

West End Community Plan Stakeholder Workshop | Summary Notes January 28, 2012 | Coast Plaza Hotel

PURPOSE

The purpose of the West End Community Plan Stakeholder Workshop was to identify:

- key planning issues;
- areas in the West End that need special planning attention; and
- opportunities to strengthen the process and help improve broad community participation.

Outputs will help frame the issues and opportunities needed to finalize the West End Community Plan Terms of Reference.

PARTICIPANTS

Facilitator: Rob Barrs, HB Lanarc Consultants

City Staff:

- Holly Sovdi, West End Planner, Table 2 facilitator
- John Grottenberg, West End Planning Analyst, Table 5 facilitator
- Michael Gordon, Senior Planner
- Edna Cho, Housing Planner, Table 1 facilitator
- Jayson Walker, Transportation Engineer, Table 4 facilitator
- Tracy Vaughan, Public Engagement Manager, Table 3 facilitator
- Amanda Mitchell, Public Engagement Specialist, Table 3 facilitator Ex. 3

Participant Organizations: (list of participant names available in *Appendix A*)

- St. Paul's Hospital/Providence Health Care
- West End Residents Association
- West End Citizens Action Network
- Robson Street BIA
- Heritage Vancouver
- Gordon Neighbourhood House
- West End Seniors Community Planning Table
- McLaren Housing Society of BC
- West End Neighbours
- Joe Fortes Branch, Vancouver Public Library
- West End Community Centre Association
- Urban Development Institute
- Downtown Vancouver BIA
- Vancouver City Planning Commission
- West End Neighbourhood Food Network
- West End Seniors Network
- Village Vancouver
- Lord Roberts Elementary PAC

- Robert Lee YMCA
- West End BIA

SUMMARY OF FEEDBACK

Exercise 1: Hopes and Dreams

Participants were asked to spend one minute to write down on “post-its” the one most important thing that they absolutely want the West End Plan process to achieve. Each participant was then asked to stand up and introduce themselves, the organization/group they represent and their important outcome.

The results are summarized below (individual words are recorded in *Appendix B*)



Exercise 2: Issues and Themes

Participants were asked....

“Earlier you provided us with your hopes and dreams for the planning process - now we are asking you to consider the key issues that have been identified through the surveys and *tell us what YOU think are the THREE most important issues* for the WENP to address - some of these might fall under the themes John identified but we also want to know **what’s missing?**”

Here is a summary of what we heard:

Housing Issues

- Affordability - for both owners and renters, for special need groups such as seniors and families, for low to median incomes
- Diversity of housing options - for both owners and renters, for special need groups such as seniors and families, for low to median incomes

Heritage

- Heritage protection - heritage resources need to be protected

Neighbourhood Character

- A diverse mix of urban design, scale and housing options is important to maintaining the character of the neighbourhood
- Heritage resources help define the character of the West End

Public Realm

- Place-making in public spaces - important to promote safety, and help people connect and build a sense of belonging

Movement and Parking

- Walkability - important to provide safe and comfortable options for people of all ages to walk through the neighbourhood
- Parking - additional street parking in the shopping areas and visitor parking in the residential areas is needed

Public Facilities

- Improve/renew facilities - the existing public facilities in the West End are aging and stretched in terms of capacity. Upgrades and expansions are needed

Parks and Open Space

- Improve open spaces - improvements to pocket parks and other parks and green spaces in a way that appeals to all ages

Others

- Sustainability - ensuring a long range commitment to sustainability
- Resilience - the ability to adapt to shocks and recover
- Amenities - ensuring that the provision of amenities keeps pace with growth and development, and that new development contributes to the costs of these amenities
- Food - increasing local food assets. Looking at the community through the lens of the food cycle: (growing/production, transportation/availability, consumption, and waste/compost)
- Retail viability - supporting viable local business opportunities consistent with the neighbourhood character

Exercise 3: Mapping

Participants were asked to help identify those areas that are working well (and can be a model for the rest of the West End) using a green marker and those areas most in need of attention during the planning process using a red marker.

Many areas were identified as generally working well, but also in need of attention.

Here is a summary of what was identified:

Working well

- Mole Hill and Nelson Park - emerging neighbourhood 'square'
- Barclay Heritage Square

- English Bay Beach Park
- Bute & Haro area
- West of Denman residential area

Emerging sub-areas include:

- Shopping streets
 - Davie Village
 - Denman Street (& Lower Davie/Robson)
 - Robson Street
 - Alberni Street

Special planning areas

- The Denman & Georgia and Davie & Burrard West End 'gateways'
- Davie/Morton/Beach 'triangle'

Exercise 4: Process & Participants

Each table was asked to discuss the following questions and complete the feedback forms while talking:

- WHO needs to be involved in the planning process?
- WHERE can we find these people? Are there events/groups we can piggy back on?
- HOW can we engage difficult-to-reach participants?
- WHAT information/topics do you need to hear about to fully understand the planning process

Here is a summary of what we heard:

A broad and diverse range of people who live and work in the West End should be engaged in interactive, informed and meaningful ways. City-hosted events can be balanced with other community events as opportunities to provide information about the planning process and to seek advice and feedback. Materials need to use engaging and simple language, with heavy use of images and infographics.

