



# Langley City Accessibility Plan

June 2026

Prepared by Happy Cities and Meaningful Access Consulting  
for Langley City



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# Acknowledgments

## **Territorial acknowledgment**

Langley City respectfully acknowledges that the land on which we gather is on the traditional territories of the q'íc'əy' (Katzie), qw'ɑ:nł'ə n' (Kwantlen), Mathxwí (Matsqui), and SEMYOME (Semiahmoo) First Nations.

## **Community acknowledgment**

Many members of the Langley City community participated in the Langley City Accessibility Plan planning process. We appreciate your contribution. This work was inspired by the community's passion and commitment to improve accessibility in the City, making it the Place to Be.

# Executive summary

Langley City is committed to creating an inclusive and accessible environment for all residents and visitors. The *Langley City Accessibility Plan* identifies and highlights opportunities to remove and prevent barriers to ensure that everyone has equal access to the City's public spaces, programs, and services.

The Langley City Accessibility Plan has a people-first approach<sup>1</sup> that centers the perspectives of people with disabilities. The Plan is directly informed by the Langley City community including people with disabilities, their families and caregivers, and local organizations that support people with disabilities, and City staff. Over 75 community members participated in engagement and shared important information about barriers and accessibility in Langley City. Key findings included:

- Langley City's built environment presents significant accessibility barriers, particularly related to sidewalks, pedestrian connectivity, and access to safe, accessible public washrooms.
- Residents value parks and recreational facilities but identified the need for improvements including better lighting, smoother pathways, inclusive and universal washrooms, clearer signage and wayfinding, and more sensory-friendly spaces.
- Access to City services, programs, and information is limited by affordability, high demand, and difficulties finding clear, plain-language information in both digital and print formats.

Additionally, the plan aligns with these guiding provincial and federal documents and best practices, including the Accessible British Columbia Act, BC Building Code, and the Accessible Canada Act.

The Langley City Accessibility Plan outlines 29 recommended actions to address the barriers that people with disabilities experience daily within the community, and is organized into six service delivery areas: the built environment, programs and services, communication and information, transportation, as well as City employment and purchasing. The Langley City Accessibility Plan is designed to be implemented over the next decade, with short-term (2026 to 2028), mid-term (2029 to 2033), and long-term (2034 and beyond) actions. An overview of the actions can be found on the following page.

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<sup>1</sup> Throughout this report, we use "people with disabilities". We recognize that "people with diverse abilities" is also widely accepted. In either case, we encourage the use of people-first language that centres the individual.

# Overview of recommended actions

## General recommendations

- G - 1.** Ensure accountability throughout the implementation of the Accessibility Plan.
- G - 2.** Establish a consistent approach to engagement with people with disabilities.
- G - 3.** Increase community awareness and appreciation for people with disabilities.
- G - 4.** Support staff in key roles to pursue Rick Hansen Foundation Accessibility Certification (RHFAC) or other accessibility capacity-building as professional development and internal capacity-building.

## Built environment

- BE - 1.** Ensure that accessibility and Universal Design principles are incorporated into the planning process for new City facilities and amenities.
- BE - 2.** Improve accessibility of City facilities (City Hall, Timms Community Centre, City of Langley Library, Al Anderson Memorial Pool, Douglas Recreation and Child Care Centre) through audits, upgrades, and phased implementation.
- BE - 3.** Ensure access to all amenities by including ramps and elevators where none currently exist.
- BE - 4.** Review the City's public washrooms from an accessibility lens.
- BE - 5.** Improve the accessibility of City parks, plazas, paths, and playgrounds.
- BE - 6.** Develop guidelines for construction sites to provide clear information (visual, audible, and tactile) well in advance of any disruptions.
- BE - 7.** Advocate for increased access to adaptable and accessible housing.

## Services

- S - 1.** Determine opportunities to collaborate with key organizations to maximize the impact of public funding.
- S - 2.** In recreation facilities, offer low-sensory and/or quiet times or spaces for individuals who are neurodivergent or sensitive to sensory stimulation.
- S - 3.** Review affordability access measures for recreation services.

- S - 4.** Ensure that there are recreation programs that are accessible for blind and visually impaired people.
- S - 5.** Ensure that there are recreation programs that are accessible for Deaf, deaf, Hard of Hearing, and Deaf-Blind people.<sup>2</sup>
- S - 6.** Review emergency planning to ensure emergency routes and muster points are accessible.
- S - 7.** Raise awareness among public event organizers around increasing accessibility at permitted events.

## Communication and information

- C - 1.** Improve accessible information and communications.
- C - 2.** Ensure that any construction detours, including the moving of bus stops is advertised on the City's website and social media.
- C - 3.** Incorporate an accessibility assets map on the website.
- C - 4.** Ensure local representation of people with disabilities in City communications materials.

## Transportation

- T - 1.** Strengthen the pedestrian network.
- T - 2.** Advocate and collaborate with TransLink to improve bus stop accessibility and coverage.
- T - 3.** Develop an accessible parking strategy.

## City employment and purchasing

- P - 1.** For RFP procurement, specifically social value evaluation, include criteria that encourages proponents to account for accessibility.
- P - 2.** Improve staff competency related to accessibility and disability, including disability awareness and understanding of barriers that people face due to physical or cognitive disabilities.
- P - 3.** Strengthen inclusive hiring and recruitment practices.
- P - 4.** Enhance workplace accommodation systems.

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<sup>2</sup> For the distinction between “Deaf” and “deaf” please see [Appendix A: Glossary of terms](#)

# Introduction

Langley City is committed to creating an inclusive and accessible community for all residents where everyone regardless of age, background, or ability can fully participate in community life. In alignment with the Accessible British Columbia (ABC) Act, this ten-year Accessibility Plan aims to identify, remove, and prevent barriers that hinder the full participation of individuals with disabilities in our community. The Plan will be reviewed every three years.

The Accessibility Plan will guide future City policies, programs, and facilities to enhance inclusivity and accessibility across Langley City. Through consultation with Langley City's Accessibility Advisory Committee (AAC), City staff, and residents of Langley City with disabilities, Happy Cities and Meaningful Access Consulting have developed a comprehensive plan to promote accessibility and inclusion throughout the community, which addresses a range of accessibility aspects, including the built environment, transportation, programming, information and communication, as well as City employment and purchasing. This plan outlines the goals and the steps necessary to achieve them.

## What is an accessibility plan?

In 2021 the Province of British Columbia enacted the Accessible British Columbia (ABC) Act, requiring all municipalities in B.C. to create an accessibility plan. The ABC Act directs municipalities to adopt an accessibility plan and establish a resident advisory committee. It focuses on:

- A. inclusion;
- B. adaptability;
- C. diversity;
- D. collaboration;
- E. self-determination; and
- F. universal design

This provincial legislation aims to promote accessibility and remove barriers for people with disabilities in the province.

Key parts of the Accessible British Columbia Act include establishing an accessibility advisory committee (AAC), which Langley City has already done. The Committee has a role in informing the development of the Accessibility Plan.

For the Langley Accessibility Plan, Langley City and the Accessibility Advisory Committee (AAC) have chosen to focus on the following areas:

- **Built environment;** including City buildings (City Hall, Library, etc.), as well as City parks and open spaces
- **Services;** including programs and services offered at the City's parks, recreation, and cultural facilities
- **Communication and information;** including printed, digital, and in-person information from the City, as well as signage
- **Transportation;** including City roads and sidewalks, bus stops, parking (on streets and City-owned parking lots), and snow removal (on streets, City buildings, and City-owned parking lots)
- **City employment and purchasing;** including bill payments, hiring processes for City jobs, and requirements for how the City buys goods and services

## **Accessibility in Langley City**

The following provides an overview of accessibility initiatives in Langley City. A more detailed Environmental Scan that outlines Langley City's existing context can be found in [Appendix B: Background summary report](#).

### **Accessibility and Inclusiveness Study (2007)**

In May 2007, Langley City hired the Social Planning and Research Council of BC (SPARC BC) to develop an Accessibility and Inclusion Plan. The study assessed current conditions, identified barriers and opportunities, and provided a comprehensive strategy to make Langley a more accessible and inclusive community.

This report noted that newer municipal buildings were fully accessible and that parks were mostly accessible. Commercial businesses (e.g., hotels and restaurants) were identified as spaces "for improvement." The study recommended a number of priorities for the proposed plan that focussed on the development of an accessibility and inclusion advisory committee, addressing safety issues identified in the audit, introducing a recognition program for accessible businesses, prioritizing improvements in municipal buildings, and establishing an accessibility program.

### **Accessibility Advisory Committee Terms of Reference (2024)**

The Accessibility Advisory Committee (AAC) was established to assist the City in identifying, removing, and preventing barriers across six areas: the delivery of service, the built environment, information and communications, transportation, and employment and procurement. A key mandate is to advise on the development of an accessibility plan for Langley City.

## **Langley City Park Play Space Audit Report (2024)**

SPARC BC was engaged by Langley School District Foundation and Langley Children's Committee to conduct accessibility audits on City playgrounds. The purpose was to assess how well playgrounds in the City support children of diverse abilities and their caregivers. Findings demonstrated that some parks have strengths in accessibility, while others have gaps including narrow entrances, uneven surfacing, limited inclusive play features, inadequate signage as well as a lack of accessible seating, pathways, and washrooms.

## **Accessibility survey results (2024)**

A survey was conducted by the Accessibility Advisory Committee in June 2024 to gain a stronger understanding about accessibility needs in the community. Strengths in accessibility included website accessibility, and the City having a welcoming staff that is approachable, as well as a responsive Council. Washroom accessibility was most noted as an accessibility issue within the City. Sidewalks were also noted as a major concern, with issues such as missing sections of sidewalk, uneven or damaged surfaces, narrow paths, and feeling unsafe beside busy roads (particularly on 200 Street and 208 Street). Respondents also asked for wider door frames in City facilities for sports wheelchairs, more green spaces and inclusive parks, more community events, and additional resources for seniors.

## **Accessibility and Inclusion Audit (2025)**

In 2025 SPARC BC conducted an accessibility and inclusion audit for the Langley City. SPARC BC evaluated programs, services, and physical spaces using Universal Design principles and standards such as the Rick Hansen Foundation Accessibility Certification Program and the Canadian Standards Association (B651:23 Accessibility Standards for the Built Environment). The review highlights progress made by the Accessibility Advisory Committee through partnerships, staff training, and capital upgrades, alongside expanded inclusive programming and improved digital access in the City.

## **Aligned policies**

### **Official Community Plan (OCP) (2021)**

The OCP guides future growth, land use, and urban design principles to be safe, welcoming, and accessible for all. Accessibility and inclusion are integrated into the OCP's five big themes, particularly in "A Highly Connected City Aligned with Rapid Transit" (prioritizing walking and mobility aids) and "A Safe & Inclusive Community Rich with Cultural Destinations."

### **Social, Cultural and Economic Development Framework (2024)**

This strategic initiative aims for a "thriving, inclusive, resilient, and safe community." Strategic actions include developing inclusive housing, enhancing sustainable and accessible public transportation, and improving access to community health services.

# Community engagement

An impactful accessibility plan is centred on addressing the needs, aspirations and barriers of people with disabilities in the community. Recognizing that different people have different preferences and approaches for sharing their views, engagement took shape through a number of activities at varying levels of participation to ensure that as many people as possible were reached. [Appendix C](#) of this document contains the full What We Heard report.

## What we did

Engagement for this project sought to reach and hear from community members and organizations with an interest or stake in the Accessibility Plan, including Langley residents living with disabilities, their families and/or caregivers, and organizations and community groups that support people living with disabilities. Engagement took place during the winter of 2026 and activities included:

- **One survey** (available in digital and printed formats) open from February 20 to March 16, 2026
- **One focus group with the Accessibility Advisory Committee** on February 5, 2026
- **One focus group with Langley City residents** on February 25, 2026
- **Tabling at Let's Chat, Langley City! Open House** on March 3, 2026

## Who we heard from

We heard from a diverse range of Langley residents on the City's current accessibility challenges and opportunities, with a total of 75 community members participating in engagement including 62 survey participants, a focus group with the Accessibility Advisory Committee, as well as a focus group with 15 community members.

## What we heard

- Barriers are most often experienced in the built environment, particularly with sidewalks and public washrooms.
- Sidewalks and pedestrian connectivity emerged as a key barrier for the community, with gaps in sidewalk continuity and overall quality, limiting safe and independent movement.
- Access to public washroom facilities were also identified as a major challenge due to limited availability, safety concerns, and lack of accessible features.
- Residents value the City's parks but identified the need for accessibility improvements including better lighting on main paths, even pathways, inclusive washroom design, and improved signage and wayfinding.

- Residents also expressed appreciation for the City's recreational facilities, but identified the need for accessibility improvements including inclusive design, improved signage and wayfinding indoors, more universal washrooms, and more sensory-friendly environments.
- There is a strong desire for access to information from the City that is clear, in plain language and available both in digital and printed formats.
- Barriers to City services and programs are driven by affordability, high demand, programs filling quickly, and difficulty accessing information about offerings.

# Table of recommendations and actions

The Langley City Accessibility Plan is designed to be implemented over the next decade, with short-term (2026 to 2028), mid-term (2029 to 2033), and long-term (2034 and beyond) actions. This timeline allows for a phased approach to addressing accessibility needs, ensuring that Langley addresses the most pressing issues first, while also planning for future improvements. It ensures that the City can allocate resources effectively and make steady progress towards creating a more inclusive and accessible community.

## The actions are organized into the following categories:

- **GR** — General recommendations
- **BE** — Built environment
- **T** — Transportation
- **S** — Services
- **C** — Communications
- **P** — City employment and purchasing

The actions are presented in the following pages as a table that includes the recommendations and actions, timeline, and cost estimate. The actions and recommendations are also presented in list form on page [29](#).

## Table legend

### Timeline

- **Short-term:** 1 to 2 years
- **Mid-term:** 3 to 5 years
- **Long term:** 5+ years

### Cost estimate

- **\$:** Very low (\$0 - \$30k)
- **\$\$:** Low (\$30K - \$100k)
- **\$\$\$:** Moderate (\$100k - \$500k)
- **\$\$\$\$:** High (\$500k+)

## General recommendations

The following table outlines general recommendations for the Langley City Accessibility Plan:

	Recommendations	Timeline	Cost
<b>General recommendation 1</b>	<b>Ensure accountability throughout the implementation of the Accessibility Plan.</b>	<b>Short-term</b>	<b>\$</b>
<b>General recommendation 1.1</b>	<p>Develop an annual reporting process on the City’s progress in implementing the Accessibility Plan. There should be two components:</p> <ul style="list-style-type: none"> <li>● <u>To Council</u>: Include a placeholder section in reports to Council for staff to briefly report on the accessibility impacts of the project, program, or initiative being reported on.</li> <li>● <u>To the public</u>: Provide an annual report on progress made, including high-level overview of the feedback received through the required feedback mechanism.</li> </ul>	Short-term	\$
<b>General recommendation 1.2</b>	Review and update the Accessibility Plan every three years.	Mid-term	\$\$
<b>General recommendation 1.3</b>	Designate a responsible staff person or department to oversee and implement the Accessibility Plan. Senior managers in each core department are to do a yearly report-back on action items that pertain to their department.	Short-term	\$

<b>General recommendation 2</b>	<b>Establish a consistent approach to engagement with people with disabilities.</b>	<b>Short-term</b>	<b>\$</b>
<b>General recommendation 2.1</b>	<p>Continue to enable phone and email feedback on accessibility through the City's Accessibility and Inclusion webpage. Add a prompt above "Contact Us" that clarifies the purpose of making contact.</p> <ul style="list-style-type: none"> <li>• Example prompt: <i>Would you like to report an accessibility barrier or learn more about how the City of Langley is improving accessibility? Contact us:</i></li> </ul>	Short-term	\$
<b>General recommendation 2.2</b>	Recognize the financial burdens that many people with disabilities face and provide remuneration for the lived-experience expertise requested of people with disabilities in municipal engagement, where appropriate.	Mid-term	\$\$
<b>General recommendation 3</b>	<b>Increase community awareness and appreciation for people with disabilities.</b>	<b>Mid-term</b>	<b>\$</b>
<b>General recommendation 3.1</b>	Explore the potential of adding an Accessible Award to recognize local businesses and organizations making strides to improve the lives of people with disabilities. Consider integrating this during AccessAbility Week, and partnering with the Downtown Langley Business Association.	Mid-term	\$
<b>General recommendation 4</b>	<b>Support staff in key roles to pursue Rick Hansen Foundation Accessibility Certification (RHFAC) or other accessibility capacity-building as professional development and internal capacity-building.</b>	<b>Mid-term</b>	<b>\$</b>

## Built environment

The following table outlines recommended actions for the built environment:

	Recommendations	Timeline	Cost
<b>Built environment 1</b>	<b>Ensure that accessibility and Universal Design principles are incorporated into the planning process for new City facilities and amenities.</b>	Mid-term	\$\$
<b>Built environment 1.1</b>	Develop policy and adopt CSA B651-23 best practices as design standards for all new or renovated City facilities and pathways.	Long-term	\$\$\$
<b>Built environment 1.2</b>	Commit to having an accessibility consultant attached to all new civic projects and building upgrades to ensure meaningful access is considered and goes beyond code compliance.	Mid-term	\$\$
<b>Built environment 1.3</b>	Update the Langley City Design Criteria Manual and the Parks, Recreation, and Culture Plan (PRC) to ensure that new playgrounds and play spaces adhere to RHFAC guidance.	Mid-term	\$\$
<b>Built environment 2</b>	<b>Improve accessibility of City facilities (City Hall, Timms Community Centre, City of Langley Library, Al Anderson Memorial Pool, Douglas Recreation and Child Care Centre) through audits, upgrades, and phased implementation.</b>	Mid-term	\$\$\$\$

<b>Built environment 2.1</b>	Develop a plan to conduct accessibility audits of all public-facing City facilities that have not yet been audited, identifying all accessibility barriers (physical, visual, hearing, sensory, etc.).	Short-term	\$
<b>Built environment 2.2</b>	Develop a prioritization framework for accessibility improvements based on factors such as facility usage, public feedback, compliance with accessibility standards, and overall impact on community inclusion.	Short-term	\$
<b>Built environment 2.3</b>	Establish annual targets to ensure that all remaining audits for public-facing City facilities are completed within five years.	Short-term	\$\$
<b>Built environment 2.4</b>	Include upgrading to universally designed equipment and furnishings in the equipment replacement cycle.	Long term	\$\$\$\$
<b>Built environment 3</b>	<b>Ensure access to all amenities by including ramps and elevators where none currently exist.</b>	<b>Mid-term</b>	<b>\$\$\$\$</b>
<b>Built environment 4</b>	<b>Review the City’s public washrooms from an accessibility lens.</b>	<b>Short-term</b>	<b>\$\$\$</b>
<b>Built environment 4.1</b>	Identify and prioritize public washrooms in need of accessibility upgrades and safety improvements. Incorporate these upgrades in the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).	Short-term	\$
<b>Built environment 4.2</b>	Include funding in the Capital Plan and the Parks, Recreation, and Culture Plan (PRC) to implement accessibility upgrades to the washrooms prioritized in BE - 4.1.	Mid-term	\$\$\$\$

