

Attachment #1

What We Heard Engagement Summary Report for London Street

Engagement Summary Report

Active Transportation Network Plan: London Street

August 2025



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Introduction

In October 2022, Council approved the [Active Transportation Network Plan](#), initiating a five-year plan to develop a network of active transportation routes to connect major destinations, including neighbourhoods, commercial areas, civic facilities, schools, parks, and routes between different regions.

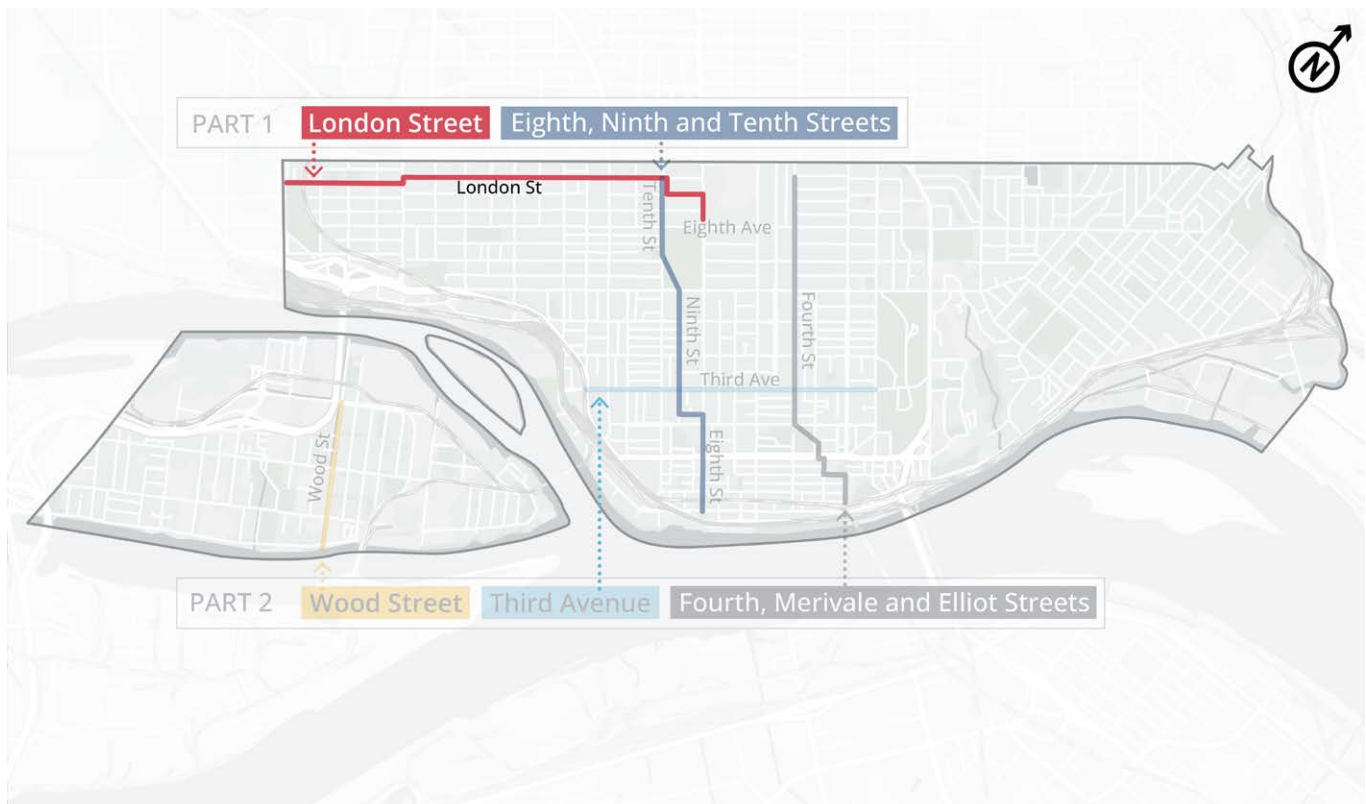
This network will be user-friendly for people of all ages and abilities and make walking and biking in New Westminster safer, more accessible, and more convenient. It's an exciting step to building a more accessible, equitable, and sustainable city!

In 2024, the City worked on detailed planning and public engagement for the Year 1 Routes. You can learn more about these routes on the [Active Transportation Network Plan: Year 1 Routes Be Heard](#) page.

Year 2 Routes

For year two, the City identified five priority routes from the Active Transportation Network Plan, with planning, design, and public engagement scheduled to take place on these routes in 2025.

The London Street Route is one of the Year 2 Routes being progressed in 2025, along with the Eighth, Ninth, and Tenth Streets Route.





For more details on the project timeline, background, and other related Active Transportation Network Plan Routes, please visit the [Active Transportation Network Plan: Year 2 Routes Be Heard page](#).

Multiple engagement methods and events were used to inform and gather input from residents, schools, and businesses along the routes, students, and active transportation community groups.

London Street

The London Street Route provides a direct east-west connection through the northern portion of the Connaught Heights, West End, and Moody Park neighbourhoods, from Burnaby via the BC Parkway in the west, to Eighth Street in the east.

This 2.75 km route provides connections to Connaught Heights Park, Connaught Heights Elementary School, New Westminster Secondary School, and the commercial area on 12th Street. This route is an existing local street bikeway (a designated cycling route with lower traffic volumes), which currently has two-way vehicle travel and on-street parking.

The purpose of this summary report is to share information about the London Street Route engagement with participants, the New Westminster community, and City Council, including:

- What engagement activities took place
- A summary of what we heard
- About Be Heard participants and representation analysis
- Next steps

For more details on the proposed active transportation improvements along this route, please visit the [London Street Be Heard Page](#).

Engagement Process

Community engagement to gather feedback on the proposed active transportation improvements on the London Street Route began on May 30, 2025 with the launch of an online survey on Be Heard New West. In addition to the online survey, a letter was hand delivered to each address along London Street, providing project information and ways to engage. Three in-person pop-ups were hosted where community members shared their feedback on the proposed designs, and three meetings were held with interest groups.

Throughout the engagement process, more than 300 individuals shared their input. All online and in-person engagement activities are summarized below.

Opportunities to Engage

Be Heard New West project webpage

The project webpage, launched on May 30, 2025, included a map and description of the route, graphics and descriptions of the proposed active transportation improvements, and information on how to provide feedback. Between launch and July 13, 2025, there were 1,330 visits to the webpage.

Online Survey

The survey was available on the project webpage from May 30 to July 13, 2025. It was designed to collect community feedback on the proposed active transportation options and improvements along the London Street Route. There was a total of 303 responses.

In-person pop-ups

The City hosted three in person pop-up events in May and June 2025, to connect with the community about the Active Transportation Network Plan Year 2 Routes.

At the pop-ups, the City shared information about both the Eighth, Ninth, and Tenth Streets Route and the London Street Route,

and illustrations of the proposed active transportation improvements. These pop-ups provided an opportunity for participants to share their feedback through interactive boards, as well as through conversations with staff.

The pop-up events took place on:

- **New to New West Intercultural Festival and Information Fair** – May 31, 2025
– 32 attendees
- **Youth Hub*** – June 12, 2025
– 15 attendees
- **Moody Park** – June 14, 2025
– 86 participants

*The City acknowledges the misunderstanding regarding age restrictions at the Youth Hub venue. Based on Active Transportation Network Plan Year 1 engagement, youth were underrepresented, so staff were determined to find a venue that would provide opportunity to engage directly with youth. The Youth Hub was recommended by a community partner and staff were not aware of the age restriction of the venue until the pop-up event.

City staff spoke with residents who showed up, outside the venue, collected their feedback and notified them of the upcoming Moody Park pop-up event.

Interest group meetings

City staff also hosted meetings with five different interest groups. At the meetings, the City shared information about both the Eighth, Ninth, and Tenth Streets Route and the London Street Route, and illustrations of the proposed active transportation improvements for discussion.

The interest group meetings where the London Street Route was discussed were:

- **Douglas College (online)**
 - June 6, 2025
 - Two representatives from Douglas College
- **Lord Kelvin Community School Parent Advisory Committee (PAC) (in person)**
 - June 12, 2025
 - One representative from the school and 8 members of the PAC
- **HUB Cycling (in person)**
 - June 26, 2025
 - 5 participants, including HUB Cycling members and ICBC Road Safety Coordinator

Promotion

Opportunities to engage were communicated through the following methods:

- **Postcard/handout** delivered to 698 Addresses along London Street
- **Social media posts**, including:
 - One Facebook post
 - One Instagram post, one Instagram story
 - One post on X
- **Newsletters**, including:
 - City Page Newsletter: June 5, June 12, June 19, July 3
 - Be Heard New West Newsletter to over 4,700 subscribers: May 30 and June 13
- **Direct email** outreach to interest groups to organize meetings
- **Door-to-door** outreach, project information letters delivered to 380 businesses and residences along London Street

Important Note: this summary of engagement input does not reflect a representative sample of the New Westminster community. The input captured here reflects the views of those who self-selected to participate, and may not be representative of the views of other community members and interest groups. Please see section three – About Be Heard Participants, starting on Page 30 – for some demographic information and representation analysis about people who participated in the online engagement activities.

What We Shared

The same information was shared on the Be Heard New West project webpage, at the pop-up events, and through the online survey, ensuring everyone had access to the same details about the proposed options and improvements.

Active Transportation Improvement Options

The City is considering two ways to improve parts of the London Street Active Transportation Route.

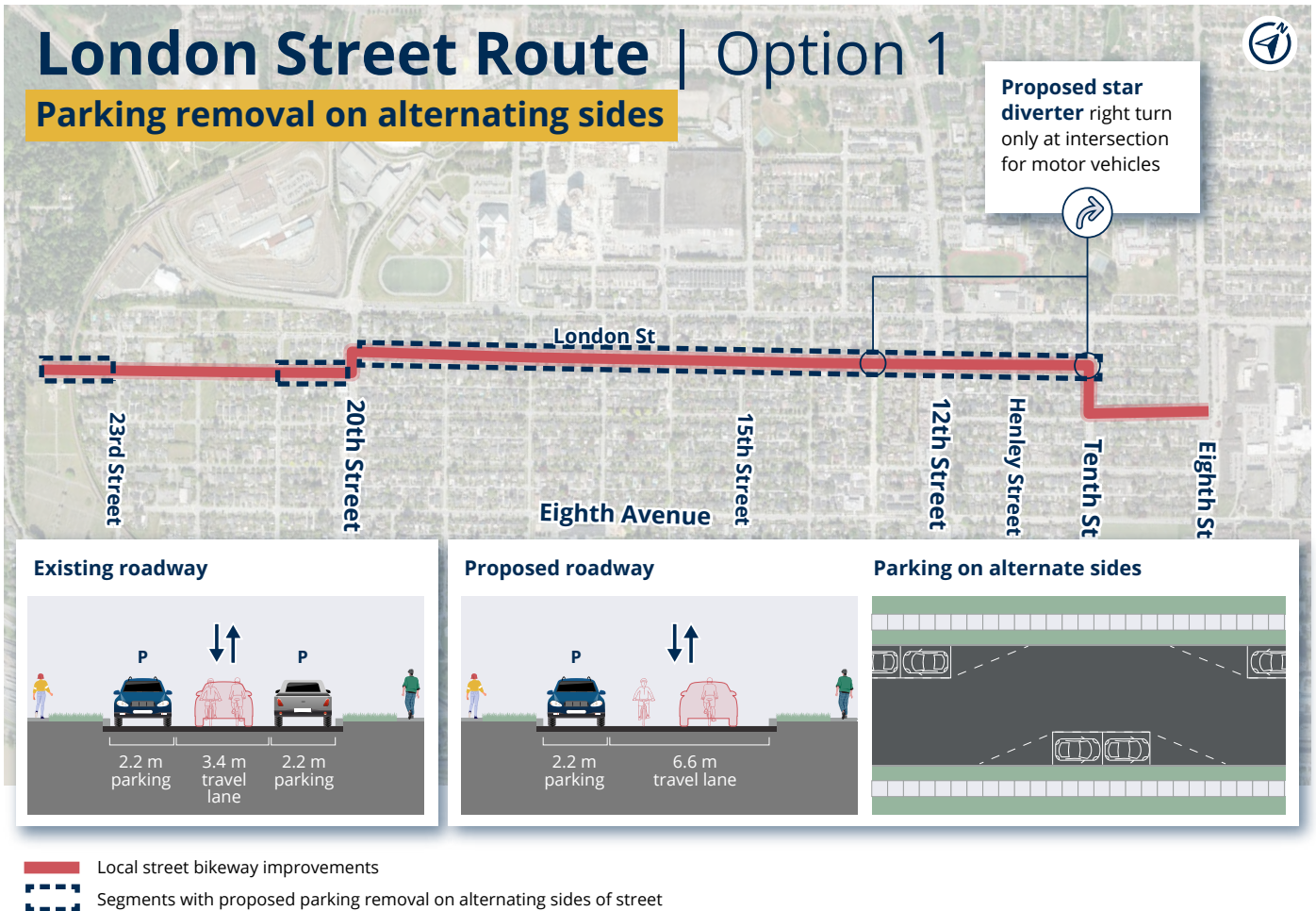
Most blocks on London Street (between London Place and 23rd Street, and between 21st Street and Tenth Street) are currently too narrow for emergency vehicles, and for vehicles and active transportation users to comfortably share. The City is proposing one of the following options to make sharing the space on London Street more comfortable for people cycling and driving.



