

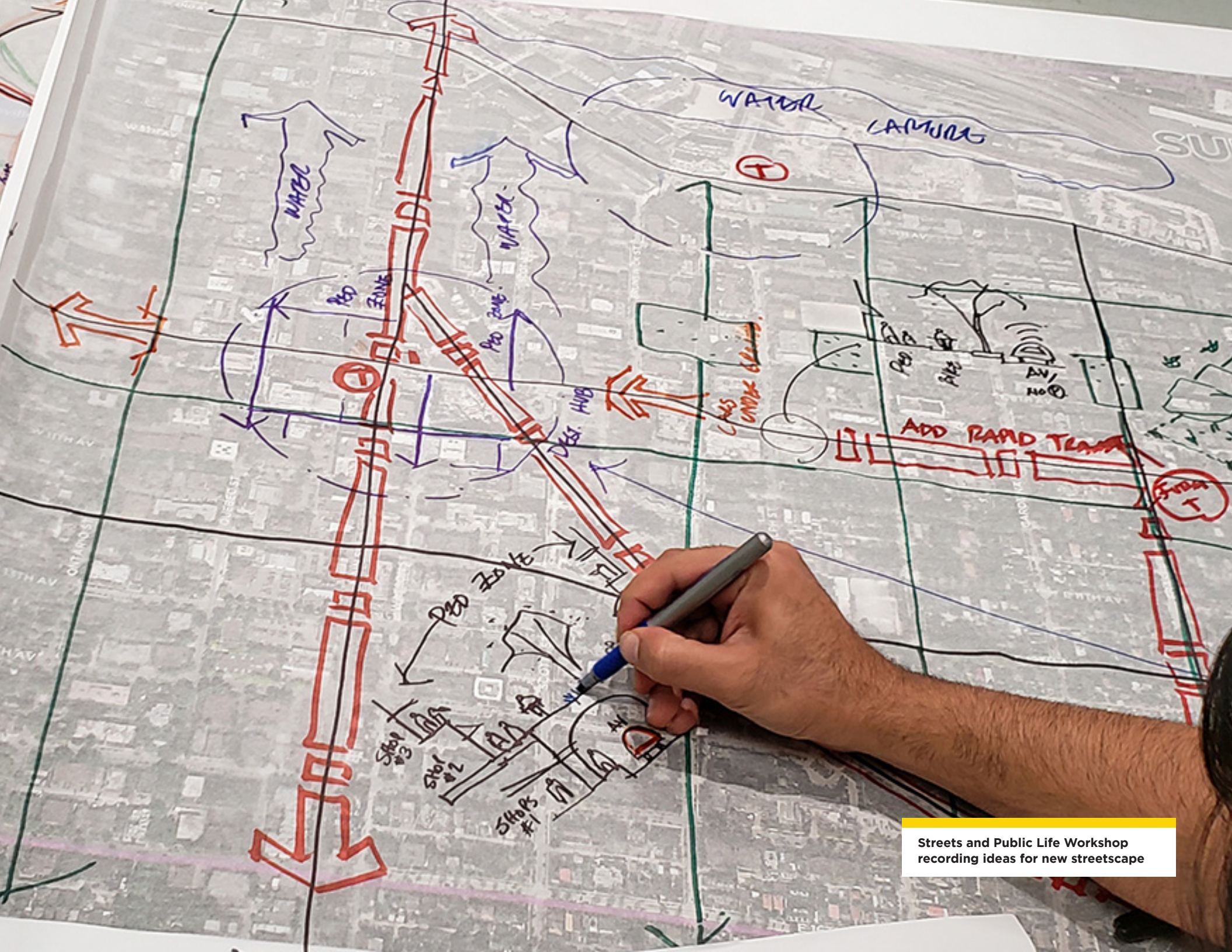

# BROADWAY PLAN

## Phase 2 (Part 1 )

## Engagement Summary Report

Emerging Directions | September 2019 - March 2020

CITY OF VANCOUVER




Streets and Public Life Workshop recording ideas for new streetscape

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Mural on the side of the Native Education College by Jerry Whitehead, Sharifah Marsden, and Corey Bulpit

# 1. First Peoples

The Broadway planning process aims to recognize the living culture and history of the Musqueam, Squamish and Tsleil-Waututh peoples.

The City of Vancouver is on the traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples. The Nations have a spiritual, cultural, and economic connection to the land since time immemorial. Vancouver and 95 percent of British Columbia are located on the unceded territory of First Nations. The term unceded acknowledges the dispossession of the land and the inherent rights that the Nations hold to the territory. The term serves as a reminder that Musqueam, Squamish and Tsleil-Waututh have never left their territories and will always retain their jurisdiction and relationships with the territory.

## CITY OF VANCOUVER

Vancouver City Council has endorsed the United Nations Declaration on the Rights of Indigenous Peoples, in 2013, and has designated the City as a City of Reconciliation. In 2014, we committed to achieve the following goals:

- Strengthen local First Nations and Urban Indigenous Relations,
- Promote Indigenous peoples arts, culture, awareness and understanding, and
- Incorporate First Nations and Urban Indigenous perspectives for effective City services.

There are a number of resources available to learn more about the historical and current relationship the Nations have with the land which is now known as the City of Vancouver.

Their websites contain plentiful information about their histories, cultures, governance, and ways of affirming their continuity on these lands:

Musqueam Indian Band:
**musqueam.bc.ca**

Squamish Nation:
**squamish.net**

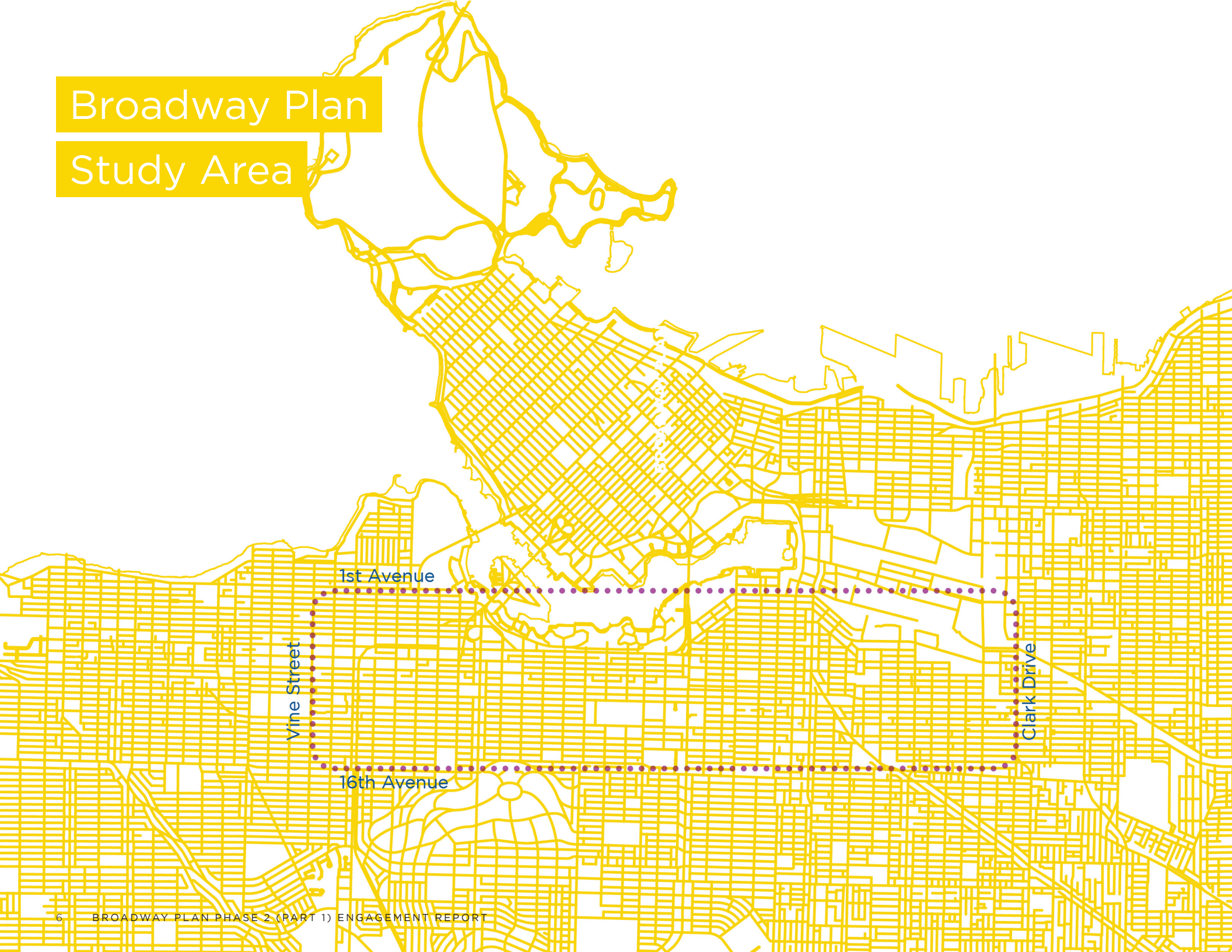
Tsleil-Waututh Nation:
**twnation.ca**

Please visit our website to learn more about Vancouver's designation as a City of Reconciliation and the Musqueam, Squamish and Tsleil-Waututh Nations:

**vancouver.ca/people-programs/city-of-reconciliation.aspx**

**vancouver.ca/files/cov/First-Peoples-A-Guide-for-Newcomers.pdf**

# Broadway Plan Study Area



# 2. Broadway Plan

## ABOUT THE BROADWAY PLAN

In March 2019, a two-year multi-phase planning process was launched to create a comprehensive Broadway Plan to integrate opportunities for new housing, jobs and amenities around the new Broadway Subway. The plan will guide future growth, change and public benefits within the Broadway Plan study area.

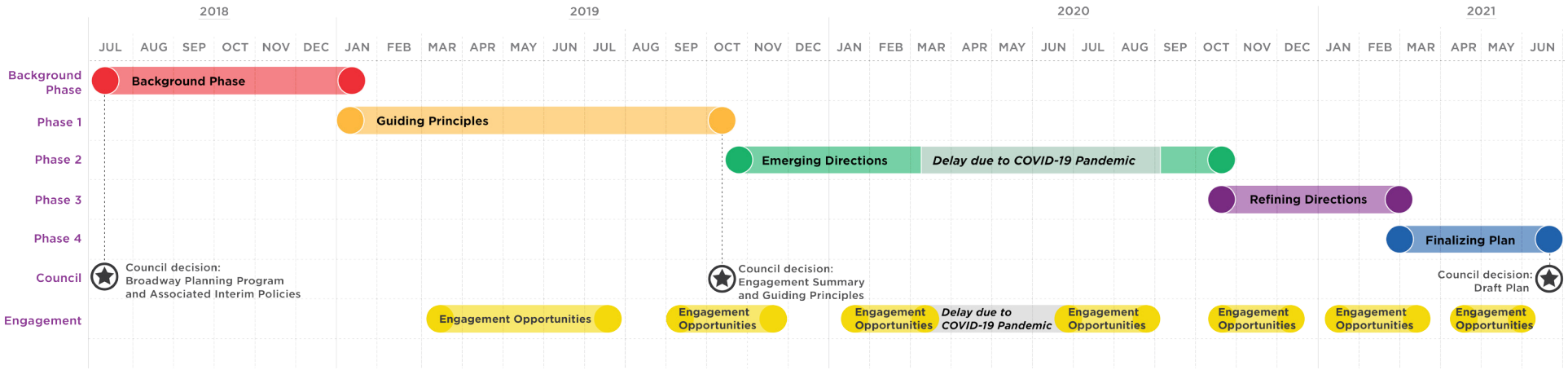
The Broadway planning process has been extended due to delays from the COVID-19 pandemic. The overall planning process continues to move forward with a recalibrated timeline and approach to public engagement that is aligned with public health guidelines. Public health measures have temporarily restricted large gatherings like open houses, public meetings, and other in-person engagement activities. The recalibrated planning program anticipates a draft plan for Council's consideration in mid-2021, following robust community engagement at each phase of the process.

## ABOUT THIS REPORT

The Broadway Plan's approach to public engagement takes into account the diversity and distinct neighbourhood characters of Kitsilano, Fairview, Mount Pleasant and False Creek Flats. The Phase 2 (Part 1) Engagement Report summarizes key feedback that emerged during engagement events held from September 2019 up until the City of Vancouver paused engagement activities due to COVID-19 in March 2020. The intention of this phase of engagement was to conduct focused and neighbourhood engagement that improved accessibility and overcame barriers for groups who were under represented in Phase 1.

This report summarizes the key ideas, interests and opportunities that were gathered through multiple engagement activities including door-to-door business engagement, workshops, presentations, community pop up events, community postcards, interviews, planning 101 sessions, social media and email submissions. More detailed feedback can be found in the engagement summaries in the Appendices.

## RECALIBRATED BROADWAY PLANNING PROCESS - AS OF AUGUST 2020





# 3. ENGAGEMENT OBJECTIVES

In 2018, Council approved the Broadway Plan Terms of Reference that included overall engagement objectives:

"The outreach and engagement process will be inclusive to include and involve a broad range of interested parties: local businesses, local residents, and citizens from across the City, property owners, tenants, workers, business owners, transit and mobility stakeholders (including TransLink and Metro Vancouver interests) real estate development interests, academic institutions, and other stakeholder groups."

"The Broadway planning program will embrace an approach that both considers the role of Broadway in the larger context of the City Core and region (allowing for broad participation in the planning process) but also allows for local neighbourhood-level engagement that acknowledges the diversity of the neighbourhoods and interests through the Broadway Plan Study Area. This will allow for meaningful dialogue that addresses the unique context of new station areas. In addition to broad outreach and neighbourhood level engagement, specific attention will be given to ensure local businesses have an opportunity to provide input by designing an outreach program to accommodate business hours and availability."

# 3. Engagement Objectives

### BE INCLUSIVE

An accessible, inclusive process will be used to engage the broadest possible range of people, including those with varying cultural backgrounds, ages, incomes, and tenures. The planning process will also ensure early in the process that the broader business and resident community is aware of the planning program and that their participation is important in shaping the plan.

### BE STRATEGIC

The areas considered for change will be limited to strategic areas only and adjusted through consultation with businesses and the community.

### TAKE TIME NEEDED

Accommodating growth and exploring change in an established urban context with distinct surrounding neighbourhoods is a complex endeavour and warrants sufficient time to work through the assets, issues and opportunities with the community.

### BE VISUAL

Enhancing communication through high quality visual tools and materials (e.g., renderings, illustrations, photos, drawings, models, etc.) will help articulate complex issues increasing the local businesses and residents understand the scale of change being explored, allowing for informed and empowered decision-making.

### BE CLEAR AND TRANSPARENT

All stages of the planning process will be open and transparent and all decisions made should have a clear rationale that is available to all members of the community. The planning process and final products will be developed with user-friendly language and graphics. The scope of the plan, the key decision points, and the role of all participants will be clearly identified. When a final product is ready for consideration by City Council, Staff will ensure that Council, before making decisions, is made aware of the range of community opinion, technical documentation, and any other necessary information.

### HAVE A SMALL GROUP FOCUS

While use of a variety of consultation tools is important for reaching the diversity of businesses and residents in the area, smaller group sessions that arrive out of sub-area identification are especially conducive to meaningful dialogue, and are particularly constructive when working through any core issues that may arise through the planning program.

### BE FLEXIBLE, ADAPTIVE, AND RESPONSIVE

The consultation program will adapt and respond, as necessary, to address community priorities including any core issues that arise throughout the program.

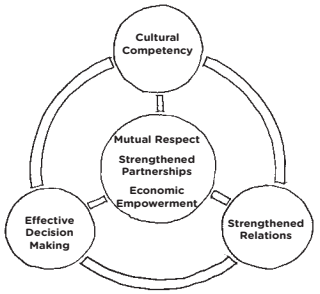
### ACTION WHILE PLANNING

Where possible the Planning Program will blend process and action - undertaking planning work at the same time as facilitating timely action on pressing issues and other ‘action’ opportunities which may emerge. These issues may include matters associated with transportation, local business, place-making, sustainability, housing and homelessness, public safety, health, food security, “greenest city” goals, etc.

Success for this initiative will be measured by the degree of awareness of both the Broadway planning process itself and of the diverse opportunities to provide input across a wide range of stakeholders and members of the general public.

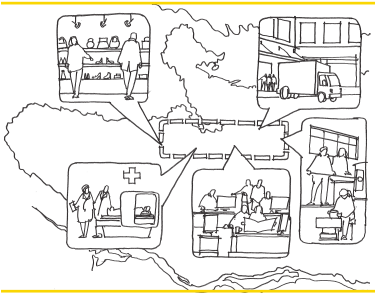
# 4. Broadway Plan Guiding Principles

Adopted by Council
October 22, 2019




## SUPPORT RECONCILIATION WITH FIRST NATIONS AND URBAN INDIGENOUS PEOPLES

The Broadway Plan area is within the unceded homelands of the Musqueam, Squamish, and Tsleil-Waututh Nations. It is also home to diverse Urban Indigenous communities. Musqueam, Squamish, and Tsleil-Waututh voices and visibility on the land should be supported, along with opportunities to support Indigenous peoples' cultures and art.



## FOSTER A ROBUST AND DIVERSE ECONOMY

The amount and diversity of job space should be increased to strengthen Central Broadway as the Province's second largest jobs centre, particularly in the Uptown area. Industrial and mixed employment lands should be retained and foster an evolving creative economy. Key shopping villages and opportunities for small and local businesses should be enhanced, including new neighbourhoodserving shops and services.

## DEMONSTRATE LEADERSHIP IN SUSTAINABILITY AND RESILIENCE

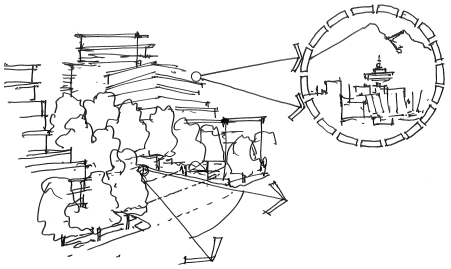
New development, streets, parks and public spaces should enhance neighbourhood environmental systems, reduce carbon emissions, and be sustainable and resilient to climate change. An integrated water management approach including green infrastructure should be used to capture, clean and reuse rainwater within watersheds, enhance the natural environment, and provide long term resilience as well as co-benefits such as public space or active transportation improvements. Innovative approaches to reduce carbon emissions in building operation and construction should be introduced, and zero emissions vehicles should be supported.





## SUPPORT AFFORDABLE, DIVERSE, EQUITABLE AND INCLUSIVE COMPLETE NEIGHBOURHOODS

Leveraging the investment in the Broadway Subway, new housing opportunities (particularly purpose built market and below-market rental and social and supportive housing) close to transit should be expanded for a diversity of household types, incomes, and backgrounds, while retaining and reinvesting in existing older rental housing and with the goal that renters can remain in the neighbourhood at affordable rates. Neighbourhoods should be liveable and meet the needs of all ages, incomes and abilities and include amenities, jobs, shops, services, and community facilities and services (e.g. childcare and neighbourhood houses), as well as opportunities for arts and cultural activities. Residents should live within an easy walk or roll of their daily needs



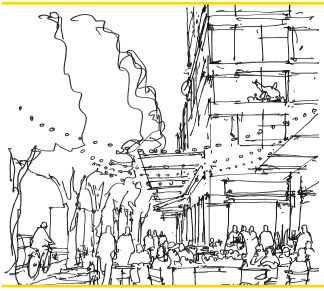
## ENCOURAGE CONTEXTUAL DESIGN

New development should include architecture and building forms that respond to the evolving local context, including topography and elements of neighbourhood character (i.e. terracing, access to views and light, green and leafy streetscapes, variety of building materials, gardens, etc.), as well as the new Broadway Subway.

## RECOGNIZE AND ENHANCE THE AREA'S DISTINCTIVE NEIGHBOURHOODS AND PLACES

The distinctive qualities of neighbourhoods, such as green and leafy residential streets, shopping villages, and heritage and cultural resources, should be retained and enhanced, while integrating new housing and job space.



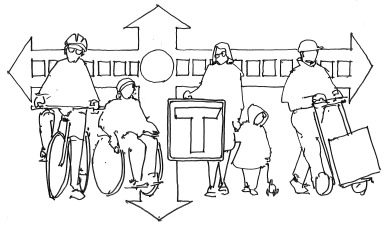


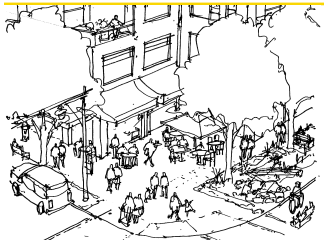
## ENHANCE BROADWAY AS A GREAT STREET

Broadway should be enhanced as a street of special significance—a Great Street—with a series of unique and vibrant places to live, work, visit and play. Street design, new development, public spaces, and businesses should contribute to a delightful experience for everyone and lively gathering places, and help create distinct character areas along Broadway that also serve the local neighbourhoods.

## PROVIDE AND SUPPORT HEALTHY TRANSPORTATION OPTIONS

A network of Complete Streets should be created to provide people of all ages and abilities with high quality walking, cycling, transit and other shared mobility options, including strong connections to the Broadway Subway stations. Connections within and between neighbourhoods should be enhanced to provide direct access to shops and services, amenities, jobs and transit. Goods movement, loading and servicing needs should be supported.





## CREATE AND ENHANCE PARKS AND PUBLIC SPACES

Diverse places for public life should be integrated along key shopping streets and throughout neighbourhoods to foster walkability and human health, and create pportunities for social connection, cultural expression (e.g. public art), recreation and play, and access to nature Parks and public spaces should respond to local context, such asunique views or adjacent businesses.

# 5. Engagement Events from Phase 2 (Part 1)



**Planning 101s (6)**
**130**
People



**Pop-ups + Office Hours (5)**
**119**
People




**Vancouver Native Education College Workshop**
**50**
People




**Creative Sector Design Jam**
**100**
People



**#MyBroadway Online Postcards**
**112**
Responses



**Advisory Groups + Committees (2)**
**40**
People



**UBC City Studio**
**50**
People



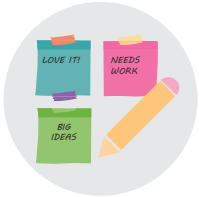
**Broadway Subway Open Houses (3)**
**508**
People




**#MyBroadway Postcard Outreach (3)**
**307**
Interactions



**Indigenous Family Dinner**
**15**
People




**Workshops (12)**
**244**
People



**Kitsilano Shower Program**
**15**
People



**BIAs (2)**
**35**
People

**1,835+** people were engaged during Phase 2 (Part 1)

**39** Phase 2 (Part1) Engagement Events



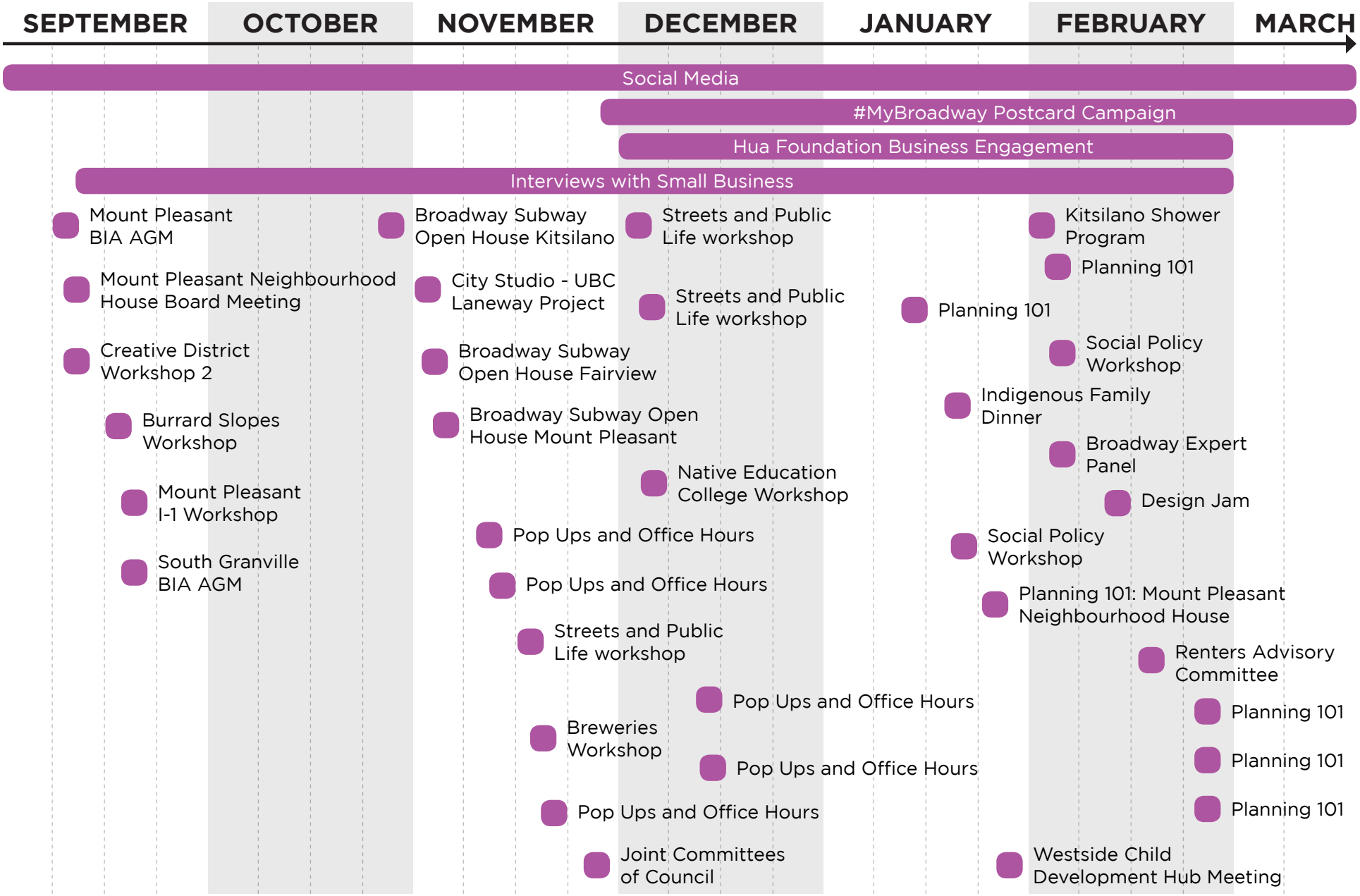

# 6. HOW WE ENGAGED

**This report is the result of an engagement phase that involved about 1,800 people who live, work, play, shop, and learn in the neighbourhoods in the Broadway area.**

The engagement activities used during this phase concentrated on both broad and focused engagement with groups who were under represented in Phase 1. There was particular focus on identifying tools and tactics to improve accessibility to overcome barriers to participating in the Broadway planning process.

