

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

Please note that this meeting is scent free

DATE: Tuesday, September 1, 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, July 21, 2026**

Recommendation:

That the Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, July 21, 2026 be approved.

OLD BUSINESS

NEW BUSINESS

2. **Douglas College VOICE Employment Program (Presentation by Representative(s) of Douglas College)**
7:05 - 7:30 p.m. (25 minutes)
3. **Fraser Mills Community Centre Project Update (Presentation by Leila Todd, Senior Project Manager and Wei Duan, Senior Project Manager)**
7:30 - 7:50 p.m. (20 minutes)
4. **Accessibility and Inclusion Plan and Other Equity, Diversity and Inclusion Division Updates (Standing Agenda Item)**
7:50 - 8:00 p.m. (10 minutes)

NC

5. **Transportation, TransLink and Other Transportation Division Updates (Standing Agenda Item)**
8:00 - 8:15 p.m. (15 minutes)
6. **2026 Year-End Review / 2027 Work Plan Development (Presentation by Manisha Dutta, Senior Manager Equity, Diversity and Inclusion and Kate Brown, Accessibility and Inclusion Specialist)**
8:15 - 8:35 p.m. (20 minutes)
7. **Committee Members' Roundtable / Emerging Issues (Standing Agenda Item)**
8:35 - 8:55 p.m. (20 minutes)

OTHER BUSINESS

NEXT MEETING DATE – TBD

ADJOURNMENT

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE**Tuesday, July 21, 2026**

A Regular Meeting of the Accessibility and Inclusion Advisory Committee convened on Tuesday, July 21, 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

Heather Lawson, Citizen Representative

Lelainia Lloyd, Citizen Representative

Georgette Reyes, Citizen Representative

Pete Stone, Community Ventures Society*

Sandra Uno, Citizen Representative*

Susan Williamson, Tri-Cities Seniors' Action Society

GUESTS: Erin Windross, Senior Planner Access Transit Planning, TransLink (re: item 2)

Aaron Demes, Lead Government Relations, TransLink (re: item 2)

ABSENT: Paul Jarvie, Citizen Representative

Alex Kwan, Citizen Representative (regrets)

Jen-Che (Arthur) Lee, Citizen Representative (regrets)

Ross Renaud, SHARE Family and Community Services

STAFF: Manisha Dutta, Senior Manager Equity, Diversity, and Inclusion

Kate Brown, Accessibility and Inclusion Specialist

Glen Chua, Transportation Planning Specialist

Anagha Krishnan, Team Lead Road Safety and Operations

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, May 5, 2026

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

Pete Stone entered the meeting at this point (7:02 p.m.)

OLD BUSINESS

NEW BUSINESS

2. TransLink Accessibility Plan Update and Bike Island On-Board Announcement Pilot

Representatives of TransLink gave a presentation entitled “TransLink’s Accessibility Plan” and referred to slides found in the Agenda package.

Sandra Uno entered the meeting at this point (7:07 p.m.).

Discussion ensued relative to the following:

- Understanding updates to the priority-seating program, including creating a colour distinction for related seats.
- Suggestion that the wheelchair symbol on SkyTrain doors at which users with mobility aids should enter should be placed higher to be more visible when the station platform is crowded.
- Concern that bus stops on routes servicing the Port Moody Recreation Complex are too far from the facilities, creating an accessibility challenge for seniors.
- Understanding that the TransLink Access Transit team is the appropriate contact should people using wheelchairs experience equipment incompatibility.
- Concern with a lack of accessible seating on the platform and that existing seating is far from where the train stops within Coquitlam Central Station.
- Support for the bike island on-board announcement, especially for users who are blind, have low vision, or who have guide dogs, and interest in how to communicate the same to people who are Deaf, deaf, or hard of hearing.
- Concern that on-board SkyTrain announcements are not audible, and reports that the coming SkyTrain Operation Control Centre will provide improvements and the Mark V trains being phased in have both better speakers and digital screens.

- Interest in plans to make the Trip Planner compatible with screen reader assistive technology.
- Interest in the further development of accessible washroom facilities in SkyTrain stations following those at Metrotown Station, based on the suitability of station infrastructure and level of user need.
- Understanding challenges with the installation of platform safety barriers, including the lack of consistent door locations across train types and the complications of train and station door maintenance that may impede service.

The representatives of TransLink left the meeting at this point and did not return (7:37 p.m.).

3. Road Safety Program – Draft Actions

The Team Lead, Road Safety and Operations gave a presentation entitled “Road Safety Program – Draft Actions” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Concerns with intersections on Mariner Way, including line of sight obstructions at Hawser Avenue and Pilot Drive, and curb letdowns that angle into Mariner Way at Pilot Drive and Daybreak Avenue.
- Concerns with lack of pedestrian infrastructure in the shopping areas surrounding Ponderosa Street, which encourage high-risk pedestrian crossings.
- Concerns with the intersection of Pipeline Road and Guildford Way/ Ozada Avenue related to pedestrian near misses during vehicle left and right turns as well as narrow crosswalk curb letdowns that prevent multiple users exiting the street expeditiously.

In response to Committee discussion, staff noted the following:

- Completed projects at six high-risk intersections were based on analysis of collisions causing injury to determine changes such as protected left turns, leading pedestrian intervals, and prohibiting right turns at red lights.
- Near-miss analysis is incorporated in identified projects by contracting a video analytic system to identify patterns over multiple days; when concerns are raised in other locations, lower-cost, internal camera systems with manual staff analysis can be deployed.
- New design standards improve safety of curb letdowns and an accessibility program facilitates improvements to older letdowns, which may be considered at the Pilot Drive and Daybreak Avenue locations.
- The Pipeline Road Active Transportation and Road Safety Improvements project is intended to address concerns at the intersection with Guildford Way/ Ozada Avenue.

The Team Lead, Safety and Operations left the meeting at this point and did not return (8:04 p.m.).

4. 2026 AccessAbility Resource Fair – Event Recap

The Senior Manager Equity, Diversity, and Inclusion and the Accessibility and Inclusion Specialist gave a presentation entitled “AccessAbility Resource Fair – Event Recap” and referred to slides found in the Agenda package.

Sandra Uno left the meeting at this point (8:10 p.m.) and returned at this point (8:15 p.m.).

