



Islands Trust

**Island Forum 2006: Tourism March 30 – 31, 2006
Evaluation Questionnaire Report**

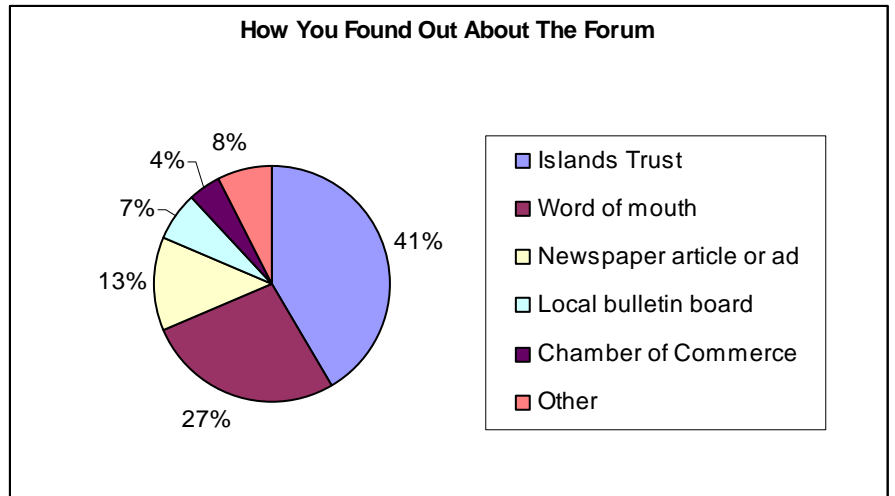
SUMMARY

Of 151 registrants, 141 people attended all of part of the forum. Eighty evaluation questionnaires were returned. Please note that discrepancies in the total number of responses to the questions are due to respondents submitting incomplete questionnaires or, in some cases, checking a number of categories.

The Islands Trust thanks all of the participants who responded, particularly for their additional comments and suggestions.

HOW PARTICIPANTS FOUND OUT ABOUT THE FORUM

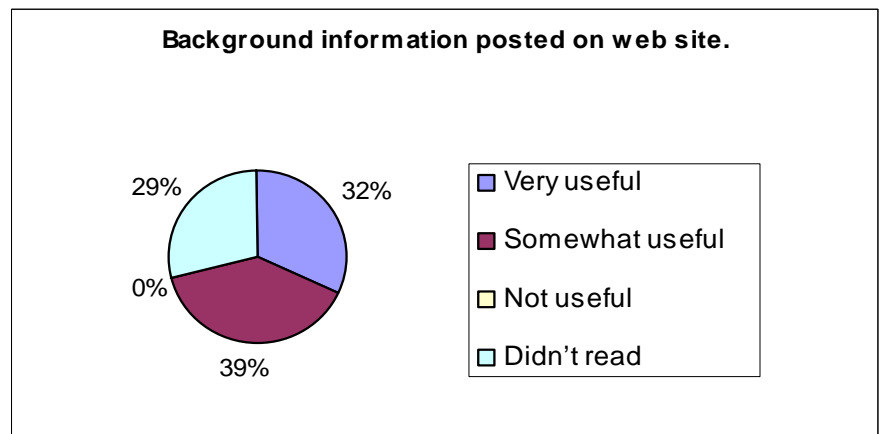
The majority (41%) found out about the forum from the Islands Trust (website, subscription service, Trust Council, Trustees or staff), followed by word of mouth (27%), then newspaper ads or articles (13%). Other sources include colleagues, e-mail, Malaspina research project and conservancies.



TYPE OF BACKGROUND INFORMATION POSTED ON ISLANDS TRUST WEB SITE

The majority of respondents (71%) found the information posted very useful or somewhat useful. Almost one third of the respondents did not read the material. Notably, no one found the material "not useful".

Sample comments: "Focus on 4 – 5 articles, successful case studies and provide definitions such as sustainability, ecotourism." "Well done and informative – keep on the web site."

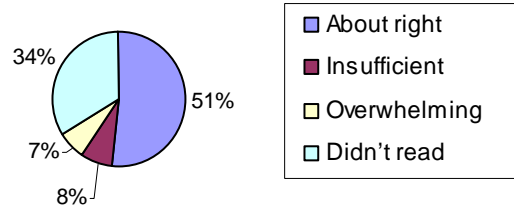


VOLUME OF ADVANCE INFORMATION POSTED ON THE WEB SITE

Slightly more than half of the respondents (51%) found the amount of information posted to be about right. Those that found insufficient information and those that found the amount of information overwhelming were almost equal. Slightly more than one third of the respondents indicated they had not read the material.

Sample comments: "Not specific enough for each community." "Perhaps structured differently, by category." "Please keep on the web site."

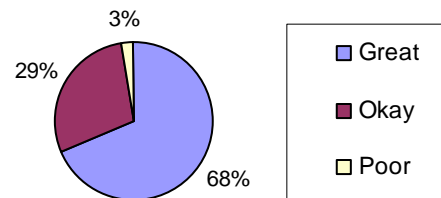
Volume of advance information posted on web site



LOCATION

Almost all of the respondents (97%) rated the location great or okay. Just two respondents rated the location as poor. Other locations suggested were Tsawwassen, Salt Spring Island or a Gulf Island.

Proximity of location



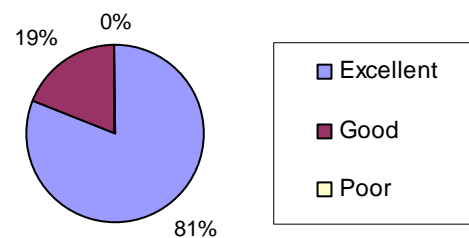
FACILITY RATINGS

Meals:

All of the respondents to this question rated the meals as excellent (81%) or good (19%). No one rated the meals as poor.

Sample comments: "Great cultural food." "High quality food, beautiful presentation, excellent service."

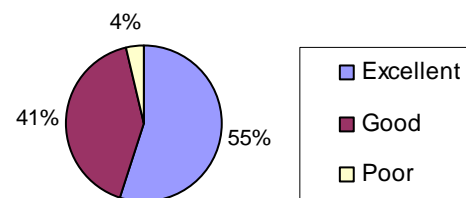
Facility Meals



Room setup, resources, equipment:

Ninety-six percent of the respondents rated this aspect as excellent or good, with three people rating it as poor, due to the acoustics.

Room setup, resources, equipment



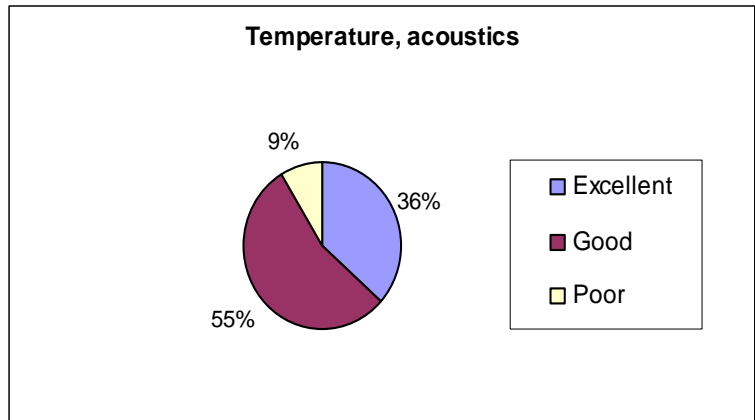
Temperature, acoustics:

While 91% of the respondents rated this category as good or excellent, there were many comments about the cool temperature and difficulty in hearing. Of the comments received, 25 were about the difficulty in hearing and 10 related to the cool temperature in the room. There were also a number of positive comments on the site and facility.

Sample comments: “Need more mikes.” “People need to use the mike and properly” “Too many private conversations, especially when speakers were at the mike.” “Air conditioning too loud.” “Hard to hear in group sessions.” “Kept me awake.”

Additional comments on facility:

“I loved the cultural setting and the fact we were supporting the Cowichan.” “Great cultural facility “hidden” in a busy town.” “Site was beautiful, naturally, culturally and architecturally.” “I am impressed and proud that the Trust supported the First Nations community in this beautiful facility.” “I was particularly pleased that we met in this centre rather than a hotel.” “The ambiance was perfect.” “Impressive venue – wonderful staff.” “Great!”



OVERALL RATING OF THE PACE AND FORMAT FOR THE FORUM

Approximately two-thirds of the respondents said the pace and format was about right. There were a number of suggestions about areas that needed more time or less time. For example:

Needed more time for:

“Each island’s view.”
 “Questions.”
 “Small group discussion.”
 “All the group discussions.”
 Would have liked questions to panelists (at least a few).

