Improving Community Consultations in the Development Process
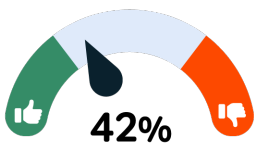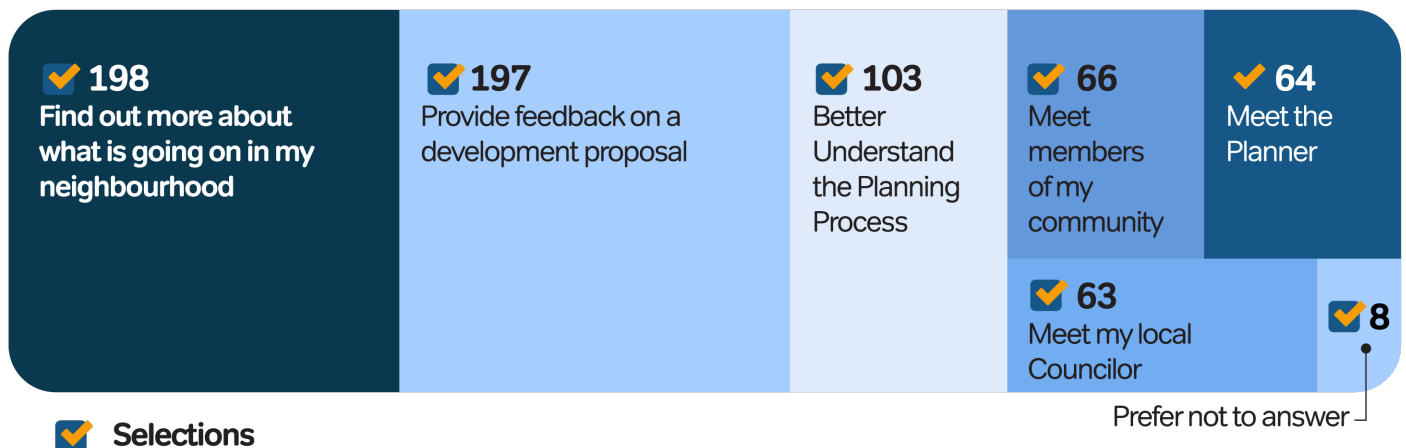
TORONTO

Survey Summary

288

People Surveyed

To better understand how members of the public engage with City Planning about development proposals and to explore further improvements to the consultation process.

The survey, completed by 288 respondents, asked about how people currently engaged with City Planning about development proposals, what issues or barriers they faced, and to consider a range of improvements to the consultation process.

Purpose of Community Consultation Meetings

Why do you attend these meetings?

☑ **198**
Find out more about what is going on in my neighbourhood

☑ **197**
Provide feedback on a development proposal

☑ **103**
Better Understand the Planning Process

☑ **66**
Meet members of my community

☑ **64**
Meet the Planner

☑ **63**
Meet my local Councilor

☑ **8**
Prefer not to answer

☑ Selections

42%

When I am at a Community Consultation Meeting:
I understand what stage in the development process this project is at, and what steps come next

62%
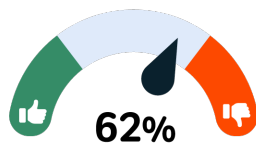
I am satisfied with the opportunities that are available to provide feedback on a proposal

73%
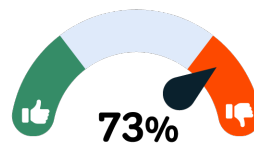
I am confident that my feedback is being taken in to account

42%
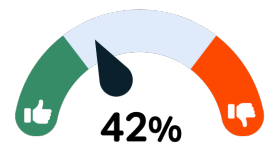
I understand the role of City Planning staff and the role of the applicant in this meeting

👍 Strongly Agree
👎 Strongly Disagree

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Communications and Notice

Have you seen these notice signs in your neighbourhood?

TORONTO

Notice

↑ XXX Storeys
XXXX Metres

A XXXX Residences
XXXX m² Retail

P XXX Cars
XXX Bikes

A change is proposed for this site.
The City has received an application to change the Official Plan and Zoning By-Law to allow the construction of a residential building with retail at street level.
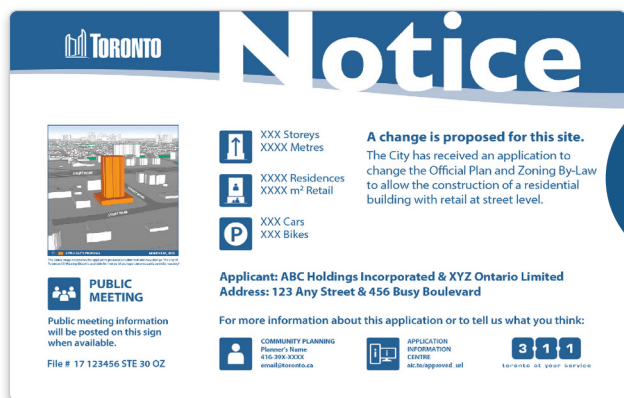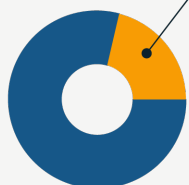
PUBLIC MEETING

Public meeting information will be posted on this sign when available.

File # 17 123456 STE 30 OZ

Applicant: ABC Holdings Incorporated & XYZ Ontario Limited
Address: 123 Any Street & 456 Busy Boulevard

For more information about this application or to tell us what you think:

COMMUNITY PLANNING
Planner's Name
416-39X-XXXX
email@toronto.ca

APPLICATION INFORMATION CENTRE
aic.to/approved_url

3 1 1
toronto at your service

97% Yes

If yes, what information are you looking for when you read this sign?

🔍 **235** Details of Proposal

📐 **209** Details of the building

📅 **180** Public meeting date/location

🪪 **124** City staff contact information

🗨 **3** Prefer not to answer

Is the information on the Notice Sign easy to understand?

21% No

If no, what are the issues you encounter?

25 Font is too small

18 Too much text

18 Difficulty understanding language (e.g. too technical)

15 Font is too small

2 Prefer not to say

Is there additional information you would like to see added to the Notice Sign?

☑ **169** Information about whether the application has been appealed

☑ **160** Up to date meeting information

☑ **119** Up to date contact information

☑ **103** More maps, diagrams or other images
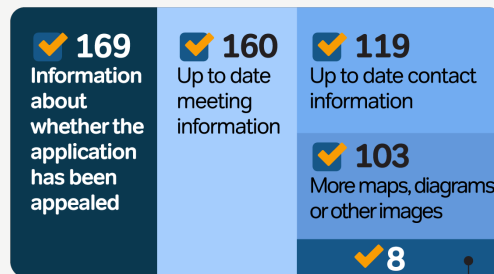
☑ **8** Prefer not to answer

City Planning is proposing to expand the ways in which we notify the public about consultations. How do you prefer to be notified?

☑ **219** Email

☑ **114** Letter mail addressed to you

☑ **109** Unaddressed letter mail (e.g. postcards)

☑ **90** Social media (e.g., X, Instagram)

☑ **88** City of Toronto website

☑ **65** City Planning consultations website

☑ **61** Newspaper (print)

☑ **59** Newspaper (digital)

☑ **2** Prefer not to answer

☑ **Selections**

TORONTO
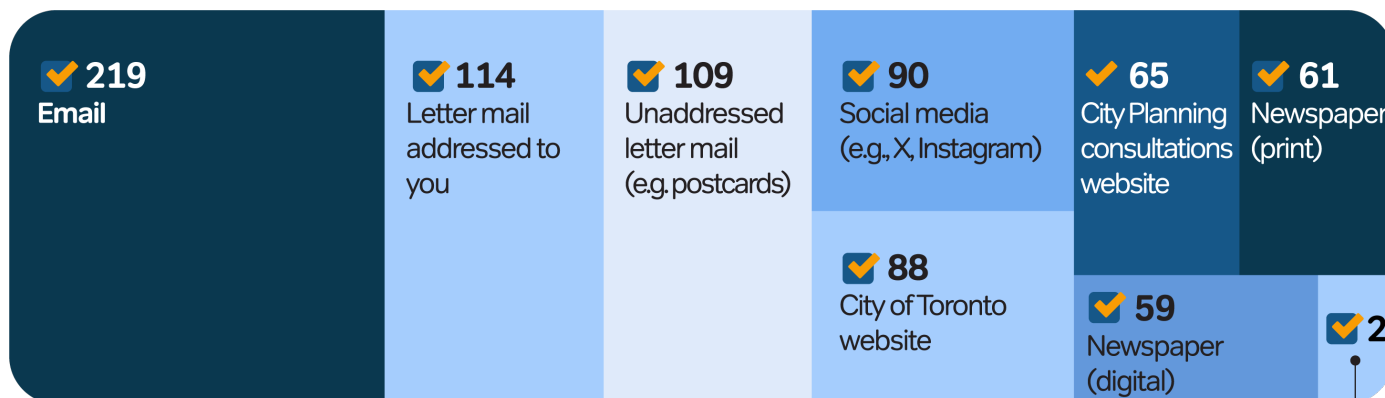
Technological Issues and Improvements

The Application Information Centre (AIC) is the City's online database of all active Planning and Committee of Adjustment applications.

Have you used the AIC?

43% Yes

57% No

If yes, why? Select all that **apply:**

☑ **112**
To read the application materials related to a particular site I'm interested in

☑ **103**
To find out what's happening in my neighbourhood

☑ **61**
To find information about the community consultation meeting

☑ **43**
To Provide comments to City Staff

☑ **47**
To find contact information

☑ **1**
└ Prefer not to answer

☑ **Selections**

Would you be comfortable using these types of tools if displayed on **Notice Signs?**

12%
Augmented Reality (AR)

58%
QR Code

30%
None of the above

TORONTO

Format of Meetings: In-person

Community Consultation Meetings take place both virtually (online) and in person.

Have you attended an in-person meeting?

61% Yes   **39%** No

What do you like about in-person meetings? Select all that apply:

- ✔ **113** They allow me to hear directly from the City and from the applicant
- ✔ **27** They are convenient
- ✔ **101** I get to see and talk to other members of my community
- ✔ **62** I can better understand the project proposal by reading printed materials
- ✔ **79** I can ask questions and feel heard
- ✔ **73** I can easily approach City staff or representatives of the applicant
- ✔ **22** I feel welcome
- ✔ **7** Prefer not to answer

What don't you like about in-person meetings? Select all that apply:

- ✔ **89** Requires travel time and takes more time out of my schedule to attend
- ✔ **52** The meeting is not scheduled at a convenient time
- ✔ **51** The meeting is not held in convenient location
- ✔ **16** Prefer not to answer

✔ Selections

TORONTO

Format of Meetings: Virtually

Community Consultation Meetings take place both virtually (online) and in person.
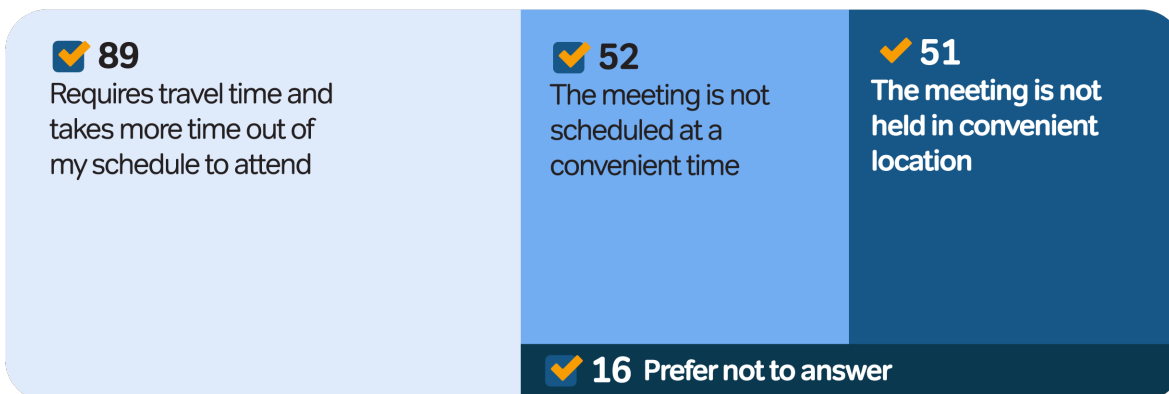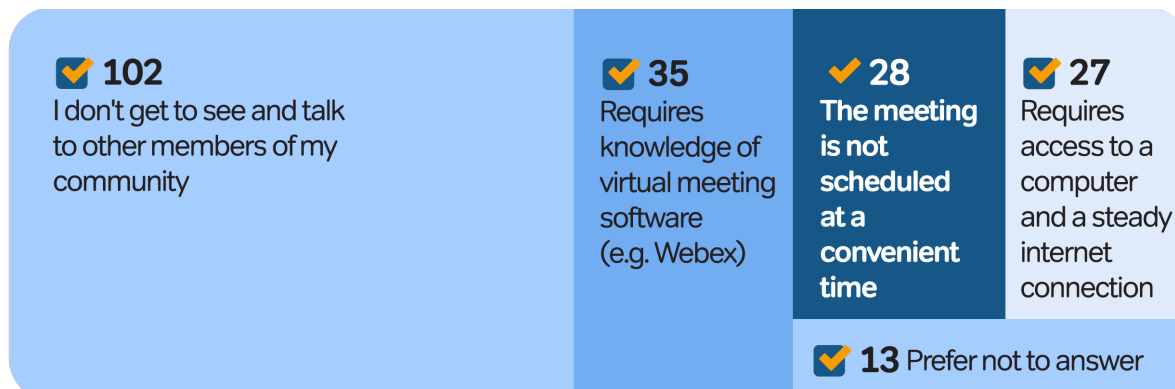
Have you attended a virtual meeting?

69% Yes   **31%** No

What do you like about virtual meetings? Select all that apply:

- ✔ **146** They are convenient
- ✔ **116** They are easy to join
- ✔ **94** They allow me to hear directly from the City and from the applicant
- ✔ **63** I can better understand the project proposal by reading materials presented virtually
- ✔ **59** The virtual platform (Webex) is easy to navigate
- ✔ **56** Chat and Q&A function allows me to have direct contact with City staff and/or representatives...
- ✔ **3** Prefer not to answer

What don't you like about virtual meetings? Select all that apply:

- ✔ **102** I don't get to see and talk to other members of my community
- ✔ **35** Requires knowledge of virtual meeting software (e.g. Webex)
- ✔ **28** The meeting is not scheduled at a convenient time
- ✔ **27** Requires access to a computer and a steady internet connection
- ✔ **13** Prefer not to answer

✔ **Selections**

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