

# APPENDIX VII: ASSEMBLY EVALUATION

FINAL REPORT OF THE BURNABY COMMUNITY ASSEMBLY

**SFU**

MORRIS J. WOSK  
CENTRE FOR DIALOGUE

**BURNABY COMMUNITY ASSEMBLY**

Join the conversation about Burnaby's future

## About this Appendix

This document is an appendix to Burnaby Community Assembly Final Report, providing further background and detail about Assembly's Recommendations, and the process used to produce them.

Any works referring to this material should cite:

*"Appendix VII", Burnaby Community Assembly Final Report. Simon Fraser University's Morris J. Wosk Centre for Dialogue, November 2024.*

See also:

*Burnaby Community Assembly Final Report. Simon Fraser University's Morris J. Wosk Centre for Dialogue, July 2024*

*Burnaby's Official Community Plan Explained: Learning Materials for the Burnaby Community Assembly. Simon Fraser University's Morris J. Wosk Centre for Dialogue, May 2024.*

To access reports or learn more about the Assembly, visit [burnabyassembly.ca](https://burnabyassembly.ca)

## About SFU's Morris J. Wosk Centre for Dialogue

Simon Fraser University's Morris J. Wosk Centre for Dialogue fosters shared understanding and positive action through dialogue and engagement. Through processes such as Your Voice, Your Home: Meeting the Housing Needs of Burnaby Residents, Mitigating Wildfire, the Burnaby Economic Recovery Task Force, and the Citizen Dialogues on Canada's Energy Future, we have engaged hundreds of thousands of participants to create solutions for many of society's most pressing issues.

<https://www.sfu.ca/dialogue.html> | [dialogue@sfu.ca](mailto:dialogue@sfu.ca) | [@sfudialogue](https://twitter.com/sfudialogue)

## The Ancestral and Unceded Homelands of the hən̓qəminəm̓ and Sḵwx̱wú7mesh sníchim Speaking Peoples

The organizers of the Burnaby Community Assembly acknowledge that the area now known as the City of Burnaby is situated on the ancestral and unceded territories of the hən̓qəminəm̓ and Sḵwx̱wú7mesh sníchim speaking peoples, including the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), səliwətəl (Tseil-Waututh), and kʷikʷəłəm (Kwikwetlem) Nations.

### Overview of the Burnaby Community Assembly

The Burnaby Community Assembly is a broadly representative group of 40 residents selected by civic lottery to create recommendations for the City of Burnaby's Official Community Plan under the guiding question: **How should Burnaby grow and change by 2050 to create a city where everyone can thrive?**

Assembly Members worked together over 7 full-day sessions between February 24 and June 15, 2024 to learn about their city, hear each other's perspectives and work through trade-offs. Issues tackled included density, livability, housing, climate change and transportation in the context of a growing city.

The Assembly process was designed and overseen by Simon Fraser University's Morris J. Wosk Centre for Dialogue in a collaborative but arm's-length partnership with the City of Burnaby. The City of Burnaby committed in advance to receive and respond to the Assembly's recommendations, ensuring the process is transparent and accountable. City Council remains responsible for final approval of the Official Community Plan.

## Purpose of this Appendix

This document is one of seven detailed appendices for the Burnaby Community Assembly's final report. SFU's Morris J. Wosk Centre for dialogue has made these extensive materials available in the interests of transparency and accountability.

These materials will support Burnaby residents, and all others who have interest in the development of the Burnaby 2050 Official Community Plan, in understanding the detailed process by which the Assembly Members developed their recommendations. These appendices will also support engagement and learning about community and planning issues in Burnaby, centred around the Assembly's guiding question: **How should Burnaby grow and change by 2050 to create a city where everyone can thrive?**

Furthermore, these materials will allow the Burnaby Community Assembly to serve as a detailed case study for analysis and consideration by researchers, public engagement practitioners, governments, and all those who are interested in deliberative democratic processes. A "deliberative wave" of community assemblies and similar processes have been internationally recognized by the Organization for Economic Co-operation and Development (OECD) for transforming how cities and other levels of government engage residents on complex issues, and the Centre for Dialogue is one of many organizations working towards strengthening the effectiveness of these processes.

In 2021, Burnaby became the first known local government in Canada to commission a Community Assembly for its Official Community Plan. In 2024, Gibsons, BC became the first known community to finish such an Assembly, working in partnership with the Centre for Dialogue's Renovate the Public Hearing Initiative. Alongside the work of other regional leaders in public participation, such as the City of New Westminster, we hope these processes will set a new benchmark for how local governments engage their communities on the decisions that matter most.

### **Note On Structure:**

These appendices contain a number of documents, reports and slide decks from throughout the Assembly process. Please refer to "document lists" that are included throughout these appendices to help navigate these numerous embedded documents.



## Assembly Evaluation

Throughout the Assembly, there were a number of instances where Assembly Members and Multilingual Ambassadors provided feedback. In the documents below, please find the evaluation framework for the Assembly, a summary of the evaluations themselves, as well as the surveys that were shared with respondents.

### **Document List: Assembly Evaluation**

In the following pages, please find the following documents:

- Draft Plan for Evaluation
- Comparative Analysis of Evaluation Surveys
- Pre-Survey (Meeting #1)
- First Day Survey (Meeting #1)
- Mid-point Survey (Meeting #3)
- Final/Exit Survey (Meeting #7)
- Multilingual Ambassador Survey

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## Evaluation Plan

# Burnaby Citizens' Assembly on Livable and Resilient Neighbourhoods

Spring 2024



Cover photo by [Alfred Shuij](#), Writ3Click Photography

**Part of the Urban Resilient  
Futures Burnaby initiative**



**Vancity**

## EVALUATION BACKGROUND & PURPOSE

Burnaby, BC's third largest city, is embarking on the development of a new Official Community Plan to guide and manage growth between now and 2050. On September 20, 2021, Burnaby City Council, on the recommendation of the Chief Administrative Officer, authorized staff to join the Urban Resilient Futures Burnaby initiative and enter into an MoU with the program's founding partners, SFU's Morris J Wosk Centre for Dialogue and Vancity. Council's endorsement included a commitment to participate in a "Citizens' Assembly on Livable and Resilient Neighbourhoods and Official Community Plan" which will comprise of a representative body of 40-50 residents who will meet over 7 Saturdays to learn, work through trade-offs, find hidden consensus and create recommendations for Burnaby's new Official Community Plan.

**The Centre will integrate evaluative touchpoints throughout the Assembly's planning process, implementation and follow-up in order to:**

- a) Monitor key indicators to support project management and receive timely participant feedback to facilitate responsive adjustments of the process design in between Assembly meetings;
- b) Provide a transparent account of Assembly proceedings and outcomes to the City of Burnaby, the Assembly Advisory Committee and other design consultants, Assembly participants and the general public including the extent to which objectives were achieved, standards and principles of deliberative processes were adhered to, and any limitations of the process and outcomes;
- c) Consolidate learnings about the strengths and weaknesses of the process that could inform the implementation of future Assemblies or broader public engagement processes.

Keeping with the Centre's mandate to build capacity and exchange knowledge on dialogue and participatory democracy, knowledge generated through the Assembly evaluation is intended to benefit not only future engagement work by Burnaby and/or the Centre, but also the broader field of participatory democracy practitioners and researchers in Canada and around the world. The Centre will make Assembly materials, outcomes, and evaluation findings publicly available, within necessary limitations to protect the privacy of participants. Where possible the Centre will also seek opportunities to proactively share relevant findings with practitioner networks (such as Democracy R&D or the International Association of Public Participation) and research initiatives such as the Renovate the Public Hearing Initiative and university Faculty or graduate students conducting research on deliberative democracy.



## EVALUATION OUTPUTS

The Burnaby Citizens' Assembly evaluation is designed to provide constructive real-time feedback for the project team as well as a final evaluation of the process and outcomes. Evaluation analysis and reporting will therefore be ongoing throughout the Assembly process, and outputs will include:

- **Two Mid-point Evaluation Reports:** summarizing anonymized participant feedback on accessibility, information needs, and facilitation from participant surveys delivered on the 1<sup>st</sup> and 3<sup>rd</sup> Assembly meetings. These one-page reports will be shared with the project team, participants, and Advisory Committee.
- **Assembly Report:** including a detailed description of the Assembly process embedding relevant evaluation findings, alongside full, anonymized evaluation survey results in the Appendix. The Assembly Report will be made public after the conclusion of the Assembly. Evaluation highlights may also be presented alongside the Assembly recommendations where relevant, such as during the Assembly's final presentation to Council.
- **Knowledge Mobilization:** After the conclusion of the Assembly, the Centre may conduct further evaluation, reflection and writing in order to develop internal project management resources, as well as conference presentations or resources for public engagement practitioners drawing from the Assembly experience. Publicly available evaluation data from the Technical Report may also be incorporated into external research on deliberative democracy.

## EVALUATION METHODOLOGY

The design of the Burnaby Citizens' Assembly evaluation is informed by the Assembly objectives as stated in project planning documents, the Centre's [Principles for Collaborative Engagement](#), and the OECD's [Evaluation Guidelines for Representative Deliberative Processes](#). The evaluation will draw from a number of sources, including:

- Demographic data collected through **registration forms** (from all applicants, including the shortlist of selected participants)
- **Attendance records** from each Assembly meeting
- **Participant surveys** delivered on day 1, 3 and 7
- Analysis of **relevant internal project documents and public communications material**, including outreach information, minutes from Advisory Committee meetings, interviews with City Council and staff, and process designs
- **Project team debrief meetings** during and after the Assembly
- **Analysis of online and media engagement** (social media reach, website visits, newsletter following, media articles, etc.)
- **Feedback from broader community engagement opportunities** (online survey, public workshop, multilingual community dialogues, etc.)



**Principle 1: Works in Partnership with Communities**

Evaluation Focus & Objectives	Potential Reporting Outputs
<p><b>Collaborative planning process</b></p> <ul style="list-style-type: none"> <li>• To include decision-makers and diverse community perspectives in co-designing the Assembly, and where possible, to actively include them as partners in the delivery of the Assembly</li> <li>• To make design decisions in a fair and transparent manner, guided by best practices from the field the Centre’s values, and community needs, within the inherent constraints or limitations of the project</li> <li>• To invest in relationships with the community advisors, through personalized and ongoing communications throughout the Assembly process</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe who was consulted in the planning stages (listing individual entities, or general groups/sectors)</li> <li>• Describe which elements of the planning stages were open to external input, with any salient examples of where community conversations were influential</li> <li>• Describe the decision-making criteria or rationale behind any key design considerations, especially if the perspectives or needs of different groups had to be balanced</li> <li>• Describe how community groups or individuals were involved in later stages of the Assembly process (e.g. presenting to the Assembly, hosting a multilingual dialogue, promoting public survey, sending them updates, etc.)</li> <li>• Describe any examples of community reciprocity in the co-design process</li> <li>• Discuss any relevant gaps, challenges or limitations in co-design</li> </ul>
<p><b>Trusting &amp; respectful relationships with Indigenous Host Nations</b></p> <ul style="list-style-type: none"> <li>• To consult Host Nations that hold title in Burnaby on whether they would like to give input into the Assembly, in particular around possibilities to integrate Indigenous protocols and knowledge, and the possibility to present their priorities and perspectives to Assembly participations.</li> <li>• To contribute to the City’s implementation of the Truth and Reconciliation Commission of Canada's Calls to Action (esp. Articles 43, 57, 63, 93) and British Columbia’s Declaration on the Rights of Indigenous Peoples Act (DRIPA)</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe our engagement with Host Nations, the nature of the relationship built, and their role in the planning process and Assembly</li> <li>• Highlight the knowledge about Indigenous People’s priorities, experiences and history that was included in the learning materials</li> <li>• Highlight any relevant Assembly recommendations that support the implementation of DRIPA and the Calls to Action</li> </ul>

**Principle 2: Includes Participants Reflecting the Full Diversity of Interests and Perspectives**

Evaluation Focus & Objectives	Potential Reporting Outputs
<p><b>Diversity</b></p> <ul style="list-style-type: none"> <li>• To convene a group of residents that descriptively represent the diversity of Burnaby’s community along the lines of age, gender identity, language spoken most often at home, education, home owner/renter status, immigration status and location of residence in Burnaby (ideally, within 5% of the 2021 Census, but at minimum to a greater degree than traditional engagement methods)</li> <li>• To ensure (to the greatest degree possible) that all eligible residents can register their interest to participate</li> <li>• To actively seek out and encourage participation of historically under-heard voices, including by selecting for a target number of Indigenous-identifying residents</li> <li>• To use a fair, legitimate and transparent sortition process for participant selection</li> <li>• To retain to the greatest degree possible the target level of participation</li> <li>• If needed, to identify and address causes of attrition</li> </ul>	<p><b>Registration Analysis</b></p> <ul style="list-style-type: none"> <li>• Compare registrant demographics to the 2021 Burnaby Census prior to the registration closing date to identify underrepresented groups and brainstorm possible strategic promotion to increase participation from under-heard voices</li> <li>• Keep attendance records and periodically assess gaps in attendance, including demographic trends</li> </ul> <p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe recruitment approach, including dedicated outreach efforts used to increase equity and accessibility and any key design considerations in the sortition process</li> <li>• Compare participant demographics to the 2021 Burnaby Census and demographic information from the City of Burnaby’s 2023 community survey (as a proxy for traditional engagement methods)</li> <li>• Summarize attendance/attrition data over the course of the Assembly, including any notable demographic trends in attrition and/or any known or probable causes of attrition</li> <li>• Discuss any significant gaps in representation (e.g. probable causes, efforts to include underrepresented voices through other channels)</li> </ul>
<p><b>Accessibility and Inclusion</b></p> <ul style="list-style-type: none"> <li>• To ensure (to the greatest degree possible) that all selected participants can access and fully participate in the engagement space and process</li> </ul>	<p><b>Midpoint Reports</b></p> <ul style="list-style-type: none"> <li>• Summarize participant feedback on accessibility and develop a plan to address accessibility concerns</li> </ul> <p><b>Final Report</b></p>

