

*Original Title:*

The Impact of Health Policy Interventions in Inner Cities: A Case Study of Inner City Inclusivity Commitments and Vancouver's 2010 Olympics

*Final Report Title:*

**'Two Solitudes' – The 2010 Vancouver Olympics and Inner City Inclusivity Commitments**

April 2010

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## **Acknowledgements**

The authors wish to acknowledge and express their sincere thanks to several groups and individuals. First, we wish to acknowledge the individuals and families who live and work in Vancouver's Inner City and thank many of them for their participation in the present research. Next, we wish to recognize the members and supporters of the Impact on Communities Coalition, our research team and Project Advisory Committee, and pollsters. Without them, our work would not be possible. We also wish to acknowledge the strong support and assistance received from the Canadian Population Health Initiative of the Canadian Institute for Health Information.

## Main Research and Policy Findings

- Public (mega) events like the 2010 Olympic and Paralympic Winter Games have the potential to contribute to and harm the health of communities. A population-health (PH) perspective is key to research on the impacts of such events. However, there is little systematic research on the role of society-wide events and their impact(s) on health and quality-of-life.
- Organizers and proponents of such events make claims of evidence-based decision making/accountability. Yet it remains difficult to make attributional claims of benefit or harm. Adequate assessment of the impacts of these types of public events has yet to be done. Most studies lack good prospective or retrospective analyses, and offer results that are insufficient in providing a clear picture of the impacts. They lack longitudinal research needed to make such claims.
- Participatory research with researchers, community coalitions, government, media, the public and private sector can be a crucial aspect of advancing PH. Research can be used to leverage honoraria into donations for community non-governmental organizations (NGOs).
- Governments and the private sector may commit to inclusive representation on decision making bodies but they are likely to implement such commitments in a controlled/cautious manner. Our data show that government, business and corporate partners use a language of social inclusion and responsibility but are hesitant to engage in PH commitments in the context of public events. It remains a challenge for community groups to have *direct* input to decision making.
- Public PH commitments may raise awareness of related issues and potential impacts of events (Olympics), but awareness is a necessary, but non-sufficient condition for improvements in PH. A positive view of events (Olympics) is that they are a vehicle for social capital. A negative one is that they that merely express power/privilege among elites.
- Our work is a microcosm of issues facing PH in Canada. How can PH better engage the public and private sector? How can we engender the level of enthusiasm and social capital generated during the Olympics?
- Our study shows that NGOs see potential benefits in using public events to improve health and quality-of-life. Our study also shows a need to build community capacity to leverage such opportunities.
- Work on PH goals (in the context of events such as the Olympics) will involve concessions and trade-offs. It is crucial that they not lead to a lack of capacity for implementation/measurement.
- There is an opportunity to harness large events as a vehicle for improving PH. However, these events should be tied to social marketing/media advocacy for reducing societal inequities. PH initiatives should avoid vague, public commitments that lack clear champions, measurable objectives and sufficient resources for implementation and evaluation.
- Sabatier's Advocacy Coalition Framework (ACF) offers a useful policy implementation approach that has been under-utilized in the context of PH.
- Our work suggests that the PH community must have a concrete, forceful conversation with Canadians about 'true' determinants of health, bases of societal inequities, the citizenry's preferences as to how mega-events can address PH issues, and their preferred future (willing investments) for reducing inequities.
- Finally, our work suggests factors that are needed to move forward on reducing health inequities. They include: public support/political will; targeted resources; supportive legislation; policy and practice 'champions'; a supportive philosophy; a cultural and policy framework; an organizational and governance infrastructure; trained staff/improved education; and remuneration of services/personnel.

## Executive Summary

Our team engaged with the Impact on Communities Coalition (IOCC) on the tracking and ‘evaluation’ of the putative harms/benefits of Vancouver’s 2010 Olympics. The IOCC played a key role in the Bid and creation of the policy titled the *Inner City Inclusivity Statement* (ICI). VANOC (the organizing committee for the 2010 Games) and its government partners have been faced with implementing this policy. From our view, the ICI represents a broad, community-oriented policy instrument that relates to ‘healthy communities’. We saw it as the type of relatively diffuse policy instrument that is often used in the population health field. We sought to examine the decisions/actions and factors (individual, interpersonal, organizational and structural factors) that influenced these decisions and the nature/degree of implementation and impact(s) of the ICI.

Four premises guided our work. First, the Olympics are a mega event that has the potential to contribute to and harm the health of communities. A population-health-promotion perspective that includes neighbourhood engagement is key to research on the local impacts of mega events. Olympic decisions have direct connections to public health/quality-of-life, either in terms of risks created by failures of local policies, or in linkages between urban structures and prevalence of health issues. Third, mega events promise a wide range of economic and social benefits; many of which have direct/indirect effects on the health and quality-of-life of citizens. These events are occurring in a time of evidence-based decision making and accountability. The Games need an accessible means of conveying rigorous indicators to measure their impact. Our final premise was that the Games may be “salutogenic” (i.e., health enhancing) for citizens and environments. There is an opportunity to move beyond a do-no-harm approach to one that seeks to maximize the positive social, economic and health benefits of the Games. Our objectives derived from research/community literature, our work to date, and expressed priorities of the IOCC and other key government/Olympic partners. The ICI (14 commitment areas, 37 commitments) was adopted by VANOC and its partners. In 2006, they began to establish ‘sectoral tables’ intended to include community members and agencies, businesses, and government. These sectoral tables were to identify indicators for evaluating the ICI. We felt that this process offered us a unique opportunity for policy-implementation research. Soon after the first sectoral table report (on housing) was released, the sectoral tables were ended.

Our team joined and supported the IOCC (directly/indirectly) on three Report Cards, several community forums, and multifaceted media coverage of community concerns and interests. Our research methods included: 1) development of conceptual frameworks to guide data collection and analysis; 2) content analysis of documents from ICI partners and an interview with VANOC staff; 3) 7 focus groups (N = 33) with NGOs; 4) a series of 3 community polls of inner-city residents/workers (overall N = 1,751); and 5) triangulation of the above data. Most poll participants chose to have the study donate \$2 to an inner-city NGO (vs. compensation with a \$2 food item). Quantitative data were analyzed using SPSS. Summary statistics/frequencies were generated. Qualitative data were coded for emergent themes and organized according to our policy frameworks. Data are summarized by the types of strategies that were used (rather than details or descriptions of specific policies or programs).

The ICI partners made the Commitments to address social aspects of the Games. VANOC put them under social inclusion/responsibility. The Commitments were viewed as complementary to VANOC’s sustainability, not a driving factor in its work. VANOC said that ~50% of the commitments were beyond its mandate; the rest were seen as needing collaboration with community/government. The interview with VANOC confirmed that the ICI is viewed as spirit/intent rather than literal application.

Focus groups participants from NGOs stated ways in which the Games and ICI had affected them. The Games added new roles (e.g., involvement with international media, policy work). They increased focus on existing issues such as housing. They also raised challenges (e.g., making it harder to do political work). Participants reported working with new partners (e.g., raising awareness of the impacts of the Games, transparency and accountability, showcasing arts and culture). They engaged in discussion about impacts and opportunity costs. Most saw the ICI as a step toward greater sustainability (2010 is the first time that sustainability has been built into the Olympics). Several suggested ways to organize and raise awareness of the potential negative impacts of the Games (e.g., making them into election issues).

Data from our 2010 poll showed several patterns: 1) most people had no problem in physically accessing Games venues; 2) 1/3 of people reported they could not afford tickets; 3) 1/5 said they would use new facilities; 4) the number who thought that information was poorly provided doubled in 2010 to 52%; 5) across 3 polls, 11-

14% reported owning a business in the inner-city (11-14%); 6) 5-8% of business owners reported creating their business as a result of the Games; 7) 60% of business owners had not heard of Games-related business opportunities; 8) 9-12% reported being involved in some form of protest; 9) 7-19% would use new facilities located outside of the inner-city; 10) most respondents felt safe from crime but had little input to security concerns; 11) 16% (of those interested) said their artwork/performance had been showcased; 12) 7-12% reported having an Olympics-related job with most being < 1 year (45-56%); 13) <5% had received Olympics-related job training; 14) most people felt that the Games raised awareness of sustainability (a small number of people attributed these benefits to the Games); 15) 18% had (health) appointments cancelled/re-scheduled by their service providers, 50% of whom reported that it was due to the Games; 16) most respondents (68-71%) did not own housing; 17) 17% of those who did not own housing reported that their landlord increased rent to gain from the Games; and 18) 13% of those did not own housing learned they were evicted due to the Games. The findings suggest that the ICI partners made some efforts to implement housing supports rather than regulations, but some residents were displaced and/or faced unreasonable increases in rent that were an indirect result of the Games.

VANOC committed to inclusive representation on all relevant committees and work groups. The groups comprised members of business, sports and government elites with few, if any, community members from the inner-city. VANOC implemented this commitment to some degree; however, one First Nations member of 20 members on the Board of Directors is limited 'inclusive representation. Their commitment to work with and be accessible to an independent watchdog group that includes inner-city residents met with limited implementation. VANOC had interactions with several watchdog groups, more so with those that are not anti-Games. VANOC reported very late (2008-2009) community consultations. Our findings suggest that the ICI partners implemented their commitment to public consultation in a very controlled, limited, and late-in-the-game manner.

The ICI committed that all Games events and venues could be reached by public transit at affordable costs. Most people reported using transit and having few difficulties. This commitment was generally well implemented. It is unclear whether inner-city folks could better afford or access public transit. The ICI partners made reasonable attempts to inform the public about Olympics-related traffic restrictions; nevertheless, a significant proportion of the public was negatively affected. One-quarter used more sustainable modes of transportation during the Games.

Our study has strengths and limits. Only one interview was secured and therefore content analysis of ICI partners' publications was done. These reflect activities rather than process/context factors such as how roles changed with the Games/ICI commitments, implementation challenges and how they were resolved, etc. These can be contrasted with the 3 community Report Cards that paint a more negative portrayal of the Games, and their supposed benefits/harms. Our focus groups used convenience sampling. Demographic data from our three polls lacked a comparable population base. Our sampling frame may have missed those who work night shifts. The strengths is that our polling method is less likely to exclude people who are homeless or young adults who only own cell phones. Most important, our sample size(s) make our polls representative of the general population.

Our work has implications/lessons for future research on population health in Canada. First, we created a small but important innovation by providing participants with an option of having our study donate on their behalf to an NGO. Second, our exploratory use of Sabatier's Advocacy Coalition Framework highlighted several points. It pointed out that (in the context of a mega-event) the '*population-health coalition*' or any form of a '*health-inequities coalition*' are largely absent, or at best very weak in terms of their 'voices' being heard. The sports, business, tourism, patriotism, and hedonism coalitions dominate discussions/decision-making. In 2001, our Mayor did a poll. Residents said ending homelessness, and addressing drug abuse/mental health issues were the top preferred outcomes of the Games. Clearly, there is profound disjuncture between these preferences, the work of VANOC and its partners, and the largely pro-Games behaviour(s) of residents during the Games. This suggests that the population-health community (including CPHI/CIHI) must have a concrete, compelling conversation with Canadians about the 'true' determinants of health, the bases of societal inequities, the citizenry's preferences as to how mega-events (or related public policy/programs) can address population-health issues, and their preferred future (willing investments) in non-medical determinants of health that are in resource competition with activities such as Olympics. There is also an obvious need to explore innovative ways to create partnerships (e.g., PPP) with business that can work collaboratively together towards population health goals.

Our work is premised on the notion that mega events have the potential to contribute to and harm

communities. We felt that related discussion(s) of economic/social benefits and evidence-based decision making and accountability should be explicitly and a priori tied to health/societal inequities. We saw that the Games may be "salutogenic" (i.e., health enhancing) for citizens and environments. We wanted to move beyond a do-no-harm approach to one that seeks to maximize positive social, economic and health benefits. Equally, we hoped the Games would focus on leveling-up our social gradient by putting emphases on benefits for the poorest among us.

VANOC (and its partners) implemented the "spirit and intent" of the ICI only in so far as they did not directly or substantively interfere with what they saw as their 'true' mandate. This view is captured in a quote from VANOC CEO, John Furlong, "*we face different and sometimes conflicting expectations about our performance in each of these areas. If I had to identify a single challenge that cuts across all of them, it would be building understanding both internally and externally of what is within our grasp to do, and what is beyond our reach.*" Olympic leaders chose and opted out of many of the Commitments. They also chose to count (as implementation) activities that had already occurred and/or were not specific to the Inner City. Many in the community felt that the label of 2010 Commitments meant that VANOC (and its partners) should be responsible for fulfilling all Commitments, and that they should do by allocating new funds, personnel and infrastructure. Clearly, this was not the case. Instead, the ICI partners chose to 'address' the ICI under the auspices of 'corporate social responsibility'. The Commitments were relegated to the policy, program, resource and funding sidelines.

We believe that our work is a microcosm of similar, core and crucial challenges facing all of population health in Canada. That is, how can population-health initiatives better engage the public and private sector? How can we engender the same high level of enthusiasm, patriotism and social capital that was generated in Vancouver (and across Canada) during the Games to reduce health inequities? A potential opportunity is to better engage the private sector and corporate entities like VANOC by linking health-related policies like the ICI to their management/operations and to use their language of corporate social responsibility. We need to use education, policy and regulatory mechanisms to ensure that population-health goals and values are explicitly embedded into management, operations and evaluations of publicly-funded initiatives. If people pay for the 2010 Games, one can reasonably argue that such initiatives should be maximizing the benefits and minimizing the harms to our most vulnerable citizens.

Our study shows that community groups see potential benefits of policies like the ICI. It also shows a need to build community capacity to leverage opportunities such as the ICI/Olympics to spotlight and address important population-health issues. NGOs are open to working with government and the business sector. This suggests a role for NGOs to work with/leverage the private sector (and corporation-like entities) to improve population health.

In sum, the challenges associated with the implementation of the ICI can be seen at all stages of their development. First, there are problems in their very nature/formulation. Key factors in the *formulation* phase include: 1) positioning of the ICI as a multi-stakeholder initiative versus a stakeholder-specific initiative; 2) the 'conditioning' of the ICI process through pre-established Olympic values, champions and objectives, and '*orchestrated*' consultation sessions, and 3) the make-up and weak degree of autonomy of ICI coordinating mechanisms. The *articulation* phase also revealed several influencing factors and two issues that characterize this phase: 1) the lack of specificity of the ICI Commitments, and 2) the variable portrayal of the Commitments as a priority concern by VANOC, the Olympic Partners and the media.

Our study found concessions/trade-offs in the Commitments process. The selection of Commitments that addressed broad health determinants yielded an ICI without capacity for implementation or measurement. Their implied operational/bureaucratic autonomy led to a lack of direct responsibility for their implementation. The creation of the Commitments (before VANOC) and the absence of any meaningful social marketing in support of the Commitments contributed to the perception that they were largely irrelevant to the central mandate of the Games' organizers. Finally, the *implementation* phase was characterized by vague Commitments that lacked key factors needed for success. These same factors are needed to move forward on reducing health inequities in Canada. They include: public support and political will; targeted resources; supportive legislation; policy and practice 'champions'; a supportive philosophy; a cultural and policy framework; an organizational and governance infrastructure; trained staff/improved education; and remuneration of services/personnel. Our work raises questions and potential lessons for using public events to improve population health in Canada.



## 1. Research Problem/Context

*"Athleticism has a major role to play in social reforms. It is a powerful alternate to bad instincts, an antidote for alcoholism, and agent for physical and moral health in our time. These are qualities that this generation needs. If it does not acquire them, it is certain to fail." de Coubertin to the IOC, 1919*

The Impact on Communities Coalition (IOCC) engaged with the Vancouver Organizing Committee (VANOC) for 2010 Olympic and Paralympic Winter Games. The IOCC played a key role in Vancouver's Bid that secured the inclusion of concrete 'bid guarantees' and the creation of a policy titled *Inner-City Inclusivity Statement (ICI)*. VANOC and its government partners were faced with implementing this policy. From our view, the ICI represents a broad, community-oriented policy instrument that relates to 'healthy communities'. We saw it as the type of relatively diffuse policy instrument that is often used in the population-health area. We sought to examine the decisions/actions and factors (individual, interpersonal, organizational and structural factors) that influenced these decisions and the nature/degree of implementation and impact(s) of the ICI.

Four premises guided our work. Olympics are a mega-event that offers the potential to contribute to and harm the health of communities. A population health perspective that includes neighbourhood engagement is key to research on local impacts of mega events. Olympics decisions have direct connections to public health and quality-of-life, either in terms of risks created by failures of local policies, or in linkages between urban structures and the prevalence of health issues. Third, mega-events promise a wide range of economic/social benefits, many of which have direct/indirect effects on the health and quality-of-life of citizens. These events are occurring in a time of evidence-based decision-making and accountability. The Games need an accessible means of conveying rigorous indicators to measure their impact. Our final premise was that the Games may be "salutogenic" (i.e., health enhancing) for citizens and environments. There is an opportunity to move beyond a do-no-harm approach to one that seeks to maximize the positive social, economic and health benefits of the Games.

