

WHAT WE HEARD

Community Engagement Framework
November 2024



Learn more at:
letstalk.cnv.org/engagementframework

city
of north
vancouver



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About the Community Engagement Framework

The City of North Vancouver is committed to engaging with our community to ensure that decisions made reflect the voices and needs of those in the community.

We are developing a Community Engagement Framework so people who live, work and play within our city have meaningful opportunities to impact the decisions that affect their lives. The Framework will align with research and informed practices such as principles of equity, diversity and inclusion to ensure the needs of all community members are met and their voices heard.

The Framework supports the City's strategic goal of a City For People; welcoming, inclusive, safe, accessible and supports the health and well-being of all.

Phase 1 Engagement

Phase 1 of the City of North Vancouver's engagement was held during two key periods: June to July 2023, and April to June 2024.

During these engagement periods, we connected with a diverse range of interest holders, including community members, local organizations, advisory committees and municipal partners. Our primary focus was to understand several key aspects:

- Preferred ways to participate
- Barriers to participation
- Accessibility and inclusion needs
- Preferred ways to receive information

This report provides an overview of the Phase 1 engagement and summarizes the feedback received, highlighting common themes. A second phase of engagement will be held once the Engagement Framework is drafted.

How We Engaged

Phase 1 offered a mix of in-person and virtual engagement opportunities for the community to learn about the Framework and to provide feedback on the City's engagement processes.

We engaged with various groups during this phase, including survey participants, workshop attendees, meeting participants, and attendees at our pop-up events. This diverse range of engagement facilitated meaningful conversations and provided valuable insights that will help inform the development of the Community Engagement Framework

OPPORTUNITIES	DESCRIPTION	RESULTS
Survey	Online and print survey for people to share their vision and values for the Framework.	299 survey responses were received.
Pop-Ups	Pop-up events held at different locations and times across the city.	Five pop-ups, engaging 75+ people.
City Partner Meetings	Meetings with City partners, including North Vancouver School District (SD44), Museum of North Vancouver (MONOVA), City Library, North Vancouver Recreation and Culture Commission (NVRCC), North Shore Emergency Management (NSEM), and Lonsdale Energy Corporation (LEC).	Six meetings, engaging with City partners.
Impact North Shore Workshop	An in-person workshop to inform and gather vision and values from newcomers.	One workshop was held, engaging over 19 participants.
Urban Development Institute (UDI) Workshop	A workshop was held with UDI to inform them of the project and gather their vision and values.	One workshop was conducted with the UDI team.
Advisory Committee Workshops	The project was presented to the North Shore Advisory Committee on Disability Issues (ACDI) and Integrated Transportation Committee (ITC) to inform them and gather their insights.	Two workshops were held, engaging with committee members.
Council Interview	An interview session with Mayor and Council to glean their insights.	One session of interviews took place with the Mayor & Council.
Project Engagement Page	A project engagement web page was created to provide information about the project, including timelines, key dates, and research.	The project page received over 2,900 visits during the engagement period.
Digital Media Campaign	A digital media campaign shared information about the Framework and promoted engagement.	There were 18,013 impressions across Facebook, Instagram and X (formerly Twitter).

What We Heard

Through our analysis of community responses received through the engagement activities, we identified seven key themes essential for developing the Community Engagement Framework:

1. Transparency and Communication

- **Timely communication** regarding an issue and engagement opportunities is crucial, allowing participants to prepare and participate effectively.
- **Availability of information** regarding how specific issues impact interest holders, how their input influences outcomes, and any transparency about engagement sessions, limitations, and relevant studies is crucial for fostering understanding.
- **Clear explanations** on how interest holder feedback is gathered, analyzed, and used in decision-making, along with the rationale behind the decisions and how input leads to actions or changes.



“Rarely hear the results. Why are we giving our views if we can’t hear how the information is used?”



What We Heard

2. Community Involvement and Inclusivity

- It's essential to **reach all segments of the community** and ensure all groups have the opportunity to participate. This can be done by offering various engagement avenues, including online and in-person formats that accommodate different needs.
- **Include diverse perspectives** from various demographic, cultural, and socio-economic backgrounds to enrich discussions and decision-making processes.
- **Provide supportive services**, including financial incentives and amenities such as free parking, to remove barriers to participation and encourage greater community involvement.
- Ensure that **engagement activities are user-friendly** and not overly complex. Creating an environment where individuals feel safe, comfortable, and welcomed, is crucial for fostering meaningful interactions.



“It's important to hear different voices in the community and provide all demographics an opportunity to speak and I feel you do that.”

What We Heard

3. Accessibility

- Choose **accessible physical locations for engagement activities** for individuals with mobility challenges. Online platforms and digital content must also be accessible, compatible with assistive technologies, and available in various formats.
- Offer **translation services and materials in multiple languages** to accommodate non-native speakers, along with using clear and simple language to foster a more inclusive environment and enable broader community engagement.



Ensure accessibility for people with physical or mental disabilities.

4. Action-Oriented

- Effective engagement should both **facilitate discussion and lead to concrete actions** that address community needs and concerns.
- There is a clear expectation that **recommendations from the community will be implemented**, as this shows a commitment to valuing their contributions.



Knowing that the CNV council and staff are actually listening to constituent concerns and are taking action to address them.



What We Heard

5. Collaboration

- **Create opportunities to connect** with others who share similar interests, while promoting a sense of community and collective purpose.
- A commitment to **mutual respect between the community and decision-makers** is essential for productive collaboration; It encourages open communication and leads to more meaningful discussions.
- There is a need for **collaborative decision-making that includes all interest holders and staff-led findings**. City departments should work together to ensure diverse perspectives are considered, which leads to effective solutions for the community.



“ I like the idea of participation guidelines. In an open forum, time limits and procedural efficiency - to ensure that certain individuals don't monopolize the conversation - would be helpful. ”



What We Heard

6. Relationship and Trust

- **Leaders must actively listen to community input** and respond appropriately.
- **A flexible engagement process that can adapt** based on feedback and changing circumstances is essential to staying relevant and effectively meeting the evolving needs of the community.
- **Fairness and impartiality in evaluating feedback and decision making is essential.** Input should be assessed objectively, and decisions should reflect a balance of interests, grounded in the majority of perspectives and evidence-based studies. This commitment to fairness can enhance trust and ensure that all community voices are respected.



Equitable engagement means that my voice is just as important as my neighbours, as my councillors, as my Mayor's. It means I have been given the opportunity to voice my opinion, to be heard and to be considered.

What We Heard

7. Meaningful Impact and Future Focused

- The City's **engagement efforts should focus on long-term outcomes** that benefit future generations, rather than solely addressing immediate concerns. This forward-thinking approach encourages sustainable development that considers how community initiatives are designed for long-term social, economic and environmental impact.
- There is a collective expectation that discussions and feedback during **engagement processes should lead to meaningful changes.**

Next Steps

Thank you to everyone who completed the survey, attended a workshop, met with staff at a pop-up event, and shared feedback on this project. Your input enriches the technical, operational, and historical knowledge the City applies to decision-making. We appreciate your time and value your insights as we advance this important work.

Over the coming months, we will develop a draft Community Engagement Framework and will share it with the community for feedback before seeking Council adoption. We anticipate that we will start implementing the Framework in 2025.



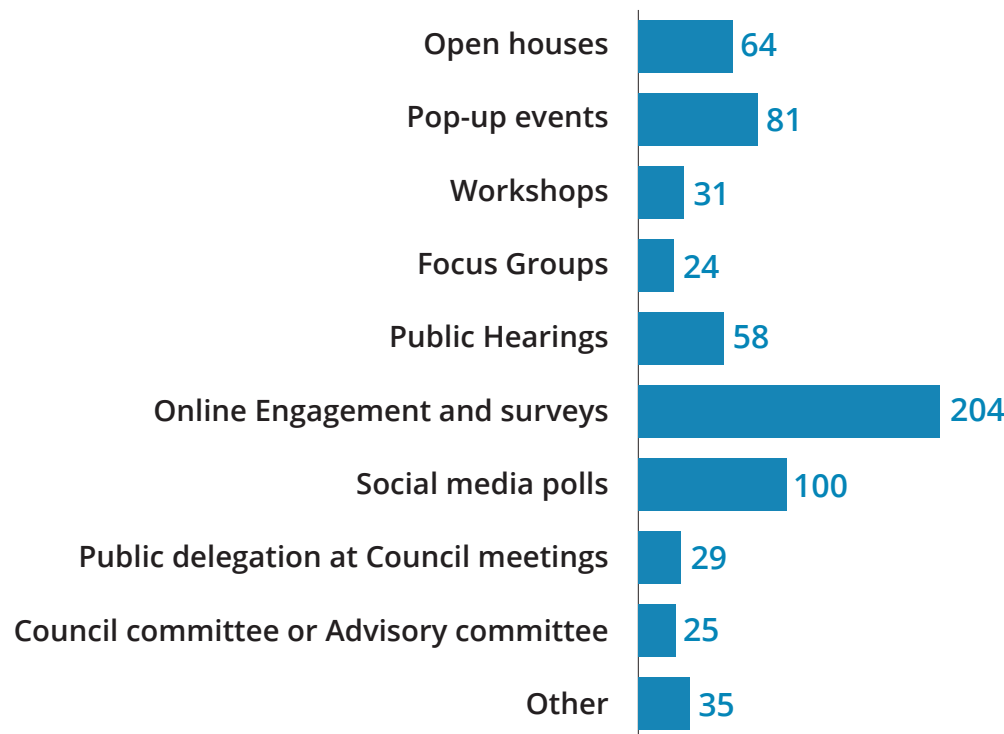
“ The City takes into account people’s feedback and the community sees meaningful change based on these sessions. ”



