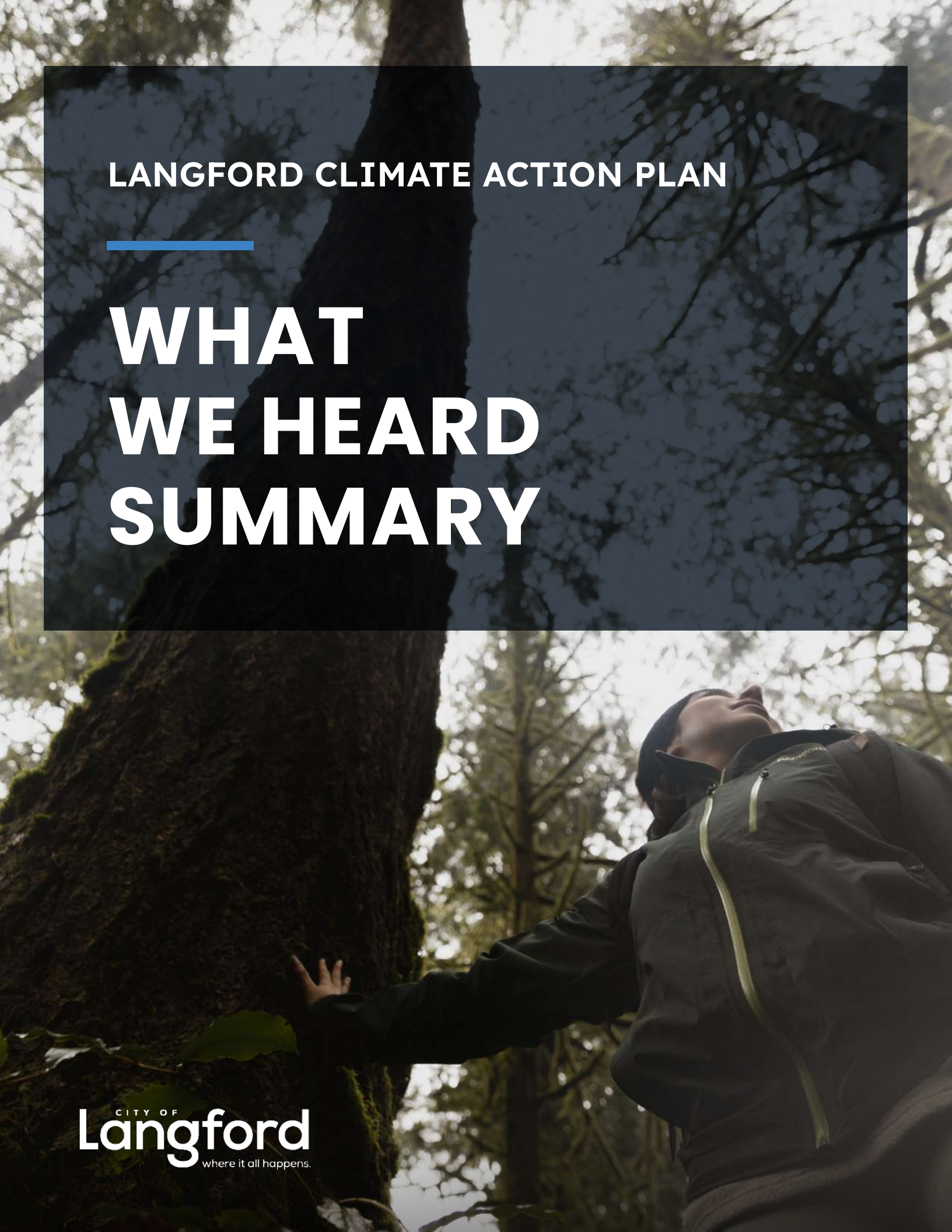


LANGFORD CLIMATE ACTION PLAN

WHAT WE HEARD SUMMARY

CITY OF Langford
where it all happens.

Land Acknowledgement

The City of Langford acknowledges and honours the traditional territories of the Coast Salish, specifically Xwsepsum (Esquimalt First Nation), Lekwungen (Songhees), Sc'ianew (Beecher Bay), and the W̱SÁNEĆ Peoples represented by the Tsartlip, Pauquachin, Tsawout, Tseycum, and Malahat Nations. We thank them for sharing this beautiful land.

The City of Langford acknowledges and honours the importance of listening, understanding, and engaging meaningfully and intentionally with local First Nations. The City is committed to building strong relationships with the local Nations and is committed to ensuring this work is a priority and approached in a good way. While there is much work to do, and will be an ongoing evolving process, the City is going to start by understanding the priorities of all local First Nations on a one-on-one basis. This document will be updated to honour what we learn and will keep the City accountable

About

This document summarizes what the City of Langford heard from residents, community organizations, businesses, and other interest holders throughout the development of the City's Climate Action Plan. It brings together insights from workshops, surveys, and other engagement activities to highlight key themes, priorities, and opportunities that has shaped the Plan.

Introduction

The City of Langford has developed a Climate Action Plan to help create a healthy, resilient, and low-carbon community where people can thrive today and into the future. The purpose of this What We Heard Report is to summarize the comprehensive public engagement process and findings that informed the development of the Climate Action Plan.

This report should be read as a companion document to the Climate Action Plan. While the findings within this report have informed the development of the Climate Action Plan, it does not represent the City policy, Council direction, or final recommendations and conclusions. Recommended actions are addressed separately within the Climate Action Plan.

Acknowledgements

We are deeply grateful to the Langford residents, businesses, community organizations, service providers, partner agencies, and other interest holders who generously shared their time, perspectives, and lived experiences throughout this engagement process. Their thoughtful contributions have been instrumental in shaping the City of Langford's Climate Action Plan and ensuring it reflects local priorities, knowledge, and aspirations for a low-carbon, climate-resilient future.



