

# University Endowment Lands *Community Information Initiative*

## Summary of Community Feedback

Ministry of Municipal Affairs & Housing

October 2017



# What is the UEL?



The University Endowment Lands (UEL) is situated between the City of Vancouver and UBC on the Point Grey Peninsula.

The UEL is an unincorporated community with a population of about 3,000\*. It is included within Electoral Area A of the Metro Vancouver Regional District.

It is the only urban area in BC directly governed by the Province, through the Minister of Municipal Affairs and Housing.

Day-to-day administration and provision of services is delegated by the Minister to the UEL Manager who oversees the work of staff (together known as the “UEL Administration”).

The UEL community includes four neighbourhoods - Areas A, B, and C are single family residential areas and Area D is the commercial centre and contains multi-family residential units.

*\*The 2016 census data for the UEL indicates the UEL population at around 3,000, down from 4,000 (which was the 2011 census figure used in the factsheets at the time of the Initiative). Census data from 2016 is being examined to determine whether the difference is due to census methodology, actual change in population (e.g. fewer children) or some combination.*

# What was the UEL Community Information Initiative?

## BACKGROUND

- The **Community Information Initiative** for the University Endowment Lands (UEL) launched In January 2017
- The “Initiative” was disseminated under a letter from the then Minister of Community, Sport and Cultural Development

## KEY OBJECTIVES

- To raise awareness and build a shared understanding about the current state of the UEL
- To provide the entire UEL community an opportunity to share their thoughts and opinions about living in the UEL

## ELEMENTS of the INITIATIVE

- A **factsheet series**, providing basic information about present governance, services and financial arrangements in the UEL
- A short community **feedback form\*** to receive community input about living in the UEL
- A dedicated **website** with links to factsheets and the feedback form

*\*See last slide for copy of feedback form used in the Initiative*

# Approach/ Awareness

Initiative aimed towards entire UEL community

Feedback opportunity open to community for four weeks and closed on February 17, 2017

Anonymous and confidential feedback forms made available in English & Chinese, both online and in paper form (at the UEL Administration Office)

Short feedback form consisted of seven multiple choice questions and two open-ended questions, as well as space for additional comments

Awareness of the Initiative was raised through:

- *Household information packages (Ministry-sponsored)*: UEL households (approximately 1,554) were mailed packages with detailed information on how to access factsheets and feedback form
- Information directing community members to the Initiative was posted on the *University Endowment Lands website*

Additionally the Community Advisory Council (CAC) initiated its own “*special edition*” newsletter (early Feb 2017), encouraging UEL residents to complete feedback forms

# COMMUNITY FEEDBACK: RESULTS & FINDINGS

# Interpreting the Responses

Results of the UEL community feedback should be **interpreted with the following caveats:**

- *Initiative was not designed for quantitative results*
  - Feedback opportunity designed to generally gauge UEL community's thoughts and opinions
  - Initiative was NOT designed to produce statistically rigorous results (e.g. participants could fill out multiple forms; partially completed forms were acceptable)
  - Online feedback form was hosted as an open-link and thus not designed to be representative of the entire UEL population
- *A very low response rate*
  - Only 98 responses received, corresponding to a very low response rate (*note: 98 responses do not necessarily equate to 98 respondents*)
  - Limited responses mean that results cannot be generally attributed to, and do not widely reflect, the entire UEL community

# Highlights of Community Feedback

## Profile of Responses

Very low response rate  
[98 responses received\*]

Most from UEL  
"Area A" and  
"Area C"

Most have lived in  
the UEL for over  
10 years

Strong awareness  
of UEL's  
jurisdiction and  
how it is governed

## Quality of Life / Value for Taxes

Majority rate  
quality of life as  
'good' or 'very  
good'