Needed less time for:

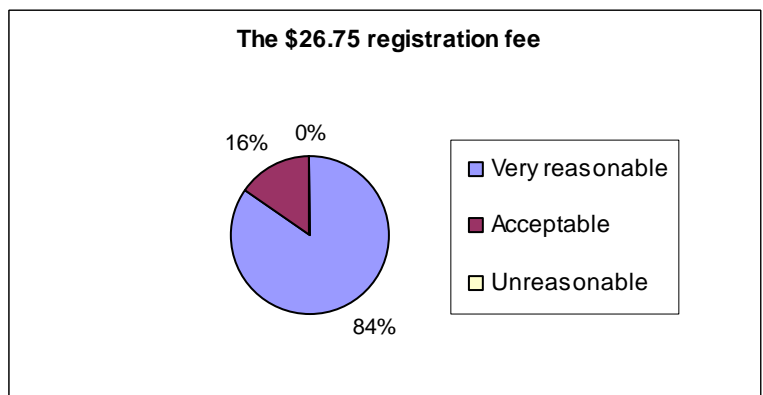
“Overall group discussion – sharing outcomes.”
 “Reporting out.”
 “Repetitive reporting and introductions.”
 “It was a little too long. Could probably be a day or a half day.”

Sample comments: “Make it two full days.” “Very well planned and impressive the way we kept to the clock.” “I would mix up the format a bit. Three sessions on same issues got a bit boring by the end.” “Very good pace. Group facilitators did their job - kept things on track.” “I do not like this format. I’m not sure what would be better. Definitely two topics for a.m. should have been merged just to identify topics then to refine target issues.”

THE REGISTRATION FEE

The majority (84%) of the respondents considered the \$26.75 fee very reasonable. No one considered it unacceptable.

Sample comments: “Thank you UBCM!” “Was a bargain considering the facility and the meals.” “It would have made sense to have divided it into full package or Thursday only or Friday only – people who were here for lunch only paid the same as those who got three meals!”



THURSDAY, MARCH 30

REGISTRATION PROCESS

Overall 97% of the respondents rated the registration process as excellent or good, with just two people rating the process as okay.

Comments: "It would have been nice to receive e-mail confirmation as soon as registration information was received, rather than only one week in advance." "I would have preferred to receive confirmation of reservation within a week of making the reservation."

REGISTRATION PACKAGE

Again, the majority (93%) of the respondents considered the package excellent or good. Five people rated the package as okay.

Comments: "Could have used writing pad." "E-mail option would have added to it." "Excellent – the bar was open!" "Too much stuff – waste of paper. Some could have been sent before and electronically."

FORUM INTRODUCTION

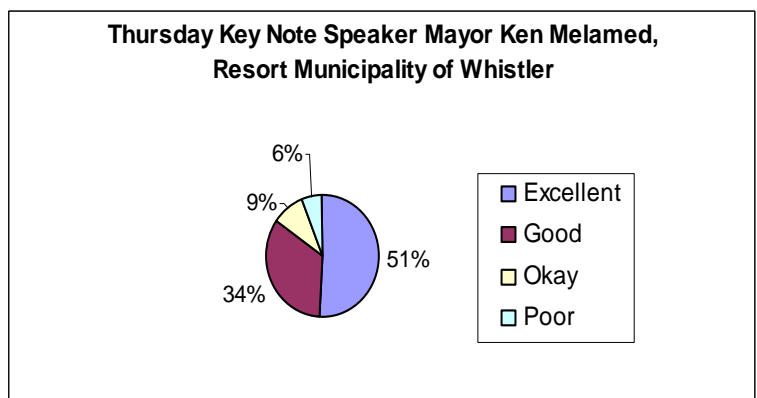
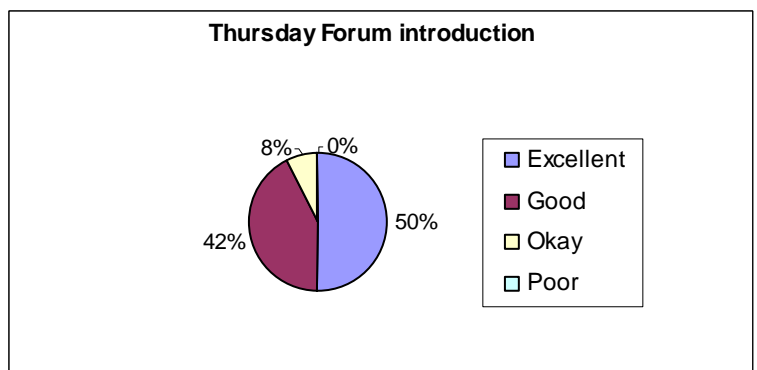
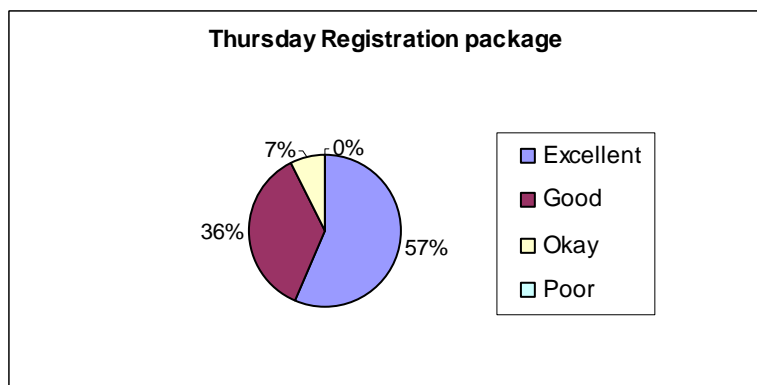
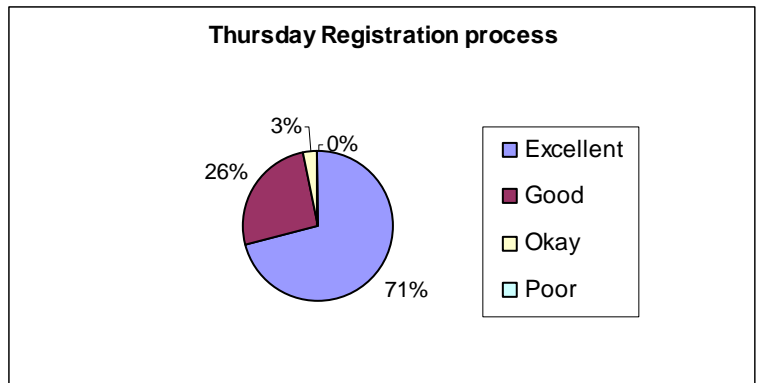
Ninety-two per cent rated the introduction excellent or good. No one rated the introduction as poor.

Sample comments: "Too long." "Nice tone. About the right length."

KEY NOTE SPEAKER

While most (85%) respondents rated the key note speaker as excellent or good, 25 respondents provided additional comments about the relevancy of Whistler's experience to the situation in the Gulf Islands.

Sample comments: "Presentation excellent but value to Trust questionable." "I would have appreciated a speaker that could have informed us about a tourism management strategy implemented in a more comparable community." "Whistler is not the Gulf Islands. We want – I hope- to avoid "resort mentality" !!!" "Mostly not relevant to our islands situation, though some of Whistler's policies and limit-setting processes and systems are encouraging, particularly their limits to growth of STVRs."

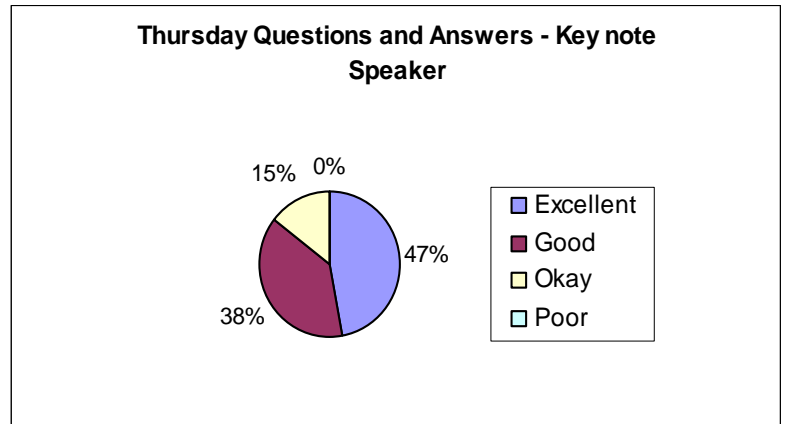


While most (85%) respondents rated the key note speaker as excellent or good, 25 respondents provided additional comments about the relevancy of Whistler's experience to the situation in the Gulf Islands.

KEYNOTE SPEAKER QUESTIONS AND ANSWERS

Again, most (85%) respondents rated this session as excellent or good.