Appendix 1: Survey Results

Please select the statement that is most appropriate for you. In the past, I have participated in City of North Vancouver engagement activities in the following ways:

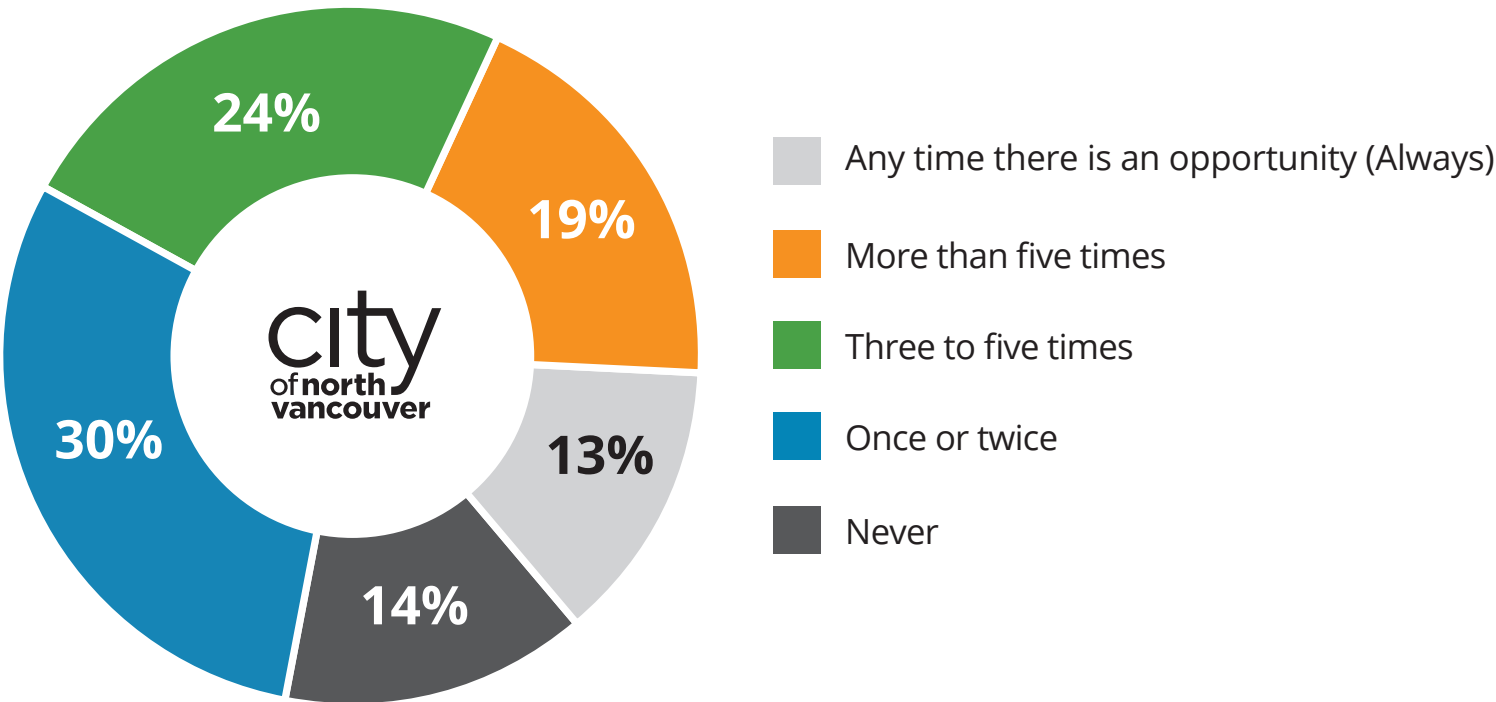
Respondents shared their diverse experiences with engagement activities in the City of North Vancouver. Most participants engaged through online surveys (204 mentions) and social media polls (100 mentions), indicating a strong preference for digital engagement. Traditional methods like open houses (64 mentions) and public hearings (58 mentions) also received notable responses.



In the “Other” section, respondents mentioned various ways they’ve engaged with the City, including emailing City staff, and discussing issues directly with the mayor and council members. Others noted they are new residents or have limited participation in previous activities.

Appendix 1: Survey Results

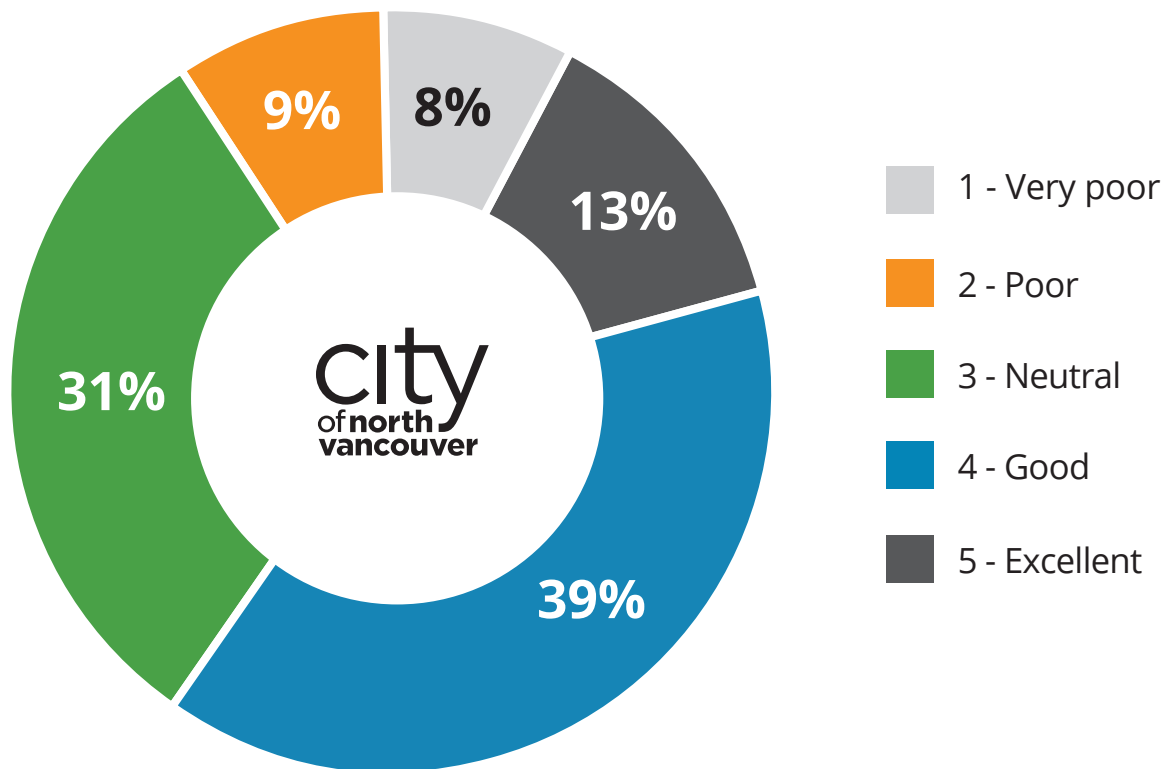
How often have you participated in a City public engagement process?



In response to the question about participation in City public engagement processes, the majority of respondents indicated they engage regularly, with 71 participating three to five times and 58 more than five times. Additionally, 38 stated they participate whenever opportunities arise. However, a significant number, 89, reported engaging once or twice, and 42 indicated they have never participated. This suggests a mix of frequent and occasional engagement among community members, alongside a notable portion that remains uninvolved.

Appendix 1: Survey Results

Given your participation in past engagement processes, how would you rate the City's current approach to engagement? (1 being very poor and 5 being excellent)

