

Attachment to August 31, 2019 letter to Mayor & Council re: WestvancouverITE survey platform/controlling information (page 1 of 6).

Please do not redact any portion of this correspondence.

Recap of events:

During the first phase of the OCP engagement process a new online survey platform is used. Director of Communications, Donna Powers, says the District chose the “non-WestvancouverITE” forum for this stage of the OCP consultation partly because of resident comments that people found WestvancouverITE difficult to use. I raise concerns about (1) not being able to go back and update/edit survey input and (2) not being able to view others’ comments. Donna Powers acknowledges (1) is a valid concern.

April 2018 - At a CEC meeting I again raise concerns about not being able to update/edit online survey responses or view others’ comments. I explain I find these features incredibly valuable, that often viewing other responses gives me ideas or new insight, also I sometimes think of things to add or change after I’ve submitted a survey. There was widespread (I’d even say unanimous) agreement, including by CEO Nina Leemhuis, on the value of these features, it’s implied they would be reinstated.

Oct 2/18 - I notice past surveys are not accessible on the new WestvancouverITE platform and ask whether the questions and responses from closed surveys will be moved over from the old platform. I receive assurance that all results from the old platform have been downloaded and the District is working to setup an archive on the new platform. I reply that I’m glad to hear the results from the old platform will be available to the public and look forward to seeing this soon on the new platform.

Feb 1/19 - I notice old surveys are still not showing on the new platform and ask when this is expected to be completed. Also, that I can’t see an option to go back and edit my 2019 Budget survey response OR view others’ responses. I am told that participants are not able to go back in and change their answers. If this situation does arise, they have to contact the District to remove the first submission so a new one can be submitted. Also, that Ania needs to talk to the technical team regarding archiving past surveys and viewing current survey results and will get back to me Monday. I reiterate my concerns, mention I brought this up at a CEC meeting, was under the understanding the new platform would incorporate these features and ask what is required to reinstate them.

Aug 5/19 - I email that I haven’t received a reply, remind that in October I was advised the District was working to set up an archive of old surveys on the new WestvancouverITE platform and ask when this might be completed.

Aug 20/19 - I email again requesting a reply.

Aug 21/19 - Kristi Merrilees replies, says she has spoken with Donna Powers and they would like to wait until Ania is back on Monday to discuss this further as Ania works directly with the provider and is more aware of the available options.

Aug 27/19 – I receive a reply advising that in keeping with current website best practices, old closed surveys will not be archived online (but can be provided upon request). And that public access to others’ survey responses is purposely prevented to “*promote independent feedback that cannot be influenced by the opinion of other participants*”.

The following chain of correspondence starts with the most recent reply of August 27, 2019 and is followed by a separate chain of correspondence from October 2018.

Begin forwarded message:

From: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Subject: RE: WestvancouverITE  
Date: August 27, 2019 at 11:46:36 AM PDT  
To: M Slater <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Cc: Kristi Merilees <[kmerilees@westvancouver.ca](mailto:kmerilees@westvancouver.ca)>, Donna Powers <[dpowers@westvancouver.ca](mailto:dpowers@westvancouver.ca)>

Good morning Melinda,

I apologize for the misunderstanding, I thought I had addressed your questions. In keeping with current website best practices, old closed surveys will not be archived online.

Consultations that have concluded are featured as appendices in a corresponding Council Report. Current and future consultations that reference past consultations post past surveys as part of the project's background information.

As with all District documents, anything not posted online can be provided upon request and we have indicated on westvancouverITE how to request past surveys.

As you are aware, in October 2018, the District's online engagement platform, known as westvancouverITE, was moved to a new service provider. The new tool differs from the previous one, but it follows best practices for engagement and the service provider, known as Bang the Table, is a leader in this field. The purpose in not providing survey responses of other participants is to promote independent feedback that cannot be influenced by the opinion of other participants.

