



**Councillor Paul Ainslie**  
Toronto City Council  
Scarborough East - Ward 43

Chair, Scarborough Community Council  
Chair, Government Management Committee  
Chair, Toronto Public Library Board

Date: January 10, 2012  
To: Executive Committee  
From: Councillor Paul Ainslie  
Re: Civic Engagement Office

Opportunities to improve the availability of information about governance for citizen engagement, is a priority. Creating, a one stop resource centre for residents and community groups would enable city staff to address these needs.

Recommendations:

1. The City Manager and City Clerk report on opportunities to improve the availability of information about governance and opportunities for citizen engagement in the rotunda of City Hall:
  - a) Opening a Civic Engagement Office in the Rotunda to act as a one stop resource centre for citizens.
  - b) Launch of a "Dialogue to reconnect people with government", to be launched in 2012.
  - c) Civic Engagement Staff be dedicated to supporting resident community groups.
  - d) To install better signage in Toronto City Hall and Civic Centres to guide residents through the areas enabling all to conduct city business in a more fluid manner.

Sincerely,

Councillor Paul Ainslie  
Scarborough East Ward 43