



## Notice of Meeting and Meeting Agenda Governance and First Nations Relations Committee

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Wednesday, April 2, 2025

9:30 AM

6th Floor Boardroom  
625 Fisgard St.  
Victoria BC V8W 1R7

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M. Little (Chair), R. Windsor (Vice Chair), M. Alto, P. Brent, C. Coleman, B. Desjardins,  
K. Murdoch, D. Murdock, C. Plant, M. Tait, K. Williams, C. McNeil-Smith (Board Chair, ex officio)

The Capital Regional District strives to be a place where inclusion is paramount and all people are treated with dignity. We pledge to make our meetings a place where all feel welcome and respected.

### 1. Territorial Acknowledgement

### 2. Approval of Agenda

### 3. Adoption of Minutes

#### 3.1. [25-0384](#) Minutes of the February 5, 2025 Governance and First Nations Relations Committee Meeting

**Recommendation:** That the minutes of the Governance and First Nations Relations Committee meeting of February 5, 2025 be adopted as circulated.

**Attachments:** [Minutes - February 5, 2025](#)

### 4. Chair's Remarks

### 5. Presentations/Delegations

*The public are welcome to attend CRD meetings in-person.*

*Delegations will have the option to participate electronically. Please complete the online application at [www.crd.ca/address](http://www.crd.ca/address) no later than 4:30 pm two days before the meeting and staff will respond with details.*

*Alternatively, you may email your comments on an agenda item to the CRD Board at [crdboard@crd.bc.ca](mailto:crdboard@crd.bc.ca).*

### 6. Committee Business

6.1. [25-0377](#) Regional Resident Experience Survey

**Recommendation:** There is no recommendation. This report is for information only.

**Attachments:** [Staff Report: Regional Resident Experience Survey](#)  
[Appendix A: Regional Resident Experience Survey Results](#)  
[Presentation: Resident Survey Results](#)

6.2. [25-0403](#) Freedom of Information and Protection of Privacy Act (FOIPPA) 2024 Overview

**Recommendation:** There is no recommendation. This report is for information only.

**Attachments:** [Staff Report: FOIPPA 2024 Overview](#)  
[Appendix A: 2024 FOI Request Metrics Tables 1-4](#)

6.3. [25-0179](#) Bylaw No. 4668: CRD Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025

**Recommendation:** The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:  
1. That Bylaw No. 4668, "Capital Regional District Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025" be read a first, second and third time; and  
2. That Bylaw No. 4668 be adopted.

**Attachments:** [Staff Report: Bylaw No. 4668](#)  
[Appendix A: Bylaw No. 4668](#)  
[Appendix B: Consolidated Bylaw No. 4186 \(Redlined\)](#)

6.4. [25-0404](#) Bylaw No. 4520: CRD Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025

**Recommendation:** The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:  
1. That Bylaw No. 4520, "Capital Regional District Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025" be introduced and read a first, second, and third time.  
2. That Bylaw No. 4520 be adopted.  
3. That the "CRD Best Practices Guide for Meetings" be updated to reflect the changes to electronic meetings and electronic participation.

**Attachments:** [Staff Report: Bylaw No. 4520](#)  
[Appendix A: Bylaw No. 4520](#)  
[Appendix B: Consolidated Bylaw No. 3828 \(Redlined\)](#)

**6.5.      [25-0230](#)      Deactivating the Capital Regional District X (Twitter) account**

**Recommendation:** The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:  
That the CRD begin the process of deactivating its X account on April 10, 2025 using the following deactivation procedure:  
a) Inform CRD X followers that the CRD will no longer post to this account.  
b) Publish a message stating the account is inactive and direct followers to the CRD website and other Social Media Channels.  
c) Continue to monitor the growth of Bluesky and consider CRD adopting the platform when it sufficiently matures.

**Attachments:**      [Staff Report: Deactivating the Capital Regional District X \(Twitter\) account](#)  
[Appendix A: Analysis of X alternatives](#)

**6.6.      [25-0389](#)      Letter from Ben Geselbracht, AVICC President; re: Feedback Requested - Reforming the Local Government Act - A Roadmap**

**Recommendation:** There is no recommendation. This letter is for information only.

**Attachments:**      [Correspondence: Letter from AVICC \(March 20, 2025\)](#)

**6.7.      [25-0391](#)      Previous Minutes of Other CRD Committees and Commissions for Information**

**Recommendation:** There is no recommendation. The following minutes are for information only.  
a) Accessibility Advisory Committee Meeting - January 21, 2025

**Attachments:**      [Minutes - January 21, 2025](#)

**7. Notice(s) of Motion**

**8. New Business**

**9. Motion to Close the Meeting**

**9.1.      [25-0392](#)      Motion to Close the Meeting**

**Recommendation:** That the meeting be closed for intergovernmental negotiations in accordance with Section 90(2)(b) of the Community Charter. [2 items]

**10. Adjournment**

The next meeting is June 4, 2025.

To ensure quorum, please advise Jessica Dorman (jdorman@crd.bc.ca) if you or your alternate cannot attend.

## Meeting Minutes

### Governance and First Nations Relations Committee

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Wednesday, February 5, 2025

9:30 AM

6th Floor Boardroom  
625 Fisgard St.  
Victoria BC V8W 1R7

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#### PRESENT

Directors: M. Little (Chair), R. Windsor (Vice Chair) (EP), P. Brent, D. Cavens (for B. Desjardins), C. Coleman, S. Kim (for M. Alto) (EP), K. Murdoch, D. Murdock, C. Plant (EP), M. Tait (EP), K. Williams (EP), C. McNeil-Smith (Board Chair, ex officio) (EP)

Staff: T. Robbins, Chief Administrative Officer; K. Morley, General Manager, Corporate Services; C. Hauff, Senior Manager, Tech and Digital Transformation; A. Orr, Senior Manager, Corporate Communications; C. Vernon, Manager, First Nations Relations; Z. Gray, Manager Website and Multimedia Development, Corporate Communications (EP); M. Lagoa, Deputy Corporate Officer; J. Dorman, Committee Clerk (Recorder)

EP - Electronic Participation

Guests: S. Wilson, Coast Salish Peoples of Galiano Society

Regrets: Director(s) M. Alto, B. Desjardins

The meeting was called to order 9:30 am.

#### 1. Territorial Acknowledgement

Director Murdoch provided a Territorial Acknowledgement.

#### 2. Approval of Agenda

**MOVED** by Director Murdoch, **SECONDED** by Director Coleman,  
That the agenda for the February 5, 2025 Governance and First Nations Relations  
Committee be approved.  
**CARRIED**

#### 3. Adoption of Minutes

- 3.1. [25-0030](#) Minutes of the November 27, 2024 First Nations Relations Committee Meeting and the December 4, 2024 Governance Committee Meeting

**MOVED** by Director Murdoch, **SECONDED** by Director Coleman,  
That the minutes of the First Nations Relations Committee meeting of November  
27, 2024 and the Governance Committee meeting of December 4, 2024 be  
adopted as circulated.  
**CARRIED**



#### 4. Chair's Remarks

Chair Little welcomed committee members to the combination of the Governance and First Nations Relations Committees and provided an insight into why the two individuals committees were combined into one.

#### 5. Presentations/Delegations

##### 5.1. Presentations

- 5.1.1. [25-0094](#) Presentation: Shar Wilson / Wiihlbuun, Coast Salish Peoples of Galiano Society; Re: Out of the Shadows - The Galiano Island First Nation  
S. Wilson presented Item 5.1.1.

Discussion ensued on collaboration, inclusivity and unified representation.

##### 5.2. Delegations

There were no delegations.

#### 6. Committee Business

- 6.1. [25-0035](#) 2025 Governance and First Nations Relations Committee Terms of Reference  
K. Morley presented Item 6.1. for information.  
  
Discussion ensued on indigenous symbolism, outreach and relationships with Nations and indigenous individuals.

- 6.2. [25-0029](#) 2025 Appointments Advisory Committee  
K. Morley spoke to Item 6.2.  
  
**MOVED by Director Murdoch, SECONDED by Alternate Director Cavens,  
The Governance and First Nations Relations Committee recommends to the  
Capital Regional District Board:  
That the membership of the Appointments Advisory Committee for 2025 include  
Governance and First Nations Relations Committee Chair Little and the following  
two committee members: Director Brent, and Director Windsor.  
CARRIED**

6.3. [25-0068](#) First Nations Relations Operational Update

C. Vernon presented Item 6.3. for information.

Discussion ensued on the following:

- knowledge sharing and archeological support
- identification and collaboration with First Nations territories
- territorial and land acknowledgements

6.4. [25-0089](#) Public Website Redesign Update

Z. Gray presented Item 6.4. for information.

Discussion ensued on the following:

- engagement process and cohort profiles from received feedback
- territorial acknowledgements and First Nations symbolism incorporation
- alternative approval process engagement
- URL purchase and website update history
- project budget and contracts
- testing opportunities

6.5. [25-0096](#) Proposed Amendments to the CRD Board Procedures Bylaw

K. Morley spoke to Item 6.5.

Discussion ensued on the following:

- Chair participation remotely
- voting with and without camera
- voice vote due to limitations of home networks internet bandwidth

**MOVED by Director Murdoch, SECONDED by Director Brent,**

**The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:**

**That staff be directed to prepare an amending bylaw to the "Capital Regional District Board Procedures Bylaws, 2012" to include the proposed amendments on electronic meetings and electronic participation (Appendix A) and miscellaneous updates (Appendix B).**

**CARRIED**

**Opposed: Tait, Williams, Windsor**

6.6. [25-0086](#) Previous Minutes of Other CRD Committees and Commissions for Information

The following minutes were received for information:

- a) Accessibility Advisory Committee Meeting - November 19, 2024

7. Notice(s) of Motion

There were no notice(s) of motion.

**8. New Business**

There was no new business.

**9. Adjournment**

**MOVED** by Director Murdock, **SECONDED** by Director Coleman,  
That the February 5, 2025 Governance and First Nations Relations Committee  
meeting be adjourned at 11:25 am.  
**CARRIED**

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CHAIR

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RECORDER

## REPORT TO GOVERNANCE AND FIRST NATIONS RELATIONS COMMITTEE MEETING OF WEDNESDAY, APRIL 2, 2025

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### **SUBJECT**     Regional Resident Experience Survey

### **ISSUE SUMMARY**

This report advises the Governance and First Nations Committee on the results of the Regional Resident Experience Survey which was launched in the Fall of 2024.

### **BACKGROUND**

As part of the Capital Regional District (CRD) 2024 financial plan, the CRD Board approved a Citizen-Resident Experience Survey for 2024, in alignment with Corporate Priority 12.b2 “Advance the Communications Strategic Plan to guide organizational communications practices and policies internally and externally.”

The results of the Regional Resident Experience Survey will serve as a valuable baseline, providing a better understanding of how residents perceive the CRD’s reputation, how to effectively engage with them and enable a metric-based approach to strategic communication planning, increase transparency, improve accountability, and build relationships with residents.

The survey was strategically designed to be replicable, so that CRD can leverage it in subsequent surveys. It measured:

- The level of knowledge, awareness and reputation of the CRD in the region
- The level of trust in the CRD as a government organization
- The desired role of digital technologies in service delivery
- Preferred communications and engagement methods

The Regional Resident Experience Survey also included focus group style interviews designed to dig deeper and provide a more qualitative perspective with a particular emphasis on electoral areas.

It should be noted that the approach for this survey is not designed to measure service level satisfaction on a granular level, but rather, to establish a baseline measuring awareness, perception, trust and reputation of the CRD among residents. The CRD last conducted a resident survey in 2008-2009.

### **IMPLICATIONS**

#### *Alignment with Board & Corporate Priorities*

Corporate Priority 12.b2 “Advance the Communications Strategic Plan to guide organizational communications practices and policies internally and externally

12b) “Foster greater civic participation among diverse community members and, also aligns with the overarching Board direction to apply an equity lens to CRD decisions. “

*Service Delivery Implications*

The statistically valid survey delivered key insights in 4 areas:

1. Foundation and Trust Partnerships – CRD enjoys higher levels of trust than provincial or federal governments – although rural and island areas demonstrate lower levels of trust.
2. Communications Landscape Evolution – email is the preferred communication channel.
3. Engagement Barriers and Opportunities – Awareness is the primary barrier to engagement
4. Digital Service Reality – High expectation for digital service delivery

Initiatives are already underway to address some the opportunities identified in the Regional Resident Experience Survey:

- The data and insights about resident experiences around awareness and trust provide valuable insights and actionable data to inform strategic planning, digital transformation and major projects and initiatives.
- With the recent launch of a new website the CRD is proactively addressing digital challenges with research findings validating key assumptions. These insights provide data enabling year-over year tracking of progress and improvements.
- Residents can now subscribe to notices, alerts, and newsletters, with options to subscribe by topic and community of interest. Residents can also provide anonymous feedback on any web page on CRD.CA.
- The CRD is updating its public participation framework with an equity, accessibility, diversity and inclusion lens: An accessibility lens for the new website means the main CRD site, recreation and housing sites have improved their web accessibility guidelines and standards to meet W3C level 2.1 AA.
- The insights pertaining to the Electoral Areas will be an important reference point for the incoming General Manager of Electoral Area services.

**CONCLUSION**

The CRD will continue to use the results of the survey to inform communication and service delivery strategies, while tracking and building on the baselines established in the Regional Resident Experience Survey. Taken together, the Survey, the new updated website, and the Public Participation Framework are all touchpoints that inform CRD's approach to communications and engagement.

**RECOMMENDATION**

There is no recommendation. This report is for information only.

Submitted by:	Sudha Krishna, Corporate Communications and Engagement
Concurrence:	Andy Orr, Senior Manager, Corporate Communications and Engagement
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

**ATTACHMENT(S)**

Appendix A: Regional Resident Experience Survey Results



# Resident Experience Survey Summary

February 2025



# Research Approach

This Resident Experience Research will serve as a valuable baseline, providing a better understanding of how residents perceive the District's reputation, how to effectively engage with them and enable a metric-based approach to strategic communication and inform business and initiative planning.

The survey will seek to measure:

- What the residents of the CRD value
- The level of knowledge or awareness of the CRD in the region
- The level of trust in the CRD
- The level of satisfaction in CRD service
- The desired role of digital in-service delivery





# Methodology

## Qualitative

### Online research study with residents of the CRD (n=402)

- Primary data set was collected from the ARF panel, representative of residents across the Capital Regional District.
- To validate findings and increase participation from less populated areas, additional responses were gathered through community partners and targeted social media outreach. (n=109).
- The data from this sample confirmed the findings from the representative sample. As such, it will not be visualized in this report.
- All responses were anonymous, and fraud prevention measures were implemented to ensure data quality.
- Data in the report will focus on the representative sample.

## Quantitative

### Focused Interviews with residents of the CRD (n=14)

- To deepen our understanding of resident experiences in rural regions, we conducted focused interviews enabling us to contextualize survey responses and identify emergent themes. These respondents were recruited from amongst those that participated in the quantitative study.
- All responses were anonymous, and fraud prevention measures were implemented to ensure data quality.
- Data in the report will focus on the representative sample of the quantitative study and the qualitative interviews.

## Timing

Quantitative study recruitment between Nov. 1st and 18th, 2024.

Focused interviews completed in Dec. 2024



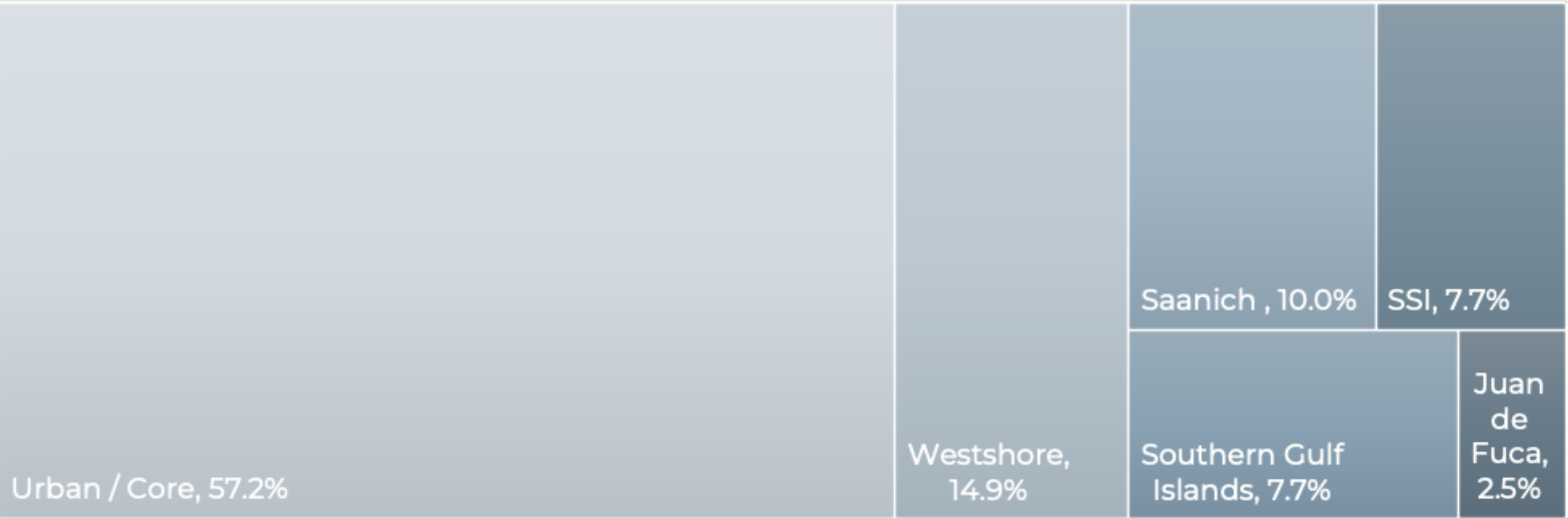
402 residents surveyed  
14 in-depth interviews  
Every CRD region represented  
Baseline established



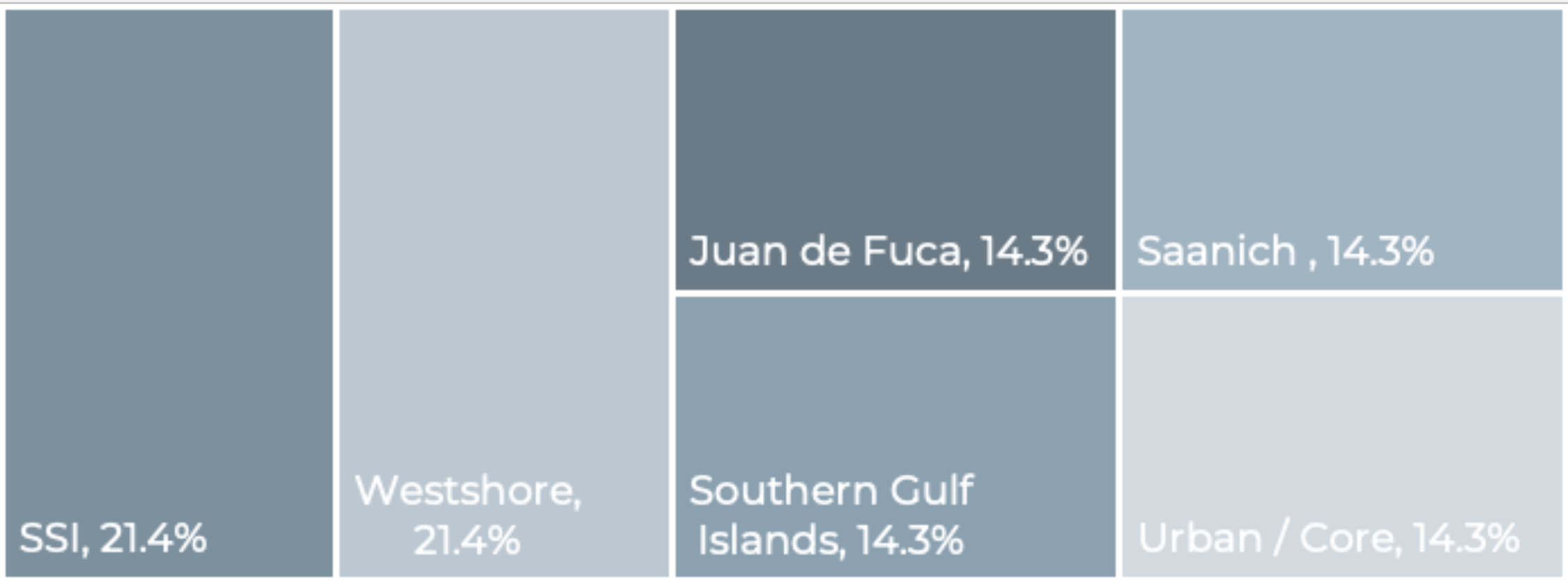
# Regional breakdown of participants

The research engaged participants from across the CRD as shown in the breakdown below.

