Phase 2 Engagement Summary

- Langford's Official Community Plan Refresh -

DECEMBER 2024

CITY OF
Langford

LET'S PLAN LANGFORD.
FOR 100,000.

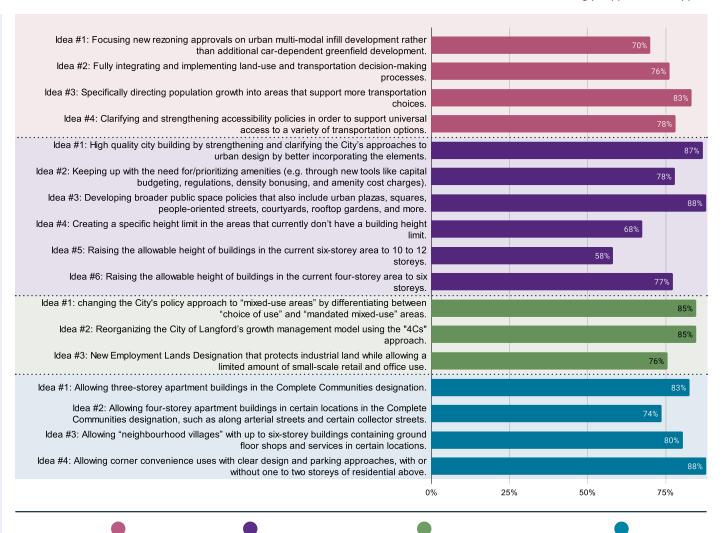# Engagement Results at a Glance

Support for Various OCP Refresh 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%).
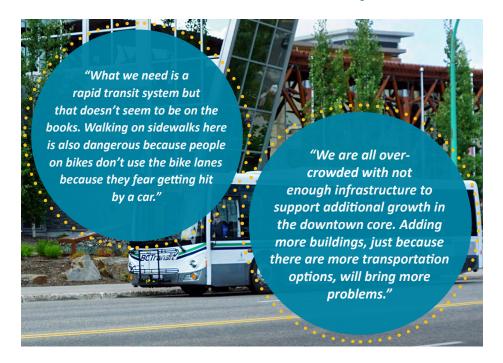
Idea #1: Focusing new rezoning approvals on urban multi-modal infill development rather than additional car-dependent greenfield development. — 70%

Idea #2: Fully integrating and implementing land-use and transportation decision-making processes. — 76%

Idea #3: Specifically directing population growth into areas that support more transportation choices. — 83%

Idea #4: Clarifying and strengthening accessibility policies in order to support universal access to a variety of transportation options. — 78%

Idea #1: High quality city building by strengthening and clarifying the City's approaches to urban design by better incorporating the elements. — 87%

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). — 78%

Idea #3: Developing broader public space policies that also include urban plazas, squares, people-oriented streets, courtyards, rooftop gardens, and more. — 88%

Idea #4: Creating a specific height limit in the areas that currently don't have a building height limit. — 68%

Idea #5: Raising the allowable height of buildings in the current six-storey area to 10 to 12 storeys. — 58%

Idea #6: Raising the allowable height of buildings in the current four-storey area to six storeys. — 77%

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%

Idea #1: Allowing three-storey apartment buildings in the Complete Communities designation. — 83%

Idea #2: Allowing four-storey apartment buildings in certain locations in the Complete Communities designation, such as along arterial streets and certain collector streets. — 74%

Idea #3: Allowing "neighbourhood villages" with up to six-storey buildings containing ground floor shops and services in certain locations. — 80%

Idea #4: Allowing corner convenience uses with clear design and parking approaches, with or without one to two storeys of residential above. — 88%

0%   25%   50%   75%

TOPICS

● 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 Conveniencew

Engagement Results at a Glance

Themes from the written responses:

"What we need is a rapid transit system but that doesn't seem to be on the books. Walking on sidewalks here is also dangerous because people on bikes don't use the bike lanes because they fear getting hit by a car."

"We are all over-crowded with not enough infrastructure to support additional growth in the downtown core. Adding more buildings, just because there are more transportation options, will bring more problems."

"Urban sprawl should be greatly reduced if allowed at all or only on "brownfields" so as to protect existing forests. Population growth should be encouraged in the core and in previously developed areas making sure the tree canopy is increased at the same time."

"We don't need more limits on development. At the same time don't want to see a 50 story tower sticking up in the middle of Langford."

