

**THE CORPORATION OF THE DISTRICT OF WEST VANCOUVER
COMMUNITY ENGAGEMENT COMMITTEE MEETING MINUTES
MUNICIPAL HALL
THURSDAY, SEPTEMBER 9, 2021**

Committee Members: L. Carver, E. McHarg (Vice-Chair) J. Roote, and J. Webbe; and Councillors B. Soprovich, S. Thompson, and M. Wong (Chair) attended the meeting via electronic communication facilities. Absent: L. Cameron.

Staff: D. Powers, Director of Community Relations & Communications; A. Mafi, Communications & Engagement Manager; and K. Andrzejczuk, Committee Clerk, attended the meeting via electronic communication facilities.

1. CALL TO ORDER

The meeting was called to order at 3:03 p.m.

2. APPROVAL OF AGENDA

It was Moved and Seconded:

THAT the September 9, 2021 Community Engagement Committee meeting agenda be approved as circulated.

CARRIED

3. ADOPTION OF MINUTES

It was Moved and Seconded:

THAT the July 8, 2021 Community Engagement Committee meeting minutes be adopted as circulated.

CARRIED

REPORTS / ITEMS

4. Foreshore Development Permit Area Public Engagement Plan

A. Mafi (Manager, Communications & Engagement Manager) spoke relative to the document regarding “Communications & Engagement Overview: Foreshore DPA – additional engagement | fall 2021” and informed that:

- The District first consulted with the community regarding the Foreshore Development Permit Area (DPA) in April 2021;
- In June 2021, Council directed staff to conduct further public consultation; and
- Additional public consultation will launch in October 2021.

H. Keith (Manager, Environmental Protection) informed that based on Council’s direction, a letter has been sent to all households in the impacted area, and additional public engagement will include three virtual discussion cafés in a breakout room format, which will provide opportunities for discussion and for staff to answer questions and address concerns.

Discussion ensued and the Community Engagement Committee provided the following feedback:

- Clarify whether the level of engagement is inform or consult; D. Hawkins (Senior Manager, Community Planning & Sustainability) informed that Council directed staff to introduced a Foreshore DPA and thus it is mainly inform, but also includes consultation because a draft will be presented and modifications can be made based on public comments;
- Use clear, consistent, and simplified language;
- Clarify what areas and building forms are included in the Foreshore DPA;
- Explain the need for a Foreshore DPA and that technical regulations have been determined by professionals;
- Include commercial properties and realtors in communication to stakeholders;
- Discussion cafés: use flip charts; record the sessions; group like-groups together (such as residential properties or commercial properties);
- Highlight the key message that one of the purposes of the Foreshore DPA is to protect property; and
- Encourage the community to get involved.

It was Moved and Seconded:

THAT the Foreshore Development Permit Area Public Engagement Plan be received for information.

CARRIED

5. Budget 2022 Public Engagement Plan

D. Powers (Director, Community Relations & Communications) spoke relative to the document regarding “Communications & Engagement Overview: Budget 2022” and informed that the District usually engages on the budget in January, but at the request of the Community Engagement Committee, engagement on the 2022 budget will begin in fall 2021 with an educational campaign, followed by regular engagement in the early 2022.

Discussion ensued and the Community Engagement Committee provided the following comments:

- Consider that for many residents, it is not an issue of misunderstanding but rather disagreement;
- Consider using the NextDoor app to communicate to residents;
- Create a video; play the video in public spaces such as the library and request community groups play it at their meetings;
- A new approach to budget engagement is needed;
- Explain how capital costs are decided and include information regarding property assessments;
- Contact residents who have participated in budget engagements in the past;
- A quiz is not an appropriate tool for the audience;
- Provide answers to frequently asked questions; and
- Consider using the “ideas” tool on westvancouverITE.

It was Moved and Seconded:

THAT the Budget 2022 Public Engagement Plan be received for information.

CARRIED

6. Upper Lands Phase 2 Survey and Engagement Plan

D. Powers (Director, Community Relations & Communications) spoke relative to the document regarding “Communications & Engagement Overview: Creating a sustainable urban community in Cypress Village and protecting lands in Eagleridge: Phase 2: Cypress Village” and informed that Phase 2 will be launching soon; and the Community Engagement Committee has the opportunity to provide feedback on the draft survey and engagement plan.

Discussion ensued and the Community Engagement Committee provided the following feedback:

- The information is organized and thorough;
- Survey: include a visual in question 1 and clarify the following:
 - Estimated population;
 - Funding for community facilities;
 - Where the access road to Cypress Village will be located;
 - What is involved in Phase 3;
- Post a traffic management plan; N. Olenick (Coriolis Consulting Corp.) informed that the traffic management plan and detailed transportation analysis will be posted on the project page;
- Communicate that the project has a long-term timeline;
- Use plain language;
- Consider a physical model of the project that the public can view or a time-lapse; and
- Ensure that impacted residents are captured in the letter mailout, including those who live on nearby arterial routes.

It was Moved and Seconded:

THAT the Upper Lands Phase 2 Survey and Engagement Plan be received for information.

