



## Analysis of Public Feedback on Renewing Riverview Web-based Survey

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As you may recall, this survey was conducted by BC Housing over the winter months of late 2014-early 2015. Through the [renewingriverview.com](http://renewingriverview.com) website, people were asked to rate the illustrations prepared at the 2014 fall input sessions for Renewing Riverview where artists captured people's ideas for various activities and uses at Riverview.

Members of the public were asked to rate the concepts by indicating they (1) "loved it", (2) thought it was an "OK idea but needs work" or (3) "belongs elsewhere". 597 unique users (i.e., members of the public with email addresses) apparently participated; they could rate a potential of 47 illustrations on broad themes such as "A Day in the Life of Riverview" or "Enterprise/Employment Opportunities". Each illustration/theme had between 1 and 23 features which could be rated for total of 333 "inputs". Participants rated an average of 15 illustrations/themes and an average of 6 features per illustration. Thus, most participants did not take the time to complete the entire survey but, instead, chose to respond to certain topics.

Of all the features illustrated for rating, the maximum number of "responses" received was 269; the minimum was 69. The features participants were asked to rank ranged from site-defining to relatively trivial, and this analysis focuses on the features and categories where there was a clear result one way or the other. The complete list of participant responses is posted to the Renewing Riverview website but this data (10 pages of numbers) remains rather buried on the website and is tedious to interpret. Thus, I have undertaken this analysis to clarify trends. A chart summarizing the key results of the survey is given at the end of this detailed analysis.

As examples:

- (1) For the illustration/theme of "Health Care Services and Employment Activities and featuring "the landscape as healing", 269 people responded. Of these, 216 people (80%) loved it; 43 (16%) said it was an OK idea but needs work; 10 (4%) said it belongs elsewhere.) This was one of the features which elicited the most responses. A strong majority supported it.
- (2) For the illustration/theme of "Continuum of Care" and featuring "patients make a community garden", 71 people responded. Of these, 63 people (89%) loved it; 8 (11%) people said it was an OK idea but needs work and no one said it belongs elsewhere. While this feature did not attract many votes, of those who chose to respond, a strong majority supported it.
- (3) For the illustration/theme of "Interactive Park Space and featuring a beer garden with local beers and wine, 190 people (71%) voted that it belongs elsewhere, 42 people (15%) loved it and 37 (14%) said it was an OK idea but need work. This was another feature which solicited 269 responses. A clear majority opposed it.

### **List A – Participants loved these features**

This list below shows the nine features that attracted the most “votes” in the category of “loving it”. For List A, I have shown the concepts which attracted 200 or more “love it” votes with the number of votes each received. The % at the end of the line indicates the percentage of people who “loved it” compared to the total who voted on this concept.

- 231 votes - long term mental care (Mental Health and Wellness #5) 93%
- 220 votes – taking patients to healing garden (Mental Health & Wellness #5) 89%
- 216 votes - the landscape as healing (Health Care Services & Employment Activities) 80%
- 213 votes - preserve existing trees (Entry to Riverview Lands) 91%
- 213 votes – benches under shelter (Transit) 79%
- 211 votes – having coffee/snack with long term care patient (Mental Health & Wellness) 85%
- 202 votes – health care research activities (Health Care Services and Employment Activities) 74%
- 201 votes – joint ventures with universities and hospitals (Health Care Services and Employment Activities) 75%
- 200 votes – open space/nature, birds and squirrels (Residential Life #3) 80%

### **List B – Participants loved these features, too**

This list shows the fourteen features which received between 175-199 “loving it” votes. As indicated by the percentages these were of the total votes (see the end of the line), all of these concepts were also strong majority votes.

