Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Vancouver	One of the issues with the cost of housing is a lack of skilled trades. Wait times at BCIT for some trades are booked two years out and haven't been expanded. With the growth of population and demand of housing, why hasn't this been expanded?				
ONLINE	Online Participant	Burnaby	With climbing rental rates that have gone past reasonable, prices now take on average more than 60% of a person's income, more if that person is single without children. Has rent control ever been considered or researched?				
ONLINE	Online Participant	Maple Ridge	As a disabled person whose income is below poverty level, why does the BC government claw back the $711 I am entitled to through CPP Disability? Having that additional money would allow me to eat healthier, be more active and not rely on other government agencies.				
ONLINE	Online Participant	Chilliwack	is there no rent increase cap? Why increase property taxes when this greatly affects rent prices? It is my understanding that healthcare workers and teachers are leaving BC because of the high cost of living.	Question was very verbose and was summarized.			
ONLINE	Online Participant	Vancouver	I've been struggling to find a family doctor for years. It's really frustrating and definitely affected my health. When can I expect to finally have a family doctor?				
ONLINE	Online Participant	Burnaby	What are you doing to help seniors? Will the funding calls for CHF include more housing specific for independent seniors? Will healthcare cover the cost of medications for our seniors? Your rebates don't even make a dent in costs that seniors are facing.				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Burnaby	What are you doing to support folks with middle incomes? Those of us who don't qualify for subsidized or LEM housing are struggling to afford rent and do not make enough to purchase anything either.				
ONLINE	Online Participant	Richmond	What government will administer the operation of the South Granville apartment block that was purchased by the BC government for the homeless?				
ONLINE	Online Participant	Surrey	With almost 83,000 newcomers to BC last year, for many of newcomers, English is not their first language, while also they often are arriving with trauma and mental health needs. What is the province's plan to address first-language mental health services for these communities?				
ONLINE	Online Participant	Maple Ridge	Is Premier Eby's team considering working with the federal government to work together to find ways to work on poverty, addiction, mental health and homelessness? I'm hoping that they are considering this as a national problem needing a national strategy.				
ONLINE	Online Participant	Port Moody	Would you consider Alberta's model by merging the BC Sheriff Service, CVSE and the BC Conservation Service? This could help with redundancies, help with road safety and give officers a more diverse and fulfilling career.				
ONLINE	Online Participant	Langley	With the rising needs for mental health support, how does the government plan to support those people with the high costs and barriers to supports that are desperately needed?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Surrey	I have the privilege of being in the Surrey nurse practitioner clinic. The care is much superior to dealing with walk in clinics. What's the plan for opening more of these NP clinics?				
ONLINE	Online Participant	Delta	When will you rehire the BC citizens working in the medical field who were fired because they chose not to get vaccinated?	Question was very verbose and was summarized.			
ONLINE	Online Participant	None provided	As private home ownership becomes increasingly problematic for the average citizen, is the government aware of the need to reform legislation that governs strata living?				
ONLINE	Online Participant	Vancouver	To help British Columbians deal with rising costs, are there any plans to reduce government spending or the size of government in BC?				
ONLINE	Online Participant	Vancouver	Given that there are plenty of studies showing that SUVs and trucks cause the highest road incident casualties, cause significantly more damage to roads (higher maintenance cost), are the highest emitters of carbon - what are we doing to limit the use and sales of SUVs in a supposed 'green' Vancouver?				
ONLINE	Online Participant	Vancouver	Given the stressors of the pandemic and the wide spread burnout, are there any plans to include better access to mental health care as part of MSP?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Port Moody	What is the Province doing to fill unfilled vacancies in other health professions like physiotherapists and occupational therapists that are critical rate-limiting steps in enabling hospital patients to safely go home and make room for others facing an overtaxed hospital system?	Question was very verbose and was summarized.			
ONLINE	Online Participant	Surrey					
ONLINE	Online Participant	Victoria	I am concerned about the cuts to ICBC.				
ONLINE	Online Participant	Delta	When will the province announce the 8-10 pilot municipalities selected for the new housing targets?				
ONLINE	Online Participant	Burnaby	I want to know the plan for more support for students in the classroom. There has been a reduction in support staff across the school system since last year. It impacts each student. The students entering KG are coming with more needs and require additional support but it's missing, causing pressure on existing staff.				
			How are you planning on dealing with rising rent and condos? If I were to be evicted from the place I currently live, I wouldn't be able to afford anything remotely near where I live, even for half the space, it is unmanageable and I literally live in fear because of it.				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Vancouver	For individuals with disabilities, would you consider de-coupling disability assistance from income assistance? Currently, the process for receiving assistance for those with severe disabilities are required to send monthly reports that ask them if they have been arrested, why they are not working, and information about their partner's salary. This is not a process showing respect and dignity.				
ONLINE	Online Participant	Vancouver	It is known that some employers use the PR LMIA work permit program as a way to take advantage of new immigrants, pay them less, and have them "stuck" in their job. Are you aware of the problem and are you planning any solutions?				
ONLINE	Online Participant	Abbotsford					
			We're retired after working 35 years in a career of teaching. We went back to work to fulfill a teacher on call shortage but we're finding that our taxes are so extensive, both provincially and federally, that it destroys any incentive to continue working. What is the Provincial Government doing to alleviate the burden of heavy taxation for people who are still contributing to the economy?				
ONLINE	Online Participant	Harrison Mills	With such a shortage of family doctors, why isn't the government willing to pay for naturopath doctors as general practitioners or people who choose them for health care? Why are these services not considered covered under BC Medical?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Vancouver	What about creating special districts within municipalities and cities for rent control housing akin to UBC? There is no max or minimum rent, but starts at 30 percent of net income for a single pet friendly place with a minimum of 700 square feet. Create a large swath that has private buildings but are bought up as they come up for sale. An area example would be Knight and Fraser Street and 33rd to 41.				
ONLINE	Online Participant	Vancouver	Can we remove the property transfer tax? Let's make it easier to buy homes without government needing a share. We will give you plenty of money once we are moved in!				
ONLINE	Online Participant	Burnaby	We keep hearing that there is a housing shortage. The entire lower mainland is filled with cranes, however none of these address affordable housing. $1 million for a condo is not affordable. Where are we expecting retail, hospitality, and restaurant employees to live? Transit is not sufficient for getting people to and from their work.				
ONLINE	Online Participant	Port Coquitlam					
ONLINE	Online Participant	Langley Township	Are 25 minute cities going to be a reality?				
			Could you change the format of the BC EV grant? Could it be more like the Federal format?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Langley Township	hedge funds) driving up real estate prices? There are lots of homes sitting empty. Rents for substandard units are too high. This problem will not go away. We need to work for our residents, not for investors and developers.				
ONLINE	Online Participant	North Vancouver	What are the government's plans to support education, especially the timely assessment of children with special needs and implementation of necessary supports for these children, their families, and the professionals working with them in schools and communities?				
ONLINE	Online Participant	Coquitlam	I am concerned about crime in the Lower Mainland. Especially the recent violence on the transit system. How will you be looking into this? Thank you.				
ONLINE	Online Participant	Victoria	What are your thoughts on the property transfer tax? With the high cost of housing, it can be 10's of thousands of dollars out of pocket if someone moves for work. An exemption for the primary residence would save money for BC residents who are moving for a career opportunity, or relocating somewhere more affordable since so many areas of Vancouver and Victoria are now less affordable than ever.				
ONLINE	Online Participant	Richmond	Why is our government building and paying for new housing for people in the City of Vancouver, if taxpayers like myself cannot afford to live in Vancouver?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	North Vancouver	With the rising costs of living are there any considerations to increasing disability supports?				
ONLINE	Online Participant	Vancouver	With the dramatic spike in overdose deaths, do you plan to reverse the policy on the legalized drugs? If you do not want to reverse this policy, what do you plan to do to reduce overdose deaths?				
ONLINE	Online Participant	Kelowna	Why is there still no data standard for Electronic Medical Record transfers in the province? The big providers are actively sabotaging patient medical records to reduce competition when a doctor leaves one EMR provider for another.				
ONLINE	Online Participant	Vancouver	Doctors at Surrey Memorial Hospital have been negotiating salaries for months now with the government. Most of the doctors are quitting, leaving patients without care. Talks have been dragging out for over the year. Any timeframe on when the deal will be made?				
ONLINE	Online Participant	North Vancouver	The DTES "residents" never seem to include the people that constantly get displaced. Why is a housing-first approach, which is a well-proven approach to helping disenfranchised and vulnerable people, not employed before displacing them?				
ONLINE	Online Participant	Vancouver	Seniors who become dehydrated and require treatment can only go to ER for treatment. Urgent Care doesn't do it. A waste of medical resources and traumatic for seniors. Cruel. Can't we do better by our seniors? A separate quiet area perhaps?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Vancouver	Are there specific concrete actions being to taken to ensure the new plans to create new safe, supportive housing spaces for individuals recently living on the street are successful? Are there specific other jurisdictions plans we can emulate? How can communities help this process?	Question was very verbose and was summarized.			
ONLINE	Online Participant	Delta	Your planned policy change on strata non-rental zoning I feel interferes in property rights and will INCREASE the value of these units, as investors can now move in to this undervalued sector and monetize. They will be harder now for people intending to purchase and own as a home.				
ONLINE	Online Participant	Vancouver					
ONLINE	Online Participant	Coquitlam	When will health care drop all Covid vaccine mandates ?	Question was very verbose and was summarized.			
ONLINE	Online Participant	Coquitlam	BC has the highest gas prices in North America. Why do we keep raising the taxes on gas? We need to teach our youth better life skills. We should have classes in bank accounts, law, doing taxes, interest, credit cards, entrepreneur skills and working as a self employed person. This could help create opportunities for youth to find good paying jobs and possibly not entering into gangs, drugs or other negative choices.				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Burnaby	What can be done to enable British Columbians ready access to a family doctor? I'm a member of the middle class, a small business owner employing 10 people with a living wage job and still cannot get access to a very basic need.				
ONLINE	Online Participant	Burnaby	Is there anything in the budget plan to help Vancouver with the ongoing rise in violent attacks by the mentally ill & drug addicts in the Greater Vancouver Area?	Question was very verbose and was summarized.			
ONLINE	Online Participant	Vancouver	It has felt significantly more unsafe in Vancouver the last couple of years. Not just in the downtown east side but on transit and our surrounding communities. How can we get back to a place where BC feels safe again?				
ONLINE	Online Participant	Nanaimo	Does the province have any plans on reopening the E&N rail, and will there be any collaboration with the First Nations on the Island? The recent flooding events showed just how susceptible the Island is only having one way to move north and south, not to mention access to affordable convenient public transportation is an important part of lowering the cost of daily life.				
ONLINE	Online Participant	Surrey	Every day, we hear news of violent crimes like stabbings across the province. How do you plan to make BC safer?				
ONLINE	Online Participant	Vancouver	What are your plans for a long term solution for the situation seen in the Downtown East side?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
ONLINE	Online Participant	Nelson	s.22				
ONLINE	Online Participant	Nelson					
ONLINE	Online Participant	New Westminster	I would like to ask the Premier about a pilot project. Minister Eby, You recently stated that if people living in condos have a spare, room they will be allowed to rent that room. Given this position I should be able to open a hostel in my townhouse. My rooms are big enough that I could install bunk beds and house many people. The condo board frowns on this type of use. When will these changes be implemented?				
s.22	Outbound Participant	Abbotsford					
	Outbound Participant	Surrey	Affordable Housing - Very thankful to Premier Eby for taking so many measures for housing. Housing prices are still so high. Is there anything else he can do to bring the prices down?				
			Is there anything being done to help protect the trans people in B.C. given everything that is happening in the U.S.?				Another issue

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s.22	Outbound Participant	Chilliwack					
	Outbound Participant	Qualicum Beach	Are natural resources being considered as a good option rather than taxes on the general population?			Getting more affordable housing built	
	Outbound Participant	Seaschelt	At one point do we decide to have a balanced budget? Which fiscal year?			Building a clean economy	
	Outbound Participant	Burnaby	BC Ferries: We were supposed to get 2 vessels in 2022, and then 2024, and now 2035. We have had the same ferry for over 30 years, and the population is much higher, and we have to pay $30 to get in and out of Vancouver and it's ridiculous.				
	Outbound Participant	Maple Ridge	Can we talk about revising the disputes order in the province?				
	Outbound Participant	Richmond	Cancer patient. Mask mandates have been removed so it's less safe for me. What was the urgency to remove mask mandates in hospitals?			Strengthening health care	Family doctor's agreement
			Carbon tax and the impact that that has in a number of different areas.	Senior with mobility issues		Making communities safer	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Denman island					
	Outbound Participant	Surrey	Climate Change: Will there be meaningful reduction in oil/gas caps on emissions coming from the government?			Building a clean economy	Another issue
	Outbound Participant	Coquitlam	Cost of Groceries - They keep going up and has a big family. What can the government do to help everyone?				Free prescription birth control
	Outbound Participant	Surrey	Deferred property tax for seniors.			Helping reduce the cost of living	Free prescription birth control
	Outbound Participant	Surrey	Budgeting for people with disabilities: Why can't they raise the amount we can make?			Helping reduce the cost of living	Another issue
	Outbound Participant	Surrey	Disability - I was wondering with regards to the earning exemption?			Helping reduce the cost of living	Renters tax credit
			Disability - Why can't the government help people with disabilities more?		Cost of living support	Getting more affordable housing built	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Vancouver					
	Outbound Participant	Surrey	Do you realize you are speaking far too quickly for average people to understand?				
	Outbound Participant	Surrey	Drivers - How come new drivers are allowed to drive with their overseas license? It's chaos. Drug Problem - Primary problem in Canada is the drug issues. What are they going to do about it to help the people who are hooked, and how to stop the people who actually sell them. s.22 s.22			Helping reduce the cost of living	Another issue
	Outbound Participant	Langley				Helping reduce the cost of living	Another issue
	Outbound Participant	Abbotsford	Drugs - How can they teach people the harms of drugs?				
	Outbound Participant	Mission	Elders living in their homes should have free access to lifelines.		Healthcare	Helping reduce the cost of living	Family doctor's agreement
			Everywhere I read in the newspapers it's talking about violence. What are you able to do to stop these violent offenders?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Mission					
	Outbound Participant	Vancouver	Family services have been absolutely useless! Would like to know what is being done to better them?				
	Outbound Participant	Coquitlam	Finds making appointments hard through the phone and that everything is all digital and never on the phone.		Another Service		
	Outbound Participant	Vancouver	Food Insecurity: Suggestion for helping solve the problem of food shortage with the homeless. Basically, a friend of mine lived in Maple Ridge and the city instituted some kind of program for all grocery stores to have to give the food bank their left overs. My friend was able to get fresh healthy food and was able to go back to work because she was eating healthier. We should institute this throughout the province now.			Getting more affordable housing built	Another issue
	Outbound Participant	Maple Ridge	Gas prices - Wondering why gas prices are the highest in the world when we have so much natural resources in Canada?			Helping reduce the cost of living	
	Outbound Participant	North Vancouver	Grandmother - Children born during Covid seem to have less resistance. She goes in to coughing spells for 4 hours straight non stop. The wait times at the hospital are insane.			Strengthening health care	School lunch program
			Health Care/Mental Health - Any money in the budget to open/reopen mental health facilities?			Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Ladner	Healthcare - s.22 . I don't feel I am receiving the help I need. I will need to s.22 s.22 Is there help in place to assist seniors?				
	Outbound Participant	Chilliwack	Healthcare - Is the government open to investing more in health and nutrition, diet, etc.?			Strengthening health care	
	Outbound Participant	Surrey	Healthcare - Can we increase the operational hours of the local clinics? They close them by 5pm and it puts a lot of strain on the hospitals.		Healthcare	Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant	Chilliwack	Healthcare - s.22 s.22 s.22 Will the government look at doing anything like raising the amount that a partner can earn before they are no longer eligible for benefits?	Concerned			
	Outbound Participant	North Vancouver	Healthcare - There are so many unnecessary visits to the doctors. We need doctors who will actually cure us and not just charge us for prescriptions and visits.			Helping reduce the cost of living	
	Outbound Participant	Surrey	Healthcare - Wants to know why we are keeping unvaccinated nurses from working when we are so short staffed? We should move on from COVID.				Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Vancouver					
			Healthcare - This is not my first rodeo with a Premier promising more money. Is it a good idea to keep throwing money at a system that doesn't work? Why do we keep throwing money into a system that doesn't work, and why does he think he can make it work?	Really concerned about healthcare.		Strengthening health care	Another issue
	Outbound Participant	Salmon Arm, BC					
			Healthcare - Vaccines: In every area of nursing, I have heard about COVID s.22 s.22 s.22 s.22 I feel that I've got immunity to everything. I don't want a vaccine at all. Pfizer making a killing and not testing it properly or listening to whistleblowers. I do not want to have a vaccine at all, ever.			Helping reduce the cost of living	Another issue
	Outbound Participant	Langley					
			Healthcare - Why don't we just open up the mental hospital?			Making communities safer	Another issue
	Outbound Participant	Burnaby					
			Healthcare - Why is BC totally controlled by BC Cancer?			Strengthening health care	Another issue
	Outbound Participant	Vancouver					
			Homelessness is mostly impacting Indigenous Peoples - Why can't our homeless be given shelter on our lands?			Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Westminster					
	Outbound Participant	Coquitlam	Homelessness				
	Outbound Participant	Surrey	Housing - I just want to know what kind of role the province is going to take in our housing issues, like land assemblies, etc.? Within the city it's a mess.				
	Outbound Participant	Abbotsford	Housing - There are thousands of empty units being built. There is not enough help for people with mental illness and they go back out on the street. How is this helping?				
	Outbound Participant	Vancouver	Housing - I don't understand why the government is letting Chinese investors come in and buy up our properties/land.s.22 s.22 and the Chinese investors bought their complex. 250 residents who will lose their homes because they want to build townhomes to sell. What's the government going to do for us then?		Healthcare	Getting more affordable housing built	Renters tax credit
	Outbound Participant	Maple Ridge	Housing: Can someone audit BC Housing? It's hard to find affordable housing.			Getting more affordable housing built	Renters tax credit
			Housing for low income people.				Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Coquitlam					
	Outbound Participant	Burnaby	Housing infrastructure needs to be expanded to meet needs.		Another Service	Strengthening health care	Family doctor's agreement
	Outbound Participant	Surrey	Housing supply needs to be balanced with immigration.	Concerned		Getting more affordable housing built	Renters tax credit
	Outbound Participant	Vancouver	Housing/Cost of Living - How can friends below the poverty line afford to live, drive, etc. They can't afford to go anywhere. What's going to be done about the cost of living?			Helping reduce the cost of living	
	Outbound Participant		How is the government incentivizing more purpose-built rentals?				
	Outbound Participant	Port Coquitlam	How are we planning to make sure that we are using and capitalizing our resources, such as oil and gas, to ensure we are being provided for in the future?				
			How are you going to ensure child care centres are filled with quality staff and are a safe environment?			Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Richmond					
	Outbound Participant	Chilliwack	How is the Premier going to be incorporating Indigenous rights in the province of British Columbia?		Healthcare	Getting more affordable housing built	
	Outbound Participant	Mission	How long does it take a Parkinson's patient to receive a DVS surgery?				
	Outbound Participant	Surrey	I just want to say thanks for giving your all and working for us. Lots of people are struggling and you're doing the best you can. Immigration - s.22			Strengthening health care	
	Outbound Participant	Surrey	s.22 What I'm seeing in Vancouver/Surrey with the immigrants. When are they going to control this? How are you going to fix the immigrant overflow?		Another Service		
	Outbound Participant	Burnaby	Insurance - Wanted to discuss insurance companies. s.22 s.22 and the insurance companies says.22 we can't insure your house. It would be nice if the Premier could intervene and help us out, or suggest some measures we can do to address this?				Another issue
			Is there a way we can increase the amount of doctors in general? There are so many people without a doctor.				

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s.22	Outbound Participant	Victoria					
	Outbound Participant	Ladner	Living arrangements for college kids and their future?			Helping reduce the cost of living	Renters tax credit
	Outbound Participant	Vancouver	Long Term Care Facilities - These facilities are in dire need of being replaced and there is asbestos located in many of them. Is there funding in the budget to address this?			Strengthening health care	Family doctor's agreement
	Outbound Participant	Abbotsford	Mental Health/Housing - What is being built for drug addicted and disabled individuals? Specifically, mental health services and housing for medically disabled folks who experience chronic pain.			Getting more affordable housing built	
	Outbound Participant	Duncan	My pet peeve is the Emergency Rooms! Not Budget Related - My question to the Premier is if he is going to go to the mat for BC when it comes to our sovereignty rights in regards to what we see the federal government encroaching on provincial jurisdiction. They are thinking of taking away control of natural resources. Can the Premier make a statement about the separation ideas? Is he willing to step up and make a statement about these things?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Burnaby					
			Nothing is done for seniors that are widows. Finds everyone else gets money but not widows.			Helping reduce the cost of living	Another issue
	Outbound Participant	Gastown					
			Police can't straighten out some of the problems we have. Healthcare doesn't exist for thousands of people who have been chased off the street.				Family doctor's agreement
	Outbound Participant	Chilliwack	Public Safety s.22 s.22 With the fast rising of violent crimes on the streets, I feel very vulnerable as do most of the public who have to walk on the streets. I'm very fearful I might be attacked and I can't carry anything to protect myself. Is there any plan in place to make some changes in the system?			Making communities safer	Family doctor's agreement
	Outbound Participant	Near Fort Nelson					
			Question about police reform.			Helping reduce the cost of living	School lunch program
	Outbound Participant	Whiterod					
			Question regarding Indigenous people - Did you sign the agreements with the hereditary and elected bands? Would like to share what the difference is between a hereditary or elected chief.				Another issue
	Outbound Participant	New Westminister					
			Question regarding the long wait times for surgery.			Getting more affordable housing built	Renters tax credit

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s.22	Outbound Participant	Chilliwack					
	Outbound Participant	Richmond	Healthcare - Whats to know about increasing funds in providing mental health care for elementary students.			Helping reduce the cost of living	Another issue
	Outbound Participant	Abbottsford	Seniors - What happened to our community?			Getting more affordable housing built	Another issue
	Outbound Participant	Burnaby	Taxes s.22 and I don't know if this is a federal question or provincial. s.22 s.22 What will the government do for people who are paying such high levels of taxes?		Healthcare		
	Outbound Participant	Langley	There is a lack of schools in Burnaby with all the high-rises being built.				Renters tax credit
	Outbound Participant	Surrey	Transit - The sky train was supposed to be extended to Langley. When will this be completed?			Strengthening health care	Another issue
			Vaccine - What will Premier Eby do about the silencing of the unvaccinated? We were treated terribly and not able to live our lives in a free way.			Helping reduce the cost of living	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Burnaby	Very interested in watershed security fund - Wanted more details on disbursement of the fund to prevent future flooding in BC, and when it's going to happen? Very important to protect and restore our wetlands.			Building a clean economy	Family doctor's agreement
	Outbound Participant	North Bestern	Wants to know the Premier's opinion on the single relieve alleviator and how it will affect the court system?			Building a clean economy	Family doctor's agreement
	Outbound Participant		What are we going to do to eliminate waste? Housing providers are not securing the safety of the tenants, etc.				
	Outbound Participant	Vancouver	What can we do about the mental health crises that we face. I know drug use is one of the biggest causes. Would like to know what can be done so that we can feel safe?			Strengthening health care	Another issue
	Outbound Participant	Langley	What does the Premier think about providing a tax free card for people with disabilities. This would help with the cost of living for people on fixed incomes.			Helping reduce the cost of living	Renters tax credit
	Outbound Participant	Vancouver	What is the plan to house the 8000 homeless in Vancouver?			Getting more affordable housing built	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Chilliwack					
	Outbound Participant	Vancouver	What is the timeline of the completion of highway east of 200 street?			Making communities safer	Another issue
	Outbound Participant	Surrey	What will the BC government do to help women's healthcare in IVF treatments?			Strengthening health care	Free prescription birth control
	Outbound Participant	Lindell Beach	When Canadians are being heavily taxed all across Canada, why does Premier Eby want to raises taxes?		Cost of living support		
	Outbound Participant	North Delta	When is BC going scrap the carbon tax that is hurting families that are trying to scrape by?				
	Outbound Participant	Nickel Plate	When we densify municipalities, we should be doing something to compensate the farm/green land that is being used up?			Helping reduce the cost of living	Another issue
			When will the lumber yards be back up and running?			Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Vancouver		Unhappy with abuse of Indigenous Peoples			
	Outbound Participant	Surrey	When will you be reviewing CERB?				
	Outbound Participant	Surrey	Senior and own his home - Taxes are going up all the time and seniors are finding it difficult to pay their taxes and other bills. Also, has a question about seniors pharmacare?		Healthcare	Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant	Coquitlam	Why is the budget for French language services so low?				Another issue
	Outbound Participant	Burnaby	Why is the Premier raising the carbon tax? On one hand he talks about lowering taxes and then goes and does this.				
	Outbound Participant	Maple Ridge	With the recent changes to the autistic benefits, would like to know how the government plans on increasing spending for people with disabilities?		Healthcare	Getting more affordable housing built	Renters tax credit
			Wondering if the nurses will be hired again?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Surrey					
	Outbound Participant	Surrey	What is going to be happening with the Surrey police and what the impact it will have on Surrey in general?		Healthcare	Getting more affordable housing built	Family doctor's agreement
	Outbound Participant	Vancouver	Work Safe BC - s.22 s.22 Needs help to address this.			Making communities safer	Free prescription birth control
	Outbound Participant	Surrey	Would like to comment on how to address the housing crises in Vancouver and make changes to how developers are given permits.			Getting more affordable housing built	Family doctor's agreement
	Outbound Participant	Surrey	Would like to know if spending on provincial police will be increased with all the recent increase in violence?		Healthcare	Strengthening health care	
	Outbound Participant	Coquitlam	Would like to know what can be done about the long wait times at the Surrey hospital?			Strengthening health care	Family doctor's agreement
	Outbound Participant	Coquitlam	Would like to know what is being done about the lack of services in Coquitlam when it comes to mental health, family, and health care services?				

