



A NEIGHBOURHOOD-SCALE POST-OCCUPANCY EVALUATION: DEVELOPING A FRAMEWORK FOR VANCOUVER'S SOUTHEAST FALSE CREEK NEIGHBOURHOOD

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Completed August 2019

This report was produced as part of the Greenest City or Healthy City Scholars Program, a partnership between the City of Vancouver and the University of British Columbia, in support of the Greenest City Action Plan and the Healthy City Strategy.

This project was conducted under the mentorship of City staff. The opinions and recommendations in this report, and any errors, are those of the author, and do not necessarily reflect the views of the City of Vancouver or The University of British Columbia.

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ACKNOWLEDGMENTS

Thank you to the x̣m̄əθkwəỵəm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓ilwətaɁ/Selilwitulh (Tsleil-Waututh) First Nations, for the privilege of carrying out this project on their traditional, ancestral and unceded territories.

Thank you to the City of Vancouver's Community Planning team for hosting, supporting, and providing insight for this project. Thank you in particular to my mentors Chani Joseph and Jason Hsieh for their guidance, generosity and enthusiasm throughout this project. Thank you to the various City of Vancouver department teams, leaders, and knowledge-holders who have patiently and generously contributed their time, advice and recommendations as this project has taken form, particularly Nadia Carvalho from ACCS, and fellow 2019 Greenest City/Healthy City Scholar, Rachel Wuttunee.

It is important to acknowledge that I am a non-Indigenous researcher, and that I come from a place of privilege. My positionality limits my abilities to fully understand the significance of Indigenous ways of living, and people with lived/living experience, and therefore may affect my findings and recommendations.

All photos taken by Christine Nesbitt

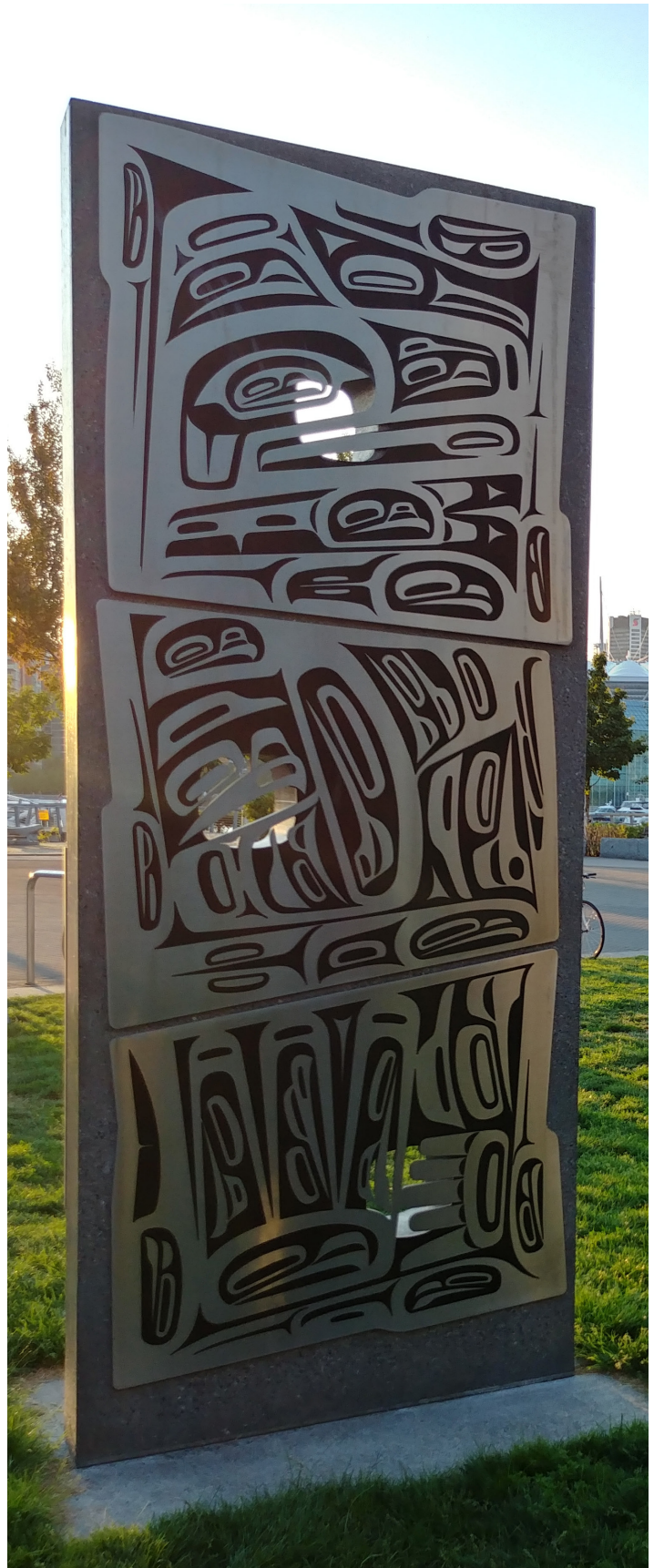
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EXECUTIVE SUMMARY

A neighbourhood-scale post occupancy evaluation is an attempt at evaluating how a neighbourhood performs socially, economically and environmental for all those who inhabit, experience and use the neighbourhood. Thus, there is a growing interest in neighbourhood-scale post occupancy evaluations, and a corresponding need to approach the complex nature of neighbourhood evaluations in a holistic manner. With the anticipated development of the third and final phase of the Southeast False Creek district, now is an opportune time to pursue a post-occupancy evaluation of the ten years of development in the Southeast False Creek neighbourhood. Southeast False Creek's robust planning principles and strategies provide a foundation upon which a post-occupancy evaluation can take shape, and the City's Healthy City Strategy, Greenest City Action Plan, City of Reconciliation and Equity Frameworks (work underway) , among other City policies can serve to lead the framework's development.

Vancouver is facing growing social, environmental, and economic pressures, and Southeast False Creek provides an opportunity to learn how neighbourhoods are addressing these pressures, and as such, inform how district's final piece of waterfront land is redeveloped. The development of the Southeast False Creek neighbourhood-scale post-occupancy evaluation framework has been informed by the academic literature, Southeast False Creek and City of Vancouver policies, and City of Vancouver staff knowledge and expertise, in an attempt to capture the complexity as well as opportunity held in Southeast False Creek. There is particular awareness around including those traditionally excluded from the engagement and planning processes of city building. This will help Vancouver address challenges that different groups face in Southeast False Creek, and inform how the City can plan, design and evaluate neighbourhoods in the future. We must seek to learn and build better, more inclusive neighbourhoods that allow people and the environment to thrive.





“Isolation makes for unhappy communities. To build community, we need to commit to respect and kindness, move from ‘power over’ to ‘power with’, and create as many places of contact as possible. It is about everyone being empowered. Everybody is worth it.”

(Homer, 2019)

“Cities have to be places where people want to live because unless people feel that there are high quality residential environments then there is little chance that they will ever be sustainable.”

(Bonaiuto, Fornara, & Bonnes, 2003)



1. THE CURRENT STATE OF NEIGHBOURHOOD-SCALE POES

OVERVIEW

The research and proposed framework were developed between May and August of 2019, as part of the Greenest City Scholar program; a joint initiative between the City of Vancouver and University of British Columbia. The framework was informed by the research, and developed as a post-occupancy evaluation (POE) framework for Southeast False Creek (SEFC). At a city-wide scale, the intent is to be able to adapt and apply the Southeast False Creek post-occupancy framework to other neighbourhoods within the City of Vancouver, and ultimately to inform future area plans and city-wide planning, while building internal capacity for continued POE work. By looking back at SEFC to determine how the current community has met, exceeded, or fallen short of the performance targets set over a decade ago, the City hopes to better understand the relationship between

the built environment and community performance as a way to incorporate lessons learned into future planning projects.

The framework combines goals and targets including, but not limited to, Vancouver's Healthy City Strategy, Greenest City Action Plan, Transportation 2040 Plan, and Renewable City Strategy, as well as input from City staff. Other background research includes neighbourhood-scale post-occupancy frameworks and other assessment tools from countries, cities and neighbourhoods including: Malaysia, Auckland, Christchurch, Dublin, Rome, Wellington, and Vancouver's Cambie Corridor, Downtown and North False Creek neighbourhoods. See the References section for more detailed information.

AIM

The current state and emerging best practices for neighbourhood-scale POEs are explored in this paper. Neighbourhood-scale POEs are rooted in a model of performance evaluation, and tend to emphasize efficiency of design and performance, and prioritize feedback and influence of certain groups, leaving a diversity of lived experiences out of the evaluation process. This document suggests that the idea of POEs should be revisited and aligned with the deepening interests and practices of meaningful engagement. With the emergence of Vancouver's City of Reconciliation Framework (2014) and developing Equity Framework (work underway), this document aims to centre the evaluation process of neighbourhood-scale design and planning practices on the meaningful engagement of marginalized groups and their often-excluded experiences.

DELIVERABLES

This report provides four key deliverables:

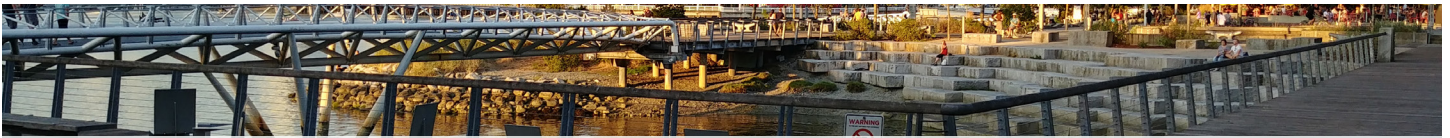
- 1.** A summary of national and international literature that has a focus on neighbourhood-scale post-occupancy evaluations, and other neighbourhood-oriented resilience, sustainability, livability and social equity objectives.
- 2.** A draft neighbourhood-scale post-occupancy evaluation framework that supports the City's resilience, sustainability, livability and social equity goals, with a Southeast False Creek lens.
- 3.** An overview of the different groups that reside and experience Southeast False Creek, with recommendations towards community engagement techniques for those who have traditionally been excluded from City planning, design and evaluation processes.
- 4.** A draft post-occupancy evaluation survey that provides a broad set of questions for residents of Southeast False Creek. The questions require tailoring and refinement depending on the type of resident, and provide a start for building a survey for other experiences in Southeast False Creek, such as visitors and employers.

METHODOLOGY

In order to build a framework that reflects a thorough and holistic post-occupancy experience in the SEFC neighbourhood, this research included a review of the relevant literature, and interviews with City staff. This included identifying and examining international and Canadian case studies as well as exploring other types of neighbourhood evaluations, such as a Quality of Life index, a proposed draft Resilient Neighbourhood Design Framework (RNDF) for Vancouver, and Vancouver's "Places for People: Public Life Study," insofar as these address potential neighbourhood-scale POE gaps. Interviews with the relevant City departments and staff were identified with the guidance of Chani Jospheh and Jason Hsieh, the lead mentors for this project.

The case studies and literature review inform the development of a post-occupancy evaluation framework for SEFC, which also aims to be amenable to adaptation for other Vancouver neighbourhoods. Interviews revealed further City data, knowledge and information that helped to fill gaps in the literature, and also served to inform the SEFC framework and engagement approaches.

The most significant gaps that have been exposed were highlighted by interviews with the City of Vancouver Arts, Culture and Community Services (ACCS) department. They have identified the need for more meaningful and inclusive engagement processes in order to gain the diverse voices and lived experiences that have not been well captured, understood, valued or included in the past. Engaging people with the lived/living experience is explored briefly in this paper as well.



1.1 LIMITATIONS AND CHALLENGES OF NEIGHBOURHOOD-SCALE POES

LIMITED ESTABLISHMENT OF BEST PRACTICES

Neighbourhood-scale POEs have limited literature and few robust methodologies and best practices to guide them. The limitations experienced by neighbourhood-scale post occupancy evaluations are similar to other developing frameworks, such as those of smart cities. While these approaches to city planning and evaluation are both gaining in popularity, they both lack extensive coverage in the literature (Yigitcanlar et al., 2018). As an emerging area of research, neighbourhood-scale POEs struggle with a number of research limitations:

1. There is a dearth of peer-reviewed articles available;
2. In searching for neighbourhood-scale POE material, relevant literature may be omitted because of one's choice of key search words. Especially when considering that neighbourhood-scale POEs are not universally identified or regularly used as a term—perhaps there are similar if not identical evaluation models that go by a different name;
3. Execution of the review and interpretations of the findings in articles may be influenced by unconscious bias of the authors; and,
4. While the challenges surrounding neighbourhood-scale POEs are raised, the issues have not been systematically investigated.

Despite the limitations of current research, the

resources available are valuable in developing and refining the neighbourhood-scale POE framework and best practices. Appropriate frameworks will allow for local governments and other actors to better understand, evaluate, and plan within the complex nature of neighbourhoods and cities (Yigitcanlar et al., 2018).

The neighbourhood scale introduces much more complexity than the traditional building scale POE, adding more diversity and variability into the evaluation process (Churchman & Ginosar, 1999). The larger environment is more difficult to measure and observe. It is for this reason that this research is important; while there are challenges to measuring the degree of success in neighbourhood design, livability, sustainability and resilience, as communities and neighbourhoods continue to change and be planned at the block-by-block and master planning scales, POEs will assist planners and communities in making more informed decisions to improve the well-being of people, the environment, community and the economic sustainability of the neighbourhood.

QUALITATIVE VERSUS QUANTITATIVE APPROACHES

There is a wide variance of methodologies employed in gathering data in order to conduct neighbourhood-scale post occupancy evaluations (Boarin, Besen, & Haarloff, 2018). The wide variance is due to a lack of robust practices in this varied area of study.

DEFINING POST-OCCUPANCY EVALUATION

A Post-Occupancy Evaluation (POE) is a performance evaluation model of a building after it is in full operation and occupancy by a given party. A POE has traditionally been conducted at the building scale (Boarin et al., 2018) and is an accepted global evaluation model (Garau & Pavan, 2018). Canada Mortgage and Housing Corporation (CMHC) describes the POE as a tool to “broaden awareness and knowledge of the impacts that innovative technologies and practices can have on building performance and assess the performance of existing buildings to identify where improvements may be possible (Mortgage & Corporation, n.d.).”

A neighbourhood-scale POE similarly aims to broaden the awareness and knowledge of the practices and performance of the built environment, though there is an understanding of added complexity of the lived experience at the larger scale, with more varied interactions between people and places. The neighbourhood-scale is considered in literature to be “the most suitable as a self-sufficient spatial unit for showing redevelopment results (Garau & Pavan, 2018)”, making it a valuable scale at which to conduct a post-occupancy evaluation.

Neighbourhood POEs tend to have methodologies that focus either on qualitative or quantitative methodological practices, and not holistic, mixed-methods approaches. A key recommendation for this POE tool is to have a mixed-methods approach with the goal of unearthing a deeper understanding of the current state of SEFC, though this report focuses on qualitative considerations and processes when gathering POE data. It is seen as complimentary to the draft RNDP that is being developed by the City's Urban Design Studio.

WHOSE EXPERIENCES MATTER IN THE NEIGHBOURHOOD?

Neighbourhood-scale POEs are rooted in their predecessors' approaches of evaluating the efficiency and performance of a building. In the traditional POE, systems are monitored and measured, and occupants of the building are surveyed (Mortgage & Corporation, n.d.). Surveys at the neighbourhood-scale tend only to focus on the experience of residents. With the added complexity and diversity of uses, spaces, and lives within a neighbourhood, the traditional approach of engaging solely with building occupants must be challenged and expanded. Engagement with groups that have traditionally and historically been marginalized is critical in improving the quality of life, safety and inclusivity of these people and their stories, and for the community as a whole.

WHAT IS "THE NEIGHBOURHOOD?"

Defining a neighbourhood can be a challenge, as users and administrative bodies can perceive the boundaries of the neighbourhood differently (Hofer, 2009; Sun, 2005). However, according to Sun (2005), there is general agreement that the following properties tend to define a neighbourhood:

1. a neighbourhood has boundaries, though these boundaries were likely created through "a negotiated process" or they are perceived (Ley,

1983);

2. "a neighbourhood functions as an 'open system' that links both horizontally and vertically to other systems" (Sun, 2005);

3. a neighbourhood plays host to instrumental relationships, which in turn foster residential stability. These relationships ultimately build participation and a sense of attachment to the neighbourhood;

4. "a neighbourhood is experienced and used differently by different populations" (Hancock, Labonte, & Edwards, 1999).

Yinshe continues to classify for us different types of neighbourhood:

1. "Immediate neighbourhoods are small and by personal association, rather than interaction through formal groups or organizations.

2. Traditional neighbourhoods are characterized by social interaction that is consolidated by the sharing of local facilities and use of local organizations.

3. Emergent neighbourhoods are large, diverse, and characterized by relatively low levels of social interaction" (Sun, 2005).

The properties and ways in which neighbourhoods can be commonly categorized should be considered in neighbourhood-scale post-occupancy assessment processes, as well as in planning and design processes, and as Vancouver adapts the POE tool to different neighbourhoods and districts with specific policy contexts (Sun, 2005).

SURVEY RATE OF RESPONSE

A major challenge in conducting a post-occupancy survey is the rate of response. Other methods of engagement need to take place in order to reach those who do not respond to surveys, or have been excluded from the survey processes for any host of reasons.

SOUTHEAST FALSE CREEK: A NEIGHBOURHOOD OR A DISTRICT?

Southeast False Creek is not in itself considered a City of Vancouver neighbourhood in terms of the traditional neighbourhood boundaries (22 local planning areas) that were developed in the 1960s. Rather, it is a district within the Mount Pleasant neighbourhood. It has been chosen as a case study for a neighbourhood-scale POE because of policy specific to the district, including specific performance indicators and targets, providing guidelines and boundaries to inform the development of a neighbourhood-scale POE and and valuable feedback for the ongoing planning and development of SEFC. In the case of this paper, the neighbourhood term is used loosely to include the SEFC district and its specific policy context.



1.2 KEY FINDINGS AND NEW DIRECTIONS

FINDINGS

Most interviews have deepened the SEFC POE study by giving direction to relevant themes for the respective departments, and expanding and adding more detailed ideas and questions. The interviews have informed these key findings and emerging directions, as well as the limitations and challenges of neighbourhood-scale POE.

SOCIAL EQUITY AND INCLUSION

The most significant gaps were identified through interviews with staff from the Social Policy and Projects team within the City's ACCS department. The need for more meaningful and inclusive engagement processes was identified, in order to gain the diverse voices and lived/living experiences that have not been well captured, understood, valued or included in past and current planning practice.

The City designed the SEFC neighbourhood to become a model community that integrates the goals of sustainability and livability. In newly redeveloped communities around the world, sustainability has been "cited as a justification for urban intensification (...) with quality of life aspects often ignored or at least of secondary importance" (Bonaiuto et al., 2003). A question of critical importance, then, is who benefits from this pursuit of ambitious environmental

and sustainability goals, and who might be left behind?

Moving forward, this report recommends that the POE Framework be centred on people who experience poverty and exclusion, and people with the lived/living experience. This requires a much more in-depth, and purposeful approach to engagement. Many people with lived/living experience are not included in matters of city planning and are excluded from the systems from which other groups benefit. By incorporating the lived/living experience, the City can focus its attention on the people who struggle most to meet their daily needs and aspirations, better understand the shortcomings of the City's systems, and aim for more radical, inclusive neighbourhood-scale change.

TIMEFRAME: WHEN TO CONDUCT A POE

The evaluation process of a neighbourhood takes time, provoking several key timeframe questions:

- When should a post-occupancy evaluation be conducted?
- How often should it be repeated? and
- How long should the evaluation process take?

THE LIVED/LIVING EXPERIENCE

The lived/living experience is a term "to inclusively recognize people who have past lived experience of poverty, and those who continue to experience it." (Homer, 2019)

The lived/living experience is recommended for use in the Tamarack Institute's "10 Engaging people with lived/living experience" by the 10 Lived/Living Experience Advisory Committee (Homer, 2019). By borrowing the term in this report, we hope to continue Tamarack's work of building inclusivity and equity for those who would be traditionally underrepresented in the post-occupancy evaluation process.

Post-occupancy evaluations, as their name suggests, are conducted only after the area in question is inhabited. There appears to be no consensus on the amount of time a neighbourhood should be inhabited before a POE is conducted. However, a POE should be conducted after allowing some time to elapse—two or three years as a minimum, after any major changes have occurred in the neighbourhood (Preiser, Rabinowitz, & White, 1988). This is to gain an understanding of the performance through different seasons, to observe wear-and-tear, and to allow people’s regular activities to resume, and find their habitual patterns in the changed environment. POEs can be conducted repeatedly in the same neighbourhood, helping a neighbourhood understand its shifting needs over long periods of time (Boarin et al., 2018; Churchman & Ginosar, 1999).

With the post-occupancy evaluation centred on people with the lived/living experience, the process of engagement will take longer than more traditional neighbourhood-scale post-occupancy evaluations. Meaningful engagement with these groups takes time and coordination amongst numerous parties, including the City, non-profit, and community organizations. POE engagement has traditionally been done primarily through surveys, but deeper and more meaningful methods of engagement should be conducted, such as interviews and focus groups, potentially with guidance from advisory committees. In the literature, post-occupancy evaluations generally take less than a year, at their longest. Based on feedback from ACCS, a lived/living experience-centred POE may take two or three years to conduct, and so would be a key factor in driving a POE project timeframe.

WHO SHOULD CONDUCT A POE

Post-occupancy evaluations can be conducted by a number of parties, particularly at the building scale. However, at the neighbourhood scale, the City would

play a key role in coordinating the evaluation. This is because the City often has access to the largest network of resources, including staff, data and community-wide relationships.

However, the City’s existing relationships with the users of neighbourhoods may cause strain or expose mistrust of the system that the City represents. Staff should endeavour to ensure that the team (staff, students, faculty, community organizations, and/or volunteers) conducting the work are representative of the broader community, particularly in terms of Indigenous people and people of colour. The City should partner with trusted and respected non-profit and community-oriented organizations to design engagement to ensure a diversity of voices from the community are included. The City is well positioned to integrate high quality qualitative and quantitative aspects of the lived experience in the neighbourhood, which will provide a more holistic and accurate assessment of the neighbourhood. Academia potentially also has a role to play in terms of guiding research and best practices.

COLLABORATION AND COMMUNICATION

The development of a holistic neighbourhood-scale post-occupancy evaluation framework requires input from a broad range of people. The comprehensive nature of the POE engagement process also requires a thoughtful balancing and/or consideration of many areas of interest. It will be important as part of the context setting for a POE to identify key goals guiding the project. Collaboration is also key for integrating potential POE questions and inquiry with existing surveys and other forms of engagement.

One of the challenges and failures of the interviews was in reducing the quantity of questions, so that a short, less-intrusive survey can be completed. A next step is to investigate how some of the data can be collected via other methods than survey.



2. INTERNATIONAL AND NATIONAL CASE STUDIES

2.1 INTERNATIONAL CASE STUDIES

CASE STUDY 1:

Post-Occupancy Evaluation of Neighbourhoods: a review of the literature

WHO Paola Boarin, Priscila Besen and Errol Haaroff, School of Architecture and Planning, University of Auckland. The working paper was funded by Building Better Homes, Towns and Cities National Science Challenge, Strategic Research Area-Shaping Places: Future

WHEN July 2018

WHERE Global, but with a New Zealand focus

This journal article provides a recent (2018) and extensive examination of the current state of neighbourhood scale POEs globally. The article acknowledges that there are limited examples of neighbourhood-scale POEs. The article provides an overview of eight international cases and four New Zealand cases where neighbourhood scale POEs have been conducted. The case studies present and

compare the existing methodologies, and existing assessment and certification schemes that currently exist at the neighbourhood scale. From this, Boarin et al. suggests a post-occupancy evaluation framework and survey questions to use at a selected community in New Zealand, Hobsonville Point.

Boarin et al.'s selection and analysis of twelve case studies provides a good overview of the current state of neighbourhood-scale POEs. There are several important findings from this case study; notably the recognition that mixed methods approaches are seldom applied in the case studies. Boarin et al. discuss the importance of a mixed methods approach, which is more likely to gain an understanding of both the lived experience and

the performance of the built environment. This article also produced a POE framework and a set of survey questions developed for Hobsonville Point that can help guide the development of the neighbourhood-scale POE framework for the Vancouver context. Overall, this is an excellent source for comparison and reference for developing a POE framework and survey questions for Vancouver neighbourhoods.

CASE STUDY 2:

Confirmatory factor analysis of Post-Occupancy Evaluation Model (POEM) for sustainable neighbourhood development

WHO R. Yaman, Faculty of Architecture, Planning and Surveying, Universiti of Teknologi MARA; S. Thadaniti, The Environment, Development and Sustainability Program, Chulalongkorn University; J. Abdullah, Faculty of Architecture, Planning and Surveying, Universiti of Teknologi MARA; N. Ahman, Kulliyah of Architecture and Environmental Design, International Islamic University Malaysia; N. M. Ishak, Faculty of Architecture, Planning and Surveying, Universiti of Teknologi MARA

WHEN 2018

WHERE Malaysia

The Malaysian construction and development sector has grown and continues to experience increasing demand for sustainable development. The Malaysia Post-Occupancy Evaluation Model (POEM) case study explores the engagement process, specifically through surveys, of different groups and their feedback on sustainability targets. Yaman et al. offer insight into the challenges of gaining survey responses from residents, particularly from renters. The report indicates that the response rate for renters is lower than that of homeowners.

In addition to surveying residents, Yaman et al. also emphasize gathering multiple perspectives through their surveying of workers, not just residents. The surveying methods also kept homeowners, renters and workers in discrete groups, being surveyed independently from one another. This flags the value in identifying which stakeholders we seek information from, how we define some of these stakeholders, how stakeholder groups might be divided up into potentially more nuanced groups, and how we can ask more group and sub-group specific questions.

THE HOMEVOTER HYPOTHESIS

Homeownership tends to have a large factor in shaping neighbourhood attitudes, such as NIMBYism, as is linked to the Homevoter Hypothesis developed by William Fishel (Fischel, 2001). Often homeowners are more engaged in local affairs as a way to better protect and enhance the value of their homes (Mcgregor & Spicer, 2016). They can have different attitudes in the neighbourhood than renters, and participate more, which could have them shape the feedback in the POE more to reflect their needs and values than renters and other groups in the neighbourhood (Fischel, 2001; Mcgregor & Spicer, 2016).

CASE STUDY 3:

Development of Neighbourhood Quality of Life Indicators

WHO Yinshe Sun, University of Saskatchewan, in partnership with CUISR; the Community-University Institute for Social Research.

WHEN 2005

WHERE Saskatoon

In this article, Yinshe provides us with a broad review of the approaches to understanding and measuring quality of life, particularly through the lens of mid-sized Canadian cities. "The term quality of life usually refers to the degree to which a person enjoys the important possibilities of his/her life." (Sun, 2005). The article also highlights types of open data to consult in generating an understanding of quality of life in an area. In summarizing the different approaches to measuring quality of life, Yinshe breaks down the several dimensions of quality of life, and their respective indicators.

Quality of life is made up of three principles, which have the potential to manifest themselves depending on a number of environmental and social factors, and may be the root of issues that arise in neighbourhood discontent. Quality of life is an overarching element that everyone aspires to, and is used widely by professionals, governments and local actors to describe and emphasize a variety of issues and expectations. When formulating surveys and other methods of engagement, these sentiments should be factored into the questions, and also considered when evaluating and calibrating the data (Sun, 2005).