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/ Hockely 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

"We need a downtown that is inclusive to all and attracts businesses, development, and people into the downtown core."

"Clear zoning for densification is needed to address some of the resentment that has developed as a result of poorly sited apartments. Density bonusing and focused amenity cost charges have not been used under the past administration to benefit the residents of Langford. Planning for more people places, such as open performance spaces, has been a major benefit to both residents and visitors-Lonsdale Quay development in north Vancouver is a shining example!"

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.

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.
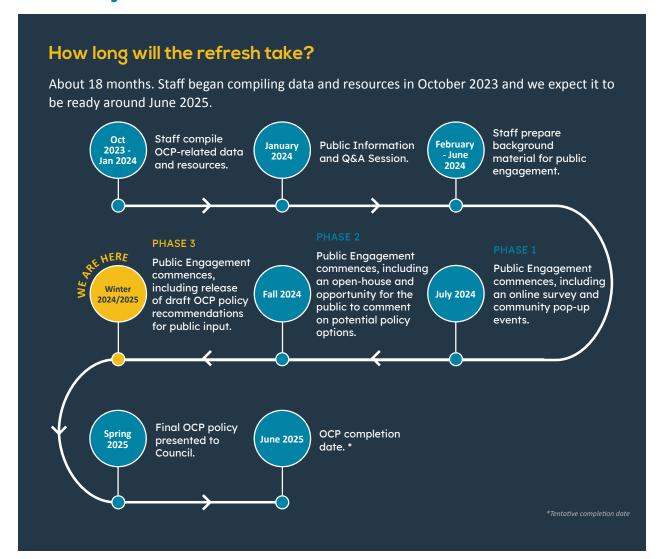
Section 3

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.

Oct 2023 - Jan 2024
Staff compile OCP-related data and resources.

January 2024
Public Information and Q&A Session.

February - June 2024
Staff prepare background material for public engagement.

PHASE 1
July 2024
Public Engagement commences, including an online survey and community pop-up events.

PHASE 2
Fall 2024
Public Engagement commences, including an open-house and opportunity for the public to comment on potential policy options.

PHASE 3
WE ARE HERE
Winter 2024/2025
Public Engagement commences, including release of draft OCP policy recommendations for public input.

Spring 2025
Final OCP policy presented to Council.

June 2025
OCP completion date. *

Tentative completion date

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 (e.g., open-ended) and quantitative (e.g., multiple-choice) questions for online and in-person engagement.

2.1. Online Engagement

Survey

The City of Langford received 737 survey submissions were received 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 were engaged through the Open House.**

2.3. Social, Print, and Digital Media

An extensive social, 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:

- Let's Plan Langford ads that ran in the paper on November 1st and 8th, 2024

Goldstream Gazette

- Online advertisements ran on October 30th, November 6th, 15th, and 20th, 2024

Island Social Trends:

- Online advertisements ran from October 31st to November 20th, 2024.

2.4. Traffic to the Project Webpage

Between October 22nd and November 21st, 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.
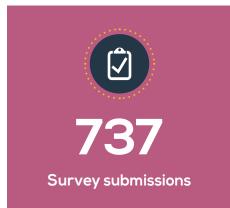
Traffic Channel	Aware Visits*	Informed Visits**	Engaged Visits**
Direct	1300	587	97
Referrals – from another platform (e.g., LinkedIn, Digital advertisements)	377	266	39
Search Engines (e.g., Google, Bing)	218	126	15
Email (e.g., newsletters)	899	655	164
Social (e.g., Facebook, Instagram)	897	309	32
Total	**3,691**	**1,943**	**347**

*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

3,691
Visits to the Project Website

347
Survey respondents

737
Survey submissions

720
Downloads of the IDEAS Paper

85
Individuals at in-person engagement events

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.