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Port Moody					
			Would like to know what is being done to increase dwellings for single family homes? What is being done to bring prices down so more people/families can afford them?				Another issue
	Outbound Participant	Delta					
			Would like to know what is being done to making housing more affordable? Prices are rising rapidly everywhere and people are being priced out.			Strengthening health care	Family doctor's agreement
	Outbound Participant	Coquitlam					
			Would like to know who trumps who between the province and municipality when it comes to building on their properties?				
	Outbound Participant	Westminster					
			Would like to know why the Premier is ignoring climate change and not doing more for the environment?				
	Outbound Participant	Chilliwack					
			Would like to what is being done to improve the health care system, more specifically the shortage of nurses?				
	Outbound Participant	Surrey					
			Economics - Why not freeze interest rates to give young people a chance to buy a house?			Helping reduce the cost of living	School lunch program

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant	Trail, BC					
	Outbound Participant	Coquitlam	How are they budgeting for the hunting rights in BC?			Helping reduce the cost of living	Another issue
	Outbound Participant	Pitt Meadows	How is the budget going to help the seniors with their healthcare and housing them?			Strengthening health care	Another issue
	Outbound Participant	Victoria	There needs to be housing for the homeless. There needs to be help out there for people on drugs. We really need to be doing more for those that are less fortunate in our community.			Helping reduce the cost of living	School lunch program
	Outbound Participant		Would like to know what is being done about green spaces being sold for commercial use. Can we not protect this land like we do with Indigenous lands?			Making communities safer	Family doctor's agreement
	Outbound Participant				Another Service	Getting more affordable housing built	Renters tax credit
	Outbound Participant				Another Service	Getting more affordable housing built	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Another Service	Getting more affordable housing built	Renters tax credit
	Outbound Participant				Another Service	Getting more affordable housing built	
	Outbound Participant				Another Service	Helping reduce the cost of living	Another issue
	Outbound Participant				Another Service	Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant				Another Service	Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant				Another Service	Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Another Service	Making communities safer	Another issue
	Outbound Participant				Another Service	Strengthening health care	Another issue
	Outbound Participant				Another Service	Strengthening health care	Renters tax credit
	Outbound Participant				Another Service	Strengthening health care	Renters tax credit
	Outbound Participant				Another Service		Another issue
					Another Service		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
					Another Service		
	Outbound Participant						
					Another Service		
	Outbound Participant						
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	Outbound Participant						
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	Outbound Participant						
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	Outbound Participant						
					Another Service		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
					Another Service		
	Outbound Participant						
					Another Service		
	Outbound Participant						
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	Outbound Participant						
					Another Service		
	Outbound Participant						
					Another Service		
	Outbound Participant						
					Another Service		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Another Service		
	Outbound Participant				Cost of living support	Getting more affordable housing built	
	Outbound Participant				Cost of living support	Helping reduce the cost of living	Another issue
	Outbound Participant				Cost of living support	Helping reduce the cost of living	Another issue
	Outbound Participant				Cost of living support	Helping reduce the cost of living	Renters tax credit
	Outbound Participant				Cost of living support	Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Cost of living support	Making communities safer	School lunch program
	Outbound Participant				Cost of living support	Strengthening health care	Another issue
	Outbound Participant				Cost of living support	Strengthening health care	Family doctor's agreement
	Outbound Participant				Cost of living support	Strengthening health care	
	Outbound Participant				Cost of living support	Strengthening health care	
	Outbound Participant				Cost of living support		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		
	Outbound Participant				Cost of living support		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Building a clean economy	Family doctor's agreement
	Outbound Participant				Healthcare	Building a clean economy	Family doctor's agreement
	Outbound Participant				Healthcare	Building a clean economy	School lunch program
	Outbound Participant				Healthcare	Building a clean economy	
	Outbound Participant				Healthcare	Building a clean economy	
	Outbound Participant				Healthcare	Getting more affordable housing built	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Getting more affordable housing built	Another issue
	Outbound Participant				Healthcare	Getting more affordable housing built	Family doctor's agreement
	Outbound Participant				Healthcare	Getting more affordable housing built	Renters tax credit
	Outbound Participant				Healthcare	Getting more affordable housing built	Renters tax credit
	Outbound Participant				Healthcare	Getting more affordable housing built	
	Outbound Participant				Healthcare	Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Getting more affordable housing built	
	Outbound Participant				Healthcare	Getting more affordable housing built	
	Outbound Participant				Healthcare	Getting more affordable housing built	
	Outbound Participant				Healthcare	Getting more affordable housing built	
	Outbound Participant				Healthcare	Helping reduce the cost of living	Another issue
	Outbound Participant				Healthcare	Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Helping reduce the cost of living	Another issue
	Outbound Participant				Healthcare	Helping reduce the cost of living	Another issue
	Outbound Participant				Healthcare	Helping reduce the cost of living	Renters tax credit
	Outbound Participant				Healthcare	Helping reduce the cost of living	
	Outbound Participant				Healthcare	Helping reduce the cost of living	
					Healthcare	Making communities safer	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Making communities safer	Another issue
	Outbound Participant				Healthcare	Making communities safer	Another issue
	Outbound Participant				Healthcare	Making communities safer	Another issue
	Outbound Participant				Healthcare	Making communities safer	
	Outbound Participant				Healthcare	Making communities safer	
	Outbound Participant				Healthcare	Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Strengthening health care	Another issue
	Outbound Participant				Healthcare	Strengthening health care	Another issue
	Outbound Participant				Healthcare	Strengthening health care	Another issue
	Outbound Participant				Healthcare	Strengthening health care	Another issue
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement
	Outbound Participant				Healthcare	Strengthening health care	Family doctor's agreement
	Outbound Participant				Healthcare	Strengthening health care	
	Outbound Participant				Healthcare	Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare	Strengthening health care	
	Outbound Participant				Healthcare	Strengthening health care	
	Outbound Participant				Healthcare	Strengthening health care	
	Outbound Participant				Healthcare	Strengthening health care	
	Outbound Participant				Healthcare		Family doctor's agreement
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
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Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

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s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

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s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

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s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

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s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

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s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Healthcare		
	Outbound Participant				Transit	Building a clean economy	Renters tax credit
	Outbound Participant				Transit	Building a clean economy	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit	Getting more affordable housing built	Another issue
	Outbound Participant				Transit	Getting more affordable housing built	Another issue
	Outbound Participant				Transit	Getting more affordable housing built	Another issue
	Outbound Participant				Transit	Getting more affordable housing built	Renters tax credit
	Outbound Participant				Transit	Getting more affordable housing built	Renters tax credit
					Transit	Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit	Getting more affordable housing built	
	Outbound Participant				Transit	Helping reduce the cost of living	Another issue
	Outbound Participant				Transit	Helping reduce the cost of living	Renters tax credit
	Outbound Participant				Transit	Helping reduce the cost of living	
	Outbound Participant				Transit	Making communities safer	Another issue
	Outbound Participant				Transit	Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit	Strengthening health care	
	Outbound Participant				Transit	Strengthening health care	
	Outbound Participant				Transit		Another issue
	Outbound Participant				Transit		Family doctor's agreement
	Outbound Participant				Transit		Renters tax credit
					Transit		Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
	Outbound Participant				Transit		
					Transit		

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Building a clean economy	Another issue
	Outbound Participant					Building a clean economy	Another issue
	Outbound Participant					Building a clean economy	Another issue
	Outbound Participant					Building a clean economy	Another issue
	Outbound Participant					Building a clean economy	Another issue
	Outbound Participant					Building a clean economy	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Building a clean economy	Family doctor's agreement
	Outbound Participant					Building a clean economy	Family doctor's agreement
	Outbound Participant					Building a clean economy	Family doctor's agreement
	Outbound Participant					Building a clean economy	Renters tax credit
	Outbound Participant					Building a clean economy	Renters tax credit
	Outbound Participant					Building a clean economy	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Building a clean economy	Renters tax credit
	Outbound Participant					Building a clean economy	Renters tax credit
	Outbound Participant					Building a clean economy	Renters tax credit
	Outbound Participant					Building a clean economy	School lunch program
	Outbound Participant					Building a clean economy	School lunch program
						Building a clean economy	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	
	Outbound Participant					Building a clean economy	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Another issue
	Outbound Participant					Getting more affordable housing built	Family doctor's agreement
	Outbound Participant					Getting more affordable housing built	Family doctor's agreement
	Outbound Participant					Getting more affordable housing built	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Family doctor's agreement
	Outbound Participant						
						Getting more affordable housing built	Free prescription birth control
	Outbound Participant						
						Getting more affordable housing built	Free prescription birth control
	Outbound Participant						
						Getting more affordable housing built	Free prescription birth control
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit
	Outbound Participant						
						Getting more affordable housing built	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	Renters tax credit
	Outbound Participant					Getting more affordable housing built	School lunch program
	Outbound Participant					Getting more affordable housing built	School lunch program
	Outbound Participant					Getting more affordable housing built	School lunch program
	Outbound Participant					Getting more affordable housing built	School lunch program
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
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	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Getting more affordable housing built	
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Another issue
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Family doctor's agreement
	Outbound Participant					Helping reduce the cost of living	Free prescription birth control

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Helping reduce the cost of living	Free prescription birth control
	Outbound Participant						
						Helping reduce the cost of living	Free prescription birth control
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit
	Outbound Participant						
						Helping reduce the cost of living	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	Renters tax credit
	Outbound Participant					Helping reduce the cost of living	Renters tax credit
	Outbound Participant					Helping reduce the cost of living	School lunch program
	Outbound Participant					Helping reduce the cost of living	School lunch program
	Outbound Participant					Helping reduce the cost of living	School lunch program
	Outbound Participant					Helping reduce the cost of living	School lunch program

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	School lunch program
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Helping reduce the cost of living	
	Outbound Participant						
						Helping reduce the cost of living	
	Outbound Participant						
						Helping reduce the cost of living	
	Outbound Participant						
						Helping reduce the cost of living	
	Outbound Participant						
						Helping reduce the cost of living	
	Outbound Participant						
						Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	
	Outbound Participant					Helping reduce the cost of living	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Another issue
	Outbound Participant					Making communities safer	Family doctor's agreement
	Outbound Participant					Making communities safer	Family doctor's agreement
	Outbound Participant					Making communities safer	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Making communities safer	Family doctor's agreement
	Outbound Participant						
						Making communities safer	Free prescription birth control
	Outbound Participant						
						Making communities safer	Renters tax credit
	Outbound Participant						
						Making communities safer	Renters tax credit
	Outbound Participant						
						Making communities safer	School lunch program
	Outbound Participant						
						Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	
	Outbound Participant						
						Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Making communities safer	
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue
	Outbound Participant					Strengthening health care	Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Family doctor's agreement
	Outbound Participant					Strengthening health care	Free prescription birth control
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	Renters tax credit
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
						Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant					Strengthening health care	
	Outbound Participant					Strengthening health care	
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Another issue
							Another issue

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Another issue
	Outbound Participant						Another issue
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

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s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

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s.22	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

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s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

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s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Family doctor's agreement

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Family doctor's agreement
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Free prescription birth control
	Outbound Participant						Free prescription birth control
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit
	Outbound Participant						Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
							Renters tax credit
	Outbound Participant						
							Renters tax credit
	Outbound Participant						
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	Outbound Participant						
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	Outbound Participant						
							Renters tax credit
	Outbound Participant						
							Renters tax credit

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						Renters tax credit
	Outbound Participant						School lunch program
	Outbound Participant						School lunch program
	Outbound Participant						School lunch program
	Outbound Participant						School lunch program
	Outbound Participant						School lunch program

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2	Poll3
s.22	Outbound Participant						
	Outbound Participant						School lunch program
	Outbound Participant						School lunch program
							School lunch program

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Nanoose Bay	I understand that a portion of the money the Feds have made available to the provinces for healthcare is earmarked for improvements to information technology. Right now, IT in the BC healthcare system is fragmented and overly laborious for over-stressed doctors. Does BC plan to take advantage of this funding and budget for a healthcare IT renewal?			
ONLINE	Online Participant	Port Alice	What email can I write to provide a written submission after the public consultation this evening?			
ONLINE	Online Participant	Victoria	When will I get a primary physician?s.22 s.22 s.22 What is the BC government doing about the shortage of primary care physicians?			
ONLINE	Online Participant	Kelowna	Alberta fired public health officer Henshaw & BC hired her. Why? BC cannot afford both Bonnie Henry & Henshaw.			
ONLINE	Online Participant	Sparwood	Have you budgeted for an unbiased fact base review of the action government took during the pandemic so we can learn from the mistakes made and be better prepared for future occurrences?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Sparwood	The Carbon Tax has been in place since ~2007 and we see a difference of 30, 40, and 50 cents per litre between our community and across the border in Alberta, coupled with the sales tax resulting in a significant loss of retail and other development opportunities in our community. Is any consideration being given to a reduction in the Carbon Tax or a tax-free zone in this area?			
ONLINE	Online Participant	Victoria	With all the mental health issues rampant throughout the province, has there been any thought to opening full time mental health hospitals throughout the province similar to the old Riverview site in Coquitlam?			
ONLINE	Online Participant	Victoria	Can you please advise on your government's support for the island rail system? I feel public transit is very important to climate initiatives and am concerned that more lands will be reclaimed which will slowly reduce any likelihood of it being revitalized.			
ONLINE	Online Participant	Vernon	What is going to be done with stumpage fees? The logging industry is suffering in BC.			
ONLINE	Online Participant	Victoria	I am curious if you are aware that although the Saanich council has permitted garden suites in urban Saanich, they are still not permitted in rural Saanich. The municipality is currently shutting down "illegal suites" putting even more people into the tough rental market and in some cases on to the street. What are you going to do to help all of us?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Vernon	Is there any plan to block large investment companies like REIT businesses from buying residential properties with the express interest of keeping them off the market to drive up prices?			
ONLINE	Online Participant	Vancouver	You raised a good point about an additional 100,000 people immigrating to BC last year. I'm curious to know what's being done regarding the infrastructure (roads, highways) to address the increasing population so that traffic flows smoothly?			
ONLINE	Online Participant	Victoria	Too much of the wealth in this country is concentrated in the top 1%. How is the BC government going to address wealth inequality in our province? I would like to see those with the most wealth contribute more to our public services.			
ONLINE	Online Participant	Nanaimo	Cost of living in general is going up, especially the cost of essentials like food. Food prices are expected to go up this year by 4% to 7%, in addition to what they've already risen. Many people I know have to put things back when they go shopping, meanwhile companies have been seeing record profits these past few years. Do you have a plan to combat these rising costs?			
ONLINE	Online Participant	Oliver	A few years back I worked for a private logging company that did forestry contracts. They had to pay as much as $24 per cubic meter for the wood and were expected to make a profit. However, MacMillan Bloedel went to the government to complain that they could not make a profit at 50 cents per cubic meter. How will the government address this short-selling of our natural resources?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Fort St. John	What is the provincial government doing to attract high tech, specifically the development of air and water drone systems to protect North American coastal waters? Drones could be utilized through all three coastal waters bordering Canada and would be cheaper to operate and maintain than continuing to purchase systems (i.e. jets and submarines) from other countries.			
ONLINE	Online Participant	West Kelowna	We recently moved back to BC from s.22 in the US. We experienced their expensive health care. Has the provincial government considered recruiting health care professionals from the US who are "dreamers", part of the "in limbo" DACA system? We could offer them Canadian residency as qualified health care workers.			
ONLINE	Online Participant	Port Alberni	When is the NDP government going to do something about the weak court system? Repeat offenders are being released quickly. I feel sorry for the police, businesses and victims. Is it not time to make those convicted responsible and serve time?			
ONLINE	Online Participant	Prince George	How does the province plan to address the 1,000,000 British Columbians without a primary doctor? Is the province willing to increase the budget by $200,000,000 in order to pay for an additional 500 GP's which would be sufficient to take care of 2000 patients per doctor?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Langley	What are some long-term solutions the BC government is working towards to address homelessness in Langley?			
ONLINE	Online Participant	Comox	Thank you for being the first Premier to support the 30x30 Biodiversity Initiative. This is extremely important. What is the plan to implement this, and how can the public provide input?			
ONLINE	Online Participant	Vernon	What is the BC government going to do about the rising cost of living?			
ONLINE	Online Participant	Kamloops	Why can't BC initiate a 'No New Tax" for Seniors on a pension that live in the government acknowledged Poverty Level for 1) any school new builds, 2) new projects in town (ice skating rinks, performance building, etc.), and 3) any new buildings for the population, e.g. supervised injection sites?			
ONLINE	Online Participant	Victoria	Where are any new builds of housing for seniors that are downsizing from single detached homes? Realtors & construction advertising is showing new builds with two to three levels with multiple bedrooms catering to families. Seniors downsizing will want smaller square footage to care for as well as often prefer one level.			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Victoria	Gas Vehicles VS Bikes (lanes) and Electric. Not all population is going to be able to bike or afford electric vehicles. Bus safety is an issue for more then personal physical harm, but also for health safety, for health challenges, for personal anxiety. Some routes require a person to walk a distance to a bus stop. This can be an issue depending on age or time of day, due to daylight or darkness & with time change.			
ONLINE	Online Participant	Victoria	When will the 8-10 pilot projects for housing targets be announced?			
ONLINE	Online Participant	Cowichan	There seems to be a lack of government funding for Improvement Districts as they are in a bit of grey area for funding capital projects. Case in point, Cowichan Bay fire hall needs to be upgraded at a cost of approximately $20 million. There is no funding support from government agencies and as such the cost is 100% put on property taxes.			
ONLINE	Online Participant	Fort St. John	Why do we require a Carbon Tax and why can we not see any benefit arising from it?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Victoria	What are you doing to help families of Special Needs children/adults and the significant discrepancy in funding among families? Some are getting lots of money while others almost none. Special needs workers are demanding excessive cash based wages. Only families who have the luxury of decent funding are able to hire quality workers.			
ONLINE	Online Participant	Valemount	There is a critical shortage of technical skilled workers in rural communities, such as electricians. What is the BC government doing about this?			
ONLINE	Online Participant	Quesnel	I would like to know why there is no support for homeowners with land stability issues? With so much land movement issues happening in British Columbia right now many homeowners are facing major damages to their properties and homes. Unfortunately, insurance companies will not cover these issues and neither will municipalities or the provincial government.			
ONLINE	Online Participant	Courtenay	Are you planning to cut the safe supply and other failed and costly similar programs?			
ONLINE	Online Participant	Lower Mainland	With the human rights violations occurring in the downtown east side by the police and the Vancouver mayor, are there going to be any budget increases in relation to helping the hard to home in the downtown east side?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	s.22	I am a licensed cannabis cultivator s.22 We are struggling through COVID recovery. On top of that we are burdened with over reaching regulation, outrageous excise duties, and prejudicial financial or financing options. Urgency is required to address this situation, particularly farm financing options and grants. Does the budget include financial support for our sector?			
ONLINE	Online Participant	Qualicum Beach	Thank you for providing this forum.			
ONLINE	Online Participant	Creston	I just sent a letter yesterday to a town councillor expressing my deep concern regarding the lack of transportation from Creston to Cranbrook for medical appts. We desperately need daily transportation in this area to meet the needs of people here. This is also an issue in other areas here and, I think, the whole province. Please help!			
ONLINE	Online Participant	Cranbrook	You already mentioned taking action to bring in oncologists to BC to support the aging community. However, I would like to know if there will be any action to bring more specialists in general to BC, especially in more rural areas? Wait times for people are really high. I'd like to know if anything is being done to support smaller areas that lack health care specialists beyond oncologists?			
ONLINE	Online Participant	Victoria	Will you impose binding housing targets on municipalities that don't build any housing?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Lone Butte	What plans do you have to help adults recently diagnosed with autism access funds to learn about their diagnosis? How could the BC government support them in learning how to deal with their mental health issues caused by misdiagnosis (ADHD, behavioural, etc.) in the past?			
ONLINE	Online Participant	Port Alberni	Lower taxes puts more money in peoples pockets. A $500 payout does nothing after paying a couple of bills. When will taxes come down or will you get rid of the B.C. carbon tax? We don't need one carbon tax, let alone two.			
ONLINE	Online Participant	Port Alberni	What are you going to do to bring down taxes?			
ONLINE	Online Participant	Port Alberni	Will you denounce the WEF?			
ONLINE	Online Participant	Port Alberni	With all of the emergency rooms closing for periods of time, when are you going to bring back fired health care professionals that chose not to get vaccinated?			
ONLINE	Online Participant	West Kelowna	If the catch-and-release method of dealing with repeat and violent offenders is stopped, do we have enough jail space and staff to deal with it?			
ONLINE	Online Participant	Victoria	What will you do to build housing for seniors living on CPP and OAS? Why do we not have housing for seniors with a fixed 30% rent based on income? This is common for seniors housing in Alberta and I would like to this happen here.			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Courtenay	Can the government not open up hospitals with programs for rehabilitation programs for drug addicts? Is renovating buildings and bringing in mental health care professionals not an option? We should be getting these lost souls off the streets and giving them care and education on how to help themselves and reintroduce them into society as a productive human being with a renewed self esteem.			
ONLINE	Online Participant	Victoria	Why is there no help for spousal caregivers? Many spousal caregivers have never worked out side the home and are afraid of having no place to live if the spouse goes into care. Rents are beyond their reach. Savings are eaten up in purchasing the equipment and medicines that are not covered. There is apparently a sum paid to spousal caregivers in other provinces. What will the BC government do for them?			
ONLINE	Online Participant	Kelowna	What is the province doing to protect the ALR and to support farmers, especially farming families to ensure greater food security and to move toward more regenerative agricultural practices, as well as encouraging greater plant and less meat and dairy consumption? Electric cars are one way to reduce emissions, but so is reduced industrial agriculture.			
ONLINE	Online Participant	Victoria	Métis people in BC are vastly overrepresented in the child welfare, correctional system, and the homelessness population. At the same time, they are underrepresented in graduation rates and life expectancy. What in this budget is helping close this gap for Métis people?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Penticton	There appears to be a disconnect between federal, provincial and municipal government in regards to housing. What actions are being taken at provincial level to increase the supply of housing? Are there any actions being taken to reduce red tape for building new housing?			
ONLINE	Online Participant	Courtney	Is Vancouver Island Rail open for commercialization?			
ONLINE	Online Participant	Fort St. James	How can we address issues of bad policies implemented by self-governing Indigenous communities? Policies are putting families at risk when leaders discharge their duties. I have tried to work with our governing council but they refuse to acknowledge and work with me. Their only action when an overdose fatality occurs is to implement unjust and unfair laws.			
ONLINE	Online Participant	Kelowna	Can the government increase the maximum allowance of $375 per month for rent for someone on a disability or on welfare when rent is much higher?			
ONLINE	Online Participant	Fort St. John	Will BC be joining Alberta, Saskatchewan, & Manitoba if the Federal Government rescinds the Natural Resources Act from 1930?			
ONLINE	Online Participant	Sooke	What ever happened to the $10/day daycare? Daycare rates are way too expensive, averaging over $1,000/month before subsidy. $10/day daycare was one of the campaign promises when NDP came to power. When will it become reality?			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Nanaimo	What are you doing to help make more housing available for renters and new home buyers? I have a lot of friends who are struggling to get into the housing market.			
ONLINE	Online Participant	Victoria	What is the government prepared to do about the need for mental health residential care? Young people and others with mental health challenges do not have access to proper residential care. We have seniors with dementia who have to wait 1.5 years for residential care. That is not an acceptable situation - those of us caring for them at home are burning out, and we cannot afford private care.			
ONLINE	Online Participant	Cranbrook	So many people came to Canada to obtain a better life, but they end up without housing, or housing that takes all of their salary, thus they go to the food bank, etc. A suggestion would be for the government to get in touch with the city halls in all cities in BC where newcomers go to live, and find a way to help them pay for housing (a percentage), while other housing buildings are being built.			
ONLINE	Online Participant	Cranbrook	There are programs for training (to place newcomers in the same field of work they used to work in their home country), but only PR or refugees are eligible. I am wondering if BCSIS will have funds to assist the new Canadians or those with work permits, to assist them to work in their fields? We have engineers, nurses, clients with masters and doctor degrees, working at Walmart.			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Cranbrook	There is no childcare available, thus, newcomers to our province cannot work. We need more childcare providers here. For that to happen, there needs to be more incentive for the providers of this service, and also assistance to pay for childcare for newcomers.			
ONLINE	Online Participant	Parksville, BC	s.22			
ONLINE	Online Participant	Vancouver	For people who are on provincial PWD Benefits: As a substitute for RDSP accounts for persons over 59 years of age, can you make it so a TFSA can have the same deduction exempt status to their PWD benefits? I have a friend that wanted to donate but i am near 59 and there is no point to RDSP.			

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
ONLINE	Online Participant	Quesnel	Health care costs are rising amid a shortage of health care workers. Why do I hear only of requests from Provincial Premiers for more Federal support and nothing about programs to improve health? We are experiencing an epidemic of the diseases of poor diet: cardiovascular disease and stroke, Type 2 Diabetes, cancer, dementia, etc. These 'diseases of modern civilization' which were rare before the mass consumption of sugars, highly processed carbohydrates and seed oils, fall under the category of metabolic dysfunction and chronic inflammation. Our medical care system is focused on 'managing' these diseases rather than addressing root causes. There is appalling inertia in the Canada Food Guide and recommendations of the diabetes and heart foundations. They remain focused on dietary 'common knowledge' which has been eclipsed by published research for more than two decades. Type 2 diabetes IS reversible, and thus most kidney disease, cardiovascular disease and related syndromes are avoidable. The continued widespread use of statins and the demonization of LDL-cholesterol and saturated fats are not justified.			
s.22	Outbound Participant	Preston	Allowing nurse practitioners to open their own clinics to help more people get medical care since there is a shortage of doctors.			Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant	Mackenzie	BC has the highest rates for fuel throughout Canada. Electric cars are way to expensive and are not sustainable in the northern parts of the country. What can the Premier do to help lower the cost of fuel?			Helping reduce the cost of living
	Outbound Participant	Prince Rupert	BC Hydro - The rates keep going up. How are you going to decrease that?		Healthcare	Strengthening health care
	Outbound Participant	Sandspit	s.22			Strengthening health care
			s.22 Wondering if it is possible for the government to help pay for accommodations for cancer patients who have to travel far?			
	Outbound Participant	Squamish	Carbon Tax - For primary heating sources, the dollar is not going as far as it used to. Why do we have such a high carbon tax on a primary source of heat?			
	Outbound Participant	Sparwood	Carbon Tax - Has to pay carbon tax to survive in the cold weather. Wife is in the hospital and has to buy gas to visit his wife.		Healthcare	Getting more affordable housing built
	Outbound Participant	Summerland	I'd like to ask about our healthcare and pharmacy how can they charge so high for dispensing?			Helping reduce the cost of living
	Outbound Participant	Kamloops	Carbon Tax - Wondering where the carbon tax money goes, and if a good way to leave money in pockets is to reduce/eliminate it but it keeps going up. Is it in the works?		Healthcare	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant	Parksville	Cleaning Labour Questions:s.22 s.22 I want to restructure workforce for cleaning people. I have done my due diligence. The Government has donated funds to Better at Home, who provides house cleaning.s.22 s.22 s.22 For the last 8 months to try to get them, but it's not working.			Getting more affordable housing built
	Outbound Participant	Otter Point	Climate Change - What I want to know is why am I not hearing more about what's going on with climate change?			Building a clean economy
	Outbound Participant	Victoria	Comment on $10/day daycare - Do we think spending that much money on child care is reasonable? Why can't it be $25 or a reasonable amount and give the rest of the money to people who need it. Do we think that daycare spending is the best use of funds?			Strengthening health care
	Outbound Participant	Parksville	Concerned about market housing vs housing for families who cannot afford market housing.			Getting more affordable housing built
	Outbound Participant	Kelowna	Concerned about the wait times in emergency rooms and the lack of family doctors and practitioners in BC.			Helping reduce the cost of living
	Outbound Participant	Prince Rupert	Concerned about what's being taught in elementary schools recently, and how parent's aren't involved much. Thinks it's all very inappropriate.			Making communities safer

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant	93 Mile House	Concerned about the increase for homes who run off of fossil fuel and carbon tax. There are no other options for people who live in rural BC and their incomes are not enough for the increase.			Helping reduce the cost of living
	Outbound Participant	Castlegar	Cost of Living - How are people supposed to make it work on welfare/disability when the cost of living has gone up so high? $500 doesn't even get you somewhere to sleep.		Healthcare	Getting more affordable housing built
	Outbound Participant	Salman Arm	Desperate for hospital beds and would like to get more nurses back to work.		Healthcare	Strengthening health care
	Outbound Participant	Dawson Creek	Digital Currency - What is your stance on this?			
	Outbound Participant	Vancouver Island	Disabilities - I just want to know what's in the budget for these people. s.22 s.22			Strengthening health care
	Outbound Participant	Victoria	Disability - Do you plan on raising the pay for people on disability?			Helping reduce the cost of living
	Outbound Participant	Victoria	Electrical vehicles and gas tax paying their way?			Getting more affordable housing built
	Outbound Participant	Victoria	Energy - Meeting our climate targets.			Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant	Victoria	Finds that there are many intelligent people in the area and thinks that the Premier and Minister should form a council for her area to talk about the budget to help with real estate and to help to preserve the community.			Strengthening health care
	Outbound Participant	Creston	Firehall - When will it be finally opened?		Transit	Strengthening health care
	Outbound Participant	Metchosin	Food - I would like to know what they are going to do to protect food security in rural areas/small farms from the developers building up the flat lands. I am concerned once food can't be grown that we'll have a big problem.		Healthcare	Building a clean economy
	Outbound Participant	Comox	Gas Prices - I would like to ask the Premier a question about whether they have considered regulation of fuel sales in the province?			Helping reduce the cost of living
	Outbound Participant	Prince George	s.22 surgery. Would like to know what the government is doing to cut down on this backlog?			Strengthening health care
	Outbound Participant	Parksville	Healthcare - Access to physicians on Vancouver island. There was a news release about a federal grant of 8.2 billion to First Nations health. I'm wondering where that fits with the overall need of all BC residents?		Healthcare	Strengthening health care
	Outbound Participant	Kelowna	Healthcare - Can you explain what the government is doing to increase the quality of healthcare by recruiting more RNs for BC?		Healthcare	Strengthening health care

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s.22	Outbound Participant	Sooke	Healthcare - I'm interested in the shots a lot of us are having in order to keep from having knee replacements. I'm just wondering why the government isn't putting anything towards that when they got so much?			
	Outbound Participant	Ladysmith	Healthcare - I'd like to ask a bit about healthcare s.22 s.22 I can't get any assistance?			
	Outbound Participant	Victoria	Healthcare - I'm concerned about the lack of support for Alzheimer's disease?		Healthcare	Strengthening health care
	Outbound Participant	Dawson Creek	Healthcare - Wants to discuss about healthcare in the north and a bit about the crime in the north.			Making communities safer
	Outbound Participant	Kelowna	Healthcare - s.22 s.22 condition was too severe for treatment here, but this is available in the States. We don't have people here. How can we make this a priority?		Healthcare	
	Outbound Participant	Clearwater	Healthcare - The BC Nurses Union seems to have reached an agreement when we haven't voted yet on it?		Healthcare	Strengthening health care
	Outbound Participant	Prince Rupert	Healthcare - There are thousands of people in the North who don't have a medical doctor.			Strengthening health care

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s.22	Outbound Participant	Williams Lake	Healthcare - We are losing all our doctors. I just want to know if the government is looking at Interior Health to make changes so we can keep our doctors?		Healthcare	Strengthening health care
	Outbound Participant	Comox	Healthcare - Where else in the province will there be any rehab facilities built? Is there a plan for when people after people are finished with rehab on what happens when they come out?		Healthcare	Strengthening health care
	Outbound Participant	Crescent	Healthcare - When is it going to be improved?		Healthcare	
	Outbound Participant	Merritt	Healthcare - When is the Merritt hospital going to stop the closures?			Strengthening health care
	Outbound Participant	Summerland	Housing Affordability - I'm wondering if anyone has investigated why real estate fees are so high?		Healthcare	Strengthening health care
	Outbound Participant	Smithers	Housing - I'd like to ask about the land that's tied up and not used for housing?		Healthcare	Strengthening health care
	Outbound Participant	Parksville	Housing - Regarding tiny homes: They've legalized tiny home building and consider it an alternative to regular buildings. I think BC should adopt this model.			Helping reduce the cost of living
	Outbound Participant	Victoria	Housing - There is a property purchase tax and it applies to new first time home buyers over $500k and it's almost impossible to find a home in Vancouver for anywhere near $500k. Why is this tax being levied on first time home buyers?			Building a clean economy

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s.22	Outbound Participant	Vancouver	Housing crisis and what is the plan?			Getting more affordable housing built
	Outbound Participant	Victoria	How can we change the system, specifically western capitalism? It's not sustainable. How can we decrease the gap and push the top 3rd back down to the rest of our level?			Helping reduce the cost of living
	Outbound Participant	Cranbrook	How much are they going to do to help support those that have been injured from the Covid vaccines?		Cost of living supports	Helping reduce the cost of living
	Outbound Participant	Comox	Infrastructure - Wants to discuss under utilized rail.			
	Outbound Participant	Houston	Is a wood logger from Houston BC - Concerned his mill will be shut down and not be rebuilt or reopened.		Healthcare	Strengthening health care
	Outbound Participant	Victoria	Is disappointed they haven't heard anything about senior support.			Helping reduce the cost of living
	Outbound Participant	Port Alberni	Is concerned about for desperate unhoused people who could possibly commit crimes. Is it possible to have a detox and assessment before they are released to the community?		Healthcare	Making communities safer
	Outbound Participant	Victoria	Is there is a plan in place to help the homeless in the larger cities?		Healthcare	

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s.22	Outbound Participant	Victoria	Jobs: What are they going to do about jobs for all the new residents, and what about nurses and doctors?		Cost of living supports	Strengthening health care
	Outbound Participant	Fort Langley	Laws - Why is drug use being made legal?	Concerned	Healthcare	Getting more affordable housing built
	Outbound Participant	Victoria	Legislation - Will you enact a species at risk legislation?			Building a clean economy
	Outbound Participant	Proctor	Lives in a region that relies on ground water. Was happy to see the water budget and is curious if we will be funded for treated water?		Healthcare	Strengthening health care
	Outbound Participant	ChetWynd	Post office location in our town are closed. Are we going to create more value added jobs in the community, community woodlots, etc?		Healthcare	Helping reduce the cost of living
	Outbound Participant	Nanaimo	Mental Health - You can't get past mental health issues around the lack of housing and the budget for better overall health. My question is what is the government's commitment to organizations partnering with government that are small but really trying to reach out to people in an affordable way?		Healthcare	Making communities safer
	Outbound Participant	Nanaimo	Money allocated to help train nurses and doctors.		Healthcare	Making communities safer
	Outbound Participant	Qualicum Beach	Old Growth - I was wondering what the stance was on raw log export, etc.?			Making communities safer

