

C+CP Engagement Charter

Annual Review 2017

March 2018



THE UNIVERSITY OF BRITISH COLUMBIA

Executive Summary

The 2017 Annual Report of Campus and Community Planning's (C+CP) Engagement Charter summarizes 2017 consultation activities undertaken by the department. During 2017, C+CP delivered close to fifteen engagement initiatives, which included a range of one-off project-oriented processes, collaborative partnership programs, and ongoing work with key organizations.

1. Purpose and Process

Engagement is central to the University's academic mission, administration, planning and community relationships. Campus and Community Planning (C+CP) adopted the Engagement Charter in September 2014, after consultation with stakeholders, partners and First Nations organizations.¹ The Charter sets out C+CP's promise to the community on engagement by identifying core principles and guiding practices for consultation on planning and development projects.

Since 2016, C+CP has conducted an Annual Review to reinforce transparency and accountability on Charter commitments to its stakeholders and partners on and off campus, and to the UBC Board of Governors. The purpose of the 2016 review was to:

- a) summarize C+CP's 2016 engagement activities;
- b) gather stakeholder views on the degree to which 2016 engagement activities were consistent with Charter principles and guiding practices, including strengths – i.e., what went well – and areas for improvement next year; and
- c) identify engagement goals and priorities for 2017, based on stakeholder input and executive direction.

For 2017, C+CP provides a summary of engagement activities undertaken by the department. These activities include supporting the Office of the President for the UBC Strategic Plan and engagement as part of planning UBC's next neighbourhood near the Thunderbird Stadium. A more in-depth stakeholder review and summary will be conducted for the 2018 Engagement Charter Annual review.

2. Summary of Engagement Activities 2017

¹ For brevity, this report uses term "stakeholders"; however, C+CP acknowledges that First Nations organizations participate in UBC initiatives as government entities and not stakeholders.

During 2017, C+CP delivered a number of engagement initiatives, as summarized below, based on the [Engagement Principles](#), and stakeholder/partner suggestions during the 2016 Annual Review.

Area, Building and Landscape Planning Processes

Development Permit Open Houses

A public meeting may be held at the discretion of the Director of Planning for major Institutional/Public Realm/Neighbourhood development permit applications or minor projects that generate significant public interest.

A review of Development Permit notification procedures will be undertaken as part of the 2018 Engagement Charter Review.

In 2017, ten Public Open Houses were held, including six Institutional and four Neighbourhood projects.

Institutional/Public Realm Open Houses

- DP17003 Sports Courts and Field – Totem Park Residence
- DP17018 Gage Residence Landscape Renewal
- DP17025 MacInnes Field Parkade
- DP17030 Baseball Field Phase 2
- DP17021 Hebb Building Renovation
- DP17020 “The Shadow” Exterior Public Art

Neighbourhood Open Houses

- DP17016 Wesbrook Place Lots 7/8
- DP17007 Wesbrook Place Research Park
- DP17014T Nobel House Freedom Wireless Rooftop Antennas
- DP17028 Wesbrook Place Lot 11

UBC Strategic Plan Process

In 2017, C+CP supported the Office of the President to design and implement two phases of public engagement activities connected to the UBC Strategic Plan.

In Phase 3 of the planning process (March 20 to April 20, 2017), students, faculty, staff, alumni, community members and university partners were invited to provide feedback through a series of open house events and an online survey. This phase of consultation engaged 7,500 people who provided input through an online survey, in addition to 350 attendees across six open houses, resulting in a tremendous response, with participants largely endorsing the eight draft priorities.

In Phase 5 (November 23 – December 8, 2017), students, faculty, staff, and alumni were invited to engage in a dialogue on the framework of the emerging plan via

open houses and an online survey. C+CP provided support for the open houses and pop-up information booths resulting in the following:

- 170 people attended three public open houses held on November 24th and 29th on the Point Grey campus and on November 30th at the Okanagan campus.
- 830 written and verbal comments were collected at the open houses from attendees across both campuses.
- 12 pop up information booths run by staff from across the university engaged approximately 160 people at multiple locations across the Point Grey campus.

