

Surrey Langley SkyTrain Project

# Public Engagement Summary Report

Design Advisory Process Round 2  
January 16, 2025

Prepared by South Fraser Station Partners  
& Francl Architecture Inc.



## **Land Acknowledgement**

The Surrey Langley SkyTrain Project is being constructed in the ancestral territories of the Coast Salish peoples, including the Katzie, Kwantlen, Matsqui, Musqueam, Semiahmoo, and Tsawwassen First Nations.

# Preface

This Public Engagement Report (Report) was prepared by South Fraser Station Partners, as part of the Design Advisory Process (DAP) for the Surrey Langley SkyTrain (SLS) Project. This Report summarizes the feedback from the second round of public engagement in the DAP. It will be considered by the City of Surrey, Langley City, and Township of Langley as part of the DAP submissions for each of the SLS stations, and by the Province of BC in the development of the project.

## Note:

*Any personal information collected through the online survey was for the purposes of informing the Surrey Langley SkyTrain Project. If you have any questions about the collection of this personal information, please contact: Director, Citizen Engagement, [citizenengagement@gov.bc.ca](mailto:citizenengagement@gov.bc.ca). This information was collected by the Ministry of Citizens' Services on behalf of the Ministry of Transportation under the authority of section 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act ("FOIPPA").*

*The views provided through the survey feedback and in person during the public open houses reflect the interests and opinions of people who chose to participate in the engagement process. This may not be reflective of the views of the broader public and should not be considered a statistically-valid public opinion poll.*



Public Open House at Hope Community Church, November 28, 2024

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An architectural rendering of a modern transit station, overlaid with a semi-transparent blue filter. The station features a prominent glass and steel structure with a multi-level design. A large, light blue number '1' is positioned on the left side of the image. In the foreground, a paved area with a crosswalk is visible, with several stylized human figures walking. A sign in the background reads 'Green Timbers Station'.

# 1

## Executive Summary

# Executive Summary

The Surrey Langley SkyTrain Project will extend the Expo Line 16 kilometres primarily along Fraser Highway from King George SkyTrain Station in Surrey to 203 Street in Langley City Centre. The project, which is the first rapid transit project south of the Fraser River in 30 years, includes eight new stations and three transit exchanges.

The project will improve regional transportation connections and provide fast, frequent, and reliable transit service to and from other parts of Metro Vancouver, especially south of the Fraser River. Once complete, the commute between Langley City Centre and King George Station will be 22 minutes.

The province of BC sought public feedback on the designs for the eight stations that form part of the Surrey Langley SkyTrain project. There were two rounds of public engagement on station designs:

1. Between June 18 and 30, 2024, the public provided input on the interim designs of the new SkyTrain stations, including station entrances and adjacent plazas. A summary of public feedback is available in the public engagement summary report, available online: [surreylangleyskytrain.gov.bc.ca/engagement](https://surreylangleyskytrain.gov.bc.ca/engagement)
2. Between November 28 and December 12, 2024, the Province held a second round of engagement to share what was heard during the first round, as well as further station design updates.

This report summarizes what was heard during this second round of public engagement.

The second round of public engagement included four in-person open houses in Surrey and Langley, along with a virtual information session. The events were staffed by personnel from the Province and South Fraser Stations Partners to engage participants, answer questions, and encourage further feedback on the design development to date that would help inform final station designs, as appropriate.

More than 200 people participated by attending an in-person public open house or a virtual engagement session and more than 100 feedback forms were completed, primarily online. The majority of respondents live in Surrey or Langley (City and Township), demonstrating keen local interest in the project.

Similar to the first round of public engagement on the station designs, participants expressed continued support for the project, heard during conversations at the public events and through the completed feedback forms. Participants also shared many positive comments on the development of the station designs since the initial designs were presented in June 2024.

The majority of participants noted they are 'somewhat satisfied' or 'very satisfied' (63 per cent) with how the station designs have responded to the public feedback to date, as well as with the design enhancements proposed as part of the updated station designs.

A range of additional feedback focused on accessibility, parking at SkyTrain stations, and connections to local infrastructure such as transit routes, walkways and bike lanes. A summary of the feedback is provided in this report. The report will be provided to the partner municipalities of the City of Surrey, Langley City and the Township of Langley as part of the Design Advisory Process (DAP). A Final Design Report will be submitted on completion of the DAP process.

An architectural rendering of a modern transit station, likely a light rail or tram station, with a large, stylized number '2' overlaid on the left side. The station features a multi-level structure with a prominent glass facade and a covered platform area. The scene is set at dusk or dawn, with a blue-tinted sky and streetlights visible. The station is labeled '152 Street Station' and has a 'T' symbol above the entrance. People are shown walking on the platform and near the entrance, and a street with lane markings is visible in the foreground.

# 2

## About the Project

# About the Project

The Surrey Langley SkyTrain (SLS) Project will extend the Expo Line 16 kilometres, primarily along Fraser Highway, from King George SkyTrain Station in Surrey to 203 Street in Langley City Centre. The project will improve regional transportation connections and provide fast, frequent, and reliable transit service, especially south of the Fraser River. Once complete, the commute between Langley City Centre and King George Station will be 22 minutes. The Surrey Langley SkyTrain extension includes an elevated guideway, eight new stations, three transit exchanges, and three propulsion power substations. The project will also improve transportation options, increase access to housing and services such as childcare and health care, support healthy communities and foster job growth and economic development.

## Project Delivery

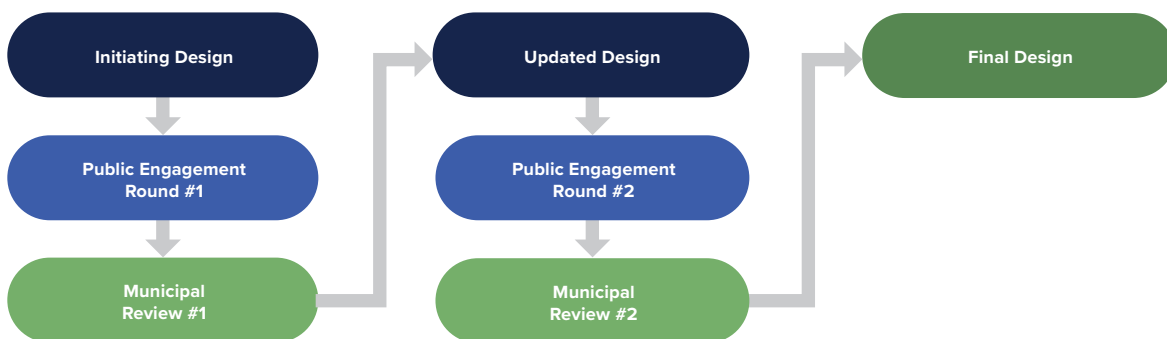
The Surrey Langley SkyTrain will be delivered through three different contracts. Following a robust procurement process, South Fraser Station Partners was selected to build the eight new stations, which includes the three integrated transit exchanges and three propulsion power stations. South Fraser Station Partners is a joint venture of Aecon Constructors / Aecon Construction Group Inc, Acciona Infrastructure Canada Inc, and Pomerleau BC Inc, in association with AECOM Canada Ltd as the Design Lead.

## Design Advisory Process (DAP)

The Design Advisory Process (DAP) is a process to provide the partner municipalities of the City of Surrey, Langley City, and the Township of Langley the opportunity to provide comments on the design and urban integration of the stations. The DAP replaces the municipal development permit process but takes into consideration municipal policies and guidelines, as well as public feedback on station designs.

As indicated in the diagram below, there are two phases to the DAP. This report summarizes the second round of public engagement from November 28 to December 12, 2024. Feedback will be considered as part of the DAP and will help inform final station designs, as appropriate.

### DAP Process





An architectural rendering of a modern transit station, identified as Fleetwood Station. The image is overlaid with a semi-transparent blue filter. The station features a multi-level design with a prominent glass-enclosed upper level and a ground-level entrance area. A large, stylized number '3' is positioned on the left side of the image. The text 'Engagement Overview' is written in white at the bottom left. In the background, a sign above the entrance reads 'Fleetwood Station'. The scene includes silhouettes of people walking and sitting, suggesting a public transit environment.

# 3

## Engagement Overview

Fleetwood Station

# Engagement Overview

Following the initial round of public engagement on the station designs in June 2024, the Province invited British Columbians to a second round of public engagement between November 28 and December 12, 2024. The Province shared what was heard in the first round of engagement and presented updated designs for the eight new SkyTrain stations, including station entrances and adjacent plazas.

A range of communications and public engagement activities took place, including four in-person open houses, one virtual information session and online engagement. A feedback form was developed and available online and in hard copy, with most respondents providing feedback online.

The following graphics provide an overview of engagement and promotional activities by the numbers:

## Promotions



**72**

Stakeholders reached with invite delivered by Province



**2,200**

Postcards distributed along the alignment



**100**

Posters in the community



**996**

**Email 1**  
(Nov. 20, 2024)

**983**

**Email 2**  
(Nov. 29, 2024)

**607**

**Email 3**  
(Dec. 04, 2024)

Subscribers reached with e-newsletter



**6**

Social media posts by the Province and partners



**19**

Social media posts by stakeholders



**1**

Information Bulletin issued to media, resulting in six media stories

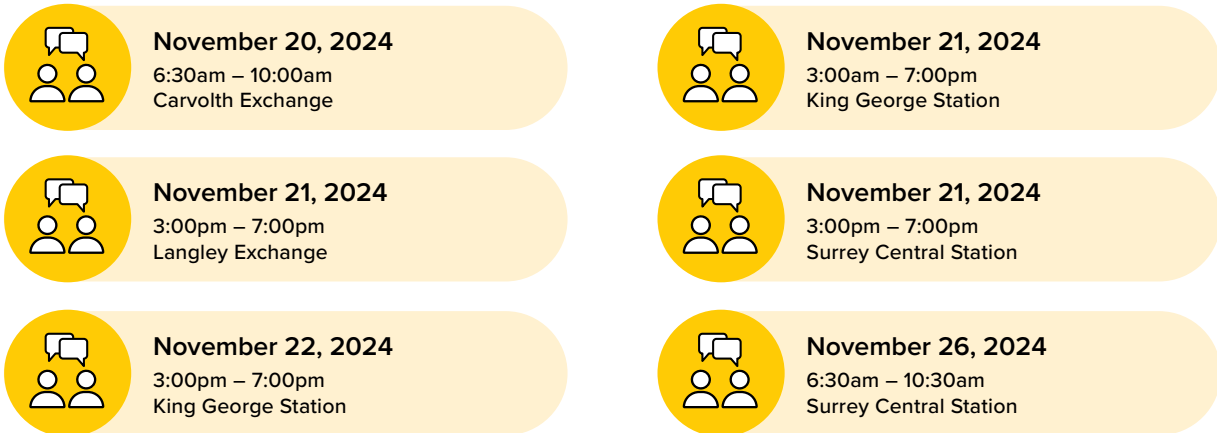


Public open house at Comfort Inn & Suites on December 5, 2024

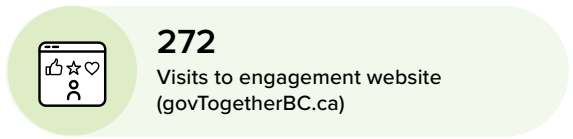
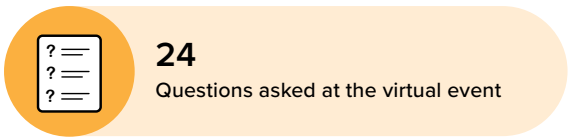
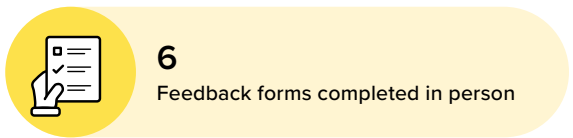
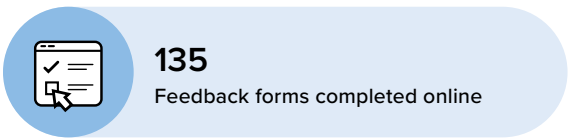
## Outreach

Street teams mobilized to local area transit hubs to promote this round of public engagement, distributing 1,000 promotional postcards on six different occasions. The dates, times and locations of the street team outreach are shown below.

Key highlights of the interactions included directing individuals to resources about the SkyTrain development, and sharing ways they could participate in the engagement.



## Participation





4

# Engagement Results

# Engagement Results

## Overview

Between November 28 and December 12, 2024, respondents were invited to provide feedback on the updated designs of the eight stations, including a summary of what was heard in the first round of engagement and how the station designs have evolved accordingly.

Respondents could provide feedback through an online feedback form or a hard copy version available at the open houses. In addition, the conversations with participants at the open house events comprise part of the feedback that is included in this report. The following pages provide a summary of the feedback.

## Findings

### Open House Feedback

#### Future Plans

- Many were curious about plans for development around the stations including when to sell property, what new roads will be built, and discussions that may be underway with developers.
- Participants also expressed interest in the SkyTrain extending beyond Langley City.
- There were questions about bus service once the extension is in service, especially the plan for express buses, feeder routes, and fare zones.
- Participants also shared ideas for additional development around stations, including more housing and amenities.
- Some also shared concerns about future traffic volumes and parking arrangements around stations, particularly along Industrial Avenue.

#### Design

- Participants generally appreciated having washrooms at all stations, but expressed desire for washrooms to be open without requiring a SkyTrain attendant to access them.
- Many participants appreciated the design enhancements, including the plaza spaces, the coloured glass feature (particularly red at Fleetwood Station and green at Willowbrook Station), and the thickness and durability of pavers.
- Participants appreciated the use of local and Indigenous plants in the plaza designs.
- Some expressed a desire for more space at the passenger pick-up and drop-off areas.
- Participants supported commercial retail units (CRU) at stations, and suggested additional CRUs to maximize revenue opportunities for TransLink.

#### Safety

- Participants were interested in how safety and security are considered in the design plans. Some were interested in the staffing plans for the Transit Police administrative and hub offices, while others offered suggestions to enhance safety, such as planting prickly shrubs to deter people from hiding things in bushes.

### Accessibility

- There was interest in how accessibility needs are considered in the design, including the accessible paths around stations and how hardscape elements will allow for ease of movement through the plazas and other areas.

### Active Transportation

- Participants expressed a desire for separation between bikes and buses, such as through the use of bollards, and for foot bridges similar to the bridge planned for 152 Street Station.
- Participants also expressed appreciation for the continuous multi-use path under the guideway, though some were concerned about the interruption of the path at Langley Lane.

### Sustainability and the Environment

- Participants expressed a desire for solar panels on stations as well as measures to prevent birds from perching and roosting at stations.



Rendering of interior platform at Green Timbers Station

### Disruption During Construction and Operations

- Participants were interested in construction plans and some expressed concern about potential impacts during construction, especially traffic impacts and the potential for using side streets in residential areas to bypass traffic and avoid Fraser Highway.
- Some expressed concern about noise levels during operations and were interested in understanding expected noise levels, and potential noise screening or buffers when the SkyTrain is in service.

### Other

- Participants expressed support for the expansion getting underway, including the economic activity it will bring and how it will help residents move around the region more sustainably and reliably.
- They also appreciated the public engagement events, including the information presented and the opportunity to talk to project representatives.