Sample comments: "Good knowledge of many issues and challenges." "A bit too long." "Not enough time."



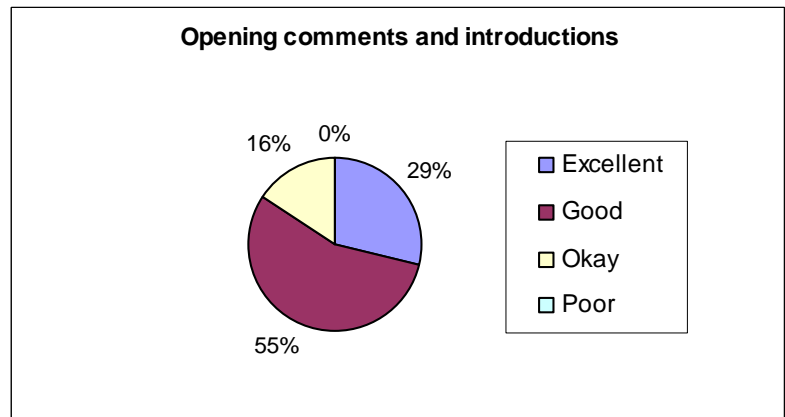
Additional comments/suggestions:

"First Nations components fabulous." "Appreciated the cultural experience of the location, people, food, sharing of songs and dancers." "I loved the First Nations dancers." "Food on both days was EXCELLENT!"

FRIDAY, MARCH 31

OPENING COMMENTS AND INTRODUCTIONS

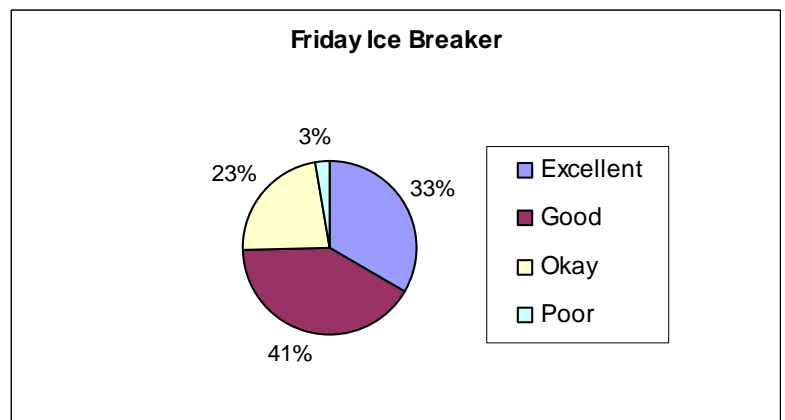
The majority (84%) rated this section excellent or good with 12 people rating it as okay and just two comments: "Not clear on focus and objectives of the day." "Too long."



ICE BREAKER

Most respondents (74%) rated this session as excellent or good.

Sample comments: "Very effective." "Fun." "Good start." "Did not allow us to get to know one another." "Room was too full to make this excellent." "Fun but not enough time and could have been more organized."



INTRODUCTION TO THE ISLANDS TRUST

About three-quarters of the respondents rated the introduction as excellent or good, with slightly less than one quarter rating it as okay. Three respondents gave it a poor rating.

Sample comments: “Better to include handout prior to meeting that includes funding and enforcement mechanisms.” “Would have liked general geographic content and bit on history.” “Good content, conciseness and brevity.” “Too long.” “A bit dry.” “More data could have been presented – visitor stats, ferry stats by island.”

GROUP DISCUSSION #1 HOPES AND CONCERNS

Nearly three quarters of the respondents rated this session as excellent or good, with 19% rating it okay and 7% rating it as poor.

Sample comments: “Staff collecting and sorting results would have been better.” “Not much guidance – some people allowed to “go on”.” “This could have been left out.” “Good brainstorming session.” “Too vague/repetitive.” “Excellent – thanks to David Marlor.”

GROUP DISCUSSION #2 IMPORTANCE OF ISSUES

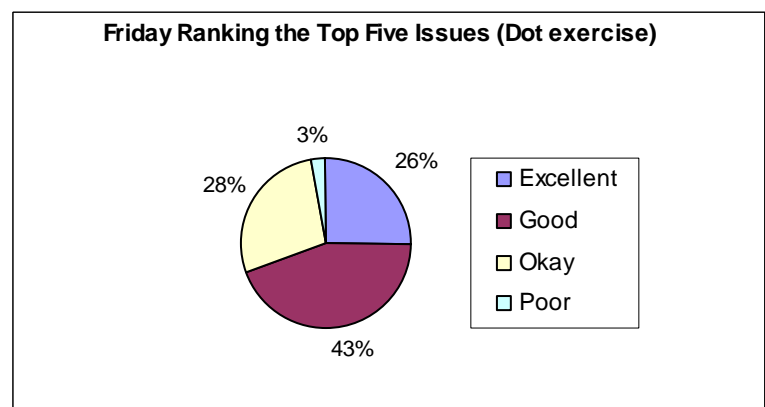
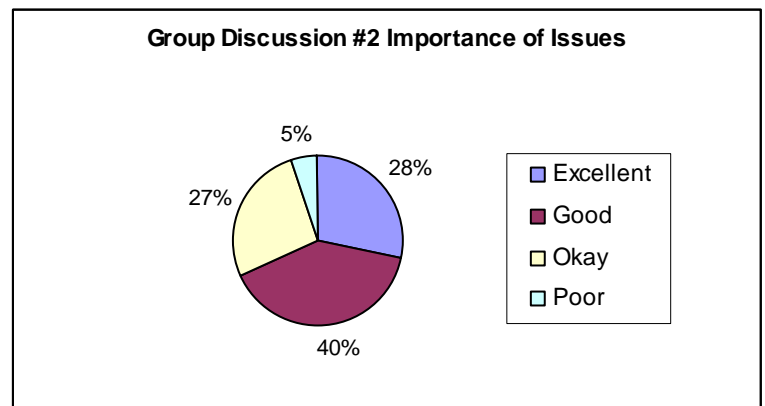
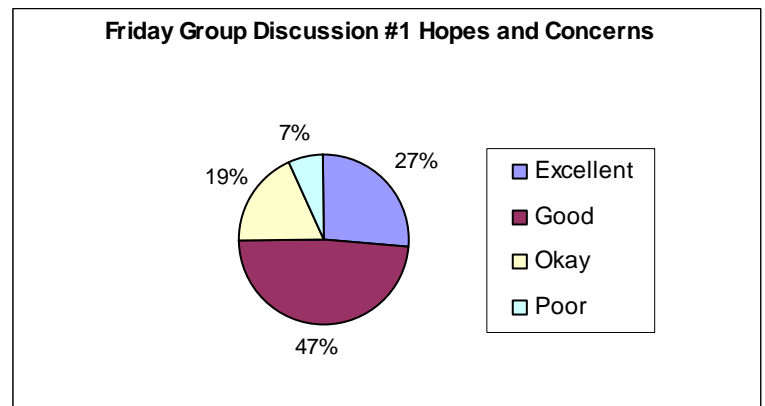
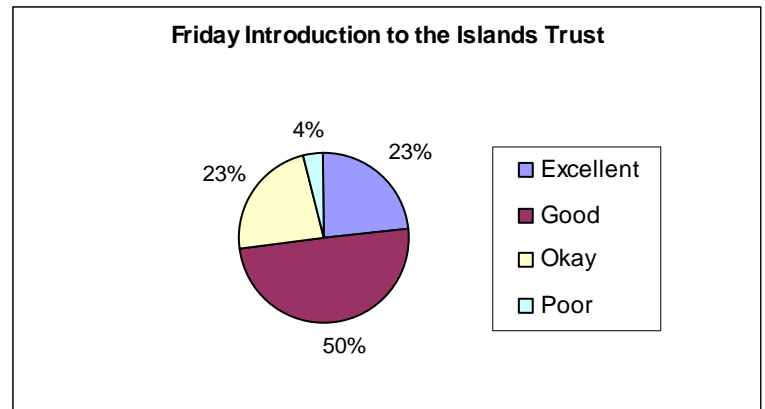
Almost 70% of the respondents rated this session excellent or good, with 27% rating it as okay and 5% rating it as poor.

Sample comments: “Not useful.” “Improved – would have preferred to have this discussion first.” “Reporting back not so great.” “This should have taken most or all the time.” “These should have been the topics we voted on.” “A little unclear as to how to develop it.”

RANKING THE TOP FIVE ISSUES

In total, almost 70% of the respondents rated this exercise as excellent or good, with almost 30% rating it as okay and two people rating it as poor.