<ul style="list-style-type: none"> <li>• To nurture a sense of welcome, belonging, respect and safety for all participants</li> <li>• To proactively identify, and where possible address, barriers to participation</li> </ul>	<ul style="list-style-type: none"> <li>• Describe the accessibility supports provided, and specific actions that helped to nurture a welcoming environment</li> <li>• Report on participant levels of satisfaction with the Assembly’s accessibility, and the diversity of opinions and interests reflected in the group</li> <li>• Discuss any gaps or limitations to accessibility and inclusion</li> </ul>
<p><b>Broader Community Engagement</b></p> <ul style="list-style-type: none"> <li>• To enhance public trust and accountability of the Assembly process by increasing awareness among the broader community and media of the Assembly process and outcomes</li> <li>• To enhance the legitimacy and representativeness of Assembly recommendations by presenting perspectives from the broader community for Assembly consideration</li> <li>• To provide diverse channels for participation to increase accessibility for diverse groups, including multilingual communities in Burnaby</li> <li>• To model evidence-based discussion and dialogue as an alternative to polarized debate</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe the approaches taken to increase community awareness of the Assembly process and provide channels for broader public input</li> <li>• Report on public participation metrics: website visits, resource downloads, social media engagement, newsletter subscribers, public workshop attendance, survey responses, attendance at self-hosted dialogues in diverse languages</li> <li>• Report on what percentage of Assembly members talked to others in their community about the Assembly</li> <li>• Report on the degree to which Assembly members’ perspectives were impacted by hearing from the public through the survey and public workshop</li> </ul>

<b>Principle 3: Creates Conditions for Actionable Public Judgement</b>	
<b>Evaluation Focus &amp; Objectives</b>	<b>Potential Reporting Outputs</b>
<p><b>Learning Phase</b></p> <ul style="list-style-type: none"> <li>• To provide participants with balanced, evidence-based information that supports them to consider diverse perspectives,</li> </ul>	<p><b>Midpoint Reports</b></p> <ul style="list-style-type: none"> <li>• Summarize participant feedback on the sufficiency and accessibility of information provided</li> <li>• Collect feedback on additional information needs, and make a plan to address these where possible</li> </ul>



<p>practical constraints and relevant trade-offs</p> <ul style="list-style-type: none"> <li>• To enhance the knowledge of participants and leave them with a sense of empowerment</li> <li>• To proactively identify (and where possible address) gaps in information required to support participant deliberation</li> <li>• To engage in a fair, balanced and transparent process of material curation</li> <li>• To provide information in accessible formats</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe the process and criteria for the curation of learning materials and/or presentations (including any avenues for input from decision-makers, community groups and/or participants)</li> <li>• Describe the learning process (timing of learning inputs, formats of information, etc.) and any accessibility consideration</li> <li>• Publish all informational material provided to the Assembly members</li> <li>• Report on participant satisfaction with the sufficiency and accessibility of information provided</li> <li>• Report on participant knowledge gains (self-reported or pre/post)</li> <li>• Compare the influence of diverse inputs on participants perspectives (hearing from other Assembly members, information materials, hearing from the broader community, feedback from decision-makers)</li> </ul>
<p><b>Engagement with Decision-Makers</b></p> <ul style="list-style-type: none"> <li>• To empower participants to develop recommendations that are actionable and feasible in light of real-world constraints</li> <li>• To enhance the relationship and communication between Assembly participants and decision-makers</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe the process used to engage decision-makers to provide feedback on draft recommendations (when did this occur, who was involved)</li> <li>• Summarize the feedback provided by decision-makers</li> <li>• Report on the degree of influence hearing from decision-makers had on participants' perspectives</li> </ul>
<p><b>Assembly Recommendations</b></p> <ul style="list-style-type: none"> <li>• To facilitate the creation of actionable recommendations that reflect diverse community values and priorities, and are feasible in light of real-world constraints</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Outline Assembly recommendations</li> <li>• Report on participant perspectives on whether the recommendations are clear, practical and feasible enough to implement</li> <li>• Report on participants' confidence that the City of Burnaby can develop an Official Community Plan that meets the needs and balances diverse perspectives of residents (pre/post comparison)</li> </ul>

## Principle 4: Increases Shared Understanding through Dialogue and Deliberation

Evaluation Focus & Objectives	Potential Reporting Outputs
<p><b>Deliberation</b></p> <ul style="list-style-type: none"> <li>• To proactively identify (and where possible address) issues in the process design and facilitation</li> <li>• To design a process that encourages evidence-based deliberation, systems thinking</li> <li>• To provide neutral and effective facilitation, that enables the balanced participation of all Assembly members</li> <li>• To demonstrate transparency about the Assembly methods</li> </ul>	<p><b>Midpoint Reports</b></p> <ul style="list-style-type: none"> <li>• Report on participant satisfaction with the Assembly and its facilitators so far, and identify issues to address in future sessions (from open-ended feedback)</li> </ul> <p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe overall process (agenda of each week, description of activities, etc.)</li> <li>• Describe the process of deliberation, including guiding principles developed by the group, key tensions and trade-offs that were considered, and activities that promoted systems-thinking</li> <li>• Report on participant satisfaction with:               <ul style="list-style-type: none"> <li>- the event overall</li> <li>- facilitator effectiveness and neutrality</li> <li>- opportunities to participate and express their views</li> </ul> </li> </ul>
<p><b>Shared Understanding</b></p> <ul style="list-style-type: none"> <li>• To leverage the power of dialogue to encourage participants to listen deeply, humanize opposing perspectives, and develop shared understanding and agreement</li> <li>• To encourage participants to engage with curiosity, empathy and open minds</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe the dialogue methods used in the process, as well as how participants were invited to actively reflect on the dialogue process (e.g. developing community agreements)</li> <li>• Report on participants' self-described impacts of shared understanding               <ul style="list-style-type: none"> <li>- Change to their understanding of other people's opinions on the issue</li> <li>- Changes to their understanding of decision makers' constraints</li> <li>- Changes to their perspectives in light of different inputs</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Report on whether participants feel that the final recommendations reflect the diversity of different views and judgements of the group</li> </ul>
<p><b>Democratic Culture</b></p> <ul style="list-style-type: none"> <li>• To leverage the power of public participation to enhance democratic culture and resilience</li> <li>• To leave participants with a sense of empowerment and political agency</li> <li>• To enhance the public’s civic knowledge and skills</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe briefly the relation between public participation and democratic resilience</li> <li>• Report on impacts to participants’ knowledge gains, civic agency, attitudes toward deliberation, and sense of belonging</li> </ul>

<b>Principle 5: Commits to Transparency about Purposes, Methods and Outcomes</b>	
<b>Evaluation Focus &amp; Objectives</b>	<b>Potential Reporting Outputs</b>
<p><b>Transparency</b></p> <ul style="list-style-type: none"> <li>• To demonstrate transparency throughout the Assembly process, including the planning, implementation and follow-up</li> <li>• To maintain transparency in the reporting of Assembly recommendations</li> <li>• To enhance the accountability of the process by enabling community monitoring of outcomes</li> </ul>	<p><b>Final Report</b></p> <ul style="list-style-type: none"> <li>• Describe the Assembly’s scope, purpose, limitations, and funding sources</li> <li>• Describe the governance and planning structure of the Assembly, including relationships between the Centre for Dialogue &amp; City of Burnaby</li> <li>• Describe the Assembly’s public communication strategy during the process (e.g. website, newsletter, points of communication)</li> <li>• Describe the Assembly methods (as mentioned above)</li> <li>• Describe the process by which Assembly ideas and final recommendations were recorded, analysed, and developed by the group</li> <li>• Include minority reports in the Appendix</li> <li>• Describe the City’s commitments for follow-up, as well as future plans of the Centre for Dialogue to monitor outcomes or communicate with Assembly members and Burnaby residents at large</li> <li>• Include all evaluation findings in the Appendix</li> </ul>



## GUIDING VALUES OF EVALUATION

The Centre is committed to upholding core ethics and principles of evaluation, informed by the [core attributes and standards of evaluation quality](#) and Centre's [mission and values](#). Our approach to evaluation is particularly inspired by the following values and beliefs:

**Diverse Ways of Knowing:** We honour information in the form of both stories and numbers. Where possible, our evaluation triangulates and reports on diverse inputs, including quantitative and qualitative surveys, interviews and group discussions, project metrics, observations and testimonials.

**Respectful Transparency:** We believe in the importance of providing equitable access to information about the motives, governance, design, implementation and outcomes of engagement processes, in order to demonstrate the integrity and legitimacy of the process, foster trust, and facilitate constructive criticism. However, we balance transparency with the need to protect the privacy, dignity and rights of participants, create spaces for candid reflections, and respect the boundaries of informed consent through anonymization of data. Our commitment to transparency also includes disclosure of the evaluation's limitations and honest reflections on the positionality and potential biases of evaluators.

**Evaluation Impact:** We aim for our evaluation to be useful for decision-makers, engagement practitioners, and the broader public, for instance to assess the legitimacy of engagement outcomes or the suitability of engagement approaches for future initiatives. We facilitate impact by consulting key stakeholders on their evaluation needs and interests, and by reporting on evaluation findings in a way that supports dissemination and use by diverse audiences. We also report on evaluation findings with sufficient context to mitigate potential misuse or misinterpretations.

**Participatory Evaluation:** We champion collaboration, inclusiveness and participation not only in the engagement process, but also in its evaluation. Throughout the evaluation process, we seek input from decision-makers, the community, and participants around the evaluation purpose, criteria, methods, analysis, and reporting.

**Evaluation for Ongoing Learning:** We believe that learnings emerge from failures, and challenges are found in successes. Our evaluation seeks to report transparently on the nuances and complexities of all aspects of the engagement process and highlight learnings.

# Comparative Analysis of Assembly Member Evaluation Surveys – Burnaby Community Assembly

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## Comparative Analysis Insights

- **Satisfaction:** Members had overall high satisfaction with their Assembly experience. Member satisfaction consistently increased from the first day survey to the final survey.
- **Accessibility:** Members' needs were generally met. Satisfaction with accessibility needs steadily rose to 100% by the end of the dialogues.
- **Participation:** Ample opportunities to participate. Perceptions of participation and opportunities for expression improved over time.
- **Facilitation:** Effective and mostly neutral guidance. Although there was a mid-point dip, perceptions of facilitator effectiveness ultimately improved.
- **Information:** Adequate and increasingly clear information. Assembly Members reported significant improvement in the clarity of information presented between the mid-point evaluations and the final survey.
- **Final Recommendations:** The majority of Members felt their views were accurately reflected.
- **Future Participation:** Members expressed strong interest in similar public participation opportunities.
- **Empowerment:** Members felt more informed and empowered to discuss local issues.

## Response Levels for Evaluation Surveys

Survey	Meeting	Respondents	Participants
Pre-Survey	Meeting #1	44	Assembly Members
First Day Survey	Meeting #1	42	Assembly Members
Mid-point Survey	Meeting #3	41	Assembly Members
Final/Exit Survey	Meeting #7	39	Assembly Members

Please note: The number of survey respondents declined over time due to attrition in the Assembly.



## Overall Experiences

The Burnaby Community Assembly conducted evaluation surveys at three stages: Meeting #1 (pre-survey and first-day survey), Meeting #3 (mid-point survey), and Meeting #7 (final survey). Satisfaction levels remained consistently high, starting at 93% on the first-day survey and rising to 95% by the final survey. Additionally, the percentage of Members who were 'very satisfied' increased from 44% to 62% (figure 1). This upward trend indicates growing Member satisfaction over time.

In the written feedback, Assembly Members highlighted several positive aspects of their experience, including the fair chance for everyone to speak and participate (12), the diversity and demographic representation (11), and the effective process of navigating disagreements (8). The organization and communication were praised (8), along with the informative nature of the sessions (7). Support from team members and facilitators (6), the decision-making process (5), and the feeling of being respected and included were also appreciated (4).

Other positive aspects included the quality of the food (3), the fun atmosphere (3), interactive and engaging activities (2), bus tours (2), presentations (2), and effective dotmocracy exercises (2). The meetings were described as digestible and thoughtfully organized. Additionally, participants valued the presence of an Indigenous Elder (3), making new friends, and the inclusive accommodation of special dietary and cognitive needs.

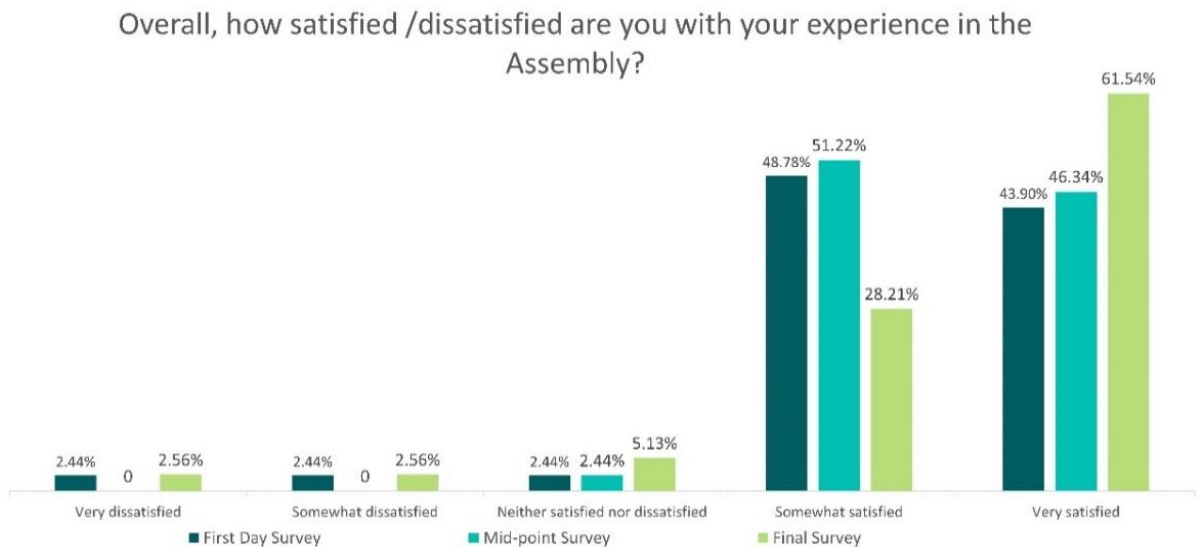


Figure 1: Overall satisfaction with the Assembly experiences

Overall, how satisfied /dissatisfied are you with your experience in the Assembly?