Due to COVID-19, City staff were unable to complete all of the engagement that was planned including focused engagement with the LGBTQ+ community, renters, marginalized communities, as well as community open houses on the proposed “Emerging Directions" for the plan. A recalibrated engagement strategy for the Emerging Directions will be developed that reflects strong neighbourhood based engagement while following public health measures and social distancing. When complete, a report titled “Phase 2 (Part 2) Engagement Summary Report” will be published and provide readers with an overview of feedback and advice from this phase of engagement.

# 7. Phase 2 (Part 1) Engagement Process



## 8. WHAT WE HEARD:

# FOCUSED ENGAGEMENT

*This section provides a summary of what we heard for Phase 2 (Part 1) between September 2019 to March 2020 using focused engagement. To engage more of underrepresented groups, City staff designed and ran activities that improved accessibility and reduced barriers to participate.*

# 8A. LISTENING TO URBAN INDIGENOUS COMMUNITIES



**The Broadway Plan sought input, advice, and recommendations from Vancouver's Urban Indigenous Peoples and Indigenous serving organizations.**

**50**

**Participants**

Native Education College Workshop

**15**

**Participants**

Mount Pleasant Indigenous Family Dinner

> **We cannot perform cultural practices, such as smudging, at home, therefore there is a need for public spaces that allow a connection to culture**
>
> — Attendee of Indigenous Family Dinner

# 8A. LISTENING TO URBAN INDIGENOUS COMMUNITIES

## Native Education College Workshop

City staff attended a workshop hosted by Vancouver Native Education College on December 4, 2019. Over 50 students and staff members were involved. The discussion focused on the experience of Native Education College students living, working or going to school in Vancouver and challenges and opportunities to inform ongoing planning processes.

## Metro Vancouver Aboriginal Executive Council

City staff attended a Metro Vancouver Aboriginal Executive Council quarterly meeting on October 31, 2019. Broadway Planning staff provided a presentation on the plan study area, policy objectives, and respectfully sought advice and recommendations about engaging with Indigenous serving organizations.

## Indigenous Family Dinner

On January 20, 2020, City staff attended the Mount Pleasant Neighbourhood House Indigenous Family Dinner. Broadway Planning staff provided an update on the plan and discussed priorities and concerns identified by community members.



*To learn more about the **Native Education College Workshop**, go to **Appendix B**.*

*To learn more about the **Indigenous Family Dinner**, go to **Appendix C**.*

# 8A. LISTENING TO URBAN INDIGENOUS COMMUNITIES

## Key Interests, Ideas, and Opportunities

- Vancouver Native Education College (NEC) is an important community hub that fosters inclusivity and centers Indigenous knowledge and learning.
  - NEC needs childcare supports nearby or at the school.
  - NEC needs a campus.
  - NEC needs student housing.
- Mount Pleaseant Neighbourhood House is an important gathering space for Indigenous community members. There is a critical need for more cultural and community spaces for Indigenous peoples. This includes spaces for cultural practices both outdoors and inside.
- Cultural spaces are identified as essential for community health.
- Desire to see co-location of services such as childcare, housing and other social services. Affordable childcare is a gap in the city.
- There is a gap in services especially Indigeneous-led programs and supports. Focus on supports to help people enter the work-force and supports specifically for single parents.
- Affordable housing is important for families.
- Access to green space, spaces for art, parks and places to play are important for building community.
- The city needs a better connected regional transit system. Commuting is connected to cost of living in Vancouver.

> **I want to stay here but housing and work space for artists is very limited**
>
> — Student at Native Education College Workshop

> **Cannot think about job prospects or a future in Vancouver if housing is not affordable now**
>
> — Student at Native Education College Workshop

> **This place has story — Indigenous identity**
>
> — Student at Native Education College Workshop

# 8B. LISTENING TO YOUTH



**In an effort to involve more youth in the planning process and provide the Broadway Plan with a youth perspective, we designed and ran engagement activities where youth were located. Staff adopted the engagement principle of having a small group focus and going to where youth were located to reduce barriers to participation.**

**6**

**Participants**

Westside Child Development Hub

**115**

**Students**

Planning 101: Schools

**50**

**Students**

UBC City Studio

# 8B. LISTENING TO YOUTH

## UBC City Studio

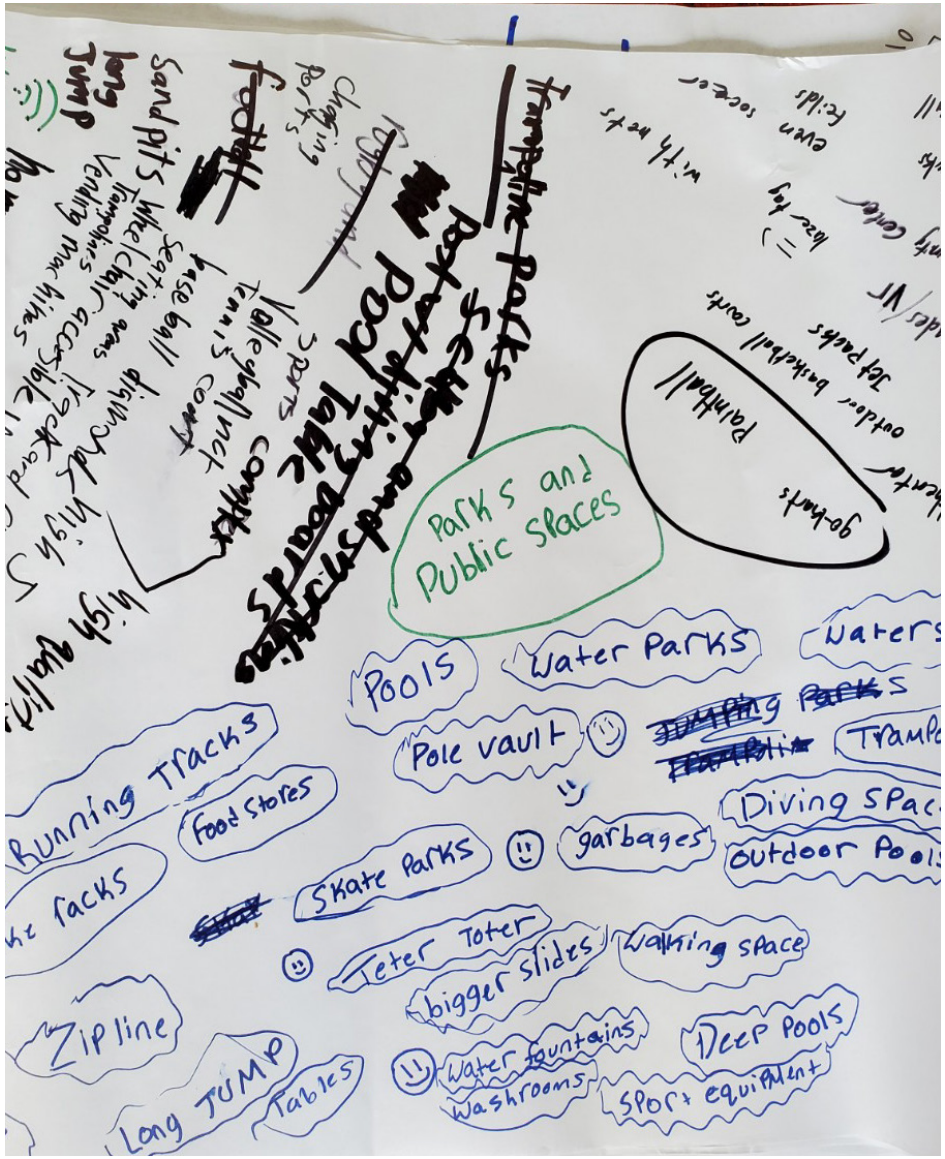
In November, staff partnered with City Studio and a UBC planning class to reimagine laneways in the Mount Pleasant area. Students provided recommendations for their function and design.

## Westside Child Development Hub

On January 23, City staff met with the Westside Child Development Hub staff to learn about the challenges and opportunities to better support children and youth.

## Planning 101s

In January and Feburary of 2020, staff visited five classrooms in the Broadway area to provide students with an overview of urban planning as a profession, planning in the City of Vancouver and the Broadway Plan. Following a presentation, students conducted a group brainstorming activity to share their ideas for parks, transportation, housing, climate resilience and public serving spaces.




*To learn more about the **Westside Child Development Hub**, go to **Appendix D**.*

*To learn more about the **Planning 101s**, go to **Appendix E**.*

# 8B. LISTENING TO YOUTH

## Key Interests, Ideas, and Opportunities

- Housing should be affordable for people at every stage of life.
- Provide more affordable housing for families and seniors.
- Neighbourhoods should have more access and connections to nature, including greenery and community gardens.
- Climate change and pollution should be addressed by eliminating single use plastics, promoting green infrastructure, and decreasing CO2 emissions from personal vehicles and public transit.
- Public spaces should have more public art and places to sit and gather.
- Food should be more affordable and accessible. More food options available in parks and public spaces, such as: neighbourhood cafes and food trucks.
- Free public WiFi and charging stations should be available throughout the community.
- Create more recreational and community spaces to support a variety of activities, such as: water sports, music and performances, play courts and fields, and large multi-use/ flexible gathering spaces.
- Walkability and new active modes of transportation (scooters and ebikes) should be supported.

> **Make public spaces accessible to everyone**
>
> — Planning 101
> Elementary Student

> **WiFi on buses and trains**
>
> — Planning 101
> Elementary Student

> **Make community spaces bigger to accommodate more uses**
>
> — Planning 101
> High School Student

# 8C. LISTENING TO NON-PROFIT ORGANIZATIONS AND COMMUNITY SERVING SPACES

## Community Serving Spaces

The purpose of the workshop was to speak with property owners of community-serving spaces on the service needs, gaps, and trends of the respective communities they serve. It was also to build awareness among workshop participants about the emerging directions of the Broadway Plan, the alignment of community-serving spaces with the City's Healthy City Strategy (HCS) goals, and to capture any ongoing challenges and opportunities related to community-serving spaces or facilities.

## Social NPO Engagement Summary

The purpose of the workshop was to speak with social service providers on the service needs, gaps and trends of communities they serve within the Broadway area. It was also to capture any ongoing challenges and opportunities related to social serving spaces or facilities.

> **Program needs include those for low-income, homeless (shelter services), addictions, childcare, family programming, multi-lingual, and cultural performances**
>
> — Attendee of Community Serving Spaces Workshop

> **Find ways to strengthen culture as that plays an important role in community development**
>
> — Attendee of Community Serving Spaces Workshop

> **The Broadway Plan study areas is home to several non-profit organizations and community serving spaces that support affordable, diverse, equitable and inclusive complete neighbourhoods**
>
> — Attendee of Social NPO Workshop

# 8C. LISTENING TO NON-PROFIT ORGANIZATIONS AND COMMUNITY SERVING SPACES

## Key Interests, Ideas, and Opportunities

- Need for increased programs and services to support individuals with housing and shelter needs and mental health and addiction supports. A holistic wrap-around service model is critical. Needs were particularly identified in Mount Pleasant.
- Need for family and children supports such as increased availability of childcare. Desire from many community serving spaces to provide childcare but some may be limited by the availability of outdoor space.
- Many community serving spaces need facility upgrades (i.e. accessibility upgrades) but lack resources to do so. Heritage designation limits ability to renovate buildings. Redevelopment is also challenging because City requirements are unclear.
- Trend of displacement across the city. Young people and families are particularly impacted. Cost of living makes it challenging to live in the city. Access to housing, finding work and long commutes are all factors.
- Affordable housing should be dispersed throughout the city, in close proximity to social service providers and should meet the needs of all ages and family sizes. There is a specific need for Indigenous housing.
- More social services are need in the Broadway area, especially for youth, youth resources, families and Indigenous communities.
- More services in the west-side of Vancouver are needed.
- Co-location of social services and creation of hubs enable service providers to partner, share space and support each other. This would minimize travel for service users. Non-profits provide services to a large catchment area in which the existing needs of the population are growing and becoming more complex. There needs to be consideration of distribution of services across the City including within the Broadway Plan area.
- Many community serving spaces provide an opportunity for community groups to hold publicly accesible and free programs.
- Accessibility and affordability of public transit and parking is essential for seniors.
- There is a need for Indigenous gathering spaces - both inside and outside to allow for land based cultural practices and flexible gathering spaces.
- Create spaces that are culturally relevant and support communities gathering and healing beyond "crisis" mode/ services.
- Lack of funding is a barrier to service provision. Explore long-term leases between City and non-profits and grants to non-profits to help maintain community spaces.
- Staff retention is a hidden cost to social non-profits in Vancouver as a there are high turnovers dur to housing affordability, long transit times and other service costs, such as childcare.
- Food security is precarious, more support should be given to make food affordable and accessible, especially to low-income residents.
- The planning process should take an equity approach and ensure underrepresented groups are included in this process. Including reducing barriers to participation, improving language access and providing more opportunities to engage.

*To learn more about the **Community Serving Spaces Workshop**, go to **Appendix F**.*

*To learn more about the **Social Non-Profit Organizations Workshop**, go to **Appendix G**.*

# 8D. LISTENING TO COUNCIL ADVISORY COMMITTEES



The City recognizes that it needs the help, talent, and inspiration of all the diverse voices and lived experiences of Vancouverites to create meaningful and actionable plans that will address the city's current and future needs. The Council Advisory Committees and Boards represent a broad spectrum of interests across the city and are a key group to provide feedback and advice for staff.

**28**

**Participants**

Joint Council Advisory Session

## Joint Council Advisory Session

The Vancouver Plan team and the Broadway Plan team hosted a Joint Council Advisory Session. All the Council Advisory Committees were invited to attend and many sent representatives. The intent of the session was to provide an update on the two projects and to seek input from the committees on the engagement process for both plans. Following an overview presentation of the two respective plans, participants worked together to discuss ideas and opportunities for inclusive and representative engagement across Vancouver's diverse communities and the potential for continued involvement in these concurrent planning processes.

The session started with an overview presentation by staff from both plans. Following this the council advisory committee representative begun a group discussion within their tables. A facilitator and notetaker was present at each table. The discussion focused on the interests and perspectives of the various advisory committees represented. This feedback will inform the engagement approaches of the two plans.

# 8D. LISTENING TO COUNCIL ADVISORY COMMITTEES



## Council Advisory Committees

The Council Advisory Committees that attended were:

- Renters Advisory Committee
- Transportation Advisory Committee
- Public Art Committee
- Heritage Commission
- LGBTQ2+ Committee
- Vancouver Food Policy Council
- Arts and Culture Committee
- Seniors Advisory Committee
- Persons with Disability Advisory Committee
- Children's Youth and Families
- Civic Asset Naming Committee
- Chinatown Historic Area Committee
- Vancouver Civic Theatres
- Ethical Advisory Committee
- Vancouver City Planning Commission
- Renters Advisory Committee
- First Shaughnessy Advisory Design Panel
- Racial and Ethno-Cultural Equity Advisory Committee
- Councillor Pete Fry

# 8D. LISTENING TO COUNCIL ADVISORY COMMITTEES

## Key Interests, Ideas, and Opportunities

- Decentralized and local-based engagement.
- Respect and compensation for time given.
- Reach out to existing organizations who support equity-seeking groups and compensate the community organizations for their time.
    - Pay people for their time especially low-income individuals and individuals with other barriers to participation in engagement.
    - Partner with community organizations to the expand reach and to draw upon skills and strengths already present in the community.
- Improve the inclusivity and accessibility of community engagement, participants recommended different tactics and techniques that could help to facilitate reaching a more diverse and representative public.
    - Go to where people are.
    - Engaging with people in the settings and environments where they spend their time.
- Importance of drawing upon a variety of communication tools to build trust and to ensure the public is informed about ongoing plans and initiatives.
- Transparency requires clearly reporting back on engagement findings and engagement processes, providing adequate information and using multiple tools to communicate. Information that is shared should consider multi-lingual individuals and non-verbal communicators.
- Need for further conversations with individual groups. City staff committed to following up with an offer to come and present.



*To learn more about the **Joint Council Advisory Session**, go to **Appendix S**.*

# 8E. LISTENING TO SMALL BUSINESSES AND WORKERS IN THE BROADWAY AREA




Small businesses are critical to the vibrancy and economic health of a city. In order to learn about the unique interests and concerns felt by small businesses, City staff engaged with small businesses and workers across the study area by using a range of tactics. Staff adopted the engagement principle of going to businesses to engage to reduce barriers to participation.

**20+**

**Conversations**

with small businesses and focused engagement with ethnocultural businesses

**4**

**Relationships**

built with BIAs in the area

**5**

**Workshops**

with sector and area specific focus groups

**100+**

**Participants**

Creative sector desigin jam

**307**

**Connections**

with businesses and workers going door-to-door to local businesses on West 4th Avenue, South Granville, Main Street, and Broadway

# 8E. LISTENING TO SMALL BUSINESSES AND WORKERS IN THE BROADWAY AREA



## Conversations with Small Businesses (Interviews and Door-to-Door Business Engagement)

Over the span of several months, City staff met one-on-one with businesses across a diversity of sectors. All the businesses were operating within the Broadway study area and ranged from businesses starting up to longstanding businesses that have been operating for over 50 years. This allowed staff to hear a diversity of perspectives and to spread awareness about the plan.

## Ethnocultural Business Engagement

City staff contracted Hua Foundation to conduct a series of interviews with small and independent ethnocultural businesses within the Broadway Plan study area in order to understand the experiences of business owners and operators.

## Relationship Building with the Four BIAs in the Study Area

City staff met with the four BIAs: Cambie, West 4th, South Granville and Mount Pleasant, and the adjacent Kitsilano BIA area to foster relationships and communication throughout the plan. Staff attended BIA AGMs in the fall as an opportunity to develop connections and relationships with business members.

## Sector and Area Specific Focus Groups

City staff hosted workshops in Mount Pleasant, Burrard Slopes and Great Northern Way (Creative District) area in order to hear from businesses operating within each of the main industrial and job space zones of the Broadway Plan study area.

## Creative Sector Design Jam

In partnership with Vancouver Design Nerds and Creative Pulse, City staff hosted a design jam geared towards people who work within the creative sector in Vancouver. Over 100 people attended. Individuals were assigned to a group focusing on specific neighbourhoods within the Broadway Plan area and asked to brainstorm ideas and problem-solve issues and challenges they would like to see addressed through the Broadway Plan.

# 8E. LISTENING TO SMALL BUSINESSES AND WORKERS IN THE BROADWAY AREA

## Interests, Ideas and Opportunities

- City advocacy for taxation reform (triple-net) and commercial rent controls. Address concerns from businesses regarding displacement. Enact right-of-first-refusal for businesses that experience displacement by development.
- Expand small business supports such as City dedicated staff and business liaisons to support small businesses navigate city processes. Improve business communications and language accessibility.
- Building flexibility in zoning and by-laws pertaining to small businesses in order to permit businesses to share spaces or incentivize business co-working models. Incentivize the use of empty storefronts for temporary or pop-up businesses.
- Link affordable housing to economic health. Increase availability of affordable housing for workers (i.e. consider minimum wage earners).
- Reducing barriers to pop-up vending, markets and public space activations.
- Better alignment of municipal and provincial regulations.
- Improve amenities for workers (i.e. lunch spots and meeting areas in public space). Consider supports such as an economic focused community centre.
- Mitigate impacts from construction of Broadway subway and the ongoing transformation to the streetscape (i.e. there will be less foot traffic and visibility of businesses when subway is underground - what will this mean for businesses?).
- Ensure neighbourhoods have a balance of everyday amenities mixed with destination businesses (i.e. South Granville). Consider reduction in parking costs in areas that support destination businesses.
- Prioritize human-scale and contextual development that retains local character (i.e. small storefronts attract small businesses. Incentivize neighbourhood retail).
- Think regionally in terms of transit connections for commuters.
- Provide grants and financial supports for small businesses. This includes financial contributions for specialized/skilled labour, supports for storefront upgrades and business start-up grants.
- Explore the integration of work space and residential development in a more robust way.
- Explore innovative zoning like music zone to allow for more noise or a  brewery zone within industrial.

*To learn more about the **Hua Foundation Summary**, go to **Appendix H**.*

*To learn more about the **Interviews and Focus Groups with Businesses and BIAs**, go to **Appendix I**.*

*To learn more about the **Focus Groups with Brewers**, go to **Appendix J**.*

*To learn more about the **Creative Sector Design Jam**, go to **Appendix K**.*

# 8F. LISTENING TO DISPROPORTIONATELY IMPACTED COMMUNITIES



The Kitsilano Shower Program is an outreach program offered at the Kitsilano Community Centre to those in need. The program treats its users with respect and dignity while providing a safe environment and needed services such as hot breakfast, clean clothing and housing assistance. Staff spoke with participants about their wants and needs for their community.

**15**

**Participants**

Kitsilano Shower Program

## Interests, Ideas and Opportunities

- Many people depend on public and active transportation options to get around town. As a result there is a need for more accesible and varied transportation options throughout the Broadway Plan Study Area and the City at large.
- There is a need for a better distribution of services and amenities throughout the city, such as community spaces and washrooms. The west side of the city is lacking these features.
- Many individuals came to Vancouver from other provinces and cannot find housing in the city.

*To learn more about the **Kitsilano Shower Program**, go to **Appendix L**.*

# 8G. LISTENING TO RENTERS



Rental housing plays a significant role in supporting affordable, diverse, equitable and diverse communities. With 42% of residential units in the Broadway Plan being rental, staff acknowledge the critical role rental housing plays to the area's wellbeing. In order to understand the interests, needs, and challenges of renters, staff sought advice from the City's Rental Advisory Committee.

**12**

**Participants**

Renters Advisory Committee

## Interests, Ideas and Opportunities

***Renters in Broadway today –their needs and actions to protect them***

- City owned lands should be optimized to accommodate for growth, and be used as temporary housing or "swing-space" for displaced tenants while awaiting the redevelopment of their current rental building.
- A challenge is how to protect renters in secondary rental market; renter supports must be available to secondary suite renters.
- Renters in existing, older rental housing need increased protections.
- Existing renters should be able to relocate in their existing neighbourhood at similar rents.
- Think of protecting type of renters e.g. many older houses in Kits are being rented by multiple students to make it more affordable; many landlords in this area are systematically displacing students through renovictions so they can sell the property for redevelopment.
- Need to crack down on illegal renovictions and preserving rents at "affordable" levels (a relative measure to income).
- Many seniors live along Broadway and are on fixed pensions; redevelopment would impact their access to services (in particular health services).

