

Public Hearing Process

What We Heard Report: Verbatim Comments



VERBATIM COMMENTS

2022

Public Hearing Process

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Project overview

The City's Administration is developing a more user-friendly and inclusive Public Hearing process.

Public hearings are opportunities for any individual or organization impacted by a Council or Committee agenda item to provide their opinion directly to Council and have it included in the public record. The City will be reviewing many aspects of the public hearing process.

This engagement will explore how the system could be more user-friendly and inclusive by focusing on learning what works well, and what barriers members of the public may experience that prevent them from participating in a public hearing.

To see the Motion Arising, click [here](#).

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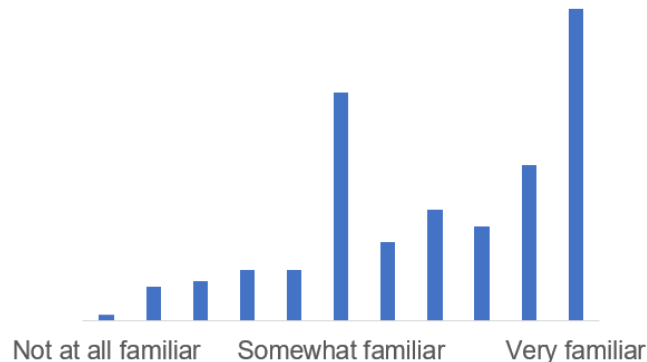
Verbatim comments presented here include all feedback, suggestions, comments and messages that were collected online and in-person through the engagement described in this report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

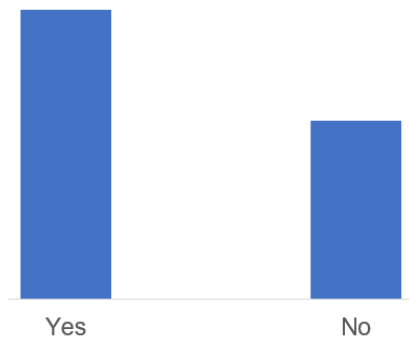
Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

Understanding the Public Hearings Process

1. How familiar are you with the current public hearing process?



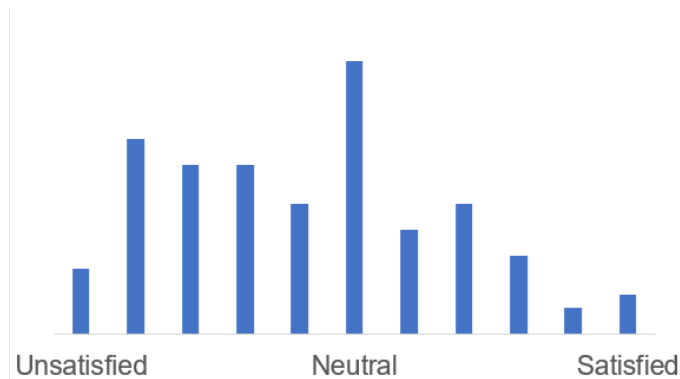
2. Have you participated in any public hearing processes in the past?



3. What has been your overall experience with public hearings that you had participated in?

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4. What worked well when you participated in the public hearing process?

- Being prepared and having notes to speak from so as not to go off script.
- I could freely present my position on an issue.
- I work near City Hall, so when speaking was in-person, I could be listening to Council from my desk and walk over when it was nearing time to speak.
- Speaking online has also greatly improved access and much it much easier to participate.
- Being able to call in; being able to present slides; being able to present in person, occasionally being able to present as a group.
- Easy to register to speak (email registration)
- Preparing & submitting comments regarding the issue(s) under discussion.
- Being able to watch the public hearing via livestream and call in when the item is up.
- Although it's more awkward than appearing in person, the system in place during Covid worked well. For people who can't attend in person, it is important this option for presenting be continued in the future.
- Easy to speak and present -- but my concerns (environmental regarding urban sprawl onto farmland and natural areas) were not really paid attention to (and the same with others who had the same points).
- Everyone was able to give their point of view. It was accepted by city council but we're unsure if it was acted upon. When Councillor's gave feedback or asked questions it felt like you were being heard.
- Registration for online meetings is easy.
- Not much, unfortunately. The item was one of the first on the agenda but then got moved arbitrarily to "later in the day". By dinner break, they had not yet reached that item and it got pushed to the next day. As a result, my wife and I had to dedicate two full days to be able to present to Council, whereas had Council stuck to the original agenda, we would have been done by about 10:00 am on the first day.
- My experience with the hearings for the conversion therapy ban bylaw. I appreciate that council made an effort to receive feedback in an organized fashion. Any written submissions were handled carefully and respectfully.
- Nothing at all. People were not permitted to speak.
- - Process works well if you understand it
- - specified break times
- - Introduction of school kids is awesome

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- Anyone can participate.
- The process works once the public is aware of 'said' hearing. The '+' is anyone wanting to participate could register to speak &/or write. A process, however, has rules, & the last public hearing allowed for the inclusion of many late-breaking speakers who did not register via the CofC process. These constituents were permitted to participate despite a deadline - social media invites & coaching from councillors. These elected reps obviously missing an ethics chip & lack of respect for process.
- The opportunity to speak is appreciated.
- I appreciate the City of Calgary having a transparent process which people can revisit, as well as the multiple platforms on which citizens can engage.
- People's opinions were heard.
- We were glad for the chance to participate in the public process but our treatment during the process was deplorable.
- I got to say what I wanted
- The scheduling during the pandemic was nice than just having to show up all day and wait.
- The rules were clear. Council and Clerks and Admin are respectful and appreciative of input.
- The remote access was good. It saved me from having to go to City Hall.
- Process is explained clearly
- Not much. The security staff and technical support staff were on point and effective.
- We enjoyed it better when the public hearings started after the approval of the agenda. With the delay to 1:15pm start time it makes it a very long day.
- Meeting coordination, time allotted to speakers, Q&A session
- opportunity to provide comment
- The opportunity to speak to City Council directly.
- Remote access (covid times) makes it more possible to monitor progress and join in without spending your whole day in Chambers. I don't have much good to say about the in-person process, but will give it a try: The City website is good for getting information, City staff and security are helpful, Councillors are generally respectful of the public.
- The process for queueing up to speak was well managed by city administration
- Submitting the information was fairly easy IF you know what to look for. (easy upload, comments section)
- Actually having a democratic process where the voting public could engage and felt they could make a difference even if others disagreed. Our current mayor/dictator has made this process a joke
- Unfortunately, I can not think of what worked well in my experience of the hearing process.
- The microphone
- The opportunity to speak was open to everyone. When the hearings were done in person, the staff was helpful in helping with the microphone, table height, putting up slides, etc.
- Sign up sheets
- - Speaking over the phone went well
- - Registering to speak went well
- It seems to me that at this time public hearings aren't able to function properly when people seeking clarity, or to document and verify the substantive diligence, due process of notice are often stonewalled or outright kept ignorant through omission of facts or merely being deemed

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verified and documented when in fact they are not recorded properly or entered into the minutes of the meeting and left intentionally vague so as to obfuscate the actual function of these hearings.

- nothing
- The chair made me feel comfortable
- Relying on experts no Joe public w/ a bone to pick
- There wasn't much that worked well. It was a very frustrating process that left me feeling very discouraged about the City's engagement process.
- . worked well when there was a Councillor who supported the community organization . and poorly when the Councillor was politically opposed .
- The rules around addressing the hearing are clear and objectively and fairly adhered to
- Nothing apparent
- Equal time for everyone to speak.
- Ability to join the meeting electronically
- Nothing
- Very little.
- Not much. I feel the more recent online option provides broader access opportunities.
- I was able to address City Council with my concerns.
- Nothing
- When we could attend and see each Cllr. We could also sign up when there would be a lot of speakers. Lastly, some Cllrs. would ask reasoned questions and respected our input
- Equitable for timing, respectful
- Live - the ability to connect with members of Council in a public forum. Virtual - no video compromised this connection.
- Little - council and administration pushed an agenda without using proper process in compliance with the City's own procedures. The Administration was condescending to speakers and dismissed their concerns because they have determined that what they want for the city (increased densification but whatever means and by whatever justification) is correct notwithstanding what some Calgarians want.
- I guess just the opportunity to do it
- I prefer being able to remote/online. It is less inconvenient for me to conform to your schedule this way.
- Hearing stakeholder perspectives
- The only thing to work well was registering to speak. It appeared only a few Cllrs. were listening, were polite and asked appropriate questions.
- the phone connection worked
- Being able to attend virtually.
- Each speaker is given 5 minutes. Time keeping is fair.
- Not Much. The Bridge was full so numerous residents from my community were unable to participate in giving their presentation. Councillor Gondek said that people 'had dropped off the bridge' when in fact they couldn't get on to start with.
Councillors Carra & Wholley were extremely disrespectful to presenters and fellow councillors. They baited and bullied people on numerous occasions. COVID has made it impossible for Council to visually see how many Calgarians wish to present at a meeting.

