

The following is submitted for information purposes only.

Background:

Council approved the Community Engagement Charter in April 2013. In April of 2014, City Council received the Charter Action Plan developed by the Charter Action Team (ChAT) in consultation with staff, which included tasks to be completed over the upcoming year.

ChAT Composition:

Citizen Members

John Searles, Chris Walker, Bob Elliott, and Margo Shuttleworth

Staff Members

Michelle Dwyer (City Manager's Office), Donna Kell (City Manager's Office), Sean Kenney (Planning and Building until March 2017), Laura Daly (Department of City Building), Denise Beard (Parks and Recreation), Kwab Ako-Adjei (City Manager's Office), Wanda Tolone/Roxanne Gosse/Rebecca McKay (admin support). Jeff Crowder, Sharon Will and Carla Marshall (communication members).

Purpose and Function of ChAT

- Work collaboratively to put in place the Charter Action Plan, aiming to make public involvement part of everyday practice within the City of Burlington
- Provide pre-consultation advice on public involvement issues or opportunities prior to launching a formal public involvement plan or activity
- Provide occasional input on public information before distribution
- Provide advice and insight to the City of Burlington's citizen advisory committees, City Council and staff on city policies, services and programs related to public involvement
- Share information, best practices, trends, opportunities and challenges regarding public involvement
- Promote public involvement to increase the number of residents who take an active interest in city decision-making and can participate in engagement activities when they choose
- Participate in related meetings/training opportunities to stay informed about new and emerging public involvement practices

- Provide input on monitoring and measurement to ensure that the city maximizes public involvement opportunities in its policies, services and projects
- Report annually to Council and the community as to the status of public involvement

In 2017, the ChAT Team:

- Provided on-going support and advice to the Grow Bold team on public engagement
- Attended some of the Grow Bold festivals and events in order to gain public feedback.
- Rolled out Community Engagement Charter plaques at various city buildings
- Met with the City Manager and all seven members of council in order to gain an understanding of what is working, not working and what needs to change in the area of community engagement.
- Held an initial meeting with ChAT support team to discuss how they could contribute to the main team.
- Supported the nomination of the City of Burlington for the IAP2 (International Association for Public Participation) Organization of the Year.
- Provided input for the requirements for an online engagement platform.
- Created a listing of 2018 priorities.

The following is provided to:

- Outline topics that residents were engaged in,
- Outline training and development completed by staff (and in some cases citizens) to support the city's commitment to citizen engagement
- Outline innovative approaches in community engagement used, and finally,
- To capture some of the changes in policy or decisions made due to community engagement.

Topics that residents and stakeholders were engaged in:
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- Official Plan (O.P.). The O.P. is a statutory document that sets out land use policy to guide growth, land use planning and development approvals in the city.
- Transportation Plan
- Mobility Hub Area Specific Planning Study. The City is preparing secondary plans along with implementation strategies for future growth around the city's three GO Stations and in the Downtown.
- Neighbourhood Development/Development Applications including larger projects like the waterfront hotel site.
- Transit Plan
- Cycling Plan
- Traffic – in many neighbourhoods throughout the city
- Park Revitalization – throughout the city
- Pop Up Patios
- Tall building guidelines
- Fire Prevention and Public Education across the city
- Playground equipment – throughout the city
- Tree removal program - Emerald Ash Borer (informing)
- Online Engagement Platform
- Community Matching Funds
- Playground equipment/park alternation to include children with special needs
- Love My Hood – more than 150 community events occurred in 2017.
- Road projects – throughout the city
- Public Art; including cultural nodes, Canada 150 mural, public art mater plan review and an open call for public art jury roster
- Skate Park (North Burlington)

- Flooding/storm water (throughout the city)
- Environment/climate change
- Design and Construction of playground in Aldershot (KaBoom project)
- 2018 Budget
- Youth friendly designation
- Coyotes and living with urban wildlife
- Public pathway in the Downtown
- Burloak underpass (in conjunction with Metrolinx)
- Grade separations
- Community Hubs
- Healthy Food in City of Burlington owned facilities
- Healthy kids initiative, youth wellness
- Sport user groups
- Sports Fields Cultural Practices
- City programs and services
- Parks and recreation rates and fees
- Parks and Recreation programs
- Inclusive customer service
- Bike lanes
- Ward specific meetings held by councillors dealing with issues/topics such as; planning and development proposals/applications, traffic calming, budget, road/creek/park improvements, intensification, building heights, Mobility Hub planning, community matching funds, playgrounds, bike lanes, the Official Plan, community safety, transit, noise, stormwater/flooding etc.