Yinshe summarizes quality of life as including three main areas:

- 1.** "Being: who one is, with physical, psychological and spiritual components
- 2.** Belonging: connections to one's physical, social and community environments
- 3.** Becoming: the day-to-day activities that a person carries out to achieve goals, hopes, and aspirations with practical, leisure, and growth aspects" (Sun, 2005)

This article holds value, as quality of life indicators should be reflected in the post-occupancy evaluation, in an attempt to ensure that the experience of residents, employees and visitors alike explored and understood. The article outlines the categories of indicators that are utilized when evaluating quality of life. The article also highlights types of open data to consult in generating an understanding of quality of life in an area.

CASE STUDY 4:

Sustainability versus livability: an investigation of neighbourhood satisfaction

WHO Peter Howley, Rural Economic Research Centre; Mark Scott and Declan Redmond, School of Geography, Planning and Environmental Policy, University College Dublin, Ireland.

WHEN September 2009

WHERE Dublin, Ireland

Dublin is a city that has experienced significant growth of its inner-city population since the 1990s. The challenges the city has faced revolve around finding a balance between density and livability; forces that are often seen as opposing. Howley et al. centre their discussion around density, sustainability and livability, with particular focus on density and crowding. Density is the measure of people per specified area, and crowding is form of 'psychological stress,' in which one perceived the density as being too high (Cohen, Evans, Stokols, & Krantz, 1987). "The importance of the concept of perceived density is that it would imply that physical

phenomena can be manipulated in an attempt to increase an individual's perception of the level of density in an area" (Howley, Scott, & Redmond, 2009).

Dublin and Vancouver have both experienced an increase in inner-city population since the 1990s. These lessons on density, crowding and livability are therefore pertinent to Vancouver and should be considered as we evaluate the neighbourhoods and consider potential future neighbourhood design.

CASE STUDY 5:

Indexes of perceived residential environment quality and neighbourhood attachment in urban environments: a confirmation study on the city of Rome

WHO: Marino Bonaiuto, Ferdinando Fornara, and Mirilia Bonnes; Dipartimento di Psicologia dei Processi di Sviluppo e Socializzazione, Università degli Studi di Roma "La Sapienza"

WHEN 2003

WHERE Rome, Italy

This paper discusses perceived quality and attachment to one's neighbourhood in the city of Rome. In particular, Bonitau et al. are interested in measuring the way several Roman communities feel about their respective neighbourhoods. This is approached through a survey, which is divided into four criteria:

This paper provides yet another survey framework to learn from. Rome's survey criteria are more extensive than many other surveys, including aspects not included elsewhere, including a large emphasis on architectural and urban design elements. This is an excellent opportunity to ensure that a broad and holistic approach to the survey is designed and administered, especially regarding perceived neighbourhood attachment and residential environmental quality.

CRITERIA	SUBCATEGORY
Spatial aspects	architectural-planning space, organization and accessibility of space, green space
Human aspects	people and social relations
Functional aspects	welfare, recreational, commercial, transport services
Contextual aspects	pace of life, environmental health, upkeep



2.2 VANCOUVER CASE STUDIES AND PRECEDENTS

CASE STUDY 6: FALSE CREEK NORTH

Living in False Creek North: From the Residents' Perspective &

Compilation Report of the Process, Findings and Recommendations from the False Creek North Post-Occupancy Evaluation

WHO A class of graduate planning students from The School of Community and Regional Planning, University of British Columbia in partnership with the City of Vancouver, Concord Pacific Group Inc., Hillside Developments, Amacon Group, Beasley and Associates, and Sarkissian Associates Planners.

WHEN June & November 2008

WHERE North False Creek

This case study draws from two reports; *Living in False Creek North: From the Residents' Perspective*, and *Compilation Report of the Process, Findings and Recommendations from the False Creek North Post-Occupancy Evaluation*. In the fall of 2007 and spring 2008, a POE was conducted in Vancouver's False Creek North neighbourhood. Living in False Creek North is a summary of the methods, findings and recommendations from the False Creek North post-occupancy evaluation, and the Compilation Report provides in its appendix the survey questions that were administered to residents of the neighbourhood. False Creek North did not rely exclusively on survey or residents' feedback,

unlike most other neighbourhood-scale POEs. The engagement took form as mail-out surveys, in-depth interviews, World café type focus group discussion, Photo-collage exercise with students at their elementary schools, and a community engagement event called "have your say!" day.

These two documents provide valuable, hands-on and application-oriented information. False Creek North provides a good foundation for the SEFC POE, not only because of the type of information in these reports, but its shared history and development targets. Like False Creek North, SEFC is an internationally recognized master-planned community

development designed to be a mid/high-rise, family-oriented, and mixed-use neighbourhood in close proximity to downtown Vancouver. The study is very relevant to developing a SEFC POE framework and approach. While there is much to be taken from the

False Creek North example, it must be noted that the POE was conducted in 2009, and City policies and global trends have shifted and evolved.

CASE STUDY 7:

Cambie Corridor Phase 2 Evaluation Framework

WHO Allison Lasocha, as a 2017 Greenest City Scholar, in a graduate student program partnership between the University of British Columbia and the City of Vancouver

WHEN August 2017

WHERE Cambie Corridor, Vancouver

The Cambie Corridor Phase 2 Evaluative Framework ("Cambie report") is a report that offers a valuable resource to consult for the development of the SEFC POE Framework. This Cambie Corridor project develops an evaluation framework for Phases 2 and 3 of the Cambie Corridor development project. While it is not explicitly labeled as a post-occupancy evaluation, it meets many of the criteria that the City of Vancouver and the SEFC POE project might deem applicable and in line with what a neighbourhood-scale POE in Vancouver looks like.

The report and related research were conducted and released in 2017, which makes it a timely reference piece. There are well outlined links to the goals of Cambie Corridor with the relevant City of Vancouver directions and policies, such as the Greenest City 2020 Action Plan, Transportation 2040 Plan, Healthy City Strategy, Renewable City Strategy, Vancouver Housing Strategy, and the Vancouver Economic Action Strategy.

The Cambie report also outlines a general framework of themes under which it has grouped its targets and indicators. There are six broad themes:

1. Social Cohesion & Accessibility
2. Transportation & Mobility
3. Public Space
4. Density and Complexity
5. Urban Metabolism and
6. Habitat & Ecosystem

The document also provides a draft of fifteen survey questions which sought "to understand how they feel the neighbourhood is performing in key areas (walkability, sense of community, liveability, amenities, etc.)" (City of Vancouver, 2017).



2.3 ADDITIONAL VANCOUVER RESOURCES

PROPOSED RESILIENT NEIGHBOURHOOD DESIGN FRAMEWORK

WHO City of Vancouver Urban Design Studio

WHEN work underway

WHERE Vancouver

The City of Vancouver's City Design Studio team has been developing a draft Resilient Neighbourhood Design Framework (RNDF). The purpose of this tool is to help explore the relationships between neighbourhood performance and the built form, to support the City in balancing multiple objectives and in evaluating synergies and trade-offs, and to inform more holistic and defensible decision-making.

The draft RNDF is intended to be science-based, using measurable and quantifiable elements of the built environment including GIS spatial analysis at the city-wide and community scale, and 3D modelling of the built form and open spaces at the neighbourhood scale. This tool has helped inform the development of a POE framework for SEFC. The targets and indicators are up-to-date and correspond to current City policy, and are useful to carry forward into the qualitative aspects of the POE framework.

PERFORMANCE INDICATORS TECH TEAM

WHO City of Vancouver draft RNDP and POE working group, led by the Urban Design Studio and Community Planning groups

WHEN ongoing

WHERE Vancouver

Also helping inform the development of the POE framework is the Performance Indicators Tech team that has been put together as a result of the RNDP and neighbourhood-scale POE projects, which both use SEFC as a case study. There are representatives of sixteen divisions across five departments at the

City that sit on the team. These City staff have been brought to the table as a way to incorporate the most recent thinking and knowledge of performance metrics at the neighbourhood scale in the pursuit of evaluating, balancing and synergizing disparate goals across departments.

PLACES FOR PEOPLE PUBLIC LIFE STUDY: PLACES FOR PEOPLE DOWNTOWN

WHO City of Vancouver

WHEN 2017-2018

WHERE Vancouver

Places for People Downtown was the first installment of the Places for People Public Life Study, a City of Vancouver initiative. Places for People involves gaining an understanding of how public space is used on a daily basis, through different engagement processes, conducted on week days and weekends, two times within a six-month period (opposing seasons), on days with no major public events in the city. Data is gathered through several methods, including surveys, interviews, and observation.

Place for People is a valuable tool to look at. Places for People is based on an internationally transferrable model, allowing for the study to be adapted to different regions, cities and contexts. The City of Vancouver is considering undertaking a Places for People Public Life Study of SEFC, in conjunction with a POE of the neighbourhood. This will require adapting the Downtown approach to SEFC, potentially demonstrating how to adapt the tool for different Vancouver neighbourhoods.



3. INTERVIEWS

Interviews were conducted with a number of City staff. The goal of these interviews was firstly, to inform different departments of the potential SEFC POE project. Secondly, to identify the most relevant themes and questions according to City policies across a number of areas, while also determining which questions will provide these departments with information that they desire at the neighbourhood level, and that they cannot gain through other city-wide data sources.

Interviews were conducted at City of Vancouver buildings, and lasted between 30 and 60 minutes. The City work groups that are represented through interviews are:

1. Sustainability Group
2. City Wide and Regional Planning
3. Social Policy and Projects Division
4. Transportation Planning Branch
5. Vancouver Board of Parks and Recreation
6. Community Planning
7. Civic Engagement and Communications

The categories and themes that have been covered are found in Figure 1, below.

With the completion of the case studies, interviews were set up. Interviews were informed by the case studies, particularly in identifying themes, categories, targets and indicators that other neighbourhoods have used to gather post-occupancy information. These themes and categories were compiled and integrated from the literature.

This list forms the starting point from which themes and questions have been developed to carry out future engagement of SEFC users. A series of interviews were set up with City of Vancouver staff. The City staff were selected by associating their expertise with the relevant categories from list, their involvement as members of the Performance Indicators Tech Team, and through subsequent recommendations from mentors Chani Joseph and Jason Hsieh, and other City staff.

Figure 1: List of categories and themes from the case studies

BACKGROUND	SOCIAL INDICATORS	SOCIAL INDICATORS (CONTINUED)	ECONOMIC INDICATORS	SUSTAINABILITY AND RESILIENCE INDICATORS
DWELLING UNITS NEIGHBOURHOOD	HOUSING HEALTHCARE SAFE COMMUNITY TRANSPORTATION, EMPLOYMENT AND LOCAL AMENITIES RECREATION AND CULTURAL FACILITIES	COMMUNITY IDENTITY COMMUNITY ENGAGEMENT SOCIAL INTERACTION ACTS OF RECONCILIATION QUALITY OF LIFE	ECONOMIC SECURITY ECOLOGICAL ECONOMY LOCAL SELF-RELIANCE LOCAL FOOD	ENERGY WASTE EXTREME WEATHER & CLIMATE EVENTS WATER HABITAT HEALTHY ENVIRONMENTS



4. DEVELOPING A POST-OCCUPANCY EVALUATION FRAMEWORK

4.1 INTRODUCTION

This POE framework was developed as a neighbourhood/district scale post-occupancy evaluative tool for SEFC, though the intent is to be able to adapt and apply it to other neighbourhoods within the City of Vancouver. The framework combines goals and targets from specific SEFC policies, cross-cutting City of Vancouver policies and strategies, such as City of Reconciliation Framework, the Greenest City Strategy and Healthy City Strategy, as well as cross-departmental input from City staff. Other background research included various City of Vancouver documents, and neighbourhood-scale post-occupancy frameworks and other assessment tools from countries, cities and neighbourhoods including: Malaysia, Auckland, Christchurch, Dublin, Rome, Wellington, and Vancouver's Cambie Corridor, Downtown and North False Creek neighbourhoods.

The review of these case studies, the City of Vancouver resources, and City of Vancouver staff interviews are valuable, but in themselves do not provide all the necessary direction to undertake a

POE of Vancouver's neighbourhoods. This is because they are not necessarily motivated by the same goals and outcomes as Vancouver's various unique neighbourhoods, or they lack certain criteria for a holistic approach to gaining community feedback and assessing the state of the neighbourhood.

In this report, an emphasis has been placed on the qualitative side of the POE Framework, as the draft Resilient Neighbourhood Design Framework (RNDF) being developed concurrently provides a relatively robust approach to measuring the quantitative elements of POE. This report section aims primarily to develop a framework with an emphasis on engagement and seeking qualitative data. Engagement approaches are explored, and a draft survey framework is outlined with the goal of gaining feedback from the user, resident, visitor, worker and their diverse, experiential points of view.

Figure 2: Recommended timeline for conducting a neighbourhood-scale POE

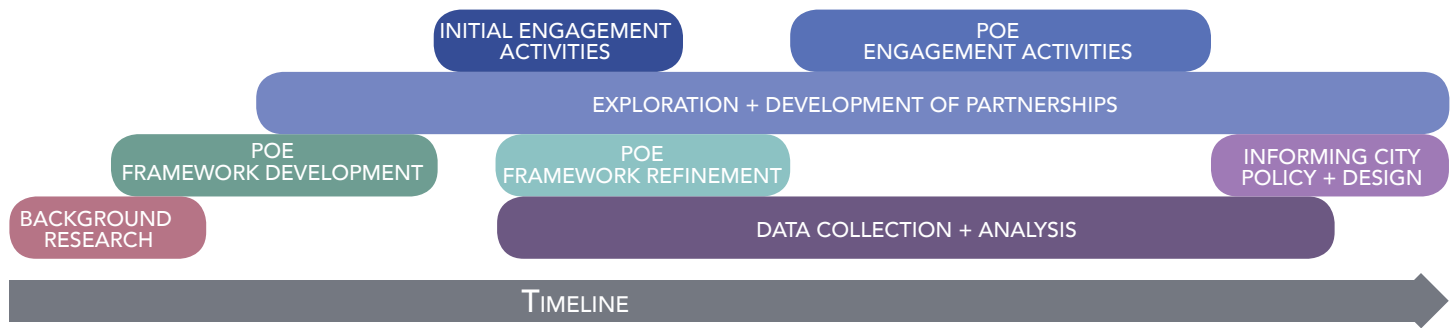
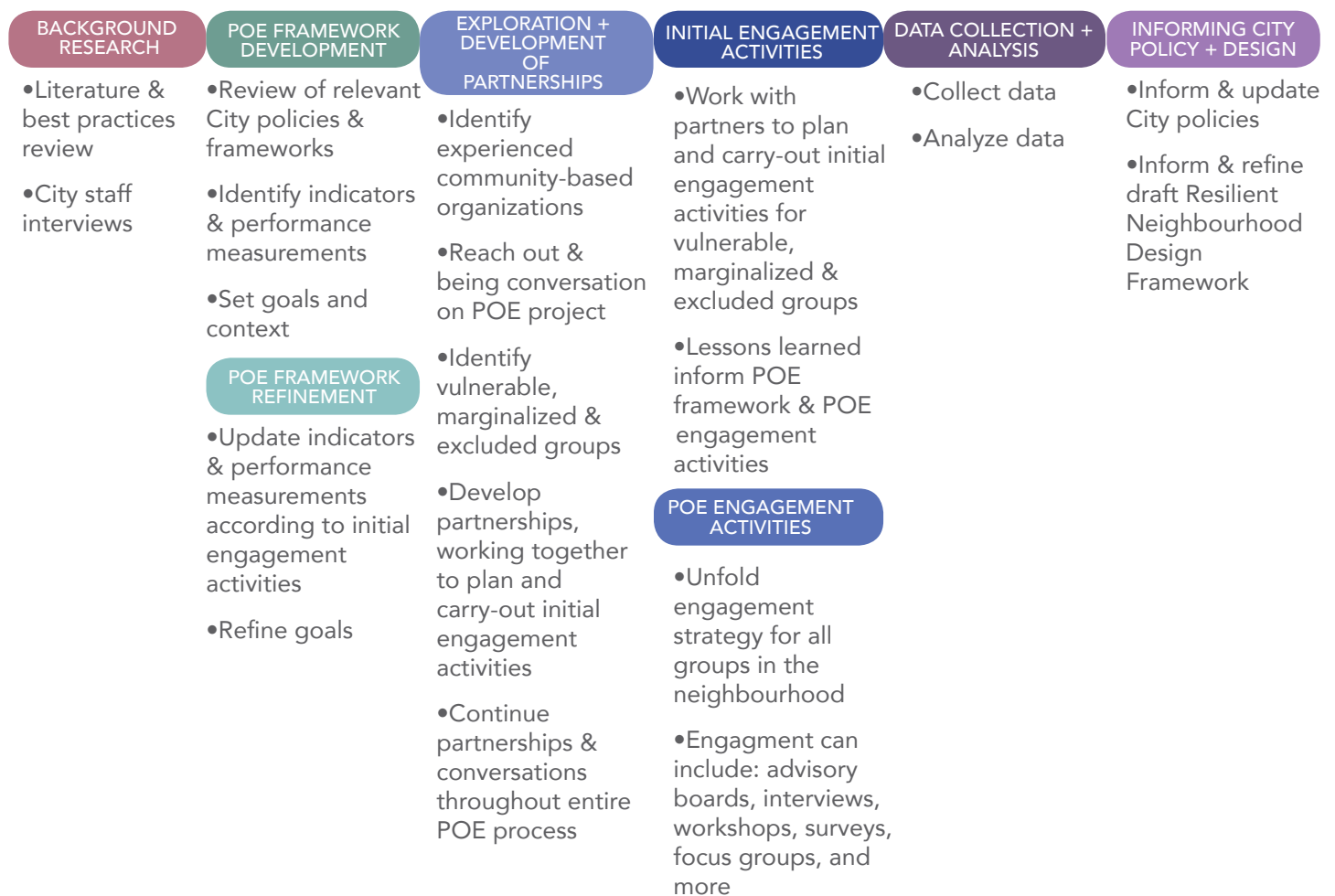


Figure 3: Recommended steps towards completing a neighbourhood-scale POE





4.2 INFORMING THE FRAMEWORK

IMPORTANCE OF COMMUNITY ENGAGEMENT

Interviews across numerous City departments and teams were conducted as sustainable outcomes are more likely to be achieved when a range of perspectives and expertise are integrated into planning and design processes (Hofer, 2009). Moving forward, Vancouver's SEFC POE seeks to engage with the community, as they are central in the planning and design processes of neighbourhoods, but also in achieving sustainability outcomes (Sarkissian & Hofer, 2008). The framework developed is largely driven by the desire that all people who live and visit SEFC will have the opportunity to be engaged in the POE.

Community engagement is critical for many reasons. Firstly, from a democratic standpoint, "those whose livelihoods, environments and lives are at stake should be engaged and involved in decisions that directly affect them" (Sarkissian & Hofer, 2008, p.49). Secondly, community engagement allows for the participation of people in developing holistic approaches to sustainability through local knowledge, values and wisdom. Thirdly, community engagement

leads to better participation in community programs and plans. Fourthly, community engagement allows for more localized policy and tools to be developed according to the needs, resources and preferred approaches of the community. Lastly, community engagement helps to grow local accountability (Sarkissian & Hofer, 2008).

THE CONTEXT: A BRIEF HISTORY OF SEFC

Context-setting is an important first step of embarking on a neighbourhood-scale POE. The following is a brief overview of the context for a POE of SEFC.

The SEFC district has been built on the unceded territories of the Coast Salish Peoples, including the territories of the x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. The land was under the stewardship of the Coast Salish Peoples dating back at least 3,000 years before European settlers arrived

(Bayley, Cheevers, McCuaig, Price, & Moscovich, 2009). With the settlement of Vancouver, and the city's growth, these lands were converted to serve the city's industrial sectors. Beginning in the late 1800s, SEFC became important for shipbuilding, a salt refinery, sawmills, metalworks and a public works yard (Bayley et al., 2009; City of Vancouver Planning Department, 1999; Kennelly & Watt, 2012; Pentifallo, 2015). The current SEFC urban design concept was divided into three thematic districts, based on the historic location of these industrial activities (Figure 4).

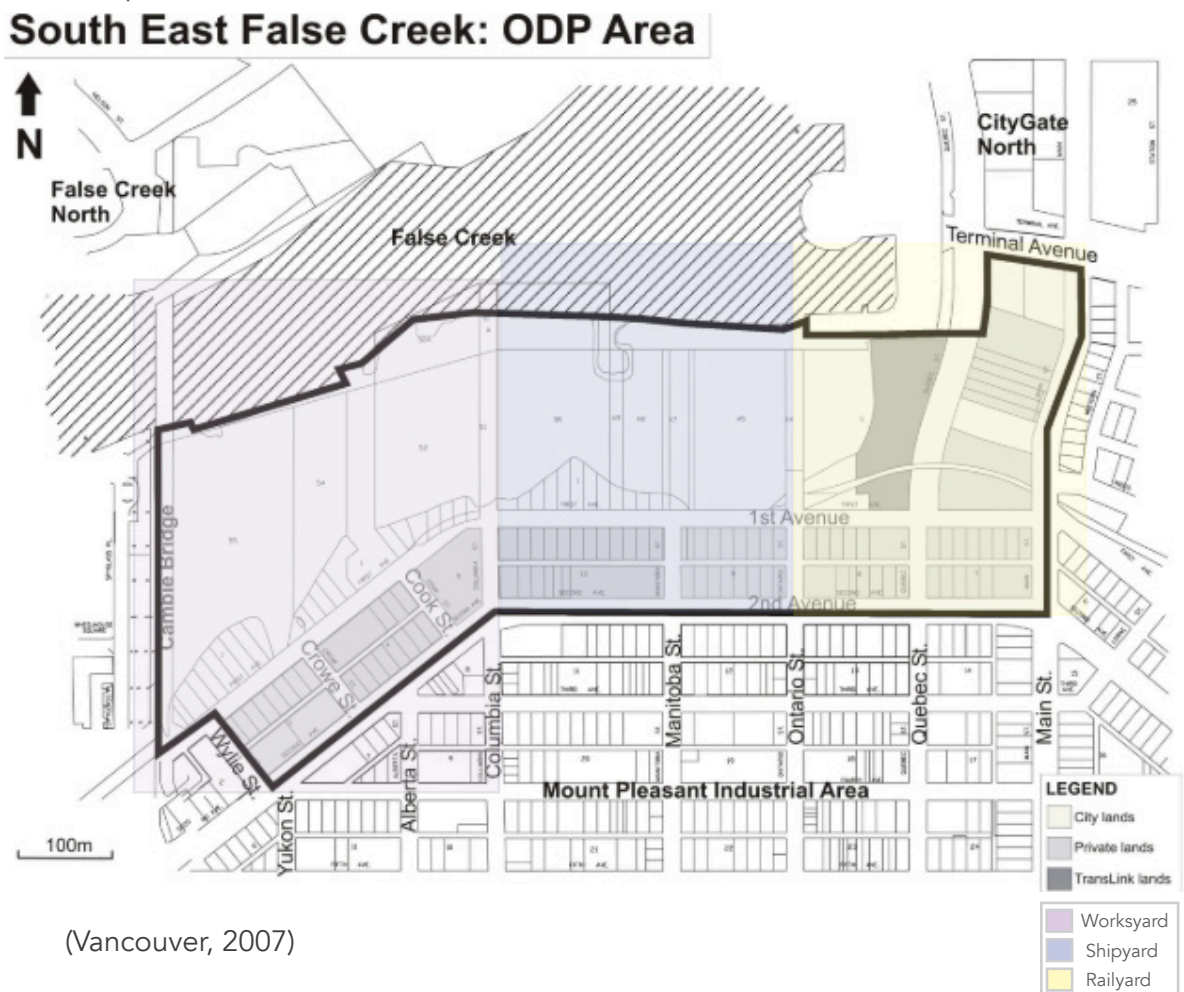
By the late 1960s, much of the industry had moved off site, and the City acquired the industrial lands from the Province. This was followed by a long period of visioning before SEFC went through another shift in its landscape, when the Vancouver Olympic Village was built in preparation for the 2010 Winter Olympic Games. However, desire to develop the land for residential use existed long before Vancouver was selected to host the 2010 Winter Olympic Games (Bayley et al., 2009; City of Vancouver Planning Department, 1999).

In 1990, with Expo '86 as the catalyst, the SEFC lands were removed from the City's industrial base, as a push for redevelopment was strengthening. By 1999, the City had adopted the SEFC Policy Statement, which established fourteen principles of sustainable development for the site, and also outlined a mixed-income housing target (Bayley et al., 2009; City of Vancouver Planning Department, 1999). The Policy envisioned the mixed-income housing as approximately 50% affordable housing and 50% market-rate housing (City of Vancouver Planning Department, 1999).

The SEFC lands required brownfield remediation before transitioning to the proposed residential and mixed-use neighbourhood (Aujla, Manager, Creek, & Village, 2009; City of Vancouver Planning Department, 1999; Vancouver, 2007). However, the exorbitant cost of remediating the lands deterred private developers from undertaking any projects (City of Vancouver Planning Department, 1999; McCarthy, 2012; Pentifallo, 2013, 2015).

When the Vancouver Bid Corporation (VBC)

Figure 4: Map of Southeast False Creek & its districts



(Vancouver, 2007)

expressed interest in bidding for the 2010 Olympic Winter Games, the site was seen as an opportunity to use allocated Olympic funds toward developing the first phase of the SEFC site, and the City took full responsibility in remediating SEFC. This facilitated and enticed developers to ambitiously bid for the rights to develop the Village (Aujla et al., 2009). Building the Village at SEFC was an opportunity for the City to justify the costs of the necessary land remediation (Pentifallo, 2013; Westerhoff, 2016), ostensibly tying together the SEFC redevelopment plans and the Olympic legacy (Aujla et al., 2009; Bayley et al., 2009).

The Olympic Village in SEFC was returned to the City after the conclusion of the 2010 Olympic and Paralympic Games, with the intention of housing 11,000-13,000 people (City of Vancouver, 2016), and offer a diversity of services and businesses. Since the Olympic Village, the eastern portions of the Village, formerly the Railyard and Shipyard, have been developed extensively. What remains to be developed is the final piece of waterfront property in the city, the Worksyard, which sits along the western edge of SEFC. What can be learned about the recently redeveloped portions of the SEFC district, and how the neighbourhood and its design now impacting the lives of those who live, work and experience it?

A NEIGHBOURHOOD'S AND CITY'S VISIONS

Two main City of Vancouver policy documents underpin the redevelopment of SEFC. The initial SEFC planning goals were set in 1999, when Council approved the Policy Statement for the neighbourhood. In this document, SEFC stewardship, indicators and targets to be regularly monitored were outlined and recommended, but not officially passed as part of the policy. The Southeast False Creek Official Development Plan (2007) approves these recommendations, and also establishes "(...)a foundation of urban design principles, sustainability principles, and environmental, social and economic sustainability strategies to enable the development of SEFC as a complete community, and to serve as a learning experience for application of such principles and strategies on a broader scale" (Vancouver, 2007).

In the SEFC ODP, the neighbourhood vision is stated:

"SEFC is envisioned as a community in which people live, work, play and learn in a neighbourhood that has been designed to maintain and balance the highest possible levels of social equity, livability, ecological health and economic prosperity, so as to support their choices to live in a sustainable manner" (Vancouver, 2007).

There are two sets of principles and numerous plans and strategies that guide the development of Southeast False Creek:

PRINCIPLES GUIDING DEVELOPMENT

1: URBAN DESIGN PRINCIPLES

The Urban Design Principles govern the development of the "overall structure, urban design, integration, and special opportunities (SEFC ODP, p. 7)" of Southeast False Creek.

