

North Vancouver Recreation & Sport Facility Planning Community survey questions & answers (Q&A)

Why is this survey being conducted?

The North Vancouver Recreation and Culture (NVRC) Commission is leading the creation of a Recreation & Sport Facility Plan. This plan will help the City and District of North Vancouver make decisions related to the development, maintenance and operation of outdoor and indoor facilities.

Ensuring access to a variety of indoor and outdoor facilities is an important part of delivering quality recreation and sport services. Providing these facilities requires a significant investment of time, effort and funds, so decisions must be carefully made and consider what is needed by the community.

To do this planning, it is important to hear from community members whose thoughts and opinions are essential to this project. The survey results, along with other research, will help inform the plan and shape decisions about upgrading existing facilities or building new facilities.

How is the survey being administered?

An independent consultant has been hired to support NVRC with this planning work. They will be administering the survey on behalf of NVRC.

Who is eligible to participate in the survey?

All residents of North Vancouver are eligible to complete the survey. We want to hear from everyone who wants to share their thoughts and ideas. Some randomly selected households will receive a postcard inviting them to complete the survey, but there will be a version of the survey that will be open to all North Vancouver residents.

Why are only some households being invited to take the survey?

By randomly selecting and inviting certain households across North Vancouver, the survey results can be considered statistically representative of all households in North Vancouver. This means that the survey findings will be similar to the findings if all households participated.

Randomly inviting certain households will help encourage different people to share their thoughts. We want to hear from everyone, not just people who are regular users of outdoor and indoor facilities. This is because the Recreation & Sport Facility Plan needs to consider what everyone in North Vancouver thinks, even those who do not currently use facilities.

Also, inviting certain households ensures that a significant number of respondents will be people who live in North Vancouver. The public survey can be completed by anyone which means there potentially could be responses from people who do not live in North Vancouver.

If your household receives an invitation postcard, we encourage you to complete the survey and provide your responses. If you have not received a postcard by mid-June, please participate in the open survey.

Is the survey anonymous?

Yes. For the people who receive a postcard invitation, there is no way of knowing what access codes are delivered to what houses. The public survey is also anonymous. There are some questions about your household, but the information is not collected in any attempts to identify the respondents. None of the questions are required.

How do I take the public survey that is open to everyone?

The link to the open survey is available at engage.nvrc.ca.

How long will the survey take to complete?

It should take no more than 20 minutes.

When is the deadline to complete the survey?

The survey closes Friday, June 23, 2023.

Can survey questions be skipped?

None of the questions are required. However, we hope you will answer all questions to help ensure the survey results are as complete as possible.

Can I take the survey on any internet browser?

Yes, the survey is set up so it can be completed on any browser. If for some reason you experience some difficulty, please try another browser.

Is the survey available in multiple languages?

If you need assistance in a language other than English to complete the survey, please contact customerservice@nvrc.ca.

Who will see the survey results?

The answers are being collected in an online platform managed by the independent consulting team. The findings gathered from the survey will be combined and compiled in a report.

Will the results be shared publicly? If yes, how and when?

The findings from the survey will be presented in a report. The findings from each respondent will be combined with other responses and reported in that manner. The survey report will be finalized during the summer months and will be posted on the project page at engage.nvrc.ca when complete.

How are my privacy and personal information protected?

The information you provide is stored in a secure server in Canada. The data file will be viewed and analyzed by members of the independent consulting team. The information you provide will not be shared with anyone outside the project team and only for the purposes related to recreation and sport provision.

Who can I speak with if I have additional questions?

If you have questions about the project or the survey, please contact customerservice@nvrc.ca.