

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

Please note that this meeting is scent free

DATE: Tuesday, July 21, 2026
TIME: 7:00 p.m. to 9:00 p.m.
PLACE: Council Committee Room
Coquitlam City Hall
3000 Guildford Way
Coquitlam, BC

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

ADOPTION OF MINUTES

1. **Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, May 5, 2026**

Recommendation:

That the Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, May 5, 2026 be approved.

OLD BUSINESS

NEW BUSINESS

2. **TransLink Accessibility Plan Update and Bike Island On-Board Announcement Pilot (Presentation by Erin Windross, Senior Planner, Access Transit Planning, TransLink)**
7:05 - 7:35 p.m. (30 minutes)
3. **Road Safety Program – Draft Actions (Presentation by Anagha Krishnan, Team Lead, Safety and Operations)**
7:35 – 7:55 p.m. (20 minutes)
4. **2026 AccessAbility Resource Fair – Event Recap (Presentation by Kate Brown, Accessibility and Inclusion Specialist, and Kayla Doucette, Community Services Coordinator)**
7:55 – 8:10 p.m. (15 minutes)

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5. **Accessibility and Inclusion Plan and Other Equity, Diversity and Inclusion Division Updates (Standing Agenda Item)**
8:10 - 8:15 p.m. (5 minutes)
6. **Transportation, TransLink and Other Transportation Division Updates (Standing Agenda Item)**
8:15 – 8:25 p.m. (10 minutes)
7. **Committee Members’ Roundtable / Emerging Issues (Standing Agenda Item)**
8:25 – 8:40 p.m. (15 minutes)

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, September 1, 2026

ADJOURNMENT

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE**Tuesday, May 5, 2026**

A Regular Meeting of the Accessibility and Inclusion Advisory Committee convened on Tuesday, May 5, 2026 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 Steve Kim, Chair

Councillor Matt Djonlic, Vice Chair

Georgina Hackett, Citizen Representative

Alex Kwan, Citizen Representative

Heather Lawson, Citizen Representative

Jen-Che (Arthur) Lee, Citizen Representative*

Lelainia Lloyd, Citizen Representative*

Ross Renaud, SHARE Family and Community Services

Pete Stone, Community Ventures Society

Sandra Uno, Citizen Representative*

Susan Williamson, Tri-Cities Seniors' Action Society

GUESTS: Representatives of the Dr. Charles Best Secondary Youth Empowerment Team (re: item 2)

ABSENT: Paul Jarvie, Citizen Representative (regrets)
Georgette Reyes, Citizen Representative (regrets)

STAFF: Heidi Hughes, Manager Tourism and Visitor Economy
Thomas Thivener, Manager Transportation Planning
Wondy Chan, Cultural and Community Events Supervisor
Kate Brown, Accessibility and Inclusion Specialist
Alex McLellan, 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, March 3, 2026

The Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, March 3, 2026 were approved.

OLD BUSINESS

NEW BUSINESS

2. Presentation from Dr. Charles Best Secondary Youth Empowerment Team

Representatives of the Dr. Charles Best Secondary Youth Empowerment Team gave a presentation entitled “Youth Empowerment Team” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Appreciation of and calls for pride in the group’s work to empower themselves as well as their community.
- Interest in the navigational tool presented for implementation at the Dogwood Pavilion.
- Understanding the functionality of the navigational tool presented through the interaction of the targets and the smart phone app and camera to determine relative location, and the potential use with mobile targets.
- Suggestions to augment the group’s proposal for implementing the navigational tool presented including exploring options for Canadian data residency, creating 3D printed braille cards on locations, and creating interactive maps.

3. Canada Day Accessibility

The Manager Tourism and Visitor Economy and Cultural and the Community Events Supervisor gave a presentation entitled “Canada Day Accessibility” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Appreciation of efforts and accommodations made for events like Canada Day.