No obvious  
consensus around  
the value received  
for property tax  
dollars

## Services

Majority of  
services  
considered  
important

High satisfaction  
with outdoor  
recreation &  
garbage collection

Biggest service  
"gap" in  
community  
planning &  
general admin

## Positives Attributes of UEL

Natural  
Environment

Location/  
Proximity

Community

Quietness

Housing

Services /  
Administration

## Key UEL Issues / Priorities

Governance

Community  
Planning/  
Administration

Growth /  
Development

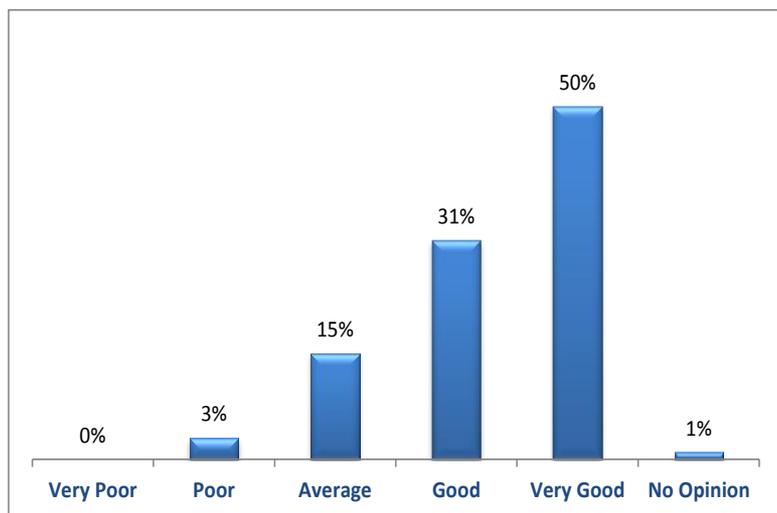
Services

Lack of Community

Bylaw  
Enforcement

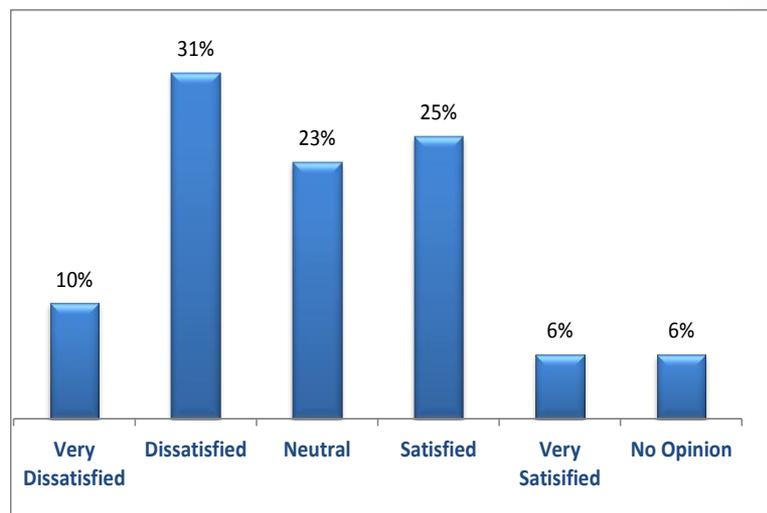
# Quality of Life / Value for Taxes

“How would you rate the quality of life in the UEL?”



- Majority of responses rated the overall quality of life in the UEL as ‘Good’ or ‘Very Good’
- None of the responses indicated the quality of life as ‘Very Poor’

“Thinking about the services you receive in the UEL, how satisfied are you with the value you receive for your property tax dollars?”

