



## ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Thursday, February 5, 2026 at 4:30pm

Council Chambers (2<sup>nd</sup> floor)  
Langley City Hall 20399 Douglas Crescent

# AGENDA

The land on which we gather is the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

Welcome and Introductions

1. **AGENDA**

Adoption of the February 5, 2026 agenda.

2. **MINUTES**

Adoption of the minutes of the Accessibility Advisory Committee meeting held November 6, 2025.

3. **PRESENTATION**

Development of an Accessibility Plan - Happy Cities, in partnership with Meaningful Access Consulting.

4. **DISCUSSION/INFORMATION**

- a) Terms of Reference – Kim Hilton
- b) Let's Chat Langley City! Open House – Kim Hilton
- c) 2026 Accessibility Week – Kim Hilton
- d) Photo release and consent to share contact information – Michele Payne

5. **2026 WORKPLAN AND TASK GROUP DISCUSSION**

- a) Develop an Accessibility Strategy
- b) Public Feedback – [inclusion@langleycity.ca](mailto:inclusion@langleycity.ca)
- c) Education – promotion at events
- d) Advocacy
- e) Indigenous Consultation
- f) Communication Strategy

6. **TASK GROUP BREAK OUT SESSION (if needed)**

a) Opportunity for Task Groups to have a 30-minute meeting

b) Task Group updates as needed/appropriate:

ii. Accessible Advocacy Task Group

*increase the number of accessible housing units built in the City of Langley;*

*Advocate for an inventory of accessible housing*

Ty Ankerholm, Wendy Rachwalski

7. **ROUNDTABLE**

8. **ADJOURNMENT**

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**2026 Meeting Dates**

February 5, March 5, April 2, May 7, June 4, July 2, September 3, October 1, November 5,  
December 3

Please notify Michele Payne at [mpayne@langleycity.ca](mailto:mpayne@langleycity.ca) if you are unable to attend the meeting.



## MINUTES OF THE ACCESSIBILITY ADVISORY COMMITTEE

HELD IN THE CKF BOARDROOM  
20399 Douglas Crescent

NOVEMBER 6, 2025  
AT 4:30 P.M.

- Present: Councillor Delaney Mack, Chair  
Councillor Leith White, Co-Chair  
Kirsten McKitterick, Representative of a Person with Disabilities  
Ron Bergen, Senior Representative  
Wendy Rachwalski, Member at Large  
Andrea Castro, Support of a Person with Disabilities  
Ty Ankerholm, Inclusion Langley Representative
- Staff: Kim Hilton, Director of Recreation, Culture & Community Services,  
Beckett Zeller, Manager of Human Resources  
Michele Payne, Recreation Supervisor
- Regrets: Diane Sugars, Member of *Tk'emlúps* te Secwépemc  
Ardee Sharma, Member at Large

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The Chair began by acknowledging that the land on which we gather is on the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

### 1. AGENDA

It was MOVED and SECONDED

THAT the November 6, 2025 agenda be adopted as circulated.

CARRIED

## 2. **MINUTES**

It was MOVED and SECONDED

THAT the September 4, 2025, Accessibility Advisory Committee minutes be adopted as circulated.

CARRIED

## 3. **DISCUSSION/INFORMATION**

### a) Changing Places Tour Review.

- Reviewed layout including height adjustable change table, ceiling lift track system and privacy curtains
- Cost was \$60,000-\$70,000 to construct in 2022
- Discussion on possibility of having a mobile option for events took place

Ms. McKitterick entered at 4:41pm

### b) SPARC BC Audit Review.

- A review of the SPARC BC audit conducted on City Hall/Library, Timms Community Centre and Al Anderson Memorial Pool.
- The committee made the following recommendations:
  - Update the demographics as this report is based on 2021 census data
  - Consider re-painting the accessible parking labels at Timms as they are faded
  - Consider imaging and braille on signage
  - Consider tactile strips as a warning system and as directional indicators
  - Consider interpretive imagery to signage
  - Consider auditory speakers at accessible counters as a standard design
  - Noted that there is no signage at the pull stations

Ms. Zeller entered at 5:10pm

- Improve the signage at Al Anderson Memorial Pool as it lacks contrast, has no braille or imaging
- The audit will be posted on the website
- Once a final consultant has been selected there will be further opportunities to provide feedback

### c) Magic of Christmas.

- Event is on December 6 from 2pm-6pm.
- If there is an interest from committee members in having a booth and promote the committee, reach out to Michele.

d) PAC (Picture Assisted Communication) Board.