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s.22	Outbound Participant	Vanderhoof	Policing - I would like to pose a scenario to these drug dealers as to their punishment for killing people. They seem to be getting away with murder.			Helping reduce the cost of living
	Outbound Participant	Dawson	Policing - Why can't we use the old system to punish those who are committing property crime?	Concerned		
	Outbound Participant	Vernon	Question about the sovereignty of natural resources.			
	Outbound Participant	Victoria	Rail - I wanted to know what's being done about the rail?		Cost of living supports	Strengthening health care
	Outbound Participant	Duncan	Railway - I'm wondering if the Premier has a plan B for transportation?		Another Service	Strengthening health care
	Outbound Participant	Kelowna	Recently moved back to the BC from the US and there is a big difference between the health care systems. Would like to know what can be done to improve our health care?		Cost of living supports	Strengthening health care
	Outbound Participant	Parksville	Recycling Depot - Already been in touch. We are throwing away glass/plastic. They want to buy up the property beside it, and nothing is happening with it. We are trying to clean the world up. Let's start there. Question 2: s.22 Comment 3: Smoking - I smoke native cigarettes and they are tobacco, unlike the ones on the shelves.	s.22	Healthcare	Strengthening health care

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s.22	Outbound Participant	Courtney	Residential Tenancy - In order to reduce some of the homelessness I think we should revise the laws regarding landlords and tenants.			Strengthening health care
	Outbound Participant	Saramias	Retirees - I'd like to know what the plans are for the future of retirees in this province? s.22 and every day it's a reminder when I go out to shop how much poorer I am because my wages aren't going up with the cost of living.		Transit	Helping reduce the cost of living
	Outbound Participant	Chetwynd	Schooling - Why are our high schools rated the worst in Canada year after year and they don't even put their feet on the ground here to actually address the issue?		Healthcare	
	Outbound Participant	Kamloops	Senior - Looking to age in place. Is there a way to not be taxed as a pensioner below the poverty level so we can age in place?		Another Service	Helping reduce the cost of living
	Outbound Participant	Outside of Delmount	Seniors Property Tax - It increased 3 times last year by 2 or 3%. Would like to know if this will happen again or if that will be it for awhile?			
	Outbound Participant	Port Alberni	Social Assistance - Why are people allowed to come from other provinces and use our services when they've never lived here?		Healthcare	Getting more affordable housing built
	Outbound Participant	Victoria	s.22 The government has shut down local hospitals s.22 s.22 . Would like to know if anything is being done or budgeted to expand hospital services for mental issues?		Healthcare	Strengthening health care

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s.22	Outbound Participant	Nakusp	Taxes - I'm really tired of getting tax rebates. Because they don't help the poor if you don't pay tax, you're still stuck paying for the tax charges. I have to pay for medical stuff myself s.22 I can't claim it on my income tax. What happens to those of us s.22 s.22 hat still need to access the systems?		Healthcare	Strengthening health care
	Outbound Participant	Creston	Thinks there's too much clear cutting and chemicals being used in the local forests.		Healthcare	Building a clean economy
	Outbound Participant	Castlegar	Water - What is happening with the new water agreement regarding the Columbia river, and how will it affect us in Castlegar?		Healthcare	Getting more affordable housing built
	Outbound Participant	Kelowna	We are using travel nurses due to the resident nurse not being vaccinated. Wouldn't it be more cost effective to bring the resident nurses back?		Healthcare	Strengthening health care
	Outbound Participant	Dawson's Creek	What can we do about the non-vaccinated people who lost their jobs? Are they allowed to go back to work now like all of the other provinces?		Healthcare	Helping reduce the cost of living
	Outbound Participant	Port Alice	What is being done to be certain that our small municipalities are using the money being sent by the province responsibly?		Healthcare	Helping reduce the cost of living
	Outbound Participant	Victoria	What will the government do for the people who make minimum wage and rent is way to high for them to live? What can the government do to help them survive?			Helping reduce the cost of living

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s.22	Outbound Participant	Kimberley	Why do we believe politicians? Has had too many elected officials lie to him.		Healthcare	Strengthening health care
	Outbound Participant	Victoria	Will the budget help increase minimum wage?			Making communities safer
	Outbound Participant	Campbell River	Wondering about getting local drug addicts shipped out of the city to a safe location instead of handing out more drugs?		Healthcare	Helping reduce the cost of living
	Outbound Participant	Salman Arm	Wondering if there is anything being put forward to assist grandparents who are fostering their grandchildren?			Strengthening health care
	Outbound Participant	Kelowna	Would like a breakdown of the amendment about the single families living fourplex?			Getting more affordable housing built
	Outbound Participant	Castlegar	Would like a comment from the Premier about wildfires and what heis planning to do to help prevent them?			Making communities safer
	Outbound Participant	Victoria	Would like to ask about climate change vs housing. Is seeing a lot of trees being chopped down, but not enough affordable housing going up. Is anything being done to protect the forests or housing?		Healthcare	Building a clean economy
	Outbound Participant	Parkville	Would like to comment that the NDP are doing a fabulous job and that she supports them 100%!		Cost of living supports	Helping reduce the cost of living

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s.22	Outbound Participant	Port Alberni	Would like to know how many people are on government disability that have private insurance that could not collect as it took too long to get diagnosed?			Strengthening health care
	Outbound Participant	Lee Creek	Would like to know if the budget has anything about allocating funds for a new cancer centre?		Healthcare	Getting more affordable housing built
	Outbound Participant	Nelson	Would like to know what can be done about making the area safer for all residents?	s.22		
	Outbound Participant	Victoria	Would like to know what can be done about subsiding medications for seniors?			Getting more affordable housing built
	Outbound Participant	Vernon	Would like to know what is being done to control the drug addiction in our province?			Strengthening health care
	Outbound Participant	Comox	Would like to know what is being done to decrease the use of fossil fuels?		Another Service	Building a clean economy
	Outbound Participant	Metchosin	Would like to know what is being done to increase water, sewer, and power infrastructure? We can't keep building houses without investing in these things.		Another Service	Strengthening health care
	Outbound Participant	Cranbrook	Would like to know what's going on with the local senior housing? Any developments have been put on hold continually.		Healthcare	Getting more affordable housing built

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s.22	Outbound Participant	Parksville	Would like to know who came up with the electoral districts, as they do not hold any economic value? Will the Premier consider going back to the old ones?		Healthcare	
	Outbound Participant	Coldstream	Would like to know why he cannot rent one of his properties due to ALR restrictions? Can the ALR restrictions be loosened?		Healthcare	Helping reduce the cost of living
	Outbound Participant	Cranbrook	Would like to know why BC gas prices differ so much from Alberta? We pay $1.79 while they pay $1.39.			Helping reduce the cost of living
	Outbound Participant	Oliver	1st Question: Why did you approve the carbon tax when it is going to increase the cost of food, etc? This affects the homeless. 2nd Question: Why did he approve raises for everyone and now we are taxed higher? 3rd Question: Why are you letting trans people in the schools to mess up the students? 4th Question: Sitting with a homeless man who cannot get an address to start a job, welfare or residency.		Healthcare	Getting more affordable housing built
	Outbound Participant	Kelowna	Education - Young people are getting addicted and is concerned about safety and criminology.		Another Service	Making communities safer
	Outbound Participant	Nanaimo	What more can we do for children who are aging out of foster care?		Transit	Building a clean economy
	Outbound Participant				Another Service	Building a clean economy

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s.22	Outbound Participant				Another Service	Building a clean economy
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	Outbound Participant				Another Service	Getting more affordable housing built
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s.22	Outbound Participant				Another Service	Getting more affordable housing built
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	Outbound Participant				Another Service	Helping reduce the cost of living
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s.22	Outbound Participant				Another Service	Helping reduce the cost of living
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	Outbound Participant				Another Service	Making communities safer
	Outbound Participant				Another Service	Strengthening health care
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	Outbound Participant				Another Service	
	Outbound Participant				Cost of living supports	Building a clean economy

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s.22	Outbound Participant				Cost of living supports	Building a clean economy
	Outbound Participant				Cost of living supports	Getting more affordable housing built
	Outbound Participant				Cost of living supports	Helping reduce the cost of living
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s.22	Outbound Participant				Cost of living supports	Helping reduce the cost of living
	Outbound Participant				Cost of living supports	Making communities safer
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	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Helping reduce the cost of living
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Making communities safer
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	Strengthening health care
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
[illegible]	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
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	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Healthcare	
	Outbound Participant				Healthcare	
	Outbound Participant				Transit	Building a clean economy
	Outbound Participant				Transit	Building a clean economy
	Outbound Participant				Transit	Building a clean economy
	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Getting more affordable housing built

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Getting more affordable housing built
	Outbound Participant				Transit	Helping reduce the cost of living
	Outbound Participant				Transit	Helping reduce the cost of living
	Outbound Participant				Transit	Helping reduce the cost of living
	Outbound Participant				Transit	Helping reduce the cost of living

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	Making communities safer
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care
	Outbound Participant				Transit	Strengthening health care

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
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	Outbound Participant				Transit	
	Outbound Participant				Transit	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant				Transit	
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
[illegible]	Outbound Participant					Building a clean economy

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
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	Outbound Participant					Building a clean economy
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	Outbound Participant					Building a clean economy

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s.22	Outbound Participant					Building a clean economy
	Outbound Participant					Building a clean economy
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s.22	Outbound Participant					Building a clean economy
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s.22	Outbound Participant					Building a clean economy
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s.22	Outbound Participant					Building a clean economy
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	Outbound Participant					Building a clean economy
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	Outbound Participant					Building a clean economy
	Outbound Participant					Getting more affordable housing built
	Outbound Participant					Getting more affordable housing built

Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant					Getting more affordable housing built
	Outbound Participant					Getting more affordable housing built
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Phone	Disposition	ScreenedCity	Question	Note	Poll1	Poll2
s.22	Outbound Participant					Getting more affordable housing built
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22	Outbound Participant					Helping reduce the cost of living
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s.22						
	Outbound Participant					Helping reduce the cost of living
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	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Helping reduce the cost of living
	Outbound Participant					Making communities safer
	Outbound Participant					Making communities safer

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s.22	Outbound Participant					Making communities safer
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	Outbound Participant					Making communities safer
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THE PRIMECONTACT GROUP

British Columbia

Public Engagement TownHall
2023 Budget Consultation

Monday, April 17, 2023

Virtual TownHall – Summary

Total TownHall Conference Attendees					
Attendees	**Peak Attendees**	**Entered Queue**	**Screened**	**Went Live**	**Voice Mails**
30082 **Listeners** 12 **Hosts** 6 **Screener(s)**	8655	314	212	14	0

Minutes and Totals	
Virtual TownHall Length	**Average Minutes**
66 Minutes	18 Minutes

Live Streaming Event Attendees			
Viewers Under 30 Minutes	**Viewers Over 30 Minutes**	**Peak Viewers**	**Total Reached**
124	26	45	150 Total People Reached

Minutes and Totals	
Total Minutes Viewed	**Average Minutes Viewed**
1 Days, 13 Hours, 38 Minutes	15 Minutes

Virtual TownHall – Summary

Question 1: What government services have you accessed in the last month?

Answer	Responses	Percentage
Healthcare	144	56.7%
Transit	38	15.0%
Cost of Living Support	42	16.5%
Another Service	30	11.8%

Question 2: What do you think our government's top priority should be?

Answer	Responses	Percentage
Strengthening Health Care	157	25.5%
Getting more Affordable Housing Built	142	23.0%
Helping Reduce the Cost of Living	202	32.8%
Making Communities Safer	74	12.0%
Building a Clean Economy	41	6.7%

Virtual TownHall – Summary

Question 2: The following is a list of four major items in Budget 2023. Which of these will make the most impact on you or your family?

Answer	Responses	Percentage
Free Prescription Birth Control	19	3.8%
Family Doctors Agreement	144	28.5%
Renters Tax Credit	118	23.3%
School Lunch Program	26	5.1%
Another issue	199	39.3%

THE PRIMECONTACT GROUP

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British Columbia

Public Engagement TownHall

2023 Provincial Budget

TownHall Transcript

Monday, April 17, 2023

Minister Kahlon: 00:00

Hello, and welcome to the Government of British Columbia's budget telephone townhall. We are live tonight with Premier David Eby, and Minister of Finance Katrine Conroy. We're also joined by thousands of people from across the Lower Mainland listening in. Premier David Eby and Minister Katrine Conroy are speaking to you from the traditional territory of the Lekwungen-speaking people, the Songhees, and [inaudible] nations. And we acknowledge with gratitude that this call is taking place with participation across Indigenous territories in every part of British Columbia. To ask questions today, simply press 3 on your phone's keypad. Once again, press 3 at any time to ask a question. At that time, someone will take your name and place you in the question queue. If you're listening online at www.bcbudgettownhall.ca, you can also submit a question via the submission box. My name is Ravi Kahlon, and I'm BC's Minister of Housing, and I will be moderating the virtual townhall this evening.

Minister Kahlon: 01:01

During the townhall, we encourage you to ask questions and participate in our online polling. The Premier and Minister of Finance chose this interactive townhall format, which means that they want to hear from you. The Premier and Minister of Finance have made it a priority to engage with you to hear about the challenges you're facing and your hopes for the future. It is our intention to get as many questions and touch on as many topics as possible. At any time, you can press 3 on your phone's keypad to ask a question. Someone will then take your name and place you in the question queue. For those of you who are participating online, you can submit a question via the online submission box. For those that are just joining us now, hello and welcome to the government of British Columbia's budget virtual townhall. We are live tonight with Premier David Eby, as well as Minister of Finance Katrina Conroy. In addition, we're joined by thousands of residents from across Lower Mainland listening in. We just want to remind everyone tonight that you can ask a question at any time by pressing three on your phone's keypad. And if you're listening online, remember that you can also submit a question via the question submission box. We will also be asking you a series of polling questions this evening. And you can submit your responses live on your phone's keypad to those questions as well. In addition, you can answer online by selecting respond on the left-hand side of the screen. At this time, I would like to introduce Premier David Eby to welcome everyone tonight. David, over to you.

Premier Eby: 02:38

Thanks, Ravi. I really appreciate you opening us up here tonight for that conversation with British Columbians. And I want to underline Ravi is our housing minister joining us as well as the Minister of Finance. I know that's a really important issue for many British Columbians. I'm just so grateful to everybody for joining us on the call tonight for you making the time to share your ideas, your questions, some of the challenges you're facing, some of the ideas you have about where our province should be going. And I really am

very grateful that you've taken the time out to spend it with us. We're going to be talking about the budget tonight with the Minister of Finance. And budgets are really about choices. And what I'm really hopeful that you're able to hear from us about Budget 2023 is that we're really taking the lessons of the pandemic about how we're stronger together and applying that to the big challenges that we face because we know that British Columbians can accomplish incredible things when the government has your back. And that's what we're all about. We know across BC people are facing really dynamic, but also challenging times. We have one of the strongest post-pandemic recoveries in Canada, but at the same time, we know lots of families and individuals are struggling with rising costs.

Premier Eby: 03:50

Tonight, I'm here to answer your questions, but also here to listen to your concerns, hear your ideas because everywhere I go, I see the innovation, I see the spirit of British Columbians, the creativity and hard work that people are engaged in. People want to share with me what they're working on, and I am keen to share with you what we're working on too. With me for this important conversation, as I said, is my friend, our Minister of Finance, Kat Conroy. She's real tough. She's from the Kootenays, and I'm so glad that she's here with me tonight. Kat over to you.

Minister Conroy: 04:20

Well, thanks so much, David. And thanks again to everyone for participating in tonight's call. It's really so important in a province as big as ours that we can do calls like this that help shrink the distance a bit between all of us just for an hour here. And as you hear the voices of some of your not-so-next-door neighbours, the questions and concerns of politics, they can become a little bit more concrete because whenever we're talking about budgets, we're never just talking about those big abstract numbers. We're actually talking about details of our lives and the lives of all of those around us, our families, our friends, colleagues, and neighbours. We're talking about school safety to revitalization of Indigenous languages to the ferry trips so you can go see granny and grandpa, every line in the budget. It has a profound impact on all of our lives. And so, like you, David, I'm really looking forward tonight to the chance to answer some questions and to hear from British Columbians. So, with that, I'll pass it back over to you, David.

Premier Eby: 05:21

Thanks, Kat, and I'll pass it over to the people of British Columbia. Ravi, let's go to the first question from people on the line.

Minister Kahlon: 05:26

Great. Thank you so much, Premier Eby. Before we take the first live question, I'm going to introduce our first polling question. For those listening on the phone, you can press the button on your phone's keypad to indicate your answer. For those of you participating online, you can participate by selecting the option on the left-hand side of the screen. Our first poll question is about how the government has helped you or your family recently. What government services have you accessed in the last month? Press 1 for healthcare, press 2 for transit, press 3 for cost of living supports,

and press 4 if it's a different service than that. Again, our polling question is what government services have you accessed in the last month? Press 1 for healthcare, press 2 for transit, press 3 for cost of living supports, press 4 if it's a different service. In just a few minutes, we'll be sharing the results of our first poll question. But first, we're going to take our first live question, and I want to remind participants that you can ask a question at any time by pressing 3 on your phone's keypad. And for those online, you can submit a question through the online questions submission box. Our first question that we have is to your Premier Eby. What do you think the biggest challenge is facing BC right now and how can we tackle them together?

Premier Eby: 06:55

Wow. Okay. Big question. There are so many challenges and opportunities right now in British Columbia. It feels I'm sure, for most of the people on the line, that you're seeing some of these remarkable transitions that are happening all around us post-pandemic. For our government, we're really focused on a key set of priorities [inaudible] British Colombians around making sure that our healthcare system works for British Columbians, that you have access to a family doctor or a nurse practitioner that has that relationship with you and your family as all British Columbians deserve, that you get the care you need in the hospital when and where you need it if you have an emergency in your health needs. Around public safety, that people are safe on transit and communities in their homes, making sure that we're ensuring that communities are safe across the province. Around issues of housing, I think a lot of people in the province, they're looking on Craigslist for a place to rent, trying to find something that's affordable and close to work. If they're thinking about getting into the housing market, thinking about moving out of mom and dad's place, or if you're a senior looking to downsize or looking for a place where you can afford to retire. I mean, these are big challenges for us. We've had a huge growth in our population. And making sure that our housing is responsive to what people need in the community that we're building, the housing that people need and that they can afford are big priorities.

Premier Eby: 08:27

So those are our government priorities, and they're informed by the challenges people face. But the opportunities are huge. And that's really about our work on building an economy that works for everybody. And that's about making sure that it's clean, that we're responding to the priorities around climate change, but also that we're supporting British Columbians with the cost of daily life. We're seeing rising costs, and an economy that doesn't work for British Columbians, that's not supporting them with these things, is not an economy that's working for the province. We believe the economy is made up of the people in this province, and we have to be supporting them. So those are both the challenges and the opportunities that are ahead of us. We've had, as I said in the introduction, a big recovery, a fast recovery from the pandemic, but

it can't leave people behind. We need British Columbians to be supported and to be benefiting from the strength in our economy.

Minister Kahlon: 09:14 — Thanks so much, David. Appreciate that. I just want to remind participants that you can ask a question at any time by pressing 3 on your phone's keypad. For those of you online, you can submit a question through the online question submission box. And we have our next question from Katie from Victoria, and the question is when will the province announce the 8 to 10 pilot municipalities selected for the new housing targets? Over to you, Premier.

Premier Eby: 09:43 — Thanks, Katie. And great question. In Victoria, definitely housing is a hot issue, as it is across the province. And what Katie is referring to, for those of you on the phone that don't know about this, is we have established a new provincial law that really treats housing like basic infrastructure for our province. Like any other kind of infrastructure like roads or sidewalks or schools, hospitals, we need housing in order to be able to ensure that people can succeed and our province can grow and prosper. And so part of that means working with municipalities to set targets, recognizing we know what our population growth looks like, we know the homes that we need, we know the kinds of homes we need. And we need municipalities, we need cities, to be partners with us in that work. So, there will be cities that are identified to have housing targets that will work with the cities in setting these targets. And we'll also be using these targets to make sure that the kind of housing that people need is being built. Cities that hit and exceed the targets will be accessing additional financial support from the province because they're growing and they need that support.

Premier Eby: 10:59 — We put $1 billion into municipalities across the province this year for parks and roads and trails and other community amenities continuing that work. And cities that aren't hitting those targets, we're going to have work with them to make sure they are hitting those numbers because if we don't, the outcomes, we know what they are. We see them right now: rising rents, housing more expensive for people, rising homelessness, people having to choose between staying in the communities they love and they want to work in or moving somewhere else. And those are just not acceptable outcomes for British Columbians. So it's an important initiative. We're going to be selecting these communities in the next few months, the pilot sites, the pilot cities. And we've had it-- happily, we've had a number of cities volunteer that are keen to be pilot municipalities for us in this initiative. So, I'm really enthusiastic that cities are willing to take on this challenge with us because delivering housing for British Columbians is a priority for me and for everybody in our government.

Minister Kahlon: 11:54 — Thanks so much, David. I want to remind callers or listeners that you can press 3 at any time to ask a question. Before we go to the next question, I want to share the results of the first poll on what government services you've accessed the most over the last month.

56% healthcare, second transit, then cost of living supports, and then last other services. So thank you for participating in that. We have our next question that is here. The question is the rising cost of living is a big issue facing families right now. How can the provincial government help bring down some of those costs?

Premier Eby: 12:39

Thanks, Ravi. And happily, I'm sitting right beside the Minister of Finance, and so I'll pass a bit of this over to her too. But big picture, I think British Columbians know that government isn't going to be able to solve all the challenges that we see in our province as a result of global inflation. We see costs going up all around the world driven by everything from the war in Ukraine, to supply chain challenges we had during the pandemic. And it impacted everything from food to basic building supplies, to supplies for your kid to go to school, and everything families need. And so those rising costs are causing a lot of strain and stress for families. We have issued a number of affordability credits. The vast majority of British Columbians are seeing the benefit of those affordability credits, which are available to people whose incomes are $80,000 or less. But we're not going to be able to solve all of these challenges. What we can do is support people with the cost of daily life where the provincial government has some involvement. So think about BC Hydro, where we had a $100 credit on BC Hydro bills or ICBC where we have flattened rates for the next two years. I'm going to pass it over to Minister Conroy. Minister Conroy before she was finance minister worked on the issue of child care in our province, very closely rolling out the first social program, new social program, in a generation to support families in our province. And I'm sure she has some other ideas as well about how our government's programs work.

Minister Conroy: 14:21

Thanks, David. And the childcare is so incredibly important. And it's really important to remind people that we're in year 5 of a 10-year program. And what we've done with child care is we've increased spaces, we've increased support, early childhood educators, and we've also made it more affordable for people.

Premier Eby: 14:48

We briefly lost the feed, but we're back.

Minister Conroy: 14:50

We lost the feed.

Premier Eby: 14:50

Here you go.

Minister Conroy: 14:51

Oh, my God. Okay. We're back. Technology. Technology is great when it works. So the childcare savings are substantial. And what I've been telling people is not only has it affected people in their pocketbooks by putting an additional 500 to 900 dollars a month right back into their wallets, they spend that money in their communities. They're not investing offshore. They're investing right in their small community by investing in small businesses and stores.

And I've talked to people. A mom told me for the first time in her life, she's been-- she's got two little kids. She's been able to afford to buy fresh fruits and vegetables because she just couldn't do that before. And that's significant. So on top of that, we've increased the BC family benefit and up to $500 additional money for single parents which is really-- we were talking to people and they're saying how much of a significant difference it's made in their lives. So there's a number of incentives. Okay, I'm going to get to cut off if I go on too long because there's been so many incentives, but one of the ones that we thought this is a great one to do and it will help people, we had no idea the significance of free prescription contraceptives. The number of people that have reached out and have been so excited about it-- I mean, it's not just like some people said, "Oh, it's just for young women," but it's not just for young women. I had a woman who was 49 who said, "I'm still using birth control. Thank you so much." And a dad who approached me at an event and said, "Four, minister. I have four teenage daughters. Thank you so much." So it affects-- parents are happy, grandparents are happy. So it's a little-- you think it's a small thing, but it all adds up and it helps with people's-- the affordability issues that people are facing.

Minister Kahlon: 16:35 — I appreciate that. Thank you so much for your answers. And we have now a caller on the line. We haves.22 who has some questions around Indigenous rights. So,s.22 over to you.

s.22 16:51 — Thank you. Thank you very much. I'm just curious, Mr. Eby, how these new plans to incorporate Indigenous-- recognizing Indigenous rights and sovereignty and sharing resources so that they're not stricken by poverty as they have since much in the past.

Premier Eby: 17:17 — Great. Thanks,s.22 that's an excellent--

Minister Kahlon: 17:18 — [inaudible].

Premier Eby: 17:20 — Oh, yeah. Thanks. Thanks, Ravi. Thanks,s.22 What a great question. It's so important for all British Columbians that our economy is fair, that it works for everybody. And certainly, it's critically important for our government and for me that we take the opportunity to address some really serious injustices that took place in our province that continue today, and that have caused us to miss out on economic opportunity as well that could lift everybody's boat. So it was just this past weekend that we met with chiefs from the Treaty 8 First Nations. Up in Treaty 8 in the northeast of the province the nations there signed an agreement with the federal government. It's a treaty. And they were guaranteed a certain amount of land per person in entering the treaty. Well, they were cheated out of thousands of acres of land in the implementation of that treaty. That was 100 years ago. And that injustice was never addressed until this past weekend when we signed an agreement with those Treaty 8 Nations and with the federal government. The

impact of that agreement means not only that we're addressing a historic wrong, but also that those Nations are now going to be active and involved players in the economy in the northeast of the province, and in doing so, creating economic opportunity not only for their own people but also for everybody who lives in the northeast.

Premier Eby: 18:53 — It's going to be a huge economic stimulus for everybody up there and lift these nations out of some of the poverty they have been struggling with. It's initiatives like this that are critically important. But we also have taken a structural approach as well around making sure that we're sharing resource revenue. Sharing's the wrong word. That all of us are benefiting from resource revenue appropriately. But this is all in keeping with the bill that we passed early on in government called the UN Declaration of Rights of Indigenous People. We brought that into law in the province. And what it does really is just recognize the human rights of Indigenous people in our province. We're leading the way internationally on this with our Indigenous partners. It's transformative work in our province, and the great news about it for all British Columbians, it's not only improving the quality of life for Indigenous people and addressing injustice, it's improving the quality of life for all British Columbians.

Minister Kahlon: 19:50 — Thanks so much, David, for that. And thank you s.22 for your question. Now, before we go on to our next caller, we have another live poll question. For those of you listening on their phone, you can press the button on your phone keypad to indicate your answer. For those participating online, you can participate by selecting the option on the left-hand side of the screen. This one is about what matters most to you and your family right now. The question is what do you think our government's top priority should be? Press 1 for strengthening healthcare, press 2 for getting more affordable housing built, press 3 for helping reduce the cost of living, press 4 for making community safer, and press 5 for building a clean economy. Once again, what do you think our government's top priority should be? Press 1 for strengthening healthcare, press 2 for getting more affordable housing built, press 3 for helping reduce the cost of living, press 4 for making community safer, and press 5 for building a clean economy. Now, we have our next caller. We have a caller, Gord from Surrey, who's calling in with questions around disabilities and budgeting for people with disabilities. So, Gord over to you.

s.22 21:06 — Hi. How are you doing? I think I'm [crosstalk]--

Premier Eby: 21:08 — Hey s.22 Thanks for calling.

s.22 21:11 — I was just wondering, there's a $15,000 on a disability allowed for your exemption. I was just wondering if why couldn't they raise it to 20,000? It gives a lot more people to want to get up and go to work because after your $15,000, your bills and everything, there's just nothing left, even when you're on a disability and that it's just

there's nothing left to eat or even take your grandkids out.

Premier Eby: 21:38 — Hello. Yeah.s.22 we're listening carefully here.

s.22 21:42 — I was just wondering if you can do that?

Minister Kahlon: 21:50 — Over to you Premier.

Premier Eby: 21:50 — Sorry, s.22 this is live. So we're going to have moments like that and my apologies for us all talking at the same time there. And part of that is a real recognition of the challenge that you raised for us as people living with disabilities in our province. And one of the things that Dan Coulter - he's our MLA from Chilliwack. He used to be the Parliamentary Secretary for People Living with Disabilities in the province - said is, look, there are a huge number of people in our province, probably the majority of British Columbians that at some point are going to face the disability of one kind or another, and especially with an aging population, making sure that our province is accessible and also treats people with disabilities with dignity that they are fully deserving of is absolutely right. A part of that is income and poverty that we know hits people living with disabilities much harder than others. Gord, you raised really important issues.

Premier Eby: 22:52 — For those of you listening at home, not as familiar with these challenges, what s.22 was talking about is the ability of someone living on provincial disability support to be able to earn income before that disability support gets drawn down. And so it's called an earning exemption. And s.22 pointed out it's $15,000. We have increased that exemption for people. But he's pointing out if we win another $5000 that would make a huge difference in the lives of people with disabilities. Just in this recent budget, we did increase a number of different payments for people living with disabilities. I wonder, Kat, if I can turn it over to you if you have that right in front of you?

Minister Conroy: 23:38 — We increased the housing stipend for people living on disabilities, because it hadn't been raised since 2007 I think it was. 2007, yeah. So we recognize that people the housing just-- the housing needed to be raised for people living on disabilities. We also raised some of the credits around the programs of people needing issues with different types of foods, allergies, things like that that people need support with. So we increase those supports of persons with disabilities just because we recognize, you're right, people need that support, and it's a good suggestion. And we'll take that and look at that to increase that as well. But we did increase the-- we heard from people that they wanted the increase to the job exception just because people do want to work. You're right. And so we did increase that along with the housing portion of the funds that people receive. So we definitely recognize it. We also made sure that people are going to get their BC affordability benefits, the BC Family Benefit regardless of whether they're on a disability pension or not.

So we recognize that as well. So it's a good suggestion. We'll definitely look at it.

Premier Eby: 25:06 — Thanks, s.22 Thanks, Kat.

Minister Kahlon: 25:07 — Thank you so much. Thank you so much. And thanks, s.22 , for your question. Before I go to the next question, again, I want to remind participants that you can ask a question at any time by pressing 3 on your phone's keypad. For those of you online, you can submit a question through the online question submission box. We've got a question online that came from s.22 from Vancouver. The question is, "I've been struggling to find a family doctor for years, and it's really frustrating and definitely affected my health. When can I expect to finally have a family doctor?" Premier?

