

# Phase 2 Engagement Summary

- City of Langford's Official  
Community Plan Refresh/Rethink -

DECEMBER 2024



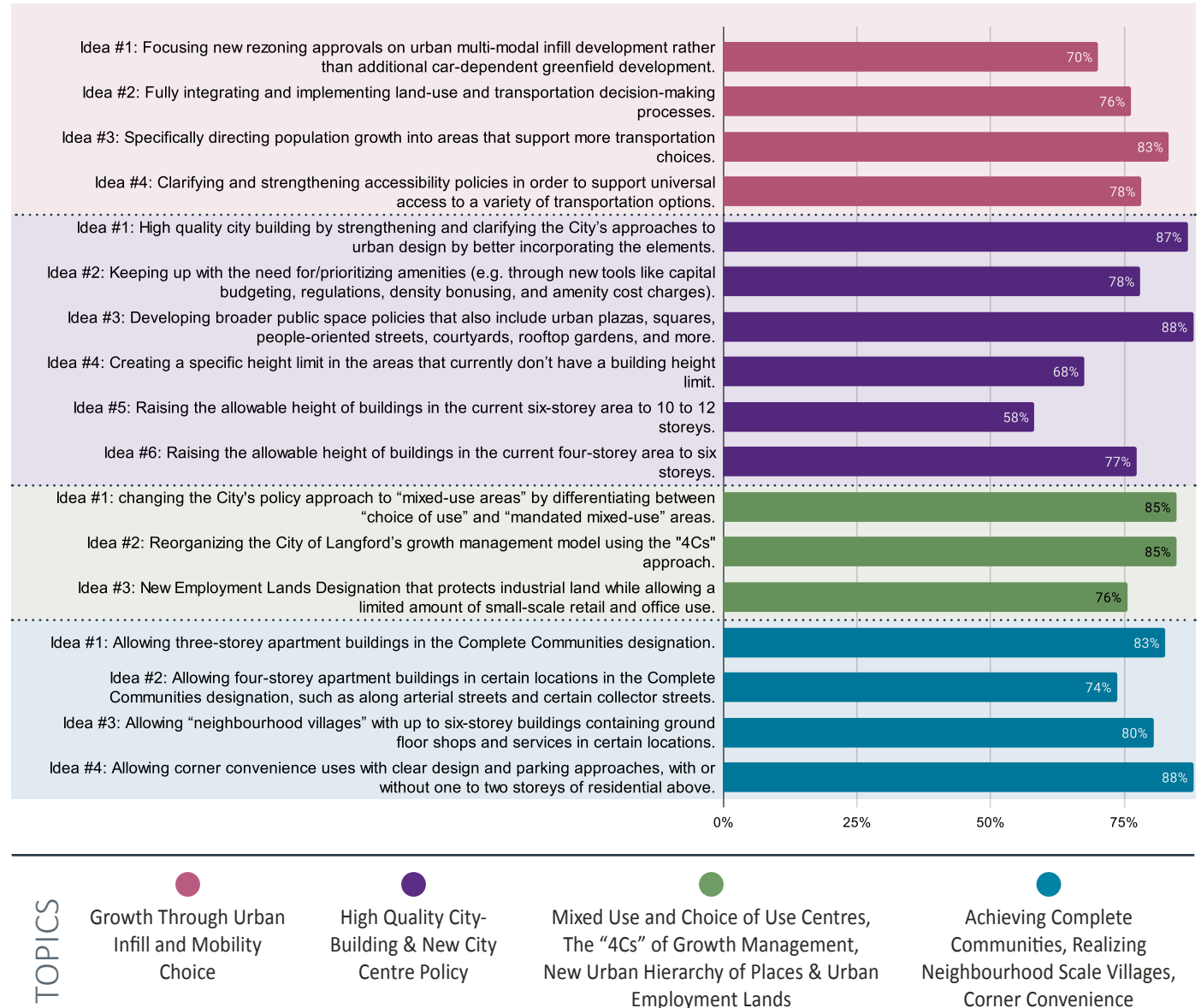
# Engagement Results at a Glance

## Support for Various OCP Refresh/Rethink Ideas

Note: the percentages in the chart below reflect the percentage of respondents who indicated 'Strongly Support' and 'Support'

### Key Takeaways

- The City of Langford received 737 survey submissions from 347 individuals across four surveys.
- Most OCP Refresh Ideas received high levels of support with the most support for:
  - » Allowing corner convenience uses with clear design and parking approaches, with or without one to two storeys of residential above (88%); and
  - » Developing broader public space policies that also include urban plazas, squares, people-oriented streets, courtyards, rooftop gardens, and more (88%); and
  - » High quality city building by strengthening and clarifying the City's approaches to urban design by better incorporating the elements (87%).



# Engagement Results at a Glance

## Themes from the written responses:



### Transit, Infrastructure, and Accessibility

- Strong support for improving public transit (light rail, buses), active transportation (bike lanes, sidewalks), and walkable communities.
- Concerns about existing infrastructure’s ability to handle growth, with calls for upgrades to roads, schools, and healthcare facilities.
- Emphasis on accessible and safe transportation for all, including mobility-challenged residents, seniors, and families.



### Balanced Development and Growth Management

- Preference for densification in urban areas over greenfield development to preserve natural spaces.
- A desire for strategic growth tied to infrastructure upgrades and amenities to avoid congestion and strain on resources.
- Support for mixed-use, mid-rise developments (up to 4–6 storeys) in appropriate locations while respecting neighbourhood character.

# Engagement Results at a Glance



*"We need a lot more parks and infrastructure to make it more livable as we get more crowded, and development needs to pay their share or taxpayers get stuck with huge costs."*

*"Urban plazas are a great idea that does not get enough support. The 'makeshift' plaza on Peatt/Hockley was a great example of how a space could become something greater."*



*"Make it crystal clear on what is required so developers actually do it."*

*"In general I support this but would be good to understand how much that would cost residents as I may not support if that means that property taxes will continue to have large % increases each year"*

## Community Integration and Livability

- Support for complete communities with mixed-use spaces offering walkable access to shops, parks, and community services.
- Advocacy for sustainable designs incorporating green spaces, rooftop gardens, and climate-resilient features.
- Concerns about affordability, with a focus on diverse, family-friendly housing options and maintaining Langford's character.

## Developer Accountability and Economic Considerations

- Broad agreement on holding developers accountable for including public amenities and contributing to community needs.
- Mixed opinions on balancing development costs with affordability, ensuring housing remains accessible while avoiding overburdening taxpayers.

# Engagement Results at a Glance



## Public Engagement and Thoughtful Planning

- Strong support for transparent, inclusive planning processes that reflect diverse community needs.
- Emphasis on clear zoning rules, strategic placement of high-density developments, and community-driven decisions to avoid over-densification and protect neighbourhood character.



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# 1. Report Overview

## 1.1. Report Structure

This report provides an overview of the engagement results for phase 2 of Langford's OCP refresh project.

The Report is structured as follows:

### Section 2

Provides an overview of the consultation activities to date, including online and in-person opportunities.

### Section 3

Provides an overview of survey demographics, including which groups were over and under-represented in the survey results.

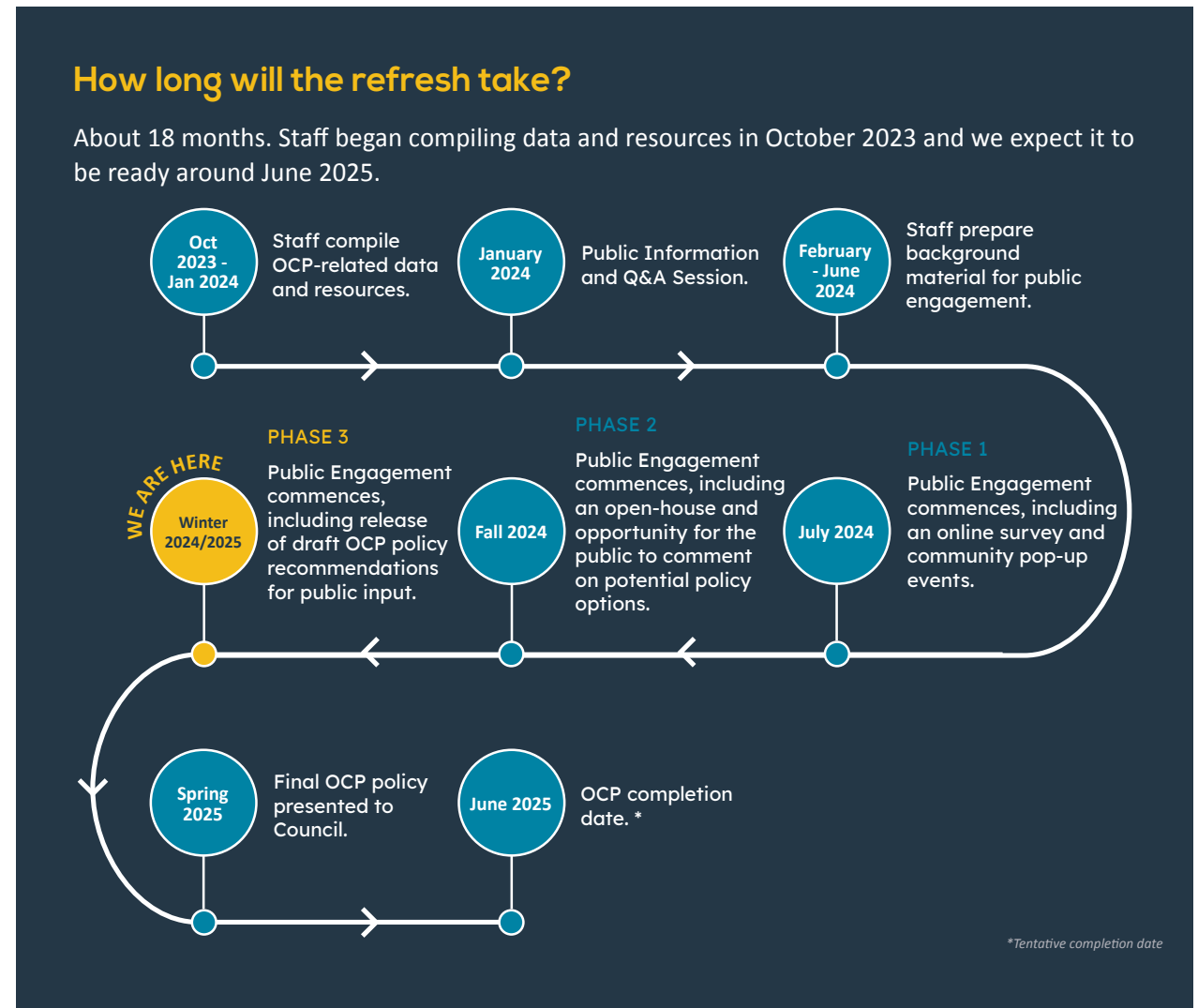
### Section 4

Provides an overview of engagement results including a synthesis of both online and in-person engagement, broken down by OCP topics.

## 1.2. Project Overview Timeline

### How long will the refresh take?

About 18 months. Staff began compiling data and resources in October 2023 and we expect it to be ready around June 2025.



# 2. Consultation Overview

Generally, this phase of engagement focused on various OCP Ideas organized around topics, including:

- Growth Through Urban Infill and Mobility Choice
- High Quality City-Building & New City Centre Policy
- Mixed Use and Choice of Use Centres, The “4Cs” of Growth Management, New Urban Hierarchy of Places & Urban Employment Lands
- Achieving Complete Communities, Realizing Neighbourhood Scale Villages, Corner Convenience

Respondents were asked multiple qualitative and quantitative questions during online and in-person engagement.

## 2.1. Online Engagement

### Survey

**The City of Langford received 737 survey submissions across four surveys from 347 individuals.** An overview of the demographics of respondents is in Section 3, including a comparison of the respondents’ age compared to the population of Langford to determine over- and under-represented of age groups.

