

# BRINGING THE NEIGH BOUR HOOD IN TO



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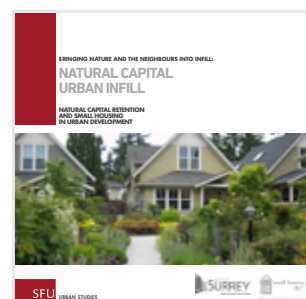
This report provides an overview of the *Bringing the Neighbourhood Into Infill* partnership project, its motivation, key priority messages, and next steps. It also presents the results of a representative sample survey of Metro Vancouver residents on their attitudes toward infill development.



This report—*Bringing the Neighbours Into Infill*—provides analysis of two case studies of innovative public engagement processes in the Metro Vancouver region, both of which resulted in a significant change in resident attitudes toward infill and smaller housing development.



This report—*Natural Capital Urban Infill*—provides application of a new natural capital based development planning approach to the context of Surrey, BC, facilitating the valuation and preservation of trees within an infill cluster housing development.





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# PREFACE - SMALL HOUSING BC

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Small Housing BC (SHBC) is partnering with Simon Fraser University's Urban Studies Program to advance the agenda for delivering alternative housing types in our region. SHBC's interest and mandate is to advocate for, prepare research in support of, and facilitate the planning, design and construction of high quality, affordable, small homes in the Vancouver region and across BC.



In driving this mandate forward, we are very supportive of the work that has been done by our partners in Urban Studies at SFU, particularly the two areas of *Bringing the Neighbourhood Into Infill* that this report describes: how to bring both natural capital and the neighbouring community into small scale and infill housing projects in this region.

Some of the key questions that we sought to find answers for through this research included:

- What are the impediments to the expansion of small housing infill development in the region?
- How can municipalities become enablers of small housing projects?
- How can we mitigate or defuse community resistance to small housing projects, thus reducing the amount of political capital that elected officials need to spend in order to champion small housing in their communities?
- How do we get the development industry on board, and what are the land economics challenges that need to be addressed for these kinds of projects to be financially viable?

Building on SHBC's Small Housing Tool Kit (2015), the findings of this research will help advance the goal of seeing more small housing projects come to fruition. We at SHBC look forward to playing a constructive advocacy role in this regard, and to continuing to work with our partners at SFU Urban Studies and the City of Surrey. The introduction of alternative, smaller, housing forms is a key part of this region becoming more sustainable and more affordable.

*Lance Berelowitz,*

Program Director,  
Small Housing BC

# PREFACE - CITY OF SURREY

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The City of Surrey is growing quickly, adding approximately 10,000 residents each year for the foreseeable future. At the same time, the supply of undeveloped land outside of the Agricultural Land Reserve in the City is shrinking. In order to meet the challenge of this continued growth in a sustainable way, the City must become denser and more urban in its character. High density, high-rise development in the City Centre is one appropriate response to this growth, but the City is also interested in other, perhaps more innovative ways of accommodating its growing population. The City has policies in its new Official Community Plan that encourage innovation in housing development that meets affordability and sustainability objectives. That is where this partnership with SFU's Graduate Program in Urban Studies and Small Housing BC comes in.

Smaller, "infill" housing that is inserted cleverly and creatively into established neighbourhoods offers the promise of higher density without disruptive change to the character of neighbourhoods, and without the wholesale clearing of mature trees and green space. At the same time, smaller, "ground-oriented" housing offers a form of dwelling that appeals to many people, and that promises an affordable and attractive way of life. The *Bringing the Neighbourhood into Infill* project has great value to the City of Surrey by showing how such an alternative to the status quo of condo apartments and townhouses can result in transit-supportive housing density while the special character of mature neighbourhoods and natural landscapes in Surrey is retained.

This study is an important voice in the continuing conversation around sensitive infill development in the City of Surrey. The study provides rigorous analysis and credible case studies that will move the City forward as it develops policies that provide excellent housing options for its residents.

*Don Luymes*

Manager, Community Planning  
City of Surrey



# INTRODUCTION

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From May 2015-February 2016, Simon Fraser University's Graduate Program in Urban Studies partnered with Small Housing BC, as well as the City of Surrey, to conduct the *Bringing the Neighbourhood Into Infill* project, funded by the Bullitt Foundation. The problem that we sought to address together was how to communicate and facilitate the design and construction of high quality, affordable, small homes in the Metro Vancouver region. This action and policy research project honed in on two key identified barriers to the expansion of small housing forms of infill development in the Metro Vancouver region, namely:

**PUBLIC OPPOSITION:** Infill housing that differs from the traditional housing morphology tends to be met with vocal opposition and resistance from residents. We sought to understand the nature of public engagement with respect to infill housing, and to research and present two recent case studies of public engagement processes that worked to move participants to see the value of small housing.

**INADEQUATE GREEN SPACE:** Infill housing in existing single family lots is often accused of reducing residents' access to green space and damaging natural capital function and beauty. We sought to create a site design for a model inner city site with potential for both small housing infill development and the retention, even improvement of natural capital. At the same time, we wanted to show that this form of development was feasible for the developer.

To move the small housing agenda forward productively in our region, and "bring the neighbourhood into infill," our partnership conducted the following activities over the course of a year, which are reported out here.

- **How does Metro Vancouver respond to infill?** We conducted a representative sample survey of residents of the Metro Vancouver region regarding their attitudes toward infill development in their neighbourhoods, their satisfaction with opportunities to engage in the process, and how and when they engage.

- **How do we bring the neighbours into infill?** We conducted a thorough review of the literature related to public engagement and infill development and small housing forms, in order to draw lessons regarding trends in process, outcomes, wedge issues, and possible interventions. We selected two case studies of innovative public engagement exercises within Metro Vancouver, for in-depth study.

One case study is of a landmark Citizens Assembly process in a historic, vibrant, mixed use neighbourhood near downtown Vancouver, Grandview-Woodland (Commercial Drive). The other case study is of a developer-and-citizen led design charrette process, aligned with New Urbanist principles, toward a new development in former agricultural greenfield land, in suburban Delta. From these two case studies, and the lessons we reviewed from other research, we pull lessons toward a renewed commitment to effective public engagement in small housing development.

- **How do we bring nature into infill?** Together with staff at the City of Surrey, the fastest growing municipality in BC, we selected a short list of three lots suitable for infill development. We reviewed the potential of each site, and preliminary designs from the Small Housing Toolkit which would be appropriate to each. We further zeroed in on one site, and conducted a natural capital-focused comparative design and analysis.

This analysis offers insight into how to conduct cottage style small housing development on an actual site in Surrey, what this design offers in terms of natural capital savings and potential, with more housing and no additional cost to the developer.

- **Bringing the team together:** We brought together our team of partners, as well as strategically selected stakeholders from the municipal, developer, design and architecture, philanthropic, and research sectors, for a full-day workshop to consider the findings of our research, their implications, and how best to move forward.

## An urban infill shift: changing how we feel about our homes and communities

*In British Columbia, as in other regions in North America, the tendency is to associate small housing with boxes stacked high in the sky, located in heavily urbanized environments. This is typically contrasted with the large suburban detached homes, located in car-reliant communities. [There is a] variety of housing forms that exist in between these two extremes and [a need for] greater appreciation of small homes.*

- Small Housing BC Toolkit (2015)<sup>1</sup>

A major change is underway that is defining where and how we are choosing to live. In 2011, for the first time in nearly a hundred years, the rate of urban population growth across North America outpaced suburban growth, reversing a trend that held steady for every decade since the invention of the automobile.<sup>2</sup>

In 2014, the City of Vancouver reported that non-automobile travel became the dominant way people get around in the city; and Metro Vancouver reported that suburban Langley is a more expensive place to live than Vancouver City, when both housing and transportation costs are factored in.<sup>3</sup>

In urban centres across North America, building activity that had been almost entirely focused on the suburban fringe has moved back toward the metropolitan centres to meet the housing demand of households of the 21st century.

In the Cascadian bioregion, more than elsewhere, this re-urbanization offers potential to redefine our cities as we redevelop them so that we “successfully reconcile our obligation to sustain healthy natural systems with our understandable desire for health, convenience, creativity, and prosperity,” in the words of Bullitt Foundation President and CEO Denis Hayes.

Increasing environmental consciousness, financial pressures, and demographic changes are shifting consumer preferences away from large detached homes in car-centric communities. Instead they are seeking out “location-efficient” neighbourhoods that are walkable and connected to amenities like parks, community centres and shopping, as well as work and school<sup>4</sup>. This new group of home-seekers is also looking for affordable

<sup>1</sup> Small Housing B.C. 2015. *Small Houses: Innovations in Small-scale Living From North America*.

<sup>2</sup> Gallagher, Leigh. 2013. *The End of the Suburbs: Where the American Dream is Moving*. New York: Portfolio.

<sup>3</sup> Metro Vancouver. 2015. *Housing and Transportation Cost Burden Study*. Burnaby.

<sup>4</sup> Burda et al. 2012



Small Housing B.C. 2015. *Small Houses: Innovations in Small-scale Living From North America*.

housing, something that is increasingly difficult to find in many major metropolitan areas. Settling in smaller homes is one way home-seekers are finding places to live that they can afford and that meet their locational preferences.

In July 2015, as part of a larger province-wide assessment of the sustainable built environment in British Columbia, the Real Estate Foundation of BC conducted a survey of a representative sample of 1,701 British Columbians. Amongst the topics addressed include how respondents feel about their neighbourhoods and communities, and the direction in which they are growing.

Overall, the survey found a positive attitude about one’s home community and neighbourhood to be widespread, with 79% of Metro Vancouver residents and 81% in the Province as a whole stating that they live in a good quality neighbourhood (see table below). A minority, however, feels that their community has improved over the past 10 years or is optimistic that it will be better in 10 years’ time (45% and 40% of urban British Columbians, respectively).

The survey demonstrated that urban British Columbians in particular are at a stalemate when it comes to the impact of growth and development. Those who saw a path of improvement cited growth and development as contributing to this improvement more than any other factor (28%); but

## Vancouver Isle and Southern Interior residents the most likely to rate their quality of life as “excellent”; MetroVan the least

Residents of Vancouver Island and the Southern Interior are more likely than those in other regions to be happy with their neighbourhoods, communities, and region. In contrast, people living in the Lower Mainland are the least enthusiastic about quality of life in their neighbourhoods, communities and region. In this region of B.C., 15 percent fewer residents say their quality of life is "excellent".

Residents of the North give neighbourhood quality of life high marks, but their assessment of quality of life in their communities and region is somewhat weak compared to Vancouver Island and the Southern Interior, and a high standard deviation in quality of life scores suggests a less unified set of views.

The North is also the only region to rate quality of life in its communities as significantly lower than Canada overall.