Discussion ensued relative to the following:

- Appreciation of effective promotions and growth of the event over the years.
- Appreciation of the interactive elements of the event, such as the “try-it” activities and Canadian National Institute for the Blind technologies.
- Appreciation of the availability of the concession and free doughnuts.
- Appreciation of participation of additional City divisions, particularly the Human Resources booth, which helped answer many attendees’ questions about employment and hiring at the City.
- Support for continued use of the Pinetree Community Centre as a suitable location with the potential to expand to use of the Town Centre Park Community Centre.
- Concerns related to limited parking and suggestions to repurpose or manage various parking facilities and stalls to provide more accessible parking for the day of the event.
- Concern that the audio event and way-finding announcements were not audible in all areas of the building.
- Concern that the placement of the reception table was not wheelchair accessible due to the proximity of a step up.
- Suggestions to further promote the Financial Assistance for Recreation program, the welcoming and accessible character of recreation facilities and services, and childminding options available at the Fair.
- Suggestion to schedule an activity at the end of the event to encourage people to stay, potentially in partnership with other organizations such as SD43 to encourage family participation.

In response to Committee discussion, staff noted the following:

- Audio event and wayfinding announcements were implemented for the first time this year and improvements will be pursued at future events including pre-event testing.

- The Community Services department provided information about Financial Assistance for Recreation program and other recreation programming at the event, but these may be further highlighted for future events.

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

The Senior Manager Equity, Diversity, and Inclusion gave verbal updates relative to the following:

- Canada Day feedback survey is live online until tomorrow at midnight, and participants have a chance to win a prize; feedback after the survey closes can be emailed to staff to be directed to the Events and Festivals team.
- Feedback related to the Accessibility and Inclusion Plan or reports of accessibility barriers can always be submitted via an online form, email, phone, or in-person; all feedback is tracked so helps inform further planning.

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

The Transportation Planning Specialist stated there were no updates at this time.

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:

- Interest in research into garbage bins that are both bear-proof and accessible, based on experience with the inaccessibility of bins in Town Centre Park.
- Interest in the involvement of this committee in the Welcome to Coquitlam event, and report that this was the first such event post-pandemic with opportunity to reflect on the experience for future years.
- Report that Plateau Boulevard and Pinetree Way in Westwood Plateau have few crosswalks, parked vehicles that limit visibility, and frequent speeding vehicles that create pedestrian hazards, particularly given the prevalence of bus stops.

In response to Committee discussion, staff noted the following:

- The Multiculturalism Advisory Committee and the Community Services department led the Welcome to Coquitlam event and took an approach to focus the purpose and size of the event including having a single generalist City presence.

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, September 1, 2026

ADJOURNMENT

The meeting adjourned at 8:39 p.m.

MINUTES CERTIFIED CORRECT:

Councillor Steve Kim, Chair

Alex McLellan, Committee Clerk



WELCOME!

VOICE Employment Program

Vocational Opportunities, Inclusion and Career Empowerment

Contract #019407840

DOUGLASCOLLEGE



Douglas College

We respectfully acknowledge that our campuses are on the unceded traditional lands of the **Coast Salish Peoples**, including the territories of the q̓íçəy̓ (Katzie), q̓ʷə:ḥł'əḥ (Kwantlen), k̓ʷik̓ʷəḷəm (Kwikwetlem), and other Nations.

We honor the wisdom and resilience of Indigenous communities as we build pathways to economic empowerment for all marginalized peoples.



Ottawa

We acknowledge the **Anishinabe Algonquin Nation**, First Nations, Inuit, and Métis peoples who have lived on this land for thousands of years.

Our work is grounded in respect, dignity, and belonging.

DOUGLASCOLLEGE





VOICE Employment Program - Recap

More Than Jobs. It's About Belonging



Representation

Racialized staff with lived disability experience lead the program. Participants see themselves reflected in the delivery team.



Self-Determination

Participants build autonomy, competence, and connection. We don't "fix people" we build capability and support.



Intersectionality

All identities are acknowledged and valued in the room. When employers understand how to create inclusive environments, everyone benefits.

"A person is only as disabled as their environment."

Give them the right environment, and they will thrive.

VOICE transforms lives by removing barriers and creating pathways to meaningful employment, economic independence, and genuine inclusion for racialized individuals with disabilities.



We build environments where everyone belongs

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Program Overview

A comprehensive pathway from discovery to sustainable employment

4-5

weeks in-class

In-Class Support

- ✓ Career development planning
- ✓ Digital skills training
- ✓ Accommodation planning
- ✓ Social-emotional skills
- ✓ Professional counselling

8+

weeks one-on-one support

Job Search & Placement

- ✓ Application support
- ✓ Interview preparation
- ✓ Wage subsidy coordination
- ✓ Onboarding assistance
- ✓ Job starts & follow-up



★ Outcome

- ✓ Full/part-time employment
- ✓ Long-term training
- ✓ Financial independence
- ✓ Social connection
- ✓ Stability & purpose

From training to sustainable employment • A complete journey of empowerment and growth

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How we need to Innovate

The Emotional Shift: Despair → Confidence → Purpose

Before VOICE

- ☹️ Despair about prospects
- ❓ Uncertainty about abilities
- 💔 Limited hope for meaningful work
- 🚪 Isolation and disconnection

After VOICE

- 😊 Confidence in their value
- 👊 Determination to succeed
- ★ Renewed purpose and direction
- 👥 Connection to community

What Builds Confidence

- 1 Understanding Their Value**
Understanding what they bring to the table, their unique strengths, perspectives, and capabilities.
- 2 Realistic Strength Assessment**
Focusing on strengths while being realistic about limitations and accommodation needs.
- 3 Learning Self-Advocacy**
Understanding their rights and how to request supports and accommodations confidently.
- 4 Reframing Narratives**
Replacing infantilizing narratives with stories of capability, autonomy, and professional competence.

“ Through consistent support, skills development, and meaningful opportunities, participants discover their capabilities and learn to advocate for what they need to thrive.