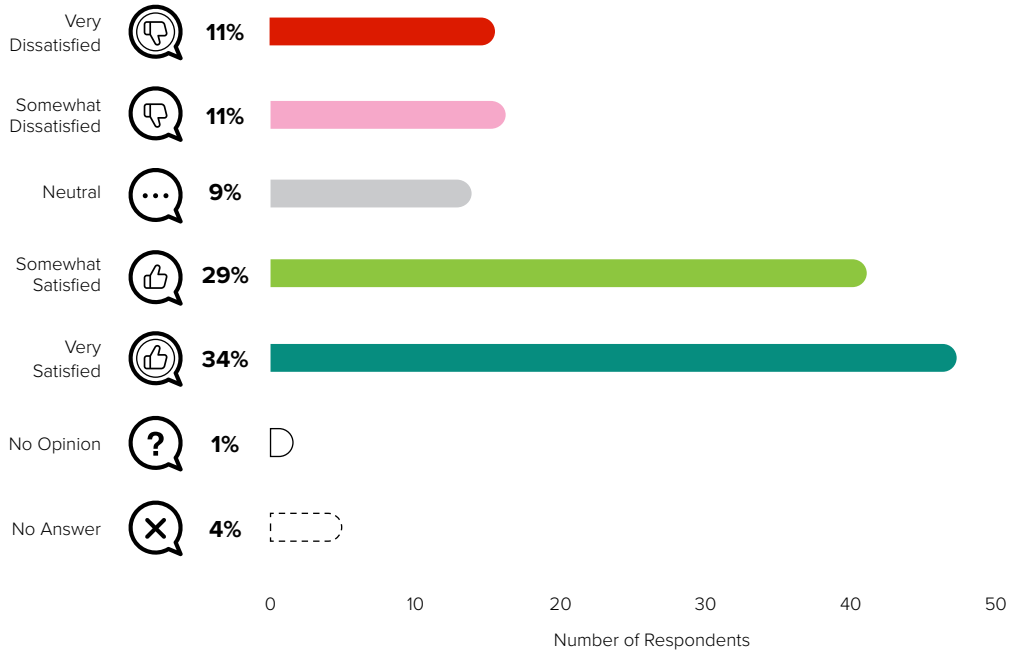
Langley City Centre Station exterior at transit exchange and bike parkade



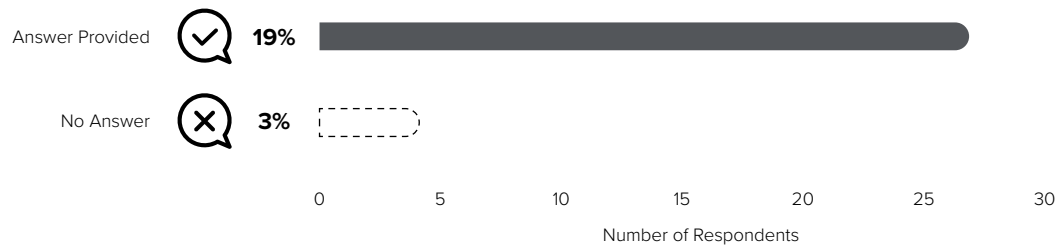
### Feedback Form

Thirteen questions were posed with an estimated time requirement of 10 minutes to complete the survey. A summary of the responses for each question are included below:

**Q1: How satisfied are you that the updated designs respond to the feedback received in the design process to date?**



**Q2: If very or somewhat dissatisfied, please elaborate in what ways are you dissatisfied with the response to the feedback described above?**

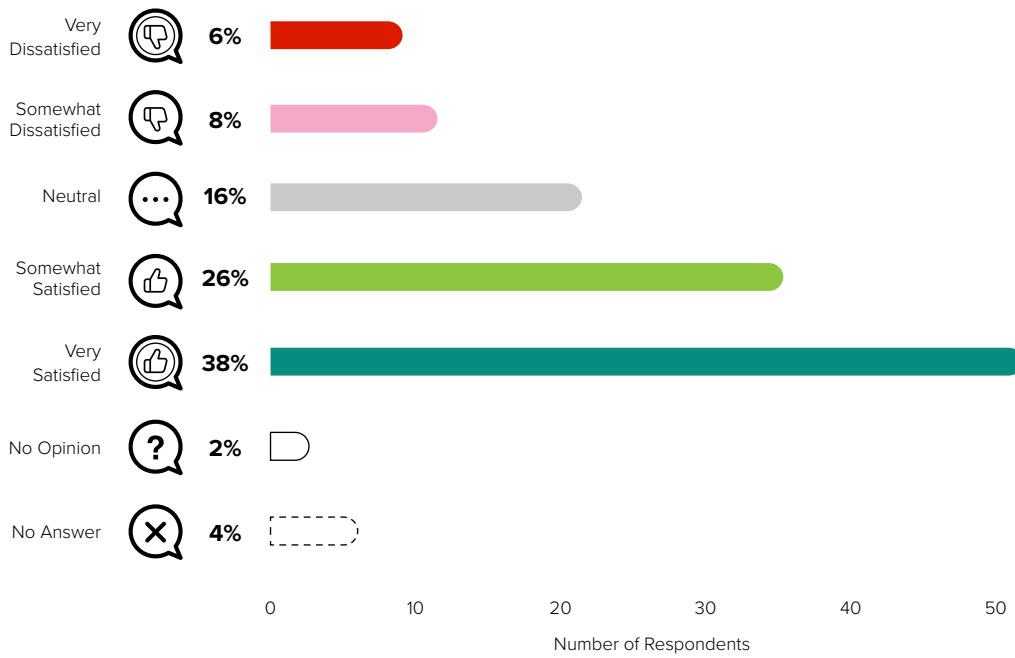


**Q2 response summary:**

Feedback focused on various issues related to parking, accessibility and safety:

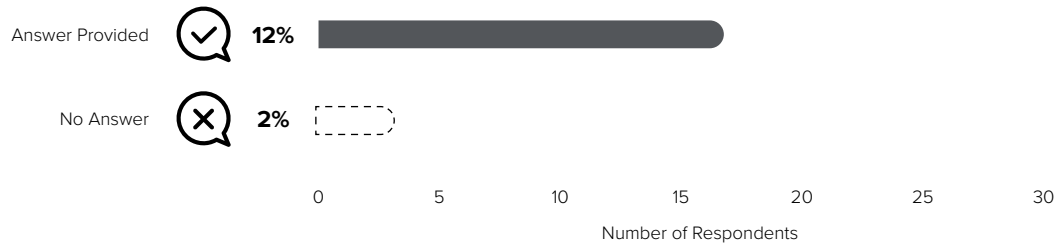
- The absence of park and ride facilities at the stations and details about future bus connections for transit users raised concerns about increased parking impacts on surrounding neighbourhoods, as well as concern that those who live further from the stations will opt to stay in personal vehicles.
- Accessibility concerns focused on a preference for centre platform design at all stations, which is perceived to provide advantages with more efficient use of space, better navigation for wayfinding, ease of maintenance, better security, and multiple elevators in the event of maintenance or malfunction.
- Concern about potential increases in traffic volume on major roadways, and the need for safe pedestrian access to and from stations at street level.
- Concerns about safety for transit users, vandalism, and the security of bike parkades from theft.

Q3: Which best describes your overall opinion of the proposed design enhancements?



Public open house at Coast Langley City Hotel & Convention Centre on December 2, 2024

**Q4: If very or somewhat dissatisfied, please elaborate in what ways are you dissatisfied with the design enhancements described above?**

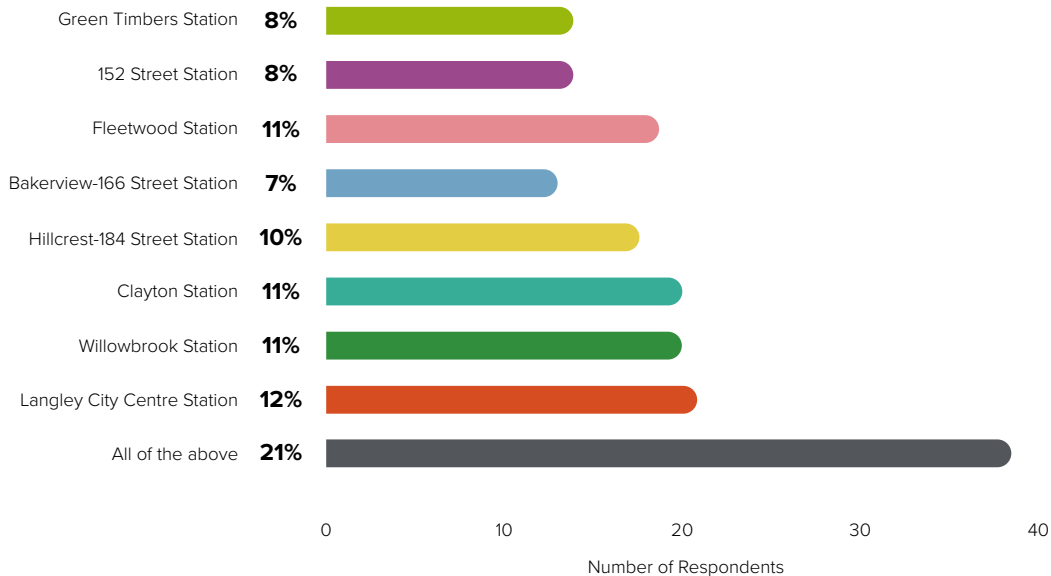


**Q4 response summary:**

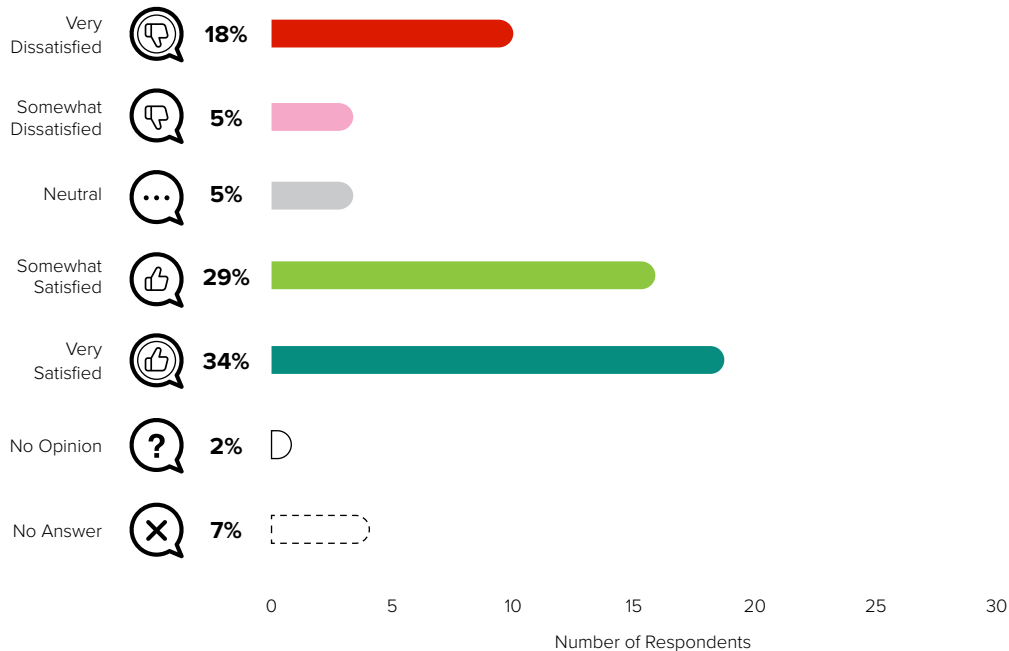
Of those who were dissatisfied, concerns were raised about the coloured glass, specifically the durability, maintenance, cost, similarity of colours between stations and effectiveness for those with colour vision deficiency. Suggested improvements included etching or station signage on the glass to enhance visibility and distinctiveness and support wayfinding.

Another common comment was the preference for centre platforms rather than side platforms.

**Q5: Which station would you like to provide feedback on regarding the updated designs?**



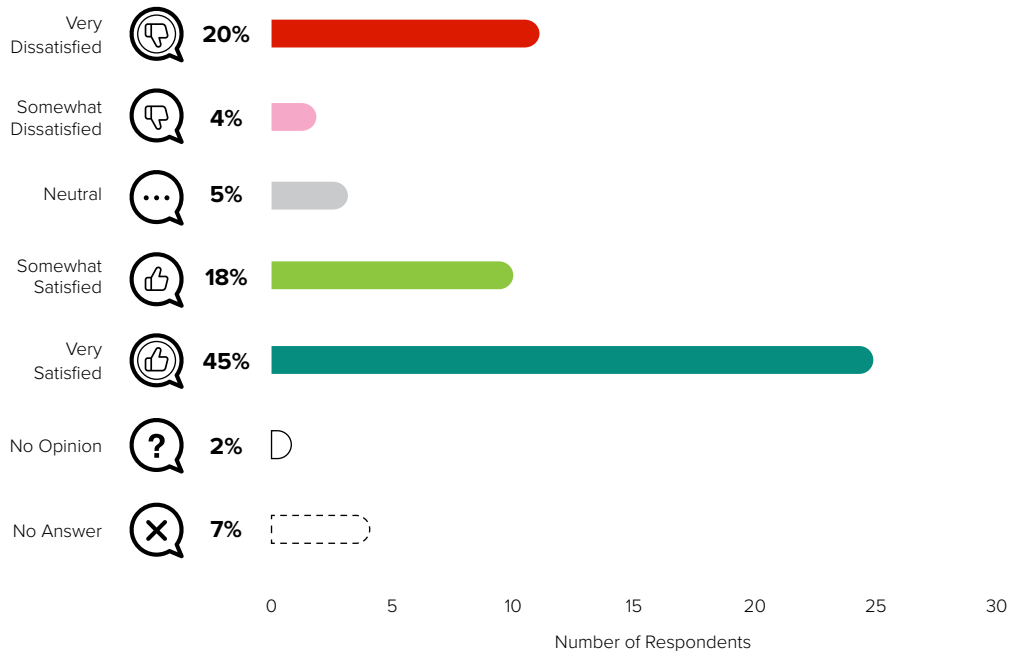
**Q6(a): Which best describes your opinion of the station design enhancements for Green Timbers Station?**



**Q6(b): What additional comments do you have, if any, about the design elements for Green Timbers Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Positive comments on the green colour elements that identify with the Green Timbers area, including suggestions to combine green glass panels with unique graphics (such as tree shapes) to enhance station identity. There was some concern raised that the coloured glass may not age well. Also, the darker green shown for Willowbrook Station would fit better at Green Timbers Station.
- For the station plaza, there was interest in using the same paver pattern at all plazas for ease of maintenance, but instead consider lighting with the colour theme to enhance identity, interest, and excitement.
- Desire to add a commercial space at this station for passenger convenience.
- Desire to manage the acoustical impact from the station and track on the neighbouring Green Timbers Urban Forest.
- Interest in maintaining views to the City of Surrey skyline from the west platform.
- Desire for an overhead walkway above the full width of Fraser Highway.

