

LANGLEY RESTORATIVE DIALOGUE

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24

WHAT WE HEARD REPORT

PREFACE

Langley City's Community Restorative Dialogue Phase 1 and 2 are complete. Stage 3 will entail a collaborative design team, who will utilize the What We Heard Report findings and the technical data report to generate a collaborative map and logic model. The draft map and Social, Cultural and Economic Development Logic Model will be brought forward to a community forum for broader community engagement and identification of the top priority actions for mobilization.

Stage 4 will include bringing the draft map, logic model, and strategic implementation plan that includes the top priorities that emerged from the forum forward to Langley City Mayor and Council for consideration of approval. Subject to approval the suite of tools will be utilized as the Langley City Social, Cultural and Economic Development Framework for cross-sectoral and community mobilization.

The mobilization of these actions is not meant to replicate or replace any ongoing work in the community. We acknowledge the strong work that is already underway in the community and wish to compliment it to try to have the strongest impact within the community.

Table of Contents

Executive Summary	_____	02
Background	_____	05
Engagement and Participation	_____	12
Phase 1 & 2: What We Heard	_____	19
Poverty Reduction	_____	21
Community Integration	_____	24
Community Wellness	_____	27
Infrastructure and Assets	_____	31
Phase 3: Systems Mapping	_____	38
Next Steps	_____	39
Phase 3		
Phase 4		
Appendix	_____	42

Executive Summary

The goal of the Langley Dialogue Series is to better understand Langley City's diverse needs and interests so we can tailor initiatives, inform policy, and secure partnerships and funding to meet those needs better. This work aims to help create ***a vibrant, healthy, and safe community*** in Langley City. This featured four cornerstones: Community, Connected, Experiences, and Integration. These four cornerstones set the framework to build a vibrant, safe and inclusive community together with current and future generations.

Through inclusive dialogue sessions and collaborative problem-solving, a comprehensive framework will be co-created, focusing on homelessness, prevention, and community resilience. This framework will be integrated into the socio-cultural and economic development plan, driving progress toward greater community well-being and social equity

Activity Overview

Various engagement activities were conducted through Phase 1 and Phase 2 of the Langley Dialogue Series. These were conducted with the hopes of encouraging collaboration and gathering input and feedback to inform the development of our key actions and themes.

GENERAL OUTREACH

Engagement was coordinated with community partners such as those in newcomer groups, language classes, mental health programs, seniors programs and arts and cultural groups and programs for those living with different abilities. Discussion focused on poverty reduction, community wellness, infrastructure and assets, community integration, employment, and transportation.

COMMUNITY DINNERS

A series of four community dinners were facilitated to serve as platforms for small group discussions supporting the Langley City dialogue process. The dinners were hosted at various local businesses and were focused on our four key themes: Poverty Reduction, Community Wellness, Community Integration, and Infrastructure and Assets.

1:1 STAKEHOLDER CONVERSATIONS

Provided a baseline understanding of some of the core issues to be further tested and explored throughout the other various engagement and community involvement activities.

CONVERSATION CIRCLES

Supported intentional conversations with diverse cultural, community and faith groups in a safe and supportive environment to understand the diverse needs of harder-to-reach groups and communities.

SURVEYS

Surveys were utilized during phase 2 engagement with the community during the 2023 Village Cafe events held in the parks. Survey findings concluded that community safety, belonging, and housing insecurity were key areas of concern.

Executive Summary

CULTURAL SPECIFIC OUTREACH

Cultural and specific outreach aimed to connect with a wide cross-section of cultural communities often less engaged within the Langley City area. This approach involved connecting through service agencies and connecting with community leaders and key individuals.

VILLAGE CAFES

The Village Cafe Initiative aims to provide accessible opportunities for communities to engage in feedback and provide an informal space to gather, connect to resources, and increase awareness about specific community or city-related issues or priorities. Village Cafe's can range from pop-up events to more organized activities and can be open to a broad range of participants or tailored to specific community interests.

COMMUNITY ASSET INVENTORY

As part of the Village Cafe, we determined community members' strengths, interests, and skills and how they can be shared or mobilized to help Langley City become a more connected, supported and vibrant community. The skills identified will encourage ongoing citizen engagement, community involvement, and community-involved development.

COFFEE HOUSES

Two coffee house drop-in sessions were held, during which community members and agencies gave detailed and in-depth conversational input on social, economic, and cultural issues in the City of Langley.

The Langley Restorative Dialogue series is a real-time, iterative community design process that focuses on the critical issues that arose from a community infrastructure environmental scan and key informant interviews. This engagement work informed the key themes of:

- 1. Housing and Homelessness**
- 2. Community Safety, Health, and Well-being**
- 3. Social Inclusion, Belonging, Diversity, Access, and Equity**
- 4. Active Community Participation in the Economy, Training, and Mobility**
- 5. Community Infrastructure and Asset Development**

These key themes helped inform the topics and focus of additional engagement, such as the Resource and Referral Fair, Dinner Engagements, and Additional Village Cafe Initiatives.

Our findings from what we heard in the community can be organized into the key themes of *Poverty Reduction, Community Integration, Community Wellness, and Infrastructure and Assets*.

Addressing poverty, community integration, wellness, and infrastructure requires a holistic and collaborative approach that leverages existing strengths, addresses gaps and challenges, seizes opportunities for improvement. Ultimately, by applying a community restorative approach this delivers inclusive, community-involved, positive outcomes for the residents of Langley City. Through employing strategic planning, effective partnerships and community-driven initiatives, Langley City will be positioned well through its mandate and role in concert with cross-sectoral, collaborative mobilization efforts to ensure diverse, inclusive, and resilient community outcomes are realized.

Executive Summary

Mobilization outcomes as a result of informing, facilitating, coordinating, and advocating.

Poverty Reduction

1. Reduced dependency on subsidies
2. Increased Employment Rates
3. Strengthened Economic Development
4. Improved Access to Affordable Housing and Support Services
5. Enhanced Well-Being
6. Increased Collaboration Among Agencies

Community Wellness

1. Strengthened Social Inclusion
2. Improved Healthcare Access and Cultural Competence
3. Enhanced Language Skills for Newcomers
4. Improved Well-Being through Recreational and Transportation Improvements
5. Economic Empowerment and Inclusive Workplaces
6. Increased Housing Options and Support for Vulnerable Populations
7. Enhanced Youth Engagement and Community Safety
8. Improved Immigrant Integration and Cultural Vibrancy
9. Increased Accessibility to Diverse Food Options and Cultural Events

Community Integration

1. Increased Social Cohesion
2. Empowerment of Immigrant Communities
3. Improved Well-Being and Engagement
4. Enhanced Employment
5. Increased Availability of Affordable Housing and Resources
6. Improved Safety Measures
7. Greater Access to Diverse Food Options and Community Engagement
8. Enhanced Understanding among Newcomers
9. Improved Collaboration between Stakeholders for Inclusive Projects

Infrastructure & Assets

1. Enhanced Community Connectivity and Accessibility in Services and People
2. Strengthening Social Bonds and Promoting more Opportunities to Build and Strengthen Resilient and Inclusive Community
3. Remove Negative Stigma around Police Involvement and Mental Health
4. Fostering a Safe and More Supportive Environment
5. Cross-Cultural Exchanges and Celebrations
6. Promote Diversity and Cultural Understanding
7. Improved Access to Resources and Programs for Immigrants

Phase 1 and Phase 2 of this work has been completed as of May 2024

Next Steps

Phase 3: Collaborative Mapping and Design Mapping Activities.

This phase will continue throughout the summer.

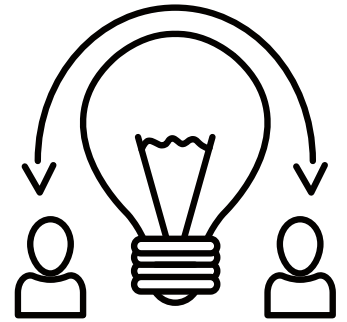
1. Development of a multi-sectoral organizing team and a multi-sectoral research design team
2. A community forum will be held in the fall to continue engagement with the community and receive input on the process and next steps
3. Ongoing engagement activities, such as the solutions labs and resource and referral fair, will continue to inform the collaborative solutions framework.

Phase 4: Strategic Framework

Our final phase will run throughout the fall of 2024.

1. Data synthesis and analysis from engagement
2. Co-developing a mapping process with the engaged organizing and research design team
3. Final framework development and report to the council.
4. Subject to Council approval, the community-mobilized, social, cultural, and economic development action plan will be launched with an accompanying performance measurement system.

Background: What does this mean?



It means that the Langley City Restorative Community Dialogue series is not just an ordinary engagement phase that leads to another policy on the shelf. Rather, it:

- 1.** Brings the City and its participants, who represent diverse perspectives and sectors together to talk about the trends, diverse challenges, good work and practices that are being conducted on the ground at this time, and deeply listen to the hopes, great ideas, and desired outcomes that emerged from all of its activities.
- 2.** From this information, key priority actions are identified for mobilization that could be mobilized immediately or further inform current and future policy development work that is underway and inform City advocacy efforts.
- 3.** We didn't wait to mobilize actions, rather every step of the way, we focus on what can be activated now through leveraging partnerships, core initiatives that are underway, and ensured deeper involvement by the community, agencies, and businesses, who want to participate in action-oriented, community response work and bring informed strategies and proposed solutions forward to Council for further consideration.