Age	OCP Survey Phase 2	Langford Population Statistics (2021)
Under 18 years*	2.0%	
18 to 24 years*	0.0%	
25 to 34 years	19.0%	16.2%
35 to 44 years	27.0%	16.6%
45 to 54 years	19.9%	13.2%
55 to 64 years	18.0%	12.2%
65 and older	14.1%	13.7%

■ OCP Survey Phase 2   ■ Langford Population Statistics (2021)
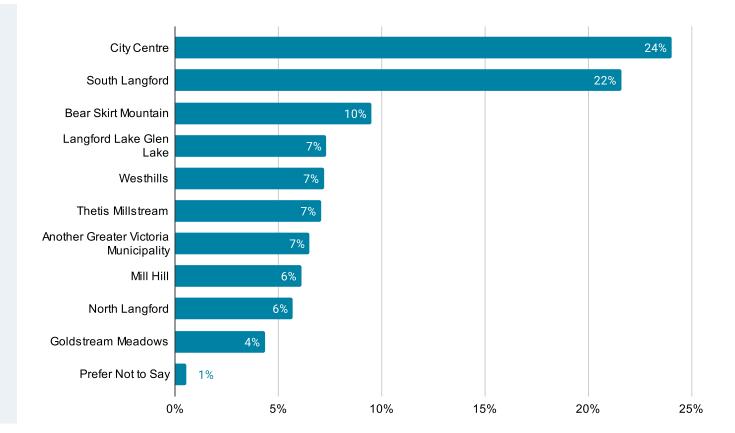
Direct comparisons could not be obtained as the OCP Refresh Survey question were structured differently than census questions.

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.

Neighbourhood	Percentage
City Centre	24%
South Langford	22%
Bear Skirt Mountain	10%
Langford Lake Glen Lake	7%
Westhills	7%
Thetis Millstream	7%
Another Greater Victoria Municipality	7%
Mill Hill	6%
North Langford	6%
Goldstream Meadows	4%
Prefer Not to Say	1%

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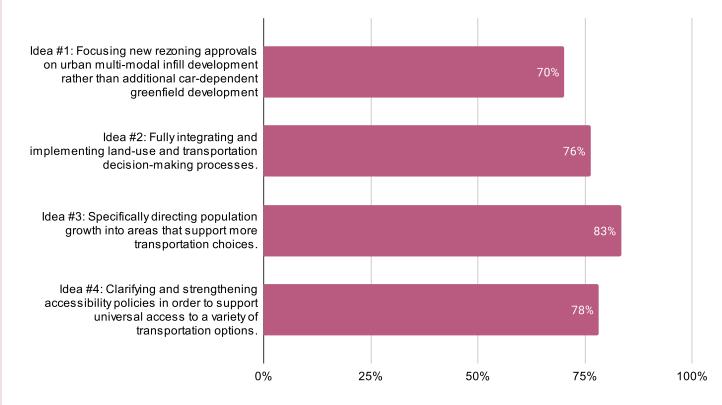
Finally, validation through a thorough review of the results between peers (e.g., peer review) was undertaken to ensure the reliability and validity of the analysis.

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 'Clarifying and strengthening accessibility policies in order to support universal access to a variety of transportation options.'

Idea #1: Focusing new rezoning approvals on urban multi-modal infill development rather than additional car-dependent greenfield development — **70%**

Idea #2: Fully integrating and implementing land-use and transportation decision-making processes. — **76%**

Idea #3: Specifically directing population growth into areas that support more transportation choices. — **83%**

Idea #4: Clarifying and strengthening accessibility policies in order to support universal access to a variety of transportation options. — **78%**

0%   25%   50%   75%   100%
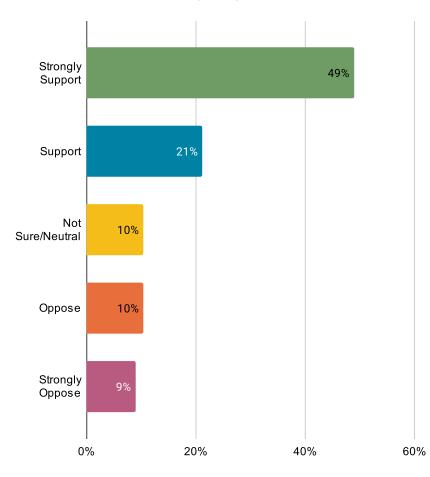
Note: the percentages in the chart above reflect the percentage of respondents who indicated 'Strongly Support' and 'Support'

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

Quantitative Results - Survey Responses

Response	Percentage
Strongly Support	49%
Support	21%
Not Sure/Neutral	10%
Oppose	10%
Strongly Oppose	9%