Region, Quantitative Study, n=402



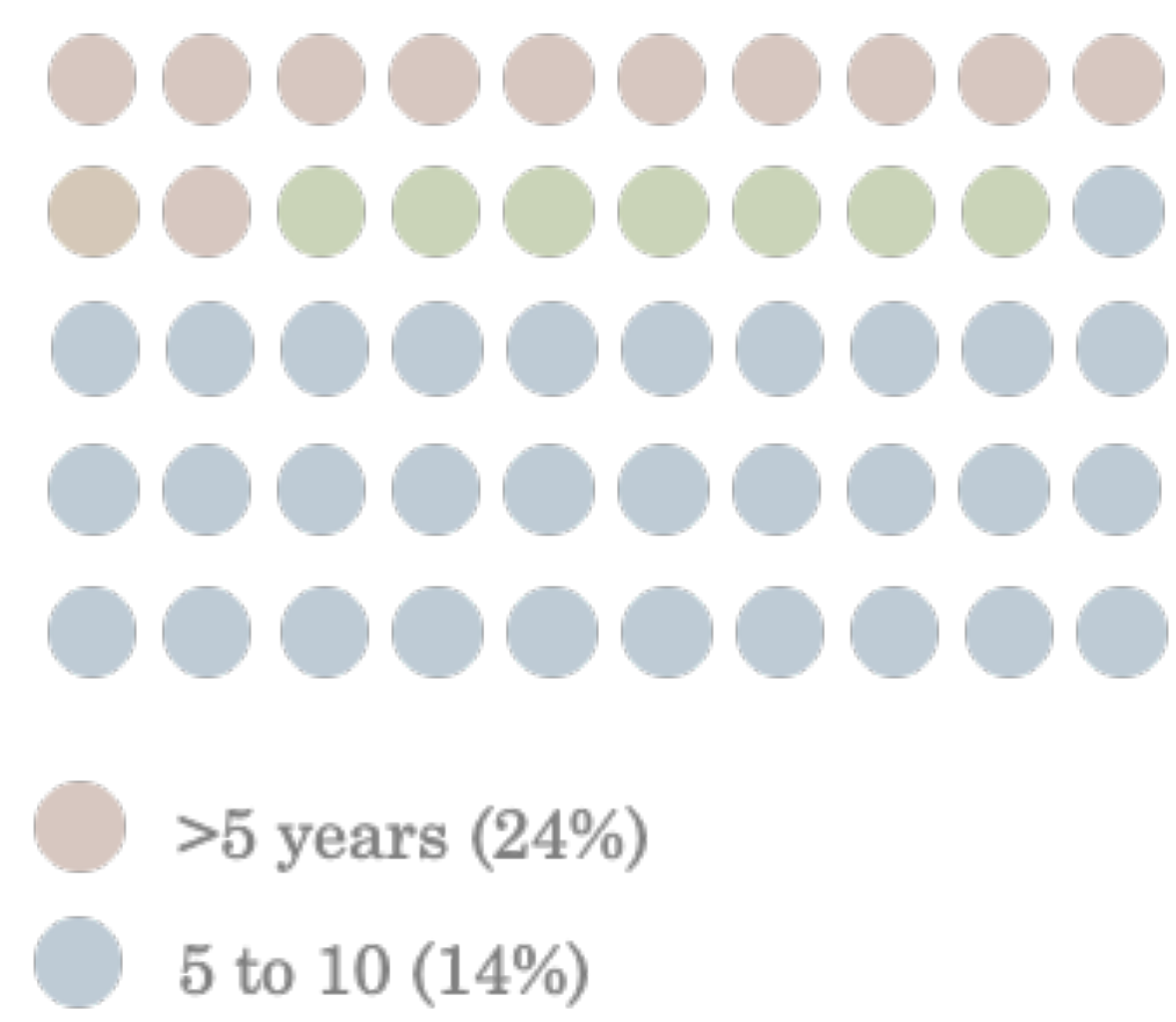
Region, Focused Interviews, n=14



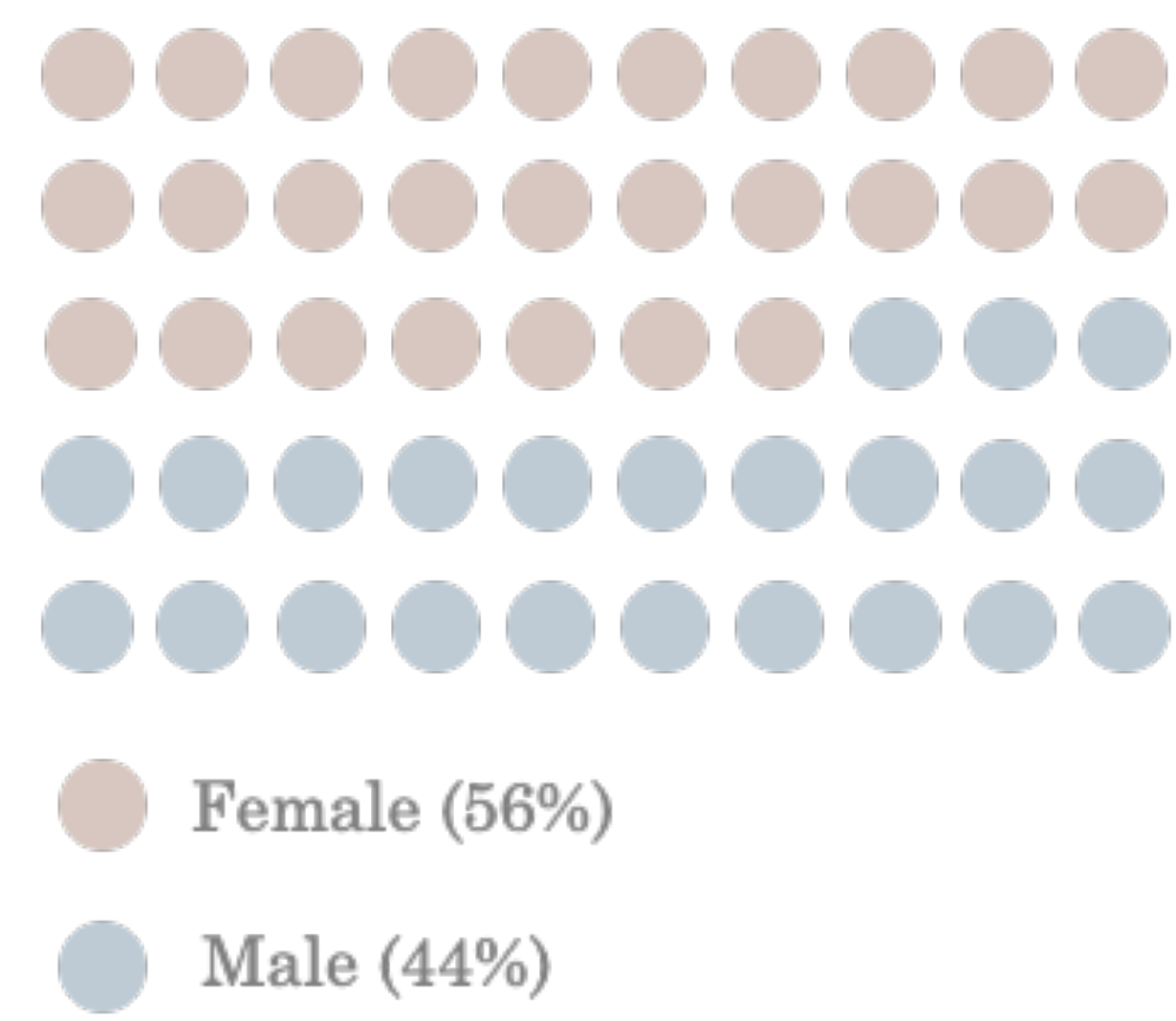


# Participate Profile

## Length of residency in CRD



## Gender



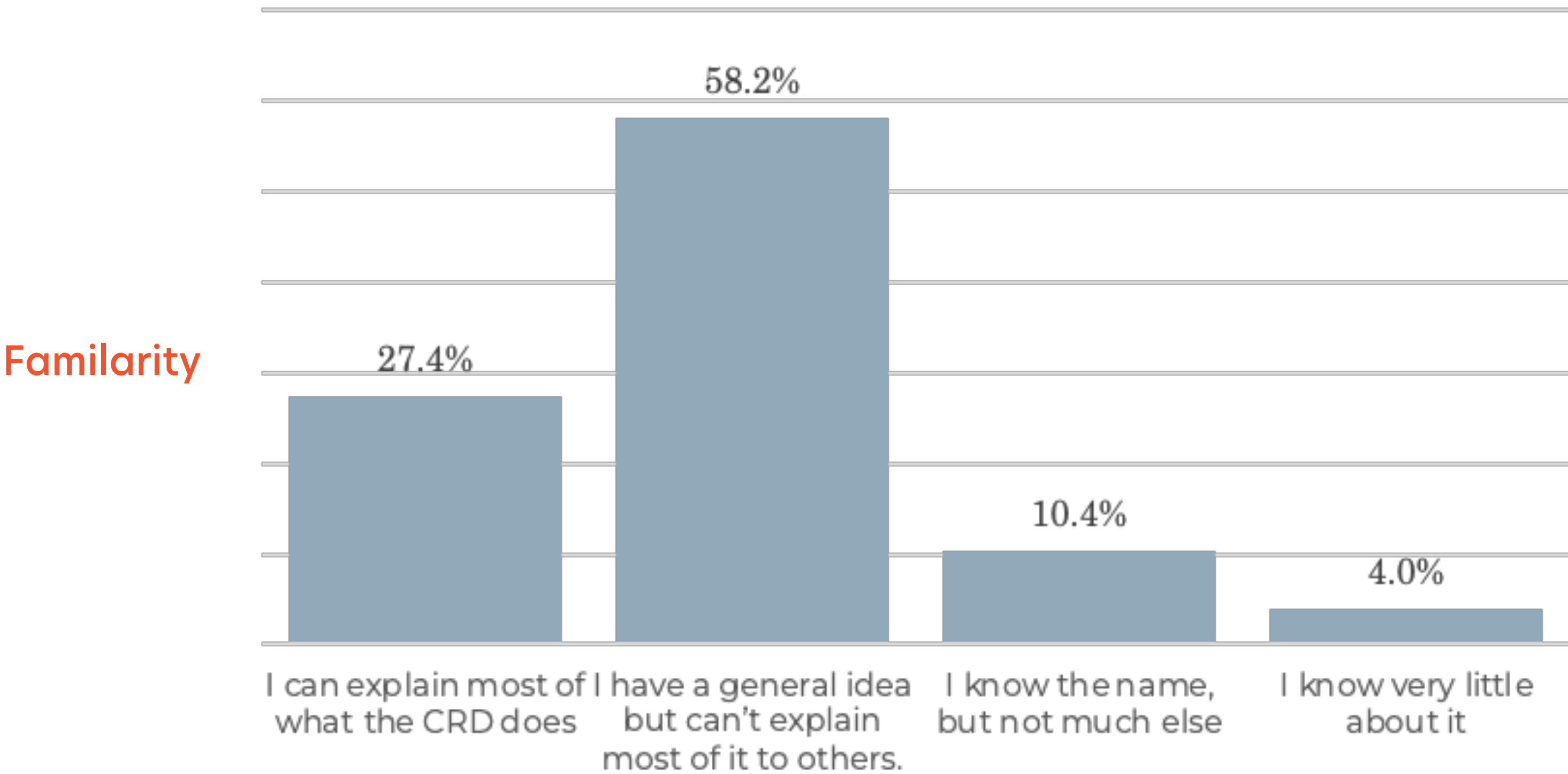


# Awareness & Understanding

Capital Region District

# Most residents have basic CRD knowledge, but lack deep understanding

- 85.6% of residents have at least basic familiarity with CRD, yet only 27.4% can explain its services.
- Opportunity exists to bridge this knowledge gap through targeted communication of CRD's core services and impact.

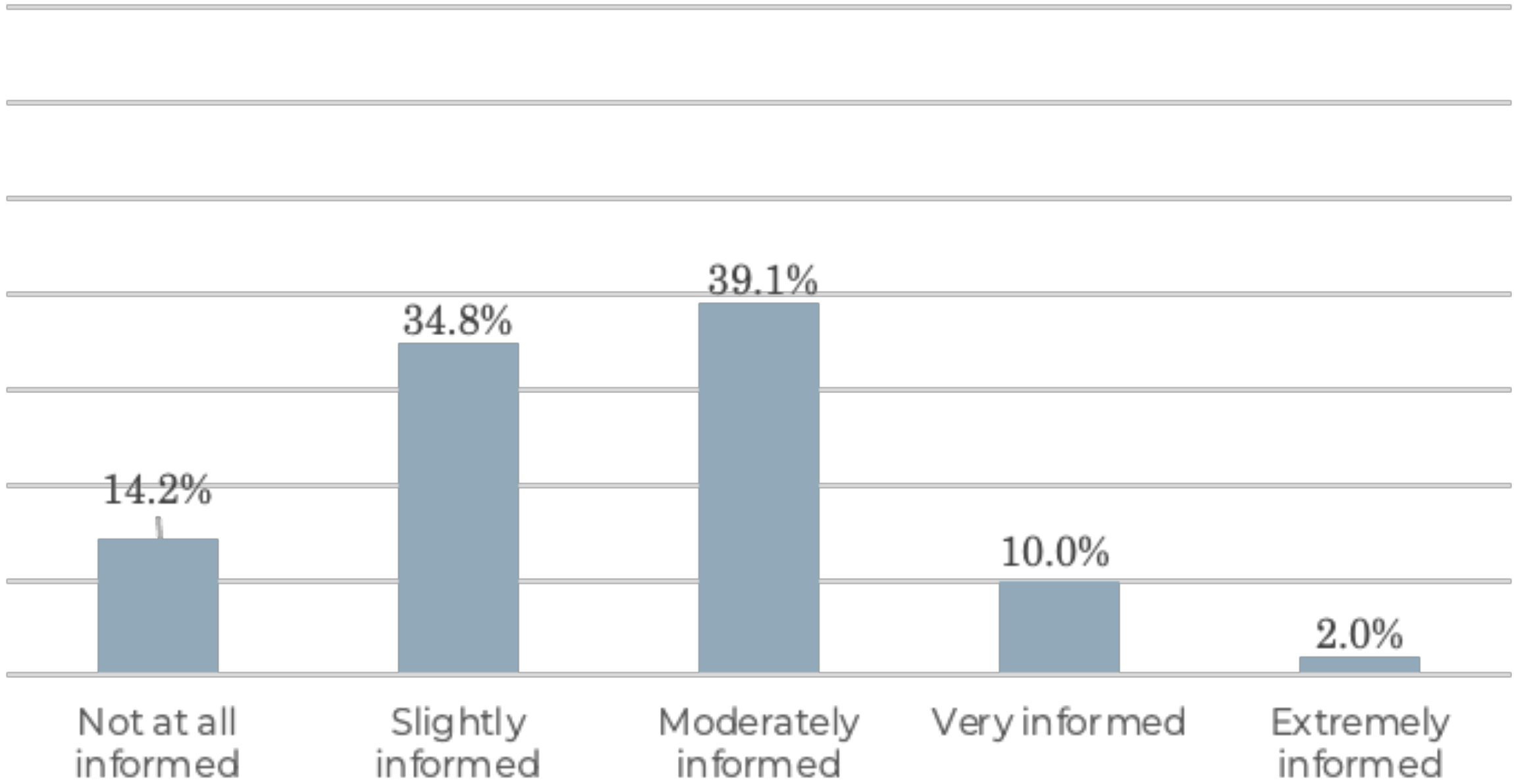


Q: N=402. Which of the following best describes how familiar you are with the services and responsibilities of the Capital Regional District (CRD)?

# Residents show limited understanding of CRD decision-making process

- Only 12% of residents feel well-informed about CRD's decision-making process, while 49% report being slightly or not at all informed.
- Salt Spring Island residents show particularly low awareness, with over 50% reporting slight or no familiarity with CRD processes.
- Current awareness levels indicate room for improved communication about governance processes across all regions, particularly in outlying areas.

## Decision- Making Understanding



# “ In their own words ”

Theme: Size and Bureaucracy—Perception of CRD as a large bureaucratic organization.

Theme: Rural-Urban Divide—Concern over the representation of smaller/rural areas.

“Municipal politics is very confusing. In other jurisdictions, the cities work together. I do not know how they work together, and where the CRD sits.”

“It is a big bureaucracy, and big organization... do they care about the smaller islands . The more rural area. It is a big mismatch... the mouse sleeping next the elephant .. It rolls over.. Like Canada beside US.”

“No I do not know how decisions are made. Tbh, I do not understand the make up of how many councilers, and do we have to pay so many people to be there, when it could be mayors... just seems like another hierarchy.”

“What part of the cost did I pay living in town, like in Sooke..or Langford... how do your taxdollars support those in other regions. The one thing I do not understand -- the Juan do Fuca rec center -- it is shared with a few places... there are a lot of mini-budgets in there... who pays for what.. I do not know...”

### Levels of Awareness

- Strong basic awareness (85.6% have at least general understanding)
- While 85.6% of residents have at least a general understanding of CRD, only 27.4% feel confident explaining its functions in detail.
- Educational opportunity with 58.2% having "general idea" group

### Decision-Making and Impact Understanding

- Only 12% very/extremely informed about decision-making
- Generally positive (47.8%) or neutral (29.9%)
- Only 10.2% negative impact perception
- This varies significantly amongst those outside the core.

### Implications

1. Opportunity to convert "general understanding" group to "can explain most" (or more detailed knowledge)
2. Room for improvement in communicating decision-making processes
3. Leverage positive impact perception
4. Need for targeted campaigns outside the core.

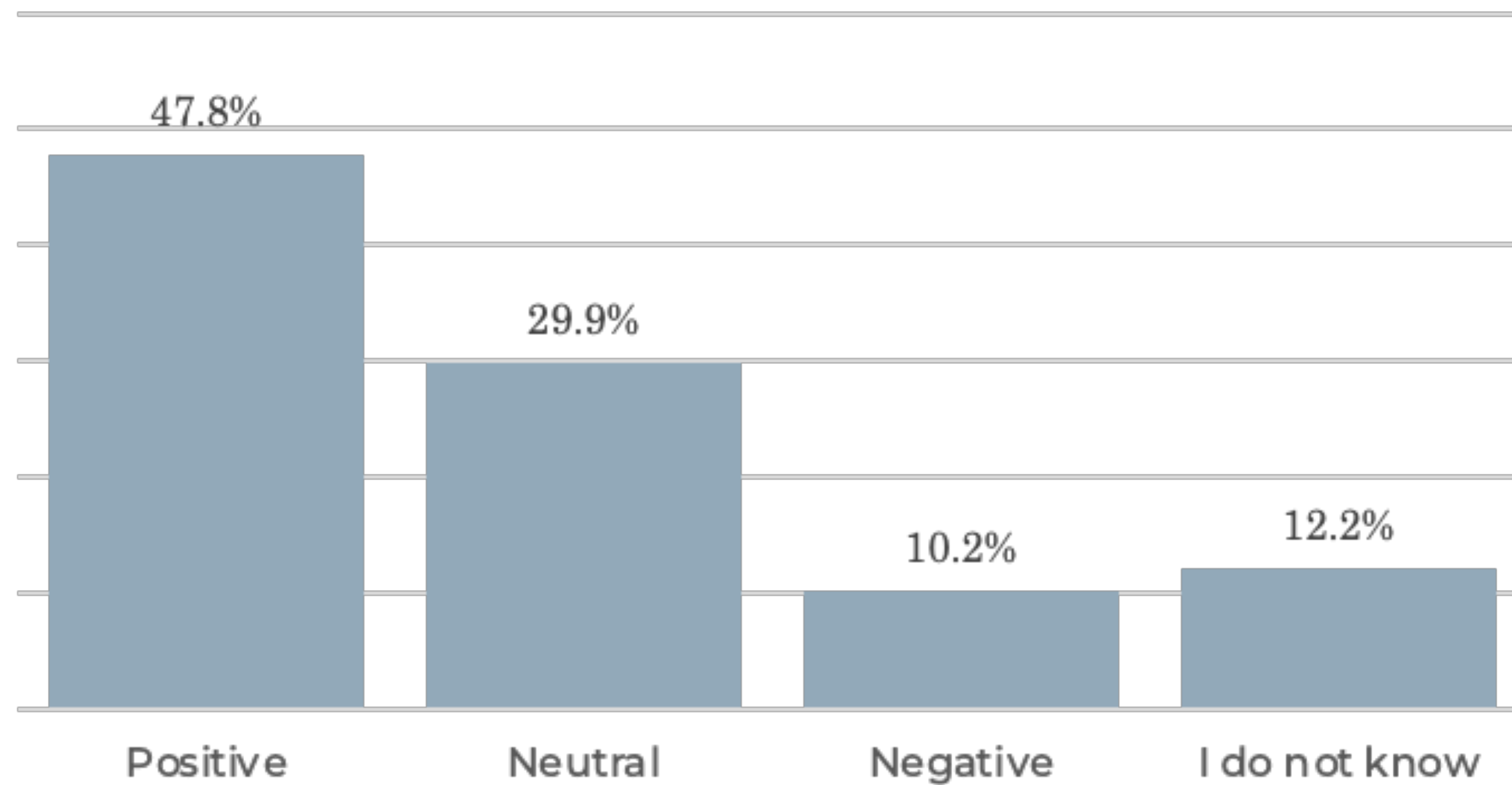
# Trust & Credibility

## Capital Region District



# Nearly half of residents see positive CRD community impact

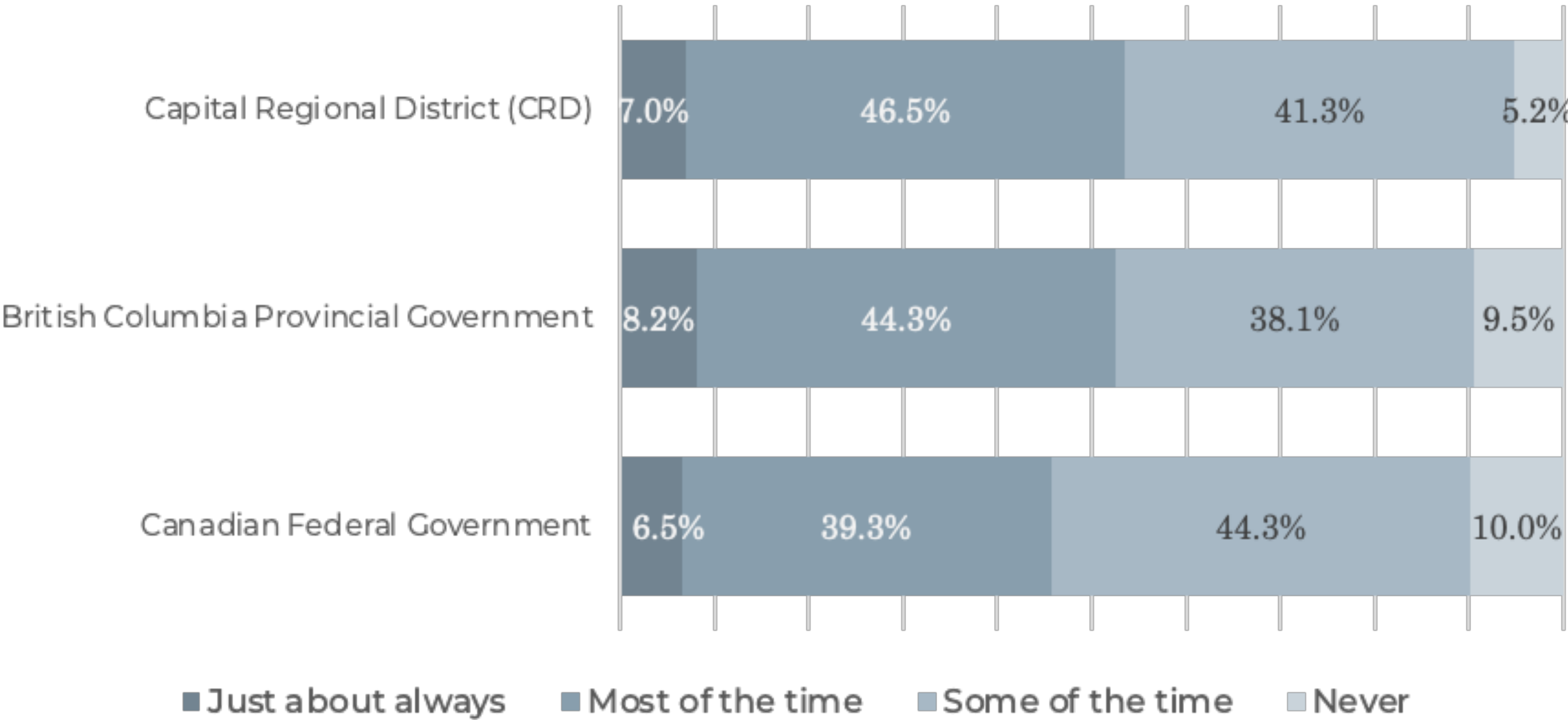
## Community Impact Perceptions



- 47.8% of residents believe CRD has a positive impact on the community, while only 10.2% perceive it negatively.
- This positive sentiment provides a strong foundation for building community support.
- But this is heavily influenced by those in the Core and Westshore, 38% of those in SSI, 20% in Southern Gulf Islands, and 18% in Saanich indicate a Negative impact.

# CRD enjoys higher trust levels than other public bodies

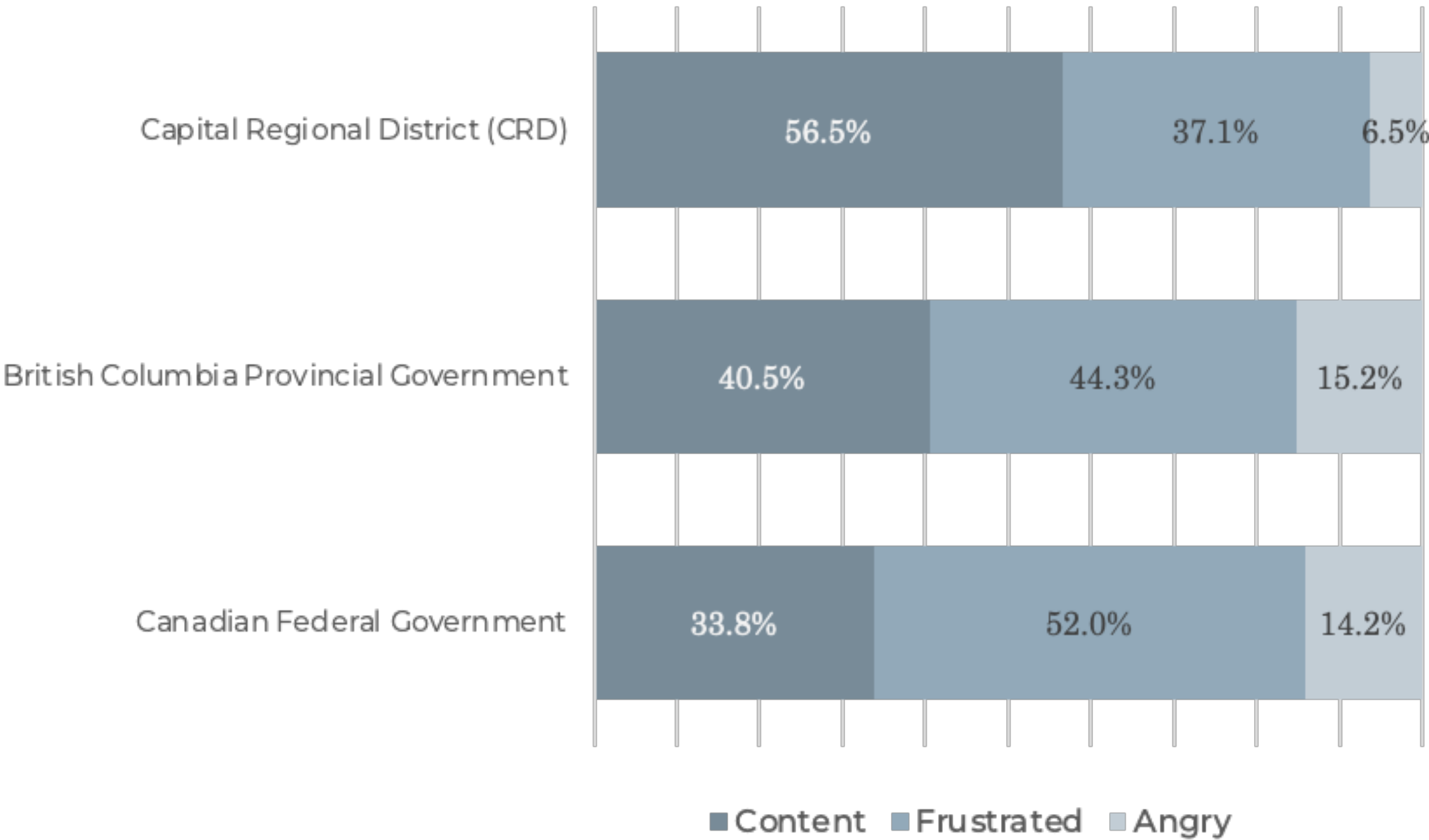
Comparative Trust Levels



- 53.5% of residents trust CRD to do what's right "always" or "most of the time," exceeding trust levels for both provincial (52.5%) and federal (45.8%) governments. This trust advantage represents a valuable asset for advancing regional initiatives and partnerships.
- While general trust levels are high, only a third of those in SSI or Southern Gulf Islands indicate they can trust the CRD always/most of the time.

# CRD enjoys higher trust levels than other public bodies

## Emotional Response



- CRD services receive 56.5% satisfaction rating, outperforming provincial and federal governments, with only 6.5% expressing strong dissatisfaction in core areas.
- Outer regions show higher frustration levels, particularly Salt Spring Island (66%) and Southern Gulf Islands (55%), despite rating CRD above other government bodies.
- Saanich presents a mixed picture with 58% satisfaction but 11% expressing strong dissatisfaction, similar to Salt Spring Island's 13% dissatisfaction rate, suggesting targeted service improvements could yield significant gains in resident satisfaction.

n=402 Some people say they are basically content with public services and infrastructure, others say they are frustrated, and others say they are angry. Which of the following best describes how you feel about the...?

# “ In their own words ”

Theme: Communication gaps—general belief that the CRD operates in public interest; skepticism and lack of understanding about execution and resource allocation.

“It seems like this ghost organization, somewhere out there in the ether, not somewhere you can go. That is my impression.”

“The population here is very distrusting of government - you need to break the barriers down to get people to understand them. After all the consultation they supposedly did, they needed to go back and do it again.”

“It is always nice to know what they are responsible for, what type of spending is done. We can vote in and vote out our local politicians, but I do not know how that works for the CRD.”

“They are ramming decisions down our throat. If it is a democracy -I should know everything. Not the nickle and dime stuff, but the stuff that you will spend millions of dollars on.”

# “ In their own words ”

Theme: Fiscal transparency—interest in fiscal accountability, how funds are used, and how resources are being allocated.

“Where is the money being spent...feels like we are constantly being asked for more money--- they created something to look into traffic...how did they get permission to spend more money... even in a municipal budget you have to go down to the nitty gritty to figure it out.. i think all municipal... they are all very boss heavy...not a lot of workers... so many senior people... why do we need them all...what is a necessary biz that we need to be in... then what are all the blue sky issues -- the latest is the housing thing -- if I am paying for it in my tax dollars... why i am paying for it twice.”