- Suggestion that cooling amenities be included on the event map as an important factor in the decision whether to attend for people with autoimmune conditions.
- Suggestion to expand and monitor appropriate use and access to accessible event viewing locations based on previous event experiences.
- Suggestion to further promote compliance with parking prohibitions on access aisles next to accessible parking stalls, such as deploying orange cones on the hatch marked areas.
- Suggestion of opportunities to further distribute the event map to potential attendees with accessibility needs through community organizations.
- Suggestion to create a QR code for the event map for ease of reference via personal devices.
- Suggestion to review elements on the event map may be problematic for people who are hard of seeing (ex. icons/words overlaid on backgrounds, italicized text, red-green distinction, contrast, and font type and size.)

The Manager Tourism and Visitor Economy and the Cultural and Community Events Supervisor left the meeting at this point and did not return (7:43 p.m.).

4. AccessAbility Resource Fair Update

The Accessibility and Inclusion Specialist gave introductory comments relative to the event to take place on May 24 from 1:30-4:30 p.m. at Pinetree Community Centre:

- The table to be co-hosted by the Committee and the Equity, Diversity, and Inclusion Division will share the Committee's role in the City's accessibility work, with a focus on the Accessibility and Inclusion Plan and how feedback can be provided; appreciation of volunteers was expressed and final volunteer updates will be sent soon.
- Event accessibility will be supported by an increased number of American Sign Language (ASL) interpreters, wayfinding, and audio public announcements; attractions will include recreation try-it events and educational workshops.
- Promotional communications are underway, and the first hundred guests will receive a free doughnut in partnership with local shop, Doughnut Love.

In response to Committee discussion, staff noted the following:

- The event programme is online and available for distribution.
- The event booths will be held indoors so potential volunteers will not face sun or other exposure.

5. Accessibility and Inclusion Plan and Other Equity, Diversity and Inclusion Division Updates (Standing Agenda Item)

The Accessibility and Inclusion Specialist gave verbal updates relative to Accessibility and Inclusion Plan, which was adopted by Council on March 30, 2026, and has since received community engagement and positive feedback. Further updates on the Plan and its implementation will come to the Committee in future meetings.

The Accessibility and Inclusion Specialist gave verbal updates relative to other Division updates:

- TransLink is updating its Accessibility Plan and feedback can be provided by the public until May 8, 2026; this Committee will have further opportunity for feedback when TransLink presents at the July 21, 2026 meeting with potential topics including its Accessibility Plan, HandyDART Customer-First Plan, and 2026-2030 Customer Experience Action Plan.
- Coquitlam Pride Festival, hosted by the Tri-Cities Pride Society, will be held July 4, 2026 in Town Centre Park Community Centre and Evergreen Cultural Centre, and the Equity, Diversity, and Inclusion Division will host a table; the Tri-Cities Pride Society is seeking volunteers.
- The Equity, Diversity, and Inclusion Division and the Transportation Division were awarded a \$25,000 grant from the Social Planning and Research Council of BC (SPARC BC) to support maze gate removal; this Committee was thanked for its endorsement of the grant application.

Discussion ensued relative to the following:

- Support for TransLink to present on its Accessibility Plan and/or HandyDart Customer First Plan to this Committee.
- Report of issues of wheelchair damage resulting from a height difference between SkyTrain station platforms and train cabins and desire for a clear mechanism for complaints or claims for damages.

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

The Manager Transportation Planning gave a presentation entitled “Transportation Updates” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Appreciation of pedestrian crossing activator extenders on Pinetree and Guildford.

- Inquiry about how the street and traffic bylaw updates are being communicated with the public.
- Suggestion of a period of awareness building before punitive enforcement of right-of-way changes for pedestrians and cyclists on multiuse paths and crosswalks.

In response to Committee discussion, staff noted the following:

- A shared streets and paths brochure will be updated to illustrate right-of-way rules.
- Design of intersections, such as Pinetree and Guildford, makes rights-of-way easily understandable; this has resulted in considerably fewer safety incidents and provides stronger justification for enforcement.