Option 1: Remove parking on alternating sides of the street to create more space for vehicles and cyclists to comfortably share the road. Two-way traffic flow is maintained.

This option also includes two star diverters, a new type of traffic control device in the city, prioritizing people walking and cycling and emergency vehicles at the intersection of two bikeways. These diverters are used on local street intersections to restrict vehicle movements to right turns only. Pedestrians, cyclists, and emergency vehicles can pass through in any direction, but other vehicles must turn right. This helps reduce cut-through traffic, lower vehicle volumes, and enhance safety for people biking.

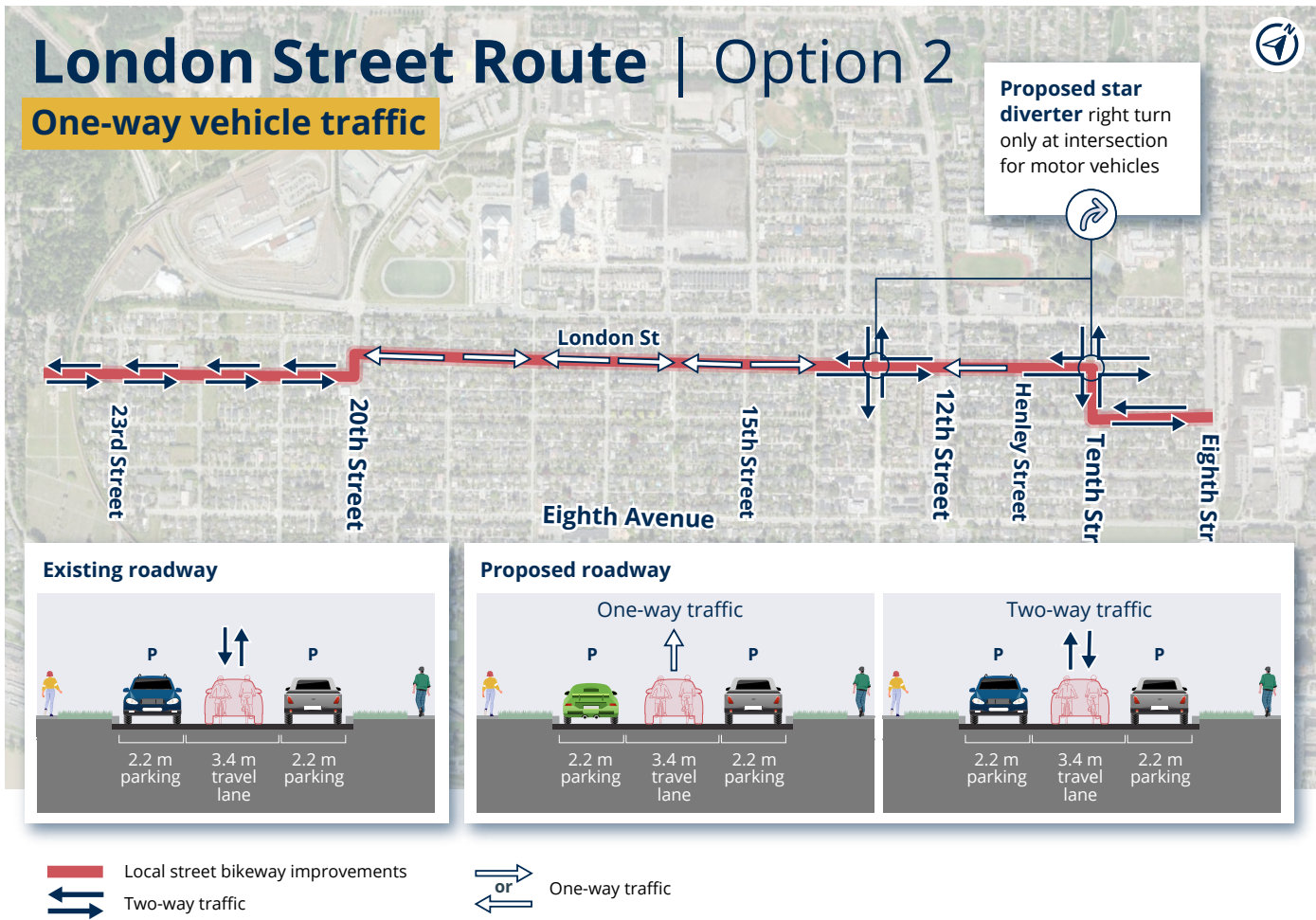
Option 1 is shown on the graphic below.



Option 2: Create one-way traffic flow to reduce the chances of conflicts between vehicles and cyclists traveling in opposite directions. Each block of London Street between 20th Street and 14th Street, and the block between 12th Street and Henley Street, would be one-way traffic, with the direction of traffic alternating each block. Parking on both sides of the street would be maintained, and the space available to share would remain the same.

This option also includes two star diverters, a new type of traffic control device in the city, prioritizing people walking and cycling and emergency vehicles at the intersection of two bikeways. These diverters are used on local street intersections to restrict vehicle movements to right turns only. Pedestrians, cyclists, and emergency vehicles can pass through in any direction, but other vehicles must turn right. This helps reduce cut-through traffic, lower vehicle volumes, and enhance safety for people biking.

These improvements are shown on the graphic below.



Other Active Transportation Improvements

In addition to these options, other active transportation improvements are being proposed along the London Street route. These improvements aim to reduce conflicts between active transportation users and vehicle traffic, improve emergency vehicle access, and make sharing the road more comfortable for all users. These improvements will make it safer for everyone, especially cyclists and pedestrians, and those using busy intersections.

Active transportation improvements proposed along this route include:

- **Curb extension upgrades on the north side of London Street near 23rd Street.** This would enforce existing “no stopping” areas near the intersection.
- **Visibility improvements and clearer signage at the existing closure near 20th Street** (where the street is closed to vehicle traffic, but open to cyclists and pedestrians). This would enforce existing “no stopping” areas near the intersection.
- **Lighting improvements** for increased safety and visibility for all road users.
- **Wayfinding signage, pavement markings, and clearer separation of the bicycle lane and sidewalk,** to improve navigation of the section of 20th Street that connects London Street.
- **Additional yield signs** at the existing traffic circle at 15th Street.
- **Quick-build curb extensions at Henley Street.** This would enforce existing “no stopping” areas near the intersection.
- Improved **rectangular rapid flashing beacons** (pedestrian and cyclist-controlled crossing lights) **at 12th Street.**
- **Quick-build sidewalk from Hill Street to 13th Street.**
- **Quick build two-way bike lane on the east side of Eighth Street** to connect to the bus stop. Parking in this section would need to be removed to make way for the quick-build bike lane.

What is Open for Influence?

[The Active Transportation Network Plan](#) and the network of routes identified in the plan were approved by Council in 2022, with construction for core routes to be completed by 2030. The plan and its routes, including the London Street route, support Council’s Strategic Priorities of a [people-centred economy](#) and the [safe movement of people](#).

Decisions about the overall network, routes, and timelines have already been made. At this stage, we are asking for your feedback to **help finalize the detailed designs** for the improvements along London Street. We want to hear from you to understand how well the proposed improvements will contribute to a more walkable, bike-friendly New Westminster.

These proposed improvements are shown on the graphic below.



What We Heard

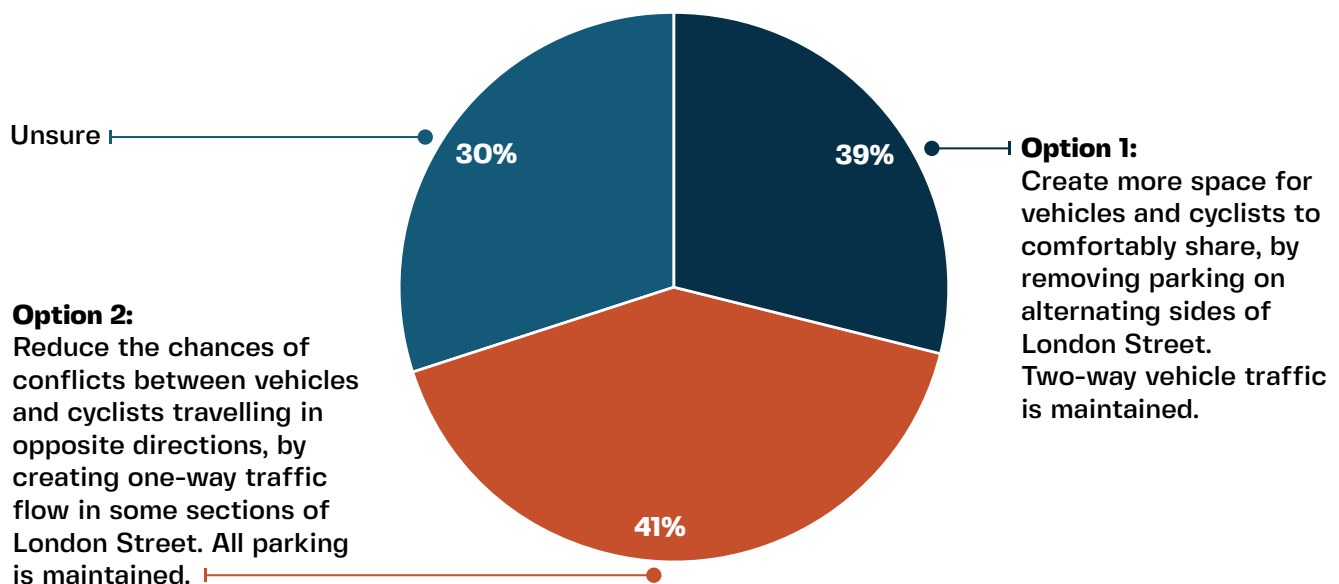
Engagement on Be Heard

Online Survey

An online survey was available on Be Heard New West from May 30 to July 13, 2025. A total of 303 residents participated. The following summarizes the feedback collected through the online survey for the London Street Route.

The survey presented the proposed active transportation options and improvements for this route (shown in the What We Shared section of this report).

Q1. Given the need to balance sharing the road space, and maintaining access for emergency vehicles, which option do you prefer?



Choice	Percentage	Count
Option 1: Create more space for vehicles and cyclists to comfortably share, by removing parking on alternating sides of London Street. Two-way vehicle traffic is maintained.	29%	80
Option 2: Reduce the chances of conflicts between vehicles and cyclists travelling in opposite directions, by creating one-way traffic flow in some sections of London Street. All parking is maintained.	41%	115
Unsure	30%	83
Total Responses		278

Q2. OPTIONAL: Please tell us why you prefer the option you selected.

There were 256 responses to this question.

