

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>

CC: "City Manager's Correspondence Group - DL" <CMCG@vancouver.ca>

Date: 12/11/2017 3:19:18 PM

Subject: Memo - Improving Experience of Speaking to Council

Attachments: Memo to Council re Improving Experience of Speaking to Council - Decembe....pdf

Greetings Mayor and Council,

Please see the attached memo from Janice MacKenzie regarding Improving the Experience of Speaking to Council. A short summary is as follows:

- Staff are conducting a comprehensive review of the Procedure By-law and as part of the review, are reaching out to the public, staff, and Council to better understand their experiences at Council meetings.
- The engagement strategy includes a public survey, staff survey, public focus group sessions, and in-person interviews with members of Council.
- The public survey will be available online between December 14 – January 31.

Should you have any questions, please contact Janice at 604.871.6146 or Janice.Mackenzie@vancouver.ca.

Best,
Sadhu

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MEMORANDUM

December 11, 2017

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Lynda Graves, Manager, Administration Services, City Manager's Office
Francie Connell, Director, Legal Services
Rena Kendall-Craden, Director, Communications
Kevin Quinlan, Chief of Staff, Mayor's Office

FROM: Janice MacKenzie, City Clerk

SUBJECT: Improving the Experience of Speaking to Council

City Clerk's Office staff are currently conducting a comprehensive review of the Procedure By-law. As part of the review, City Clerk's Office and Corporate Communications will be engaging the public, staff and Council to better understand experiences in attending and speaking at Council meetings.

The engagement strategy includes a public survey, a staff survey, public focus group sessions and in-person interviews with members of Council. The engagement strategy endeavors to inform changes to the Procedure By-law and better understand various aspects of speaking to Council including:

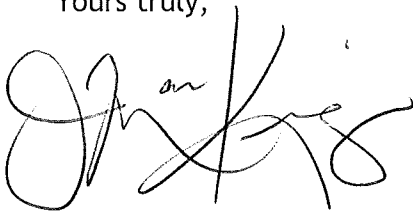
- challenges and barriers to accessing and speaking to Council;
- opportunities to improve public access and experience when speaking to Council;
- the role of speakers in the decision making process;
- language and accessibility needs of the public; and
- public and Council member conduct at meetings.

The survey will be available online between December 14, 2017 and January 31, 2018, with advertisement through social and traditional media including Talk Vancouver, Vancouver Matters, and the City Clerk's Office Twitter feed. The survey will also be distributed to advisory committee members. A staff survey will be released during the same time period.

The focus group sessions will be held in early 2018 to further explore the challenges, barriers and opportunities to accessing and speaking at Council meetings. Council member interviews will be scheduled for January 2018 or as soon as practicable. Once complete, staff will analyse the results of the surveys, interviews and focus group sessions to inform recommended changes to the Procedure Bylaw for Council's consideration. It is anticipated that staff will present a revised Procedure By-law to Council prior to June 2018.

If you have any questions, please do not hesitate to contact me.

Yours truly,

A handwritten signature in black ink, appearing to read 'Janice MacKenzie', written in a cursive style.

Janice MacKenzie
City Clerk

tel: 604.871.6146

Janice.mackenzie@vancouver.ca