Our objectives derived from relevant research/community literature, work-to-date, and priorities of the IOCC and key government/Olympic partners. Vancouver was the first Olympics to have developed, during the Bid, a multi-party agreement that commits VANOC and its partners (federal, provincial, civic) to specific goals and legacies in the areas of social sustainability and inner-city inclusion (14 commitment areas, 37 commitments, 3 inner-city neighbourhoods – Downtown Eastside, Downtown South, and Mount Pleasant). VANOC and its

partners aimed to create an implementation framework that built on community consultations. In 2006, they began to establish sectoral tables that were intended to include community members (i.e., IOCC) and agencies, businesses, and government representatives. These tables were to identify indicators for evaluating the ICI. We felt that this process offered us a unique opportunity for policy-implementation research. However, soon after the first sectoral table report was released, the tables precipitously ended. They were politically unpopular with VANOC and its government partners, who appeared to fear a loss of control over both the processes and outcomes of the planned sectoral tables. For example, the first table (Housing) produced a report that was not popular with the Province. Many of its community recommendations were seen as problematic and impractical.

## **2. Methodology**

The methods that were used in this study included: 1) development of conceptual frameworks to guide data collection and analysis; 2) content analysis of documents from ICI partners that describe the implementation of the ICI (and joint interview with two VANOC staff); 3) seven focus groups with community organizations; 4) a series of three community polls of inner-city residents and workers; and 5) triangulation of the above data.

### **2.1. Conceptual Framework for Policy Implementation**

Sabatier's Advocacy Coalition Framework (ACF) is a leading analytical framework in policy analysis (<http://www.des.ucdavis.edu/faculty/Sabatier/Research.htm>). It covers the complete policy cycle, from development to eventual amendments. The ACF rests on basic assumptions relative to the role of technical information; the notion of time for a understanding policy change; the policy subsystem in a given sector as the basic unit of analysis; the actors that make up the subsystem; and the belief system that refers to priorities and perceptions. Sabatier and Jenkins-Smith (see above link) suggest that each sector of a public policy carries its own coalition of networks. These actors can be government officials, interest groups, journalists, public policy analysts and researchers. They suggest a 3-tiered belief system – actors' deep core values, policy core, in which values and beliefs are normatively translated into public policy, and secondary aspects, defined as instrumental decisions that apply to only a part of the subsystem (administrative regulations, budgetary allocations).

Two graphical frameworks were developed for the study (see Appendix A), based on a review of the literature and the ACF. The first framework gives an overview of the policy implementation process, including actors and outcomes. This framework is useful for identifying key policy actors, and the types of outcomes that

can be anticipated, including the impact on citizens (who are generally not considered to be “key actors”). This framework suggests the people from whom we will collect data. The second framework provides more detail on the implementation process. It is useful in the development of questions in data collection (e.g., focus groups).

## **2.2. ICI Partners –Content Analysis of Documents and Interview**

ICI partners were signatories to the ICI policy, and therefore have responsibility for acting on it. Due to the highly political nature of the ICI, attempts at arranging interviews with ICI partners were challenging. Information on those who were involved in implementing the ICI was not available (e.g., no ICI directory). After contacting 26 individuals from VANOC/government partners, and following up with each person via 3 phone calls and/or e-mails, only one interview was secured with VANOC (see Table 1, page 33); this reflects only 1 of 4 partners. Interview questions are in Appendix C. The study also analyzed the content of public documents published by the ICI Partners that explicitly stated how the ICI objectives were being met. These documents were the *Sustainability Reports* from VANOC, and the Partners’ *Inventory of Inner City Inclusive Commitments*.

## **2.3. Focus Groups with Community Organizations**

Community organizations are not signatories to the ICI, but they could hold the ICI partners accountable for implementing the policy (and aid the ICI partners in implementation). A total of 33 participants from community organizations (service providers, executives and board members, planners, policy-makers, researchers) took part in seven focus groups that reflected combined ICI topics: civil liberties; cultural activities; health and social services; housing; environment and transportation; business development and employment and training; and recreation and sport. The focus group questions are in Appendix D.

## **2.4. Community Polls of Inner-city Residents/Workers**

The ICI was developed in the interests of the inner-city of Vancouver, which includes residents, workers, and business owners. In an effort to randomly survey this diverse target population,<sup>1</sup> passersby at public locations in the inner-city were approached by trained pollsters during daylight hours and asked to complete the poll. The inclusion criteria were 19+ years of age, and lived and/or worked in the specified inner-city neighbourhoods.

The purpose of the poll was to find out how the target population had been impacted by implementation of the ICI, and *not* to test the respondents’ knowledge of the ICI partners and their actions. Therefore, only those ICI commitments to which residents/workers/business owners could answer were included in the poll (e.g., did

your business take advantage of opportunities offered by VANOC? rather than what types of opportunities did VANOC offer to businesses?). The questions in the poll were developed based on emerging information on how the ICI partners were implementing the policy or, when information was lacking, were attempts at explicating the motherhood ICI statements. As much as possible, questions were kept consistent across the three polls (October 2008, July and August 2009, March 2010<sup>ii</sup>) for comparison purposes. However, some questions needed to be revised or added as new information emerged from the ICI partners and as time progressed (i.e., data may not be available for all three years). The three poll surveys are in Appendix E, F, and G.

The numbers of respondents for the three polls were 577 (in 2008), 714 (in 2009), and 460 (in 2010). See Table 2 (page 33) for a comparison of demographic data across the three polls and data from the 2006 Census. There appears to be some minimal variation in the demographic data between the three polls. Most of the study participants across the three polls (66% to 75%) chose to have the study donate \$2 on their behalf to a selected non-profit organization in the inner-city (vs. being compensated for their time with a food item worth ~\$2).

## **2.5. Data Analysis**

Quantitative data were analyzed in the software program SPSS® to generate frequencies and summary statistics. Qualitative data were coded for emergent themes and based on the policy frameworks in Appendix A.

## **3. Research Findings**

Research findings are presented first for the ICI commitments (and the Games) in general and then by topic areas found in the ICI. Findings from available data (ICI partners, focus groups, community poll) are then triangulated for the ICI objectives within that topic area. Data from the ICI partners are summarized by the types of strategies that were used (rather than details or descriptions of specific policies or programs). In many cases, the identified strategies were already in place but they had been modified or expanded (sometimes in collaboration with non-ICI partners) or happened to align with the goals of the ICI (coincidental rather than intended) rather than *newly created* in response to the ICI. Please note that due to the large number of ICI objectives (37) and the breadth of the topic areas, some objectives have more extensive coverage than others.

### **3.1. The 2010 Games and the ICI in General**

At the time of the bid, the ICI partners developed the ICI to address social aspects of the Games. There was no previous Games-based model on which to draw. In VANOC's *Sustainability Reports*, the ICI was placed

under “social inclusion/responsibility,” which is 1 of 6 VANOC’s sustainability performance objectives. The ICI was complementary to VANOC’s sustainability efforts, rather than a major driving factor of its operations.

VANOC set aside close to half of the Commitments that it could not directly act on within its scope (to plan/stage the Games); the remainder were identified as requiring collaboration with the broad community and government.

#### *Interview with VANOC*

Data from the interview confirmed that the ICI was relevant to, but not a driving factor of, VANOC’s operations. The ICI was seen as being “moderately relevant” to interviewees’ work, in which the ICI was only part of their responsibilities. With this limitation, the interviewees tried to focus on “the bits that we can actually do something [about].” Because the goals of the ICI are general and open to interpretation, the interviewees reported that VANOC viewed the ICI as a document that engenders “spirit and intent” rather than a document to be literally translated. The perceived role of the ICI is in ensuring that “good or appropriate” things continue to happen. Interviewees noted that some ICI goals, not being unique to ICI, would have been acted on anyway. The interviewees thought that the spirit and intent of the ICI could be incorporated into corporate social responsibility and sustainability programs (rather than as a separate approach). Data from the interview suggested that the governmental ICI partners also viewed the ICI as spirit and intent rather than literal application. The coordinating group between the four ICI partners, whose purpose is mainly coordination and information exchange (not a decision-making body), helps bring the ICI partners together on specific projects that *already exist*.

Interviewees said that VANOC had mainly implemented the ICI by providing economic opportunities (using this to advance social equity) and managing impacts related to transportation, security, and access to community services. VANOC tracks its ICI-related work (workshops, conferences, recruitment, etc.) through its *Sustainability Reports*. They plan to release a final report that will include discussion of impact management.

The interviewees suggested an impact of the Games and the ICI thus far – that they have catalyzed people to work together (e.g., between government departments, between government and industry), which may never have happened (as fast) otherwise. The interviewees reported that people were pleased with the results of these collaborations, and that this has been one of the better parts of their jobs. The Games have also increased attention on the inner-city and its needs. The interviewees were hopeful that there would be lasting changes in how corporations operate so that social inclusion becomes part of people’s day-to-day operations.

### *Data from Focus Groups*

Participants in the focus groups, who represented community organizations, identified several ways in which the Games and the ICI had affected their roles in their respective organizations. First, the Games added *new roles* (e.g., involvement with international media, policy-related work, and new issues such as privacy and closed-circuit monitoring). Second, the Games *increased a focus on existing issues* on which the participants were already working (e.g., housing). Third, the Games introduced *new challenges* (e.g., making it harder to do political work as people become more sensitive, trying to figure out an appropriate role when organizational members hold diverse reactions to the Games, aggravating existing issues like lack of space and funding for the arts and homelessness, and developing methods for measuring social impacts). Fourth, participants reported *working/engaging with new partners* (e.g., raising awareness of the negative impacts of the Games, ensuring information flow on the planning of the Games – transparency and accountability, showcasing arts and culture).

Participants also identified some impacts of the Games. For example, the Games raised awareness (e.g., for amateur sports) and put the spotlight on important issues (although the Games should not be needed to do so). Participants also engaged in broader philosophical discussion about impacts, such as the opportunity costs of large investments in transportation infrastructure to support the Games (money used for this means less money for other projects, such as social programs), and thinking of impacts from a broader sustainability perspective with social impacts being the “real net benefit.” Participants generally believed that the ICI was a positive step towards greater sustainability. It is the first time that sustainability has been built into the Games, which in itself is important. The ICI sets higher expectations for future Games with respect to social and environmental responsibility, and situates Vancouver to make useful recommendations to future communities. Several participants suggested ways in which people can organize around the Games to raise awareness of potential negative impacts of the Games (e.g., making these into civic election issues<sup>iii</sup>, developing a media strategy).

### *Data from Community Polls*

Knowledge about the ICI and what the ICI partners are doing to fulfill those promises equips the general public to hold governments (and their Olympic partners) accountable for the use of *public* funds towards the 2010 Games. The proportion of respondents who reported being aware of the ICI was: 57% in 2008; 34% in 2009; and 42% in 2010. Almost half as many respondents in 2010 (27%) as in 2009 (52%) thought that information had

been poorly provided by the ICI partners to the public about the planning and hosting of the 2010 Games.

*These findings suggest that although the Games and the ICI appear to have catalyzed activities and led to some impacts (e.g., collaborations, etc.), they are not a driving factor behind these activities but rather a supportive factor that is in part the “spirit and intent” behind these activities.*

### **3.2. Accessible Games**

#### **a) Develop barrier free venues for people with disabilities**

VANOC reported that it ensured that all venues and facilities provided barrier-free access for people with disabilities. Participants in the relevant focus group lauded VANOC’s actions. Data from the 2010 poll showed that only 1 of the 19 respondents who had gone to a venue to watch a sport event and/or ceremony and identified themselves as a “person with disabilities” had reported major difficulties getting to the venue and seating. Most respondents (n=13, 68%) reported no difficulties, while 5 respondents (26%) reported minor difficulties. *These findings suggest that this ICI commitment on barrier-free venues was generally well implemented.*

#### **b) Ensure reasonable accessibility for people with disabilities**

The ICI partners engaged in a variety of activities to ensure equitable and accessible economic and social opportunities for people with disabilities (accessibility is about more than adaptations to the built environment). For example, VANOC worked with non-profit organizations (e.g., 2010 Legacies Now<sup>iv</sup>, AccessWORKS) on accessibility issues (e.g., employment and procurement opportunities for people with disabilities), developed a series of barrier-free guidelines for VANOC’s operations, and participated in disability awareness events and educational opportunities. The government ICI partners have individually or collaboratively funded projects that improve how people with disabilities participate in and contribute to their communities, developed a marketing program that promotes BC as a premier travel destination for people with disabilities, adopted policies that increase accessibility for people with disabilities, upgraded existing facilities to meet or exceed accessibility standards, and provided educational courses for staff. *These activities suggest that reasonable efforts were made by the ICI partners to implement this ICI commitment to accessibility for people with disabilities.*

### **3.3. Affordable Games Events**

#### **a) Make affordable tickets available for Vancouver’s low-income inner-city residents, including at risk youth and children**

VANOC implemented this ICI commitment by: 1) donating 50,000 tickets through community and social agencies to individuals and families who would not otherwise be able to attend the Games (some of which are low-income inner-city residents); 2) making 100,000 Olympic tickets available at \$25; and 3) providing Paralympic tickets to school groups (some of which are inner-city schools) at nominal cost. Data from the 2009 and 2010 polls show that a similar proportion of respondents (31% and 34% respectively) were interested in attending a sport event or ceremony but felt they could not afford tickets. In the 2010 poll, most of the respondents who went to see a sport event or ceremony and bought tickets had paid \$100 or less (lower-cost tickets) (25%) or \$101-\$500 (48%). The rest (27%) spent over \$500. *These findings suggest that VANOC made a reasonable attempt at implementing this ICI commitment for affordable Games events.*

### **3.4. Affordable Recreation and Community Sport**

ICI partners held an advisory Sport & Recreation Table to guide planning/implementation of the commitments for affordable recreation/community sport. In 2008, it suggested recommendations, out of which the partners identified priority actions and committed \$300,000 to implement the priority actions over two years.

#### **a) Maximize inner-city residents' access to the new and public upgraded facilities after the Winter Games**

VANOC contributed \$2.5 million to help redevelop/refurbish two public facilities in the City of Vancouver for use as practice rinks during the 2010 Games and for community use post-Games (neither facility is located in the inner-city). The ICI partners are also developing an operating agreement to for inner-city residents to access boating facilities. Finally, an outreach and marketing strategy will be used to link neighbourhoods to new parks and recreation facilities and programs post-Games. *Whether inner-city residents/workers will have access to and use these facilities post- Games can not be ascertained yet.* However, about 20% of respondents in both the 2009 and 2010 polls reported that they were likely to use at least one of these facilities in the future.

#### **b) Ensure inner-city community centres have equitable access to surplus sporting equipment**

VANOC has been working with the Recreation and Sport Table to determine a post-Games allocation of surplus equipment to inner-city facilities and organizations. Data from the relevant focus group showed that participants confirmed that the ICI partners consulted with the community on how to facilitate the nine recommendations of the Recreation and Sport Table, and added that a network of inner-city community organizations had received a contract from VANOC to handle the distribution of surplus equipment. However,



focus group participants pointed out that a lot of the equipment is high-end and will probably go to sports organizations instead of inner-city kids; it remains to be seen whether this will occur. *The findings suggest that VANOC has made reasonable attempts to implement this ICI commitment to distribute surplus equipment.*

**c) Maximize access by inner-city residents, at-risk youth and children to sport and recreational initiatives by building from the current sport delivery infrastructure**

The priority actions identified by the Recreation & Sport Table included activities that build on the current sport delivery infrastructure: 1) Aboriginal outreach; 2) building a network/volunteers base; 3) providing information (e.g., opportunities available for inner-city children, how to access subsidies for local sport); and 4) partnering with 2010 Legacies Now to deliver activities that directly or indirectly affect Aboriginal inner-city residents (Greater Vancouver Urban Aboriginal Strategy). Partnerships with the private sector led to creation of snowboarding programs for inner-city youth (e.g., Chill Program, Zero Ceiling). The Province and VANOC (using executive speaker fees) support recreation and sport programs for inner-city children and youth.

*Data from Focus Groups*

One of the impacts of the 2010 Games has been increased initial funding for amateur sports. This is important as the Games provide a linkage to sports for many kids. Core sports that are typically in championships are still taking place, as are opportunities for kids to participate in a variety of sports (no negative impact). Funding has come through 2010 Legacies Now rather than directly from the ICI partners.

