



Economic Development Strategy Survey Summary Report

October 2023

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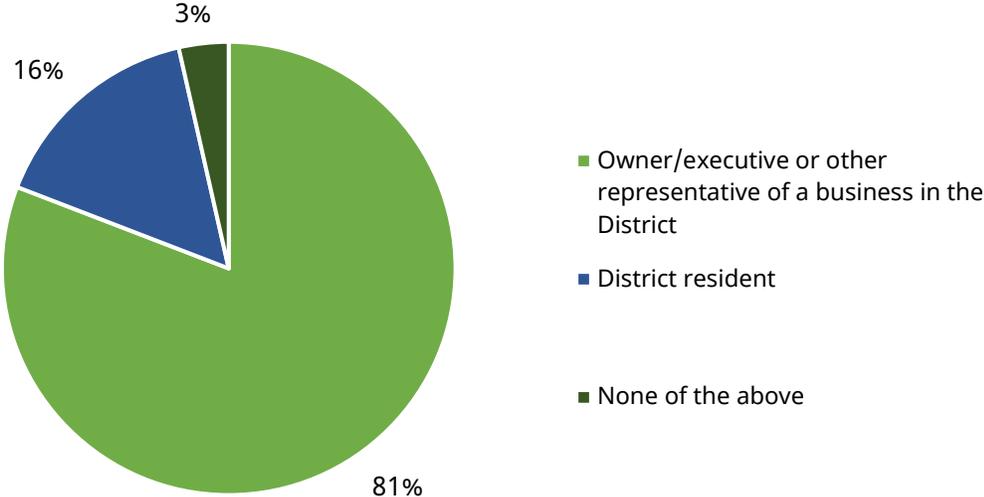
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1. INTRODUCTION

The online engagement survey received 389 responses, of which 107 were incomplete. After a thorough data clean-up, including the inclusion of some partially completed surveys that provided a sufficient amount of data or answered questions, we obtained 282 valid responses. The results begin by discussing the two respondent groups: business representatives and district residents, and how they learned about the survey. The following sections organize the survey findings into questions relevant to the district economy, business insights and location, business services in the district, district residents, future engagement, and demographic details.

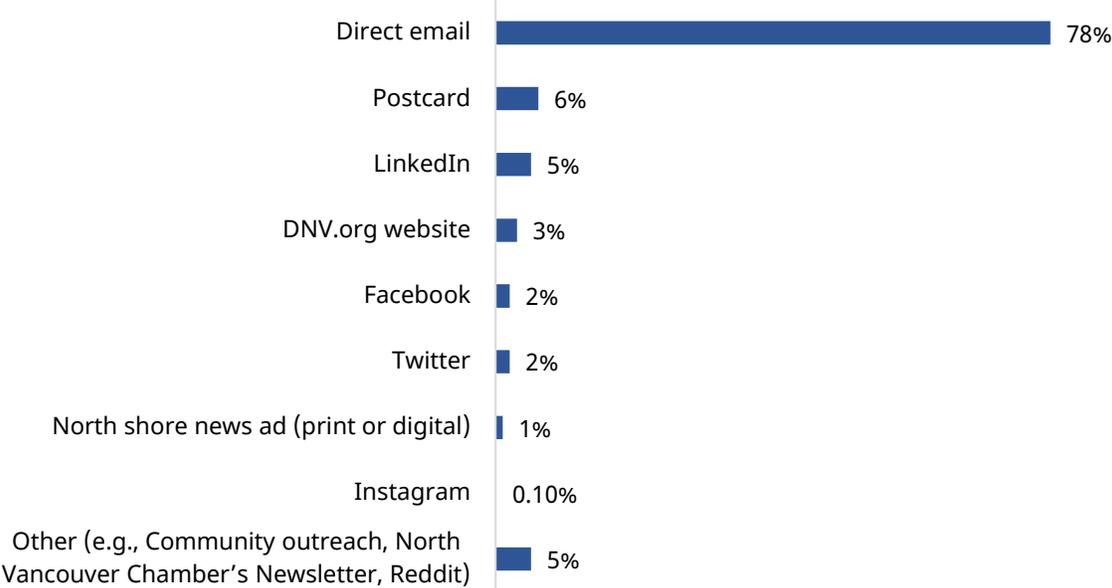
The survey respondents primarily consisted of 228 business representatives (81%) and 44 district residents (16%), with the remaining 10 participants (3%) reporting that they did not belong to either group.

Which of the following best describes you?
(N=282)



When asked about how they heard about the survey, participants most commonly reported that they were contacted via direct email (78%), postcard (6%), and LinkedIn (5%).

How did you hear about this survey?
(N=263)

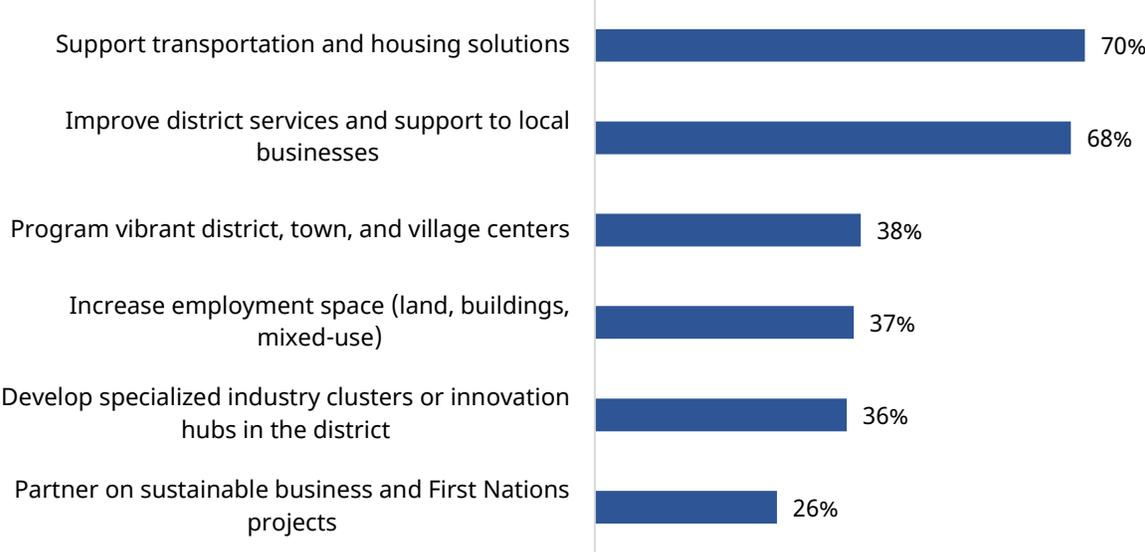


Note: 263 of 282 total respondents provided a valid answer to this question.

2. DISTRICT ECONOMY

When asked about areas the district should focus on to foster a strong local economy and create jobs, respondents most commonly answered supporting transportation and housing solutions (70%), improving district services and support to local business (68%), and program a vibrant district downtown, and village centers (38%).

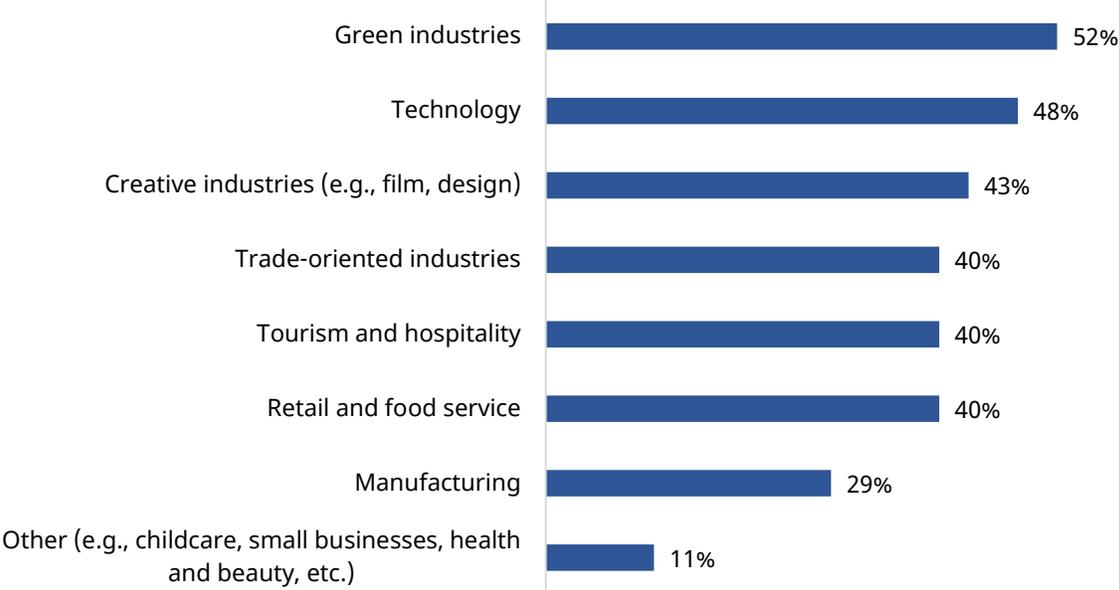
From your perspective, what areas should the district focus on to foster a strong local economy and create jobs?
(N=278)



Note: 278 of 282 respondents provided a valid answer. Respondents were asked to select up to 4 options.

Respondents were then asked what industries the district should grow or attract to facilitate local business and job opportunities. The industries most commonly identified were green industries (52%), technology (48%), and creative industries like film and design (43%).