- 196 – café (Mental Health & Wellness #4) 92%
- 188 – community garden (Mental Health & Wellness #4) 87%
- 187 – residents who are mental health care patients (Respecting the History #2) 80%
- 185 – trees as learning opportunities (Community Life) 81%
- 182 – pedestrian paths (Journeying through Active Places) 80%
- 181 – support services training (Health Care Services and Employment Activities) 67%
- 180 – protect the environment through learning (Therapeutic Gardening Volunteer/Patient) 82%
- 180 – accessible pathways and buildings (Community Life) 77%
- 180 – skills-building for persons with disabilities (Therapeutic Gardening Volunteer/Patient) 81%
- 179 – multi-use psychological centre with patient evaluation intake (Health & Wellness #2) 84%
- 179 – benches (Journeying through Active Places) 78%
- 177 – pottery studio (Mental Health & Wellness #4) 83%
- 176 – sustainable systems composting/waste management (Therapeutic Gardening Volunteer/Patient) 80%
- 175 – traditional wellness activities (Health Care Services & Employment Activities) 65%

### **List C – Participants said these features belong elsewhere**

This list shows the twenty-two features which received the highest number of votes for “belongs elsewhere”. The number of votes received precedes the feature/theme followed by the % of total votes. These are the features to which there is public opposition.

- 190 – beer garden, local beers and wine (Interactive Park Space) 71%
- 174 – townhouses (Residential Life #3) 69%
- 172 – petting zoo (Special Events) 76%
- 168 – microbrewery joint venture with Kwikwetlem First Nation 68%
- 159 – playground with water splash park (Interactive Park Space) 60%
- 152 – mixed use business/retail under residences (Residential Life #3) 60%
- 152 – retail over recreation centre 60%
- 145 – sports day/elementary school (Special Events) 65%
- 143 – Kwikwetlem First Nation residences 64%
- 143 – residences and retail area 64%
- 143 – multi-age, multi-ethnic, multi-income neighbors (Residential Life #3) 56%
- 137 – integrated business/commercial/office/residences and culture (Enterprise Opportunities #2) 63%
- 130 – underground parking lot (Residential Life #3) 52%
- 130 – education for market housing residents (Respecting the History #2) 57%
- 129 – story building [does this mean multi-storied building?] (Residential Life #3) 54%
- 129 – Kwikwetlem First Nation partner in residential development (Enterprise Opportunities) 60%
- 129 – innovation labs/business space (Enterprise Opportunities) 53%
- 127 – Kwikwetlem First Nation owns, builds and manages businesses (Enterprise Opportunities) 60%
- 127 – Kwikwetlem First Nation owns land at Riverview (Enterprise Opportunities) 60%
- 127 - pets off leash (Residential Life #3) 51%
- 126 – parties on green roof tops (Special Events #2) 58%
- 125 – cedar/glass recreation center for multi-sports 57%

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Another way to examine these “voting” trends is to select the features/activities which received either the highest or lowest proportion of "loved it" votes regardless of the total number of votes received. These are shown in Lists D (highest votes) and E (lowest votes). For each of these features/activities, the total number of votes received is shown in brackets at the end of each line.

**List D: Most desired activities at Riverview**

These are the activities/features (Illustration/Themes shown in brackets) which received the highest percentages of votes regardless of the number of people who voted. The number of total votes is shown at the end of each line, also in brackets.

- 97% support therapy and treatment (Continuum of Care) (71)
- 93% support long term mental care (Mental Health & Wellness) (249)
- 92% support a garden lounge (Mental Health and Wellness) (133)
- 92% support a café (Mental Health and Wellness) (212)
- 91% support preserving existing trees (Entry to Riverview Lands) (233)
  
- 89% support patients making a community garden (Continuum of Care) (71)
- 87% support social activities with patients (Continuum of Care) (70)
- 87% support a visitor lounge (Mental Health & Wellness) (133)