Replacing infantilizing narratives with stories of capability, autonomy, and professional competence

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Outcomes

Impact by the Numbers

90%

PWD participated in one or more activities
Target 80, Total 72

90.54%

PWD with enhance employability
Target 74, Total 67

64.58%

PWD will be employed post participation
Target 48, Total 31

87.50%

PWD returned to school post participation
Target 8, Total 7

Participant Outcomes

Increased confidence and self-advocacy

Clearer career direction with realistic plans

Workplace communication and conflict resolution skills

Greater stability through meaningful work

“ VOICE helped me see that my disability doesn't define my potential. I learned to advocate for what I need and now I have a career I love.”

— Program Participant

Family Ripple Effects

Restored Hope

Restored hope at home and in community

Stronger Relationships

Stronger family relationships through stability

Role Modeling

Role modeling for children and community

Breaking Cycles

Breaking cycles of marginalization

★ Individual transformation creates community impact • When one person succeeds, they lift up their family, community, and future generations



Employer

Employers From a Community of Practice Supporting our Participants in Multiple Ways

- 1 Non-subsidized employment
- 2 Mock and/or preparatory interviews
- 3 Classroom presentations and Q & A
- 4 Disability/ HR partnerships



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Employer

Sample of Employers List



E.B. Horsman & Son
The Electrical Distributor of Choice!

ideon



BLUE CROSS



natural
Factors



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Thank you.



Questions?



City of Coquitlam

Fraser Mills Community Centre Project Update

Accessibility and Inclusion Advisory Committee | September 1, 2026

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[t](#)
[@](#)
[v](#)
[i](#)
[n](#)
[|](#)
coquitlam.ca/FraserMills

Coquitlam

Agenda

1. Community Centre Vision
2. Schematic Design
3. Project Schedule
4. Accessibility and Inclusion Feedback



Coquitlam

Fraser Mills Overview

Phase 1 - Riverfront Park

Phase 2 - Community Centre and Urban Plaza

Phase 3 - Riverside Park



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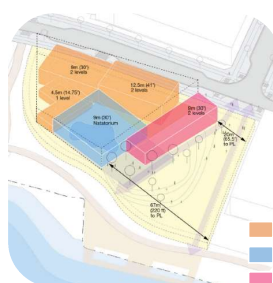
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Community Centre Vision

The vision for the Fraser Mills Community Centre is a "fun, inclusive, and sustainable hub for the new Fraser Mills neighbourhood."



Fraser Mills Waterfront Neighbourhood Plan (2021)



Conceptual Massing (2025)

Community
Aquatics
Commercial
Plaza



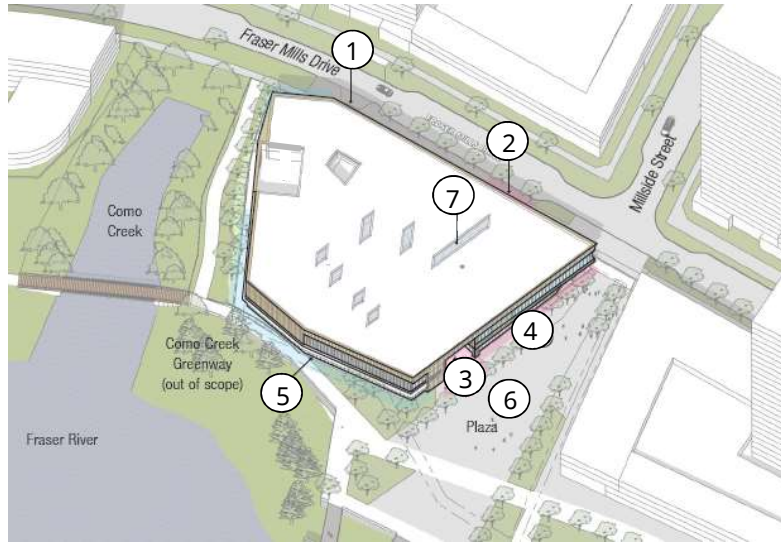
Target Certification:



Coquitlam

3

Schematic Design



Building Features

- 1 Access point to Loading and Parking
- 2 Grand Entrance to Community Centre along Fraser Mills Drive, adjacent future mobility hub
- 3 Grand Entrance to Community Centre at Plaza
- 4 Commercial Retail space outdoor seating
- 5 Aquatics is on display with long views in and out to and from Como Creek, Fraser River and the Waterfront Plaza
- 6 New Waterfront Plaza widens out from Millside Street towards the water, connecting the plaza to the parks network
- 7 Skylights or clerestory windows can bring natural light into the double heights spaces

North side view - Millside Street and Fraser Mills Drive



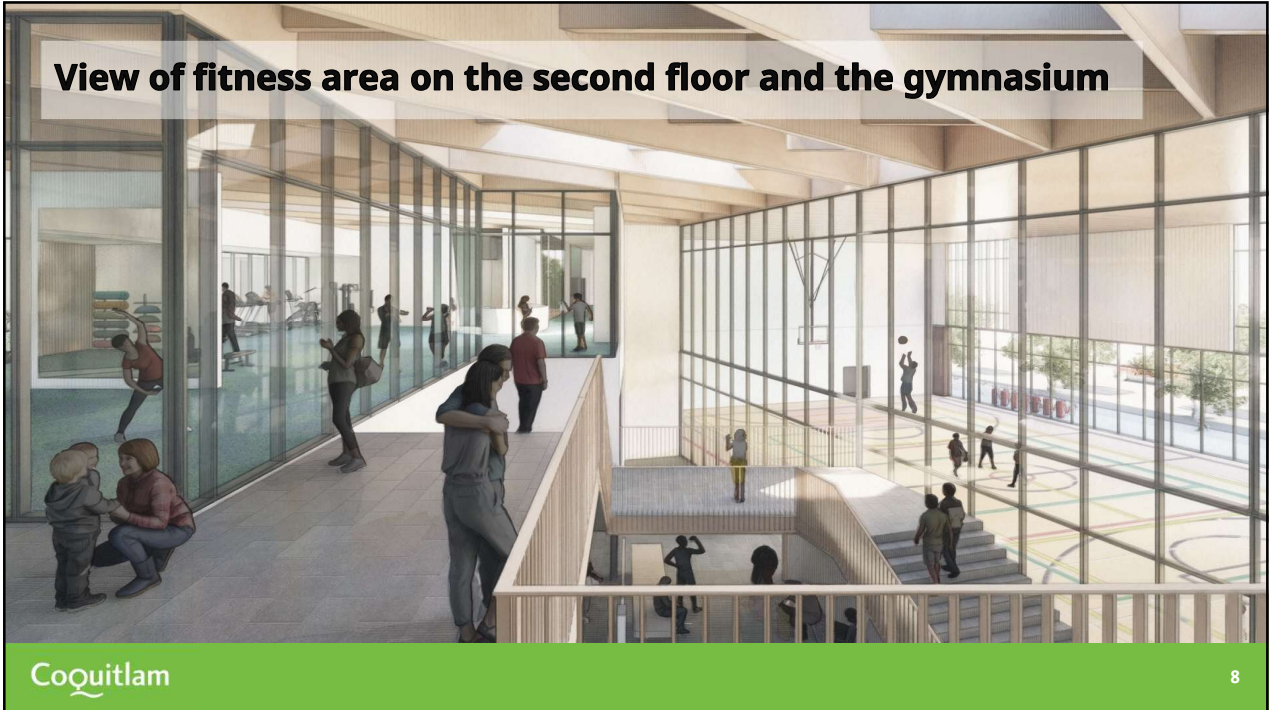
Southeast side view - FMCC and waterfront urban plaza