## 2.2. In-person Engagement

On November 2nd, 2024, staff conducted an in-person Open House event at Ruth King Elementary School. The event was widely publicized through social media posts, the City of Langford website, media releases (e.g., Times Colonist, Goldstream Gazette), and digital signs. **Approximately 85 people attended the Open House.**

## 2.3. Social, Print, and Digital Media

An extensive social media, print, and digital media campaign was conducted to promote the OCP update process and direct community members to the project webpage and survey. A high-level overview of the campaign is presented below.

### Facebook and Instagram

- Platforms were used to advertise in-person events and advertise the project/process, driving individuals to the project webpage and survey.
- Posts to these platforms were highly successful, and viewed by over 1,000 individuals on certain days and approximately 25,000 throughout the campaign.

### Times Colonist:

- Print ads ran on November 1<sup>st</sup> and 8<sup>th</sup>, 2024

### Goldstream Gazette

- Online advertisements ran on October 30<sup>th</sup>, November 6<sup>th</sup>, 15<sup>th</sup>, and 20<sup>th</sup>, 2024

### Island Social Trends:

- Online advertisements ran from October 31<sup>st</sup> to November 20<sup>th</sup>, 2024.

## 2.4. Traffic to the Project Webpage

Between October 22<sup>nd</sup> and November 21<sup>st</sup>, 3,691 individuals visited the project page. An overview of visitors and their level of engagement with the project page broken down by sources is presented below.

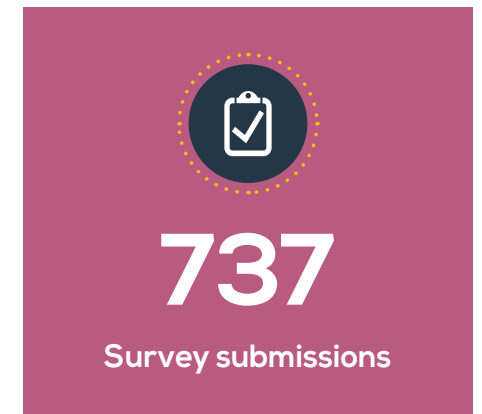
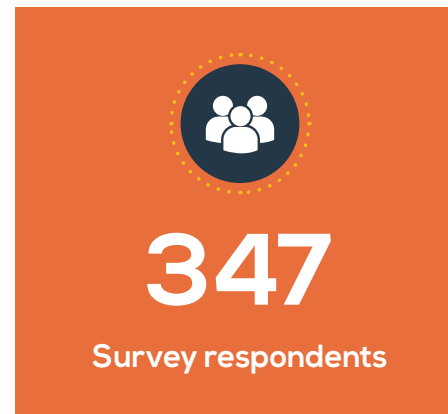
Traffic Channel	Aware Visits*	Informed Visits**	Engaged Visits***
Direct	1300	587	97
Referrals - from another platform (e.g., LinkedIn, Digital advertisements)	377	266	39
Search Engines (e.g., Google, Bing)	218	126	15
Email (e.g., newsletters)	899	655	164
Social (e.g., Facebook, Instagram)	897	309	32
<b>Total</b>	<b>3,691</b>	<b>1,943</b>	<b>347</b>

\*Visited the project page.

\*\* Downloaded project material or engaged with a tool (e.g., survey).

\*\*\* Submitted responses to an engagement tool.

## 2.5. Consultation at a Glance



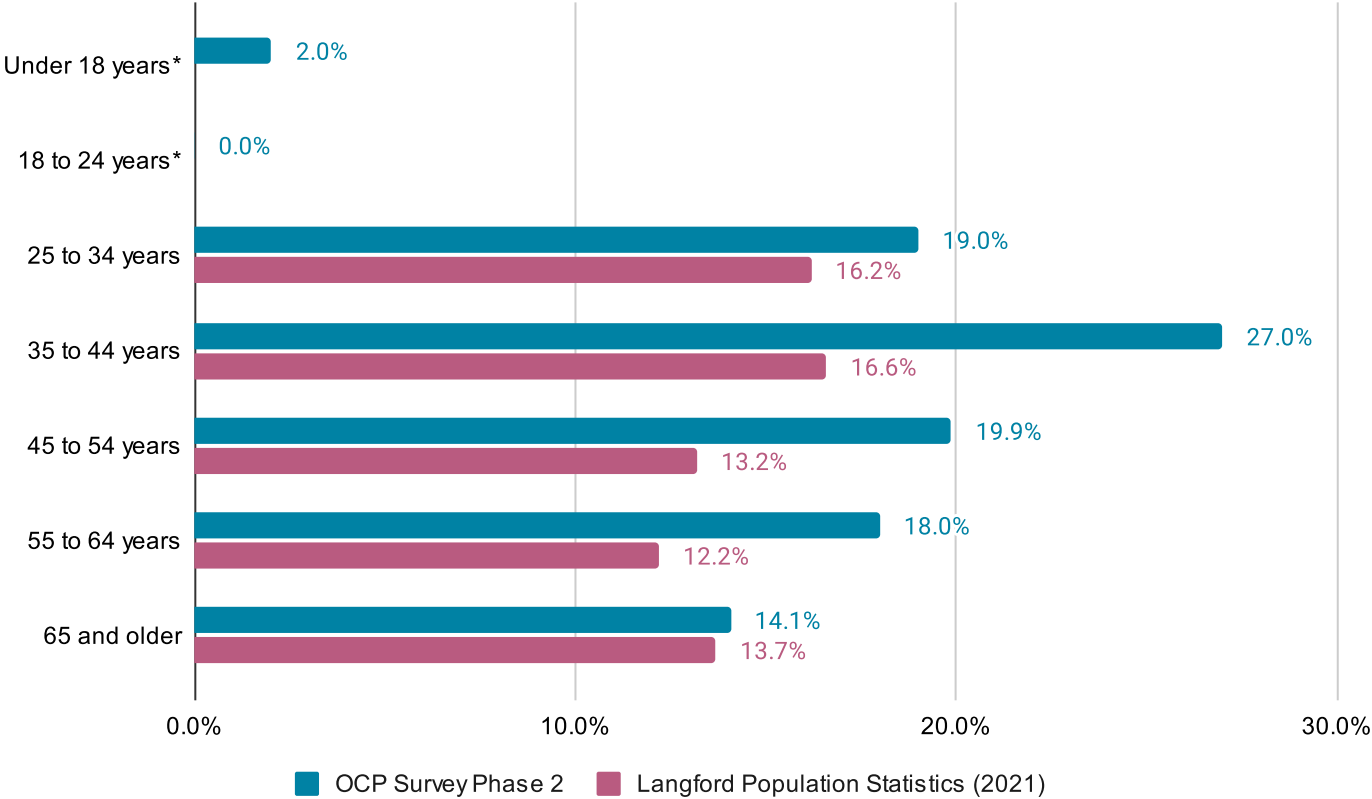
# 3. Who We Heard From

This section provides an overview of survey demographics, including age groups that were over and under-represented in the survey results and other demographic or response characteristics questions.

## 3.1. Over-and-Under Representation in the Survey Results

**Age**

- Children and youth were underrepresented in the survey
- Those aged 35 - 64 were over-represented in the survey results
- Those aged 25-34 and older than 64 were accurately represented
- Most respondents were in the 35 to 44 year age category, followed by the 45 to 55 years and 25 to 34 year age categories.

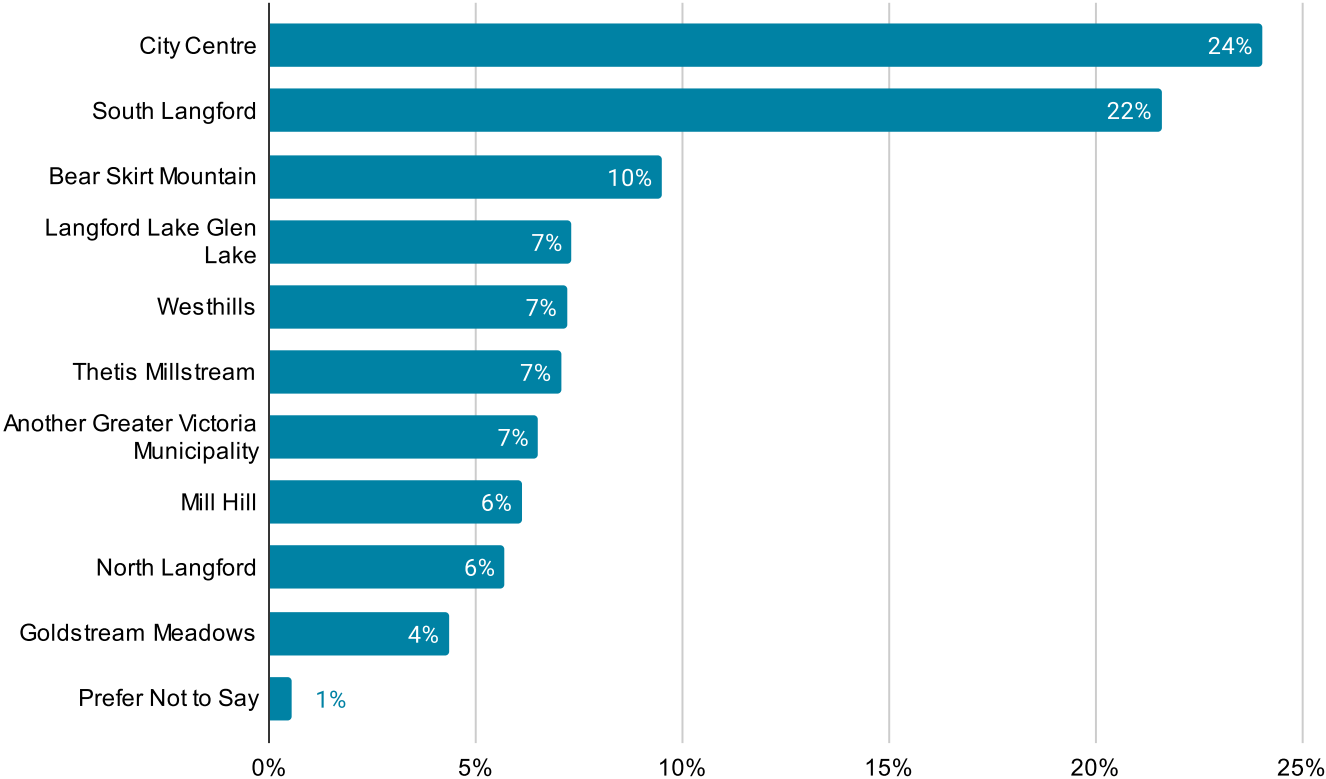


\*Direct comparisons could not be obtained as the OCP Refresh Survey question were structured differently than census questions.

# 3.2. Other Demographic and Information Request Responses

## Respondents by Neighbourhood

Most respondents were from the City Centre, and South Langford. Fewer respondents were from Mill Hill, Westhills, North Langford, and Goldstream Meadows.



# 4. Engagement Results

This section provides an in-depth overview of engagement analysis methodology and engagement results including a synthesis of both online and in-person engagement, broken down by OCP topics.



## 4.1. Methodology

The engagement results were organized by OCP Survey Topics (e.g., ‘Growth Through Urban Infill and Mobility Choice’) and then were analyzed as follows:

### Quantitative Analysis

- **Descriptive Statistics:**
  - » Frequency counts for categorical data (e.g., rank order) presented in percentages.

### Qualitative Analysis

- **Thematic Analysis:**
  - » Identify and categorize themes or patterns in open-ended responses (e.g., survey, open house boards) which were then ranked by most common to least common.
  - » Select quotes are presented that most accurately reflect the themes heard.