Regional Quality of Life Ratings (%)			
NEIGHBOURHOOD...	Good	Excellent	TOTAL
L. Mainland	49	30	79
Van Isle	43	44	87
S. Interior	42	43	85
North	46	39	86
COMMUNITY...	Good	Excellent	TOTAL
L. Mainland	50	22	72
Van Isle	54	27	80
S. Interior	46	31	77
North	37	33	69
REGION...	Good	Excellent	TOTAL
L. Mainland	48	27	75
Van Isle	43	42	84
S. Interior	43	42	85
North	42	35	77
CANADA...	Good	Excellent	TOTAL
L. Mainland	44	28	72
Van Isle	46	28	74
S. Interior	44	34	78
North	49	33	83

Regional Quality of Life Ratings (%). *Real Estate Foundation of BC and McAllister Opinion Research, 2016. Full report here.*

almost the same proportion (23%) of urban British Columbians who saw their communities as getting worse cited overpopulation and crowding as the key reasons.

### *The case for more small housing*

Demand for small housing is rising, increased density is necessary to accommodate a growing population sustainably and without continued sprawl, and simultaneously, many communities are saying “enough!” to high-rise condo and apartment buildings. Ground-oriented small housing, such as cottage or laneway homes, presents itself as a strategy to achieve density without compromising neighbourhood character.

Additionally, the nuclear family is no longer the dominant household form. Empty nesters, one-parent families, singles, and multi-generational households are all searching for living arrangements and are turning to smaller housing types or shared-housing arrangements that are located within existing communities. A reflection of the small housing movement, these new home-hunters see the forfeit space as a means to improve their locational quality of life.

Research recently conducted by the Sightline Institute, comparing the construction of accessory dwelling units and secondary suites in the cities of Vancouver, Seattle and Portland, comes to the conclusion that the American cities of Cascadia have a lot to learn from Vancouver. Whereas at least 26,650 such dwellings have been built in the City of Vancouver, Seattle has only about 1,396 and Portland, only 1,300. Regulatory barriers that exist in Seattle and Portland, but not Vancouver, around parking, residency requirements, occupancy limits and design, explain part of the discrepancy. Land economics which force many more to consider alternatives to the traditional single family home in Vancouver are the other part of this discrepancy amongst Cascadian cities.<sup>5</sup>

In fact, looking beyond the City of Vancouver proper to the Metro Vancouver region as a whole, the regional government estimates that there were 85,340-93,620 secondary suites in the region in 2014; representing approximately 26-29% of the rental households in the region. Numbers of secondary suites are growing in every major municipality in the region, and all large municipalities permit these dwellings. Over 26,000 secondary suites and coach houses have been registered in Surrey, representing about 56% of the total rental households.<sup>6</sup>

<sup>5</sup> Bertolet, D. 2015. Why Vancouver trounces the rest of Cascadia in building ADUs. Sightline Institute. Click [here](#) for full report.

<sup>6</sup> Legalization of secondary suites in Surrey occurred in 2010, as it was estimated at that time that 21% of single family homes already had illegal suites. Click [here](#) for full report. Metro Vancouver. 2015 (Nov). Housing Data Book. Click [here](#) for full report.

Despite emerging demand and space and price pressures, several barriers still exist that inhibit changes to the way we plan, design, and build human shelter. According to recent research conducted by Small Housing BC (2015), various factors contribute to the slow uptake of infill housing development in existing communities. One of the most prevalent is public opposition, as the perceived differences between infill and traditional housing types often generate vocal opposition and resistance from local residents.

In fact, the public may be even less satisfied with the way in which they are engaged in the development process in their neighbourhoods and communities than they are satisfied with new forms of housing. In the recent survey conducted by the Real Estate Foundation of BC, majorities of all age groups and genders, in rural and urban communities alike, expressed dissatisfaction with public consultation in the development process. Just over half of British Columbians feel that ordinary people do not have enough of a say in decisions about their neighbourhoods; then again, 42% feel that the share of voice held by ordinary citizens is just about right.

An additional, substantial component of this opposition is driven by the perception that infill development damages existing natural capital; the Real Estate Foundation public survey found greenspace to be the aspect of people's communities that they are unwilling to see change. Almost one-third of urban British Columbians responding to this survey thought that **all or most** of future development in their community and region should consist of single family detached homes with backyards, parking and good access to roads and highways. A little more than a third thought that **all or most** new development should be compact, high-density, low-rise buildings with good access to walking, cycling and transit. Nearly 40% of urban British Columbians thought that **little or no** future development should consist of company, high-density, highrise buildings.

Improvements to practice in small housing are hampered by the challenges of bringing the neighbours into the process, and maintaining and enhancing nature in quality living environments. This project set out to investigate how to address both of these challenges.



# SUMMARY: BRINGING THE *NEIGHBOURS* IN

To get a handle on the leading edge of public engagement around infill development, we identified two recent model processes in the Metro

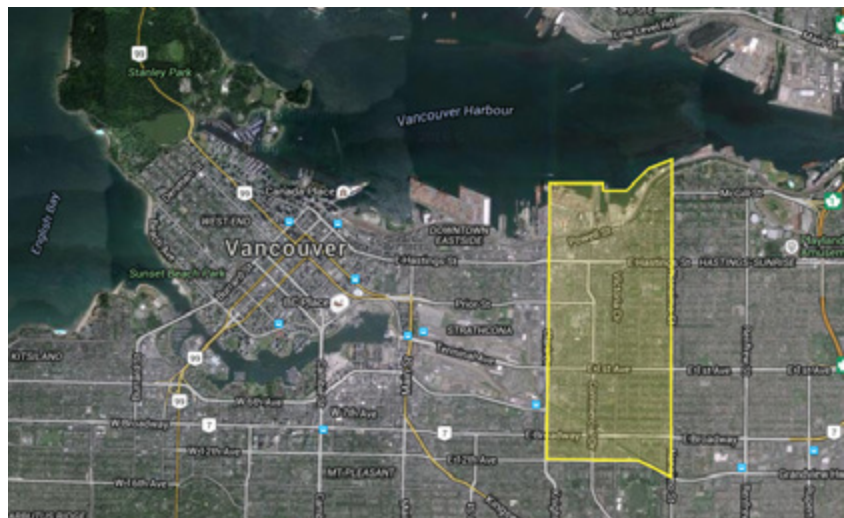
Vancouver region—the Grandview-Woodland Citizens’ Assembly and the Southlands Community Planning Team process. Both of these processes are path-breaking at local, national, and international scales for their sensitivity and careful crafting of forums to elicit and accommodate diverse professional and public perspectives on urban development processes and neighbourhood forms.

They are located at strategic, but different, interfaces of the sustainable urban development frontier: Grandview-Woodland is embedded within an effort to densify an already dense, historic neighbourhood in the city core, while Southlands sits at the border of traditional large lot suburban development and agricultural land. Both processes share a number of other important commonalities:

- They prioritized and facilitated community contributions to the planning process;
- They adhered to strong principles of sustainability (density, walkability, etc.); and
- They demonstrated an interest in small housing forms.



Southlands (Delta). Photo credit: Google Maps. Click [here](#) to go to a map.



Grandview-Woodland (Vancouver) Photo credit: Google Maps. Click [here](#) to go to a map of all the sites studied for *Bringing the Neighbourhood into Infill*.

For all of these reasons, study of these two process innovations offers strong potential for developing a new and improved public engagement model for development in the Cascadia bioregion.

We report on the complete details of each of these processes here. Outcomes of both processes, in terms of their impact on the quality and structure of the built environment resulting from the plans, are still up in the air. That is, while both processes reached a successful conclusion and set of recommendations, including support for infill small housing development, neither has moved forward at the next political step as yet. Decisions and next steps for implementation on both plans are imminent.

The nature of the outcomes that we are able to assess at this stage, after following up with process designers, participants, and observers, are with respect to the impact that these had on those directly involved.

Stakeholders from public engagement as well as development and planning practice had a chance to hear and digest the results of this research and let us know what they thought. In summary form, we suggest the following recommendations for an improved public engagement model for infill housing development:

- A critical mass of members of the public is open to a pro-change argument in favour of smaller, infill housing in their neighbourhoods and communities, but careful attention needs to be paid to language and values in order to construct this argument and a captivating vision to accompany it—e.g. the comparative value difference embedded within messages of “aging in place” vs. “allowing your kids a chance to stay in the neighbourhood” vs. “making way for newcomers”
- In addition to respecting and accommodating different values operating in the public when crafting an argument about smaller housing and infill environments, careful attention also needs to be paid to what is an acceptable rate of change in people’s neighbourhoods, particularly related to changing demographics.
- Public engagement exercises are key opportunities in our cities to increase our collective understanding of pressing issues and solutions that demand change to our behavior and of one another in a diverse society.



- Public engagement exercises are also key opportunities to increase citizens' sense of responsibility for and ownership of the process and its results.
- This hinges upon a high level of commitment and trust, which are essential to an effective citizen engagement process; building and cultivating trust requires careful work and attention.
- Public engagement exercises should clearly and realistically articulate the scope for citizen contributions, whether: mandated, general, historical based on need, based on wants.
- The public, unhampered by the election cycle and short mandates burdening politicians, is in an ideal position to engage in long-term planning decisions.



# SUMMARY: BRINGING *NATURE* IN

Many approaches to density have been focused on creating vertical housing with small apartment units disconnected from parks, forests and gardens. Consumers prefer housing that is connected to green space and emerging research is substantiating the important role that nature plays on human health and ecosystem integrity.

New housing developments often remove existing trees and landscaping. A combination of site location and size requirements as well as standard operating procedures for home builders and the challenges of development

in a treed landscape all combine to result in a loss of natural capital. Research shows that housing forms that consider the connectivity of green space have improved outcomes for humans and the environment. In this component of the project, we partnered with the fastest growing municipality in the region, Surrey, BC, to develop a site plan for a pocket neighbourhood able to preserve existing trees and landscaping, and retain the ecological value that these bring, particularly related to stormwater management.

In considering the results of this research, stakeholders reflected on the following principles that should be kept in mind in pursuing high value natural capital retention strategies within small housing developments.

- The business case for natural capital rich development needs to be made clearly, including the perceived increase in value to the development from the presence of mature trees, and the cost savings from reduced municipal infrastructure charges.
- The political case for facilitating this kind of development needs to be made to local politicians, including the planning objectives



South Westminister (Surrey) boundary. Photo credit: Google Maps. Click [here](#) to go to a map of all the sites studied for *Bringing the Neighbourhood into Infill*.

served, the community amenity value of enriched natural capital, as well as accounting for the ecosystem service value of preserved natural capital, and the need to set charges for conventional developments appropriately to encourage natural capital preservation.

- The value added by this kind of development needs to be communicated to home buyers, including health and wellbeing and ecosystem service values, wildlife (bird habitat) values, and how these trade off with potential inconveniences (e.g. not having your car parked in front of your home, not having a big basement suite).
- A new zoning bylaw could facilitate the creation of pocket neighbourhoods in identified suitable areas, making it more economical to develop in this form than the traditional form, in keeping with existing zoning.
- The Engineering Department needs to be at the table for institutional changes related to increased recognition of and accounting for natural capital; infrastructure goes hand in hand with such a new proposal.