Training and Development completed by staff and citizens

- IAP2 (International Association for Public Participation) Decision Makers training offered to Burlington Leadership Team (the city's senior staff).
- IAP2 Refresher Training offered to staff and citizen members of ChAT. The training focused on; decision statements, planning and preparation for public meetings, creating a civil dialogue space and building consensus.
- Workshop offered in partnership with Tamarack Institute and the City of Burlington. Workshop focused on the power and impact of citizen leadership in the development of resilient, caring neighbourhoods and communities. Attendees included community leaders, volunteers, ChAT and staff.
- "100 in 1" facilitator training. This is a global movement where on the first Saturday in June, a community strives to have 100 community activities happening in order to create a sense of community. The community decides what activities they want to see happen, examples could be; tree planting, yoga in a park, a street party, community BBQ etc.
- Media Training offered to staff. Relationship-building media training for staff who are spokespeople at City Council or behalf of the city with the media.
- Innovation in a Box using the i5 process offered to staff. Innovation in a Box is an easy to use innovation approach that equips everyday people and teams with a structured process and practical tools to tackle their pressing challenges and deliver value-adding ideas.
- Presenting with Ease offered to staff. Training focuses on better communication and engaging presentations with audiences.
- Clear language training offered to staff. Using plain, clear language is an expectation and part of the Community Engagement Charter.
- Toastmasters club created for City of Burlington staff to help employees feel more confident and comfortable making presentations in front of an audience.
- The City of Burlington hosted the Annual General Meeting for the Great Lakes Chapter of the International Association for Public Participation (IAP2). The keynote speaker was Ojibway storyteller Aaron Bell, who shared some valuable

First Nations' perspectives. Other municipal and private sector engagement professionals also attended and shared best practices.

- Grant writing workshop for sport user groups to assist in the process of submitting grant proposals for funding.

INNOVATIVE COMMUNITY ENGAGEMENT APPROACHES USED IN 2017/Q1 2018

- New online engagement platform to roll out in Q2 of 2018. This innovative platform includes surveys, quick polls, budget allocator, mapping tool, forums, story telling and idea tool.
- Telephone Town hall to engage on the 2018 proposed budget. This allowed residents to learn about and ask questions regarding the budget from the comfort of their home. This resulted in 810 people participating and 64 people submitting questions.
- Reverse Town Hall meeting held by Mayor Goldring. An opportunity for residents to share their views with the Mayor and to ask questions.
- First ever Facebook Live with Mayor Goldring. This allowed people to connect with the city from a location convenient to them. The video is recorded to allow for viewing at any time
- Members of council regularly use social media such as Twitter, Facebook, Instagram and LinkedIn to engage with residents. Council also uses electronic newsletters to inform and engage residents.
- Use of a new tool "Feedback Frames" for anonymous voting on ideas. These have been used at community events and meetings to obtain feedback.
- Use of RetroViewers to show concepts to residents. Used for the Grow Bold initiative to show the community what a parcel of land currently looks like and what it could look like once re-developed.
- Bolus Gardens Parkette playground concept, design and construction included residents, the BIA (Aldershot Business Improvement Area) and KaBoom! Design of the playground included input from area children, parents, KaBoom! Staff and city staff. Volunteers and staff built the playground.
- Group Workbooks used for Official Plan, Transportation Plan and Cycling Plan. This is a guided conversation that can be completed by one person or a large group. Workbooks developed to collect feedback on the draft new downtown precinct plan as part of the Downtown Area Specific Planning process. The

workbook included information and graphics, and was distributed at workshops, open houses and was also available in an online format.