7. Committee Members' Roundtable / Emerging Issues (Standing Agenda Item)

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

Discussion ensued relative to the following:

- Appreciation of and pride in the approval of the Accessibility and Inclusion Plan by Council.
- Appreciation of the removal of a maze gate in a neighbourhood.
- Report of participation in social media production related to the maze gate removal project; communications will be published soon.
- Report of repeated power outages in a small residential area near Mariner Way and Dewdney Trunk Road creating safety concerns related to lack of emergency communication, food spoilage, and lack of air conditioning; a potential cause to be investigated is the Metro Vancouver work on Dewdney Trunk Road.
- Desire for the speedbumps on the Mariner Way overpass to be reduced in height to avoid bottoming out for ramp equipped vans and other vehicles.
- Report of a persistent challenge of social disconnection amongst youth since the COVID-19 pandemic, and a renaissance of board games for social connection taking place in both libraries and local businesses.

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, July 21, 2026

ADJOURNMENT

The meeting adjourned at 8:30 p.m.

MINUTES CERTIFIED CORRECT:

Councillor Steve Kim, Chair

Alex McLellan, Committee Clerk

TransLink's Accessibility Plan

Erin Windross, Senior Planner

Access Transit Planning

July 21, 2026



Accessibility at TransLink

- We are one of the **most accessible transit systems** in North America, highlights include:
 - 100% of transit vehicles are low-floor
 - All SkyTrain stations have elevators and escalators
 - Audio announcements onboard vehicles
 - Braille & tactile signage at all bus stops
- Our design standards are built on **universal accessibility**, customer experience and consistency.
- We have many programs to **enhance accessibility**:
 - Station Assistance Program
 - Travel Training
 - HandyCARD & TaxiSaver Program
 - Universal Fare Gate Access

... and more!



Access Transit Planning

- We are responsible for **plans and policies** that improve the accessibility of TransLink's HandyDART and conventional services.
- We provide **accessibility-related advice** regarding customer-facing projects to colleagues throughout the enterprise.
- We manage **two accessibility advisory committees**:
 - Access Transit Users' Advisory Committee
 - HandyDART Users' Advisory Committee
- We develop and update our **Accessibility Plan**



What is an Accessibility Plan?

- TransLink's Accessibility Plan identifies **actions to remove barriers** for people interacting with or in our organization.
- The plan is closely aligned with the mission of **Transport 2050**, which envisions **Access for Everyone**. It also represents our **customer promise** to put you first.
- As an **Accessible Employer**, the Accessibility Plan also describes actions we are taking to remove barriers **internally for employees**.



Areas within our Accessibility Plan

Our plan brings together our **ongoing efforts** to improve accessibility across the enterprise and documents the actions we are **committed to**.

Our plan has **four areas of action**:

- Service Design and Delivery
- Built Environment
- Information and Communications
- Transportation

The plan **does not address** actions or areas outside of TransLink's control, e.g. municipal bus stop shelters, benches or sidewalk infrastructure, or Provincial accessibility standards.



The Accessible B.C. Act requires TransLink to update its Accessibility Plan every three years

We will soon be publishing our **2026 Accessibility Plan**, in line with this requirement



Highlights since our last plan in 2023

We opened new **universal washrooms** at Metrotown Station, completed a comprehensive **Customer First Plan for HandyDART**, undertook **escalator and elevator replacements** across the network, and made significant **investments in infrastructure and new vehicles** to improve accessibility.



Engagement

To update our Accessibility Plan, we undertook the following:

- We assessed **3 years of materials** from our advisory committees
- We reviewed **nearly 3,700 entries** of verbatim customer feedback that contained specific accessibility keywords
- We reached out to **38 organizations and individuals** representing people with disabilities or their communities
- We had an **open comment period** in the Spring where we encouraged the public to provide feedback
- We consulted with our **accessibility advisory committees** on the plan, including circulation of a draft plan for comment