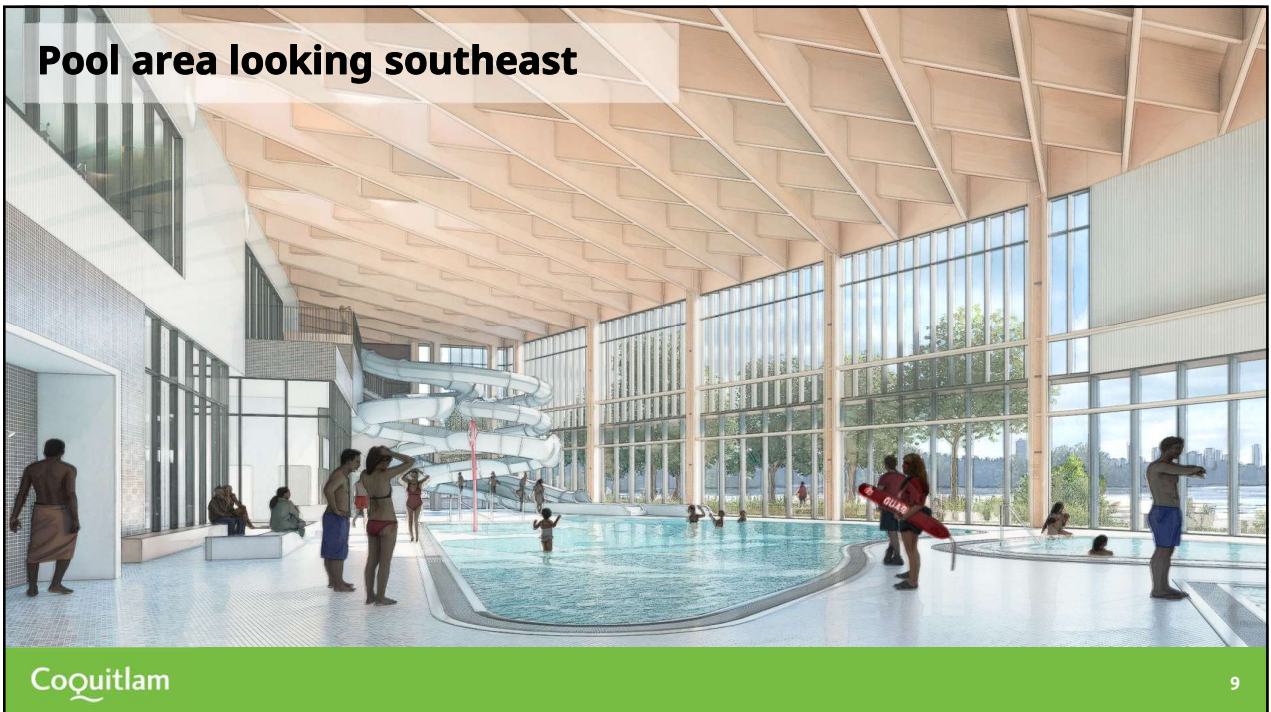
Community living room and reception



View of fitness area on the second floor and the gymnasium



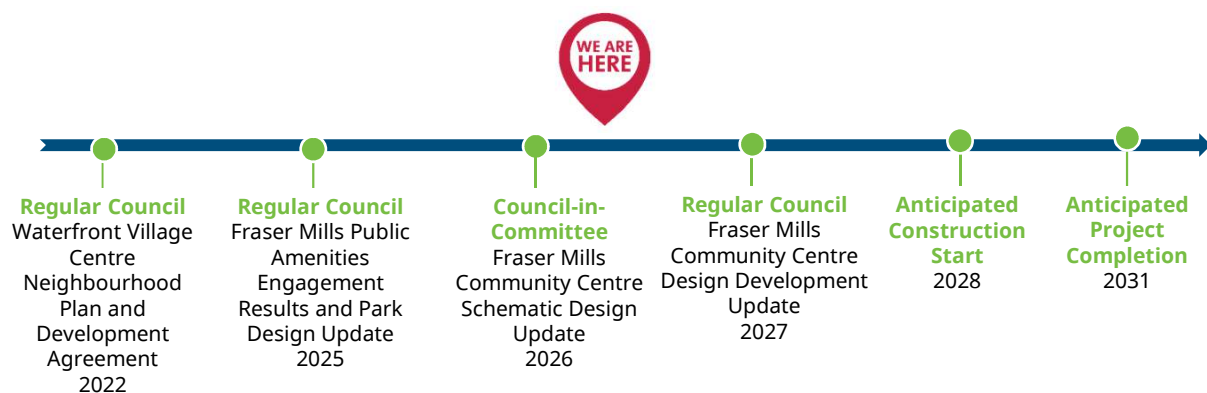
Pool area looking southeast



Southwest side – view from pedestrian bridge on Historic Como Creek Greenway



Project Schedule



Accessibility and Inclusion Input

1. Do you anticipate **barriers** in the current design?
2. Are there emerging **practices or principles** that you suggest for consideration?
3. Are there any suggestions for **multi-sensory wayfinding strategies** that may be helpful in this facility?
4. Are there **acoustic or lighting controls** that can be considered in the facility? (e.g., in multi-purpose spaces and community living room)