- The committee discussed that council has approved the installation of the boards in parks based on grant approval; location(s) to be determined.
- SPARC BC has a Local Community Accessibility Grant program, and the boards may be considered along with the other areas that have been identified as a priority.

4) **2025 Workplan – update as needed**

- a) Develop an Accessibility Strategy
- b) Public Feedback- [inclusion@langleycity.ca](mailto:inclusion@langleycity.ca)
- c) Education – promotion at events
- d) Advocacy
- e) Communications Strategy

5) **TASK GROUP BREAK OUT SESSION**

Accessible Advocacy Task Group

Increase the number of accessible housing units built in the City of Langley; advocate for an inventory of accessible housing  
Ty Ankerholm, Wendy Rachwalski

**ADJOURNMENT**

It was MOVED AND SECONDED

THAT the meeting adjourns at 6:35pm

CARRIED

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CHAIR

Certified Correct:  
*mlp*

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RECREATION SUPERVISOR

# Accessibility Advisory Committee meeting agenda – Happy Cities and Meaningful Access Consulting

February 5, 2026

- **Introductions (15 min)**
  - Project team
  - Committee members
- **Project overview (5 min)**
  - Objectives
  - Timeline/activities
    - Engagement activities
- **Discussion around context understanding (20 min)**
  - Strengths of Langley accessibility
  - Areas for improvement for accessibility in Langley
- **Engagement (15 min)**
  - Survey
    - Review of 2024 Survey:
      - What worked well (key successes)
      - What were the challenges/what didn't work
    - Discussion: Value and drawbacks of another survey now
  - Focus groups
    - Overview of proposed focus groups
    - Encourage AAC members to share the invites
- **Any final thoughts or next steps (5 min)**



# Terms of Reference Accessibility Advisory Committee

## 1.0 Background:

This committee is established in accordance with the Accessible British Columbia Act to assist the City in identifying, removing, and preventing barriers to individuals in or interacting with the City. The terms “accessibility plan”, “barrier”, “disability”, “impairment”, and “Indigenous peoples” shall be interpreted as defined in the Accessible British Columbia Act.

## 2.0 Mandate:

2.1. The Committee’s role is to:

2.1.1. assist the City in identifying accessibility and inclusion barriers that City staff and community members experience or may experience in the course of interacting with the City in the following areas:

- Employment,
- Delivery of Service,
- The Built Environment,
- Information and Communications,
- Transportation, and
- Procurement;

2.1.2. advise the City on how to remove and prevent barrier to individuals in or interacting with the City;

2.1.3. advise on development of an organizational accessibility plan to be completed by September 1, 2024;

2.1.4. develop a process or mechanism for receiving comments from the public on:

- the City’s accessibility plan;
- barriers to individuals in or interacting with the City;

2.1.5. undertake a review of the accessibility plan at least once every 3 years and recommend to City Council any changes or updates required;

2.2. The Committee will undertake its work in accordance with the requirements of Part 3 of Accessible British Columbia Act.

### 3.0 Composition:

3.1 Per Section 9 of the Accessible British Columbia Act, membership will strive to reflect the diversity of the community, with experience, knowledge, and expertise applicable to the Accessibility Advisory Committee's mandate.

### 3.2 Membership:

Preference will be given to Langley City residents and Langley based organizations.

- Two non-voting members of City Council to be appointed by Council who will act as Chair and Co-Chair of the Accessibility Advisory Committee
- One voting member representing the Indigenous community
- Up to five voting members who represent persons with disabilities or individuals who support persons with disabilities
- One voting member representing Inclusion Langley
- One voting member representing seniors
- Up to three voting members from the community-at-large selected based on their ability to meet the Committee's objectives

### 3.3 Chair Responsibilities:

- Facilitating meetings in accordance with rules of procedure outlined in the current Council Procedure Bylaw;
- Ensuring the Accessibility Advisory Committee does not deviate from the agenda for the meeting;
- Maintaining decorum and respectful discussion;
- Encouraging participation in discussion topics and questions;
- Being open-minded and allowing for a variety of opinions to be heard;
- Calling for votes and/or seeking consensus as applicable;
- Working alongside the Staff Liaison to guide the committee towards fulfilling tasks/projects identified in the Annual Work Plan and presenting reports to Council, as applicable;

### 3.4 Member Responsibilities:

- Attending and actively participating in meetings as scheduled;
- Being prepared for meetings (reading agenda material prior to meetings)
- Engaging in collaborative, respectful discussions relating to topics on the agenda, including sharing thoughts, opinions, and recommendations;

- Maintaining an open mind and allowing for a variety of opinions to be heard;
- Voting on motions that are put forward by Accessibility Advisory Committee members;
- Notifying the Staff Liaison in a timely manner if they are unable to attend a scheduled meeting.