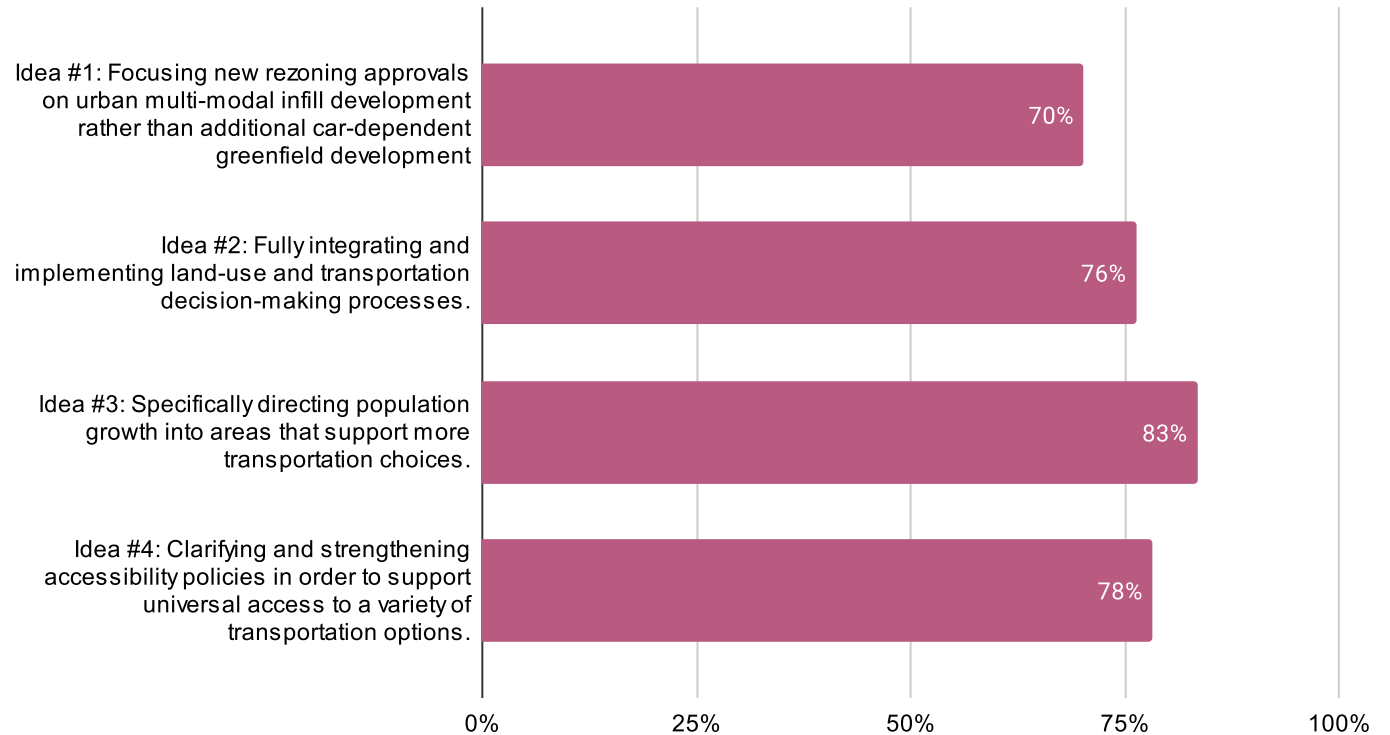
Finally, validation through a thorough review of the results between peers (e.g., peer review) was undertaken to ensure the reliability and validity of the analysis.

## 4.2. Engagement Results

### Topic 1

#### Growth Through Urban Infill and Mobility Choice

All Ideas received high levels of support from respondents with the most support for 'Specifically directing population growth into areas that support more transportation choices.'



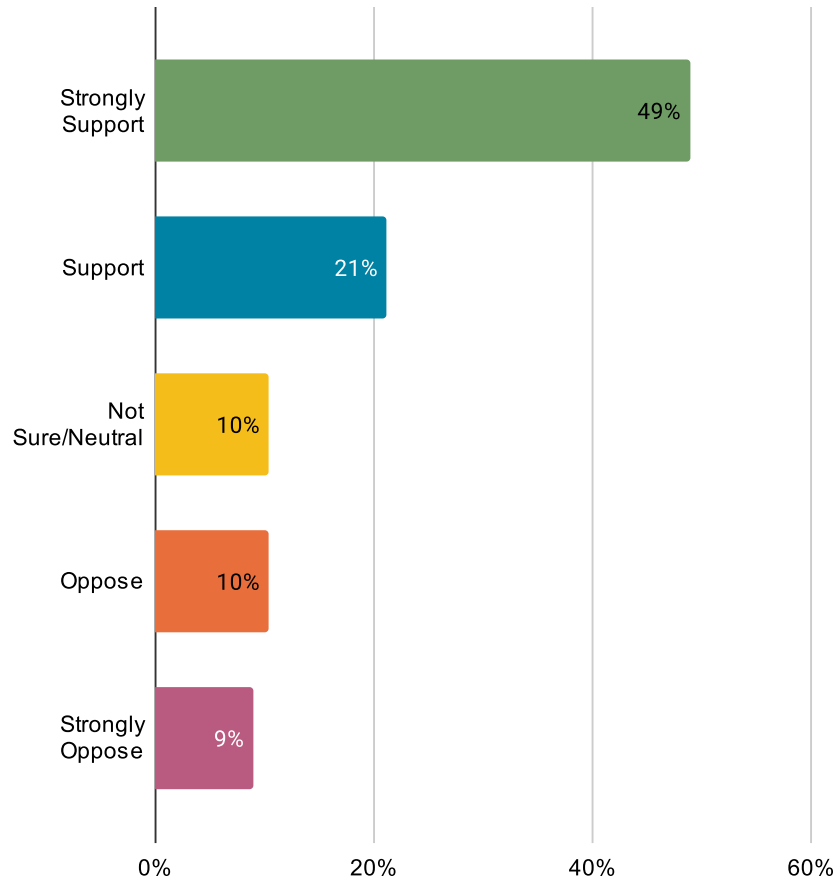
*Note: the percentages in the chart above reflect the percentage of respondents who indicated 'Strongly Support' and 'Support'*





# Idea 1: Focusing new rezoning approvals on urban multi-modal infill development rather than additional car-dependent greenfield development

## Quantitative Results - Survey Responses



## Qualitative Results - Comment Themes

### 1. Improved Transit and Active Transportation

Many respondents support enhancing public transit, including light rapid transit to Victoria, and improving infrastructure for walking, biking, and rolling.

### 2. Walkable, Mixed-Use Communities

There is strong interest in creating walkable neighbourhoods with accessible amenities, such as shops, cafes, and green spaces, while ensuring minimal parking requirements to discourage car dependency.

### 3. Balanced Development with Infill Priority

Respondents prefer focusing on densification in existing urban areas (brownfields) rather than expanding into undeveloped greenfield sites.

### 4. Parking and Car Infrastructure Concerns

Many express skepticism about the feasibility of a car-free future, citing the current transit system's limitations and the need for parking in new developments to prevent overflow onto neighbourhood streets.

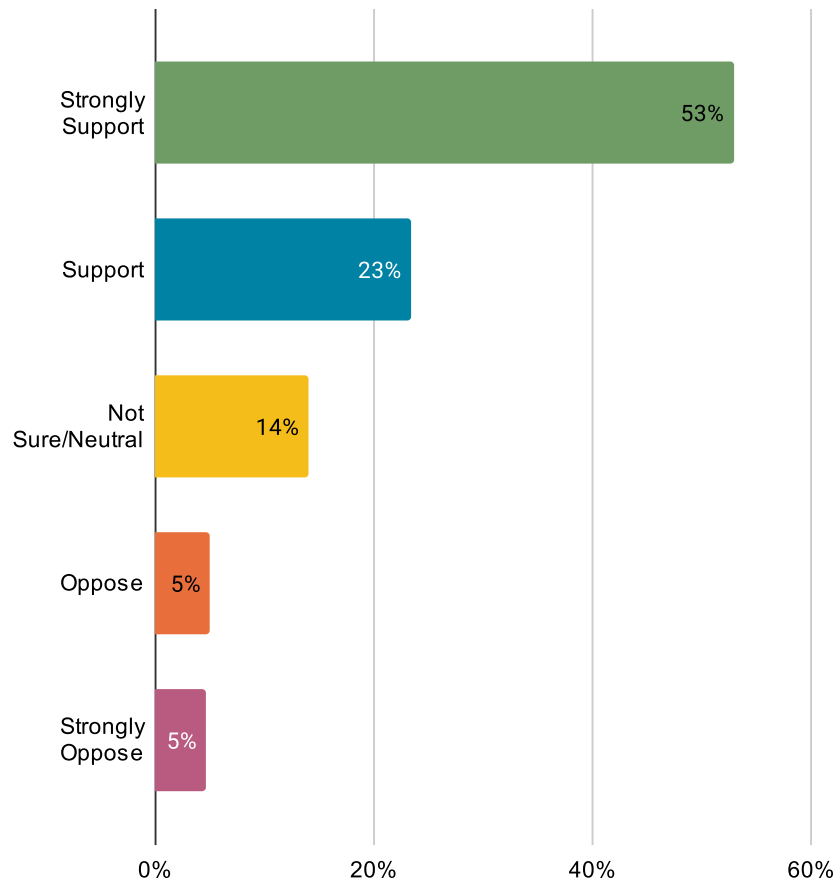
### 5. Community and Environmental Preservation

Emphasis on protecting Langford's character through thoughtful urban planning, maintaining green spaces, incorporating trees into new developments, and limiting high-rise buildings to designated areas to avoid over-densification and congestion.



## Idea 2: Fully integrating and implementing land-use and transportation decision-making processes

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Balanced Approach to Transportation

There is strong demand for alternative transit options such as rail, ferries, and improved bus services, alongside recognition of the practical need for cars in certain situations.

#### 2. Investment in Walking and Biking Infrastructure

Respondents highlighted safer sidewalks, consistent lighting, protected bike lanes, and bike storage as high priorities to encourage non-car transportation methods.

#### 3. Addressing Practical and Logistical Challenges

Respondents highlighted concerns about car dependency in less dense areas, public transit reliability, and the feasibility of car-free lifestyles, emphasizing the need for practical solutions tailored to diverse community needs.

#### 4. Environmental and Community Integration

Respondents emphasized the importance of sustainability, integrating transportation and land use planning, and supporting 15-minute communities, aligning these priorities with climate goals and improved livability.

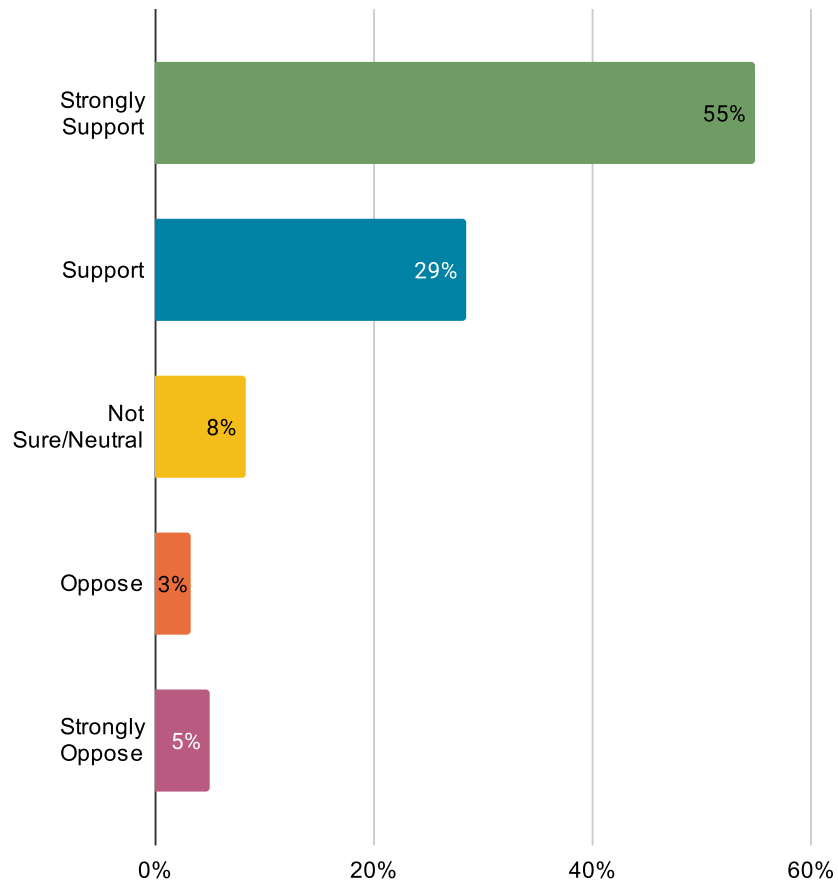
#### 5. Consultation and Transparency

Respondents noted inclusive and transparent planning processes, alongside careful execution to avoid replicating issues seen in other areas, are seen as essential for public trust and policy success.



## Idea 3: Specifically directing population growth into areas that support more transportation choices

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Transportation Infrastructure Needs Improvement

Respondents highlighted that current transportation options, including buses, are often unreliable and inconvenient.

#### 2. Density and Growth Management

There are concerns about overcrowding, traffic congestion, and infrastructure strain. Respondents noted that strategic planning for higher density should focus on areas with existing transit corridors and be balanced with sufficient infrastructure upgrades.

#### 3. Public and Active Transportation Solutions

A shift toward walkable, bikeable communities is supported for health and environmental benefits, but respondents noted challenges in making biking and walking viable for everyone, particularly in harsh weather or where car use is essential for daily tasks like grocery shopping.

#### 4. Balance Between Development and Green Space

There's a desire from respondents to balance development with the preservation of green spaces, particularly in areas in and around Bear Mountain and Dewdney Flats.

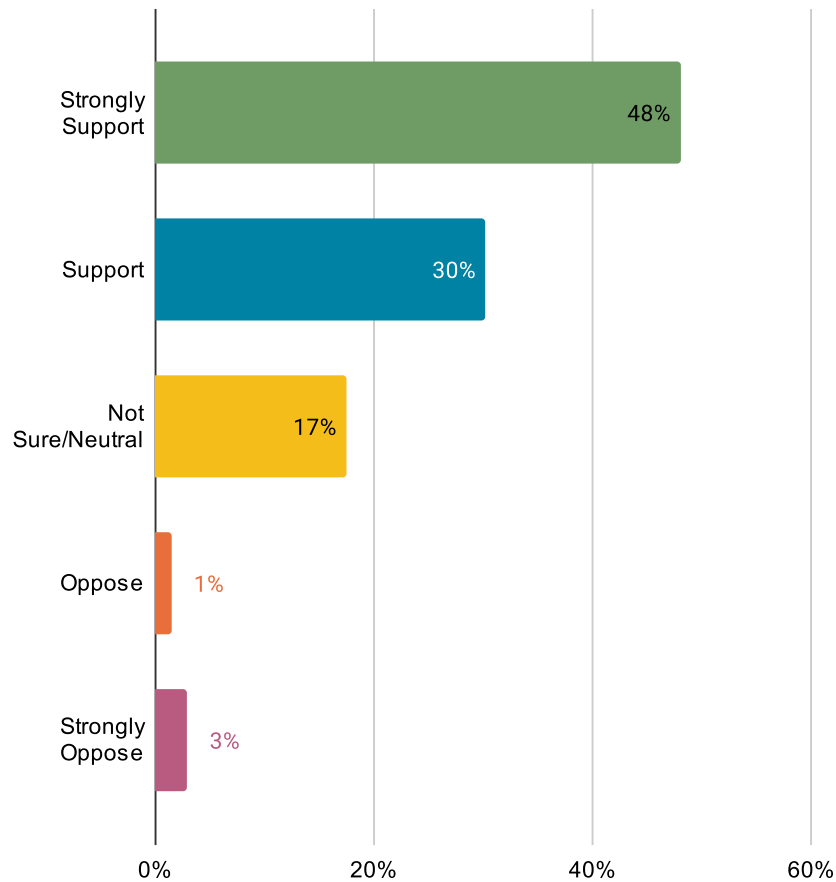
#### 5. Community-Specific Needs

Respondents highlighted that different neighbourhoods have unique transportation needs, with some areas requiring better transit service (e.g., Latoria Road and Goldstream Meadows).



## Idea 4: Clarifying and strengthening accessibility policies in order to support universal access to a variety of transportation options

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Support for Accessible Transportation

There is broad support for improving accessibility in transportation infrastructure, such as better sidewalks, bike lanes, and transit options that accommodate people with mobility challenges, seniors, and parents with strollers.

#### 2. Concerns About Infrastructure and Traffic

Many respondents called for better roads, more lanes, and dedicated bus lanes to address traffic congestion and support public transit. Widening roads and improving connections to key areas were frequently mentioned.

#### 3. Accessibility and Safety Issues in Langford

The need for improved accessibility in Langford was highlighted, with concerns about unsafe sidewalks, snow removal, and inadequate access for people with disabilities in certain areas, particularly during winter months.

#### 4. Cost and Impact on Housing

Several respondents voiced concerns about the cost of implementing accessibility measures, particularly the potential increase in housing prices due to stricter building codes, and the financial burden these could place on homeowners and developers.

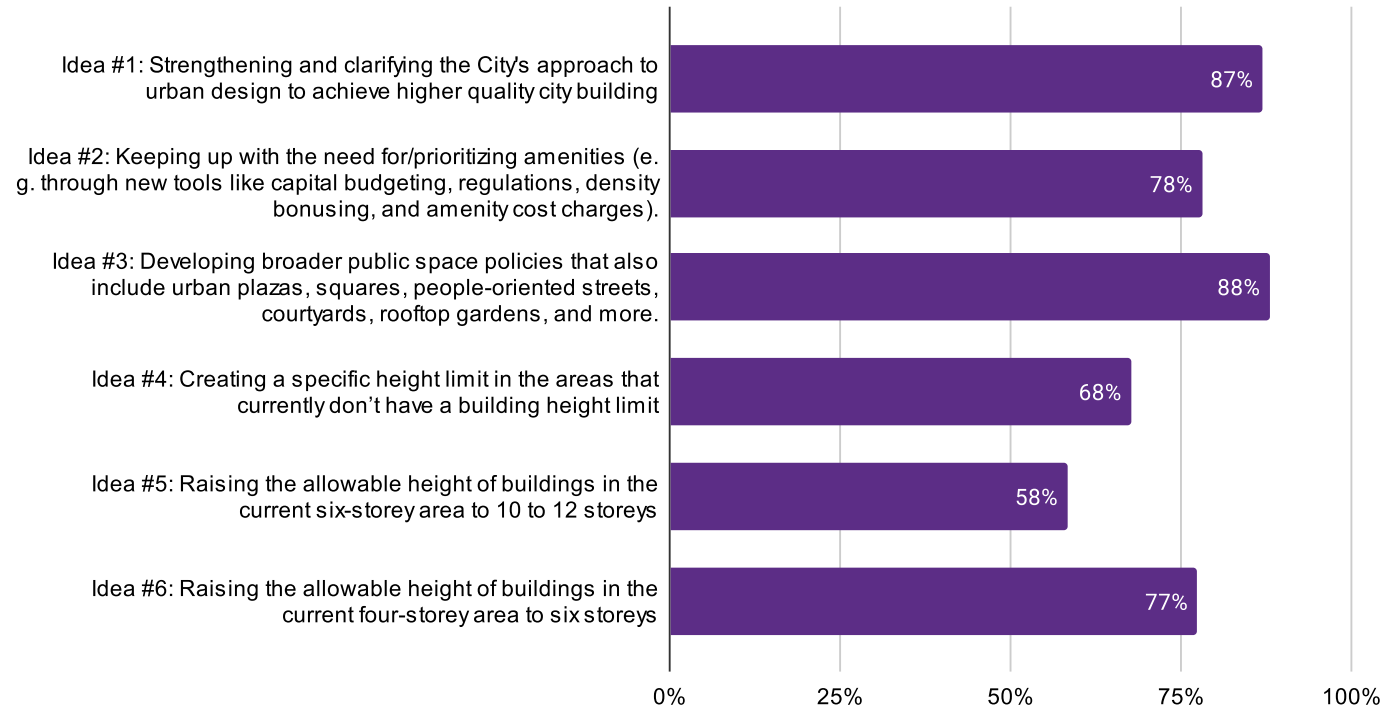
#### 5. Clarification and Specificity Needed

Respondents expressed confusion about vague or ambiguous survey questions, emphasizing the need for clear, detailed explanations before forming opinions or offering support.

## Topic 2

### High Quality City-Building & New City Centre Policy

All Ideas received high levels of support from respondents with the most support for 'Developing broader public space policies that also include urban plazas, squares, people-oriented streets, courtyards, rooftop gardens, and more.'



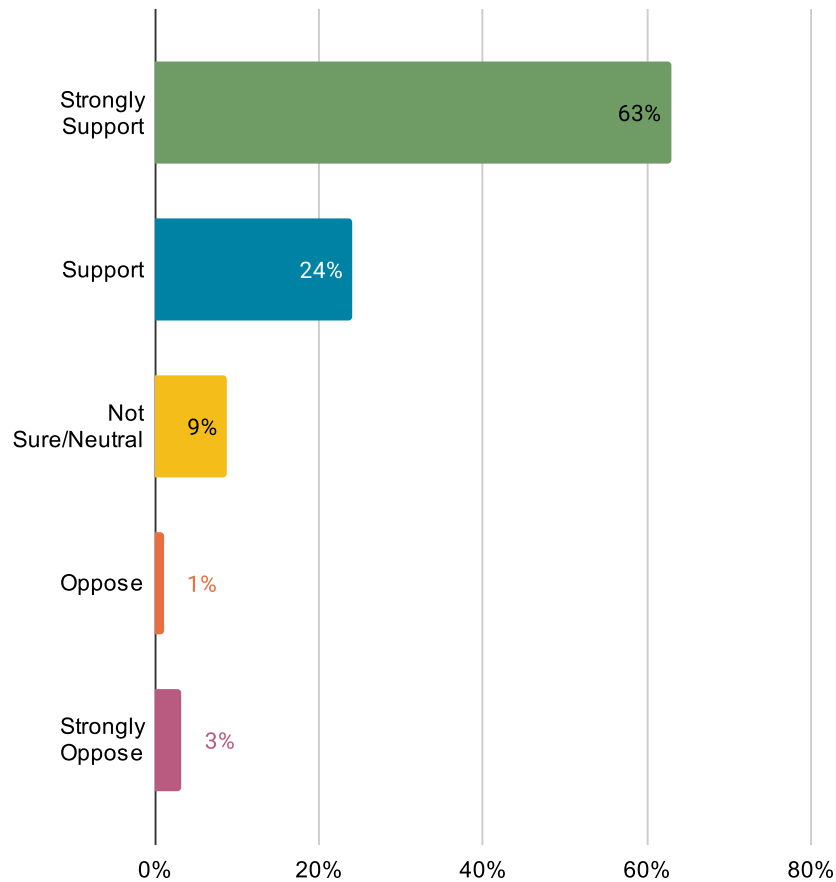
*Note: the percentages in the chart above reflect the percentage of respondents who indicated 'Strongly Support' and 'Support'*





# Idea #1: Strengthening and clarifying the City's approach to urban design to achieve higher quality city building

## Quantitative Results - Survey Responses



## Qualitative Results - Comment Themes

### 1. Community Infrastructure Concerns

Many respondents expressed frustration with the lack of basic amenities and green spaces in Langford, especially in newer areas like Whirlaway Crescent.

### 2. Sustainability and Development Priorities

There is a strong desire from respondents for more environmentally sustainable practices in new developments, including better insulation, solar and wind energy options, and the incorporation of green roofs and community gardens.

### 3. Support for Public Spaces and Gathering Areas

Respondents highlighted the need for more public spaces such as urban plazas, pedestrian-friendly streets, and community hubs (e.g., a multi-functional library or community center).

### 4. Importance of Green Spaces and Nature Integration

There is a clear demand for more natural areas within urban development, including parks, trees, and green infrastructure like pocket parks and green roofs.