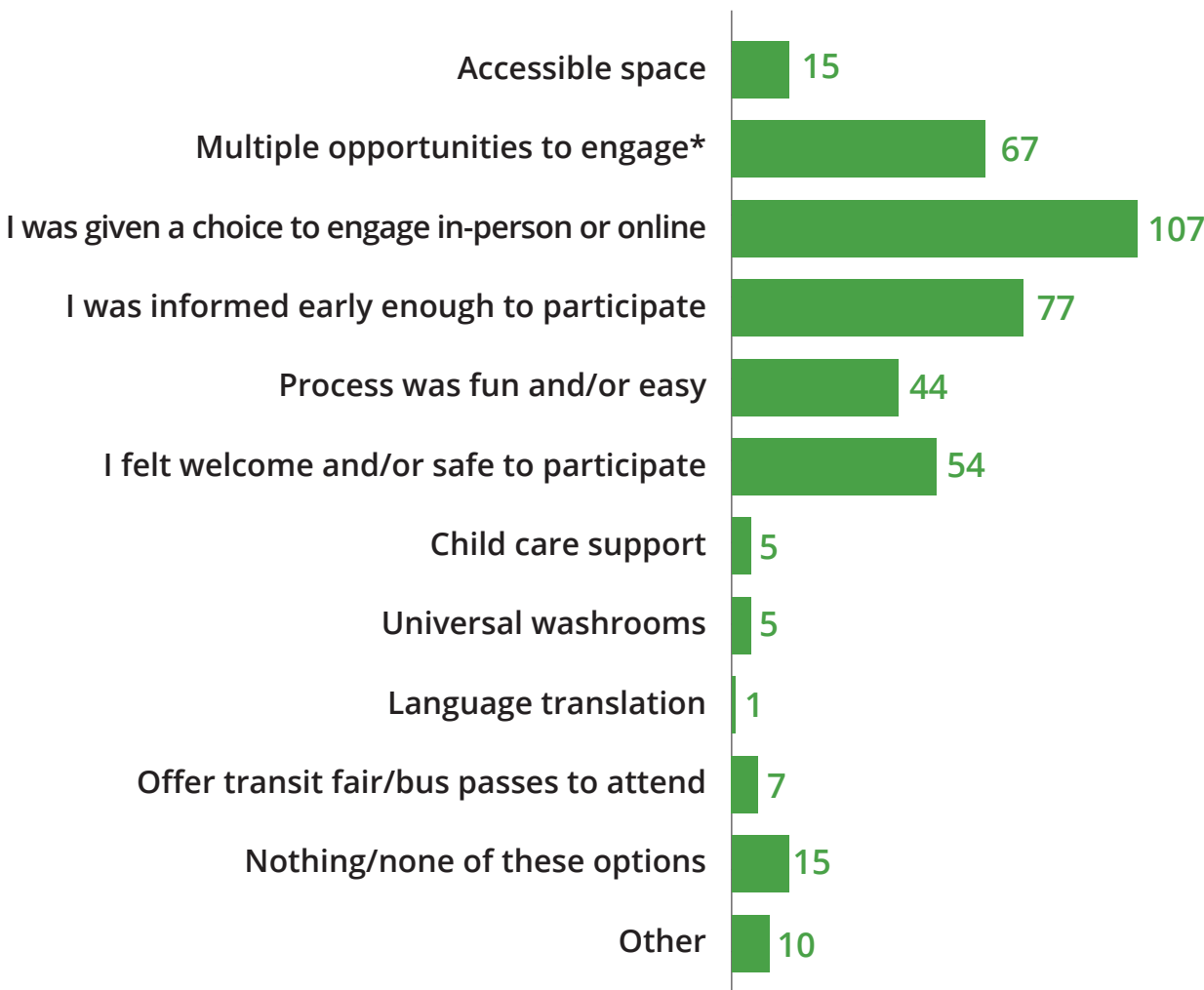


In rating the City's current approach to engagement, responses varied, with 52 participants giving a neutral score of 3. A majority rated the approach positively, with 65 selecting a score of 4 and 22 giving it a score of 5, indicating satisfaction with the engagement efforts. However, there were also concerns reflected in the lower scores, with 14 respondents rating it as very poor (1) and 15 as poor (2). This highlights a range of opinions on the effectiveness of the City's engagement strategies, suggesting room for improvement.

Appendix 1: Survey Results

What helped you participate in engagement opportunities in the past? Pick all that apply.

Respondents identified several factors that encouraged their participation in past engagement opportunities. The most common facilitators were the option to engage in-person or online (107), receiving early notifications (77), and having multiple engagement opportunities (67). While a smaller number felt the process was enjoyable and welcoming, only a few mentioned supports for childcare or transit.



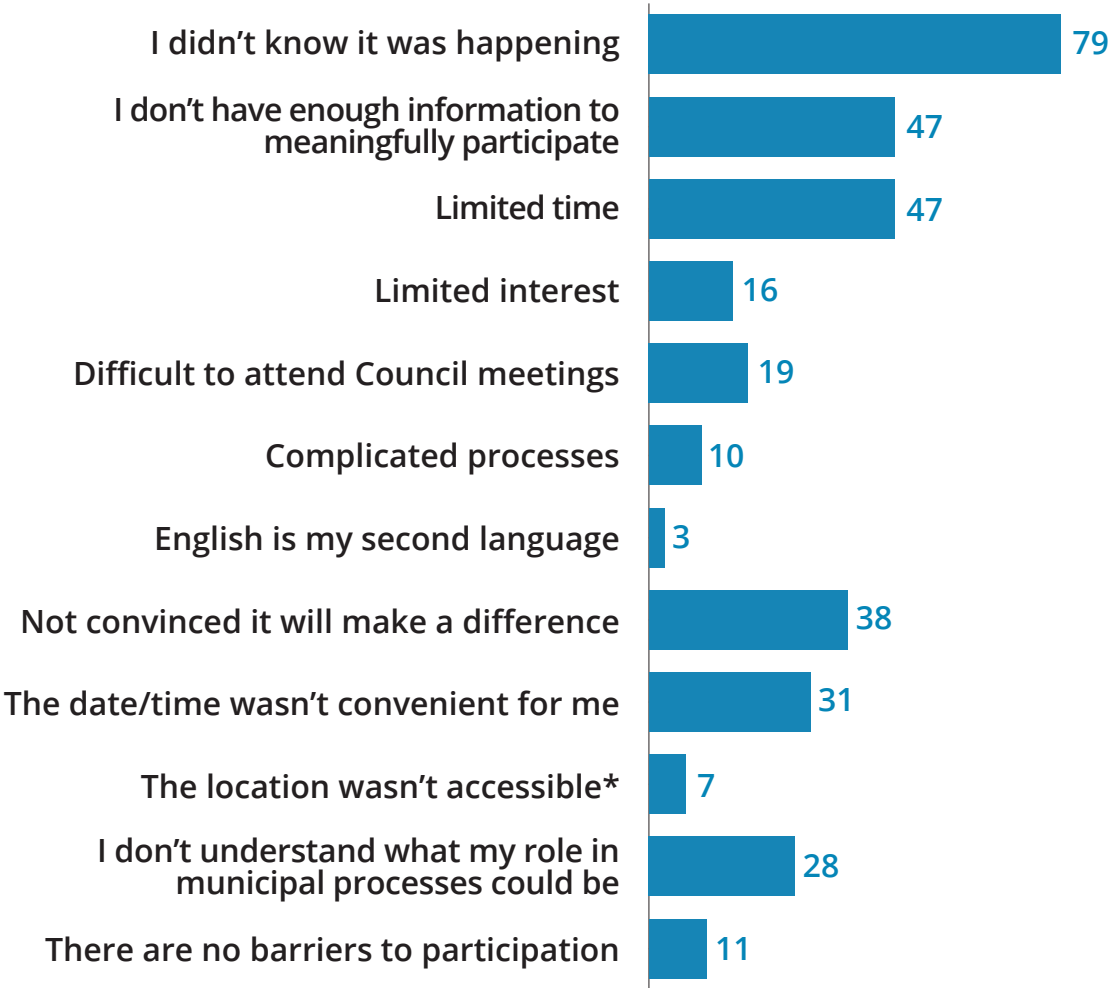
*different times and dates

The Other section included comments about personal motivation, location convenience, and frustrations with design choices and engagement practices. Overall, feedback indicates that accessibility and personal connection to engagement topics significantly influence participation.

Appendix 1: Survey Results

Please select the top three barriers you have experienced that prevent you from participating more in municipal processes in general (top three selection).

In response to the question about barriers to participating in municipal processes, the most common issue cited was a lack of awareness about events, with 79 respondents indicating they didn't know it was happening. Other significant barriers included insufficient information to participate meaningfully (47) and limited time (47). Concerns about the convenience of meeting times (31) and the belief that participation may not lead to meaningful change (38) were also notable. Additionally, a smaller number mentioned complications related to attendance, understanding their role, or language barriers. Overall, the data highlights the need for improved communication and accessibility to encourage greater community involvement.