# 8G. LISTENING TO RENTERS

***Renters in Broadway in the future –their needs and actions to meet those needs***

- Broadway should plan to accommodate and include future renters in the area by enabling more rental housing (supply) but with affordable rents.
- Need more density in the Broadway area for the next 5-10 years; 30 years from now can see density of six storey rentals in low-density areas.
- Ensure childcare, schools are also integrated into the future of Broadway.
- Future office space should also integrate housing.
- Lowered parking requirements.
- Offer higher densities for developers building affordable units.
- Ensure that future housing growth matches current income breakdown composition of the plan area.
- Need for workforce housing.
- Need a spectrum of housing for different entry point of income and demographics.
- Are there new financial tools (e.g. property tax increases) that the City could use to pay for new rental housing or discourage property ownership?

***Existing rental stock –challenges and directions for the future***

- Increased supply is part of the solution but affordability is key.
- City of Vancouver should look at the first right to purchase an existing rental building.
- Poor conditions of existing rental stock in Broadway area is a challenge for renters.




*Photography by [Person's Name]*

*To learn more about the **Renters Advisory Comittee**, go to **Appendix M**.*

# 8H. STAKEHOLDER WORKSHOPS

## Stakeholder Meetings

Between September 2019 and March 2020, invitation-only topic specific stakeholder workshops were held to gather ideas, interests, and opportunities. 135 people participated in the 13 workshops.

## Groups Engaged

***Residential, Office and Industrial Meetings***

- September 16, 2019
- September 18, 2019

***Creative District***

- September 12, 2019

***Business Improvement Area (BIA) Meetings***

- September 10, 2019
- September 18, 2019

***Health Care Industry Representatives***

- December 10, 2019

***Neighbourhood Organizations***

- September 12, 2019

***Food and Beverage Businesses and Workers***

- November 20, 2019



# 8I. FOCUSED ENGAGEMENT SUMMARY

The following is a summary of what we heard through Phase 2 (Part 1) from focused engagement with underrepresented groups:

## Key Themes

- Vancouver Native Education College (NEC) and Mount Pleasant Neighbourhood House are important community hubs for Indigenous culture.
- Preserve, enhance and develop both indoor and outdoor places for Indigenous cultural practises and community gathering.
- Displacement is particularly impacting young people, families and small businesses.
- Concerns around housing affordability and need for supply of new affordable housing in close proximity to social service providers, employment, and public transit. Should be available to meet the needs of all ages and family sizes. There is a specific need for Indigenous housing.
- Co-location of community services and creation of models that enable service providers to partner and share space.
- Support and develop more community and cultural facilities for community gathering.
- Walkability needs to be enhanced, especially on arterials and commercial streets.
- Broadway lacks destinations and would benefit from more small scale retail, amenity, and public gathering spaces.
- Key shopping streets are cherished (e.g. Main Street, West 4th, and South Granville). Retain and enhance human-scale and character by retaining small storefronts that provide space for small businesses and neighbourhood retail.
- Reduce barriers to pop-up public space activations and retail opportunities.
- City advocacy for property taxation reform (property assessments and triple-net lease) and commercial rent controls.
- Enact right-of-first-refusal for businesses that experience displacement by development.
- Zoning and bylaws should be more flexible in order to support a variety of uses, shared spaces and or incentivize business co-working models.
- Link affordable housing to economic health. Particularly increased availability of affordable housing for workers earning minimum wage.



## 9. WHAT WE HEARD:

# NEIGHBOURHOOD ENGAGEMENT

*This section provides a summary of what we heard from Vancouverites using broad engagement techniques. We shared information and collected people's perspectives through a variety of in-person and online tools. Approaches to engagement acknowledge and reflect the distinct neighbourhood characters.*

# 9A. EVENT DESCRIPTIONS




## Broadway Subway Open Houses

Staff attended workshops hosted by the Broadway Subway team to share information about the Broadway Plan and answer questions from community members.

## Pop-ups and Office Hours

Staff hosted pop-ups and office hours by going to places where people were to share information about the Broadway Plan and engagement opportunities. City staff held these opportunities in local businesses and public spaces between November and December to promote the Broadway Plan, actively listen and learn from Vancouverites, and promote public dialog with citizens who do not usually engage in civic processes.

## #MyBroadway Postcards

Community postcards were designed to reflect the unique neighbourhood characters of Kitsilano, Fairview and Mount Pleasant. They were made available in-person at local businesses and distributed by staff through the commercial districts of the plan area (Main Street, Broadway, South Granville and Kitsilano). The postcards were also made available on the project website and social media for public feedback. Respondents were asked to "dream of the future" and describe their priorities and ideas for housing, vibrancy, streetscape and attaining their daily needs in the community.

*To learn more about the **#MyBroadway Postcards Campaign**, go to **Appendix N**.*

# 9A. EVENT DESCRIPTIONS

## Employment and Job Space Expert Panel

On February 5, 2020, a group of experts was brought together for a panel discussion to help explore and inform the locational preferences needed to locate additional employment capacity in the Broadway Plan study area over the next 30 years. Panel members included representatives from real estate and development, economic development, hotel and tourism, healthcare, technology, and academia. The session was opened with presentations from the Employment Lands and Economy Review and Broadway Plan teams.

## Mount Pleasant Neighbourhood House Planning 101

City staff visited the Mount Pleasant Neighbourhood House to provide visitors with an overview of urban planning principles, planning in the City of Vancouver and the Broadway Plan planning processes. Following a presentation, participants engaged in a group discussion about the strengths, weakness, challenges and opportunities of the Broadway area. Ideas for parks, transportation, housing, climate resilience and public serving spaces were discussed.

## Streets and Public Life Workshops

To advance the technical work on the transportation network planning and Broadway Street design, City staff conducted three workshops in Mount Pleasant, Fairview, and Kitsilano. Attendees were asked about their current transportation habits and public space needs. Information was collected on how movement and public realm could be improved through the Broadway planning process.

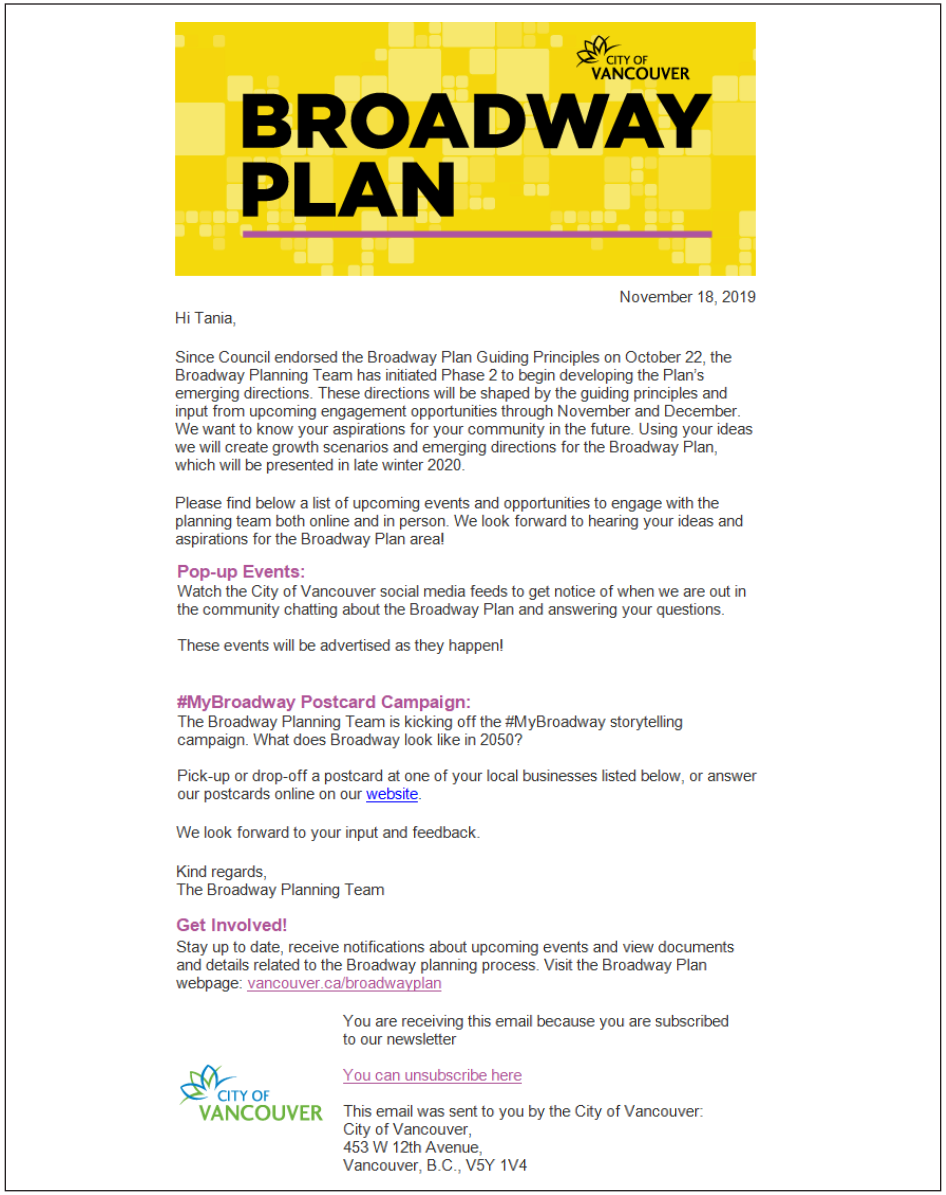



*To learn more about the **Employment and Job Space Expert Panel Workshop**, go to **Appendix O**.*

*To learn more about the **Mount Pleasant Neighbourhood House Planning 101**, go to **Appendix P**.*

*To learn more about the **Mount Pleasant**, **Fairview**, or **Kitsilano Streets and Public Life Workshops**, go to **Appendix Q**, **Appendix R**, and **Appendix S**, respectfully.*

# 9B. LISTSERV UPDATES



BROADWAY PLAN

CITY OF VANCOUVER

November 18, 2019

Hi Tania,

Since Council endorsed the Broadway Plan Guiding Principles on October 22, the Broadway Planning Team has initiated Phase 2 to begin developing the Plan's emerging directions. These directions will be shaped by the guiding principles and input from upcoming engagement opportunities through November and December. We want to know your aspirations for your community in the future. Using your ideas we will create growth scenarios and emerging directions for the Broadway Plan, which will be presented in late winter 2020.

Please find below a list of upcoming events and opportunities to engage with the planning team both online and in person. We look forward to hearing your ideas and aspirations for the Broadway Plan area!

**Pop-up Events:**
Watch the City of Vancouver social media feeds to get notice of when we are out in the community chatting about the Broadway Plan and answering your questions.

These events will be advertised as they happen!

**#MyBroadway Postcard Campaign:**
The Broadway Planning Team is kicking off the #MyBroadway storytelling campaign. What does Broadway look like in 2050?

Pick-up or drop-off a postcard at one of your local businesses listed below, or answer our postcards online on our website.

We look forward to your input and feedback.

Kind regards,
The Broadway Planning Team

**Get Involved!**
Stay up to date, receive notifications about upcoming events and view documents and details related to the Broadway planning process. Visit the Broadway Plan webpage: vancouver.ca/broadwayplan

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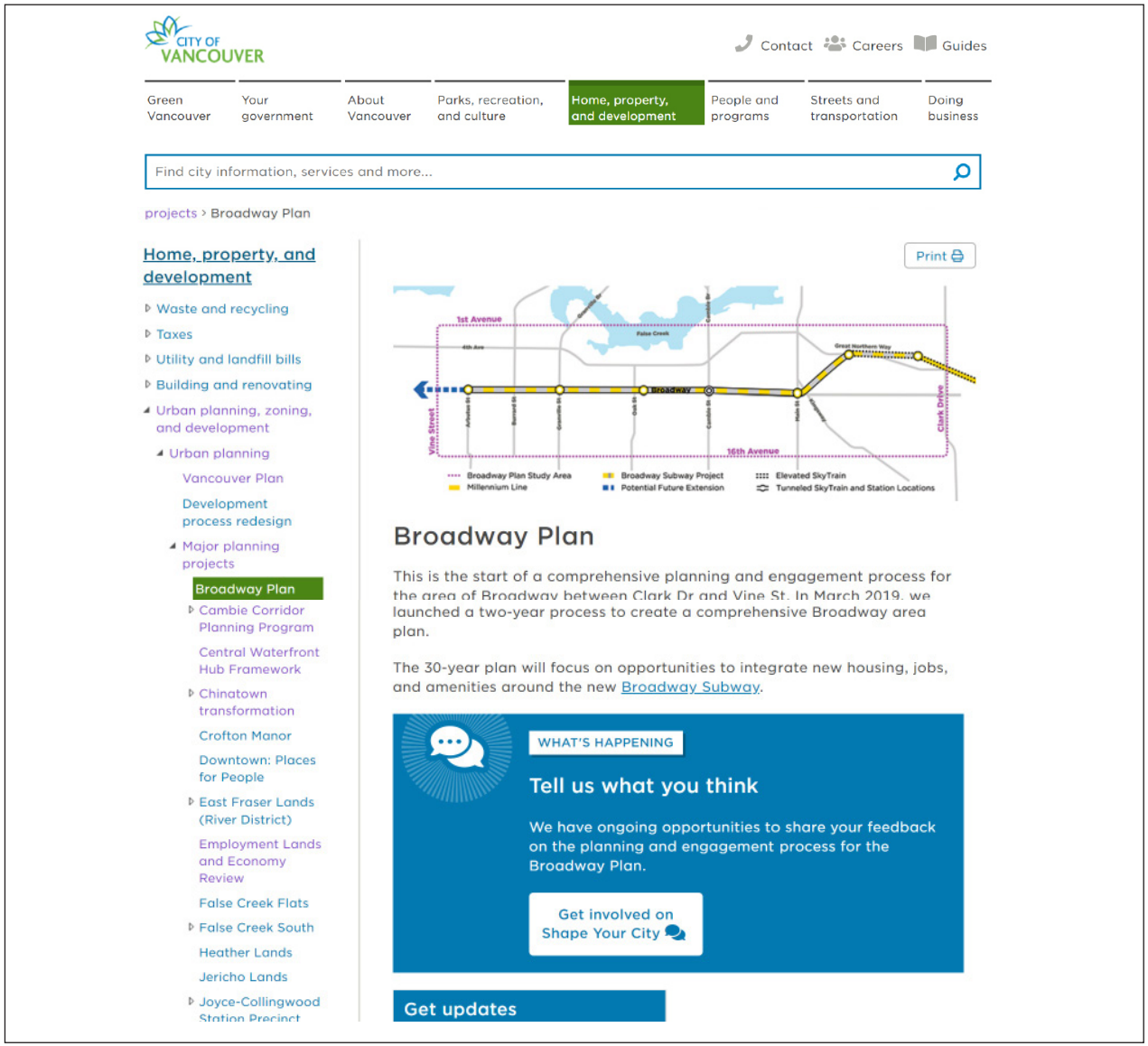
The Broadway Plan email list was used during this phase of engagement as a way to keep the public up to date on engagement opportunities, council notifications and, more recently, updates on timeline changes due to the COVID-19 pandemic. 1,603 people are currently registered to receive emails from the Broadway Plan.

**1,603**

**touch points**

individuals on the email list

# 9C. PROJECT WEBSITE




The Broadway Plan's project webpage (**vancouver.ca/broadwayplan**) was used over the course of this phase of engagement. The webpage introduced the planning process, and provided background information (including a comprehensive **Area Profile, Phase 1 Engagement Summary Report**, and past and current **workshop materials**), and an opportunity to sign up to the project list-serv to receive email updates. 1,467 people were on the Broadway Plan list-serv. Over the course of Phase 2 (Part 1), the webpage was regularly updated with additional engagement opportunities (e.g. transportation and public life workshops) and project updates.

**8,028**

**touch points**

interactions on the Broadway Plan Website

# 9D. SOCIAL MEDIA

Social media was used to help expand our outreach, providing another platform for the public to create, share or exchange ideas and issues related to the Broadway Plan study area. Through the hashtag #BroadwayPlan and #MyBroadway, we have been able to review Twitter and Facebook responses to help inform the ideas and opportunities for consideration as part of Phase 2 engagement.




**60,518**

**Impressions**

on Facebook

**80,959**

**Impressions**

on Instagram

**213,215**

**Impressions**

on Twitter

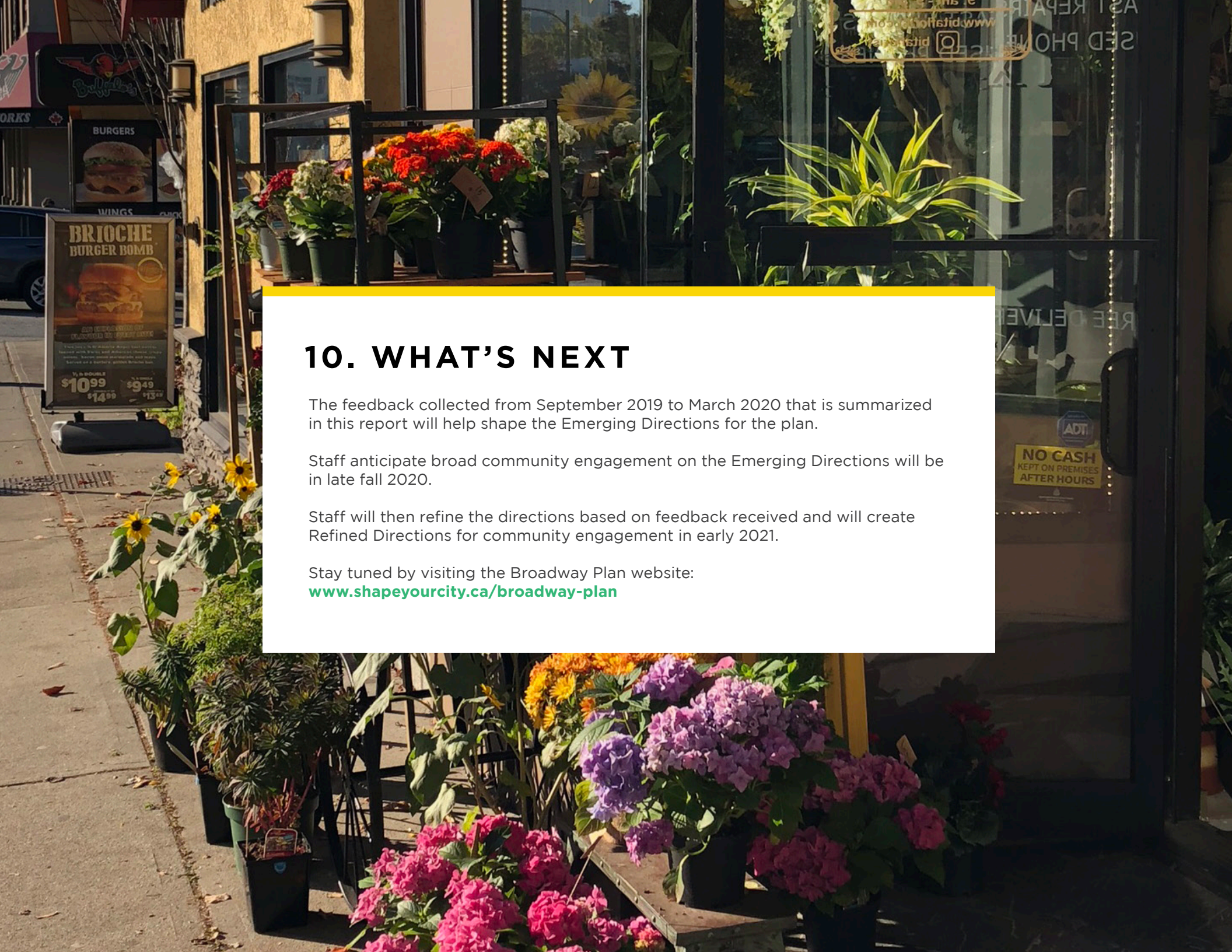
# 9E. NEIGHBOURHOOD ENGAGEMENT SUMMARY

The following is a summary of what we heard through Phase 2 (Part 1) from neighbourhood engagement using broad engagement activities and events:

## Key Themes

- Housing should be available for people of all incomes, abilities and stages of life.
- Concerns and fear over displacement of existing renters due to redevelopment pressures and a desire to retain existing affordable rental housing.
- More services should be available within each neighbourhood, including: child care, seniors programs, community centres and homelessness services.
- Affordable, higher density living should be developed close to arterials with access to transit options and services.
- Availability of transportation options with a focus on walkability, cycling and public transportation.
- Neighbourhoods should be made more green by planting street trees, native vegetation in street medians, pocket parks and community gardens throughout the community.
- Improve access to affordable food options throughout the community.
- Create more opportunities for gathering and socialization.
- Support and maintain local businesses.
- Small businesses should be supported within the community and in commercial villages like West 4th Avenue, South Granville and Main Street.
- Link communities to the places where jobs/ employers want to locate. Create communities that attract and support talent.
- Zoning and bylaws should be more flexible in order to support a variety of uses.
- Support organizations and community serving spaces that foster community, culture, and neighbourhood connections. These spaces should be affordable for community use.






# 10. WHAT'S NEXT

The feedback collected from September 2019 to March 2020 that is summarized in this report will help shape the Emerging Directions for the plan.

Staff anticipate broad community engagement on the Emerging Directions will be in late fall 2020.

Staff will then refine the directions based on feedback received and will create Refined Directions for community engagement in early 2021.

Stay tuned by visiting the Broadway Plan website:
**www.shapeyourcity.ca/broadway-plan**

## 11. WHAT WE HEARD:

# APPENDICES

*This section provides an in-depth summary of engagement event feedback.*

Appendix A

# ENGAGEMENT EVENTS

| Engagement Event | Date | Number of Participants |
|---|---|---|
| Mount Pleasant BIA AGM | Sept 10, 2019 | 20 |
| Mount Pleasant Neighbourhood House Board Meeting | Sept 12, 2019 | 15 |
| Creative District Workshop 2 | Sept 12, 2019 | 12 |
| Burrard Slopes Workshop | Sept 16, 2019 | 9 |
| Mount Pleasant I-1 Workshop | Sept 18, 2019 | 15 |
| South Granville BIA AGM | Sept 23, 2019 | 15 |
| Broadway Subway Open House - Kitsilano | Oct 30, 2019 | 174 |
| City Studio - UBC Laneway Project | Nov 1, 2019 | 50 |
| Broadway Subway Open House - Fairview | Nov 2, 2019 | 234 |
| Broadway Subway Open House - Mount Pleasant | Nov 7, 2019 | 100 |
| Office Hours - The Federal Store | Nov 14, 2019 | 12 |
| Pop Up: Broadway City Hall Station | Nov 13, 2019 | 35 |
| Streets and Public Life Workshop: Mount Pleasant | Nov 16, 2019 | 40 |
| Workshop with Breweries | Nov 20, 2019 | 15 |
| Office Hours - Fresh | Nov 21, 2019 | 14 |
| Postcard Door to Door Discussions with small business - Main Street and East Broadway | Nov 25, 2019 | 130 |
| Joint Committee of Council Workshop | Nov 28, 2019 | 28 |
| Postcard Door to Door Discussions with small business - South Granville | Nov 29, 2019 | 94 |
| Streets and Public Life Workshop: Fairview | Dec 2, 2019 | 42 |
| Streets and Public Life Workshop: Kitsilano | Dec 4, 2019 | 35 |
| Vancouver Native Education College Engagement | Dec 4, 2019 | 50 |
| Postcard Door to Door Discussions with small business - Kitsilano | Dec 9, 2019 | 83 |

# ENGAGEMENT EVENTS

| Engagement Event | Date | Number of Participants |
|---|---|---|
| Pop up: Mount Pleasant Library/ Community Centre | Dec 10, 2019 | 55 |
| Office Hours - Patagonia Kitsilano | Dec 11, 2019 | 3 |
| Planning 101 - St. Patrick Secondary School | Jan 14, 2020 | 23 |
| Indigenous Family Dinner | Jan 20, 2020 | 15 |
| Planning 101: Mount Pleasant Neighbourhood House | Jan 29, 2020 | 15 |
| Social Non-Profit Organizations Workshop | Jan 21, 2020 | 13 |
| HUA Foundation | Dec 2019 - Feb 2020 | — |
| Interviews with Small Business | Dec 2019 - March 2020 | — |
| Westside Child Development Hub Meeting | Jan 23, 2020 | 6 |
| Kitsilano Shower Program | Feb 1, 2020 | 15 |
| Planning 101: False Creek Elementary 1 | Feb 3, 2020 | 20 |
| Community Service Spaces Workshop | Feb 4, 2020 | 30 |
| Broadway Expert Panel | Feb 5, 2020 | 11 |
| Creative Sector Design Jam | Feb 13, 2020 | 100 |
| Renters Advisory Committee | Feb 19, 2020 | 12 |
| Planning 101: False Creek Elementary 2 | Feb 24, 2020 | 24 |
| Planning 101: False Creek Elementary 3 | Feb 24, 2020 | 24 |
| Planning 101: False Creek Elementary 4 | Feb 24, 2020 | 24 |
| My Broadway Postcard Online Responses | Mar 2, 2020 | 112 |

Appendix B

# VANCOUVER NATIVE EDUCATION COLLEGE

**December 4, 2019**
**Vancouver Native Education College**

The City of Vancouver is very grateful for the number of people who attended and gave input at the lunch time discussion on the future of Vancouver hosted by Vancouver Native Education College.