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- Pre-covid: Presenting in person, making eye-contact with councilors, displaying exhibits, distributing letters, answering questions.
During-covid: registering for a slot and following along so you know when your turn is. Fairly good process for uploading presentation slides and letters now that I understand it.
All - hearing other presenters.
 - Opportunity to comment on the issue at hand in a virtual or in person meeting.
 - At the time it was in person. It was pretty clear where to go, and we researched online the process.
 - Very little.
 - I like being able to have my say on matters that are important to me. I found the email I received with the dial-in information easy to follow, and getting connected was easy.
 - There is much need for improvement.
 - It was organized.
 - I got to present
 - Hard to point out what worked well. I could say something, but both the process, time involved, and complexity on process made it a very difficult thing to do as a regular citizen. It discourages me from wanting to participate.
 - hmmm.... the fact that there is an opportunity to participate is good.
 - Ability to have a voice, either through submitting a letter to include in application or using the 5min provided to share concerns/support.
 - The process seemed fair; our views were listened to with respect and good questions posed by Councilors.
 - Pretty much nothing. It had to be done over the phone. That was stressful enough. But then I had to wait overnight for my turn to speak with the added stress of fear that I would miss my time slot. Then I had to spend a long time listening for my time to speak. Plus, the lack of face to face communications means you have no idea if anyone is really listening.
 - The opportunity to hear and express free thought
 - nothing, it is a make work project for gov employs
 - Had an opportunity to submit comments and to speak to Council.
 - In-person
 - i've participated in written submissions; the City Clerks' form is good.
 - Being allowed to provide input to Council.
 - Nothing! The stakeholder engagement I have been involved with (8 examples) in each scenario the city retracted all stakeholder concerns and allowed permits to developers to be issued during the appeal. The Appeal process should have not been private.
 - they ignore everyone
and do what they want
- that works well for the unelected bureaucrats - that's it
- People had the opportunity to raise their opinions.
 - Ability to speak directly to all the Councillors. In-person and call-in details were easy to follow.
 - Ideal - when the Agenda would 'time stamp' items on the Agenda, ie. Item XYZ will be heard at 1pm in the afternoon.

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- The phone in format during Covid has been easier in some ways as it allows more working/busy people to participate. But the in-person hearings work better to get the message across and to be sure the councillors are present and listening.
- The City takes into consideration and if found to be useful for residents, they implement.
- You could go in person and talk to them.
- Scheduled start times for items with larger expected turnouts so don't need to wait in chambers for a day or more; panels
- Being able to phone in is a major improvement considering meetings often run late (otherwise required speakers to take at least a half day of work off).
- It has allowed me the opportunity to learn that City Administration is not able to handle complex problems and is unwilling to move beyond the status quo of keeping the real estate development industry happy.
- Nothing worked well
- I liked that you could phone into the public hearing.
- Anyone who wanted to speak could sign up to speak at the Hearing. There were no limits on the number of people who could sign up. Since Covid, the meetings have been online so it made it somewhat easier since a speaker did not have to travel downtown.
- Honestly, not much.
- Time was allotted for me to speak, and my slides were used.
- Nothing. The process was demeaning and adversarial
- Allowing Calgarians to present their opinions directly to council is very important.
- Pre-COVID hearings were able to be more inclusive and we could see all of Council and the subtle direction of debate
- It was better when Council members were polite to the speakers and did not make derogatory comments but this practice has been inconsistent. City Clerks have helped to clarify some things.
- The zoom public process worked well as I did not have to take time off work. It is easier for people to participate as opposed to when people had to take time off work to speak for their 5 minutes.
- People are allowed to speak.
- The structure is solid, the order of the items being presented to Council, discussion, then presentations in favour and opposed, then debate works well.
- A person had the opportunity to speak
- The presentation of the City viewpoint is usually done well.
- Meeting in person.
- Being given the opportunity to voice my opinions
- Ability to speak, make written submission
- Not sure if it worked well as it was all online. Development in sensitive environments has not really slowed though.
- No real accolades unfortunately.
- I was given 5 full minutes
- Nothing
- The city is good at presenting information and answering questions.

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- Didn't feel rushed
- The digital live stream is an important aspect that does work well.
- Communications from clerks was very clear and easy to follow.
- Lights for timing
- The ability to join in online at any time during the hearing. But it only worked well after I heard about the hearings from other sources and sought out the information about how to listen. Upfront and easily accessible communication by the City is greatly lacking. I'm sure the response would be that the information is there if you look for it but if you don't know it's happening, how would you know what to look for?
- There unfortunately was more bad than good. I guess one great incident was a councillor heard what was said and he set me up to connect with Administration to change the issue.
- No one stopped me from speaking.
- -bringing in different stakeholders
- The opportunity to engage directly with councillors and have them ask me questions.
- It doesn't work at all
- It was a terrible process, literally can't think of anything positive about it
- Long time ago in the 90's
- Council doesn't seem to listen to residents voices. The decisions seem predetermined and public hearings are for show only.
- Everyone who shows up gets their turn. It doesn't matter if it only takes 2 hours to hear the public or 2 days, anyone who can make it can participate.
- Not much. City Employees certainly got a clear chance to speak.
- It worked well but I have a lot of privilege to be able to participate. It was something I was doing for my job.
- Live agenda to follow as well as participating virtually. It is a large burden to take 2 full days/nights off to participate

5. What challenges did you experience when you participated in the public hearing process?

- Overly formal, overly bureaucratic, and ultimately ineffective.
- councillors are on their phone, not paying attention, some are not there
- Hard to point out what worked well. I could say something, but both the process, time involved, and complexity on process made it a very difficult thing to do as a regular citizen. It discourages me from wanting to participate.
- Wait times for agenda items are frustrating. The general public does not have all day off work to sit and wait for their chance to be heard. The set up of council hearings is intimidating and a looking down on approach to public engagement. City Councillors do not seem to care about this part of the process. Much like the City of Calgary Engagement process it feels like a box to check and they are not fully informed on issues presented and waste time asking questions that are not relevant.
- It becomes an emotional decision vs a land use decision. Should be about the facts.
- Having no idea when in the course of Council meetings, the agenda items with which I was concerned might come up. That required waiting in the Council chamber for many hours, without knowing when one might have a chance to present. That makes participation possible only for those with fairly open schedules. possible

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- As I said in the previous comment, the challenge of getting in line for my phoned-in comments, the challenge of not missing my time slot, the challenge of speaking into the void, etc.
- What could be considered bias by the Chair during the hearings, like their decision was already made and the hearing was an inconvenience and those presenting opposing views were an annoyance
- when i was a kid i went with my dad to get cross walk lights near our house, and 40 years later i went to argue the same point, the lights cost 15000 to install, and the useless gov employs have been wasting time and money, and could have installed 100 crosswalk lights, for the amount of wages spent on these fools dragging this on, like everthing, this is a make work project to keep useless people employed
- For the public it isn't always clear what decision is made, it can be a very long day waiting to speak if you are coming in for one item and you don't know when it will be heard, from my perspective not all speakers were treated the same.
- Time waiting to speak to Council.
- Registration over the phone
- things i've observed: lack of language support for all meetings. I've only seen language support offered for the budget discussions in 2020. The panel system works okay, but is still unpredictable because of timing of speakers/questions from council, breaks, etc. Some miscommunication on how public can submit written submissions: emails or form? i've seen conflicting messaging. The phone in info is the same at every meeting, change it for security and to encourage registration to speak.
- Waiting around all day in order to provide input.
- The city of Calgary has prioritized land developers over residential property owners. The Greenvue Travelodge is a perfect example of corrupt engagement process. All stakeholder concerns stopped the project, behind closed doors an appeal was granted. It is clear the stakeholder engagement process is only for show. It no longer actually follows community values or principles. Citizens have lost all faith and trust in the system and process. Property tax is rising to cover those builds.
- a waste of time - every time
- City staff did not listen or applied selective listening to the opinions expressed.
- Not having any idea when it would be my turn to speak.
- Uncertainty of when the item you wish to speak to will be heard... sometimes waiting for hours, even days to speak to an item
- Trying to follow the (delayed) process online and be ready to speak at a moments notice, especially when your name gets moved up in the line-up. I have had it happen that the moderator could not hear me, so skipped me. Other people said they were able to hear me, so it must have been a technical issue.
Disrespectful attitude of Councillors. Councillors starting to debate with speakers and intimidate them.
- It was not easy to convince the Council but with answering VERY satisfactorily all the queries they had, I was thrilled that they agreed to implement.
- none
- Schedule, timing, accessibility, equity in how the perspective of some groups over others - i.e. the perspectives of wealthy, well-connected men seem to be given greater consideration/profile over average citizens. It is also almost impossible for folks who have day-jobs to participate.