Updates for 2026

We reviewed and validated progress from 2023

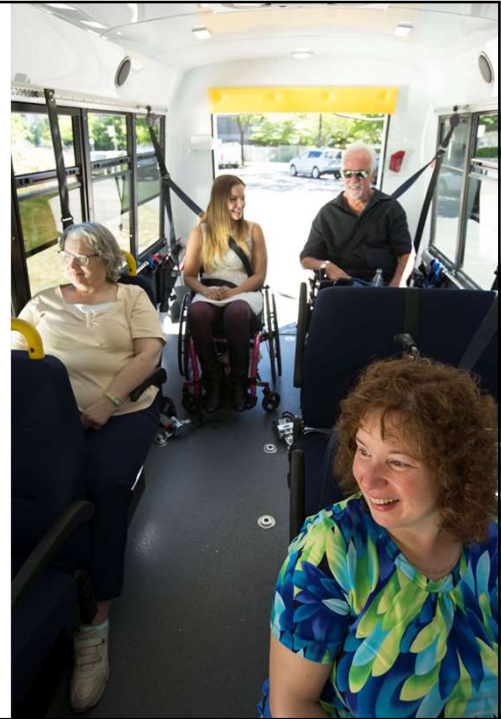
- 14 ongoing, active actions were carried forward
- 14 actions modified to reflect updates
- Four actions marked as complete

We are evaluating the potential to **add new actions** or **revise actions** to the Plan based on feedback but **pending further internal review and confirmation**.

Themes we are exploring:

- Improving accessibility of transit information
- Updating guidelines to revise and incorporate the different abilities of our customers
- Needs of customers with invisible disabilities

We will publish our 2026 Accessibility Plan in the fall



Island Platform Audible Announcement Pilot

- The *Design Guide for Bus Stops Adjacent to Cycling Infrastructure* was developed in 2024 through a partnership between TransLink and the Ministry of Transportation and Transit
- Guide recommended developing an audible announcement on buses indicating the presence of an island platform bus stop



Design Guide for Bus Stops Adjacent to Cycling Infrastructure

April 2024

TRANS
LINK

BRITISH
COLUMBIA
Ministry of
Transportation
and Infrastructure

Audible Announcement Pilot

- Audible announcement phrases were developed through engagement with the Access Transit Users' Advisory Committee (UAC)
- Pilot project ran from September 2025 to February 2026 on the #23 and #104 bus routes
- Onboard announcements were well received by customers



Next Steps

- Verify region-wide Island Platform Bus Stop and multi-use path inventory
- Work with technologists to develop a delivery system that activates when a stop is requested
- Develop an operational strategy to expand the program system-wide



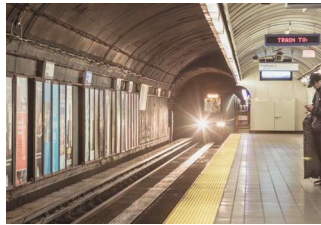
Feedback

We are always open to feedback from customers and communities on the accessibility of our services.

Contact Access Transit

T: 778-375-7665

E: access.transit@translink.ca





City of Coquitlam

Road Safety Program - Draft Actions

f t i y l n | Accessibility and Inclusion Advisory Committee | July 21, 2026 | CEDMS # 6281646

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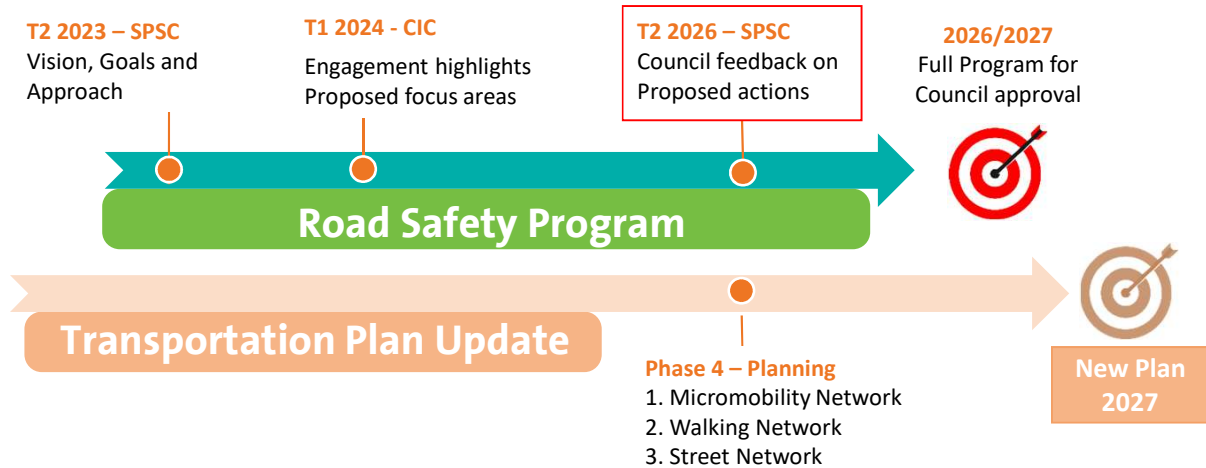
Purpose of the Presentation