Engagement Overview

The Climate Action Plan engagement focused on understanding how climate change is affecting people and places in Langford, identifying opportunities to build a healthier, sustainable and more resilient community, and exploring practical actions that reflect local priorities. Together, these conversations helped shape the vision, goals, and strategic actions for the Climate Action Plan. The purpose of engagement was to:

Ground the plan in local knowledge *by bringing together lived experience, professional expertise, and community perspectives*

Build a shared understanding *of climate risks, opportunities, and the benefits of climate action.*

Identify priorities for action *that respond to Langford's needs, opportunities, and future growth.*

Support ideas for practical solutions *that improve health, resilience, affordability, and sustainability.*

Strengthen partnerships *to support collaboration and implementation over the long term.*



The engagement was guided by the City of Langford's Public Engagement Strategy, ***Let's Plan Langford***, and its guiding principles. These principles include the City's commitment to understanding the needs and perspectives of community members, designing inclusive and accessible engagement opportunities, engaging with purpose, learning and adapting over time, and maintaining consistency in communications and engagement practices.

The City used a combination of broad community engagement and targeted conversations designed to capture diverse perspectives and ensure the Climate Action Plan was informed by both community-wide input and the knowledge of people and organizations with lived experience, technical expertise, and implementation responsibilities.

Engagement Approach

The Climate Action Plan engagement process (February – May 2026) combined broad community participation with targeted engagement to ensure the Plan reflected a wide range of experiences, perspectives, and expertise.

While a public survey provided an opportunity for all residents and businesses to share their experiences and priorities, targeted workshops, focus groups, interviews, and youth engagement created space for more in-depth conversations with organizations and sectors that work closely with populations disproportionately affected by climate change or have an important role in advancing climate resilience and greenhouse gas emissions reduction.

Particular effort was made to engage organizations that work with communities that may experience disproportionate impacts from climate change, alongside those with knowledge, expertise, or influence in shaping climate solutions. This complementary approach recognized that different engagement methods reach different audiences. Together, the survey and targeted engagement provided both a broad understanding of community priorities and deeper insight into local climate risks, lived experiences, implementation challenges, and opportunities for action.

Engagement-at-a-glance

February 4 (in-person)	*February - May*	*March - April*
WORKSHOP	**INTERVIEWS**	**PUBLIC SURVEY**
Climate Risks, Impacts and Resilience Priorities	Partner organizations and health authorities	People who live, work or own businesses in Langford
April 28	*April 30*	*May 4 (in-person)*
FOCUS GROUP	**FOCUS GROUP**	**YOUTH WORKSHOP**
Private Sector and Infrastructure Systems Actors	Community and Environmental Organizations	Belmont Secondary School Students

Figure A. Overview of engagement activities.

Public Survey

An online public survey was available on the City's Let's Chat Langford website from March 17 to April 8, 2026. The survey invited people who live in Langford, work in Langford, or own or operate a business in Langford to share their experiences and priorities for the future.

Participants were asked about:

- their experiences with climate-related events in Langford;
- how climate change affects their homes, workplaces, health, businesses, and daily lives;
- their concerns and priorities for climate action;
- actions they are already taking to reduce greenhouse gas emissions;
- barriers that make climate action more difficult; and
- what they would like to see included in the City's Climate Action Plan.

Who we heard from in the public survey



3-week
Online survey

233
Survey Responses

Survey topics:

- ☑ Climate impacts
- ☑ Climate action priorities
- ☑ Actions already being taken
- ☑ Barriers to action
- ☑ Ideas for CAP

Targeted engagement was undertaken to increase participation from youth, renters, equity-deserving groups, businesses and community organizations; populations that were underrepresented in the public survey.

Figure B. Public survey overview.

Targeted Engagement

Targeted engagement was conducted through a combination of workshops, focus groups, interviews, and a youth workshop with students at Belmont Secondary School.

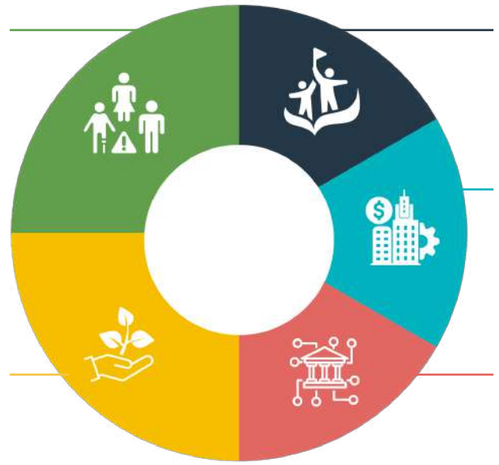
Participants were selected to bring perspectives that may not be fully represented through a community survey alone. This included organizations that support populations disproportionately affected by climate change, such as older adults, low-income populations, people with disabilities, newcomers, and people experiencing housing insecurity, as well as organizations with expertise or influence in areas such as health, emergency management, transportation, housing, utilities, education, business, and environmental stewardship. These conversations explored local climate risks, lived experiences, resilience priorities, emissions reduction opportunities, barriers to action, and practical solutions that could improve health, affordability, sustainability, and community well-being. Together, the targeted engagement complemented the survey findings by providing deeper insight into local challenges, opportunities, and implementation considerations.

The Figure C below highlights the types of organizations and sectors represented through targeted engagement:

Who did we engage?

Organizations working with populations disproportionately impacted by climate change
Including organizations that support community health and well-being, children and families, urban Indigenous populations, newcomers, and emergency management.

Community and environmental organizations
Including environmental non-profits, conservation groups, climate action groups



Youth
Including high school students

Private sector
Including local businesses, developers, employers and industry associations

Public services, utilities and academic organizations
Including health authority, school district, utility companies, transportation providers and post-secondary institutions

Figure C. Summary of community and interest holder engagement participants.

What We Heard – Key Themes

Across all engagement methods, several consistent themes emerged that reflect shared community priorities and aspirations for the Climate Action Plan.

