



AGENDA
SPECIAL COMMUNITY ENGAGEMENT TASK FORCE MEETING

May 15, 2018, 5:00 PM - 7:00 PM

Training Room, 2nd Floor

455 Wallace Street, Nanaimo, BC V9R 5J6

Pages

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

2. **INTRODUCTION OF LATE ITEMS:**

3. **ADOPTION OF AGENDA:**

4. **ADOPTION OF MINUTES:**

a. **Minutes**

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Minutes of the Special Community Engagement Task Force Meeting held in the Board Room, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on Monday, 2018-APR-16, at 4:30 p.m.

5. **PRESENTATIONS:**

a. **Feedback and Debrief of Community Engagement Session held April 26, 2018**

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To be introduced by Tracy Loewen, Communications and Marketing Specialist.

b. **Discussion Re: Planning for July 28, 2018 Engagement Session**

6. **REPORTS:**

7. **OTHER BUSINESS:**

8. **QUESTION PERIOD:**

9. **ADJOURNMENT:**

MINUTES
COMMUNITY ENGAGEMENT TASK FORCE MEETING
BOARD ROOM, SERVICE AND RESOURCE CENTRE
411 DUNSMUIR STREET, NANAIMO, BC
MONDAY, 2018-APR-16, AT 4:30 P.M.

Present: Norm Smith, Chair
Les Barclay
Robert Fuller
Ian Gartshore (vacated 5:02 p.m.)
Erin Hemmens
Rosemary Secord (vacated 5:31 p.m.)

Absent: Bill Manners
Nancy Mitchell
Peter Urquhart

Staff: Mayor McKay
Councillor Armstrong (vacated 5:31 p.m.)
Councillor Bestwick (vacated 5:03 p.m.)
Councillor Yoachim (vacated 5:03 p.m.)
R. Botwright, Sr. Applications Analyst
T. Loewen, Communications & Marketing Specialist
K. Gerard, Recording Secretary

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

The Special Community Engagement Task Force Meeting was called to order at 4:30 p.m.

2. ADOPTION OF AGENDA:

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

3. ADOPTION OF MINUTES:

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

“Ian Gartshore and Bill Manners will work together to find nine experienced moderators to man the tables”

to:

“Ian Gartshore will locate nine moderators/facilitators and Bill Manners will locate nine time keepers for the Public Engagement Session”

The motion carried unanimously.

4. REPORTS:

(a) Public Engagement Session

Discussion took place regarding the upcoming Public Engagement Session, 2018-APR-26, which included:

- Tracy Loewen, Communications and Marketing Specialist, introduced Reed Botwright, Sr. Applications Analyst as emcee for the upcoming Public Engagement Session;
- discussed how the rotation of councillors, residents and questions will be asked and answered;
- moderators, time keepers and their function at each table;
- time limits will be: one minute to ask the question and a Councillor has 2 minutes to answer the question;
- each table will be timed and monitored to ensure respectful questions and dialogue;
- one table will include a live broadcast on the City of Nanaimo Facebook page and will be broadcast consistently throughout the session;
- the public will be able to ask questions through social media, questions will be typed in by the public on the Public Engagement Facebook page and then read aloud by the emcee; and,
- there are 3 options for the live broadcast of the session which include: using a laptop with webcams, “gamer” portable streaming device or a webcam device called the Blackmagic Web Presenter.

It was moved and seconded that the Community Engagement Task Force request that the City purchase the Blackmagic Web Presenter, to be used at the Public Engagement Session, April 26, 2018, and made available for all committees and City of Nanaimo Staff when needed. The motion carried unanimously.

Committee discussion continued:

- Ian Gartshore spoke on behalf of Bill Manners and stated that Bill had suggested finding time keepers from Toast Masters International; and,
- Ian requested a motion to formalize the use of the list of facilitators and the letter of introduction to the facilitators.

It was moved and seconded that the Community Engagement Task Force permit Ian Gartshore to contact those on the list of potential facilitators to see if they are interested in being facilitators at the Public Engagement Session and use the introduction to facilitators letter circulated earlier as the correspondence. The motion carried unanimously.

Committee discussion continued:

- promotion of the engagement session included distributing the poster throughout City of Nanaimo locations, Facebook, social media, City of Nanaimo website and the Woodgrove Mall Community page;
- suggestion was made to send the advertisement to the Neighbourhood groups in and around Nanaimo, Gabriola Island and Vancouver Island University;

- suggestion was made to have a sign-up sheet at each table asking if residents would like information regarding the upcoming sessions;
- suggestion was made that a member of the Community Engagement Task Force could do a short introduction along with Reed Botwright, the emcee;
- Erin Hemmens stated that her and Tracy Loewen are working on a pamphlet to be handed out at the Public Engagement Session;
- a member of the committee should go to the next Nanaimo Youth Advisory Council Meeting to be held on Wednesday, April 18, 2018, to invite the Nanaimo Youth Advisory Committee to the Public Engagement Session;
- introductions should take about 15 minutes and the committee plan to conclude the Public Engagement Session around 9:15 p.m.; and,
- it was suggested that the members and facilitators have lanyard name tags of different colours.

