



ENGAGED CITY

Task Force

311

CITY OF VANCOUVER

DONATION LIMIT

Please choose how to vote:
A B C D

REGISTER TO VOTE
HERE!

COMMON THEORY

INTRODUCTION





FIRST ENGAGED CITY TASK FORCE MEETING IN JANUARY, 2013

“Engagement is a **key ingredient to creating a vibrant, caring and resilient community in Vancouver, one that is strong enough to address the significant challenges and opportunities our city faces in the years ahead.”**

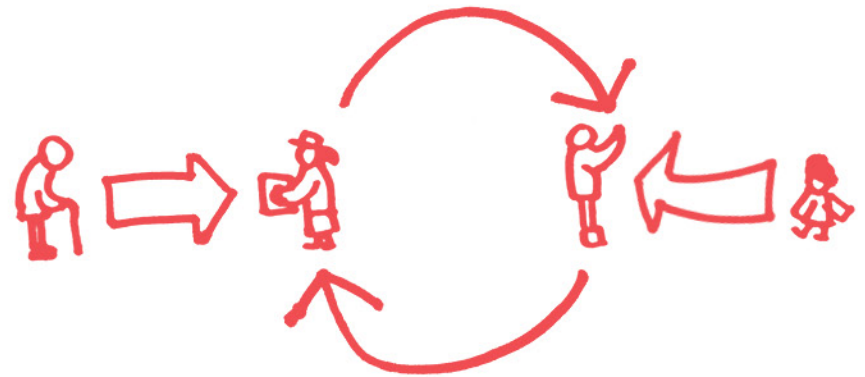


ENGAGED CITY TASK FORCE: **A DIVERSITY OF EXPERIENCE**

- ⇒ GORDON AND COLLINGWOOD NEIGHBOURHOOD HOUSES
- ⇒ S.U.C.C.E.S.S.
- ⇒ CANADIAN INSTITUTE FOR PUBLIC ENGAGEMENT
- ⇒ DUNBAR RESIDENTS ASSOCIATION
- ⇒ VANCOUVER DESIGN NERDS
- ⇒ GEN WHY MEDIA
- ⇒ VANCOUVER CITY PLANNING COMMISSION
- ⇒ BC CHAPTER OF THE SOCIETY OF GRAPHIC DESIGNERS

SCOPE OF THE TASK FORCE'S WORK

1. *Enabling neighbour-to-neighbour engagement*



2. *Increasing civic literacy about, and opportunities for engaging in City processes*



3. *Enhancing how the City engages with residents, and vice versa*



QUICK ⚡ STARTS

1. Engagement at a Neighbourhood Level



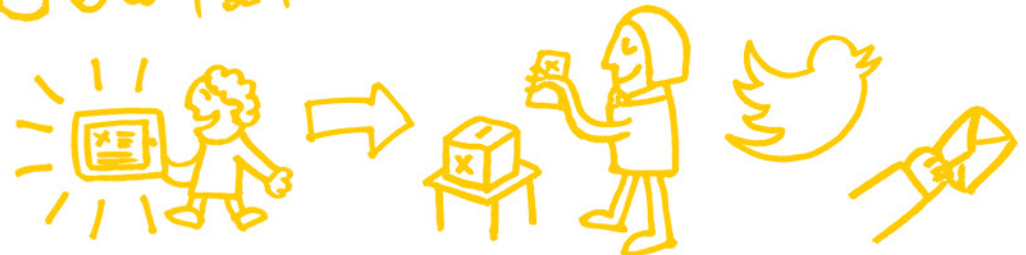
2. Improve Civic Education



3. Improve the Development Process



4. Social Media for Civic Engagement



Engagement at a Neighbourhood Level

Status at January 2014

1. Bring City Hall to the Community

Expecting to launch in May

2. Participatory Budgeting for Neighbourhoods

In progress – expert group to be convened for process design

3. Declare a City-wide Neighbourhood Block Party Day

Promoting + Launching in May

4. Neighbourhood Councillor Liaisons

On Hold – difficult to implement in election year

Improve Civic Education

5. Open the Doors to City Hall

Expecting to launch Fall, 2014

6. City Hall 101

Launching in April

7. Make it Easy to Register to Vote

DONE

8. City Hall Storytelling

Will launch as part of Open Doors in Fall, 2014

Improve the Development Process

9. Earlier Public Involvement in Major Rezoning Proposals

In progress – looking at best practices, actively advising developers to engage early in the process