3.5 In addition to chairing meetings in the absence of the Chair, the Co-Chair may assume chairing duties when deemed appropriate by the Chair.

3.6 Representative(s) from the affiliated agencies/organizations will be requested to provide expert advice when deemed appropriate to assist the Accessibility Advisory Committee to fulfill its mandate.

#### **4.0 Administration:**

4.1 A Staff Liaison from the Human Resources Division and Recreation, Culture and Community Service department will be assigned by the Chief Administrative Officer to provide advice as necessary and assist the Accessibility Advisory Committee in carrying out its mandate.

##### **Staff Liaison Responsibilities:**

- Arranging and/or providing annual orientation for the Accessibility Advisory Committee members;
- Coordinating preparation of the committee's Annual Work Plan for approval by Council in January of each year; ensuring Work Plan is in alignment with goals identified in Council's current Strategic Plan;
- Working with the committee to set timelines for deliverables identified in the Annual Work Plan;
- Ensure the this committee responds to the committee requirements of the Accessibility British Columbia Act.
- Scheduling the Accessibility Advisory Committee's meetings;
- Determining agenda items for each Committee meeting with the Chair and relaying to the Committee Clerk for agenda production purposes;
- Attending meetings to providing technical advice and assistance to the Accessibility Advisory Committee;
- Preparing reports in coordination with the Chair to bring forward recommendations of the Accessibility Advisory Committee to Council for consideration.

4.2 A Committee Clerk will be assigned by the Staff Liaison to provide administrative support to the Accessibility Advisory Committee.

#### Committee Clerk Responsibilities:

- Coordinating and producing all meeting agendas in compliance with requirements of the current Council Procedure Bylaw as they relate to City Committees;
- Attending meetings to take minutes and providing procedural advice to the Chair when requested;
- Producing and circulating minutes of meetings in compliance with requirements of the Current Council Procedure Bylaw as they relate to City Committees;
- Maintaining the official files of the Accessibility Advisory Committee including minutes, agendas, policies, terms of reference, correspondence, and other file information, in accordance with the City's records management practices.

4.3 Additional staff and/or consultants may be invited to provide technical advice and assistance.

### **5.0 Meeting Procedures**

Meetings will be conducted in accordance with the City's current Council Procedure Bylaw.

### **6.0 Reporting Structure:**

The Accessibility Advisory Committee will report to City Council through distribution of its minutes and by making recommendations to City Council.

### **7.0 Accountability:**

7.1 The Accessibility Advisory Committee is accountable to City Council.

7.2 In accordance with Council Policy CO-79 Advisory Bodies, the committee shall, in January of each year, prepare and submit to Council for approval, an annual Work Plan outlining the task(s) to be accomplished by the committee during the year. Any updates to the Work Plan shall be submitted to Council for approval.

7.3 The Accessibility Advisory Committee does not have the authority to give direction to staff or to commit to expenditures of funds. Action recommended by the Accessibility Advisory Committee must be done so by resolution to City Council and with their approval prior to implementation.

7.4 The Accessibility Advisory Committee may undertake multiple initiatives. However, the Accessibility Advisory Committee shall undertake only one initiative at a time if staff resources are required.

### **8.0 Meetings:**

The Accessibility Advisory Committee will meet on a regular basis at the call of the Chair.

### **9.0 Quorum:**

9.1 A quorum shall be a majority of the total voting membership.

9.2 In the event that a member or members leave(s) the Accessibility Advisory Committee, during the period of time between when the position(s) is/are vacant and the position(s) is/are filled, quorum will be determined based on the total number of remaining voting members.

### **10.0 Terms:**

10.1 The Committee's membership is ongoing and will be reviewed as required to fill vacancies and ensure effectiveness of the Committee.

10.2 Council may terminate appointments at its discretion.

# 2025 Work Plan

## ACCESSIBILITY ADVISORY COMMITTEE

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### Mandate

The Committee's role is to:

1. assist the City in identifying accessibility and inclusion barriers that City staff and community members experience or may experience in the course of interacting with the City in the following areas: • Employment, • Delivery of Service, • The Built Environment, • Information and Communications, • Transportation, and • Procurement;
2. advise the City on how to remove and prevent barrier to individuals in or interacting with the City;
3. advise on development of an organizational accessibility plan
4. develop a process or mechanism for receiving comments from the public on: • the City's accessibility plan; • barriers to individuals in or interacting with the City;
5. undertake a review of the accessibility plan at least once every 3 years and recommend to City Council any changes or updates required;

The Committee will undertake its work in accordance with the requirements of Part 3 of Accessible British Columbia Act.

### Objectives

#### Objective 1: **Develop an Accessibility Strategy**

Review the key content areas. Literature research and review. Based in part on the information from the audit and survey.

#### Objective 2: **Create a mechanism by which the public can provide feedback.**

Explore ways that feedback can be submitted.

#### Objective 3: **Education**

Explore ways to educate the public on topics of accessibility and inclusion; and the work being completed by the Accessibility Advisory Committee.

#### Objective 4: **Advocacy**

Advocate on behalf of our community for improved accessibility housing. Big difference between adaptable and accessible apartments.

Objective 5: **Indigenous Consultation**

Create a task group to gain input and feedback on the committee's work.

Objective 6: **Communication Strategy**

Develop a communication strategy to promote the work of the committee

## Action Plan

Action Items	Timeline	Responsibility	Expected Outcomes	Resources
Identify specific action items integral to the stated objective (add or delete objectives or rows as needed).	Identify estimated timeline and/or end date for action items.	Identify working groups, subcommittees, and/or committee member(s) responsible for completing each action item, as appropriate.	Outline expected achievements and deliverables from each action item. Ideally, these are measurable indicators of success.	Identify any resources (e.g. staff liaison, City staff other than staff liaison, City funds) that will be needed in order to complete the action items. <i>(see excerpts from TOR below)</i>
<b>Objective 1 Develop an Accessibility Strategy</b>				
A. Request for Proposals	April 2025	Kim	Select a preferred proponent to work with committee to create strategy	Province, other municipalities, SparcBC
B. Work with proponent to create a draft strategy to include such things like: at least one fully accessible bathroom (Diane) installed in Langley City, communication board	October 2025	AAC, staff	Strategy with implementation framework and associated costs	
C. Present draft strategy to Council	November			
D. Present draft strategy to public				
<b>Objective 2: Public Feedback</b>				
A. Create an email and written feedback mechanisms.	May	Committee, Kim, IT	One email address and a design for written feedback, phone number	IT,
B.				
C.				
<b>Objective 3: Education</b>				
A. Participate in a variety of events to help educate the public	Full year	Committee	Committee members sign up to help educate the public at a variety of events throughout the year.	Earth Day, Community Day, Pop up and Play, Magic of Christmas, AccessAbility Week May 25 – 31.
B. Accessibility Week May 25 – 31	May 8 <sup>th</sup> meeting	Committee and staff	Social media posts for the week, posters	Communication team
C. Request staff to link to BC Housing list of subsidized rent geared to income rentals.				
<b>Objective 4: Advocacy</b>				

Action Items	Timeline	Responsibility	Expected Outcomes	Resources
Identify specific action items integral to the stated objective (add or delete objectives or rows as needed).	Identify estimated timeline and/or end date for action items.	Identify working groups, subcommittees, and/or committee member(s) responsible for completing each action item, as appropriate.	Outline expected achievements and deliverables from each action item. Ideally, these are measurable indicators of success.	Identify any resources (e.g. staff liaison, City staff other than staff liaison, City funds) that will be needed in order to complete the action items. <i>(see excerpts from TOR below)</i>
A. Accessible vs Adaptable housing – Committee request council put a resolution at next year's LMLGA		Task Group	Increase the % of accessible housing vs adaptable	
B. Advocate for an inventory of accessible housing		Task Group		
C. Advocate to increase list of subsidized rent geared to income rentals (BC Housing).				
D. Continued communication with Council after reviewing LMLGA motion.				
E.				
<b>Objective 5: Indigenous Consultation</b>				
A. AAC to set clear expectations of needs for the task group	April meeting	Committee Member Sugars	Gain clear "asks" from the committee for the task group to work on.	
B. Attend Indigenous Peoples Day with a streamlined survey	June	Committee members	Creation of a streamlined survey and speak with ppl at the event	Survey
C. Advise on protocols i.e. land acknowledgement, training, honorariums				
D.				
E.				
<b>Objective 6: Communication Strategy</b>				
A. Create a flyer to promote Accessibility in Langley City	May	Task group, Kim	Hand out to be used at Events	Communications
B.				
C.				