Thank you

Leila Todd

Senior Project Manager, Facilities Planning

604-927-6718

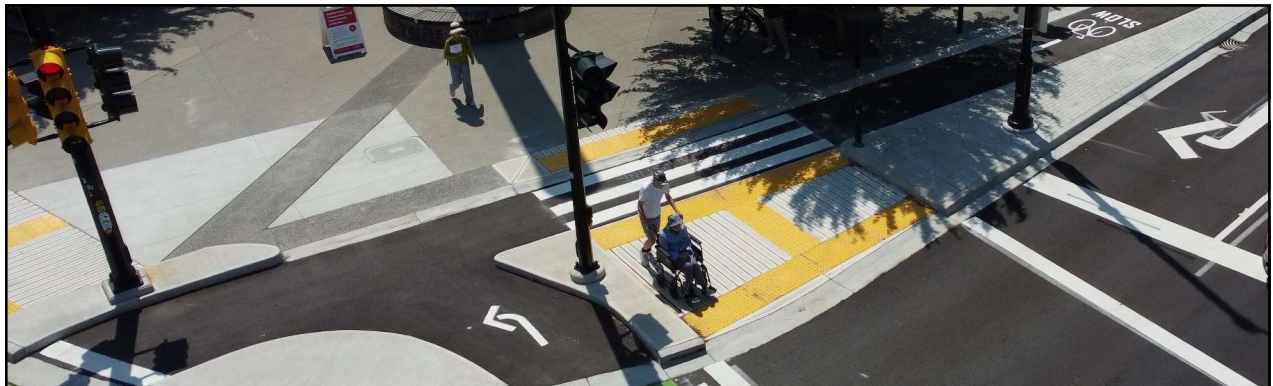
ltodd@Coquitlam.ca

Wei Duan

Senior Project Manager, Major Capital Projects

604-306-3171

wduan@Coquitlam.ca



Transportation Updates



City of Coquitlam Accessibility & Inclusion Advisory Committee
September 1, 2026
CEDMS #6335371