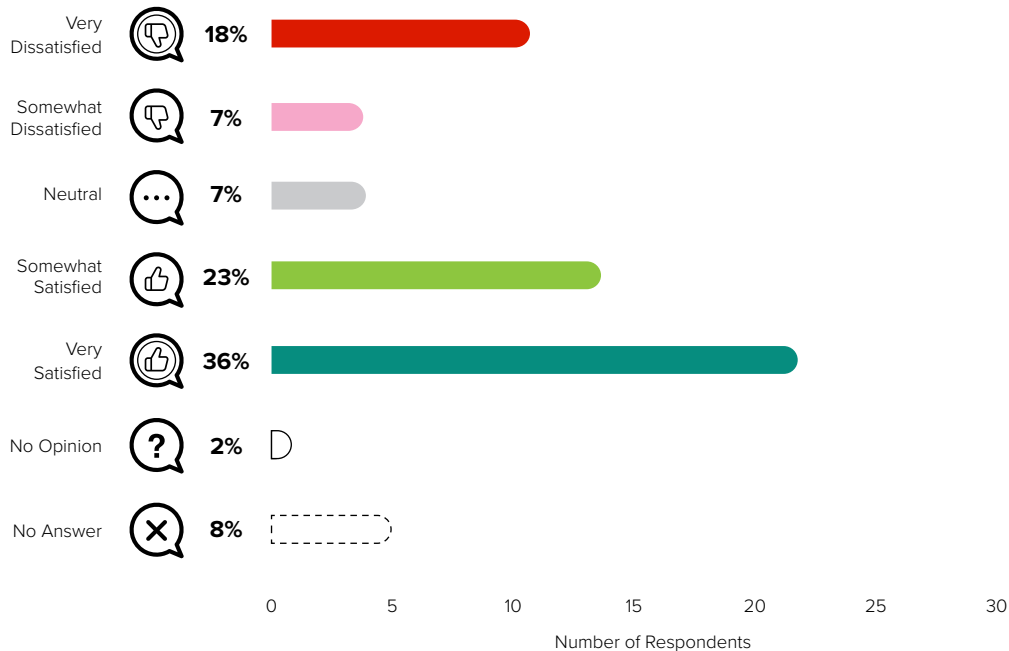
**Q7(a): Which best describes your opinion of the station design enhancements for 152 Street Station?**



**Q7(b): What additional comments do you have, if any, about the design elements for 152 Street Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Positive comments on the use of colour, with suggestion for a lighter colour that more closely matches the cherry blossom theme that would be more distinctive from other stations. Other suggestions were to incorporate more colour on the exterior, such as the plaza area, the overpass and through coloured lighting.
- Suggestion that 152 Street Station should be designed to account for higher volumes now and in the future.
- Concern that planters may interrupt the path between the station entrance and bus stops, specifically the planter shown just north of the main station entrance.
- Support for the eastern entrance and overpass.
- Desire for signage to deter drop-offs along Fraser Highway west of 152 Street.
- Suggestion to consider adding a mini bus loop similar to Burquitlam Station.

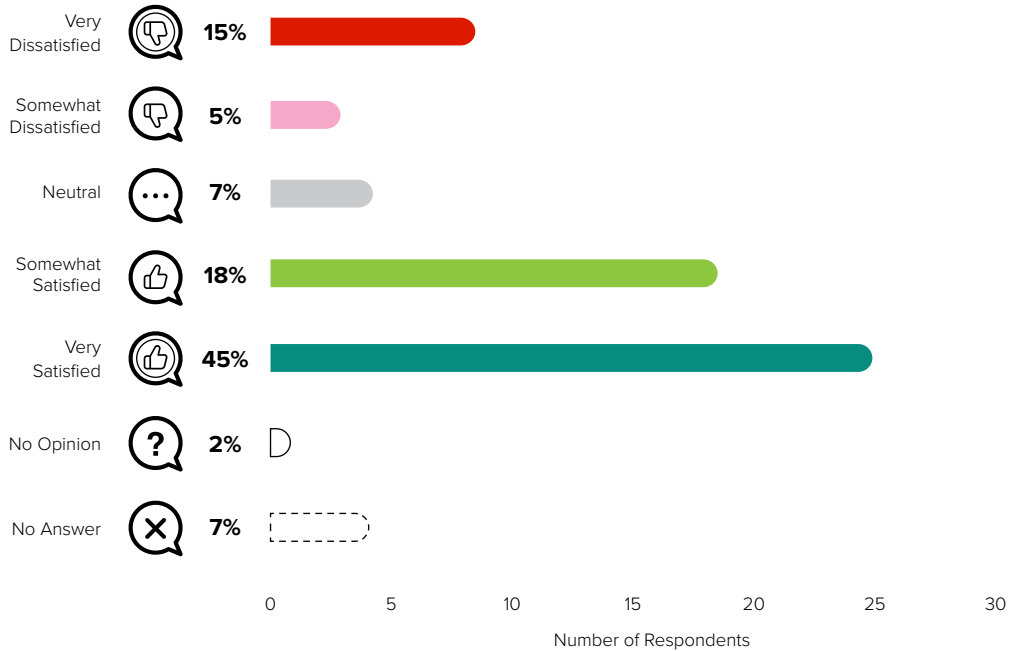
**Q8(a): Which best describes your opinion of the station design enhancements for Fleetwood Station?**



**Q8(b): What additional comments do you have, if any, about the design elements for Fleetwood Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Positive comments on the proposed colour, with suggestion to extend the use of colour so it is more visible outside the station, including using coloured lighting.
- Suggestion to include graphic patterns on the glass.
- Concern about management of the passenger drop off area on Fraser Highway and conflicts with bus stops.
- Concern about the proximity of the station to neighbouring housing and the associated vehicle and foot traffic in the area.
- Concerns about pedestrian and bike access were noted. Suggestions to improve access included enhancing the cycling pathways and conducting a pedestrian traffic analysis for the intersection at Fraser Highway and 160 Street to help inform additional enhancements.

**Q9(a): Which best describes your opinion of the station design enhancements for Bakerview-166 Street Station?**

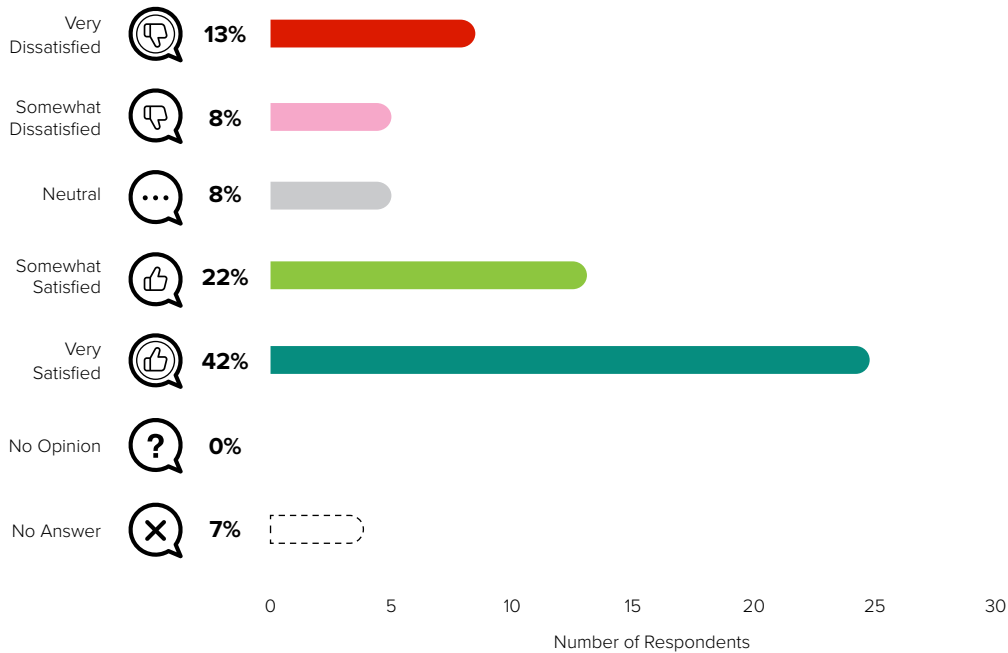


**Q9(b): What additional comments do you have, if any, about the design elements for Bakerview-166 Street Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Views on the use of and proposed colour for Bakerview-166 Street Station (ice blue) were mixed.
- Preference for a park and ride option or additional parking was noted.
- Desire for a walking path connecting the station to 168 Street to shorten walking distances and improve pedestrian access.



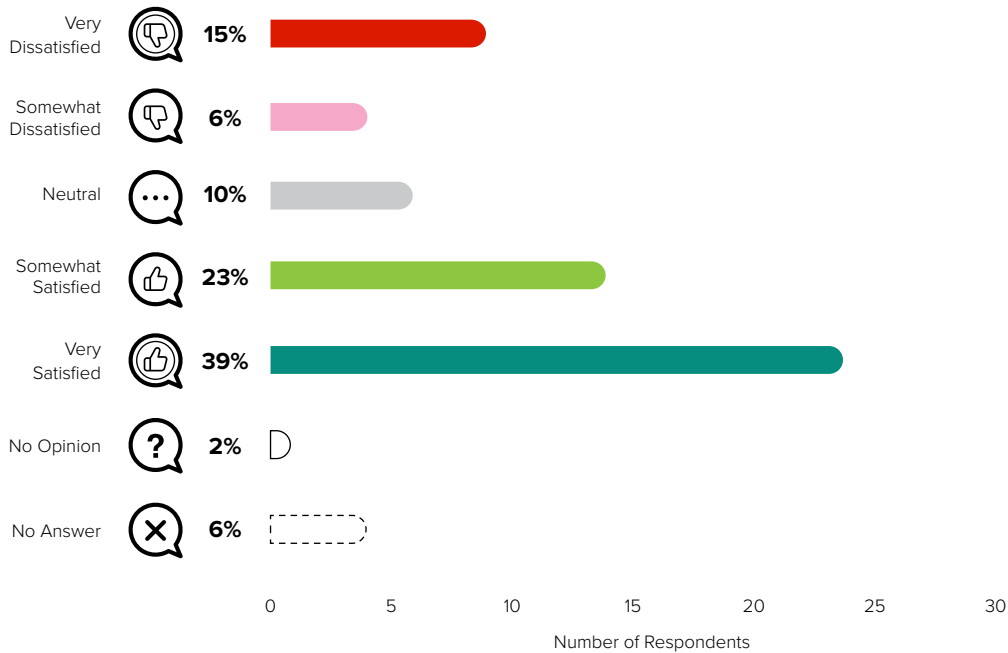
**Q10(a): Which best describes your opinion of the station design enhancements for Hillcrest-184 Street Station?**



**Q10(b): What additional comments do you have, if any, about the design elements for Hillcrest-184 Street Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- General appreciation for the use of colour at the station, but comments varied on the choice of colour (harvest gold). Suggestions focused on adding more contrast, vibrancy, or using different hues, and to use colour on the exterior as well.
- Concerns about station connectivity, including location of bus stops and the need for more passenger pick-up / drop-off zones.
- Desire to add more texture to the cladding and consider patterns or images in addition to colour to make the station unique.

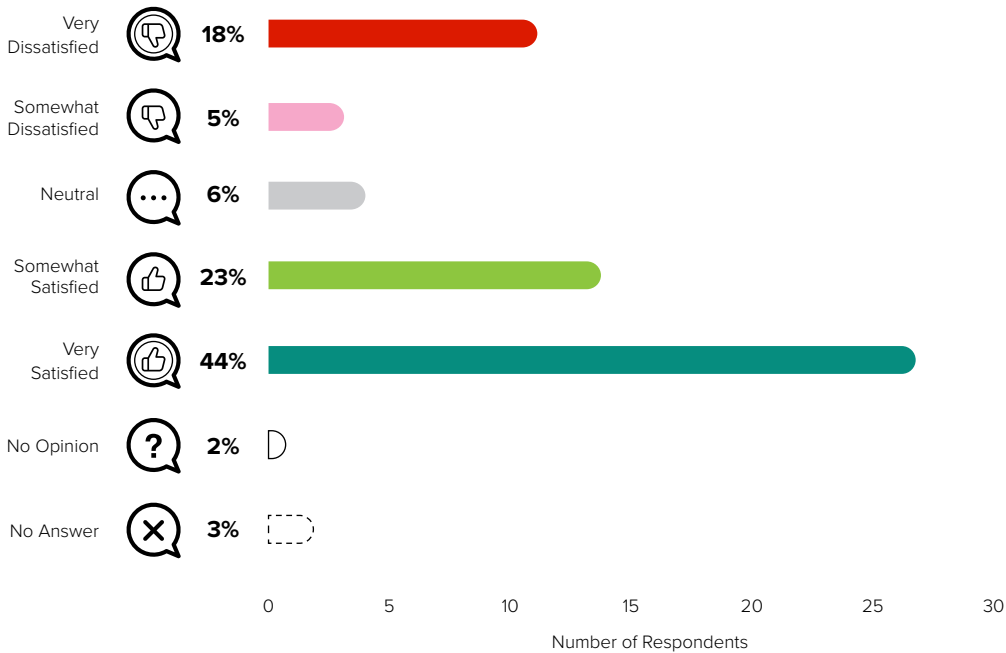
**Q11(a): Which best describes your opinion of the station design enhancements for Clayton Station?**



**Q11(b): What additional comments do you have, if any, about the design elements for Clayton Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- General appreciation for the use of colour, though views on the proposed colour (blue/green) and rationale were mixed.
- Desire to add the station name or a pattern to the colour glass elements to support those with colour vision impairment.
- Interest in protecting the station from bright sunlight and heat in the hot summer months.
- Concerns about connectivity to the station, focusing on the need to improve pedestrian safety at 188 Street and Fraser Highway, including suggestions for an overpass.
- Interest in having protected bike lanes on Fraser Highway.

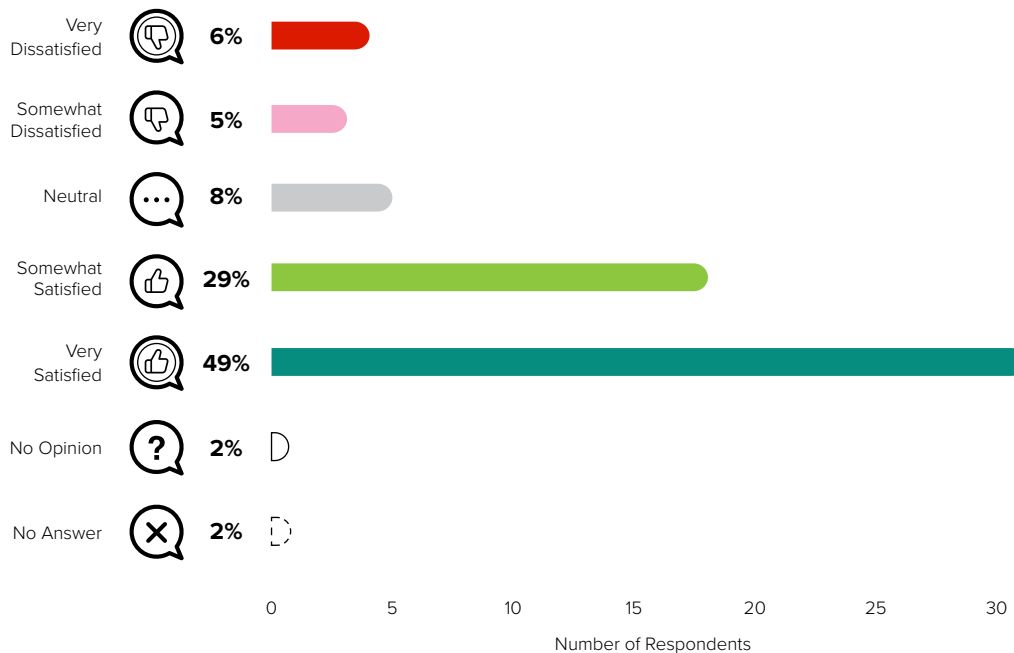
**Q12(a): Which best describes your opinion of the station design enhancements for Willowbrook Station?**



**Q12(b): What additional comments do you have, if any, about the design elements for Willowbrook Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Strong interest in a park and ride facility at this station, given its proximity to the mall and future development.
- Desire for the station to be well integrated with the transit exchange and Bus Rapid Transit.
- Positive comments on the use of colour, including a suggestion to add exterior colour, and a suggestion to consider swapping colour with Green Timbers Station.
- Anticipation that this station will be busy, and therefore comments reflected an interest in design elements that will minimize conflicts between pedestrians and cyclists, such as signage or coloured pathways.