Premier Eby: 25:41 — Yeah. Thanks, s.22 And a really important question. My wife is a family doctor. And in my job as the Premier of British Columbia, when I meet people I say, "Oh, you're the Premier. Oh, that's interesting and it's nice to meet you." And then when they meet my wife, Kaylee, they say, "Oh, you're a family doctor. Oh, my gosh," and there's so much more excited to meet her than they are to meet me because they're hopeful that she'll be taking patients and that she'll take them as a patient. And I understand that. Having a family doctor, our whole medical system is built around that coordinating role that a family doctor has always played. And actually, I really understand your frustration in trying to find a family doctor. That's why we've placed a real priority on some big reforms to address this issue. So shortly after I was sworn in as Premier, we entered into a new agreement with the Doctors of BC, specifically around family doctors, changing the way that family doctors are compensated to encourage them to enter this practice. It used to be that people who were trained in family medicine were paid more to do drop-in clinics. They were paid more to work in a hospital as a hospitalist. They were paid more to do basically anything except to be a family doctor like the kind that you're looking for.

Premier Eby: 26:59 — We have changed that model to encourage them to take patients and to be in that family practice model, and I'm told by the health minister that we've added 300 doctors that didn't previously have patients in this model to the province through those changes. And we hope and we're looking forward to and we're optimistic with Doctors of BC that we'll see more. But it's also about getting people off of the sidelines and into family practice. And so we have a lot of people that are internationally trained doctors. They're high-quality doctors. They've got the skills we need, but they haven't been able to get their skills recognized by the College of Physicians and Surgeons to be able to practice here. So we opened up 90 new spaces at UBC where these internationally trained doctors can be assessed and address any gaps in their training they may have because of not being trained in Canada or in British Columbia, and get them out to work in community as quickly as possible. We've

increased residency spaces as well as training spaces for new family doctors. And longer term, we're opening the first new medical school in Western Canada in 50 years in Surrey, with SFU, and the focus of this new medical school will be people who want to practice medicine in community, nurses, and family doctors. So that's the whole focus of the school, delivering these kinds of healthcare professionals.

Premier Eby: 28:22

And we've also done work to increase the number of nurse practitioners. I met with a young woman the other day who was just writing her practice exams to be a nurse practitioner on the North Shore. She's going to take 500 patients as a nurse practitioner. So, s.22 we're looking for every opportunity we can find to get physicians off of the sidelines and into work as family doctors, opening capacity for nurse practitioners, recognizing the contribution of family doctors. And we know we've got more work to do, but you should be seeing progress on this as we move forward on these aggressive actions to address this issue you raised. Thanks so much.

Minister Kahlon: 28:59

Thanks so much, s.22 . I really appreciate your question. Before we take another question, I'll just share with you the results of our last poll question. We asked you what you think the government's top priority should be. In order, we have helping reduce cost of living, strengthening healthcare, getting more affordable housing built, and making communities safer. So thank you so much for participating in that poll. Now, we have a question from Norm from North Vancouver by the phone. s.22 has a question around healthcare and mental health-related supports. s.22 over to you.

s.22 29:37

Hi. My question is or my concern, I guess, is that it seems to be in the last year, the last few months, there have been many more cases of people being attacked downtown and on transit and on the streets. And I understand that probably that these people have some mental health issues, and I'm wondering if the province is considering reopening mental health facilities or building some new ones so that these people aren't just slapped on the wrist and back out to do some more. Thank you.

Premier Eby: 30:13

Great. Thank you, s.22 Really a good question that's front of mind, I think, for many people, not just in the Lower Mainland, but across the province. People are seeing folks really struggling with mental health and addiction in their communities, especially in downtown areas, post-pandemic. And whatever the sort of motivation or concern is there are a number of reasons why this would be front of mind for people, the core concern is the same. They want to see people get the care that they need to be able to be to live the best life that they can. And that's a core goal that's shared by our government. We think that it makes communities safer to address mental health and addiction issues. Since we've been elected, we've been working on building a system of addiction care really to respond to the overdose crisis, the toxic drug crisis, people dying,

people being seriously brain injured when they use toxic drugs, including fentanyl. And although they're revived, suffering really serious brain injuries. And that work continues.

Premier Eby: 31:25

And some of the facilities that we opened since 2017 have shown really positive results. And one of those is on the Riverview site. It's now called Sumiqwuelu. It's in the Coquitlam area. It's an historic site of mental health institution really that most folks on the phone will probably be familiar with. But this is a new facility that's on that site. And the Red Fish Centre really focuses on providing people with serious mental health and addiction challenges the intensive healthcare support that they need in order to be successful. We have seen people just with dramatic turnarounds really improve their quality of life with that level of care. And so in this budget, Minister Conroy and her team along with our government have allocated $1 billion around additional mental health and addiction services. Included in that funding and that support really to respond to the crisis, Norm, that you're putting your finger on and others have identified and different aspects of it, is regional centres, regional Red Fish Centres across the province. So people can get care in their communities at that intensive level. But then also stepping down from that, if people need a little bit less care and they can be successful in housing with healthcare supports in it, complex care housing in communities across the province. And also pairing up police officers with mental health workers and having peer mental health workers and community responding to calls that police don't have to go to connecting people with services. So you, s.22 , we see the opportunity here to really expand that work and the desperate need for it in communities across the province, and we are absolutely taking action on that. Thank you for raising that important issue.

Minister Kahlon: 33:21

Great. Thank you so much, s.22 Thank you for your question. We are going to take another one. But before we do that, just a reminder, again, press 3 if you would like to ask a question or you can visit www.bcbudgettownhall.ca if you want to ask an additional question. Now, we have a question online from s.22 from Vancouver. The question reads, "What are your plans for long-term solutions for the situation seen on the Downtown Eastside?" Over to you, Premier.

Premier Eby: 33:55

Thank you, s.22 . I appreciate your question very much because in your question you talk about a long-term solution for the situation seen on the Downtown Eastside, and I think that is absolutely what we need. I used to work in the Downtown Eastside with people struggling with housing challenges. They were homeless. They were living in a single-room occupancy building, which are these-- kind of you get a 10x10 room, and you share a bathroom with all the other people on the floor. They're 100-year-old buildings and just incredibly difficult circumstances. And I have to say that the challenges in that neighbourhood I don't think I've seen the

neighbourhood in a more difficult situation. We had the encampments on Hastings Street. We have an encampment in Crowd Park. And it's very clear to me that the challenges there are beyond the city of Vancouver to deal with on their own. We need the federal government, the provincial government, and the city along with Indigenous leadership and people from the community, service providers and other, others all to be pulling in the same direction. And specifically, the province is stepping into bottom-line a coordination effort in the Downtown Eastside.

Premier Eby: 35:17

Our first phase is working with the city on the encampment on getting people off of the street and out of the park into housing. We have 110 units a month over the next three months that are opening up. We already have people right now moving into one of these buildings. People who are sleeping on-- who were sleeping on Hastings Street have been made offers of housing. They've been offered space and emergency shelters as well. People from emergency shelters are moving into this housing that we're opening up. And we'll be doing the work with the city to address the encampment and Crowd Park as well. But medium term and long term, we need to ensure that we're all working together with the federal government, with the city of Vancouver, with the police and service providers and people in the community so that the Downtown Eastside could be a healthy low-income community that is safe for families, safe for seniors. And that is something that can be accomplished. There are examples from other places around the world. Toronto, for example, just has been able to on a smaller scale with the community there address these issues. We can take lessons from other places about how to coordinate this work. But we are going to take a leadership role in addressing this issue that the Downtown Eastside faces. I feel a personal commitment to the people in the neighbourhood coming from there to address their situation, but just as importantly as the Premier now, that British Columbia needs to be a place where we do not have people struggling in the way that they are in the Downtown Eastside with mental health and addiction and poverty altogether. And I believe we can do better and we will.

Minister Kahlon: 37:02

Thank you so much for your question. We are going to just go straight to our next caller. We have s.22 from Chilliwack who has a question around healthcare and nutrition. And so, s.22 over to you.

s.22 : 37:21

Hello?

Premier Eby: 37:23

Hello.

Minister Kahlon: 37:23

I can hear you, s.22

Premier Eby: 37:23		Hi, s.22
s.22	37:26	Hi. I have a question about healthcare. Yeah. s.22 s.22
		s.22 We actually found that pretty useful. So I guess it kind of put it in our heads would the government be more open to investing in preventative healthcare through diet and nutrition? Because that was really what we were wanting through this whole experience, and we were offered a lot of medication and we needed more health guidance.
Premier Eby: 38:14		Oh, wow. Yeah, interesting questions.22 . And it's definitely true that some people experience very positive outcomes from different forms of healthcare, and that healthcare that focuses on prevention is something that has traditionally been something that hasn't received as much emphasis in Canada where we have our public healthcare system. There are some specific areas where we have increased access to what would be described as alternative methods of healthcare. So for example, in our ICBC reforms, we increased access to acupuncture, to traditional Chinese medicine, recognizing that some people get great benefit from these therapies that are not considered traditional therapies. To the best of my knowledge, we are not currently funding naturopathic programs through the provincial medical system. But I do know that a lot of people see great benefit from changing what they're eating, changing how they're eating. And I think that's always an opportunity for us to look at how we can support British Columbians in that.
Premier Eby: 39:25		Broadening it out a little bit, one of the challenges that people definitely have in our province is choosing food that is healthy because they can't afford it. And so that has been a source of focus for us. And I know it's not exactly what you were asking for, but for kids who are going to school, making sure that they're able to be at school, have access to healthy food and they're not going to school hungry, is the health issue s.22 as you've identified just as much for them. And we've got-- Kat, do you know off the top of your head? I think it was $200 million in the budget for school food programs across the province to support kids and make sure they have access to food. And s.22 glad to hear s.22 positive results from your approach and finding those ways to address his health challenges, thanks for bringing to our attention because we're always looking for ways to support people with-- they are struggling with chronic conditions to help them feel better, which also has the added benefit of reducing provincial costs for everybody.

Minister Kahlon: 40:40	Great. Thank you so much, s.22 for your question and also the feedback that you've provided there. We're going to go next to s.22 who's calling in from Vancouver. s.22 has some questions around gas prices. s.22 over to you.
s.22 40:57	Yeah. I was just wondering why the gas prices in Vancouver are the highest in the world when Canada has so much natural resource in crude oil.
Premier Eby: 41:10	Yeah. Thanks very much for the question s.22 I really appreciate it. And there are significant challenges with the price of gas in the Lower Mainland, and there are some explanations for that including-- you get technical explanations about the lack of refinery capacity in the Lower Mainland. And then certainly when we looked at the wild swings in prices that people have seen at the pumps, that it was not all explained by access to refineries or by crude oil prices, that there was significant portion of gas prices in the Lower Mainland that were not explained by that and that the fuel companies struggled to explain to the utilities commission when we asked them to investigate this. But we do know that people are struggling with cost and that one of those costs that they face is the cost of gas. For those who can afford to, we're supporting people to transition and switch vehicles to electric cars with an additional financial support to bring down the cost of those vehicles, which we know can be more expensive without that kind of support than a traditional gas vehicle. Using BC Hydro instead of gas creates [inaudible] in BC, reduces carbon pollution, and has a whole array of benefits for us here in the province. But we know that that's not an option for everybody.
Premier Eby: 42:31	So although we do have high gas prices, the climate action tax credit, which is funded in part by taxes on gasoline, are refunded back to families and with a focus on higher refunds going to lower-income families. So we dramatically increase supports for people through that tax credit. So last year, a family of four about $500, they're going to get $900 this year, and a single person who got, I think, about $200 last year is going to get almost $450 this year. It's more than double. And by 2030, a majority of people are going to get more in these tax credits than they pay in carbon tax. So one of the pieces we're also working with is obviously the federal carbon tax. We're working in alignment with the federal government and their requirements on this. And so we're trying to make sure that families, especially, middle and low-income families, struggling with cost right now aren't hurt by those programs that we recognize are part of our climate response. It shouldn't be impacting people who are struggling with daily costs right now. And that's why we're really focusing on the climate action tax credit and increasing that support for people who are struggling with high gas prices. Thanks so much, s.22 for that question.
Minister Kahlon: 43:46	Yeah. Thank you so much, s.22 Really appreciate you staying on and asking that question. We're going to go to our next question which is via the phone. We've got s.22 from Surrey who has a question

about the Surrey Hospital. s.22 over to you.

s.22 44:04 Oh. Hi, Mr. Premier.

Premier Eby: 44:07 Hey, s.22

s.22 44:08 Hello, Mr. Eby. Yes. I'm just living in Surrey s.22 And there's always been a problem at Surrey Memorial emergency hospital. This growing community the size of Surrey North we don't have enough facilities in Surrey to look after all these people. What are you thinking-- what are you thinking you're going to do about getting wait time reduced?

Premier Eby: 44:39 Yeah, great question s.22 We know that Surrey is the fastest-growing city in the whole province. A lot of people who are moving to British Columbia, whether from other provinces or other countries, are choosing to move to Surrey and certainly the Fraser Valley. And that is really good news for us in terms of helping build our province. But it is the challenge around essential infrastructure, including healthcare. That's why we're building a second Surrey hospital. Groundbreaking will be in July for the second Surrey hospital. That's why we're building our new medical school in Surrey so we can train community health workers in Surrey that are going to help serve the Lower Mainland as well as the whole province. That's why because of the number of people who are moving to Surrey and Fraser Valley that have medical backgrounds, we're working to make sure that their skills and their abilities are recognized by our system so they can get to work supporting people in communities. And I do note that there's a difference between us-- and I don't want to get too political, frankly. But difference between us and the opposition BC Liberal Party, which is that when they were in government, they sold the land the hospital was supposed to be on. So if we had that land, we would have been starting construction on the hospital much sooner. But as it is, we've got the land. Construction is starting in July. And we're going to keep doing what's necessary to deliver that essential healthcare to people who live in Surrey. This is the largest healthcare investment south of the Fraser in British Columbia's history. And it's long overdue. s.22 I agree with you. And we're going to get going on it, and we're going to get it open for you and your family.

Minister Kahlon: 46:23 Great. Thank you, s.22 Thank you for your question. We are now going to go s.22 from Victoria, who's on the phone. She's got a question around living arrangements for college kids in particular. s.22 over to you.

s.22 46:38 Hi. It's s.22 Sorry about that. I gave them my last name too. I have a question about the cost of living. s.22
s.22
s.22 and all of that and the cost of gas and the cost of food, I'm wondering how I'm ever going to be able to afford any type of-- well, a house, a single-family home or-- I guess I feel like I don't

know how to start my future[s.22] Do you have any advice on that? Thanks.

Premier Eby: 47:17

Yeah. Thanks. Thanks, [s.22] Such a critically important question. I talk to a lot of people in the province, and often I talked to parents who are like, "Look, I want my kid to have a future in British Columbia. I want them to settle here. I want them to have grandkids here. I want to be able to visit them." I don't want to put any pressure on you, [s.22] but this is a conversation I'm having with people. And then when I talk to people in your situation or just like you, they're saying, "Look, I really want to stay in British Columbia. I want to have a future here. And for you and Victoria. I want to have a future in Victoria. Just struggling to see where is the housing for me. Where is that housing for my family? How am I going to build a future here?" This is an issue that-- the housing affordability issue is one that we're seeing in major centres across Canada, and down the West Coast to the United States. And in British Columbia, we're taking the best practices that we've seen from all other places and some of our own and have put them together into a housing strategy that we're rolling out to build housing for people in exactly your situation, [s.22]

Premier Eby: 48:26

So one of the pieces that got a lot of headlines was that we're going to be passing a new law in the fall that makes it as easy to build a duplex or a triplex or a fourplex as it is to build a single-family home. Right now, in British Columbia, the easiest thing you can build is a single-family home. It's also the least affordable kind of housing in the province. We want to give the opportunity and make it easy to build housing that's more accessible for people as they're entering the property market for the first time. We need the nurses to be able to live close to the hospitals. We need the teachers to be able to live close to the schools. We need the people who work in the local stores to be able to live close to work. It's about building healthy communities. And that's one piece. And believe it or not, there are places in the province where it's illegal right now, even if you have a perfectly built-to-building-code suite in your home, that it is illegal to rent it out according to some local governments. We're going to legalize secondary suites so that people are able to rent these out.

Premier Eby: 49:33

We are building a huge amount of rental housing, but we're going to build even more. Across government, we've done an inventory of the public land the government holds. We're working with First Nations on First Nation-held land, and we've also asked school boards to identify land. And what we're looking for is in-- [s.22] you probably know one of the biggest costs of housing is the cost of the land. We want to use public land more aggressively to build housing that's affordable, attainable for people with middle incomes. Congratulations on [s.22] You'll be pleased to hear that we have gotten rid of the interest on student loans to help you. Used to be that not only did you pay market interest but an

additional 2%. We got rid of that. And so to support and recognize that people are going to school, doing their best to create a life for themselves in British Columbia, that they need our support, and we're going to keep doing that. Thanks for that question. Thanks for sharing your experience. I really appreciate it.

Minister Kahlon: 50:38

Yeah. Thank you so much, s.22 for your question. And before we go to our next caller, we have our final poll question of the night. So for those of you that are listening on your phones, you can press the button on your phone's keypad to indicate your answer. For those participating online, you can participate by selecting the option on the left-hand side of your screen. This one is specifically about Budget 2023. And the question is the following is a list of four major items in Budget 2023. Which of these will make the most impact on you or your family? Press 1 for free prescription of birth control, press 2 for family doctors agreement, press 3 for Renter's Tax Credit, press 4 for school lunch program, and press 5 if it's another issue. Again, the following is a list of the four major items in the Budget 2023. Which of these will make the most impact on you or your family? Press 1 for free prescription birth control, press 2 for family doctors agreement, press 3 for Renter's Tax Credit, and press 4 for school lunch program. And press five if it's another issue. So with that, we will move to our next caller, which is s.22 from Port Coquitlam, who's calling regarding child care and childcare staff. Over to you, s.22

s.22 52:05

Hi. Thank you for taking this call. I know that the government is trying to create spaces for childcare centres. I just wondering how are you going to ensure that those are quality centres with quality staff rather than just warehousing the children.

Premier Eby: 52:25

Yeah, great question s.22 And I'm going to pass this over to the Minister of Finance who used to be front and centre on the childcare file because she knows it so well. But just let me say, part of the inspiration for the work that we've been doing on childcare was the Baby Mac case that got so much attention. And I won't go into it in great detail but suffice it to say that a child was not in a safe facility, that standards were not met, and that family was changed forever. And that's completely unacceptable. When a kid is dropped off at childcare in British Columbia, we need it to be a high standard. We need to not only be safe, but we need to be good. When I drop off my kids at childcare at before school at daycare, as dad, I don't want to think for a second is my kid safe here. I can't even imagine that that would be a worry for any British Columbia parent, and it shouldn't be, and that's a priority and a commitment. When parents hand over their kids to a childcare, they need to know if there're skilled professionals working with their kids. Sorry. I feel passionate about it. Kat, I'm going to pass it over to you about the details about all the work we've done on this important issue.

Minister Conroy: 53:42

Well, s.22 you've got two people here that are passionate about childcare, and in fact, in my former life, I was an early childhood

educator and ran an organization that provided childcare in the communities. And it's a key thing to make sure that you have safe childcare. So we've done a number of things as government including taking childcare and transferring it to the Ministry of Education so that we can work with school districts to ensure that they are looking at their spaces and building childcare right out of school because what better place to have childcare programs than in schools where it's early childhood education, and families can bring their child to the school and know they're getting good quality childcare when they're in preschool, and then moves on into the school system when they get after-school care, which is really important that we have those good quality spaces. But also, we're looking at how can we increase the number of people that are early childhood educators in this province. And to that end, we've done wage and enhancements. We're up to an additional $4 an hour for people that work in the sector.

Minister Conroy: 54:45

We're also looking at ways that if you're a teacher's assistant and an education assistant in the school system, you have very similar qualifications, if sometimes not exactly the same as an early childhood educator. So we're looking at ways that those people who could be fully qualified can work not only in the school system for four or five hours, they can actually get full-time work so they can work in the childcare facilities either before or after school so that we're looking at ensuring people have full-time work, but ensuring that we're utilizing all of those people with those qualifications because that's critically important. We're also increasing the number of spaces in post-secondary institutions across the province so that we can train more people, and providing those supports through bursaries so that people want to get involved in the sector. So we recognize how critically important that is as David said. That Baby Mac story hit us all really quite profoundly. We know we need to make sure we have good quality childcare for families who are using the care, and it has to be affordable.

Minister Conroy: 55:49

So that's the other thing we've done is we've made childcare affordable for people. Putting 500, 900 dollars back in people's pockets is so critical for those families, and that they are spending it in other ways. And it's a huge support to families, but it's also making sure that they have that quality childcare that they can access. So, lots going on in childcare. It's a 10-year program, and we're in year 5. We're going to continue to increase spaces, make sure we have those quality spaces, make sure we have those early childhood educators who are trained properly and know the work that they're doing, and just want to do that work with kids. And we're seeing the results of it across this province. In fact, last year, 75% of the people had entered the workforce were women. And it was directly attributed to our childcare programs that we are providing across the province. So, it's an exciting field, and I hope more and more people get involved in it.

Minister Kahlon: 56:43	Thank you so much s.22 , for participating and also for your question. We are going to go right away to our next caller. We have s.22 from Mission who has a question around violent offenders and stopping violent offenders. So, s.22 over to you.
s.22 57:03	Actually, it's s.22 husband, s.2 , that's actually taking the call. She's busy, but we have the same thoughts on the question that we have. And the question is, what are the courts going to do now that COVID is over instead of just incarcerating people, deservedly so, for murder, aggravated assault, bank robbery, and sexual assault, what are we going to see more sentencing and taking people off the streets for say theft 10,000, property crimes, and that type of criminality that we're seeing because it's costing the taxpayers thousands of dollars every year. And we had four offenders that were responsible for 6,000 police interactions last year. What are we going to do to curtail those type of actions from criminals?
Premier Eby: 57:56	Yeah. Great question, s.22 Thanks very much. And thanks for calling in from Mission. Great to have a caller for Mission here tonight. And thanks to your wife for trying to make the question too. The issue that you've identified is not a unique one in British Columbia or in fact in Canada. There were some changes made at the federal government level to the bail rules in Canada. And there were a couple of Supreme Court of Canada decisions that followed that have made it more challenging for courts to keep people in custody awaiting their trial. And the issue is, as you've identified, a small number of people engaging in repeat offenses over and over and over again and causing a huge amount of distress in communities, financial, some even committing violent offenses. And the situation has been completely unacceptable. Our public safety minister, Mike Farnsworth, our attorney general Niki Sharma brought that message to Ottawa at the recent federal, provincial, territorial meeting. And the federal government committed that this session, they are going to address those issues with the bail laws in Canada. That will assist us to some degree. But it will not fully solve the problem.
Premier Eby: 59:22	So what we've done at our level is to stand up. We've hired 40 new prosecutors. We have 12 teams across the province. The prosecutors are in teams with corrections officials and with probation officials to focus on these prolific offenders, and to make sure that they are followed through the system, that if someone's going to be released because they've completed their sentence that we're aware of that, that police are aware of that. If someone who is appearing in front of a court, that the court has all the information the court needs about the repeated sending of this individual and that the submissions that are being made by the Crown makes sense to the community so that we can put our best arguments forward. But most importantly is that this team will also help us identify ways to break that cycle of offending. What does this individual need in order to address this issue? Because for so many of these people, the issue is a serious mental health or addiction issue that is driving

a lot of this activity. And identifying these individuals, getting to know them, making sure that the court sentences make sense to the community, and addressing the big issue at the federal government of ensuring the bail laws represent the public interest is all part of this strategy.

Premier Eby: 01:00:46 — We're also, you may have caught from an earlier call, trying to support police in the number of mental health calls that they're getting generally. And when we can interrupt a cycle of offending by someone that's struggling with a serious mental health or addiction issue through mental health services, we want to do that too. We've got $1 billion in the budget for mental health and addiction interventions for people who need intensive healthcare. We've got mental health workers going out in teams and community with police and without police to address some of these issues. But I agree with you, s.22 is an issue that is front of mind for many British Columbians. And thanks for asking. I'm glad to let you know about some of the actions we're taking here to address it.

Minister Kahlon: 01:01:31 — Yeah. Thank you so much, s.22 the team from Mission. We appreciate the question. We've got another caller here, Premier. We've got s.22 from Burnaby. He's got some questions around doctors. s.22 over to you.

s.22 01:01:45 — Hello. How are you today?

Premier Eby: 01:01:49 — Oh, great thanks.

Troy: 01:01:50 — I was wondering about how we have so few doctors. A lot of them have retired. How are we going to have a doctor because they're so few? Is there a way that we can get more doctors?

Premier Eby: 01:02:16 — Yeah. Great question, s.22 It sounds like you've been on the hunt for a family doctor and a few of our callers tonight have been. I saw that healthcare was the most frequently used government service by the folks who are on this call tonight. It's one of those government services that's front and centre of the life of every British Columbian, whether you're healthy or otherwise. Healthcare is that one almost universal service for British Columbians. We're doing a lot of work on the family doctor issue. We've got a new agreement with the Doctors at BC to support physicians in taking on more patients and having that long-term relationship. That new agreement has resulted in 300 doctors coming and taking on new patients who weren't previously taking patients to be family doctors. We've got new spaces at UBC to train new family doctors, new residency spaces as well for family doctors that we're funding.

Premier Eby: 01:03:16 — We're building the first new medical school in 50 years in Surrey to train family doctors and community health workers. And also, we're looking to nurses too, offering nurses the opportunity to upgrade their skills and become nurse practitioners. And I shared the story earlier this evening of a young woman I met who was writing her

licensing exam as a nurse practitioner. She's a registered nurse. She's becoming a practitioner. She's going to have 500 patients doing the traditional work of a family doctor as a nurse practitioner. We also know right now people need support. And so we're supporting pharmacists in doing work like renewing prescriptions for people to make it easier for people to get a simple prescription renewed, expanding their ability to support people as well. Really, any opportunity we can find to make access to healthcare easier for people, we're really pushing at that, and we're going to continue to do that work. Thanks for asking that question.

Minister Kahlon: 01:04:11 Thanks so much, s.22 for that question. I just want to, at this point, share that we had over 30,000 people participating in today's townhall. And so thank you to everyone for your great questions, and, of course, contributing to the conversation this evening. With a few minutes remaining, are there a few thoughts, closing remarks that you would like to share, Premier?

Premier Eby: 01:04:35 Thanks, Ravi. Thank you, Kat, Minister of Finance, Minister of Housing for being on the call with me tonight. Thank you to everybody who stayed on the line, who listened, especially to everyone who asked questions. These townhalls really they're to hear from you. They're to hear about your perspectives, your concerns, your interests. 30,000 people, obviously, our numbers were helped a little bit by the Canucks not making the playoffs. So maybe that's the silver lining for everybody. Really, really grateful that you spent your time with us this evening. I know there's family. I know there's work. I know there's other demands on your time. And I really appreciate everybody participating and sharing their thoughts, ideas, and questions with us tonight.

Minister Kahlon: 01:05:22 Yeah. Thank you so much, Premier Eby and Minister Conroy. And thank you to all of you who participated today. If you have any questions, concerns, or feedback that you'd like to share with Premier Eby or Minister Conroy, you can do so by emailing us at PremierTownhall@gov.bc.ca. Just a reminder, you can email your questions, concerns, or feedback to PremierTownhall@gov.bc.ca. Thank you for joining us this evening and have a great night.

THE PRIMECONTACT GROUP

British Columbia

Public Engagement TownHall
2023 Budget Consultation

Tuesday, April 18, 2023

Virtual TownHall – Summary

Total TownHall Conference Attendees					
Attendees	**Peak Attendees**	**Entered Queue**	**Screened**	**Went Live**	**Voicemails**
26107 **Listeners** 15 **Hosts** 6 **Screener(s)**	6855	447	229	13	0

Minutes and Totals	
Virtual TownHall Length	**Average Minutes**
64 Minutes	16 Minutes

Live Streaming Event Attendees			
Viewers Under 30 Minutes	**Viewers Over 30 Minutes**	**Peak Viewers**	**Total Reached**
149	27	51	176 Total People Reached

Minutes and Totals	
Total Minutes Viewed	**Average Minutes Viewed**
1 Days, 15 Hours, 36 Minutes	14 Minutes

Virtual TownHall – Summary

Question 1: What government services have you accessed in the last month?

Answer	Responses	Percentage
Healthcare	523	68.5%
Transit	65	8.5%
Cost of Living Support	81	10.6%
Another Service	95	12.4%

Question 2: What do you think our government's top priority should be?

Answer	Responses	Percentage
Strengthening Health Care	369	30.3%
Getting more Affordable Housing Built	169	13.9%
Helping Reduce the Cost of Living	385	32.0%
Making Communities Safer	180	14.8%
Building a Clean Economy	110	9.0%

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British Columbia

Public Engagement TownHall

2023 Provincial Budget

TownHall Transcript

Tuesday, April 18, 2023

MLA Babchuk: 00:00
Hello and welcome to the Government of British Columbia's budget telephone townhall. We are live tonight with BC's Premier David Eby and Minister of Finance Katrine Conroy. We're also joined by thousands of people from BC's Interior, north, and Vancouver, who are listening in with us tonight. Before we start, I'd like to respectfully acknowledge that Premier Eby and Minister Conroy are speaking to you from the traditional territory of the Lekwungen people, including the Songhees and Esquimalt Nations, and we acknowledge with gratitude that this call is taking place in participation with Indigenous territories in every part of British Columbia. As we start tonight, I just want to let people know that to ask a question, simply press three on your phone's keypad. Once again, press three at any time to ask a question. At that time, someone will take your name and place you in a question queue. If you're listening online at www.bcbudgettownhall.ca, you can also submit a question via the submission box.

MLA Babchuk: 01:08
Good evening, everybody that's already online. My name is Michele Babchuk and I'm the MLA from North Island, and I'll be moderating the virtual townhall this evening. During the townhall, we are encouraging people to ask questions and to participate in our online polling questions. The Premier and Minister of Finance chose this interactive townhall format, which means they want to hear from you. The Premier and Minister of Finance have made it a priority to engage with you, to hear about the challenges you're facing and the hopes for the future. It is our intention to get as many questions and touch as many topics as we possibly can this evening. So once again, I will remind people that any time, you can press three on your phone's keypad to ask a question. Someone will then take your name and place you in a question queue. For those who are participating online, you can also submit a question via the online submission box. For those who are just joining or continuing to join, hello and welcome again to the British Columbia budget virtual townhall. We are live tonight with BC Premier David Eby and Minister of Finance Katrine Conroy. And in addition, we are joined by thousands of residents from the BC Interior, north, and Vancouver Island, who are listening in with us tonight.

MLA Babchuk: 02:32
Once again, we would like to remind everyone tonight that you can ask a question at any time by pressing three on your phone's keypad. If you're listening online, remember that you can also submit a question via the question submission box. We will also be asking a series of polling questions this evening, and you can submit your responses live, on your phone's keypad, to the questions as well. In addition, you can answer online by selecting your response on the left-hand side of the screen. At this time, it's my pleasure to introduce you to Premier Eby, so if you can welcome everybody tonight. Premier Eby, over to you.

