

RE: Public consultation - TUP 620 Laura Road

From : Liam Edwards [REDACTED] Thu, Mar 18, 2021 11:20 AM
Subject : RE: Public consultation - TUP 620 Laura Road 1 attachment
To : Christine Miller [REDACTED] Hope Dallas

Hello Christine and Heather,

Thank you for sharing your concerns with us. You raised some good points that we have already taken action on to correct, we have updated the website to provide more clarity and we may need to update it again as we discuss the process further. We certainly want to make sure the process and associated timelines for public comment/submission is clear and easily accessible. You pointed out that to us that we needed to improve the clarity and accessibility of that information and I hope we are updating our information so that in the future it be much easier for the public to understand what needs to be submitted by when. We are also in discussion about how we can improve our process to ensure public submissions are not missed, it is certainly something we take seriously.

Again thank you for raising this important concern.

Best regards, Liam

Liam Edwards
Chief Administrative Officer
Bowen Island Municipality
981 Artisan Lane, Bowen Island, BC V0N 1G2
[REDACTED]
604-947-4255

www.bowenislandmunicipality.ca

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From: CHRISTINE MILLER <[REDACTED]a>
Sent: Tuesday, March 16, 2021 11:36 AM
To: Hope Dallas <[REDACTED]>
Cc: Liam Edwards [REDACTED]
Subject: Re: Public consultation - TUP 620 Laura Road

Dear Hope:

Thank you for the response; I hope you can appreciate exactly why this would be a serious cause of concern for us. Again though, to Liam, human error appears to be too prevalent in managing the public consultation process - as the below also shows, there appear to be issues with the Muni being clear around the whole process, which does raise questions of procedural fairness.

We were actually told that the deadline for submission was 1pm, re the issues you raise as leading you and the Manager of Planning to create a revised deadline rather than the usual Wednesday at 4:30pm, so had killed ourselves to get our submission in for that time - hence the 12:56. We didn't call you to check that time - there was an awful lot to get through and deal with for us already - and we note now that there is in fact no information or time deadline given on any Muni source relating to this. It is concerning if there was a revised deadline, particularly given the delay in getting letters out, that the Muni wouldn't also take steps to ensure those impacted neighbors were properly and fully advised of the changed time. I don't in fact see any information anywhere advising that there was a separate deadline for the Manager of Planning to consider materials to prepare his report? That doesn't seem fair.

We are well aware of the volume just generally of material that Mayor and Council have to get through and given how impactful this is to our lives, we want every opportunity for them to read and consider what this will mean to us.

It is concerning that you refer to the 12pm deadline Monday as necessary as a cut-off to finalize the staff report - that does beg the question of whether the report will actually consider and examine all submissions. It also reinforces again the inadequate timelines for this TUP process, and particularly the public comment section; letters notifying neighbours were sent out very late, and the deadline for submissions that will or can be thoroughly considered in preparing the staff report has then been shortened more than usual due to the volume of reply - again, as previously, these seem issues to be addressed in terms of ensuring full and fair access for public comment and consultation.

Another note - there were two submissions, one a letter from Christine Miller as business owner, at this address, and the other a submission from Christine and Heather - not a letter from Heather alone.

Yours
Heather and Christine

From: "Hope Dallas" [REDACTED]
To: "Christine Miller" [REDACTED]
Cc: "ledwards" [REDACTED]
Sent: Tuesday, March 16, 2021 9:18:11 AM
Subject: RE: Public consultation - TUP 620 Laura Road

Good morning Christine,

Thank you for your email, I appreciate you following up. I would like to clarify some points raised in your email. When I spoke with [REDACTED] this morning I let her know that [REDACTED] letter was not included in the agenda in honest human error. I am checking with our Manager of Planning to see if he also did not receive it. [REDACTED] has re-sent [REDACTED] letter and it will be included in the agenda for Council's consideration.

Regarding Heather's letter, sent yesterday, March 15th at 12:56 PM. It was received after the deadline for inclusion in the agenda, set by the Manager of Planning and I to be 12:00 PM due to the volume of letters received and the need to set a cut-off time to finalize the staff report. We have received a very high volume of letters and are working to provide an acknowledgement email to each writer to advise that any additional letters received after 12:00 PM yesterday will be included in the revised agenda published later this week.

I hope this alleviates your concern that Heather's letter was not included on purpose.

Thanks very much,
Hope

Hope Dallas

Corporate Officer

Bowen Island Municipality

981 Artisan Lane, Bowen Island, BC V0N 1G2

Email: [REDACTED]

Office: 604-947-4255

Mobile: 778-960-4452

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From: CHRISTINE MILLER <[REDACTED]>
Sent: Tuesday, March 16, 2021 9:04 AM
To: Liam Edwards [REDACTED]
Cc: Hope Dallas [REDACTED]
Subject: Public consultation - TUP 620 Laura Road

Dear Liam;

We have just had a call from our neighbor, [REDACTED], who checked with Hope that the agenda package for next Monday's meeting contained the submission from her husband [REDACTED], and in the course of that conversation she also discovered that another submission, from us, the letter from Christine Miller, was not included; she was told this was human error. In the context of Heather's previous experience of human error in submissions being left out of a public consultation process, this is unacceptable.

We expect you to remedy this situation immediately, to ensure that all omitted submissions are sent to Mayor and Council with a full acknowledgment that staff had failed to include them when they should have done so. We also expect to receive a full apology, and for you as CAO to address what appear to be issues in properly managing public consultation practices. It appears that submissions from impacted neighbors, the people who were within the zone identified by Council as requiring the extra step of receiving a mail out invitation to participate, that letters from two of those neighbors appear to have been omitted from the agenda package sent to Mayor and Council. If the only items left out of the agenda package were in fact submissions from impacted neighbors opposed to the TUP, that is at the very least cosmetically problematic.

I hope you can appreciate the stress and worry that this entire process and situation is creating for us, and we had thought we could take at least a short break from it, having sent our submissions,

Yours,
Heather.
