

# CORE SERVICE REVIEW PUBLIC CONSULTATION PLAN

## The Consultation Plan

On April 13, 2011, City Council approved the report *Service Review Program, 2012 Budget Process and Multi-Year Financial Planning Process*.

This document outlines the City's public consultation plan for the Core Service Review described in the Council report.

The Core Service Review will look at all the services the City delivers. The consultation will encourage the public to tell the City what they think are core services, their priorities and what they want the City to consider when making decisions about future service delivery.

The public consultation will start mid-May and run for 5 weeks. It will include:

1. **A website** with information about the City and its services, a place for people to discuss their ideas and ask questions, and an online feedback form.
2. **Information Kits** that will be produced and distributed online for use by organizations, individuals and City Councillors to support small group discussions and provide input to the same questions as the website and public meetings. The kits will include suggestions for running a session, sample flyers as well as directions for submitting input and information on other engagement opportunities.
3. **Public meetings** (across the City at various times and days of the week) to give the public opportunities to learn about and discuss City services and give their feedback.

The consultation plan encourages public learning and discussion by providing clear information and questions that are relevant to the public. The public website, meetings and discussion kits will provide this information along with a feedback form that will be the same for everyone regardless of how they choose to participate.

This will allow the City to hear many different points of view and to collect useful feedback.

The consultation activities will be coordinated by the City Manager's Office. A report on the public's comments will be provided to the City Manager to help him prepare his report on the Core Service Review to Council's Standing Committees in July 2011.

## Encouraging people to be involved

To help people participate in this consultation, the City will provide clear information on how the City works, the services we provide and how the public can share their ideas with Council.

The City recognizes that:

- 1) This topic is complex and requires time to read, review, discuss and learn in preparation for providing input, and
- 2) Therefore, the City is committed to supporting that learning and providing multiple opportunities for the public to provide their input.

The public is encouraged to learn about the issues and discuss them with their City Councillor, friends, neighbours and family before sending in their ideas.

It is Council's responsibility to make final decisions about City services and how they should be delivered, and to ultimately determine which services are "core" to Toronto's needs. Information will be provided about the dates and times of relevant Committee and Council meetings.

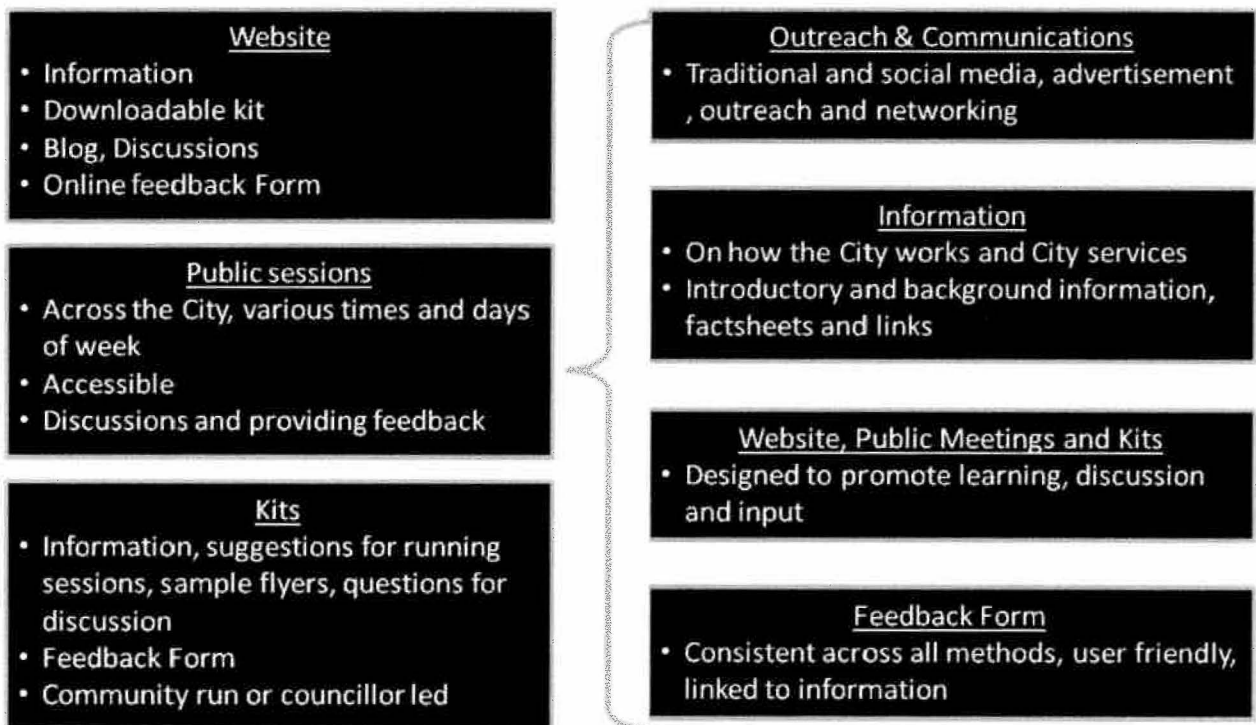
Staff are creating advertisements and information to make sure that as many people as possible will be aware of and able to participate in the consultation.

Further information, as it becomes available, will be posted on the City's consultation webpages at [www.toronto.ca/civic-engagement](http://www.toronto.ca/civic-engagement).

## Public Engagement Dates

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|-------------------|---|
| May 11            | • Launch engagement website, kits, announce meeting dates   |
| May 11 – June 17  | • Online consultation starts and public discussions held<br>• Collect feedback forms online, from public meetings and from downloadable kit |
| June 18 – June 30 | • Prepare summary report of public input<br>• Raw and summarized input posted online<br>• Evaluate public consultation                      |
| July              | • Special Standing Committee meetings on Core Service Review  |
| September         | • Special Executive and Council Meetings  |

### Core Service Review - Public Consultation Plan To Inform, Involve, Consult the Public



### Core Service Review Public Consultation Results