- Grow/Go Bold out at numerous events including; Farmers Market, Sound of Music, Canada Day, streetfest, parks, malls, community centres, coffee shops etc. The idea is to go to where people already gather.
- Walking Tours occurred for the topics of downtown/tall buildings and the Downtown Mobility Hub proposed precinct plan, Jane's Walks hosted by members of council and the P2H (People and Places in Halton) program. Ward 1 Councillor has also conducted driving tours.
- Community Support Programs: include the Neighbourhood Matching Fund, Love My Hood and Neighbourhood Rinks are all programs that have been designed to support community engagement and support community initiatives. In 2017, more than 150 Love My Hoods were held, 14 backyard rinks were a reality and 7 Neighborhood Matching Fund projects occurred.
- Pop Ups occurred when engaging on Mobility Hubs planning and Cycling Plan. Engagement opportunities that pop up at various locations throughout the city.
- Interactive online mapping used for topics such as the Cycling Plan and Public Art. This allowed residents to place a "pin" on a map and to include feedback along with the pin.
- P2H Program (People and Places in Halton) is a program in partnership with the City of Burlington, the Region of Halton and the Halton District School Board. The city of Burlington went into grade 9 classes at Hayden, Aldershot and Nelson High Schools to inform and engage with students on topics such as – the strategic plan, city building/OP, transit, transportation, environment, communication and engagement etc. The students are able to make connections within their community and shared some great ideas with the City.
- Goosechase contests used in youth engagement
- Pilot project in ward one called "Home Adaption Assessment Program" which is a partnership with the University of Waterloo with a purpose of educating residents about flooding and how to avoid basement flooding.
- Use of "Remind App" which sends subscribers text messages (used in the youth area)
- "Ask a Planner" events. These were drop-in sessions where residents could ask questions about the draft new Official Plan.

- Urban Design Panel. Call for residents to be on a panel that advises council on design standards for development.
- 150+ Love My Hood events in the year of 2017 (Canada's 150). These events strengthen neighbourhoods and build community.
- Fire Chief for the day – contest for those students that submitted a fire escape plan (education, prevention and awareness).
- Healthy Kids Contest was held. Healthy snacking information on this initiative was shared with coaches, parents and youth.
- School tour program in grade 5 civics class – 11 tours of City Hall and an interactive mock council chamber meeting.
- Use of television screens at local Tim Horton's regarding the Grow Bold (OP) plan
- Mayor's Seniors Housing Task Force and Mayor's Millennial Advisory Committee (for those ages 18 – 35 years). Both help to create dialogue and solutions.
- Inviting children to take part in playground survey.
- Creating a "party" atmosphere to get people involved and engaged, used for Mobility Hubs Study launch.
- Electronic voting using "clickers" at various meetings in order to obtain immediate feedback on survey questions. Topics where clickers were used include; Mobility Hubs study, traffic, transportation, development applications, public art, P2H program, Business Intelligence etc.
- Neighbourhood Advisory Committees have been organized by some members of council to gather input from residents about a variety of topics.

Creation of 5 Ask Grow Bold videos on the topics of;

- Why are we planning to grow?
- Can we expand roads to make room for more traffic as we grow?
- Learn more about amendments to the Downtown Precinct Plan
- How did the city come to a decision to approve the development proposal at 421 Brant St. for a 23-storey building?
- Why do we need 20 plus story buildings in Burlington?

SOCIAL MEDIA STATS:

Number of followers on Twitter:

@CityBurlington	17,231
@BurlingtonFire	6,976
@BurlEvents	6,810
@Burl_ParksRec	3,986
@Burl_YouthVoice	624
@BurlONTransit	496

Facebook Total Page Likes:

City of Burlington	8,918
Burlington Parks & Rec	4,371
Burlington Fire	1,901

Instagram Followers

City of Burlington	1,209
Parks & Rec	1,002
Youth Voice	819

The City of Burlington's Facebook page ranks third in the GTA behind Mississauga and Oakville. In 2017, the City of Burlington's Facebook page saw an increase of 50%, while its Twitter profile saw an increase of almost 16%.

Burlington has gained almost 1,000 followers on Instagram since last year.

DELEGATIONS: 2017 and Jan of 2018

Delegations are individuals or groups that register to appear before a Standing Committee of Council in order to provide input. The following detail the number of those individuals or groups that registered and presented to a Standing Committee of Council.

Council: 33 delegations to council

Committees of Council Meetings: 202 delegations

Total of 235 people delegated to committee or council.

AWARDS & CONFERENCES:

- IAP2 (International Association for Public Participation) winner of Canadian Organization of the Year (2017)

- John Searles, member of the ChAT Team receives a Canada 150 for his work in community engagement
- Featured guests (Donna Kell and Michelle Dwyer) on an IAP2 North American webinar
- Jessica Wesolowski, Rob Bennett and Bill Hughes receive Canada 150 awards for their work in Love My Hood events and the Burlington Teen Tour Band
- P2H (People, Places in Halton – partnership between the Region, the City and the Halton District School Board) program presented at an MBA Event hosted by Parks and Recreation Ontario
- AMO Conference - give and receive feedback on the state of municipalities across Canada. Topic presented: Managing the shortfalls of increasing municipal infrastructure fund.