Per each committee/task group's Terms of Reference (TOR):

The committee or task group may undertake multiple initiatives; however, if staff resources are required, the advisory body shall undertake only one initiative at a time.

*The committee or task group does not have the authority to give direction to staff or to commit to expenditure of funds.  
Action recommended by the committee or task group must be done by resolution to City Council and with their approval prior to implementation.*



# Langley City Accessibility Survey

This survey should take approximately 10 minutes to complete;

Introduction: The Langley City Accessibility Advisory Committee is interested in your feedback to improve accessibility in Langley City facilities, parks and programs. This survey is open to all people who live, work, play or visit the community.

Citizens in Langley City can face multiple barriers to accessibility. For example:

- Physical
- Transportation
- Attitudinal
- Policy
- Social
- Communication
- Financial
- Neurodivergent

1. How would you rate access to employment opportunities within the local government of Langley City?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

2. How would you rate accessible parking stalls within Langley City?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

3. How would you rate accessibility of washrooms within Langley City parks and facilities?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

4. The environment, such as noise, lighting, temperature, can be a barrier to quality of service. How would you rate the environment within Langley City facilities?

Timms Community Centre:

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

Langley City Hall:

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

Al Anderson Memorial Pool:

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

Langley City Library (Fraser Valley Regional Library):

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

5. Do you find any barriers to accessible public transportation?

Yes

No

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

6. How would you rate the accessibility of community recreation facilities, leisure spaces and recreation programs run by Langley City?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

7. How would you rate accessibility of the costs of programs in Langley City facilities?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

8. How would you rate accessibility of the Langley City website and registration system?

0	1	2	3	4	5
n/a	very poor	poor	neutral	average	above average

Feedback and comments: \_\_\_\_\_

\_\_\_\_\_

9. Are there any barriers that limit your communication with Langley City? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10. Are there any barriers to accessibility that you would like us to consider? \_\_\_\_\_

\_\_\_\_\_

11. What would make you feel welcomed in your city facilities (City Hall/Timms Community Centre/Fraser Valley Region Library/Al Anderson Memorial Pool)?

\_\_\_\_\_

12. Do you have a hard time navigating either physically or emotionally any City spaces?

Yes

No

If yes, please explain. \_\_\_\_\_

\_\_\_\_\_

13. Do you find City spaces overstimulating?

Yes

No

If yes, please explain how you manage the space. \_\_\_\_\_

\_\_\_\_\_

14. How can we make Langley City a more inclusive community? \_\_\_\_\_

\_\_\_\_\_

15. Any ideas for improvement? \_\_\_\_\_

\_\_\_\_\_

16. Is there anything that Langley City does well? \_\_\_\_\_

\_\_\_\_\_

Please circle all that apply. In Langley City do you:

Live

Work

Play

Visit

Please return this survey to Timms Community Centre 20399 Douglas Crescent  
or email to [recreation@langleycity.ca](mailto:recreation@langleycity.ca). Thank you for your time and feedback.

## Langley City Accessibility Survey

1) How would you rate access to employment opportunities within the local government of Langley City?

0 n/a	14
1 very poor	1
2 poor	0
3 neutral	9
4 average	5
5 above average	3

- Happy with access for wheelchairs to office spaces.
- The website and career page are easy to navigate.
- Looking for more bus transportation and handy dart to Langley City.

2) How would you rate accessible parking stalls within Langley City?

0 n/a	6
1 very poor	1
2 poor	0
3 neutral	8
4 average	14
5 above average	4

- More needed underground.
- Sees misuse of stalls.
- Need more.
- Happy with multiple stalls within the city.
- Poor parking.
- Likes parking in No Frills Parking Lot to use the facility.

3) How would you rate accessibility of washrooms within Langley City parks and facilities?

0 n/a	2
1 very poor	1
2 poor	10
3 neutral	5
4 average	10
5 above average	3

- Good washrooms in the parks.
- Washrooms might be locked near Dog Park 201A and Michaud.
- Gender neutral bathrooms are needed in more spaces.
- Trails could use more washrooms.
- Accessibility is good, just need more washrooms in general.
- With current renovations, not very accessible.
- Would be nice to provide accommodations for homeless, so they do not have to live facilities.
- Timm`s Centre is good, but Douglas Park is not so good.
- Not enough washrooms.
- You can not access if they are closed due to vandalism.
- Behind Safeway is now closed for winter.
- Sometimes there are no bars.

4) The environment, such as noise, lighting, temperature, can be a barrier to quality of service.  
How would you rate the environment within Langley City facilities?

TIMMS	CITY HALL		AL ANDERSON		LANGLEY CITY LIBRARY		
0 n/a	3	0 n/a	4	0 n/a	11	0 n/a	3
1 very poor	1	1 very poor	0	1 very poor	0	1 very poor	2
2 poor	0	2 poor	0	2 poor	4	2 poor	1
3 neutral	6	3 neutral	4	3 neutral	8	3 neutral	4
4 average	14	4 average	16	4 average	10	4 average	15
5 above average	8	5 above average	7	5 above average	0	5 above average	8

Timm`s Community Centre:

- Difficult, too bright.
- Too overstimulating.
- Difficult for people with sensitivities. Perhaps pre/post options for those with more sensitivities i.e.: starts @ 6:30pm 6:00pm-6:30 is low light/no music
- Difficult too bright.
- Has good washrooms and lighting.

City Hall:

- Lower lighting.
- Seems open, very bright, lots of room.
- Next to the Langley Library is accessible and easy to use.
- Pretty okay

Al Anderson Memorial Pool:

- Very hot in the summer.
- An accessible ramp may be welcomed.
- Older facility, maybe needs update in the future.
- Could be better access.

Library:

- Children are too noisy.
- Good audiobooks online.
- Well-designed facility.
- Could be clean.

5) Do you find any barriers to accessible public transportation?

YES	NO
18	7

- Bus schedule very limited; circuitous routes, poor connections.
- Bus stops that are not accessible e.g. Grade Crescent @ 208st.
- Construction and moving bus stops to accommodate must be advertised.
- Do not use.
- Too overcrowded.
- Especially in the snow-more routes needed.
- Does not use public transit, Handidart is adequate.
- Many occasions I have taken 562 and waited 2-3 hours due to overcapacity.
- Taxis are accessible but more expensive than uber.
- Need to improve.

6) How would you rate the accessibility of community recreation facilities, leisure spaces and recreation programs run by Langley City?

0 n/a	1
1 very poor	1
2 poor	0
3 neutral	7
4 average	13
5 above average	5

- Need more options for accessible washrooms.
- Nothing for visually impaired.
- It's the volume in those spaces that's difficult for my kid-difficult for people with sensitivities, low light/ no music.

7) How would you rate accessibility of the costs of programs in Langley City facilities?

0 n/a	8
1 very poor	1
2 poor	1
3 neutral	7
4 average	14
5 above average	2

- Don't know.
- Things must be made more accessible for lower income people.

8) How would you rate accessibility of the Langley City website and registration system?

0 n/a	2
1 very poor	1
2 poor	0
3 neutral	5
4 average	15
5 above average	7

- Translation options would help, accessibility menu options as well.
- Don't get replies to calls for service.
- Dog License easy system
- Registration is always tough for executive function folks. In person options (which you always have) can help.
- I use the Fraser Valley Regional Library website and it's great.
- Easier to find.

9) Are there any barriers that limit your communication with Langley City?

- No (22 times.)
- Find info at City Hall Rec Center or Paper.
- To busy.
- Finding the right department for my concern.
- People who are not comfortable on the computer to view our online registration guide.
- Yes
- Don't had experience yet.

10) Are there any barriers to accessibility that you would like us to consider?

- Put highlights at end of sidewalk or where uneven, especially Michaud.
- None
- No (9 times)
- Provide quieter spaces for clerks when high focus tasks are assigned.
- Sidewalks right next to fast, dangerous and busy roads 200 & 208, let down poor there.
- N/A
- Sidewalks and paths are too narrow: repairs needed along trail system.
- Lots of missing sidewalks, holes & bumpy sidewalks.
- Dumais Park-Disability swings replaced. Baby swings-many families with babies and nothing to use. No one (I've seen yet) come disabled.
- There is never enough handicap parking.
- Overpasses
- Yes.
- I don't know.
- Pedestrian crossing over 200st @ Hydro Lines BMX park area / Penzer Action Park
- Unsure
- Pool times for kids who need less folks.
- Catwalk at 201A and 52 has old metal bars that make it difficult children's walkers to maneuver, consider removing them.
- Ramps for wheelchairs.

11) What would make you feel welcomed in your city facilities (City Hall/ Timms Community Centre/ Fraser Region Library/ Al Anderson Memorial Pool)?

- I have always been welcome.
- I have always felt welcome.
- N/A
- Satisfied with the facilities.
- I do already.
- Calmer.
- Unsure 3
- People using the facilities for what they were intended for-drug and homeless make people uncomfortable.
- No judgement/ stigma
- Yes, we are greeted in a friendly manner.
- Ok
- All Ok
- Improving transportation.
- Clean pools
- I can't think of any
- Good security guards & clerks.
- I feel welcomed.
- No
- As is
- Coffee with the Mayor once per month.

12) Do you have a hard time navigating either physically or emotionally any City spaces?

YES	NO
6	25

- Generally, how safe do disabled or seniors feel walking/scooting with all the drug addicts and homeless hanging around city streets i.e. Gabby's corner. MCC thrift store, Dollarama and Tim Hortons with meth heads lighting up at store entrances.
- One way in parking more visible with a sign as well as painted on road.

- Catwalk bars that block people, to easily navigate.
- Hard with kids who find it hard.
- Need elevators in certain spaces, more ramps to use the sidewalks.
- With tragic individuals on the street, lights in crosswalks.
- Depends on how busy it is in the lobby and open spaces.

13) Do you find City spaces overstimulating?

YES	NO
3	24

- At festivals etc. More spaces for walking paths help. No extra music also helps.
- Too much
- Headphones
- n/a
- Depends on how busy it is in the lobby and open spaces.

14) How can we make Langley City a more inclusive community?

- Larger door frames for sports wheelchairs in the accessible washroom.
- Find homes for homeless.
- Fine as is.
- More green spaces.
- Focus more on seniors and resources.
- Include babies at parks.
- Community with focus groups that represent people with special needs.
- More community events at Douglas Park
- By improving accessibility so that all people can be together.
- Through community participation.
- Through education/ information.
- Keep focusing on making the community more accessible.
- Don` t allow parking of vehicles on boulevards.
- Yes, but I`m not sure what can be done.
- Basics of respect and noise reduction over the phone and in person.
- Training for newcomers.
- Pride celebrations.
- More care.

15) Any ideas for improvement?

- Gender neutral bathrooms/ changeroom options
- Need bike policing thru the trails. Often scary walking with the homeless.
- Basic respect when collecting food from food banks.
- Safety
- Less jay walkers
- Crosswalk at 53<sup>rd</sup> and 201A St. There should be speed bumps east of 53<sup>rd</sup>.
- More signage for connecting walkways- park to park.
- Language options.
- Recognition for invisible disabilities and inclusion to support.
- Need to listen and then follow through.
- Yes
- I can't think of any
- More garbage bins for dog poop-208 St to 56 Ave, to Eastleigh, to Glover
- No (2 times)
- Finish metro construction
- None

16) Is there anything that Langley City does well?

- Hosts wheelchair basketball tournaments. Hires a diverse workforce and continues to learn.
- Recreation Programs
- Most everything in Langley City is done very well as is.
- Parks are well kept, streets are clean and well lit.
- Parks
- Good Parks
- Patrol my neighborhood
- Communication
- Great shops and restaurants
- Inform residents
- No complaints
- People are approachable
- Neighborhood meetings
- Council promptly addresses my issues.
- Providing a good community vibe, pride in simple things etc.
- Asking community for input
- Some bike lane improvements
- Community is growing very fast. Keep planning ahead to a safer place.
- No comment
- Accessible bike lanes, leisure and activities

- Parks and trails maintenance. Increase quiet zones, meditational and mental health free programs and classes.
- Even that you are asking these questions means a lot.

In Langley City do you:

Live	22
Work	9
Play	17
Visit	9