“An example, rapid transit: Not making people have to come in to say no to the proposal, for forced active transportation. People it impacts are busy and do not have time to come in. It seems like they are trying to make it seem like people are accepting what they want. Whereas if it went to a referendum, where they had to get a certain amount of yas.. ”



### Trust Levels

- **Comparative Trust Levels (always/most of the time):**
  - CRD: 53.5%
  - Provincial: 52.5%
  - Federal: 45.8%
- **Frustration/Anger Levels:**
  - CRD: 43.6% (37.1% frustrated, 6.5% angry)  
However, this shifts for SSI (66%) and Southern Gulf (55%).  
Also, in Saanich, 11% are angry.
  - Provincial: 59.5% (44.3% frustrated, 15.2% angry)
  - Federal: 66.2% (52.0% frustrated, 14.2% angry)

### Credibility

#### Strong Areas:

- Reliable service delivery (62.4% moderate to extremely effective)
- Fair treatment (58.4% moderate to extremely effective)
- Overall performance (61.2% moderate to extremely effective)

### Implications

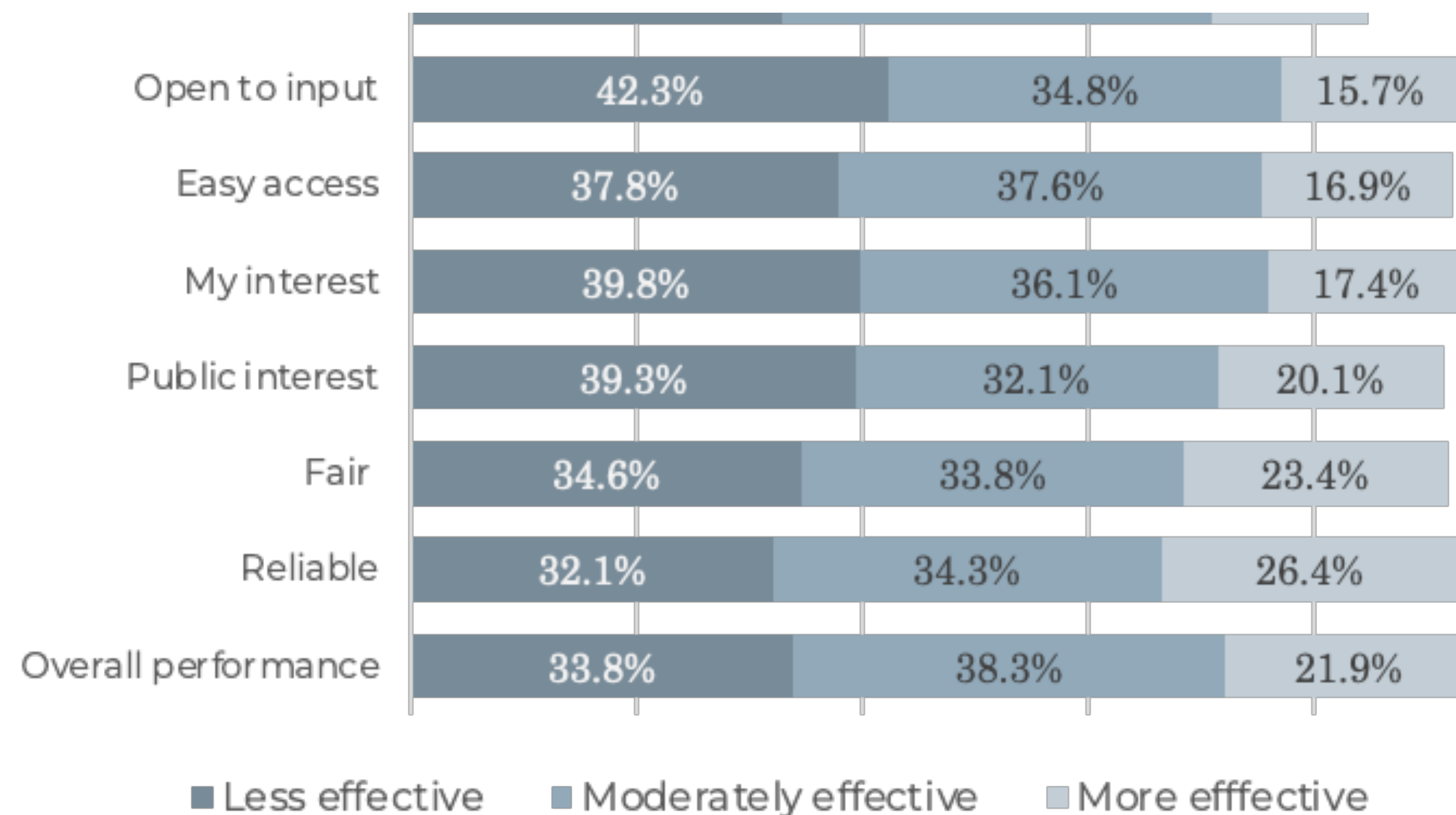
1. Strong operational trust creates opportunity to build deeper public engagement - capitalize on service delivery reputation to improve communication effectiveness.
2. Address growing frustration in areas outside the core through targeted outreach and engagement strategies.
3. Leverage high trust position relative to other government levels to enhance communication and launch new initiatives.

# Engagement

## Capital Region District

# CRD service performance demonstrates operational and communication differences

## Performance Assessment



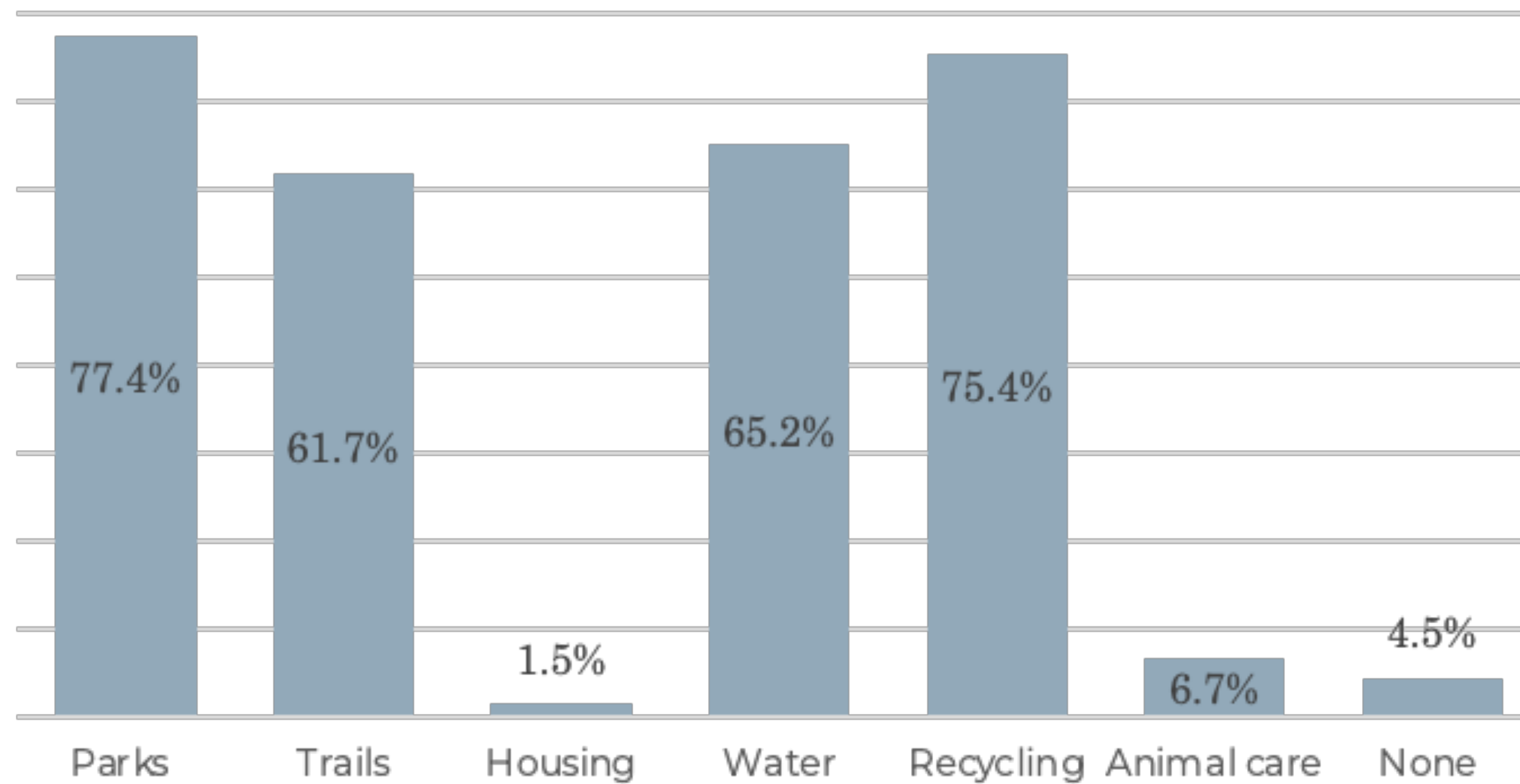
- Service operations show mixed results: while 60.7% rate reliability as moderately to highly effective, only 26.4% indicate strong satisfaction with service dependability.
- Communication and engagement metrics reveal room for improvement, with proactive planning (44.3%) and effective communications (32.8%) rated as less effective by respondents.
- Overall performance reflects this divide: while 60.2% rate CRD as moderately to highly effective, only 21.9% indicate strong satisfaction, suggesting opportunities to move from moderate to high performance.

n=402. How well do you believe the Capital Regional District (CRD) performs in the following areas? Select from: Less [Not at all effective, Slightly effective], Moderately effective, More [Very effective, Extremely effective], Not applicable [removed from above visualization]



# Parks and waste management lead CRD service usage

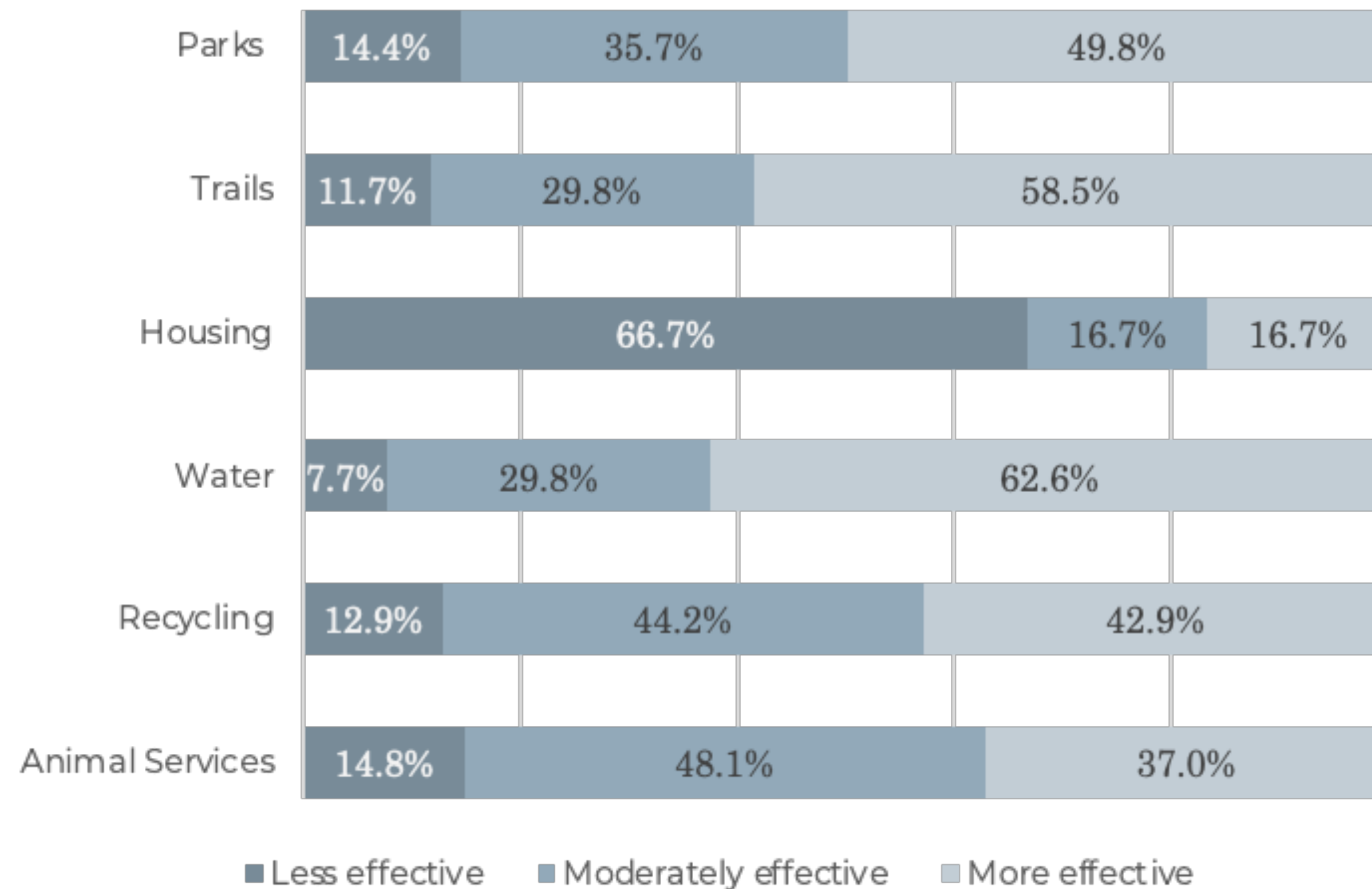
Service Usage



- Parks (77.4%) and recycling/landfill services (75.4%) are the most widely used CRD services, with regional trails (61.7%) following closely.
- The high utilization of outdoor recreational services highlights an opportunity to leverage these touchpoints for broader community engagement.

# CRD core services show varied effectiveness across functions

## Performance Assessment



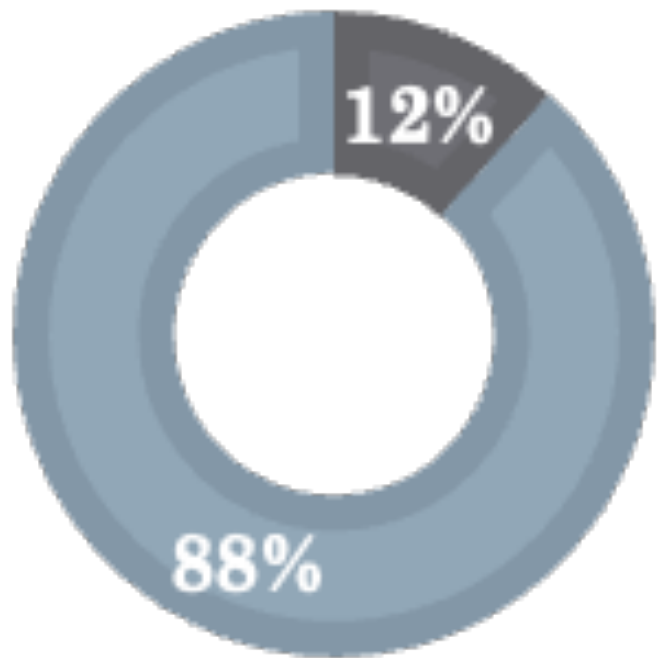
- Essential infrastructure services receive highest ratings, with water services showing strongest performance (92.4% moderate to high effectiveness) and trails close behind (88.3%).
- Housing emerges as a key challenge area, with 66.7% rating it less effective, significantly lower than other core services.
- Community services like parks and recycling maintain solid performance, with over 85% rating them moderately to highly effective.
- Strong performance in essential services provides a foundation for building public confidence in newer initiatives.

n=Varied, only shown to those that utilized these services. Based on your experience, how effective is the CRD in delivering the services you selected? Select from: Less [ Not at all effective, Slightly effective], Moderately effective, More [Very effective, Extremely effective]. Only shown to those that utilized these services.

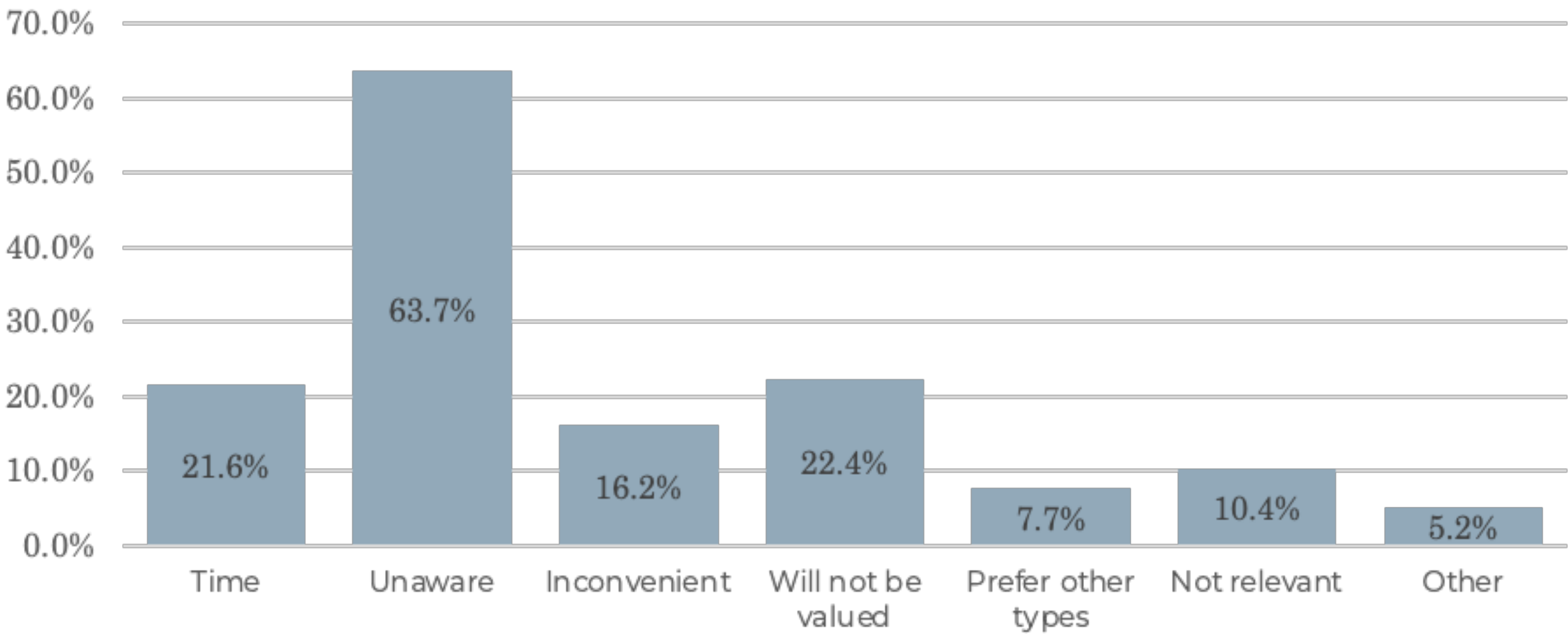
# Awareness Gap Is Primary Barrier to Public Participation

- Few participated in CRD public engagement opportunities in the past year.
- 63.7% of residents cite lack of awareness as their main barrier to participation, while 21.6% indicate time constraints. This clear feedback points to an opportunity to enhance communication channels and simplify engagement processes.

Participated in Public Engagement?



Reasons to Not Participate in Public Engagement



n=402. In the last 12 months, have you provided input into any of the public participation opportunities offered by the Capital Regional District (CRD), such as the recent initiative about Rural Housing or the Regional Water Supply ? What are the barriers that prevent you from participating or from participating more fully? Select all



## In their own words



Theme: Core service reliability—generally positive on core services, where and when they are aware of what is being provided.

Theme: Infrastructure planning concerns—disconnect between operational performance and public perceptions.

“When I turn on the tap the water goes, when I flush the water goes. They rebuilt the bridge that fall into the ravine. They do a darn good job”

“It is a fractured system. Can’t go to one council, make your views known...If you have an issue of fire protection, you go to one meeting. If it is an issue about water, you go to a water meeting. If it is planning, you go to Islands Trust. You end up going to so many different meetings and track the organizations to understand the different services you are getting.”

“I have no real complaints on what they do. The basic infrastructure generally works well, the trails and parks are nice. But, beyond that I do not really know what they do.”

“They tell us we need more housing. Have they asked the tax payer do we want more people. I have not been asked that question. So, what or who is this housing for?”

### Insights about services

- Core services perform well (water, trails, parks)
- High satisfaction among actual users (>60% positive for key services)
- Room for improvement in service awareness and accessibility

### Insights about engagement with CRD public activities

- Awareness is primary barrier (63.7%)
- Trust/value perception issues (22.4%) indicate communication gap
- Time constraints (21.6%) suggest need for flexible engagement option
- Multiple barriers often overlap, requiring multi-faceted solutions

### Implications

1. Leverage high satisfaction with core services (>60%) to build awareness and increase engagement with lesser-known CRD offerings.
2. Address the significant awareness barrier (63.7%) by integrating service promotion into existing high-performing touchpoints like parks and trails.
3. Develop multi-channel engagement strategy that addresses both time constraints and trust gaps while improving accessibility.

# Digital Engagement

Capital Region District

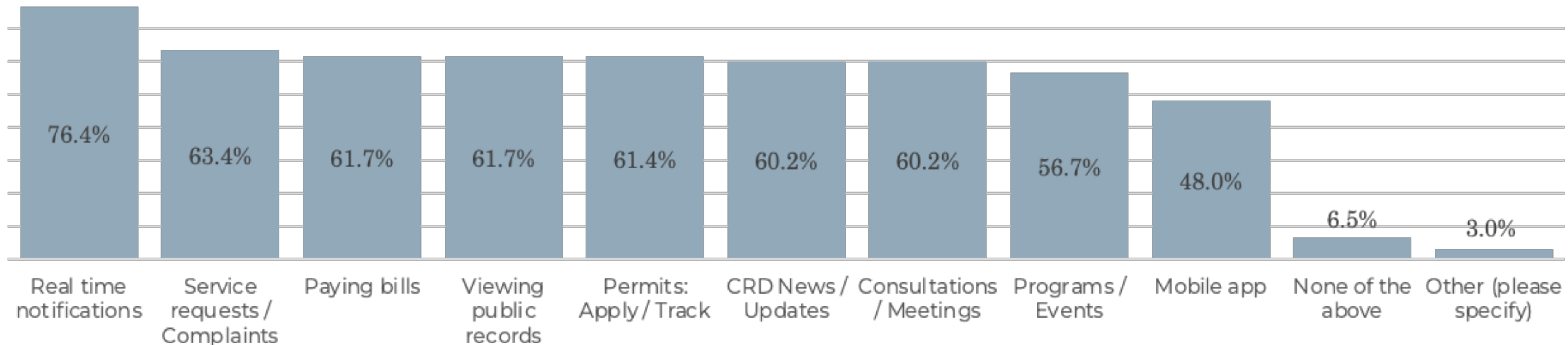




# Real time notifications top list of expected digital services

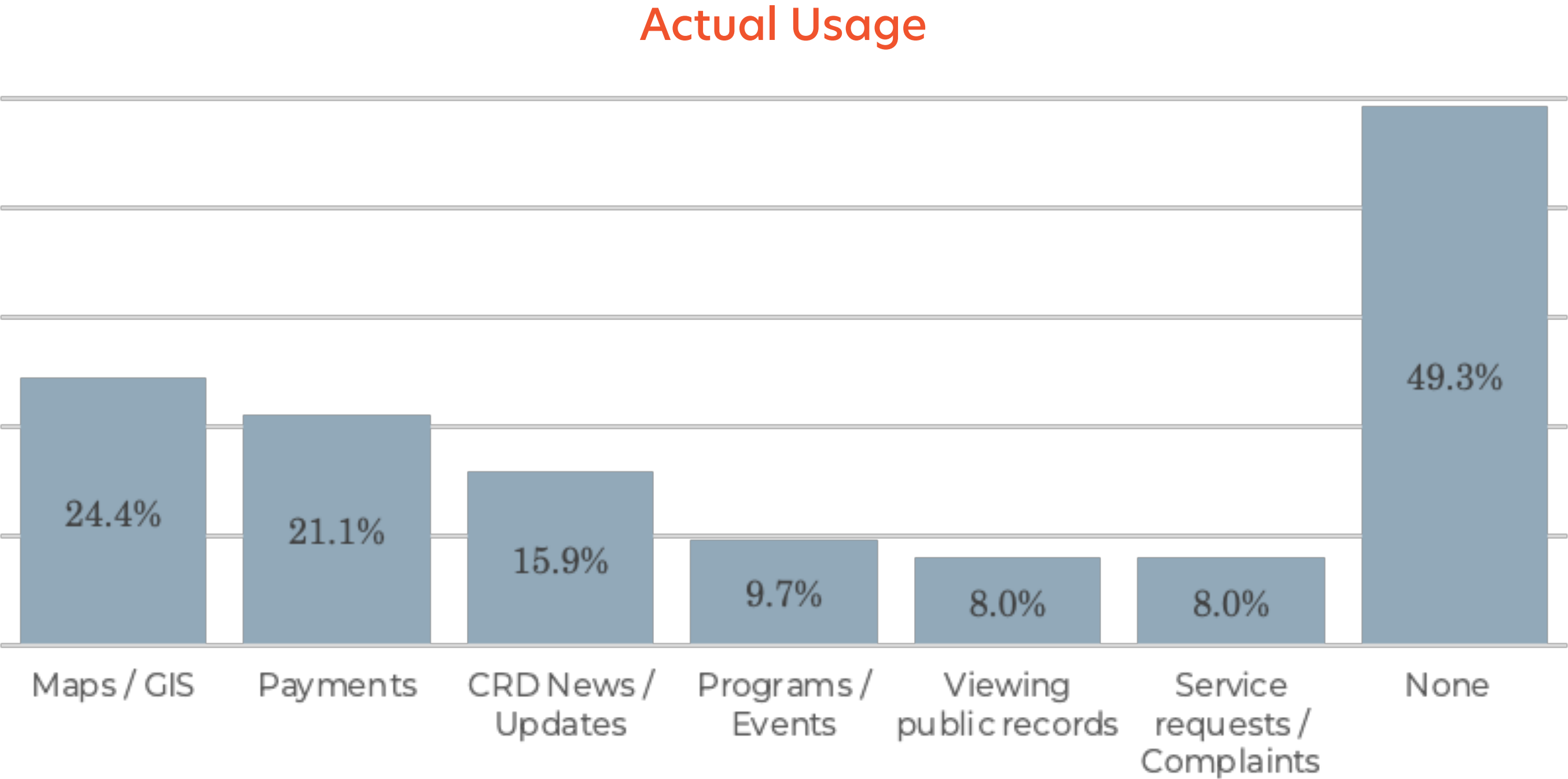
- Real-time service notifications lead resident expectations at 75.4%, followed by basic service requests and bill payments (around 62%)
- Core administrative functions like permit tracking, public records access, and CRD updates are expected by approximately 61% of residents
- While digital communication tools are highly valued, traditional programs and events remain important to 56.7% of residents

## Expected Services



n=402. Which of the following services would you expect the Capital Regional District (CRD) to offer? Select all that apply.