1 Climate action should improve quality of life and solve multiple challenges at once.
Climate action should improve health, affordability, safety, mobility, healthy environments, and community connection. Participants supported ideas that address multiple community priorities at the same time, rather than treating climate action as a separate issue.

2 Climate change is already affecting people and communities.
People in Langford are already experiencing the impacts of extreme heat, wildfire smoke, heavy rainfall, flooding, and storms. These events are affecting health, homes, infrastructure, local businesses, ecosystems, and community services.

3 Climate action should be equitable and accessible.
Climate impacts and opportunities are not experienced equally across the community. Older adults, people with disabilities, low-income households, newcomers, renters, and others may face greater exposure to climate risks while also encountering greater barriers to participating in climate solutions. Participants emphasized the importance of reducing these barriers so everyone can benefit from a healthier, more resilient, and sustainable community.

4 Growth creates both opportunities and challenges.
As one of British Columbia's fastest-growing communities, Langford has a unique opportunity to shape new neighbourhoods, buildings, transportation systems, and infrastructure that are healthier, more sustainable, and better prepared for the future. At the same time, continued growth means more people, homes, vehicles, and demand on community services, while climate-related risks such as extreme heat, wildfire smoke, and flooding are increasing. Participants emphasized the importance of ensuring both existing and new neighbourhoods are designed and supported to be resilient, while continuing to improve quality of life for a growing community.

5 Community partnerships and local leadership are critical.
Strong relationships, local and regional networks, and partnerships across sectors and organizations are essential to advancing climate action. Participants emphasized that creating a healthier, more resilient, and sustainable community is a shared responsibility requiring collaboration across the region.

6 Climate action should be practical and build on existing strengths and commitments.
Participants supported practical climate action that reflects clear, feasible priorities that are affordable and build on existing strengths to deliver meaningful results over time.



LANGFORD CLIMATE ACTION PLAN
WHAT WE HEARD SUMMARY

Preparing for Climate Impacts

Participants consistently described climate change as something that is already affecting everyday life in Langford—not a distant future issue. Across engagement activities, people emphasized the importance of preparing for increasing climate risks while improving health, affordability, neighbourhood livability, and community wellbeing.

Climate hazards people are experiencing today
(according to survey results)

81% experienced extreme heat

80% experienced windstorms

78% experienced wildfire smoke

67% experienced heavy rainfall or flooding

Have the following climate-related events affected you in Langford?

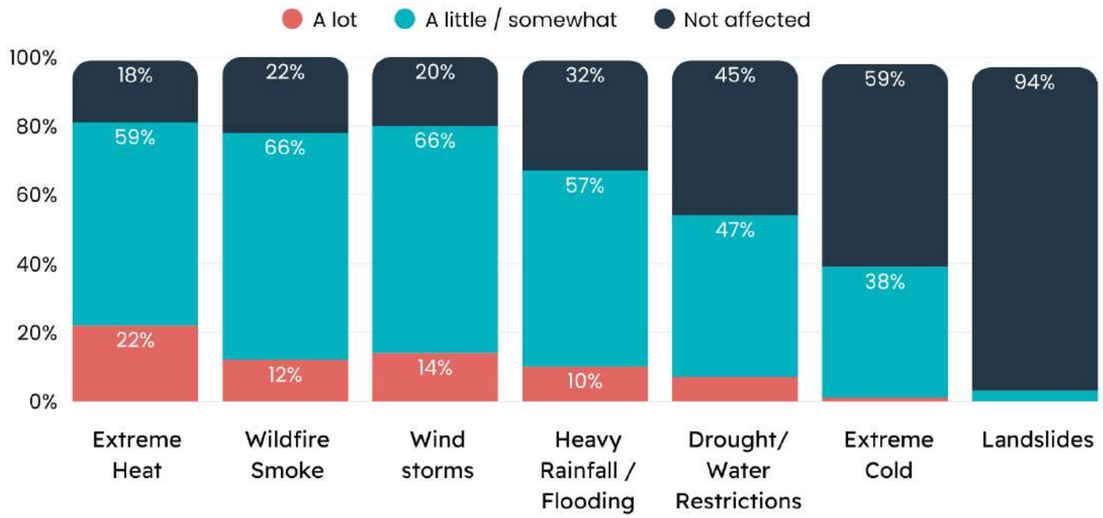


Figure D. Survey results - Affected by climate-related events



How is climate change affecting Langford?



Health and Well-being

Participants consistently identified health and well-being as one of the most significant ways climate change is affecting daily life. The impacts extend beyond physical health to include mental well-being, social connection, and people's ability to safely enjoy their homes and community. Youth participants also described climate change as something they experience directly today, highlighting impacts on sleep, sports, recreation, mental well-being, and their ability to spend time outdoors during periods of extreme heat and wildfire smoke.

Common examples:

- Heat stress and reduced indoor comfort
- Poor air quality during wildfire smoke events
- Mental health impacts, climate anxiety, and concern about the future
- Reduced opportunities for outdoor recreation, sports, and physical activity
- Difficulty walking, cycling, or waiting for transit during extreme heat

> ***Summer fire season causes us to worry and increases our anxieties.***
>
> Climate Action Plan Survey Respondent

Natural Environment

Participants viewed Langford's natural environment as one of the community's greatest strengths for building resilience. Survey respondents noted that protecting and enhancing natural systems is essential in supporting both people and ecosystems as climate changes. At the same time, participants expressed concern about growing pressures on Langford's natural environment and the need to better protect and restore these assets as the community grows and the climate changes.

Examples include:

- Concerns about loss of tree canopy and shade
- Overland flooding and drainage challenges
- Pressure on ecosystems and biodiversity to adapt
- Protecting and restoring natural areas as Langford grows
- Loss of tree canopy, shade and other features that provide natural cooling

> ***The City Centre has a heat island effect, so more tree retention during development and replanting of larger trees is needed in the core.***
>
> Climate Action Plan Survey Respondent

> ***Millstream Creek is experiencing increased runoff… the culverts do not accommodate the added water volume, which creates flooding for people who live near the creek***
>
> Climate Action Plan Survey Respondent



How is climate change affecting Langford?