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.
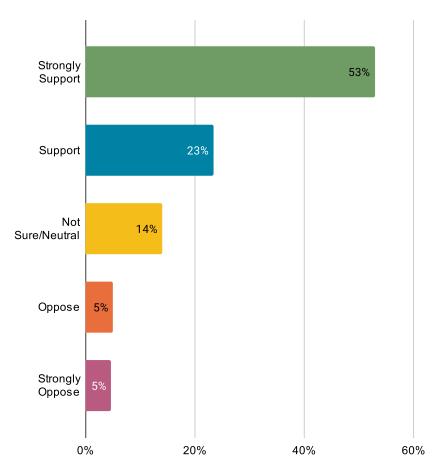
5. **Community and Environmental Preservation**

   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

Strongly Support: 53%
Support: 23%
Not Sure/Neutral: 14%
Oppose: 5%
Strongly Oppose: 5%

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.
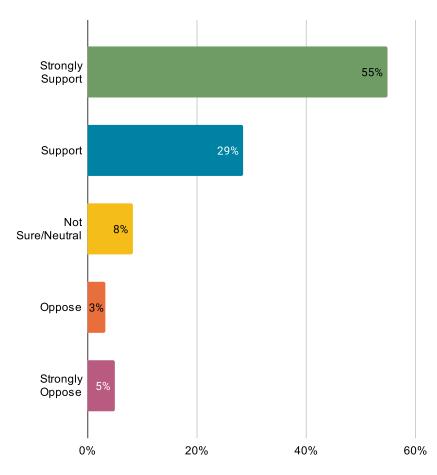
5. **Consultation and Transparency**

   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

Response	Percentage
Strongly Support	55%
Support	29%
Not Sure/Neutral	8%
Oppose	3%
Strongly Oppose	5%

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 Langford's southern areas like Bear Mountain and Dewdney Flats.
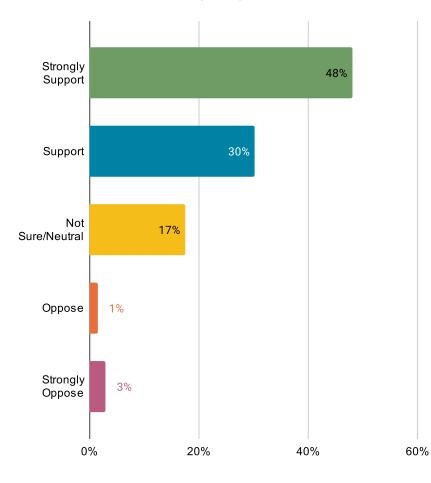
5. **Community-Specific Needs**

   Respondents highlighted that different neighbourhoods have unique transportation needs, with some areas requiring better transit service (e.g., Royal Bay 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

Strongly Support: 48%
Support: 30%
Not Sure/Neutral: 17%
Oppose: 1%
Strongly Oppose: 3%

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.
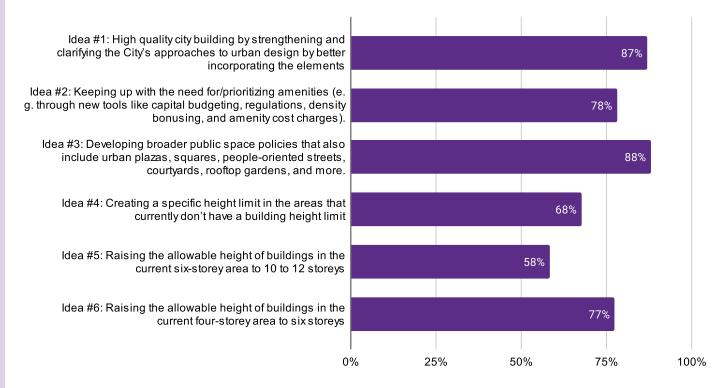
5. **Clarification and Specificity Needed**

   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.'

Idea #1: High quality city building by strengthening and clarifying the City's approaches to urban design by better incorporating the elements — 87%

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). — 78%

Idea #3: Developing broader public space policies that also include urban plazas, squares, people-oriented streets, courtyards, rooftop gardens, and more. — 88%

Idea #4: Creating a specific height limit in the areas that currently don't have a building height limit — 68%

Idea #5: Raising the allowable height of buildings in the current six-storey area to 10 to 12 storeys — 58%

Idea #6: Raising the allowable height of buildings in the current four-storey area to six storeys — 77%

