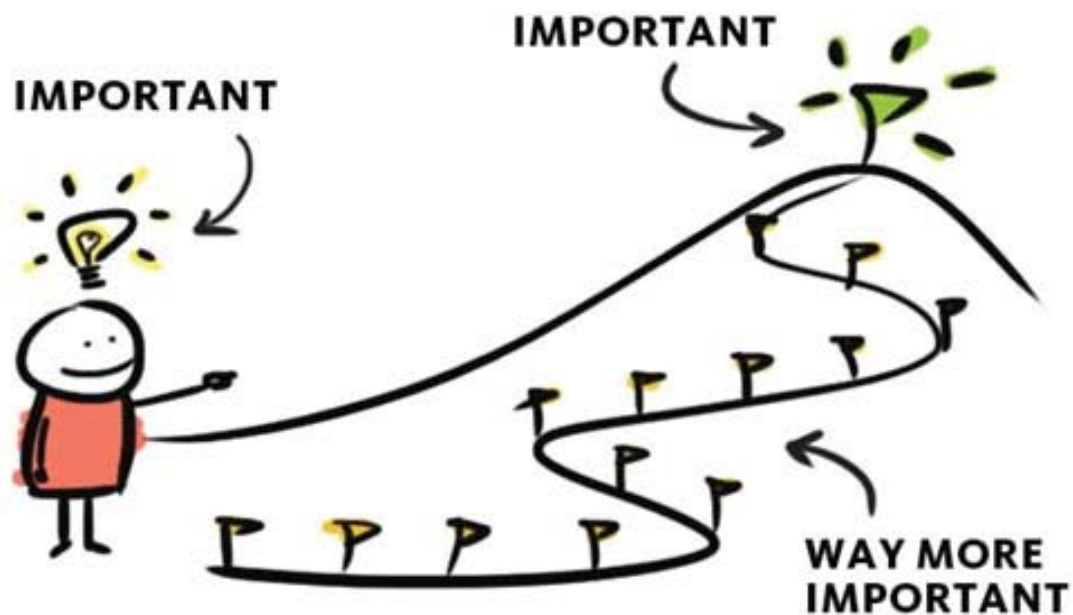


ENGAGE POLICY

INVOLVEMENT MATTERS



PURPOSE



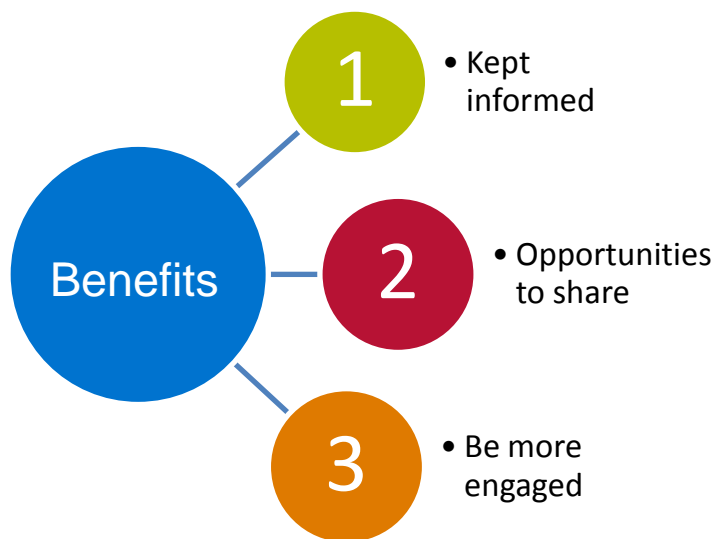
WHAT DOES IT ACHIEVE?