What industries should the district grow or attract?
(N=277)

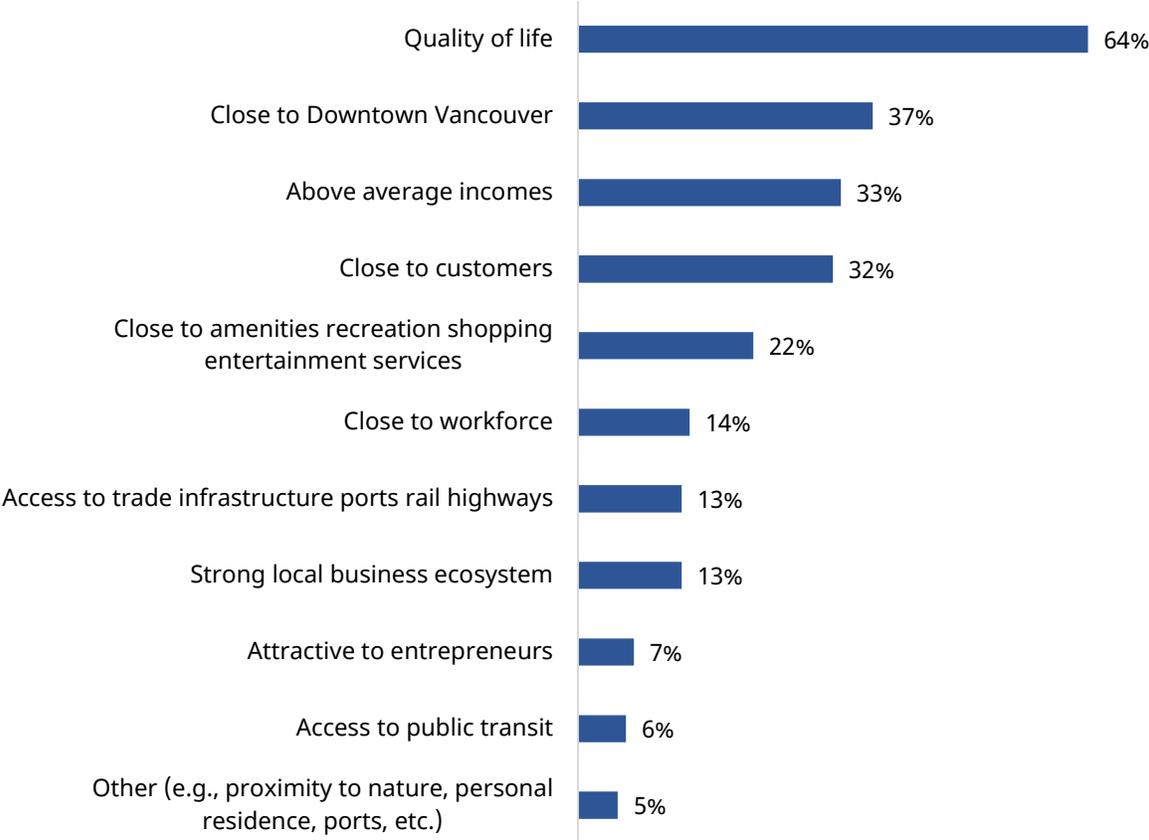


Note: 277 of 282 respondents provided a valid answer. Respondents were asked to select up to 3 options.

When asked about the key strengths of doing business in the District of North Vancouver compared to other nearby municipalities, the quality of life was the most common response (64%). Followed by the close proximity to Downtown Vancouver (37%), above average incomes (33%), and close proximity to customers (32%). The least common answer was access to public transit, with only 6% of the responses.

In your view, what are the key strengths of doing business in the District of North Vancouver, compared to other nearby municipalities?

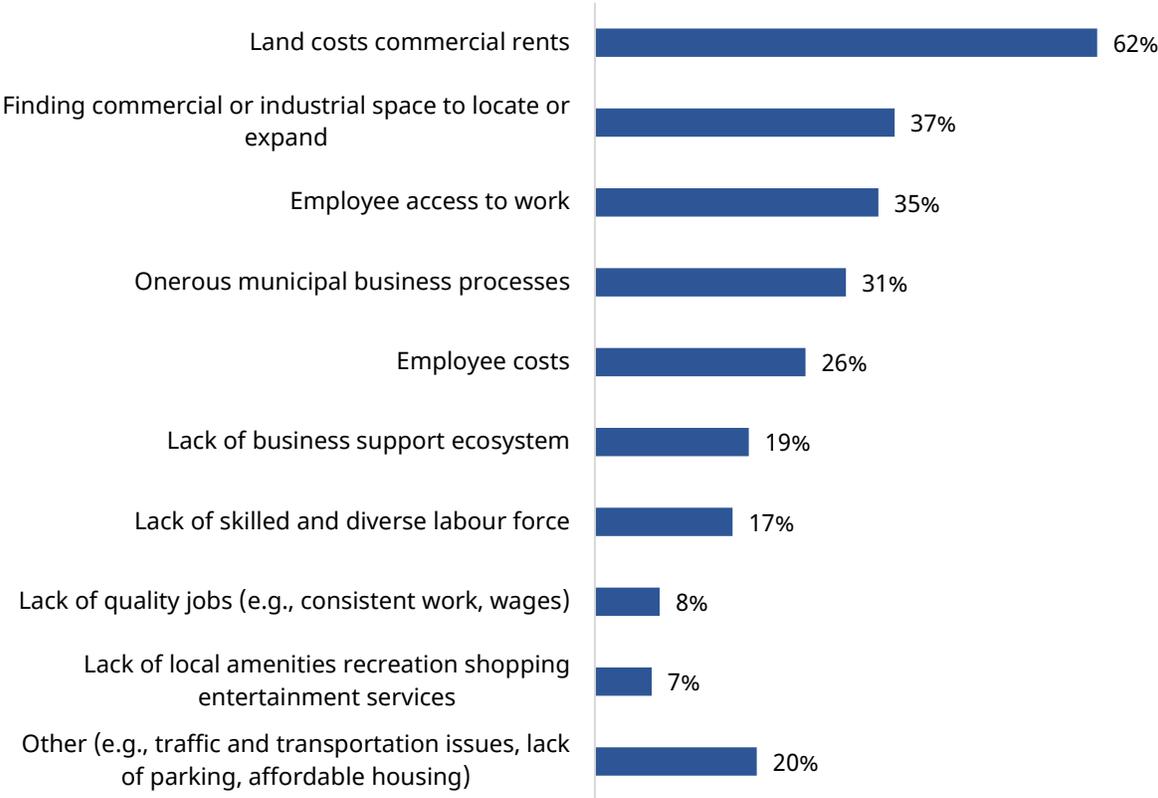
(N=272)



Note: 272 of 282 respondents provided a valid answer. Respondents were asked to select top 3 options.

62% of respondents identified the cost of land and commercial rents as the biggest challenge facing the District of North Vancouver’s economy compared to other municipalities. Followed by finding commercial or industrial space to locate or expand (37%), employee access to work (35%), and onerous municipal business processes (31%). Respondents were given the option to select “other” allowing them to specify with an open-ended response. Issues in relation to traffic, transportation, and parking were most commonly identified equating to 9% of the survey sample reporting these to be challenges facing the economy.

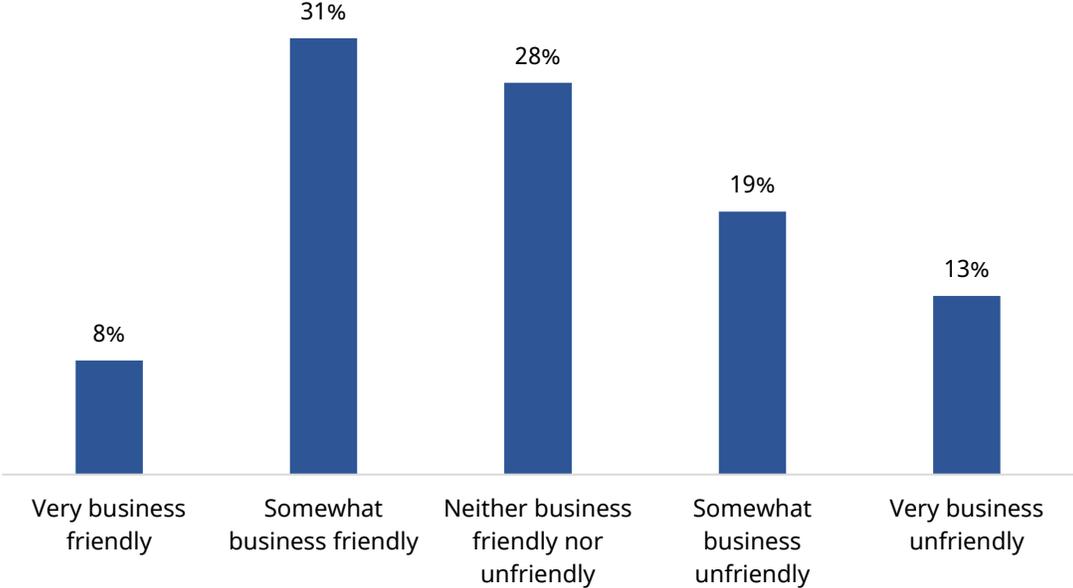
In your view, what are the biggest challenges facing the District of North Vancouver economy compared to other nearby municipalities?
(N=276)



Note. 276 of 282 respondents provided a valid answer. Respondents were asked to select top 3 options.

When asked how business friendly the District of North Vancouver is, roughly 39% of respondents reported that it is business friendly, including 8% who reported very business friendly.