Premier Eby: 03:15
Thanks so much, Michele. Great to be here with you tonight. Thank you so much for joining us for this call. We know you've got a lot

going on. You've got dinner on the go. You finished a long day of work. You've got friends and family that need your attention, but we really appreciate you spending some time with us to talk about the issues and the opportunities in our province right now and particularly in relation to our 2023 Budget. One of the things that is a reality of a budget is it's about choices. It's about what you choose to allocate scarce resources to. And what I hope is clear from our budget is that you can see that our government is learning those hard lessons from the pandemic. And one of those lessons is actually a positive one, that we're stronger together. The British Columbians can really accomplish remarkable things when we work together and when the government has your back. So in many parts of the province, we're seeing the strongest pandemic recovery in Canada. But there are also people in our province that are struggling with affordability, especially in relation to housing and the cost of basic goods. So we want to hear from you. What's happening in your community? What are your priorities? What are your concerns? What are your suggestions? Because when I visit people in every corner of the province, I see the innovation, I see the creativity, and I see the hard work that people are doing. And people want to share those suggestions with me. This is your chance to do that. I'm sitting beside my very good friend, the Minister of Finance, Kat Conroy. Minister Conroy brings compassion and common sense to everything she does. She's real tough, she's incredibly grounded, and she's here to hear from you tonight as well. I'm going to pass it over to you, Kat.

Minister Conroy: 04:54

Well, thanks, David. And thanks again to all of you that are participating tonight. It's just so important. When you have a province as big as ours, a call like this, it helps to shrink some of that distance between us for just a little while, but definitely tonight. And as you hear those voices from some of your next-door neighbours that are quite far away, but are your next-door neighbours, the questions and concerns of politics, they can become a little bit more concrete because whenever we're talking about budgets, we're never just talking about those big abstract numbers. We're actually talking about the details of our lives and the lives of those around us, our family, our friends, colleagues, and neighbours, from school safety to the revitalization of Indigenous languages or to ferry trips to see granny and grandpa. Every line in the budget has a really profound impact on all of our lives. And so like you, David, I'm really looking forward to the chance to answer some questions tonight, to hear from British Columbians right across the province. And with that, I'll pass it back over to you, David.

Premier Eby: 05:56

Thanks, Kat, and I'll pass it right over to British Columbia. Michele, what's the first question you've got from people on the line?

MLA Babchuk: 06:04

Thank you, David. So just before we go to our first question, I'm going to go to our first polling question. For listeners on the phone, just a quick reminder that you can press a button on your phone's keypad to indicate your answer. And for those participating online,

you can participate by selecting the options on the left-hand side of the screen. Our first poll question this evening is about government services used by you and your family recently. So question one, what government services have you accessed in the last month? Press one for healthcare, press two for transit, press three for cost of living supports, and press four if it's another service. Once again, what government services have you accessed in the last month? Press one for healthcare, press two for transit, plus three for cost of living supports, and press four if it's another service. I'm sure all those dialing fingers are going crazy. That's fantastic. In just a few minutes, we'll be sharing those results from the polling question. But right now, we are going to take an online question from s.22 in Nanaimo who asks, "What are you doing to help make more housing available for renters and new home buyers? I have a lot of friends who are struggling to get into the housing market."

Premier Eby: 07:30

Well, thank you, s.22 . This is a really important question and a great question to get us started. I know a lot of British Columbians are struggling to find a place that they can afford. They're looking for a place to rent that's maybe close to work or school. They're looking to get into the home market, like your friends that are trying to get into the housing market, trying to find a place to buy. Young people looking to get out of mom and dad's place or they're seniors looking for a place to retire and to have a high quality of life. And that's why housing is one of our key priority areas. And what I like about your question, s.22 is really about how we're going to make more housing available because that is the core challenge that faces us right now. We had 100,000 people move to our province last year. It's an astonishing number. And if it sounds high, it is. That's the highest number of people moving to our province in the last 50 years. And in the first part of this year already, we're breaking last year's records. This is good news for us in terms of building our province, building our economy, and BC being a welcoming place, but it brings challenges, and one of those challenges is in housing. So we need to make a lot more housing available.

Premier Eby: 08:44

We just launched our latest version of the housing plan, which includes key initiatives to get more housing available for British Columbians, including right there in Nanaimo. We will be working with municipalities to make sure that they are setting housing targets that are consistent with population growth and that the housing that's getting built and approved in cities is the kind of housing that people need in our community. These housing targets are really important to make sure that when someone's coming forward to propose to build housing in the community that they get supported by the city, and we're going to support the cities in getting that housing approved. We're also going to make it easier. We're going to pass a law that makes it easier for people-- as easy for someone to build a duplex or a triplex or a fourplex as it is to build a single-family home. Single-family homes are great. But it is the most expensive kind of housing. We need to build housing for

people that's more affordable, more attainable, especially if they're trying to get into the market or they want to downsize in retirement. And that's where these different kinds of housing come in. And unfortunately, if you want to do it right now, you have to go through lengthy processes in many cities across the province to get that kind of housing built. And so we're going to make it easier for that to happen as well.

Premier Eby: 10:02

Nanaimo is a fast-growing community. We also know that when more people arrive in a city like Nanaimo, that brings more demand on all kinds of services, including community centres, trails, other things that make life fun in the city. And Nanaimo got $16.1 million from our government from the Growing Communities Fund to help pay for essential services like that, to also support that growth that we know Nanaimo is seeing. You can tell, I know, s.22 that housing is a real passion for me because I see it every day in our province, the challenges that people are facing. But we've also recognized that the cost of land is a big driver of housing costs. And so we've, in our own government, gone on a process of identifying public land that we own. We're partnering with cities asking them to identify public land that they own, school boards, where there's an opportunity for us to build housing that's actually affordable and attainable in partnership either with First Nations, with school boards, with cities, or directly on provincial government land, affordable and attainable for the long term. So this is all happening right now. It's a very exciting time, but I agree with you. This is urgent for people in British Columbia.

MLA Babchuk: 11:18

Thank you, David. We're going to go to our first phone question right now. We have s.22 from Castlegar, who is live on the phone, with a question about cost of living. Go ahead, s.22

s.22 11:33

Hi. And thank you so much for doing this with us today. My question is welfare rates and disability. $500 now, and I appreciate the increase that you've given people, but that doesn't get people a room underneath somebody's porch right now.

Premier Eby: 11:56

Thanks, s.22 I don't know if that was the end of your question or if you got cut off there, but your question clearly was about support for people living with disabilities at the provincial level, including the shelter portion of disability support for people in British Columbia. There are a significant number of people in British Columbia living with disabilities and that face challenges getting housing that works for them. Part of this is about just physical access to buildings for people with mobility challenges. For example, stairways can be a barrier for people using a wheelchair. The width of a door is incredibly important, making sure that a washroom is built properly with grab bars so that people are able to access, housing that fits their specific needs. That's why we passed the Accessible BC Act in part. In terms of built buildings and buildings under construction in our province, making sure that people are able to access those buildings.

Premier Eby: 13:00
We have a critical piece in our future-ready plan, announcement to come, which includes additional investments to support people living with disabilities to get into the workforce, helping them work with employers to accommodate their disability while recognizing that people with disabilities have huge contributions to make to helping build our province. And for people that are unable to work because of their disability, we've increased income assistance and disability rates three times since 2017, for a total increase of $325 a month. And the increase of $175 per month in April was the largest increase ever. We also have additional rent supplements available to support people to address homelessness because we know people with disabilities that are on assistance do face a much greater risk of homelessness. And it's important to note that in this most recent budget, Kat and her team made sure that we were increasing the shelter rate by $125 a month. That's a 33% increase. And if you can believe it - and I'm sure, s.22 you can - that's the first increase in the province since 2007. And so there's a lot of work that's been done, but there's a lot more work to do in partnership with people with disabilities. And I can see Kat wants to get in on this, so over to you, Kat.

Minister Conroy: 14:20
Well, thanks, David. But I just want to say thanks to s.22 s.22

Premier Eby: 14:27
Do you know s.22 ?

Minister Conroy: 14:28
I knows.22 I recognize s.2 voice. This is my hometown.

Premier Eby: 14:31
[crosstalk].

Minister Conroy: 14:33
[crosstalk]. I know. s.22 -- yeah, this is a-- and then we get to talk to each other from way far away. I mean, we haven't seen each other in a long time. s.22 s.22 s.22 And I know that the increase that we've just done, as David said, is the first time since 2007, but we recognize that more needs to be done, and we're going to keep looking at that. s.22 I just wanted to say that. So thanks, s.22

Premier Eby: 15:02
Awesome, Kat. Thanks, s.22

MLA Babchuk: 15:09
Thank you, s.22 We'll be taking another caller shortly, but first, we have the results of our first poll question. We asked, what government services have you accessed in the last month? And the results of that poll were: healthcare, 68%; cost of living supports, 11%; transit, 8%; and other services, 13%. So we'll have another polling question coming up in the next little bit. But right now, we're

going to go to s.22 from Vernon with a question about drug addiction. Go ahead, Lynn.

s.22 15:49 Hello?

MLA Babchuk: 15:52 Hello. How are you?

Premier Eby: 15:52 Hi, s.22 How are you? Go ahead. I'm great.

s.22 15:54 Oh, I'm fine. I'm fine, but there's an awful lot of people in this province who are not fine. I'm very concerned about the number of drug deaths due to fentanyl in the supply. I would like to suggest that maybe the Premier and our Cabinet could consider a process in which the drug addicted could obtain their drugs from a safe supply at a pharmacy where it's tested, and that's not to say we shouldn't have rehab facilities available, but many, many, many of these people are so addicted, they're going to be dead before they can get into any kind of rehab and changing their lives around, as well as making sure that they get a safe supply to keep them alive. It would certainly stop the gangs that are out there that are taking advantage and causing violence and causing the deaths through these contaminated drug supplies. I'm really, really concerned about young people who get into this, and they don't realize it, and they're either completely addicted or dead before they can even consider having a life that's drug free. So, what would you say to that? I have been told there are some European countries where this is being done. And I don't think it encourages people to become drug addicts. What it does is it keeps people alive.

Premier Eby: 17:24 Yeah. Thanks, s.22 , and thanks for calling in from Vernon with this really important question. And I hear it in your voice, and I share your concern. I have a couple of young kids at home, and I worry about our kids in school and making one decision that could cost them their lives. The drugs are so toxic right now. There are not any drugs that are sold on the street that are not at risk of contamination with fentanyl and other lethal drugs. The number of deaths is horrifying. The families that have been affected by overdose-- the urgency is huge. And you hit on one part of our larger strategy to address this issue. There are people really struggling with addiction, and what we're trying to do with part of our strategy is to get between those predatory criminal drug dealers that you're talking about, s.22 the criminal gangs, get between them and this person struggling with addiction. Get a nurse practitioner in there, get a doctor in there, and start that work of connecting that person to services so that they can stay alive and then get into detox and treatment and start to rebuild their lives.

Premier Eby: 18:44 And part of that work is, in fact, about a safer supply, about making sure that the person doesn't die while we're trying to get them connected with treatment. This is a dramatic step. This is not something that has been done like this before, and in Canada, we're

trying this. And the goal here is, just like you're saying, to keep people alive. But we need to keep them alive to get them into treatment as well. And that's why in the budget, we have $1 billion that's dedicated to increasing availability of drug treatment and mental health treatment across the province from the most serious level of intervention with doctors and nurses in a hospital-like setting, the Red Fish Centre at the old Riverview site [inaudible]. But at that facility, these are the intensive residential mental health and addiction treatment, all the way to people need somebody in the community that's going to support them in their recovery journey because people need different interventions in order to be able to deal with this.

Premier Eby: 19:56 — And I do want to address just quickly, s.22 , your question about the criminal aspect of the people importing and selling fentanyl and other toxic drugs in our province. Last week, we took the keys for the Hells Angels Clubhouse in Nanaimo and two other cities in our province. We seized those properties, and we want a court judgment at the Court of Appeal to get those properties. We introduced unexplained wealth orders, to go after the money, these people operating known to police, criminal gang members in our province, to take their cars, to take their homes, and that legislation in front of our legislature right now to pass that new law because we will not be a province where people profit from the misery of families struggling with addiction, struggling with overdose, people in our streets right now. So we're taking action across the whole array of fronts, and I thank you very much for asking that question.

MLA Babchuk: 20:53 — Thank you. Thank you, s.22 Next, we have on the line s.22 from Victoria, who is live on the phone this evening with a question about seniors. Go ahead, s.22

s.22 21:06 — Hi. First of all, I'd like to thank you and your team for trying to turn things around here because we've got so many major issues that are occurring here. And my heart cries out for all of them. However, I'm a little bit concerned about nothing in the budget that I have seen for seniors. And I know in Victoria, we do have a lot of them. So with the homelessness and the cost of living, I'm really quite concerned that I see a future for many seniors having to live on the street. So rather than abating that situation, it's just going to get worse because who can live on a senior's pension? And then even if you do get a disability, then that's not much either. But just for seniors, that in general, there just doesn't seem to be a lot of support, and they're really slipping back with the increases that are happening. And I might add too that those that are renting but also those that are owning homes, a lot of them still have mortgages and taxes, etc.

Premier Eby: 22:16 — Thanks so much, s.22 A really important question. We do have an aging population here in British Columbia, a growing population of seniors, and absolutely, seniors have been hit by the housing crisis, low-income seniors in particular. And that's why we've taken steps to support seniors, in particular with a rent credit. It's called the

Shelter Aid For Elderly Renters, and anyone who's on the line who's a senior and you're struggling to make rent on your place, encourage you to reach out to your MLA's office and ask about the SAFER grant. And you might be thinking, "You know what? I did that, and my income level-- I didn't qualify." I encourage you to do it again because we've expanded access to this credit, so more seniors are now eligible for it. And it really has made a huge difference in a bunch of people's lives, but you have to apply for it. And one of the things we've seen is not as many people have been taking up as we'd like to see or that we would expect to see. So if there's a senior in your life, let them know about it. If you're struggling yourself, reach out to your MLA's office and get that information about that. We also have an important income-tested Renter's Tax Credit that's going to go to everybody, including seniors, as well as enhancements to the Climate Action Tax Credit. You have to file your income tax to be eligible for these. Even if you don't have any, you think that, "I don't need to because I don't have income," or something like that, you need to get that filed so that you're eligible for these credits as well.

Premier Eby: 23:59

One of the pieces that you didn't ask about s.22 is about healthcare. And certainly, as the population grows older, we need to make sure that people have access to the care they need. And one of the areas where specifically in healthcare we're seeing more and more demand is cancer care. As people age, it's more and more likely that at some point, they're going to face cancer in their life. So we put $800 million in the budget to assist the BC Cancer Agency and the BC Cancer Foundation to increase access to treatment. And I hope and I know there are people on the line from smaller communities. Some of this money through the foundation is going to go to transportation, supporting getting people struggling with cancer to and from medical appointments. That transportation issue is huge in rural British Columbia, especially for people going to medical appointments. But some of it also is for research so that we can in BC have access to those frontline, groundbreaking cancer treatments as patients in the first-round trials of these drugs. And that is something that also attracts the top oncologists from across Canada and the world if they want to come to where they can do that research, work on those cutting-edge treatments, some of which are being developed right here in BC with our biotech firms, and give people those tailored treatments that are extending life and in some cases eliminating cancer completely from people in what were previously untreatable cancers. It's unbelievable what's happening in terms of research. We need British Columbians to have access to this. And it wasn't unanimous in the legislature that we do this. There were parties that voted against this, but we believe very firmly that this is a worthwhile investment for our province, especially with an aging population.

Premier Eby: 25:46

So from housing access to the SAFER grant, we built 40,000 new homes, including a significant number for seniors, supportive and

affordable housing, long-term care housing, but also access to healthcare and expanding access to home care so that people can stay home longer and access that healthcare instead of going into long-term care at hospital. So many issues about seniors, so many challenges that seniors are facing, but so much contribution to our province and such a wonderful part of the fabric of our communities. I'm really glad that you asked that question. And yeah, Michele, throw it back to you for the next question.

MLA Babchuk: 26:30

Thank you very much, David. And thank you, s.22 for that question. Before we go to our next caller, we have another live poll question. Once again, for those listening in on their phone, you can press the button on your phone's keypad to indicate your answer, or for those participating online, you can participate by selecting the option on the left-hand side of the screen. This one is about what matters most to you and your family right now. The question is, what do you think the government's top priorities should be? Press one for strengthening healthcare, press two for getting more affordable housing built, press three for helping to reduce cost of living, press four for making communities safer, and press five for building a clean economy. I'll just repeat that. What do you think our government's top priorities should be? Press one for strengthening healthcare, press two for getting more affordable housing built, press three for helping to reduce the cost of living, press four for making communities safer, and press five for building a clean economy. We'll have those results in just a second. But right now, we will go to our next caller who is s.22 from Vancouver, who is live on the phone with a question about the housing crisis. Please go ahead, s.22

s.22 27:57

Hi there. I'm a small Vancouver-based property manager, and as a result, I'm quite aware of some of the worst artificial incentives that cause housing prices to skyrocket every month. I think that the largest, from my experience, is when rent increases are capped below inflation rates, which does not remotely cover rising expenses occurring on property managers every month. As a result, not only are landlords like myself forced to hike up market rent for new renters beyond what is reasonably affordable, which is pretty unfair, but developers are disincentivized to build purpose-built affordable rental housing, something this province is greatly in need of. Since the NDP has gotten into power, no action has seemingly being taken on this, and as a result, rent prices since [inaudible] installment as premium has effectively doubled and the proportional supply of rental housing scarcely reduced. Does your government have any plan to eliminate these price-rising incentives in the future, or will areas such as the Lower Mainland and Victoria just become unaffordable?

Premier Eby: 28:57

Oh, hey, s.22 Thank you so much for the question. And thanks for bringing that important perspective to the conversation here tonight. First of all, I just want to clarify a really important part of your question, which was about the construction of purpose-built

rental housing, and you suggested that because of government policy, people were less likely to invest in purpose-built rental housing in our province. In 2022, there were 14,546 purpose-built rentals constructed in the province. And a decade ago, that number was 1,948. So we're talking about a situation where we're building seven times the amount of rental housing that was built a decade ago. And we know as well though,s.22 that it's not enough. And it's not to take away from the core point that you're raising, which is that cost of living is affecting a bunch of different people in our province, including people who are renting out housing.

Premier Eby: 29:57

And so we're trying to find a balance here, and that's a challenging one. For people who are renting, who are looking for-- who are living in a place and they're renting, and you're calling from Vancouver, but really renting anywhere in the province, they're facing huge pressure from cost of living increases that they're seeing. And we do have a limit on the amount of rent that-- the amount of rent increases that landlords can impose in our province. During the pandemic, we had 0% one year. And we do recognize that that has put a challenge on landlords. But we also took that action to make sure that we didn't see people losing their homes when they lost their employment during the pandemic. To balance that, for landlords who are investing in their properties, you can make a new application to the Residential Tenancy Branch to recover some of those costs that you're incurring to improve your property.

Premier Eby: 30:50

What we want is to recognize those landlords that are investing in their properties, making them better, and recognizing that tenants benefit from that, and seeing rent increases connected to that. What we used to have was the process where the rents increased by inflation plus an additional 2%. And that was the same whether you were a landlord that was investing in your property and keeping it up or not. So we want to make sure that we're connecting those activities. And I take your point. We need more rental housing constructed. I talked a little bit earlier to somebody about the amount of population growth we've seen in the province and the demand for rental housing. So in the housing plan, we have new support for people who have a home who are thinking about becoming a landlord. To support them, the program will be announced-- the details later on to support them in creating a suite in their place so that they can rent it out. And in that way, we can create housing for people who are housing rich but income poor. They can create a stream of income for themselves. And the benefit from that will certainly be significant for British Columbia. So we're trying hard to find that balance, and I take your points really seriously,s.22 Thanks for providing housing in the province. And we got to find that balance between making sure we're supporting landlords and providing housing and supporting tenants in being able to afford that housing.

MLA Babchuk: 2:18 — Thank you for participating this evening, s.22 and thank you, David. Before we go to our next caller, I just want to remind participants that you can ask a question at any time by pressing three on your phone's keypad. So our next caller is s.22 from Nelson, who we have live on the phone with a question about keeping us safe. Welcome, s.22

s.22 32:41 — Thank you very much for having me. Can you hear me okay?

MLA Babchuk: 32:46 — Certainly. Go ahead.

Premier Eby: 32:47 — Sure, s.22 Go ahead. Yeah, absolutely. Yeah. We've got you.

s.22 32:51 — Okay. Good evening, Premier and Minister Conroy. Thank you for having me. My name is s.22 and I live in Nelson s.22 s.22 s.22 You promised us safer communities in November of 2022. s.22 s.22

s.22 Interior Health is pushing through a safe inhalation site without consultation in very close proximity with our children and elderly less than 20 meters away. s.2 would like to invite you and your cabinet ministers to participate in a provincially funded pilot program under the budget of 2023 for the Kootenay Boundary region. s.22 want to work together to provide treatment and wraparound services for people with addiction and also protecting people like my children, our business, and our home and keeping them safe. This table will include our mayor and council, our police chief, fire and ambulance, Interior Health, the indigenous people in our areas, our Chamber of Commerce, and the local communities and the residents within the region. My question to you, Mr. Premier, is will you participate?

Premier Eby: 34:02 — Well, thanks, s.22 . I mean, that sounds like a great proposal. This is exactly the kind of proposal that our government is looking for. Now, you talk about safe inhalation site, and for people who are not following this as closely, we had another caller earlier tonight concerned about overdose, concerned about people dying and giving them the opportunity to get into treatment. Safe consumption sites are something our government has been doing and has been supported by all parties in the legislature, except for the BC Conservatives, to recognize the urgency of the drug crisis, but it's not enough in itself. What we've done in the budget is allocate $1 billion around treatment, and that's detox treatments and supporting people and recovery communities with housing and supports. After they come out the other end, connecting them with employment, for example. And with all the stakeholders you've assembled, it sounds like a really great opportunity. I will definitely follow up. You've got an unbelievable local MLA there, Brittny Anderson. She is a champion of the local community. I'll connect

with Brittny, and she and I will come out, and we'll visit s.22 proposal. And I'm excited about that. And Kat Conroy, you are a neighbour in terms of Brittny's--

Minister Conroy: 35:17 A neighbour. [crosstalk]. Yeah.

Premier Eby: 35:19 And just [inaudible] for communities, I want to note that there's a new regional hub of a prosecutorial team that we've set up around the issue of repeat and chronic offenders, which is likely part of the issue you've identified, s.22 It's going to be working out of Cranbrook but serve the whole Kootenay region. And we think they're going to make a real difference in partnership with the federal government changing the bail rules back to make sure that we're able to hold chronic and repeat offenders in jail and ideally, get at that mental health and addiction issue that's driving that activity as well. So lots going on in your community. I appreciate s.22 bringing forward that initiative, and thanks for asking me about it. I look forward to talking to you about it.

MLA Babchuk: 36:07 Thank you, s.22 and thank you, Premier, and thank you, Kat. Our next question is an online question from s.22 from Sooke. And she asks, "Whatever happened to the $10-a-day daycare? Daycare rates are way too expensive, averaging over $1,000 per month before subsidy. $10-a-day daycare was one of the campaign promises when NDP came to power. When will it become reality?"

Premier Eby: 36:37 Oh wow. s.22 thank you so much for the question. I'm not sure why you would say before subsidy because one of the things that we're proudest of is our subsidy in partnership with the federal government to cut childcare costs in half for families. But I am literally sitting beside someone who has worked, who has eaten, breathed, slept the childcare issue, making sure that every British Columbian had access to high-quality, affordable childcare. I'm going to turn it right over to the Finance Minister Kat Conroy just to talk a little bit about some of what we've done, recognizing of course, always more to do.

Minister Conroy: 37:09 Oh, thank you, David. And, excuse me, thank you, s.22 for this question. And he's right. I'm passionate about it. I'm, in my past life, an early childhood educator and the former Minister of Children and Family, where we started the process for a 10-year program to introduce affordable childcare into our province. And we're at 5 years into the plan right now, but we have a significant number of people in our province who are paying $10 a day or less for childcare. And we know there's more to do, but we are making fee reductions for families. We know families who are saving as much as $900 a month per child. And that's putting significant money back into their pockets. Beginning of September this year, we're actually going to be cutting fees for school-aged children, saving families even more. And it's interesting because we know that last year, 75% of the job growth was women entering the workforce, and we know that they directly attributed that to our childcare plan. We've got

more to do. We're going to continue to fund new childcare spaces. We've added a historic 30,500 spaces since we started in 2018. And we know we need to expand more affordable and accessible childcare, but we also know we need more providers.

Minister Conroy: 38:18

We need more early childhood educators, professionals who are qualified to take care of kids, and that's why we're training more people to become early childhood educators, and we're supporting them with the cost of that training through bursaries. We also have moved early childhood education into the Ministry of Education because it's really important to acknowledge that early childhood education is just as important. Those preschool years are just as important as the kindergarten to grade 12 years. And it's a priority to make sure that school districts look at how can they include childcare in their facilities because what better way for parents than to take a child to their school system where they're going to do early childhood education and then move into the school system and in the same building and have mom and/or dad or whoever dropping off those kids at those facilities?

Minister Conroy: 39:12

So we're working with school districts. We're working with communities to make sure that we can build more childcare, expand the services, making sure we have the people that are trained to do the work, that are there providing that excellent care to our children, and making sure it's affordable because that's the thing that we have to do. And you're right, s.22 We are working hard to make sure that it's $10 a day or less. And we are going to continue to do that. So thank you for that question. And as you can see, we've got-- actually, we have two people in this room here that are pretty passionate about it because I know the Premier, he sends his kids-- his kids go to preschool and daycare too. And its remarkable what difference it makes in those little ones' lives. So thanks so much for the question.

MLA Babchuk: 39:58

Thanks, s.22 for your question online. And just for those who are participating online, just a reminder that you can submit a question through the online question submission box. We are going to go to our next poll question right now, which was, what should government's top priority be? The results of that are: reduced cost of living, 32%; strengthen healthcare, 30%; make community safer, 15%; build affordable housing, 14%; and build a clean economy, 9%. Thank you very much to everybody that participated in that. And we will go to our next live on-the-phone participant tonight, who is s.22 from Kelowna, who has a question about wait times in emergency. Please go ahead, s.22

s.22 40:50

Hello. Thank you for hearing me today. I'm going to just make a quick statement here and then ask a question. Now that we have undeniable data, thousands of personal stories of victims and confirmations from doctors and scientists, not only local doctors and scientists here in BC, worldwide, and that coupled with the crunch of the healthcare crisis that was caused by mandates - and since Bill C-

36 came in, we have lost even more doctors, nurses, and healthcare workers from these mandates - how do you propose that we can not only make restitution to but help find cures and help and good healthcare options as well as stop the denying of the vaccine injured right across Canada? Thousands--

MLA Babchuk: 41:58 Hello,s.22 And that sounds great.

Premier Eby: 42:00 Thanks--

MLA Babchuk: 42:00 So we're--

Premier Eby: 42:02 Thanks,s.22 Sorry, Michele. Cut you off there. You want to finish that thought, or you're going to throw it to me?

MLA Babchuk: 42:07 No, I'm going to throw it right to you. David?

Premier Eby: 42:11 Right on, right on. Thank you. Okay.s.22 thank you for your question about healthcare. I think we are from two distinct perspectives, if I can be polite, about the efficacy and need for vaccines in British Columbia and, specifically, the need for the vaccine mandates to prevent our healthcare system from being overwhelmed. I'm hearing from you that from your perspective, this impacted our healthcare system negatively. From my perspective, it saved a lot of lives, saved our healthcare system from being overwhelmed by people with COVID. And we might have to agree to disagree on that. Where we don't have to disagree is that our healthcare system needs support. And in particular, our healthcare workers need support. And not just moral support. They need more healthcare workers in our system because they have - it sounds like we agree - faced massive strains during the pandemic period.

Premier Eby: 43:10 So we recently reached an historic agreement in principle with the BC nurses, supporting nurses in our province, recognizing the foundational role that they play in our healthcare systems supporting patients, making sure that people get the care that they need, and finally, recognizing that work by saying, "We're going to work with you and make sure that you are not overwhelmed with a number of patients, that you have a fixed number of patients, that you know what to expect on a shift, and that if we don't hit those goals, that you're compensation reflects that extra strain and that extra stress." And we're going to work together on things like recruiting new nurses, training new nurses. And we have 600 spaces for new nurses opening up at post-secondary schools in the British Columbia. We have new programs with a registrar responsible for nurse credentialing to recognize the skills and abilities of internationally trained nurses so they can get to work in our hospitals. We have lots of healthcare professionals in our communities. We want them off the sidelines, providing care in our

hospitals.

Premier Eby: 44:11

And in terms of care in your community, we have a new urgent primary care clinic in Kelowna that's opening this fall in Rutland, actually. And it's got a couple purposes. One is to take pressure off emergency rooms with those less serious but still urgent matters that people need help with, but also help connect more patients with doctors, to attach them with doctors, with family doctors. We've got a new deal with the family doctors, really significant work underway, to support our healthcare professionals by which we will support all British Columbians and ensuring they have access to the healthcare that they need across the province, including where you live, in Kelowna. We don't have to agree on vaccines to agree that that's the right thing to do. And I think that's the best I can do on that, s.22 to be honest. But I really appreciate you asking the question.

MLA Babchuk: 45:09

Thank you very much. Our next question, we are going to go live on the phone to s.22 from Metchosin with a question about infrastructure. Please go ahead, s.22

s.22 45:21

Thank you. I really enjoy these conversations, and s.22 s.22 a topic was constantly bumped about the fact of more housing. The biggest problem is infrastructure. No water. And a lot of the municipalities have the same problem s.22 s.22 So the main problem is you have no infrastructure. You have to have that before you have a house. Water. Water is a very pertinent factor. You can raise the dams, and then you can flood all the farmlands in British Columbia. So what is your topic besides more houses? You have to go back to the beginning. Infrastructure has to be in place. Thank you.

Premier Eby: 46:13

s.22 you know what? I couldn't agree with you more. We have a significant infrastructure deficit in our province that was left to us by the previous government. I was up in Prince Rupert. And if you can believe it, that's the third busiest port in North America. The cargo that arrives at Prince Rupert goes all across North America. It's unbelievable what they do up there. That whole community is serviced by 100-year-old water pipes. They had one of those pipes collapse last winter, and they had to declare a state of emergency because they thought the whole water system was going to collapse. So we were up there with the mayor and council, the local MLA Jen Rice announcing that the province is going to fund the replacement of those water pipes. Water is essential to communities, and I know being from a smaller community, from Metchosin, you know the importance of water. A lot of our listeners [tonight?]-- the importance of local watersheds and access to water, front of mind for people.

