

City of Pitt Meadows
Citizens' Committee on Open Government

Open Government Recommendations Report

July 15, 2015

This report was compiled by Mickelson Consulting
based on the input and recommendations of the
Pitt Meadows Citizens' Committee on Open Government, and
the report content has been approved by the Committee.

Pitt Meadows Citizens' Committee on Open Government



Front Row: Susan Sigmund, Leah Barker, Gaia Howe, Thelma Joyner
Second Row: Brad Dinwoodie, Johanne Rensmaag, Maureen Robertson, Peter Borghardt, Fran Pattison, William Wild, Richard Boulton, Warren Byrnell, Ken Joyner
Back Row: Bruce McWilliam, Adam Keizer, Peter Jongbloed, George Coghlan, Anoosh Kiamanesh, Ron MacKenzie
Absent: Carson Kadatz, Linda Nelson, Ron Nelson, Russell Newcombe and Keith Nightingale

The Pitt Meadows Citizens' Committee on Open Government was appointed by Council to develop recommendations for a more transparent and responsive government. Working together over a period of three months, the Committee participated in six meetings facilitated by Therese Mickelson, Mickelson Consulting, Inc., conducted community outreach and reviewed extensive materials related to open government. The Committee identified areas for improvement and developed recommendations for Council's consideration, which are compiled in this report.

Values expressed by the Committee include the importance of engagement, which is more than simple information sharing; the need for engagement to happen early in any process, project or policy development; and the need for Council and staff to be responsive, proactive and transparent in disclosing what is coming up, what is being contemplated and what is being discussed for Pitt Meadows.

Many thanks go to the City staff who supported the Committee, and in particular to Kelly Kenney and Linda Kelly, whose advice and assistance were integral to the Committee achieving its goals.

Purpose

The Committee was developed to provide recommendations to City Council on ways that City Council and City staff can be more responsive and transparent to the residents of Pitt Meadows and other stakeholders who share an interest in Pitt Meadows.

The intent is to achieve a more open government in Pitt Meadows, which would be defined by proactive, transparent and responsive communication and engagement.

Terms of Reference

The following Terms of Reference were established by Council.

Purpose:

1. The purpose of this short-term select Committee is to provide recommendations to City Council on ways that City Council and City Hall can be more responsive and transparent to the residents of Pitt Meadows and other stakeholders with interests in Pitt Meadows.

Authority:

2. The Committee's authority shall be advisory only and its existence will terminate three months from the date of the first meeting of the Committee.

Duties:

3. To present options for improvement or additional best practices that the Mayor and City Council may wish to consider.
4. To review the applicable law, City policy and practice, and related information in order to develop a report that will inform the community about the current status of open and transparent government practice in the City of Pitt Meadows;
5. To review the exceptions, limitations and restrictions imposed by Provincial law or Constitution on the local government;
6. To prepare and submit a final report on the Committee's findings and recommendations to the City Council within one month of the last meeting of the Committee. The final report shall be posted to the City's website when submitted for general public distribution and review.

Operations of the Committee:

7. The Committee is a short-term, select Committee established by City Council and shall be subject to the open meeting laws of the Community Charter. Therefore, all meetings of the Committee shall be properly noticed by publication of the agenda in accordance with the City of Pitt Meadows Council Procedure Bylaw, and be open to the public. Summary minutes shall be maintained of the meetings.
8. Committee meetings shall be chaired by the Facilitator.
9. Administrative support to the Committee shall be provided by the Legislative Services Division and will include meeting notification, agenda preparation, clerical

support, information gathering, minute-taking, all to the extent permitted by staffing and budgetary limitations. Additional staff support shall be provided at the request of the Mayor. Legal advice shall be provided by the City's solicitor when requested by the Mayor. There is no budget allocation for the work of the Committee and participation on the Committee is as a volunteer.

10. The Committee process shall be facilitated by an individual to be selected by Council.
11. The Committee will generally meet on the 1st and 3rd Thursdays of each month from 7:00 pm to 9:00 pm, beginning April 16, 2015 and concluding June 18, 2015. Meetings will take place within Pitt Meadows at a location to be selected by the Facilitator taking into consideration the number of people signed up to participate.
12. The proposed meeting schedule is as follows:

Meeting #1	April 16
Meeting #2	April 30
Meeting #3	May 7
Meeting #4	May 21
Meeting #5	June 4
Meeting #6	June 18
13. Due to the compressed time frame for the work of the Committee, it is important that members make every effort to attend all meetings.
14. There shall be no quorum requirements. Activities of the Committee shall be undertaken with the number of participants present.
15. Meetings shall be conducted in accordance with the rules of procedure set out in the Council Procedure Bylaw.
16. Committee meeting agendas, minutes and supplemental documents will be accessible on the City's website at www.pittmeadows.bc.ca.

Membership:

17. Membership shall be open to all residents of the City. Non-residents may apply and be accepted by Council upon showing a relevant stakeholding in the affairs of the City.
18. All Committee members shall serve at the pleasure of Council. Any vacancies will be filled in the same manner as original appointments.
19. Notwithstanding the appointment of the Mayor and three City Councillors to the Committee, it is anticipated that none of these appointments shall take an active part in any Committee deliberations.

Council added the following task to the Terms of Reference, which was approved by the Committee at the Thursday, April 30, 2015 Committee Meeting:

The Citizens' Committee on Open Government is asked to propose an appropriate mechanism for bringing community events to the attention of the community.

Nomenclature:

In addition to the Terms of Reference, the following definitions have been applied to describe the different types of meetings referenced in the report:

Regular Council Meeting:

This is a regularly scheduled meeting of Council and must:

- a) be established annually and be held on the first and third Tuesday of each month, except: during the months of July and August which meeting dates will be set through the annual process; or where Council by resolution may vary meetings dates from time to time;
- b) begin at 7:00 P.M. (19:00:00hrs);
- c) be adjourned at 11:00 P.M. (23:00:00hrs) on the day scheduled for the meeting unless Council resolves to proceed beyond that time in accordance with s. 29 of this bylaw;
- d) when such meeting falls on a statutory holiday, be held on the a day City Hall is open which is not a statutory holiday (*Definition from Council Procedure Bylaw No. 2690*)

Special Council Meeting:

A special council meeting is a council meeting other than a regular meeting or an adjourned meeting. (*Definition from Community Charter*)

Closed Council Meeting:

Except where the provisions of s. 90 of the Community Charter [meetings that may or must be closed to the public] apply, all Council meetings must be open to the public.

Before closing a Council meeting or part of a Council meeting to the public, Council must pass a resolution in a public meeting in accordance with s. 92 of the Community Charter [requirements before Council meeting is closed] which requires the resolution to state:

- a) The fact that the meeting or part is to be closed, and
- b) the basis under the applicable subsection of s. 90 on which the meeting or part is to be closed. (*Definition from Council Procedure Bylaw No. 2690*)

Standing Committee:

141 (1) The mayor must establish standing committees for matters the mayor considers would be better dealt with by committee and must appoint persons to those committees.

(2) At least half of the members of a standing committee must be council members.

(3) Subject to subsection (2), persons who are not council members may be appointed to a standing committee. (*Definition from Community Charter*)

Select Committee:

142 (1) A council may establish and appoint a select committee to consider or inquire into any matter and to report its findings and opinion to the council.

(2) At least one member of a select committee must be a council member.

(3) Subject to subsection (2), persons who are not council members may be appointed to a select committee. (*Definition from Community Charter*)

Advisory Committee:

"Committee" means a standing, select, or other committee of Council, but does not include Council in Committee (CIC). (*Definition from Council Procedure Bylaw No. 2690*)

Council in Committee:

A Council in Committee is a specific Committee made up of all Council members where matters are referred prior to appearing before a regular Council meeting (*Definition from Council Procedure Bylaw No. 2690*)

Public Hearing Process:

890 (1) Subject to subsection (4), a local government must not adopt an official community plan bylaw, a zoning bylaw or a bylaw under section 914.2 [*early termination of land use contracts*] without holding a public hearing on the bylaw for the purpose of allowing the public to make representations to the local government respecting matters contained in the proposed bylaw.

(2) The public hearing must be held after first reading of the bylaw and before third reading.

(3) At the public hearing all persons who believe that their interest in property is affected by the proposed bylaw must be afforded a reasonable opportunity to be heard or to present written submissions respecting matters contained in the bylaw that is the subject of the hearing.

(3.1) Subject to subsection (3), the chair of the public hearing may establish procedural rules for the conduct of the hearing.

(4) A local government may waive the holding of a public hearing on a proposed bylaw, other than a proposed bylaw under section 914.2, if

(a) an official community plan is in effect for the area that is subject to a proposed zoning bylaw, and

(b) the proposed bylaw is consistent with the plan.

(5) More than one bylaw may be included in one notice of public hearing, and more than one bylaw may be considered at a public hearing.

(6) A written report of each public hearing, containing a summary of the nature of the representations respecting the bylaw that were made at the hearing, must be prepared and maintained as a public record.

(7) A report under subsection (6) must be certified as being fair and accurate by the person preparing the report and, if applicable, by the person to whom the hearing was delegated under section 891.

(8) A public hearing may be adjourned and no further notice of the hearing is necessary if the time and place for the resumption of the hearing is stated to those present at the time the hearing is adjourned.

(9) Despite section 135 (3) *[at least one day between third reading and adoption]* of the [Community Charter](#), a council may adopt an official community plan, a zoning bylaw or a bylaw under section 914.2 at the same meeting at which the plan or bylaw passed third reading. *(Excerpt from Local Government Act)*

Process

The Citizens' Committee on Open Government for the City of Pitt Meadows was created following a recommendation by the Mayor to establish the Committee, which took place at a Special Council Meeting on December 16, 2014. Council considered the recommendation at the same meeting, and then passed a resolution to establish the Citizens' Committee on Open Government.

On January 20, 2015, Council approved the Terms of Reference for the Committee, and the process for appointing Committee members was initiated. The community was informed about the opportunity through advertisements in The Times on February 3 and 5, 2015, as well as in the February *City Talks* advertisement. Notice of the opportunity to participate on the Committee was also posted on the City's website and through its social media platforms. The invitation to participate was open to all City of Pitt Meadows residents and those who are stakeholders in the community. There were no limits set on the number of Committee members.

Council began the process of appointing members to the Committee on March 24, 2015, and a few late submissions were considered and subsequently appointed. The final Committee appointments involved 25 community members and stakeholders, with one member who withdrew due to schedule conflicts, resulting in 24 participants on the Committee. Council also approved the selection of Therese Mickelson, Mickelson Consulting Inc., as the Chair and facilitator of the Committee.

The Committee's process included six meetings as well as community outreach to extend the opportunity to provide input on open government to all Pitt Meadows residents through the use of a mini-survey at the Home Show and an online community survey. In addition to the discussion and input from the Committee members, the input from the community was reviewed and considered as part of assessing the areas for improvement and related recommendations for open government.

The Committee's meeting schedule was aligned with key milestones for completing the needs assessment and developing recommendations to improve open government in Pitt

Meadows. The first meeting was focused on introductions, a review of the Terms of Reference, the Committee's anticipated outcomes and increasing awareness of legislation, policies and procedures that affect open government. Subsequent meetings were focused on achieving milestones as follows:

- Complete a needs assessment (Meeting 2)
- Develop recommendations for informing the public (Meeting 3)
- Develop recommendations for engagement the public (Meeting 4)
- Check recommendations against community input (Meeting 5)
- Review final recommendations for report (Meeting 6)

The final report is being presented to Council at a Council Meeting on July 21, 2015 and will include an invitation to the community to attend the meeting. The final report will also be posted on the City's website.

Goals

The Committee identified the following goals as key outcomes for achieving a more open government in Pitt Meadows:

- Council and staff are open, friendly and responsive to the community.
- Council and City information is shared with the community proactively and openly.
- The community is meaningfully engaged early and consistently.
- Policies and procedures support open government and are applied consistently.

Principles

The following principles are proposed as the foundation for achieving goals to support more proactive, transparent and responsive communication and engagement.

- Consider all audiences. Review who will be affected by the work underway, including residents, businesses, interest groups and stakeholders such as local and regional organizations and use tactics that best meet their needs.
- Open and honest. Adhere to transparency in decision making and a commitment to sharing information, data and other materials without undue process, particularly when information is readily available, to assist with establishing trust and credibility.
- Factual, relevant and accurate. Present information clearly, outlining the need and benefits of the project or process, as well as the considerations being reviewed, such as potential challenges, the implications for various decisions and the costs involved.
- Linked to strategy. Ensure messages include linkages to Strategic Plan and/or Official Community Plan to demonstrate purpose and provide context for why work is being done, as well as how it supports progress towards the goals and vision for the community.

- Timely. Provide information and community engagement to residents and other stakeholders early in processes as well as at regular intervals.
- Responsive and accessible. Respond quickly to requests for information, presentations or other communication with relevant information to answer questions or address concerns, as well as follow-up on issues or concerns.
- Proactive: Inform the community early and in advance of requests for information – not waiting until the community demands updates – including more proactive communication on completed projects, success stories, plans for the future and achievements that benefit residents as well as consistent messaging related to the City's role, services and Strategic Plan
- Engaging. Integrate community engagement with processes to improve community consultation, build relationships with residents and local stakeholder organizations and support ongoing community engagement to promote meaningful conversations, highlight special projects, events and activities and create platforms for sharing ideas and concerns.

Needs Assessment

The Needs Assessment includes the concerns raised by Committee members during discussions, and their input on areas for improvement in relation to open government. It also includes key themes stemming from the community's input through a mini-survey at the Home Show and an online community survey. It is important to note that these comments reflect consistently expressed suggestions, opinions and the general consensus of the participants in the research process. As well, it is noted that the input from the Committee was consistent with the input from the broader community. For a more comprehensive record of the discussions and results of the surveys, please see the Committee Minutes and survey results included in the Appendix.

Concerns & Areas for Improvement

- Council and City staff need to be more accessible and more responsive.
- Council is discussing too much information in meetings that are not open to the public, including both Closed Council Meetings and non-official meetings.
- Processes and procedures do not support open government, are not consistently applied or are not clearly communicated to the public, including the Public Hearing process, Question Period at Council and Committee meetings, Council correspondence and Council and Committee meeting schedules and opportunities to participate.
- The Freedom of Information and Protection of Privacy Act is being used to prevent the public from getting information, and/or results in long delays and fees to receive information.
- Transparency needs to be improved, including financial reporting and making public content such as development plans and applications readily available.

- Committee and Special Council Meetings are currently not taped – only regular Council Meetings have live streaming and a taped copy.
- Issues brought forward to staff and Council are not dealt with in a timely way, and sometimes not at all.
- There is a lack of community engagement overall.
- Community engagement is not effective as Open Houses are poorly attended and don't allow for sharing information between residents. The City is not using all of the tools available including options like Facebook polls and discussion forums to reach younger audiences, there is a hesitance to use online surveys, and Committee participation is limited to a small group that prevents other interested volunteers from joining a Committee.
- Community engagement is not timely or meaningful; it occurs too late in a process, does not provide an opportunity to influence decisions and/or does not occur throughout a process.
- More informal engagement is needed to get to know Council and staff – not just consultation for specific projects.
- There is not enough information and engagement about significant changes that affect the community, such as new developments and key information such as community safety alerts or bylaw changes.
- The community doesn't know whom to contact for assistance, including the names, roles and background of staff and when to contact Council versus staff members.
- Residents don't know the right questions to ask, and there is no information available to guide them through typical tasks such as building permits and development application processes.

Gap Analysis

Committee members rated the importance of informing and engaging the community on key topic areas related to Pitt Meadows local government programs, services and projects, as well as the level of satisfaction with the amount of information and engagement currently provided for these areas. The rating scale was from one to 10, where a one means very unimportant/very unsatisfied, and a 10 means extremely important/extremely satisfied.

The gap analysis is a comparison used to highlight areas that are rated as very important, but come with a very low satisfaction rating. For this analysis, items rated from eight to 10 are considered very important/very satisfied, and items rated with a one to a three are considered very unimportant/very unsatisfied.

The top five areas that Committee wants community to be engaged about:

1. Budget Decisions (75% of participants ranked this as High Importance)
2. Community Planning (74% of participants ranked this as High Importance)
3. Council Initiatives such as bylaws, policies & projects (72% of participants ranked this as High Importance)
4. Capital Projects (71% of participants ranked this as High Importance)
5. Environmental Issues (71% of participants ranked this as High Importance)

The top five areas that Committee wants community to be informed about:

1. Community Planning (88% of participants ranked this as High Importance)
2. Notice of Meetings (77% of participants ranked this as High Importance)
3. Environmental Issues (76% of participants ranked this as High Importance)
4. Budget Decisions (69% of participants ranked this as High Importance)
5. Council Initiatives (67% of participants ranked this as High Importance)

For full results, see Committee Gap Analysis in Appendix.

Measuring Importance – Informing Community

The following shows the percentage of the Committee's ratings that fell into either very low importance (1-3) or very high importance (8-10), with the top importance topics highlighted. In this analysis, everything was rated by respondents as important, which meant that the highest ratings (above 50%) have been highlighted.

Importance of being informed about:	Low (1-3)	High (8-10)
<i>Council initiative such as bylaws, policies and projects</i>	0.0%	66.7%
<i>Capital projects in public areas (such as roads and buildings)</i>	0.0%	58.8%
<i>Programs and services that affect residents</i>	0.0%	57.1%
<i>Community recreation</i>	13.3%	26.7%
<i>Community planning</i>	0.0%	87.5%
<i>Community events taking place in Pitt Meadows</i>	0.0%	50.0%
<i>Notice of meetings: Council, Committee & Public Hearings</i>	0.0%	76.5%
<i>Educational information: emergency preparedness, property owner responsibilities</i>	7.1%	50.0%
<i>Emergency/crisis communication</i>	14.3%	35.7%
<i>Budget decisions and reporting</i>	0.0%	69.2%
<i>Environmental Issues</i>	0.0%	76.5%

Measuring Importance – Engaging Community

The following shows the percentage of the Committee's ratings that fell into either very low importance (1-3) or very high importance (8-10), with the top importance topics highlighted.

Importance of being engaged about:	Low (1-3)	High (8-10)
<i>Council initiative such as bylaws, policies and projects</i>	28.6%	72.2%
<i>Capital projects in public areas (such as roads and buildings)</i>	21.4%	71.4%
<i>Programs and services that affect residents</i>	21.4%	57.9%
<i>Community recreation</i>	0.0%	26.3%
<i>Community planning</i>	23.1%	73.7%
<i>Community events taking place in Pitt Meadows</i>	0.0%	40.0%
<i>Notice of meetings: Council, Committee & Public Hearings</i>	8.3%	68.8%
<i>Educational information: emergency preparedness, property owner responsibilities</i>	26.7%	43.8%
<i>Emergency/crisis communication</i>	41.7%	66.7%
<i>Budget decisions and reporting</i>	30.8%	75.0%
<i>Environmental Issues</i>	33.3%	71.4%

Measuring Satisfaction – Informing Community

The following shows the percentage of the Committee's ratings that fell into either very low satisfaction (1-3) or very high satisfaction (8-10), with the low satisfaction topics highlighted.

Satisfaction with amount of information shared on:	Low (1-3)	High (8-10)
<i>Council initiative such as bylaws, policies and projects</i>	21.4%	14.3%
<i>Capital projects in public areas (such as roads and buildings)</i>	26.7%	6.7%
<i>Programs and services that affect residents</i>	14.3%	7.1%
<i>Community recreation</i>	35.7%	7.1%
<i>Community planning</i>	5.9%	29.4%
<i>Community events taking place in Pitt Meadows</i>	7.1%	28.6%
<i>Notice of meetings: Council, Committee & Public Hearings</i>	23.1%	15.4%
<i>Educational information: emergency preparedness, property owner responsibilities</i>	30.8%	15.4%
<i>Emergency/crisis communication</i>	36.4%	9.1%
<i>Budget decisions and reporting</i>	33.3%	0.0%
<i>Environmental Issues</i>	0.0%	0.0%

Measuring Satisfaction – Engaging Community

The following shows the percentage of the Committee's ratings that fell into either very low satisfaction (1-3) or very high satisfaction (8-10), with the low satisfaction topics highlighted.

	Low (1-3)	High (8-10)
<i>Council initiative such as bylaws, policies and projects</i>	28.6%	21.4%
<i>Capital projects in public areas (such as roads and buildings)</i>	21.4%	28.6%
<i>Programs and services that affect residents</i>	21.4%	21.4%
<i>Community recreation</i>	0.0%	23.1%
<i>Community planning</i>	23.1%	15.4%
<i>Community events taking place in Pitt Meadows</i>	0.0%	50.0%
<i>Notice of meetings: Council, Committee & Public Hearings</i>	8.3%	25.0%
<i>Educational information: emergency preparedness, property owner responsibilities</i>	26.7%	20.0%
<i>Emergency/crisis communication</i>	41.7%	8.3%
<i>Budget decisions and reporting</i>	30.8%	30.8%
<i>Environmental Issues</i>	33.3%	0.0%

Closing the Gaps

Information Sharing

It is important to note that there is room for improvement in informing the community in multiple topic areas, as no topic area received a large percentage of high satisfaction ratings (more than 50% respondents rating the satisfaction between eight and 10) as compared to the significant number of topics that were rated as very important (more than 50% of respondents rating the importance between eight and 10).

In general, the topics that had the greatest gap between importance rating and satisfaction rating include the following:

- Capital projects in public areas (such as roads and buildings)
- Budget decisions and reporting

Engaging Community

For engaging the community, it is noted that the top five topics rated as most important are also those with the lowest satisfaction ratings. Budget decisions involve the greatest gap between importance and satisfaction, followed closely by Council initiatives, Community Planning and Environment. These gaps between importance rating and level of satisfaction indicate that there is room for significant improvement in how the community is engaged in these areas.

Key Themes from Community Surveys

The following are highlights from the community surveys that were initiated by the Committee to gain insight into the community's interests and priorities related to open government. The input from the community was consistent with the input from the Committee, particularly in areas such as importance of engagement and primary topics of interest in the community. There were 177 respondents to the online community survey, and 13 respondents to the Home Show mini-survey (seven specifically indicated they were from Pitt Meadows). It is noted that because the larger survey was predominantly completed using the online survey tool, it is likely that this would result in a higher proportion of respondents who are comfortable with online communication and engagement methods. For a detailed list of results, please see the survey results in the Appendix.

- In general, the community is satisfied with the level and overall quality of communication they receive from the City of Pitt Meadows as a resident:
 - Online Survey: 83.82% satisfied (24.86% very satisfied/58.96% somewhat satisfied)
 - Mini Survey: 84.62% satisfied (23.08% very satisfied/61.54% somewhat satisfied)
- Key themes regarding information residents most want to receive from the City include:
 - Events
 - New developments
 - Budget and how tax dollars are allocated
 - Transportation planning, construction and future changes, including rail, airport, roads, transit and bike paths
 - Community planning, including parks and zoning changes
 - New bylaws
 - Community safety and policing
 - Capital projects, including roads, parks, buildings and infrastructure improvements
 - News and issues in the community, including how they are being addressed
 - Future projects, strategies and initiatives
- Key themes regarding topic issues in the community:
 - Taxes
 - Community safety and policing
 - Dogs: off leash areas and respecting bylaws
 - Train crossing at Harris Road and traffic delays
 - Road quality and safety, including speeding concerns
 - Development
 - Garbage and recycling

- Residents use a variety of tools to stay informed, with the website, newsletters, mail inserts, emails, social media, information sessions, newspaper advertisements and outdoor signage as the top preferred methods.
- For the community gap analysis, there were no significant gaps between level of importance and level of satisfaction. Most rated importance in the mid to high range, and were moderately satisfied with their current information provided by the City. This aligns with the general satisfaction levels.
- The local community newspapers are read regularly (weekly) by 53.64% of respondents, and occasionally (a few times per month) by 29.14% of respondents, with 17.22% saying they never read the papers.
- Of those who indicated that they read the newspapers, respondents indicated they read most (39.20%) or a few (34.4%) of the written articles.
- The City's website has been visited by 90.07% of the respondents in the last 12 months, and 77.94% indicated they found the information they were looking for. As well, 88.97% indicated they were satisfied with the navigation, with 36.03% very satisfied and 52.94% somewhat satisfied. Residents also shared input on other information that could be added to the website.
- Social media is used by 74.83% of respondents, and there is moderate interest in having these tools used by the City to inform and engage residents, with 50.34% very interested (rated 8-10), 23.18% moderately interested (rated 4-7).
- Residents who responded to the survey indicated that it is very important for the City to engage them to collect input and feedback on projects, initiatives, programs and services, with 83.99% indicating it is very important (rated 8-10), and only 0.67% indicating it is very unimportant.
- The gap analysis on engagement was very similar to informing the community, with topics for engagement being rated as largely important, and satisfaction ratings being moderate. The most notable areas for improving engagement are in community planning and development and capital projects.
- The preferred methods for sharing information and provide input to the City are predominantly online, particularly through Facebook, online surveys, and email with moderate support for discussion forums. Meetings that bring people together were also valued, particularly open houses and public meetings; however, most respondents (69.18%) indicated that they have not participated in an open house in the past year. Of the respondents who have been at an open house, 71.74% indicated they found the experience useful.
- The respondents most want to be engaged on the following topics:
 - Programs and services that affect residents (73.29%)
 - Capital projects in public areas, e.g. roads and buildings (69.86%)
 - Council initiatives such as bylaws, policies and projects (64.38%)
 - Community planning and development (60.27%)

Recommendations

The following recommendations align with the goals for improving open government, and were developed and approved by the Committee.

Goal: Council and staff are open, friendly and responsive to the community:

1. Have Council and staff available for informal discussions at meetings, e.g. before and after Council meetings, during community events and at Town Hall meetings.
2. Publish a directory of senior staff, along with contact information and a brief biography and post this on the City website, e.g. expand the existing Council and Chief Administrative Officer information currently posted under City hall on the website to include other senior staff.
3. Publish Council Advisory and Standing Committee information, including:
 - Membership;
 - Meeting dates;
 - Terms of Reference; and
 - Agendas and meeting minutes.
4. Improve and expand on the way the public is informed about opportunities to participate on City Committees as a member or observer.

Goal: Council and City information is shared with the community proactively and openly:

5. Develop a Strategic Communication Plan.
6. Leverage a broad range of communication methods to inform the community such as:
 - Continued use of electronic information sign at Lougheed Highway and Old Dewdney Trunk Road
 - Continued publication of advertisements in local newspapers, including considering the frequency of circulation for timely coverage when placing the advertisement.
 - Continue to use opportunities like utility and tax notices to include newsletters and annual reports on how the community is doing and plans for the future.
 - Increase awareness and expand the use of the *City Talk* e-newsletter.
 - Increase reach and use of social media for community announcements, including receiving comments from community members via social media tools such as polls and discussion forums online, e.g. use tools like *Talk Vancouver*.

- Increase use of informal Town Hall meetings for general discussions with the community, hosted by Council, including highlighting the work of Committees, both Pitt Meadows Committees and external Committees where Pitt Meadows is represented e.g. Metro Vancouver Committees.
 - Use more strategic advertising, such as ensuring that advertisements are large enough to be visible in paper and that banners and outdoor signage are used effectively in terms of size and placement, to help promote information such as events and Council activities.
 - Improve website to provide a more prominent news area on homepage and better navigation.
7. Ensure City employees are kept informed about City projects and initiatives so they can share information with the community.
 8. Post frequently-requested reports online, such as development applications and their status, frequently used bylaws, budget and spending reporting, with reminders via other methods such as social media and advertising to raise awareness about where to find the information, e.g. City of Vancouver and Surrey processes and website posts.
 9. Provide readily available, public information requests promptly, with staff being forthcoming in their response – not charging fees or taking the 30 days allowed by the Freedom of Information and Protection of Privacy Act (FIPPA), by adhering to the spirit of the Act, not using it as a barrier. Ensure that information is provided in a consistent manner, overseen by a FIPPA expert on staff.
 10. Provide live streaming of all Council and Committee meetings where such live streaming does not contravene the Freedom of Information and Protection of Privacy Act, and respects the requirements for In Camera meetings.
 11. Increase proactive media relations – issuing news releases and contacting media with story ideas – to generate more coverage of Pitt Meadows governance, events, and activities.

Goal: The community is meaningfully engaged early and consistently:

12. Develop a Community Engagement Plan with clearly identified roles and responsibilities.
13. Develop a Citizen Engagement Guide that highlights information (both in print and online) such as:
 - How to apply for a development permit and find out about current development applications;
 - How to add an agenda item for a Council meeting;
 - What is required to be able to speak at a Regular Council Meeting and/or a Council Committee meeting? E.g. City of Vancouver web tool;
 - Where, when and how to vote;

- Where to find information about community events;
 - How can to register a complaint;
 - Details on the Public Hearing process, such as for development or rezoning, including the rationale for multiple readings of a bylaw;
 - Clarification on areas of responsibility to help citizens know who to engage with for different needs/topics e.g. Council, staff, Metro Vancouver, Provincial of BC, etc.;
 - Reports on budget and tax dollar spending;
 - Transportation plans;
 - Community plans;
 - Frequently used bylaws e.g. dogs and parking;
 - Capital projects underway or being planned;
 - Community safety, including neighbourhood safety alerts;
 - News in the community, including Council decisions and actions;
 - Environment initiatives, policies, projects, etc.;
 - Agriculture initiatives, policies, projects, etc.;
 - Waste management policies and services; and
 - Airport project updates and decisions.
14. Continue to clearly reference long-term guidance documents, like the Official Community Plan and Corporate Strategic Plan, in decision-making and during consultation with community members.
15. Endorse, support and leverage local organizations to create informal networks throughout the community. Utilize these organizations to distribute information, solicit advice and act in an advisory role to share input from citizens and build relationships.

Goal: Policies and procedures support open government and are applied consistently:

16. Amend corporate values to include open government, clarifying what "open government" means, and embed it within the culture of the organization.
17. Use best practices in change management to ensure Council and City employees understand the implications of the changes related to open government, how the changes will affect their daily work and that they will be measured by these standards.
18. Implement and publish service delivery standards that define the timeframe in which a response must be provided when an inquiry is made with the front desk/604-465-5454, and develop a grievance process should the inquiry not be resolved. If

unsuccessful, ensure the community is aware of how to initiate a process with the Provincial Office of the Ombudsperson.

19. Ensure only items strictly requiring a Closed Meeting take place In Camera. After the initial Closed Meeting discussions, share all discussions by posting minutes on the website as soon as there is no longer a disclosure issue. Ensure sufficient time is allotted at the Regular Council Meeting to have a full discussion, sharing the facts, so residents can be made aware of details.
20. Change the procedure for Question Period at Council Meetings to allow questions that are not related to agenda items.
21. Have Council hold public workshops with Committee members to discuss the Citizens' Committee on Open Government report recommendations and implementation.
22. Formally evaluate progress annually on the adoption and implementation of the Citizens' Committee on Open Government recommendations and consider reconvening the Committee to assist with the evaluation.
23. Add open government as a major initiative in the Corporate Strategic Plan and report on progress towards goals quarterly or annually at a minimum.

Respectfully Submitted:

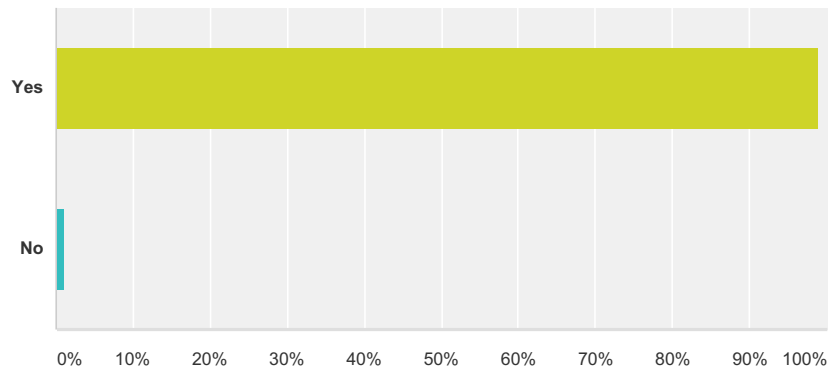
Therese Mickelson, Mickelson Consulting Inc., on behalf of the Citizens' Committee on Open Government

Appendix

Open Government Strategies for Pitt Meadows

Q1 Do you live in Pitt Meadows?

Answered: 177 Skipped: 1



Answer Choices	Responses	
Yes	98.87%	175
No	1.13%	2
Total		177

Open Government Strategies for Pitt Meadows

Q4 What information do you want to receive from the City of Pitt Meadows; that is, the topics of information that would help you feel more informed about what is going on in your home community?

Answered: 149 Skipped: 29

#	Responses	Date
1	I would like to be more informed on new residential and commercial projects. I would also like to learn more about where our property taxes are going, and how the are being allocated throughout our community.	6/1/2015 3:52 PM
2	planning	6/1/2015 2:56 PM
3	Info regarding major decisions about PM. Especially regarding the PM Airport changes. Please be sure to notify - through snail mail of any potential changes in roads, railway or airport changes.	6/1/2015 8:55 AM
4	Environmental information Leisure related information, hiking and cycling routes More local or near by neighbouring events, Show n Shines, Vasekhi Parade even though its in Surrey, Music festivals, major social events within a 15 mile radius.	5/31/2015 9:32 PM
5	Water sprinkling information. I've received this once in 7 years. It's about time you sent out information on this. What is the library putting on? Do we have a skating rink? Where is it and what does it offer? Who are the local farms offering produce? Where are they and what products do they offer? Does City Hall offer any services at all? What about the community center?	5/31/2015 7:16 PM
6	passing of any new by-laws; commitment to transportation issues i.e. railway crossing; involvement of mayor in exterior committees in Lower Mainland and BC	5/31/2015 3:28 PM
7	Community policing	5/31/2015 3:24 PM
8	BIG CAPTIAL EXPENSE PROJECTS OR UPGRADES	5/31/2015 3:24 PM
9	Perhaps, receive information on construction closures via email would be helpful.	5/31/2015 2:49 PM
10	accountability	5/31/2015 12:32 PM
11	monthly events	5/31/2015 11:56 AM
12	All the zoning changes, and any big development that will be starting up	5/31/2015 9:30 AM
13	Latest Events, updates about road work or construction, information on " how to" for example...get speed bumps in a neighborhood or report a dangerous pedestrian intersection (Harris and Hammond)	5/30/2015 10:57 PM
14	Why my property taxes are so high.	5/30/2015 11:48 AM
15	Where tax money is being spent.	5/30/2015 8:45 AM
16	Development Random park decisions such as paving a park area or throwing some trees up in the middle of Bronson park	5/30/2015 6:45 AM
17	Sporting Calendars, Family event calendars in the mail for residents and any changes concerning education,transportation, basic needs, etc..	5/30/2015 2:13 AM
18	some news or updates on important community issues, and what our city is doing to address the issues	5/29/2015 7:18 PM
19	Advance notice of planning.	5/29/2015 6:59 PM
20	Changes to policies and bylaws. Development of strategic and operational plans.	5/29/2015 6:55 PM
21	Community events, road work	5/29/2015 4:33 PM
22	Any and all information that would help a new family to Pitt Meadows to become familiar with the community, priorities, plans, initiatives e.g. Green/Environmental, Parks and Recreation (hiking/biking), the library, transportation, including public transit, volunteering, health, and smoke free multi-dwelling housing.	5/29/2015 12:26 PM
23	We are new to Pitt Meadows so any and all information about the community, at least over the next year or so, will allow our family to better know the city, new developments and plans. Green initiatives, parks and recreation, transportation, community events, and anything related to banning smoking from multi-dwelling housing, for example.	5/29/2015 11:57 AM

Open Government Strategies for Pitt Meadows

24	Notices - like a bear in Linden park and when the prisoners will be working on the trail or when the trail will be closed. Just to mentions a few.	5/29/2015 11:11 AM
25	Information on planning and development, public transit and municipal initiatives. Community events of course.	5/29/2015 9:39 AM
26	Development and budget	5/29/2015 9:31 AM
27	Activities!	5/29/2015 9:28 AM
28	..	5/28/2015 10:28 PM
29	budget info	5/28/2015 9:41 PM
30	More regular and easily accessible information re major issues being considered by City Council, dates and agendas for City Council meetings, information re how citizens can get more involved in municipal politics.	5/28/2015 4:23 PM
31	Information regarding the construction of buildings EARLIER in the process	5/28/2015 3:51 PM
32	I didn't receive my annual reminder to licence my dog this year, which is important to me, and any community events, and information about parks and rec	5/28/2015 3:35 PM
33	Already informed enough	5/28/2015 11:02 AM
34	How future developments will impact farming and all cultivatable land area in acreage. Plans in progress for the CPR crossing at Harris rd. and new cycling pathways with the aim to encourage more people out of there cars more often for local travel needs which can be met with faster arrivals sometimes.	5/28/2015 10:38 AM
35	Events in the area, development that impacts my community, job and volunteer opportunities.	5/28/2015 8:28 AM
36	Projects	5/28/2015 7:42 AM
37	community events	5/27/2015 11:57 PM
38	improvements and projects regarding road safety and public safety.	5/27/2015 10:12 PM
39	More information about activities and news	5/27/2015 8:57 PM
40	Development, activities	5/27/2015 8:35 PM
41	Info about council meetings, special projects, and development proposals	5/27/2015 6:36 PM
42	residential expansion school expansion dog parks	5/27/2015 4:14 PM
43	Development (eg. North Lougheed), taxation/spending, events, misc. info.	5/27/2015 3:48 PM
44	Would have appreciated a briefing from the City re the beginning of the rezoning process for Onni's GEBP.	5/27/2015 9:21 AM
45	More community information, what is going on in the community like events that can bring people together. More importantly, how do we find out about these things. City of Maple Ridge sends me a monthly email.	5/27/2015 8:42 AM
46	Events in the city, new projects/building	5/27/2015 7:25 AM
47	I find the website very good and every time I go to City Hall my questions are answered	5/26/2015 7:18 PM
48	Information on future development and building in Pitt Meadows	5/26/2015 7:17 PM
49	more detailed budget information, especially on what is included in the 5 year plan and what increases are anticipated.	5/26/2015 4:31 PM
50	What are the different priorities in terms of project are being discussed and why.. this is very important to know if the City is engaged with the pulse of its residence	5/26/2015 2:55 PM
51	Spending Improvements community projects	5/26/2015 2:05 PM
52	Community / Public Safety - As can be seen in Surrey, the community & council need to be more engaged and do their part in keeping Pitt Meadows safe.	5/26/2015 1:57 PM
53	events, important issues	5/26/2015 1:34 PM
54	Development/re-zoning proposals, agenda items for Council meetings	5/26/2015 1:13 PM
55	ACTIVITIES	5/26/2015 11:53 AM
56	not really sure other than I'd like to know more about how my tax dollars are being spent, what's happening with major issues in the city	5/26/2015 11:47 AM
57	discussion on transit improvements	5/26/2015 11:29 AM
58	Airport, Golden Ears Bridge	5/26/2015 10:46 AM