There were **57 comments** explaining a preference for **Option 1**. Common reasons why participants preferred Option 1 included:

- It creates more space for vehicles and cyclists to share, which would increase feelings of safety (13 comments)
- Option 2 would be too confusing (11 comments)
- It would be more comfortable for cyclists (11 comments)
- General opposition to Option 2 (8 comments)
- Support for parking removal (8 comments), as it creates more space for cyclists and improves visibility.
- Other concerns, including that Option 2 may create more traffic or limit resident access to/from their homes

There were **96 comments** explaining a preference for **Option 2**. Common reasons why participants preferred Option 2 included:

- It preserves parking (46 comments), which is important for residents, multi-unit complexes, and accessibility.
- It would discourage and reduce through-traffic or “rat racers” – vehicles shortcutting through the neighbourhood (18 comments)
- Neither option was truly supported, but Option 2 would be preferred if required to choose (10 comments)
- It would feel safer (8 comments)
- It would be more comfortable for cyclists (7 comments)
- One way travel would reduce conflicts between vehicles and cyclists (6 comments)
- Other concerns, including that Option 1 would be too confusing, complicated, cause visibility issues, or create an unsafe weaving pattern of travel.

There were 79 comments explaining why participants were **unsure** about which option they preferred. The most common reasons why participants were unsure were:

- Any changes along this route seem unnecessary (34 comments)
- Both options were unsupported or considered inappropriate (28 comments)

Several participants suggested that the survey should have included a “not supportive of either option” response, as this is distinct from being “unsure” about their preference. Some participants who indicated they were unsure suggested alternative options, such as replacing all parking on one side of London Street with a dedicated bike lane, making all of London Street one way, or making London Street wider.

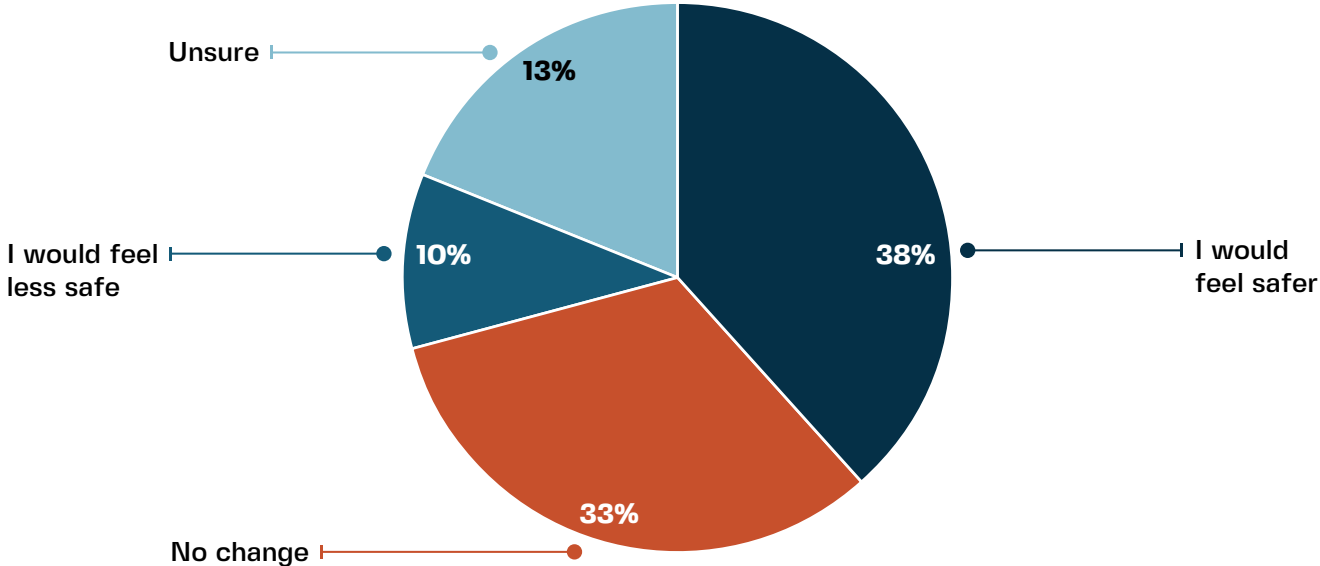
Feelings of safety

One of the key goals of the Active Transportation Network Plan is to improve and expand the active transportation network by providing safer and more comfortable options to travel through New Westminster.

Q3. With this goal in mind, how would each of these proposed improvements on London Street impact your feelings of safety when travelling along this route?

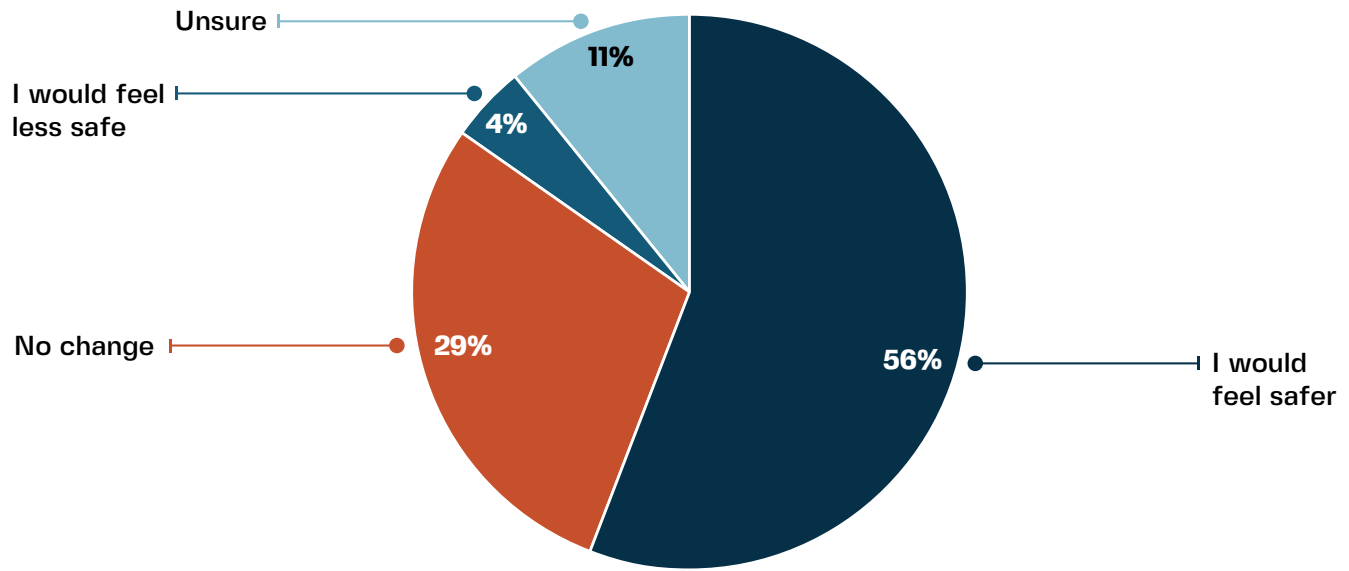
To review the details of the proposed changes, please visit page 5 of this report.

Curb extension upgrades on the north side of the street, near 23rd Street



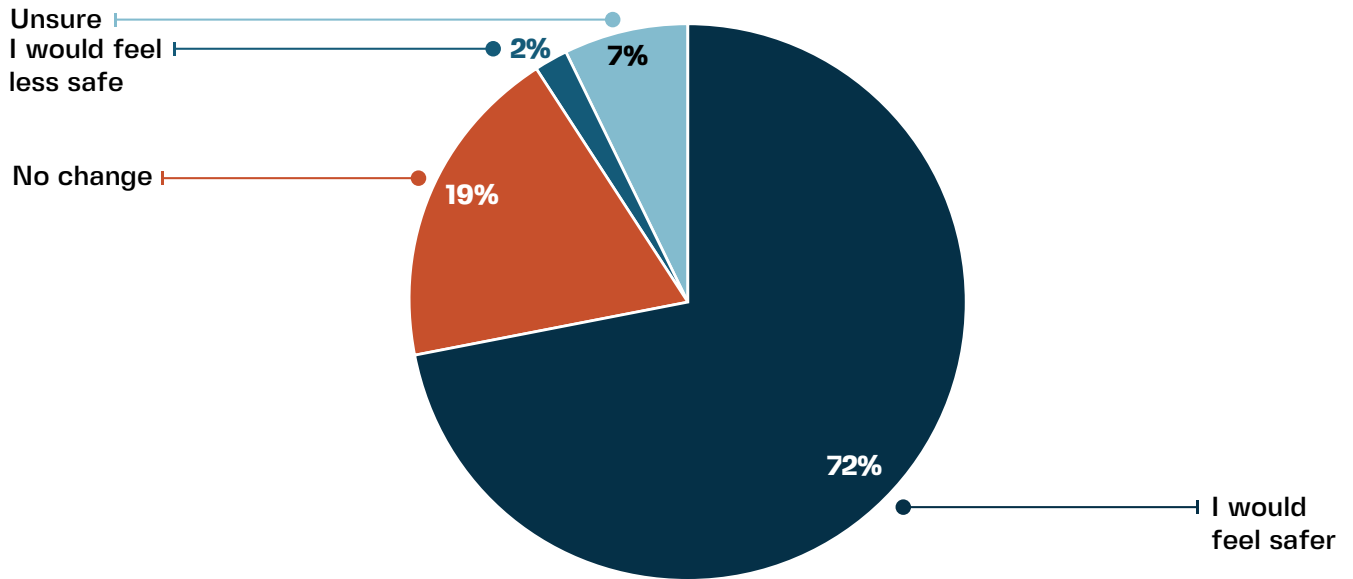
Choice	Percentage	Count
I would feel safer	38%	114
I would feel less safe	33%	97
No change	10%	30
Unsure	19%	56
Total Responses		297

Visibility improvements and clearer signage at the existing closure near 20th Street



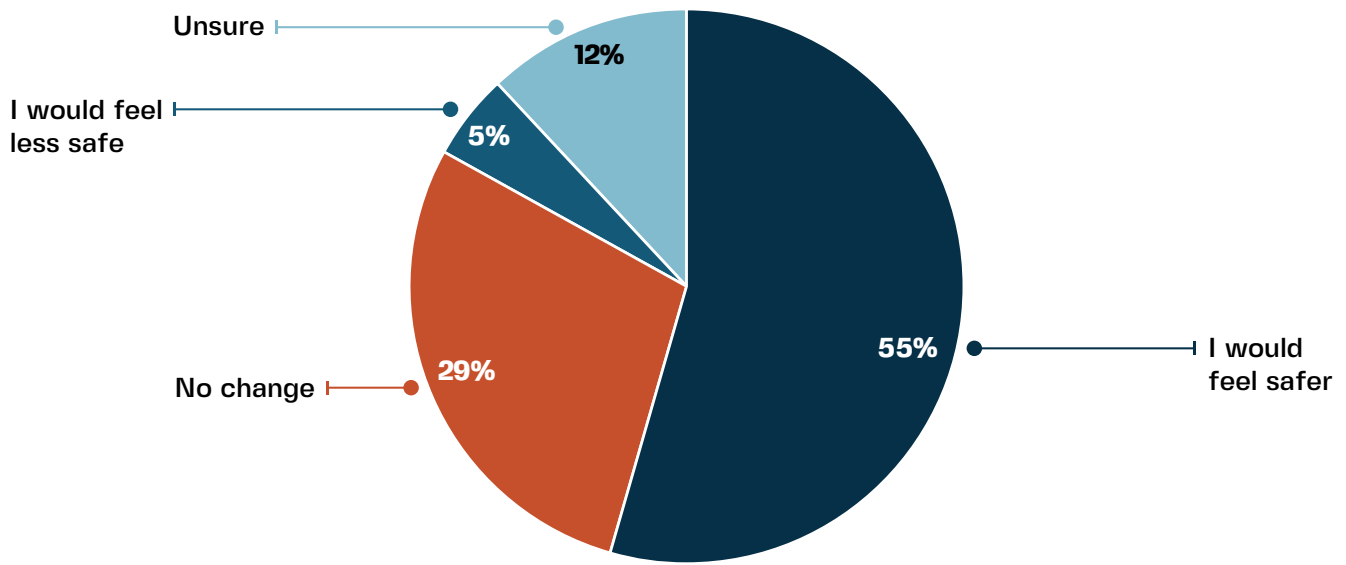
Choice	Percentage	Count
I would feel safer	56%	167
I would feel less safe	29%	86
No change	4%	13
Unsure	11%	32
Total Responses		298

