

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

Please note that this meeting is scent free

DATE: Tuesday, June 3, 2025

TIME: 7:00 p.m. to 9:00 p.m.

PLACE: Council Committee Room, Coquitlam City Hall

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

ADOPTION OF MINUTES

- 1. Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, April 1, 2025**

Recommendation:

That the Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, April 1, 2025 be approved.

NEW BUSINESS

- 2. Canada Day Accessibility Plan (Presentation by Cultural and Community Events Supervisor and Manager Tourism and Visitor Economy)**
7:05 – 7:25 p.m. (20 minutes)
- 3. Fraser Mills Phase 1 Parks Update (Presentation by Parks Planning Project Manager and Manager Park Planning and Design)**
7:25 – 7:45 p.m. (20 minutes)
- 4. Accessibility and Inclusion Plan Development (Standing Agenda Item)**
7:45 – 8:05 p.m. (20 minutes)
- 5. AccessAbility Resource Fair Debrief (Introductory Comments by Accessibility and Inclusion Specialist)**
8:05 – 8:15 p.m. (10 minutes)

NC

6. **Transportation, TransLink and Other Transportation Division Updates
(Standing Agenda Item)**
8:15 – 8:35 p.m. (20 minutes)

7. **Committee Members’ Roundtable / Emerging Issues (Standing Agenda Item)**
8:35 – 9:00 p.m. (25 minutes)

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, September 2, 2025

ADJOURNMENT

**ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE
Tuesday, April 1, 2025**

A Regular Meeting of the Accessibility and Inclusion Advisory Committee convened on Tuesday, April 1, 2025 at 7:00 p.m. in the Council Committee Room, City Hall, 3000 Guildford Way, Coquitlam, BC, with the following persons present:

**Indicates Virtual Attendance*

COMMITTEE MEMBERS: Councillor Matt Djonlic, Chair
Councillor Steve Kim, Vice Chair
Georgina Hackett, Citizen Representative*
Alex Kwan, Citizen Representative
Jen-Che (Arthur) Lee, Citizen Representative
Lelainia Lloyd, Citizen Representative
Georgette Reyes, Citizen Representative
Sandra Uno, Citizen Representative
Ross Renaud, SHARE Family and Community Services*
Susan Williamson, Tri-Cities Seniors' Action Society
Paul Jarvie, Citizen Representative* (arrived at 7:22 p.m.)

ABSENT: Pete Stone, Community Ventures Society (Regrets)
Heather Lawson, Citizen Representative (Regrets)

STAFF: Michelle Frilund, Senior Manager Equity, Diversity and Inclusion
Karen Basi, Manager Community Recreation
Lesley Joyce, Recreation Facilities Supervisor
Kate Brown, Accessibility and Inclusion Specialist
Meghan Malkowich, Committee Clerk
Bryan Leung, Committee Clerk

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

The Chair called the meeting to order at 7:00 p.m. and provided an Indigenous territorial acknowledgement.

ADOPTION OF MINUTES

- 1. Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, February 4, 2025**

The Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, February 4, 2025 were approved.

NEW BUSINESS**1. National AccessAbility Week Resource Fair**

The Manager Community Recreation provided introductory comments relative to the presentation. The Recreation Facilities Supervisor gave a presentation entitled “National AccessAbility Week” and referred to slides contained in the amended Agenda.

Discussion ensued relative to the following:

- Concerns over available parking spaces at Pinetree Community Centre and the opportunity to utilize Douglas College at Coquitlam Campus parking facilities, in addition to creating more accessible parking spaces for accessible vehicles.
- Opportunities for increased signage and stationed volunteers to assist with wayfinding.
- Facilitating visitor movement through the event via stamp passports or stickers at different event booths.
- Opportunities to utilize accessible TransLink vehicles and provide demonstrations and Try It opportunities for the public.
- Utilizing accessible methods of media, such as braille or audio, for promotional materials to highlight the Fair and the City's Accessibility Webpage.
- Opportunity to increase public knowledge for accessing the City's recreational programs for people with disabilities.
- Opportunities to highlight assistive technology at the event.
- Opportunities to include community storytelling events, informing the public about the lives of people with accessibility needs.
- Opportunities to partner with PADS and highlight assistance dogs.

The Manager Community Recreation, and the Recreation Facilities Supervisor left the meeting at this point and did not return – 7:21 p.m.

2. Accessibility and Inclusion Plan Development (Standing Agenda Item)

Paul Jarvie, Citizen Representative joined the meeting online at this point – 7:22 p.m.

The Senior Manager of Equity, Diversity, and Inclusion provided updates on analysis and engagement related to the Accessibility and Inclusion Plan.

3. Transportation, TransLink and Other Transportation Division Updates (Standing Agenda Item)

The Committee Clerk gave a verbal update on behalf of the Manager, Transportation Planning regarding a small opening event for the Guildford Micromobility and Road Safety project and the status of the Draft Transportation Plan.

4. Committee Members' Roundtable / Emerging Accessibility Issues

The Chair invited Committee members to share emerging accessibility issues and information regarding events occurring in their communities.

Discussion ensued relative to the following:

- Concerns over TransLink's structural deficit, possible impacts to accessible transportation throughout the City and possible advocacy opportunities.
- Opportunity to attract more participants to the AccessAbility Resource Fair by utilizing partner organizations and members of the community to increase awareness.
- Potential opportunities for storytelling events at the AccessAbility Resource Fair by people with disabilities and inclusion challenges, sharing their lived experiences with community members.
- Opportunities for education and awareness of the City's Event Accessibility Checklist.
- Interest in the Rick Hansen Foundation Accessibility Certification Process and planned accessibility upgrades at Dogwood Pavilion.
- Opportunity for the City to consider installation of portable ceiling lifts to accompany adult change tables at facilities.
- Positive experiences with the City resolving accessibility challenges at the pedestrian crossing located at Pinetree Way and Guildford Way due to construction.
- Potential opportunity to expand the City's Snow Angel Program to include volunteer opportunities assisting seniors with other tasks impacted by mobility issues, such as putting out garbage and recycling bins.
- The audit process regarding the placement of yellow tactile warning pads at street crossings on Schoolhouse Street between Como Lake Avenue and Austin Avenue.
- Concern with the amount of time provided for pedestrian crossings across Pinetree Way and Lincoln Avenue.
- Increases in families with children aged 5 to 8 having difficulties accessing recreational and social opportunities in the community.
- Opportunities to incorporate Try It opportunities for wheelchair sports via the Wheel Chair Sports Association and SportAbility for AccessAbility Week events.

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, June 3, 2025

ADJOURNMENT

The meeting adjourned at 8:18 p.m.