Open Government Strategies for Pitt Meadows

59	updates on commercial real estate and infrastructure projects	5/26/2015 7:35 AM
60	Salaries of anyone on the municipal payroll earning more than \$100,000 per annum and their roll in local government.	5/26/2015 7:15 AM
61	development community events crime prevention	5/25/2015 10:00 PM
62	Housing for the disabled and low income, Road work,	5/25/2015 9:50 PM
63	Recreation, events, road closures, community	5/25/2015 6:13 PM
64	Property changes in single house to cramming four houses on a nice large lot. Date and times of community meetings and functions.	5/25/2015 1:59 PM
65	accessible housing & businesses when new businesses come to town possible volunteer venues the status of their position on subsidized housing	5/25/2015 12:47 PM
66	taxes, bylaws, events	5/25/2015 11:35 AM
67	Impending infrastructure planning. Transportation improvements and housing development.	5/25/2015 11:00 AM
68	details on special events; expenditures for infrastructure projects	5/25/2015 10:46 AM
69	any info about the city development.	5/25/2015 10:04 AM
70	Traffic calming, bike routes	5/25/2015 9:01 AM
71	zero increase property tax	5/24/2015 10:20 PM
72	safety/crime levels; greater information on the fertilizing and pesticides being used in or around our city, especially on the dikes; pending changes to rules that affect those living with dogs; large scale projects that might affect the wonderful small-town feel we have. Otherwise, I can use the website to look up the information.	5/24/2015 6:00 PM
73	More updates on what the City of Pitt Meadows is doing in regards to current issues.	5/24/2015 2:44 PM
74	proposed developments and plans for the future of the this city, and a format to contact mayor and town counsel for comments	5/24/2015 2:07 PM
75	Budget	5/24/2015 2:05 PM
76	I want more information about how we are going to solve the train hassles at Harris Road.	5/24/2015 9:38 AM
77	where my tax dollars go. do I have a say in big expenses that would affect my house tax increase	5/24/2015 9:37 AM
78	I liked seeing the upcoming projects mentioned in the property tax newsletter. I think reminders about watering restrictions, dumping, recycling are good. It would be good to have like a Green Bin Tips type information box. So many don't know how to prevent their bins from smelling and still try to sneak food waste into recycling and garbage. Like scrunching up newspaper and putting at the bottom to prevent things from sticking. Using newspaper to wrap your food waste or using the compostable bags, etc.	5/23/2015 10:41 PM
79	Services available to me, emergency, etc	5/23/2015 9:58 PM
80	Events and happenings going on in the city	5/23/2015 6:50 PM
81	Community Planning, Infrastructure, Statistics and Analytics applied to future plans and active engagements. Homeless and Crime abatement programs.	5/23/2015 3:17 PM
82	The changes in building permit laws.Why are multiple homes now being built on single lots?	5/23/2015 11:45 AM
83	More information about future projects	5/23/2015 11:17 AM
84	new investment - public transport,new roads,bridges etc.	5/23/2015 10:48 AM
85	upcoming or potential project proposals for the city. see how tax \$ is being spent	5/23/2015 8:32 AM
86	Proposed developments even if farther away than the 125 m required by " law".. If it is on my street, it affects me. Transparency about the reasons behind council decisions.	5/22/2015 10:24 PM
87	Basic info on government decisions that impact the community - developments, bylaw changes, major projects and expenditures	5/22/2015 10:21 PM
88	Transit updates	5/22/2015 9:45 PM
89	I would like to know what the plans are for development such as Cardiff farms. There is fill on the north side of the property and yet when I go to the city website there is not a quick link to future development. It may be there but I didn't see it. It would be nice to have a website that is easy to find information. Perhaps more tabs and then tabs which break down to more subtopics.	5/22/2015 6:16 PM

Open Government Strategies for Pitt Meadows

90	- buildings going up around town - long term planning - how are taxes spent? - recycling plans (How green are we?) - transit plans (Where does the Mayor stand on Lower Mainland planning?) - What are the priorities for the City of PM?	5/22/2015 3:47 PM
91	park maintenance	5/22/2015 2:16 PM
92	a condensed version of what the issues council is dealing with	5/22/2015 12:41 PM
93	Proposed By Law Changes New Development Applications Any City information that affects residents shld be posted somewhere. What's happening, what's going on? Information received by the City from residents (as long as not a violation of privacy laws) ie: We should all know what other peoples concerns are as well. More GENERAL information as to "What's Going On in Pitt Meadows". The current What's New is so small and useless!! Arts, Community, Events, What Council and Staff are working on..... An annual schedule posted etc - not just for community events. Council meetings etc.	5/22/2015 11:45 AM
94	Hot topics (i.e. Sheridan Hill), construction projects throughout the City, infrastructure maintenance and replacement plans (reduction of the infrastructure deficit), significant changes to the budget (proposed by staff and approved by Council), significant changes to bylaws (i.e. zoning, fees & charges, DCC, etc.) or new bylaws being proposed, when events are being held that are hosted by the City.	5/22/2015 9:31 AM
95	Upcoming events, discussions the city is currently involved in at a provincial and federal level, changes to bylaws.	5/22/2015 7:06 AM
96	Community events	5/21/2015 10:14 PM
97	I feel pretty informed as it between the website, twitter and reading the local papers.	5/21/2015 7:35 PM
98	future projects	5/21/2015 6:31 PM
99	I would like to get more info on decisions that are upcoming, with possibly a survey attached for my opinions. I would appreciate a sign up for emails to get council agendas and minutes/link to video of meeting.	5/21/2015 6:28 PM
100	Parks and rec, community events and meetings	5/21/2015 5:39 PM
101	Detailed breakdowns of where my tax dollars go.	5/21/2015 5:31 PM
102	Information on policing	5/21/2015 5:27 PM
103	Monthly newsletters	5/21/2015 3:22 PM
104	I feel somewhat isolated living in the rural section of Pitt Meadows....I would like to know more where my tax dollars are going...and to be informed of what is happening in Pitt Meadows..	5/21/2015 3:15 PM
105	Future City works projects and developments	5/21/2015 1:02 PM
106	Transportation, Safety, Policing, community events	5/21/2015 11:33 AM
107	- Events - Security	5/21/2015 11:27 AM
108	Community Events Crime/Safety Updates	5/21/2015 11:03 AM
109	did not know there was an OCP nor did many of my neighbours	5/21/2015 10:44 AM
110	engage other jurisdictions around issues of transportation, transit, infrastructure	5/21/2015 9:25 AM
111	Let's use the so-called Pitt Meadows Centennial as an example: Most people didn't know much; someone randomly decided who those 100 'most valuable' residents were and someone managed to invite top members of the Liberal Party to the festivities that day. The other 18,000+ residents got to read about it in the paper. This one incident pretty well sums up what our elected officials think of us. Next, the matter of the North Lougheed Connector and the deal with the mall developers: a dinky little notice in the local rags about an issue like this isn't going to cut it. Residents aren't apathetic - they just work long hours with a brutal commute on top of managing home and family. String a big sign across Harris Road, start a phone message campaign or whatever but please let us know when something big is going on.	5/21/2015 8:28 AM
112	Updates on infrastructure upgrades and costs	5/21/2015 6:16 AM
113	Services that are available	5/20/2015 11:56 PM
114	Life in Pitt Meadows	5/20/2015 10:27 PM
115	indoor swimming pool	5/20/2015 9:25 PM
116	transportation plans, park plans, development plans, strategic planning (ie positioning for future growth, development) interaction with Translink, interaction with provincial government.	5/20/2015 8:04 PM

Open Government Strategies for Pitt Meadows

117	What is the long range plan? I love the 'small town' feel here. Is that a priority? I hear IGA is closing. That's the end of 'cozy' and 'community' in many ways. Yet big stores like Superstore seem to be thriving. What are you doing to bring tourists and shoppers to the Harris Road part of Pitt Meadows? We have lived here since 1999. Sind then, we've hoped that Harris Road from Lougheed Hwy to the Fraser River would be another Fort Langley. What a lost opportunity! Why isn't there a chapel and pub down by the river, as promised? Good grief! Who's idea was it to put new industrial 'malls' right by the prettiest, river-side property in Pitt Meadows? Who is planning? And based on what?	5/20/2015 7:58 PM
118	Broadcast time and channel of council meetings on Shaw TV.	5/20/2015 7:51 PM
119	Emailed information about community projects and building projects that are being voted on.	5/20/2015 6:34 PM
120	community events	5/20/2015 6:22 PM
121	Information about changes, activities, how we can submit feedback or questions	5/20/2015 6:00 PM
122	Information about proposed developments and road restructuring. We read the local paper, but their information is/can be very biased. It would be great to have regular notices right from our elected officials.	5/20/2015 5:51 PM
123	development and planning	5/20/2015 4:18 PM
124	I would like more information about the steps you are taking to improved the city. We have many older city buildings that need repairs so is it best to spend money to build a new one every 8 years instead of spending so much on repairs each year on each building.? We should try to get more revenue here. Advertise our city. I like the new homes being built compactly.	5/20/2015 2:41 PM
125	DAY TIME COMMUNITY EVENTS FOR RETIRED FOLKS - FOR WEEK AND WEEKEND DAYS	5/20/2015 12:38 PM
126	Any information that would be available for retired individuals re activities to take part in during the week - not including exercise programs. More to do with service to the community or events to attend.	5/20/2015 12:11 PM
127	POLICING, BUDGET CUTS, COST OVER-RUNS ON YEARLY BUDGET, TRAFFIC RELIEF PLANS FOR THE CITY	5/20/2015 12:01 PM
128	Retaining agricultural land reserve. Reduction of fossil fuel based energy. Improved working hours for City staff ie full time/part time with benefits. Improve Lougheed and Harris intersection. Improve rail crossing at Harris road.	5/20/2015 11:32 AM
129	senior's activities	5/20/2015 11:14 AM
130	Clean landscape around Hoffman park and street-more garbage pick up services by organizing volunteers group who are retired	5/20/2015 10:41 AM
131	Roadwork & construction updates; new businesses opening	5/20/2015 8:20 AM
132	Road construction, re-zoning	5/20/2015 7:47 AM
133	stormwater management, protection of ALR, when trains are scheduled so I can time my rail crossing	5/20/2015 7:34 AM
134	A bulletin every 4 month of city activities	5/19/2015 11:10 PM
135	Some of the smaller picture things - what problems and how they are being handled in other areas of Pitt	5/19/2015 9:52 PM
136	Not connected enough to provide insightful response.	5/19/2015 9:44 PM
137	If we could get monthly or bi-monthly emails on what the city is currently working on as well as what has been completed.	5/19/2015 9:28 PM
138	Nothing specific. It's just nice to hear from council more often than once a year during tax time.	5/19/2015 8:27 PM
139	not happy about backyard chickens	5/19/2015 8:21 PM
140	I am happy with the amount of information I presently receive from the City.	5/19/2015 8:13 PM
141	community events	5/19/2015 7:56 PM
142	Services (and changes), events, roadworks, planning	5/19/2015 7:26 PM
143	newsletter	5/19/2015 6:14 PM
144	rezoning, emergency planning	5/19/2015 6:12 PM
145	Events	5/19/2015 6:05 PM
146	Why are some councilors not capable in making positive decisions ? e.g.: Harris Rd to Meadows G.Club rezoning? Possible Tax money going to waste.	5/19/2015 5:53 PM
147	Budget info and what the city spends	5/19/2015 2:47 PM

Open Government Strategies for Pitt Meadows

148	1. Action Plans from Citizen Committees, Metro Vancouver & all other "guiding" reports adopted by City Council. 2. Any development idea or proposal that would directly affect the "Natural Environment" of Pitt Meadows that is so highly prized. 3. Issues that impact (either positively or negatively) low-income or otherwise vulnerable people who currently reside in Pitt Meadows	5/19/2015 12:59 PM
149	new development	5/19/2015 12:53 PM

Open Government Strategies for Pitt Meadows

Q5 What is the one issue that is currently of most concern to you?

Answered: 151 Skipped: 27

#	Responses	Date
1	Property Taxes	6/1/2015 3:53 PM
2	traffic	6/1/2015 2:56 PM
3	Traffic	6/1/2015 2:03 PM
4	Schools	6/1/2015 12:05 PM
5	Airport Expansion	6/1/2015 8:55 AM
6	Train crossing and the way it so often holds up traffic.	5/31/2015 9:33 PM
7	Why don't the police ever come when I call? I've called about two intruders and one accident and they have never showed up even once. Is this common here?	5/31/2015 7:18 PM
8	railway crossing on Harris Road	5/31/2015 3:28 PM
9	Theft from property	5/31/2015 3:24 PM
10	SPENDING AS IS THE COMUNITY HAS DEEP POCKETS	5/31/2015 3:24 PM
11	Speeding on Harris Road.	5/31/2015 2:49 PM
12	efficiency	5/31/2015 12:32 PM
13	dogs. Since a few months dogs owners are always checked. I know that there is some dogs parks in the city but not for example in Osprey village, with no cars it is difficult to go to the dogs parks. Also law for dos owners are too strict and not strict enough for aggressive dogs, does dogs should be declare at RCMP and wear a muzzle at all times. And other not aggressive dogs should have more fre	5/31/2015 12:00 PM
14	When pieces of land get subdivided all the trees seem to get cut down. All the big trees in the city seem to be going away because of this. The big waste of space that meadowtown centre is. It was designed with wasted space in mind could be so much better laid out.	5/31/2015 9:31 AM
15	1. The crossing at Harris and Hammond...when crossing from one side of Hammond to the other (on the east side of the intersection) pedestrians can activate the walk sign at any time. Often cars heading left onto Hammond from Harris have only seen a green light for a length of time and do expect or fail to notice the walk sign has been activated....causing a few near misses in the intersection....larger caution flashiing caution lights to indicate pedestrians crossing could fix this. 2. Shade at the skate park! A small covered area would be great	5/30/2015 11:06 PM
16	Traffic	5/30/2015 11:48 AM
17	I was happy to see no tax increase for 2015 I just hope we do not get a double hit of taxes next year.	5/30/2015 8:46 AM
18	Taxes versus services provided	5/30/2015 6:45 AM
19	Garbage pickup, bigger bins or more pickups not less. City provided bins.	5/30/2015 2:15 AM
20	Long delays at train crossings at harris road. I've seen ambulance waiting to cross for a long time. Dark street at the end of Advent road by Hoffman Park (to Harris Road).	5/29/2015 7:21 PM
21	Cardiff Farms development	5/29/2015 6:59 PM
22	Available amenities - e.g. food shops (bakery, fish), childcare, swimming pool.	5/29/2015 6:57 PM
23	I feel like we have been receiving less communications from the city compared to the previous mayor and council.	5/29/2015 4:35 PM
24	1. Unleashed dogs on hiking and biking trails	5/29/2015 12:31 PM
25	OFF LEASH DOG AREAS ! Pitt Meadows has NO(legal) place to play ball with your dog. Dog Parks are not the place to bring a ball !! Plus they are a breeding area from disease. Ask any Veterinarian. Even worse now without poop bags. And all these beautiful new trails have poop bags toss in the woods and hanging from the trees.	5/29/2015 11:21 AM
26	Development - appears to be a push for increasing density without (what I perceive) regard for existingg long term neighbour's, and neighbourhoods and parking concerns.	5/29/2015 9:42 AM

Open Government Strategies for Pitt Meadows

27	Taxes	5/29/2015 9:31 AM
28	The train, I think we all would say that though.	5/29/2015 9:29 AM
29	..	5/28/2015 10:28 PM
30	taxes are too high	5/28/2015 9:42 PM
31	Over-development with retail space which seems to be chronically empty and "for lease" vs. preservation of green space.	5/28/2015 4:30 PM
32	Many issues -can't pin just one Safety, Taxes, Services	5/28/2015 3:52 PM
33	the changes to the recycling - Burnaby has a glass recycling program, that includes bins for glassware - i prefer being able to recycle as much as i can instead of having to make separate trips	5/28/2015 3:36 PM
34	Traffic build up during rush hours, and train traffic (stopping in the middle of road)	5/28/2015 11:04 AM
35	Cycling, that would ideally include local businesses offering a place to park your bike.	5/28/2015 10:45 AM
36	Housing	5/28/2015 9:25 AM
37	Not enough bike paths on the roads. Cyclists who are disrespectful of walkers on shared paths.	5/28/2015 8:31 AM
38	Road quality	5/28/2015 7:42 AM
39	bylaws - re dogs	5/27/2015 11:57 PM
40	road safety, Sheridan Hill	5/27/2015 10:13 PM
41	pitt meadows boat ramp @ ferry slip road.	5/27/2015 8:58 PM
42	Development of land for apartment or industrial purposes	5/27/2015 8:36 PM
43	north lougheed corridor development	5/27/2015 6:36 PM
44	No leach off dog parks garbage pickup every two weeks	5/27/2015 4:15 PM
45	Development of North Lougheed	5/27/2015 3:48 PM
46	Onni's GEBP phases 3 and 4	5/27/2015 9:22 AM
47	Traffic: 1) the speed at which cars travel on Ford Rd, west and east bound from Harris to Airport 2) the congestion and dangers to vehicles and pedestrians due to the lack of parking provided by the Jolly Coachmen to their customers 3) the lack of bylaw enforcement for people parking in no parking areas on Ford Rd (north side) between Harris and the Airport	5/27/2015 8:45 AM
48	taxes	5/27/2015 7:25 AM
49	Pitt Meadows getting noisier	5/26/2015 7:19 PM
50	Traffic caused by trains	5/26/2015 7:18 PM
51	Fair taxation on Translink. We pay more taxes than Vancouver residents for 10% of the service.	5/26/2015 4:32 PM
52	1. Traffic and train track 2. Swimming pool at the rec center	5/26/2015 2:56 PM
53	Train Crossing / blocking Harris Road. It is only going to get worse. I get the window of opportunity is gone for Harris Road, but there should be an overpass at Allan Way to relieve the pressure of Harris Road traffic.	5/26/2015 1:59 PM
54	not sure	5/26/2015 1:47 PM
55	Development/re-zoning proposals	5/26/2015 1:13 PM
56	TAXES	5/26/2015 11:54 AM
57	discussion on transit issues also, weight of trains running through our city!	5/26/2015 11:29 AM
58	Golden Ears Bridge noise	5/26/2015 10:46 AM
59	eastbound traffic for evening commuters on lougheed towards Harris road intersection	5/26/2015 7:36 AM
60	Lack of immediate action to close down illegal drug houses by seriously enforcing existing bylaws.	5/26/2015 7:17 AM
61	Housing and accessible employment for the disabled	5/25/2015 9:51 PM
62	Speed on lower Bonson Rd	5/25/2015 9:03 PM
63	smell from the spraying by plane	5/25/2015 6:13 PM

Open Government Strategies for Pitt Meadows

64	116B Avenue between Blakely and Bonson is now a complete MESS. Three and four houses crammed into lots. We bought in an established neighbourhood for a reason. It is now all ruined.	5/25/2015 2:00 PM
65	accessible housing -both financially and physically	5/25/2015 12:47 PM
66	parking	5/25/2015 11:35 AM
67	General planning for the community.	5/25/2015 11:01 AM
68	transportation (train tracks and Harris Rd/Lougheed intersection	5/25/2015 10:46 AM
69	organic gabage, in summer, it smells bad and with many flies. the concern is it may cause health problem.	5/25/2015 10:05 AM
70	Traffic calming on 122	5/25/2015 9:01 AM
71	property tax	5/24/2015 10:21 PM
72	the lack of off-leash dog trails! I would like to see one side of the Alouette River near Silver Bridge be designated for those who like to walk/run/bike with their dogs off-leash. The current small stretch along the Pitt River is too short, not serviced with garbage bins for dog waste, and doesn't have adequate parking. There are also very limited shoreline areas that dogs and people can access safely.	5/24/2015 6:03 PM
73	The train crossing at Harris Road.	5/24/2015 2:45 PM
74	high density development that is ruining this city and adding to congestion on the roads	5/24/2015 2:08 PM
75	Traffic congestion Lougheed and Harris as well as Lougheed and Dewdney Trunk	5/24/2015 2:05 PM
76	the signs on the leash optional are not clear to people that this is not off leash. more information that makes it clear that the dog owner control there dogs at all times.	5/24/2015 9:40 AM
77	transportation	5/24/2015 9:38 AM
78	property taxes	5/24/2015 9:11 AM
79	Translink tax increase. I feel Pitt Meadows resident pay in too much in but don't see the benefits. Example, we get a bridge. But it is tolled. Advertising night buses at a pitt meadows bus shelter that has no night bus service and none planned. I am very concerned that mayors spent millions on yes PST increase but don't really have the power to control Translink or force change.	5/23/2015 10:44 PM
80	Traffic and transportation	5/23/2015 6:51 PM
81	Flooding and Earthquake preparedness	5/23/2015 3:18 PM
82	Traffic and the tracks.	5/23/2015 3:05 PM
83	West Coast Express	5/23/2015 11:45 AM
84	Tax increases	5/23/2015 11:17 AM
85	safety	5/23/2015 10:48 AM
86	family safety	5/23/2015 8:34 AM
87	Mayor and council acting as one body instead of seven individuals with seven different opinions. No room for free thinkers and according to Bruce Bell in May 5 council meeting. The mayor is the ONLY one who can speak for council to address any citizen concerns. So it appears we have one Mayor and six sheep.	5/22/2015 10:27 PM
88	the members of the committee looking into this issue are mostly made up of individuals who like to complain about the city, I am not sure they are in this for the right reasons	5/22/2015 10:22 PM
89	Crime. It is a part of every community, but even living in Osprey Village we have seen and experienced theft and robbery in the area.	5/22/2015 9:46 PM
90	We have very little land that can be developed. I would like to see North Lougheed developed and take advantage of the developer's offer to create access. It may not be exactly what is needed but it a start and closing the door is not the answer.	5/22/2015 6:18 PM
91	- Osprey Village (Why isn't it full of shops and services? Where is the chapel and pub???)	5/22/2015 3:48 PM
92	train traffic issue	5/22/2015 2:17 PM
93	staying a safe, friendly community	5/22/2015 12:42 PM
94	The lack of engagement and co-operation between Staff and Council and both of these in turn with Residents. No one is listening! Or rather City Hall is soooo entrenched in THIS is the way we do things that there is no room for further engagement with Residents When Staff won't take direction from Council then they certainly are not listening to the residents. This in turn disengages residents as they become frustrated and fed -up.	5/22/2015 11:50 AM

Open Government Strategies for Pitt Meadows

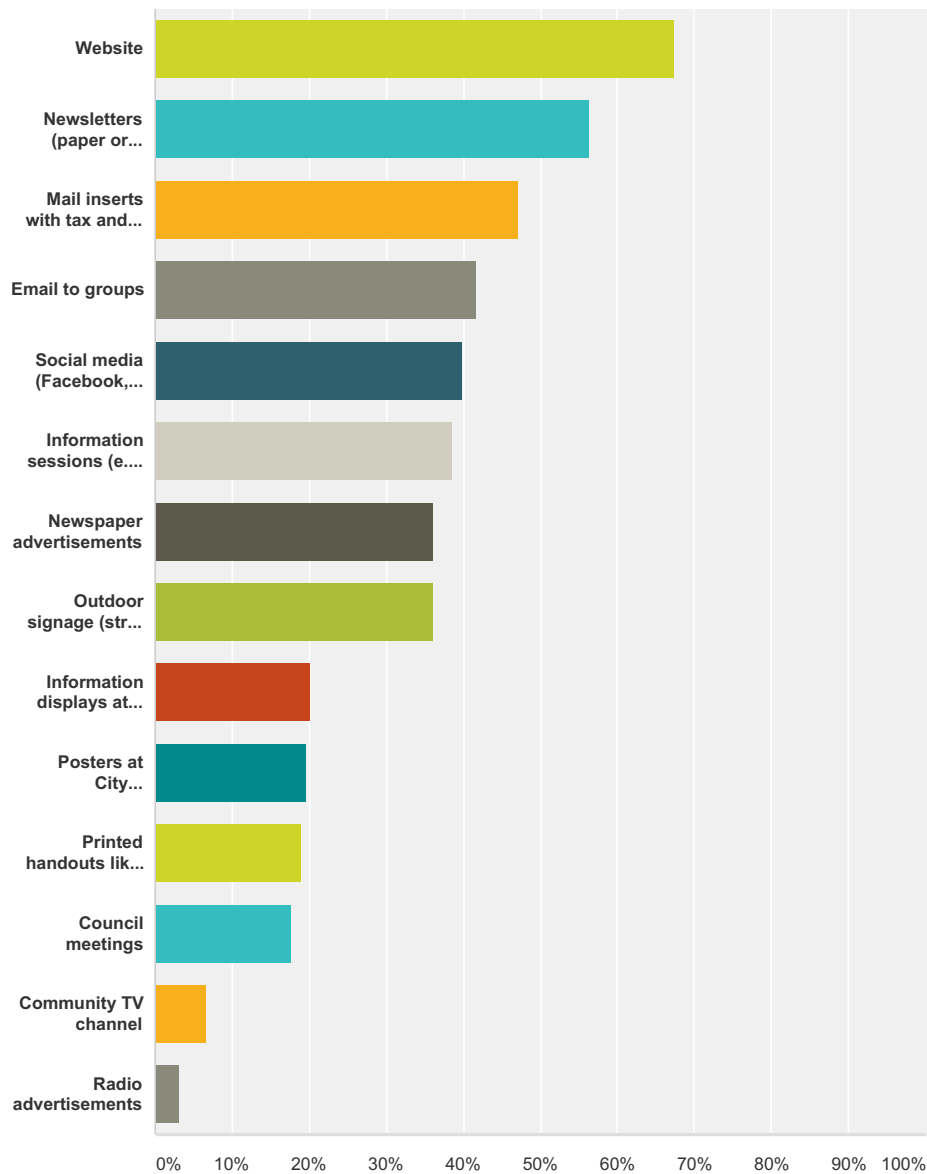
95	Ensuring that the City is appropriately planning for the future financial sustainability of the City, particularly closing the infrastructure funding gap for the maintenance and replacement of CURRENT assets.	5/22/2015 10:01 AM
96	Dogs being off leash in parks which are not off leash parks. Traffic on Lougheed corridor. The plans for traffic in regards to all the new builds happening.	5/22/2015 7:07 AM
97	Safety of children	5/21/2015 10:14 PM
98	The development in The South Bonson area	5/21/2015 7:35 PM
99	Garbage & dog feces everywhere in the community. It's a huge mess out there. It requires a big community response to fix.	5/21/2015 6:30 PM
100	Balancing services without large tax increases	5/21/2015 5:40 PM
101	Police response times.	5/21/2015 5:32 PM
102	Jobs in our community	5/21/2015 5:28 PM
103	Would like to see off leash dog area by osprey village and better garbage collection of the public bins in the area as they are often overflowing	5/21/2015 3:23 PM
104	High property taxes..	5/21/2015 3:15 PM
105	Continuous improvement of infrastructure and public spaces.	5/21/2015 1:03 PM
106	Traffic calming	5/21/2015 11:33 AM
107	Crime, specifically postal boxes and auto	5/21/2015 11:27 AM
108	Traffic congestion/Pedestrian safety	5/21/2015 11:04 AM
109	the onni zoning request to build a business park directly across the street from my home & the reluctance of the mayor to even consider reviewing the ocp for possible changes	5/21/2015 10:46 AM
110	Volume of traffic on roads that cannot support it. I am told that I have to contact the Ministry of Transportation and BC Transit to complain as the city does not own roads etc I am concerned about safety in our neighbourhoods	5/21/2015 9:27 AM
111	I don't mind paying my taxes. Really. But I don't want my or my neighbours hard earned money squandered on stupid projects like the North Lougheed Connector which really only benefits the family who owns/owned the land and the developers. And quit telling us us this project will bring 'good' union jobs. We're not stupid. Please stop the NLC project and go back to the drawing board.	5/21/2015 8:34 AM
112	I am following the quarry issue.	5/21/2015 8:21 AM
113	curb side recycling	5/21/2015 7:50 AM
114	Dyke maintenance and pumping station improvements.	5/21/2015 6:16 AM
115	indoor swimming pool	5/20/2015 9:25 PM
116	spending of taxes	5/20/2015 8:05 PM
117	Garbage pick up: I'm fine with having garbage picked up every second week (heck, I'm a champion for it) but don't flipflop and later tell me I can't recycle glass and plastic bags. I'm thrilled we have recycling. Let's not turn back when we can lead the way!	5/20/2015 8:02 PM
118	Not raising property taxes	5/20/2015 7:51 PM
119	The Harris Road railroad track crossing issue and what is being done about it.	5/20/2015 6:35 PM
120	public safety	5/20/2015 6:22 PM
121	Garbage only being taken every two weeks	5/20/2015 6:00 PM
122	We do not want a Harris Road overpass	5/20/2015 5:51 PM
123	Harris road rail crossing	5/20/2015 5:11 PM
124	development	5/20/2015 4:18 PM
125	The taxes are so high so perhaps students could be hired during busy out door work in stead of so many full time adults.	5/20/2015 2:44 PM
126	NO ONE PARTICULAR ISSUE STANDS OUT AT THIS TIME	5/20/2015 12:39 PM
127	No one issue at this moment	5/20/2015 12:14 PM
128	RAILROAD CROSSING DELAYS ON HARRIS AND GOLDEN EARS WAY	5/20/2015 12:02 PM

Open Government Strategies for Pitt Meadows

129	Retaining agricultural land in reserve.	5/20/2015 11:33 AM
130	Not enough Full-Time Firefighter for the size of the City and how it is growing.	5/20/2015 11:23 AM
131	Harris Rd and Lougheed Hwy bvlIntersection	5/20/2015 11:15 AM
132	loitering teenagers with skateboarding, drinking, smoking pots around or in the Hoffman park and nearby malls; it is very intimidating act towards average citizens or seniors	5/20/2015 10:44 AM
133	No major concerns but query why there have been no dog waste bags in the dispensers at various locations	5/20/2015 8:22 AM
134	schools	5/20/2015 7:47 AM
135	maintaining our level of services - zero tax increase means a reduction in services	5/20/2015 7:34 AM
136	Train crossing on harris road	5/19/2015 11:11 PM
137	Curb extension at Park & Somerset - it has daily impact	5/19/2015 9:53 PM
138	Property Crime.	5/19/2015 9:45 PM
139	why our property taxes are so high as we are a smaller community	5/19/2015 9:29 PM
140	Crime.	5/19/2015 8:28 PM
141	backyard chickens. Need to go. Why favor the few and make the majority angry?	5/19/2015 8:22 PM
142	Speedsters on our roadways, usually juvenile or seemingly underage.	5/19/2015 8:14 PM
143	pedestrian safety/improvements	5/19/2015 7:58 PM
144	Population growth (density) and lack of additional traffic routes - only Harris Rd. need extension of Allen Way to Airport.	5/19/2015 7:28 PM
145	safety	5/19/2015 6:14 PM
146	rezoning	5/19/2015 6:12 PM
147	The amount of crime recently	5/19/2015 6:05 PM
148	Rezoning that strip of property between Harris Rd & Meadows Way. This not Farm land, it is already pre -loaded with garbage fill. Has not been farmed in years.	5/19/2015 5:57 PM
149	Traffic	5/19/2015 2:48 PM
150	lack of rental accommodation for person's of low income. (based on traditionally accepted standards set by CHMC of three factors: affordable, suitable, adequate.)	5/19/2015 1:04 PM
151	0 increase in taxes	5/19/2015 12:53 PM

Q6 Thinking about the ways you receive information from the City, what methods would you like the City to use to keep you informed and notify you about opportunities to provide input? (Please check all that apply.)

Answered: 163 Skipped: 15



Answer Choices	Responses	
Website	67.48%	110
Newsletters (paper or electronic, e.g. City Talks)	56.44%	92
Mail inserts with tax and utility notices	47.24%	77

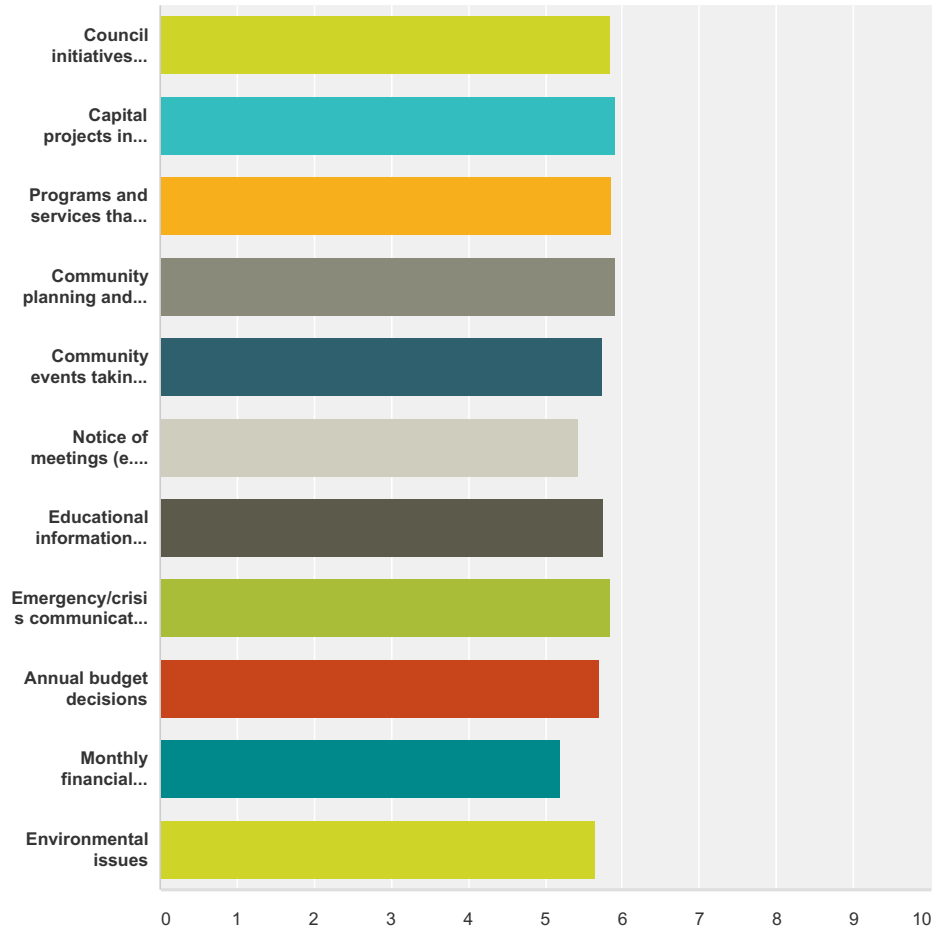
Open Government Strategies for Pitt Meadows

Email to groups	41.72%	68
Social media (Facebook, Twitter)	39.88%	65
Information sessions (e.g. open houses and town hall meetings)	38.65%	63
Newspaper advertisements	36.20%	59
Outdoor signage (street banner on Harris Road, electronic billboard on Lougheed Highway)	36.20%	59
Information displays at City facilities/in the community	20.25%	33
Posters at City facilities/in the community	19.63%	32
Printed handouts like brochures	19.02%	31
Council meetings	17.79%	29
Community TV channel	6.75%	11
Radio advertisements	3.07%	5
Total Respondents: 163		

Open Government Strategies for Pitt Meadows

Q7 The City of Pitt Meadows currently informs residents about a range of topics. On a scale of 1-10, how important is it for you as a resident to be kept informed about the following topics?

Answered: 158 Skipped: 20



	Not at all important 1	2	3	4	5	6	7	8	9	Extremely important 10	Total	Weighted Average
Council initiatives such as bylaws, policies and projects	0.00% 0	0.00% 0	0.00% 0	3.80% 6	7.59% 12	7.59% 12	13.92% 22	20.25% 32	13.29% 21	33.54% 53	158	5.85
Capital projects in public areas (e.g. roads and buildings)	0.00% 0	0.00% 0	0.00% 0	2.53% 4	5.06% 8	3.16% 5	14.56% 23	21.52% 34	20.89% 33	32.28% 51	158	5.90
Programs and services that affect residents	0.00% 0	0.63% 1	1.27% 2	1.27% 2	3.80% 6	3.16% 5	12.03% 19	18.99% 30	21.52% 34	37.34% 59	158	5.87

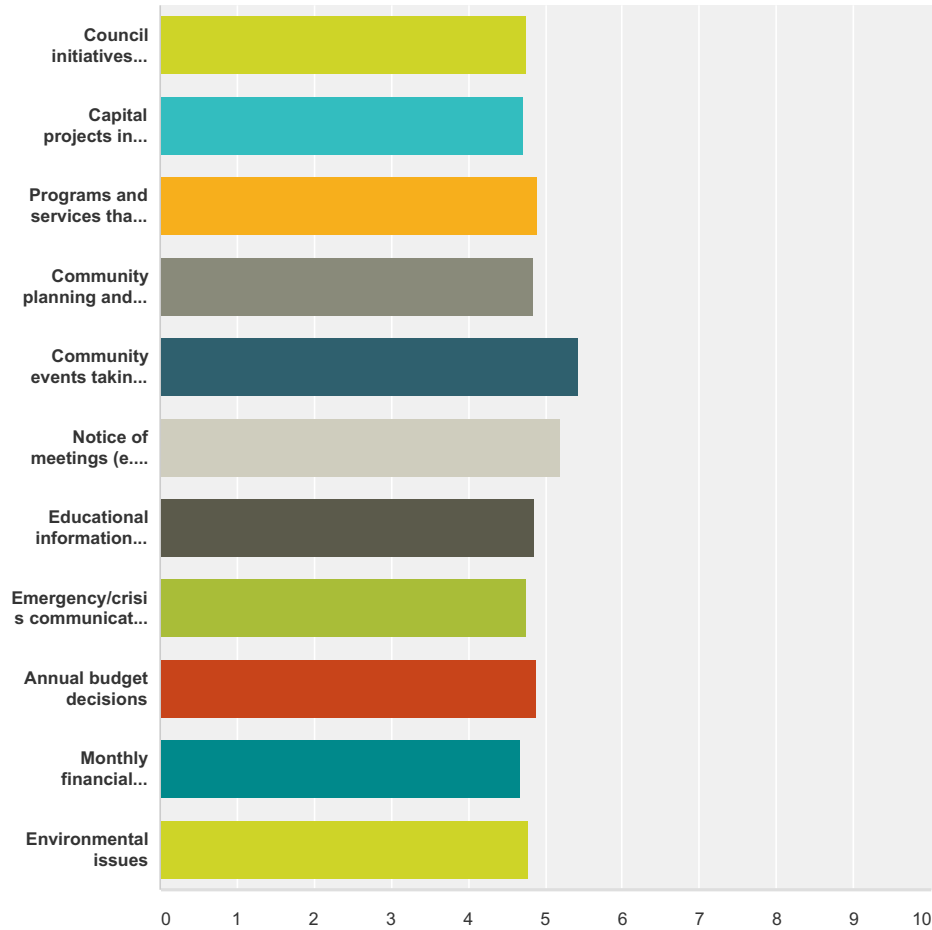
Open Government Strategies for Pitt Meadows

Community planning and development	0.63% 1	0.00% 0	0.63% 1	0.63% 1	3.80% 6	6.33% 10	13.29% 21	22.78% 36	19.62% 31	32.28% 51	158	5.90
Community events taking place in Pitt Meadows	1.27% 2	0.00% 0	1.90% 3	3.16% 5	7.59% 12	7.59% 12	12.03% 19	16.46% 26	20.25% 32	29.75% 47	158	5.74
Notice of meetings (e.g. Council, Committee, Public Hearings)	0.63% 1	1.27% 2	3.80% 6	11.39% 18	14.56% 23	10.76% 17	16.46% 26	15.82% 25	10.13% 16	15.19% 24	158	5.43
Educational information (e.g. emergency preparedness, property owner responsibilities)	0.63% 1	0.63% 1	0.00% 0	6.33% 10	5.06% 8	13.92% 22	17.72% 28	18.99% 30	12.66% 20	24.05% 38	158	5.77
Emergency/crisis communication and community safety	0.63% 1	0.00% 0	0.63% 1	3.16% 5	3.80% 6	13.29% 21	10.13% 16	15.19% 24	20.25% 32	32.91% 52	158	5.85
Annual budget decisions	0.00% 0	2.53% 4	1.27% 2	3.80% 6	9.49% 15	9.49% 15	13.92% 22	18.99% 30	16.46% 26	24.05% 38	158	5.69
Monthly financial reporting	1.27% 2	6.96% 11	6.96% 11	5.70% 9	13.92% 22	13.92% 22	13.29% 21	18.35% 29	10.76% 17	8.86% 14	158	5.20
Environmental issues	1.27% 2	1.27% 2	2.53% 4	5.06% 8	6.33% 10	12.03% 19	7.59% 12	16.46% 26	18.35% 29	29.11% 46	158	5.65

Open Government Strategies for Pitt Meadows

Q8 Thinking about these same topic areas, on a scale of 1-10, how satisfied are you with the amount of information currently being provided by the City for each of the following topic areas?

