

Planning Vancouver Together

Sub-appendices
Phase 1 “Listen and Learn” Engagement

Vancouver Plan Engagement Process
November 2019 – August 2020

This report is intended to “show the work” behind the analysis and findings in the Engagement Summary Report to Council presented on October 6, 2020. It lays out the source inputs, methodologies and more detail on the activities from the phase 1 “Listen and Learn” period of engagement.

CITY OF VANCOUVER | Vancouver Plan

Share your voice at vancouverplan.ca

The City of Vancouver is located on the traditional, unceded territories of the xʷməθkʷəy̓ əm (Musqueam), Sḵwx̱ wú7mesh (Squamish) and səlilwətaɬ (Tsleil-Waututh) Nations, who have lived in their territories since time immemorial.

As a City of Reconciliation, the City of Vancouver has committed to "form a sustained relationship of mutual respect and understanding with local First Nations and the urban Indigenous community." This is an ongoing and evolving commitment, and one that is foundational to the long-term success of the Vancouver Plan.

Planning
Vancouver
Together

Website: **vancouverplan.ca**
Email: **planningtogether@vancouver.ca**
Phone: 3-1-1

Media inquiries:
media@vancouver.ca
604-871-6336

Contents

Appendix 1: How We Arrived at These Findings – November 2019 to March 2020 3

Appendix 2: Analysis of Survey and Intercepts 7

Appendix 3: Meetings and Dialogues with Equity-Seeking Groups, Children and Youth 27

Appendix 4: City of Vancouver Consultation Review 41

Appendix 5: How We Arrived at These Findings – May to August 2020 43

Appendix 6: Shape Your City Digital Engagement Platform 45

Appendix 7: Child and Youth Engagement – March to September 2020 49

Appendix 8: Vancouver Plan Council Advisory Sessions 65

Appendix 9: Summary of Engagement Listening for Short Term Recovery 79


Friday Saturday Sund
11 to 7 daily
1263 HOMER
Jeans
$49



Appendix 1: How We Arrived at These Findings – November 2019 to March 2020

A core value of the Vancouver Plan engagement effort is transparency and a commitment to showing our work. To this end, and as an exploration of the methodology used to arrive at the themes in the report, we will highlight the findings of three principal inputs gathered between November 2019 and March 2020:

1. Survey and Intercepts (Appendix 2)
2. Dialogues and Meetings with Partners and Community (Appendix 3)
3. Review of policy consultation summaries 2016-2020 (Appendix 4)

The opportunity in this approach: to create a more comprehensive picture of the values, experiences and ideas of participants, and to avoid the perceived issue of "reinventing the wheel" as we launched this large scale engagement effort.

The challenge: to synthesize diverse forms of qualitative input ranging from open-ended survey responses to themes emerging from wide-ranging dialogues.

Analysis: We undertook analysis of the following activities, and have documented how they were analysed to reflect repeating and prominent themes and priorities.

Step 1. Survey Coding

- We began by coding an initial sample of the survey responses into a master codebook. We read nearly 10,000 responses to open-ended questions and developed a set of repeating themes and sub-themes.
- All subsequent responses – a total of 9073 – were added to this code book.
- An additional 700 interviews were conducted with a shortened version of the online survey. These were also added to the themes in the codebook.
- The result – a picture of the most often repeated themes, the narratives, experiences and ideas they transmit, as well as a snapshot of who participated.

In Appendix 2, you can read the analysis of the survey and intercepts, question by question analysis, and a summary of the gaps in participation we have and will seek to address in future phases of engagement.

Step 2. Theming Dialogues and Meetings with Communities, Partners and Individuals.

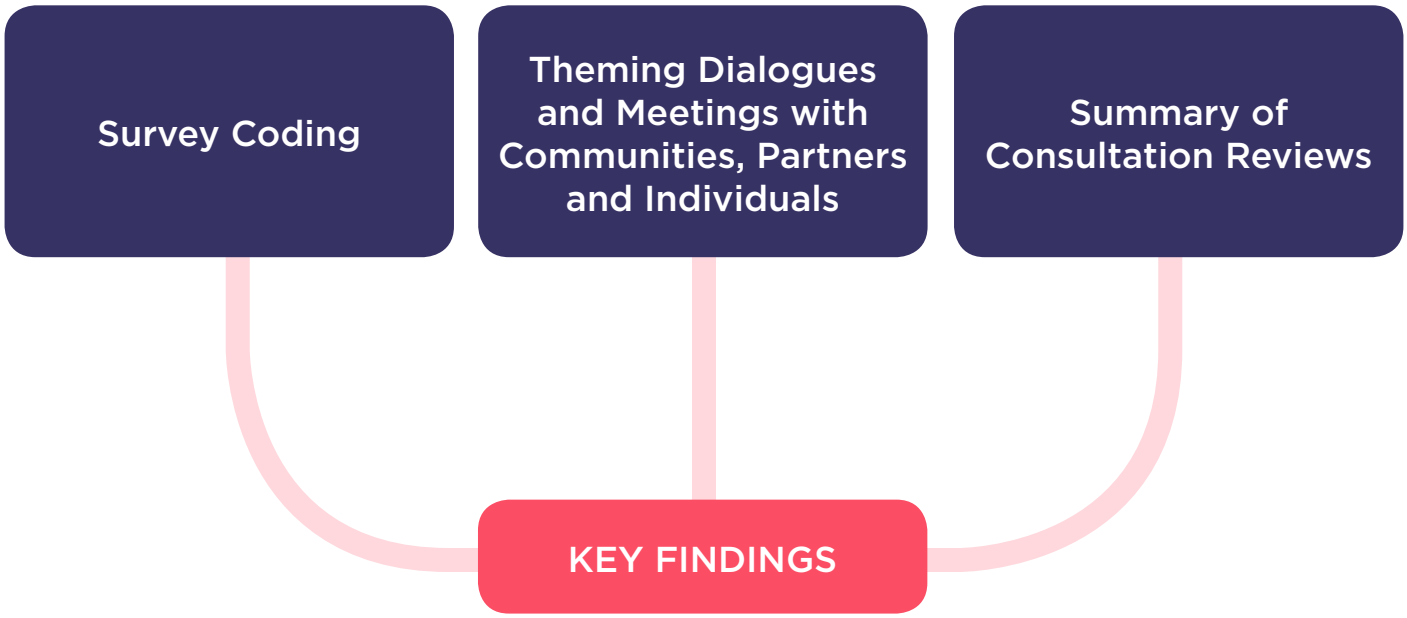
- This area of effort included convening and documenting meetings with a wide-range of what have traditionally been called "stakeholders".
- These meetings revealed a range of types of feedback; however, the unifying factor – we sought to listen and adapt to each group's interests and priorities.
- Because it was early in the process, we met with dozens of organizations and individuals to understand how they wanted to participate, what could support that participation and to identify past barriers to participation in City of Vancouver initiatives.
- Other meetings took the survey questions as a springboard for dialogue, and yet others had subject matter experts offering policy ideas and solutions from their perspectives.
- The result – a set of themes that range from process suggestions, advice for the City of Vancouver, and a scan of experiences and ideas.

In Appendix 3: You can read a summary of three key areas of outreach: child and youth meetings, meetings with equity-seeking groups and organizations; and broadly, meetings with "activators" or community stakeholders, organizations and government and industry partners. We have summarized these activities, identified participants and pulled together a set of high-level themes that emerged from this outreach. In many cases, these themes underline and support the codebook themes, and we have outlined where they diverge or add new themes to be explored.

Step 3 – Summary of Consultation Reviews

- We undertook a review of the consultation summaries from 26 city-wide policy initiatives, as well as five that are currently underway.
- Each initiative was summarized for key findings and reach.
- These findings were then themed and the findings reflected in our findings.

In Appendix 4, you can read a summary of the key themes and findings of this comprehensive review. In many cases, these themes underline and support the priorities and themes reflected across the listening, and we have paid particular attention to those summaries that help round out the voices and types of consultation to give a more comprehensive picture, accounting for equity.



How Was Engagement Promoted?

Participation in the early phase of engagement was promoted through a range of channels including:

- **A media launch event with Mayor and Council in November and follow up media outreach in February 2020;**
- **Requests to promote participation among networks by stakeholders, partners and participants in dialogue events;**
- **Social media outreach, using the city's various social channels (Instagram, Twitter, Facebook);**
- **Development and promotion of a Vancouver Plan website and newsletter;**
- **Promotion on the City's digital channels including 311, Van Connect, and Vancouver.ca;**
- **Paid advertising at street level including transit shelters, bus and Skytrain advertising;**
- **Paid advertising on social channels including Facebook, Instagram, Twitter, WeChat and Weibo; and**
- **Paid advertising on three multi-language radio stations (Red FM, Fairchild 1470 AM, Fairchild 96.1 FM)**

Using interpretation and analytics from our paid and tracked media outreach we estimate:

- Our message was seen over 15 million times from November 14 to March 3rd
- At least 50% of Vancouver residents saw our message at least once
- Vancouver residents engaged with our digital messages over 34,000 times, either through a share, like, or comment on social media;
- Nearly 2,200 clicks to the survey originated from our digital messages


Redfish



Appendix 2: Analysis of Survey and Intercepts

Key Findings:

The codebook shows the major themes and sub-themes that have emerged through our initial analysis of just under 9800 completed online survey responses and in-person interviews.

These findings provided the basis for the development of the codes: themes and sub-themes based on repeated mentions across thousands of questions.

The in-person interviews followed the online survey closely, but because of the challenges of speaking in person, and the energy and time of participants, they were often much less comprehensive. We have coded and analysed them alongside the online survey, but we observed some differences in the responses and have outlined them here.

It is clear that the top codes reflect a range of common themes and sub-themes: Housing, Cost of Living, Health and Well-being, Transportation, emerge as the most frequent themes across all responses.

Yet within each major code reside key sub-themes, and when reviewed against demographic responses overarching patterns and gap/ tensions emerge.

SURVEY QUESTIONS

Is Your Life in Vancouver Getting Better, Worse or Staying the Same?

In Vancouver what gives you joy or makes your life better?

In Vancouver what makes your life or work difficult or brings you sadness?

What are your hopes for future generations of Vancouver?

What are your fears for future generations in Vancouver?

What is the Most Urgent Priority for the city?

What is Your Advice for the City of Vancouver?



By The Questions:

Question 1: Is Your Life in Vancouver Getting Better, Worse or Staying the Same.

When asked about their overall quality of life, the majority of the sample stated that their lives were getting worse (56.7%) and only a minority claimed their lives were improving (13.7%).

When asked why their lives are getting worse, the top four responses were:

1. **Housing and Affordability**
2. **Health and Well-being**
3. **Transportation**
4. **Built Environment**

Intercepts:

- The most significant difference between the online and in person responses is that the in-person respondents most frequently said that life is getting better (34%), followed by those that feel life is staying the same at 31%.
- Only 27% said that life was getting worse.
- These results are almost the complete opposite of those submitted in the online survey. Some potential reasons for the differences include the greater numbers of respondents under 30, which here were more likely to say that life was getting better or saying the same (though many acknowledged potential large life changes yet to come that could quickly change their perspective).
- The difference in responses were less extreme for those between 50 and over 80, but these age groups also felt that life was generally getting better or staying the same.
- A point of similarity with the online survey was for those between 30 and 49 which felt that life was mainly getting worse of staying the same while most frequently referencing the cost of living and affordability.
- When looking at results by language, Punjabi speakers were basically evenly split between life getting better, worse or staying the same, while Cantonese speakers felt that life was either getting worse or staying the same (39% for each). Spanish speaking respondents felt that life was getting better or staying the same (37% for each).
- This question did not require respondents to give a reason for why they felt their lives were changing or staying the same, so there are less responses here than were collected for the online survey, however housing affordability, cost of living, work or career options and various positive personal circumstances were common themes across all ages and demographic groups.

Question 2: In Vancouver what gives you joy or makes your life better?

Top Codes:

The top four codes were:

1. **Nature and Beauty**
2. **Parks, Gardens and Beaches**
3. **Friends, Family and Community**
4. **Activities and Events**

Demographic Analysis

Survey respondents overwhelmingly find joy outside, whether at Vancouver's parks, and beaches or simply from its close proximity to the mountains, and ocean.

- The category of Nature and Beauty ranked significantly higher than all others regardless of age, gender, tenure or language suggesting an important commonality between Vancouverites and those that visit or work in the city.
- Social connections also ranked highly as a source of joy with "Friends, Family and Community" the third top code, again with support across all demographic categories.
- Additionally codes including "Activities and Events", "Spaces and Venues", "Community Centres", "Libraries" came up most frequently in this question suggesting cultural facilities, events and community gathering places are also significant sources of joy in Vancouver
- "Walkability" was cited most frequently as the transportation mode that gives Vancouverites the most joy, except amount those between the ages of 20-29 who cited "Public Transportation" most frequently.

There was general agreement across age, gender, tenure, language and Indigeneity for the top four categories, highlighting the importance of the outdoors and social connection for all Vancouverites. There are, however, some interesting points of difference within these top categories and also some interesting trends when looking at categories beyond these:

- The 60-69 age cohort ranked "walkability" third;
- Persons with a disability ranked "Friends, Family and Community" slightly higher than the general responses (it was the third ranked code for this demographic)
- For respondents that identified as transgender "Friends, Family and Community", followed by "Nature and Beauty" and "Friends, family and community";
- For Cantonese speaking respondents "Nature and Beauty" was most frequent, followed by "Friends, family and Community" and "Food";
- All age cohorts ranked "Walkability" as the mode of transportation that brought them the most joy except the 20-29 age cohort which ranked public transportation the highest.

Intercepts: What in Vancouver brings you joy?

The top three themes remain consistent with "Nature and Beauty", "Friends, Family and Community" and "Parks, Gardens and Beaches" the top three codes.

- A key difference was the identification of "Family, Friends and Community" as the second theme with 28% of respondents.
- Similar to the online survey "Activities and Events" were important sources of joy, and 14% of intercept respondents find joy in a Vancouver they feel is "Welcoming and Inclusive" compared to just 4.5% of online respondents.
- When looking at responses by language, Punjabi and Spanish speakers had a wide range of places they found joy, with the top three categories mirroring the other results. They were the most likely of all the language groups to find Vancouver "Welcoming and Inclusive".
- For Cantonese respondents their top three sources of joy were "Nature and Beauty", "Activities and Events" and "Friends, Family, and Community".
- For persons with a disability, "Nature and Beauty" and "Friends, Family and Community" were the top two themes, while the third were "Positive Personal Circumstances", which ranged from a spiritual or religious practice to volunteering and employment opportunities.

Question 3: In Vancouver what makes your life or work difficult or brings you sadness?

Top Codes

1. **Visible Public Struggle**
2. **Housing Affordability**
3. **Cost of Living**
4. **Automobile Congestion**

Demographic Analysis

"Visible Public Struggle" was clearly the area of greatest difficulty or sadness for Vancouverites of all demographic groups, highlighting the impacts of homelessness, the ongoing opioid crisis and the need for improved access to mental health services and other supports.

The importance of "Housing Affordability" and "Cost of Living" was also generally consistent across most demographic categories with some key trends and points of difference that have emerged including:

- Renters were more likely than homeowners to be concerned about both "Housing Affordability" and "Cost of Living".
- Respondents in the 20-29, 30-39 and 40-49 age cohorts had higher response rates for "Housing Affordability" than the 50-59 and 60-69 age cohorts.
- The only age cohort where there were differences in the top 3 codes was the 70-79 cohort whose top three codes were "Visible public Struggle", "Housing Affordability" and "Automobile Congestion".

There was also general agreement across a range of demographic categories for lower ranked themes, including "Social Isolation", "Climate Change", "Sense of Safety", and "Trust and Confidence" indicating that while these are important issues across the demographic spectrum they are not currently a source of significant difficulty.



Intercepts: What makes your life in Vancouver difficult or makes you sad?

The top themes remain consistent, however a few difference are worth noting.

- A key difference was that unlike the online survey which included themes for comments that were racist of xenophobic in nature, 4% of intercept survey respondents indicated they experience racism in Vancouver.
- When looking at different language responses Punjabi speakers found the greatest difficulty with Cost of living, housing affordability and automobile congestion.
- Cantonese speakers found difficulty with Cost of living, Housing affordability and Housing availability, while Spanish speakers' top three themes were visible public struggle, housing affordability and public transportation.
- When looking at responses that indicate experiences of racism, the top three groups were English speakers, those who did not provide a language and those that speak Farsi.
- For persons with a disability they also identified the same top three themes, and also had a higher likelihood of being impacted by racism

Question 4. What are your hopes for future generations of Vancouver?

Top Codes

1. **Housing Affordability**
2. **Cost of Living**
3. **Public Transit – Experience and Infrastructure**
4. **Nature and Beauty and Housing Availability**

Demographic Analysis

This is a critical category to understand as it is one of our primary sources of information about public visions for the future.

Housing oriented themes/ discussion and cost of living dominated hopes across all groups including as the top hope priority for all Renters, Home Owners, and alternative occupants statuses alike.

"Green living" and "Sustainability" were cited as the top fifth response and was mentioned mostly among Youth under the age of 20, self-identified women, and non-English speaking individuals. Perhaps the most important part of this is the large Youth under 20 category, which confirms the belief that Vancouver's youth are driven, impassioned and hopeful for positive climate and sustainability outcomes in the future.

While some category areas did not make the top 4, many spoke to hopes that social inequity and visible public struggle would improve, having positive impacts on friends, family, and community and socially inclusive environments.

- Specifically within the top non-English speaking language groups (Cantonese, Spanish, Mandarin), the codes "friends, family, and community," or "thriving diversity" were in the top 4 hopes. This speaks to the importance and value of community and culture in Vancouver, especially given that 52% of Vancouver is made up of diverse visible minorities.
- Among all respondents, it was acknowledged that the diversity in Vancouver is a large part of what makes Vancouver an enjoyable and interesting place to live, and there are hopes that this will continue to be supported, valued, embraced, and celebrated.
- Diversity also came up in terms of hopes for more diverse housing options and urban design, biodiversity within sustainability efforts, economic diversity such as maintaining the diversity of smaller local businesses and the arts, and importantly, more diversity within planning and decision-making.
- Broadly, individuals spoke to concerns around social inequity and visible public struggle, and their hopes for more socially inclusive environments both in terms of neighbourhood design, but also regarding access to services.
- Reconciliation efforts came up infrequently among the other questions and had the Indigenous Two-Spirited, Trans, and Gender Non-Conforming peoples.
- Improved public transit was a shared hope notably amongst Indigenous Two-Spirited, Trans, and Gender non-conforming individuals, seniors over the age of 60, and those who identified with having a disability (10%). For these respondents, many stated their reliance on public transit, and were hopeful that private vehicle usage would be replaced with innovative active and public transit systems that are safe, affordable, accessible, and sustainable.

Question 5: What are your fears for future generations in Vancouver?