How business friendly is the District of North Vancouver?
(N=279)

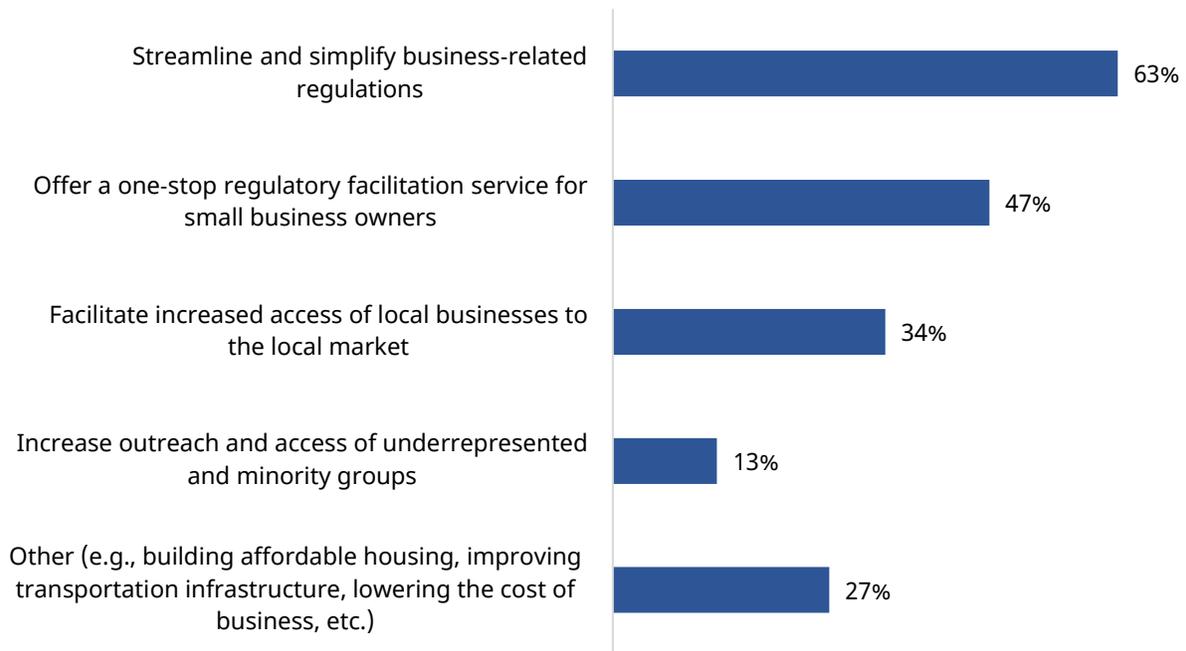


Note. 279 of 282 respondents provided a valid answer.

Respondents were then asked how the District can better support businesses. Streamline and simplify business-related regulations (63%), offer a one-stop regulatory facilitation service for small business owners (47%), and facilitate increased access of local businesses to the local market (34%) were the top answers. Respondents who selected “other” were able to specify through an open-ended response. Some of the common concerns and suggestions they highlighted include:

- Addressing high rental costs, traffic, public transportation, infrastructure, and parking issues.
- Offering improved trades qualification processes and programs.
- Decreasing expenses to business owners.
- Promoting sustainable development projects.

How can the District better support businesses?
(N=273)



Note. 273 of 282 respondents provided a valid answer.

3. BUSINESS INSIGHTS AND LOCATION

The following section highlights the responses of the 228 business representatives who completed the survey. Respondents who identified themselves as business representatives most commonly work for companies in the professional, scientific, and technical services (21%), construction (16%), other services (except public administration) (10%) and manufacturing (9%) sectors.

Which of the following best describes what your business does?

Response	#	%
Professional, scientific, and technical services	45	21%
Construction	34	16%
Other services (except public administration)	21	10%
Manufacturing	20	9%
Retail trade	18	8%
Health care and social assistance	15	7%
Arts, entertainment and recreation	14	6%
Finance and insurance	10	5%
Accommodation and food services	9	4%
Educational services	7	3%
Transportation and warehousing	6	3%
Real estate and rental and leasing	5	2%
Wholesale trade	5	2%
Management of companies and enterprises	3	1%
Agriculture, forestry, fishing and hunting	2	1%
Information and cultural industries	2	1%
Utilities	2	1%
Administrative and support, waste management and remediation services	1	0.5%
Total Business Representatives	219	100%

Note: 219 of 228 business representatives provided a valid answer.

Business representatives most commonly reported that their business was located in the V7P (23%), V7J (21%), and V7H (12%) District postal codes.

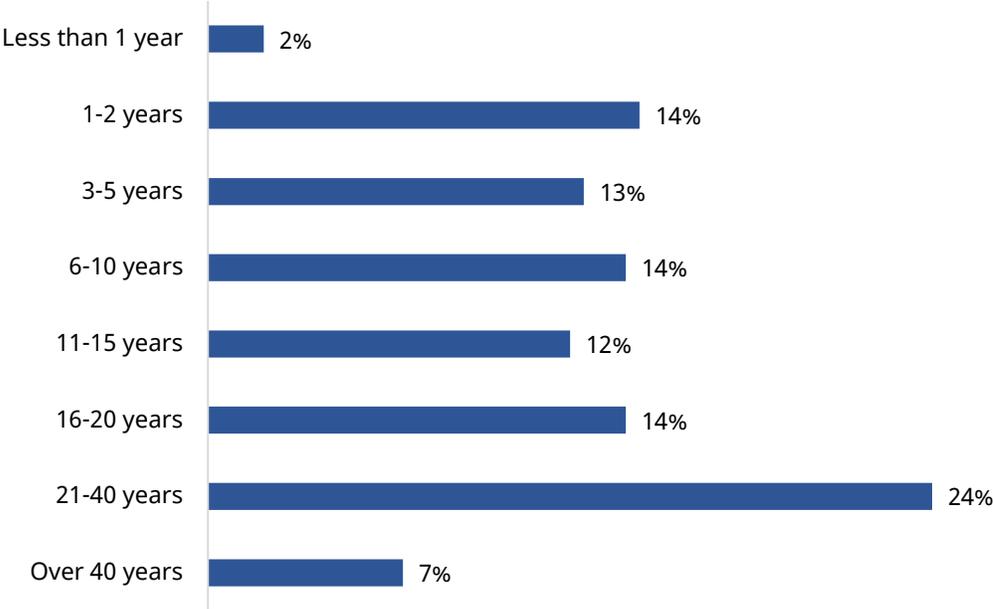
What are the first three digits of the postal code of your business location?

Response	#	%
V7P	47	23%
V7J	42	21%
V7H	25	12%
V7G	20	10%
V7K	15	7%
V7N	14	7%
V7R	16	8%
V7L	7	3%
Other (e.g., V3W, V6E, V3R, etc.)	17	8%
Total Business Representatives	203	100%

Note: 203 of 228 business representatives provided a valid answer.

When asked how many years their business has been operating in the District of North Vancouver, business representatives most commonly answered 21 to 40 years (24%). The remainder of the responses were evenly distributed with the exception being only 2% reporting that their business had been operating in the District for less than one year. Businesses in the District have been operating for an average of 16 years and 6 months.

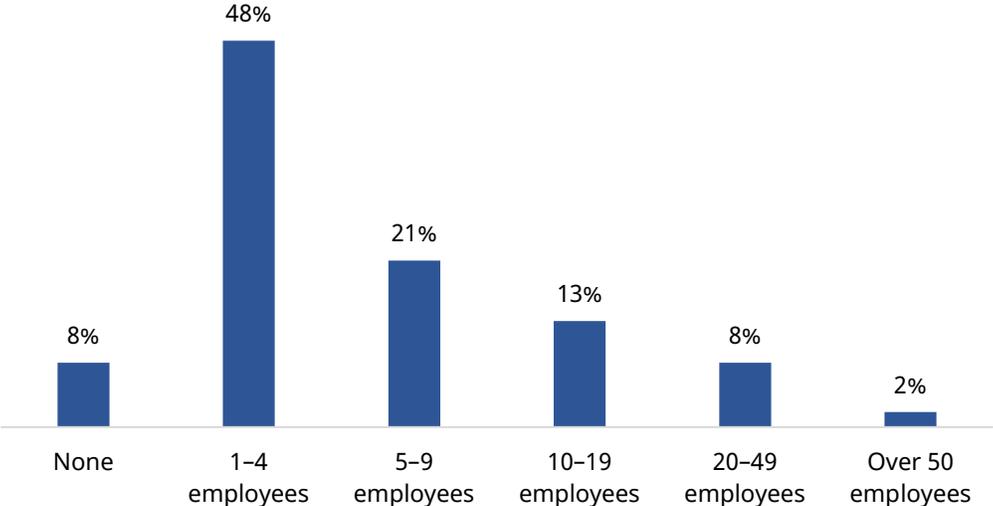
How many years has your business been operating in the District of North Vancouver?
(N=214)



Note. 214 of 228 business representatives provided a valid answer.

Business representatives were asked about the number of employees working at their District location(s). Nearly half responded that their business employed 1 to 4 employees in the District, while only 2% reported employing more than 50 employees. Another 8% indicated that their business did not have any employees specifically in the District. On average, the businesses surveyed employ about 8 employees in the District.

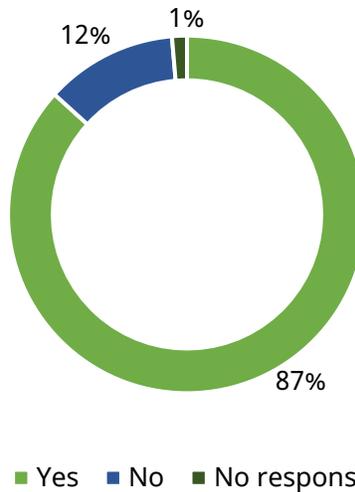
How many employees work in your District location(s)?
(N=213)



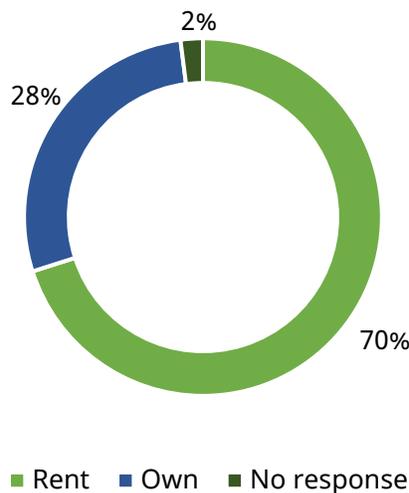
Note: 213 out of 228 business representatives provided a valid answer.

Of the 228 business representatives surveyed, 75 (33%) reported that their business was home-based while 148 (65%) were not. Of those 148 who indicated their business was not home-based, 87% indicated that the District is the headquarters/main location of their company. 70% reported that their business rents the premises that it operates from in the District, while 28% reported that the company owns the premises.