Answered: 151 Skipped: 27



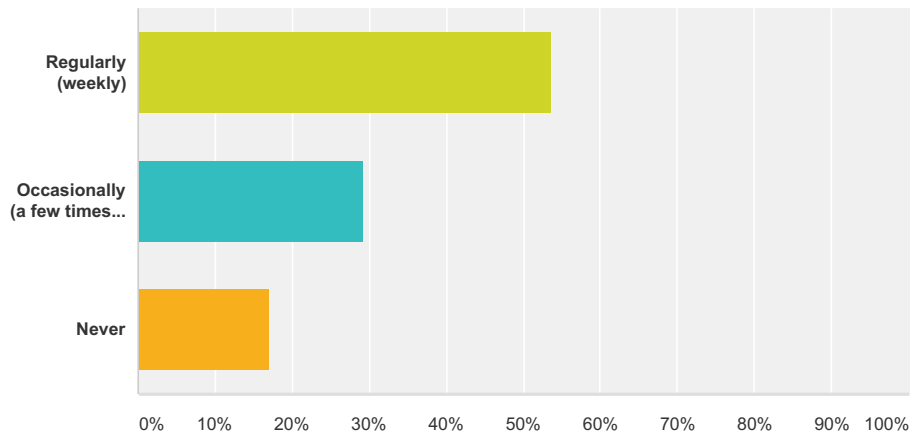
	Not at all important 1	2	3	4	5	6	7	8	9	Extremely important 10	Total	Weighted Average
Council initiatives such as bylaws, policies and projects	3.97% 6	8.61% 13	11.26% 17	8.61% 13	19.87% 30	11.92% 18	11.92% 18	13.91% 21	7.95% 12	1.99% 3	151	4.75
Capital projects in public areas (e.g. roads and buildings)	3.97% 6	10.60% 16	8.61% 13	10.60% 16	18.54% 28	7.95% 12	12.58% 19	16.56% 25	9.27% 14	1.32% 2	151	4.72
Programs and services that affect residents	1.99% 3	7.28% 11	10.60% 16	10.60% 16	17.22% 26	12.58% 19	11.26% 17	15.89% 24	10.60% 16	1.99% 3	151	4.91

Open Government Strategies for Pitt Meadows

Community planning and development	2.65% 4	7.28% 11	11.92% 18	10.60% 16	15.89% 24	17.22% 26	13.25% 20	12.58% 19	6.62% 10	1.99% 3	151	4.85
Community events taking place in Pitt Meadows	1.99% 3	3.31% 5	1.99% 3	5.96% 9	15.89% 24	12.58% 19	17.88% 27	14.57% 22	17.22% 26	8.61% 13	151	5.43
Notice of meetings (e.g. Council, Committee, Public Hearings)	2.65% 4	3.31% 5	6.62% 10	5.30% 8	23.18% 35	14.57% 22	12.58% 19	14.57% 22	11.92% 18	5.30% 8	151	5.20
Educational information (e.g. emergency preparedness, property owner responsibilities)	2.65% 4	7.28% 11	13.91% 21	7.28% 11	15.23% 23	13.91% 21	17.22% 26	13.25% 20	7.28% 11	1.99% 3	151	4.86
Emergency/crisis communication and community safety	3.31% 5	9.27% 14	13.25% 20	7.95% 12	15.23% 23	12.58% 19	13.25% 20	14.57% 22	6.62% 10	3.97% 6	151	4.75
Annual budget decisions	3.31% 5	5.96% 9	8.61% 13	9.93% 15	24.50% 37	9.93% 15	12.58% 19	11.92% 18	9.27% 14	3.97% 6	151	4.89
Monthly financial reporting	5.96% 9	5.96% 9	11.26% 17	9.27% 14	25.83% 39	7.95% 12	9.27% 14	11.26% 17	11.26% 17	1.99% 3	151	4.68
Environmental issues	3.97% 6	7.28% 11	13.25% 20	5.30% 8	21.19% 32	13.25% 20	13.91% 21	8.61% 13	9.27% 14	3.97% 6	151	4.79

Q9 In a typical 30-day/month period, how often do you read or use the local community newspapers, the Maple Ridge-Pitt Meadows Times and the Maple Ridge News?

Answered: 151 Skipped: 27

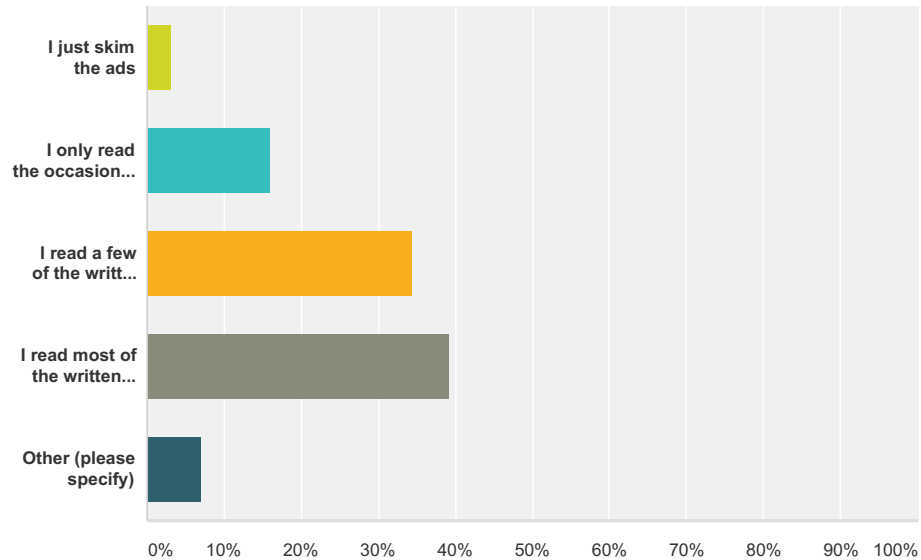


Answer Choices	Responses	
Regularly (weekly)	53.64%	81
Occasionally (a few times per month)	29.14%	44
Never	17.22%	26
Total		151

Open Government Strategies for Pitt Meadows

Q10 Which of the following statements best describes how you generally read these publications?

Answered: 125 Skipped: 53

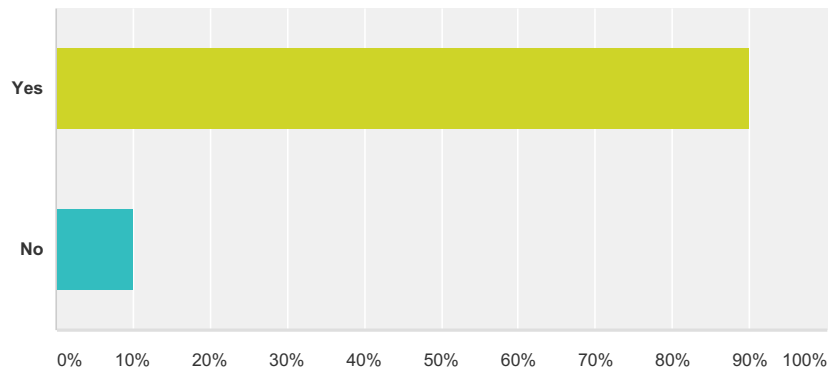


Answer Choices	Responses
I just skim the ads	3.20% 4
I only read the occasional written article	16.00% 20
I read a few of the written articles	34.40% 43
I read most of the written articles	39.20% 49
Other (please specify)	7.20% 9
Total	125

#	Other (please specify)	Date
1	I read all the articles pertaining to city issues...not sports..or maple ridge info.	5/30/2015 11:14 PM
2	I usually read the letters to the Editor.	5/29/2015 7:02 PM
3	I read them daily through their Twitter feeds.	5/28/2015 4:32 PM
4	I read the titles and if I want more info read the article	5/26/2015 7:09 AM
5	I generally read the content online, then check ads for things like City announcements	5/21/2015 6:34 PM
6	I'd like to see a summary of council meetings, decisions, plans, etc.	5/20/2015 8:07 PM
7	I read the articles about our City	5/20/2015 5:53 PM
8	I read the times but maybe to save money this could be done electronical	5/20/2015 2:48 PM
9	i carefully read ads and articles	5/19/2015 1:09 PM

Q11 Have you been to the City of Pitt Meadows website in the last 12 months?

Answered: 151 Skipped: 27

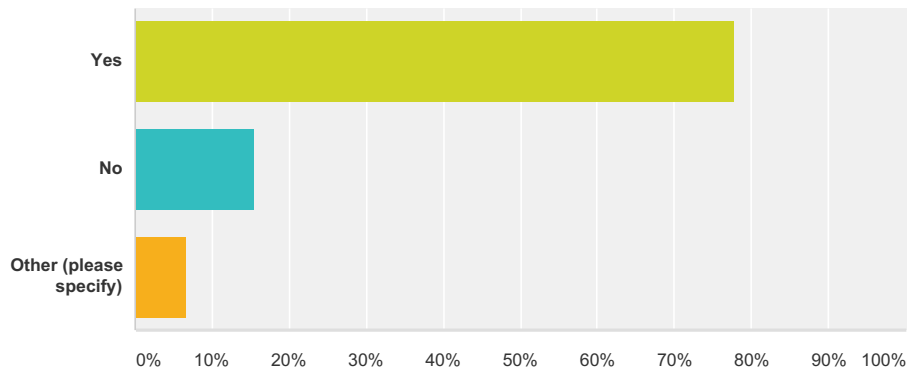


Answer Choices	Responses	
Yes	90.07%	136
No	9.93%	15
Total		151

Open Government Strategies for Pitt Meadows

Q12 Did you find the information you were looking for?

Answered: 136 Skipped: 42

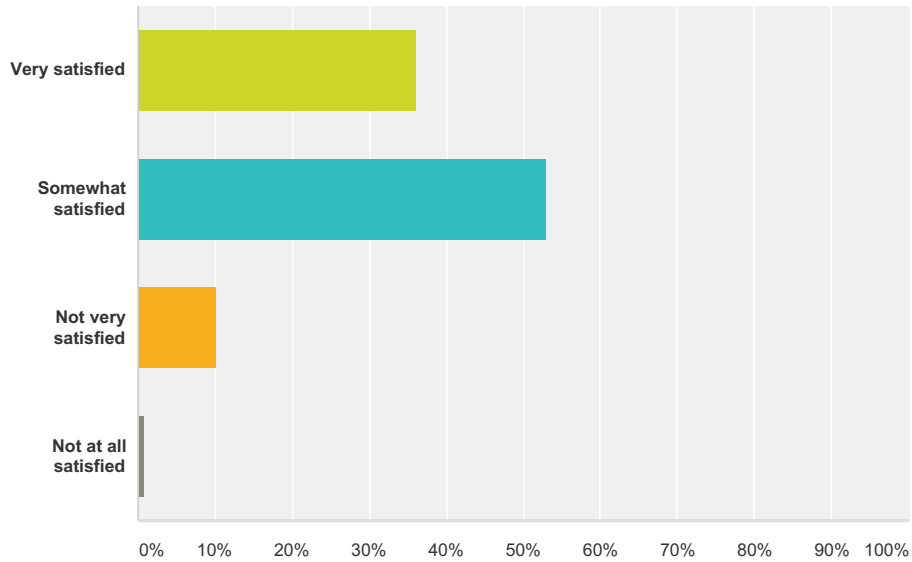


Answer Choices	Responses
Yes	77.94% 106
No	15.44% 21
Other (please specify)	6.62% 9
Total	136

#	Other (please specify)	Date
1	I just browse lead to it by Twitter	5/31/2015 9:41 PM
2	I went to pay my taxes and wasn't even greeted by the desk clerk who held out her hand to receive my notice, processed it and handed it back without acknowledging me at all. That happened last year as well. Can't you train your people to be more friendly?	5/31/2015 7:23 PM
3	sometimes easily, other times with great difficulty	5/27/2015 9:26 AM
4	Eventually	5/26/2015 7:10 AM
5	Sometimes yes, sometimes no. When I can't find it, I call or email City Hall and the staff are very helpful and prompt.	5/24/2015 6:07 PM
6	Sometimes. I gave up on a few searches because it was taking too long to find the information I was looking for.	5/22/2015 6:22 PM
7	boating in the Pitt River	5/20/2015 10:50 AM
8	tried to find rec center hours was a chore	5/20/2015 7:39 AM
9	sometimes I phoned and asked for help after not finding what I wanted on website	5/19/2015 1:10 PM

Q13 How satisfied were you with the navigation of the site; that is, your ability to find information quickly and easily?

Answered: 136 Skipped: 42



Answer Choices	Responses	
Very satisfied	36.03%	49
Somewhat satisfied	52.94%	72
Not very satisfied	10.29%	14
Not at all satisfied	0.74%	1
Total		136

Open Government Strategies for Pitt Meadows

Q14 What information would you like to see on the City website?

Answered: 102 Skipped: 76

#	Responses	Date
1	Ways to save	6/1/2015 12:07 PM
2	I don't go to the web site so hard to comment on this	6/1/2015 8:59 AM
3	more environmental, more leisure activity	5/31/2015 9:42 PM
4	Information should be bigger. It was hard to see/read over the internet. I could not find information about Pitt Meadows Day, only a poster that was hard to discern the events taking place where and when? Do you not want people to show up?	5/31/2015 7:26 PM
5	policy and bylaws	5/31/2015 3:32 PM
6	All is good.	5/31/2015 2:53 PM
7	accountability, efficiency, results	5/31/2015 12:37 PM
8	events	5/31/2015 12:04 PM
9	The council meeting notes link should be on the front page as with meeting dates	5/31/2015 9:35 AM
10	Up to you	5/30/2015 11:50 AM
11	Better info on Community Events. Since alot of it is shared with Ridge it can be hard to find Pitt Meadows events.	5/30/2015 8:51 AM
12	Park planing Notices of development Options to lower property taxes	5/30/2015 6:50 AM
13	Residential concerns need be addressed, some rumors need be put to rest quickly. Such as "The school bus issue" ? Such rumors/concerns could use a bigger and brighter link on the main page. We are all getting tired of "fine print" !	5/30/2015 2:26 AM
14	Updates on important community issues	5/29/2015 7:28 PM
15	Community events, pitt meadows specific parks and rec activities, garbage schedule, recycling instructions in other languages	5/29/2015 4:40 PM
16	Current notices of important activities.	5/29/2015 11:27 AM
17	Think website not bad however information on transit improvements for PM I found difficult to find. I would like to see project/development info and perhaps council meeting pre agendas to see if topics to be discussed would affect me.	5/29/2015 9:47 AM
18	Rational for voting decisions	5/29/2015 9:36 AM
19	Information about volunteer opportunities in the city, schedules and agendas for City Council and committee meetings.	5/28/2015 4:33 PM
20	upcoming events, hop opportunities, rates for rental of the bonson community centre	5/28/2015 3:39 PM
21	Related to parks and access to cycling routes. More on local history and pictures.	5/28/2015 11:04 AM
22	The info I couldn't find/understand just meant a phone call to city hall for explanation. But it was there.	5/28/2015 8:38 AM
23	planning or projects that are being contemplated, options for residents regarding input into the decisions that change our community	5/27/2015 10:19 PM
24	Please add an online property tax system so we can find tax paid information easily online without calling in to the finance dept.	5/27/2015 9:00 PM
25	I didn't know there was a website	5/27/2015 8:52 PM
26	Development issues	5/27/2015 6:41 PM
27	Upcoming community events	5/27/2015 4:17 PM
28	Events, budget information,	5/27/2015 3:53 PM
29	Description of the development process and how citizens can participate to ensure their concerns are heard and are considered and acted upon.	5/27/2015 9:28 AM

Open Government Strategies for Pitt Meadows

30	Email links to communicate with departments. Bylaw for example is a phone number and an address. Why can we not send a email communication. I have sent letters and left phone messages in the past, but when no response, I have not papertrail to follow up on.	5/27/2015 8:48 AM
31	Problems that are being looked at sight.	5/26/2015 7:26 PM
32	I think it is good now	5/26/2015 7:22 PM
33	Full budget documents	5/26/2015 4:35 PM
34	Rarely I go there, I prefer the "push" policy; i.e., sending e-mails	5/26/2015 2:58 PM
35	Everything that they can put on it, put it on as this is the day and age of the Internet. I would like to see more about community / public safety.	5/26/2015 2:06 PM
36	not sure	5/26/2015 1:52 PM
37	transit improvements	5/26/2015 11:34 AM
38	All by-laws fully explained, Airport Issues, Golden Ears Bridge maintenance schedules	5/26/2015 10:51 AM
39	property tax history on interactive map	5/26/2015 7:37 AM
40	A better and more clear residence section	5/26/2015 7:10 AM
41	What's happening in the community.	5/25/2015 2:05 PM
42	more information on volunteer positions advancement on transportation issues {ie: accessible transit stops} more details on upcoming events	5/25/2015 12:54 PM
43	road closures	5/25/2015 11:38 AM
44	Future projects, new bylaws, transportation issues, contending issues	5/25/2015 11:05 AM
45	details of road closures for infrastructure projects	5/25/2015 10:55 AM
46	city events	5/25/2015 10:10 AM
47	Recycling and garbage regulations	5/25/2015 9:06 AM
48	Schedule and locations for chemical fertilizers/pesticides so my family could avoid walking in the area, and we could keep our dog from swimming in the river when run-off of chemicals might be highest. Also, when the spraying is being done, I'd like to keep our home windows closed.	5/24/2015 6:10 PM
49	future plans and submissions by developers for new builds	5/24/2015 2:11 PM
50	I don't know	5/24/2015 9:42 AM
51	VERY CLEAR WARNINGS when garbage days get changed due to holidays.	5/23/2015 10:48 PM
52	Notices, events, and anything happening that's worth keeping an eye out for	5/23/2015 6:54 PM
53	Interactive Analytic Charts on many topics linked to planning and reporting	5/23/2015 3:31 PM
54	More updates on controversial topics.	5/23/2015 11:48 AM
55	everything about Pitt Meadows	5/23/2015 10:53 AM
56	Everything listed in the survey questions on precious pages..notices, bylaws, proposed developments..i know,the financial info is there but not particularly easy to decipher plus the budgets and financial plans are in two different documents..5 yr plan in one place, budget in another...	5/22/2015 10:33 PM
57	better "search" capabilities, it was terrible - I searched for a particular issue and got 1000's of documents, many which had nothing to do with the topic I searched	5/22/2015 10:26 PM
58	The website is great! Keep up the great work. Very easy to navigate and very straight forward.	5/22/2015 9:49 PM
59	Everything that pertains to Pitt Meadows and things happening in surrounding communities which may impact Pitt Meadows	5/22/2015 6:24 PM
60	Information about events, farmers markets, bottle drives that support non-profit PM groups like Scouts and Guides.	5/22/2015 3:53 PM
61	weather, events, road closures, deals from local stores	5/22/2015 2:20 PM
62	more about recycling. where can you take old clothing that is not wearable anymore?	5/22/2015 12:45 PM

Open Government Strategies for Pitt Meadows

63	A clearer format. A BIG What's happening in the Community? What Council are up to? What Staff are up to? Opportunities for residents..... Organizations in our community..... and perhaps a list of residents associations, clubs, networks etc. A link to a Social Media type page (NOT FACEBOOK) where Citizens can engage with and share ideas with and provide information and feedback to Staff and Council in an informal and quick manner. Staff and Council would also participate!!!! Art in our community and art events, happenings, & opportunities. Cultural events and happenings avail. Sports events and happenings avail. Seniors events and happenings avail. Youth events and happenings avail.	5/22/2015 12:03 PM
64	As a resident, I generally find that the information I am looking for is on the City's website. I specifically had been looking for information on when our property tax notices would be mailed out, and couldn't find that info. Also, it would be helpful to have property tax amounts available through Meadows Mapview.	5/22/2015 10:24 AM
65	The website is easy to navigate. Maybe a few FAQs in regards to bylaw questions.	5/22/2015 7:09 AM
66	It's pretty informative as it is	5/21/2015 7:38 PM
67	I would love a bylaw contact easily visible, or on the My Waste App. Leslie accepts emails and it would be great to have an easy link. I was looking at recycling info last week and I remember it not being completely applicable to Pitt Meadows...generalizations of where to take things without specifically just saying take it to Recycling Depot by IGA, for example.	5/21/2015 6:39 PM
68	I never go there so it doesn't matter to me.	5/21/2015 5:36 PM
69	emergency planning	5/21/2015 4:15 PM
70	Overall easier to navigate and more detailed info	5/21/2015 3:25 PM
71	More articulate geographic information systems	5/21/2015 3:18 PM
72	FAQs and processes for citizens to best deal with city hall - payments, pick up of recycling boxes as examples	5/21/2015 11:38 AM
73	Events Projects	5/21/2015 11:36 AM
74	Up to date info that hasn't had time to be printed in the newspapers. Must keep in mind that not everyone has or has access to a computer.	5/21/2015 11:10 AM
75	more "big picture" info like what are the priorities of the current mayor & council	5/21/2015 10:52 AM
76	The top issues the city is dealing with and how it plans to deal with it.	5/21/2015 9:31 AM
77	Projects and issues listed in order of cost and impact to residents with ALL information published, including who initiated the projects, who stands to benefit most from the projects, what the ongoing costs and impacts will be and so on. Posting general little blurbs accompanied by links to documents overloaded with pages upon pages of technical meandering is not effective community communication and only serves hidden agendas. Be clear, concise and keep us informed on details that matter.	5/21/2015 8:51 AM
78	I think you have everything already	5/21/2015 8:25 AM
79	I think it is quite useful as it is.	5/21/2015 6:20 AM
80	council minutes, capital projects timelines and locations, rec info, strategy discussion (eg transportation, development) register to solicit input online from citizens (register to blog perhaps). I like much of the info on the site as it is, though it takes a bit of digging sometimes to find stuff.	5/20/2015 8:11 PM
81	More on local events, Parks and Rec, Library events, free lectures, classes, etc. I don't know how to get info about what's happening virtually or in person around town	5/20/2015 8:09 PM
82	Shaw TV schedules of council meetings	5/20/2015 7:57 PM
83	Development information, building and construction warnings and updates on local projects.	5/20/2015 6:42 PM
84	security bulletins	5/20/2015 6:27 PM
85	More specific information about emergency preparedness as well as direct information about proposed developments and road restructuring.	5/20/2015 5:54 PM
86	more info on city planning and development	5/20/2015 4:21 PM
87	It would be nice to print everything that is important to the age groups from young to seniors.	5/20/2015 2:51 PM
88	Emergency/crisis information,	5/20/2015 12:08 PM
89	Developer applications.	5/20/2015 11:36 AM
90	Swimming pool access	5/20/2015 10:51 AM
91	Community events, environmental concerns	5/20/2015 7:50 AM

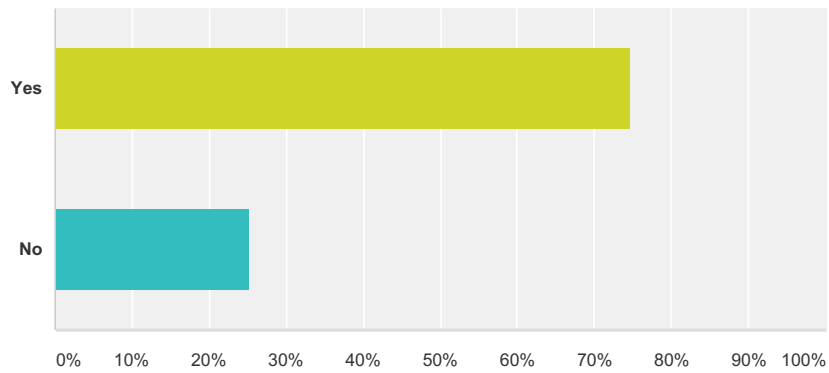
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92	holiday hours at the rec centre and library; studies undertaken by city ie. planning, stormwater, recreation etc	5/20/2015 7:40 AM
93	it is a little cluttered...there needs to be the same amount of information available, but perhaps more drop down menus or depth	5/19/2015 9:57 PM
94	Information on Community Events.	5/19/2015 9:48 PM
95	No need to change the website	5/19/2015 8:31 PM
96	resolution of abolishing the backyard chickens trial bylaw.	5/19/2015 8:26 PM
97	The information available is excellent. I hope the city invests time and talent to make the site more user friendly and accessible.	5/19/2015 8:17 PM
98	Links/banners for events, roadworks "what's on this week/month"	5/19/2015 7:35 PM
99	accurate events calender	5/19/2015 6:18 PM
100	If there is information, make it easy to find. Even this survey was a question mark to find.	5/19/2015 6:03 PM
101	this is too complex a question for me to answer in a short survey	5/19/2015 1:11 PM
102	what you have is fine with me	5/19/2015 12:58 PM

Open Government Strategies for Pitt Meadows

Q15 Do you use social media like Facebook, Twitter, or YouTube?

Answered: 151 Skipped: 27

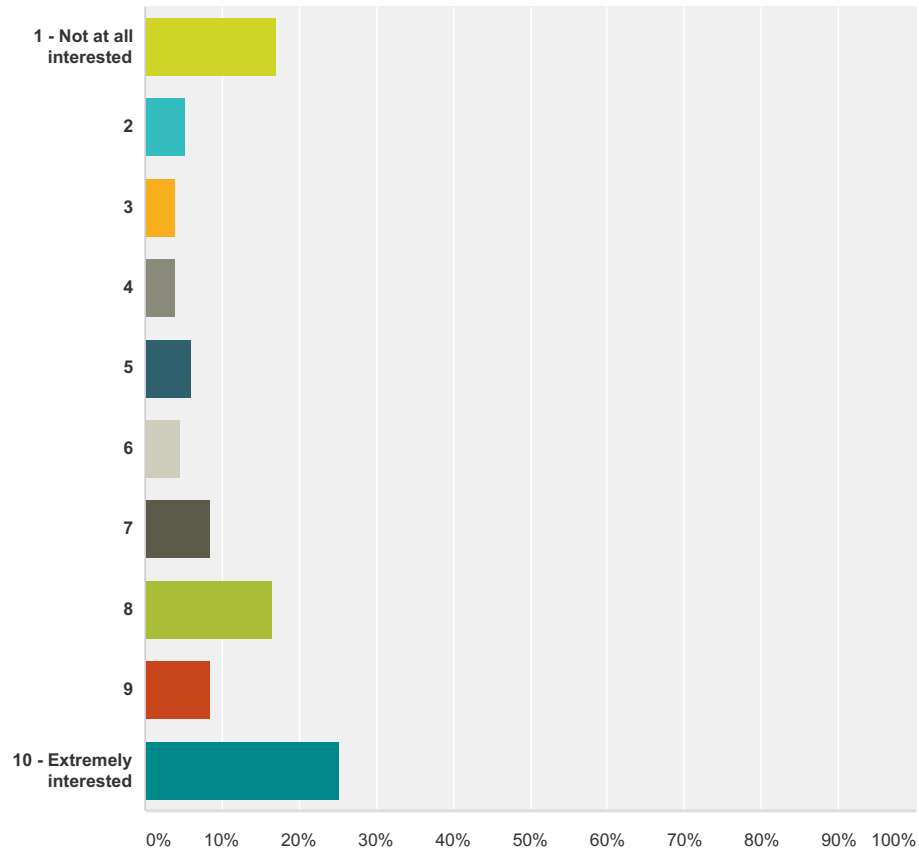


Answer Choices	Responses	
Yes	74.83%	113
No	25.17%	38
Total		151

Open Government Strategies for Pitt Meadows

Q16 Would you be interested in seeing the City of Pitt Meadows use social media tools for communication and consultation? Please rank your level of interest.

Answered: 151 Skipped: 27

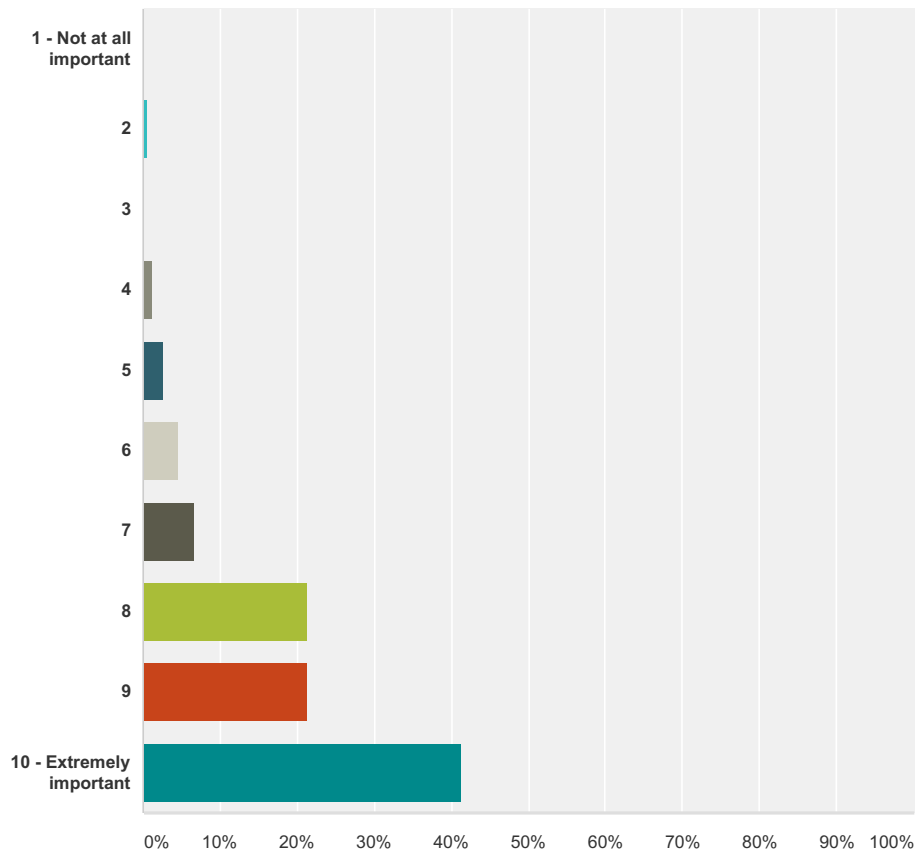


Answer Choices	Responses	
1 - Not at all interested	17.22%	26
2	5.30%	8
3	3.97%	6
4	3.97%	6
5	5.96%	9
6	4.64%	7
7	8.61%	13
8	16.56%	25
9	8.61%	13
10 - Extremely interested	25.17%	38
Total		151

Open Government Strategies for Pitt Meadows

Q17 Thinking about the types of projects, initiatives, programs, and services delivered by the City of Pitt Meadows, how important is it for the City to engage you as a resident to collect your input and feedback, on a scale of 1-10?

Answered: 150 Skipped: 28



Answer Choices	Responses	
1 - Not at all important	0.00%	0
2	0.67%	1
3	0.00%	0
4	1.33%	2
5	2.67%	4
6	4.67%	7
7	6.67%	10
8	21.33%	32
9	21.33%	32

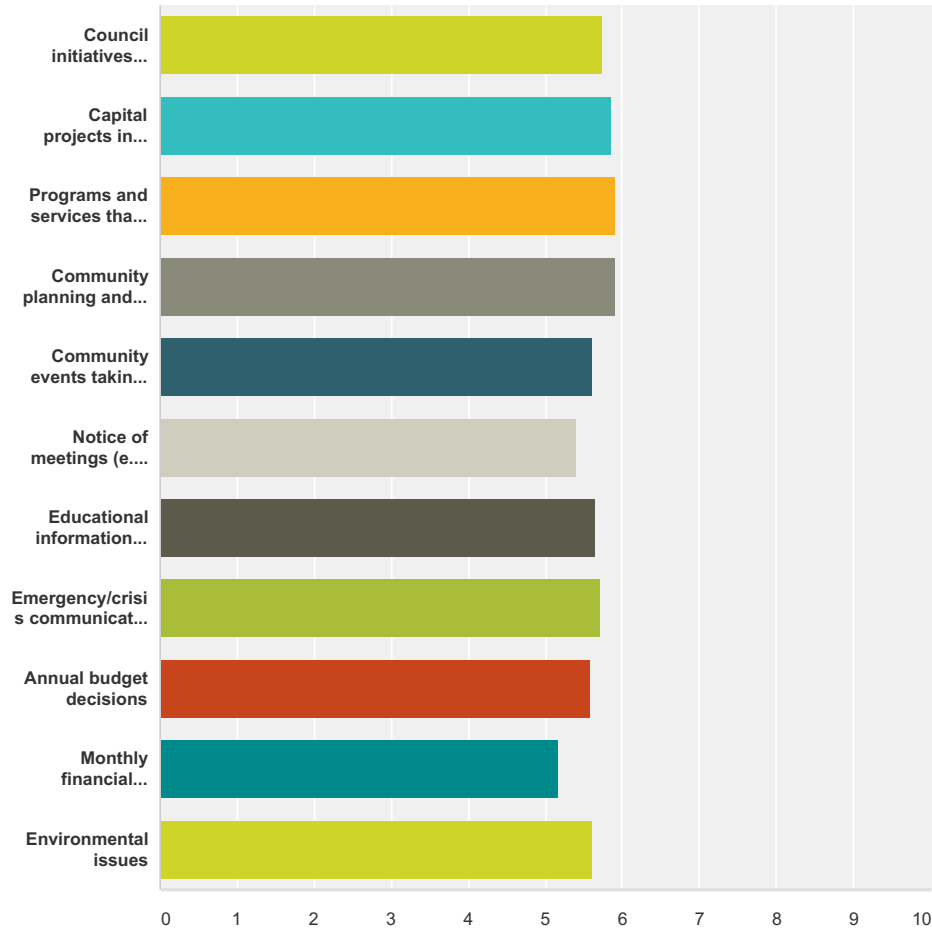
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10 - Extremely important	41.33%	62
Total		150

Open Government Strategies for Pitt Meadows

Q18 The City of Pitt Meadows currently engages residents on a range of topics. How important is it to you as a resident to be engaged/consulted about each of the following topic areas?