Engagement on the Official Plan

As evidenced earlier in this appendix, there was considerable engagement with the community on a variety of topics. The most extensive engagement occurred around the draft new Official Plan and Mobility Hubs studies. The following is a comprehensive break down of the engagement that occurred regarding the OP and Mobility Hubs Study areas.

Considerable engagement and communications occurred in 2017 and early 2018 developing the Official Plan (Grow Bold initiative). For 2017, there were two main rounds of public consultation.

The draft new Official Plan (OP), sets Burlington's vision to 2031 and beyond, was released in April 2017 and was followed by three months of public engagement. In November 2017, Burlington's proposed new Official Plan was released, which contained a number of revisions based on feedback received on the draft new OP (April 2017). Three Open Houses and a Statutory Public meeting were held in November 2017 to receive feedback on the proposed new OP. A series of council meetings were also held in January and early February to allow for further consultation. In February 2018, the proposed new OP (February 2018 version) was released, which contained revisions based on feedback received at the November 2017 Statutory Public Meeting, January 2018 public meeting and through written submissions. Three Open Houses and a second Statutory Public Meeting were held in February 2018 to receive further feedback on the proposed new OP (February 2018). At the time of writing this report, staff is

reviewing the feedback received, and a staff report recommending adoption of the new Official Plan is scheduled for April 2018.

1. Draft OP – April Version

Date	Tactic	Audience	Number of People Reached (Approx)
Fri, March 31	Youth Engagement: No Socks for Ivan	Youth ages 12 - 18	26
Wed, April 5	Meeting: Sustainable Development Committee – OP Release	Citizen Advisory Committee	15
Thurs, April 6	Online survey #1: Grow Bold General Feedback	Burlington residents	329
Mon, Apr 10	Meeting: Agency Kickoff	Region of Halton, Conservation Halton, Niagara Escarpment Commission	15
Thurs April 13	Meeting: Housing and Development Liaison Committee	Development Community	6
Wed, April 19	Youth Engagement: Hayden High School	High school students	45
Thurs, April 20	Meeting: Ward 5	Ward 5 residents	3
Mon, April 24	Youth Engagement: Aldershot High School	High School Students	45
Mon, April 24	Meeting: Agricultural Committee	Farmers	5
Tues, April 25	Meeting: Ward 3	Ward 3 Residents	30
Wed, April 26	Meeting: BILD – Halton Chapter	Development Community	25
Tues, April 25	Official Plan Workbook Release Sent to: <ul style="list-style-type: none"> ◦ Churches & Mosques ◦ City advisory committees ◦ Mom groups ◦ Mayor's millennial committee ◦ Student councils ◦ Halton multi-cultural council ◦ Chamber of Commerce ◦ All mailing lists ◦ Posted online 	Burlington residents	32 workbooks completed Approx. 50-75 participants
Fri, May 5	Online survey # 2: Intensification Areas	Burlington residents	390

Date	Tactic	Audience	Number of People Reached (Approx)
Thurs, May 11	Focus Group: City Staff	COB staff Burlington residents	8
Thurs, May 11	Open House: South Burlington	Burlington residents	5
Sat, May 13	Event: Tree Planting – Ward 6	Burlington residents, including those living in Ward 6	30-50
Wed, May 24	Online survey #3: Rural Burlington	Burlington residents	313
Tues, May 16	Meeting: Region of Halton	Region of Halton	20
Tues, May 16	Meeting: Burlington Accessibility Advisory Committee	Citizen Advisory Committee	15
Wed, May 17	Open House: North Burlington	Burlington residents	15
Tues, May 23	Meeting: Niagara Escarpment Commission	NEC	1
Wed, May 24	Focus Group: City Staff	COB staff Burlington residents	20
Fri, May 25	Meeting: Conservation Halton	CH	3
Sat, May 27	Event: Let's Live Green	Burlington Residents	40-50
Mon, May 29	Event: Bike to Work Day	Staff and Burlington Residents	10
Tues, May 30	Meeting: Development Stakeholders	Developers	10
Tues, May 30	Meeting: Cycling Committee	Citizen Advisory Committee	15
Wed, May 31	Focus Group: Planning Consultants Stakeholder Session	Planning Consultants	15
Wed, May 31	Drop In Session: South Burlington	Burlington Residents and Various Stakeholders	8
Wed, May 31	Meeting: Sustainable Development Committee	Citizen Advisory Committee	10
Sat, June 3	Event: BOMBA picture day at Mainway Arena	Burlington residents, including families with young children	10-15