1. **Provide an update** on Road Safety Program
2. **Recap** on Engagement
3. **Present the draft actions** and gather feedback
4. **Identify next steps.**

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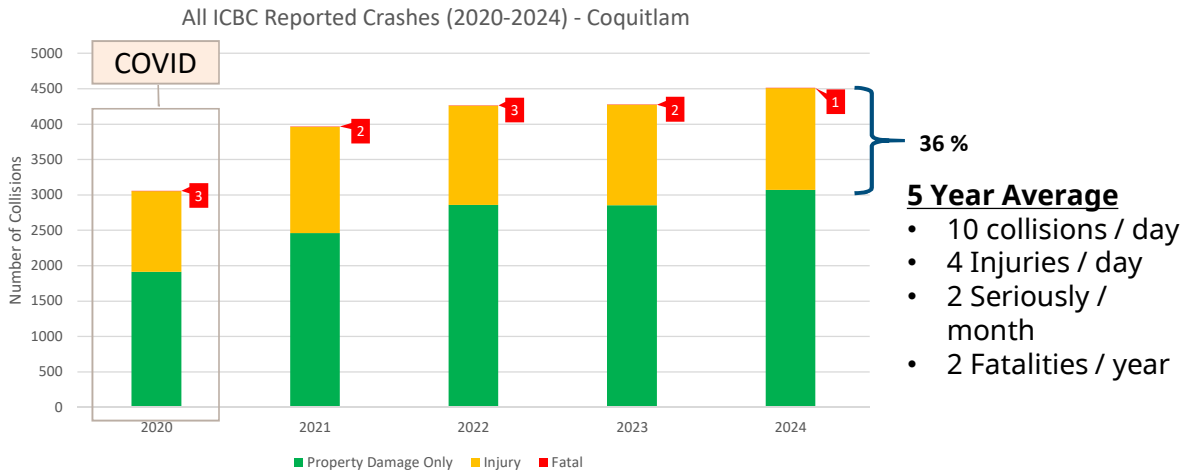
Road Safety Program Timeline



Vision and Goals



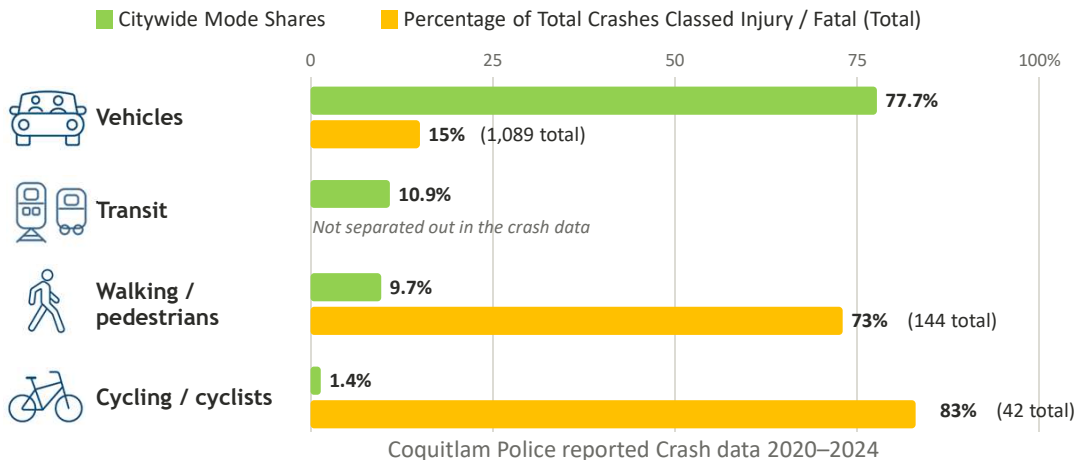
How Safe Are Our Streets?