# Digital service adoption lags behind expectations

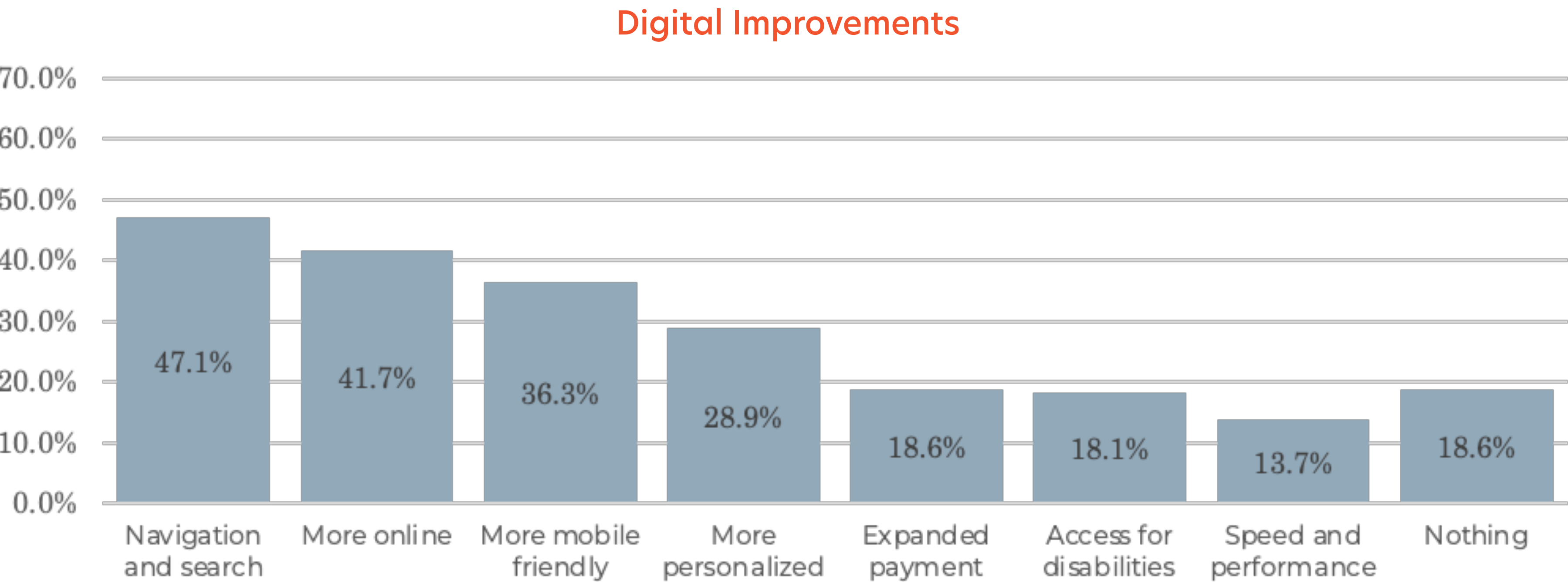


- While 49.3% of residents haven't used any CRD digital services, online maps/GIS (24.4%) and payments (21.1%) show strongest adoption.
- The gap between expected and actual digital service usage indicates an opportunity to improve awareness and accessibility of existing online tools.



# Website navigation and digital services top improvement priorities

- 47.1% of users want better navigation and search tools, while 41.7% seek more online services overall. The focus on basic usability improvements, particularly among 55+ users (58.8%), suggests a need to enhance the fundamental digital experience before expanding services.

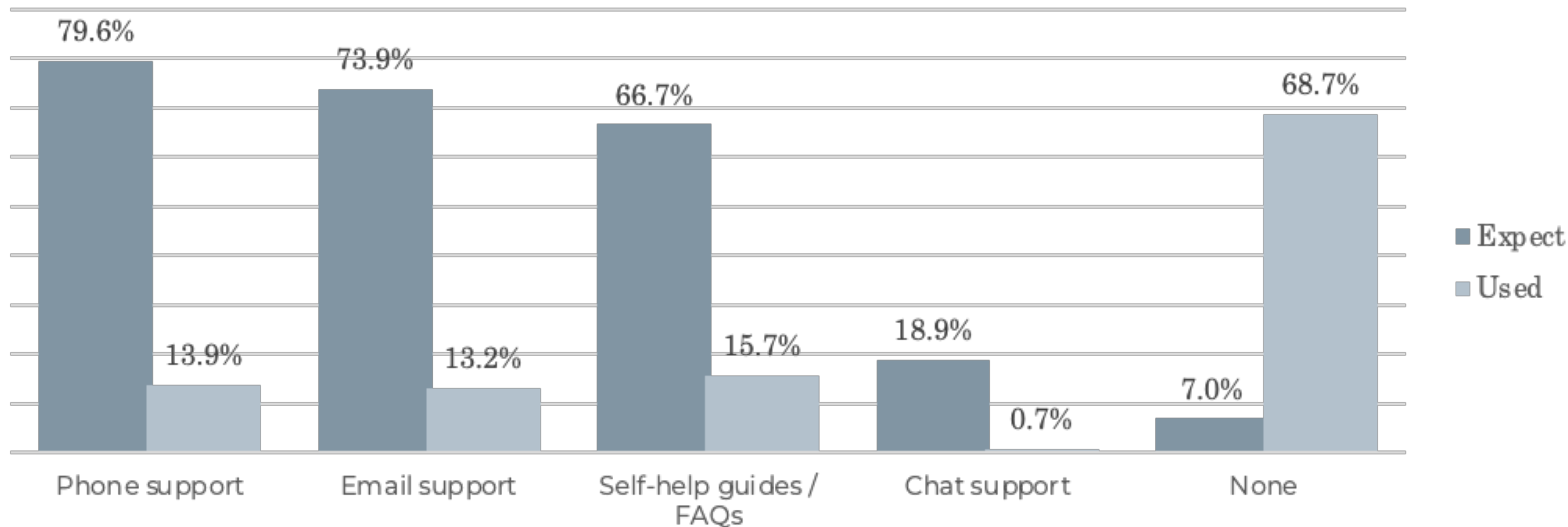


n=402. What improvements would you like to see in CRD's digital services? Select all that apply.

# Traditional support channels remain most expected service option

- Phone (79.6%) and email (73.9%) support during business hours are the most expected service channels, while only 18.9% expect 24/7 live chat. The high demand for traditional channels suggests a need to maintain robust phone/email support while gradually introducing digital alternatives.
- 68.7% of residents haven't used any CRD support services in the past year, with self-help resources showing highest usage at 15.7%. The low utilization rates across all channels suggest an opportunity to either improve service visibility or reduce friction points that lead to support needs.

Customer Support: Expected vs Actual Usage



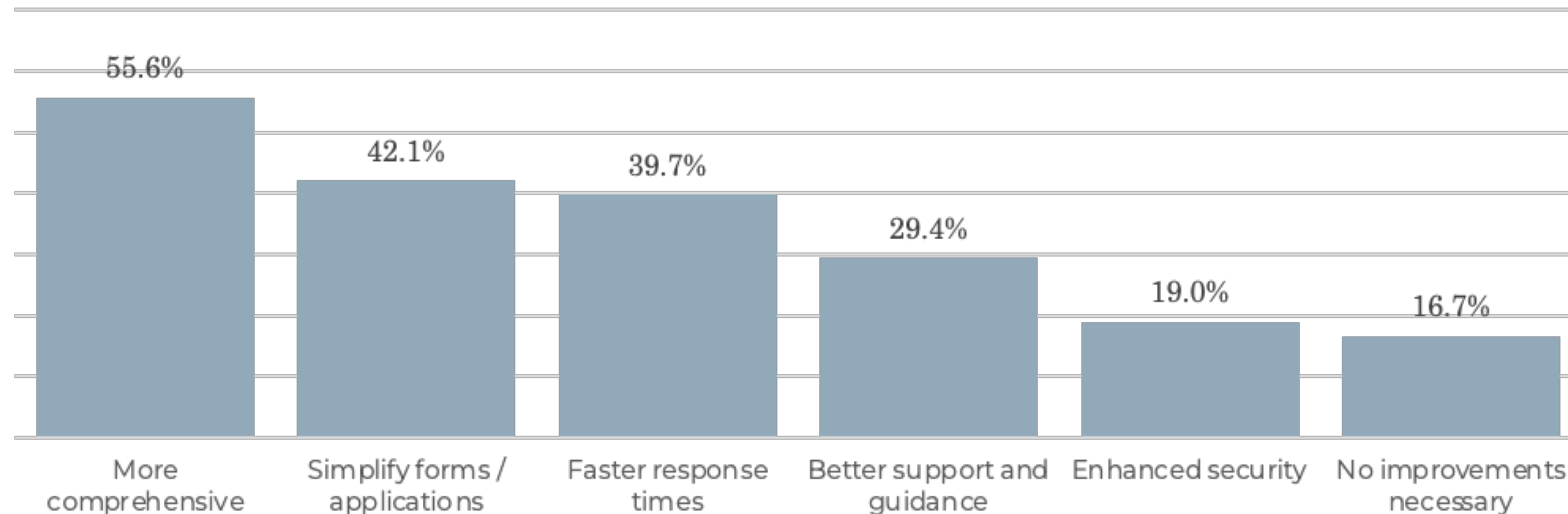
n=402.. In addition to in-person services, which types of customer support would you expect the CRD to offer? Which of these customer support services have you used when interacting with the CRD in the last 12 months? Select all that apply.



# Information access and process simplification lead online improvement priorities

- 55.6% of users want more comprehensive online information, while 42.1% seek simplified forms and applications.
- The focus on content and usability improvements points to clear priorities for enhancing digital service delivery.

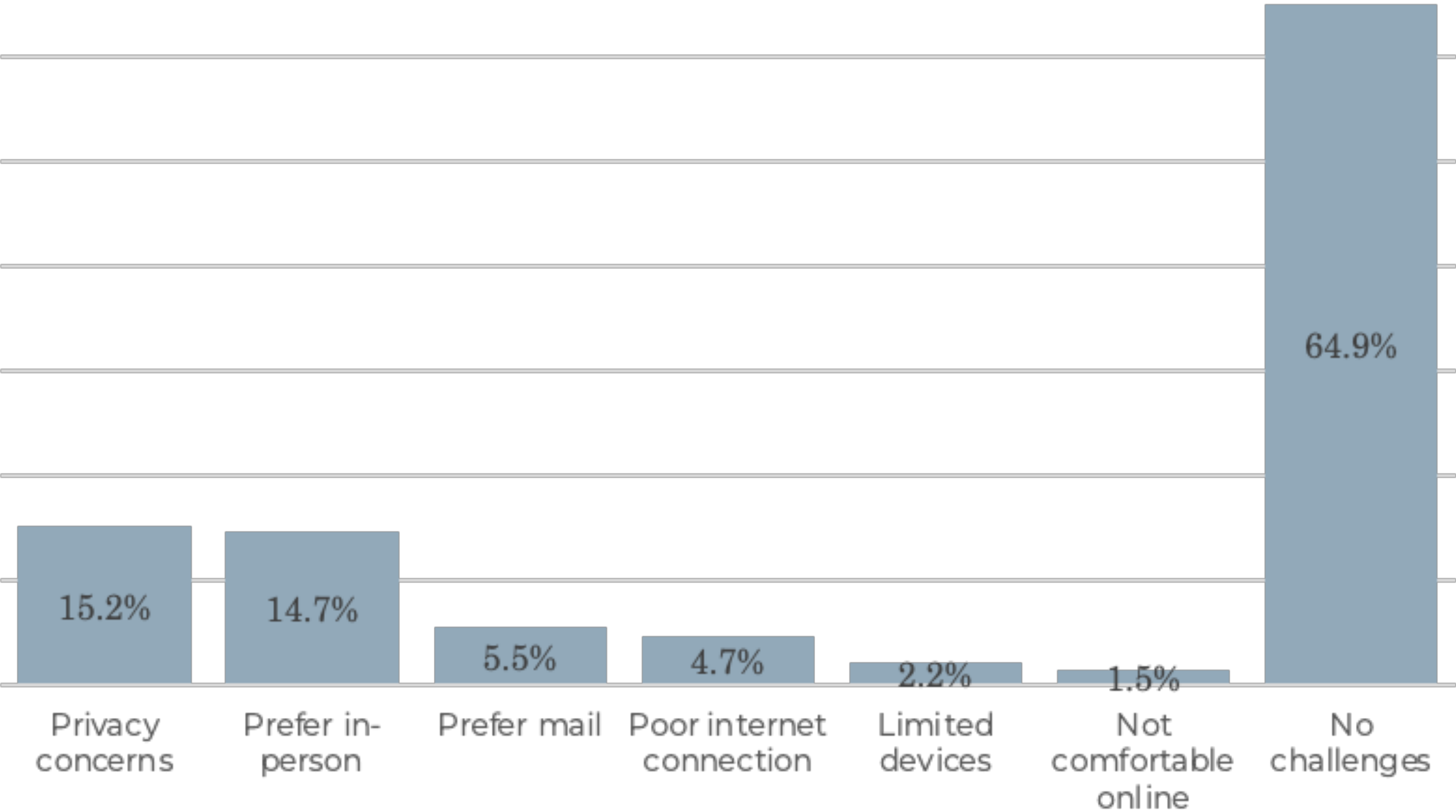
## Improve Online Experiences



n=402. Which of these would most improve your online experience with the CRD? Select all that apply.

# Digital service access barriers affect minority of residents

Digital Challenges



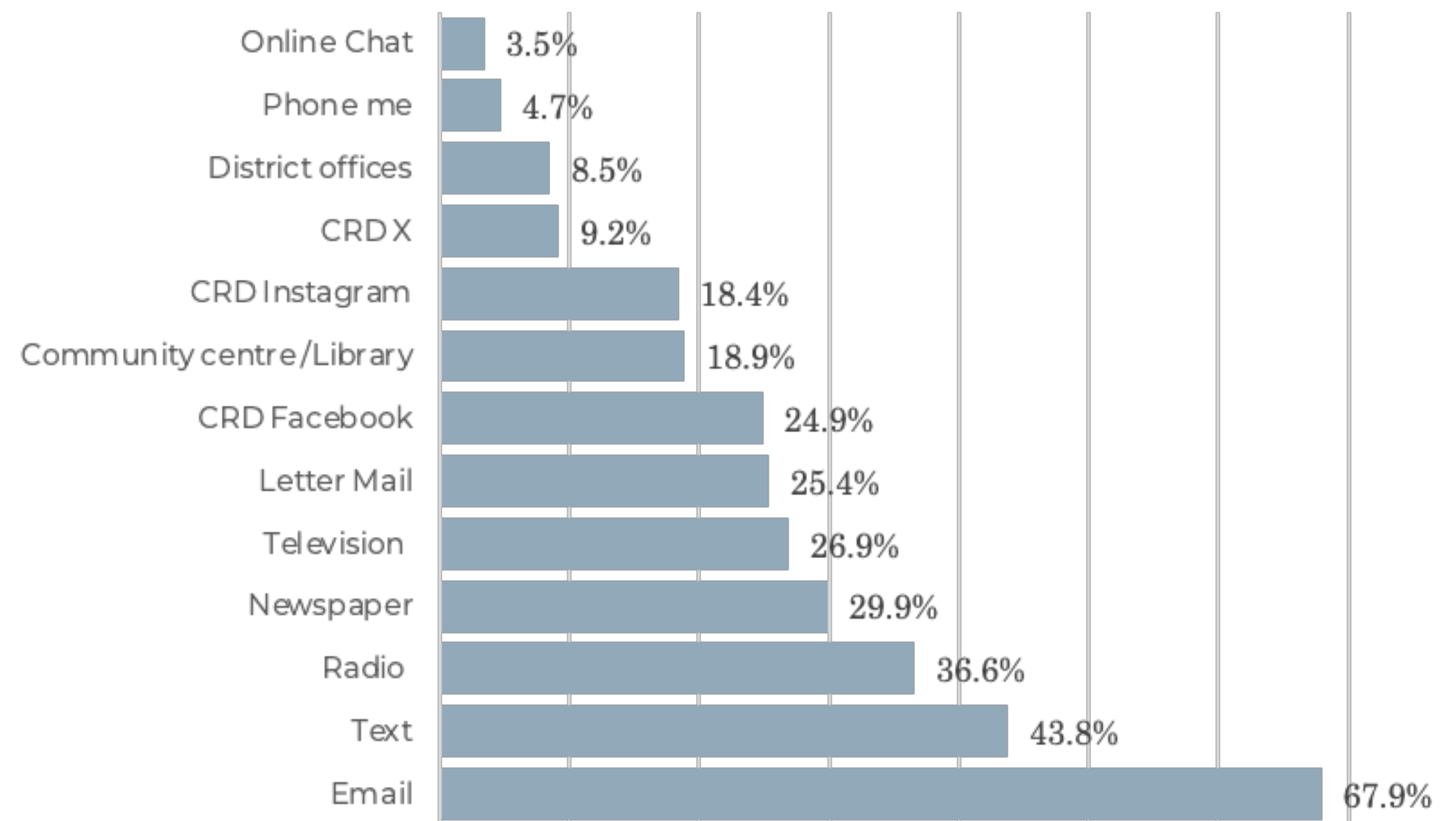
- 64.9% of residents report no challenges using digital services, with privacy concerns (15.2%) being the primary barrier.
- The preference for in-person interactions suggests value in maintaining multi-channel service delivery.

n=402. What challenges do you face when using digital services? Select all that apply.



# Residents show strong preference for direct communication channels

## Feedback Channels



- Email dominates as the preferred communication method at 67.9%, followed by text messaging at 43.8%, indicating strong preference for direct digital contact.
- Traditional media channels maintain significant relevance, with radio (36.6%), newspaper (29.9%), and television (26.9%) reaching substantial audiences.
- Social media platforms show varying impact: Facebook leads at 24.9%, while Instagram (18.4%) and CRD X (9.2%) demonstrate lower preference levels among residents.

n=402. We use different forms of communication to share information. We want to know how you prefer to hear from us. Today we are just asking about one example, water restrictions. How will you want to hear about water restrictions? Select all that apply.

# “ In their own words ”

Theme: Website navigation and information architecture—current structure creates barriers to finding relevant information.

Theme: Content format preferences—strong preference for direct, searchable text content.

“The email is good - you need people to be engaged. What can you add to the email to make it interesting so people know what the CRD is doing. There is a lot of misinformation and simple communication could overcome the mistrust.”

“Email, for sure...- if anything relevant to me and how I live- it would be nice to get an email from them. Of course, it needs to be focused on my region, not all of CRD. I can imagine they could help me register in advance.”

“I do not know how they communicate - you hear about them in news media and from tv from time to time. Otherwise I am not sure.”

“I learned about the active transit from roads being torn up, social media. It would be better through billboards. DO not read newspapers, do not listen to the radio.”



Information Architecture Challenge

- StrongUsers struggle with information overload and relevance filtering
- "Have to burrow through technical stuff to find basic information"

Channel preference more complex than data suggests

- Regional/demographic variations in digital readiness
- Mixed reception to email (concerns about overload, but preference to self select into email list services)
- Traditional channels still vital in rural areas

Strong user experience preferences

- Preference for searchable text over multimedia
- Demand for smart, guided tools for specific tasks
- Need for layered information (summary → detail)

Implications

1. Enhance User Navigation

- Improve search and filtering capabilities
- Create clear topic-based pathways
- Implement summary views with optional detail

2. Multi-Channel Strategy

- Develop integrated digital/traditional approach
- Enable end-to-end digital service deliver
- Maintain traditional channels where needed

3. Personalization Priority

- Enable customizable notifications
- Create region-specific content hubs
- Develop smart tools for common tasks



# Thank you.

Prepared by Catapult Strategy  
Contact: Monique Janower  
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CRD





# Resident Experience Survey Governance & First Nations Relations Committee Summary

April 2, 2025



# What makes this research important?

- ✓ **A data gap:** A general resident survey was last conducted in 2008/09. More recently, high visibility projects would have skewed results.
- ✓ **The world has changed:** Issues of trust exist, misinformation is rampant, and governments are competing for attention.
- ✓ **CRD has changed:** Since 2008 population has increased by 26% (96000). Differences in rural areas seem to have become more pronounced (population, governance structures, infrastructure challenges) leading to changes like establishing LLC, rural reclassification.
- ✓ **Lacking broader view and baseline:** No shared metrics to understand the collective impact on citizens overall experience with the CRD, and to use to make data-driven decisions and measure progress overtime.

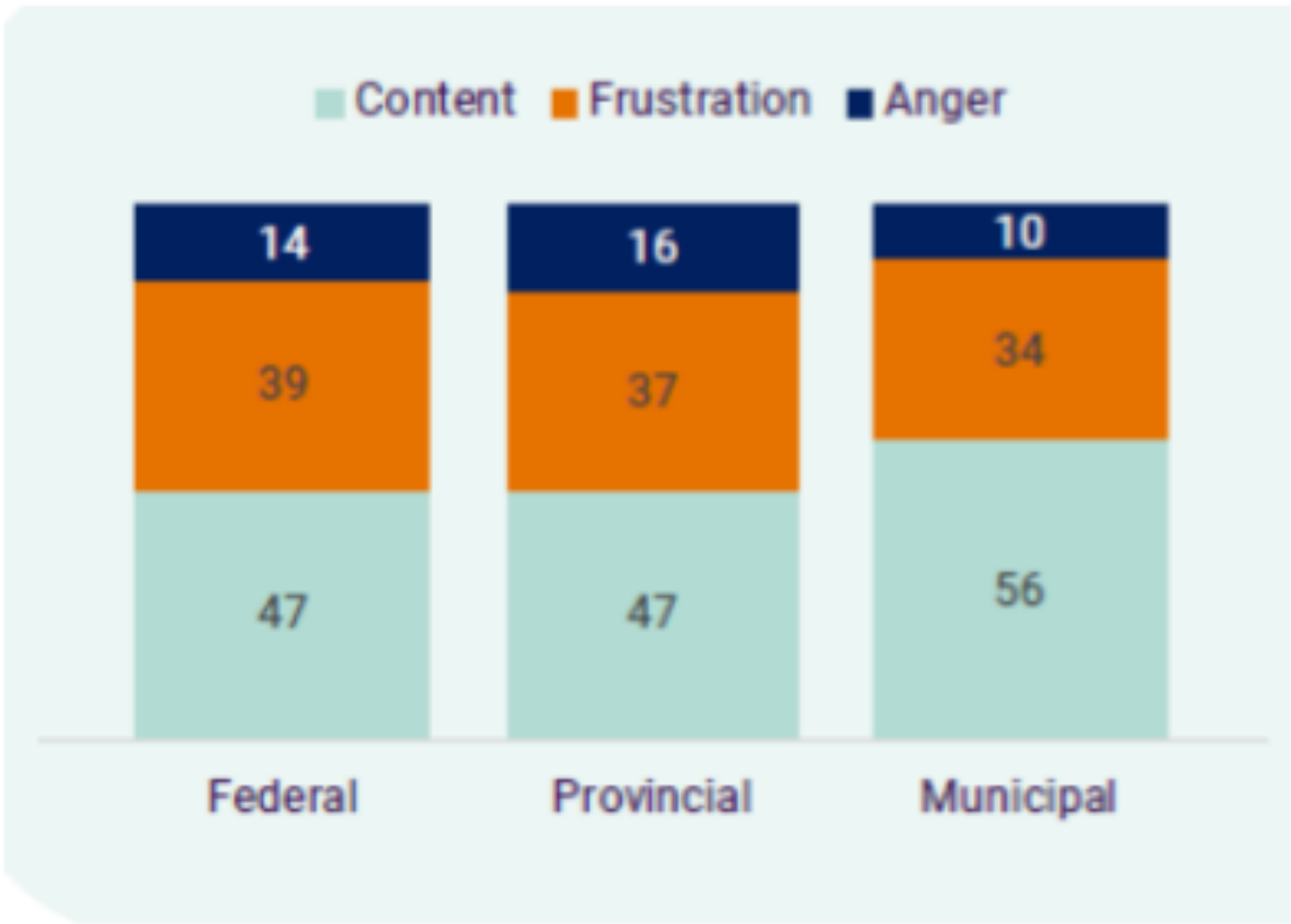




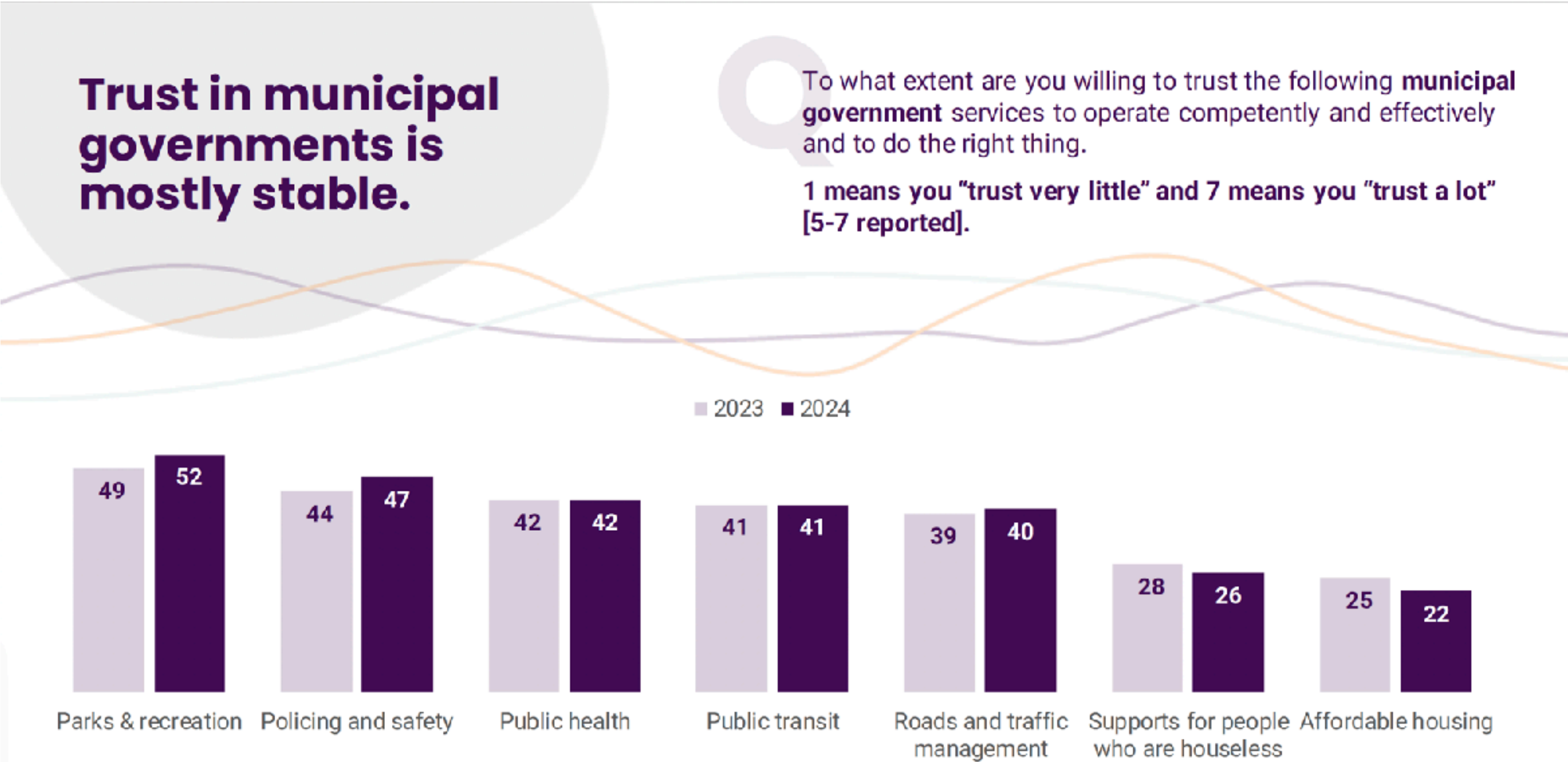
# Trust in municipal services: how we stack up

How the citizens views public institutions and governments is changing.