MINUTES CERTIFIED CORRECT:

Councillor Matt Djonlic, Chair

Bryan Leung, Committee Clerk



City of Coquitlam

Canada Day Accessibility

[f](#) [t](#) [@](#) [v](#) [i](#) | coquitlam.ca/789/Canada-Day

Coquitlam

Agenda

1. Introduction
2. Accessibility Overview
 - Physical
 - Sensory and Communication
 - Other
3. Questions?



Coquitlam

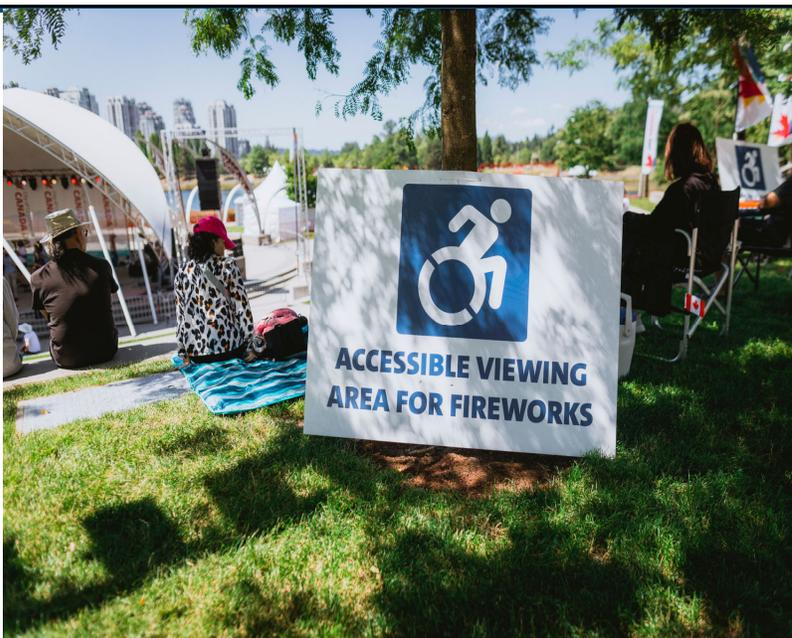
Event Background



Coquitlam



Physical Accessibility



Coquitlam

City of Coquitlam
CANADA DAY
PRESENTING PARTNER **MARCON**

Tuesday, July 1, 2025 / 12 – 10:30 p.m.
Town Centre Park

Accessibility Map

12 – 9:30 p.m.
No vehicle access 9:30 – 11 p.m.
during fireworks road closure

12 – 9:30 p.m.
No vehicle access 9:30 – 11 p.m.
during fireworks road closure

12 – 9:30 p.m.
No vehicle access 9:30 – 11 p.m.
during fireworks road closure

Map Legend

- Town Centre Park Community Plaza
- Meadow Stage
- Accessible Parking
- Expectant Mother Parking
- FREE Bike Valet
- Accessible Drop-off and Viewing Area for Fireworks
- Accessible Drop-off/Pick-up Area
- Accessible Stroller Friendly Ramp
- Accessible Stage Viewing Area
- Accessible Washrooms
- Accessible Entrance Route
- Break Zone - Kingsight Sensory Friendly Area
- Pottery Works - Community Living Society
- First Aid
- Information
- Picnic Table and Wheelchair Accessible
- Main Entrance
- Entrance
- Town Centre Park Community Centre - Quiet Space and Games
- Stage Area (Lafarge Lake - Douglas)

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Physical Accessibility

- Over 20 wheelchair accessible parking spots available onsite, the majority of these are staffed to ensure those with a SPARC decal can access these spaces
- wheelchair accessible spots are the required dimensions to support a lift
- Accessible spaces along the curb are within a road closure area to allow ample space for patrons to load in and out of their vehicles safely
- All wheelchair accessible parking spots have pathways with a lip to ensure wheelchairs can connect to major park pathways
- Wheelchair graded cable covers for wheelchairs and strollers
- Purpose built wheelchair accessible viewing areas for the two stages
- We have two designated wheelchair drop off areas. One within the park and one outside the park to ensure egress during the fireworks road closure
- Food trucks are mindful of accessibility and all of them will accommodate their services to meet the needs of those with physical accessibilities

Physical Accessibility - Performances

- The Plaza Stage has designated accessible viewing areas at the top of plaza seating & on stage left/stage right at the base
- Meadow Stage will have Traxx accessible mats for wheelchair accessible viewing



Physical Accessibility - Additional

- 40% of picnic tables in Eat Street will be designed for wheelchairs
- One of the two free water bottle fill up stations will be designed for wheelchairs/strollers
- Brew Corner temporary furniture is moveable so those in a wheelchair can enjoy performances at the Meadow stage with their beer
- Cable covers are used and graded to allow easy wheelchair access
- Accessible washrooms are marked and have the universal "c" shape handles inside these units
- The Rocky Point Ice Cream concession counter is built to be accessible height

Sensory and Communication Features



Sensory and Communication Features

- Service animals are welcome, animal water stations are available across the event site
- Earplugs available at Info Booth
- We aim to hire a diverse range of staff including those that speak different languages. Staff will have stickers on uniforms to inform patrons what other language staff can speak for translation services



Community Connections

- Kinsight
 - On-site to provide information on their services for children, youth and families with developmental disabilities
- Break Zone – provided by Kinsight
 - A sensory friendly, quiet place with sensory equipment
- Community Living Society (CLS)
 - Handmade pottery and other art work from local artists with diverse needs. Some of these artists will also be onsite to share more information about their artwork and also resources and supports that have helped them

Other Accessibility Features



Financial Accessibility

- Free to attend event
 - Available to all members of the public to attend
 - Free activities e.g. inflatables, mini golf and other booth activities
- Food Vendors
 - Cost-friendly & wide-variety of food truck options, based on previous years' feedback surveys
 - In addition, we offer: vegetarian, kosher, halal, vegan, gluten free, nut free, dairy alternatives and other options to support a diverse range of preferences and dietary restrictions
- Market vendors
 - Cost-friendly & variety of cultural groups, arts organizations & merchants
 - We discourage onsite booths from asking for donations to enhance the visitor experience
 - We offer spaces to local non profits for free including the cost of tables, chairs and tenting to support non profit organizations to share resources with the community they serve

Other Accessibility Features

- We encourage attendees to cycle or scooter to the event, we will have an onsite bike valet for parking of 150 bikes at one time
- We will have a limited number of Expectant Mother Parking onsite
- Some of the washrooms onsite are gender-neutral including one of the building washrooms near the concession and Eat Street area
- Additional lighting is brought in for after the fireworks show to assist those with low vision
- ASL interpreter at opening and closing ceremony to sign the speeches from dignitaries





Questions?