It was recommended that the ICI partners build on existing infrastructures instead of creating new ones; this is what community organizations want. The three levels of government should pool their resources in a coordinated approach to fund fewer larger programs instead of many small programs. In this way, existing infrastructures can be enhanced by building on the skills and knowledge (capacity) that already exist within community organizations. Preferably, government funding would be longer-term commitments (e.g., 3 years) instead of annually to give community organizations greater flexibility in longer-term planning. Ideally, legacies would be built around programs rather than on facilities. Another suggestion of a legacy for the 2010 Games is expanding collaborations to encourage the corporate sector to become part of sport participation. The corporate sector could provide funding, volunteers, and coaching (especially in adults – not just kids).

*These findings suggest that the ICI partners made reasonable attempts to implement this ICI commitment*

*to building on the current sport infrastructure, but more could be done after the 2010 Games.*

### **3.5. Business Development**

#### **a) Develop opportunities for existing and emerging local inner-city businesses and artisans to promote their goods and services**

The different levels of government have funded various economic revitalization projects that are particularly relevant to (but not under the auspices of) the ICI commitments on business development, including support for business development, employment training, and loans programs. Specific to the 2010 Games, the provincial government's 2010 Business Network is an online database that assists companies to develop new skills and business relationships that will lead to increased trade and investment prior to and after 2010.

#### *Data from Community Polls*

A similar share of respondents across the 3 polls reported having a business in the inner-city (14% in 2008 and 11% in 2009 and 2010). Most were small, i.e., employed 0-19 employees (91% in 2009 and 96% in 2010). Few owners (5% to 8%) across all 3 polls reported having created their business as a result of the Games coming to Vancouver. About 60% of business owners across all three polls reported that they had not heard of Games-related business opportunities offered by VANOC. On the other hand, some business owners reported having attempted to take advantage of these opportunities (23% in 2008 but only 8% in 2009 and 6% in 2010).

*These findings suggest that the ICI partners had attempted to implement this ICI commitment to offer business opportunities, but there appeared to be some lack of awareness of these opportunities.*

#### **b) Develop potential procurement opportunities for businesses that employ local residents**

VANOC identified opportunities to procure from inner-city businesses, and developed a program to ensure that environmental, social, ethical and Aboriginal participation considerations were taken into account when making purchasing decisions. The City of Vancouver's Sewing a Legacy initiative will convert its Olympic banners, flags and wraps into marketable products such as clothing and carry bags. This initiative will employ local residents and dedicate the proceeds to inner-city projects.

#### *Interview with VANOC*

VANOC does its purchasing through the social purchasing directory of BOB (Building Opportunities with Business).<sup>v</sup> Businesses are only included if their practices are socially responsible and they show

commitment to revitalization of the Downtown Eastside and surrounding inner-city neighbourhoods by hiring locally, buying locally, and contributing to the health/success of the community. VANOC works with corporate partners in teaching them about social procurement. Interviewees suggested that a resulting legacy of the Games might be a new economic model that is more inclusive of inner-city residents and existing businesses and social enterprises. Such a model is based on working together on a project to “achieve something bigger than them all working independently.” They believed that sustainable practice in business reflects the ICI, and wondered whether VANOC would have spent as much time on such practices if the ICI had not existed.

#### *Data from Focus Groups*

Respondents suggested various ways in which the ICI partners could be implement this commitment to local procurement – using the not-for-profit skill sector (vs. for-profit consultation), looking for more community-based suppliers, and applying social sustainability as a standard against which contract bidders are selected.

*These findings suggest that while the ICI partners made reasonable attempts to procure in a more socially responsible manner, social responsibility can be extended by tapping into the not-for-profit skill sector.*

### **3.6. Civil Liberties and Public Safety**

The Vancouver 2010 Integrated Security Unit (V2010ISU) was established in 2003, and includes the Vancouver Police Department (VPD) and the Department of National Defence. The role of the V2010ISU is to provide for security and public safety in and around venues, celebration sites, and other Games-related sites.

#### **a) Provide for lawful, democratic protest that is protected by the Canadian Charter of Rights & Freedoms**

One of the guidelines developed by the V2010ISU was that it will uphold the rights of individuals guaranteed under the Canadian Charter of Rights and Freedoms, and balance these against the need to ensure the safety and security of Canadians and visitors. There will be designated protest zones (“Safe Assembly Area”) for lawful demonstration, and “in keeping with the provisions of the Criminal Code of Canada, demonstrators will not be permitted to interfere with other people’s ability to enjoy the Games.”

#### *Data from Community Polls*

A similar proportion of respondents (9%-12%) across the three polls reported that they had been involved in a protest related to the Games (during the Games, one-half of protestors were at a “Safe Assembly Area” outside an Olympic venue). A fair proportion of those who protested (54% in 2008 and 43% in 2009) reported

that the police had tried to prevent the protest from happening. For the 2010 poll (when more information was available), two aspects of “lawful, democratic protest” were distinguished. Of those who protested during the Games (2010 poll only), 16% reported that the police had grabbed protest signs that were not being used as a weapon or to block someone’s view, and 35% reported that the police had restricted protestors who were not breaking the law or endangering public safety through violent or criminal acts.

*These findings suggest that although the ICI partners made efforts to implement this ICI commitment to lawful, democratic protest, some members of the general public felt that this commitment was not upheld.*

**b) Ensure all inner-city residents' continued access to public spaces before, during and after Games and provide adequate notice of any restrictions of the use of public space/facilities and prominently display alternate routes and facilities**

A small share of respondents to the 2009 poll (7%-19%) normally used the 2 upgraded facilities (located outside of the inner-city) before the Games. Of those who used the facilities, over 50% reported limits to their access (53- 54%) and that they did not see any notices of restrictions on use (59-64%). *This suggests that this ICI commitment to ensure continued access to public facilities was not well implemented from the users’ perspective.*

**c) Maintain the current level of public safety and security in inner-city neighbourhoods during the Games**

One of the operating guidelines developed by the RCMP and VPD was that deployment of their members on Games-related activities will not compromise the safety and security of communities regularly policed by them. The community polls gauged the public’s perception of safety and security by asking respondents to rate their level of satisfaction with their personal safety from crime. Although more respondents reported some degree of satisfaction (55% in 2008, 51% in 2009, and 73% in 2010) than of dissatisfaction (36% in 2008, 25% in 2009 poll, and 11% in 2010), the discrepancy was larger in 2010 (Games-time). The rest of the respondents reported neither satisfaction nor dissatisfaction (9% in 2008, 24% in 2009, and 16% in 2010). Respondents were also asked whether their level of satisfaction with personal safety from crime had changed since 2003 (when Vancouver won the bid to host the 2010 Games). Most respondents reported no change (73% in 2008, 68% in 2009, and 59% in 2010). For the 2010 poll, more respondents reported being more satisfied with personal safety (29%) than less satisfied (11%). This was the reverse of what was observed for the previous two polls, in which more people reported being less satisfied with personal safety (21% in 2008, and 23% in 2009) than being more satisfied (6% in 2008, and 9% in 2009). *These findings suggest that, from the public’s perspective, this ICI*

*commitment to maintain public safety and security was upheld.*

**d) Commit to a timely public consultation that is accessible to inner-city neighbourhoods, before any security legislation or regulations are finalized, subject to lawful/legitimate confidentiality requirements**

The V2010ISU created an advisory Civil Liberties Advisory Committee that includes members with backgrounds in law enforcement, law, and academia. It gives advice on civil liberties issues and reviews the V2010ISU's response to the Committee's queries. The V2010ISU hosted Game Plan sessions in 2008 & 2009. This was an information series on expected venue operations and security/ public safety that was held in neighbourhoods where venues were located. Attendees of the sessions were given an opportunity to ask questions, provide feedback, and interact with experts. Data from across our 3 polls showed that a small share of respondents (2%) reported having provided input to the Partners, e.g., via email, during Game Plan 2008 sessions, etc. *These findings suggest that this ICI commitment to timely public consultation was upheld to some degree.*

**e) Ensure RCMP is the lead agency for security**

*This ICI commitment was implemented.*

**f) Reflect the aesthetic design standards of Vancouver in all security related measures**

*No data were available for this ICI commitment.*

### **3.7. Cultural Activities**

**a) Showcase the diverse cultural, multicultural and aboriginal activities of inner-city residents**

The types of actions identified in the Inventory Report as showcasing culture and diversity included: 1) organization of the Cultural Olympiads; 2) registration of arts, entertainment and recreation businesses in the 2010 Commerce Centre, which helps inform, educate and connect businesses to the 2010 Games opportunities; 3) creation of an advisory creative industries team; 4) development of two sites as places for public gathering for activities that included free live entertainment and cultural activities; 5) creation of a strategic investment partnership to assist arts and cultural organizations in the creation and development of artistic works; 6) allocation of \$600,000 in the City's Olympic and Paralympic Legacy Fund for a series of community celebrations; and 7) collaboration (of VANOC) with Downtown Eastside organizations to create a showcase for community-based digital works titled the Cultural Olympiad digital edition (CODE). Data from across the three polls showed that less than one-fifth of respondents had been interested in showcasing their artwork or performing at an Olympic

venue or event (19% in 2008, 16% in 2009, and 13% in 2010). Most of those who were interested in showcasing artwork or performing had not heard of opportunities with VANOC to do so (63% to 75%), while 16% reported that they had been showcased as part of the Olympic celebrations. In terms of being a spectator (rather than to showcase), more respondents went to arts and cultural celebrations in 2010 (36%) than in 2008 or 2009 (less than 5%). *These findings suggest that this ICI commitment to showcasing arts and culture was implemented to a degree (although a lack of available data precludes conclusions about the diversity of the celebrations).*

### **3.8. Employment and Training**

#### **a) Create training and a continuum of short and long-term employment opportunities for inner-city residents to encourage a net increase in employment**

The ICI partners used a variety of strategies to fulfill this commitment. VANOC started training (e.g., customer service training, carpentry skills and job experience by producing items needed at Games venues such as podiums, ramps and racks) and a recruitment strategy to work with training/employment agencies to prepare inner-city residents for employment with the Games and its sponsors. The City signed the Southeast False Creek Olympic Village Community Benefit Agreement, which offers pre-employment and construction skills training and jobs. The various levels of government also support initiatives that create and support employment, e.g., pre- and post-employment support, income assistance, developing an employment plan, etc.

#### *Data from Focus Groups*

Several participants reported that VANOC had interacted with community groups about employment and training, and that some discussions had actually been initiated by VANOC. On the other hand, one participant commented that the ICI partners' approach to training and employment has not been coordinated, which has led to the lack of a labour "accord" that would ensure a standard level of fair wage and to the lack of action on occupational health and workplace safety. One of the challenges to training and employing inner-city residents in construction is that those who are unemployed/on welfare may have medical or drug related issues as well. Another challenge is that the possibilities and opportunities with the ICI partners seemed to decrease over time due to "bureaucracy" (e.g., much time lapses before there is any significant action, if at all).

Participants stated that they saw the Games as a chance for leveraging. They recognized a boom in jobs in the construction industry. Attribution of this impact being due significantly to the Games is cautioned against,

as there are larger economic forces at play (i.e., there would have been a boon even without the 2010 Games).

#### *Data from Community Polls*

Across all 3 polls, a small number (7% to 12%) reported having held an Olympics-related job since 2003. The types of jobs varied, e.g., construction, hospitality, etc. Most jobs were short-term – less than one year (45% in 2008, 66% in 2009, and 56% in 2010) or one to two years (31% in 2008, 18% in 2009, and 20% in 2010).

Across all three polls, a small share of respondents (<5%) reported having received job training that was related to the Olympics. Some skills that were reported to have been gained were job safety or first aid, trades, security, etc.

*These findings suggest that the ICI partners made reasonable attempts to implement this ICI commitment to create job opportunities, and that some inner-city residents were able to take advantage of these opportunities.*

#### **b) Provide reasonable wages and decent working conditions for any local worker producing Games related goods and services before and during the Winter Games**

VANOC complies with provincial and federal laws and regulations to honour basic human rights.

VANOC also expects its suppliers and licensees (through a licensing code of conduct) to provide safe and healthy workplaces and respect basic human and labour rights, and addresses these concerns through supply chain audits and ongoing supplier reports. *These findings suggest that VANOC made reasonable attempts at implementing this ICI commitment to reasonable wages and decent working conditions.*

### **3.9. Environment**

#### **a) Ensure environmental “best practices” in inner-city neighbourhoods**

The City of Vancouver reported that it already employs environmental best practices in its regular activities (e.g., decision to develop no new road capacity to access the inner-city). VANOC also employed environmental best practices in its Games operations. Games-specific practices included: 1) meeting targets for a minimum rating of Leadership in Energy and Environmental Design (LEED) Gold for the Olympic Village and community centres; 2) development of the area around the Olympic Village to reduce greenhouse gas emissions (e.g., district heating system that will be supplied from a renewable source); 3) funding for an inner-city school project to encourage and teach children to walk to school safely (funded by the City of Vancouver’s Olympic and Paralympic Legacy Fund); 4) water conservation technologies and education of workforce and spectators; 5) a no-idling policy for all Games vehicles; 6) maximizing recycling and minimizing waste; 7) minimizing noise and

light pollution at venues and facilities; and 8) planning for decommissioning and site remediation of venues/sites.

#### *Data from Focus Groups*

Participants felt that one of the positive effects of the 2010 Games has been the profiling of greenhouse gases and going carbon neutral, which has raised awareness of sustainability.

#### *Data from Community Polls*

Although the general public may not be informed of the ICI partners' environmental "best practices," the poll asked about how awareness of environmental concerns had changed, and whether this was a result of the Games. Responses across the three polls were similar in the proportion of respondents (38% to 43%) who reported no change in awareness, those who reported increased awareness that was not a result of the Games (41% to 44%), and those who reported increased awareness as a result (in part) of the Games (15% to 20%).

*These findings suggest that the partners made reasonable attempts to fulfill this commitment to environmental best practices, and that the Games indirectly increased some respondents' awareness of environmental concerns.*

### **3.10. Financial Guarantees**

**a) Provide adequate funds to maintain and operate the new or upgraded public recreational facilities after the Games to maximize the number of facilities available to inner-city residents**

**b) Provide adequate programming funds for the new or upgraded public recreational facilities to encourage maintenance or increase in recreation programs**

Public facilities that were upgraded for the Games already have operating budgets in place that reflect community needs. In addition, the City of Vancouver is developing maintenance and program budgets for the area surrounding the Olympic Village (Southeast False Creek). *These findings suggest that the ICI partners made reasonable efforts to implement this ICI commitment to maintaining and operating the recreational facilities.*

**c) Provide disclosure of all financial aspects of the Games, including expenditures and revenues, in the bidding and organizing phase of the Games**

All the ICI partners have made information accessible to the public on Games-related expenditures and revenues, via quarterly financial statements (VANOC), audited annual reports (VANOC), reports that examine financial aspects of the Games (Governments of BC and Canada), reviews of VANOC's planning and budgeting for venue construction (BC Olympic and Paralympic Winter Games Secretariat), and annual financial reports (BC



Olympic and Paralympic Winter Games Secretariat). *These findings suggest that the ICI partners made reasonable efforts to implement this ICI commitment to disclose Games-related budgets.*

**d) Commit to a comprehensive annual financial audit**

*This has been implemented.*

**3.11. Health and Social Services**

**a) Maintain delivery of health and social services to inner-city residents during the Winter Games**

**b) Showcase a commitment to public health issues, including a comprehensive alcohol and drug strategy**

The ICI partners identified the following issues to be addressed to “maintain public health and safety during the Games”: prevention and control of infectious diseases; food safety and environmental health; and disaster planning and response coordination. Delivery of health and social services to inner-city residents during the Games will be maintained by: 1) operating hospitals in the anticipation of more patients; 2) monitoring the inner-city for adverse health effects from illicit drugs; 3) strengthening/enhancing existing capacity for disease surveillance; 4) monitoring conditions such as air quality, water, and food; 5) implementing a cleanliness program for the Downtown Eastside in the inner-city (e.g., flushing and sweeping of lanes, etc.); and 6) installation of new public toilets. With respect to a comprehensive alcohol and drug strategy, the government ICI partners will continue their existing action (e.g., improving mental health and addictions services, Aboriginal outreach, etc.).

*Data from Focus Groups*

Delivery of health/social services was affected by the Games in various ways. For example, it was impossible for services that provide food aid to accept deliveries during the Olympic-designated times of between 12 am - 6 a.m., especially when the stores or bakeries that provide the food (e.g., day old bread) are not open during those hours. A wasteful consequence is that some foods will be thrown away because they cannot be delivered. Without deliveries, food aid cannot be provided for people in need. People felt that provision of emergency services to the Games takes away from emergency service provision in the Downtown Eastside.

*Data from Community Polls*

Nineteen percent of respondents (2010 poll only) reported that they had booked an appointment during the Games. Of those whose service provider cancelled/re-scheduled the appointment (18%), about one-half reported that the service provider told them that it was due to the 2010 Games.