<b>Built environment 4.3</b>	Conduct a communications initiative to educate residents about the locations of washrooms in parks and along trails.	Short-term	\$
<b>Built environment 5</b>	<b>Improve the accessibility of City parks, plazas, paths, and playgrounds.</b>	<b>Short- to mid-term</b>	<b>\$\$\$</b>
<b>Built environment 5.1</b>	Determine opportunities to enhance accessibility in parks and prioritize accessibility upgrades to key features in parks where accessibility considerations are already implemented, such as playground features or washrooms in parks across the community. Incorporate these upgrades into the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).	Short-term	\$
<b>Built environment 5.2</b>	Build or redevelop one playground and its surroundings to be universally designed and accessible within the next 5 years. Incorporate these upgrades into the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).	Mid-term	\$\$\$\$
<b>Built environment 5.3</b>	Build or redevelop one plaza and its surroundings to be universally designed and accessible within the next 5 years.	Mid-term	\$\$\$\$
<b>Built environment 5.4</b>	Ensure that new development incorporates Universal Design and accessible features in publicly accessible plazas and park spaces.	Mid-term	\$
<b>Built environment 5.5</b>	Review opportunities to include play spaces that meet various sensory needs, including providing communication boards and quiet, low-sensory spaces for children.	Short-term	\$

<b>Built environment 5.6</b>	Develop a strategy to prioritize existing parks and trails for retrofitting to improve accessibility. Incorporate these upgrades in the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).	Short-term	\$
<b>Built environment 5.7</b>	Implement the retrofitting strategy outlined in action BE - 5.6 to improve the accessibility of existing parks and trails.	Mid-term	\$\$\$\$
<b>Built environment 5.8</b>	Develop and implement regular maintenance policies for accessibility features to ensure they remain functional and are used for their intended purpose.	Short-term	\$\$
<b>Built environment 5.9</b>	Include universally designed equipment in the equipment replacement cycle, including park and play equipment, and park amenities such as picnic tables and benches.	Short-term	\$\$
<b>Built environment 5.10</b>	Ensure clear paths of travel between accessible parking stalls in public parking lots and trails, parks, and playgrounds.	Mid-term	\$\$\$
<b>Built environment 5.11</b>	Evaluate lighting levels and provisions in trails used as the path of travel to create safer route conditions.	Short-term	\$\$
<b>Built environment 5.12</b>	Add lighting to the trail system where environmentally appropriate.	Mid-term	\$\$\$
<b>Built environment 5.13</b>	Include accessibility information on digital and printed trail maps (including z-card trail maps), signage, and web content.	Short-term	\$\$
<b>Built environment 5.14</b>	Include signage on trails that indicates if a grade is steeper than 5% to 8% grade.	Mid-term	\$

<b>Built environment 6</b>	<b>Develop guidelines for construction sites to provide clear information (visual, audible, and tactile) well in advance of any disruptions.</b>	<b>Short-term</b>	<b>\$\$</b>
<b>Built environment 6.1</b>	Communicate through signage, the City's website, and neighbourhood notices about which sites are under construction and the length of the anticipated disruption. Ensure that any signage is provided at the nearest intersection to provide an opportunity for people to adjust their trip as needed.	Short-term	\$
<b>Built environment 6.2</b>	Provide consistent alternate routes that must be maintained during construction, ensuring they are firm, stable, and slip-resistant.	Short-term	\$\$
<b>Built environment 6.3</b>	Ensure temporary signage or fencing does not create protruding objects that could be hazardous or make the sidewalk impassable.	Short-term	\$
<b>Built environment 7</b>	<b>Advocate for increased access to adaptable and accessible housing.</b>	<b>Short-term</b>	<b>\$\$</b>
<b>Built environment 7.1</b>	Review the new BC Building Code requirements for adaptable housing units and seek ways to increase the supply of adaptable housing.	Short-term	\$

## Services

The following table outlines recommended actions for City services:

	Recommendations	Timeline	Cost
<b>Services 1</b>	<b>Determine opportunities to collaborate with key organizations to maximize the impact of public funding.</b>	<b>Short-term</b>	<b>\$</b>
<b>Services 1.1</b>	Create and/or deepen partnerships with community organizations to better coordinate resources and understanding of community needs.	Short-term	\$
<b>Services 2</b>	<b>In recreation facilities, offer low-sensory and/or quiet times or spaces for individuals who are neurodivergent or sensitive to sensory stimulation.</b>	<b>Short-term</b>	<b>\$</b>
<b>Services 2.1</b>	Create and execute a plan that offers sensory-friendly times and spaces in public spaces and facilities, including arts, cultural, and recreational facilities, as well as City-led public events.	Short-term	\$
<b>Services 2.2</b>	Increase sensory-friendly accessibility by creating sensory kits and offering them for loan at City facilities.	Ongoing	
<b>Services 2.3</b>	Address the volume in recreation spaces that is difficult for people with sensitivities by offering low-light/no music times.	Mid-term	\$\$
<b>Services 3</b>	<b>Review affordability access measures for recreation services.</b>	<b>Short-term</b>	<b>\$</b>

<b>Services 3.1</b>	Review Leisure Access Grant Program financial eligibility based on family size and net income. Consider updating the Leisure Access Grant policy based on cost of living and minimum wage to ensure passes are more affordable for Langley City residents.	Short-term	\$
<b>Services 3.2</b>	Ensure that the Leisure Access Pass discount for each program (or type of program) is clearly communicated in the recreation guide.	Short-term	\$
<b>Services 4</b>	<b>Ensure that there are recreation programs that are accessible for blind and visually impaired people.</b>	<b>Mid-term</b>	<b>\$\$</b>
<b>Services 5</b>	<b>Ensure that there are recreation programs that are accessible for Deaf, deaf, Hard of Hearing, and Deaf-Blind people.</b>	<b>Mid-term</b>	<b>\$\$</b>
<b>Services 6</b>	<b>Review emergency planning to ensure emergency routes and muster points are accessible.</b>	<b>Mid-term</b>	<b>\$\$</b>
<b>Services 7</b>	<b>Raise awareness among public event organizers around increasing accessibility at permitted events.</b>	<b>Short-term</b>	<b>\$\$</b>
<b>Services 7.1</b>	Develop accessibility resources and toolkits for event organizers to improve inclusion at City-permitted events.	Short-term	\$
<b>Services 7.2</b>	Require organizers to outline accessibility considerations to obtain an event permit.	Short-term	\$

## Communication and information

The following table outlines recommended actions for City communication and information:

	<b>Recommendations</b>	<b>Timeline</b>	<b>Cost</b>
<b>Communications 1</b>	<b>Improve accessible information and communications.</b>	<b>Short-term</b>	<b>\$</b>
<b>Communications 1.1</b>	Integrate accessibility best practices into social media communications plans (including alt-text, high contrast, and heading use).	Ongoing	\$
<b>Communications 1.2</b>	Look for opportunities to use plain language and simplified presentation in City communications, including for services, bill payments, and utilities.	Ongoing	\$
<b>Communications 2</b>	<b>Ensure that any construction detours, including the moving of bus stops is advertised is advertised on the City’s website and social media.</b>	<b>Short-term</b>	<b>\$</b>
<b>Communications 3</b>	<b>Incorporate an accessibility assets map on the website.</b>	<b>Mid-term</b>	<b>\$\$</b>
<b>Communications 4</b>	<b>Ensure local representation of people with disabilities in City communications materials.</b>	<b>Short-term</b>	<b>\$</b>
<b>Communications 4.1</b>	Work with local disability service groups to organize photoshoots with members of Langley City’s disability community to ensure local and authentic imagery is included in City communications about people with disabilities	Short-term	\$

## Transportation

The following table outlines recommended actions for transportation in Langley City:

	<b>Recommendations</b>	<b>Timeline</b>	<b>Cost</b>
<b>Transportation 1</b>	<b>Strengthen the pedestrian network.</b>	<b>Mid-term</b>	<b>\$\$\$\$</b>
<b>Transportation 1.1</b>	Communicate changes and construction updates regarding the pedestrian network.	Ongoing	\$
<b>Transportation 1.2</b>	Prioritize sidewalk connectivity and accessibility addressing physical gaps, irregular transitions at curb ramps, and crosswalk connections ensuring a connected, complete path of travel from key amenities and town centres. Address tree grates, tree roots, and uneven pavement in key pedestrian areas.	Mid-term	\$\$\$\$
<b>Transportation 1.3</b>	Mark the ends of sidewalks and any uneven sections to make changes in elevation easy to see and notice.	Short-term	\$\$
<b>Transportation 1.4</b>	Prioritize adding curb cuts and pedestrian signals to enhance sidewalk connectivity and safety.	Mid-term	\$\$\$
<b>Transportation 1.5</b>	Review pedestrian signal cycles to allow for safe conditions crossing the street. Consider increasing the length of crossing times, providing touch or motion sensor crossing buttons at accessible heights, and sound signals to alert pedestrians that crossings are open to them.	Short-term	\$\$
<b>Transportation 1.6</b>	Review sidewalk widths where bus stops and benches are located to ensure they are passable for people using motorized wheelchairs.	Mid-term	\$\$\$

<b>Transportation 2</b>	<b>Advocate and collaborate with TransLink to improve bus stop accessibility and coverage.</b>	<b>Short-term</b>	<b>\$\$</b>
<b>Transportation 2.1</b>	Inspect and upgrade reported bus stops that are not accessible.	Short-term	\$\$
<b>Transportation 3</b>	<b>Develop an accessible parking strategy.</b>	<b>Mid-term</b>	<b>\$\$</b>
<b>Transportation 3.1</b>	Investigate and implement options for balancing accessible parking with overall parking availability.	Mid-term	\$
<b>Transportation 3.2</b>	Have Bylaw staff help educate the public about accessible decal requirements, including where to get them, how to display them appropriately, and to remind the public that decals have expiration dates.	Short-term	\$
<b>Transportation 3.3</b>	Review accessible parking stalls design guidelines and include parameters for van-accessible stalls.	Mid-term	\$\$

## City employment and purchasing

The following table outlines recommended actions for City employment and purchasing:

	<b>Recommendations</b>	<b>Timeline</b>	<b>Cost</b>
<b>City employment and purchasing 1</b>	<b>For RFP procurement, specifically social value evaluation, include criteria that encourages proponents to account for accessibility.</b>	<b>Mid-term</b>	<b>\$</b>
<b>City employment and purchasing 2</b>	<b>Improve staff competency related to accessibility and disability, including disability awareness and understanding of barriers that people face due to physical or cognitive disabilities.</b>	<b>Mid-term</b>	<b>\$</b>
<b>City employment and purchasing 2.1</b>	Establish accessibility and disability inclusion training as mandatory for all exempt staff.	Mid-term	\$
<b>City employment and purchasing 2.2</b>	Integrate disability awareness training into the onboarding process for all new hires.	Mid-term	\$

<b>City employment and purchasing 3</b>	<b>Strengthen inclusive hiring and recruitment practices.</b>	<b>Mid-term</b>	<b>\$</b>
<b>City employment and purchasing 3.1</b>	Develop and implement an inclusive hiring policy that embeds accessibility and accommodation provisions.	Short-term	\$
<b>City employment and purchasing 3.2</b>	Ensure job postings, application platforms, and recruitment workflows are accessible.	Mid-term	\$
<b>City employment and purchasing 3.3</b>	Apply accessibility and accommodation practices consistently through recruitment, onboarding, and promotion.	Short-term	\$
<b>City employment and purchasing 4</b>	<b>Enhance workplace accommodation systems.</b>	<b>Short-term</b>	<b>\$</b>
<b>City employment and purchasing 4.1</b>	Continue to support and communicate a disability case management program (including accommodation processes) with City staff who have disabilities.	Ongoing	\$
<b>City employment and purchasing 4.2</b>	Create a formal workplace accommodation policy for recruitment, onboarding, and retention of new and existing employees with best practices in terms of accessibility and disability inclusion	Mid-term	\$

# Detailed list of recommendations and actions

## General recommendations

### **G - 1. Ensure accountability throughout the implementation of the Accessibility Plan.**

**G - 1.1.** Develop an annual reporting process on the City's progress in implementing the Accessibility Plan. There should be two components:

- To Council: Include a placeholder section in reports to Council for staff to briefly report on the accessibility impacts of the project, program, or initiative being reported on.
- To the public: Provide an annual report on progress made, including high-level overview of the feedback received through the required feedback mechanism.

**G - 1.2.** Review and update the Accessibility Plan every three years

**G - 1.3.** Designate a responsible staff person or department to oversee and implement the Accessibility Plan. Senior managers in each core department are to do a yearly report-back on action items that pertain to their department.

- **Best practice:** Ideally, this person should have lived personal or professional experience with disability or with the barriers faced by members of the disability community.

### **G - 2. Establish a consistent approach to engagement with people with disabilities.**

**G - 2.1.** Continue to enable phone and email feedback on accessibility through the City's Accessibility and Inclusion webpage. Add a prompt above "Contact Us" that clarifies the purpose of making contact.

- Example prompt: *Would you like to report an accessibility barrier or learn more about how the City of Langley is improving accessibility? Contact us:*

**G - 2.2.** Recognize the financial burdens that many people with disabilities face and provide remuneration for the lived-experience expertise requested of people with disabilities in municipal engagement, where appropriate.

- **Best practice:** Opt-in financial compensation for people with disabilities is also recommended for in-depth engagement (such as focus groups or interviews). Should this not be financially feasible, offering municipal Parks & Recreation passes (monthly, family, or 10-pack) are a lower cost

alternative that reflects the value of participation and provides a real and direct benefit to participants.

**G - 3. Increase community awareness and appreciation for people with disabilities**

**G - 3.1.** Explore the potential of adding an Accessible Award to recognize local businesses and organizations making strides to improve the lives of people with disabilities. Consider integrating this during AccessAbility Week, and partnering with the Downtown Langley Business Association.

**G - 4. Support staff in key roles to pursue Rick Hansen Foundation Accessibility Certification (RHFAC) or other accessibility capacity-building as professional development and internal capacity-building.**

★ **Priority departments:** Engineering, Operations and Parks, Development Services, and Recreation, Culture & Community Services

## Built environment

**BE - 1. Ensure that accessibility and Universal Design principles are incorporated into the planning process for new City facilities and amenities.**

**BE - 1.1.** Develop policy and adopt CSA B651-23 best practices as design standards for all new or renovated City facilities and pathways.

- **Best practice:** RHF Accessibility Certified Gold or CSA B651-23
- **Best practice:** Pathways should be firm, stable, slip-resistant, continuous surfaces with minimal gaps and level transitions. Drainage grates or joints should be oriented perpendicular to the direction of travel wherever they are unavoidable.
- **Best practice:** The City of Richmond, B.C.'s [Enhanced Accessibility Design Guidelines and Technical Specifications](#) outlines best practices for creating inclusive, barrier-free buildings and public spaces that go beyond minimum code requirements to support accessibility, independence, and universal design for people of all abilities.

**BE - 1.2.** Commit to having an accessibility consultant attached to all new civic projects and building upgrades to ensure meaningful access is considered and goes beyond code compliance.

- **Best practice:** The City of Surrey, B.C. has committed to constructing all new civic buildings to RHF Accessibility Certified Gold standards.

**BE - 1.3.** Update the Langley City Design Criteria Manual and the Parks, Recreation, and

Culture Plan (PRC) to ensure that new playgrounds and play spaces adhere to RHFAC guidance.

- **Best practice:** Include special consideration for firm, stable, impact-absorbing surfaces, such as poured-in-place rubber or rubber tiles, so that the space is able to support both mobility access and fall protection.

**BE - 2. Improve accessibility of City facilities (City Hall, Timms Community Centre, City of Langley Library, Al Anderson Memorial Pool, Douglas Recreation and Child Care Centre) through audits, upgrades, and phased implementation.**

- ★ **Priority location:** Wayfinding signage at City Hall and Timms Community Centre uses white text on glass. This is difficult for people with limited sight to read.
- ★ **Priority location:** Several doors at Timms Community Centre are heavy and hard to open.
- ★ **Priority location:** Implement more automatic doors at Douglas Recreation Centre and City of Langley Library.

**BE - 2.1.** Develop a plan to conduct accessibility audits of all public-facing City facilities that have not yet been audited, identifying all accessibility barriers (physical, visual, hearing, sensory, etc.).

**BE - 2.2.** Develop a prioritization framework for accessibility improvements based on factors such as facility usage, public feedback, compliance with accessibility standards, and overall impact on community inclusion.

**BE - 2.3.** Establish annual targets to ensure that all remaining audits for public-facing City facilities are completed within five years.

- **Best practice:** Accessibility standards change over time. To maintain best practices, audit all public-facing City facilities every ten years.

**BE - 2.4.** Include upgrading to universally designed equipment and furnishings in the equipment replacement cycle.

**BE - 3. Ensure access to all amenities by including ramps and elevators where none currently exist.**

- **Best practice:** The maximum grade of ramps should be no more than 5%.

**BE - 4. Review the City's public washrooms from an accessibility lens.**

**BE - 4.1.** Identify and prioritize public washrooms in need of accessibility upgrades and safety improvements. Incorporate these upgrades in the Capital Plan and Parks, Recreation, and Culture Plan (PRC).

★ **Priority locations:** Linwood Park, Buckley Park, City Park, Uplands Dog Off Leash Park, and Brydon Park

**BE - 4.2.** Include funding in the Capital Plan and the Parks, Recreation, and Culture Plan (PRC) to implement accessibility upgrades to the washrooms prioritized in BE - 4.1.

**BE - 4.3.** Conduct a communications initiative to educate residents about the locations of washrooms in parks and along trails.

★ **Priority locations:** Provide clearer signage for accessible washrooms that are located in Langley City parks and trails.

**BE - 5. Improve the accessibility of City parks, plazas, paths, and playgrounds.**

**BE - 5.1.** Determine opportunities to enhance accessibility in parks and prioritize accessibility upgrades to key features in parks where accessibility considerations are already implemented, such as playground features or washrooms in parks across the community. Incorporate these upgrades in the Capital Plan and Parks, Recreation, and Culture Plan (PRC).

**BE - 5.2.** Build or redevelop one playground and its surroundings to be universally designed and accessible within the next 5 years. Incorporate these upgrades into the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).