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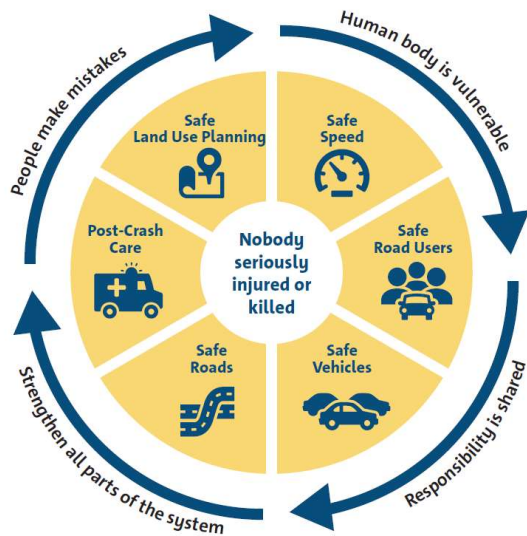
Injury / Fatal Crashes v. Mode Share



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Vision Zero Approach



Key Partners

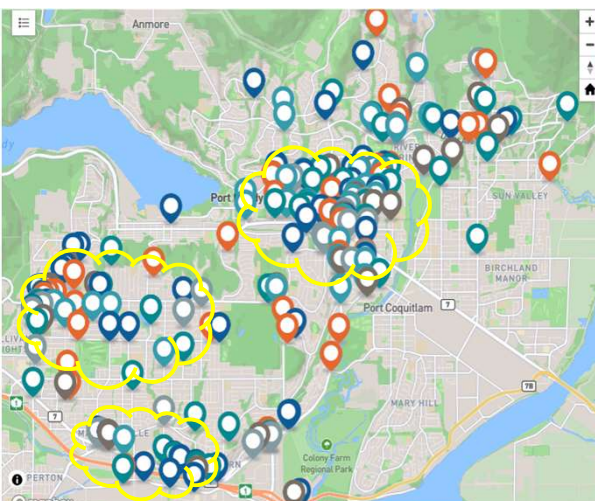


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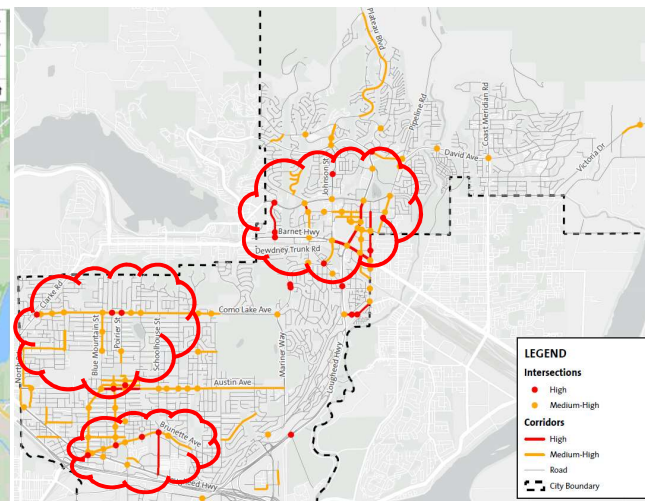
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Community Engagement - Data Alignment

