

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:



Washrooms accessible with assistance of a SkyTrain attendant



Dedicated stall for Transit Police at every station



Secure Bike Parkade at every station

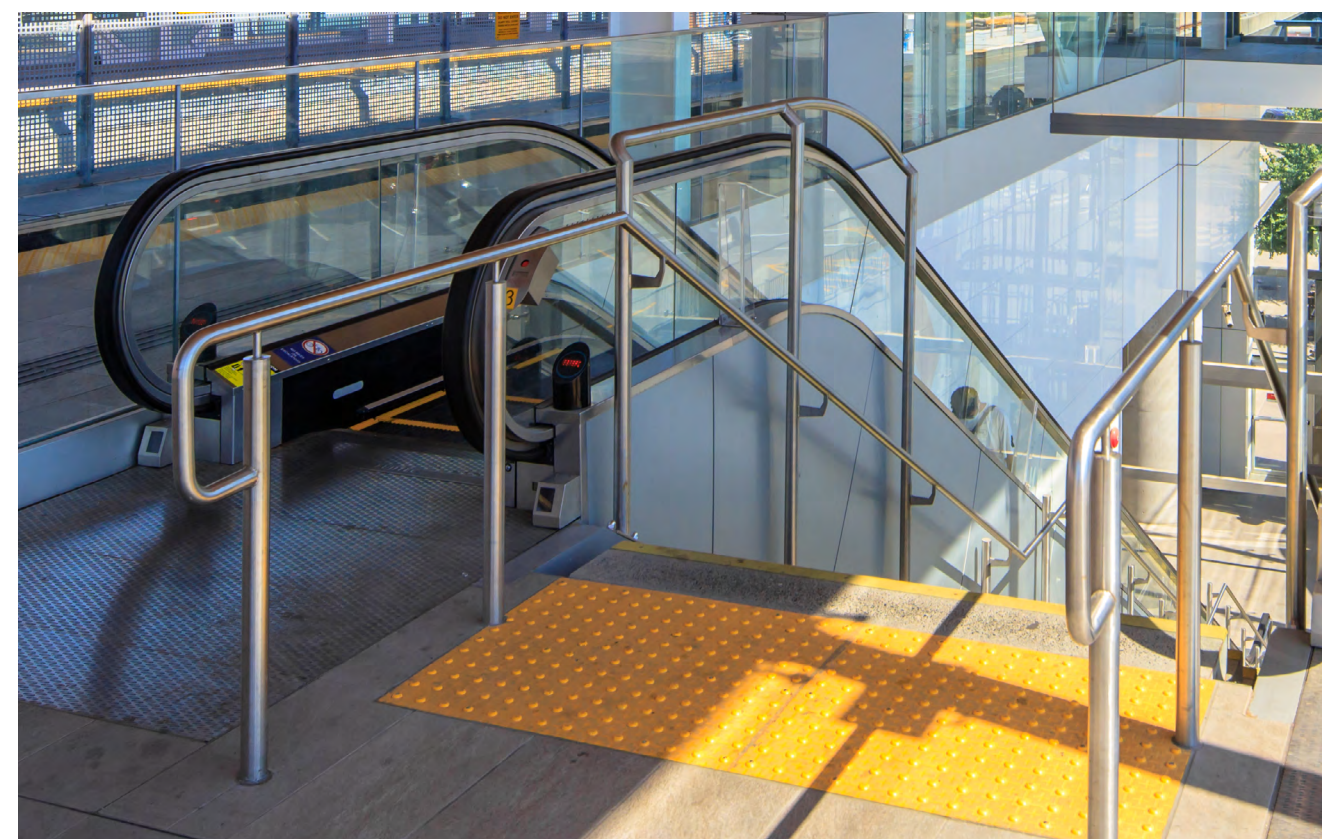
Topic	What We Heard	Responses
Station Design	Interest in station designs that reflect the neighbourhood character.	In addition to the featured canopy design, each station and plaza will incorporate design variations to reflect neighbourhood context and character.
Washrooms	Desire for accessible washrooms at stations.	The station designs follow TransLink's guidelines for washrooms. Washrooms are located in the Fare Paid Zone at all stations, and are accessible with the assistance of a SkyTrain attendant. In addition, TransLink is exploring open washrooms at Bakerview-166 Street and Langley City Centre stations. The future of open washrooms at both stations are at the discretion of TransLink.
Parking	Desire for park and ride facilities around stations.	Park and Ride facilities are not part of the project, as one of the project goals is to reduce vehicle use, congestion, and greenhouse gases. TransLink will update local bus connections in advance of the SkyTrain opening to make it easier for people to access the new SkyTrain extension. Municipalities may identify parking opportunities around the station areas, including on-and off-street parking. For example, the City of Surrey is planning to provide 300 new Park and Ride spaces within a 5 to 7-minute walk of a SkyTrain station, including near Green Timbers, 152 Street, Fleetwood and Bakerview-166 Street stations.
Safety	Interest in Transit Police presence and dedicated parking stalls for police at stations.	Reserved parking for Transit Police will be available at each station, and a Transit Police hub accessible to the public will be located at Langley City Centre Station. In addition, there will be Transit Police administrative offices at 152 Street, Bakerview-166 Street, Hillcrest-184 Street, and Willowbrook Stations.
	Concern about the security of bike parkades.	Every station will have an enclosed bike parkade. The design and operation of the bike parkades will follow TransLink guidelines, including restricted access to registered bike parkade users, 24/7 secure access, and CCTV monitoring.

The Station Design Public Engagement Summary Report (June 2024) is available [online](#).

What We Heard



Example of tactile wayfinding tile in contrasting colour, leading to key destination



Escalator and stairs fitted to enhance safety and passenger flow



Island platforms for safe cyclist routes and pedestrian bus stops.

Topic	What We Heard	Responses
Accessibility	Provide a suitable alternative in case of an escalator or elevator outage.	Elevators and stairs can be used in the event of an escalator outage. In case of an elevator outage, passengers may be directed by a SkyTrain attendant to ride to the next station and back again to access the elevator on the other platform. At 152 Street Station, a second elevator is available at the station entrance on 152 Street, which can be used in the event of an elevator outage. At Green Timbers and Fleetwood stations, the design allows for the installation of a secondary elevator between the ground and mezzanine levels, if needed in the future.
	Ensure stations exceed basic accessibility building code requirements and best practices for inclusive design.	Station design will meet or exceed TransLink accessibility standards in areas such as wayfinding, tactile warning, and washroom accessibility. For example, a greater number of directional indicators will be in place at the concourse and platform levels than are found in older stations. Gender-neutral washrooms are also being introduced at a few locations for improvement in inclusive design.
Active Transportation	Ensure a safe design for bike paths in front of stations and bus stops to avoid conflicts between cyclists and passengers.	Bike paths adjacent to bus stops will follow the BC Active Transportation Design Guide, using an island platform for bus stops. An island platform separates bike paths from bus stops and provides space for bus passengers to queue for the bus.
Sustainability and Environment	Use native planting and trees to provide natural shading.	Plantings and trees are selected for resilience and maintainability. Plant selections will provide natural shading and visual interest throughout the year. Native, drought-tolerant species are prioritized and interplanted with other climate resilient species. A high-efficiency drip irrigation system minimizes water consumption.
	Incorporate measures to prevent bird strikes.	Bird-safe patterns will be applied to glass in proximity to bird habitat areas for Green Timbers Station.

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