87% support family and friends for patients (Mental Health & Wellness) (131)  
87% support a community garden (Mental Health & Wellness) (215)  
87% support gardens (Movement & Circulation) (103)  
87% support soft walking through site (Moving about at Riverview) (196)  
86% support sanctity for patients (Moving about at Riverview) (190)  
85% support residences for the mentally ill (Mental Health & Wellness) (204)  
85% support weeding, planting in the greenhouse or outdoor garden (140)  
85% support bringing a psychiatric patient to admitting (200)  
85% support having coffee/snack with long term care patients (Mental Health & Wellness) (249)  
85% support a mental health training centre (Mental Wellness through Art) (174)  
84% support multi-use psychological centre/patient evaluation intake (Health & Wellness) (212)  
83% support integrating nature with buildings (Moving about at Riverview) (196)  
83% support a pottery studio (Mental Health & Wellness) (213)  
83% support low speed traffic (Moving about at Riverview) (192)  
82% support teaching gardening (Mental Health & Wellness) (141)  
82% support walking with patients on a nature walk (Mental Health & Wellness) (140)  
82% support walking in the Wandering Garden (Mental Health & Wellness) (197)  
82% support protecting the environment through learning (Therapeutic Gardening) (220)  
81% support trees as learning opportunities (Community Life) (229)  
81% support volunteer opportunities ((Integrated Community-Based Living) (195)  
81% support a patient ward (Mental Health & Wellness) (134)  
81% support art therapy, drawing, painting, textiles (Mental Health & Wellness) (137)  
81% support quiet meditative space/healing centre (Social & Community Activities) (99)  
81% support skills building for persons with disabilities (Therapeutic Gardening) (223)  
80% support a training centre for mental wellness (Enterprise Employment Opportunities) (202)  
80% support the landscape as healing (Health Care Services & Employment Opportunities) (269)  
80% support a restored orchard (Moving about at Riverview) (190)  
80% support open space/nature (birds, squirrels) (Residential Life) (251)  
80% support pedestrian paths ((Journeying through Active Places) (227)  
80% support walkways (Movement and Circulation) (107)  
80% support public transit (Moving about at Riverview) (197)  
80% support residents who are mental health patients (Respecting the History) (235)  
80% support recreational therapy spaces indoor/outdoor (Social & Therapeutic) (216)  
80% support sustainable systems composting (Therapeutic Gardening) (219)

79% support benches under shelter (Transit) (269)  
78% support music therapy, singing, drumming, dancing (Mental Health & Wellness) (139)  
77% support training health workers practicum (Mental Wellness through Art) (171)  
77% support professional counselling (Mental Wellness through Art) (171)  
75% support rehabilitated Penn Hall building (Social & Therapeutic) (214)  
75% support tours showcasing existing trees/horticultural activities (Therapeutic Gardening) (220)  
75% support public transit to get people to site (Movement and Circulation) (104)  
74% support building on the site's existing horticultural background (Social & Community Activities) (101)  
74% support native public art (Residential Life) (247)  
74% support helping residents learn new skills (Social & Community Activities) (99)

74% support outdoor spaces as opportunities for learning (Social & Community Activities) (97)  
73% support helping with life skills (Residential Life) (194)  
73% support including all ages and abilities (Therapeutic Gardening) (222)  
72% support seating (Movement & Circulation) (104)  
71% support Riverview as a sanctuary devoted to mental illness (Mental Health & Wellness) (211)  
70% support bird-watching (Special Events) (220)  
70% support Yoga or Tai Chi in garden or indoors (Mental Health & Wellness) (139)  
70% support traffic calming and signage (Moving about at Riverview) (195)

### **List E: Least Desired Activities at Riverview:**

These are the activities/features (Illustration/Themes shown in brackets) which received the lowest percentages of votes regardless of the number of people who voted. The number of total votes is shown at the end of each line.

8% support petting zoo (Special Events) (227)  
10% support Kwikwetlem First Nation owns land at Riverview (Enterprise Opportunities) (210)  
12% support Kwikwetlem First Nation owns, builds, manages business (Enterprise & Employment Opportunity) (213)  
13% support retail over recreation centre (Klupsayu Centre) (219)  
13% support segway (Movement & Circulation) (103)  
14% support Kwikwetlem residences (Klupsayu Centre) (222)  
15% support Granville Island style (Enterprise & Employment Opportunities) (194)  
16% support beer garden, local beers & wines (Interactive Park Space) (269)  
17% support microbrewery joint venture with Kwikwetlem First Nation (Enterprise & Employment) (248)  
17% support Kwikwetlem First Nation leads in social enterprise ((Enterprise Opportunities) (212)  
17% support residences and retail area (Klupsayu Centre) (221)  
17% support online time back exchanging services/skills (Special Events) (220)  
17% support fundraising charity events e.g., flash mob (Special Events) (221)  
18% support town houses (Residential Life) (250)  
18% support “story building” [does this mean multi-storied building?] (Residential Life) (237)  
18% support recreational therapy spaces (indoor/outdoor) (Social & Therapeutic) (216)  
18% support pets off leash (Residential Life) (248)  
19% support affordable co-op/like a Newport Village (Working at Riverview) (102)  
  
