



AGENDA
COMMUNITY ENGAGEMENT TASK FORCE MEETING

May 22, 2018, 4:30 PM - 6:30 PM
Board Room, Service and Resource Centre,
411 Dunsmuir Street, Nanaimo, BC

Pages

1. CALL THE MEETING OF THE COMMUNITY ENGAGEMENT TASK FORCE TO ORDER:
2. INTRODUCTION OF LATE ITEMS:
3. ADOPTION OF AGENDA:
4. ADOPTION OF MINUTES: 2 - 4
 - a. Minutes of the Regular Community Engagement Task Force Meeting held in the Board Room, Service and Resource Centre, Nanaimo BC, on Tuesday, April 24, 2018 at 4:30 p.m.
 - b. Minutes of the Special Community Engagement Task Force Meeting held in the Training Room, City Hall, Nanaimo, BC, on Tuesday, May 15, 2018 at 5:00 p.m. 5 - 9
5. PRESENTATIONS:
 - a. 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
TUESDAY, 2018-APR-24, AT 4:30 P.M.

Present: Norm Smith, Chair
Councillor S. Armstrong
Les Barclay (vacated 5:40 p.m.)
Robert Fuller
Ian Gartshore
Erin Hemmens
Bill Manners (arrived 5:27 p.m.)
Rosemary Secord (vacated 5:37 p.m.)
Peter Urquhart

Absent: Nancy Mitchell

T. Loewen, Communications & Marketing Specialist
S. Gurrie, City Clerk (vacated 6:07 p.m.)
K. Gerard, Recording Secretary

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

The Community Engagement Task Force Meeting was called to order at 4:35 p.m.

2. ADOPTION OF AGENDA:

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

3. OTHER BUSINESS:

(a) Discussion Regarding Details of April 26, 2018, Engagement Session

Community Engagement Task Force discussion took place regarding the upcoming Public Engagement Session, 2018-APR-26, and included:

- how the flow of tables, councillors and the public will be arranged;
- Reed Botwright, the emcee, will be stationed at the live feed table to assist with the live feed and questions that come in via facebook from the public;
- suggestion that an experienced facilitator be placed at the live feed table;
- the Community Engagement Task Force members roles in the Public Engagement Session;
- time keepers will have coloured cards to display indicating the amount of time remaining a member of the public has to ask their question;
- suggestion of 3 rounds to provide extra time for questions and discussion and for participants and Councillors to learn the process;
- suggestion to have members of the public seated at the tables before Councillors;

- suggestion that Tracy Loewen, Communications & Marketing Specialist, send out a call to the public requesting volunteers to help with timekeeping via Facebook;
- Reed Botwright, emcee, will set the tone regarding the expectations of this public engagement session during his introduction: positive, working together and creating an atmosphere of trust;
- members asked if the facilitator should write down each question as asked to collect data on what types of questions are being asked and what are the common questions/topics; and,
- the purpose of this task force should be focused on “what is the best way for the public to engage and communicate with Council”.

It was moved and seconded that the primary purpose of the Community Engagement Session, April 26, 2018, is to enrich the relationship between citizens and citizens, and citizens and elected officials in light of the purpose of the Community Engagement Task Force. The motion carried.

Opposed: *Les Barclay, Bill Manners and Peter Urquhart*

Community Engagement Task Force discussion continued and included:

- suggestion to add the following question to the feedback form: “Based on your experience tonight would you be more willing to speak with an elected official again”; and,
- consideration of allotting an honorarium to the 6 facilitators.

Sheila Gurrie, City Clerk, suggested that a review of past practices and current policies would be required prior to payment of an honorarium.

Discussion took place regarding honorariums and if this could set a precedent for other committees and/or volunteers in the community.

It was moved and seconded that each facilitator receive a \$100 honorarium for assisting with and working at the Public Engagement Session subject to ensuring that this is acceptable within City of Nanaimo policies and procedures regarding honorariums. The motion carried.

Opposed: *Bill Manners and Robert Fuller*

Community Engagement Task Force discussion continued and included:

- Tracy Loewen, Communications & Marketing Specialist, will be handing out pamphlets and feedback forms as member of the public enter the engagement session; and,
- timelines for introductions, breaks and conclusion of the session.

4. ADJOURNMENT:

It was moved and seconded at 6:27 p.m. that the meeting terminate. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER

MINUTES
SPECIAL COMMUNITY ENGAGEMENT TASK FORCE MEETING
HR TRAINING ROOM, CITY HALL
455 WALLACE STREET, NANAIMO, BC
TUESDAY, 2018-MAY-15, AT 5:00 P.M.

Present: N. Smith, Chair
L. Barclay
R. Fuller
I. Gartshore (vacated 6:20 p.m.)
E. Hemmens
B. Manners
N. Mitchell
R. Secord (vacated 6:01 p.m.)
P. Urquhart
Councillor S. D. Armstrong (vacated 6:35 p.m.)

Staff: T. Loewen, Communications and Marketing Specialist
S. Snelgrove, Recording Secretary

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

The Special Community Engagement Task Force Meeting was called to order at 5:05 p.m.

2. INTRODUCTION OF LATE ITEMS:

- (a) Les Barclay requested that Criteria for Evaluating Sessions be added as Agenda Item 5 (c).
- (b) Tracy Loewen, Marketing and Communications Specialist, requested that costs associated with both sessions BE added under Agenda Item 5 (a).