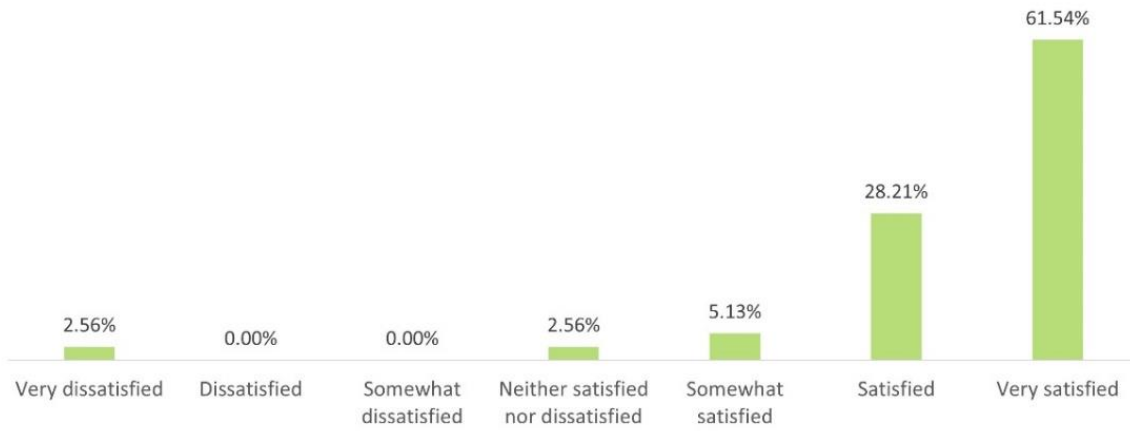
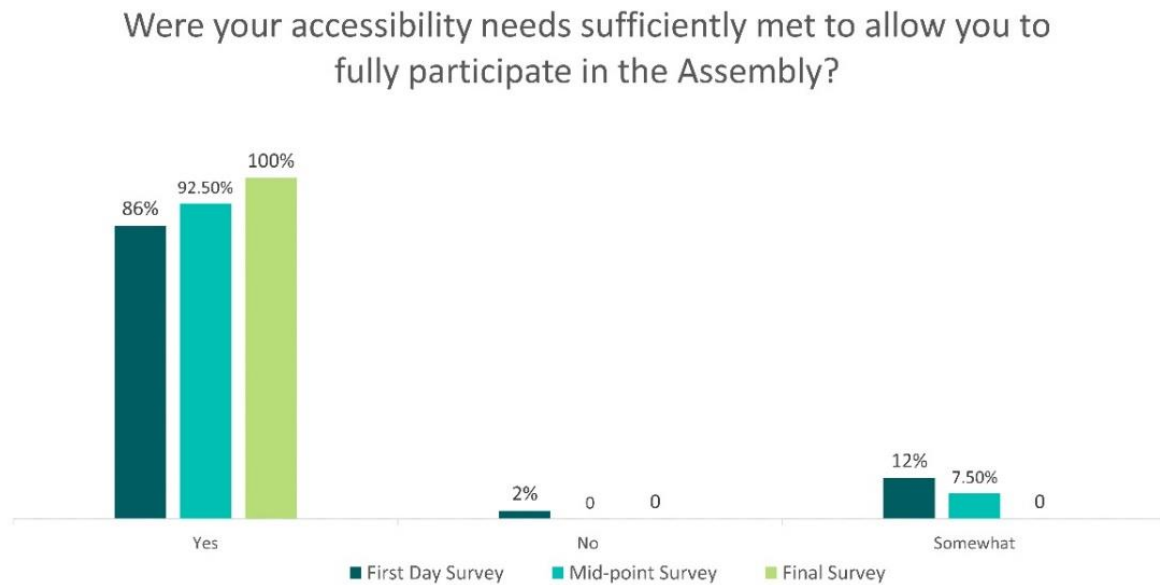


Figure 2: Overall satisfaction with the Assembly experiences - final survey results (7-point scale)

## Accessibility

Satisfaction with accessibility needs improved from 86% in the first day survey to 100% by the final survey (figure 3). This consistent increase suggests effective accommodation measures were implemented throughout the Assembly. However, Assembly Members mentioned there could be improvements to tech equipment and accessibility support for individuals with hearing challenges and parking challenges.



*Figure 3: Accessibility Satisfaction for Assembly Participation*

## Participation and Expression

Opportunities to participate and express views comfortably improved from Meeting #1 to Meeting #7. Most Members felt they had ample opportunities to participate, and this perception strengthened over time (figure 4). This is supported by open feedback, including feedback from one Assembly Member who shared,

***"I am really introverted and I wasn't well-versed in talking about various issues in Burnaby, so taking part in the group discussions was hard for me. But the experience was still really enjoyable. I have never felt so connected with people in my city. Participating in this Burnaby Community Assembly was a really great experience for me."***

Additionally, in the written comments, 12 Members expressed their enjoyment of having a fair chance to speak and participate in the group discussions and open dialogue.

One comment from an Assembly Member emphasized the effectiveness of facilitation:

***"The SFU CFD has been instrumental in the drafting of the Burnaby Official Community Plan recommendations. The ability of the facilitators to lead conversations while remaining neutral is phenomenal. The team worked very hard to make sure anyone who wanted to be heard was heard. They also did a fantastic job receiving feedback even during the process and making adjustments, doing research, and setting up speakers based on the requests of the Assembly. Thank you so much!"***

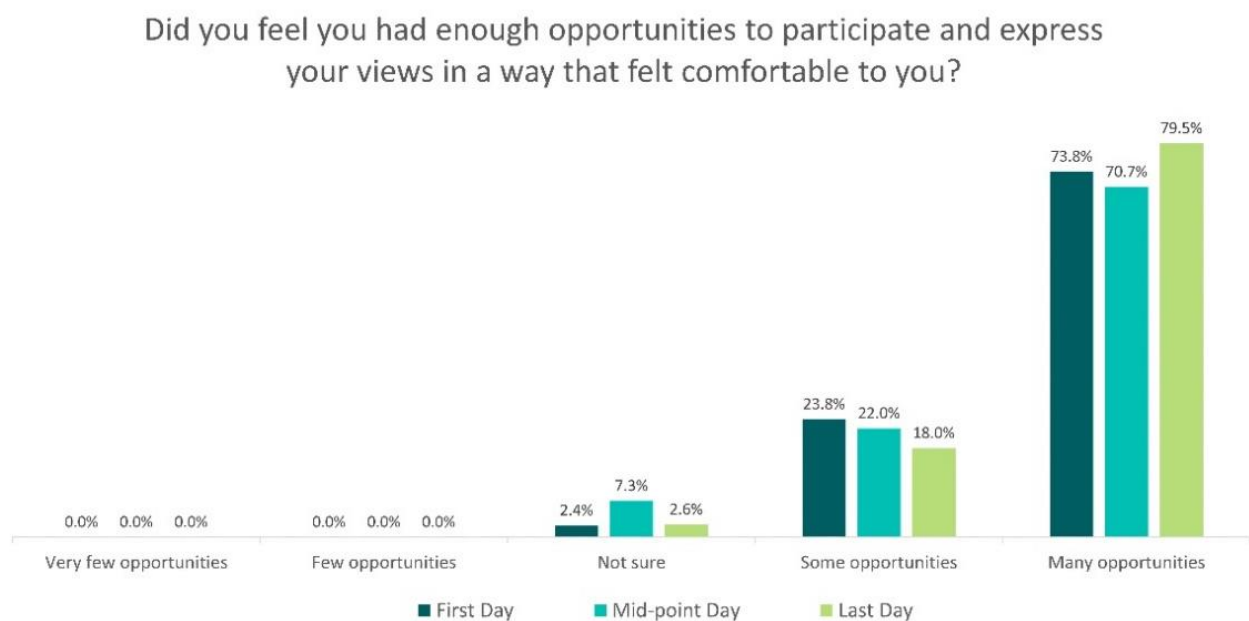


Figure 4: Opportunities to Participate and Express Views

## Facilitation Effectiveness

Perceptions of facilitator effectiveness were high, with ratings for “always effective” starting at 70% on Day 1, dipping to 62% mid-point, but reaching 83% by the last meeting. This temporary dip suggests challenges during the middle stages, but overall, facilitators were effective in guiding conversations (figure 5).

Perceptions that facilitators were “very neutral” dropped from 83% at mid-point to 72% by the final meeting, with 23% indicating that facilitators were “often neutral” on the final survey (figure 6). One respondent indicated they thought the facilitators were “often biased”. Despite the dip, the overall perception of facilitation neutrality (often neutral and very neutral) remained stable and even slightly improved between Meeting #3 (93%) and Meeting #7 (95%).

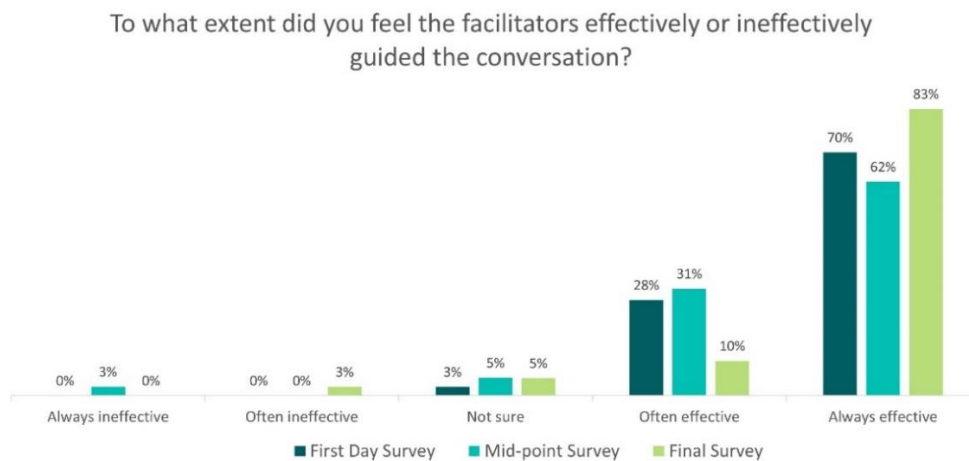


Figure 5: Effectiveness of Facilitators in Guiding Conversations

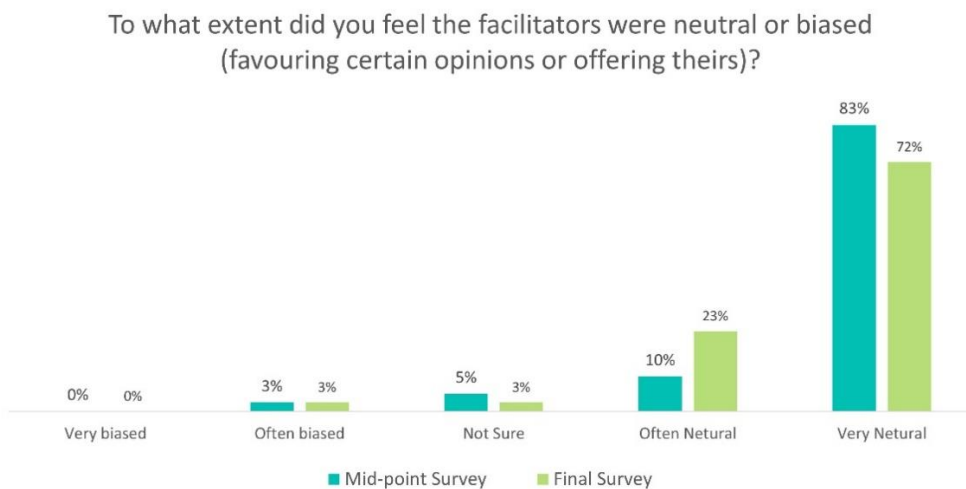
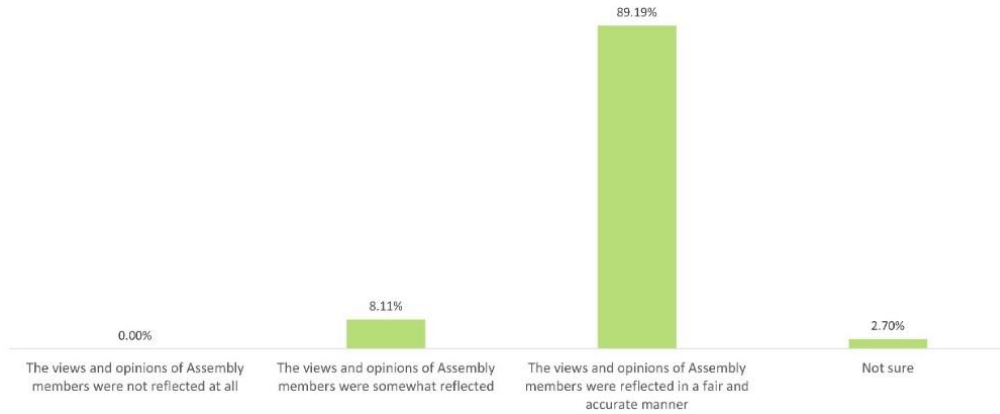


Figure 6: Perceived Neutrality of Facilitators in Discussions



89% of Assembly Members believed that their views and opinions were reflected in the final recommendations in a fair and accurate manner, while 8% felt the views and opinions of Assembly Members were somewhat reflected (figure 7).