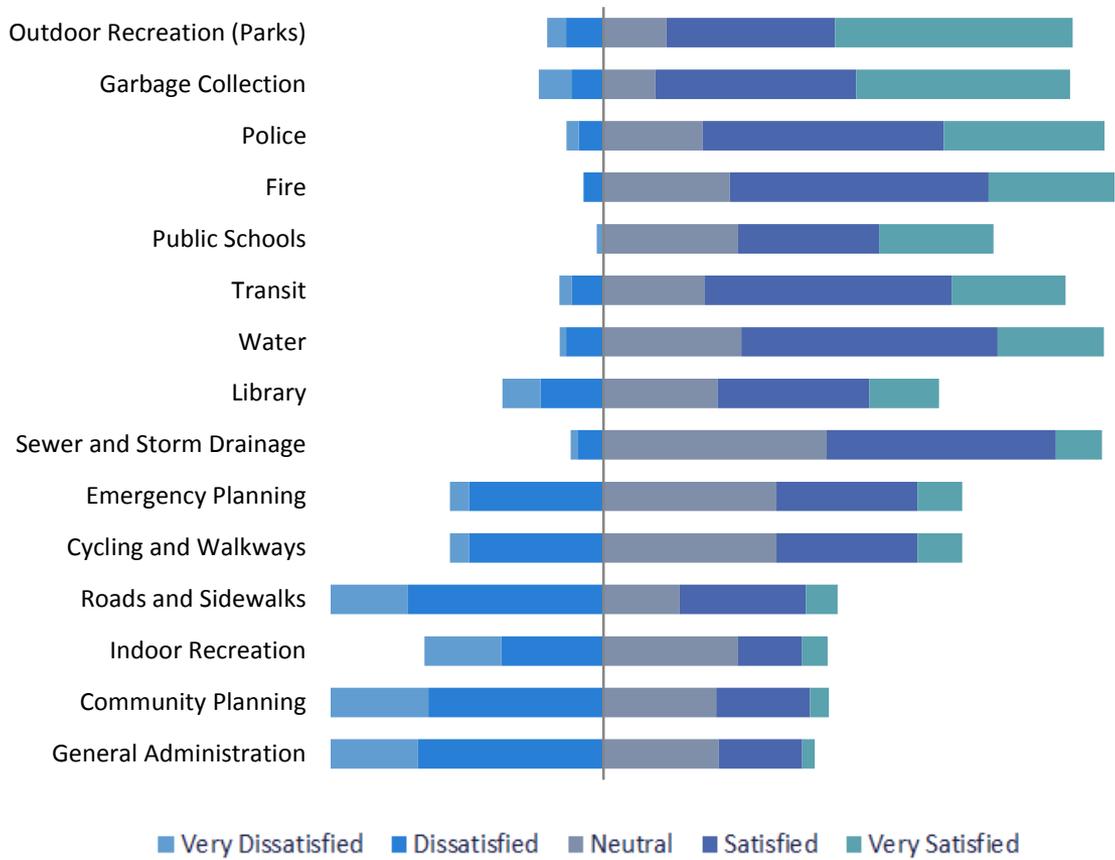


*\*Note: totals may not equal 100% due to rounding*

- No strong consensus among responses
  - 41% felt either ‘Dissatisfied’ or ‘Very Dissatisfied’
  - 31% either ‘Satisfied’ or ‘Very Satisfied’
  - 23% felt ‘Neutral’

# Service Satisfaction

Participants were asked to rate their level of **satisfaction** with a variety of services in the UEL



Services with **highest** satisfaction included:

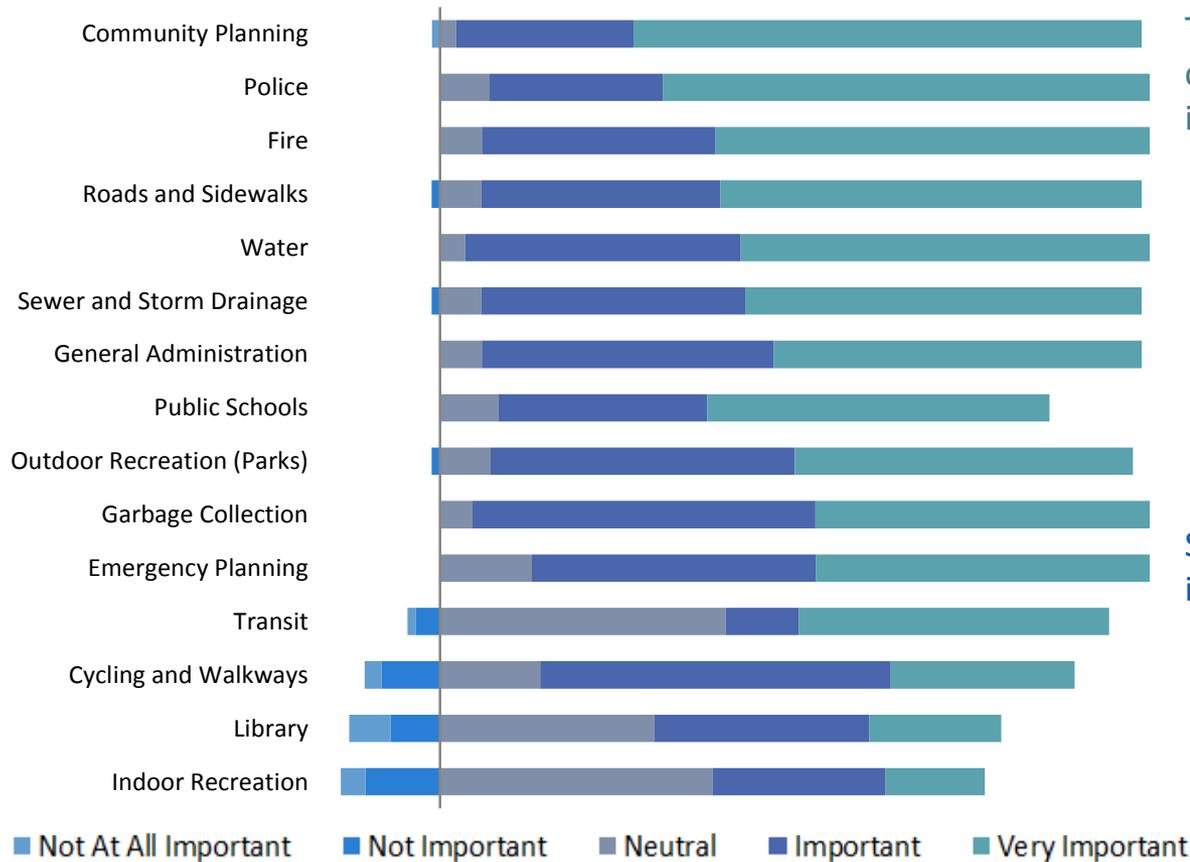
- Outdoor Recreation (Parks)
- Garbage Collection
- Police, Fire & Public Schools
- Transit
- Water

