

Notification and Consultation Process Overview

The typical steps in the development application notification and consultation process are as follows:

1. Written notification is provided to property owners within a typical 150-metre radius of the site, Community Association and Ward Councillor

Purpose: To provide details of the proposal, contact information, and request feedback.

- a. Development Review provides notification to the Ward Councillor, Community Association, Business Improvement District (as required) and property owners within a 150-metre radius of the site, or more as determined by the application. This exceeds the minimum distance specified in Policy No. C01-021, Public Notice, 2009, for notification to assessed property owners for applications.
- b. Notifications are sent beyond 150 metres for controversial or complex applications that may impact a larger area. Distribution to a wider area has been done for the initial approval of a Concept Plan, Concept Plan amendments and Official Community Plan Land Use Map amendments and rezoning applications for complex projects, including applications with the Corridor Growth Area.
- c. Notices are delivered to property owners and unit occupants by Canada Post, or when required, through an unaddressed mail drop (flyer) for larger areas.

2. Application Engage Page is created

Purpose: To provide details of the proposal, request feedback, and announcement of engagement activities. To share information on the proposal with a wider audience and offer an online opportunity to provide feedback.

- a. The Engage Page includes information on the proposal, identifies the site, provides background on the applicable policy or bylaw.
- b. Contact information for assigned staff or the ASK US feature is provided.
- c. Information regarding planned engagement activities.
- d. A project timeline is also included and updated as required. Notification is also provided once an application has completed the approval phase.

3. Feedback from notifications is reviewed and staff determine if consultation is required

Purpose: To identify issues that need resolution and the level of concern with the proposal. This is helpful to inform whether initial or further consultation will be scheduled.

- a. Staff will review all communications received including those resulting from the written notifications, the engage page, and any prior consultation activities to determine next steps and review identified issues.

4. When consultation is required, the type of information and format of meeting is determined

Purpose: To host public information meetings and have a forum that provides the appropriate format for discussion.

- a. Events provide an opportunity for information to be shared by the applicant and interested members of the public, as well as Administration. Question and answer sheets are also provided.
- b. Public information meetings are often held for development applications. The type or format of the meeting is determined by the complexity of the application, the amount of information that will be presented to the public and the anticipated response or participation from the public and stakeholders. Development Review staff are experienced in organizing and facilitating public information meetings and are able to determine the appropriate meeting format. The following types of meetings are typically held:
 - i. Pop-up sessions can be held on-location, when the venue is appropriate, to display materials and interact with the public.
 - ii. Come-and-Go open houses are most often used. This format provides the public a one-on-one opportunity to discuss the application with the proponent and civic staff one-on-one. Stakeholders can attend anytime over the duration of the meeting. This format accommodates meetings where other Civic Divisions are also present to address implications such as traffic and parking.
 - iii. Town Hall Style meetings are held when a formal presentation is required and a question and answer session is appropriate; in particular, for complex or contentious applications. This type of meeting has a set agenda and is facilitated.
 - iv. Online public information meetings. First used as a result of the pandemic, this style of session provides additional accessibility for members of the public and can be recorded for later viewing. Continued use of this method is expected and opportunities will be evaluated in consultation with Communications and Public Engagement Department.
- c. Staff have adjusted the format at all public information meetings based on attendance or the request of those in attendance.
- d. Notes are taken by staff during the meeting and feedback forms that can either be submitted at the meeting or by email are provided.

5. All feedback received is evaluated to determine if further engagement is required or if the proposal can proceed for consideration by the Municipal Planning Commission and City Council

Purpose: Determine if additional events or information are required prior to proceeding with the file.

6. Signage is placed on site

Purpose: To notify anyone in the adjacent area that did not receive earlier notification of the application, prior to it proceeding for Public Hearing.

- a. Enhanced signage has been implemented since 2020 with signs varying in size from 18 inches by 24 inches (for typical Discretionary Use applications) to 8 feet by 4 feet for more complex applications.
- b. Signage provides details of the application, contact information and relevant dates.

7. Notice of the Public Hearing is placed in the StarPhoenix on the City Pages

Purpose: To provide legal notice of the upcoming Public Hearing.

8. Legal Notice is provided to nearby property owners and the Community Association

Purpose: To provide written notice to property owners as per the requirements of the Public Notice Policy and the Zoning Bylaw. The Community Association, and Business Improvement District if applicable, are also notified, although not as a legal requirement.

9. Feedback received is included in the documentation that proceeds with the application report to Municipal Planning Commission and City Council

Purpose: To identify feedback received and measures used to address concerns or issues raised during the application process.