Wondy Chan

Cultural and Community Event Supervisor

604-927-6968

wchan@coquitlam.ca or
festivalsandevents@coquitlam.ca



City of Coquitlam CANADA DAY

PRESENTING
PARTNER

MARCON

Tuesday, July 1, 2025 / 12 – 10:30 p.m.
Town Centre Park

Accessibility Map



Map Legend

-  Town Centre Park Community Plaza
-  Meadow Stage
-  Accessible Parking
-  Expectant Mother Parking
-  FREE Bike Valet
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-  Accessible Washrooms
-  Accessible Entrance Route
-  Break Zone – Kinsight Sensory Friendly Area
-  Pottery Works – Community Living Society
-  First Aid
-  Information
-  Picnic Tables (Wheelchair Accessible)
-  Main Entrance
-  Entrance
-  Town Centre Park Community Centre – Quiet Space and Games
-  SkyTrain (Lafarge Lake – Douglas)
-  Fireworks Firing Zone: CLOSED TO THE PUBLIC Pinetree Way closed 9:30 – 11 p.m.

City of Coquitlam
Parks, Recreation,
Culture and Facilities

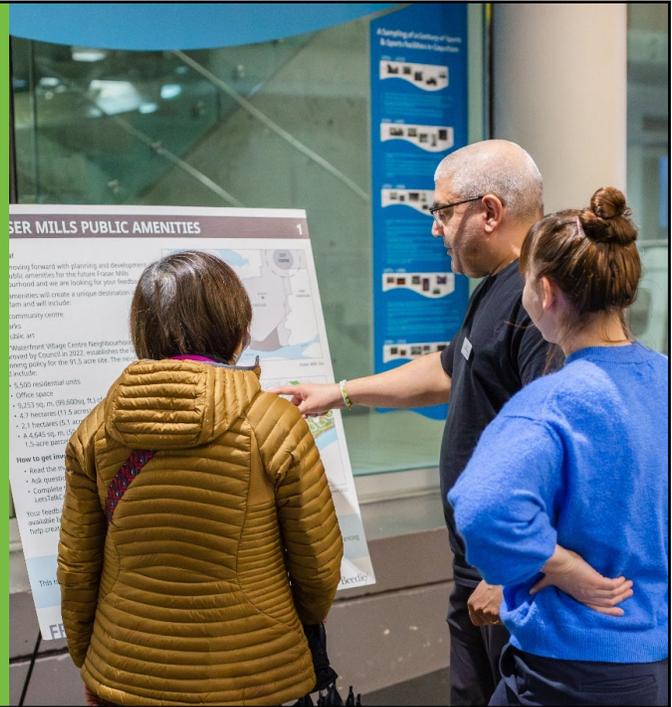
Fraser Mills Park Design Update

Accessibility and Inclusion
Advisory Committee

June 3, 2025


coquitlam.ca/

Coquitlam



Agenda

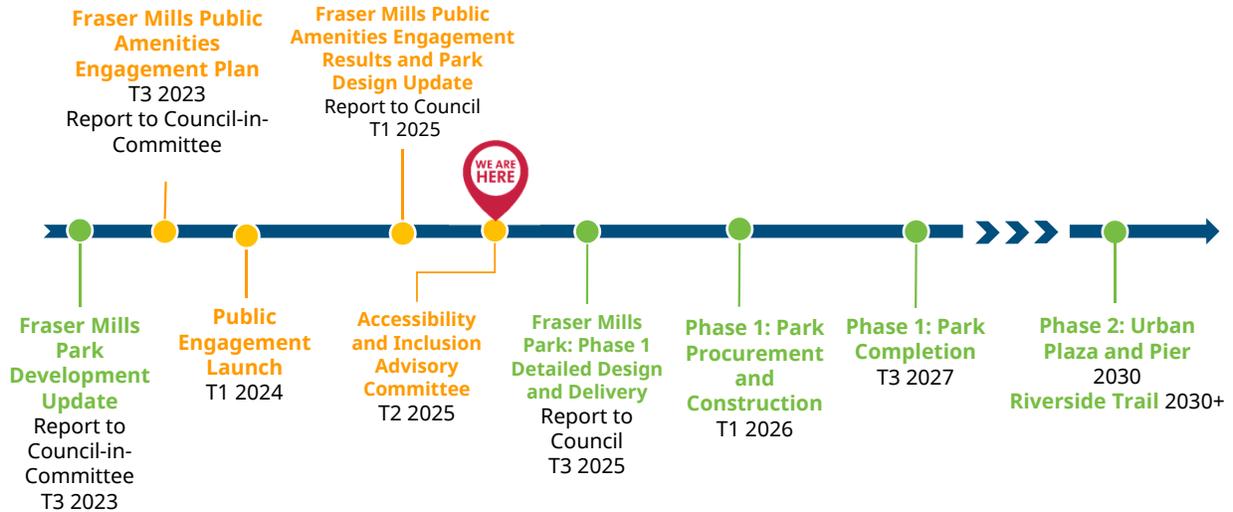
1. Project Timeline
2. Public Engagement: What We Heard
 - Park Design
3. Park Design Update
4. Accessibility and Inclusivity
5. Questions and Feedback
6. Project Next Steps



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Project Timeline



Public Engagement

Engagement Tools

What We Did



300+ public survey submissions



10 targeted small group discussions with **60+** participants



3 in-person pop-ups engaging **200+** people



2 in-person open houses with **130** attendees



Almost **2,000** visits to LetsTalkCoquitlam.ca/FraserMills



56,000+ people reached via the City's social media channels (Facebook, Instagram and X)

Engagement Outcome – Parks

What We Heard

- Emphasis on fun and playful
- Balance between active and passive uses
- Flexible, adaptable and efficient
- Strong connections to surrounding areas and the river

The majority of survey respondents (**80%**) indicated that they either **like or somewhat like** the proposed layout and park amenities presented.





Fraser Mills Parks Phasing Overview

■ Phase 1: (2024-2027)

- Entry Plaza and Dog Park
- Wharf
- Riverfront Park
- Como Creek Greenway
- Riverside Linear Park trail (interim condition)

■ Phase 2: (2026 – 2030)

- Waterfront Urban Plaza and Pier

■ Phase 3: (Occupancy of 7th residential tower)

- Riverside Linear Park and Trail



Riverfront Park: Phase 1 (T3 2027)

Destination level amenities:

- Playground
- Water Play
- Sport Courts and Youth Hub
- Renewed Wharf
- Washrooms
- Great Lawn
- Entry Plaza and Dog Park
- Public Art

○ Proposed Public Art Location



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Accessibility and Inclusivity

The Riverfront Park will feature inclusive, accessible amenities and programming designed to welcome and engage people of all ages and abilities (AAA).