# KEY PRIORITY MESSAGES OVERALL

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- From a diversity of perspectives, infill ground-oriented housing is very important to affordability and the values of people in this region. There are multiple, parallel ways in which to proceed.
- Because small housing is at the same time a land use change proposition and a social change proposition, effectively supporting a small housing agenda in our communities demands a careful, context-based approach. Before we proceed, we need to ask about both: (1) land use and natural capital and (2) social and cultural value.
- Encouragement of small housing can be most effective when it is approached as both a positive land use change and a positive social and cultural change. Securing consensus on the social and cultural value can help improve the natural capital preservation outcomes of small housing. And, vice versa, securing consensus on the natural capital value of small homes can improve the social acceptance of these housing forms. Bringing the neighbours in, and bringing nature in, to small housing development are intimately connected agendas.
- The paramount question for any small housing proposal is the same as for any land use and social planning context: is this proposed development right for this context? If we fail to connect small home development to the public benefits and savings of infill development, we risk replicating patterns of sprawl.
- The Metro Vancouver region is at a tipping point. While public acceptance of the values of small and infill housing are growing, pockets of public resistance to infill and small housing are intensifying too. At the same time, we are in a building boom and process and regulatory complexity around housing development is increasing. The natural context that supports our communities, our natural capital base, is also increasingly stressed. Overall, the resilience of our communities is under

threat. The importance of effective promotion of small housing is growing at the same time as it is getting to be a monumental challenge to achieve.

- A multifaceted approach to promoting small housing appropriate to context is required. This should be duly attentive to the need for more and better public engagement, and different but equally important engagement of other essential partners including home builders, local elected officials, senior municipal staff, local neighbourhood and community groups, and “ordinary” citizens.

## WHERE SHOULD WE GO FROM HERE?

After hearing about and discussing our research results in a workshop format, our stakeholders offered a range of possible next steps to implement a small housing infill agenda in Cascadian communities:

- Study tour for local officials of examples of excellent small housing, including local officials and possible models.
- Build demonstration project e.g. “street of dreams,” ideas competition, make use of city-owned site; good design and experience are critical.
- Conduct analysis of local area plans to identify key infill small housing sites that would meet planning objectives; develop criteria for priority sites on a neighbourhood basis.
- Create a model zoning ordinance or bylaw for cottage housing.
- Facilitate the approval process for small housing infill projects.
- Take a regional approach: how can Metro Vancouver shape or encourage municipalities to permit more diverse housing?
- Branding and marketing of small homes to home buyers as fun, hip, and affordable.
- Marketing differently to different stakeholders e.g. targeted presentation materials for developers, local politicians, realtors, home buyers. Excellent visualization and credible pro-formas as vehicles for comparison of status quo to small.
- Presentation materials targeted to inform about the natural capital as well as public engagement prospects in small housing.
- Public education strategies that span the range of values of small homes.

# SURVEY: HOW DOES METRO VANCOUVER RESPOND TO INFILL?

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This project surveyed a representative sample of Metro Vancouver residents about how they have gotten involved in housing development projects proposed in their neighbourhoods, and their feelings about both these developments and their own engagement. To test the attitudes and behaviours of residents of Metro Vancouver on new development in their communities, the representative sample survey reported here was designed to offer new life to two dead-end assumptions about the public and new development. We hear both of these assumptions repeated all the time. First, we hear that the public does not care enough to engage in the planning and development issues in the city at-large; they are Yuccies (Young Urban Creatives), apolitical suburbanites, cynical old-timers, and uninformed new arrivals. Second, we hear that, when engaged, the public only and always says “no” to change: they are NIMBYs (not-in-my-backyards) and BANANAs (build-absolutely-nothing-absolutely-nowhere). Is this our reality? Is there more to the situation than meets the eye?

In order to provide new perspective to both of these views, the survey reported here first seeks insight into experiences and perceptions of the public who did and did not voice “support or opposition for a development proposed in [their] neighbourhood” between 2012 and 2014. Second, the survey results reported here document the factors that would influence the public to be in favour of or against a new four-storey building in their neighbourhood. To ensure adequate representation, the survey also collected demographic and geographic data about the participants, including how long they have lived in Metro Vancouver and whether they own or rent their home.

The findings will be useful for city planners, politicians, developers, and anyone interested in public consultation on development and specifically on infill development. Beyond providing evidence of the range of perspectives and experiences citizens have around development, it offers insight into what practices and changes decision-makers might want to consider pursuing in order to ‘bring the neighbours into infill’.

**SUMMARY OF FINDINGS:** Support for and opposition to a four-storey apartment building is evenly split 50/50, although opposition is skewed to the extreme whereas support is more evenly distributed from moderately to very supportive.

Opposition to infill development is more likely to come from owners of single-family homes who are older, have lived in the region for a long period of time, and presently live in a municipality without a major city centre. Supporters, by contrast, are characterized as younger residents of the City of Vancouver and adjacent municipalities who rent an apartment or condo and who haven't resided in Metro Vancouver for longer than five years.

While opposition to an infill apartment building is heavily based on a rejection of change, the combined concern over insufficient information and parking and an inappropriate price point far outweigh that sentiment on its own. More of the concerns discussed by respondents are objections that are resolvable, or remediable, than not. This means that a little compromise, sincere dialogue, and attention to design could make a big difference in achieving community support.

Support for an infill apartment building is heavily based on a desire for better community amenities and more density within a building form that is perceived to fit the neighbourhood.

A majority of respondents are angry or disillusioned by consultation processes they perceive as being disingenuous. At the same time, there is a wide spectrum of opinion and a number of residents are resentful towards NIMBY neighbours.

Email and social media are often citizens' preferred methods of communication and speaking at formal City Council meetings is often perceived as too uncomfortable or too late in the process to be of use. Phone calls to express support or opposition are correlated with significantly lower levels of satisfaction with citizen efforts to engage. Many people are interested in participating as early on in a development application process as possible in informal, convenient settings, including online.

The surest contributing factor towards a satisfactory experience in citizen participation in new development applications like this, whether to support or to oppose development, is 'winning.' Beyond this, seeing their feedback documented within the process, witnessing a development



proposal get amended in accordance with their feedback, and simply receiving a response to their correspondence can make for a satisfactory experience and reduce cynicism in the community about the resident role in considering and approving new development.

## *Survey Methodology*

We commissioned Vancouver-based market research firm Mustel to survey a panel of 500 Metro Vancouver residents. This formed a representative sample of the region and the 23 cities and authorities within it, including the Tsawwassen First Nation and the University of British Columbia Endowment Lands. The margin of error for the total sample of 500 is +/- 4.4% at the 95% confidence level (19 times out of 20). Qualitative analysis was conducted both manually and with NVivo software; quantitative analysis, including the inferential cross-tabulations, used SPSS.

### **LIMITATIONS OF THE SURVEY METHODOLOGY**

While it succeeds in shedding new light on a piece of the infill development process often considered inflexible and “deal-breaking,” the survey reported here also carries some weaknesses. The primary weakness comes from engaging respondents across the spectrum of residential contexts in our region, and asking them to consider the prospect of a four-storey apartment building development in their neighbourhood.

For a proportion of our respondents, a new four-storey apartment building would decrease the density of their neighbourhood considerably, whereas for others, it would increase it. In addition, we did not probe the associations that respondents had with the four-storey apartment building proposed, which may have ranged from a mental image of exclusive and high-value “city homes” to one of low-income subsidized housing units. We have limited ability to generalize from these results to other built forms which may be proposed for infill development.

Also, while we did collect information about neighbourhood of residence from our respondents, we did not have sufficient data to offer representative results at this scale. As a result, we are limited to drawing conclusions representative of the aggregated preferences of communities, whereas significant differences will certainly exist between neighbourhoods. Better understanding these associations could have helped nuance the interpretation of the results offered here.

## Overview of the sample: who is part of this survey?

### Where do they live?

Survey respondents were a representative sample of 500 Metro Vancouver residents, including the following numbers of respondents from these groups of municipalities.

AREA	WEIGHTED RESPONSES
1. City of Vancouver	139
5. North Shore	39
6. Burnaby/New West	65
7. Port Coquitlam/Port Moody/Ridge Meadows	66
8. Richmond/Tsawwassen	52
9. South of Fraser East	<u>140</u>
<b>TOTAL</b>	<b>500</b>

**TYPE OF DWELLING:** About half our respondents (51%) live in a single-family detached house, followed by 29% who live in an apartment or

condo and 16% who live in a duplex or townhouse. 4% live in a different arrangement.

**TENURE:** 68% owned their residence, 25% rented, 3% both owned and rented a primary residence, and 4% live in other arrangements, mostly co-op housing or living with family.

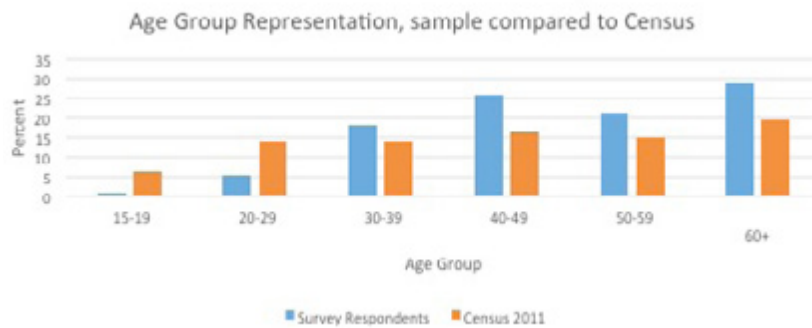
According to the 2011 National

Household Survey (NHS), 65% of Metro Vancouver households own their residence and 35% live in rental dwellings.

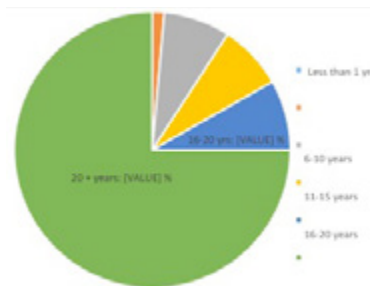
**GENDER:** 48.2% of respondents were male and 51.8% were female. The distribution is close to the gender distribution in Metro Vancouver based on the 2011 NHS (48.9% male and 51.1% female).

**AGE:** The median age of respondents is 51 years, with a range from 18 to 88 years old. The census median age in 2011 was 40.2.

**LENGTH OF RESIDENCY IN METRO VANCOUVER:** Three-quarters of respondents have lived in the region for over 20 years. Less than 3% arrived within the last 5 years.



