

# INFORMATION NOTE

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<b>Title:</b>	<b>What we Heard Sidewalk Snow Clearing Public Engagement</b>
<b>Date Prepared:</b>	August 11, 2020
<b>Report To:</b>	Committee of the Whole
<b>Councillor and Role:</b>	Councillor Ian Froude, Public Works & Sustainability
<b>Ward:</b>	N/A

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**Issue:** Provide Council with a comprehensive overview of the outcomes of the public engagement process undertaken on sidewalk snow clearing.

## **Discussion – Background and Current Status:**

Public engagement was undertaken between May and June 2020 on the topic of sidewalk snow clearing. As the engagement process included a variety of different stakeholders and engagement touch points, what we heard has been organized into several files.

1. A detailed what we heard document which provides a summary of the engagement purpose, stakeholders, public engagement tools, what we heard from each stakeholder group, and key themes
2. An infographic providing a quick/simple overview of what was heard to support communications via social media
3. Detailed overviews of surveys completed with the public and business communities

## **Key Considerations/Implications:**

1. Budget/Financial Implications:  
None related to the engagement process
2. Partners or Other Stakeholders:  
Several stakeholders noted in the what we heard document.
3. Alignment with Strategic Directions/Adopted Plans:  
Strategic direction around a City that Moves includes a goal to improve safety for all users on a well-maintained street network. Outcomes from this process could support future projects to advance that goal.
4. Legal or Policy Implications:  
N/A
5. Privacy Implications:  
N/A

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6. Engagement and Communications Considerations:  
As outlined in the What we Heard Document. Results will be shared on enaggestjohns.ca, through city communications channels, and with those who provided input directly to the process.
7. Human Resource Implications:  
Public engagement work undertaken by staff in Organizational Performance and Strategy.
8. Procurement Implications:  
None at this time.
9. Information Technology Implications:  
N/A
10. Other Implications:

**Conclusion/Next Steps:**

Share the What we Heard results as outlined in the engagement and communications considerations and for consideration of recommendations/improvements related to service.

**Report Approval Details**

Document Title:	WWH Sidewalk Snow Clearing Public Engagement.docx
Attachments:	- FINAL WWH Sidewalk Snow Clearing 2020.pdf - Sidewalk Snow Clearing infographic FINAL.pdf - FINAL Public survey sidewalk snow clearing 2020.pdf - FINAL Business Survey Sidewalk Snow Clearing 2020.pdf
Final Approval Date:	Aug 12, 2020

This report and all of its attachments were approved and signed as outlined below:

**No Signature - Task assigned to David Crowe was completed by workflow administrator Shanna Fitzgerald**

**David Crowe - Aug 12, 2020 - 11:31 AM**

**Lynnann Winsor - Aug 12, 2020 - 11:38 AM**