Top Codes

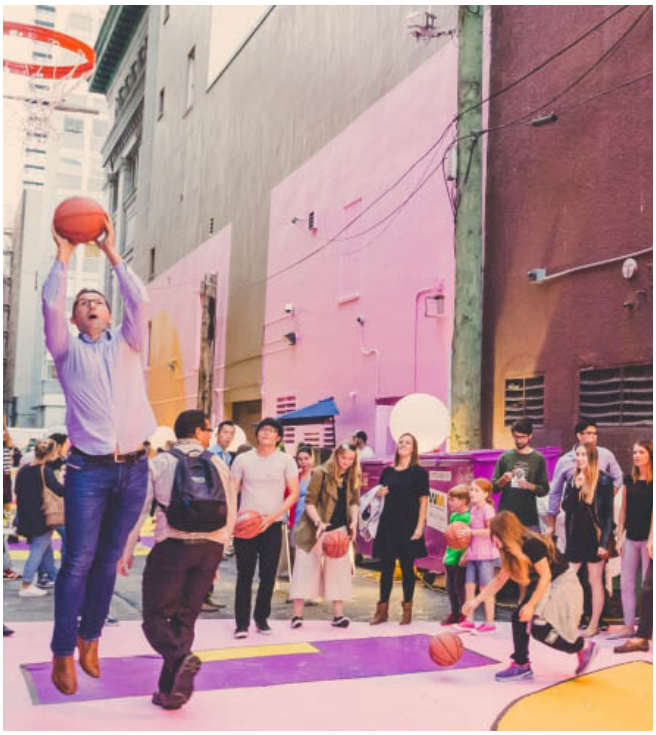
1. **Cost of Living**
2. **Diversity - Culture Drain**
3. **Housing Affordability**
4. **Social Inequality**

Demographic Analysis

The top concerns identified by respondents include the high cost of living and lack of housing affordability, both resulting from, and further deepening income inequality in the city and the possibility of people forced to leave.

Throughout this question, participants consistently spoke of their fears of displacement, i.e. a future Vancouver where 'locals' (themselves, their friends and families, or people who were born and raised here) are priced out and only the very rich can afford to live here. They fear being displaced due to the high cost of living and unaffordable housing market, resulting from beliefs that both the public (i.e. the City/ government) and private institutions (i.e. real estate industry, and developers) all favour or privilege the wealthy.

- Many participants based these fears on their own current experiences and observation of what they believe is happening in the city already. They are concerned that current trends will worsen or that not enough is being done to stop or improve the situation.
- Many also spoke of the 'rich' as either wealthy outsiders/foreigners/investors who threaten to displace locals, or the locals who are already very rich. This included anger and blame directed explicitly at wealthy Chinese or Asian foreigners.



- The majority of respondents also spoke to the impact this displacement would have on Vancouver's culture (i.e. "culture drain") as many people - those that make the city/their neighbourhoods unique - are forced to leave, in particular, youth, the working class, small businesses, artists and people in creative professions. As one respondent said, "...the lack of affordability will decrease diversity."
- Resentment was also expressed towards rich outsiders that invest/sit on property in the city or only live here seasonally and do not meaningfully contribute to the culture and broad prosperity of the city.
- Of note, Indigenous survey respondents were significantly more likely to identify social inequality as a fear for future generations than non-Indigenous respondents
- People also spoke about impacts from a transportation/quality of life perspective as they fear future generations leaving the city and commuting in from neighbouring municipalities/the suburbs.

Question 6: What is the Most Urgent Priority for the city?

Top Codes

1. **Housing Affordability**
2. **Cost of Living**
3. **Visible Public Struggle**
4. **Climate Change**

Demographic Analysis

- Younger persons were more likely to list affordability and housing as their top concern, peaking at individuals aged 20-49. Younger respondents were also less likely to be concerned about transportation than they were the environment. Climate change was by far the most frequent subcategory for this age group. This is perhaps expected because the ramifications and therefore the sense of responsibility for climate change has fallen disproportionately to younger people.
- Transportation issues combined among public transportation and car congestion were the fifth overall priority across all respondents.
- Individuals with 6-10 years tenure in Vancouver were the most likely to list affordability and housing as the most urgent issue facing the city of Vancouver



Question 7: What is Your Advice for the City of Vancouver?

Top Codes

1. **Housing Affordability**
2. **City Government**
3. **Transportation**
4. **Built Environment**

Demographic Analysis

This was the section in which residents expressed the most opinions about the City government and its operations. While housing and affordability formed the greatest category, the second code offered a good deal of new information.

Some key findings or observations:

- Respondents were concerned with influence of big developers and profit motives on the housing market. Many believe they have too much influence on the City and its built environment and that this is exacerbating the housing and affordability crisis. There were calls for the City to step in and build more of its own housing.
- In addition to general advice for the City, which was variegated and broad in subject and reach, respondents shared input on the citywide plan/planning process, and their trust and confidence, or lack thereof, in the City.
- Overall government advice had three main themes: calls the engagement of certain communities (often the structurally marginalized), calls for the City to emulate other city-planning models that respondents believe are exemplary, and consultation exhaustion. In light of the important of process feedback, more quotes will be included and these three subthemes presented separately.
- Respondents also asked for thoughtful neighbourhood design that includes some combination of housing variety, services, shops, amenities, public transit connectivity, and green space. This encompassed both a desire for aesthetically pleasing housing and that new buildings be integrated with the existing architecture of the areas in which they are built.





Who Participated in the Survey and Intercepts?

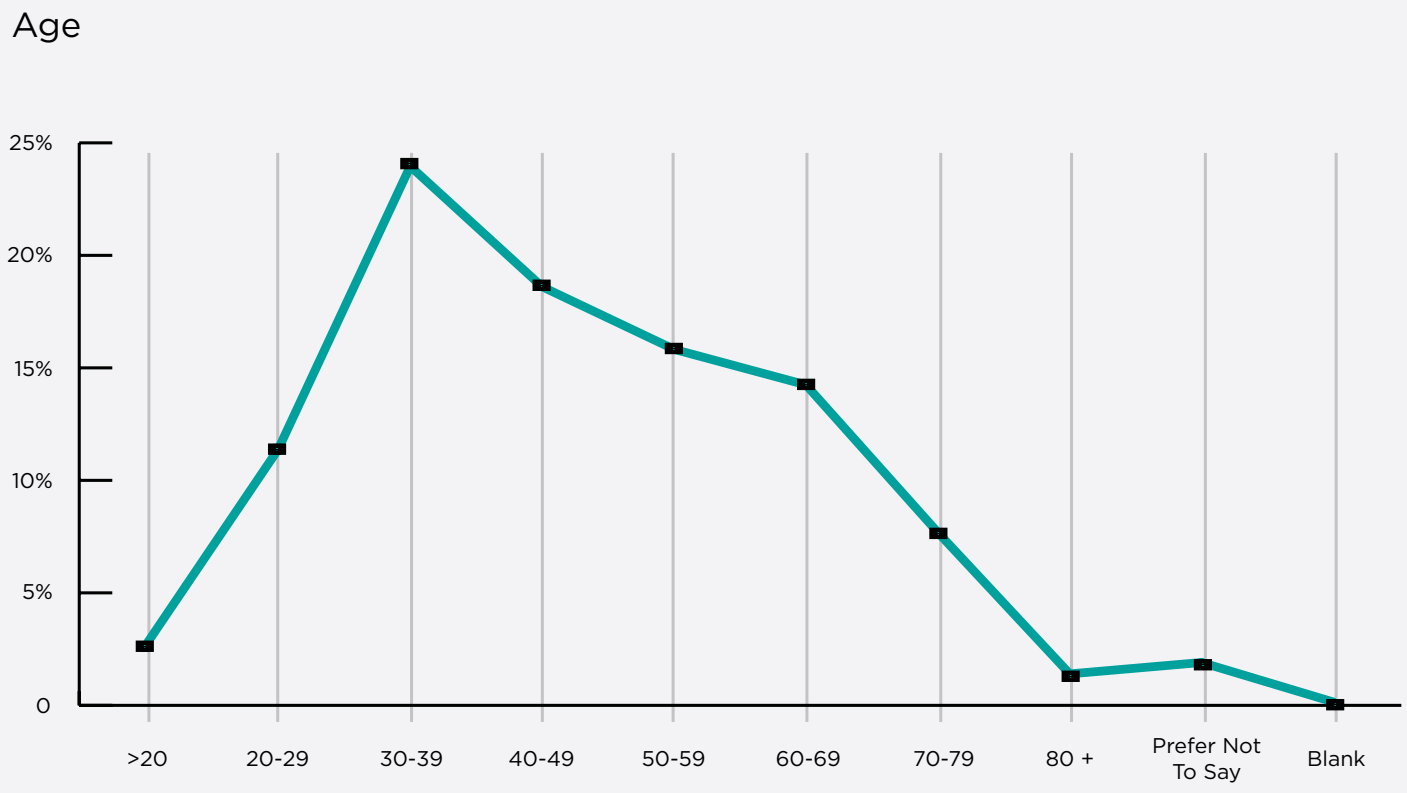
This section looks at demographic trends across 9783 reponses to the online and in-person intercepts. We analyzed participation against city-wide statistics (Statistics Canada, 2016) in order to provide a picture of participation, providing guidance on outreach and strategies in subsequent phases.

Key considerations:

- It is critical to note that in many cases, respondents either in person or online, refused to answer these questions, which were voluntary.
- Where there are gaps between the existing demographics and our tracking, we are committed to improving and focusing our outreach on those whom we may have missed.
- The City of Vancouver often uses proxy questions for asking participants about race, in part because of the frequency of racist responses. In this instance, we used ethno-cultural markers, but in future surveys, will ask explicitly about racial identity.

Age

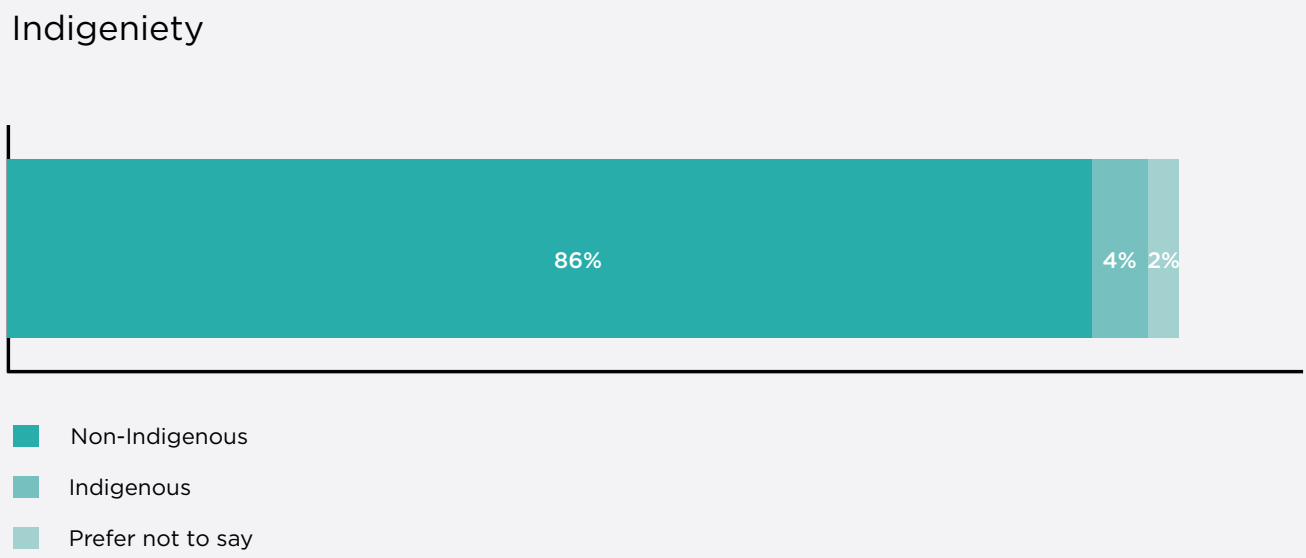
Overall, the population sample has a good age distribution close to a bell curve against the Vancouver population, with notable exceptions among youth under 20.



Indigeneity

- 2.1% consider themselves to be Indigenous

This is slightly below 2016 Canadian Census data in which 2.5% of the population of Vancouver identified as Indigenous.

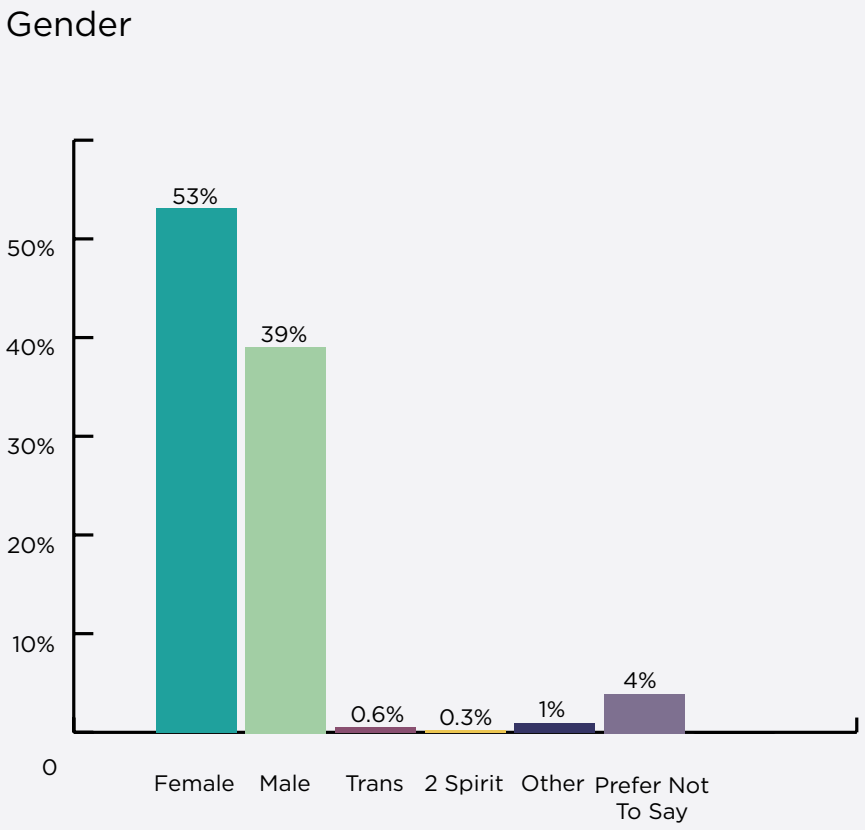


Gender

- 53% female
- 39% male
- 0.6% transgender
- 0.3% two-spirited
- 1.35% other (repeat write-in responses: agender, non-binary, queer, gay, genderqueer)

There are at present no regional or national statistics on gender diversity to cross-reference with the figures above, so unfortunately their representativeness is unknown. While the 2021 Canadian Census will be collecting information on sex at birth and gender, the 2016 Canadian Census data only asked about sex and gave the options male and female. For these, it found 51% of the Vancouver population to be female, and the other 49% to be male.

Using this data, it appears cisgender men may be somewhat low in numbers and that cisgender women are well represented in this sample. However, even this comparison cannot be confidently deduced as survey participants could chose one category of the five and some categories are not mutually exclusive (ex. people who identify as transgender female and may have answered female for a variety of reasons, which in turn lowers the transgender statistic).



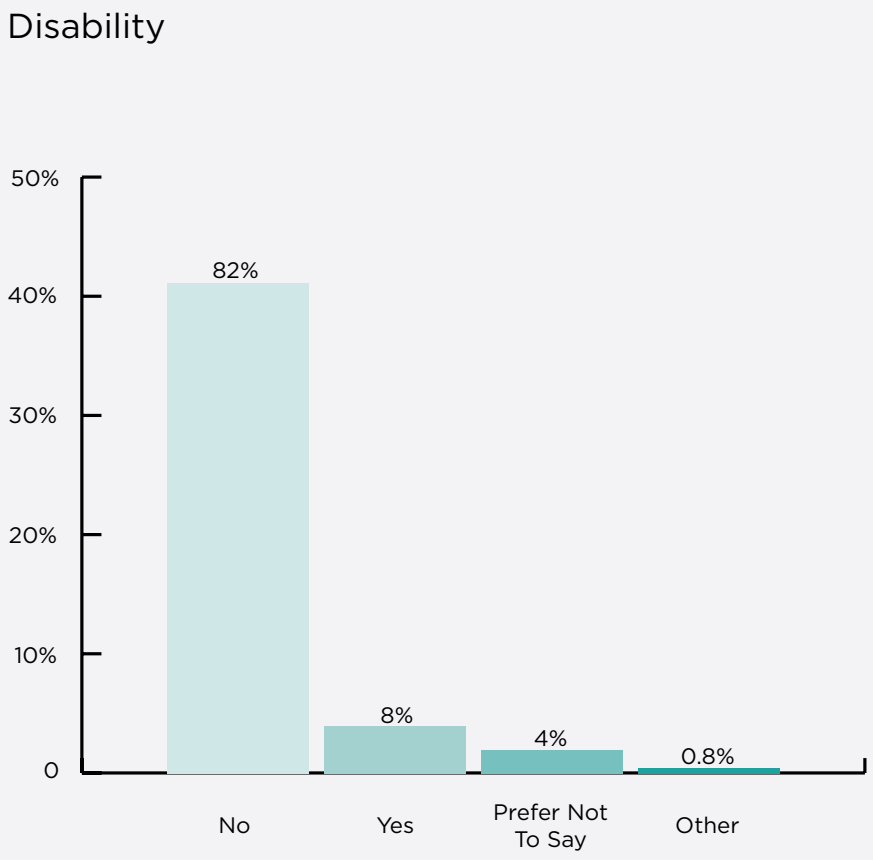
Disability

- 7.75% identify as having a disability

While the census did not include disability, the 2017 Canadian Survey on Disability found the national rate to be 22.3% and the British Columbia rate to be 24.7% so this number is almost certainly low.

A note on ‘prefer not to say’ responses for Indigeneity, gender, and disability

At about 5%, the ‘prefer not to say’ response rate was higher for Indigeneity, gender, and disability than the other questions. This suggests these are sensitive questions. There were also responses for the gender question (the only one of the three with a write-in option) saying as much (eg. “how is this relevant?”, “this is none of your business and intrusive”) as well as responses that were actively transphobic.



Children

- 47.4% have no children
- 19.2% have children >18
- 25.7% have children <18

A majority of respondents do not have children. Of those who have children, the sample is fairly split between those with children over and under 18 years of age. It is estimated that 18% of households in Vancouver have children under 18 so people with children who are minors are somewhat over-represented. There are no statistics in the Census for percentage of people overall with children.

