



Workplan Streams* <small>*as outlined in the Public Hearing Motion Arising (PUD2021-0015)</small>	Recommended Approach	Business Area	2022				2023
			Q1	Q2	Q3	Q4	Q4
Identify the best method to implement an integrated and automated registration system for Public Hearings	Implement an Automated and Integrated Registration System	City Clerk's Office & Information Technology	Report to Executive Committee and Council on Recommended Approaches	Define requirements and identify appropriate technology solution(s) (Q3 2022) Return to Executive Committee with recommendation and budget request (Q4 2022) Procure, design, configure, and test solution (Q3 2023)		Launch technology solution by Q4 2023	Report to Executive Committee <b>STREAM COMPLETION</b>
	Monitor the City Clerk's Office capacity to support operational business improvements	City Clerk's Office	Report to Executive Committee and Council on Recommendation	City Clerk's implements temporary manual process improvements until technology solution is launched in Q4 2023			Report to Executive Committee <b>STREAM COMPLETION</b>
	Digital Equity Strategy Opportunities	City Clerk's Office, Information Technology and Calgary Neighbourhoods	Continue to engage with the Digital Equity Strategy team to find potential opportunities and solutions for proper tools and to simplify Public Hearing process		Implement the Digital Equity Strategy to business practices, where applicable		Report to Executive Committee <b>STREAM COMPLETION</b>

## Public Hearing Process 2022-2023 Workplan

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			Q1	Q2	Q3	Q4	Q4
Explore the feasibility of holding Public Hearings at more accessible times	Remote Public Hearing Participation	City Clerk's Office	Continuation of remote public hearings and advertisement				Report to Executive Committee STREAM COMPLETION
	Public Hearing Set Start Time	City Clerk's Office	Public Hearings set to 1:15 pm start time on a Combined Meeting of Council Meeting Agenda				
	Complimentary Childminding Service	City Clerk's Office and Recreation	Report to Executive Committee on Recommended Approach	Engage with the Social Wellbeing Advisory Committee	Logistics and implementation planning with Recreation		Return to Executive Committee with Budget Request by Q4 2022 and launch by Q1 2023



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Explore the feasibility of holding Public Hearings at more accessible times	Reduced Parking Fees	City Clerk's Office and Calgary Parking Authority	Report to Executive Committee on Recommended Approach	Engage with the Social Wellbeing Advisory Committee	Logistics and implementation planning with Calgary Parking Authority		Return to Executive Committee with Budget Request by Q4 2022 and launch by Q1 2023	Report to Executive Committee STREAM COMPLETION
	Transit Ticket Program	City Clerk's Office and Transit	Report to Executive Committee on Recommended Approach	Engage with the Social Wellbeing Advisory Committee	Logistics and implementation planning with Transit		Return to Executive Committee with Budget Request by Q4 2022 and launch by Q1 2023	Report to Executive Committee STREAM COMPLETION
	Confirmation e-mail to Public Hearing Speakers with instructions on Public Hearing Process	City Clerk's Office		The City Clerk's Office continues to manually support public speakers through the use of the web-portal, acknowledgement and registration information emails to speakers, and updating the live agenda to allow speakers to follow Council's progress. Resource monitoring will continue.		Conclude manual notifications by Q4 2023 when technology solution is implemented		Report to Executive Committee STREAM COMPLETION

			2022				2023	
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Explore the feasibility of holding Public Hearings at more accessible times	Engage with Social Wellbeing Advisory Committee and other stakeholders on Accessible and Inclusive Opportunities	City Clerk's Office and Calgary Neighbourhoods	Continue to engage with stakeholders to find potential opportunities and design possible solutions to support equitable and accessible participation			Implement accessible and inclusive initiatives to the Public Hearing Process		Report to Executive Committee STREAM COMPLETION
	Public Hearing Speaker Time Notification	City Clerk's Office	Determine, document and formalize process		Launch manual Public Hearing speaker time notification until a technology solution is in place by Q4 2023			Report to Executive Committee STREAM COMPLETION

			2022				2023
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Develop an endorsement statement for members of the public to sign when they register for Public Hearings which outlines the City of Calgary's commitment to anti-racism, equity, diversity and inclusion	Endorsement Statement Recommendation	Law	<p>Report to Executive Committee and Council on Administration Recommendation (Attachment 9)</p> <p><b>STREAM COMPLETION</b></p>				
Enhance and expand the Public Hearing information, resources and options available online	Update current online Public Hearing registration form in an inclusive manner	City Clerk's Office	<p>Updated the current online Public Submission form on calgary.ca to add inclusive features, such as preferred pronouns and phonetics fields, as well as the option for speakers to bring a support person (not provided by The City) should the public require language or translation services.</p> <p><b>STREAM COMPLETION IN Q1 2022</b></p>				

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			Q1	Q2	Q3	Q4	Q4
Enhance and expand the Public Hearing information, resources and options available online	Publish Public Hearing Process project page on calgary.ca	City Clerk's Office	Continue to update existing project page with next steps and outcomes				Report to Executive Committee STREAM COMPLETION
	Update and expand Public Hearing calgary.ca webpage and online tools and resources	City Clerk's Office	Update calgary.ca webpage and online resources to reflect improved processes and provide additional tools for the public, such as an instructional video on the Public Hearing process		Update and publish on calgary.ca		Report to Executive Committee STREAM COMPLETION
	Amend public submission deadline for Public Hearing Meetings	City Clerk's Office	Determine process	Logistics and implementation planning	Document and formalize process	Launch new submission deadline to the public	Report to Executive Committee STREAM COMPLETION

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Enhance and expand the Public Hearing information, resources and options available online	Pre-recorded video submission option	City Clerk's Office and Information Technology	Determine process	Logistics and implementation planning	Document and formalize process	Launch pre-recorded video submission option to the public		Report to Executive Committee STREAM COMPLETION
	Clarity on Influence of Submissions	City Clerk's Office	Collaborate with Councillors to provide a statement on how public submissions and comments are used to inform decision making			Publish on calgary.ca		Report to Executive Committee STREAM COMPLETION
	Respectful Participation	City Clerk's Office and Calgary Neighbourhoods	Collaborate with Calgary Neighbourhoods to improve and expand current statement and resources relating to policies and procedures that adhere to respectful participation			Publish on calgary.ca and other modes of communication		Report to Executive Committee STREAM COMPLETION

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Collaborate with internal partners and leverage resources across The City to increase the awareness and capacity of public participation in Public Hearings	Advertising and Targeted Outreach	City Clerk's Office, Customer Service & Communications and Planning & Development	<div style="display: flex; align-items: center; justify-content: space-between;"> <div style="background-color: #e91e63; color: white; padding: 5px; border: 1px solid black;">                     Collaborate with Customer Service and Communications (CS&amp;C) and Planning and Development (P&amp;D) to increase and improve advertising, notifications and signage of Public Hearings on social media, calgary.ca, posters and other various media outlets and locations                 </div> <div style="font-size: 2em; color: #e91e63; margin: 0 20px;">➔</div> <div style="background-color: #e91e63; color: white; padding: 5px; border: 1px solid black;">                     Launch improved advertising, notifications and signage                 </div> </div>				<div style="background-color: #e91e63; color: white; padding: 5px; border: 1px solid black; text-align: center;"> <b>Report to Executive Committee</b> </div> <div style="background-color: #e91e63; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 5px;"> <b>STREAM COMPLETION</b> </div>