Services with **lowest** satisfaction included:

- General Administration
- Community Planning
- Indoor Recreation
- Roads & Sidewalks
- Cycling & Walkways

# Service Importance

Participants were asked to rate the level of **importance** of a variety of services in the UEL



The **majority** of services were considered important, including:

- Community Planning
- Police, Fire
- Roads & Sidewalks
- Water
- Sewer & Storm Drainage

Services with the **lowest** importance included:

- Indoor Recreation
- Library
- Cycling & Walkways
- Transit

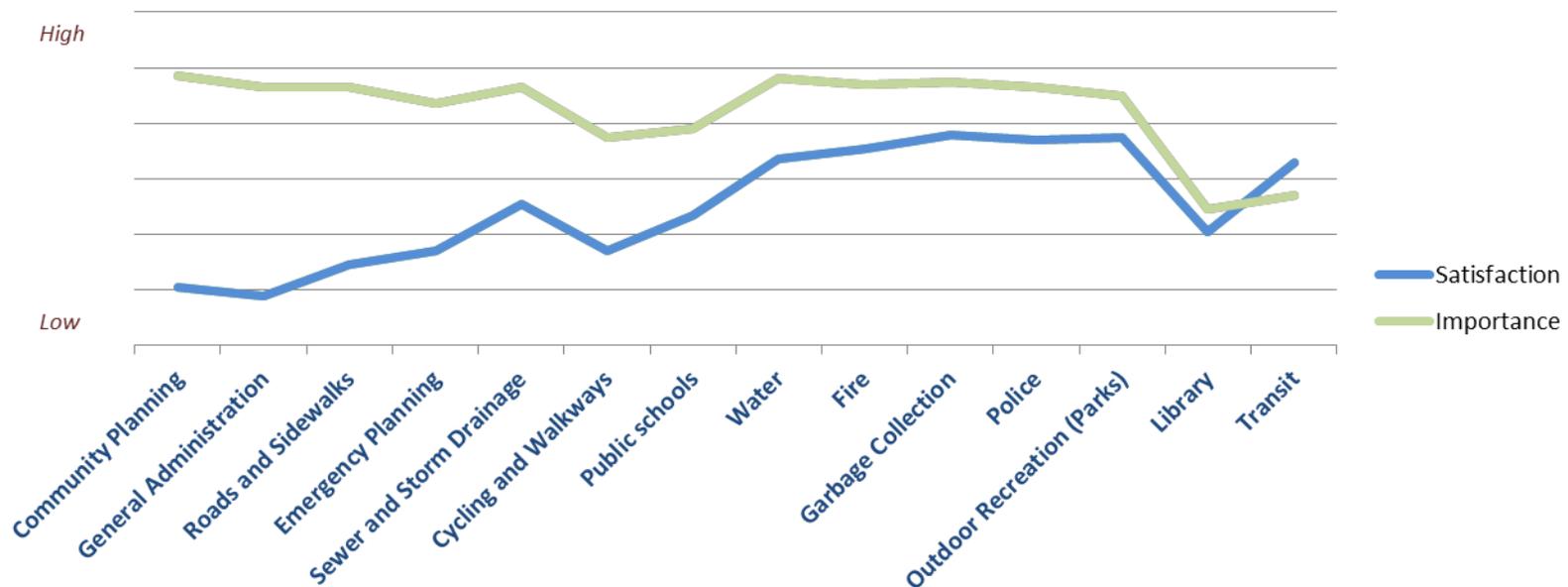
# Services: Satisfaction vs. Importance

Services with a **high level of importance** but a **low level of satisfaction** included:

- Community planning
- General administration
- Roads and sidewalks
- Emergency planning
- Sewer and storm drainage

Services with a **high level of satisfaction** but a **low level of importance** included:

- Transit (satisfaction exceeded importance)
- Library
- Outdoor recreation (parks)
- Police
- Garbage collection



\*Note: Indoor Recreation is not captured in the chart above; it had low levels of satisfaction and importance and was considered to be an outlier for the purposes of this slide only.

# Positive UEL Attributes

Themes that emerged about *what is most liked about living in the UEL*

## Natural Environment

- Availability and access to beaches/trails
- Closeness/access to Pacific Spirit Park
- Fresh air, green spaces & aesthetics

## Location / Proximity

- Proximity to UBC and Vancouver
- Closeness to amenities
- Living close to work

## Community

- Good “sense of community”
- Friendly/good neighbours
- Small village/community feeling

## Quietness

- Clean, peaceful neighbourhoods
- Quiet (neighbourhoods and streets)
- Private

## Housing

- Large lot sizes / large houses
- Low density

## Services / Administration

- Good services from UEL staff (garbage, landscape maintenance, public works)
- Simple, responsive, direct friendly staff/administration

# Key Issues & Priorities

Themes that emerged about *the top issues facing the UEL*

## Governance

- “Taxation without Representation”
- Need for an incorporation study
- Lack of effective voice to take action on own issues

## Community Planning/Administration

- Lack of long-term vision for community