Addressing poverty, community integration, wellness, and infrastructure requires a holistic and collaborative approach that leverages existing strengths, addresses gaps and challenges, seizes opportunities for improvement.

Ultimately, by applying a community restorative approach this delivers inclusive, community-involved, positive outcomes for the residents of Langley City.

Through employing strategic planning, effective partnerships and community-driven initiatives, Langley City will be positioned well through its mandate and role in concert with cross-sectoral, collaborative mobilization efforts to ensure diverse, inclusive, and resilient community outcomes are realized.

Langley City: Community Data

Langley City, with its population of 28,091, has experienced significant growth trends, boasting an 11.9% increase since 2016. Projections indicate a remarkable 45% surge by 2050. The city's median age of 41.2 reflects a diverse community, with 64.7% aged between 16 and 64, and 20.1% over 65.

Despite a median household income of \$77,000 (compared to BC's \$85,000), Langley City grapples with housing affordability issues, with 35.8% facing core housing needs and 37% spending over 30% of income on shelter.

Education levels are relatively high, with 50% holding post-secondary certificates or diplomas. However, there's a pressing need to address the 16.7% residing in subsidized housing and provide pathways for those with high school diplomas or equivalent.

SOURCE: ASBB Economic Profile Langley City, BC, 2023

Rates of Poverty, Low-Income Measure After Tax (2016)

	City of Langley	Township of Langley	Metro Vancouver	BC
Overall Poverty	17.3%	9.7%	16.5%	15.5%
Children in Poverty (0-5yr.)	20.4%	9.9%	17.7%	18%
Children in Poverty (0-17yr.)	23.6%	12.4%	18.9%	18.5%
Seniors in Poverty (65+yr.)	21.4%	10.4%	16.5%	13.1%

SOURCE: Living Well in Langley: Poverty Reduction Strategy (2016)

As of June 2022, Langley City had a social housing inventory of 645 units, with an additional 787 BC Housing Independent Social Housing Units between Langley City and Langley Township.

The growth in BC Housing Social Housing Waitlist and Total Households in Langley grew 150% from 2016 to 2021, noting a high increase in the need for supportive housing.

SOURCE: Metro Vancouver Housing Data Book: 2022

Langley City: Community Data

Homelessness Point in Time Count in 2023 noted 133 unsheltered individuals residing in Langley, inclusive of Langley City and Langley Township. Additionally, there were 102 recorded insecurely sheltered individuals, including those residing in emergency weather shelters and shelters and those with no fixed address. This leads to a total of 235 recorded sheltered and unsheltered individuals experiencing homelessness in Langley City and Langley Township. *(note: Magnet events may have impacted the results and findings of the homelessness count and the physical location of the participant that was identified, while the survey was being administered).*

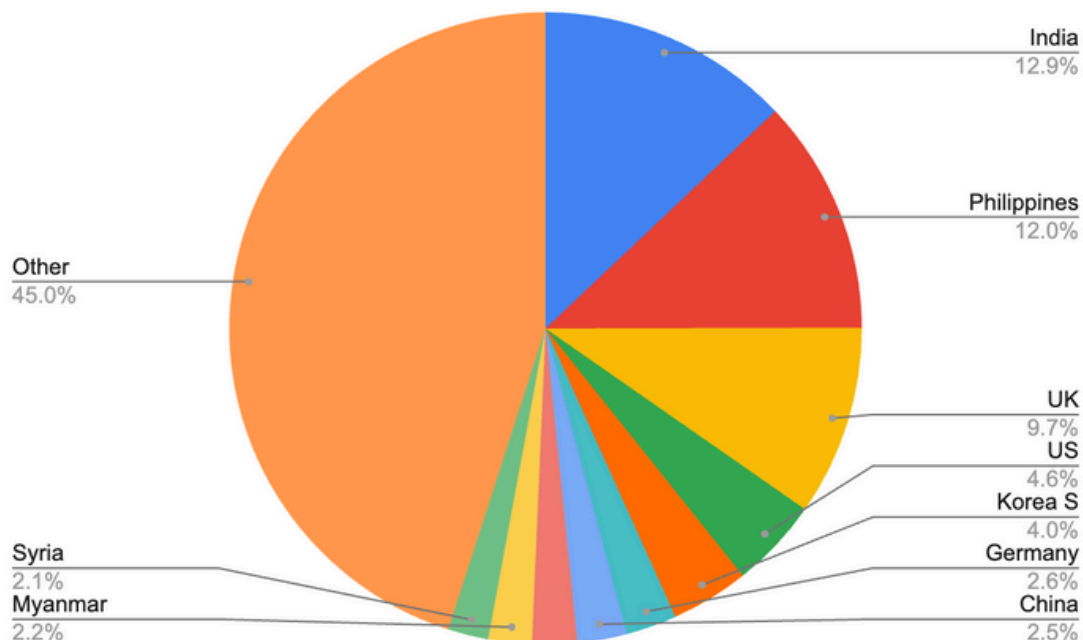
SOURCE: 2023 Homeless Count for Greater Vancouver

Immigration plays a pivotal role, particularly from Asia (52%), followed by Europe, South Korea, India, South America, the UK, and China (W). Employment opportunities are diverse, with sales and service occupations and trades prominently featured (W). Additionally, the city and township of Langley have witnessed a significant influx of new immigrants. From 2001 to 2021, the immigrant population doubled, marking an 80% increase in the City of Langley alone (LIP). English remains the predominant household language, yet languages such as Punjabi, Tagalog, Spanish, French, Korean, Arabic, and Mandarin are also commonly spoken, warranting consideration for inclusive community programs and services (LIP).

SOURCE: Metro Vancouver Housing Data Book: 2022

This data underscores the urgency for a comprehensive community improvement approaches. It necessitates sustainable urban community planning to accommodate growth while preserving Langley's unique character. Initiatives must focus on fostering social cohesion, economic empowerment, affordable housing, education, and accessible transportation. Through collaborative efforts, Langley City can emerge as a beacon of inclusive and sustainable community development.

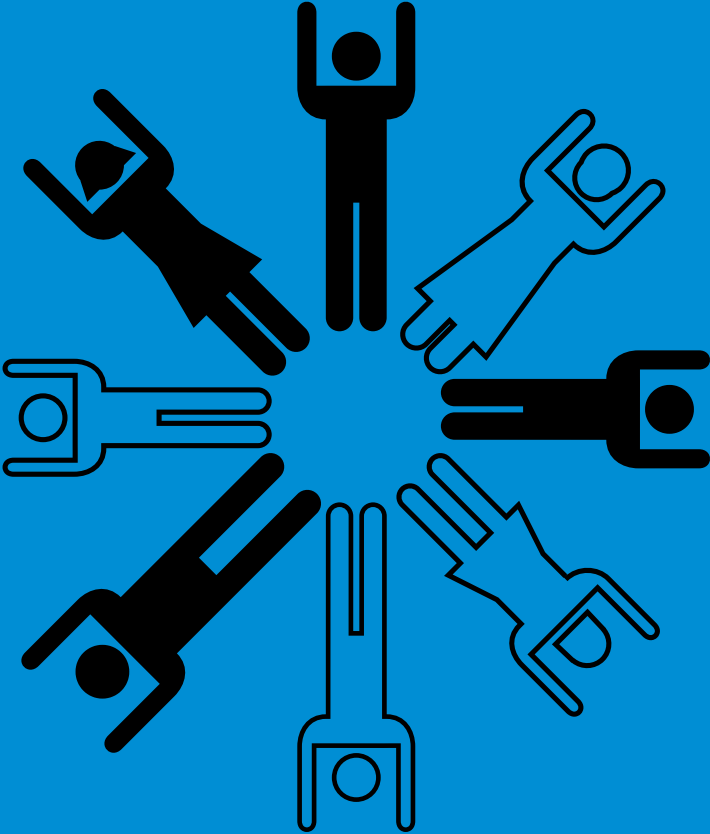
Distribution of Total Immigration



SOURCE: Langley Local Immigration Partnership, 2021

Project Overview

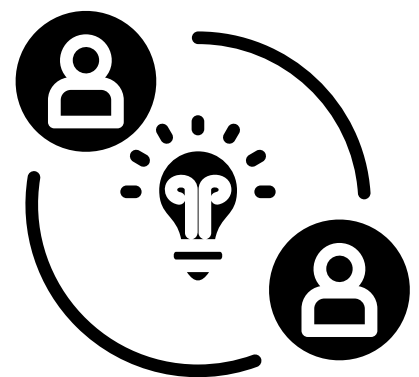
The goal of this work is to better understand the diverse needs and interests of all sections of the community within Langley City so we can work to tailor initiatives to better meet their needs.



Conducting an environmental scan, needs assessment, and problem identification process has allowed us to delve into the primary social, health, and community safety concerns within Langley City. The engagement undertaken in phase 2 provided an opportunity to scrutinise these issues, acknowledge existing local initiatives aimed at tackling some of them, and draw upon the best practices emerging from these endeavours. These dialogues have been pivotal in equipping both our community and the City Council with effective strategies to address these challenges. Our aim has been to foster solutions that not only benefit Langley City but also extend support to surrounding communities. By aiding our city and City Council in shaping strategic goals and objectives, we have aspired to meet the diverse needs and interests of residents, businesses and community members. Ultimately, our overarching objectives are to promote greater social justice and enhance overall community well-being.