Is the District your company's headquarters/main location?
(N=148)

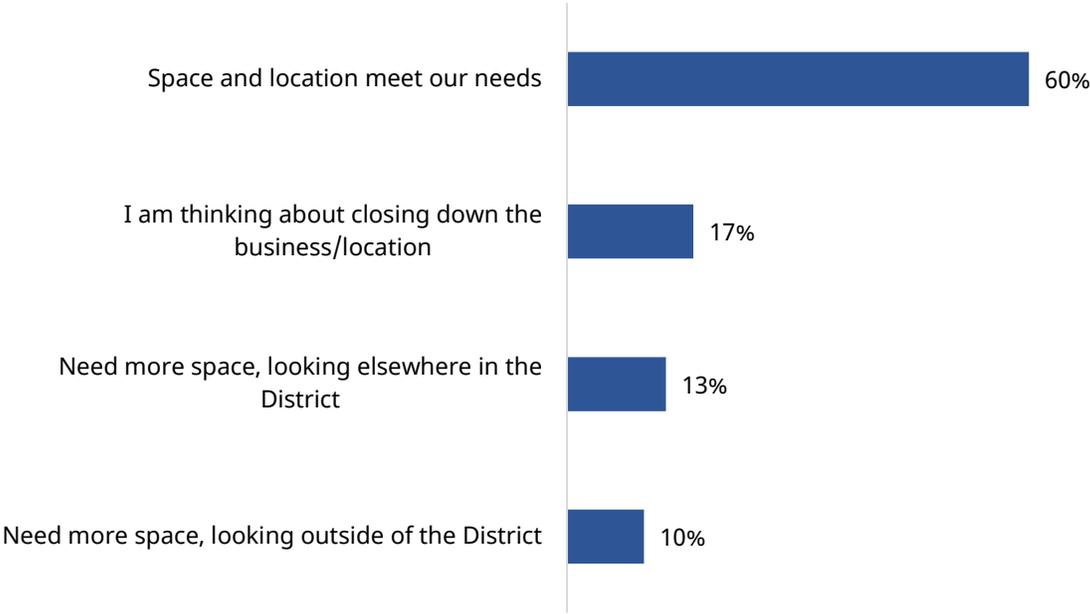


Does your business own or rent its premises in the District?
(N=148)



When asked to describe their company’s current business space needs, 60% of business representatives (those who indicated their business was not home-based) reported that the current space/location is enough to meet the needs of the company. 23% claimed that they need more space for the business and were either looking elsewhere in the District (13%) or outside of the district (10%). The remaining 17% indicated that they are thinking about closing the business/location.

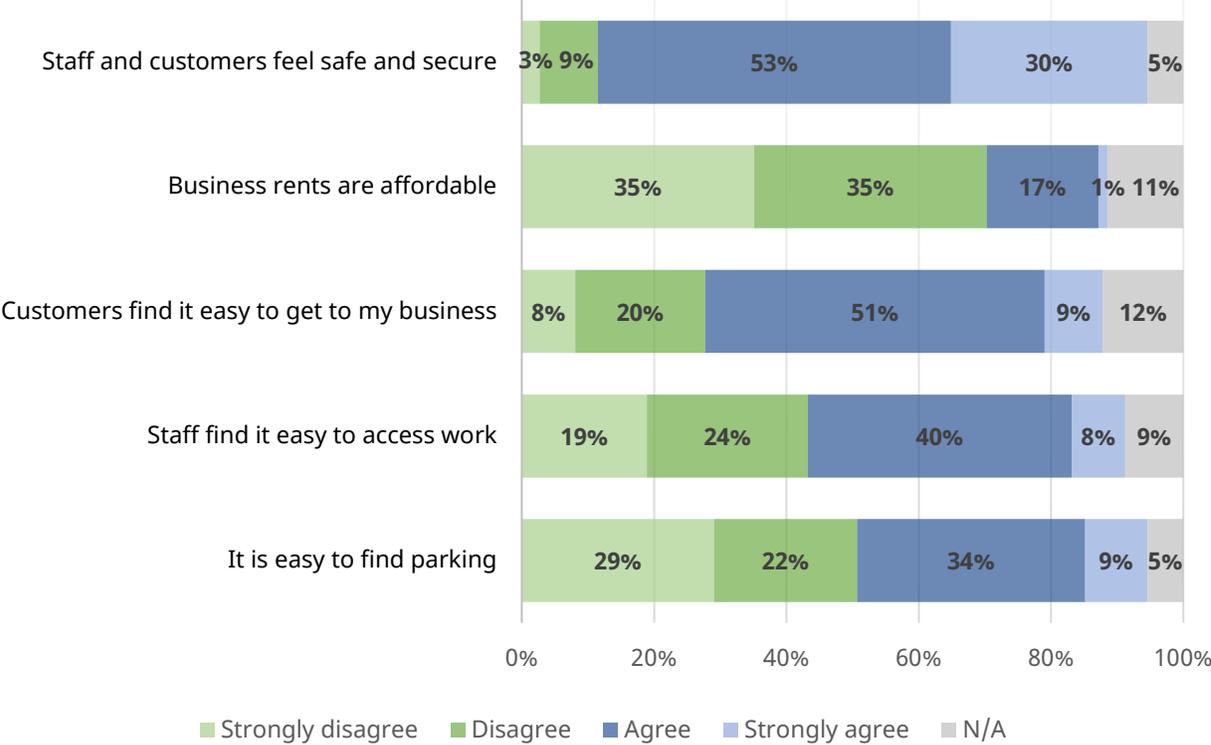
How would you describe your current business space needs?
(N=139)



Note. 139 of 148 business representatives provided a valid answer.

Over 80% of business representatives (those who specified their business was not home-based) agreed that their staff and customers feel safe and secure in the neighborhood where the company operates. 60% agreed that customers find their business easily accessible, and 48% agreed that staff find it easy to commute to work. Conversely, 70% of respondents disagreed that business rent is affordable, and just over 50% disagreed that it's easy to find parking in the neighborhood.

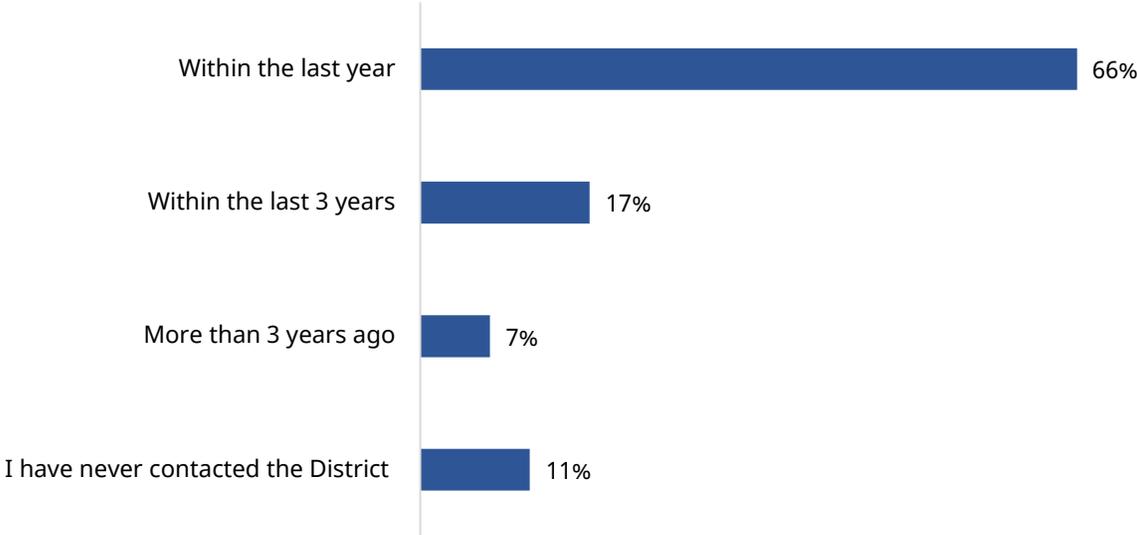
On a scale of 1-strongly disagree to 5-strongly agree, tell us about the neighborhood surrounding your business location:
(N=148)



4. BUSINESS SERVICES IN THE DISTRICT

All 228 business representatives were asked about the last time they contacted the District of North Vancouver. The majority of business representatives (66%) had made contact within the last year, while about 17% had contacted within the last three years. On the other hand, 11% reported that they had never contacted the District.

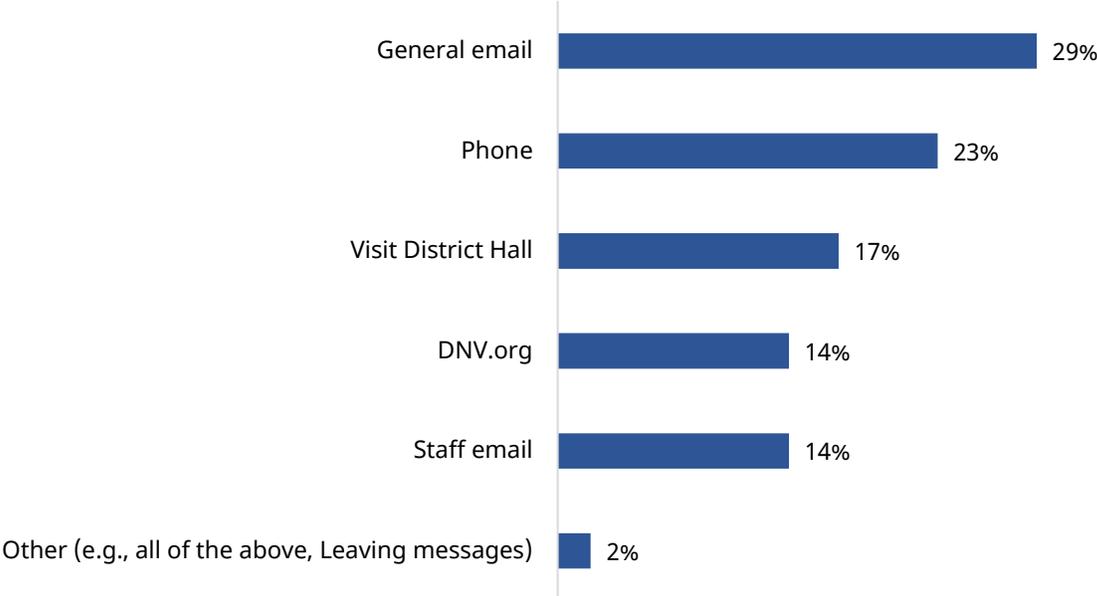
When was the last time you contacted the District of North Vancouver?
(N=222)



Note: 222 of 228 business representatives provided a valid answer.