**Q13(a): Which best describes your opinion of the station design enhancements for Langley City Centre Station?**



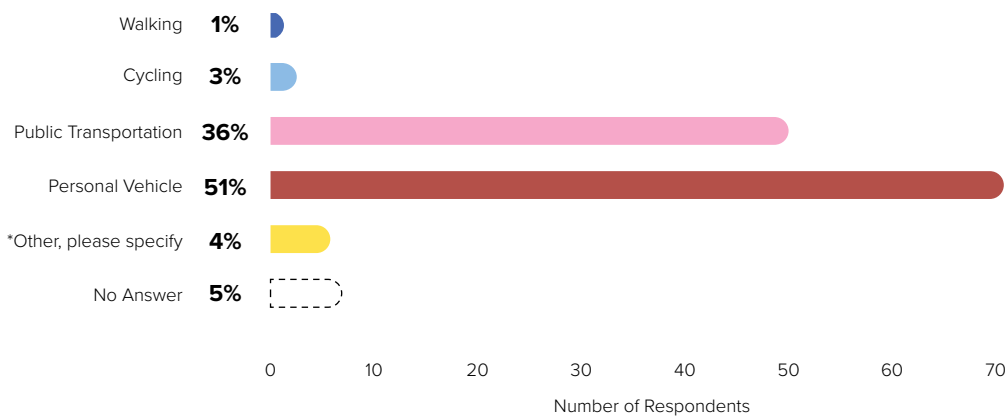
**Q13(b): What additional comments do you have, if any, about the design elements for Langley City Centre Station (e.g. overall design, features, colours, proposed landscaping, etc.)?**

- Support for the approach to colour, including the use of colour for other station and plaza elements such as paving, lighting and wayfinding. Interest in using graphics or historic images of the area as an alternate to colour.
- Concern about the layout and functionality of the stairs and a desire for additional staircases to support egress.
- Concern that the bus exchange is too small.
- Noting this station is at the core of the city, interest in land use and a desire to incorporate housing or commercial uses as part of the station.

## Demographics

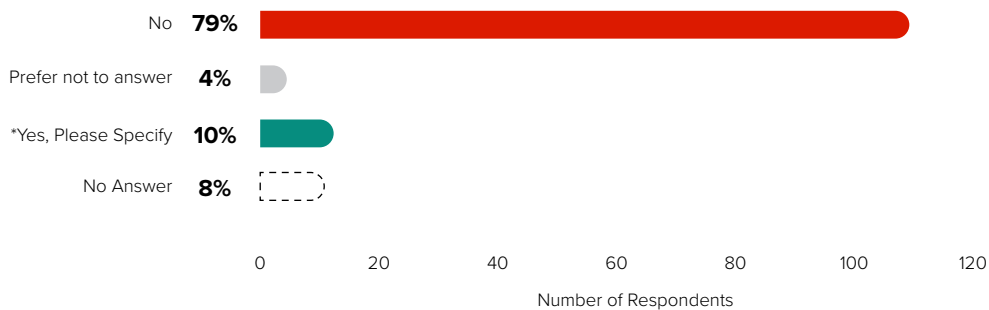
The Province of BC is committed to ensuring that government policies, programs and services are working for all British Columbians, including traditionally under represented groups. The SLS Project endeavours to engage diverse audiences and will continue to do so throughout the duration of the project. Demographic questions help us understand who is providing feedback and can help to inform future outreach and engagement efforts.

**D1: In the Surrey and/or Langley areas, which mode of transportation do you primarily use to travel?**



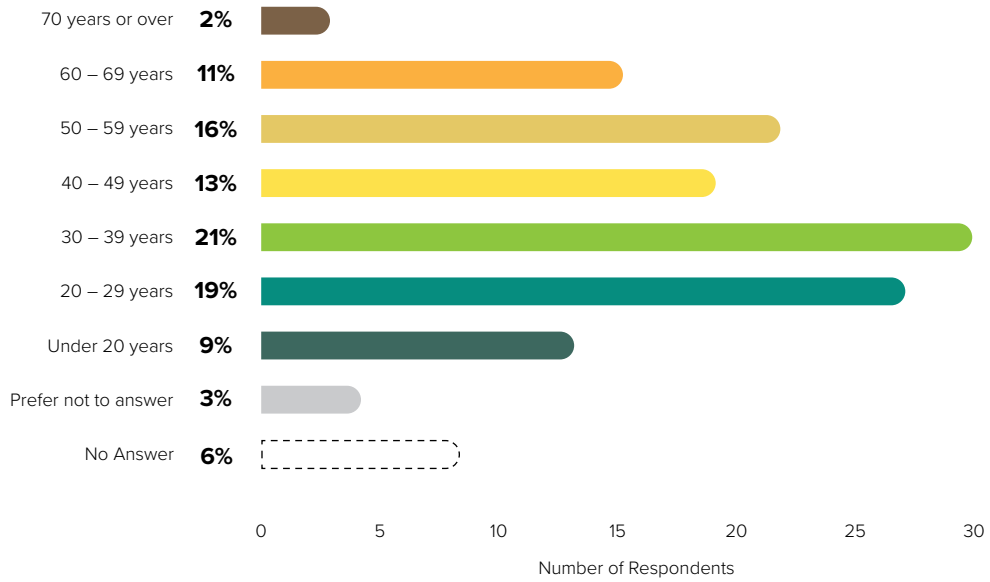
*\* For those who indicated 'Other' to the above question, most of the responses indicated use of car share or passenger in a private vehicle.*

**D2: Do you have specific accessibility needs or considerations when using public transportation facilities? For example, a health condition, a physical condition that affects mobility, vision, hearing, cognition or requires the use of an aid such as a stroller, wheelchair, cane, or walker.**

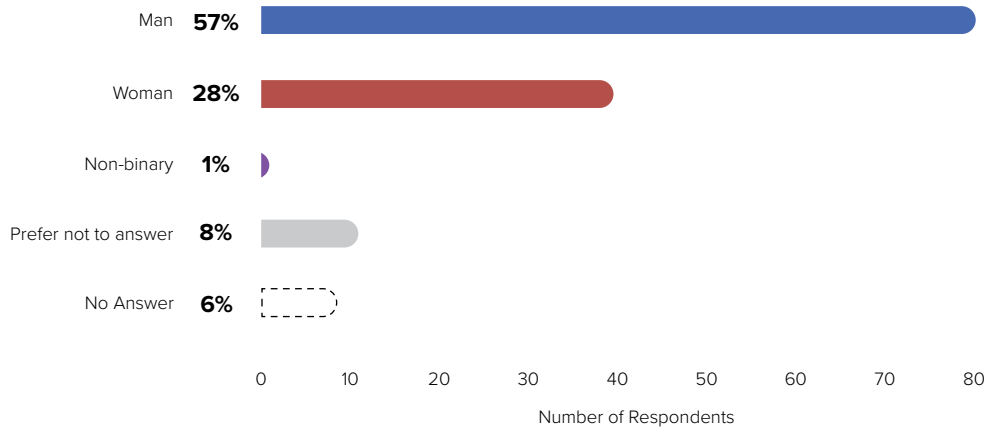


*\* For those who indicated 'Yes' to the above question, the main accessibility need noted was the use of strollers for those with children. Other accessibility needs identified include hearing issues, and the use of assistive mobility devices such as walkers, scooters, or wheelchairs. Parking options for cargo or tandem bikes was another consideration, while the distance between stations was also cited as a potential accessibility concern.*

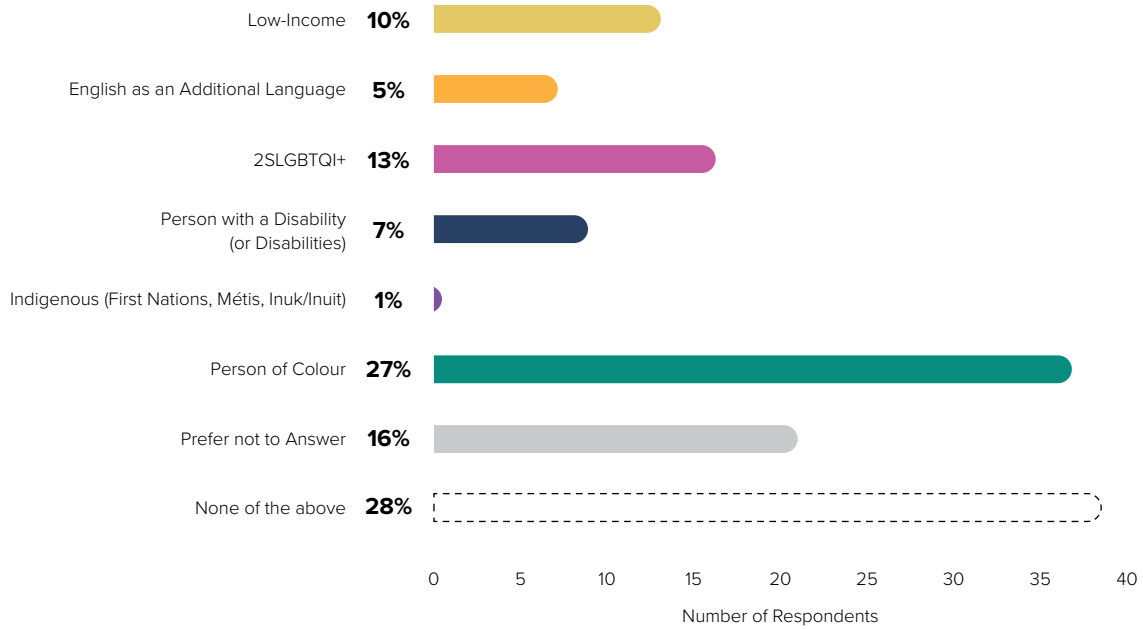
**D3: What is your age?**



**D4: Please indicate your gender.**

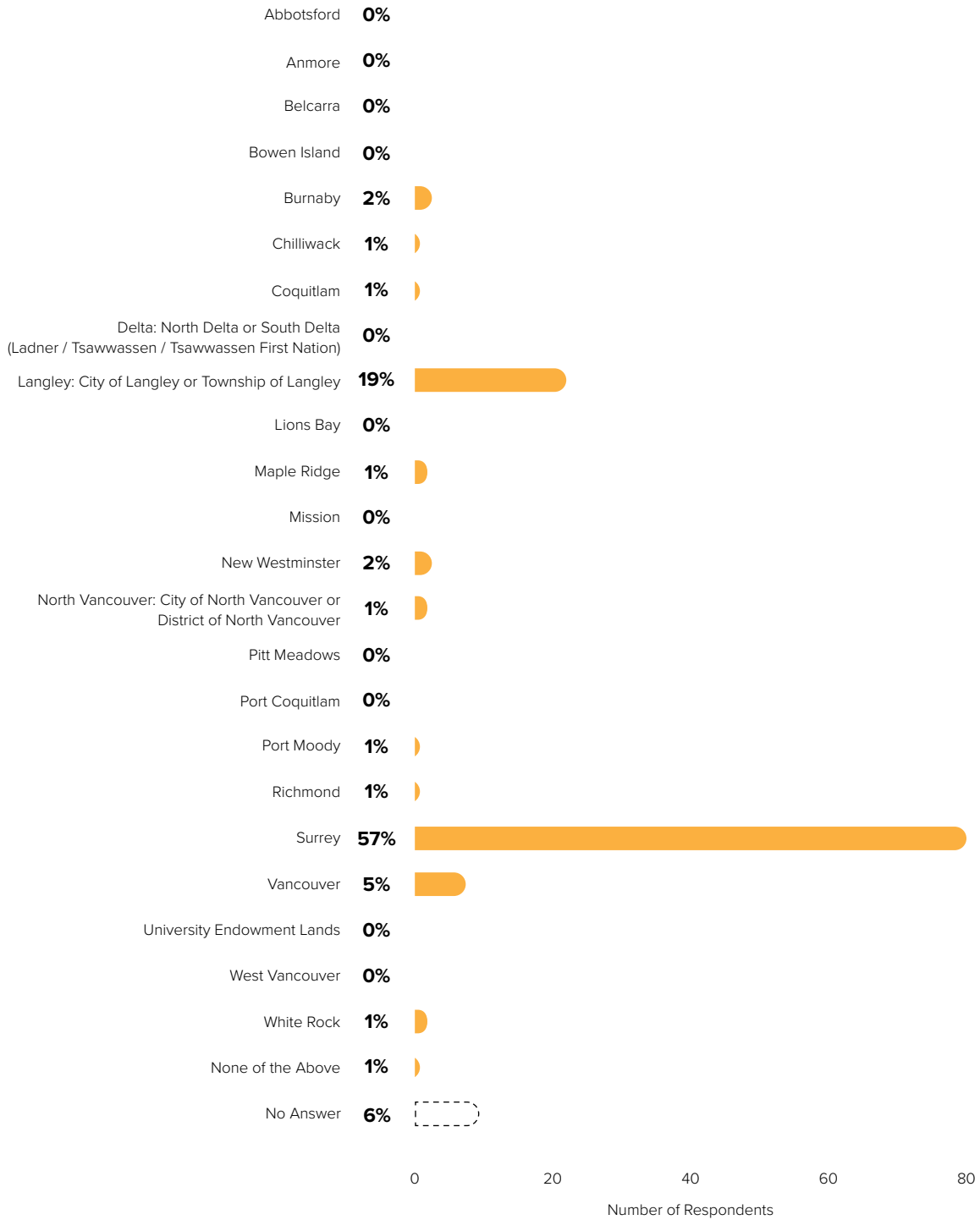


**D5: With which, if any, of the following groups do you identify? (select all that apply)**



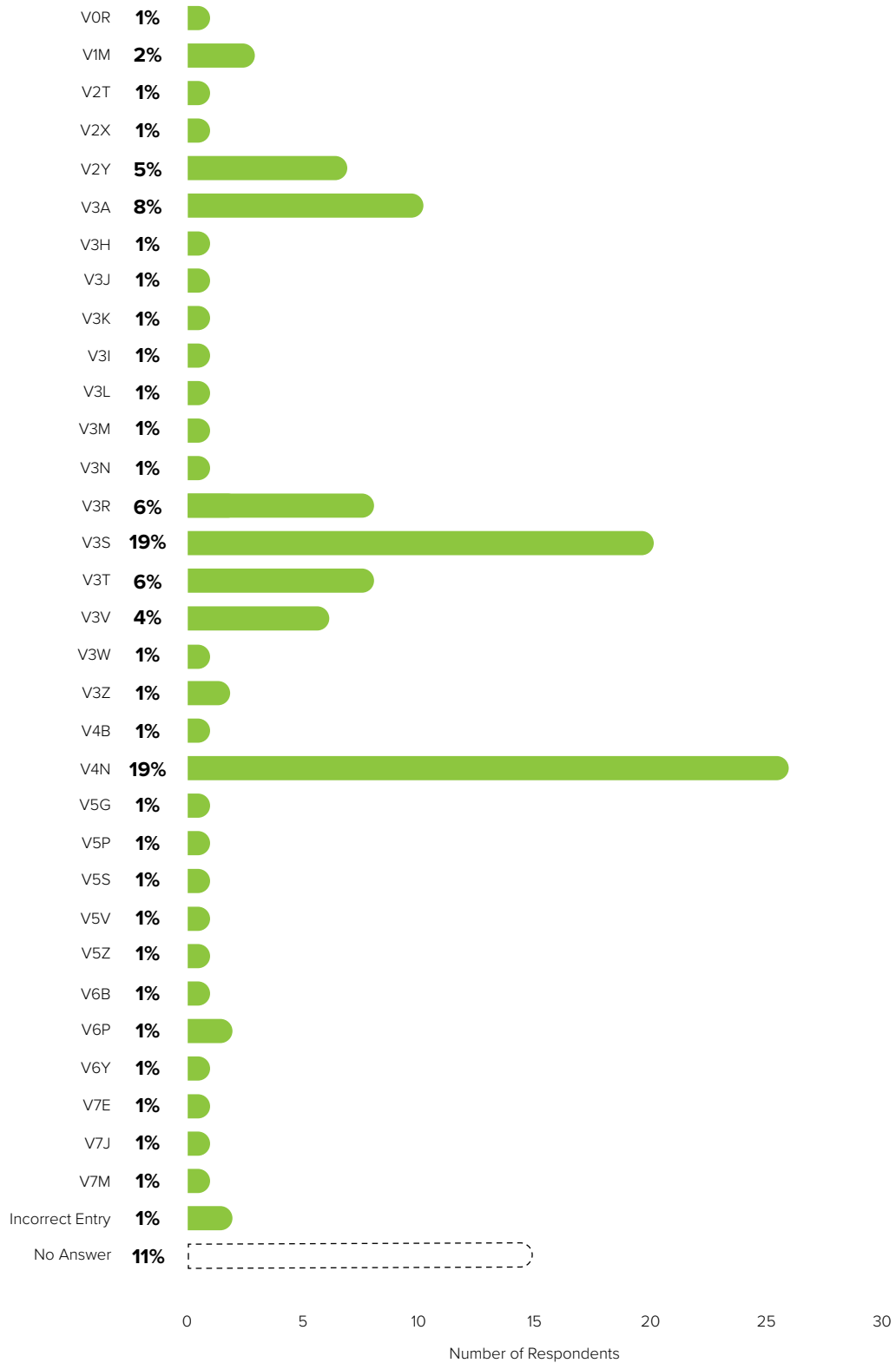
Public open house at Comfort Inn & Suites on December 5, 2024

**D6: In which municipality do you currently reside?**





**D7: Please provide the first three characters of your postal code (e.g. V9E)**



An architectural rendering of a modern transit station, overlaid with a semi-transparent blue filter. The station features a multi-level design with a prominent glass-enclosed upper level and a lower level with a covered walkway. A sign above the entrance reads "Hillcrest-184 Street Station". Several stylized human figures are shown walking on the sidewalks and near the station entrance. The foreground shows a road with dashed white lines and a blurred car in motion.