Residents are slightly more content with municipal governments but 44% are either frustrated or angry.



Source: Special Report: The Crisis of trust in government and democracy. Proof Strategies February 2023



Source: CanTrust Index February 13, 2024



# Research Snapshot

- What the residents of the CRD value
- The level of knowledge or awareness of the CRD in the region
- The level of trust in the CRD
- The level of satisfaction in CRD service
- The desired role of digital in-service delivery

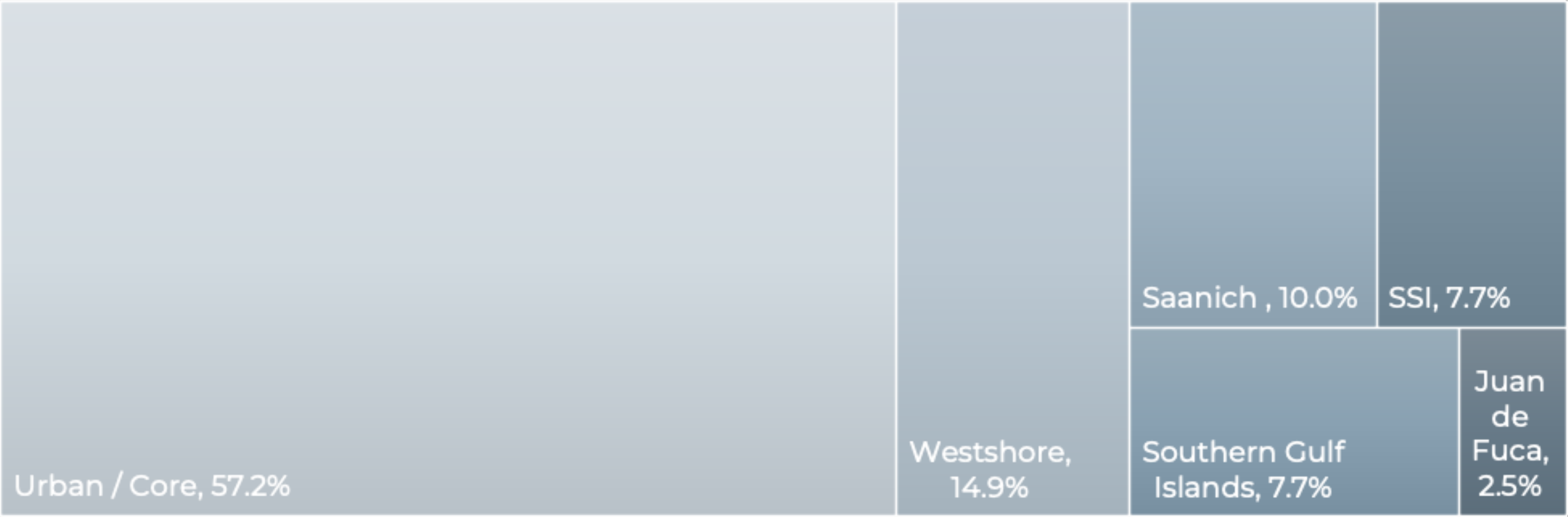
Awareness & Understanding  
Trust  
Engagement  
Digital Engagement

402 residents surveyed online  
14 in-depth interviews  
Every CRD region represented  
Baseline established  
Q4 2024

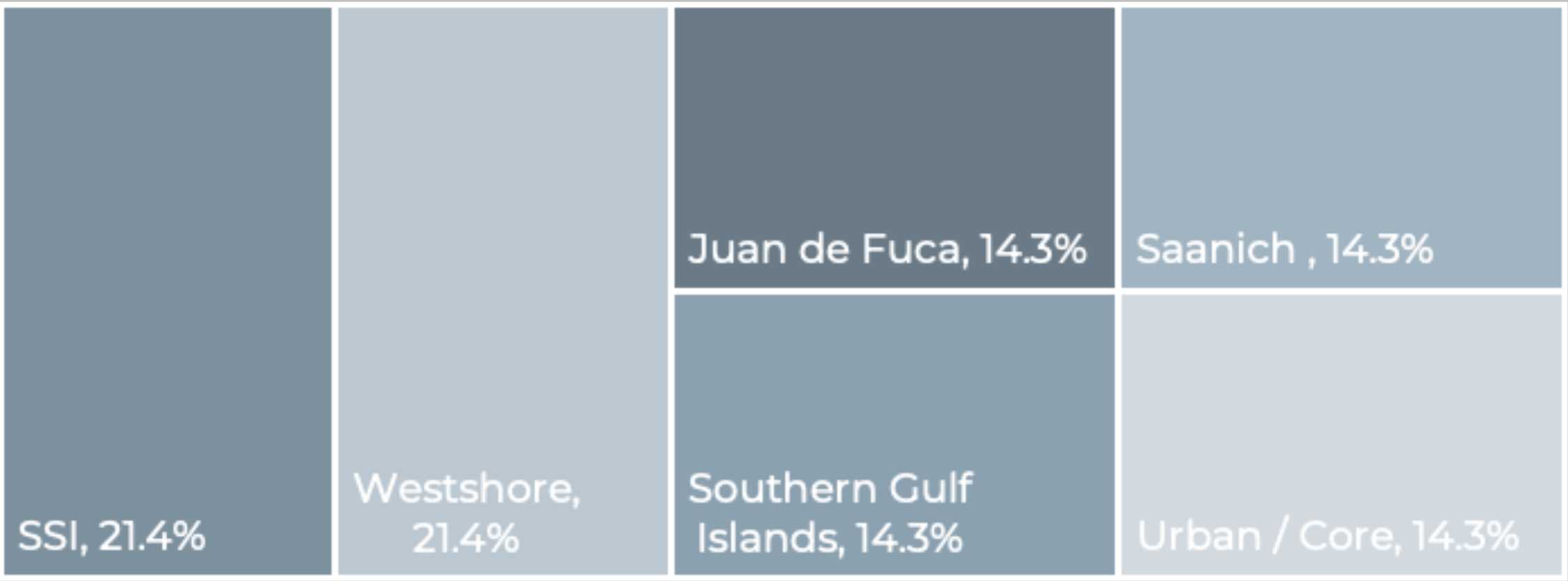


# Regional breakdown & participant profile

Region, Quantitative Study, n=402



Region, Focused Interviews, n=14



**Gender**  
Female 56%      Male 44%

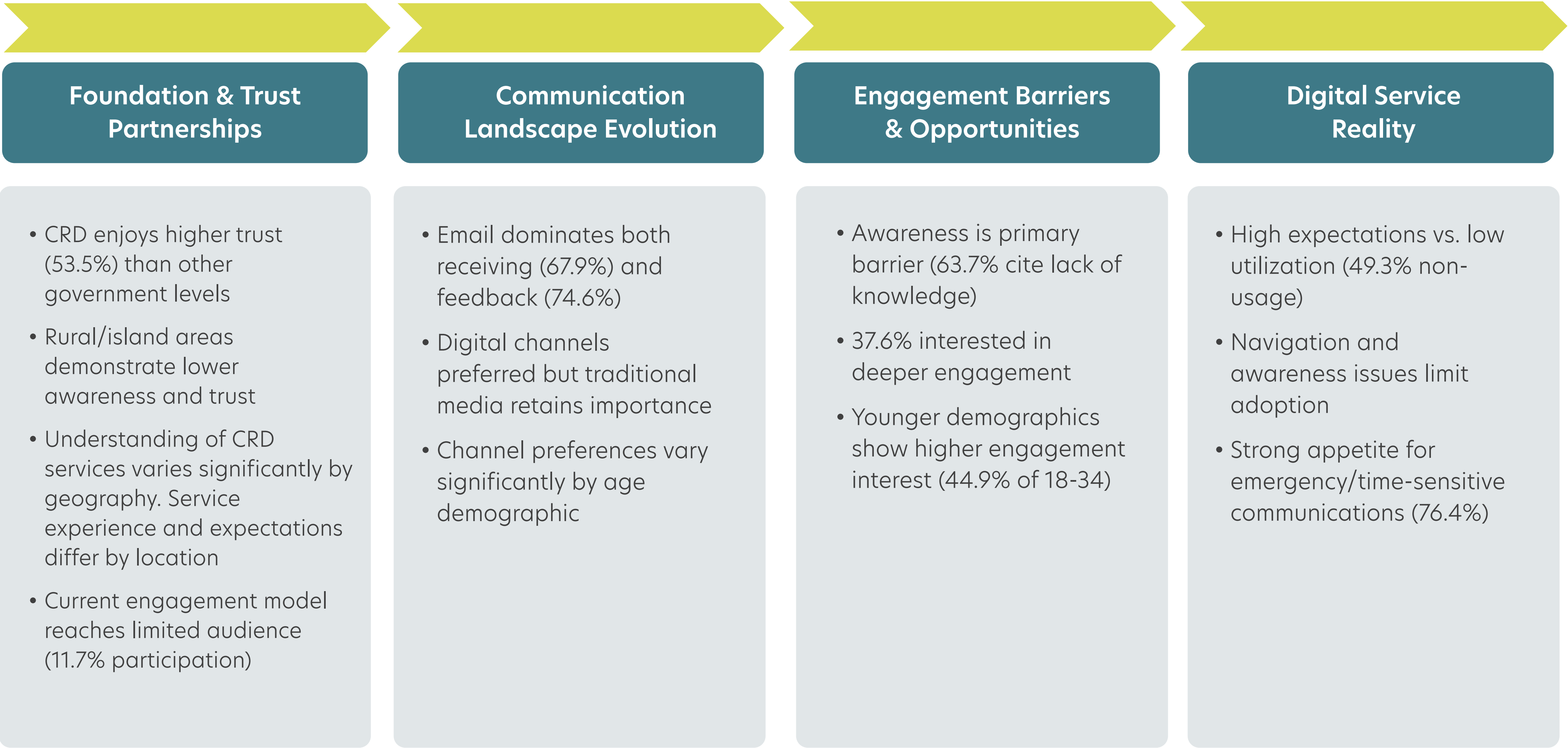
**Length of Residency in CRD**  
< 5 years 24%  
5-10 years 14%  
> 10 years





# What We Learned - Key Insights

KEY INSIGHTS





# Where to from here

## Geographically Targeted Communications Framework

### ACTIONS

- Develop distinct communication approaches for core vs. rural areas
- Create region-specific content highlighting local service impact
- Build targeted awareness campaigns for rural/island communities about CRD's role
- Maintain consistent core messaging while adapting delivery methods



Salt Spring Island



Galiano Island



Victoria



# Thank you.

Prepared by Catapult Strategy  
Contact: Monique Janower  
E. [mjanower@catapultstrategy.com](mailto:mjanower@catapultstrategy.com)  
P. 778-996-2099





## REPORT TO GOVERNANCE AND FIRST NATIONS RELATIONS COMMITTEE MEETING OF WEDNESDAY, APRIL 02, 2025

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**SUBJECT**      **Freedom of Information and Protection of Privacy Act (FOIPPA) 2024 Overview**

### **ISSUE SUMMARY**

The purpose of this report is to provide an annual year-end update on the key metrics of Freedom of Information (FOI) requests received in 2024 and provide an overview of privacy-related activities led by the Privacy and Information Services Division in 2024.

### **BACKGROUND**

The *Freedom of Information & Protection of Privacy Act* (the Act) requires all public bodies to be accountable to the public and to protect personal privacy by providing a right of access to records in the custody or control of a public body, including records containing personal information about the applicant.

### **IMPLICATIONS**

#### **Access (FOI) Requests for 2024**

In 2024, the Capital Regional District (CRD) processed **268** requests for information under the Act, decreasing by 16 requests or approximately 6% from last year. The Planning and Protective Services Department and Building Inspection Division continue as the service areas most subject to FOI requests. The average size of each request increased from previous years, as has the overall complexity and effort required to process each request. This is demonstrated by the increase in the number of 30-day extensions taken. In 2024, 13 extensions were taken, compared to 8 in 2023. Records retrieved are categorized by department under the following themes:

#### **Planning and Protective Services** (234 Requests):

- **Building Inspection** (190 requests) – building and property inspection records;
- **Bylaw Enforcement** (39 requests) – animal control incidents, complaint files (including audio-visual files), permits and inspection records;
- **Emergency Management** (1 request) – Regional Emergency Management Partnership (REMP) records;
- **Regional Housing** (4 requests) – Tenancy records.

**Corporate Services** (4 requests) – Commission & Committee meeting records, accidents & claims files (Risk), electoral information.

**Executive Services and Human Resources** (7 requests) – Board meeting records and correspondence, employment & personnel records.

**Integrated Water Services** (8 requests) – Water infrastructure, waste management, water servicing & supply, and related records.



**Parks & Environmental Services** (13 requests):

- **Regional Parks** (7 requests) – Strategic planning records about parks and trails;
- **Recreation** (6 requests) – Video surveillance footage and incident reports from recreational facilities.

**Finance & Technology** (2 requests) – Financial service records.

In 2024, Privacy and Information Services staff continued to process a high volume of audio-visual (AV) files; 158 AV files were reviewed as part of 11 requests. Similar to 2023, most video files were responsive to bylaw enforcement FOI requests, which applicants specifically requested. In FOI work, AV files are complex to redact and are significantly more time-consuming to process compared to written records, electronic documents, photos, and other file types. As this trend continues, Privacy and Information Services staff keep building and refining their AV processing skills.

In 2024, Privacy and Information Services staff formalized a procedure to re-direct applicants requesting building permit information to request a Permit Information Report (PIR) prior to submitting an FOI request. The PIR costs \$100 and is available for purchase directly from Building Inspection. The report provides a chronological history of the permits issued for a specific property. Although the PIR has been available for many years through Building Inspection, it is now being consistently leveraged by Privacy and Information Services staff as an alternate release process outside of FOI requests.

FOIPPA does not permit FOI requests to bypass, or replace, existing fee-based request processes. Furthermore, PIRs do not contain personal information and qualify for routine release directly by Building Inspection. By re-designing Privacy and Information Services processes to incorporate the PIR, staff can re-direct applicants seeking historical permit information to the fee-based request process, bypassing FOI. This approach generates revenue for Building Inspection, improves timelines and service delivery to requestors, and reduces workload, as FOI requests are more onerous and time-consuming to process. In 2024, Privacy and Information Services staff re-directed 9 formally submitted FOI requests to the PIR process. However, this number does not account for the many FOI requests which were avoided by redirecting prospective FOI applicants to the PIR process, as avoided requests are not recorded in the FOIPPA annual statistics.

General request metrics are further broken down in the Tables in Appendix A. Tables 1 and 2 outline the type of requestors and the number of requests broken down by CRD department area. The effort required to address each request varies significantly based on the scope and nature of what the applicant is looking for. Table 3 sets out the cumulative total number of pages staff reviewed and released over the year. This metric does not include other forms of processed records, including AV files. Table 4 outlines how many requests were subject to fees, how much was issued in fee estimates compared to how much was collected in fee payments, how many of the requests involving fees were commercial applicants compared to non-commercial applicants (i.e. individuals) and how many requests were not processed due to fees.

**Privacy Impact Assessments (PIAs)** - In 2024, Privacy and Information Services staff worked

on 46 PIAs. Technology initiatives, including IT system upgrades, corporate change initiatives and provincial/multi-jurisdictional projects, continue to drive PIA work in terms of volume, complexity, depth, and scope of required assessments. Many legacy IT systems and processes, which never initially went through the PIA process, are now being assessed due to a major system upgrade or change. Given the modernization goals of Technology and Digital Transformation's (TDTs) strategic plan, this trend is expected to continue into 2025 and beyond.

Surveys and consultation activities also require significant PIA support. In late 2024, the Manager, FOI & Privacy established a new, simplified PIA template specific for survey initiatives which use existing CRD survey tools (Checkbox and Engagement HQ). As these corporate tools underwent the PIA process and are approved, including for surveys which may collect personal information, the PIA review process for individual surveys which use these tools can be streamlined. This new PIA template is well-received by staff and should reduce processing times for survey PIAs.

PIAs completed in 2024 can be categorized under the following themes:

- **Public or Internal Stakeholder Consultation and Surveys** (14 PIAs) – Regional Residential survey, Liquid Waste Management Plan Consultation, Recreation Facility Needs Assessment Survey & Engagement, SEAPARC Strategic Plan Survey, CRHC 2024 Tenant Survey, Solids Waste Management Engagement Project (Malatest), various environmental and satisfaction surveys.
- **New or Updates to Corporate Technologies & Major Change Initiatives** (9 PIAs) – Video surveillance systems changes or updates, new enterprise-level Microsoft tools (Power BI, Entra/Purview), SAP S/4 HANA Upgrade (*ongoing*), ArcGIS Portal, enterprise architecture management solution.
- **Internal Projects** (21 PIAs) – Website redesign and associated tools (usage statistics, e-newsletter), Arts & Culture data sharing initiative, wildlife monitoring in regional parks, fleet data and telematics, CRD electric vehicle charging stations, CRHC property management software, SharePoint volunteer registration lists, CRHC Housing Agreement Program, Checkbox Cloud upgrade, Digital Asset Management System, Motor Vehicle Claims module of Prismatic.
- **Provincial / Multi-Jurisdictional Partnerships or Projects** (2 PIAs) – Next Generation 911 (NG911), Homeless Individuals and Families Information System project (HIFIS, involving CRD, BC Housing, other various parties).

PIAs can differ greatly across initiatives which require them. The time and effort required to write, review, and complete a PIA heavily depends on the scope, scale and complexity of an initiative. Key considerations include the type and sensitivity of the information involved, the initiative's privacy impacts and mitigation requirements, the physical, technical and security measures used, the processes, systems and stakeholders involved, and timing. Large initiatives may require multiple PIAs to address the different components or may require multiple years to complete. Business areas lack the privacy subject matter expertise to complete PIAs on their own and need guidance for their initiatives to be privacy compliant, which the PIA process provides. Further, PIAs for technology initiatives may also require input and review by Information Technology staff, particularly IT security.

Initiatives involving a service provider or external stakeholder typically include the third

party/parties in the PIA process. Components of the assessment may require external input, such as the technical security measures used to protect information collected and stored by a third party. The process helps apprise service providers of the CRD's obligations under FOIPPA.

A new Senior Privacy & Information Analyst FTE position was approved for 2024, to further support PIA work. The position was filled in January 2025, and PIA processing times within the Privacy and Information Services team are anticipated to improve.

***Privacy Management Program (PMP) and Training*** – Privacy and Information Services provides regular mandatory FOI and privacy training for all CRD employees, which must be completed within six months of commencing employment. In 2024, Privacy and Information Services offered three foundational training sessions, attended by 77 staff. Privacy Refresher training tailored specifically for Finance managers was also offered.

***Privacy Breach Reporting*** – In 2024, Privacy and Information Services were notified of seven privacy incidents; none of which resulted in any significant harm to affected individuals, and all were quickly remediated. Four privacy-related complaints involved the Office of the Information and Privacy Commissioner (OIPC) for BC. The CRD was upheld in one complaint review, one complaint was withdrawn by the complainant, and the remaining two complaints have not yet been reviewed by an OIPC investigator.

The number of privacy breaches that occur annually is relatively low, and generally manageable, but could be very impactful on workload should a large incident occur, involving sensitive personal information. Privacy staff coordinate closely with IT security on areas of common interest, including PIAs, risk management, incident management, policies, training, and support.

#### ***Alignment with Board & Corporate Priorities***

Access to information and privacy impact assessments fall under the Community Need for Open Government. These activities also support legislative compliance, transparency and business systems and processes in the Corporate Plan and are important for good governance.

## **CONCLUSION**

Redirecting permit information requestors to purchase Permit Information Reports (PIRs) directly from Building Inspection seems to have successfully reduced the number of FOI requests in 2024. However, both FOIs and PIAs have continued to grow in complexity. As CRD undertakes technology modernization and digital transformation, these initiatives will require PIAs. Further work is planned in 2025 to define and promote publicly accessible data categories for certain record types, such as the PIR. This work benefits the public through improved information access and meets legislative requirements under FOIPPA. Further, increasing public access to CRD information outside of the FOI process should slowly decrease the annual volume of FOI requests. In time, these improvements should free up Privacy and Information Services staff to focus on processing more complex FOI requests, PIAs and other areas of work.

## **RECOMMENDATION**

There is no recommendation. This report is for information only.



Submitted by:	Kelsey Dupuis, MLIS, MAS, CIPM, Manager, FOI & Privacy
Concurrence:	Kristen Morley, J.D., General Manager, Corporate Services & Corporate Officer
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

**ATTACHMENT(S)**

Appendix A: 2024 FOI Request Metrics Tables 1 - 4

**Table 1 – Types of Requestors**

Type of Requestor	Requests by Year		
	2024	2023	2022
Individuals	153	156	134
Realtors	67	81	66
Law Firms	11	11	23
Other Commercial/Businesses	19	14	12
Associations and Societies	6	5	2
Special Interest Groups*	9	9	9
RCMP and Police	3	7	1
Media	0	1	1
<b>Total</b>	<b>268</b>	<b>284</b>	<b>248</b>

*\*These account for consultation requests submitted by other public bodies under FOIPPA, including provincial and local government, and special purpose government bodies such as Islands Trust. Consultation requests require similar administration and processing efforts to other FOIs for reporting purposes.*

**Table 2 – Requests by Department**

Requests by Department	Requests by Year		
	2024	2023	2022
Planning and Protective Services	226	244	213
Parks and Environmental Services	17	13	12
Executive Services	5	6	6
Corporate Services	6	6	7
Finance & Technology	2	2	0
Integrated Water Services	8	8	4
Capital Regional Housing Corp / Regional Housing	4	5	6
<b>Total</b>	<b>268</b>	<b>284</b>	<b>248</b>

**Table 3 – Summary of Documentation Released**

Year	Requests	Total Pages Reviewed	Total Pages Released	Average Review (pages)	Average Release (pages)	30 Day Extension
<b>2024</b>	<b>268</b>	11,749*	9,667	56	46	13
<b>2023</b>	<b>284</b>	14,306	10,355	50	36	8
<b>2022</b>	<b>248</b>	8,730	6,344	35	26	2

*\* This figure does not include **158 audio-video records** that were also reviewed as part of 11 requests.*

**Table 4 – Summary of Fee Estimates Issued and Fees Collected**

Year	Requests	Total Requests with Fees	Total Fee Estimates Issued	Total Fees Collected (Paid)	Total Commercial Requests (Paid Fees)	Total Non Commercial Requests (Paid Fees)	Total Requests Abandoned (Not Paid)
<b>2024</b>	<b>268</b>	3	\$1,333.81	\$1,255.31	1	1	1
<b>2023</b>	<b>284</b>	7	\$2,110.80	\$349.79	1	3	3
<b>2022</b>	<b>248</b>	8	\$3,002.05	\$1134.99	2	3	3





Making a difference...together

## REPORT TO GOVERNANCE AND FIRST NATIONS RELATIONS COMMITTEE MEETING OF WEDNESDAY, APRIL 2, 2025

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**SUBJECT**      **Bylaw No. 4668: CRD Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025**

### **ISSUE SUMMARY**

The Capital Regional District (CRD) has entered into a new 10-year agreement to deliver the Community Works Fund (CWF). The agreement requires the Regional Board to confirm that third-party projects meet certain criteria, which is a significant deviation from existing processes. Additionally, the authority to allocate the CWF to CRD projects has not been explicitly defined.

### **BACKGROUND**

The Community Works Fund is a long-standing program of the Canada Community-Building Fund (CCBF) that provides local and regional governments in BC with annual funding for local infrastructure investments. Individual governments can decide how to allocate CWF contributions to best align with the terms and conditions of their CWF Agreement with the Union of British Columbia Municipalities (UBCM).

In the past, CWF allocation decisions were made per Bylaw No. 4186, "Capital Regional District Delegation Bylaw No. 1, 2017", Delegation of Authority in Relation to Grant Applications. The CWF Agreement that the CRD entered in 2024 requires third-party allocations of funding to be accompanied by a CRD Board Resolution confirming certain criteria. Upon approving the CWF Agreement on September 11, 2024, the Board directed staff to investigate the board resolution requirements and bring forward potential solutions. Through subsequent consultation, UBCM confirmed that the Board may delegate this decision-making authority to the staff level.

### **ALTERNATIVES**

#### *Alternative 1*

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

1. That Bylaw No. 4668, "Capital Regional District Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025" be read a first, second and third time; and
2. That Bylaw No. 4668 be adopted.

#### *Alternative 2*

That this report be referred back to staff for further review.

### **IMPLICATIONS**

#### *Service Delivery Implications*

Under the 2014-2024 agreement, allocations of the CWF have not required Board approval. The standard practice has been for staff to identify and develop eligible projects for the applicable

Electoral Area Director's approval.

Explicitly delegating the decision-making authority to staff in compliance with the 2024 agreement will allow these existing processes to remain in place. This will minimize any potential disruption to the administration of CWF funds and streamline the awarding of funds to approved and eligible projects. Allocations will remain subject to Electoral Area Director approval while maintaining CRD compliance with the CWF agreement.

