

# Administrative Policy

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Section:	Communications	A19
Sub-Section:	Civic Engagement	1490
Title:	Public Engagement Process	2023-01

## Related Policies

Number	Title
11-5460-02	Neighbourhood Traffic Calming Policy
13-6410-01	Public and Stakeholder Consultation for Major Development Projects or Area Plans
19-1490-2023-01	Public Engagement

## Approvals

### Policy Approval

Approved by:   
City Manager

Date: May 4, 2023

### Amendment Approval

Approved by: \_\_\_\_\_  
City Manager

Date:

### Section Amended

## Policy

The purpose of this policy is to set out the guiding principles and procedures for ensuring that all Public Engagement initiatives are carried out in a meaningful, consistent, and responsible manner, as well as to provide clarity for staff, Council, and the community on standards and expectations for the City's Public Engagement process.

## Scope

The policy applies to Council members, staff, and consultants working on Public Engagement initiatives on behalf of the City.

This policy does not pertain to external developer-led public engagement. This specific type of engagement is addressed by Corporate Policy – 13-6410-01 – Public and Stakeholder Consultation for Major Development Projects or Area Plans.

This policy does not pertain to engagement with Rights Holder First Nations.

## Definitions

“Engagement” means purposeful dialogue between the City of Port Moody, residents, businesses, and special interest groups to share information and gather input from interested and affected parties to help inform or influence decision-making.

“Public” includes all interested and affected parties, which can be residents, businesses, special interest groups, or organizations.

“Operational Feedback” means information about reactions to current services that help monitor service success and provide the basis for improvements. Operational Feedback is typically received on an ongoing or as-needed basis and does not require a Public Engagement plan.

“Significant Policy or Project” means a policy or project that has an appreciable impact on the Public and on which the Public can provide meaningful input to the decision-making.

“Stakeholder” means any segment of the Public interested in or potentially impacted by a project or initiative.

## Principles

The City of Port Moody believes that those impacted by a decision have a right to participate in the decision-making process to the greatest extent possible and works to follow these principles of Public Engagement:

- **Authenticity** – leading authentic, meaningful Engagement practices that respect the efforts and time of participants and refraining from asking for input if the outcome is pre-determined and there is no opportunity to influence the decision.
- **Responsiveness** – seeking to understand the Public's input and considering Public input as one of the factors in decision-making.

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- **Commitment** – keeping the Public informed, listening to and acknowledging concerns and aspirations, and sharing information on how Public input was considered in the decision-making.
- **Accountability** – dedicating sufficient resources and time to ensure the effectiveness and authenticity of Public Engagements.
- **Inclusiveness** – striving to reach, involve, and hear from those who are impacted by reducing barriers to participation and providing equitable access for opportunities to participation.
- **Transparency** – providing clear and timely information to improve understanding of decision processes, procedures, and constraints.

## Roles and Responsibilities

### *Executive Leadership Team*

- Makes final staff determination of when Public Engagement is required and/or appropriate for Significant Policies or Projects, unless otherwise directed by Council.
- Makes final staff determination of the timing and priority of Public Engagement initiatives.
- Provides regular oversight of Public Engagement activities through updates provided by the Manager of Communications and Engagement.
- Follows the principles of Public Engagement outlined in this policy.

### *Communications and Engagement Division*

- Oversees Public Engagement initiatives.
- Follows the principles of Public Engagement outlined in this policy.
- Advises when Public Engagement is required and/or appropriate for Significant Policies or Projects.
- Advises on the timing and priority of Public Engagement initiatives.
- Leads or works with consultants in the development of the Public Engagement plan (in collaboration with the project and GM lead), including:
  - scope of Engagement (e.g., decision elements that are open and closed for input);
  - techniques and methods that will be used to engage with the Public; and
  - stakeholder group identification.
- With information from the project lead, or in collaboration with consultants, develops and/or approves content to be used in executing the Public Engagement plan, including but not limited to:
  - project web page;
  - Engagement tools and techniques (e.g., writing survey questions, display boards);
  - communications plan and promotional materials, including branding; and
  - Public Engagement summary (or provides consultants with guidance on Public Engagement reporting).

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### **Public Engagement Process**

#### *Project Lead*

- Consults with the Manager of Communications and Engagement and the lead GM to determine if Public Engagement is required and/or appropriate.
- Follows the principles of Public Engagement outlined in this policy.
- Provides, or works with consultants to prepare, all background and technical project information e.g., maps, and renderings.
- Shares information on the project and Public Engagement approach (e.g., timeline, scope, audience), with Council through timely reports or memos.
- Shares the results of the Public Engagement with Council and indicates how that feedback informed recommendations for Council consideration.

#### *Council*

- Follows the principles of Public Engagement outlined in this policy.
- Does not attend or participate in Public Engagement activities unless the activity has been set up specifically for that purpose.
- Where indicated in Schedule 1 of this policy, approves the Public Engagement approach – not including details of content for use in executing Public Engagement, such as Engagement tools and techniques.
- Considers the results of Public Engagement as one factor within their decision-making process when reviewing staff recommendation(s).

## **Monitoring/Authority**

Monitoring and implementation of this policy are delegated to the General Manager of Corporate Services. Changes to this policy require approval by the City Manager.

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## Public Engagement Framework

## Schedule 1 – Requirements, Approach, and Approval Process for Public Engagement

Public Engagement Requirement	Examples	Engagement Planning	Engagement Approach	Reporting and final decision/approval
Public Engagement				
Statutory/ Legislative Requirement for Public Engagement	Development Applications	Legislative requirements determine Public Engagement process and therefore no engagement plan is required.	May include public notices, advertisements, public input at Council meetings, public hearings, or a variety of in-person and/or online techniques with a broad reach.	Where public input is not gathered as part of the Council meeting legislative process, staff provide Council with a Public Engagement summary and indicate how the feedback informed staff recommendation(s).
	OCP Amendments			
	Bylaw Adoption			
	OCP Updates	Staff identify the Public Engagement approach and share with Council for approval before proceeding.		
	Annual Budget			
Council-directed Public Engagement in response to a community issue	Suter Brook Traffic Calming	Staff identify the Public Engagement approach and share with Council for approval before proceeding.	May include in-person and/or online techniques with a broad reach. May also include targeted engagement with interested and affected stakeholders.	When reviewing staff recommendation(s), Council considers public input as one of the factors in their decision-making process.
	loco Lands Connector Route			
Public Engagement for a Significant Policy or Project as determined by the Executive Leadership Team	Cannabis Policy			
	Shoreline Trail Sanitary Sewer Upgrades			
	Master Transportation Plan			
	Climate Action Plan			
Traffic Calming initiatives (in agreement with Traffic Calming Policy)		Staff identify the Public Engagement approach and share with Council for information before proceeding.	May include in-person and/or online techniques with targeted interested and affected stakeholders.	
Operational feedback				
Staff determine feedback requirements for operational programs, services, or projects	Speed Humps Program (in agreement with Traffic Calming Policy)	Staff may implement a communication plan that allows for operational feedback when needed.	May include requests for feedback from interested and affected stakeholders. Information may be provided to the public if there are impacts on the broader community.	Staff use feedback to monitor program or service delivery and make improvements where needed. Council is provided with updates when appropriate.
	Changes to neighbourhood parks			
	Recreation services			
	School Traffic Safety Initiative			
	Wildlife coexistence planning and response			