Over 50 students and staff members were involved and the following questions were asked:

- 1. Tell us about what Vancouver Native Education College Means to you and people you know.
- 2. Tell us about your experience working, living, or going to school in Vancouver—What's the best part? What makes it hard?
- 3. Tell us about where you see yourself after graduation. What factors will affect how Vancouver might fit into your plans?

The following notes summarize what was said by all of the participants. This information that was collected will be used to inform three projects currently underway at the City of Vancouver.




*Graphic Illustration by Michelle Buchholz.*

## #1: Tell us about what Vancouver Native Education College Means to you and people you know.

***Vancouver Native Education College:***

- is a place for First Nations people to come and feel supported.
- is a place of community, of families.
- teaches trauma-informed Indigenous practice which helps women who have been victims of trauma and abuse to get support.
- has a culturally supportive environment (design, language courses, flexibility, support systems, etc.).
- tries to be flexible with children but due to the nature of the curricula (trauma, etc.) women cannot typically bring their children into the classroom.
- is holistic.
- students and staff work with each other.

# VANCOUVER NATIVE EDUCATION COLLEGE

- students can transfer right to Emily Carr.
- provides an Indigenous perspective to education.
- provides a place of acceptance and inclusivity; and a sense of family—People outside don't understand.
- helps you get better education which equals a better life.
- gives better education than anywhere else.
- needs its own campus.
- is important. It's important to be in an Indigenous context.
- builds sense of community (support).
- prepares us to be ready for other opportunities.
- has a strong sense of community.
- has targeted programs—equitable.
- is an Indigenous institution.
- gives support, acceptance and understanding.
- means cultural connection.
- respects language and culture.
- opportunity.
- has a holistic view.
- has students who have compromise mental health to be here, struggling for education.
- has a good bridging program.
- has great instructors.
- is a step to higher education.
- an opportunity to meet my goals.
- needs childcare built in.
- helps with a career in trades.
- is a place to learn.
- needs to grow.
- is a home away from home.

**#2: Tell us about your experience working, living, or going to school in Vancouver. What's the best part? What makes it hard?**

***Ideas for Improving Vancouver***

- Increase access to culture for Indigenous people.
- Cultural sensitivity training for companies.
- Another cultural practice or service that would be helpful in Vancouver is access to more sweats. Sweat lodges, pow wows, the Friendship Centre are all cultural supports or assets that keep people here; keep people going.
- Consider replacing SRO's (plans for Britannia SRO's?) with student housing and co located with social enterprises to make it financially viable.
- There are too many tax breaks for developers, need to reduce speculation so there is more affordability. Also landlords have too much power and should be audited.
- Better connections to the SkyTrain.
- City employees and gov't employees could use culturally sensitive training.
- Build more gallery space at the street level, so artists and cultural workers can showcase their work and its importance to the city can be seen.
- Free parking for Indigenous people.
- Recognize different knowledges.
- Reach out to people where they are at.
- End Indigenous homelessness.
- More institutions need co-located childcare services.
- More affordable and accessible childcare options.
- Could someone come to the college and speak about the City's recruitment and how to make their way into the door of these institutions?
- Subsidized housing units for Indigenous folks.
- Provide more scholarships.
- Provided more supports for people just starting in the workforce.
- I commute from Surrey every day as the rent is cheaper there, but I really wants to see a Surrey SkyTrain line to relieve my

# VANCOUVER NATIVE EDUCATION COLLEGE




*Graphic Illustration by Kristen Elkow.*

commute.
- Create and support more social programs, especially ones that are Indigenous-led or culturally relevant to Indigenous people.
- More access and availability of Indigenous programs for individuals and families.
- Rent subsidy and tax breaks.

- Interact with communities to know what's needed.
- Better allocate funds.
- Support Indigenous students with affordable housing or connect them.
- Bring back Indigenous languages.
- Provide wrap around services.
- Design spaces for our people to live well.
- Stop gentrification—it is pricing us out.
- Work on decolonization.
- More land-based learning.
- More art, sculpture and successful stories.
- More green space.
- Have more Native police officers, lawyers, social workers.
- Make sure it's not only a 'rich person city'.
- Have traditional street names.
- Limit fancy condos—we can't afford them.
- More support for single parents.
- If Nations in the city want to build on their land, they should be allowed to.

### *Housing*

- Access to affordable housing as a critical issue.
- Need affordable housing – subsidized.
- Need student housing.
- Some current students face homelessness.
- Criteria to be eligible for affordable housing is high.
- More modular housing.
- Lower rent is needed.
- More affordable housing.
- Student housing.
- Priority is housing – hard to think about jobs.
- We need more student housing design.
- Housing for all generations.
- Artist-promoting housing spaces.
- Need a rent cap.
- More housing for families.
- Integrate culturally relevant community spaces within a housing complex (e.g., space for wellness).
- Landlords have too much power.
- Housing and money are big hurdles (even for tuition).
- More funding is needed for post-secondary.
- Expensive housing.
- Access to social housing is important.
- Too many eligibility requirements to get into waitlists to affordable/non market housing. There should be different

# VANCOUVER NATIVE EDUCATION COLLEGE

requirements for Indigenous folks.
- Need dorms that are affordable.
- Current benchmark for affordability is still not affordable to a lot of people, and especially for students.

### *Adequate Income/Affordability*

- It's a mistake to think most Indigenous students are supported by their band. Most have to pay for schooling themselves or go into debt. A small group of students are supported and funded by their bands but most are not; many are Metis or urban Indigenous and do not have ongoing funding; even those that are funded get small amounts; not enough to cover the cost of living.
- Some students are on income assistance (disability retraining or low income assistance).
- The cost of rent, gas for driving and SkyTrain costs is a hardship for students.
- There may be jobs, still not affordable.
- Need to earn a living wage.
- I'm exhausted from working four jobs.
- It's easy to find work but not enough pay.
- I can't afford living expenses.
- Having a living wage (don't have one).
- It takes time to access the food bank.

### *Employment Supports*

- Competition in the workforce with newcomers versus under employed Indigenous youth as an issue. A mentioned that newcomers are not new, they have been coming to Canada since 1491!
- Requirements for jobs has barriers – competitive.
- There should be education/advocacy to employers. Employers should recognize the barriers Indigenous people/students face to even apply for job postings. Are there ways to reduce barriers and acknowledge these experiences?
- The hardest thing about living in Vancouver is finding a job.
- Children, Youth & Childcare.

### *Need for supports in place for single mothers. Day care and child care provisions*

- Childcare is expensive.
- Hard to find reliable care and resources.
- More reunification support and advocacy for women who lost children.
- It's a challenge finding childcare after hours.
- Need more places to go with children and programs.
- Access for youth. Indigenous cultural programs (urban youth year round).

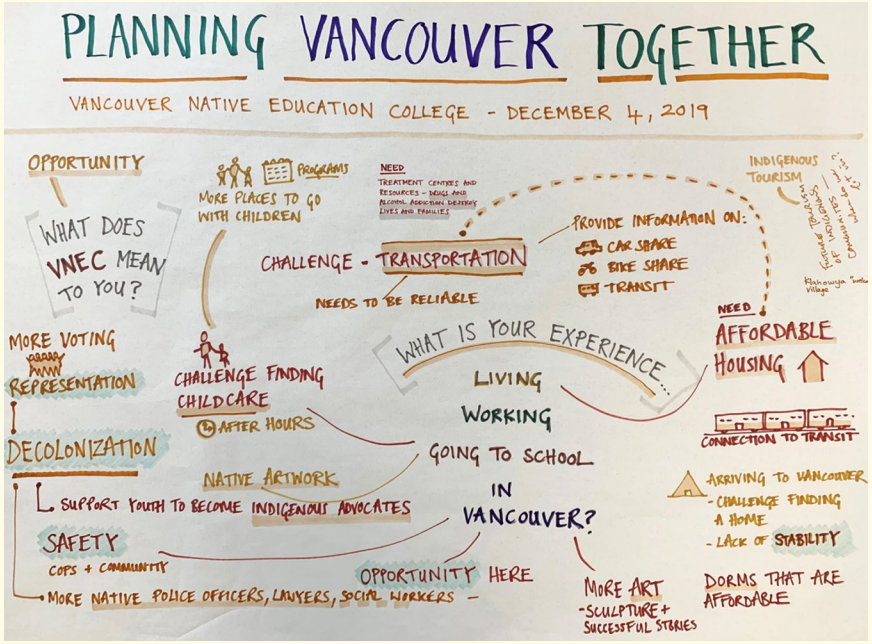
### *Transportation*

- People are commuting as far away as Langley and Port Coquitlam for VNEC. Need a SkyTrain to Langley.
- We need more connectivity, particularly for disabled and elderly persons.
- The cost of transportation is very expensive.
- Commuting is stressful.
- Need more options.
- Need more accessible transportation.
- TransLink should be run by the government.
- Needs to be reliable.
- Provide information on car share, bike share and transit.

### *Health & Well-being*

- Treatment access.
- More support, mental health, trauma.
- Lack of family programs + Indigenous services to support holistic reconciliation.
- Indigenous cultural safety.
- Vancouver can be isolating because all of your time can be spent just trying to survive.
- Vancouver has great views.
- Vancouver has accessible green spaces and great hiking.
- It is stressful living in Vancouver.
- Safety for all.
- More treatment centres and resources. Drugs and alcohol addiction destroy lives and families.

# VANCOUVER NATIVE EDUCATION COLLEGE




*Graphic Illustration by Bev White.*

### *Racism*

- Sees bus drivers of color as well as not of color displaying racism towards Native peoples.

### *Environment & Natural Resources*

- You can only harvest a bit of salmon in Vancouver. It's challenging.
- Stop fish farms and pipelines.
- If land isn't well, we won't be.
- Eliminate fossil fuels.
- Protect natural resources.
- Companies need to be accountable for food waste.
- Better integrate Indigenous knowledge in environmental assessments.

### *Other*

- Suite of amenities to be close for folks.
- What I miss about the old days is the PNE used to have a parade. People would come out for that and it had a sense of community. Vancouver now is "blah." There's not a lot to do, but entertainment for me is going to bingo.
- I have seen Vancouver change over the past fifty years as I have lived her for fifty years.
- How do we reach consensus? "Pulling Together".
- More voting and representation.
- Need decolonization.
- Indigenous tourism. Future tourism of Indigenous communities. Where do we fit in?

### #3: Tell us about where you see yourself after graduation. What factors will affect how Vancouver might fit into your plans?

- Helping other women who have been victims of trauma and abuse to get support, through the trauma-informed Indigenous practice that VNEC teaches.
- Working in a residential school treatment centre.
- Supporting families.
- Wants to help other residential school survivors to support them accessing their language and culture.
- Don't see self-staying in Vancouver in the long run due to the high rents; sees self-practicing in more rural communities like the one originally came from.
- Cannot think about job prospects or a future in Vancouver if housing is not affordable now.
- Social work typically doesn't pay as well, unless people go into private practices but for most of the VNEC students they want to go to non-profit and provide pro bono or sliding scale to help those most in need.
- Feels economically insecure and are not sure of job prospects after their school.

Appendix C

# INDIGENOUS FAMILY DINNER

## Jan 20, 2020 | Mount Pleasant Neighbourhood House

City staff attended the Mount Pleasant Neighbourhood House Indigenous Family Dinner. These dinners occur on Monday night's at the neighbourhood house and are intended to bring together the Indigenous members of the community for a hot meal. Broadway Team members presented background and planning to date for the Broadway Plan Study Area and then conducted round table feedback on attendees' priorities and concerns for their community. This summary captures the main themes discussed during the round tables.

### Main Themes

The following are the main themes and ideas from attendees of the Indigenous Family Dinner. The themes are organized from most commented on to least.

#### *Community*

- Need to foster community to combat social isolation and loneliness.
- Like having good access to parks and places to play.
- All needs can be met within the community.
- Mix of people makes for a nice community.
- Want the community to be safe.

#### *Arts and Culture*

- Need spaces for cultural gathering to foster community and cultural identity.
- Cannot perform cultural practices at home, such as smudging.
- Need cultural centres for education and connection to culture.
- Need more cultural centres and festivals.

#### *Mount Pleasant Neighbourhood House*

- MPNH has good programs for all ages and provides a space for people to gather.
- Fosters community and combats loneliness.
- Many First Nations individuals use the neighbourhood house.

#### *Affordability and Housing*

- We need to better manage housing prices/ cost of living so that everyone has a home.
- Much of the new housing is not affordable for families.

#### *Transportation*

- Skytrain is great for getting around (go to UBC).
- Need parking for elderly (free).
- Want good transit system.

#### *Local jobs and business*

- Would like to see local opportunities to shop and work for everyone close to home.

#### *Environment*

- Need to foster native natural environments throughout the community.
- Exhaust decreases walkability.

Appendix D

# WESTSIDE CHILDCARE HUB WORKSHOP

## Jan 23, 2020 | Kitsilano Community Centre

This document summarizes a meeting with the Westside Childcare Hub. The main objective was to better understand the Westside Childcare Hub's challenges and priorities for the future.

The meeting started with an overview presentation by staff. Following this the staff and members of the Westside Childcare Hub had a group discussion. A note taker was present summarizing the conversation.

### Westside Childcare Hub Contextual Considerations

Participants expressed that the Broadway Plan study area serves a large catchment with neighbourhoods that have varying contexts. They noted that there are different development and service needs in each neighbourhood.

***Recommendations:***

- Understand and continue to learn about how people move and use services along Broadway.
- Area is experiencing a net loss of community space.

### Social-Serving Trends, Needs and Gaps

In order to improve access to community services and planning for the future, the Westside Childcare Hub recommended that trends, needs and gaps be identified. This is integral to understanding the diversity of needs within the Broadway Plan study area.

***Summary of identified trends, needs and gaps:***

- Need for youth services and gathering places especially ages 12-13.
  - There are no youth workers in Kitsilano, Kerrisdale, or West Point Grey.
  - Address and integrate considerations of mental health and wellness services.
- Vancouver is seeing many families with children leave.
  - Parents need to have two incomes to stay here.
  - Evenings and weekend programs are stretched thin and at capacity.
  - Space and staff (and organization) is at capacity.
  - Broadway Evergreen Community Health Centre serves a very vulnerable population.
- There is a need to serve vulnerable populations related to families and mothers that may be: newcomers, fleeing from violence, or experiencing post-partum depression.
- Family and children serving organizations have a hard time doing outreach and maintaining their usual operations.
- Family drop-ins are full when it is not sunny.
- Focus on outdoor and community spaces. If the Broadway area densifies, and homes/personal space is getting smaller, it is important to have outdoor spaces.
- Social services need to be thought about from the beginning. Infrastructure needs to leads all the way through.
- Increase food security and decrease food dessert. There should be affordable access to food along Broadway.

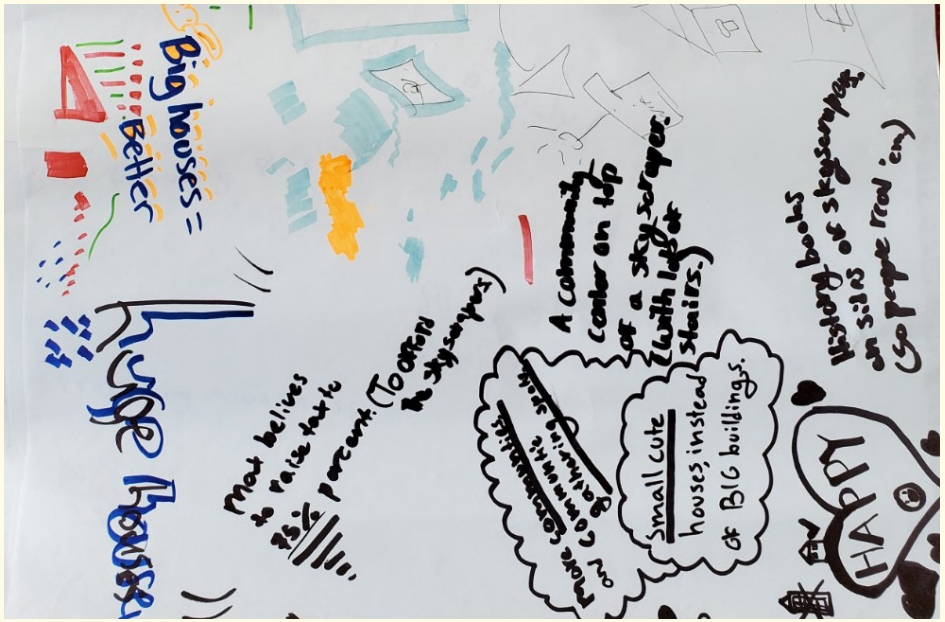


Appendix E

# PLANNING 101 - SCHOOLS

**Jan 14 - Feb 24, 2020 | Varied Locations**

City staff visited 5 classrooms in the Broadway area to provide students with a Planning 101 lesson on urban planning as a profession, planning in the City of Vancouver and the Broadway Plan. Broadway Team members first gave a presentation on city buildings and planning to date for the Broadway Plan Study Area followed by a group brain storming activity where students were asked to "be planners" and share their ideas for parks, transportation, housing, climate resilience and public serving spaces. This summary captures the main themes discussed during these discussions.




***Feedback generally fell into the following themes:***

### *What does successful housing in Vancouver look like?*

- Housing/ shelter should be provided for people impacted by homelessness.
- Housing for students who study at university should be affordable.
- Housing options should be available at affordable rates for all people of all incomes and family sizes.
- Single family, larger homes should be available with backyards.
- Many different housing types should be built, such as town-homes, apartments, co-ops and single family homes.
- Creative housing options should be explored, such as floating homes (boats) and subterranean housing.
- Community services, like community centres, could be incorporated into towers.
- Want to be able to access the water and beaches from home.
- Older homes should be retrofitted.
- More housing and affordable rates are needed.
- Garden spaces should be available (backyard or community) for growing food.
- Build more modular housing.

### *What makes a liveable, vibrant, and active community?*

- Community needs to be affordable (housing, food options).
- Need better/ faster transportation services.
- Want to have access/ connection to nature, through parks and added connections to the mountains (gondolas).
- Need spaces to gather as a community.
- Want more public recreation facilities such as sports facilities, public pools, ice rinks, trampolines, skate and bike parks.
- Want more youth serving spaces and services.
- More electric charging stations for vehicles.
- Public realm should be clean and accessible to everyone.

# PLANNING 101 - SCHOOLS

- More Indigenous representation through artwork in public spaces.
- Learn about Indigenous language and art through classes.
- More programs which help people in need.
- Feminine hygiene products should be available in public rest rooms.
- Food should be more readily available and diverse (restaurants, food trucks and vending machines).
- Want more garbage and recycling bins on the streets.
- Need more places close to home to walk and bike to.
- More artworks and murals throughout the community.
- Laneways can be used for recreation.

### *How can we mitigate climate change?*

- Plant more trees and green spaces.
- More vegetarian and vegan food options.
- Decrease the production of CO2 by reducing use of gas power vehicles, factory emissions and increasing the use of renewable resources.
- Decrease the use of single use items and replace with recyclable or biodegradable products.
- Raise cost of environmentally unfriendly products (like beef/ meat, fuel, CO2 production).
- Prepare for future natural disasters.
- Make public transportation options more appealing by improving comfort while riding (better seating) and increasing accessibility and availability to all citizens.
- Provide more education and awareness on environmental issues.
- Organics and recycling bins should be made more readily available in public spaces.
- Increase use of hybrid and electric transportation technologies.
- More climate strikes.
- More community gardens.
- Retail which sells 0 carbon footprint products, refill stations (soaps etc.).
- Promote wearing weather appropriate clothing to decrease use of heating.
- Less pollution in the ocean.

### *How would sustainable transportation look like in the future?*

- Most students walk to school and use a variety of different transportation options to travel around the City of Vancouver.
- Like streets which are safe and well lit.
- Transportation options should be faster, more efficient and powered by renewable energy sources (electric).
- WIFI should be available on public transport.
- Want a larger transit network and capacity (increase ridership in more communities), larger buses/ trains (double decker).
- Entertainment options on long commutes.
- More car share and autonomous vehicles options.
- Improve walkability/ sidewalks.
- Improve biking facilities and paths.
- More water based transportation (sea bus, water taxis).
- Make public transportation more comfortable.
- More active transportation options like scooters, skateboards and hover bikes.

### *What would make parks and public spaces great?*

- Public WIFI and charging stations should be made available.
- Want to see more activity options (go karts, gym equipment, skate parks, amusement rides, and trampolines).
- More seating options which work for all weather conditions.
- Open spaces for community gathering activities, such as festivals and special events.
- More space for animals in parks.
- Create spaces for music, performance and public art (ex. Graffiti).
- Provide more and improved sport facilities (basketball and tennis courts, baseball diamonds, ice rinks).
- Would like more swimming and water options (public pools, slides, diving and splash parks).
- Food options should be available in parks (vendors, food trucks).
- Build homeless shelters.
- Park spaces should be accessible and have washroom facilities for all.
- Parks should be clean and safe.
- Want larger community spaces to accommodate more uses.
- Want spaces for quite activities or homework.

Appendix F

# COMMUNITY SERVING SPACES WORKSHOP

**Feb 4, 2020 | 507 W Broadway**

Thirty participants representing 16 places of worship and 4 nonprofit organizations attended a Broadway Plan workshop, ranging from board members, pastors, trustees, administrators, and elders whose congregation or nonprofit organization falls within or are just outside the study area.

The purpose of the workshop was to speak with property owners of community-serving spaces on the service needs, gaps, and trends of the respective communities they serve. It was also to build awareness among workshop participants about the emerging directions of the Broadway Plan, the alignment of community-serving spaces with the City's Healthy City Strategy (HCS) goals, and to capture any ongoing challenges and opportunities related to community-serving spaces or facilities.



After a staff presentation, and the Healthy City Strategy activity, where participants matched community-serving activities with HCS goals, attendees engaged in table discussions and the following questions were asked:

- What are some of the trends in social service and community needs and gaps you see around the area?
- In terms of preserving or enhancing your current facility, what challenges do you face?
- If you are redeveloping your property, or were to do so, what challenges do/would you face to deliver services and programs to your members and community?
- What could some of the opportunities look like in the Broadway Plan area?

The notes below are a summary of the workshop conversations, used to inform the Broadway Plan. They are grouped in themes for ease of reference and understanding. However many ideas cut across and reference each other. Readers are encouraged to read through the whole document.

## 1. SOCIAL AND COMMUNITY TRENDS

### 1a. Social-serving Programs: Needs, Gaps, Trends

Program needs include those for low-income, homeless (shelter services), addictions, childcare, family programming, multi-lingual, and cultural performances.

- There is need for more shelter services in Mount Pleasant.
- People experiencing homelessness sleep on private and public property (in laneways, garages and between buildings).
- Limited programming for people to overcome addiction.

# COMMUNITY SERVING SPACES WORKSHOP

- Low income population in Mount Pleasant is under-served, need more holistic. support, more wrap-around services.
- Young families are increasing; there needs to be more family, parent and youth programs in neighbourhoods.
    - Childcare is needed but there is limited ability to deliver.
    - Need more supports for healthy outcomes for children.
- Some places of worship have interest in to host/operate various community uses: childcare, multifunctional space, etc.
- There are good community service centres.
- Challenge to reaching minority groups; there is a language barrier.
- Need more cultural spaces especially as population increases.
    - Need a performance venue that can accommodate 600+ people.