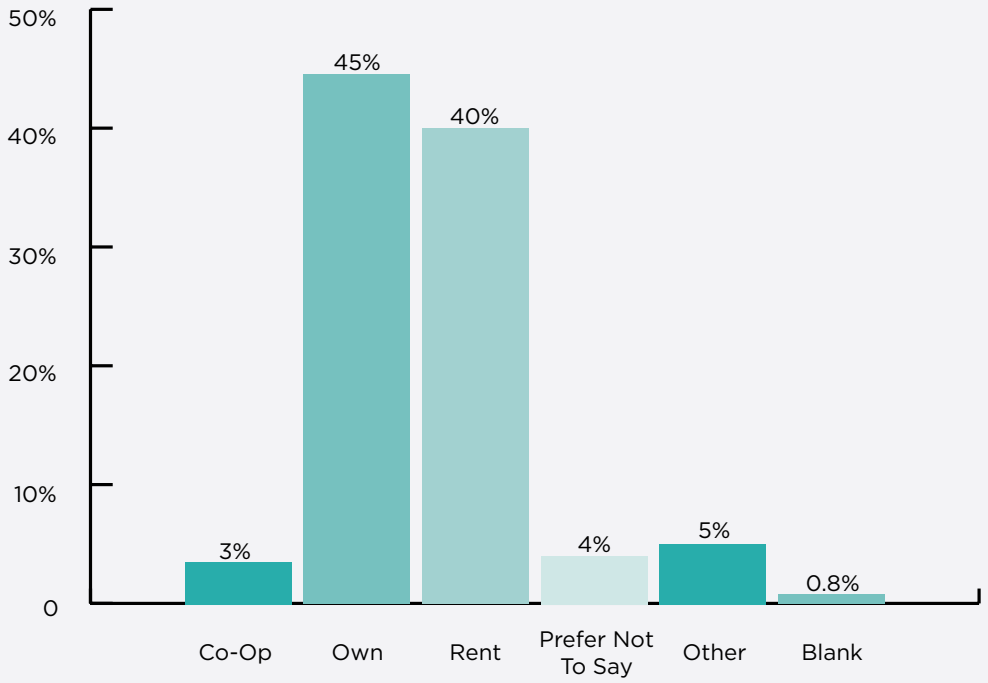
Housing Status

- 45% own
- 40% rent
- 3.6% live in a co-op
- 3.9% other (repeated write-in responses: both own and rent, live with family/parents, currently live outside of Vancouver)

The sample is fairly split between homeownership and other housing situations. The 2016 Census found 47% of households in Vancouver to be home-owning and 53% rent.

Residents who have lived in Vancouver more than 20 years make up the majority of this sample and those who have lived in Vancouver at least 11 years make up more than two thirds of respondents. Unfortunately, Vancouver-wide statistics are not available for this measure.

Ownership



Language

- 7.1% of participants named that they speak a language other than English at home.

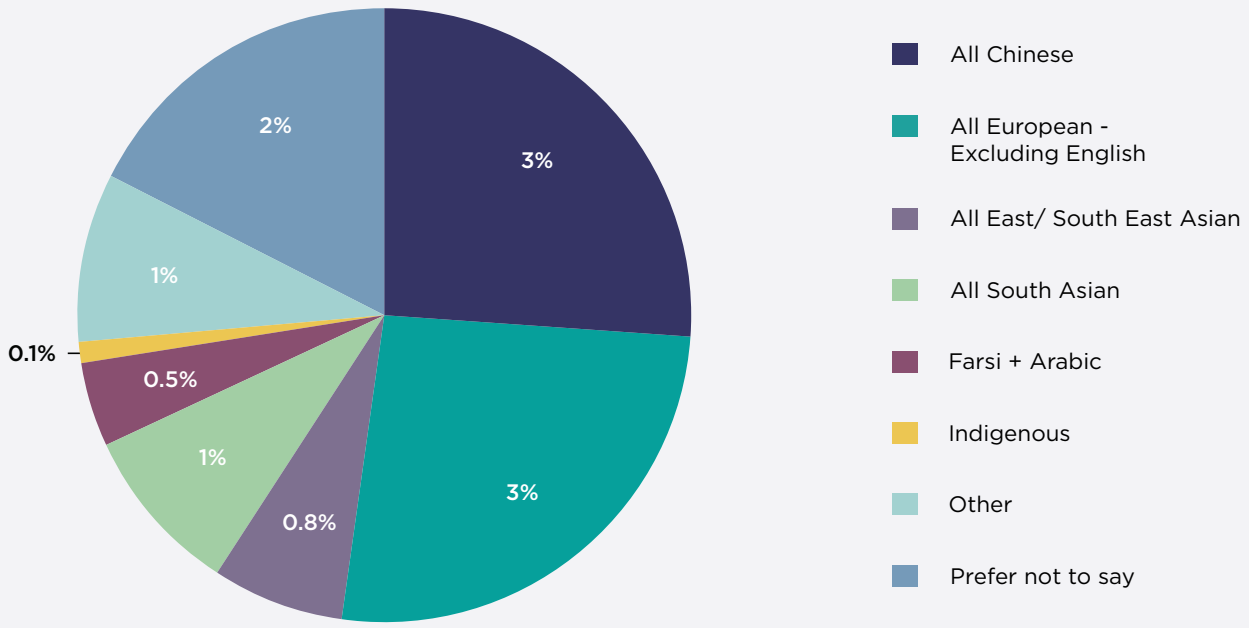
This statistic can be compared to 25.7% according to the 2016 Census.

Languages named: Arabic, Bengali, Chinese – Cantonese, Chinese – Mandarin, Croatian, Danish, Finnish, French, Gaelic, German, Greek, Gujarati, Hebrew, Hindi, Indigenous Language, Indonesian, Irish, Italian, Japanese, Kapampangan, Konkani, Korean, Norwegian, Persian (Farsi), Polish, Portuguese, Punjabi, Romanian, Russia, Serbian, Slovakian, Spanish, Swedish, Tagalog, Tamil, Thai, Turkish, Twi, Urdu, Vietnamese

People who speak languages at home other than English are currently underrepresented, particularly speakers of Chinese languages (Cantonese and Mandarin). The table below shows the top languages spoken other than English by percentage. Survey percentages are juxtaposed with percentages in the city as a whole.

Non-English Languages

- English made up 88% of total languages



Intercept Approach:

Public engagement for the Vancouver plan is organized around a set of principles that prioritize equity, reaching communities where they are and connecting with groups that have not been represented in previous planning processes. In order to better reach some of these communities and address initial demographic gaps in online survey respondents, a shorter "intercept" survey was developed and taken out into the community by a multilingual street team. We determined early on (by reviewing the demographics in the initial survey results) that the team needed to make extra effort with the following groups:

- low income residents
- those who identified as poorly housed or homeless
- those with lived experience of addiction and the opioid crisis
- young people and the parents of school-aged children
- those with Punjabi or Cantonese as primary languages
- Indigenous people
- People with Disabilities
- LGBTQ2+ folks

Who was on the outreach team?

Experienced community organizers, young people under 30, Punjabi, Cantonese, Tagalog and Mandarin speakers, people who identified as Black, Indigenous and low-income or insecurely housed and employed.

The intercept survey did not pose as many questions, and those interviewing often found that respondents would answer a few but not all questions. These in-person conversations were held at community events places of worship, community centres, and even music clubs.

As part of a commitment to reaching people where they are, the street team was able to conduct interviews in languages including Cantonese, Mandarin and Punjabi and translate the responses.

The intercept survey was also incorporated into youth programming and events that launched in early March in conjunction with partners including Community Centre youth programs, Vancouver School Board, Science World, and Civic Committees. These efforts made children and youth (in this case respondents under age 20) the highest represented demographic group with 187 of 706 intercept surveys completed.



Demographics

There was greater language diversity among intercept survey participants with 42 different languages represented. Following English, Punjabi was the next most frequent (10.5% of respondents), followed by Cantonese (6%) and Spanish (3%)

In total, 16 outreach sessions that touched nearly 1000 individuals were held with the following organizations and at the following sites (some sites had multiple visits). These included:

- Lunar New Year Parade, sites throughout Chinatown (Chinese elders, DTES residents, participants in parade celebration)
- Ross Street Temple (Punjabi speaking elders)
- Strathcona Community Centre (Chinese Elders, Community luncheon)
- Kits Community Centre Shower and Breakfast Program (people who identify as homeless or poorly housed)
- DTES Street Market (residents of DTES)
- Overdose Prevention Site (DTES harm reduction program)
- Hoobiyee 2020, Urban Celebration of Nis'gaa New Year Hosted at PNE by Nisga'a Ts'amiks Vancouver Society
- Fortune Sound Club (Midnight Mondays Club Night)
- Science World (Teen Tuesdays)
- Gladstone Secondary Parent and Student High School Orientation
- RayCam Community Centre Youth Drop-In
- Roundhouse Community Centre Youth Drop-In
- Climate Emergency Launch Event, Orpheum



Gap Analysis – Participation

When compared against Vancouver's general population trends, there were clear discrepancies highlighting key groups we were not able to reach in this first phase. We will use this information to focus our outreach over the coming phases.

The four main underrepresented groups are:

- Youth under 20;
- People with disabilities;
- Transgender, two-spirited and other queer or gender non-conforming people;
- Ethno-Cultural communities (including IBPOC, or Indigenous, Black, and People of Colour)

Additional details are outlined below. Note that Vancouver's demographic data was drawn from the Statistics Canada 2016 census unless stated otherwise.

Age - Youth

The largest age group that lacked representation within the survey is the under 20 youth category. Of total respondents, 2.7% were completed by this age group in comparison to the 15.6% of residents that make up Vancouver's population of youth under the age of 20.

Disability

While the census did not include disability, the 2017 Canadian Survey on Disability found the national rate to be 22.3% and the British Columbia rate to be 24.7% so this number is almost certainly low compared to the 7.75%

Gender Identification

The 53% of self-identified females taking this survey was relatively close to Vancouver's average (within 4%) however, a larger discrepancy exists between self-identified male respondents (39.5%) and Vancouver's male population 49%.

We are unable to compare data on Trans, Two-Spirit, and other queer and gender-nonconforming folks as it has not been collected by Statistics Canada. However, these questions are anticipated to be included in the 2021 census. Of survey participants, 0.6% identified as Trans, 0.3% as Two-Spirit, and 1.3% as Other. While it is not possible to compare these numbers statistically to Vancouver demographics, the low percentages present a learning opportunity to try to connect further with Vancouver's diverse LGTBQIA2S+ communities.

Languages

According to Census 2016 data, 66% of Vancouver residents identify English as the predominant language spoken at home. However, more than half of Vancouver residents (52%) identify as Indigenous or belong to a visible minority, with many who speak a language other than English in their home and as their mother tongue. This includes more than 15% of Vancouver households that speak a Chinese dialect (Mandarin, Cantonese or other dialect). Following English and Chinese, the next top three languages spoken across the city are Tagalog, Punjabi, and Vietnamese.

However, the City has historically conducted its business and outreach almost exclusively or predominantly in English, creating barriers for many Vancouverites to fully participate in civic conversations and processes.

From the outset, the project aimed to lower the language barrier for non-English speaking residents by making the online survey available in Simplified and Traditional Chinese, Tagalog and Punjabi.

Of the total survey respondents, 8% noted that they speak a language outside of English most often at home. Of this percentage, the topmost languages identified in order are Cantonese, Spanish, French, Mandarin, and Portuguese. Based on broader language groupings, the 8% of respondent languages can also be grouped as 3% European, 2% Chinese, 1% Eastern and Southeast Asian, 1% South Asian, and less than 1% for Arabic and Indo-European.







Appendix 3: Meetings and Dialogues with Equity-Seeking Groups, Children and Youth

This section outlines the pre-consultation and early phase 1 engagement program from November 2019 – March 2020 with a number of equity-seeking groups, representing people who face systemic barriers to equal access, including participation in public processes, and discrimination. These groups are some of the most under-served and marginalized in our community because of the barriers they face, and include:

People who identify as Indigenous people, including xʷməθkʷəy̓ əm (Musqueam), Sḵwx̱ wú7mesh (Squamish) and səl̓ilwətaʔɬ (Tsleil-Waututh), and urban Indigenous peoples; Black people and people of African descent; people of colour and racialized people; persons with a disability; people who live with mental health challenges; Deaf and hard of hearing people; LGBTQ2+ and gender diverse people; low-income people; refugees, newcomers, and undocumented people; minority language communities; women and girls; or youth and seniors.

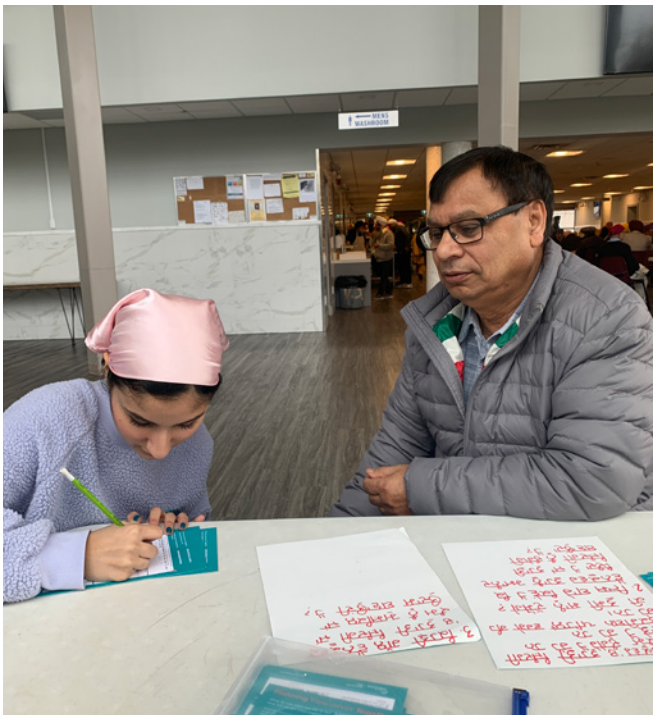
We also acknowledge that these groups are by no means mutually exclusive, and that many face multiple, intersectional experiences and barriers. Equity is a lens and core principle of the Vancouver Plan and it is important to articulate how systemically-excluded groups were involved in shaping the process so our approaches can be adaptive and responsive to the unique needs of our diverse communities.

Equitable engagement is the beginning of fostering relationships and trust needed to create a future together that acknowledges and values the knowledge and lived experience of our communities.

Our Approach

Pre-consultation and early Phase 1 engagement started with efforts to initiate dialogue with individuals or organizations representing a range of groups who face systemic barriers to participation. Presentations and meetings with community groups had several objectives: introducing the Vancouver Plan project; to understand their prior experience of previous planning processes and seeking early advice and input into the overall engagement strategy; identify potential barriers and unique considerations for individual groups; understanding the level of interest and topics of concern for the project; and gathering some early ideas on how groups might want to participate in the Vancouver Plan.

City staff from community centres, public libraries, and other planning initiatives and programs contributed greatly to shaping engagement approaches, as many of them come from or hold valuable relationships and expertise supporting underserved communities. Staff collaboratively identified leading practices, issues and lessons raised through previous engagements, ascertained the state of current relationships of trust between many of these organizations and agencies and the City, and established some early principles to guide initial engagement. Staff also helped identify appropriate venues and key opportunities to engage these communities and made necessary introductions to community representatives.



Community representatives were crucial in helping staff establish how best to tailor the introduction of the Vancouver Plan project so it would better resonate with their membership (eg, framing issues and questions). Staff also worked closely with community representatives to understand how best to make use of the time available to support dialogue and discussion (eg. workshop format or presentation), how to reduce or remove barriers to participation, (eg. catering, honoraria, facilitation, appropriate venue and space), and understand how best to strengthen relationship with project staff moving forward.

Two equity-focused work programs were developed: one focused on communities who have been traditionally excluded from civic participation and one focused on children and youth. Additional details of outreach activities and what we heard from each work program are provided below:

Outreach Activities:

Systemically-excluded communities: A series of early conversations with other City staff provided further understanding of other past or current initiatives and the established concerns, challenges, and hopes unique to each community group. With their guidance and introductions, our staff team were able to tailor an outreach approach to each equity seeking partner organization or group.

Engagement varied considerably based on the level of interest, availability, and capacity from community, ranging from small, focused meetings, to presentations at larger workshops/ gatherings organized by other City departments and community organizations. Wherever possible, sessions were held during regularly-scheduled meetings to minimise additional time commitments on membership, Meetings were often held at a time and venue of the community's choosing to enable greater attendance and support safe spaces to convene. This allowed us to align with existing processes and channels of communication (where established), while being mindful to not overburden communities with additional dialogue that could lead to engagement fatigue.

Where the City did not have established or trusted relationships with the community, we sought to begin a relationship through trusted intermediaries, often other City staff or organizations and initiated one-to-one conversations. Such an approach was used to understand barriers facing sex worker communities in the city, and culminated in convening a session with sex workers that was designed and facilitated by a community leader with lived experience.

The City also supported partnerships that piloted new approaches to engagement. UBC Planning students led a session in partnership with a housing provider to host a breakfast session at the supportive housing project. Students worked with housing provider staff to host and facilitate low-barrier engagement activities with residents to understand their experience of the neighbourhood and city.

Wherever necessary, staff worked with community representatives to reduce the barriers to engagement, often through a combination of providing necessary supports and removing impediments. For example, staff have established pilot honoraria guidelines to provide low-barrier funds to community facilitators and participants to value their time, set a process to accommodate Indigenous ceremonial smudging in City facilities, supported community organizations' contribution of time, provided funding to community organizations to provide facilitation supports needed to convene participants, reimbursed childcare and transportation costs.



Participating Equity Groups

- Vancouver Native Education College (VNEC): honorariums to graphic facilitators and participants, catered lunch
- Kingsway SexWorkers: gift and supports for Elder's participation, honorariums to session facilitator and participants, accommodating smudging ceremony, culturally appropriate food, venue space
- Chinatown Legacy Stewardship Group – Steering Committee: language translation
- Vancouver Community Action Team (CAT) – Mayor Stewart led the session.
- Olympic Village Service Providers Roundtable
- Vantage Point
- Urban Core and Exchange inner City-Education Panel & Policy Development Workshop: refreshments, snacks, venue space
- Vancouver Immigration Partnership: catering, venue space
- Metro Vancouver Aboriginal Executive Council (MVAEC)
- Raincity Housing
- Lookout Society – residents: honoraria for participants, food, low-barrier activites

Children and Youth:

Pre-conversation and early engagement included meetings with youth organizations and services providers, peer-to-peer outreach by university students at the University of British Columbia (UBC), presentations and working sessions with youth committees and councils, attendance at youth drop-in programs and tabling at youth-focused events. Meetings with organizations and service providers focused on partnership and collaboration opportunities through existing youth programs with with the VSB, Community Centres and Libraries initially set to launch in late March 2020 (these partnerships will continue to be explored as appropriate). Sessions with youth included discussions about how they wanted to be engaged during the process, what they felt were the most important issues impacting youth today and their ideas for promotion and distribution of the Phase 1 survey.

Some partnership programs did launch during the early engagement period including: two university course collaborations as part of the City Studio program (over 100 students engaged on Vancouver Plan related projects, both of which were impacted by the COVID-19 pandemic), university student outreach overseen by the Centre for Community Engaged Learning at UBC and six diverse university clubs and two elementary school collaborations in partnership with the Society for Children and Youth (both classes have continued through online learning and the 60 students involved will finish their projects at the end of this school year. Their observations of the most important issues facing Vancouver inform the "Key Learnings" below).