HOW DID WE GET HERE

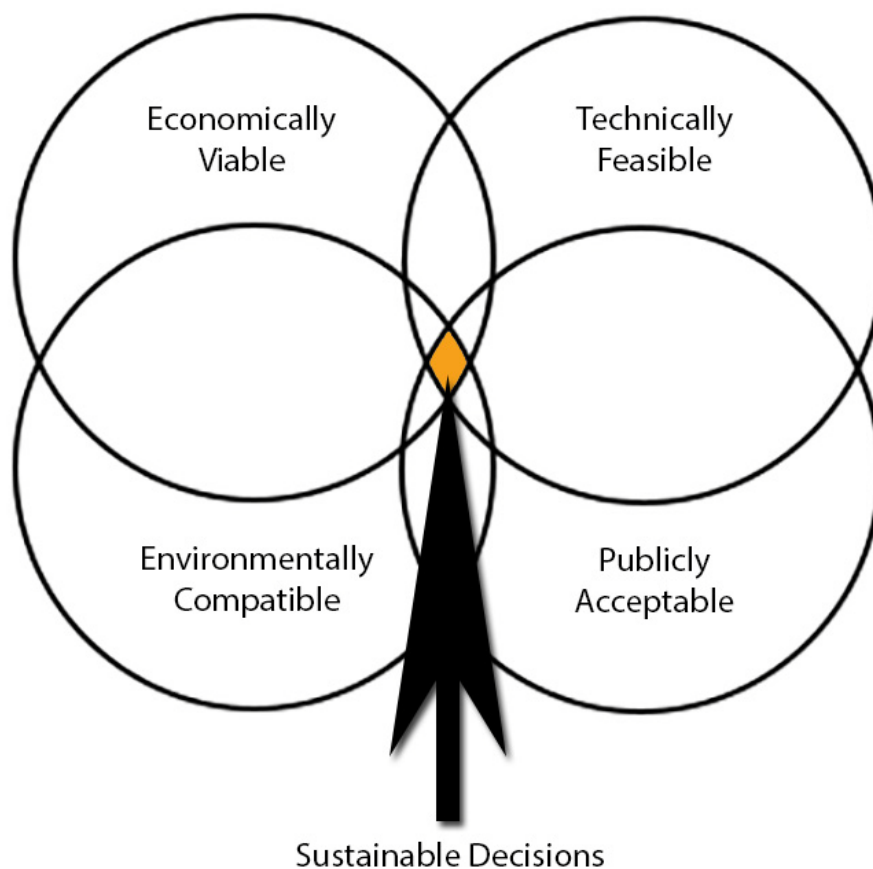


COMMUNITY INPUT OUTCOMES

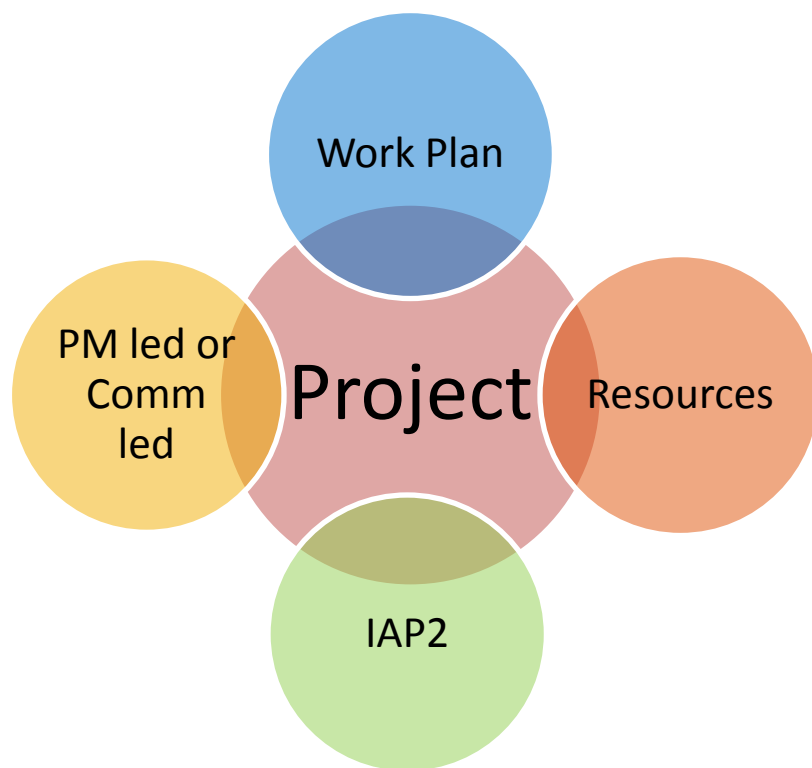


**Qualitative results based on 588 responses*

POLICY & RESOURCES



COMMUNICATIONS WORK PLANNING



ENGAGE PROCESS

1

Assess Level of Community Impact

- LEVEL 1** High impact city wide
- LEVEL 2** High impact on select area and or defined group(s)
- LEVEL 3** Moderate impact city wide
- LEVEL 4** Moderate impact on group/ neighbourhood/business district

