



AGENDA
COMMUNITY ENGAGEMENT COMMITTEE MEETING

September 14, 2017, 5:00 PM

Training Room, 2nd Floor

455 Wallace Street, Nanaimo, BC V9R 5J6

Pages

1. **CALL THE MEETING OF THE COMMUNITY ENGAGEMENT COMMITTEE TO ORDER:**
2. **INTRODUCTION OF LATE ITEMS:**
3. **ADOPTION OF AGENDA:**
4. **ADOPTION OF MINUTES:**
 - a. **Minutes** 3 - 6

Minutes of the Community Engagement Committee Meeting held 2017-AUG-11 at 5:00 p.m. in the Board Room, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, B.C.
 - b. **Minutes** 7 - 9

Minutes of the Community Engagement Committee Meeting held 2017-AUG-24 at 5:00 p.m. in the HR Training Room, 2nd Floor, City Hall, 455 Wallace Street, Nanaimo, B.C.
5. **PRESENTATIONS:**
6. **REPORTS:**
 - a. **Staff Update on Social Media Options for Committee Use**
 - b. **Online Public Engagement Survey Results**
7. **OTHER BUSINESS:**
 - a. **Discussion Regarding Committee Timeline**
 - b. **Finalize List of Shared Principles for Effective Meetings**
 - c. **Discussion Regarding Changes to Committee Mission Statement**
8. **QUESTION PERIOD:**

9. ADJOURNMENT:

MINUTES
OPEN COMMUNITY ENGAGEMENT COMMITTEE MEETING
BOARD ROOM, SERVICE AND RESOURCE CENTRE
411 DUNSMUIR STREET, NANAIMO, BC
FRIDAY, 2017-AUG-11, AT 5:00 P.M.

PRESENT: Members: L. Barclay
 R. Fuller
 I. Gartshore
 E. Hemmens
 E. Kozak
 N. Mitchel
 R. Secord
 P. Urquhart

 Absent: B. Manners
 N. Smith

 Staff: P. Cooper, Director of Communication and Community Engagement
 N. Sponaugle, Recording Secretary

1. CALL THE COMMUNITY ENGAGEMENT COMMITTEE MEETING TO ORDER:

The Open Community and Engagement Committee Meeting was called to order at 5:08 p.m.

It was moved and seconded that Les Barclay assume the role of acting chair. The motion carried unanimously

2. ADOPTION OF AGENDA:

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

3. ADOPTION OF MINUTES:

Committee discussion took place regarding the agreement made at the 2017-JUL-31 Community Engagement Committee meeting for Committee members' email addresses to be distributed amongst each other. Staff were directed to add this to the minutes.

It was moved and seconded that the Minutes of the Special Open Meeting of the Community Engagement Committee held in the Board Room, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on Monday, 2017-JUL-31 at 4:00 p.m. be adopted as amended to reflect the agreement to distribute Committee members' email addresses amongst each other. The motion carried unanimously.

4. PRESENTATIONS:

(a) Community Engagement Committee Mission Statement

Erin Hemmens provided an update regarding the Community Engagement Committee's draft mission statement based on feedback from the 2017-JUL-31 meeting's notes.

Committee discussion took place refining the mission statement to read as follows:

“Our goal is to work alongside fellow residents, City Council and staff to design, implement and refine a community engagement pilot program which provides a clear and accessible means for citizens to discuss their thoughts and ideas with the community and its leaders.”

Indicators of success:

- Residents feel that they have influence in identifying which topics are important to them;
- Residents understand how to participate, and feel welcome and able to do so; and,
- Residents feel that their input is valued.

The Community Engagement Committee directed Staff to print their new mission statement to display at the upcoming community engagement sessions.

It was moved and seconded that the Community Engagement Committee draft mission statement provided by Erin Hemmens be accepted as amended and feedback on the mission statement be gathered from the public at the community engagement sessions on 2017-AUG-16, 2017-AUG-17 AND 2017-AUG-21. The motion carried unanimously.

5. OTHER BUSINESS:

(a) Current Methods of Engagement

The Community Engagement Committee directed Staff to create a new board for the upcoming community engagement sessions outlining the different methods of engagement currently being used by the City.

The Community Engagement Committee directed Staff to send the content for the new boards to Committee members for comments and approval prior to the first engagement session happening on 2017-AUG-16.

(b) Committee Webpage

The Community Engagement Committee directed Staff to create a page on the City's website to provide the public with information on the upcoming pilot project and other updates related to the Community Engagement Committee.

(c) Timeline for Committee

Committee discussion took place regarding timelines and goals for the upcoming months including:

- Information gathering phase (now)
- Engagement sessions (in progress)
- Bringing options to Council
 - Come up with recommendations for Council
 - or
 - Review data, create ideas and take to the Community for a final round of input, then take to Council.

(d) Presenting to Council

Philip Cooper, Director of Communication and Community Engagement, spoke regarding the Community Engagement Committee's presentations to Council outlining the following:

1. Presentation of Committee's goals and vision
2. Presentation of Committee's findings on preferred engagement methods

(e) Clarification of Committee Direction

Committee discussion took place regarding interpretation of the direction from Council. Staff were directed to speak with the Legislative Services department for clarification and report back to the Community Engagement Committee at the next Committee meeting on 2017-AUG-24.