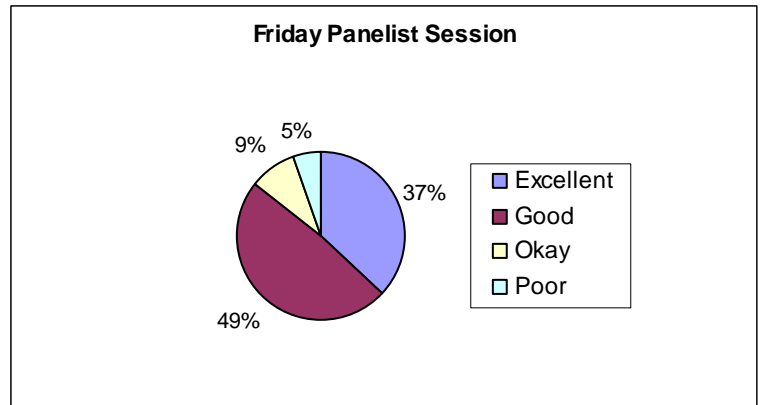
Sample comments: “This has become a competition between the pro and anti tourism factions – to oversimplify it.” “Need to be more focused on discussing Session 2 as opposed to Session 1.” “Some overlapping – finals too close together in content.” “Made issues clear.” “Spend more time internally bringing the listed topics together – too many overlapping items.”



PANELIST SESSION

While the clear majority (86%) liked this session, rating it excellent or good, there were many comments and suggestions such as a question period, more panelist interaction and including women on the panel.

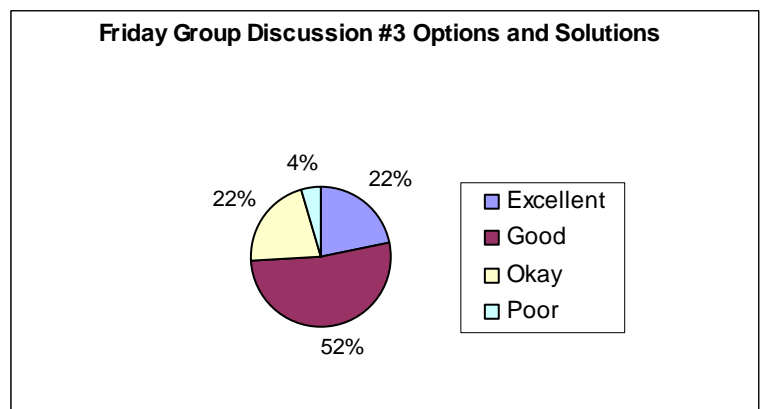
Sample comments: “Excellent.” “First class thoughts.” “Why were there no expert women on the panel?” “Would have liked to see a question period.” “Excellent range and type of presentation.” “Specific questions should have been asked of the panel.” “A panel discussion would be good.” “More interaction.”



GROUP DISCUSSION #3 OPTIONS AND SOLUTIONS

Slightly more than half of the respondents rated this section as good, with another 22% rating it excellent and 22% rating it as okay. Three respondents rated it as poor.

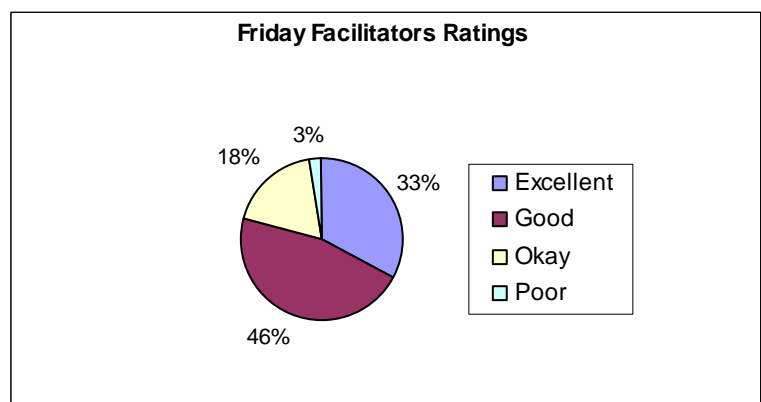
Sample comments: “Our group had trouble clarifying the topic – lots of discussion.” “Lack of focus.” “Some real and concrete discussions.” “Too much discussion to come up with any concrete suggestions that could be agreed to by three or more people.” “Slow to start, again. Facilitator talking too much. Wish we’d had more time for these specifics.” “Needed more time.”



THE FACILITATORS

Almost 80% of the respondents thought that the facilitators were excellent or good with almost 20% rating them as okay and two respondents rating them poor. Twenty respondents provided comments or made suggestions.

Sample comments: “Excellent but had difficulty reining in Salt Spring Island folks...” “Excellent – they worked a very tough crowd.” “Didn’t manage well, own opinions overrode the group at times.” “For our group, not great.” “Encouraged, kept us tracking on topic.” “More training and preparations skills to draw out and consolidate information.” “My group’s facilitator was very poor and unskilled at basic group process.” “Could facilitate a bit more tightly – some folks dominated while others stayed very quiet.” “Dealing with a group of opinionated people is not easy.” “Great job.”



SUMMARY AND FOLLOW-UP

Oddly, slightly more than half of the respondents did not answer this question. However, of the 39 persons who did respond, almost 90% rated it as excellent or good. No one rated it poor.

Sample comments: “Excellent comments – would have been a great opening speech!” “Excellent – (former teacher) Well done overall!” “Kim’s comments about fitting tourism into the islands, rather than the other way around, were exactly right. I wish this had been said at the beginning of the forum instead of at the end.” “Liked Kim’s wrap up comments.” “What is the follow-up? That’s what we need.”

THE FORUM OVERALL

Almost half of the respondents indicated the forum exceeded their expectations, with another 44% saying it was what they expected. Five people said it did not meet their expectations.

Sample comments: “Best part is meeting and talking with individuals about issues.” “I didn’t really know what to expect, but I thought it was well planned and organized, efficient, and did a good job of letting people provide their input.” “Good dialogue; met some great folks; felt part of a community.” “I was very nervous that it was going to be very confrontational but all were here to work, learn and share.” “A good start.” “Very well organized – valuable exercise.” Really think we need different technology than the posters and stickers and reading everything aloud.” “Very productive networking, met many kindred spirits, felt grateful to be part of a cohesive island with many natural obstacles to development.” “Good interaction of ideas from diverse group of islanders.”

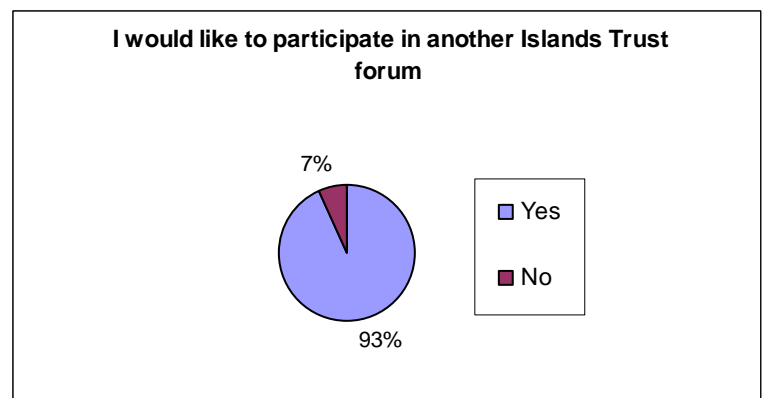
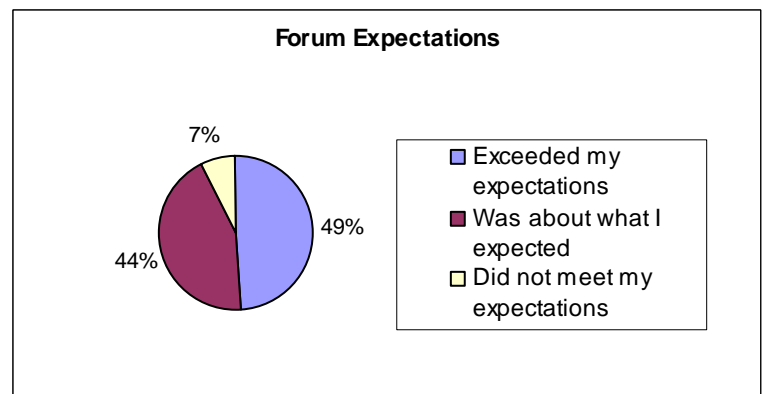
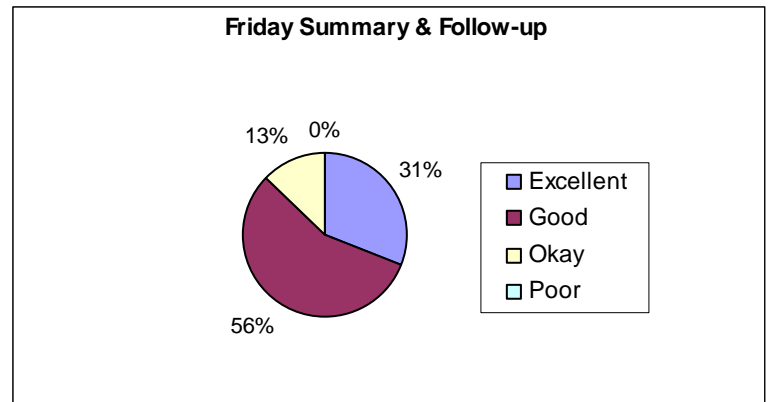
PARTICIPATION IN ANOTHER ISLANDS TRUST FORUM

Ninety-three per cent of the respondents would like to participate in another forum.