### *Changing Needs*

- What is the demographic going to look like in the future? Who are we developing for?
- Some places of worship are adapting organizationally to cater to the needs of their local and community demographic (e.g., providing space for childcare).
- Kitsilano has a big divide: north vs. south side of Broadway, one side is very different than the other.
- Challenge of diverse ethnic groups as they are multi-lingual; different events draw out different groups. Hard to cross pollinate across different groups.

## 1b. Community or Neighbourhood: Needs, Gaps, Trends

- Focus on liveability, sustainability, and walkability.
- Transit will make a big difference for people, most congregations are not within walking distance.
- Advantage of access to transit and availability of neighbourhood parking lots.
- Need more friendly places.

### *Demographic changes*

- Cross-generational support needed. Members moving away, especially younger people. Isolation and lack of connection. Need more cultural exchange.
- Challenges of supporting across generations.
- Congregation driven and they are aging.
    - Young people are transient and are moving away, youth attendance declining.
    - Example: aging membership; younger people have not got involved; need to re-evaluate the mission of organization.
- A lot of people do not live in the neighbourhood anymore. Transportation to this study area will be important.
    - Example: Half of people served live close to area, the other are commuters.
    - Example: For one congregation, most members are from Metro Vancouver; lots of outreach being done outside of Vancouver.
- Isolation is a trend for everyone, lack of connection to events and activities around neighbourhood.
- Cultural exchange can increase if you can talk to your neighbours.
    - Newcomers and young adults are especially isolated.
- Broadway Plan area: do not see a lot of teenagers.

### *Unaffordability*

- Loss of affordable spaces, affecting programs and what people can do.
- It is an expensive city, people in the community do not have much to give .

### *Displacement*

- Many businesses closed because of the high rents .
- Pushes people with median and lower incomes out of Vancouver.
- Kitsilano: used to have more young families; housing is the biggest challenges.

# COMMUNITY SERVING SPACES WORKSHOP

## 2. REGULATORY REQUIREMENTS AND COMPLIANCE

- Retrofit challenges to meet accessibility standards and building code. Cannot afford more outdoor space for childcare.
- It is a challenge to do minor interior improvements let alone facility upgrades or redevelopment.
- Retrofit changes, improvement and upgrades for old buildings poses a challenge to meet current accessibility standards and align with the building code.
    - Examples: sprinkler, mobility device and wheelchair accessibility.
- Childcare requires access to outdoors, but no one can afford to buy more outdoor space.
- There is interest to have a childcare space but there are retrofit challenges (e.g., bathroom upgrades).

### *Parking*

- Parking requirements making it not financially feasible when it comes to redevelopment.
- City zoning: renovations trigger expensive upgrades (e.g., parking).
- On street and metered parking is a challenge for community members.
- No parking on site is a challenge for community to use existing facility more often.

### *Heritage*

- Heritage constrains accessibility improvements, design for openness, and signage.
- Heritage designation impacts ability to renovate buildings.
    - Example: A congregation would aspire to accessibility improvement with an elevator if not limited by heritage designation.
- Heritage restrictions to maintain the older look of facades. Also a challenge for seismic upgrades.
- Heritage status impacts current facility. "Are you in List A or B?" It's debatable which list is better to be in.
- Heritage rules like signage are problematic: an congregation can't change their own name.

## 3. CITY PROCESS

### *Slow and Costly City Process*

- To go through the process is a challenge in addition to making sure it works financially.
    - Organizations are discouraged by length of city processes.

### *Uncertainty in development process*

- Someone at the City needs to manage multiple City priorities on projects.
- City requirements for additional community use is unclear.
- Redevelopment process and permits are discouraging, and is outside of an organization's control.
- There are (development) permit challenges; would like support to navigate the process from the outset.

## 4. ORGANIZATIONAL CONSIDERATIONS

- For volunteer-run organizations, there is not much expertise and energy to solve organizational and operational problems.
    - There may be fragmented objectives or interpersonal issues at play.
    - Lack of expertise, even for minor expansion.
- There is lack of knowledge of the City programs and resources that are available.
- National ownership, run by a regional area. Regional level defines roles, proposals, finance sites and does the assessment.
- Due to unaffordability of city, there is high turnover of administrative staff.

# COMMUNITY SERVING SPACES WORKSHOP

## 4a. Administrative Capacity

- Finding it hard to share the building due to staffing availability during the week.
  - Volunteers/staff not available to allow other people/ groups/community to use the space.
- Hard to have offices for non-profits.

## 4b. Financial Capacity

### *Taxes*

- Need to understand taxation and get more guidance.
- High and unsustainable property taxes for non-profit owned spaces.

### *Lack of Capital*

- Lack of capital reserves and operational budget is a big constraint
- Funding is a barrier for development.
  - Example: Nonprofit receives an operating grant from City and it is not enough to meet community and administrative expectations.
  - Example: Lots of programs and services provided but all is donation based and volunteer run.
- Maintenance is important and expensive.

## 4c. Partnerships

- Place of worship spaces may be underused if there are perceived barriers from public/community to collaborate and approach the space, as seen with non-English speaking congregations.
  - May be seen as “uninviting and closed off” when in reality, the congregation would like the facility better used.
- There are questions about mixed use - how to share future maintenance/shared cost.
- It is perceived that partnerships come with “conditions”..

## 4d. Mission Alignment with Redevelopment and Community Use

- Buy-in from congregation is needed for redevelopment; uses must align with congregation’s values.
  - Example: redevelopment should not contribute to unaffordable housing, should include a social justice/ serving component.
  - Example scenario: “When we do have space available, there may be groups that might have values in opposition to the congregation. The decision made by the congregation is to not share space because of future litigation issues”.

## 4e. Viability

- Congregation and sense of community is reducing. Communities are more transient than in the past. Nonprofits and churches need support so they can continue to be the glue the community.
- Some places of worship are shutting its doors and leasing out their site altogether.
- Church would sell part of site to fund redevelopment. Rather not own portion of property in order to manage the social-serving components better.
  - Example: Mixed use development with for-profit housing is needed to fund projects.

### *Swing Space during construction*

- If and when places of worship develop, where should the congregation meet in the meantime? Where are services hosted in the meantime?
  - Temporary space for construction - organizations will need assistance with this.
- More appealing to maintain status quo than having risk that comes with change.

# COMMUNITY SERVING SPACES WORKSHOP

## 5. OPPORTUNITIES

### 5a. Support from City

- Professional ongoing property management support
- The need to make the facility accessible for all abilities, what funding sources are available for this?
- Provide a financing tool/support/ mechanism to preserve spaces
- Support in money and time for rezoning applications.
- Incentives to encourage non-profits: relaxations, extra FSR.
- City to share positive examples of operating a church.
- Development handbook if people use their site (cover fees, low cost security).
- City not giving people options: what is the City prepared to do? What kind of partnerships?
- City places little value on sanctuary space, not defined as a community value.
- Concerns for churches: will tax exemption still remain? Does the average person in Vancouver value churches? There is a real concern to losing space.

### 5b. Housing

- Interested in mixed use development with low-income housing provision.
- Housing that reflects the diversity of humanity.
- Housing that has mixed incomes.
- Housing for seniors.
- More co-ops.

### 5c. Partnerships

- Would like the space better used to meet community needs.
- Build stronger connection between City and nonprofits.
- Long-term leases with the City.
- Community input and vision is needed to co-locate spaces.
- Looking for creative ways of generating income by renting space.
- Partnerships are needed to address big city-wide issues.
- Would like to see Vancouver School Board partnerships, more schools and parks.
- More conversations with other faith based organizations would be amazing.
    - Community means we learn from each other.
- New model for places of worship by becoming a tenant. Makes sense to sell of property and rent a place, this allows the congregation to focus on staffing.

### 5d. Engagement

- In terms of engagement - Different communication methods (visual, conversation, etc).
- Consultation and involvement. Not just one-off events but follow up opportunities.

Appendix G

# SOCIAL NON-PROFIT ORGANIZATIONS

**Jan 21, 2020 | 507 W Broadway**

Thirteen attendees representing nine social-serving nonprofits attended a Broadway Plan workshop, ranging from Executive Directors, Operations Managers and Program Managers that:

- operate a social facility within the plan area;
- offer programs and services within the plan area; and/or
- are located outside of the study area but serve populations that live or work within the Broadway area.

The purpose of the workshop was to speak with social service providers on the service needs, gaps, and trends of respective communities they serve within the Broadway area. It was also to capture any ongoing challenges and opportunities related to social-serving spaces or facilities.

After a staff presentation, attendees engaged in table discussions and the following questions were asked:

- Who are the communities you serve? What are the community programs or social service needs or gaps you observe?
- For the space or facility you currently use, does it meet the needs of your organization or people you serve? What are the key challenges or opportunity? What types of spaces would you like to see more of?
- What could the provision of social services look like in the Broadway Plan area?

The notes below are a summary of the workshop conversations, used to inform the Broadway Plan. They are grouped in themes for ease of reference and understanding. However many ideas cut across and reference each other. Readers are encouraged to read through the whole document.

## 1. INDIGENOUS CONTEXT AND RAISING VISIBILITY

- History of erasure/burying/dislocation. Makes it hard for Indigenous families as they have to commute (re: displaced) to access jobs and childcare.
- Indigenous housing in the area acts as an anchor in Mount Pleasant for a population that feels increasingly out of place.
- Native Education College serves Indigenous students and families. It is a community hub for culturally disconnected and displaced. They have outgrown their space.
- St. Joseph's area is a family encampment at Fraser cemetery ("squatters").
- Chinacreek used to be a family encampment.
- "You could go a week without touching land - it is not good for your spirit."

## 2. (WHO ARE THE) COMMUNITIES SERVED: NEEDS AND TRENDS

- Aging population, need to think about who can walk or take transportation to access services.
    - Develop impact study for aging population.
- All planning should be looked at through the lens of income inequality.
- Young people and families are moving out of Vancouver (unaffordable).
- Mental health as an issue for everyone and all sectors.
    - "How to make spaces safe?"
    - Complex topic to address, not just through one agency's response, but requires numerous social service providers, housing, front line staff (e.g., in transportation), and employment.
- Poverty disproportionately impacts female seniors.
- Immigrants have different experiences with poverty depending on how long they have been in Canada, impacts ability to get pensions, they may not be comfortable asking for things.

# SOCIAL NON-PROFIT ORGANIZATIONS WORKSHOP

## 3. ACCESS TO THE CITY and CONNECTION

- Increase people's access to the city by keeping spaces and activities free (e.g., parks, less paid parking, more public washrooms, reduced cost for recreational activities).
- When planning for space and use, the City needs to think about how it impacts social isolation (e.g., if there are more vertical communities, need to think about spaces for parks and community programs).
- Find ways to strengthen culture as that plays an important role in community development.
- Age in place: consider transportation, shopping daily needs, benches, parks, public spaces, accessibility on sidewalks, wider sidewalks.

## 4. COMMUNITY and CITY RESILIENCE

- Planning for "all" means it is not just for people in crisis mode but also helps people avoid going into crisis (e.g., preventative measures).
- Precarious food security: improve choice and availability.
- Land based practices in city should be holistic, and this includes food systems. There should be a focus to build more resilience for communities around this.
- If the City is about greenest city/healthy city and sustainability, City should pay stewards to keep land-based work going.
- Build capacity for emergency response. Support teaching elders and community leaders who can educate people on how to be prepared when/if an emergency happens.
- Opportunity to build community leaders: Indigenous-led industry and practices in parks, community gardens, cultural spaces.

## 5. SOCIAL-SERVING FACILITIES/SPACE

- Collaborations and partnerships is a must to using, maintaining, and providing space for communities.
- Identify spaces in the community that could be better used for social programs and find ways to use it.
- More flexible spaces.
- There is a loss of space for social services; service sites are getting redeveloped into strata residential. Ensure there is no displacement of services through redevelopment.
- Space use is often relational, who you know and have connection with. How to better improve/facilitate use of space?

## 5a. Location of Services

- Children, youth and family services' are important to have, and should be located close to schools.
- More services should be located outside of the DTES.
  - More services for Indigenous people outsides of DTES, especially non-crisis services related to healing, wellness, cultural teaching, and family-friendly.
  - Address addiction and homelessness outside of DTES.
- Childcare for Indigenous children outside of Commercial Drive and DTES.
- More services in the west-side of Vancouver is needed.
- Need more accessible kitchens for community use and programs on the West side.
- Have youth-specific spaces for the Broadway area, especially for ages 15-24.

## 5b. Cultural Relevance

- Create spaces that are culturally relevant and support communities gathering and healing, beyond 'crisis' mode/ services.
  - Need gathering space for Indigenous communities to support cultural practices, traditions, ceremonies.
  - Dedicated Indigenous space that may accommodate for community fires.
  - Indigenous gathering space for 300+ people.
  - Integrate design that is culturally appropriate: City should have Indigenous-friendly design principles.
- Support the design of community spaces that are welcoming.

# SOCIAL NON-PROFIT ORGANIZATIONS WORKSHOP

- Example of existing practice: using multi-use classrooms for community gatherings. Room requirements for cultural practices are in conflict with what is allowed (use of fire). Challenging to book rooms as they are not large enough, same with outdoor design.

## 5c. Co-location/Hubs

- City-owned space should be better used.
- Hubs will allow social service providers to work more closely together, build off one another.
- Have services located in proximity to minimize long distances traveled by the service user.
- Co-locate food hubs, kitchens, gathering places and outdoor spaces together.

## 6. COMMUNITY/SOCIAL SERVICES AND PROGRAMS

- Broadway area service providers serve a large catchment; transportation is and will be critical. Users do not necessarily access services or programs close to where they live.
- There are existing social serving needs and the needs are increasing.
- Increase in the complexity of needs and services.
- Remove food bank model; provide autonomy of choices in food.
- City should better articulate and make distinction between the needs of recreational services and social/community-based services.

## 6a. Social Nonprofit Sector

- Staffing challenges is a hidden cost of social services; high turnovers.
  - Living/working in same area is challenging.
  - Example: Difficult to recruit social workers due to housing crisis, at times desperate, especially at the entry staff level (frontline).
- More childcare spaces for staff, students and other people accessing or delivering services.

## 7. CITY PROCESS

- City should find a way to prioritize and navigate development with culturally significant places and memories within Mount Pleasant.
- Development Permit process: Request to operate in a sustainable way, but request percentage of developable land to stay green with Indigenous flora.
- Development permits should consider or be mindful of waterways and creeks.
- Provide referendums for community.
- More tax on luxury car dealerships.

## 8. PARKS, PUBLIC, AND OPEN SPACES

- Increase green spaces, there are mental health benefits and is a neutral space for everyone.
- Open spaces are overly regulated.
- Public spaces should be designed in ways that allow gatherings (e.g., intergenerational; Indigenous learning outdoor spaces).
- Land should be green and populated with Indigenous flora; daylight rivers, creeks, streams.
- Encourage developers to landscape in traditional ways, use native plans.
- Pay people who steward/care for outdoor and green space because it shows the City values these spaces and people.

## 9. HOUSING

- Housing needs to be tied to services.
- Affordable housing definition needs overhaul: “affordable” is not affordable - affordability for whom?
- Affordable housing and supportive housing, #1 need is access and support for homeless population.
- Affordable housing is important to attracting and retaining the Social NPO workforce.
- Affordable and dedicated Indigenous student housing.
- Need co-op housing, need multi-generational housing.

# SOCIAL NON-PROFIT ORGANIZATIONS WORKSHOP

- Precarious housing, Broadway around Clark and Fraser: there is high risk to losing that affordability.
- Retention of existing rental housing; preserve old housing stock, these are critical homes for people (affordable).
- Older housing stock creates environment for more vibrancy, more variety of residents.
- Need a more robust tenant relocation program.
- No supportive housing in Fairview area (West of Cambie), additional supports are needed.
- Challenges to find housing for seniors in the Kitsilano area.
- City could buy and develop their own affordable housing (i.e., 6-8 storeys, long-term options).
- Cost of building social housing is too high.
- Encourage income based rents.
- Housing should be culturally safe spaces, support gatherings, and support Indigenous students in the area.
- Revisit housing standards that regulate number of children living in an apartment unit of affordable and social housing. Children and youth housing standards are not conducive to larger families with multiple children. For example: single mother with five children faces housing challenges.
    - Housing management: operational guidelines and requirements do not speak to community experience. E.g., using government's definition of family, but do they work for Indigenous communities?

## 10. ECONOMY and EMPLOYMENT

- Accessible businesses; how to support independent retail.
- Bridging education and employment together, including local education sites and local employment opportunities.
- Legacy of dislocation of Indigenous peoples; complicated history. More students completing their education but still in a precarious financial situation.
    - Support student employment; support practicums.
    - Identifying opportunities (jobs) that are a fit for urban Indigenous clients and community members.
- Support Indigenous-lead businesses and industries (e.g., cultural spaces, urban gardens, parks).
- Mt. Pleasant arts: maybe there is a way to link opportunities for local students and people seeking culturally appropriate employment.

## 11. ARTS and CULTURE

- More collective artist spaces; more guilds/artisan models for business.
- More pop-up part-time arts and cultural businesses.

## 12a. ENGINEERING: ACCESS

- Need public washrooms (i.e., in transit/subway stations and parks: wide stalls, all genders, sharps containers).
- Transportation as a right for seniors (mobility). This also means proper access, elevators, and reducing barriers to using certain types of transportation.
- Cost of transportation puts barriers to access help.

## 12b. ENGINEERING: USER EXPERIENCE

- Isolated seniors struggling with transportation.
- Snow and ice is a challenge to movement for seniors.
- Area around the stations, more calming environment: places to gather, inviting spaces.
- No cars down Broadway, should encourage parking hubs and then good ways for people to get around in between.

Appendix H

# HUA FOUNDATION SUMMARY

**December 2019 - February 2020 | Varied Locations**

The Broadway Plan team contracted hua foundation to complete a series of interviews with ethnocultural businesses located within the Broadway area to learn about the unique concerns and challenges of small and independent businesses and to better understand actions the city can take to improve small business viability. Hua foundation canvassed 40 businesses and carried out 15 interviews over the span of a three month period between December 2019 to February 2020. Hua foundation intentionally selected interviewees with a diversity of backgrounds and who represented a mix of business sectors including food service, retail, arts and culture and recreation. For the purposes of this study, ethnocultural was defined as businesses belonging to a specific ethnic or cultural group. While this term is problematic in nature, the intention for the use of the term was to recognize systemic barriers that limit equitable participation of many business owners/ operators in city processes and to further the city's understanding about how these barriers may influence the operation of small and independent businesses in Vancouver. Lastly, this work provides recommendations for actions the city can take to support small businesses.



*Please see appendix for full report, "Broadway Small & Independent Ethnocultural Business Study: Report Back on Business Stakeholder Consultation"

## Concerns/Challenges

### *Civic Participation and City Processes*

- Lack of clarity around city requirements, permitting and licencing.
- Limited interaction with the City (other than permitting/ licencing).
- Unnecessary 'red tape'.
- City engagement needs to improve language access and improve accessibility of language for public understanding.
- Many businesses are not part of BIAs or don't have capacity to be involved.

### *Broadway subway impacts*

- Little information about the plan and subway available.
- Concern about construction impact.
- Concern around decreased foot traffic and lack of visibility of storefronts due to subway underground.

### *Trend of decline for small businesses*

- Consumer culture – consumers not willing to pay for the true value of a product.

# HUA FOUNDATION SUMMARY

- Diminishing local labour pool esp. considering unique skill sets required for some ethnocultural businesses.
- Parking restrictions are challenging for destination businesses and reduce the amount of time people can spend in an area.
- Rise of delivery services (i.e. uber eats, etc.) result in less foot traffic and a reduction of people spending time and money in a neighbourhood.
- Decline of businesses as community hubs due to high turnover of staff and community members.
- Closed storefronts leading to visible downturn and decline in vibrancy.

***Specific to Broadway Area***

- Lack of affordable housing for workers leading to long commutes.
- Lack of identity.
- Fear of displacement and redevelopment – demolition clause enables lease termination at any time.
- Rising costs of commercial rents.
- Almost all businesses on triple net leases proper taxes "killing small businesses".

## Recommendations:

***Underlying principles:***

- Local businesses are resilient. Have better ability to adapt to shocks and stresses and feed dollars back into local economy.
- Human-scale development. Small storefronts are easier to rent.
- Need for a mix of everyday amenities with destination businesses. i.e. South Granville needs a local grocery.
- Affordable housing is linked to economic health. Enables staff and community to shop and work locally.
- Contextual development is essential. New buildings don't necessarily equal local clientele. Need to account for local context in development.
- Transit must be integrated regionally to truly support ridership.
- Cultural production happens everywhere. It is not limited to specific areas such as Chinatown or Punjabi Market, etc.
- Cultural capital doesn't fit into a land use category. Many businesses provide function beyond economic intent including social gathering, community building and cultural amenity.

***Policy tools:***

- Develop mechanisms for commercial rent control.
- Support for businesses to return after development (right of first refusal).
- Reduce burden of property tax on renters.
- Incentives to fill empty storefronts.
- Permitting relaxations for public space activations.
- Reduction in parking costs to enable stopping and staying in neighbourhoods.

***Resources for small businesses:***

- Guides translated in multiple languages to help businesses start-up.
- Translation of key documents regarding business ongoing operation and communication.
- Grants for storefront upgrades.
- Financial support for specialized and skilled labour.
- Education and outreach about available city supports through the City's small business counter.
- Staff contact that liaises between BIAs, City and businesses
- Improved ongoing and regular business outreach and engagement.

Appendix I

# INTERVIEWS AND FOCUS GROUPS WITH BUSINESSES AND BIAS

## September 2019 - February 2020 | Varied Locations

Staff conducted a series of interviews and informal conversations with small businesses, BIAs and BIA members throughout the fall of 2019 and winter of 2020. These discussions were intended to engage with businesses in an informal setting and on a timeframe that worked for them. The intent of these conversations was to gain key insights into the concerns and challenges felt by small businesses and gather ideas for improvement.




**The feedback received fell into the following themes:**

### Zoning, use restrictions and permitting

- Restrictions embedded in zoning limits amount of seating. This impacts economic viability of a variety of food service providers
- Certain zoning prohibits liquor licences. Challenging for businesses trying to provide multiple services.
- Permitting processes are hard to navigate.
- Commissary kitchens do not permit sales.
- Limited industrial and warehosuing space in the City. Businesses have to go outside of the city to access.

### Labour force

- Lack of affordable housing limits availability of staff esp. for workers at minimum wage.
- Huge staff turnover.
- Staff are commuting from outside of Vancouver in order to work in the city.

### Business trends

- High turnover of businesses.
- Hard for stores catering to local serving clientele to stay in business.
- Increase in chains and multi-national stores.
- Losing small business character across the city.
- Hard to find a storefront for new businesses due to cost of rent.
- Parking is important for destination businesses.