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- When you have a job & a family you can't sit around at city hall all day, or possibly for 2 or 3 days. Means the more privileged with flexible schedules have greater opportunity to participate in process
- Having to be there in person was a complete waste of time.
When presenting a document, you can't see your slides because you're just talking on the phone. I lost 1-2 of my precious minutes getting my slides loaded up (which wasn't fair).
It is not fair to have to make your submission (info to present) while documents you are going to speak to are still changing (ie. Guide, NHCLAP).
Councillors that have their agenda don't listen to concerns and push their agenda no matter what.
- 1. Council members who are "efficient" that is not take time to delve into difficult issues.
 2. Council members wasting time by talking about their personal views.
 3. Softball questions from Council.
 4. Too much information kept from the public by labelling it confidential.
 5. On the budget or development applications, decisions are usually a fait accompli. "You should have brought this up earlier" when in fact we did.
 6. Council members who have made up their minds, but don't recuse themselves.
- Wait time for item to come up
- Being on hold for hours and hours until the topic I wished to speak on was talked about
- I really disliked that the public hearing didn't have a schedule or even a rough timeline. It also seems like the Councilors don't ask questions to understand the speakers point of view - they ask questions to bolster their own opinions. With the virtual format it was also impossible to tell if any of the Councilors were paying attention or not.
- 1. Never knowing when your item would come up. Having to wait at City Hall all day.
 2. Not being able to bring any food or water into the chamber (even when it was to remain in a bag). Not eating in chambers is fine, not being able to bring something in your bag is too extreme.
 3. Online meetings should have councillors on a video link, not just audio. There is no way of seeing if they are still present or have walked away from their computers for much of the meeting. Show them!!
- Difficult process to sign up- wasn't intuitive through the website. Had to spend DAYS on the phone waiting for my turn. Had no questions asked of me so I felt they weren't even listening.
- At the March 22-24 public hearings, Councillor Gian-Carlo Carra bullied citizens and made the process very unprofessional.

For the NHCLAP hearing, on a per capita basis (North Hill Communities are 3.5% of the population) five times as many people spoke about it compared to the Guidebook, yet on in an April 12 Council meeting, Mayor Nenshi has the audacity to state that the 'Local Area Plan was much less controversial than the Guidebook'. He was clearly NOT listening!

- My biggest concern of many was that certain councillor taunted and made fun of citizens concerns. Specifically
 1. Gian Carlo Carra was extremely argumentative
 2. Evan Woolley bullied citizens claiming he was embarrassed that he chose to live in the community he does
 3. Druh Farrell repeatedly stated citizens were "misinformed"
- Rudeness and dismissive attitudes from councillors. A definite feeling that some of our representatives are not interested in the opinions of their constituents.

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- It would be helpful to have a 2nd opportunity to talk, in addition to each participant's 5 min allotment. Even if it's limited to 1 min, that would give a chance to correct / speak to points raised by the applicant or Council. At the hearing I spoke at, Council made a decision based on an incorrect interpretation of the bylaw. I asked Admin after and they agreed that Council's view was not quite correct. Unfortunately there was no chance to point that out, and they hadn't sought clarification.
- It was difficult with the on line versions as it was hard to "hang out" waiting to speak, especially given we had a few multi-day hearings.
- Being lied to about deadlines. Seeing citizens be maligned and put down by certain councillors. Confusion around the submissions process and what happens when people don't submit through the submissions portal. The website is a maze for citizens to find the necessary information and it is not accessible for people who are not native English speakers and/or do not have good reading skills. Residents not being respected or listened to.
- Waiting..... waiting..... waiting.... delays...taking time off of work.
- Waiting hours and hours for the item to come up. Feeling like the city had already made up its mind.
- Nothing that can be easily controlled. Some items take longer to discuss than others at times and as such, can cause one to have to stick around for a while before their item is up. I appreciate this is not something easy to fix but it does cause challenges on occasion with work/other obligations and trying to ensure that you do not miss the public hearing.
- Need set times for people to attend.
- Many Councillors tuned out for many of the presenters and simply did what they wanted
- It's hard to schedule attending since the times were usually fixed and in specific places. In the case of virtual sessions, there was no effective way to present a case - at most you could ask a simple question.
- Name was mispronounced
- Have to take time off work, drive or bus downtown, park, walk to the meeting room - very time consuming and inconvenient.
- None as far as process
- Covid restrictions limited format. The announcing of new developments was very discrete. Most people in our community were unaware that a historically and environmentally sensitive riparian area that we all value in a natural condition was going to be turned into more strip malls
- Some Councillors were combative with their opinions, rather than being open to other ideas. Not respectful.
- The council gets to speak about your presentation after your time and you have no ability to respond.
You sit for hours but knowing when your agenda item is.
- Opportunity to be heard and have discussions
- It is difficult to find constructive feedback that a layperson can give to a specialist.
- Having to take an entire day off to participate and hoping I'd get to speak on the item that day. Sometimes the public hearing can go on for a while.

No childcare available

- There is no predictable schedule for speakers, the panel registration is obscure and is subject to change due to absences that only increases the number of people missing their cues.

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The time frame was prohibitive because of employment conflicts.

There is no actual conversation with leadership, so no understanding is guaranteed and questions are not often asked.

There is no organization to the panel.

- It is a bit annoying to have to wait in line on the bridge, as the live feed has a lag, you often call in long before it is your turn to speak.
- Parking, child care
- In one case I didn't hear about it until it was too late to participate. I listened online. I was appalled at the disrespect & bullying shown to the speakers by some councillors.
In the second case (revisions to the Guidebook), the deadline for a written submission was the day before the revisions were released. I could only conclude that they are not really seeking public feedback. I would have still had the opportunity to speak at the hearing but was intimidated by aforementioned disrespect.
- Councillor's were on the phone. (This should be banned). There was not enough time to speak. Security treated me horribly while carrying a Naloxene kit. There should be childcare, and there should be more time in evenings for people who work during the day.
- Council members talked to each other throughout and many were not interested in speakers.
- -stakeholders were not given weighted importance, as a result unfair amount of time allocated to the wrong representatives
- There is no set time or even realistic timeframe for your opportunity to speak. You need to be able to potentially sacrifice an entire work day in order to be able to participate.
- Having to wait an entire day to speak on an agenda item, not everyone has the luxury of that time. I've had to bring my baby to public hearings.
- Not accessible, phone option took 3 days with anti-racism consultation. No one knew what time in advance, had to wait on the phone for 3 days with my kids. City admin was the worst part, absolutely no communication. It was little grassroots groups spreading the information instead.
- Positive
- Hard to voice opinion and give feedback. System is archaic.
- 1. Lack of a time slot: there are only so many vacay days I can take; it means paying for a whole day's parking b/c if the item doesn't come up until the pm, I could be going home late; we're not allowed to bring food/water in our bags & there are no public lockers, so we end up paying for food (expensive).
- 2. Even if you sign up beforehand, certain groups of "important" people are usually prioritized to speak, even if the issue doesn't affect them. Sitting for a long time is difficult for me.
- It is exceptionally time consuming and confusing process to work your way through a fulsome public hearing process.

Additionally it is hard to uncover how exactly you need to participate.

But the biggest issue is that it seems that the City generally knows the outcomes it wants from these processes and voices in opposition are discarded or disregarded.

- Challenging to know the etiquette and how to participate. Also the inability to know when your item might come up is a challenge and I can see it turning a lot of folks away from participating.

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- The absence of public rebuttal and questioning. In my case we presented our opinion and experiences, then council and admin could ask us questions and clarify. But then it was admins turn to present and any opinion/fact they presented was taken as accurate and the public did not have the opportunity to respond or clarify. This process felt like we were just given the legislated time to speak but that in reality the decisions were made before hand

6. If you haven't participated in a public hearing, what were the reasons for not participating?

- Wasn't aware of them
- When questions to city administration are raised of legitimate issues that are evidence based, councillors do not make us aware how much we can input. They are very reluctant to take on evidence based issues.
- I didn't know this was a thing
- Waiting around time
- I didn't even know I could participate
- Member of the media
- There is no information shared as to when and how to participate
- I never know this before
- It's hard to know what council meetings are allowed public input and which don't.
- potential conflict of interest w/ work
- Lack of scheduled speaking times ... citizen time not valued
- I work for The City and feel I can't speak openly as a Calgarian at Council or Committee meetings
- Interested observer
- I have fairly progressive opinions, so it's the fear of being doxxed or harassed by the religious right which prevents me from speaking.
- Never heard of it. Its not public.
- not sure how to participate in person or online

7. What would make it easier or more likely for you to participate? Please be specific.

- public hearings should be separate from other business items. Could set up, lets say, 1 week a month where all public hearing items are scheduled, with a few weeks to sign up in advance. Then, the items would be allocated time, maybe 25 minute blocks giving a buffer, and council would roll through them, at the scheduled time.
- When the mayor and councillors all have an agenda and do not listen or respect other opinions we have truly lost freedom of speech and our democratic rights. If an councillor is not at all accepting input and opinions from their constituents in their riding and refuse to listen to other opinions then those councillors should be ousted.
- it'd be great to hear from other folks who are of my age and economic status, everyone who contributes to these are either representing an organization, or are wealthy, older, homeowners concerned about their property taxes and nothing else.