Coquitlam

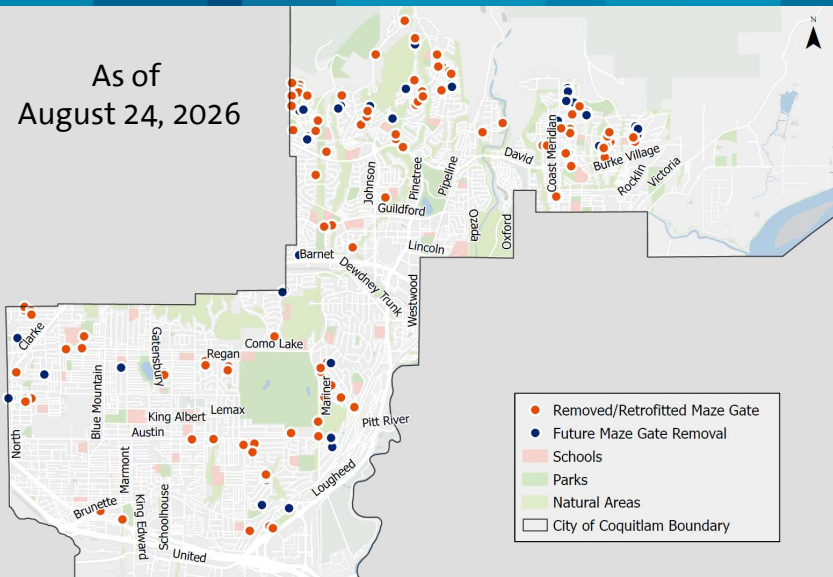
Baffle/Maze Gate Removals



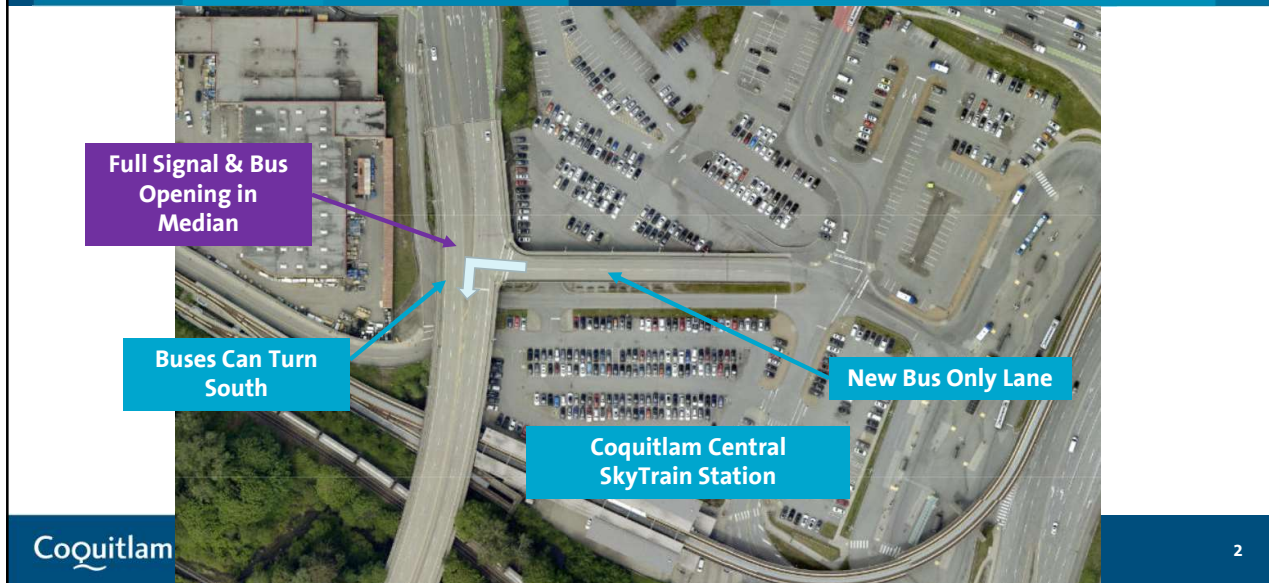
The Issue

Coquitlam

As of
August 24, 2026



2026 – Mariner Way Transit Improvement

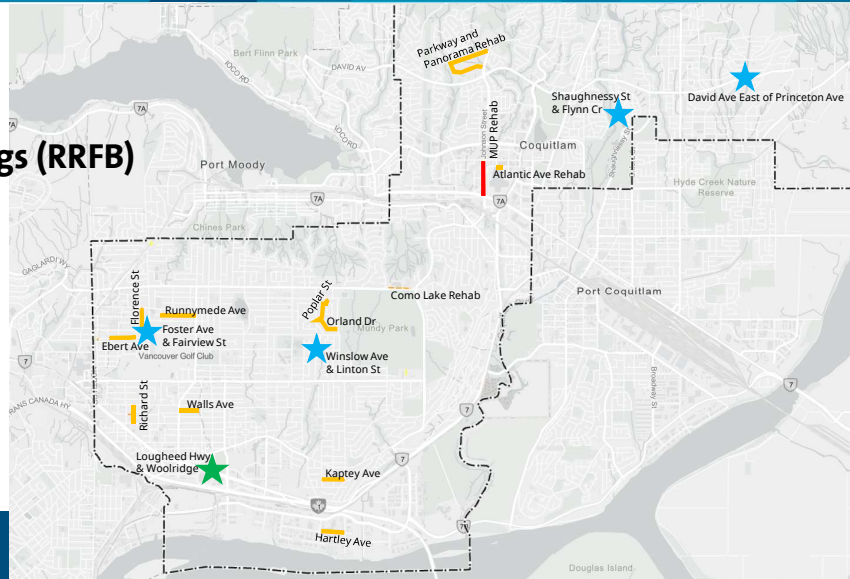


2026 – Lougheed Hwy / Woolridge Pedestrian Signal Upgrade



2026 Other Pedestrian Improvements

- Sidewalk
- Multi-use Path
- ★ Enhanced Crossings (RRFB)
- ★ Signal

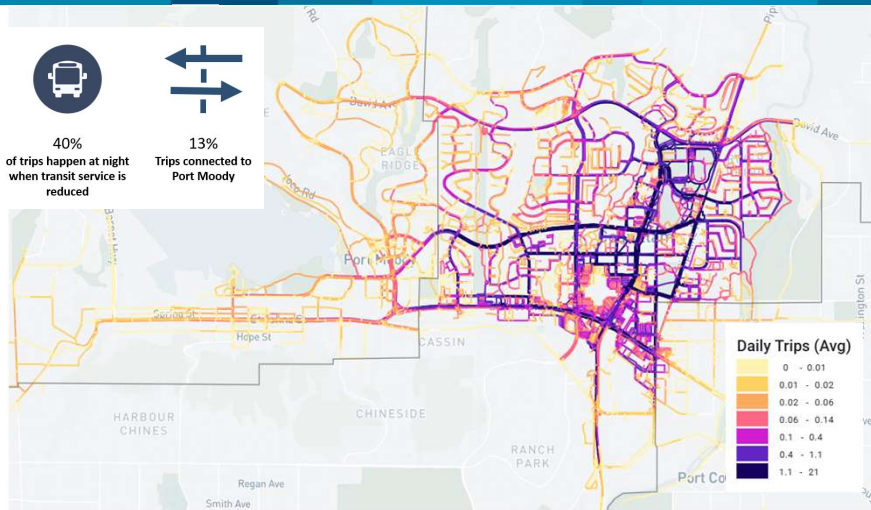


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Shared E-Micromobility Trips

- ~200,000 Trips Completed
- 1.85 km Average Trip Distance
- ~70,000 Estimated Car Trips Replaced
- 40% of trips happen at night when transit service is reduced
- 13% Trips connected to Port Moody

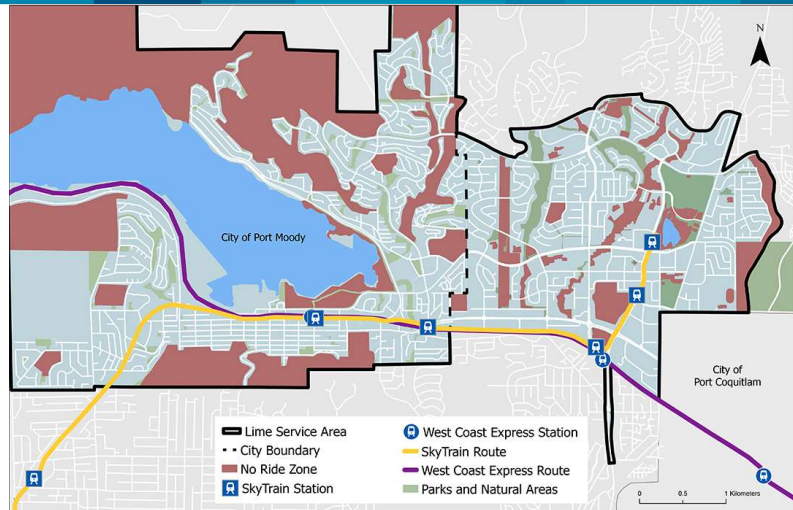
200k+ Total Trips in Coquitlam



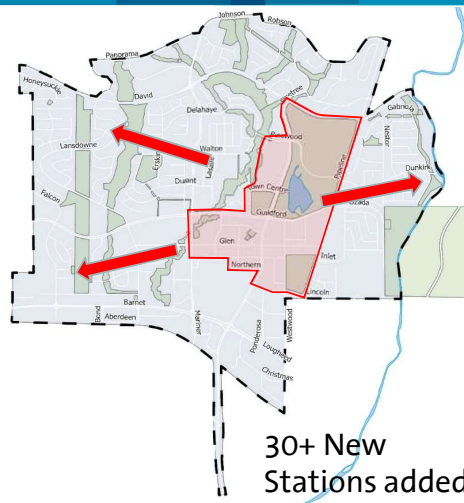
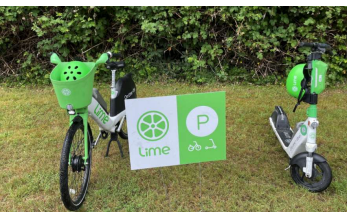
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Shared Micromobility Service Area

- Service launched in Coquitlam in June 2023
- Lime expanded to Port Moody in August 2025
- Seamless travel between Coquitlam and Port Moody
- Same parking model as Port Moody - NEW