Lighting improvements to improve safety and visibility for all road users



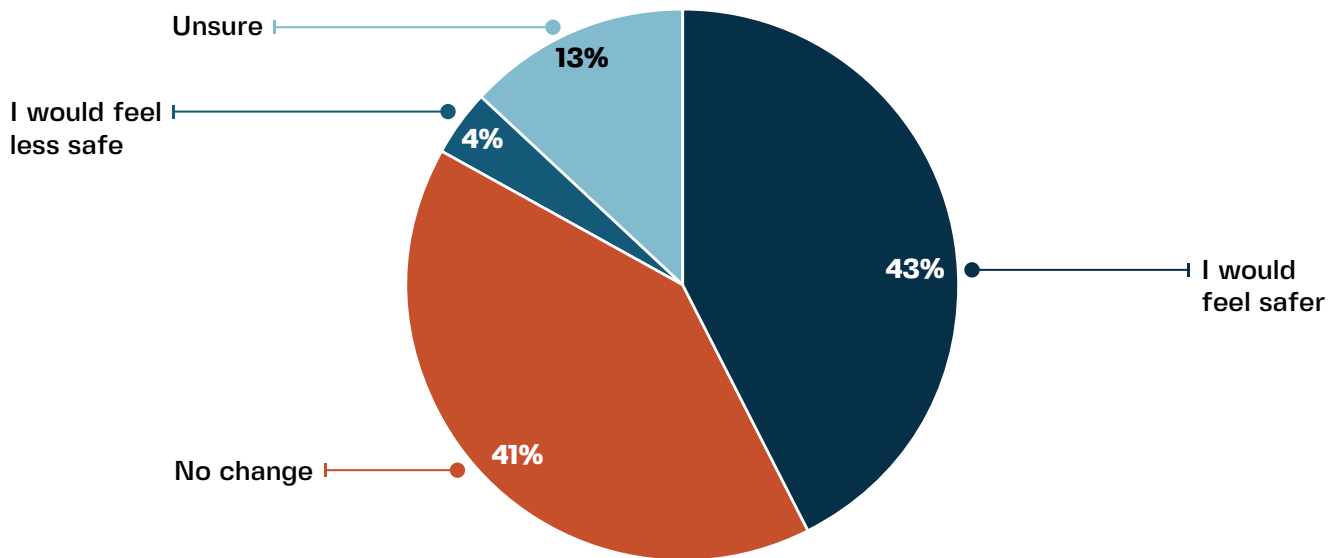
Choice	Percentage	Count
I would feel safer	72%	214
I would feel less safe	2%	6
No change	19%	56
Unsure	7%	22
Total Responses		298

Wayfinding signage, pavement markings, and clearer separation of the bicycle lane and sidewalk, to improve navigation of the section of 20th Street that connects London Street



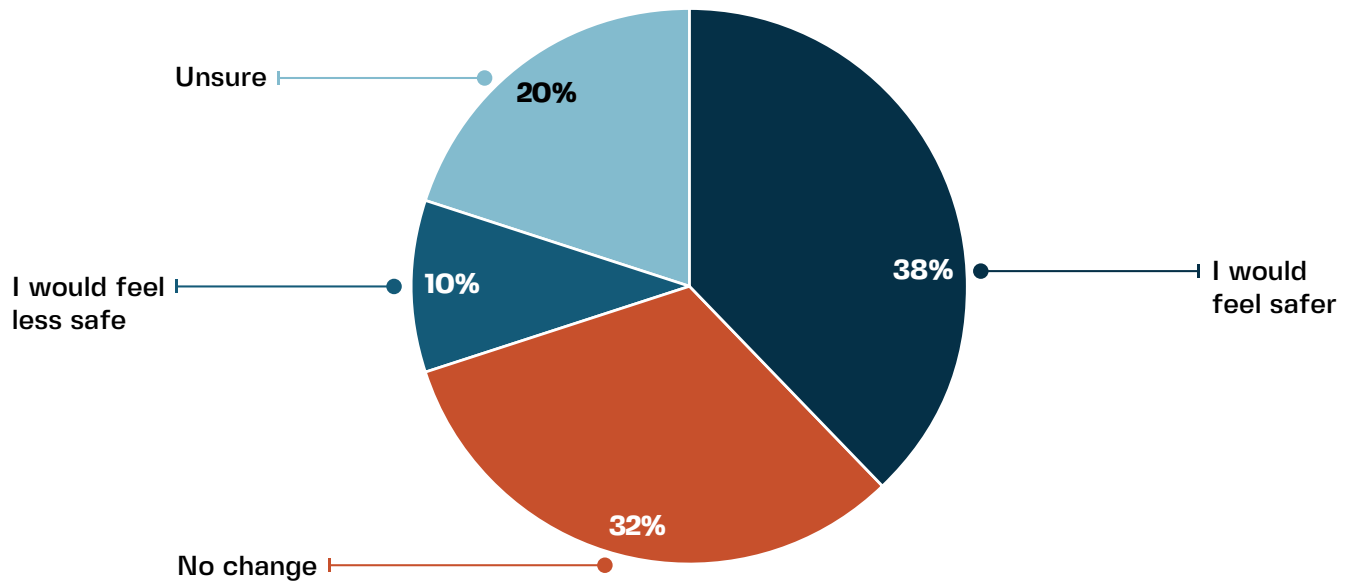
Choice	Percentage	Count
I would feel safer	55%	163
I would feel less safe	5%	14
No change	29%	85
Unsure	12%	36
Total Responses		298

Additional yield signs at the existing traffic circle at 15th Street



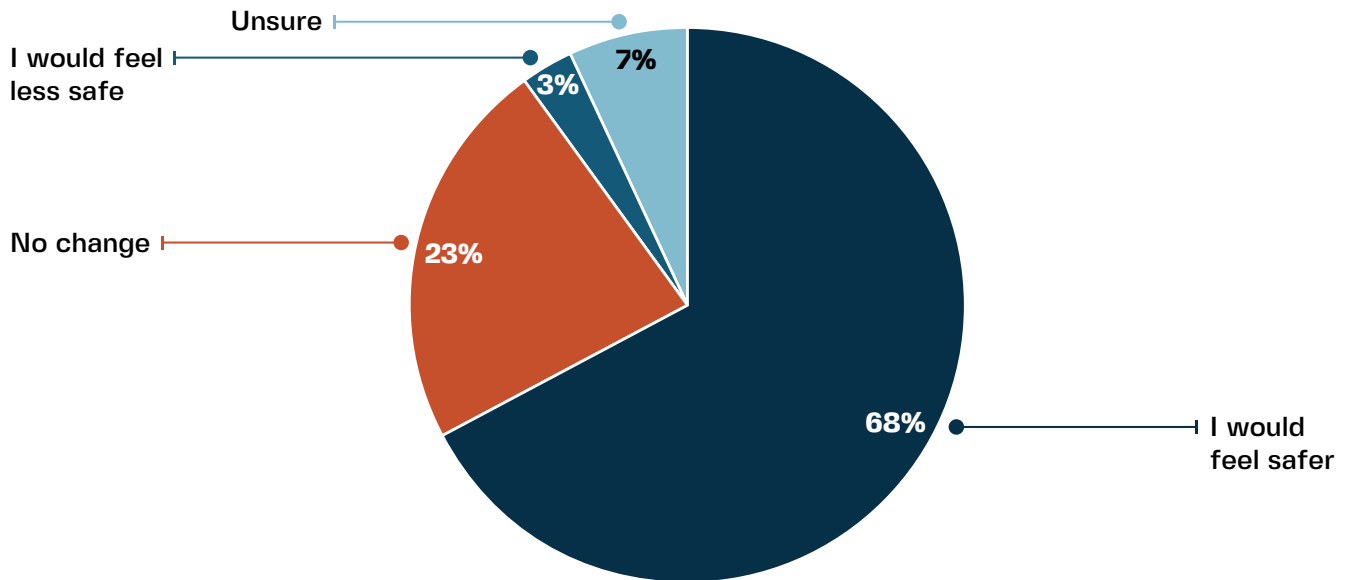
Choice	Percentage	Count
I would feel safer	43%	127
I would feel less safe	41%	121
No change	4%	11
Unsure	13%	38
Total Responses		297

Quick build curb extensions at Henley Street



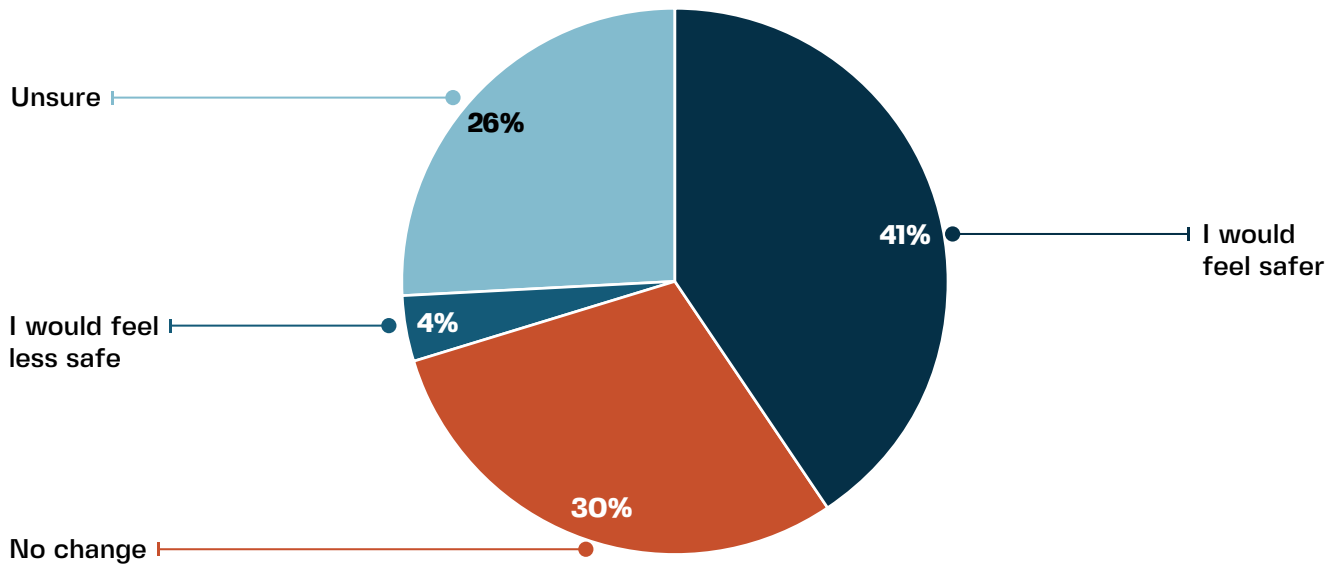
Choice	Percentage	Count
I would feel safer	38%	113
I would feel less safe	32%	95
No change	10%	31
Unsure	20%	59
Total Responses		298

Improved pedestrian- and cyclist-controlled flashing beacons at 12th Street crossing



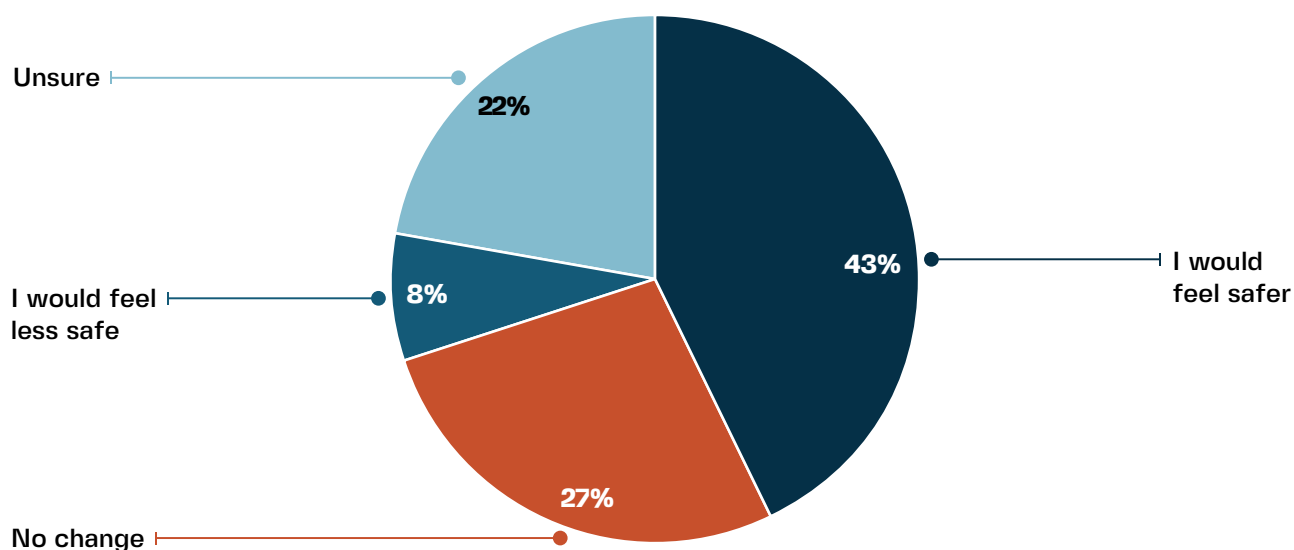
Choice	Percentage	Count
I would feel safer	68%	202
I would feel less safe	23%	68
No change	3%	8
Unsure	7%	20
Total Responses		298