- Defining clear entrances to the Park
- Provide clear sightlines and lighting
- Comfortable slopes and ramps with handrails
- Use of smooth hard-surface materials
- Frequent inclusive seating options
- Tactile and visual wayfinding
- Diverse amenities and programming
- Opportunities for intergenerational and multicultural interactions and participation
- New washrooms will be universally accessible and service needs of the community



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Questions and Feedback

Are there any specific Committee priorities or emerging best practices that staff should consider during the detailed design of the Riverfront Park?



Next Steps

Parks

- Finalize Phase 1 Park Design: T3 2025





Thank you

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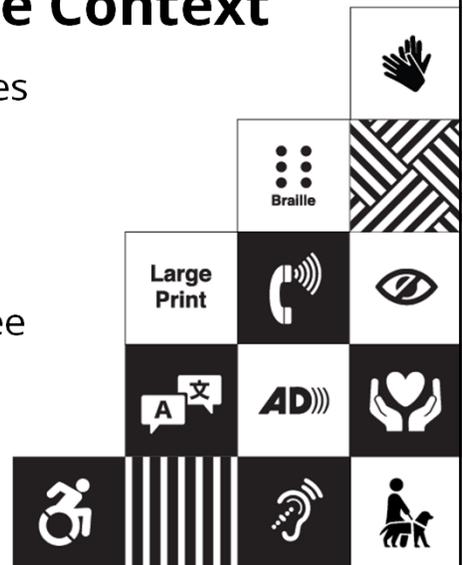
Accessibility and Inclusion Plan – Project Update and Engagement Highlights

Accessibility and Inclusion Advisory Committee – June 3, 2025

f X @ YouTube LinkedIn | coquitlam.ca/accessibility

Background and Legislative Context

- *Accessible BC Act* requires municipalities to:
 - Develop an accessibility plan
 - Create a mechanism for receiving accessibility feedback
 - Maintain an accessibility committee
- Plan must be updated every 3 years
- Coquitlam is well-positioned through longstanding work in this space



Building on Past Leadership

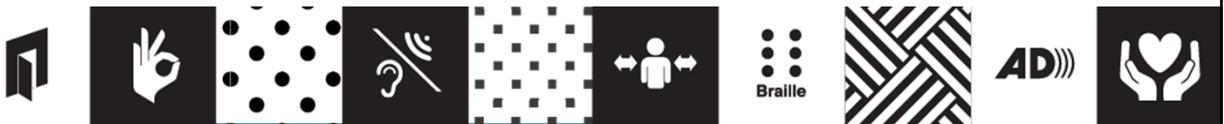
Coquitlam's ongoing accessibility and inclusion work:

- Partnerships: Rick Hansen Foundation, Crohn's and Colitis Canada
- Accessible civic facilities and public spaces
- Adapted recreation programming and financial supports
- Inclusive festivals and events
- Staff education and training
- Expanded communication tools
- Volunteer programs like Snow Angels and Meaningful Meals for Seniors



Focus Areas & Accessibility Standards

- *Accessible BC Act* six Accessibility Standard areas:
 - Delivery of Services
 - Built environment
 - Transportation
 - Information and Communication
 - Employment
 - Procurement





Focused Approach to Engagement

- Focus on individuals with lived experience or who support individuals with accessibility needs
- ~ 300 contributions across online and in-person activities
- Engagement methods included:
 - Public Survey (155+ responses)
 - Community Focus Groups and Interviews
 - Workshops with Community Organizations
 - Presentations to Council Advisory Committees
 - Youth Engagement
 - Staff Workshops and Interviews

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Key Insights

Attitudes and public awareness matter

Accessible design principles are widely supported

Accessible and affordable programming is important



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What We Heard: Strengths

- City is making progress advancing accessibility and inclusion
- **87%** acknowledged at least one area where Coquitlam is doing well
- Sentiments echoed in both in-person and survey results

Five key strengths emerged:



1 Facilities, parks and spaces such as building and intersection design, and sidewalk conditions are accessible.



2 Cultural festivals and events are reflective of Coquitlam's diverse community.



3 Cultural festivals and events are accessible.



4 Welcoming and inclusive City facilities, parks and spaces.



5 Information is provided in a variety of formats.

Opportunities to Make an Impact

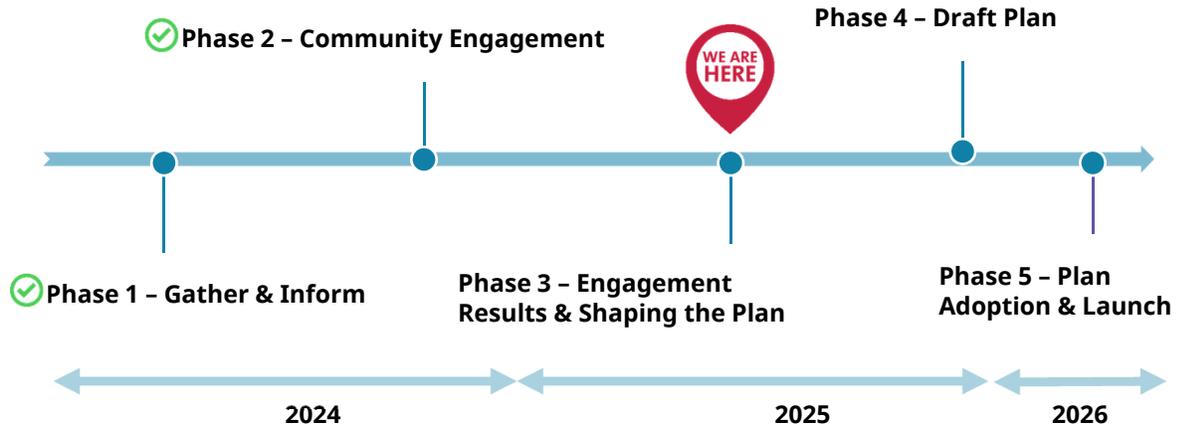
Continuing to advance accessible public spaces

Ongoing efforts in the accessibility of affordable and adaptable programming

Continuing to explore transportation connections and pedestrian safety



Project Timeline & Next Steps

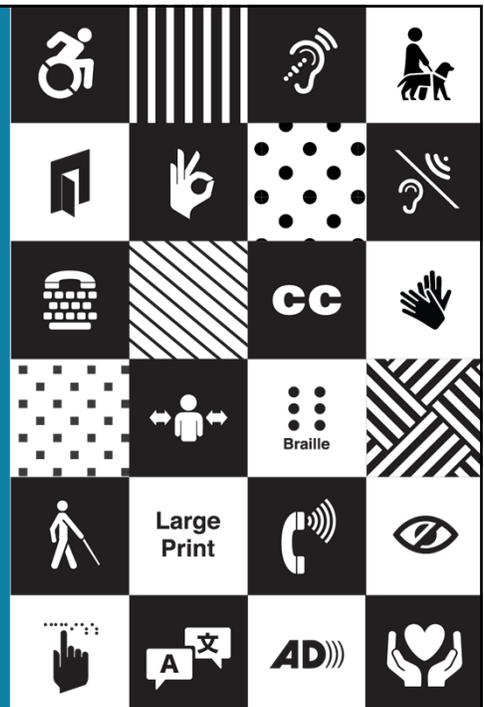


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Thank you!