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- Currently, you can send you thoughts / concerns ahead of time. However, these are not read out or included in the discussion prior to voting. Seems useless. This could be improved.
Have a simple way to include comments/ concerns and they must be shared prior to voting.
- Feedback to the community on how the collective thinking was used in the decision making process to ensure that stakeholder feedback actually does make a difference and has an impact on decisions.
- Schedule outside of regular business hours, free childcare
- If a evidence based issue is raised to our council member. A independent panel or group to guide us on how cases are handled and how we can ask questions at council for accountability. We are left in the dark and then told nothing can be done to take it further which is blatantly untrue.
- I need to overcome my distrust and distaste for the current administration
- Posts on social media from the city like the one that got me here from Facebook
- An email invite or reminder
- Notify me of public hearings via email. Explain the issue. Set up a virtual process so that I don't have excess time and GHG emissions attending in person
- I am not comfortable speaking in a public forum. My comfort zone is responding with thoughtful online responses.
- Inclusive process.
Availability of a translator
Accessibility for individuals with a disability
More time to share
- More opportunities for input online
- Having multiple meetings to discuss the same thing. Not everyone can go to one meeting because of the time.
- Virtual. Timed. Evenings.
- Clear and easy access to times, topics, and methods of engaging
- I am not being informed of when these events are taking place
- Decisions based on facts rather than feelings
- Public hearing process needs to be made public. We as the people need to know it's available and happening and how to participate. Our city has done a horrible job of letting the people know about public hearings and how they work and when they even happen.
- Post it on social media or on signs in my neighborhood so people know they are invited.
Also take the feedback seriously. I live in Harvest Hills and when our community gave one of the strongest responses to the golf course redevelopment it basically landed on deaf ears. More transparency would have been nice, if it was going through no matter what then make that clear. Let us know what is actually negotiable. A proper address or response would have been nice too to explain what happened and why
- Have the schedule published and put it out on Social media more and even have the wards put it in community newsletters.
- A friendlier, more "inviting" atmosphere.
- Knowing exactly (or at least within an hour or two) my time to speak will be. Right now I just have to go and...wait. And maybe come back another day.

Public Hearing Process

What We Heard Report: Verbatim Comments

- N/a
- More awareness of topics, meeting times, and how to participate
- Availability
- To actually be told when this is going on. I follow the city and our councillor on Twitter but nothing is ever posted. Our councillor also does not communicate anything about what is going on. The last we heard from her was that she was riding her bike during covid!
- If city council actually listened to members of the public
- People who actually listen to all the input not just the view point they share
- more widespread education to calgary residents as well as user friendly ways of leaning and sharing ideas
More advanced notice as for example the mask by law was made extremely quickly with little or no public input.
- Authentic invitation and all levels of bureaucracy and Democratic .gov to not financially life. This would allow for a humanized society; if financialized society out competes humanism in the public/economic sphere.
- Times that suit working people, not just social activists. More security to hold the social justice mobs at bay.
- To know that I will be provided with the information I need to become informed on the issue and provide input. Also, to know that the City will use my input in a meaningful way and make changes if necessary to their project based on my input. To know there is not a predetermined outcome and to be able to oppose or not approve a project outright would be democratic.
- Less toxic council chamber environment. Certain councillors seems to actively discourage public input through aggressive and condescending/dismissive behaviours. The environment needs to be more collegial.
- I have watched public hearings in the past and found some of the questions from Councillors to be disrespectful and condescending.
- Identified times easily found on the website or social media outreach with hearing timelines please.
- Some times outside of work hours (9-5), better advertising of what a public hearing is and how we can all participate.
- if a public hearing is to happen it has to happen as it scheduled so all who have attended can have their chance to speak/participate. sometimes changes don't allow this to happen. public participation in our own democracy at hearings should trump any other procedural or legal precedent or incident.
- The biggest problem with public engagement is that the City only seems to give the perception of listening to the people when in fact they just do what they planned in the first place.
- To have council actually listen and take into account what calgarians want NOT what council thinks we need. There is very little evidence that this happens unless council is forced.
- Bookable time slots to participate, including outside of standard business hours of 9am to 5pm. Continue to provide other options that only in person when covid ends.
- Seeing public hearings on social media such as Twitter or LinkedIn.
- Notification of the hearings in time enough to prepare material. I live in Bowness, how do I get to know what is happening?
- A text messages similar to bin pickup 24 hours before the meeting.

Public Hearing Process

What We Heard Report: Verbatim Comments

- By calling
Or by meeting
Mostly PM use yo meeting people visiting in their area
- Awareness. I am not sure why I am not aware of hearings. I subscribe on social media and get some notfications that way such as this engagement.
I am a single mother so I can't easily take time off of work. I would need to arrange childcare and I know hearings can go later than when my daycare closes so unsure how I would pick them up. It is expensive to go downtown and pay for parking. My ward representative could share to our local social media pages well in advance so planning
- Knowing where to look to find upcoming ones
- Evening meetings for those of us with jobs. Could we allow for pre recorded engagement?
- Wider communication about public policies and easy, simple language processes.
- The City should do a better job of communicating with the public. Most people don't know what's happening at City Hall and the City takes advantage of this. This is how they have implemented land use and transportation policies that are not supported by the majority. Use traditional and social media, and any other communications means to let people know they can voice their opinion directly to City Council.
- Not having to go downtown. Not going and then having to spend an entire day/night/second day for the item I want to speak to. Not having to listen to the question period first. Not having to listen to the presentations and awards first. Sometimes it is over an hour before they even get to the agenda. And it is confusing, no idea what is going on and whether I need to listen to that stuff. Not having to stand at a mic at the front of the room. Not missing from work.
- Flyers delivered to the effected residence mail with a time and date with a minimum of 3 weeks notice before the hearing.
- More info at the right time and place
- confirmed timeslots to contribute, contribute virtually past the pandemic
- I'm not sure
- The ability to email in and actually having known days/times.
- Scheduled speaking times ... with the schedule being followed.
- Guidelines from City Clerks and messages from Mgr Duckworth encouraging City employees to participate as Calgarians by speaking at Council or Committee.
- Just knowing about them - which I do now.
- Allow people to submit up to 2 minute videos that they can record anytime
- Childcare, set times, topic impacting me directly
- Having public hearing dates advertised by the city. Having links to public hearings right on their home page.
- an online portal
- it is difficult for people with lesser means to attend these meetings and have their voice heard, and there needs to be clear and simple instructions and encouragement from people in leadership. It is also time consuming, so there needs to be a more efficient way to share opinions. Virtual spaces would be great if they would still have a significant impact.
- Various ways of participating outside of preparing a talk. It seems not to be equitable, inclusive, or culturally responsive.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Scheduled times for public hearings, spread out over multiple days so you don't have to spend 8 hours at city hall or on hold
- If there was some kind of a schedule to participate. If there was a translator available. If the time was clearly identified.
- Letting the public know with anticipation about the hearing. Facebook adds, public transit adds, radio adds, tv adds.
- More accessible information about times and topics available for public comment
- City seems to make it purposefully confusing - take richmond green - there are three (I think??) hearings with different groups, all gathering comments but can't go to some ?! Process poorly laid out / not at all laid out
- Being aware of where/when the meeting is happening. Being aware of what the expected protocol is to communicate my ideas ie how informal or formal the process is. I don't want to be insulted or looked down upon for sharing my opinion.
- Any hour of the day, and to share feedback in any format (online, phone, email, in person)
- More accessible information about what is being shared at public hearing, and how to get involved.
- Having a less formal process through community association representation. Very intimidating standing and speaking while being recorded.
- Ability to submit feedback in a verified, but pseudo-anonymous fashion.
- More 'advertising ' of events; More understanding by the organizers that you are dealing with a very diverse population. For example, don't hold an event that would interest seniors strictly during the day.. some of us still work!
- Elected representatives listen but don't hear!
- A new council without an agenda
- Prior notification. At least 45 days with relevant information included in the notice
- City to not be asshats and actually LISTEN to constituents and not interest groups
- clear instructions on how to participate, the rules etc
- The ability to have a more concrete time as to when I would speak so I didn't need to wait around all day
- A bit more warning, and timings that would not require me to take entire/multiple days off work to participate.

8. What would make public hearings more user-friendly or accessible? Tell us more.

- Text message updates on presentation time. It allows for the flexibility needed to account for missing speakers, questions from council, etc. that make it difficult to give a specific speaking time.
- More lead time to prepare a response. Frequently the time between when the process response is requested & the cutoff for receipt is less than 2 weeks. This doesn't permit much if any time to research or comment on any issue.
- Maybe some You Tube videos demonstrating the process and procedures especially regarding submitting written materials, using visuals, etc.

Public Hearing Process

What We Heard Report: Verbatim Comments

- We are unsure of what specifically you are referring to with the question new or different technology. People with disabilities should have a way of having a sign language interpreter come in along with people who might need an interpreter if English is not their first language.
- The ability to pre-record video or audio statements to be played.
- Ensure that dialogue includes fair consideration of both sides of an issue.
- Calgary is too large to have specific times to speak. Perhaps you could apply for an item at a certain time. I once witnessed a church spend till 11pm waiting for their hearing. So that was almost 12 hours for them. Social items that involve social issue and can't afford consultants to the start of the agenda. Us developers and consultants can afford to stay for a day. We get paid.
- Refer to my last comment.
- None of the above proposals to make public hearings more accessible or "inclusive" will do any good if councillors aren't prepared listen and consider view points different from their own. It is very evident that there are a number of councillors who have already arrived at positions prior to the public hearings and nothing will change them. This makes the hearing a waste of time for the participants and means they are a waste of time and money for everyone involved !
- Clarity that when stakeholders invest time and communicate their perspectives that they are heard - feedback on that, and where their perspectives cannot be factored into the decision, reasons why. This should be publicly disclosed - the citizen perspective and the city response to it. It would increase transparency and grow confidence in the process.
- There should be the opportunity to ASK QUESTIONS.. Not just the councillors asking questions. And there should be questions that can be asked UPFRONT that must be addressed during the meeting
- other languages, having non-digital channels to hear + share thoughts
- Making meetings easier to search! I've had issues trying to pull up meetings that are either happening or have happened. This goes hand-in-hand with "More use of plain language", and tech.
- If a person is expressing their opinion on an issue and they are being polite as they speak, please allow them to talk even though the moderator or representative doesn't agree with the person speaking. k,
- Public hearings should be public hearings. During the debate on the "conversion therapy" by-law, council brought in Kris Wells to vet our public statements and "correct" any false information. This "expert" from Edmonton then went to attack and belittle Calgarians who were sharing our thoughts to our City Council. We were then unable to respond to his false charges. Because of this, the public were not given a chance to fully participate in the process because an Edmontonian was telling council what to believe.
- The City should follow its legal requirements, such as Municipal Development Plan compliance. Also, it should have engagement with materials that don't have factual errors such as incorrectly defining what the Main Streets are (November 2019 version of NHCLAP shows 8th, 12th and 20th Ave as Main Streets this is non-compliant with the MDP).
- Use technology and social media to give users/citizens who are busy, an opportunity to participate
- The current remote technology doesn't work well for public hearings - is there something better?
- Higher profile. Like the ad in the weather network that let me know about this survey
- Getting council neurological therapy, so they can comprehend what is being said and review whether or not psychiatric treatments are also required.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Put up more detailed info on the livestream, including # of presenters, estimated time until your place in queue, etc. Especially put up any changes to the Agenda. If an item is moved around, there is no way of knowing if you weren't listening at the start of the meeting. Food and drink cannot be consumed in Chambers, but at least allow it to be brought in! If someone is staying all day, they should be allowed to bring their own food and step outside to eat it. Right now, your bags are searched and you cannot even bring in a granola bar for later!
- How does the city even make it known to the general public that hearings are happening?
- The ability to have your words read by a member of council
- Quit deeming people "Deputants"
- it doesn't really matter, when councillors and bureaucrats have already decided
- Just be communicative
- . uninterrupted time to speak with harassment from the chair .
- It was disconcerting that the councillors who are the decision makers were not viewable on screen throughout the public hearing. There was no way to assess if they were listening and interested in the presentations.
- Citizens table requests / concerns in advance and an online forum is established to let other citizens vote on feasible action alternatives tha
- Ensure that all speakers comply with Roberts' Rules of Order and respectful conduct
- Having them at all, look at the hiding going on for the new hockey rink
- Ensuring that the public hearing process is transparent. This means having a summary copy of the Council lobby register accompany each item. Also no use of Council cell phone texting during the meetings. Go old school where councillors listened to the presenters.
- Not having administration have a pre-determined outcome they are constructing the process to achieve.
- The biggest issue is the lack of respect shown to citizens who choose to speak. One thing that has really bothered me is how alternative truth is accepted from those supporting an issue, with no opportunity to rebut or correct the facts.
- better publicity of hearings
- It can be daunting and time consuming speaking at a public hearing. If the City is committed to making it more accessible, allow people the opportunity to book a time at least makes it easier to fit into busy schedules.
- Most Calgarians are unaware that meetings often run 9-12 hours. If their time slot didn't come up during the day they are unaware that the meeting is continuing through the evening.
- Remote hearings ok but should be video. Do a combo. Give people a choice, in person or on bridge.
- There need to be a variety of ways and times to participate so that people with different abilities, schedules and time available can participate in a meaningful way. The process now allows mostly for this who work in an industry and are paid to participate, or those who have unlimited amounts of time and flexible schedules (basically privileged Calgarians for the most part) to participate.
- Online engagement, translators, more time to speak. Childcare.
- any idea should be on the table. anything that make democracy more available to all is good.
- Have preliminary online open discussion forums. Have regular community issues forums at the community halls. The use of virtual meetings and virtual meeting spaces.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Allow for citizen input to be made by email and then read into the record
- The first point is no new technology will "fix" the problem. There has to be an option for face-to-face for all who request it.
- Non in-person options
- It's hard to respond to this when you haven't attended a meeting.
- One of the official languages is disproportionately targeted. Need to be fair in democracy. Some device needs to be introduced for more transparency in our democracy.
- language support for non-english speakers (translation), and deaf communication should be offered for every public hearing meeting. phone in is ok...but any way to use microsoft teams? limit public's chat ability, and ensure people can still phone into the teams meeting, but you have more control of speakers that way (mute people who are not muted, etc.); booking specific times to speak on items and sticking to the schedule is probably the most effective/quick way to do it. Is it possible to have the PH portion later in the day but the the admin presentation earlier in the day? and maybe a quick 'recap' of the item (like 1 slide) before PH opens.
- Accountability. Tracked and public transparency to stakeholders concerns posted for all to see and exact solutions being made by the city to address each concern
- there a public propaganda display - fix that
- Pre recorded engagement
- Due to Covid - technology has been more innovative
- Maybe it has to be a combination of technologies: in person but also phone in where it still is possible to hear everyone. Whatever the process, it needs to be accessible for people who can't take a day off from work and for people who may not be tech-savvy or comfortable phoning in.
- Have the meeting be for just public hearing items. Not all that other stuff. Even having to listen to approving minutes, debating items on the agenda, etc. Confuses me and takes too much time.
- More info about it.
- Need to see the slides you're presenting as you're talking
- Don't book people in panels. Let them decide if they want to present their submissions together.
- Conference technology whereby ALL Councillors are visible during the public hearing.
- It is the timing that is very difficult because you often have to wait around all day. Sometimes Council will change the order of items, so you have to be ready at any time. More certainty would make it easier. Holding meetings at different times of the day would not work since items just carry on throughout the day, or even into a second day.
- The system is broken and muffin box checking will not solve the problem. It's lazy
- Go back to face to face public hearings. Virtual ones were a stop gap
- Update your documents. In February I sent a letter to City Clerks about your FAQ info and the maze of finding out submission deadlines. My letter was forwarded to the manager but nothing has happened.
- Planning is already a done deal. No point having people speak if there is NO impact on the community.
- Apps/services to alert you either 30 minutes or 2 items in advance of your item being up for Public Hearing.
- in this day and age shouldn't require people to actually be present in person or live on video. should allow people to submit recorded videos/presentation anytime anywhere
- Feeling like the input is listened to by City council

Public Hearing Process

What We Heard Report: Verbatim Comments

- Encourage meeting chairs to look at speaker's names beforehand and confirm pronunciation. Allow participants to include phonetic spelling of their names to aid this.
- ability to "zoom" into meeting even during non-pandemic times
- instructions for people to clearly understand the process and provide assistance/encouragement to them
- Again, talking and presenting is not inclusive or equitable. Asynchronous ways of participating should also be available.
- Opportunities need to be made more aparent to different cultural groups.
- The use of social media will allow for a more robust dissemination of information to the public on familiar systems rather than trying to funnel people through the city website. As well, the ability to pre-book would allow for some degree of organization of the panels.
- I believe better use of social media can be implemented to keep people informed about the meeting and where on the list the public hearing is.
- Advertise them frequently and well ahead of the hearing WITH the content of what will be discussed.
- Please see previous comment about childcare, more time to speak and councillor's on the phone.
- Maybe we should just advocate to get rid of them!!
- More resources need to be spent to inform relevant parties.
- Councillors sticking to the order of items on the agenda
- Communication is key. Please actually speak to culture groups. We want to be involved, same with young people but you don't engage with us.
- Plan it for equitable access and you are heading in the right direction!
- A virtual meeting where I could prebook a time to speak with. A 30 min window and then just jump on the call. Easy.
- Perhaps something like a zoom communication