Stadium Neighbourhood Planning Process

The first phase of public engagement to support the development of the Stadium Neighbourhood Plan took place from September 28 to October 22, 2017. Phase One of this 18-month, four-phase process involved multiple opportunities for the campus community to provide input into the early formation of this plan through open houses and an online survey.

- Over 160 people attended three public open houses held on September 30 at the Wesbrook Community Centre, October 3 at the Old Barn Community Centre and October 5 at the I.K. Barber Learning Centre. 344 verbatim responses were collected on the consultation questions.
- 288 respondents started the online survey on the engagement themes and draft guiding principles, with 148 people completing at least one question. 1,241 verbatim responses were received on the consultation questions.
- 16 pop up information booths engaged over 300 people. They were held across the campus and coordinated with major events including the Wesbrook Village Festival, UBC Homecoming and the UBC Recreation Free Week.
- 1,711 page views of project webpages hosted at planning.ubc.ca/stadium were tracked during the consultation period.
- Two focus groups were held; one with subject area experts and another with area residents to identify early themes, issues, and opportunities.
- 25 UTown@UBC Youth Leadership Program participants took part in a session held by Campus and Community Planning, which ran through the same content as the public open houses.

UBC Green Buildings Plan

In 2017, extensive engagement was undertaken with the UBC community and green-building experts to understand stakeholder aspirations linked with the best thinking in green-building practices.

Fifteen initial interviews were conducted in November and December of 2016 with students, faculty, staff and members of the neighborhood community. Two workshops, one for institutional buildings and one for residential buildings, were held at the end of January 2017 to gain input and ideas for the development of the plan. Over 30 focus groups were held over the course of the year including UBC staff, academics, faculty, students and consultants with specialized knowledge in identified critical components of Green Buildings at UBC.

A Steering Committee and a Technical Advisory Group provided guidance at strategic points throughout the process. Focused Technical Advisory Group meetings were held to collaboratively develop a work plan for UBC departments.

Public Realm Plan Evaluation

The Public Realm Plan provides strategies for setting investment priorities, processes for design development, and direction for management throughout the life of these public spaces. This serves as the necessary roadmap to implement key objectives set out by the university community in the Vancouver Campus Plan process. The \$46 million plan has transformed the outdoor public spaces at UBC in the past 10 years.

In 2017, the department undertook a Public Realm Plan evaluation to assess the implementation of the plan and develop recommendations for future actions. The objective was to

1. Identify lessons learned to help inform future design, programming and maintenance.
2. Identify and prioritize gaps in the public realm network, i.e. locations, design or programming.

A targeted consultation with a qualitative approach was undertaken, including:

- Campus tours, four focus groups and seven interviews
- Consultation with 58 staff, faculty, students and residents from 22 departments
- A summary report was produced with key takeaways and implementation strategies

Programs, Partnerships and Policy Development

Community programming

UBC-UNA-SHHS Joint Programming

Each year C+CP schedules annual events in partnership with the UNA and UBC departments, including SHHS. The annual Chef's Challenge and Harvest Festival are two examples of popular events featuring food and festivities to engage the campus community.

UTown@UBC

One of the guiding objectives of UTown@UBC is to provide meaningful opportunities

for community-led capacity building through programming, grants and special projects. This year there were many new community engagement initiatives with students, faculty, staff and neighbourhood residents, including:

- **Utown@UBC Community Grants**
Through a partnership with the Vancouver Foundation Neighbourhood Small Grant program, C+CP doubled funding for UTown@UBC Community Grants and expanded eligibility to include the Musqueam community. To help foster a grassroots grant-making philosophy, the community volunteer-led grant selection committee has grown.
- **Bicycle Safety with Project 529**
C+CP, the UNA and other campus partners are collaborating with Project 529, a smartphone app and community-based bike registration and recovery service, to help tackle bike theft at UBC. Building capacity within the community to support this effort has been key. In April, Project 529 and Vancouver Police Department staff trained over 40 UNA youth to help deliver this program. Since then, hundreds of bikes across campus and in residences have been registered.
- **Car Free Morning**
In May 2017, C+CP built on the highly successful Walk 'n Roll to School program, which is a collaboration with CCP, the UNA and community members, to launch Car Free Morning at Norma Rose Point School. For this, Ortona Road was transformed into a family-friendly festival where children could participate in a multitude of activities.

Transportation

UBC Transportation Survey 2017

A transportation survey was carried out with the campus community in Fall 2017 to supplement the results of the annual transportation monitoring. UBC hired a third party for the work and worked closely with them to finalize the questions and to distribute the survey. In total, it was estimated the survey reached approximately 40,000 people in the campus community to invite them to participate in the survey.

Pedestrian and Cyclist Education and Awareness Programs

In 2017, there was ongoing work to develop an annual education and awareness program targeting pedestrian and cyclist safety and etiquette on campus.

Transportation Updates for the Campus Community

Campus + Community Planning provides regular updates on transportation impacts to the campus community including impacts from construction both on and off campus and updates from TransLink. Through social media and other channels we

encourage participation in the many consultation activities held by TransLink. The [Transportation.ubc.ca](https://transportation.ubc.ca) website is constantly updated to keep everyone apprised of transportation impacts and options on campus.

Sustainability engagement programs

SEEDS Sustainability Program

In 2017, the SEEDS Sustainability Program engaged over 1091 SEEDS participants, including 892 students, 70 faculty, and 129 operational staff clients and community partners in 131 Campus as Living Lab sustainability projects. These projects resulted in 175 reports which contributed to experiential student learning and to a body of sustainability knowledge and action retained in the [SEEDS Sustainability Library](#), while informing the development and implementation of sustainability plans and policies, such as the [Zero Waste Action Plan](#), [Climate Action Plan](#), [Green Building Plan](#), and [UBC Wellbeing](#).

Sustainability Engagement and Education Programs

C+CP's Sustainability Engagement programs delivered programming to inspire, engage, and activate campus community members to conserve resources, advance a culture of sustainability and support achieving UBC's sustainability goals and targets. UBC's sustainability engagement programs directly support the University's aspirations to lead locally and globally in sustainability across our campuses and communities.

Key outcomes include:

- UBC's **Sustainability Coordinator Program** engaged a network of 100+ staff and faculty champions to promote sustainable practices in workplaces and labs across campus.
- The **Green Labs Program**, an inter-departmental initiative, hosted 14 events, workshops, and campaigns, engaging over 4,600 UBC researchers to advance sustainability practices and resource conservation in research laboratories.
- UBC's **Green Office program** provided educational and leadership training opportunities to staff and faculty members, engaging over 8,300+ employees through 15 events, workshops, trainings, and campaigns.
- Advanced the **Sustainability in Residence Program** and strategic partnership with Student Housing and Hospitality Services (SHHS) through new Terms of Reference, which outlines key strategic objectives to enhance sustainability engagement in student housing.

- The **Zero Waste Squad** peer-led outreach team trained 40 student volunteers to promote waste reduction and recycling at campus events and in student residences, reaching 12,600 campus community members.
- UBC was recognized at the regional level for leadership in employee engagement in **sustainable transportation**, receiving two awards in regional cycling competition for 'Best in Higher Education' and 'Best Workplace with 1,000+ Employees'.

Ongoing Public and Stakeholder Engagement

With the UBC community:

University Neighbourhoods Association (UNA)

C+CP engages with the UNA on a regular basis including providing a monthly update to the UNA Board. The UNA assists C+CP to reach residents through UNA communication channels including a weekly e-newsletter. [UBC Community Conversations](#), a community event open to UBC residents, is held twice a year, in partnership with the University Neighbourhoods Association (UNA). It provides an opportunity for residents to discuss planning and programs in UBC's neighbourhoods.

University Endowment Lands (UEL)

C+CP meets regularly with the neighbouring University Endowment Lands (UEL) administration, and the UEL's Community Advisory Council. In 2017, C+CP engaged the UEL in a number of planning issues, including the Stadium Neighbourhood Planning Process and Wesbrook Mall redesign.

Alma Mater Society

Campus and Community Planning holds regular meetings with AMS leadership to discuss issues of shared interest.

With key external organizations:

C+CP holds regular meetings throughout the year with key external organizations on issues of shared interest. These organizations include the Province of British Columbia, Metro Vancouver, City of Vancouver, TransLink, BC Hydro and other agencies as opportunities arise.

Rapid Transit to UBC

UBC staff, including C+CP, have worked closely with City of Vancouver and TransLink officials to explore a rapid transit extension to the campus. This work includes technical studies and joint advocacy. It delivers on the Mayors' Council's commitment for "all stakeholders [to] work together to conclude how and when to complete the next phase of rail to the Point Grey Campus."

City of Vancouver relationship and partnership opportunities

In conjunction with Government Relations and other units, active discussions are underway with Planning, Social Planning and Engineering departments on a number of files of shared interest, including rapid transit, UBC Robson Square, UBC Wellbeing, an upcoming CityCore 2050 Plan etc. Staff have also been supporting President Ono's engagement with the City on the Strategic Plan.

Child Care Policy Update

Updates to the 2009 UBC Child Care Expansion Plan (CCEP) has been underway over the past two years. The updated CCEP includes revised child care space targets and recommendations for implementation and distribution of child care spaces on UBC's academic and neighbourhood lands.

A two-phased approach was used to update the CCEP. Phase one included a child care needs assessment. This was based on a survey that collected detailed information on child care use, needs, preferences and satisfaction from residents living in UBC neighbourhoods. In Phase 2, a technical analysis was conducted, to inform recommendations for setting child care targets. UBC's Child Care Policy is developed with input from UBC Child Care Services, University Neighbourhoods Association, UBC Properties Trust, UBC Housing Relocations Services, UBC residents and YMCA of Greater Vancouver.

Engagement with Musqueam

C+CP consults with representatives from the Musqueam Indian Band on a regular basis to generate discussion on campus projects and initiatives.

Musqueam Street Signage

C+CP, Communications and Marketing and members of Musqueam partnered in 2017 to create new street signs to acknowledge and respect the traditional territory of the Musqueam people. The bilingual street signs will be installed in April 2018 along nine routes in the academic core of UBC Vancouver. They will supplement the English names with names in hən̓q̓əmin̓əm̓, the traditional language of the Musqueam people. An unveiling ceremony is scheduled for April 4, 2018.

Stadium Neighbourhood

Prior to the launch of the 18-month planning process for the Stadium Neighbourhood in September 2018, C+CP met with Musqueam to outline the neighbourhood planning process and ask for their initial thoughts and concerns. C+CP will continue to meet with Musqueam throughout the project to share project updates and gain their input on the process.

UBC Gateway Art

In late 2017, C+CP initiated discussions with Musqueam to develop a call for Musqueam artists to develop an artistic concept for the new MacInnes Field and surrounding area. The purpose of the artwork is to enhance the arrival experience to UBC and bring cohesion and vibrancy to this highly public space.

The project is an opportunity to inform those arriving to campus that UBC is on the traditional, unceded, and ancestral territory of the Musqueam people. Campus and Community Planning is collaborating with Musqueam to select an artist(s) and work with the artist(s) to develop the concept for the area. The concept will be finalized in Summer 2018 and will be installed as part of the construction of the new MacInnes Field and surrounding public areas which is expected to be completed in 2019.