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

Quantitative Results – Survey Responses

Response	Percentage
Strongly Support	63%
Support	24%
Not Sure/Neutral	9%
Oppose	1%
Strongly Oppose	3%
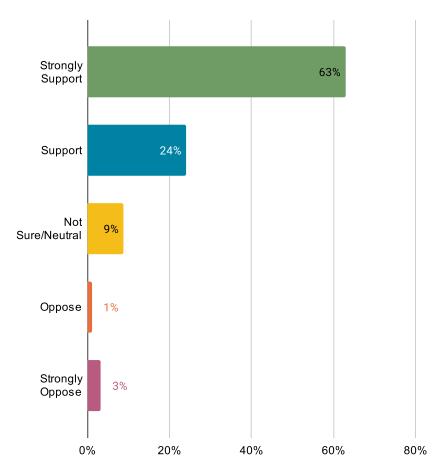
Qualitative Results – Comment Themes

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.
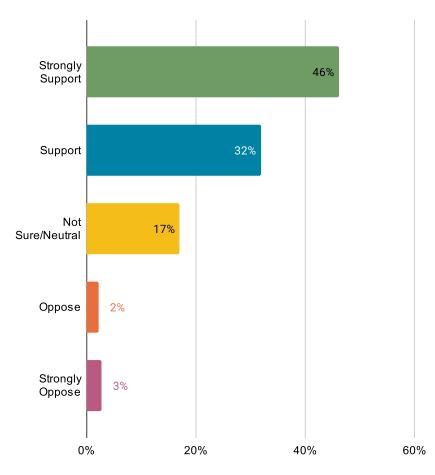
5. **Calls for Better Planning and Zoning**

   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

Response	Percentage
Strongly Support	46%
Support	32%
Not Sure/Neutral	17%
Oppose	2%
Strongly Oppose	3%

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. **Public Involvement and Governance**

   There was strong support for stronger regulations and clearer policies, with some suggesting a referendum for tax increases. 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.
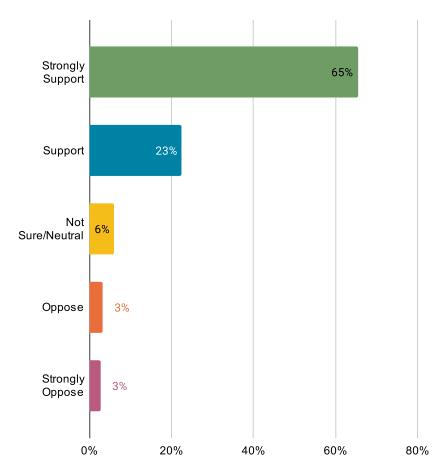
5. **Private Sector Role**

   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

Response	Percentage
Strongly Support	65%
Support	23%
Not Sure/Neutral	6%
Oppose	3%
Strongly Oppose	3%

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.
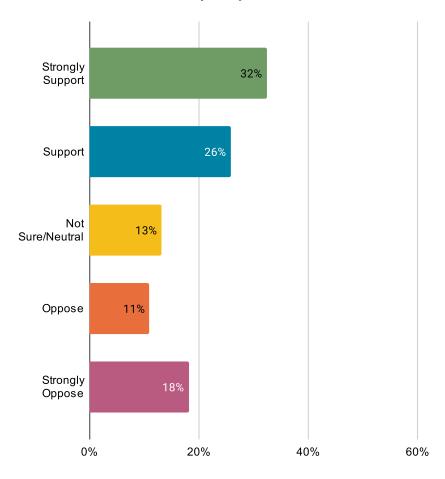
5. **Diverse Ideas for Urban Spaces**

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

Quantitative Results - Survey Responses

Response	Percentage
Strongly Support	32%
Support	26%
Not Sure/Neutral	13%
Oppose	11%
Strongly Oppose	18%

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.
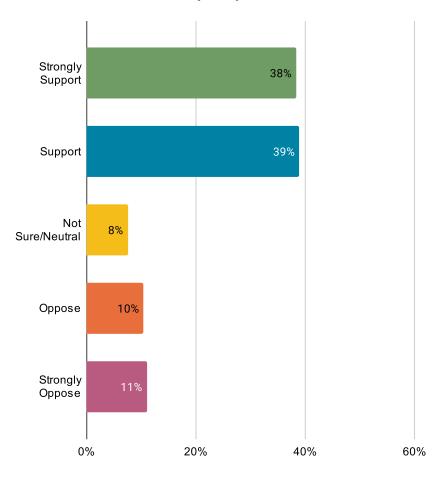
5. **Design and Environmental Concerns**

   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

Category	Percentage
Strongly Support	38%
Support	39%
Not Sure/Neutral	8%
Oppose	10%
Strongly Oppose	11%