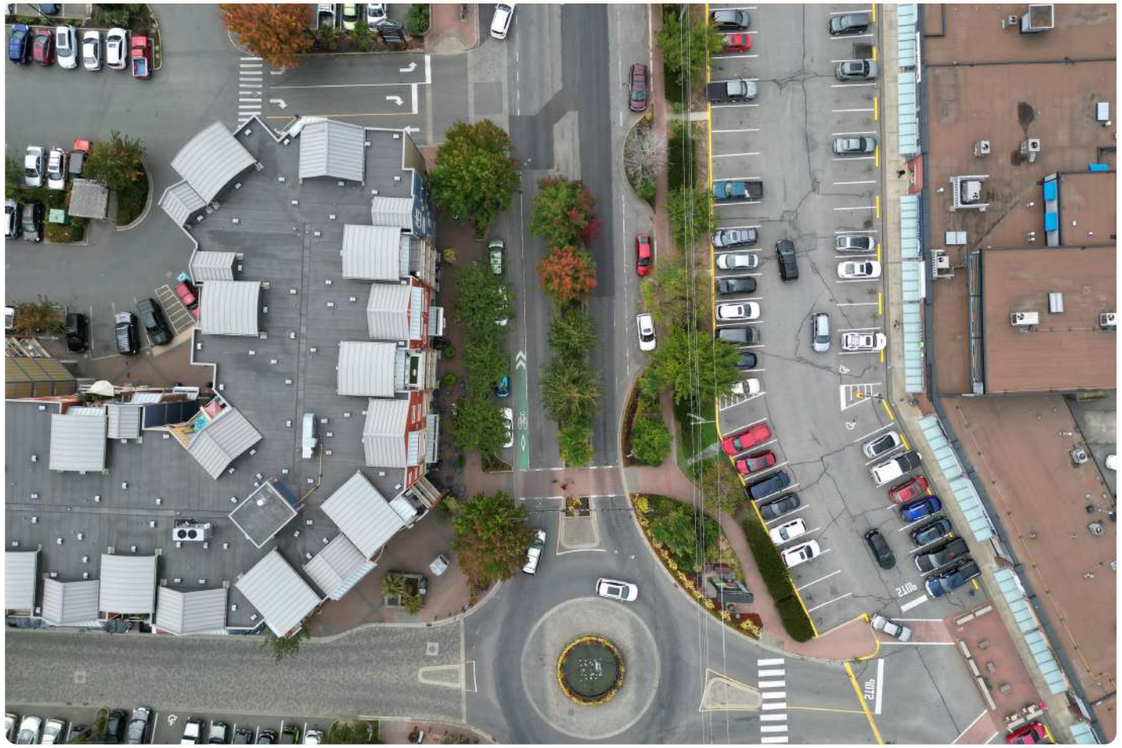
Homes and Daily Life

Participants described how climate-related events are affecting the comfort, affordability, and resilience of homes.

> ***I used to live in the city centre and many older homes are not properly insulated against heat. We could not spend time inside our home during the 2021 heat dome.***
>
> Climate Action Plan Survey Respondent

Common examples:

- Overheated homes during summer heatwaves
- Increasing household costs from climate-related damages, retrofitting for climate resilience, and rising temperatures causing greater cooling demands (energy, insurance, repairs)
- Power outages and service disruptions during climate-related events
- Housing situations that limit the ability to implement retrofit strategies(e.g., strata and renters)



Workplaces, Businesses, and Local Economy

Participants shared that climate-related events are affecting workplaces, businesses, and the local economy. Participants described how extreme heat, wildfire smoke, storms, and flooding can disrupt daily operations, affect worker health and safety, interrupt transportation and access, and increase operating costs. Engagement with businesses and employers also highlighted the importance of planning for business continuity and supporting businesses to adapt to a changing climate.

Common examples:

- Heat and wildfire smoke affecting workers, particularly those working outdoors
- Storms, flooding, and power outages disrupting business operations
- Transportation disruptions affecting employees, customers, and deliveries
- Rising costs related to energy, insurance, repairs, and building upgrades

Infrastructure and Community Services

Participants emphasized that climate resilience depends on reliable infrastructure and strong community systems. As Langford grows, infrastructure, transportation, emergency management, and community services will need to adapt to increasing climate risks.

Examples include:

- Roads, drainage, and utility disruptions from climate-related events
- Transportation challenges during extreme weather
- Greater demand on emergency and community services
- Infrastructure that must keep pace with population growth and climate change



> ***There is one way out of this neighbourhood. We need another evacuation route, and we need a plan for it.***
>
> Climate Action Plan Survey Respondent

Participants consistently recognized that some people are more affected by climate-related events than others. Factors such as age, health, income, housing, occupation, and social connections can influence both exposure to climate risks and people's ability to prepare for, respond to, and recover from climate-related events. Figure E shows the population groups most commonly identified as being at greater risk.

Who is most at risk?