The platform does provide other engagement methods that are designed for participants to build on the ideas of others, but this is not part of a survey-style engagement.

Participants are able to see how many surveys are completed. You can see an example of that feature here: <https://www.westvancouverite.ca/navvy>

Thank you,

Ania Mafi  
Community Relations Advisor | District of West Vancouver  
t: 604-921-3421 | c: 604-833-6016 | [westvancouver.ca](http://westvancouver.ca)

From: Kristi Merilees  
Subject: Re: WestvancouverITE  
Date: August 21, 2019 at 3:44 PM  
To: Melinda Slater

Hi Melinda,  
I have spoken with Donna and we would like to wait until Ania is back on Monday to discuss this further if that is okay? Ania works directly with the provider so she is more aware of the available options.  
I will add a reminder in my calendar to ensure that we follow up with you early next week.  
Have a great weekend,

Kristi

From: Kristi Merilees  
Re: WestvancouverITE  
Date: August 21, 2019 at 7:50 AM

To: Melinda Slater

Good morning Melinda,

I am sorry that you have not heard back yet, I had thought Ania already responded to you. I will speak with Donna this morning to determine our next steps regarding the availability of archived information on westvancouverITE. Either Donna or I will follow up with you before the end of the day. Thank you for your patience and again my apologies that a response has taken so long.

Kristi

From: M Slater <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Sent: Tuesday, August 20, 2019 6:34 PM  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Cc: Kristi Merilees <[kmerilees@westvancouver.ca](mailto:kmerilees@westvancouver.ca)>; Donna Powers <[dpowers@westvancouver.ca](mailto:dpowers@westvancouver.ca)>  
Subject: Fwd: WestvancouverITE

Hello all, I haven't heard back from anyone yet. Kindly confirm if you received this. I look forward to your reply.

Thank you,

Melinda Slater

Begin forwarded message:

From: M Slater <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Subject: Fwd: WestvancouverITE  
Date: August 5, 2019 at 3:41:33 PM PDT  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Cc: Kristi Merilees <[kmerilees@westvancouver.ca](mailto:kmerilees@westvancouver.ca)>

Hi Ania, I hope you have had an enjoyable long week-end (you too Kristi!) With reference to the following, I don't believe I've received a reply. If I have misplaced your response could you kindly resend it?

Also, back at the beginning of October you advised the District was working to set up an archive on the new Westvancouverite platform that would allow on-line access to results from closed surveys from the old platform, but I notice the website still indicates:

*Looking for information about a past project, consultation or survey?  
Contact us and we will provide you with the information you are looking for.*

I take it the archive has not been set up yet. Why such a long delay and when might this be completed?

Thank you,

Melinda Slater

Begin forwarded message:

From: M Slater <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Subject: Re: WestvancouverITE  
Date: February 1, 2019 at 5:07:46 PM PST  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Cc: Donna Powers <[dpowers@westvancouver.ca](mailto:dpowers@westvancouver.ca)>

Hi Ania, thank you kindly for your quick response.

I am concerned that the new WestvancouverITE platform does not allow one to go back and add to or edit one's survey responses. The old platform had this capability and it is an incredibly valuable feature. The same as the ability to view all responses to an open survey. That was also something one could do on the old platform.

I brought this up when the District used a different platform during the first phase of engagement on the OCP (the first time I couldn't go back and easily edit my response or see what others were saying). As I recall, Nina Leemhuis as well as members of the Community Engagement Committee also agreed these were valuable features. I was under the understanding the new platform would incorporate these features and would like to know why that is not the case?

This new platform is supposed to be an improvement but so far, it's a giant step backwards.

Kindly advise what is required to reinstate these features?

Thank you,

Melinda Slater  
(604) 926-1999

On Feb 1, 2019, at 4:26 PM, Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)> wrote:

Hi Melina,

Thank you for your email. The results report for the Ambleside Town Centre survey which was conducted in December 2017 is attached.

