MINUTES
COMMUNITY ENGAGEMENT TASK FORCE MEETING
BOARD ROOM, SERVICE AND RESOURCE CENTRE
411 DUNSMUIR STREET, NANAIMO, BC
TUESDAY, 2018-MAR-27, AT 4:30 P.M.

Present: Norm Smith, Chair
Les Barclay
Robert Fuller
Ian Gartshore (joined via telephone 4:57 p.m.)
Erin Hemmens
Bill Manners (arrived 5:33 p.m.)
Nancy Mitchell
Rosemary Secord (vacated 5:40 p.m.)
Peter Urquhart

Staff: T. Loewen, Communications & Marketing Specialist
J. Vanderhoef, Recording Secretary

1. CALL THE COMMUNITY ENGAGEMENT TASK FORCE MEETING TO ORDER:

The Community Engagement Task Force Meeting was called to order at 4:34 p.m.

2. INTRODUCTION OF LATE ITEMS:

(a) Agenda Item 7(a) – Community Engagement Planning Session – add the following documents:

- Session #2 and #3 Proposals; and,
- Proposal for Session #2.

(b) Les Barclay advised that he would be bringing forward an item under Agenda Item 7 – Other Business regarding additional context and big plans.

(c) Norm Smith advised that Bill Manners had submitted a proposal and wished to bring it forward under Agenda Item 7(a) - Community Engagement Planning Session.

3. ADOPTION OF AGENDA:

It was moved and seconded that the Agenda, as amended, be adopted. The motion carried unanimously.

4. ADOPTION OF MINUTES:

It was moved and seconded that the Minutes of the Special Meeting of the Community Engagement Task Force held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on Tuesday, 2018-FEB-27 at 4:30 p.m. be adopted, as

amended, to show Nancy Mitchell will draft a proposal for a session that explores one topic more comprehensively. The motion carried unanimously.

By unanimous consent, the Agenda was reordered to review Agenda Item 7(c) - Additional Context and Big Plans prior to Agenda Item 7(a) – Community Engagement Planning Session.

5. OTHER BUSINESS:

(a) Additional Context and Big Plans

Les Barclay spoke regarding Council's availability to attend session #2. He noted that due to the pending election this year the work that the Task Force is doing will develop a tool to aid the next Council to communicate and engage with Staff and Citizens. He spoke regarding the City of Hamilton and how they have provided a Public Engagement Charter, outlining their core principles of engagement. A copy of this Public Engagement Charter is available on the City of Hamilton's website. Les Barclay suggested that the City of Nanaimo review its communication process.

Community Engagement Task Force discussion took place regarding:

- asking Councillors for feedback on what they learned during their term;
- July session being focused on Community Engagement; and,
- possibly providing the communication process as a topic ahead of time for the July session in order to gain feedback from the community.

Ian Gartshore joined via telephone at 4:57 p.m.

(b) Community Engagement Planning Session

Norm Smith requested that the three proposals be summarized and presented for consideration by the Task Force.

Nancy Mitchell provided an overview of her proposal for session #2 and #3 as follows:

- micro town hall format;
- reduce potential disruptions and power struggles by having citizens and Councillors on one level;
- 9 tables around the room;
- residents would sit at a table and Councillors would rotate tables every 30 minutes;
- residents would have opportunity to ask their questions in a one-on-one format at the table;
- creates a less intimidating atmosphere with the opportunity to ask more intimate questions;
- each table would have a facilitator to enforce time limits and fair process; and,
- all of the questions asked at the session would be compiled afterwards to determine the most pressing topics.

Peter Urquhart provided an overview of his proposal for session #2 as follows:

- does not recommend changing format, but rather learning from the first open space format and enhancing it;
- suggests leaving session #3 open until after review of session #2;
- concerned that the micro town hall format may be less efficient, and could create participation fatigue;
- concerned that the micro town hall relies on the attendance of Council but there was minimal attendance at session #1; and,
- provided a list of potential enhancements to the open space format addressing deficiencies noted in session #1.