Of the 198 business representatives who reported that they had previously made contact with the District, 29% did so via general email. The next three most common methods of contact were via phone (23%), visiting District Hall (17%), and from the DNV website (14%).

What method did you use to contact the District?
(N=196)



Note: 196 of 198 business representatives who have previously contacted the District provided a valid answer.

The representatives who reported that they had contacted the District were asked about the reason for doing so. Applying for or renewing a business license was the most common response (43%) followed by obtaining a development, building, or other permit (27%), and finding information on municipal policies, long-term plans, zoning, or bylaws (5%).

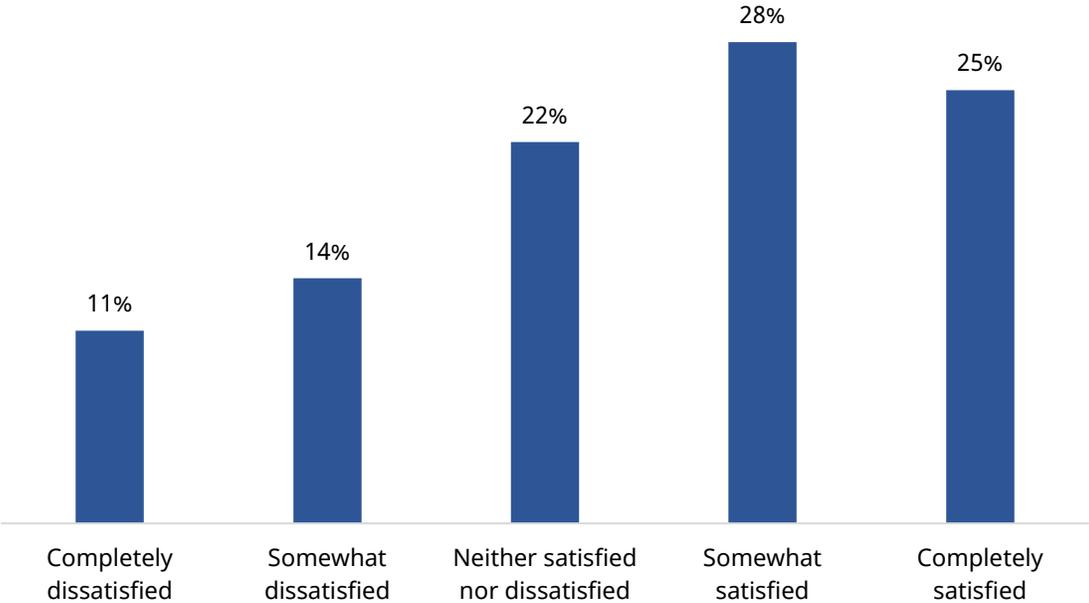
What was the reason you contacted the District?

Response	#	%
Apply or renew a business license	86	43%
Obtain a development, building or other permit	53	27%
Find information on municipal policies, long-term plans, zoning, bylaws	10	5%
Pay property tax for your business	10	5%
Utilities	5	3%
Redevelop/rezone commercial or industrial property	4	2%
Access business setup or expansion resources	3	2%
Find contact information for District staff	2	1%
Find a business location	1	1%
Look up local economic/business data	1	1%
Other (e.g., Parking related issues, Waste removal, Renew lease)	17	9%
Total	196	100%

Note: 196 of 198 business representatives who have previously contacted the District provided a valid answer.

Slightly more than half (53%) of the business representatives who had previously made contact with the District were at least somewhat satisfied with the experience. Among them, 25% were completely satisfied. Meanwhile, 21% were neutral, neither satisfied nor dissatisfied, and 25% were at least somewhat dissatisfied.

Overall, how satisfied were you with your experience dealing with the District?
(N=195)

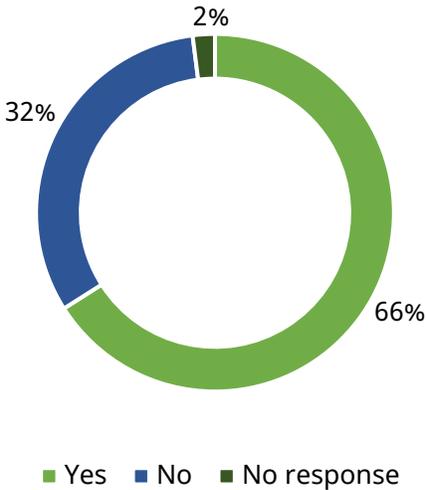


Note: 195 of 198 business representatives who have previously contacted the District provided a valid answer.

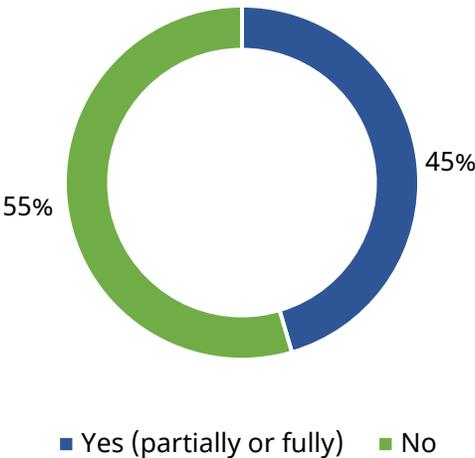
5. DISTRICT RESIDENTS

Of the 282 survey respondents, 44 identified themselves as district residents. When asked about the location of the business they work for, 66% reported that it was located within the District while 32% reported that it was not. District residents were also asked about the remoteness of their work, to which 45% reported they work either partially or fully remotely, while 55% reported they do not work remotely at all.

Do you work for a business located in the District?
(N=44)



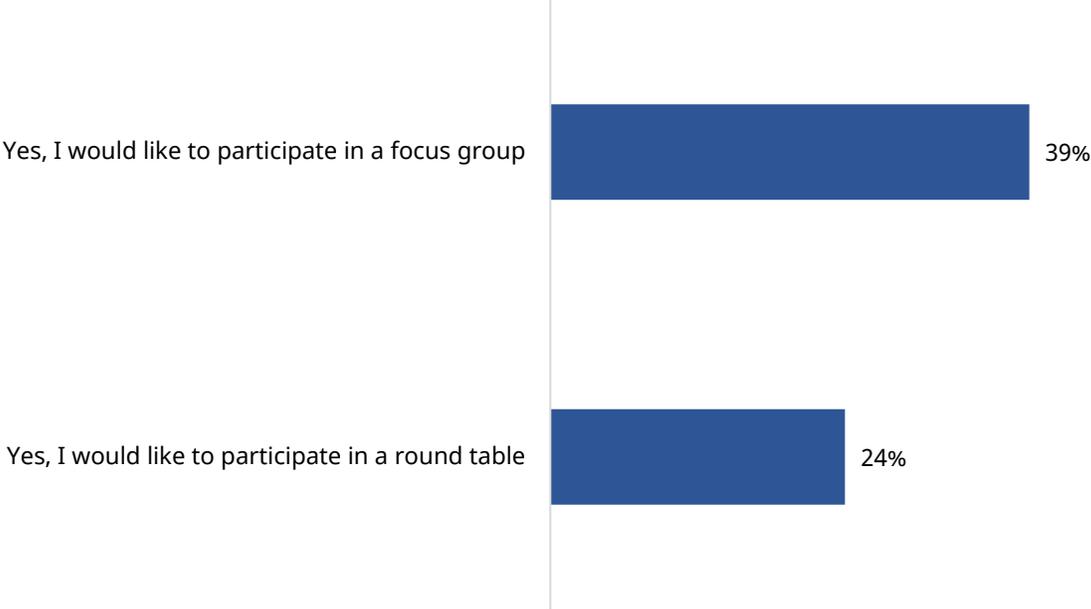
Do you work remotely?
(N=44)



6. FUTURE ENGAGEMENT

When asked about future engagement with the District, 39% of business representatives indicated they would like to participate in a focus group and 24% indicated they would like to participate in a round table. 53% of representatives expressed no interest in future engagement.

Please let us know if you would be interested in participating in any of the following opportunities to provide further input:
(N=148)

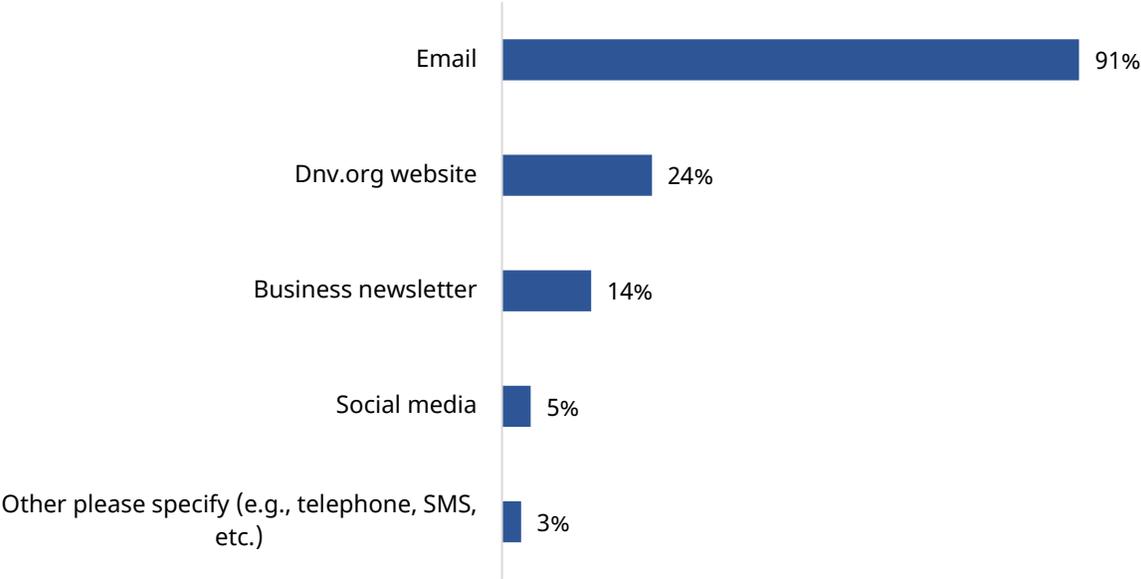


Note. 148 out of 228 business representatives provided a valid answer. Options are not mutually exclusive.

When asked about the preferred methods of access to future information from the District, 91% of business representatives indicated they would like to receive information via email, followed by the DNV website (24%), business newsletter (14%), and social media (5%).

What is your preferred method of communication by the District regarding business services and economic development updates and opportunities?

(N=200)



Note. 200 of 228 business representatives provided a valid answer.

7. SURVEY DEMOGRAPHICS

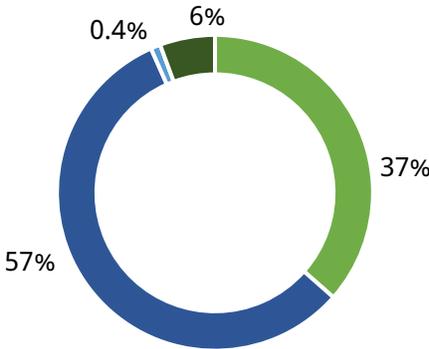
Respondents were predominantly from the V7J postal code area, representing 19% of the population. This was closely followed by V7P at 18%, and both V7H and V7G at 11%. The surveyed population consisted of 57% males and 37% females. Age-wise, 40% were between 50 to 64 years, and the next most represented age group was 35 to 49 years old at 31%. Concerning ethnic origin, the majority (63%) identified as European, followed by Asian at 14% and Latin, Central, and South American origins at 4%. Income levels among respondents were fairly evenly distributed.

What are the first 3 digits of your postal code?

Response	#	%
V7J	48	19%
V7P	45	18%
V7H	26	11%
V7G	26	11%
V7K	24	10%
V7N	23	9%
V7R	18	7%
Other (e.g., V5K, V3R, V7L, etc.)	37	15%
Total	247	100%

Note. 247 of 282 respondents provided a valid answer.

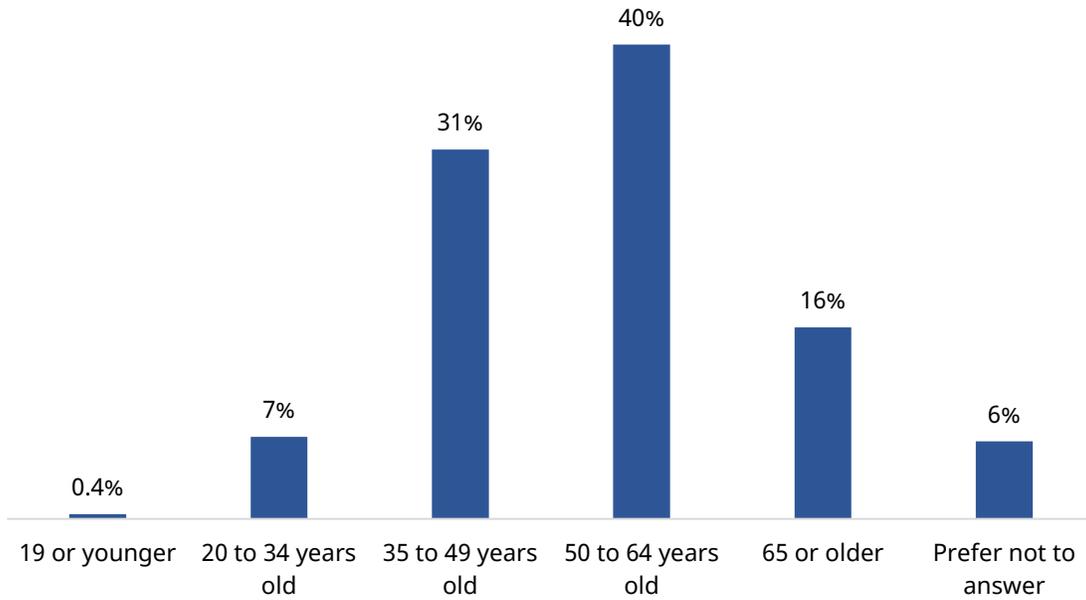
What is your gender? (N=264)



- Female
- Male
- Non-binary or gender fluid
- Prefer not to answer

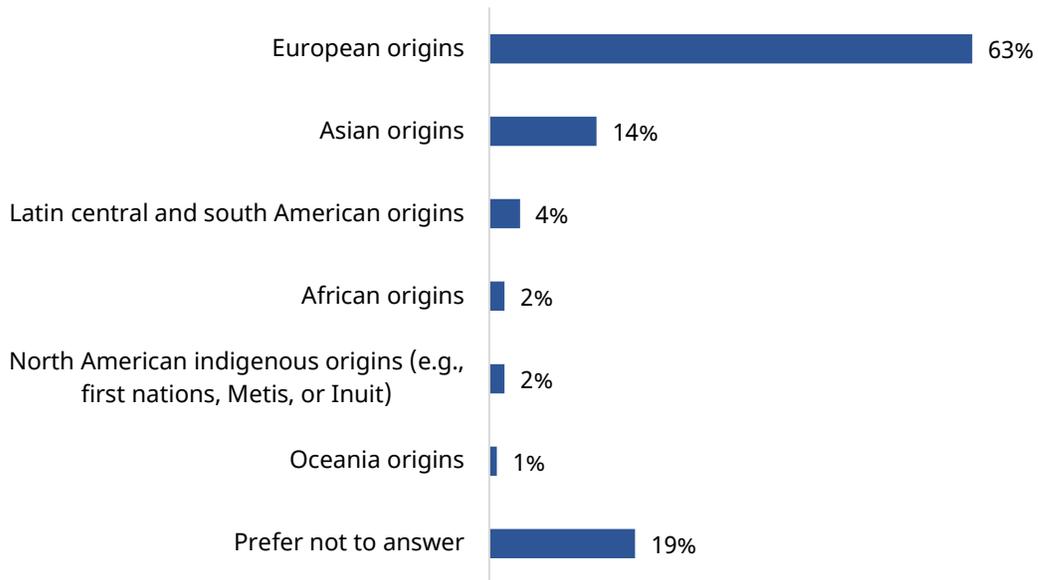
Note. 264 of 282 respondents provided a valid answer.

Which of the following ranges includes your age?
(N=263)



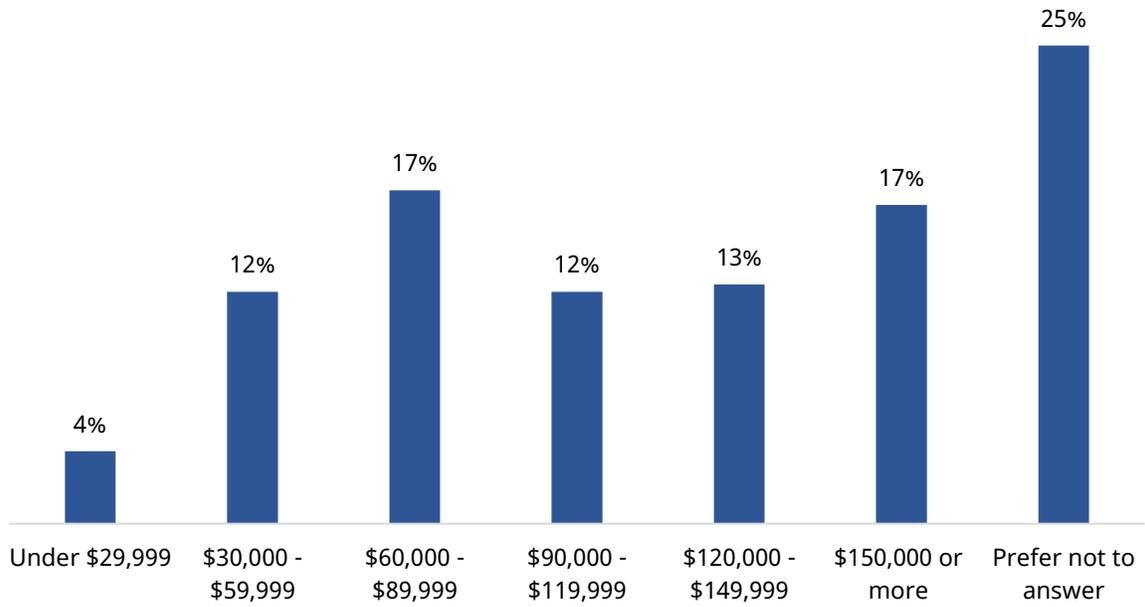
Note. 263 of 282 respondents provided a valid answer.

What is your ethnic origin? (select all that apply)
(N=259)



Note. 259 of 282 respondents provided a valid answer.

Which best describes your individual annual income?
(N=263)



Note. 263 of 282 respondents provided a valid answer.

APPENDIX

The following table presents a qualitative cross-tabulation of selected survey questions, aimed at comparing the perceptions and views of the 228 business representatives to the 44 district residents surveyed.