CARRIED

7. Lawson Creek Restoration Public Engagement Plan

D. Powers (Director, Community Relations & Communications) spoke relative to the document regarding “Communications & Engagement Overview: Lawson Creek Restoration by the West Vancouver Streamkeeper Society” and informed that:

- As the project is on a tight timeline, information was sent to the Community Engagement Committee via email and members provided great feedback;
- The project page has been launched online;
- The level of engagement is inform; and
- The first site meeting will be held on Saturday, September 11 in John Lawson Park to engage and raise awareness of the project.

Councillor Thompson and Councillor Soprovich left the meeting at 3:54 p.m.

E. McHarg (Vice-Chair) queried regarding the reason for engaging on this project; D. Powers informed that Council directed staff to engage on the project; and while the level of engagement is inform, questions have been raised by the public for consideration and staff will report back to Council with the results of engagement before the Streamkeepers invest in design drawings.

Discussion ensued and the Community Engagement Committee provided the following feedback:

- The project is an opportunity for education and to highlight positive work;
- Explain that the Streamkeepers are responsible for planning and funding; and
- Include details about the positive impacts of the creek restoration.

It was Moved and Seconded:

THAT the Lawson Creek Restoration Public Engagement Plan be received for information.

CARRIED

8. Westvancouver.ca user experience survey

D. Powers (Director, Community Relations & Communications) spoke relative to the memo regarding “westvancouver.ca User Experience Survey” and informed that:

- The District website has reached the end of its useful life;
- Council has approved a small capital budget to rebuild it; and
- There is a staff team working on planning the new website.

Councillor Soprovich re-entered the meeting at 4:06 p.m.

A. Mafi (Communications & Engagement Manager) informed that the purpose of the survey is to learn what residents like and for what purposes they use the website.

Discussion ensued and the Community Engagement Committee provided the following feedback:

- Set up the survey to include incomplete surveys in the results;
- Eliminate unnecessary words, use plain language, and explain technical terms;
- Question 1 regarding how often they visit the website: add an option for “as needed”;
- Add a question regarding other sources used to get District information;
- Question 4: break down the list of common website tasks; consider using menu headings from the website as a way to break down the different tasks; add “to get the facts” as a task;
- Add demographic questions (where they live, work, etc.);
- Consider surveying in different languages;
- Encourage people to visit the website as much as possible to get reliable information; and
- Add a question that asks if there is something that would make it easier to use westvancouver.ca.

It was Moved and Seconded:

THAT the westvancouver.ca user experience survey be received for information.

CARRIED

9. Staff Update: Review of Engagement Underway

A. Mafi (Communications & Engagement Manager) spoke relative to the document regarding “Staff update to CEC – September 9, 2021” and informed that the Lawson Creek Restoration Project is the current engagement and will conclude October 8; and provided the following timelines for upcoming engagements, some of which have been delayed due to the high number of projects:

- Planning the Upper Lands – Phase 2: September 13 to October 15, 2021;
- Foreshore Development Permit Area: October 2021;
- Replacement Youth Centre: November 2021;
- Klee Wyck future use; To be confirmed, likely spring 2022;
- Updating the Strategic Transportation Plan: To be confirmed, likely early 2022;
- Residential Street Parking Plan: Undetermined, dependant on Engineering & Transportation staff capacity;
- Budget 2022: September 2021 to January 2022; and
- Arts & Culture Awareness: January 2022.

D. Powers (Director, Community Relations & Communications) provided an update regarding the Arts & Culture Centre and informed that:

- On July 26, Council directed staff to move forward with additional engagement;
- Staff have prepared a plan and the first steps are to develop a funding strategy and governance model;
- Terms of Reference have been developed and will be going to Council for approval to commence a committee to work on the project; and
- Engagement is scheduled for January 2022 to increase awareness of arts and culture needs, involving inviting the public into existing facilities to walk through the facilities and meet the people taking programs there.

It was Moved and Seconded:

THAT the Staff Update: Review of Engagement Underway be received for information.

CARRIED

PUBLIC QUESTIONS

10. PUBLIC QUESTIONS

C. Reynolds (member of the public) commented regarding the following:

- Suggested that draft minutes and agenda with attachments be posted on the website;
- Suggested that members of the public be allowed to speak after each item;

- Suggested that the area of Cypress Village and Eagleridge be posted and that the number of units and population information be provided;
- Navy Jack House;
- The Community Engagement Committee's Terms of Reference;
- Correspondence to Mayor and Council;
- Finance Committee; and
- The upcoming Youth Centre engagement.

Councillor Wong (Chair) responded to C. Reynolds comments.

R. Bartlett (Chief Administrative Officer) recognized Community Relations & Communications staff for their quality work, particularly over the summer and during the pandemic.

NEXT MEETING

11. NEXT MEETING

Staff confirmed that the next Community Engagement Committee meeting is scheduled for October 14, 2021 at 3 p.m.

12. ADJOURNMENT

It was Moved and Seconded:

THAT the September 9, 2021, Community Engagement Committee meeting be adjourned.

CARRIED

The meeting adjourned at 4:26 p.m.

Certified Correct:



Chair



Committee Clerk