Appendix "A" CM-8-18

Date	Tactic	Audience	Number of People Reached (Approx)
Sun, June 4	Event: Kite Festival	Burlington residents, including families with young children	200-250
Mon, June 5	Meeting: Ward 1, Focused on Cooke to Filmandale	Aldershot Residents	70
Wed, June 7	Meeting: Sustainable Development Committee	Residents	10
Thurs, June 8	Event: Burlington Mall (inside)	Burlington residents Business owners, employees	40-50
Fri, June 9	Event: Farmer's Market (Burlington Mall)	Burlington residents	100-125
Mon, June 12	Meeting: Seniors Advisory Committee	Citizen Advisory Committee	12
Mon, June 12	Drop In Session: North Burlington	Burlington Residents and Various Stakeholders	4
Tues, June 13	Meeting: Ward 2	Ward 2 Residents	15
Fri, Jun 16 and Sat, Jun 17	Event: Sound of Music Festival	Burlington residents	200-250
Mon, June 19	Meeting: Development Stakeholders	Developers	10
Tues, June 20	Meeting: Agricultural Committee	Farmers	5
Sat, June 24	Event: Ward 6 Love My Hood	Ward 6 Residents	200-225
Sat, July 1	Event: Canada Day Festival	Burlington Residents	200-250

2. **Proposed OP – November Version.** This is the summary of meetings and other communication activities that were held on the November version of the OP:

Date	Event or Method of Engagement	People Reached
Nov. 9, 2017	Burlington Post Ad: Notice of Open Houses and Statutory Public Meeting	
Nov. 16, 2017	Open House, Art Gallery of Burlington, 6:30-8:30 p.m.	20-30
Nov. 20, 2017	Open House, City Hall, 1-3 p.m.	20-30
Nov. 20, 2017	Open House, Haber Recreation Centre, 6:30-8:30 p.m.	20-30
Nov. 30, 2017	Planning and Development Committee of Council: Statutory Public Meeting Council Chambers	-21 Delegations -Meeting Webcast
Jan. 8, 2018	Planning and Development Committee of Council: Rural area, agriculture, natural heritage, greenspace and mineral aggregates Council Chambers	-Meeting Webcast
Jan. 16, 2018	Planning and Development Committee of Council: Employment policies, employment conversions and the mixed use intensification area policies Council Chambers	-Meeting Webcast
Jan. 23, 2018	Planning and Development Committee of Council: Supplementary Information and Directions Regarding the Downtown Council Chambers	-33 Delegations

Date	Event or Method of Engagement	People Reached
Feb. 6, 2018	Planning and Development Committee of Council: Growth Management, implementation, housing and downtown Council Chambers	-Meeting Webcast
Various Dates	Written submissions received from agencies, stakeholders and members of the public	Approximately 140
Various Dates	Official Plan Newsletter Email List	5 Newsletter Emails
Various Dates	Grow Bold Newsletter Email List	
Various Dates	Mobility Hubs Newsletter Email List	
Various Dates	Stakeholder and Agency Meetings: <ul style="list-style-type: none"> • Region of Halton • Conservation Halton • Engaged Citizens of Burlington • Hamilton Halton Homebuilders Association • Sustainable Development Committee • School Boards 	
Various Dates	Facebook and Twitter Notifications of Events	
Various Dates	Ask Grow Bold posts on www.growbold.ca	5 Videos 19 Frequently Asked Questions

Public Engagement on the Official Plan started in 2012. Since then, the following is a high level breakdown of community engagement:

- 41 Reports to Council
- 2 Policy Briefs
- 110 Public and Stakeholder Meetings and Open Houses (4,700 attendees)
- 8 Council Workshops
- 1,600 Active e-mail Subscribers
- 70 Newsletters
- 34,748 Grow Bold video views
- 182,000 Social Media contacts
- 35,500 OP web page visits
- 21 Newspaper ads
- 35 Consultations with Citizen Advisory Groups
- 2,280 Forums, Surveys, Interview contacts

Engagement on the Mobility Hubs Study
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There was considerable engagement and communications that occurred regarding the Mobility Hubs Area Specific Planning Study. For 2017 there were two main rounds of public consultation for each of the GO Station Mobility Hubs (Aldershot GO, Burlington GO and Appleby GO) and three main rounds of public consultation on the Downtown Mobility Hub. Public consultation for the Mobility Hub Study will continue in 2018.