20% support Kwikwetlem First Nation as partner in residential development (Enterprise Opportunities) (216)  
20% support residences for non-mentally ill (Mental Health & Wellness) (201)  
20% support rental income (Mental Wellness through Art) (165)  
21% support creating business opportunities for Kwikwetlem First Nation (217)  
21% support adult playground (Residential Life) (243)  
21% support adult playground (Residential Life) (242)  
21% support green roof top parties (Special Events) 218)  
22% support innovation lab/business space (Enterprise & Employment Opportunities (245)  
22% support special event entrance way (Place of Ceremonies/Festivals) (217)

- 22% support Port Mann bridge recycle (Place of Ceremonies/Festivals) (209)
- 22% support Riverview marketplace (Working at Riverview) (101)
- 23% support a retreat & spa (Enterprise & Employment Opportunities) (200)
- 23% support integrated business, commercial, office, residential & cultural (Enterprise Opportunities) (219)
- 23% support playground, water, splash park (Interactive Park Space) (267)
- 23% support artists in residence (Mental Wellness through Art) (164)
- 24% support commercial gathering space at heart of village (Enterprise Opportunities) (219)
- 24% support education for market housing residents (Respecting the History) (229)
- 24% support public square with playground, café (inc. skateboard park) (Special Events) (225)
- 25% support Coast Salish-inspired built environment (Enterprise Opportunities) (218)
- 25% support public indoor space open late (Residential Life) (250)
- 25% support cedar/glass recreation centre multi-sports ((Klupsayu Centre) (220)
- 25% support college (Mental Wellness through Art) (170)
- 26% support mixed-use building -upper residential/lower business (Residential Life) (252)
- 26% support using CPR Railroad facility (Health & Wellness in Multiuse facility) (200)
- 26% support international in scope invite local/international artists (Mental Wellness through Art) (160)
- 26% support big events like Canada Day (Special Events) (224)
- 27% support multi-use open performance space (Integrated Community-based Living) (263)
- 27% support complete streets (Movement & Circulation) 105)
- 27% support parking underground (Residential Life) (250)
- 28% support amphitheatre-like stepped back (Enterprise Opportunities) (214)
- 28% support salmon BBQ (Klupsayu Centre) (222)
- 28% support conference centre (Mental Wellness through Art) (164)
- 28% support wedding ceremony (Place of Ceremonies/Festivals) (217)
- 28% support accommodate a group of friends (243)
- 28% support sports day at elementary school (Special Events) (224)
- 28% support education and/or family-oriented museum (Special Events) (224)
- 28% support agriculture festivals/space (Special Events) (219)
- 28% support integrated services delivery – one stop shopping (Working at Riverview) (104)
- 29% support Coast Salish culture is pervasive/infused (Enterprise Opportunities) (213)
- 29% support signage in 5 languages with Braille/ audio (Pet and human track) (129)
  
- 30% support an artist colony (Enterprise & Employment Opportunities) (194)
- 30% support glass arts (Enterprise & Employment Opportunities) (186)
- 30% support community-based children’s activities (Community Life) (251)
- 30% support 3 gates, security (Pet and human track) (128)
- 30% support multi-age, multi-ethnic, multi-income neighbors (Residential Life) (256)
- 30% support pavilion/market area (Special Events) (220)

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**Summary:**

In my view, the results of this web-based survey show strong support for continuing mental health care at Riverview, protection of the trees and green spaces and also indicate little public support

for economic enterprises and residential development. Further analysis would be welcome but I think the trends regarding how the community feels about the future of Riverview is clear from this analysis of public input. It is disappointing this information was not summarized by BC Housing or shared with the members of the public who took the time to participate in this survey.

**Chart showing features that received some of the highest number of votes in the Renewing Riverview Survey**

