

DEFERRAL BRIEFING

Item # 5.1.1

**City Manager's Office Deferral to
Executive Committee
2021 December 14**

**ISC: UNRESTRICTED
EC2021-1670**

Deferral of Public Hearing Process Review (PFC2021-0015) due Q4 2021 to 2022 March 15

On 2021 March 22, City Council directed Administration to develop a more user-friendly and inclusive Public Hearing process through the Motion Arising from the *Guidebook for Great Communities* Report (PUD2021-0015). As a result, Administration completed a series of Public Hearing stakeholder engagements and business process reviews. The following provides the work completed to date:

- a. Engagement with the public and City staff from City Clerk's Office, Information Technology (IT), Calgary Neighbourhoods, Planning & Development, Customer Service & Communications, Green Line, Assessment, and Corporate Initiatives (What We Heard report and Innovation Lab report have been prepared).
 - The Engage Resource team conducted a public engagement campaign to address the barriers members of the public may experience that prevent them from participating in a Public Hearing and how the registration system could be more integrated and automated.
 - The Innovation Lab gathered and analyzed data from the public and City employees involved in the Public Hearing process to identify opportunities to improve the experience. The Innovation Lab conducted the following:
 - A small sample of interviews with both users and non-users from around Calgary;
 - Interviews with staff from internal City business units that are connected to the Public Hearing process; and
 - Three internal Accelerator workshops with City staff to review and analyze data from the public and staff.
- b. High-level industry scan of automated registration systems.
 - Multiple technology solutions are being analyzed to confirm whether they can be leveraged to improve the Public Hearing registration system.
- c. Comparison of the Public Hearing processes from a sample of municipalities across Canada.
 - Cross municipal scans conducted by City Clerk's Office staff have been prepared and analyzed internally to understand current trends and best practices of Public Hearing meetings across Canada.
- d. Consultations between City Clerk's Office, Planning and Development and Calgary Neighbourhoods on inclusive processes.
 - Initial engagements have been carried out between City Clerk's Office and the above noted business units to understand work alignments, work plans, and collaborative opportunities related to inclusive Public Hearing processes.
- e. Legal Review of the Municipal Government Act and Procedure Bylaw (35M2017) and a finalized recommendation related to an endorsement statement for members of the public.
- f. Recruitment and onboarding of a new resource assigned to the Public Hearing work in September 2021.

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Outstanding Work

To advance the maturity of The City's Public Hearing process and ensure that challenges are fully addressed, Administration requires additional time to understand the appropriate technology approach to take; collaborate further with internal partners; leverage resources across The City to increase the awareness and capacity of public participation in Public Hearings, and document the proposed approach in a formal report to the Executive Leadership Team and the Executive Committee. The focus and next steps for Administration are as follows:

- a. Additional analysis of business requirements and available technology solutions to improve the current Public Hearing Registration system.
 - Stakeholder engagements are currently underway to identify technology solutions that can improve and create efficiencies for the Public Hearing registration system.
- b. Additional engagement and analysis to further explore key themes identified during the public engagement process, including, but not limited to, childcare, parking and transit.
 - Research is currently ongoing to explore the feasibility of incorporating high priority items that were identified during the public engagement to encourage public participation.
- c. Enhancements to the online Public Hearing registration form to make it more user-friendly and inclusive.
 - Administration is currently working with internal partners to improve and add features to the current online Public Hearing registration form in an inclusive manner.

Next Steps

The expected return to Executive Committee is on 2022 March 15.