Given the importance of the online survey in determining early Vancouver Plan priorities, outreach to children and youth included promotion of the survey to and through youth organizations and stakeholders, encouraging promotion on university campuses through student organizations and specific faculties, and requesting that youth committee members and drop-in participants promote the survey through their networks, particularly to school-aged youth. Given gaps in survey participation among the under 20 age cohort, it is clear that additional outreach and a variety of engagement activities will be necessary in upcoming engagement phases. All youth groups and sessions consulted during this early phase of engagement had a range of ideas for how youth engagement should proceed and were interested in continuing to participate in the process, This illustrates the need for a diverse and multipronged process moving forward that acknowledges that children and youth are made up of a number of different cohorts (if age is used cohorts could include: early years (0-4) early elementary grades k – 3 (5-8), late elementary grades 4 – 7 (9-12), high-school (13-18) and university and early professional (19-25)) that have unique perspectives but also unique engagement needs. The process suggestions are included as part of the "Key Learnings" section below.



Participating Children and Youth Groups and Organizations:

- City of Vancouver's Children, Youth and Families Advisory Committee
- Vancouver School Board (both Strong Start programs and K – 12 education)
- Vancouver District Students' Council
- Vancouver Parks Board Youth Worker Coordinator, Youth Worker Action Team and Britannia Community Centre youth workers
- Vancouver Public Library Child and Youth Librarian and Youth Librarian Team
- Society for Children and Youth of British Columbia
- Check Your Head
- Science World
- Sustainabiliteens
- TRRUST Collective
- Youth Councils at Dunbar, Mount Pleasant and Champlain Heights Community Centres
- Britannia Community Centre Latin Drop-in program
- Post-secondary institutions including Simon Fraser University, University of British Columbia, Langara University, British Columbia Institute of Technology, Emily Carr University of Art and Design
- City Studio
- CityHive

Key Learnings from Equity-seeking groups:

While the focus of early discussions were on shaping the engagement process, groups were also able to provide their input on the initial set of questions, creating a set of key themes for equity-seeking groups and children and youth that reflect both how they want the Vancouver Plan engagement process to proceed and their priorities for the future:

Process advice and key themes:

1. **Create genuine pathways to effect equitable change**

- We need different processes and ways of doing things if we want different outcomes. Many organizations will only want to be involved if they can see how their interests will be advanced through this process. Communities often feel under-engaged on important topics, and where they have been engaged, they do not feel that, or haven't been made aware of how, their involvement has yielded results.
- Engagement can often be top-down and extractive – inputs are taken away without providing opportunities for further involvement or understanding of how they have informed planning and policy decisions.
- Role of community is often limited to "engagement", which is divorced from "policy-making". We need to envision and implement new ways of working with community to ensure that local expertise and lived experience is better valued in planning decisions – eg. Participatory Action Research methodologies.

2. **Work in partnership to deliver engagement**

- Many community members do not feel the City has made consistent efforts to involve their communities – supports are not often provided or sufficient; venues and scheduling for engagements often make it difficult for many to attend; topics are not relevant to them; and the City has not been responsive to past requests from their community. Erosion of trust has meant that even people who may have an interest and capacity to participate decide not to.
- Good engagement processes they have seen: engagement done in partnership and in relationship with community organizations and resourced appropriately; topics, questions, activities, supports are all co-established to support community the way they want to be involved. Community agencies and networks have a great deal of expertise and have developed resources to connect with their community – we need to better utilize this through partnership.
- Need to create flexible programs, timelines, and provide resources that allow for deeper and ongoing collaboration with communities.



3. Resource community better and differently

- Often organizations are asked to support engagements with insufficient or no resources from the City. This creates a burden on many organizations and also limits the potential involvement and input from community. How can we value the work of community the way we value the work of private consultants?
- Where funding streams exist, they need to be made accessible and flexible for community. The effort to complete funding/ grant applications and reporting requirements are often disproportionate to the funding amount offered, and conditions may be overly restrictive. Community members are also often asked to help organize their community without resources - can we lower barriers to organizations and individuals accessing funding?
- City should also look for opportunities to advance equity from within – eg. hire community members to engagement and policy work so staff might better reflect the communities they serve.

4. Address racial and geographic disparities in engagement and policy

- People dealing with homelessness, people who use drugs, and people involved in sex work place a great value in the strong sense of community within the Downtown Eastside. However, many experience severe stigmatization and racism from the broader community and do not feel welcome in the city and in conventional planning activities. Many feel that the city's development and progress has left them behind – but would welcome an opportunity to be genuinely included in crafting a vision of the future where they would belong. This would require us to reconsider how we might decolonize our planning and engagement practices.
- Certain areas of the city have been historically underserved, such as South Vancouver. Geographic disparities in city service levels and public participation tend to fall along lines of where racialized communities are located. How does Vancouver Plan engagement seek to address these disparities in their approach? What does equitable engagement (and its resourcing – eg. language access) look like with communities that have been left out of the conversation for so long?

5. Make this initiative relevant for communities that have been excluded

- Many communities might participate in greater numbers if they understood why the plan is relevant. Campaign key messages need to resonate for individual communities and what they are experiencing: How will this plan save lives in the opioid crisis? What could the plan do to help feel safe? How do we protect and promote intangible cultural heritage?
- Start from where work already been done with the input the City has received to help build some good will and trust, and articulate some possibilities on what Vancouver Plan can do to advance their interests.

6. **Be specific about our commitments to change**

- Many community members who have been involved in past and current initiatives want to understand how inputs from community engagement will lead to policy action: Equitable engagement must lead to equitable policy. Clarify opportunity and timeline for community research to inform the work. Lived experience needs to be built into policy, not just engagement. How will data be accurately validated? How will lived experience inform this work? How will scenario planning and a preferred option be analyzed on impacts to their specific communities, and evaluated against their criteria? What is the pathway to improving their situations? What will their involvement be when crafting or evaluating policy options?

7. **Key thematic areas heard through engagement included: city government feedback, housing affordability and availability, and Reconciliation.**

- On the topic of housing affordability, participants expressed a desire for rent subsidies and tax breaks, and concern for eligibility requirements and restrictions facing those seeking access to waitlists and financial subsidies.
- There were mentions of adjusting subsidies, tax breaks, and eligibility requirements to make them more accessible to Indigenous peoples.
- For housing availability, participants spoke to the lack of social, student, and supportive housing, as well as housing that is culturally appropriate, and housing that can support all generations.
- Input on Reconciliation focused on increased access to cultural supports and assets, and the creation of more social programs that are Indigenous-led or culturally relevant to Indigenous people. It was important for participants that decolonization practices be more deeply integrated into staff training, programming, and education curricula development. There is a strong desire to strengthen relationships with Indigenous communities, and understand ways to support reconciliation holisticaly.

Key Learnings Children and Youth:

These themes include feedback provided as part of the outreach activities listed above[1].

- Engagement Process and approach:
  - Work in partnership with key stakeholders: Ensure stakeholder partnerships across age cohorts (VSB, homeschooling, universities, community centres, neighbourhood houses, libraries, and other faithbased, recreational or cultural youth-focused groups or programs)
  - Engagement methods, modes and activities appropriate for all ages: Ensure youth engagement questions are relevant to the Vancouver Plan process and capture input in ways that can inform the priorities and policy directions of the Vancouver Plan and prioritize peer-to-peer engagement that provides leadership and skill development opportunities for youth;
  - Transparency – Show Your Work; Report child and youth engagement results and input clearly in ways that can inform the Vancouver Plan, report back to stakeholders and partners throughout the process show how their feedback and input has been used, and ensure youth understand what the Vancouver Plan process is and why their participation in the process is important.
- Housing Affordability and Availability: including rental and student housing, and housing appropriate for families with children;
- Visible Public Struggle: including homelessness, mental health, opiod crisis and food insecurity;
- Rising Inequality: concerns about the future and their place in city, specifically access to education, adequate housing and employment opportunities;
- Climate change and pollution: impacts on public health, need adaptation strategies for impacts from stressors like sea-level rise;
- Public Safety: safety of children and youth in public spaces and places including parks and facilities like community centres and schools.



1 For sessions with youth-focused organizations and service providers input was requested on the engagement process only, while sessions with youth representatives included discussions on both the engagement process and discussions about current issues impacting youth and ideas for the future

Activator Circles – Stakeholder Engagement

Starting in October 2019, staff began early engagement meetings with a range of academics, current stakeholders, regional and provincial government partners, and community organizations as part of the 'Activator Circles'.

The objective of these early sessions was to seed collaboration and partnership throughout the project, as well as to encourage participation by a broad range of groups, organizations and individuals, including adapting the process and outreach as required.

A key part of the Vancouver Plan will be developing relationships with existing and new groups across the city and region. Many of these groups had existing relationships with the City of Vancouver, but many new ones were initiated through these conversations.

Some of the groups that participated in the Activator Circles included other levels of government, local service providers, non-profit agencies, educational institutions, neighbourhood-based groups, interest groups and representative agencies, etc. The team also made a significant effort to include equity-seeking groups representing voices that are traditionally marginalized in public processes to be part of these circles.

Structure of sessions

These were mainly smaller group sessions conducive to conversation on different topic areas, but also included larger workshops and even presentations at conferences. Staff made a significant effort to host these sessions in community or at times that were more accessible to participants.

What we heard

At this stage in the process, the main questions we were asking included "how should we engage more broadly?" and "how would groups themselves like to be involved?" The key feedback that we heard at this early stage included:

1. **Approach:** There was much support for the integrated approach that the Vancouver Plan is hoping to advance in terms of working with community and aligning better with other organizations
2. **Involvement:** There was an interest from a diverse range of groups for staying involved in the plan development in a meaningful way. However, different groups were advocating for different levels of involvement and the City would need to define clear routes to getting and staying in contact with groups.
3. **Ensuring transparency:** There was a desire to better understand what the Vancouver Plan is and will look like when it is complete, as well as what is won't be. There was also strong direction to be clear about how input is going to shape the final plan.
4. **Diversity:** Many of the groups pointed to the need to hear from a diverse range of voices and move beyond traditional engagement techniques. The City need to ensure we value people's time and make it easy for them to engage. This should be a plan that represents many voices and we should engage widely to include them, along with their communities and groups.
5. **Affordability:** Many of the groups raised the challenges of living in Vancouver currently related to eroding affordability and its knock-on effects, both socially and economically. This has a direct impact of engagement as the folks that it most directly affects are less likely to be able to show up in a meaningful way.
6. **Frustration:** There was as a sense of frustration with previous engagement undertaken by the city as it was unclear how the communities and various groups appear in this and what impact their participation has had.
7. **Partnership opportunities:** It became clear that a number of long-range plans across many organizations were either underway or were recently finalized (e.g. TransLink Transport 2050, the VSB Long-range Strategic and Facilities Plan, the Park Board's VanPlay Masterplan). The Vancouver Plan offers the potential to create an umbrella to strategically align many of these initiatives and land some of the directions. There was significant support for this.

The following is a breakdown of the main topics and themes raised by the different themed groups that highlights their own particular concerns and interests.

1. Municipal Boards

The Vancouver Plan team includes an internal working group with staff representatives from various departments, but also different municipal agencies in the city. The following inputs are from the Park Board, the Vancouver Public Library and the Vancouver Police Board:

- There was a strong desire to connect and integrate and to align initiatives. They were happy to hear their staff were working closely on the plan.
- Some key recent policies to be considered include VanPlay, the Parks Board masterplan for parks and recreation and the VPL Facilities Masterplan.
- The were encouraged by stated Reconciliation and equity objectives of the process.

2. Council Advisory Groups

The Vancouver Plan team are committed to finding better ways to work with Council Advisory Groups, as well as incorporating their feedback and perspectives in a meaningful way. While meeting a number of the Council Advisory Groups individually, the team also coordinated a joint session of all the committees or a Council of Committees alongside the Broadway Plan Team. This discussion focused on the interests and perspectives of the various advisory committees represented with the following feedback:

- Engage with people in the settings and environments where they spend their time. This is integral in understanding a diversity of needs, but also truly engaging with community on that community's terms.
- There is a strong importance placed on adequately resourcing engagement and compensating individuals through honoraria or subsidies to show respect and compensation for the time given.
- Groups recommended different tactics and techniques that could help to facilitate reaching a more diverse and representative public including physical engagement spaces, social media, educational programs, undertaking engagement at different times (e.g. evenings, out in community).
- A number of groups shared with staff the importance of drawing upon a variety of communication tools to build trust and to ensure the public is informed about ongoing plans and initiatives (e.g. clearly articulate the City's role).
- Participants expressed that transparency requires clearly reporting back on engagement findings and engagement processes, providing adequate information and using multiple tools to communicate them.
- Many groups, and in particular the Vancouver City Planning Commission, want to be deeply engaged in a collaborative partnership to create a people-centric and transformative plan. They area also interested in seeing if there are gaps that they can plug in the engagement process through their own initiatives.
- It was also suggested that the team refer to Accessible Events Checklist for upcoming sessions and to consider inclusive representation in the imagery used to promote and report back.

3. Community Conveners

The team met with a number of groups and organizations that can activate dialogue broadly across the city with their respective communities. These include groups that have significant reach with existing networks or groups and individuals that are already engaged in a form of public dialogue, advocacy, convening, community building or development. This included a wide variety of organizations such as: SFU Public Square, UBC Centre for Community Engaged Learning, Urbanarium, Vancouver District Parent Advisory Council (DPAC), Coalition of Vancouver Neighbourhoods, Science World, Creative BC, Community Centre Associations and Neighbourhood Houses. range of local housing providers, among others. A more detailed review of equity-seeking and youth outreach is outline above. The overall feedback included:

- Limit talk about planning and start taking action: many of their communities have been engaged already in various other planning programs and want to start seeing action.
- It is important for people to understand how their feedback has already and will be incorporated into the Vancouver Plan. The team should clearly articulate this feedback and the various roles. (Note: this in-depth summary is a step in that direction)
- Many were excited about the opportunity to get involved of a plan of this scale, but were still slightly unclear what role they might play or how they could support it or get involved.
- There is significant engagement fatigue in the community and this has resulted in distrust amongst their members. They are hopefully that this plan is an opportunity to start something different.

4. Implementation Partners

There are a number of key institutional and private organizations that will be key to the development, delivery and eventual implementation of the plan. Some of the organizations that the team met with include Vancouver Coastal Health, TransLink, Vancouver Port, Board of Trade, Vancouver Economic Commission, Metro Vancouver, Tourism Vancouver, Provincial ministries, Utility providers (e.g. BC Hydro, Fortis BC), Business Improvement Districts (BIA), third-level Institutions (e.g. UBC, SFU. Emily Carr, etc.), VSB, BC Non-profit Housing Association, Co-op Housing Federation of BC, Vancouver Foundation, United Way, etc. Their feedback highlighted some key tensions in the project, including:

- There are lots of initiatives taking place across the region at present. The timeline for the Vancouver Plan is well aligned with other long-range policy and project initiatives of other agencies that are either in the middle or have just wrapped ups (e.g., TransLink's Transport 2050, VCH's My Health, My Community survey 2.0, Metro Vancouver's Climate 2050, Metro Vancouver's 2050'sRegional Growth Strategy update, etc.).
- This is an opportunity to build partnerships and improve collaboration to work toward shared goals and is a moment of potential transformational change.
- There is a critical centrality to include people who have traditionally been left out of these types of processes. All people should feel that they are a part of the Vancouver Plan and they should feel proud of the outcome.
- There is a desire to maintain a diverse population in Vancouver and to ensure families, newcomers, underrepresented, youth and children are included.
- An equity lens is being applied to many projects and this is an opportunity to share learnings. This is also an opportunity to advance Reconciliation.
- This is good opportunity to think long-term and envision our future and what that could mean for us as a 'city in nature".
- There was interest in coordinating engagement efforts for the public to make it easier for them to get involved.
- There is a desire for meaningful system change with the transformation of governance that could be achieved through this plan and other related initiatives.

5. Key Economic Stakeholders

The team recognize the broad interest from a variety of sectors across the city, particularly key economic sectors. We are seeking to keep them informed and updated about the process as it develops. Specifically, we have worked closely to integrate this work with the ongoing Employment Lands and Economic Review. Their diverse advisory groups include a range of employers, land owners, developers, economic advocates and analysts.

Participants in Meetings and Dialogues

BOARDS	PARK BOARD, VANCOUVER PUBLIC LIBRARY, VANCOUVER POLICE BOARD
Council Advisory Committees	• Vancouver City Commission, Children and Youth Committee, Women's Advisory Committee, People With Disabilities Committee, Council of Councils – All Committee Gathering
Community Conveners	• District Parent Advisory Committee, Coalition of Vancouver Neighbourhoods, Women for Climate, Retired Planners and former COV staff, Creative BC and BC Film Commission, SFU Public Square, UBC School of Regional and Community Planning, SFU Urban Studies Program, UBC Centre for Community Engaged Learning, Langara Community College, City Studio, SFU Centre for Dialogue, Women for Climate, Real Estate Board of British Columbia, Vancouver Foundation, Community Centre Associations, Association of Neighbourhood Houses, Tourism Vancouver, Georgia Straight Alliance, Metro Vancouver Aboriginal Executive Council (MVAEC) Vantage Point, Emily Carr University of Art and Design, United Way of Lower Mainland, Vancouver Economic Commission, Vancouver Immigration Partnership, Motion Picture Leadership Group, Urban Development Institute
Government and Regional Partners	• Musqueam, Squamish and Tsleil-Waututh Nations, Vancouver School Board, Vancouver Coastal Health, BC Non-Profit Housing Association, Coop Housing Federation of BC, Business Improvement Associations, Greater Vancouver Board of Trade, Metro Vancouver, Translink, First Nations Health Authority, Fortis BC, Ministry of Mental Health and Addictions, Ministry of Municipal Affairs and Housing, Ministry of Social Development and Poverty Reduction, Ministry of Tourism, Arts and Culture, Port Metro Vancouver



Appendix 4: City of Vancouver Consultation Review

Staff completed a review of consultation findings from 26 City-wide policies that include those in process of development and/or receiving updates, and those completed and/or renewed between 2015 and 2020. These consultation efforts represent at minimum, an estimate of 175,000+ engagement touchpoints. A list of policy inputs are outlined below.

The policy consultation review was conducted as a literature review. This process involved scanning engagement summary notes and inputs to identify key themes and engagement learnings. This analysis helped to inform a high-level horizon scan of consultations that have taken place within the last 5 years. The literature review approach was limited by the policy engagement documents and resources available in addition to varying levels of detail in respective engagement summaries.

The findings that emerged benefitted the Vancouver Plan engagement strategy by helping to establish a baseline understanding of public feedback and sentiment on key policy areas and engagement methods. Findings were paired with what was learned during the Early Listening phase to help round out our understandings of priority areas for Vancouver residents.