Quick-build sidewalk from Hill Street to 13th Street



Choice	Percentage	Count
I would feel safer	41%	120
I would feel less safe	30%	87
No change	4%	12
Unsure	26%	75
Total Responses		294

Quick-build two-way bicycle lane on the east side of Eighth Street to connect to the bus stop



Choice	Percentage	Count
I would feel safer	43%	129
I would feel less safe	27%	81
No change	8%	24
Unsure	22%	65
Total Responses		299

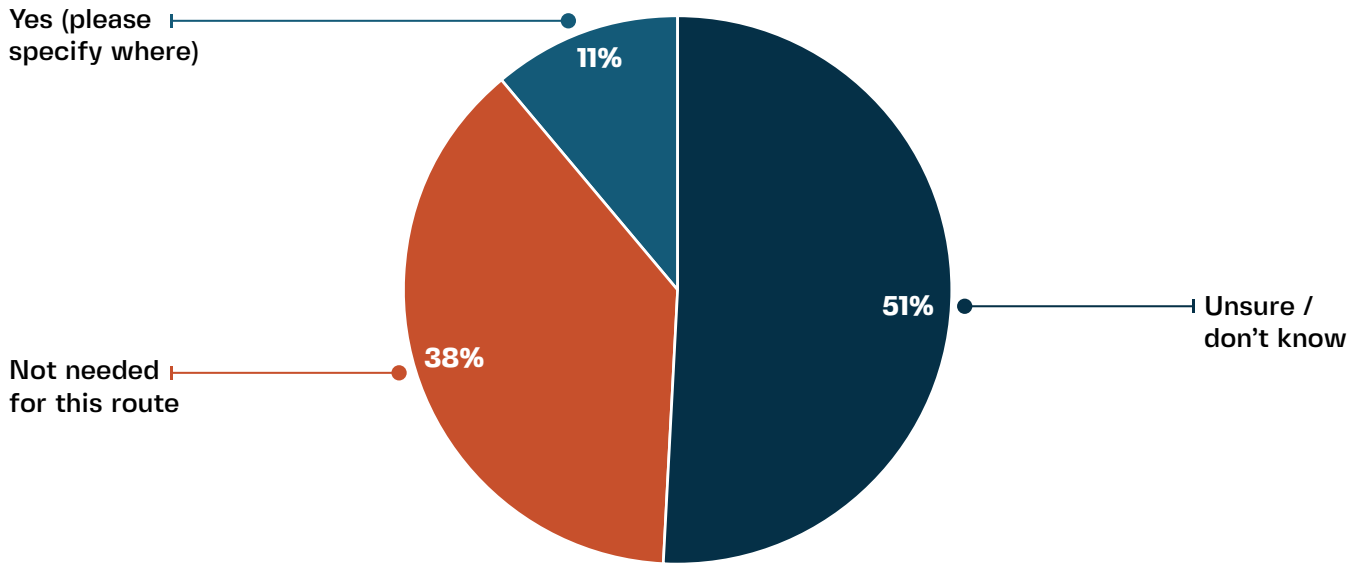
Q4. If any of these proposed improvements would make you feel less safe, please tell us why.

There were 96 responses to this question. Common themes among these responses included:

- The proposed changes are not necessary (19 comments)
- Curb extensions reduce the space available for vehicles and cyclists to share (14 comments)
- General opposition to the quick-build two-way bike lane (6 comments), including concerns it would be confusing and go against the flow of traffic.
- The proposed changes are confusing and concerned that they would create more hazards (5 comments)
- Flashing beacons are not enough to stop drivers, stop signs or full traffic signals should be used at the 12th Street crossing instead (5 comments)
- Other concerns, including that road users may not comply with/follow new or unfamiliar road features, that star diverters may be confusing or may impact residents access to their property, or that other issues (like road maintenance, lighting, or through-traffic) should be prioritized.

Additional improvements

Q5. Are there any specific locations along this route where you would like to see better wayfinding signage?

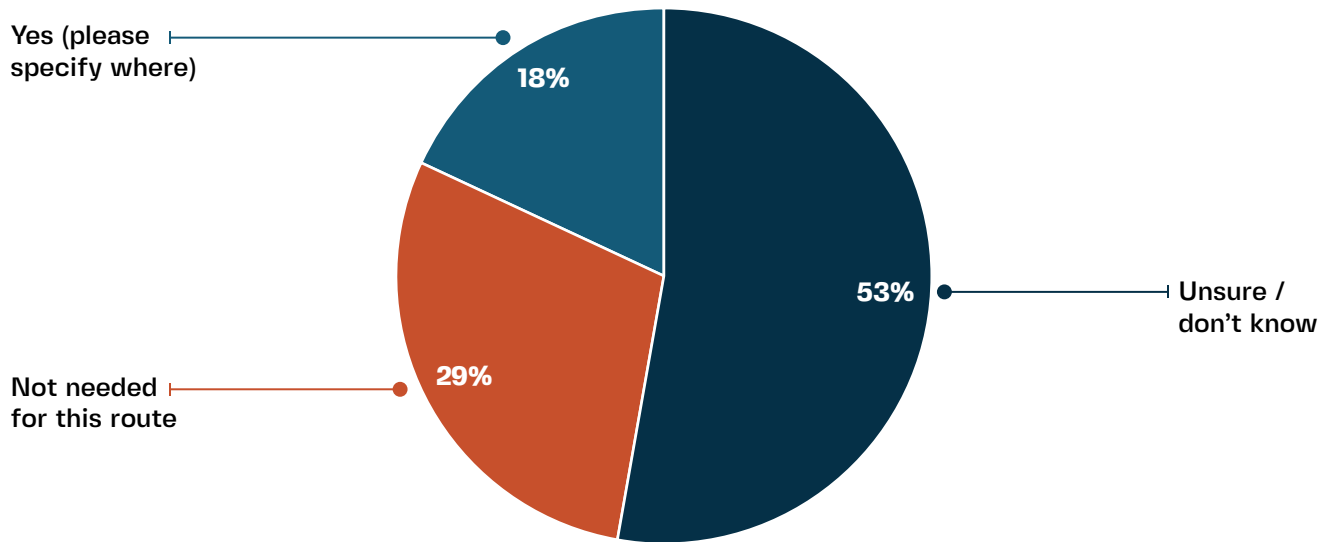


Choice	Percentage	Count
Unsure/ Don't know	51%	151
Not needed for this route	38%	114
Yes (please specify where)	11%	32
Total Responses		297

There were 32 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (35 comments), specifically:
 - London Street and 15th Street (10 comments)
 - London Street and 20th Street (4 comments)
 - London Street and Tenth Street (4 comments)
 - London Street and 12th Street (4 comments)
 - London Street and 13th Street (4 comments)
- At every corner and major intersection (8 comments)

Q6. Are there any specific locations along this route where you would like to see more street lighting?

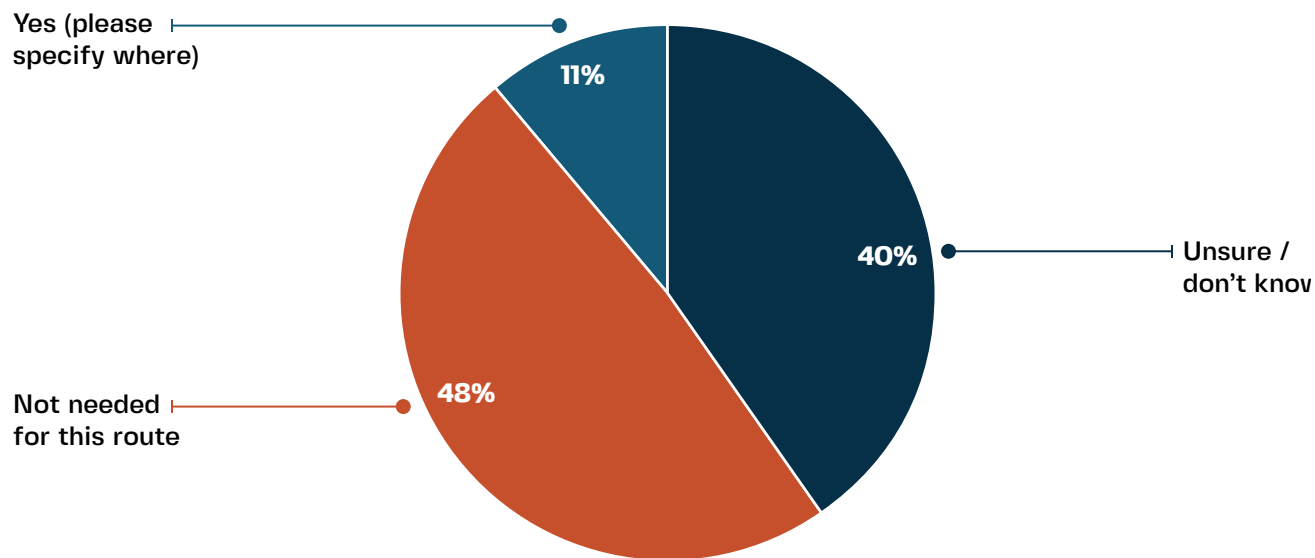


Choice	Percentage	Count
Unsure/ Don't know	53%	156
Not needed for this route	29%	87
Yes (please specify where)	18%	54
Total Responses		297

There were 54 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (23 comments), specifically:
 - London Street and 12th Street (6 comments)
 - 17th Street to 20th Street (4 comments)
 - London Street and 13th Street (2 comments)
 - London Street and 12th to 14th Street (2 comments)
- The entirety of London Street (7 comments)
- At every corner and intersection (6 comments)

Q7. Are there any specific locations along this route where you would like to see more benches or seating?

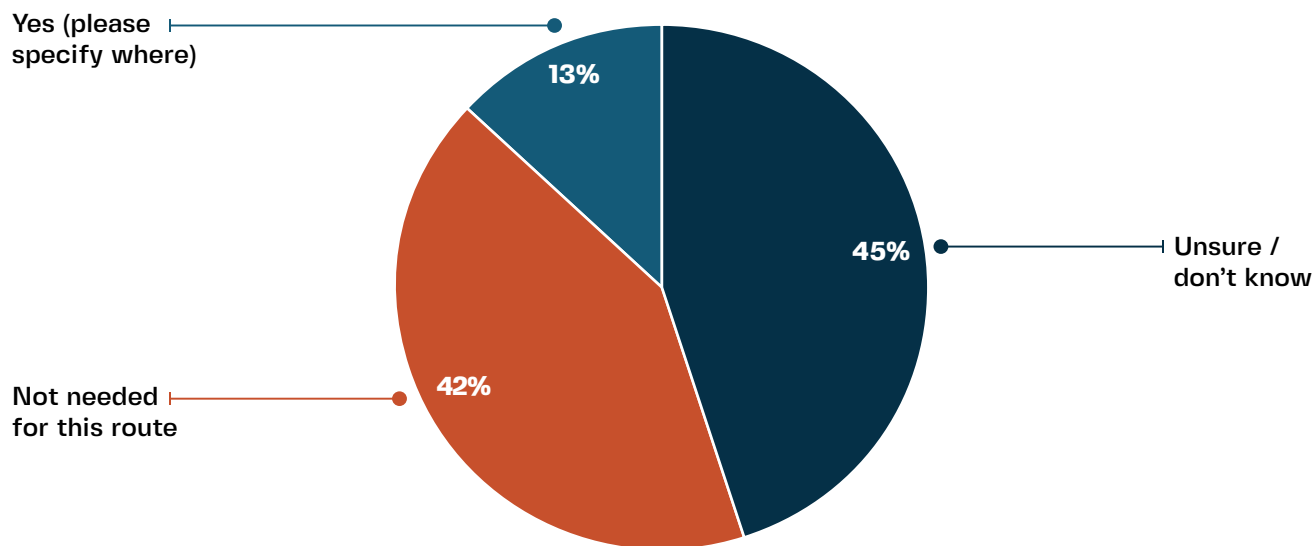


Choice	Percentage	Count
Unsure / Don't know	40%	119
Not needed for this route	48%	144
Yes (please specify where)	11%	34
Total Responses		297

There were 34 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (17 comments), specifically:
 - London Street and 12th Street (6 comments)
 - London Street and Eighth Street (5 comments)
 - At the star diverters (2 comments)
 - London Street and 22nd Street (2 comments)
- Other locations, such as near bus stops, parks, and gathering spaces, along BC Parkway, and near Connaught Heights Elementary

Q8. Are there any specific locations along this route where you would like to see more designated crossings for pedestrians?

