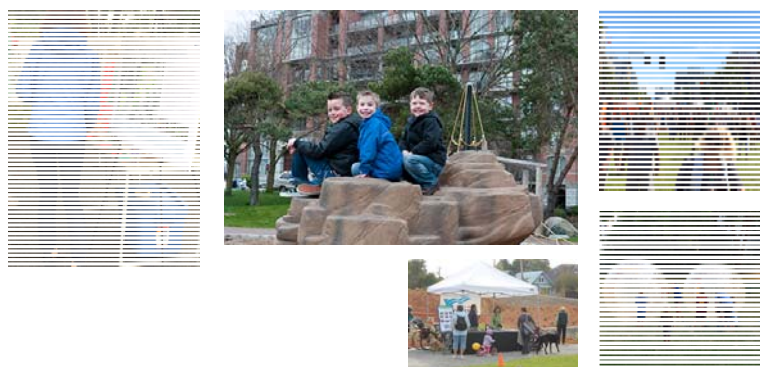


Great Neighbourhoods



JP1

Neighbourhoods



Getting to Know Neighbourhoods



Fairfield - Victoria's largest geographical neighbourhood and largest population with 15% of the city's total population.



James Bay - houses the second highest number of citizens with 11,240 residents (14% of the city's population).



Downtown - greatest increase in residents (up 65%) between 1991 – 2011.



Getting to Know Neighbourhoods



Rockland - 4% drop in population over 20 year time period (1991-2011).



The city has grown 12.5% in the same 20 year time-span, which equates to approximately 0.6% increase per year.



Gonzales has the highest percentage of children (15%) followed by the Oaklands neighbourhood (13%) and Hillside-Quadra (13%).



What We Have Been Up To

“Create a ‘great neighbourhoods initiative’ based on Edmonton’s model; amend to fit our local circumstances.”



Shifting to a Neighbourhoods Focus

Department based approach to planning and outreach

- Better information sharing
- Lack of one point of contact
- Information requests that affect multiple departments

Limited information sharing of neighbourhood related projects

- Staff have strong knowledge of their specific areas of interest or mandate but often lack awareness of other City activities in each neighbourhood



Feedback from the Community and Neighbourhood Associations

- Concerns commonly related to parking and transportation, park space, land-use and issues that straddled neighbourhood borders
- Challenges include demands placed on the Councillor Liaison and the difficulties for residents in navigating City Hall
- Limited relationships with staff



Feedback from the Community and Neighbourhood Associations

- Staff participation at neighbourhood meetings is generally issue or project specific, and irregular
- Strong desire to update local area plans
- Lack of awareness around neighbourhood composition
- Resident enquiries can be lost or lack immediate response



Feedback from the Community and Neighbourhood Associations

- Desire to see more staff out in their neighbourhood, experiencing their streets and communities firsthand
- Consultation fatigue, limited volunteer capacity



Feedback from the Community and Neighbourhood Associations

- Perceived discrepancy in staff support given to neighbourhood associations with community centres
- Challenge to engage renters
- Support to help recruit new members to join neighbourhood and community associations



Best Practices: Edmonton

Developed to:

- Increase the City's responsiveness to critical, time sensitive issues and opportunities in neighbourhoods.
- Facilitate harmonized delivery of municipal services, programs and planning in neighbourhoods.
- Enhance two-way communication

Recent move from infrastructure focus to placemaking focus



Best Practices: Seattle

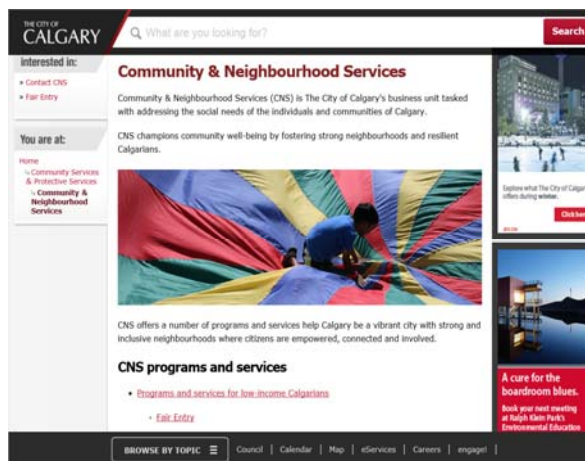


Longest existing Department of Neighbourhoods of all the municipalities studied in North America

Focus is on community development through capacity building and grants



Best Practices: Calgary



Focus on fostering strong neighbourhoods by providing services and programs that connect, involve and empower residents.



Best Practices: Calgary



Provide ideas and resources to help bring community together

Allows teachers to move their classrooms into City Hall for one week to learn about multiple topics from democracy to history and explore their important roles as citizens of Calgary.



Thanks Calgary, for making Neighbour Day 2015 such a great success! Over 70 communities across the city came together in the form of BBQs, cleanups and potlucks to meet their neighbours and celebrate where they live. Check out some of the stories and pictures here.

