



THE MUNICIPALITY OF THE VILLAGE OF LIONS BAY

**COMMITTEE OF THE WHOLE COUNCIL MEETING
OF THE VILLAGE OF LIONS BAY
HELD ON TUESDAY, MAY 6, 2014 at 3:00 PM
IN THE COUNCIL CHAMBERS, 400 CENTRE ROAD, LIONS BAY**

AGENDA

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Public Participation**
- 4. Adoption of Minutes**
 - A. Committee of the Whole Council Meeting - April 15, 2014 (page 3)
- 5. Business Arising from the Minutes**
- 6. Unfinished Business**
- 7. New Business**
 - A. Communications:
 - i. Invitation to Present: Jessica Delaney, Delaney & Associates
 - ii. Invitation to Present: Cheryl Wozny, Lions Bay Community News
- 8. Public Questions & Comments**
- 9. In Camera Resolution**

That the Committee of the Whole Council Meeting of May 6, 2014 does close this meeting to the public on the basis of matters to be considered under the following section of the *Community Charter*:

90 (1) A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

 - k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public
- 10. Reporting Out**
- 11. Adjournment**

Intentionally Blank



THE MUNICIPALITY OF THE VILLAGE OF LIONS BAY

**COMMITTEE OF THE WHOLE COUNCIL MEETING
OF THE VILLAGE OF LIONS BAY
HELD ON TUESDAY, APRIL 15, 2014 at 3:00 PM
IN THE COUNCIL CHAMBERS, 400 CENTRE ROAD, LIONS BAY**

MINUTES

In Attendance: Mayor Brenda Broughton
Councillor Scott Ando
Councillor Fred Bain
Councillor Ron McLaughlin
Councillor Joanne Ronsley
Grant McRadu, Interim CAO
Mandy Koonts, Municipal Coordinator (Recorder)

Guests: Gerry Longson, Project Manager, Community Centre Renovation

1. Call to Order

Mayor Broughton called the meeting to order at 3:00 p.m.

2. Approval of Agenda

Moved: Councillor Bain

Seconded: Councillor Ronsley

BE IT RESOLVED THAT the Village of Lions Bay Council approves the Agenda of the Committee of the Whole Council meeting of April 15, 2014, as submitted.

CARRIED

3. Public Participation

4. Adoption of Minutes

Moved: Councillor Bain

Seconded: Councillor McLaughlin

BE IT RESOLVED THAT the Village of Lions Bay Council approves the Minutes of the Committee of the Whole Council Meeting of April 8, 2014, as submitted.

CARRIED

5. Business Arising from the Minutes

6. Unfinished Business

7. New Business

8. Public Questions & Comments

9. In Camera Resolution

Moved: Councillor Ronsley

Seconded: Councillor Bain

That the Committee of the Whole Council Meeting of April 15, 2014, does close this meeting to the public at 3:02 p.m. on the basis of matters to be considered under the following section of the *Community Charter*:

Section 90 Article (1): A part of a council meeting may be closed to the public if the subject matter being considered relates to one or more of the following:

- (k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the Council, could reasonably be expected to harm the interests of the municipality if they were held in public

CARRIED

10. Reporting Out

The following resolutions are recommended to be brought forward to the April 15, 2014 Regular Council Meeting:

- Awarding of re-roofing and seismic upgrades contract
- Awarding of office move contract

11. Adjournment

Moved: Councillor Ronsley

Seconded: Councillor Bain

BE IT RESOLVED THAT the Village of Lions Bay Council adjourns the Committee of the Whole Council Meeting of April 15, 2014 at 4:46 p.m.

CARRIED

No Engagement without Communications

Lions Bay Council
May 6, 2014

Today's Presentation – Two Parts

Part 1

- What is effective communications?
- How most municipalities are challenged
- Five things to consider doing today

Part 2

- What is effective community engagement?
- How most municipalities are challenged
- Three things to consider doing today

Agenda

The people who matter to your business,
get your business!

Part 1 – Effective Communications



Communications Continuum

- No communications activities should ever just be to raise awareness.
- Awareness has no business objective.
- Mothers Against Drunk Driving (MADD) don't want you to simply be aware that driving drunk can kill... they want you to be sober and not drink and drive.

Awareness

- What's in it for the audience?
- To answer this you have to know...
 - Their needs
 - Their values
 - Their fears

Motivation

DELANEY
AND ASSOCIATES INC.

DURABLE SOLUTIONS IN A COMPLICATED WORLD

- There's a lot of noise in the system. Make your instructions clear, consistent and user-friendly.
- To do this...
 - Understand your audience and speak to your audience the way they would want to be spoken to
 - It's about the audience, not about the organization

Instruction

- What action do you want your audience to take?
- To do this...
 - Be clear
 - Be consistent
 - Provide multiple options

Action

Sun Run road closures in effect SUNDAY, APRIL 27



The Vancouver Sun Run takes place on Sunday, April 27 at 9:00 a.m.

The 10K course starts at Georgia and Burrard and will be lined with water stations and live musical performers. For the safety of the 50,000 participants, various road closures will be in effect between 5:00 a.m. and 1:30 p.m.

These closures may restrict parking and access to and from your building. We apologize for any inconvenience and invite you to join us for a fun-filled morning. On behalf of Sun Run participants and volunteers, thank you for your cooperation and support.

The following streets will be closed during the specified times on Sunday, April 27.

DOWNTOWN AREA – GEORGIA ST

- Seymour to Bute (start area): 5 a.m. – 11 a.m.
- Bute to the Causeway (including all streets crossing Georgia): 8 a.m. – 11 a.m.
- Lions Gate Bridge (access from Pender St only): 8 a.m. – 11 a.m.
- Howe to Burrard from Dunsuir to Robson: 5 a.m. – 11 a.m.
- Denman St – Georgia to Robson: 8 a.m. – 11 a.m.
- Robson St – west of Denman St to Stanley Park: 8 a.m. – 11 a.m.