2: SUSTAINABILITY PRINCIPLES

The Sustainability Principles "guide the development of a sustainable community (SEFC ODP, p11)" in Southeast False Creek..

STRATEGIES TO PURSUE SUSTAINABILITY

1: ENVIRONMENTAL SUSTAINABILITY: to pursue "environmental initiatives, including certain minimum mandatory environmental criteria (SEFC ODP, p. 14)."

2: SOCIAL SUSTAINABILITY: "to accomplish a high level of social sustainability by considering equity, social inclusion, security, and adaptability in all decisions (SEFC ODP, p. 16)."

3: ECONOMIC SUSTAINABILITY: "to create opportunities for community enterprises and economic development ventures, including community partnerships, to locate in SEFC (SEFC ODP, p. 19)."

4: MAINTAINING THE VISION: "the will and understanding of all persons involved to commit to the principles and strategies set out in this ODP (SEFC ODP, p. 20)."

It is upon this vision and principles that the neighbourhood post occupancy evaluation tool is initially framed. The City has grown and evolved since the development of this vision however, so these founding principles and vision must also be informed by current and evolving City policies and frameworks.

The City of Vancouver operations and policies

mission statement is:

“Create a great city of communities that cares about our people, our environment, and our opportunities to live, work, and prosper” (City of Vancouver, 2017).

The neighbourhood-scale POE framework must also strive to support this city-wide vision.



4.3 CURRENT FRAMEWORK DEVELOPMENT

DEVELOPING THE SOUTHEAST FALSE CREEK FRAMEWORK

The following summary pages show the outline of the survey framework's indicators and performance measures according to guiding principles and sustainability strategies outlined in the SEFC ODP, as well as the working groups that have significantly contributed to the development of each indicator.

The principles and strategies guide the evaluation process, and form the foundation upon which the framework is developed. The SEFC ODP principles and strategies reflect the original targets of SEFC, recognizing that city-wide policy has continued to evolve since that time. At a more general level, a neighbourhood-scale POE framework could also be organized under three general themes reflecting current city-wide policy (not specific to SEFC), as shown in Figure 7. This general POE framework

could potentially be used for other neighbourhoods/districts.

COMPLEMENTING THE DRAFT RESILIENT NEIGHBOURHOOD DESIGN FRAMEWORK

The City Design Studio has been developing a framework for the evaluation of urban design indicators at the neighbourhood scale, the draft Resilient Neighbourhood Design Framework (RNDF). City staff, supported by research in this report, have identified the need for robust community engagement in order to gain feedback of the lived experience at the neighbourhood scale.

This framework and the draft RNDF are intended to be complimentary, with community input gathered through a neighbourhood-scale POE (in this case, of SEFC) informing future iterations of the draft RNDF.

Gaps in the draft RNDP are identified and addressed within this POE framework, where possible (e.g. where adequate city-wide data is not available to guide urban design indicators/targets).

The gaps in the draft RNDP were addressed through the case studies and interviews. Nancy Hofer's Sustainability framework was also a valuable resource. This robust framework was developed by analysing previous sustainability frameworks and improving upon them. Hofer has also applied her framework to North False Creek, which helps to bring a strong Vancouver neighbourhood context, and allows for future comparison and analysis with the North False Creek post-occupancy evaluation that occurred in 2008.

The gaps that the POE framework attempts to fill and measure pertain to the human experience, which requires community engagement to uncover. Ultimately, the human experiences in SEFC hold the potential to demonstrate the effectiveness of the policies, planning and design of the SEFC neighbourhood.

WHO ARE WE TARGETING?

Historically, typical neighbourhoods and private developments have often been built to meet market demand – and as a result cater to people with the privilege and means to purchase property and participate economically. As such, the perspectives of people with greater access to money, education, influence and power are often over-represented in the design of our cities and its spaces, compared to those who encounter systemic barriers to meaningful participation in civic life. As we seek a shift in our urban fabric through this framework to better meet equitable outcomes, the approach recommended in this framework is for inclusion of methods that might better capture the voices that have traditionally been left out of the planning and development of our neighbourhoods.

The SEFC Vision and the City of Vancouver operations and policy mission statement share the idea of building community. Therefore, it is important to explore the idea of community, and particularly who is included and excluded in this definition of community. Understanding community allows us to seek feedback from all the human components of community; those who live in, those who work in, and those who experience the SEFC neighbourhood.

'Community' is both a universally understood term, and yet elusive in nature (Bijen, 2015). For the purpose of this report, there are three ways that communities are formed:

1. Community of Territory; share a common geography, though the scale can vary widely.
2. Community of Interest; share common religious, occupational, racial or political affiliations and/or preferences, not necessarily being bound by geographies.
3. Community of Attachment; share common sentiments and desires "that lead to a feeling of shared identity or membership" (Bijen, 2015).

Keeping in mind these three types of community, and the people who are represented within them, can inform policy and engagement strategies moving forward.

One of the most glaring gaps identified through the research centres on seeking feedback, prompting two major questions:

1. From whom do we seek feedback?
2. How do we ensure that we are gaining feedback from all users to ensure a complete picture of the experiences of living in SEFC?

SEFC was planned to accommodate a diversity of people and backgrounds, making it all the more important to also capture the feedback from all these diverse groups. Many of these individuals, groups and households have been excluded from planning processes, including that of SEFC. The first step is to attempt to identify, with some degree of discrepancy, the different groups, and in particular non-traditional groups, that make up the neighbourhood's fabric (Figure 5).

Luxury and market-rate condominiums, rental units, co-op housing, socially supported housing, and temporary modular housing are all present in SEFC. We must seek to capture the voices of residents from all these types of housing. Additionally, transient populations, such as the homeless, visitors, workers and employees form critical relationships and roles in the neighbourhood, and their experiences must also be included. A group often forgotten is children and youth, who have themselves developed strong connection to their environments, and often challenge adult preconceived notions of the environments (People, 2000).

Figure 5: The broad groups that make up the SEFC Community

ROLE	GROUP	NOTES AND REMARKS
Residents	Market-rate owners	Historically engaged the most
	Market-rate renters	Statistically engaged less than owners
	Co-op residents	A diverse group to be further subdivided
	Subsidized renters	A diverse group, individual stories to be heard, may require further subdivision
	Homeless	Not an afterthought group—may hold the key to the true weaknesses or challenges faced by the community, and may need to be further subdivided to capture a more diverse set of stories
Businesses, Non-profits & Community organizations	Childcare, housing and social services providers	
	Employers	
	Employees	
	Informal economy	
Patrons, Users & Visitors	Community centre	
	Park and plaza users	
	Cyclists/active transport (on land)	
	Consumers	
	Boaters (various users on water)	
	Special event attendees	
	Regular event attendees	
	Hotel/Air bnb clientele	

Identifying the broad group allows a starting point to begin the engagement process. Engagement has typically occurred through mail-in surveys, aimed at residents, which tend to have low rates of response. Homeowners also tend to respond more to calls of engagement, further skewing the feedback and prospective change to their desires and perspectives. In order to follow through with the SEFC and City visions, we must understand how

all users are experiencing the district, and therefore tailor engagement to other groups. This means that these groups must feel that they are valued in the neighbourhood evaluation and feedback process, feel safe in their tenure and social environments (not fearing repercussion in participating), and feel respected and listened to (Homer, 2019).

4.4 ENGAGEMENT: A SUITE OF APPROACHES

“Currently, the situation, and very often the plight of Indigenous peoples, should act as a mirror to mainstream Canada. The conditions that Indigenous peoples find themselves in are a reflection of the governance and legal structures imposed by the dominant society. Indeed, what the mirror can teach is that it is not really about the situation of Indigenous peoples in this country, but it is about the character and honor of a nation to have created such conditions of inequity.” -Willie Ermine

SEFC residents, consumers and users form a broad range of groups and people. These groups and people have different lifestyles, demands and experiences, and must also be engaged differently.

FORMING RELATIONSHIPS AND SEEKING PARTNERSHIPS

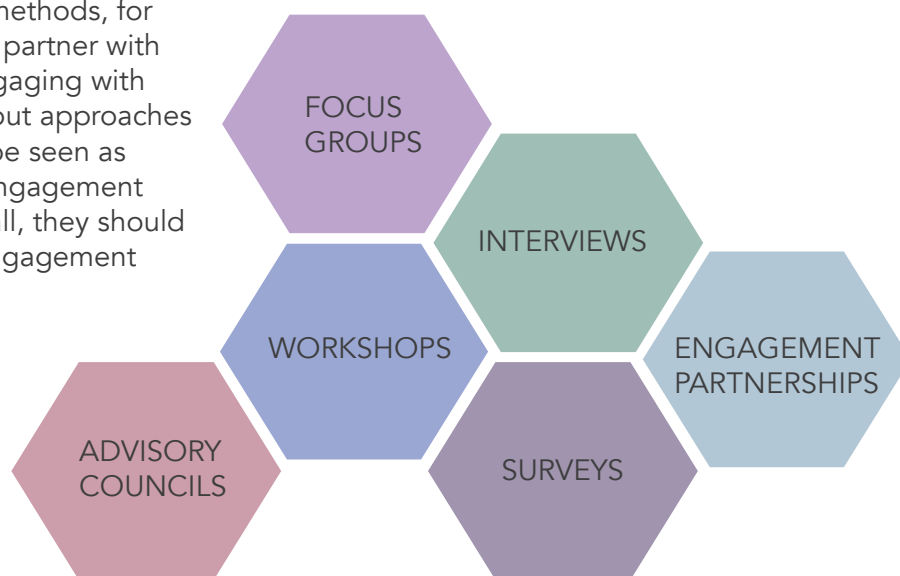
People who face systemic barriers are not likely to participate through traditional survey methods, for a number of reasons. We must seek to partner with organizations that have experience engaging with marginalized groups, in order to map out approaches to seeking feedback. Surveys should be seen as a method embedded in the broader engagement process, and if they are to be used at all, they should be used only after different types of engagement occur.

ENGAGEMENT AND THE LIVED/LIVING EXPERIENCE

In March of 2019, the City of Vancouver conducted Phase 1 of the Poverty Reduction Plan, and released their findings in the City of Vancouver *Poverty Reduction Plan report: What We Heard: Phase 1*. Participants in Phase 1 of this report were engaged in discussion through several different activities. In the next section is an adaptation of these engagement activities to the SEFC POE, based off the *What We Heard Phase 1* report.

This report provides an example of an approach to engaging with groups who have traditionally faced exclusion and marginalization, and the engagement of groups in SEFC should not necessarily be limited to these activities. Rather, these should be seen as a starting point, open to adaptation, removal, and addition, depending on what is required for each group’s trust, participation, respect and safety.

Figure 6: Different Types of Engagement for Different Circumstances



THE ROLE OF FEEDBACK IN ITERATIVE DESIGN AND PLANNING PROCESSES

Neighbourhoods and urban spaces are often designed with community feedback in mind. However, inputs are biased towards individuals and groups that are well-represented in these processes, such as property owners. When evaluations and feedback take place, the iterative design and planning that occurs can further reinforce the neighbourhoods to reflect the needs and desires of the dominant group. When we elicit feedback from groups that have traditionally been excluded from this evaluative process, we might consider weighing their feedback more heavily, as they have been iteratively designed and planned out of spaces and places. More drastic and systemic changes may need to take place to more quickly and readily improve the community experiences for these often-excluded groups, and to reverse the systemic challenges and exclusions that have been reinforced over time for these groups.

DRAFT SUGGESTIONS FOR SEFC POE ENGAGEMENT

1. Events, policy forums and community meetings held by the Metro Vancouver Aboriginal Executive Council (MVAEC) exploring the lived/living experience in SEFC.
2. Public workshop sessions with community organizations and people experiencing poverty to inform the further developed of the SEFC post-occupancy evaluation tool.
3. Community participation in forums and workshops held by UBC, SFU and other partners exploring areas relevant to the individual and group experience, such as guaranteed income, immigration and refugee experiences of poverty, community economic development, advocacy and social innovation (systems change).
4. Extensive engagement with a number of people with the SEFC lived/living experience of poverty, alongside organizations and government partners.

OF NOTE: It is important that engagement utilize safe and trauma-informed approaches, which may require different approaches for different groups. Engagement hosts must be able to adapt to different approaches, should the methodology not be appropriate. Numerous methodologies need to be explored to increase the safety of participants. (City of Vancouver, 2019).

In Phase 1 of the Poverty Reduction Plan, the Poverty Action Advisory Committee (PAAC) and group participants in the discussion outlined six recommendations for engaging with the lived/living experience community:

SIX RECOMMENDATIONS OF HOW TO ENGAGE: LIVED/LIVING EXPERIENCE

1. Ensure safe and comfortable spaces for people with lived/living experiences of poverty to discuss issues without fear of government officials listening or being present.
2. Fairly compensate people with lived experiences of poverty for their time and contributions to the process.

3. Allow participants to operate the listening session in their own ways and record using their own words, notes and ways of communication.
4. Use people's own words and stories as much as possible to honour experiences and accurately express challenges and solutions.
5. Be aware of sensitivities, such as exploiting people's stories and privacy concerns.
6. Acknowledge the inter-relationships between poverty, gendered and racial violence, racism and discrimination.

These six recommendations are also echoed in the Tamarack Institute's *10 Engaging People with Lived/Living Experience: A Guide for Including People in Poverty Reduction*, and are important when engaging people with lived/living experience. These are lessons worth reflecting on as we move forward when engaging with all groups and individuals who experience SEFC.

SURVEY FRAMEWORK: SOUTHEAST FALSE CREEK

The survey framework is developed around key areas of SEFC sustainability and City of Vancouver Policy, with themes and questions that seek to inform SEFC and City policy.

Engagement associated with POEs are traditionally approached through surveys. As noted above, not all the groups that make up SEFC are amenable to surveys, but surveys will continue to be a powerful tool to engage many of the groups. Different surveys should be tailored to different groups, based on their interactions with the SEFC neighbourhood. However, questions must be carefully framed so as to not elicit responses that may further marginalize groups that are already facing challenges.

For instance, a store manager, a co-op housing resident, and an apartment owner will have three different perspectives on the functioning of the neighbourhood, and will have different interactions and relationships, which may also vary based on daily, monthly, and seasonal routines and events. A generic set of questions across all groups will prevent the stories and nuanced experiences of people's lives to be understood and expressed.

Figure 7: SEFC POE Survey Framework Outline for Residents

	INDICATOR	PERFORMANCE MEASURE
SOCIAL SUSTAINABILITY	HOUSING	HOUSING TYPE NUMBER OF PEOPLE PER UNIT PROPERTY MANAGEMENT
	HEALTHCARE	ACCESS TO A VARIETY OF HEALTHCARE SERVICES ACCESS TO ADDICTION SUPPORT SERVICES ADEQUACY OF THESE SERVICES AND SUPPORTS
	SAFE COMMUNITY	PERCEIVED SAFETY
	CHILD & YOUTH	NUMBER AND AGE CHILDCARE TYPE CHILDCARE TRANSPORTATION CHILDCARE SATISFACTION CHILD AND YOUTH OUTDOOR PLAY SPACES YOUTH TRANSPORTATION MODES SCHOOLING LOCATIONS
	TRANSPORTATION	PRIVATE VEHICLE OWNERSHIP AND USE PARKING TRANSPORTATION HABITS
	ACCESSIBLE MOBILITY	PEDESTRIAN AND CYCLIST SAFETY SIDEWALK/BIKE PATH NETWORK & CONNECTIVITY SIDEWALK MAINTENANCE
	CREATIVITY, ARTS, RECREATION, CULTURAL FACILITIES AND COMMUNITY ENGAGEMENT	PARTICIPATION IN CULTURAL EVENTS PARTICIPATION IN RECREATION, PARKS, PLAZAS AND GREENSPACES
	COMMUNITY IDENTITY, DESIGN AND SOCIAL INTERACTIONS	AWARENESS OF COMMUNITY IDENTITY NEIGHBOURHOOD DESIGN NEIGHBOURHOOD EXPERIENCE AND SENSE OF BELONGING OPPORTUNITIES FOR INTERACTION
	QUALITY OF LIFE	SATISFACTION WITH NEIGHBOURHOOD
	RECONCILIATION + INDIGENOUS WELLBEING	COMMUNITY CONNECTION NATURAL RESOURCE SECURITY CULTURAL USE EDUCATION SELF-DETERMINATION RESILIENCE
ECONOMIC SUSTAINABILITY	ECONOMIC SECURITY	JOB DIVERSITY AND OPPORTUNITY AFFORDABLE COMMERCIAL SPACE
	ECOLOGICAL ECONOMY	GREEN/RESILIENT JOBS
	LOCAL SELF-RELIANCE	LOCAL AMENITIES
	LOCAL FOOD	FOOD ASSETS FOOD SECURITY

Figure 7: SEFC POE Survey Framework Outline for Residents, continued

	INDICATOR	PERFORMANCE MEASURE
ENVIRONMENTAL SUSTAINABILITY + RESILIENCE	ENERGY	EXPECTED ENERGY CONSUMPTION & SUSTAINABILITY
	WASTE	WASTE DIVERSION
	WATER	WATER USE WATER QUALITY
	EXTREME WEATHER AND NATURAL DISASTERS	EXTREME WEATHER AND NATURAL DISASTER AWARENESS, CONCERN AND PREPAREDNESS
	HABITAT	OBSERVATION OF WILDLIFE
	HEALTHY ENVIRONMENTS	AIR QUALITY CONNECTION TO NATURE

BUILDING THE SEFC POE FRAMEWORK

The framework developed for this project has been influenced largely by the SEFC Sustainability Targets and Indicators Monitory Strategy (STIMS), the Cambie Corridor Phase 2 Evaluation Framework (CCP2EF) and the draft Resilient Neighbourhood Design Framework (RNDF). The SEFC POE framework has been strongly influenced by the ways in which individuals and groups interact with the built world. The STIMS, CCP2E and draft RND frameworks provide valuable guidance, yet none is tailored to the specific SEFC POE needs. STIMS is extensive and served as the initial starting point, but this strategy dates to 2008, and the City’s policies and challenges have evolved and changed. The CCP2EF and draft RNDF played major roles in updating the STIMS framework and indicators to be current with City policies and strategies. The SEFC POE framework also attempts to fill the gaps that the other frameworks do not address in the POE context. A cross-comparison of framework indicators is shown in Figure 8.

ADDRESSING DIVERSE NEIGHBOURHOOD/ DISTRICT CONTEXTS

The SEFC POE Survey Framework Outline has helped guide the development of the SEFC Survey for Residents (Appendix A), and is intended to provide insight into areas that may be relevant to other people who experience SEFC, such as shoppers, business owners and employees, and event

attendees. This framework also seeks to provide a foundation for the overall indicators and performance measures that may be addressed with other forms of engagement. While some of these indicators and performance measures are appropriate to pursue for some groups via survey, this might not be the case for other groups. The framework needs to be reviewed and engagement needs to be tailored according to each group. For instance, for someone who is facing homelessness, questions around their expected energy consumption may not resonate with their needs or concerns. Rather, themes and questions may need to be further explored and developed that seek to gain an understanding of their views and experiences of employment, quality of life, safe community, and other key challenges that related to social, economic and environmental sustainability, that a market-rate renter or business owner may not face to the same degree.

As revealed in the case studies, surveys are not a holistic approach to gaining feedback from a broad and inclusive portion of people living in a neighbourhood. There are many barriers to being engaged, such as having a home address, having sufficient time, and being culturally, socially and linguistically aligned with the questions asked. Other methods of engagement need to be pursued if a holistic and inclusive picture and evaluation of the neighbourhood is to take place.

Figure 8: A cross-comparison of framework indicators

SUSTAINABILITY TARGETS AND INDICATORS MONITORING STRATEGY (Hofer, 2008)		CAMBIE CORRIDOR PHASE 2 EVALUATION FRAMEWORK (Lasocha, 2017)	DRAFT RESILIENT NEIGHBOURHOOD DESIGN FRAMEWORK (ongoing) (City Design Studio, 2019)	SOUTHEAST FALSE CREEK POST-OCCUPANCY EVALUATION FRAMEWORK			
SOCIAL INDICATORS	Affordable housing	Transportation shift	SOCIAL EQUITY	Housing			
	Appropriate, affordable healthcare	Land use density		Green space + clean air	Healthcare		
	Local food	Urban complexity		Social connection	Safe community		
	Safe community	Social cohesion		Healthy food	Child + youth		
	Quality, accessible child-care	Cycling infrastructure & experience		Engagement + governance	Transportation		
	Transportation	Pedestrian infrastructure & experience		Reconciliation	Accessible mobility		
	Accessible mobility	Public realm		Opportunity	Creativity, arts, recreation, cultural facilities + community engagement		
	Local employment opportunities	Contributions from development		Housing	Community identity, design + social interactions		
	Creative and artistic expression	Placemaking		Employment + economics	Quality of life		
	Learning/enhancing human capacity	Demographics		Walkability	Acts of reconciliation		
	Lifelong learning	Housing composition	SUSTAINABILITY + RESILIENCE	ECONOMIC SUSTAINABILITY	Economic security		
	Recreation, leisure and cultural facilities	Affordable + rental housing			Energy + GHGs	Ecological economy	
	Community economic development	Access to nature			Water	Local self-reliance	
	Involvement in public processes	Citizen engagement			Waste	Local food	
	ECONOMIC INDICATORS	Social interactions	Storm + rainwater management	LIVING SYSTEMS	ENVIRONMENTAL SUSTAINABILITY + RESILIENCE	Energy	
		Community networks and organizations	Clean water			Habitat	Waste
		Community diversity	Clean air			Hydrology	Water
Economic security		Energy efficiency		Extreme weather + natural disasters			
Local self-reliance		Water use		Habitat			
Ecological economy		Zero waste		Healthy environment			
		Employment + green economy					
ENVIRONMENTAL INDICATORS		Energy					
		Water					
		Stormwater					
	Solid waste and recycling						
	Urban agriculture						
	Transportation						



5. FURTHER RECOMMENDATIONS & NEXT STEPS

There are several next steps that could not be taken given the limited timeframe of this project, but are recommended to explore as the SEFC and neighbourhood-scale post-occupancy exploration deepens.

- Integrating people with disabilities more thoroughly into the post-occupancy evaluation framework. Currently, there is little inclusion of people with disabilities in the approaches and frameworks that exist in the City. There may be gaps in physical accessibility as well as a lack of adequate emotional, mental and spiritual support. The need to adapt, accommodate and include people with disabilities in the city is likely to rise as Vancouver's population demographics shift and age.
- Further development of the Survey Framework's Health, Transportation, Accessible Mobility, and Acts of Reconciliation themes and questions. Some of these indicators have particular challenges as City policy and strategies evolve, and our awareness of neighbourhood complexity and the lived/living experience deepens.
- Surveys and engagement frameworks should be developed to include non-resident users of the SEFC neighbourhood, such as business-related

operations that attract employers, employees, and volunteers, and community-based activities and attractions that draw event attendees, shoppers and other users into the neighbourhood.

- The City of Vancouver is currently developing an Equity Framework, which will seek to address the issues and challenges different communities and groups face. As the Equity, Diversity and Inclusion framework continues to be developed, it should be consulted and its lessons integrated into the evolution of the SEFC neighbourhoods-scale POE framework.
- Continued literature review. The SEFC is a site of interest within Vancouver and abroad because of its ambitious sustainability goals and strategies, and its notable 2010 Winter Olympic Village development. These significant pursuits have, and will continue, to make SEFC the subject of a variety of academic research. It will be important to keep up-to-date with research in the planning, sustainability, and equity fields moving forward with this POE. There is much information to gain, including the recent publication of Walkability vs. walking: assessing outcomes of walkability at Southeast False Creek, Vancouver, Canada (Girling, Zheng, Monti & Ebneshahidi, 2019).



6. CLOSING REMARKS

This project is seen as the beginning of what is intended to be a complete neighbourhood-scale post-occupancy evaluation of SEFC, and provides the foundation for University of British Columbia graduate students from the School of Community and Regional Planning (SCARP) to continue. The City of Vancouver plans to convene in August 2019 to discuss the next steps for this project.

This document provides initial background, resources, and a starting point for further development of neighbourhood-scale POE in SEFC and other Vancouver neighbourhoods. Further development of the Neighbourhood-scale POE Framework is required to better capture the complexity of relationship between people and their environment.

An important next step will be to explore and plan the engagement approaches for all who experience SEFC, with an initial focus on those with lived/living

experience. Focusing on early engagement with this group will help to inform the ways in which we can build a full engagement strategy around those who are vulnerable and marginalized, and will also help establish and understand approaches for all groups across the SEFC experience. This early engagement also has the potential to inform and review the overall neighbourhood POE approach.

Ultimately, post-occupancy evaluation framework should adapt and evolve alongside the Healthy City Strategy, Greenest City Action Plan and City of Reconciliation policies and strategies. There is much to be learned in conducting a neighbourhood-scale POE, but this also provides an opportunity for the City to grow relationships and collaborate with Indigenous people, vulnerable people, marginalized people, and all other people of the city. This would strengthen the City's capacity to reach its Healthy City, Greenest City and Reconciliation goals.



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8. APPENDICES

APPENDIX A: DRAFT SEFC POE SURVEY FRAMEWORK

SEFC Survey Framework-Draft

Introduction (if internet, mail-in survey)

Vancouver's neighbourhoods are where life happens for local residents, employees, kids and visitors alike. All the places and spaces that make up our neighbourhoods are where we spend time with family, build relationships with friends and neighbours, work and plan for our futures, enjoy our leisure time, and continue learning about our surroundings and environment. Neighbourhoods can provide us with all that we need to be healthy, engaged, productive, fulfilled and part of a vibrant community. Building these vibrant neighbourhoods starts with understanding and appreciating what Vancouverites experience in their neighbourhoods.

This survey will provide information to help improve the experience of the SEFC neighbourhood. By understanding the views and experiences of those who live here, decisions can be made that help to achieve the strong and vibrant community local people envisage. Your views are important and we thank you for your time.

Since its redevelopment in the 2000s, the Southeast False Creek neighbourhood has been guided and shaped by the Southeast False Creek Policy Statement and Official Development Plan, and evolving city-wide initiatives and policies. For more information on these principles, initiatives and policies, please visit the following links:

Southeast False Creek Policy Statement:

<https://vancouver.ca/docs/sefc/policy-statement-1999.pdf>

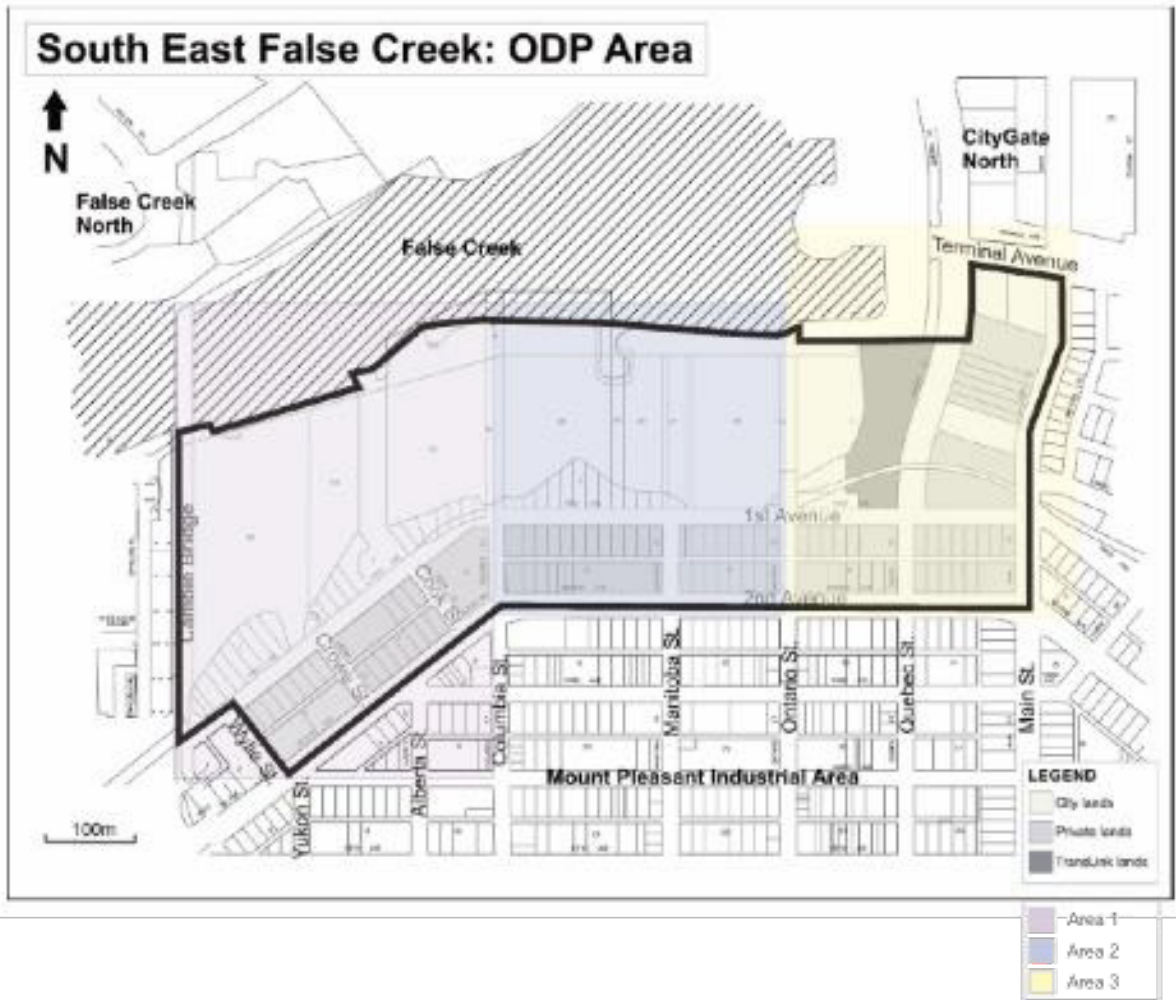
Southeast False Creek Official Development Plan:

<https://bylaws.vancouver.ca/odp/SEFC.pdf>

Public Realm Plan

<https://vancouver.ca/docs/sefc/public-realm.pdf>

Map of Southeast False Creek and its three areas:



(SEFC OPD, 2007)

Questions or help:

If you have questions or need help to complete the survey please contact us at [add email/phone number]

Confidentiality:

All data collected in this survey are confidential. Any individual comments used in reports or summaries will be anonymous. No individual details will be released to any other persons or organisations other than those involved in the survey process.

Explanatory Note:

This survey is a draft survey for residents. It has been compiled and informed by revision of numerous post-occupancy evaluation surveys, relevant City of Vancouver surveys, and by SEFC and current City policy. The draft survey has also received preliminary feedback from relevant departments and team staff, according to their areas of expertise.

These themes and questions are the first attempt at building a draft survey aimed particularly at residents of SEFC. This survey provides a framework to approach numerous different types of residents, and should be adjusted and tailored according to these different resident groups. Certain themes and questions have focus on non-resident groups, for example businesses and visitors.

The entire survey requires the revision of the City of Vancouver communications department, to ensure that questions are phrased effectively, succinctly and appropriately. The legend aims to inform the reader of any comments, insights, or revisions necessary for future iterations of this survey framework.

Legend

Font	Meaning
<i>Purple italics</i>	<i>Recommended revision by appropriate team—may be appropriate only to certain groups of residents</i>
<i>Blue italics</i>	<i>May not be necessary, or significant revisions</i>
<i>Red italics</i>	<i>Recommended for significant revision or removal as suggested by ACCS</i>
<i>Green italics</i>	<i>Interesting question/theme, but further exploration of question/theme recommended</i>
<i>Orange italics</i>	<i>Recommended for groups other than residents (ie. Businesses or Users)</i>
<i>Turquoise italics</i>	<i>This duplicates Places for People questions</i>

The survey questions are generally divided into three sections; albeit recognizing that themes overlap in question content:

- Social Indicators
- Economic Indicators
- Sustainability and Resilience Indicators

Background

Questions and Themes

Please tell us a little about yourself:

1. What best describes your relationship to this neighbourhood? Neighbour/Resident, Employee (of nearby institution / business), Student (of nearby school), Tourist, Attendee (cultural event or institution), Other. please describe
-

Social Indicators

Housing

Questions and Themes

2. How long have you been living in this neighbourhood?
 - Less than 1 year
 - 1 – 3 years
 - 3 – 5 years
 - More than 5 years
3. How would you describe your household?
 - Single without kids
 - Single parent with kids
 - Couple without kids
 - Couple with kids
 - Multifamily household with kids
 - Multifamily household without kids
 - Intergenerational / extended family e.g. grandparents, aunts, uncles
 - Roommates
 - Other (please specify) _____
4. *What type of dwelling do you live in?*
 - Housing co-operative member*
 - Renter--purpose-built apartment (could break down further by: low, mid, high rise typology)*
 - Renter—secondary rental (could break down further by: townhouse, laneway house, secondary suite, MCD, rented condominium apartment)*
 - Non-market rental housing (could break down further by: social housing, supportive housing, Temporary Modular housing, SRO)*

- Owner—market housing (could break down further by: condominium apartment, rowhouse/townhouse, duplex, tri-plex, four-plex, single-family house)
- other _____

5. How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6 or more

6. Of the following, which best describes your unit?

- Studio
- 1 Bedroom
- 2 Bedroomd
- 3 Bedroom
- 4 Bedroom or more

7. If you have a property manager/landlord for your residence/business/organization, please rate your experience, ranging from strongly disagree(1) → to strongly agree (5)

<i>The property manager/landlord:</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
<i>Provides well-maintained buildings</i>					
<i>Respects tenants/renters/dwellers</i>					
<i>Responds to issues in a reasonable time-frame</i>					
<i>Overall, property my property management company/landlord is good</i>					

Healthcare

Questions and Themes

8. Do you have a variety of healthcare services close to you?

- Yes
- No
- Don't know

9. Do you have access to healthcare services when you need them?

- Yes
- No
- Don't know

10. Do you have nearby access to mental health services?

- Yes
- No
- Don't know

11. Do you have nearby access to addiction support services?

- Yes
- No
- Don't know

12. What services do you use in your neighbourhood?

- (provide a drop-down list, including 'other')

13. What other neighbourhood(s) do you use health services in?

- (provide a drop-down list, including 'other')

Which health services are they?

- (provide a drop-down list, including 'other')

Child and Youth

Questions and Themes

14. How many children do you have of the following ages (if you have no children, mark 0's)

Age Range	Number of Children
Under 5	
5-12	
13-18	
Over 18	

15. Please check the type of childcare arrangements, and number of children in the appropriate age category for the following statements:

Arrangement	Age range			
	Under 5	5-12	3-18	Over 18
I have a child/children enrolled in licensed childcare				
<i>I have a child/children enrolled in unlicensed childcare (this may be an unsafe question)</i>				
I have a child/children who are cared for by a friend or family member				
I have a child/children who has no childcare arrangement				
My child no longer requires childcare				
I have other childcare arrangements (please				

describe): _____				
Is your childcare provider in SEFC? Y/N				

16. How are your children being transported to and from childcare?

- Walk
- Bike
- Transit
- Car-pool
- Personal vehicle
- Other, please specify: _____

17. Please rate your overall satisfaction with your current childcare arrangement(s).

- Cost 1 2 3 4 5
- Location 1 2 3 4 5
- Quality 1 2 3 4 5

18. Please rate your overall satisfaction with your children’s play spaces in the outdoor parks, plazas and open spaces in Southeast False Creek: (please circle one number for each) Dissatisfied (1) →to Satisfied (5)

	1	2	3	4	5	N/A
The amount of play space						
Variety of play space						
<i>Access to play space (are you restricted from any play spaces?)needs revision</i>						
Supervised play space						
Opportunities of independent, unsupervised play places ¹						
Other (please specify):						

If your children are of school age please answer the following questions, otherwise please go to question 17

19. What mode of transportation do your children use to travel to and from school?

- Walk
- Bike
- Transit
- Car-pool
- Personal vehicle
- Other, please specify: _____

20. Can your children’s schools be easily reached by walking/bike/transit?

- Yes
- No
- Somewhat
- Don't know

21. Where are your children attending school if not in the local neighbourhood?

- Find out schools is close proximity to SEFC
- Find out schools is close proximity to SEFC
- Other (for schools that may not be in close proximity): _____

22. What other factors influence where your child goes to school other than proximity to residence?

23. *How satisfied are you with the ability of your dwelling unit to support your family's evolving needs? (please circle one number)*

Dissatisfied (1) → to Satisfied (5)

- Size 1 2 3 4 5 N/A
- Other? _____

Transportation

Questions and Themes

Themes to explore are:

- *How do we measure mode share- and use this to compare to other data sources (panel survey, census)?*
- *How does parking availability shape car ownership and/or the choice to drive?*
- *When are people choosing to drive (and how could the built environment or policy support these trips by other modes)?*
- *What are the hardest trips by sustainable modes? How could the built environment or policy remove the barriers to taking these trips by other modes?*

24. *How many (motor) vehicles does your household own?*

- 1
- 2
- 3
- 4+

25. *What is the average monthly distance covered by all household motor vehicles?*

26. *How many parking spaces are there in your household? (including garages, carports, parking spaces off street):*

- 1
- 2

- 3
- 4+

27. How important is vehicle ownership to you?

- Very important
- Somewhat important
- Not important
- Don't know

28. Have you given up your car since living in this neighbourhood?

- Yes
- No
- Why or Why not?

29. If you have given up or reduced the number of cars you have, did the neighbourhood itself have anything to do with that?

30. What barriers still exist for you to relinquishing a car completely?

31. How far is your workplace / study place from home?

- 0-5 Km b) 5-10 Km c) 10-20 Km d) More than 20 Km

32. How long do you spend commuting every day?

33. What is your primary mode of transportation for getting around (your main modes of travel over the course of a typical week)?

- ___ Private vehicle as driver
- ___ Private vehicle as passenger
- ___ Car share vehicle (ex. Car2Go, Evo, Modo)
- ___ Public transit
- ___ Walking
- ___ Cycling
- ___ Ferry
- ___ Other, such as wheelchair

34. How long do you walk and cycle in a typical weekday?

- Walk: ___ minutes b) Cycle: ___ minutes

35. How satisfied do you feel in relation to the following? (a matrix, degree of agreement)

- Cycle paths
- Sidewalks
- Pedestrian crossings

- Public transport options
- Public transport frequency
- Publicly available bike racks/locks
- Roads
- Parking availability
- Street lighting

36. How often do you use the Skytrain?

Accessible Mobility

Questions and Themes

37. How easy is it to access place X by mode Y? (or what mode do you use to access these places/locations?)

Place X	Walk	Bike	Personal vehicle	Transit	Other: _____
1.					
2.					
3.					
4.					

OR How easy is it to access place X by mode Y?

Please rate Ranging from Difficult (1) → to Easy (5)

Place	Walk	Bike	Transit	Modeshare (e.g. Evo, Car2Go, Modo)	Private vehicle	Other :
Work						
Daily needs						
Other: _____						
Other: _____						

38. Level of agreement with the statements:

“I live in a neighbourhood where I can walk/bike/transit to work.”

- Yes
- Somewhat
- No
- N/A

“I live in a neighbourhood where I can walk/bike/transit to meet my personal needs.” (do ‘personal needs’ need to be defined?)

- Yes
- Somewhat

- No
- N/A

39. How well connected do you feel to your neighbourhood through pedestrian routes (sidewalks)?

40. How close do you feel you are to all you need within a walking radius?

- Very close
- Close
- Somewhat close
- Far
- Very far

41. What sites do you prefer walking to at the moment?

42. What sites do you wish were walking distance but are currently not?

43. Do you feel that the streets prioritize you as a pedestrian, over other modes of transportation?

- Yes
- Somewhat
- No
- N/A

44. Do you have open spaces/parks/greenspaces that are easy to walk to?

- Yes
- Somewhat
- No
- N/A

45. Do you enjoy walking within these parks and open spaces?

- Yes
- Somewhat
- No
- N/A

46. Do you feel that these spaces in which you walk improve the quality of your life, and provide you a connection to public, open, and natural space?

- Yes
- Somewhat
- No
- N/A

47. Do you find that the bike path system provides good access out of the neighbourhood, and good connectivity to other parts of the city?

- Yes
- Somewhat
- No
- N/A

48. Thinking about your experience in your neighbourhood to date, please rate the following on a scale of 1 to 5.

- Neighbourhood walkability to stores, restaurants, entertainment etc.
- Public realm (sidewalks, lighting, public art, benches, canopy coverage/shade)

49. Do you find that the public realm provides good access for people with mobility challenges to travel within the neighbourhood, and easily connect to other neighbourhoods?

→ should this be targeted specifically (only?) to people with mobility/accessibility challenges?

Creativity, Arts, Recreation, Cultural Facilities, & Community Engagement

Questions and Themes

50. How much time do you spend (as participant or observer) in some form of cultural, artistic or recreational activity?

- Is the amount of time spent adequate?
 - Yes/No/Don't Know
- How much of this time is spent:
 - In your home?
 - In your neighbourhood?
 - Elsewhere in the city
 - Other _____

51. What are the perceived barriers to engaging in cultural, artistic or recreational activities more often?

In SEFC, there are enough:

	Yes	Somewhat	No	N/A
Spaces for recreation and leisure				
Cultural facilities				
Cultural events/exhibitions				
Displays of public art				
Historic features				

Opportunities to engage on city or community issues				
Sports grounds (outdoors)				
Entertainment activities (general)				
Evening attractions				

Recreation and Cultural Facilities

Questions and Themes

52. Can you do various sports in SEFC?

- Yes
 No
 Somewhat
 Don't know

53. Is this neighbourhood suitable for jogging?

- Yes
 No
 Somewhat
 Don't know

54. *How often do you visit the parks, plazas and open spaces in your neighbourhood? (multiple choice)*

55. *What is your favourite park, plaza or open space in the neighbourhood? (multiple choice)*

56. *To what extent do you feel the parks, plazas and open spaces in the neighbourhood serve most of your outdoor recreational/leisure needs (scale)*

57. *What could be changed to better serve your recreation/leisure needs? (multiple choice)*

Social Interactions

Questions and Themes

1. How would you rate the neighbourhood's open spaces for providing opportunities to socialize? How often do you use them?
2. Do you feel free to behave as you like?
3. Is this neighbourhood too crowded?

4. Social services are adequate
5. Elderly care services are adequate
6. What place(s) would you say act as community foci?
7. Would you say your neighbourhood is more or less friendly than some of the other places you have lived?
8. Do you find it harder to meet people in the neighbourhood than in other communities you've lived in?
9. How many people in the neighbourhood area do you chat with? This can include people who also provide services, etc. such as grocer, main delivery person, etc
10. Do you visit any homes outside of your building, but in still in the neighbourhood? If yes, how many?
11. Would you feel comfortable asking any of your close neighbours (this includes people in your building or in the buildings nearby) to watch your place if you were away?

Community Identity & Design

Questions and Themes

58. Are you aware of living in a community that has been intentionally designed to encourage a lower impact lifestyle?
- Yes
- No
- Somewhat
59. Do you feel that sustainability is part of the community's identity?
- Yes
- No
- Somewhat
60. Has your understanding of the environment, ecology and sustainable use of resources increased since living in the neighbourhood?
- Yes
- Somewhat
- No
- Don't know

61. What things in the neighbourhood have contributed to your changes in behaviour towards resource use?

62. Please rate your level of agreement with the following statements:

	1	2	3	4	5
This neighbourhood is aesthetically pleasing					
Buildings are beautiful					
Building details are well-made					
Buildings are made of good materials					
Buildings have pleasant colours					
There is enough space between buildings					
Buildings are very clustered					
This is a roomy neighbourhood					
The built-up space is too much					
Open spaces and built-up areas are well-balanced					
Buildings are too tall					
The size of some buildings is excessive					
Buildings are too tall compared to the width of streets					
Streets are nice					
Streets have adequate space					
Streets have enough sunlight					

63. Thinking about your experience in your neighbourhood to date, please rate the following on a scale of 1(disagree) → to 5(strongly agree)

	1	2	3	4	5
Sense of belonging (feeling included in the neighbourhood)					
Sense of community					
Sense of community spirit					
Sense of community diversity					
Neighbourhood friendliness					
This is the ideal neighbourhood for me					
It would be very hard for me to leave this neighbourhood					
I identify with the people of this neighbourhood					

Other/Quality of Life

Questions and Themes:

12. Would you recommend this neighbourhood to other people?

- Yes
 No
 Don't know

13. What are the best aspects of living in your neighbourhood?

14. What are the worst aspects of living in your neighbourhood?

15. If you could change something in your neighbourhood, what would it be?

16. Why did you choose to move to your new home in SEFC? Please rank responses with 1 as the most important reason.

- __ Proximity to transit
- __ Neighbourhood amenities (park space, libraries, childcare facilities, community centres, cultural facilities, neighbourhood houses)
- __ Proximity to work or school
- __ Neighbourhood walkability to shops, restaurants, entertainment, etc.
- __ I wanted to downsize from my previous, larger home
- __ Other _____

64. Overall, are you satisfied with your decision to move to your current home in SEFC?

- Yes, I am satisfied.
- I am somewhat satisfied
- No, I am not satisfied

65. What is the general livability/quality of life in your neighbourhood?

- Excellent
- Good
- Fair
- Poor
- Don't know/No Response

66. How do you feel about privacy in your household in relation to neighbours?

- Very satisfied
- Fairly satisfied
- Neutral
- Fairly unsatisfied
- Very unsatisfied

67. For the upkeep and care questions, please rate the following, ranging from strongly disagree(1) → to strongly agree (5)

	1	2	3	4	5
<i>Residents show care for their neighbourhood</i>					

<i>Landlord maintain properties and support tenants in regular maintenance</i>					
<i>The City fixes infrastructure issues quickly (like potholes, electricity lines)</i>					
<i>Buildings are in good condition</i>					
<i>Streets are regularly cleaned</i>					
<i>There are no abandoned areas</i>					

Acts of Reconciliation

This section requires further exploration with ACCS and other resources. In addition to this survey framework which includes Acts of Reconciliation, it is highly recommended that methods other than surveys be utilized for to engage with indigenous peoples and groups. Surveys may be appropriate in tandem with other forms of engagement, but ACCS should be consulted and other forms of engagement should be utilized.

Themes suggested for exploration:

Based on the 2018 Greenest City Scholar project: Indigenous Wellness Indicators, there are six major indigenous health indicators that should be included when gauging the health, healing and wellness of indigenous people:

- Community connection**
- Natural resource security**
- Cultural use**
- Education**
- Self-determination**
- Resilience**

Safe Community

Questions and Themes

Recommendation from Social Policy to remove safety related questions:

- 1. How safe do you feel using the parks, plazas or open spaces in your neighbourhood at the following times? (please circle one of:*

- Very safe/safe/unsafe/very unsafe/don't know) A) during the daylight hours? B) At night? (Walking/cycling/driving during the day, walking/cycling/driving at night)?*
- If you do not feel safe, please explain why not. Are there any places you feel unsafe?*
2. *How safe do you feel in your house during the day, in your house during the night?*
 very safe/safe/unsafe/very unsafe/don't know
3. *It's safe for kids to play in my neighbourhood with minimal supervision.*
 Yes/Somewhat/No/Don't know
4. *Are bus stops and Skytrain stops close enough for you to feel comfortable walking to? (yes/no, in day versus in night)?*
5. *How safe do you feel cycling in your neighbourhood?*

Economic Indicators

Economic Security

Questions and Themes

68. There is a diversity of jobs in SEFC

- Yes
 No
 Somewhat
 Don't know

69. *Do local jobs provide opportunities and are inclusive for those with disabilities*

- Yes*
 No
 Somewhat
 Don't know

70. Is there enough access to employment opportunities in SEFC?

- Yes
 No
 Somewhat
 Don't know

71. Are there opportunities to find a job in your field in the SEFC neighbourhood?

- Yes
 No

- Somewhat
- Don't know

72. Does your business operate in a space that is large enough to meet your needs?

- Yes
- No
- Somewhat
- Don't know

73. Do you feel the neighbourhood and its initiatives support the operation and performance of your business?

- Yes
- No
- Somewhat
- Don't know

74. Do you see a benefit to forming a BIA in SEFC?

- Yes
- No
- Somewhat
- Don't know

75. If no, why not?

Ecological Economy

Questions and Themes

76. Green and resilient jobs are part of the SEFC job force

- Yes
- No
- Somewhat
- Don't know

Local Self-Reliance

Questions and Themes

77. We are interested in knowhow how the amenities in your neighbourhood meet your needs. How satisfied are you in regards to the following local amenities:

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
--	------------------	-------------	---------	-----------	----------------

Local shops					
Cafés & restaurants					
Parks/green spaces					
Playgrounds					
Farmers market					
Local schools					
Library					
Childcare					
Community centre					

78. How often do you use the following local amenities in the SEFC neighbourhood?

	Daily	Weekly	Monthly	Less than once a month	Never
Local shops					
Cafés & restaurants					
Parks/green spaces					
Playgrounds					
Farmers market					
Participation in local groups					

Local Food

Questions and Themes

79. Are groceries within an easy walk/roll from where you live?

- Yes
- Somewhat
- No

80. Do you have access to the food that you want in your neighbourhood?

- Yes, completely
- Yes, mostly
- Somewhat
- Not at all

81. More specifically, do the grocery stores and/or restaurants in your neighbourhood meet your needs, in terms of offering:

	Yes, completely	Yes, mostly	Somewhat	Not at all	N/A
Food that is affordable					
Food that is healthy					
Food that is culturally desired					

Food that is seasonal;					
Food that meets personal preferences (e.g. vegetarian, local, sustainable, other _____)					

82. Do you have space to grow food?

	Yes	No
I have growing space inside my home (balcony/window)		
I have growing space at my home (building rooftop, yard)		
I have growing space outside of my home but in my neighbourhood (e.g. community garden)		
I have growing space outside my neighbourhood		
Other (please specify)		
I am interested in growing food		

83. What do you love about grocery shopping or eating in your neighbourhood?

84. What is your least favourite part about grocery shopping or eating in your neighbourhood?

85. Do you have access to outdoor picnic and cooking spaces?

- Yes, completely
- Yes, sometimes
- Rarely
- Not at all

86. Do you want outdoor picnic and cooking spaces?

- Yes, I would use this regularly
- Yes, I would use this sometimes
- No, I would only sometimes use this
- No, I would never use this

Sustainability and Resilience Indicators

Energy

Questions and Themes

87. Do you expect low energy bills in a highly sustainable building?

- Yes
- No
- Don't know/I haven't thought about it

Waste

Questions and Themes

88. I have a strong awareness and practice of recycling, minimal waste production

- Yes
- Somewhat
- No

89. Do you separate your household food waste and put it in a Greenbin?

- Yes, always
- Yes, most of the time
- Yes, sometimes
- Only seldom
- Never

Water

Questions and Themes

90. I have a strong awareness and practice of reducing and/or recycling Water use

- Yes
- Somewhat
- No

91. How do you evaluate the quality of tap water in your household?

- Very good
- Adequate, I drink tap water without any issues
- Bad – I don't drink water from the tap/I have gotten sick from the tap water

Extreme weather and Natural Disasters

Questions and Themes

92. Is climate change a concern to you?

- Yes
 Somewhat
 No

93. Do you feel that the SEFC neighbourhood is prepared for extreme weather events or natural disasters? i.e.

	Yes	No	Somewhat	Don't Know
Sea level rise/storm surge				
Heat wave				
Rain flooding				
Earthquake				
Forest fire				
Other: _____				

94. Do you feel personally prepared for an extreme weather event or natural disaster?

	Yes	No	Somewhat	Don't Know
I know the fastest routes to my closest disaster hub				
There are numerous ways I can get around and out of the area				
I know how to behave in my building if there is a natural disaster/weather event (increased awareness/education/escape route access/knowledge)				

Habitat

Questions and Themes

95. Have you seen the beaver in Hinge Park?

- Yes, many times
 Yes, a few times
 Yes, I think so
 No, I don't think so
 No, never

96. *What wildlife have you seen in SEFC?*

97. *When wildlife is in the area, are they using green space and natural areas, or are they spending lots of time using and crossing streets, paths, pavement?*

Healthy Environment

Questions and Themes

98. How do you evaluate the noise level in your neighbourhood?

- Loud
- Moderate
- Quiet

99. How do you evaluate the overall air quality level in your neighbourhood?

- Good/fresh
- Neutral
- Bad/Polluted

100. How do you evaluate the air quality level your neighbourhood during forest fires, when you are outside?

- Good/Fresh
- Neutral
- Bad/Polluted

101. How do you evaluate the air quality level your neighbourhood during forest fires, when you are inside?

- Good/Filtered
- Neutral
- Bad/Polluted/Unfiltered

102. *How do you evaluate the population density of your neighbourhood (please check one)?*

- I enjoy the amount of people,*
- I don't care,*
- It is too crowded,*
- It is too quiet,*
- It's fine*

103. *How would you evaluate the landscaping and connection to nature provided in streets and public spaces in your neighbourhood?*

- There are sufficient green and shaded outdoor spaces to escape hot days inside*
- Adequate landscaping, good quantity of trees and vegetation in streets*
- Moderate*
- Bad landscaping, not enough trees/vegetation*

APPENDIX B: CITY OF VANCOUVER COUNCIL REPORT: DIVERSITY ON ADVISORY BODIES

Corporate Policy



POLICY TITLE	Diversity on Advisory Bodies
CATEGORY	Council
POLICY NUMBER	COUN-004
POLICY OWNER	City Clerk's Office
ACCESS	Public

PURPOSE

The City is committed to a fair and equitable advisory body appointment process that achieves representation reflective of the diversity of the City of Vancouver. The purpose of this policy is to establish targets to achieve diverse demographic composition on advisory bodies.

SCOPE

This policy applies to appointments to advisory bodies established by Council.

DEFINITIONS

Equity-seeking groups means communities that face significant collective challenges in participating in society as a result of barriers to equal access, opportunities and resources due to disadvantage and discrimination, marginalization that could be created by attitudinal, historic, social and environmental barriers based on the intersections of age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation and transgender status, etc.

Visible minorities means persons, other than Indigenous peoples, who are non-Caucasian in race or non-white in colour. The visible minority population includes but is not limited to: South Asian, Chinese, Black, Filipino, Latin American, Arab, Southeast Asian, West Asian, Korean and Japanese people.

POLICY STATEMENTS

1. Appointments to advisory bodies

- 1.1. Each advisory body shall be comprised of a membership of fifty percent (50%) or greater of people from equity-seeking groups.
- 1.2. Each advisory body shall be comprised of a membership of fifty percent (50%) or greater of people who self-identify as women.
- 1.3. Additional recruitment objectives specific to individual advisory bodies will be provided in the respective Terms of Reference.
- 1.4. Despite sections 1.1, 1.2 and 3.1, the City will aspire, but is not required, to achieve the established composition objectives in the appointment of members to advisory bodies which provide technical advice to staff.

2. Recruitment and Outreach

2.1. To assist efforts in achieving the objectives set out in this policy, applications will include optional self-identified information.