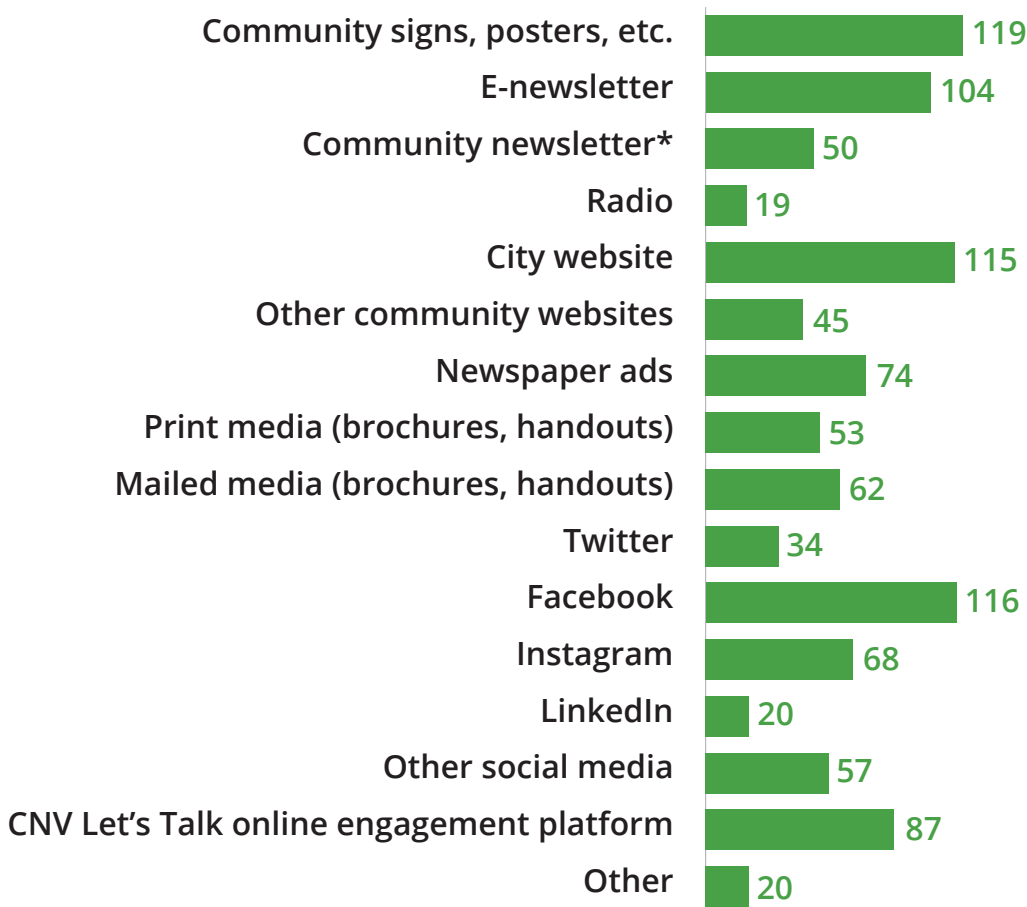


*not on a transit route, not enough parking, etc.

Appendix 1: Survey Results

Where do you currently get information about community events or engagement opportunities? (Select all that apply)

In our survey, participants identified various sources for obtaining information about community events and engagement opportunities. The most frequently cited sources were community signs (119), Facebook (116), and the City website (115), highlighting the importance of both traditional and digital platforms. Other notable mentions included the E-newsletter (104), Newspaper ads (74), and the CNV Let’s Talk online engagement platform (87). Additional responses indicated engagement through print media (53) and social media channels, such as Instagram (68) and Other social media (57).



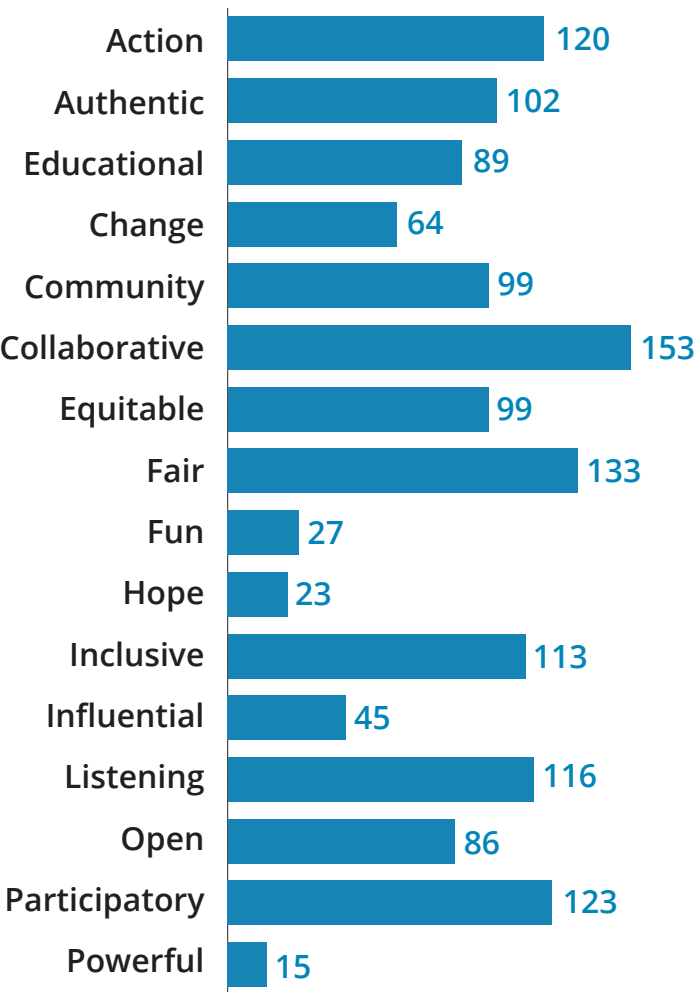
*through organizations you belong to

In the Other section, participants provided insights into their information-gathering methods, mentioning friends and neighbors, local news outlets like North Shore News, and platforms such as NextDoor. Some noted less active engagement, indicating they don’t consistently notice information, while others highlighted personal networks and community discussions as key sources. The feedback underscores the varied ways individuals connect with community information, emphasizing the significance of both formal channels and personal relationships in strengthening engagement.

Appendix 1: Survey Results

Best practices tell us that meaningful engagement is when everyone who is impacted by a decision has an opportunity to participate in a way that is easy for them. Please select the top five words from the list below which resonate most with you in describing what meaningful engagement means to you.

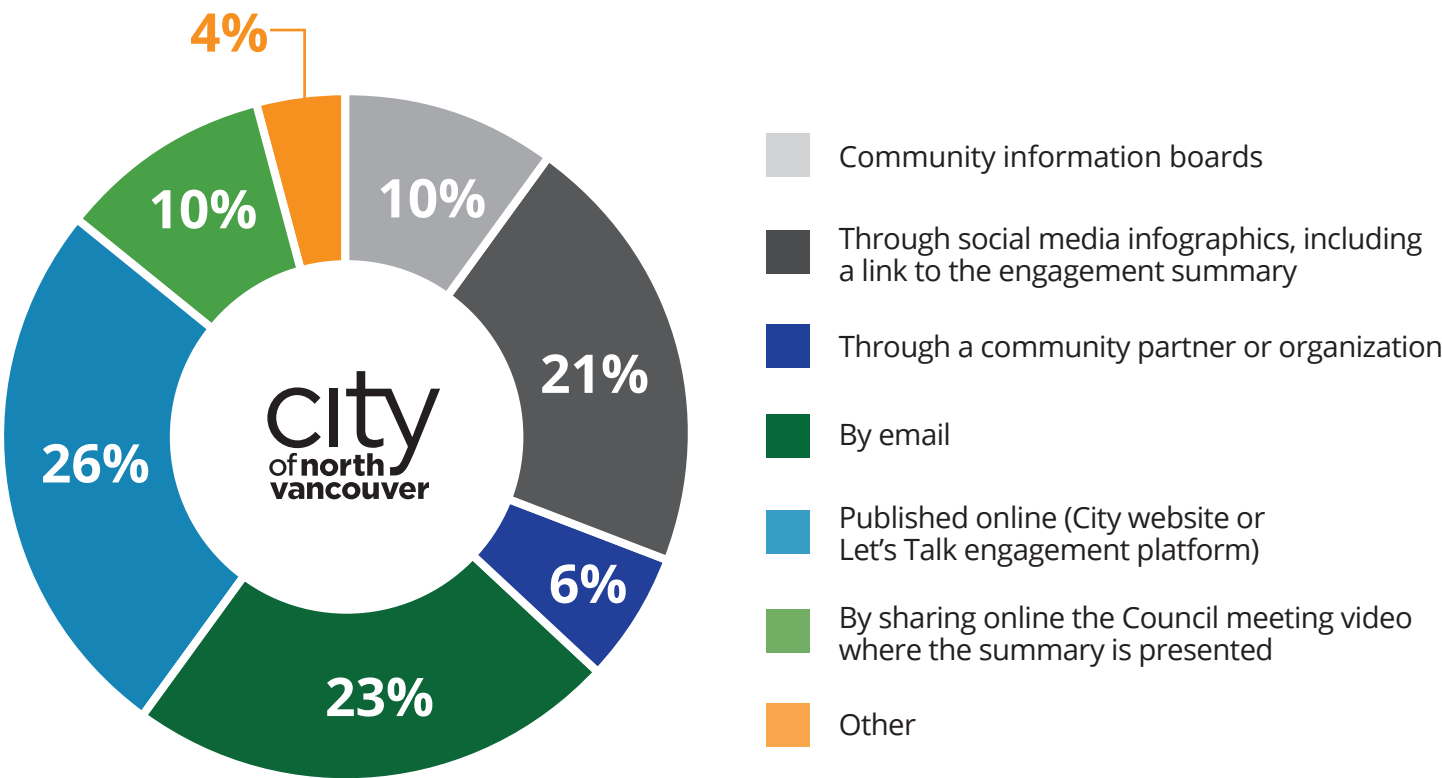
The responses highlighted a strong emphasis on collaboration (153) and participation (123), indicating a desire for inclusive and cooperative processes. Listening (116) and authenticity (102) also stood out, reflecting the importance of genuine communication and responsiveness in engagement efforts. Other significant terms included equitable (99), community (99), and fair (133), suggesting that respondents value engagement that is just and representative of diverse perspectives. The overall feedback underscores the need for engagement practices that are not only inclusive and equitable but also foster a sense of community and shared ownership in decision-making.



Appendix 1: Survey Results

At the end of an engagement process, how would you like the City to share what was heard and the next steps? Please select all that apply:

Participants indicated a strong preference for digital and accessible formats. The most favoured option was publishing online (217), particularly on the City website or the Let’s Talk engagement platform. This was closely followed by communication by email (192), indicating the importance of direct outreach. Respondents also showed significant support for sharing information through social media infographics (174), which can effectively summarize key findings.