The facilitation of a multi-sectorial engagement process through restorative dialogue sessions and series of participant co-designed activities allowed for inclusive participation and collaboration problem-solving.

As a result, we have co-creating a comprehensive framework aimed at fostering a healthy and resilient community, with a specific focus on homelessness prevention and response strategies. This framework will be seamlessly integrated into the socio-cultural and economic development plan, which is being co-developed with input from a multi-stakeholder research design team. These efforts will pave the way for meaningful progress toward greater community well-being and social justice.



KEY APPLICATIONS

The initiative has created an on-going community engagement and community development structure that can support City Departments, inter-department and City-wide initiatives to support fulsome community engagement, social participation and civic engagement opportunities, systems-level change, and mobilize efforts to foster positive city-wide impact (e.g., improved community well-being, quality of life, connectedness, community resiliency, and City planning and political decisions that support the betterment and sustainability of Langley City now and into the future).

Key Initiatives

- Introduced restorative community practice and participatory planning processes to support policy engagement activities and on-going community development that focuses on repair, trust, and relationship.
- This has helped inform: shared outcome approach for vulnerable individuals with access to housing and supports (Shared Outcomes and Coordinated Access Launch)
- Station Cafe Initiative
- Linking to Citizens Assembly Research, Development and Testing
- Informing City's Sustainability Framework
- Informing City's Social Cultural and Economic Development Framework
- Informing City's Social Cultural and Economic Council Advisory Committee
- Coordination, Collaboration and Relationship building across sectors
- Informed community case stories for the Bus Rapid Transit strategy, Mobile Integrated Crisis Response, and Necomver/Refugee advocacy efforts
- Informed the upcoming Langley City Resource and Referral Initiative
- Further development of the community asset inventory
- Engaging community members into on-going community involvement opportunities (e.g., community research and co-design processes)
- Informed the advocacy for the Mobile Integrated Crisis Response Team (MICR)-mental health car program
- Strengthened collaboration with City Bylaws, Social Planning, Fire Department, and RCMP to provide direct community outreach (e.g., Village Cafe participation)

Project Goals



SHORT TERM

1. *Generate deeper understanding of the impacts of the issues in the community*
2. *Inform an emerging narrative of change through human-centered design*
3. *Facilitate purposeful change management through engagement, collaboration, and cross-sectoral mobilization that is strategic, measurable, action-oriented, realistic, and time-bound.*

LONG TERM

1. *Co-develop a community response framework for implementation by the City of Langley and its committed community partners*
2. *Reduce reactionary impacts and build sustainable, socio-economic resiliency in the community by ensuring a coordinated response across agencies, adequate levels of housing and supports, and communication processes are improved*
3. *Deepen relationships across the community and sectors, foster community asset development, and mobilize action-oriented, community-level change that transforms systems in a manner that impacts and mobilizes significant improvement in the quality of life, vibrant economy activities, and a thriving community in all areas of resiliency at a personal and community-level.*

How Did You Participate?

The rationale for community engagement has been to reach as many people and stakeholders within the Langley City as possible, within the time and resource constraints faced. Our approach centred on utilising current demographic information and the contacts and outreach programs of community agencies and stakeholders to reach traditionally less involved cultural, socio-economic and faith groups. This innovative and far reaching community based outreach was balanced with outreach to all statutory and government stakeholders and the more established civic and business communities in the City of Langley and also more established longer term residents. This dual approach has given us a unique and far reaching overview of social, cultural and economic development issues and allowed us to be able to synthesise these into holistic, far reaching and inclusive recommendations for action.

Phase 1

Focused on Discovery. This included one on one conversations with key stakeholders and members of the Langley City community to understand basic community needs. These were then sorted into themes which have helped guide our work: **Poverty Reduction, Community Wellness, Infrastructure and Assets, and Community Integration.**

Phase 2

Focused on Dialogue Events and Restorative Community Practice. This included hearing from as many community members as possible through Coffee Houses, Community Dinners, Village Cafes, Engagement with program participants of community agencies, and targeted outreach.

Engagement Opportunities

General Outreach: Community Programs



Engagement was coordinated through accessing the program participants of existing City of Langley based community partners such as those taking part in newcomer groups, language classes, mental health programs, seniors programs and arts and cultural groups and programs for those living with different abilities . Collaborating with partners built trust with consultation participants, facilitating them to safely provide in-depth and meaningful feedback on the advantages and challenges related to the following discussion topics.

The discussions focused on:

- Poverty Reduction,
- Community Wellness,
- Infrastructure and Assets, and
- Community Integration
- Employment
- Transportation

This approach , utilising collaborative support with local agencies, helped us overcome community barriers to involvement , enhancing participation among groups who might otherwise not have engaged in the community dialogue, as many participants from these groups have limited time and access to citizen engagement due to work, language, cultural, family and transportation issues. This approach also allowed us to access a wide cross section of the general community, seniors and younger people, that it would have otherwise been difficult to access.

Engagement Opportunities

Four Community Dinners

A series of four community dinners were facilitated to serve as platforms for small group discussions supporting the Langley City socio-economic community dialogue process. The dinners were hosted at various relevant local businesses over a five-month period. During stage one of the dialogue series, four topics were identified to engage further in conversation with community members including:

- 1) Poverty Reduction
- 2) Community Wellness
- 3) Infrastructure and Assets
- 4) Community Integration

The community dinners aimed to create an intimate and safe space for individuals and organisations to gather and connect while sharing similar concerns with one another.

These groups were chosen deliberately based on their relevance to the dinner topics and their potential to offer diverse perspectives and insights:

- Newcomer groups (representing immigrant and refugee communities)
- Langley City small business owners
- Fraser Health representatives
- Langley Chamber of Commerce
- Families of vulnerable individuals in Langley City
- Langley RCMP, representatives from bylaw departments
- Faith-based organisations
- Various non-profit partners offering services for a diversity of demographics within Langley City (e.g. Mental Health, Seniors, Settlement, Inclusion, Accessibility etc.)

Engagement Opportunities

1:1 Stakeholder Conversations

Provided a baseline understanding of some of the core issues that were to be further tested and explored throughout the other various engagement activities.

- Key Informant Interviews
- Business Walks
- Community Champions
- Key Agencies
- Community Committees
- Community Members
- Civic Leaders
- Statutory Agency Partners
- Fire, RCMP, and Bylaws

Conversation Circles

Tested what we heard and collected baseline information through engagement with diverse groups in a safe and supportive environment to understand the diverse needs of harder-to-reach groups and communities.

- Education Institutions
- Interfaith Communities
- Local Business Engagement
- Engagement with clientele of services and agencies
- Mental Health Service Users
- Seniors
- Newcomers
- Refugees
- Indigenous Individuals
- Faith Groups
- A diverse cross-section of individuals

Engagement Opportunities

Village Cafes

The Village Cafe Initiative aims to provide on-going, accessible opportunities for communities to engage in feedback and provide a safe space gather and connect.

Three Village Cafe initiatives were hosted during the summer of 2023 as part of the Langley City Dialogue Series. These events included participation from:

- RCMP, Fire, and Bylaws
- Encompass Support Services Society
- Recreation, Culture, and Community Services

Additional Village Cafe initiatives will be coordinated, with two Village Cafe Initiatives including:

- Summer/Spring Resource and Referral fairs currently underway
- Fall/Winter initiatives offered on evenings and weeks

Surveys

Surveys were utilized during phase 2 engagement with the community during the 2023 Village Cafe events held in the parks. Survey findings concluded that community safety, belonging, and housing insecurity were key areas of concern that were identified.

Innovative ideas were noted by community members, including animating public spaces and improving community engagement through community gathering events.

Community Asset Inventory

As part of the Village Cafe, we determined community members' strengths, interests, and skills and how they can share to help Langley City become a more connected, supported and vibrant community. We have utilized this inventory to promote community involvement in co-design activities. The skills identified will encourage ongoing citizen engagement, community involvement, and community development initiatives.

Engagement Opportunities

Two Coffee Houses

Two coffee house drop in sessions were held where community members and agencies were able to give detailed and in-depth conversational input on social, economic and cultural issues in the City of Langley. Coffee and refreshments were provided and the format allowed maximum flexibility for participants to drop in when they wanted and for as long as they wanted. Participants included:

- RCMP
- City of Langley By-Laws
- Fraser Health
- Business Leaders
- Immigrant Serving Agencies
- Langley Fire and Rescue
- Langley Parks and Recreation Services
- Langley School District
- Langley Foundation
- Langley Seniors Resource Society
- Langley Division of Family Practice
- Langley Arts Council
- City of Langley Representatives
- Langley Volunteer Bureau
- Langley Chamber of Commerce
- Langley City community members and businesses

Cultural Specific Outreach

Cultural and specific outreach aimed to connect with a wide cross-section of cultural communities that are often less engaged within the Langley City area. This approach involved connecting through service agencies and connecting with community leaders and key individuals and also cultural meeting places and places of worship. Cultural specific outreach took place with the:

- Karin refugee community
- Indigenous individuals
- International students at TWU
- Sikh community leadership
- 2SLGTBQ+ Communities
- The Langley Islamic Centre (Sunni Mosque)
- The Syrian refugee Community
- Latin American Community
- Korean and Chinese community members.