STANLEY PARK

- Beach Avenue (Stanley Park to Hornby St): 8:30 a.m. – 11:30 a.m.
- Stanley Park Dr at North Lagoon Dr: 6 a.m. – 11 a.m.
- Ryan Rd at Park Lane/South Lagoon Dr: 6 a.m. – 11 a.m.

PACIFIC ST

- Burrard St to Hornby St (eastbound lanes): 6 a.m. – 12 noon

THE BRIDGES

- Burrard Bridge – closed both northbound and southbound: 8 a.m. – 12 noon
- Cambie Bridge – closed to all northbound traffic: 8:30 a.m. – 1:00 p.m.

KITSILANO AREA

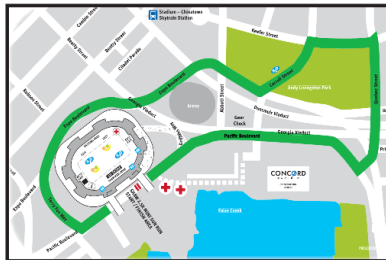
- W 2nd Avenue (Burrard to Fir): 8:30 a.m. – 12 noon
- Fir Street (W 2nd Ave to W 4th Ave): 8:30 a.m. – 12 noon
- W 4th Avenue/W 6th Avenue (Pine St to Cambie St): 8:30 a.m. – 12 noon

CAMBIE ST AT W. BROADWAY

(closed to all northbound traffic): 8:30 a.m. – 12 noon

PACIFIC BOULEVARD

- East bound exit ramp from Cambie Bridge: 5 a.m. – 1:30 p.m.
- Nelson St to Abbott St: 5 a.m. – 1:30 p.m.
- Abbott St to Quebec St: 7 a.m. – 1:30 p.m.



QUEBEC, KEEFER, ABBOTT AND CARRALL ST.

(closed to all traffic near Expo Boulevard and Pacific Blvd): 7:30 a.m. – 9:00 a.m.

EXPO BLVD (from Quebec St to Terry Fox Way):

7:30 a.m. – 9:00 a.m.

AVOID THESE AREAS!!!

For more information call the City of Vancouver
Special Events Office at 604-871-6260 or visit vancouversunrun.com

LE SOLUTIONS IN A COMPLICATED WORLD



VISIT THE SUN RUN FAIR AT



LAST MINUTE REGISTRATION!

Friday	April 25th	10 a.m. – 7 p.m.
Saturday	April 26th	10 a.m. – 5 p.m.



PACKAGE PICKUP:

Individual Participants:
dates and times listed above

In Training Clinic Participants:
see your Clinic Coordinator

Corporate and Youth Team Members:
see your Team Captain

Visit the various sponsor booths, get some free run info and check out the Sun Run Store for the latest gear you could wear on race day!

THE VANCOUVER SUN RUN

PRESENTED BY
 BlueShore

APRIL 27 2014

30 YEARS RUNNING

- Lack of ...
 - Time
 - Money
 - Staff
- Municipalities often ...
 - Think residents and businesses know what they do
 - Forget that residents are customers
 - Believe managing their reputation is outside of their control

How are most municipalities challenged

1. Take a customer service approach to all your communications.
 - a. Make it easy for people to ask questions and get answers.
 - b. Ask for immediate feedback.
2. Apply the communications spectrum to your communications activities. What is the action you want people to take?

Five things you can start doing today to improve communications

3. Write communications materials based on the communications spectrum.
4. Focus on effective communication instead of the volume of communications.
5. Monitor what works and do more of that. When there are mis-communications being received correct them.

Five things you can start doing today to improve communications

IAP2's Public Participation Spectrum



Increasing Level of Public Impact

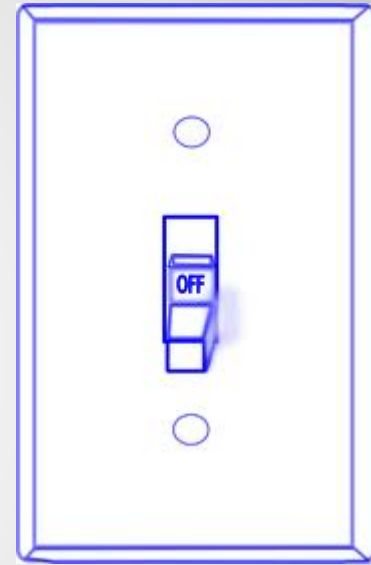
	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example techniques	<ul style="list-style-type: none"> ■ Fact sheets ■ Web sites ■ Open houses 	<ul style="list-style-type: none"> ■ Public comment ■ Focus groups ■ Surveys ■ Public meetings 	<ul style="list-style-type: none"> ■ Workshops ■ Deliberative polling 	<ul style="list-style-type: none"> ■ Citizen advisory Committees ■ Consensus-building ■ Participatory decision-making 	<ul style="list-style-type: none"> ■ Citizen juries ■ Ballots ■ Delegated decision

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Context - IAP2 Spectrum for P2



NOT



Engagement – a dial, not a switch

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DURABLE SOLUTIONS IN A COMPLICATED WORLD

- Community charter doesn't meet the needs and expectations of residents around engagement
- Inconsistent understanding around what engagement is and means (internal and external)
- Decision making processes are not well understood by residents

How most municipalities are challenged

- Develop a community-specific spectrum of engagement and engage with residents and stakeholders on that.
- Write staff reports and public information using consistent and well defined wording.
- Recognize there are levels to engagement and bring a planning approach to organizing engagement activities.

Three things to consider doing today

Thank you & Questions