

CITY OF
LANGLEY



MINUTES OF THE ACCESSIBILITY ADVISORY COMMITTEE

HELD IN COUNCIL CHAMBERS
20399 Douglas Crescent

February 5, 2026
AT 4:30 PM

- 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
Steven Chappell, Representative of a Person with Disabilities
Carolina Morales, Member at Large
Robert Bordt, Representative of a Person with Disabilities
Kevin O'Coin, Support of a Person with Disabilities
- Staff: Kim Hilton, Director of Recreation, Culture & Community Services,
Beckett Zeller, Manager of Human Resources
Michele Payne, Recreation Supervisor
- Guests: Mitchell Reardon, Happy Cities
Marco Pasqua, Meaningful Access Consulting
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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.

Ms. McKitterick entered at 4:41pm

1. AGENDA

It was MOVED and SECONDED

THAT the February 5, 2026 agenda be adopted as circulated.

CARRIED

2. MINUTES

It was MOVED and SECONDED

THAT the November 6, 2025, Accessibility Advisory Committee minutes be adopted as circulated.

CARRIED

3. PRESENTATION

Happy Cities and Meaningful Access Consulting lead the committee through an exercise to gather their opinions on the following topics to help inform the draft Langley City Accessibility Plan:

Built environment: City buildings, public spaces

Strengths

- Members applauded the Fraser Highway One-Way redesign. Accessible improvements such as curb cuts, sidewalk transitions and buttons are good.
- Timms Community Centre is a welcoming and inclusive space.
- Improvements to Linwood Park were recognized.
- Sidewalk grinding is done throughout downtown.

Areas of improvement

- Construction management whether it is City or outside contractors.
- Sidewalks are bumpy on the Fraser Highway One-Way.
- Concern expressed about the sharp turn from 203rd Street onto the One-Way and cars being able to jump the curb.
- Nicomekl Trail has challenges, particularly on hilly and flooded spots. Lack of signage when trails are closed or flooded.
- Some park washrooms do not have a button, and it is hard to push open the heavy doors. If you are alone, you cannot open the door.
- Placement of washrooms buttons needs improvement.

Transportation: bus stops, accessible taxis

Strengths

- Uber is much cheaper than taxis and you know who is picking you up.

- Bus system is reasonably good. Some of the drivers go beyond what they are expected to do to care for people with disabilities.

Challenges

- Attitudinal barriers exist using taxis and rideshare because they don't want to take a person in a wheelchair. They may drive past you or pick someone else up if they see you are in a wheelchair.
- Ride share drivers have no training.
- Some taxis will not take service animals.
- The overuse of taxis instead of Handi Dart.
- There is a need to educate people better, so they understand what these challenges do to the people who have them.
- The Langley's are underserved when it comes to public transportation, particularly in the areas outside of downtown.
- Sometimes drivers are not aware of what passengers are doing such as waiting for them to sit down before moving and safely disembarking.

Recreation, civic services

Strengths

- Automatic doors.
- Staff are very helpful and happy to assist.
- Offering online services for tax payments.
- Accessibility features on the website.

Challenges

- Accessible counters are obscured by brochures.
- Crosswalks too far apart to get to Douglas Park.
- No designated quiet spaces in public spaces such as rec centres/libraries
- Recreation Guide – ensure that it easy to see if programs are accessible.
- Sensory backpack-sensory friendly kits could be made available.

Communications

Strengths

- Most of the time it is easy to find information on the website.

Challenges

- Not using iconography can be a challenge.

- Not having an icon-identified place to show kids where they can go if they get lost and need a safe space.
- Note that the default font on the website is very small and although you can increase the font, people may not know how to do that.
- Portable washroom facilities are not accessible in some environments such as public events, including signage showing where accessible washrooms can be located.
- Plain language is needed in official documents. Official notifications such as development notices are jargoned laden and not understood by most lay people.
- Policies and bylaws can be vague, for example excavation and how long it can be like that during development. After last year's fire on the one-way, fencing impeded the sidewalk for months after.
- Construction sign placement to ensure that they are in advance of the closure. People who travel and then find out they can't proceed have to turn around when it may not be possible because the signage is not placed well in advance.

2024 Survey Review

The presenters provided an overview of the survey that was done in 2024 and highlighted some gaps and areas for improvement.

The committee agreed to another survey which will be available prior to the focus groups.

Two focus groups are planned:

In-person on February 25 from 1pm-3pm at Timms Community Centre.

On-line on February 26 from 7pm-9pm.

4. DISCUSSION/INFORMATION

- a) Terms of Reference and committee procedures were reviewed.
- b) Looking for two committee volunteers to attend the Let's Chat Langley City Open House. March 3rd 6pm-8pm.
- c) 2026 Accessibility Week. Planning to be discussed at the next meeting.
- d) Photo release and consent to share contact information discussed.

5) **2025 Workplan – update as needed**


- a) Develop an Accessibility Strategy-currently undertaking the work
- b) Public Feedback- inclusion@langleycity.ca
- c) Education – promotion at events
- d) Advocacy
- e) Indigenous consultation
- f) Communication Strategy

ADJOURNMENT

It was MOVED AND SECONDED

THAT the meeting adjourns at 6:25pm

CARRIED



CHAIR



RECREATION SUPERVISOR

Certified Correct:

mlp