# 5

## Next Steps

## Next Steps

The Province and South Fraser Station Partners will consider the comments received through this Design Advisory Process (DAP), in consultation with Project Partners, including TransLink, City of Surrey, Langley City, and Township of Langley. Feedback will help to inform the final station designs, as appropriate.

This is the second and final round of public engagement as part of the Design Advisory Process. For more information and to subscribe for project updates, visit the project website:

[surreylangleyskytrain.ca](https://surreylangleyskytrain.ca)



Public open house at Comfort Inn & Suites on December 5, 2024

An architectural rendering of Willowbrook Station, a modern transit hub. The station features a prominent glass and steel structure on the left, a long elevated walkway or platform in the center, and a ground-level entrance on the right. The scene is populated with various people: a cyclist, a person on a scooter, a person pushing a stroller, and several pedestrians. The entire image is overlaid with a semi-transparent blue filter. The text 'Willowbrook Station' is visible above the ground-level entrance.

# 6

## Appendices

# Appendix A – Promotional Materials

## Post Card (Front)

Learn more about the  
**Surrey Langley SkyTrain Station Designs**



The Surrey Langley SkyTrain project will extend the Expo Line along Fraser Highway from King George Station in Surrey to the terminus station at 203 Street in Langley City Centre.



Between November 28 and December 12, 2024, the Province of B.C. will share what we heard in the first round of engagement and present updated designs for the eight new stations.

## Post Card (Back)

**Join us!**  
Learn more about the project and view the updated designs of the eight future stations at an open house or virtual session, or provide your feedback through our online form.



Icon	Date	Time	Location
	<b>November 28, 2024 Thursday</b>	3:00pm to 7:00pm	Hope Community Church 18625 Fraser Highway Surrey
	<b>November 30, 2024 Saturday</b>	11:00am to 3:00pm	Hampton Inn & Suites 19500 Langley Bypass Surrey
	<b>December 2, 2024 Monday</b>	3:00pm to 7:00pm	Coast Langley City Hotel & Convention Centre 20393 Fraser Highway Langley
	<b>December 5, 2024 Thursday</b>	3:00pm to 7:00pm	Comfort Inn & Suites 8255 166 Street Surrey

**Share your feedback online**  
[engage.gov.bc.ca/surrey-langley-skytrain](https://engage.gov.bc.ca/surrey-langley-skytrain)  
[surrey-langley-skytrain@gov.bc.ca](mailto:surrey-langley-skytrain@gov.bc.ca)  
[surrey-langley-skytrain.ca](https://surrey-langley-skytrain.ca)

**Online**  
**December 11, 2024  
Wednesday**  
 Virtual information session  
 7:00pm to 8:00pm  
 Registration Link  
[bit.ly/SurreyLangleySkyTrainStationDesign](https://bit.ly/SurreyLangleySkyTrainStationDesign)

## Poster

Learn more about the  
**Surrey Langley SkyTrain Station Designs**

The Surrey Langley SkyTrain project will extend the Expo Line along Fraser Highway from King George Station in Surrey to the terminus station at 203 Street in Langley City Centre.



Between November 28 and December 12, 2024, the Province of B.C. will share what we heard in the first round of engagement and present updated designs for the eight new stations.



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**Share your feedback online**  
[engage.gov.bc.ca/surrey-langley-skytrain](https://engage.gov.bc.ca/surrey-langley-skytrain)  
[surrey-langley-skytrain@gov.bc.ca](mailto:surrey-langley-skytrain@gov.bc.ca)  
[surrey-langley-skytrain.ca](https://surrey-langley-skytrain.ca)

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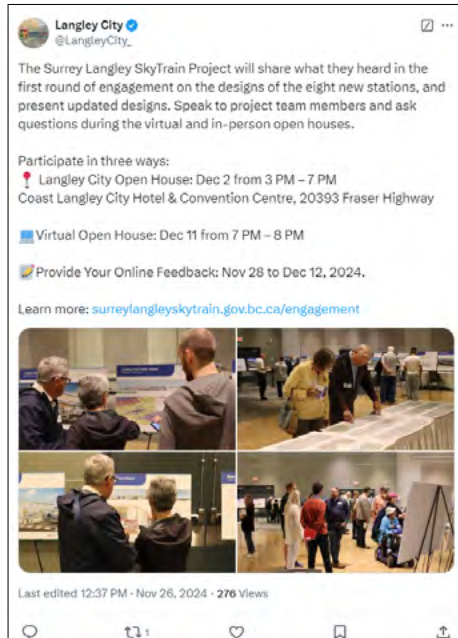
**BC Government website news posting**



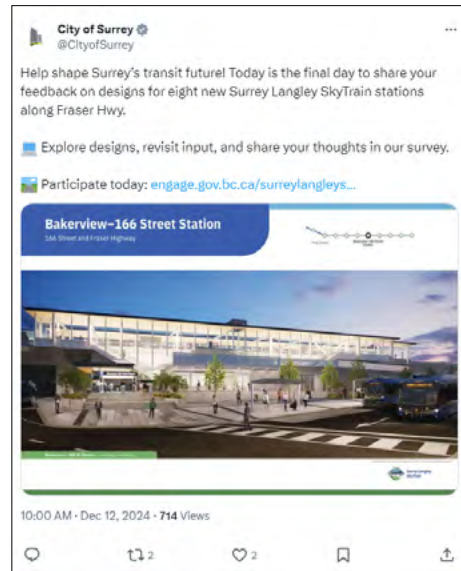
**BC Ministry of Transportation and Transit social media post (X)**



**Langley City social media post (X)**



**City of Surrey social media post (X)**



**Township of Langley social media post (X)**



**Citizen Engagement social media repost (X)**



# Appendix B – Public Engagement Boards

## Introduction Boards (1/3)

### Welcome

## Thank you for your interest in the Surrey Langley SkyTrain project.

The purpose of this open house is to report what we heard in the first round of station design engagement in June 2024, and present updated designs for the SkyTrain stations. Feedback will help to inform final station designs. You will also learn about:

- Project Details
- Transit-oriented Development
- Active Transportation
- Environmental Screening Review (ESR)
- Public Art
- Next Steps

### About the Project

The Surrey Langley SkyTrain project will extend the Expo Line 16 kilometres from King George Station in Surrey to 203 Street in Langley City Centre, primarily along Fraser Highway. It includes an elevated guideway, eight stations and three transit exchanges.

The Surrey Langley SkyTrain will improve transportation options, increase access to housing and services such as childcare and health care, support healthy communities and the environment, and foster economic development.

Once in service, the commute from Langley City Centre to King George Station will be 22 minutes. It will save the average transit commuter approximately 40 minutes a day and relieve congestion along Fraser Highway.

### Project Timeline

- Business case approval and start of procurement: Summer 2022
- Early works: Spring/Summer 2024
- Station design engagement (round 1): Summer 2024
- Project contractors announced: Summer 2024
- Start of major construction: Fall 2024
- We are here. Station design engagement (round 2): Fall 2024**
- In service: Late 2029

### Transit-oriented Development

Transit-oriented development (TOD) is a type of urban development that concentrates housing, jobs, services and other activities close to transit stations, presenting opportunities to build greener, more livable communities.

The areas around all eight stations on the Surrey Langley SkyTrain project are designated as transit-oriented development areas.

TOD will promote livable communities and make it safer and more convenient for pedestrians, cyclists or people who use mobility aids to access the nearest transit hub. There are successful examples across the region that serve as models for this type of integrated development, including the King George Hub, as shown in the picture.

### Active Transportation

The Surrey Langley SkyTrain project will add active transportation facilities along the SkyTrain extension and provide more ways for people to move around the region:

- 14 km of new fully separated two-way bike paths or multi-use pathways along the SkyTrain guideway, connecting into regional active transportation networks and the new stations
- Bike racks and enclosed bike parkades at each station

Once the project is complete, the fully separated bike and pedestrian lanes, multi-use pathways, and cycling amenities will help to:

- Provide more transportation choices to and from SkyTrain stations
- Offer alternatives to cars, reducing congestion
- Foster connected communities
- Facilitate the safe and comfortable movement of people walking, rolling, and cycling along the alignment
- Prioritize healthy lifestyles
- Reduce greenhouse gases

### Environmental Screening Review

#### Where we are now:

- Completed an Environmental Screening Review (ESR) to study potential effects of construction and operations on the environment and identify appropriate mitigation measures
- The ESR was informed by feedback from Indigenous groups, municipalities, the public, and stakeholders
- The project has obtained all key environmental permits

#### Key studies:

- Air quality and greenhouse gases
- Noise and vibration
- Contaminated sites
- Fisheries and aquatics
- Vegetation and wildlife resources
- Archaeology and heritage
- Agricultural land
- Land use
- Transportation and access
- Visual landscape

#### Ongoing:

- Project Contractors' construction environmental management plans (CEMP) are informed by ESR findings
- Mitigations for each identified study will be put in place, where appropriate
- ESR report and CEMP framework are available on the project website

# Introduction Boards (2/3)

## Public Art

Public art is a key component of the SkyTrain network as it enhances passenger experience, contributes to wayfinding, and strengthens community identity.

Stations will feature one piece of public art or First Nations art, seamlessly integrated into the station designs. Public art will be selected through a formal procurement process.

The types of art you can expect to see at the Surrey Langley SkyTrain stations are:

1. 2D Wall Art  
2. 3D Glass Art  
3. 3D Art

## First Nations Art

The project is located within the traditional ancestral lands of several Coast Salish First Nations.

Processes are underway with First Nations to integrate Indigenous art at stations.

First Nations art and other forms of cultural recognition recognize, honour, and celebrate the deep and continued connections to these lands.

Integration of Indigenous art provides an educational opportunity to increase public understanding of the continued cultural and historical significance of this area to First Nations.

1. First Nations public art - Columbia Centre Station, Evergreen Line  
2. First Nations public art - Moody Centre Station, Evergreen Line

## Passenger Experience

The stations include key features to enhance the passenger experience, such as:

- Convenient access to buses and connectors to nearby bike routes.
- Safety and comfort by following Crime Prevention through Environmental Design principles. Transit Police Offices at five stations, and parking for Transit Police at every station.
- Escalators and elevators for ease of passenger movement. Specific stations designed to allow for a secondary elevator between the ground and mezzanine levels.
- Simple, consistent and highly visual wayfinding.
- Urban plazas with space for circulation and ease of movement.
- Accessible fare gates with technology to support hands-free access for eligible customers through TransitLink's Universal Fare Gates Access Program.
- Designated passenger pick-up and drop-off areas.
- Contrasting materials to clearly mark station entrances.
- Space for commercial service/retail areas, where feasible.
- Waiting rooms accessible with the assistance of a SkyTrain attendant. Open washrooms are being explored at specific stations.

## What We Heard

Between June 18 and June 30, 2024, the Province invited feedback on the designs of the Surrey Langley SkyTrain stations.

- 74% of respondents noted that they are satisfied with the overall station designs.
- 80% of respondents indicated that they are satisfied with the passenger experience features of the stations.

Feedback helped to inform updated station designs. The top comments are summarized below:

Topic	What We Heard	Responses
Station Design	Station entrance design that allows the mezzanine level to be visible from the ground level.	Options for the mezzanine level design, such as glass railings and glass or metal balustrade design, will be explored.
Wayfinding	Wayfinding signs that are visible from the mezzanine level.	The station design team will explore options for wayfinding. Wayfinding signs are located on the First Floor and all levels, and are visible from the mezzanine level.
Wayfinding	Wayfinding signs that are visible from the mezzanine level.	In addition, TransitLink is exploring options such as Balustrade 100 Street and Langley City Center Stations. The Balustrade sign will be visible from the mezzanine level.
Parking	Options for park and ride facilities around stations.	Park and Ride facilities are part of the project, and are the project's largest parking lot. TransitLink is exploring options for park and ride facilities around stations. TransitLink will explore the options for park and ride facilities around stations, including the use of off-street parking.
Parking	Options for park and ride facilities around stations.	TransitLink is exploring options for park and ride facilities around stations, including the use of off-street parking.
Wayfinding	Wayfinding signs that are visible from the mezzanine level.	Wayfinding signs are visible from the mezzanine level. TransitLink will explore the options for wayfinding signs around stations, including the use of off-street parking.
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## What we Heard

Topic	What We Heard	Responses
Accessibility	Provide a visible entrance to ground level from the mezzanine level.	Station and mezzanine level design of an elevated station. Station design will be visible from the ground level. Station design will be visible from the mezzanine level.
Accessibility	Provide a visible entrance to ground level from the mezzanine level.	Station and mezzanine level design of an elevated station. Station design will be visible from the ground level. Station design will be visible from the mezzanine level.
Accessibility	Provide a visible entrance to ground level from the mezzanine level.	Station and mezzanine level design of an elevated station. Station design will be visible from the ground level. Station design will be visible from the mezzanine level.

## Making Each Station Unique

The stations are part of a cohesive design family, with distinct features to make each one unique. Design elements are carefully crafted to support a positive passenger experience, and welcoming, memorable environment. Together, these elements contribute to an enhanced urban experience, creating a sense of place for both passengers and the surrounding community.

## Station Design

The station designs aim to:

- Create familiarity across the SkyTrain system through simple, highly visible and unique station entrances, as well as through the use of consistent materials, finishes and space planning.
- Support efficient and easy movement for passengers including access to adjacent buses and bike routes, while minimizing the stations' footprint.
- Foster a positive passenger experience through effective wayfinding and other passenger conveniences.

## Station Design Enhancements

Colour adds visual interest and supports wayfinding

Each station will feature coloured glass near elevators and along the station waiting area. The coloured glass is used to help both the train and platform to enhance the passenger arrival experience. The colour is embedded in the glass, ensuring it remains vibrant over time.

Exterior panels enhance public realm

Each station will feature unique, durable, and low-maintenance panels. Panels can be customized with different sizes, shapes, shades, and textures to provide a distinct look. The panels also have anti-graffiti properties, ensuring long-lasting quality with minimal maintenance. Panels add visual appeal for pedestrians, cyclists, and transit users, and enhance the surrounding experience without compromising safety or durability.



