

Date: 9 July 2026

Regarding: Invest Langley City | Phase 3 Engagement Highlights Report

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Engagement snapshot

As Langley City's population continues to grow, the City is considering investing in two large community facilities to be funded by future borrowing and other potential sources (government grants, donations, fees charged to developers, internal reserves, casino revenues, and user fees). This initiative is called [Invest Langley City](#).

The City conducted three phases of public engagement between fall 2025 and summer 2026 in support of Invest Langley City.

Phase 3 engagement (June 2026) gathered feedback on draft, non-binding vote questions that may appear on a separate ballot during the October 17 municipal election. Participants were encouraged to "test" the questions and then provide feedback that will help the City finalize the questions to be used in the non-binding vote.

The Phase 3 draft poll questions were designed to:

- Collect input on City borrowing for each of the two proposed investments
- Gauge support for tax increases to support the investments
- Understand people's preference for potential outcomes ranging from proceeding with both facilities, one, or none
- Seek feedback on if the questions are easy to understand and provide enough information for voters to make an informed decision this fall

What we did

Public engagement opportunities were available from June 2 to 28, 2026. This phase of engagement included notification of the engagement opportunity, three pop-up events and an online survey.

- 236 people interacted with the engagement team at the 3 pop-up events
- 148 people completed the online survey
- 36 people completed a paper survey at one of the three pop-up events
- 557 unique visitors, generating 675 visits and 774 page views to the LetsChat.LangleyCity.ca/Invest public engagement webpage

What we learned

Respondents generally supported proceeding with one or both facility investments; however, concerns about the tax impact to property owners resulted in lower levels of support by people responding online as compared with previous phases of engagement. By contrast, people responding in-person at one of the three pop-up events expressed higher levels of support as compared with previous phases of engagement.

Of those who shared comments about their objection to proceeding (with one or both projects), most expressed concerns about cost to taxpayers, and some suggested that now is not the time to consider an additional tax burden.

With respect to the draft poll questions:

- Most respondents (82%) indicated that they found the draft poll questions clear and easy to understand.
- However, in practice almost half (47%) of the responses to this question by people who completed the in-person draft poll had to be discarded because respondents did not correctly complete the ranking (online polls were programmed so that invalid responses were not permitted).
- Some respondents (10%) expressed dissatisfaction with being asked to rank their preference for various investment options; and expressed concerns that ranking could imply consent to an option they do not support. This suggests that at least some respondents did not understand the City's intent to gauge each taxpayer's preference as well as their "next best preferred alternative" in the event that overall public opinion is not aligned with theirs.
- Several respondents (3%) offered suggestions to improve the poll questions, including:
 - Provide information about the tax implications for home owners upfront before asking any questions, rather than asking two separate questions – one about interest and one about the tax implication.
 - Replace the ranking question with Yes/No questions for each of the investment scenarios.
 - Make each question shorter so that they are easier to understand.
 - Clarify that condominiums are classified as "multi-family homes".
- A few (2%) respondents questioned the validity of the project cost and percentage tax increases and expressed concerns that they would escalate.
- One respondent requested City staff to follow up directly via email.

Recommendations for fall 2026 non-binding poll

- Remove investment options ranking poll question; replace with yes/no questions for each potential option.
- Simplify survey questions by separating contextual information from the questions.