**BE - 5.3.** Build or redevelop one plaza and its surroundings to be universally designed and accessible within the next 5 years.

**BE - 5.4.** Ensure that new development incorporates Universal Design and accessible features in publicly accessible plazas and park spaces.

**BE - 5.5.** Review opportunities to include play spaces that meet various sensory needs, including providing communication boards and quiet, low-sensory spaces for children.

**BE - 5.6.** Develop a strategy to prioritize existing parks and trails for retrofitting to improve accessibility. Incorporate these upgrades in the Capital Plan and the Parks, Recreation, and Culture Plan (PRC).

★ **Priority locations:** Douglas Park, Nicomekl Trail, and Brydon Lagoon Trail

■ **Best practice:** The all-persons trail concept prioritizes universal accessibility, combining mobility-friendly paths with auditory narration and tactile beads that signal interpretive elements for users of all abilities.

**BE - 5.7.** Implement the retrofitting strategy outlined in action BE - 5.6 to improve the accessibility of existing parks and trails.

**BE - 5.8.** Develop and implement regular maintenance policies for accessibility features to ensure they remain functional and are used for their intended purpose.

★ **Priority locations:** Brydon Park, Douglas Park, Portage Park, and City trails

**BE - 5.9.** Include universally designed equipment in the equipment replacement cycle, including park and play equipment, and park amenities such as picnic tables and benches.

**BE - 5.10.** Ensure clear paths of travel between accessible parking stalls in public parking lots and trails, parks, and playgrounds.

**BE - 5.11.** Evaluate lighting levels and provisions in trails used as the path of travel to create safer route conditions.

**BE - 5.12.** Add lighting to the trail system where environmentally appropriate.

★ **Priority locations:** Douglas Park

**BE - 5.13.** Include accessibility information on digital and printed trail maps (including z-card trail maps), signage, and web content.

■ **Best practices:**

- Indicate the locations of public washrooms and communicate when they are operational.
- Identify trail grade, slope, and surface materials so users can assess effort and mobility needs.
- Mark the location of stairs and any points where the route is not step-free.
- Indicate water fountain locations and communicate when they are operational.
- Highlight universally designed features, such as accessible picnic tables, rest areas, or viewpoints.

**BE - 5.14.** Include signage on trails that indicates if a grade is steeper than 5% to 8% grade.

**BE - 6. Develop guidelines for construction sites to provide clear information (visual, audible, and tactile) well in advance of any disruptions.**

**BE - 6.1.** Communicate through signage, the City's website, and neighbourhood notices about which sites are under construction and the length of the anticipated disruption. Ensure that any signage is provided at the nearest intersection to provide an opportunity for people to adjust their trip as needed.

- Best practice: The City of North Vancouver, B.C. has a [webpage](#) dedicated to any roadwork or construction updates, including a map.

**BE - 6.2.** Provide consistent alternate routes that must be maintained during construction, ensuring they are firm, stable, and slip-resistant.

- **Best practice:** The [City of Vancouver](#), B.C. as well as the [City of New Westminster](#) B.C. provide design guidelines for alternative routes during construction that provide clear instructions about signage and surfacing.

**BE - 6.3.** Ensure temporary signage or fencing does not create protruding objects that could be hazardous or make the sidewalk impassable.

- **Best practice:** Accessibility Standards Canada provides the strongest framework for redundant cues around hazards and disruptions. They mandate tactile and visual cues for hazards like storm drains or construction details (e.g., conduits, grates), plus accessible signage (including temporary construction warnings) with glare-free surfaces, 70% luminance contrast, tactile elements for warnings/identification, and multi-modal wayfinding (tactile, audio, visual).

## **BE - 7. Advocate for increased access to adaptable and accessible housing.**

**BE - 7.1.** Review the new BC Building Code requirements for adaptable housing units and seek ways to increase the supply of adaptable housing.

- **Best practice:** Prepare for the upcoming changes in the BC Building Code to position Langley City as a leader in accessible unit implementation.
- **Best practices:**
  - The City of New Westminster, B.C. has a concise [Adaptable Housing Requirements](#) webpage that explains the rationale for the requirements, zoning bylaw amendments, percentage requirement (40% of single-storey units in MURBs), links to the affected bylaw, a backgrounder, a needs assessment, and a Council report. This is one of the most “policy-plus-explanation” style resources out there and easy to share with planners or councils.
  - The District of Saanich, B.C. has a long-standing zoning bylaw amendment requiring “Basic Adaptable Housing” in most new apartment buildings and seniors’ congregate care, with a clear web explainer and references to voluntary design guidelines for other housing forms.
  - The City of Maple Ridge, B.C. has an Adaptable Housing webpage that translates the new 2024 BC Building Code requirements (20% of single-storey units off a common accessible corridor) into plain language

and explicitly connects them to broader accessibility goals and the Accessible Canada Act vision.

## Services

### **S - 1. Determine opportunities to collaborate with key organizations to maximize the impact of public funding.**

**S - 1.1.** Create and/or deepen partnerships with community organizations to better coordinate resources and understanding of community needs.

★ **Priority organizations:** Inclusion Langley, SPARC BC, Special Olympics BC Langley, Fraser Valley Wheelchair Sports Club, Canucks Autism Network, and SportAbility BC

### **S - 2. In recreation facilities, offer low-sensory and/or quiet times or spaces for individuals who are neurodivergent or sensitive to sensory stimulation.**

**S - 2.1.** Create and execute a plan that offers sensory-friendly times and spaces in public spaces and facilities, including arts, cultural and recreational facilities, as well as City-led public events.

**S - 2.2.** Increase sensory accessibility by creating sensory kits and offering them for loan at City facilities.

- **Best practice:** Sensory kits generally include items such as noise-cancelling headphones, fidget toys, quiet activities, stress balls, hand sanitizer/wipes, etc.

**S - 2.3.** Address the volume in recreation spaces that is difficult for people with sensitivities by offering low-light/no music times.

### **S - 3. Review affordability access measures for recreation services.**

**S - 3.1.** Review Leisure Access Grant Program financial eligibility based on family size and net income. Consider updating the Leisure Access Grant policy based on cost of living and minimum wage to ensure passes are more affordable for Langley City residents

- **Note:** A person working a full-time minimum wage job in B.C. earns \$37,900 annually and approximately \$28,520 after tax. The maximum income for an individual to be eligible for a leisure access pass is \$26,440.

**S - 3.2.** Ensure that the Leisure Access Pass discount for each program (or type of program) is clearly communicated in the recreation guide.

- S - 4. Ensure that there are recreation programs that are accessible for blind and visually impaired people.**
- S - 5. Ensure that there are recreation programs that are accessible for Deaf, deaf, Hard of Hearing, and Deaf-Blind people.**
- S - 6. Review emergency planning to ensure emergency routes and muster points are accessible.**
- S - 7. Raise awareness among public event organizers around increasing accessibility at permitted events.**
  - S - 7.1.** Develop accessibility resources and toolkits for event organizers to improve inclusion at City-permitted events.
    - **Best practice:** Create an internal tool embedded in event permit applications based on size, location, and activity type. Collaborate with AccessNow or a similar crowdsourcing/open data format.
    - **Best practice:** City of Vancouver, B.C. [Hosting Accessible City Public Events and Meetings Checklist](#)
  - S - 7.2.** Require organizers to outline accessibility considerations to obtain an event permit.

## Communication and information

- C - 1. Improve accessible information and communications.**
  - C - 1.1.** Integrate accessibility best practices into social media communications plans (including alt-text, high contrast, and heading use).
  - C - 1.2.** Look for opportunities to use plain language and simplified presentation in City communications, including for services, bill payments, and utilities.
- C - 2. Ensure that any construction detours, including the moving of bus stops is advertised on the City's website and social media.**
- C - 3. Incorporate an accessibility assets map on the website.**
  - **Best practice:** The City of Surrey, B.C.'s [WALKit Web Map](#) provides critical information for pedestrians, highlighting crosslights, important places of interest, crosswalks, pedestrian push buttons, benches, shelters, tables, and washroom facilities. It also provides information about any construction that may impact pedestrian paths, as well as age-friendly pedestrian routes that are at an accessible grade and distance for all ages.

## **C - 4. Ensure local representation of people with disabilities in City communications materials.**

**C - 4.1.** Work with local disability service groups to organize photoshoots with members of Langley City's disability community to ensure local and authentic imagery is included in City communications about people with disabilities.

## **Transportation**

### **T - 1. Strengthen the pedestrian network.**

**T - 1.1.** Communicate changes and construction updates regarding the pedestrian network.

**T - 1.2.** Prioritize sidewalk connectivity and accessibility addressing physical gaps, irregular transitions at curb ramps, and crosswalk connections ensuring a connected, complete path of travel from key amenities and town centres. Address tree grates, tree roots, and uneven pavement in key pedestrian areas.

★ **Priority locations:** Investigate sidewalk connectivity concerns in the area between 201A Street and 203 Street along the Fraser Highway.

**T - 1.3.** Mark the ends of sidewalks and any uneven sections to make changes in elevation easy to see and notice.

■ **Best practice:** Create a highlight over the surface with a high visibility colour.

★ **Priority locations:** Michaud Crescent

**T - 1.4.** Prioritize adding curb cuts and pedestrian signals to enhance sidewalk connectivity and safety.

**T - 1.5.** Review pedestrian signal cycles to allow for safe conditions crossing the street. Consider increasing the length of crossing times, providing touch or motion sensor crossing buttons at accessible heights, and sound signals to alert pedestrians that crossings are open to them.

**T - 1.6.** Review sidewalk widths where bus stops and benches are located to ensure they are passable for people using motorized wheelchairs.

★ **Priority locations:** Bus stops

### **T - 2. Advocate and collaborate with TransLink to improve bus stop accessibility and coverage.**

**T - 2.1.** Inspect and upgrade reported bus stops that are not accessible.

★ **Priority locations:** Grade Crescent at 208 Street

### **T - 3. Develop an accessible parking strategy.**

- T - 3.1.** Investigate and implement options for balancing accessible parking with overall parking availability.
- T - 3.2.** Have Bylaw staff help educate the public about accessible decal requirements, including where to get them, how to display them appropriately, and to remind the public that decals have expiration dates.
- T - 3.3.** Review accessible parking stalls design guidelines and include parameters for van-accessible stalls.

## **City employment and purchasing**

- P - 1. For RFP procurement, specifically social value evaluation, include criteria that encourages proponents to account for accessibility.**
- P - 2. Improve staff competency related to accessibility and disability, including disability awareness and understanding of barriers that people face due to physical or cognitive disabilities.**
  - P - 2.1.** Establish accessibility and disability inclusion training as mandatory for all exempt staff.
  - P - 2.2.** Integrate disability awareness training into the onboarding process for all new hires.
- P - 3. Strengthen inclusive hiring and recruitment practices.**
  - P - 3.1.** Develop and implement an inclusive hiring policy that embeds accessibility and accommodation provisions.
  - P - 3.2.** Ensure job postings, application platforms, and recruitment workflows are accessible.
  - P - 3.3.** Apply accessibility and accommodation practices consistently through recruitment, onboarding, and promotion.
    - **Best practice:** An additional, more detailed review specific to accessibility for hiring and recruitment practices is possible with appropriate consultant budget at a cost of approximately \$12,500 - \$20,000
- P - 4. Enhance workplace accommodation systems.**
  - P - 4.1.** Continue to support and communicate a disability case management program (including accommodation processes) with City staff who have disabilities.
  - P - 4.2.** Create formal workplace accommodation policy for recruitment, onboarding, and retention of new and existing employees with best practices in terms of accessibility and disability inclusion.

# Appendix A: Glossary of terms

**Accessibility:** The terms of accessibility and disability are complex and ever-changing as society grows and develops. The Government of British Columbia defines Accessibility as follows:  
*“Accessibility means that all people can take part in their communities through work, play and other daily activities. Accessibility is about removing barriers so people can feel included and have independence. Accessibility is important for everyone, especially people with disabilities.”*<sup>[1]</sup>

**Accessible Pedestrian Signage (APS):** “Provides auditory, visual and tactile information so that a person with vision and/or hearing loss will know when it’s safe (i.e., when the walk phase begins) to cross at a set of traffic signals. In addition, an APS may provide information to help a person with blindness travel in a straight line across a street or roadway.”<sup>[2]</sup> APS was previously referred to as audible pedestrian signals.

**Accommodations:** Reactive measures that seek to remove barriers caused by inaccessible design, programming, or processes.<sup>[3]</sup>

**ALT Text:** Also known as “alternative text,” ALT Text explains the look or purpose of an image, chart or other visual information. Screen readers, used by individuals who are blind read the ALT-text aloud, allowing them the full experience of the information provided that is otherwise only available to those with full vision.

**American Sign Language (ASL):** “A complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face.”<sup>[4]</sup>

**Attitudinal barriers:** When barriers are created by people acting upon false ideas when interacting with people with disabilities.

**Barrier:** “Anything that hinders the full and equal participation in society of a person with [a disability]. Barriers can be caused by environments, attitudes, practices, policies, information, communications or technologies, and affected by intersecting forms of discrimination.”<sup>[5]</sup>

**Braille:** “A form of written language for [people with sight loss], in which characters are represented by patterns of raised dots that are felt with the fingertips.”<sup>[6]</sup>

**Communication Access Real Time (CART):** “The live, word-for-word transcription of speech to text so that individuals can read what is being said in group settings and at personal appointments on a laptop or a larger screen. CART services can be provided on-site or remotely, in both English and French, via a secure website.”<sup>[7]</sup>

**Deaf (capital D):** A cultural identifier for individuals who are part of the Deaf community, sharing a sign language and culture.

**'deaf' (lowercase d):** An audiological term for hearing loss and can refer to individuals who are hard of hearing or do not identify with the Deaf culture.

**Disability:** A complex term that is based on a person's physical body experiencing barriers created by the environment that prevent a person from fully participating in the community to the greatest extent possible. Many members of the disability community prefer the term disability; however, this is not necessarily the case for everyone, and other terms may be preferable for some members of the community.

**Equity:** "Equity is the fair treatment and access to equal opportunity (justice) that allows the unlocking of one's potential, leading to the further advancement of all peoples. The equity pursuit is about the identification and removal of barriers to ensure the full participation of all people and groups."<sup>[8]</sup>

**Inclusion:** "Inclusion is a universal human right and its objective is to accept, welcome and embrace all people irrespective of race, gender, disability, medical or other need. Inclusion consists of the efforts and practices to ensure groups or individuals with different backgrounds are culturally and socially accepted and treated equally."<sup>[9]</sup>

**Inclusive employment:** Inclusive employment refers to a work environment that actively seeks to accommodate and integrate individuals with disabilities into the workforce.

**Invisible disability:** "A physical, mental or neurological condition that is not visible from the outside, yet can limit or challenge a person's movements, senses, or activities."<sup>[10]</sup>

**Live captioning:** Live captioning is an umbrella term that provides text-based information to participants and is designed for live events and is performed in real-time. This can be done via automatic speech recognition technologies or professional captioners.

**Plain language:** "A communication is in plain language if its wording, structure, and design are so clear that the intended audience can easily find what they need, understand what they find, and use that information."<sup>[11]</sup>

**Multi-use pathways:** "Off street pathways that are physically separated from motor vehicle traffic and can be used by any non motorized user. This includes people walking, cycling, skateboarding, kick scootering, in-line skating, and using other active modes. Multi-use pathways may also be referred to as shared-use pathways, multi-use trails, and boulevard multi-use pathways."<sup>[12]</sup>

**Neurodivergent/Neurodiversity:** Umbrella terms used to describe differences in the way people’s brains work. The term often refers to individuals with autism spectrum disorder but also can refer to other neurological differences, including ADHD, sensory integration disorders etc.

**Tactile:** Tactile information, signals and wayfinding provide the means for individuals to access information through touch, either by input through their hands (e.g. raised print) or information received by tapping a white cane.

**Tactile Walking Surface Indicators (TWSI):** Tactile walking surface indicators (TWSIs) are a standardized surface, detectable underfoot or by a long white cane, to assist people with low vision or blindness by alerting or guiding them.<sup>[13]</sup>

**Universal Design:** “The design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.”<sup>[14]</sup>

**Wayfinding:** “Wayfinding has the function to inform people of the surroundings in the (unfamiliar) built environment, it is important to show information at strategic points to guide people into the right directions.”<sup>[15]</sup>

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<sup>[1]</sup> The Accessible British Columbia Act – Plain Language Summary | Accessibility Legislation for the Province of B.C., 2021

<sup>[2]</sup> Clearing our Path. CNIB Foundation, 2019

<sup>[3]</sup> Accessibility Vs. Accommodation, Accessibility @ UW-Madison, 2023

<sup>[4]</sup> What Is American Sign Language (ASL)?, National Institute on Deafness and Other Communication Disorders, 2021

<sup>[5]</sup> Accessible British Columbia Act. Government of British Columbia, 2021.

<sup>[6]</sup> Braille - The Reading Fingers. Translate Plus, 2015

<sup>[7]</sup> CART – Communication Access Realtime Translation, Canadian Hearing Services, 2023

<sup>[8]</sup> Inclusion, Diversity, Equity and Accessibility, Canadian Commission for UNESCO, 2021

<sup>[9]</sup> What is Inclusion? Inclusion Ontario. 2022

<sup>[10]</sup> What is an invisible disability? Invisible Disabilities Association, 2023

<sup>[11]</sup> What is Plain Language? Plain Language Network. 2023

<sup>[12]</sup> British Columbia Active Transportation Design Guide. Government of British Columbia, 2019.

<sup>[13]</sup> Canadian Standards Association. (2023). CSA B651-23: Accessible design for the built environment. CSA Group. British Columbia Active Transportation Design Guide. Government of British Columbia, 2019.

<sup>[14]</sup> Centre for Excellence in Universal Design. National Disability Authority, 2020.

<sup>[15]</sup> Introduction to Wayfinding. Design Workplan.

# Appendix B: Background summary report

# **Langley City Accessibility Plan**

## **Background summary report**

Prepared by Happy Cities and Meaningful Access  
Consulting (January 2026)

# Background summary

This document serves as the comprehensive background summary to inform the development and creation of Langley City's accessibility plan, a requirement under the Accessible British Columbia Act.

This background research draws on relevant studies, legislation, and municipal planning documents that would be pertinent to the accessibility plan. This includes an early accessibility study completed by Langley City in 2007 that identified long-standing physical and systemic barriers, as well as federal and provincial accessibility legislation introduced between 2019 and 2021, which provides national standards and legal requirements for local governments. This document also incorporates municipal policies and planning documents from 2019 onwards, including long-term strategies for land use, transportation, and parks and recreation. Additionally, recent accessibility audits and community engagement reports completed between 2024 and 2025 provide up-to-date data, including demographic insights and documentation about lived-experience.