SUGGESTED TOPICS FOR ANOTHER ISLANDS TRUST FORUM

More than half of the respondents suggested topics for another forum. Affordable housing, environmental and economic sustainability, bylaw enforcement, and developing a tourism strategy received several mentions.

Sample of topics suggested: “How to strengthen our resident-based communities and economies.” “Identifying tourist activity carrying capacity for different islands.” “Community/accessible housing.” “Sustaining viable agriculture in the Gulf Islands” “Environmental and sustainability planning.” “Partnerships in Tourism – how to implement outcomes of this year’s forum through partnerships with: First Nations; Parks Canada GINP National Marine Cons. Area, Islanders; Trustees/Islands Trust; Tourism Developers; Institutions.” “Governance – transportation.” “Share best practices.” “Trust



wide trail network.” “Strategic Planning for Tourism – a how to/practical workshop where groups produce a plan.” “Developing a Strategic Plan – Big picture pieces.” “Structure of the Trust and possibility of something like a county system of government.” “Tabulated community meetings on each island to plan tourism and residential growth.

ADDITIONAL COMMENTS OR SUGGESTIONS

Again, more than half respondents provided additional comments and/or suggestions overall on the forum, ranging from one or two lines to several paragraphs.

A few samples are included below:

“Both forums I have attended have been excellent overall, although it would be useful to spend more time on implementation (e.g. 2/3 rather than 1/3) brainstorming and exchanging ideas about how to develop a management plan for long-term sustainability.”

“It was very nice to hear that the Gulf Islands are facing the same challenges as the San Juan Islands! We should partner!”

“Most of the people in my group had been on the islands for less than ten years and all had come from large municipalities. They, not the tourists, have changed these communities. They were mostly in favour of tourism which was refreshing but in every case talked about educating the tourists. Nothing was said about educating the locals. That is the single biggest problem. If, and I don’t, I rent my house, my visitors use water, drive cars, make noise and do not respect the environment. If, however, I let friends stay, they don’t?? Education, education, education! What needs to be decided is whether we want to be resort and B&B driven – i.e. islands for the wealthy.”

“Individual communities should develop ideas generated at this forum with goal towards having another forum – one that is far more specific in its focus.”

“The fact that such a degree of consensus from some 140 people was a very clear indication that the process worked well. Thank you for all the work that went into the planning.”

“A summary of the forum should go out to all Islands Trust areas so residents know this forum happened. What the outcome was and where we go now. This could be done through the newspapers then posted on websites of Islands Trust. This is part of the communication that is so important.”

“Thanks to staff for the extra work and time for ensuring the success of this forum.”

“Because of its size, Salt Spring islanders dominated and failed to understand different/other concerns of small islands, although there are some universal concerns. Hard to get them to allow others to speak!”

**Island Forum 2006: Tourism March 30 – 31, 2006
Evaluation Questionnaire Report**

DETAILED REPORT

Please note that the numbers used are the actual number of persons who responded to the question, not percentages.

1. How did you find out about the forum?

Islands Trust (Total)		49
(Islands Trust Web site	13)	
(Islands Trust News Release Subscription Service	11)	
(Trust Council	7)	
(Local Trustee	4)	
(Invitation in mail	2)	
(Invitation in mail	2)	
(Local Trust Meeting	1)	
(Islands Trust Staff	1)	
 Word of mouth		 32
Newspaper article		10
Local bulletin board		8
Newspaper ad		5
Chamber of Commerce		5
 Other (Total)		 9
Malaspina Research Project		2
Colleagues		2
E-mail invitation		1
Private e-mail supporting trust		1
BCATA Directors		1
Salt Spring Conservancy		1
Bob Myhr		1

2. Was the type of background information posted on the Islands Trust web site in advance:

Very useful	25
Somewhat useful	30
Not useful	0
Didn't read	23

Comments:

- Probably too much – looked at titles.
- Focus on 4 – 5 articles, successful case studies and provide definitions such as sustainability, ecotourism.
- Not that relevant.
- Registration could have been easier to find.
- Well done and informative – keep on the web site.

3. Was the volume of advance information posted on the web site:

About right	39
Insufficient	6
Overwhelming	5
Didn't read	26

Comments:

- Little facts seem to be known about land use.
- Too much information to read through.
- All of the above.
- Not specific enough for each community.
- Quality could have been better.
- Perhaps structured differently, by category.
- A little too much.
- Too much – not specific.
- Didn't know it was there.
- Please keep on the web site.
- Couldn't anticipate how it (the forum) would be run.
- Didn't get a notice telling me about it.

4. From the perspective of participants traveling from throughout the Islands Trust Area, how would you rate the proximity of the location?

Great	54
Okay	23
Poor	2

Alternate locations suggested:

- Rotate to islands with accommodation.
- Tswassen.
- Salt Spring.
- Gulf Island.

5. How would you rate the facility:

i. Meals:

Excellent	63
Good	15
Poor	0

Comments:

- Great cultural food.
- High quality food, beautiful presentation, excellent service.

ii. Room setup, resources, equipment:

Excellent	43
Good	32
Poor	3

Comments:

- Phoenix Station
- Acoustics were terrible.
- It would have been easier to hear our group discussion if we had break out spaces in separate rooms.

iii. Temperature, acoustics:

Excellent	29
Good	44
Poor	7

Comments:

- Hard to hear.
- Hard to hear.
- Need more mikes.
- Cold.
- Cold.
- People need to use the mike and properly
- Too many private conversations, especially when speakers were at the mike.

- Sound issues.
- Couldn't hear.
- Too cold.
- Air Conditioning too loud.
- Hard to hear in group sessions.
- Too many people talking all at once.
- Temperature and acoustics were poor for a group of this size.
- Cold Friday afternoon.
- Acoustics would be better if the tables were separated more and there was more room.
- Air conditioning noise.
- Too much air conditioning noise.
- Cold Friday and hard to hear.
- Group interaction would be better if tables were pushed together.
- Heaters noisy.
- Too crowded, could not hear.
- Cold.
- Kept me awake.
- Sound barriers – tables interfered with proximity of participants.
- Noisy and cold.
- Hard to hear due to background noise.
- Better to have breakout room so you can hear.
- Couldn't hear due to background noise.
- Fans, poor audio – too noisy – missed 90% of the discussions.
- Break out session quite loud.
- Too cold to go outside.
- When each group was doing their discussions it was hard to hear at times – it got quite noisy in some areas. However, by all remaining in the same room, it was more time efficient.

Additional comments

- Very nice location for this type of forum.
- I loved the cultural setting and the fact we were supporting the Cowichan.
- Great cultural facility "hidden" in a busy town.
- Site was beautiful, naturally, culturally and architecturally.
- Too cool.
- Temperature great.
- A little cool.
- Relates to natural environment – timber, river, etc. Highly aesthetically functional.
- Groupings a little too close.
- I am impressed and proud that the Trust supported the First Nations community in this beautiful facility.
- Air exchange was rather loud.
- Centre was interesting, well staffed and serviced.
- I was particularly pleased that we met in this centre rather than a hotel.
- The ambiance was perfect.
- Impressive venue – wonderful staff.
- Beautiful facility, friendly, helpful staff.
- Very friendly, professional staff.
- Great!
- Great site!
- Great facility.
- Beautiful.
- Amazing site.
- Centre staff did great job of hosting us.
- Great venue/

iv. Overall, how would you rate the pace and format for the forum program?

About right

51

Needed more time for:

- Each island's view.
- Small group discussion.
- All the group discussions.
- More time to get into a more specific area.
- Need a second conference to continue this process.
- Conclusions in Session #3 should be encouraged to be both general and specific in nature.
- Solutions – a tougher job than the morning.
- Networking and learning each other's experience.
- Individual time allotment.
- Would have liked questions to panelists (at least a few).
- Solutions – concrete plans.
- Questions.