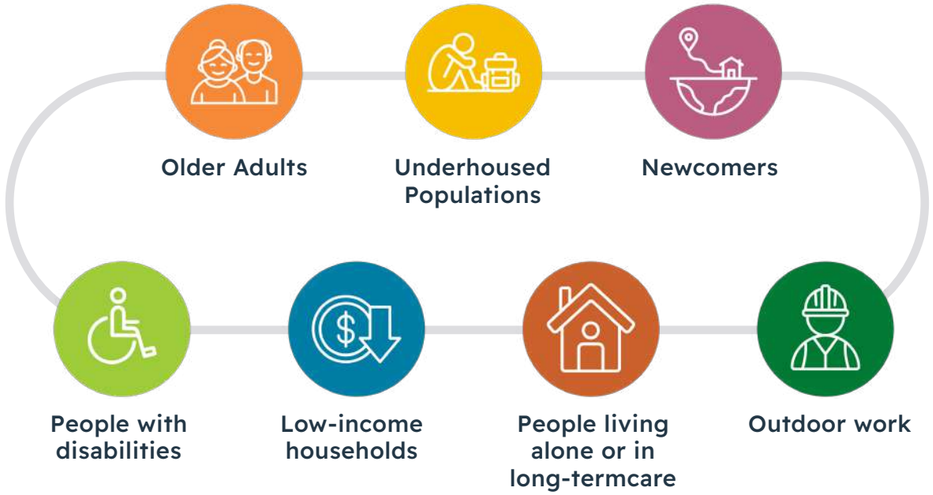
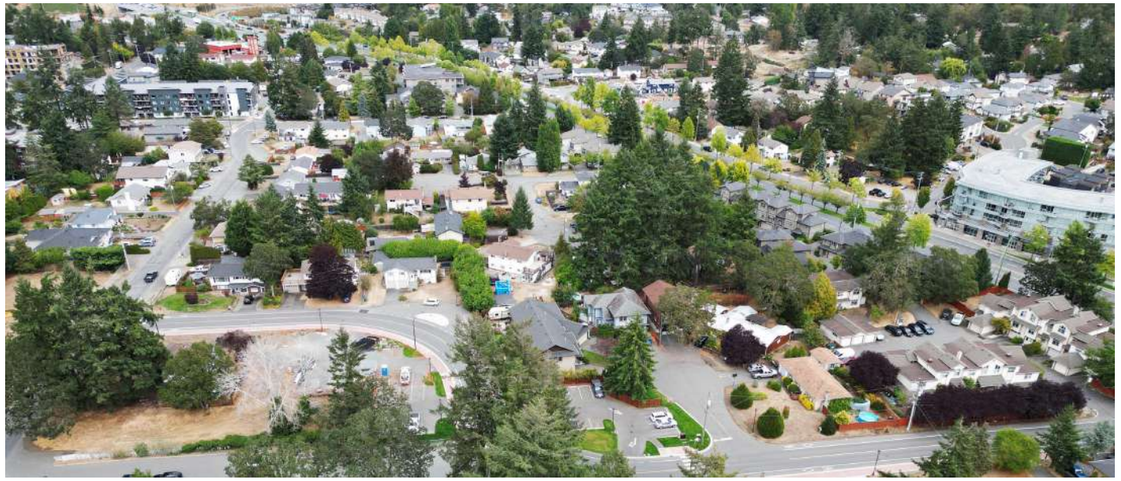


Figure E. Population groups identified as being at greater risk by survey participants.





What makes it harder for people to prepare for climate-related events?



Figure F. Survey respondents' barriers to preparing for climate-related events.

Survey respondents identified cost, building design, lack of clear information, and time or ability as key barriers to preparing for climate-related events. These findings point to the importance of practical supports, clear communication, and actions that make homes and communities more resilient.

Place-Based Impacts

Climate risks are experienced differently across Langford. Participants identified several neighbourhoods and locations where climate-related impacts are already being felt or where future risks may increase as the community grows.

These place-based examples highlight how local geography, development patterns, infrastructure, and natural systems influence climate resilience.

LANGFORD CITY CENTRE

EXTREME HEAT

- Increasing urban heat during summer.
- Loss of mature trees and limited shade associated with redevelopment.
- Older buildings that are difficult to keep cool.



MILLSTREAM CREEK



FLOODING AND DRAINAGE

- Localized flooding following heavy rainfall.
- Concerns about drainage capacity and impacts on nearby properties.

THETIS HEIGHTS

EMERGENCY PREPAREDNESS AND EVACUATION

- Limited evacuation routes during wildfire or other emergencies.
- Desire for improved emergency planning and evacuation options.



BEAR MOUNTAIN



HEAT AND WIND

- Limited tree canopy and shade in newer neighbourhoods.
- Increased wind exposure.

Reducing Community Emissions

Participants viewed reduction of greenhouse gas emissions as an opportunity to create a healthier, more affordable, and more connected community. Rather than focusing solely on reducing emissions, discussions centred on practical actions that improve transportation choices, make homes and businesses more comfortable and energy efficient, reduce waste, and support a growing community in more sustainable ways. Youth participants similarly emphasized practical, everyday solutions that would improve quality of life, particularly better public transit, safer walking and cycling routes, more trees and shade, and affordable, energy-efficient housing.

Survey results show many residents are already taking action, and most are interested in doing more. Businesses and organizations also identified opportunities to reduce emissions through more efficient buildings, cleaner transportation options, and sustainable operations. However, participants also emphasized that individual choices and organizational or business actions depend on the systems around them—transportation options, housing and building conditions, affordability, infrastructure, incentives, and access to clear information.



Overarching Findings

1 *Many residents are already taking practical action.*

The most common actions were saving energy at home, walking or cycling, and reducing waste or buying less. These are practical, lower-cost actions that many residents can integrate into daily life.

2 *There is strong interest in doing more.*

More than half of survey respondents (53%) said they would like to do more to reduce emissions in daily life, and another third said they might be interested. Businesses and organizations similarly identified opportunities to reduce emissions, particularly through improving building efficiency, supporting cleaner transportation choices, and adopting lower-carbon technologies where feasible. Youth participants expressed optimism that meaningful climate action is possible when governments and communities invest in practical, visible solutions that make sustainable choices easier. This suggests strong potential for City actions that makes lower-emission choices easier, more affordable, and more convenient.

3 *Barriers are mostly structural*

Survey and engagement findings point to barriers such as cost, limited transit, unsafe or disconnected walking and cycling routes, long distances between daily destinations, rental or strata constraints, and lack of clear information. Businesses also identified affordability, infrastructure, and access to practical guidance and incentives as important considerations for reducing emissions. Youth participants similarly identified transit affordability and frequency, limited cycling infrastructure, housing costs, and aging buildings as key barriers to lower-carbon living. Overall, participants emphasized that the City can help by improving the existing systems that enable residents, businesses, and organizations to reduce emissions, rather than relying solely on individual behaviour change.