1. GO Station Mobility Hubs Engagement (Aldershot GO, Burlington GO, Appleby GO)

Stage 1 of Engagement (May 2017): This staged focused on engagement on the vision for the future of the Aldershot GO, Burlington GO and Appleby GO Mobility Hubs.

Hub	Event	Location	Date
Burlington GO	Visioning Workshop	Holiday Inn, 3063 South Service Rd.	Wed. May 10/7-9pm
	Coffee Consultation #1	Second Cup, 901 Brant St.	Thurs. May 11/2-4pm
	Coffee Consultation #2	Second Cup, 901 Brant St.	Fri. May 12/9:30-11:30am
	Coffee Consultation #3	Second Cup, 901 Brant St.	Mon. May 15/6:30-8:30pm
	Stakeholder Open House #1	City Hall, Rm. 247	Fri. May 12/2-4pm
	Stakeholder Open House #2	Mountainside Recreation Centre	Tues. May 16/6-8pm
	TOTAL # of Burlington Residents Engaged = 31		

Hub	Event	Location	Date
Aldershot GO	Visioning Workshop	East Plains United Church	Sat. May 13/10:30am-1pm
	Coffee Consultation #1	Tim Horton's, 29 Plains Rd. W	Wed. May 17/9:30-11:30am
	Coffee Consultation #2	Tim Horton's, 29 Plains Rd. W	Mon. May 29/2-4pm
	Coffee Consultation #3	Tim Horton's, 29 Plains Rd. W	Wed. May 31/9:30-11:30am
	Stakeholder Open House #1	Aldershot Library – Program Room	Fri. May 26/2-4pm
	Stakeholder Open House #2	Aldershot Arena – Community Room	Thurs. June 1/6:30-8:30pm
	TOTAL # of Burlington Residents Engaged = 60		
Appleby GO	Visioning Workshop	Appleby Area	Thurs. May 18/7-9pm
	Coffee Consultation #1	Starbucks, 675 Appleby Line	Fri. May 19/ 9:30-11:30am
	Coffee Consultation #2	Starbucks, 675 Appleby Line	Tues. May 23/ 6:30-8:30pm
	Coffee Consultation #3	Starbucks, 675 Appleby Line	Tues. May 24/ 9:30-11:30am
	Stakeholder Open House #1	Burlington Centennial Pool	Thurs. May 25/2-4pm
	Stakeholder Open House #2	Burlington Centennial Pool	Tues. May 30/6:30-8:30pm
	TOTAL # of Burlington Residents Engaged = 41		

Stage 2 of Engagement (September 2017): The city presented two draft concepts exploring where and how future growth could be planned in the Aldershot GO, Burlington GO and Appleby GO Mobility Hubs over the next 50+ years. Participants engaged in a workshop where various elements were compared between the two concepts including "Getting Around", "Public Spaces", "Private Places" and "Community Infrastructure".

Hub	Event	Location	Date/Time
Burlington GO	Burlington GO Concepts Workshop	Holiday Inn	Wed. Sept 6 th 6:30pm-8:30pm
	Open House #1	City Hall, Rm.305	Fri. Sept 8 th afternoon
	Open House #2	Seniors Center	Thursday Sept 21 st evening
TOTAL # of Burlington Residents Engaged = 21			

Hub	Event	Location	Date
Aldershot GO	Aldershot GO Concepts Workshop	East Plains United Church	Sept 13 th / 6:30-8:30pm
	Open House #1	Aldershot Arena	Sept 19 th afternoon
	Open House #2	Aldershot Arena	Sept 25 th evening
	Additional Grove Park Neighborhood Meetings	Room 305 and at Residents house	Meeting with Cllr. Craven (Oct. 17 th) Walkabout (Oct 27 th)
	TOTAL # of Burlington Residents Engaged = 119		
Appleby GO	Appleby GO Concepts Workshop	Appleby Ice Center	Wed. October 11 th
	Open House #1	Centennial Pool	Thurs. October 12 th @ 10:30a
	Open House #2	Appleby Ice Center	Thurs. October 12 th @6:30p

1. Downtown Mobility Hub Engagement

Stage 1 of Engagement – Visioning (April 2017): This stage of engagement focused on discussing the community's vision for the future of the Downtown Mobility Hub.