Qualitative Results - Comment Themes

1. **Building Height Preferences**

   Many 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.
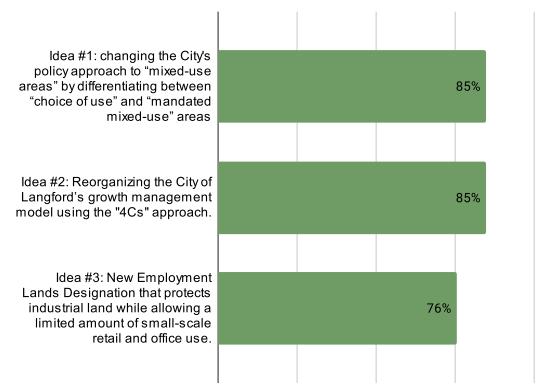
5. **Development Strategy and Economic Impact**

   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.

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.'
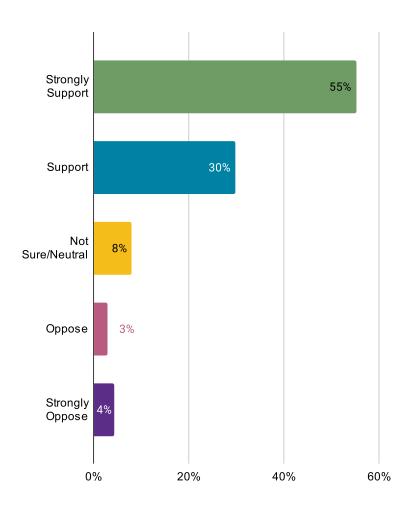
Idea #1: changing the City's policy approach to "mixed-use areas" by differentiating between "choice of use" and "mandated mixed-use" areas — 85%

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'

Horizontal bar chart showing survey results:
- Strongly Support: 55%
- Support: 30%
- Not Sure/Neutral: 8%
- Oppose: 3%
- Strongly Oppose: 4%

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.
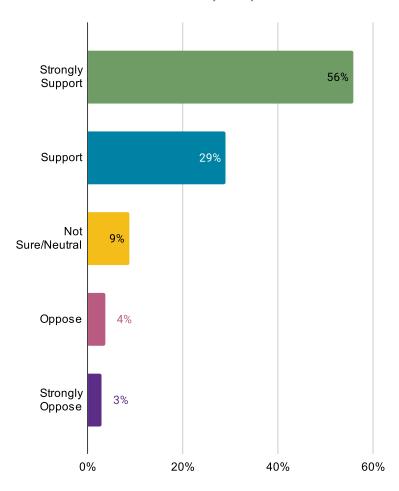
5. **Developer Accountability**

   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

Response	Percentage
Strongly Support	56%
Support	29%
Not Sure/Neutral	9%
Oppose	4%
Strongly Oppose	3%

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.
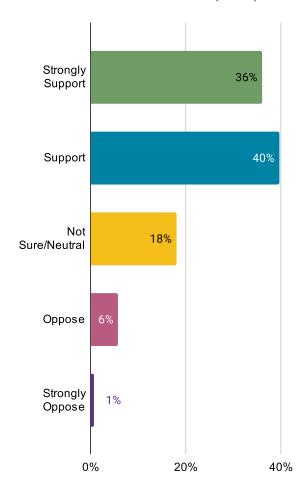
5. **Equity and Community Integration**

   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

Response	Percentage
Strongly Support	36%
Support	40%
Not Sure/Neutral	18%
Oppose	6%
Strongly Oppose	1%

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.
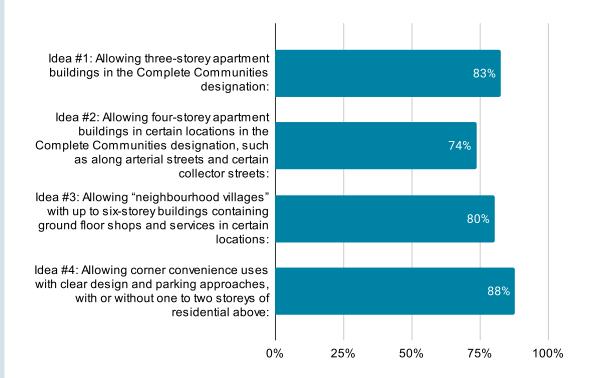
5. **Flexibility and Future-Proofing**