Answered: 148 Skipped: 30



	Not at all important 1	2	3	4	5	6	7	8	9	Extremely important 10	Total	Weighted Average
Council initiatives such as bylaws, policies and projects	0.00% 0	2.03% 3	1.35% 2	1.35% 2	10.14% 15	10.14% 15	14.86% 22	20.27% 30	12.16% 18	27.70% 41	148	5.75
Capital projects in public areas (e.g. roads and buildings)	0.00% 0	0.68% 1	0.00% 0	2.03% 3	7.43% 11	13.51% 20	10.81% 16	18.24% 27	17.57% 26	29.73% 44	148	5.86
Programs and services that affect residents	0.68% 1	0.00% 0	0.00% 0	1.35% 2	4.05% 6	6.76% 10	10.14% 15	23.65% 35	16.89% 25	36.49% 54	148	5.90

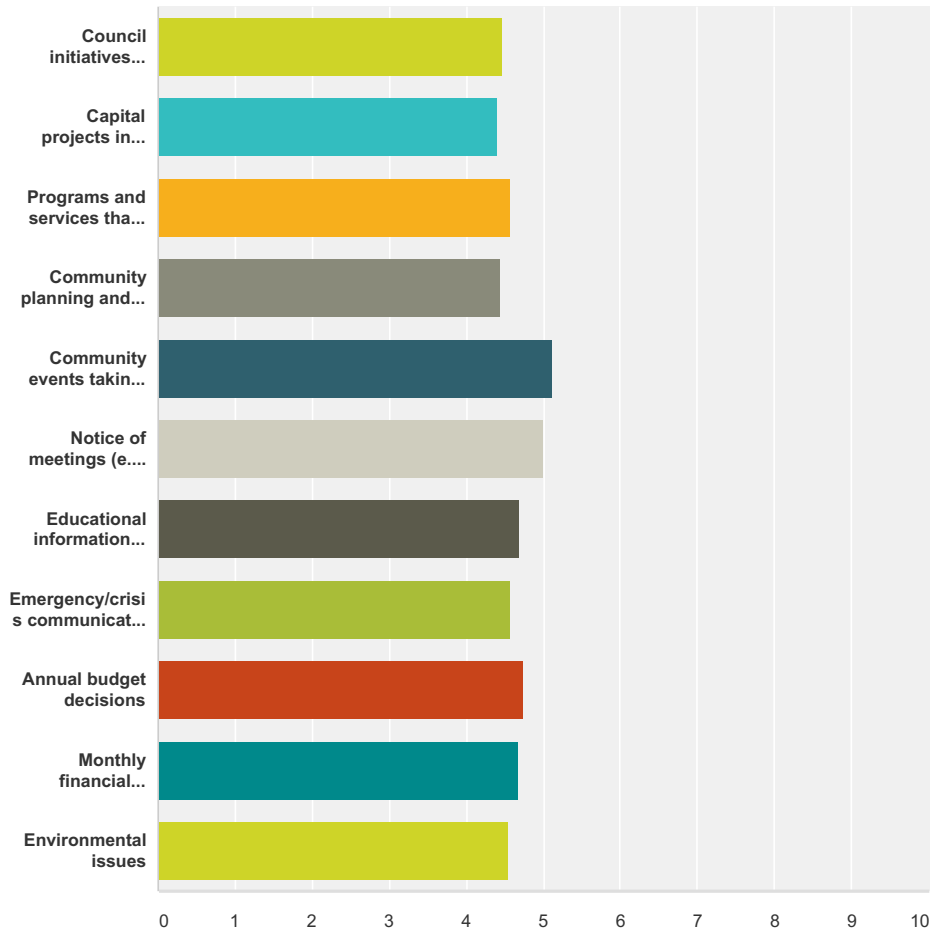
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Community planning and development	0.00% 0	0.68% 1	0.00% 0	0.00% 0	6.08% 9	11.49% 17	14.19% 21	18.92% 28	20.95% 31	27.70% 41	148	5.91
Community events taking place in Pitt Meadows	2.03% 3	0.68% 1	2.03% 3	4.73% 7	9.46% 14	10.81% 16	14.86% 22	12.16% 18	18.24% 27	25.00% 37	148	5.62
Notice of meetings (e.g. Council, Committee, Public Hearings)	2.03% 3	2.03% 3	4.05% 6	6.76% 10	15.54% 23	16.22% 24	11.49% 17	14.86% 22	12.16% 18	14.86% 22	148	5.41
Educational information (e.g. emergency preparedness, property owner responsibilities)	1.35% 2	0.68% 1	2.70% 4	4.05% 6	8.78% 13	14.86% 22	14.19% 21	14.86% 22	17.57% 26	20.95% 31	148	5.66
Emergency/crisis communication and community safety	1.35% 2	0.68% 1	1.35% 2	4.05% 6	6.76% 10	13.51% 20	10.81% 16	15.54% 23	17.57% 26	28.38% 42	148	5.72
Annual budget decisions	0.68% 1	0.00% 0	3.38% 5	6.08% 9	14.19% 21	8.11% 12	12.84% 19	17.57% 26	16.22% 24	20.95% 31	148	5.60
Monthly financial reporting	4.05% 6	4.05% 6	3.38% 5	8.11% 12	20.27% 30	14.86% 22	12.16% 18	12.16% 18	12.84% 19	8.11% 12	148	5.17
Environmental issues	1.35% 2	1.35% 2	1.35% 2	6.76% 10	8.11% 12	13.51% 20	9.46% 14	14.86% 22	17.57% 26	25.68% 38	148	5.62

Open Government Strategies for Pitt Meadows

Q19 Thinking about the same topic areas, how satisfied are you with how you are currently being engaged/consulted by the City for each of the following:

Answered: 146 Skipped: 32



	Not at all satisfied 1	2	3	4	5	6	7	8	9	Extremely satisfied 10	Total	Weighted Average
Council initiatives such as bylaws, policies and projects	8.22% 12	12.33% 18	8.22% 12	8.22% 12	21.92% 32	9.59% 14	15.07% 22	10.27% 15	2.74% 4	3.42% 5	146	4.47
Capital projects in public areas (e.g. roads and buildings)	10.27% 15	10.96% 16	9.59% 14	8.22% 12	19.18% 28	10.96% 16	13.70% 20	10.96% 16	4.11% 6	2.05% 3	146	4.40
Programs and services that affect residents	8.90% 13	8.90% 13	6.85% 10	13.01% 19	15.07% 22	12.33% 18	15.75% 23	10.96% 16	2.05% 3	6.16% 9	146	4.58
Community planning and development	10.27% 15	8.22% 12	10.96% 16	10.27% 15	17.12% 25	13.01% 19	14.38% 21	8.22% 12	4.11% 6	3.42% 5	146	4.45

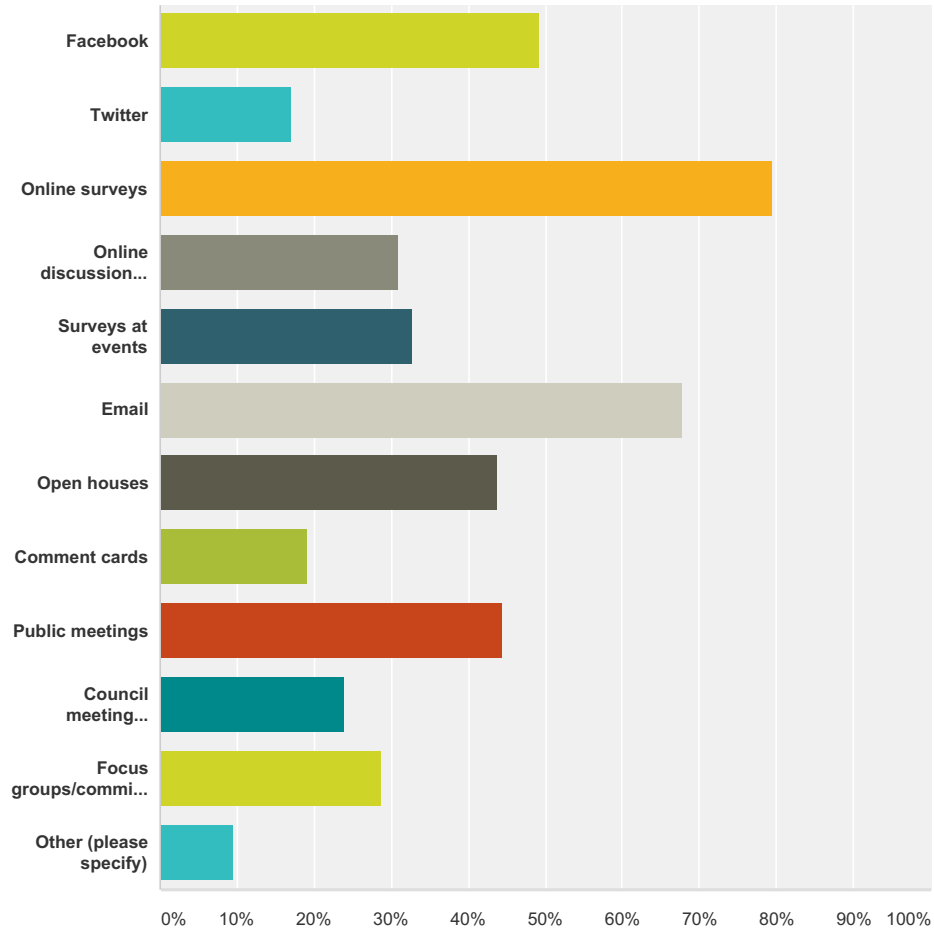
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Community events taking place in Pitt Meadows	5.48% 8	3.42% 5	4.79% 7	7.53% 11	17.12% 25	11.64% 17	17.12% 25	14.38% 21	9.59% 14	8.90% 13	146	5.12
Notice of meetings (e.g. Council, Committee, Public Hearings)	4.11% 6	4.79% 7	10.96% 16	5.48% 8	15.75% 23	17.81% 26	15.07% 22	10.27% 15	11.64% 17	4.11% 6	146	5.01
Educational information (e.g. emergency preparedness, property owner responsibilities)	8.22% 12	5.48% 8	12.33% 18	8.22% 12	14.38% 21	12.33% 18	19.86% 29	10.96% 16	5.48% 8	2.74% 4	146	4.69
Emergency/crisis communication and community safety	9.59% 14	6.85% 10	11.64% 17	8.22% 12	15.75% 23	10.96% 16	18.49% 27	10.27% 15	4.11% 6	4.11% 6	146	4.58
Annual budget decisions	6.16% 9	7.53% 11	11.64% 17	4.79% 7	21.92% 32	13.01% 19	17.12% 25	8.22% 12	6.16% 9	3.42% 5	146	4.73
Monthly financial reporting	6.16% 9	6.85% 10	13.70% 20	5.48% 8	21.92% 32	12.33% 18	17.81% 26	7.53% 11	3.42% 5	4.79% 7	146	4.68
Environmental issues	9.59% 14	8.90% 13	10.27% 15	4.79% 7	19.86% 29	14.38% 21	13.70% 20	9.59% 14	4.79% 7	4.11% 6	146	4.56

Open Government Strategies for Pitt Meadows

Q20 The City uses a number of tools to receive input from residents. Please check all the tools you would like to use to share and give your input and connect with Council and City staff:

Answered: 146 Skipped: 32



Answer Choices	Responses
Facebook	49.32% 72
Twitter	17.12% 25
Online surveys	79.45% 116
Online discussion forums	30.82% 45
Surveys at events	32.88% 48
Email	67.81% 99
Open houses	43.84% 64
Comment cards	19.18% 28

Open Government Strategies for Pitt Meadows

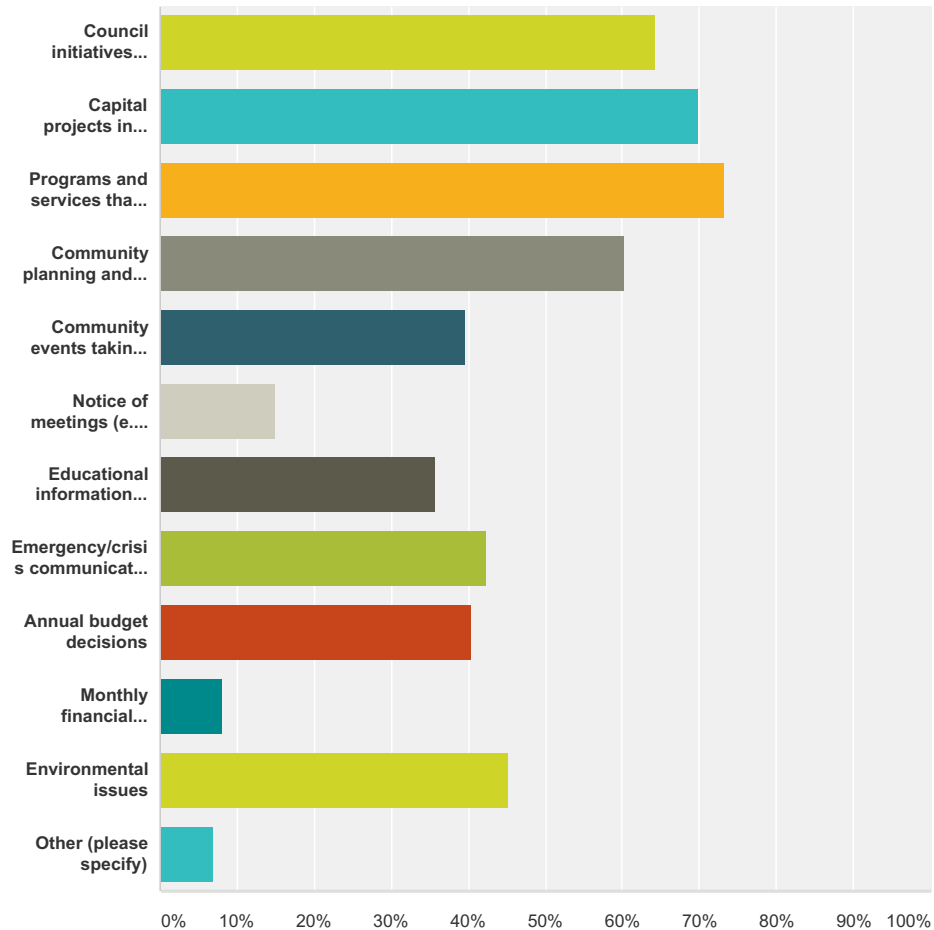
Public meetings	44.52%	65
Council meeting presentations	23.97%	35
Focus groups/committees	28.77%	42
Other (please specify)	9.59%	14
Total Respondents: 146		

#	Other (please specify)	Date
1	notices in our taxes or mailed in comment sheets	6/1/2015 9:03 AM
2	Public mee ting for more notable issues	5/31/2015 9:45 PM
3	mail in our mailboxes	5/31/2015 7:30 PM
4	efficiency quartely reports, variances over budget	5/31/2015 12:41 PM
5	Get glass pick up with recycling now!	5/30/2015 8:58 AM
6	Text messages to subscribed group	5/30/2015 6:54 AM
7	Snail Mail	5/30/2015 2:29 AM
8	Online Interactive Analytics	5/23/2015 3:37 PM
9	Have all citizen correspondence to mayor and council be noted in council meetings agenda and minutes.	5/22/2015 10:37 PM
10	This survey is excellent. Be sure to have a prize or incentive. Discounts for Parks and Rec would be good.	5/22/2015 3:57 PM
11	I appreciate surveys but there needs to be space to add your opinion or expand on what you are saying. Surveys are often way to general. It doesn't have to be a great big box, just a space for clarification. For example, I am on social media, but not a big fan of it, therefore it isn't my favourite way to get info and I definitely don't always want to publicize my opinion on it.	5/21/2015 6:43 PM
12	open city hall on a saturday	5/20/2015 6:32 PM
13	Volunteer meetings	5/20/2015 10:54 AM
14	airport	5/20/2015 8:33 AM

Open Government Strategies for Pitt Meadows

Q21 When do you most want to be engaged in consultation with the City? That is, what types of projects, planning, or initiatives would you want to be consulted on?

Answered: 146 Skipped: 32



Answer Choices	Responses
Council initiatives such as bylaws, policies and projects	64.38% 94
Capital projects in public areas (e.g. roads and buildings)	69.86% 102
Programs and services that affect residents	73.29% 107
Community planning and development	60.27% 88
Community events taking place in Pitt Meadows	39.73% 58
Notice of meetings (e.g. Council, Committee, Public Hearings)	15.07% 22
Educational information (e.g. emergency preparedness, property owner responsibilities)	35.62% 52
Emergency/crisis communication and community safety	42.47% 62
Annual budget decisions	40.41% 59

Open Government Strategies for Pitt Meadows

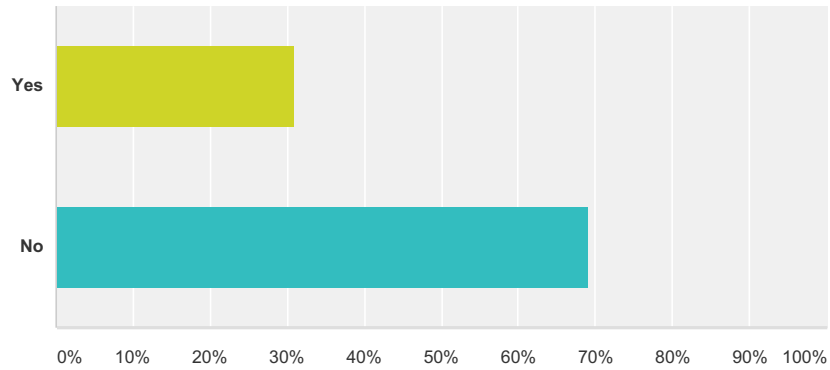
Monthly financial reporting	8.22%	12
Environmental issues	45.21%	66
Other (please specify)	6.85%	10
Total Respondents: 146		

#	Other (please specify)	Date
1	I want to know when there are improvements with policing	5/31/2015 7:31 PM
2	managemment reports, accountability	5/31/2015 12:42 PM
3	Park decisions such as building a house in a park area with zero consultation. We still to this day have no idea why that was done. Park bylaws are still not being enforced. Can't play in park without a dog running over your kids. Shit everywhere.	5/30/2015 6:57 AM
4	Parks and Trails	5/30/2015 2:32 AM
5	I would like to be informed about ways our family, including my children, can be involved with the projects and initiatives	5/22/2015 7:13 AM
6	I find all of these important. I have things to consider. But to check each one, is too much. I can't possibly be that involved, without running for office. Open some topics up and see how the discussion goes. I have been in neighbourhood development situations (not the Mitchell Rd one) and the more open the better. Some bylaws are very important to me, but most probably aren't. There will be a challenge in identifying how to open discussion, but it is important. My work does not permit me to sit on committees at the city level.	5/21/2015 6:48 PM
7	Transit	5/20/2015 8:13 PM
8	parks and recreation, trails	5/20/2015 7:46 AM
9	local issues affecting specific neighbourhoods	5/19/2015 10:00 PM
10	I would like there to be a way that citizens could ask for Council to be an advocate for certain issues. For example, Council got behind the citizen's who wanted to stop the quarry on Sheridan Hill. I'd like to believe that other matters that affect a particular group of citizen's could be as equally endorsed by City Council. In otherwords, I'd like to believe City Council could be counted on as an ally in matters of great importance.	5/19/2015 1:20 PM

Open Government Strategies for Pitt Meadows

Q22 Have you attended a City of Pitt Meadows public meeting, such as an open house or town hall, in the past year?

Answered: 146 Skipped: 32



Answer Choices	Responses	
Yes	30.82%	45
No	69.18%	101
Total		146

Open Government Strategies for Pitt Meadows

Q23 Did you find the experience useful? Please explain.

Answered: 46 Skipped: 132

Answer Choices	Responses
Yes	71.74% 33
No	30.43% 14

#	Yes	Date
1	Good meeting re Sheridan Hill	6/1/2015 2:08 PM
2	it was for the election and it gave me the opportunity as someone new to the community to find out what some of the community issues were and to see and hear from the candidates	5/31/2015 3:37 PM
3	understood issue clearer , different viewpoint not consided before	5/31/2015 3:32 PM
4	good to see council deliberating on an issue	5/29/2015 7:33 PM
5	I made a presentation to explain my point of view.	5/29/2015 7:08 PM
6	Informative	5/29/2015 9:40 AM
7	Yes, we were lobbying for a reduction in the amount of townhouse units being developed in our neighbourhood.	5/28/2015 4:00 PM
8	let me know about whats going on and felt part of the community	5/28/2015 3:42 PM
9	Information is always good.	5/28/2015 8:44 AM
10	informative	5/27/2015 10:25 PM
11	Well organized and presented. Informative	5/27/2015 3:57 PM
12	An unofficial meeting with the mayor re GBEP but very useful	5/27/2015 9:33 AM
13	yes	5/26/2015 3:42 PM
14	I like to get an explanation from those involved.	5/26/2015 2:10 PM
15	somewhat	5/26/2015 10:55 AM
16	Only a little bit. Most of it I could just read on Facebook	5/26/2015 8:23 AM
17	It was my first meetng, and it was wonderful to see the participation between the City and Katzie First Nations, and the turnout of residents of al ages and backgrounds who care about our city. As my children grow older, I plan to increase my engagement in the city.	5/24/2015 6:18 PM
18	I attended the town hall before the municipal election. It was very helpful to hear the candidates answer the questions.	5/22/2015 7:14 AM
19	went to sheridan hill rally and was happy with efforts being made	5/21/2015 5:45 PM
20	It was interesting to see that my neighbours are mostly reasonable people, but there were a few odd ducks...	5/21/2015 3:20 PM
21	Informative...was supposed to be a followup but never heard anything else. (Osprey Village Centennial Project)	5/21/2015 11:16 AM
22	It was good to see the city in action	5/21/2015 8:29 AM
23	I think it is critical that people attend these types of functions.	5/21/2015 6:23 AM
24	yes	5/20/2015 10:40 PM
25	good to hear opinions of others in public forum.	5/20/2015 8:15 PM
26	It's nice to see elected officials face to face	5/20/2015 8:14 PM
27	I enjoyed talking to the members about making more additions to homes and using larger lots for extra housing of family members.	5/20/2015 2:57 PM
28	Informative	5/20/2015 12:13 PM

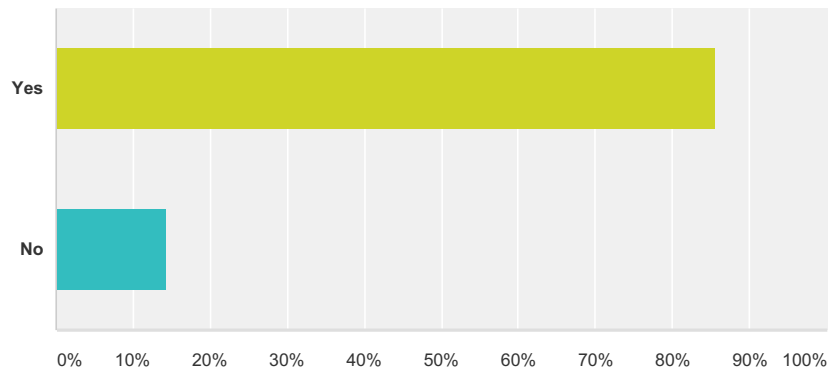
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29	It was good to hear the opinion of the council as well as fellow residents of Pitt Meadows to know how things would progress and affect the community at large.	5/19/2015 8:22 PM
30	learned details about a proposal	5/19/2015 8:06 PM
31	yes	5/19/2015 6:09 PM
32	candidates meeting very informative	5/19/2015 4:09 PM
33	The Sheridan Quarry issue and Public Meetings gave citizens an opportunity to 1. see what can happen when City Council gets behind an issue and 2. to garner quality information about regulations, policies, other government agencies etc.	5/19/2015 1:23 PM
#	No	Date
1	we need more voices within the community to make meetings successful	6/1/2015 4:10 PM
2	I found council was agenda-driven and they deferred my issue to a far-off council meeting where it was promptly forgotten and never brought up or finalized again. So typical for Pitt Meadows Council!	5/31/2015 7:32 PM
3	frustrating	5/31/2015 12:43 PM
4	previous council ignored concerns of public	5/28/2015 9:47 PM
5	Too much time required to attend.	5/28/2015 8:44 AM
6	Boring	5/27/2015 7:32 AM
7	No, mostly the issues seem to have already been decided.	5/23/2015 11:52 AM
8	No open mica to ask	5/22/2015 10:39 PM
9	no council present, lack of organization	5/22/2015 10:30 PM
10	No. Despite taking time to go Staff do not listen to what you have to say and or do not pass the information received from residents on to Council. They report what they want to report and or decide what they want and basically disrespect residents thereby decreasing opportunities for future engagement.	5/22/2015 12:16 PM
11	I felt the mayor and council were acting sneaky and working their own agenda, and would not listen to residents many concerns.	5/21/2015 8:57 AM
12	parks meeting for Osprey was poorly advertised and executed, follow up poor	5/20/2015 7:49 AM
13	Did not feel like city staff took input seriously	5/19/2015 10:00 PM
14	voted against the trial backyard chicken bylaw and it still passed even though more people voted against it than for it. I think we had a 75% quorum and it still passed	5/19/2015 8:30 PM

Open Government Strategies for Pitt Meadows

Q24 Would you like to enter the draw to win a Pitt Prize Pack?

Answered: 145 Skipped: 33



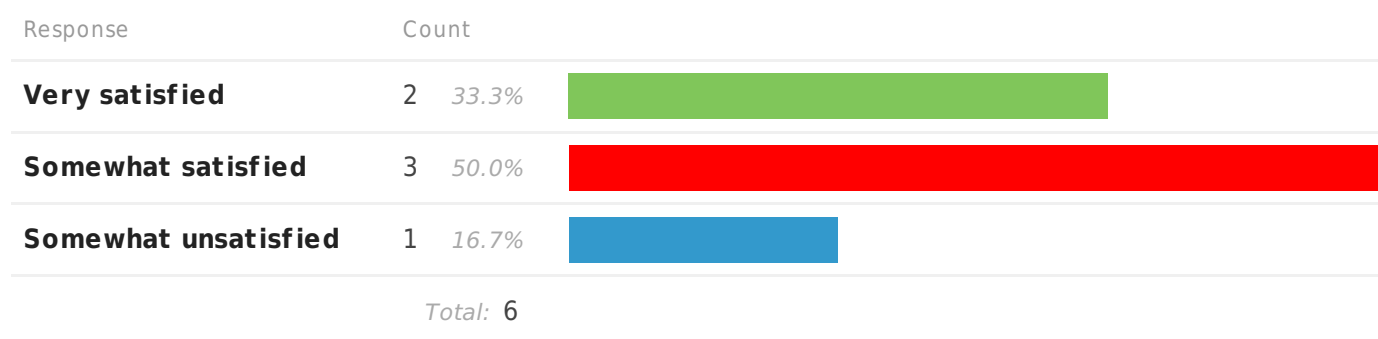
Answer Choices	Responses	
Yes	85.52%	124
No	14.48%	21
Total		145

Pitt Meadows Mini Survey - Not Specified

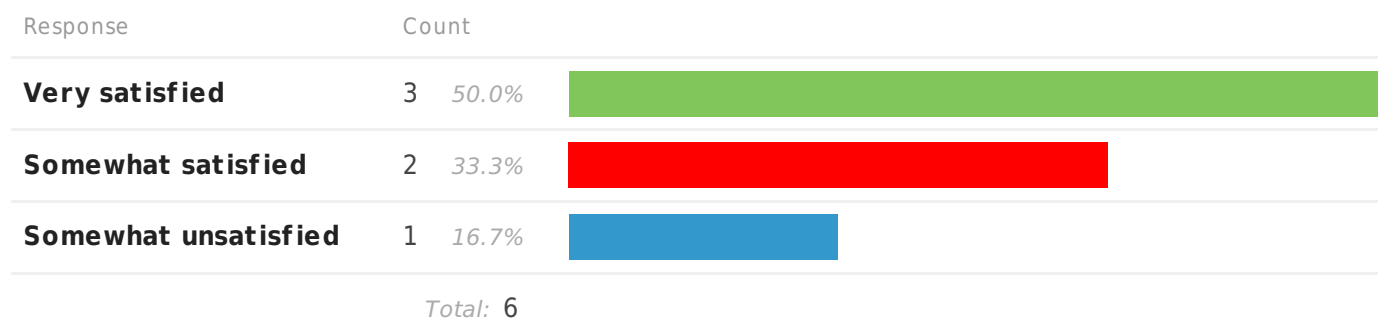
1. Overall, how satisfied are you with the level of proactive communication from Council?



2. Overall, how satisfied are you with Council's responsiveness to residents?










3. Overall, how satisfied are you with how well Council engages its residents?



4. The City currently provides information on a range of topics. Please use an "X" to indicate how satisfied you are with the amount of information you receive from the City on each topic area.

Variable	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied	
Council initiative such as bylaws, policies and projects	2 33.3%	4 66.7%	0 0.0%	0 0.0%	<i>Total: 6</i>
Projects in public areas (such as roads, buildings, parks)	4 66.7%	1 16.7%	1 16.7%	0 0.0%	<i>Total: 6</i>
Programs and services that affect residents	3 50.0%	3 50.0%	0 0.0%	0 0.0%	<i>Total: 6</i>
Community recreation	2 33.3%	4 66.7%	0 0.0%	0 0.0%	<i>Total: 6</i>
Community planning	2 33.3%	3 50.0%	1 16.7%	0 0.0%	<i>Total: 6</i>
Community events taking place in Pitt Meadows	2 33.3%	4 66.7%	0 0.0%	0 0.0%	<i>Total: 6</i>

5. The City uses a number of tools to connect with residents. Please check all of the tools you would like to use to share input and connect with Council and staff.

Response	Count	
Facebook	2 50.0%	
Online Surveys	3 75.0%	
Online Discussion Forums	2 50.0%	
Surveys at Events	1 25.0%	
Email	2 50.0%	
Open Houses	1 25.0%	
Public Meetings	1 25.0%	
<i>Total: 4</i>		

6. What information do you most want to receive from the City; that is, the types of information that

would help you feel more informed about what is going on in your community?

Response	Count
2 responses	
Rec info/Transit.	
Upcoming projects, new community things going on, progress on projects	

7. When do you most want to be engaged in consultation with the City; that is, what types of projects, planning or initiatives would you most want to be consulted on?

Response	Count
1 responses	
Community projects	

Pitt Meadows Mini Survey - Resident Specified

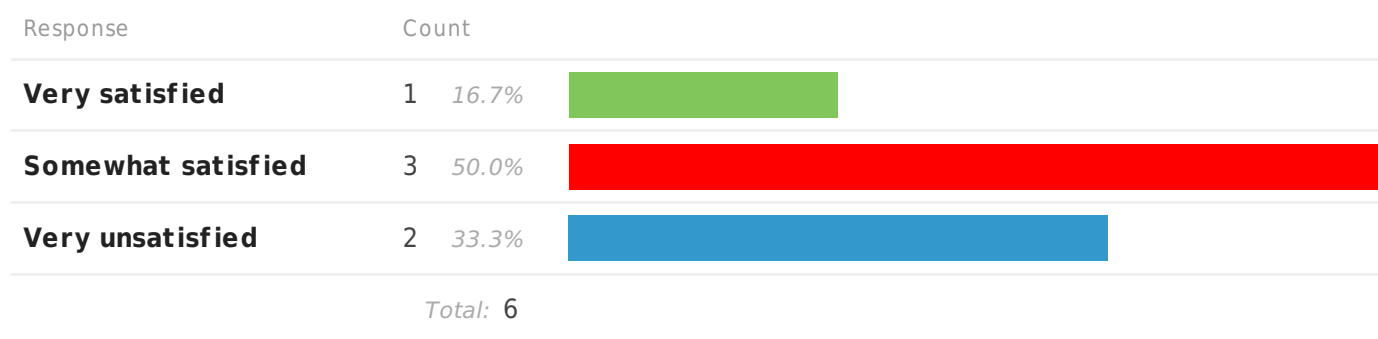
1. Overall, how satisfied are you with the level of proactive communication from Council?



2. Overall, how satisfied are you with Council's responsiveness to residents?



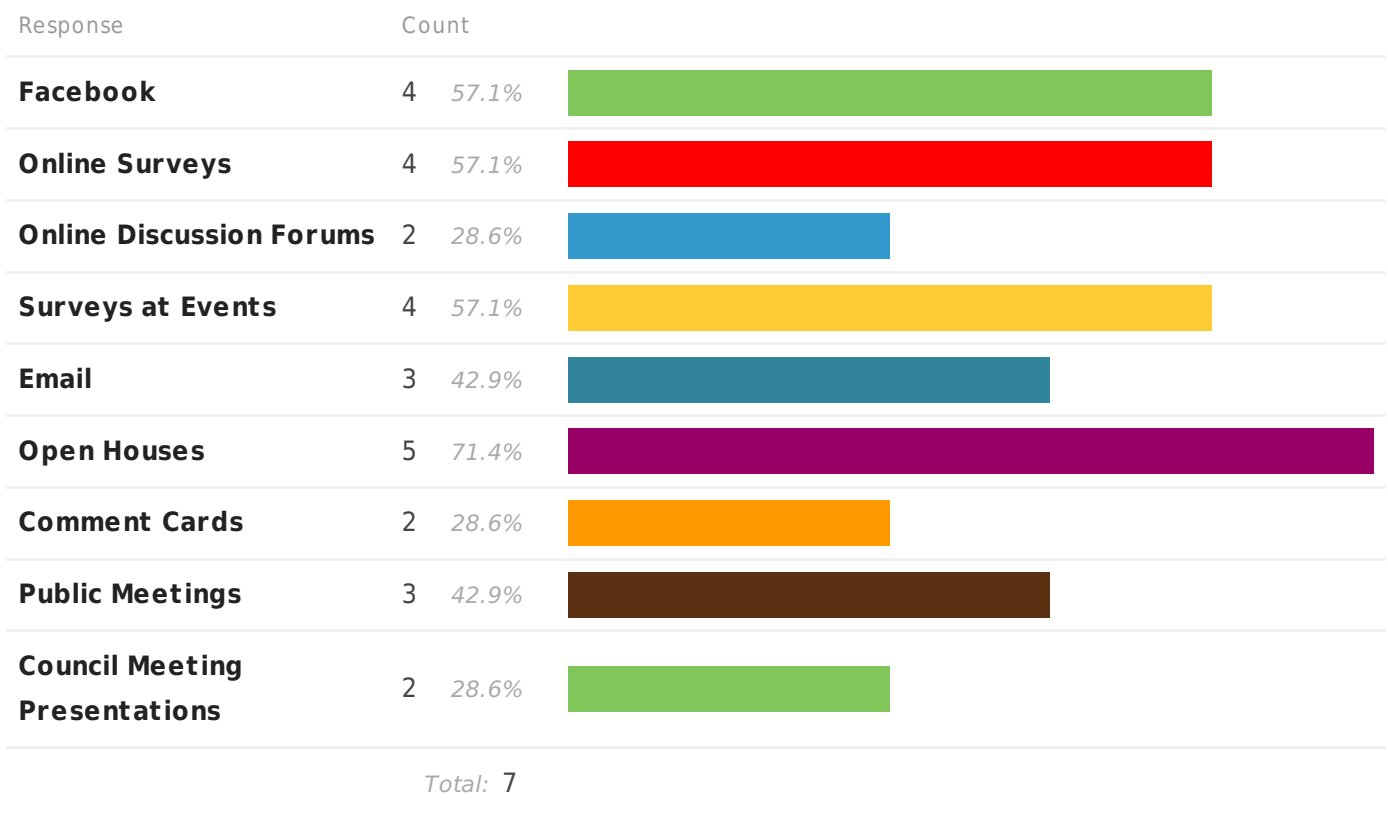
3. Overall, how satisfied are you with how well Council engages its residents?



4. The City currently provides information on a range of topics. Please use an "X" to indicate how satisfied you are with the amount of information you receive from the City on each topic area.

Variable	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied	
Council initiative such as bylaws, policies and projects	2 28.6%	4 57.1%	1 14.3%	0 0.0%	<i>Total: 7</i>
Projects in public areas (such as roads, buildings, parks)	1 14.3%	5 71.4%	0 0.0%	1 14.3%	<i>Total: 7</i>
Programs and services that affect residents	5 71.4%	1 14.3%	0 0.0%	1 14.3%	<i>Total: 7</i>
Community recreation	5 71.4%	1 14.3%	0 0.0%	1 14.3%	<i>Total: 7</i>
Community planning	3 42.9%	2 28.6%	1 14.3%	1 14.3%	<i>Total: 7</i>
Community events taking place in Pitt Meadows	6 85.7%	0 0.0%	0 0.0%	1 14.3%	<i>Total: 7</i>

5. The City uses a number of tools to connect with residents. Please check all of the tools you would like to use to share input and connect with Council and staff.



6. What information do you most want to receive from the City; that is, the types of information that would help you feel more informed about what is going on in your community?

Response	Count
	4 responses
Growth plans for City. Road improvements. Harris Road railway crossing.	
Info on major decisions/expenditures. Info on community initiatives.	
Events, recreation.	
Events	

7. When do you most want to be engaged in consultation with the City; that is, what types of projects, planning or initiatives would you most want to be consulted on?

Response	Count
	3 responses

Growth plans for City. Road improvements. Harris Road railway crossing.

All noted!

New crossing over railway track (potentially like bridge at Allen Way). Traffic censor light at Hains and Mitchell.

Measuring Importance - Engage

Importance of being engaged/consulted about:

Council initiative such as bylaws, policies and projects	1	2	3	4	5	6	7	8	9	10
Capital projects in public areas (such as roads and buildings)	0.0%	0.0%	0.0%	5.6%	0.0%	16.7%	5.6%	22.2%	11.1%	38.9%
Programs and services that affect residents	0.0%	0.0%	0.0%	0.0%	7.1%	7.1%	21.4%	21.4%	28.6%	21.4%
Community recreation	0.0%	0.0%	0.0%	0.0%	5.3%	5.3%	21.1%	10.5%	15.8%	31.6%
Community planning	0.0%	0.0%	15.8%	0.0%	10.5%	36.8%	26.3%	15.8%	5.3%	5.3%
Notice of meetings: Council, Committee & Public Hearings	0.0%	0.0%	6.7%	0.0%	26.7%	13.3%	13.3%	6.7%	13.3%	21.1%
Educational information: emergency preparedness, property owner responsibilities	0.0%	0.0%	6.3%	0.0%	12.5%	6.3%	0.0%	12.5%	18.8%	37.5%
Emergency/crisis communication	0.0%	0.0%	6.3%	0.0%	25.0%	12.5%	6.3%	6.3%	6.3%	31.3%
Budget decisions and reporting	0.0%	0.0%	12.5%	13.3%	6.7%	12.5%	0.0%	12.5%	18.8%	53.3%
Environmental Issues	0.0%	0.0%	0.0%	21.4%	0.0%	7.1%	0.0%	7.1%	7.1%	43.8%
Council initiative such as bylaws, policies and projects	Low Importance (1-3)									
Capital projects in public areas (such as roads and buildings)	28.6%	High Importance (8-10)								
Programs and services that affect residents	21.4%	72.2%								
Community recreation	21.4%	71.4%								
Community planning	0.0%	57.9%								
Community events taking place in Pitt Meadows	23.1%	26.3%								
Notice of meetings: Council, Committee & Public Hearings	0.0%	73.7%								
Educational information: emergency preparedness, property owner responsibilities	8.3%	40.0%								
Emergency/crisis communication	26.7%	68.8%								
Budget decisions and reporting	41.7%	43.8%								
Environmental Issues	30.8%	66.7%								
	33.3%	75.0%								
		71.4%								

Measuring Importance - Inform

Importance of being engaged/consulted about:

	1	2	3	4	5	6	7	8	9	10
Council initiative such as bylaws, policies and projects	0.0%	0.0%	0.0%	5.6%	5.6%	5.6%	16.7%	27.8%	0.0%	38.9%
Capital projects in public areas (such as roads and buildings)	0.0%	0.0%	0.0%	11.8%	11.8%	0.0%	17.6%	17.6%	17.6%	23.5%
Programs and services that affect residents	0.0%	0.0%	0.0%	0.0%	21.4%	7.1%	14.3%	28.6%	7.1%	21.4%
Community recreation	6.7%	0.0%	6.7%	0.0%	26.7%	20.0%	13.3%	13.3%	0.0%	13.3%
Community planning	0.0%	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	31.3%	0.0%	56.3%
Community events taking place in Pitt Meadows	0.0%	0.0%	0.0%	7.1%	21.4%	7.1%	14.3%	7.1%	7.1%	42.9%
Notice of meetings: Council, Committee & Public Hearings	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	11.8%	0.0%	11.8%	64.7%
Educational information: emergency preparedness, property owner responsibilities	0.0%	0.0%	7.1%	7.1%	28.6%	7.1%	0.0%	7.1%	7.1%	35.7%
Emergency/crisis communication	0.0%	0.0%	14.3%	21.4%	7.1%	7.1%	14.3%	0.0%	0.0%	35.7%
Budget decisions and reporting	0.0%	0.0%	0.0%	0.0%	15.4%	7.7%	7.7%	0.0%	15.4%	53.8%
Environmental Issues	0.0%	0.0%	0.0%	0.0%	5.9%	11.8%	5.9%	17.6%	5.9%	52.9%
Council initiative such as bylaws, policies and projects	0.0%		66.7%							
Capital projects in public areas (such as roads and buildings)	0.0%		58.8%							
Programs and services that affect residents	0.0%		57.1%							
Community recreation	13.3%		26.7%							
Community planning	0.0%		87.5%							
Community events taking place in Pitt Meadows	0.0%		50.0%							
Notice of meetings: Council, Committee & Public Hearings	0.0%		76.5%							
Educational information: emergency preparedness, property owner responsibilities	7.1%		50.0%							
Emergency/crisis communication	14.3%		35.7%							
Budget decisions and reporting	0.0%		69.2%							
Environmental Issues	0.0%		76.5%							

Low Importance (1-3) High Importance (8-10)

Measuring Satisfaction - Inform

Satisfaction with being engaged/consulted about:

	1	2	3	4	5	6	7	8	9	10
Council initiative such as bylaws, policies and projects	12.5%	6.3%	6.3%	6.3%	18.8%	12.5%	18.8%	6.3%	12.5%	0.0%
Capital projects in public areas (such as roads and buildings)	14.3%	0.0%	7.1%	7.1%	21.4%	21.4%	14.3%	14.3%	0.0%	0.0%
Programs and services that affect residents	0.0%	20.0%	6.7%	33.3%	6.7%	6.7%	20.0%	6.7%	0.0%	0.0%
Community recreation	7.1%	0.0%	7.1%	0.0%	28.6%	28.6%	21.4%	7.1%	0.0%	0.0%
Community planning	14.3%	0.0%	21.4%	7.1%	33.3%	7.1%	7.1%	7.1%	0.0%	0.0%
Community events taking place in Pitt Meadows	0.0%	5.9%	0.0%	5.9%	17.6%	23.5%	17.6%	23.5%	5.9%	0.0%
Notice of meetings: Council, Committee & Public Hearings	7.1%	0.0%	0.0%	14.3%	0.0%	21.4%	28.6%	14.3%	14.3%	0.0%
Educational information: emergency preparedness, property owner responsibilities	0.0%	15.4%	7.7%	0.0%	23.1%	7.7%	30.8%	7.7%	0.0%	7.7%
Emergency/crisis communication	0.0%	15.4%	15.4%	15.4%	7.7%	15.4%	15.4%	7.7%	0.0%	7.7%
Budget decisions and reporting	9.1%	9.1%	18.2%	0.0%	9.1%	18.2%	27.3%	0.0%	9.1%	0.0%
Environmental Issues	16.7%	8.3%	8.3%	25.0%	25.0%	8.3%	8.3%	0.0%	0.0%	0.0%
	Low Satisfaction (1-3)		High Satisfaction (8-10)							
Council initiative such as bylaws, policies and projects	21.4%		14.3%							
Capital projects in public areas (such as roads and buildings)	26.7%		6.7%							
Programs and services that affect residents	14.3%		7.1%							
Community recreation	35.7%		7.1%							
Community planning	5.9%		29.4%							
Community events taking place in Pitt Meadows	7.1%		28.6%							
Notice of meetings: Council, Committee & Public Hearings	23.1%		15.4%							
Educational information: emergency preparedness, property owner responsibilities	30.8%		15.4%							
Emergency/crisis communication	36.4%		9.1%							
Budget decisions and reporting	33.3%		0.0%							
Environmental Issues	0.0%		0.0%							

Measuring Satisfaction - Engage

Satisfaction with being engaged/consulted about

Council initiative such as bylaws, policies and projects	1	2	3	4	5	6	7	8	9	10
Capital projects in public areas (such as roads and buildings)	14.3%	0.0%	14.3%	14.3%	21.4%	14.3%	0.0%	7.1%	14.3%	0.0%
Programs and services that affect residents	14.3%	7.1%	0.0%	14.3%	21.4%	14.3%	0.0%	14.3%	14.3%	0.0%
Community recreation	0.0%	7.1%	14.3%	14.3%	21.4%	7.1%	14.3%	21.4%	0.0%	0.0%
Community events taking place in Pitt Meadows	0.0%	0.0%	0.0%	23.1%	15.4%	23.1%	15.4%	7.7%	7.7%	0.0%
Notice of meetings: Council, Committee & Public Hearings	7.7%	15.4%	0.0%	7.7%	38.5%	7.7%	28.6%	7.7%	21.4%	0.0%
Educational information: emergency preparedness, property owner responsibilities	8.3%	0.0%	0.0%	0.0%	0.0%	25.0%	41.7%	8.3%	16.7%	0.0%
Emergency/crisis communication	13.3%	0.0%	13.3%	0.0%	20.0%	20.0%	13.3%	13.3%	6.7%	0.0%
Budget decisions and reporting	8.3%	8.3%	25.0%	16.7%	8.3%	0.0%	25.0%	8.3%	0.0%	0.0%
Environmental Issues	7.7%	7.7%	15.4%	15.4%	0.0%	15.4%	7.7%	23.1%	7.7%	0.0%
	16.7%	8.3%	8.3%	25.0%	41.7%	8.3%	0.0%	0.0%	0.0%	0.0%
Council initiative such as bylaws, policies and projects	Low Satisfaction (1-3)	High Satisfaction (8-10)								
Capital projects in public areas (such as roads and buildings)	28.6%	21.4%	21.4%							
Programs and services that affect residents	21.4%	21.4%	28.6%							
Community recreation	0.0%	23.1%	23.1%							
Community events taking place in Pitt Meadows	23.1%	15.4%	50.0%							
Notice of meetings: Council, Committee & Public Hearings	0.0%	50.0%	25.0%							
Educational information: emergency preparedness, property owner responsibilities	8.3%	25.0%								
Emergency/crisis communication	26.7%	20.0%								
Budget decisions and reporting	41.7%	8.3%								
Environmental Issues	30.8%	30.8%								
	33.3%	0.0%								



City of Pitt Meadows **Citizens' Committee on Open Government** **Minutes – Committee Meeting #1**

April 16, 2015
 7:00 p.m. – 9:00 p.m.
 Meadows Room, City Hall

Attendees

Name
Leah Barker
Peter Borghardt
Richard Boulton
Warren Byrnell
George Coghlan
Brad Dinwoodie
Gaia Howe
Peter Jongbloed
Ken Joyner
Thelma Joyner
Carson Kadatz
Adam Keizer
Lou Rene Legge
Ron MacKenzie
Bruce McWilliam
Linda Nelson
Ron Nelson
Russell Newcombe
Fran Pattison
Johanne Rensmaag
Maureen Robertson
Susan Sigmund
William Wild
Absent: Anoosh Kiamanesh Keith Nightingale

1.1 Introductions & Meeting Protocol

Key points:

- Each member introduced themselves and advised how/why they became involved in the Committee.