Neighbour Day takes place annually on the third Saturday of June. It's an opportunity for Calgarians to honour the incredible resilience and community spirit that characterizes Calgary neighbourhoods. We're there when we need each other - good times and bad. Vibrant and strong communities, with good neighbours, are what make Calgary great.



Best Practices: Ottawa



Porchfest

A music festival held in the Fall Creek and Northside neighborhoods of Ithaca, NY, where bands play on their own or their neighbour's porches for residents and visitors to enjoy live music.

Helps residents and community groups work together on small-scale projects that make their neighbourhood more livable, vibrant and healthy.



The Power of a Movable Chair

Studies how people use the public places in a city, and provides insight into how to use the information captured to create livable spaces.



Benefits of a Neighbourhood Model

- Innovative, more human, and meaningful ways to engage with the City
- Direct investment in neighbourhoods based on community priorities
- Greater alignment of City and community efforts
- Enhanced sense of community through connecting neighbours with each other
- Quicker response time to service requests
- Engaging new voices in City planning
- Fully informed staff on neighbourhood issues, regardless of departmental responsibility
- Councillor Liaisons supported in their role
- New opportunities for residents who are not affiliated with an organization to apply for grants for neighbourhood projects



Doing As We Go

- Strengthened relationships by bringing more staff to community meetings
- The Operational Plan can be re-organized by neighbourhood to highlight City investment in each community
- All 2016 capital investments will now be mapped by neighbourhood and will be provided to neighbourhoods annually
- 2011 Census data informed the development of neighbourhood profiles



Doing As We Go

- Ability to view rezoning applications in neighbourhoods through the online development tracker
- Council and Planning and Land Use reports indicate the neighbourhood that a proposed development is located
- 2016 Financial Plan will also indicate investments by neighbourhood
- Jim Diers capacity building session with the community



Key Functions of New Neighbourhood Model

Build community: Create opportunities for neighbours to meet neighbours



Neighbourhood Staff Coordinators

Geographically identified staff to support opportunities in various areas.

- Routinely attend community meetings to provide operational support and support to Councillor Liaisons
- Create internal systems for neighbourhood information sharing
- Establish a direct system for capturing community questions and ideas to increase the City's responsiveness to issues and opportunities in neighbourhoods
- Navigate grant programs and provide support to engagement processes, youth engagement and placemaking



Key Functions of New Neighbourhood Model

Celebrate Neighbourhoods Online: Develop a greater web presence for each neighbourhood to highlight the unique features of each neighbourhood and support community identity and connectedness.

Empower Neighbourhood Investment: Provide opportunities for participatory budgeting. A participatory budgeting pilot will be introduced in 2016 to engage neighbours in identifying how best to direct investment in their communities.



Key Functions of New Neighbourhood Model

Deconstruct Silos: Coordinate place-based information sharing about City services by providing opportunities for staff to routinely share information and work plans

Increase youth participation in City planning and neighbourhood development: A youth strategy will be developed for July 2016

Pop-up City Hall: Develop a mobile information booth containing information on City services, programs, job opportunities, recreational programs and upcoming public engagement opportunities as well as answer any questions the community may have



Key Functions of New Neighbourhood Model

Plan by Doing: Short-term Neighbourhood Action Plans aligned with Local Area Plans: As part of local area planning, the City could work with communities to identify short term priorities for implementation for up to three years.

Capacity building- Give the community more tools to engage and grow: Promote City workshops, support the “Planning 101” series and provide more support to community associations



Timeline

Q4 2015

- Staff attendance at neighbourhood meetings to support Council Liaison
- Draft budget to neighbourhoods as preliminary outreach for financial plan
- Develop profiles for each neighbourhood
- Develop guidelines for community-initiated placemaking and public space grants
- Provide increased support to City of Victoria Youth Council
- Identify City workshops for 2016



Timeline

Q1 2016

- Develop dedicated neighbourhood web presence
- Create framework for public space and placemaking grants
- Develop neighbourhood toolkits for community-initiated projects
- Introduce 'Planning 101' series

Q1 to Q2 2016

- Develop Youth Engagement Strategy
- Begin work on first Neighbourhood Action Plans to align with the Local Area Planning Process

Q2 2016

- Pilot Pop-up City Hall
- Host workshop to support neighbourhood revitalization



New Neighbourhood Model

Office of Great Neighbourhoods: A Neighbourhood Coordination Unit, supported by internal teams and improved dialogue

A key point of contact for each neighbourhood who could navigate City Hall on behalf of residents and act as a neighbourhood ambassador / liaison.

Interdisciplinary neighbourhood teams would meet regularly.

The unit would provide services related to placemaking and public space grant programs, youth engagement, capacity building and neighbourhood engagement support, and routine support to associations and respective Councillor Liaisons.



Recommendation

That Council direct staff to provide routine updates on the new neighbourhood model with Quarterly Operational Plan