### **CONCLUSION**

The Community Works Fund (CWF) is a long-standing program that provides funding for local infrastructure investments. The new 10-year CWF Agreements requires a Board resolution for third-party awards. The Board may delegate this authority to staff. Amending the Delegation Bylaw to staff will allow existing processes to be maintained instead of requiring routine projects to be brought to the Board for approval, which may cause delays.

### **RECOMMENDATION**

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

1. That Bylaw No. 4668, "Capital Regional District Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025" be read a first, second and third time; and
2. That Bylaw No. 4668 be adopted.

Submitted by:	Steven Carey, B. Sc., J.D., Senior Manager, Legal & Risk Management
Concurrence:	Nelson Chan, MBA, FCPA, FCMA, Chief Financial Officer, GM Finance & IT
Concurrence:	Kristen Morley, J.D., General Manager, Corporate Services & Corporate Officer
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

### **ATTACHMENT(S)**

Appendix A: Bylaw No. 4668

Appendix B: Bylaw No. 4186 (Redlined)



CAPITAL REGIONAL DISTRICT  
BYLAW NO. 4668

\*\*\*\*\*

A BYLAW TO AMEND THE DELEGATION OF POWERS, DUTIES & FUNCTIONS OF THE CAPITAL  
REGIONAL DISTRICT BOARD (BYLAW NO. 4186)

\*\*\*\*\*

WHEREAS:

- A. Under Bylaw No. 4186, “Capital Regional District Delegation Bylaw No. 1, 2017”, the Regional Board delegates authority to commissions, staff, and volunteers for established authority levels;
- B. The 2024-2034 CRD-Union of BC Municipalities Community Works Fund Agreement requires the Board to confirm third party awards meet certain criteria, unless this role is delegated to staff, which may only be done by bylaw under the *Local Government Act*; and
- C. The Board wishes to amend Bylaw No. 4186 to delegation this authority to staff, in consultation with the relevant Electoral Area Director, in relation to Community Works Fund Agreements;

**NOW THEREFORE**, the Capital Regional District Board in open meeting assembled hereby enacts as follows:

- 1. Bylaw No. 4186, “Capital Regional District Delegation Bylaw No. 1, 2017”, is hereby amended as follows:
  - (a) By inserting the following as section 7.3:

**Delegation of Authority in Relation to Community Works Fund Agreements**

7.3

- (a) The Board delegates to the Chief Administrative Officer and the Chief Financial Officer the decision-making authority of the Board to allocate Community Works Fund contributions under agreement with the Union of British Columbia Municipalities.
- (b) No allocation shall be made without the applicable Electoral Area Director’s prior written approval.

- 2. This bylaw may be cited for all purposes as “Capital Regional District Delegation Bylaw No. 1, 2017, Amendment Bylaw No. 5, 2025”.

READ A FIRST TIME THIS	th	day of	20__
READ A SECOND TIME THIS	th	day of	20__
READ A THIRD TIME THIS	th	day of	20__
ADOPTED THIS	th	day of	20__

\_\_\_\_\_  
CHAIR

\_\_\_\_\_  
CORPORATE OFFICER



## **BYLAW NO. 4186**

### **CAPITAL REGIONAL DISTRICT DELEGATION BYLAW NO. 1, 2017**

**Consolidated for Public Convenience  
(This bylaw is for reference purposes only)**

ORIGINALLY ADOPTED MAY 10, 2017  
(Consolidated with Amending Bylaws 4295, 4310, 4348, 4429 & 4668)

For reference to original bylaws or further details, please contact the Capital Regional District,  
Legislative Services Department, 625 Fisgard St., PO Box 1000, Victoria BC V8W 2S6  
T: (250) 360-3127, F: (250) 360-3130, Email: [legserv@crd.bc.ca](mailto:legserv@crd.bc.ca), Web: [www.crd.bc.ca](http://www.crd.bc.ca)



**CAPITAL REGIONAL  
DISTRICT BYLAW NO. 4186**

\*\*\*\*\*  
**A BYLAW TO DELEGATE POWERS, DUTIES & FUNCTIONS  
OF THE CAPITAL REGIONAL DISTRICT BOARD**  
\*\*\*\*\*

**WHEREAS** under section 263(1)(e) and 229(1) of the *Local Government Act* the Board may, by bylaw adopted by at least two thirds of the votes cast, delegate its powers, duties and functions, including those specifically established by an enactment, to its officers and employees, its committees or its members, or to other bodies established by the Board;

**AND WHEREAS** the Board of the Capital Regional District wishes to delegate certain powers, duties and functions;

**NOW THEREFORE**, the Regional Board of the Capital Regional District in open meeting assembled hereby enacts as follows:

**Definitions**

**1. In this Bylaw**

- (a) "Act" means the *Local Government Act*;
- (b) "District" means the Capital Regional District, a regional district incorporated under the *Local Government Act*;
- (c) "Board" means the Board of the Capital Regional District;
- (d) "Charge" means a charge as defined in the *Land Title Act* (British Columbia);
- (e) "General Manager" means an Officer designated as a General Manager in Bylaw No. 3343;
- (f) "Land and Land Use Agreement" means an instrument, deed or other agreement affecting title to or granting a right in relation to the use of real property and improvements including:
  - i. a transfer of a fee simple interest in real property;
  - ii. the creation, modification, assignment, or release of a charge;
  - iii. a licence or permit;
- (g) "Total Purchase Price" means the total purchase price payable for goods, services, and construction under the contract over the entire term of the contract (but not including options to purchase additional goods or services during the term which may or may not be exercised and not including applicable taxes).

### **Delegation Includes Deputy or Acting**

2. (a) A delegation of a power, duty, or function under this bylaw includes a delegation to a person who is from time to time the deputy or the delegate or is appointed by the Board to act in the capacity of the delegate in the delegate's absence.
- (b) For certainty, a delegation of authority under subsection (a) includes a delegation to a person appointed to a position held on an interim basis.

*(Bylaw 4348)*

### **Delegation of Purchasing Power**

3. (a) The Board hereby delegates to the District's Chief Administrative Officer and Chief Financial Officer all of the powers, duties and functions of the Board under section 263(1)(a) and 263(1)(b) of the Act to make agreements respecting the District's activities, works or services, but subject to the approved annual financial plan.
- (b) The Board hereby delegates to the District's officers, employees, and volunteers, the authority to acquire and purchase goods and services on behalf of the District, subject to the District's purchasing policies and procedures, the approved annual financial plan, and the following Total Purchase Price limits:
  - (i) for the Chief Administrative Officer: \$5,000,000;
  - (ii) for the Chief Financial Officer: \$500,000;
  - (iii) for General Managers: \$500,000; and
  - (iv) for all other staff and volunteers, subject to the approval of the applicable General Manager and/or the Chief Financial Officer, the lesser of \$100,000 or the amount listed on their approved signing authority form held by the department of Finance & Technology.
- (c) Notwithstanding section 3(b) of this Bylaw, Chief Administrative Officer has authority to increase a contract or agreement by way of a change order or amendment provided that the Total Purchase Price of the contract or agreement including all change orders or amendments in any given calendar year does not exceed the funding available in the approved annual financial plan.

*(Bylaw 4348)*

*(Bylaw 4348)*

### **Delegation of Authority in Relation to Land and Land Use Agreements**

4. (a) The Board hereby delegates to the District's officers and employees listed below all of the powers, duties and functions on behalf of the Board under section 263(1)(d) of the Act to acquire, hold, manage and dispose of land or improvements or any interest or right in or with respect to that property in connection with the District's activities, works or services, but subject to the approved annual financial plan, the District's purchasing policies and procedures, and the following signing authority limitations:
  - (i) for the Chief Administrative Officer: \$500,000;
  - (ii) Chief Financial Officer and General Managers: \$100,000.



- (b) The Board hereby delegates to the District's staff and volunteers, subject to the approval of the applicable General Manager, the power to approve and execute Land Use Agreements for recreation centres, community centres, and parks facilities, provided the term of the agreement is less than 30 days and the value does not exceed \$5,000.
- (c) The power delegated under section 4(a) includes the power to execute Land and Land Use Agreements on behalf of the District and all agreements, instruments and documents, including amendments.
- (d) The power delegated in section 4(a) includes the power to agree on behalf of the District to the creation of covenants registrable under s.219 of the *Land Title Act*.

### **Delegation to Commissions and Committees**

5. (a) The Board hereby delegates to the Board Commissions listed below, all of the powers, duties and functions of the Board under section 263(1)(a) and 263(1)(b)(i) of the Act to make agreements respecting the District's activities, works or services relating to the service administered by the Commission to the extent that such authority is not delegated under section 3, provided that the revenue or expenditure is included in the approved annual financial plan:
  - (i) Regional Water Supply Commission
  - (ii) Juan de Fuca Water Distribution Commission
  - (iii) Saanich Peninsula Water Commission
  - (iv) Saanich Peninsula Wastewater Commission
  - (v) Peninsula Recreation Commission
- (b) The Board hereby delegates to the Board Commissions listed below, all of the powers, duties and functions of the Board on behalf of the District under section 263(1)(d) of the Act to acquire, hold, manage and dispose of land or improvements or any interest or right in or with respect to that property in connection with the operation of any service or services administered by the Commission to the extent that such authority has not been delegated under section 4 of this bylaw, provided that the revenue or expenditure is included in the approved annual financial plan and subject to the District's purchasing policies and procedures:
  - (i) Regional Water Supply Commission
  - (ii) Juan de Fuca Water Distribution Commission
  - (iii) Saanich Peninsula Water Commission
  - (iv) Saanich Peninsula Wastewater Commission
  - (v) Peninsula Recreation Commission
- (c) Where a Commission is delegated the authority under this section, the Commission Chair and the applicable General Manager are authorized to execute an agreement approved by the Commission.

## Delegation of Hearings

6. The Board hereby delegates to the Electoral Area Services Committee the powers, duties, and functions of the Board:
- (a) under sections 57 and 58 of the *Community Charter*, including the power to hold a hearing in relation to the matter;
  - (b) to agree on behalf of the District to the modification, assignment or release of covenants registrable under section 219 of the *Land Title Act*.
- 6.1 The Board hereby delegates to the Juan de Fuca Land Use Committee the powers, duties, and functions of the Board pursuant to the *Liquor Control and Licensing Act*, SBC 2015, c 19 and the *Cannabis Control and Licensing Act*, SBC 2018, c 29, to give comments and recommendations as required and gather the views of residents by one or more of the methods permitted by enactment. (Bylaw 4310)

## Delegation of Authority in Relation to Grant Applications

7. (a) Subject to subsection (b), the Board hereby delegates to the District's officers and employees listed below all of the Board's powers, duties and functions under section 263(1)(a) and 263(1)(b) to make grant applications and enter into agreements respecting the receipt and use of grants:
- The Chief Administrative Officer, the Chief Financial Officer, and all General Managers, to a maximum of \$500,000 where this is consistent with the approved financial plan of the Capital Regional District.
- (b) The authority under subsection (a) does not include authority delegated under section 5(a) of this Bylaw.

## Delegation of Electoral Area Grants-in-Aid

- 7.1 (a) The Board delegates to the officers and employees below all of its powers, duties, and functions to provide assistance under section 263(1)(c) in the form of an electoral area grant-in-aid:
- the Chief Administrative Officer; and  
the Chief Financial Officer.
- (b) No grant-in-aid shall be made without the applicable electoral area director's prior written approval.
- (d) The authority under this section does not include the provision of assistance to business, unless permitted by the *Local Government Act*. (Bylaw 4295)

## Delegation of legal settlement authority

- 7.2 The Board delegates to the Chief Administrative Officer the ability to settle any action, claim, or demand up to a maximum value of \$2-million per claim. (Bylaw 4429)

## Delegation of Authority in Relation to Community Works Fund Agreements

### 7.3

- (a) The Board delegates to the Chief Administrative Officer and the Chief Financial Officer the decision-making authority of the Board to allocate Community Works



Fund contributions under agreement with the Union of British Columbia  
Municipalities.

- (b) No allocation shall be made without the applicable electoral area director's prior  
written approval. (Bylaw 4668)

### **Delegation to Fire Chiefs**

8. The Board hereby delegates to the District's Fire Chiefs, for fire departments operating under the authority of the Board, all of the powers, duties and functions of the Board under section 263(1)(a) of the Act to make agreements to participate as required in the Ministry of Forests' "Operating Guidelines for Wildfire Suppression with Local Governments" and with the Provincial Emergency Program for road rescue services, but subject to the approved financial plan.

### **Delegation of Contract Signing Authority-Electoral Areas**

9. An Electoral Area Director is authorized to execute a contract approved by the Board in place of the Board Chair where the contract affects only the interests of the Electoral Area represented by that Director.

### **Delegation of Authority in Relation to Appointments of Officials under the *Environmental Management Act***

10. The Board hereby delegates to the Board Chair all of the Board's powers, duties and functions to appoint, and to rescind appointments of, a Deputy Sewage Control Manager and a Municipal Sewage Control Officer under Section 29 of the *Environmental Management Act*.

### **Scope of Bylaw**

11. For clarity, subject to the Act, unless a power, duty or function of the Board has been expressly delegated by this Bylaw or another District bylaw, all of the powers, duties and functions of the Board remain with the Board.

### **No Delegation by a Delegate**

12. For clarity, a person to whom a power, duty or function has been delegated under this Bylaw has no authority to further delegate to another person any power, duty or function that has been delegated by this Bylaw.

### **Repeal**

13. Bylaw No. 2864, the "Capital Regional District Delegation Bylaw No. 1, 2001" is hereby repealed.

**Citation**

14. This Bylaw may be cited as "Capital Regional District Delegation Bylaw No. 1, 2017".

READ A FIRST TIME THIS	10th	day of	May	2017
READ A SECOND TIME THIS	10th	day of	May	2017
READ A THIRD TIME THIS	10th	day of	May	2017
ADOPTED by 2/3 of the votes cast this	10th	day of	May	2017

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CHAIR

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CORPORATE OFFICER



**REPORT TO GOVERNANCE AND FIRST NATIONS RELATIONS COMMITTEE  
MEETING OF WEDNESDAY, APRIL 2, 2025**

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**SUBJECT**      **Bylaw No. 4520: CRD Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025**

**ISSUE SUMMARY**

To amend Bylaw No. 3828, “Capital Regional District Board Procedures Bylaw, 2012” to reflect updates to provincial legislation and to address miscellaneous housekeeping updates.

**BACKGROUND**

Bylaw No. 3828, “Capital Regional District Board Procedures Bylaw, 2012” (“the Procedures Bylaw”), regulates the conduct of meetings of the CRD Board, its standing and select committees, and other advisory committees and commissions. The Bylaw was last amended on February 9, 2022 and is in need of a review to ensure consistency with the latest provincial statutes impacting regional district boards as well as some housekeeping updates.

On February 12, 2025, the CRD Board endorsed the Governance and First Nations Relations Committee recommendation that staff be directed to prepare an amending bylaw to include provisions related to electronic meetings and electronic participation, as well as miscellaneous updates, as set out in that report.

**ALTERNATIVES**

*Alternative 1*

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

1. That Bylaw No. 4520, “Capital Regional District Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025” be introduced and read a first, second, and third time.
2. That Bylaw No. 4520 be adopted.
3. That the “CRD Best Practices Guide for Meetings” be updated to reflect the changes to electronic meetings and electronic participation.

*Alternative 2*

That this report be referred back to staff for additional information.

**IMPLICATIONS**

*Statutory Notice & Financial Implications*

There is a nominal cost to amending the Board Procedures Bylaw as public notice must be given. The process for amending regional district procedure bylaws was revised in 2022 under section 225(2) of the *Local Government Act*. Regional Districts are now required to give public notice in accordance with section 94 of the *Community Charter* describing the proposed changes in general terms.

In accordance with the CRD Public Notice Bylaw and policy, notice is scheduled for posting on the CRD website and printed once in Times Colonist on April 1, 2025 which is at least 7 days before the date the bylaw amendment is considered by the CRD Board.

### **CONCLUSION**

Staff were directed to prepare a bylaw amending Bylaw No. 3828, “Capital Regional District Board Procedures Bylaw, 2012” to reflect updates to provincial legislation and to address miscellaneous housekeeping updates. The bylaw regulates the conduct of meetings of the CRD Board, its standing and select committees, and other advisory committees and commissions. The bylaw amendments include updating the provisions for electronic meetings and electronic participation of members. During the previous Board term, a motion with notice was proposed to amend the vote for allowing late delegations from requiring a unanimous vote to a lower threshold of only two-thirds vote. Prior to the Board’s consideration of the amending bylaw for readings and adoption, public notice will be published on April 1, 2025 in accordance with the CRD Public Notice Bylaw.

### **RECOMMENDATION**

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

1. That Bylaw No. 4520, “Capital Regional District Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025” be introduced and read a first, second, and third time.
2. That Bylaw No. 4520 be adopted.
3. That the “CRD Best Practices Guide for Meetings” be updated to reflect the changes to electronic meetings and electronic participation.

Submitted by:	Marlene Lagoa, MPA, Manager, Legislative Services & Deputy Corporate Officer
Concurrence:	Kristen Morley, J.D., General Manager, Corporate Services & Corporate Officer
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

### **ATTACHMENT(S)**

Appendix A: Bylaw No. 4520

Appendix B: Consolidated Bylaw No. 3828 (Redlined)



CAPITAL REGIONAL DISTRICT

BYLAW NO. 4520

\*\*\*\*\*

**A BYLAW TO AMEND THE CAPITAL REGIONAL DISTRICT BOARD PROCEDURES  
BYLAW, 2012 (BYLAW NO. 3828)**

\*\*\*\*\*

**WHEREAS:**

- A. Under Bylaw No. 3828, “Capital Regional District Board Procedures Bylaw, 2012”, the Regional Board established a bylaw to regulate the proceedings of the Capital Regional District Board; and
- B. The Board wishes to amend Bylaw No. 3828 to reflect updates to provincial legislation and to address miscellaneous housekeeping updates;

**NOW THEREFORE**, the Capital Regional District Board in open meeting assembled hereby enacts as follows:

- 1. Bylaw No. 3828, “Capital Regional District Procedures Bylaw, 2012” is hereby amended as follows:

- (a) By inserting the following in alphabetical list order under section 1 [Definitions]:

**“Electronic Meeting”** means a meeting that is conducted by electronic means where all Members, including the Chair, may participate by electronic or other communication facilities in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*; and

**“Electronic Participation”** or **“Participating Electronically”** means participation in a meeting by means of electronic or other communication facilities that enable meeting participants and the public to hear, or watch and hear, the meeting proceedings (except for a meeting that is closed to the public) in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*;

- (b) By replacing section 29.1 in its entirety with:

**29.1 Electronic Participation at Board, Standing and Select Committees**

- (1) Members must make reasonable efforts to attend meetings in person unless an Electronic Meeting is scheduled in accordance with section 29.2 of this Bylaw.
- (2) All members, except for the Chair or the person presiding, may attend by Electronic Participation, where technological facilities at meeting location allow, in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*;

- (3) Members attending by Electronic Participation must:
    - (a) make reasonable efforts to have a camera on during participation and voting in a meeting;
    - (b) ensure that closed meeting content remains confidential, including but not limited to, having cameras turned on to ensure the Member is in a private location and that quorum is always met during closed session discussion and voting;
    - (c) voice their vote to be counted, where facilities or the electronic platform does not allow for a camera.
  - (4) As set out in 29.1(2), prior to participating electronically in a meeting, a Member must provide written notice to the Chair and Corporate Officer.
  - (5) The minutes must record which Members were present in person and which attended electronically.
- (c) By replacing section 29.2 in its entirety with:

**29.2 Electronic Meetings at Board, Standing and Select Committees**

- (1) An Electronic Meeting is permitted at the call of the Chair and Corporate Officer due to any of the following circumstances:
  - (a) emergency situations, including but not limited to, when a special meeting is called with less than 24 hours advance notice, and in accordance with section 220(4) of the *Local Government Act*;
  - (b) public health event that prevents or restricts Members from being able to physically meet in one location; and
  - (c) special circumstance, including but not limited to the following:
    - (i) when it is not possible for the Chair to attend the meeting location in person; or
    - (ii) when the facilities to host an in person meeting are not available.
- (2) For all Electronic Meetings, a public viewing room must be open to the public and a designated officer must be in attendance.
- (3) The public viewing room location must be published on the agenda for the Electronic Meeting.



- (d) By inserting section 29.3 as follows:

**29.3 Electronic Participation at Advisory Committees and Commissions**

- (1) Electronic Participation is permitted for Advisory Committees and Commissions in accordance with section 29.1 of this Bylaw.

- (e) By inserting section 29.4 as follows:

**29.4 Electronic Meetings at Advisory Committees and Commissions**

- (1) Electronic Meetings are permitted for Advisory Committees and Commissions in accordance with section 29.2(1) of this Bylaw.
- (2) In addition to section 29.2(1) of this Bylaw, Electronic Meetings of Advisory Committees and Commissions are permitted in the following special circumstances:
- (a) when an Electronic Meeting would ensure quorum is met to hold a meeting; or
- (b) when the Advisory Committee or Commission oversees a service that includes:
- (i) the Southern Gulf Islands Electoral Area; or
- (ii) more than one Electoral Area.
- (3) A public viewing room must be open to the public and a staff member must be in attendance.
- (4) The public viewing room location must be published on the agenda for the Electronic Meeting.
- (f) By replacing the words “two thirds” and “two-thirds” wherever it appears, with the word “2/3”;
- (g) In section 2(1), inserting the words “advisory committees and” between the words “all” and “commissions,”;
- (h) In section 2(2), replacing the word “11<sup>th</sup>” with the word “12<sup>th</sup>” and replacing the word “2011” with the word “2020”;
- (i) In section 2(3), appending subsection “(2)” to “section 225”;
- (j) In section 5(9), replacing the reference to subsection “5(3)” with subsection “5(10)”;
- (k) In section 9(1), replacing the reference to subsection “220(3)” with subsection “220(4)”;
- (l) In section 9(1)(b), replacing the word “mail” with the word “circulate”;

- (m) In section 13(2), replacing the word “unanimous” with the word “2/3”;
  - (n) By amending section 13(5) as follows:
    - (5) The Board shall not permit a delegation to address a meeting of the Board regarding a bylaw in respect of which a public hearing has been held, is not required to be held, or must not be held, under section 464 of the *Local Government Act*.
  - (o) In section 15(1), removing the subheading “Correspondence”;
  - (p) In section 16.1(2), inserting subsection “(1)” between “13” and “(a)”;
  - (q) In section 21(2), inserting the word “the” between the words “on” and “motion”; and
  - (r) By adjusting the Table of Contents as required.
2. This bylaw may be cited for all purposes as the “Capital Regional District Board Procedures Bylaw, 2012, Amendment Bylaw No. 13, 2025”.

READ A FIRST TIME THIS	th	day of	2025
READ A SECOND TIME THIS	th	day of	2025
READ A THIRD TIME THIS	th	day of	2025
ADOPTED THIS	th	day of	2025

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CHAIR

---

CORPORATE OFFICER





Making a difference...together

## **BYLAW NO. 3828**

### **CAPITAL REGIONAL DISTRICT BOARD PROCEDURES BYLAW, 2012**

(as amended by Bylaw No. 3951, 3999, 4024, 4044, 4129, 4206, &  
4262, 4312, 4313, 4353, 4368, 4479, **4520**)

**A bylaw to regulate the proceedings  
of the Capital Regional District Board**

For further details, please contact the Capital Regional District,  
Legislative Services Department, 625 Fisgard St., PO Box 1000, Victoria BC V8W 2S6  
T 250-360-3128, F 250-360-3130, [www.crd.bc.ca](http://www.crd.bc.ca)

**CAPITAL REGIONAL DISTRICT  
BYLAW NO. 3828  
REGIONAL DISTRICT PROCEDURES BYLAW**

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## CAPITAL REGIONAL DISTRICT

### BYLAW NO. 3828

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#### A BYLAW TO REGULATE THE PROCEEDINGS OF THE CAPITAL REGIONAL DISTRICT BOARD

\*\*\*\*\*

The Board of the Capital Regional District enacts as follows:

### PART 1 – INTRODUCTION

#### Definitions

1. In this Bylaw:

“**Board**” means the governing and executive body of the CRD;

“**Chair**” means the Chair or Vice Chair of the CRD elected pursuant to section 215 of the *Local Government Act* or other person presiding at a meeting of the Board or committee, as the context requires;

(Bylaw No. 4262)

“**Committee**” means a standing, advisory, select, or other committee of the Board, but does not include Committee of the Whole or a local service committee or a service committee;

“**Commission**” means a commission established by the Board under section 263(1)(g) of the *Local Government Act* and a local service committee and a service committee established by the Board.

(Bylaw No. 4262)

“**Corporate Officer**” means the officer of the CRD assigned the corporate administration responsibilities of section 236 of the *Local Government Act*, and includes that officer’s designate;

(Bylaw No. 4262)

“**COW**” means the Committee of the Whole Board;

“**CRD**” means the Capital Regional District;

“**CRD Offices**” means the CRD located at 625 Fisgard Street, Victoria, BC;

“**CRD Website**” means the information resource found at an internet address provided by the CRD;

“**Delegation**” means an individual or an organization addressing the Board, a committee or commission about a specific item on the agenda of a meeting;

“**Electronic Meeting**” means a meeting that is conducted by electronic means where all Members, including the Chair, may participate by electronic or other communication facilities in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*;

(Bylaw No. 4520)



**“Electronic Participation” or “Participating Electronically”** means participation in a meeting by means of electronic or other communication facilities that enable meeting participants and the public to hear, or watch and hear, the meeting proceedings (except for a meeting that is closed to the public) in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*;

(Bylaw No. 4520)

**“Electronic Presentation”** means a digital video, PowerPoint presentation, or any other type of visual media used in conjunction with a delegation presentation.

(Bylaw No. 4479)

**“First Nation Member”** means a First Nations' elected representative who is permitted to participate on an Advisory Committee, Select Committee, or Standing Committee by the relevant Terms of Reference and includes their alternate if acting in the place of a First Nation Member;

(Bylaw No. 4368)

**“Member”** means a Member of the Board, whether a municipal director or an electoral area director, and includes their alternates if acting in the place of a Member;

**“Presenter”** means a person(s) or organization(s) invited by the CRD to make a presentation to the Board. It also includes a request to speak by a First Nations Elder or Chief and a federal, provincial or local government elected official.