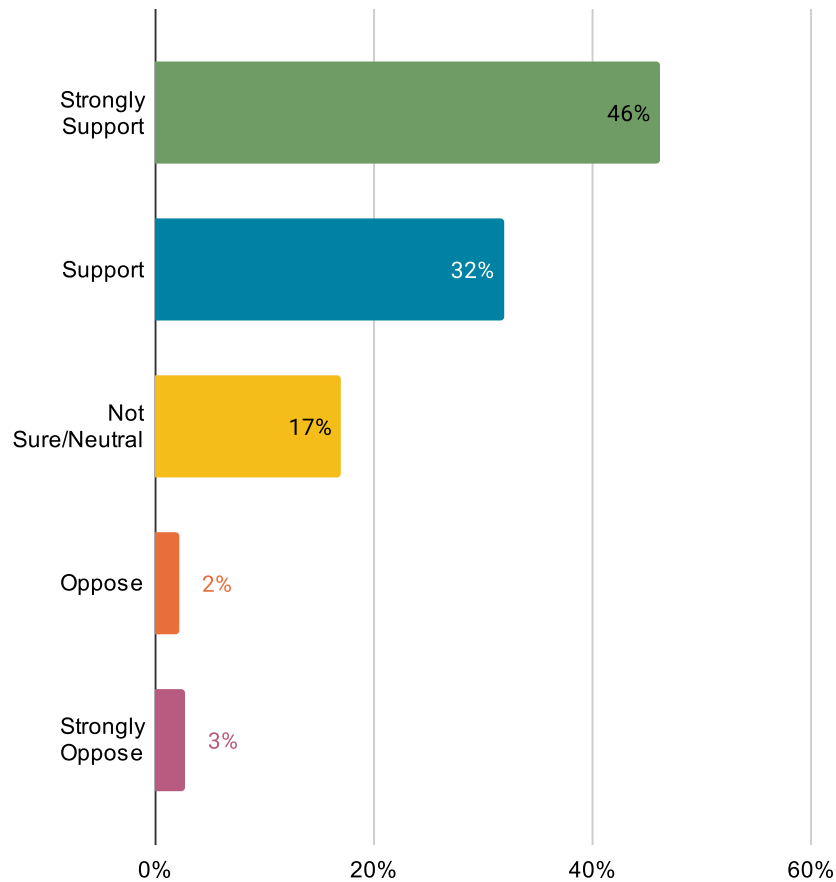
### 5. Calls for Better Planning and Zoning

There is concern from respondents about poorly planned density increases, especially in already crowded areas. Some respondents want clearer zoning regulations, focused amenity charges, and more thoughtful integration of amenities in new developments.



## Idea #2: Keeping up with the need for/prioritizing amenities (e.g. through new tools like capital budgeting, regulations, density bonusing, and amenity cost charges)

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Development and Amenities

Respondents emphasized the importance of tying development to useful public amenities, such as green spaces and recreation centers, while respecting private neighbourhoods and ensuring that growth is sustainable.

#### 2. Funding and Cost Sharing

Many felt developers should contribute more to amenity costs, but caution was expressed that excessive charges could discourage development. Respondents also voiced concerns about rising taxes and wanted costs to be managed carefully.

#### 3. Strong Governance and Community-wide Amenities

There was strong support for stronger regulations and clearer policies. Respondents agreed that amenities should be planned to serve the entire community, not just new developments.

#### 4. Growth Management

While respondents recognized the need for more amenities, they raised concerns about the speed of development, potential tax hikes, and the impact on homeownership costs. There was a call for more thoughtful and sustainable growth.

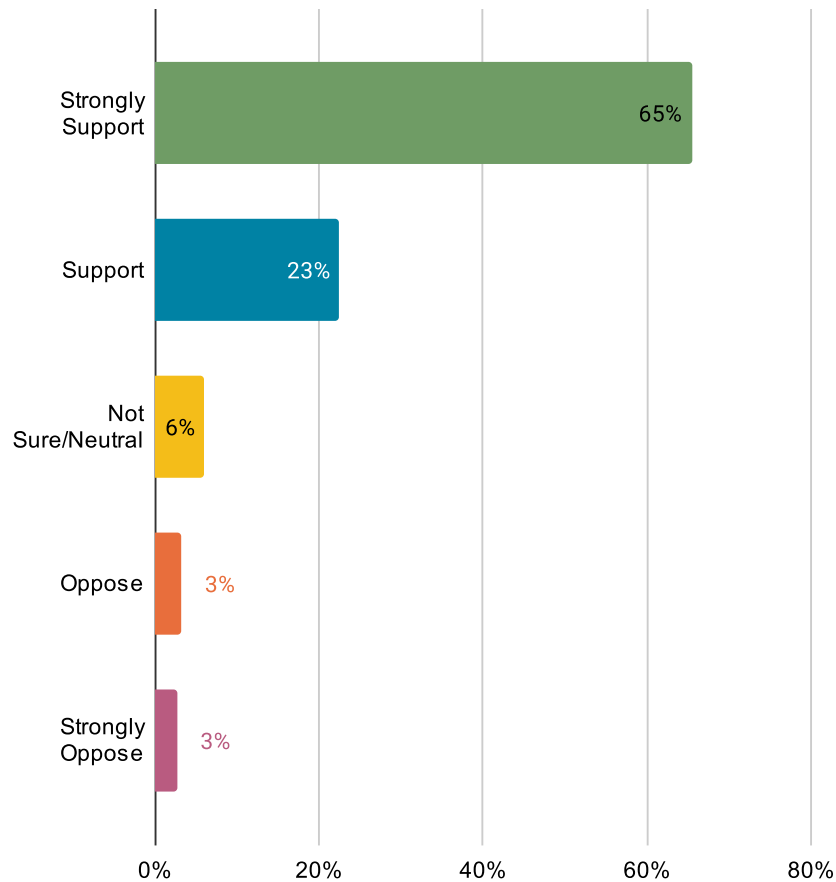
#### 5. Private Sector Role

Several respondents advocated for greater involvement of private enterprises in providing amenities, suggesting that this could reduce the financial burden on taxpayers and lower government costs.



## Idea #3: Developing broader public space policies that also include urban plazas, squares, people-oriented streets, courtyards, rooftop gardens, and more

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Support for Public Spaces and Community-Building

Respondents expressed strong support for creating people-oriented streets, urban plazas, and gathering spaces to enhance community connection.

#### 2. Emphasis on Safety and Accessibility

There was a consistent call for designing public spaces with safety and accessibility in mind, including features like wider sidewalks, seating, and shade from trees.

#### 3. Integration with Nature and Climate Resilience

Respondents stressed the need for more green spaces, including tree planting and nature-based designs, to enhance the city's resilience to climate change.

#### 4. Concern About Costs and Taxes

While respondents supported these ideas, many expressed concern about the financial implications, particularly in terms of rising property taxes.

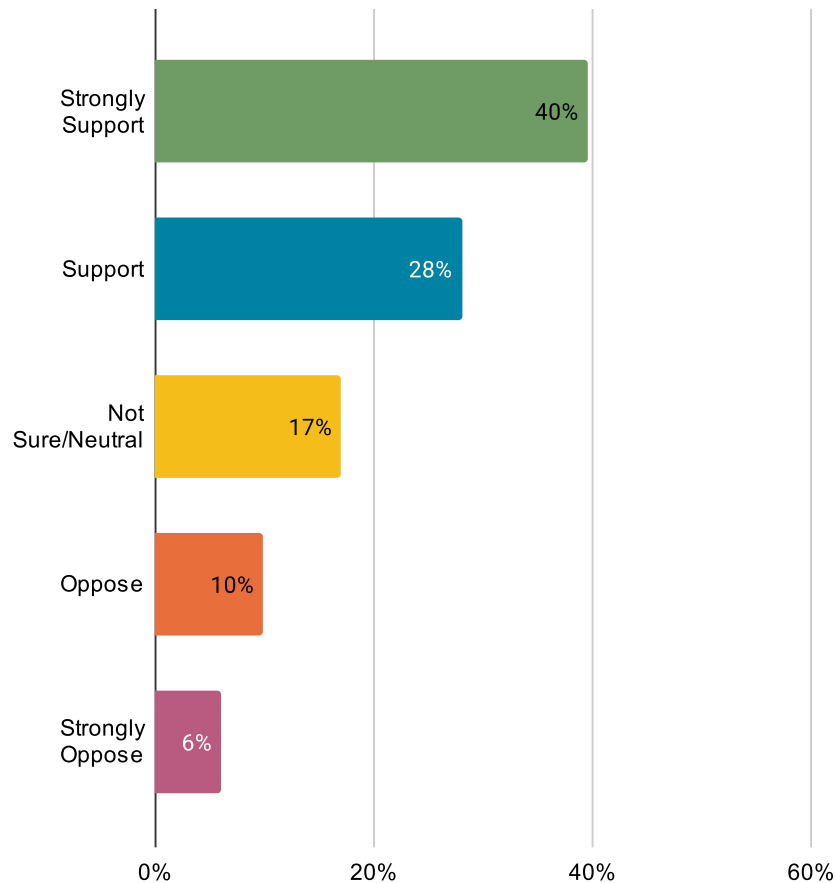
#### 5. Diverse Ideas for Urban Spaces

A range of suggestions were made for enhancing public spaces, from arts and cultural hubs to interactive features like splash parks, public pools, and community centers. Some respondents also recommended involving local Indigenous communities in the design and naming of public spaces to reflect a broader, inclusive vision.



## Idea #4: Creating a specific height limit in the areas that currently don't have a building height limit

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Development and Building Heights

There's a debate about whether to impose height limits, with some advocating for taller buildings in key areas (like the city center) and others calling for more moderate height restrictions to preserve community character, sunlight, and green spaces.

#### 2. Density and Housing Needs

Many support higher-density development, including mid-rise buildings, to address housing shortages, but emphasize the importance of infrastructure (water, sewer, transit) and amenities to support growth.

#### 3. Community Impact and Design

The design and quality of buildings matter more than height alone, with a focus on creating vibrant, walkable communities with mixed-use developments and adequate greenspace.

#### 4. Economic Considerations

Some argue against limiting development in an economic downturn, believing that more flexible zoning could attract investment, lower property taxes, and meet housing demands.

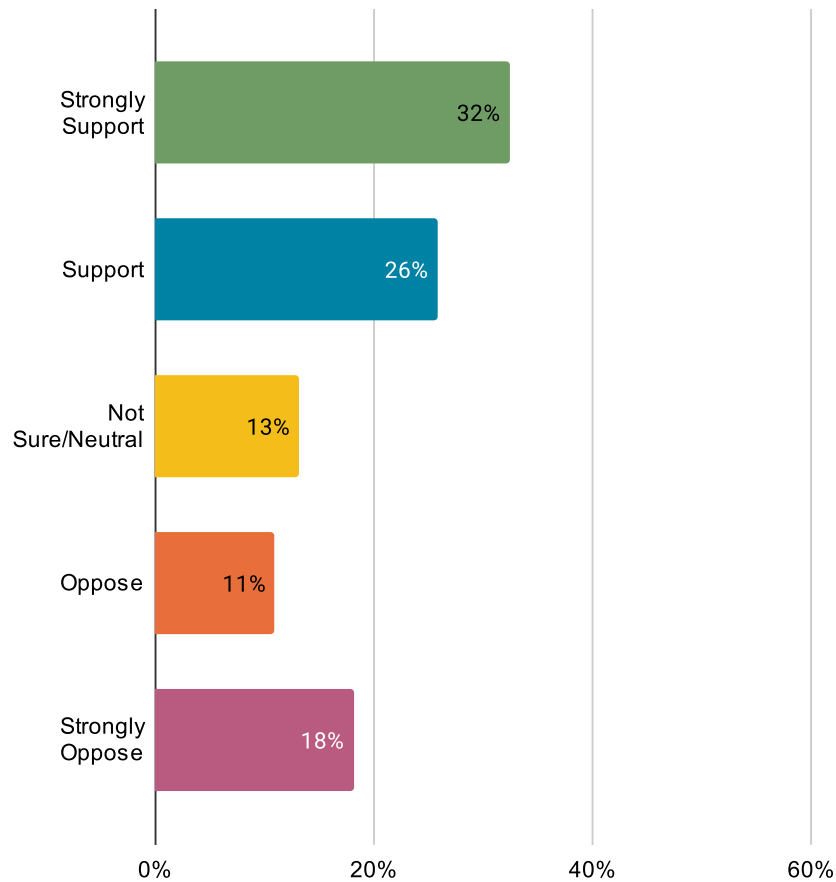
#### 5. Parking and Infrastructure

Concerns about traffic and parking lead to suggestions for minimizing surface parking and incorporating multi-level parking structures, with the goal of keeping downtown areas pedestrian-friendly.