One word that summarized the day for participants



APPENDIX A: PARTICIPANTS

St. Paul's Hospital/Providence Health Care	Bonnie Maples
West End Residents Association	Christine Ackermann
West End Residents Association	Aerlyn Weissman
West End Citizens Action Network	Gail Brown
West End Citizens Action Network	Eva Murray
Robson Street BIA	Tomarra Walker
Robson Street BIA	Danette Kynoch
Heritage Vancouver	Janet Leduc
Gordon Neighbourhood House	Ana Maria Bustamante
Gordon Neighbourhood House	Julio Bello
West End Seniors Community Planning Table	Eva Wadolna
Vancouver Public Library	Daniela Esparo
McLaren Housing Society of BC	Anant Topiwala
West End Neighbours	Michael Hartford
West End Neighbours	Manny Pereira
Joe Fortes Branch, Vancouver Public Library	Susan Watson
West End Community Centre Association	Ron Shindler
West End Community Centre Association	David LeBlanc
West End Community Centre Association	Diana Matrick
Urban Development Institute	Jeff Fisher
Downtown Vancouver BIA	Charles Gauthier
Vancouver City Planning Commission	John Weldon
West End Neighbourhood Food Network	Randy Helten
West End Seniors Network	Eric Kowalski
Village Vancouver	Sonja Mulabdic
Village Vancouver	Randy Chatterjee
Lord Roberts Elementary PAC	Ian Main
Robert Lee YMCA	Linda Rubuliak
West End BIA	Lance Berelowitz

Exercise 1: Hopes and Dreams

Participants were asked.....

- Housing for Seniors
- Community spaces
- Housing policy that fits the needs for all renters
- Identify what is working
- Terms of Reference Meeting update
- Capacity for housing - done well
- Impact on recreation in the West End
- Retaining Character
- Businesses on the street
- Add Vibrancy to the neighbourhood
- Kids & family
- Long term vision for sustainable community from the perspective of the food
- Build resiliency in the West End
- Create spaces for people to connect
- More effective community involvement in the Planning process
- Feasible and cohesive plan that really meets all the stakeholders version as much as possible
- A Lovely new big library that can address the needs the neighbourhood
- Age friendly community in the west end
- Sincere willingness to integrate grassroots opinions into the plan
- Focus on strengthening our community through our youth
- Predictability - we need to allow our community to evolve but the changes shouldn't be a surprise
- Real opportunity to engage people in an inclusive process
- Finding ways to conserve our most important heritage assets while allowing for the community to grow
- That St. Paul continues to be recognized as a community asset
- That the process speaks to enabling a diversity of voices
- Certainty
- Commitment with actions connected to it that adheres to the UN definition of a age friendly community
- A future and vision on how the policy addresses special needs
- Strong diverse and inclusive community
- That the community stays tight, resilient and low carbon as possible

Community Plans Introduction Presentation Q&A

Q. Will the community profile be updated with the latest information from the last census data.

A. Absolutely. As that information is released by StatsCanada, we will be updating our numbers.

Q. Themes and issues, can we add?

A. Absolutely, that is our next exercise.

Q. What is in phase two?

A. Phase two is taking the issues, opportunities and actions identified in phase one and drafting policy to address them where possible. Policy = what are we going to do to address those issues. It's a broad term to describe what it is the city is going to do.

Q. How will the existing zoning by-laws, design guidelines and such change?

A. There will be a review of those policies as a part of the planning process.

Q. Will there be a Neighbourhood-wide survey of issues and opportunities?

A. Possibly. We're looking for opportunities to get as many people engaged in this process. The Champions will be asked to help achieve this and provide advice on the matter.

Q. Rezoning will only be considered for social housing and heritage preservation. Is Council's direction limiting rezoning applications to only these two considerations?

A. Unless you are providing affordable housing (i.e. core need housing) or if a very strong B or A heritage building is at risk, we are not interested in looking at a rezoning. Right now staff are focused on creating policy. There are two high profile rezonings that are continuing to be worked on. But instead of the having the community focused on new rezonings, we would rather have the community focused on the community plan.

Q. Given the voices calling for an inclusive planning process, are the resources and data there to create this in a meaningful way?

A. We will be talking about this in the afternoon. We're looking for ideas on how to get people involved. We will be asking the Champions to help us achieve this.

Q. How will City-Wide planning processes affect this process? Will we be informed about this? How will this dynamic come around? Would a city-wide scale trump the community plans?

A. Through this process we will be building understanding about how city-wide objectives and policies can be filtered down to the neighbourhood in a way that is reflective of the neighbourhood. We want to dive in deep in an informed way.

Q. Will there be information summarizing these policies? We don't have a City-wide land use plan, it's patchwork. Can we have a 3-page summary on key policies?

A. We will be preparing city-wide policy summaries and posting them on our website.

Q. Will we be able to influence changes in policy? For example, changing who is being informed for liquor license application?

A. This is more a City-Wide issue. We want to deal with that equitably.

Q. How will this plan relate to the Metro Core Land Use Study? As more commercial spaces are created in the core to enable people to work close to home. Can we inform the group on this process?

A. Metro Core Land Use Study was a land use policy plan to encourage more job space to be created in the downtown core. It is a framework that was adopted by council.

It does filter into the West End but mostly in the fridges. It may not affect many changes but we will be looking at these policies as part of this process.

Q. Places of focuses, can we please recognize these spaces - in particular the Hospital.

A. Let's get it on the map!

Q. How does the Metro Vancouver Regional Growth Strategy relate to the West End? Is there a parcel-by-parcel land use survey underway?

A. The data group at the City has identified potential capacity for 140,000 people until 2041 from 2006, but there isn't much capacity identified in the West End. We are not under the gun to provide a certain amount of capacity in a given neighbourhood, but we will be looking at what development opportunities may be available. Ultimately the growth of the neighbourhood will be driven by the neighbourhood.

Q. Hierarchy of plans or strategy, which will tip the other? Can we have this? Will the whole group be informed if there are other policies coming in from the Province, Metro or Fed that might change things?