The review was inclusive of the following:

- Climate Emergency Response (underway)
- Equity Framework (underway)
- Poverty Reduction Strategy (underway)
- Places for People (underway)
- Climate Change Adaptation Strategy (2019 updates)
- Culture|Shift (2019)
- Downtown Eastside Plan (2019 updates)
- Rain City Strategy (2019)
- Resilient Vancouver Strategy (2019)
- Transportation 2040 (2019 updates)
- VanPlay: Parks and Recreation Services Masterplan (2019)
- Long term Capital Planning (2018)
- Heather Lands (2018)
- Jericho Lands (2018)
- Women's Equity Strategy (2018)
- Annual Budget 2017-2020
- Housing Vancouver (2017)
- New Start – Immigration and Settlement Policy (2016)
- Healthy City Strategy (2015)
- City of Reconciliation Framework (2017)
- Greenest City Action Plan (2015)
- Chinatown Transformation (ongoing)
- North East False Creek Plan (2018)
- Punjabi Market (ongoing)

Consultation Review: Emerging Themes

In reviewing the work and engagement that the City has undertaken over the past years, we can gain a better understanding of what we already know, and what we have heard. The consultation review illustrated alignments and distinctions across key themes such as affordability, housing and homelessness, transportation, neighbourhood design, sustainability, resilience, infrastructure and amenities, equitable and inclusive planning practices, and the City's commitment to Reconciliation.

To better understand nuances of these themes, the consultation review attempted to center inputs from the public and stakeholders with lived experience in respective policy areas whenever possible. Many insights were gained through this work, and the following thematic overview provides a snapshot of key learnings from this process:

Reconciliation and Decolonizing Trends

- The commitment to addressing cultural visibility, acknowledging millennia of pre-settlement culture, support and network building among urban Indigenous communities and residents; economic and development programs and redress of racist practices by government and its agents, this is a vital theme. addressing through development of lands

Vancouver's Ethnocultural Past, Present, and Future

- Historical recognition, naming racism and displacement, cultural redress, intangible heritage, immigrant and settlement polices and sanctuary for refugees and migrants.
- What's important: protect, preserve, prioritize, adapt, support, enhance, embrace

Scales of Impact: Individual, Community, Neighbourhood, City, Province

- Internal institutional change vs external sectoral change
- Thriving and prepared neighborhoods
- Programming & supports for individuals – eg addiction, mental, physical, and spiritual health

The Beauty of Shared Green Spaces

- The value publics place on the natural and urban ecosystem services and community building power of our green and natural spaces, including waterfronts, urban forest, tree canopy, parks and public gathering spaces in and near natural settings.

Understanding Place

- Places of stories, character, experience, opportunity, connection, tradition

Building on Assets and Community Knowledge

- Recognizing innovation, knowledge and community development acumen in communities that have been traditionally framed through deficits.



Appendix 5: How We Arrived at These Findings – May to August 2020

The following sections highlight the findings of four principal inputs gathered in the period after the COVID-19 public health emergency was declared.

1. Shape Your City – Digital Engagement (Appendix 6)
2. Child and Youth Engagement (Appendix 7)
3. Council Advisory Committees (Appendix 8)
4. Short Term Recovery Engagement Review (Appendix 9)

The Approach:

In re-designing this phase of the process, we were aware both the willingness and/or capacity of participants could be limited. The team was also committed to reaching those who were underrepresented in the first few months of our work:

- Youth under 20
- SLGBTQ2S+
- People With Disabilities
- Racialized communities and those facing barriers due to language.

We summarized and themed the findings of this period of engagement, and have analyzed how they align with the previous themes and how they reflect new, experiences and ideas for the City's short-term recovery.

The complexity of this work involved both listening for the impacts of the pandemic on the respondents and the communities or demographic groups they represent, as well as parsing longer-range thinking, visioning and the sharing of ideas for a future Vancouver.

The result – a set of themes that range from process suggestions, advice for the City of Vancouver, and a scan of experiences and ideas.


W Cordova St

Appendix 6: Shape Your City Digital Engagement Platform

In March 2020, the City of Vancouver launched Shape Your City Vancouver (shapeyourcity.ca) — a new interactive digital platform designed to promote engagement and provide Vancouver residents a more transparent way to share ideas and feedback with the City.

The Vancouver Plan project page was published to the platform in June 2020 (shapeyourcity.ca/vancouver-plan) and represented the first Vancouver Plan public engagement outreach since the start of the COVID-19 pandemic.

As part of the process to restart public engagement and outreach for the Vancouver Plan, two questions were posted to the Shape Your City project page to gain an understanding of people's COVID-19 experiences and elicit ideas on short term recovery actions the City could take.

Between June 24 and July 25, a total of 122 people registered accounts on Shape Your City and the Vancouver Plan project page received 434 visits. Below is a table summary showing the age break down of people who contributed to both the Share Your Experiences and Moving Forward Together forum questions.

Of note, in order to improve language accessibility on the Vancouver Plan project page, and based on feedback from previous Vancouver Plan engagements, translators were hired to ensure there was dedicated translation in the top five non-English languages spoken in Vancouver (Simplified and Traditional Chinese, Tagalog, Vietnamese, and Punjabi) of the explanatory text, forum questions, and FAQ section on the site. These translations were documented in PDF form and linked to the home page of the Vancouver Plan project page. In addition, through the inclusion of the Google translate widget, the site was translatable in 9 languages (Simplified and Traditional Chinese, Filipino, French, Japanese, Korean, Punjabi, Spanish and Vietnamese)

These questions were active on the site between June 24 and July 25, 2020.

1. **We are all being impacted differently by this pandemic. How has your life changed in your community and neighbourhood? What have been your challenges during this time? What successes and learnings have you been finding in your community?**
2. **Some COVID-related restrictions are being lifted. Others will remain in place for some time. What could the City do over the coming months to make life better and help communities recover? What are your ideas for how can we create a more resilient city and more resilient communities?**

Key Themes

Posts made to the Vancouver Plan project page were logged and coded using an inductive qualitative analysis approach. Initial codes or themes emerged via coding of subject topics as they appeared in user comments. These initial codes were then grouped together into the following 12 theme areas:

- Pedestrian & Public Realm Experience
- Transportation
- Arts & Culture
- Reconciliation
- Economy
- Equity & Inclusion
- Supporting the Most Vulnerable
- Sustainability
- Urban Design
- Housing
- Social Connection
- Government



Top 3 Themes

Of the 12 themes, the top three that were brought up most frequently among Shape Your City users are shown directly below. Beneath these themes is a description list of all other theme areas.

1. Pedestrian & Public Realm Experience
2. Urban Design
3. Equity & Inclusion

Pedestrian & Public Realm Experience

This theme represents comment topics related to public spaces and experiences within them. The most popular topic mentions included asks for pedestrian only streets, support for existing street calming measures to remain in place and become permanent, and additional outdoor gathering spaces. Users spoke directly to the desire for road space allocation that would privilege those walking, using active transportation and using the space for social gatherings. Dining and shopping experience was another frequent mention, with users expressing aspirations for more patio space and opportunities to enjoy food and beverage while enjoying nature and their surrounding environment.

Less frequent mentions referred to increasing access and maintenance of recreational and callisthenic infrastructure, improving street cleanliness, and providing more accessible public washrooms and water drinking fountains.

Urban Design

Urban design comments touched on a range of elements which included frequent mentions of parking, zoning, neighbourhood design, and policy. Top among these codes was parking. Many users requested the City to consider reallocating parking space for pedestrians and active transit users (eg for bike lanes or storage), adjusting parking minute restrictions, updating parking bylaws and eliminating parking minimums.

Underlying many comments was a concern for improving feelings of safety; in addition to mitigating COVID-19 in public spaces and transit, users also spoke to safety in terms of road space allocation and speed limits (calling for more slow streets and dedicated active transit lanes), crosswalk safety, and transit stop lighting. Other mentions referenced crime, cleanliness (such as needle exposure), addiction, and mental health as factors that have influenced their feelings of safety in their environments with specific reference to downtown Vancouver and the downtown eastside.



Equity & Inclusion

Accessible and equitable urban development and design were top priorities for respondents that made comments regarding equity and inclusion. For example, an equity lens should be applied in neighbourhood design so that community resources are accessible to community residents, and people of all ages and abilities are provided opportunities to exercise, move, and socialize even when social distancing measures are in place. People commenting on physical accessibility needs also highlighted structural changes the City can make, such as through policy and process, and increasing access to information by having it available in multiple languages outside of English.

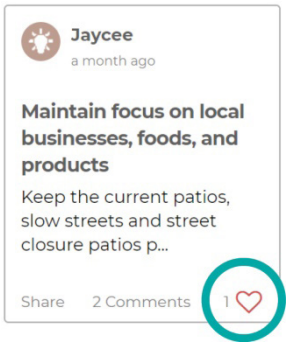
To support for equitable and inclusive planning practices city-wide, users highlighted specific concerns calling for programming and supports such as housing, recreation access, and health provisions specific to seniors and youth. Cultural equity and redress should be prioritized so that diverse communities feel safe, valued and visible in our City. BIPOC communities were mentioned as those that are underserved, overrepresented in front line work, and in need of affordable, sustainable housing and transportation options.

In the coding and analysis of the 151 user ideas posted to the Vancouver Plan project page, 12 theme areas emerged which reflect distinct topic areas. These themes are shown in the table below and are detailed further in the “Key Themes” section of this report.

"Hearts"

To show support for an idea, registrants had the option to either post a comment on the idea, or click on a heart button located in the lower right corner of each post (see image on the right). In total, Question 1 received 568 hearts and Question 2 received 64 hearts.

The top three "hearted" comments are shown below to give an understanding of the ideas that resonated most among Shape Your City users.



1. "More bathroom/toilets are needed at skytrain stations and small parks. The pandemic has brought out more people walking in neighbourhoods. More bathrooms for public use."

Number of hearts:	21

Date submitted: July 6, 2020
Topics: public washrooms; washroom accessibility

2. "The Importance of Walkability: I've become much more grateful that I live in a neighbourhood where most of my basic needs (i.e. groceries, pharmacy, etc.) can be accessed by walking. Without a car, I've felt limited in many ways, but being able to do most errands on foot has made me feel less restricted."

Number of hearts:	17

Date submitted: July 19, 2020
Topics: walkability; complete communities

3. "Slowing Down: The traffic calming measures implemented in my community are a good start. Our community previously was a through fare for large trucks and vehicles. The "slow down" has had an amazing impact, Quieting and calming our community."

Number of hearts:	16

Date submitted: June 24, 2020
Topics: traffic calming; slow streets

Ideation Tool

The following information provides a summary of inputs gathered on the Vancouver Plan project page.

QUESTION	CONTRIBUTORS*	NUMBER OF IDEAS	LIKES	TOTAL COMMENTS
Q1. Share Your Experiences	120	125	568	72
Q2. Moving Forward Together	31	26	64	9

*Number of unique user IDs that participated in the survey



Appendix 7: Child and Youth Engagement – March to September 2020

Summary of Activities:

Child and youth engagement on the Vancouver Plan during the post-COVID-19 pandemic Listen and Learn phase (from March to September 2020) included a summer engagement program targeted at under-20 age cohorts to address the engagement gap identified in the initial Vancouver Plan survey and outreach.

The engagement program used a range of tactics and opportunities that adapted to changing COVID-19-related public health orders including: stakeholder meetings and one-on-one discussions with youth, a dedicated "Young Planners" website (with activities and a digital youth survey), and digital charrettes and in-person events.

The engagement program provided both learning and input opportunities. Activities and resources focused on civic literacy about the Vancouver Plan, the history of the city and general concepts of city planning.

Engagement questions allowed children and youth to reflect on the impacts of the COVID-19 pandemic and offer their ideas for recovery, and share their priorities for the future of Vancouver at the scale of both their neighbourhoods and the city as a whole.

Through the summer there were over 2,500 visits to the Young Planners page (and 2,500 views of a youth-focused video ("How to change your city in five steps") developed as part of the page's background material), 40 submissions of the youth survey by youth under-20 (65 submissions total) and almost 200 youth participated in a stakeholder meeting or event.

Stakeholder meetings (which included the city's Children, Youth and Families Advisory Committee) and the youth survey included questions about the COVID-19 pandemic while the digital and in-person events addressed the pandemic impacts indirectly by identifying evidence of neighbourhood change and things that are currently missing or that have shifted during the pandemic. Key themes that emerged regarding pandemic recovery include:

- Closure of civic facilities and cancelation of programs (including community centre youth workers and the loss of a range of employment and volunteer opportunities provided by the facilities);
- Access to greenspace, playgrounds or other places to meet friends and socialize for both physical and mental health;
- Access to grocery stores and other neighbourhood commercial services; and
- Multi-family housing design guidelines and the required amount of green and/or private outdoor space to support child and youth physical and mental health.

All engagement modes included questions about future priorities and issues at either the neighbourhood (what needs to be kept/what is missing/what is ideal) or city-wide (issues that must be addressed by the Vancouver Plan) scale. The range of event types, diverse communities engaged and the variety of questions resulted in rich and nuanced feedback about the current lived-experience of Vancouver's children and youth and their aspirations for the future of their neighbourhoods and the city. Key themes include:

- Housing affordability and homelessness: more diverse and affordable housing options available in all neighbourhoods and a range of supports and housing options to help those experiencing homelessness (also in all neighbourhoods);
- More options to move around: free transit for youth, more and safer options to walk and bike, smaller neighbourhoods (8 - 10 minute walksheds) and increased public transit service (buses and SkyTrain);
- Recreation and community facilities: better maintenance and support of current courts, new community centres and libraries, co-location of facilities with retail and other amenities in neighbourhoods and more sports facilities and programs;
- Equity and racism: address racial profiling in the police force, equitable distribution of resources across the city (including access to food and nutrition), and harm reduction programs and other supports for those who use substances; and
- Climate change and the natural environment: new energy sources, new parks and trails, sea-level rise, daylighting streams and bringing water into neighbourhoods, and more equitable access to the water.

Detailed Analysis:

Child and youth engagement from March to September 2020 was substantially impacted by the ongoing COVID-19 pandemic. These impacts extended beyond City of Vancouver's postponement of all in-person engagement activities and included all post-secondary institution's shift to online learning, the Vancouver School Board's extended spring break, period of online learning and modified classroom return, and civic facility (community centres and libraries) closures and program cancellations.

Given the uncertainty surrounding the COVID-19 pandemic and its impact on public engagement opportunities for particular age cohorts and communities, the post-COVID-19 child and youth engagement program focused on under-20 age cohorts.

These voices were under-represented in the initial Vancouver Plan Survey and had their dedicated engagement program disrupted doing the pandemic, leading to a considerable gap in youth input and engagement opportunities that needed to be addressed. Youth that fell within the 20-30 age cohorts were represented through the survey and intercept engagement and one of the early partnerships with the Centre for Community Engaged Learning at UBC that engaged with this community both pre- and post-pandemic. These results and key themes of this engagement are included at the end of this report.

The summer engagement program was responsive to changing public health orders, new partnership and collaboration opportunities and the need to engage children and youth as part of the City's pandemic recovery efforts.

The engagement program began with the launch of the "Young Planners" website, a dedicated site for children and youth that includes resources, activities and ways to provide input (a short 3 question survey on pandemic recovery and issues for the future was used for this phase).

The website launch was followed by two digital charrettes in early August in partnership with Urbanarium that asked youth to discuss, draw and imagine their ideal neighbourhoods.

In late August, in-person engagement resumed through partnerships with ACCESS, Kiwassa Neighbourhood House and UNYA's Aries and Cedar Walk education programs. Vancouver Plan staff worked with program staff to run events that mirrored the digital charrettes, while respecting all public health protocols. These partnerships were important to balance out input from the digital events and allowed youth facing a range of barriers to engaging online the chance to share their ideas and imagine the future of their city.

Additional details and analysis of the summer 2020 child and youth engagement program follow in the sections below.

Children, Youth and Families Advisory Committee:

The Children, Youth and Families Advisory Committee has designated "Child and Youth Engagement" as one of this term's areas of focus and the Vancouver Plan is now a standing agenda item for the Committee. After a pause to shift to online meetings, the Committee resumed its regular schedule June 25, 2020 and held a working session on July 30, 2020. Vancouver Plan staff attended both sessions and presented updates on the project, the launch of the Young Planners program and the digital charrettes. Committee members were encouraged to try the activities and complete the survey, participate in the digital charrettes and share the information to their personal networks.

At both sessions Committee members had opportunities to reflect on the COVID-19 pandemic, its impacts on children, youth and families and whether or not the pandemic had changed how they felt about the key issues facing the city. Comments included:

- Strong continued commitment to the Committee's areas of focus: mental health, sustainability, housing and child and youth engagement, which mirror issues identified in previous meetings as part of pre-pandemic engagement. The Committee noted that many of these issues, particularly mental health and housing insecurity were magnified by the pandemic;
- Multi-family housing design guidelines and required amounts of green and / or private space was been an ongoing concern of the Committee (pre-pandemic) but are more important in light of Phase 1 restrictions like playground closures, limited access to larger parks and the impacts of prolonged social isolation and time indoors on children and youth. The committee noted the potential of varying degrees of impacts between children and youth depending on their access to outdoor space and the importance of more equitable access to these spaces. The Committee requested these changes to the multi-family guidelines be considered as part of the City's Short Term Recovery Actions and also advanced by the Vancouver Plan; and
- The importance of civic facilities and the resources they provide for children, youth and families was also discussed. In particular, the impacts of ongoing community centre closures and the temporary layoffs of youth workers on vulnerable children and youth. Community Centres and their youth workers provide youth with important supports and opportunities for social connection that became even more important during the pandemic. Though the Committee recognized the public health orders that required the temporary closure of facilities, they felt that other options could have been explored to keep these services available. The Committee felt one ongoing recovery action that could also help future pandemics or further COVID-19 restrictions would be the designation of these workers as essential so they can be maintained even if other shutdowns or service reductions are required.

Members of the Committee also participated in the August 10th Council of Joint Committees session, where they provided additional accounts of the pandemic experience for children, youth and families and early input on the draft provisional goals.



Young Planners Web Portal and Youth Survey Results:

There was significant uncertainty from March - May regarding the extent of pandemic impacts and how or if public engagement would resume. Staff, like many other organizations, shifted towards translating and adapting existing material for the web. The Young Planners page focuses on civic literacy and education, while also attempting to provide children and youth with engaging ways of learning about and experiencing their city. The Young Planners page will be adapted to each phase of public engagement with changing questions and activities.

The "Young Planners" web portal launched at the beginning of July and has 2,500 page views to date. The site features a main page and three program sections: Curriculum Connection, Vancouver Planning 101 and Just for Fun. The main page hosted the youth survey, digital charrette event information and an introductory video to the Vancouver Plan process ("How to Change Your City in Five Steps) that has been viewed over 2,600 times. Curriculum Connections includes a series of activities that connect to school curriculum outcomes and can be scaled to be appropriate for grades K to 12. Children and youth are encouraged to learn about the city and engage with various planning and urban design tools and concepts like mapping and model making. The Vancouver Planning 101 section will be used to connect with educators this fall and include resources for teachers help engage students and let them provide input. The Just for Fun section prompts our Young Planners to try books and movies about cities and other urban planning issues, encourages them to explore their neighbourhoods and suggests some fun tactical urbanism projects appropriate for all ages.