10. Enhanced Notice of Planning Changes

In progress – looking at best practices, actively advising developers to engage early in the process

11. Rethink Public Signs and Notices

Pilot complete. Will be rolling out in full this Spring

Social Media for Civic Engagement

12. Bring 3-1-1 Online

In progress – currently active on Twitter and mobile application in development

13. Crowdsourced Venue List

On Hold – likely better to do through community partner

14. Create and Promote an Engaged City Listserv

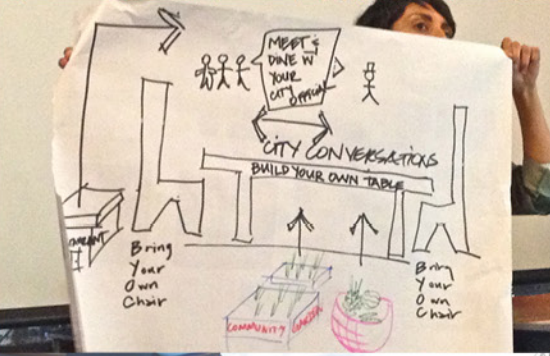
DONE

15. Create and Promote an Online Engagement Panel

DONE – Talk Vancouver at 2,500 members

16. Create and Promote an Engaged City Twitter Handle

DONE



RESIDENT & STAKEHOLDER INPUT

BUILDING A CULTURE OF PARTICIPATION WORKSHOP

May 30, 2013

CAR FREE DAY

June 16, 2013

BIA MEETING

June 18, 2013

YOUTH CO-DESIGN

June 30, 2013

URBAN DEVELOPMENT INSTITUTE

July 10, 2013

DESIGN NERD JAM

July 12, 2013

ARTS AND CULTURAL VENUE MEETING

July 15, 2013

ANN MCAFEE, FORMER CO-DIRECTOR OF CITY PLANNING

July 17, 2013

INTERCULTURAL WORLD CAFÉ DIALOGUE

August 8, 2013

ELECTORAL ENGAGEMENT EXPERTS

August 14, 2013

RETIRED CITY STAFF CONVERSATIONS

August 14, 2013

DUNBAR SALON

August 27, 2013

CITY STAFF CONVERSATIONS

August 2013

@ENGAGEDCITY TWITTER HANDLE

IDEA SCALE

May 23 – September 14, 2013

ENGAGING WITH CITY HALL NEIGHBOUR TO NEIGHBOUR VOTER TURNOUT

Connections and Engagement

A survey of metro Vancouver
June 2012

vancouver foundation

CITY OF VANCOUVER

Mayor's Task Force on Housing Affordability

Bold Ideas Towards an Affordable City

Interim Report — June 2012



THE FOURTH WALL

TRANSFORMING CITY HALL

Urbanspace Gallery

CITY OF VANCOUVER

GREENEST CITY

2020 ACTION PLAN

IAP2 Spectrum of Public Participation

International Association for Public Participation

Increasing Level of Public Impact →

| | Inform | Consult | Involve | Collaborate | Empower |
|----------------------------------|--|--|---|--|--|
| Public participation goal | To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, and opportunities and/or solutions. | To obtain public feedback on preferred alternatives and/or decisions. | To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution. | To place final decision-making in the hands of the public. |
| Promise to the public | We will keep you informed. | We will keep you informed, listen to and actively engage concerns and aspirations, and provide feedback on how public input influenced the decision. | We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision. | We will look to you for advice and innovations in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. | We will implement what you decide. |
| Example techniques | <ul style="list-style-type: none"> • Fact sheets • Web sites • Open houses | <ul style="list-style-type: none"> • Public comment • Focus groups • Surveys • Public meetings | <ul style="list-style-type: none"> • Workshops • Deliberative polling | <ul style="list-style-type: none"> • Citizen advisory committees • Consensus-building • Participatory decision-making | <ul style="list-style-type: none"> • Citizens juries • Ballots • Delegated decision |