To what extent, if at all, do you feel that the final recommendations (including minority reports) fairly reflect the views and opinions of the Assembly Members?



*Figure 7: Perception of Fairness in Final Recommendations*

## Learning Materials and Information Clarity

By Meeting #7, 69% felt they received “just enough” information, 18% felt they received “too much information,” 5% felt they received “too little information”, and 8% were not sure (figure 8). These results are largely consistent with the mid-point findings. In written feedback, a few Assembly Members expressed a desire for more foundational education, indicating this would help Members fully understanding the trade-offs. Additionally, having more technical information before decision-making could have enhanced their background knowledge, leading to better recommendations.

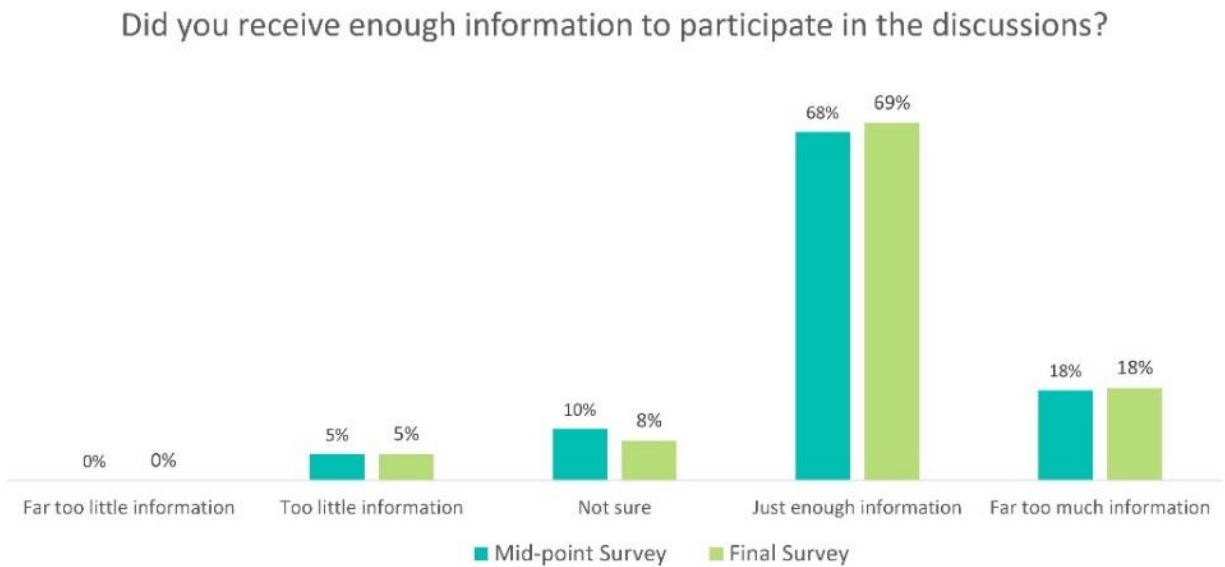


Figure 8: Adequacy of Information for Participation in Discussions

The clarity of information presented increased from 51% at the mid-point to 57% by Meeting #7 (figure 9). While the majority found the information clearer and more digestible over time, around 10% of Assembly Members still found it difficult to understand or were unsure. The final survey indicated that Assembly Members found written content (66%) easier to comprehend from the beginning compared to presentations (49%) by City staff and external experts (figure 10). One Assembly Member suggested reducing input from public speakers and shortening the length of presentations to alleviate cognitive overload.

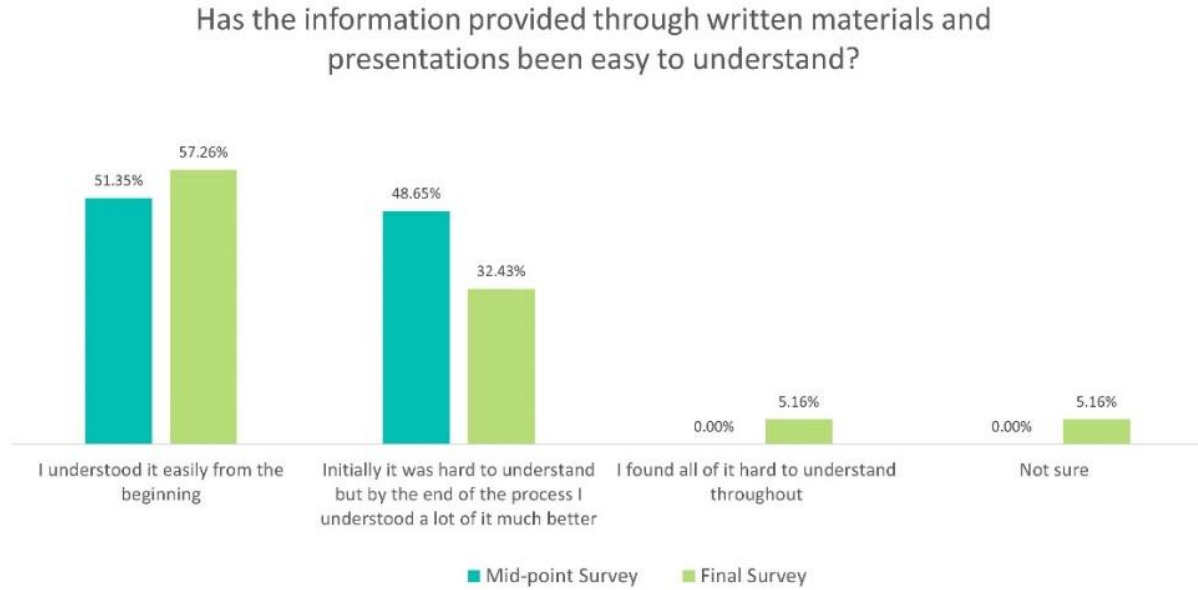


Figure 9: Difficulty in Understanding Information Provided Through Written Materials and Presentations (Mid-point vs. Final Survey)

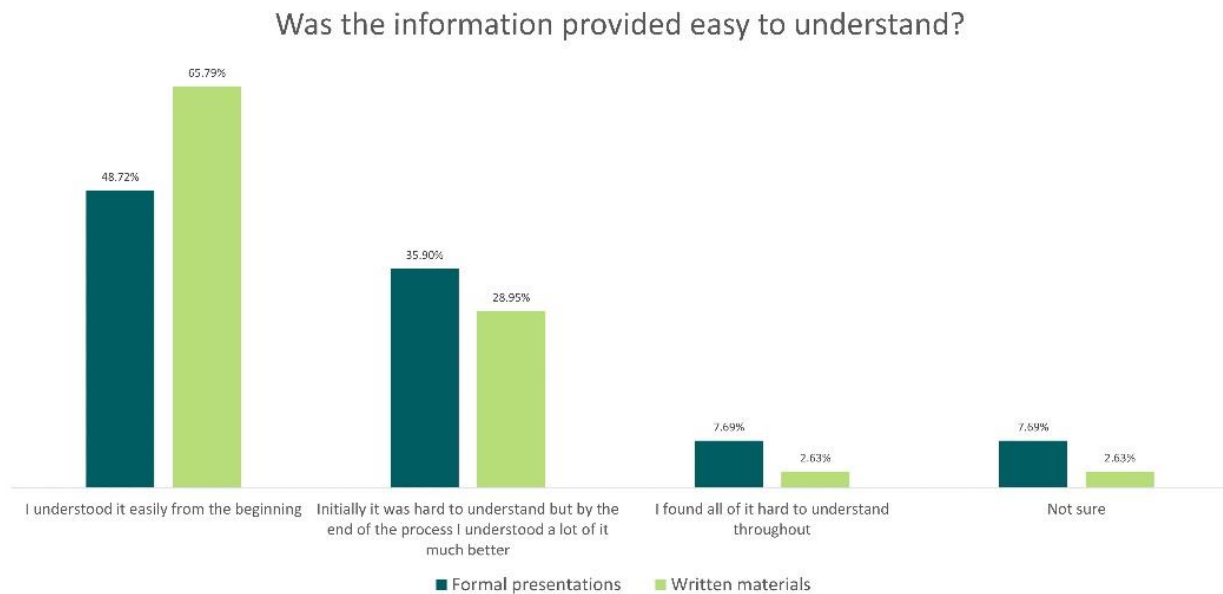
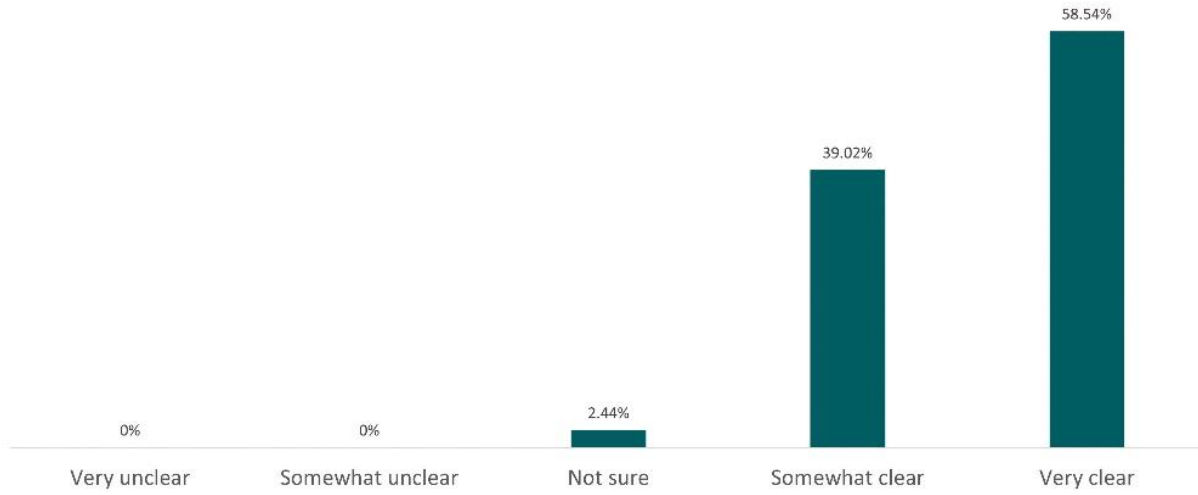


Figure 10: Difficulty in Understanding Information Provided in the Final Survey (Written Materials vs. Presentations)

Additionally, based on the first day survey results, 98% of Assembly Members felt the Assembly tasks and processes were either very clear or somewhat clear, with more than half of the Members indicating that the process was very clear (figure 11).

To what extent is the Assembly's task and process clear to you?



*Figure 11: Perception of Clarity of the Assembly Process*

## Understanding of Assembly Topics

Understanding of all five topics—growth density and land use, livability and belonging, housing choices and affordability, transportation, and climate change—improved from Meeting #1 to #7. "Livability and belonging" showed the most improvement, with familiarity rates increasing by 43%, while "climate change" showed the least improvement with familiarity rates increasing by 17% (figure 12).

In the written feedback, one Assembly Member suggested allocating more time to each topic of the recommendations.



Figure 12: Familiarity Levels Across Assembly Topics



## Perceptions Building

Assembly Members reported that all of the nine sources of information identified in the survey had a significant impact on their perspectives. For each source, at least 84% said that it “somewhat” or “strongly” impacted their perspectives, and 100% said that hearing the views of other Assembly Members “somewhat” (49%) or “strongly” (51%) impacted their perspective. Hearing the views of other Assembly Members was the most impactful source of information.

Hearing from local organizations through the "Community Exchange" strongly impacted 49% of Assembly Members' perspectives, while the bus tour of Burnaby ranked third highest in having strong impact on Assembly Members' perspectives at 45% (figure 13). However, 18% felt the bus tour had minimal impact, highlighting that this learning method met the needs of some Assembly Members and not others.

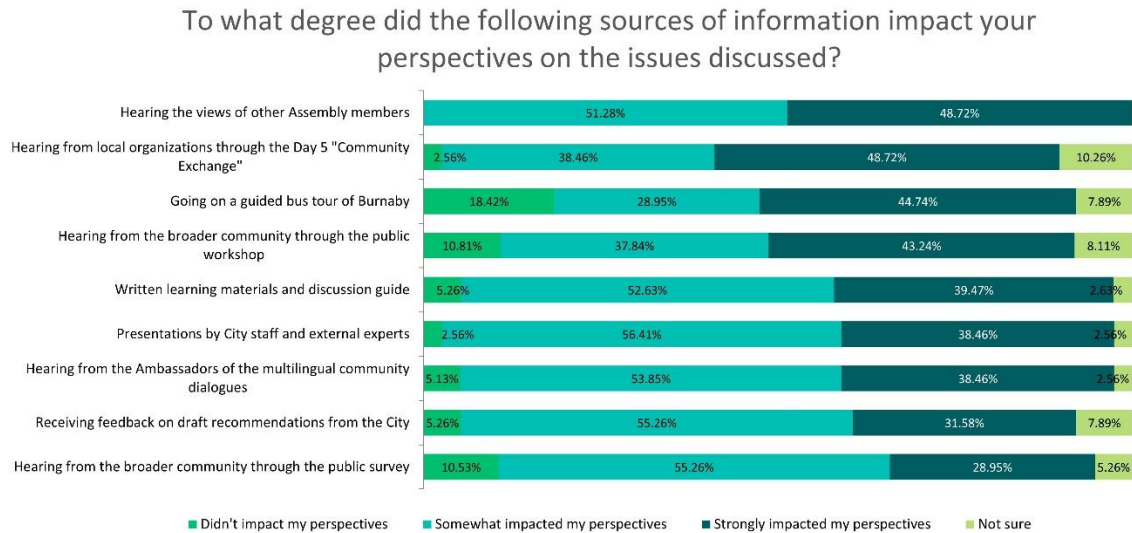


Figure 13: Perceived Impact of Information Sources on Assembly Members' Perspectives

## Civic Engagement and Empowerment

Overall, Assembly Members believed the Assembly experience was transformative and empowering. Some comments from Assembly Members include:

***"This experience has ignited an interest in public service and civic engagement. It also provided an opportunity to connect with other Burnaby residents I would otherwise never meet. It helped build empathy, understanding, and community. The Centre for Dialogue team was amazing from top to bottom, start to finish."***

Another Member shared,

***"The BCA has been a highlight of my journey as a naturalized citizen. It exemplifies the spirit of civic engagement and has left me with a profound appreciation for the collaborative efforts that shape our city. This experience has strengthened my sense of belonging and commitment to the community."***

Over the past several weeks of the Assembly have you talked with others (who are not directly involved in the Assembly) about issues discussed in this process?