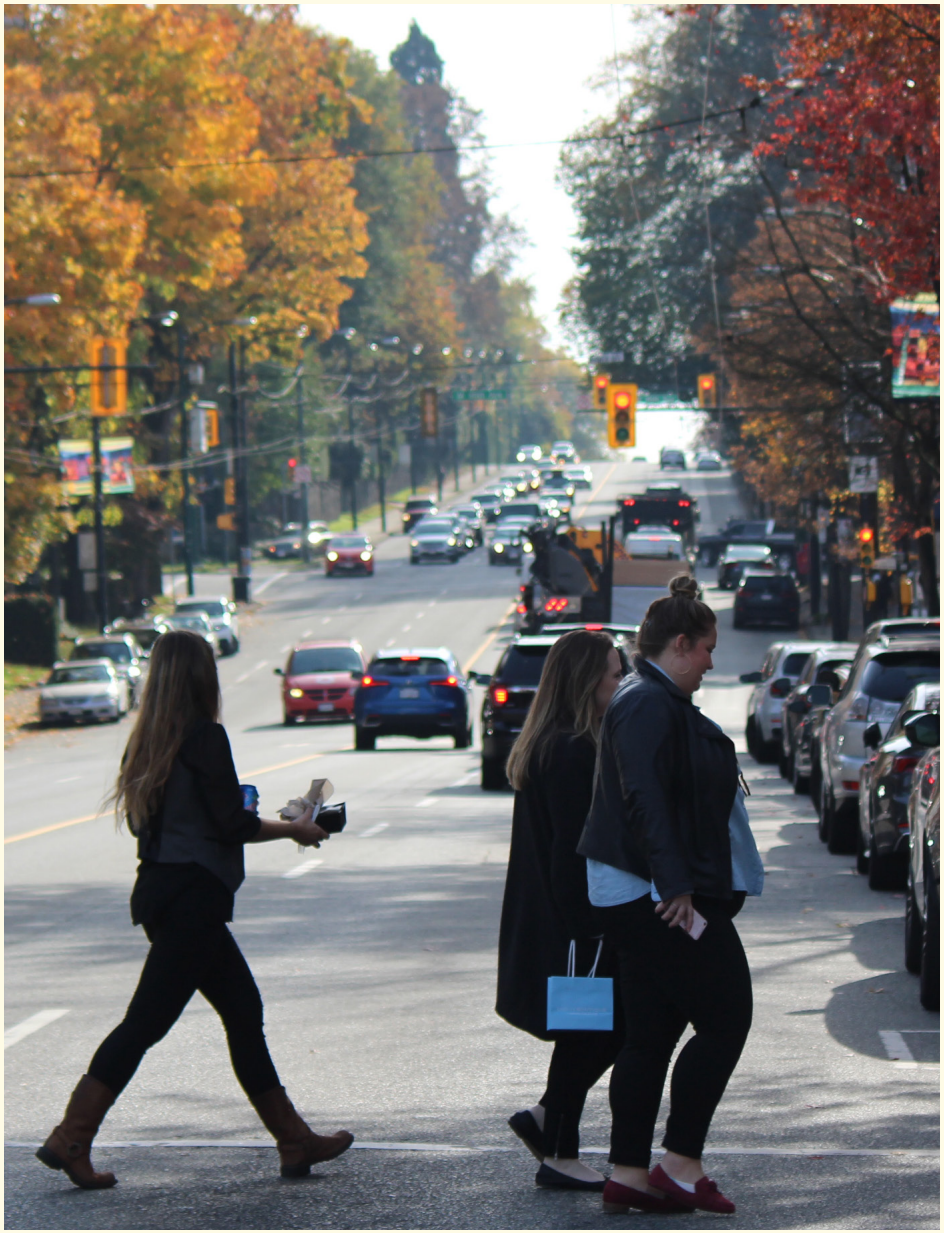
# INTERVIEWS AND FOCUS GROUPS WITH BUSINESSES AND BIAS

## Rent and taxes

- Lease rates and taxes are continually increasing; big increase in past 5 years.
- People are unable to live, work and shop in the same area due to high rents.
- Very high rents especially in neighbourhoods like Mount Pleasant and South Granville.

## Recommendations:

- Additional city support to navigate permitting and supports for starting-up.
- Increased flexibility in zoning to support small business operations.
- Increased ability for activities and programs in public space.
- Incentives for businesses to share resources with other businesses.
- Permit and reduce barriers for small businesses to share spaces i.e. enable multiple businesses to use a space or storefront; a co-working model for businesses to share space.
- Ease restrictions to allow for pop-up vending in front of stores and on public space.
- Grants for small business supports.



Appendix J

# FOCUS GROUPS WITH BREWERS




## November 20, 2019 | Main Street Brewing

Staff met with individuals from a variety of breweries located in the Mount Pleasant area. This was an informal discussion about the unique interests and challenges breweries face in Mount Pleasant. Staff presented an update on the Broadway Plan and held a discussion about opportunities and challenges for breweries.

**Feedback generally fell into the following themes:**

### Property taxes, licencing and permits

- Permitting/licencing processes are time consuming and difficult to navigate.
- There is a lack of alignment between provincial and municipal policies (ex. patios, hours of operation and tasting room capacity).
- Most breweries are leasing their spaces and are on triple-net leases.
- Small businesses taxed on undeveloped density and higher land values.
- Lease rates steadily increasing.

### Space Considerations

- Mount Pleasant desirable location but fear of displacement from development threats.
- Breweries require distinct building footprint within industrial areas (20 ft ceilings).
- Patios are an important way in increase capacity.
- Parking is not a significant asset.
- New industrial is 'very light' and wouldn't support a brewery – Overall, there are few spaces available to grow or move into.
- Zoning only allows breweries in a very small area of the city of Vancouver.

# FOCUS GROUPS AND WITH BREWERS

## Staffing and Housing

- Staff retention is challenging due to lack of affordable housing for staff.

## Mount Pleasant Neighbourhood Themes

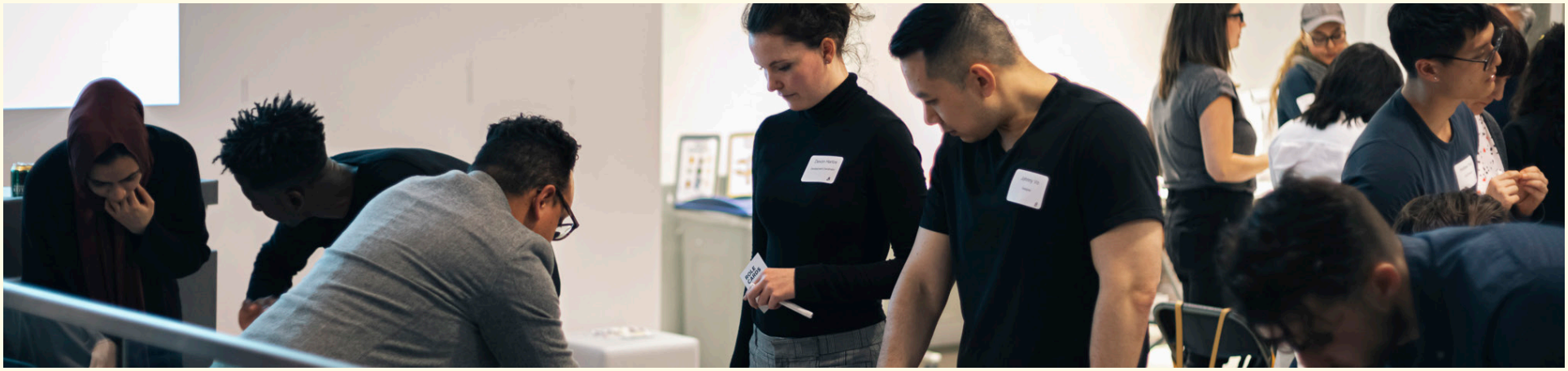
- Mount Pleasant Industrial has a dense residential customer base surrounding it – a walkable neighbourhood.
- Local serving industrial supports local serving industrial – businesses support one another in the area.
- Mix of independent businesses and eclectic character.

## Recommendations

- Align with provincial regulations.
- City needs to continue to advocate for taxation legislation changes to the Province.
- Should look into a zoning for breweries (i.e. North Van has this)
- Investigate small business counter at COV that could fast track permits.
- Increase flexibility in zoning so that permits are not required for minor changes.

Appendix K

# CREATIVE SECTOR DESIGN JAM



**February 13, 2020 | CityLab**

In partnership with Vancouver Design Nerds and Creative Pulse, staff hosted a design jam geared towards people who work within the creative sector in Vancouver. Over 100 people attended. Individuals were assigned to a group focusing on specific neighbourhoods within the Broadway Plan area and asked to ideate and problem-solve issues and challenges they would like to see addressed through the Broadway Plan.

The themes are divided by neighbourhood and by creative ideas for each neighbourhood:

## Fairview Themes

- Largely residential character that lacks a larger identity.
- Lacks access to green space.
- Granville island is an important asset.
- Incredible views.

### *Ideas for Fairview*

- *Make Fairview more socially vibrant and economically diverse*
  - Introduce retail in the neighbourhood and off the arterial.
  - Establish north-south retail in addition to east-west .
  - Develop community cultural hubs.
  - Create a community centre in this neighbourhood.
- *Create inclusive, creative and inspiring spaces*
  - Blur public and private space.
  - Use streets as public/greenspace and artistic places for social interaction.
  - Create artist corners at intersections.
  - Engage artists in planning public spaces (creative places lab for experimental place making).
  - Purpose built and intentional public spaces dispersed all throughout the area.
  - Creating a music zone where music venues can be loud.
  - Use rain for creative art installations and improved rain water infrastructure such as patios with extended

# CREATIVE SECTOR DESIGN JAM

awnings.
- Create flexible and fun pop-up activities, markets and games on sidewalks and public spaces.
- Activate underutilized spaces such as roof tops, streets and vacant stores.

- *Establishing public places and spaces for urban workers to spend time*
  - Improved amenities for workers including open space and lunch places.
  - Creatively work with slopes to maximize views.
  - Integrate work, residential and culture.
  - Infrastructure for food truck exhibitions in public spaces.
  - Create outdoor working areas.

## Mount Pleasant Themes

- Mixed-use and vibrant neighbourhood.
- Walkable with lots of amenities.
- Seasonal festivals and art make it unique.
- Increase in chains and multi-national stores.

### *Ideas for Mount Pleasant:*

- *Foster relationships between people and their social environments; create an equitable environment*
  - Develop interactive tours that reflect heritage and culture of area.
  - Rent restrictions to ensure area maintains its culture
  - Co-design affordable housing with residents who will live there.
  - Social housing integrated with amenities and supports.

- *Preserve character while blending with modern*
  - Enhanced mixed-use that includes commercial, residential, stores, cafes, meeting spaces, co-working.
  - Create spaces that allow continuing generations.
  - Rain friendly design and public space.
  - Microbrewery super block.
  - Maintain and maximize views. Views realized as a public good.

- *Increase diversity of transportation modes*
  - Free transit and less cars.
  - Incentives for taking transit.
  - Remove street parking.
  - Improved infrastructure and amenities at transit station.

- *Create spaces that allow for interaction with nature the 'outside world'*
  - Open and covered spaces to gather outside.
  - Prioritize more trees and green spaces.
  - Integrate technology into the environment.
  - Outside exercise equipment.
  - Integrate offices with public spaces for lunch and social gathering.
  - Spaces in parks for co-working and meetings.

- *Foster creativity and innovation led by the Mount Pleasant community*
  - Economic community centre for shared working spaces.
  - Flexible spaces for public activations (art, music, culture).
  - More festivals like mural fest and car free day.
  - Travelling and creative street furniture.
  - Better utilize vacant spaces like underground parking lots.

## Kitsilano Themes

- The neighbourhood has a wealth of parks and natural spaces.
- There is a good mix of retail.
- Desire for integration of creativity in design of public spaces and amenities.

# CREATIVE SECTOR DESIGN JAM

***Ideas for Kitsilano:***

- *Activate underutilized spaces in Kitsilano*
  - Create outdoor coworking spaces.
  - Moveable stages for performances.
  - Workshops in outdoor spaces.
  - Formalize winter beach activities.
  - Art installations throughout the neighbourhood.
  - Pedestrian only streets at certain times of day.
  - More festivals and street parties.
  - Create interesting and dynamic streetscapes with more patios and seating.

- *Design spaces that reflect different perspectives and ideals*
  - Public parks integrated with buildings.
  - Central plazas around businesses.
  - Amenities built into station areas.
  - Reflect Indigenous history in public spaces and design.
  - Create more housing co-ops and creative housing types like tiny homes.
  - Create better visual connections to parks.
  - Prioritize less cars, more public spaces and cycling infrastructure.
  - Public space build into residential neighbourhoods in addition to commercial.
  - Integrate mixed-use throughout the neighbourhood and retain retail mix.



Appendix L

# KITSILANO SHOWER PROGRAM

**February 1, 2020 | Kitsilano Community Centre**

The Broadway Planning Team attended the Kitsilano Shower Program. This program provides a hot breakfast, access to showers and other supplies for people in need on Saturday mornings. Broadway Team members were present and provided information about the planning process and received input on topics and items the plan should include from the program users. This summary captures the main themes discussed during the round tables.

## Main Themes

The following are the main themes and ideas from attendees of the Kitsilano Shower Program. The themes are organized from most commented on to least.

### *Transit Needs*

- Skytrain lines should be extended out to UBC and Langley.
- Many people rely on public transportation to move around the City.
- Need better notification and alternatives for passengers when. transportation networks are down.
- Need more active transportation infrastructure like bike lanes and enhanced pedestrian realm.
- Accessibility needs to be improved in transportation network.
- Cleanliness and efficiency of bus routes must be maintained.
- Use transit to visit and provide support to friends and family.
- Transit allows access services, include food and medical.

### *Services*

- Services are lacking on the west side of the City.
- Need to enhance and improve services already available.
- City needs to support service providers.
- Need more public washrooms available (in new stations and in public spaces).
- Libraries and community centres are good spaces to visit.
- Need more rehabilitation centres.
- Want a service where people can get help in emergencies (not 911).
- More dog parks.
- Need more covered community spaces for use in off season.

### *Live/ work*

- Many live and work in Vancouver.
- Have moved here from other provinces.
- Housing is too expensive. Need more affordable options.
- Enjoy travelling around the city as an activity.
- Enjoy visiting parks and beach areas.
- Return home after a day of travel.

### *Environment*

- Climate change will have a big impact on our cities.

### *Other*

- Do not feel safe in the Downtown Eastside.

Appendix M

# RENTERS ADVISORY COMMITTEE (RAC)

**Feb 19, 2020 | Vancouver City Hall**

## Workshop Purpose

To discuss and get input from the RAC members on renter needs and challenges in the Broadway area and potential principles that should guide the approach to minimizing displacement and protecting renters now and into the future as part of the Broadway Plan.

## Workshop Objectives

- Provide an update on the Broadway Planning process, timeline and next steps.
- Provide an overview of key rental housing considerations in the Broadway neighbourhoods and Rental Housing Stock Official Development Plan areas.
- Identify and confirm renter housing needs and challenges now and in the future in Broadway that should be addressed through the Plan.
- Discuss directions on the future of the existing rental housing stock in Broadway.
- Identify and discuss any principles that should guide the approach to minimizing displacement and protecting renters in Broadway.

## Summary

This summary is intended to capture what was heard at the workshop. Following a presentation that provided an overview and update on the Broadway Plan process and rental housing considerations in the plan area, the group was asked to split into two smaller groups for discussion before re-grouping to share key points.

The session ended with take-away questions for the committee related to renter engagement on the Broadway Plan and an opportunity to collaborate on future renter engagement events as part of the planning process.

## Small Group Discussions

### *Renters in Broadway today – their needs and actions to protect them*

- City owned lands should be optimized to accommodate for growth, and be used as temporary housing or “swing-space” for displaced tenants while awaiting the redevelopment of their current rental building.
- A challenge is how to protect renters in secondary rental market; renter supports must be available to secondary suite renters.
- Renters in existing, older rental housing need increased protections.
- Existing renters should be able to relocate in their existing neighbourhood at similar rents.
- Think of protecting type of renters e.g. many older houses in Kits are being rented by multiple students to make it more affordable; many landlords in this area are systematically displacing students through renovictions so they can sell the property for redevelopment.
- Need to crack down on illegal renovictions and preserving rents at “affordable” levels (a relative measure to income).
- Many seniors live along Broadway and are on fixed pensions; redevelopment would impact their access to services (in particular health services).

# RENTERS ADVISORY COMMITTEE (RAC)

### *Renters in Broadway in the future – their needs and actions to meet those needs*

- Broadway should plan to accommodate and include future renters in the area by enabling more rental housing (supply) but with affordable rents.
- Need more density in the Broadway area for the next 5-10 years; 30 years from now can see density of six storey rentals in low-density areas.
- Ensure childcare, schools are also integrated into the future of Broadway.
- Future office space should also integrate housing.
- Lowered parking requirements.
- Offer higher densities for developers building affordable units.
- Ensure that future housing growth matches current income breakdown composition of the plan area.
- Need for workforce housing.
- Need a spectrum of housing for different entry point of income and demographics.
- Are there new financial tools (e.g. property tax increases) that the City could use to pay for new rental housing or discourage property ownership?

### *Existing rental stock – challenges and directions for the future*

- Increased supply is part of the solution but affordability is key.
- City of Vancouver should look at the first right to purchase an existing rental building.
- Poor conditions of existing rental stock in Broadway area is a challenge for renters.

### *Principles and Considerations for approaching renter protections*

- The presence of "Character Homes" should not prevent higher density developments in low density zones.
- Upzone orange areas (RS/RT) areas first for new rental to minimize displacement before looking to make big changes in existing rental areas.
- No net displacement.
- There should be more supports/hands-on management of displacement.
- Avoid transit oriented displacement.
- Don't weight feedback from homeowners more than renters in policy discussions.
- 30 years from now affordability will also be critical; think how can we maintain affordability for 30, 40, 50 years?
- People would rather take housing vs money when being displaced
- Think about mixed income neighbourhoods; affordability is relative to your income; eliminate the term 'affordability' as it can be stigmatizing and rethinking what this term for housing should be called.
- Need government partners at the table to help facilitate the development of a wide spectrum of housing.

### *Other ideas for Broadway*

- Incentivize in both directions - Commercial uses ought to be added in areas where there is existing growth, while ensuring that future growth also allows for commercial space

Appendix N

# #MYBROADWAY POSTCARD CAMPAIGN

**November 2019 - March 2020 | Varied Locations**

#MyBroadway postcards were made available in person at local businesses, distributed by members of the Broadway Planning team through the commercial districts of the plan area (Main Street, Broadway, South Granville and Kitsilano) and presented online for public feedback. The postcard campaign included four questions which asked respondents to "dream of the future" and describe their priorities and ideas for housing, vibrancy, streetscape and attaining their daily needs in the community. This summary captures the themes discussed for each postcard question.




**Feedback generally fell into the following themes:**

## What kinds of housing could support the diversity of people and incomes within your community?

### *Built Form*

- Want to see a variety of housing types throughout the Broadway area (town homes, apartments, co-op housing).
- Want to see lower to mid-rise development.
- Build taller buildings/ towers to increase the supply of housing.
- Density should not exist only along Broadway. Surround community should see more density as well.
- Do not build more single family homes. Density should be at minimum duplexes or greater.
- Want to see more density and more height.
- Taller tower near subway stations.
- Need more variety in the sizes of apartments.
- New housing should increase the density and diversity within the neighbourhood.

# #MYBROADWAY POSTCARD CAMPAIGN

- Buildings should take into consideration neighbourhood context and character.
- Housing should be accessible to different abilities.

### *Tenure*

- Need to provide a mix of tenures; ownership, rental, co-ops, market, affordable rental and non-market rental options.
- Mitigate gentrification by ensuring a mix of market and subsidized rentals.
- Develop towers with multiple scales of rental included (market to subsidized).
- Create rental in many housing typologies, including single family.
- Support existing rental by updating older properties.
- Build low income housing.
- Need government supported housing options.
- Market housing should be more diverse to accommodate more demographics.
- Build more co-op housing.

### *Demographics and Accessibility*

- Housing should be built to provide homes for all demographics.
- Develop housing to allow seniors to stay in the community.
- Provide wheel chair accessible housing.
- Build housing to accommodate students.
- Some focus should be placed on ownership opportunities for young people and families.
- Create a mix of housing tenures in same building.
- Housing should support diversity within the community.
- Housing should be appropriately sized to accommodate families.
- Build housing which allows for people to age in place.
- Develop housing for families with children. Young families are leaving Vancouver due to unaffordable home costs.

### *Proximity to Services*

- Services should be available in close proximity to where you live.
- Utilize market rental housing to support/ develop community amenities.
- Housing can be developed connected to community spaces either physically or by a short walk.
- Housing should have a connection to community hubs.
- Grocery stores, services and schools should be available in proximity to new density.

### *Displacement and Affordability*

- Need to create an oversupply of housing to ensure affordability.
- New development should not displace previous residents.
- Ensure that older more affordable rentals are not lost to redevelopment.

### *Maison de la Francophonie*

- Cultural services should be available in close proximity to housing to provide a sense of community and culture, for example La Maison de la Francophonie.

### *Foreign Ownership*

- Housing should be sold to locals and not used for Airbnb.

### *No Restrictions*

- The City shouldn't dictate the kinds of housing in the Broadway Area.

# #MYBROADWAY POSTCARD CAMPAIGN

**What does your community need to be welcoming and vibrant, connected, and green?**

### *Places to Gather*

- Create open spaces which allow people to gather.
- Service gathering spaces with small cafes and bistros to provide food options.
- Provide transportation options to access public gathering spaces.
- Create spaces which allow people of all generations to gather and interact.
- Provided seating to allow people to pause, chat and relax.
- Introduce designs which allow for neighbourhood vibrancy and connectivity which fosters neighbourhood interactions.
- Create spaces which allow for community events.
- Housing, retail, services and public gathering spaces should be located in close proximity to promote walkability.

### *Cars and Traffic*

- Want to see a dramatic reduction in the use of personal vehicles.
- Remove street parking spaces and return space to public realm.
- Limit noise and emission pollution along Broadway.
- Introduce car free streets, or restrict car access during non-peak hours.
- Reduce number of vehicle lanes. Make streets more people friendly.
- Minimize cut through traffic through communities with traffic calming interventions.
- Prioritize pedestrians and cyclists and inforce safe driving practices.
- Reduce traffic speeds.

### *Green Space and Vegetation*

- Want to see more native plantings (trees, shrubs and flowers).
- Make pollinator gardens/ pathways throughout the community.
- Want to see many tree lined streets.
- Make sure street tree roots do not impede walkability as the trees grow.
- Love community parks.
- More green space around homes/ apartments for use as community gardens and nature access.
- Seating in park spaces.
- Laurel land bridge need improvement, new plantings and more aesthetic fence.
- Like full tree canopies.

### *Arts and Culture*

- Foster and encourage future and existing cultural facilities to promote community connections (ex. La Maison de la Francophonie).
- Support cultural facilities which provide services and sense of community to neighbourhood residents and new comers.
- Allow for renewal and expansion of community cultural spaces.
- Add art to side streets to encourage exploration and rediscovery of communities.
- Encourage existing cultural and educational venues such as La Maison de la Francophonie.
- Broadway is uninviting. Invite more cultural events and activities.
- Encourage a strong sense of belonging and inclusiveness through the expansion of programmed community centres.

### *Streetscape*

- Streetscape should put people first.
- Better wayfinding for pedestrians throughout area.
- Improve sidewalk conditions and accessibility.
- Improve weather protection over pedestrian realm.
- Include a mix of transportation options on the street. Allow for public transport, bikes and pedestrians to use street.
- Make retail areas more walkable.
- Include public art, street furniture, water fountains to make streetscape more interesting.

# #MYBROADWAY POSTCARD CAMPAIGN

### *Housing*

- Develop affordable places to live, particularly for young families.
- Would like to see more neighbourhood stability. Develop places where people can live for longer periods of time with fewer turnovers.
- Build much more housing.
- Develop more social and low-income housing options.
- Develop more places to live close to the new subway stations.

### *Amenities and Services*

- Build more community services and amenities like community centres, daycares, sports facilities.
- Want more reasons to explore your community. Introduce more walkable shopping, food, common spaces, libraries and community centres which help build community.
- Need more child care and schools in the community.

### *Business*

- Control commercial rents to support small business.
- Place retail on both main streets as well as throughout the community (such as corner coffee shops).
- More interesting local business.

### *Bike Lanes*

- Build new bike lanes and improve those that already exist.
- Build a protected bike route on Broadway.
- Build more protected bike routes, buffer with street trees where possible.

### *Built Form*

- Develop purpose built low rise rental on arterials and neighbourhood streets.
- Need lots of density in communities and along arterials.
- Developments should have more square feet of living space.
- More density and height in pedestrian oriented areas.

### *Subway*

- Subway should be extended to UBC.
- Create a robust subway network which eliminates the need for personal vehicles.

### *Utilities*

- Frequent garbage pick-up.
- More bins per household.

### *Homelessness*

- Focus on rehabilitation to decrease of people experiencing homelessness.

### *Transportation*

- Want to see more bus lanes and bus transportation options.

## What does a streetscape that puts people first look like?

### *Quality of Space*

- Provide areas for rest throughout streetscape (benches, tables, packet parks).
- Create interactive areas which foster social gathering (ex. toys).
- Ensure places for rest and gathering have weather protection options.
- Provide waste receptacles at gathering nodes.
- Include gardens and greens spaces.
- Public art should be included throughout the public realm.
- Gathering spaces should be attractive and add to the sense of community.
- Create large gathering spaces which encourage pedestrian activity and can be programmed for cultural events.
- Local artists should be hired to decorate the public realm.
- Public spaces should be inviting for all people from all background.

# #MYBROADWAY POSTCARD CAMPAIGN

### *Modes of Transportation*

- Want to see designated lanes for different modes of transportation (ex. Bus lanes, Bike lanes).
- Street should prioritize transportation and not public realm. Pedestrian streets should be improved off of arterials.
- Limit car traffic and promote active transportation and walking.
- More protected bike lanes.
- Need more bike facilities and storage/ parking.
- Bike lane on Broadway.
- Prioritize transit on Broadway by maintaining bus lane and reducing car traffic.
- Traffic calming to improve walking and biking spaces.