A. Definitely. We will be using the website and our outreach network to share any relevant information we receive.

Q. What's the timeframe for the Community Plans?

A. There isn't a set timeframe but Community Plans typically remain relevant for 20-30 years at most.

Two year process to dive into the details.

Exercise 2: Issues and Themes

Participants were asked....

"Earlier you provided us with your hopes and dreams for the planning process - now we are asking you to consider the key issues that have been identified through the surveys and *tell us what YOU think are the THREE most important issues* for the WENP to address - some of these might fall under the themes John identified but we also want to know *what's missing?*"

Participants each wrote down three key issues and posted them on the flip chart with the seven planning themes. Here are the responses:

Housing

- Housing affordability, availability for seniors, families, etc (3)
- Inclusively in housing options for groups with special needs, affordability, social housing mix (5)
- Affordable rental housing for low and moderate income seniors (5)
- Affordability for all incomes ranges in the neighbourhood (1)
- Affordable housing for all (lower to median incomes) (1)
- Affordable housing mix (2)
- Affordability and diversity of housing with enough green space around to access (for owners as well as renters) (3)
- Safe, affordable housing, protects renters (3)

- Housing diversity, affordability and multigenerational access (4)
- Limited housing typologies (4)
- Housing choice, a variety of types and tenures of housing, tools within jurisdiction (4)
- Diverse and affordable housing choices (5)
- More diverse and affordable housing working in collaboration with other levels of govt (2)
- Maintaining our older buildings to retain affordability and livability (3)
- Updating stock (eg. Green retrofits and maintaining affordability) (1)
- Fear of gentrification, people with insufficient incomes being evicted or unable to afford to rent (1)
- Preservation of existing mix, housing tenure - rentals & owned (eg. Yaletown creep) (1)
- Increase support to renters, rent back, advocacy (1)
- With low growth, how best ensure standards/viability of aging housing stock are maintained (4)
- Establish Vancouver Housing Authority (1)
- Local Housing Authority, Right of first offer on neighbourhood property transfers (1)
- Encourage coops (1)
- New models for housing (eg. Co-housing, life-lease, etc) (3)
- Capacity for housing (1)

Public Realm

- Priority for public spaces such as streets, alley, public facilities, etc. Consider flow and access (3)
- Mix residential and business to increase safety and livability (mix creates interaction and vibrancy) (3)
- Place-making. Safe, public realm, pedestrian streets, internal park space, affordable housing - renovation, Coop Council (3)
- Places for people to connect and build a sense of belonging (4)
- Vibrant streets (quiet and noisy) (4)
- Parks and green, restrictions, "pockets" circles, benches, landscaping, Alexander Park - gazebos (2)
- Recommended buckets: Public realm (transportation, green spaces & parks, public facilities), Housing, Character & Heritage (3)
- Vandalism (5)
- Provision for gathering places (5)

Public Facilities

- Enhances services/facilities eg. library (3)
- Public facilities & services (2)
- Facilities eg. pool, libraries, centres (3)
- Enhanced, expanded community centre, new & larger library (3)
- Library, community centres, parks, benches, schools (3)
- All public facilities are already at limit, need new and expanded school, library, community centre, meeting space (2)
- Aging, limited community facilities (4)

- Hospital upgrade and expand (5)
- Renew St. Paul's hospital on-site (1)
- Better more public use of school properties (5)
- Community spaces for social programming eg. Gordon Neighbourhood House (1)

Parks and Open Spaces

- Green, parks, squares, etc (3)
- Green, open spaces for community gatherings (2)
- Local community space (incl facilities) vs public space (3)
- Senior friendly parks facilities (1)
- Improving pocket parks to modernize space for public use eg. Guildford, Barclay/Haro (1)
- Benches, water fountains, lighting (1)

Transportation and Parking

- Strong connectivity to downtown and rest of city (5)
- Accessibility of sidewalks to reflect community needs (eg. seniors & families) and standard throughout (eg. curbs, audible signals, benches, obstacles on sidewalks) (3)
- Better notification/signage during special events & street closures (5)
- Supporting walkability, more benches, public toilets, safer street crossings, covered rest areas (5)
- Walkability eg. Pedestrianization of Denman Street... perfect. Love it! (2)
- Parking, more street level parking is needed in shopping areas (2)
- More visitor parking but less cars overall - better transp for all modes eg. cycling & walking (1)
- Access into/out of hospital (emergency preparedness) (4)
- Safety & security, more patrols, better street lighting (2)

Heritage buildings

- Let's have some (1)
- To protect heritage... need more info available for public on our heritage (2)
- Strong process to protect heritage upgrade the heritage register
- No more Facadism! (i.e. Alexandra, Woodwards) (5)
- Preservation of heritage character, Maxine's disgraceful demolition of all that history! (2)
- Combine Heritage with Character (as a theme) (3)

Neighbourhood Character

- Diversity - age, gender, ethnic, career, educational levels (3)
- Architectural styles, heritage, walkability, safety, commercial/residential (3)
- Maintain community character and mix (2)
- Support small 'green' businesses (2)
- Forward thinking development that set itself apart from heritage texture (No Faux Heritage!) (5)
- Setbacks and green space (1)
- Other forms of density (eg. low/mid rise, but high density) (1)
- Combine Heritage with Character (as a theme) (3)

- Create excellent modern buildings that contrast with heritage buildings (5)
- Neighbourhood character - mix of architecture and scale, heritage, trees, access to shops/rec/amenities, walkability (2)
- Understand how current neighbourhood character is influenced by boundaries - water, beaches, arterials (4)
- Evolution over decades of being residential area (4)
- Architectural expression (4)
- Neighbourhood character: diverse and vibrant - maintain and grow in this sense (4)