- Protocol: A Committee member will be recognized by the Chair after raising his/her hand to speak.
- Group discussion, workshops and outreach to community will be part of the process.
- Ideas for improvements/recommendations that are outside of discussion can be noted on post-its for collection after each meeting.
- Requests for information/documents by Committee member must be directed through the Chair.
- Minutes will be prepared at a high level, noting action items and, together with material required for discussion, will be circulated one week prior to the next meeting.
- Agendas for next meeting will be circulated in advance and posted on website.

Decision or Key Action Item

- Members without email addresses to contact Kelly Kenney and advise how they would like to receive agendas and minutes.
- Chair and staff to determine how questions and materials from Committee will be coordinated and advise Committee at next meeting.
- Approved posting of Minutes on website after being adopted by Committee.

1.2 Purpose & Terms of Reference

Key points:

- Communication to inform (increase awareness) and to engage (consultation).
- The Committee's role is to present options and recommendations for improvement or best practices to achieve a more open and transparent government for residents and other stakeholders.
- Terms of Reference: three-month term, chaired meetings; no quorum required, minutes to be posted on website following adoption.

Decision or Key Action Item

None identified.

1.3 Outcomes & Expectations

The following is a summary of the input from the discussion exercises on what outcomes Committee members hope to see from this experience.

Category: Open Council and Procedures

This discussion focused on transparency and responsiveness, and procedures that relate to how this is achieved.

- More availability of Council members before and after Council meetings
- Non-official Council meetings open to the public
- Clarity on the inter-relationship between Pitt Meadows and Maple Ridge and other government agencies: e.g. in the area of authority and accountability for Parks and Leisure

Services, Pitt Meadows City Hall Staff and Council, control of parks and recreation in Pitt Meadows being in the hands of Pitt Meadows Council only

- How the West Coast Express bus stops at Meadow Town are maintained. No large covered bus stops on Dunn Avenue which is adjacent to the Maple Meadows West Coast Express station
- Public Hearings: why do the final arguments and voting happen on the same night?
- Philosophy and strategy for Pitt Meadows Council – question the development of the City and the number of staff
- Accessible information: clearer, more responsive communication with staff and Council, including issues that may not affect the entire community, but should be shared with the entire community and staff being more open about information requests
- Improved responsiveness: e.g. contacting City re: invasive plants or setting up volunteer committee to address it but not feedback needed
- Procedures clarified by City Hall staff e.g. How to resolve conflicts step by step
- Transparency re: Financials: City being completely open and transparent in showing detailed financials to the public
- Bylaws applied across the community the same way for everybody
- Live stream Council meetings (except Closed), including Committee meetings and special meetings of Council (currently not taped)
- Success is measured by adoption or rejection of the recommendations made to Council – the alternative is that recommendations are ignored
- Openness related to who the Mayor and Council are meeting with e.g. who is lobbying them and the conflict of interest requirements
- When community issue comes forward – want assurance from Council that they will assign an elected Councillor directly to communicate with the citizen and champion or convey the issue
- Concern that correspondence to Mayor, Council and City Staff is vetted by the Mayor and CAO – not brought forward to the public to see, which is not transparent
- Concern that City Staff and Council have stated they don't want more online surveys – saying they don't want to bother residents, but they don't really want to get that information and when they do get it, it appears results are manipulated and/or not shared
- Committees of Council are limited in numbers of volunteers and are stacked by City Staff, Council and very limited numbers of residents – would like to see them volunteer numbers open like the Citizens' Committee on Open Government

Category: Community Engagement

This discussion focused on the outcomes, types and opportunities for improving community engagement.

- Seek involvement of the younger generation to give them an idea about local government – even just as observers e.g. have the Mayor, Councillors and City Staff attempting to engage the youth in decision-making processes regarding decisions that will affect the youth in the community, and more community involvement with the younger generations – helping them to adopt pride in their community and where they live.
- Use informal Town Hall meetings to engage the community

- Increased and better use of social media to poll the public on important decisions e.g. done in Calgary to engage community
- Apply better methods to get community input on issues Council is considering (open houses are sparsely attended and people don't look at the local papers)
- Looking for more direct communication with the public and interest groups – both ways
- Allow access to post on City's Facebook page and openness – not deleting comments (unless they don't follow rules of use)
- Citizen engagement – provide methods for ongoing, broad, genuine participation
- Public Satisfaction with engagement and decision making process
- Hope for input into strategic direction of City policies

Category: Issues and Concerns

This discussion highlighted examples of challenges from past or current issues. While the Committee is not addressing the issues themselves, these scenarios can provide examples of what went wrong, and can be used for discussion on how to improve transparency and engagement going forward.

- Concerns in the community that Council needs to address
- Airport issues: night training, parachuting, helicopters and other issues related to expansion and flight direction
- Drainage issues
- Dump trucks
- Train issues
- Developer issues e.g. posting developing applications and level of activity

Decision or Key Action Item

None identified.

Ideas for Improving Transparency and Responsiveness

These ideas, examples and suggestions relate to specific proposed actions that apply to communication and civic engagement as a means to improve transparency and responsiveness. (Note: some of the ideas were generated as part of outcomes and expectations discussion.)

- Post development application numbers and information on the City website to show level and status of development activity
- Use City's social media platforms to poll the public on important decisions
- Allow the public to post on the City's Facebook page and do not delete posts just because they are negative

- See Richard for a parks brochure for dog walkers including maps and tips
- Host informal Town Hall meetings to engage the community
- Live stream Council meetings (except Closed), including Committee meetings and special meetings of Council
- For surveys, leave hard copies at libraries, schools, recreation centres and municipal hall
- Set up a Suggestion Box (both physical and online) and have a Councillor in charge of collecting, cataloguing and addressing them
- Have more meetings like Sheridan Hill meeting that worked well – no open houses
- Pitt Meadows Day – have information related to the Committee at the field or in the parade
- Vancouver City had a social media/online discussion forum that offered a better opportunity to engage with the larger community as people are so busy, and Council and Staff were required to participate
- Published newsletters or paper ads

Miscellaneous Questions/Comments for City Staff

The following are questions/comments that were raised that do not relate to the Committee's terms of reference, but will be passed along to the appropriate departments and flagged with Council for information purposes.

- Taxes and personnel levels e.g. staff management and needs, lessen the tax burden – Pitt Meadows was small 25 years ago, still small, so why so many staff?
- How are we decreasing our Fire \$ (1 Chief, two Assistants)?
- Building codes, re: # of parking spots, are very sparse for new developments
- Full time bylaw officer for 18,000 people – what is the Bylaw Officer's wages?

1.4 Legal & Policy Considerations

Key points:

- The City must adhere to the legislation (Community Charter, Freedom of Information and Protection of Privacy); also, City policies and procedures are approved by Council and can be amended by Council.

Decision or Key action item

- Freedom of Information and Protection of Privacy Act to be included on the next agenda for discussion.

1.5 Next Steps: Outreach

Key points:

- Majority of the Committee were in favour of distributing a mini survey at the Home Show to gain some insight into level of satisfaction with the current status of open government.
- Discussed some other ways to engage the public with Council: open houses, social media.

Decision or Key action item

- Committee members to review sample online questionnaire and FOIPPA background materials to prepare for next meeting discussion.
- Chair will update the mini survey to ensure that the Committee's role is more prominent and to include engagement tool options for input.
- Approved use of mini survey at upcoming Home Show, with edits to increase prominence of the fact that the survey is for the Committee and to add list of options for preferred engagement tools.

Next Meeting: April 30, 2015, 7:00 p.m. – 9:00 p.m. in the Meadows Room.

Pitt Meadows

Citizens' Committee on Open Government

mickelson
CONSULTING INC.

Purpose

Provide recommendations to City Council on ways that the City can be more responsive and transparent to residents and other stakeholders in Pitt Meadows.

mickelson
CONSULTING INC.

Defining Open Government

- Communication to Inform:
 - Increase awareness
 - Increase understanding
 - Increase or change behaviour
- Communication to Engage:
 - Consultation
 - Building relationships

mickelson
CONSULTING INC.

Our Role

- Present options for improvement or best practices
- Review law/policy and practice as it applies to communication
- Provide recommendations

Achieved through: discussion, workshop exercises and outreach

mickelson
CONSULTING INC.

Terms of Reference - Highlights

- Three-month term
- Chaired meetings
- Administrative support from City staff
- Meeting schedule
- No quorum requirements
- Meeting minutes and related documents at pittmeadows.bc.ca

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Outcomes & Expectations

Discussion Exercise:

What outcomes do you hope to see from this experience – that is, when this process is complete, what would be a measure of success?

Please share your input using sticky notes, then we will discuss as a group.

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Legal & Policy Considerations

- City must adhere to all Legislation.
- Policies are approved by Council, and any changes to an existing policy need to be reviewed and approved by Council.
- Procedures are in place to address resources:
e.g. if information not readily available or contains confidential details that must be deleted (redacted).

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Governing Legislation, Bylaw, Policies

- Community Charter
- Freedom of Information and Protection of Privacy Act (FOI&PP Act)
- City's Freedom of Information and Protection of Privacy Bylaw No. 2496
- Council Correspondence Policy C051

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Community Charter

- The Community Charter specifies certain types of municipal records to which public access must be provided:
 - All bylaws
 - All minutes of council meetings, other than closed council meetings
 - All minutes of committee meetings other than closed committee meetings
 - The annual municipal report

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Community Charter

- Disclosure of gifts statements
- The report on council remuneration, expenses and contracts
- The written disclosures required under the Financial Disclosure Act
- Concurrent authority agreements entered into with the province (to specify certain matters in relation to which a municipality may exercise authority)

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FOI & PP Act

The purposes of the FOI&PP Act are to make public bodies more accountable to the public and to protect personal privacy by:

- (a) giving the public a right of access to records,
- (b) giving individuals a right of access to, and a right to request correction of, personal information about themselves,
- (c) specifying limited exceptions to the rights of access,

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FOI & PP Act

(d) preventing the unauthorized collection, use or disclosure of personal information by public bodies, and

(e) providing for an independent review of decisions made by the public body under the FOI Act.

(2) The Act does not replace other procedures for access to the City's information or limit in any way access to information that is not personal information and is available to the public.

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Personal Information

- "personal information" means recorded information about an identifiable individual other than contact information;
- "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

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Council Correspondence

Policy:

- Correspondence addressed to Mayor and Council is deemed to be a public record when it is received by the City so the name and address of the correspondent is not severed prior to publishing on an agenda.
- However all other personal information IS severed, personal e-mail, telephone # etc. The City does not accept anonymous correspondence.

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Resources

- For more information on the legal and policy considerations that affect communication:
 - Office of the BC Privacy Commissioner:
<https://www.oipc.bc.ca/>
 - LGMA *Exchange*, Spring 2014 edition "Protecting Privacy When Everything Is Public" (lgma.ca under Publications)

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Next Steps

- Minutes – following Thursday
- Outreach:
 - Home Show
 - Online Survey
- Next Meeting:
 - Needs Assessment
 - Milestones

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TERMS OF REFERENCE

Citizens' Committee on Open Government

APPROVAL DATE:

Committee Type: Select

Purpose:

1. The purpose of this short-term select committee is to provide recommendations to City Council on ways that City Council and City Hall can be more responsive and transparent to the residents of Pitt Meadows and other stakeholders with interests in Pitt Meadows.

Authority:

2. The committee's authority shall be advisory only and its existence will terminate 3 months from the date of the first meeting of the committee.

Duties:

3. To present options for improvement or additional best practices that the Mayor and City Council may wish to consider.
4. To review the applicable law, city policy and practice, and related information in order to develop a report that will inform the community about the current status of open and transparent government practice in the City of Pitt Meadows;
5. To review the exceptions, limitations and restrictions imposed by Provincial law or Constitution on the local government;
6. To prepare and submit a final report on the committee's findings and recommendations to the City Council within one month of the last meeting of the committee. The final report shall be posted to the City's website when submitted for general public distribution and review.

Operations of the Committee:

7. The committee is a short-term select committee established by City Council and shall be subject to the open meeting laws of the Community Charter. Therefore, all meetings of the committee shall be properly noticed by publication of the agenda in accordance with the City of Pitt Meadows Council Procedure Bylaw, and be open to the public. Summary minutes shall be maintained of the meetings.
8. Committee meetings shall be chaired by the Facilitator.
9. Administrative support to the committee shall be provided by the Legislative Services Division and will include meeting notification, agenda preparation, clerical support, information gathering, minute-taking, all to the extent permitted by staffing and budgetary limitations. Additional staff support shall be provided at the request of the Mayor. Legal advice shall be provided by the City's solicitor when requested by the Mayor. There is no budget allocation for the work of the committee and participation on the committee is as a volunteer.
10. The committee process shall be facilitated by an individual to be selected by Council.
11. The committee will generally meet on the 1st and 3rd Thursdays of each month from 7:00 pm to 9:00 pm, beginning April 16, 2015 and concluding June 18, 2015. Meetings will take place within Pitt Meadows at a location to be selected by the Facilitator taking into consideration the number of people signed up to participate.
12. The proposed meeting schedule is as follows:

Meeting #1	April 16
Meeting #2	April 30
Meeting #3	May 7
Meeting #4	May 21
Meeting #5	June 4
Meeting #6	June 18
13. Due to the compressed time frame for the work of the committee it is important that members make every effort to attend all meetings.
14. There shall be no quorum requirements. Activities of the Committee shall be undertaken with the number of participants present.
15. Meetings shall be conducted in accordance with the rules of procedure set out in the Council Procedure Bylaw.
16. Committee meeting agendas, minutes and supplemental documents will be accessible on the City's website at www.pittmeadows.bc.ca.

Membership:

17. Membership shall be open to all residents of the City. Non-residents may apply and be accepted by Council upon showing a relevant stakeholding in the affairs of the City.
18. All committee members shall serve at the pleasure of Council. Any vacancies will be filled in the same manner as original appointments.
19. Notwithstanding the appointment of the Mayor and three City Councillors to the Committee it is anticipated that none of these appointments shall take an active part in any Committee deliberations.

Excerpts from Legislation Regarding Provision of Information

Community Charter

Public access to municipal records

- 95** (1) In addition to the public access provided by the *Freedom of Information and Protection of Privacy Act*, a council may, by bylaw, provide for public access to its records and establish procedures respecting that access.
- (2) If an enactment requires that a municipal record be available for public inspection, that obligation is met by having the record available for public inspection at the municipal hall during regular office hours.
- (3) If a municipal record is available for public inspection, a person may have a copy made of all or part of the record on payment of any applicable fee established by the council under section 194 [*municipal fees*].
- (4) A person inspecting a record of a municipality must not, without authorization, remove the record from the place where it has been provided for inspection.
- (5) An obligation or authority under this Act to provide public access to a municipal record does not apply to records that must not be disclosed under the *Freedom of Information and Protection of Privacy Act*.

Other records to which public access must be provided

97 (1) The following municipal records, or copies of them, must be available for public inspection:

(a) all bylaws and all proposed bylaws that have been given first reading;

(b) all minutes of council meetings, other than a meeting or part of a meeting that is closed to the public;

(c) all minutes of meetings of bodies referred to in section 93 [*application of rules to other bodies*], other than a meeting or part of a meeting that is closed to the public;

(d) the annual municipal report under section 98;

(e) all disclosure statements under section 106 [*disclosure of gifts*];

(f) the report under section 168 [*council remuneration, expenses and contracts*];

(g) the written disclosures referred to in section 6

(1) [*disclosures by council members and nominees*] of the *Financial Disclosure Act*;

(h) any applicable agreements under section 9

(5) [*concurrent authority agreements*].

(2) The obligation under subsection (1) is met if the record is made available at the municipal hall within 7 days after it has been requested.

Freedom of Information and Protection of Privacy Act

Purposes of this Act

- 2 (1) The purposes of this Act are to make public bodies more accountable to the public and to protect personal privacy by
- (a) giving the public a right of access to records,
 - (b) giving individuals a right of access to, and a right to request correction of, personal information about themselves,
 - (c) specifying limited exceptions to the rights of access,
 - (d) preventing the unauthorized collection, use or disclosure of personal information by public bodies, and
 - (e) providing for an independent review of decisions made under this Act.
- (2) This Act does not replace other procedures for access to information or limit in any way access to information that is not personal information and is available to the public.

Scope of this Act

3 (1) This Act applies to all records in the custody or under the control of a public body, including court administration records, but does not apply to the following:

(a) a court record, a record of a judge of the Court of Appeal, Supreme Court or Provincial Court, a record of a master of the Supreme Court, a record of a justice of the peace, a judicial administration record or a record relating to support services provided to the judges of those courts;

(b) a personal note, communication or draft decision of a person who is acting in a judicial or quasi judicial capacity;

(c) subject to subsection (3), a record that is created by or for, or is in the custody or control of, an officer of the Legislature and that relates to the exercise of that officer's functions under an Act;

(c.1) [Repealed 2002-50-19.]

(c.2) subject to subsection (4), a record that is created by or for, or is in the custody or control of, the auditor general appointed under the *Auditor General for Local Government Act* and that relates to the exercise of his or her functions under that Act;

(d) a record of a question that is to be used on an examination or test;

(e) a record containing teaching materials or research information of

(i) a faculty member, as defined in the *College and Institute Act* and the *University Act*, of a post-secondary educational body,

(ii) a teaching assistant or research assistant employed at a post-secondary educational body, or

(iii) other persons teaching or carrying out research at a post-secondary educational body;

(f) material placed in the archives of the government of British Columbia by or for a person or agency other than a public body;

(g) material placed in the archives of a public body by or for a person or agency other than a public body;

(h) a record relating to a prosecution if all proceedings in respect of the prosecution have not been completed;

(i) [Repealed 2011-17-1.]

(j) a record that is available for purchase by the public;

(k) a record of a service provider that is not related to the provision of services for a public body.

How to make a request

5 (1) To obtain access to a record, the applicant must make a written request that

(a) provides sufficient detail to enable an experienced employee of the public body, with a reasonable effort, to identify the records sought,

(b) provides written proof of the authority of the applicant to make the request, if the applicant is acting on behalf of another person in accordance with the regulations, and

(c) is submitted to the public body that the applicant believes has custody or control of the record.

(2) The applicant may ask for a copy of the record or ask to examine the record.

Duty to assist applicants

- 6 (1) The head of a public body must make every reasonable effort to assist applicants and to respond without delay to each applicant openly, accurately and completely.
- (2) Moreover, the head of a public body must create a record for an applicant if
 - (a) the record can be created from a machine readable record in the custody or under the control of the public body using its normal computer hardware and software and technical expertise, and
 - (b) creating the record would not unreasonably interfere with the operations of the public body.

Time limit for responding

7 (1) Subject to this section and sections 23 and 24 (1), the head of a public body must respond not later than 30 days after receiving a request described in section 5 (1).

(2) The head of the public body is not required to comply with subsection (1) if

(a) the time limit is extended under section 10, or

(b) the request has been transferred under section 11 to another public body.

(3) If the head of a public body asks the commissioner under section 43 for authorization to disregard a request, the 30 days referred to in subsection (1) do not include the period from the start of the day the application is made under section 43 to the end of the day a decision is made by the commissioner with respect to that application.

(4) If the head of a public body determines that an applicant is to pay fees for services related to a request, the 30 days referred to in subsection (1) do not include the period from the start of the day the head of the public body gives the applicant a written estimate of the total fees to the end of the day one of the following occurs:

(a) the head of the public body excuses the applicant from paying all of the fees under section 75 (5);

(b) the head of the public body excuses the applicant from paying part of the fees under section 75 (5), and the applicant agrees to pay the remainder and, if required by the head of a public body, pays the deposit required;

(c) the applicant agrees to pay the fees set out in the written estimate and, if required by the head of a public body, pays the deposit required.

(5) If an applicant asks the commissioner under section 52 (1) to review a fee estimate or a refusal to excuse the payment of all or part of the fee required by the head of the public body, the 30 days referred to in subsection (1) do not include the period from the start of the day

the applicant asks for the review to the end of the day the commissioner makes a decision.

(6) If a third party asks under section 52 (2) that the commissioner review a decision of the head of a public body, the 30 days referred to in subsection (1) do not include the period from the start of the day the written request for review is delivered to the commissioner to the end of the day the commissioner makes a decision with respect to the review requested.

(7) If a person asks under section 62 (2) for a review of a decision of the commissioner as head of a public body, the 30 days referred to in subsection (1) do not include the period from the start of the day the request for review is delivered to the minister responsible for this Act to the end of the day the adjudicator makes a decision with respect to the review requested.

Contents of response

8 (1) In a response under section 7, the head of the public body must tell the applicant

- (a) whether or not the applicant is entitled to access to the record or to part of the record,
- (b) if the applicant is entitled to access, where, when and how access will be given, and
- (c) if access to the record or to part of the record is refused,
 - (i) the reasons for the refusal and the provision of this Act on which the refusal is based,
 - (ii) the name, title, business address and business telephone number of an officer or employee of the public body who can answer the applicant's questions about the refusal, and
 - (iii) that the applicant may ask for a review under section 53 or 63.

(2) Despite subsection (1) (c) (i), the head of a public body may refuse in a response to confirm or deny the existence of

- (a) a record containing information described in section 15 (information harmful to law enforcement), or
- (b) a record containing personal information of a third party if disclosure of the existence of the information would be an unreasonable invasion of that party's personal privacy.

Division 2 — Exceptions

Cabinet and local public body confidences

12 (1) The head of a public body must refuse to disclose to an applicant information that would reveal the substance of deliberations of the Executive Council or any of its committees, including any advice, recommendations, policy considerations or draft legislation or regulations submitted or prepared for submission to the Executive Council or any of its committees.

(2) Subsection (1) does not apply to

(a) information in a record that has been in existence for 15 or more years,

(b) information in a record of a decision made by the Executive Council or any of its committees on an appeal under an Act, or

(c) information in a record the purpose of which is to present background explanations or analysis to the Executive Council or any of its committees for its consideration in making a decision if

(i) the decision has been made public,

(ii) the decision has been implemented, or

(iii) 5 or more years have passed since the decision was made or considered.

(3) The head of a local public body may refuse to disclose to an applicant information that would reveal

(a) a draft of a resolution, bylaw or other legal instrument by which the local public body acts or a draft of a private Bill, or

(b) the substance of deliberations of a meeting of its elected officials or of its governing body or a committee of its governing body, if an Act or a regulation under this Act

authorizes the holding of that meeting in the absence of the public.

(4) Subsection (3) does not apply if

(a) the draft of the resolution, bylaw, other legal instrument or private Bill or the subject matter of the deliberations has been considered in a meeting open to the public, or

(b) the information referred to in that subsection is in a record that has been in existence for 15 or more years.

(5) The Lieutenant Governor in Council by regulation may designate a committee for the purposes of this section.

(6) A committee may be designated under subsection (5) only if

(a) the Lieutenant Governor in Council considers that

(i) the deliberations of the committee relate to the deliberations of the Executive Council, and

(ii) the committee exercises functions of the Executive Council, and

(b) at least 1/3 of the members of the committee are members of the Executive Council.

(7) In subsections (1) and (2), "**committee**" includes a committee designated under subsection (5).

Policy advice or recommendations

13 (1) The head of a public body may refuse to disclose to an applicant information that would reveal advice or recommendations developed by or for a public body or a minister.

(2) The head of a public body must not refuse to disclose under subsection (1)

(a) any factual material,

(b) a public opinion poll,

(c) a statistical survey,

- (d) an appraisal,
- (e) an economic forecast,
- (f) an environmental impact statement or similar information,
- (g) a final report or final audit on the performance or efficiency of a public body or on any of its policies or its programs or activities,
- (h) a consumer test report or a report of a test carried out on a product to test equipment of the public body,
- (i) a feasibility or technical study, including a cost estimate, relating to a policy or project of the public body,
- (j) a report on the results of field research undertaken before a policy proposal is formulated,
- (k) a report of a task force, committee, council or similar body that has been established to consider any matter and make reports or recommendations to a public body,
- (l) a plan or proposal to establish a new program or activity or to change a program or activity, if the plan or proposal has been approved or rejected by the head of the public body,
- (m) information that the head of the public body has cited publicly as the basis for making a decision or formulating a policy, or
- (n) a decision, including reasons, that is made in the exercise of a discretionary power or an adjudicative function and that affects the rights of the applicant.

(3) Subsection (1) does not apply to information in a record that has been in existence for 10 or more years.

Legal advice

14 The head of a public body may refuse to disclose to an applicant information that is subject to solicitor client privilege.

Disclosure harmful to law enforcement

15 (1) The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to

- (a) harm a law enforcement matter,
- (b) prejudice the defence of Canada or of any foreign state allied to or associated with Canada or harm the detection, prevention or suppression of espionage, sabotage or terrorism,
- (c) harm the effectiveness of investigative techniques and procedures currently used, or likely to be used, in law enforcement,
- (d) reveal the identity of a confidential source of law enforcement information,
- (e) reveal criminal intelligence that has a reasonable connection with the detection, prevention or suppression of organized criminal activities or of serious and repetitive criminal activities,
- (f) endanger the life or physical safety of a law enforcement officer or any other person,
- (g) reveal any information relating to or used in the exercise of prosecutorial discretion,
- (h) deprive a person of the right to a fair trial or impartial adjudication,
- (i) reveal a record that has been confiscated from a person by a peace officer in accordance with an enactment,
- (j) facilitate the escape from custody of a person who is under lawful detention,
- (k) facilitate the commission of an offence under an enactment of British Columbia or Canada, or

(l) harm the security of any property or system, including a building, a vehicle, a computer system or a communications system.

(2) The head of a public body may refuse to disclose information to an applicant if the information

(a) is in a law enforcement record and the disclosure would be an offence under an Act of Parliament,

(b) is in a law enforcement record and the disclosure could reasonably be expected to expose to civil liability the author of the record or a person who has been quoted or paraphrased in the record, or

(c) is about the history, supervision or release of a person who is in custody or under supervision and the disclosure could reasonably be expected to harm the proper custody or supervision of that person.

(3) The head of a public body must not refuse to disclose under this section

(a) a report prepared in the course of routine inspections by an agency that is authorized to enforce compliance with an Act,

(b) a report, including statistical analysis, on the degree of success achieved in a law enforcement program or activity unless disclosure of the report could reasonably be expected to interfere with or harm any of the matters referred to in subsection (1) or (2), or

(c) statistical information on decisions under the *Crown Counsel Act* to approve or not to approve prosecutions.

(4) The head of a public body must not refuse, after a police investigation is completed, to disclose under this section the reasons for a decision not to prosecute

(a) to a person who knew of and was significantly interested in the investigation, including a victim or a relative or friend of a victim, or

(b) to any other member of the public, if the fact of the investigation was made public.

Disclosure harmful to intergovernmental relations or negotiations

16 (1) The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to

(a) harm the conduct by the government of British Columbia of relations between that government and any of the following or their agencies:

(i) the government of Canada or a province of Canada;

(ii) the council of a municipality or the board of a regional district;

(iii) an aboriginal government;

(iv) the government of a foreign state;

(v) an international organization of states,

(b) reveal information received in confidence from a government, council or organization listed in paragraph (a) or their agencies, or

(c) harm the conduct of negotiations relating to aboriginal self government or treaties.

(2) Moreover, the head of a public body must not disclose information referred to in subsection (1) without the consent of

(a) the Attorney General, for law enforcement information, or

(b) the Executive Council, for any other type of information.

(3) Subsection (1) does not apply to information that is in a record that has been in existence for 15 or more years unless the information is law enforcement information.

Disclosure harmful to the financial or economic interests of a public body

17 (1) The head of a public body may refuse to disclose to an applicant information the disclosure of which could reasonably be expected to harm the financial or economic interests of a public body or the government of British Columbia or the ability of that government to manage the economy, including the following information:

- (a) trade secrets of a public body or the government of British Columbia;
- (b) financial, commercial, scientific or technical information that belongs to a public body or to the government of British Columbia and that has, or is reasonably likely to have, monetary value;
- (c) plans that relate to the management of personnel of or the administration of a public body and that have not yet been implemented or made public;
- (d) information the disclosure of which could reasonably be expected to result in the premature disclosure of a proposal or project or in undue financial loss or gain to a third party;
- (e) information about negotiations carried on by or for a public body or the government of British Columbia;
- (f) information the disclosure of which could reasonably be expected to harm the negotiating position of a public body or the government of British Columbia.

(2) The head of a public body may refuse to disclose under subsection (1) research information if the disclosure could reasonably be expected to deprive the researcher of priority of publication.

(3) The head of a public body must not refuse to disclose under subsection (1) the results of product or environmental testing carried out by or for that public body, unless the testing was done

(a) for a fee as a service to a person, a group of persons or an organization other than the public body, or

(b) for the purpose of developing methods of testing.

Disclosure harmful to the conservation of heritage sites, etc.

18 The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to result in damage to, or interfere with the conservation of,

(a) fossil sites, natural sites or sites that have an anthropological or heritage value,

(b) an endangered, threatened or vulnerable species, subspecies or race of plants, vertebrates or invertebrates, or

(c) any other rare or endangered living resources.

Disclosure harmful to individual or public safety

19 (1) The head of a public body may refuse to disclose to an applicant information, including personal information about the applicant, if the disclosure could reasonably be expected to

(a) threaten anyone else's safety or mental or physical health, or

(b) interfere with public safety.

(2) The head of a public body may refuse to disclose to an applicant personal information about the applicant if the disclosure could reasonably be expected to result in immediate and grave harm to the applicant's safety or mental or physical health.

Information that will be published or released within 60 days

20 (1) The head of a public body may refuse to disclose to an applicant information

(a) [Repealed 2011-17-6.]

(b) that, within 60 days after the applicant's request is received, is to be published or released to the public, or

(c) that must be published or released to the public under an enactment.

(2) The head of a public body must notify an applicant of the publication or release of information that the head has refused to disclose under subsection (1).

(3) If the information referred to in subsection (1) (b) is not published or released to the public within 60 days after the applicant's request is received, the head of the public body must disclose the information to the applicant on, or within 30 days of, that date unless the head of the public body is authorized or required to refuse to disclose the information under other sections of this Division.

Disclosure harmful to business interests of a third party

21 (1) The head of a public body must refuse to disclose to an applicant information

(a) that would reveal

(i) trade secrets of a third party, or

(ii) commercial, financial, labour relations, scientific or technical information of or about a third party,

(b) that is supplied, implicitly or explicitly, in confidence, and

(c) the disclosure of which could reasonably be expected to

(i) harm significantly the competitive position or interfere significantly with the negotiating position of the third party,

(ii) result in similar information no longer being supplied to the public body when it is in the public interest that similar information continue to be supplied,

(iii) result in undue financial loss or gain to any person or organization, or

(iv) reveal information supplied to, or the report of, an arbitrator, mediator, labour relations officer or other person or body appointed to resolve or inquire into a labour relations dispute.

(2) The head of a public body must refuse to disclose to an applicant information that was obtained on a tax return or gathered for the purpose of determining tax liability or collecting a tax.

(3) Subsections (1) and (2) do not apply if

(a) the third party consents to the disclosure, or

(b) the information is in a record that is in the custody or control of the archives of the government of British Columbia or the archives of a public body and that has been in existence for 50 or more years.

Disclosure harmful to personal privacy

22 (1) The head of a public body must refuse to disclose personal information to an applicant if the disclosure would be an unreasonable invasion of a third party's personal privacy.

(2) In determining under subsection (1) or (3) whether a disclosure of personal information constitutes an unreasonable invasion of a third party's personal privacy, the head of a public body must consider all the relevant circumstances, including whether

(a) the disclosure is desirable for the purpose of subjecting the activities of the government of British Columbia or a public body to public scrutiny,

- (b) the disclosure is likely to promote public health and safety or to promote the protection of the environment,
- (c) the personal information is relevant to a fair determination of the applicant's rights,
- (d) the disclosure will assist in researching or validating the claims, disputes or grievances of aboriginal people,
- (e) the third party will be exposed unfairly to financial or other harm,
- (f) the personal information has been supplied in confidence,
- (g) the personal information is likely to be inaccurate or unreliable,
- (h) the disclosure may unfairly damage the reputation of any person referred to in the record requested by the applicant, and
- (i) the information is about a deceased person and, if so, whether the length of time the person has been deceased indicates the disclosure is not an unreasonable invasion of the deceased person's personal privacy.

(3) A disclosure of personal information is presumed to be an unreasonable invasion of a third party's personal privacy if

- (a) the personal information relates to a medical, psychiatric or psychological history, diagnosis, condition, treatment or evaluation,
- (b) the personal information was compiled and is identifiable as part of an investigation into a possible violation of law, except to the extent that disclosure is necessary to prosecute the violation or to continue the investigation,
- (c) the personal information relates to eligibility for income assistance or social service benefits or to the determination of benefit levels,

(d) the personal information relates to employment, occupational or educational history,

(e) the personal information was obtained on a tax return or gathered for the purpose of collecting a tax,

(f) the personal information describes the third party's finances, income, assets, liabilities, net worth, bank balances, financial history or activities, or creditworthiness,

(g) the personal information consists of personal recommendations or evaluations, character references or personnel evaluations about the third party,

(h) the disclosure could reasonably be expected to reveal the content of a personal recommendation or evaluation, a character reference or a personnel evaluation supplied by the third party in confidence and the applicant could reasonably be expected to know the identity of the third party,

(i) the personal information indicates the third party's racial or ethnic origin, sexual orientation or religious or political beliefs or associations, or

(j) the personal information consists of the third party's name, address, or telephone number and is to be used for mailing lists or solicitations by telephone or other means.

(4) A disclosure of personal information is not an unreasonable invasion of a third party's personal privacy if

(a) the third party has, in writing, consented to or requested the disclosure,

(b) there are compelling circumstances affecting anyone's health or safety and notice of disclosure is mailed to the last known address of the third party,

(c) an enactment of British Columbia or Canada authorizes the disclosure,

(d) the disclosure is for a research or statistical purpose and is in accordance with section 35,

(e) the information is about the third party's position, functions or remuneration as an officer, employee or member of a public body or as a member of a minister's staff,

(f) the disclosure reveals financial and other details of a contract to supply goods or services to a public body,

(g) public access to the information is provided under the *Financial Information Act*,

(h) the information is about expenses incurred by the third party while travelling at the expense of a public body,

(i) the disclosure, in respect of

(i) a licence, a permit or any other similar discretionary benefit, or

(ii) a degree, a diploma or a certificate,

reveals any of the following with respect to the applicable item in subparagraph (i) or (ii):

(iii) the name of the third party to whom the item applies;

(iv) what the item grants or confers on the third party or authorizes the third party to do;

(v) the status of the item;

(vi) the date the item was conferred or granted;

(vii) the period of time the item is valid;

(viii) the date the item expires, or

(j) the disclosure, in respect of a discretionary benefit of a financial nature granted to a third party by a public body, not including personal information referred to in subsection (3) (c), reveals any of the following with respect to the benefit:

- (i) the name of the third party to whom the benefit applies;
- (ii) what the benefit grants to the third party;
- (iii) the date the benefit was granted;
- (iv) the period of time the benefit is valid;
- (v) the date the benefit ceases.

(5) On refusing, under this section, to disclose personal information supplied in confidence about an applicant, the head of the public body must give the applicant a summary of the information unless

- (a) the summary cannot be prepared without disclosing the identity of a third party who supplied the personal information, or
- (b) with respect to subsection (3) (h), either paragraph (a) of this subsection applies or the applicant could reasonably be expected to know the identity of the third party who supplied the personal recommendation or evaluation, character reference or personnel evaluation.

(6) The head of the public body may allow the third party to prepare the summary of personal information under subsection (5).

Disclosure of information relating to abortion services

22.1 (1) In this section, "**abortion services**" means lawful medical services for the termination of a pregnancy.

(2) The head of a public body must refuse to disclose to an applicant information that relates to the provision of abortion services.

(3) Subsection (2) does not apply to the following:

- (a) information about abortion services that were received by the applicant;
- (b) statistical information, including financial information, relating to the total number of abortion services provided throughout

- (i) British Columbia, or
- (ii) a region that is designated under section 4 (1) (b) of the *Health Authorities Act* if more than one health care body provides abortion services in that region;

(c) information about a public body's policies on the provision of abortion services.

(4) Nothing in this section prevents any other provision of this Act from applying if a request is made under section 5 by an applicant for access to a record containing information about abortion services that were received by the applicant.

Division 3 — Notice to Third Parties

Notifying the third party

23 (1) If the head of a public body intends to give access to a record that the head has reason to believe contains information that might be excepted from disclosure under section 21 or 22, the head must give the third party a written notice under subsection (3).

(2) If the head of a public body does not intend to give access to a record that contains information excepted from disclosure under section 21 or 22, the head may give the third party a written notice under subsection (3).

(3) The notice must

(a) state that a request has been made by an applicant for access to a record containing information the disclosure of which may affect the interests or invade the personal privacy of the third party,

(b) describe the contents of the record, and

(c) state that, within 20 days after the notice is given, the third party may, in writing, consent to the disclosure or may make written representations to the public body explaining why the information should not be disclosed.

(4) When notice is given under subsection (1), the head of the public body must also give the applicant a notice stating that

(a) the record requested by the applicant contains information the disclosure of which may affect the interests or invade the personal privacy of a third party,

(b) the third party is being given an opportunity to make representations concerning disclosure, and

(c) a decision will be made within 30 days about whether or not to give the applicant access to the record.

