

Community Engagement Framework: Review and proposed engagement principles

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Agenda

1. Background
 - Project
 - Who we spoke with
 - What we heard
2. Review
 - Draft community engagement promise
 - Draft community engagement design principles
3. Discussion and motion
4. Next steps

Background: Project

- The City first approved its Community Engagement Policy and Framework in 2013. It was revised in 2015
- The first Framework was used as a model for many other municipalities as they developed their own
- World has changed and best practices are evolving
- Scope of engagement for the project: How can we evolve the City's Engagement Framework and practices to better meet the community's expectations?

Background: Who we spoke with

- Community members
 - From equity-denied groups (including from the disability community)
 - From the broader public
 - Who frequently engage with the City
- Community partners, organizations, groups, and associations
- Business owners and operators
- City staff (including Accessibility Services)
- Public participation consultants, academics and experts
- Current City Councillors

Background: What we heard (1 of 2)

- Improve accessibility of engagement across various spectrums of diversity
- Be more present in the community by going where people are. Focus on building relationships
- Reach more diverse community members and support building capacity for greater participation
- Improve the reach of City communications
- Better connect the dots between current and past engagement, and between current and previous decisions

Background: What we heard (2 of 2)

- Report back more consistently about what we heard
- Leverage community engagement to spark curiosity, joy and inspire creativity
- Engage earlier
- Strengthen practices related to data collection, analysis, and storytelling. Be clear about how data shapes decisions (and doesn't)
- Ensure engagement takes place across the whole city
- Clarify role of Advisory Committees of Council as it relates to community engagement

Review: Draft community engagement promise

“The City believes community engagement leads to better decisions that help the community realize its vision for an inclusive, connected, prosperous city where we look after each other and our environment.”

The City will help create the conditions for meaningful community engagement. It promises to:

- Nurture relationships
- Build capacity for participation within the City and the community
- Ensure meaningful opportunities exist to influence City decisions

Review: Draft community engagement design principles

- Identify and address barriers to participation
- Focus on the needs and experiences of equity-denied groups
- Engage early and evolve our approach as we go
- Connect the dots
- Meet community where they are
- Deliver diverse engagement opportunities
- Spark curiosity and joy
- Report back

Discussion and motion

1. What feedback do you have about the community engagement promise?
2. Do the community engagement design principles meet your needs?

Proposed motion:

The AAC supports the community engagement promise and design principles as proposed (or with the addition of...)

Discussion Question 1

1. What feedback do you have about the community engagement promise?

Draft Community Engagement Promise:

Conditions for meaningful community engagement:

- Nurture relationships
- Build capacity for participation within the City and the community
- Ensure meaningful opportunities exist to influence City decisions

Discussion Question 2

2. Do the community engagement design principles meet your needs?

Draft Community engagement design principles:

- Identify and address barriers to participation
- Focus on the needs and experiences of equity-denied groups
- Engage early and evolve our approach as we go
- Connect the dots
- Meet community where they are
- Deliver diverse engagement opportunities
- Spark curiosity and joy
- Report back

AAC Motion

The AAC supports the community engagement promise and design principles as proposed (or with the addition of...)

Next Steps

- Finalize components of the Community Engagement Framework (specifically the Charter and the Policy)
 - Delegation opportunities (Register through Clerk's Office):
 - Committee of the Whole Meeting on June 6
 - Council Meeting on June 27
- Staff will return to the AAC and reflect on their feedback in the Council-approved Community Engagement Framework (likely by Q4 2023).