© 2007 International Association for Public Participation

WORLD HAPPINESS REPORT

Edited by John Helliwell, Richard Layard and Jeffrey Sachs

Towards a Healthy City for All:

Update on A Healthy City Strategy for the City of Vancouver

Presentation to Vancouver City Council, 10th July 2013

CITY OF VANCOUVER

**THE
VISION
FOR AN
ENGAGED
CITY**



**BUILDING
KNOWLEDGE**



**BUILDING
CAPACITY**



**BUILDING
TRUST**



**BUILDING
POWER**



19 + 6



PRIORITY ACTION #1

Incorporate the IAP2 Spectrum of Public Participation into guiding principles and evaluation



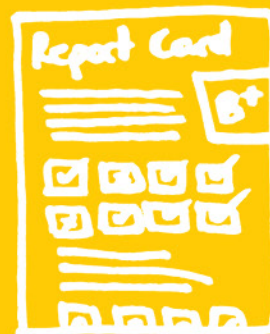
PRIORITY ACTION #2

Develop specific strategies for engaging under-represented groups



PRIORITY ACTION #19

Undertake an annual Civic Engagement Report Card

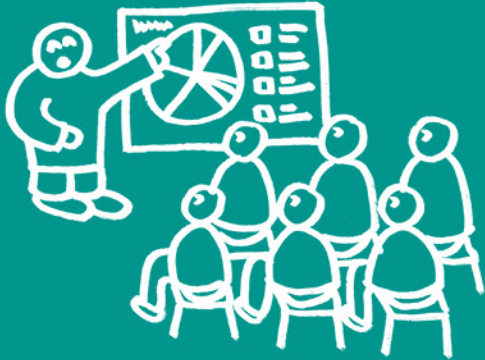




BUILDING KNOWLEDGE

PRIORITY ACTION #3

Establish Citizen Academies



RECOMMENDED IDEAS FOR COMMUNITY ACTION (A)

Engage local artists in the electoral and other civic process



PRIORITY ACTION #4

Promote 3-1-1, with a focus on non-English-speaking communities





BUILDING CAPACITY

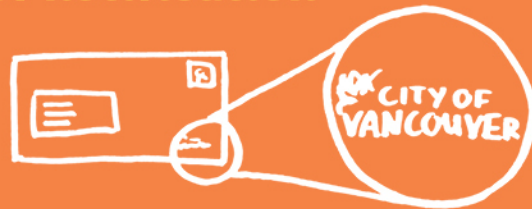
PRIORITY ACTION #5

Invest more in public engagement resources



PRIORITY ACTION #6

Expand and improve the distribution of notification mailouts



PRIORITY ACTION #7

Develop an evaluation criteria for online tools



PRIORITY ACTION #8

Create a Public Space Action Association



PRIORITY ACTION #9

Support community and cultural spaces



RECOMMENDED IDEAS FOR COMMUNITY ACTION (B)

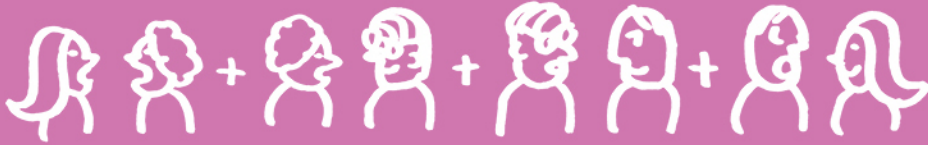
Rethink condos for social inclusion





PRIORITY ACTION #10

Support face-to-face engagement



PRIORITY ACTION #11

Pilot a neighbourhood liaison position to assist neighbourhoods that have a high proportion of newcomers and new immigrants