Time limit and notice of decision

24 (1) Within 30 days after notice is given under section 23 (1) or (2), the head of the public body must decide whether or not to give access to the record or to part of the record, but no decision may be made before the earlier of

(a) 21 days after the day notice is given, or

(b) the day a response is received from the third party.

(2) On reaching a decision under subsection (1), the head of the public body must give written notice of the decision to

(a) the applicant, and

(b) the third party.

(3) If the head of the public body decides to give access to the record or to part of the record, the notice must state that the applicant will be given access unless the third party asks for a review under section 53 or 63 within 20 days after the day notice is given under subsection (2).

Information must be disclosed if in the public interest

25 (1) Whether or not a request for access is made, the head of a public body must, without delay, disclose to the public, to an affected group of people or to an applicant, information

(a) about a risk of significant harm to the environment or to the health or safety of the public or a group of people, or

(b) the disclosure of which is, for any other reason, clearly in the public interest.

(2) Subsection (1) applies despite any other provision of this Act.

(3) Before disclosing information under subsection (1), the head of a public body must, if practicable, notify

(a) any third party to whom the information relates, and

(b) the commissioner.

(4) If it is not practicable to comply with subsection (3), the head of the public body must mail a notice of disclosure in the prescribed form

(a) to the last known address of the third party, and

(b) to the commissioner.

Records available without request

71 (1) Subject to subsection (1.1), the head of a public body must establish categories of records that are in the custody or under the control of the public body and are available to the public without a request for access under this Act.

(1.1) The head of a public body must not establish a category of records that contain personal information unless the information

(a) may be disclosed under section 33.1 or 33.2, or

(b) would not constitute, if disclosed, an unreasonable invasion of the personal privacy of the individual the information is about.

(1.2) Section 22 (2) to (4) applies to the determination of unreasonable invasion of personal privacy under subsection (1.1) (b) of this section.

(2) The head of a public body may require a person who asks for a copy of an available record to pay a fee to the public body.

(3) Subsection (1) does not limit the discretion of the government of British Columbia or a public body to disclose records that do not contain personal information.

Fees

75 (1) The head of a public body may require an applicant who makes a request under section 5 to pay to the public body fees for the following services:

- (a) locating, retrieving and producing the record;
- (b) preparing the record for disclosure;
- (c) shipping and handling the record;
- (d) providing a copy of the record.

(2) An applicant must not be required under subsection (1) to pay a fee for

- (a) the first 3 hours spent locating and retrieving a record, or
- (b) time spent severing information from a record.

(3) Subsection (1) does not apply to a request for the applicant's own personal information.

(4) If an applicant is required to pay a fee for services under subsection (1), the head of the public body

- (a) must give the applicant a written estimate of the total fee before providing the service, and
- (b) may require the applicant to pay a deposit in the amount set by the head of the public body.

(5) If the head of a public body receives an applicant's written request to be excused from paying all or part of the fees for services, the head may excuse the applicant if, in the head's opinion,

- (a) the applicant cannot afford the payment or for any other reason it is fair to excuse payment, or
- (b) the record relates to a matter of public interest, including the environment or public health or safety.

(5.1) The head of a public body must respond under subsection (5) in writing and within 20 days after receiving the request.

(6) The fees that prescribed categories of applicants are required to pay for services under subsection (1) may differ from the fees other applicants are required to pay for them, but may not be greater than the actual costs of the services.

More Open. More Engaged.

Open Government Strategies for Pitt Meadows



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Pitt Meadows Council wants to improve open government through enhanced communication and engagement with residents. Please share your input on how we can improve open government in our community.

1. Overall, how satisfied are you with level of proactive communication from Council?
☐ Very satisfied ☐ Somewhat satisfied ☐ Somewhat unsatisfied ☐ Very unsatisfied
2. Overall, how satisfied are you with Council's responsiveness to residents?
☐ Very satisfied ☐ Somewhat satisfied ☐ Somewhat unsatisfied ☐ Very unsatisfied
3. Overall, how satisfied are you with how well Council engages its residents?
☐ Very satisfied ☐ Somewhat satisfied ☐ Somewhat unsatisfied ☐ Very unsatisfied
4. The City currently provides information on a range of topics. Please use an "X" to indicate how satisfied you are with the amount of information you receive from the City on each topic area.

Topic	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied
Council initiative such as bylaws, policies and projects				
Projects in public areas (such as roads, buildings, parks)				
Programs and services that affect residents				
Community recreation				
Community planning				
Community events taking place in Pitt Meadows				

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5. What information do you most want to receive from the City; that is, the types of information that would help you feel more informed about what is going on in your community?

6. When do you most want to be engaged in consultation with the City; that is, what types of projects, planning or initiatives would you want to be consulted on?

Thank you for your input! We will be using this information to develop recommendations to Council to improve communication and community engagement.

- *The Pitt Meadows Citizens' Committee on Open Government*

Online Survey Questionnaire

Get Connected. Stay Informed.

Sharing information and engaging the community in discussions about future activities and decisions in Community A is a priority for Council. But we also recognize that our community members are busy and we want to make sure that our communication and consultation programs are designed to accommodate their interests and schedules. To achieve this, the City of Community A is developing a strategy for how we will communicate with the community.

The City of Community A invites local residents to participate in the development of this communication strategy. Your input will help the City determine the best way to keep the community informed and provide more opportunities to share input with Council and staff. This survey will take about 10 minutes of your time and your responses are completely anonymous.

Enter to win Survey Prize Package at completion of survey. Please note the survey deadline is _____.

Do you live in Community A? Yes/No (If no, will skip to an end page noting that this survey is for residents of Community A)

Please provide your postal code: _____

1. Generally speaking, how satisfied are you with level and overall quality of communication you receive from the City of Community A as a resident?
 1. Very satisfied
 2. Somewhat satisfied
 3. Not very satisfied
 4. Not at all satisfied
2. What information do you want to receive from the City of Community A; that is, the topics of information that would help you feel more informed about what is going on in your home community?
3. Thinking about the types of communication tools available, what methods would you like the City to use to keep you informed and notify you about opportunities to provide input? (Please check all that apply.)
 - Website
 - Newspaper advertisements
 - Radio advertisements
 - Email to groups
 - Newsletters
 - Information displays at City facilities / in the community
 - Council meetings
 - Inserts with tax and utility notices
 - Social Media (Facebook, Twitter)
 - Printed handouts like brochures
 - Posters at City facilities / in the community
 - Information sessions (e.g. Open Houses)
 - Outdoor signage

1. The City of Community A currently provides information on a range of topics. On a 10-point scale, where 1 means not at all important and 10 means extremely important, how important is each of the following topic areas to you as a resident?
 - a. Council decisions and actions

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - b. Recreation programs, events and other activities in the community

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - c. Recruitment/job opportunities with the City of Community A

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - d. Opportunities to provide input, attend open houses/town halls, complete surveys or participate in other consultation methods

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - e. Educational information – such as emergency preparedness information and property owner responsibilities

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - f. Notice of Public Hearings, Council Meetings and Committee Meetings

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - g. Emergency/crisis communications

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
 - h. Capital project communication, such as work underway on roads, sewers and new residential developments

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important
2. On a 10-point scale, where 1 means not at all satisfied and 10 means extremely satisfied, how satisfied are you with the communication being provided in each of the following topic areas?
 - a. Council decisions and actions

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied
 - b. Recreation programs, events and other activities in the community

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied
 - c. Recruitment/job opportunities with the City of Community A

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

- d. Opportunities to provide input, attend open houses/town halls, complete surveys or participate in other consultation methods

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

- e. Educational information – such as emergency preparedness information and property owner responsibilities.

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

- f. Notice of Public Hearings, Council Meetings and Committee Meetings

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

- g. Emergency/crisis communications

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

- h. Capital project communication, such as work underway on roads, sewers and new residential developments

Not at all satisfied... 1 2 3 4 5 6 7 8 9 10...Extremely satisfied

3. In a typical 30-day month, how often do you read or use the local community newspapers?

Regularly (weekly)

Never

Occasionally (1 - 2 days per month)

Other

4. Which of the following statements best describes how you generally read these publications

I just skim the ads

I only read the occasional written article

I read a few of the written articles

I read most of the written articles

Other (Please specify):

5. Have you been to the City of Community A website in the last twelve months?

Yes
No

6. Did you find the information you were looking for?

7. How satisfied were you with the navigation; that is, your ability to find information quickly and easily?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Not very satisfied
- ☐ Not at all satisfied

8. What other information would you like to see on the City website?

9. Do you use social media like Facebook, YouTube and Twitter?

Yes
No

10. Would you be interested in seeing the City of Community A use social media tools for communication and consultation? Please rank your level of interest, where 1 is not at all interested and 10 is extremely interested.

Not at all interested... 1 2 3 4 5 6 7 8 9 10...Extremely interested

11. Thinking about the types of projects, initiatives, programs and services delivered by the City of Community A, how important is it for the City to engage you as a resident to collect your input and feedback, where 1 means not at all important and 10 means extremely important?

Not at all important...1 2 3 4 5 6 7 8 9 10...Extremely important

12. The City of Community A consults with residents to gather input and feedback on the various programs and services it delivers. Which of the following are your preferred methods for providing input. (Please check all that apply.)

- ☐ Attending Public meetings (e.g. Open House, Town Hall)
- ☐ Submitting comments online (e.g. Discussion Forum)
- ☐ Submitting input using Comment Sheets/Feedback Forms
- ☐ Sharing input via surveys (e.g. Website, Telephone)
- ☐ Sending and receiving emails with Council & Staff
- ☐ Attending Council and Committee Meetings
- ☐ Other (*Please specify*)

13. Have you attended a City of Community A public meeting, such as an Open House or Town Hall, in the past year?

Yes
No

14. If yes, did you find the experience useful – please explain why or why not.

Thank you for taking time to share your input. The results from this survey will be used with other research to develop recommended methods to improve communications in the City of Community A.

For more information on the City of Community A, please visit www.Community A.ca.



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**City of Pitt Meadows
Citizens' Committee on Open Government
Minutes - Meeting #2**

Thursday April 30, 2015

7:00pm – 9:00pm

Meadows Room, City Hall

Committee Member Attendees

Name

Leah Barker
Peter Borghardt
Richard Boulton
Warren Byrnell
George Coghlan
Brad Dinwoodie
Gaia Howe
Peter Jongbloed
Ken Joyner
Thelma Joyner
Carson Kadatz
Adam Keizer
Anoosh Kiamanesh
Ron MacKenzie
Bruce McWilliam
Linda Nelson
Ron Nelson
Russell Newcombe
Keith Nightingale
Fran Pattison
Johanne Rensmaag
Maureen Robertson
Susan Sigmund
William Wild

Also in Attendance

Therese Mickelson, Mickelson
Consulting, Chair & Facilitator

Kelly Kenney, Mgr. Legislative
Services, staff support
Linda Kelly, Deputy Clerk,
Recorder

2.1 Meeting Procedures

Chair noted additional procedural information as well as Council's direction to add reporting about events to the Terms of Reference of the Committee. This would include how to convey information about events that take place in Pitt Meadows to the community if it is not done through Council.

- Action items and recommendations will be approved by majority vote of Committee members.
- No profanity or personal attacks against individuals allowed.
- All discussions, ideas and distribution of materials to happen at the committee meeting, not in separate meetings.
- Council has asked the Committee to bring forward a recommendation regarding how community events can be provided to the general public.

The Committee accepted this additional request noting:

1. From a procedures perspective, the Committee should not be directed to add to Terms of Reference – it should be a Committee vote to determine this – however they are fine with adding this component.
2. The addition of this content is not really Terms of Reference; it is really just another topic area that relates to open government.
3. Committee asked staff to make Council aware that they do not want to see any additional changes or additions to the Terms of Reference.

2.2 Approval of Minutes

The minutes of the April 16th committee meeting were approved with the following corrections:

- Name changed from “Baker” to “Barker”
- Under 1.3 Outcomes & Expectations:
 - Open Council and Procedures:
 - Under bullet “Clarity on the inter-relationships ” bullet delete “and how the Express bus stops at Meadow Town are maintained” and add a new bullet with clarifying sentence “No large covered bus stops on Dunn Avenue which is adjacent to the Maple Meadows West Coast Express station.”
 - Minutes to be noted as Draft when included on the website prior to adoption by the Committee.
 - Under bullet regarding “Improved responsiveness, e.g., contacting City re: invasive plants or setting up volunteer committee to address it but not receiving answers”. Delete “not receiving answers” and replace with “feedback needed”.
 - Community Engagement:
 - First bullet, should read “Seek”, not “See”.

- Under Ideas for Improving Transparency and Responsiveness:
 - Under bullet “See Richard for good ideas on dog control communication with residents”, after “see Richard for”, add “a parks brochure for dog walkers including maps and tips” and delete “good ideas on dog control communication with residents”.

2.3 Questions Arising from Previous Meeting

- Regarding the survey at the Home Show, a concern that people who do not live in Pitt Meadows will have input and discussion around whether to revisit decision to use mini survey at Home Show – Committee majority voted against revisiting decision.
- Suggestion that Pitt Meadows approach Maple Ridge regarding producing a joint survey.
- Regardless of input received from other sources, all summative recommendations will come from the Committee.

Decision or Key Action Item

- Prior to issuing survey, staff at Home Show to ask whether they are a resident, non-resident stakeholder or other and separate the surveys accordingly.
- Check with Maple Ridge to see if they would like to share their questionnaire for their community survey to see if there are opportunities for consistent questions.

2.4 FOIPPA Discussion

The Committee members had no questions regarding the Freedom of Information and Protection of Privacy Act.

Concerns raised:

- FOIPPA seems to be used as a roadblock to prevent the public from getting information.
- There are high fees e.g. \$90-\$190 and up to 30 days being applied for basic information requests that are public and should simply be posted e.g. Budget
- Other communities are posting information proactively on their websites, yet the City is requiring an FOI saying that it’s protected information e.g. Development Applications and Permits.
- Question whether the make-up of the City Council affects the openness of information given (provided on post-it note)
- Question whether there is resistance to certain individuals based on the number of FOI requests e.g. “oh, it’s so-and-so again” (provided on post-it note)

Ideas for Improving Open Government through FOIPPA:

- Readily available, public information should be provided as quickly as possible – not charging fees or taking the 30 days allowed by the Act.
- If information is not protected by the Act, such as information already being posted by other municipalities – it should be posted by the City e.g. Development Permits.

- The City should adhere to the “spirit” of the FOIPPA requirements, not use it as a mechanism to force people to go through hoops.
- Information requests should be answered promptly, with staff being community-minded and forthcoming in their response.
- City should have consistent standards for releasing information e.g. currently told an FOI request required by one department but another department releases the information immediately on request.
- Post on the website the types of information that are considered public and can be released and accessed, and information that typically requires an FOI request, such as personal information, along with the fees that are applied and the timelines.
- Lots of good can come from sharing information more proactively, including potentially saving money and reducing the number of FOI requests.

2.5 Needs Assessment

2.5.1 Therese circulated a copy of two Information/Satisfaction questionnaires on-table:

1. Measuring Importance – Inform and Engage
2. Measuring Satisfaction– Inform and Engage

The following discussion focused on concerns and opportunities for shifting the City to a more open government.

Concerns:

- Developments (new and existing) – not enough information going out to residents affected e.g. no notification by the City, no posted information about Development Permits or plans underway and not enough engagement from early stages right through the project.
- FOIPPA use in the City: Concerns as outlined in discussion on Agenda Item 2.4
- In Camera Meetings: It seems like too much discussion takes place in the closed meeting, which means the public does not hear all the facts or the discussion that leads to a decision.
- Don't know who staff members are; their background, work experience, etc.
- Not receiving important community safety information, particularly when potential safety risks nearby e.g. home invasions in neighbourhood, with machetes and guns, but no warning or information provided to area residents.
- Residents often do not know the right questions to ask or the typical information they need to gather, which means they require guidance from staff to ensure they are fully informed about different activities and policies e.g. new developments or permits
- Sometimes residents may have non-specific questions such as “Is there anything in the works, or being planned for a certain area?” but they still need staff to be responsive so they can get their answers and have concerns heard.
- At City Hall City Council Meetings, Question Period: I believe that there is a need for more accurate recording of what residents ask. If you are ever researching a topic, if their question isn't recorded accurately, you won't necessarily find it in a search and know who to ask for more information, and if your situations are similar. (provided on post-it note)

- Staff are very forthcoming in face-to-face dealings. There is less clarity or promptness when communicating via a third party as prescribed by Council. (provided on post-it note)

Recommendations:

- Provide better, broader communication and engagement from the earliest stages of development plans, including meetings where people can hear from others at the same time, and residents are proactively notified (e.g. direct mail to home) at earliest stages of the project to advise them there are development plans underway.
- Ensure only items strictly requiring a closed meeting take place In Camera, and even if initial discussions are in closed meeting, ensure there is time allotted at the regular meeting to have a full discussion, sharing the facts, so residents can be made aware of details regarding decisions that affect them.
- Post Mayor's schedule – who is he meeting with each day, and the same for Council members. (Note: a post-it note comment was also provided, saying not in agreement with posting Mayor's daily agenda as it could lead to ambushes – people showing up to heckle or demonstrate, or personal attacks)
- Getting to know staff:
 - Provide more information on staff, particularly those in management positions, to inform public about who the City is bringing into the organization and their qualifications. Suggestion is to post a "Getting to Know Staff" page on the website, with three-sentence bio and photo of each staff person: 1. Qualifications; 2. Pertinent work history; and 3. Areas of responsibility.
 - Hold quarterly Town Halls hosted by staff instead of Council so that community can meet them in person, and have these sessions city-wide as well as by neighbourhood.
- Provide more proactive community safety information related to police incidents, respecting that some information cannot be released but also critical for residents to know about potential dangers e.g. Community Policing Hotspots as reported in Coquitlam and Facebook Page "Protecting Pitt Meadows".
- Develop fact sheets or a Citizen Engagement Guide that highlights information such as "How do I learn more about development, vote, find out about community events," etc. as well as steps to get information and how to provide input if there are any concerns, and ensure there is a staff contact for each topic.
- Have staff provide more friendly, open, and responsive answers, even if questions are general/non-specific, as staff may have more knowledge and resident may not know the right questions to ask.
- Have staff provide a timeline as to when a citizen can expect an issue they've raised will be resolved.
- Have staff provide follow-up calls so residents know the status of their concerns (provided on post-it note)
- Use a community information board – electronic sign at Harris Road – with cycling information on timely information such as safety alerts, coming events. It was also noted that cost is about \$60,000, so on the Council's radar as an opportunity but perhaps not a priority for spending.
- Be careful about too much content as some information will get lost in the noise – if there is too much information on the website, people won't know where to find it, need to set

some priorities and provide people with information on how to get help with “strange” or atypical questions.

- Emergency preparedness information, such as evacuation routes, etc. could be revisited and highlighted in a City bulletin - \$\$\$ extra costs. (provided on post-it note)
- Suggest that the City provide a computer at a counter for residents to use re: City bylaws, Council minutes, maps, applications, roles of City Staff, “How do I” section that’s for information only – no Internet access. (provided on post-it note)
- Events: Use more signage prior to the event, plenty of lead-up time, such as possible banners across the road (done now), illuminated billboard on Harris Road (\$\$\$), newspaper ads (continue), radio or television ads (provided on post-it note)
- Provide a one-page step-by-step guide on how to have an item added to a Council meeting agenda, including information on the length of time it can take to get it there. (provided on post-it note)
- Make use of information sharing tool on CivicInfo
- Get more people signed up for the Pitt Meadows e-newsletter. (provided on post-it note sheet)
- Council to engage community with our community’s Official Community Plan. (provided on post-it note)
- Need a dedicated position for communications – currently part of a Human Resources role. (provided on post-it note)

Decision or Key Action Item

- Staff to check into when information can be released regarding a new development and if there are any legal constraints related to notifying the public in the early stages e.g. when just a “letter of intent” to consider the opportunity has been received or an initial discussion about possible land use has taken place.
- Staff to check into whether there is a business plan related to communications, or communication plan for the City that can be provided to Committee members as a reference document.
- Updated Importance/Satisfaction categories, as follows:
 - Community Recreation changed to: “Community Recreation e.g. leisure and parks programs and services”
 - Community Planning: added “and Development”
 - Emergency/Crisis Communication: added “and Community Safety”
 - Projects in public areas changed to: “Capital projects in public areas e.g. roads and buildings”
 - Added new topic: Environmental Issues
- Committee members to complete the Information/Satisfaction forms for sharing as a group at next meeting.
- Committee members to review sample survey questionnaire and provide input before next meeting by email to kkenney@pittmeadows.bc.ca or by dropping off a hard copy at City Hall, attention Kelly Kenney.
- Suggestions for additions to survey (provided on post-it note):
 - How would you most like to engage with staff and Council, e.g. social media, open houses etc.? (Note from Chair: this change was also added to mini survey for Home Show based on input at Meeting 1)
 - What other ways are there to get input from the community?

- Request to Chair: Instead of being productive in meeting, I feel we trend into a complaints situation – curtail people who tend to speak too often about complaints. (provided on post-it note)

Questions for Staff:

- How many people are currently registered for Pitt Meadows e-newsletter? (provided on post-it note sheet)

2.5.2 As there wasn't enough time left to review the online community survey questionnaire, it was agreed to move this item to the next agenda.

Decision or Key action item

- Approve plan to prepare a community online survey
- Approved use of ad/bill insert copy to run in upcoming tax bill notice mail-out to advertise upcoming online survey

2.6 Milestones

Key milestones to complete Terms of Reference within allotted time presented as follows:

- Needs assessment: Meeting 2
- Recommendations re: Informing the Public: Meeting 3
- Recommendations re: Engaging the Public: Meeting 4
- Check recommendations against community input: Meeting 5
- Review of final recommendations for report: Meeting 6

Miscellaneous Questions/Comments for City Staff

The following are questions/comments that were submitted on post-it notes that do not relate to the Committee's Terms of Reference, but will be passed along to the appropriate departments and flagged with Council for information purposes.

- Police costs \$\$: more patrols (visual) around our neighbourhoods and can Neighbourhood Watch be revved up more, plus more police information provided to neighbours and others?
 - Why do we have 1st, 2nd and 3rd reading at one meeting? (provided on post-it note)

2.7 Information Documents for Committee

2.7.1 Council Policy No. C051 Correspondence Addressed to Mayor and Council

2.7.2 British Columbia Ombudsperson Information

2.7.3 Office of Information and Privacy Commissioner Information

Meeting ended: 9:08 p.m.

Next Meeting: May 7, 2015, 7:00 p.m. – 9:00 p.m. in the Meadows Room, City Hall

Correspondence Addressed to Mayor and Council

Effective Date: July 2, 2013
Revised Date: February 17, 2015

Purpose:

To establish protocols for receipt and processing of correspondence addressed to Mayor and Council.

Definitions:

“City” means the City of Pitt Meadows.

“Council” means the duly elected officials for the City, being the Mayor and Councillors.

“Councillor” means any member of Council except the Mayor.

“Corporate Officer” means the Manager of Legislative Services.

“Correspondence” means written material received electronically or in hard copy by the City from an identifiable individual or organization.

“Mayor” means the chief executive officer of the City.

Policy:

Council

1. Individual members of Council have no individual decision-making power and, as such, shall not express opinions in correspondence on behalf of Council.
2. The decisions of Council shall be reflected as collective corporate decisions.
3. In recognizing Councillors' roles and responsibility to Council, separate or customized letterhead stationary shall not be purchased for, nor used by, individual members of Council.

4. Emails regarding City business sent directly to Mayor and Council's email addresses are to be forwarded by Council to the Corporate Officer for recording, distribution, filing and action, as required.
5. A member of Council may choose to respond to requests for information from a resident that are routine in nature where the information is readily available to the public. Such responses shall be shared with the Mayor, all members of Council, and the Chief Administrative Officer.

Corporate Officer

6. The Corporate Officer is responsible for establishing routing procedures to ensure timely and appropriate review of correspondence addressed to Mayor and Council including email received through the "info" email.
7. Upon direction from the Chief Administrative Officer, the Corporate Officer will forward correspondence addressed to Mayor and Council from external sources to all of Council and appropriate staff electronically as soon as possible and, if appropriate, include the correspondence on the consent agenda at the next available Council meeting provided:
 - a. the correspondence includes the name and address of at least one person or agency, and
 - b. does not contain any defamatory statements, allegations, inferences, impertinent, disrespectful or improper matter.
8. Correspondence deemed by the Corporate Officer not to comply with section 7) will be returned to sender (if known) with an explanation as to why the material cannot be included in the Council agenda.
9. No further action is taken in response to correspondence received by Mayor and Council, unless directed by Council.
10. Correspondence that requires a response from Council is signed by the Mayor and cc'd to Council. The Chief Administrative Officer may direct staff to prepare the Mayor's response.

Mayor

11. The Mayor, as the City's chief spokesperson, is responsible for explaining Council policies, priorities and decisions to the public and will respond to electronic communications on behalf of the City as appropriate or refer the correspondence to staff for response and will copy Council members, the CAO and the Corporate Officer on all correspondence.

12. The Chief Administrative Officer will coordinate actions and responses to electronic correspondence received from the Mayor and will inform Council of the outcome of the requests when appropriate.
13. Hard copy and electronic correspondence addressed to the Mayor, may be circulated at the discretion of the Mayor to Council either informally for information (via email) or formally through inclusion in an upcoming Council meeting agenda.

General

14. Electronic Correspondence will generally be dealt with only during business hours. Correspondence received on weekends and statutory holidays will be dealt with the next business day. If the matter is an emergency, members of the public are to be advised to contact the city by telephone.

Exceptions

15. Communications from external bodies which Council members sit as members of inter-municipal committees are to be routed or filed as requested by Council members by the Executive Assistant to Mayor and Council.
16. Hard copies and electronic copies of invitations to Mayor and Council are to be forwarded to Council by the Executive Assistant to Mayor and Council. Invitations sent to Mayor and Council are to be filed by the Executive Assistant to Mayor and Council.

The Role of the British Columbia Ombudsperson



The Ombudsperson is British Columbia's Independent Voice for Fairness

The Ombudsperson is an independent Officer of the Legislature, appointed pursuant to the Ombudsperson Act

Why We Exist

- to uphold the democratic principles of openness, transparency and accountability
- to ensure that every person in British Columbia is treated fairly in the provision of public services
- to promote and foster fairness in public administration

Who We Serve

- the principle of administrative fairness
- the public
- the Legislature of British Columbia

What We Do

- respond to inquiries from the public
- provide information, advice and assistance on issues of administrative fairness
- generally oversee the administrative actions of public agencies to enhance transparency and accountability
- conduct thorough, impartial and independent investigations of complaints
- look for fair resolutions and make recommendations to improve administrative practices
- consult with, provide reasons, and make recommendations to authorities to improve administrative practices
- provide reports to the Legislative Assembly and the people of British Columbia about administrative fairness issues and how they can be remedied

How We Investigate

Through thorough and impartial investigations, we:

- identify issues of administrative unfairness
- identify causes of recurring unfairness and advise on how it can be avoided in the future
- attempt to resolve complaints through consultation when appropriate
- employ an approach that identifies and addresses the underlying causes of complaints

- make recommendations and issue reports that are based on sound analysis of the facts, are consistent with our statutory mandate and apply the principles of natural justice and administrative fairness



Frequently Asked Questions

1. Does the Office of the Ombudsperson investigate complaints about local governments?

In 1995 the Legislative Assembly expanded the Office's jurisdiction to include municipalities and regional districts, as well as other local government authorities such as park boards and boards of variance. Issues include consultation processes, bylaw enforcement and service charges. [Click here for examples of such cases](#). In 2013/14, over 420 files or 8% of all files involved complaints about local governments.

In addition to its investigations into individual complaints, the office has also completed several reports that deal with issues of interest to local governments. In 2013, the Office issued a public report on accessibility and transparency of municipal meetings titled "Open Meetings: Best Practices Guide for Local Governments." Other public reports that have local government impact are the 2008 report "Fit to Drink: Challenges in Providing Safe Drinking Water in British Columbia" and the 2014 report "Striking a Balance: The Challenges of Using a Professional Reliance Model in Environmental Protection – British Columbia's Riparian Areas Regulation."

The Office of the Ombudsperson has additional powers under the *Local Government Act* and any subordinate city Charters with respect to heritage conservation.

2. What kind of complaints can be investigated?

The Office of the Ombudsperson receives complaints about the unfair administrative decisions or actions of a public agency, including lack of adequate reasons, unreasonable delay, unfair procedures, arbitrary procedures. A list of the agencies and organizations that fall under the Ombudsperson's jurisdiction can be found [here](#). If we can not deal with your complaint, we'll do our best to refer you to someone who can. The Ombudsperson has discretion to decide whether complaints will be investigated.

3. Are there some complaints that can't be investigated?

The Ombudsperson has jurisdiction over a wide range of public agencies but the office cannot investigate certain complaints, including those involving the Federal Government, the courts and police, or the private sector. To read more about this, [go to this page](#).

4. Who can make a complaint?

Individuals directly affected by the unfairness may contact the office. It is not a requirement that a person be a B.C. resident or Canadian citizen. Telephone interpretation services are offered in over 180 languages.

5. Does it cost anything?

No, the services are free.

6. When should a complaint be brought to the Office of the Ombudsperson?

Whenever possible, you should first try to resolve your complaint directly with the public agency involved before coming to us. Many public agencies have an internal process for handling complaints. Check to see if the agency you're dealing with is listed in the '[Other Options](#)' section of this website. If you've tried resolving the problem and still feel that you've been treated unfairly, we may be able to help.

7. What should I include in my complaint?

The information you should include with your complaint will vary, depending on your situation. In general, though, it's good to:

- Get the names of the people you are dealing with
- Keep track of their responses, including any relevant dates
- Take a few moments to focus on and summarize the decision or action you want to complain about
- Tell us what result or outcome you are seeking
- Be as specific as you can about which public agencies are involved (and the names and phone numbers of persons you have dealt with). Include any relevant case or file numbers
- Attach copies of relevant documents, including copies of letters you've sent and received from the public agency

You will also find it helpful to read about the [kinds of complaints the Office of the Ombudsperson can investigate](#). If we can't deal with your particular complaint, we'll do our best to refer you to someone who can.

8. Here are some suggestions that may help you resolve your complaint with a public agency:

- Have the information you will need available. Consider writing your questions down beforehand
- Keep notes and save all your correspondence. Write down the names, position titles, and phone numbers of the people you are dealing with
- Ask for a supervisor if you are not getting the information you need.
- If you are still dissatisfied, ask if there is an appeal or complaint resolution procedure available
- Be persistent, but remain calm and polite

9. What can I expect from the Office of the Ombudsperson?

- Courteous and timely service
- A careful assessment of your complaint
- If we do not investigate your complaint, we will tell you the reasons why. When possible, we will suggest another way to resolve your complaint
- If we decide to investigate your complaint, our investigation will be conducted in a thorough, confidential, and impartial manner

- Written reasons for the conclusions we reach as a result of our investigation

10. How long does an investigation take?

Your complaint will be dealt with as quickly as possible. Some complaints through Early Resolution can be dealt with in a matter of days. Other complaints may take many months to investigate.

11. Can the Ombudsperson order a public agency to fix my problem?

The Ombudsperson can, when appropriate, recommend changes to resolve an unfairness. Most of the time, public agencies accept the recommendations of the Ombudsperson. However, the Ombudsperson cannot order an agency to change its process, policy or decision.

12. Will the Ombudsperson advocate on my behalf and support my complaint?

The Ombudsperson is not an advocate or agent for any party to a dispute. Our investigations are impartial and independent.

13. How we respond to questions, concerns and complaints about our investigations

If you have a question, concern or a complaint about our investigation, the person to contact first is the investigator who is assigned to the file, who is the person most knowledgeable about the issues. If you are not satisfied with the response from the investigator, you can speak to his or her manager. The investigator will provide you with the manager's name and telephone number upon request.



Complaint Form

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone number: _____ ☐ Home ☐ Work ☐ Cell ☐ Pager
(include area code)

Phone number: _____ ☐ Home ☐ Work ☐ Cell ☐ Pager
(include area code)

Alternate Phone number: _____ ☐ Neighbour ☐ Relative ☐ Friend ☐ Cell ☐ Pager
(include area code)

Do you have a fax number: _____
(include area code)

The Ombudsperson Office hours of work are Monday to Friday, 8:30am to 4:30pm.

What is the best time for us to call you?

How did you hear about us?

1. Give us the name of the organization you are complaining about. *(Please be as exact as you can be.)*

2. Give us the names of the people you have dealt with there. Give us any job titles, phone numbers or business addresses that you have for them.

3. Tell us your complaint. Tell us what you have done to try to solve the problem yourself.
(Please give us any file or reference numbers and the dates these things happened.)

4. Did you file an appeal or apply for a review? ☐ Yes ☐ No

If yes, when was the last appeal or review and what was the result?

5. Why do you believe the organization's actions are unfair?

6. What do you want to happen? Describe the result or outcome.

7. If you consider the matter urgent, explain why.

Your signature: _____ Today's Date: _____

Send complaint form to:

PO Box 9039 Stn Prov Govt
Victoria, B.C. V8W 9A5

Fax: (250) 387-0198 (Victoria)



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia

Protecting privacy. Promoting transparency.

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INTRODUCTION

BC's *Freedom of Information and Protection of Privacy Act* (FIPPA) sets out the access and privacy rights of individuals as they relate to the public sector. FIPPA establishes an individual's right to access records in the custody or control of a "[PUBLIC BODY](#)", including access to one's own "[PERSONAL INFORMATION](#)". In addition to establishing an individual's right to access records, FIPPA also sets out the terms under which a public body can collect, use and disclose the personal information of individuals. Public bodies are held accountable for their information practices – FIPPA requires that public bodies protect personal information by making reasonable security arrangements against unauthorized access, collection, use, disclosure or disposal.

This guide will give you a basic introduction to FIPPA and how it affects individuals in B.C. This guide will also outline the steps necessary when requesting information from a public body, how to make a complaint, and will answer questions relating to how public bodies can store and disclose personal information.

THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* (FIPPA)

A. What are my information and privacy rights?

Under FIPPA, you have the right to

- request access to records held by public bodies, including your personal information;
- request the correction of your personal information in records held by public bodies;
- the collection, use, disclosure and secure storage of your personal information by public bodies, according to specific standards that protect your personal information; and
- ask the Office of the Information and Privacy Commissioner ("OIPC") to review or investigate decisions by public bodies about privacy or access to records and complain about public body personal information practices.

FIPPA does not, however, replace other more routine ways to get access to records or information of interest to you. The purpose of FIPPA is to ensure that there is an official process for requesting records in cases where it is not clear that you should have routine access to them.

B. What is personal information?

Personal information is any recorded information that uniquely identifies you, such as your name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about your health care, educational, financial, criminal or employment history. It also includes anyone else's opinions about you and your own views or opinions.

C. Are there any exceptions to my information and privacy rights under the Act

Yes. If you are requesting records from a public body, you will not get access to Cabinet confidences, someone else's personal information, or information that could harm another individual's business interests. You also will not generally get access to records that could harm law enforcement, the economic or financial interests of a public body, other individuals, or the public. Further, although you can expect a public body to protect your personal information, it has the authority to release your information to others in certain circumstances, such as where required by law, where necessary to comply with a court order, for law enforcement or to protect someone else's health or safety.

D. Who is covered by FIPPA?

FIPPA applies to “public bodies” in the province of BC. Public bodies include:

- provincial government ministries;
- provincial agencies, boards and commissions, and provincial Crown corporations. They are listed in Schedule 2 of FIPPA; and
- local public bodies, such as municipalities, regional districts, improvement districts, universities, colleges, school boards, municipal police forces, hospitals, and self-governing professional bodies (such as the College of Physicians and Surgeons and the Law Society of BC). They are listed in Schedule 3 of FIPPA.

A “public body” under FIPPA does not include the office of a member of the Legislative Assembly (MLA) or the Legislative Assembly itself. It also does not include the BC Provincial Court, the BC Supreme Court or the BC Court of Appeal.

E. Does FIPPA apply to private businesses, corporations, organizations or individuals?

FIPPA does not apply to private sector organizations in BC, including businesses, non-profits, landlords or doctors in private practice.

There is, however, legislation called the *Personal Information Protection Act* (PIPA). This legislation came into effect on January 1, 2004. PIPA applies to more than 350,000 private sector organizations in British Columbia, including businesses, charities, associations and labour organizations. It sets out rules about how those organizations may collect, use and disclose personal information. See the section covering the Private Sector on the OIPC website for more information.

F. Does FIPPA apply to federal government ministries, departments or agencies?

No. Federal government departments and agencies are covered by the federal *Privacy Act* and the federal *Access to Information Act*. If you want to know more about the federal Acts, contact the Information Commissioner of Canada or the Privacy Commissioner of Canada directly, by referring to contact details in “Contact Information” at the end of this guide.

G. Where can I get a copy of FIPPA and other relevant information about it?

FIPPA is available online at:

WWW.BCLAWS.CA/EPLIBRARIES/BCLAWS_NEW/DOCUMENT/ID/FREESIDE/96165_00

Relevant information about FIPPA is also available on the OIPC's website at:

WWW.OIPC.BC.CA

The BC government has also developed some additional information and privacy materials that may be useful to you in understanding FIPPA or in making an access request or privacy complaint at:

WWW.CIO.GOV.BC.CA/CIO/PRIV_LEG/FOIPPA/INDEX.PAGE

THE INFORMATION AND PRIVACY COMMISSIONER

A. Who is the Information and Privacy Commissioner?

The Information and Privacy Commissioner is an Officer of the Legislature of British Columbia. The Commissioner is an independent official appointed by government to promote and protect your information and privacy rights. These rights and the Commissioner's role are described in FIPPA.

B. What does the Office of the Information and Privacy Commissioner (“OIPC”) do?

The OIPC was created by statute in 1992. It is headed by the Information and Privacy

Commissioner. The Commissioner and the OIPC oversee the application and enforcement of BC's information and privacy laws, which involve two main functions:

- ensuring that people have access to information in records held by government; and
- ensuring that government protects the personal information contained in those records.

The OIPC promotes and protects open government and privacy protection by

- informing members of the public about their legal rights;
- informing public bodies and organizations about their responsibilities respecting access and privacy;
- providing advice and commenting on the access and privacy implications of proposed programs, legislation, policies, services and products;
- investigating and mediating access to information and privacy disputes;
- where necessary, holding formal hearings and making binding orders respecting access and privacy disputes; and
- engaging in or commissioning research into anything affecting access to information or privacy rights.

C. What gives the OIPC its legal authority?

The OIPC's legal authority comes from FIPPA. FIPPA sets out specific information and privacy rights for people and creates the OIPC to protect and promote these rights.

RECORDS AND REQUESTING ACCESS

A. What records are covered by FIPPA?

FIPPA covers records "in the custody or under the control" of a public body. FIPPA does not, however, apply to some types of records, including

- records in court files, including the records of judges, masters, justices of the peace, judicial administration records or records relating to support services provided to judges;
- a personal note, communication or draft decision of a person who is acting in a judicial or quasi-judicial capacity;
- a record created by or in the custody or control of an officer of the Legislature that is related to the exercise of that officer's function under an Act; and

- a record of a question that is to be used on an examination or test.

FIPPA does not, however, restrict the information that is available by law to a person involved in a court case, arbitration or other type of proceeding.

B. What is a “record”?

Under FIPPA, a “record” includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means. Records also include email and information stored electronically. However, the definition of a record under FIPPA does not include a computer program or any other mechanism that produces records.