Qualitative Tabulation by Business Representative and District Residents

Selected Survey Questions	Business Representatives		District Residents	
	#	%	#	%
How did you hear about this survey?				
Direct email	176	84%	23	53%
Postcard	16	8%	1	2%
LinkedIn	3	1%	5	12%
DNV.org website	4	2%	4	9%
Facebook	3	1%	3	7%
Twitter	2	1%	2	5%
North shore news ad (print or digital)	0	0%	3	7%
Instagram	0	0%	1	2%
Other (e.g., Community outreach, North Vancouver Chamber's Newsletter, Reddit)	11	5%	1	2%
Total answered	210	100%	43	100%
From your perspective, what areas should the district focus on to foster a strong local economy and create jobs?				
Support transportation and housing solutions	151	67%	35	80%
Improve district services and support to local businesses	165	74%	22	50%
Program vibrant district, town, and village centers	78	35%	24	55%
Increase employment space (land, buildings, mixed-use)	81	36%	18	41%
Develop specialized industry clusters or innovation hubs in the district	76	34%	17	39%
Partner on sustainable business and First Nations projects	52	23%	16	36%
Total answered	224	100%	44	100%
What industries should the district grow or attract?				
Green industries	111	49%	29	67%
Technology	101	45%	24	56%
Creative industries (e.g., film, design)	95	42%	18	42%
Trade-oriented industries	94	42%	14	33%
Tourism and hospitality	85	38%	19	44%
Retail and food service	86	38%	22	51%
Manufacturing	68	30%	11	26%

Selected Survey Questions	Business Representatives		District Residents	
	#	%	#	%
Other (e.g., childcare, small businesses, health and beauty, etc.)	28	12%	2	5%
Total answered	225	100%	43	100%
In your view, what are the key strengths of doing business in the District of North Vancouver, compared to other nearby municipalities?				
Quality of life	138	63%	27	63%
Close to Downtown Vancouver	81	37%	17	40%
Above average incomes	75	34%	12	28%
Close to customers	73	33%	13	30%
Close to amenities recreation shopping entertainment services	47	21%	12	28%
Close to workforce	30	14%	7	16%
Access to trade infrastructure ports rail highways	27	12%	5	12%
Strong local business ecosystem	25	11%	7	16%
Attractive to entrepreneurs	15	7%	3	7%
Access to public transit	14	6%	3	7%
Other (e.g., proximity to nature, personal residence, ports, etc.)	11	5%	3	7%
Total answered	219	100%	43	100%
In your view, what are the biggest challenges facing the District of North Vancouver economy compared to other nearby municipalities?				
Land costs commercial rents	135	61%	27	63%
Finding commercial or industrial space to locate or expand	80	36%	18	42%
Employee access to work	74	33%	19	44%
Onerous municipal business processes	76	34%	6	14%
Employee costs	58	26%	12	28%
Lack of business support ecosystem	39	17%	12	28%
Lack of skilled and diverse labour force	43	19%	5	12%
Lack of quality jobs (e.g., consistent work, wages)	13	6%	6	14%
Lack of local amenities recreation shopping entertainment services	15	7%	5	12%
Other (e.g., traffic and transportation issues, lack of parking, affordable housing)	50	22%	4	9%
Total answered	223	100%	43	100%
How business friendly is the District of North Vancouver?				
Very business friendly	19	8%	2	5%
Somewhat business friendly	69	31%	16	36%
Neither business friendly nor unfriendly	64	28%	14	32%
Somewhat business unfriendly	43	19%	7	16%

Selected Survey Questions	Business Representatives		District Residents	
	#	%	#	%
Very business unfriendly	30	13%	5	11%
Total answered	225	100%	44	100%
How can the District better support businesses?				
Streamline and simplify business-related regulations	136	62%	30	70%
Offer a one-stop regulatory facilitation service for small business owners	103	47%	19	44%
Facilitate increased access of local businesses to the local market	73	33%	17	40%
Increase outreach and access of underrepresented and minority groups	29	13%	5	12%
Other (e.g., building affordable housing, improving transportation infrastructure, lowering the cost of business, etc.)	61	28%	10	23%
Total answered	221	100%	43	100%

The following section lists the verbatim responses collected when a respondent indicated “other” or the question prompted an open-ended response.

What industries should the district grow or attract? Other (Please Specify)

- Artisan trade specialties
- Attract engineering companies and encourage light industry
- Capitalize on the access to water/ port land
- Childcare centre
- Childcare spaces
- circular and regenerative businesses (which extend beyond the concept of "green" business)
- Do nothing. It will come on its own.
- Fitness / wellness
- health and beauty
- Health care
- Healthcare
- Healthcare
- Healthcare industries
- In order to Lee the population down and traffic to a minimum build less density. This is why I moved away as I spend my whole life watching it slowly crumble and loose its shine.
- including the toke "First Nations" option in question 1 is gross. Pretty sure they are getting enough of a leg up right now. Focus on small business owners who pay taxes and are struggling in many different ways.
- Increase industrial space
- Light industrial zoned land feels limited, I believe more land available for this use would be good for businesses in North Vancouver and attract more jobs.
- like to see more small business up and running
- Local and small businesses support + spotlights in journals and newspapers
- Lower taxes for small business, and rent.
- More accessible spaces for art - not for profit
- Outdoor Rec tourism, trail user outdoor businesses. Food service and larger spaces for business/ recreational / non-profit meetings. We are losing our larger pubs. Have to go overtown to gather for meetings or facilitate larger groups.
- Professional and Engineering services
- Professional services
- Promoting small and family business, rather than chain or corporate
- Rec Tech that can see DNV as an outdoor rec hub. Like arcteryx, Rocky Mountain bikes, etc.
- Recognize that highest and best use taxation is punitive to small businesses
- Small businesses. These are the organizations that support a vibrant economy.
- sports and health
- Support businesses already in place before you lose those businesses.

- Supporting trades training and professional trades associations
- There is a lack of child care in North Vancouver so in order for anything else to grow
- We need to get more access to finding through additional banks
- Well paid jobs where staff can afford to live on the North Shore

In your view, what are the key strengths of doing business in the District of North Vancouver, compared to other nearby municipalities? Other (Please Specify)

- Access to light industrial buildings to rent. If you change to all expensive retail, then businesses like mine can't survive
- City hall employee are decent & accessible
- Close to my home
- close to nature
- Close to nature, trails where my business is conducted
- close to port... aside from that... there really isn't a good reason to open a business in North Vancouver
- Close to where I live (until my landlord tells me I have to move and then I cant afford it anymore)
- Closer to the mountains and nature, but at the price of worse transit, access to customers etc...
- Currently, the DNV offers no strengths. No support for small businesses who are trying to sustain a business with growing property tax, etc.
- Green space and nature reserves bring the most tourism. Lynn suspension is huge in tourist travel and the centre deserves more love and local support and community closeness
- Improving Lions gate bridge access
- Its beautiful here
- Lower commercial lease rates.
- No strengths compared to other nearby municipalities.
- nor passing the bridges in live in north shore.
- North van residents like to do bus with local north van businesses
- Not A lot
- short commute from home
- The other districts are much more efficient seem to have a better system in place. I can pull a permit in other districts and call for an inspection the following day.
- Way too many bike lanes alongside vehicles. Male lanes through parallel roads

In your view, what are the biggest challenges facing the District of North Vancouver economy compared to other nearby municipalities? Other (Please Specify)

- A big problem for our company is crossing the North Shore without going through bridge traffic. I found that the bridge access did not address that people working in the city of North Vancouver cannot get across to Deep Cove area. This impedes travel for service vehicles and the ability of any one to travel to other businesses easily on the North Shore.
- Affordable Housing (30% of income) for all income levels
- all of the above and then some.
- Business property tax rates
- Commuting and PARKING!!!!
- Construction permits are extremely slow and removing incentives to put money here for development
- Deteriorating safety/streets with homelessness and crime on the rise.
- DNV restrictions on small business
- Expense/cost of doing business. Traffic issues.
- for crying out loud! The local Chamber survey listed transportation gridlock as the biggest problem and you don't even have it on this list?
- high density development is destroying quality of life
- High housing costs mean there is limited local workforce
- High Property Tax
- High property taxes
- increasing housing densification creates a massive problem for traffic. We should put moratorium on further high density development
- It is very difficult to attract and retain a young energetic workforce. Rents on N Shore are exorbitant for younger employees and travel to work on the N Shore is long even with a good transit system.
- It shouldn't exist. It should be combined with the City.
- lack of access to the District (i.e. bridges)
- Lack of accessible public transit.
- Lack of adequate infrastructure
- Lack of Affordable housing
- Lack of fast transit ie SkyTrain from other municipalities. Travel time currently is way too long and onerous for so many potential employees.
- lack of place to take children in my care. No sidewalks, no community park close by
- Lease costs are unbearable and there is no cap on increases to the Entrepreneurs
- make more business space available or just ease up the licensing requirements for childcare centres
- Onerous and confusing bylaws
- Permits costs and sever time delays to do any space improvements
- Poor transportation planning
- Public transport to north van like sky train would really help
- Schools as the population grows
- slow permitting process.