letstalkcoquitlam.ca/accessibilityplan

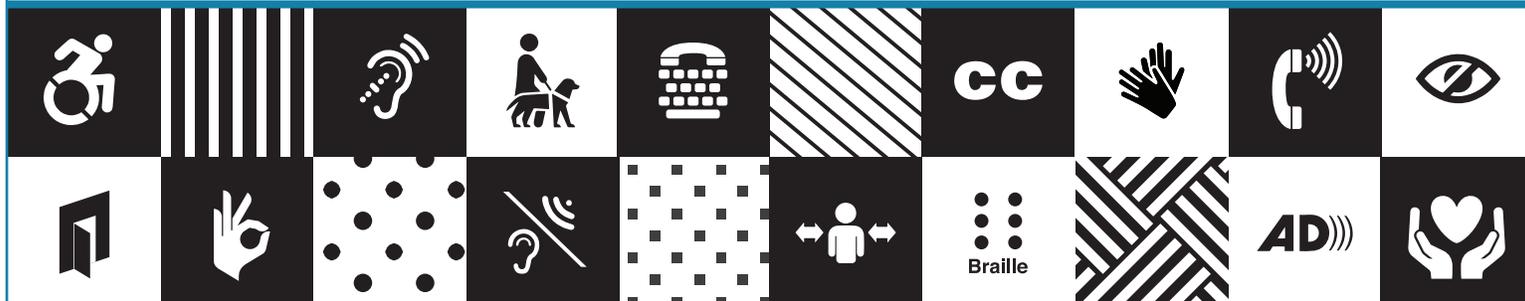


Facebook, Twitter, Instagram, YouTube, LinkedIn icons
coquitlam.ca/accessibility

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Accessibility and Inclusion Plan

What We Heard



April 2025

The City of Coquitlam has a well-established history of advancing accessibility and inclusion, long before it became a legislated requirement under the *Accessible BC Act*. This commitment is reflected in a range of initiatives, including Coquitlam's long-standing Accessibility and Inclusion Advisory Committee (formerly the Universal Access-Ability Advisory Committee), inclusive and adaptive recreation programming, and ongoing education and training for City staff. The City's implementation of accessible design principles—recognized by the Rick Hansen Foundation with Accessibility Gold Certification for several civic facilities—further underscores its leadership in this area.

Engagement Summary

Building on a strong foundation of accessibility-focused work, and in alignment with recent provincial legislation, the City of Coquitlam is developing an Accessibility and Inclusion Plan to continue advancing accessibility and inclusion for both our community and the people that work within our organization. To help shape Coquitlam's Plan, between October and December 2024, the City invited input from community members with lived experience related to accessibility and inclusion topics, and organizations who support these individuals. Engagement activities were designed to be inclusive and accessible, and focused on four key goals:

- To understand where the City's actions are making a positive impact.
- To identify opportunities to enhance accessibility and inclusion in public spaces and other areas of community life, and to identify potential actions for future improvement.
- To gather insights into how people with different backgrounds, identities, and needs experience inclusion in the community.
- To explore how people prefer to give feedback on accessibility.

This summary reflects what we heard through the engagement process. These insights, along with Council direction, staff feedback, legislated requirements, best practices, and existing City plans and strategies, will inform the development of Coquitlam's Accessibility and Inclusion Plan.

Additional project information is available at LetsTalkCoquitlam.ca/AccessibilityPlan

Accessibility and Inclusion Plan

What We Heard

Key Insights

Across all engagement activities, participants acknowledged the City's ongoing efforts to listen, learn and take meaningful steps towards greater accessibility and inclusion. Most survey respondents (87%) identified at least one area where they felt the City was doing well – particularly in making civic facilities, events and festivals more accessible and inclusive, and in improving pedestrian safety.

The following insights reflect common themes raised by individuals with lived experience, while also recognizing that accessibility needs vary from person to person.

- **Attitudes and awareness matter** – How people in the community understand and respond to accessibility and inclusion influences whether individuals feel a sense of belonging and can fully participate in community life.
- **Accessible design principles are widely supported** – Many participants emphasized the benefits of designing buildings, transportation networks and public spaces with a broad range of needs in mind.
- **Accessible and affordable programming remains important** – Feedback highlighted ongoing considerations such as program costs, limited schedules and the need for more inclusive approaches to program design and delivery.

Participants also shared insights that varied depending on their specific needs or experiences:

Participants with a physical or mobility-related disabilities:

Safety is a strong motivator

Beyond the desire for accessibility, safety is central to how people with physical, motor or sensory disabilities move through public spaces. Continuing to factor this into how we design public spaces and transportation systems will contribute to a greater sense of physical security.

Participants with a non-physical disability:

Sensory considerations

Sensory-friendly features – like quieter spaces and reduced noise – can make programs and facilities more accessible.

Communication considerations

Communications are more effective when written in plain language and offered in different formats.

Participants with additional lived experiences:

Network mobility

A well-connected, reliable and affordable transportation network helps ensure everyone can access the places and services they need.

Translation options

Linguistic diversity is a growing consideration. Offering more translation options for public information and customer services would support Coquitlam's increasingly diverse community.

Accessibility and Inclusion Plan

What We Heard

Why Accessibility and Inclusion Matter

Across all engagement activities, participants shared why accessibility and inclusion are important to them and to the broader community. The top three reasons, as identified through the survey and reinforced through the in-person discussions, include:

- 1 To **foster a sense of belonging** and welcoming environment where everyone feels valued, regardless of background, ability and age.
- 2 To **support meaningful participation** by ensuring people can access the resources and services they need to take part in City-run offerings.
- 3 To **promote fairness and safety** by ensuring access to public spaces and services that support everyday activities and needs.

What Coquitlam is Doing Well

Participants across all engagement acknowledged the City's progress in advancing accessibility and inclusion. In the survey, 87% identified at least one area where the City is doing well – sentiments that were echoed in workshops and community conversations. Five key strengths emerged consistently regardless of participant identity, background or disability.

1



Facilities, parks and spaces such as building and intersection design, and sidewalk conditions are accessible.

2



Cultural festivals and events are reflective of Coquitlam's diverse community.

3



Cultural festivals and events are accessible.

4



Welcoming and inclusive City facilities, parks and spaces.

5



Information is provided in a variety of formats.

Opportunities for Enhancement

Across all engagement activities, participants consistently identified the same top three opportunities.

Systemic such as program costs and policy opportunities.