This document also includes community feedback from the Langley City Accessibility Survey conducted in 2024. This survey highlighted significant challenges in the built environment, while information accessibility received strong ratings.

Through this review, we also identified gaps in available information across several legislated accessibility areas. These gaps highlight areas where further assessment, engagement, or data collection is required to inform future actions for the Accessibility Plan. Identified gaps include:

- **Employment;** including current municipal employment practices and workplace accommodations.
- **Procurement and contracting;** particularly around opportunities to embed accessibility requirements in purchasing and service agreements.
- **Information and communication accessibility beyond the municipal website;** including plain language, alternative viewing formats, wayfinding, and emergency management communications.

# 1. Legislation review

## 1.1. Accessible Canada Act (2019)

Although municipalities fall under provincial jurisdiction, the Accessible Canada Act provides national guidelines and standards that influence best practices in accessibility. It aims to create a barrier-free Canada by 2040 and requires proactive barrier removal in areas such as communication, employment, and built environments.

Relevance to Langley City:

- Helps guide alignment with national accessibility standards
- This act influences federal funding programs and accessibility standards that may apply to municipal projects

## 1.2. Accessible British Columbia Act (2021)

The Accessible British Columbia (ABC) Act complements the Accessible Canada Act, but applies specifically to British Columbian organizations in the public-sector.

The ABC Act directs municipalities to adopt an accessibility plan and establish a resident advisory committee. The Act focuses on:

- A. Inclusion;
- B. Adaptability;
- C. Diversity;
- D. Collaboration;
- E. Self-determination; and
- F. Universal design

This provincial legislation aims to promote accessibility and remove barriers for people with disabilities in the province.

Once established, the resident advisory committee has a role in informing the accessibility plan, addressing accessibility standards in areas such as employment, services, the built environment, and information and communications.

Under this legislation, Langley City must:

- Maintain an Accessibility Advisory Committee
- Develop and publish an accessibility plan
- Report on progress regularly
- Engage people with disabilities in all stages of planning

## 2. City of Langley plans and policies

### 2.1. Terms of Reference for the Accessibility Advisory Committee (2024)

The Accessibility Advisory 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 committee is formed by:

- Two non-voting members of City Council who are appointed by Council and will act as Chair and Co-Chair of the 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

### 2.2. Langley City Social, Cultural and Economic Development Framework

The Social, Cultural and Economic Development Framework (SCEDF) for Langley City aims to create a thriving, inclusive, resilient, and safe community for all, and outlines 14 strategic actions, including:

- Developing inclusive, sustainable, affordable housing projects with community and Indigenous involvement
- Implementing holistic environmental sustainability programs with a focus on reconciliation and safety
- Supporting diverse and sustainable small businesses, including Indigenous-owned businesses
- Launching comprehensive digital literacy programs with Indigenous inclusion
- Developing integrated affordable housing and transport solutions

### 2.3. Langley City Official Community Plan (2021)

The Official Community Plan (OCP) sets out a vision for Langley City to be a complete and inclusive community where all residents feel safe, valued, and supported. The vision emphasizes affordable living, access to employment, a strong and responsive economy, and vibrant cultural, entertainment, and recreational destinations.

The City wants to encourage growth around rapid transit, the Downtown core, and along the Nicomekl River, with a focus on balancing economic development, environmental solutions, and people-friendly public places.

The OCP organizes its policies around five core themes:

1. Affordable living and diverse housing for all generations;
2. A highly connected city aligned with rapid transit;
3. A safe and inclusive community rich in cultural destinations;
4. A responsive economy that creates new jobs; and
5. Environmental solutions to address climate change.

The City began community engagement for the OCP in 2019, grounding the plan in public input. The OCP also establishes guiding principles that support accessibility and inclusion, including people-friendly buildings and streets, inclusive and sustainable design, high-quality public places, and the promotion of good neighbour relationships.

## **2.4. Transportation 2050 – Langley City Transportation Plan (final draft, 2026)**

The Transportation 2050 Plan is a comprehensive, multi-modal strategy that will guide transportation policy and investments over the next 25 years. The City is currently developing the plan in response to the anticipated SkyTrain extension and expected population growth. Its primary goal is to provide sustainable transportation solutions and ensure that all community members have safe, convenient, and accessible travel options, with priority given to walking, cycling, and public transit over motor vehicle trips.

Relevance to the Accessibility Plan:

- The Transportation 2050 Plan provides a direct framework for action within the Accessibility Plan's legislated area of transportation.
- The planning process included five phases, concluding in Winter 2026, with extensive community and stakeholder engagement. This process presents an opportunity to review engagement findings through an accessibility lens and ensure that the perspectives of people with disabilities are fully reflected.
- One of the Plan's stated goals is to build a transportation network that is inclusive and accessible for all. The Accessibility Plan can reinforce this goal by embedding accessibility upgrades into all future capital projects identified in the Transportation 2050 Plan.
- Several additional opportunities exist to strengthen alignment between the Accessibility Plan and the Transportation 2050 Plan, including:
  - The existing transportation network supports walking, cycling, and transit, with policies focused on improving connectivity and accessibility. However, the City continues to face challenges, including gaps in pedestrian and cycling networks, ongoing accessibility barriers, and the need for improved transit facilities.
  - TransLink's Bus Priority Vision has designated 200 Street as a priority corridor. This would be an area that the future Accessibility Plan could focus on in the transportation actions and recommendations.
  - Approximately 98% of bus stops in Langley are wheelchair accessible, but many high-traffic stops lack essential amenities like shelters and benches. Improving bus stop design to support a wider range of accessibility needs would also advance transit-oriented community goals.

- The Nicomekl River Neighbourhood Plan focuses on maintaining emergency vehicle access and creating safe pedestrian crossings. This creates further opportunities to incorporate transportation-related accessibility interventions.
- To address current and future parking needs, the City is developing a Parking Strategy. This is an opportunity to incorporate accessible parking standards and provisions.

## 2.5. Langley City Parks, Recreation, and Culture Plan (2022)

The Parks, Recreation, and Culture (PRC) Plan provides a strategic framework to guide investment and service delivery in a growing Langley City over 10 years.

A two-phase community engagement process informed the plan. Early engagement findings identified:

- High satisfaction with trails and pathways
- The need to improve safety and accessibility
- Gaps in indoor recreation, aquatic, and arts and culture facilities

The PRC Plan responds to emerging trends that shape future service delivery, including:

- Increased demand for flexible and low-cost outdoor recreation
- Greater emphasis on mental and physical health
- Climate adaptation through nature-based solutions
- A shift toward inclusive and adaptable facility design

The plan's vision positions Langley City as "the place to be" for inclusive parks, recreation, and cultural experiences. Five goals guide implementation:

- Inclusive, accessible, and affordable programs and spaces
- Safe, clean, and well-maintained parks and facilities
- Improved connectivity through trails and walkable environments
- A healthy and resilient natural environment
- High-quality, adaptable, and welcoming infrastructure

The plan identifies growing pressures on outdoor spaces, facilities, and services. While Langley City offers a diverse range of parks, amenities, programs, and events, the Plan notes challenges such as declining park land per capita, gaps in trail connectivity, aging facilities, and capacity constraints at key recreation centres.

Recommended actions include acquiring new park land, upgrading and expanding facilities, improving trail accessibility, enhancing inclusive programming, and advancing major projects such as an indoor aquatic centre and a performing arts centre.

An implementation framework guides delivery over a 10-year period, with actions phased from short-term to long-term. The City will fund implementation through tax revenue, user fees, development cost charges, and amenity contributions. Ongoing coordination across departments, integration with capital planning, and monitoring through asset management and community feedback will support progress and accountability.

## 3. Audits

### 3.1. Langley City Park Play Space Audit Report (2024)

The document compiles accessibility audits for several Langley City parks conducted by SPARC BC. Each audit evaluates how well local playgrounds support children and caregivers with diverse abilities, using Universal Design principles and standards from the Canadian Standards Association (CSA/ASC B652:23) and the Rick Hansen Foundation.

This comprehensive assessment of Langley City's play spaces highlights the need for significant improvements to ensure accessibility and inclusivity for all children and their caregivers. The site visits, survey, and focus group discussions conducted during Spring 2024 have collectively revealed various strengths and shortcomings with the existing play spaces. While some parks demonstrate commendable efforts in certain areas, the overall findings indicate substantial room for enhancement to meet the principles of Universal Design fully.

The summary of findings is organized based on the seven principles of Universal Design:

1. Equitable use
2. Flexibility in use
3. Simple and intuitive use
4. Perceptible information
5. Tolerance for error
6. Low physical effort
7. Size and space for approach and use

Some of the key findings are:

- Most parks in Langley City are accessible by public transit; however, the distance from transit stops can be challenging for people with limited mobility.
- Most park entrances are free of obstacles, but many are too narrow for two wheelchairs to pass.
- Many parks provide a range of play structures, but most do not include ramps or transfer steps, limiting access to elevated play features.
- Some parks include ground-level play features such as counters or sensory elements. However, wood chip surfacing at nearly all play spaces prevents many wheelchair users from accessing this equipment. Only a small number of parks, including Penzer Park and Douglas Park, provide rubberized play surfaces.
- Most parks provide toddler swings with full-body support, but they do not offer equivalent swing options for older children.
- Existing signage relies on printed text only and does not include braille or alternative communication formats.
- Many parks have narrow or damaged pathways that require significant physical effort to navigate.
- Parks also lack tactile indicators or contrasting colours to support users with visual impairments.
- Many play spaces do not provide accessible routes between play equipment, seating and rest areas.
- Many parks lack accessible seating.

- Quiet spaces are present in some parks but are often located on wood chip surfaces, making them inaccessible for wheelchair users.
- Some play structures also fail to provide sufficient space for caregivers to assist children.
- Some parks offer washrooms, but most are not fully accessible.

This document also includes recommendations organized into short and long-term priorities. The Accessibility Plan has the opportunity to build on these audits to support accessibility in play spaces under the built environment area.

### **3.2. Accessibility Review – City of Langley (2025)**

This document presents an Accessibility Review of City of Langley facilities, including Timms Community Centre, Langley City Hall, the City of Langley Library, and the Al Anderson Memorial Pool. SPARC BC completed the review in July 2025 to identify opportunities to improve accessible and inclusive social and recreational programs and services for people with disabilities.

The review assessed accessibility features using the principles of Universal Design and established standards, including the Rick Hansen Foundation Accessibility Certification Program (RHFAC), the BC Building Code, and Canadian Standards Association B651:23.

The document describes how the Accessibility Advisory Committee has advanced accessibility through audits, partnerships, and capital investments that reduce barriers across public spaces and services. The Committee commissioned audits of play spaces and municipal infrastructure to guide future improvements, partnered with community organizations to deliver inclusive programming, and trained all staff in inclusive practices. The City completed capital upgrades at key recreational facilities, improved accessibility at picnic shelters, and enhanced digital access by launching a more accessible municipal website.

The review includes an updated demographic profile of people with disabilities living in Langley City and reports that approximately 35.4% of residents live with permanent or episodic health and activity limitations.

The document identifies accessible programs and activities that Langley City offers, including sensory friendly swims, adapted swim lessons, wheelchair basketball, the Minds in Motion program, Choose to Move program, Stand Strong class, chair yoga, and gentle yoga.

This review provides a strong foundation for developing the Accessibility Plan for Langley City.

## 4. Relevant reports

### 4.1. An Accessibility and Inclusiveness Study For the City of Langley (2007)

This research was created to support the preparation of a Plan for Accessibility and Inclusion, and draws on work connected to the legacy of the 2010 Paralympic Games. The report identified physical and systemic barriers and put forward recommendations to improve mobility, signage, and inclusive design. Although the document is dated, it offers valuable historical context and highlights long-standing accessibility issues that may still affect the community.

The research outlines the City's commitment to accessibility through initiatives such as the 10x10 Challenge, which aimed to increase the employment of people with disabilities by ten per cent by 2010. The report notes positive outcomes, including fully accessible new municipal buildings, retrofitted older buildings, largely accessible parks, and improved pedestrian access.

The document also identifies areas where the City can strengthen its efforts, particularly in tourism and the commercial sector. It recommends targeted actions for hotels, restaurants, and businesses and positions accessible tourism as an emerging market niche.

The report proposes a three-year implementation plan. In Year 1, recommended actions include establishing an Accessibility Advisory Committee, addressing safety issues identified through audits, launching a "Gold Star" recognition program for accessible businesses, and creating an accessibility and inclusion program supported by an annual budget.

In Years 2 and 3, the plan focuses on implementing physical accessibility improvements and building staff capacity across departments.

The document also identifies key policy areas for action, including inclusive hiring practices, accessible streets and public rights-of-way, accessible municipal information, emergency preparedness, adaptable and visitable residential design, and the provision of full-service options at gasoline stations.

### 4.2. Inclusion Langley Community Engagement- Final Report (2024)

The Inclusion Langley Community Engagement – Final Report summarizes findings from a 2024 community engagement project that the Inclusion Langley Society conducted in partnership with Roots & Rivers Consulting. The project gathered feedback from service providers and families in Langley with children and youth aged 0–19 who have intellectual or developmental disabilities and other support needs.

The engagement process included an anonymous online survey and a series of community engagement sessions, which provided both quantitative and qualitative insights into existing services and service gaps.

The report highlights several strengths within the local service network. Service providers deliver family-centred, inclusive, and relationship-based services that help families feel supported and heard. Programs offered by the Inclusion Langley Society, StrongStart, and Langley Community Services demonstrate these effective practices.

Schools, community partners, and service organizations collaborate closely and share resources, enabling efficient referrals and coordinated support. Service providers increase accessibility and flexibility by offering multiple referral pathways, including self-referrals, as well as virtual and in-person services with flexible meeting times. Families identified the \$10-a-day childcare initiative as a critical support.

Service providers show a strong commitment to ongoing training and continuous professional development to strengthen skills and improve service quality. They also deliver culturally safe and responsive support by tailoring programs to specific communities, including services to Indigenous families, the Métis Nation British Columbia Wellbeing Program, and Korean interpretation services.

Community organizations create inclusive programs and activities through sports programming, playgroups, and special events offered by StrongStart and the Inclusion Langley Society, which promote social inclusion. Families highly value access to specialized services such as the Canucks Autism Network, individualized autism funding, and financial assistance programs including Variety, JumpStart, and KidSport.

The report concludes by outlining an ideal network of services in Langley Community for children and youth with disabilities and their families. This vision calls for service providers to work within a coordinated, family-centred system that delivers accessible, culturally safe, and comprehensive support through a centralized hub or single point of contact. It emphasizes collaboration among service providers, inclusive education, strong advocacy and sustainable funding, early intervention, and the use of technology to reduce barriers and improve outcomes.

### **4.3. Langley Healthier Community Partnership**

Fraser Health HCP highlights Langley HCP as one of the success stories.

Langley City acknowledges neighbourhood communities through a range of initiatives and has partnered with the Township of Langley to advance shared community goals.

The Langley Healthier Community Partnership Poverty Reduction Task Group identified the need for a neighbourhood house in Langley. In response, the Aldergrove Neighbourhood House and Firehouse Café now serve as community hubs that support residents through a range of programs, services, and gathering spaces.

These spaces increase access to healthy, safe, and culturally appropriate food and programs, while fostering local partnerships that strengthen local and regional food security. Langley Meals on Wheels further supports the community by operating a social enterprise café at the Firehouse Café, where it serves beverages and meals to residents and visitors.

## 4.5 Langley City accessibility survey (2024)

### Questions

This survey was conducted by the Accessibility Advisory Committee in June 2024. Happy Cities and Meaningful Access Consulting have conducted a review of the survey questions to inform the future Accessibility Plan.

### Strengths of the survey

- Uses a strong mix of quantitative Likert-scale questions (1–5) and qualitative open-ended questions, allowing for both measurable data and rich personal feedback.
- Includes thoughtful questions about the sensory environment (noise, lighting, temperature), and whether spaces feel overstimulating.
- Reflects a modern, inclusive understanding of accessibility that goes beyond physical barriers.

### Areas for improvement

- Many open-ended questions are very broad and could benefit from more focused prompts.
- Questions are logically grouped by theme (municipal functions and facilities, programs, communication, and overall community experience), but clearer section headings would improve readability.
- If the survey is presented in a printed format, adding text boxes or clearer formatting would prevent lines from shifting and improve overall usability.
- The estimated completion time of “approximately 5 minutes” may underestimate the actual time required, given the number of rating questions and extensive open-ended response fields.

### Terminology and clarity

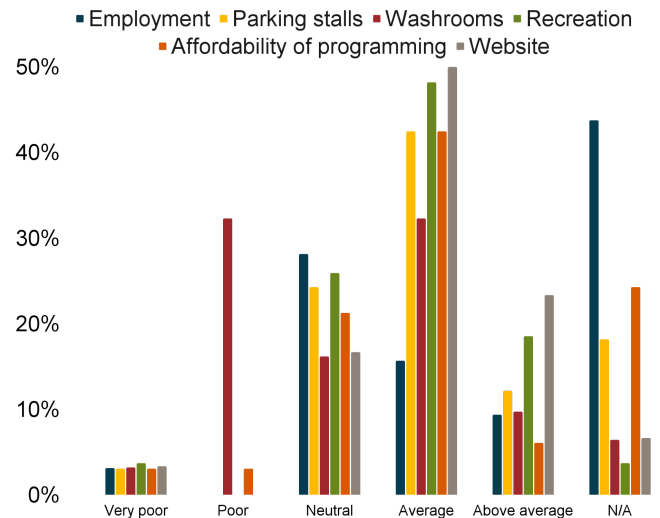
- Replace the term “neurodivergent” with “sensory” when listing barriers to accessibility to improve clarity in this context and to provide plain language.
- Several questions require clearer wording to generate more specific and actionable responses.
- Question 5: “Do you find any barriers to accessible public transportation?”
  - Too broad; rephrase to prompt more specific feedback.
- Question 6: “How would you rate the accessibility of community recreation facilities, leisure spaces, and recreation programs run by Langley City?”
  - Combining the built environment and programming, it would be helpful and clearer to separate these concepts into distinct questions.
- Question 7: “How would you rate accessibility of the costs of programs in Langley City facilities?”
  - Uses “accessibility” to describe affordability; revise for clarity and plain language.
- Question 10: “Are there any barriers to accessibility that you would like us to consider?”
  - Needs additional context to clarify what types of barriers respondents should address.
- Question 16: “Is there anything that Langley City does well?”
  - Reframe more positively and specifically to encourage constructive feedback.

