

# Sustainment Plan Update

Administration had the privilege of listening and learning from Calgarians, both over the past five years, as well as through the engagement undertaken in 2021 April. Administration is proposing amendments to the Guidebook as a result of Council's direction following the public hearing for the Guidebook at the 2021 March 22 Combined meeting of Council. Additionally, due to input received, Administration is also proposing an updated approach to the sustainment of the Guidebook moving forward.

## Learning from Engagement

During the 2021 April engagement workshops, which were highly focused on listening to participants, it was clear that there are many planning-related topics and processes that Calgarians would like to better understand. Participants were also interested in understanding how they can be involved in planning processes. Regardless of participants' positions on the concepts within the Guidebook, there was a common desire for more opportunities to learn about, discuss, and help shape the complex city-building processes that influence the way Calgary continues to evolve.

A key learning from these sessions is that the current way of engaging isn't working. The main concern isn't *who* has been part of the engagement (nor is it with the *ways* of engaging in order to reach a broader range of Calgarians), but rather, with *what* has been engaged on. Administration has and will continue to engage with increasingly diverse groups of Calgarians, many of whom do not have the privilege to be engaged in standard ways.

## Future Engagement

Administration is proposing a change so that future Guidebook engagement and sustainment is more focused on topics important to Calgarians throughout the city. Upcoming sustainment of the Guidebook will centre on an approach that reaches a broader audience, with discussions on the role planning plays in the issues and trends that affect communities. This approach will build community awareness of how planning happens in the city and how Calgarians can be meaningfully involved.

Administration will also continue to work with stakeholders to ensure issues with the Guidebook are addressed in a timely fashion and to continue working with communities through the local area planning process. It is clear to Administration that key priority topics must be discussed on an ongoing basis with all Calgarians and that this approach will allow Administration to engage on topics that are important to a diverse range of Calgarians and balance desired outcomes with Council's priorities.

## Goals of Engagement

This approach goes beyond Council 2021 March direction; however, it supports the spirit of Council's discussion on the Guidebook and will lead to more successful outcomes in the future, allowing The City to move the needle forward on key Council-approved priorities.

While this approach will be part of Administration's work over the next year, Council should be mindful that continuing this type of engagement will place increased demands on budgets and staff resourcing. Engagement, particularly wide-reaching, city-wide engagement, has a significant cost. Council has stated their commitment to hearing more from Calgarians. Administration requires time and resources in order to continue to this work. The investment in engagement is strategic; however, as it will lead to more successful individual projects and outcomes that Calgarians can influence, support and champion.