### *Greenery and Access to Nature*

- More mature street trees.
- Add green spaces with native plantings and pollinator friendly landscaping.
- Add more greenery to streetscape.
- More pocket-parks.
- Communities should be able to take ownership of their green spaces.
- Green spaces for children to play safely.
- Cycling routes should be greened.
- More community gardens.

### *Shopping and Services*

- Create shopping districts of primarily small and local business.
- Develop active ground floor retail.
- Want to see more cafes and restaurants with patio space.
- Retail areas should be walkable.
- Want to see small retail frontages.
- Need a larger side walk that incorporates public and commercial space.
- Wrap amenities and services onto side streets.
- Minimize big box store and commercial chains.

### *Traffic*

- Reduce traffic speeds (30 km/hr).
- Reduce or eliminate car traffic.
- Enforce noise restriction from vehicles.
- More 4- way stop signs.
- Remove a lane of traffic from Broadway in both directions.
- Enforce road rules for vehicles.

### *Walking*

- Build wider sidewalks.
- Provide room for patios, pocket parks and furniture on sidewalks.
- Sidewalks should be accessible with ramps and curb cuts to allow for stroller, scooter and wheelchair access.
- Provide space for street trees.
- Develop a streetscape which encourages pedestrian activity.
- Create pedestrian only streets.
- Move utilities infrastructure out from sidewalk (ex. utility poles etc.).

### *Safety*

- Road crossings must be safe for pedestrians.
- More police or community security enforcement.
- Street lighting and landscaping which supports a safe public realm.
- Safety on the street is most important.
- Driving enforcement.

### *Built Form*

- Create developments which benefit residents and not developers.
- Build more density.
- Build low rise buildings.
- Development must be human scale and livable.

# #MYBROADWAY POSTCARD CAMPAIGN

### *Balance*

- Need to find balance of uses along streetscape, amenities, retail, housing, community serving spaces and services.
- Provide a mix of commercial, housing and cultural gathering spaces.
- Encourage people to visiting the area on foot or by bike.
- There should be a wide range of services available.

### *Parking*

- Provide a lot of street parking around the hospital.
- Provide less street parking, or increase cost.
- More underground parking lots to remove street parking requirements.

### *Housing*

- Provide affordable housing options.
- Provide a mix of housing options.

## What would it take for all your daily needs to be met within your neighbourhood?

### *Transportation*

- Want better active transportation options.
- Important to have excellent access to transit options.
- Transit options need to be safe and accessible for all people.
- Transit options should run later and more frequently into the evening.
- The Plan should prioritize walking, biking and public transportation.
- Want more protected bike lanes on retail streets, with secure parking and facilities.

### *Food*

- Want to have more grocery store and restaurant options.
- Would like to have small scale grocery within the community.
- Need to improve food affordability.
- Want to see more flexibility for restaurants to serve alcohol later.
- Foster more diverse food options, including cultural foods in the community.

### *Places to Gather*

- Want access to community gathering spaces, such as cultural centres like La Maison de la Francophonie.
- Create more gathering spaces for youth and children.
- Create gathering spaces which celebrate art, nature and culture.
- Safe community spaces are essential for fostering community connections.
- Provide space for festivals.
- Create spaces for cultural and music events.

### *Services*

- Need more hotel space for visitors to the City of Vancouver.
- Would like more health services in the community (ex. Doctors, pharmacies and dentists etc.).
- More retail.
- More dog parks.
- Need to provide more schools, daycare and child services.

## Outdoor Spaces

### *Want better access to park space.*

- Playground and parks for children.
- Need more seating outdoors throughout the community.
- Would like to see more design and art in the streetscape.
- More recreational facilities (rinks, pools sport courts and fields)
- Develop more safe community gathering spaces both outdoor and indoor.

# #MYBROADWAY POSTCARD CAMPAIGN

***Retail***

- Would like to see more small scale retail and less large box stores.
- Want to see a variety of local shops available, retail, restaurants, grocery etc.
- Control rents of local business to foster small local businesses.

***Housing***

- Need affordable housing options, including low and social housing.
- Green space should be integrated into housing.

***Walking Distance***

- Want to have access to a variety of businesses and services from home.

***Affordability***

- Need basics of living to be more affordable.

***Jobs***

- Want more job space which is walkable or easily accessed by transit.

***Broadway***

- Want to see better retail and pedestrian environment along Broadway.

***Nothing***

- The community meets my daily needs and does not require change.



Appendix O

# EMPLOYMENT AND JOB SPACE EXPERT PANEL

**February 5, 2020 | 507 W Broadway**

This summary is intended to capture what was heard at the Employment and Job Space Expert Panel. The overall purpose of the Expert Panel was to explore the locational preferences needed to locate additional employment capacity in the Broadway Plan study area over the next 30 years. A number of representatives from the commercial real estate, development, hotel and tourism, academia and animation sectors attended. Following a presentation that provided an overview of the Employment Lands and Economy Review, participants discussed locational preferences that influence where jobs locate. Following, they discussed how much city-wide demand is likely to locate in the Broadway Plan study area.

***Feedback generally fell into the following themes:***

## Capacity in downtown west may be less than estimated

- Difficult to find developable land in the downtown.
- Building in the downtown area is becoming increasingly challenging.

## Mount Pleasant I-1

- Mount Pleasant I-1 is lively at all times of the day.
- Mount Pleasant area is very desirable because of large parcel sizes and good accessibility.
- Mount Pleasant I-1 is under zoned. FSR is too low.
- Industrial component is challenging to make work (developers need bonusing approach which allows office above industrial uses).
- With the increased access from the subway, industrial land is not the best use for this area.

## Tech firms and other office tenants want complete communities

- Create “complete communities” that support talent. Employees want to live in an area that has amenities, walkability, and places to rent.
- HR Directors in charge of where major corporations locate advise locating companies based on employee preferences.
- False Creek Flats missed an opportunity to create a community by permitting residential.

## Retail is critical for complete neighbourhoods and office tenants

- Opportunity to introduce small retail nodes off main streets in the community.
- Consider allowing the ground floor of the I-1 zone to include retail and service uses.
- Provides a missing service to the existing density in the area.

## Restrictive industrial uses make it challenging to make the numbers work on projects

- Old industrial versus new industrial.
- Get away from strict industrial definitions, should be called “Production Areas”.

## Hotels on Broadway

- Additional hotels on Broadway will be necessary as St. Paul’s Hospital opens and other medical uses expand.
- Availability and affordability of hotels. Several key attractions across the city saw decreased traffic due to of high hotel room rental rates.

# EMPLOYMENT AND JOB SPACE EXPERT PANEL

- Diversity of hotels is important. A good mix of different rated hotels adds to healthy tourism industry. 4 or 5 star hotels could potentially be beneficial along Broadway.
- Hotel business is declining. Potentially due to daily rates being set too high.

## Add height and density for job space where there is development potential

- Do not undershoot density for job space (i.e. office) along Broadway.
- Identify large sites for redevelopment.
- Relax restrictions like height, density, and parking.

## Recognize change in tenant landscape

- Should allow flexibility of uses in a commercial space.
- Larger tenants are displacing smaller tenants along Broadway.
- Second level retail is expensive because of loading, elevators and other elements. Adding residential density could help making it more feasible.

## Permitting process needs to be more efficient

- Practicality of being on a second floor won't happen unless we speed up approval process for change of use applications.
- Need to move quicker as a city to help tenants move in faster. Flexibility of space is critical. Allow for office and retail in certain areas. Why have described uses here?

## Geographic locational preferences

- Grandview/Boundary is a third tier location for office, after downtown and Broadway.
- Within the Broadway study area demand for office tapers off in west (Granville, Arbutus).
- The subway will, and should, dramatically increase the projected number of people wanting to live and work in the area. There is going to be much more than what is being expected and/or projected.



Appendix P

# MOUNT PLEASANT NEIGHROURHOOD HOUSE PLANNING 101

**Jan 29, 2020 | Mount Pleasant Neighbourhood House**

Staff met with visitors of the Mount Pleasant Neighbourhood House to discuss priorities and needs for the Broadway Plan area and the Mount Pleasant community. Attendees were provided an update on the planning process and elements considered during a community planning project, and then were asked to provide feedback in a road table format on the topics of housing, parks, transportation, climate and community services.




## Mount Pleasant Neighbourhood House

- Mount Pleasant Neighbourhood House is a destination for many people. Due to housing costs in Mount Pleasant, visitors often travel long distances to participate in the community.

## Housing/ Affordability

- Many people gather, work play and use services in this area while living in other regions of Metro Vancouver.
- Creating more affordable housing is critical (such as co-op), even people with middle incomes cannot afford to live in the Mount Pleasant community.
- Area is lacking in housing which can accommodate families.
- Require homes with more bedrooms and square footage.
- Young people should be able to access to affordable housing.
- Build more rental units, increase density and building heights in order to do so.
- Explore different models of housing, ex. Scandinavian co-housing (Focus on public space, have smaller private residences).

## Livability and Community

- Improve the safety and walkability of the neighbourhood (less garbage and graffiti).
- Improve condition of laneways, improve their aesthetics.
- Need more amenities and services in the neighbourhood and close to home.
- Foster a sense of community through public spaces, services, community support systems, and neighbourly connections.
- Support and maintain local businesses, avoid “urban fare”.
- Low-rise density preferred so as not to change the “look” of the City.

# MOUNT PLEASANT NEIGHBOURHOOD HOUSE PLANNING 101

- Access to views should be maintained.
- Green space and access to park should be prioritized. There should be a balance between built areas (concrete) and natural landscape.
- Improve access to community and services with improved transportation.

## Transportation

- Need affordable (free) connections to major rapid transit (shuttles).
- Need parking at and near train stations.
- Would like a train connection to North Vancouver.
- Want to see more public transportation.
- Service/ amenity destinations should be located close to transit (ex. parks, grocery stores, shopping).
- Avoid creating a repeat of Cambie Street Canada Line development.

## Community and Cultural Spaces

- Neighbourhood Houses like MPNH are valued cultural and community spaces and act as a hub for gathering. MPNH is an inclusive, multicultural space which provides needed services for the community.
- Need more spaces which can be used for social gathering by different organizations and people.
- Communal gathering spaces increase exposure to different cultures and practices.
- The Clinton Park field house is a precedent example of a space for gather which needs no staff of programming to be successful.
- Foster organizations which focus on community and connections.
- Event space for community gathering should be affordable.
- Need more pet friendly spaces for dogs etc.

## Climate Emergency

- Need to make recycling and composting accessible for everyone to be able to participate.
- More education is needed on environmental/ climate issues (ex. water conservation).
- Garage and waste sorting needs to be better taught to different communities who may not be as familiar.

Appendix Q

# MOUNT PLEASANT STREETS AND PUBLIC LIFE WORKSHOP

**Nov 16, 2019 | Mount Pleasant Neighbourhood House**

There were a total of 40 community members who attended the workshops.

Transportation related feedback from the Mount Pleasant Streets and Public Realms workshop is summarized below.




## Q1. What is your current experience of the public life in the Broadway area?

**The responses generally fell into the following themes:**

### *Active Transportation*

- Broadway is not a great space for walking or gathering - there are a variety of businesses but it does not have the same feel as Granville or Robson.
- Concerns around high volume of vehicles on the street, lack of greenery, narrow sidewalks and setbacks and few patios.
- Sidewalks at SkyTrain / Canada Line stations are currently narrow, and there is not enough room for queueing at bus stops.
- 10th Ave is preferred over Broadway - it has large trees and nice heritage homes. 10th is considered as a good example of a street prioritizing biking. However, there were concerns around connectivity and parking on both sides of the street. It is also a good example of a bike priority road. There are connectivity issues though, and ensuring parking is only on one side of the street would improve cyclist safety.
- Ontario is also a well-used bike route.
- For north-south travel by bike, Quebec feels safer than Ontario, especially when going uphill, as it is wider and drivers are not as aggressive.
- Sophia is a good alternative cycling route to Main St, as it feels safer.
- The traffic signal at 11th Ave & Kingsway has made it a lot easier to walk and bike in the area.
- Kingsway is a barrier to walking and cycling.
- Concerns around the lack of bike racks on Broadway.

# MOUNT PLEASANT STREETS AND PUBLIC LIFE WORKSHOP

### *Transit*

- 99 B-Line is reliable and essential.
- Recognition that bus service on Broadway is more frequent than other parts of the city.
- Concerns around the limited number of transit connections between 2nd/4th  Avenue and Broadway.

### *Traffic and Parking*

- Concerns around traffic congestion on Broadway - it can be faster to walk than to drive.
- Recognition that having traffic signals and crossings for pedestrians can lead to more starting and stopping for vehicles.
- Concerns around the lack of left turn lanes (for example into Olympic Village from 4th/6th/2nd Avenue) contributing to congestion from vehicles waiting to make left turns.
- Concerns that permitting parking on arterial streets contributes to congestion.
- Some noted that it is difficult to find parking in the Mount Pleasant area. Some noted that the area is often used as a park-and-ride opportunity for people who are going Downtown for events.
- Concerns around car share vehicles contributing to congestion and taking up parking spaces.
- Parking is hard to find around Granville/Broadway.
- Vehicle access and parking around the hospital area are important – especially for seniors/people with disabilities.

### *Retail and amenities*

- Concerns that the lack of local destinations leads people to drive more than they would prefer to if closer options were available.
- Amenity hubs such as the Cambie and Broadway area are good, as people can do all of their errands in one place.
- Some noted that they enjoyed walking and shopping in the Cambie Village area, as the area is walkable and has independent shops, restaurants, a movie theatre, and heritage.

### *Public Life*

- Public realm experience is noisy and uncomfortable due to high volume of vehicles.
- At times, undesirable activities take place at night in public spaces.
- Towers are creating isolation and detract from street life.

## IDEAS FOR THE FUTURE

**Q2. Re-imagine your trips and the streets in 2050, what would those trips look like now, and what would the public life look like?**

General ideas for the study area overall are categorized into the following themes:

### *Active Transportation*

- Better public realm, with amenities such as wide sidewalks that are weather protected, better lighting, and cycling facilities that are weather protected.
- More bike parking, including secure bike parking.
- Complete network of connections, including cycling connections to subway stations.
- Priority given to people walking and cycling of all ages, genders, and abilities, on all streets.
- Every other street could be a greenway, with active travel prioritized and rain water management facilities installed. The north-south greenways could capture and take water to ponds closer to the False Creek Flats Area. These greenways would also connect transit stations to neighbourhood hubs, and support urban wildlife.
- Some streets are converted to be car-free or car-light.
- Activation of some laneways.
- More traffic calming – e.g. in the Mount Pleasant Industrial area.
- Enhanced north-south active travel connections between Broadway and Great Northern Way.

# MOUNT PLEASANT STREETS AND PUBLIC LIFE WORKSHOP

- Some groups envisioned arterial streets to be Complete Streets with reduced space for vehicles and more space for walking and cycling, while others thought that the different modes could be provided on separate streets.
- Reduced vehicle speeds on arterials.
- One group suggested that Broadway could be a zero-emission vehicle zone.

### *Transit*

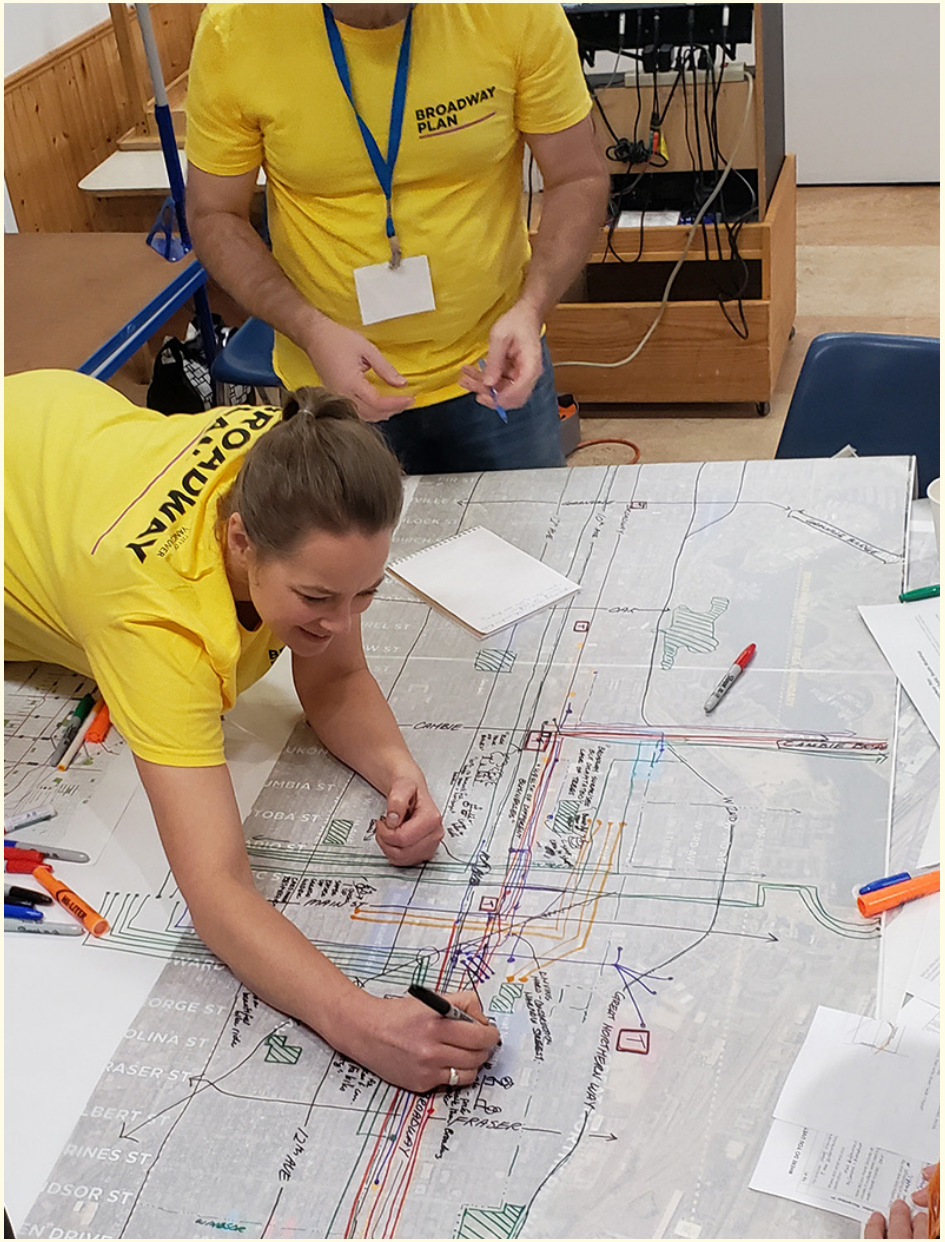
- Reliable and comfortable transit.
- Distances that people have to travel to make transfers between buses and/or the subway are short.
- Expansion of community bus service in and around the Broadway area.

### *Traffic and Parking*

- Several groups envisioned that there would be very few people driving to work in 30 years' time, so roads would be reserved for people who "have to" drive (e.g. delivery, emergency, jobs that require lots of traveling, people with disabilities).
- All delivery trucks (city-wide) are zero-emission vehicles.
- Many groups were excited about the prospect of future vehicle technology such as electric and autonomous vehicles (cars and bicycles).

### *Amenities*

- More local destinations so that people can walk or bike to their destination.



# MOUNT PLEASANT STREETS AND PUBLIC LIFE WORKSHOP

**Location specific ideas are categorized into the following themes:**

### *Active Transportation*

- A greenway over railways to connect Strathcona to Mount Pleasant (e.g. through Thornton or Grant).
- A greenway on St. George Street.
- A reduction of the number of lanes on Broadway to four to provide mores space for active transportation.
- Car-free hubs at Kingsway/Main/Broadway, and Cambie/Broadway.
- Traffic calming on Ontario Street.
- Great Northern Way enhanced for people walking and cycling.

### *Transit*

- High-capacity transit on Main Street and Kingsway – there was strong support for a B-Line (or RapidBus) on Kingsway.
- High-speed rail extension to the east to Clark Street, as a couplet to the Great Northern Way connection.
- More transit service on Great Northern Way.

### *Traffic and Parking*

- Less car traffic on 16th Avenue.
- Parking removed on Broadway.

### *Public Life*

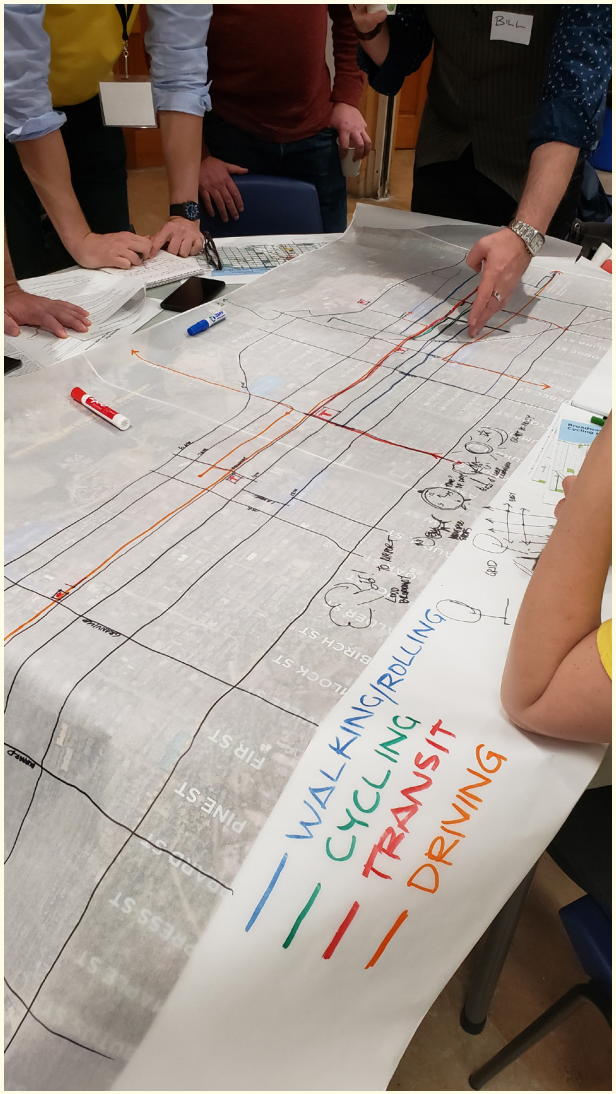
- The "heart of Mt Pleasant" is enhanced to be a "people hub". One group suggested closing the area off to vehicular traffic.
- Better public realm to accommodate strollers.
- Broadway needs to be the cultural and economic spine that ties everything together.
- Create new spaces , like plazas, at street level that have amenities.
- Street feel needs to be friendlier.
- Create public spaces that are multi-generational.
- Public realm should be designed to a more human scale.
- Opportunities opening up in the Industrial Area around breweries for public life improvements. Enhance corners and public spaces to complement local businesses. Don't need full parks per say.
- Neighbourhood character in Mount Pleasant Industrial area centres around grittiness. Small improvements like murals add to character.
- Curate laneways for more regular and commercial activity (laneway animation).

### *Other*

- North-south laneways east of Main (south of Broadway), and west of Main (north of Broadway) activated, and the lane east of Main (Watson) is car-free or car-light.

Appendix R

# FAIRVIEW STREETS AND PUBLIC LIFE WORKSHOP




**Dec 2, 2019 | City Lab**

There were a total of 42 community members who attended the workshops.

Transportation related feedback from the Fairview Streets and Public Realms workshop is summarized below.

## Q1. What is your current experience of the public life in the Broadway area?

The responses generally fell into the following themes:

### *Active Transportation*

- The Broadway area is comparatively very walkable although some of the streets were not as walkable as others.
- People prefer to use local streets over busy arterials.
- Lack of cycling facilities such as bike racks.
- Concerns around conflicts between different modes of travel. Need for education and enforcement for all road users.
- Lack of proper pedestrian lighting and concerns around uneven sidewalks resulting in puddles.
- Traffic calming measures work well for pedestrians and cyclists.
- People felt safer to walk on Broadway during night time because it was well lit, whereas during the day side streets were preferred for walking.
- Concerns regarding pedestrian safety particularly among parents with young children at the Broadway and Cambie intersection due to congestion.
- More places like the Laurel Land Bridge would be appreciated.
- 10th Ave is lovely to walk on, as the bike priority also creates awareness for pedestrians, and vehicle volumes are lower.
- 6th Ave is unpleasant to walk along and difficult to cross.
- 8th Ave is being used by too many vehicles and needs traffic calming.