Transportation

KEY THEME:

Transportation is more than an emissions issue—it is also about affordability, accessibility, health, and creating connected communities where people have realistic choices for how they travel.

Transportation was one of the strongest and most consistent themes across the survey, focus groups, interviews, and youth workshop. Participants want realistic choices for getting around without relying on personal vehicles for every trip. This includes more frequent and reliable transit, safer walking and cycling routes, better connections between neighbourhoods, schools and services, and expanded EV charging. Many strongly emphasized transit affordability, service frequency, safe bike lanes, and walkable neighbourhoods.

What would help people reduce transportation emissions?

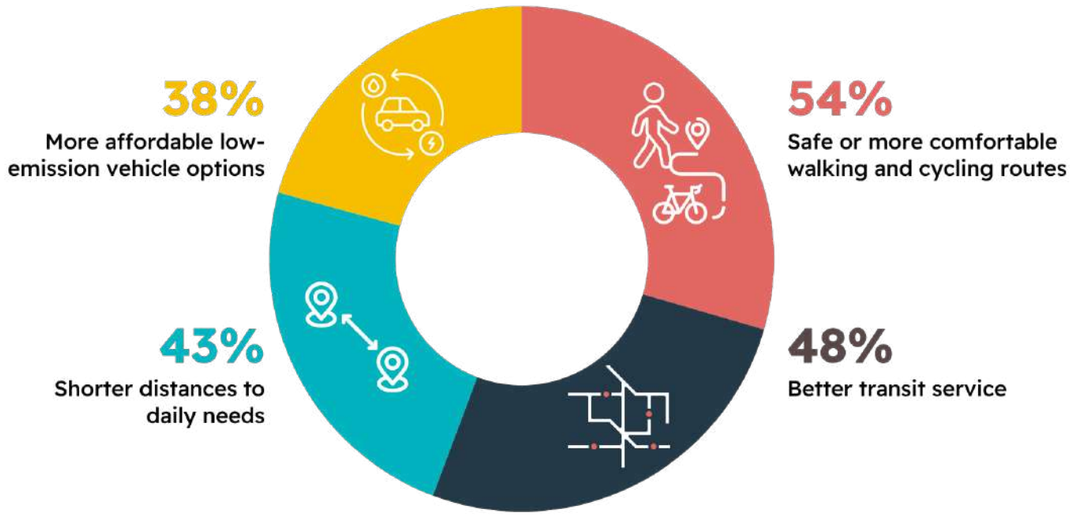


Figure G. Ways to reduce transportation emissions according to survey respondents.

Top Transportation Barriers

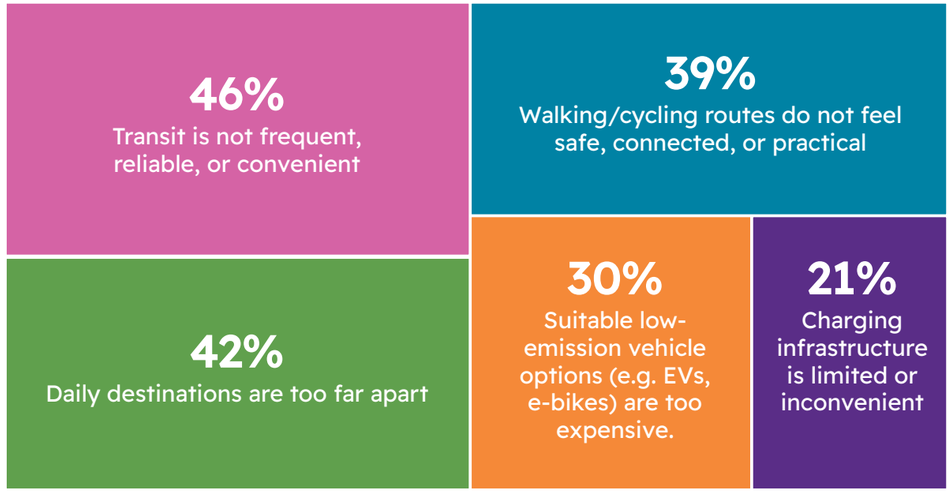


Figure H. The barriers to reducing transportation emissions according to survey participants.

Additional transportation-related themes include:

LAND USE AND TRANSPORTATION:

Several participants noted that transportation choices are strongly influenced by neighbourhood design, housing location, and access to daily destinations. Walking, cycling, and transit become realistic options only when communities are designed to support them.

REGIONAL COORDINATION:

Transportation was repeatedly described as a regional issue rather than something Langford can solve alone. Participants highlighted commuting patterns across municipalities and emphasized coordination with neighbouring communities and regional agencies.

ELECTRIFICATION

While EV charging infrastructure and fleet electrification were strong themes, participants emphasized that achieving meaningful reductions also requires reducing vehicle dependence through better transit, walking, cycling, and community design.

BUILDINGS

KEY THEME:

Homes and buildings should be comfortable, affordable, and resilient, while reducing energy use. Existing buildings were seen as a particularly important opportunity, supported by incentives, information, and partnerships.

Participants supported more energy-efficient homes and buildings, heat pump adoption, retrofits, and better access to rebates and financing. Participants also linked building upgrades to climate resilience, including cooler homes during extreme heat and cleaner indoor air during wildfire smoke.

What would help reduce home energy use?