*These findings suggest that despite the ICI partners' efforts to implement this ICI commitment to maintain service delivery, some community organizations and residents/workers were negatively affected.*

### **3.12. Housing**

The ICI partners formed an advisory Housing Table (2006), which had broad membership including private and non-profit housing sectors. One of the outcomes of the Housing Table was a report (March 2007) with 25 recommendations related to the five housing-related ICI commitments. Following this, the ICI partners developed a Joint Partner Response that detailed the partners' initiatives that were underway or in process that supported the ICI housing-related commitments. A summary of the types of initiatives are presented below for each housing-related commitment. Participants in the housing focus group who were part of the Housing Table felt that a positive result of the Table was that it brought people together ("it was people that I perhaps would never get to meet"). One of these respondents suggested that the Housing Table could be reconvened.

#### **a) Protect rental housing stock**

The following types of strategies to protect rental housing stock were in the Partner Inventory: 1) acquisition of housing units to become supportive housing; 2) funding for housing/homelessness programs; 3) funding to bring housing units to a minimum level of health/safety; 4) expansion of housing zones for purpose-built rental stock; 5) development of an affordable housing strategy; 6) VANOC's commitment to not book any SROs (single room occupancy) or other low-income housing units; 7) funding for a training program for SRO managers to help them better meet the needs of tenants; and 8) funding for a pilot project to renovate rooming houses into affordable housing. Data from the relevant focus group showed that participants believed that the acquisition of SROs by government was a beneficial legacy (although it is not a complete housing solution) that was sped up by the Games. *These findings suggest that the ICI partners made reasonable efforts to implement this ICI commitment to protect rental housing stock, although this is not a complete solution to homelessness.*

#### **b) Provide as many alternative forms of temporary accommodation for Winter Games visitors and workers**

VANOC allocated \$500,000 towards providing temporary Games accommodations. At the time of the Inventory Report, the City of Vancouver was considering whether regulatory charges would be necessary for spectator accommodation programs that link homeowners wanting to rent their homes during the Games through preferred suppliers (property management companies). Data from the 2008 and 2009 polls showed that 44% of

respondents reported that they knew someone who was interested in renting out their home to Games visitors and workers. However, in the 2010 poll, a smaller proportion of respondents (29%) reported that they knew someone who *had* done so. *These findings suggest that the ICI partners made some (but limited) efforts to implement this ICI commitment to provide alternative forms of temporary accommodation.*

**c) Ensure people are not made homeless as a result of the Winter Games**

**d) Ensure residents are not involuntarily displaced, evicted or face unreasonable increases in rent due to the Winter Games**

The ICI partners identified various strategies that supported these two related ICI commitments: 1) acquisition of SRO units; 2) increase in service hours for residential tenancy matters; 3) outreach and communications about the rights and responsibilities of landlords and tenants; 4) expansion of a program to help homeless people access income assistance, other services and housing; 5) creation of special outreach/action teams to address homelessness; 6) increasing income thresholds of rental assistance programs; and 7) funding for demonstration projects for interventions. VANOC also ensured that no private suppliers of SROs were on any Games-related accommodation list (for VANOC, sponsors, government partners, IOC).

*Data from Focus Groups*

One person noted that the cost of housing has been high in North America (although it may be “exacerbated” in Vancouver). Another thought that an unwanted outcome of the Olympics may be that property values go up so high that ordinary workers can’t afford to live here. On the other hand, one person cautioned against placing too much attribution to the Olympics, i.e., it is the general economy (here and elsewhere).

*Data from Community Polls*

A large share of the respondents across all three polls (68% to 71%) did not own housing, i.e., they rented or they neither rented nor owned. Of those who did not own housing (2010 data only) and faced an unreasonable increase in rent since 2003, 17% reported that they had learned that their landlord increased the rent to gain from the Games. Of those who did not own housing (2010 data only) and had been evicted from housing since 2003, 13% reported that they had learned that the eviction was for building renovations in preparation for the Games.

*These findings suggest that the partners made an effort to implement this commitment (supports not regulations), but some people were displaced and/or faced unreasonable increases in rent that were an indirect*

*result of the 2010 Games.*

**e) Provide an affordable housing legacy and start planning now**

The ICI partners identified three strategies that supported this ICI commitment: 1) construction of non-market housing (e.g., VANOC contributed towards the construction of the Olympic and Paralympic Villages in Vancouver (\$30 million) and in Whistler (\$31 million)); 2) development of supportive housing; and 3) allocation of funding for three housing trusts to address immediate pressures for affordable housing.

*Data from Focus Groups*

A side effect of getting the homeless off the streets (e.g., some housing is limited to those who are addicted or have mental health issues) is that there has been less housing for those in the middle and low income brackets. Participants suggested solutions such as: 1) make a variety of housing choices available for people because there are a variety of income levels; 2) reduce the size of market housing to close the spread between social housing and market housing (not much in between); 3) the government could create policies that narrow the gap between what people can afford and what housing costs; 4) use of mobile trailers or modular construction homes as a temporary solution for workers' housing during the Games and for the homeless after the Games.

*These findings suggest that although the ICI partners made some efforts to implement this ICI commitment to provide an affordable housing legacy, focus group participants felt that more could be done for those in the middle and low income brackets.*

**3.13. Input to Decision-making**

**a) Provide inclusive representation on the Bid Corporation's and Organizing Committee's Board structures and all relevant Bid Corporation and Organizing Committee's work groups**

The interviewees from VANOC reported that in addition to sport and government members on VANOC's Board of Directors (20), one member represents a joint appointment by the Lil'wat and Squamish First Nations and one member is nominated by the other 19 members. VANOC also has a board advisory committee on sustainability performance whose membership includes a social enterprise in the inner-city, mental health, and people with disabilities. *These findings suggest that VANOC implemented this ICI commitment to some degree; however, one First Nations representative out of 20 members on the Board of Directors is a limited implementation of "inclusive representation."*

**b) Ensure inner-city inclusive work continues to operate under VANOC and its Member Partners**

The ICI Coordination Team, composed of representatives from each of the four ICI partners, met regularly to collaborate on implementation of the ICI. The City of Vancouver has also set aside \$25,000 in its Olympic and Paralympic Legacy Fund for monitoring and documenting the ICI partners' work on fulfilling the ICI commitments. *These findings suggest that the ICI partners made reasonable attempts to implement this ICI commitment to continuing inner-city inclusive work.*

**c) Work with and be accessible to an independent watchdog group that includes inner-city residents**

The interviewees from VANOC reported that VANOC has had interactions with several watchdog groups, more so with those that are not anti-Games. Given that the Games are happening and that the interest is on ensuring benefits and minimizing impacts, discussions with anti-Games groups are less likely to lead to identification of common goals and collaboration. *These findings suggest that, to some degree, VANOC made attempts to implement this ICI commitment to working with an independent watchdog.*

**d) Develop full and accountable public consultation processes that include inner-city residents**

VANOC reported that it had, as early as 2006, initiated (with its government partners) community consultations through group community input and community advisory groups (e.g., sectoral tables). For some ICI commitment areas (accessibility, culture, business development, employment and training), the ICI partners relied on pre-existing or ongoing consultation processes that were applicable to the ICI but were not under its auspices. The interviewees from VANOC reported that VANOC consults extensively with private, public and not-for-profit organizations on various projects. VANOC chose not to have a single ICI advisory board because a single group could not address all the ICI goals and because "community" in the inner-city is not homogenous. *These findings suggest that, to some degree, the ICI partners implemented this ICI commitment to public consultation; however, it remains unclear how accountable these processes were.*

**e) Document opportunities and impacts experienced in inner-city neighbourhoods in a comprehensive post-Games evaluation with full participation by inner-city residents**

*No data are available yet.*

**3.14. Neighbourliness**

**a) Stage events that respect adjacent neighbours**

Neighbourhoods were respected in three ways: 1) ensuring that the look of the Games was not offensive to neighbourhoods; 2) committing to removing any temporary installations or equipment that were required at facilities; and 3) providing information at Game Plan sessions in neighbourhoods (where residents could also ask questions and voice concerns). *These findings suggest that the ICI partners made reasonable attempts to implement this ICI commitment to respect neighbours.*

### **3.15. Transportation**

#### **a) Ensure all Vancouver Games events and venues can be reached by public transit at an affordable cost**

The partners used 2 strategies to do this commitment: 1) no spectator parking at venues; and 2) including costs of public transportation in ticket prices. Our 2010 poll showed that most of the respondents who went to a sport event/ceremony reported that they took public transit to get to/from the venues (75%), generally did not face any difficulties in doing so. *These findings suggest that this ICI commitment was generally well implemented.*

#### **b) Minimize any potential adverse transportation impacts on inner-city residents**

The ICI partners aimed to consult with/inform businesses and residents about transportation impacts in order to implement this commitment (e.g., Game Plan sessions, meetings, community outreach). The City's existing transportation projects were anticipated to ease transportation during and after the Games.

#### *Data from Community Polls*

Prior to the event, a significant share of respondents reported that they had been negatively affected by Olympics-related construction (venues and facilities) – 69% in 2008 and 46% in 2009. During the event (2010 poll), 48% reported that it took longer than usual to get to their destinations, with most of the delays being 20 minutes or less (69%). A large share of respondents (84%) reported that they were aware of Olympics-related traffic restrictions along their regular routes of travel *before* they happened. One-half of the respondents reported that they used alternative routes or methods to get to their destinations, with over one-half of these respondents (52%) reporting that they used more sustainable modes of transportation, e.g., taking transit instead of driving.

*These findings suggest that the ICI partners made reasonable attempts to inform the public about Olympics-related traffic restrictions; nevertheless, a significant proportion of the public was negatively affected. On the other hand, some respondents used more sustainable modes of transportation during the Games.*

#### 4. Implications for Future Research on Population Health in Canada

This section begins with some limitations and strengths of this study. Limitations include: 1) re: data from ICI partners, only one interview was secured and the content analysis of ICI partners' publications was limited to a list of activities rather than process/context factors such as how roles changed with the Games/ICI commitments, implementation challenges and how they were resolved, etc.; 2) the focus groups used convenience sampling; 3) the community polls lacked a comparable population (census) data; 4) the community polling method may have missed those who work night shifts. On the other hand the polling method is less likely to exclude: 1) homeless individuals; and 2) young adults who do not have a cell phone in lieu of a landline.

Policy makers and service providers appreciate that our health is linked to determinants of health beyond the health system. Yet, many struggle to address the full health determinants. The health of Canadian cities and their citizens is of paramount interest to policy makers and decision leaders and is reflected in current interest in health and social impact assessments as they relate to "healthy cities" (and the events therein). Little systematic research exists on the role of large events and their impact(s) on health and quality-of-life. An adequate assessment of impacts associated with events such as Olympics has yet to be done. Principal faults with most studies are the lack of good prospective or retrospective analyses, potential biases of evaluators, and results that are insufficient in providing a clear picture of impacts. Most projects that purport to assess the impact of large events have been vague, philosophical predictive essays as opposed to concrete analyses. Overall, the research on such events lacks information on impacts on health, determinants of health or quality-of-life. There is a need for policy research that connects the health sector with other sectors of government and society. It is logical to postulate that mega events have poorly understood, but important, impacts on the determinants of health. Such events may have their strongest/most negative impact on the least healthy/disadvantaged groups.

Our purpose was to do research on the ICI as a policy instrument. We used a PH approach by focussing on the impact of a population-level intervention that is related to reducing inequalities. Our prior CPHI project reviewed more than 100 *healthy cities* projects. The present work clearly builds on our prior work in several ways. First, it focused on the notion of 'healthy' Olympic communities and in particular, it focused on those that dealt with social inclusion and marginalized groups. Our results affirm continuing research challenges in operationalizing/measuring the impact(s) of this form of public policy intervention. By focussing on the 'case' of

the 2010 Games and ICI, our work yielded new information. We created a small but important innovation by giving people an option of having our study donate on their behalf to an NGO. Our exploratory use of Sabatier's Advocacy Coalition Framework (ACF) highlighted several researchable policy-relevant issues (see below). We found that public (mega) events (e.g. 2010 Olympics) have the potential to contribute to and harm the health of communities. There is little systematic research on the role of society-wide events and their impact(s) on health and quality-of-life. Such events make claims of evidence-based decision making and accountability but it is difficult to make attributional claims of benefit or harm. Participatory research with researchers, community coalitions, government, media, the public and private sector may be a crucial aspect of advancing PH.

## 5. Policy

The following section states a series of potential policy implications arising from our work. We describe our interactions with policy actors, and identify decision-makers and audiences for our research results. With great apologies to Charles Dickens, the spirit and letter of the 2010 Games and their policy/practice relevance can be captured by paraphrasing the famous opening lines of his epoch novel, *'A Tale of Two Cities'*. "*Vancouver 2010 - it was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness.*"

Our use of Sabatier's ACF, work with the IOCC and data collection highlighted policy-related issues. We found that governments and the private sector may commit to inclusive representation of communities but they are likely to implement commitments in a controlled manner. It is a challenge for communities to have direct input to decision making. We found that commitments may raise awareness of PH issues and impacts of events (Olympics), but awareness is a necessary, but non-sufficient, condition for improvements in PH. Our study shows that NGOs see benefits in using public events to improve health/quality-of-life. It also shows a need to build community capacity to leverage such opportunities. The inevitable compromises must not lead to a lack of capacity for implementation/measurement. While there is an opportunity to harness large events to improve PH, these events should be tied to social marketing/media advocacy for reducing inequities. PH must avoid vague, public commitments that lack clear champions, measurable objectives and sufficient resources for implementation and evaluation. Lastly, we found that community polls/Report Cards (see Table 3, page 33) identified PH issues as preferred outcomes of the Games. In contrast, we found a disjuncture between these preferences, the work of VANOC and its partners, and largely pro-Games behaviour(s) of residents during the



Games. Our work suggests that the PH community must have a conversation with Canadians about the determinants of health inequities in relation to their preferred future (willing investments) for reducing inequities.

## **6. Dissemination/Knowledge Exchange**

We provide a summary of our knowledge exchange/dissemination activities done to date, and our plan for future dissemination of our results. A key aspect of our work was our membership in the Impact on Communities Coalition (IOCC). We were able to join and support three major Report Cards, several community forums, and extensive media coverage of community concerns/interests. These activities are described in the attached files.

Our research will be of interest to policy makers who work on PH and/or large public events that may have impacts on health/quality of life. The foundation of our community communication strategy is our Project Advisory Committee. Our PAC will distribute research results through fora, newspapers and websites. The channel/format of each report or presentation will be matched with the audience. We will co-create and distribute lay-friendly community/brief reports and post them on our website. We also plan to host a public seminar on the role of public events as a vehicle for improving PH. The foundation of our academic communication strategy will be our website, academic conferences such as IUHPE 2010 in Geneva and CPHA in June 2010, publication of results in professional newsletters and academic journals, and policy rounds in ministries and health authorities. Through the flexibility/support of CPHI and CPHA, we will publish a set of peer-reviewed Canadian/international papers on Population-Health Interventions in a special supplement of CJPH. Our Centre will work with CPHI and other key Canadian players (PHIRNET – our new CIHR research-training program, SPHERU, PHAC, CIHR, NCCDH). This will expose our work to Canadian/international audiences. We plan to have papers from new investigators, fellows and students. Our strategy will yield a high-quality product with high academic and policy/practice impact(s). It will stimulate discourse and identify better practices for improving health of Canadians. In sum, the challenges linked with the implementation of the ICI Commitments can be seen in their *formulation, articulation* and attempted *implementation*. These needs must also be addressed to move forward on reducing health inequities. We need: public support/political will; targeted resources; supportive legislation; policy/practice ‘champions’; a supportive philosophy; a cultural/policy framework; an organizational and governance infrastructure; trained staff/improved education; and remuneration of services/personnel. Our work raises questions and potential lessons for using public events to improve population health in Canada.

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## Endnotes

<sup>i</sup> To our knowledge, there is no directory or census data that accurately captures this target population.

<sup>ii</sup> The final poll (Games-time) was conducted from March 1-25, 2010. This was shortly after the Olympic Games (February 12-28, 2010) and was during or after the Paralympic Games (March 12-21, 2010).

<sup>iii</sup> The City of Vancouver held a civic election in November 2008.

<sup>iv</sup> Legacies Now is a not-for-profit organization that was established initially by the BC provincial government at the time of Vancouver's bid for the 2010 Games. Its vision is "to create sustainable legacies that will benefit all British Columbians as a result of hosting the 2010 Olympic and Paralympic Winter Games" through legacies in arts, literacy, sport and healthy living, accessibility and volunteerism in communities across BC.

<sup>v</sup> BOB is a non-profit economic development agency in the Downtown Eastside for the Vancouver Agreement — a partnership of 3 levels of government. It supports local business development and increased job opportunities for residents.