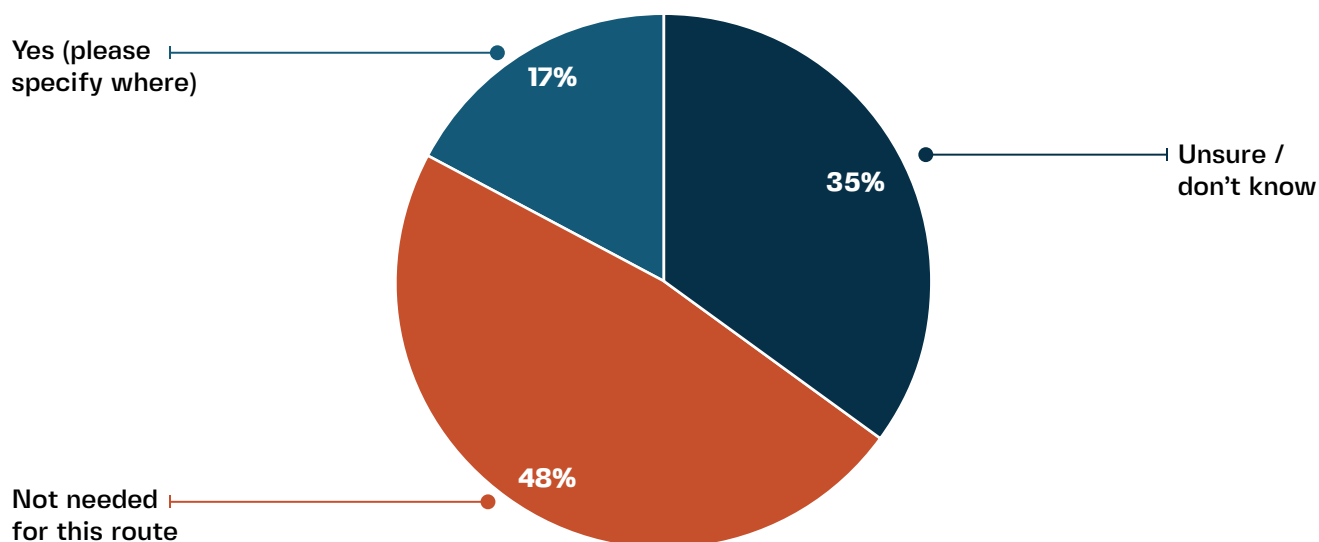


Choice	Percentage	Count
Unsure/ Don't know	45%	133
Not needed for this route	42%	124
Yes (please specify where)	13%	37
Total Responses		294

There were 37 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (9 comments), specifically:
 - London Street and Eighth Street
 - London Street and Tenth Street
 - London Street and 12th Street
 - 20th Street and London Street
- Along Tenth Street (8 comments), specifically:
 - Tenth Street and 18th Street (4 comments)
 - Tenth Street and London Street (2 comments)
 - Tenth Street, Dublin Street, and Edinburgh Street
 - Near Rosemary Brown Community Centre
- Across the entirety of the route (6 comments)
- Other locations, such as near 20th Street, 18th Street, 12th Street, and near Connaught Heights Elementary and Byrne Creek Secondary Schools.

Q9. Are there any specific locations along this route where you would like to see more traffic calming (speed bumps or cushions)?

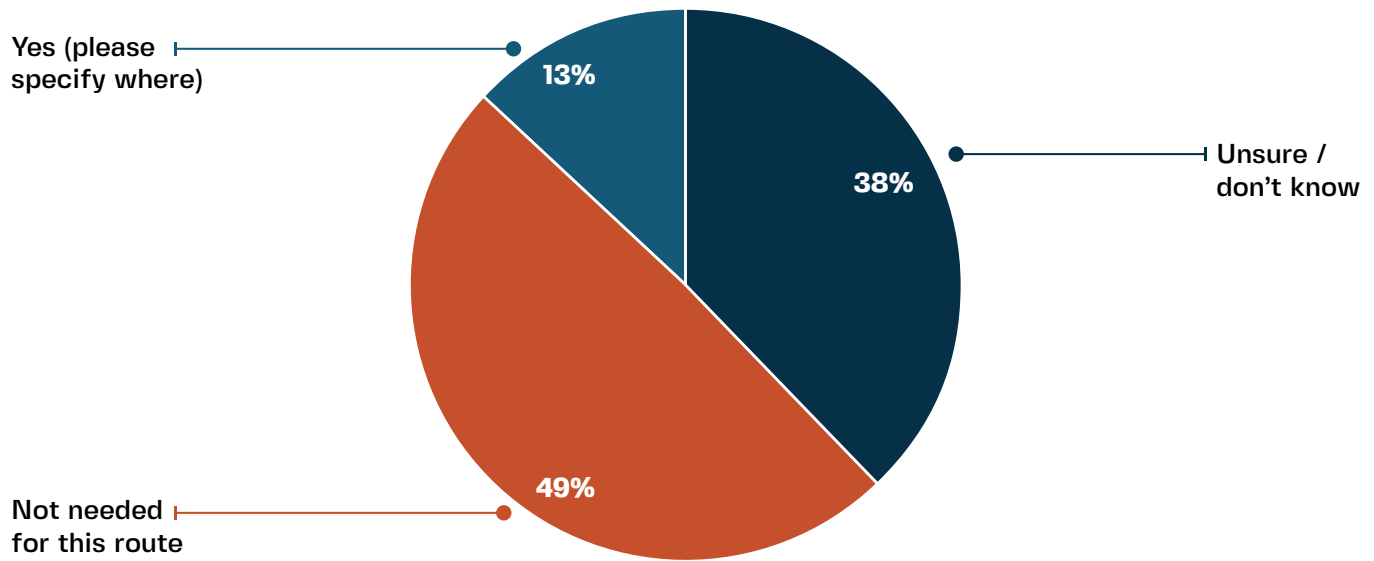


Choice	Percentage	Count
Unsure/ Don't know	35%	102
Not needed for this route	48%	142
Yes (please specify where)	17%	50
Total Responses		294

There were 50 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (28 comments), specifically:
 - The entire length of London Street (14 comments)
 - From Eighth Street to 12th Street (3 comments)
 - London Street and 12th Street (3 comments)
 - Intermittent blocks between Tenth Street and 20th Street (2 comments)
 - London Street and 15th Street
 - London Street and 19th Street
- London Street and 20th Street
- London Street between Tenth Street and 12th Street
- London Street and 14th Street to 19th Street
- The laneway between London Street and Dublin Street
- The 1900 Block of London Street
- Other locations such as along Edinburgh Street, and close to Connaught Heights Elementary School.

Q10. Are there any specific locations along this route where you would like to see more traffic diversion (such as barriers and islands)?



Choice	Percentage	Count
Unsure/ Don't know	38%	112
Not needed for this route	49%	144
Yes (please specify where)	13%	39
Total Responses		295

There were 39 participants that selected “yes (please specify where).” Locations referenced in these comments included:

- Along London Street (28 comments), specifically:
 - London Street and 12th Street (6 comments)
 - London Street and 20th Street (6 comments)
 - London Street and Tenth Street (5 comments)
 - London Street and Eighth Street (3 comments)
 - London Street and 14th Street (2 comments)
 - London Street and 19th Street (2 comments)
 - London Street and 13th Street
 - London Street and 15th Street
 - London Street and 17th Street
 - London Street and 18th Street
 - London Street at Henley Street
 - London Street at 23rd Street
- Other suggestions such as anywhere that is deemed appropriate for traffic diversion, and at alternating intersections.

Q11. Do you have any other comments about the London Street route – are there any specific changes we could make to help improve your sense of safety?

There were 146 comments in response to this question.

Some specific changes suggested by participants that would improve their sense of safety were:

- Discourage through-traffic or “rat racers” (11 comments), with more traffic calming, roundabouts, or lower speed limits
- Retain parking (11 comments)
- Prioritize road and sidewalk maintenance (10 comments)
- More compliance with and enforcement of existing road rules, including speed limits and parking restrictions (9 comments)
- Include more, and maintain existing traffic calming measures (8 comments)
- Separate user groups (vehicles, cyclists, and pedestrians) as much as possible with clearly designated spaces (6 comments)
- Reorient stop signs to favour cyclists (5 comments)
- Other suggestions such as restrict the route to local traffic only, remove parking from certain areas, restrict parking to residents only, consider alternatives to star-diverters (like roundabouts or stops), and prioritize lighting improvements.

Other common themes among these comments include:

- No changes are needed along this route (36 comments)
- General opposition to both options (parking removal on alternating sides and one-way vehicle traffic) (10 comments)
- General support for the proposed changes (8 comments)
- More information and community engagement needed (6 comments)
- General opposition to the Active Transportation Network Plan (5 comments)
- Other concerns, including that the changes may be confusing and unfamiliar, and resident access to their properties may be impacted.

About You

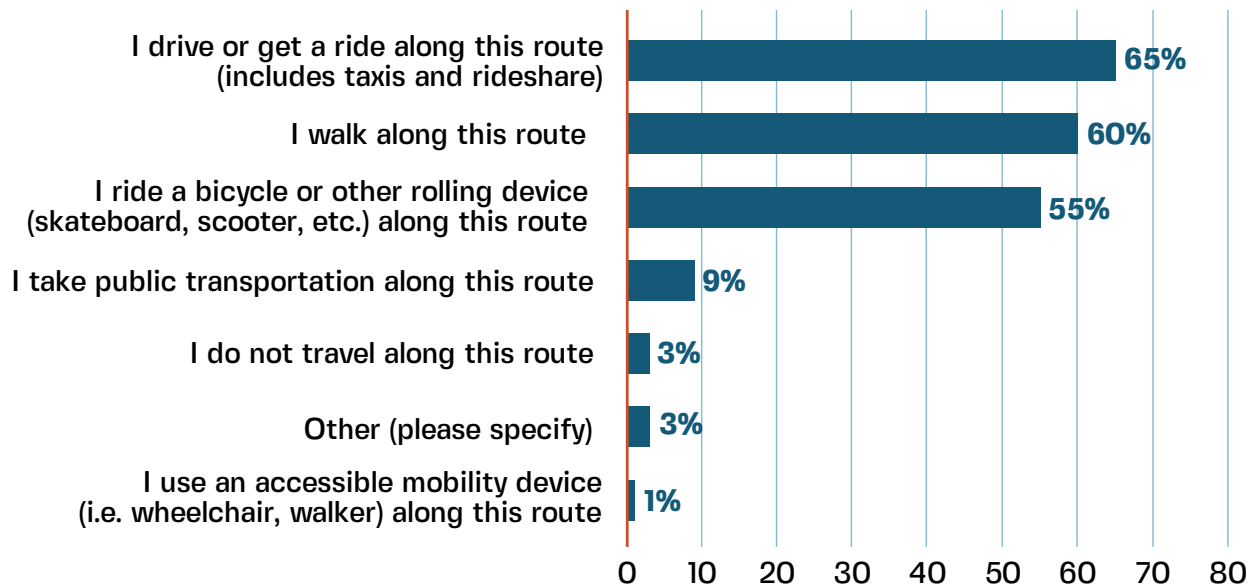
Q12. What is your connection to the London Street Route? Select all that apply.



