at key milestones.

## 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:

- ***Community Integration*** – to ensure each exchange is part of, and not separated from its context
- ***Mixed-use neighbourhoods*** – to create destinations for transit passengers and to ensure 'eyes on the street' near the exchange at all times of day
- ***Personal safety and security*** – for passengers walking to and waiting at the exchange
- ***Bicycle access and storage*** - to facilitate multi-modal trips
- ***Improved pedestrian connections*** - to ensure integration with especially across major arterials
- ***Placemaking*** – to ensure each exchange is a unique and identifiable 'place,' using arts and amenities

A full list of comments received during the discussion and through comment sheets is provided in Appendix A.

In addition to these design considerations, participants identified a number of other stakeholders to include in future consultation. These include:

- Kwantlen Polytechnic University
- Langley Memorial Hospital
- Trinity Western University
- Langley Secondary School
- Brookwood Secondary School
- Mountain Secondary School
- Royal Canadian Mounted Police (Langley Detachment)
- Youth (students)

# Appendix A: Discussion Notes and Comment Sheets

## Willowbrook Discussion Comments

### Big Ideas

- Integrate community!
- Transit Police and security at exchange
- Other (civic uses, VACC)
- Implement transit volunteers
- Compass sales office
- Develop affordable housing
- More bike parking - integrate with bike Compass card, allow daily use
- Night life, appealing to public
- Integrate with community art centre
- Integrate transit, parking and mall
- Mixed uses, including residential

### Opportunities

- Reduce automobile congestion
- Reduce parking problems, infrastructure costs related to driving
- Public transportation to the area

### Challenges

- Develop smaller cross streets/integrate pedestrian access
- Langley Bypass (arterial highway, no sidewalks, auto-oriented)
- Two separate nodes on north and south of Hwy 10 [Langley Bypass]
- 200 St acts as a barrier
- CPTED (Crime Prevention Through Environmental Design) principles applied to design
- Ensure options are marketable
- How to encourage increased transit services to the mall

### Design Considerations

- Washrooms
- Lighting
- Weather protection and places to sit
- Fully accessible
- Bike storage
- Public art and performance space

### Other Notes

- Rapid transit is an important catalyst for the development industry
- Reduce congestion
- Bike lockers
- Huge economic opportunities to draw more people to the mall/Langley in general
- Activities for seniors at mall
- Avoid multi-lane pedestrian crossings
- Park and ride
- Close integration with the mall!
- Connect the mall/transit exchange to residential areas
- Consider multiple road corridors for access

- Focus point
- Hub
- Maximize use of land
- Get pedestrians from the exchange and area into the mall (ex. moving sidewalk)
- Connections within neighbourhood (ex. for residents to shop)
- Allow people to walk to the exchange
- People will use it more if it's appealing (ex. functional, nice looking)
- Direct access
- Need finer grain of local streets. (ex. linkages through the mall property for transit, cyclist and pedestrians)
- Need to have direct transit access to mall
- Have transit station as part of the mall
- South of Hwy 10 is cut off from transit service and exchange
- Will allow seniors in Downtown to access Willowbrook
- HUB, Commercial draw from Township to north, City from East, Surrey/Clayton area from west
- Multi-use development/mixed use
- Transit-integrated developed (like New West SkyTrain Station) – use airspace for commercial
- Create an attraction/destination (placemaking)
- North and south of Hwy 10 (Langley Bypass) are separate nodes – need to be connected
- 200 St is a barrier to transit service
- Transit Oriented Development
- More retailers, employees - provide transportation for staff
- Langley Bypass is a challenge (almost a highway) – under Ministry of Transportation – unfriendly to pedestrians (big box stores, ditches)
- Flexibility – land development or redevelopment
- Structure and amenities (sense of place) can provide sense of security
- Apply CPTED principles – exchange needs to have constant activity; locate community police station there

## **Downtown Langley Comments**

### **Opportunities**

- New residents in Downtown – limited parking and potential transit customers
- Get rid of existing exchange
- Incorporate [new exchange] into a development
- Casino parking lot as a potential partner
- Flexibility – land development or re-development
- Security
- Comfortable walking distance
- Access to services, civic spaces, and amenities in Downtown
- Serve students
- Walking distance to Kwantlen
- Anticipate rapid transit
- Allow for a local community shuttle

### **Challenges**

- Unsafe – no eyes
- Isolated
- Undesirable activity
- Safety and security at the existing exchange
- Waste handling
- Vandalism
- How to integrate rapid transit

### **Design Considerations**

- Integrate the Greyhound with exchange
- Integrate into development
- “Freemont Street”
- Lighting – potentially decorative
- Lighting
- Landscaping
- Seating
- Civic centre
- Coffee shops
- Space for greeters
- Maps and signs
- Washrooms (2)
- Weather protection
- Sunlight
- Vendors/carts
- Paving treatments that are easy to walk on (no cobblestones)
- How to keep cars separate from transit exchange
- Public art
- Pedestrian Access
- Bike storage and facilities

### **Stakeholders**

- Invite Kwantlen

## **Comment Sheet Responses**

### **What opportunities and benefits to the neighbourhood could the exchange provide or support?**

- Positive public setting
- Connectivity
- Invite new business opportunity
- Seniors
- Students coming into Langley (Kwantlen, Trinity)
- Opportunity for public art
- Sustainability
- Bikes to buses
- Economic
- Increase Langley's image as a destination

### **What challenges should be considered in designing the exchange?**

- Green initiatives
- Safety!
- Location
- CPTED principles applied to design
- Prefer on-street, no loop
- Security/safety
- Location to major amenities
- Traffic volume/traffic management

### **What considerations are important for transit passengers accessing and using the exchange?**

- Safety (4)
- Security (3)
- Accessibility
- Links to connecting buses/routes
- Walking distance to major amenities
- Access
- Waiting time
- Environment
- Safe traffic patterns that do not [...] bus lanes
- Lots of activity, shops, "eyes on"
- Safe secure, covered parking for bicycles
- Information kiosk to help passengers with route info re. routes, schedules, etc.
- Protection from the weather



**As the project moves forward, what additional information will be most important for you to receive?**

- Timelines
- Public input info
- Buy in from community and future growth of community
- Consideration of locations
- Further design information as we proceed with designing the exchanges

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

- Youth (students)
- Kwantlen University (3)
- Trinity
- Langley Secondary
- Brookwood [School]
- Mountain Secondary
- Langley Memorial Hospital (2)
- Police