Other

- Sustainability, long range commitment (2)
- Sustainability (all four legs of the stool, economic, enviro, social, cultural) (3)
- Resilience, the capacity to adapt to shocks and recover (3)
- Jobs - capacity (1)
- Services for needs, eg. Aging in place, young families (3)
- Developers = Profit, Policy/Planning = People, More incentives for developers to "do the right thing" (5)
- Increase community amenities as density increases and define amenities (1)
- Building on existing success, active transportation, high density, quality of life (4)
- Development must be contingent on contributing to community amenities (1)
- Look at entire community thru lens of the food cycle: a. growing/production, b. transportation & availability c. consumption d. waste or compost (2)
- Increase food assets (2)
- Remember median income of West End is @ \$10,000 less than city median (1)
- Local business
 - City business tax rates driving small stores out of the West End (5)
 - Denman business critical to character of West End (5)
 - Support local businesses along English Bay (eg. No Cactus Club on the beach) (5)
 - Retail/commercial viability/continuity (4)

THEME RECOMMENDATIONS:

- Combine public realm with public facilities as a theme (3)
- Create hierarchy with public realm at the top and then within that include facilities, parks & open space, transportation (3)
- Combine heritage and neighbourhood character (4, 3)

Exercise 3: Mapping

Participants were asked to....

help us identify those areas that are working well (and can be a model for the rest of the west end) using a green marker and those areas most in need of attention during the planning process using a red marker. These might be public spaces that need revitalization or residential areas that could benefit from new development or affordable housing.

Table 1 (Edna Cho)

Specific Areas/Locations

Working Well

- Thurlow/Davie traffic bulges
- Stanley Park/seawall/park entrance

Needs Attention

1. Access to Burrard Bridge - traffic backing up to Thurlow (noise, pollution), accidents at Burrard/Pacific
2. Burrard St, Davie to Pacific - public realm improvements, "dead zone", engineering improvements, better pedestrian access
6. Improve/upgrade Aquatic Centre
 - YMCA - excellent upgrade/facilities and provides housing, development fits context (near Burrard)
12. Alberni St - unfriendly, character "like a grand canyon"
 - Morton/Denman/Beach triangle - enhance pedestrian linkages/more food carts

Working Well/Needs Attention

3. Barclay Heritage Square - Barclay Manor: architectural expression, human scale, heritage, important place for seniors/museum; more outdoor programming
4. Mole Hill/Nelson Park - good dog park, farmers market, community gardens, "pseudo town square", architectural expression, human scale, character/heritage retention, density, alley/greenspace; needs washrooms
5. Denman/Davie beachfront - should have 'Portland style'/San Francisco food carts (e.g. utilize parking spaces), "Go Fish"; Cactus Club blocks street end view, deteriorating public space
7. Community Centre - fitness facility, recreation opportunities, connection with library; expand/upgrade facilities
8. Haro Park - seniors facilities/assisted living, seniors can stay in West End; look of building too institutional
9. BIAs - pedestrian activity, good for local business, identity, income inclusive; some public realm improvements
 - St. Paul's Hospital - fortunate to have the hospital in area and want to ensure it stays in area; needs upgrades
10. Robson/Davie/Denman/Burrard ("Nelson Slopes") - neighbourhood character, greenspace/large setbacks; need more housing diversity (more 2-3 bedroom units)

Community-wide

Working Well

- Walkability
- Greenery - trees
- Traffic circles
- Open spaces

Needs Attention

- More public washrooms

Table 2 (Holly Sovdi)

Specific Areas/Locations

Working Well

- Aquatic Centre
- Lord Roberts Elementary
- Connection to Stanley Park
- King George Secondary
- Library
- Special events, e.g. Davie Days, Pride Parade, Car Free Day
- Gordon Neighbourhood House - cultural celebration
- Roundabouts on Nelson St
- Barclay Square Manor - West End Seniors Network
- Community garden at Burrard/Davie
- Nelson Park - dog park, community gardens
- Lord Roberts Annex
- Mole Hill Society - heritage, housing co-op, housing mix
- Kay's Place - WESN thrift store
- St. Paul's Hospital intercultural garden
- Denman St - good amenities/Stanley Park, variety of services, shops, amenities, transportation, groceries

Needs Attention

- West End 'Gateways' - Davie/Burrard and Denman/Georgia
- Nowhere to expand/enlarge/relocate outgrown amenities, e.g. library, community centre, schools

Working Well/Needs Attention

- Davie St - diversity (social and cultural), good access to amenities and park space, beach; inadequate sidewalks: too narrow, substandard

Community-wide

Working Well

- Food diversity
- Good amenities
- Street end views
- The grid (walkability)

Needs Attention

- Aquabus ferry service is missing from English Bay Beach
- Energy efficiency of older buildings
- How will the City address the 1950-1970 stock over time?
- Lack of public meeting spaces
- Better public transit (continuous, frequent, etc.)
- C21/C23 community shuttles not easily accessible (steps, aisle width)
- Timing of traffic lights, especially for seniors

- Condition of sidewalks all major routes - scooters and walkers
- Public washrooms
- Seniors lack amenities

Working Well/Needs Attention

- Access to public facilities - have facilities, however could be upgraded or expanded
- Connections to amenities and facilities beyond West End boundaries

Table 3 (Jayson Walker)

Specific Areas/Locations

Working Well

- YMCA - community serving, great facility, well-designed
- Robson St - good commercial
- Mole Hill/Nelson Park - dog park success, school, community scale, pedestrian focus, community gardens, etc.
- Davie/Nicola - heritage asset
- Pendrell/Nicola - character
- West of Denman - character, traffic calmed, quiet, pedestrian/cycling friendly
- Barclay Heritage Square - seniors, family homes, local grocery store