Choice	Percentage	Count
I pass through this route on my way to work, school, or other activities	45%	135
I live on London Street	35%	105
I live elsewhere in New Westminster	34%	102
I use the parks and recreation facilities along this route	29%	88
I live within a few blocks of the London Street route	28%	84
I visit or shop at businesses along this route	19%	59
Other (please specify)	7%	20
Total Responses		303

Twenty comments were left by participants that selected “Other (please specify).” These comments referenced running and biking in the area, visiting family in the area, owning property in the area, or passing through the route to connect to other areas.

Q13. How to you typically travel along the London Street Route? Select all that apply.



Choice	Percentage	Count
I drive or get a ride along this route (includes taxis and rideshare)	65%	197
I walk along this route	60%	183
I ride a bicycle or other rolling device (skateboard, scooter, etc.) along this route	55%	166
I take public transportation along this route	9%	27
I do not travel along this route	3%	10
Other (please specify)	3%	9
I use an accessible mobility device (i.e. wheelchair, walker) along this route	1%	4
Total Responses		303

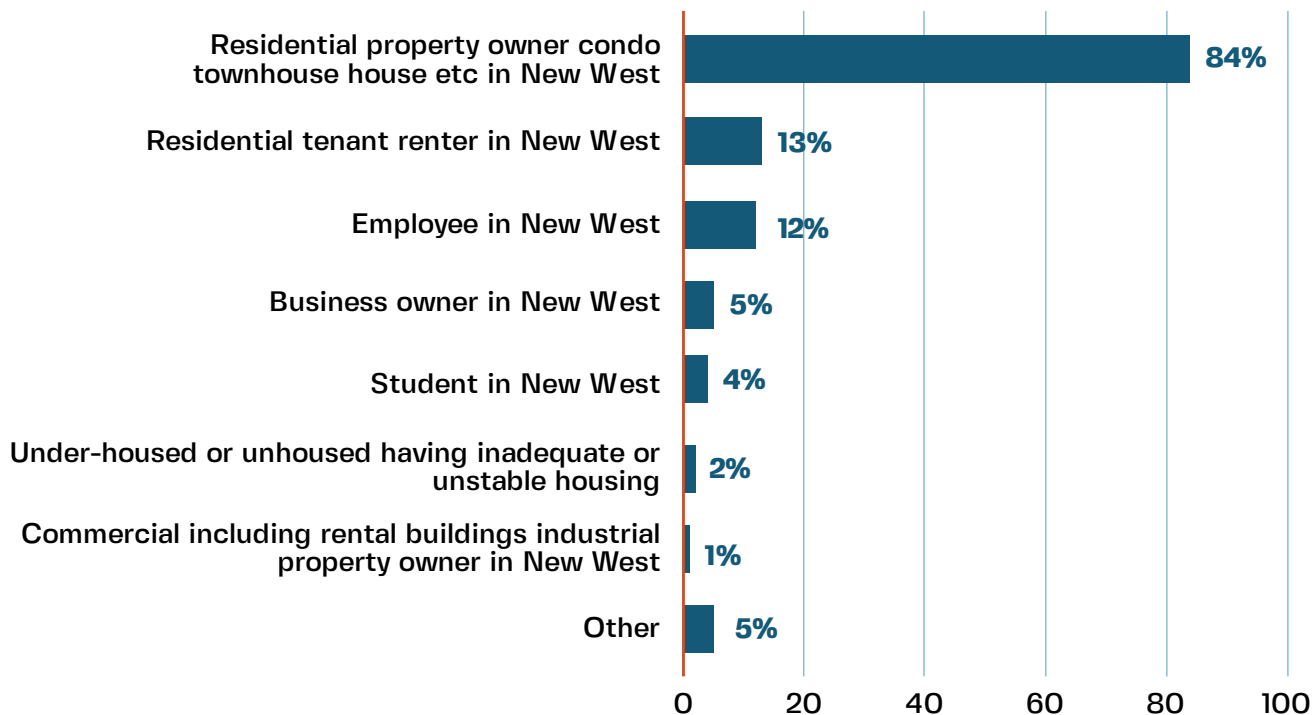
Nine comments were left by participants that selected “Other (please specify).” These comments reiterated driving, walking, and living along this route.

About Be Heard Participants

Be Heard New West users provide demographic information when they register on the site, including postal code, year of birth, connections to New Westminster, and other optional details such as Indigenous identity, if they have a disability, if they were born outside of Canada, and other lived experiences.

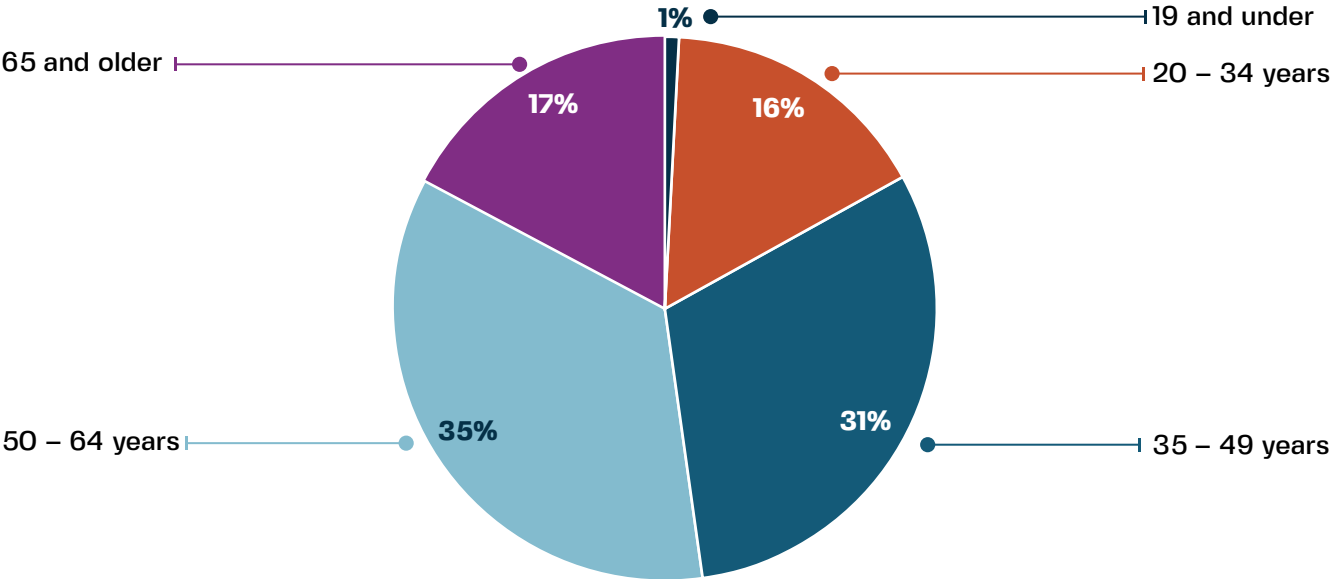
This same information was not collected from participants of the in-person engagement activities (pop-ups and interest group meetings). We can only report on and consider the demographic profile of community members who shared input online through the London Street survey.

1. Connections to New Westminster



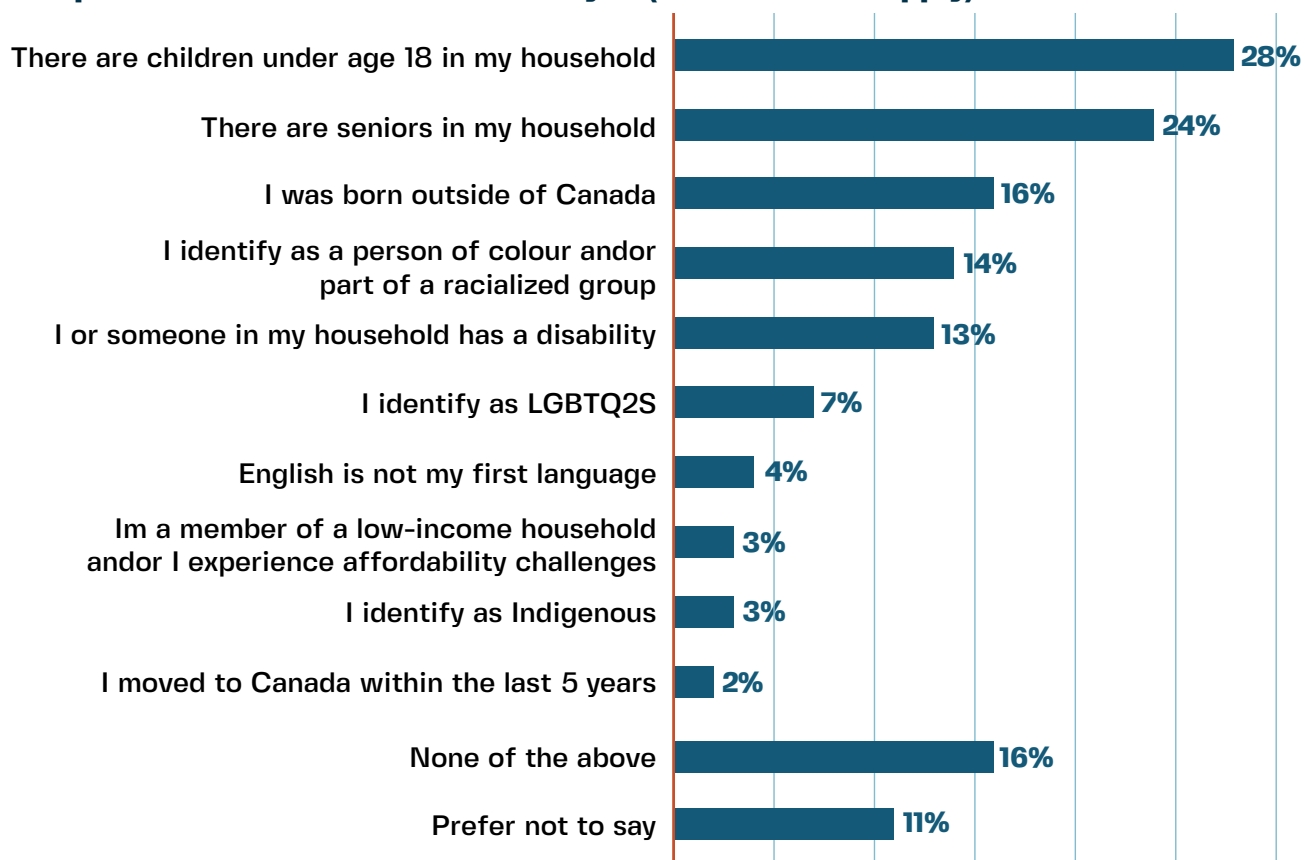
Response	Percentage	Count
Residential property owner (condo, townhouse, house, etc.) in New West	84%	254
Residential tenant renter in New West	13%	40
Employee in New West	12%	36
Business owner in New West	5%	15
Student in New West	4%	13
Under-housed or unhoused having inadequate or unstable housing, at risk of experiencing homelessness, experiencing hidden homelessness, i.e. couchsurfing or unsheltered in New West	2%	7
Commercial, including rental buildings, industrial, property owner in New West	1%	2
Other	5%	15
Total Responses		303