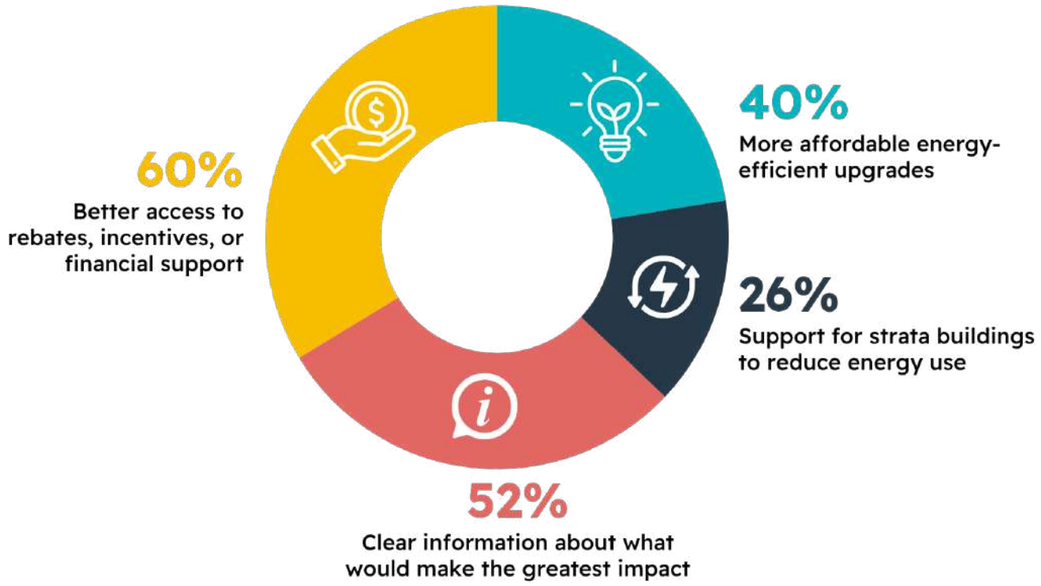


Figure I. Survey response about what would help reduce home energy use.

Additional building-related themes include:

AFFORDABILITY

Affordability was consistently identified as one of thebiggest barriers to climate action, particularly for energy upgrades and adapting buildings for a changing climate.

EXISTING BUILDINGS:

Several participants cautioned against focusing only on new development. While improving standards for new buildings is important, much of Langford's future emissions and climate resilience will depend on upgrading existing homes and buildings.

MULTIPLE ROLES

Participants noted that municipalities, developers, homeowners, businesses, utilities, and residents all influence building emissions, and no single sector can solve the challenge alone.



WASTE

KEY THEME:

Reducing waste was viewed as a practical, everyday way for residents and businesses to contribute to climate action. Survey respondents identified reducing waste or buying less as one of the most common actions they already take, reflecting strong interest in simple actions that are accessible and affordable.

Participants also identified opportunities for the City to make waste reduction easier through expanded composting and recycling, particularly in multi-unit residential buildings and public spaces. Additional opportunities included supporting repair and reuse initiatives, reducing construction and demolition waste, encouraging deconstruction and material reuse, and increasing public awareness of circular economy practices. Participants emphasized that making waste reduction more convenient and accessible would help people and businesses further reduce their environmental footprint.

Waste reduction opportunities identified by engaged parties include:

- Expand waste diversion in multi-unit buildings
- Improve composting and recycling services
- Increase public education about waste reduction
- Support repair, reuse and sharing initiatives
- Reduce construction and demolition waste

SUPPORTING EMISSIONS REDUCTIONS IN WORKPLACES AND BUSINESSES

While the survey findings primarily reflect residential buildings, businesses also identified opportunities and barriers to reducing emissions. Among those who responded, the most common barriers were high upfront costs, ongoing operating costs, and transportation options that do not meet the needs of employees or customers. These findings suggest that improving affordability, providing practical supports, and expanding transportation options can also help businesses reduce emissions.

What makes it harder for businesses to reduce emissions?

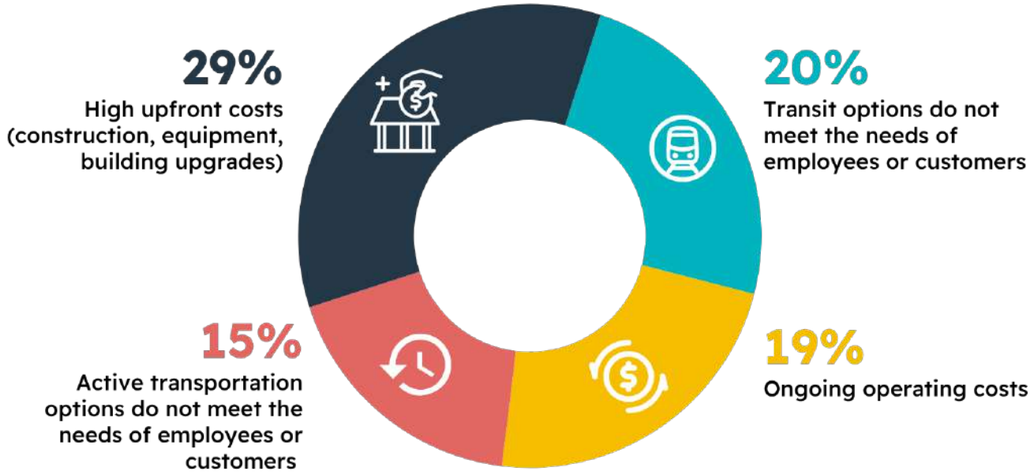


Figure J. Public survey response about what makes it harder for businesses to reduce emissions.



Part 4. Challenges and Community Priorities

Engagement surfaced several common challenges and opportunities for advancing climate action in Langford.