In short, a record is any information that is recorded. A public body is not required to produce information that is not already recorded in some way. If you have general questions for a public body, try contacting its communications or public relations staff, who may be able to provide verbal responses to some of your general questions or refer you to related resources.

C. How long must a public body keep records under FIPPA?

When public bodies have used personal information to make decisions that directly affect people, they must keep that personal information for one year. FIPPA, however, says nothing about how long public bodies must keep general or non-personal information.

The length of time that a public body keeps particular records depends on the type of record and its purpose. The records retention periods, or schedules, of some public bodies may be governed by the *Document Disposal Act* or separate legislation. For example, the length of time for which hospitals can keep records is set out in the regulation to the *Hospital Act*. For other public bodies, the period for which they must keep records may be set by bylaw or internal policy.

D. How do I request records from a public body?

If you want to request access to records in the custody or under the control of a public body, you must make a written request to the public body saying what records you want. Make sure to describe the records as carefully and specifically as possible. You may find it helpful to contact the person or branch responsible for handling freedom of information (FOI) requests for the public body about making a request first, since the FOI coordinator may be able to help you word your request in the most clear and effective way. This will help to speed up the processing of your request and can improve the quality of the response.

Address your request to the person or branch responsible for handling freedom-of-information requests for the public body.

Larger public bodies, such as government ministries and Crown corporations, may have an entire branch dedicated to information and privacy. Smaller public bodies, such as municipalities, school boards, and hospitals, often have one or two people who are responsible, on a full-time or part-time basis, for processing freedom of information (FOI) requests.

To make an FOI request, simply write to the public body that has custody or control of the records you want.

E. How long until I get a response to my request?

Under FIPPA, public bodies have 30 business days to respond to your request for records. However, in certain circumstances, the public body may take a 30 business day time extension. Such circumstances include:

- where you have not given the public body enough detail to identify a requested record;
- there is a large number of records and meeting your request within the time limit would unreasonably interfere the operations of the public body;
- more time is needed by the public body to consult with a third party or another public body.

Public bodies may also request an additional time extension from the OIPC.

F. Can I get records faster if I make my request directly to the OIPC?

You cannot get public body records directly from the OIPC. You must request the records directly from the public body. The OIPC does not have access to records in the custody or control of public bodies.

You can appeal the public body's decision to the OIPC, which will then review your access request and the public body's response to it.

G. Can I pick up records instead of having them mailed to me?

Yes, you can normally arrange to pick up copies of records directly from a public body or even arrange to look at the original records while you are on the public body's premises. In fact, some public bodies may require you to pick them up in person or suggest you view them on site if it will be expensive to copy and mail them to you.

H. Will I be charged a fee for requesting records?

You cannot be charged fees for requesting your own personal information, but you may be charged fees if you are requesting other types of records. A public body also cannot charge fees for the first 3 hours spent locating and retrieving the records you request, nor for the time spent reviewing and/or severing the records. However, a public body can charge you for:

- Locating, retrieving and producing the records after the first three hours of the search;
- Preparing the records for release;
- Making a copy of the records; and
- Shipping and handling of the records.

I. How much can a public body charge?

The maximum rates that government ministries and certain other public bodies can charge are listed in the Schedule of Maximum Fees; Schedule 1 of the FIPPA Regulation. (A copy of the Regulation is on the OIPC web site.) Local public bodies, however, such as municipalities, regional districts, municipal police, school boards, hospitals, regional health boards and self-governing professional bodies may set fees which are different from those found in the Regulation.

You may be able to reduce fees by narrowing your request or by asking to view the records in person, rather than asking for copies.

J. What if I cannot afford to pay a fee or I think that my request is in the public interest?

If you are unable to pay the fee charged for requesting records, you may ask the public body for a fee waiver. This means that you may ask to be excused from paying all or some of the fees. To request a fee waiver on grounds of financial hardship, you must write to the public body and provide your reasons. You may have to produce evidence to show that you cannot afford the fee.

If you believe that you should not pay fees because you are making a request for records that are in the public interest, you may also request a fee waiver. You must explain in detail to the public body why release of the records would be in the public interest.

REQUESTING A REVIEW OF A PUBLIC BODY'S DECISION ABOUT ACCESS TO INFORMATION

A. What if I am dissatisfied with a public body's decision about my request for records?

FIPPA says that you may request a review of a public body's decision about records. To do this, you must write to the OIPC within 30 business days of receiving the public body's decision.

Your request for review should include:

- A copy of your initial request to the public body;
- A copy of the public body's response to your request; and
- Your request, in writing, for the OIPC to review the public body's decision.

Be as specific as you can in telling the OIPC what decision or aspect of the decision you want reviewed. You may use a form that is available on the OIPC website at www.oipc.bc.ca, under *Tools and Guidance – Forms*.

If you take longer than 30 business days to write to the OIPC after receiving the public body's decision, you will need to explain your reason or the unusual circumstance that prevented you from getting your request for review to the OIPC on time. If the OIPC is satisfied with your explanation, or the public body agrees to late entry into the review process, your request for review may move forward.

B. What happens during a request for review?

Once you have requested a review by the OIPC, the Office will open a review file and your case will be assigned to an Investigator. The Investigator will review the facts and any records at issue, and work with you and the public body to try to mediate a settlement.

Mediation requires communication and compromise between you and the public body. It generally takes 60 to 70 days of the 90 business day time limit allowed for a review

under FIPPA. If mediation is unsuccessful, the review may go to a formal hearing, known as an “inquiry” before the Information and Privacy Commissioner or a delegate. The Commissioner or delegate is never involved in a mediation and, in fact, is kept completely isolated from the mediation process to ensure he or she is unbiased and objective in the event that a formal inquiry is held in your case.

C. What is a formal inquiry?

An inquiry is a process wherein the Commissioner or a delegate (“Adjudicator”) considers the issues in dispute, makes a decision and issues an order. Inquiries are generally conducted in writing.

During an inquiry, you and the public body will have the opportunity to present your arguments. The Commissioner or the Adjudicator may allow other individuals who have an interest in the case to present arguments. The Commissioner or the Adjudicator will consider all presentations and will examine any records in dispute. At the end of the inquiry, the Commissioner or the Adjudicator will issue a written decision called an Order.

D. What kind of remedies can I get from the OIPC?

Under FIPPA, once a review goes to inquiry, the Commissioner or Adjudicator must make an “Order.” An Order is a legally binding decision on you and the public body. The Commissioner or Adjudicator may, for example, order the public body to withhold or release parts or all of the requested records, to reconsider its decision to withhold records or to correct personal information in records.

FIPPA does not allow the Commissioner to award money or other settlements in cases where a public body did not comply with FIPPA. The Commissioner may, however, require a public body to change its policies or processes in the future. The Commissioner’s Orders interpret FIPPA in fact-specific situations and set precedents for how public bodies must apply FIPPA in the future.

E. Will I be charged a fee for requesting a review?

No. There is no fee for requesting a review of a public body’s decision about records.

F. What if I am dissatisfied with an Order or an investigation?

Orders are final and binding under FIPPA. They can only be challenged by asking the BC Supreme Court for a judicial review of the Order. To initiate a judicial review, you likely will require help from legal counsel and will probably be responsible for most, if not all, of the associated legal and administrative costs.

COMPLAINTS

A. What are my privacy rights under FIPPA?

FIPPA contains rules that a public body must follow when it wants to collect, use, or disclose your personal information. These rules are your privacy rights under the Act. They are often called "fair information practices." For example:

- A public body may only collect your personal information if it has legal authority to collect it, if the information is for law enforcement purposes or if it is necessary for one of the public body's operating programs.
- A public body must tell you the purpose for collecting your personal information and give you the business title, address and telephone number of one of its officers or employees who can answer your questions about the collection.
- A public body may generally only use your personal information for the purpose it was collected, for a consistent purpose or with your consent for another purpose.
- A public body may only disclose your personal information for the purpose it was collected, for a consistent purpose, with your consent or for one of the other specified purposes in the Act, such as law enforcement or to protect individual or public health or safety.
- A public body must make reasonable efforts to ensure that your personal information in its records is accurate and complete.
- A public body may correct your personal information if you request it and must make a note beside it showing the correction you requested.
- A public body must make reasonable security arrangements to protect your personal information from unauthorized access, use or disclosure.

B. How do I make a complaint if I think my privacy rights have been violated?

If you think that a public body has violated your privacy rights under FIPPA, you should make a complaint directly to the public body. Write or call the director, manager or coordinator of information and privacy and explain your complaint. The public body should investigate your complaint and respond to you. If you are not satisfied with the public body's response or actions, you may then take your complaint to the OIPC. The OIPC will consider your complaint and may investigate further.

C. Will I be charged a fee to make a privacy complaint?

There is no fee for complaining to the Commissioner's Office.

D. How is a privacy complaint resolved?

An Investigator will contact you to discuss your complaint. Investigators have authority from the Commissioner to investigate complaints and to make findings, conclusions and recommendations as appropriate. If the Investigator finds that a public body has violated your privacy rights, the Commissioner may require the public body to change the way it collects, uses, discloses or secures your personal information. If your complaint raises issues affecting the privacy rights of a significant number of people, the Commissioner may issue a formal Investigation Report describing the public body's responsibilities under the Act. If the findings of the Investigator's investigation do not support your complaint, the complaint may be dismissed.

E. How long does the OIPC have to investigate complaints?

There is no time limit in FIPPA for investigating complaints. However, the OIPC investigates and attempts to resolve complaints as quickly as possible.

F. Is there any compensation for a violation of my privacy rights under FIPPA?

No. You may receive an apology from a public body, but the Commissioner cannot make monetary awards to complainants or penalize public bodies in other ways.

COLLECTION, USE & DISCLOSURE OF PERSONAL INFORMATION

A. When can a public body collect my personal information?

Under FIPPA, a public body can collect personal information if

- the collection of that information is expressly authorized by or under an Act;
- the information is collected for law enforcement purposes; or
- the information relates directly to and is necessary for the operation of a program or activity of the public body.

B. How long can a public body keep my personal information?

If a public body uses your personal information to make a decision that directly affects you, it must keep that information for at least one year after last using it. This is so you have a reasonable opportunity to obtain access to it. Public bodies may keep personal information longer, in accordance with their own records retention standards.

C. When can a public body disclose my personal information?

Section 33 of FIPPA describes when and how a public body can share your personal information with another public body or third party. The circumstances are limited. For example, a public body can only disclose your personal information:

- to you, when responding to your own freedom of information request;
- if you have consented in writing to the disclosure of your personal information;
- if the disclosure is for the purpose for which the public body collected your information in the first place;
- if authorized by a B.C. or Canadian law;
- if authorized by a B.C. or Canadian treaty, arrangement or agreement;
- if the disclosure has a reasonable and direct connection to the purpose for which your information was collected and is necessary for the duties or obligations of the public body;
- for the purpose of complying with a subpoena, warrant or court order;
- to a public body or law enforcement agency in Canada to assist in an investigation related to law enforcement proceedings or from which a law enforcement proceeding is likely to result;
- if the head of a public body determines that compelling circumstances exist that affect health and safety and if notice of the disclosure is mailed to your last known address;
- so that your next of kin or a friend may be contacted if you are injured, ill or deceased; or
- for research or statistical purposes, but only in very limited circumstances, as set out below.

D. When can my personal information be disclosed for research or statistical purposes?

Your personal information can be disclosed for research and statistical purposes only when

- the research purpose cannot reasonably be accomplished unless the personal information is shared or the research purpose has been approved by the Commissioner;
- the information is disclosed on condition that it not be used to contact someone to participate in the research;
- any linkage between records is not harmful to you and the benefits derived from

the linkage are clearly in the public interest;

- the head of the public body has approved conditions relating to the security, confidentiality, removal or destruction, and prohibitions regarding subsequent use or disclosure of your personal information;
- the person to whom the personal information will be disclosed has signed a research agreement to comply with the approved conditions, FIPPA, and the public body's policies and procedures regarding personal information; and
- the British Columbia Archives and Record Services or a public body's archives discloses it for archival or historical purposes, but only under specific conditions, as set out in section 36 of FIPPA.

CORRECTION OF PERSONAL INFORMATION

A. How do I request a correction of my personal information?

If you think there is a mistake or omission in the personal information a public body has about you, you can ask the public body to correct it. Make your request for correction in writing, specifying the information you believe is missing or incorrect. Include what you believe to be the correct information. Provide copies of any documents that support your correction request.

A public body can respond to your correction request either by correcting the information or making an "annotation." An annotation means that the public body will not directly change or correct your information but may attach a copy of your request for correction directly to the personal information you asked to have corrected, noting that you have asked for a correction.

A public body normally directly corrects purely factual information, such as names and birth-dates, as long as you provide it with copies of other verifiable documents to support your correction request. In the case of other types of personal information, such as opinions about you, the public body will usually annotate the record.

If the public body has provided a copy of your personal information to another body within the last year, it must send a copy of the correction or annotation to that other body.

B. Can I complain to the OIPC about a public body's decision about my correction request?

Yes. Make sure you include the following information with your request for review to the OIPC:

- a copy of your initial correction request to the public body;
- a copy of the public body's response to your request; and
- a written complaint about the public body's decision.

OTHER IMPORTANT INFORMATION

A. Where can I get a copy of OIPC Orders?

You can find the Orders on the OIPC web site at: WWW.OIPC.BC.CA or on CanLII – Canadian Legal Information Institute at WWW.CANLII.ORG.

B. Is the freedom of information (FOI) process faster or better than using the courts?

If you are already involved in a legal action, you may be able to get the information you are seeking more quickly through the court discovery process than through a FOI request. Court discovery and other processes for accessing information, such as arbitration, might also give you fuller access to information and records (such as personal information about other people) than you would be able to obtain through the freedom of information process.

C. Can I request another person's personal information?

You can request access to records which contain another person's personal information, but FIPPA contains strong privacy restrictions on the release of someone else's personal information. In fact, under section 22 of FIPPA, a public body must refuse to release personal information about another person if the disclosure would be an unreasonable invasion of that person's privacy.

If you have a person's written consent to get his or her personal information, then you may be able to get access to it. You may also be able to obtain access to certain types of personal information where the disclosure is not considered an unreasonable invasion of another person's privacy. For example, you will normally be able to get access to information about the duties and salaries of employees of public bodies.

D. Can I request access to information in police records?

You can request access to files held by municipal police forces in BC, which are covered by FIPPA.

Records in the custody or under the control of the RCMP, however, are not covered by the FIPPA. If you want to request access to RCMP records, you must use the federal

Access to Information Act or *Privacy Act*. If you have any questions about accessing RCMP records, you may contact your local RCMP detachment.

E. Can I get access to my medical records?

If your medical records are in the custody or control of a public body covered by FIPPA, such as a hospital or health unit, you can request access to them under FIPPA. FIPPA does not apply to your medical records in the offices of your private physician or other health care professionals. However, the *Personal Information Protection Act* does apply to private doctors and other health care professionals. For more information, go to the OIPC website and select the section on Private Sector information for members of the public.

F. When can someone legitimately collect my social insurance number?

Under Canadian federal law, you are required to give your social insurance number (SIN) to a person or organization only under the following circumstances:

- for Old Age Security, Employment Insurance and Canada Pension Plan contributions or claims;
- for income tax identification;
- to your employer for the purpose of sending your contributions to Employment Insurance, Canada Pension Plan and Income Tax authorities;
- to banks, trust companies, and stock brokers when they sell you financial products or services that generate taxable income (e.g., Guaranteed Income Certificates, Canada Saving Bonds, stocks or bank accounts);
- for various Veterans Affairs benefit programs;
- for Canada Student Loans;
- for First Nations programs; and
- for Gasoline and Aviation Excise Tax Applications, Canada Wheat Board Act, Labour Adjustment Benefits Act, Tax Rebate Discounting Regulations, Race Track Supervision Regulations and the National Dose Registry for Occupational Exposures to Radiation.

Under BC provincial law, your SIN can be collected for use in verifying your income for some government programs where entitlement or participation is based on income. These programs include premium assistance for the Medical Services Plan, Pharmacare, various BC Benefits, provincial student loans and seniors' bus passes.

Other organizations (such as retail companies, schools or clubs) may ask you for your SIN as a form of personal or unique identification, but you do not have to give it to them. You may find, though, that, if you refuse, you are denied services. Under the *Personal Information Protection Act* (PIPA), organizations may not refuse to provide you with products or services merely because you withheld information that is not necessary for the delivery of those products or services. Giving out your SIN can put your personal information at risk and expose you to identity theft or fraud, since it is a unique numerical “key” to your most personal financial information and history. As a general principle, you should be very careful to give it only to organizations you know and trust.

If you want more information about the use of your SIN by federal or provincial bodies, you can contact the federal Privacy Commissioner or the OIPC directly by referring to the “Contact Information” section at the end of this guide.

G. Where can I learn more about the OIPC and FIPPA?

You may contact the OIPC directly by referring to the “Contact Information” section at the end of this guide.

For general information about the OIPC or FIPPA, the OIPC’s web site is a good place to begin your search. The site provides you with an electronic copy of FIPPA and OIPC Orders, annual reports, policies and procedures, service plans, and other useful information and privacy materials and contacts.

The BC government also has general information about FIPPA, available at:

WWW.CIO.GOV.BC.CA/CIO/PRIV_LEG/FOIPPA/INDEX.PAGE

CONTACT INFORMATION

A. Information and Privacy Offices (Federal and Provincial)

Office of the Information and Privacy Commissioner for British Columbia

PO Box 9038 Stn Prov Govt

Victoria, BC V8W 9A4

Telephone: (250) 387-5629

Fax: (250) 387-1696

Email: INFO@OIPC.BC.CA

Web: WWW.OIPC.BC.CA

Office of the Information Commissioner of Canada

30 Victoria Street

Gatineau, Québec K1A 1H3

Telephone (toll free): 1-800-267-0441

Fax: (819) 994-1768

Web: WWW.OIC-CI.GC.CA

Office of the Privacy Commissioner of Canada

30 Victoria Street

Gatineau, Québec K1A 1H3

Telephone: (819) 994-5444

Toll free: 1-800-282-1376

Fax: (819) 994-5424

Web: WWW.PRIV.GC.CA

B. Provincial Government Agencies, Services and Registries

Enquiry BC Phone Service

Telephone Victoria: (250) 387-6121

Telephone Vancouver: (604) 660-2421

Elsewhere in BC: 1-800-663-7867

BC Government – Information Access Operations

PO Box 9569 Stn Prov Govt

Victoria BC V8W 9K1

Telephone: (250) 387-1321

Fax: (250) 387-9843

Email: FOI.REQUESTS@GOV.BC.CA

Web: WWW.GOV.BC.CA/CITZ/IAO

Vital Statistics Agency (*Ministry of Health*)

PO Box 9657 Stn Prov Govt
Victoria, BC V8W 9P3
Telephone: (250) 952-2681
Toll-free in BC: 888-876-1633
Web: WWW.VS.GOV.BC.CA

C. Not for Profit Organizations

BC Freedom of Information and Privacy Association (FIPA)

#103 - 1093 West Broadway
Vancouver, BC, V6H 1E2
Tel 604-739-9788
Fax 604-739-9148
Email: FIPA@FIPA.BC.CA
Web: WWW.FIPA.BC.CA

BC Civil Liberties Association

900 Helmcken Street 2nd Floor
Vancouver, BC V6Z 1B3
Telephone: (604) 687-2919
Toll Free: 866-731-7507
Fax: (604) 687-3045
Email: INFO@BCCLA.ORG
Web: WWW.BCCLA.ORG



CITY OF
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**City of Pitt Meadows
Citizens' Committee on Open Government
Minutes - Meeting #3**

Thursday May 7, 2015
7:00pm – 9:00pm
Meadows Room, City Hall

Committee Member Attendees

Name

Leah Barker
Peter Borghardt
Warren Byrnell
Gaia Howe
Peter Jongbloed
Adam Keizer
Ron MacKenzie
Bruce McWilliam
Linda Nelson
Ron Nelson
Russell Newcombe
Keith Nightingale
Fran Pattison
Johanne Rensmaag
Maureen Robertson
William Wild

Absent:

Richard Boulton
George Coghlan
Brad Dinwoodie
Ken Joyner
Thelma Joyner
Carson Kadatz
Anoosh Kiamanesh
Susan Sigmund

Also in Attendance

Therese Mickelson, Mickelson
Consulting, Chair & Facilitator
Kelly Kenney, Mgr. Legislative
Services, staff support
Linda Kelly, Deputy Clerk,
Recorder

Agenda

2.1 Approval of Minutes

The minutes of the April 30 committee were approved with the following amendments:

- Add Fran Pattison and Keith Nightingale to the attendee list.

Page 3:

Item 2.3 – Questions Arising from Previous Meeting – Decision or Key Action Item

- Third bullet; change wording to read, “ all summative recommendations will come from the Committee.”

Decision or Key Action Item

- First bullet; change wording to read, “Prior to issuing survey, staff at Home Show to ask whether they are a resident, non-resident stakeholder or other and separate the surveys accordingly.”

Item 2.4 – FOIPPA Discussion

- Third bullet; change wording to read “Development Applications and Permits lists”
- Seventh bullet; change wording to read “Development Applications and Permits”

Page 4:

Item 2.5 – Needs Assessment

- Sixth bullet; add wording to beginning of sentence “At City Hall”....

Page 6:

Decision or Key Action Item

- First bullet, change wording to read,“ to consider the opportunity has been received or an initial discussion about possible land use has taken place.”

Page 7:

Decision or Key Action Item

- Second bullet; add hyphen to mail-out, add informing public, engaging the public

Milestones

- Second bullet; change wording to read, “Informing the Public”
- Third bullet; change wording to read, “Engaging the Public”

2.2 Questions Arising from Previous Meeting

- Discussion related to Question Period at Council and whether Committee should recommend that Council open it up to include topics other than those on the agenda with the following considerations:
 - Follow the time limit rule
 - Provide for delegations
 - Allow those with questions related to agenda to speak first, then, if time allows, open it to other questions
 - Staff noted that in practice, Council does not limit the discussion to questions on the agenda and is looking at the possibility of changing the procedures to make Question Period open to any topic related to Pitt Meadows
- Staff response to questions from Committee:
 - Question regarding whether there were any legalities preventing release of information about potential developments prior to an application being submitted to the City: staff noted that it is not possible to say what may happen in the community when it is simply ideas that may not actually come forward to the City as an application; staff can only speak to projects that are submitted as an application.
 - Staff corrected a statement from the previous meeting regarding a referenced FOI request to note that it was not a routine request involving readily available records. A fee was charged as the content had to be retrieved from multiple hard copy and electronic sources and involved compiling data manually to create a 6 page record with the requested information which required 9 hours of staff time for which a fee was charged for 6 hours of staff time to produce the record in accordance with the FOI&POP Act.
 - When questioned by a committee member, staff support advised that inaccuracies in the comments at the April 30th meeting had been clarified.
 - Procedures for development notifications to the community were provided to Committee.

2.3 Importance/Satisfaction – Committee Input

Committee members ranked City topic areas in terms of the importance of being kept informed of and being consulted about them in an exercise.

It was noted that topics identified by committee members as being the most important to inform citizens of included:

- Community planning/development
- Notice of meetings
- Environmental issues
- Budget decisions and reporting

It was noted that topics identified by committee members as being the most important for citizens to be consulted about included:

- Council initiatives
- Community planning/development
- Notice of meetings
- Community safety
- Budget decisions and reporting
- Environmental Issues

It was noted that with respect to how satisfied committee members are with how the City informs and engages them on various topics that there is moderate satisfaction in general; however, budget decision reporting, community safety and environmental areas were rated as relatively high in importance but relatively low terms in terms of satisfaction, indicating these may be priority areas for improvement.

2.4 Community Survey Questionnaire

Notification of the online survey will be included in the tax notice being sent to residences May 20th; therefore, the survey needs to be finalized prior to that time and posted to the website. Accordingly, the Committee reviewed the survey questions and identified changes as follows:

- A number of edits for grammar.
- Ensure that the introduction notes that the survey is from the Committee (consistent with Home Show mini survey).
- Under types of communication tools, add “paper or electronic e.g. City Talks” to newsletters, include “Town Hall meetings” as another example of Information sessions and add “Community TV channel” as another tool
- Add Question 5 from the Home Show mini survey.
- Add Question 7 from the Home Show mini survey, but include the list from the Importance/Satisfaction measure, along with an “Other” category.
- For Importance/Satisfaction questions:
 - Emphasize that one question is related to how they “receive” information and the other is about how they are “engaged” with the City
 - Use bold on phrases related to “how important is ” and “how satisfied are you ” for better clarification of the question
 - Note that information/engagement is provided by the City
 - Include one topic for “Annual budget decisions” and one for “Monthly financial reporting”
 - Add new question “What is the one issue that is currently of most concern to you?”
 - Add a disclaimer with the prize information noting that Committee members are not eligible to win.

Survey notification suggestions included:

- Council announcements at meetings
- School District 42 notification options
- Print ads
- City Talks
- Social media
- Website
- Posters
- Pitt River Bridge digital sign

Decision or Key action items:

- Committee approved survey questionnaire with changes noted.
- Survey to be posted online, and printed copies will be made available at City Hall and library (if approved)
- Committee members to be notified when online survey is on City website
- Committee member will also take copies of mini survey and full survey to collect input at seniors' centre
- Council to be asked to promote survey at meetings
- Staff to ask School District 42 if they would distribute information about the survey to Pitt Meadows schools as part of parent information (e.g. Parents Portal)
- Staff to look into other notification options, e.g. social media/postings to Facebook page
- Deadline for submission of online survey June 1, 2015

2.5 Recommendations: Inform Community

- Would like to get a better sense about when notification about a development is feasible, and consider other options such as having City notify residents rather than developer e.g. Surrey's process
- Have prepared handouts for key information on most frequent requests for information (similar to "How do I" section on website, but available at the counter), e.g.:
 - Development process
 - Permit process
 - Bylaw requirements such as having chickens and responsible dog ownership (e.g. Richard's dog owner guide brochure)
 - Process for first, second and third readings of bylaws
- Raise awareness about where to call for non-emergency events after hours, such as stray dogs, rail crossing not lifting, wildlife in the yard
- 3 principles emerging at a high level regarding informing the community:
 - Data should be freely available e.g. the spirit of FOI, perhaps involving a central data custodian for the City like what is done with Federal and Provincial governments, who facilitates the access to information to provide a consistent response.
 - Have open contact with City staff, such as through staff directories, so you know who to go to for information and have a point of contact.

- Post frequently published data and raise awareness that it is available such as on Facebook or City Talks – this includes routine data that is technical, such as development application and permit lists or business plans, as well as other high level, commonly requested information, FAQs and how information is published.
- Clarify procedures, policies and processes, and ensure they are applied consistently to align with open government principles. Also ensure that all staff follows these procedures, policies and processes.
- Have a Councillor who is responsible for hearing concerns and reporting them to Council, and this appointed Councillor would also ensure follow up back to the individual.
- Have a “comment area” on handouts or other way for people to provide comments/input.
- Develop a formal grievance process to provide citizens with a means to have concerns addressed, like the provincial ombudsman but not as formal.

2.6 Information Documents for Committee

Council Policy No. C015 Public Consultation Meetings – Policy for Developers

Proposed Business Plan 2015: HR Communications & IT Department Business Plan & Budget – available on city website at:

<http://www.pittmeadows.bc.ca/EN/main/cityhall/765/2015-proposed-business-plan-budget.html>

Meeting ended: 9:05 p.m.

Next Meeting: May 21, 2015, 7:00 p.m. – 9:00 p.m.

Meadows Room, City Hall



Public Consultation Meetings – Policy for Developers

Effective Date: October 19, 1993

Revised Date: May 1, 2012

Purpose:

When a proposed development may be controversial or significant, the City of Pitt Meadows requires that the applicant hold a Development Information Meeting with the community. A Development Information Meeting serves the best interests of both the applicant and the community by providing a forum to alleviate concerns and clarify misunderstandings or points of contention that typically arise at a Public Hearing much later in the process.

Policy:

A Development Information Meeting is required whenever an amendment to the Official Community Plan is proposed, an application for a Temporary Commercial Use Permit or Temporary Industrial Use Permit is made, if the proposed rezoning will result in a project that will have more than ten dwelling units, more than 10,000 square feet of commercial / industrial space, or at the discretion of the Director of Operations and Development Services. Applicants are encouraged to discuss this process with the Planner at the time of application.

It is required that the applicant hold the Development Information Meeting before the application is forwarded to Council for first and second reading. Members of Council and staff (i.e. the Planner, Director of Operations and Development Services) must be advised in writing of the date, time and place of the meeting at least two weeks in advance of the meeting so that Municipal representatives may attend as observers. Mid-week evening meetings are preferred.



Development Information Meeting Specifications:

The meeting is to be conducted by the applicant and/or representatives (architect, engineer, etc.) and may be held in a local school, church, meeting hall or hotel with the permission of the appropriate authorities. All costs related to the meeting are to be assumed by the applicant. A fee is also charged by the Municipality to cover the cost of staff time as set out in the current District of Pitt Meadows Development Application Fee Bylaw No. 2258-2005.

At the meeting, a brief presentation will be provided by the applicant (at a specified time) after which the public will have the opportunity to discuss the project. Any member of the public not able to attend the presentation may drop in at any time during the evening to review the details of the project. The applicant must ensure that there is adequate opportunity for comments and questions from the public.

The applicant should ensure that the following details of the proposal are available at the meeting:

- Site description, including the legal description and the street address
- Existing and proposed zoning / density
- Building arrangement
- Design
- Transportation impacts
- Environmental impacts
- Social impacts
- Community benefit
- Tree retention / landscaping proposals; and
- Development phasing

Visual presentations, such as sketches and models are usually the most effective method of relaying the information to the public. The applicant will also provide forms for comments or questions which will be collected at the meeting, then submitted to the Planning Department.

A staff member from the Planning Department will attend as an observer and will be available to respond to questions on policy and process.

Advertising:

The proponent is also responsible for notifying neighbouring property owners of the Development Information Meeting.

The notice shall contain the following:

- a) The application number
- b) The location of the subject property
- c) The purpose of the application
- d) The date, place, and time of the Development Information Meeting
- e) An invitation to obtain information on the application from either the Planning Department or the developer/applicant with contact numbers
- f) A map showing the location of the property(ies) involved in the application.

The applicant should mail or otherwise deliver the notice of the meeting to all property owners and residents within a distance of the subject property that is consistent with the Zoning Bylaw provision regarding mailing of notices of public hearing, at least ten days in advance of the meeting date. The notice of meeting should also be delivered to the Planning Department. The Planning Department will provide applicants with a list of property owners, their mailing addresses and mailing labels.

A notice of the Development Information Meeting must be published in at least two consecutive issues of a local newspaper, the last publication to appear not less than three and not more than 10 days before the meeting. The notice must include the civic address of the property under application, the date, time, and location of the Development information meeting, and a contact number for the applicant and the Planning Department.

Development Proposals may change significantly through the review process. At the Director of Operations and Development's discretion, the applicant may be requested to hold another Development Information Meeting.

Notification of the meeting and meeting format are to be similar to that of initial Development Information Meeting. Renderings of the original proposal and the revised proposal are to be presented, with the differences between the two clearly noted and explained.

This policy does not preclude Council from holding its own development information meeting on any development application.



CITY OF
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**City of Pitt Meadows
Citizens' Committee on Open Government
Minutes - Meeting #4**

Thursday May 21, 2015

7:00pm – 9:00pm

Meadows Room, City Hall

Committee Member Attendees

Name

Leah Barker
Peter Borghardt
Richard Boulton
Warren Byrnell
Brad Dinwoodie
Gaia Howe
Peter Jongbloed
Ken Joyner
Thelma Joyner
Anoosh Kiamanesh
Adam Keizer
Ron MacKenzie
Russell Newcombe
Fran Pattison
Maureen Robertson
Susan Sigmund
William Wild

Absent:

George Coghlan
Carson Kadatz
Bruce McWilliam
Linda Nelson
Ron Nelson
Keith Nightingale
Johanne Rensmaag

Also in Attendance

Therese Mickelson, Mickelson
Consulting, Chair & Facilitator
Kelly Kenney, Mgr. Legislative
Services/Staff Support
Linda Kelly, Deputy Clerk,
Recorder

Agenda

2.1 Approval of Minutes

The minutes of the May 7, 2015 committee were approved with the following amendments:

Page 3

Section 2.2 – Questions Arising from Previous Meeting

Second bullet, second sub-point: When questioned by a committee member, staff support advised that inaccuracies in the comments at the April 30th meeting had been clarified.

Page 4

Section 2.4 – Community Survey Questionnaire

First paragraph – Delete “hitting”, and replace with “being sent to”.

Page 5

Section 2.4 – Decision or Key Action Items

Bullet 6 – delete duplicate wording “Committee to be notified by email when the survey is up on website (include link)”

Page 5

Section 2.4 – Decision or Key Action Items

Bullet 8 – add, “e.g., social media/postings to Facebook page”

Page 5

Section 2.5 – Recommendations: Inform Community

Bullet 2 – sub-point 4 – not an error in minutes, but May 21, 2015 minutes will reflect an inclusion of “4th” readings of bylaws.

Section 2.2 Questions Arising from Previous Meeting

- Status of notification to community about survey:
 - Ads and posters done
 - Posted on website and social media
 - the Mayor announced its availability at the May 19th Council Meeting
 - Request sent to School District, waiting for response
 - Hard copies available at City Hall and at Library
- Committee member disagreed with staff clarification regarding the FOI request example provided, noting he would take it up with staff separately.
- It was clarified for staff that for proposed “How do I” handouts for counter, they should include process for first, second, third and fourth readings of bylaw.

Section 2.3 Report Considerations: Principles & Recommendations for Informing Community

A working draft entitled Report Considerations: Principles & Recommendations for Informing Community was circulated on-table and is attached to the minutes as attachment #1. The working draft is intended to:

- Pull together ideas/recommendations
- Provide an opportunity for Committee members to review content that will form the report during early draft and to evaluate recommendations based on factors that affect viability – e.g. cost, staff time, privacy and confidentiality, and logistics regarding practicality of recommendation with goal

The Committee's assessment of the recommendations proposed through brainstorming will be used to determine final recommendations for the report. Additional working draft with process overview and needs assessment will also be provided to the Committee.

At the next meeting a review of the Report Considerations input from the Committee will be undertaken, combined with the outreach input (mini survey and online survey) and any additional issues that are presented in writing by Committee members for review to determine whether any edits or additions to recommendations are required.

Decision or Key action items:

- Staff to send Report Considerations document to Committee members via email to provide for convenient editing.
- Committee members to review Report Considerations, including the addition of recommendations stemming from the current meeting which will be highlighted in bold, and provide the following input:
 - Review purpose, goals and principles
 - Assess recommendations and what should be considered when determining final recommendations in report (ie. cost, staff time, privacy and confidentiality, and logistics regarding practicality of recommendation with goal)
- Committee members to provide input by end of day Tuesday, June 2 to allow time for collating all input into one document for the Thursday, June 4 meeting. Input can be emailed to Kelly Kenney or dropped off at City Hall to her attention.

2.5 Recommendations: Engaging Community

As part of recommendations received from committee members, the Chair circulated a document on-table prepared by Fran Pattison which is attached to the minutes for reference as Attachment #2.

The Committee generated suggestions and ideas around ways to better engage the community:

- Reconvene Committee in a year or two to evaluate the progress on implementation of the Committee's recommendations.
- Provide an opportunity for workshops with Council and Committee members to provide clarifications related to recommendations as staff assesses feasibility.
- Stated that engagement is the most important element of open government.
- Recommendation that Council create a Neighbourhood Champions Program to provide an informal network in the community as a means to distribute information and act in an advisory role to share input from citizens and build relationships. Similar to what is done in Surrey.
- Noted that some community members have created a Ratepayers/Taxpayer and Tenants Association (registered organization). A proper registered organization can speak to the media.
- Whether informal Neighbourhood Champions or a formal Taxpayer and Tenants Association, or both, does not need to involve a lot of meetings, can communicate together via social media but the idea is you can communicate as a group voice. The intent is not to become a lower level of representation; it's more of an advisory role where the groups share input on behalf of fellow citizens/neighbours. The onus is still with Council to represent the community.
- Look into organization's corporate value and, if none in place, should have them to support the culture, including a value related to open government that clarifies what open government means.
- When implementing changes related to open government, should have a change management process in place (e.g. North Vancouver) so that people understand change is coming, that it's concrete and may affect/change their job and that they will be measured by it. For open government changes to be enduring, the organization needs to develop a way to change and incorporate these changes into the workplace.
- Need to get leadership back with Council, not at a staff level.
- Look at creating an advisory committee for the environment.
- Increase awareness about committees, including details of the committee terms of reference, agendas and minutes, members, schedule of upcoming meetings and that they are open to the public.
- Raise awareness with new residents about opportunities to connect with Council and staff, such as in the proposed Community Engagement Guide, in a newsletter or insert in the property tax notice, or through Welcome Wagon. It was also noted Welcome Wagon does not proactively reach out to new residents, they need to be called and in recent years the package is mostly about promoting businesses. It was also suggested that realtors could be used to promote awareness about how to connect with the City and other information important to new residents.
- Use a newsletter or mini annual report in the tax and utility notices to inform community about accomplishments and plans for the City.
- Create a space on the City's website homepage with news and updates, and refresh the information weekly.

- Use libraries and recreation centres for posting information.
- It's important to know you can talk to a person, so use names when referencing contact information, not a generic 'contact staff at ' "
- Ensure the community understands the process in terms of who is responsible for different items, e.g. Council doesn't have power over certain things. Only the CAO reports to Council, and the rest of staff report to the CAO, so if the concern relates to a staff matter you need to go to the CAO or manager for resolution. Council is the policy group and staff are involved in daily operations. Also, some items may not be the responsibility of the City – it could be regional (Metro Vancouver) or provincial.
- Consider a 3-1-1 approach involving a "super clerk" who is the point of interaction for the community and can easily answer the majority of questions directly, or who can direct you to the right person if needed.
- The Town Hall meeting on Finance was very informative. It was well advertised. Helping increase awareness by door knocking and huge posters in neighbourhoods would also help and could be something done by proposed Neighbourhood Champions to help bring more people out to other meetings.
- To help increase the number of people attending meetings, the community needs to see a good response from Council.
- Concern raised whether the Committee's work is getting enough coverage in the newspaper as compared to Maple Ridge. Discussion noted that this Committee is following a different process from Maple Ridge, Committee members are happy with their process, and the limited amount of coverage may be due partly to Maple Ridge being out ahead of Pitt Meadows with community outreach, but that Pitt Meadows is now also out promoting survey linked to Committee's work.
- Increase proactive media relations to generate more positive coverage and more information about Pitt Meadows activities through news releases and calls to the local reporters.
- Advertising done by the City is not strategically used, such as the ads in the newspaper being too small and banners are too high to see easily. Ads need to be strategically placed to target audiences.
- Consider whether Committee can continue to advise Council on open government policy on an ad hoc basis after this Committee process is complete.
- Engage people at major events, such as through displays, activities and mingling and look at how events like Pitt Meadows Days, Canada Day and Remembrance Day attract people to see if City can use similar tactics to increase participation and engagement at City events and meetings.
- Council reports out that they have attended events as part of the Council meeting, but there is nothing in the newspaper or on the website to indicate that they are doing this.
- Council members should have ongoing dialogue and engagement for long-term plans and master plans such as the Official Community Plan, Corporate Strategic Plan, Pedestrian and Cycling Master Plan, Housing Action Plan, Social Mandate Review, Strategic Priorities and Metro Regional Growth Strategy (Housing Affordability being updated in Fall of 2015).
- Noted that all Pitt Meadows committee meetings are open to the public, and community members can make a request to be a delegation to present to the committee or they can ask questions at the end of the meeting during Question Period. It was noted that shared committees such as the Parks and Leisure Commission of Maple Ridge and Pitt Meadows,

and the Municipal Accessibility Committee of Maple Ridge and Pitt Meadows are also open; however, it is not certain whether the Metro Vancouver Boards and Committees are open to the public. Recommendation that Council hold a semi-annual town hall type of dialogue with the general public about the activities and priorities of these committees.