3. Vacancy

3.1. In the event where during the appointment process Council cannot meet the membership objectives set out in this policy, due to lack of sufficient applicants or for another reason, a temporary appointment of one year or less may be used to fill a vacancy.

APPROVAL HISTORY

Version 1 approved by:	City Clerk	3/6/2019
	City Council	3/6/2019

Next review date 12/31/2020

APPENDIX C: SOCIAL VALUE PROCUREMENT BACKGROUNDER



Social Value Procurement Backgrounder, FAQ and Myths

Department: Supply Chain Management

Background:

In July 2015, Council approved a motion affirming the Healthy City Strategy and Action Plan (2015-2018) with its commitment to have the City of Vancouver develop a Social Value Procurement Framework that would leverage City spending by integrating social value to improve economic equity and while contributing to broader outcomes related to City strategies, goals and priorities.

The City is committed to help reduce inequity in Vancouver through sustainable and social procurement. In 2017, Vancouver became the largest municipal government in Canada to be certified as a Living Wage Employer. Building on the success of living wage, we are continuing to enhance our procurement practices with social value to align with City strategies and priorities, while supporting reconciliation, equity, inclusion, diversity and well-being within our communities. An external review of leadership peers and an internal review of the City's vendors and purchases have been done. The City is working to integrate social value into its procurement, balancing positive contributions within the community with value for money.

Objective:

The objective of Social Value Procurement is to leverage resources & relationships that:

- Increase economic opportunities
- Diversify the Supply Chain: promote social value business that have a recognized certification and/or are owned/controlled by an equity seeking population (including but not limited to non-profits/coops, women, Indigenous persons, people with disabilities, LGBTQ+)
- Improve economic independence and capacities
- Promote workforce diversity – underemployed, unemployed, under-represented groups
- Advance inclusion, reconciliation, equity and diversity

Additional Information:

- Vancouver is one of the first cities in Canada to commit to social value procurement.
- The City of Vancouver is committed to a circular economy and achieving maximum value for each tax dollar.
- Based on a thorough assessment of the vendor availability, the City will pursue social/diverse vendors. Vendors may partner with other businesses to satisfy the requirements that the framework will outline.
- The framework will support an ongoing commitment to advance economic, environmental and social sustainability for all Vancouver residents and families.
- This initiative adds to the economic vitality of the city:
 - Investing in social value business is a multiplier investment/contribution in our communities and economy. It enables partnerships to support diverse business and community outcomes.
 - We want to create a community where together we continually improve conditions that enable everyone to enjoy the highest level possible of accessibility, equity, inclusion, health and well-being.

Frequently Asked Questions

What is the Social Value Procurement Framework?

The Social Value Procurement Framework provides guidelines to leverage procurement resources and relationships to increase economic opportunities that are accessible for all citizens improving their independence and capacity while advancing reconciliation, equity, inclusion, diversity and well-being.

Desired outcomes (goals) of social value procurement include:

- Enhance community health and well-being by advancing reconciliation, inclusion, equity and diversity;
- Increase economic opportunities by expanding participation of diverse and social value businesses in the City's supply chain, including but not limited to businesses owned/controlled by equity seeking populations such as non-profits/coops, women, Indigenous persons, people with disabilities; ethno-cultural persons and LGBTQ+ persons; and
- Improve economic independence and capacity by increasing employment opportunities for underemployed, unemployed, under-represented equity seeking populations including but not limited to women, Indigenous persons, people with disabilities, ethno-cultural persons and LGBTQ+ persons.

What does this mean for you as a vendor to the City?

The City of Vancouver encourages all suppliers to become partners with us in achieving sustainability and best value through our procurement practices.

- Procurement opportunities will be assessed against environmental and social value criteria to identify opportunities that ensure vendors are active partners in meeting outcomes of the City's goals, strategies and priorities.
- Vendors are encouraged to implement their own strategies that support both social and environmental sustainability, including but not limited to supplier diversity program, workforce diversity, social value business sub-contractors, environmental leadership and certifications.

What is Sustainable and Ethical Procurement?

Sustainability: Meeting the social, environmental and economic needs of the present without compromising the ability of future generations to meet their needs.

Sustainable and Ethical Procurement: Full description is outlined in the City of Vancouver [Procurement Policy](#)

What is best value?

The optimal combination of total cost of ownership, economic sustainability, environmental sustainability and social sustainability as determined in accordance with the specific criteria and weighting for each criterion established by the Vancouver Group for the applicable procurement and for revenue-generating contracts and dispositions the highest total price after discounting for all applicable criteria being utilized for the call, such as security for payment, risk of default, social and environmental factors, etc. (For more, read our [Procurement Policy](#).)

Why is City of Vancouver pursuing a Social Value Procurement Framework?

The City of Vancouver's decision to be a leader in social value procurement will contribute to social outcomes and hopefully act as a catalyst for other cities, organizations and businesses to recognize the importance and value of economic inclusion and diversity.

What is the benefit for vendors/businesses?

Benefits for vendors and businesses include working together and truly doing business with the City as a partner in all regards. Traditional businesses and social value businesses need each other to achieve greatness, increase

capacity, and build knowledge, command market share and public support – everyone benefits in some way when supporting social outcomes.

Social responsibility is also gaining momentum and becoming the new standard for employees, buyers, and public satisfaction and expectations.

Will implementing the Social Value Procurement Framework cost taxpayers more?

Best value for taxpayer dollars, including social value, is an investment in our communities and economy. It increases economic opportunities and independence that support full participation while advancing reconciliation, equity, inclusion diversity and well-being in our community.

The multiplier effects of economic participation in the community far outweigh any financial impact to the City and may in fact result in savings to other focus areas therefore allowing a shift in resources to areas of need. Participation and outcomes will be gradual as opportunities arise over the next two to three years.

How many contracts will this affect? What is the dollar amount will the change represent?

Small shifts in spending can have significant in the community and economy. The City spends about \$200 million each year, full operationalization of the Social Value Procurement Framework is expected to take three years with ongoing assessment procurement opportunities for sustainability and best value.

Why are we focusing on social value businesses (diverse suppliers)?

City of Vancouver (Plans & Strategies)	Economic Drivers
<ul style="list-style-type: none"> • Women’s Equity Strategy <ul style="list-style-type: none"> • Women make up 51% of Vancouver’s population • Increase labour force participation • City of Reconciliation <ul style="list-style-type: none"> • Provide support for training/employment • Healthy City Strategy <ul style="list-style-type: none"> • Enabling supported employment initiative via social enterprise • ensuring social sustainability by developing more opportunities for people in Vancouver • Creative City Strategy <ul style="list-style-type: none"> • Reflect the diversity of the City investments and efforts • Supporting Trans Equality and Inclusive Vancouver <ul style="list-style-type: none"> • embrace and support people of all gender identities and expressions • Vancouver Immigration Partnership <ul style="list-style-type: none"> • Vancouver attracts newcomers from around the world. In 2011, 44 percent of Vancouver’s population was born outside of Canada <p style="text-align: right;"><i>(Not inclusive list)</i></p>	<ul style="list-style-type: none"> • Women <ul style="list-style-type: none"> • Full economic participation could add \$21.2 billion to BC’s Gross Domestic Product by 2026. • Indigenous <ul style="list-style-type: none"> • There are over 37,000 Indigenous-owned businesses across Canada and they are creating new businesses at 9 times the rate of the average Canadian (Indigenous and Northern Affairs Canada website, PSAB - Bringing Meaning to Procurement) • Non-Profit (Social Enterprise) / Coop Business <ul style="list-style-type: none"> • For every \$1 spend~ \$3 social value • People with Disabilities <ul style="list-style-type: none"> • More than 500,000 British Columbians ages 15 and older, or 15% of the population, self-identify as having a disability and the numbers are growing rapidly • Only 50% of Canadians with a disability aged 25 to 65 are employed versus 80% of the general population. • Are more than twice as likely to live in poverty as someone without a disability. • Ethno-Cultural <ul style="list-style-type: none"> • One per cent increase in ethno-cultural diversity was associated with a 2.4 per cent increase in revenues <p style="text-align: right;"><i>(from various sources)</i></p>

Myths about Social Value Procurement:

We are going to select social/environmental value over price and quality:

All procurement activities are expected to go through the competitive process as defined by Public Procurement Laws, Policies & Practices and the City of Vancouver [Procurement Policy](#), as well as perform on requirements developed for that bid, which may include sustainability (social/environmental) requirements.

We are requiring social value/outcomes on every tender:

All businesses are potential partners to achieve social value. The City of Vancouver encourages all suppliers to become partners with us in achieving sustainability and best value through our procurement practices.

We will only do business with social value business vendors. We are requiring all proponents to be social value businesses.

Procurement opportunities will be assessed against environmental and social value criteria to identify opportunities that ensure vendors are active partners in meeting outcomes of the City's goals, strategies and priorities. Depending on an assessment of the cost and availability, we may pursue social value businesses as the vendor and/or require the vendor to subcontract with social value businesses.

We are giving special preference/preferential treatment to certain types of vendors:

Social value procurement is intended to improve accessibility to economic opportunities. Social value businesses, including social enterprises, are still expected to be qualified and must compete on price and quality.

We are going to have to evaluate types of social value:

We see all businesses as potential partners to achieve a variety of social outcomes.

APPENDIX D: MY HEALTH MY COMMUNITY SURVEY EXAMPLE



my Health
my Community

FOR ADMINISTRATION PURPOSES ONLY

User Key: _____ Entered by: _____ Date entered: _____

SURVEY

Instructions: Check only **ONE** answer, unless otherwise stated.

Today's date: _____ (DD/MM/YYYY)

1. What is your age? (**required**)

2. What is your gender? (**required**)

- Male
- Female
- Transvariant or transgender
- Prefer not to answer

3. What municipality (city, town, etc.) do you live in? (**required**)

<input type="checkbox"/> Abbotsford	<input type="checkbox"/> Delta	<input type="checkbox"/> Lund	<input type="checkbox"/> Port Mellon
<input type="checkbox"/> Agassiz	<input type="checkbox"/> Deroche	<input type="checkbox"/> Madeira Park	<input type="checkbox"/> Port Moody
<input type="checkbox"/> Anahim Lake	<input type="checkbox"/> Dewdney	<input type="checkbox"/> Maple Ridge	<input type="checkbox"/> Powell River
<input type="checkbox"/> Anmore	<input type="checkbox"/> Egmont	<input type="checkbox"/> Mission	<input type="checkbox"/> Richmond
<input type="checkbox"/> Belcarra	<input type="checkbox"/> Garden Bay	<input type="checkbox"/> Mount Currie	<input type="checkbox"/> Roberts Creek
<input type="checkbox"/> Bella Bella	<input type="checkbox"/> Gibsons	<input type="checkbox"/> Namu	<input type="checkbox"/> Sechelt
<input type="checkbox"/> Bella Coola	<input type="checkbox"/> Gillies Bay	<input type="checkbox"/> New Westminster	<input type="checkbox"/> Squamish
<input type="checkbox"/> Blubber Bay	<input type="checkbox"/> Halfmoon Bay	<input type="checkbox"/> Nimpo Lake	<input type="checkbox"/> Surrey
<input type="checkbox"/> Boston Bar	<input type="checkbox"/> Harrison Hot Springs	<input type="checkbox"/> North Vancouver	<input type="checkbox"/> Vancouver
<input type="checkbox"/> Bowen Island	<input type="checkbox"/> Harrison Mills	<input type="checkbox"/> North Vancouver City	<input type="checkbox"/> Waglisla
<input type="checkbox"/> Brackendale	<input type="checkbox"/> Hope	<input type="checkbox"/> North Vancouver District	<input type="checkbox"/> West Vancouver District
<input type="checkbox"/> Britannia Beach	<input type="checkbox"/> Kimsquit	<input type="checkbox"/> Ocean Falls	<input type="checkbox"/> Whistler
<input type="checkbox"/> Burnaby	<input type="checkbox"/> Klemtu	<input type="checkbox"/> Pemberton	<input type="checkbox"/> White Rock
<input type="checkbox"/> Chilliwack	<input type="checkbox"/> Lake Errock	<input type="checkbox"/> Pender Harbour	<input type="checkbox"/> Yale
<input type="checkbox"/> Coquitlam	<input type="checkbox"/> Langley City	<input type="checkbox"/> Pitt Meadows	<input type="checkbox"/> Other – specify:
<input type="checkbox"/> D'Arcy	<input type="checkbox"/> Langley Township	<input type="checkbox"/> Port Coquitlam	_____
<input type="checkbox"/> Dawsons Landing	<input type="checkbox"/> Lions Bay		

Where you live plays an important role in your health and well-being and we want to understand this connection further. Do you live close to transit stops and safe play spaces for children? Can you walk to do your errands? Are there enough community services where you live? We are asking to know your postal code and the neighbourhood you live in so that we can answer questions like these and help make neighbourhoods healthier.

4. What neighbourhood do you live in? _____

5. What is your postal code? _____

6. In general, how would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor
- Prefer not to answer

7. Compared to one year ago, how would you say your health is now?

- A lot better than one year ago
- Somewhat better now
- About the same
- Somewhat worse
- A lot worse
- Prefer not to answer

8. In the past 12 months, have you tried making any of the following changes to improve your health? (**check all that apply**)

- Increased exercise, sports or physical activity
- Tried to achieve a healthy weight (lost or gained weight)
- Changed diet or improved eating habits
- Quit smoking or reduced tobacco use
- Drank less alcohol
- Reduced stress level
- Reached out to my friends or social support network
- Consulted a health care professional
- Other – specify: _____
- I haven't made any changes in the past year
- Prefer not to answer

9. Is there anything currently stopping you from making improvements to your health?
(**check all that apply**)

- Caregiver responsibilities (e.g. children or adult dependents)
- Physical or mental health condition
- Too stressed
- Not enough time
- Cost
- Services or programs not available in area
- Lack of knowledge
- Language barriers
- Transportation problems
- Other – specify: _____
- There is nothing stopping me
- I don't feel like I need to make improvements
- Prefer not to answer

10. If you selected “*services or programs not available in area*” in Question 9, what type of service or program is not available?

11. In general, how would you rate your mental health?

- Excellent
- Very good
- Good
- Fair
- Poor
- Prefer not to answer

12. Thinking about the amount of stress in your life, would you say that most days are:

- Not very stressful
- A bit stressful
- Somewhat stressful
- Quite stressful
- Extremely stressful
- Prefer not to answer

13. What would you say are the factors contributing to your feelings of stress?
(**check all that apply**)

- Physical or mental health problem or condition
- Financial situation (e.g. not enough money, debt, inadequate housing)
- Work or school situation (e.g. hours of work, working conditions, unemployment)
- Caring for children/grandchildren
- Caring for elderly relatives
- Personal relationships
- Social isolation
- Health of those close to you
- Not having enough time
- Other – specify: _____
- Nothing
- Prefer not to answer

**FEMALE
RESPONDENTS
ONLY**

14. Are you currently pregnant?

- Yes, first trimester (weeks 0 to 12)
- Yes, second trimester (weeks 13 to 28)
- Yes, third trimester (weeks 28 to term)
- No
- I don't know
- Prefer not to answer

15. What is your weight (without shoes, heavy clothing or heavy jewellery)?

- _____ kilograms (kg) **OR**
- _____ pounds (lb)
- I don't know
- Prefer not to answer

16. What is your height (without shoes)?

- _____ feet AND _____ inches **OR**
- _____ metre(s) AND _____ centimetres
- I don't know
- Prefer not to answer

17. Has a doctor ever diagnosed you with any of the following types of cancer? *Do not include any misdiagnoses (check all that apply)*

- Lung cancer
- Breast cancer
- Prostate cancer
- Colorectal cancer
- Skin cancer
- Other cancer not listed here
- I have never been diagnosed with cancer
- Prefer not to answer

18. Has a doctor ever diagnosed you with any of the following other conditions? *Do not include any misdiagnoses (check all that apply)*

- Diabetes
- High blood pressure
- Heart disease
- Chronic bowel condition (e.g. Crohn's Disease, ulcerative colitis, Irritable Bowel Syndrome)
- Chronic breathing condition (e.g. asthma, chronic obstructive pulmonary disease (COPD), chronic bronchitis or emphysema)
- Arthritis
- Stroke
- Dementia
- Mood or anxiety disorder (e.g. depression, bipolar disorder, a phobia, a panic disorder)
- None of the above
- Prefer not to answer

19. Have you had a fall in the past year? *Think about any falls that occurred at home, at work or during sports etc.*

- Yes, and I had to seek medical treatment (e.g. went to Emergency Room, walk-in clinic)
 - Yes, but I did not seek medical treatment
 - No
 - I don't know
 - Prefer not to answer
- } → Go to Question 21

20. How did you fall? *If you had more than one fall in the past year, think about your most recent fall*

- While skiing or snowboarding
- Mountain biking
- Other biking or cycling
- Slip, trip or stumble while walking
- While engaged in other sport or physical exercise
- Going up or down stairs (indoors or outdoors)
- From furniture (e.g. chair, bed)
- Due to health problems (e.g. faint, dizziness, hip/knee gave out, seizure)
- Other – specify: _____
- Prefer not to answer

21. During the past 12 months, how often did you drink alcoholic beverages?

- Never → *Go to Question 24*
- Less than once a month
- Once a month
- Once a week
- 2 to 3 times a week
- 4 to 6 times a week
- Every day
- Prefer not to answer

22. **If you are male or transgender**, how often in the past 12 months have you had 5 or more drinks in one occasion? *One drink includes one glass of beer, one small glass of wine or one shot of hard alcohol*

- Never
- Less than once a month
- Once a month
- 2 to 3 times a month
- Once a week
- More than once a week
- I don't know
- Prefer not to answer

23. **If you are female**, how often in the past 12 months have you had 4 or more drinks in one occasion? *One drink includes one glass of beer, one small glass of wine or one shot of hard alcohol*

- Never
- Less than once a month
- Once a month
- 2 to 3 times a month
- Once a week
- More than once a week
- I don't know
- Prefer not to answer

24. Which of the following best describes you?

- I smoke cigarettes daily
- I smoke cigarettes occasionally
- I no longer smoke cigarettes, but I used to smoke cigarettes daily
- I no longer smoke cigarettes, but I used to smoke cigarettes occasionally
- I have never smoked cigarettes
- Prefer not to answer

25. In the past six months, did you use any other tobacco products regularly or often? (e.g. electronic cigarette, hookah, chewing tobacco, cigars, etc.)

- Yes
- No
- Prefer not to answer

26. **If you no longer smoke cigarettes**, when was your last cigarette/when did you stop smoking?

Year: _____

27. During the past seven days, on how many days did you do moderate or vigorous physical activities that made you breathe harder than normal?

- _____ days per week
- I don't know
- Prefer not to answer

28. How much time did you usually spend doing moderate or vigorous physical activities on one of those days?

- _____ hours per day AND _____ minutes per day
- I did not do any moderate or vigorous activity this week

Your answers to the next two questions should add up to the total amount of walking you did in the past seven days.

29. In total during the past seven days, how much time did you spend walking for recreation or leisure?

- _____ hours AND _____ minutes
- I don't know
- Prefer not to answer

30. In total during the past seven days, how much time did you spend walking as part of your commute or to do errands or shopping?

- _____ hours AND _____ minutes
- I don't know
- Prefer not to answer

31. In a typical day, outside of work, how much time do you spend watching television or videos, playing video games or on a computer or tablet (including playing computer games and using the internet)?

- None
- Less than 1 hour
- From 1 to 2 hours
- From 2 to 5 hours
- From 5 to 10 hours
- More than 10 hours
- I don't know
- Prefer not to answer

32. On average, how many hours per day (24 hour period) do you usually sleep, including naps?

- _____ hours AND _____ minutes
- I don't know
- Prefer not to answer

33. How many servings of fruit and/or vegetables did you eat yesterday? *Do not include fruit or vegetable juice, but can include fresh, frozen and canned fruits and vegetables. One serving is equal to one piece of fruit or ½ cup (about what would fit in your cupped hand)*

_____ servings

34. In the past seven days, how many times did you eat or drink the following:

- | | |
|---|-------------|
| Fruit juice | _____ times |
| Other sugary beverages (e.g. regular pop/soda, energy or sports drinks) | _____ times |
| Salty snacks (e.g. chips) | _____ times |
| Sugary snacks (e.g. chocolate, sweets incl. 'mithai', ice cream) | _____ times |
| Baked goods (e.g. pastries, muffins, 'Tang sik' style bake goods) | _____ times |
| Eat in or take out meal from a fast food chain | _____ times |

35. Thinking of a typical dinner or supper meal, not including fruit and dairy, what percentage of your plate (or bowl) is made up of the following? *Meal portions must add up to 100%*

100% { _____ % Vegetables
 { _____ % Meat and other protein sources
 { _____ % Grains

36. Which of the following statements best describes the food eaten in your household in the past 12 months?

- You always have enough of the kinds of food you wanted to eat
- You had enough to eat, but not always the kind of food you wanted
- Sometimes you did not have enough to eat
- Often you did not have enough to eat
- I don't know
- Prefer not to answer

37. Do you have a regular family doctor?

- Yes → *Go to Question 39*
- No
- Prefer not to answer

38. Why do you not have a regular family doctor?

- I want one, but there are no family doctors available in my area
- I want one, but the family doctors in my area are not taking new patients
- I want one, but my family doctor left or retired
- I want one, but do not have one for other reasons: Other – specify: _____
- I do not want one
- Prefer not to answer

39. When was the last time you saw or talked to a doctor, nurse or other health professional about any physical or mental health issue?

- Less than 6 months ago
- Between 6 months and 1 year ago
- Between 1 year and 2 years ago
- Between 2 years and 3 years ago
- 3 or more years ago
- Never → *Go to Question 42*
- I don't know
- Prefer not to answer

40. Where did you get the care you needed?

- Doctor's office (with appointment)
- Walk-in clinic (with no appointment)
- Community health centre
- Hospital emergency room
- Hospital outpatient clinic
- Telephone consultation/8-1-1
- Other – specify: _____
- I don't know
- Prefer not to answer

**BOWEN ISLAND
RESIDENTS
ONLY**

41. Did you receive this care from a doctor, nurse or other health professional **on Bowen Island?**

- Yes
- No
- Prefer not to answer

42. When was the last time you saw a dental professional, including a dentist or a dental hygienist?

- Less than 6 months ago
- Between 6 months and 1 year ago
- Between 1 year and 2 years ago
- Between 2 years and 3 years ago
- 3 or more years ago
- Never
- I don't know
- Prefer not to answer

43. In the past 12 months, have you seen or talked to any complementary or alternative health care providers about your physical or mental health? (e.g. acupuncturist, homeopath, chiropractor, etc.)

- Yes
- No
- Prefer not to answer

44. **If you are female**, which of the following have you had in the past 12 months? (**check all that apply**)

- Pap test
- Mammogram
- Flu (Influenza) Shot
- Colorectal exam
- Colonoscopy
- None
- Prefer not to answer

45. **If you are male**, which of the following have you had in the past 12 months? (**check all that apply**)

- Flu (Influenza) Shot
- Colorectal exam
- Colonoscopy
- None
- Prefer not to answer

**BOWEN ISLAND
RESIDENTS
ONLY**

46. In the past 12 months, have you ever experienced difficulty in getting the care you needed from a doctor, nurse or other health professional?

- Yes, often
- Yes, occasionally
- Yes, a little bit
- No → *Go to Question 48*
- Prefer not to answer

47. What type of difficulties did you experience? (**check all that apply**)

- The care I needed was not available in my area
- Cost of transportation was too high
- Time to travel to care was too long
- Transportation was not available
- Language barrier
- Wait time was too long (e.g. for an appointment)
- Cost (other than transportation costs)
- Other – specify: _____
- Prefer not to answer

48. Have you set aside any emergency preparedness supplies (e.g. food, water, radio etc.) at home, in your car or at work in case of an emergency such as a flood or earthquake?

- Yes, enough for more than 3 days
- Yes, enough for about 3 days
- Yes, enough for about 1 to 2 days
- No
- Prefer not to answer

49. Are you exposed to second hand smoke every day or almost every day in any of the following locations? (**check all that apply**)

- Your own home or someone else's home
- Your own vehicle or someone else's vehicle
- Workplace
- Transit shelter/waiting for the bus
- Restaurant/coffee shop patio
- Other outdoor public area (e.g. beach, park, sidewalk, trails, building entranceway)
- Other – specify: _____
- I am not exposed to second hand smoke every day or almost every day
- Prefer not to answer

50. What is your primary mode of commuting to and from work or school? *If you use more than one method, select the one used for most of the travel distance. If you don't have a regular commute (e.g. you are retired), select 'not applicable'*

- Car, truck, van as driver (own vehicle)
- Car, truck, van as driver (car share/car co-op vehicle – e.g. Car2Go or ZipCar)
- Motorcycle
- Car, truck, van as passenger (i.e. carpool)
- Public transit (e.g. bus, streetcar, subway, light-rail transit, commuter train, ferry)
- Walk
- Bicycle
- Taxicab
- Not applicable → *Go to Question 52*
- Prefer not to answer

51. How long is your regular commute to work or school on an average day (one direction)?

- _____ hours AND _____ minutes
- I don't know
- Prefer not to answer

52. What is your primary mode of traveling to do errands, like grocery shopping or other shopping? *If you use more than one mode, choose the one that you use for most trips*

- Car, truck, van as driver (own vehicle)
- Car, truck, van as driver (car share/car co-op vehicle – e.g. Car2Go or ZipCar)
- Motorcycle
- Car, truck, van as passenger (i.e. carpool)
- Public transit (e.g. bus, streetcar, subway, light-rail transit, commuter train, ferry)
- Walk
- Bicycle
- Taxicab
- Other – specify: _____
- Not applicable
- Prefer not to answer

53. The next questions will ask about the neighbourhood you live in. For this question, think about your neighbourhood as the area within a 20 minute walk or a distance of one mile (1.6km) from your home. For each statement, indicate to what extent you agree or disagree:

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
There are special lanes, separate paths or trails, shared use paths for cyclists and pedestrians in or near my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sidewalks in my neighbourhood that are well maintained (paved, with few cracks) and not obstructed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Many shops, restaurants, services and facilities are within easy walking or cycling distance of my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A large selection of fruits and vegetables is available in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are many attractive natural sites in my neighbourhood (such as landscaping, views or parks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is so much traffic along the street I live on that it makes it difficult or unpleasant to walk in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe walking alone in my neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see a lot of people walking and biking in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of local issues VANCOUVER RESIDENTS ONLY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe I can have an impact on/influence local/municipal issues VANCOUVER RESIDENTS ONLY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

54. Is it less than a 5 minute walk to a transit stop (e.g. bus, seabus or skytrain) from your home?

- Yes
- No
- I don't know
- Prefer not to answer

VANCOUVER RESIDENTS ONLY

55. If you lost a wallet or purse containing 100 dollars, how likely do you think it would be returned to you, with the money inside, if it was found by:

	Definitely NOT	Probably NOT	Maybe	Probably YES	Definitely YES
One of your neighbours	o	o	o	o	o
A stranger in your neighbourhood	o	o	o	o	o

56. How many people do you have in your network that you could confide in, tell your problems to, or call when you really need help?