## Survey responses

Survey results show that many respondents feel welcomed and satisfied with City facilities and community life, particularly in areas such as community engagement, parks, inclusive programming, and communication. At the same time, respondents identify clear accessibility challenges, including physical access barriers, safety concerns in public spaces, and significant limitations in accessible public transportation. These findings highlight both the strengths Langley City can build on and the priority areas for action to improve accessibility and inclusion across the city.

This analysis presents a review of all open-ended survey responses and groups similar comments into common accessibility themes. The charts present results grouped to show the relative frequency of reported answers.

The chart seen right is a column chart showing accessibility survey ratings by category. Ratings are grouped from very poor on the left to above average, with N/A on the far right. Coloured columns represent six categories: employment, parking stalls, washrooms, recreation, affordability of programming, and website. The height of each column represents the percentage of survey responses.



- Most respondents rated accessibility across City services as neutral to average, with recreation facilities and program affordability.
- Website accessibility received the strongest overall ratings.
- Washroom accessibility stood out with a notably higher share of poor ratings.
- Employment opportunities and accessible parking stalls had many N/A responses, suggesting limited familiarity or use.

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

Survey responses identify sidewalks as the most frequently reported accessibility barrier, accounting for 18 percent of responses. Respondents highlight missing sidewalks, uneven or damaged surfaces, narrow paths, and proximity to busy roads as key concerns.

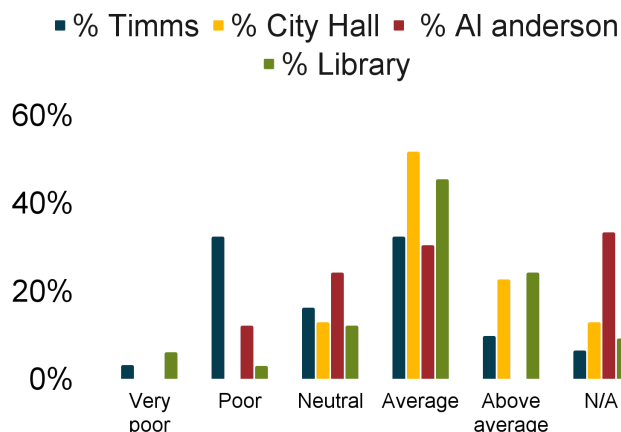
Nearly one-third of responses (29 percent) indicate no identified barriers, including answers such as “no,” “none,” or “unsure.”

Several additional barriers each represent approximately 6 percent of responses, including wheelchair access, street lighting, public spaces, programming, playground equipment, pedestrian crossings, overpasses, and a catwalk. These responses point to needs for improved ramps, lighting, safer crossings, accessible play equipment, and quieter or more inclusive spaces.

Accessible parking remains a notable concern at just under 6 percent of responses, with respondents reporting insufficient availability of designated parking spaces.

### How would you rate the environment within Langley City facilities?

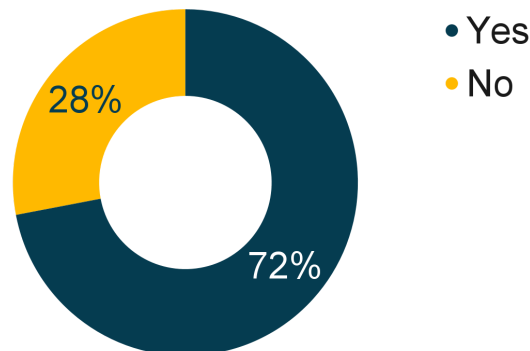
The image seen right represents a bar chart comparing accessibility ratings for four facilities: Timms Community Centre, City Hall, AL Anderson Memorial Pool, and the Library. Bar heights represent the percentage of responses in each rating category.



- City Hall shows the most positive ratings, with no “Poor” or “Very poor” responses.
- Timms Community Centre has the highest proportion of negative ratings.
- The Library and AL Anderson Memorial Pool show smaller but noticeable levels of negative feedback.

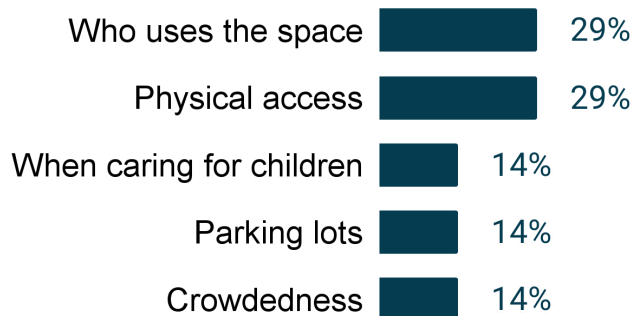
### Do you find any barriers to accessible public transportation?

Only 28 percent of survey respondents report no barriers. Of the 72% answering yes, they identified limited bus schedules, indirect routes, poor connections, and overcrowding as primary challenges. Additional concerns include inaccessible bus stops, lack of communication during construction or temporary stop changes, reduced service during winter conditions, and long wait times due to overcapacity. Some respondents rely on alternative services such as HandyDART or taxis, noting that accessible options are often more expensive.



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

Survey responses indicate that concerns related to who uses the space and physical access are the most significant barriers to navigating City spaces, each accounting for 29 percent of responses. Respondents raise safety concerns related to the presence and behaviour of other people in public areas, as well as physical barriers such as blocked pathways, lack of elevators, and insufficient ramps.



Three additional issues each represent 14 percent of responses. Respondents report difficulties when caring

for children, challenges in parking lots due to unclear layouts or signage, and barriers caused by crowded or busy spaces.

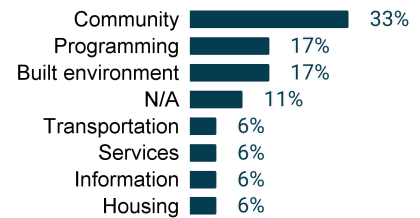
### What would make you feel welcomed in your city facilities (City Hall/ Timms Community Centre/ Fraser Region Library/ Al Anderson Memorial Pool)?

Survey responses show that most respondents already feel welcomed in City facilities, with 50 percent stating they feel welcome as is. An additional 22 percent provide no specific suggestions, indicating general satisfaction with current conditions.

Smaller but notable areas for improvement each account for 6 percent of responses. These include increased security, reduced judgment or stigma, improved cleanliness, calmer environments, and more approachable City Council interactions, such as informal engagement opportunities.

### How can we make Langley City a more inclusive community?

Survey responses show that community-focused actions are the most common suggestion for making Langley City more inclusive, accounting for 33 percent of responses. Respondents emphasize greater community care, participation, education, respect, and engagement through focus groups that represent people with special needs.



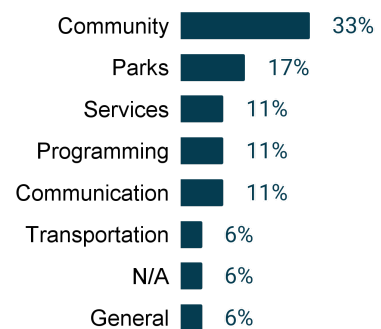
Programming and the built environment are tied as the second-highest priorities, each representing 17 percent of responses. Respondents call for more inclusive programming, such as additional community events and pride celebrations, as well as physical improvements including larger accessible washrooms, more green spaces, and more inclusive park design.

Smaller but important areas each account for 6 percent of responses. These include transportation improvements, expanded services with a focus on seniors, better access to information and education, and increased housing supports, including solutions for people experiencing homelessness.

Eleven percent of responses indicate no specific suggestions, reflecting comments such as “fine as is” or uncertainty about additional actions.

### Is there anything that Langley City does well?

Survey responses indicate that community is Langley City’s strongest area, accounting for 33 percent of positive feedback. Respondents highlight approachability of people, community meetings, council responsiveness, community pride, and efforts to engage residents in decision-making.



Parks emerge as the second most frequently cited strength at 17 percent. Respondents note well-maintained parks and trails, clean streets, and overall upkeep of public spaces.

Programming, services, and communication each represent 11 percent of responses. Respondents recognize inclusive recreation programming, such as wheelchair basketball tournaments, a diverse workforce, neighborhood patrols, local shops and restaurants, and effective efforts to inform residents.

Transportation accounts for 6 percent of responses, with positive mentions of bike lane improvements and accessible transportation options. An additional 6 percent of responses indicate no specific comment or concern.

## Summary of key locations

After reviewing all the above documents, the following are a list of key locations that the Accessibility Plan should focus on to align with other plans and policies in place:

- **City facilities:** Timms Community Centre, Langley City Hall, and Al Anderson Memorial Pool
- **Municipal parks and play spaces:** Nicomekl Floodplain, Hydro corridor, Uplands Dog Off-leash Park, Innes Corners Plaza, Conder Park, Sendall Gardens, Brydon Park, Linwood Park, Conder Park, Portage Park, Buckley Park, Penzer Park, Hunter Park, Douglas Park, City Park, Iris Mooney, Nicholas Park, Rotary Park, and Dumais Park
- **Transportation network:** 200 Street, 208 Street, Nicomekl River Neighborhood, Fraser Highway, and the Langley Bypass

# Appendix C: What we heard report

# What we heard report

Langley City Accessibility Plan

April 13, 2026



# Executive summary

## Overview

Langley City is developing a three-year Accessibility Plan to address, eliminate, and prevent barriers in the City. The Plan addresses the built environment, transportation, programming, information and communication, as well as City employment and purchasing, and will guide future policies and programs to improve accessibility across Langley City. Happy Cities and Meaningful Access Consulting are leading the planning process, which involves collaboration with the public and key stakeholders. This report highlights key findings from engagement, which took place in February and March 2026.

## What we did

Engagement for this project sought to reach and hear from community members and organizations with an interest or stake in the Accessibility Plan, including Langley residents living with disabilities, their families and/or caregivers, and organizations and community groups that support people living with disabilities. Engagement activities included:

- **One survey** (available in digital and printed formats) open from February 20 to March 16, 2026
- **One focus group with the Accessibility Advisory Committee** on February 5, 2026
- **One focus group with Langley City residents** on February 25th, 2026
- **Tabling at Let's Chat, Langley City! Open House** on March 3rd, 2026

## Who we heard from

We heard from a diverse range of Langley residents on the City's current accessibility challenges and opportunities, including 62 community members who

completed the survey, and 15 people who attended the community focus group.

## What we heard

- **Barriers are most often experienced in the built environment**, particularly with sidewalks and public washrooms.
- **Sidewalks and pedestrian connectivity emerged as a key barrier for the community**, with gaps in sidewalk continuity and overall quality, limiting safe and independent movement.
- **Access to public washroom facilities were also identified as a major challenge** due to limited availability, safety concerns, and lack of accessible features.
- **Residents value the City's parks and recreational facilities, but identified the need for accessibility improvements** including better lighting, even pathways, inclusive design, improved signage and wayfinding, and more sensory-friendly environments.
- **There is a strong desire for access to information that is clear**, in plain language and available both in digital and printed formats.
- **Barriers to City services and programs are driven by affordability, high demand, programs filling quickly, and difficulty accessing information about offerings.**

# What we heard

## report

### 1. Introduction

In response to the Accessible British Columbia (ABC) Act, the City of Langley is developing a comprehensive three-year Accessibility Plan to address, eliminate, and prevent barriers within Langley City. The Plan addresses a range of accessibility aspects, including the built environment, transportation, programming, information and communication, as well as City employment and purchasing. The Plan will guide future City policies, programs, and facilities to enhance inclusivity and accessibility across Langley City.

Happy Cities and Meaningful Access Consulting were engaged to lead the planning process, which involves collaboration with the public and key stakeholders. This report highlights the key findings from community and stakeholder engagement.

#### 1.1. Project context and overview

In 2021 the Province of British Columbia enacted the Accessible British Columbia Act, requiring all municipalities in B.C. to create an accessibility plan. In 2024 Langley City began to build the foundations for this plan, in the form of accessibility audits, a survey, and the establishment of the Accessibility Advisory Committee (AAC). The AAC plays a significant role in the development of Langley City's Accessibility Plan, and accessibility standards in areas like employment, services, the built environment, information and communications.

The process to develop the plan includes one round of engagement with the community and stakeholders, a municipal policy review and jurisdictional scan, as well as workshops with City staff.

#### 1.2. Engagement purpose

An impactful accessibility plan is centred on addressing the needs, aspirations and barriers of people with disabilities in the community. Recognizing that different people have different preferences and approaches for sharing their views, engagement took shape through a number of activities at varying levels of participation to ensure that we are able to reach as many people as possible.

Engagement for this project sought to reach and hear from community members and organizations with an interest or stake in the Accessibility Plan, including Langley residents living with disabilities, their families and/or caregivers, and organizations and community groups that support people living with disabilities. This work was designed to be sensitive to different perspectives and perceptions of accessibility and disability in order to fulfill the guiding principle of "nothing about us without us."

## 2. What we did

### 2.1 Communications and promotion

The project team implemented a comprehensive and accessible communications plan to promote the project and web page, and encouraged the public to participate in the engagement activities. All communications included clear, informative text with a cohesive visual identity matching the Langley City's branding. Promotional materials included:

- **City Connects eNewsletter:** One listing in the City Connects eNewsletter was sent out, sharing information about the survey. The newsletter distribution list has about 3,965 subscribers.
- **Project webpage:** A project page on Langley City's website <https://letschat.langleycity.ca> where people could visit to learn more about the project and ways to participate. This webpage provided information on the project scope, timelines, contact information for those who wanted to learn more. The webpage also shared key information about engagement, including dates and registration links for focus groups (in-person and digital), as well as a link to complete the digital survey. The webpage, which is still live, had a total of 423 views at completion of engagement.
- **Social media:** Accessible and appealing graphic and text information about opportunities to participate in engagement were posted on Langley City's Facebook and Instagram accounts. Facebook had a reach of 3,249 and Instagram had a reach of 5,186.
- **Print posters:** Distributed print posters with QR codes linking to the project webpage and survey, as well as focus group dates and

locations. The posters were distributed throughout Timms Community Centre and the Library.

- **Newspaper advertisement:** A quarter page advertisement was published in the Langley Advance Times on [February 26, 2026](#), and [March 5, 2026](#).

**Langley City**  
THE PLACE TO BE

**Share your thoughts on accessibility in Langley!**

Langley City is creating an **Accessibility Plan** to ensure that everyone can access City spaces, programs, and services. To make sure that the Plan reflects the diverse needs of people living, working, and playing in Langley, we want to learn about your experiences with accessibility in Langley.

**TAKE THE SURVEY BY MARCH 9TH**

Share your feedback to help shape our Accessibility Plan to identify, remove, and prevent barriers in City spaces, programs, and services. The survey takes **15 minutes** to complete.

**Online survey**  
Scan the QR code with your mobile device to participate in the survey.

**Printed survey**  
Available at Langley City Hall, Timms Community Centre and Langley City Library

[letschat.langleycity.ca/AccessibilityPlan](https://letschat.langleycity.ca/AccessibilityPlan)

## 2.2 Survey

We created a public, plain language survey, hosted online on Langley City's Let's Chat engagement platform. Printed versions of the survey were available at Langley City Hall, Timms Community Centre and Langley City Library, as well as during the City's Open House event on Tuesday, March 3, 2026.

The purpose of the survey was to establish an understanding of the current state of accessibility in Langley City and solicit input on issues and barriers within the key areas of focus (built environment, transportation, services, communication, and employment and purchasing). The survey questions can be found in [Appendix D](#).

The survey was open from February 20th to March 16th, 2026 and received a total of 62 responses. Demographic data was collected through the survey, helping the project team understand who we heard from, the priorities of different communities within Langley City, and whose voices are missing in the conversation.

## 2.3 Focus groups

### Accessibility Advisory Committee focus group

On February 5th, 2026 we held a focus group with Langley City's Accessibility Advisory Committee (AAC). The session included opportunities for input on the core areas of the ABC Act—Built environment, Transportation, Service delivery, Information and communication, and Employment and procurement. It also included a review of past accessibility engagement in Langley City, and enabled the AAC the ability to inform and direct certain aspects of community engagement.

## In-person focus group

We conducted one community in-person focus group to enable a deeper and more intimate conversation about accessibility issues and opportunities in Langley City. The focus group was hosted at Timms Community Centre, on Wednesday, February 25th, 2026 from 1:00 p.m. to 3:00 p.m.. Locations and methods were selected by taking accessibility needs into account, including visual impairment, wheelchair, and limited mobility needs. American Sign Language (ASL) was provided.

## 2.4 Open house

Residents were able to learn about the Accessibility Plan at the *Let's Chat, Langley City! Open House* which took place on March 3rd, 2026 from 6:00 p.m. to 8:00 p.m.. The Accessibility Advisory Committee had a booth at the open house, providing an opportunity for residents to speak directly with City staff about the Accessibility Plan. Staff also distributed printed surveys and provided information about how to stay engaged with the project.

### 3. Who we heard from

We heard from a diverse range of Langley residents on the City’s current accessibility challenges and opportunities through the online survey, focus group sessions and an open house.

#### 3.1. Outreach highlights

Langley City’s Accessibility project page saw 423 views. During the engagement period, Langley City’s Facebook and Instagram posts led to 8,435 in media reach. The public survey was completed by 62 respondents. The in-person focus group saw a total of 15 people in attendance.

#### 3.2 Survey demographics

The public survey received a total of 62 responses. The survey was open from February 20th to March 16th, 2026 and was available digitally via Langley City’s Let’s Chat engagement platform. Printed versions of the survey were available at Langley City Hall, Timms Community Centre and Langley City Library, and were also handed out during the City’s Open House event on Tuesday, March 3, 2026.

##### 3.2.1 Geography

A total of 68% of respondents live in Langley City while 21% live in the Township of Langley. Other respondents live in nearby municipalities, including Surrey (7%), White Rock (2%), and Chilliwack (2%).

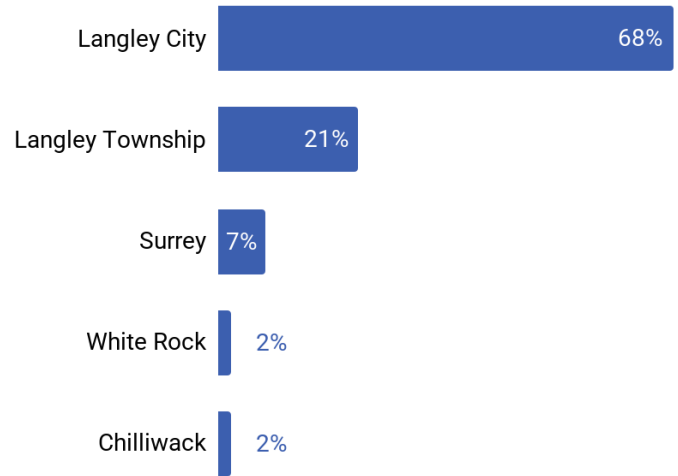


Figure 1: Place of residence of survey respondents.

Of those who live in Langley City, 28% live in Douglas Park, 25% live in Nicomekl, 25% live in Uplands, 19% live in Blacklock, 11% live in Simonds, and 3% live in Alice Brown.

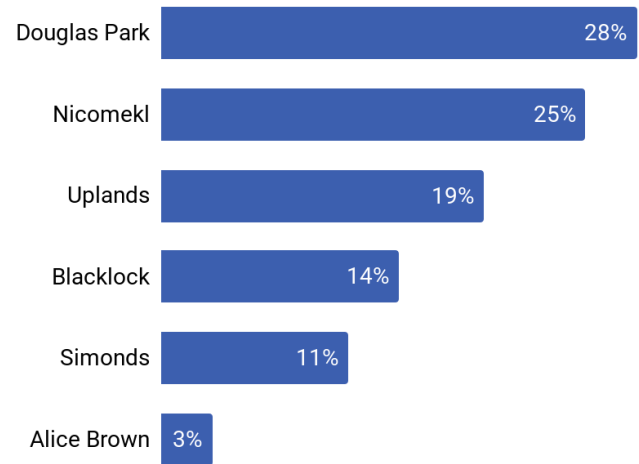


Figure 2: Neighbourhood of residence for survey respondents who live in Langley City.

### 3.2.2 Age

Adults over 51 were represented more strongly than younger adults in the survey responses, with 34% of participants aged 51 to 65 years old, 19% aged 66 to 80 years old, and 10% aged 81 and over. About 20% of participants were between 36 and 50 years old, and 17% were between 18 and 35 years old. There were no participants under the age of 18 who responded to the survey.

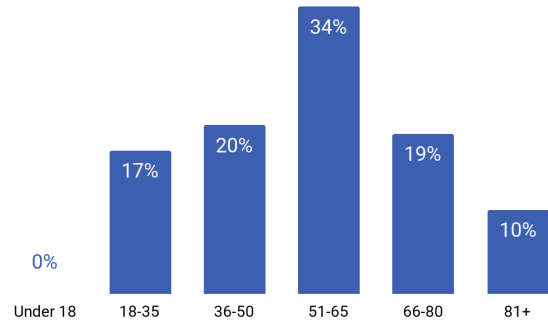


Figure 3: Age groups of survey respondents.

### 3.2.3 Connections to accessibility

Participants were asked what their connection to accessibility was. Participants could select all options that apply. The survey illustrates the diversity of disability identities and relationships to disability. About 37% of respondents identified as a person with a disability. Over a quarter of respondents (28%) identified as advocates or caregivers, while 23% of respondents were advocates for organizations that serve people with disabilities. Other respondents did not identify a relationship to accessibility in this survey, with 22% of participants selecting “none of the above,” and 10% of respondents selecting “prefer not to say.”

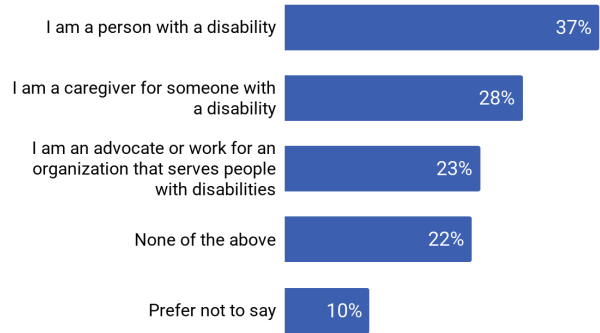


Figure 4: Connection to disability and accessibility.

Survey respondents who identified as people with disabilities as well as caregivers for people with disabilities were prompted to identify the nature of their disability. Mobility disabilities and chronic illnesses are the most commonly identified categories, with 63% and 35% of respondents respectively identifying as having these disabilities. Other disabilities identified included mental health (30%), chronic illness or pain (28%), age-related (25%), sensory (20%), blind or low vision (13%), and deaf or hard of hearing (8%). Given that it's common for someone to have multiple disabilities, participants could select all options that apply. This data demonstrates the diverse ways that people engage with disabilities in Langley City, either personally or through support roles.

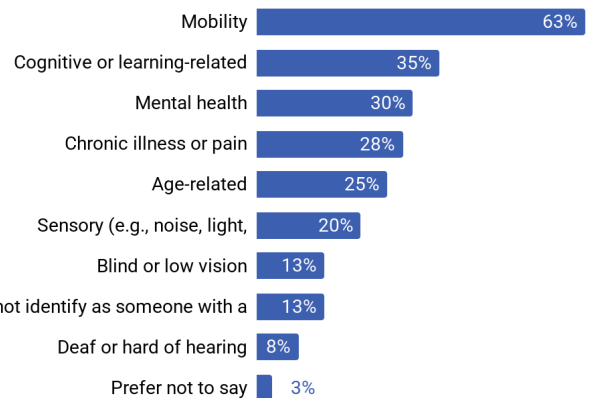
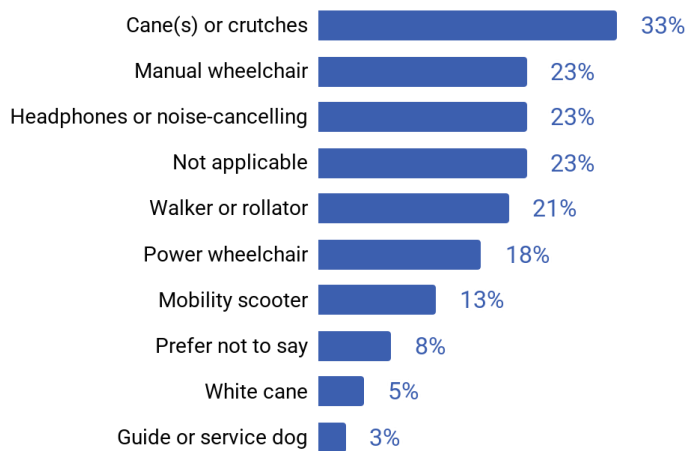


Figure 5: Nature of disability identified by survey respondents.

### 3.2.4 Use of mobility or support aids

When respondents were asked if they or the person(s) they care for use any mobility or support aids, a significant portion of respondents noted the need for mobility supports, including canes or crutches (33%), manual wheelchairs (23%), walkers or rollators (21%), power wheelchairs (18%), and mobility scooters (13%). Headphones or noise-cancelling headphones were also frequently identified, with 23% of respondents using them as a support aid. Less common support aids included white canes (5%) and guide or service dogs (3%). Given that it's common for someone to use multiple mobility or support aids, participants could select all options that apply.



**Figure 6:** Types of mobility or support aids used by participants.

## 4. What we heard

A wide range of people in Langley provided input on the City's accessibility barriers, challenges and areas for improvement. The following section outlines what we learned through the focus group sessions, survey, and the open house.

### 4.1. Overarching themes

When it came to understanding the overarching barriers experienced by the community, the majority of comments fall under these thematic areas:

- **Barriers are most often experienced in the built environment**, particularly with sidewalks and public washrooms.
- **Sidewalks and pedestrian connectivity emerged as a key barrier for the community**, with gaps in sidewalk continuity and overall quality, limiting safe and independent movement.
- **Access to public washroom facilities were also identified as a major challenge** due to limited availability, safety concerns, and lack of accessible features.
- **Residents value the City's parks and recreational facilities, but identified the need for accessibility improvements** including better lighting, even pathways, inclusive design, improved signage and wayfinding, and more sensory-friendly environments.
- **There is a strong desire for access to information that is clear**, in plain language and available both in digital and printed formats.
- Barriers to City services and programs are driven by affordability, limited program availability and accommodations, and difficulty accessing information.

### 4.2 Focus group findings

The focus groups with the Accessibility Advisory Committee and community members provided insight into how residents of Langley City experience barriers in the community, and the key areas of focus that they felt should be prioritized. The questions asked to focus group participants were:

- *Where are you experiencing barriers?*
- *What steps need to be taken immediately?*
- *How do you think the plan can be most impactful for people with disabilities in Langley City?*

#### 4.2.1 Built environment

**City buildings:** Facilities such as the library, Timms Community Centre, and City Hall were noted as important spaces for community members, with the indoor track being particularly loved by participants. Participants expressed that these buildings are relatively accessible, but also noted that improvements could be made with automatic door systems, particularly for the washrooms. While residents appreciate the ramp that leads to City Hall, it was noted that the sidewalks and crossings that connect to City Hall feel unsafe, particularly at the parking entrance and street crossing on Douglas Crescent. There were suggestions for better push-button or wave-access systems and bollards or pavement change to identify pedestrian areas.

**City parks:** Residents spoke highly of the parks in Langley City, particularly Douglas Park, but noted several elements that could make parks more accessible. The need for improved lighting was noted several times, in particular at Douglas Park. It was also noted that the water fountains are too tall, and that accessible heights were needed.

**Playgrounds:** Participants suggested creating spaces within playgrounds for children who may be neurodivergent. In particular, providing quiet spaces as well as installing playground communication boards for children who are non-verbal or pre-verbal to communicate their needs.

**Public washrooms:** Participants noted that there are limited public washrooms available to the community, and even fewer that are fully accessible. A high share of participants reported feeling uncomfortable or unsafe due to the presence and behaviour of others in the washrooms.

One suggestion was to consider purchasing Portland Loos to provide more washrooms throughout the city. Others suggested having more public washroom facilities with automatic door openers and touchless buttons.

**“Automatic doors, in my world, make everything so much easier.”**  
— *Focus group participant*

**Construction impacts on accessibility:** Community members discussed how construction, and particularly how road and sidewalk closures due to construction, create significant impacts on navigating the City. Participants shared how unmarked sidewalk closures made trip planning challenging and how construction fencing that encroaches on sidewalks make sidewalks too narrow for a wheelchair to pass.

Participants suggested having clear language and signage about how construction will impact pedestrian movement and safety, as well as for how long construction will be ongoing. There was also a suggestion to have this information available online for people to plan their trips ahead of time.

## 4.2.2 Transportation

**“Fraser Highway One-Way is fantastic for walking”** — *Focus group participant*

**Sidewalks:** The majority of participants spoke about the importance of sidewalks and pedestrian connections in the community. They shared their appreciation for improvements made downtown on Fraser Highway to make the street more walkable. In particular they noted their love for the wide sidewalks, specialty shops, seating, and overall ambiance. The intersection at 206 Street and Fraser Highway was highlighted as an example that the City should continue to follow, and that it should be considered a City standard in terms of wheelchair accessibility for its use of ramps, buttons, and smooth sidewalks.

It was frequently noted however that many streets in the City lack continuous sidewalks that connect to important community services, with a particular emphasis on increasing pedestrian connectivity near Kwantlen Polytechnic University as well as Langley Mall. While the Langley Bypass is outside of the jurisdiction of Langley City it was also noted as a space where community members experience barriers, particularly in the commercial area.

It was also noted that the sidewalks themselves are not always accessible, particularly when elements such as hydro poles, bus stops, and benches can create paths that are already quite narrow and difficult to navigate. Participants expressed a need for wider sidewalks and there was a suggestion to provide signage notifying residents about any grade or accessibility considerations. One participant also noted that some sidewalks with pavers that have lifted and are causing tripping hazards, especially around 203rd Street. Other participants requested

more rest areas (e.g. benches) along major pedestrian routes.

One suggestion was centred around the need to identify and prioritize key accessible routes or corridors. These routes could provide clear signage, and provide spaces where community members know they can go safely in the event of an emergency.

**“Walkability and accessibility to me is somewhere that’s inviting”**  
— *Focus group participant*

**Crossings:** Residents shared that street crossings can be challenging in the City as some crossings lack important infrastructure such as pedestrian signals or push buttons. Additionally, it was noted that the placement of push buttons can sometimes be at a height that is difficult to reach or access. There was also a suggestion to have crosswalks on both sides of Douglas Park.

**Trail accessibility and information:** Trails were frequently noted throughout the discussion as an important part of the City. Some trails were noted by participants with limited mobility to be difficult to access, in particular the Nicomekl trail (entrance off of 201A is inaccessible and steep) and Brydon Lagoon (bumpy terrain, poor drainage). Others noted how some trails lacked maintenance, and would become a mobility barrier and safety risk during rain events.

Participants suggested that more information be provided about each trail’s accessibility, in the form of signage, maps and online information. There were also suggestions to create an all-person trail or accessible loop trail that has less than a 5% slope, as the maximum accessible grade of 8% is challenging for people with limited mobility.

**Bus stops:** Residents requested for improvements at bus stops, particularly around more seating, signage

indicating bus times, and sidewalks/flat surfaces at each stop. There were also suggestions to coordinate with TransLink to provide more bus stops throughout the City.

**Street parking:** Limited street parking makes access to main streets difficult for shoppers and local businesses, particularly during seasons where tourism is high. This limits residents' ability to visit and access essential services in the downtown area. Participants discussed the need to balance accessibility, business needs, and pedestrian-friendly design, and suggested introducing paid parking to encourage turnover and improve access.

**Accessible parking stalls:** Existing stalls often lack adequate space, markings, and design for wheelchair users, especially side-loading vans. Hatch marks are frequently too small (below recommended minimums) and stalls sometimes opening onto high-traffic sidewalks, creating barriers.

**Micromobility:** Participants expressed that there is currently confusion and conflict over who is able to use bike lanes (mobility scooters, wheelchairs, ebikes, etc.), and regulations around speed limits and safety. There was also a note that residents have encountered e-bikes and e-scooters on sidewalks, which can create unsafe conditions for pedestrians.

**Rideshare/taxi services:** Participants in the AAC focus group spoke challenges around using taxi services that are connected to TransLink, and how taxi drivers should be provided awareness training and education. Some taxis do not allow for service dogs, or do not have adequate space to fit walkers, which can be frustrating for residents who do not have other means to travel. Further, there was a suggestion for TransLink to allow other rideshare services such as Uber or Lyft to be included in their accessibility service offerings.

### 4.2.3 Services

#### **Sensory-friendly programs and services:**

Residents requested more sensory-friendly programs and services in the form of smaller group programming, workshops and classes that are catered to learning styles, sensory-friendly nights, rentable sensory kits (headphones and cleaning kits), and silent pods. While participants liked the existing silent pod in the library, they shared that they would like to see more in the City's buildings and public spaces. Additionally, participants shared that they would like to see more dedicated support staff who are trained to provide sensory-friendly support.

#### **Partnerships with community organizations:**

Participants representing organizations that serve people with disabilities expressed frustration in booking services and City spaces for their programs. There were suggestions for the City to deepen relationships with social service organizations who provide accessible and adaptive community-based programs.

**Programming for older adults:** Community members shared their appreciation for recreational programs for older adults, in particular the Choose to Move course, but expressed sadness that these programs may be subject to cuts in the future due to provincial funding.

### 4.2.4 Communications

**Accessing City information:** Community members said that they access information in a range of ways, including social media, the City website, and newsletter. Particularly, participants noted their appreciation for the City's newsletter.

**Plain language:** Some community members suggested that plain language be used in all communications to the public, particularly with any official documents and signage that communicates

development permits and announcements. While providing plain language in some areas is possible, others are bound by legislative requirements that Langley City must meet.

**Signage and wayfinding:** There is a lack of clear, consistent signage, especially related to accessibility in City buildings and public spaces. In particular there is limited information for trails, parks, and pathway accessibility (grade, surface, conditions, etc.), accessible washroom locations, and transit information (bus schedules and routes).

**Barrier reporting:** Residents expressed confusion with how to report accessibility barriers (e.g., curb ramps, sidewalk issues, tripping hazards) to the city, and existing reporting tools are not intuitive or clearly linked to accessibility. There were suggestions for the creation of a simple reporting system (e.g., mobile app or online map) for residents to contact the City easily.

**Public education and awareness:** Residents shared a desire for more public education on disability and accessibility. In particular, there was an emphasis on fostering community understanding and shared responsibility for accessibility (e.g., parking in accessible spaces).

#### **Council meetings and civic engagement:**

Participants shared that there were gaps in accessibility for council meetings. While closed captioning is offered, the translations can sometimes be limited. ASL interpretations are currently unavailable, and there is no clear way to request this.

**Accessible mapping:** Community members expressed a need for comprehensive, accessible maps and online information regarding City trails, sidewalks, and public amenities (e.g., path grades, surface conditions, public accessible washrooms, water fountains, benches, etc.).

## 4.2.5 Employment and purchasing

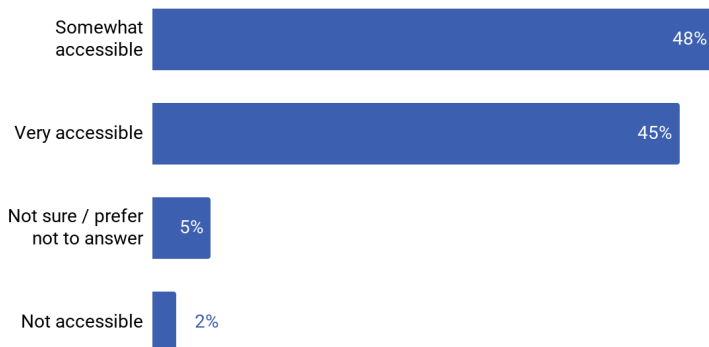
**Hiring standards:** While Langley City is a unionized environment with defined collective agreements, one participant suggested that the City consider posting jobs that have less emphasis on minimum education requirements to provide opportunities to community members who may be otherwise qualified for certain jobs.

## 4.3 Survey

### 4.3.1 Built environment

#### Overview

Survey participants were asked how accessible they felt the built environment in Langley City was. A majority (93%) of participants expressed that the built environment was either “somewhat accessible” (48%) or “very accessible” (45%).

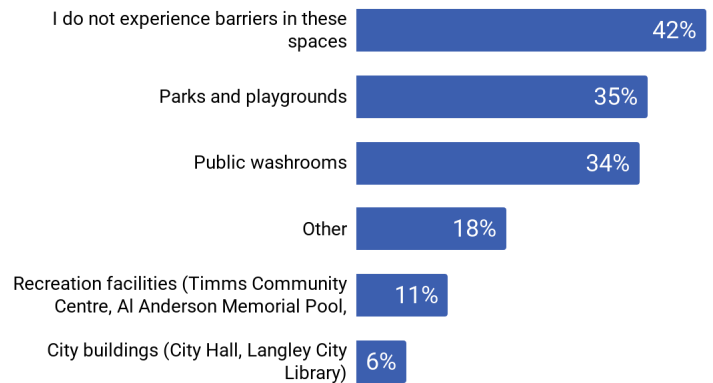


**Figure 7:** Responses to the survey question “In your opinion, how accessible is the built environment in Langley City?”

#### Barriers to access

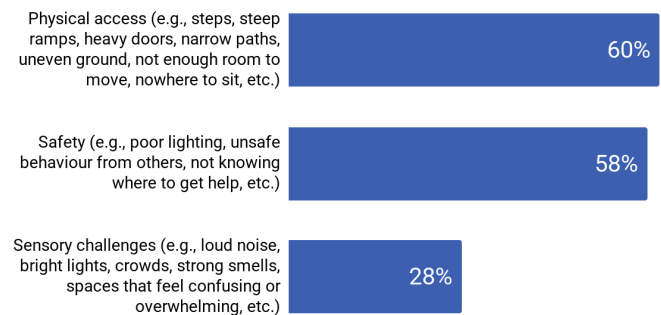
Over a third of respondents said that they experience barriers in the City’s parks and playgrounds (35%), and public washrooms (34%). Others expressed experiencing barriers in the City’s recreation facilities (11%), such as Timms Community Centre, Al Anderson Memorial Pool and Douglas Recreation Centre, as well as City buildings (6%), including City

Hall and Langley City Library. Nearly half of respondents said they did not experience barriers in City spaces.



**Figure 8:** Responses to the survey question “In which City spaces do you experience accessibility barriers?”. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

Of those who experience barriers in City spaces, an overwhelming amount of respondents shared that their top barriers to access were physical (60%) and safety (58%). Over a quarter of participants (28%) said that they experienced sensory challenges in City spaces.



**Figure 9:** Responses to the survey question “What kinds of barriers do you face in City spaces?”. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

#### Key areas for improvement

When asked if participants could identify one Langley City building, facility or public space that could be improved for accessibility, the most frequently mentioned spaces were:

- Timms Community Centre;
- Douglas Park;
- Sidewalks; and
- Washroom facilities.

Other mentions included Penzer Parkour Park, Downtown Langley, the crosswalk at 56th Avenue and Salt Lane, the Federal building stairs, dog parks, and the Douglas Recreation Centre.

It was noted by multiple participants that **Timms Community Centre** has heavy doors that are challenging to open. Others noted that the elevators are not equipped for newer wheelchairs which are larger. There were also concerns about the community centre's washrooms, namely that they feel unsafe at times, and that the community centre could benefit from having more washrooms on the second floor, near the track and gym. While there are washrooms on the second floor, they require a key to access. Community members must go downstairs to use washrooms or request the key, which some feel is inconvenient. There were also requests for more washrooms with universal design, in particular including automatic door openers.

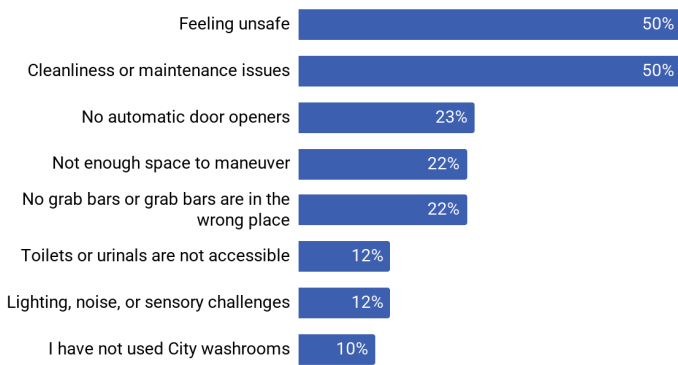
**“I use the track on the 2nd floor twice a week and I have no access to the washrooms on the 2nd floor as I need a key to open the doors. I have a physical disability which makes it difficult to go to the reception area to get a key. There should be a need to use a key but rather control over who uses them.”** – Survey respondent

**Douglas Park** was also mentioned several times, with a particular emphasis on feeling unsafe in the park. Public safety concerns such as drug use and loitering were noted as barriers for people using the space. There was also a specific mention about the pickleball courts being challenging for people with wheelchairs to move around comfortably, citing not having enough space to enter and get around the courts, as well as uneven access from the school parking lot.

**Public washrooms** were one of the most frequently mentioned spaces for improvement in Langley City. When asked what types of barriers people experienced in accessing public washrooms the most common responses were safety, cleanliness, and a lack of accessible design.

Public safety (50%) was a top concern, citing how some community members use washrooms for drug use, sleeping, and loitering, and that they feel uncomfortable entering these spaces. Lack of maintenance and cleanliness were equally an area of concern for washrooms, with 50% of participants identifying this as a barrier to access.

There were also numerous comments about the washrooms lacking accessibility features, including automatic doors (23%), adequate space to maneuver (22%), grab bars (22%), as well as toilets or urinals not at accessible heights (12%). Others noted sensory challenges (12%), such as light and noise, as a barrier to access.

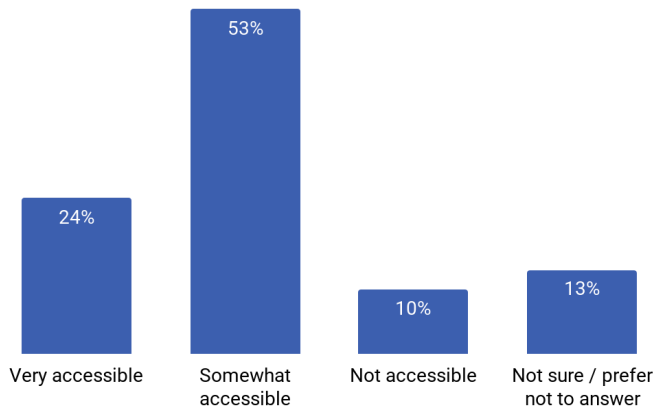


**Figure 10:** Responses to the survey question “What barriers have you experienced in City washrooms?”. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

### 4.3.2 Transportation

#### Overview

Survey participants were asked how accessible they felt transportation in Langley City was. A majority (77%) of participants expressed that the built environment was either “somewhat accessible” (53%) or “very accessible” (24%).

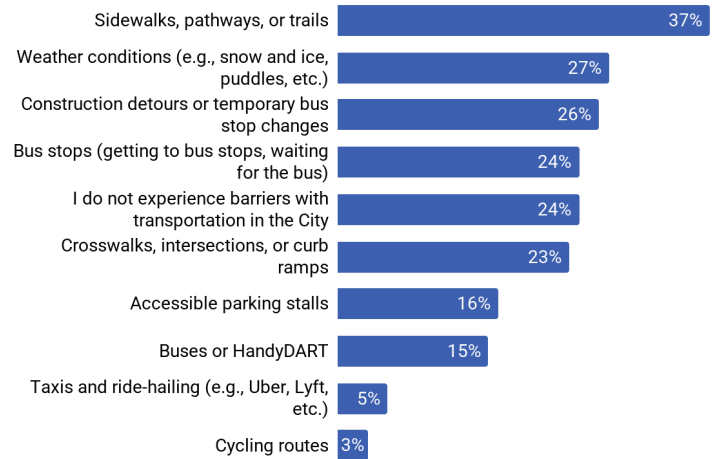


**Figure 11:** Responses to the survey question “In your opinion, how accessible is transportation in Langley City?”

#### Barriers to access

When asked what kinds of transportation-related barriers participants faced, 37% of respondents said sidewalks, pathways, or trails. Other common barriers

included weather conditions (27%), construction detours or temporary bus stop changes (24%), accessing bus stops (24%), as well as crosswalks, intersections, or curb ramps (23%).



**Figure 12:** Responses to the survey question “Where do you experience transportation-related barriers in Langley City?”. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

#### Key areas for improvement

**Sidewalks** were frequently mentioned both in the transportation and built environment portions of the survey as major barriers to accessibility. Noted issues included unevenness, sidewalks being too narrow, little or no street lighting, snow and ice creating slippery surfaces, tree roots creating uneven surfaces, and obstacles such as utility poles, bollards, bus stops, or overgrown vegetation.

**“There are areas that lack sidewalks. The areas with sidewalks often have leaves, ice, or puddles that make it difficult to navigate safely.”**

- Survey participant

Some respondents shared that sidewalks weren’t always complete, with some streets missing sidewalks on select blocks, making navigation

difficult for those with mobility devices. Some participants mentioned specific areas in which sidewalks could be added or improved, including:

- Douglas Crescent east of City Hall
- Grade Crescent
- 53rd Avenue between 196 Street and 198 Street
- 204th Street from 56 Avenue to 53 Avenue

**“Sidewalks to nowhere make me unwelcome by design.” – Survey respondent**

**Parking** was frequently mentioned as a barrier to access in the survey, with requests for more accessible parking in key locations such as commercial centres, and the parkade at City Hall. Others requested parking spaces for wheelchair vehicles only with enough side entry ramp space.

**Transit** was also mentioned numerous times by participants. In particular, there were requests for more frequent bus stops and stops with shelters, more frequent bus times, increased service to rural areas, as well as more flexible accommodations for the HandyDart service. Additionally there were requests for clear signage at bus stops that includes bus times to facilitate trip planning.

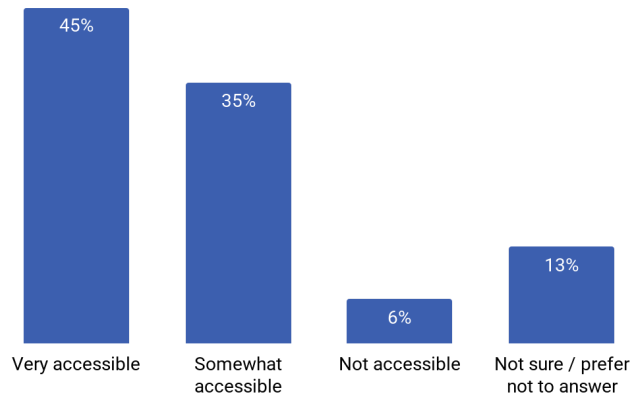
**Snow and ice removal** was also identified as a priority area, particularly for bus stops, as well as sidewalks and curb stops near bus stops. Bike lanes and trails were also mentioned as a priority for snow and ice removal.

### 4.3.3 Services

#### Overview

Survey participants were asked how accessible they felt City programs and services were. A majority (80%) of participants expressed that the built

environment was either “somewhat accessible” (35%) or “very accessible” (45%).

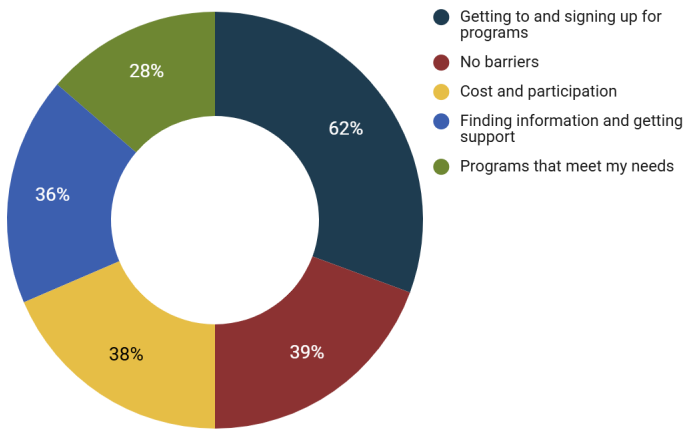


**Figure 13:** Responses to the survey question “In your opinion, how accessible are services in Langley City?”

**“I feel the City of Langley has worked to create spaces that are inclusive of folks, and work to embrace young people more than they have in the past. The recreation and culture activities are a great resource for youth and all members” – Survey respondent**

#### Barriers to accessing services

A significant number of respondents (39%) shared that they experience no barriers to accessing Langley City programs and services. Of those who do, barriers included accessing or signing up for programs (62%), cost and participation (38%), finding information and getting support (36%) and programs that fit their needs (29%).



**Figure 14:** Responses to the survey question “What barriers do you experience when accessing City programs or services? “. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

### Key areas for improvement

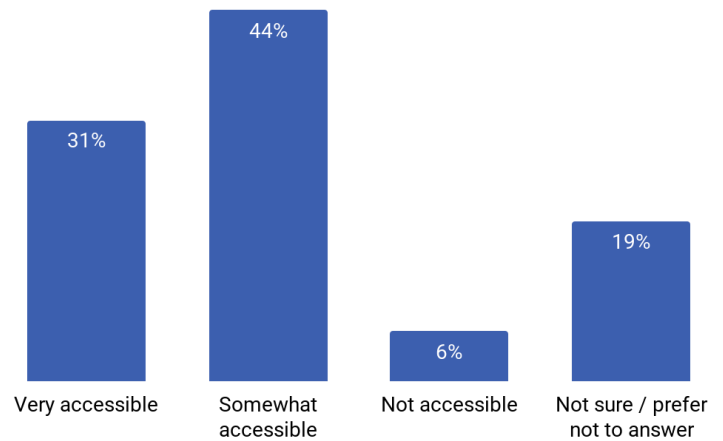
**Affordability** was frequently mentioned as a barrier to accessibility, particularly around the application process for reduced pricing for recreation passes. Additionally, respondents who do not live in Langley City but in adjacent municipalities (such as the Township of Langley) noted that they would like to qualify for reduced pricing for recreation passes. This was particularly noted by older adults who live outside of the City but use City services.

**Program times and availability** were noted as a barrier as these programs can fill up very quickly making registration difficult. There is also limited space capacity to offer programs. Respondents shared that they would like to see more offerings and a variety of times, in particular more swimming classes, as well as more programming for families, children and youth in the late afternoons and evenings. There were also a number of suggestions to provide more options and accommodations that are adaptive or sensory friendly.

**Finding information about programs** was also noted as a significant barrier. There were a number of requests to provide clearer information online about activities, locations, and times. Additionally people would like to see more advertising of the activities offered so that they can be aware and plan accordingly.

### 4.3.4 Communication

Survey participants were asked how accessible they felt Langley City communications or information was. Three quarters (75%) of participants expressed that the City’s communications are either “somewhat accessible” (44%) or “very accessible” (31%).

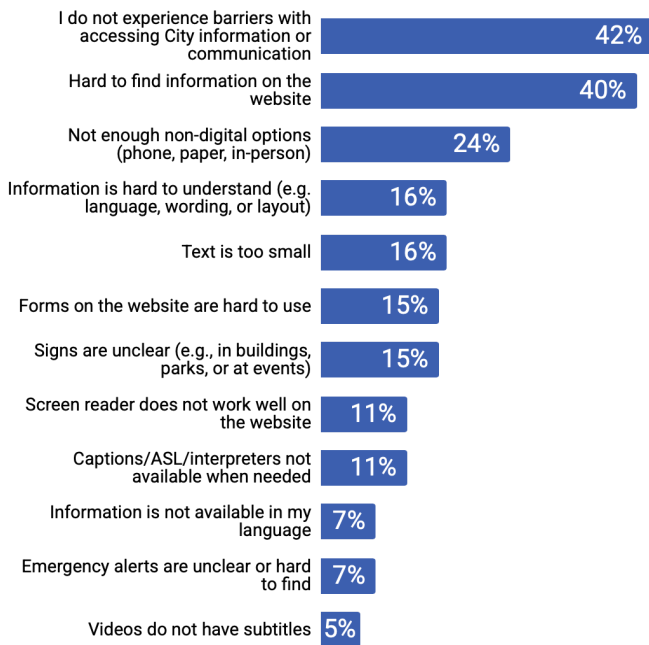


**Figure 15:** Responses to the survey question “In your opinion, how accessible is information and communication in Langley City?”

### Barriers to accessing City information: A

significant percentage (42%) of respondents shared that they do not experience barriers with accessing City information or communication. Of those who do experience challenges, barriers included difficulty finding information on the website (40%) and not having enough non-digital options (24%). In particular, respondents shared that information may be hard to understand (16%), text is too small (16%), online forms are hard to use (15%), screen readers

don't work well (11%), information is unavailable in their language (7%), or videos are don't have subtitles (5%).



**Figure 16:** Responses to the survey question “Where do you experience barriers with City information or communication?”. Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

### Key areas for improvement

**Signage and wayfinding** at Timms Community Centre was also a notable challenge for respondents, citing difficulty in navigating the centre and knowing where activities are located. Others suggested for reception at the community centre and library to have communication boards for individuals who may be non-verbal or have language barriers.

**“Having access to AAC devices or picture communication boards during community service programs to communicate for non verbal or partially verbal individuals.”**

— Survey respondent

**Balancing providing information virtually and in printed formats** was frequently mentioned by survey respondents. Many respondents shared that they preferred receiving printed information instead of digital information, particularly for posters and calendars that advertise upcoming events. Others shared that they would like to receive information about City programs and services via mailouts or printed programs delivered to their homes.

**Providing information (digitally and printed) in plain language** was also noted as a priority for residents, particularly for more technical information such as council proceedings and City bylaws that directly affect residents.

Finally, while some respondents felt that the **City website** was clear, others noted that they would like to see information shared in different languages, a clearer and easier way to find information about programs, services, construction notices and emergency alerts.

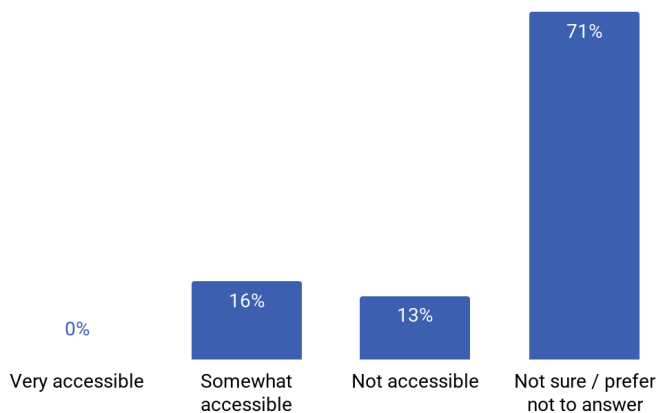
**“Sometimes there will be communication about road closures, city works and detours but not always. Half of the Buckley Park parking lot is barricaded off but there’s nothing I can find anywhere to say why. Things like that.”**

— Survey respondent

### 4.3.5 City employment and purchasing

#### Overview

Survey participants were asked how accessible they felt employment and purchasing at Langley City. A large majority of respondents (71%) said that they weren't sure or preferred not to answer, while 16% of respondents said that it was "somewhat accessible" while others (13%) said it was not accessible. No respondents selected "very accessible" as an answer.