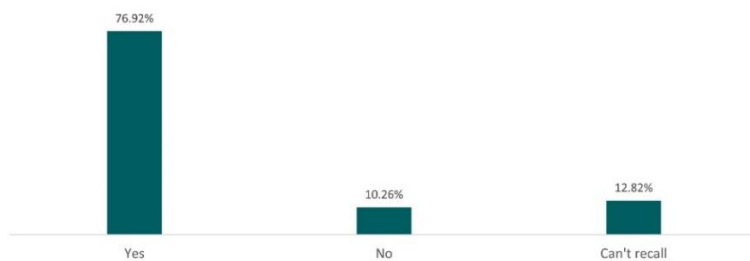


Figure 14: Assembly Members' Civic Engagement Outside the Assembly

77% of Assembly Members discussed issues related to the Assembly with others outside the Assembly (figure 14), and 76% expressed interest in participating in similar opportunities in the future (figure 15).

Given your experience in the Assembly would you be interested in participating in similar opportunities for public participation in the future?



Figure 15: Interest in Future Participation in Similar Civic Opportunities

Understanding of the City's constraints improved "to a great extent" for 62% of Members (an additional 33% reported "somewhat" improvement), and 59% felt they better understood others' opinions "to a great extent" (an additional 38% reported "somewhat" better understanding). This aligns with their written feedback, where eight Members expressed that they enjoyed the process of navigating disagreements and misunderstandings, being able to reach agreements, and respectfully discussing complex issues.

To what extent, if at all, do you feel that your understanding of these topics became clearer through this process?

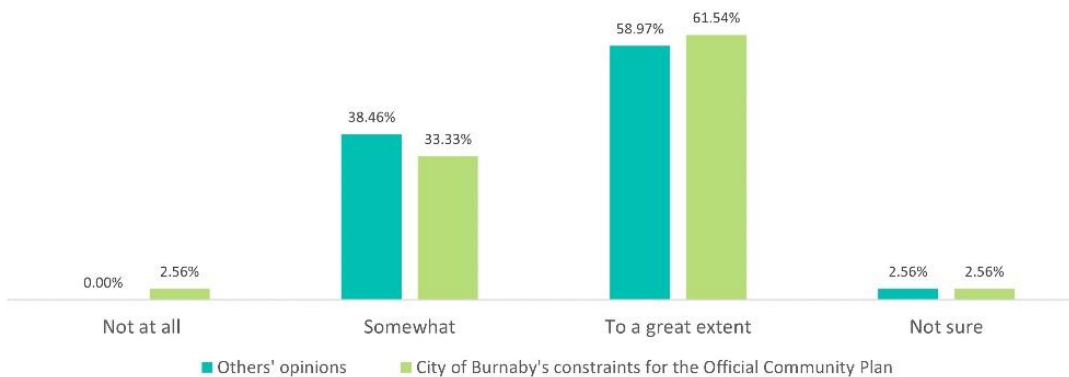


Figure 16: Improved Understanding of the City's Constraints and Others' Opinions

At the last Assembly meeting, 81% of members "Agree" or "Strongly Agree" that they felt informed about city issues (figure 17), a significant increase from 42.5% in the pre-survey. Additionally, 77% believed that "ordinary residents can influence city government if they are willing to make an effort" (figure 18).

### I feel informed about issues in my City, in general

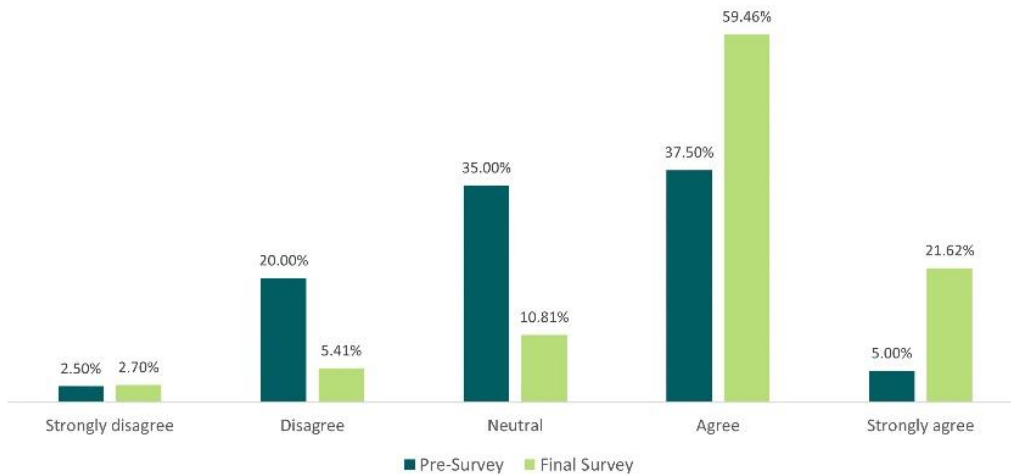


Figure 17: Assembly Members' Perception of Being Informed About City Issues

### Which statement comes closest to your own view even if it isn't exactly right?

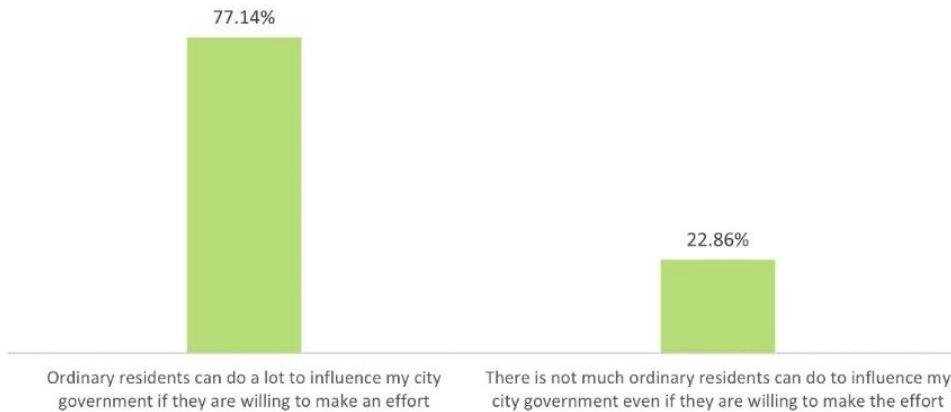


Figure 18: Belief in the Ability of Ordinary Residents to Influence City Government

A large majority of Assembly Members had never engaged with formal City institutions in the two years prior to the end of the Assembly Meetings, with 79% never attending a Council meeting, 68% never attending a public hearing, and 61% never participating in public engagement opportunities (figure 19). This shows that the Assembly's goal to attract Members who include "the silent majority" of Burnaby residents was largely successful.

Confidence in discussing local politics increased from 47% on Day 1 to 55% by Meeting #7 (figure 20).

In the past two years have you ever...

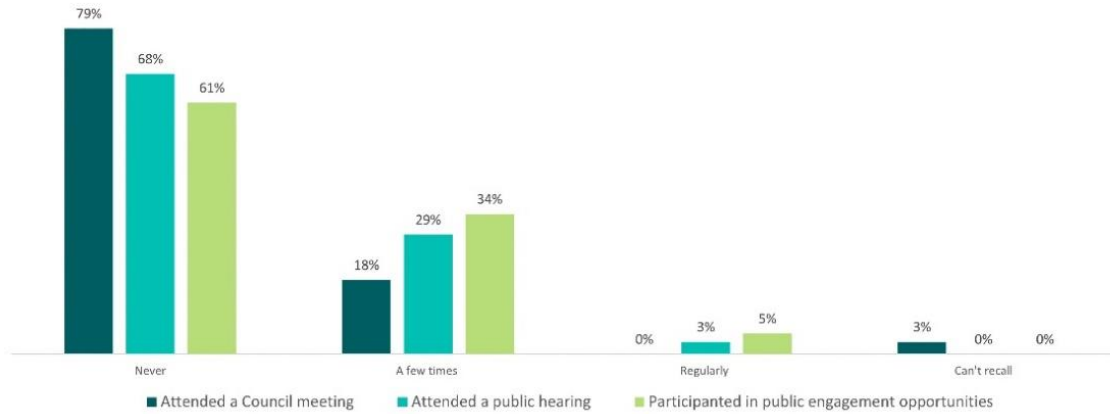


Figure 19: Assembly Members' Prior Engagement with Formal City Institutions

How confident do you feel about your ability to hold a conversation about local politics?

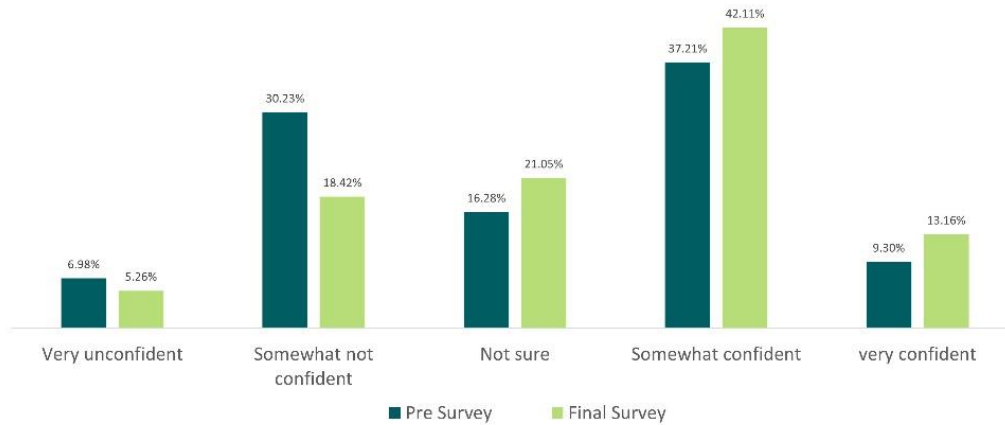


Figure 20: Increase in Confidence in Discussing Local Politics

While Members felt more informed and confident, their sense of belonging to their neighbourhood showed a small decrease (figure 21). The size of this decrease was not statistically significant, meaning the Assembly did not have a significant impact on sense of belonging relative to other factors in participants' lives.



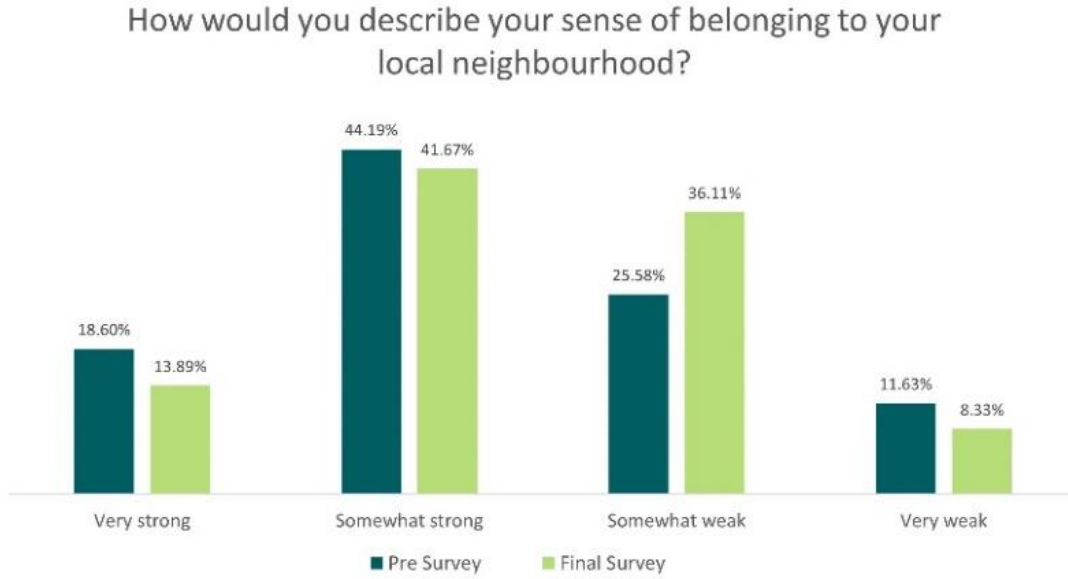


Figure 21: Change in Assembly Members' Sense of Belonging to Their Neighbourhood

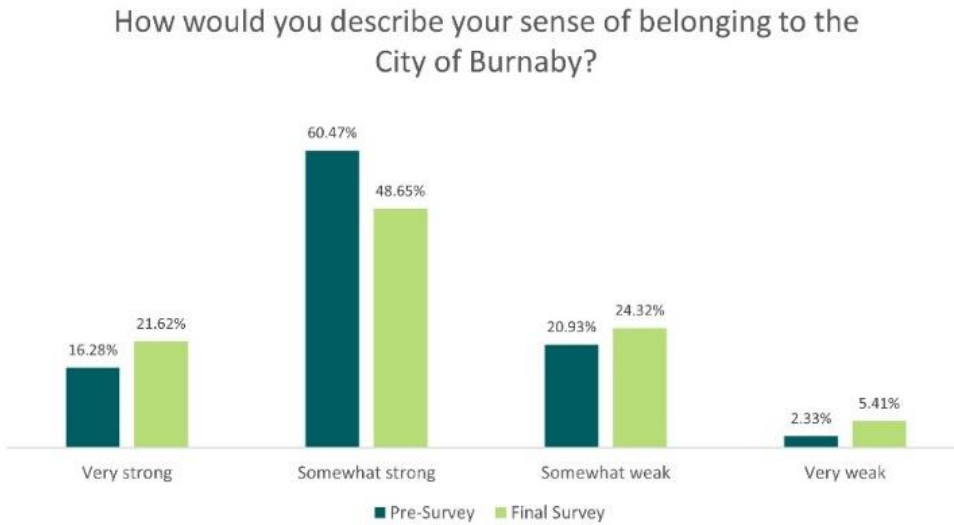


Figure 22: Change in Assembly Members' Sense of Belonging to Their City

The survey results indicate several notable trends regarding the Assembly Members' perceptions and attitudes over time. Firstly, the sense of empowerment among Members to "make a difference in their community" showed a positive shift. Overall agreement (including both those who agreed and strongly agreed) increased by 7%, with a 14% rise specifically in those who strongly agreed (figure 23).