(Bylaw No. 4024)

**“Public Notice Posting Place”** means the notice board, whether electronic or not, located in the front foyer of the CRD offices and the CRD Website; and, in the case of a Commission, means a consistent local public location designated by the Commission;

**“Vice Chair”** means the Member elected as Vice pursuant to section 215 of the *Local Government Act*.

(Bylaw No. 4262)

## Application of Rules of Procedure

2. (1) The provisions of this Bylaw govern the proceedings of the Board, COW, all standing and select committees of the Board and all **advisory committees and** commissions, as applicable.

(Bylaw No. 4520)
- (2) In cases not provided for under this Bylaw, The Newly Revised Robert's Rules of Order, **41<sup>th</sup> 12<sup>th</sup>** edition, **2014 2020**, apply to the proceedings of the Board, COW, committees and commissions to the extent that those rules are:
  - (a) applicable in the circumstances; and
  - (b) not inconsistent with provisions of this Bylaw, the *Local Government Act* or the *Community Charter*.

(Bylaw No. 4520)
- (3) No provision of this bylaw relating to the procedure of the Board shall be altered unless notice of the proposed amendment is given in accordance with section 225**(2)** of the *Local Government Act*.

(Bylaw No. 4520)

## **Suspension of Rules of Procedure**

3. Except for those provisions of this Bylaw that are statutorily mandated, the rules of procedure contained in this Bylaw may be suspended for a temporary time period specified by the Board with a 2/3 vote of those Members present.

## **PART 2 – BOARD MEETINGS**

### **Inaugural Meeting**

4. (1) The Board shall meet in an inaugural meeting during the month of November at such time as shall be advised by the Corporate Officer in writing.  
*(Bylaw No. 4129)*
  - (2) The presiding officer of the inaugural meeting shall be the Chief Administrative Officer until such time as the Chair has been elected.
  - (3) The Chief Administrative Officer shall announce results of elections and confirm that new Members have completed the Oath of Office set out in the *Local Government Act*, following which the Chair shall be elected from among the Members of the Board.

### **Election of Chair and Vice Chair**

5. (1) The Chief Administrative Officer shall call for nominations for Chair and conduct a vote by secret ballot in which the person receiving a majority vote of those Members present shall be elected Chair. Each Member shall have only one vote. If only one candidate is nominated for an office, that candidate shall be declared elected by acclamation. The call for nominations for the office of Vice Chair shall be called by the Chair.
  - (2) Nominations do not need to be seconded and a candidate must consent to the nomination.
  - (3) If a candidate is not present at the meeting, his or her written consent to the nomination must be provided to the Corporate Officer at the meeting.
  - (4) At the close of nominations, if more than one candidate has been nominated, each candidate will be given a maximum of four (4) minutes to address the Board in favour of his/her candidacy in the order of his/her nomination. If a candidate is not present at the meeting, he or she may have their nominator deliver a prepared speech on his or her behalf not to exceed three minutes in duration.
  - (5) At the conclusion of the candidates' speeches, the Corporate Officer and Deputy Corporate Officer or designate will circulate a ballot box in which the completed ballots will be placed. When all of the ballots have been collected the Corporate Officer will remove the ballot box to a separate room and the ballots will be counted in accordance with subsection (6).
  - (6) The counting of the ballots will be conducted by the Corporate Officer together with the Deputy Corporate Officer or designate. Either the CRD's legal counsel or a judicial justice appointed under the *Provincial Court Act* will be present to observe the counting



of the ballots.

- (7) Following the counting of the ballots, the Corporate Officer shall advise the Chief Administrative Officer of the candidate that has received a majority of the votes.
- (8) The number of votes received by each candidate will not be disclosed to the Board unless a resolution requiring disclosure is passed.
- (9) In the event that there are more than two candidates for the election of Chair or Vice Chair and if no person receives a majority of the votes of those Members present, the candidate receiving the least number of votes shall be eliminated and subsequent ballots shall be taken until one candidate receives the majority of votes of those Members present; unless there is a tie between the two candidates with the least votes of those Members present, in which case, subsequent ballots shall be taken until one candidate receives the least number of votes of those Members present and is eliminated. If the tie for the least number of votes of those Members present continues after three elections have been held, the candidate who shall be eliminated will be decided by a lot between the candidates as outlined in section ~~5(3)~~ 5(10). The voting on subsequent ballots will then proceed without the eliminated candidate until one candidate receives the majority of votes of those Members present.  

*(Bylaw No. 4520)*
- (10) In the event of a tie vote for the most votes of two (2) or more candidates, the candidates who are tied remain in the election. If a definitive election result cannot be declared after three (3) elections have been held, then the majority vote shall be deemed to be determined by a lot between the candidates as follows:
  - (a) the names of the candidates shall be written on separate pieces of paper and placed in a container;
  - (b) the Corporate Officer shall be asked to withdraw one paper; and
  - (c) the candidate whose name is on the withdrawn paper shall be declared elected.
- (11) Once a candidate has been declared elected, the ballots shall be destroyed by way of a Board resolution.
- (12) Following the election of the Chair, the CRD Board shall elect one of its Members to be Vice Chair. The procedure for determining the Member to be elected Vice Chair shall be as set out in sections 5(1) to (11) for electing the Chair of the Board.  

*(Bylaw No. 4044)*

## Meetings and Adjournment

6. Regular meetings shall be held at the CRD Board Room, 625 Fisgard Street, Victoria, BC on the second Wednesday of the month commencing at 1:00 pm unless otherwise determined by resolution of the Board.  

*(Bylaw No. 4262)*
- 6.1 Regular and special meetings shall be adjourned no later than three (3) hours from the scheduled start time of the meeting unless the Board resolves to proceed beyond that time by an affirmative vote of the majority of the members present.

## Quorum

7. (1) The quorum for a meeting of the Board shall be a majority of all the Members.
- (2) At the appointed time for commencement of the meeting, the Chair or, in his/her absence, the Vice Chair, shall ascertain that a quorum is present before proceeding to the business of the meeting. If neither the Chair nor the Vice Chair is present within fifteen (15) minutes after the time appointed for a meeting, the Corporate Officer shall call the Members to order, ascertain that a quorum is present and, if so, the Board shall appoint an Acting Chair who shall preside during the meeting or until the arrival of the Chair or Vice Chair. Such person appointed as Acting Chair shall have all the powers and be subject to the same rules as the Chair.
- (3) If a quorum has not been made within sixteen (16) minutes after the appointed time, the Corporate Officer shall record the names of the Members then present and the Board shall stand adjourned until the next meeting date or until another meeting shall have been called in accordance with this bylaw or to such time as the Chair shall appoint.

## Notice of Regular Meetings

8. At least seventy-two (72) hours before a regular meeting of the Board, the Corporate Officer must give public notice of the time, place and date of the meeting by way of a notice and agenda posted at the Public Notice Posting Place.

## Notice of Special Meetings

9. (1) Except where notice of a special meeting is waived by a unanimous vote of all Members under section ~~220(3)~~ 220(4) of the *Local Government Act*, before a special meeting of the Board, the Corporate Officer shall:
  - (a) at least twenty-four (24) hours in advance, give notice of the general purpose, time, place and date of the meeting by way of a notice posted at the Public Notice Posting Place; and
  - (b) at least five (5) days before the date of the meeting, ~~mail~~ circulate to each Member the notice of the general purpose, time, place and date of the meeting.
- (2) Despite section 9(1), in the case of an emergency, notice of a special meeting may be given in accordance with section 220(4) of the *Local Government Act*.

(Bylaw No. 4262, 4520)

(Bylaw No. 4262)

## Notice of Committee Meetings

10. (1) At least seventy-two (72) hours before a regular meeting of a committee or COW, excluding a commission, public notice must be given of the time, place and date of the meeting by way of a notice posted at the Public Notice Posting Place.
- (2) At least twenty-four (24) hours before a special meeting of a committee or COW, excluding a commission, public notice must be given of the time, place and date of the meeting by way of a notice posted at the Public Notice Posting Place.



## Notice of Commission Meetings

11. (1) At least seventy-two (72) hours before a regular meeting of a commission, public notice must be given of the time, place and date of the meeting by way of a notice posted in a consistent public location in the area served by the commission.
- (2) At least twenty-four (24) hours before a special meeting of a commission, public notice must be given of the time, place and date of the meeting by way of a notice posted in a consistent public location in the area served by the commission.

## Agenda

12. (1) The Corporate Officer, under the direction of the Chair, shall prepare an agenda and shall circulate a copy of the agenda to each Member at least four (4) days before the meeting. If necessary, a supplementary agenda for a meeting of the Board will be circulated at least 24 hours before the meeting. At any meeting other than a special meeting, the Chair may add items of an emergent or time sensitive nature to the agenda.  
(Bylaw No. 4262)
- (2) At a meeting, a Member may, at the time adoption of the agenda is being considered, propose to place an additional item of an emergent or time sensitive nature on the agenda. The item must be added to the agenda only if the resolution is adopted by at least ~~two-thirds~~ 2/3 of the votes cast.

(Bylaw No. 4520)

## PART 3 – BOARD PROCEEDINGS

### Delegations

13. (1) The Board may allow a delegation to address the meeting in person on the subject of an agenda item, provided written application on a prescribed form has been received by the Corporate Officer no later than 4:30 pm two (2) calendar days prior to the meeting. Each address shall be limited to three (3) minutes unless a longer period is agreed to by 2/3 vote of those Members present. The order of speakers will be based on the order in which the request was received.
  - (a) As an alternative to addressing a meeting as a delegation, a person may submit their comments in writing to the Corporate Officer for circulation to Members in advance of the next meeting.  
(Bylaw No. 4479)
- (2) Where written application has not been received as prescribed in section 13(1), an individual or delegation may address the meeting if approved by a ~~unanimous~~ 2/3 vote of the Members present.  
(Bylaw No. 4520)
- (3) Any Electronic Presentations used as part of a delegation's address to the Board will count toward the time limit permitted for the delegation. Electronic Presentations must be received by the Corporate Officer no later than 12:00 pm one (1) calendar day prior to the meeting.  
(Bylaw No. 4479)

- (4) If a delegation has registered to address a meeting but is no longer able to attend the meeting, a different delegation will not be permitted to address the meeting in substitution.
- ~~(5) The Board shall not permit a delegation to address a meeting of the Board regarding a bylaw in respect of which a public hearing has been held, where the public hearing is required under an enactment as a prerequisite to the adoption of the bylaw.~~
- (5) The Board shall not permit a delegation to address a meeting of the Board regarding a bylaw in respect of which a public hearing has been held, is not required to be held, under section 464 of the *Local Government Act*.
- (Bylaw No. 4520)*
- (6) The Board shall not permit a delegation to address a meeting of the Board regarding a matter to be dealt with as a grievance under a collective agreement, or that is within the exclusive mandate of the Greater Victoria Labour Relations Association Board.
- (7) The subject matter upon which a delegation wishes to speak must:
- (a) be within the jurisdiction of the Board; and
  - (b) be within the terms of reference of the Committee or Commission for which the delegation wishes to appear.
- (8) The Chair may deny any delegation the right to address a meeting if, in the Chair's opinion, the spokesperson or any Member of the delegation:
- (a) immoderately raises his or her voice, or uses profane, vulgar or offensive language, gestures or signs; or
  - (b) addresses issues not contained within the written application of the individual or delegation.

## **Presentations**

14. (1) The CRD may, with the Chair's approval, invite a person, persons, or organization(s) to make a presentation to the Board. Time permitting, the Corporate Officer shall include the subject of the presentation and the designated speaker on the meeting agenda.
- (2) With the Chair's approval, the Corporate Officer shall include a request to speak by a presenter on the meeting agenda.
- (3) All presentations shall be limited to 10 minutes unless a longer period is approved by a majority vote of those Members present.

*(Bylaw No. 4024)*

## **Order of Proceedings and Business**

15. (1) The order of business at all regular meetings shall be as follows:



1. Territorial Acknowledgement
2. Approval of Agenda
3. Adoption of Minutes of Previous Meeting
4. Report of the Chair
5. Presentations/Delegations
6. Consent Agenda
7. Administration Reports
8. Reports of Committees (not included in the Consent Agenda)  
*Correspondence*
9. Bylaws and Resolutions
10. Motions for Which Notice Has Been Given
11. New Business
12. Motion to close the meeting in accordance with the applicable provisions of the *Community Charter*
13. Adjournment

(Bylaw No. 4262, 4312, *4520*)

- (2) The order of business at all special meetings shall be as follows:

1. Territorial Acknowledgement
2. Approval of Agenda
3. Presentations/Delegations
4. Special Meeting Matters
5. Motion to close meeting in accordance with the applicable provisions of the *Community Charter*
6. Adjournment

(Bylaw No. 4312)

- (3) The order of business at all closed meetings whether regular or special shall be as follows:

1. Approval of Agenda
2. Approval of Minutes of Previous Closed Meeting
3. Closed Meeting Matters
4. Rise and Report
5. Adjournment

- (4) A change to the prescribed order of business other than a special meeting may be ordered by the Chair or moved by a Member, with unanimous consent.

- (5) The Consent Agenda portion of the agenda shall consist of staff or committee report items that contain clear take action, give approval, or receive for information recommendations.

- (6) Members may adopt in one motion all recommendations appearing on the Consent Agenda by a unanimous vote.

(Bylaw No. 4479)

- (7) At approval of the Consent Agenda, a Member may for the purpose of:

- (a) debate or discussion;
- (b) voting in opposition to a recommendation on the consent agenda or to propose an amendment to the motion; or
- (c) declaring a conflict of interest with respect to an item on the consent agenda;

request that an item be removed from the consent agenda, without debate or vote of the Members.

(Bylaw No. 4262)

## Minutes

16. (1) Minutes of all proceedings of the Board shall be kept by the Corporate Officer; such minutes to be concise and to detail proceedings of the Board. The minutes shall be legibly recorded, certified as correct by the Corporate Officer, and signed by the Chair, Vice Chair, or the person presiding at such meeting or at the next meeting at which they are adopted.
- (2) Minutes of proceedings of standing and select committees, and commissions shall be legibly recorded and signed by the Chair, or Member presiding.
- (3) Subject to section 16(4), and in accordance with sections 97(1)(b) and (c) of the *Community Charter*, minutes of the proceedings of the Board or of a body referred to in section 17(2) must be open for public inspection at the CRD Offices, Legislative Services, during their regular office hours and may be posted to the CRD website.
- (4) Section 16(3) does not apply to minutes of a Board meeting or a meeting of a body referred to in section 17(2) for that part of the meeting from which persons were excluded under section 90 of the *Community Charter*.

## Correspondence

- 16.1 (1) Following consultation with the Chair or other person who is to preside at the applicable meeting, the Corporate Officer may place correspondence from another government or government agency that requests an action from the Board, on the agenda of the next convenient Board meeting, or on an agenda of the meeting of a committee or commission whose mandate or terms of reference includes the requested action, together with any report from Regional District staff that the Chair or the Chief Administrative Officer consider advisable.
- (2) Any other correspondence to the Board not accounted for in section 16.1(1), including but not limited to written comments received pursuant to section 13(1)(a), may be placed on the meeting agenda at the request of the Chair or such other person who is to preside at the meeting where the correspondence is to be considered, or by way of Notice of Motion made in accordance with section 22(6).

(Bylaw No. 3951, 4520)

## Attendance of Public at Meetings

17. (1) Except where the provisions of section 90 of the *Community Charter* apply, all Board meetings must be open to the public. Before a meeting or part of a meeting is closed to the public, the Board must pass a resolution in the public meeting in accordance with section 92 of the *Community Charter*.

- (2) The requirement in section 17(1) applies to meetings of bodies referred to in section 93 of the *Community Charter* including, without limitation:
- (a) Advisory Commissions
  - (b) Advisory Committees
  - (c) a Commission established under s. 263(1)(g) of the *Local Government Act*
  - (d) Board of Variance
  - (e) Parcel Tax Review Panel
  - (f) Select Committees
  - (g) Standing Committees
  - (h) Committee of the Whole
  - (i) a body that under the *Local Government Act* or another *Act* may exercise the powers of the CRD or its Board
- (Bylaw No. 4262)
- (3) Despite section 17(1), the Chair may expel or exclude a person from a Board meeting or meeting of a body listed in section 17(2) of this Bylaw in accordance with section 133 of the *Community Charter*.

### **Closed Meetings**

- 18 (1) No Member shall disclose to the public the proceedings of a closed meeting, unless a resolution has been passed at the closed meeting to allow disclosure.
- (2) As soon as practicable, the Corporate Officer shall review and determine whether to seek a resolution of the Board for the release of closed minutes and related information that would no longer undermine the reason for discussing it in a closed meeting.
- (3) Minutes of a closed meeting shall be kept in the same manner as a regular meeting but shall not be filed with the minutes of regular meetings.
- (4) The Board must not vote on the reading or adoption of a bylaw when its meeting is closed to the public.

### **Use of Video Recording Devices**

19. (1) The Chair shall preserve order and decorum at a meeting and at his/her discretion may require that any video recording devices be placed in a designated location while being used and remain in that location during the course of the meeting. This applies to the Chairs of Board, Committee, Commission and COW meetings.

### **Chair and Presiding Officers**

20. (1) The Chair, if present, shall preside at meetings of the Board. Any Member of the Board may preside at a COW.
- (2) The Vice Chair shall preside in the absence of the Chair or when the Chair vacates the chair.



- (3) In the event that neither the Chair nor the Vice Chair is able to take the chair, the presiding officer shall be such person, as the Board may choose.
- (4) The Chair shall preserve order and decorum and shall rule on all points of order, stating his/her reasons and the authority for ruling when making a ruling. The ruling of the Chair shall be subject to an appeal to the Board without debate.
- (5)
  - (a) If an appeal be taken from the decision of the Chair, the question "Shall the Chair be sustained?" shall be put forthwith and decided without debate by a simple majority of the Members present (exclusive of the Chair) and in the event of the votes being equal, the question shall pass in the affirmative. The names of the Members of the Board voting for or against the question shall be recorded in the minutes.
  - (b) If the Chair refuses to put the question "Shall the Chair be sustained?", the Board shall forthwith appoint the Vice Chair or, in his/her absence, one of the Members, to preside temporarily in lieu of the Chair. The Vice Chair, or Member so appointed, shall proceed in accordance with paragraph 20(5)(a).
- (6) The Chair shall vote at the same time as the other Members of the Board.

### **Rules of Order**

21.
  - (1) The Chair's ruling on a point of order shall be based on rules of order as stated in section 2 herein.
  - (2) All questions shall be decided by a vote on **the** motion. *(Bylaw No. 4520)*
  - (3) The Chair shall have the discretion to call the question on completion of debate and the Chair shall then advise that the debate is closed. Following closure of debate no Member shall speak further to the question.

### **Motions**

22.
  - (1) Motions shall be phrased in a clear and concise manner so as to express an opinion or achieve a result.
  - (2) The Chair may divide a motion containing more than one subject if the Chair feels this would produce a fairer or clearer result and the same shall be voted on in the form in which it is divided.
  - (3) A motion to adjourn the meeting or to adjourn the debate shall always be in order.
  - (4) An amendment to a motion does not require notice. Only one amendment to an amendment shall be allowed at one time and the same shall be dealt with before the amendment is decided. Amendments must be strictly relevant to the main motion and not alter in a material way or be contrary to the principle embodied in the main motion.
  - (5) Any Member desiring to bring before the Board any new matter, other than a point of order or privilege, shall do so by way of motion; provided, however, that any new matter of major import, which may require further information than could or would normally be available to the Board at such meeting, may be referred to a Board Standing Committee

agenda by the Chair, or may be ruled by the Chair as a notice of motion and shall be dealt with as provided by section 22(6).

- (6) Any Member may give notice of a motion to the Board by providing the Corporate Officer with a written copy of much motion before or during a meeting, and the Corporate Officer shall, upon the Member being acknowledged by the Chair and the notice of motion being read to the meeting, include it in the minutes of that meeting as a notice of motion and shall add the motion the agenda of the next regular Board meeting, or to the agenda of a special Board meeting scheduled for that purpose.
- (7) Notwithstanding section 12(2), a motion under section 22(6) shall only be decided at its meeting of introduction if all of the following are met:
  - (a) the motion's subject matter falls into one or more of the following classes:
    - (i) those items with an urgent deadline;
    - (ii) those items of minor organization impact (e.g. simple advocacy or letters of support); or
    - (iii) those items supporting the position of member local governments;
  - (b) the Members present vote with a ~~two-thirds~~ 2/3 majority to consider it.

(Bylaw No. 4313, 4520)

### **Reconsideration of an Adopted Bylaw, Resolution or Proceeding**

23. (1) The Chair may require a matter to be reconsidered in accordance with Section 217 of the *Local Government Act* and if it has not been acted on by an officer, servant or agent of the Board.

(Bylaw No. 4262)
- (2) The Chair may state his/her reasons to the Board. The Corporate Officer shall record in the Minute Book the reasons, suggestions or amendments of the Chair.
- (3) The Board shall, as soon as convenient, consider the reasons and either reaffirm or reject the bylaw, resolution or proceeding, and if rejected, it is deemed repealed and is of no force or effect.
- (4) The rejected bylaw, resolution or proceeding shall not be reintroduced to the Board for six (6) months, except with the unanimous consent of the Board.
- (5) The conditions which apply to the passage of the original bylaw, resolution or proceeding apply to its rejection.

### **Debate and Conduct**

- 24 (1) Debate shall be strictly relevant to the question before the meeting and the Chair shall warn speakers who violate this rule.
- (2) No Member shall speak until recognized by the Chair.

- (3) Every Member desiring to speak shall address himself to the Chair. No Member shall interrupt a person speaking except to raise a point of order.
- (4) A matter of privilege (a matter dealing with the rights or interests of the Board as a whole or of a Member personally) may be raised at any time and shall be dealt with forthwith before resumption of business.
- (5) Members speaking at a Board meeting:
  - (a) must use respectful language;
  - (b) must not use offensive gestures or signs;
  - (c) must speak only in connection with the matter being debated; and
  - (d) must adhere to the rules of procedure established under this Bylaw and to the decisions of the Chair and the Board in connection with the rules and points of order.
- (6) If a Member does not adhere to section 24(5) or the Chair considers the Member to be acting improperly, the Chair may order the Member to leave the Member's seat.
- (7) A Member may speak to a question, or speak in reply, for no longer than fifteen (15) minutes unless the majority of the votes of the Board support a time extension.
- (8) A Member may speak more than once in connection with the same question only if:
  - (a) every other Member has spoken, or has had the opportunity to speak; and
  - (b) if the Member has already spoken for fifteen (15) minutes, the Member who wishes to speak a second time may request to do so by making a motion that must be approved by at least ~~two-thirds~~ 2/3 of the votes cast by the Board.  
(Bylaw No. 4520)
- (9)
  - (a) a Member may not speak for longer than a total time of fifteen (15) minutes unless the Member has done so in accordance with sections 24(7) and (8); and
  - (b) a Member speaking for a second time under section 24(8) shall speak for a maximum of five (5) minutes only.
- (10) The conflict of interest guidelines (*disclosure of conflict and restrictions on participation*) shall be in accordance with section 100 of the *Community Charter*.

## Voting

25. (1) Voting rules will be in accordance with the *Local Government Act*.
- (2) On any question where the numbers of votes, including the vote of the person presiding, are equal, the question is defeated.
- (3) Where a Member who is present when a vote is taken abstains from voting, that Member shall be deemed to have voted in the affirmative.



- (4) Whenever a vote of the Board is taken, after the vote is taken the Chair must then state the names of those Members voting in the negative, and the Corporate Officer must enter those names in the minutes.

## **PART 4 – COMMITTEES AND COMMISSIONS**

### **Board Standing Committees**

26. (1) The Chair may establish a Board Standing Committee as a regular permanent committee whose mandate will be in relation to a CRD service or potential service.
- (2) The Chair shall appoint only Board Members to a Board Standing Committee with the following exceptions:
- (a) Unless the authorizing legislation or Letters Patent for the Board Standing Committee defines its membership; and
- (b) Where a Board Standing Committee Terms of Reference allow a First Nation Member to participate.
- (Bylaw No. 4368)*
- (3) The general duties of Board Standing Committees shall be as follows:
- (a) To consider and report to the Board from time to time or whenever desired by the Board and as often as the interest of the CRD may require, on all matters referred to them by the Chair of the Board, or coming within their purview, and to recommend such action by the Board in relation thereto as they, the Committee, deem necessary or expedient.
- (b) To carry out the instructions of the Board expressed by resolution in regard to any matter referred by the Board to any Committee for immediate action thereon, but in such cases the instruction of the Board shall be specific and the Committee shall report its action in detail at the next regular or other meeting of the Board thereafter as specified in the instructions of the Board Advisory Committees.

### **Advisory Committees**

27. (1) The Board, or Board Standing Committees, may establish an Advisory Committee to provide advice and recommendations to the Board, or to a Board Standing Committee, on matters determined to be within approved terms of reference or within a specific resolution of the Board.
- (2) Members of an Advisory Committee shall be appointed by the Board, a Board Standing Committee, or the appointments may be delegated by the Board to the Chair.
- (3) Persons who are not Members may be appointed to an Advisory Committee but each Advisory Committee should include at least one (1) Member of the Board.
- (4) The term of any person who is appointed to an Advisory Committee who is not a Member of the Board shall not exceed three (3) years.

## Select Committees

28. (1) The Board may establish a Select Committee to consider or inquire into any matter dealing with a specific subject or issue referred to it by the Board and report its findings, opinions and recommendations to the Board, following its consideration and inquiry. Select Committees must have terms of reference approved by the Board.
- (2) The Select Committee will cease to exist once it has reported its findings, opinions and recommendations to the Board.
- (3) The Board may delegate to the Chair the establishment of a Select Committee and the appointment of its Members.

## Commissions

29. (1) The Board may establish a Commission regarding a CRD service within the authorities delegated to it and as mandated by the Board by bylaw.