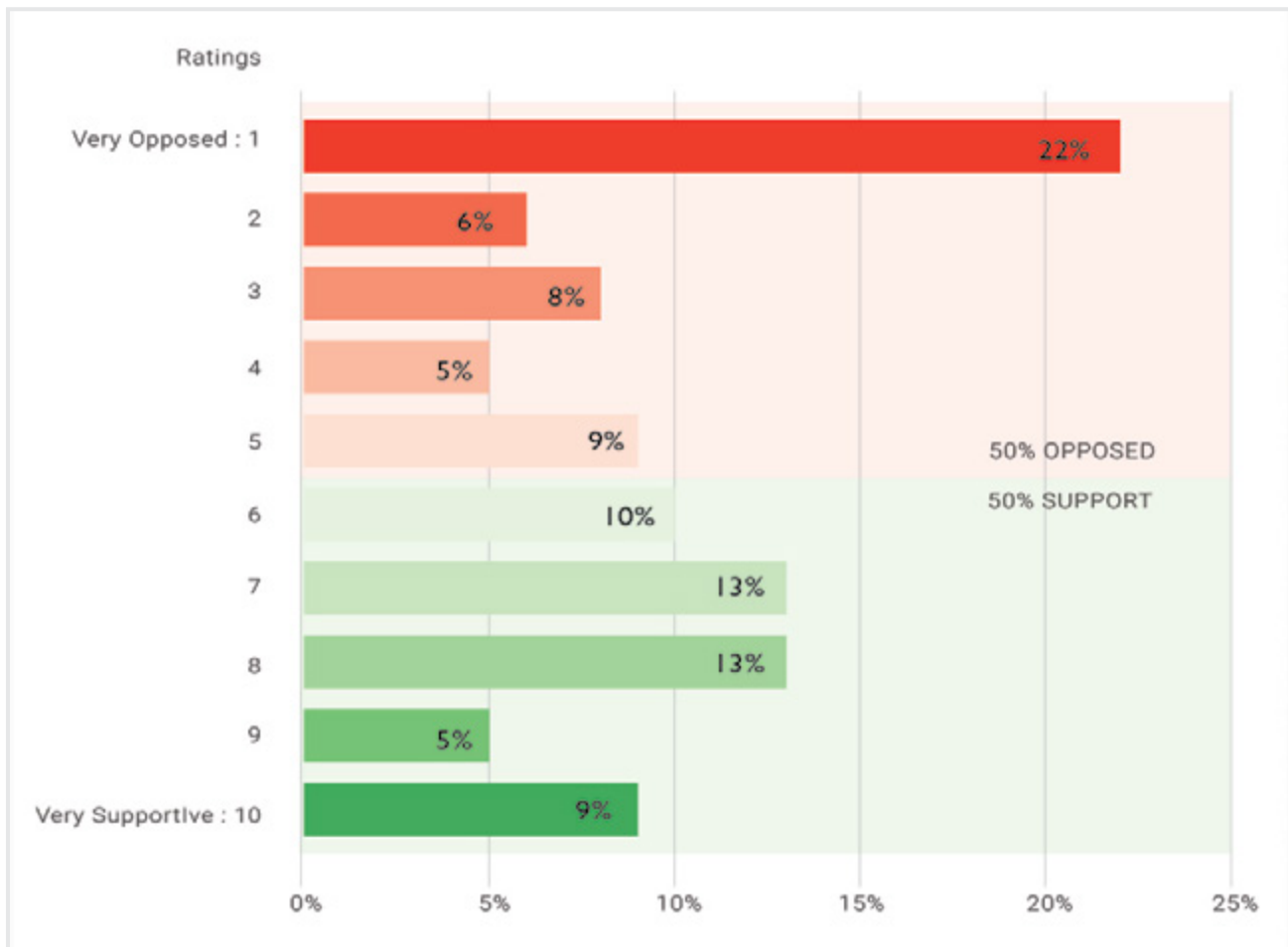
PERCENTAGE BREAKDOWN of age groups for those surveyed.



Length of Residency in Vancouver.

## How did response to a 4-storey apartment development vary?

Responses to this question were split evenly between the Oppose side (1-5) and the Support side (6-10). The average level of support for a new



four-storey building is a rating of 5.13. Responses were highly polarized, with more strident opposition expressed and more guarded support.

When asked why they chose the level of support/opposition that they did, we observed that there were four distinct categories of concerns:<sup>7</sup>

1. **DEEP OBJECTIONS (20% of total concerns):** Responses in this category indicate an objection to change of any kind to the status quo. Their support for a new form of residential development is unlikely to be won over. The most common statement was that the current zoning, be it single-family

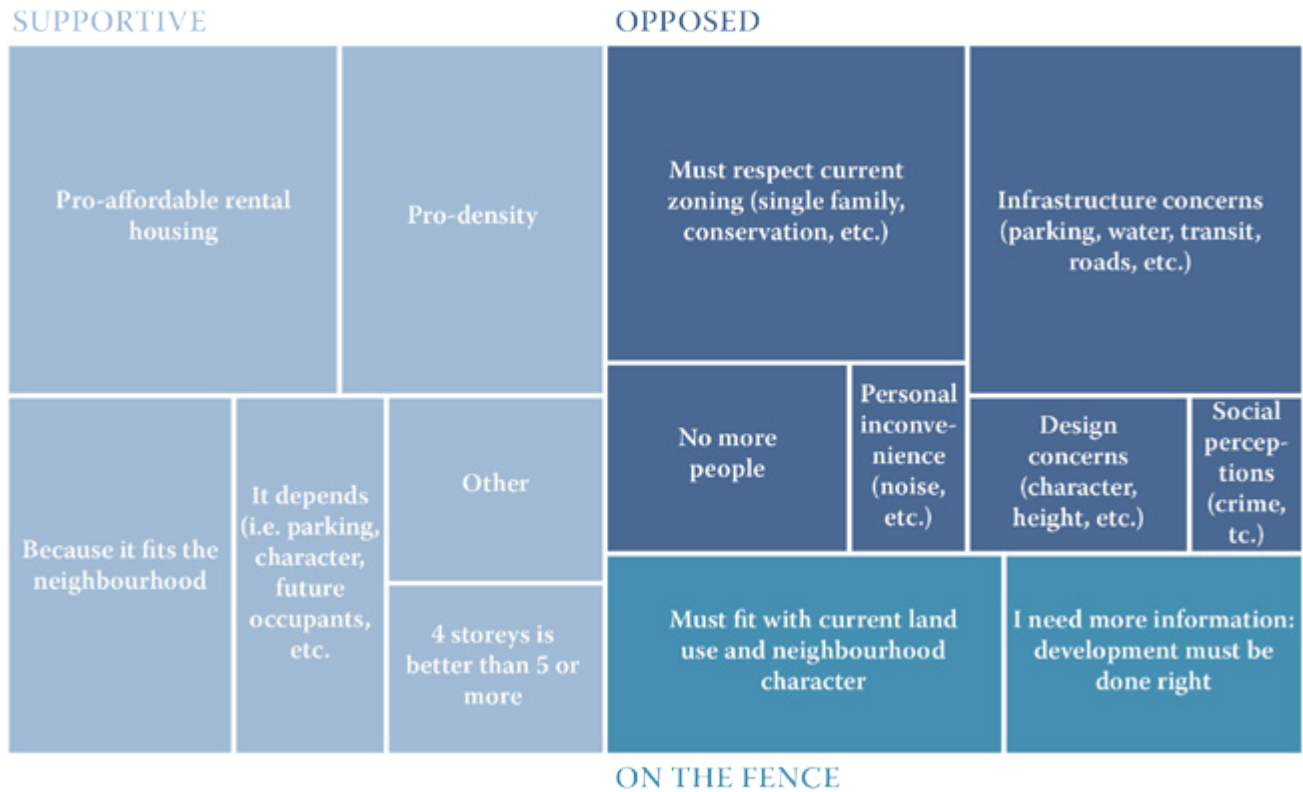
IF A NEW FOUR-STOREY APARTMENT BUILDING WERE TO BE PROPOSED IN YOUR NEIGHBOURHOOD, WOULD YOU BE INCLINED TO SUPPORT OR OPPOSE THIS TYPE OF PROJECT? (on a scale of 1 to 10, where 1 is Strongly Oppose and 10 is Strongly Support)

<sup>7</sup> Some responses were double-coded: this occurred in cases where one response referred to two issues (e.g. parking and current land use regulations). It would not have been accurate to code such a statement as “parking” when it in fact gave equal treatment to both issues. As such, this analysis is not of respondents per se but of the concerns ‘out there’.

<sup>8</sup> A typical statement coded this way was, “Because this is an area of single family homes” or “I live in a single family housing development.” The tone seems to indicate that the respondent is asserting that not only is any denser form of infill currently prohibited, but that it must be prohibited to maintain the quality of the neighbourhood in the future.

residential or conservation area, prohibits such a development (57 responses coded).<sup>8</sup>

These statements sometimes spoke of the importance of maintaining green space and preserving backyards for young families. They asserted that current zoning and area plans prohibit the proposed form of development and that no changes would be acceptable to the community.



WHAT ARE THE BASES OF YOUR OPPOSITION, SUPPORT, OR RESERVATION?

2. Secondly, in frequency of response, 22 respondents objected to any population increase (coded as “no more people”). Responses ranged from, “We have a nice quiet neighbourhood, that’s why we like it” and “We have generally 2-3 storey townhouses. We don’t want larger buildings and more people” to explanations that the area is “already” dense and “not equipped to accommodate more people” to very explicit, sometimes xenophobic, statements.

Thirdly, 11 respondents insisted that the proposed building would diminish their existing quality of life by blocking sunlight or valued scenic views, infringing on privacy, and/or adding noise to the neighbourhood.

3. **SHALLOW CONCERNS (19% of total concerns):** In contrast to the previous category, this set of concerns could reasonably be resolved by either the municipality or the developer, through design changes or in-depth reliable information and consultation. The vast majority of remediable concerns related to providing the infrastructure needed to maintain existing expectations (67 responses coded, or 16% of total responses): ‘if the developer and City can prove that infrastructure upgrades are sufficient to accommodate more people, then fine’.

Most spoke of parking (many presumed no on-site parking would be included) and traffic, while others referred to over-capacity local schools, parks and recreation facilities at capacity, and “infrastructure” limitations in general. Other types of concerns in this category include concerns about design (‘ugliness’, height, building character, and building material quality) (17 respondents) and social perceptions (10): these latter objected to the kind of people they presume would occupy such a development.

Some said that this kind of development, or rental housing in particular, increases crime and constitutes the ‘slums of the future.’ Others feared the opposite: that this would be a luxury development that would gentrify the area.

4. **ON THE FENCE (15%):** Two groups of respondents were “on the fence” about the building proposed. The first group (39 responses coded) almost dispassionately explained that any new development must be in accordance with current land use policies, such as zoning bylaws and the Official Community Plan.

The second group (30 responses) offered not such strong interpretations of existing local plans but provided answers like, ‘I need more information before deciding’ or ‘development must be done right’, implying an open-mindedness to high-quality development.

5. **SUPPORT (46%):** These are the responses from people who to varying degrees supported the four-storey proposal and whose responses reflected support. The largest reason cited for supporting such a development is affordability (59 responses coded). These respondents either assumed that such a

development would overall improve local housing affordability, or specified that their support was contingent on this being “affordable” housing stock.

A second category, “it depends” (28 responses), labeled themselves as supportive but qualified this based on architectural design, exact location (i.e. whether it blocks a view), green space, amenities, or parking. A pro-density stance was taken by 46 respondents who by and large cited direct benefits of density such as increased transit and more walkable businesses. 40 people based their support on the fact that their neighbourhood is already made up of buildings three- to four-stories or taller (“it fits”), essentially saying, “why not another one?”; 6 said they supported it because they live in one.

A final category comprises people who live in areas of much higher density than four-story apartment buildings, people who were enthusiastic about a four-storey building because it wasn’t a five- or twenty-storey building like developments around them (“4 is better than 5”).

Next, we wanted to know what factors out of a predetermined list prompted their support or opposition to the hypothetical development. The figure above indicates that new community amenities, a building design that “fits” the area’s character, and the need to “improve” the neighbourhood were the top three factors that push the public to support the development.

The top four reasons to oppose it, on the other hand, were a sense that increased density created by the development is not needed, that it would strain limited on-street parking, that not enough quality information is available, and finally that the design of such an apartment building does not “complement its surroundings”.

The difference of the two columns, opposition and support, indicates that there are some themes that can prompt both reactions and we can theorize that this is correlated with the geographic context (those who live on medium-density, transit-oriented streets will say that a mid-rise building “fits” and are less likely to think about parking or own a car themselves) and individuals’ own perspective, past experiences, and trust in decision-makers (i.e. those who trust planners and developers more will not demand as much information).

Whereas opponents overwhelmingly say, 'no density', a top concern of supporters is a perceived need for more people in their neighbourhood.

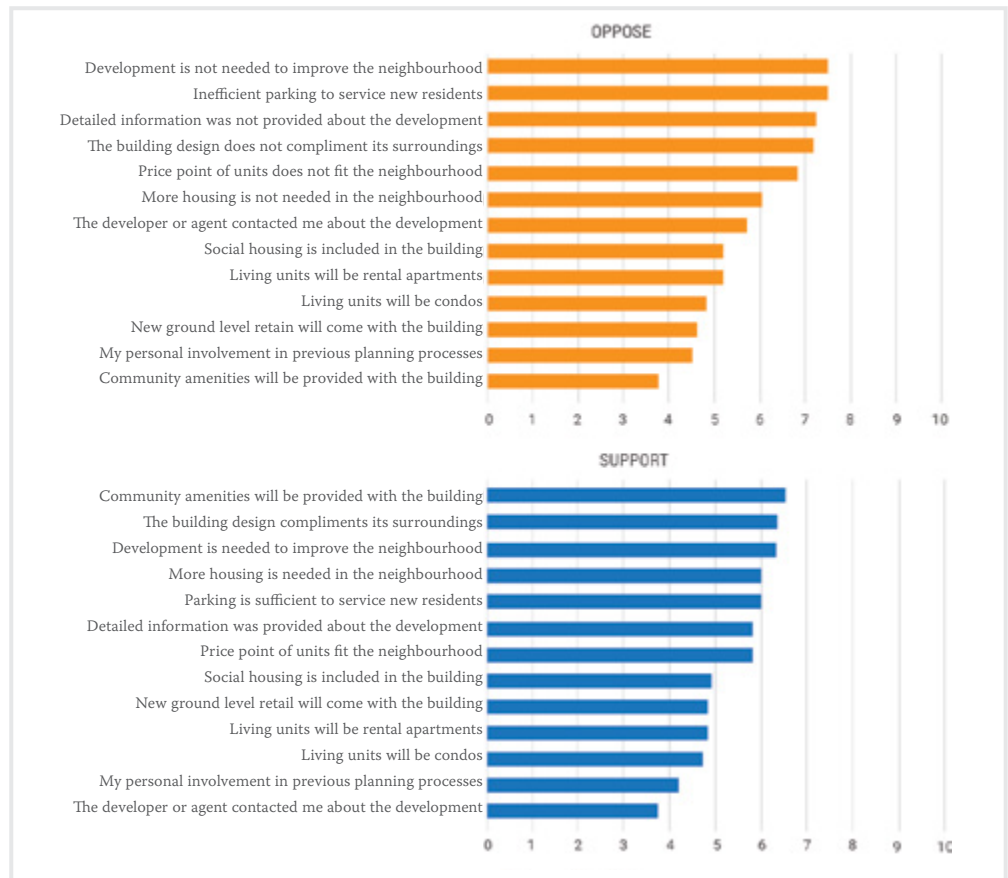
Similarly, the provision of community amenities was the most important factor for support but the least relevant amongst opponents' concerns.

What both groups have in common is a low weighting of the importance of their past civic involvement in their stance on development. Surprisingly, in contrast to responses given to other questions in this survey around engagement, even supporters gave little importance to whether they received information directly from the developer about the proposal.

*Do different groups of people tend to support or oppose the infill project?*

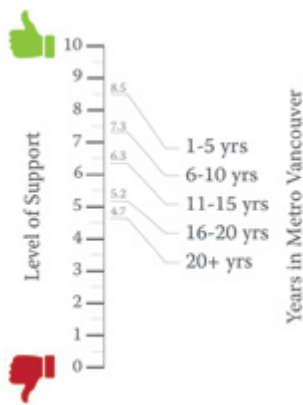
**AREA OF RESIDENCE:** The City of Vancouver has the highest rate of support for a new four-storey building (mean score: 6.76 out of 10) followed by Burnaby/New Westminister, while South of the Fraser River (Surrey, Delta, White Rock, Tsawwassen First Nation, and Langley) has the highest rate of opposition (3.94 against) against a new four-storey building followed by Port Coquitlam/Coquitlam/Port Moody/Pitt Meadows/Maple Ridge (4.06). Burnaby, New Westminister, and the North Shore (including North and West Vancouver) hover around 5.

**TYPE OF DWELLING:** As anticipated, we found that the lowest level of support is from respondents who live in a detached house (mean score: 3.99), followed by those who live in a duplex or townhouse dwelling (5.73). A high rate of support was found amongst those who live in an apartment or condominium (7.06).



WHAT MAKES YOU SUPPORT OR OPPOSE THE PROPOSED PROJECT?  
 \* Respondents rated each given factor on a scale of 1 to 10. This figure aggregates the average score of each factor.





LENGTH OF RESIDENCY AND SUPPORT OR OPPOSITION FOR A NEW 4-STORY DEVELOPMENT IN THEIR RESPECTIVE NEIGHBOURHOOD.

<sup>9</sup> Certainly residents of single-family neighbourhoods in the City of Vancouver, for example, are likely more inclined to be concerned about infill development than those in the downtown core. Indeed, many respondents of the most dense parts of Vancouver, such as the West End, told us that a four-story apartment building would fit perfectly well into the existing neighbourhood, or that it isn't enough density because their street is home to buildings several times that height. Although we asked respondents which neighbourhood they lived in between 2012 and 2014, the results did not produce statistically significant findings. Our sample size precluded reporting results at the neighbourhood scale.

**OWN/RENT:** Respondents who own their residence were less likely to support a new four-storey building project than respondents who rent. Owners' level of support is 4.49, whereas it is 6.6 for renters.

**LENGTH OF RESIDENCE IN METRO VANCOUVER:** A t-test analysis based on the duration of residence in Metro Vancouver shows that there is a statistically significant correlation between longer duration of residence and opposition to the 4-storey apartment building proposed.

**AGE:** Level of support of a new four-storey building has a statistically significant correlation with age. Younger respondents tend to support a new four-storey building more than the older ones. Every decade increase in the age of a respondent entails a 0.3 decline in support, on our ten point scale.

### Who speaks out?

We suspected some groups of people may be more likely than others to have made an effort to voice support or opposition to a nearby development proposal. Indeed, we found that renters were far less likely (about three times less likely) to speak out than homeowners. Residents of three areas—the City of Vancouver, Burnaby/New Westminister, and Richmond/Tsawwassen—were overall less likely to express their view on a development. Renters are more likely to be living in a multifamily building that might be similar to what the proposed development is and therefore not be surprised to see another one built. We also expect them to be less attuned to fluctuations in area real estate values. Secondly, Vancouver, Burnaby, New Westminister, and Richmond already contain the densest populations in the region and can be expected to be less concerned by 'yet another apartment building' than residents of less densely populated cities.<sup>9</sup>

### What do citizens consider to be the best time to speak out in the development process?

Regardless of whether they had personal experience advocating for or against development in the past, we asked respondents what stage of the development approval process they consider most opportune to weigh in and give their opinion. The answers to this question speak both to residents' priorities (whether they select an opportunity based on effectiveness or convenience) and their understanding of the consultation process. We formulated the question as "when would you most likely provide input?"



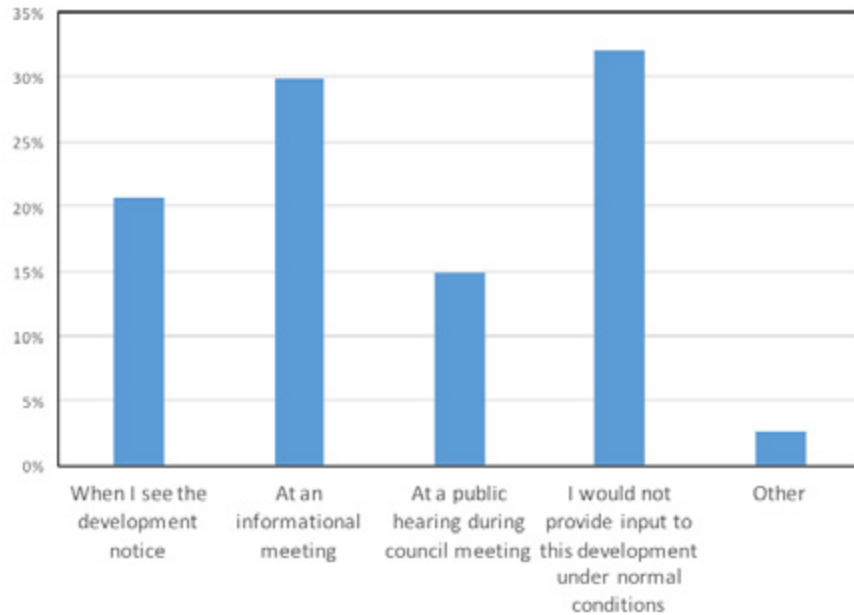
This data tells us that most respondents don't normally provide input into new development proposals. Of those who do opt to engage, the public hearing, which is by definition and design the forum in which to express an opinion, is the least popular. But this result alone doesn't provide insight into how these choices were informed, what values or understandings they reflect, or how engagement specialists could improve the process. Just under 70% of respondents provided an explanation.

The pie charts on the next page reports the categories of explanations offered to justify the respondent's choice of venue (or choice not to intervene at all). We coded each response into categories constructed after an initial reading of the survey results and a surprisingly small number of themes came out of 340 responses. The greatest diversity of justifications surfaced for "Informational Meeting".

The majority of responses indicating a likelihood of participation, stated that an informational meeting was the 'ideal' forum in which to learn about the development, debate, oppose, and speak with all actors involved. Indeed, several respondents felt that such a meeting provides the last possible opportunity to bring a halt to an undesirable development, implying that by the time of the public hearing, Council members have probably already made a decision.

Interestingly, three respondents were most keen on hearing from their neighbours before forming an opinion. A significant minority chose an informational meeting opportunity for engagement either because it is the "easiest" to attend or the most "informal" and comfortable.

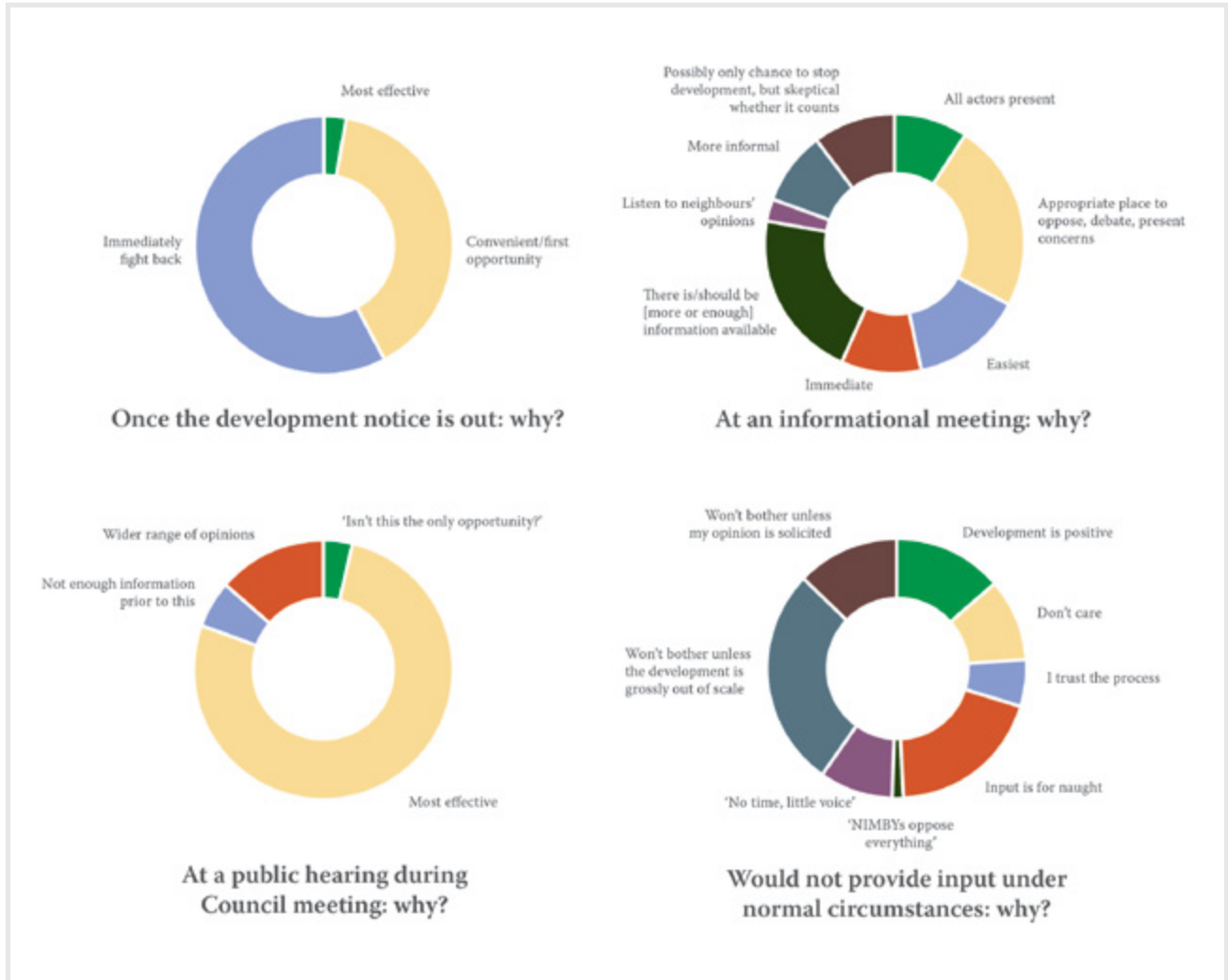
Across all input opportunities a few common themes emerged. Individuals who presume that they will be vehemently opposed to development, those who explain they want to 'immediately fight back', tend to want to intervene as soon as possible. Secondly, many base their



WHEN DO YOU PROVIDE INPUT TO A DEVELOPMENT PROPOSAL?

choice of moment of intervention on their perception of what is most effective. Thirdly, a large minority chose what they saw as the easiest or most convenient option.

Some respondents (17) felt that giving input is a waste of time from a perception that decision makers don't care what members of the public

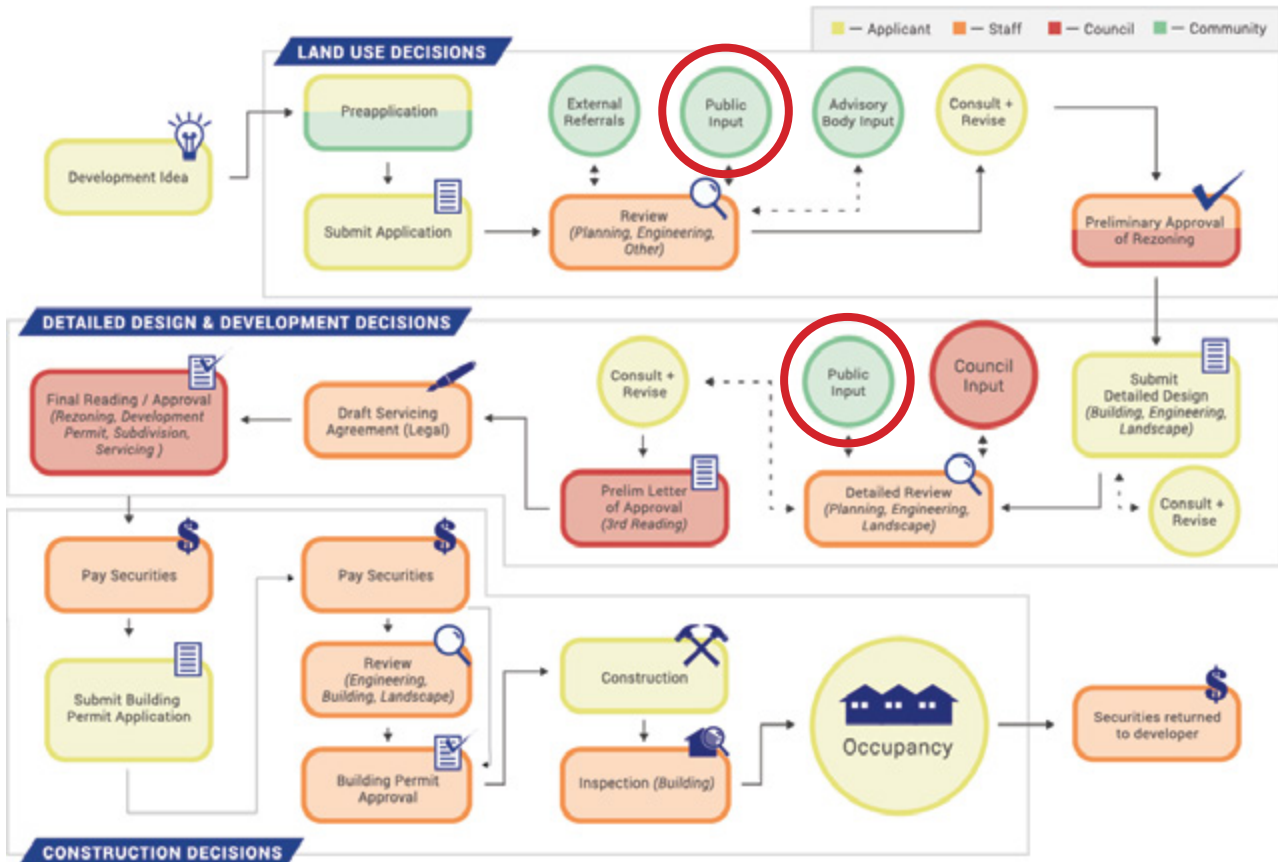


For what reasons do respondents prefer to provide input at specific moments in the development application process?

think. What's more surprising is that nearly half (42) of those who don't normally provide input exhibit some level of trust in developers and the City ('development is positive,' 'I trust the process,' or 'I won't bother unless the development is grossly out of scale'). To put that figure in context, however, that represents only 42 out of the 500 survey respondents.

Finally, one positive experience was recalled:

*“In the past I was actually contacted by the company who built beside me and I went - it was very valuable and changes were brought in which helped both my building and the developer. In one’s immediate surroundings, that is great.”*



Development Approval Process Flowchart in Metro Vancouver context.

### How do respondents act upon their support or opposition to development in general?

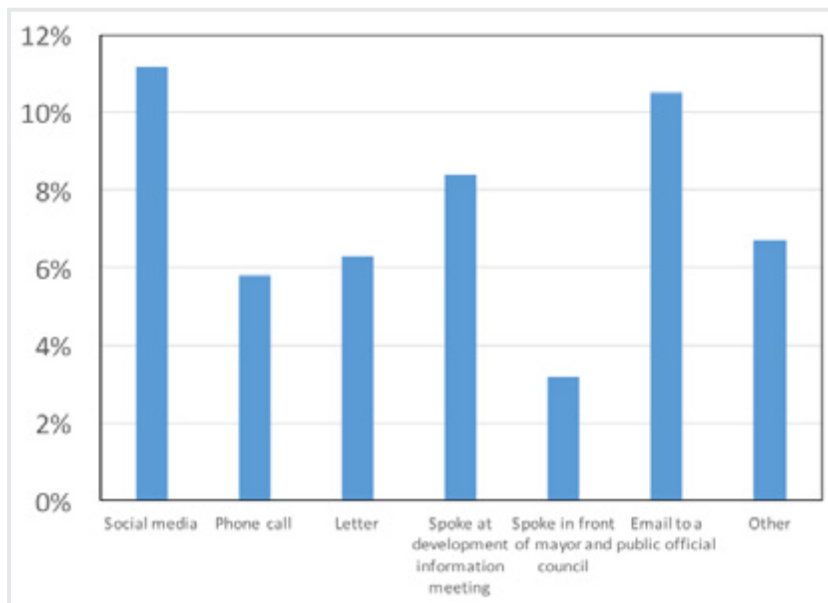
Putting aside the hypothetical four-storey apartment building, we wanted to know whether our respondents had, between the years of 2012 and 2014, voiced support or opposition to a development proposed in their neighbourhood.

The majority (69%) had not, but 5% had expressed support in some way, 14% had expressed opposition, and, interestingly, 12% had expressed both support and opposition at some point over that timeframe.

Who respondents spoke to and how:

- People who expressed their support or opposition to municipal staff were more likely than others to speak at a development information meeting. Many also used social media.
- People who expressed their support or opposition to municipal staff were more likely to use email and most often contacted staff by email, social media, letter, or phone, in that order of popularity.
- Email, followed closely by speaking at Council, were the most likely methods to reach Mayor and Council. Interestingly, many respondents “spoke at a development information meeting” rather than at City Council in order to speak to Mayor and Council.

