



Legislation Details (With Text)

**File #:** AR-17-196    **Version:** 1    **Name:**  
**Type:** Agenda Reports    **Status:** Passed  
**File created:** 3/21/2017    **In control:** City Council  
**On agenda:** 4/24/2017    **Final action:** 4/24/2017  
**Title:** Council Policy C-CAO-18 Public Communication  
Presented by: Darija Slokar, Lead, Corporate Business Planning and Special Projects

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Public Communication C-CAO-18 (Council input incorporated), 2. Public Communication C-CAO-18 (Council input highlighted)

Date	Ver.	Action By	Action	Result
4/24/2017	1	City Council	approved	

TAMRMS#: B06

**Council Policy C-CAO-18 Public Communication**

Presented by: Darija Slokar, Lead, Corporate Business Planning and Special Projects

**RECOMMENDATION(S)**

That City Council Policy C-CAO-18 Public Communication Policy, provided as an attachment to the April 24, 2017 agenda report entitled "Council Policy C-CAO-18 Public Communication", be approved.

**PURPOSE OF REPORT**

Council is requested to approve amendments to City Council Policy C-CAO-18 Public Communication which has been updated to align with the new Council Policy C-CAO-20 Public Participation Policy, approved by Council on March 20, 2017.

**COUNCIL DIRECTION**

The following motion was approved on Consent Agenda during the March 20, 2017 Council meeting:

1. That the amended City Council Policy C-CAO-18 Public Communication, provided as an attachment to the March 20, 2017 agenda report entitled "Public Participation Policy" be received as information, and that Council Members provide comments to Administration on the amended City Council Policy C-CAO-18 Public Communication by March 30, 2017.
2. That Administration bring City Council Policy C-CAO-18 Public Communication, amended as per Council Members' input, back to Council by April 24, 2017.

## BACKGROUND AND DISCUSSION

As part of the Public Participation project, Administration presented a draft Council Policy C-CAO-20 Public Engagement Policy on October 26, 2015, for Council's consideration. To ensure the policy captures community expectations, Council approved a public participation process to review and provide feedback on the proposed policy. The process involved the creation of a Community Engagement Committee to undertake community consultations and gather feedback and to provide advice to Council for changes to the draft policy. On December 12, 2017, the Committee provided Advice to Council, including a new Public Participation Policy, amended based on community input, and Administration presented the Public Participation Management Plan to Council as information. Following input from Council, the C-CAO-20 Public Participation Policy was approved by Council on March 20, 2017.

Council directed Administration to update the related Council policies to ensure proper alignment with the proposed business plan, budget timelines and public consultation activities. The City Council Policy C-CAO-18 Public Communication was re-written to align with the new Public Participation policy and to add consideration of communication with people with disabilities. Administration also amended the policy to align with the Smart City Master Plan with regard to the provision of Open Data. The draft policy was presented to Council on March 20, 2017 for their input by March 30, 2017 and consideration of approval.

Comments were received from one Member of Council. Attached to this report are the redlined version of the draft policy based on these comments, and a version with the changes incorporated. Note that one change was not made as it dealt with the capitalization of "Information" within Standard 3, which is left as capitalized as it is a term that is referenced within Definitions.

## STAKEHOLDER COMMUNICATIONS OR ENGAGEMENT

To develop the new Public Communication Policy, the community input was considered related to public participation and meetings with internal stakeholders took place to ensure the new policy meets the needs of community and provides direction required for Administration.

## IMPLICATIONS OF RECOMMENDATION(S)

Financial:

None

Legal / Risk:

None

Program or Service:

Implementation of the policy will result in some impact to service delivery; overtime standardizing and improving communication practice with residents and stakeholders in the community.

Organizational:

Internal resources will be required to bring the practice in line with the policy as necessary.

## ALTERNATIVES AND IMPLICATIONS CONSIDERED

If Council is not satisfied with the proposed amended policy, Council Members may put forward motions to further amend the policy during the meeting:

- a) Council could direct Administration to make the additional amendments based on Council direction at the meeting, and bring the documents back to Council for consideration at a later date.
- b) Council could direct Administration to make the additional revisions based on Council direction at the meeting, and provide approval of the policies as amended. This would expedite the approval process and eliminate the need to discuss the items again at a another Council meeting.

## STRATEGIC CONNECTIONS

- a) City of St. Albert Strategic Plan (Policy C-CG-02)

*Governance Strategy*

Council is committed to ensuring that the City of St. Albert is a responsive, accountable government that delivers value to the community.

*Service Delivery Strategy*

Council is committed to ensuring that the City of St. Albert is engaging residents to identify opportunities to improve delivery of services to the community.

- b) Long Term Plans (e.g. MDP, Social Master Plan, Cultural Master Plan, etc.)
  - N/A
- c) Corporate Objectives (See Corporate Business Plan)
  - Deliver programs and services that meet or exceed our standards
  - Ensure our customers are very satisfied
- d) Council Policies, Bylaws or Federal/Provincial statutes
  - C-CAO-20 Public Participation
  - Council policy C-CC-06 Strategic Framework
  - Council policy C-CG-02 City of St. Albert Strategic Plan

Report Date (Council Meeting Date): April 24, 2017

Author(s): Darija Slokar

Committee/Department: Corporate Planning

General Manager: Maya Pungur-Buick

City Manager: Kevin Scoble