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## Tables

**Table 1: Results of Invitations to ICI Partners to Participate in an Interview**

ICI Partner	Number of Invitations	Response		
		Not Interested	Yes	No response
VANOC	8	3	2	3
City of Vancouver	4	3	0	1
Government of BC	8	6	0	2
Government of Canada	6	3	0	3
<i>Totals</i>	<i>26</i>	<i>15 (58%)</i>	<i>2 (8%)<sup>a</sup></i>	<i>9 (35%)</i>

<sup>a</sup> Although the total number of “yes” responses was two, this represented one interview. Both participants preferred to be interviewed together in one interview session.

**Note #1 re: Table 2:** The 2006 Census data are for information purposes only, as there are no census or other data that reports on the demographic characteristics of people who work/and or live in the inner-city. In addition, the demographics of Vancouver’s inner-city may have changed with the promotion of more sustainable transportation into/out of the downtown core and the increase in development (including residential property) in the downtown core.

**Note #2 re: Table 2:** The table continues across three pages.

**Table 2: Demographic Characteristics from Three Polls (2008, 2009, and 2010) and 2006 Census data (from City of Vancouver website unless otherwise noted)**

	Community Poll			2006 Census Data for the city of Vancouver and Inner-city Neighbourhoods					
	2010	2009	2008	Downtown	DES <sup>1</sup>	Fairview	Mount Pleasant	Strathcona	City of Vancouver
<b>Age</b>									
<b>19 and under</b>	2.0%	1.6%	0.9%	9.6%	7.6%	9.3%	13.7%	13.5%	17.9%
<b>20-39</b>	54.6%	55.7%	46.3%	47.9%	20.9%	42.7%	44.8%	23.5%	34.5%
<b>40-64</b>	38.7%	38.2%	42.8%	33.9%	51.2%	34.6%	33.4%	38.9%	34.5%
<b>65 and over</b>	4.6%	4.6%	10.1%	8.5%	19.8%	13.4%	8.2%	24.0%	13.1%
<b>Sex</b>									
<b>Male</b>	56.7%	62.3%	54.9%	50% <sup>5</sup>		46% <sup>5</sup>	54% <sup>5</sup>	57% <sup>5</sup>	48.9%
<b>Female</b>	43.3%	37.7%	41.1%	50% <sup>5</sup>		54% <sup>5</sup>	46% <sup>5</sup>	43% <sup>5</sup>	51.1%
<b>Marital Status<sup>2</sup></b>									
<b>Never legally married (single)</b>	43.4%	48.7%	38.3%	53.8% <sup>5</sup>	57.8%	50% <sup>5</sup>	50% <sup>5</sup>	44% <sup>5</sup>	42.7%
<b>Legally married (not separated)</b>	43.7%	36.5%	41.2%	29.3% <sup>5</sup>	14.9%	33% <sup>5</sup>	28% <sup>5</sup>	27% <sup>5</sup>	41.8%
<b>Separated, still legally married</b>	2.9%	3.1%	4.3%	2.9% <sup>5</sup>	6.2%	3% <sup>5</sup>	5% <sup>5</sup>	5% <sup>5</sup>	2.8%

	<i>Community Poll</i>			2006 Census Data for the city of Vancouver and Inner-city Neighbourhoods					
	<i>2010</i>	<i>2009</i>	<i>2008</i>	<b>Downtown</b>	<b>DES<sup>1</sup></b>	<b>Fairview</b>	<b>Mount Pleasant</b>	<b>Strathcona</b>	<b>City of Vancouver</b>
<b>Divorced</b>	7.0%	9.0%	8.7%	10.4% <sup>5</sup>	14.0%	10% <sup>5</sup>	10% <sup>5</sup>	9% <sup>5</sup>	7.5%
<b>Widowed</b>	3.1%	2.7%	2.8%	3.6% <sup>5</sup>	7.1%	5% <sup>5</sup>	7% <sup>5</sup>	14% <sup>5</sup>	5.2%
<b>Education<sup>3</sup></b>									
<b>No certificate, diploma or degree</b>	4.6%	8.7%	5.5%		36%	7% <sup>5</sup>	32% <sup>5</sup>	21.9% <sup>5</sup>	16.7%
<b>High school certificate or equivalent</b>	19.1%	18.0%	21.0%		29%	5% <sup>5</sup>	8% <sup>5</sup>	10.1% <sup>5</sup>	23.6%
<b>Apprenticeship or trades certificate or diploma</b>	7.2%	5.4%	7.8%		11%	5% <sup>5</sup>	8% <sup>5</sup>	1.1% <sup>5</sup>	6.3%
<b>College, CEGEP or other non-university certificate or diploma</b>	18.6%	20.7%	14.2%		10%	24% <sup>5</sup>	20% <sup>5</sup>	19.1% <sup>5</sup>	14.6%
<b>University certificate, diploma or degree</b>	50.4%	47.3%	40.7%		12%	42% <sup>5</sup>	28%	8.7% <sup>5</sup>	32.5%
<b>Median Household Income</b>	\$50,000 <sup>7</sup>	\$50,000 <sup>7</sup>	\$29,200 <sup>7</sup>	\$44,218	\$11,433	\$52,458	\$37,782	\$15,558	\$47,299
<b>Population</b>	460	714	577	43,415	3,734	29,295	23,615	11,920	578,041
<b>Language (mother tongue)</b>									
<b>English</b>				56.2%	59%	70.5%	62.0%	43.9%	49.1%
<b>French</b>				2.5%	3%	3.2%	2.2%	1.9%	1.7%
<b>Chinese</b>				14.4%		8.1%	10.0%	40.3%	25.3%
<b>Farsi (Persian)</b>				4.2%					0.9%
<b>Korean</b>				3.4%					1.4%
<b>Spanish</b>				2.0%		1.9%	1.7%	1.0%	1.6%
<b>Japanese</b>				1.8%		1.8%			1.2%
<b>German</b>						1.4%		0.9%	1.2%
<b>Russian</b>						1.1%			0.6%
<b>Tagalog (Filipino)</b>							5.1%		2.8%
<b>Vietnamese</b>							2.8%	4.7%	1.8%
<b>Dwellings</b>									
<b>Occupied private dwellings</b>				25,020	4,095 <sup>5</sup>	17,395	12,790	6,210	253,385

	<i>Community Poll</i>			<b>2006 Census Data for the city of Vancouver and Inner-city Neighbourhoods</b>					
	<i>2010</i>	<i>2009</i>	<i>2008</i>	<b>Downtown</b>	<b>DES<sup>1</sup></b>	<b>Fairview</b>	<b>Mount Pleasant</b>	<b>Strathcona</b>	<b>City of Vancouver</b>
<b>Dwellings per hectare</b>				66.7	35.3 <sup>5</sup>	52.2	35.1	16.2	22.1
<b>Owned dwellings</b>	32%	30%	29%		5%		33%		48%
<b>Rented dwellings</b>	60%	62%	61%	57.7%	95%	59.6%	67.2%	86.2%	51.9%
<b>Neither owned nor rented</b>	8%	8%	10%						
<b>Average gross Cost<sup>4</sup></b>				\$992	\$326	\$987	\$772	\$500	\$898
<b>Labour Force<sup>6</sup></b>									
<b>Employed labour force</b>				25,730	945	19,295	14,835	4,160	310,640
<b>Not in the labour force</b>					1,970 (64%)				
<b>Working at home</b>				10.5%	10%	10.1%	6.8%	10.7%	8.6%
<b>Working in the City, outside the home</b>				56.2%	52%	57.3%	55.2%	56.5%	52.6%
<b>Unemployment rate</b>				5.8%	16%	4.4%	5.5%	11.1%	6.0%

<sup>1</sup> The City of Vancouver website does not provide data for the geographic area labelled as “Downtown Eastside,” although it is listed in their Community List and Map. Therefore the data for this area are based on 2006 census data for Census Tract 0058.00 from the Statistics Canada website; this Census Tract most closely approximates the “Downtown Eastside” shown on the City of Vancouver’s Community List and Map.

<sup>2</sup> For total population, 15 years and older (504,120).

<sup>3</sup> For total population, 15 years and older (497,830).

<sup>4</sup> Adjusted for Consumer Price Index, except for Downtown Eastside.

<sup>5</sup> From Statistics Canada website, Census 2001 data.

<sup>6</sup> Aged 15 years and older.

<sup>7</sup> Applies only to those who provided an estimate of income. In the 2009 poll, 205 cases (29%) did not provide an estimate of income. In the 2010, 162 cases (35%) did not provide an estimate of income.

**Table 3: Comparison of Stakeholder Reports on the 2010 Winter Games Inner-City Inclusive Commitment Statement**

Various stakeholder groups have responded to the ICI with reports that tried to show the fulfillment or non-fulfillment of each Commitment. This Table compares letter grades derived from the 3 IOCC Reports Cards and inferred from the ICI partners' reports. The grades were assigned by the respective parties. Please note that not every topic was covered in every report and that this Table is for descriptive purposes only.

Commitment Area	Other Stakeholders' Reports				ICI Partners' Reports			
	1	2	3	4	5	6	7	8
Accessible Games			C +		A -	A -	A -	A -
Affordable Events			C -		B -			
Affordable Recreation			F -		B -			
Business Development					B	A -	A -	A -
Civil Liberties/Public Safety	D	D	D -		B +			
Cultural Activities			F -		A -			
Employment/Training			D -		B	A -	A -	A -
Environment	C		D -		B	B +	A -	A -
Financial Guarantees	D		F -		B			
Health/Social Services			F -		A -			
Housing	C	C -	F -	D+	B -			
Input to Decisions		C -	F -		C			
Neighbourliness		D	D -		B			
Transportation			D -		A -			
Accountability						A +	A +	A -
Social Inclusion						B +	A -	A
Overall Grade if Assigned	D -	D -	D -		B	A	A	A

**Reports:** (File names in parentheses, e.g., "A2," indicate the name of supplementary files that are submitted with this final report.)

Column 1: Olympic Oversight Interim Report Card 2010 Olympic Games May 2007 (A2)

Column 2: 2009-04-19 IOCC 2nd Interim Report Card (A5)

Column 3: 2010-02-25 IOCC 3rd Interim Report Card (A6)

Column 4: Report of the Inner-City Inclusive Housing Table March 2007 (A1)

Column 5: Inventory of the Inner City Inclusive Commitments, City of Vancouver, February 2009 (A10)

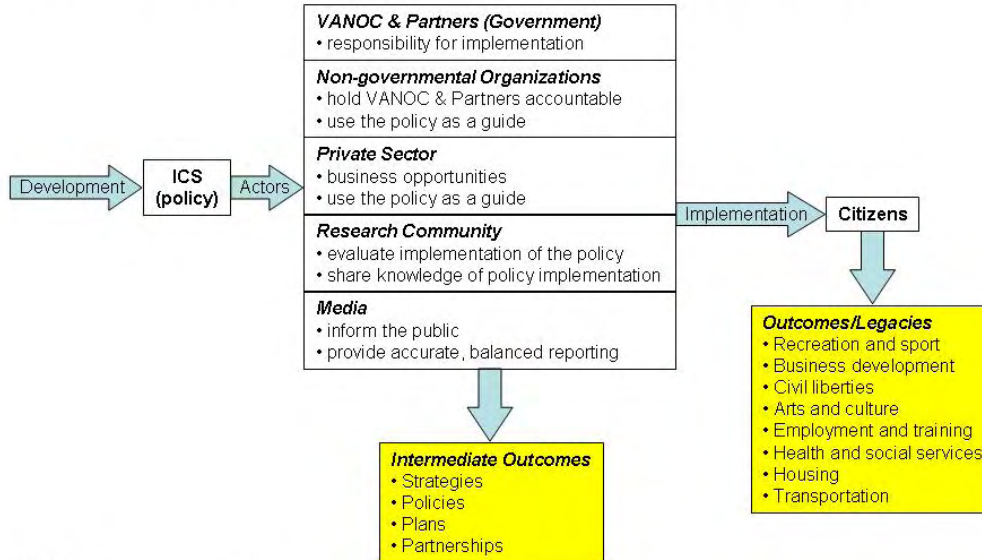
Column 6: Vancouver 2010 Sustainability Report Snapshot 2008-09 (A28)

Column 7: Vancouver 2010 Sustainability Report Snapshot 2007-08 (A29)

Column 8: Vancouver 2010 Sustainability Report Snapshot 2006-07 (A35)

## Appendix A – Policy Implementation Frameworks

### Study on Implementation of 2010 Inner-city Commitments: Overall Conceptual Framework of Policy Implementation and Outcomes

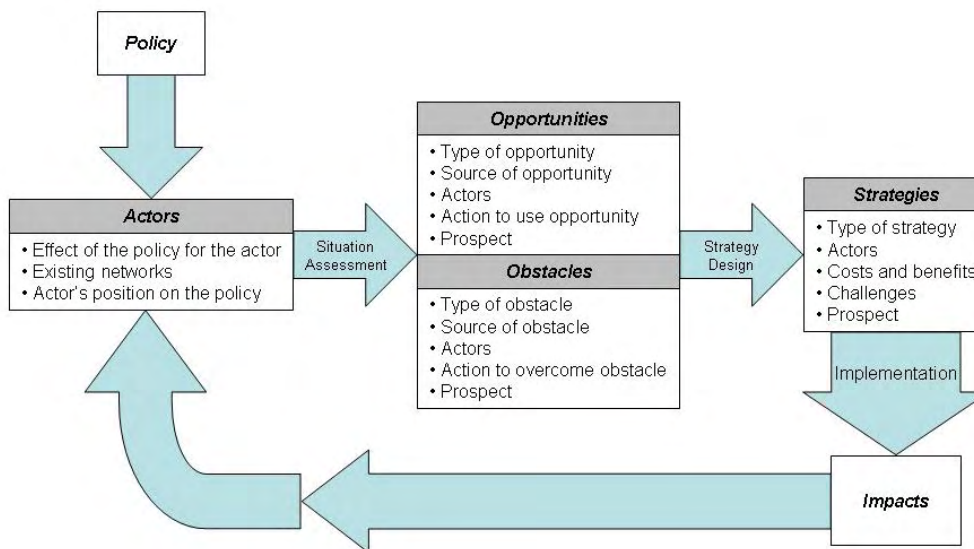


#### Acronyms

ICS = Inner-city Commitment Statement

VANOC = Vancouver Organizing Committee for the 2010 Winter Games

### Study on Implementation of 2010 Inner-city Commitments: Framework of Policy Actors



## Appendix B – 2010 Winter Games Inner-city Inclusive Commitment Statement

- d) Develop full and accountable public consultation processes that include inner-city residents
- e) Document opportunities and impacts experienced in inner-city neighbourhoods in a comprehensive post-Games evaluation with full participation by inner-city residents

### **Neighbourliness**

- a) Stage events that respect adjacent neighbours

### **Transportation**

- a) Ensure all Vancouver Games events and venues can be reached by public transit at an affordable cost
- b) Minimize any potential adverse transportation impacts on inner-city residents



## 2010 Winter Games Inner-City Inclusive Commitment Statement

The Bid Corporation and its Member Partners are pleased to present the 2010 Winter Games Inner-City Inclusive Commitment Statement. This Commitment Statement builds from the attached Inclusive Intent Statement, endorsed by the Bid Corporation and its Member Partners, which speaks to participation and equity for all British Columbians, including low and moderate-income people. The Inner-City Inclusive Commitment Statement outlines the goals and objectives in the planning for and hosting of a inclusive Winter Olympics Games and Paralympics Winter Games. The intent is to maximize the opportunities and mitigate potential impacts in Vancouver's inner-city neighbourhoods from hosting the 2010 Winter Games.

The inclusive approach to planning and implementing the Winter Games is being undertaken in two phases. During the current bidding phase, the emphasis is to ensure that inclusive goals and objectives are set for Vancouver's inner-city neighbourhoods. Should Vancouver be awarded the right to host the 2010 Winter Games, planning will move to the organizing phase which will be led by the Organizing Committee and its Member Partners. The Member Partners are committed to ensuring that the Inner-City Inclusive Commitment Statement is adopted by the Organizing Committee. During the organizing and implementing phase, there will also be opportunities to use this Commitment Statement as a model for applying the concepts in other communities.

In addition, during the organizing phase, programs and policies will be developed that support the goals and objectives in the Commitment Statement to create a strong foundation for sustainable socio-economic development in Vancouver's inner-city neighbourhoods, particularly in Downtown Eastside, Downtown South and Mount Pleasant. The programs will be a shared responsibility of the Member Partners and the Organizing Committee. They will be developed in the context of existing government activities and take into account fiscal limits. Also during the implementation phase, steps will be taken to ensure incorporation of the interests of different groups, such as aboriginal people, women, youth, people with disabilities, people of colour, immigrants and other groups.

As an indication of the intent to implement the goals and objectives contained in this Commitment Statement, a program "Opportunities Starting Now" is being initiated through the Vancouver Agreement. Its purpose is to identify, develop and build positive legacies now for the inner-city neighbourhoods.