Needed less time for:

- Other topics.
- Overall group discussion – sharing outcomes.
- The philosophy, etc. We should all have known that!
- Reporting out.
- Reading group sheets after Session 1 and Session 2.
- Repetitive reporting and introductions.
- A lot of the event seemed to drag.
- It was a little too long. Could probably be a day or a half day.

Comments:

- I found myself drifting with the repetition.
- Make it two full days.
- The meals and information was very good.
- Might use electronic brainstorming software/hardware next time.
- Very well planned and impressive the way we kept to the clock.
- Much better to have had a longer break and have facilitators work with Gillian to identify common themes.
- I would mix up the format a bit. Three sessions on same issues got a bit boring by the end.
- Very good pace. Group facilitators did their job - kept things on track.
- Did not flow during table round re: specific questions and then around again.
- I do not like this format. I'm not sure what would be better. Definitely two topics for A.M. should have been merged just to identify topics then to refine target issues.

7. Was the \$26.75 registration fee:

Very reasonable	65
Acceptable	12
Unreasonable	0

Comments:

- Thank you UBCM!
- Good to keep registration fee very reasonable as it was. Folks still had transportation and accommodation costs.
- I didn't pay.
- Was a bargain considering the facility and the meals.
- It would have made sense to have divided it into full package or Thursday only or Friday only – people who were here for lunch only paid the same as those who got three meals!

8. Please rate the following components of the forum:

Thursday, March 30

i. Registration process

Excellent	48
Good	18
Okay	2
Poor	0

Comments:

- It would have been nice to receive e-mail confirmation as soon as registration information was received, rather than only one week in advance.
- I would have preferred to receive confirmation of reservation within a week of making the reservation.

ii. Registration package

Excellent	39
Good	25
Okay	5
Poor	0

Comments:

- Could have used writing pad.
- Very easy.
- E-mail option would have added to it.
- Excellent – the bar was open!
- More background information on tourism.
- Too much stuff – waste of paper. Some could have been sent before and electronically.

iii. Forum introduction

Excellent	33
Good	28
Okay	5
Poor	0

Comments:

- Too long.
- Nice tone. About the right length.
- I loved the dancers.

iv. Key note speaker Mayor Ken Melamed, Resort Municipality of Whistler

Excellent	33
Good	22
Okay	6
Poor	4

Comments:

- Not particularly relevant to Islands Trust tourism issues.
- Presentation excellent but value to Trust questionable.
- Applicability of the Whistler situation is minimal in my opinion. I would have appreciated a speaker that could have informed us about a tourism management strategy implemented in a more comparable community.
- Very interesting.
- Whistler is not the Gulf Islands. We want – I hope- to avoid “resort mentality” !!!
- His comments were good, but I really question the relevance of the Whistler experience to the Trust.
- ??? (Actually written in comments section).
- Mostly not relevant to our islands situation, though some of Whistler’s policies and limit-setting processes and systems are encouraging, particularly their limits to growth of STVRs.
- Thought choice of someone from a contrived created tourism destination puzzling since one of our major Gulf Islands challenges is the reputation of authentic, residence-based, rural communities.
- Disappointing – this resort does not translate to the Islands.

- Someone from San Juans would have been better, because Whistler's reason for being is tourism. That's not our situation. But, if the topic he spoke on was affordable housing, that would have been more focused for use. I did like him and learned a lot.
- The speech was great, but someone should have controlled the question period at the end.
- I question the relevance of Whistler to the islands.
- Very good to see where they have come from to where they are now. Bit of a reality check. Showed how a plan needs to be prioritized.
- Interesting, great to hear sustainable approach though a difference type of community.
- Not relevant to the Gulf Islands.
- 1960's laizes-faire to strict development controls in 2006 – fascinating. True example of increasing demand and limited base resources.
- Poor mike system to use.
- Welcomed the chance to question Melamed. Have him come to Salt Spring Island.
- Mostly irrelevant – we are not resort communities.
- Found it interesting and informative. I could make the leap to applicability to the Gulf Islands.
- Power Point was boring – once he got talking on his own he was better.
- Would like him to have given more info. on the natural system.
- Unexpected surprise. Very good perspective.
- Limited applicability to Trust Area.

v. Questions and Answers

Excellent	26
Good	21
Okay	8
Poor	0

Comments:

- I sensed a strong bias from Linda Adams against STVRs. The “legality” or not is still very much in question and the issues still very nebulous. Fear should not dictate policy.
- Too long.
- Good knowledge of many issues and challenges.
- Some clarification needed on Friday because of partial answers.
- A bit too long.
- Not enough time.
- Best part of the key note presentation.

vi. Additional comments/suggestions:

- First Nations components fabulous.
- Appreciated the cultural experience of the location, people, food, sharing of songs and dancers.
- I loved the First Nations dancers.
- Food on both days was EXCELLENT!

Friday, March 31

i. Opening Comments/Introductions

Excellent	22
Good	42
Okay	12
Poor	0

Comments:

- Not clear on focus and objectives of the day.
- Too long.

ii. Ice Breaker

Excellent	26
Good	32
Okay	18
Poor	2

Comments:

- Did not allow us to get to know one another.
- Very effective.
- Fun.
- Good start.
- Room was too full to make this excellent.
- Got everyone moving and interacting. Better than a stretch!
- It broke the ice!
- Not needed. Connections made previous night. People here with ideas and purpose.
- Great idea.
- Fun and relaxing.
- Difficult to move about.
- Fun but not enough time and could have been more organized.
- Not sure it's necessary and takes valuable time.

iii. Introduction to the Islands Trust

Excellent	18
Good	38
Okay	18
Poor	3

Comments:

- Better to include handout prior to meeting that includes funding and enforcement mechanisms.
- Would have liked general geographic content and bit on history.
- Relevant information on slides.
- Good content, conciseness and brevity.
- Too long.
- Dry – no enthusiasm.
- A bit dry.
- More data could have been presented – visitor stats, ferry stats by island.
- I thought it was very inappropriate for Wayne to discuss Vacation Rentals on Salt spring and not explain that we have decided that they should REMAIN ILLEGAL.
- Shouldn't have been necessary and took time away from the group discussions.
- More information on Trust history.
- Generally good except reference to STVR's on SSI.

iv. Group Discussion #1 Hopes and Concerns

Excellent	20
Good	36
Okay	14
Poor	5

Comments:

- Felt like we were off task.
- Staff collecting and sorting results would have been better.
- Nebulous.
- Our discussion did not reflect hopes so much as concerns.
- Poor audio.
- Not much guidance – some people allowed to “go on”.
- This could have been left out.
- Needed more time.
- Good brainstorming session.
- Should have given more focused direction.
- Too hard to distinguish the topics. Our table did both #1 and #2.
- Last person short changed.
- Too vague/repetitive.
- Excellent – thanks to David Marlor.

v. Group Discussion #2 Importance of Issues

Excellent	22
Good	31
Okay	21
Poor	4

Comments:

- Not useful.
- Improved – would have preferred to have this discussion first.
- Reporting back not so great.
- This should have taken most or all the time.
- Little or no focus at times.
- These should have been the topics we voted on.
- People had trouble defining if items were issues or tools to address issues.
- Poor audio.
- But facilitator didn't make us analyze IMPORTANCE.
- Discussion good, follow-up not so clear, not well facilitated.
- A little unclear as to how to develop it.
- Time a little short.

vi. Ranking the Top Five Issues (Dot exercise)

Excellent	20
Good	34
Okay	22
Poor	2

Comments:

- This has become a competition between the pro and anti tourism factions – to oversimplify it.
- Think we missed something key because there were (illegible word - 79) order/broad and specific issues – specific issues (water quality, pollution, etc.) don't appear as important as broad themes. This is key because the specific issues are the "guts" of the broad themes.
- Issues were duplicated – actual "issues" needed to be separated from the "need" for a strategic plan.
- Need to be more focused on discussing Session 2 as opposed to Session 1.
- Do we need to use 90% of our time/energy identifying issues?
- Always enjoy these.
- Poor audio.
- Outdated flipcharts.
- Some overlapping – finals too close together in content.
- Made issues clear.
- Could have used the time better when writing down top issues.
- Spend more time internally bringing the listed topics together – too many overlapping items.
- Another mixer (additional benefit).
- Should condense to new sheets.
- A bit confusing, could have been a bit tighter.
- The issues were , for the most part, too general.
- Use only as a guideline.

vii. Panelist Session

Excellent	28
Good	37
Okay	7
Poor	4

Comments:

- Excellent – in particular Kelly and Myhr – first class thoughts.
- Should have allowed questions.
- Needed more “juice”.
- Why were there no expert women on the panel?
- Would have liked to see a question period.
- Should have included at least five questions to panelists.
- Excellent range and type of presentation. Myhr and Tilitzky were great.
- Needed a joke to wake us up.
- About enabling tourism/not controlling tourism.
- Extremely varied and of very different emphasis.
- Good thoughts! No opportunity for questions.
- No women on panel.
- More tourist promo than I expected. Needed time for questions.
- Very, very good, especially Michael and Michael (Dave was the weak one).
- Bob Myhr and Dave Petryk were excellent.
- Thought Kelly had nothing to say and that most of the others were too pro-tourism.
- Mike Kelly very poor.
- Wrong time of day but good thoughts.
- Mostly excellent.
- Specific questions should have been asked of the panel.
- A panel discussion would be good.
- Have more interaction.
- No need to read backgrounds – we all can read.

viii. Group Discussion #3 Options & Solutions

Excellent	15
Good	36
Okay	15
Poor	3

Comments:

- Apply to Tourism BC for Community Tourism Foundations Program.
- Question not really clear – difficult.
- Our group had trouble clarifying the topic – lots of discussion.
- Group disintegrated into three chatty groups.
- Lack of focus.
- Some real and concrete discussions.
- Too much discussion to come up with any concrete suggestions that could be agreed to by three or more people.
- Slow to start, again. Facilitator talking too much. Wish we’d had more time for these specifics.
- Needed more time.
- Very difficult to hear.
- Our group identified a plan for solutions.

ix. The facilitators were:

Excellent	25
Good	35
Okay	14
Poor	2

Comments:

- Facilitators need training on controlling (facilitating) groups so all get heard and people’s comments are reflected/recorded accurately.

- Gina McKay was excellent.
- Excellent but had difficulty reining in Salt Spring Island folks and did not rearrange tables so all could be heard.
- Facilitators need to be well-experienced in facilitation. At our table the facilitator did not always put ideas up on flipcharts. We discussed ideas too much rather than letting the person explain and then just accept the idea. Reporting out needs to be better organized in advance. For example, we need a real “reporter”. Might be better to take a coffee break and have facilitators work together to find similar items and present these after the break rather than a roundtable with Gillian trying to capture it all again on the fly.
- Excellent – they worked a very tough crowd.
- Gary needs a mug and pen.
- Just let everyone talk, go on, argue with each other.
- Didn’t manage well, own opinions overrode the group at times.
- Voice wasn’t strong enough.
- I would have liked if everyone was acknowledged and spoke.
- For our group, not great. Linda was great at facilitating the whole thing.
- Encouraged, kept us tracking on topic – Coralie.
- More training and preparations skills to draw out and consolidate information.
- My group’s facilitator was very poor and unskilled at basic group process.
- Could facilitate a bit more tightly – some folks dominated while others stayed very quiet. Smaller groups would draw people out. Need to the (illegible 20) talkers a bit.
- Gillian was very good and helped focus really wide-ranging, rambling discussions.
- Dealing with a group of opinionated people is not easy.
- Great job.
- I know some were excellent but there was a lot of variability.

x. Summary & Follow Up

Excellent	12
Good	22
Okay	5
Poor	

Comments:

- Excellent comments – would have been a great opening speech!
- Excellent – (former teacher) Well done overall!
- Kim’s comments about fitting tourism into the islands, rather than the other way around, were exactly right. I wish this had been said at the beginning of the forum instead of at the end.
- Not sure what this refers to.
- Liked Kim’s wrap up comments.
- Groups so diverse that consensus was impossible. I did not follow subject topics 1, 2, 3.
- My first symposium. More experiences will help me get more out of this.
- It will be the follow-up that will be very important. Good start!
- What is the follow-up? That’s what we need.

9. Overall the forum:

Exceeded my expectations	33
Was what I expected	30
Did not meet my expectations	5

Comments:

- Best part is meeting and talking with individuals about issues.
- You could forward question/items to be discussed to the participants before arrival – homework.
- Good range of participants.
- It was very informative and interesting but I was hoping for more focus on 2010.
- I didn’t really know what to expect, but I thought it was well planned and organized, efficient, and did a good job of letting people provide their input.
- Good dialogue; met some great folks; felt part of a community.
- I was very nervous that it was going to be very confrontational but all were here to work, learn and share.
- Research had predicted most of the conclusions.
- A good start.
- Very well organized – valuable exercise.

- Really think we need different technology than the posters and stickers and reading everything aloud. I agree with the need to talk amongst ourselves, but once we've got our ideas out, the process was way too slow and cumbersome. Key words, sort in database, group them and vote, then much more to discuss. Can we find dollars for facilitated process, or give our staff a perk by providing this training?
- Very productive networking, met many kindred spirits, felt grateful to be part of a cohesive island with many natural obstacles to development.
- Working session crammed into six hours not conducive to full expression.
- Many good ideas were brought up.
- Good interaction of ideas from diverse group of islanders.
- Wasn't sure what to expect – open to process.
- Way too much information, options, solutions to come to viable suggestions.
- Too pro-tourism. We have enough and need to learn how to reduce its impact on environment and residents.
- We could have had more discussions by identifying needs earlier, perhaps the night before or in online questionnaire.
- No dialogue from individual islands. Some are further along with issues.
- Not sure what to expect.
- I did not expect it to be particularly productive.
- Best part was comments and views of residents of other areas/islands.
- No – just the dinner.

10. I would like to participate in another Islands Trust Forum like this one.

Yes 67
No 5

Comments:

- No I don't want to but I'll keep coming to make sure someone (enough of us) speaks for the natural environment.

11. I think the Islands Trust should host another forum on the following topic(s):

- Islands Trust should develop a tourism association for all of islands.
- To clarify and refine its mandate and policy statement to better define 'preserve and protect' and to reduce the latitude of interpretation.
- Well done – use more of these processes in the OCP! Updates.
- Environmental sustainability – especially water preservation, expansion of agricultural lands.
- Share successful ideas – 'leave only footprints' visitor education brochures, etc.
- Involving the community outside the OCP process. The OCP is driven by a handful of people who are 'louder' than the majority who are silent. Squeaky wheels get grease. They aren't necessarily the community.
- Sustainable.
- How to strengthen our resident-based communities and economies.
- Continue on Tourism.
- 1. Non-resident ownership. 2. Impact of increased parks on islands. 3. Bylaw enforcement – potential for improving compliance with the Land Use Bylaw. 4. Identifying tourist activity carrying capacity for different islands.
- Local Industries – Agriculture, forestry, fishing, etc. towards sustainable broadly based economies.
- Specific ways to 'Green' our island homes – residential/accommodation providers/commercial.
- How to take care of our islands.
- Marine protected areas.
- I would prefer if the Islands Trust not host a forum in 2007 for two reasons; 1. It uses resources (staff time and dollars) and 2. It sets up expectations within our constituencies. Let's see how things are before we tackle a forum in 2008.
- Community/accessible housing.
- Sustainable community. Preserving environment with bylaws.
- Transportation to (by whatever means) and within the Gulf Islands.
- Affordable housing.
- Solutions for lack of research. Brainstorm funding ideas etc.
- Yes – Discuss progress of planning/implementation of results identified at current 2006 forum.
- Sustainability.
- Human intrusion on wildlife habitat and what concrete policies will be enacted to reverse the trend, by informational sheets being made to visitors/tourists at any accommodation facility upon registration.
- Sustaining viable agriculture in the Gulf Islands – Strategies – Building/developing 'Green' – What does it mean - /What should be considered/How could it be regulated.

- Variety of housing – affordable, seniors, cooperative etc.
- Environmental and sustainability planning – long range. Action Plans & Implementation Plans
- Commodification of the islands. How do you keep ownership for residents. The trend seems to be towards off-island ownership; i.e. island land as an investment with no local involvement.
- STVRs and the omission of mention = illegal status// how OCP bylaws are applied 'fairly'.
- Giving the land (flora and fauna) and sea a voice.
- How to enforce existing DPAs, bylaws, regulations.
- It seemed that needing a plan and preserving our community were the two top concerns, why didn't we focus on "Why (sic) kind of plan, who, what etc." instead of just "talking about talking" for two days. Excellent closing speech Kim.
- Partnerships in Tourism – how to implement outcomes of this year's forum through partnerships with: First Nations; Parks Canada GINP National Marine Cons. Area.; Islanders; Trustees/Islands Trust; Tourism Developers; Institutions.
- Go back to list generated in 2005 Forum and pick one of the top issues identified there – wasn't that the purpose of that Forum?
- Governance – transportation.
- Share best practices.
- Trust wide trail network.
- Strategic Planning for Tourism – a how to/practical workshop where groups produce a plan.
- Developing a Strategic Plan – Big picture pieces.
- Structure of the Trust and possibility of something like a county system of government.
- Bylaw enforcement.
- Island Trust Funding.
- Tabulated community meetings on each island to plan tourism and residential growth.
- You might consider a program on mechanisms for planning that protect the environment such as conservation subdivision as per Randall Arendt – see his latest two books. I know that the Trust staff worked hard to put this program on and I appreciate the effort. I present these comments in hopes of helping you put on more effective presentations/forums in the future.