Social and cultural including reducing stigma and enhancing awareness.

Physical and geographic considering the design of facilities and transportation networks.

These opportunities emerged through in-person engagement and were also reflected in the survey data, where **34%** of respondents identified systemic, **32%** cited social and cultural, and **32%** referenced physical.

While less frequently cited, participants also identified the following opportunities:

- **Communication and language** – Translation services and enhanced staff training
- **Sensory** – Creating environments that are quieter, more spacious and less stimulating
- **Technology** – Technology compatibility, website navigation and digital accessibility

Accessibility and Inclusion Plan

What We Heard

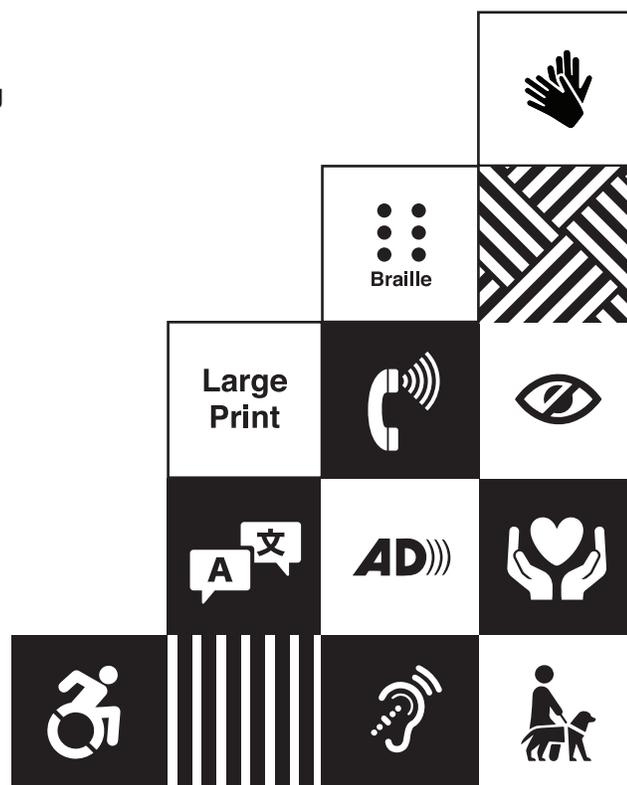
Emerging Focus Areas

The *Accessible BC Act* outlines six key areas—or Accessibility Standards—that public-sector accessibility plans must address: Delivery of Services, Built Environment, Transportation, Employment, Procurement, and Information and Communication.

Engagement feedback affirmed the relevance of these standards and highlighted several emerging focus areas that align with both the legislative requirements and the City of Coquitlam’s long-standing efforts to enhance accessibility and inclusion:

- **Fostering belonging and understanding** – Supports the standard for Delivery of Services by emphasizing respectful, accessible service delivery and increased awareness of diverse needs across the community.
- **Delivering inclusive programs and services** – Connects with Delivery of Services, highlighting the opportunities for continued flexible, accessible programming that meets a range of ages, schedules and support requirements.
- **Designing accessible public spaces** – Reflects the standard for the Built Environment, with strong community support for applying accessible design principles to public infrastructure and facilities.
- **Improving transportation networks** – Aligns with the Transportation standard, emphasizing the importance of safe, reliable and well-connected transportation infrastructure for all users.
- **Enhancing information and communication** – Directly supports the Information and Communication standard, including plain language, accessible materials, and engagement and feedback options.

Some areas such as Employment and Procurement were not widely discussed during public engagement, however they are required under the provincial legislation and will be considered in the development of the Accessibility and Inclusion Plan.



Accessibility and Inclusion Plan

What We Heard

Opportunities to Make an Impact

Participants were asked to identify what opportunities would make the biggest difference in advancing accessibility and inclusion in Coquitlam. While responses varied, there was strong consistency across both survey and in-person engagement. Many of the top suggestions align with the City's current areas of focus as well as provincially required focus areas, and reflect continued community priorities.

The three most commonly identified opportunities for continued improvement were:

1. **Enhancing accessibility in public spaces** – This includes considering the ability for facilities to be designed or when retrofitted to keep accessibility in mind, with features such as accessible parking and washrooms.
2. **Continuing to expand and advance affordable and adaptive programming** – Participants emphasized the importance of continuing to offer low- or no-cost programs that serve a broad range of needs, ages, and abilities, including youth and seniors.
3. **Ongoing support for transportation connections and pedestrian safety** – Consideration of continued transportation improvements that improve conditions for people walking and rolling, regardless of age or ability.

Providing Feedback

In addition to requiring an accessibility committee, the *Accessible BC Act* calls for public-sector organizations to establish a way for the public to provide feedback on accessibility.

When asked how they would like to share feedback with the City, survey respondents identified:



These results were supported by in-person engagement, where participants reinforced the value of offering multiple options to reflect different needs, preferences, and levels of comfort.



Accessibility and Inclusion Plan

What We Heard

About This Engagement

What We Did

As required by the provincial legislation, between October and December 2024, the City undertook a **focused engagement process** to inform the development of Coquitlam's Accessibility and Inclusion Plan. This approach prioritized hearing from individuals with lived experience and the organizations that support them.

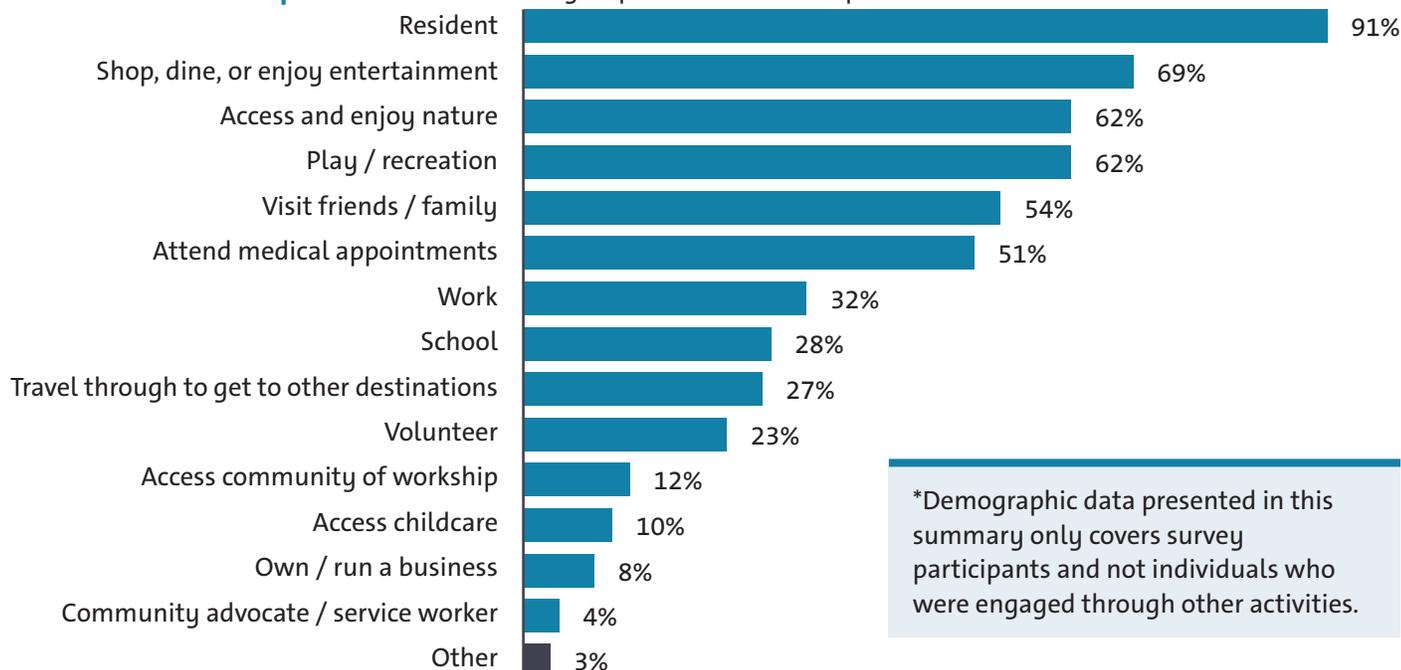
Approximately **300 input contributions** were received through a variety of touchpoints, with some individuals participating in more than one way.