Summary of Engagement

Challenges and Limitations

- Difficulty in attracting and engaging diverse participation from all segments of the community.
- Overcoming barriers such as language, transportation, and scheduling conflicts
- Overcoming traditional lack of trust in government to encourage meaningful participation and engagement.

Learnings and Strengths

- Importance of building relationships and trust with community members
- Establishing rapport through consistent and transparent communication
- Recognizing value of diverse engagement strategies to reach diverse segments of the community
- Creating inclusive spaces where all community members feel heard and valued
- Ensuring collaboration and partnership among community members, organizations, and stakeholders
- Building momentum and enthusiasm for ongoing community engagement and improved efforts
- Need for inclusive and transparent City planning processes.
- Need for accessible arts, cultural and social programming.

What You Said, What We Heard



From the Langley Restorative Dialogue Engagement Activities completed to date, we have outlined key elements mentioned throughout the engagement.

This will explore the findings from engagement activities, which have been compiled and summarized according to key topics and themes which have emerged from engagement

Key Themes:

1. Poverty Reduction
2. Community Integration
3. Community Wellness
4. Infrastructure and Assets

In response to the multifaceted challenges of poverty, community integration, wellness and infrastructure in Langley City, a comprehensive set of actions, strengths, gaps, opportunities, and outcomes have been identified to guide strategic initiatives.

INFORM

A series of targeted actions have been proposed to address key areas of concern, including sourcing funding for cultural celebrations, developing sustainable food options, improving transportation options, creating affordable housing, and enhancing community engagement, and a sense of belonging and inclusion through various programs and initiatives. These actions aim to provide tangible support and resources to vulnerable populations while fostering inclusivity and economic opportunities within the community.

FACILITATE

Langley City boasts several strengths, including accessible public spaces, diverse community events, a supportive environment for newcomers, and collaborative efforts among stakeholders. These strengths are a foundation for building resilient and inclusive communities, promoting social cohesion, and effectively addressing residents' diverse needs.

COORDINATE

Despite its strengths, Langley City faces several gaps and challenges, such as inadequate transportation options, housing affordability issues, limited access to essential resources for newcomers, and insufficient pathways for youth to gain stability and self-sufficiency. Addressing these gaps will require concerted efforts and innovative solutions to ensure all residents have equitable access to services.

ADVOCATE

Langley City has significant opportunities for improvement and innovation, including enhancing transportation infrastructure, expanding affordable housing options, promoting economic empowerment through workforce diversity, and improving access to healthcare and maintaining open space and recreational services. Leveraging these assets will contribute to the community's overall well-being and resilience.

MOBILIZE

By implementing the proposed actions and capitalizing on identified strengths and opportunities, Langley City can expect several positive outcomes, including increased community engagement, enhanced well-being, improved access to essential services, strengthened economic development, and greater inclusivity. These outcomes will contribute to building a more vibrant, resilient, and equitable community for all residents.

Poverty Reduction

“It is hard to hold down employment when there is no daycare that is affordable for immigrants like me that work evenings and antisocial hours”

Inform

- Source funding for cultural celebrations to support economic opportunities and community engagement.
- Develop locally-based sustainable food options with community and food providers.
- Encourage a greater range of lower-cost food shopping options in the City.
- Conduct outreach programs to raise awareness about available subsidies and resources.
- Create free English language classes in community centers and libraries.
- Advocate for improved transportation options, especially for low-income communities.
- Develop childcare options tailored to casual and part-time workers and immigrant women.
- Support small, local businesses through tax breaks, rent management, and mentorship.
- Collaborate with trade representatives to create diversity training for employers.
- Optimize job opportunities for students and employees in collaboration with educational institutions and local businesses.
- Analyze needs and strategize affordable housing development in collaboration with the government.
- Preserve historical buildings during redevelopment projects.
- Establish a housing information and referral service in partnership with community organizations., local landlords, property managers, and statutory agencies.

Facilitate

- Availability of services (e.g., food bank, community services, attainable housing).
- Political will demonstrated by elected representatives at a local level..
- Recognition of immigration's importance and efforts toward poverty reduction.
- Emphasis on community involvement and collective action.
- Existing programs for professional skill development and financial assistance.
- Multicultural values and collaboration within the community.

Poverty Reduction

Coordinate

- Lack of affordable housing, especially for Muslim communities and newcomers.
- Invisible homelessness and inadequate living arrangements.
- Language and cultural barriers hindering access to resources.
- Lack of inclusive workplaces and employment opportunities.
- Limited support and advice for newcomers in starting businesses.
- Lack of coordinated transit and childcare options.
- Lack of community-focused and affordable food options.
- Lack of English language classes suitable for the workplace.
- Concerns about public safety and drug use, with gaps in addressing community concerns.
- Lack of centralized hub for accessing support and resources.
- Trust issues between the government and newcomers.

Advocate

- Enhancing affordable housing options, including for seniors.
- Integrating higher-density housing with commercial spaces.
- Collaborating with TransLink to enhance transportation access.
- Expanding language training and job opportunities.
- Providing support structures for newcomers in self-employment.
- Launching initiatives for professional training and skill development.
- Increasing access to low-cost or no-cost programs and services.
- Improving accessibility in recreation services and subsidies..
- Availability of support services that sustain food access and transition people through the housing continuum in a supported and sustainable manner.
- Government subsidies for essential services.

Mobilize

- Reduced dependency on subsidies and increased employment rates.
- Strengthened economic development and support for small businesses.
- Increased access to affordable housing and support services.
- Adequate services and supports for the homeless and low-income individuals.
- Prioritized safe and reliable public transit.
- Strengthened collaboration among agencies to support homeless individuals.
- Enhanced well-being and quality of life through sustainable local systems.
- Maximizing partnerships in tackling poverty and exclusion.
- Fostering a sense of belonging and support within the marginalized community.

Poverty Reduction: Conclusion

Inform

The outlined actions reflect a comprehensive approach to poverty reduction, spanning from economic opportunities to social support services and community engagement. These actions address various facets of poverty, including access to affordable food, transportation, childcare, education, employment, and housing.

Facilitate

The strengths lie in the existing support services, political will, and community collaboration. Availability of support services, government subsidies, and multicultural values contribute to a foundation for poverty reduction efforts.

Coordinate

Identified gaps include inadequate affordable housing, fragmented transportation services, invisible homelessness, language and cultural barriers, limited employment opportunities, and lack of centralized resources. These gaps highlight areas needing attention to ensure inclusivity and accessibility of services.

Advocate

Opportunities for poverty reduction include enhancing affordable housing options, improving transportation access, expanding language training and job opportunities, supporting self-employment for newcomers, and increasing access to low-cost services. Leveraging these opportunities can lead to significant strides in poverty alleviation.

Mobilize

Anticipated outcomes include reduced dependency on subsidies, increased employment rates, strengthened economic development, improved access to affordable housing and support services, enhanced well-being, and increased collaboration among agencies. These outcomes align with the overarching goal of fostering a strengthened structural system that fosters opportunity and innovation, a greater sense of belonging and support 23 within the community, ultimately contributing to poverty reduction and social inclusion.

Community Integration

“Seniors in the Karen community often don’t speak English and struggle to find healthcare and community services”

Inform

- Host events celebrating cultural diversity.
- Implement a city arts program for community integration.
- Improve transportation infrastructure, especially in industrial areas.
- Develop inclusivity strategies within schools.
- Address safety concerns and foster open communication.
- Streamline recreation subsidy processes.
- Offer practical information to newcomers about daily life in Canada.
- Increase childcare options and accessibility.
- Advocate for better healthcare infrastructure and accessibility.
- Create a centralized housing information hub.
- Transform community centers into hubs for social interaction.
- Launch a "Get Hired in Langley" initiative.
- Introduce community language navigator initiative.
- Implement restorative justice and domestic violence awareness initiatives.
- Provide ongoing cultural sensitivity training for staff.

Facilitate

- Diverse ethnic food options and affordable thrift stores.
- Events promoting cross-cultural interaction.
- Inclusive community programs and volunteer opportunities.
- Supportive environment for newcomers.
- Multicultural hub attracting diverse residents and businesses.
- Collaboration among various organizations supporting inclusivity.
- Multilingual staff and language-based hiring efforts.
- Accessible resources and services catering to diverse needs.
- Police outreach programs promoting trust and safety.

Community Integration

“We have a great arts and theatre scene here in the City of Langley and we could use that to showcase who we are as a community”

Coordinate

- Safety concerns, including visible homelessness.
- Language barriers hindering integration.
- Lack of access to real-life information for newcomers.
- Insufficient community engagement opportunities.
- Challenges in employment and housing for newcomers.
- Transportation safety issues and accessibility concerns.
- Limited recreational facilities and activities for youth.
- Inadequate childcare options for working families.
- Discrimination and racism in employment.
- Bureaucratic processes hindering access to resources.

Advocate

- Create inclusive workplaces through mentorship programs.
- Provide extensive support for newcomers in job search, training, and employment.
- Establish safe spaces and resources for youth engagement.
- Promote cross-cultural community building efforts.
- Enhance accessibility to resources and services.
- Foster connections and unity within the community.
- Implement policies prioritizing newcomers with special needs.
- Improve infrastructure and access to healthcare services.
- Introduce a centralized housing information hub.
- Enhance transportation safety and accessibility.
- Offer practical language classes and translation services.
- Develop community-based initiatives for integration.