- 0
- 1 to 3
- 4 to 6
- More than 6
- Prefer not to answer

57. How would you describe your sense of belonging to your local community?

- Very strong
- Somewhat strong
- Somewhat weak
- Very weak
- I don't know
- Prefer not to answer

VANCOUVER & RICHMOND RESIDENTS ONLY

58. Do you do volunteer work for organizations such as school groups, church social groups or community sports and recreation? *If you are involved with many organizations, just think of the ones in which you are most active*

- Yes, at least once a week
- Yes, at least once a month
- Yes, at least 3 or 4 times a year
- Yes, at least once a year
- No
- Prefer not to answer

**RICHMOND
RESIDENTS
ONLY**

59. In the past month, have you used any of the following City of Richmond facilities? (**check all that apply**)

- A city park, field or outdoor court
- A school park, field or outdoor court
- A Richmond dyke or park trail
- A community centre fitness room, fitness centre, gym or indoor court
- An indoor or outdoor aquatic facility
- A public arena/skating facility
- An arts, culture or heritage facility (e.g. Richmond Arts Centre, Richmond Art Gallery, Steveston Museum)
- Richmond Public Library
- Richmond Olympic Oval
- Other – specify: _____
- None
- Prefer not to answer

60. How long have you lived in your neighbourhood?

_____ years AND _____ months → *If more than 2 years, go to Question 62 (Bowen Island residents) or Question 63 (all other residents)*

61. Why did you move to the neighbourhood you are in? (**check all that apply**)

- Close to friends or family
- Close to work or schools
- Close to transit
- Close to shops and restaurants
- Close to outdoor spaces (e.g. parks, beaches, community gardens)
- Close to child care facilities
- Close to recreation facilities
- Close to place of worship
- Neighbourhood safety
- Diverse neighbourhood
- Family friendly neighbourhood
- Good housing/residential features
- Affordability
- Other – specify: _____
- Prefer not to answer

**BOWEN ISLAND
RESIDENTS
ONLY**

62. Have you ever considered moving off of Bowen Island for any of the following reasons? (*check all that apply*)

- To be closer to friends or family
- To be closer to work or schools
- To be closer to transit
- To be closer to shops and restaurants
- To be closer to outdoor spaces (e.g. parks, beaches, community gardens)
- To be closer to child care
- To be closer to primary health care services
- To be closer to urgent or emergency health care services
- To be closer to recreation facilities
- To be closer to a place of worship
- Affordability
- Other – specify: _____
- Prefer not to answer

63. What is your marital status?

- Legally married
- Living common law
- Widowed or widower
- Separated, but still legally married
- Divorced
- Single, never legally married
- Prefer not to answer

64. What type of dwelling do you live in?

- Single detached home
- Semi-detached home (double) or duplex
- Townhouse (row or terrace) or laneway house
- Basement suite
- Apartment or condo
- Residential care or long term care facility
- Mobile home
- I have no permanent dwelling
- Other – specify: _____
- I don't know
- Prefer not to answer

65. Is your dwelling:

- Owned without a mortgage
- Owned with a mortgage
- Rented
- Other – specify: _____
- I don't know
- Prefer not to answer

66. Were you born in Canada?

- Yes → *Go to Question 70*
- No
- Prefer not to answer

**RESPONDENTS
NOT BORN IN
CANADA
ONLY**

67. Where were you born? (according to present boundaries)

Country: _____

68. When did you come to Canada?

Year: _____

69. Which of the following best describes your current status?

- Canadian citizen
- Permanent resident (landed immigrant)
- Refugee claimant
- Work or study permit
- I don't know
- Prefer not to answer

70. Do you consider yourself to be (**check all that apply**)

- Aboriginal (i.e. First Nations, Métis or Inuit)
- White (European descent)
- Chinese
- South Asian (e.g. East Indian, Pakistani, Sri Lankan)
- Black (e.g. African or Caribbean)
- Filipino
- Latin American/Hispanic
- Southeast Asian (e.g. Vietnamese, Cambodian, Malaysian, Laotian)
- Arab
- West Asian (e.g. Iranian, Afghan)
- Korean
- Japanese
- Other
- Prefer not to answer

71. If selected “*Aboriginal*” in Question 70, are you First Nation(s), Métis or Inuit? (**check all that apply**)

- First Nation(s)
- Métis
- Inuit
- Other – specify: _____
- Prefer not to answer

72. If you identify yourself as a “*First Nations*” person in Question 71, do you live on a reserve?

- Yes
- No
- Prefer not to answer

73. What is your sexual orientation?

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other - specify: _____
- I don't know
- Prefer not to answer

74. For the next question, we are interested in learning about the people who live in your household with you. For each individual who lives in your household, indicate their age and relationship to you.

I live alone → Go to Question 75

Indicate the number of people in your household that fall within each age group and relationship category:

<i>Relationship \ Age of person</i>	<1 year	1 to 4 years	5 to 17 years	18 to 44 years	45 to 64 years	65+ years
Spouse or common-law partner						
Boyfriend or girlfriend (not common law)						
Grandparent						
Parent (mother or father)						
Father-in-law or Mother-in-law						
Child (son or daughter)						
Son-in-law or daughter-in-law						
Grandchild						
Sibling						
Other family relationship						
Roommate (not related)						
Lodger or boarder (not related)						
Other						

75. What language(s) are you comfortable speaking? (*check all that apply*)

- English
- French
- First Nations language (specify below)
- Cantonese
- Dutch
- German
- Hindi
- Italian
- Japanese
- Korean
- Mandarin
- Punjabi (Panjabi)
- Farsi (Persian)
- Spanish
- Tagalog (Philipino)
- Taiwanese
- Tamil
- Other – specify: _____
- Prefer not to answer

76. Which **ONE** of these languages do you prefer receiving health information in?

- English
- French
- First Nations language
- Cantonese
- Dutch
- German
- Hindi
- Italian
- Japanese
- Korean
- Mandarin
- Punjabi (Panjabi)
- Farsi (Persian)
- Spanish
- Tagalog (Philipino)
- Taiwanese
- Tamil
- Other
- Prefer not to answer

77. Can you estimate your household income, before taxes and deductions, from all sources for the last calendar (tax) year? *Household refers to all family (related) members of your household (exclude roommates). If you live alone, enter your personal income.*

- Under \$20,000
- \$20,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$79,999
- \$80,000 to \$99,999
- \$100,000 to \$119,999
- \$120,000 to \$139,999
- \$140,000 to \$159,999
- \$160,000 to \$179,999
- \$180,000 to \$199,999
- \$200,000 and over
- I don't know
- Prefer not to answer

78. What is the highest level of education you have completed?

- Less than high school graduation
- High school graduation
- Trade certificate or diploma from a vocational school or apprenticeship training
- Non-university certificate or diploma from a community college, CEGEP or nursing school
- University certificate below bachelor's level
- Bachelor's degree
- Graduate degree
- Prefer not to answer

79. Which of the following best describes your current employment status?
(check all that apply)

- Self-employed (full or part-time)
- Full-time employed (not self-employed)
- Part-time employed (not self-employed)
- Retired
- Looking after home and/or family
- Unable to work because of sickness or disability
- Unemployed
- Doing unpaid or voluntary work outside the home
- Full time student
- Part time student
- Prefer not to answer

**BOWEN ISLAND
RESIDENTS
ONLY**

80. If you selected “*full-time or part-time employed*” in Question 79, are you employed **on Bowen Island**?

- Yes
- I am employed both on and off Bowen Island
- No
- Prefer not to answer

81. What does a “healthy community” mean to you?

82. Do you have any other comments?

83. How did you hear about the survey? (**check all that apply**)

- Twitter
- Facebook
- Facebook ad
- Media - e.g. newspaper, radio, television
- Poster or pamphlet
- Heard from a friend or colleague
- Heard from my employer
- Municipal newsletter or website
- Health Authority newsletter or website
- Heard from a project surveyor
- My Health, My Community launch event
- Public Health Office / Health Unit / Community Health Centre
- Family Physician / Doctor’s Office
- Other – specify: _____

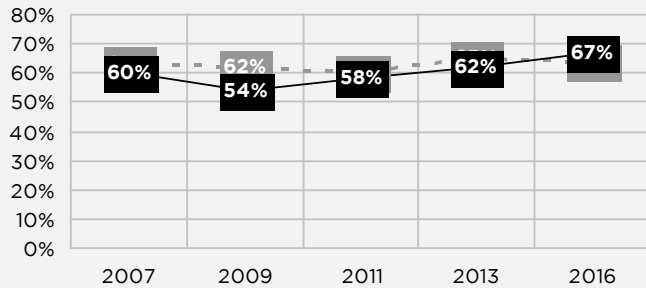
Do you have a **REFERRAL CODE** or **PROMO CODE**? Enter it here: _____

APPENDIX E: HEALTHY CITY INDICATORS IN SOUTHEAST FALSE CREEK

*Subject to change as the City of Vancouver obtains new/updates neighbourhood-level data

Healthy City Indicators in Southeast False Creek Citywide and neighbourhood data as available

Goal: A Good Start 1.1 School readiness (%)



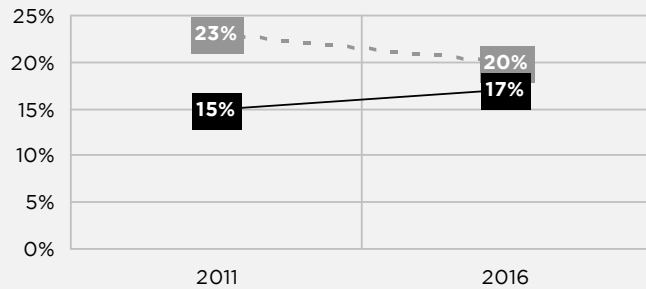
Mount Pleasant*: 67% kindergarten children considered ready for school (2016)

*Best geographical match possible

City: 64% kindergarten children considered ready for school (2016)

Data Source: Early Development Instrument (UBC HELP)

1.2 Child poverty (%)



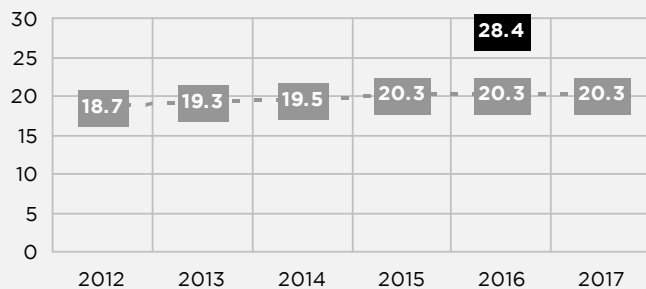
Southeast False Creek*: 17% children under 18 in families below Canada's official poverty line (2016)

*Area approximated using census tracts

City: 20% children under 18 in families below Canada's official poverty line (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada, through Community Data Program)

1.3 Access to licensed quality, affordable, and accessible childcare (%)



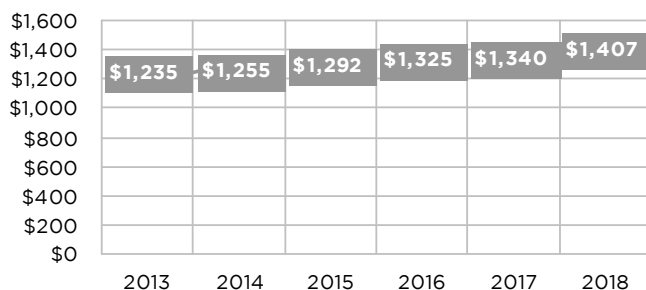
Mount Pleasant*: 28.4 licensed childcare spaces per 100 children aged 0-12 (2016)

*Best geographical match possible

City: 20.3 licensed childcare spaces per 100 children aged 0-12 (2017)

Data Source: Childcare licenses and listings (West Coast Child Care Resource Centre); Post-Censal Estimates (Statistics Canada, through Community Data Program)

Data for Southeast False Creek not available

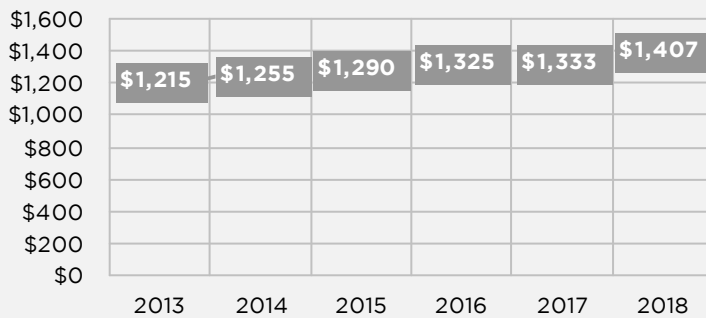


City: \$1,407 median monthly fee for licensed group infant childcare (2018)

Data Source: Fee Survey (West Coast Child Care Resource Centre)

Goal: A Good Start

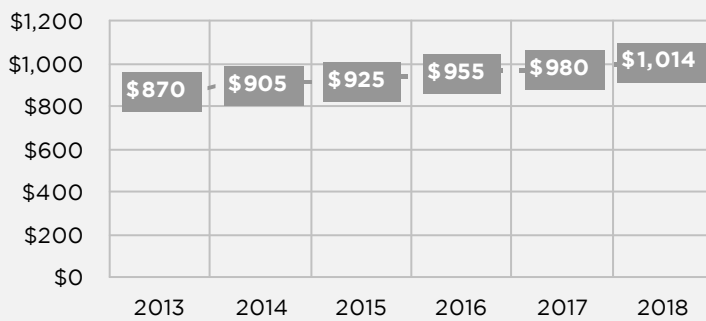
1.3 Access to licensed quality, affordable, and accessible childcare (%)



Data for Southeast False Creek not available

City: \$1,407 median monthly fee for licensed group toddler childcare (2018)

Data Source: Fee Survey (West Coast Child Care Resource Centre)



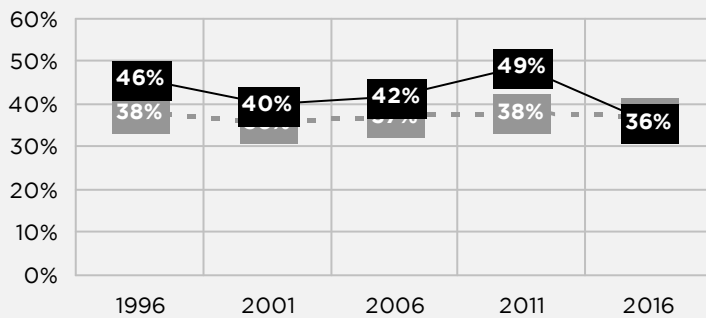
Data for Southeast False Creek not available

City: \$1,014 median monthly fee for licensed group age 3-5 childcare (2018)

Data Source: Fee Survey (West Coast Child Care Resource Centre)

Goal: A Home for Everyone

2.1 Households spending 30% or more of income on housing (%)

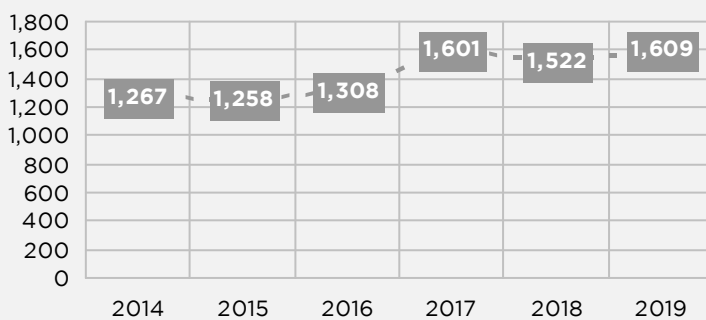


Southeast False Creek: 36% households spending more than 30% of total income on shelter costs (2016)

City: 37% households spending more than 30% of total income on shelter costs (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)

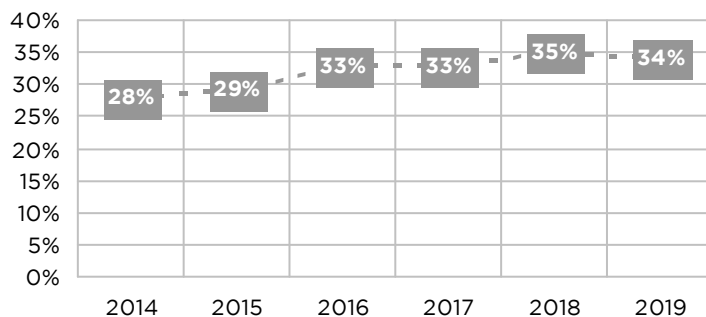
2.2 Sheltered and unsheltered homeless (#)



Data for Southeast False Creek not available

City: 1,609 sheltered homeless persons counted (2019)

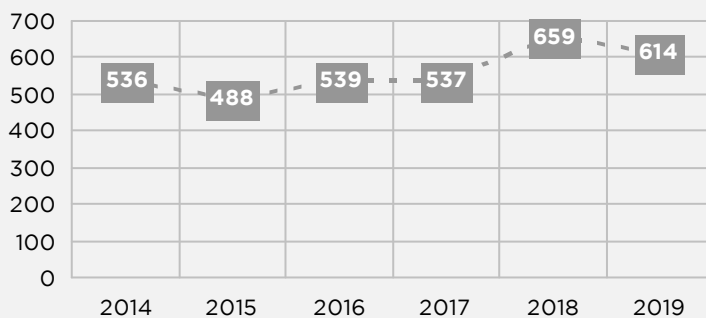
Data Source: Homeless Count (City of Vancouver, Metro Vancouver)



Data for Southeast False Creek not available

City: 34% percentage of sheltered homeless counted with Indigenous identity (2019)

Data Source: Homeless Count (City of Vancouver, Metro Vancouver)



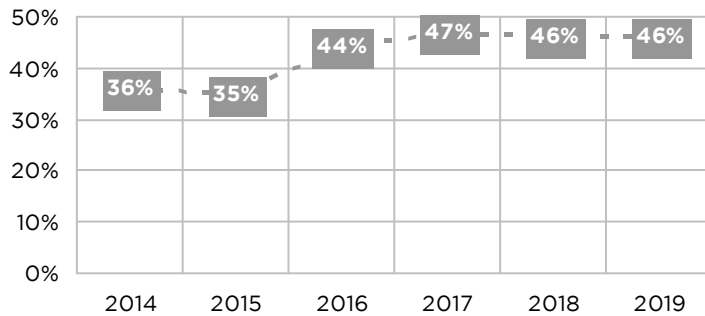
Data for Southeast False Creek not available

City: 614 unsheltered homeless persons counted (2019)

Data Source: Homeless Count (City of Vancouver, Metro Vancouver)

Goal: A Home for Everyone

2.2 Sheltered and unsheltered homeless (#)

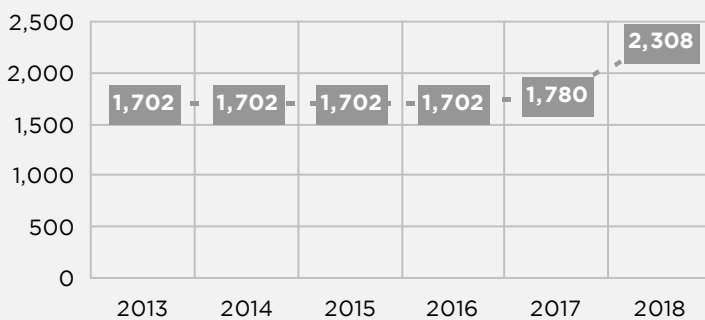


Data for Southeast False Creek not available

City: 46% percentage of unsheltered homeless counted with Indigenous identity (2019)

Data Source: Homeless Count (City of Vancouver, Metro Vancouver)

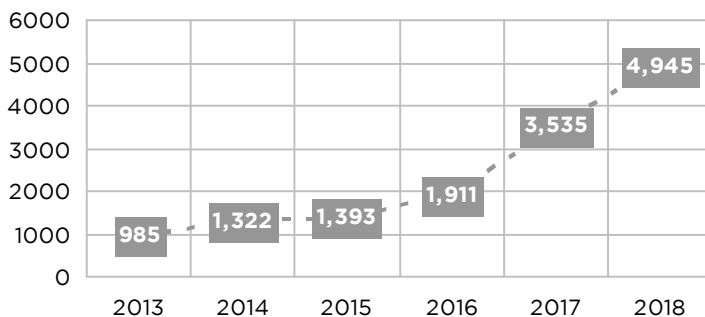
2.3 New supportive, social, secured rental and secondary rental housing units (#)



Data for Southeast False Creek not available

City: 2,308 new supportive housing units committed, under construction or completed since 2011 (2018)

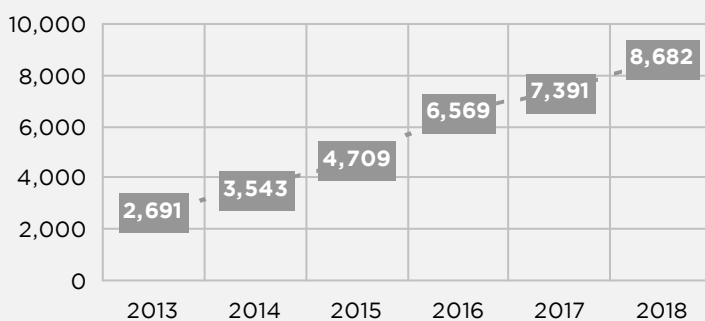
Data Source: Housing Report Card (City of Vancouver)



Data for Southeast False Creek not available

City: 4,945 new social housing units committed, under construction or completed since 2011 (2018)

Data Source: Housing Report Card (City of Vancouver)



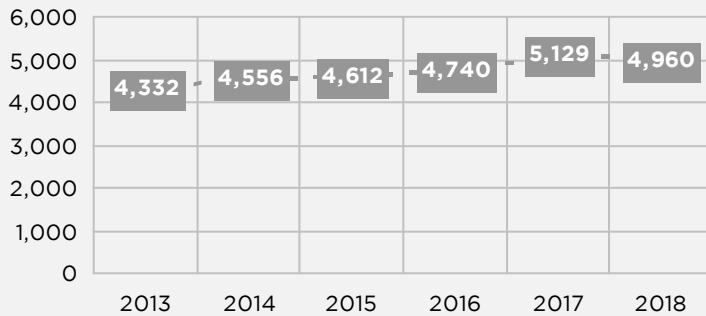
Data for Southeast False Creek not available

City: 8,682 new secured market rental housing units committed, under construction or completed since 2011 (2018)

Data Source: Housing Report Card (City of Vancouver)

Goal: Feeding Ourselves Well

3.1 Food assets (#)

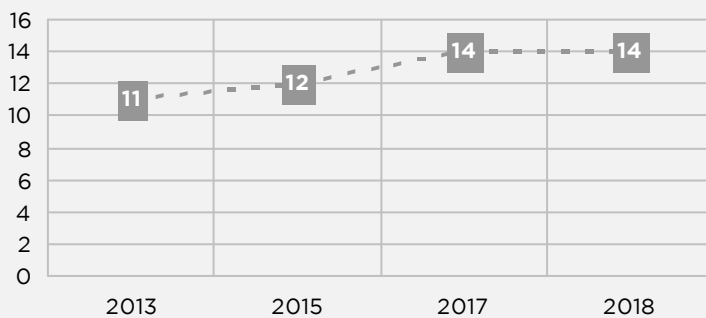


Data for Southeast False Creek not available

City: 4,960 garden plots and other food assets (2018)

Data Source: Food Policy (City of Vancouver)

3.2 Neighbourhood Food Networks (NFNs) (#)

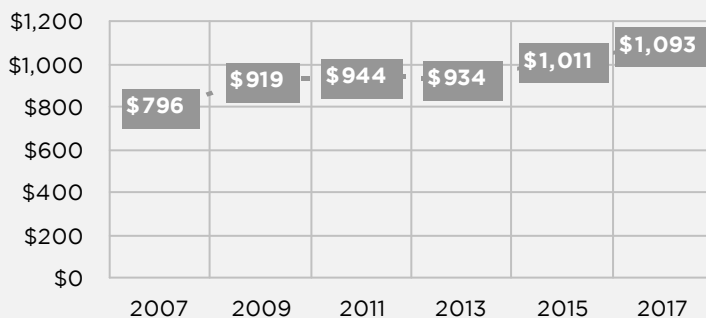


Data for Southeast False Creek not available

City: 14 food networks operating in Vancouver (2018)

Data Source: Food Policy (City of Vancouver); vancouverfoodnetworks.com

3.3 Cost of Health Canada's National Nutritious Food Basket (NNFB) (\$)



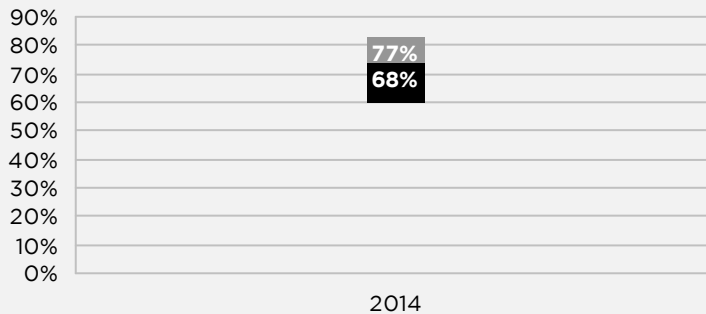
Data for Southeast False Creek not available

City: \$1,093 monthly cost of a healthy food basket for a family of four (2017)

Data Source: Cost of Eating in BC (Provincial Health Services Authority)

Goal: Healthy Human Services

4.1 Attachment to a family doctor or primary health care provider (%)

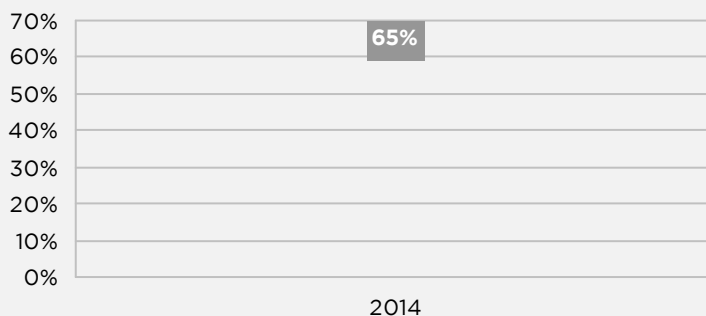


Mount Pleasant*: 68% adults with family doctor (2014)

*Best geographical match possible

City: 77% adults with family doctor (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

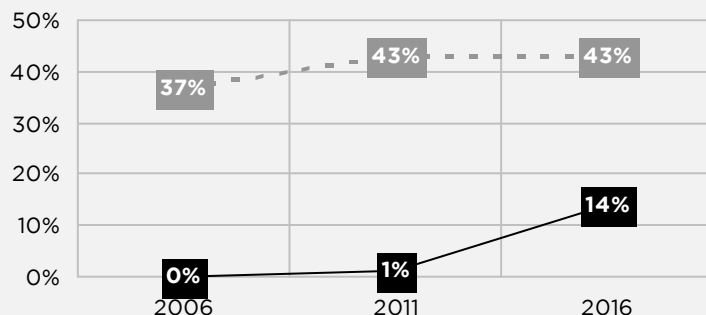


Data for Southeast False Creek not available

City: 65% Indigenous adults with family doctor (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

4.2 Proximity to "community hubs" (library, community centre, neighbourhood house) (%)

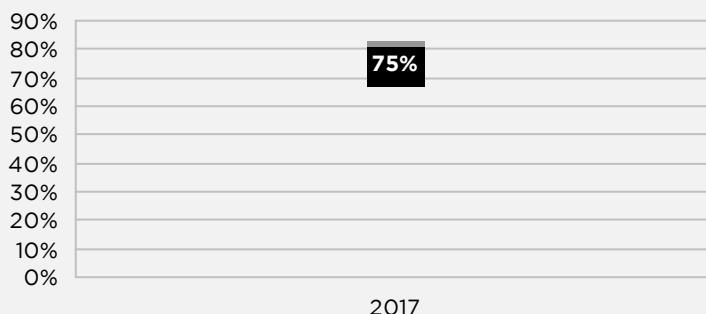


Southeast False Creek: 14% persons within a 15 minute walk of a community centre, library and neighbourhood house (2016)

City: 43% persons within a 15 minute walk of a community centre, library and neighbourhood house (2016)