- **Public survey** – 157 survey responses received
- **Community Focus Groups and Interviews** – Seven separate sessions with people with disabilities and/or from communities with accessibility and inclusion needs
- **Workshops with Community-Based Organizations** – Outreach and two engagement sessions involving over 20 organizations serving people with disabilities or other inclusion needs
- **Council Advisory Committee Workshops** – Presentations and discussions with members of three Council Advisory Committees with related mandates
- **Youth Engagement Sessions** – Two sessions engaging 46 youth, including the Coquitlam Youth Council and a secondary school inclusion class

In addition, nearly 900 Visits were recorded on LetsTalkCoquitlam.ca/AccessibilityPlan, reflecting strong community interest in wanting to engage and learn more about the City's work in this area.

Who We Heard From (survey participants)*

Connection to Coquitlam 91% of survey respondents live in Coquitlam.



*Demographic data presented in this summary only covers survey participants and not individuals who were engaged through other activities.

Accessibility and Inclusion Plan

What We Heard

Who We Heard From (survey participants)

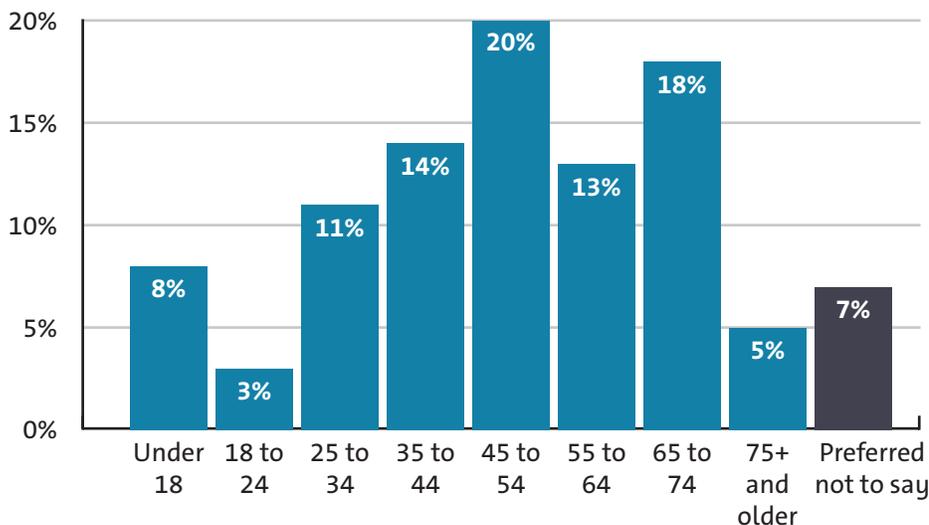
Neighbourhood Representation

Survey respondents represented all areas of Coquitlam. The five most commonly identified neighbourhoods were:

- 1. City Centre – 16%
- 2. Central Coquitlam – 15%
- 3. Burquitlam / Lougheed – 13%
- 4. Cape Horn – 10%
- 5. Austin Heights – 8%

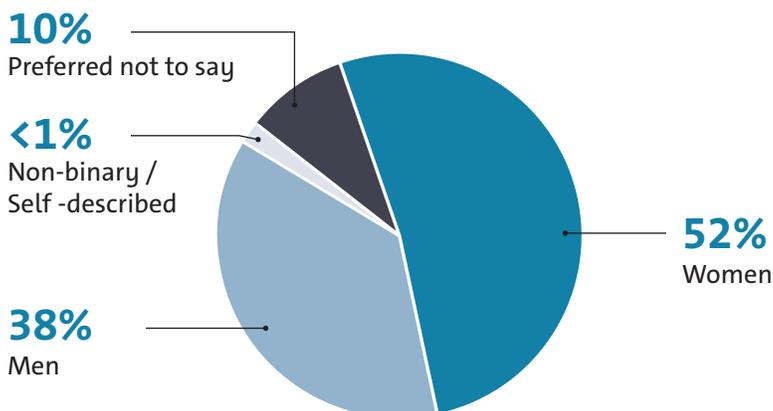
Age Distribution

We heard from people across a wide range of ages. Most survey respondents (66%) were between the ages of 35 and 74 years old, with the largest group aged between 45 and 54 (20%). Seven percent of respondents chose not to share their age.



Gender Identity

Just over half of survey respondents identified as women (52%), while 38% identified as men. Less than 1% identified as non-binary, and 10% preferred not to share their gender identity.