# Introduction Boards (3/3)

## Station Design Enhancements

The use of colour will enhance the unique character of each station. Proposed colours are inspired by the local landscape, history and surroundings. Final colour selections will consider the following:

- First Nations input, values, and connections
- Accessibility needs
- Station art
- Community feedback
- Wayfinding signage

Station	Design Inspiration
<b>Green Timber Station</b>	Inspired by an urban forest, Green Timber Station is a natural extension of green spaces. The site will also help offset the visual impact of the station on the surrounding landscape.
<b>113 Street Station</b>	Inspired by the local green space of 113 Street Station, the station will be designed to blend with the surrounding urban context for 113 Street Station.
<b>Planned Station</b>	Proposed in the recent call for Planned Station, it is inspired by the local green space of 113 Street Station, the station will be designed to blend with the surrounding urban context for 113 Street Station.
<b>Bakerloo 146 Street Station</b>	Proposed in the recent call for Bakerloo 146 Street Station, it is inspired by the local green space of Bakerloo 146 Street Station, the station will be designed to blend with the surrounding urban context for Bakerloo 146 Street Station.
<b>118 Street Station</b>	Inspired by the local green space of 118 Street Station, the station will be designed to blend with the surrounding urban context for 118 Street Station.
<b>Clayton Station</b>	Clayton Station is a residential area surrounded by parks, including North York Park. The station will be designed to blend with the surrounding urban context for Clayton Station, the station will be designed to blend with the surrounding urban context for Clayton Station.
<b>Wilket Creek Station</b>	Inspired by the Wilket Creek and Highline Road, the station will be designed to blend with the surrounding urban context for Wilket Creek Station, the station will be designed to blend with the surrounding urban context for Wilket Creek Station.
<b>Langley City Centre Station</b>	The BC Electric Railway stop at Langley Station is located in the heart of the city. The station will be designed to blend with the surrounding urban context for Langley City Centre Station, the station will be designed to blend with the surrounding urban context for Langley City Centre Station.

## Station Materials and Finishes

Several factors help to inform the selection of station materials and finishes, including durability, design precedents, maintenance, performance and safety.

**The station designs will:**

- Maximize glazed areas to provide abundant natural light into the stations
- Use materials that are standard in size and palette
- Incorporate anti-graffiti coatings on walls in public areas, or products with strong and anti-graffiti properties
- Use sustainable materials where appropriate, such as cross-laminated timber and nail-laminated timber for platform roofs and entrance canopies

**Design precedents:**

**Material palette:**

## Site Materials and Finishes

**Landscaping materials:**

- Concrete paving
- Stone paving
- Gravel paving
- Permeable paving

**Distinctive pavement designs improve wayfinding and foster a stronger sense of neighbourhood identity.**

**Different pavement materials are used for the various plaza circulation paths to create a visual distinction that enhances safety.**

**Landscaping is designed to provide a diverse planting palette with seasonal interest. Native, drought-tolerant species are prioritized, with a high efficiency drip irrigation system to minimize water consumption.**

**Precedents:**

## Site Materials and Finishes

Distinct paving patterns at key station plaza locations enhance station identity and contribute to place-making, with variations in pattern and colour reflecting the station's architecture, function and context. Consistent decorative paving treatments at main entrances and circulation areas provide clear wayfinding across the system.

**System-wide paving treatments**

**Station specific paving treatment**

\*Specific patterns may be adjusted in detailed design.

## Landscape Enhancements

The planting design emphasizes resilience, sustainability and biodiversity. Landscaping will create seasonal interest and enhance the character of each station. Both ornamental and native species will be considered for their drought tolerance, hardiness, and adaptability to local conditions. Final planting selections will also consider First Nations input.

**Trees:**

**Shrubs:**

## Next Steps

Please provide your feedback on the station designs by **December 12, 2024** at <http://engage.gov.bc.ca/surrey-langley-skytrain>

Feedback will help to inform final designs. We look forward to your comments.

## Keep in Touch

Thank you for your interest in the project and participation in this public engagement. Please stay in touch:

Subscribe to receive project updates: [surrey-langley-skytrain.gov.bc.ca/notifications](http://surrey-langley-skytrain.gov.bc.ca/notifications)

Visit our project website: [surrey-langley-skytrain.ca](http://surrey-langley-skytrain.ca)

Send us an email: [surrey-langley-skytrain@gov.bc.ca](mailto:surrey-langley-skytrain@gov.bc.ca)

## Green Timbers Station Boards

**Green Timbers Station**  
140 Street and Fraser Highway

- Platform and stage enhanced with elevated glass panels
- Station specific design on exterior building panels
- High level of lighting for station

**Green Timbers Station**  
140 Street and Fraser Highway

Green Timbers Station will be a 2-level station building.

**Green Timbers Station**  
140 Street and Fraser Highway

Green Timbers Station - platform view

**Green Timbers Station**  
140 Street and Fraser Highway

South station site plan

Station site plan

**Green Timbers Station**  
140 Street and Fraser Highway

**Green Timbers Station features:**

- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a SkyTrain attendant
- Secure enclosed bike parkade
- Effective wayfinding and other passenger conveniences

Platform floor plan

Concourse floor plan

Mezzanine floor plan

Examples of tactile wayfinding tiles in concourse area at the platform

## 152 Street Station Boards

**152 Street Station**  
152 Street and Fraser Highway




**152 Street Station**


- Platform and bridge reinforced with coloured glass panel
- Station sign design on exterior cladding panels
- Plaza paving pattern reflecting station location





**152 Street Station**  
152 Street and Fraser Highway




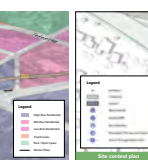
**Small station architecture**



**Aerial view**




**Site context plan**

**152 Street Station**  
152 Street and Fraser Highway


**152 Street Station features:**

- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a SkyTrain attendant
- Secure enclosed bike parkade
- Transit Police administrative office

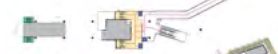


**Legend**


- Platform
- Station
- Plaza
- Enclosed bike parkade
- Transit Police administrative office
- Washroom
- Wayfinding
- Accessible pathways





**Platform floor plan**



**Mezzanine floor plan**



**Concourse floor plan**

## Fleetwood Station Boards

**Fleetwood Station**  
160 Street and Fraser Highway



**Fleetwood Station**

- Platform reinforced with coloured glass panel
- Station sign design on exterior cladding panels
- Plaza paving pattern reflecting station location




**Fleetwood Station**  
160 Street and Fraser Highway



**Small station architecture**



**Aerial view**




**Site context plan**




**Fleetwood Station**  
160 Street and Fraser Highway


**Fleetwood Station features:**

- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a SkyTrain attendant
- Secure enclosed bike parkade




**Legend**


- Platform
- Station
- Plaza
- Enclosed bike parkade
- Washroom
- Wayfinding
- Accessible pathways





**Platform floor plan**



**Mezzanine floor plan**



**Concourse floor plan**

## Bakerview-166 Street Station Boards

**Bakerview-166 Street Station**  
166 Street and Fraser Highway




- Platform finished with coloured glass panels
- Station specific design on entrance leading panels
- Place seating pattern reflecting station location





**Bakerview-166 Street Station**  
166 Street and Fraser Highway




Exterior view of station entrance and platform, & platform glass rendering




**Bakerview-166 Street Station**  
166 Street and Fraser Highway








**Bakerview-166 Street Station**  
166 Street and Fraser Highway



South station site rendering



Station context

**Bakerview-166 Street Station**  
166 Street and Fraser Highway



**Bakerview-166 Street Station features:**

- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available within the Fare Paid Zone. Translink is exploring an open washroom at this location
- Secure enclosed bike parkade
- Transit Police administrative office







## Hillcrest-184 Street Station Boards


**Hillcrest-184 Street Station**  
184 Street and Fraser Highway



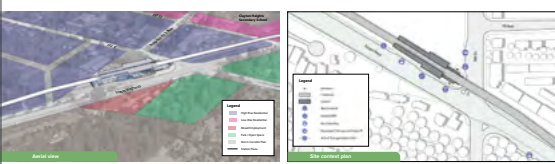
- Platform enhanced with coloured glass panel
- Station specific design on exterior cladding panels
- Plaza paving pattern reflecting station location





**Hillcrest-184 Street Station**  
184 Street and Fraser Highway



South elevation illustration



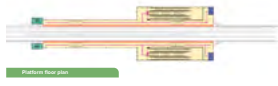
Aerial view  
Source: Skanska-Corbis-Plan 2021



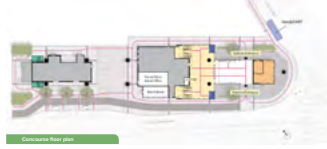
**Hillcrest-184 Street Station**  
184 Street and Fraser Highway

**Hillcrest-184 Street Station features:**



- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a SkyTrain attendant
- Secure enclosed bike parkade
- Transit Police administrative office



Platform floor plan



Coloured floor plan

## Clayton Station Boards


**Clayton Station**  
190 Street and Fraser Highway




- Platform enhanced with coloured glass panel
- Station specific design on exterior cladding panels
- Plaza paving pattern reflecting station location





**Clayton Station**  
190 Street and Fraser Highway



South elevation illustration




Aerial view  
Source: Skanska-Corbis-Plan 2021



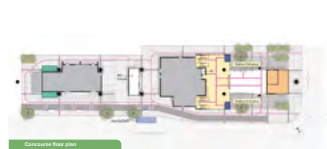
**Clayton Station**  
190 Street and Fraser Highway

**Clayton Station features:**



- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a SkyTrain attendant
- Secure enclosed bike parkade



Platform floor plan



Coloured floor plan

## Willowbrook Station Boards

**Willowbrook Station**  
196 Street and Fraser Highway





- Platform enhanced with coloured glass panel
- Station sign design on exterior cladding panels
- Plaza paving pattern reflecting station location





**Willowbrook Station**  
196 Street and Fraser Highway



South elevation rendering



Aerial view




Site context plan


**Willowbrook Station**  
196 Street and Fraser Highway

**Willowbrook Station features:**


- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available with the assistance of a staff attendant
- Secure enclosed bike parkade
- Transit Police administrative office



Platform floor plan



Site context plan



## Langley City Centre Station Boards

**Langley City Centre Station**  
203 Street and Fraser Highway




- Platform enhanced with coloured glass panel
- Station sign design on exterior cladding panels
- Plaza paving pattern reflecting station location





**Langley City Centre Station**  
203 Street and Fraser Highway




Langley City Centre Station - Detail showing people waiting

**Langley City Centre Station**  
203 Street and Fraser Highway



South elevation rendering



Aerial view




Site context plan


**Langley City Centre Station**  
203 Street and Fraser Highway

**Langley City Centre Station features:**


- Designated accessible pathways at the station and within the plaza
- Improved accessible wayfinding, including tactile and contrasting colour tiles
- Washroom available within the Fare Paid Zone. TransLink is exploring an open washroom at this location
- Secure enclosed bike parkade
- Transit Police Hub office, open and accessible to the public



Platform floor plan



Site context plan



## Appendix C – Survey Data

A record of verbatim comments received on the online and print feedback form to various questions has been collated and is provided in the following tables.

### Record of Responses to Q2:

**If very or somewhat dissatisfied, please elaborate in what ways are you dissatisfied with the response to the feedback described above.**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	The accessibility solution here in the event of an elevator outage is unacceptable. do better
261	<p>Public safety is my biggest concern for the elderly and young woman using the stations in the very early mornings and late evenings. Their safety at and around the stations is my biggest concern, as I am a senior citizen!</p> <p>The homeless should not be allowed to sleep near stations at night because it is a dry and warm place, as they already do now at some of the older stations.</p> <p>All the new stations must have 100% all around CCTV coverage, and security patrols by Transit Police to deter the criminal activity which will be attracted to these stations.</p>
326	<p>Need an audit by experience consultants from Ontario and Quebec. All their stations are superior to stations in Metro Vancouver</p> <p>Need two elevators per platform which is the standard in most other locations.</p> <p>Centre island platforms are better than split platforms. See <a href="https://en.wikipedia.org/wiki/Railway_platform">https://en.wikipedia.org/wiki/Railway_platform</a></p> <p>Elevators should be larger to accommodate large wheelchairs, bikes, strollers</p> <p>All available information should be posted on websites and at different stations.</p> <p>A video showing details could also be used.</p> <p>Photos and written descriptions could also be used for wayfinding and to navigate riders how to enter and exit the different stations.</p> <p>Detailed up to date maps should be posted at Stations entrances/exits, platforms and bus loops/bus stops adjacent to the Stations. The present standard maps have many omissions and need improvements.</p>
366	The stations still look boring and all the same. Adding coloured glass does not make it better. Perhaps giving them a native longhouse feel would be better. The pavement pattern on 184 where I am looks terrible. Why not have the concrete on the outside have some native designs into them instead of boring lines.
436	<p>Failure to provide parking is a “head in the sand” approach. Bus service to sky train is inadequate and not an option for many. Just one example: Sky Trains arrive every few minutes, busses dont and are often full or very crowded.</p> <p>Translink’s failure to preserve parking at the King George station has reduced Sky Train use and increased vehicle traffic to down town and other destinations served by Sky Train. Surrey and Langley are too spread out to assume that bus service will eliminate auto traffic. The goal should be to reduce auto traffic not eliminate it.</p>
476	<p>Langley City Center is already a older lower income, a larger homeless type area and that will increase once Skytrain gets there. An open washroom will become their regular spot for everything involved in that kind of lifestyle including crime within and around them. Kidding yourself into thinking Transit Police will prevent that is a blind pipe dream. As a former 30 year attendant I watched the Transit Police evolve from a great hard working support force into an unaccountable, lazy, walk around when convenient and turn a blind eye to anything involving something below their perceived status such as lower income crime, evasion, open disobeying of rules and laws. This horrific deteriorating standard over the last 10 years will continue, they have a police hub at Surrey Central Station and go have a look at that stations area. Willowbrook should be a center platform station which is a no brainer but with all the big money spent in Van, Langley gets the short end of the stick.</p>
531	Need a overpass for pedestrians to go from one side to the other side of Fraser hwy on Clayton station and willowbrook station , there is a lot of foot traffic near Clayton station plaza
696	I personally do not enjoy the coloured glass panels at all. I find them to by sort of tacky and unrelated to the design. I would prefer more architectural variations between stations than colour.