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 Open Meeting of the Community Engagement Task Force held in the Board Room, Service and Resource Centre, Nanaimo, BC, on Monday, 2018-APR-16 at 4:30 p.m. be adopted as amended to change bullet nine on page 2 to read "Ian Gartshore was willing to find timekeepers from toastmasters international." The motion carried unanimously.

5. PRESENTATIONS:

- (a) Tracy Loewen, Communications and Marketing Specialist, encouraged the Task Force to discuss feedback and debrief on the Community Engagement Session held April 26, 2018.

Task Force discussion took place regarding:

- Feedback received from evaluation form;
- Praise for organizers of event;
- Downfalls mentioned included low number of members of the public in attendance; domination of conversation by members of Council;
- Number of people present worked well with forum;
- Informal feedback from Council is that the majority enjoyed it;
- Importance of sticking to time limits was stressed;
- Timing was strict at Facebook live table;
- Feedback from facilitators was positive;
- Suggestion was made to alternate everyone through the Facebook live table;
- Not enough time keepers present meant members stepping in couldn't circulate around;
- It was challenging to incorporate Councillors who showed up at the last minute as they had advised they were not going to attend;
- Even though Councillors showed up with out notice the task force was pleased they attended;
- Next time design a format to suit conditions of Councillors attending or not;
- At some tables stronger facilitation would have been helpful as strong voices carried conversation;
- Adjust change over if this format is used next time, need to inform Councillors ahead of time that they will be asking questions of citizens;
- Time limits could have been reduced for some tables to reduce politicization;
- Keep time limits at less than two minutes for a response;
- Micro town hall format not conducive to good conversation, needs enhancements to make everyone comfortable to have a good conversation;
- If there were twice as many citizens in attendance unknown how event would work;
- Citizen feedback said attendees were happy to sit at table and have a heart to heart conversation;
- Suggestion made that the Task Force should request a meeting with Council at least two weeks before next event;
- Suggestion made that closing comments could have been done differently, use a prepared opening and prepared closing statement;
- Tracy advised Council members were invited to attend this evenings Task Force meeting;
- Suggestion made to hold an "In Camera" meeting in June with Council;
- Tracy advised she could send Council a letter inviting them to the meeting in the end of June if that was the wish of the Task Force;
- If a letter is sent there needs to be clarification about what the purpose of meeting with Council is about.

(i) Costs Associated with Sessions:

It was requested that Staff determine if it is appropriate to pay the facilitators an honorarium of \$100 per person.

By unanimous consent it was determined that a thank you letter to each facilitator be sent on behalf of the Chair.

Tracy Loewen, Marketing and Communications Specialist, spoke regarding cost breakdown:

- Livestreaming equipment is a one time only cost;
- 30 in-person attendees for this event, up to 20 watching the livestream at one time on Facebook during the event and over 1,000 views of the livestream video recording after the event;
- November 23 event had 65 attendees;
- Much of the facility rental costs (VICC, Beban Park) go back to the City of Nanaimo.

Rosemary Secord vacated the Training Room at 6:02 p.m.

(b) Discussion Re: Planning for July 28, 2018 Engagement Session:

Task Force discussion included:

- Concept was to have a collaborative approach to public consultation and have people involved in creating solutions for an issue;
- Potentially be an open space format with guest speakers to introduce topic, then going into small group discussions to discuss a parcel of the overall topic;
- Take one particular issue and have everyone in room discuss it and make particular recommendations;
- Want to get people involved in decision making;
- Major question is how to decide on a topic;
- Council has set topic engagement already;
- Task Force could potentially ask community to give feedback on subjects and focus on that;
- Suggestion to have a topic that Council wants;
- Task Force advised to avoid picking topics that committees are already working on;
- Suggestion to have next topic on the role of Council and how does your city work/function;
- Suggestion to have next topic on community engagement;
- Suggestion to ask Council to generate a list of topics to choose from then have the public choose from those.

Ian Gartshore vacated the Training Room at 6:20 p.m.

- Suggestion to involve neighbourhood associations to accomplish community engagement;
- S. Armstrong noted that Sheila Gurrie advised honorariums are permitted.

By unanimous consent the Task Force decided to pick one topic for their July 28th Community Engagement Session to focus on.

Councillor Armstrong vacated the Training Room at 6:35 p.m.

It was moved and seconded that each member of the Community Engagement Task Force bring a method of community engagement to the next scheduled task force meeting for discussion. The motion carried unanimously.

It was moved and seconded that the Community Engagement session on July 28th focus only on one topic. The motion carried.

Opposed: Robert Fuller, Peter Urquhart

It was moved and seconded that proposals presented by members at the next Community Engagement Task Force meeting include some method and idea of how the one topic should be determined.

Opposed: Les Barclay

(c) Criteria for Evaluating Sessions

Task Force discussion took place regarding:

- Evaluation of public attendance at sessions;
- Evaluation of costs;
- Process;
- Engagement of Council;
- Generation of knowledge;
- Purpose of the project;
- Evaluation criteria based on mandate;
- Comments from social media and potentially extending presence on social media.

6. QUESTION PERIOD:

- Ms. Dorothy Houghton, re: suggested to have one specific sound as the signal for the event which is announced at the beginning in order to be recognizable.
- Dennis McMahon, re: Find out how community wants to engage with Council, equally important are procedures for community engagement on an ongoing basis. Using a topic of Community Engagement would hopefully determine how the community wants to engage.

7. ADJOURNMENT:

It was moved and seconded at 6:59 p.m. that the meeting terminate. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER