

CETF: Suggestion for Session #3: Saturday, July 28 2018

9am-2pm? @ Oliver Woods Community Centre

Purpose: to demonstrate a collaborative type of community engagement where residents partner with the city in developing a strategy or action plan to meet an issue of importance to Nanaimo.

To accomplish this engagement purpose, it is proposed that we go in depth into one of the topics identified in Session #1 on Nov 23 2017 by providing attendees with an overview on the subject by a panel of experts and then have residents and members of council, in small groups, define key issues, establish desired outcomes and develop an action plan for resolution. Holding the session on a Saturday allows the participants more time to go in depth and respond to some of the concerns about Session #1 that there just wasn't enough time for a thorough discussion of the issue to find solutions and create a practical outcome.

One professional facilitator would be useful to oversee the process. The small groups could choose their own recorders and reporters and one table could be used for live streaming. We would also try to include some form of online polling during the session such as "Poll Everywhere" which would enable us in providing some measurable results about the discussion. The role of councillors and staff will be similar to that of Session #1, that is, be active participants in the discussion and the identification of action items.

Given the mandate of the CEFT, the topic proposed for this drill down pilot session is: *Community Engagement*. This will provide an excellent wrap up to the work of the CEFT and allow the task force to prepare an interim report on our experiences and observations to date and some preliminary recommendations for consideration of the incoming Mayor and Council. At Session #1, the following points made regarding improving community engagement could serve as a basis for more in depth discussion on Jul 28:

- Strengthening of neighbourhood associations to encourage citizen representation
 - Existing institutions that are not being fully utilized
 - Need to make sure that associations are credible, ie have annual meetings and elections
- More meaningful, authentic communication.
 - Try new technology to get ongoing feedback from the residents
 - Too many requests from the city for engagement; needs to be prioritized
 - Need consultation at the implementation as well as vision level
- Have a culture where asking questions makes you feel heard and respected at all levels
 - Emails being sent without responses
 - Speaking before Council often comes too late in the process to have any meaningful impact
 - Speaking to Council itself needs to lead to more opportunity for engagement
 - Allow questions by observers at committee levels

Marketing and Outreach

- Sending out a notice with the 2018 tax bill
- Implement an online community survey about community engagement
- Reach out specifically to neighbourhood associations to encourage their attendance
- Provide information for various Facebook pages
- Newspaper advertisements
- Radio interview: Sense of Justice on CHLY
- Presentation to Youth Advisory Committee to encourage their participation

Potential additional costs:

- Honourarium for expert panel and facilitator