We wanted to know more from the 31% who had taken action based upon their opinion of development trends, so we inquired further. How



did they voice their support or opposition? As shown in this figure, by far the most popular modes of communication were electronic—social media or email.

Interestingly, far more respondents spoke at a development information meeting than at City Council. This might be explained by some of our findings from the previous section: many people find development information meetings convenient, informal, and comfortable. “Other” responses include:

- Attending a neighbourhood meeting or asking a friend to attend and speak on their behalf
- Attending an open house and speaking with people there
- Speaking with neighbours or sitting on a committee
- Thirteen respondents, or the majority in the “Other” category, signed a petition or filled out a survey.

HOW DID YOU VOICE YOUR SUPPORT OR OPPOSITION?

## To whom did residents voice opposition or support?

For the most part, people who spoke out about a development were interested in speaking to their local government: either municipal staff or Mayor and Council. News media (including letters to the editor) was by far the least popular platform.

### Did those who voiced their opinion act individually or as part of a group?

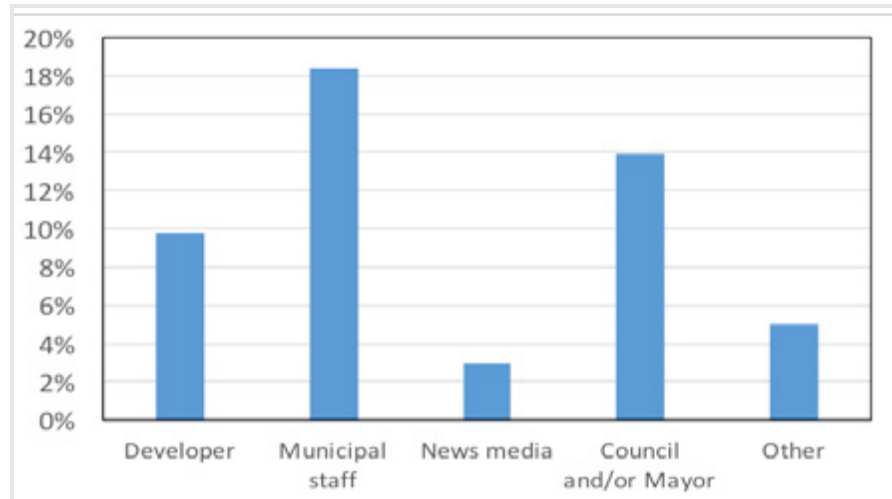
The vast majority of our respondents chose to act independently of others. While this survey question result is far from being a statistically-significant representation of the general population, it may prompt some critical reflexion on how representative modern-day neighbourhood associations are, even of those who take the time to speak out, when they intervene in matters of development.<sup>10</sup>

Who used what methods of communication:

- People who act individually are more likely to use social media than those acting as part of an organized group and more likely to speak in front of Mayor and Council. However, we should be cautious about this latter finding because the number of respondents who spoke in front of Mayor and Council is too low for statistical significance.
- Organized groups tend to use “Other” methods (see examples above) to express their support or opposition more than individuals do.

### How satisfied or dissatisfied were residents with their experience of expressing support or opposition to a development?

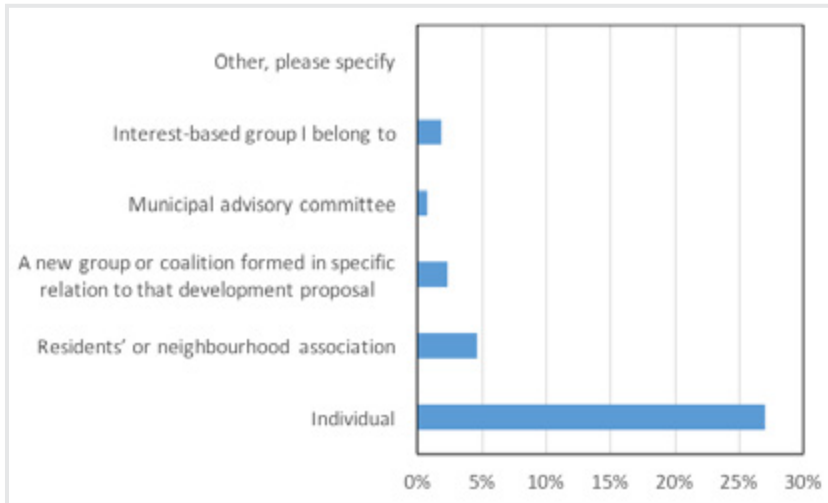
Responses to this can be seen on the figure on page 39. As expected, the most popular single response was “1”: very dissatisfied. The average rating of satisfaction is 5, with a standard deviation of 2.94. Given the sometimes extreme disgruntlement with engagement conveyed in public discourses,



TO WHOM RESIDENTS VOICED THEIR OPPOSITION OR SUPPORT?

<sup>10</sup> For a deeper analysis, see Schatz (2013) and our companion *Bringing The Neighbours Into Infill* (2016) report.

we were surprised to see that as many as 35% of respondents were somewhat-to-very satisfied (scores 7 and higher) with the experience.



DID THOSE WHO VOICED THEIR OPINION ACT INDIVIDUALLY OR AS A PART OF A GROUP?

As shown in the same figure on the next page, six themes emerged of why they felt the way they did about their participation experience: voice, results (“seeing effects”), the nature of the development, process, experience, and power. While the bulk of respondents’ experiences ranked negative to neutral, it is worth examining the diversity of reasons given to explain, for example, a very dissatisfied experience. Respondents from

numerous municipalities felt ignored and disregarded; in one person’s words:

*“The input they wanted assumed that the project was going ahead. Their request for input was entirely bogus.”*

While, as expected, most took issue with “voice” and “process” because they felt they were not heard or that the decision was predetermined, one respondent’s “voice did not matter” because of what some fellow residents did by hiring a lawyer to block a park development that would have brought about “multiuser”, all-ages recreation space.

Many were torn about the process. Respondents scoring as high as “6” still had some feeling that the decision was made prior to consultation:

*“I feel like there was opportunity to voice concerns. Would have been better had we been offered the opportunity before decisions were made.”*

*“I don’t know if my views were read, or taken into account. Not good.”*

A common response of satisfied respondents, on the other hand, was that their voice was heard. Those who received a formal response to their letter or other method of providing input appear to be more satisfied with the experience, even if the decision was not made in their favour.

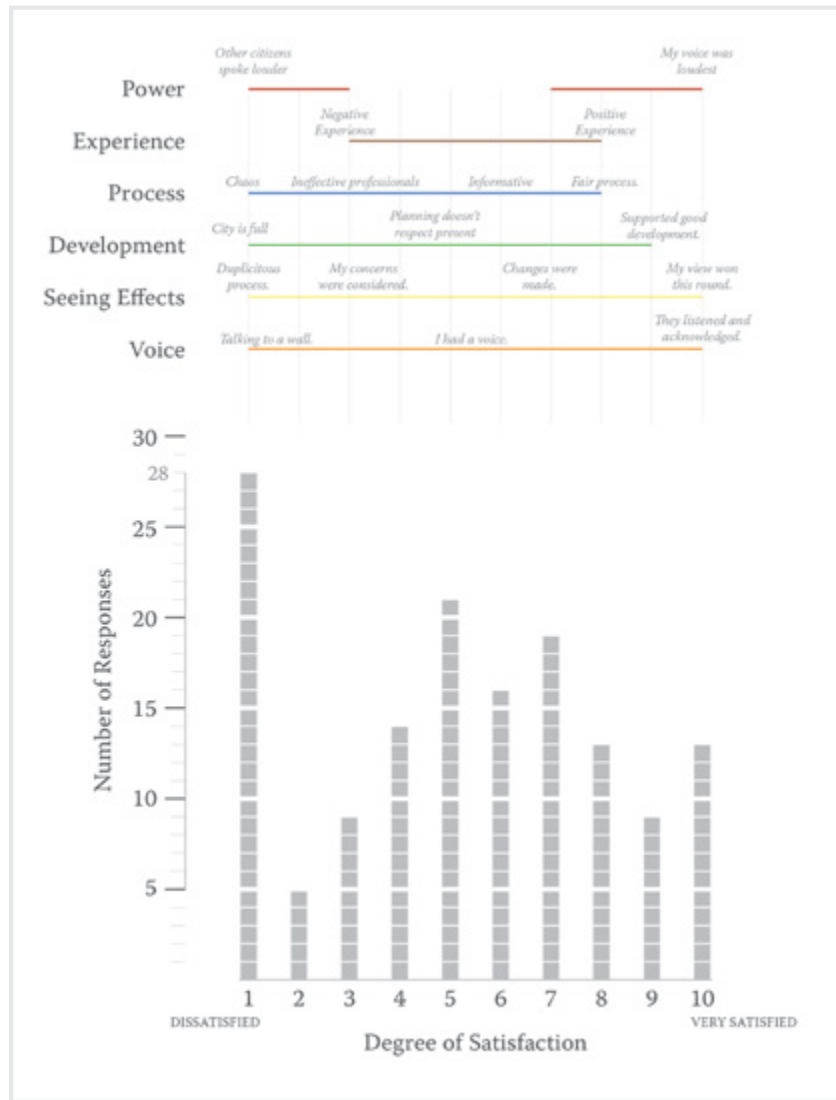
*“Even though my preference did not win out, I was quite satisfied that my opinion was seriously considered”*

Those who spoke out and “won” tend overall to be the most satisfied: besides the opposed development being rejected, respondents’ satisfaction increased when the developer, for example, “was willing to accept changes to the plan”. Several drew satisfaction from the community ‘coming together’ on the same side.

The few respondents who made an ‘experience’-related comment used descriptors ranging from “chaotic” to “good fun”, perhaps with the median being represented by “it is what it is”.

Level of satisfaction also varied according to the different methods used to express opposition/ support:<sup>11</sup>

- Respondents who made phone calls have significantly lower levels of satisfaction.
- The satisfaction of those who used social media is slightly higher than others.
- The level of satisfaction between respondents who acted as individuals and those who acted as part of an organized group is not significantly different.
- The level of satisfaction based on the institution they approached (developer, municipal staff, news media, Council, or other) is not significantly different.



DEGREE OF SATISFACTION WITH EXPERIENCE OF ENGAGEMENT.

<sup>11</sup> As the standard deviations are high in all samples, we should be cautious when using these results. The high standard deviation is because of the small number of respondents.



## Who's to blame for public engagement challenges?

To conclude the survey, we asked the following question:

*“Please share any other feedback that you may have about your perception of public consultation during the development process in your municipality.”*

There was no overwhelming theme to the responses we received from 49% of survey respondents: the majority took the question as an opportunity to lay blame; many commented on their satisfaction with the current process or took the opportunity to provide constructive feedback or suggestions as to how the public engagement process could be improved.