ID#	Verbatim Comments – Online and Hardcopy Feedback
786	<p>If you lived in Langley you would know that there is a lot of farmland, there are not a lot of buses and there is a great distance between bus stops. Langley has never and will never have the same access to bus service as places like Vancouver or Burnaby. People will not walk 1/2 mile to get to a bus stop. Instead of driving 10 minutes to a park and ride they will drive an hour to their final destination which clearly does not achieve the project goal to reduce congestion and greenhouse gases emissions. I urge you to hear what the public is asking for and add pay parking to one of the Langley stations.</p>
801	<p>The skytrain is much too loud and runs from 4AM to 2AM. The quality of life of people living around the tracks is poor.</p>
841	<p>All areas are bird habitats, so all glass needs to have bird friendly applications to prevent collisions.</p> <p>My issue with cycle conflicts wasn't just with people getting off of busses, but what if I'd like to just cycle past the station without going into the station, can I do that? Please ensure I'm not asked to stop and dismount. That is not possible for all cyclists, including one of my neighbours who uses a hand crank powered bicycle.</p> <p>I'm concerned about glass enclosed bike parkades, every time I go to King George Station it's got broken glass in the bike parkade. I'm not convinced it's secure, and refuse to lock my bike up there.</p> <p>Could the coloured glass at stations have etchings or a design in them so that people that are colour blind also have a visual cue to what station this is?</p>
946	<p>Park and Ride - Buses are unreliable, especially if traveling from further out. Driving part way, parking and then taking the train downtown still takes cars off the road for the roads around the skytrain.</p> <p>Washrooms - We need full access washrooms at all stations. If vandalism is a concern, use the compass card or fare ticket to open the washroom door.</p>
981	<p>On the two most important issues, washrooms and accessibility, the response is a polite rejection.</p> <p>Washrooms are a basic necessity for everyone. Not to include open washrooms is a cruel and shortsighted decision especially considering the extended travel distances and times.</p> <p>On the issue of Accessibility I find it insulting to tell people to travel to a different station, take the elevator down on one side than up the other side, wait for another train to travel back to the intended station and finally take one more elevator to arrive to their original destination.</p>
1016	<p>More park and ride capacity (more than just 300 total spaces) is required at at least 2 stations (for example 152 Street and Langley City Centre) so that people can come from further parts of Surrey and from Langley/Abbotsford. Cars are a part of life for a lot of people, especially if they do not live on a bus route or have to cover a long distance) and their needs should not be ignored.</p>
1071	<p>Stations use side platforms instead of island platforms. Advantages of island platforms include:</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
1106	<p>Will the bathrooms be properly maintained and always clean? How graffiti proof will the stations be? Just because the police / transit police have parking stalls will they be visible? Will the bike parking be under surveillance? Will landscaping be maintained to planted and left to survive on their own? Unless the stations are consistently maintained property value for homes around the stations will decrease substantially.</p>
1111	<p>You need a PARK AND RIDE! Other3wise all you're doing to forcing people to park willy nilly on every street near the stations and creating congestion rush traffic and unhappy neighbourhoods.</p> <p>If you're relying on the city to provide parking, yeah, forget it. Take all the "brain" power in the planning and engineering departments, convert it to gasoline, you won't get enough to run a minibike around the inside of a Cheerio.</p> <p>So just do it right the first time. Not "twice".</p>



ID#	Verbatim Comments – Online and Hardcopy Feedback
1126	Every single station that is split platform instead of single platform with redundant elevators is a waste of money.
1131	Need island platform not split platform
1136	Need Park and Ride
1151	Park and Ride needs to be considered seriously - there are no South-North skytrain corridors. How do the peripheral neighbourhoods access. The Highway 10 corridor is developing and disconnected. Include Indigenous design elements and art.
1171	Stations should use central platforms or have more elevators. If an elevator is out of service I cannot access the platform since I require a mobility scooter.
1176	<p>The feedback is centered on the Skytrain Station, and how the public engagement is looking good. There appears to be little discussion on how people walking to or away from the station are to be handled. Take the Fleetwood Station, the drawings show no improvements or upgrading to the crosswalk for the 160 Street - Fraser HWY intersection. The right turning lanes create two islands for pedestrians to hold up and wait for the light to change. Those islands are small, and at times the foot traffic may be in excess of the island's capacity to keep people out of the way of traffic on all three sides of the island.</p> <p>The Fleetwood Station is surrounded by residential housing with more to come in density the area; there is proposed high rise to the east. For Fleetwood, this station can have a high number of walk ins - travelers not using their car or bus to reach the station. However, if sidewalks and road crossing are not designed for foot traffic, this would discourage use of the station.</p>
1256	Would like to have more park and ride facilities near the stations especially for the Fleetwood and 152nd St stations. It would make it easier for me to use the Skytrain over just driving to work.
1261	<p>These photos are meaningless because we all know there will be TOD in effect around/above each station.</p> <p>These stations provide nothing except transportation, an incredible waste of opportunity to make these community hubs more central to the neighbourhoods, even if just the chance to showcase some stunning architecture. Instead, this is truly an extension — an extension of the bland and boring skytrain stations already built. Public spaces need to add something additional to the public realm, something to make us proud. Instead, these designs are nothing but banal.</p>
1281	Stations should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
D	Bus stops need bollards

## Record of Responses to Q4:

If very or somewhat dissatisfied, please elaborate in what ways are you dissatisfied with the design enhancements described above.

ID#	Verbatim Comments – Online and Hardcopy Feedback
356	The coloured glass panels are something that would be cool, unique, and interesting at one or two stations; but feels awkward and forced being rolled out to all of them. Particularly when the colour associations are very tenuous in some cases, and no other stations on the SkyTrain system have that same sort of colour-coded station identity.  The concrete panels for exterior station cladding allowing for variations sounds like a nice touch.
366	Coloured glass looks terrible. Change a pattern of bricks is pathetic.
476	The three concerns to be reminded about in no particular order are where and what type of plants are used. Nobody needs to worry about a best case scenario as we live in a challenging reality of a public transportation world and worsening public life challenges. Needles, drugs, and other things can be involved around landscaping areas where children and regular users walk. So that needs to be considered. Colored glass is a nice touch but panels will be smashed and vandalized so replacement possibilities of those specialized panels and their costs years from now need to be considered before starting. Last thought, get rid of most benches against walls etc. This is a station for taking the trains.
486	Each station having it's own coloured glass panel (different from every other station) comes across as a tacky gimmick.
691	I like most of the above enhancements but I am not sure about the coloured glass integration. I like the idea of using colour but it feels like it may stand out significantly and may not age well
696	Once again, just not a fan of the coloured panels. The exteriors and everything is nice
701	The coloured glass seems like a feature that won't age well visually and be a maintenance issue finding and paying for when they get broken. Colour elements at each station fine, just don't bake it into an object that will need spot replacement,
731	Adding some design identification to the glass to like the word's inbound outbound etched into the glass or maybe the end station
801	No considerations in mitigating noise
841	Coloured panels rely on full colour vision. Some people are colour blind, can they include etching or patterns that would be visible to those that are colour blind?  Are plantings actually going to match the area? Like the trees at Green Timbers be the species found in the park there?
1071	Stations use side platforms instead of island platforms. Advantages of island platforms include: <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul> Also, why are deciduous trees used so much? They look good in the late spring and summer, but the other half of the year they do not. Should use more evergreen trees instead.
1131	Need island platform
1171	Needs more elevators in case one is not working.

ID#	Verbatim Comments – Online and Hardcopy Feedback
1216	<p>Put more signage and colour accents on the ceiling/soffit to help make it visible all the time because even signage at eye level is obstructed by the crowd. The colour accents should also be visible from within the train looking out its window.</p> <p>On the ceiling/soffit, indicate the stairs and elevator access points so people are not wandering around against the flow of traffic.</p> <p>When there is a centre running guideway, have lots of clear signage which stair is going to which travel direction (including stating northwest and southeast, not just the next station name).</p> <p>Have more maps throughout the station to help people plan their trip when they need to change their mind on destinations or if a station is bypassed.</p> <p>Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.</p>
1261	<p>While grateful for the coloured panels, there needs to be more distinctions between the stations. On crowded and noisy trains it's difficult to know which station you're at. The name of the station needs to run the entirety of the platform and colour should be incorporated into the flooring and walls. Why so much glass anyway? — it doesn't improve our safety.</p>
1281	<p>Stations should use a center platform design instead of two separate platforms.</p>
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>

**Record of Responses to Q6(b) – Green Timbers Station:**

**What additional comments do you have, if any, about the design elements for Green Timbers Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant
186	In my opinion, this particular station should be designed in a way to manage the station acoustics better suited for the neighbouring Green timber Urban forest. Although the noise pollution would be increased due to the SkyTrain, the designing team should consider the ways to implement sound absorption and sound diffusion methods along with station building design to reduce the impact of noise pollution.
196	<p>I wonder if there would be a way to have the station incorporate some sort of green roof! That's never been seen on the SkyTrain system and would make sense for the location!</p> <p>On the west side of the station, it would be nice if the platform level could be ensured to have a good view of the City of Surrey skyline, people are going to love the views of downtown from here.</p> <p>I am curious if and how the station will accommodate for future platform screen doors?</p>
151	I love the addition of green, it really pops and underlines the station is apart of the Green Timbers area
246	If there was perhaps a commercial space downstairs / convenient store, it would help people in a rush.
321	No northbound bus stop is shown on 140th Street, bus stop should come BEFORE Passenger Pick up and Drop off
326	<p>All above ground stations should be enclosed to stop snow/rain/wind from getting inside and for passengers comfort.</p> <p>Most architects do not use Transit in Metro Vancouver, which is why our stations are so bad compared to many other big cities in Canada.</p> <p>No Convenient power outlets to charge e.bikes / scooters as well as cell phones / tablets / laptop computers.</p>
356	Rather than solid green glass panels, there's an opportunity here to do something unique with tree shapes that would further add to the station identity as being the access for the Green Timbers forest area.
376	Make a business class train section for more money I guarantee you more people will board. Europe and Italy does this. Some carts are business class with tables for people to do their work, they cost more but so worth it. More middle class/upperclass people would be inclined to take transit if there was separate sections I don't find transit safe
396	There should be a forest mural or something similar on the glass
446	The darker green assigned to Willowbrook would make more sense here in Green Timbers; swapping the two colours would fit better without compromising the accuracy of the themes.
486	This is one station that should have an overhead walkway above Fraser Hwy
691	I am not sure that I like the coloured glass displayed so prominently on the station. The alternating between clear and green seems like it may not age well
701	The plaza paving patterns to me feels like an over designed feature. Will anyone really notice that each station has different patterns? Won't it just be better to have just one pattern for all the stations? Faster for the workers to replicate and easier to replace if ever needed.
801	Please mitigate noise ON the tracks
836	Please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable

ID#	Verbatim Comments – Online and Hardcopy Feedback
911	Need more colour and more greenery. A lot more green and cool designs
916	Retail space and public plaza with more tree canopy. Station platforms should have more protection than glass for the wind and weather elements.
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1096	Hi there, this is feedback for all stations. For the final design of the station, why not go with a centre platform like Surrey Central? So changes are easier. Especially if Translink decides to do more interchange stations like Columbia/New West. Having a centre platform design makes interchanges easier. Have some forward thinking, we don't need another Columbia station with ultra bad interchanges. I would prefer to walk across the platform instead of having to go down stairs then go up some stairs to get on my second train.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform need islad plat form
1171	Needs more elevators.
1216	Customize the pylons/intels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1281	Station should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

**Record of Responses to Q7(b) – 152 Street Station:**

**What additional comments do you have, if any, about the design elements for 152 Street Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	There is a planter that appears to be just north of the main entrance (west side 152 St), it would be a good idea to keep that out of the way so that people have a clear path to get to the bus stops for southbound routes (thinking specifically about people trying to rush for the bus)  I am curious if and how the station will accommodate for future platform screen doors?
151	Love the purple, and how it is tied in with the cherry blossoms.
316	Please consider sharing measures being taken to keep ambient noise levels in check; perhaps include a projected decibel range map of areas surrounding the track and stations.
356	I don't think the coloured glass panels add value here.  Rather than solid steel beams to support the wood roof elements, it would be cool to see the triangular truss design from the original Expo Line stations revisited as a way to added a nod to this extending that original line and retaining some of those "kit of parts" modular 1980s design elements.
476	The powers that be with the decision makers have short term blindness and don't look forward to population and transit growth and the increasing ridership. Their thinking is leave that expansion and increased costs to others down the road in the future. 152nd should be a center loading platform to account for higher volumes now and in the future also taking into account what's needed for major delays with train problems or snow problems or rush hours.
481	I'm glad about the bike parkade and the mezzanine to cross 152.
486	I'd like to see a mini bus loop similar to Burquitlam Station here
491	cherry blossom colour should be lighter- a light pink would look nicer and be very unique to other stations
691	I like the addition of the eastern entrance via overpass and would like to see this at more stations generally to minimize intersection usage for transit users.
701	I'm impressed by almost each station having a CRU built into them outside the fare paid zone. Hopefully they are successful.
731	More visible exterior color
801	Noise mitigation
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
886	Tracks in the middle aren't ideal (platform change), but if there's no other way then it's fine
911	Need more colour. There is too much grey and white
916	Station platforms should have more protection than glass for the wind and weather elements.
1066	Signage to deter drop-offs along Fraser Highway west of 152nd

ID#	Verbatim Comments – Online and Hardcopy Feedback
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area (and the overpass) should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact
1096	Same feedback as before. Please have the platform in the centre so interchanges are easier. Since going down 152 for a future skytrain extension would be very cool, having easier interchanges at 152 would be very cool.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform islad platform
1171	Needs more elevators.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1281	Station should use a center platform design instead of two separate platforms.
1286	Station design should use island platforms instead of side platforms. - More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush - Easier to navigate, especially when track maintenance requires platform changes - Easier for attendants, cleaners, and transit police to patrol - Multiple elevators for redundancy
F	Love the general design & individual personlizations. Suggestions: Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)

**Record of Responses to Q8(b) – Fleetwood Station:**

**What additional comments do you have, if any, about the design elements for Fleetwood Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	There is a planter that appears to be just north of the main entrance (west side 152 St), it would be a good idea to keep that out of the way so that people have a clear path to get to the bus stops for southbound routes (thinking specifically about people trying to rush for the bus)  I am curious if and how the station will accommodate for future platform screen doors?
151	Love the red, and its connection to the poppy
321	No northbound bus stop shown on 160th Street, bus stop should come BEFORE Passenger Pick up and Drop off
356	I don't think the coloured glass panels add value here.  Rather than solid steel beams to support the wood roof elements, it would be cool to see the triangular truss design from the original Expo Line stations revisited as a way to added a nod to this extending that original line and retaining some of those "kit of parts" modular 1980s design elements.
446	Visibility of coloured glass from outside the station seems to be lacking :( it would help identify this station immediately
526	This station is far too close to neighboring housing. The increased vehicle and foot traffic is not a welcome change and I expect some sort of resolution to this. It is inevitable that more and more cars will be using the local roads meant for residents for drop off, park n ride, and other purposes due to the installation of the new station. This is extremely disappointing as a new homeowner in the area as I am already looking to move away, which was never my plan. I hope TransLink will be proactive and do something about this before it becomes a problem.
731	More visible exterior color
801	Noise mitigation
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
911	Need more colour and a lot more greenery
916	If concourse to mezzanine elevator is down, the rest of the elevators to the platform are inaccessible.  Station platforms should have more protection than glass for the wind and weather elements.
1066	Signage to deter customer drop-off on Fraser Highway westbound near 160th Street
1071	Station should use an island platform instead of side platforms.  Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform islad platform



ID#	Verbatim Comments – Online and Hardcopy Feedback
1151	Who is going to wait to use a bathroom
1171	Need more elevators.
1176	A foot traffic analysis for the Fleetwood Station is recommended to identify areas where the projected number of people would overload the 160 - Fraser intersection capacity to move people. It is recommended a foot path analysis for the Fleetwood Station is conducted to identify broken links between nearby residential areas and the station, a broken or poor link would discourage use the station although it is within walking distance.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1256	Would like to see a longer dedicated bike pathway across 160st to make it more feasible to actually commute to the station.
1281	Station should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound / afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
1391	Some of the circulation spaces on the mezzanine look tighter than necessary (for example, between the stairs and the elevator to the EB platform, on the south side)
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

**Record of Responses to Q9(b) – Bakerview-166 Street Station:**

**What additional comments do you have, if any, about the design elements for Bakerview-166 Street Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	I am curious if and how the station will accommodate for future platform screen doors?
151	Love the choice of blue, and how it ties in with Baker
356	I don't think the coloured glass panels add value here. Rather than solid steel beams to support the wood roof elements, it would be cool to see the triangular truss design from the original Expo Line stations revisited as a way to added a nod to this extending that original line and retaining some of those "kit of parts" modular 1980s design elements.
411	There really should be park and ride in this area.
421	Additional parking or at least a drop-off zone
621	For those of us living in the neighborhood around Coast Meridian elementary, it would be nice to have a walking path from 168th to the station, through the green space just north of Fortis, or through the Fortis property. This would significantly shorten walking distance to the station, thus reducing vehicle pick ups and drop offs at the station.
691	For this an other stations with numbered streets in their name, for the sake of consistency, I think it would be good to at "th" as in Bakerview-166th Street Station as we have for other stations in the network like 22nd Street Station
696	I really think the coloured glass should not be there. Otherwise I really like the design.
801	No noise mitigation
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
916	More tree canopy on concourse level to encourage public plazas. Station platforms should have more protection than glass for the wind and weather elements.
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform islad plat form
1171	Needs more elevators.