2

Identify Appropriate Goals of Public Engagement

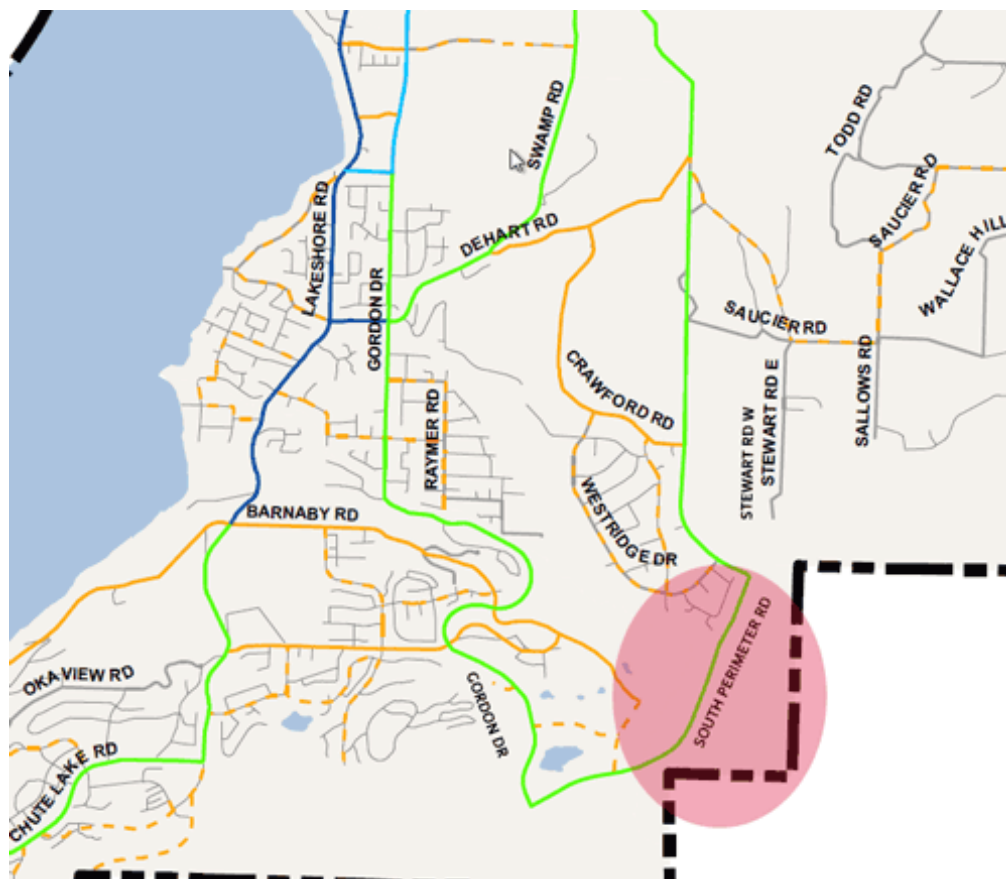


3

Develop Public Engagement Plan



EXAMPLE SOUTH PERIMETER ROAD



COUNCIL RESOLUTION

- ▶ THAT Council direct staff to solicit community input on the implications on priorities and sequencing of other Mission DCC Road Improvements should the Gordon Drive Extension and South Perimeter Road proceed in the near future.