- Stabilized rent and affordable housing for all
- Taxes placed on businesses through commercial space. Taxes increase, we pay for water, we pay for sewer, pay for business licenses.
- The 2nd narrows traffic caused by afternoon ferrys for getting off the North shore is still horrendous
- The cost of living is pushing the entry-level workforce out. I've seen it, experienced it, and watched my generation move away from the north shore to Chilliwack or Edmonton.
- The cost of living too high for lower income workers to live in North Vancouver - they can't live in North Vancouver and commuting over the bridges is difficult
- The District is a relatively expensive place to live, and as such, it does not have a large pool of employees for lower-middle income paying jobs. Also, parking in the district is becoming increasingly more difficult, especially in District Town and Village centres; more parking (underground or other) need to be considered for new developments. Currently my employees are finding it increasingly difficult to find parking within a reasonable walking distance from their place of work, and I am worried that I may start to lose key employees because of this daily annoyance. We have no good options for my employees with regard to parking.
- The district's (and city's) purposeful clogging of vehicular traffic is a NIGHTMARE!! Open up vehicle (car and truck) access. Stop the war on the car! This costs ALL businesses lots of money and naturally these huge costs are ultimately paid for by the consumer.
- The lack of enforcement of local laws where unscrupulous people prey on unsuspecting consumers. Fake ads as documented by CBC continue to be a constant struggle for businesses that have made the north shore their home. There is no back up of laws that are already in place.
- Too many delays in the municipal processes, long lead times drive people from doing business or building in the area.
- Traffic / ability to get from one place to another in a timely fashion
- Traffic across the bridges
- traffic and road infrastructure is poor and a major barrier to get clients to businesses
- TRAFFIC CONGESTION
- traffic gridlock. We are not close to downtown when it can take an hour to get there and 40 minutes just to get to Burnaby.
- Traffic in and out of North Van is prohibitive to customer access, especially at certain times of day
- Traffic is brutal
- Traffic jams
- Traffic on the 2nd narrows Iron Workers Bridge
- traffic problems
- TRAFFIC!
- Traffic, transportation and the erosion of natural landscape.
- Transportation
- Transportation infrastructure is lacking. Impossible to move around the NS after certain times of the day.
- Transportation, traffic, bridge infrastructure
- Weak access to Downtown Vancouver

How can the District better support businesses? Other (Please Specify)

- Address high rental costs for space and the traffic and parking issues
- Affordable leases in industrial areas
- Allow access to improved trades qualification processes and programs
- Allow local small business to expand. I am blocked from expanding my business as a lifetime local resident with a dog walking business. Outsiders get preference to newly available licenses. Established experiences businesses are blocked from expanding.
- Allow more freedom for consulting style home based businesses. Less restrictions on number of staff who can work on-site for example. At least 2 per business owner as long as sufficient parking is available.
- apart from giving me my business license I can say that the district does nothing in regards to my business.
- Being an entrepreneur is hard enough. Please just eliminate anything that makes it hard for us to compete and then just stay out of the way.
- Better public transportation over the bridge / using the train bridge and repurposing it for passenger trains to ease bridge congestion (the biggest issue facing workforce transportation)
- Build a 3rd Bridge
- Build affordable housing to house workers
- Build another bridge
- Build infrastructure that supports the growth. Improve public transport. Start addressing the housing issues by lowering the permit processing time and streamline the processes, have qualified people working for DNV. allowing sustainable development projects
- By listening to their concerns like the RV PROBLEM ON FIRST AND LLOYD
- Continue to improve housing and transportation options. Prioritize availability of commercial/industrial land for local businesses & investigate innovative approaches (live/work etc).
- Create an online business directory with details
- create more affordable housing
- create space for business to rent or own without going bankrupt.
- Decrease cost of operations
- Don't allow triple net rents in the district. Incredibly unfair practice to small business owners.
- Encourage and increase light industrial and commercial spaces. Retail simply does not livable wage employment
- Ensure rents are reasonable. Currently they are far too high to sharia in for small business
- Ensure that developments have space for retail & commercial businesses along with parking since transport services are poor
- Expand transit infrastructure to the lower roads from Capilano road to fell avenue.
- Facilitate events in other communities/GVRD cities for local DNV businesses to participate in.
- Facilitate/provide access to affordable housing for employees

- Focusing on small business growth over big box and large corporations
- Garner better understanding of the unique and sensitive small business economy. Promote and facilitate a better live/work environment for large and small businesses, seasonal and year-round business, and remove obstacles that impede slow steady growth.
- Help provide affordable housing
- How does including the "minority groups" question support current small businesses in the district. Our struggle is the cost of rent both for our staff and our commercial rent. We need more clients. I don't see how outreach and access to minority groups help that? The whole of North Vancouver is a minority group. We have a wonderful blend of so many cultures. We don't need more government funds flowing into that.
- I don't see any issue with how things work now.
- I'm a small business owner who for over ten years have had a business license - and in that time I have never once received anything from the district to indicate they have any programs to assist me. They do however always send me a bill for my business license, which keeps going up every year.
- Implement a lane to travel across North Van that misses bridge traffic
- Improve driving infrastructure to ensure ease of movement through the District
- Improve mix of affordable, family-oriented housing and public transit options between town centres
- Improving access to Downtown Vancouver
- Incentivize businesses that incorporate circular and regenerative practices; align ED strategy with climate strategy, particularly in the context of construction and real estate
- Increase light and medium industrial space
- Increase the Parking and BYLAWS do their JOB!
- Just make sure that anyone advertising as local (a value proposition for consumer choice) is actually local. Having someone come from Abbotsford to do a call will hardly be local. Truth in advertising supports local markets. Competing with someone who is providing poor service return and doesn't have a local license to practice trade is hardly supportive of those who pay all the local fees and taxes!
- low income housing and networking opportunities
- Lower cost of business licenses
- Lower property taxes
- Lower Property Taxes so entrepreneurs can sustain their businesses
- Lower taxes so we can expand and hire more
- Lower taxes.
- lower the massive property tax and fees
- Make it easier to conduct home based business
- make permitting process easier, faster for building and renovation including taking out need to hire consultants for things like fire safety, costs are too high to do things
- Mine is a small local business that was hired by the DNV - the DNV did not pay my invoices in full which nearly resulted in bankruptcy
- Not take 10 days to pull a permit

- Offer a free Noticeboard service as a one stop shop for businesses to advertise vacancies in N Shore companies so potential staff and employers can connect easily. DNV to spread the word on this to make it easier to find staff.
- offer rent rate reductions to certain first line sectors
- Open up areas to all type of business ie Harbourside. Zoning permits an engineering firm office but not an accounting firm.
- Personally, being the owner of an electrical contracting company. The delay in getting permits has had a huge impact on my business. It used to take a day and can now take up to two weeks. This makes it extremely difficult to schedule work and in turn can affect my employees getting 40 hours a week
- Put a stop to the high density building, our infrastructure cannot handle it, main street is a nightmare, access to the narrows is a nightmare. Upgrade what we already have.
- realize that nobody is going to be able to bounce back from covid so quickly to pay everything back. businesses need more time to restructure and adapt. life did not go back to the way it was and we shouldn't be treated to pay for it with wages like nothing happened
- Reduce costs for doing business in North Vancouver
- Reduce prohibitive licensing fees for business licenses, parking permits, etc.
- Reduce red tape, streamline internal approvals, see local business as a partner not an adversary, find ways to assist not resist
- reduce the property taxes on commercial buildings
- reduce your business license fees to be inline with other districts. our office pays 5 times what we would in Vancouver
- Re-unify North Vancouver local governments, build community identity.
- Show some interest in the process. I find a very strong Us vs Them attitude at CDNV
- Start with "YES" attitude, rather than "NO". Foster a less risk averse DNV culture that supports finding creative ways to make things happen.
- Stay out of it! The district generally speaking has no clue about commerce.
- Stop allowing the removal industrial/commercial buildings to convert to residential
- stop putting up road blocks to development, employment generation and growth.
- stop rezoning commercial industrial zoning into housing
- Strategic business planning of retail mix and services at street level
- support local company for DNV projects over companies located off the North Shore
- Tax breaks for local manufacturers- some of us are turning raw materials into high end products and employing lots of people- they are giving money away to other groups , without local manufacturers the costs to get work done will increase, have housing my workers can afford
- Tax incentives for businesses aligned with our vision (eg. Creative arts or tourism)
- We REALLY need to focus on decreasing expenses to business owners; possibly cap the amount a landlord can raise rents, similar to residential landlords and how much they're able to raise tenant rents;
- Work with provincial/federal government to legislate a maximum increase on commercial properties as landlords are forcing tenants out with extremely high increases and there won't be much of a community left if it continues.

What was the reason you contacted the District? Other (Please Specify)

- a variety of the above
- Abandoned vehicle parked for months across from business
- Access business setup or expansion resources
- Applied and renew a business license, as well as preliminary development application.
- Apply or renew a business license
- Applying for a multi district business license
- Attended a council meeting
- Bylaw parking issues due to the giant development next door. The workers take all of our parking regularly
- complain about lack of parking and homeless living in motorhomes taking up much needed parking for staff and visitors
- Complaint: 1. Local residents not picking up after their pets and pick up of overflow of pet poop at the bus stop bin. 2. Repair a pothole. 3. Would be nice to have a street sweeper do the occasional pass on Mountain Highway.
- Complaints about Parking !!! Ended up moving locations due to lack of help by the District
- Different departments regarding different issues always frustrating
- discussing economic development
- emailed to get clarity on watering restriction bylaws and permits
- Find a business location
- Find contact information for District staff
- Find information on municipal policies, long-term plans, zoning, bylaws
- Hoping District focus more the variety businesses rather than the similarities types of business
- Inquire why my credit on account for prepaid property taxes isn't applied to the last payment
- Invoice issues with my garbage pickup
- Look up local economic/business data
- Looking to create a North Shore Design District to drive more business to furniture/home decor, landscaping /nursery, kitchen design, interior design, fireplace and outdoor living stores similar to The Armoury District in Vancouver.
- Most of the above
- My firm was awarded a contract by the DNV
- NEED HELP AND ASSISTANCE
- New parking regulations
- Obtain a development, building or other permit
- Pay property tax for your business
- Plethora of fake address advertisers in the district competing with fake names and locations
- Re bylaw violations with respect to Liveable Deep Cove Project
- Redevelop/rezone commercial or industrial property
- Renew lease

- To complain about the RV situation
- To discuss affordable and available housing for staff
- to request status equivalent to ASTTBC RFPT
- Try to get DNV approve our bid & not sole source HVAC Controls from companies not in DNV
- Utilities
- Various issues: pruning of trees on District property, garbage pick up at bus stop, pot hole repair, pickng up after pets and disposall

What is your preferred method of communication by the District regarding business services and economic development updates and opportunities? Other (Please Specify)

- In person
- None
- phone
- SMS
- TELEPHONE OR CELLPHONE
- Would really prefer the district focus on reducing costs rather than trying to find more ways to promote contact