## Idea #5: Raising the allowable height of buildings in the current six-storey area to 10 to 12 storeys

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Height and Density Preferences

Some respondents support allowing taller buildings in downtown areas, suggesting limits of 30-40 stories to attract people to the core. However, others argue that 6-12 stories are more appropriate, emphasizing the importance of a gradual transition in building height from the core outward.

#### 2. Infrastructure and Services

A significant number of respondents are concerned that Langford's current infrastructure (roads, schools, healthcare) cannot accommodate rapid growth. They advocate for infrastructure upgrades before allowing higher density development.

#### 3. Impact on Neighborhoods

Many respondents express concern about the potential impact of taller buildings on existing neighborhoods, particularly single-family homes. Issues raised include loss of sunlight, increased traffic congestion, and the potential for the area to lose its current character.

#### 4. Affordable Housing and Livability

Respondents generally agree on the need for more affordable housing but emphasize that new developments should include green spaces, social amenities, and be pet-friendly. Some stress that affordability should be a top priority alongside increased density.

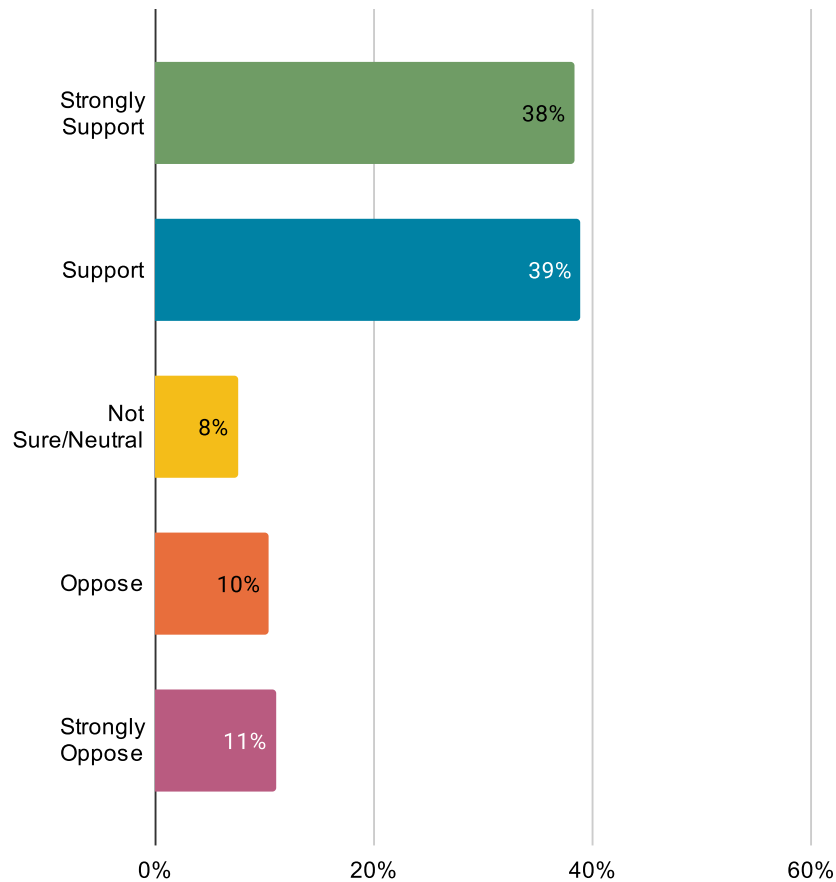
#### 5. Design and Environmental Concerns

Some respondents support taller buildings as a means to reduce urban sprawl but insist that these buildings should be well-designed with green spaces and high-quality construction. Others are concerned about environmental impacts, such as wind tunnels, heat sinks, and increased energy consumption.



## Idea #6: Raising the allowable height of buildings in the current four-storey area to six storeys

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Building Height Preferences

Some respondents prefer a 4-story limit to maintain a neighborhood feel, with some open to 5-6 stories. Concerns arise over taller buildings (6+ stories) impacting community culture, light, and livability, with some advocating for taller buildings only in central areas.

#### 2. Infrastructure and Traffic Concerns

Respondents worry that Langford's infrastructure (roads, parking, services) can't support higher density. There's a strong call for infrastructure upgrades before further development to avoid traffic and service overload.

#### 3. Need for Housing and Affordable Options

While there's agreement on the need for more housing, many stress the importance of providing affordable, family-friendly options, such as townhouses, and ensuring development is well-planned.

#### 4. Impact on Community and Neighborhoods

Tall buildings near single-family homes are seen as disruptive. Respondents favour lower heights in suburban areas, with taller buildings concentrated in the downtown core to maintain neighbourhood balance.

#### 5. Development Strategy and Economic Impact

Some support taller buildings to attract developers and reduce taxes but highlight the need for density bonuses and financial incentives. Others caution about the environmental and social impacts, advocating for balanced urban growth.



## Comments on opportunities for boundary adjustments between the three City Centre areas.

### Qualitative Results - Comment Themes

#### 1. Transition Zones to Mitigate Impacts on Existing Neighborhoods

Respondents raised concerns about abrupt zoning transitions, such as CC2 areas being surrounded by taller CC1 or CCP zones. They suggested that zoning transitions should be gradual, with heights stepping down from the City Centre core to better integrate with existing neighborhoods and reduce adverse impacts on residents.

#### 2. Adjustments to Peatt Road for Increased Commercial Focus

Several respondents highlighted Peatt Road as a growing commercial and transit corridor that could benefit from inclusion in higher-density zones like CCP. They suggested expanding the “pink” City Centre 1 (CC1) category north and south along Peatt Road to accommodate commercial development and pedestrian-oriented spaces.

#### 3. Reducing Overly Large City Centre Boundaries

Respondents questioned the current extent of the City Centre boundaries, suggesting they are too broad and include areas unsuitable for high-density development. For example, Leigh Road was identified as a location that should be reclassified to CC2 or removed from City Centre designation altogether due to its distance from the downtown core and existing traffic issues.

#### 4. Protecting Residential Stability in Established Areas

Respondents expressed concerns about boundary adjustments affecting established neighborhoods with recently developed or updated homes. For example, Phipps Road and Revilo Place were noted as areas where respondents felt higher-density zoning, such as CCP or CC1, would be unfair to existing homeowners. They recommended maintaining lower-density classifications to preserve neighborhood character.

#### 5. Expanding City Centre Designations in Strategic Locations

Respondents suggested adding more density in areas with high transit accessibility or commercial potential. For instance, portions of Jacklin Road, Belmont Market, and the area surrounding Westshore Mall were identified as prime candidates for higher-density designations like CCP. Respondents highlighted the proximity to rapid transit, shopping, and other amenities as factors supporting these changes.

### Topic 3

## Mixed Use and Choice of Use Centres, The “4Cs” of Growth Management, New Urban Hierarchy of Places & Urban Employment Lands

All Ideas received high levels of support from respondents with the most support for ‘changing the City’s policy approach to “mixed-use areas” by differentiating between “choice of use” and “mandated mixed-use” areas’ and ‘reorganizing the City of Langford’s growth management model using the “4Cs” approach.’

Idea #1: changing the City’s policy approach to “mixed-use areas” by differentiating between “choice of use” and “mandated mixed-use” areas

85%

Idea #2: Reorganizing the City of Langford’s growth management model using the “4Cs” approach.

85%

Idea #3: New Employment Lands Designation that protects industrial land while allowing a limited amount of small-scale retail and office use.

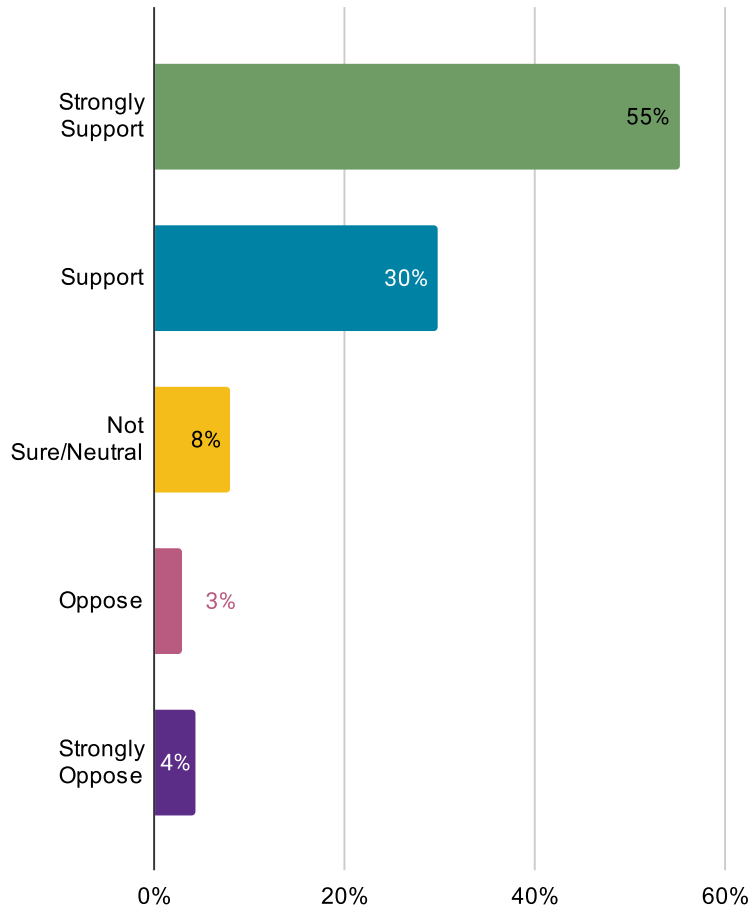
76%

*Note: the percentages in the chart above reflect the percentage of respondents who indicated ‘Strongly Support’ and ‘Support’*





## Idea #1: Changing the City’s policy approach to “mixed-use areas” by differentiating between “choice of use” and “mandated mixed-use” areas



### Qualitative Results - Comment Themes

#### 1. Balanced Development

Feedback emphasizes the need for a deliberate balance in planning to ensure green spaces, recreational facilities, and community amenities are included alongside residential and commercial developments. Incentives for these non-residential elements are recommended to encourage developers to contribute to complete communities.

#### 2. Mixed-Use and Community Integration

Mandating mixed-use developments is broadly supported to prevent developer-driven decisions that prioritize profits over community needs. The inclusion of essential amenities like grocery stores, community centers, and recreational areas within walking distance is seen as critical to fostering livable neighbourhoods.

#### 3. Design and Accessibility

Several contributors advocate for child- and family-friendly designs, such as walkable paths, shared green spaces, and car-free interiors in housing developments, which support safety, social interaction, and ecological integration.

#### 4. Tailored Approaches

Respondents suggest flexibility in implementing mixed-use mandates, recognizing that not all areas are suitable for this model. They advocate for context-sensitive planning, clear guidelines for developers, and public input to ensure long-term benefits for the community.