   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'.
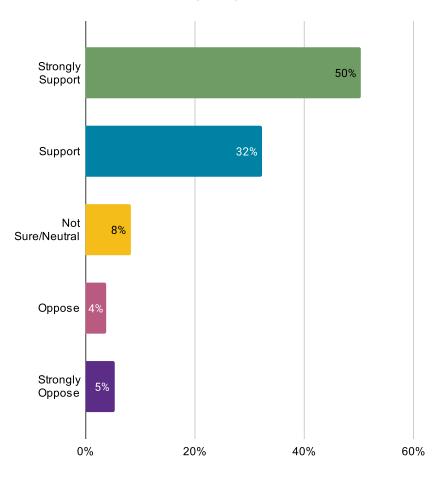
Idea #1: Allowing three-storey apartment buildings in the Complete Communities designation: **83%**

Idea #2: Allowing four-storey apartment buildings in certain locations in the Complete Communities designation, such as along arterial streets and certain collector streets: **74%**

Idea #3: Allowing "neighbourhood villages" with up to six-storey buildings containing ground floor shops and services in certain locations: **80%**

Idea #4: Allowing corner convenience uses with clear design and parking approaches, with or without one to two storeys of residential above: **88%**

0%   25%   50%   75%   100%

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

Response	Percentage
Strongly Support	50%
Support	32%
Not Sure/Neutral	8%
Oppose	4%
Strongly Oppose	5%

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.
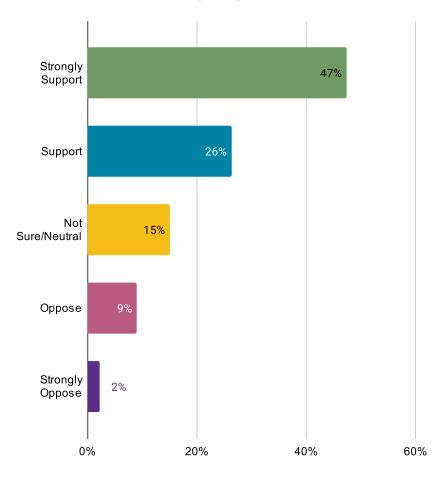
5. **Sustainable Growth**

   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

Response	Percentage
Strongly Support	47%
Support	26%
Not Sure/Neutral	15%
Oppose	9%
Strongly Oppose	2%

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.
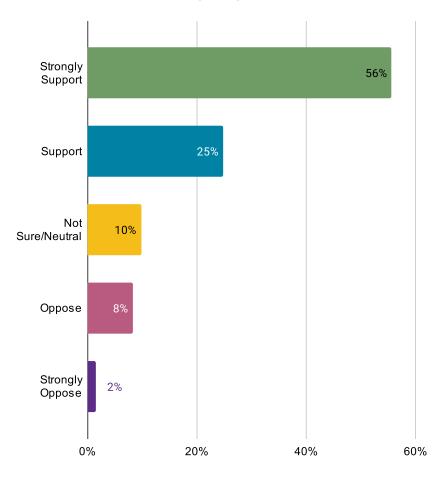
5. **Consistency and Clarity**

   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

Response	Percentage
Strongly Support	56%
Support	25%
Not Sure/Neutral	10%
Oppose	8%
Strongly Oppose	2%

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 walkable and cyclable infrastructure. Respondents also noted the need for green spaces, rooftop gardens, and thoughtful urban design to maintain livability.
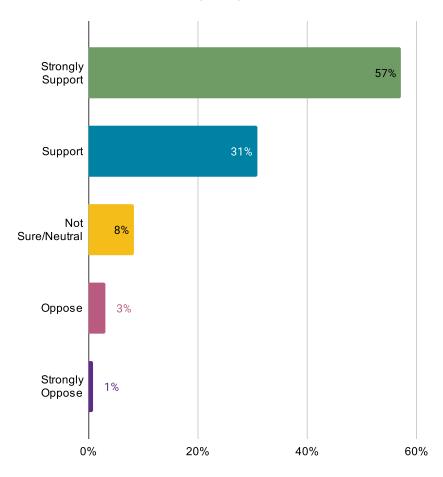
5. **Diverse Housing and Services**

   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

Response	Percentage
Strongly Support	57%
Support	31%
Not Sure/Neutral	8%
Oppose	3%
Strongly Oppose	1%

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 supporting small businesses through incentives or subsidies, ensuring commercial spaces meet local needs, and avoiding vacant or underused storefronts.

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