ID#	Verbatim Comments – Online and Hardcopy Feedback
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1281	Station should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

**Record of Responses to Q10(b) – Hillcrest-184 Street Station:**

**What additional comments do you have, if any, about the design elements for Hillcrest-184 Street Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	I am curious if and how the station will accommodate for future platform screen doors?
151	Love the choice for using yellow, as the flats along 176th are usually yellow throughout the year, tying in nicely with the ALR
321	No northbound bus stop shown on 184th Street, bus stop should come BEFORE Passenger Pick up and Drop off
356	I don't think the coloured glass panels add value here. In particular, the yellow colour feels like a potential confusion point with the existing yellow branding of the Millennium Line. Rather than solid steel beams to support the wood roof elements, it would be cool to see the triangular truss design from the original Expo Line stations revisited as a way to added a nod to this extending that original line and retaining some of those "kit of parts" modular 1980s design elements.
366	Add design into the cladding of the building. Give the outside of the build a stone look. Do something to make this unique and not just a concrete box. Instead of coloured glass my not give each station a native animal and make that the theme of the station.
501	I'd love to see a colour with more contrast and vibrancy than yellow. Different hues of one colour, blue or green?
601	Need more locations and space for passenger drop off and pickup Need nice bench seating area and landscaping outside of station Need better bike storage security to make it usable
691	For this an other stations with numbered streets in their name, for the sake of consistency, I think it would be good to at "th" as in Hillcrest-184th Street Station as we have for other stations in the network like 22nd Street Station
701	The right hand turn for vehicles coming off 184 to Fraser hwy is a choice. It picks speed of turning cars over pedestrian safely at an entrance to a skytrain station.
731	More exterior color and a couple small shopping areas
801	No noise mitigation
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
916	More tree canopy and public plaza spaces. Station platforms should have more protection than glass for the wind and weather elements.
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1106	Looks nice in drawings but will it be maintained and by who? Will the landscaping be taken care of? Dead plants replaced, watered, etc. Will graffiti be removed quickly as this station is down the street from 2 high schools?

ID#	Verbatim Comments – Online and Hardcopy Feedback
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform island platforms
1141	Yellow glass is not visually appealing
1171	Needs more elevators.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1281	Station should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

**Record of Responses to Q11(b) – Clayton Station:**

**What additional comments do you have, if any, about the design elements for Clayton Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	I am curious if and how the station will accommodate for future platform screen doors?
151	Love the colour, but I thought it was funny how they tied it into the duck pond. I thought that was reaching, and you might as well said "And green, because there's a patch of grass out front" etc. Still had a good chuckle!
246	Seems like there may be a lack of vending machines/shops at the bottom of the station.
261	The stations should be protected from bright sunlight and heat in the hot summer months, and not looking like, and feeling like a greenhouse for tropical plants. The heat needs to be regulated, and the station cooled when required.
356	I don't think the coloured glass panels add value here. Rather than solid steel beams to support the wood roof elements, it would be cool to see the triangular truss design from the original Expo Line stations revisited as a way to added a nod to this extending that original line and retaining some of those "kit of parts" modular 1980s design elements.
411	That blue/green, and the justification for its selection, is a big stretch. Try something else. It looks unnatural.
531	Need an overpass to cross from one side of Fraser hwy to another side, for pedestrians, since there is a lot of foot traffic on 188 and Fraser
561	There needs to be a cross-walk across Fraser highway to the station from the eastern side, otherwise the accessibility to the station would be impacted for many residents. Fraser highway is quite busy so an overhead walk way might be best.
566	the colored glass isn't distinct enough for the visually impaired. view it in black and white or with colorblind simulation and you'll see they all look very similar. Maybe go with a pattern there too or just save some expense and eliminate that feature. Honestly, the most important feature is to have the stations clearly labeled with the station name in multiple locations.
751	Fraser highway and the bike lane should have a barrier to protect bike riders.
801	No noise mitigation
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
916	More tree canopy and public plaza spaces. Station platforms should have more protection than glass for the wind and weather elements.
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.

ID#	Verbatim Comments – Online and Hardcopy Feedback
1106	Too big and white. Again who will be properly maintaining landscaping, removing graffiti, replacing broken glass as once again this station is walking distance to another high school. Who will be providing security escorting drunk and high people riding the trains for fun? Who will be removing homeless tents when they pop up in the landscaped areas? How will this station affect the cows on 188 and Fraser highway?
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All platform island platform
1171	Needs more elevators.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1281	Station should use a center platform design instead of two separate platforms.
1286	<p>Station design should use island platforms instead of side platforms.</p> <ul style="list-style-type: none"> <li>- More efficient use of platform space, especially given the general morning Westbound afternoon Eastbound commuter rush</li> <li>- Easier to navigate, especially when track maintenance requires platform changes</li> <li>- Easier for attendants, cleaners, and transit police to patrol</li> <li>- Multiple elevators for redundancy</li> </ul>
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

**Record of Responses to Q12(b) – Willowbrook Station:**

**What additional comments do you have, if any, about the design elements for Willowbrook Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	<p>This will be a pretty busy station, seems like that washroom ought to be bigger, but I guess it would be fine if other amenities nearby provide washrooms.</p> <p>I am curious if and how the station will accommodate for future platform screen doors?</p>
151	Love the colour choice!
356	<p>I don't think the coloured glass panels add value here.</p> <p>It would be nice to see some architectural variation in the station designs rather than all of them being glass boxes with a wood panel roof. Even some of the more plain Millennium Line stations (Renfrew, Rupert, VCC-Clark, Braid) have unique details that lend them character (without resorting to coloured glass as a contrived way to build character).</p>
446	I reiterate how much better the light green from Green Timbers would look here, given the lighter mossy/willow connotation of the Willowbrook area name versus the dark "timber" (like dark evergreens) that come to mind when thinking of Green Timbers. I'd swap the two colours if it were up to me.
476	Willowbrook Mall is a large mall now and the mall and surrounding area will only be increasing going forward in a significant way with the gov new rules around transit hubs etc. This will be the highest passenger volume station of the whole extension. For all reasons associated with numbers, delays, events, holiday shopping, etc the near sightedness of not building a center loading platform here is blinding.
486	Will there be a nearby bus loop (the images don't show one)?
641	Willowbrook station is going to be the terminus of the BRT but there are no BRT features included here. BRT should be well integrated into the station design
666	Create a Park N Ride parking lot here or designate a portion of the existing mall parking lot, for residents of South Langley and Willoughby/Walnut Grove neighbourhoods to easily park and access transit. This station would be the best fit for one.
731	More exterior color and maybe a water feature
801	No noise mitigation
806	<p>I have to emphasize that if there are no park and ride facilities at any of these skytrain stations, I WILL NOT be using the skytrain.</p> <p>I am absolutely shocked that the project assumes that we could transit or bike to these stations. Please, try living in surrey or Langley (particularly anywhere east of say 152st) and then tell me that I can access the skytrain station without a car. I just tried, for example, to estimate how long transit would take from port Kells to Fraser Heights. It's about a seven minute car ride. Transit? 1.5 hours. It would be only marginally slower to walk. For me, the nearest bus route to get me anywhere near a skytrain station would take be 37 minutes to walk to! And then who knows how long on the actual bus. And yet, I could drive from my house to two of these stations in 8 minutes or less.</p> <p>Please, I'm begging you, add a park and ride at least two stations.</p>
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
916	Station platforms should have more protection than glass for the wind and weather elements.



ID#	Verbatim Comments – Online and Hardcopy Feedback
1071	Station should use an island platform instead of side platforms. Should plant evergreen trees instead of deciduous trees.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1106	This is the only station that should be large as it is connected to a mall.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	All plat form islad
1171	Needs more elevators.
1211	For safety please ensure adequate lighting especially in the winter months. Installation cameras and make notice regarding use of cameras visible.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1246	All I'm wondering is how are you supposed to make THAT big of a station, within a corner of Willowbrook Mall? I can't see how the size of space will be enough.
1271	Cycling lane and pedestrian plaza could create conflict between pedestrian and cyclists. For instance, a distracted pedestrian could walk onto the cycling lane with a fast approaching cyclist. There could be a sign warning both pedestrians and cyclists to be vigilant, encourage cyclists to make sound like a bell, and paint the cycling path green to enhance visibility. Could also include tables and chairs on the plaza for mall traffic patrons.
1281	Station should use a center platform design instead of two separate platforms.
1286	Station design should use island platforms instead of side platforms. - More efficient use of platform space, especially given the general morning Westbound afternoon Eastbound commuter rush - Easier to navigate, especially when track maintenance requires platform changes - Easier for attendants, cleaners, and transit police to patrol - Multiple elevators for redundancy
D	Get rid of the slip lane
E	Too much glass Not enough cover for those waiting on pick ups + taxis Washroom needs to be accessible always Need large pick up + drop off zone - bigger than King George.
F	Love the general design & individual personalizations. Suggestions: Some kind of design consistency across all the stations to minimize confusion about which platform to use. Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)

**Record of Responses to Q13(b) – Langley City Centre Station:**

**What additional comments do you have, if any, about the design elements for Langley City Centre Station (e.g., overall design, features, colours, proposed landscaping, etc.)?**

ID#	Verbatim Comments – Online and Hardcopy Feedback
231	There should be commercial space near by, raised sidewalks for enhanced safety or be completely separated from vehicle traffic, and the washrooms shouldn't require an attendant. There should be housing built into the project
196	I am curious if and how the station will accommodate for future platform screen doors? (Because of the centre platform I think this would actually be the perfect starter/test station for the entire system, for when platform screen doors are looked at by TransLink in the future)
151	Love the dark red choice! Looking forward to seeing the future terminus station come together!
246	Since Langley City Centre station is in the core of langley, I feel that there is a lack of commercial space. This would be a prime location to have people go to and leave. Vending machines would be quite useful to have as well as some people would have tike constraints.
321	Bus exchange is TOO SMALL, no room for buses to turn around within the exchange compared to other exchanges like Phibbs Exchange
341	Make the fare gates OPEN and only have them close when someone doesn't have the correct fare or tries to enter the gate without a ticket. It is done like this in Japan and we should take this excellent design feature in our system too! It allows for much smoother flow of passengers.
356	<p>I don't think the coloured glass panels as depicted add value here. Maybe take inspiration from Production Way and its faux-stained glass along the outside edge of the platform. Maybe there are scenes of Langley history that could be depicted instead of blood red.</p> <p>I like that the station has multiple entrances, but given that it doesn't straddle a roadway it kinda feels like this is maybe the station that benefits the least from having that.</p>
411	Dark red is the obvious choice for Langley centre, of course. It would be great to incorporate some of the red-brick pavestones to the feel of the location, and art that throws back to farming days.
616	visible police always this is a huge problem place and area is people feel safe
726	<p>At first, I thought the colour-coded glass was gimmicky, but now I think it could be useful and functional (not just fun-to-look-at). The usefulness of the colour coding depends on how prevalent it is used in other way-finding elements. For example: I heard the new Mark V trains will have digital info screens. It would be useful to have the station colour codes flash up on these screens as the stations are announced. It would also be neat (and helpful) if some lighting outside the stations was in the station's accent colour. (Burnaby stations have coloured LED lights on guideways outside stations that isn't in a particular colour code. Perhaps some of this lighting could be used around SLS stations, but have them use the stations' accent colour.</p> <p>Distinct patterns for each station's pavers is neat, but possibly too subtle to notice? Does it significantly add extra cost for not much extra visual/functional payoff?</p>
731	More trees
766	<p>New stations should have translink owned market rental housing incorporated into the design, with underground parking for residents, and park and ride facilities, and monthly rental parking, also underground.</p> <p>Build each as 20-50 story building with housing and retail available to lease.</p> <p>The land each station is built on costs a small fortune, and should be used efficiently.</p> <p>Main Street, Science World station has the train and platform pass through a building.</p>
801	No noise mitigation

ID#	Verbatim Comments – Online and Hardcopy Feedback
806	When I initially saw the designs, I was unexpectedly disappointed in them. I expressed this in the last survey. And it seems I am not alone! I am extremely impressed that the planning team actually listened and put lots of time and effort into the re design. I like the wood accents, the colour coding, and the emphasis on First Nations art. Well done.
836	please address stormwater management strategies, looking into adding a green roof to the building and making each site more sustainable
916	More tree canopy in the bus bay area as well as a public plaza space. Station platforms should have more protection than glass for the wind and weather elements.
1086	The plaza area should also be lit with a continuation of the color theme applied at each of the stations in the form of uplighting. This adds to the station identity, presence and adds interest, excitement, safety and welcomes people to this plaza area. I would think for the cost of a few uplights on the plaza columns this is a very low cost item with a huge visual impact.
1116	Would like to more BC products (eg wood ) incorporated and more First Nations art ( eg etched or colored glass like at Olympic Village station)
1131	Need all plat form island
1151	Offices within the station is a great idea
1171	All stations should use this design. Has multiple elevators to access the same platform. Also easier to navigate.
1216	Customize the pylons/lintels that are directly supporting the platforms and the parts of the guideway beside the station so that it is more unique as a wayfinding element. What about using concrete form liners for that purpose for permanent zero maintenance change of look.
1261	My comments apply to each of the stations, which all fail as neighbourhood hubs. They are so predictable and ORDINARY, and really deserve another serious look. Of course these cannot be the final designs because we know towers will be built above them, so any of our comments are not worth our effort.  Do the architects really not look at how other cities around the globe have built their stations? Don't they feel ashamed of their puny submissions? This is heartbreaking.
1271	This goes for all stations regarding landscaping: be mindful about soil compaction, water drainage and dying plants. Especially during heavy rain, water can pool on the soil if drainage is poor, causing the plants to die. Regular maintenance, upkeep and replacement of plants should be done. Could also consider adding a raingarden for poor soil conditions. There could be informative signs telling the public about native plants, each species and why they are important.
1281	Center platform is a much better design. Other stations should use this design. Easier to navigate, multiple elevators.
1286	Station design should use island platforms instead of side platforms. - More efficient use of platform space, especially given the general morning Westbound afternoon Eastbound commuter rush - Easier to navigate, especially when track maintenance requires platform changes - Easier for attendants, cleaners, and transit police to patrol - Multiple elevators for redundancy
1371	The character, imagery, colour, form and siting of the public art should serve to further individualize each station and enhance the aesthetic experience for the user.

ID#	Verbatim Comments – Online and Hardcopy Feedback
1391	It is unclear how the stairs at the western end of the station connect between street level and platform level. That being said, is it possible to use a similar configuration to include a minimum width stairs at the eastern end, especially in the event of an up escalator outage? Or perhaps have the upper access of the stairs near the elevator, wrap along the southern perimeter of the fare paid zone, and have the lower access of the stairs near the escalators.
C	<ul style="list-style-type: none"> <li>- please consider adding more parking</li> <li>- please clearly mark policing presence</li> <li>- please communicate effectively with partners in the development community and Langley City</li> </ul>
D	<p>Consider coloured glass on exterior glass walls for an even greater stained glass cathedral effect.</p> <p>Road treatments that make drivers too afraid to speed.</p> <p>No right turn on Red near stations.</p> <p>Elevated bike land for Willowbrook Station to get over the train tracks.</p>
E	<ul style="list-style-type: none"> <li>- Needs some kind of an original design (No future -2030- design)</li> <li>- Too much glass</li> <li>**Washroom needs to be open always</li> <li>- Pickup / dropoff areas need to be larger than King George Station</li> <li>- Yikes on the red reference + Electric Railway Stop.</li> <li>- Not enough cover for people</li> <li>- Parking required as Langley is too big and rural</li> </ul>
F	<p>Love the general design &amp; individual personalizations.</p> <p>Suggestions:</p> <p>Some kind of design consistency across all the stations to minimize confusion about which platform to use.</p> <p>Something more than just words. Orientation to every station? enter, go Right for downtown? or A Colour Band indicating Downtown direction train (e.g. Gold) Langley direction train (e.g. Purple)</p>