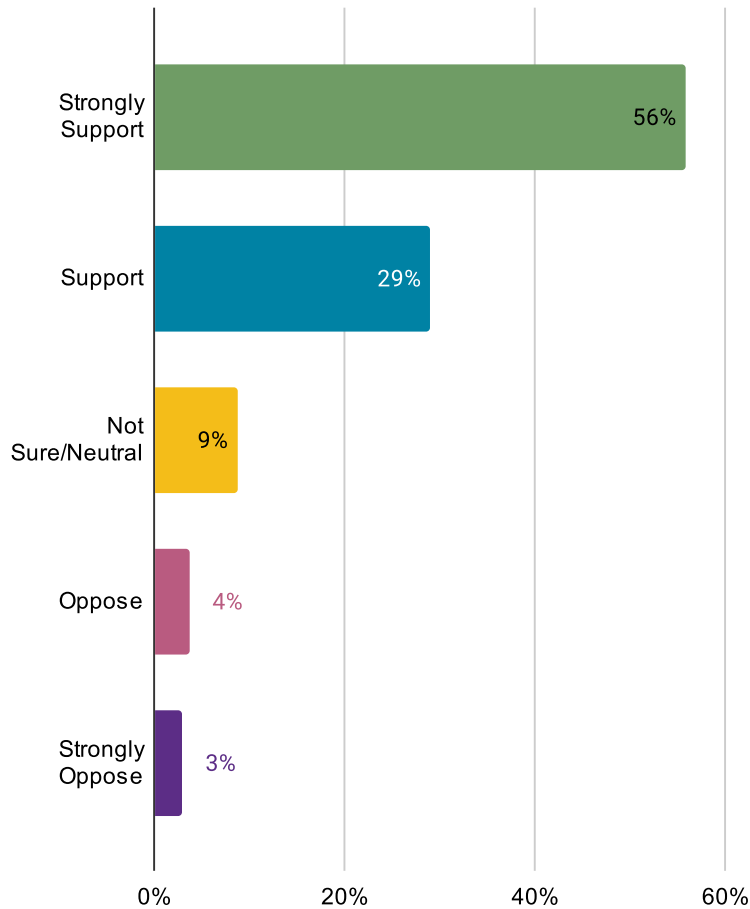
#### 5. Developer Accountability

Concerns are raised about developers prioritizing profit over community needs, with calls for city planning to define clear expectations and mandates. Suggestions include bonus incentives for mixed-use projects and stricter oversight to ensure alignment with the city’s vision.



## Idea #2: Reorganizing the City of Langford's growth management model using the "4Cs" approach.

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Support for Complete Communities

Many respondents support the idea of complete communities with mixed-use spaces that allow residents to live, work, and access amenities without heavy reliance on cars. However, the success of these communities depends on critical population mass, strategic planning, and transit connections to surrounding areas.

#### 2. Flexibility and Accessibility

Suggestions include permitting small businesses in non-corner locations, providing better support for mobility-challenged residents, and incorporating public transit and parking to ensure broader accessibility. Walkable neighbourhoods are widely supported, but realistic execution is necessary, considering human nature and logistical challenges.

#### 3. Concerns About Density and Infrastructure

While some support increased density, others express concerns about excessive building heights, sprawl, and poorly planned industrial-residential mixes. Respondents emphasize the need for green spaces, libraries, and infrastructure upgrades to accommodate growth effectively.

#### 4. Developer Mandates and Incentives

There's a strong call for clear mandates to ensure developers include community-focused amenities. Suggestions include density bonuses for mixed-use developments and limiting commercial/industrial uses like car dealerships in residential areas.

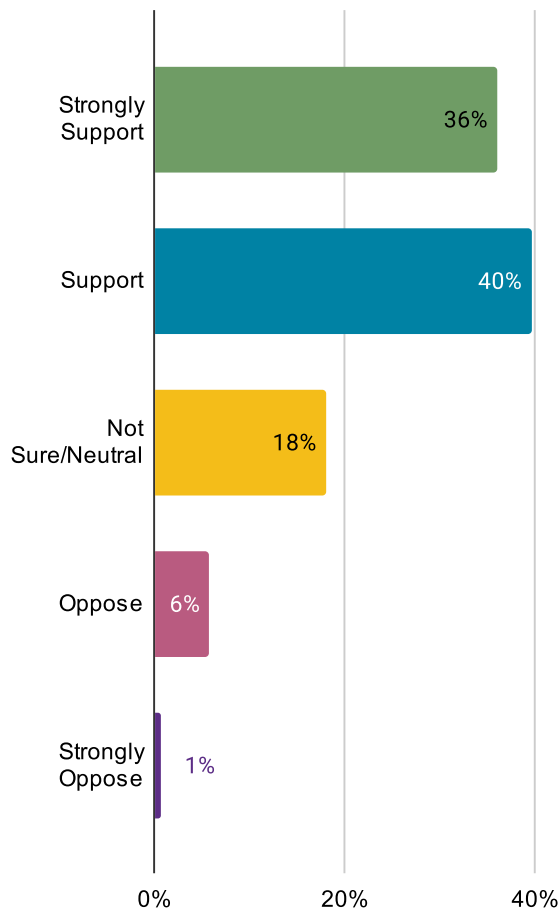
#### 5. Equity and Community Integration

Respondents highlight potential challenges such as homelessness, affordability, and community equity. Some fear these plans could prioritize aesthetics and idealism over inclusivity and practical needs, risking exclusion and long-term sustainability.



## Idea #3: New Employment Lands designation that protects industrial land while allowing a limited amount of small-scale retail and office use.

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Balance and Strategic Zoning

Respondents highlight the importance of protecting industrial land while balancing it with residential and commercial development. Mixed-use zoning, such as light industrial with residential or retail components, is proposed as a way to optimize land use, improve efficiency, and create dynamic communities.

#### 2. Infrastructure and Planning

Respondents stress the need for sidewalks, proper traffic accommodations, and ensuring that industrial areas are situated away from residential neighborhoods to avoid conflicts such as noise and safety concerns.

#### 3. Preserving Industrial Land

Many emphasize the importance of preserving industrial land to support long-term employment opportunities and reduce commuter traffic to other cities. Examples from Vancouver and elsewhere are cited as cautionary tales of losing industrial land to residential use.

#### 4. Integration and Livability

Suggestions include “jazzing up” industrial areas with greenery, retail, and small-scale amenities to make them more appealing and functional for workers and nearby residents. Proximity to transit and residential density near employment areas are also seen as critical to reducing car dependency and fostering livability.

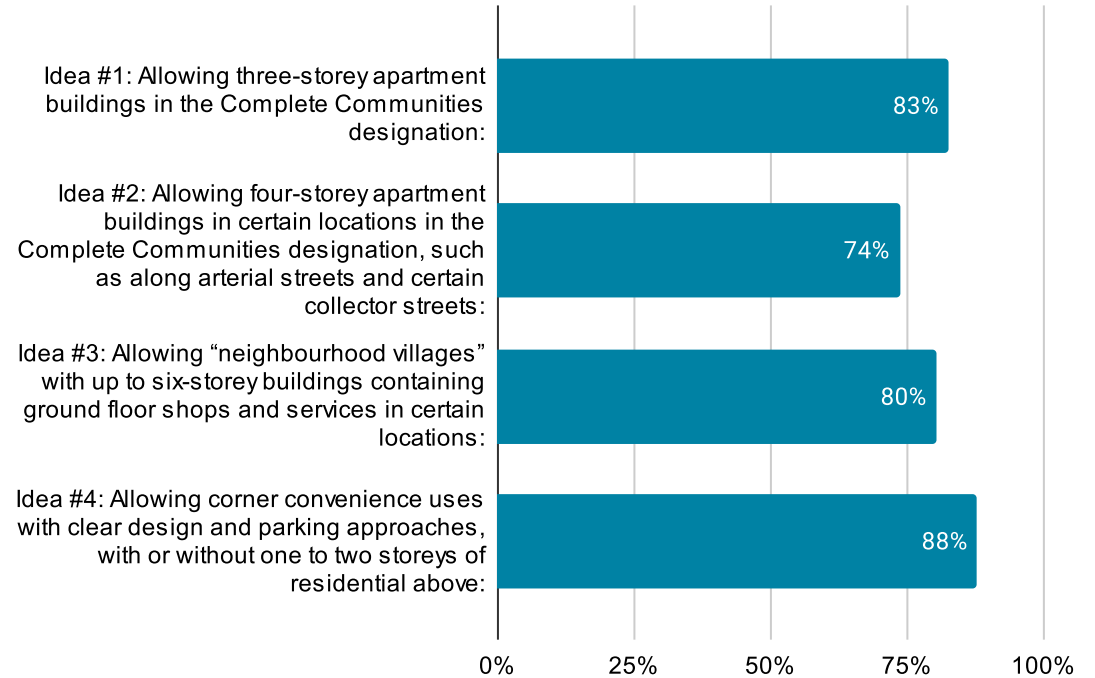
#### 5. Flexibility and Future-Proofing

Respondents call for forward-thinking strategies that allow industrial lands to evolve with the city’s growth. Ideas include adding vertical density to industrial zones, rethinking urban containment boundaries, and incorporating office space and science-related employment hubs. There’s caution, however, about over-prioritizing industrial land at the expense of green spaces and other community needs.

## Topic 4

### Achieving Complete Communities, Realizing Neighbourhood Scale Villages, Corner Convenience

All Ideas received high levels of support from respondents with the most support for 'Allowing corner convenience uses with clear design and parking approaches, with one or two storeys of residential above'.



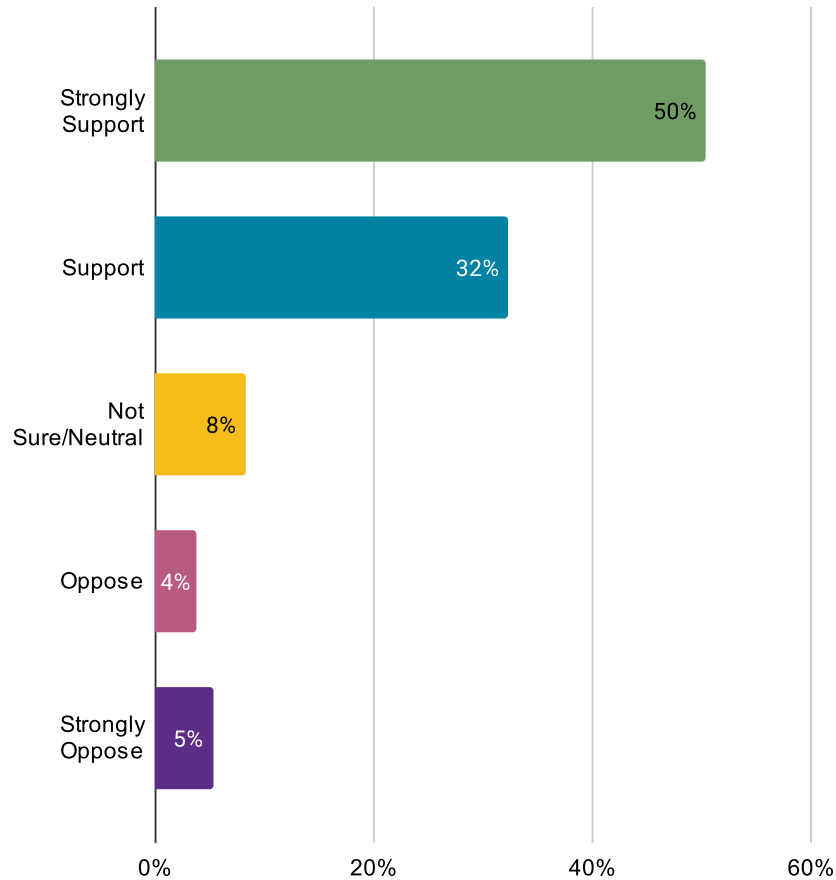
*Note: the percentages in the chart above reflect the percentage of respondents who indicated 'Strongly Support' and 'Support'*





# Idea #1: Allowing three-storey apartment buildings in the Complete Communities designation

## Quantitative Results - Survey Responses



## Qualitative Results - Comment Themes

### 1. Balanced Density

Respondents emphasized the importance of balancing housing types, and supporting options like single-family homes, townhouses, and apartments. Many felt that 3-4 storey buildings could work if they fit the neighbourhood's character and offered more affordable housing options.