Accessibility and Inclusion Plan

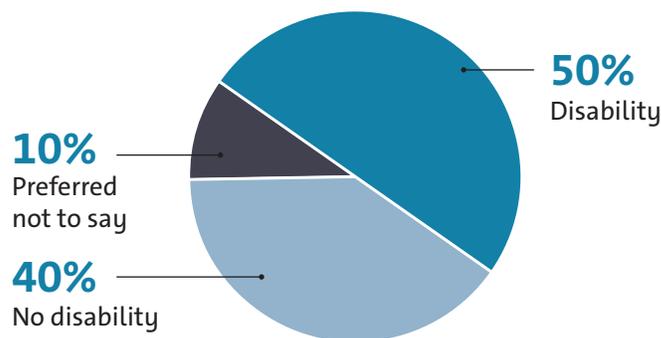
What We Heard

Who We Heard From (survey participants)

Experience of Disability

Half of survey respondents identified as having a disability or living with someone who does. Of these respondents:

- **69%** reported a non-physical disability (for example: mental illness, intellectual, learning, communication, or sensory disabilities like vision or hearing loss)
- **56%** reported a physical, motor or mobility disability (for example: cerebral palsy, muscular dystrophy, spinal cord injury, or being a person of short stature)



Additional Identities and Lived Experiences

Survey participants shared a wide range of lived experiences and backgrounds. The most common additional identities included:

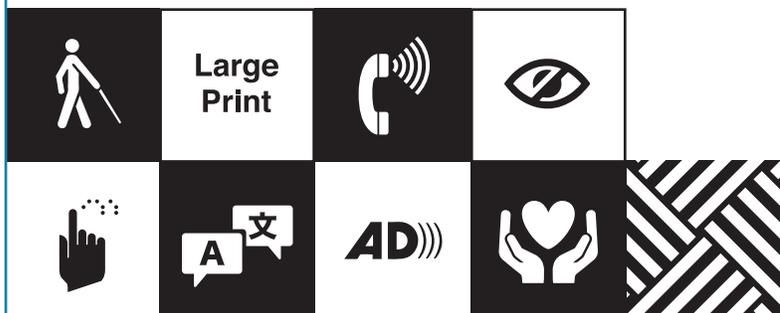
- **23%** – Identifying as neurodivergent
- **23%** – From a racialized community / person of colour
- **17%** – Living in a single-income household
- **14%** – Having experience with addiction, homelessness, and/or accessing mental health services
- **13%** – Speaking a primary language other than English or French

We also heard from survey participants identified as newcomers (living in Canada for less than five years), members of the LGBTQ2S+ community, individuals with a gross annual household income under \$50,000, and/or who identify as First Nations, Inuit, or Métis.

Intersectional Identities

Many survey respondents shared that they – or someone in their household – live with more than one identity or experience.

- **78%** of respondents with a disability also reported an **additional lived experience**, such as belonging to a racialized community or coming from a low-income household.
- **38%** reported experiencing **more than one type of disability**.





Transportation Updates

City of Coquitlam Accessibility & Inclusion Advisory Committee
June 3, 2025
CEDMS #5734578

Coquitlam

The image shows a wide-angle view of Coquitlam City Hall, a modern building with a curved facade and large glass windows. The building is situated at a street corner with traffic lights and a crosswalk. The sky is clear and blue.

Guildford Way Improvements & Education

- **Phase 2 Improvements Wrapping Up**
 - Celebration – June 3 Recap
 - AIAC Walking Tour @ 6:15pm
 - Contractor still addressing loose ends
 - Education material on following slides



Coquitlam

2

The image shows a street intersection with a crosswalk. Two people are standing on the crosswalk, looking at something. The street is paved with asphalt and has white crosswalk markings. There are traffic lights and a sign for Guildford Way. The background shows buildings and trees.

Education Material



Driving

Rolling

Walking

Guildford Way is designed to reduce conflicts between different users, making it safer and more comfortable to walk, bike, scoot, and drive.

Coquitlam

3

Education Material

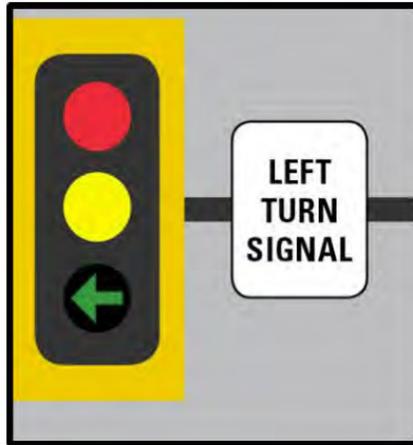


**Drivers – making a right turn?
You must wait for a green light.**

Coquitlam

4

Education
Material



**Drivers – making a left turn?
You must wait for the green arrow.**

Coquitlam

5

Education
Material



**Drivers must yield to people walking and
rolling at intersections and at driveways.**

Coquitlam

6

Education
Material

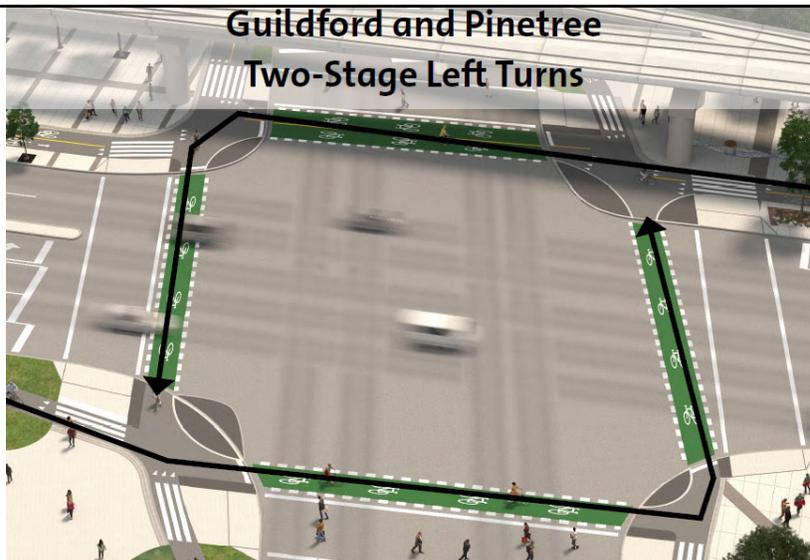


People on bikes and on scooters, please pay attention at intersections and driveways, and watch for vehicles turning.

Coquitlam

7

Education
Material



Cyclists, when turning left, follow the direction of the pavement markings.

Coquitlam

8

Education Material



Ride in the same direction as traffic, except where pavement markings indicate otherwise.

Coquitlam 9

Education Material



People biking or scooting must yield to people at crosswalks including at bus stops.

Coquitlam 10

Education
Material

What is a Floating Bus Stop?

- The bus stop is located between the micromobility lane and the roadway, rather than directly on the sidewalk like traditional bus stops. It 'floats' between these spaces.
- Floating bus stops allow buses to pick up passengers without having to enter the micromobility lane.

What should I do as a Pedestrian or Cyclist?



Pedestrians:
Cross in the marked crosswalks and wait by the bus stop or on the sidewalk, not in the micromobility lane.





Cyclists:

- Slow down
- Ride single file
- Watch for people getting on/off of the bus
- Yield or stop for pedestrians in crosswalks

Coquitlam

11



Schoolhouse Sidewalks

- **Constructed in 2024**

- Let downs meet current Standards
 - Opportunity to improve Standards with future update
- Retrofits are challenging
 - Many existing features like Hydro poles, driveways, landscaping