Premier Eby: 47:15

We sent Metchosin, s.22 $2.4 million through the Growing Communities Fund to support them with growth. Now, Metchosin is not going to see the same growth that Victoria is going to see, but

Metchosin, like many communities across the province, are going to see growth, and the town needs that support from the provincial government. So even smaller communities like Metchosin saw that support, and we're going to make sure that when we're asking communities to take on this growth, that we're working with local leaders. We're not going to ask communities to take on growth that's going to threaten their water supply, for example, but we are going to say we need to recognize when there's a neighbourhood that used to have six people living in each house, and now there's one person or two people living in those houses. That is significant infrastructure that's still in place, the sewage pipes, the water pipes, the schools. That was all built for much larger populations. And so there's a lot of infrastructure that's going underused use as well. So we do need to make sure that we're using our infrastructure effectively, including all of the important facilities that make life good in British Columbia, the schools and the community centres and so on. But you make a very valid point. s.22 s.22 I'm sure you can empathize too with the frustration that some people feel about [inaudible] takes two or three years to build a new home when we need to be a lot faster than that, just given the housing crisis that we're in. So thank you so much for calling in.

MLA Babchuk: 48:50

Thank you very much, s.22 Our next participant on the phone tonight is s.22 from Parksville, who has a question about physicians on Vancouver Island. Please go ahead, s.22

s.22 49:01

Oh, yes. Good evening and thank you for taking my call. My question is in regard to what we certainly view as a very critical shortage of positions here on Vancouver Island especially. And there was an announcement recently from the federal government about 8.2 or 8.5 billion dollars to First Nations healthcare in British Columbia as opposed to healthcare for all citizens of British Columbia. Please understand, I do not want to be confrontational with this matter. I s.22 [As a?] question, I'm trying to understand the focus of a federal grant to a particular group as opposed to improving the healthcare for all the citizens of BC.

Premier Eby: 50:01

Thanks, s.22 for the question. I was a bit startled, frankly. I'm not familiar with that announcement. We are definitely pushing the federal government to bring additional resources to the table, especially in relation to Indigenous housing, First Nations housing, in the province. It's been a point of frustration, frankly. That's a squarely federal responsibility. They're not addressing that issue. A lot of Indigenous communities, people can't find a place to live. They're moving out of their communities in the nearest centre, and some folks are ending up homeless. And it's causing a lot of strain across the province that the feds are not doing that the way that they should. But specifically on the issue of healthcare, we did sign a very significant agreement with the federal government about healthcare. There was a multi-billion-dollar agreement, but it was

for healthcare for all British Columbians. It was about stabilizing our healthcare funding commitment from the federal government, which was good news that it's stable. But we've had to put significant additional investment into healthcare capacity in our province to respond to the challenges in our healthcare system right now.

Premier Eby: 51:11

And just to give you an example of what we're putting in and why I would be a bit surprised to hear that the feds have put $8 billion into First Nation's healthcare exclusively is in our most recent budget, we put $6.4 billion in new investments to strengthen the public healthcare system. And that's everything from the $1 billion for new mental health and addiction support, but also just $2.6 billion, just grappling with growing demand and increasing costs of delivering these services, almost $1 billion to recruit and retain our staff. So feel free to forward over the article or the reference for that, s.22 But I think I can reassure you that, certainly, in terms of healthcare funding, in our agreements with the federal government and generally, that they are for the benefit of all British Columbians, while recognizing that we have a serious piece of work to do with Indigenous communities around healthcare that works for those communities because there's a long history of mistrust and mistreatment, frankly, in the healthcare system of Indigenous people. So we got some work to do there too. But our focus is definitely on improving care for all British Columbians.

MLA Babchuk: 52:26

Thank you very much, David. And thank you, s.22 from Parksville. Our next caller on the phone today is s.22 from Victoria. He has a question about minimum wage. Go ahead, s.22

s.22 52:39

This is s.22 [inaudible] from Victoria. Thank you very much for taking the call. I have simple question, very simple, [limitation?] of time. British Columbia government have announced twice in the last two years including minimum wages. The staff of the agency as well as [inaudible] who have especially family members receive funding through [inaudible] BC. And they do not increase that funding to compensate or pay for the minimum wage increases. So how the Premier can justify about the increasing minimum wage to help people living below minimum wage while its own agencies do not get funding and the budget specifically identified for that purpose?

Premier Eby: 53:40

Thanks, s.22 I really appreciate the question. And it's moments like this that I'm very grateful for the fact that people are calling in, sharing their experience about government policy and their suggestions for improvement. For context, for other people who are listening in, the province recently announced that we're increasing minimum wage by $1.10 per hour. So that will be $16.75 per hour on June 1st. There's about 150,000 people in the province who work at minimum wage, and it is responsive to the increases we have seen in things like the cost of groceries, the cost of basics. It is a homelessness prevention initiative, absolutely. It helps people make rent. It helps them choose food that's healthy for them. It helps

them feed their families. 62% of minimum wage workers are women who earned minimum wage last year. So it's really important for us to do that work. But s.22 that doesn't take away from your key point, which is that there are families under government programs that hire their own care workers, or s.22
s.22
s.22 . I'm going to take that back and make sure that our programs are responsive to the issue that you've raised here. And I'm very grateful to you for bringing it forward tonight.

MLA Babchuk: 55:16 — Well, thank you. It wouldn't be [a program?] if somebody didn't tell me that I had to unmute at least once in the time. So thank you very much. And we are going to be moving on to our next caller here, but just want to thank everybody for joining us tonight and having all their questions ready to go. So our next on the line is s.22 from Nanaimo with a question about kids aging out of foster care. Please go ahead, s.22

s.22 55:41 — Hi. I just had a question. What more can we do to help support young adults that are aging out from an overcrowded, under supported system?

Premier Eby: 55:56 — Thanks, s.22 I'm going to throw this over to the Minister of Finance. This is a key area of interest of hers.

Minister Conroy: 56:02 — Hi, s.22 and thank you so much for this question. I have to tell you, when I became Minister of Children and Family and recognized the needs that are critical for kids in foster care and especially those aging out of care, because as we all know, that-- I have four kids, and when any of them turned 18, I certainly didn't say to them, "You're on your own. I'm never going to deal with you again." They're part of your life for the rest of your life. And kids in foster care are our responsibility. And to that end, we've made significant advances to ensure that we're helping those kids. And our budget, this year's budget, it actually expands for former youth in care, for all ages, that they can go to school after-- to get free tuition for school. We started that in 2017. Actually, it was one of the first announcements we made as government, is making post-secondary school-- waiving the tuition fees for kids that are in foster care, recognizing how important it is to get a leg up to go to school, and now we've expanded that to all kids.

Minister Conroy: 57:02 — We've also brought in new rent supplements for foster kids so that they can-- up to $600 extra a month to help them with rent because we recognize how expensive rent can be, and also some packages to help with things like furniture or dishes or something that-- I know as a mom, I've probably given a few of my kid's dishes and stuff like that because that's just what you do as a parent. So as government, we're helping foster kids to support them so that transition from the foster care to independence, it goes smoothly. We recognize that there's probably more we can do, but we want to make sure we're there to support those kids. And the new minister is very keen on

this, and that's why we've made sure we put more money into it. So thanks so much, s.22

Premier Eby: 57:50 — I'm just jumping in here, Kat, because I thought for sure you'd mention it because this was such a big deal for you personally about kids before they leave the care system, they're living with foster parents. I know you're--

Minister Conroy: 58:03 — Thank you. I--

Premier Eby: 58:03 — --being modest, but it's something you championed in the budget. You know what I'm talking about?

Minister Conroy: 58:07 — Yeah. I do. I do. We actually increased the rate that foster parents are getting by 47%. It's the biggest increase ever because we recognize-- I've talked to foster parents, and we recognize how many of them are struggling to make ends meet, and so helping them with some additional funds to be able to provide the services that foster care kids need has made such a difference. And we've talked, and we want to attract more foster parents who are good parents who want to provide that good solid care. So thank you for reminding me of that, David. Yes, it was something that actually--

Premier Eby: 58:45 — It's a big one.

Minister Conroy: 58:46 — It was a big one in the budget, and it really is-- it was a big deal because it was much needed and very well worth it in the long run for everybody, so making sure those foster parents got that increase. So thanks for reminding me. I believe I didn't just say it because--

Premier Eby: 59:02 — I was waiting for it.

Minister Conroy: 59:02 — I know. Yeah.

Premier Eby: 59:04 — Back to you, Michele.

MLA Babchuk: 59:06 — Thanks, David. Our next caller is s.22 from Comox, and she has a question about healthcare and rehab facilities. Please go ahead, s.22

s.22 59:18 — Okay. Thank you. Thank you for taking my call. And I want to say thank you for the initiative about Red Fish Treatment Centre on the Riverview campus, if you want to call it that. I think that's a really important step. So I'm very, very happy that that's in the works. I do have some questions about how long can a person be at a place like Red Fish, and how long will that care go on? And when they're discharged from such a treatment facility, how will they support it so that they don't end up back on the street or in some very unsafe housing situation?

Premier Eby: 01:00:03

Oh, thanks, s.22 And I'm going to have to defer on the very specific question of how long people stay in Red Fish. My understanding is they stay in until they're stable and they're able to go back into the community, but I'm going to make sure of that before I confirm that for you 100%. But Red Fish and the Red Fish Center on the Riverview lands and why we're looking at-- why we dedicated funding in the budget to open regional Red Fish Centres and other parts of the province is working really well. And one of the reasons why it's working really well for people who are struggling like that is it does have those wraparound medical supports for people, the most intensive level of support. And one of the things that we see is that people kind of-- they need that level of support, and then they stabilize, and they're ready to go into a lower level of support. And so we have-- but that kind of housing didn't exist. And so we've had to create this new level of housing called complex care housing, which is housing in community, but it has healthcare workers in it. It has support from a nurse, for example, or other healthcare professionals. So it's outside hospital. It's not that full-time residential care. It's housing in the community, but there are healthcare supports right there in the building provided by the health authority. So that complex care housing is rolling out across the province and was expanded, actually, in this budget. It's $169 million in this recent budget to expand it further.

Premier Eby: 01:01:33

And then from complex care housing, we have supportive housing, which is a step down again, with more support in the nature of social work, living support, connecting with employment, living independently kind of supports. People move up and down this kind of ladder of supports. Sometimes we're going to go back into hospital. The complex care housing is going to keep their housing unit till they stabilize and they can come back in. And the goal is to build this seamless transition all the way to the most intensive care and then back down as people stabilize their lives out into recovery communities that are going to be set up across the province where people can connect with employment services, people living in recovery to get the support that they need, living in recovery after dealing with addiction and serious mental health challenges. So there's so much there s.22 in your question, but I want to reassure you that we're looking at this as an integrated system. And your question is right on. Where do people go next? We're making sure that we have that seamless approach all the way through so that people don't drop through the cracks.

MLA Babchuk: 01:02:41

Thank you very much, s.22 And well, we've reached the end of our townhall this evening. We've had a lot of really great questions and contributions. But with the last few minutes remaining, are there any thoughts or closing remarks that you would like to share with the listeners, David?

Premier Eby: 01:02:58

Thanks, Michele. Yeah, got a note from the team. Clients of Red Fish stay up to nine months. The average is four and a half months. Good

	note there, just to clarify for[s.22] from Comox. Our commitment here is to get you answers, British Columbians. You call with questions, with concerns, with suggestions. The Minister of Finance here, Michele Babchuk, our MLA from the North Island doing a great job moderating. Thank you for spending time with us this evening. As I said, we know you've got a lot going on, and we're here to support you and your families with the challenges we're facing, but also to celebrate the opportunities, the hard work, and creativity of all British Columbians. Thank you for spending time with us tonight. And thank you to everybody who took the time out to ask a question whether live or online.
MLA Babchuk: 01:03:43	Thank you, David, Kat, and to all of you on the phone this evening. If you have any questions or concerns or feedback that you would like to share with David or Kat, you can do so by emailing us at PremierTownhall@gov.bc.ca. Just a reminder, you can email those questions, concerns, and feedback to PremierTownhall@gov.bc.ca. Thank you for joining us this evening and have a great night.

GENERAL SERVICE AGREEMENT

BRITISH COLUMBIA

For Administrative Purposes Only	
Ministry Contract No.: C24GCPE44532 *Requisition No.:* 44532 *Solicitation No.(if applicable):* N/A *Commodity Code:* UNSPSC.80101500 ***Contractor Information*** *Supplier Name:* PrimeContact Inc. *Supplier No.:* 2441760-001 *Telephone No.:* 1 (800) 578-9590 *E-mail Address:* james@primecontact.ca *Website:* https://primecontact.ca/	***Financial Information*** *Client:* 022 *Responsibility Centre:* 32G34 *Service Line:* 34420 *STOB:* 6001 *Project:* 3200000 ***Template version:*** *September 16, 2022* ***Corporate Contract Template issued by OCG under TB Directive 1/23***

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SCHEDULE A – SERVICES

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SCHEDULE G – SECURITY SCHEDULE

SCHEDULE H – TAX VERIFICATION

THIS AGREEMENT is dated for reference the 4th day of April, 2023.

BETWEEN:

PRIMECONTACT INC. (the "Contractor") with the following specified address and fax number:
Suite 287, 762 Upper James Street
Hamilton, ON L9C 3A2
james@primecontact.ca

AND:

HIS MAJESTY THE KING IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Finance, Government Communications and Public Engagement (the "Province") with the following specified address and fax number:
PO Box 9409 Stn Prov Govt
Victoria, BC V8W 9V1
jen.holmwood@gov.bc.ca

The Province wishes to retain the Contractor to provide the services specified in Schedule A and, in consideration for the remuneration set out in Schedule B, the Contractor has agreed to provide those services, on the terms and conditions set out in this Agreement.

As a result, the Province and the Contractor agree as follows:

1 DEFINITIONS

General

1.1 In this Agreement, unless the context otherwise requires:

(a) "Business Day" means a day, other than a Saturday or Sunday, on which Provincial government offices are open for normal business in British Columbia;

(b) "Incorporated Material" means any material in existence prior to the start of the Term or developed independently of this Agreement, and that is incorporated or embedded in the Produced Material by the Contractor or a Subcontractor;

(c) "Material" means the Produced Material and the Received Material;

(d) "Produced Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are produced or provided by the Contractor or a Subcontractor and includes the Incorporated Material;

(e) "Received Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are received by the Contractor or a Subcontractor from the Province or any other person;

(f) "Services" means the services described in Part 2 of Schedule A;

(g) "Subcontractor" means a person described in paragraph (a) or (b) of section 13.4; and

(h) "Term" means the term of the Agreement described in Part 1 of Schedule A subject to that term ending earlier in accordance with this Agreement.

Meaning of "record"

1.2 The definition of "record" in the *Interpretation Act* is incorporated into this Agreement and "records" will bear a corresponding meaning.

2 SERVICES

Provision of services

2.1 The Contractor must provide the Services in accordance with this Agreement.

Term

2.2 Regardless of the date of execution or delivery of this Agreement, the Contractor must provide the Services during the Term.

Supply of various items

2.3 Unless the parties otherwise agree in writing, the Contractor must supply and pay for all labour, materials, equipment, tools, facilities, approvals and licenses necessary or advisable to perform the Contractor's obligations under this Agreement, including the license under section 6.4.

Standard of care

2.4 Unless otherwise specified in this Agreement, the Contractor must perform the Services to a standard of care, skill and diligence maintained by persons providing, on a commercial basis, services similar to the Services.

Standards in relation to persons performing Services

2.5 The Contractor must ensure that all persons employed or retained to perform the Services are qualified and competent to perform them and are properly trained, instructed and supervised.

Instructions by Province

2.6 The Province may from time to time give the Contractor reasonable instructions (in writing or otherwise) as to the performance of the Services. The Contractor must comply with those instructions but, unless otherwise specified in this Agreement, the Contractor may determine the manner in which the instructions are carried out.

Confirmation of non-written instructions

2.7 If the Province provides an instruction under section 2.6 other than in writing, the Contractor may request that the instruction be confirmed by the Province in writing, which request the Province must comply with as soon as it is reasonably practicable to do so.

Effectiveness of non-written instructions

2.8 Requesting written confirmation of an instruction under section 2.7 does not relieve the Contractor from complying with the instruction at the time the instruction was given.

Applicable laws and policies

2.9 In the performance of the Contractor's obligations under this Agreement, the Contractor must comply with all applicable laws, and any policies communicated by the Province regarding access to and/or attendance at facilities owned, controlled or occupied by the Province. For greater certainty and without in any way limiting section 13.4, the Contractor must ensure that all of its employees, agents and Subcontractors comply with all such laws and policies in their performance of any obligations under this Agreement.

3 PAYMENT

Fees and expenses

3.1 If the Contractor complies with this Agreement, then the Province must pay to the Contractor at the times and on the conditions set out in Schedule B:

(a) the fees described in that Schedule;

(b) the expenses, if any, described in that Schedule if they are supported, where applicable, by proper receipts and, in the Province's opinion, are necessarily incurred by the Contractor in providing the Services; and

(c) any applicable taxes payable by the Province under law or agreement with the relevant taxation authorities on the fees and expenses described in paragraphs (a) and (b).

The Province is not obliged to pay to the Contractor more than the "Maximum Amount" specified in Schedule B on account of fees and expenses.

Statements of accounts

3.2 In order to obtain payment of any fees and expenses under this Agreement, the Contractor must submit to the Province a written statement of account in a form satisfactory to the Province upon completion of the Services or at other times described in Schedule B.

Withholding of amounts

3.3 Without limiting section 9.1, the Province may withhold from any payment due to the Contractor an amount sufficient to indemnify, in whole or in part, the Province and its employees and agents against any liens or other third-party claims that have arisen or could arise in connection with the provision of the Services. An amount withheld under this section must be promptly paid by the Province to the Contractor upon the basis for withholding the amount having been fully resolved to the satisfaction of the Province.

Appropriation

3.4 The Province's obligation to pay money to the Contractor is subject to the *Financial Administration Act*, which makes that obligation subject to an appropriation being available in the fiscal year of the Province during which payment becomes due.

Currency

3.5 Unless otherwise specified in this Agreement, all references to money are to Canadian dollars.

Non-resident income tax

3.6 If the Contractor is not a resident in Canada, the Contractor acknowledges that the Province may be required by law to withhold income tax from the fees described in Schedule B and then to remit that tax to the Receiver General of Canada on the Contractor's behalf.

Prohibition against committing money

3.7 Without limiting section 13.10(a), the Contractor must not in relation to performing the Contractor's obligations under this Agreement commit or purport to commit the Province to pay any money except as may be expressly provided for in this Agreement.

Refunds of taxes

3.8 The Contractor must:

(a) apply for, and use reasonable efforts to obtain, any available refund, credit, rebate or remission of federal, provincial or other tax or duty imposed on the Contractor as a result of this Agreement that the Province has paid or reimbursed to the Contractor or agreed to pay or reimburse to the Contractor under this Agreement; and

(b) immediately on receiving, or being credited with, any amount applied for under paragraph (a), remit that amount to the Province.

4 REPRESENTATIONS AND WARRANTIES

4.1 As at the date this Agreement is executed and delivered by, or on behalf of, the parties, the Contractor represents and warrants to the Province as follows:

(a) except to the extent the Contractor has previously disclosed otherwise in writing to the Province,

(i) all information, statements, documents and reports furnished or submitted by the Contractor to the Province in connection with this Agreement (including as part of any competitive process resulting in this Agreement being entered into) are in all material respects true and correct,

(ii) the Contractor has sufficient trained staff, facilities, materials, appropriate equipment and approved subcontractual or other agreements in place and available to enable the Contractor to fully perform the Services and to grant any licenses under this Agreement, and

(iii) the Contractor holds all permits, licenses, approvals and statutory authorities issued by any government or government agency that are necessary for the performance of the Contractor's obligations under this Agreement; and

(b) if the Contractor is not an individual,

(i) the Contractor has the power and capacity to enter into this Agreement and to observe, perform and comply with the terms of this Agreement and all necessary corporate or other proceedings have been taken and done to authorize the execution and delivery of this Agreement by, or on behalf of, the Contractor, and

(ii) this Agreement has been legally and properly executed by, or on behalf of, the Contractor and is legally binding upon and enforceable against the Contractor in accordance with its terms except as enforcement may be limited by bankruptcy, insolvency or other laws affecting the rights of creditors generally and except that equitable remedies may be granted only in the discretion of a court of competent jurisdiction.

5 PRIVACY, SECURITY AND CONFIDENTIALITY

Privacy

5.1 The Contractor must comply with the Privacy Protection Schedule attached as Schedule E.

Security

5.2 The Contractor must:

(a) make reasonable security arrangements to protect the Material from unauthorized access, collection, use, disclosure, alteration or disposal; and

(b) comply with the Security Schedule attached as Schedule G.

Confidentiality

5.3 The Contractor must treat as confidential all information in the Material and all other information accessed or obtained by the Contractor or a Subcontractor (whether verbally, electronically or otherwise) as a result of this Agreement, and not permit its disclosure or use without the Province's prior written consent except:

(a) as required to perform the Contractor's obligations under this Agreement or to comply with applicable laws;

(b) if it is information that is generally known to the public other than as result of a breach of this Agreement; or

(c) if it is information in any Incorporated Material.

Public announcements

5.4 Any public announcement relating to this Agreement will be arranged by the Province and, if such consultation is reasonably practicable, after consultation with the Contractor.

Restrictions on promotion

5.5 The Contractor must not, without the prior written approval of the Province, refer for promotional purposes to the Province being a customer of the Contractor or the Province having entered into this Agreement.

6 MATERIAL AND INTELLECTUAL PROPERTY

Access to Material

6.1 If the Contractor receives a request for access to any of the Material from a person other than the Province, and this Agreement does not require or authorize the Contractor to provide that access, the Contractor must promptly advise the person to make the request to the Province.

Ownership and delivery of Material

6.2 The Province exclusively owns all property rights in the Material which are not intellectual property rights. The Contractor must deliver any Material to the Province immediately upon the Province's request.

Matters respecting intellectual property

6.3 The Province exclusively owns all intellectual property rights, including copyright, in:

(a) Received Material that the Contractor receives from the Province; and

(b) Produced Material, other than any Incorporated Material.

Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province that irrevocably waive in the Province's favour any moral rights which the Contractor (or employees of the Contractor) or a Subcontractor (or employees of a Subcontractor) may have in the Produced Material and that confirm the vesting in the Province of the copyright in the Produced Material, other than any Incorporated Material.

Rights in relation to Incorporated Material

6.4 Upon any Incorporated Material being embedded or incorporated in the Produced Material and to the extent that it remains so embedded or incorporated, the Contractor grants to the Province:

(a) a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to exercise, in respect of that Incorporated Material, the rights set out in the *Copyright Act* (Canada), including the right to use, reproduce, modify, publish and distribute that Incorporated Material; and

(b) the right to sublicense or assign to third-parties any or all of the rights granted to the Province under section 6.4(a).

7 RECORDS AND REPORTS

Work reporting

7.1 Upon the Province's request, the Contractor must fully inform the Province of all work done by the Contractor or a Subcontractor in connection with providing the Services.

Time and expense records

7.2 If Schedule B provides for the Contractor to be paid fees at a daily or hourly rate or for the Contractor to be paid or reimbursed for expenses, the Contractor must maintain time records and books of account, invoices, receipts and vouchers of expenses in support of those payments, in form and content satisfactory to the Province. Unless otherwise specified in this Agreement, the Contractor must retain such documents for a period of not less than seven years after this Agreement ends.

8 AUDIT

8.1 In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect and, at the Province's discretion, copy any of the Material and the Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

9 INDEMNITY AND INSURANCE

Indemnity

9.1 The Contractor must indemnify and save harmless the Province and the Province's employees and agents from any loss, claim (including any claim of infringement of third-party intellectual property rights), damage award, action, cause of action, cost or expense that the Province or any of the Province's employees or agents may sustain, incur, suffer or be put to at any time, either before or after this Agreement ends, (each a "Loss") to the extent the Loss is directly or indirectly caused or contributed to by:

(a) any act or omission by the Contractor or by any of the Contractor's agents, employees, officers, directors or Subcontractors in connection with this Agreement; or

(b) any representation or warranty of the Contractor being or becoming untrue or incorrect.

Insurance

9.2 The Contractor must comply with the Insurance Schedule attached as Schedule D.

Workers compensation

9.3 Without limiting the generality of section 2.9, the Contractor must comply with, and must ensure that any Subcontractors comply with, all applicable occupational health and safety laws in relation to the performance of the Contractor's obligations under this Agreement, including the *Workers Compensation Act* in British Columbia or similar laws in other jurisdictions.

Personal optional protection

9.4 The Contractor must apply for and maintain personal optional protection insurance (consisting of income replacement and medical care coverage) during the Term at the Contractor's expense if:

(a) the Contractor is an individual or a partnership of individuals and does not have the benefit of mandatory workers compensation coverage under the *Workers Compensation Act* or similar laws in other jurisdictions; and

(b) such personal optional protection insurance is available for the Contractor from WorkSafeBC or other sources.

Evidence of coverage

9.5 Within 10 Business Days of being requested to do so by the Province, the Contractor must provide the Province with evidence of the Contractor's compliance with sections 9.3 and 9.4.

10 FORCE MAJEURE

Definitions relating to force majeure

10.1 In this section and sections 10.2 and 10.3:

(a) "Event of Force Majeure" means one of the following events:

(i) a natural disaster, fire, flood, storm, epidemic or power failure,

(ii) a war (declared and undeclared), insurrection or act of terrorism or piracy,

(iii) a strike (including illegal work stoppage or slowdown) or lockout, or

(iv) a freight embargo

if the event prevents a party from performing the party's obligations in accordance with this Agreement and is beyond the reasonable control of that party; and

(b) "Affected Party" means a party prevented from performing the party's obligations in accordance with this Agreement by an Event of Force Majeure.

Consequence of Event of Force Majeure

10.2 An Affected Party is not liable to the other party for any failure or delay in the performance of the Affected Party's obligations under this Agreement resulting from an Event of Force Majeure and any time periods for the performance of such obligations are automatically extended for the duration of the Event of Force Majeure provided that the Affected Party complies with the requirements of section 10.3.

Duties of Affected Party

10.3 An Affected Party must promptly notify the other party in writing upon the occurrence of the Event of Force Majeure and make all reasonable efforts to prevent, control or limit the effect of the Event of Force Majeure so as to resume compliance with the Affected Party's obligations under this Agreement as soon as possible.

11 DEFAULT AND TERMINATION

Definitions relating to default and termination

11.1 In this section and sections 11.2 to 11.4:

(a) "Event of Default" means any of the following:

(i) an Insolvency Event,

(ii) the Contractor fails to perform any of the Contractor's obligations under this Agreement, or

(iii) any representation or warranty made by the Contractor in this Agreement is untrue or incorrect; and

(b) "Insolvency Event" means any of the following:

(i) an order is made, a resolution is passed or a petition is filed, for the Contractor's liquidation or winding up,

(ii) the Contractor commits an act of bankruptcy, makes an assignment for the benefit of the Contractor's creditors or otherwise acknowledges the Contractor's insolvency,

(iii) a bankruptcy petition is filed or presented against the Contractor or a proposal under the *Bankruptcy and Insolvency Act* (Canada) is made by the Contractor,

(iv) a compromise or arrangement is proposed in respect of the Contractor under the *Companies' Creditors Arrangement Act* (Canada),

(v) a receiver or receiver-manager is appointed for any of the Contractor's property, or

(vi) the Contractor ceases, in the Province's reasonable opinion, to carry on business as a going concern.

Province's options on default

11.2 On the happening of an Event of Default, or at any time thereafter, the Province may, at its option, elect to do any one or more of the following:

(a) by written notice to the Contractor, require that the Event of Default be remedied within a time period specified in the notice;

(b) pursue any remedy or take any other action available to it at law or in equity; or

(c) by written notice to the Contractor, terminate this Agreement with immediate effect or on a future date specified in the notice, subject to the expiration of any time period specified under section 11.2(a).

Delay not a waiver

11.3 No failure or delay on the part of the Province to exercise its rights in relation to an Event of Default will constitute a waiver by the Province of such rights.

Province's right to terminate other than for default

11.4 In addition to the Province's right to terminate this Agreement under section 11.2(c) on the happening of an Event of Default, the Province may terminate this Agreement for any reason by giving at least 10 days' written notice of termination to the Contractor.

Payment consequences of termination

11.5 Unless Schedule B otherwise provides, if the Province terminates this Agreement under section 11.4:

(a) the Province must, within 30 days of such termination, pay to the Contractor any unpaid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that was completed to the Province's satisfaction before termination of this Agreement; and

(b) the Contractor must, within 30 days of such termination, repay to the Province any paid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that the Province has notified the Contractor in writing was not completed to the Province's satisfaction before termination of this Agreement.

Discharge of liability

11.6 The payment by the Province of the amount described in section 11.5(a) discharges the Province from all liability to make payments to the Contractor under this Agreement.

Notice in relation to Events of Default

11.7 If the Contractor becomes aware that an Event of Default has occurred or anticipates that an Event of Default is likely to occur, the Contractor must promptly notify the Province of the particulars of the Event of Default or anticipated Event of Default. A notice under this section as to the occurrence of an Event of Default must also specify the steps the Contractor proposes to take to address, or prevent recurrence of, the Event of Default. A notice under this section as to an anticipated Event of Default must specify the steps the Contractor proposes to take to prevent the occurrence of the anticipated Event of Default.

12 DISPUTE RESOLUTION

Dispute resolution process

12.1 In the event of any dispute between the parties arising out of or in connection with this Agreement, the following dispute resolution process will apply unless the parties otherwise agree in writing:

(a) the parties must initially attempt to resolve the dispute through collaborative negotiation;

(b) if the dispute is not resolved through collaborative negotiation within 15 Business Days of the dispute arising, the parties must then attempt to resolve the dispute through mediation; and

(c) if the dispute is not resolved through mediation within 30 Business Days of the commencement of mediation, the dispute must be referred to and finally determined by arbitration under the *Arbitration Act* and:

(i) the arbitration will be administered by the Vancouver International Arbitration Centre and will be conducted in accordance with its Rules of Arbitration;

(ii) there will be a single arbitrator; and

(iii) British Columbia law is the applicable law.

Location of arbitration or mediation

12.2 Unless the parties otherwise agree in writing, an arbitration or mediation under section 12.1 will be held in Victoria, British Columbia.

