

**Positively Forward**  
**Summary: CRD Services on Salt Spring Island— options for positive change**  
**Sidney, BC August 13, 2018**

As you are aware, last fall, Salt Spring held a referendum that rejected incorporation. Although people who voted NO were pleased with the result, many also felt that we needed to address perceived deficiencies in local governance that had led to calls for incorporation.

So, shortly after the vote, Positively Forward created a working committee with a mandate to research CRD service delivery, since this was the area of local governance that seemed to generate most dissatisfaction within the community. The research and writing took many months and will culminate with the release of a report focused on service delivery by the CRD on Salt Spring. This is a brief overview of that report.

Research for this report began in the fall of 2017 and was completed in July 2018. A literature review, including a brief review of legislation, was undertaken. 32 individuals were interviewed. They included former and current members of CRD Commissions, community volunteers with experience working with the CRD, former and current CRD Directors as well as former and current CRD staff.

Each interviewee was asked the following:

- what was working well and not so well with CRD service delivery on SSI;
- to give examples of any problems they had experienced;
- to suggest ideas for remedying those problems.

The results of the interviews were compiled and analyzed. Common themes that emerged were then used to formulate statements that were then presented to 28 (those willing and available) of the original respondents as multiple choice questions in order to validate and refine the findings. The report concentrates on those problems about which there was the most agreement among the respondents.

Two of the many problems agreed on, and these may not be news to anyone were:

- The need for CRD to better facilitate and support community and volunteer participation in commission activities.
- The need for CRD to find a solution to the current difficulties facing the local service (water and sewer) commissions.

There were many areas of current CRD operations where no problems were reported such as the Salt Spring Library and recycling depot.

We want to emphasize that our report goes well beyond identifying trouble spots in service delivery. Its intent is to be constructive and to encourage community and CRD dialogue. To that end, the report will include recommendations for potential strategic solutions, and courses of action to address these (and other) problems. We are now in the process of developing our recommendations.

Many experienced and thoughtful people dedicated a substantial amount of time and effort to evaluate community needs and to make realistic suggestions for remedial actions. It is their voices that fuel our report.

It is Positively Forward's hope that all governance bodies interested in improving local governance on Salt Spring will wait to read this report and the one to be produced by the Community Alliance before initiating any action. We feel it is vital that the Salt Spring community continue to take the lead in any effort to improve service delivery, community planning and local governance on Salt Spring.