Overall support for the idea that “discussing problems is the first step to solving them” yielded the highest strong agreement among the four statements pertinent to civic engagement at 55%. However, the final survey indicates a slight weakening in this sentiment, with about 14% of participants shifting away from strong agreement.

The overall perceptions that “people who disagree can still make decisions together if they talk” and that “people with different political beliefs can have civil, respectful conversations” remained relatively unchanged between the pre- and final surveys.

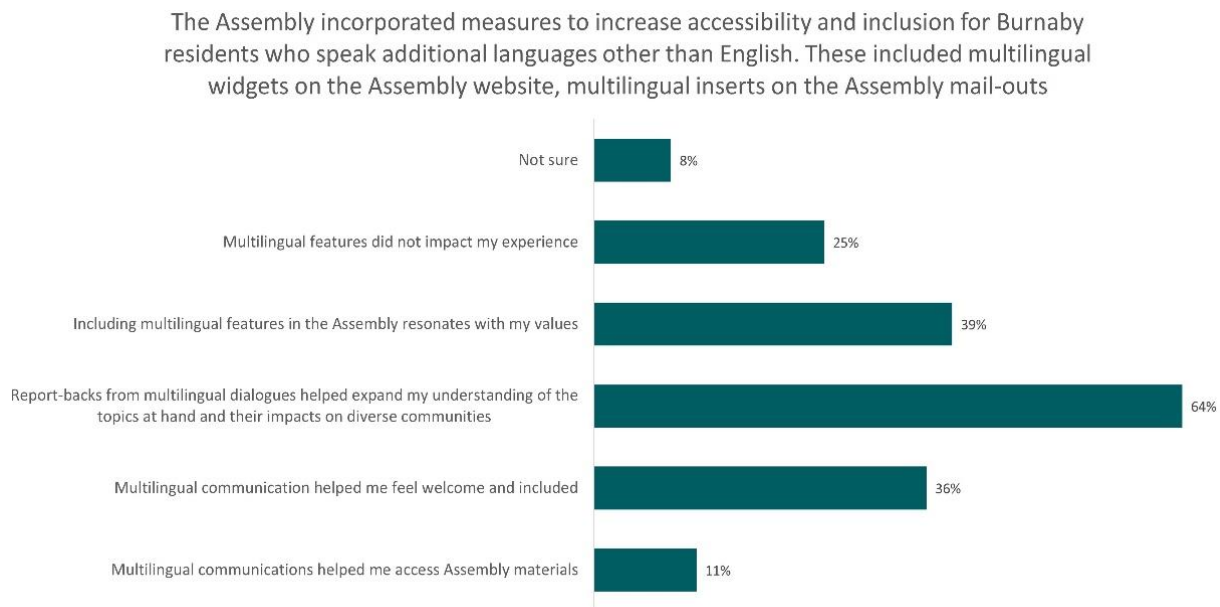


Figure 23: Perceptions and attitudes of civic engagement

## Multilingual Engagement

Throughout the Assembly, a number of measures were incorporated to increase accessibility and inclusion for Burnaby residents who speak additional languages other than English. 64% of members felt that report-backs from multilingual dialogues helped expand their understanding of topics and their impacts on diverse communities. 25% felt that multilingual features of the Assembly did not impact their experiences significantly (figure 24).

Additionally, according to the Perceptions Building questions, where Members were assessed on which sources of information impacted their perspectives on the issues discussed, 92% of Assembly Members mentioned that hearing reports from multilingual ambassadors changed their perspectives (figure 13).



*Figure 24: Impact of Multilingual Features on Accessibility and Inclusion in the Assembly*

## Qualitative Analysis

### Reflecting on the Assembly process overall, what went well?

- Everyone had a fair chance of speaking and participating in the group discussion and open dialogue (12).
- Diversity and demographic representation (11).
- The process of navigating disagreements and misunderstandings, being able to reach agreements, and respectfully navigating disagreements in the midst of discussing complex issues (8).
- Organization and communications (8).
- Informative (7).
- Supportive team members and facilitators (6).
- Great learning experiences (5)
- Decision-making process that led to the final achievement of recommendations (5).
- Feel respected (3), included (4) and collaborative (4)
- Food (3).
- Fun (3).
- Interactive and engaging (2).
- Bus tour (2).
- Presentation (2).
- Dotmocracy exercise is effective (2).
- Digestible (dividing things into chunks).
- Nice space.
- Empowerment of thought generation.
- Empathetic and thoughtful (1).
- Rewarding and inspiring (1).
- Perspective change (1).
- I feel valued (1).
- Presence of Indigenous Elder.
- Made friends and have a sense of community.

### Executive Summary:

Participants highlighted the fair chance for everyone to speak and participate, the diversity and demographic representation, and the effective process of navigating disagreements. The organization and communication were praised, along with the informative nature of the sessions. Support from team members and facilitators, the decision-making process, and feeling respected and included were also appreciated.

Other positive aspects included the quality of the food, the fun atmosphere, interactive and engaging activities, bus tours, presentations, and effective dotmocracy exercises. The meetings were described as digestible and thoughtfully organized. Additionally, some participants valued the presence of an Indigenous Elder, making new friends, and the inclusive accommodation of special dietary and cognitive needs.

### **What could be improved in future Assemblies like this one?**

Participants provided a range of ideas for improving future Assemblies, which have been organized into different categories below.

#### **Logistical:**

- Earlier delivery of pre-meeting information and agenda, e.g., 7 days before each meeting (2).
- Better tech equipment and provide more accessibility support for people with hearing challenges (2).
- Addressing parking challenges.
- Leveraging online platforms to save printing and paper.
- Building a community by creating a social media chat group for all members.

#### **Processes:**

- More small group discussions to dig down more details/needed.
- Despite many opportunities to discuss in small groups, three Assembly Members suggested that organizers should incorporate more small group discussion than large group discussion to allow people who are reserved to share their perspectives (3).
- Better vetting process and provide opportunities only for people who are really committed.
- The meeting to be more concise and less commitment to allow more people involved.
- More time allocated to each topic of its recommendations.
- More time to hammer out the wording of the recommendations.
- Improve the intensiveness of the agenda.
- Allow final adjustment in the very last minutes may open another can of worms.
- Better summary of each topic.

#### **Design:**

- More base education. Many recommendations are still visionary but are trying to be action-oriented without understanding the trade-offs (3).
- More opportunity to engage with Indigenous people and Elders (3).



- More racial diversity and identify who are being left out for the Assembly (2).
- More public workshops incorporated into the Assembly (1).
- Provide education on different areas of Burnaby.
- Be more explicit about how overarching ideas could be contributing to resolving climate and housing issues.
- Less input from public speakers and reduce the length of presentations.
- Having more technical information before decision-making time or suggestion time could have enhanced our background to achieve better recommendations.
- Better interconnection between recommendations, cohesiveness, and how trade-offs are interconnected.
- Addressing the bias towards popular topics and popular zeitgeist rather than investigating what would really be effective to achieve our broader shared goals.

### **Additional Feedback & Comments**

- General kudos on various aspects of the process (over 40)
- Excitement to participate in future civic engagement opportunities (3)
- Use of preferred pronouns among Assembly Members could be improved.
- Interest in revisiting the Assembly's ideas with the same group over 1, 2, and 5 years.
- Concern over the efficacy of this procedure to affect real, material change.
- Approach to Indigenous engagement could have been more defined at outset of process.
- Approach to selection of Assembly liaisons / those who were presenting to Council could have been more clear / transparent.
- Interest in sharing this example of engagement from Burnaby with other municipalities.



## Testimonials Provided by Assembly Members

- “This experience has ignited an interest in public service and civic engagement. It also provided an opportunity to collide with other Burnaby residents I would otherwise never meet. It helped build empathy, understanding and community. The Centre for Dialogue team were amazing top to bottom start to finish.”
- “The BCA has been a highlight of my journey as a naturalized citizen. It exemplifies the spirit of civic engagement, and has left me with a profound appreciation for the collaborative efforts that shape our city. This experience has strengthened my sense of belonging and commitment to the community.”
- “The SFU team did a fantastic job in general with a very large and complex task, navigating it with grace, humility and reasonable efficiency”
- “The MJWCFD has been instrumental in the drafting of the Burnaby Official Community Plan recommendations. The ability of the facilitators to lead conversations while remaining neutral is phenomenal. The team worked very hard to make sure anyone who wanted to be heard were. They also did a fantastic job receiving feedback even during the process and making adjustments, doing research and setting up speakers based on the request of the Assembly. Thank you so much!”
- “I had no idea what this experience would be like when I signed up for it. The amount of time, effort and thought put into this process was inspiring. There are so many people, from City staff to everyday people who care immensely about the City of Burnaby and I am hopeful for the future”
- “The SFU team did a fantastic job in general with a very large and complex task, navigating it with grace, humility and reasonable efficiency”
- “I am really introverted and I wasn't well versed in talking about various issues in Burnaby so taking part in the group discussions was hard for me. But the experience was still really enjoyable. I have never felt so connected with people in my city. Participating in this Burnaby community Assembly was a really great experience for me”
- “The process provides us with more knowledge of Burnaby and assisting out decision making. What we vision is not necessarily come true but to the best alternative. Everything is a compromise.”



- “Overall, I am really grateful for this experience. I learned so much about the City and I appreciate being able to talk to so many different people. Through this experience I believe I have been able to gain knowledge about the city and my community which I may have not been able to otherwise”
- “It was a pleasure to be able to participate in a process like this that would normally be happening behind closed doors; to feel that we as a public can provide actionable change and make an impact in the city is which we live is an honour”

## Burnaby Community Assembly Pre-Survey

Thank you for joining Burnaby’s Community Assembly. To support us in planning and evaluating the Assembly process and its impacts, we invite you to respond to the following 10 questions about your current perspectives and experiences related to municipal issues and civic engagement. All responses will be kept anonymous, and the Assembly's combined responses will be published in the final report to support transparency.

By submitting your survey you agree that your participation is voluntary and you consent to participating.

**1. I feel informed about issues in my City, in general**

Strongly Disagree      Disagree      Neutral      Agree      Strongly Agree

**2. Please describe your level of familiarity with the following issues in Burnaby:**

<b>Growth, density and land use</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Livability belonging</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Housing choices, access and affordability</b>	Very Unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Transportation</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Climate Change</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar

**3. How confident do you feel about your ability to hold a conversation about local politics?**

Very unconfident      Somewhat unconfident      Not sure      Somewhat confident      Very confident



**4. How would you describe your sense of belonging to your local neighborhood?**

Very strong                      Somewhat strong                      Somewhat weak                      Very Weak

**5. How would you describe your sense of belonging to the City of Burnaby?**

Very strong                      Somewhat strong                      Somewhat weak                      Very Weak

**To what extent do you agree with the following statements:**

**6. I feel I can make a difference in my community on issues that matter to me**

Strongly Disagree                      Disagree                      Neutral                      Agree                      Strongly Agree

**7. The first step in solving problems is to discuss them**

Strongly Disagree                      Disagree                      Neutral                      Agree                      Strongly Agree

**8. People who disagree can make decisions together if they talk**

Strongly Disagree                      Disagree                      Neutral                      Agree                      Strongly Agree

**9. People with different political beliefs can have civil, respectful conversations**

Strongly Disagree                      Disagree                      Neutral                      Agree                      Strongly Agree

**10. In your opinion, how likely or unlikely is it that the City of Burnaby can develop an Official Community Plan that meets the needs of all residents?**

Very Unlikely                      Somewhat Unlikely                      Not sure/Don't know                      Somewhat Likely                      Very Likely

## Burnaby Community Assembly on Livable and Resilient Neighborhoods First Day

It has been a pleasure to have you join Burnaby’s Community Assembly for its first meeting. To help us plan for and improve future meetings, we appreciate your feedback on the following 10 questions:

**1. Overall, how satisfied/dissatisfied are you with your experience at today’s Assembly meeting?**

Very dissatisfied      Somewhat dissatisfied      Neutral      Somewhat satisfied      Very satisfied

**2. Have your accessibility needs been sufficiently met to allow you to fully participate in the Assembly?** (e.g. dietary needs, transportation, coverage for caregiving, health support, etc.)