We place their responses on a continuum of “blaming authority” (this includes both public officials and developers) to the extreme left and “blaming peers” (fellow residents) to the extreme right. Comments that spoke of satisfaction with the present practices are clustered at the centre. Constructive suggestions for process improvement are just to the left-of-centre and next to that, comments that engagement is “important”, often phrased in a tongue-in-cheek tone implying that it is not presently being treated with as much importance as it should, or formulated in terms of “as long as” statements: ‘as long as this or this does not happen.’

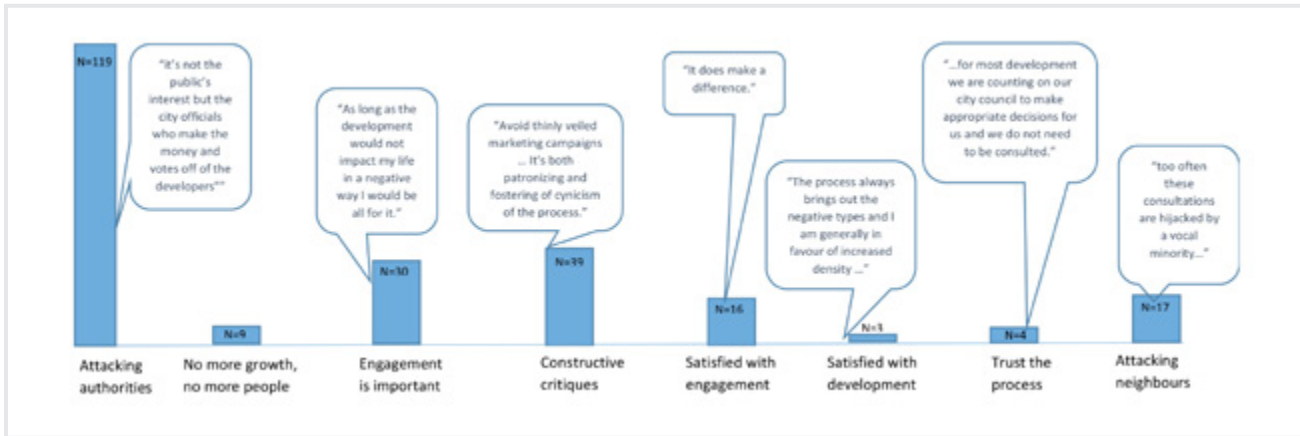
Practitioners will be interested in the 16% of feedback-themed or constructive critique responses. One debate that surfaced holds that group representation (i.e. community associations) is the best vehicle for consultation, while others say it is unfair and skews representation and that individuals need the most voice.

The majority of statements speak to common themes and complaints that won't surprise most practitioners. Residents wonder where their input goes and how come they do not find it documented in official plans. The largest single category of responses, attacking developers and government officials, is layered with accusations that consultation is a “joke”, “sham”, and that decisions are already a done deal. Many offer suggestions on how to improve the process with the preamble that they do not hear about projects early enough and that information is not easily accessible.

Parking, traffic, other infrastructure strains, and neighbourhood character and aesthetics are primary concerns for many. Some don't want any population growth and still others withhold judgement until they know what kind of people or price points the development targets.



A certain contingent's satisfaction with public consultation is closely tied with them getting their way.



PERCEPTIONS OF PUBLIC CONSULTATION DURING THE DEVELOPMENT PROCESS IN YOUR MUNICIPALITY (N=245; Unclassified/No Opinion=9)

Overall, respondents demonstrated concern for themselves as existing residents and property owners. Although 7% of the 49% who provided a response used this space to accuse neighbours of selfish NIMBYism, all responses, interestingly, were phrased in the present: no one used the term “future” nor was any consideration directly given to the needs or interests of ‘future residents’.

Neighbourhood debates are sometimes fought in terms of how long each speaker has lived in the neighbourhood, with each year increasing one’s merit and right to speak. A discussion around the anticipated needs, and even rights, of future residents may be one discourse infill proponents could test.

This reversal of focus, “them-in-the-future” versus “us-now”, makes an occasional appearance in social and fiscal policy debates; the Southlands development in Delta, one of our case studies to come, made use of this discourse in planning for future residents’ housing needs and a diversification of housing in order to sustain the community’s future.

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We tested several other relationships between variables that proved not to produce statistically significant conclusions (e.g. correlation between support and gender, whether there was a correlation between “to whom did you voice your opposition or support?” and “did you act as an individual or as part of an organized group?”). Additional cross-tabulations or other information can be obtained by contacting the authors.



## SURVEY QUESTIONNAIRE

Help Us Understand How You Respond To Neighbourhood Change

With Metro Vancouver expecting to grow by 1 million people by 2041, how do you speak out when change comes to your neighbourhood? Please tell us in this short questionnaire related to public consultation on neighbourhood development.

Your timely response will help us understand and recommend improvements to the public consultation process in Metro Vancouver municipalities.

This survey research is being conducted on behalf of Simon Fraser University (SFU).

1. *Which city or cities did you live in between the years of 2012 - 2014?*

- |                                |                     |
|--------------------------------|---------------------|
| 1. Anmore                      | 12. Lions Bay       |
| 2. Belcarra                    | 13. Maple Ridge     |
| 3. Bowen Island                | 14. New Westminster |
| 4. Burnaby                     | 15. Pitt Meadows    |
| 5. City of North Vancouver     | 16. Port Coquitlam  |
| 6. District of North Vancouver | 17. Port Moody      |
| 7. Coquitlam                   | 18. Richmond        |
| 8. Tsawwassen First Nation     | 19. Surrey          |
| 9. Delta                       | 20. UBC             |
| 10. Langley City               | 21. Vancouver       |
| 11. Township of Langley        | 22. West Vancouver  |
|                                | 23. White Rock      |

2. Which neighbourhood(s) did you live in between 2012-2014?

VERBATIM

3. Did you rent or own your primary residence between 2012 - 2014?

1. Rent
2. Own
3. Rented a primary residence and owned a primary residence
4. Other, please specify... \_\_\_\_\_

4. What type of dwelling did you live in between 2012 - 2014?

1. Single, detached house
2. Duplex or townhouse
3. Apartment or condo
4. Other, please specify... \_\_\_\_\_

5. Between the years of 2012-2014, did you voice support or opposition for a development proposed in your neighborhood?

1. Yes – expressed support
2. Yes – expressed opposition
3. Yes – expressed both support and opposition
4. No

6. How did you voice your support or opposition?

Please select all that apply.

1. Social media
2. Phone call
3. Letter

4. Spoke at development information meeting
5. Spoke in front of mayor and council
6. Email to a public official
7. Other, please specify \_\_\_\_\_

7. *To whom did you voice your opposition or support?*

*Please select all that apply.*

1. Developer
2. Municipal staff
3. News media
4. Council and/or Mayor
5. Other, please specify... \_\_\_\_\_

8. *Did you act as an individual or as part of an organized group?*

1. Individual
2. Residents' or neighbourhood association
3. A new group or coalition formed in specific relation to that development proposal
4. Municipal advisory committee
5. Interest-based group I belong to (please name):  
\_\_\_\_\_
6. Other, please specify... \_\_\_\_\_

9. *How satisfied were you with your experience voicing support or opposition to a development proposed in your neighborhood?*

SCALE: 1 Very Dissatisfied.....10 Very Satisfied

10. *Please tell us why you were satisfied or dissatisfied with your experience.*

VERBATIM

11. *If a new four-storey apartment building were to be proposed in your neighbourhood would you be inclined to support or oppose this type of project?*

*Please use a scale of 1 to 10, where 1 is Strongly Oppose and 10 is Strongly Support.*

12. *Why is that?*

VERBATIM

13. *If a new four-storey apartment building were to be proposed in your neighbourhood, to what extent would each of the following factors prompt you to voice SUPPORT for the project?*

*Please use a scale of 1 to 10, where 1 is Not at all likely to prompt you to voice your support and 10 is Very likely to prompt you to voice your support.*

1. Personal involvement in previous planning processes
2. The building design compliments its surroundings
3. Detailed information was provided about the development
4. Living units within the building would be Rental
5. Living units within the building would be Condos
6. Price point of units in the building fits surroundings
7. If new ground level retail businesses were included in the development
8. Sufficient onsite parking to service residents
9. Community amenities (e.g. park, playground) contributed with the building

10. Social housing is included in the building
11. Contacted/recruited for support by the developer or agent
12. If building was needed to regenerate or improve the neighbourhood
13. If more housing was needed in the neighbourhood

14. *And now, if a new four-storey apartment building were to be proposed in your neighbourhood, to what extent would each of the following factors prompt you to voice OPPOSITION for the project?*

*Please use a scale of 1 to 10, where 1 is Not at all likely to prompt you to voice your opposition and 10 is Very likely to prompt you to voice your opposition.*

1. Personal involvement in previous planning processes
2. The building design did not compliment its surroundings
3. If insufficient information was provided about the development
4. Living units would be Rental
5. Living units would be Condos
6. Price point of units in the building did not fit surroundings
7. If new ground level retail businesses were included in development
8. Insufficient onsite parking to service residents
9. Community amenities (e.g. park, playground) contributed with the building
10. Social housing is included in the building
11. Contacted or warned against it by a neighbour or Neighbourhood Association
12. Its impact on my daily life (view obstruction, traffic, noise, parking)
13. Concern about increasing density

15. *When housing is built, there is often opportunity for the public to provide input. Using the scenario of a four-storey apartment building proposed in your neighbourhood from the previous question, when would you most likely provide input?*

1. When I see the development notice
2. At an informational meeting
3. At a public hearing during council meeting
4. I would not provide input to this development under normal conditions
5. Other, please specify... \_\_\_\_\_

16. *Please comment on why you chose the above opportunity.*

VERBATIM

17. *Please share any other feedback that you may have about your perception of public consultation during the development process in your municipality.*

VERBATIM

Lastly, we would like to learn a little bit about you.

18. *What community do you currently live in?*

- |                                    |  |
|------------------------------------|--|
| 6. Anmore                          | 14. Delta - Ladner                     |
| 7. Belcarra                        | 15. Delta - Tsawwassen<br>First Nation |
| 8. Bowen Island                    | 16. Delta - Tsawwassen                 |
| 9. Burnaby                         | 17. Langley City                       |
| 10. City of North<br>Vancouver     | 18. Township of Langley                |
| 11. District of North<br>Vancouver | 19. Lions Bay                          |
| 12. Coquitlam                      | 20. Maple Ridge                        |
| 13. Delta - North Delta            | 21. New Westminster                    |



- |                    |                    |
|--------------------|--------------------|
| 22. Pitt Meadows   | 27. UBC            |
| 23. Port Coquitlam | 28. Vancouver      |
| 24. Port Moody     | 29. West Vancouver |
| 25. Richmond       | 30. White Rock     |
| 26. Surrey         |                    |

19. *Are you:*

1. Male
2. Female

20. *In what year were you born?* \_\_\_\_\_

21. *How long have you lived in Metro Vancouver*

1. Less than 1 year
2. 1-5 years
3. 6-10 years
4. 11-15 years
5. 16 - 20 years
6. 20+ years

Thank you so much for taking the time to complete the survey.



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