Costs of mediation or arbitration

12.3 Unless the parties otherwise agree in writing or, in the case of an arbitration, the arbitrator otherwise orders, the parties must share equally the costs of a mediation or arbitration under section 12.1 other than those costs relating to the production of expert evidence or representation by counsel.

13 MISCELLANEOUS

Delivery of notices

13.1 Any notice contemplated by this Agreement, to be effective, must be in writing and delivered as follows:

(a) by fax to the addressee's fax number specified on the first page of this Agreement, in which case it will be deemed to be received on the day of transmittal unless transmitted after the normal business hours of the addressee or on a day that is not a Business Day, in which cases it will be deemed to be received on the next following Business Day;

(b) by hand to the addressee's address specified on the first page of this Agreement, in which case it will be deemed to be received on the day of its delivery; or

(c) by prepaid post to the addressee's address specified on the first page of this Agreement, in which case if mailed during any period when normal postal services prevail, it will be deemed to be received on the fifth Business Day after its mailing.

Change of address or fax number

13.2 Either party may from time to time give notice to the other party of a substitute address or fax number, which from the date such notice is given will supersede for purposes of section 13.1 any previous address or fax number specified for the party giving the notice.

Assignment

13.3 The Contractor must not assign any of the Contractor's rights or obligations under this Agreement without the Province's prior written consent. Upon providing written notice to the Contractor, the Province may assign to any person any of the Province's rights under this Agreement and may assign to any "government corporation", as defined in the *Financial Administration Act*, any of the Province's obligations under this Agreement.

Subcontracting

13.4 The Contractor must not subcontract any of the Contractor's obligations under this Agreement to any person without the Province's prior written consent, excepting persons listed in the attached Schedule C. No subcontract, whether consented to or not, relieves the Contractor from any obligations under this Agreement. The Contractor must ensure that:

(a) any person retained by the Contractor to perform obligations under this Agreement; and

(b) any person retained by a person described in paragraph (a) to perform those obligations

fully complies with this Agreement in performing the subcontracted obligations.

Waiver

13.5 A waiver of any term or breach of this Agreement is effective only if it is in writing and signed by, or on behalf of, the waiving party and is not a waiver of any other term or breach.

Modifications

13.6 No modification of this Agreement is effective unless it is in writing and signed by, or on behalf of, the parties.

Entire agreement

13.7 This Agreement (including any modification of it) constitutes the entire agreement between the parties as to performance of the Services.

Survival of certain provisions

13.8 Sections 2.9, 3.1 to 3.4, 3.7, 3.8, 5.1 to 5.5, 6.1 to 6.4, 7.1, 7.2, 8.1, 9.1, 9.2, 9.5, 10.1 to 10.3, 11.2, 11.3, 11.5, 11.6, 12.1 to 12.3, 13.1, 13.2, 13.8, and 13.10, any accrued but unpaid payment obligations, and any other sections of this Agreement (including schedules) which, by their terms or nature, are intended to survive the completion of the Services or termination of this Agreement, will continue in force indefinitely subject to any applicable limitation period prescribed by law, even after this Agreement ends.

Schedules

13.9 The schedules to this Agreement (including any appendices or other documents attached to, or incorporated by reference into, those schedules) are part of this Agreement.

Independent contractor

13.10 In relation to the performance of the Contractor's obligations under this Agreement, the Contractor is an independent contractor and not:

(a) an employee or partner of the Province; or

(b) an agent of the Province except as may be expressly provided for in this Agreement.

The Contractor must not act or purport to act contrary to this section.

Personnel not to be employees of Province

13.11 The Contractor must not do anything that would result in personnel hired or used by the Contractor or a Subcontractor in relation to providing the Services being considered employees of the Province.

Key Personnel

13.12 If one or more individuals are specified as "Key Personnel" of the Contractor in Part 4 of Schedule A, the Contractor must cause those individuals to perform the Services on the Contractor's behalf, unless the Province otherwise approves in writing, which approval must not be unreasonably withheld.

Pertinent information

13.13 The Province must make available to the Contractor all information in the Province's possession which the Province considers pertinent to the performance of the Services.

Conflict of interest

13.14 The Contractor must not provide any services to any person in circumstances which, in the Province's reasonable opinion, could give rise to a conflict of interest between the Contractor's duties to that person and the Contractor's duties to the Province under this Agreement.

Time

13.15 Time is of the essence in this Agreement and, without limitation, will remain of the essence after any modification or extension of this Agreement, whether or not expressly restated in the document effecting the modification or extension.

Conflicts among provisions

13.16 Conflicts among provisions of this Agreement will be resolved as follows:

(a) a provision in the body of this Agreement will prevail over any conflicting provision in, attached to or incorporated by reference into a schedule, unless that conflicting provision expressly states otherwise; and

(b) a provision in a schedule will prevail over any conflicting provision in a document attached to or incorporated by reference into a schedule, unless the schedule expressly states otherwise.

Agreement not permit nor fetter

13.17 This Agreement does not operate as a permit, license, approval or other statutory authority which the Contractor may be required to obtain from the Province or any of its agencies in order to provide the Services. Nothing in this Agreement is to be construed as interfering with, or fettering in any manner, the exercise by the Province or its agencies of any statutory, prerogative, executive or legislative power or duty.

Remainder not affected by invalidity

13.18 If any provision of this Agreement or the application of it to any person or circumstance is invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provision to any other person or circumstance will not be affected or impaired and will be valid and enforceable to the extent permitted by law.

Further assurances

13.19 Each party must perform the acts, execute and deliver the writings, and give the assurances as may be reasonably necessary to give full effect to this Agreement.

Additional terms

13.20 Any additional terms set out in the attached Schedule F apply to this Agreement.

Tax Verification

13.21 Any terms set out in the attached Schedule H apply to this Agreement.

Governing law

13.22 This Agreement is governed by, and is to be interpreted and construed in accordance with, the laws applicable in British Columbia.

14 INTERPRETATION

14.1 In this Agreement:

(a) "includes" and "including" are not intended to be limiting;

(b) unless the context otherwise requires, references to sections by number are to sections of this Agreement;

(c) the Contractor and the Province are referred to as "the parties" and each of them as a "party";

(d) "attached" means attached to this Agreement when used in relation to a schedule;

(e) unless otherwise specified, a reference to a statute by name means the statute of British Columbia by that name, as amended or replaced from time to time;

(f) the headings have been inserted for convenience of reference only and are not intended to describe, enlarge or restrict the scope or meaning of this Agreement or any provision of it;

(g) "person" includes an individual, partnership, corporation or legal entity of any nature; and

(h) unless the context otherwise requires, words expressed in the singular include the plural and *vice versa*.

15 EXECUTION AND DELIVERY OF AGREEMENT

15.1 This Agreement may be entered into by a separate copy of this Agreement being executed by, or on behalf of, each party and that executed copy being delivered to the other party by a method provided for in section 13.1 or any other method agreed to by the parties.

The parties have executed this Agreement as follows:

SIGNED on the 8th day of April, 2023 by the Contractor (or, if not an individual, on its behalf by its authorized signatory or signatories):	SIGNED on the 11th day of April, 2023 on behalf of the Province by its duly authorized representative:
Signature(s)	Signature
Dan Agnew Print Name(s)	**Marie Della Mattia** Print Name
VP Print Title(s)	**Deputy Minister** Print Title

Schedule A – Services

PART 1. TERM:

1. The term of this Agreement commences on April 12, 2023 and ends on May 31, 2023.

PART 2. SERVICES:

Outputs

The Contractor must provide services as it relates to telephone and online public engagement Town Hall meeting(s), which include:

a) **150,000 Invite Fully Hosted Telephone Engagement Town Hall** *(includes 5,000 inbound participant minutes)*:
   i. Dialing out to and inviting up to 75,000 residential numbers to participate;
   ii. Texting and inviting up to 75,000 mobile numbers to participate;
   iii. Personalized caller ID, Direct Inward Dialling (DID) number with voicemail to be played when participants call back;
   iv. One (1) Call Moderator (including Pre-Chat), one (1) Town Hall Manager, one (1) Town Hall Technician, and six (6) Question Screeners;
   v. Full reporting and recordings;
   vi. Up to 4 polling questions; and
   vii. Town Hall event transcription.

b) **Online Engagement with Audio Streaming Broadcast**:
   i. Branded page for the public to register with a custom URL;
   ii. Presenters audio streamed online and fully integrated with the telephone Town Hall;
   iii. Live questions facilitated with call-in number displayed, direct to question screeners;
   iv. Embedded PowerPoint managed by the Contractor, on the branded online portal;
   v. Complete audio recording of the Town Hall to be provided;
   vi. Online live event audience participation survey questions; and
   vii. Online question submission box.

c) **Pre-Invite Voice Broadcast Message** *(75,000 invites)*:
   i. Sent two (2) to four (4) days prior to the Town Hall to increase event profile, with an opt-out option.

d) **Pre-Invite Text SMS Message** *(75,000 invites, 160 characters maximum)*

e) **Mobile Subscription Data Rental**

f) **Real-Time Closed Captioning for Live Streaming**

g) **Post Town Hall SMS to Mobile Participants** *(160 characters maximum)*

h) **Town Hall Rehearsal**:
   i. Up to 60-minute rehearsal to review the PowerPoint presentation and acclimatize the Province to the Town Hall format (includes video and technical testing).

Inputs

The Contractor must provide the time, materials, equipment, facilities, and expertise required to produce the deliverables, stated above.

Outcomes

Through the delivery of the Services the Province wishes to realize the following outcomes and, without limiting the obligation of the Contractor to comply with other provisions of this Part, the Contractor must use commercially reasonable efforts to achieve them:

- Connect citizens with the Province through the Town Hall, and encourage participation and connection.

The parties acknowledge that the Contractor does not warrant that these outcomes will be achieved.

Reporting requirements

- The Contractor must report to the Province representative on a frequent basis (i.e., daily, weekly) as needed and provide verbal and email updates on work planned, work in-progress, work completed, and any issues/risks to the proposed work and timeline.

PART 3. RELATED DOCUMENTATION:

Not applicable.

PART 4. KEY PERSONNEL:

Not applicable.

Schedule B – Fees and Expenses

1. MAXIMUM AMOUNT PAYABLE:

Maximum Amount: Despite sections 2 and 3 of this Schedule, $37,975.00 is the maximum amount which the Province is obliged to pay to the Contractor for fees and expenses under this Agreement (exclusive of any applicable taxes described in section 3.1(c) of this Agreement).

2. FEES:

Fees: at the following rates for each deliverable provided by the Contractor as Services during the Term:

Description	Price (1 Town Hall)
Deliverable a): 150,000 Invite Fully Hosted Telephone Engagement Town Hall	$17,080.00
Deliverable b): Online Engagement with Audio Streaming Broadcast	$3,475.00
Deliverable c): Pre-Invite Voice Broadcast Message	$1,125.00
Deliverable d): Pre-Invite Text SMS Message	$5,250.00
Deliverable e): Mobile Subscription Data Rental	$5,000.00
Deliverable f): Real-Time Closed Captioning for Live Streaming	$4,995.00
Deliverable g): Post Town Hall SMS to Mobile Participants	$1,050.00
TOTAL:	**$37,975.00**

3. EXPENSES:

Expenses: None.

4. STATEMENTS OF ACCOUNT:

Statements of Account: In order to obtain payment of any fees and expenses under this Agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), the Contractor must deliver to the Province on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to the Province containing:

(a) the Contractor's legal name and address;

(b) the date of the statement, and the Billing Period to which the statement pertains;

(c) the Contractor's calculation of all fees claimed for that Billing Period, including a declaration by the Contractor of all deliverables provided during the Billing Period for which the Contractor claims fees and a description of the applicable fee rates;

(d) a chronological listing, in reasonable detail, of any expenses claimed by the Contractor for the Billing Period with receipts attached, if applicable, and, if the Contractor is claiming reimbursement of any GST or other applicable taxes paid or payable by the Contractor in relation to those expenses, a description of any credits, rebates, refunds or remissions the Contractor is entitled to from the relevant taxation authorities in relation to those taxes;

(e) the Contractor's calculation of any applicable taxes payable by the Province in relation to the Services for the Billing Period;

(f) a description of this Agreement;

(g) a statement number for identification; and

(h) any other billing information reasonably requested by the Province.

5. PAYMENTS DUE:

Payments Due: Within 30 days of the Province's receipt of the Contractor's written statement of account delivered in accordance with this Schedule, the Province must pay the Contractor the fees and expenses (plus all applicable taxes) claimed in the statement if they are in accordance with this Schedule. Statements of account or contract invoices offering an early payment discount may be paid by the Province as required to obtain the discount.

Schedule C – Approved Subcontractor(s)

Not applicable.

Schedule D – Insurance

1. The Contractor must, without limiting the Contractor's obligations or liabilities and at the Contractor's own expense, purchase and maintain throughout the Term the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

   (a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must

      (i) include the Province as an additional insured,

      (ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change, and

      (iii) include a cross liability clause.

2. All insurance described in section 1 of this Schedule must:

   (a) be primary; and

   (b) not require the sharing of any loss by any insurer of the Province.

3. The Contractor must provide the Province with evidence of all required insurance as follows:

   (a) within 10 Business Days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance;

   (b) if any required insurance policy expires before the end of the Term, the Contractor must provide to the Province within 10 Business Days of the policy's expiration, evidence of a new or renewal policy meeting the requirements of the expired insurance in the form of a completed Province of British Columbia Certificate of Insurance; and

   (c) despite paragraph (a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

4. The Contractor must obtain, maintain and pay for any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in this Schedule in the Contractor's sole discretion.

Schedule E – Privacy Protection Schedule

Definitions

1. In this Schedule,

   (a) "**Act**" means the *Freedom of Information and Protection of Privacy Act* including any regulation made under it;

   (b) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (c) "**personal information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement;

   (d) "**privacy course**" means the Province's online privacy and information sharing training course or another course approved by the Province; and

   (e) "**public body**" means "public body" as defined in the Act;

   (f) "**third party request for disclosure**" means a subpoena, warrant, order, demand or request from an authority inside or outside of Canada for the unauthorized disclosure of personal information to which the Act applies;

   (g) "**service provider**" means a person retained under a contract to perform services for a public body; and

   (h) "**unauthorized disclosure of personal information**" means disclosure of, production of or the provision of access to personal information to which the Act applies, if that disclosure, production or access is not authorized by the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with the Province's statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with the Contractor's statutory obligations under the Act with respect to personal information.

Acknowledgements

3. The Contractor acknowledges and agrees that

   (a) it is a service provider and, as such, the requirements and restrictions established by Part 3 of the Act apply to the Contractor in respect of personal information;

(b) unless the Agreement otherwise specifies, all personal information in the custody of the Contractor is and remains under the control of the Province; and

(c) unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect, use, disclose or store personal information that relates directly to and is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Collection of Personal Information

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that relates directly to and is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

5. The Contractor must collect personal information directly from the individual the information is about unless:

(a) the Province provides personal information to the Contractor;

(b) the Agreement otherwise specifies; or

(c) the Province otherwise directs in writing.

6. Where the Contractor collects personal information directly from the individual the information is about, the Contractor must tell that individual:

(a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the contact information of the individual designated by the Province to answer questions about the Contractor's collection of personal information.

Privacy Training

7. The Contractor must ensure that each individual who will provide services under the Agreement that involve the access, collection or creation of personal information will complete, at the Contractor's expense, the privacy course prior to that individual providing those services.

8. The requirement in section 7 will only apply to individuals who have not previously completed the privacy course.

Accuracy of Personal Information

9. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for Access to Information

10. If the Contractor receives a request for access to information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement

expressly requires the Contractor to provide such access. If the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of Personal Information

11. Within 5 Business Days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

12. When issuing a written direction under section 11, the Province must advise the Contractor of the date the correction request was received by the Province in order that the Contractor may comply with section 13.

13. Within 5 Business Days of correcting or annotating any personal information under section 11, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was received by the Province, the Contractor disclosed the information being corrected or annotated.

14. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of Personal Information

15. Without limiting any other provision of the Agreement, the Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including without limitation by ensuring that the integrity of the personal information is preserved. Without limiting the general nature of the foregoing sentence, the Contractor will ensure that all personal information is securely segregated from any information under the control of the Contractor or third parties to prevent unintended mixing of personal information with other information or access to personal information by unauthorized persons and to enable personal information to be identified and separated from the information of the Contractor or third parties.

Storage of and Access to Personal Information

16. The Contractor must comply with the requirements under the Act concerning storage of personal information outside of Canada, including, if required by the Province, by supporting the Province with completion of such assessments as may be required by law.

17. The Contractor must not change the location where personal information is stored without receiving prior authorization of the Province in writing.

18. Without limiting any other provision of the Agreement, the Contractor will implement and maintain an access log documenting all access to personal information, including a list of all persons that access any personal information. The Contractor will provide a copy of the access log to the Province upon request.

Retention of Personal Information

19. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

20. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement. For clarity, unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not anonymize, aggregate or otherwise alter or modify personal information, including by converting personal information into non-personal information, or analyze personal information (whether by manual or automated means) for any purpose, including for the purpose of developing insights, conclusions or other information from personal information.

Metadata

21. Where the Contractor has or generates metadata as a result of services provided to the Province, where that metadata is personal information, the Contractor will:

    (a) not use it or disclose it to any other party except where the Agreement otherwise specifies; and

    (b) remove or destroy individual identifiers, if practicable.

Disclosure of Personal Information

22. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

23. If in relation to personal information, the Contractor:

    (a) receives a third-party request for disclosure;

    (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a third-party request for disclosure; or

    (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a third-party request for disclosure,

    subject to section 24, the Contractor must immediately notify the Province.

24. If the Contractor receives a third-party request described in section 23(a) or (b) but is unable to notify the Province as required by section 23, the Contractor must instead:

    (a) use its best efforts to direct the party making the third-party request to the Province;

    (b) provide the Province with reasonable assistance to contest the third-party request; and

    (c) take reasonable steps to challenge the third party-request, including by presenting evidence with respect to:

        (i) the control of personal information by the Province as a public body under the Act;

(ii) the application of the Act to the Contractor as a service provider to the Province;

(iii) the conflict between the Act and the third-party request; and

(iv) the potential for the Contractor to be liable for an offence under the Act as a result of complying with the third-party request.

Notice of Unauthorized Disclosure

25. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information, the Contractor must immediately notify the Province.

Compliance with the Act and Directions

26. The Contractor must in relation to personal information comply with:

(a) the requirements of the Act applicable to the Contractor as a service provider, including any regulation made under the Act and the terms of this Schedule; and

(b) any direction given by the Province under this Schedule.

27. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

28. The Contractor will provide the Province with such information as may be reasonably requested by the Province to assist the Province in confirming the Contractor's compliance with this Schedule.

Notice of Non-Compliance

29. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply in any respect, with any provision in this Schedule, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

30. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

31. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

32. Any reference to "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with the requirements of the Act applicable to them.

33. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

34. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act, including any regulation made under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

35. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of the Agreement or the law of any jurisdiction outside Canada.

36. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Schedule F – Additional Terms

The parties agree as follows:

1. Section 1.1 of the Agreement is amended by:

   (a) adding, immediately following the definition of "Business Day", the following definitions:

   "(b) "Contractor Data" has the meaning set out in section 6.5(b);

   (c) "Contractor Material" means the Contractor Software and the Contractor Data;

   (d) "Contractor Software" has the meaning set out in section 6.5(a);";

   (b) adding, immediately following the definition of "Material", the following definition:

   "(g) "Mobile Subscriber Data" means the contact data comprised of the unique subscriber identification numbers for mobile users compiled by the Contractor;";

   (c) deleting the definition of "Produced Material" and replacing it with the following definition:

   "(h)"Produced Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are produced or provided by the Contractor or a Subcontractor and includes the Incorporated Material but does not include the Contractor Material;";

   (d) adding, immediately following the definition of "Received Material", the following definition:

   "(j) "Residential Landline Data" means the contact data comprised of the unique identification numbers for landline users compiled by the Contractor;"; and

   (e) re-lettering the remaining definitions accordingly.

2. Article 6 of the Agreement is amended by adding, immediately following section 6.4, the following section:

   "Contractor Material

   6.5 The Contractor exclusively owns all intellectual property rights, including copyright, in:.

   (a) all software and applications used by the Contractor to provide the Services (the "Contractor Software"; and

   (b) the Mobile Subscriber Data and the Residential Landline Data (the "Contractor Data").

   The parties acknowledge and agree that the Contractor grants no right, interest, license, assignment, transfer, or other entitlement with respect to the Contractor Software or Contractor Data."

3. The provisions of this Schedule F will prevail over any conflicting provisions in the body of the Agreement.

4. The provisions of this Schedule F will survive the expiration or sooner termination of this Agreement.

Schedule G – Security Schedule

Definitions

1. In this Schedule:

(a) "**Device**" means any device to manage, operate or provide the Services or to connect to any Systems or any Province system or network, or that is capable of storing any Protected Information, and includes any workstation or handheld device the Contractor authorizes Personnel to use in relation to this Agreement;

(b) "**Facilities**" means the physical locations (excluding those of the Province) the Contractor uses to provide the Services, or to house Systems or records containing Protected Information;

(c) "**Least Privilege**" means the principle requiring that each subject in a system be granted the most restrictive set of privileges (or lowest clearance) needed for the performance of authorized tasks so as to limit the damage that can result from accident, error or unauthorized use;

(d) "**Need-to-Know**" means the principle where access is restricted to authorized individuals whose duties require such access and not merely because of status, rank or office;

(e) "**Personnel**" means all individuals hired or used by the Contractor and Subcontractors to perform the Contractor's obligations under this Agreement, including unpaid volunteers and the Contractor or a Subcontractor if an individual;

(f) "**Policies**" means the intentions and directions of an organization or part of it, as expressed in record form by its top management (including, for example, policies, directions, standards, practices, procedures and guidelines);

(g) "**Protected Information**" means any and all:

(i) "personal information" as defined in the Privacy Protection Schedule if attached;

(ii) information and records of information the Contractor is required to treat as confidential under this Agreement; and

(iii) records, the integrity or availability of which are to be preserved by the Contractor under this Agreement, which in the case of records not falling within (i) or (ii), are marked or instructed by the Province to be so preserved or otherwise treated as "Protected Information" under this Agreement;

(h) "**Security Event Logs**" means any logs (also known as audit records) of events, notifications or alerts that any component of any Device or other device (not limited to security device), or any Systems or other system or software is technically capable of producing in relation to its status, functions and activities that may be used for such purposes as security investigations, auditing, monitoring and determining security incidents (examples of components capable of producing such logs include firewalls, intrusion prevention systems, routers, switches, content filtering, network traffic flow logs, networks, authentication services, directory services, dynamic host configuration protocols, dynamic naming services, hardware platforms, virtualization platforms, servers, operating systems, web servers, databases, applications, application firewalls);

(i) "**Systems**" means any systems, subsystems, equipment, infrastructure, networks, management networks, servers, hardware and software the Contractor uses in relation to this Agreement, including for managing, operating or providing the Services, but excluding any the Province owns or makes available to the Contractor for the Contractor to use in relation to this Agreement;

(j) "**Tenancy**" means those components of the Systems that:

(i) directly access and store Protected Information,

(ii) relate to Protected Information or the Province's tenancy activities, or

(iii) are customer facing and managed by the Province in its use of the Services; and

(k) "**Tenancy Security Event Logs**" means Security Event Logs that relate to Tenancy, including:

(i) log-on/log-off information about Province user activities, and

(ii) application logs, web server log, file server logs, database logs of applications, web servers, file servers or database servers or any other logs that directly store, access or contain Protected Information.

Additional obligations

2. The Contractor must comply with Appendix G1 if attached.

PERSONNEL

Confidentiality agreements

3. The Contractor must not permit any person the Contractor hires or uses to access or obtain any Protected Information unless that person is contractually bound to the Contractor in writing to keep Protected Information confidential on terms no less protective than the terms applicable to the Contractor under this Agreement.

Personnel security screening

4. The Contractor may only permit individual Personnel to have access to any Protected Information or other asset of the Province (including to any system, network or device the Province makes available to the Contractor) in relation to this Agreement, if, after:

(a) verifying their identity and relevant education, professional qualifications and employment history;

(b) completing a criminal record check that is updated at least every five years;

(c) requiring Personnel to proactively disclose criminal offences to the Contractor unless prohibited by applicable law;

(d) performing any additional screening this Agreement or applicable law may require; and

(e) performing any additional background checks the Contractor considers appropriate,

the Contractor is satisfied that the individual does not constitute an unreasonable security risk.

5. If any criminal record check or proactive disclosure reveals a prior criminal offence or pending criminal matter, the Contractor must make a reasonable determination of whether the applicable person constitutes an unreasonable security risk, taking into consideration the duties of the individual and the type and sensitivity of information to which the individual may be exposed.

6. If the Contractor is an individual, the Province may subject the Contractor to the screening requirements in this Schedule.

Personnel information security training

7. Unless otherwise specified in this Agreement, the Contractor must ensure all Personnel complete any relevant information security training, at the Contractor's expense, before they provide any Services, or receive or are given access to any Protected Information or any system, device or secure facility of the Province, and thereafter at least annually.

Security contact

8. If not set out elsewhere in this Agreement, the Contractor (but not a Subcontractor) must provide in writing to the Province the contact information for the individual who will coordinate compliance by the Contractor and all Subcontractors and act as a direct contact for the Province on matters relating to this Schedule.

Supply chain

9. The Contractor must ensure that the security requirements of those in its upstream and downstream supply chain are documented, followed, reviewed, and updated on an ongoing basis as applicable to this Agreement.

GENERAL POLICIES AND PRACTICES

Information security policy

10. The Contractor must have an information security Policy that is:

    (a) based on recognized industry standards; and

    (b) reviewed and updated at least every three years.

Compliance and Standard for Security Controls

11. Unless this Agreement otherwise specifies, the Contractor must apply controls and security management practices to manage or operate Protected Information and Systems, Devices, and Facilities that are compliant with or equivalent to the following Province's Policies accessible at https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures:

    (a) "Information Security Policy";

    (b) government wide IM/IT Standards; and

    (c) sector or ministry specific IM/IT Standards, if any applicable to the Province ministry, agency or other representative receiving the Services.

Contractor security risk assessments

12. The Contractor must undertake a security threat and risk assessment against an industry security standard before placing any new or materially changed Systems or services into production.

Change control and management

13. The Contractor must:

(a) implement and maintain change control processes for Facilities, Systems and Devices in line with applicable security best practices to reduce security-related risks with respect to implemented significant changes; and

(b) ensure that adequate testing of any change is completed before the change is put into production.

Backups and restores

14. The Contractor must ensure that:

(a) it has a backup Policy that is followed and is reviewed, updated and tested at least annually;

(b) backups are taken and tested in accordance with the Contractor's backup Policy, but in any event at least annually; and

(c) frequency and completeness of backups is based on reasonable industry practice.

Business continuity plan and disaster recovery plan

15. The Contractor must ensure that it has a documented business continuity plan and a disaster recovery plan that is reviewed at least annually.

16. The Contractor must ensure that Facilities and Systems are protected from loss, damage or other occurrence, including fire and environmental hazards and power interruptions, that may result in any of those Facilities and Systems being unavailable when required to provide the Services.

Security Incident Response and Management

17. The Contractor must ensure that it has a security incident management Policy and response plan that is reviewed at least annually.

PROTECTED INFORMATION AND DATA SECURITY

Encryption

18. The Contractor must ensure that:

(a) encryption of data at rest is implemented and is maintained in effect, uninterrupted, and active at all times, even in the case of equipment or technology failure, for all Protected Information stored on Systems and Devices; and

(b) encryption end-to-end is implemented for all Protected Information in transit.

No storage on unencrypted portable media

19. The Contractor must ensure that no Protected Information is stored on portable media for transport outside of the Facilities or Systems without both the prior written approval of the Province and ensuring that the portable media and the Protected Information are encrypted.

Encryption standard

20. For sections 18 and 19, encryption must comply with the Province's "Cryptographic Standards for Information Protection" accessible at https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures.

Isolation controls and logical isolation of data

21. The Contractor must implement and maintain the logical isolation of Protected Information, in effect, uninterrupted, and active at all times, even in the case of equipment or technology failure.

ACCESS AND AUTHENTICATION

User Identifiers

22. The Contractor must assign and ensure that user identifiers are unique and personal for log in to Systems and Devices.

Access

23. The Contractor must implement, follow, and regularly review and update, access control Policies that address, without limitation, onboarding, off-boarding, transition between roles, regular access reviews, limit and control use of administrator privileges and inactivity timeouts for Facilities, Systems and Devices within the Contractor's control.

24. The Contactor must ensure that all access to Protected Information and to Facilities, Systems and Devices is based Least Privilege and Need-to-Know" based on role and responsibilities. The Contractor must identify and segregate conflicting duties and areas of responsibility to reduce incidents of fraud and other abuse.

25. The Contractor must verify an individual's identity before assigning the individual a unique identifier that would give them access to Facilities, Systems or Devices.

26. The Contractor must implement a formal user registration process for Personnel that includes:

    (a) verification of access levels;

    (b) creating and maintaining records of access privileges;

    (c) audit processes; and

    (d) actions to ensure access is not given before approval is granted by the Contractor.

27. The Contractor must maintain a current and accurate inventory of computer accounts and review the inventory on a regular basis to identify dormant, fictitious or unused accounts.

28. The Contractor must implement a monitoring process to oversee, manage and review Personnel access rights and roles at regular intervals.

29. The Contractor must ensure that all Systems and Devices:

    (a) are configured in alignment with industry standards;

    (b) enforce a limit of consecutive invalid logon attempts by a user during a predetermined time period;

    (c) automatically lock the applicable account and Systems after failed logon failures;

    (d) limit the number of concurrent sessions;

    (e) prevent further access to Systems by initiating a session lock; and

    (f) provide the capability of disconnecting or disabling remote access to the Systems.

Authentication

30. The Contractor must use or require complex passwords or personal identification numbers (PINs) that are not shared, default or blank and that are encrypted (not displayed) when entered, biometric accesses, keys, smart cards, other logical or access controls, or combinations of them, to control access to Protected Information and to Systems and Devices.

31. The Contractor must ensure that Systems for password-based authentication:

    (a) enforce minimum password complexity, including requiring passwords to be case sensitive, contain a minimum of eight characters and a combination of upper-case letters, lower-case letters, numbers, and/or special characters;

    (b) change authentication passwords regularly at predetermined intervals, but at a minimum semi-annually;

    (c) store and transmit only encrypted representations of passwords;

    (d) enforce password minimum and maximum lifetime restrictions;

    (e) prohibit password reuse;

    (f) prevent reuse of identifiers; and

    (g) disable the identifier after ninety days of inactivity.

Highly sensitive Protected Information

32. If this Agreement or the Province under this Agreement indicates that any Protected Information is highly sensitive, the Contractor must also ensure that Systems enforce with respect to that Protected Information:

    (a) two-factor authentication for access;

    (b) enhanced logging that logs all accesses;

    (c) request based access; and

    (d) no standing access rights.

SECURITY EVENT LOGS

Log generation, log retention and monitoring

33. The Contractor must ensure that logging of Security Event Logs is enabled on all applicable Systems components

34. The Contractor must retain Security Event Logs for the Systems online for a minimum of 90 days and either online or off-line for an additional period of time adequate to enable the Contractor to conduct effective security investigations into suspected or actual security incidents.

35. The Contractor must retain Tenancy Security Event Logs online for a minimum of 90 days and either:
    (a) such additional period of time as the Province may instruct; or
    (b) ensure that the Tenancy offers the technical capability for the Province to retain the Tenancy Security Event Logs,

to enable the Province to comply with an information schedule approved under the *Information Management Act* or other retention period required by law.

36. Upon the Province's request, the Contractor must ensure that the Tenancy offers the technical capability for the Province to enable or configure the forwarding, extraction, backup of Tenancy Security Event Logs from the Tenancy to the Province's security information and event management system or to an external log storage and retention system.

37. The Contractor must review Security Event Logs regularly to detect potential security incidents, using automated tools or equivalent processes for the monitoring, review, correlating and alerting of Security Event Logs.

PROVINCE PROPERTY

Access to Province facilities, systems or networks

38. If the Province makes available any facilities, systems, networks or devices for use of the Contractor in relation to this Agreement, the Contractor must comply with, and permit access on its behalf only by those authorized Personnel who have been instructed to comply with, the Province's Policies then applicable to their acceptable use, access and protection accessible at https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures, including:

    (a) "Appropriate Use Policy" (as also referenced in chapter 12 of the Province's "Core Policy and Procedures Manual");

    (b) "Information Security Policy";

    (c) government wide IM/IT Standards; and

    (d) sector or ministry specific IM/IT Standards, if any applicable to the Province ministry, agency or other representative receiving the Services.

39. The Province has the rights to:

    (a) not make any particular Province facility, system, network or device available before the Contractor or individual Personnel or both agree to a form of agreement acceptable to the Province on acceptable use, protection of, and access to, such facility, system, network or device, or at all;

    (b) not permit connection to any particular Province system or network until satisfied with the controls applied and the security status of the Device to be connected;

    (c) keep facilities access logs and Security Event Logs, and to otherwise monitor and analyze use of Province facilities, systems and networks to verify compliance, investigate suspected or actual breaches or information incidents and protect the Province's assets, including records, in compliance with applicable laws, including the *Freedom of Information and Protection of Privacy Act* and *Information Management Act*, and the Province's Policies; and

    (d) limit or revoke access to any Province systems, facility or device at its discretion.

Application development

40. If the Services include software development, the Contractor must ensure that the applications and programming interfaces are developed according to industry standards and Province's Policies applicable to application development standards. The Contractor must use secure application development practices for the development of the software.

FACILITIES, SYSTEMS, DATABASE AND DEVICE SECURITY

Physical security

41. The Contractor must ensure that adequate physical controls and processes are implemented to ensure that only authorized persons have physical access to the Facilities and Systems.

42. The Contractor must develop, document, and disseminate a physical and environmental protection Policy that it reviews at least annually.

43. The Contractor must review physical access logs at least once monthly.

44. The Contractor must ensure that physical security of any Systems or Facilities being used or capable of being used to house Protected Information meets a standard as would be reasonably expected to provide adequate protection based on the value of the data being protected and the environment in which the Systems or Facilities are located. At a minimum, this should include:

    (a) hardening of the perimeter of the Facilities;

    (b) physical separation of public and restricted spaces;

    (c) Intrusion Alarm System (IAS) partitioned to ensure areas containing Protected Information are protected at all times;

    (d) Access Control Systems (ACS) and/or Key Management processes; and

    (e) visitor and identity management processes – including access logs and identification badges.

Separation of production from test environments

45. The Contractor must not use any production data in any development, test or training environments used for the Services without the Province's prior written consent. If the Province gives such consent, the production data must, at minimum, be obfuscated (for example, by using data masking functionality).

46. The Contractor must keep its development, test and training environments separate from its production environments used for the Services at all times, even in case of failure.

Systems (including servers) hardening

47. The Contractor must:

    (a) harden all Systems against attack and misuse, using appropriate security best practices for the hardening of the specific deployed platform, before placing those Systems into production;

    (b) ensure that all unsecured and unneeded ports, services, applications, protocols and network communicating applications are uninstalled or disabled on all Systems;

    (c) applying Least Privilege, ensure that the Contractor only configures and makes operational ports, services, applications, protocols and network communicating applications based on the functional requirements of the respective Systems;

    (d) ensure that default passwords and shared accounts are not used for any Systems; and

(e) in relation to Systems, implement server hardening using configuration security best practices (for example, Center for Internet Security, Inc. (CIS) Benchmarks or equivalent) for any server operating systems, server virtualization, server middleware (for example, web servers and database servers) and application servers.

Perimeter controls (firewall and intrusion prevention system) and network security

48. The Contractor must:

(a) implement stateful packet inspection firewalls to control traffic flow to and from Systems and Tenancy at all times, and configure the stateful packet inspection firewalls applying security best practices and Least Privilege;

(b) implement an intrusion prevention System to control and filter traffic flow leaving and entering Systems and Tenancy at all times, and configure the intrusion prevention System applying security best practices; and

(c) implement a secure network perimeter and network segmentation for Systems, with ingress and egress points that are known and controlled.

Application firewall

49. The Contractor must implement application layer firewalls on Systems:

(a) at such level of protection as the Province may instruct ; and

(b) to detect and mitigate application attacks (for example, brute force, OWASP Top 10, SQL injection, cross site scripting).

Management network

50. The Contractor must ensure that for any Systems:

(a) the management network remains logically separated from any other zone and is not directly accessible from the Internet;

(b) the management network is internally segmented, with each server's dedicated network interface on its own segmented network and that interfaces on the management network do not have visibility to each other; and

(c) all access to the management network is strictly controlled and exclusively enforced though a secure access gateway, bastion host or equivalent.

Remote management and secure access gateway

51. The Contractor must perform any remote management of Systems or Devices in a secure manner, using encrypted communication channels and adequate access controls.

Database security

52. The Contractor must ensure that for any Systems:

(a) database maintenance utilities that bypass controls are restricted and monitored;

(b) there is a formal approval process in place for handling requests for disclosure of database contents or for database access, including steps to evaluate privacy impacts and security risks of such requests; and

(c) methods to check and maintain the integrity of the data are implemented (for example, consistency checks and checksums).

53. For database security, the Contractor must implement logical isolation and encryption of Protected Information.

Device security and antivirus scanning

54. The Contractor must ensure all Devices:

(a) have antivirus and malware protection as appropriate for the particular Device active at all times;

(b) are configured to perform antivirus scans at least once per week;

(c) have host based firewall configured, enabled and active at all times; and

(d) have all patches and appropriate security updates installed for the operating system and all installed software.

VULNERABILITY PREVENTION, SCANNING AND MANAGEMENT

Proactive management

55. The Contractor must:

(a) obtain information in a timely basis about technical vulnerabilities relating to Systems and Devices; and

(b) implement processes to stay current with security threats.

Patching

56. The Contractor must patch all Systems regularly in line with security best practices and ensure that current software, operating systems and application patching levels are maintained.

57. The Contractor must ensure that all Systems have all patches installed on a regular schedule, within the time frame recommended by the manufacturer unless the Province otherwise consents in writing.

58. The Contractor must ensure that vulnerabilities are remedied and patches installed on an accelerated basis for zero-day, critical and high vulnerabilities. For zero-day vulnerabilities, the Contractor must implement appropriate mitigation measures promptly on notification of the zero-day vulnerability. The Contractor must remediate zero-day, high and critical vulnerabilities through patching, decommission, or compensating controls.

59. The Contractor must patch high vulnerabilities within 30 days or less of discovery and patch medium vulnerabilities within 90 days or less of discovery.

Vulnerability Scanning

60. The Contractor must ensure that a vulnerability scan is completed on components of all Systems:

(a) with any identified vulnerabilities remedied, before being placed into production; and

(b) on a regular schedule, set at a minimum of one scan per quarter, unless the Province otherwise consents in writing.

Web application vulnerability scanning

61. The Contractor must ensure that a vulnerability scan is completed on any web applications used for Tenancy or in any other Systems:

(a) and on any major changes to such web applications, with any identified vulnerabilities remedied, before being placed into production; and

(b) on a regular schedule, set at a minimum of one scan per quarter, unless the Province otherwise consents in writing.

Antivirus and malware scanning

62. The Contractor must ensure that all Systems servers:

(a) have antivirus and malware protection configured, active and enabled at all times;

(b) have antivirus and malware definitions updated at least once a day; and

(c) are configured to undergo a full anti-virus scan for latent infections (to detect infections missed by the real-time agent) at least once a week.

DISPOSALS

Asset disposal

63. The Contractor must ensure that all disposals of assets used in providing or relating to the Services are done in a secure manner that ensures that Protected Information cannot be recovered.

Asset management

64. The Contractor must have asset management and disposal Policies that are followed, and reviewed and updated regularly in line with security best practices, and that address hardware, software and other critical business assets.

65. The Contractor must keep an asset management inventory that includes the name of the System, location, purpose, owner, and criticality, with assets added to inventory on commission and removed on decommission.

Information destruction and disposal

66. Unless this Agreement otherwise specifies, the Contractor must retain all records containing Protected Information in the Contractor's possession until instructed by the Province in writing to dispose or deliver them as instructed.

67. The Contractor must securely erase:

(a) records that contain Protected Information and Tenancy Security Event Logs when instructed in writing by the Province; and

(b) any backup, transitory and extra copies of records that contain Protected Information or Tenancy Security Event Logs when no longer needed in relation to this Agreement.

68. The Contractor must ensure that Protected Information and Tenancy Security Event Logs on magnetic media are securely wiped by overwriting using procedures and adequate media wiping solutions, degaussing, or other method in line with security best practices for disposal of media.

NOTICES, INCIDENTS AND INVESTIGATIONS

Notice of demands for disclosure

69. In addition to any obligation the Contractor may have to notify or assist the Province under applicable law or this Agreement, including the Privacy Protection Schedule if attached, if the Contractor is required (including under an enactment or a subpoena, warrant, order, demand or other request from a court, government agency or other legal authority) to produce, provide access to or otherwise disclose any Protected Information, the Contractor must, unless prohibited by applicable law, immediately notify and provide reasonable assistance to the Province so the Province may seek a protective order or other remedy to prevent or limit the disclosure.

E-discovery and legal holds

70. The Contractor must fully co-operate with the Province to enable the Province to comply with e-discovery and legal hold obligations.

Incidents

71. In addition to any obligation the Contractor may have under applicable law, including the *Freedom of Information and Protection of Privacy Act*, or this Agreement, if, during or after the Term, the Contractor discovers a suspected or actual unwanted or unexpected event or series of events that threaten the privacy or security of Protected Information (including its unauthorized access, collection, use, disclosure, alteration, storage or disposal) or Tenancy, whether accidental or deliberate, the Contractor must:

(a) immediately report the particulars of such incident to, and follow the instructions of, the Province, confirming any oral report with a notice in writing to the Province as soon as reasonably practicable (if unable to contact the Province's contract manager or other designated contact for this Agreement, the Contractor must follow the procedure for reporting and managing information incidents on the Province's website at https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/information-security/information-incidents; and

(b) make every reasonable effort to recover the records containing Protected Information and contain and remediate such incident, following such reasonable instructions as the Province may give.

Investigations support and security investigations

72. The Contractor must:

(a) conduct security investigations in the case of incidents (including any security breach or compromise) affecting Devices, Facilities, Systems, Tenancy or Protected Information, collecting evidence, undertaking forensic activities and taking such other actions as needed;

(b) provide the Province with any related investigation reports, which the Contractor may sanitize first;

(c) upon the Province's request, provide the Province with any logs relating to such investigation reports as validation/confirmation of such investigation, which the Contractor may sanitize first; and

(d) maintain a chain of custody in all such security investigations it undertakes.

73. Upon the Province's request, the Contractor must:

(a) provide investigative support to the Province to enable the Province to conduct its own security investigations into incidents (including security breaches or compromises) affecting the Tenancy or Protected Information;

(b) provide the Province with timely access via an on-line, real-time GUI (Graphic User Interface) facility to any Tenancy Security Event Logs and to other Security Event Logs for Systems (the latter of which the Contractor may sanitize first to mask or remove, for example, data pertaining to the Contractor's customers) to assist the Province in conducting the Province's security investigations, or in case of technical limitations, other method acceptable to the Province (for example, on-site visits to enable direct access to those Security Event Logs).

74. The Contractor must work with and support the Province if the Province needs assistance in legal proceedings in relation to security investigations related to Protected Information or Tenancy.

Province Security Threat and Risk Assessment ("STRA") support

75. The Contractor must, via its technical and security resources, support the Province in completing a STRA for the Services and to otherwise assess the risks associated with the Services, including by providing all information and documentation (for example, architecture diagrams, service architecture, controls architecture and technical information), which the Contractor may sanitize first and that the Province may reasonably require for such purpose.

Notification of changes

76. The Contractor must notify the Province of any changes to its security Policies, management practices and security controls described in this Agreement that may potentially negatively impact the security of Tenancy, Protected Information, or those Systems providing the Services.

Compliance verification

77. Upon the Province's request, the Contractor must provide, at no additional cost, the following security reports to the Province at least every six months during the Term:
(a) vulnerability scan reports of those Systems providing the Services; and
(b) patch status reports for those Systems providing the Services.

78. In addition to any other rights of inspection the Province may have under this Agreement or under statute, the Province has the rights, at any reasonable time and on reasonable notice to the Contractor, to:

(a) request the Contractor to verify compliance with this Schedule and to keep security controls documentation or records to support compliance; and
(b) enter on the Contractor premises and Facilities to inspect and to validate the Contractor's compliance with the security obligations under this Agreement

79. The Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section. If any non-compliance or deficiency is found, the Province may (in addition to any other rights it may have) require the Contractor, at the Contractor's expense, to develop and implement a corrective action plan within a reasonable time.

Notice of non-compliance

80. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars

of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

MISCELLANEOUS

Interpretation

81. In this Schedule, unless otherwise specified, references to sections by number are to sections of this Schedule.

82. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under this Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

83. Any reference to a specified Policy refers to it as may be revised or replaced from time to time.

84. If a provision of this Schedule conflicts with a documented process required by this Schedule to be created or maintained by the Contractor, the provision of the Schedule will prevail to the extent of the conflict.

Referenced documents

85. Policies and other documents of the Province referenced in this Schedule may be updated or replaced by the Province from time to time without notice, and if not found at the hyperlink or URL provided or via the Province's main website at http://www.gov.bc.ca, be obtained from the Province's contact for this Agreement.

Survival

86. Sections 63, 66, 67, 68, 69, 70, and 71 and other obligations of the Contractor in this Schedule which, by their terms or nature, are intended to survive the completion of the Services or the termination of this Agreement, will continue in force indefinitely subject to any applicable limitation period prescribed by law, even after this Agreement ends.

Schedule H – Tax Verification Schedule

Not applicable.

PrimeContact Inc.

762 Upper James St.
Suite 287
Hamilton, Ontario
L9C 3A2

INVOICE

GST/HST No. *812336204*

THE PRIMECONTACT GROUP

Invoice To
BC Government - Ministry of Finance Attn: GCPE Finance 4th Floor, 617 Government Street PO Box 9409 Stn Prov Govt Victoria, BC V8W 9V1 Canada

Date of Service	Invoice #	Contact	Payment Terms	Additional info	Payment Methods
4/18/2023	2023-5561	DH	Net 30		E-transfer, EFT, Wire

Description	Subtotal
BC Government - Ministry of Finance Held - Tuesday, April 18, 2023 Ministry Contact No: C24GCPE44532 150,000 Invite Fully Hosted Outbound Telephone Townhall Dialing out to and inviting up to 75,000 Residential Numbers to Participate Texting and inviting up to 75,000 Mobile Numbers to Participate Personalized Caller ID - DID# with VM to be played when participants call back 1 – Call Moderator (including Pre-Chat) 1 – TownHall Manager 1 – TownHall Technician 6 – Question Screeners Full Reporting & Recordings Up to 4 polling questions Full Session - Up to 60 minutes Includes 5,000 Inbound Participant Minutes Note: Inbound Minutes beyond those provided are 20 cents per minute per person	17,080.00
With Online Engagement – Live Stream Broadcast BC Government/Ministry branded page for the public to register with a custom URL Presenters can be audio streamed online fully integrated with the Telephone TownHall Live questions facilitated with call in-number displayed, direct to question screeners Embedded PrimeContact Staff-Managed PowerPoint on the Branded Online Portal Complete audio recording of TownHall to be prepared and sent to client Online Live Event Audience Participation Survey Questions Online Question Submission Box	3,475.00
Pre-Invite Voice Broadcast Message Sent 2 to 4 days prior to the TownHall to increase event profile 75,000 Invites @ 1.5 Cents per Number	1,125.00

Ministry Contact No:C24GCPE44532	**Sub Total**
	Tax Total
	Total
MAKE ALL CHEQUES PAYABLE TO **"PrimeContact Inc."**	**Payments/Credits**
	Balance Owing

Toll Free 800.578.9590 - Fax 905.296.1709 - PrimeContact.ca - info@PrimeContact.ca

PrimeContact Inc.

762 Upper James St.
Suite 287
Hamilton, Ontario
L9C 3A2

INVOICE

GST/HST No. *812336204*

THE PRIMECONTACT GROUP

Invoice To
BC Government - Ministry of Finance Attn: GCPE Finance 4th Floor, 617 Government Street PO Box 9409 Stn Prov Govt Victoria, BC V8W 9V1 Canada

Date of Service	Invoice #	Contact	Payment Terms	Additional info	Payment Methods
4/18/2023	2023-5561	DH	Net 30		E-transfer, EFT, Wire

Description	Subtotal
Pre-Invite Text SMS Message **Sent to 75,000 Mobile Numbers [160 characters max] @ 7 Cents per**	**5,250.00**
Residential and Mobile Subscription Data Rental **The most up to date residential numbers will be provisioned by PrimeContact through licensed Canadian Directory Data. Through our research department, PrimeContact will provide MRSD numbers for accurate cellular numbers for texting.**	**5,000.00**
Real Time Closed Captioning for Live Streaming **During the live streaming of the Virtual TownHall, real time closed captioning will be available for participants to view on the TownHall registration page**	**4,995.00**
Post TownHall SMS to Mobile Participants [max participation of 20%; 160 characters max] **A sms message will be sent after the TownHall to those mobile numbers that participated.**	**1,025.00**
GST 5%	**1,897.50**
PST (BC) on sales	**2,656.50**

Ministry Contact No:C24GCPE44532

Sub Total	**CAD 37,950.00**
Tax Total	**CAD 4,554.00**
Total	**CAD 42,504.00**
Payments/Credits	**CAD 0.00**
Balance Owing	**CAD 42,504.00**

MAKE ALL CHEQUES PAYABLE TO
"PrimeContact Inc."

Toll Free 800.578.9590 - Fax 905.296.1709 - PrimeContact.ca - info@PrimeContact.ca

THE PRIMECONTACT GROUP

Virtual TownHall
Set-Up Package

THE PRIMECONTACT GROUP

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Introduction

A Virtual TownHall Meeting is a live forum which allows a client to connect with thousands of individuals simultaneously for a conversation over the phone. It combines features of a conference call with the functionality of a talk radio show.

Individuals are sent a message inviting them to stay on the phone and participate in a Live Virtual TownHall. During the meeting, people will have the opportunity to take part with the opportunity to ask live questions, answer polling questions, leave messages upon the conclusion of the meeting and other options.

Throughout Virtual TownHall, if participants are interested in asking questions, they can press a button and be placed in a question queue. Professional screeners will summarize the questions for the client and then place the caller back in the Virtual TownHall. The client, who has access to a web interface, will have options to rate and choose which questions to take as they can see the screened questions. Through communicating with the Virtual TownHall Team utilizing the staff chat, the client prioritizes the questions and when a poll should be asked.

Our Virtual TownHall Moderator, working in conjunction with the TownHall Manager, invites the selected callers to state their questions, asks polling questions and facilitates the flow the meeting.

Upon conclusion of the Virtual TownHall, participants will have an opportunity to leave a message for the client. These messages, in addition to data from polling questions and reports on audience participation are then compiled and forwarded to the clients within 5 to 7 business days of the event (5 - 7 business days).

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Client Pre-VTH Requirements

3. Three Scripts (Scripts are provided in Appendix A)

A) Pre-Invite Message – (This is optional)

- Sent out before 2 days prior to the Virtual TownHall to increase awareness.

B) Live Invite Message

- Sent directly to the audience inviting them to stay on the line and participate in the TownHall.

C) Answering Machine Message

- Sent to voice mails when individuals do not pick up the live message.

Polling Questions

An important feature of Virtual TownHall Meeting is the opportunity to gather real-time information from participants. This feature will allow the client to ask specific questions on issues that relate to the topic being discussed. Whether the information is based on opinion, awareness of issues, etc, clients will obtain valuable information in a short period of time. Polling questions are included on Page 8.

Phone Numbers

For a Virtual TownHall, clients provide the PrimeContact Group with the phone numbers in an Excel or CSV format that they are targeting to receive the messages for the event. The PrimeContact Group, utilizing our cutting edge technology, will ensure that duplicate numbers are removed so that only one message is sent to each number.

If a client does not have the phone numbers, The PrimeContact Group, as one of the only communications firms dealing directly with Canadian Directory Data, can acquire the numbers a client requires for their Virtual TownHall.

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Important Deadlines:

4 Days Prior
Messages

- PrimeContact needs to receive the recorded messages 4 days before the TownHall. This will ensure the Pre-Invite Message (optional) is ready to be sent two days prior to the VTH. The Invite and Left Behind messages will be sent the day of the VTH. (Scripts are in Appendix A).

2 Days Prior

*This notice will allow the PrimeContact team to review the messages for quality and ensure polling questions are compatible for Virtual TownHall format and have needed adjustments made by the client.

Phone Numbers

- PrimeContact needs to receive the phone numbers from the client that they would like the invites to be sent to.

Polling Questions

- PrimeContact must receive the polling questions from the client to be used for the VTH 2 days prior to the event. This notice enables the PrimeContact Team to review the questions to ensure compatibility and to work with the client to ensure proper adjustments are made. (Polling questions are provided in Appendix B).

Day of Virtual TownHall

The client will receive at around 2 pm

- Portal access (Virtual TownHall web interface)
- Host phone number and pass code (for client's team)
- Companion Line phone number (to invite special guests, media and VIPs)

5 to 7 Business Days after A Virtual TownHall Meeting

Within 5 to 7 business days of the Virtual TownHall, the client would receive a summary package from the event. This package will include:

- Stats covering the average listening time, peak attendance, participation rates, etc.
- Overall statistical summary from the polling questions asked
- Audio recording of the entire Virtual TownHall
- Recording of messages left after the TownHall

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Virtual TownHall Day of Requirements

Client Requirements and Personnel

- Computer with Direct Internet connection
- Quality Landline [Polycoms can be used but need to be tested prior to event]
- Back up phone - a cell phone for each speaker.

Main Speaker

- The individual who will be speaking and interacting with the audience during the Virtual TownHall. This person determines who speaks and when. The Main Speaker directs the flow of the conversation.

Panelists

- Individuals who provide expertise on different issues and provide comment when directed by main speaker.

Question Ranker / Web Interface Operator

- Individual who will operate the web interface during the Virtual TownHall for the client. This person will coordinate with the PrimeContact team which questions to take and when to ask polling questions. They are responsible for ranking all summarized questions on a grid between 1 and 5 starts.

The PrimeContact Team
TownHall Manager

- The Manager is the lead person during the preparation phase (20 minutes before the event starts) and coordinates logistics with the client's team throughout the Virtual TownHall Meeting. Responsibilities include starting the TownHall, the calls that the client wants to prioritize, polls, etc.

TownHall Moderator

- The Moderator welcomes people into the meeting, invites participants to ask questions, ask survey questions and maintains the momentum of the TownHall by working in close cooperation with the Manager.

TownHall Technician

- This person is responsible for sending the invite messages out, monitoring the sound quality and ensuring all technical aspects of the call are operating smoothly.

TownHall Question Screeners

- The Question Screeners are summarize the questions from callers and provide relevant notes, while reminding callers to keep questions to around 30 seconds.

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Outline of a Virtual TownHall Meeting

An example of an 8 pm Start

Virtual TownHall Preparation

7:40 - Client and their team log onto the web interface and call into the Virtual TownHall. Items covered during preparation are:

- Sound quality
- Accounting for all individual participating on the call
- Ensuring client's team knows how to utilize the staff chat and how to rank questions
- Ensures that anyone asking prepared questions are in the queue
- Mutes all lines except moderator and guest just prior to Virtual TownHall starting
- Conducts countdown for the TownHall when the client is ready

Virtual TownHall Start-Up

7:58 - Live Answer Invites are sent out to phone list
8:00 - Individuals are invited into the call by the Moderator
8:01 - Moderator opens the Virtual TownHall and explains how individuals can participate
8:03 - Moderator introduces the Main Speaker who introduces themselves and the purpose of the Virtual TownHall
8:06 - First polling question is asked
8:07 - First question from audience is taken.

TownHall Middle

8:08 till 8:51 - During this time, the format is a continuous flow of questions from the audience and asking polling questions.

- The amount of questions from the audience and the amount of polling questions being asked is dependent upon the length of the questions and answers provided.

TownHall Closing

8:52 - The last live question is taken
8:55 - The last polling question is asked.
8:56 - Moderator asks the Main Speaker to provide some concluding remarks.
8:58 - Moderator thanks audience for participating and gives instructions on how they can leave messages for the Main Speaker at the end of the Virtual TownHall.
9:00 - Virtual TownHall concludes

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Appendix A - Scripts for Recorded Messages

Pre-Invite Message

Hello, this is_____from_____. Our email address is **(Email Address)** and we can be reached at **(Phone Number).**

On_____at_____pm, I will be holding a live Virtual TownHall that will be important to discuss the critical issues that we are facing. I'm personally inviting you to participate in this live event by listening in, asking questions and joining our conversation. Your involvement is crucial and I value your input.

You will receive a call between_____pm and____pm on_____evening and you can just stay on the line to participate.

I look forward to speaking with you _____ evening. Thank you.

Live Answer Message

Hello, this is_____from_____. Our email address is **(Email Address)** and we can be reached at **(Phone Number).**

In a couple of minutes we will begin a very important live Virtual TownHall with fellow residents who are interested in discussing the pressing issues we face as in_____.

Please stay on the line and in a moment you will join our live conversation. You WILL have the opportunity to ask me questions and give your opinion and join a live interactive dialogue with thousands of fellow residents of_____.

Again, please stay on the line and I,_____, welcome you to our live Virtual TownHall Meeting…

Answering Machine Message

Hello, this is_____from_____. Our email address is **(Email Address)** and we can be reached at **(Phone Number).**

I just held a live Virtual TownHall Meeting with fellow residents like you to discuss important issues we are facing.

I'm sorry we missed each other however your opinions and concerns are important to me. I want to encourage you to visit my website_____or call me at_____to share what issues are important to you.

Thank you so much for your time.

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Appendix B - Polling Questions

Polling questions are a key feature of a Virtual TownHall Meeting. To maximize their effectiveness, it is important for clients to write them as simple and straightforward as possible. Below you will find a number of examples that can be used.

Example 1:

Are you happy with the job that_____has done to represent you at _____ _____. Please press the corresponding button on your phone.

If you are satisfied with the job of_____, Press 1.
If you are unsatisfied with the job of_____, Press 2
If you are unsure, Press 3.

Example 2:

What is the issue that you are most concerned about?

For the economy, press 1.
For healthcare, press 2.
For education, press 3.
For taxes, press 4
For the environment, press 5.
For other, press 6.

Example 3:

How do you prefer to be contacted with information on this issue:

If it is through the phone, press 1.
If it is through the mail, press 2.
If it is through email, press 3.
If it is some other means, press 4.

If company letterhead is not used, the invoice must be signed by the contractor

ABC Consulting Ltd.

INVOICE

(Sample)

The name and address of the contractor must match the full legal name and address shown on the contract. There is a legal requirement to make cheques payable to the name shown on the contract.

123 Anywhere Street
Anytown, British Columbia
V6H 3H1
Phone 123-456-7890
Fax 123-456-7891

DATE: April 1, 2013
INVOICE #: 9912345
CONTRACT/ PO #: C14CITZ12345

Must be included on all invoices. **Note** that a unique invoice number is required for each submission

Billing address: This is usually the Government mailing address on the contract or PO. Make sure the billing address includes the correct Ministry name and the correct address. Mark the invoice to the attention of Accounts Payable.

Bill To:
Attn: Accounts Payable
Ministry of Anywhere
3rd Floor, 4000 Some Street
Victoria, British Columbia
V8Z 4S8

If work is performed by more than one individual, the invoice must identify the name of the person working the hours.

Description of the services provided.

Period the invoice covers.

Breakdown of the fees being charged.

DESCRIPTION	DAYS	RATE	AMOUNT
Preparation of the draft policy and procedures document pursuant to the above noted contract. Services performed April 1, 2013 – September 15, 2013			
Jane Smith – April 1,6,7,8,9,12,14,15,16 – 9 days @$550.00	9	550.00	$3,850.00
Mary Jones – September 3,5,6,8,9,11,15 – 7 days @$600.00	7	600.00	$4,200.00
		Fees:	$8,050.00
		Expenses:	$214.00
		Total Fees & Expenses:	$8,264.00
Travel expenses from April 6 to 9 for Jane Smith as per the attached Travel Expense Claim Form. Ferry fares $224.00 (less GST embedded) ($10.00 – input tax credit of 5%)		**GST @5%**	$413.20
		PST @7%	0.00
		TOTAL Due:	$8,677.20

The travel expense claim form is for use by contractors when submitting travel expenses. It contains a clause related to GST. The claim form is to be attached to the contractors invoice as backup documentation (with travel receipts attached).

GST needs to be itemized separately on the invoice.

PST if applicable needs to be itemized separately on the invoice.

Note: Expense reimbursement must remove GST from the claim form as GST paid is reimbursed from CRA directly as an input tax credit. E.g.: Ferry Receipt: $224.00 Less GST charged: $10.00 (Vendor must claim ITC from CRA) = $214.00