## Electronic Participation at Board, Standing and Select Committees

### ~~Electronic Participation at Commission Meetings~~

- 29.1 (1) Members must make reasonable efforts to attend meetings in person unless an Electronic Meeting is scheduled in accordance with section 29.2 of this Bylaw.  
(Bylaw No. 4520)
- (2) All members, except for the Chair or the person presiding, may attend by Electronic Participation, where technological facilities at meeting location allow, in accordance with the *Regional District Electronic Meetings Regulation B.C. Reg. 271/2005*;  
(Bylaw No. 4520)
- (3) Members attending by Electronic Participation must:
- (a) make reasonable efforts to have a camera on during participation and voting in a meeting;
  - (b) ensure that closed meeting content remains confidential, including but not limited to, having cameras turn on to ensure the Member is in a private location and that quorum is always met during closed session discussion and voting;
  - (c) voice their vote to be counted, where facilities or the electronic platform does not allow for a camera.  
(Bylaw No. 4520)
- (4) At set out in 29.1(2), Prior to participating electronically in a meeting, a Member must provide written notice to the Chair and Corporate Officer.  
(Bylaw No. 4520)
- (5) The minutes must record which Members were present in person and which attended electronically.  
(Bylaw No. 4520)

- ~~29.1 (1) A member of a Commission may participate in a regular or special meeting by means of electronic or other communication facilities that:~~

- ~~(a) enable the meeting's participants to hear, or watch and hear, each other;~~
- ~~(b) except for a meeting that is closed to the public, enable the public to hear, or watch and hear, the member participating by electronic or other communication facilities.~~
- ~~(2) The person presiding at the Commission meeting must not participate electronically.~~
- ~~(3) A person participating in a Commission meeting electronically is deemed to be present at the meeting as though they were physically present.~~
- ~~(3) The recording secretary shall record in the minutes the persons present including those participating electronically.~~
- ~~(4) Subject to section 29.1(9), no more than one person at one time may participate electronically.~~
- ~~(5) The person wishing to participate in a Commission meeting electronically must advise the Corporate Officer at least 24 hours in advance of the meeting;~~
- ~~(6) Subject to section 29.1(9), if more than one person wishes to participate electronically at a Commission meeting, the Corporate Officer will by lot choose the person who is entitled to participate electronically.~~
- ~~(7) Electronic participation will only be permitted where existing technical facilities at the location of the Commission meeting accommodate electronic participation.~~
- ~~(9) Sections 29.1(5) and 29.1(7) do not apply to meetings of a Commission that operates a service that includes the entire Southern Gulf Islands Electoral Area as the service area.~~

~~(Bylaw No. 4206)~~

~~(Bylaw Nos. 4206, 4262)~~

~~(Bylaw No. 3951)~~

~~(Bylaw No. 4206)~~

## **Electronic Meetings at Board, Standing and Select Committees**

### **Electronic Participation in case of Emergency or Special Circumstance**

- 29.2 (1) An Electronic Meeting is permitted at the call of the Chair and Corporate Officer due to any of the following circumstances:
- (a) emergency situations, including but not limited to when a special meeting is called with less than 24 hours advance notice and in accordance with section 220(4) of the *Local Government Act*;
  - (b) public health event that prevents or restricts Members from being able to physically meet in one location; and
  - (c) special circumstance including but not limited to the following:



(i) when it is not possible for the Chair to attend the meeting location in person;  
or

(ii) when the facilities to host an in person meeting are not available.

(Bylaw No. 4520)

(2) For all Electronic Meetings, a public viewing room must be open to the public and a designated officer must be in attendance.

(Bylaw No. 4520)

(3) The public viewing room location must be published on the agenda for the Electronic Meeting.

(Bylaw No. 4520)

~~29.2 (1) In an emergency, special circumstance, or public health event that prevents or restricts members from being able to physically meet in one location, members or persons appointed by the Board may participate in a meeting by means of electronic or other communication facilities that:~~

~~\_\_\_\_\_ (a) enable the meeting's participants to hear, or watch and hear, each other; and,~~

~~\_\_\_\_\_ (b) except for a meeting that is closed to the public, enable the public to hear, or watch and hear, the member(s) and person(s) participating by electronic or other communication facilities.~~

~~\_\_\_\_\_ (2) Meetings called under subsection (1) will be at the call of the Board Chair.~~

~~\_\_\_\_\_ (3) Special meetings called under subsection (1) will be in accordance with section 9 of this bylaw and will comply with the requirements set out in subsection 2(2)(d) of the *Regional District Electronic Meetings Regulations*, B.C. Reg. 118/2018.~~

~~(Bylaw No. 4353)~~

## **Electronic Participation at Advisory Committees and Commissions**

29.3 (1) Electronic Participation is permitted for Advisory Committees and Commissions in accordance with section 29.1 of this Bylaw.

(Bylaw No. 4520)

## **Electronic Meetings at Advisory Committees and Commissions**

29.4 (1) Electronic Meetings is permitted for Advisory Committees and Commissions in accordance with section 29.2(1) of this Bylaw.

(Bylaw No. 4520)

(2) In addition to section 29.2(1) of this Bylaw, Electronic Meetings of Advisory Committees and Commissions are permitted in the following special circumstances:

(a) When an Electronic Meeting would ensure quorum is met to hold a meeting; or

(b) when the Advisory Committee or Commission oversees a service that includes:

(i) the Southern Gulf Islands Electoral Area; or

(ii) more than one Electoral Area.

*(Bylaw No. 4520)*

(3) A public viewing room must be open to the public and a staff member must be in attendance.

*(Bylaw No. 4520)*

(4) The public viewing room location must be published on the agenda for the Electronic Meeting.

*(Bylaw No. 4520)*

### **Attendance at Committee Meetings**

30. Members of the Board who are not Members of a Committee may attend meetings of that Committee and may take part in any discussion or debate by permission of a majority of the Committee Members present but may not vote.

### **Committee Reports**

31. A Standing or Select Committee of the Board may report to the Board at any regular meeting or shall report as required by the Board.

### **Quorum**

32. The quorum in a Standing or Select Committee shall be the majority of the Persons appointed to the Committee, but shall not include First Nation Members.

*(Bylaw No. 4368)*

### **Voting at Meetings**

33. (1) On a vote in a Committee each person shall have only one (1) vote.

(2) (a) The Chair shall be a Member of all Committees and entitled to vote on all matters.

(b) Despite section 33(2)(a) the Chair, when in attendance, may be counted as one Member for the purpose of constituting a quorum.

(c) First Nation Members are permitted to abstain from voting on an item, provided that they declare their abstention prior to the vote being called on the item.

*(Bylaw No. 4368)*

(d) When an abstention from voting on an item is declared by a First Nation Member, it shall be noted in the meeting minutes and the total number of votes on the item shall not include those First Nation Members who have abstained from voting.

*(Bylaw No. 4368)*

### **Operation**

34. No Committee or Commission will operate outside of its expressed mandate or terms of reference without prior approval of the Board.

## **PART 5 – COMMITTEE OF THE WHOLE**

### **Procedures for COW Meetings**

35. (1) The Board may resolve to sit as a COW at any time.
- (2) The Chair may appoint another Member to preside over the COW who shall maintain order therein and report the proceedings thereof to the Board.
- (3) The rules of the Board shall be observed in COW as far as may be applicable. Motions shall be seconded and the names of Members shall not be recorded in case of a division. Divisions in COW shall be decided by a show of hands. A motion in COW to rise without reporting, or that the Chair of the Committee do leave the Chair, shall always be in order and shall take precedence over any other motion. A motion to rise without reporting, if affirmed shall be considered as disposing of the matter before the Committee in the negative.
- (4) When all matters referred to the COW have been considered, a motion to rise and report shall be adopted. The Committee may report progress and ask leave to sit again if the matter before it has not been disposed of. On the Committee rising, the Chair shall report to the Board and an adoption of the report shall be moved.
- (5) Discussion in COW shall be strictly relevant to the item or clause under consideration.
- (6) First Nation Members may attend COW when invited in advance by the Board Chair.  
(Bylaw No. 4368)

## **PART 6 – BYLAWS**

36. (1) Bylaws shall be passed by the following stages:
- (a) Introduction and first reading shall be decided by the motion "that Bylaw No. \_\_\_\_\_ be introduced and read a first time". The question shall be decided without amendment or debate.
- (b) Second Reading - Debate on second reading shall be limited to the general principle of the bylaw.
- (c) Third Reading - A bylaw may be amended at third reading and passed upon the motion "that Bylaw No. \_\_\_\_\_ (as amended or as presented) be read a third time".
- (d) Despite sections 36(1)(a), (b) and (c) every proposed bylaw may be introduced and given first, second, and third readings at the same meeting by one motion for all three readings.
- (e) Adoption - Not less than one clear day after third reading, the bylaw shall be adopted upon the motion "that Bylaw No. \_\_\_\_\_ be adopted", unless the Board adopts the bylaw in accordance with subsection (2) and section 228 of the *Local Government Act*.  
(Bylaw No. 4262)



- (2) A bylaw that does not require approval, consent or assent under the *Local Government Act* or any other Act before it is adopted may be adopted at the same meeting at which it passes third reading, so long as the motion for adoption receives at least ~~two-thirds~~ **2/3** of the votes cast.

(Bylaw No. 4520)

- (3) A copy of every bylaw shall be endorsed by the Corporate Officer with a record of the stages through which it has proceeded and shall be kept among the records of the Board. A copy of every adopted bylaw signed, sealed and where necessary bearing evidence of registration by the Inspector of Municipalities shall be kept with the records of the Board.

## **PART 7 – RESOLUTIONS**

37. A resolution may be introduced at a Board meeting only if a written copy is given to each Member before consideration unless the Board waives this requirement.

## **PART 8 – GENERAL**

38. The rules of the Board shall be observed in proceedings of the Capital Regional Hospital District Board, and Standing and Select Committees of the Board as far as may be applicable.

39. The provisions of sections 22 and 24 of this bylaw that apply to Members shall apply to First Nation Members.

(Bylaw No. 4368)

40. The following bylaw is repealed: Bylaw No. 3708, "Capital Regional District Board Procedures Bylaw, 2010", and any amendments thereto.

41. This Bylaw may be cited as "Capital Regional District Board Procedures Bylaw, 2012".

READ A FIRST TIME THIS	19 <sup>th</sup>	day of	September,	2018
READ A SECOND TIME THIS	19 <sup>th</sup>	day of	September,	2018
READ A THIRD TIME THIS	19 <sup>th</sup>	day of	September,	2018
ADOPTED THIS	10 <sup>th</sup>	day of	October,	2018

[Original signed by]  
CHAIR

[Original signed by]  
CORPORATE OFFICER

**REPORT TO GOVERNANCE AND FIRST NATIONS RELATIONS COMMITTEE  
MEETING OF WEDNESDAY, APRIL 2, 2025**

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**SUBJECT**     **Deactivating the Capital Regional District X (Twitter) account**

**ISSUE SUMMARY**

Staff have been monitoring the evolution of the X (formally twitter) social media platform. X has decreased in reliability over the last few years. The platform's instability, diminished content moderation, and policies around hate speech have had significant impacts on engagement, and have resulted in increasing challenges in managing misinformation and maintaining a positive online presence.

**BACKGROUND**

Since February 2012 the Capital Regional District (CRD) has been on Twitter, now re-branded as X. The CRD has approximately 8,500 followers and follows 534 accounts. Because decision makers in media, government, business, entertainment, and the non-profit sector all leverage X, its impact has exceeded the size of its user base. Since Elon Musk acquired the platform in 2022, significant changes to the social media platform have been made including:

1. Laying off about six thousand employees, including eliminating its communications team.
2. Moved to a paid system for verified accounts.
3. Arbitrarily suspended and reactivated accounts.
4. Dissolved its Trust and Safety Council which was responsible for policies on hate speech, child sexual exploitation, and self-harm conduct.
5. Restricted and increased the cost of accessing the Twitter API (Application Program Interface).
6. Closed 4 large data centres leading to platform instability.
7. Changed the name of Twitter to X overnight.
8. The social conversation on X has increasingly degraded where the number of bots, hostile speech, excessively graphic content and misinformation has increased.

The platform instability, diminished content moderation, and policies have had significant impacts on organizations including in British Columbia. Numerous municipalities have deactivated their X account.

Some municipalities, public sector organizations, media companies and journalists have chosen to move to X alternatives like Bluesky. An analysis of Bluesky and other X alternatives and the CRD approach can be found in Appendix A.

Briefly, Bluesky shows promise with a focus on decentralization, privacy, and user experience. It aligns well with modern digital engagement strategies. However, the current limitations in Bluesky's discoverability, lack of integration with CRD's social media management tools, and verification, along with potential risks in content moderation, security, and technical issues, need to be carefully considered before a full-scale adoption.

## **ALTERNATIVES**

### *Alternative 1*

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

That the CRD begin the process of deactivating its X account on April 10, 2025 using the following deactivation procedure:

- a) Inform CRD X followers that the CRD will no longer post to this account.
- b) Publish a message stating the account is inactive and direct followers to the CRD website and other Social Media Channels.
- c) Continue to monitor the growth of Bluesky and consider CRD adopting the platform when it sufficiently matures.

### *Alternative 2*

That the CRD maintain the status quo and continues to utilize the X social media platform.

## **IMPLICATIONS**

### *Service Delivery Implications*

The primary utility of X to the CRD is as a platform to deliver public notices and alerts.

The CRD recently launched its new public website which has introduced new features designed to enhance how residents interact with CRD services and stay informed. Email subscription options allow users to receive updates on topics of interest, ensuring they remain aware of important changes, events, and service updates.

The move away from X will be mitigated by pointing users to other options and proactively promoting these new web subscription options for news, public notices and alerts.

Some physical CRD signage promotes CRD's presence on X, so a holding message will be useful to point users to other CRD platforms.

## **CONCLUSION**

X has become rife with misinformation, which can spread rapidly and undermine public trust in official communications. Additionally, the time and resources required to monitor and respond to X can be better allocated to more effective communication channels, such as web notices and updates or other social media platforms. By focusing on these more controlled and reliable methods, the CRD can ensure that its messages are accurately conveyed and that public information sharing, and engagement remains constructive and meaningful.



**Governance and First Nations Relations Committee – April 2, 2025**  
**Deactivating the Capital Regional District X (Twitter) account**

---

**RECOMMENDATION**

The Governance and First Nations Relations Committee recommends to the Capital Regional District Board:

That the CRD begin the process of deactivating its X account on April 10, 2025 using the following deactivation procedure:

- a) Inform CRD X followers that the CRD will no longer post to this account.
- b) Publish a message stating the account is inactive and direct followers to the CRD website and other Social Media Channels.
- c) Continue to monitor the growth of Bluesky and consider CRD adopting the platform when it sufficiently matures.

Submitted by:	Sudha Krishna, Manager, Social Media and Marketing
Concurrence	Andy Orr, Senior Manager, Corporate Communications and Engagement
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

**ATTACHMENT(S)**

Appendix A: Analysis of X alternatives

# Analysis of X alternatives

## Information for Capital Regional District Board

Capital Regional District | February 2025

### Purpose

To evaluate the potential benefits and drawbacks of the Capital Regional District (CRD) adopting the Bluesky platform as a substitute for X (Twitter).

### Background

Bluesky is an emerging social media platform established in 2019 as a project under the previous leadership of Twitter founder Jack Dorsey. It became a fully independent company in 2022, focusing on giving users more control. It does this through the AT Protocol, which was designed to enhance privacy, data security, and user control over digital identities by allowing seamless movement of social connections across different apps. Bluesky gained popularity after Elon Musk took over Twitter rebranding it as X. Bluesky is viewed as a potential replacement for X.

Corporate Communications and Engagement currently has placeholder accounts in three potential alternatives to X.

- Bluesky,
- Threads (owned by Meta)
- Mastodon.

### Pros and Cons of the Bluesky platform

#### Pros:

Decentralization and Privacy:

- Bluesky's decentralized nature ensures that user data is not controlled by a single entity, enhancing privacy and data security.
- Users have greater control over their digital identities and can carry their social connections across different apps that adopt the AT Protocol.

# Analysis of X alternatives

## Information for Capital Regional District Board

Capital Regional District | February 2025

### User Experience:

- The platform offers a user-friendly interface similar to the early days of Twitter, making it easy for users to transition.
- There is no central algorithm manipulating the feed, leading to a more genuine engagement and visibility based on user interactions.

### Community and Engagement:

- Bluesky has a growing user base, with over 27 million users as of January 2025.
- The platform fosters a positive community with minimal trolling and negativity, creating a safer and more pleasant environment for users

### Innovation and Growth:

- Bluesky is rapidly evolving, with new features being rolled out regularly, keeping the platform fresh and engaging.
- The platform's user base expanded from 10 million in September 2024 to 27.44 million by mid-January 2025, demonstrating a growth rate of approximately 1 user every 6 seconds.

### Cons:

#### Discoverability Issues:

- Finding specific users can be challenging due to limited verification and naming conventions, which may hinder user engagement and connectivity.

#### Limited Integration:

- Unlike other decentralized platforms like Mastodon, Bluesky does not currently connect with ActivityPub, limiting its interoperability with other networks
- Currently, there is no integration with Hootsuite, the social media platform the CRD leverages to publish and moderate social media content. So that means anytime a communicator would want to



# Analysis of X alternatives

## Information for Capital Regional District Board

Capital Regional District | February 2025

publish to Bluesky that would have to go into the app to publish as opposed to our current process where we have greater oversight in Hootsuite.

### Early-Stage Development:

- As a relatively new platform, Bluesky may still have some technical and usability issues that need to be addressed
- The platform's ecosystem is still developing, which may result in a less polished experience compared to more established social media networks.
- Though the platform is growing quickly, a scan of Vancouver Island accounts shows promising but still limited adoption, confined to early adopters in the media (CFAX, individual reporters).

### Potential Imposters:

- The current verification system is not robust, making it difficult to identify genuine accounts, which could lead to issues with imposters

### Financial Uncertainty:

- Bluesky is a start-up company currently in Series B round of financing after a \$15 million series A round of financing, led by Bain Capital Ventures. News reports suggest a valuation of \$700 million. Reports also suggest it is developing a subscription-based revenue model.

## Bluesky Comparisons

### Bluesky vs. X (Twitter):

**User Control:** Bluesky offers more user control over data and content due to its decentralized model, whereas X is centralized and often criticized for algorithmic manipulation.

**Community:** Bluesky fosters a more positive community with less trolling, while X has issues with both spam and toxic interactions.

# Analysis of X alternatives

## Information for Capital Regional District Board

Capital Regional District | February 2025

**Verification:** X has a paid verification system, which has sparked debates, while Bluesky's verification system is still developing.

### **Bluesky vs. Mastodon:**

**Interoperability:** Mastodon connects with ActivityPub, allowing interaction with other networks in the Fediverse, while Bluesky does not

**User Experience:** Both platforms offer a decentralized experience, but Bluesky is noted for its simpler, more user-friendly interface.

### **Bluesky vs. Threads:**

**Accessibility:** Bluesky is open to everyone, while Threads requires an Instagram account, making it more exclusive to Meta users.

**Community Building:** Bluesky focuses on niche, interest-driven communities, whereas Threads is more integrated with Instagram's broader user base.

**Integration:** Threads has integration with Hootsuite so CRD communicators would be able to publish to the channel similar to other CRD social channels.

## Potential Risks of Adoption:

### **Content Moderation Challenges:**

Bluesky's user-driven content moderation may not be sufficient to protect against inappropriate or harmful material. The platform's decentralized nature complicates adherence to community guidelines, potentially leading to delayed responses to harmful content.

### **Security Concerns:**

As a relatively new platform, Bluesky's privacy measures are still evolving, raising concerns about data security as it scales.

The platform is actively working on systems to identify and mitigate spam and fake accounts, but these measures are still in development

# Analysis of X alternatives

## Information for Capital Regional District Board

Capital Regional District | February 2025

### Financial Viability

Bluesky is startup so its long-term viability remains an open question. Success social media startups are mixed at best and the CRD needs to be mindful before investing in the platform.

### Cultural and Social Risks:

Bluesky has faced controversies, such as user backlash against certain public figures, which could impact the platform's reputation and user experience.

The platform's rapid growth has led to challenges in managing government censorship, scam accounts, and propaganda

### Technical and Usability Issues:

Being in the early stages of development, Bluesky may still have technical and usability issues that need to be addressed

The platform's ecosystem is still developing, which may result in a less polished experience compared to more established social media networks.

## Conclusion:

Bluesky's focus on decentralization, privacy, and user experience aligns well with modern digital engagement strategies. However, the current limitations in discoverability, integration, and verification, along with potential risks in content moderation, security, technical issues and financial viability concerns, need to be carefully considered before a full-scale adoption.

## Recommendation:

1. Point X users to our other social media channels (Facebook, Instagram, LinkedIn) and our new subscription features on our website.
2. Continue to monitor Bluesky adoption in the South Island before fully activating the account.





March 20, 2025

AVICC Member Legislative Services  
AVICC Member Councils, Boards, and CAOs

**RE: FEEDBACK REQUESTED: Reforming the Local Government Act - A Roadmap**

I am reaching out to formally request that this communication be included as a Board or Council Communication on your upcoming agenda.

Feedback is requested on the initiative to modernize the *Local Government Act (LGA)*. It has been identified that the input from member staff and elected officials is crucial, and we are asking that this opportunity be shared throughout your organization, and that time be allocated to allow for participation.

Don Lidstone K.C. has written a document, "[Regional District Legislation Roadmap](#)", as a framework to gather feedback from all five area associations on the challenges local governments are experiencing with the *LGA*. The *Roadmap* document has been transposed into a survey that is now available at the following link:

**[Reforming the Local Government Act: A Roadmap – SURVEY LINK](#)**

- The survey may be completed by individuals or as a group – we would like to hear from local government and First Nations elected officials and staff with comments about the legislation and recommendations, examples of how the current legislation impacts the work that you do, and potential solutions or additional recommendations.
- The *Roadmap* document has been divided into 9 survey pages in SurveyMonkey, consisting of an executive summary with recommendations, followed by examinations of Parts 5-12 of the *LGA*.
- Each of the 9 survey pages is followed by questions that you are invited to respond to as you wish. There is no requirement to answer all the questions – any degree of input is beneficial.
- Survey responses will be anonymously compiled to produce a report for UBCM and the Province that defines issues and specific preferences for modernizing the current legislation.
- There is an option in each section to input your contact information if you are willing to provide more information about your comments, or if you would like a response - this is not required.
- Your responses will be saved after each page, so that you can pause and return to the survey at your convenience – you must use the same device and web browser to access your saved survey.

- You may edit your responses, or add additional comments up until May 31, 2025 at 11:59pm – you must use the same device and web browser to access your previously submitted survey.

**Any survey responses received by March 28 will be included in content provided to the area associations' annual conventions. The final deadline to submit responses to any of the survey pages is 11:59 pm on Saturday, May 31.**

Thank you for considering our request. If you have any questions, please reach out to AVICC Executive Director, Theresa Dennison, at [info@avicc.ca](mailto:info@avicc.ca).

Sincerely,



Ben Geselbracht  
AVICC President  
Councillor, City of Nanaimo

cc: Theresa Dennison, Executive Director, AVICC; [info@avicc.ca](mailto:info@avicc.ca)



Making a difference...together

## **Minutes of the Accessibility Advisory Committee meeting, held January 21, 2025 at 1:00 pm, 6<sup>th</sup> Floor Boardroom, 625 Fisgard Street, Victoria BC**

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### **PRESENT:**

Committee Members: P. Danforth (Chair), T. Bolt (Vice Chair), J. Briante (EP), M. Essery (1:43 pm)(EP), L. Hube, Z. Lundrie (EP), B. Manning-Jones, J. Parr (EP), G. Robinson, E. Syring (1:30 pm)(EP), M. Little (GC Liaison)

Staff: C. Neilson, Senior Manager, People, Safety and Culture; A. Ali, Manager, Equity, Diversity, Inclusion and Accessibility; S. Cole, Equity, Diversity, Inclusion and Accessibility Specialist; Z. Gray, Manager Website and Public Engagement; N. Bandringa, Planner, Regional Planning; E. Middleton, Web Coordinator, Corporate Communications and Engagement; M. Lagoa, Deputy Corporate Officer; J. Dorman, Committee Clerk (Recorder)

EP – Electronic Participation

Regrets: R. Welland

The meeting was called to order at 1:14 pm.

### **1. Territorial Acknowledgement**

C. Neilson provided the Territorial Acknowledgement.

### **2. Election of Chair**

C. Neilson called for nominations of Chair of the Accessibility Advisory Committee for 2025.

T. Bolt nominated P. Danforth. P. Danforth accepted the nomination.

C. Neilson called for nominations a second time.

C. Neilson called for nominations a third and final time.

Hearing no further nominations, C. Neilson declared P. Danforth Chair of the Accessibility Advisory Committee by acclamation.



**3. Election of Vice Chair**

Chair Danforth called for nominations of Vice Chair of the Accessibility Advisory Committee for 2025.

M. Little nominated T. Bolt . T. Bolt accepted the nomination.

Chair Danforth called for nominations a second time.

Chair Danforth called for nominations a third and final time.

Hearing no further nominations, Chair Danforth declared T. Bolt Vice Chair of the Accessibility Advisory Committee by acclamation.

**4. Approval of Agenda**

**MOVED by T. Bolt, SECONDED by M. Little,  
That the agenda for the January 21, 2025 Accessibility Advisory  
Committee be approved as circulated.  
CARRIED**

**5. Adoption of Minutes**

**MOVED by T. Bolt, SECONDED by G. Robinson,  
That the minutes of the Accessibility Advisory Committee  
meeting of November 19, 2024 be adopted as circulated.  
CARRIED**

**6. Chairs Remarks**

Chair Danforth spoke about the national organization Disability without Poverty and welcomed the new members to the committee.

**7. Presentations/Delegations**

There were no presentations or delegations.

**8. Committee Business**

**8.1. Introductions**

A. Ali presented Item 8.1. for information.

E. Syring joined the meeting at 1:30 pm.

M. Essery joined the meeting at 1:43 pm.

## **8.2. Orientation and Terms of Reference**

M.Lagoa presented Item 8.2. for information and presented a PowerPoint presentation.

## **8.3. Accessibility Plan**

### **8.3.1. Plan Overview**

A. Ali presented Item 8.3.1. for information and presented a PowerPoint presentation.

### **8.3.2. CRD Website Project Update**

Z. Gray presented Item 8.3.2. for information and presented a PowerPoint presentation.

Discussion ensued on the following:

- accessing and testing information
- engagement from CNIB Foundation and other organizations that specialize in accessibility
- sourcing information and sitemap testing
- design sessions and accessible designs
- search engine optimization and strategies

## **9. Notices of Motion**

There were no notices of motion.

## **10. New Business**

### **10.1. Regional Trails and Lighting Project**

C. Neilson presented Item 10.1. for information.

### **10.2. Regional Planning – Let's Get Visible**

N. Bandringa presented Item 10.2. for information.

Discussion ensued on the collaboration with community centres and the Victoria Disability Resource Centre.

**11. Adjournment**

**MOVED by M. Essery, SECONDED by M. Little,  
That the January 21, 2025 Accessibility Advisory Committee  
meeting be adjourned at 2:29 pm.  
CARRIED**

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Chair

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Committee Clerk