The Vancouver 2010 Bid Corporation and its Member Partners have adopted the following goals and objectives to ensure that the interests of those living in Vancouver's inner-city neighbourhoods are addressed:

**Accessible Games**

- a) Develop barrier free venues for people with disabilities
- b) Ensure reasonable accessibility for people with disabilities

**Affordable Games Events**

- a) Make affordable tickets available for Vancouver's low-income inner-city residents, including at risk youth and children

**Affordable Recreation and Community Sport**

- a) Maximize inner-city residents' access to the new and public upgraded facilities after the Winter Games
- b) Ensure inner-city community centres have equitable access to surplus sporting equipment
- c) Maximize access by inner-city residents, at-risk youth and children to sport and recreational initiatives by building from the current sport delivery infrastructure

**Business Development**

- a) Develop opportunities for existing and emerging local inner-city businesses and artisans to promote their goods and services
- b) Develop potential procurement opportunities for businesses that employ local residents

**Civil Liberties and Public Safety**

- a) Provide for lawful, democratic protest that is protected by the Canadian Charter of Rights and Freedoms
- b) Ensure all inner-city residents' continued access to public spaces before, during and after the Games and provide adequate notice of any restrictions of the use of public space/facilities and prominently display alternate routes and facilities
- c) Maintain the current level of public safety and security in inner-city neighbourhoods during the Winter Games
- d) Commit to a timely public consultation that is accessible to inner-city neighbourhoods, before any security legislation or regulations are finalized, subject to lawful and legitimate confidentiality requirements
- e) Ensure RCMP is the lead agency for security
- f) Reflect the aesthetic design standards of Vancouver in all security related measures

**Cultural Activities**

- a) Showcase the diverse cultural, multicultural and aboriginal activities of inner-city residents



### **Employment and Training**

- a) Create training and a continuum of short and long-term employment opportunities for inner-city residents to encourage a net increase in employment
- b) Provide reasonable wages and decent working conditions for any local worker producing Games related goods and services before and during the Winter Games

### **Environment**

- a) Ensure environmental "best practices" in inner-city neighbourhoods

### **Financial Guarantees**

- a) Provide adequate funds to maintain and operate the new or upgraded public recreational facilities after the Games to maximize the number of facilities available to inner-city residents
- b) Provide adequate programming funds for the new or upgraded public recreational facilities to encourage maintenance or increase in recreation programs
- c) Provide disclosure of all financial aspects of the Games, including expenditures and revenues, in the bidding and organizing phase of the Games
- d) Commit to a comprehensive annual financial audit

### **Health and Social Services**

- a) Maintain delivery of health and social services to inner-city residents during the Winter Games
- b) Showcase a commitment to public health issues, including a comprehensive alcohol and drug strategy

### **Housing**

- a) Protect rental housing stock
- b) Provide as many alternative forms of temporary accommodation for Winter Games visitors and workers
- c) Ensure people are not made homeless as a result of the Winter Games
- d) Ensure residents are not involuntarily displaced, evicted or face unreasonable increases in rent due to the Winter Games
- e) Provide an affordable housing legacy and start planning now

### **Input to Decision-Making**

- a) Provide inclusive representation on the Bid Corporation's and Organizing Committee's Board structures and all relevant Bid Corporation and Organizing Committee's work groups
- b) Ensure inner-city inclusive work continues to operate under the Organizing Committee and its Member Partners
- c) Work with and be accessible to an independent watchdog group that includes inner-city residents

## Appendix C – Semi-Structured Interview Questions for ICI Partners

- 1) For how long have you worked in your current position?
- 2) The next question is about how relevant the ICI is to your work as a [interviewee's job position and department]. Please choose one of the following three choices:
  - a) The ICI is not that relevant to my work;
  - b) ...moderately relevant to my work; or
  - c) ... highly relevant to my work.
- 3) Please elaborate on your answer, that the ICI is [answer from Question #2] to your work.
- 4) If possible, it would be helpful to select a specific topic listed in the ICI as a focus for this interview, instead of talking about the ICI in general. Which, if any, of the topics listed in the ICI is most relevant to the work that you do?
- 5) In what specific ways have you (or your department) acted on the ICI goals for [selected topic]?  
Prompts: re-organization, ICI as guidance document, collaborations, allocation of resources, etc.
- 6) What challenges have you (or your department) faced in trying to act on the ICI goals for [selected topic]?  
Prompts: lack of clarity on who does what, ICI goal is outside the responsibility of the interviewee or the interviewee's department, etc.
- 7) What outcomes have come about, or appear likely, as a result of your (or your department) having acted on the ICI goals for [selected topic]?  
Prompts: funding provided to organizations, new policies, etc.
- 8) Have you heard about ways in which other departments or organizations have been implementing the ICI? If yes, please identify the department or organization, and describe what they have been doing.
- 9) If you were to speculate, what other opportunities are there for acting on the ICI goals for [selected topic]?
- 10) What are some lessons that you have learned about the ICI that would be important for future Olympic host cities to know?
- 11) Overall, what are your personal beliefs about and attitudes towards the ICI in general?  
Prompts: good/bad

12) What legacies, both short-term and long-term, would you like to see as a result of the 2010 Olympic Games?

## **Appendix D – Semi-structured Focus Group Questions**

1. Please introduce yourself and identify which organization or group you belong to.
2. How has your role changed as a result of the Games coming to Vancouver? As a result of the ICI specifically?
3. In a nutshell, what are your views on the relevant goals and objectives in the ICI?
4. Some of the issues and challenges raised at the IOCC community forum on [date] included: [issues and challenges]. Would you agree that these are the main issues and challenges with respect to the relevant goals and objectives in the ICI? Are there any other issues or challenges that you think should be added?
5. Can you provide some examples of how you have tried, whether within your group/organization or in collaboration with others, to implement the relevant goals and objectives in the ICI? What have been the results?
6. What other solutions or collaborations do you think would advance implementation of the relevant goals and objectives in the ICI?
7. In closing, what do you think will happen with the relevant goals and objectives of the ICI leading up to the Games and after the Games?

**Appendix E – 2008 Community Poll**

There are 46 questions in this poll. For some of the questions, you will be instructed to jump ahead to another question (for example, go to Question #4.); this is because the questions in between won't apply to your situation. You will be asked about impacts of the 2010 Winter Games related to Accessible and Affordable Games, Business Development, Civil Liberties and Public Safety, Cultural Activities, Employment and Training, Environment, Financial Guarantees, Housing, Input to Decision-making, and Transportation. Finally, at the end are some questions about you and your background.

Please note: Although the word "Olympic" is used in the questions, it refers to both the Olympic and Paralympic Games.

**1. Are you aware that in 2002 the Vancouver 2010 Bid Corporation and the civic, provincial, and federal governments adopted a set of social, economic, and environmental goals to ensure that the interests of those living in Vancouver's inner-city neighbourhoods are addressed?**

- No
- Yes

**ACCESSIBLE AND AFFORDABLE GAMES**

**2. Are you interested in attending any of the Olympic sporting events?**

- No (go to Question #4.)
- Not sure (go to Question #3.)
- Yes (go to Question #3.)

**3. The cost of tickets for Olympic sporting events will be between \$25 and \$775, depending on the seat and on the event. Above what price would it become unaffordable for you to buy sporting events tickets with your current income?**

\$ \_\_\_\_\_

**4. Are you interested in attending the Olympic Opening or Closing Ceremonies?**

- No (go to Question #6.)
- Not sure (go to Question #5.)
- Yes (go to Question #5.)

5. The cost of tickets for the Olympic Opening and Closing Ceremonies will be between \$175 and \$1,100, depending on the seat. Above what price would it become unaffordable for you to buy tickets for the Opening or Closing Ceremonies with your current income?

\$ \_\_\_\_\_

#### BUSINESS DEVELOPMENT

6. Do you own a business in the inner-city?

<sup>1</sup> No (go to Question #10.)

<sup>2</sup> Yes (go to Question #7.)

7. What type of business do you own? \_\_\_\_\_

8. Did you create this business as a result of the 2010 Games coming to Vancouver?

<sup>1</sup> No

<sup>2</sup> Yes

9. Has your business attempted to take advantage of any of the following opportunities offered by 2010 Games organizers:

- a) Requests for proposals, quotes, or expressions of interest regarding the provision of goods and/or services for the 2010 Games?

<sup>1</sup> No

<sup>2</sup> Yes

- b) Become a Vancouver 2010 sponsor (entitled to use the Vancouver 2010 emblems and other Games-related marks in your business' advertising and promotions within Canada)?

<sup>1</sup> No

<sup>2</sup> Yes

- c) Other opportunities (please explain): \_\_\_\_\_

#### CIVIL LIBERTIES AND PUBLIC SAFETY

10. Have you ever been involved in any protests related to the 2010 Games?

<sup>1</sup> No (go to Question #12.)

<sup>2</sup> Yes (go to Question #11.)

**11. Did the police try to prevent the protest from happening?**

- No
- Yes

**12. The term “public spaces and facilities” refers to public parks and squares, community centres, public libraries, etc. How much limitation has the Olympics placed on your access to the public spaces and facilities that you would normally use?**

- I don't normally use public spaces and facilities (*go to Question #14.*)
- Access not limited at all (*go to Question #14.*)
- Access is somewhat limited (*go to Question #13.*)
- I can't access the public spaces and facilities at all (*go to Question #13.*)

**13. Did you see any notices about restrictions on the use of these public spaces and facilities?**

- No
- Yes

**14. In general, how satisfied are you with your personal safety from crime?**

- Very dissatisfied
- Somewhat dissatisfied
- No opinion
- Somewhat satisfied
- Very satisfied

**15. How has your satisfaction with your personal safety from crime changed since 2003 (when it was announced that Vancouver would host the Olympic Games)?**

- Less satisfied since 2003
- No change since 2003
- More satisfied since 2003

#### CULTURAL ACTIVITIES

**16. Are you someone who would be interested in showcasing your arts and culture at an Olympic venue or event?**

- No (*go to Question #18.*)
- Not sure (*go to Question #17.*)
- Yes (*go to Question #17.*)

17. Have you heard of any opportunities for you to showcase your arts and culture at an Olympic venue or event?

- No
- Yes

**EMPLOYMENT AND TRAINING**

18. Since 2003, have you ever held a job position that was created as a result of the Olympic Games coming to Vancouver?

- No (go to Question #25.)
- Yes (go to Question #19.)

19. What was the job position? \_\_\_\_\_

20. For how long did you work at this job position?

- Less than 1 year
- 1 – 2 years
- 3- 4 years
- 5 years or more

21. Since 2003, have you ever held a job in which you helped to produce Games related goods and services (e.g., Games merchandise, etc.)?

- No (go to Question #25.)
- Yes (go to Question #22.)

22. What goods or services did you help to produce in this job?  
\_\_\_\_\_

23. On average, what wage did you earn at this job? \$ \_\_\_\_\_ / hour

24. At this job, have you or another worker ever experienced any of the following:

a) Being treated without respect at work

- No
- Yes

b) Being discriminated against at work

- No
- Yes



c) Being demanded to work overtime (over 8 hours a day or over 40 hours a week)

- No
- Yes

d) Not getting overtime pay (150% of regular pay for time over 8 hours a day or over 40 hours a week).

- No
- Yes
- Not applicable (there was no overtime work)

25. Since 2003, have you ever received any job training that was related to, or supported by, the Olympics?

- No (go to Question #27.)
- Yes (go to Question #26.)

26. What skills did you gain through this job training?

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<b>ENVIRONMENT</b>
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27. Have preparations for the 2010 Games, such as construction, led to the loss of any open, natural spaces that you value, such as parks, etc.?

- No
- Yes, natural space was lost at: \_\_\_\_\_

28. Have preparations for the 2010 Games led to the creation of any new open, natural spaces?

- No
- Yes, natural space was created at: \_\_\_\_\_

29. How has your awareness of environmental concerns changed since 2003 (when Vancouver won the bid to host the 2010 Games)?  
(Please choose only one.)

- My awareness has not changed much since 2003.
- My awareness has increased since 2003, but not as a result of the 2010 Games.
- My awareness has increased since 2003, as a result of the 2010 Games.

**FINANCIAL GUARANTEES**

**30. Have you ever seen (or heard) the budget for the 2010 Games?**

- No
- Yes

**31. Have you, or anyone you know, ever enrolled in any sport or recreational programs that received Olympics funding?**

- No
- Not sure
- Yes

**HOUSING**

**32. Do you rent or own the housing where you currently live?**

- Rent (*go to Question #33.*)
- Own (*go to Question #34.*)
- Neither rent nor own (*go to Question #33.*)

**33. Have you, or anyone you know, experienced any of the following since 2003:**

**a) An eviction due to renovations in preparation for the Games?**

- No
- Yes

**b) An unreasonable increase in rent due to the Games?**

- No
- Yes

**34. Do you know anyone who is planning on renting out their home to Games visitors or workers?**

- No
- Yes

**INPUT TO DECISION-MAKING**

**35. Have you heard of any opportunities for you to provide input on the planning and hosting of the 2010 Games?**

- No (*go to Question #38.*)
- Yes (*go to Question #36.*)

**36. Have you ever provided input to the Games organizers on the planning and hosting of the 2010 Games?**

- <sup>1</sup> No (go to Question #38.)
- <sup>2</sup> Yes (go to Question #37.)

**37. How satisfied were you that your input was considered by the Games organizers in making decisions on the planning and hosting of the 2010 Games?**

- <sup>1</sup> Very dissatisfied
- <sup>2</sup> Somewhat dissatisfied
- <sup>3</sup> No opinion
- <sup>4</sup> Somewhat satisfied
- <sup>5</sup> Very satisfied

#### TRANSPORTATION

**38. Have you experienced delays in commuting due to Olympics-related construction?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**39. Have you had to find alternative routes of travel due to Olympics-related construction?**

- <sup>1</sup> No
- <sup>2</sup> Yes

#### GENERAL QUESTIONS

**40. The Games organizers and the three levels of government (civic, provincial, and federal) are "Partners" who signed a list of public commitments to maximize the benefits and minimize the negative impacts of the 2010 Games on inner-city communities. Overall, how satisfied are you with:**

- a) The Partners' performance in developing accessible Games?**
  - <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied

- b) The Partners' performance in providing affordable recreation and sport?**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied
- c) The Partners' performance in providing local business development?**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied
- d) The Partners' performance in maintaining civil liberties and public safety**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied
- e) The Partners' performance in building local cultural activities?**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied
- f) The Partners' performance in building opportunities for employment and training?**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied
- g) The Partners' performance in minimizing negative environmental impacts?**  
 0 Don't know enough to answer  
 1 Very dissatisfied  
 2 Somewhat dissatisfied  
 3 No opinion  
 4 Somewhat satisfied  
 5 Very satisfied

- h) The Partner's performance in providing transparent financial guarantees?**
- <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied
- i) The Partners' performance in maintaining delivery of health and social services?**
- <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied
- j) The Partners' performance in minimizing negative impacts on housing?**
- <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied
- k) The Partners' performance in including local input into decision-making?**
- <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied
- l) The Partners' performance in minimizing negative impacts on Olympic neighbours?**
- <sup>0</sup> Don't know enough to answer
  - <sup>1</sup> Very dissatisfied
  - <sup>2</sup> Somewhat dissatisfied
  - <sup>3</sup> No opinion
  - <sup>4</sup> Somewhat satisfied
  - <sup>5</sup> Very satisfied

**m) The Partners' performance in minimizing negatives impacts on transportation?**

- <sup>0</sup> Don't know enough to answer
- <sup>1</sup> Very dissatisfied
- <sup>2</sup> Somewhat dissatisfied
- <sup>3</sup> No opinion
- <sup>4</sup> Somewhat satisfied
- <sup>5</sup> Very satisfied

**41. What benefits or legacies would you like to see as a result of the 2010 Games?**

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**BACKGROUND INFORMATION ABOUT YOU**

**42. What is your age?** \_\_\_\_\_ *years*

**43. What is your sex?**

- <sup>1</sup> Male
- <sup>2</sup> Female

**44. What is your marital status?**

*(Please choose only one.)*

- <sup>1</sup> Married
- <sup>2</sup> Common-law
- <sup>3</sup> Living with a partner
- <sup>4</sup> Single (never married)
- <sup>5</sup> Widowed/widower
- <sup>6</sup> Separated
- <sup>7</sup> Divorced

**45. What is the highest level of education you have ever completed?**

*(Please choose only one.)*

- <sup>1</sup> Did not complete elementary school
- <sup>2</sup> Completed elementary school
- <sup>3</sup> Completed high school
- <sup>4</sup> Completed college
- <sup>5</sup> Completed trade school
- <sup>6</sup> Completed university, undergraduate (e.g., B.Sc., B.A.)
- <sup>7</sup> Completed university, graduate level (e.g., M.Sc., M.A., Ph.D.)
- <sup>8</sup> Other (please specify): \_\_\_\_\_

**We recognize that many people consider questions about income to be private. Therefore, you can choose whether or not to answer the next question. Your answer would be helpful in giving us an idea of who we talked to in our poll. Please be assured that you will not be individually identified, nor will this information be passed on to anyone else.**

**46. What is your best estimate of your total household income in the past 12 months before taxes and deductions?**

*(Please choose only one.)*

- <sup>1</sup> \$0 to \$10,000
- <sup>2</sup> \$10,001 to \$20,000
- <sup>3</sup> \$20,001 to \$30,000
- <sup>4</sup> \$30,001 to \$40,000
- <sup>5</sup> \$40,001 to \$50,000
- <sup>6</sup> More than \$50,000

***Thank you for taking the time to complete the poll!***

**Appendix F – 2009 Community Poll**

There are 51 questions in this poll, but some of the questions may not apply to your situation. In these cases, you will be instructed to jump ahead to another question (for example, go to Question #4.). *Please note that jumping ahead to another question does not necessarily mean jumping to a new section.*

You will be asked about impacts of the 2010 Winter Games, such as socio-cultural, economic, and environmental impacts. The poll ends with questions about you and your background.