-
- Put small videos online, such as Taxation 101, and have presentations videotaped and put online, including many subjects, so many people can see them. (provided on post-it note)
- Biggest problem with engaging is if staff and Council are not listening or if people feel they are not being heard, then people become unengaged and/or quit engaging. (provided on post-it note)
- The best way to engage people is to make it easy for all people to engage. (provided on post-it note)

Decision or Key action items:

- The final report will include the needs assessment, including concerns raised by Committee members and input through community surveys, an overview of the Committee's process, the purpose, goals and principles for open government, and the recommendations to achieve those goals, and will be included in the Council Agenda package for the meeting at which it will be presented.
- A group picture will be taken either June 4 or 18.
- Encourage community to attend the Council meeting when the Committee Report is being presented through broad notification, including ads, social media and website.
- Notify the Committee in advance of the meeting regarding the date and time.
- Ask staff to send out a news release to raise awareness about the Report presentation to Council.
- Staff asked to check into the current engagement process for long-term plans, strategies and master plans.
- Staff asked to check into the follow-up status/implementation of the long-term plans, strategies and master plans as well as the evaluation and measurement used.

2.6 Information Documents for Committee

- Report Considerations: Principles & Recommendations for Informing Community
- Document prepared by Fran Pattison

Meeting ended: 9:05

Next Meeting: June 4, 2015, 7:00 p.m. – 9:00 p.m.

Meadows Room, City Hall

Report Considerations

The following is an overview of the key themes from the Committee's discussions on open government, including the goals, principles for open government and recommendations on how to improve how community members are informed and engaged by Council and the City. For the recommendations, this report also includes considerations related to recommendations such as budget, implications for staff time and resources, and privacy/confidentiality.

The report is provided to help with assessment of the goals, principles and recommendations for improvement that will be presented in the Open Government Report for Council.

Purpose

Provide recommendations to City Council on ways that City Council and City Hall can be more responsive and transparent to the residents of Pitt Meadows and other stakeholders with interests in Pitt Meadows.

Goals

- Council and staff are open, friendly and responsive to the community.
- Council and City information is shared with the community proactively and openly.
- The community is meaningfully engaged early and consistently.
- Policies and procedures support open government and are applied consistently.

Principles for Achieving Open Government

- Data should be freely available, with respect for privacy and confidentiality protected by adhering to the spirit of the Freedom of Information and Protection of Privacy Act.
- Open contact with Council and City staff, including staff directories that clearly identify who to go to for information.
- Proactively share frequently requested information and ensure there is broad awareness of where to find this information.

The following principles are also proposed by the Chair/Facilitator as the foundation for all information and engagement in a community.

- **Consider all audiences.** Review who will be affected by the work underway, including residents, businesses, interest groups and stakeholders such as local and regional organizations and use tactics that best meet their needs.
- **Open and honest.** Adhere to transparency in decision making and a commitment to sharing information, data and other materials without undue process, particularly when information is readily available, to assist with establishing trust and credibility.

- **Factual, relevant and accurate.** Information is presented clearly, outlining the need and benefits of the project or process, as well as the considerations being reviewed, such as potential challenges, the implications for various decisions and the costs involved.
- **Linked to strategy.** Messages include linkages to Strategic Plan and/or OCP to demonstrate purpose and provide context for why work is being done, as well as how it supports progress towards goals and vision for community.
- **Timely.** Information and community engagement is provided to residents early in processes as well as at regular intervals.
- **Responsive and accessible.** Requests for information, presentations or other communication are responded to quickly and with relevant information to answer questions or address concerns, as well as follow-up on issues or concerns.
- **Proactive:** Information sharing is triggered by the opportunity to inform the community early and in advance of requests for information – not waiting until the community demands updates – including more proactive communication on completed projects, success stories and achievements that benefit residents as well as consistent messaging related to the City's role, services and Strategic Plan
- **Engaging.** Community engagement is integrated with processes to improve community consultation, building relationships with residents and local stakeholder organizations and support ongoing community engagement to promote meaningful conversations, highlight special projects, events and activities and create platforms for sharing ideas and concerns.

Recommendations to Support Goals

Goal: Council and staff are open, friendly and responsive to the community.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Post Mayor's schedule – who is he's meeting with each day, and the same for Council meetings. (Note: a suggestion note was also provided, saying not in agreement with posting Mayor's daily agenda as it could lead to ambushes – people showing up to heckle or demonstrate, or personal attacks)	<ul style="list-style-type: none"> - Posting information about who the Mayor is meeting with may inhibit community members who want to discuss something with the Mayor - The privacy considerations for individuals may involve a significant amount of time for staff to redact personal information – which impacts resources and budget -

Recommendation	Considerations
Provide more information on staff, particularly those in management positions, to inform public about whom the City is bringing into the organization and their qualifications. Suggestion is to post a "Getting to Know Staff" page on the website, with three-sentence bio and photo of each staff person: 1. Qualifications; 2. Pertinent work history; and 3. Areas of responsibility.	<ul style="list-style-type: none"> - May be most applicable for senior managers and the point person for information as opposed to every staff member, as it could become difficult for the community to know the right person to contact, resulting in calls/emails to the wrong person, which delays response - There may be HR considerations related to posting photos of individuals
Have staff provide more friendly, open, and responsive answers, even if questions are general/non-specific, as staff may have more knowledge and resident may not know the right questions to ask.	
When issues or concerns are raised, have someone as the point person, provide a timeline of when the issue will be resolved, and follow up with the community member to advise them of the outcome or status.	
Leverage a broad range of tactics to inform and engage the community such as: <ul style="list-style-type: none"> - A community information board – electronic sign at Harris Road – with cycling information on timely information such as safety alerts, coming events - Increased sign up for City Talk e-newsletter - Tools such as polls and discussion forums online. 	
Have a dedicated position for Communication and Community Engagement	
Provide a contact for after-hours inquiries or concerns that are not a 9-1-1 emergency but still require prompt assistance e.g. rail crossing not lifting, stray dogs or wildlife	

Recommendation	Considerations
Have a Councillor who is responsible for hearing concerns and reporting them to Council, and this appointed Councillor would also ensure follow up back to the individual.	

Goal: Council and City information is shared with the community proactively and openly.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Readily available, public information requests should be provided promptly, with staff being forthcoming in their response – not charging fees or taking the 30 days allowed by FOIPPA – adhering to the spirit of the Act, not using it as a barrier.	<ul style="list-style-type: none"> - Often what appears to be “readily available” is not the case, as information may need to be sorted manually from multiple sources. - How much extra time should be used for one individual request without any fees attached (currently more than 3 hours involves a fee) versus time spent by staff to provide other services and information to broader public.
Data and other information frequently requested or of importance to the community should be posted on the website, with reminders via other methods such as social media and advertising to raise awareness about where to find the information.	<ul style="list-style-type: none"> - Would be important to prioritize information as it could be too much for the website making it difficult to find information - May need to have a convenient mechanism for people to source information that is not obvious from a search or not frequently requested
Provide more proactive information on key information priorities such as: safety information, budget, planning and development and Council initiatives and future plans	

Recommendation	Considerations
Develop fact sheets or a Citizen Engagement Guide that highlights information such as "How do I learn more about development, vote, find out about community events," etc. as well as steps to get information and how to provide input if there are any concerns, and ensure there is a staff contact for each topic.	
Provide a stand-alone computer – no Internet access at City Hall front reception with links to frequently requested information and a "How do I?" section that provides step-by-step guides for residents e.g. permit applications, how to get an item on the Council agenda, dog-owner responsibilities.	
Promote events earlier and using more tactics such as signage.	

Goal: The community is meaningfully engaged early and consistently.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Seek involvement by younger generation to involve them in decision-making processes to help them adopt pride in community.	<ul style="list-style-type: none"> - Use platforms such as social media and online polls or discussion forums
Use informal Town Hall meetings for general discussions, hosted by Council	
Use informal Town Hall meetings for general discussions, hosted by Staff	

Recommendation	Considerations
Provide better, broader communication and engagement from the earliest stages, including meetings where people can hear from others at the same time, and residents are proactively notified (e.g. direct mail to home) at earliest stages of budget planning, strategic and OCP planning, new developments or other projects.	- Community engagement involves costs for notification and implementation, which may affect budget if significantly increased.
Have a comment area as a handout and online.	

Goal: Policies and procedures support open government and are applied consistently.

Recommendation	Considerations
Increase awareness of the Public Hearing process, including rationale for multiple readings of a Bylaw.	- Could be posted on the website and provided as a handout in response to requests for information. -
City should have consistent standards for releasing information, including having one point person to deal with requests involving FOI.	- City may already have a point person for requests requiring FOI - The City likely receives many inquiries every day that are routine and can be managed within departments, and even some non-routine can easily be dealt with there vs. a potential bottleneck if going through one person
Ensure only items strictly requiring a closed meeting take place In Camera, and even if initial discussions are in closed meeting discussions, ensure there is time allotted at the regular meeting to have a full discussion, sharing the facts, so residents can be made aware of details regarding decisions that affect them	

Recommendation	Considerations
Change procedure for Question Period at Council Meetings to allow questions that are not related to agenda items.	
Develop a procedure for a grievance process to provide citizens with a means to have concerns addressed, like the provincial ombudsman but not as formal.	

How do we as residents, procure on-going dialogue and engagement with Council on matters that guide Pitt Meadows on the kind of community it strives to be.

A. Pitt Meadows Council has two citizen committees that it consults with.

Active Transportation Committee
Agriculture Committee

1. Are these committee meetings open for anyone to attend as an observer?
2. Would Council be receptive to establishing any other advisory committee?

B. Pitt Meadows Council works with three External or Shared Committees.

Metro Vancouver Boards & Committees
Parks & Leisure Commission of Maple Ridge & Pitt Meadows
Municipal Accessibility Committee of Maple Ridge & Pitt Meadows

1. Are any of these meetings open for persons to attend as observers?
2. Would Council be receptive to holding a semi-annual town hall type of dialogue with the general public about the activity and priorities of these committee's?

C. Pitt Meadows adheres to several PLANS, STRATEGY REPORTS etc.

Official Community Plan 2007
Corporate Strategic Plan 2012
Pedestrian and Cycling Master Plan 2012
Housing Action Plan 2013
Social Mandate Review 2013
Strategic Priorities 2015
Metro Regional Growth Strategy

*Housing Affordability is being updated in Fall of 2015

1. How is Council managing to be mindful of these and other initiatives in relation to Pitt Meadows as a Complete Community and Natural Place?
2. Would Council be receptive to on-going dialogue / engagement of citizens in reviewing these types of Master Plans, Strategies, etc.?

Respectfully submitted May 21, 2015
From Fran Pattison
To the Citizens Committee on Open Government



CITY OF
Pitt Meadows
The *Natural* Place

**City of Pitt Meadows
Citizens' Committee on Open Government
Meeting #5**

Thursday June 4, 2015
7:00pm – 9:00pm
Meadows Room, City Hall

Committee Member Attendees

Name

Leah Barker
Peter Borghardt
Richard Boulton
Warren Byrnell
Brad Dinwoodie
Gaia Howe
Peter Jongbloed
Ken Joyner
Thelma Joyner
Adam Keizer
Anoosh Kiamanesh
Ron MacKenzie
Bruce McWilliam
Fran Pattison
Johanne Rensmaag
Maureen Robertson
Susan Sigmund
William Wild

Absent:

George Coghlan
Carson Kadatz
Linda Nelson
Ron Nelson
Russell Newcombe
Keith Nightingale

Also in Attendance

Therese Mickelson, Mickelson
Consulting, Chair & Facilitator
Kelly Kenney, Mgr. Legislative
Services/Staff Support
Linda Kelly, Deputy Clerk,
Recorder

Agenda

2.1 Approval of Minutes

The Minutes of the May 21, 2015 committee meeting were approved as circulated.

2.2 Questions Arising from Previous Meeting

Therese outlined the Report Components:- Purpose/Terms of Reference, Process, Goals, Principles, Needs Assessment, Recommendations, Appendix:(Meeting Minutes, Survey Reports, Committee Gap Analysis).

2.3 Review Community Outreach and Gap Analysis Results

- 175 residents participated in the online survey. 2 non residents, 1 paper copy.
- The online survey shows that overall residents are generally satisfied (82%).
- Therese reviewed the online survey and compared it to the Gap analysis completed by the committee members; the committee generally lines up with the community survey.
- A one-page summary of the results of the survey will be provided in the report; postal codes will be severed.
- There was unanimous consent by the committee to include the survey in the report appendix.

2.4 Review Report Considerations

The committee reviewed each recommendation, with input provided by the members as follows:

- Update definition to include “with the residents of Pitt Meadows and other stakeholders with interests in Pitt Meadows” after “and engagement”
- Move the first three principles to the recommendations section
- Under “Consider all audiences” principle, edit to read “Review who will be affected by the work before it gets underway, including...” and replace “tactics” with “communication and engagement methods”
- Under Recommendations to Support Goals, introduce the section with an introduction that notes that the recommendations stem from discussions during the meetings and are consistent with input shared by the community through surveys. Also note that more details from these discussions can be found in the Minutes and Survey Results in the Appendix.
- Under Recommendation 2, add consideration note: “Posting would be after the meeting”

- Under Recommendation 10, add consideration notes: “Suggest that Citizens’ Committee on Open Government be an ongoing Committee” and “Maybe do not try to define the timing of evaluating process”
- Under Recommendation 11: suggested edit to recommendation to read “Have council hold public workshops with the Committee to discuss recommendations and provide clarifications as needed” and add consideration note: “The report review could be done at a public meeting”
- General suggested edit: use “Committee” in all cases, not “Committee members”
- Recommendation 13: add consideration note: “Compiling FOI requests can be very onerous, sometimes far more onerous than you would think which means that you can’t say no charge for any fees as this may not be fair to taxpayers”
- Recommendation 17: suggested edit to recommendation “Raise awareness about various City Committee meetings...”
- Recommendation 19: add consideration note: “Include a What’s coming up? Section to support proactive information about things that are coming up before they are approved.
- Recommendation 24: add consideration notes: “Internet should be included” and “Internet service on computers is provided at the libraries”
- Recommendation 34: add consideration note “An example is ‘Tell us what you think’ as a regular feature on website”
- Recommendation 35: add consideration note: “Need to edit this recommendation to make it about making use of the existing community organizations to improve engagement”
- Recommendation 36: add consideration notes: “This was only provided as an example, not intended as a recommendation”, “This adds another layer to the administration process”, “Need this to band together to bring things to Council as a group with a like idea”, “Need to support and acknowledge these types of groups as a valuable tool to leverage opportunities to engage with the community”
- General suggested edit: “We should bundle some of these topics under common, higher level themes under the goals”
- Recommendation 38: add consideration note: “This needs to be edited to make it more clear, less like Recommendation 23, by noting it is about providing the community with clear information on the opportunities and methods to provide input, citing the Guide and other methods as examples of raising this awareness”
- Recommendation 40: add consideration note: “We already have this in website and newspapers” and “Need more specifics about what this involves – Committee to provide suggestions”
- Recommendation 43: add consideration notes: “City has values on website”, “Speaking of the need to define a corporate value on open government, at May 26 Special City Council meeting there is no mention of consultation with public citizens”

- Add Recommendation 50: Council and citizens should be able to put something on the Council agenda without going through the Mayor, Corporate Officer and Chief Administrative Officer to do so – you cannot restrict input to a Council Meeting.
- Recommendation 50: add consideration notes: “The City of Vancouver has a “Speak at a Meeting” button – you sign up and your own”, and “We are concerned about Procedural Bylaw 2690 and need clarification on how it actually works and how it has changed the previous procedure”
- Committee members will have had a month to review the recommendations prior to voting on those that will be in the report.

Decisions and Action Items:

- Committee to provide input on the following Report Considerations to Kelly Kenney either by email or hard copy by June 11, 2015 for forwarding to the Chair.
- In Report Considerations Draft V3 – COMMITTEE INPUT review recommendations and provide:
 - suggested edits for any recommendations that are very similar in content and help to either combine them into one recommendation or clarify wording as needed to align with goals e.g. if it’s under “engage” goal, ensure the recommendation is supporting how to connect and share input with Council/staff (some may look like a duplication but have a different intent related to the goal - just need to make it more clear)
 - any other significant wording edits (changes content/intent, not just grammar or punctuation)
 - suggested bundles for recommendations that can be grouped under topic areas within each goal
 - any new recommendations needed
- In Report Considerations Draft V1 – Process Needs and Assessment, review Section entitled Concerns & Areas for Improvement to determine if the list encompasses the Committees’ key concerns identified, recognizing that it is meant to be a high level summary of key areas, not a detailed list of every issue or concern expressed.

2.5 Information Documents for Committee

- Report Considerations: Principles & Recommendations for Informing Community (Draft 2)

Fran Pattison distributed information regarding an Age Friendly workshop in Maple Ridge.

The meeting ended at 9:10 p.m.

Next Meeting: June 18, 2015, 7:00 p.m. – 9:00 p.m.
Meadows Room, City Hall

Report Considerations

The following is an overview of the key themes from the Committee's discussions on open government, including the goals, principles for open government and recommendations on how to improve how community members are informed and engaged by Council and the City. For the recommendations, this report also includes considerations related to recommendations such as budget, implications for staff time and resources, and privacy/confidentiality.

The report is provided to help with assessment of the goals, principles and recommendations for improvement that will be presented in the Open Government Report for Council.

Purpose

Provide recommendations to City Council on ways that City Council and City Hall can be more responsive and transparent to the residents of Pitt Meadows and other stakeholders with interests in Pitt Meadows.

Goals

- Council and staff are open, friendly and responsive to the community.
- Council and City information is shared with the community proactively and openly.
- The community is meaningfully engaged early and consistently.
- Policies and procedures support open government and are applied consistently.

Principles for Achieving Open Government

- Data should be freely available, with respect for privacy and confidentiality protected by adhering to the spirit of the Freedom of Information and Protection of Privacy Act.
- Open contact with Council and City staff, including staff directories that clearly identify who to go to for information.
- Proactively share frequently requested information and ensure there is broad awareness of where to find this information.

The following principles are also proposed by the Chair/Facilitator as the foundation for all information and engagement in a community.

- **Consider all audiences.** Review who will be affected by the work underway, including residents, businesses, interest groups and stakeholders such as local and regional organizations and use tactics that best meet their needs.
- **Open and honest.** Adhere to transparency in decision making and a commitment to sharing information, data and other materials without undue process, particularly when information is readily available, to assist with establishing trust and credibility.

- **Factual, relevant and accurate.** Information is presented clearly, outlining the need and benefits of the project or process, as well as the considerations being reviewed, such as potential challenges, the implications for various decisions and the costs involved.
- **Linked to strategy.** Messages include linkages to Strategic Plan and/or OCP to demonstrate purpose and provide context for why work is being done, as well as how it supports progress towards goals and vision for community.
- **Timely.** Information and community engagement is provided to residents early in processes as well as at regular intervals.
- **Responsive and accessible.** Requests for information, presentations or other communication are responded to quickly and with relevant information to answer questions or address concerns, as well as follow-up on issues or concerns.
- **Proactive:** Information sharing is triggered by the opportunity to inform the community early and in advance of requests for information – not waiting until the community demands updates – including more proactive communication on completed projects, success stories and achievements that benefit residents as well as consistent messaging related to the City's role, services and Strategic Plan
- **Engaging.** Community engagement is integrated with processes to improve community consultation, building relationships with residents and local stakeholder organizations and support ongoing community engagement to promote meaningful conversations, highlight special projects, events and activities and create platforms for sharing ideas and concerns.

Recommendations to Support Goals

Goal: Council and staff are open, friendly and responsive to the community.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Post Mayor's schedule – who is he's meeting with each day, and the same for Council meetings. (Note: a suggestion note was also provided, saying not in agreement with posting Mayor's daily agenda as it could lead to ambushes – people showing up to heckle or demonstrate, or personal attacks)	<ul style="list-style-type: none"> - Posting information about who the Mayor is meeting with may inhibit community members who want to discuss something with the Mayor - The privacy considerations for individuals may involve a significant amount of time for staff to redact personal information – which impacts resources and budget -

Recommendation	Considerations
Provide more information on staff, particularly those in management positions, to inform public about whom the City is bringing into the organization and their qualifications. Suggestion is to post a “Getting to Know Staff” page on the website, with three-sentence bio and photo of each staff person: 1. Qualifications; 2. Pertinent work history; and 3. Areas of responsibility.	<ul style="list-style-type: none"> - May be most applicable for senior managers and the point person for information as opposed to every staff member, as it could become difficult for the community to know the right person to contact, resulting in calls/emails to the wrong person, which delays response - There may be HR considerations related to posting photos of individuals
Have staff provide more friendly, open, and responsive answers, even if questions are general/non-specific, as staff may have more knowledge and resident may not know the right questions to ask.	
When issues or concerns are raised, have someone as the point person, provide a timeline of when the issue will be resolved, and follow up with the community member to advise them of the outcome or status.	
Leverage a broad range of tactics to inform and engage the community such as: <ul style="list-style-type: none"> - A community information board – electronic sign at Harris Road – with cycling information on timely information such as safety alerts, coming events - Increased sign up for City Talk e-newsletter - Tools such as polls and discussion forums online. 	
Have a dedicated position for Communication and Community Engagement	
Provide a contact for after-hours inquiries or concerns that are not a 9-1-1 emergency but still require prompt assistance e.g. rail crossing not lifting, stray dogs or wildlife	

Recommendation	Considerations
Have a Councillor who is responsible for hearing concerns and reporting them to Council, and this appointed Councillor would also ensure follow up back to the individual.	
Reconvene Committee in a year or two to evaluate progress	
Have Council hold workshops with Committee members to discuss recommendations and provide clarifications as needed	
When providing information about contacting the City, include the name of the staff person, rather than a generic “contact City staff at...”	

Goal: Council and City information is shared with the community proactively and openly.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Readily available, public information requests should be provided promptly, with staff being forthcoming in their response – not charging fees or taking the 30 days allowed by FOIPPA – adhering to the spirit of the Act, not using it as a barrier.	<ul style="list-style-type: none"> - Often what appears to be “readily available” is not the case, as information may need to be sorted manually from multiple sources. - How much extra time should be used for one individual request without any fees attached (currently more than 3 hours involves a fee) versus time spent by staff to provide other services and information to broader public.

Recommendation	Considerations
Data and other information frequently requested or of importance to the community should be posted on the website, with reminders via other methods such as social media and advertising to raise awareness about where to find the information.	<ul style="list-style-type: none"> - Would be important to prioritize information as it could be too much for the website making it difficult to find information - May need to have a convenient mechanism for people to source information that is not obvious from a search or not frequently requested
Provide more proactive information on key information priorities such as: safety information, budget, planning and development and Council initiatives and future plans	
Update protocol to provide live-streaming of all Committee meetings.	
Raise awareness about various committee meetings and ensure community is aware that they are open to the public, with an opportunity to appear as a delegation and/or as questions at the end of the meeting, including posting details of the committee, terms of reference, agendas and minutes, upcoming meetings and the how to get involved.	
Use opportunities like utility and tax notices to include newsletters and annual reports on how the community is doing and plans for the future.	
Have a “what’s new” area on the homepage that refreshes information regularly (at least weekly) about news affecting residents.	
Increase proactive media relations – issuing news releases and contacting media with story ideas – to generate more coverage of Pitt Meadows	

activities.	
Recommendation	Considerations
Use more strategic advertising – ads that are large enough to be visible in paper and effective use of banners and outdoor signage, including content about events and Council activities.	
Look at how successful events are attracting people and apply similar tactics to increase participation in City events and activities.	
Develop fact sheets or a Citizen Engagement Guide that highlights information such as “How do I learn more about development, vote, find out about community events,” etc. as well as steps to get information and how to provide input if there are any concerns, and ensure there is a staff contact for each topic.	
Provide a stand-alone computer – no Internet access at City Hall front reception with links to frequently requested information and a “How do I?” section that provides step-by-step guides for residents e.g. permit applications, how to get an item on the Council agenda, dog-owner responsibilities.	
Promote events earlier and using more tactics such as signage.	

Goal: The community is meaningfully engaged early and consistently.

Recommendation	Considerations
Council members available before and after meetings for informal discussions with community members	<ul style="list-style-type: none"> - Meetings often run late - Staff time to keep City Hall open longer hours
Seek involvement by younger generation to	<ul style="list-style-type: none"> - Use platforms such as social media and

involve them in decision-making processes to help them adopt pride in community.	online polls or discussion forums
Recommendation	Considerations
Use informal Town Hall meetings for general discussions, hosted by Council, including highlighting the work of Committees, both internal and external.	
Use informal Town Hall meetings for general discussions, hosted by Staff	
Listen and provide good responses to encourage more people to engage with the City – they will see it is worth the effort and be more likely to become more involved/engaged.	
Engage with people at events in the community – setting up a City display or activity centre with representatives from Council and staff.	
Have Council ensure there is ongoing dialogue and engagement on long-term planning such as Strategic Plan, OCP, Master Plans, etc and ensure the community is aware of these opportunities.	
Provide better, broader communication and engagement from the earliest stages, including meetings where people can hear from others at the same time, and residents are proactively notified (e.g. direct mail to home) at earliest stages of budget planning, strategic and OCP planning, new developments or other projects.	- Community engagement involves costs for notification and implementation, which may affect budget if significantly increased.
Have a comment area as a handout and online.	
Create a Neighbourhood Champions Program to provide an informal network in the community as a means to distribute information and act in	

an advisory role to share input from citizens and build relationships.	
Recommendation	Considerations
Create a Ratepayers/Taxpayer and Tenants Association (registered organization).	
Provide more informal opportunities to connect with Council, such as participation in Block Parties or at events, and make people aware of these opportunities.	
Include information in the Community Engagement Guide about how to connect with Council and staff and with information for new residents, possibly using realtors to help get this information disseminated in the community.	
Provide community with information that clarifies areas of responsibility to help citizens know who to engage with for different needs/topics e.g. is it Council or staff, is it a City initiative or regional/provincial.	

Goal: Policies and procedures support open government and are applied consistently.

Recommendation	Considerations
Increase awareness of the Public Hearing process, including rationale for multiple readings of a Bylaw.	<ul style="list-style-type: none"> - Could be posted on the website and provided as a handout in response to requests for information. -
City should have consistent standards for releasing information, including having one point person to deal with requests involving FOI.	<ul style="list-style-type: none"> - City may already have a point person for requests requiring FOI - The City likely receives many inquiries every day that are routine and can be managed within departments, and even

	some non-routine can easily be dealt with there vs. a potential bottleneck if going through one person
Recommendation	Considerations
Ensure only items strictly requiring a closed meeting take place In Camera, and even if initial discussions are in closed meeting discussions, ensure there is time allotted at the regular meeting to have a full discussion, sharing the facts, so residents can be made aware of details regarding decisions that affect them	
Develop corporate values that include open government, clarifying what it means, and imbed it within the culture of the organization.	
Use best practices in change management to ensure people understand the implications of the changes related to open government, how the changes will affect their daily work and that they will be measured by these standards.	
Expand Advisory Committees to include one for Environment.	
Change procedure for Question Period at Council Meetings to allow questions that are not related to agenda items.	
Develop a procedure for a grievance process to provide citizens with a means to have concerns addressed, like the provincial ombudsman but not as formal.	
Consider a 3-1-1 (super clerk) approach to make it easy for citizens to get answers/services as a key point of interaction with the community.	



CITY OF
Pitt Meadows
The *Natural* Place

**City of Pitt Meadows
Citizens' Committee on Open Government
Meeting #6**

Thursday June 18, 2015

7:00pm – 9:00pm

Meadows Room, City Hall

Committee Member Attendees

Name

Leah Barker
Peter Borghardt
Richard Boulton
Warren Byrnell
Brad Dinwoodie
Gaia Howe
Peter Jongbloed
Ken Joyner
Thelma Joyner
Carson Kadatz
Adam Keizer
Anoosh Kiamanesh
Ron MacKenzie
Linda Nelson
Ron Nelson
Fran Pattison
Johanne Rensmaag
Maureen Robertson
Susan Sigmund
William Wild

Absent:

George Coghlan
Bruce McWilliam
Russell Newcombe
Keith Nightingale

Also in Attendance

Therese Mickelson, Mickelson
Consulting, Chair & Facilitator
Linda Kelly, Deputy Clerk,
Recorder

Agenda

Mayor Becker thanked the committee for taking the time to include their thoughts and comments into the committee.

Mayor Becker presented each committee member with a token of appreciation, the new City pen.

2.1 Approval of Minutes

The committee unanimously approved the minutes of June 4, 2015.

2.2 Questions Arising from Previous Meeting

None.

2.3 Approval of Report Recommendations

The committee reviewed the proposed edits to Report Considerations, including all sections proposed for the report: Purpose, Terms of Reference, Process, Goals, principles, Needs Assessment, and Recommendations. A number of edits were proposed and then approved by the Committee for the final report development as follows:

Under Goal: Council and staff are open, friendly and responsive to the community:

Recommendation	Final Committee Edits
1. Make Council and staff available for informal discussions e.g. before and after Council meetings during community events Town Hall dialogues	No changes
2. Maintain a public record of Council business, e.g. publish schedules/agendas of elected officials	Delete recommendation
3. Publish a directory of senior staff, along with contact information and a brief biography. i.e. expand existing Council and CAO information (http://www.pittmeadows.bc.ca/EN/main/cityhall/620.html) to include other senior staff.	No changes
4. Publish Committee information, including: <ul style="list-style-type: none">• membership• meeting dates• Terms of Reference• Agendas and meeting minutes.	Publish Council Advisory and Standing Committee information, including: <ul style="list-style-type: none">• membership• meeting dates• Terms of Reference• Agendas and meeting

	minutes.
5. Better inform the public of opportunities to participate on City Committees as a member or observer.	No changes

Decisions and Action Items:

- *Committee approved the recommendations for Goal: Council and staff are open, friendly and responsive to the community with edits as noted.*

Under Goal: Council and City information is shared with the community proactively and openly:

Recommendation	Final Committee Edits
	Added a new recommendation: Develop a Strategic Communication Plan
<p>Leverage a broad range of tactics to inform the community such as:</p> <ul style="list-style-type: none"> • Continued use of electronic information sign at Lougheed Highway and Old Dewdney Trunk Road • Continued publication in local newspapers • Continue to use opportunities like utility and tax notices to include newsletters and annual reports on how the community is doing and plans for the future. • Expanded used of City Talk e-newsletter • Increase reach and use of social media for community announcements, including receiving comments from community members via social media Tools such as polls and discussion forums online. • Increased use of informal Town Hall meetings for general discussions, hosted by Council, including highlighting the work of Committees, both internal and external. • Use more strategic advertising – ads that are large enough to be visible in paper and effective use of banners and 	<p>Leverage a broad range of communication methods to inform the community such as:</p> <ul style="list-style-type: none"> • Continued use of electronic information sign at Lougheed Highway and Old Dewdney Trunk Road • Continued publication of advertisements in local newspapers and consider frequency of circulation for timely coverage • Continue to use opportunities like utility and tax notices to include newsletters and annual reports on how the community is doing and plans for the future • Expandedd usedd of City Talk e-newsletter • Increase reach and use of social media for community announcements, including receiving comments from community members via social media tools such as polls and discussion forums online, such as Talk Vancouver • Increased use of informal Town Hall meetings for general discussions, hosted by Council, including highlighting the work of Committees, both internal and external • Use more strategic advertising – ads that are large enough to be visible in paper and

outdoor signage, including content about events and Council activities.	<p>effective use of banners and outdoor signage, including content about events and Council activities</p> <ul style="list-style-type: none"> • Improve website to provide a more prominent news area on homepage and better navigation
	Added recommendation: Ensure staff are kept informed about City projects and initiatives so they can share information with the community
Post frequently requested information (e.g. development permit applications) online, with reminders via other methods such as social media and advertising to raise awareness about where to find the information.	Post frequently requested information reports (e.g. development permit applications) online, with reminders via other methods such as social media and advertising to raise awareness about where to find the information. Topic examples include all development applications and their status, frequently used bylaws, budget and spending reports. Examples of how this is being done: City of Vancouver and City of Surrey
Readily available, public information requests should be provided promptly, with staff being forthcoming in their response – not charging fees or taking the 30 days allowed by the Freedom of Information and Protection of Privacy Act – adhering to the spirit of the Act, not using it as a barrier. Ensure that information is provided in a consistent manner, overseen by a "FIPPA lead" with staff.	No changes
Provide live streaming of all Council and Committee meetings where such live streaming does not contravene the Freedom of Information and Protection of Privacy Act.	Provide live streaming of all Council and Committee meetings where such live streaming does not contravene the Freedom of Information and Protection of Privacy Act, and respects the requirements for In Camera meetings.
Increase proactive media relations – issuing news releases and contacting media with story ideas – to generate more coverage of Pitt Meadows governance, events, and activities.	No changes

Decisions and Action Items:

- *Committee approved the recommendations for Goal: Council and City information is shared with the community proactively and openly with edits as noted.*

Under Goal: The community is meaningfully engaged early and consistently:

Recommendation	Final Committee Edits
Develop a Communication and Community Engagement Plan with clearly identified roles and responsibilities	Develop a Communication and Community Engagement Plan with clearly identified roles and responsibilities
<p>Develop a Citizen Engagement Guide that highlights information such as:</p> <ul style="list-style-type: none"> • How do I apply for a development application? • Where and when do I vote? • Where can I find out about community events? • How can I register a complaint, etc? • Describe the Public Hearing process, including rationale for multiple readings of a Bylaw. • Clarifies areas of responsibility to help citizens know who to engage with for different needs/topics e.g. Council, staff, Metro Vancouver, Province, etc. 	<p>Develop a Citizen Engagement Guide that highlights information (both in print and online) such as:</p> <ul style="list-style-type: none"> • How do I apply for a development applications permit and find out about current development applications? • How do I add an agenda item for a Council meeting? • What do I need to do to be able to speak at a Regular Council Meeting and/or a Council Committee meeting? Example: City of Vancouver web tool • Where and when do I vote? • Where can I find out about community events? • How can I register a complaint, etc? • Describe the What is the Public Hearing process, such as for development or rezoning, including rationale for multiple readings of a Bylaw? • Clarifies Clarification of areas of responsibility to help citizens know who to engage with for different needs/topics e.g. Council, staff, Metro Vancouver, Province, etc. • Budget and tax dollar spending information • Transportation plans • Community plans • Frequently used bylaws e.g. dogs and parking

	<ul style="list-style-type: none"> • Capital projects • Community safety • News in the community, including Council decisions and actions • Environment • Agriculture • Waste management • Airport project
Continue to clearly reference long-term guidance documents, like the Official Community Plan and Corporate Strategic Plan, in decision-making and during consultations with community members.	No changes
Endorse and support a Neighbourhood Champions Program to create informal networks throughout the community. Utilize Neighbourhood Champions to distribute information, solicit advice and act in an advisory role to share input from citizens and build relationships.	Endorse, and support and leverage local organizations a Neighbourhood Champions Program to create informal networks throughout the community. Utilize these organizations Neighbourhood Champions to distribute information, solicit advice and act in an advisory role to share input from citizens and build relationships.

Decisions and Action Items:

- Committee approved the recommendations *Goal: The community is meaningfully engaged early and consistently* with edits as noted.

Under Goal: Policies and procedures support open government and are applied consistently:

Recommendation	Final Committee Edits
Amend corporate values that include open government, clarifying what "open government" means, and embed it within the culture of the organization.	Amend corporate values to that include open government, clarifying what "open government" means, and embed it within the culture of the organization.
Use best practices in change management to ensure people understand the implications of the changes related to open government, how the changes will affect their daily work and that they will be measured by these standards.	No changes
Implement and publish service delivery standards that define the timeframe in which a response must be provided by when an inquiry is made with the front desk/604-465-5454. Develop a grievance process should the inquiry not be resolved. If unsuccessful, initiate process with the Provincial Office of the Ombudsperson.	No changes
Ensure only items strictly requiring a Closed meeting take place In Camera. After initial Closed meeting discussions, share all discussions as soon as there is no longer a disclosure issue. Ensure sufficient is time allotted at the regular meeting to have a full discussion, sharing the facts, so residents can be made aware of details.	Ensure only items strictly requiring a Closed meeting take place In Camera. After initial Closed meeting discussions, share all discussions by posting minutes on the website as soon as there is no longer a disclosure issue. Ensure sufficient is time allotted at the regular meeting to have a full discussion, sharing the facts, so residents can be made aware of details.
Change procedure for Question Period at Council Meetings to allow questions that are not related to agenda items.	No change
Have Council hold public workshops with Committee members to discuss report recommendations and implementation	No change
Formally evaluate progress annually on adopting Citizen's Committee Open Government recommendations. Consider	No change

reconvening Committee to assist evaluation.	
	Add recommendation: Add open government as a major initiative in the Corporate Strategic Plan and report on progress towards goals quarterly or annual at a minimum.

Decisions and Action Items:

- Committee approved the recommendations *Goal: Policies and procedures support open government and are applied consistently* with edits as noted.

Add an Introduction/Preamble to report, and include the primary sentiments provided through Committee input as follows:

“Values expressed by the Committee include the importance of engagement, which is more than simple information sharing, the need for engagement to happen early in any process, project or policy development, and the need for Council and staff to be responsive, proactive and transparent in disclosing what is coming up, what is being contemplated and what is being discussed.”

Decisions and Action Items:

- *Committee approved as noted.*

Under Gap Analysis, add:

The top five areas that Committee wants community to be engaged about:

1. Budget Decisions (75% of us ranked this as High Importance)
2. Community Planning (74% of us ranked this as High Importance)
3. Council Initiatives such as bylaws, policies & projects (72% of us ranked this as High Importance)
4. Capital Projects (71% of us ranked this as High Importance)
5. Environmental Issues (71% of us ranked this as High Importance)

Here are the top five areas that Committee wants community to be informed about:

1. Community Planning (88% of us ranked this as High Importance)
2. Notice of Meetings (77% of us ranked this as High Importance)
3. Environmental Issues (76% of us ranked this as High Importance)
4. Budget Decisions (69% of us ranked this as High Importance)
5. Council Initiatives (67% ranked this as High Importance)

Decisions and Action Items:

- *Committee approved as noted.*

Update data under Gap Analysis for Importance Rating for Engaging Community:

Importance Rating for Engaging Community:

	Low Importance (1-3)	High Importance (8-10)
Council initiative such as bylaws, policies and projects	28.6%	72.2%
Capital projects in public areas (such as roads and buildings)	21.4%	71.4%
Programs and services that affect residents	21.4%	57.9%
Community recreation	0.0%	26.3%
Community planning	23.1%	73.7%
Community events taking place in Pitt Meadows	0.0%	40.0%
Notice of meetings: Council, Committee & Public Hearings	8.3%	68.8%
Educational information: emergency preparedness, property owner responsibilities	26.7%	43.8%
Emergency/crisis communication	41.7%	66.7%
Budget decisions and reporting	30.8%	75.0%
Environmental Issues	33.3%	71.4%

Decisions and Action Items:

- *Committee approved as noted.*

Add definitions for Pitt Meadows for the following:

Regular Council Meeting

Special Council Meeting

Closed Council Meeting

Standing Committee

Advisory Committee

Council Committee (e.g. Committee of the Whole)

Public Hearing Process

Decisions and Action Items:

- *Committee approved as noted.*

Therese will send the report to the Committee members prior to its submission to Council. The report will be complete by July 15th.

2.4 Information Documents for Committee

Report Considerations: Final Input – to be circulated under separate cover

Meeting ended: 9:00 p.m.