### 2. Infrastructure Alignment

Many noted that infrastructure like schools, daycare, roads, and transit must keep pace with increased density to avoid traffic issues and maintain community accessibility.

### 3. Community Integration

Participants highlighted the need for thoughtful design elements, such as setbacks, rooftop gardens, storage spaces, and green buffers, to ensure new developments blend with existing neighbourhoods and enhance livability.

### 4. Flexibility in Zoning

Respondents supported flexible zoning to allow diverse housing forms, including micro-units and mixed-use developments, while ensuring changes respect the context of existing neighbourhoods.

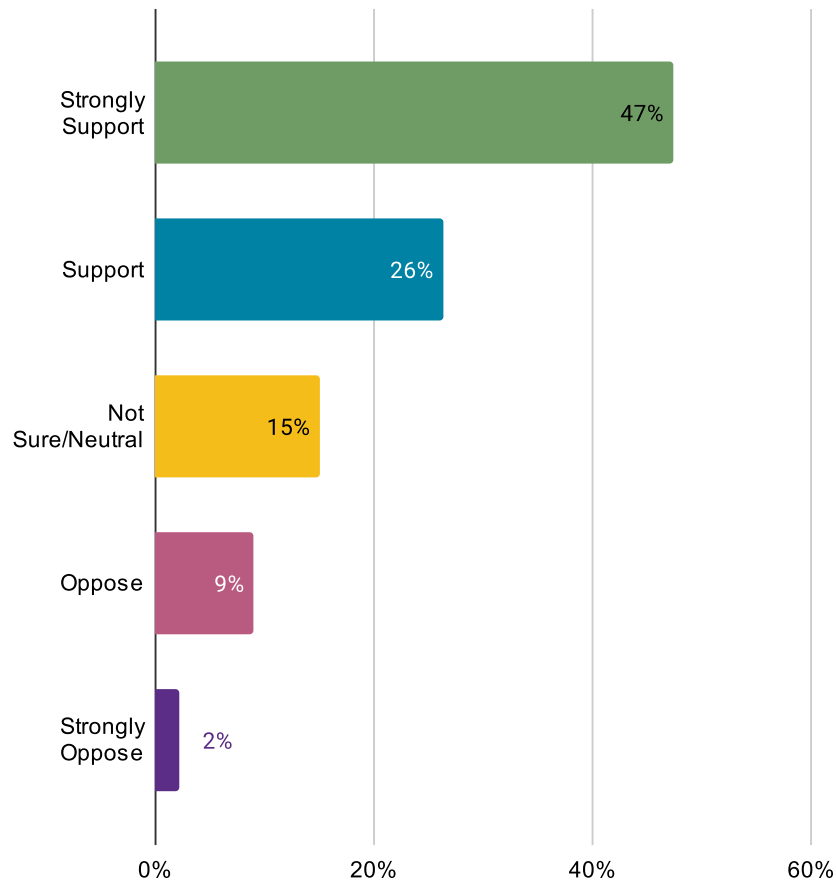
### 5. Sustainable Growth

Feedback emphasized urban densification over sprawl, with suggestions to include medical facilities, urban food-growing spaces, and traffic calming measures in new developments to create complete, sustainable communities.



## Idea #2: Allowing four-storey apartment buildings in certain locations in the Complete Communities designation, such as along arterial streets and certain collector streets

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Support for Moderate Height Increases

Respondents generally supported up to four-storey buildings in appropriate areas, provided there are sufficient setbacks, green buffers, and privacy considerations. Some suggested stepped designs or integrating taller buildings into less intrusive locations.

#### 2. Community Engagement and Infrastructure

Many emphasized the need to engage with neighbourhoods and ensure infrastructure like schools, daycare, sidewalks, and bike lanes are in place to support higher-density housing.

#### 3. Flexibility in Design

Respondents called for zoning flexibility to allow a mix of building heights and types, such as townhomes, condos, and rentals. Ideas like ground-floor commercial spaces, rooftop gardens, and shared courtyards were popular to enhance livability.

#### 4. Affordability and Housing Options

A significant focus was on creating more affordable rental and ownership options, particularly family-friendly units like three-bedroom condos and townhomes, to meet diverse needs.

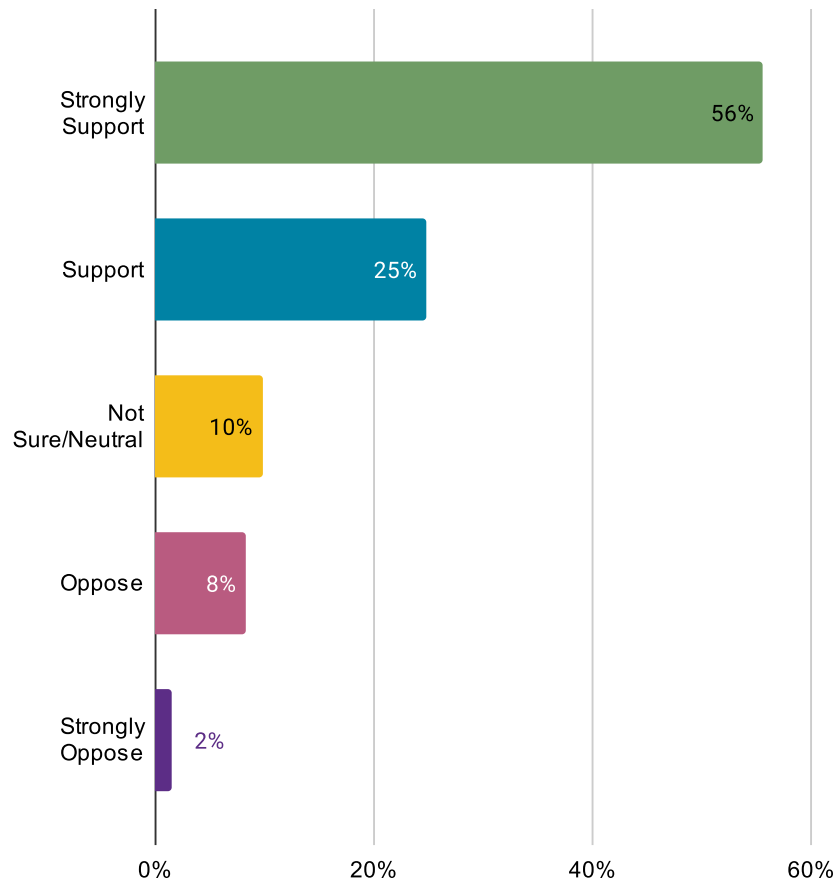
#### 5. Consistency and Clarity

Respondents urged Langford to create clear and consistent zoning rules to manage density effectively while preserving community character, avoiding “all high-rise” development, and incorporating thoughtful urban design.



## Idea #3: Allowing “neighbourhood villages” with up to six-storey buildings containing ground floor shops and services in certain locations

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Support for Mixed-Use Villages

Respondents widely supported the idea of neighbourhood villages with ground-floor shops and services to enhance walkability and community vibrancy. Many emphasized the need for locally-owned businesses, outdoor café seating, and spaces for community gatherings.

#### 2. Height Limit Preferences

Most respondents favoured limiting buildings to four storeys in neighbourhood villages, citing concerns about six-storey buildings overwhelming residential areas, blocking sunlight, and altering neighbourhood character.

#### 3. Strategic Placement

Respondents highlighted the importance of carefully selecting locations for denser development, such as along arterial roads or intersections, while avoiding inappropriate sites like small residential streets.

#### 4. Infrastructure and Accessibility

Concerns were raised about ensuring sufficient parking, road safety, and transport options alongside walking and cycling infrastructure. Respondents also noted the need for green spaces, rooftop gardens, and thoughtful urban design to maintain livability.

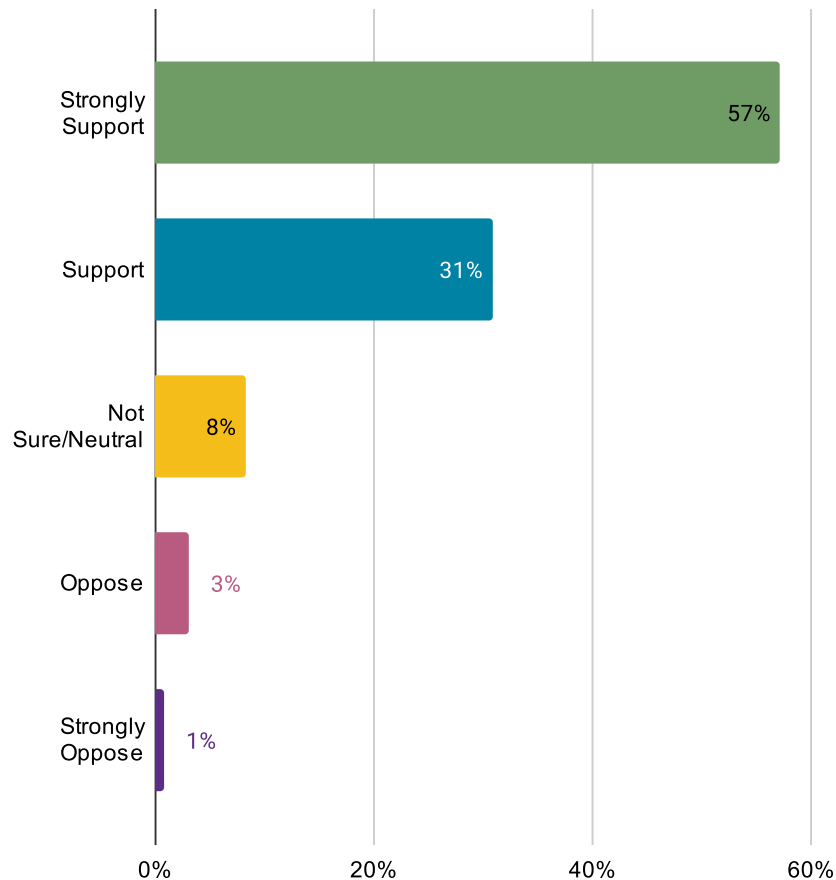
#### 5. Diverse Housing and Services

Many supported a mix of housing and commercial options, including mid-rise buildings with ground-floor retail, to meet various community needs while preserving Langford’s unique character and fostering a more self-sufficient lifestyle.



## Idea #4: Allowing corner convenience uses with clear design and parking approaches, with or without one to two storeys of residential above

### Quantitative Results - Survey Responses



### Qualitative Results - Comment Themes

#### 1. Strong Support for Mixed-Use Development

Respondents widely favoured corner stores and mixed-use spaces, emphasizing the benefits of walkability, local services, and community connections, especially in underserved areas like Bear Mountain and Happy Valley.

#### 2. Incorporating Residential Above Retail

Many supported combining commercial spaces with residential units above, ideally up to two to four storeys, to create vibrant, integrated neighbourhoods and maximize land use.

#### 3. Parking and Accessibility

Opinions were split on parking; some wanted parking to accommodate Langford's car reliance, while others argued walkable stores shouldn't require parking, pushing for pedestrian-friendly infrastructure instead.

#### 4. Thoughtful Planning and Design

Respondents highlighted the need for careful location selection, attractive designs, and limits on building heights to fit neighbourhood character, while also encouraging green spaces and sidewalks.

#### 5. Economic Feasibility and Community Needs

Concerns were raised about the economic viability of small commercial spaces, ensuring commercial spaces meet local needs, and avoiding vacant or underused storefronts.

The background features a light blue, semi-transparent illustration of a river. Two salmon are depicted: one on the left, smaller and more detailed, and one on the right, larger and with prominent red and white patterns on its side. The river flows over a bed of grey and white rocks. In the upper portion of the background, a multi-story building with windows and trees are visible, all rendered in a faded, light blue tone.

**Phase 2 Engagement Summary**  
**Langford's Official Community Plan Refresh**  
**December 2024**