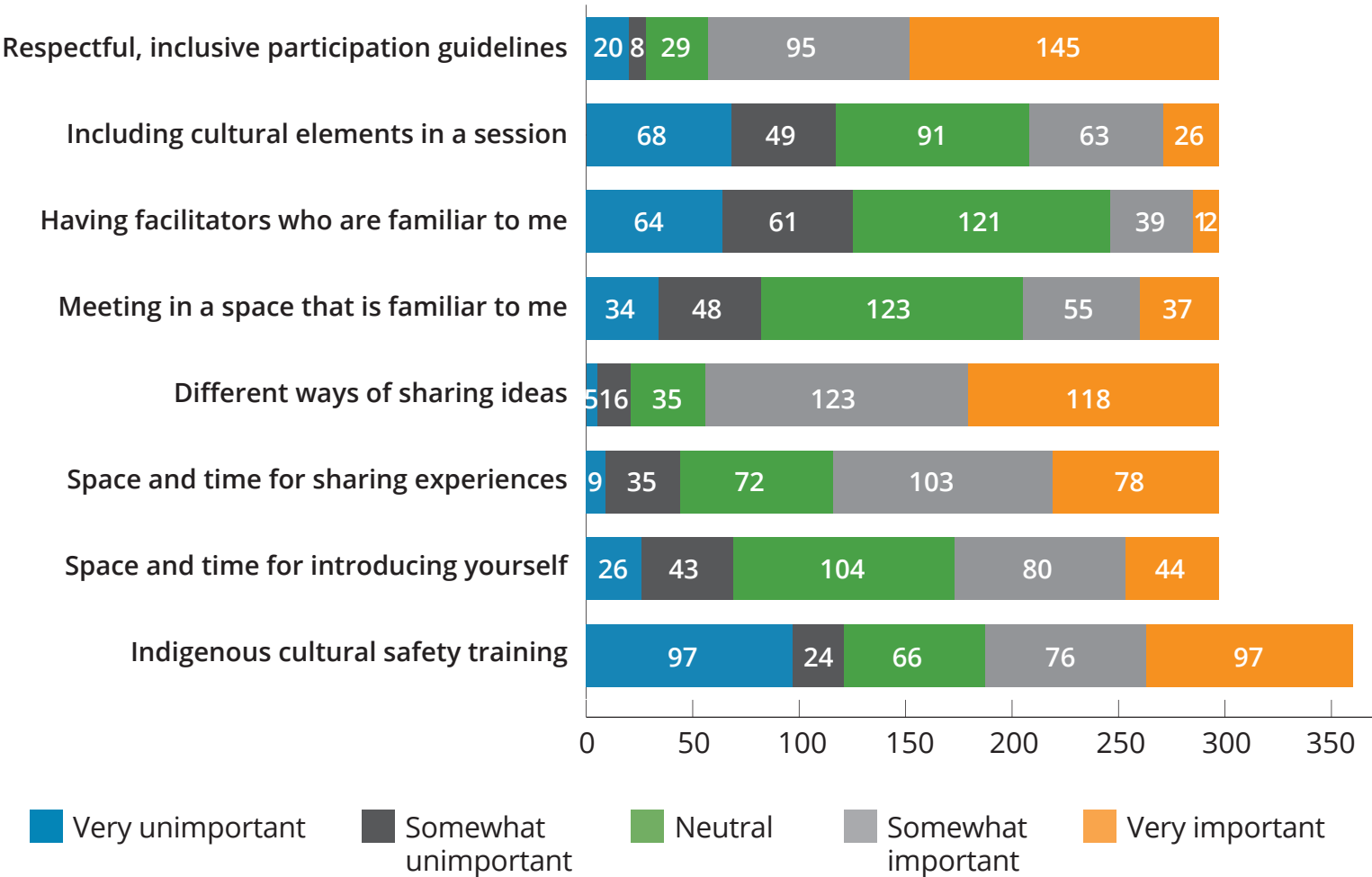


Additional comments emphasized the need for varied communication methods to reach a wider audience. Many suggested leveraging local media such as the North Shore News for broader distribution and mentioned the importance of hard copy materials for those without easy access to digital platforms. Ideas included direct mail to households, and video summaries on platforms like YouTube. Overall, the feedback underscores a desire for comprehensive and accessible communication that ensures all community members can stay informed about engagement outcomes and future steps.

Appendix 1: Survey Results

We want to hear from community about how to create a safe and welcoming environment for engagement. When participating in an engagement event, how would you rate the importance of each of these actions to help you feel welcomed?

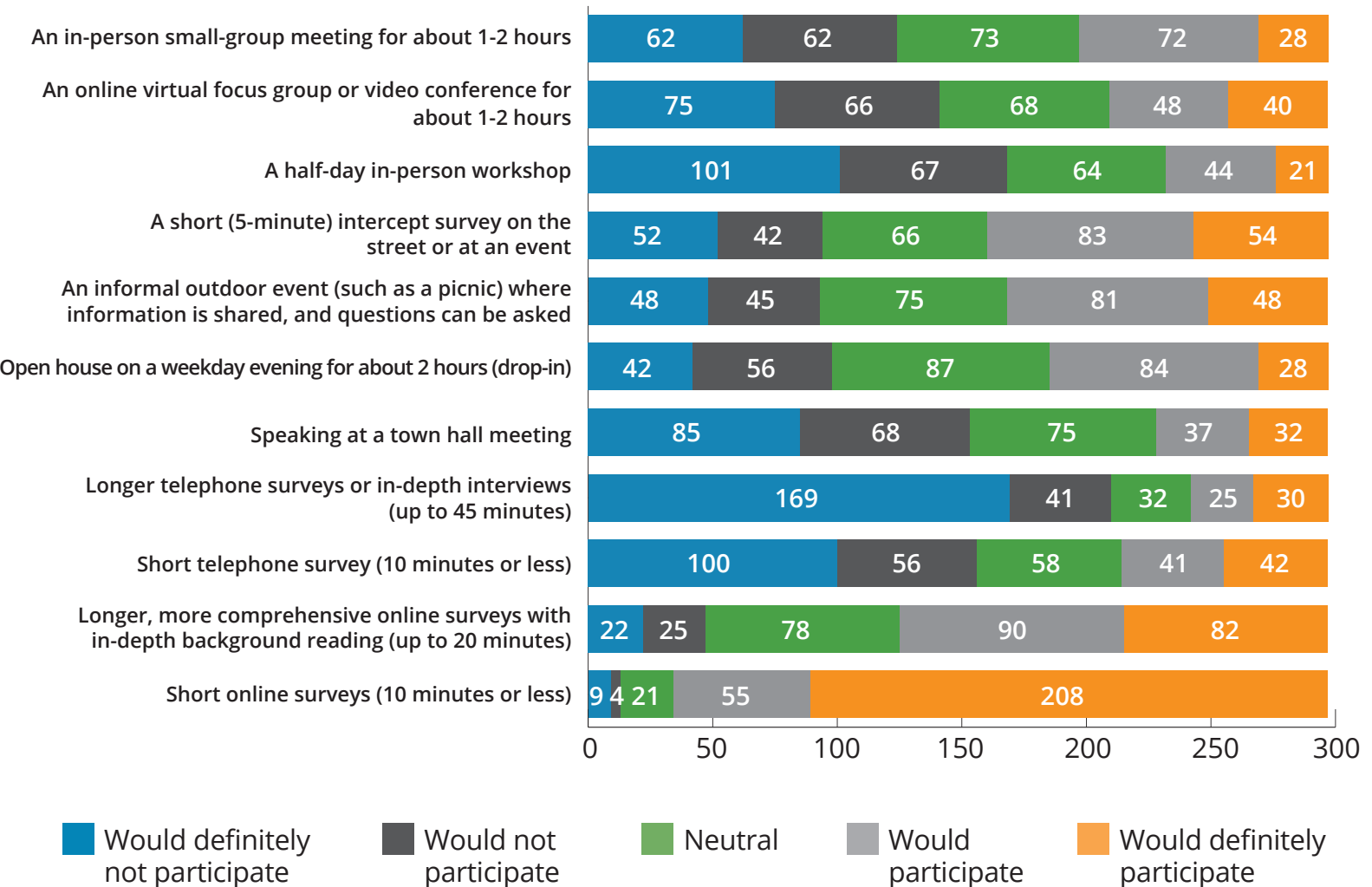
Respondents expressed strong support for creating a safe and welcoming environment. Most participants emphasized the importance of facilitators having training in Indigenous cultural safety, anti-racism, and equity and inclusion, with 97 rating it as very important. Additionally, 78 participants valued the opportunity to share personal experiences, while 118 highlighted the need for diverse methods of idea sharing. The establishment of respectful and inclusive participation guidelines was also highly regarded, with 145 considering it very important. While opinions varied on the necessity of familiar meeting spaces and facilitators, the overall findings indicate a collective commitment to creating an inclusive and equitable engagement experience for all community members.



Appendix 1: Survey Results

How likely are you to participate in the following municipal engagement activities? Rank each from one to five, with: -1 being “would definitely not participate” - 5 being “would definitely participate.”