The website also encourages any Young Planner (or group or organization that works with Young Planners) with ideas or questions to submit their input or get in touch with staff to set up a meeting. Following the launch of the website staff presented virtually to the Youth Advisory Council of the Broadway Youth Resource Centre, had a one-on-one video meeting with an interested youth and received one video submission. Key themes from this input include:

- The need for better mental health supports for youth and young adults during the pandemic (and after) to address the impacts of social isolation, uncertainty around the future and loss of other programming and supports;
- More programs for early career youth and young adults that could include help with finding a job (resume and interview prep), job training programs and a wide variety of paid internships. Group noted the difficulty of finding employment and the importance of organizations like the city prioritizing employment opportunities for young people;
- Safe drug supply: places for people to use drugs safely now and in the future;
- Housing for everyone: free houses for everyone to live in;
- Racism and feeling unsafe in public (issues for BIPOC people before pandemic);
- Defund the police: no cops following people for no reason;
- A video submission on closing the road through McLean Park as it poses a safety risk and makes it hard to move across the park between the sports fields and playground. With ongoing facility closures, parks and playgrounds have become particularly important for children and youth and the video asks questions about what should be prioritized during the pandemic and in recovery.


Bell

Youth Survey:

Recognizing both the engagement gap from the first Vancouver Plan survey and the shift to Shape Your City platform and the potential barriers of its registration process, a 3 question survey was incorporated into the Young Planners main page. One question focused on the COVID-19 pandemic and the needs and children and youth, while the other asked what issue did the respondent think was most important as Vancouver plans for the future. The third question asked for respondents ages. This was the only demographic question used to allow youth voices to be identified while keeping the survey to be as low barrier as possible. A total of 65 responses were received:

12 AND UNDER	13–19 YEARS OF AGE	20–25 YEARS OF AGE	26 AND OLDER
16 responses	24 responses	15 responses	10 responses

Question 1: Think about your experience with COVID-19 and quarantine: What would have made that time easier for you and your family?

Main themes from respondents 12 and under include:

- Access to programs and opportunities to play and see friends (including making PPE available at places like playgrounds);
- Everyone following public health orders and only opening essential services (waiting to open bars and restaurants).

Main themes from respondents from 13 – 19 include:

- Additional access to greenspace, more and wider sidewalks and spaces with shade;
- Access to grocery stores and other services in neighbourhoods;
- Cost of living and financial impacts;
- Public safety and the need to provide services and supports to those struggling with homelessness and addiction;
- Thought the pandemic was managed well, supported public health orders and social distancing requirements.

Those between 20 and 25 identified similar key themes to the younger age cohorts including: support for increased public health orders, access to greenspace, and neighbourhood services including grocery stores.

Question 2: Looking to the future what do you, as a young planner, think is the biggest problem we must solve with the Vancouver Plan?

Main themes from respondents 12 and under include:

- Climate change, environmental protection and access to parks;
- Housing (cost and supply);
- Racism;
- Homelessness and safe drug supply.

Main themes from respondents from 13 – 19 include:

- Housing: affordability, rental and family units, density across the city;
- Climate change and sustainability: new energy sources, new transportation options, increased building efficiency;
- Racism and social inequality;
- Homelessness and harm reduction strategies;
- Transportation options: public and active transportation, reduced emissions.

Again those between 20 and 25 identified similar key themes to the younger age cohorts including: housing affordability, systemic racism, climate change andtransportation.

Young Planners Assemble: Draw Your City Digital Charrettes:

In order to provide children and youth with an engagement experience that allowed for discussion, collaboration an creativity and to solicit their input during the post-COVID "Listen and Learn" phase, the City partnered with Urbanarium on two digital charrettes ("Young Planners Assemble: Draw Your City") in early August. During the pandemic Urbanarium, a Vancouver based non-profit organization focused on elevating and enhancing public discourse on city-making, launched a virtual studio program. Combining digital collaboration tools with a group of graphic artists from architecture, landscape architecture and urban design, the studio supports graphic conversations where ideas can be drawn in real time. This highly visual and fast-paced event format was considered more appropriate for children and youth than other forms of digital meetings. The Urbanarium partnership allowed the events to use Zoom, a low-barrier video conferencing service that most children and youth have become comfortable using for remote learning or online events.

The digital charrettes were organized and informed by the Vancouver Plan's 6 engagement principles, which guided decisions around event type and design, outreach and promotion, honoraria, and the use of youth facilitators. Recognizing the need for the event to be interactive and hold the interest of young planners, activities were developed that extended the digital sessions into the physical realm and allowed the young planners the opportunity to prepare for the sessions in a unique way. These activities included:

- **"Official Urban Design Sketchbooks":** The events centered on the importance of drawing as a way of visualizing ideas and learning about the city. Given the technological challenges of collaborative digital drawing during the events an alternative was required. Building on ideas from previous Urbanarium youth programs, Vancouver Plan staff customized "Official Urban Design Sketchbook", complete with stickers and an official stamp that participants could use to complete a pre-event activity and then draw along during the charrette. Sketchbook pickup locations were spread out across the city through partnerships with local grocery stores: Stong's Market, August Market, Windermere Market, Danial Market, and Seoul Farm Market. Four were small-format grocery stores allowing young planners to experience this type of neighbourhood scale retail. Contactless delivery was offered for those who were unable to get to a distribution hub and 13 participants received their sketchbook this way.
- **Pre-Event Activity:** The events used the neighbourhood as a proxy for the city as a whole, thus pre-event activity asked participants to think about their neighbourhood by drawing it (either in their sketchbooks or with whatever materials they had access to). They were prompted to start from memory and then head out into either the real or virtual world to complete the rest. Additional prompts asked about neighbourhood boundaries and the places and things they thought were most important. They were also asked to identify how close was their local corner store, which became a question during the event to see the range of neighbourhoods represented. Participants were asked to send in photos of their drawings and to show them to their group during the event.

Youth Facilitators and Event Design: In order to support community leadership, provide training and skill development opportunities and centre and celebrate youth voices, the events were designed around small group discussions featuring facilitation teams. Each team paired a youth facilitator(s) with a graphic facilitator(s).. Youth facilitators were tasked with leading the discussion, and walking the groups through a series of questions about neighbourhoods: Where are their current neighbourhood boundaries? What do children and youth want from their neighbourhoods in the future? How they think neighbourhoods should be designed? Graphic facilitators drew ideas in real time, creating visual records of each group's conversation. Calls for youth facilitators were sent out to organizations focused on youth that may face barriers to participation and also that may have been impacted by the reduction of summer employment and volunteer opportunities due to the COVID-19 pandemic. Requests for facilitators were sent to the following organizations:

- Urban Native Youth Association;
- Broadway Youth Resource Centre;
- Neighbourhood Houses (South Vancouver, Cedar Cottage, Frog Hollow, Collingwood, Mount Pleasant, Gordon and Little Mountain);
- Ethos Lab;
- Fresh Voices;
- KAMP;
- Sustainabiliteens;
- Qmunity;
- Teen Advisory Group (Vancouver Public Library);
- hua foundation;
- TRRUST Collective;
- Yarrow Foundation;
- Afro Van Connect;
- East Vancouver Youth Council;
- Children, Youth and Families Advisory Committee; and
- Society for Children and Youth

A total of 11 youth facilitators participated and represented Frog Hollow Neighbourhood House, Cedar Cottage Neighbourhood House, East Vancouver Youth Council, Ethos Lab and the Library's Teen Advisory Groups. All facilitators were paid an honorarium and provided with a pre-event training session where they met the Urbanarium team, walked through the event format and got training on how to lead a dialogue session.

Event promotion: Promotional materials for the event used the Young Planners brand and illustrations. Registration was managed with Eventbrite and the event page had over 1,800 views during registration. City of Vancouver social media (Twitter, Facebook and Instagram) promoted the event and it was featured in a project enewsletter. Event listings took over the Vancouver Plan homepage, the Young Planners page, and the City of Vancouver Events Calendar. Greenest City social media channels also featured the event. Over 100 organizations, groups, and programs received direct emails advertising the event and it was promoted on event calendars (e.g. the Georgia Straight) and child and youth focused websites.

Participant Demographics: Eventbrite included the ability to ask registrants demographic questions to get a more complete picture of what communities were represented and where additional outreach was required to ensure representation of a broad cross-section of children and youth.

- 49 registrants (48%) were from 13 - 20 years of age while 35 (42%) were 12 and under;
- 49 registrants (48%) identified as female, 33 (40%) identified as male, 1 (1%) identified as non-binary/gender diverse and 1 (1%) participant preferred not to say;
- 21 (25%) of registrants were white, while 63 (75%) were racialized youth, of those 7 (8%) were Indigenous.

Key Themes and Big Ideas:

Each session began with 4 quick poll questions about how participants use their neighbourhoods and their priorities for the future (the first question was an ice-breaker). Below are tables of poll results for each session and overall:

QUESTION 2: WHERE DO YOU LIKE TO HANG OUT OR PLAY WITH YOUR FRIENDS?								
Session	Park or Beach	Community Centre	Mall	Cafe	Nearby bench or street corner	Backyard or House	Transit	Other
Event 1	20	5	10	6	3	17	3	7
Event 2	22	7	13	11	5	14	3	4
Total	42	12	23	17	8	31	6	11

QUESTION 3: ARE YOU ALLOWED TO GO TO THE CORNER STORE OR OTHER PLACES IN YOUR NEIGHBOURHOOD ON YOUR OWN?				
Session	Yes, I generally feel safe	Yes, I sometimes feel unsafe	No, I am not allowed	No, there is nothing close enough
Event 1	18	0	7	1
Event 2	19	4	5	0
Total	37	4	12	1

QUESTION 4: IMAGINE YOU WAKE UP AND IT'S 2050, WHAT WOULD YOU LIKE TO SEE?						
Session	Equality	Sustainability	Safe & Friendly Community	Reconciliation	New modes of transportation	Colour
Event 1	10	9	3	2	1	1
Event 2	15	4	4	2	1	2
Total	25	13	7	4	2	3

The poll results contain some important observations about the experiences and priorities of event participants: the importance of access to outdoor space as a meeting and hang out place, the fact that most participants feel safe moving through their neighbourhoods and equity as their top priority for Vancouver in 2050.

Each session used a program called Mural to create a large board that combined the poll results with the drawings from each group and the drawings submitted by participants. Some of the graphic illustrators used programs that recorded the drawings, creating short time-lapse animations of the group's discussion. A reel with all of the animations is available on the Young Planners main page.



Session 1 Key Themes:

- Major roads and highways were identified as key barriers that in many cases defined the edges of participants neighbourhoods;
- Desirable neighbourhood size was expressed as being an 8 - 10 minute walk with multiple pathways through the neighbourhood that included additional landscaping and green space;
- More diverse housing options including additional housing types in neighbourhoods (smaller units with more public spaces and neighbourhood amenities rather than large houses with private yards) and solutions to end homelessness (temporary homes to allow people to transition into more permanent housing, various mental health and social supports and a stop to tent cities);
- Support for more local businesses throughout neighbourhoods including grocery stores, flower stores, cafes and places for on-street pop-ups;
- Libraries and community facilities at the heart of neighbourhoods and easily accessible by walking or biking and with spaces dedicated for youth;
- Additional ideas included more murals, community gardens, bike lanes, no police and places for the distribution of a safe supply of drugs.

Session 2 Key Themes:

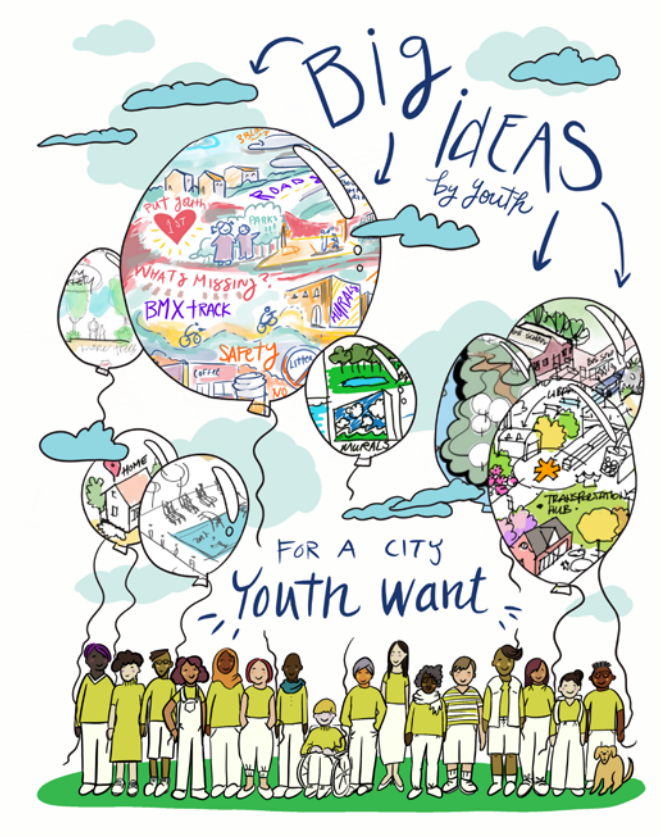
- Major roads and highways were identified as key barriers that in many cases defined the edges of participants' neighbourhoods;
- Improving how we move through neighbourhoods: e-bikes and more bike paths, more accessible streets and safer crosswalks, more bus stops and increased transit service at night, and transportation by horse;
- Co-location of facilities: schools with libraries or community centres (with a range of recreation including outdoor sports fields and/or pools), range of retail and services located together (especially restaurants, grocery stores, places to get farm produce, cafes, and food banks and outreach centres);
- More affordable housing options for families and housing for the homeless;
- Additional green spaces and parks (including wooded areas) with a range of amenities: community gardens, BMX tracks, volleyball and tennis courts, and places to BBQ.
- Additional ideas include putting youth first in planning decisions, vertical gardens, drive-in movies, zero waste, noise reduction and daylighting streams and introducing cleaner water into neighbourhoods.

Draw Your City In-Person Sessions:

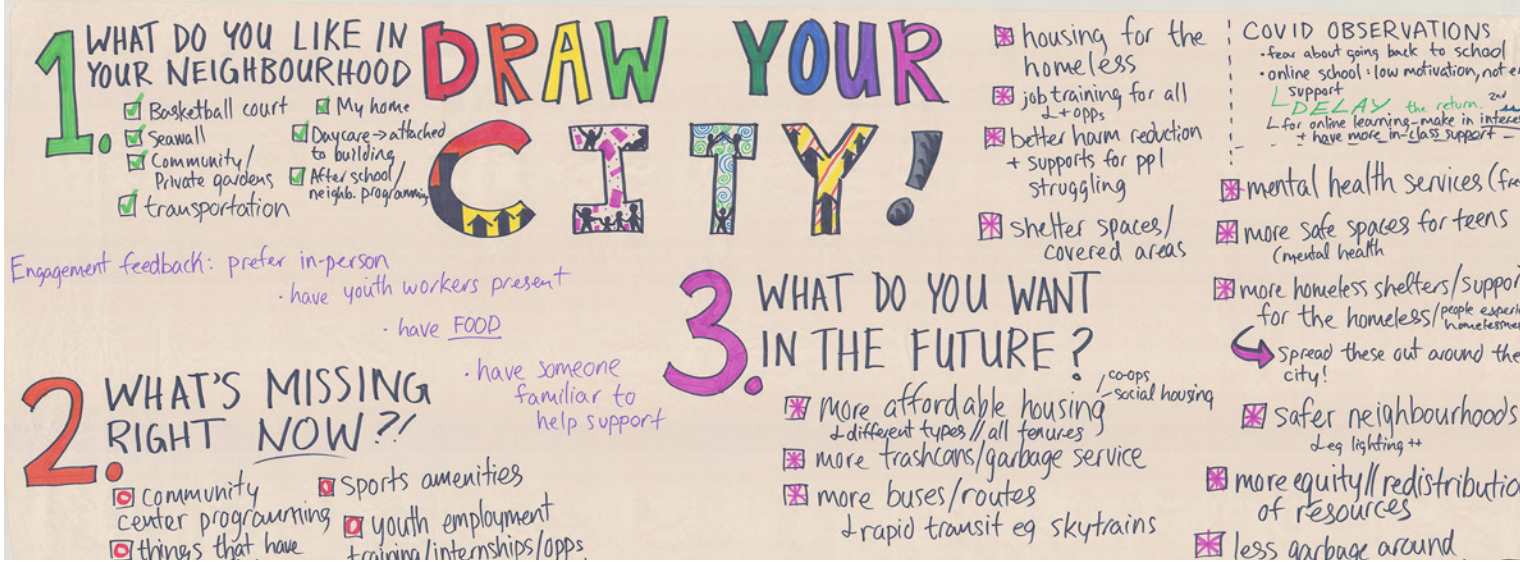
COVID-19 pandemic-related public health orders paused or severely curtailed in-person children and youth programming of many community organizations. Many shifted to an online model, or developed new programs focused on pandemic response. As provincial public health orders changed (particularly the transition into Phase 3 at the beginning of July), various organizations resumed modified in-person summer programming. Three organizations partnered with Vancouver Plan staff to create modified in-person versions of the Draw Your City event. This allowed the children and youth they serve that were unable to participate in the online events due to a range of barriers the chance to provide their input. Planning staff worked in conjunction with program staff to ensure that each program's safety protocols were followed.

At ACCESS (Aboriginal Community Career Employment Services Society), planning staff presented to 8 First Nations youth as part of their STEAM summer camp's "Engineering Week". The session included the draw your neighbourhood activity (all participants received sketchbooks), a discussion about their neighbourhoods today and the neighbourhoods they want in the future and model making where groups built their ideas out of a craft materials.

Kiwassa Neighbourhood House organized a set of sessions for the youth they serve from the Ray-Cam, Hastings Sunrise and Strathcona neighbourhoods. Outdoors at Admiral Seymour Elementary 50 youth (in groups of 10) worked through the neighbourhood drawing activity (all participants received sketchbooks and pens) and talked about the things they like about their neighbourhoods, what is missing and how this impacted them during the COVID-19 pandemic, and what they envision for their neighbourhoods and the city in the future. Honoraria were offered to participants of these sessions.



The Urban Native Youth Association has been offering in-person meet-ups for its Aries and Cedar Walk program students throughout the summer and invited planning staff to attend one of these outdoor sessions. The format mirrored other in-person sessions as staff began with the neighbourhood drawing activity, discussed their neighbourhoods (what they like and what they don't like) and what they want in the future. Staff also asked these students about reconciliation and what it means to them in the context of the Vancouver Plan. 9 First Nations students and 3 youth workers participated in this session and honoraria were offered to all students.



Key Themes and Big Ideas:

"What do you like in your neighbourhood?"

- Sport/basketball courts (especially Camosee)
- Community Centres (Strathcona, Raycam and Hastings in particular) and the youth programs and services they used to offer (concerns over when youth services would resume and the impacts on youth during the pandemic when these supports and services were unavailable)
- Parks, community/private gardens, other green spaces;
- Access to corner stores, coffee shops, restaurants and grocery stores; and
- Transit service including hours of service and locations of bus stops.

"What is missing from your neighbourhood or what things about it do you not like?"