Data Source: Social Policy (City of Vancouver); Census of Population (Statistics Canada)

4.3 Access to services when needed (%)



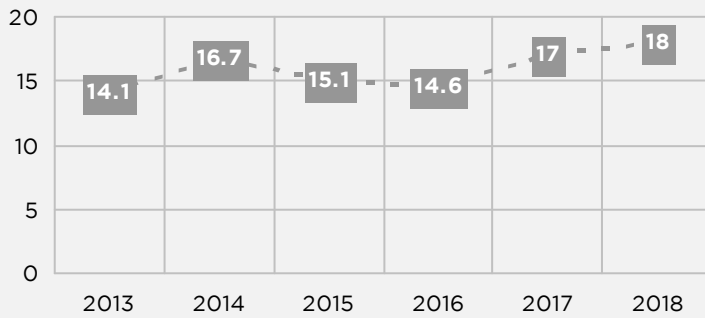
Mount Pleasant*: 75% persons reporting very good or somewhat good access to health, community and social services when they need them (2017) *Best geographical match possible

City: 77% persons reporting very good or somewhat good access to health, community and social services when they need them (2017)

Data Source: Healthy Human Services Survey (City of Vancouver)

Goal: Healthy Human Services

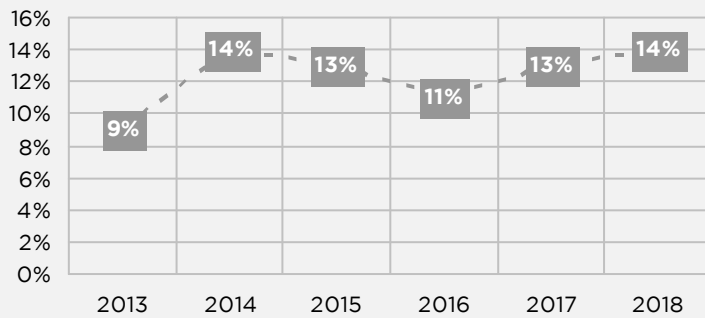
4.4 Park Board Leisure Access Program usage (%)



Data for Southeast False Creek not available

City: 18.0 thousand persons taking part in the Leisure Access Program (2018)

Data Source: Recreation Services (Park Board); Long-Form Census/National Household Survey (Statistics Canada, through Community Data Program)



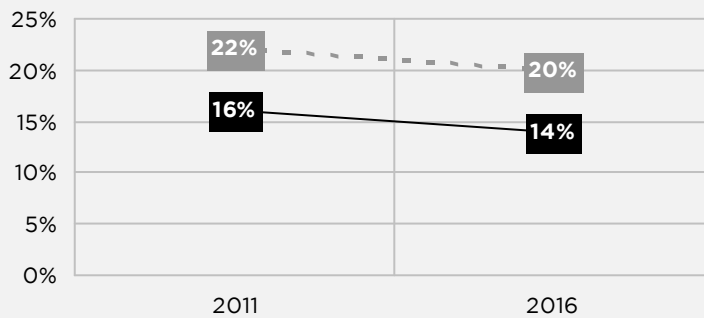
Data for Southeast False Creek not available

City: 14% estimated share of eligible persons taking part in the Leisure Access Program (2018)

Data Source: Recreation Services (Park Board); Long-Form Census/National Household Survey (Statistics Canada, through Community Data Program)

Goal: Making Ends Meet and Working Well

5.1 Low-income individuals (%)

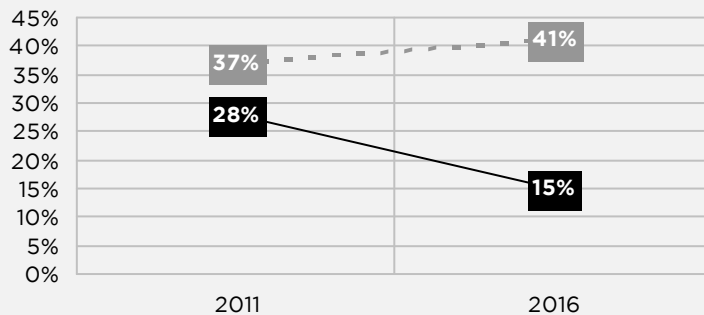


Southeast False Creek*: 14% persons below Canada's official poverty line (2016)

*Area approximated using census tracts

City: 20% persons below Canada's official poverty line (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada, through Community Data Program)



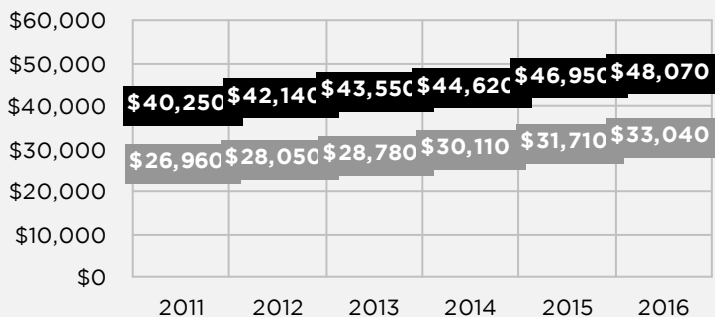
Southeast False Creek*: 15% Indigenous persons below Canada's official poverty line (2016)

*Area approximated using census tracts

City: 41% Indigenous persons below Canada's official poverty line (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada, through Community Data Program)

5.2 Median income (\$)



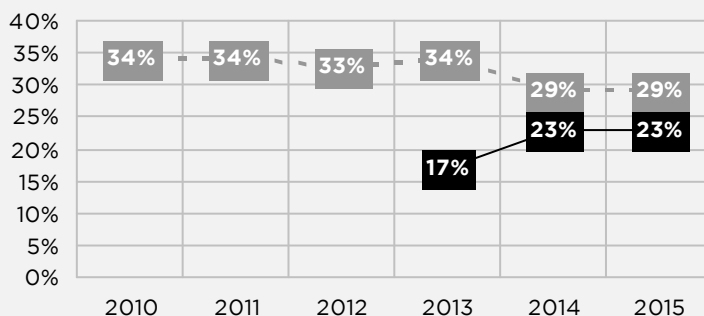
Southeast False Creek*: \$48,070 median personal income (2016)

*Area approximated using census tracts

City: \$33,040 median personal income (2016)

Data Source: Income tax returns (Statistics Canada, through Community Data Program)

5.3 Income distribution (%)



Mount Pleasant*: 23% after tax income to the top 10% of earners (2015)

*Area approximated using forward sortation areas

City: 29% after tax income to the top 10% of earners (2015)

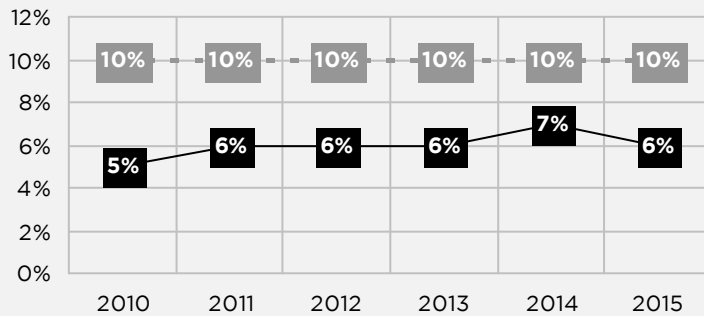
Data Source: Income tax returns (Statistics Canada, through Community Data Program)

Healthy City Indicators in Southeast False Creek

Citywide and neighbourhood data as available

Goal: Making Ends Meet and Working Well

5.4 Working poor (%)



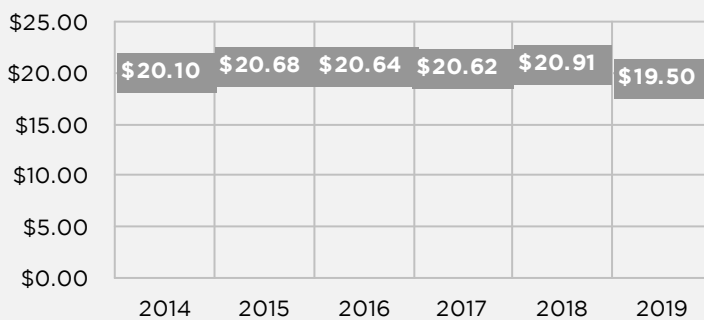
Southeast False Creek*: 6% working people 18-64, excluding students, below the after-tax low income measure (2015)

*Area approximated using census tracts

City: 10% working people 18-64, excluding students, below the after-tax low income measure (2015)

Data Source: Income tax returns (Statistics Canada, through Community Data Program)

5.5 Living Wage (\$)

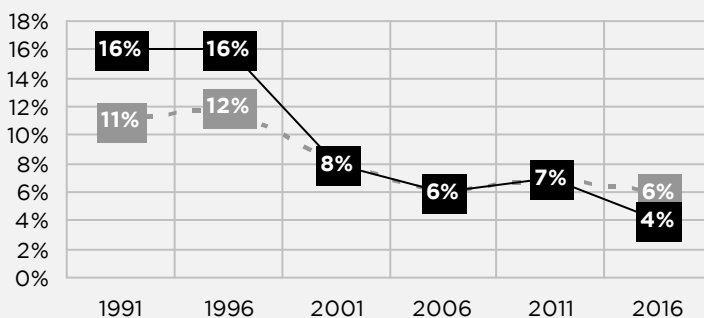


Data for Southeast False Creek not available

City: \$19.50 hourly living wage in Metro Vancouver (2019)

Data Source: Living Wage Campaign for Families (First Call, CCPA)

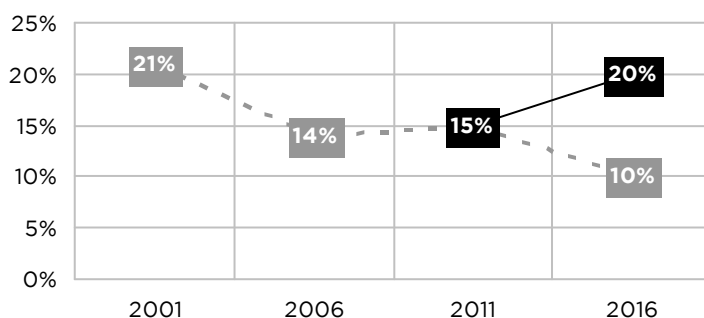
5.6 Job quality (%)



Southeast False Creek: 4% rate of persons unemployed (2016)

City: 6% rate of persons unemployed (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)



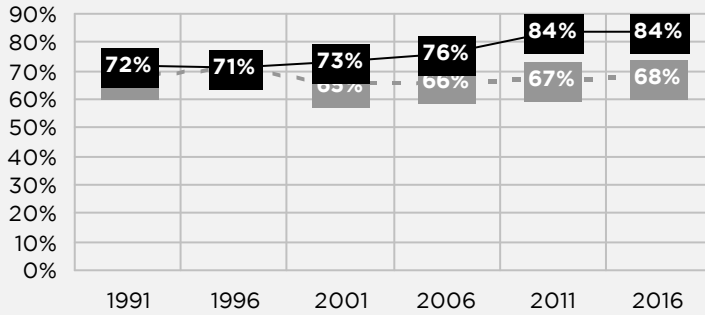
Southeast False Creek*: 20% rate of Indigenous persons unemployed (2016)

*Area approximated using census tracts

City: 10% rate of Indigenous persons unemployed (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)

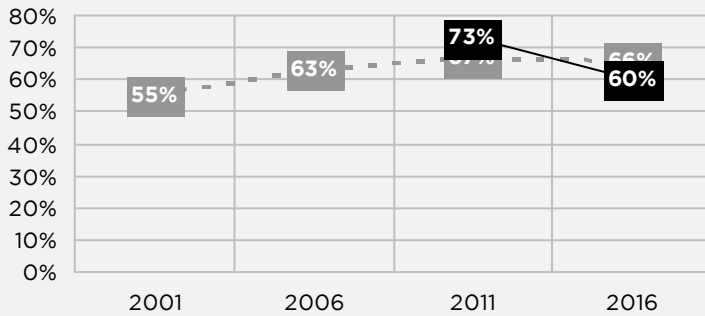
Goal: Making Ends Meet and Working Well 5.6 Job quality (%)



Southeast False Creek: 84% labour force participation rate (2016)

City: 68% labour force participation rate (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)



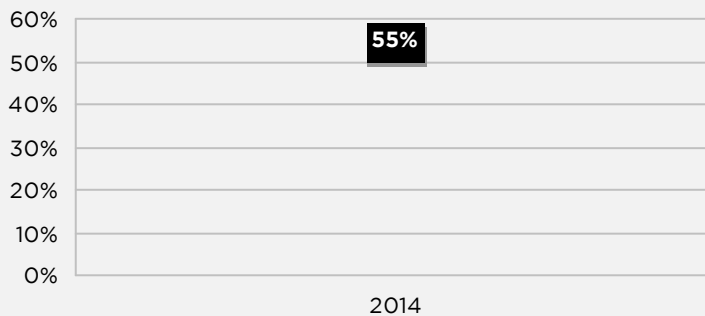
Southeast False Creek*: 60% labour force participation rate for Indigenous persons (2016)

*Area approximated using census tracts

City: 66% labour force participation rate for Indigenous persons (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)

Goal: Being and Feeling Safe and Included 6.1 Sense of belonging (%)



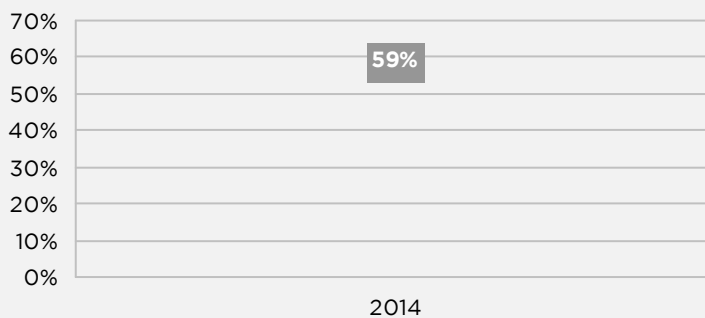
Mount Pleasant*: 55% adults with a strong or somewhat strong sense of community belonging (2014)

*Best geographical match possible

City: 54% adults with a strong or somewhat strong sense of community belonging (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

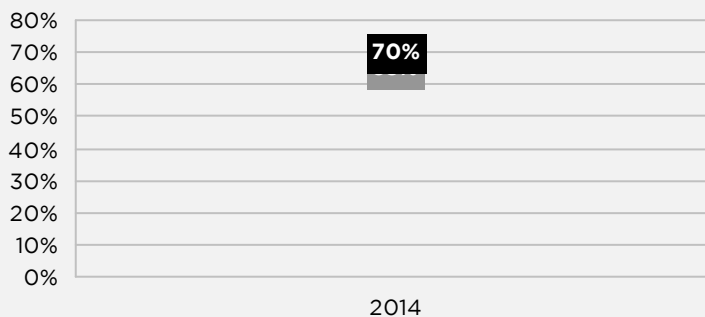
Data for Southeast False Creek not available



City: 59% Indigenous adults with a strong or somewhat strong sense of community belonging (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

6.2 Sense of safety (%)



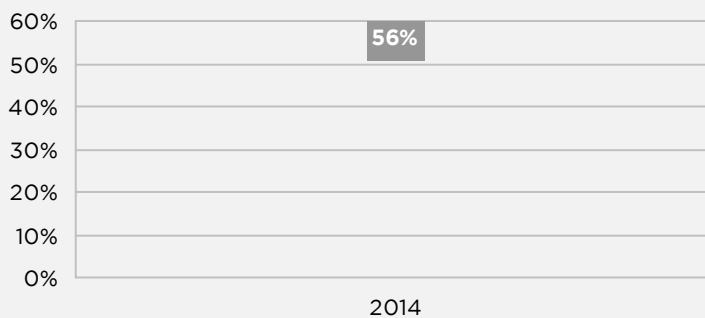
Mount Pleasant*: 70% adults agree or strongly agree that they feel safe walking alone in their neighbourhood at night (2014)

*Best geographical match possible

City: 65% adults agree or strongly agree that they feel safe walking alone in their neighbourhood at night (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

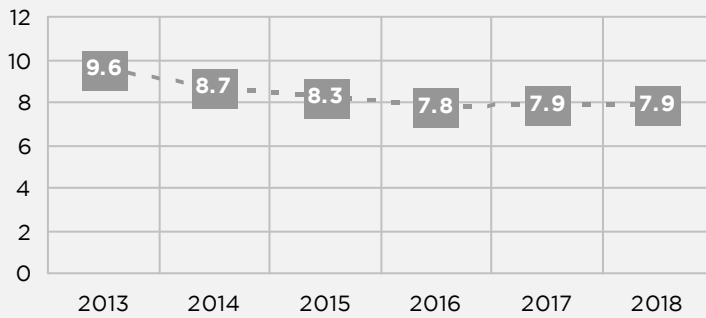
Data for Southeast False Creek not available



City: 56% Indigenous adults agree or strongly agree that they feel safe walking alone in their neighbourhood at night (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

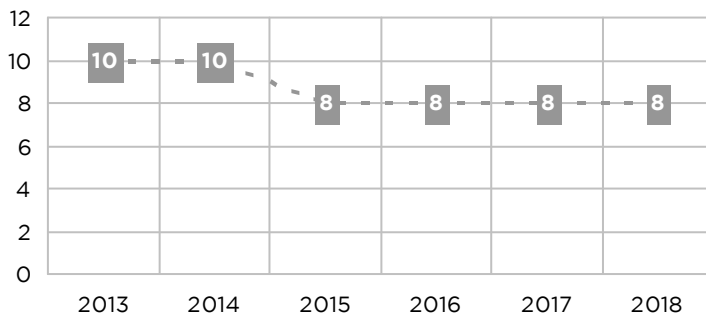
Goal: Being and Feeling Safe and Included 6.3 Reported crime rates (#)



Data for Southeast False Creek not available

City: 7.9 violent crimes per 1,000 population (2018)

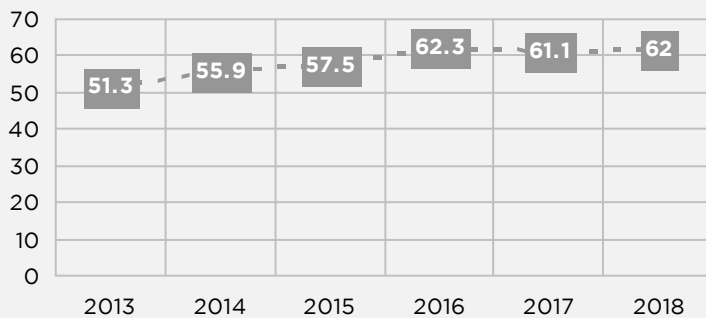
Data Source: Crime statistics (Vancouver Police Department)



Data for Southeast False Creek not available

City: 8 Vancouver's rank among 10 largest municipal police forces for lowest violent crime rate (2018)

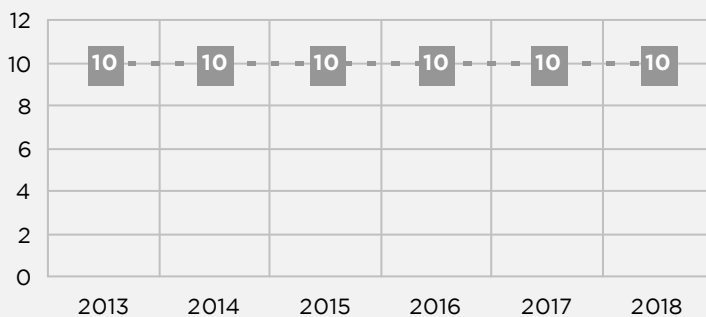
Data Source: Incident-based crime statistics (Statistics Canada)



Data for Southeast False Creek not available

City: 62.0 property crime per 1,000 population (2018)

Data Source: Crime statistics (Vancouver Police Department)

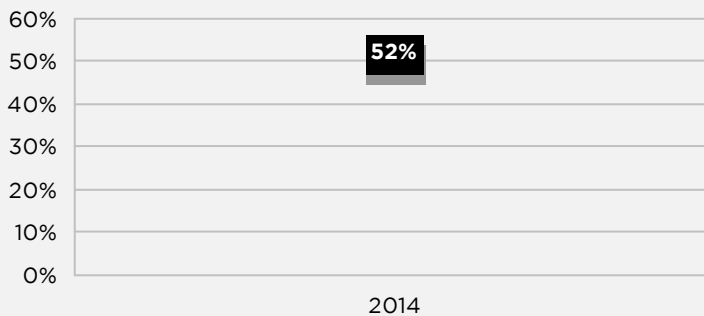


Data for Southeast False Creek not available

City: 10 Vancouver's rank among 10 largest municipal police forces for lowest property crime rate (2018)

Data Source: Incident-based crime statistics (Statistics Canada)

Goal: Cultivating Connections 7.1 Social support network size (%)



Mount Pleasant*: 52% adults with four or more people to confide in or turn to for help (2014)

*Best geographical match possible

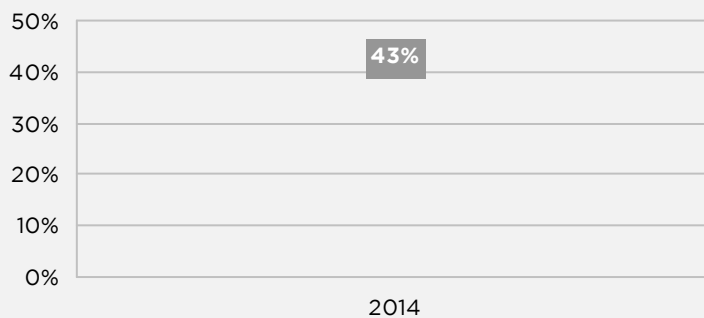
City: 50% adults with four or more people to confide in or turn to for help (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

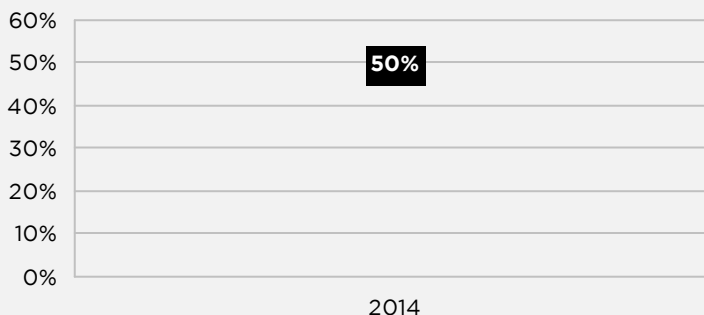
Data for Southeast False Creek not available

City: 43% Indigenous adults with four or more people to confide in or turn to for help (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)



7.2 Sense of trust (%)



Mount Pleasant*: 50% adults feel a neighbour would probably or definitely return a wallet containing money (2014)

*Best geographical match possible

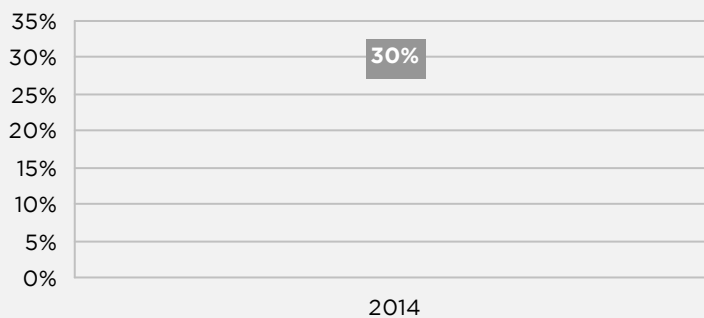
City: 50% adults feel a neighbour would probably or definitely return a wallet containing money (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

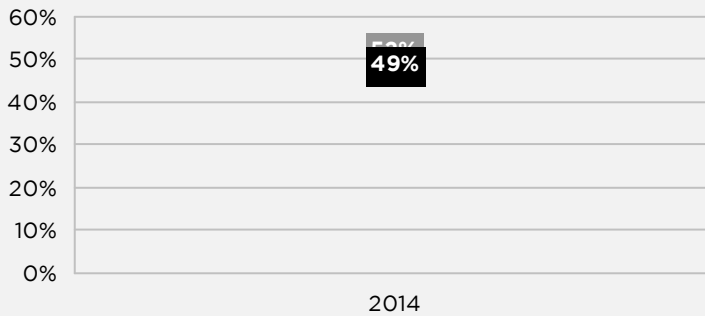
Data for Southeast False Creek not available

City: 30% Indigenous adults feel a neighbour would probably or definitely return a wallet containing money (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)



Goal: Cultivating Connections 7.3 Volunteerism (%)

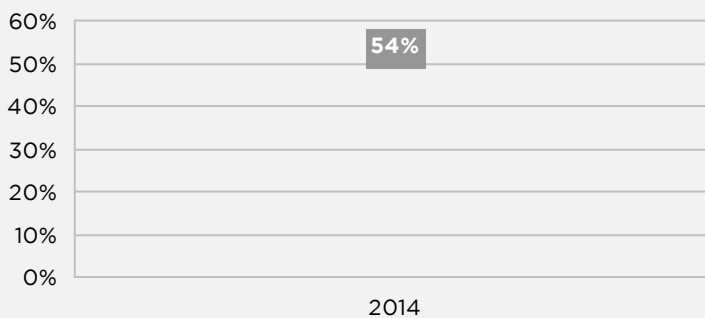


Mount Pleasant*: 49% adults volunteer at least once a year (2014)

*Best geographical match possible

City: 52% adults volunteer at least once a year (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

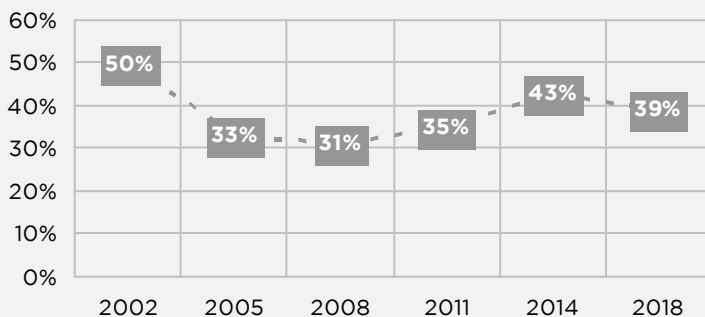


Data for Southeast False Creek not available

City: 54% Indigenous adults volunteer at least once a year (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

7.4 Municipal voter turnout (%)

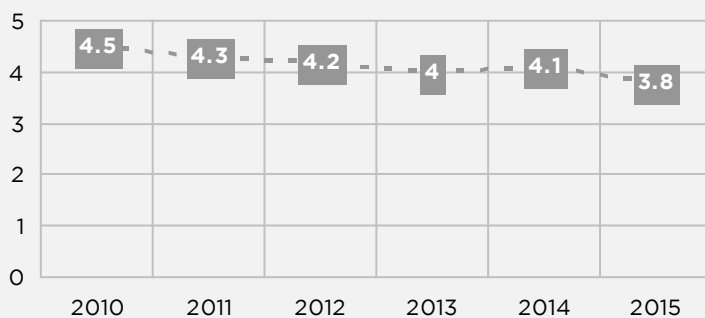


Data for Southeast False Creek not available

City: 39% voter turnout in the most recent local election (2018)

Data Source: Elections Office (City of Vancouver)