Mobilize

- Increased social cohesion and mutual understanding.
- Empowered immigrant communities through active participation.
- Improved well-being and community engagement.
- Enhanced employment opportunities and inclusivity.
- Increased availability of affordable housing and resources.
- Enhanced safety measures and support for vulnerable populations.
- Improved access to diverse food options and community engagement.
- Greater understanding of roles and responsibilities among newcomers.
- Improved collaboration between Township and city for inclusive projects.

Community Integration: Conclusion

Inform

The proposed actions demonstrate a commitment to fostering community integration through various means, including cultural events, arts programs, transportation improvements, inclusivity strategies in schools, safety initiatives, and enhanced access to services such as childcare, healthcare, and housing information.

Facilitate

Existing strengths in the community include diverse food options, inclusive programs, volunteer opportunities, supportive environments for newcomers, collaboration among organizations, multilingual resources, and police outreach programs. These strengths serve as a foundation for promoting community integration.

Coordinate

Identified gaps encompass safety concerns, language barriers, lack of access to practical information for newcomers, limited engagement opportunities, challenges in employment and housing, transportation issues, inadequate recreational facilities, and discrimination in employment. Addressing these gaps is essential for fostering inclusive communities.

Advocate

Opportunities for community integration include creating inclusive workplaces, providing extensive support for newcomers in job searches, establishing safe spaces for youth engagement, promoting cross-cultural community building, enhancing accessibility to resources and services, and improving infrastructure and access to healthcare and housing information.

Mobilize

Anticipated outcomes include increased social cohesion, empowerment of immigrant communities, improved community safety, well-being and engagement, enhanced employment opportunities, increased availability of affordable housing and resources, improved safety measures, greater access to diverse food options and community engagement, enhanced understanding among newcomers, and improved collaboration between stakeholders for inclusive projects. These outcomes align with the overarching goal of fostering inclusive, cohesive communities where all residents feel valued and supported.

Community Wellness

“I retired here from Ontario and love it. The parks and City facilities are wonderful and everything is walkable”

Inform

- Host cultural diversity events to celebrate and promote inclusivity.
- Implement a city arts program integrating cultures and fostering community building.
- Create a “Community of Care” culture across integrated, collaborative practices
- Collaborate on transportation projects to improve infrastructure, including potential SkyTrain development.
- Develop inclusivity strategies and address demand for prayer spaces in schools.
- Secure spaces for cultural events and accessible rental spaces.
- Address safety concerns and foster open communication within the community.
- Streamline recreation subsidy processes and introduce culturally supportive recreational programs.
- Offer practical information and immigrant settlement services.
- Increase childcare options and create youth-friendly spaces.
- Advocate for more family doctors and improve healthcare infrastructure.
- Create a centralized housing information hub and explore affordable housing strategies.
- Transform community centers into hubs for social interaction.
- Launch employment initiatives and provide language support.
- Introduce language navigation services and practical English classes.
- Implement restorative justice and domestic violence awareness initiatives.
- Provide ongoing cultural sensitivity training for staff and police officers.
- Offer language interpretation services and programs for newcomer integration.
- Develop policies for inclusive workplaces and community engagement.

Facilitate

- Diverse ethnic food options and community events promote inclusivity.
- Strong sense of community support and togetherness.
- Multicultural hub attracting diverse residents and businesses.
- Collaborative efforts among stakeholders support inclusivity initiatives.
- Multilingual staff and accessible resources enhance immigrant integration.
- Utilization of community organizations and support networks.
- Collaboration with cultural and community groups fosters engagement.

Community Wellness

“We have come a long way as a community in supporting people who are LGBTQ2S+, but we still need a safe space to gather where we can build community”

Coordinate

- Safety concerns and reluctance hinder community engagement.
- Language barriers impede integration and access to services.
- Limited awareness and access to resources for newcomers.
- Insufficient community activities and cross-cultural integration.
- Racism persists in employment practices.
- Transportation challenges affect accessibility and safety.
- Health issues stem from inadequate infrastructure.
- Limited affordable housing options and rental challenges.
- Lack of consistent artistic spaces and youth support.
- Inadequate childcare options for working families.
- Challenges in job market integration for students.
- Accessibility to resources hindered by bureaucracy.
- Lack of connections between organizations and communities.
- Division between Langley City and Township inhibits collaboration.
- Immigrants face challenges in participating in decision-making processes.

Advocate

- Create inclusive employment opportunities and mentorship programs.
- Increase housing options tailored for seniors and immigrants.
- Improve transportation options and accessibility.
- Establish safe spaces and resources for youth engagement.
- Foster cultural exchange and dialogue for integration.
- Enhance policies and systems for immigrant support.
- Increase informational access and community engagement.
- Prioritize newcomers with special needs and diversity.
- Enhance recreational facilities and accessibility.
- Promote economic empowerment and workforce diversity.
- Provide language support for newcomers and workplace integration.

Mobilize

- Strengthen sense of safety, social cohesion and community engagement.
- Improve healthcare access and cultural competence.
- Equip newcomers with language skills for integration.
- Enhance well-being through recreational and transportation improvements.
- Foster economic empowerment and inclusive workplaces.
- Increase housing options and support for vulnerable populations.
- Enhance youth engagement and cultural vibrancy.
- Improve immigrant integration and community safety.
- Increase accessibility to diverse food options and cultural events.
- Foster collaboration and inclusive community projects.

Community Wellness: Conclusion

Inform

The outlined actions encompass a broad spectrum of initiatives aimed at promoting community wellness, including cultural events, arts programs, transportation improvements, inclusivity strategies in schools, safety initiatives, recreational programs, immigrant settlement services, childcare options, healthcare improvements, housing strategies, employment initiatives, language support, restorative justice programs, and cultural sensitivity training

Facilitate

Existing strengths include diverse food options, community events, strong sense of community support, collaborative efforts among stakeholders, multilingual resources, utilization of community organizations, and collaboration with cultural and community groups. These strengths serve as a foundation for fostering community wellness.

Coordinate

Identified gaps include safety concerns, language barriers, limited awareness and access to resources for newcomers, insufficient community activities, racism in employment, transportation challenges, healthcare issues, housing and rental challenges, inadequate childcare options, challenges in job market integration, bureaucratic barriers, lack of connections between organizations and communities, and division between municipal entities hindering collaboration.

Advocate

Opportunities for community wellness include creating a “Community of Care” approach across systems and sectors and through collaboration that activates opportunities for inclusive employment opportunities, increasing housing options, improving transportation accessibility, establishing safe spaces for youth engagement, fostering cultural exchange, enhancing immigrant support policies, increasing informational access, prioritizing newcomers with special needs, enhancing recreational facilities, promoting economic empowerment, and providing language support for newcomers.

Community Wellness: Conclusion

Mobilize

Anticipated outcomes include strengthened social cohesion, community safety, improved healthcare access and cultural competence, enhanced language skills for newcomers, improved well-being through recreational and transportation improvements, economic empowerment and inclusive workplaces, increased housing options and support for vulnerable populations, enhanced youth engagement and cultural vibrancy, improved immigrant integration and community safety, and increased accessibility to diverse food options and cultural events. These outcomes align with the overarching goal of fostering a healthy, vibrant, and inclusive community where all residents thrive and resilient community is realized..



Infrastructure and Assets

“Before COVID-19 we had great outdoor events and activities in our parks. Let’s do that again and get everyone involved.”

Inform

- Improve accessibility in public spaces for individuals with disabilities and diverse needs.
- Address the demand for diverse, inclusive and accessible rental spaces in Langley City, particularly within community centers or hubs.
- Enhance safety and cleanliness in the public realm through initiatives like increased garbage cans, organized clean-up efforts, and community stewardship.
- Collaborate with local business associations to create a thrift store map to support community engagement and economic development.
- Increase funding to support more community events and programs.
- Advocate for comprehensive improvements in public transportation, focusing on expanding routes and enhancing accessibility across all communities.
- Implement infrastructure upgrades and safety measures to create pedestrian-friendly environments and enhance the overall public transportation experience.
- Collaborate with local and regional authorities to establish better transit links between different areas.
- Secure affordable housing in new developments, integrating them into infrastructure plans and design guidelines to be inclusive of and benefit low-to-moderate income families.
- Invest in affordable housing initiatives to tackle housing affordability challenges and ensure sustainable solutions.
- Support newcomers in accessing housing and employment resources, promoting integration and social inclusion.
- Upgrade infrastructure in existing housing complexes and mobile parks to enhance living conditions and safety.
- Partner with developers to address housing affordability through incentives and partnerships.
- Create intentional spaces for recovery and innovative housing solutions to meet diverse needs and promote holistic well-being.
- Develop a Langley performance arts and culture center.
- Invest in innovation and foster collaboration with local organizations to address community needs comprehensively.
- Engage with federal and provincial governments to advocate for funding and policy changes.
- Develop a clear vision for economic development, prioritizing partnerships, small business protection, and engagement with immigrant advisory committees.
- Enhance healthcare services and accessibility, including increasing primary care options and reducing wait times.
- Increase support for mental health services, addiction counseling, and education.