Needs Attention

- Alberni St - not inviting, no sunlight
- Robson St - not part of community
- Robson Slopes - not people friendly, Sheraton Hotel, why is the lot at NW corner of Robson/Broughton empty?
- Sunset Housing - form and character, doesn't fit
- Robson Market doesn't currently work

Working Well/Needs Attention

- St. Paul's Hospital - important for community; needs renewing/investment
- Davie Village - good pedestrian area; could be cleaner (seedy?), Shopper's doesn't fit
- Aquatic Centre - good for community; improve for all ages, doesn't fit with beach, not well integrated
- Gordon Neighbourhood House - good for community; impact of adjacent development, not affordable rental housing, shadows
- Denman St - mall has good cinema, space for lots of people to meet; pedestrian realm needs improvement
- Community Centre - great facility; needs improvement
- Field behind Community Centre - important asset; needs to be open, fix drainage
- English Bay Beach - accessible, unobstructed views; needs food carts

Community-wide

Working Well

- Balance/housing diversity

Needs Attention

- BC Housing/affordable - needs to fit with area, social responsibility

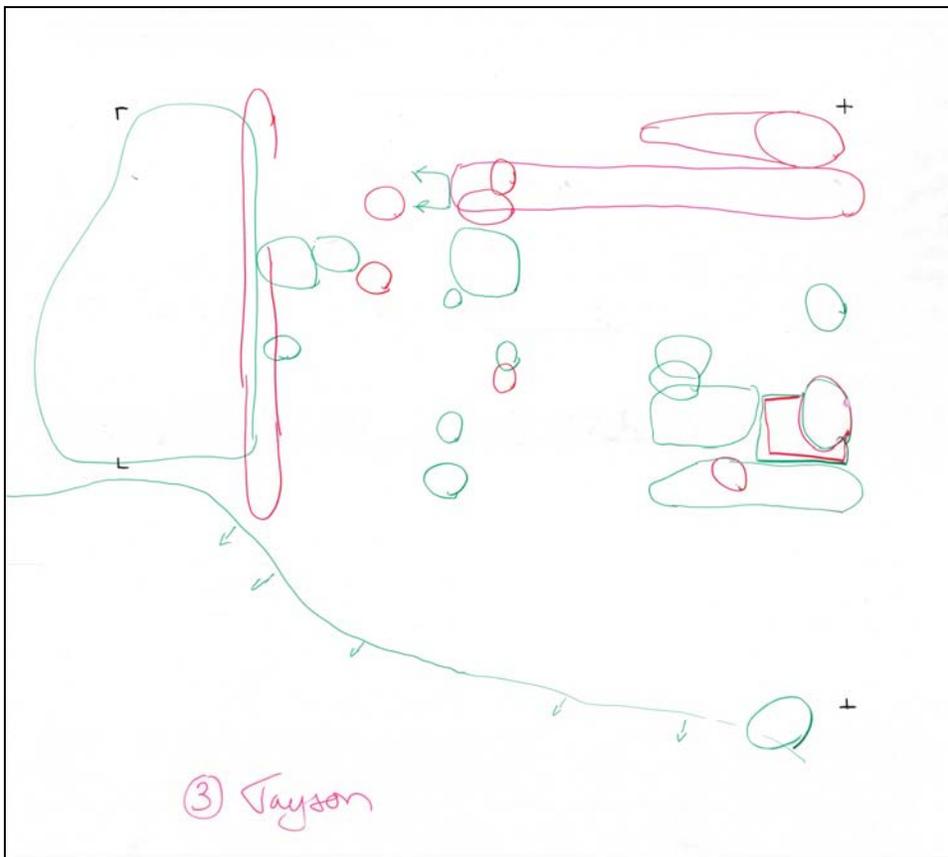


Table 4 (Amanda Mitchell)

Specific Areas/Locations

Working Well

2. Mole Hill/Nelson Park - preserve heritage character, mixed use, perfect example of diverse mix of housing, farmers market (local fresh food, food education)
7. Denman St - good mixed-use presence, small businesses, services (e.g. cobbler)
10. West of Denman - successful residential area (rental vs. strata), quality texture of built environment, pocket parks, etc.
17. Denman/Davie intersection (Morton Park)
20. Robson pedestrian area (west of Burrard)

Needs Attention

3. Nelson Park lacks public washrooms
5. St. Paul's Hospital needs renewal
6. Davie Slopes need commercial presence - local businesses
8. Robson Market - loss of original fresh food market - rent too high for food vendors
9. Unsuccessful new Safeway development at Denman/Robson - no street sense, acts as a barrier
11. Gilford/Haro - improve pocket park, remove shuffleboard
13. Aquatic Centre - building is a "bunker" - why closed off, when such an amazing location and view (Hillcrest is an amazing facility)
15. New development: "façadism" is not heritage revitalization
16. Development at 1401 Comox - loss of open space
18. Denman/Nelson (redevelopment site) - "empty wasteland"
20. Area under-utilized after school hours, can't access (playing field behind Community Centre)

Working Well/Needs Attention

1. West End Community Centre - meets community needs, opportunity for expanded use; at capacity, outdated, needs modernization and lighting
4. Davie St - revitalized, encouraging new businesses, warm neighbourhood feel (not like Yaletown); looks dirty between Jervis and Burrard, needs mixed housing/commercial buildings, tax breaks for small business owners
12. Barclay Heritage Square - well used; make space more welcoming, feels like private space
14. The Seawall, enough said; no Cactus Clubs! Affordable food, lack of opportunity of programming non-beachfront, lighting towards 2nd and 3rd Beaches

Community-wide

Working Well/Needs Attention

- Commercial - includes retail, services (medical), not for profit, library; consideration - if expand commercial on Davie St how viable if more commercially rented areas?