Norm Smith read aloud a proposal put forward by Bill Manners regarding a hybrid e-town hall format. The proposal was summarized as follows:

- open topics with some exceptions;
- multiple display boards set up around a room with each board relating to a procedure and/or topic;
- residents would walk around the room and write down their questions on the applicable board, or provide them to a staff member;
- each resident who has signed up on a board would be given one minute each to ask their question;
- Council or Staff would be limited to how many people can respond and given two minutes to respond;
- at the end there would be an opportunity to ask further questions; and,
- each member of Council would be given a five minute time frame at the end of the session to provide an overview/summary.

Community Engagement Task Force discussion took place regarding the merits of all three proposals as follows:

- testing a variety of approaches to public engagement to weight the pros and cons;
- differences between the three proposals;
- topics being open ended versus subjects set out on a table;
- need to mitigate adversarial situations during questioning;
- responses received from the public determined they have requested more open houses, and town halls;
- questioning and methods of responding;
- suggested a quarterly schedule of engagement sessions;
- the need for good facilitation, and who could potentially facilitate the sessions;
- Task Force members not being facilitators due to the perceived power conflict with Councillors;
- scrap session #2 and proceed to session #3 in order to have a good action plan and reduce community engagement fatigue;
- have participants evaluate how they felt sessions went;

Bill Manners entered the Boardroom at 5:33 p.m.

- importance of Council attending;
- when does the feedback get assimilated and when do we implement the feedback;

Rosemary Secord vacated the Boardroom at 5:40 p.m.

- final report will come after fourth session;
- encourage people to participate in the third session by telling them what it will be about at the second session;
- inviting key note speakers, extending the timeframe, hosting on a Saturday;
- repetition of questions in micro town hall format.

Community Engagement Task Force discussion turned to meeting frequency and reviewing an informal meeting held by four members in advance of this meeting. There was some debate regarding procedure and how the Task Force fits within the *Community Charter's* regulations. All members agreed that the time frame is restricted and they would like other options to meet beyond what has been scheduled.

It was moved and seconded that the Community Engagement Task Force use a micro town hall format for the second Community Engagement Session. The motion carried.
Opposed: Bill Manners and Peter Urquhart

(c) Discussion Regarding Timeframe for July 2018 Engagement Session

Tracy Loewen, Communications & Marketing Specialist, requested that the Community Engagement Task Force provide a time frame for the July 28, Oliver Woods, session #3. She suggested 11:00 a.m. to 3:00 p.m. in order to target the most diverse population group.

The Community Engagement Task Force agreed to book the Oliver Woods facility for July 28th between the hours of 10:00 a.m. to 6:00 p.m.

Community Engagement Task Force discussion took place regarding the April 26, session #2, located at Beban Park, and the time frame for that. The Task Force agreed to schedule session #2 from 6:30 p.m. to 9:30 p.m. and to reserve an hour before and after to accommodate set up and take down. It was noted that they would like the doors to be open at 6:00 p.m.

(b) Community Engagement Planning Session (continued)

Erin Hemmens spoke regarding the need for 9 facilitators/moderators during the micro town hall, session #2. She suggested that an email be drafted for Council asking for an RSVP.

Community Engagement Task Force discussion took place regarding planning for session #2 as follows:

- one table to have a computer with access to live Facebook submissions;
- Vancouver Island University students, or volunteers, be present to keep track of questions being asked;
- Honorariums, and the Task Force's budget;
- inviting Toastmasters to be moderators;
- approaching other groups and resources as alternatives to Vancouver Island University;
- Reed Botwright, Senior Applications Analyst, was recommended to be the moderator of the session;
- Ian Gartshore will locate nine moderators/facilitators and Bill Manners will locate nine time keepers for the Public Engagement Session; and,
- advertising of questions or open topics.

It was moved and seconded that the Community Engagement Task Force request that Staff review possible dates within the next two weeks to schedule a Special Community Engagement Task Force meeting, and report back to the Task Force with possible dates. The motion carried unanimously.

6. QUESTION PERIOD:

- Dorothy Houghton re: importance of Councillors participating at sessions, power struggles during question period and suggested that a decorum statement be read aloud at the start of sessions.

7. ADJOURNMENT:

It was moved and seconded at 6:34 p.m. that the meeting terminate. The motion carried unanimously.

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CHAIR

CERTIFIED CORRECT:

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CORPORATE OFFICER