- Accountability challenges of existing administration structure (prov. vs. local)
- Slow response rates to service requests

## Growth / Development

- Loss of green space/quiet; increasing density
- Development of Block F
- Changing historic feel of community

## Services

- Lack of community services, seniors/children’s programs, indoor facilities
- Maintenance of public roads/spaces
- Dated service delivery (e.g. pymts via chq)

## Lack of Community

- Weak community identity
- Number of vacant homes

## Bylaw Enforcement

- Inability to enforce bylaws (e.g. parking)
- Bylaws need updating

# Profile of the 98 Responses Received

- **98** responses received (including four in Chinese; undetermined # of respondents); very low response rate
- Most responses from UEL “Area A” and “Area C” (which are both predominantly single family residential areas)
- Most responses from long-time residents of UEL:
  - 53% have lived in the UEL for more than 20 years
  - 23% between 11 and 20 years
- Most have a strong awareness of the UEL’s jurisdiction and how it is governed (73% “Very Aware” and only 2% were “Not at all Aware”)
- Most had read some or all of the factsheets prepared by the Ministry

## Area of Residence\*

In the UEL	10%
In the UEL - Area A	45%
In the UEL - Area B	10%
In the UEL - Area C	25%
In the UEL - Area D	10%
Outside the UEL	1%

## Length of Time Living in UEL\*

Less than 1 year	1%
Between 1 and 5 years	8%
Between 6 and 10 years	14%
Between 11 and 20 years	23%
More than 20 years	53%

## Awareness of UEL’s Jurisdiction & How it is Governed

Very Aware	73%
Somewhat Aware	24%
Not At All Aware	2%
No Opinion	1%

## Read Factsheets (published by Ministry)?\*

Yes	87%
No	11%
Not Interested	1%

*\*Note: some totals may not equal 100% due to rounding*

# APPENDIX: Copy of UEL Community Feedback Form



COPY

## University Endowment Lands Community Feedback Form

Welcome to the Ministry of Community, Sport and Cultural Development's community feedback opportunity for the University Endowment Lands (UEL). This feedback form aims to gauge the UEL community's thoughts and opinions about living in the UEL. Results will be used to better understand the community's perspectives about the current state of the UEL.

This feedback form should only take 5-10 minutes to complete. Please note, all responses are anonymous and confidential. Open-ended responses are requested in English only. Feedback closes at 4:30 pm on February 17, 2017.

*This form is voluntary and a response is encouraged, not required. Please do not provide any third-party information (e.g. talk about others) in your responses to the form and/or any personally identifiable information about yourself in your responses. If any personal or identifying information is provided in your response, it will be deleted before results are stored.*

**1. I live:**

- In the UEL
  - In the UEL – Area A
  - In the UEL – Area B
  - In the UEL – Area C
  - In the UEL – Area D
- Outside the UEL
  - Outside the UEL – City of Vancouver
  - Outside the UEL – UBC Residential Development
  - Outside the UEL – Other (please specify): \_\_\_\_\_

**2. How long have you lived in the UEL?**

- Less than 1 year
- Between 1 and 5 years
- Between 6 and 10 years
- Between 11 and 20 years
- More than 20 years
- Prefer not to answer

**3. If you live in the UEL, how aware are you of the UEL's jurisdiction and how it is governed?**

- Very Aware
- Somewhat Aware
- Not At All Aware
- No Opinion

**4. Quality of Life (select the answer that comes closest to your opinion)**

	Very Poor	Poor	Average	Good	Very Good	No Opinion
How would you rate the overall quality of life in the UEL?	<input type="checkbox"/>					

**5. List up to three things you like most about living in the UEL? (Please respond in English)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**6. What do you think are the three most important issues facing the UEL community today? (Please respond in English)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**7. Value for Taxes (select the answer that comes closest to your opinion)**

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Thinking about the services you receive in the UEL, how satisfied are you with the value you receive for your property tax dollars?	<input type="checkbox"/>					

**8. Services in the UEL: how do you rate each of the following services? First, how satisfied are you with the service? Then, how important is this service to you?**

Service	SATISFACTION						IMPORTANCE					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A	Not at all Important	Not Important	Neutral	Important	Very Important	N/A
Community Planning	<input type="checkbox"/>											
Cycling & Walkways	<input type="checkbox"/>											
Emergency Planning	<input type="checkbox"/>											
Fire	<input type="checkbox"/>											
Garbage Collection	<input type="checkbox"/>											
General Administration	<input type="checkbox"/>											
Indoor Recreation	<input type="checkbox"/>											
Library	<input type="checkbox"/>											
Outdoor Recreation (Parks)	<input type="checkbox"/>											
Police	<input type="checkbox"/>											
Public Schools	<input type="checkbox"/>											
Roads & Sidewalks	<input type="checkbox"/>											
Sewer & Storm Drainage	<input type="checkbox"/>											
Transit	<input type="checkbox"/>											
Water	<input type="checkbox"/>											

**9. Have you had an opportunity to read some or all of the UEL factsheets recently published by the Ministry of Community, Sport and Cultural Development (available at [www.uelfacts.gov.bc.ca](http://www.uelfacts.gov.bc.ca))?**

- a.  Yes
- b.  No
- c.  Not Interested

If you have any further comments or suggestions about living in the UEL you wish to add, please feel free to write them below (Please respond in English)

Thank you for your feedback!

This information is collected for the purposes of better understanding the UEL community's perspectives about the current state of the UEL by the Ministry of Community, Sport, and Cultural Development under sections 26 (c) & (e) of the Freedom of Information and Protection of Privacy Act. For questions regarding the collection of personal information, please contact the Local Government Division of the Ministry of Community, Sport and Cultural Development at PO BOX 9847 Station Prov Govt, Victoria BC V8W 9T2 or 250-387-4055 or UELfacts@gov.bc.ca.