

## **Attachment 2: Engagement Plan – Toronto Special Committee on Governance**

Toronto City Council established a Special Committee on Governance ("the Committee") to consider the impacts on the City's governance structure and processes arising from the reduction in the size of Council and make recommendations to Council on any further changes to its governance structure.

At the Committee's first meeting on February 21, 2019, members requested staff develop a public consultation or round table process beyond the Committee which would provide an enhanced opportunity for citizen engagement.

### **Engagement Goals**

This plan supports public engagement on the City's governance structure and processes, and is designed to:

- **Provide clear information to support public participation** - Participant resources will include background information which clearly describes the City's governance structures, authorities and jurisdiction, and decision-making processes. Clear, inviting questions will be developed to support active participation and allow for analysis across all engagement methods (surveys, meetings, community sessions);
- **Invite broad and diverse participation** – In addition to the Committee meetings which are scheduled during the day, public sessions will be held on weekday evenings and weekends, along with online surveys. Participation resources in multiple languages, will be available and distributed through the City's community networks to support local conversations. Input will be collected in-person, through organizations and community groups and online;
- **Build on conversations** – Staff will make input from participants regularly available online and to the Committee to identify emerging themes where additional research would be helpful; and
- **Support the Committee's decision-making** – Staff will report regularly to the Committee on input received, emerging research and analysis, jurisdictional reviews and recommendations for possible presentations, discussion and next steps for its consideration.

### **Communication and Methods**

This plan includes multiple methods of outreach and public engagement to support the Committee's deliberations, invite public participation and focus conversations on the City's governance and processes. In addition to reviewing Toronto's governance with members of Council and the systems of governance in other jurisdictions, the public will be invited to attend, speak at and provide written submissions to the Committee meetings, participate in public sessions, engage in community-led discussions and provide their input in-person and online. The strategy includes:

- **Background information** – Online and printed information will help guide participant conversations by clearly describing the mandate of the Committee,

the City's governance structures, current opportunities for public involvement, approaches from other jurisdictions, and other relevant content. The City's existing Introduction to Toronto's Government, for example will be reviewed by volunteers to ensure it is accessible and relevant to this consultation, and then translated. Additional information will be added on how residents currently engage on City issues, municipal services and programs that support public involvement in the City's governance, and a summary of ideas proposed by participants to the Committee.

- **Outreach and promotion** – The City will promote opportunities for participation through the City's Get Involved consultation portal, online through advertisements, click-throughs, social media and listserves, media releases, through City partners and networks, and in community facilities including City civic centres, libraries and recreation centres.
- **Public meetings** - In addition to scheduled Committee meetings that provide the opportunity for the public to speak or submit written comments, the City will host five public meetings, one in each of the Community Council Areas on weekday evenings, and an additional central session on a weekend. These meetings will invite the public to learn more about the City's governance systems, discussion ideas with staff and other participants, and provide feedback at the session, or afterwards online. Partnerships with civic and educational institutions will be leveraged to host panels or workshops, review data collected through the engagement process, and provide additional research support.
- **Participant resources and discussion guides** – Printed and online resources will support participants who choose to learn about the City's governance and provide their input individually, or who wish to lead smaller-group conversations and provide input from their communities. These resources would include background information, possible agendas and guides for conversation leaders, links to additional information about the Special Committee, the City and City Council, and how to collect and send participant feedback to the City.
- **Digital, social media and online surveys** – The City's "Get Involved" consultation website, a dedicated webpage and social media channels will host information, summarize conversations throughout the process, and support a survey on key themes and questions. Digital engagement can increase accessibility beyond in-person events and manage large data sets effectively.

Throughout the engagement process, the City will collect and analyze information provided by the public. Qualitative and quantitative raw data and summaries of these conversations will be made available on a dedicated webpage and through the City's OpenData site.

## **Timeline and Key Activities**

The engagement strategy will run concurrent to the scheduled meetings of the Special Committee on Governance (April 1, June 11, September 25 and November 1, 2019).

Staff anticipate that findings from the engagement will be provided to the Committee at its September meeting.

#### Phase 1 – April-May 2019

- Committee meeting (April): public submissions; agenda items: work plan and engagement plan
- Development of consultation and participant materials
- Launch of webpage and advertising

#### Phase 2 – May-August 2019

- Public meetings (5) and launch of online input
- Community-led discussions
- Ongoing promotions, outreach and website updates
- Committee meeting (June): public submissions; agenda items: engagement findings to date

#### Phase 3 – September-October 2019

- Committee meeting (September): public submissions; agenda items: final engagement report
- Data released on OpenData

#### Phase 4 – November 2019

- Committee meeting (November): public presentations and Committee recommendations