*Please note:*

- 1) Although the word "Olympic" is used, it refers to both the Olympic and Paralympic Games.
- 2) VANOC refers to the Vancouver Organizing Committee, who is responsible for planning and hosting the 2010 Games.

**1. As part of the bid for the 2010 Games, the Bid Corporation and the governments adopted a set of goals to ensure that the interests of those living in Vancouver's inner-city are addressed. Are you aware that these goals had been adopted?**

- <sup>1</sup>  No
- <sup>2</sup>  Yes

**ACCESSIBLE AND AFFORDABLE GAMES**

**2. Have you bought any tickets for Olympic/Paralympic sport events or ceremonies?**

- <sup>1</sup>  Did not buy any tickets for either sport events or ceremonies...*(go to Question #3)*
- <sup>2</sup>  Bought tickets for sport events only (not ceremonies)...*(go to Question #4)*
- <sup>3</sup>  Bought tickets for ceremonies only (not sport events)...*(go to Question #4)*
- <sup>4</sup>  Bought tickets for both sport events and ceremonies...*(go to Question #4)*

**3. Are there any particular reason(s) why you haven't bought Olympic/Paralympic tickets?**

*Please choose only one.*

- <sup>1</sup>  Not interested in going (would not go if it was free)
- <sup>2</sup>  Interested in going and can afford tickets, but not willing to pay the ticket price
- <sup>3</sup>  Interested in going, but can't afford tickets
- <sup>4</sup>  Other, please specify: \_\_\_\_\_

...*(go to Question #8)*

**4. Please list all sport events and ceremonies for which you have bought tickets, and the cost per ticket.**

\_\_\_\_\_  
\_\_\_\_\_



5. **Would you classify yourself as a “person with disabilities?”**

- <sup>1</sup>  No...(go to Question #8)  
<sup>2</sup>  Yes...(go to Question #6)

6. **When you booked your tickets, did you indicate that you require accessible seating?**

- <sup>1</sup>  No...(go to Question #8)  
<sup>2</sup>  Yes...(go to Question #7)

7. **Did a ticket representative contact you to discuss your requirements so that appropriate seating arrangements could be made?**

- <sup>1</sup>  No  
<sup>2</sup>  Yes

**AFFORDABLE RECREATION AND COMMUNITY SPORT**

8. **Three new facilities were constructed in the Lower Mainland for the 2010 Games. For each facility, you will be asked two questions about your usage of the facility.**

a) **Vancouver Olympic/Paralympic Centre**

- Opened: February 2009
- Located in Hillcrest Park near Riley Park and Queen Elizabeth Park
- Multi-purpose community recreation centre that will include an ice hockey rink, gymnasium, library, curling ice, and aquatic centre

i) **Have you used this facility since it was completed in February 2009?**

- <sup>1</sup>  No  
<sup>2</sup>  Yes

ii) **How likely is it that you would use this facility after the 2010 Games?**

- <sup>1</sup>  Very unlikely  
<sup>2</sup>  Unlikely  
<sup>3</sup>  Not sure  
<sup>4</sup>  Likely  
<sup>5</sup>  Very likely

**b) UBC Thunderbird Arena**

- Opened: June 2008
- Located at the Point Grey campus of the University of British Columbia
- Recreational and high-performance multi-sport facility

**i) Have you used this facility since it was completed in June 2008?**

- <sup>1</sup> No  
<sup>2</sup> Yes

**ii) How likely is it that you would use this facility after the 2010 Games?**

- <sup>1</sup> Very unlikely  
<sup>2</sup> Unlikely  
<sup>3</sup> Not sure  
<sup>4</sup> Likely  
<sup>5</sup> Very likely

**c) Richmond Olympic Oval**

- Opened: Fall 2008
- Located in Richmond
- International centre of excellence for sports and wellness

**i) Have you used this facility since it was completed in Fall 2008?**

- <sup>1</sup> No  
<sup>2</sup> Yes

**ii) How likely is it that you would use this facility after the 2010 Games?**

- <sup>1</sup> Very unlikely  
<sup>2</sup> Unlikely  
<sup>3</sup> Not sure  
<sup>4</sup> Likely  
<sup>5</sup> Very likely

**CULTURAL ACTIVITIES**

**9. So far, two pre-Games cultural celebrations have been held. Did you go to these festivals?**

- a) Cultural Olympiad 2008, February 2008 to March 2008 ..... <sup>1</sup> No    <sup>2</sup> Yes  
b) Cultural Olympiad 2009, February 1, 2009 to March 21, 2009 ... <sup>1</sup> No    <sup>2</sup> Yes

**10. Are you interested in showcasing your arts and culture at an Olympic/Paralympic venue or event?**

- <sup>1</sup> No...(go to Question #12)
- <sup>2</sup> Not sure...(go to Question #11)
- <sup>3</sup> Yes...(go to Question #11)

**11. VANOC has offered some opportunities for artists and performers to be a part of the 2010 Games experience. Have you ever pursued the following opportunities?**

**a) Call for proposals for the Cultural Olympiad**

- <sup>1</sup> Have not heard of this opportunity
- <sup>2</sup> Heard of this opportunity, but did not pursue it
- <sup>3</sup> Heard of this opportunity, and pursued it

**b) Registration in VANOC's Artist Registry**

- <sup>1</sup> Have not heard of this opportunity
- <sup>2</sup> Heard of this opportunity, but did not pursue it
- <sup>3</sup> Heard of this opportunity, and pursued it

**EMPLOYMENT AND TRAINING**

**12. Since 2003, have you ever held a job position that was created as a result of the 2010 Games coming to Vancouver?**

- <sup>1</sup> No...(go to Question #16)
- <sup>2</sup> Yes, the job position was: \_\_\_\_\_...(go to Question #13)

**13. For how long did you work at this job position?**

- <sup>1</sup> Less than 1 year
- <sup>2</sup> 1-2 years
- <sup>3</sup> 3-4 years
- <sup>4</sup> 5 years or more

**14. On average, what wage did you earn at this job? \$ \_\_\_\_\_ / hour**

**15. At this job, have you or another worker ever experienced any of the following?**

- a) Being treated without respect at work ..... <sup>1</sup> No      <sup>2</sup> Yes
- b) Being discriminated against at work..... <sup>1</sup> No      <sup>2</sup> Yes
- c) Being demanded to work overtime (over 8 hours a day or over 40 hours a week)..... <sup>1</sup> No      <sup>2</sup> Yes
- d) Not getting overtime pay (150% of regular pay for time over 8 hours a day or over 40 hours a week)..... <sup>1</sup> No      <sup>2</sup> Yes  
<sup>3</sup> Not applicable (no overtime work)

**16. Since 2003, have you ever received any job training that was related to, or supported by, the Olympics?**

- <sup>1</sup> No...(go to Question #18)
- <sup>2</sup> Yes...(go to Question #17)

**17. What skills did you gain through this job training?**

\_\_\_\_\_

**BUSINESS DEVELOPMENT**

**18. Do you own a business in the inner-city?**

- <sup>1</sup> No...(go to Question #23)
- <sup>2</sup> Yes...(go to Question #19)

**19. What type of business do you own?** \_\_\_\_\_

**20. Did you create this business as a result of the 2010 Games coming to Vancouver?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**21. How many employees does your business have?**

- <sup>1</sup> 0-19 employees
- <sup>2</sup> 20-99 employees
- <sup>3</sup> 100-499 employees
- <sup>4</sup> 500 or more employees

22. VANOC has offered some opportunities for businesses to provide goods and/or services in the planning and hosting of the 2010 Games. Has your business pursued the following:

a) Opportunities to *provide a service* related to the planning or hosting of the 2010 Games (for example, as a contractor or consultant)?

- <sup>1</sup> Have not heard of this opportunity
- <sup>2</sup> Heard of this opportunity, but did not pursue it
- <sup>3</sup> Heard of this opportunity, and pursued it

b) Opportunities to *produce official 2010 Olympic merchandise* such as clothing, accessories, collectibles, plush toys, or food products?

- <sup>1</sup> Have not heard of this opportunity
- <sup>2</sup> Heard of this opportunity, but did not pursue it
- <sup>3</sup> Heard of this opportunity, and pursued it

c) Opportunities to *sell official Olympic merchandise*?

- <sup>1</sup> Have not heard of this opportunity
- <sup>2</sup> Heard of this opportunity, but did not pursue it
- <sup>3</sup> Heard of this opportunity, and pursued it

<b>CIVIL LIBERTIES AND PUBLIC SAFETY</b>
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23. Have you ever been involved in any protests related to the 2010 Games?

- <sup>1</sup> No...(go to Question #25)
- <sup>2</sup> Yes...(go to Question #24)

24. Did the police try to prevent the protest from happening?

- <sup>1</sup> No
- <sup>2</sup> Yes

25. Two public facilities in Vancouver have been upgraded as training venues for the 2010 Games. You will be asked questions on your access to each facility.

a) Trout Lake Centre

i) Do you normally use this facility?

- <sup>1</sup> No...(go to Question #25b)
- <sup>2</sup> Yes...(go to Question #25a.ii)

**ii) How much limitation did upgrades to this facility place on your access to it?**

- <sup>1</sup> No limitation at all
- <sup>2</sup> Some limitation
- <sup>3</sup> Couldn't use the facility at all

**iii) Did you see any notices about restrictions on the use of this facility?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**b) Killarney Centre**

**i) Do you normally use this facility?**

- <sup>1</sup> No...(go to Question #26)
- <sup>2</sup> Yes...(go to Question #25b.ii)

**ii) How much limitation did upgrades to this facility place on your access to it?**

- <sup>1</sup> No limitation at all
- <sup>2</sup> Some limitation
- <sup>3</sup> Couldn't use the facility at all

**iii) Did you see any notices about restrictions on the use of this facility?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**26. In general, how satisfied are you with your personal safety from crime?**

- <sup>1</sup> Very dissatisfied
- <sup>2</sup> Dissatisfied
- <sup>3</sup> Neither dissatisfied nor satisfied
- <sup>4</sup> Satisfied
- <sup>5</sup> Very satisfied

**27. How has your satisfaction with your personal safety from crime changed since 2003 (when it was announced that Vancouver would host the Olympic Games)?**

- <sup>1</sup> Less satisfied since 2003
- <sup>2</sup> No change since 2003
- <sup>3</sup> More satisfied since 2003

**FINANCIAL GUARANTEES**

**28. Have you ever looked at the following documents related to the 2010 Games budget?**

**a) VANOC Business Plan and Games Budget**

- <sup>1</sup> Didn't know it was available to the public
- <sup>2</sup> Knew it was available, but did not look at it
- <sup>3</sup> Knew it was available, and looked at it

**b) VANOC's quarterly financial statements**

- <sup>1</sup> Didn't know it was available to the public
- <sup>2</sup> Knew it was available, but did not look at them
- <sup>3</sup> Knew it was available, and looked at them

**c) The B.C. Auditor General's report titled "The 2010 Olympic and Paralympic Winter Games: A Review of Estimates Related to the Province's Commitments"**

- <sup>1</sup> Didn't know it was available to the public
- <sup>2</sup> Knew it was available, but did not look at them
- <sup>3</sup> Knew it was available, and looked at them

**INPUT TO DECISION-MAKING**

**29. Starting in 2008, VANOC, municipal governments, and transportation and security planners hosted information sessions called Game Plan 2008. Did you attend any of these sessions?**

- <sup>1</sup> No...(go to Question #32)
- <sup>2</sup> Yes...(go to Question #30)

**30. During the session, did you provide feedback to Games organizers and partners?**

- <sup>1</sup> No...(go to Question #32)
- <sup>2</sup> Yes...(go to Question #31)

**31. How satisfied were you that your input was considered by Games organizers and partners?**

- <sup>1</sup> Very dissatisfied
- <sup>2</sup> Dissatisfied
- <sup>3</sup> Neither dissatisfied nor satisfied
- <sup>4</sup> Satisfied
- <sup>5</sup> Very satisfied

32. Aside from Game Plan 2008, have you heard of *other* opportunities for you to provide input to Games organizers and partners?

<sup>1</sup>  No...*(go to Question #34)*

<sup>2</sup>  Yes, the opportunity was: \_\_\_\_\_...*(go to Question #33)*

33. With this other opportunity, did you provide input to Games organizers and partners?

<sup>1</sup>  No

<sup>2</sup>  Yes

<b>HOUSING</b>
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34. Do you rent or own the housing where you currently live?

<sup>1</sup>  Rent...*(go to Question #35)*

<sup>2</sup>  Own...*(go to Question #39)*

<sup>3</sup>  Neither rent nor own...*(go to Question #35)*

35. Since 2003, have you ever been evicted due to renovations to the building?

<sup>1</sup>  No...*(go to Question #37)*

<sup>2</sup>  Yes...*(go to Question #36)*

36. Do you have reason to think that the eviction was a result of the 2010 Games?

<sup>1</sup>  No

<sup>2</sup>  Yes, *(please explain)* \_\_\_\_\_

37. Since 2003, have you ever faced what you felt to be an unreasonable increase in rent?

<sup>1</sup>  No...*(go to Question #39)*

<sup>2</sup>  Yes...*(go to Question #38)*

38. Do you have reason to think that the increase in rent was a result of the 2010 Games?

<sup>1</sup>  No

<sup>2</sup>  Yes, *(please explain)* \_\_\_\_\_

39. Do you know anyone living in the inner-city who is interested in renting out their home to Games visitors or workers?

<sup>1</sup>  No

<sup>2</sup>  Yes



**ENVIRONMENT**

**40. How has your awareness of environmental concerns changed since 2003 (when Vancouver won the bid to host the 2010 Games)?**

- <sup>1</sup>  My awareness has not changed much since 2003.
- <sup>2</sup>  My awareness has increased since 2003, but not as a result of the 2010 Games.
- <sup>3</sup>  My awareness has increased since 2003, as a result of the 2010 Games.

**TRANSPORTATION**

**41. Between 2007 and 2009, 11 new or upgraded Olympic and Paralympic venues and facilities were constructed in the Vancouver area. For each site, please indicate whether construction negatively affected your commute.**

<i>Venue or Facility</i>	<i>Did construction negatively affect your commute?</i>	
a) BC Place (downtown).....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
b) Canada Hockey Place (GM Place, downtown Vancouver)....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
c) Cypress Mountain.....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
d) Killarney Centre.....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
e) Main Media Centre (Vancouver Convention and Exhibition Centre) .....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
f) Olympic and Paralympic Village Vancouver (Southeast False Creek).....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
g) Pacific Coliseum (PNE).....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
h) Richmond Olympic Oval.....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
i) Trout Lake Centre.....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
j) UBC Thunderbird Arena.....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes
k) Vancouver Olympic/Paralympic Centre (near Hillcrest and Riley Park).....	<sup>1</sup> <input type="radio"/> No	<sup>2</sup> <input type="radio"/> Yes

**42. You may have also heard of the Canada Line. This is a new Skytrain route along Cambie Street that connects the airport and downtown Vancouver. Although it is not an Olympic project, the Canada Line will be finished in time for the 2010 Games. Has construction on the Canada Line negatively affected your commute?**

- <sup>1</sup>  No
- <sup>2</sup>  Yes

**GENERAL QUESTIONS**

**43. How well do you think the Games organizers and the governments have provided information to inform the public about the planning and hosting of the 2010 Games?**

- <sup>1</sup>  Information have been poorly provided
- <sup>2</sup>  Information have been adequately provided
- <sup>3</sup>  Information have been well provided

**44. What benefits or legacies would you like to see as a result of the 2010 Games?**

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**45. In general, how do you feel about being a resident in the Vancouver area?**

- <sup>1</sup>  Very ashamed to be a resident
- <sup>2</sup>  Somewhat ashamed to be a resident
- <sup>3</sup>  Neither ashamed nor proud to be a resident
- <sup>4</sup>  Somewhat proud to be a resident
- <sup>5</sup>  Very proud to be a resident

**46. How do the 2010 Games influence your feelings about being a resident in the Vancouver area?**

- <sup>1</sup>  The 2010 Games make me feel less proud to be a resident
- <sup>2</sup>  The 2010 Games has no influence on my feelings as a resident
- <sup>3</sup>  The 2010 Games make me feel more proud to be a resident

**BACKGROUND INFORMATION ABOUT YOU**

**47. What is your age? \_\_\_\_\_ years**

**48. What is your sex?**

- <sup>1</sup>  Male
- <sup>2</sup>  Female

**49. What is your marital status?**

*Please choose only one.*

- <sup>1</sup>  Married
- <sup>2</sup>  Common-law
- <sup>3</sup>  Separated, but still legally married
- <sup>4</sup>  Divorced
- <sup>5</sup>  Single (never married)
- <sup>6</sup>  Widowed/widower

**50. What is the highest level of education you have completed?**

*Please choose only one.*

- <sup>1</sup> Less than high school (no certificate, diploma or degree)
- <sup>2</sup> High school certificate or equivalent
- <sup>3</sup> Apprenticeship or trades certificate or diploma
- <sup>4</sup> College or other non-university certificate or diploma
- <sup>5</sup> University certificate or diploma below bachelor level
- <sup>6</sup> University degree (bachelor's, master's, or doctorate)

We recognize that many people consider questions about income to be private. You can choose whether or not to answer the next question. However, your answer would help give us an overall idea of who we talked to in our poll. We will not share this information with anyone.