Engagement Highlighted Hot Spots



High Risk Intersection Data

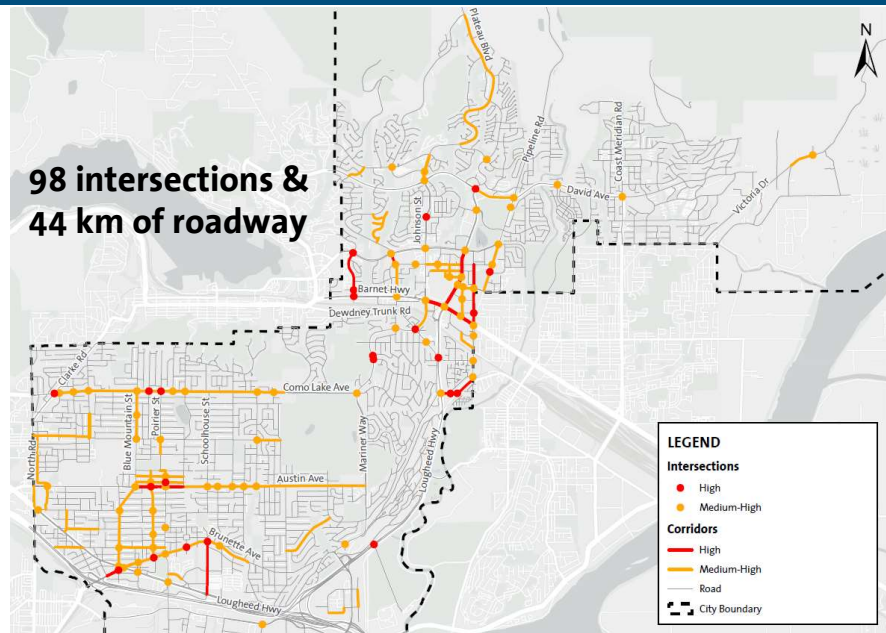


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High Risk Network

- Greatest risk of death and serious injury collisions
- Only 7.5% of Street Network
- Helps prioritize locations



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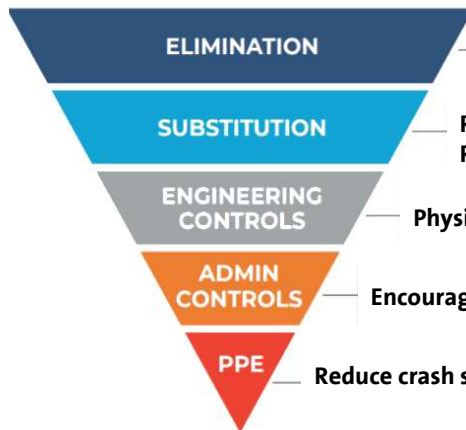
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Prioritizing Road Safety Actions

Highest Level of Prevention



Highest Level of Participation



Remove exposure to high-risk traffic

Reduce higher-risk travel and Replace high-risk conflicts with low-risk designs

Physical measures to reduce crash likelihood or severity

Encourage people to change behavior

Reduce crash severity when a crash occurs

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Short-term / Mid-term actions

Safer Streets



Speed Management
Countermeasure
Toolkit

Target 35 High risk
intersections and 10km
of corridors.

Improve vulnerable road
user safety at
intersections and schools

Embed road safety
into preventive
maintenance

Enhance safety in
construction work
zones

Partners in Safety



Vision Zero Liaison
Network

Short-term / Mid-term actions

Culture of Safety



Collaborate with RCMP to target
mobile and automated enforcement
at higher risk locations

Support and leverage existing partner led
road safety communications, education
and training programs

Promote and educate residents,
businesses, and visitors about
Coquitlam's Vision Zero Program