5. QUESTION PERIOD:

- Ron Bolin spoke regarding amount of information residents have access to online before the public engagement session and what types of questions can the public ask.
- Dorothy Houghton spoke regarding the RSVP section of the poster.

6. ADJOURNMENT:

It was moved and seconded at 5:37 p.m. that the meeting terminate. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER

Total Feedback forms received: 25

1. Please rate your overall satisfaction with this event [scale of: 1 (dissatisfied) - 6 (satisfied)]

- 1) None
- 2) None
- 3) Two
- 4) Three
- 5) Eight
- 6) Eleven

2. What did you like most/least about this event?

- Well organized. Nice to ask for volunteers from Toast Masters. Wish this had better attendance
- Q&A format was good. Having only 2 or 3 citizens was disappointing
- Respectful discussion – some used time to “Attack” – Rude
- Did not like Councillors being “Forced” to be on FB Live.
- Participants understanding of City Policies and Procedures
- Face to face interaction
- Learning and understanding discussions
- Good ‘meaty’ discussions
- Healthier snacks
- Poor attendance
- Efforts made for new approach – non threatening atmosphere
- Councillors were not prepared to ask questions when format was switched
- Face to face interaction
- Councillors moving to different tables – great!
- Too controlled – needs structure
- Education on variety of topics
- Enjoyed the “Micro Town Hall” Format
- Enjoyed having the councillor rotate tables
- Micro Town Hall format
- Speaking with each councillor
- Enjoyed intimate conversational opportunity
- Low pressured respectful conversations with Councillors
- Small groups are good idea
- Great opportunity to listen to each councillor
- Would have liked group discussion at end
- Enjoyed the Council asking citizen questions
- Enjoyed all of the evening
- Open platform

3. Do you feel more comfortable engaging (Email, phone, appearing as a delegation etc.) with an elected official?

- Open community engagement is a great idea
- Yes
- Felt comfortable
- Yes, all were very friendly and passionate about their work
- Absolutely
- Definitely, most were very beneficial to talk too.
- Yes
- Yes
- Yes
- Yes, saw them as 'real' people with high commitment to the City of Nanaimo
- Yes. Feel a sense of personal contact
- Yes- more personal connection with councillors
- Face to Face is the best
- No Change
- More comfortable engaging with an elected official
- Yes
- Yes
- Yes
- Yes
- Of Course
- More comfortable engaging by telephone – as councillors only return emails to some – or meet one on one
- Yes – have never met them in person
- Have always been comfortable engaging

4. Do you have comments or suggestions to help us in the planning or operation of the next Pilot Program Community Engagement event?

- Attract more public – less people that Attack!
- University location – maybe attract more people?
- Keep on truckin!
- Change meeting location – VIU?
- Notify the public
- Well organized
- Hire a Communication Director
- Group activity
- Support other people coming out to participate – different segments of the population
- Just keep doing what you're doing!

- More flexibility in discussion – less rules but enough to keep conversation efficient
- Do Micro Town Hall format again
- Format was useful
- No
- Timing didn't working for our table – more free conversation
- Bring large group discussion –and a note taker
- Have tea and better cookies
- Just keep having them please!
- Another Session #2 would be a good idea

5. How did you hear about this event?

- Word of mouth – ~~III~~ III
- Newspaper – IIII
- Printed poster – I
- Facebook – ~~III~~ IIII
- City Facebook page - I
- Other – ~~III~~ IIII
 - i. City Council Meeting - II
 - ii. Friend
 - iii. City Staff
 - iv. Asked to Moderate
 - v. Invite to Volunteer
 - vi. Friend – didn't see any advertisement
 - vii. Asked to Facilitate
- City Website – III
- Facebook event – III

6. How much do you agree with the following [scale of: 1 (dissatisfied) - 6 (satisfied)]:

“I felt that I had influence in identifying which topics are important to me.”

- 1) None
- 2) None
- 3) None
- 4) Two
- 5) Eight
- 6) Thirteen

Blank – Two

“I understood how to participate, and felt welcome and respected while doing do”

- 1) None
- 2) None
- 3) None
- 4) One
- 5) Three
- 6) Twenty

“I felt that my input was valued”

- 1) None
 - 2) None
 - 3) Two
 - 4) One
 - 5) Six
 - 6) Fifteen
- Blank – One

“I felt the experience tonight was of value to me”

- 1) None
 - 2) None
 - 3) One
 - 4) Two
 - 5) Five
 - 6) Sixteen
- Blank –One

7) Which area of Nanaimo do you live in? (And can we contact you?)

- Central
- Departure Bay
- Harewood
- Nanaimo lake
- Harewood / University
- Old City Quarter
- South end
- Fairview/Harewood
- South End
- South end
- South end
- Harewood
- Haliburton
- South End

- Departure bay
- Cinnebar Valley
- Old City
- Hospital / Townsite Area
- Old City Quarter
- Fairview
- Cinnabar Valley
- Harewood
- Departure Bay / Country Club

8) What is your age?

Under 18 – None

18-34 – Two

35-49- Seven

50-64 – Twelve

65 and older – Four