Event	Location	Date/Time
Visioning Workshop	Lion's Club	Thurs. April 20/6:30-8:30pm
Coffee Consultation #1	Pane Fresco	Fri. April 21/2-4pm
Coffee Consultation #2	Lakeshore Coffee House	Sat. April 22/9:30-11:30am
Coffee Consultation #3	TAMP (Pine St.)	Mon. April 24/9:30-11am
Coffee Consultation #4	Piccadilly Café	Wed. April 26/2-4pm
Coffee Consultation #5	Coffee Culture	Fri. April 28/9:30-11:30am
Stakeholder Open House #1	City Hall, Rm. 247	Tues. May 2/6:30-8:30pm
Stakeholder Open House #2	City Hall, Rm. 305	Thurs. May 4/2-4pm
TOTAL # of Burlington Residents Engaged = 90		

Stage 2 of Engagement – Draft Concepts (June 2017): This stage of engagement focused on presenting and consulting on two draft Downtown Mobility Hub concepts exploring how and where future growth could take place in the downtown.

Event	Location	Date/Time
Downtown Concepts Workshop	Art Gallery of Burlington	Wed. June 21 st /7-9pm
Open House #1	City Hall; Room 247	Wed. June 28 th /6:30-8:30pm
Open House #2	Art Gallery, Shoreline Room	Thurs. July 6 th /6:30-8:30pm
Open House #3	Central Library (Centennial Hall)	Mon. July 10 th /2-4pm
Open House #4	City Hall; Room 247	Thurs. July 13 th /2-4pm
TOTAL # of Burlington Residents Engaged = 90		

Stage 3 of Engagement – Draft New Precinct Plan (September 2017): Engagement focused on gathering feedback on the draft new precinct plan, including mapping, and objectives, intentions and key directions for each proposed precinct.

Event	Location	Date/Time
Downtown Preferred Concept Workshop	Art Gallery of Burlington	Thurs. September 7 th /7-9pm
Open House #1	City Hall; Room 307	Fri. September 8 th /2-4pm
Open House #2	City Hall; Room 247	Fri. September 15 th /2-4pm
Open House #3	City Hall; Room 305	Mon. September 18 th /6:30-8pm
TOTAL # of Burlington Residents Engaged = 105		

Changes made due to public engagement:

- Considerable changes were made to the draft new Official Plan based on public, agency, stakeholder and council feedback. A tracked changes version was released and brought to Committee on February 27, 2018. (See Report PB-14-18 and appendices A-D).
- Each stage of engagement helped to inform the development of a preferred concept for each Mobility Hub.

- Requirements for the online engagement platform RFP (Request for Proposals) occurred based on input from staff and the ChAT Team. As a result, the new online engagement platform includes the functionality and analytics required.
- Playground design for the Bolus Parkette is a direct result of resident's input. Residents and the community also helped to build the playground with the help of KaBoom!
- Traffic calming measures throughout the city based on resident input.
- Public input has a great influence in park revitalization decisions and design.
- Feedback from the city's citizen advisory committees is used to influence policy and practices. The citizen committees are:
 - Burlington Cycling Committee
 - Burlington Accessibility Advisory Committee
 - Burlington Inclusivity Advisory Committee
 - Burlington Integrated Transportation Advisory Committee
 - Heritage Advisory Committee
 - Burlington Mundialization Committee
 - Committee of Adjustment
 - Audit Standing Committee
- Citizen Committees were invited to participate in various stages of the Official Plan. Citizen Committees submit annual reports to committee; their achievements are found within these reports.
- 14 neighbourhood rinks
- Changes to design of some proposed developments based on community feedback.
- Community Matching Fund projects
- Playground equipment alteration for children with special needs based on feedback
- Parks and Recreation regularly makes changes and enhancements to programs based on feedback.
- Skateboard Park location (North Burlington) based on input
- Plains Road median Public Art Project, short listed proposals collected public feedback and helped to inform the jury's decision

- Canada 150 mural. Residents votes on a theme for the mural. 839 responses received, the winning theme was the Burlington Teen Tour Band. 400 residents participated in the hands-on creation of the mural.
- Resident feedback collected on the Public Art Master Plan Review will be used to help identify future locations for public art as well as themes/project types as the plan is reviewed.
- Design and construction staff regularly incorporates feedback into design decisions where possible.