- Community Centre / City programming and supports (including youth workers);
- Concerns with culturally sensitive policing (of Indigenous youth);
- Sport/basketball court (Camosee) needs improvements: tree maintenance / removal (one tree has grown over a net making it impossible to use part of the court), new rims, backboards and nets, garbage cans, lighting, a cover for the whole court and access to cleaning equipment (youth willing to maintain the space, just need equipment);
- Lack of recreation facilities including swimming pools, boxing gym, football and baseball fields, more basketball courts, badminton, trampolines, swings and lack of elite sports programs;
- Lack of amenities in public spaces including: public Wi-Fi , water fountains, public washrooms, and garbage cans;
- Rent is too high and it is hard to afford to live where you need to be;
- Homeless shelters and the impacts on neighbourhoods due to a lack of access to housing including: loss of access to parks/ skate parks, uncapped needles, increased noise and reduced sense of safety in public;
- Job and training/internship opportunities. Impacts of COVID-related job and shift losses;
- Cost of transit, and easier ways to get around like a pedestrian bridge and SkyTrain down Hastings Street; and
- Access to restaurants, corner stores and food (including food bank distribution points that have changed due to COVID-19).

"What does "Reconciliation" mean to you? What does it mean for the Vancouver Plan to include "Reconciliation"? (Aries / Cedar Walk session only):

- Hard to be a "City of Reconciliation" when many Indigenous youth report racism in policing;
- Homelessness issue: Indigenous people are over-represented;
- Was Indigenous land first; and
- Need education including expanded access to First Nations 12 and more integration of residential schools into the existing curriculum.

"What do you want for your neighbourhood and the city in the future?"

- More affordable housing / apartments including a range of different tenures (ownership, rental, co-op and social housing options), all different types of units (especially those where youth can live alone), and pet friendly units;
- Housing and other supports for the homeless that are spread out across the city;
- Free transit (especially for youth under 18), more rapid transit (SkyTrain down Hastings Street), increased bus service, and less cars;
- More recreation programming and activities: programs for children, more outdoor and day-trip programs, youth sports, more youth-focused staff, more programs for youth transitioning from high-school to university, more skate parks, more art and dance studios, and more ice rinks;
- More mosques / diverse places of worship (large Muslim population has to travel to access mosque);
- Better harm reduction and supports (including safe drug supply) for people struggling with addiction;
- Better access to food and nutrition: more grocery stores, consistent food bank deliveries, more restaurants, access to healthy, plant-based options across the city;
- Increased free mental health services, safe spaces for youth (where they can access mental health supports), resources/training for how to help others;
- Job training, paid internships and life skills training opportunities;
- More parks, community gardens and urban farms with large plots (with chickens) available for people, covered play areas, better garbage collection and cleaner spaces;
- More sustainability initiatives: rainwater collection, daylighting streams, sustainable energy sources; and
- More equity and redistribution of resources, and more inclusive programs.

Other ideas included: keeping the free GED program and introducing more scholarships and bursaries for adult learners, better education on Black history, reintroducing Greyhound Bus service, better roads, less taxes, more festivals (including the chance to ride horses), more cinemas, more public spaces and road closures and more doctors' offices and walk-in clinics.

University Student Engagement via UBC Centre for Community Engaged Learning

Engagement with university students and campus communities was pursued in a range of ways during Phase 1 public engagement; however a number of these programs were also impacted by the COVID-19 pandemic including CityStudio course collaborations, and engagement across multiple university campuses. One early partnership with UBC's Centre for Community Engaged Learning began in January and continued through March, through a peer-to-peer model with students from a range of faculties and student organizations leading the engagement. Questions were based on the first survey, key topics that were to form the foundation of postponed spring engagement activities and areas of interest to the students. Student-focused engagement events were completed before and despite the COVID-19 pandemic however, the data analysis and reporting faced delays due to reduced student capacity through both the spring and summer.

On campus and digital engagement with the UBC community included one in-person dialogue session in mid-February (44 participants), an online dialogue session in late March (92 participants) and a series of information booths that featured student surveys and an interactive "Wall of Letters" installation that asked short and open-ended questions (102 submissions). Engagement findings speak to student priorities and key issues pre-COVID-19, many of which should be considered amplified or exasperated by the pandemic's impacts on students and young adults. Key findings include:

"What brings you joy in Vancouver?"

- Natural environment and scenery;
- Multiculturalism and diversity; and
- Active transportation infrastructure.

"What aspects of Vancouver are challenging or need improvement?"

- Homelessness and housing security;
- Maintaining community identity and cultural spaces; and
- High cost of living.

"How can the City of Vancouver better engage with students?"

- More accessible events for youth, Indigenous and low-income populations;
- Increasing the power of student voices; and
- More support for international students.

The second engagement event focused on topics of the greatest student concern and included an activity where discussion groups developed desired headlines for each topic area:

"What do you need to feel safe in Vancouver?"

- Key themes: Physical and mental safety, diversity and inclusiveness, housing security and financial stability.
- Headline: "Safety for the citizens of Vancouver has to be inclusive"

"What would a city that truly adopts reconciliation and decolonization look like?"

- Key Themes: Education and awareness, fostering respectfulness, empathy and trust, promoting action and Indigenous involvement.
- Headline: "To Reconcile is to Decolonize: How we can reclaim space"

"What would a thriving relationship with nature look like?"

- Key Themes: Urban planning, accessibility and equal distribution of green space.
- Headline: "Community building: the argument for green spaces in urban areas"

"What would arts and culture look like in an ideal Vancouver?"

- Key themes: Funding and support, physical spaces, recognition and awareness and affordable housing.
- Headline: "In times of crisis/trouble, arts and culture bring together the community"

"What are the characteristics of a healthy workforce and workplace?"

- Key themes: Equity and diversity, work safety, training and security.
- Headline: "People before Profits"


ATM



Appendix 8: Vancouver Plan Council Advisory Sessions

1. Summary

The following is an overview of the Vancouver Plan engagement with the Council Advisory Committees between June and August 2020. These virtual sessions were intended to provide a project update, an overview of the Vancouver Plan scope of work pivot in Phase 1 resulting from the pandemic, and the engagement findings from Phase 1 (pre-COVID). These sessions were an opportunity to discuss with the groups their various pandemic experiences, as well as ideas for recovery and to get their feedback on the direction of the work.

The engagement included a series of individual meetings with some of the groups as well as an online, joint-workshop to which all the advisory groups were invited on August 10, 2020. The feedback from this larger session provided key input on short-term community recovery actions and development of the Provisional Goals (formally draft Guiding Principles) that are being brought forward to Council in fall 2020. In total, the Vancouver Plan met with representations from 12 Advisory Committees during the summer of 2020.

2. What We Heard

The following is a summary overview of all the sessions. The input of the Council Advisory Committees was key feedback to help refine the draft Guiding Principles, which are now renamed as Provisional Goals.

Pandemic Experience

The comments below relate to pandemic experiences of different communities across the city as represented by the diverse Council Advisory Committees; aspects they found most challenging and observations of the City's response. The Council Advisory Committees made suggestions for a more healthy and livable city in both the short and longer-term recovery.

- **Focus on helping the most vulnerable:** The pandemic disproportionally impacted the most disadvantaged and most vulnerable communities, such as: those who are homeless and living in poverty; the precariously employed; the housing insecure; IBPOC (Indigenous, Black and Persons of Colour); seniors and much older elders; persons with disabilities, people with health issues; 2SLGBTQ+ with a focus on the trans and two-spirited community; and immigrants and refugees, etc. It was suggested that the City should focus their efforts on helping these communities the most and also step

up these efforts. Housing insecurity and the ability to make a living wage were key concerns. There needs to be a strong focus on accessibility and inclusion of various services to help these vulnerable communities.

- **Structural Racism:** The crisis has pointed out the systemic problems in our society and how certain groups, particularly Indigenous and People of Colour, are disproportionally affected by a range of issues including housing insecurity, job loss, transportation access and food access. Further, the cultural heritage of Indigenous people is barely visible across the city, and needs to change. Statements on anti-racism from City and VPD need to be stronger and acknowledge the growing tensions.
- **Housing:** Many people are living in poverty and experiencing housing insecurity. Many have seen their situation exacerbated by the pandemic. As the crisis may be here for another few years there may be an exponential need for social and non-profit housing, as well as support for non-profit organizations. Housing needs to be affordable and accessible. More modular housing was proposed as a solution, as well the creation of non-market zones and ending evictions during the pandemic. Displacement of tenants and low-income people should be minimized as these groups have limited choices and need the most support. The homeless camps remain an ongoing issue and needs more support to be resolved. A fundamental look at the structure of the housing system and who benefits from it was also advocated for.
- **Social Isolation and Access to Public Space:** How we connect as a community and a society was significantly impacted during the pandemic. The health emergency forced a lot of folks into isolation and caused a loss of spaces, both public and private, where social interaction regularly happens. This highlighted how people need access to spaces outside of their home. Comments suggested that those with backyards and private space are privileged and we need more green space for everyone. Parks have been well used during the pandemic, which highlights the importance of access to quality open space that is equitable, inexpensive and safe.

  The pop-up plazas and patios have been a welcome addition and should be kept. It is also suggested that public space be arranged as places for people to gather and for storytelling. We should address the colonialist aspects of public space. Additional public, accessible washrooms are needed to make spaces more accessible. There were also calls for the City to evaluate which neighbourhoods are underserved by public open spaces
- **Importance of Local and Community Facilities:** Local amenities, such as community centres, libraries and shops, were highlighted as key places for people to gather, meet their daily needs and as information hubs for those without digital access. The importance of local amenities for people within their neighbourhood showed the importance of local areas. The City should prioritize social infrastructure, e.g. community centres, childcare, public gathering space, playgrounds, etc. and consider accessible programming.

- **Food Security:** There were real concerns about supply chain issues, such as food access and shortages, which had significant impacts on low-income and disadvantaged communities. Structural racism is a significant issue in the food sector; we need to look at increasing supports for small businesses and greengrocers, which are often IBPOC-owned and staffed. The food system as a whole must be more resilient. Some suggestions included neighbourhood food centres, food retail policies for new developments and a neighbourhood retail preservation program.
- **Transportation:** Much more people have been observed out walking and cycling. The pandemic showed us the importance of active transportation in keeping connected but also healthy, both mentally and physically. The City should build on that momentum. Along with the need for more active transportation options, the importance of access to the transit system was highlighted, particularly for workers and low-income communities. Also, wider sidewalks with more room to queue and places to rest were raised. The City should review the accessibility of our transportation system in terms of distance, safety and street lighting, but also consider vehicular access and parking for those with accessibility challenges.
- **Supporting Local Businesses:** The importance of local shops and community-serving business was raised. There could have been more supports for small businesses as they are important for the local economy and the food system. Both shops and local food access are important amenities.
- **Building Design:** With so many people working from home there needs to be more flexible home environments and more amenities in buildings (communal spaces, balconies, gyms, etc.). Increasing the accessibility of our building design is also important for seniors and disabled groups.
- **Families, Childcare and Senior Care:** People and families with children at home are struggling. The pandemic has highlighted the need to increase the public provision of childcare, particularly within new developments, both in terms of the supply and level of affordability of childcare spaces. Resources and supports for Indigenous families and students during pandemic were also raised. The pandemic has shown the crisis in our nursing homes. We should consider elder care and the needs of much older seniors in our community.
- **Government Operations:** Many government agencies quickly adapted and increased coordination which has highlighted the flexibility in policies and practices when needed. Many of the pilot projects created throughout the city should be made permanent and result in on-going change in how the City does things. The City should look at alternative revenue streams to property tax increases as it can affect seniors. The City needs to do more consensus building with a broader range of communities.
- **Flexible Zoning:** There were calls to relax zoning to allow more business licenses in residential areas and enable flexible uses. The suggestion was to bring back live-work zoning that will contribute to more complete neighbourhoods.
- **Support for Non-profits:** The role of non-profits and community members that played a major role in the COVID response should be more formalized and better supported. They should be encouraged to continue to provide services in collaboration with the City.
- **Future Resiliency:** The pandemic showed the need to prepare for future disasters and to raise awareness of future resiliency against shocks such as earthquakes, sea level rise and climate change, etc. It was suggested that we, as a city, are not in recovery mode yet as we are looking at another few years of the pandemic and we may want to reframe the language we use to describe this.

Feedback on Draft Vancouver Plan Principles

The following is a consolidated summary of comments and feedback received on the early draft Guiding Principles as initially presented on August 10th. These will guide future stages of this work.

Draft Guiding Principles

1. Putting People First and Ensuring Equity
2. Confronting our Past and Moving Forward Together
3. Enhancing our Connection to Nature
4. Responding to the Climate Emergency
5. Building Complete, Affordable, Connected and Safe Communities
6. Sharing Economic Prosperity
7. Honouring and Celebrating Arts and Culture in the City
8. Effectively Managing Growth in the City and Region
9. Working with Openness and Commitment to Build Trust and Improve Governance

1. **Clarity & Inspiration**
   - The Principles are on-track but somewhat bland. This means they are aligned but not very inspiring.
   - You need to confirm what do you actually mean with each of them and be descriptive of the world we want to live in.
   - Use them to tell a story that is visual, in plain language about where we are going as a city.
   - They should be more inspiring and speak to people.
   - You need to use clear, succinct language.
   - They could be punchier, focused and more action-orientated (e.g. could be “building the Arts” as opposed to “honouring and celebrating Arts and Culture”).
   - There is broad support for the language around equity, which comes through in a lot of the principles.
   - There needs to be a strong recommitment to addressing the climate crisis and biodiversity and a target set.

2. **Be Specific and Define Meanings**
   - We need use transparent language around anti-racism, equity and reconciliation.
   - What does ‘equity’ mean? It should name how we facilitate and overcome barriers.
   - ‘Accessibility, Inclusion, and Equity’ are all different. The language should be clear and people should be able to understand the difference.
   - We need to think about who benefits from these principles and how they affect different communities as well as making sure we include reference to certain communities, e.g. persons with disabilities, seniors, trans people, immigrants and refugees, etc.
   - We should apply accessibility and inclusion as a lens on each principle, e.g. the need for affordable and accessible housing.
   - Should align with the draft City Accessibility Strategy.
   - We need to be really specific about the changes that are being suggested and the terminology used to define this. For example, the Greenest City Action Plan (GCAP) 2020 was clear that we were going to be the greenest city by 2020, even if that milestone is now gone.
   - What do we mean by affordability? Can a family of four live here? Affordable for whom?
   - Define what a “complete community” and a “connected community” mean.
   - We need to highlight the importance of First Nations cultural heritage.
   - What is the opposite of ‘putting people first’? Does this help us? Although, it is helpful to address structural inequality.
   - “We” is used interchangeably to mean “City and City Staff” and “Vancouver residents”. Be clear on where residents and the public will have input.

3. **Highlight Choices & Trade-offs**
    - These diverse principles are at times conflicting. The City should define what is more important? What choices and trade-offs are we willing to make?
    - Needs to address the foundational structures of our society, otherwise these are just words. We need to question our assumptions, systems and ways of being.
4. **Be Proactive & Forward Looking**
    - The language should not just respond to crises; it should have a vision of where we are going rather than just what we do not want.
    - How are we going to measure success with these principles?
5. **Delivery & Implementation**
    - How many of these principles are really within the City's mandate? They should reflect who is responsible for implementing the principles (i.e. which departments, partners, other agencies and other levels of government need to be involved).
    - We should include a structural principle that ensures that criteria and metrics enable us to measure success.
6. **Addressing the Structural Issues**
    - These read as very similar to other existing City polices. How will these be any different from what we have already? What sets this apart? We need to be bold with the suggestions.
    - What systems need to change to achieve these principles? To address the inequities we really need to reform the housing system; the result of generations of inequity, and not just tweak it.
    - There needs to be a different structure for how we're going to have affordable and accessible housing.
    - These read as a good intention; a commitment that is not action-oriented. The City should work on consensus-building with the community to increase trust.
    - Let's think boldly about "What would an equitable society look like? What kind of a system would lead to equitable housing?"



3. Appendix – Overview of Sessions

Throughout the summer, the Vancouver Plan staff met virtually with four Council Advisory Committees and hosted a "Council of Joint Committees" online workshop with all the advisory committees invited, as well as a follow-up survey to that event. The intention was to offer a number of ways for the various Council Advisory Committees to provide feedback on their pandemic experiences and the development of the draft Guiding Principles. Individual meetings were also held with several of the Advisory Committees, by request, to provide focused and more in-depth discussions about the Vancouver Plan.

Summary of Council Advisory group sessions the team virtually participated in or held:

i. Food Policy Council - June 4
ii. Children, Youth and Families Advisory Committee– June 25 and July 25 (captured in a separate Youth Engagement Summary to be posted on vancouverplan.ca later this fall)
iii. 2SLGBTQ+ Advisory Committee - July 16
iv. Council of Joint Committees with all advisory committees invited - August 10
v. Persons with Disabilities Advisory Committee - August 13

Additionally, the team has also reviewed the statement issued on behalf of the Urban Indigenous Peoples' Advisory Committee and its members on July 7, 2020.

The following notes provide an overview of each of the sessions in more detail:

i. Food Policy Council

On June 4, staff presented to the Food Policy Council where the team provided a project overview and update. The discussion focused on space and land for food production and how the City could support that through the pandemic with: neighbourhood food centres; food retail policies for new developments and walkable food access in neighbourhoods; incentives for minority-owned, legacy and independent businesses; ensure ongoing support for 'produce row' and improved regional food systems planning; and pro-independent retail zoning and a neighbourhood retail preservation program.

ii. 2SLGBTQ+ Advisory Committee

On July 16, staff presented to the 2SLGBTQ+ Advisory Committee. The team provided a project overview and update, focusing on Phase 1 results, the pivot following the pandemic and how the project is addressing anti-hate/ anti-racism, which is a key area of interest for the committee. The discussion focused on ways of better connecting with the 2SLGBTQ+ community, and in particular the two-spirted and First Nations, as well as other vulnerable and marginalised communities. Members provided a lot of great suggestions of organizations staff could reach out to through social media and commended the mention of public spaces as key locations for social connection for all the community.

iii. Persons with Disabilities Advisory Committee

On August 13, staff presented to the Persons with Disabilities Advisory Committee focused the information provided at the online workshop earlier that week. The discussion focused on the need to include more language with people with disabilities and seniors as part of the principles and reflect the draft City Accessibility Strategy. In particular, this means including accessible along with inclusion, as well as defining with accessibility means. The group suggested that the principles be reviewed in terms of impacts to different groups, such as those who are mobility challenged. Other suggestions include advocating for a more decentralised system,

promoting universal design, and addressing accessible and affordable housing as key concerns.

Further points from follow-up conversations:

- The Principles need to consider elder care and the needs of much older seniors. The pandemic has shown the crisis in our nursing homes.
- Some processes limit the ability to construct accessible housing.
- Food security is an issue and it is getting harder for people to afford quality food.

iv. Council of Joint Committees

The Vancouver Plan held an online workshop on Monday, August 10 inviting members from all Council Advisory Committees to participate. The key focus of the conversation was to gather early feedback and comments on the draft Guiding Principles (now the Provisional Goals) and the draft Phase 1 "Listen and Learn" Engagement findings (prepared based on pre-COVID engagement).