DETERMINING THE PUBLIC PROCESS

- ▶ South Perimeter Road
 - ▶ Level 2 (high impact to geographical area)
 - ▶ Assess the issue or the problem we are trying to solve
 - ▶ Seek input from the community to determine level of support of delaying future Ok Mission road improvements to accommodate the acceleration of SPR


ENGAGEMENT GOALS

- ▶ Consult directly impacted
 - ▶ Residents adjacent to SPR and surrounding neighbourhoods
 - ▶ Bellevue Creek park users
 - ▶ Residents Association(s)
 - ▶ Developers
 - ▶ General public



- ▶ Complex
- ▶ Diverse opinions
- ▶ Sensitivity

Objectives

- 
1. Inclusive
 2. Clear and transparent
 3. Quality data

INCLUSIVE PROCESS

- ▶ Bringing people together
- ▶ Collection of information
- ▶ Allow enough time

CLEAR AND TRANSPARENT

- ▶ Present information in clear language
- ▶ Create awareness of decision to be made and consequences

QUALITY DATA

- ▶ Statistically valid survey
 - ▶ Sample / quotas across the Ok Mission and SE Kelowna areas
 - ▶ Identify area road network priorities unaided
 - ▶ Proposal for consideration and consequences
 - ▶ Gauge level of support

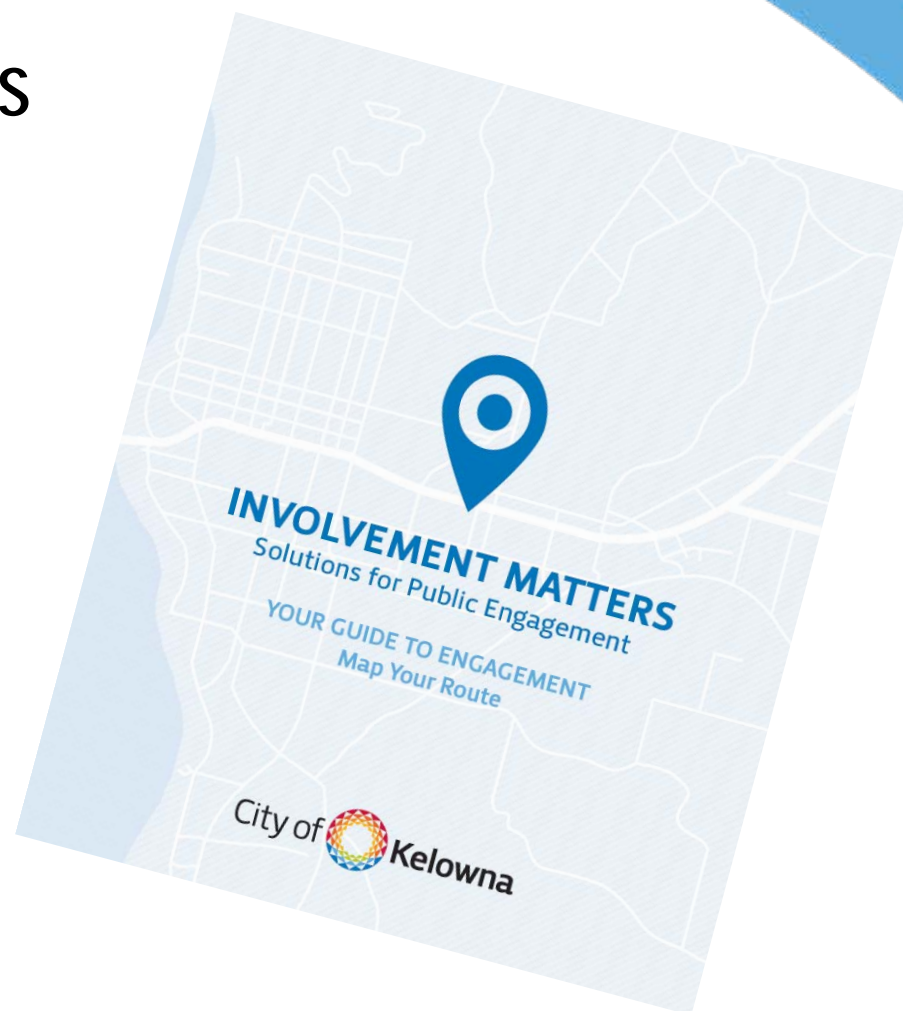
CLOSING THE LOOP

- ▶ Decision
- ▶ Next steps
- ▶ Timelines

SET UP FOR SUCCESS

- In-house training
- Guide to help staff
- Templates
- Worksheets

To come:
Case Studies and Evaluations



CONCLUSION

- ▶ Knowing from doing
 - ▶ past experiences
- ▶ Understanding our citizens
 - ▶ Accessing information
 - ▶ Preferences for engagement