Infrastructure and Assets

Facilitate

- Langley City provides accessible public spaces like parks and libraries, promoting community engagement and recreational activities.
- Its more affordable compared to other Metro Vancouver areas making it attractive for those seeking affordable living options.
- The city's central location, compact downtown core, and green infrastructure create a walkable and connected community, supporting sustainable urban living.
- Thrift stores in Langley City offer ample shopping opportunities and bolster local businesses.
- Accessibility is prioritized with easily accessible amenities like parks, trails, and recreational facilities, enhancing residents' quality of life.
- Community centres and public spaces serve as vital hubs for social interaction, fostering belonging and connection among residents.
- Events like Global Fest and health fairs promote community engagement, connection, diversity awareness and acceptance, and support.
- Dedicated community volunteers and social development managers enhance community support systems.
- Churches, non-profits, and business associations contribute significantly to filling support gaps for vulnerable populations.
- Residents' engagement in providing feedback fosters inclusivity and collaboration.
- Langley School District provides robust support to newcomer families, facilitating their integration into the community.
- Inclusion Langley offers therapy, navigation and support services ensuring inclusivity and accessibility for all individuals, who they work with.
- Langley City provides in-kind donations to programs addressing societal needs, demonstrating commitment to community well-being.
- Collaborative efforts between organizations establish effective partnerships to address diverse community needs.
- Non-profit agencies with multilingual staff break down language barriers and ensure immigrant residents access essential services.
- Partnerships create proactive measures, promoting prevention and community support.
- Newcomers benefit from programming and resources facilitating their integration and success within the Langley community.
- For many, the city is perceived as safe when compared to other Metro Vancouver communities, fostering residents' sense of security and strong desire for improved community safety to be an on-going priority.
- Langley values diversity and upholds the freedom of rights and access to education for all community members.

Infrastructure and Assets

Coordinate

- Insufficient public transportation options limit accessibility and mobility for residents.
- Challenges in transportation safety highlight the need for infrastructure improvements and safety measures.
- Discontent exists regarding resource reallocation for some improvement projects instead of addressing pressing community needs and the desire for more information to understand the value, importance, and benefit of investment decisions.
- Safety concerns regarding public transit and surrounding areas underscore the need for improved security measures.
- Demographic changes in the Fraser Valley require corresponding updates in transportation services and community infrastructure investment.
- Adequate housing for seniors, families, students, newcomers, Indigenous community members, women and children, and unhoused individuals remains a challenge.
- Development patterns and eviction disrupt housing stability and community cohesion.
- Poverty-related issues intersect with housing challenges, necessitating comprehensive solutions.
- Certain housing complexes lack sufficient built and social infrastructure, impacting residents' living conditions.
- Cultural barriers and job insecurity inhibit discussions about work conditions and housing experiences.
- Housing affordability remains a pressing issue, marginalizing vulnerable populations.
- Challenges accessing affordable food contribute to food insecurities among vulnerable communities.
- Limited shelter hinder support for the unhoused and transition into other services.
- The community lacks inclusive gathering spaces and lack of consistent opportunities or places to incorporate arts and culture, hinders inclusion and diversity acceptance.
- Celebrations in the community lack diversity, suggesting a need for broader representation.
- Absence of venues for artistic expression underscores the need for accessible programs.
- More recreational opportunities and spaces, especially for youth, are needed.
- Mental health concerns are exacerbated by financial pressures and lack of support.
- Immigrant residents face challenges accessing essential resources and programs.
- Language barriers inhibit access to workplace-suitable English language classes.

Infrastructure and Assets

Advocate

- Enhance accessibility and infrastructure to better accommodate people with disabilities, ensuring inclusivity and equal access for all individuals.
- Explore redevelopment opportunities leveraging existing assets to create more sustainable and environmentally friendly communities. Invest in renewable energy sources and natural asset management practices to promote sustainability.
- Expand community events and programs to foster greater engagement and participation among residents, promoting a sense of belonging and community cohesion.
- Utilize existing service agency facilities to host user groups and enhance community engagement could maximize shared resource utilization.
- Improve access to culturally sensitive healthcare services.
- Advocate for a sustainable, competitive wage for ECE and trades professionals to attract more into this profession and secure training facilities or programs in the Langley area.
- Provide accessible and affordable professional development ECE and trades training matching graduates to organizations, who are hiring.
- Explore rent-to-buy options to alleviate limited housing availability, providing pathways to homeownership for renters.
- Develop secure, affordable rental housing suitable for larger families, focusing on constructing units with four or more bedrooms to accommodate diverse household sizes.
- Implement strategies to support alternatives for individuals facing eviction, ensuring housing stability for all residents.
- Enhance public transportation to industrial areas to increase job opportunities and support economic growth.
- Improve transportation infrastructure and connectivity, focusing on enhancing public transit services and implementing road safety measures to ensure accessibility and mobility for all residents.
- Strengthen partnerships with organizations to support community learning and development.
- Expand English language classes, particularly tailored for workplace suitability, to enhance employability and integration for immigrants and other individuals seeking to improve their language skills.
- Leverage the multicultural aspect and social assets of the community to attract diverse populations, engage newcomers, and foster innovation.
- Expand recreational and social opportunities and facilities for all age groups.
- Address homelessness through a comprehensive approach and attract business growth and development for robust economic development.

Infrastructure and Assets

Mobilize

- Enhanced levels of built, social, natural, and communications infrastructure and assets address communities need that can be leveraged to foster innovation and ensure sustainable, community resiliency.
- Diversified services and businesses that appeal to diverse interests and needs.
- Improved infrastructure and assets support youth development, social purpose initiatives, and collaborative innovation across uses or sectors.
- Enhanced community connectivity and accessibility in services and people.
- Enhanced community well-being, deeper community integration, and belonging.
- Improved community engagement and support through active participation.
- Robust community support and collaboration to mobilize actionable results.
- Increased community engagement and participation in events and programs.
- Improved living standards, quality of life, and health and well-being.
- Addressing housing, transportation, and safety challenges fosters a sense of community cohesion, strengthens social bonds and promotes inclusive community.
- Identifying how policing, health and mental health outcomes through accountable, transparent shared outcomes can improve community well-being.
- Cross-cultural exchanges through celebrations and activities.
- Enhanced resource and program access for immigrants and newcomers.
- Increased involvement and resources dedicated to immigration-related issues.
- Strengthened partnerships and collaboration among organizations to address pressing community needs.
- Diverse housing options enhancing the quality of life in Langley City.
- Addressing housing needs ensures that community members have access to safe and affordable housing options, contributing to their overall well-being.
- Improved transportation safety and connectivity for residents.
- Coordinating with TransLink to improve transportation to industrial areas would increase job opportunities and economic mobility for residents.
- Providing workplace-oriented English language classes and expanding access to language learning resources would improve language skills and workplace integration for newcomers promoting social and workplace integration.
- Providing adequate support and resources for youth engagement creates a supportive environment where young people feel valued and empowered, leading to positive social outcomes and personal development.
- Enhanced healthcare accessibility and reduced wait times.
- Expanded recreational opportunities and facilities fostering well-being.
- Strengthened economic development with a focus on small business protection and engagement with the tech sector.
- Innovative housing solutions and intentional spaces for recovery, addresses critical social support needs that impact sustaining, attracting, and retaining business.

Infrastructure and Assets: Conclusion

Inform

By improving accessibility in public spaces, addressing the demand for accessible rental spaces, and enhancing park safety and cleanliness, the city aims to create a more inclusive environment for all residents. Additionally, collaborations with local business associations and increased funding for community events and programs demonstrate a commitment to fostering economic development and community engagement. Advocacy for comprehensive improvements in public transportation and investment in affordable housing initiatives further underscore the city's dedication to enhancing infrastructure and assets to meet the diverse needs of its residents.

Facilitate

Langley's provision of accessible public spaces and affordable living options showcases a commitment to inclusivity and quality of life for all residents. The city's central location, compact downtown core, and emphasis on green infrastructure not only promote sustainable urban living but also foster a sense of community connectivity. Thriving small, mid-size, and large businesses, community centers, and events not only provide essential services but also serve as focal points for community engagement and support. The active involvement of dedicated volunteers, social development managers, and collaborative efforts between churches, non-profits, and businesses further enriches the community support network. Moreover, residents' active engagement and participation contribute to a culture of inclusivity and collaboration, fostering a strong sense of belonging and community cohesion.

Infrastructure and Assets: Conclusion

Coordinate

Limitations to public transportation connectivity, affordable and attainable housing options, and safety concerns highlight the need for further infrastructure improvements and investment in hard and soft infrastructure. Housing remains a pressing issue, with challenges in affordability, availability, and accessibility, particularly for vulnerable populations. Additionally, the absence of inclusive gathering spaces, limits cultural representation in celebrations, and barriers to accessing essential resources for immigrant residents all indicate areas for improvement in fostering diversity and inclusion. Addressing these gaps will require continued collaboration, advocacy, and shared and leveraged investment in infrastructure and assets beyond solely depending on municipal resources to create a more resilient and inclusive community in Langley City.

Advocate

Langley City envisions a future marked by enhanced accessibility, sustainability, and community well-being. By enhancing accessibility and infrastructure, the city aims to better accommodate individuals with disabilities, ensuring inclusivity and equal access for all residents. Redevelopment opportunities and investment in renewable energy sources further promote sustainability and environmental stewardship. Expanding community events and programs will foster greater engagement and participation, nurturing a sense of belonging and community cohesion. Utilizing existing facilities and enhancing access to culturally sensitive healthcare services will further enhance community connectivity and accessibility.