7.5 Indigenous children in foster care (%)



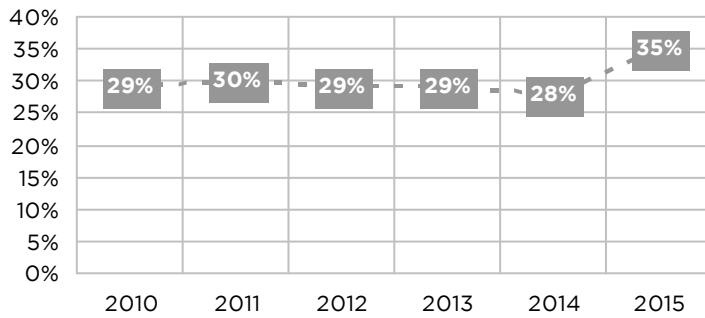
Data for Southeast False Creek not available

City: 3.8 overall rate per 1,000 children 0-18 of children in care in the Coast Fraser region (2015)

Data Source: Cases in Care Demographics (BC Ministry of Children and Family Development); Population Estimates (BC Stats)

Goal: Cultivating Connections

7.5 Indigenous children in foster care (%)



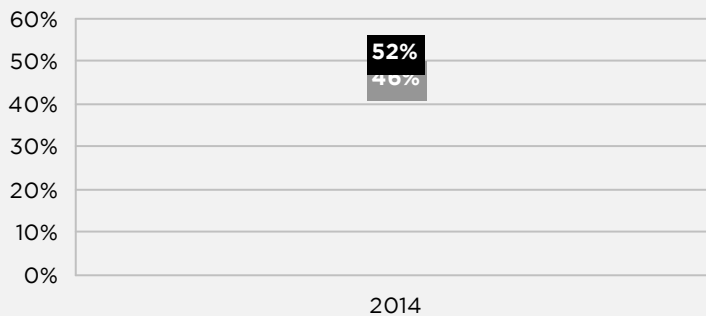
Data for Southeast False Creek not available

City: 35% percentage of children in care in the Coast Fraser region who are Indigenous (2015)

Data Source: Cases in Care Demographics (BC Ministry of Children and Family Development)

Goal: Active Living and Getting Outside

8.1 Residents who meet the Canadian Physical Activity Guidelines (%)

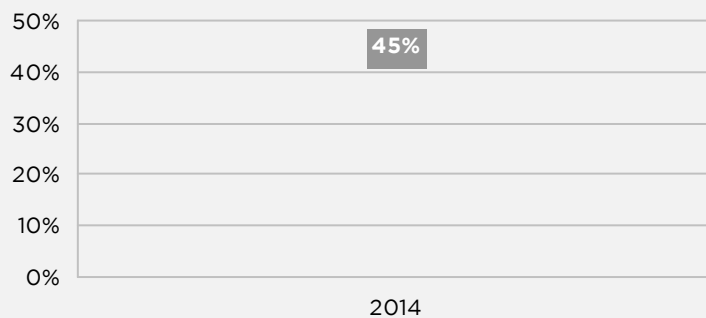


Mount Pleasant*: 52% adults who exercise for at least 150 minutes each week (2014)

*Best geographical match possible

City: 46% adults who exercise for at least 150 minutes each week (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

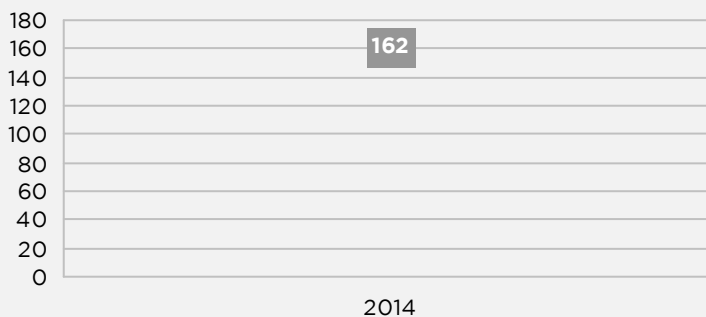


Data for Southeast False Creek not available

City: 45% Indigenous adults who exercise for at least 150 minutes each week (2014)

Data Source: My Health My Community (Vancouver Coastal Health/Fraser Health)

8.2 Park Board OneCard usage (#)

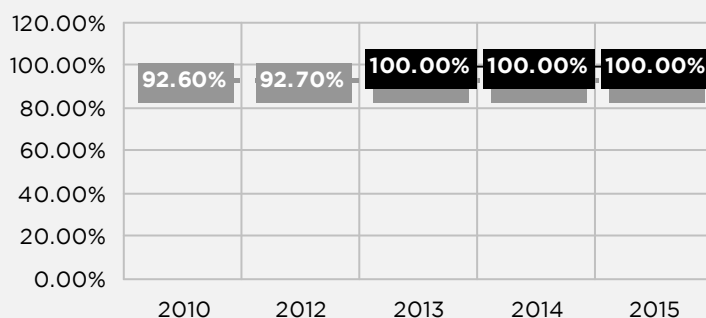


Data for Southeast False Creek not available

City: 162.0 thousand users with a OneCard (2014)

Data Source: Recreation Services (Park Board)

8.3 Residents living within a 5 minute walk (400m) of a park or other green space (%)



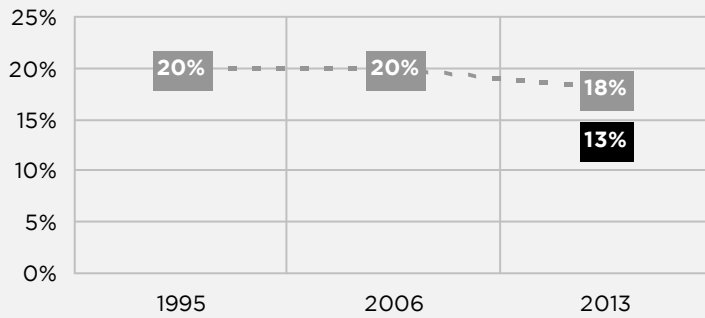
Southeast False Creek*: 100.0% estimated city's land base within 400 metres of a park or green space (2015)

*Area approximated using census tracts

City: 92.7% estimated city's land base within 400 metres of a park or green space (2015)

Data Source: Greenest City Action Plan (City of Vancouver)

Goal: Active Living and Getting Outside 8.4 Tree canopy cover (%)



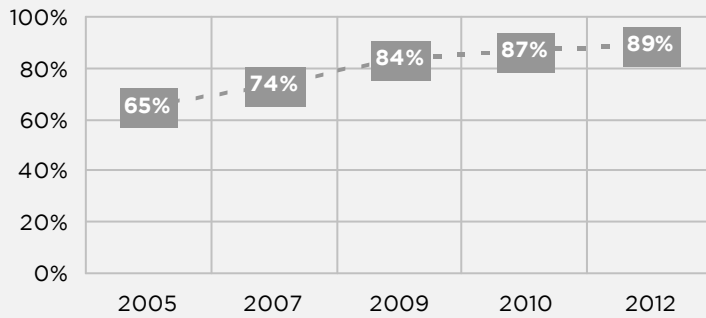
Mount Pleasant*: 13% estimated city's land area covered by tree canopy (2013)

*Best geographical match possible

City: 18% estimated city's land area covered by tree canopy (2013)

Data Source: Parks Planning (Park Board)

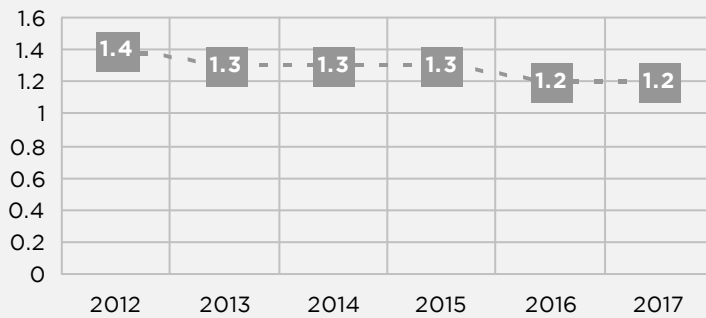
Goal: Lifelong Learning 9.1 Access to the internet (%)



Data for Southeast False Creek not available

City: 89% Metro Vancouver residents with home internet access (2012)

Data Source: Canadian Internet Access Survey (Statistics Canada)

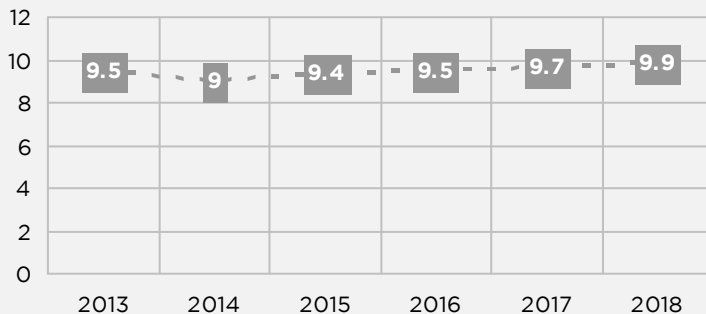


Data for Southeast False Creek not available

City: 1.2 million internet sessions at public library workstations (2017)

Data Source: Operating report (Vancouver Public Library)

9.2 Reading for general pleasure or interest (%)

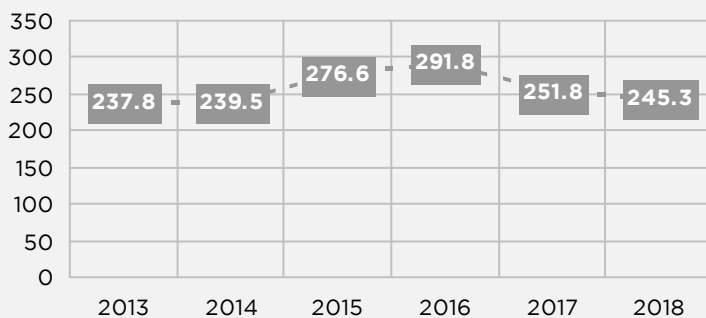


Data for Southeast False Creek not available

City: 9.9 million total physical and digital material circulation at public libraries (2018)

Data Source: Operating report (Vancouver Public Library)

9.3 Participation in a learning event or program (#)



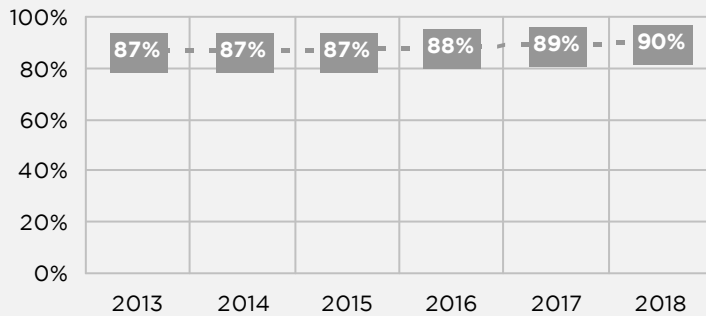
Data for Southeast False Creek not available

City: 245.3 thousand people attending children, teen or adult Vancouver Public Library programs (2018)

Data Source: Operating Report (Vancouver Public Library)

Goal: Lifelong Learning

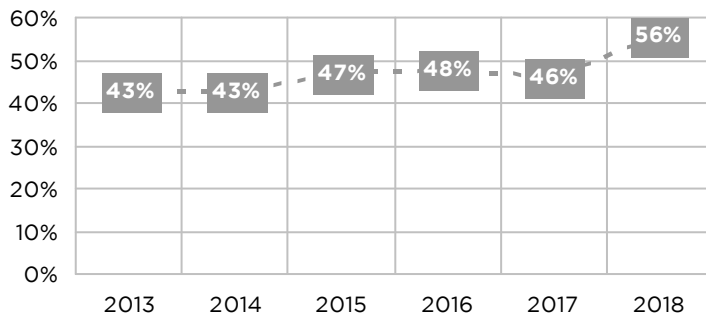
9.4 High-school graduation and post-secondary education rates for Indigenous people (%)



Data for Southeast False Creek not available

City: 90% six-year high school completion rate for all students (2018)

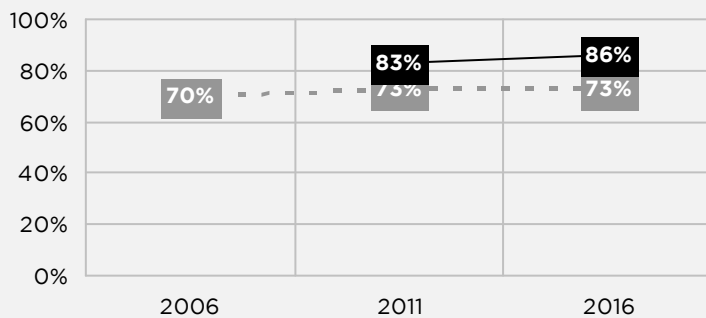
Data Source: BC Schools - Six Year Completion Rate (BC Ministry of Education)



Data for Southeast False Creek not available

City: 56% six-year high school completion rate for Indigenous students (2018)

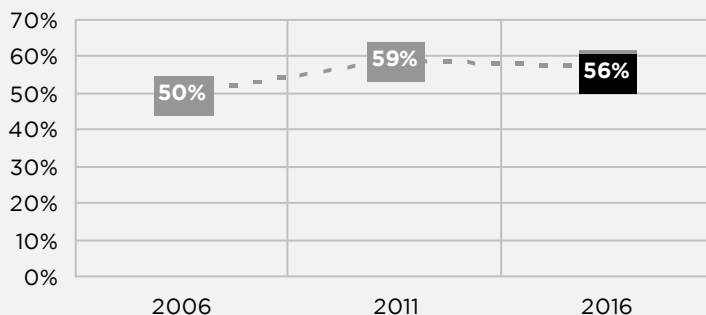
Data Source: BC Schools - Six Year Completion Rate (BC Ministry of Education)



Southeast False Creek: 86% all persons age 25-64 with a post-secondary certificate (2016)

City: 73% all persons age 25-64 with a post-secondary certificate (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)



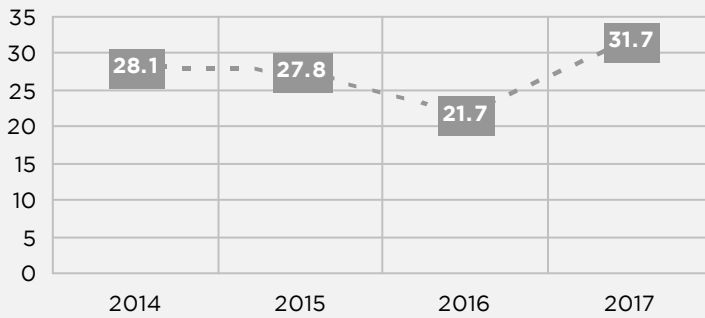
Southeast False Creek*: 56% Indigenous persons age 25-64 with a post-secondary certificate (2016)

*Area approximated using census tracts

City: 57% Indigenous persons age 25-64 with a post-secondary certificate (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada)

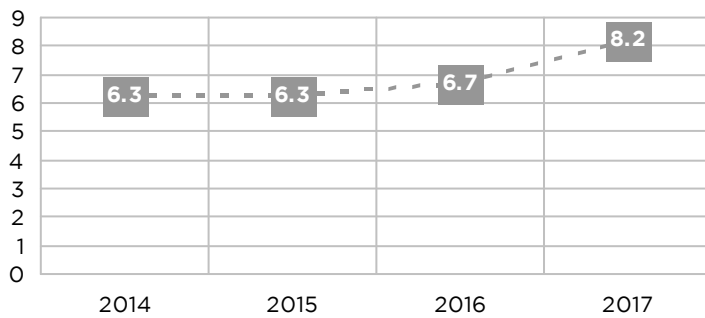
Goal: Expressing Ourselves 10.1 Arts and culture participation (#)



Data for Southeast False Creek not available

City: 31.7 thousand artistic works and events by selected non-profit cultural organizations receiving cash grants from the City of Vancouver (2017)

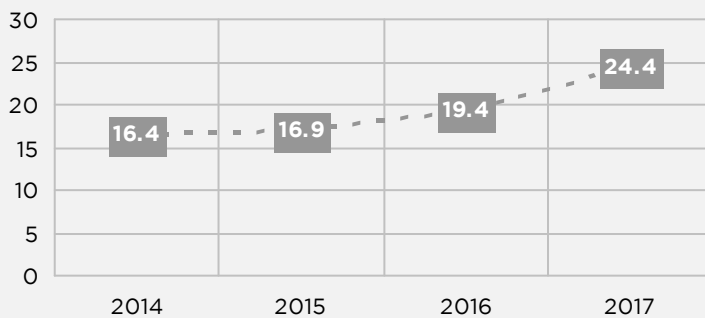
Data Source: Arts funders database (Canadian Arts Data), through Cultural Services (City of Vancouver)



Data for Southeast False Creek not available

City: 8.2 million total audience by selected non-profit cultural organizations receiving cash grants from the City of Vancouver (2017)

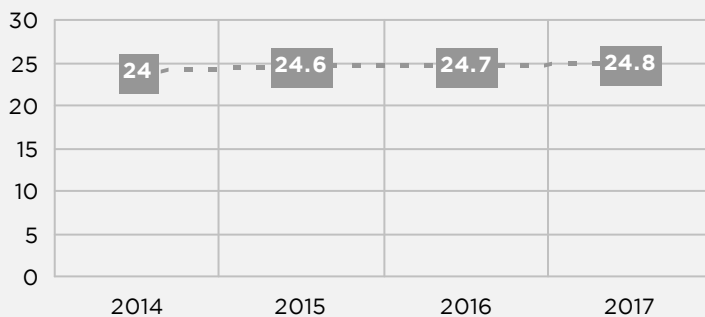
Data Source: Arts funders database (Canadian Arts Data), through Cultural Services (City of Vancouver)



Data for Southeast False Creek not available

City: 24.4 thousand artists engaged by selected non-profit cultural organizations receiving cash grants from the City of Vancouver (2017)

Data Source: Arts funders database (Canadian Arts Data), through Cultural Services (City of Vancouver)



Data for Southeast False Creek not available

City: 24.8 thousand volunteers engaged by selected non-profit cultural organizations receiving cash grants from the City of Vancouver (2017)

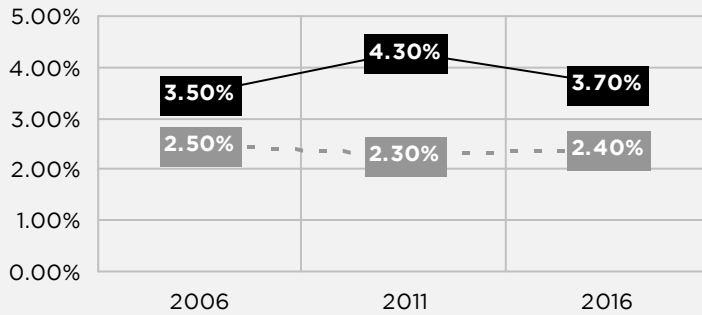
Data Source: Arts funders database (Canadian Arts Data), through Cultural Services (City of Vancouver)

Healthy City Indicators in Southeast False Creek

Citywide and neighbourhood data as available

Goal: Expressing Ourselves

10.2 Artists and cultural workers (%)

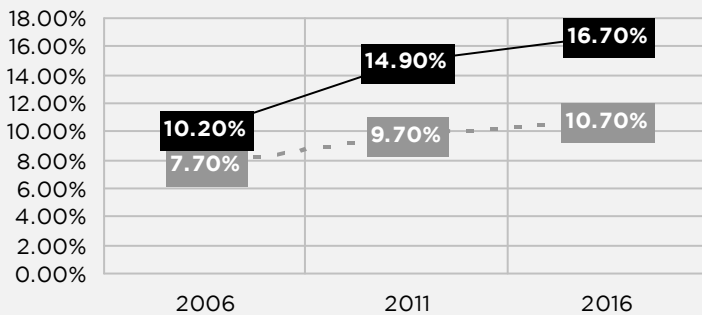


Mount Pleasant*: 3.7% labour force working as professional artist (2016)

*Best geographical match possible

City: 2.4% labour force working as professional artist (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada, through Hill Strategies)



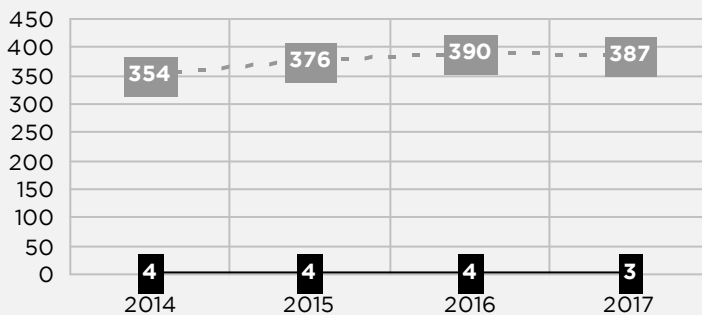
Mount Pleasant*: 16.7% labour force working in culture sector (2016)

*Best geographical match possible

City: 10.7% labour force working in culture sector (2016)

Data Source: Long-Form Census/National Household Survey (Statistics Canada, through Hill Strategies)

10.3 Creative places and spaces (#)



Southeast False Creek: 3 cultural assets identified (2017)

City: 387 cultural assets identified (2017)

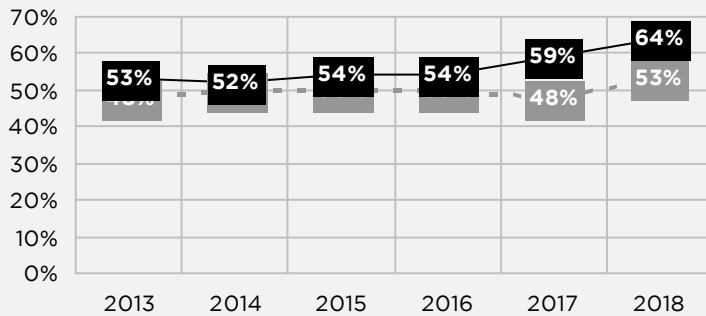
Data Source: Cultural Services (City of Vancouver)

Healthy City Indicators in Southeast False Creek

Citywide and neighbourhood data as available

Goal: Getting Around

11.1 Sustainable transportation mode share(%)



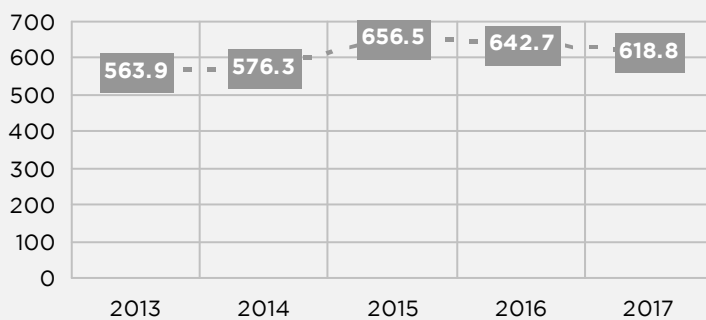
3 Vancouver Broadway Zone*: 64% estimated weekday trips made by walking, cycling or transit (2018)

*Best geographical match possible

City: 53% estimated weekday trips made by walking, cycling or transit (2018)

Data Source: Transportation Panel Survey (City of Vancouver)

11.2 Number of active transportation trips (#)

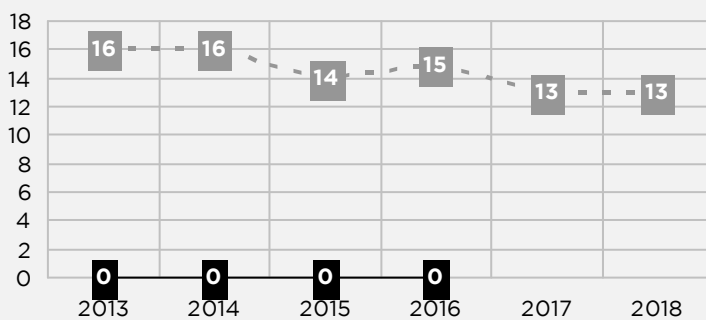


Data for Southeast False Creek not available

City: 618.8 thousand estimated weekday walking and cycling trips (2017)

Data Source: Transportation Panel Survey (City of Vancouver)

11.3 Traffic-related fatalities (#)

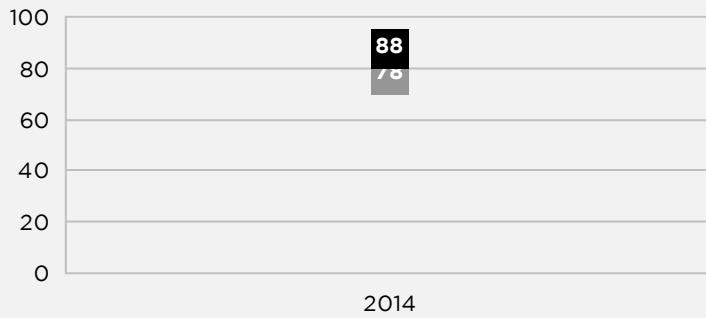


Southeast False Creek: 0 fatal motor vehicle incidents (2016)

City: 13 fatal motor vehicle incidents (2018)

Data Source: Crime Statistics (Vancouver Police Department)

Goal: Environments to Thrive In 12.1 Neighbourhood Walk Scores (#)



Mount Pleasant*: 88 average Walk Score (2014)

*Best geographical match possible

City: 78 average Walk Score (2014)

Data Source: Walk Score (walkscore.com)



Data for Southeast False Creek not available

City: 14 neighbourhoods with Walk Scores of 70 or higher (2014)

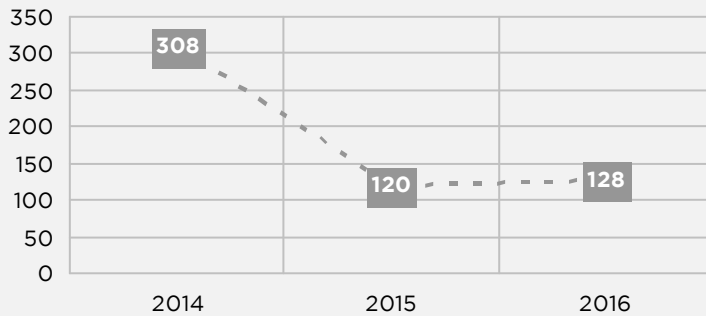
Data Source: Walk Score (walkscore.com)

Healthy City Indicators in Southeast False Creek

Citywide and neighbourhood data as available

Goal: Collaborative Leadership for A Healthy City for All

13.1 Participation in Healthy City for All Leadership Table Meetings (#)

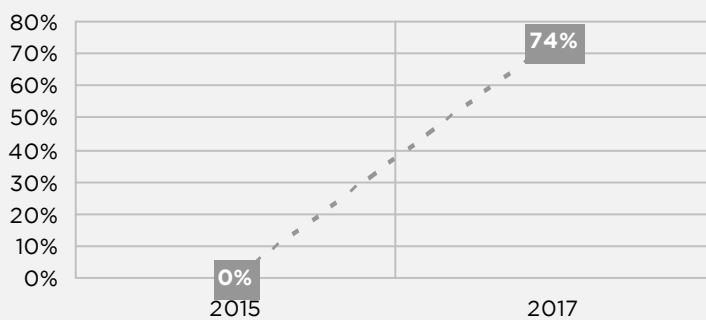


Data for Southeast False Creek not available

City: 128 number of hours contributed by leadership table members at meetings (2016)

Data Source: Healthy City Secretariat (City of Vancouver)

13.2 "Actions for All" implemented (%)



Data for Southeast False Creek not available

City: 74% percentage of actions complete or substantial progress made (2017)

Data Source: Healthy City Secretariat (City of Vancouver)

13.3 Wilder Collaboration Assessment



Data for Southeast False Creek not available

City: 3.5 average score on a scale of 0-5 of 20 collaboration factors, self-assessed by Leadership Table members (2016)

Data Source: Collaboration factors inventory (Wilder foundation)