**51. What is your best estimate of your total household income in the past 12 months before taxes and deductions?**

\$ \_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE POLL!**

## Appendix G – 2010 Community Poll

There are 30 *basic* questions, and 27 *conditional* questions that you need only answer if they apply to your situation. You will be asked about socio-cultural, economic, and environmental impacts of the 2010 Winter Games. The poll ends with questions about your background.

**Note:** VANOC is the Committee responsible for planning and hosting the 2010 Games.

### THE GOALS

1. As part of the bid for the 2010 Games, the Bid Corporation and the governments adopted a set of goals to ensure that the interests of those living in Vancouver's inner-city are addressed. Are you aware that these goals had been adopted?

- No
- Yes

### ACCESSIBLE AND AFFORDABLE GAMES

2. Did you go to an Olympic/Paralympic venue to see a sport event or ceremony?

- Did not go to either a sport event or ceremony → (go to Question #8)
- Went to a sport event and/or ceremony → (go to Question #3)
- Have Paralympic tickets for an *upcoming* event (March 12 – 21) → (go to Question #9)

3. How much did you spend *in total* for all Olympic/Paralympic tickets?

- I did not buy any tickets (someone else paid for them or I got them for free)
- I spent \$ \_\_\_\_\_

4. Would you classify yourself as a "person with disabilities?"

- No → (go to Question #6)
- Yes → (go to Question #5)

5. Which *one* of these three statements best describes your access at the venues?

- I had no difficulties getting into the venues and to my seat
- I had minor difficulties getting into the venues and to my seat
- I had major difficulties getting into the venues and to my seat

6. Did you take public transit to or from an Olympic/Paralympic venue?

- No → (go to Question #9)
- Yes → (go to Question #7)

7. Did you face any difficulties when taking public transit to or from a venue?

- No
- Yes, (please explain): \_\_\_\_\_ → (go to Question #9)

8. Which *one* of these four reasons explains why you did not go to any Olympic/Paralympic sport events or ceremonies?

- <sup>1</sup>  Was *not interested* in going (would not have gone if I was given free tickets)
- <sup>2</sup>  Was interested in going and *could* afford tickets, but not willing to pay the ticket price
- <sup>3</sup>  Was interested in going, but *couldn't* afford tickets
- <sup>4</sup>  Other, (please specify): \_\_\_\_\_

**AFFORDABLE RECREATION AND COMMUNITY SPORT**

9. Three new facilities were constructed in the Lower Mainland for the 2010 Games. For each facility, you will be asked how likely you will use that facility in the future.

a) Vancouver Olympic/Paralympic Centre

- Location: Hillcrest Park near Riley Park and Queen Elizabeth Park
- Multi-purpose recreation centre with a community centre, ice rink, curling club, library, preschool, field house and offices



How likely is it that you would use this Centre after the 2010 Games?

- <sup>1</sup>  Very unlikely
- <sup>2</sup>  Unlikely
- <sup>3</sup>  Not sure
- <sup>4</sup>  Likely
- <sup>5</sup>  Very likely

b) UBC Thunderbird Arena

- Location: Point Grey campus of the University of British Columbia
- Recreational and high-performance multi-sport facility



How likely is it that you would use this Arena after the 2010 Games?

- <sup>1</sup>  Very unlikely
- <sup>2</sup>  Unlikely
- <sup>3</sup>  Not sure
- <sup>4</sup>  Likely
- <sup>5</sup>  Very likely

c) Richmond Olympic Oval

- Location: Richmond
- International centre of excellence for sports and wellness



How likely is it that you would use this Oval after the 2010 Games?

- <sup>1</sup>  Very unlikely
- <sup>2</sup>  Unlikely
- <sup>3</sup>  Not sure
- <sup>4</sup>  Likely
- <sup>5</sup>  Very likely

**CULTURAL ACTIVITIES**

10. Did you go as a *spectator* to any celebrations that were part of the Cultural Olympiad 2010 (from January 22, 2010 to March 21, 2010)? “Spectator” means that you went to the celebration, but not to showcase your artwork or to perform.

<sup>1</sup>  No

<sup>2</sup>  Yes, I went to see: \_\_\_\_\_

11. Thinking back to when the 2010 Games were still being planned, were you interested in showcasing your artwork or performing at an Olympic/Paralympic venue or event?

<sup>1</sup>  No → (go to Question #14)

<sup>2</sup>  Yes → (go to Question #12)

12. VANOC offered opportunities for artists and performers to be a part of its Cultural Olympiads and its Artist Registry. Did you ever *pursue* these opportunities?

<sup>1</sup>  Have not heard of either of these opportunities

<sup>2</sup>  Heard of at least one of these opportunities, but *did not pursue* it

<sup>3</sup>  Heard of at least one of these opportunities, and *pursued* it

13. Has (or will) your artwork or performance be showcased at an Olympic/Paralympic venue or event?

<sup>1</sup>  No

<sup>2</sup>  Yes

**EMPLOYMENT AND TRAINING**

14. Since 2003, have you ever received any job training that was related to the Olympics?

<sup>1</sup>  No

<sup>2</sup>  Yes, I gained these skills: \_\_\_\_\_

15. Have you ever had a job position in which you produced goods or provided services for the 2010 Games?

<sup>1</sup>  No → (go to Question #18)

<sup>2</sup>  Yes, the job position was: \_\_\_\_\_ → (go to Question #16)

16. For how long did you work at this job position?

<sup>1</sup>  Less than 1 year

<sup>2</sup>  1-2 years

<sup>3</sup>  3-4 years

<sup>4</sup>  5 years

**17. On average, what did you earn at this job?**

Please fill in the most appropriate type of earning.

Wage per hour: \$ \_\_\_\_\_ / hr

Contractor or consulting fee: \$ \_\_\_\_\_ / hr

Flat rate or one-time fee: \$ \_\_\_\_\_

**BUSINESS DEVELOPMENT**

**18. Do you own a business in the inner-city?**

<sup>1</sup>  No → (go to Question #25)

<sup>2</sup>  Yes → (go to Question #19)

**19. What type of business do you own? \_\_\_\_\_**

**20. Did you create this business as a result of the 2010 Games coming to Vancouver?**

<sup>1</sup>  No

<sup>2</sup>  Yes

**21. How many employees does your business have?**

<sup>1</sup>  0-19 employees

<sup>2</sup>  20-99 employees

<sup>3</sup>  100-499 employees

<sup>4</sup>  500 or more employees

**22. VANOC offered opportunities for businesses to provide goods and services for the 2010 Games. Some examples include being a contractor or consultant, producing or selling official 2010 merchandise, etc. Did your business pursue these types of opportunities?**

<sup>1</sup>  Have not heard of any of these opportunities

<sup>2</sup>  Heard of at least one of these opportunities, but *did not pursue* it

<sup>3</sup>  Heard of at least one of these opportunities, and *pursued* it

**23. Which one of the following four statements best describes how your business hours were affected during the 2010 Games?**

<sup>1</sup>  My business hours were the *same* as usual (opening and closing times did not change)

<sup>2</sup>  My *total* business hours were the same, but the hours were *shifted*

<sup>3</sup>  I *decreased* my total business hours

<sup>4</sup>  I *increased* my total business hours

**24. In what other ways has your business been affected by the 2010 Games (such as number of customers or clients, profits, etc.)?**

**CIVIL LIBERTIES**

**25. Did you attend a protest related to the 2010 Games while the Games were on?**

- <sup>1</sup> No → (go to Question #29)
- <sup>2</sup> Yes → (go to Question #26)

**26. Was the protest at a “Safe Assembly Area” outside an Olympic venue? “Safe Assembly Areas” are designated areas for lawful, democratic protest that were established by the Vancouver 2010 Integrated Security Unit.**

- <sup>1</sup> No
- <sup>2</sup> Yes

**27. Did the police grab any protest signs that were not being used as a weapon or to block someone’s view?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**28. Did the police restrict any protestors who were not breaking the law or endangering public safety through violent or criminal acts?**

- <sup>1</sup> No
- <sup>2</sup> Yes

**PUBLIC SAFETY**

**29. *In general*, how satisfied are you with your personal safety from crime?**

- <sup>1</sup> Very dissatisfied
- <sup>2</sup> Dissatisfied
- <sup>3</sup> Neither dissatisfied nor satisfied
- <sup>4</sup> Satisfied
- <sup>5</sup> Very satisfied

**30. How satisfied were you with your personal safety from crime *during the 2010 Games* compared to your satisfaction in general?**

- <sup>1</sup> Less satisfied during the 2010 Games
- <sup>2</sup> No change during the 2010 Games
- <sup>3</sup> More satisfied during the 2010 Games



**FINANCIAL GUARANTEES**

**31. Have you ever looked at budget documents from VANOC for the 2010 Games?**

- <sup>1</sup>  Didn't know they were available to the public
- <sup>2</sup>  Knew they were available, but did not look at any of them
- <sup>3</sup>  Knew they were available, and looked at them

**INPUT TO DECISION-MAKING**

**32. Have you ever provided input on the 2010 Games directly to VANOC itself?**

- <sup>1</sup>  No → (go to Question #34)
- <sup>2</sup>  Yes, (please explain): \_\_\_\_\_ → (go to Question #33)

**33. How satisfied were you that your input was considered by VANOC?**

- <sup>1</sup>  Very dissatisfied
- <sup>2</sup>  Dissatisfied
- <sup>3</sup>  Neither dissatisfied nor satisfied
- <sup>4</sup>  Satisfied
- <sup>5</sup>  Very satisfied

**HOUSING**

**34. Do you know anyone living in the inner-city who rented out their home to Games visitors?**

- <sup>1</sup>  No
- <sup>2</sup>  Yes

**35. Do you rent or own the housing where you currently live?**

- <sup>1</sup>  Rent → (go to Question #36)
- <sup>2</sup>  Own → (go to Question #40)
- <sup>3</sup>  Neither rent nor own → (go to Question #36)

**36. Since 2003, have you ever faced what you felt to be an unreasonable increase in rent?**

- <sup>1</sup>  No → (go to Question #38)
- <sup>2</sup>  Yes → (go to Question #37)

**37. Which one of these three statements best describes the reason for the increase in rent?**

- <sup>1</sup>  I was not given a reason for the increase in my rent
- <sup>2</sup>  I was given a reason for an increase in my rent that was *not related* to the 2010 Games
- <sup>3</sup>  I learned that my landlord increased my rent to *gain from the 2010 Games*

38. Since 2003, have you ever been evicted from housing?

- <sup>1</sup>  No → (go to Question #40)
- <sup>2</sup>  Yes → (go to Question #39)

39. Which one of these four statements best describes the reason for your eviction?

- <sup>1</sup>  I was not given a reason for the eviction
- <sup>2</sup>  The reason given for the eviction was *unrelated to renovations* to the building
- <sup>3</sup>  The reason given for the eviction was for *renovations* that were *unrelated to the 2010 Games*
- <sup>4</sup>  I learned that I was evicted from a building that was *renovated in preparation for the 2010 Games*

#### ENVIRONMENT

40. How has your awareness of environmental concerns changed since 2003 (when Vancouver won the bid to host the 2010 Games)?

- <sup>1</sup>  My awareness has not changed much since 2003.
- <sup>2</sup>  My awareness has increased since 2003, but not as a result of the 2010 Games.
- <sup>3</sup>  My awareness has increased since 2003, as a result of the 2010 Games.

41. During the 2010 Games, did you notice any changes in the amount of litter?

- <sup>1</sup>  Less litter during the Games
- <sup>2</sup>  Similar amount of litter during the Games
- <sup>3</sup>  More litter during the Games

42. During the 2010 Games, did you notice any changes in air quality?

- <sup>1</sup>  Worse air quality during the Games
- <sup>2</sup>  Similar air quality during the Games
- <sup>3</sup>  Better air quality during the Games

#### TRANSPORTATION

43. Were you aware of Olympics traffic restrictions along your regular routes of travel before they happened?

- <sup>1</sup>  No
- <sup>2</sup>  Yes

44. During the 2010 Games, did you take longer than usual to get to your destinations?

- <sup>1</sup>  No
- <sup>2</sup>  Yes, it was longer on average by \_\_\_\_\_ minutes

45. During the 2010 Games, did you use alternative routes or methods to get to your destinations?

<sup>1</sup>  No

<sup>2</sup>  Yes, (please explain): \_\_\_\_\_

#### HEALTH AND SOCIAL SERVICES

46. Did you book any appointments for health or social services during the 2010 Games?

<sup>1</sup>  I didn't need to book any appointments during that time → (go to Question #49)

<sup>3</sup>  I avoided booking an appointment during that time → (go to Question #49)

<sup>2</sup>  I booked an appointment during that time → (go to Question #47)

47. Did your health or social service provider (not you) cancel or re-schedule an appointment that was during the 2010 Games?

<sup>1</sup>  No → (go to Question #49)

<sup>2</sup>  Yes → (go to Question #48)

48. Did the service provider tell you whether this was due to the 2010 Games?

<sup>1</sup>  The service provider did not give a reason

<sup>3</sup>  The service provider gave a reason that was unrelated to the 2010 Games

<sup>2</sup>  The service provider told me that it was because of the 2010 Games

#### GENERAL QUESTIONS

49. How well do you think VANOC and the governments have provided information to inform the public about the planning and hosting of the 2010 Games?

<sup>1</sup>  Information have been poorly provided

<sup>2</sup>  Information have been adequately provided

<sup>3</sup>  Information have been well provided

50. What benefits or legacies would you like to see as a result of the 2010 Games?

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51. In general, how do you feel about being a resident in the Vancouver area?

<sup>1</sup>  Very ashamed to be a resident

<sup>2</sup>  Somewhat ashamed to be a resident

<sup>3</sup>  Neither ashamed nor proud to be a resident

<sup>4</sup>  Somewhat proud to be a resident

<sup>5</sup>  Very proud to be a resident

**52. How do the 2010 Games influence your feelings about being a resident in the Vancouver area?**

- <sup>1</sup>  The 2010 Games make me feel less proud to be a resident
- <sup>2</sup>  The 2010 Games has no influence on my feelings as a resident
- <sup>3</sup>  The 2010 Games make me feel more proud to be a resident

**BACKGROUND INFORMATION ABOUT YOU**

**53. What is your age?** \_\_\_\_\_ *years*

**54. What is your sex?**

- <sup>1</sup>  Male
- <sup>2</sup>  Female

**55. Which one of the following best describes your current marital status?**

- <sup>1</sup>  Married
- <sup>2</sup>  Common-law
- <sup>3</sup>  Separated, but still legally married
- <sup>4</sup>  Divorced
- <sup>5</sup>  Single (never married)
- <sup>6</sup>  Widowed/widower

**56. Which one of the following best describes the highest level of education you have completed?**

- <sup>1</sup>  Less than high school (no certificate, diploma or degree)
- <sup>2</sup>  High school certificate or equivalent
- <sup>3</sup>  Apprenticeship or trades certificate or diploma
- <sup>4</sup>  College or other non-university certificate or diploma
- <sup>5</sup>  University certificate or diploma below bachelor level
- <sup>6</sup>  University degree (bachelor's, master's, or doctorate)

We recognize that many people consider questions about income to be private. You can choose whether or not to answer the next question. However, your answer would help give us an overall idea of who we talked to in our poll. We will not share this information with anyone.

**57. What is your best estimate of your total household income in the past 12 months before taxes and deductions?**

\$ \_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE POLL!**