Mobilize

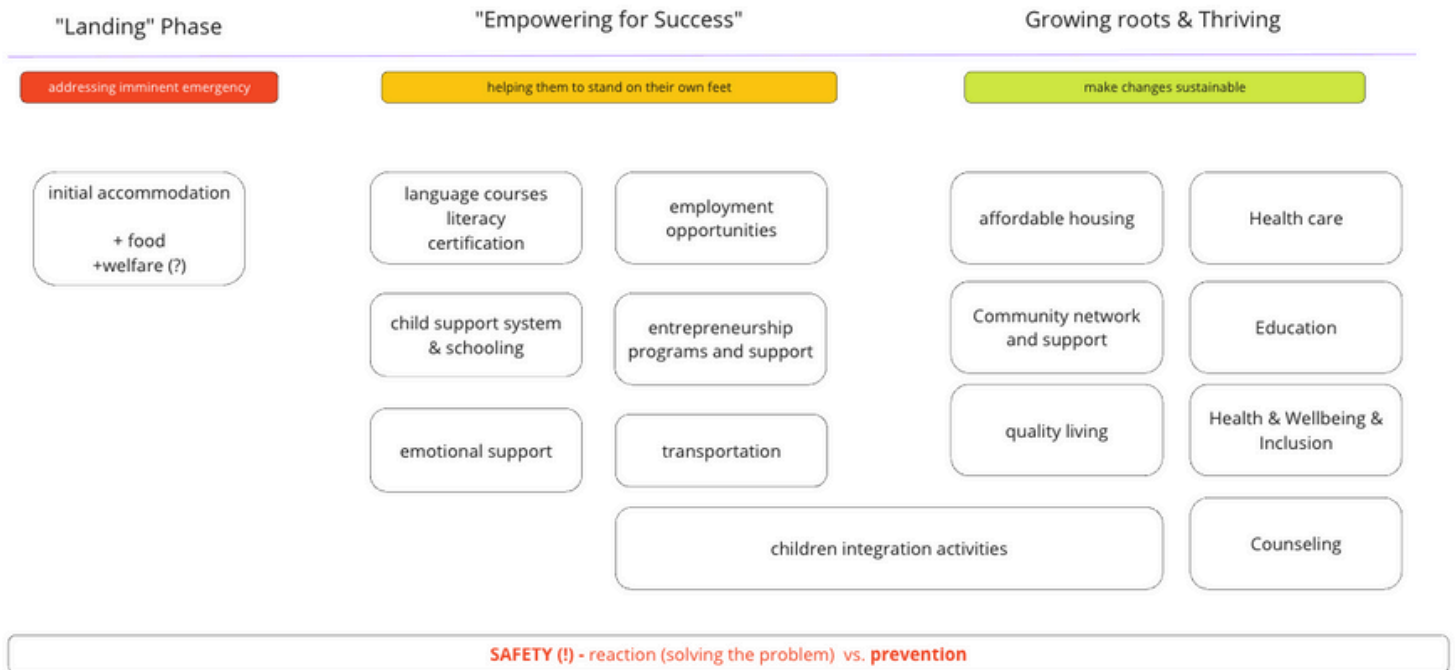
Enhanced community connectivity and accessibility in services for people will strengthen social bonds and promote a more resilient and inclusive community. Removing stigma and increasing awareness surrounding complex issues will foster a safer and more supportive environment. Cross-cultural exchanges and celebrations will promote diversity and cultural understanding, enriching the fabric of the community. Additionally, improved access to resources and programs for immigrant residents and expanded partnerships addressing community needs comprehensively will contribute to greater integration and social inclusion. Ultimately, these efforts require concerted collaboration across the community to a strengthen community well-being, increased economic opportunities, social equity, and a more vibrant and inclusive Langley City.

Example of Systems Mapping

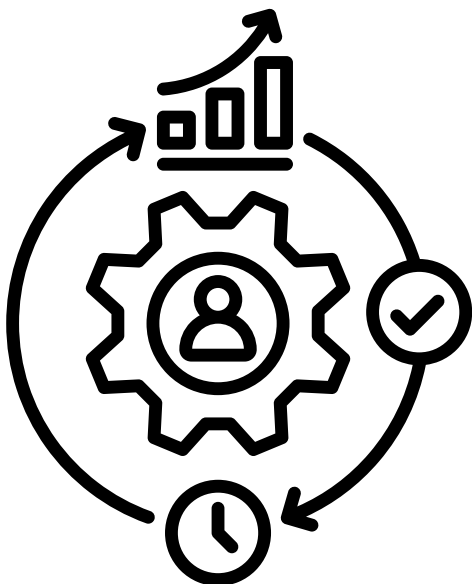
Th 1: Poverty Reduction
- what is missing

Th 2: Community Integration
- what needs to be done to set them up for success

Th 3: Community Wellness
- how to support thriving and long lasting sustainable change



Th 4: Infrastructure & Assets
- how to make it happen on a larger scale



Systems Mapping will entail understanding of where individuals may be exposed to certain compounding factors that may result in loss of housing or other gaps and concerns. We will then be able to map out their journey. The goal, through collaboration, is to be able to connect people with agencies or cooperations who may be able to assist in bringing that vulnerable individual into the next phase of the co-development of a collaborative, strategic logic model and roadmap to mobilize cross-sectoral action that is concerted, strategic, and measurable.

Technical mapping has been completed as part of this process and will inform the next stages and align activities strategically across City policies and plans.

Next Steps

Where do we go from here?



Resource and Referral Fair

April 10, 2024: Housing

April 24, 2024: Health and Resilient Families

May 10, 2024: Community Health, Wellness, Community Safety and Belonging

June 12, 2024: Employment, Education, Training, and Transportation

June 28, 2024: Langley City Community Building Village Cafe

July 16, 2024: Celebrating Langley City's Social, Cultural, and Economic Diversity and Inclusion Village Cafe

Next Steps



Summer: Phase 3: Collaborative Mapping and Design Mapping Activities.

This phase consists of three sub phases. These include the development of a multi-sectoral organizing team and a multi-sectoral research design team to work through the technical data findings to inform the logic model and collaborative roadmap with performance and impact measures. A community forum will be held to review the logic model and map to receive input on the process, identify key priorities for action, and mobilize community partners and contributors in its implementation. Finally, a collaborative solutions framework will be developed informed by conclusions from this phase.



Fall: Phase 4: Strategic Framework

Our final phase will consist of the presentation of the logic model, collaborative map, and strategic action framework for Mayor and Council consideration to formally endorse it for implementation. Performance and impact measurement recommendations will be generated and integrated with the City's strategic priorities, directives and cornerstones, and our final work will be reported to council.

Subject to approval, the implementation tools will be utilized for cross-sectoral mobilization of the core priorities and outcomes, inform policy, increase awareness about complex, community issues, advocate, and harness shared resources in a sustainable and effective manner.

Conclusion

The Langley City What We Heard Report reflects multiple, diverse perspectives, insights, and ideas that generated a cohesive and deeper understanding the dynamic needs and challenges facing Langley City. Alongside this, it further validates that Langley City is. a community that is rich in diverse assets and strengths-built, social, natural, and in community to tap into to address the complex, critical issues in a manner that fosters a “Community of Care” approach by a community, who truly cares for their neighbours through its shared sense of place that offers unique offerings worth protecting, valuing, and enhancing.

In closing, the hope is that the restorative community practice employed through this process serves as a valuable, on-going mechanism for Langley City to keep the real-time pulse on the issues and opportunities to generate solutions for improved well-being, inclusion, and opportunity across diverse facets of its community and contributors to transformative systems-level change and resiliency.

Thank you



LANGLEY CITY DIALOGUE SERIES

Creating a Healthy and Resilient Community

Building a vibrant and resilient community means engaging everyone in it to address issues affecting it. Langley City faces a number of critical issues involving homelessness, health, social issues, community safety and well-being. A resilient community is one that thrives from community connections and involvement. That's why Langley City is hosting a series of four collaborative dialogues to focus on critical community issues that are affecting us now.

These discussions will gather us together to examine the issues, recognize local initiatives already underway that are addressing some of these issues, and identify best practices arising from these initiatives. Through these conversations, we can help our community and our City Council to deal effectively with these issues.

What We Hope to Achieve

Out of these community conversations we hope to **generate solutions** to address these issues that affect not only Langley City but also surrounding communities. We believe that through these community discussions we can build greater community resiliency and well-being.

These dialogues will involve **people already actively engaged** in addressing issues facing Langley City. To start we will focus on health and social needs, housing and homelessness and community safety. These are not 'chiseled in stone'; we are not limited to focussing only on them.

Out of these discussions — **think of them as discussions around a neighbours' kitchen table** — we hope to assist our city and City Council to **shape strategic goals and objectives** that will meet the diverse needs and interests of residents, businesses, and community members. The overarching goals are simply to bring about greater social justice and community well-being.



Dialogue Events: Shaping our Discussions

The series of **four dialogue events** that will engage local and regional people already involved and aware of these issues. It will afford an opportunity for these participants to learn from each other and out of the discussion put forward potential ways to address these issues.

The process will draw on insights from the practice of **restorative justice** in dealing with issues such as those now affecting our community. It will ask: how are people ‘hurting’ and how can we make it better for everyone. Its focus is to address the damage done to community relationships and then move toward greater accountability, healing, and growth.

Through a series of questions, these community conversations will reflect on what impact these issues have had on you; what is important to address **now**; what other information would be helpful; and, who else in the community needs to be involved in the discussion?

Who Are the Participants

These community conversations will **engage community members and organizational reps** from various sectors of our city. Drawing on their lived experience and hands-on knowledge, they will take a close look at all the issues confronting people in our community. These conversations will ensure that the diversity of our community is reflected in ample opportunities to engage and hear its varied voices. It is essential that there is space for diverse perspectives.

These discussions will build on the work that’s already being done on behalf of the city to foster informed civic engagement, collaboration and mobilization especially addressing health,

housing, community safety and community development needs. All discussions will include reps from our Indigenous community partners and the non-profit sector.

The outcome of these four **community conversations would form the basis of a report** to be presented to the City to assist in the development of a community action framework and part of the City’s Strategic Plan. These dialogues should lay the groundwork for a vibrant community framework through which we can have regular discussions involving local groups as well as people with specific levels of expertise.

An On-Going Conversation

Through these community conversations, we can help our city **develop a community action plan** that addresses the issues and assists our City Council in its community planning decisions.

They can also inform the wide-ranging community surveys initiated by the City every three years to get feedback from community members about municipal initiatives, community concerns, and general well-being. These conversations can help inform our City about what community members believe should be public priorities to ensure that city programs and services connect with real community needs.

These conversations should **foster more civic engagement and engage more people** in addressing the issues that we face, while at the same time contributing to the safety and well-being of everyone in Langley City.

Information Please

The dates, times, and locations of the dialogue series will be announced soon. ♦

The Langley City Village Cafe

Where neighbours connect

As part of the Langley City Dialogue Series: Creating a Healthy and Resilient Community, we invite you to join us with your neighbours at this free event with family activities and summer treats available to all.

Wednesday, August 9, 2023

Penzer Park, 4787 200 Street

1:00 pm - 3:00 pm

For further information, please contact
dena@trescommunity.com



LANGLEY CITY SOCIO-CULTURAL & ECONOMIC DEVELOPMENT

FREE
DROP-IN

Langley City Village Cafe



Drop in each month to access information about local services, connect with your community and participate in community design labs to inform the City's Socio-Cultural and Economic Development Framework.



Creating Connection in Langley

WEDNESDAY

APRIL 24

1:00-4:00PM

TIMMS COMMUNITY
CENTRE - MPR 1

*Healthy & resilient
families*

FRIDAY

MAY 10

1:00-4:00PM

TIMMS COMMUNITY
CENTRE - MPR 2

*Community health,
wellness, safety &
belonging.*

WEDNESDAY

JUNE 12

1:00-4:00PM

TIMMS COMMUNITY
CENTRE - MPR 2

*Employment,
education, training
& transportation*

FRIDAY

JUNE 28

1:00-4:00PM

LINWOOD PARK
20100 55A AVE

*Community
building.*

TUESDAY

JULY 16

1:00-4:00PM

CITY PARK
4949 207 STREET

*Celebrating
Langley's diversity.*

LANGLEYCITY.CA

604.514.2800

LANGLEY CITY TRANSPORTATION

CASE STUDY #1 - A STUDENT'S STRUGGLE BETWEEN WORK, HOME AND SCHOOL



OBJECTIVES

This case study outlines the experiences of a student navigating Langley's transportation system.

SUMMARY

Current Challenges

1. **Overcrowded Buses:** Buses are operating at full capacity. This leads to overcrowding and longer travel times.
2. **Extended Wait Times:** Prolonged wait times contribute to the inefficiencies of depending on public transit.
3. **Inconvenient Bus Stops:** Bus stops are located far from industrial work areas creating additional barriers to sustaining and accessing employment.
4. **Limited Secure Bike Lanes:** Incomplete network of secure bike lanes connecting to Langley Centre.
5. **High Transportation Costs:** Limited affordable options and reliance on expensive private transportation alternatives contribute to financial and time strain on students.

BACKGROUND

Due to prolonged commute times, students are facing time constraints in managing school and work. Trinity Western University students are deeply rooted to services, food and employment in Langley City. While the university itself is only a 10-minute drive by private vehicle, The reality consists of long commute times for students, who rely on public transit. On average, travel to Langley City corridor via public transportation can take up to 1.5 hours while commuting to Langley City's industrial areas can take up to 2 hours or more. These extensive commute times are mostly due to the lack of bus stops, irregular bus services, and buses that exceed capacity.

OUTCOMES

"Sometimes after work at the pharmacy in Langley City, it is difficult to return to campus because of the limited transit options and frequency of service late at night." - M

"I often depend on the church groups that provide volunteer driving but they are not always available consistently or after regular work hours." - J

TRANSPORTATION SYSTEM SERVICE DESIGN CONSIDERATION RECOMMENDATIONS

1. **Collaborate with Translink:** Champion the introduction of larger capacity buses instead of the current community shuttle buses and increase the frequencies to better serve TWU students commuting to Langley City.
2. **Partner with Translink and local businesses** to advocate for the establishment of additional bus stops within proximity to employment hubs, and industrial areas to enhance commuter accessibility.
3. **Establish a bicycle program** in collaboration with Langley City that focuses on secure biking routes connecting to city centre with its surroundings.

LANGLEY CITY TRANSPORTATION

CASE STUDY #2 -

SKILLED NEWCOMER UNABLE TO ACCESS THEIR MINIMUM WAGE JOB



OBJECTIVES

The purpose of this case study is to understand the transportation challenges preventing skilled newcomers from accessing employment.

SUMMARY

Challenges

1. **Limited Bus Stops at Work Sites:** Due to the lack of bus stops and connectivity to the broader transit system.
2. **Public Transit Operating Hours :** Public transportation schedules do not match the employers' workers who work evenings, nights, weekends and holidays.
3. **Uncoordinated Travel Services:** Inefficient commuting over distance due to lack of coordinated transit options.
4. **Personal Safety Concerns:** Worry about personal safety when using transit often due to poorly lit and isolated transit stops.

BACKGROUND

Industrial warehouse employees encounter significant transportation obstacles, including the absence of bus stops at work sites, bus service hours misaligned with their irregular shifts, long travel distances, and concerns about personal safety during transit. These challenges impact their daily routines, work-life balance, and overall job satisfaction. This case study delves into these issues, aiming to identify solutions that enhance accessibility, align transportation services with work schedules, and improve the overall well-being of the industrial warehouse workforce.

OUTCOMES

"I have a long wait for my bus to get home from work and it is often dark and quiet at the bus stop and I don't feel safe waiting by myself." - A

"Sometimes it takes me two hours each way to get from my home in Surrey to Langley City for work." - N

TRANSPORTATION SYSTEM SERVICE DESIGN CONSIDERATION RECOMMENDATIONS

1. **Shuttle Buses:** Introduction of shuttle buses connecting industrial areas to transit hubs including Skytrain.
2. **Employer Collaboration:** Facilitate dialogue between employers to identify transportation solutions for workers, such as shared shuttles, transportation subsidies and advocacy for connections to broader public transit options (e.g. Skytrain connectivity to Langley City).
3. **Transit Schedules Review:** Review and adjust transit schedules to better match the irregular work hours of many in the industrial sector.
4. **Enhance Safety Measures:** Improve lighting at transit stops and connecting pathways to enhance personal safety.

LANGLEY CITY TRANSPORTATION

CASE STUDY #3 - LIMITED PARKING IN CITY CORRIDOR



OBJECTIVES

This case study outlines parking experiences in the Langley City core.

SUMMARY

Challenges

1. **Three-Hour Parking Limit:** An enforced three-hour parking limit imposes constraints for individuals visiting Langley City.
2. **Limited Customer Parking:** Lack of customer parking creates difficulties in attracting and retaining business.
3. **Inadequate Business Parking:** There is a lack of parking for business owners and employees which impacts employee retention and scheduling.
4. **Employee Safety Concerns:** Employees have expressed concerns about their safety when parking in Langley City.

BACKGROUND

Langley City business owners, employees, and consumers are challenged by the limited parking capacity in the Langley City core. This issue negatively impacts businesses, employee commutes, and consumer satisfaction. Reports of feeling unsafe and uncomfortable in the City Corridor contributed from a variety of reasons which amplifies the need for positive change and revitalization of the area. Improvements to parking options, mobility offered by transit connectivity, physical changes to the environment and active community development may offer a more vibrant and safe environment for everyone to enjoy.

OUTCOMES

"As a business owner, we experience the limited parking and lack of alternative transit options to the Langley City core reduces the ability for customers to access our stores and services." - A

"I would like to visit the restaurants in Langley City but I do not have a car and there is a lack of transit options to get there." - S

TRANSPORTATION SYSTEM SERVICE DESIGN CONSIDERATION RECOMMENDATIONS

Safe Walk Service: Linking the proposed transit stop in Langley City with a safe walk service for employees and customers to safely access and enjoy the Langley City core.

Transportation Supports Community Revitalization: By supporting individuals to rely less on automobiles and more on transit connectivity, it supports the increase of customer traffic, the ability to attract a diverse workforce and offer a variety of transportation choices.

Develop Community Partnerships to Promote Sustainable Transportation Options: Working with business representatives and community groups to review sustainable and accessible transit options that will make Langley City more appealing for business investment.

Develop a Public Education Program: To inform, educate and promote awareness on the benefits of sustainable public transit and how it will contribute to the long term development of Langley City.