(f) Newspaper Error

Philip Cooper, Director of Communication and Community Engagement, reported that the Nanaimo News Bulletin contacted Staff to inform and apologize that the advertisements for the upcoming Community Engagement sessions had not been printed this week. They assured him that they would be printing the advertisements in the upcoming week's paper.

(g) Next Community Engagement Meeting Date

Committee discussion took place regarding the next Community Engagement Committee meeting date. By unanimous consent, 2017-AUG-24 was agreed upon. Staff were directed to confirm that a space and time would be available and report back to Committee members via email.

6. ADJOURNMENT:

It was moved and seconded at 7:15 p.m. that the meeting terminate. The motion carried unanimously.

ACTING CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER

MINUTES
OPEN COMMUNITY ENGAGEMENT COMMITTEE MEETING
BOARD ROOM, SERVICE AND RESOURCE CENTRE
411 DUNSMUIR STREET, NANAIMO, BC
MONDAY, 2017-AUG-24, AT 5:00 P.M.

PRESENT: Members: L. Barclay
 R. Fuller
 I. Gartshore
 E. Hemmens
 B. Manners
 N. Mitchel
 R. Secord
 P. Urquhart

 Absent: E. Kozak
 N. Smith

 Staff: P. Cooper, Director of Communication and Community Engagement
 T. Loewen, Communication and Marketing Specialist
 N. Sponaugle, Recording Secretary

1. CALL THE COMMUNITY ENGAGEMENT COMMITTEE MEETING TO ORDER:

The Open Community Engagement Committee Meeting was called to order at 5:04 p.m.

Committee discussion took place regarding the need to choose an Acting Chair. By unanimous consent, Erin Hemmens was appointed.

2. INTRODUCTION OF LATE ITEMS

- (a) Staff announced they would distribute printouts of the feedback collected from the Community Engagement Sessions under agenda item 5 Other Business.
- (b) Ian Gartshore requested the Community Engagement Committee discuss a possible revision to their mission statement be brought forward as an item under agenda item 5 Other Business.

3. ADOPTION OF AGENDA:

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

4. PRESENTATIONS:

(a) Committee Focus and Review of Pilot Program Origin

Philip Cooper, Director of Communication and Engagement spoke regarding the following:

- General feedback on the public engagement sessions held on 2017-AUG-16, 2017-AUG-17 and 2017-AUG-21;
- The online survey which has so far received 90 responses including 65 fully completed surveys;
- Confirmation that the Committee’s focus is on the motion that Council adopted on 2016-SEP-12; and,
- The need to discuss a budget for the pilot program at a later date, depending on which methods or locations the Committee brings to Council for recommendation.

It was moved and seconded that the Community Engagement Committee receive the presentation from Philip Cooper. The motion carried unanimously.

5. OTHER BUSINESS:

(a) Discussion Regarding Effective Meeting Ground Rules

Peter Urquhart presented the idea of choosing specific ground rules to agree upon as a Committee and to have them printed off and read out at the start of each Committee meeting to keep everything focused.

Committee discussion and brainstorming took place to refine the rules. A 2-page list of ideas was compiled and Committee members elected to share the document with each other via email to make tweaks as they see fit and bring the amended list to the next meeting for approval.

(b) Discussion Regarding Discouraged and Disengaged Citizens

Peter Urquhart opened up the discussion regarding discouraged and disengaged citizens, how to engage with them and how to turn around a negative conversation. Committee discussion took place regarding the importance of respecting these citizens’ opinions by talking with them, showing empathy and giving them the opportunity to express their views.

(c) Discussion Regarding Online Participation

Committee discussion took place regarding promoting the Committee’s work thus far via a news release and social media. By unanimous consent, it was agreed that one male and one female Committee member be chosen by Staff to act as spokespersons for any media inquiries.

It was moved and seconded that a news release be prepared by Staff thanking the public for attending the recent open house sessions, promoting the upcoming work of the Community Engagement Committee and advertising the online survey which will be open until 2017-AUG-31. The motion carried unanimously.

It was moved and seconded that Staff investigate options for an online Community Engagement Committee resource on Facebook and report back with their findings at the next meeting. The motion carried unanimously.

(d) Discussion Regarding Logistics, Processes and Next Steps for Engagement Sessions

Committee discussion took place regarding whether or not the Community Engagement Committee should make a recommendation to Council that they adjust their motion so that pilot sessions are not held quarterly, or for fewer sessions to be held, or to leave motion as is and continue the sessions into the next Council's term. It was determined that a further discussion focussing on the Community Engagement Committee's timeline needed to be held at their next meeting before a recommendation to Council could be considered.

(e) Revisions to the Community Engagement Committee's Mission Statement

Ian Gartshore brought forward possible revisions to the Community Engagement Committee's mission statement. It was agreed that further discussion regarding the mission statement should be addressed at the next Committee meeting.

(f) Next Community Engagement Meeting Date

It was moved and seconded that the next Community Engagement Committee meeting be held on 2017-SEPT-14. The motion carried unanimously.

6. QUESTION PERIOD:

- Dorothy Houghton re: clarification as to whether Community Engagement Committee meetings were open to the public; whether the Committee's pending Facebook group would be open or closed; whether the Community Engagement pilot project meetings would be televised; and how the online engagement of this Committee would be different from the 4 or 5 active Facebook groups regarding community engagement in Nanaimo.

7. ADJOURNMENT:

It was moved and seconded at 7:31 p.m. that the meeting terminate. The motion carried unanimously.

ACTING CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER