

NOTICE OF MOTION

Have Your Say Amplified: Enhancing Public Consultations and Surveys

Moved by: Councillor

Moise

Seconded by: Deputy Mayor

Malik

SUMMARY:

The City of Toronto conducts more than 120 public consultations annually, the majority of which are organized in silos by divisional teams without centralized communications oversight. As a result, Councillors and community members frequently learn of active consultations too late to participate meaningfully.

I would like to ensure that Have Your Say can function as a one-stop shop for Torontonians to have their say. One clearly advertised link with advanced search functions can help drive citizen-engagement and widen the City's reach.

In order to ensure public input always informs City policy, this motion directs the City's Communications Office to provide centralized oversight of all public consultations and surveys, with mandatory listing on Have Your Say as a condition before any consultation may inform City staff decisions.

RECOMMENDATIONS:

1. City Council direct the Chief Communications Officer to provide on-going centralized communications coordination to ensure all consultations published by the City of Toronto that are open to the general public shall be listed on the City's Have Your Say website, to commence by no later than the first quarter of 2027.
2. City Council direct the Chief Communications Officer, to develop formal definitions for each form of public consultation, and include such definitions on the City's Have Your Say website by no later than the first quarter of 2027.
3. City Council direct the Chief Communications Officer, to ensure the listing of all consultations published by the City of Toronto that are open to the general public on the City's Have Your Say website contain:
 - a. a prominently visible "open date" (for clarity, meaning the first date that a member of the public may participate in the consultation); and



- b. "close date" (again for clarity, meaning the last date that a member of the public may participate in the consultation).
4. City Council direct the Chief Communications Officer to ensure that the City's "Toronto.ca homepage" contains a prominent "link" to the City's Have Your Say website so that members of the public can easily navigate to the City's Have Your Say website as soon as practicable.
5. City Council direct the Chief Communications Officer, shall ensure that the City's Have Your Say website to provide updated functionalities that allow members of the public to filter the list of consultations published by geographical area and topic, as soon as may be practicable.
6. City Council direct the Chief Communications Officer, to ensure that the existing Weekly Councillor Updates provided by the Communications Division include a listing of all new consultations published by the City of Toronto published on the Have Your Say website in the preceding week, as soon as may be practicable.
7. City Council direct that the Division Head of any City division which is going to conduct a consultation published by the City of Toronto that is open to the general public, shall ensure that the Communications Division is informed prior to the commencement of the public consultation and provide all information necessary to enable the Communications Division to include the proposed public consultation on the City's Have Your Say website's listing of public consultation.