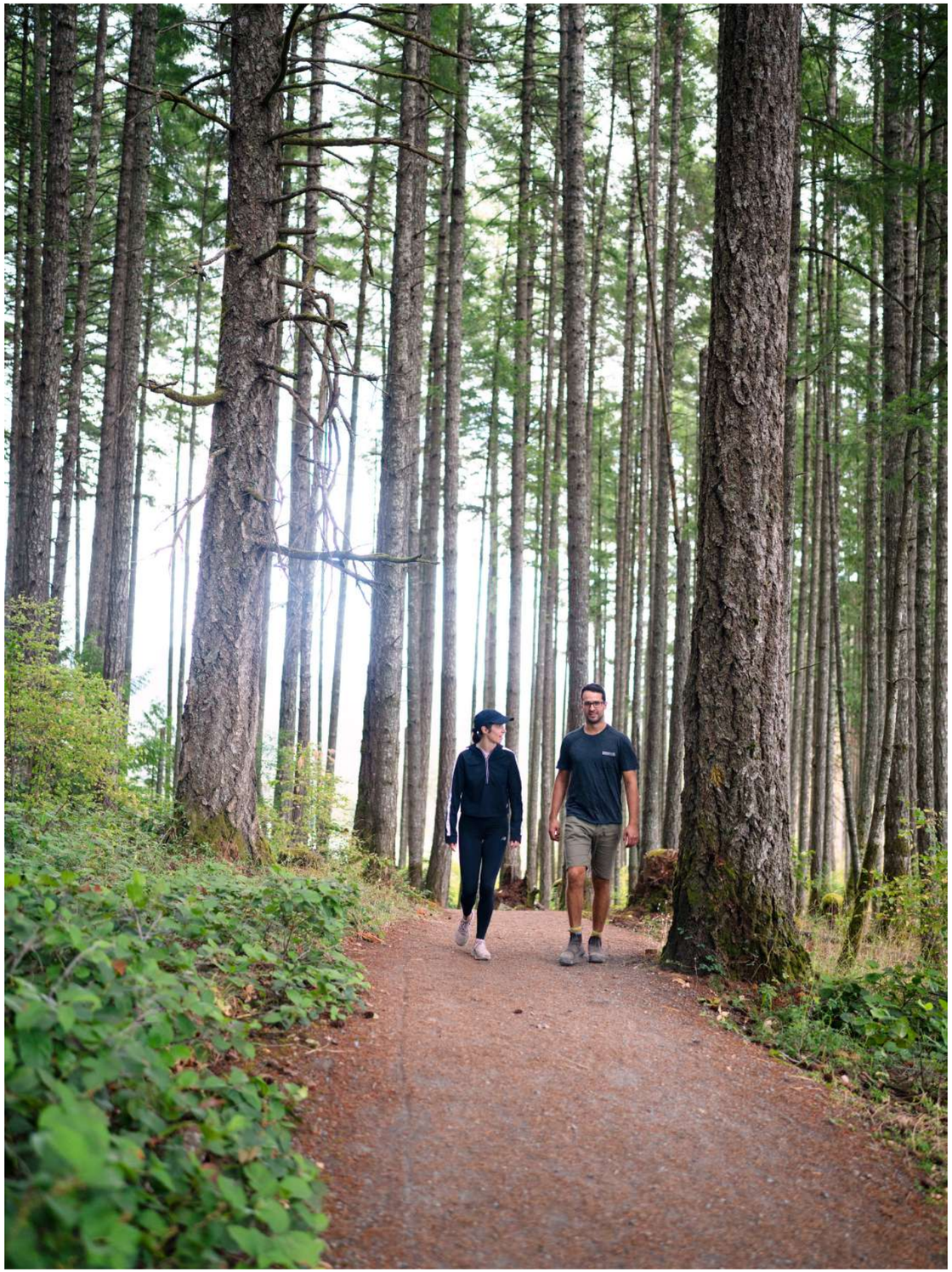
Challenges

Communication and awareness
Participants identified a need for clearer, more accessible information about climate risks, available programs, emergency preparedness, and practical actions residents and businesses can take to reduce emissions. Many emphasized that climate action should be framed around everyday benefits such as health, affordability, and quality of life.

Growth, infrastructure and housing
Rapid population growth is increasing demand for housing, transportation, utilities, community services, and infrastructure while climate-related risks continue to increase. Participants emphasized the importance of planning for growth in ways that are both resilient and low-carbon.

Affordability and barriers to action
Participants recognized that many climate actions require both financial investment and the ability to make decisions about homes, buildings, transportation, and businesses. Upfront costs, rental and strata housing, access to financing, and limited transportation choices were identified as common barriers that can make climate action more difficult.

Regional interdependence
Transportation systems, watersheds and ecosystems, and emergency response extend beyond municipal boundaries. Participants emphasized that many of Langford's climate challenges—and opportunities—will require collaboration with neighbouring municipalities, First Nations, regional organizations, utilities, businesses, and community partners.



Community Priorities

Several common priorities were identified for climate action in Langford.

Clear communication and public education
Provide accessible information about climate risks, available programs, incentives, emergency preparedness, and practical actions residents, businesses, and community organizations can take.

Multi-benefit solutions
Prioritize actions that simultaneously improve resilience, reduce environmental impacts, and support health, affordability, biodiversity, mobility, and overall quality of life.

Protect and enhance natural systems
Recognize trees, forests, wetlands, waterways, and green spaces as essential natural assets that reduce climate risks, store carbon, support biodiversity, and enhance community well-being.

Build resilient, low-carbon neighbourhoods
Integrate climate action into land use planning, new development, transportation planning, building design, and infrastructure planning so Langford can continue to grow while creating healthy, connected, and sustainable neighbourhoods.

Expand sustainable transportation choices
Improve walking, cycling, public transit, and electric vehicle infrastructure to provide residents with safe, convenient, affordable, and lower-carbon ways to travel throughout the community.

Strengthen partnerships and regional collaboration
Work collaboratively with First Nations, neighbouring municipalities, community organizations, businesses, utilities, institutions, and residents to coordinate climate action and build shared capacity.

Looking Ahead

The ideas, experiences, and priorities shared throughout this engagement process have played an important role in shaping Langford's Climate Action Plan. Community input has been considered alongside technical analysis and leading climate planning practices to inform the Plan's vision, goals, strategic directions, and proposed actions. Together, these findings provide a strong foundation for climate action that reflects local priorities, addresses climate risks, reduces emissions, and supports a healthy, resilient, and sustainable community.