Table 5 (John Grottenberg)

Specific Areas/Locations

Working Well

1. English Bay Beach - comfortable, beautiful, good public space
2. Alberni St (Burrard to Thurlow) - restaurants, vibrancy of area - balance to commercial (Robson)
3. Barclay Manor - social housing, seniors, etc.
4. Gordon Neighbourhood House/Broughton street closure - children playing, daycare, after school classes, etc.
5. Mole Hill development
6. Nelson Park - farmers market, etc.
8. Bute/Haro - interesting heritage building, seniors building, street closure
9. Community Centre - daycare, services
11. Lord Roberts Elementary School - public space
14. Nicola/Nelson - mixed use, heritage, open space

Needs Attention

1. Pacific St access to Burrard Bridge
2. Alberni streetscape/sidewalk improvements
3. Establishments closed around Denman/Robson/Davie (high business turnover) - encourage smaller local businesses and means of supporting them
4. West End Community Centre at capacity/outdated
5. St. Paul's Hospital
6. Library
8. North-south pedestrian greenway/walkway
9. Alexandra Park - cleanliness/vandalism, lack of usage

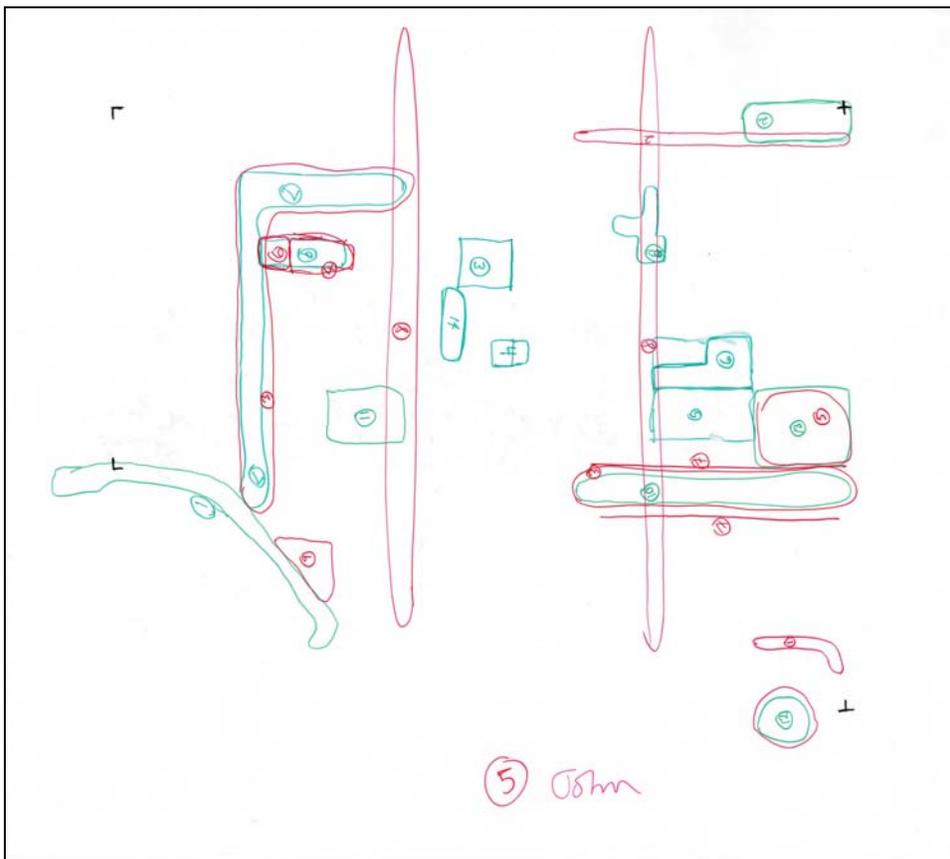
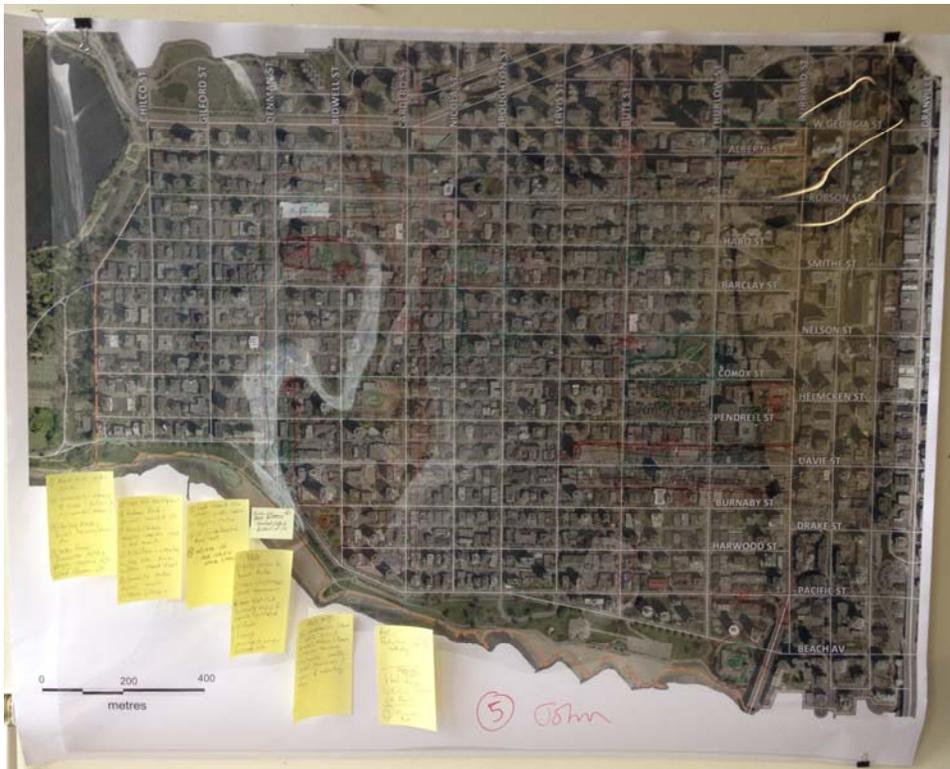
Working Well/Needs Attention