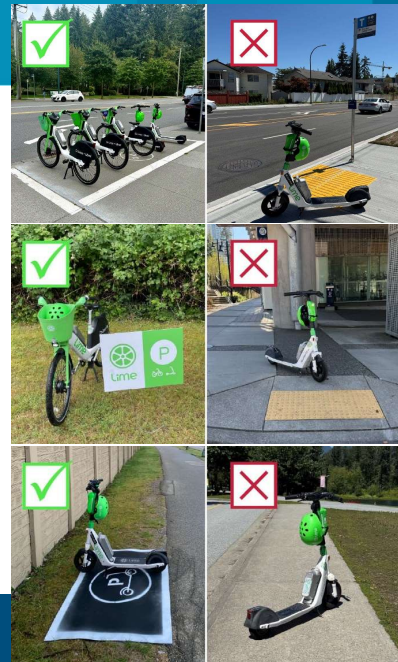
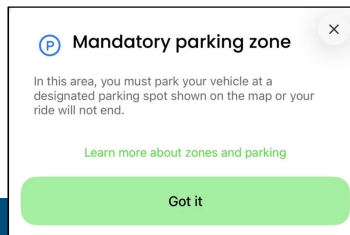


Mandatory Dockless Parking Stations

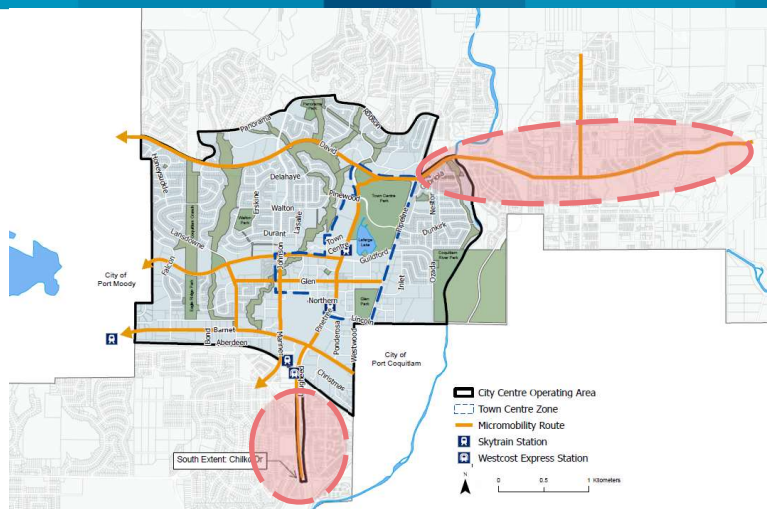


On-going Education

- Lime pushing reminders to every member
- City & HUB offering Beginner E-Scooter Skills and Bike Skills courses throughout summer and fall
- City reminding public on social media of changes & how to park right
- City [webpage updated](#)

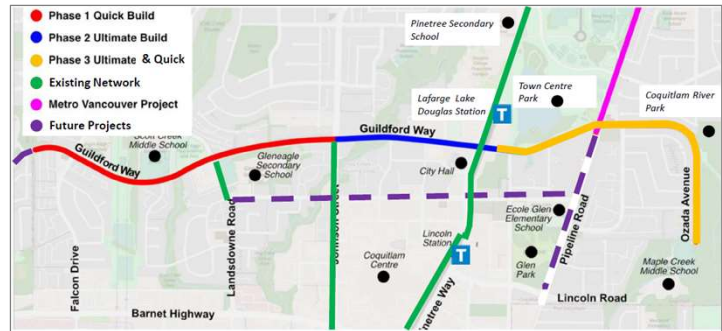


2027 – Service Area Expansion



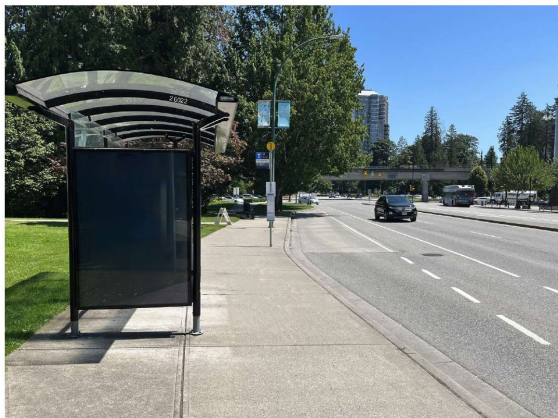
Guildford Way Improvements

- 24,000 residents within 400m of corridor
- 5 schools
- Town Centre Park + 6 others
- City Hall
- SkyTrain + 10 bus routes
- Shared E-micromobility service area



Guildford Way - The Transformation

Before



After



Guildford Way - The Transformation

Before



After



Guildford Way - Education & Awareness

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



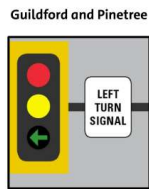
Ride in the same direction as traffic, except where pavement markings indicate otherwise.

Guildford Way - Education & Awareness

How to Navigate the Guildford and Pinetree Intersection



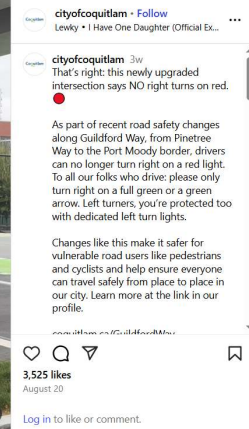
Drivers – making a right turn?
You must wait for a green light.



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



"There's no right turn on red at Guildford and Pinetree."