2. Age



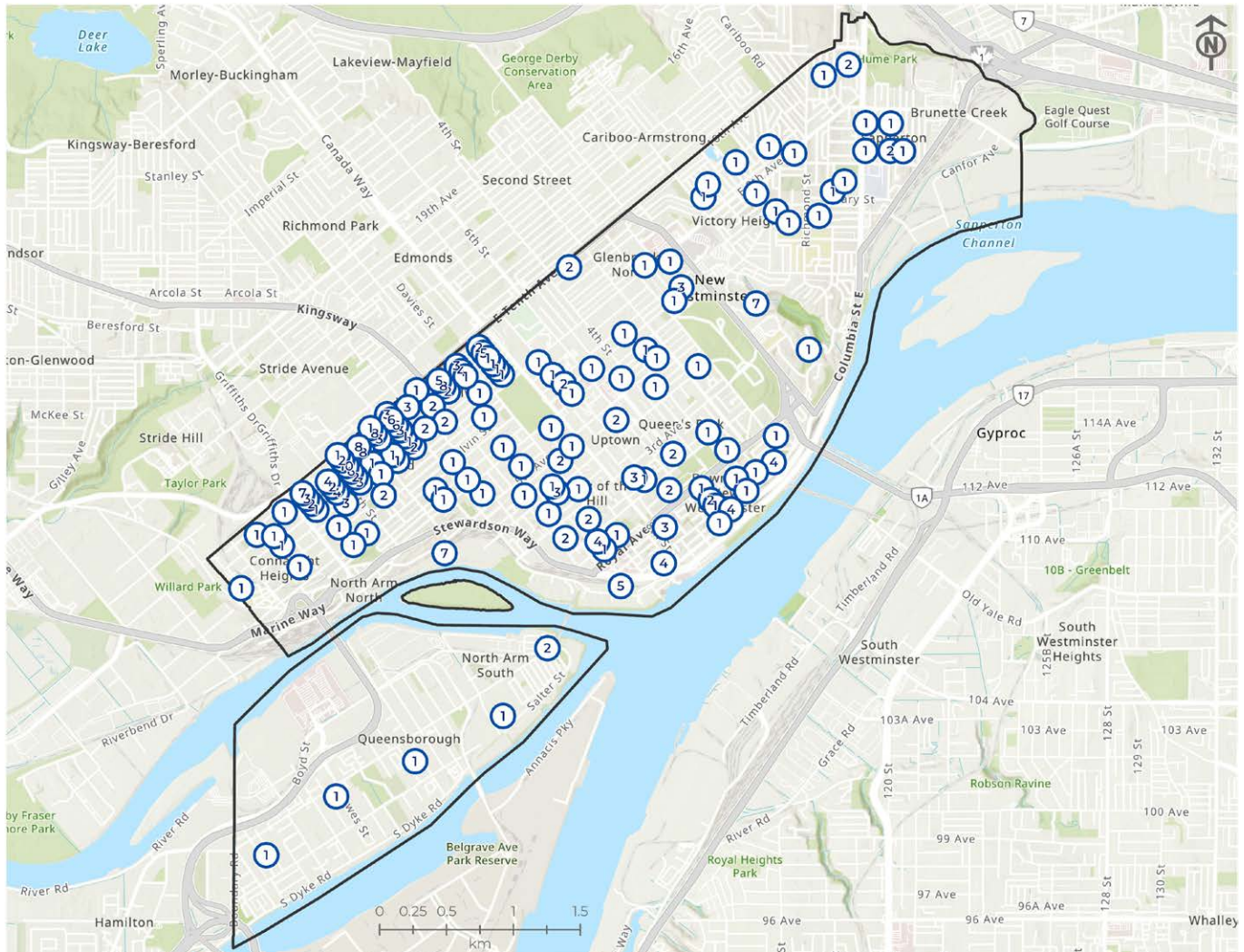
Response	Percentage	Count
19 and under	1%	3
20 to 34 years	16%	47
35 to 49 years	31%	95
50 to 64 years	35%	107
65 and older	17%	51
Total Responses		303

3. Optional: More information about you (select all that apply)



Response	Percentage	Count
There are children under age 18 in my household	28%	86
There are seniors in my household	24%	73
I was born outside of Canada	16%	47
I identify as a person of colour and/or part of a racialized group	14%	41
I or someone in my household has a disability	13%	39
I identify as LGBTQ2S	7%	22
English is not my first language	4%	12
I'm a member of a low-income household and/or I experience affordability challenges	3%	10
I identify as Indigenous	3%	8
I moved to Canada within the last 5 years	2%	5
None of the above	16%	47
Prefer not to say	11%	32
Total Responses		303

4. Neighbourhood Representation



Neighbourhood	Count
West End	129
Moody Park	39
Brow of the Hill	33
Downtown	25
Sapperton	17
Queen's Park	10
Quayside	10

Neighbourhood	Count
Glenbrooke North	10
Massey Victory Heights	7
Queensborough	6
Connaught Heights	6
Victoria Hill Ginger Drive	4
Not Found	7
Total	303

5. Demographic Analysis

Demographic analysis was completed for online Be Heard New West participants. The characteristics of the London Street Route survey participants were compared to the most recent demographic profile of New Westminster residents from the 2021 Census.

Connections to New West

- Residential tenants were under-represented – 13.2 % of Be Heard participants, compared to 45.3% of residents across New West according to the Census
- Residential property owners were over-represented – 83.8% of Be Heard participants, compared to 54.7% of residents across New West according to the Census

Age

- The 19-and-under age group was underrepresented in the survey – 1.0% of Be Heard participants, compared to 16.4% of New West residents according to the Census.
- The 20-34 age group was also underrepresented in the survey – 15.5% of Be Heard participants compared to 23.9% of the Census population.
- Age groups, 35-49 accounted for 31.4%, and 50-64 for 35.3%, both resulted in overrepresentation in the survey, compared to the 22.9% and 20.8% of residents across New West according to the Census.
- The 65 and older age group was comparable across the survey and Census – 16.8% of Be Heard participants compared to 16.1% of residents across New West according to the Census.

In terms of other demographic information provided by online participants, we can compare with Census data on Indigenous, immigrant, new immigrant (arrived within past five years), visible minority, and parents of children under 18 proportions of the New Westminster community. Based on this comparison:

- Immigrants, new immigrants, and visible minorities were under-represented amongst Be Heard participants. Immigrants made up 15.5% of Be Heard participants, compared to 37.5% of the Census population. New immigrants (those who moved to Canada within the last 5 years) made up 1.7% of Be Heard participants, compared to 6.5% of the Census population. Visible minorities (those who identify as a person of colour and/or part of a racialized group) made up only 13.5% of Be Heard participants, compared to 46.8% of the Census population.
- Representation of Indigenous people was comparable to the 2021 Census representation (+/- 5%).
- Households with children under 18 were overrepresented in the survey – 28.4% of Be Heard participants, compared to 20.2% of the Census population.

In-person Engagement

Pop-up Events

The City hosted three in person pop-up events in May and June 2025, to connect with the community about the Active Transportation Network Plan Year 2 Routes.

The pop-up events took place at:

Many pop-up participants did not leave feedback on the interactive boards, and preferred to provide their feedback verbally to facilitators. That is why the activity result numbers are significantly smaller than the total participant numbers.

New to New West Intercultural Festival and Information Fair

May 31, 2025

32 attendees

Youth Hub

June 12, 2025

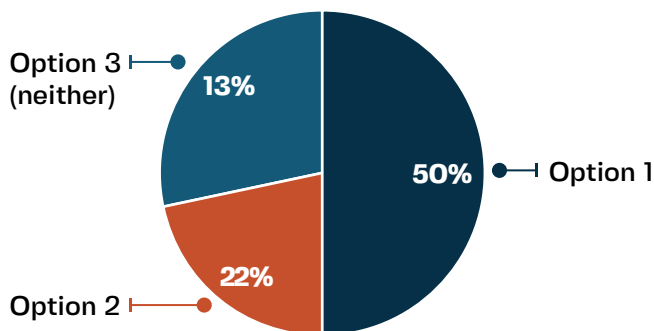
15 attendees

Moody Park

June 14, 2025

86 attendees

Pop up attendees were invited to leave feedback on interactive information boards, to indicate which proposed option for the London Street Route they preferred.



Note, Option 3 (neither) was added to the board by a participant and supported by others.

General feedback related to the London Street route was also collected through conversations between staff and attendees at the pop-up events. This feedback has been summarized below.

Feedback Specific to Option 1

- Support for the star diverters because of their traffic calming effect

Feedback Specific to Option 2

- More intersection treatments (e.g., star diverters) may be needed to ensure compliance with the new direction rule
- Direction changes as a result of one-way vehicle traffic are confusing and unsafe for cyclists
- A consistent one-way direction would feel safer
- Cyclists do not want to cycle into oncoming traffic

Option	Count	Percent
Option 1	23	50%
Option 2	10	22%
Option 3 (neither)	13	28%
Total	46	

Impacts on other local streets

- Concerns with impacts on Henley Street and other surrounding streets who will become the new routes for traffic to cut through
- Concerns about congestion from 22nd Street through 20th Street due to attempts to avoid traffic elsewhere
- Concerns with speeding down Eighth Street and congestion up past Tenth Street

Other general feedback

- Lack of engagement opportunities when the Active Transportation Network Plan was being developed
- Preference for Dublin Street instead of London Street – Dublin Street is wider and makes more sense for a cycling connection
- Concerns over loss of parking spaces
 - Concern over when parking occupancy data was collected
 - Many residents have tenants and laneway houses who already struggle to find parking
 - Lanes behind the homes can't accommodate the number of cars per household
 - Desire for parking management (residential, commercial and around school areas)
 - Uncertainty about how parking permits would be managed with households
- Alleyways should be one-way to avoid driver conflicts and reduce short-cutting
- Desire for video surveillance/cameras to discourage speeding
- Concerns with how emergency vehicles would get through star diverters

- Impact on traffic flow and congestion along route with changes to intersections
- Feeling that key bike movement patterns should inform infrastructure prioritization
- Lack of support for traffic calming
- Concerns that North/South streets are too narrow
- Ensuring multimodal travel can coexist on a shared route

Interest Group Meetings

Meetings with Douglas College, Anvil Centre, School District No. 40, Lord Kelvin Community School Parent Advisory Council, and businesses along Eighth Street focused on the proposed design for Eighth, Ninth, and Tenth Streets, as London Street is mainly residential. However, potential changes to London Street were also reviewed with each group - the proposed active transportation options (parking removal on alternating sides and one-way vehicle traffic) and other active transportation improvements were all presented for discussion.

As most of these groups and businesses are more directly connected to Eighth, Ninth, and Tenth Streets, there were no strong opinions expressed about the London Street design. However, there was general support for the goals of the Active Transportation Network Plan and for improvements to the network overall.

Two interest group meetings provided detailed feedback regarding London Street:

HUB Cycling

Discussion with HUB Cycling's New Westminster Local Committee provided an opportunity for the project team to review HUB's recommendations for both Active Transportation Year Two Routes. All recommendations in the written assessment report have been considered by the project team. Some key recommendations are summarized here.

There was general preference for London Street Option 1 (parking removal on one side), given the benefits of providing more space for users yielding and passing, creating a traffic calming effect, and reducing potential delays for emergency vehicles.

HUB noted that the highest-use section of the London Street bikeway is from 15th Street eastward. Support for other safety improvements was also noted, including for the star diverters, enforcing parking restrictions approaching intersection, and the quick-build two-way bike lane along Eighth Street.

Emergency Services

The proposed active transportation options and improvements for London Street were reviewed with the New Westminster Fire Department. Overall, there was support for both design options, with a strong preference for Option 1 (parking removal on one side). Given the current narrow width of the street, removing one row of parking would make it significantly easier for fire trucks to navigate the corridor.

Written Responses

Eight questions were submitted to the Be Heard New West Question and Answer tool. These questions related to:

- Visibility and signage improvements along the London Street route
- Requests for examples of the proposed improvements in other municipalities
- The weaving pattern of traffic in Option 1 (parking removal on one side) – how far it should extend down London Street
- Space between parking and driveway openings
- Crossing lights at intersections shared with the City of Burnaby
- Speed humps as an alternative to Option 2 (one-way vehicle traffic)

Throughout the engagement period, the project team received 44 project emails from community members.

Forty emails were sent regarding the proposed improvements to London Street. Most emails were opposed to the project, citing the following concerns:

- Concerns over the loss of parking
- A lack of ability to voice opposition in the survey
- A lack of engagement opportunities
- Concerns about costs and spending
- Concerns over impacts on neighbouring streets

Two emails were supportive of Option 2 (one-way vehicle traffic), while one email was supportive of the project overall.

Next Steps

Thank you everyone for taking the time to share your thoughts on the active transportation updates along the London Street Route.

Feedback collected throughout engagement will be used to adjust and refine the proposed improvements along the London Street Route. Updates to the design based on the feedback received will be shared on the [Be Heard New West project webpage](https://www.beheardnewwest.ca) in the coming months. Final designs are expected to be completed in fall 2025, and construction of the new active transportation route is expected to begin in winter 2025.