Any additional comments or suggestions?

- Re panel – all presumed that more tourism is desirable. Generally, the forum carried a pro-tourism bent. Most attendees seemed to have a financial or other tangible stake in promoting tourism, so Islands Trust wasn't getting (from the forum) an accurate public picture of attitudes and reservations about tourism. There wasn't enough about tourism's downsides.
- Check data before using presentations and displays!!!
- Both forums I have attended have been excellent overall, although it would be useful to spend more time on implementation (e.g. 2/3 rather than 1/3) brainstorming and exchanging ideas about how to develop a management plan for long-term sustainability.
- It was very nice to hear that the Gulf Islands are facing the same challenges as the San Juan Islands! We should partner!
- Indeed I do! Most of the people in my group had been on the islands for less than ten years and all had come from large municipalities. They, not the tourists, have changed these communities. They were mostly in favour of tourism which was refreshing but in every case talked about educating the tourists. Nothing was said about educating the locals. That is the single biggest problem. If, and I don't, I rent my house, my visitors use water, drive cars, make noise and do not respect the environment. If, however, I let friends stay, they don't?? The locals, not the visitors, are the 'problem' if one believes what our local RCMP say. Education, education, education! What needs to be decided is whether we want to be resort and B&B driven – i.e. islands for the wealthy.
- Mike Kelly does not appear to be much of a consultant. Can you use another to do the wrap up? Other panel member great. Please make sure all voices are heard and that small business people feel they can speak out and not face harassment in their community.
- The key to this is follow-up. I think it's hard to see where this goes. Given what I heard and saw on the wall from Michael Kelly, I am doubtful, or concerned, about what his report will look like.
- Might include at close who commits to doing what and who will check to see it's done.
- The problem with the forum to me is whether all the views are fairly represented. Were the non trust people present enough to be truly representative of the demographic of the island. The results on the sheet could be reported or summarized more efficiently in way less time.
- It would have been helpful to have a better sense coming into this about how it fits into a larger Trust process. It was not clear at the outset, how the dialogue of results of this gathering would be utilized. I was unsure then about the usefulness of this and almost stayed home on Thursday night. It gave me a feeling of impotence because I didn't understand the value of devoting the time to this (and still am unsure!). One great benefit at these kinds of discussions is that it is an opportunity for our island values to surface and perhaps remind and encourage all of us to

remember that we are part of a community which necessitates individual compromises for the greater good of the community. Perhaps this will encourage respect for our OCP and for the Trust its mandate and diminish conflict of potential destructive litigation.

- Individual communities should develop ideas generated at this forum with goal towards having another forum – one that is far more specific in its focus.
- I think a more appropriate keynote speaker to our preserve and protect mandate than the mayor of Whistler, a resort community, could have been found. He admittedly is going to cash out. He has not taken ownership of this community – he used it.
- Great location. Look forward to info being posted on website.
- Participation was somewhat difficult due to the open nature of the distribution of tables combined with polite speaking voices. Too much 'bleeding' from neighbouring tables.
- I very much enjoy this opportunity for islanders to broaden their views by working with residents of other islands. Both 'quiet' islands and 'busy' islands benefit. Although some 'busy' islands may be at the brink (as described by Dane Petryh – or maybe it was Bob Myhr), other islands are not. As a result, if and how Islands Trust should engage in tourism planning for future will be a difficult question to address. Certainly, some ideas I heard from islanders did not represent my idea of how tourism should be approached/managed/energized (e.g. development of a marketing place).
- Our facilitator wasn't as clear on the tasks as I'd have liked, was a really bad speller, and imposed own ideas on the group and argued against the points the participants asked to have written down. I liked the size and mix of the discussion groups. Fantastic facility, smooth organization, good scope and a more balanced mix of perspectives than I'd thought.
- The fact that such a degree of consensus from some 140 people was a very clear indication that the process worked well. Thank you for all the work that went into the planning.
- Please keep existing information on website and add to it. Thanks!
- After the panel have an activity (about 10-15 mins) where we are up and moving, then go into third discussion.
- You should have booked separate rooms for the groups. We could barely hear each other during discussion and it took away from the effectiveness of the discussion group.
- Too many from the education field in proportion to actual fulltime residents of an island. While educators feel their field of expertise needs more understanding by participants. They overlook the school of hard knocks that longtime residents have as a gauge in forming opinions as population increases on most islands except Lasqueti. There was no identification of the benefits of tourism for the forum, or from Chambers of Commerce at other venues. What are the real benefits of tourism for the average Gulf Islander.
- Enjoyed the forum. This is a huge topic, likely a good start. It will be interesting to see where it goes.
- A one day event.
- Consolidating the group flipcharts became tedious and people started to disperse after their group presentation.
- A summary of the forum should go out to all Islands Trust areas so residents know this forum happened. What the outcome was and where we go now. This could be done through the newspapers then posted on websites of Islands Trust. This is part of the communication that is so important.
- Thank you. I was glad to have the opportunity to participate.
- Thank you for an interesting event.
- More specific focus on the content of the questions in discussion sessions. Discussion ended up short of clear steps. Often got into non tourism issues.
- Flipchart comments bear only glancing resemblance to what is said: Much more let out than included. One does wonder whether getting a bunch of people to throw their ideas at a flipchart is really the best way to proceed. One also wonders where all the flipcharts end up – what further decision making process do they feed into and how?
- Great opportunity and wonderful committed people = positive change
- Venue was good except for temperature (too cold) and loudness of fan in afternoon was a problem. Food was terrific. Venue was great location-wise. Too many people to have group sessions in one room, couldn't hear people around our tables and could hear table behind us – a couple or three separated spaces would have been better.
- Thanks to staff for the extra work and time for ensuring the success of this forum.
- Because of its size, Salt Spring islanders dominated and failed to understand different/other concerns of small islands, although there are some universal concerns. Hard to get them to allow others to speak! Room was not set up to provide group sharing – hard to hear – but lovely site – maybe push tables together? People who went to lobby to chat were LOUD and distracting – should be advised to go outside the building for private conversations.
- The venue and food was terrific but very cold room. Not enough energy because the group discussions dragged along.
- Women presenters!
- With this large number, more directions could have been given, especially with reporting back on the items on their flipcharts when things were repeated (unnecessarily). We need to know what will happen to the information

afterwards so we know action will be taken. I have enjoyed hearing about the experiences of other islands/ers. The forum was well organized. Enjoyed the cultural content and dancers. Because a majority of people in the room didn't think, or know, that they were tourists in Duncan shows me that they don't really understand what the tourism industry is; i.e. the sectors of the T.I.: 1. Transportation 2. Accommodation 3. Food/Beverage 4. Attractions 5. Events and Conferences 6. Travel Trade & Tourism Services 8. Adventure/Recreation.

- I sit here and can not hear a thing that the people around the table are saying. The panelists was late in the afternoon – seemed light. Was hard not to feel like going to sleep. I was very squished at my table – guy on left kept moving over and the guy to my right making noises under his nose and throat and kept speaking over my drinking glass.
- Follow up on tourism.
- Hold these forums on the Gulf Islands. Great to start conversation – must now follow up with creating the structure on islands to develop initial tourism plans for each island. Trust Council should endorse and support any island which wishes to pursue tourism planning through the Community Tourism Foundations Program offered by Tourism BC.
- Develop a regional tourism policy and island tourism strategies. Focus on authenticity, celebrate our history, that is what makes this area special. People will come to share that. Key themes: agriculture, the arts, First Nations, history, natural beauty, marine environment.
- Tourism II follow-up and action plan.
- The First Nations dancers were fabulous! The venue is great. A good place for Trust Council to meet with a session on First Nations?
- It would be valuable to explore Tourism BC's Planning tools and implementation process. This will only be a useful process if we get Trust Policy Changed to make this relative issue.
- I attend these forums not because I think they are useful but only to make sure the Trust mandate protection view is represented. I would prefer a meeting that drafted implementation strategies, specific actions, revisions to Trust Policy Statement, etc. practical. I feel the first forum did not lead to any accomplishment. Other suggestions: facilitation could be better at controlling big talkers, drawing out quiet people and formulating what has been said. Too much time is being spent going around the room. Would be better to plan speeches during middle of the day so staff can refine group identified items to vote on. Another strategy for you to consider would be breakout sessions by island so people from the same island can exchange views, find common ground, identify strategies.

Thank you to all of the participants who responded.