7. Denman/Lower Robson corridor - good and bad aspects
10. Davie Village
12. Aquatic Centre
13. St. Paul's Hospital

Community-wide

Needs Attention

7. Laneways - access, cleanliness, etc.
 - Trees/canopy and maintenance
 - Public facilities upgrades
 - More meeting spaces for community groups
 - Park maintenance/graffiti



Public Participation Presentation Q&A

Q. Can stakeholders be defined as people who live and work in the neighbourhood?

A. Stakeholders do include people who live and work here, but there are also city-wide and regional stakeholders such as Metro Vancouver, Coastal Health and others.

Q. What about investors?

A. Investors would fit in a number of the areas (Role matrix) - residents, champion network, developers

Need to balance and make sure that equity is part of the process

Q. Where does the Park Board fit in with this? We're going to be talking about green spaces.

A. This would be part of City Staff

Q. What about absentee owners of condos? Would an offshore or international developer be acknowledged as a stakeholder? Landowners or would be landowners?

A. We want to hear what they have to say but they will be one voice. The goal is broad engagement to get many different perspectives to the table.

Q. You're mentioning equity, but there is a different stake in the community because this is our home. Do the people who's quality of life has the potential to change, but they have more to loose. Is there an ability to create an opportunity to have greater voice.

A. We will be looking to the Neighbourhood Champions Network for advice on how to engage different segments of the community

Q. Is there a mechanism where Council gets periodic updates about the community plan or will they be presented with the plan at the end of the process?

A. A Councilor will likely be part of the Neighbourhood Champion Network. There aren't formal check-ins that take place the proposed process. We don't have time to take every step to Council since we are under a very tight time line.

That is the purpose of this network, to give the people who live and work here a strong voice in the process.

Q. Will we be able to include CityPlan in the planning process?

A. City Plan was created in the 90s. That document was 16-17 years ago. It is not our intent to use the visioning process as a template for this process.

Q. Will we be able to see the plan before it goes to Council?

A. Yes. There will be a chance to see it through the Neighbourhood Champions Network, the webpage, and public open houses.

Q. What is your plan to providing the community with tools and technology to enhance understanding with planning?

A. We're looking for ideas. Some ideas we have now include; Phase 1 we want to establish citizen circles who will work through a workbook designed to help define

issues, opportunities, priorities and actions. We're also looking to hold walking tours to deep dive in particular topics then ending in an asset mapping workshop. Social media can get the word out, and also just provide information - for example: like the information contained in the binders. But we're looking for additional ideas.

Exercise 4: Process & Participants

Each table was asked to discuss the following questions and complete the feedback forms while talking:

- WHO needs to be involved in the planning process?
- WHERE can we find these people? Are there events/groups we can piggy back on?
- HOW can we engage difficult-to-reach participants?
- WHAT information/topics do you need to hear about to fully understand the planning process?

(Note: For this exercise the five tables consolidated into four tables)

Table 1 feedback

WHO?

- Seniors
- Civic institutions
- Developmentally/physically challenged
- Association of Neighbourhood Houses
- Everyone!
- Parents/families
- Multi-cultural groups
- Senior gov't (MLA & MP)
- Teens and young adults
- Apartment owners
- Broadcasters and media
- TransLink
- Aquabus operator
- Religious institutions
- Landowners
- Sports, arts & culture groups
- Business owners and operators
- School board

WHERE?

- Raise awareness
- Online survey
- Postcard with ways to participate
- Mall/street
- Storefront

- Presentation space
- Mass mailout (at end)
- Courier (newspaper)
- Media
- PAC, student council
- School Board
- YMCA
- Skatepark
- Social media
- "hooks"

HOW?

- Plain language
- Graphics
- Large font
- Manage expectations
- Fun
- Graphics more artful
- Showcase success stories
- Story-telling
- Charrette

Table 2 feedback

WHO?

- Seniors w disabilities
- Renters
- Senior levels of government
- PACs - 3 schools, teachers, admin
- Housing societies (Housing co-ops or McLaren House)
- Non-profits - WERA, Seniors network, WESN
- LGBT community
- Students
- Language schools
- Sports organizations (eg. Running Room)
- Venues (bars/entertainment)
- Artists/architects/urban designers

WHERE?

- Bulletin board in rental buildings
- Local media
- Library outreach
- Social media
- School newsletter
- Schoolroom (mapping, specific city planning topics)
- Walking tour
- Get lists from West End groups
- Community events (Pride, car-free days, Davie days)

- Surveys/info at liquor store, post office, drug store, grocery stores
- Live entertainment venues
- Newspapers
- Bicycle shops
- Pet stores

HOW?

- Meals on Wheels to reach seniors
- "Bite size" topics/sub-issues (eg. Housing conversations - "interactive exercises", seniors)
- Website to find out about specific topics (fact sheets/1 page/point form)
- Photo contests, treasure hunts
- Questions about priorities (balance)
- Visuals/graphics/language

Table 4 feedback

WHO?