RECOMMENDED IDEAS FOR COMMUNITY ACTION (C)

Just Say Hello campaign



RECOMMENDED IDEAS FOR COMMUNITY ACTION (E)

Community Bulletin Boards



RECOMMENDED IDEAS FOR COMMUNITY ACTION (F)

Conversation Tables



PRIORITY ACTION #12

Develop a Charter of Roles, Rights, and Responsibilities for the Planning Process



PRIORITY ACTION #16

Investigate extending voting rights to permanent residents



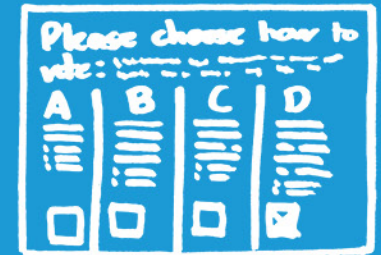
PRIORITY ACTION #13

Pilot the use of Community Reference Panels



PRIORITY ACTION #17

Use the election ballot to get feedback on voter satisfaction with the current voting system



PRIORITY ACTION #14

Increase the number of "positive cues" to encourage voting



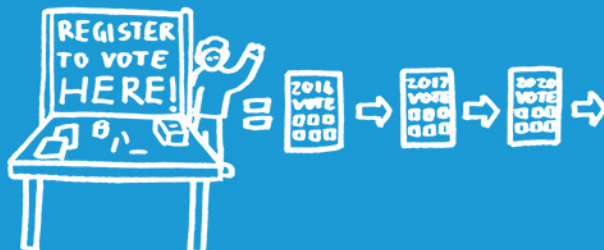
PRIORITY ACTION #18

Take Action on campaign finance reform



PRIORITY ACTION #15

Target Voter Registration



MEASURING PROGRESS

Building Knowledge



CIVIC LITERACY

- Percentage of residents that answer yes to the question “I feel that I am aware of local issues” and name a current neighbourhood issue (last 12 months)
- Percentage of residents who can name a current citywide issue
- Percentage of residents who are able to provide the last name of the current Vancouver mayor
- Percentage of residents who are able to provide the last name of a current councillor

Building Capacity



SOCIAL CONNECTIONS

- Percentage of residents that identify support networks of four or more people

COMMUNITY AND CULTURAL SPACES

- Increase, in the number of square feet, of community and cultural spaces in each of the five sections of the city (NE, NW, SE, SW, DT peninsula)
- Increase in the number of community spaces and cultural spaces in each of the five sections in the city
- Increase in the number of people using community and cultural spaces

MEASURING PROGRESS

Building Trust



TRUST IN NEIGHBOURS AND COMMUNITY

- 85% of residents answer “yes” to the question: “How likely is your neighbour to return a lost wallet?”
- 50% of residents answer “yes” to the question: “How likely is a stranger to return a lost wallet?”

SOMETHING TO OFFER

- Percentage of residents who feel that they are contributing to increasing social capacity in their community
- Increase in number of residents participating in “Talk Vancouver”
- Increase in the number of residents who attend City-sponsored public engagement events

SENSE OF BELONGING

- Percentage of residents who answer “no” to the question: “Are there places in your community where you feel unwelcome?”

Building Power



SENSE OF PERSONAL AGENCY

- Percentage of residents that answer “yes” to the statement: “I feel I can have an impact on decisions in my community.”

VOTER TURNOUT

- Increase voter turnout to 75%

PARTICIPATION IN POLITICAL ACTIVITIES

Percentage of residents that give a positive response to the question: “In the last 12 months have you done any of the following...?”

- Contacted a politician, senior (provincial or federal) government official or local (municipal) government official?
- Worked in a political party or action group?
- Worked in another organization or association, worn or displayed a campaign badge/sticker, or signed a petition?
- Taken part in a lawful public demonstration or boycotted certain products?
- Attended a community meeting or volunteered in the neighbourhood?

THANK YOU!

Any questions?