Yes      No      Somewhat

*\*If you respond No or Somewhat, we encourage you to speak to a member of our team and/or offer more details in the open-ended feedback below so that we may further support your participation in upcoming meetings.*

**3. Did you feel you had enough opportunities to participate and express your views in a way that felt comfortable to you?**

Very few opportunities      Few opportunities      Not sure or undecided      Some opportunities      Many opportunities

**4. To what extent did you feel the facilitators provided clear explanations and effectively guided the conversations?**

Very unclear and ineffective      Somewhat unclear and ineffective      Not sure or undecided      Somewhat clear and effective      Very clear and effective

**5. To what extent is the Assembly’s task and process clear to you?**

Very unclear      Somewhat unclear      Not sure      Somewhat clear      Very clear



**6. Do you have any questions about Burnaby, the Official Community Plan, or the Assembly’s task and process?**

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**7. What are the most important things you learned today?**

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**8. Reflecting on the Assembly process overall, what is going well so far?**

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**9. What could be improved in future meetings?**

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**10. Please leave any additional feedback:**

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## Burnaby Community Assembly Midpoint Check-In

It has been a pleasure to have you join Burnaby’s Community Assembly so far. To help us plan for and improve future meetings, we appreciate your feedback on the following 11 questions:

**1. Overall, how satisfied/dissatisfied are you with your experience in the Assembly so far?**

Very dissatisfied      Somewhat dissatisfied      Neutral      Somewhat satisfied      Very satisfied

**2. Have your accessibility needs been sufficiently met to allow you to fully participate in the Assembly? (e.g. dietary needs, transportation, coverage for caregiving, health support, etc.)**

Yes      No      Somewhat

*\*If you respond No or Somewhat, we encourage you to speak to a member of our team and/or offer more details in the open-ended feedback below so that we may further support your participation in upcoming meetings.*

**3. Did you feel you had enough opportunities to participate and express your views in a way that felt comfortable to you?**

Very few opportunities      Few opportunities      Not sure or undecided      Some opportunities      Many opportunities

**4. To what extent did you feel the facilitators provided clear explanations and effectively guided the conversations?**

Very unclear and ineffective      Somewhat unclear and ineffective      Not sure or undecided      Somewhat clear and effective      Very clear and effective

**5. To what extent did you feel that the facilitators were neutral or biased (favouring certain opinions or offering theirs)?**

Very biased      Somewhat Biased      Not sure or Undecided      Somewhat Neutral      Very Neutral

**6. Have you received enough information to participate in the discussions?**

Far too little information      Too little information      Not sure or undecided      Just enough information      Far too much information



**7. Has the information provided (presentations and written material) been easy to understand?**

I understood it easily from the beginning	Initially, it was hard to understand, but by the end of the process I understood a lot of it much better	I found all of it hard to understand throughout	Not sure
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**8. What additional information would be important or useful to you in future sessions to support you in developing recommendations for the City?**

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**9. Reflecting on the Assembly process overall, what is going well so far?**

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**10. What could be improved in upcoming meetings?**

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**11. Please leave any additional feedback:**

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## Burnaby Community Assembly Final Survey

It has been a pleasure to have you join the Burnaby Community Assembly. To support us in planning and evaluating the Assembly process and its impacts, we appreciate your feedback on the following questions about your experiences in the Assembly and broader civic engagement. All responses will be kept anonymous, and the Assembly's combined responses will be published in the final report to support transparency, including anonymous quotes taken from written responses.

**My participation in this survey is voluntary and I consent to participating.**

### Part 1: Assembly Experience

**1. Overall, how satisfied/dissatisfied are you with your experience in the Assembly? (Choose one)**

Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Very satisfied
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**2. Were your accessibility needs sufficiently met to allow you to fully participate in the Assembly? e.g. dietary needs, transportation, coverage for caregiving, health support, etc. (Choose one)**

Yes	No	Somewhat
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**3. The Assembly incorporated measures to increase accessibility and inclusion for Burnaby residents who speak additional languages other than English. These included multilingual widgets on the Assembly website, multilingual inserts on the Assembly mail-outs, and funding community-led multilingual dialogues that reported back to the Assembly on the 6<sup>th</sup> session. Please share the extent to which these impacted your experience in the Assembly: (Select all that apply)**

- a. Multilingual communications helped me access Assembly materials
- b. Multilingual communications helped me feel welcome and included

- c. Report-backs from multilingual dialogues helped expand my understanding of the topics at hand and their impacts on diverse communities
- d. Including multilingual features in the Assembly process resonates with my values
- e. Multilingual features did not impact my experience
- f. Not sure

**4. Did you feel you had enough opportunities to participate and express your views in a way that felt comfortable to you? (Choose one)**

Very few opportunities	Few opportunities	Not sure	Some opportunities	Many opportunities
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**5. To what extent did you feel the facilitators effectively or ineffectively guided the conversations? (Choose one)**

Always ineffective	Often ineffective	Not sure	Often effective	Always effective
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**6. To what extent did you feel that the facilitators were neutral or biased (favouring certain opinions or offering theirs)? (Choose one)**

Very biased	Often biased	Not sure	Often neutral	Very neutral
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**7. Did you receive enough information to participate in the discussions? (Choose one)**

Far too little information	Too little information	Not sure	Just enough information	Far too much information
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**8. Was the information provided through formal presentations easy to understand? (Choose one)**

I understood it easily from the beginning	Initially, it was hard to understand, but by the end of the process I understood a lot of it much better	I found all of it hard to understand throughout	Not sure
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9. Was the information provided through written materials easy to understand? (Choose one)

I understood it easily from the beginning	Initially, it was hard to understand, but by the end of the process I understood a lot of it much better	I found all of it hard to understand throughout	Not sure
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10. To what degree did the following sources of information impact your perspectives on the issues discussed? (Choose one for each line item)

<b>Hearing the views of other Assembly members</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Presentations to the Assembly by City staff and external experts</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Written learning materials and discussion guide</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Hearing from the broader community through the public survey</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Hearing from the broader community through the public workshop</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Going on a guided bus tour of Burnaby</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Hearing from local organizations through the Day 5 "Community Exchange"</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Hearing from the Ambassadors from the multilingual community dialogues</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure
<b>Receiving feedback on draft recommendations from the City</b>	Didn't impact my perspectives	Somewhat impacted my perspectives	Strongly impacted my perspectives	Not sure

**11. To what extent, if at all, do you feel that your understanding of others’ opinions became clearer through this process? (Choose one)**

Not at all	Somewhat	To a great extent	Not sure
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**12. To what extent, if at all, do you feel that your understanding of the City of Burnaby’s constraints for the Official Community Plan became clear through this process? (Choose one)**

Not at all	Somewhat	To a great extent	Not sure
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**13. Over the past several weeks of the Assembly, have you talked with others (who are not directly involved in the Assembly) about the issues discussed in this process? (Choose one)**

Yes	No	Can’t recall
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**14. To what extent, if at all, do you feel that the final recommendations (including minority reports) fairly reflect the views and opinions of Assembly Members?**

The views and opinions of Assembly Members were not reflected at all	The views and opinions of Assembly Members were somewhat reflected	Ultimately, the views and opinions of Assembly Members were reflected in a fair and accurate manner	Not sure
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**15. Reflecting on the Assembly process overall, what went well?**

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**16. What could be improved in future Assemblies like this one?**

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**17. Given your experience in the Assembly, would you be interested in participating in similar opportunities for public participation in the future? (Choose one)**

Yes	No	Maybe
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**18. Please leave any additional feedback:**

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**19. Optional: Use the space below to provide a testimonial about your experience. SFU may use these testimonials to promote the Burnaby Community Assembly, as well as similar projects in the future to other cities and governments.**

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## Part 2: Civic Engagement

1. I feel informed about issues in my City, in general. (Choose one)

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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2. Please describe your level of familiarity with the following issues in Burnaby. (Choose one for each line item)

<b>Growth, density and land use</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Livability and belonging</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Housing choices, access and affordability</b>	Very Unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Transportation</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar
<b>Climate change</b>	Very unfamiliar	Unfamiliar	Not sure	Familiar	Very Familiar

3. In the past two years have you ever... (Choose one for each line item)

<b>Attended a Council Meeting</b>	Never	A few times	Regularly	Can't recall
<b>Attended a public hearing</b>	Never	A few times	Regularly	Can't recall
<b>Participated in public engagement opportunities from the City of Burnaby (e.g. surveys, open houses)</b>	Never	A few times	Regularly	Can't recall

4. How confident do you feel about your ability to hold a conversation about local politics?

Very unconfident	Somewhat not confident	Not sure	Somewhat confident	Very confident
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5. How would you describe your sense of belonging to your local neighborhood? (Choose one)

Very strong	Somewhat strong	Somewhat weak	Very Weak
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**6. How would you describe your sense of belonging to the City of Burnaby? (Choose one)**

Very strong	Somewhat strong	Somewhat weak	Very Weak
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**7. Which statement comes closest to your own view, even it isn't exactly right? (Choose one)**

- a. Ordinary residents can do a lot to influence my city government if they are willing to make an effort.
- b. There is not much ordinary residents can do to influence my city government even if they are willing to make the effort.

**To what extent do you agree with the following statements:**

**8. I feel I can make a difference in my community on issues that matter to me (Choose one)**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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**9. The first step in solving problems is to discuss them (Choose one)**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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**10. People who disagree can make decisions together if they talk (Choose one)**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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**11. People with different political beliefs can have civil, respectful conversations (Choose one)**

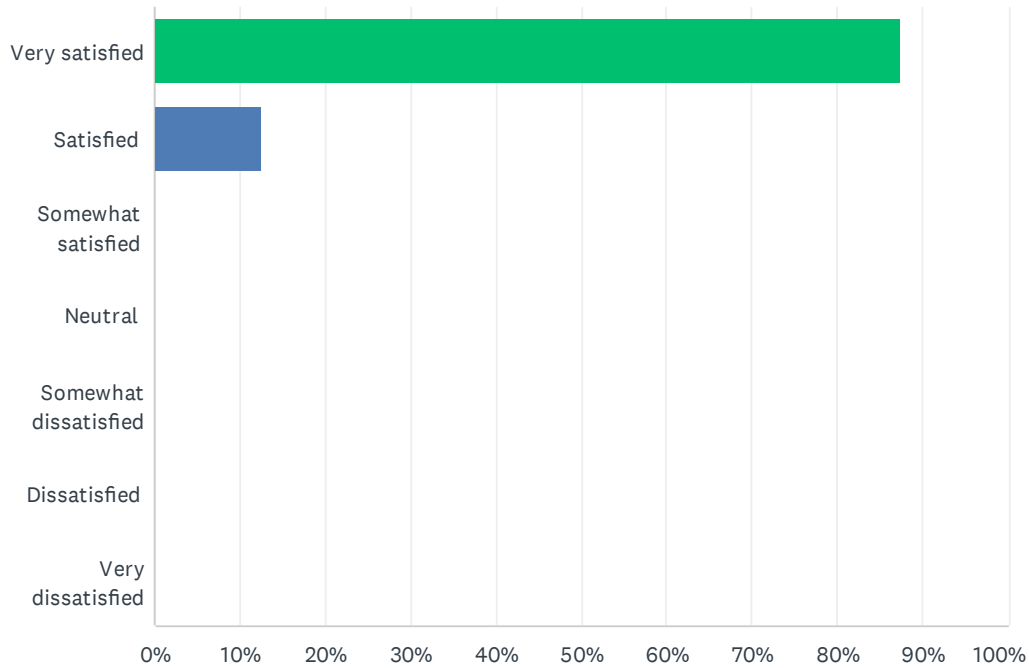
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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**12. In your opinion, how likely or unlikely is it that the City of Burnaby can develop an Official Community Plan that meets the needs of all residents? (Choose one)**

Very Unlikely	Unlikely	Not sure/Don't know	Likely	Very Likely
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## Q1 Overall, how satisfied/dissatisfied were you with your experience of the multilingual engagement?