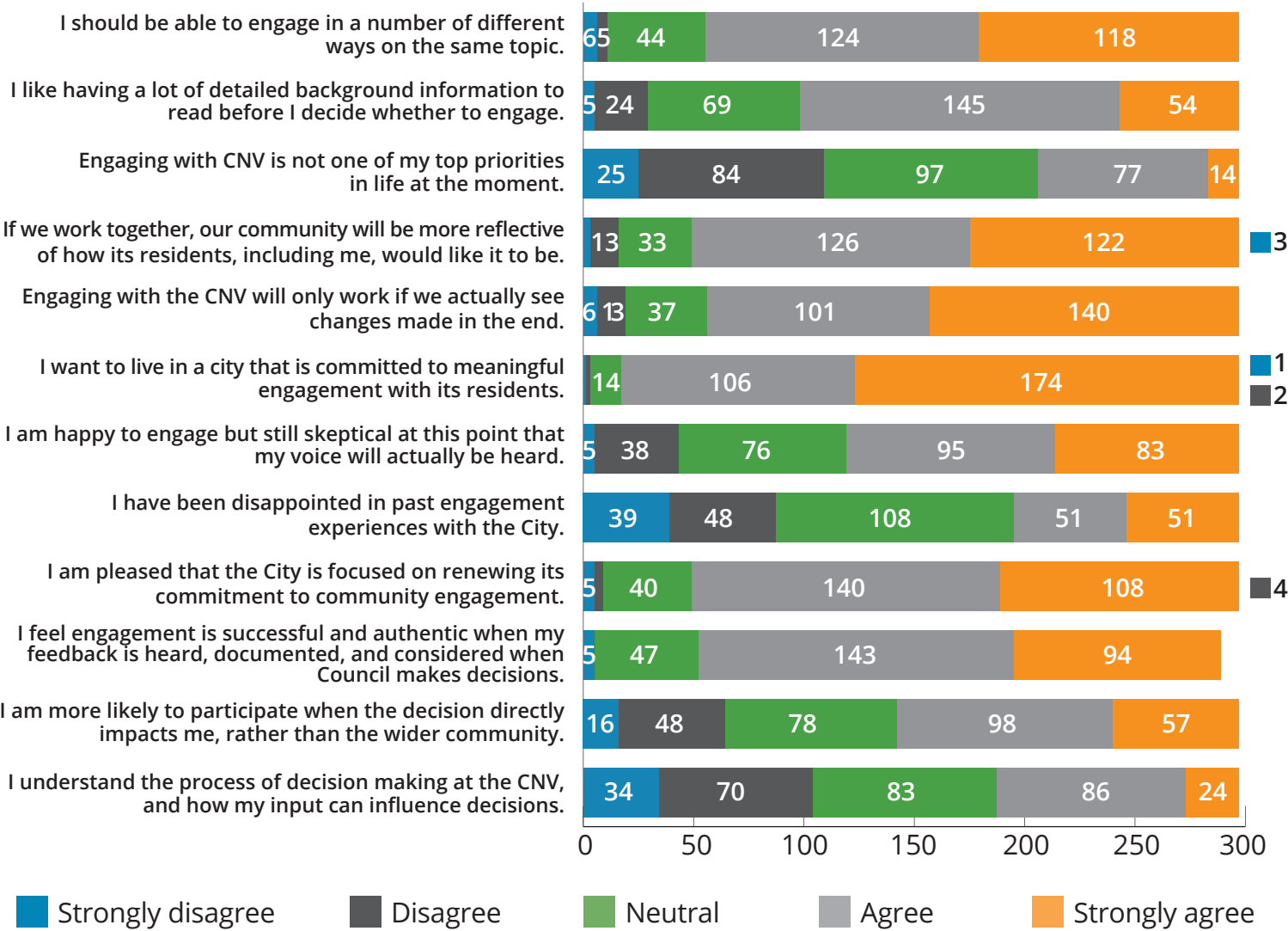
Short online surveys (10 minutes or less) garnered the highest engagement, particularly with a score of 208 for the most favourable option. In contrast, longer methods such as in-depth telephone surveys and workshops showed mixed responses, indicating varying levels of comfort and interest among participants. Notably, interactive formats, including town hall meetings and informal outdoor events, demonstrated significant appeal, suggesting a strong preference for opportunities that allow for direct interaction and discussion. Overall, the findings emphasize the importance of tailoring engagement strategies to meet diverse participant needs and preferences.



Appendix 1: Survey Results

Public engagement is about engaging the people who live in our community in municipal decision-making. This could mean providing feedback on a budget, input on an Official Community Plan, or your ideas about the development of a park plan. Please indicate to what extent you agree or disagree with the following statements about community engagement with the City of North Vancouver.

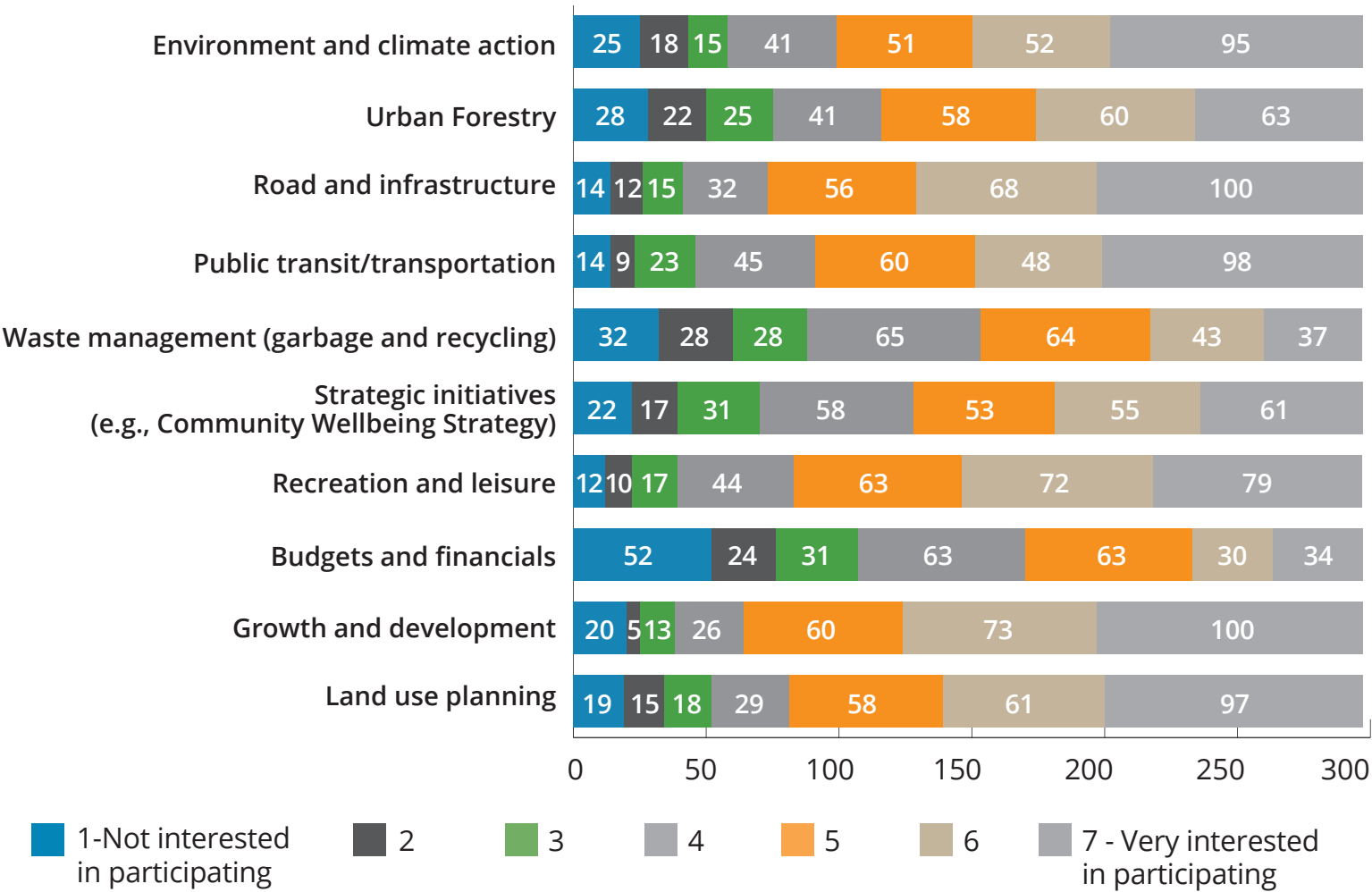
A significant majority of respondents expressed a strong desire for diverse engagement methods, with 118 strongly agreeing on the importance of varied options. Many participants also emphasized the need for detailed background information prior to engagement, as indicated by 145 agreeing on this point. While a notable number expressed skepticism about the effectiveness of past engagement efforts—illustrated by 39 strongly disagreeing with their past experiences—there remains a robust commitment to meaningful participation, with 174 strongly agreeing that they wish to live in a city dedicated to resident engagement. Overall, the findings highlight the community’s call for authentic involvement and the necessity for clear communication regarding decision-making processes to build trust and encourage participation.