9. What would make public hearings more inclusive? Tell us more.

- The hearing process should be neutral. It should not include so-called "experts" like Kris Wells who at the request of councillors continuously countered the public's opinions if they did not agree with the public's reasonable positions (at the conversion therapy by law.) Councillors who agreed with Kris Wells kept asking him to "weigh in" to counter the public's opinion. This is biased and defeats the purpose of an open forum. A hearing process should be open minded and allow freedom of expression and diverse opinions. I was impressed with the Councilors Chu, Magliocca, and especially Colley-Urquhart, who spoke up in defence of someone who was being shamed by a councilor.
- How about making them public? It seems like quite a few 'public' issues are being discussed 'in camera'.
- More detailed explanations of procedures, deadlines, etc.
- For planning items, making demographic reports available for the neighbourhood in question, and having a process where demographic information is collected from public hearing participants

Public Hearing Process

What We Heard Report: Verbatim Comments

- Having an opportunity for follow up from the public participants would be useful, and would create actual engagement versus Council just moving on after each presenter. The public has taken time off of work to make their voices heard, so it would be appreciated if it were more of a dialogue than just a one way presentation. Perhaps limiting each presenter to one follow up question for Council (limited to say, 2 minutes of discussion) would be reasonable.
- some way to take multiple people with the same exact perspective and bracket them or lump them together so they don't overwhelm everyone else.
- advertising in languages that all calgarians speak. we do this on the development side.
- See answer to 7 above.
- Language support is important, but inclusivity means that voices and perspectives raised are recognized and responded to. It is important that to increase inclusivity feedback be provided by Council why input was not acted on.
- More upfront public awareness of the meeting with a mandatory reach out from each councillor to their ward to ensure their constituents are AWARE of the hearing and their councillors positioning.
- Different process for any re-traumatizing conversations. Talking circles with counselling supports. Again, use of plain language and making the meetings easy to search. Sharing access on different platforms perhaps. Free transit, perhaps refreshments (can be grueling for those with disabilities, health complications, children, etc).
- By not allowing a self-proclaimed expert to attack members of our community when speaking to our own City Council.
- Have the public hearings airing on the radio would be nice. So people can listen in without have to start a webs stream. A recap of what was said would also be nice.
- Councillors that care whether or not City policies are being broken would be great and it would make it more inclusive because people that care about things like compliance with the Municipal Development Plan, and major factual errors on the part of the City during engagement (definition of Main Streets in November 2019 version of the plan includes 8th, 12th and 20th Ave) would feel more included.
- Less formality of process to engage.
- Pronouns. Land acknowledgment. Easy access for disabled citizens. Thanks
- partner with library to ensure underrepresented voices can speak. Currently have to have PC and wifi access.
- An easy way to learn how to do the process. Also some councilors are verbally aggressive/intimidating which turns off a lot of people.
- Feeling as though engaging in a public hearing process served a purpose more then it being "just a show" so the mayor could say he cared before just deciding behind closed doors anyway.
- It makes me insane that we carve out prescribed time for rich white men but not low income people by going to different locations having different times.
- As I haven't participated before, I would start with greater public awareness and invitation to engage
- A live stream where we can submit concerns
- Having people on hand, to translate what the public is being said in more simple terms so councillors can understand.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Any speaker can bring in his own language support, it would be too expensive to have all possible supporters there in person. Public Hearings ARE inclusive and open to all; don't look for a problem where none exists.
- If the city just made a priority of letting its citizens know they were happening in the first place. You can send out flyers and spend billions of dollars on Covid shots but not a penny for public hearings.....seems weird to me!
- Get rid of the stormtrooper security so you can bring in snacks and coffee
- Inviting communities and people of all backgrounds to participate.
- By changing the word "includes" to "means"
- the voices of all citizens should be heard, considered and acted upon
- Perhaps you could 'include' people!
- An actual time where you can speak with your council member.
- Capturing the views of people who don't show up at public hearings
- plain language and a highly respectful environment for all those involved.
- Invitation of all walks of life; but, not special privilege. No allowance for scapegoating particular identities.
- Ability to subdivide and summarize.
- There is no problem with inclusivity
- Clearer procedures that are public friendly I.e. not only within the frame of reference of councillors and city officials. Fairness and equity requires the ability to understand fully the process and participants rights and expectations.
- Understanding the process and not feel intimidated by it.
- Most Calgarians are not aware of the many decisions that affect their housing. By the time they know, it is too late to participate or affect the decision making at City Hall. Issues such as the "Guidebook" should have a much stronger campaign to let most Calgarians aware of the proposed changes and the impact on their lives. When such important items are rushed, it sends the message that there is a hidden agenda. As an example, mail stuffers should be used to communicate such important proposed changes
- Having council attend and listen and learn
- See item 7 comments. Texting excludes the public and all those not on the text from an important sub layer of engagement.
- Getting the word out that there is a genuine public hearing on specific issues and letting people decide on a fully informed basis to attend.
- Respect and open understanding of speakers concerns.
- Speaking publicly can be very overwhelming for people from all walks of life so I think that asking presenters if they need or want any of the above would be an additional help.
- A TRUE ENGAGEMENT Process that is NOT EDUCATION. Council is NOT listening to Calgarians. A number of councillors are not listening to their constituents. Most Calgarians can't take a day off work to participate in this lengthy process and then maybe not get to present when they thought they would or not be able to get on the bridge.
- offer a Partners in Planning course through FCC on effective engagement with Council
- Poll the low income communities and homeless, and then respect their input and positions.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Getting the live feed to not be 45 seconds delayed when using the bridge; half of communication is body language and when they don't align it's hard to ensure the message is being understood.
- The three options above should go without saying. But the main failure is to provide for face-to-face communication for all who request it.
- Ability for mobility disabled to attend.
- cannot afford to take the bus or pay for parking like everything in this city only for the rich
- Let us know when you are having them.
- Plain language and respect
- these supports should be on the website and available live in the meeting. closed captioning is not available on all meetings, only PH. I understand there may be additional cost to run CC on other meetings but there is technology to auto generate subtitles.
- A process whereby seniors' comments can be read for them if they have challenges with technology
- Written surveys for stakeholders to voice all concerns and each itemized and posted publicly. This is about inclusivity in decision making process. Nothing else.
- those in those high pedestals can start acting like equals - instead of the elitists they are
- The official languages of Canada are English and French, let's keep it that way.
- Guide people through the whole public hearing process so they are not intimidated.
- As mentioned in Q7: it should not be based on just one type of technology.
- Should be constructive issues.
- Send out the agenda in plain language ahead of time
- Prioritizing average citizens over those who may have already lobbied/met with a Councillor on an issue. Providing bias awareness training and reminders about bias to Council
- Audio recordings of the proposal being discussed for those with hearing disabled!
- Better advertisement.
- Calgary is huge and transit slow and expensive. From Bridlewood to get to city hall can take an hour each way. If you're working you can't even come virtually. There needs to be a specific email
- Speakers have brought language support in the past, but I haven't seen ASL or described video. I think the problem lies more with certain councillors who appear determined to discount or intimidate those speakers with whom they disagree. No speaker should ever feel bullied by harsh questioning from a Councillor. Until that changes, you will have people who are hesitant to appear at Council, not because of their accent, background or cultural considerations, but because of the abrupt and even rude comments or questioning from a minority of Councillors.
- Leadership that listens
- I suppose that there may be some cases where language or visual impairment might be an issue and should be addressed. But I believe having councillors who actually listened would be even better.
- Getting notices out in multiple languages, providing assistance to those who are not familiar with the process, perhaps having an ombudsman
- Being able to be heard through the video conference so people don't have to take time off work or get babysitters.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Deaf people should be able to participate.
- I imagine all of these would help the inclusivity to a degree - I encourage and fully support the City exploring these (and other) options in more detail, if able, to ensure everyone feels capable and able to participate comfortably
- Youth involvement
- Inclusiveness starts with the participants willingness to stick to the facts and stop calling people out for having a different opinion than theirs. this goes for Councillors as well
- ability to voice concerns using technology and not having to attend the meetings in person
- make it possible for people to attend virtually so that transportation and accessibility barriers can be removed or minimized
- Ways to participate online, in writing, asynchronously
- How about teaching Councillors better listening skills.
- None. Council doesn't want people there, so start by improving that?
- Childcare!
- The transcripts tend to hold a delay, a professional closed captioning service would help support multiple means of engagement in different. As per cultural considerations, it would be valuable to run this system through an anti-discrimination lens that would help to mitigate the engrained power structures of society.
- Create an inclusive environment in which all citizens feel comfortable speaking and feel heard.
- Reaching out to the communities directly And informing members of the public
- I think all of the above are good to encourage equitable access and remove barriers, but I think that minimizing the chance of retribution for speaking is also important.
- Alberta is an English speaking province, if you are here you should be proficient in English!
- They are impossible for parents, especially moms and new moms. There's no consideration for in person for pregnant women to get priority or children. The 5 min rule wasn't even told us in advance
- Less us against them attitude
- Take written submission as seriously as those that come in person
- 1. Time slots & a list (or number system like a deli counter). I can't sit for long periods, so waiting for hours for my turn is actually painful. 2. Make it easier for youth voices to be heard.
- The ability for people to get involved even if they can't commit the time to spend a full day (and evening) at City Hall.
- Not requiring the applicant to go downtown

10. Please share any additional ways in which we could improve the public hearing process?

- It's what takes place before the public hearing. People come to oppose a project because the poor engagement that took place or maybe did not take place earlier on in the planning process. People participate in the planning process because they are truly invested in the project and want to ensure it will benefit their communities at the end of the day. All Calgarians want to live in a great city and some are more passionate about it than others.