# FAIRVIEW STREETS AND PUBLIC LIFE WORKSHOP

- On Broadway, there is a lack of consistent weather protection, greenery, narrow sidewalks, and good public space, as well as abundant noise and air pollution from traffic.
- Birch Street (between Broadway and 8th) has two parking lots that feed onto the street, making the street busier and less safe to cross.
- The intersection at Birch and 10th Ave is not safe for pedestrians. Visibility needs to be improved.
- Sidewalks are narrow on Cambie.
- Oak St is difficult to cross as a pedestrian, particularly as you head south.
- Granville Island is difficult to access for pedestrians, and the tunnel under the Granville Bridge is intimidating to use at night.
- Need to improve 14th Ave bikeway to make it more desirable like 10th Ave bikeway. Concerns around accessibility in particular for people with mobility challenges and people with strollers.

### *Transit*

- The 99 is convenient and frequent, but can often be delayed due to congestion. Congestion also impacts other bus routes.
- Lack of transit in the Burrard area.
- There can be long wait times between transfers, and walking distances to the correct bus route can be long.

### *Traffic and Parking*

- Concerns about inconsistent travel times due to traffic congestion.
- Traffic flow and interactions could be better optimized to facilitate better traffic flow.
- Concerns over the lack of left-turn lanes contributing to congestion.
- Some suggested banning left turns during rush hours.
- Concerns around on-street parking contributing to congestion, and interest in prohibiting parking on major streets.
- It is challenging to drive at Arbutus St & Broadway, due to high volume of pedestrians and cars as well as confusing traffic signals.
- Intersection at 16th/ Wolfe / Tecumseh Ave prone to collisions.

### *Retail and amenities*

- Concerns around the lack of diversity in businesses, and as a result people have to travel further to access basic amenities – e.g. Granville St. area is lacking basic grocery stores, bakeries, etc.
- Businesses close early so streets are quiet and lack animation.

### *Public Life*

- Difficult to enjoy public realm because Broadway is too noisy and busy.
- Broadway feels homogenous. The area is not attractive and lacks diversity.

## IDEAS FOR THE FUTURE

### Q2. Re-imagine your trips and the streets in 2050, what would those trips look like now, and what would the public life look like?

General ideas for the study area overall are categorized into the following themes:

### *Active Transportation*

- Some groups envisioned destination-arterial streets to be Complete Streets with reduced space for vehicles and more space for walking and cycling, while others thought that the different modes would be provided on separate streets.
  - In the first scenario, some arterials (e.g. 12th Ave) have no commercial activity, so they would continue to be used for traffic movement.
  - In the latter scenario, there would need to be a greater prioritization of active travel on local streets in order to better connect people to their destinations.
- There is more traffic calming and some local streets are converted to be car-free or car-light, and have green space and parks, plazas, etc.
- There are safe active travel connections from the subway stations to downtown.

# FAIRVIEW STREETS AND PUBLIC LIFE WORKSHOP

- Some laneways are activated and beautified – e.g. east-west laneway between 8th and 7th Ave, from Birch to Laurel, and east-west laneway between Broadway and 8th Ave, from Alder to Oak.
- There are more north-south greenways (e.g. Oak, Alder, and Heather) that connect the neighbourhoods in the south to the Seawall. The greenways also connect to parks, plazas, and other public spaces.
- Cycling is prioritized on almost every other block.
- Broadway has wider sidewalks, buffer from traffic, more greenery, benches, improved weather protection (wider, more contiguous), parklets, patios, other places to sit/gather, etc.
- Multi-modal activity hubs are located within a comfortable 400 m walk from all residents, and there are more benches and other pedestrian amenities on residential streets, not just arterials/ commercial streets (thereby improving overall walkability).
- Major streets are safe and easy to cross, and have greenery.

### *Transit*

- There is frequent and reliable transit service, particularly connecting to the subway.
- There are large plaza spaces around transportation hubs – e.g. Robson Square.
- Areas around stations are well lit and have weather protection, and are safe for all people, including women.
- There is car-share parking at subway stations.
- Local transit is retained, but rapid transit exists on major routes in the Broadway area (all north-south and east-west arterials, including Kingsway and 12th Ave).
- There are multiple entrances at each subway station.

### *Traffic and Parking*

- There would be fewer cars on the road, and they would be mostly autonomous vehicles.
- New developments, particularly around the transit stations, would have low or no underground parking, coupled with no on-street parking to reduce congestion.
- There are dedicated loading zones on major streets as well as in laneways.
- The curb space is used for different purposes during different times of the day.
- Parking is restricted on streets.
- There are garbage hubs, where people bring their waste to be sorted and collected by the City, so that garbage vehicles do not need to drive into neighbourhoods to collect waste.

### *Retail and amenities*

- There are interactive/play spaces in pockets around the streets.
- Broadway has businesses that open later into the evening (more activity and “eyes on the street”, improves sense of safety).
- There is a village-like (like Cambie village) feel to Broadway.
- There are more local-serving grocery stores and cafes throughout neighbourhood (more walkable).
- There are water features at the Oak and Broadway intersection.
- As part of the new City Hall campus, 10th Ave between Yukon and Ash is part of a larger plaza that is only accessible by walking and cycling.

### *Public Life*

- Unsure if we need a common identity for public space or if there should be a distinct ‘vernacular’ for each neighborhood.
- Sunlight is very important, tall buildings will have a significant impact to the shading on the public realm. Should be “human-sized” development.
- More placemaking on Broadway to make it more friendly to people walking.
- Create interactive social spaces in pockets around streets.
- Create more places for community in the area.
- Need meet up space at Broadway and Cambie to accommodate different functions (similar to Robson Square).
- More galleries and opportunities for art.

Appendix S

# KITSILANO STREETS AND PUBLIC LIFE WORKSHOP

**Dec 4, 2019 | Kitsilano Community Centre**

There were a total of 35 community members who attended the workshops.

Transportation related feedback from the Kitsilano Streets and Public Realm workshop is summarized below.



## Q1. What is your current experience of the public life in the Broadway area?

**The responses generally fell into the following themes:**

### *Active Transportation*

- The Broadway area is quite walkable.
- Broadway, the street, is unpleasant to walk along, as it has larger storefronts rather than small businesses, and is noisy and has a lot of traffic.
- Broadway is much more pleasant west of MacDonald. There are some nice street trees.
- Broadway gets a lot of sun on one side with shade on the other, giving you options.
- Side streets are very pleasant to walk on, as there are lots of trees, especially 10th Ave and the Arbutus Greenway, which are also great for cycling. The Arbutus Greenway provides a seamless north-south connection, and should continue to be improved. The Seawall is also a great place to walk.
- W. 4th Ave is a nice place to walk, as it has many small businesses.
- Some felt safer walking on Broadway at night due to lighting and traffic volume (residential streets are not well-lit), while a few felt unsafe to walk on Broadway at night.
- Lack of small businesses and activation on local and arterials streets, resulting in a boring public realm.
- Concerns around safety and the conflict between modes of transportation.
- Need for more connections to False Creek.
- Traffic signals for the Arbutus Greenway, 12th Ave, and Arbutus St do not appear to be synced, creating a hazard.
- Burrard is more of a commuter cycling route, while Cypress is a more leisurely cycling route.
- Burrard St needs a separated bike lane north of W. 4th Ave.
- Cycling through the 10th Ave and Granville area feels unsafe during peak traffic hours, as there are many vehicles.
- The grade of a street plays a significant role on how people travel. For example, on Main St, many will walk or take a bus to go uphill and then bike downhill on a Mobi bike.

# KITSILANO STREETS AND PUBLIC LIFE WORKSHOP

### *Transit*

- Transit options on Broadway are great, particularly the 99 B-Line. However, buses are often overcrowded.
- The Canada Line stations are too small. The Broadway subway stations need to be larger and consider the movement of large numbers of people.

### *Traffic and Parking*

- Some felt that 6th Ave is easy to drive on today, and don't want that to change with new traffic signal installation.
- Congestion on Broadway is increasing. There is also congestion on Granville.
- Some discussion about need to optimize traffic flow and that permitting on-street parking contributes to congestion.
- Surface parking lots detract from the public life experience.

### *Retail and amenities*

- Hilly topography of the area limits people from walking and cycling even for day-to-day activities like grocery shopping resulting in more people driving.

### *Public Life*

- Lack of shopping and activation through the neighbourhoods and on arterials – lack of public life.
- Large storefronts do not enhance public life experience along Broadway.
- Yew St, from 12th Ave to Beach, has a great "feel".

## IDEAS FOR THE FUTURE

**Q2. Re-imagine your trips and the streets in 2050, what would those trips look like now, and what would the public life look like?**

General ideas for the study area overall are categorized into the following themes:

### *Active Transportation*

- Road space is reallocated to prioritize pedestrians.
- Streets are narrower, vibrant, well-lit, and have greenery, rain water management opportunities, and facilities for active transportation including weather protection, seating, places to gather, and safe cycling facilities.
- Street trees are used as a buffer between different uses – e.g. between sidewalk and bike lane.
- There are linear parks and a network of greenways.
- Benches are provided much more frequently (e.g. every 1-3 blocks), and are on residential and major streets.
- Several groups envisioned the "super-block" concept from Barcelona would be applied in the plan area – e.g. at the subway stations such as the area between Fir, Hemlock, 10th Ave, and 8th Ave (Granville station), and the area between Yew, Maple, 10th Ave, and 8th Ave (Arbutus station).
- There are more protected bike facilities.
- Some groups envisioned destination-arterial streets such as Broadway to be Complete Streets with reduced space for vehicles and more space for walking and cycling, while others thought that the different modes would be provided on separate streets.
- Many local streets are car-free or car-light streets (e.g. woonerfs), and prioritize people walking and cycling, like Arbutus Greenway Park. Examples of where this could happen include 13th and 14th Ave, between Maple and Cypress.
- Some envisioned Granville or Fir being car-free.
- There is sheltered and secure bike storage on side streets or near smaller stores.

# KITSILANO STREETS AND PUBLIC LIFE WORKSHOP



- Some laneways are activated with landscaping and small businesses – e.g. east-west laneways between 7th and 8th Ave, between 8th Ave and Broadway, and between Broadway and 10th Ave, from Vine to Yew.
- The north side of streets would have larger setbacks so there is more space for people to be in the sun.
- Instead of bike lanes, some envisioned there would be multi-modal routes that would allow other forms of micromobility.
- There is more traffic calming to deter vehicles from using local streets.
- The number of lanes on Broadway is reduced and there is more space for walking.
- The Arbutus Greenway is connected to Granville Island and to the seawall.

### *Transit*

- Transit is free and has zero emissions, so there will be more people using transit.
- There is transit service to Jericho Beach.
- Some envisioned having local, community transit service like the community buses in the West End.
- There is rapid transit on Arbutus, and it connects to the Canada Line further south.
- Bus speeds along arterials are maximized.

### *Traffic and Parking*

- Some envisioned that there would be no cars or a lot fewer cars, no ride-hailing services, and that there would be a lot less parking available, particularly on streets.
- Some envisioned that parking is concentrated at key nodes (i.e., implement district parking) instead of on the street, and the remaining area would be car-free.
- There is high adoption of car sharing.
- Some arterials remain efficient for driving/vehicles, goods movement and transit.
- There are flexible curb-side uses, including pick-up and drop-off zones.
- Some envisioned that delivery would be done by drones rather than trucks, although there was also some concern regarding drones.
- There are garbage hubs, where people bring their waste to be sorted and collected by the City, so that garbage vehicles do not need to drive into neighbourhoods to collect waste.

# KITSILANO STREETS AND PUBLIC LIFE WORKSHOP

### *Retail and amenities*

- There are activity nodes around transit stops.
- The neighbourhood has an urban village feel.
- Sidewalks are used as small community gathering spaces e.g. cafes, patios.
- Stations are used as community gathering spaces and amenities are located at the stations to create integrated hubs.
- There are small businesses such as cafés and shops on local streets.
- Arbutus becomes a walking street, with a better mixture of land uses.
- There is more built form diversity that caters to the character of the streets as opposed to a one-size fits all. This makes it more interesting to walk/bike/roll.

### *Public Life*

- Want vibrant streets.
- Create through block connections with parks.
- Allow success to sunlight.
- Create activity nodes.
- Desire for pockets along streets for seating.
- Encourage more street diversity that caters to the character of the neighbourhood as opposed to one size fits all.
- Delightful walking experience on side streets.
- Design public realm with seniors in mind.

## Other

### *There is a senior lens applied to city design.*

- The community is welcoming to people of all backgrounds and there are spaces that everyone can use regardless of demographics, culture, etc.





# Planning Vancouver Together

**Vancouver Plan + Broadway Plan**
**Joint Council Advisory Session**
**November 28, 2019**

CITY OF VANCOUVER | Vancouver Plan | Broadway Plan

# Overview

In November 2019, the Vancouver Plan team and the Broadway Plan team hosted a Joint Council Advisory Session. All the Council Advisory Committees were invited to attend and many sent representatives. The intent of the session was to provide an update on the two projects and to seek input from the committees on the engagement process for both plans. Following an overview presentation of the two respective plans, participants worked together to discuss ideas and opportunities for inclusive and representative engagement across Vancouver's diverse communities and the potential for continued involvement in these concurrent planning processes. This summary captures what was heard during the workshop.

The following committees were represented:

- Renters Advisory Committee
- Transportation Advisory Committee
- Public Art Committee
- Vancouver Heritage Commission
- LGBTQ2+ Committee
- Vancouver Food Policy Council
- Seniors' Advisory Committee
- Persons with Disability Advisory Committee
- Children, Youth and Families Committee
- Civic Asset Naming Committee
- Chinatown Historic Area Committee
- Vancouver Civic Theatres Board
- Vancouver City Planning Commission
- Renters Advisory Committee
- First Shaughnessy Advisory Design Panel
- Racial and Ethno-Cultural Equity Advisory Committee
- Councillor Pete Fry also in attendance











# Summary

The Vancouver Plan will be a long-term strategic vision for the entire city. It will include a clear and actionable plan that addresses city-wide needs of the present while ensuring future generations of Vancouverites can thrive here. The Plan is in the initial phases of the planning process and will be launching significant engagement over the coming months. The first phase 'Listen + Learn' will seek to understand what matters most to our communities. This is intended to be a multi-year process to help guide the decisions that will shape our city.

The Broadway Plan will be a comprehensive plan for the future of the Broadway area from 1st to 16th Avenues and from Vine street to Clark street. The 30-year plan will focus on opportunities to integrate new housing, jobs and amenities around the future Broadway subway line.  The Broadway planning team is one year into the two-year planning process and will be engaging on the plan's emerging directions over the next couple of months.

The City recognizes that it needs the help, talent, and inspiration of all the diverse voices and lived experiences of Vancouverites to create meaningful and actionable plans that will address the city's current and future needs. The Council Advisory Committees and Boards represent a broad spectrum of interests across the city and are a key group to provide feedback and advice for staff.

# Workshop Discussion Summary

The session started with an overview presentation by staff from both plans. Following this the council advisory committee representative begun a group discussion within their tables. A facilitator and notetaker was present at each table. The discussion focused on the interests and perspectives of the various advisory committees represented. This feedback will inform the engagement approaches of the two plans. The questions posed to the group were:

1. Do you have any advice on how you would like to be involved?
2. How we reach other communities?

The following themes were developed based on the feedback provided, which largely applied to both projects:

1. Decentralized and Local-Based Engagement - Go to Where the People Are
2. Respect and Compensation for Time Given
3. Engagement Techniques and Tactics
4. Communication Best Practices
5. Transparency - Show Your Work
6. Topic Areas for Further Engagement

# 1. Decentralized and Local-Based Engagement - *Go to Where People Are*

Participants expressed the importance of engaging with people in the settings and environments where they spend their time. This is integral in understanding a diversity of needs but also truly engaging with community on that community's terms and in the locations that are most convenient to them.

Suggested groups and locations:

- Community centres
- Sports teams and social groups
- Charity organizations (e.g. Salvation Army)
- Schools including post-secondary (will help to reach parents as well)
- Community interest groups and resident associations
- Residential stratas – host events in the community spaces in apartment buildings
- Focused sessions with advisory committees
- Service providers including seniors focus and persons with disabilities









## 2. Respect and Compensation for Time Given

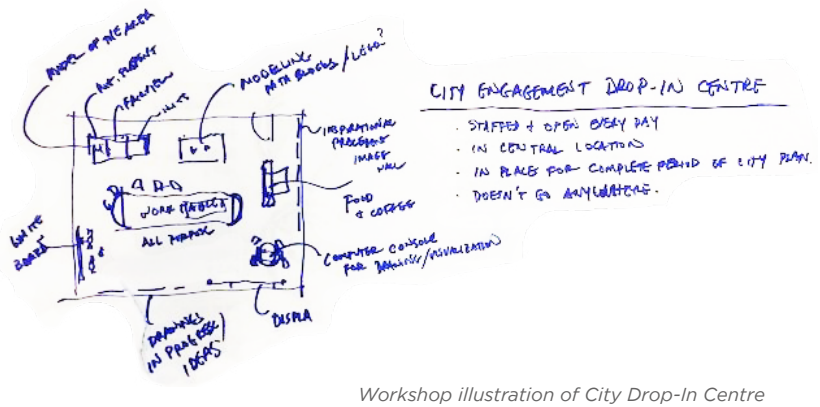
Many of the discussions identified the need to respect individuals in terms of their time. Many groups discussed the importance of adequately resourcing engagement and compensating individuals through honoraria or subsidies. In addition, participants recommended that the City coordinate engagement programs and have a unified voice when communicating with the public to avoid fatigue and confusion.

### Suggested approaches:

- Reach out to existing organizations who support equity-seeking groups and compensate the community organizations for their time
- Pay people for their time especially low-income individuals and individuals with other barriers to participation in engagement
- Partner with community organizations to the expand reach and to draw upon skills and strengths already present in the community

# 3. Engagement Techniques and Tactics

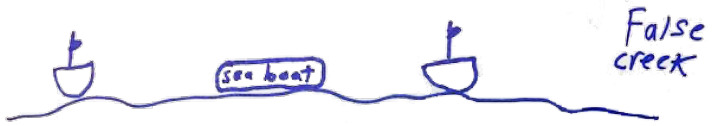
In order to improve the inclusivity and accessibility of community engagement, participants recommended different tactics and techniques that could help to facilitate reaching a more diverse and representative public.




*Workshop illustration of City Drop-In Centre*

## Recommended tools:

- Surveys delivered by mail
- City-wide census to poll Vancouverites
- Social media (e.g. Instagram stories or polls)
- Envisioning the future through computer modelling, drawing and virtual reality
- Use best practices from other cities
- Learn from past mistakes and successes
- Raise awareness through influencers and celebrities
- Create a physical civic engagement space
- Create engagement opportunities at different times of day (not Sundays)
- Create an educational program to inform people of issues




*Workshop illustration of False Creek*






*Corner of Broadway and Cambie Street*

## 4. Communication Best Practices

Participants shared with staff the importance of drawing upon a variety of communication tools to build trust and to ensure the public is informed about ongoing plans and initiatives. Participants expressed that there is need for clarification about the City's role especially in terms of development and development pressures.

### Suggested best practices:

- Communicate early and throughout the process
- Clearly articulate the City's role
- Facilitate conversations between residents and developers
- Use digital and traditional forms of advertising (e.g. newspaper, transit stops, and posters at community-based organizations)
- Use direct language (i.e. considering seniors, age friendly and accessibility concerns)
- Provide multi-lingual communications and engagement sessions
- Don't forget about traditional ways of advertising meetings for those that aren't tech savvy (e.g. posters)

## 5. Transparency – *Show Your Work*

Participants expressed that transparency requires clearly reporting back on engagement findings and engagement processes, providing adequate information and using multiple tools to communicate. Information that is shared should consider multi-lingual individuals and non-verbal communicators.

### Recommendations:

- Specific and direct messaging that explains how input will be used to inform the planning
- Show cause, effect and purpose of the plan
- Make questions with actionable outcomes
- Use visual communication and graphic facilitation
- Advertising meetings with venue accessibility information



# 6. Topic Areas For Further Engagement

Participants in attendance represented advisory committees that represent specific areas of focus. As a result, committee members identified the need for further conversations with individual groups. Staff committed to following up with an offer to come and present to the groups, if there was interest.




*Workshop illustration of future Broadway area*

**Examples of topic areas to further explore:**

- Heritage (e.g. prominence of heritage, Cambie Village, Heritage Action Plan)
- Focus on renters (e.g. addressing displacement and monitoring housing supply)
- Affordable housing (e.g. use of city land, reflection on where we are now and how we got here, creating housing near jobs)
- Transportation and bike lanes (i.e. safety for all ages and abilities)
- Transportation and mobility particularly pertaining to accessibility (e.g. booking rides can take days)
- Health in all aspects: social, physical and mental, through a healthy built environment
- Environment and sustainability
- Small business engagement (one-on-one communication with businesses)
- Further engagement on community amenity contributions



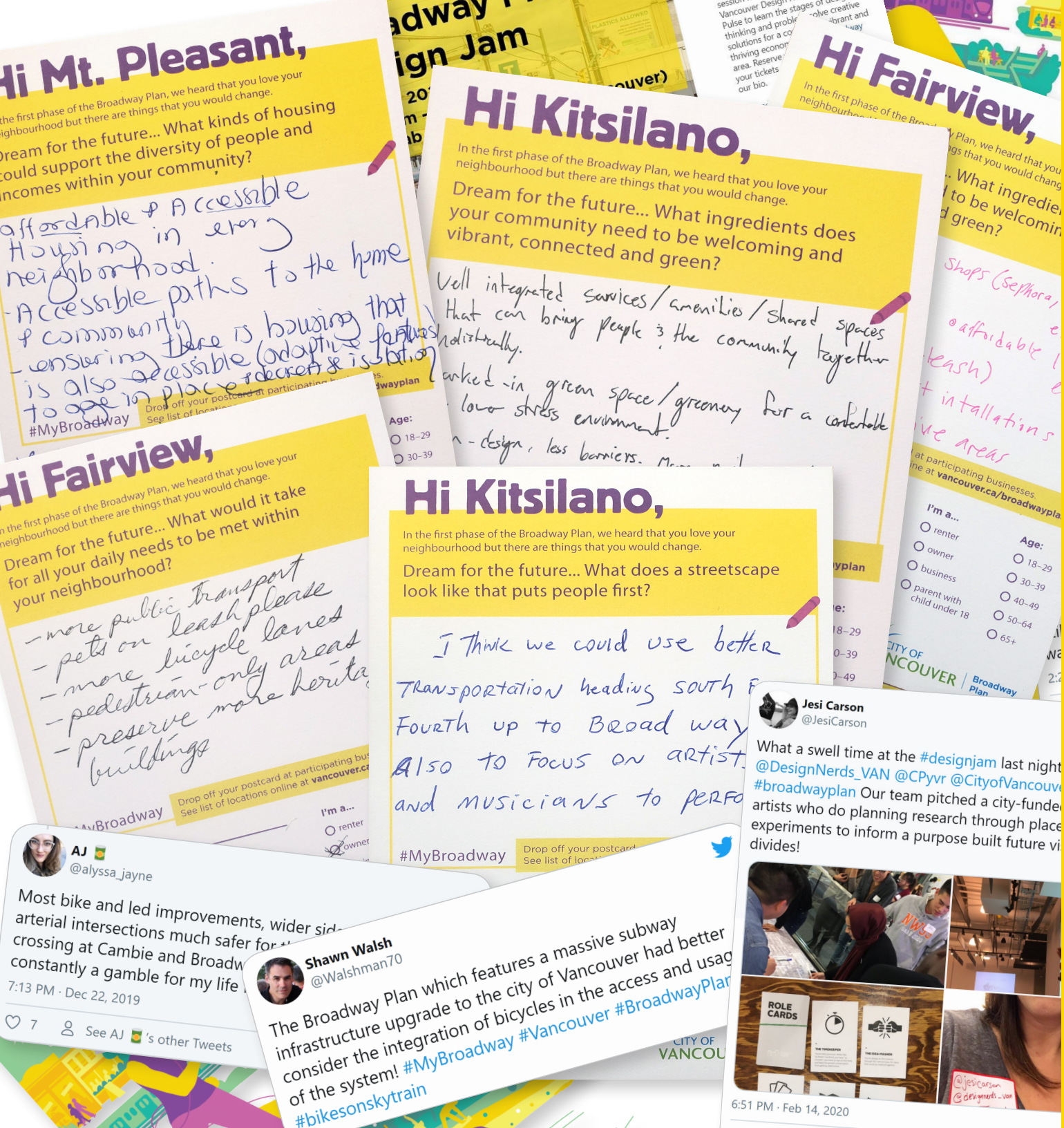

*Workshop illustration of Science World - Towers of Tomorrow with LEGO® BRICKS Exhibit*

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