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	87.50%	7
Satisfied	12.50%	1
Somewhat satisfied	0.00%	0
Neutral	0.00%	0
Somewhat dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>8</b>

## Q2 What worked well in the multilingual dialogue you hosted for the Burnaby Community Assembly?

Answered: 6 Skipped: 2

#	RESPONSES	DATE
1	The participant interest in participating in the activities.	9/10/2024 8:10 AM
2	The participants were comfortable engaging the conversation and completing the survey in their home language.	9/3/2024 2:41 PM
3	The engagement process	9/3/2024 2:35 PM
4	Mobilization of volunteers and willingness individuals providing answers on the future they want to see in Burnaby	9/1/2024 11:16 AM
5	Small groupings were effective and I believed it's helpful to really grasp the concept of the dialogue . They were able to share theirs thoughts collectively. There was connection and building friendships. Have the opportunities to learn from each other.	8/28/2024 1:02 PM
6	My group was with active speakers so it was really meantime to hear from the Korean people. I can see how the participants felt comfortable to share when they speak back home language.	8/27/2024 10:34 AM

### Q3 What didn't work well in the multilingual dialogue you hosted for the Burnaby Community Assembly?

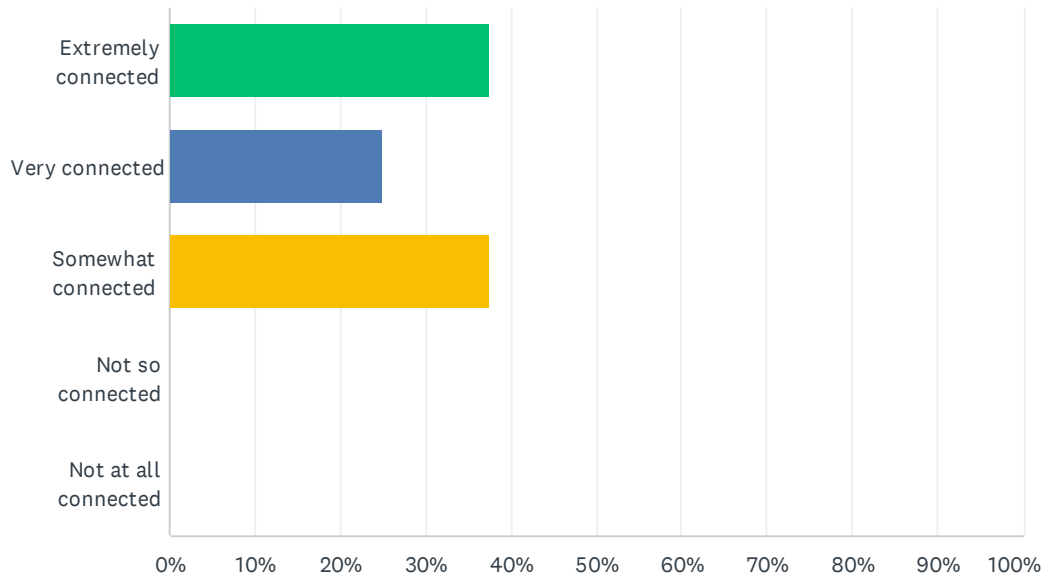
Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	Space. It would be a private space for discussion.	9/10/2024 8:10 AM
2	I think the dialogue was beneficial to hear the voices of newcomer people whose first language is not English. I didn't see any negative outcome.	9/3/2024 2:41 PM
3	Honestly nothing. it went well	9/3/2024 2:35 PM
4	Some of the new comers aren't familiar with deep-rooted challenges residents of Burnaby face and might not provide real sight	9/1/2024 11:16 AM
5	For me, during the final round of the panel discussions. Due to limited time, I think some important details need more time to digest and talk about within the groups.	8/28/2024 1:02 PM
6	Korean group had a kind of challenge to hear arguments in which they were at odds with each other because they wanted to be nice each other.	8/27/2024 10:34 AM
7	Loss of valuable information during the multilingual dialogue because everything had to be tied back to the Community recommendations that were previously established.	8/27/2024 10:19 AM



### Q4 To what extent did you feel the multilingual engagement was integrated with the Burnaby Assembly (i.e., you felt your communities perspectives could be heard)?

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely connected	37.50%	3
Very connected	25.00%	2
Somewhat connected	37.50%	3
Not so connected	0.00%	0
Not at all connected	0.00%	0
<b>TOTAL</b>		<b>8</b>

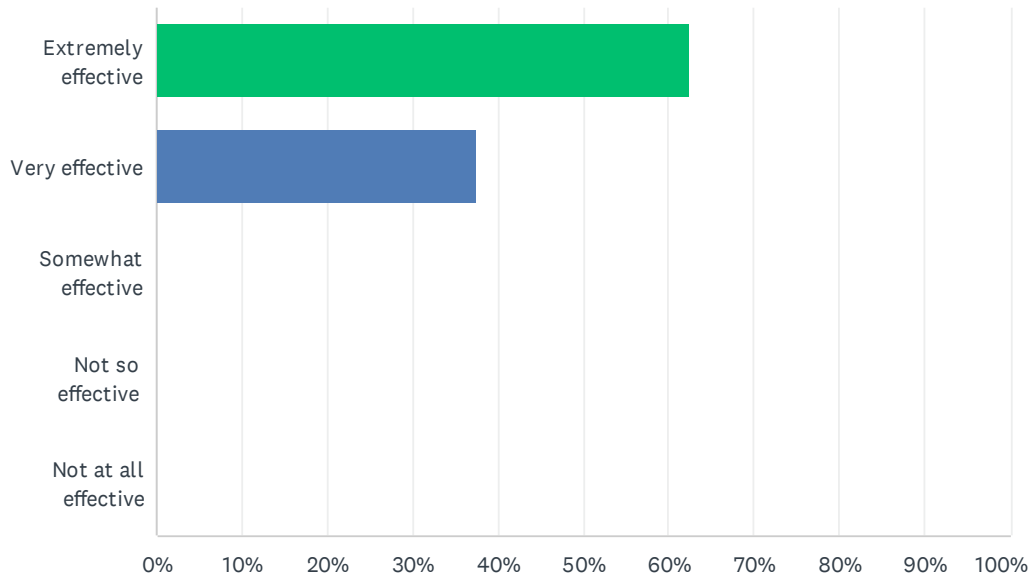
**Q5 Do you have any suggestions for how multilingual engagement could be better integrated into the Burnaby Community Assembly? If yes, please share your thoughts below.**

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	it was important to hear from the majority of residents who are not Canadian born	9/4/2024 7:06 AM
2	The number of people in all the groups was low and didn't represent a good percentage of Burnaby's population. I think that a research should be done on a wide scale of people to have more accurate outcome.	9/3/2024 2:41 PM
3	No	9/3/2024 2:35 PM
4	Each community be represented as they the language they speak and integrated into the grassroots	9/1/2024 11:16 AM
5	I think, need more time to discuss topics that's beneficial for the community and the residents.	8/28/2024 1:02 PM
6	I think we need to have more conversation chance for own group. All the participant wanted to share theirs opinion and I felt we need to have more time. My group had the meeting time over 3.5 hours. However all 8 participants still had more thing to share.	8/27/2024 10:34 AM
7	After the community dialogue, a presentation from the multilingual ambassadors back to the Assembly would be valuable. There should have been a meeting between ambassadors and the Assembly. A one pager report and sharing key findings on the stage was too high level.	8/27/2024 10:19 AM

### Q6 To what extent do you feel that hosting a multilingual dialogue was effective in making participation more accessible for Burnaby residents who speak primary languages other than English?

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely effective	62.50% 5
Very effective	37.50% 3
Somewhat effective	0.00% 0
Not so effective	0.00% 0
Not at all effective	0.00% 0
<b>TOTAL</b>	<b>8</b>

**Q7 Do you have any suggestions for how we could have improved multilingual engagement for the Burnaby Community Assembly? If yes, please describe them in the box below.**

Answered: 6 Skipped: 2

#	RESPONSES	DATE
1	having the initial engagement in translated versions to facilitate understanding of one of the highest diverse municipalities in Canada	9/4/2024 7:06 AM
2	Reaching out to larger group of people in Burnaby.	9/3/2024 2:41 PM
3	No	9/3/2024 2:35 PM
4	Training on EDI	9/1/2024 11:16 AM
5	Additional hours or sessions for the small groupings and 1 large groups.	8/28/2024 1:02 PM
6	I love to have and hear from my Korean group but I also like to hear from others. If we can have a enough place, I want to invite one other group and share the opinions each other. For example, 2 hours for Korean group conversation and 1 hour for conversation with Arabic and Korean group.	8/27/2024 10:34 AM

## Q8 What other predominant primary language groups in Burnaby would you have liked to see included in the Burnaby Community Assembly multilingual engagement?

Answered: 6 Skipped: 2

#	RESPONSES	DATE
1	Tigrina	9/10/2024 8:10 AM
2	Portuguese that is the new growing language in Burnaby. and to host smallest conversations in different neighbourhoods to include everyone	9/4/2024 7:06 AM
3	Armenian ( North Burnaby)	9/3/2024 2:41 PM
4	Other African languages like Eritrean and Ethiopian	9/3/2024 2:35 PM
5	Women and youth groups across the divide	9/1/2024 11:16 AM
6	From Vietnamese Population.	8/28/2024 1:02 PM

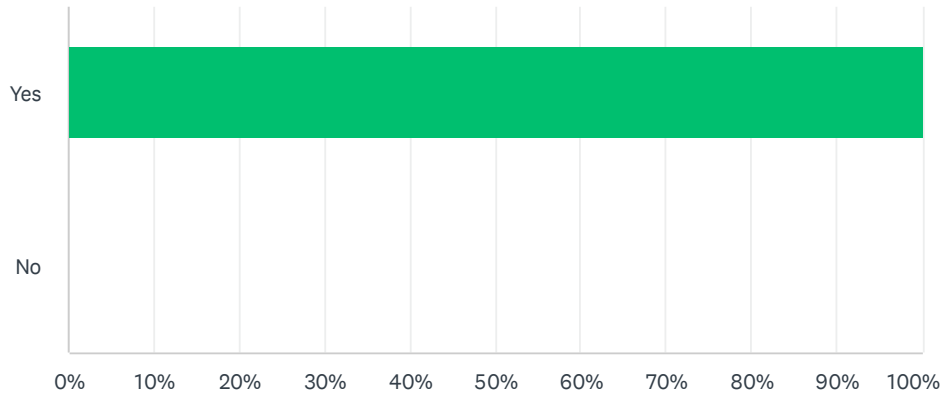
**Q9 Do you have any suggestions for how cities like Burnaby can engage residents who speak a primary languages other than English (e.g., technology, games, learning materials, different forms of outreach)? If yes, please describe them in the box below.**

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	Local radio or TV programs.	9/10/2024 8:10 AM
2	Library would be a good source, approaching faith groups serving immigrant community and outreach to places where the communities gather. Do not use the western approach of waiting for the people to come especially if they have low literacy.	9/4/2024 7:06 AM
3	technology, honorarium, food.	9/3/2024 2:41 PM
4	Facilitators who can reach out to them and engage them in the process with their own language	9/3/2024 2:35 PM
5	N/A	9/1/2024 11:16 AM
6	Through Community Connections (e.g. multicultural connections supports through social activities- promote mental health awareness.	8/28/2024 1:02 PM
7	I love to do computer game so I just want to share what is pop up idea from me. If we have some budget, I want build a kind of game for managing money and build(as like mini version of civilization). I think people can't recognize how complicate to managing and improving city with limited budget. I think if we provide this game, people can have a chance real experience with fun.	8/27/2024 10:34 AM

## Q10 Would you like to participate in a 1-hour meeting with the City of Burnaby and other partners to discuss future multilingual engagement?

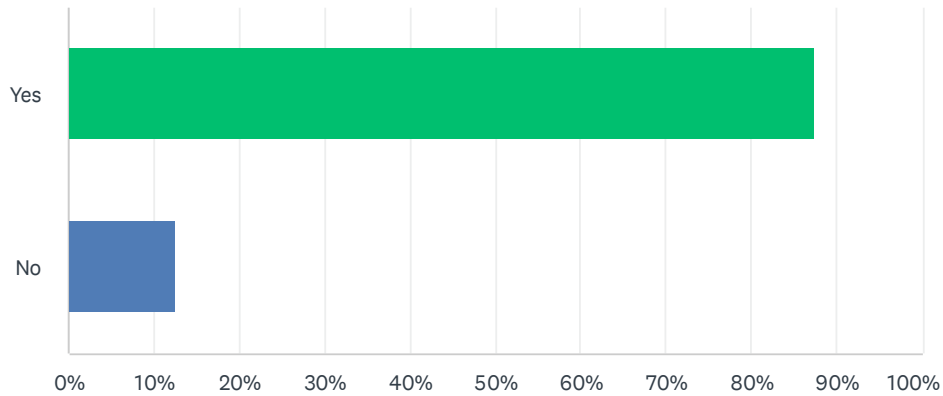
Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
<b>TOTAL</b>		<b>8</b>

## Q11 Do you consent to sharing your full name and organization in Burnaby Community Assembly affiliated communications, including the final report(s)?

Answered: 8 Skipped: 0



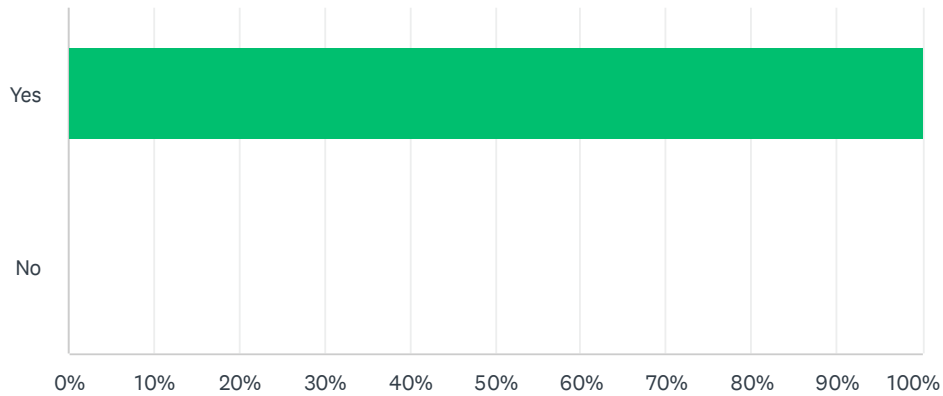
ANSWER CHOICES	RESPONSES
Yes	87.50% 7
No	12.50% 1
<b>TOTAL</b>	<b>8</b>

#	IF YES, PLEASE PROVIDE YOUR ORGANIZATION AFFILITATION AND TITLE (IF ANY).	DATE
1	Burnaby Neighbourhood House. Outreach worker	9/10/2024 8:10 AM
2	BIPT/Burnaby LIP - Burnaby Family Life	9/4/2024 7:06 AM
3	BIPT	9/3/2024 2:35 PM
4	Library.....Auxiliary	9/1/2024 11:16 AM
5	Burnaby Neighbourhood House	8/28/2024 1:02 PM
6	Vivienne Lee (S.U.C.C.E.S.S./ settlement practitioner)	8/27/2024 10:34 AM



## Q12 Do you consent to having your photo shared in Simon Fraser University communications, including the Burnaby Community Assembly final report(s)?

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
<b>TOTAL</b>		<b>8</b>



**SFU**

**MORRIS J. WOSK  
CENTRE FOR DIALOGUE**

For more questions on this report:

[burnabyassembly.ca](http://burnabyassembly.ca)