Public Hearing Process

What We Heard Report: Verbatim Comments

- i hope i will be able to continue to access public hearings via zoom and other electronic means that we havent even thought of yet... and or written input. and i hope th councillors at the table are engaged and actively listening...
- The public hearing is a process for people to share their opinion and experience as much as they are willing to. Councillors should not be grilling participants, asking very personal and embarrassing questions (as seen at the conversion therapy byelaw hearing).
More respect from some councillors is needed.
- When "what we heard" documents are prepared, there should be a way for participants to check what was "heard" and correct any errors or omissions.
- Continue to allow speakers to call in after pandemic. Maybe allow zoom video calls? Definitely get a better system that has muting/unmuting control and make it so that when people dial in they start muted.

More human-readable agendas, and longer advertisement of issues of larger concern.

Better

- Having them at different locations over several days so that marginalized communities could have a bigger voice.
- Do not include an "expert" when seeking to listen to the public in a non judgemental way (ie, Kris Wells role was not appropriate in the conversation therapy ban hearing)

Do not allow Councilors to be rude and interrupt the public in what is supposed to be a hearing process.

Some of the public were grilled by Councilor Wolley in a rude way. Other members of the public presenting reasonable arguments were interrupted and not allowed to finish sharing.

- Advertise any public issues at least one full month in advance of the cutoff for public submission. Clarity regarding where/when to submit any written response would be appreciated as too often written submissions somehow do not end up in the public record despite being submitted prior to the official submission date.
- Keeping flexible options for stakeholders that allow them to either appear in person or call in. Real time video conference options rather than just a call in line (check out the Zoom Webinar option).
- There needs to be more detailed and clear instructions for every aspect of public hearings that are easily accessible online.
- More ways to provide written input might be useful (even though one can already submit letters). Ideally, a more environmentally-focused (environment first) approach to development (and also protection of farmland) would be instituted...but this would need to be done province-wide (and that would not be easy under conservative governance).
- Have childcare available. Better accessibility for people with disabilities and people who work. Better access for seniors. An appointment time would be great.
- Booking time for items would be hugely helpful to avoid driving in chambers for actual days at a time waiting for your item which happens to be behind a more controversial item.
- ways to integrate the lesson of secondary suites into the process -- that a very vocal group is perhaps not indicative of the community at large. For large projects, polling could be useful to present as part of the information for councillors

Public Hearing Process

What We Heard Report: Verbatim Comments

- Listen to both sides and find a centric solution
- As noted earlier, allowing for follow up questions to Council after making a presentation (especially on contentious items like Land Use Amendments).
- Weed out the NIMBYs
- Ensure issues truly consider both sides of an issue, engaging both experts who support the issue and those who oppose it.
- - The process of coming to speak for or against a project is clear. But unless you understand the three readings, that gets hard to follow.
- hold people to the 5 minutes allowed.
- There should be effective , not duplicitous, engagement with the citizens of Calgary . It starts with a notification to all Calgarians who will be affected by the decisions taken at the public hearing of how it will affect them. Doing slick marketing campaigns [The Guidebook for Great Communities and the inadequate "engagement" in respect of it is an example] to sell something that will have huge negative ramifications for the liveability of Calgary's neighbourhoods is unconscionable.
- I also think that voice of the stakeholder groups communicating should be summarized, acknowledged and then responded to in terms of how the feedback will be incorporated or not.
- The majority of Calgarians are waiting with excitement and anticipation for a refreshing new council that listens to their constituents, the tax payers that pay the councillors lofty salaries
- Keep them going! I appreciate that Calgary does this above so much else. However, perhaps more direct engagement through community associations, community organizations, drop-in centers, could be a step in the right direction. Doesn't have to replace public hearings in City Hall, but could allow better access for people. Even if there are ways to set up satellite stations that connect to the City Hall. Perhaps transit tickets for people to attend. Definitely better trauma-informed response.
- Stop silencing people before they have completed their allotted time to speak.
- The City must not allow councilors to bully speakers or each other. We tried to bring in experts, including constitutional lawyers, medical experts etc to the council only to have them personally attacked by Coun. Carra, Farrell and Kris Wells who is not even from Calgary. This was NOT an acceptable process and undermines the democratic process public hearings must be.
- Remove uncertainty of when an item will be up and when I can speak
- When questions are raised. Councillors should be made to answer their decisions making process their belief vs facts. A culture of making it look like they are doing something has developed. But nothing gets done. The public hearing process is the forum for that to be questioned.
- Setting expectations for participants and making clear the rules of the MGA more broadly. I would say the City Admin does an excellent job now of encouraging speaking and supporting nervous or new speakers respectfully.
- By listening and giving serious consideration to the public voice
- The City could show that they care about following statutory policy documents such as the Municipal Development Plan. The current NHCLAP is not compliant (IMO) and the engagement process had serious factual errors that affected citizen input. The City doesn't seem to care one bit, so a Council that cares about doing things the right way would be a great start for improving the process.
- Make it principled. Respecting autonomy and individual rights, and demonstrated solidarity with and concern for the interests and dignity of all people.

Public Hearing Process

What We Heard Report: Verbatim Comments

- As an applicant we prefer to be in person as the first option (we've run into issues of capacity in the past when contentious items and we can't get a spot in the room). Post Covid though its nice if its an option to be in person or on line. It allows for more flexibility if you are away.
- I think that overall it is pretty good! If there is a very contentious issue, people may have to wait a long time to speak so some kind of queue or ability to book a specific time slot may be helpful.
- Setting times to speak.
- Allow all the people that want to speak have a voice in all public hearings.
- Allow groups to present for more than 5 minutes per person.
- The idea of an appointed time make a lot of sense. I have either had to wait in chambers to speak, or not speak at all due to work and other commitments. Partnering with other organizations, such as the library, Friendship centre, and immigration societies, to work with marginalized and underrepresented communities to ensure that their voices are heard too, is of utmost importance.
- Councilors rarely seem to review the attachments, and some people do not like public speaking. Submitted comments should be reviewed and given the same weight as a speaker. Councilors have been verbally aggressive/condensing to participants which does not encourage speaking. There is no way to book a time, many people have jobs/commitments and need to schedule this in.
- Get rid of mayor Nenshi
- Show how citizens concerns have been heard and responded to in HONEST and NON-BIAS ways. Council only cares about the people who share the same opinion as them. Sadly missing out on the opportunity to enlarge visions, support innovation and inclusivity, incorporate diverse ideas and creative excellence
- Since I haven't participated before I can't speak to this
- Inform the public of when they are happening, say like for example on the garbage day collection reminder app.
- Live stream
- 1. All Councillors should appear on camera for the duration of meeting. Shows they are there, if they are paying attention.
 2. Do not tolerate any "talking down" to speakers.
 3. Consider having a Chair who is not the Mayor; one whose job it is to be impartial and keep things moving.
 4. Keep a rolling list of where things are at in the meeting; what changes to Agenda order have been made.
 5. Publish the minutes in detail. Right now, there is no record of what councillors said in debate.
- Actually listening to the people who share their comments. Our politicians already have their agenda in place and the democratic process is non existent anymore. When did we EVER get a say on any of these draconian restrictions that were put in place???? Never! Our leaders are NoT listening to us and that is why public hearings are a joke in our country.
- Be tougher on the 5 minute rule
- STRICT adherence to time - scheduled slots
Video link in
- Having several livestreams for major public hearings.
- An independent facilitator