Council Advisory Committees represented at the workshop:

- Urban Indigenous Peoples' Advisory Committee
- Food Policy Council
- Seniors' Advisory Committee
- Transportation Advisory Committee
- Heritage Commission
- Children, Youth and Families' Advisory Committee
- Vancouver City Planning Commission
- 2SLGBTQ+ Advisory Committee
- Renters Advisory Committee
- Vancouver City Planning Commission
- Civic Assets Naming Committee
- Person with Disabilities Advisory Committee
- Accessibility Task Force

In total, 40 members of the various Council Advisory Committees attended the workshop, along with six Councillors who participated as observers of the session. The session started with a presentation from Vancouver Plan staff, followed by small group discussions where participants were divided into six groups.

For those unable to attend the session a follow-up survey with the questions was circulated to all the groups (see summary of results further below).

Discussion Questions

Q1 - What We've Heard / Your Experience

Staff have prepared a Vancouver Plan Phase 1 "Listen and Learn" feedback summary of engagement pre-COVID outlining key challenges and community values.

- How have your experiences through the pandemic shaped your thinking about Vancouver's key challenges?
- What are your thoughts to help us recover and plan for the future?

Q2 - Guiding Principles

The input from Phase 1 has been used to help create the draft Guiding Principles. These are intended to be high-level aspirations and values to help shape the public conversation leading to a high-level vision statement and policy directions

- Are the proposed principles on-track?
- Do they reflect areas of concern and priority for your communities of interest? Is there anything missing?

The following section summarizes the points raised by each of the six groups during the small group discussions portion of the workshop regarding people's pandemic experiences.

Group 1

Discussion focused on racism and food security

- Statements on anti-racism from City and VPD need to be stronger and acknowledge the growing tensions.
- The homeless camps remain an ongoing issue and needs more support.
- Resources and supports for Indigenous families and students during pandemic should be addressed. Policing in schools is also a concern.
- Food security during the pandemic was very difficult and exacerbated stigma:
  - The Vancouver Food Bank have made it more onerous to get food, asking for evidence like pay stubs; they received limited support from other agencies. Need to get funds for food to those who need it most.
  - There could have been more supports for small businesses.
  - There were real concerns about supply chain issues, food shortages and border being closed.
  - We should incentivise local food security.
  - There's an interesting movement around indigenous food security and food sovereignty.
  - Food system as a whole must be more resilient so we don't need the emergency measures.
  - Structural racism is a huge issue in the food sector; we need to look at supports for green grocers who are often BIPOC-owned and staffed.

Group 2

Discussion focused on seniors and access to services and isolation

- There was very poor care for seniors through the pandemic (e.g. closing of libraries and community centres which are key social and information spaces, as well as food security initiatives).
- Vancouver Plan materials need to better include seniors: specifically thinking about mobility and accessibility considerations. There is a need to make the city more senior-friendly.
- Some neighbourhoods are doing well (e.g. Grandview Woodlands) where people are connecting and have local access to shops.
- Social isolation for seniors is an issue, e.g. apartment buildings, and lack of phone trees within those apartments; many don't have internet access.
- Recommendation for emergency planning to target apartment buildings with ideas they could initiate with supports for seniors.
- We need buildings that have more communal spaces and building amenities (safe for social distancing) to provide for social connection.
- Too few places that have been built to accessibility standards.
- Implications for building design requirements to provide more open spaces and places for people to work from home, as well as other amenities in those buildings.
- The most vulnerable and poor suffered the most during this downturn and crisis e.g. homeless populations, Indigenous and LGBTQ2S+ are over-represented in who needs help and we should focus on helping them the most. Generational wealth and colonialism at the root of this;
  - We should consider universal basic income.
- Environment and climate crisis: can we take this opportunity to reimagine our transportation system so people in our communities can access what they need? Also, wider sidewalks are needed.

Group 3

Discussion focused on social isolation (especially kids and seniors) and economic insecurity and poverty

- Housing for families; kids did not want in-board bedrooms.
- Pandemic has forced a lot of isolation and has highlighted that people need access to spaces outside of their home, especially considering we may be living in pandemic conditions for a long time.
- Concerns about poverty and the ability for people living in poverty to deal with the pandemic. Housing insecurity and the ability to make a living wage have added to the feeling of insecurity.
- Seniors in isolation are also dealing with insecurity and are not able to complete daily routines.
- There is a need for accessible public washrooms for those going out for exercise and for those who do not have access to the public washrooms that are normally available.
- Seniors lost choice in decision-making (getting groceries delivered rather than shopping) and lost confidence in going out.
- Important to preserve neighbourhood and places where people can gather inexpensively, particularly access to outdoor space.
- Social connection for kids is also important as they have not been in school. They also feel a sense of loss. Interaction of seniors and children is more limited now as parks were shut down.
- The importance of greenspace and park facilities in higher density developments is more apparent.
- Homelessness and housing insecurity are getting worse. With greater economic insecurity this could be a bigger issue. Could we ban evictions? Modular housing works well for the interim to give safe and reliable housing for people on the edge. It's not ideal for couples or families but has been largely accepted.
- Displacement of tenants and low-income people should be minimized - those folks do not have a lot of choices.
- Break-out spaces for restaurants and pop-up gathering spaces are great. We should maintain and foster memorable places that speak to our culture and reconciliation.
- There are compounding impacts of social isolation and the City should prioritize social infrastructure, e.g. community centres especially, as well as childcare, public gathering space, playgrounds.
- Public space should be arranged as places for people to gather and for storytelling.
- Loss of community centres has had the greatest impact on youth and seniors especially as many of them live in smaller spaces, such as apartments. There is a concern of how this will lead to isolation and depression.

Group 4

Discussion focused on accessibility, housing and transportation

- Lots of discussion of equity in the values, but accessibility for persons with disabilities not reflected boldly. Should align with draft City Accessibility Strategy.
- The pandemic has had major impacts, some we don't fully understand yet; higher impact on poorer people.
- It actually showed us the importance of active transportation to keep us healthy. We need the safe space to walk and spend time outdoors, moving and keeping ourselves physically and mentally healthy.
- We need to reflect on how we move and on accessibility.
- Housing and public space are health issues (not just individual choices):
  - Especially when other levels of government are not funding this adequately the City needs to step up because we see the impacts directly.
  - There are poorer people who have fewer choices of where to live, and don't have private yard space.
- People are facing social isolation because they face an inaccessible environment. Not just physical accessibility, but also from a social, economic and health perspective.
- Social isolation affects all age groups. What programs can be planned so that people have options instead of going to bars and partying?
- Closing streets to vehicular traffic was smart move, in response to there being less vehicular traffic and more pedestrian traffic:
  - There are some areas of the city, perhaps without lighting, where people don't feel safe walking outside, even for a few blocks.
  - We need to think about how people move, especially in the rain and the dark.
- For people with concerns about access to transportation income insecurity is an issue, as well as the need for vehicular access and parking for people who are mobility challenged.
- We need to be able to keep workers safe, and keep people with disabilities safe. People with disabilities and seniors cannot afford to purchase PPE for care-givers.
- City should take a housing-first approach, prioritize keeping people in housing.

Group 5

Discussion focused on public space, government coordination and revenue

- At beginning of pandemic, the City started losing revenues and there was an increase in property taxes; property owners that are targeted to pay for the shortfall the point that they can't afford to live here; a lot of homeowners are seniors.
- Pandemic exacerbated inequalities; some people in Vancouver are thriving while those on lower incomes and with precarious employment aren't.
- There has been lots of crowding in key outdoor spaces (e.g., Seawall and Arbutus Corridor). With parks overflowing is has shown our infrastructure is inadequate.
- How quickly the government adapted and increased coordination highlighted flexibility in policies when needed. Many of the pilot projects should be made permanent and result in on-going change in the city.
- Struck by lack of designed spaces for meaningful social interaction and rest (i.e. larger sidewalks, places to rest), noticed as people are taking less transit.
- We should look at alternative revenue streams to property tax increases.

Group 6

Discussion focused on equity, accessibility and neighbourhood design

- We are not in recovery yet and we need to reframe the language that we are using. The pandemic will be here for another 2 years and there will be an exponential need for:
  - social housing and non-profit housing
  - support for non-profit organizations
- The pandemic highlighted the vulnerability of seniors, people with disabilities and accessibility issues, people with health issues, homeless people.
- People with children at home are struggling. There is a need for more schools and supports for families. This can be achieved through intergovernmental partnerships.
- There is a lack of public spaces in certain neighborhoods for people to socially distance, which emphasizes the value of community centres.
  - Hoping the City will evaluate which neighbourhoods are underserved by public spaces.
- Allowing business licenses in residential areas by relaxing zoning. This will allow spaces to have flexible uses. Bring back live-work zoning which will contribute to more complete neighbourhoods.
- Role of non-profits and community members that played a major role in COVID-response should become more formalized and better supported. They can continue to provide services in collaboration with the City.
- Prepare for future disasters by raising awareness of the need for future resiliency.

Group 7

Discussion focused on accessibility and inclusion

- Persons with disabilities should be included more in language around “accessibility and inclusion” as a joint statement. It was felt this was currently missing and should be listed up top of principles.
- Persons with disabilities represent a significant proportion of the population. New stat in BC that 22% of population identify as having a physical disability and this doesn’t include mental illness.
- Housing and food security have been a big issue for persons with disabilities. People can’t afford healthy food.
- Not everyone with a disability has access to technology so we really need to be careful with how we are engaging this group.
- There needs to be a focus on inclusive programming in social and community centres.
- We need to think about transportation access and how persons with disabilities are reliant on vehicular access and parking.

Survey

A follow-up online survey was circulated to those who were invited to the session as an opportunity to provide additional feedback on the discussion questions and the meeting format. The survey was available August 17-24.

In total 4 surveys were complete.

Pandemic Experience

- **Childcare:** The pandemic has highlighted the need to increase the public provision of childcare, particularly within new developments.
  - Principles mention “affordable childcare” but don’t address the need for more supply.
  - We need to find better supports for parents who don’t have care available.
- **Flexible Zoning:** With so many companies now allowing working from home we need more flexible zoning and a change to live-work zoning.
  - We should look at a “general occupancy” designation that would be suitable for artists, offices or retail to allow an interesting and organic mix.
- **Complete Communities:** where everything’s a walk of 15 minutes or less.
- **Disparity of rich and poor in open space:** Those with backyards are privileged; we need more green space for everyone and more adequate active transportation infrastructure.
- **Housing:** City housing and land use policies have had the impact and continue to reinforce scarcity of housing and the incumbent economic and social effects.

Plan for the Future

- **Government supports needed:** We are not in recovery yet. Governments need to continue to offer supportive, financial measures for citizens and businesses, including rent deferrals or reductions, as well as social and housing providers.
- **Housing security:** Ensure tenure for tenants and small businesses and partner with senior government to reduce homelessness/ street-level mental illness.
- **Active Transportation:** Create safe ways to get around the city by walking or cycling.

Feedback on Proposed Principles

- Yes, principles are on track BUT:
  - **Inspiration:** Not any different to any other set of principles in other City strategies.
    - » Means we are aligned, but also not inspiring.
  - **Accountability:** Should reflect how the City, including different departments, will be accountable to them.
  - **Bland and potentially difficult for the City to achieve:** Principle 1) "ensuring equity" is outside the City's mandate; Principle 5) should be "retaining and building" Complete Communities; Principle 6) Economic prosperity is outside the City's mandate; Principle 8) Managing growth would require a complete rethink of the use of CD-1 and CACs; Principle 9) Trust in government is undermined by the use of CD-1 during an ongoing planning processes e.g. Broadway Plan.
  - **Focused and Action-Oriented:** They could be punchier, focused and action-orientated, e.g. could be "building the Arts" as opposed to "honouring and celebrating Arts and Culture".
  - **Define terms:** Define both Complete Communities and Connected Communities (e.g. does this refer to walking, cycling or digital connection?).
  - **Budget:** The City's capital budget seems to rely on a large degree to maintaining housing scarcity.

Reflecting the concerns of your communities?

- **Equity:** Agrees with "Putting People First" and addressing structural inequity.
- **Climate Crisis:** Greenest City 2020 was a bold statement, yet deadline passed. There needs to be a strong recommitment to addressing climate crisis and biodiversity.
- **Addressing Colonialism in public space:** Our social and cultural spaces are reflective of this diversity and identity and also need to look at colonialist, white, male past in both place names and monuments.
- **Housing as community need:** Strong agreement for this and should address erosion of trust in the city government.
- **Trust in Government:** A commitment is not action and this reads as a good intention. City needs to do more consensus building; often times small interest groups speak louder than the silent majority.
- **Define Terms:** Define what you mean by inclusive, equitable, and accessible. Increase the focus on accessible.
- **Family Housing and Supports:** There is an inequitably distribution of families and affordable housing to specific areas of the city with a lack of childcare and school spaces.
- **Immigrants and Refugees:** Clarify that they are included in "Ensuring Equity"
- **Transportation:** The importance of active transportation and transit is not obvious.

1. **Question 1 – Pandemic Experience**

Staff have prepared a Vancouver Plan Phase 1 "Listen and Learn" feedback summary of engagement pre-COVID outlining key challenges and community values:

a. How have your experiences through the pandemic shaped your thinking about Vancouver's key challenges?
b. What are your thoughts to help us recover and plan for the future?

2. **Question 2 – Draft Guiding Principles**

The input from Phase 1 has been used to help create the Draft Guiding Principles. These are intended to be high-level aspirations and values to help shape the public conversation leading to a high-level vision statement and policy directions:

a. Are the proposed principles on-track?
b. Do they reflect areas of concern and priority for your communities of interest? Is there anything missing?


Thank you
NATASHA
KENNY
Respiratory Therapists



Appendix 9: Summary of Engagement Listening for Short Term Recovery

This section summarizes key findings of Vancouver Plan engagement activities related to COVID recovery, together with COVID impacts noted by staff, including those deployed to the EOC.

Note: this is just a sample of actions and further reporting will take place through the overarching COVID-19 Recovery Program. An overview of actions that are underway and/or already approved by Council can also be found in Appendix D of the report for reference. It is important to note Reconciliation, equity and resilience are foundational components running through all four themes below.



Economic health

Key findings from public engagement:

- Vancouver's Economy is not Equitable –Prior to the COVID public health emergency, many stakeholders felt that although the economy was diverse and growing with relatively low unemployment, many of the city's residents were still having trouble making ends meet and were concerned for their future. The COVID crisis has amplified these concerns and further exposed the inequalities in our economy. There have been inequitable impacts in terms of who lost their job as a result of the pandemic (women, immigrants, young people and POCs) and who is at risk in the near to longer-term.
- Disappearing Small Business – affordability is a key concern for commercial tenants and small businesses and not for profits in particular and the emergency is reinforcing the need for city serving industrial land to support local manufacturing and essential services, and for new policies to support businesses to adapt to physical distancing and to future-proof their operations.

COVID impacts:

- Deep poverty/disruption of informal economy/access to income support
- Record unemployment rate
- Services, culture/sports sectors, young people and women most impacted
- Massive impact to local businesses
- Increased innovation in business (e.g. distillery makes hand sanitizers)
- Remote working enabled where it wasn't before
- Increased burden on low-cost and free food suppliers
- Closures/disruption to food retail, wholesale, and restaurants



Complete, connected communities

Key findings from public engagement:

- Designing a more Compact City – urban design that improves access (walk or roll) to daily needs like food, recreation, school, work without the need for private automobiles and during periods of reduced access to public transportation. Expanding and continuing to close residential streets to local traffic to promote biking, walking and rolling were common themes.
- Expansion of Public Realm and Innovation to Support Physical Distancing – the need for more, for innovative and safer public spaces with improved accessibility - places where people can safely get time outside, meet and connect with friends, family and neighbours.
- Food Security and Delivery of Basic Needs/ Community Services– disasters highlight challenges when it comes to food security and accessing other basic needs (internet access, primary care, mental health supports, community-supported childcare, school and seniors programs), often delivered by not for profit or community hubs that are themselves vulnerable or closed during the crisis.

COVID impacts:

- Need for acute physical distancing responses in the public realm to support safe access to essential goods, services jobs and access to the outdoors.
- COVID revealed essential role of public realm, parks and open space to health and well-being
- People isolating, layoffs and working from home, resulting in a significant decrease in transit ridership, reduced demand for car share and ride-hailing, walking and cycling as popular modes of travel, improved air quality, and adjusted commute profile (spread throughout the day).
- Technology will help support long term travel demand management (e.g. working from home and on-line learning)
- Highlighted role of civic facilities – closures impacted:
  - Access to information
  - Food programs
  - Access to washrooms and washing facilities
  - Places for gathering, creativity, combat isolation
  - Spike in Overdoses (BCCDC)
  - Increase in Domestic Violence
  - Impacts to Mental health
  - Service Providers/Non-Profit Sector play critical role in meal provisions, social supports and services
  - Community response – funding, donations, meal delivery



Affordability, liveability and cultural vibrancy

Key findings from public engagement:

- Housing Resilience – an emphasis on new housing models (rental, affordable, social, coop) and supports to help those already with precarious housing survive the shocks and stresses triggered by global / local events.
- Cultural, Physical Accessibility and Translation Support – the City must continue to improve its pathways for all residents to access services and share their voices – whether it means being able to get and share information in a first language or to access spaces, services and amenities regardless of disability.
- Deepening Inequality – the pandemic amplified/ brought new focus to systemic issues of racism faced by Black people, Indigenous people, and People of Colour, poverty, homelessness, access to safe drug supply, homophobia and transphobia, and accessibility (for seniors and those with disabilities) for many residents.

COVID impacts:

- Housing
  - Impact to people experiencing homelessness
  - Housing crisis
- Arts, Culture, Live event industry
  - Closure of live events, movie theatres, production stopped
  - Sector hit hard across industry
  - Significant job loss
- Disproportionate impact to racialized people and equity-seeking groups
  - Urban Indigenous
  - Ethno-Cultural communities
  - Senior/elder isolation, vulnerable to spread, access to cultural supports
  - Increased incidents of racism
  - Impact on children/families (daycare access, juggling home schooling and work)
  - Low income earners
  - Language barriers



Sustainable, ecological and prepared city

Key findings from public engagement:

- This topic featured less in community engagement related to short term COVID-19 recovery, it is evidently a fundamental topic when it comes to planning and long-term resilience. For that reason it is included here.

COVID impacts:

- In terms of emergency preparedness and response, COVID revealed an increased need for translation of critical information and connecting to Ethno-Cultural networks plain simple language critical to response. Food insecurity rates increased and food system challenges have been highlighted.
- With regard to sustainability and ecology, a workshop with Engineering staff also highlighted challenges with food insecurity, together with food waste, challenges with recycling and re-use and an increase in single use items in response to COVID.

Planning
Vancouver
Together

Website: **vancouverplan.ca**
Email: **planningtogether@vancouver.ca**
Phone: 3-1-1

Media inquiries:
media@vancouver.ca
604-871-6336