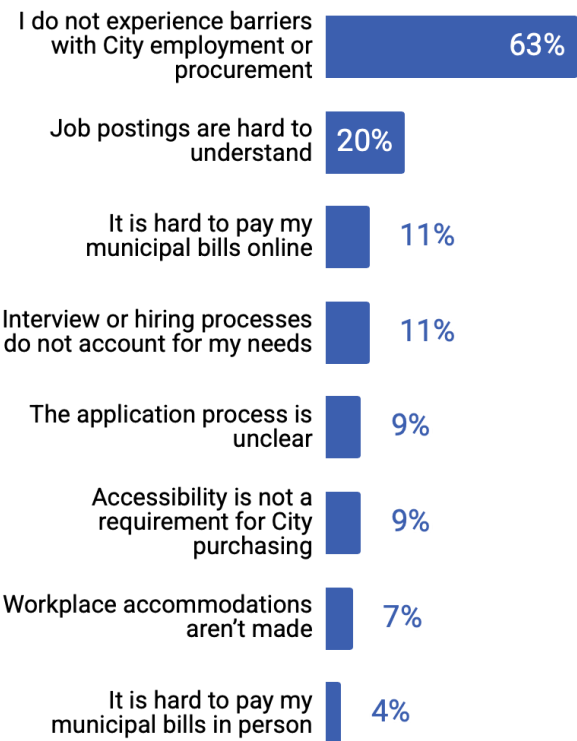


**Figure 17:** Responses to the survey question "In your opinion, how accessible do you feel City employment and procurement practices are?"

#### Barriers to City employment and purchasing

The majority (63%) of respondents shared that they do not experience barriers with City employment and purchasing. Of those who do experience challenges the barriers pertained mostly to City employment, including difficulty understanding job postings (20%), interview or hiring processes do not account for accessibility needs (11%), unclear application processes (9%), and workplace accommodations not being available (7%).

Barriers to City purchasing included difficulty paying municipal bills online (11%) and accessibility not being a requirement for City purchasing (9%).



**Figure 18:** Responses to the survey question "Where do you experience barriers related to City employment or procurement?". Respondents were able to select multiple options. As a result, percentages indicate how frequently each item was selected, rather than representing a share of a whole and totals may exceed 100%.

#### Key areas for improvement

**Inclusive hiring processes** were mentioned on numerous occasions as being a high priority for the community. Respondents shared that they would like to see more outreach to underrepresented groups, including people with disabilities and older adults. In doing this it can improve transparency and representation within the City, and demonstrate hiring that is reflective of the City's diversity, equity, and inclusion goals. It was also suggested that there be dedicated training for City staff on diversity, equity, and inclusion.

Other respondents shared that they would like to see job postings that are written in plain language and available in accessible formats. Additionally, making

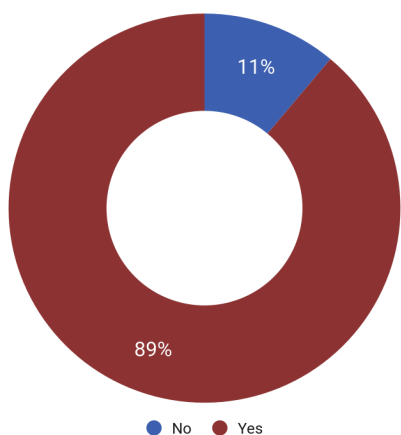
it clear in postings if accommodations are available during the application and interview process.

**Having City-hosted and organized job fairs** was also requested several times by participants. Respondents suggested that the City collaborate with local organizations, agencies, and businesses to create a hiring fair that would allow people with disabilities to know what kinds of employment opportunities are available to them. Additionally there was a suggestion to develop youth employment opportunities, particularly for youth with disabilities by building relationships with local schools and businesses.

While there was little feedback about **procurement and purchasing**, one comment recommended creating a mechanism to support more diverse and local vendors, including businesses owned by women, Indigenous people, and people with disabilities.

### 4.3.6 Feeling welcome in Langley City

When asked if people feel welcome in Langley City, the vast majority of respondents (89%) said that they did.



**Figure 18:** Responses to the survey question “Do you feel welcome in City spaces and services?”

**“Yes, especially in the parks where the interaction with gardeners or other city staff is always warm and friendly and they take an interest in your conversation”**

— Survey respondent

## 4.4 Open house

City staff provided two prompts for people visiting the Accessibility Advisory Committee booth to discuss:

- *Where are you experiencing barriers?*
- *What does an accessible Langley mean to you?*

Residents particularly emphasized the need for accessibility improvements in parks and trails, particularly noting a desire for wider paths, more lighting, and benches. Others noted the need for smooth walking surfaces in the city, particularly where pavers are used.

Other comments included the need for plain language on the Langley City’s website, diversity in City staff, and the need for more automatic doors.

## 5. Next steps

Input from engagement during February and March 2026 will be incorporated into the Accessibility Plan.

### March to April 2026

- An Accessibility Plan is currently being developed and drafted with review from City staff.

### May 2026

- The draft Accessibility Plan and recommendations will be presented to the Accessibility Advisory Committee for review.
- The draft plan and recommendations will be revised into a final Accessibility Plan for Langley City and presented to Council (tentatively May 25, 2026).

# Appendix D: Survey questions

## Built environment

The built environment includes City parks and open spaces, sidewalks and roads, as well as City facilities such as City Hall, Douglas Recreation Centre, Langley City Library, Timms Community Centre, and Al Anderson Memorial Pool.

1. **In your opinion, how accessible is the built environment in Langley City?**

- Very accessible
- Somewhat accessible
- Not accessible
- Not sure / prefer not to answer

2. **In which City spaces do you experience accessibility barriers?**

*(Choose all that apply. You can select more than one answer.)*

- City buildings (City Hall, Langley City Library)
- Recreation facilities (Timms Community Centre, Al Anderson Memorial Pool, Douglas Recreation Centre)
- Parks and playgrounds
- Public washrooms
- I do not experience barriers in these spaces

- Other (please explain)

3. **What kinds of barriers do you face in City spaces?** *(Choose all that apply. You can select more than one answer.)*

- Physical access (e.g., steps, steep ramps, heavy doors, narrow paths, uneven ground, not enough room to move, nowhere to sit, etc.)
- Sensory challenges (e.g., loud noise, bright lights, crowds, strong smells, spaces that feel confusing or overwhelming, etc.)
- Safety (e.g., poor lighting, unsafe behaviour from others, not knowing where to get help, etc.)
- Other (please explain)

4. **Is there one Langley City building, facility or public space that could be improved for accessibility? Why?** *(open answer)*

5. **In previous engagement with the community, residents identified public washrooms as a top accessibility challenge. What barriers have you experienced in City washrooms?**

*(Choose all that apply. You can select more than one answer.)*

- No automatic door openers
- Not enough space to maneuver
- No grab bars or grab bars are in the wrong place

- Toilets or urinals are not accessible
- Lighting, noise, or sensory challenges
- Feeling unsafe
- Cleanliness or maintenance issues
- I have not used City washrooms
- Other (please explain)

6. **What specific changes would improve accessibility in Langley City's built environment?** *(open answer)*

## Transportation

Transportation includes walking, rolling, cycling, driving, parking throughout the city, as well as public transit stops, and snow and ice removal on streets and sidewalks.

7. **In your opinion, how accessible is transportation in Langley City?**

- Very accessible
- Somewhat accessible
- Not accessible
- Not sure / prefer not to answer

8. **Where do you experience transportation-related barriers in Langley City?** *(Choose all that apply. You can select more than one answer.)*

- Sidewalks, pathways, or trails
- Crosswalks, intersections, or curb ramps

- Accessible parking stalls
- Bus stops (getting to bus stops, waiting for the bus)
- Buses or HandyDART
- Taxis and ride-hailing (e.g., Uber, Lyft, etc.)
- Construction detours or temporary bus stop changes
- Weather conditions (e.g., snow and ice, puddles, etc.)
- Cycling routes
- I do not experience barriers with transportation in the City
- Other (please explain)

9. **What changes would improve the accessibility of Langley City's transportation system?** *(open answer)*

## Services

This section focuses on City-run programs and services, including parks, recreation, culture, and community events.

10. **In your opinion, how accessible are the programs and services provided by Langley City?**

- Very accessible
- Somewhat accessible
- Not accessible
- Not sure / prefer not to answer

**11. What barriers do you experience when accessing City programs or services?**

*(Choose all that apply. You can select more than one answer.)*

- Program or facility is hard to get to by bus or car
- Difficult registration process
- Programs don't fit with my schedule
- Lack of programs that meet my needs
- Hard to find out about accessible programs
- Lack of staff training or awareness
- Cost or affordability
- Hard to access community events
- I do not experience barriers in accessing City programs or services
- Other (please explain)

**12. What changes would make City programs and services more accessible and inclusive?** *(open answer)*

## Communications

This includes Langley City websites, printed materials, signage, public notices, and in-person communication.

**13. How accessible is information and communication from Langley City?**

- Very accessible
- Somewhat accessible

- Not accessible
- Not sure / prefer not to answer

**14. Where do you experience barriers with City information or communication?**

*(Choose all that apply. You can select more than one answer.)*

- Hard to find information on the website
- Videos do not have subtitles
- Screen reader does not work well on the website
- Forms on the website are hard to use
- Information is hard to understand (e.g. language, wording, or layout)
- Text is too small
- Information is not available in my language
- Not enough non-digital options (phone, paper, in-person)
- Signs are unclear (e.g., in buildings, parks, or at events)
- Captions/ASL/interpreters not available when needed
- Emergency alerts are unclear or hard to find
- I do not experience barriers with accessing City information or communication

- Other (please explain)

**15. What could the City do to improve how it shares information and communicates with you?** *(open answer)*

## **Employment and procurement**

This section focuses on Langley City hiring practices and how the City purchases goods and services.

**16. In your opinion, how accessible do you feel City employment and procurement practices are?**

- Very accessible
- Somewhat accessible
- Not accessible
- Not sure / prefer not to answer

**17. Where do you experience barriers related to City employment or procurement?** *(Choose all that apply. You can select more than one answer.)*

- It is hard to pay my municipal bills online
- It is hard to pay my municipal bills in person
- Job postings are hard to understand
- The application process is unclear
- Interview or hiring processes do not account for my needs

- Workplace accommodations aren't made
- Accessibility is not a requirement for City purchasing
- I do not experience these barriers with City employment or procurement
- Other (please explain)

**18. What could the City do to improve accessibility in employment and procurement?** *(open answer)*

**19. Do you feel welcome in City spaces and services? Why or why not?** *(open answer)*

## About you (optional)

20. **What best describes you?** (Choose all that apply. You can select more than one answer.)

- I am a person with a disability
- I am an advocate or work for an organization that serves people with disabilities
- I am a caregiver for someone with a disability
- None of the above
- Prefer not to say

21. **Which types of disability or health condition best describe you or the person(s) you care for?** (Choose all that apply. You can select more than one answer.)

- Mobility
- Chronic illness or pain
- Mental health
- Sensory (e.g., noise, light, overstimulation)
- Deaf or hard of hearing
- Blind or low vision
- Cognitive or learning-related
- Age-related
- I do not identify as someone with a disability

- Prefer not to say
- Other (please explain)

22. **Do you or the person(s) you care for use any of the following mobility or support aids?** (Choose all that apply. You can select more than one answer.)

- Guide or service dog
- White cane
- Cane(s) or crutches
- Walker or rollator
- Manual wheelchair
- Power wheelchair
- Mobility scooter
- Headphones or noise-cancelling headphones
- Not applicable
- Prefer not to say
- Other (please explain)

23. **Where do you live?**

- Langley City
- Langley Township
- Other (please share)

24. **Which neighbourhood do you live in?**

[map]

- Alice Brown
- Blacklock

- Douglas Park
- Nicomekl
- Simonds
- Uplands
- Prefer not to say

**25. What is your age range?**

- Under 18
- 18-35
- 36-50
- 51-65
- 66-80
- 81+

**Contact information to enter the prize draw**

Please provide your email address if you would like to be entered into the draw to win a one-year recreation pass.

Email address: \_\_\_\_\_

*\*Please note that we ask for one entry per person. Multiple entries from the same email address will be counted as one entry.*

**Thank you / closing page**

Thank you for participating in the survey!

Follow this project on Let's Chat Langley to stay up to date.

If you have any questions about this survey, or about accessibility in Langley City please email [inclusion@langleycity.ca](mailto:inclusion@langleycity.ca).

# Appendix E: Open answer survey responses by theme

## Is there one Langley City building, facility or public space that could be improved for accessibility? Why?

Theme	Description	Frequency
Washrooms	Washroom safety, universal design, cleanliness, misuse, washroom access	10
Sidewalks	Gaps in sidewalk availability, narrow, uneven paths, obstacles (utility poles, bus stops, vegetation, puddles, ice) in right of way, sidewalks are in bad shape,	9
Douglas Park	Lack of safety, challenging to access pickleball courts, need for tactile paths	5
Parks (general)	Lack of safety, muddy surfaces (dog park), mobility challenges to accessing playgrounds, widened pathways, obstacles in paths (bollards, gates)	5
Timms Community Centre	Heavy doors (entrance, stairwell, washrooms), lack of safety, lack of changing station, automatic doors, universal washroom, washroom access on the second floor, furnishings impeding circulation (waste bins, coffee shop chairs, etc.)	7
Douglas Recreation Centre	Lack of safety	3
Crosswalk	Crosswalk on 56th and Saltlane	1
Parking	Limited parking spots	1
City Hall	Elevator does not accommodate newer mobility devices	1
Downtown	Overall cleanliness	2
Federal Building	stairs	1

## What specific changes would improve accessibility in Langley City's built environment?

Theme	Description	Frequency
Washrooms	Lack of public washrooms available, increased safety, better support for people with reduced mobility, more accessible stalls, more universal washrooms (Timms Community Centre, Douglas Recreation Centre, and Langley City Library) wider stalls, cleanliness, washroom access, sanitary wipes, brighter lighting, no blue lights, loud flushing toilets, visible markers for paper towel dispensers and hand dryers	13
Sidewalks	Misuse (e-bikes and scooters), universal design, uneven pathways, more sidewalks in places where there are gaps, too narrow with obstacles, tactile indicators, Simonds area has no sidewalks and cars block the shoulders, snow clearing	13
Safety & cleanliness		3
Signage	Elevators at City Hall, larger street signs, high contrast signage and audible crossing signals	3
Parking	More parking	3
Crossings	Safety	3
Curb cuts	More curb cuts for mobility devices	3
Active transportation	More and continuous bike and pedestrian paths	2
Lighting	Many areas have poor lighting, more lighting in Douglas Park	2
All City facilities	Universal washrooms, automatic doors, accessible seating, assistive listening systems in program rooms	2
Parks	Accessible pathways, more seating areas, and inclusive playground equipment	2
No changes needed		1
Indoor pool		1
Brydon Park	North area trails need levelling for better drainage	1
Community events	More free community events	1
Pedestrian areas	Near small shops on Fraser & Douglas	1

## What changes would improve accessibility of Langley City's transportation system?

Theme	Description	Frequency
Public transportation	Long wait times for conventional transit, inconsistent bus times, more frequent stops, long delays, affordable passes, improved service in rural areas, more service, space for wheelchairs on buses, having a bus loop near Missions Thrift, HandyDart needs to be less rigid for timing and easier to book, community shuttles to public city facilities	11
Parking	More parking near shops and services, more parking for people with disabilities (City Hall parkade), accessible parking stalls for wheelchair vehicles with enough side entry,	8
Sidewalks	Continuous and complete sidewalks in certain areas, better street lighting, ongoing maintenance and repair of sidewalks, signage for pedestrian right of way, wider sidewalks	7
Bus shelters	Adding shelters at bus stops, more seating, clear signage, digital signage showing real-time bus arrival and wait times to help riders plan their trips more easily, more frequent bus stops	4
Snow and ice clearing	Clearing on sidewalks that front public property, bicycle lanes, trails, and bus stops	4
Bike lanes	Continuous bike lanes, creating a bike route that goes North to South in the City, misuse of bike lanes (mobility scooters, power scooters)	3
Crossings	Ongoing maintenance and repair of crossings and curb ramps, call buttons at accessible heights	2
Construction	Detours cause barriers to moving around easily	1
Seniors	Consider how seniors move through the city	1
Lighting	Improved street lighting	1
Eliminating bike lanes	Eliminating the bike lanes for wider road / more driving lanes,	2
Curbs for visual disabilities	Bumped curbs for those with visual disability	1

## What changes would make City programs and services more accessible and inclusive?

Theme	Description	Frequency
Affordability	Providing affordable options for people with disabilities, seniors, and low-income residents, affordable rates for residents from the Township of Langley	8
Program availability and options	More program times and options, programs are at capacity and often fully booked, prioritize residents of Langley City, more family drop in during evenings, late afternoons and early mornings, more inclusive programming including adaptive recreation or sensory-friendly considerations	7
Publicity & communication	Better advertising about programs, clearer online information about programming (times and dates),	6
Registration	Having an accessible registration window at Timms, having registration be an easier process	3
Youth programming	Programming that is sensory friendly, picture communication boards in gyms, parks, or rooms, smaller groups, flexible room booking for external groups that serve Langley families, sensory kits	2
Appreciation for programming	Good work, enjoy the leisure access program, Timms is very accommodation,	1
Swimming	Difficulty booking spots in classes, limited opening hours	1
Signage	Provide clear signage	1
Feedback system	Creating a system for residents to provide feedback about services	1
Staff training	Staff training on equity, diversity, and inclusion (EDI)	1
Community events	More community events	1
Access to services	Shuttle connecting to city services and facilities	1

## What could the City do to improve how it shares information and communicates with you?

Theme	Description	Frequency
Non-digital information sharing	Not everyone has access to the internet, create a phone number for information, printed flyers and booklets about city programs and information delivered to homes, monthly calendars, newspaper ads	14
Plain language	Be sure to include plain language versions of printed material, plain language versions of key bylaws that directly affect residents (snow clearing, new tree bylaw, etc), making information clearer to understand	5
Email alerts/reminders	Reminder alerts for events and important dates, important information about services	5
Challenges with website	More plain language, simpler registration for recreation drop-in program, have recreation schedules and information easy to access	4
Signage and public notices	Better communication about road closures and detours (Buckley Park)	3
Website	Website is easy to navigate	1
Information in multiple languages	Providing information in different languages	1
Publicity	More publicity about events, programming and services	1
Council meetings	Accessing meeting virtually is challenging	1

## What could the City do to improve accessibility in employment and purchasing?

Theme	Description	Frequency
Inclusive hiring practices	Outreach to underrepresented groups, providing accommodations during the interview and application process, postings should be available in different languages and accessible formats, have a policy that ensures the workforce is representative of diversity, equity and inclusion	4
Job fairs and partnerships with local businesses	Create workshops and job fairs specifically for people with disabilities, partnering with businesses to offer employment opportunities for people with disabilities (particularly teenagers and young adults)	4
Training	Equity and cultural competence training for managers and HR staff, training around empathy and awareness for workers with disabilities	2
Workplace accomodation	Physical and digital accessibility, adjustable workstations, assistive technologies	1
Job requirements	Greater flexibility in part-time casual employment	1
Purchasing	Monitoring of existing contractors to ensure that they are value aligned, program to support diverse and local vendors, simplify bidding processes to remove barriers for smaller or underrepresented suppliers	1
Communications	Make explanations in plain language	1