CITY OF
Pitt Meadows
The Natural Place

COUNCIL POLICY C098

01 - Administration

Community Engagement Policy

Effective Date: December 6, 2017

---

1. Policy Statement

The City of Pitt Meadows has made public participation and engagement a priority. Citizens today demand a high-level of government transparency and responsiveness to community priorities and issues. Citizens need to feel that their input is valued and that processes are standardized to ensure that their feedback is accounted for and considered in decision-making as well as reported out.

The City views civic engagement as timely and meaningful citizen and stakeholder involvement in civic priority setting, decision-making, program development and service delivery. Civic engagement means that the City, including council and staff, are consciously making efforts to:

- Operate in a transparent fashion;
- Gather input from community members and stakeholders; and
- Use this input to enhance their work and decision making.

2. Purpose

The Community Engagement Policy achieves the following:

- Aligns with City Council priorities and the City's corporate focus of an "Engaged Community"
- Supports City Council's decision-making by providing information about citizens' and stakeholders' opinions, needs and experiences
- Ensures consistent and clear practices for public participation
- Ensures an appropriate level of engagement based on assessed community impact and benefit
- Identifies the parameters and resources for public engagement
- Ensures adherence to the Civic Engagement Framework

3. Policy

The City of Pitt Meadows endeavors to be guided by the Civic Engagement framework, tools and techniques and the key concepts and guiding principles of public participation (IAP2). The policy applies

when engaging the community on City led projects, policies or initiatives to ensure there is consistent and effective approach to public and stakeholder engagement.

This policy includes a spectrum of five goals and associated promises related to reaching and involving citizens and other stakeholders, and external and internal stakeholder groups in specific engagement initiatives regarding planning, policy, and projects. Whenever The City embarks on an engagement process, the purpose of the engagement and the 'promise' will be clarified at the beginning of the process.

The spectrum of Goals and Promises is produced by the International Association for Public Participation (IAP2):

	Goal	Promise
Inform	To provide balanced and objective information in a timely manner.	"We will keep you informed."
Consult	To obtain feedback on analysis, issues, alternatives, and decisions.	"We will listen to and acknowledge your concerns."
Involve	To work with public to make sure that concerns and aspirations are considered and understood.	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made."
Collaborate	To partner with the public in each aspect of the decision-making.	"We will look to you for advice and innovation and incorporate this in decisions as much as possible."
Empower	To place final decision-making in the hands of the public.	"We will implement what you decide."

Note: No single input, comment, or activity determines the outcome and Council (as the elected decision-makers) ultimately reserve the right to decide as they see fit.

4. Procedures and Guidelines

For detailed procedures and guidelines, this policy is supplemented by the City's *Civic Engagement Framework*.