In the new system, once a survey has been submitted, the participant is not able to go back in and change their answers. If this situation does arise (for example the participant made a mistake and wants to resubmit), they will have to contact us to help remove the first submission so a new one can be submitted.

With regards to your question about the plan for archiving past surveys done in the old platform and viewing of survey results (in real time) in the new platform, I will have to get back to you on Monday as I would like to reach out to our technical team.

Thank you very much. Have a great weekend.

Ania Mafi  
Community Relations Advisor | District of West Vancouver  
t: 604-921-3421 | c: 604-833-6016 | [westvancouver.ca](http://westvancouver.ca)

<image001.png> <image002.png> <image003.png>

From: M Slater [<mailto:melroy1058@gmail.com>]  
Sent: February-01-19 4:07 PM  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Subject: Fwd: WestvancouverITE

Hello Ania, I understand Kristi is away until Feb 11. Could you kindly help me with the following?

Thanks,

Melinda Slater

Begin forwarded message:

From: M Slater <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Subject: WestvancouverITE  
Date: February 1, 2019 at 4:05:41 PM PST  
To: Kristi Merilees <[kmerilees@westvancouver.ca](mailto:kmerilees@westvancouver.ca)>

Hi Kristi, hope you are well. I have a few questions about the new WestvancouverITE platform. I understand that an archive of past WestvancouverITE surveys was to be set up so people would continue to have access to past questions/answers. But when I go online to view past surveys, it shows the following:

*Past Projects  
Looking for information about a past project, consultation or survey?  
Contact us and we will provide you with the information you are looking for.  
Email us(External link)*

I take it the archive has not been set up yet. When is this expected to be completed? In the meantime, I'm looking for the survey (questions and answers) on Ambleside that was conducted in ~Dec 2017 as part of the OCP outreach on Ambleside Village.

Also, I just completed the 2019 Budget Survey and while I did receive a cumbersome e-mail that confirmed my responses, I can't see any option to go back and edit them. Also, I can't see an option to view others responses.

These were important features of the old WestvancouverITE platform.

Kindly advise at your earliest convenience.

Thanks,

Melinda Slater  
(604) 926-1999

<2017\_12\_08\_ambleside\_town\_centre\_plan\_phase\_1\_opportunities.pdf>

[Correspondence from October 2018:](#)

From: <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Date: Wed, Oct 3, 2018 at 12:08 PM  
Subject: RE: westvancouverITE.  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>

Thanks for your quick reply Ania. **Glad to hear the results from the old platform will not be lost and will be available to the public.**

I think it particularly important that the public can access the survey results from the first phase of the OCP local area plan for Ambleside Town Centre.

I look forward to seeing this soon on the new platform.

Best regards,

Melinda

From: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Sent: October 3, 2018 9:37 AM  
To: 'melroy1058@gmail.com' <[melroy1058@gmail.com](mailto:melroy1058@gmail.com)>  
Subject: RE: westvancouverITE.

Hi Melinda,

Thanks for your email. Great question.

**We have downloaded all results from the old platform and are working to setup an archive on the new platform. No information will be lost (which is great).**

I hope you will enjoy the new platform as it will offer more opportunity for engagement.  
Thanks very much!

Ania Mafi  
Community Relations Advisor | District of West Vancouver  
t: 604-921-3421 | c: 604-833-6016 | [westvancouver.ca](http://westvancouver.ca)

From: [melroy1058@gmail.com](mailto:melroy1058@gmail.com) [<mailto:melroy1058@gmail.com>]  
Sent: October-02-18 7:17 PM  
To: Ania Mafi <[amafi@westvancouver.ca](mailto:amafi@westvancouver.ca)>  
Subject: westvancouverITE.

Hi Ania, I just subscribed to the new westvancouverITE but was wondering, what happened to the surveys that were on the old platform? **Will the questions and responses be moved over to the new platform?**  
Thanks,

Melinda Slater  
(604) 926-1999