AUDIENCE	CHALLENGE
Families	Busy, need childcare
Non-English Speakers a. new immigrants b. long-term, residents c. ESL students	a. Unfamiliar with our system in general b. now elderly, not born in Canada, kids learned English but they never did c. Transient but affect economics, what is enticing for them?
Seniors	Those who have mobility issues cannot access events easily, not usually comfortable engaging online
The apathetic/disengaged	Lack of trust, can't relate to "planning"
Renters	Not easy to access because of red dot campaign for unaddresses admail, tend to feel less "ownership"
Youth	Not interested in the topics, planning language tends to be inaccessible
Children	Not interested in the topics, planning language tends to be inaccessible
Homeless	Access to them
Artists	
Community groups, incl churches	
Business a. Owners b. Managers c. Employees	Different attitudes for each of these groups, different interests and ways of reaching them.

HOW?

TECHNIQUES	AUDIENCE
Personal approach, face-to-face	Seniors, ESL

Have planning staff make themselves available a few afternoons each week to occupants in the West End by setting up a temporary office in the community centre or somewhere that is accessible and people can feel free to drop-in	
Guide intimate, small group discussions for informed and in-depth conversation	Seniors, ESL
Be inviting and clear about how individuals can actually influence the future by participating	Apathetic, youth, artists, renters, families
Makes information visually accessible: infographics, photos,	Youth, ESL, seniors...
Use engaging and simple language, provide a glossary of urban design terms	Youth, ESL, seniors...
Help people connect the dots on the issues with useful background information for informed conversation	
Create opportunity for people to hear each other, to hear divergent opinions	Multigenerational opps
Provide translation, verbal and written	ESL
Ensure opportunities for engagement are convenient, and close by	Seniors
Use topographical maps with alignments shown, not the air photos	
Use 3 dimensional models (aka UBC)	
Reach out online and use social media	Youth
Profile examples of things working here and elsewhere	
Use a model of appreciative inquiry, focus conversation on opportunities and possible solutions	
Grab people's attention where they are already a captive audience: eg. At Denman Theatre, on the bus, in line at the grocery store, in Delany's, etc	
Use the free community papers to profile your thematic backgrounders (focused themes): Courier, West Ender	
Gordon neighbourhood's senior community planning table (Ana Maria)	

Table 5 feedback

WHO?

- Residents, and in particular renters
- Ethnic groups
- Youth
- Families - school age families
- Local businesses - small business owners
- Community service organizations
- People with disabilities
- The gay and lesbian community
- Heritage groups
- TransLink
- BEST
- Health Service Providers

- Social service agencies - YMCA, West End Neighbours Association, Haro Park Seniors
- Health sector
- Pet Owners
- Vancouver School Board
- Marginalized folks - Homeless
- Religious groups, faith based communities
- The Vancouver Public Space Network
- Politicians? MLA & MP? - As residents, yes and they do see a lot of people in the area, so they would be useful assets to have on the Neighbourhood Champion Network.
- Building Managers associations BCOAOMA
- Ordinary people who don't belong to any groups

WHERE?

- Schools
- Child care centres
- Coffee shops
- Langue schools
- Landed immigrants
- Gordon Neighbourhood House
- Community and little Sisters
- Pubs
- Building Managers Associations

HOW?

- Translate materials
- Need to go out in the community
- Community events: Car-free days, Pride, Davie Day
- Need to go out to the whole community and get them into dialogue situation - to come to a clearer understanding of what we are doing
- Need to go to where groups are meeting, like Knitting circles, AA meetings, Pub Nights
- Convene dialogues with a diversity of people - seniors, youth, renters, developers. People need to hear from people who they don't necessarily agree with.
- Need a willingness to hear the other side - staff need to manage that in a respective way
- Need resources
- Town Hall meeting doesn't do it.
- Street transformation game - board game but includes going out on the street - YMCA did it with youth
- Need all technology and media
- Social media, videos, photos
- Advertising - West enders, Georgia Straight
- Local Community groups
- Web area where people can talk
- Have dialogue & story teller
- The importance of face to face meetings. Online is not a substitute.
- Meetup.com

- Storytelling - if you're placemaking it starts about stories of the place
- Speaker's Corner?
- Safety audit. Have ppl going out at night with microphones to look at the creepy areas the safe areas.
- Look at methodology - how much can we be building community through this to help ppl learn what it is to have voice. To have the dialogue continue.
- It doesn't end with the plan
- Who is the plan being done for? This is an important question to continue to ask. Good question to continuing to build for.
- Need to address bad will - transparency. Needs a remedial process that builds trust.
- People need information. Getting information out in face to face

What?

- Be creative. For example, the VPSN's Where's the Square? Campaign.
- Who puts out the invitation? Not just the planners.
- Co-run meeting, partner with a community group to host
- Local groups can call the meeting and set the agenda
- Speed dating with NCN members
- Coffee parties
- Can we have an exciting launch?
- Big party
- All the groups who are going to be involved should be there
- Get coverage on the process
- Fun, it's about looking to the future
- Youth oriented
- Potential locations:
 1. Nelson Park - use tents
 2. Community Centre -
 3. Barkley Square
 4. Alexander park - gazebo
 5. Don't have a large enough indoor space

One word that summarizes the day

Excited
Excited
Thrilled
Inspiring
Community
Connecting
Intrigued
Informed
Intrigued
Excited
Open
Dialogue
Wow
Optimistic
Excited
Diversity
Challenging
Challenging
Possibilities
Skeptical & Hopeful
Informed
Energized
Optimistic
Energetic