Appendix 1: Survey Results

There are a number of municipal processes that you could be invited to participate in. Please indicate your interest in participating in and sharing your voice about the municipal processes listed below. Please rate each of the following on a scale of 1 to 7:- 1 means you are not at all interested in participating, and- 7 means you are very interested in participating

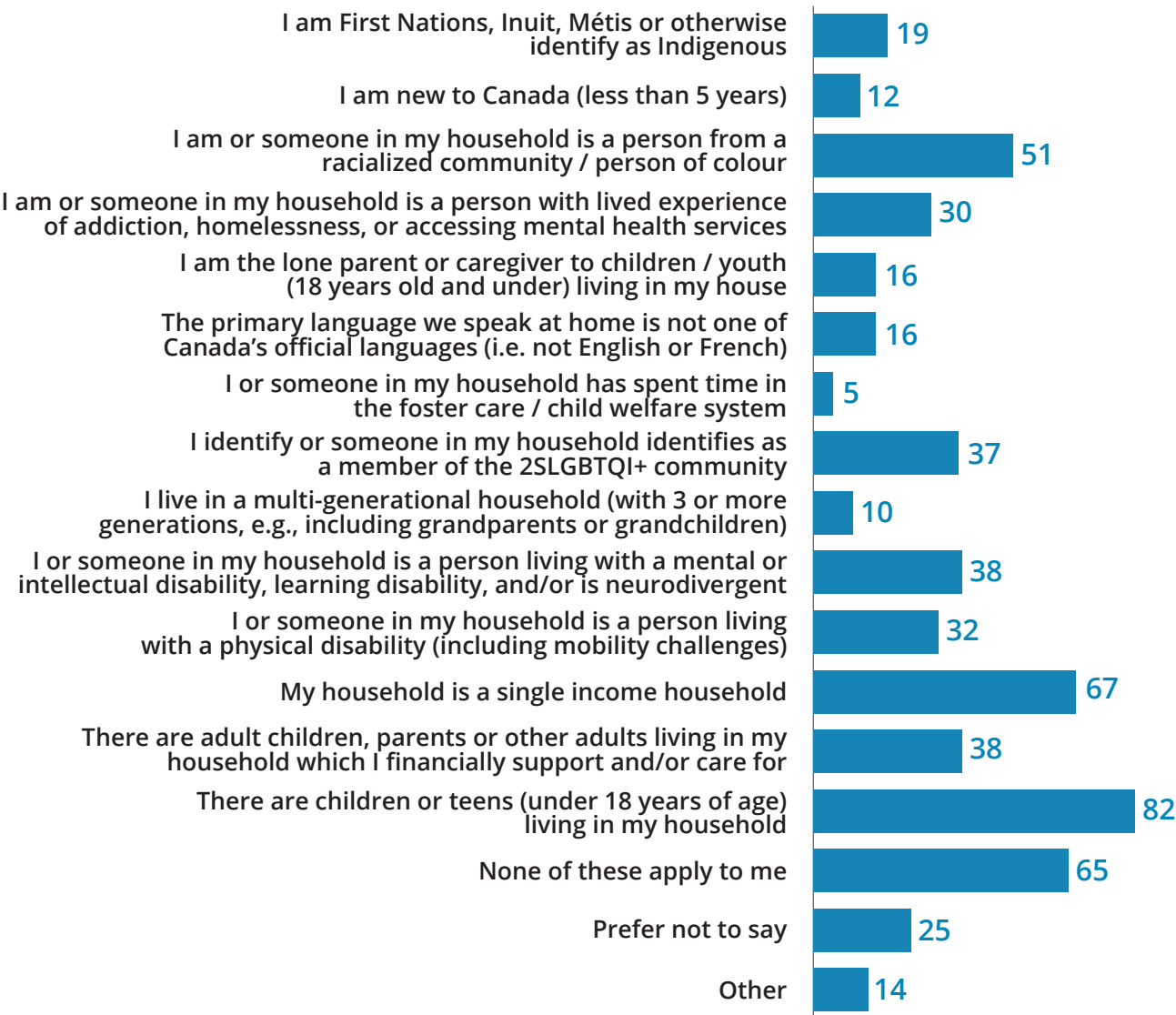
Among the topics, “Public transit/transportation” and “Road and infrastructure” received the highest engagement, with both achieving a score of 100 for the most favourable responses. “Growth and development” closely followed, indicating strong community interest in this area as well. Conversely, “Recreation and leisure” and “Budgets and financials” showed varied levels of interest, with lower engagement scores. Notably, “Waste management” and “Environment and climate action” also garnered significant attention, reflecting a community commitment to sustainability and effective resource management. Overall, the findings show the diverse priorities of the community, emphasizing the need for informed planning and development strategies that align with resident interests.



Appendix 1: Survey Results

Please select the descriptions that you identify with. (Select all that apply)

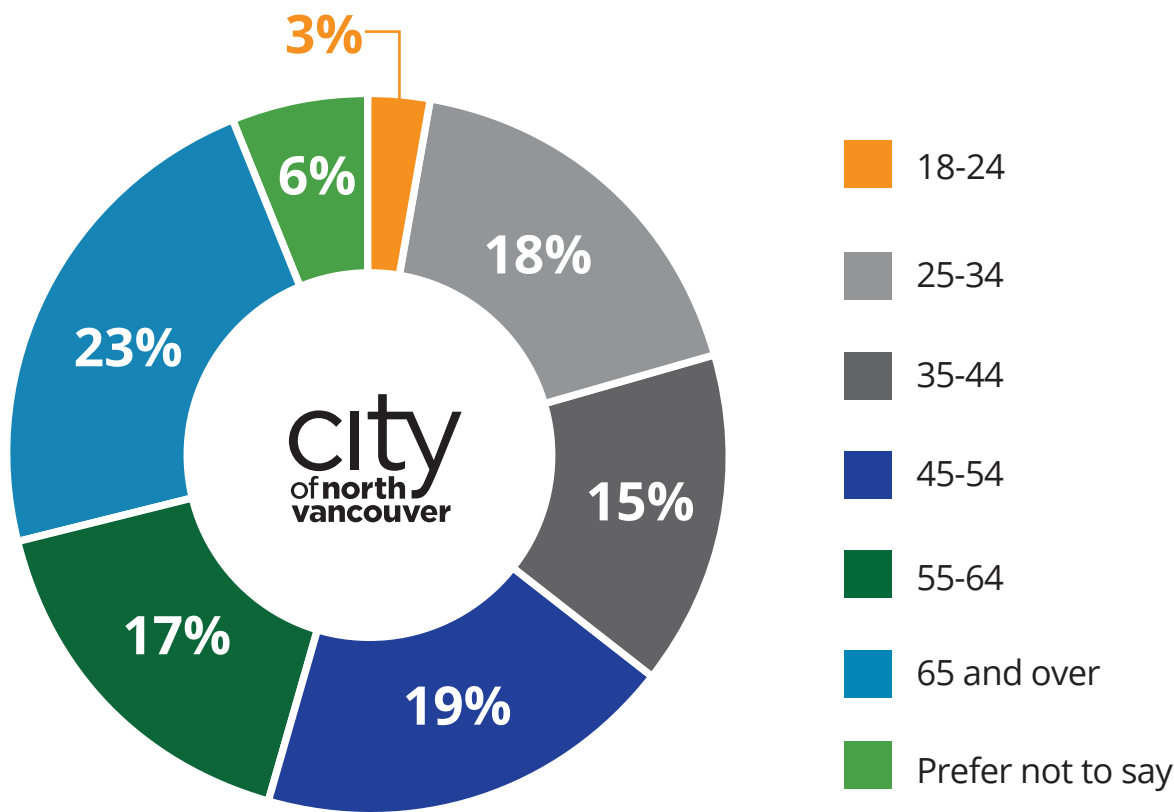
In the survey, a diverse range of identities and circumstances were represented among respondents. The most common identification was as a household with children or teens under 18, reported by 82 participants. A sizable number also identified as members of racialized communities (51), or as individuals or households with mental or physical disabilities (38 and 32, respectively). The survey highlighted notable experiences related to socio-economic status, with 67 respondents indicating they live in single-income households. Additionally, 30 respondents reported experiences related to addiction, homelessness, or mental health services. Indigenous identity was noted by 19 participants, and 12 respondents mentioned being new to Canada. Other responses included a range of personal and family circumstances, with 65 participants stating that none of the options applied to them. Overall, the survey reflects a rich tapestry of experiences, highlighting both challenges and diverse identities within the community.



Appendix 1: Survey Results

We are inviting input from people of all ages in our community. To help us understand who we are hearing from, please share your age range. (If you would prefer not to, simply click “Prefer not to say.”)

The age distribution of survey respondents indicates a strong representation among older adults, particularly those aged 65 and over, with 67 participants in this category. The 45–54 age group followed closely with 55 responses, while the 35–44 group had 45. Younger age ranges were less represented, with only eight respondents aged 18–24 and none in the 12–17 category. Additionally, 19 participants chose not to disclose their age. Overall, the data suggests most input comes from middle-aged and older individuals in the community.





Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Mayor and Council Interviews	<p>It was mentioned a successful engagement framework should be straightforward, prioritize inclusivity, and actively seek diverse community input while clearly communicating the purpose and outcomes of engagement efforts.</p> <p>There was an emphasis that genuine respect for public input is essential, alongside transparency and integrity in communication to foster trust, particularly by addressing past mistakes and maintaining consistent follow-up.</p> <p>Mayor and Council emphasized the importance of utilizing a mix of traditional and digital methods to engage all demographics, ensuring equity in participation and reaching underrepresented groups through proactive outreach.</p> <p>It is essential to ensure that the community understands how their feedback influences decisions.</p> <p>There was a strong desire to establish collaborations with local organizations, including youth councils and neighborhood associations, to enhance engagement and representation, and facilitate ongoing community conversations to strengthen public understanding of City governance.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Urban Development Institute (UDI) October 2023	<p>UDI members prefer in-person interactions over surveys, require a 3 to 4-week lead time for meetings, and suggest scheduling early morning sessions for better participation.</p> <p>There was a strong desire for genuine engagement opportunities, with UDI emphasizing the importance of receiving materials in advance to prepare meaningful feedback.</p>
Earth Day Pop Up April 20, 2024	<p>Participants reported facing challenges such as not knowing about events, limited time, lack of information, not being convinced it will make a difference, difficulty attending Council meetings, uncertainty about their role, limited interest, complicated processes, scheduling conflicts, language barriers, and accessibility issues.</p> <p>Attendees indicated a preference for completing an online survey, attending informal outdoor events (like picnics or barbecues), attending open houses on weekday evenings, participating in virtual focus groups, attending half-day in-person workshops, completing telephone surveys, speaking at town halls, attending small-group meetings, and completing short intercept surveys on the street or at events.</p> <p>There was an emphasis on the importance of clear communication, such as sending hard-copy mail to every household and providing a clear online synopsis of the major topics discussed by City Council in the previous month. They also suggested the creation of mobile apps for news and surveys.</p> <p>Many appreciated pop-up events and direct community connections but highlighted the need for improved accessibility and friendliness. Suggestions included providing food at events, reducing complexity in accessing City information online, clarifying how feedback is used, and following up on community inquiries.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Civic Plaza Pop Up May 2, 2024	<p>Many individuals face challenges such as limited time, lack of awareness about events, and scheduling conflicts that hinder their involvement in City processes.</p> <p>People expressed a desire for online surveys, informal outdoor events for information sharing, and small in-person meetings lasting one to two hours.</p> <p>Participants emphasized the need for accessible information, such as using plain language and concise summaries. They suggested various communication channels, including email notifications, newspaper ads, robocalls, and social media updates, to keep them informed.</p>
Shipyards Pop Up May 9, 2024	<p>Common challenges included limited time, lack of awareness about events, and inconvenient scheduling, making attendance difficult, especially for those with full-time jobs and family responsibilities.</p> <p>Respondents expressed a desire for flexible participation options, such as evening open houses, half-day workshops, informal outdoor events, and small group meetings, allowing for more inclusive and accessible engagement.</p> <p>Ideas included better online information availability, extending speaking time limits at public meetings, and creating a system for written feedback to ensure everyone has a chance to contribute and prevent domination by a few voices.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Silver Harbour Seniors Pop Up May 13, 2024	<p>Seniors face limited time, insufficient information, uncertainty about their roles in the process, and language barriers that hinder their engagement in City decisions.</p> <p>There is a strong need for enhanced customer service at City Hall and more accessible engagement boards, including larger font sizes and simplified visual aids for better comprehension.</p> <p>Seniors prefer receiving materials in English ahead of time to facilitate understanding, rather than translations. They also find the two-minute public input limit too restrictive and suggest prioritizing the majority's needs in decision-making.</p>
Youth Library Pop Up May 14, 16, 17, 2024	<p>Participants appreciate translated materials, but their preference is to receive materials in English in advance, allowing enough time to understand the issues and provide feedback.</p> <p>It was mentioned that, since some people are spending only a brief period of time in the city, there is limited opportunity to get involved in the engagement process.</p>



Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
North Shore Advisory Committee on Disability Issues (ACDI) Workshop May 2, 2024	<p>There was an emphasis on the need for meaningful consultation under the Accessibility Act and incorporate accessibility considerations into the City’s communications and engagement strategies.</p> <p>It was suggested to implement a range of engagement tools to accommodate diverse needs, such as offering telephone contact options, ensuring events are accessible for individuals with mobility challenges, and using inclusive communication methods (e.g., ASL videos, plain language).</p> <p>It is essential to acknowledge the existing barriers faced by community members, including accessibility challenges at events, the need for timely information, and the emotional toll of feeling tokenized or unheard in feedback processes.</p> <p>Committee members emphasized the importance of reaching out to community organizations, schools, and diverse groups to ensure all voices, particularly those of neuro-divergent and disabled individuals, are included in discussions and decision-making.</p> <p>There is an issue with ableist attitudes within the City that should be addressed through staff training that involves recognizing and eliminating barriers so that committee liaisons are informed about individual needs to create authentic, respectful dialogue.</p> <p>It was suggested that the City establish consistent communication channels and timelines for feedback, ensuring that community members have adequate time to process information and contribute meaningfully to discussions.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Integrated Transportation Committee (ITC) Advisory Committee Workshop May 1, 2024	<p>Committee members seek more opportunities for meaningful input, clarity on issues discussed, and access to City strategies.</p> <p>Participants requested hybrid meeting formats to accommodate diverse members and increased community representation within the committee.</p> <p>There was an emphasis on the importance of presenting project context, encouraging dialogue among members, and sharing success stories.</p> <p>It was suggested to engage the public at busy locations using plain language, promoting open discussions, and targeting young adults.</p>
Impact North Shore Workshop May 2, 2024	<p>Newcomers value clear communication in English and seek connections through organizations like Impact North Shore; they suggested tours of City Hall and emphasized the importance of meaningful work opportunities, including volunteering and skills exchanges.</p> <p>They face challenges in civic engagement due to the demands of settling in, such as job hunting and finding housing, but recognize that participation can create community connections and improve mental health; they stressed the need for diverse ways to provide input on issues that affect them.</p> <p>Participants preferred methods for participation include email, social media, and an online app with translation options; they are interested in volunteer opportunities with the City and suggested that access to existing feedback could help them articulate their own perspectives more effectively.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
North Vancouver School District (SD44) May 28, 2024	<p>Regular meetings between the Superintendent and chief administrative officer (CAO), along with Council dinner meetings and discussions with the Mayor, have strengthened connections between CNV and SD44.</p> <p>There are concerns about Rec Commission governance changes and a desire for more roundtable discussions to enhance information sharing and collaboration.</p> <p>Engaging parents through school principals and newsletters, promoting budget engagement and kindergarten registration, and leveraging existing programs can strengthen community ties.</p>
Library June 4, 2024	<p>The library expressed a desire to provide feedback on strategies and policies affecting them, such as the Great Streets initiative.</p> <p>They highlighted the need for more frequent updates on local events and issues that patrons inquire about, emphasizing their role as a community hub or “third space” for public education.</p> <p>The library suggested promoting community engagement initiatives within their spaces and praised the City’s Diversity Equity Inclusion efforts, while offering to serve as an information source to connect with specific groups and gather community feedback on issues like transportation.</p>



Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
Museum of North Vancouver (MONOVA) June 4, 2024	<p>MONOVA highlighted the existing government-to-government engagement, including regular communication with City partners and a desire to explore marketing collaborations, noting their potential as a venue for City-led workshops and panels.</p> <p>MONOVA expressed interest in supporting City engagement efforts through community education opportunities linked to their exhibits, facilitating learning and involvement without direct operational ties.</p> <p>MONOVA suggested sharing cultural calendars and offered to serve as an agency partner if the City lacks capacity, highlighting their Sensory Friendly Sundays as an opportunity for engagement with individuals who have accessibility needs.</p>
North Vancouver Recreation and Culture Commission (NVRC) June 5, 2024	<p>NVRC emphasized the need to redefine their relationship with the City, as they are a funded service rather than a direct partner. They suggested improving communication and collaboration to reduce confusion and overlap between entities.</p> <p>NVRC highlighted the importance of closer communication with the City, particularly through regular meetings to discuss forecasts, projects, and shared engagement strategies, which would enhance understanding of issues and improve collaborative processes.</p> <p>They advocated for reciprocal information sharing and consistency in engagement approaches, mentioning their use of Civil Space for online engagement and the upcoming Arts Strategy, which will involve community participation and offer opportunities for joint messaging and events in recreational facilities.</p>

Appendix 2: Event Engagement Summary

EVENT/DATE/ NUMBER OF PARTICIPANTS	SUMMARY NOTES
North Shore Emergency Management (NSEM) June 11, 2024	<p>NSEM expressed a desire for a more meaningful partnership with the City, advocating for greater integration into the City's internal processes and decision-making to better understand cultural dynamics and align emergency management efforts.</p> <p>They highlighted the need for improved integration with CNV's IT systems, including better access to calendars, emails, and updates, to enhance operational efficiency and communication within the organization.</p> <p>NSEM requested more collaboration on communications and engagement planning, emphasizing the importance of sharing information and content to ensure consistent messaging and to build stronger relationships with CNV staff for effective public safety and emergency response.</p>
Lonsdale Energy Corporation (LEC) June 11, 2024	<p>LEC emphasized the need for clearer communication regarding their relationship with the City, highlighting the importance of involving staff early in relevant processes and providing informational sessions to enhance understanding.</p> <p>LEC expressed a desire for closer collaboration with the City's planning and development teams to streamline processes, particularly in development applications, and to enhance community engagement through more joint events and better use of communication channels.</p> <p>LEC highlighted the challenge of engaging customers effectively due to the absence of a customer list and expressed interest in co-sharing information with the City to enhance customer confidence in their services, while also inquiring about the adoption of a shared engagement framework.</p>