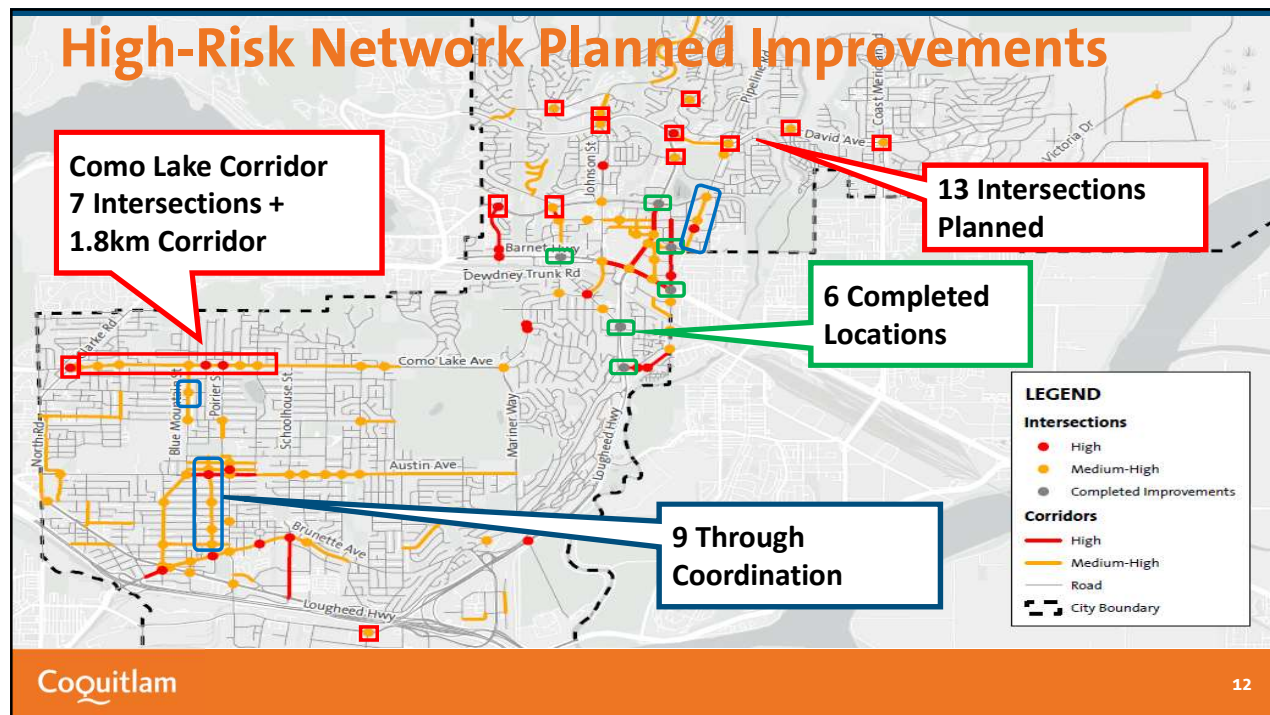
Planning for Safety



Incorporate the Safe System
Approach into City Capital design
standards and land-use plans

Create implementation guidelines for the
Safe Systems Approach into the operations
of existing and new street network.

Conduct safety assessments on
planned projects along the high-risk
network.



Proposed next steps

- Incorporate Committee Feedback to prepare Road Safety Program
- T3 2026 / T1 2027: Bring forward Road Safety Program for Council adoption
- Begin implementation of short-term actions





Thank you!

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AccessAbility Resource Fair – Event Recap

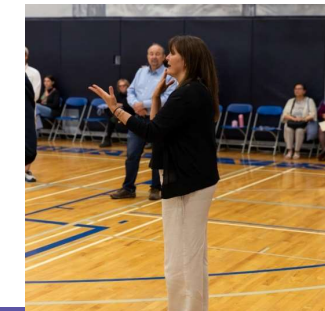
Accessibility and Inclusion Advisory
Committee
July 21, 2026



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Presentation Purpose

1. **Provide a recap** on the 2026 AccessAbility Resource Fair
2. **Gather Committee feedback** to inform planning for next year's event.



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Another successful Resource Fair!

- ~250 attendees at the Fair
- Well-attended basketball game between **SD43 Unified Sports** and **Coquitlam Fire**
- Over **20 local organization** and **3 City divisions** shared resources
- **2 workshops** and **5 fitness try-it programs**



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Committee Feedback / Comments

- What worked well?
- What could be improved for next year?
- From an accessibility and inclusion perspective, what other activities or resources would you like to see at next year's event?



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Thank you for your support!

EDI@coquitlam.ca

    
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