4 weeks since posting: 110K views on Instagram & >50K views on Facebook

Guildford Way - Reduced Sidewalk Riding

- **40% reduction of riding of micromobility devices on sidewalks** from May 2024 to May 2026 (6.3% to 3.7%)
- Reduced sidewalk riding
 - Reflects greater comfort of off-street micromobility facility (compared to on-street)
 - Increases pedestrian safety by reducing path conflict between pedestrians and people using micromobility devices



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

Guildford Way - Safety Benefits

- **99.4% reduction in High-Risk and Critical Interactions:**
162 (Before) vs. 1 (After)
- **72.5% reduction in Medium-Risk Interactions:**
694 (Before) vs. 191 (After)



Guildford Way – Industry Recognition

Recognitions to date:

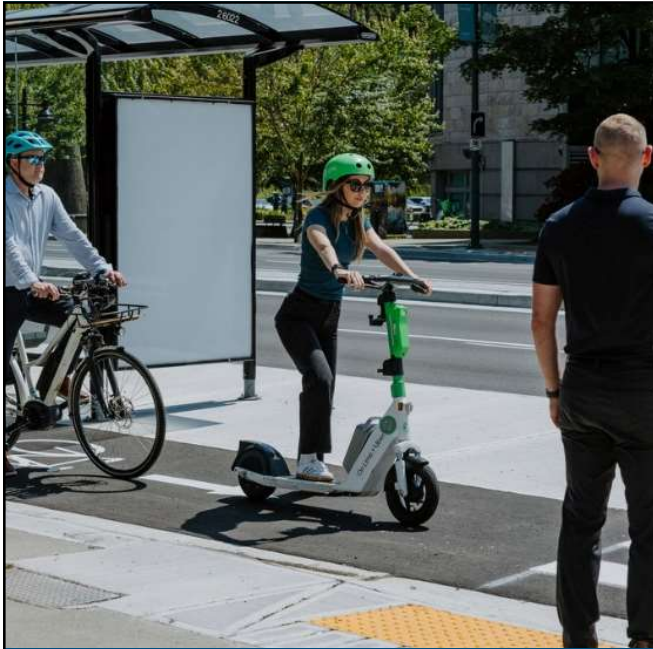
HUB Cycling - Infrastructure Improvement Project of the Year Award (2023)

Greater Vancouver Institute of Transportation Engineers (ITE) - Bill Curtis Outstanding Project of the Year (2025)

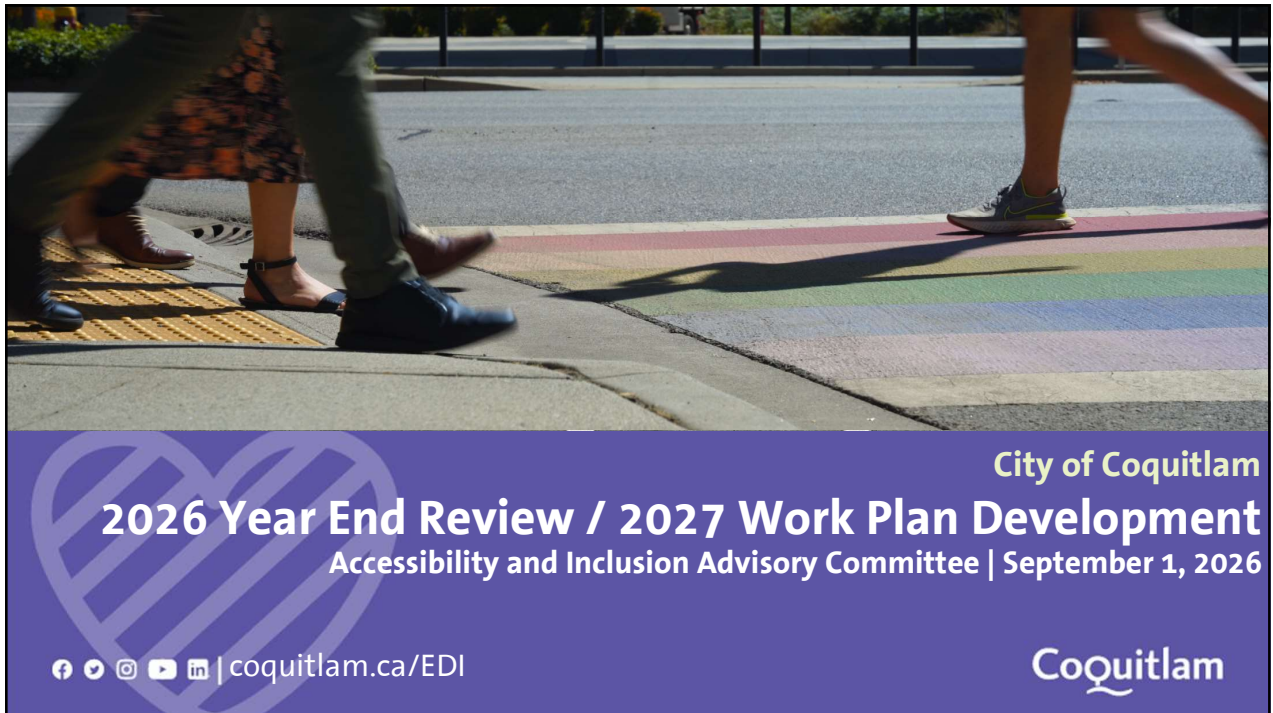
ITE Canada - Transportation Achievement Award – Complete Streets (2026)

ITE International - Transportation Achievement Award – Complete Streets (2026)





Thank you!



Date	Topics
Jan 20	• Orientation & Work Plan Review • National AccessAbility Week Resource Fair
Mar 3	• Endorsement of the SPARC BC and Rick Hansen Foundation Grant Applications • Festivals and Events Strategy • Curbside Management Strategy • Draft Accessibility and Inclusion Plan Update
May 5	• External presentation: Dr. Charles Best Secondary Youth Empowerment Team • Canada Day Accessibility • AccessAbility Resource Fair Update • Council Approved Accessibility and Inclusion Plan
Jul 21	• External presentation: TransLink Accessibility Plan Update and Bike Island On-Board Announcement Project • Road Safety Program
Sept 1	• External presentation: Douglas College VOICE Employment Program • Fraser Mills Community Centre Project Update

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2026 AIAC Feedback

- Which items were of most interest/relevance to you?
- Which items were of the least interest/relevance to you?
- Do you have any other comments or thoughts on your experience?

Are there any additional topics that should be considered for 2027?

2027 Work Plan Input

- Accessibility and Inclusion Plan and Other Equity, Diversity and Inclusion Updates (*Standing item*)
- Transportation, Translink and Other Transportation Division Updates (*Standing item*)
- AccessAbility Week 2027
- Canada Day 2027
- Festivals and Events Strategy
- Strategic Transportation Plan Update
- Fraser Mills Community Centre and Parks Planning
- Glen Park Improvements / Renewal