Public Hearing Process

What We Heard Report: Verbatim Comments

- Let people book time slots that won't be shifted or moved.
- Perhaps people have forgotten that Calgary is a chapter 33 corporation and they need to be reminded if not outright informed what this means.
- How about more direct democracy. If there's a vote on something during a meeting, let all citizens attendees vote, and their vote could count as one-third of all votes!!!
- Be communicative all the time but remember that not everyone is on Facebook (if that is the platform you are using to disseminate your information). The councillors should be making sure the Calgarians in their wards are fully informed.
- Not everyone feels comfortable speaking in public but wish to express their opinion private meetings would be appreciated
- Public hearings are very emotional - people do not like change. Having a discussion in a council chamber is very intimidating. If there was a way to have the discussions before recommendations are made to council that may help. But it does seem the loud voices get listened to by councillors who do not necessarily understand the context
- An app where residents can learn and respond quickly and easily to their input
- Find a way to incorporate the views of people who mildly support stuff but don't want to show up and argue on behalf of a basement suite.
- Once again a process which ensures a respectful environment where legitimate public concerns are heard and seriously considered rather than a process where City engagement is simply about ticking boxes to achieve a predetermined result. Engagement must be a genuine openness to listening and learning as well the willingness to respond to input.
- . try to ensure that Councillors do not spend time with extended question prefaces that glorify and lavishly congratulate presenters who they agree with or, alternatively harangue presenters whose viewpoints they don't like . hostile questions and dismissive statements from Councillors are common . certain members of Council often act badly in public hearings .
- Limit the time each person has. Limit the number of speakers from special interest groups so they do not monopolize the time or meetings.
- As above too many commenters for whole council to hear on controversial issues. Days of hearings are not manageable for information purposes.
- Timelines for public submissions to be included in the agenda material are too far in advance of the hearing. Material submitted up to the start of the hearing should be provided to the hearing body
- More notification time ahead of the hearing
- Make all documentation, including all city presentations, available prior to the hearing so citizens can be fully prepared. Provide all draft motions and recommendations in advance
- City Council and Councillors should be held accountable for performance. These are representatives of citizen taxpayers and if Councillor performance is failing they should lose their position. The public forum should be a referendum on City Performance.
- Ensure that committee members commit to voting with an open mind, recusing themselves if they cannot, removal from committee proceedings if Codes of Conduct are violated.
- There should be no limit to how many people can speak at the public hearing. Sufficient time (several days if necessary) should be provided to allow everyone (for and against the issue) to speak. How do we know what people say is taken into consideration? This does not appear to be the case if the Guidebook to Great Communities case which had lots of opposition. Also the NHCLAP. It seems like Councillors ignored public opinion and proceeded with their own agenda.

Public Hearing Process

What We Heard Report: Verbatim Comments

- The current public hearing “process” is yet another pantomime of engagement and democratic involvement. It is just another opportunity for city officials to advertise their general disregard and disdain for the public and principled leadership.
Set a zero tolerance policy for the toxic conduct of council and the mayor. Have a ombudsman on hand to censor as required. Add option to support inclusivity and not just tech based approaches.
- Listen, listen, listen to the voices of your tax payers - not only organized lobby groups with resources.
- Better advertising
- Make sure information is available early to people to review, ask questions of staff (include some contact numbers) before the public hearing, allow for group presentations to be agreed to before the hearing starts
- Make the rules about group presentations more defined. E.g. any “registered” group (doesn’t need to be a legal entity) having more than 5 identified members will have up to 30 minutes of collective presentation time. Having time “bundles” where presenters can anticipate they may speak will assist as well.
- Genuinely communicate with Calgarians to advise them of the issues and the timing of the consultation process in a way people understand. Signs by the side of the road alone are not sufficient notice - there needs to be more information communicated to Calgarians so that they can make informed decisions on the subject of the specific hearing.
- Have translators and respect all groups by having them perform traditional protocols
- Emphasis on public. The City's "development partners" were allowed to participate in the Guidebook or North Hill Plan public hearing and I'm not sure that is appropriate. They are corporations. Likewise, Community Association representatives should only be allowed to speak on behalf of their community if they have submitted proof that their words match the sentiment of the majority of their residents (ie. a recent and high participation survey, vote, etc.)
- A number of ways:
Respect of opinions, no name calling or bullying by Cllrs.
Opportunity to rebut when mistakes or clarification is necessary.
Perhaps a time frame when the item will be heard, this enables speakers to plan their day.
Appreciate some issues require more time for all to be heard.
(appreciate that is a difficult with some topics)
When speaking for or against it would be wonderful if there was an overview or re-cap. The way it is now when you speak your done!
- have councillors visible on screen so we know they are actually present and listening.
- I think it is more about respect and acknowledgement that though relatively few Calgarians stand up to speak at a PH, they should be given respect and consideration for the effort they make on behalf of themselves and other Calgarians. You do not want 1 million people standing up to speak, but Council should know that if 100 people speak, in all likelihood, they represent multiple voices and opinions and should be listened to. Instead I have felt dismissed and ignored.
- The City's engagement policy should be truly applied. There is not enough accountability to citizens.
- The majority of City Council has NOT been listening to Calgarians. Your process is broken. I have been appalled at the badgering, bullying and baiting I have witnessed over the past 17 months of public meetings. Respect and hearing what the tax paying citizens want for their City would be a start.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Do an audit of best practices for public hearings in other Cities.
If a major item - set aside a specific time for that hearing- not part of other council business.
- - Booking a time-slot to speak
- Not allowing Councillors to interrupt the member of the public while that person is attempting to reply to the Counsellor's question
- Council members should not cross-examine members of the public. Often the 5 minute time for an individual stretches into half an hour or more because of councillor questions. Allow people to call in or video call in so they don't have to stay in person all day.
- Have a list of the topics/items to be discussed at upcoming public meetings categorized by subject matter instead of having to scroll through meeting agendas to find an item.
- It is critical to engage sectors of the public who are not attending public hearings and ask them for input, eg person with disabilities, cultures represented in our city who are not often seen at public hearings. How can we get their input on the process, and how do we ensure that communication channels inform them of public hearing items. Predominantly white older people or paid industry staff participate in public hearings, with the exception of specific groups who attend for specific topics.
- Extend the time between the release of documents to the public, and the time required to submit documents or letters of support to public hearings. This applies to SPC meetings as well.
- Access for Calgarians with disabilities better - transport options, way finding signs at the location, or ability to join online.
- I think the city did a good job of adapting to the COVID-19 pandemic by going virtual while still giving residence of Calgary an opportunity to speak. Thank you to all city staff, Councillors,, and the mayor for your adaptability.
- Make it effective, not just a waste of the public's time. Public input is useless if the public's needs and desires are considered from the onset. Please, let Calgarians set the goals and define the objects, not just affluent self-interests.
- have written submissions read aloud, as my guess is councillors do not read them
- Set up of room. Intimidating to speak UP to a horseshoe of 'higher up' people. Round table discussion would create a place where anyone could feel comfortable.
- Actually listen to input and be willing to change rather than just giving the perception that you are listening.
- -Register to speak with a given time
-Where possible don't rearrange the agenda the morning of after people have made plans to attend
-5min max speaking time should be held too (treat everyone the same)
- Listen to the people you are suppose to represent and vote their way. Be accountable for your vote ... have it recorded and almost all council discussions public - not behind closed doors. When you are transparent and actually represent your constituents not business, family etc, more people will get involved and participate and stop being disenfranchised.
- My only concern was with problem of timing and the frustration in the past with not knowing when one might be called and so having to spend hours (in one case a whole afternoon and evening) at City Hall just to make a presentation of a few minutes.
- I was disgusted to find that in the hearing I spoke in, the council had an "expert" sitting by to immediately refute the issues being put forward, but only if they disagreed with the council's preferred position. Nothing about the anti-conversion bylaw hearing seemed "fair" or "open." The fix was clearly in before a single resident was allowed to speak.

Public Hearing Process

What We Heard Report: Verbatim Comments

- better overall public awareness of issues being discussed. An idea might be having a summary of opposing points being made available to all so that those who cannot attend/watch would know the points being discussed, it seems the only message that comes out is that of one side. Also, a public offering of the logic behind the decisions made
- Provide a summary of the public hearing submissions after the public hearing process. Helps the public hold their councilors to account for their votes.
- use your common sense stop wasting time on stupid issues and stop under developing
- We need to know when they're happening regularly not just once
- Community representatives are not always treated respectfully by the chair.
- I noticed most of or some of immigrants are not understand political infrastructure or right path to approach.
Need to educate them in their native language so they understand importance of all thus peocess
- Ensure constituents know about hearings and understand they have the right to bring issues forward so that not only privileged people can attend for their issues. Virtual meetings have been wildly successful for the past year. Allow this.
- Being able to book a time to speak to Council would be great.
- I think they are already inclusive
- For registration, if somebody is vocal, their registration somehow becomes hard .
- Agenda/Minutes website is OK but quite daunting to navigate. Is it possible to make it more user friendly and inviting to look at?
- It is unclear why some items which required public engagement are then moved to the consent agenda. While the public may have had some input, they also deserve to be able to rebut the information that Administration presents to Council. It is becoming increasingly apparent that Administration shares only the highlights with Council which are favorable to their position. The public needs to be able to speak up on these matters once a report has been drawn up.
- Live video for public domain accountability for government measures to each project. Recorded sessions available upon demand for accountability
- end the 'queens rules'
it's pathetic
- The hearing process is ok, the listeners should be supported/replaced by public volunteers unimpaired by City Hall bias.
- Making in easier for the public to submit written submissions to all council members prior to a public hearing. Currently it is unknown whether the written communications actually made it to the members.
- Make people feel comfortable participating by letting them know how the process works, guiding them through it. Most people have never spoken at a public hearing and would be intimidated,
- As noted, setting times is the #1 preference.
Also it would be better to have Agenda and attachments available more days in advance - allowing more time to review prior to the hearing.
- Make sure that Councillors are actually listening.
With the "working from home" we had no idea whether we had their full attention. It often seemed clear they were not listening at all.
Too much disruption with people not knowing their phones were not muted or did not know how to mute. Maybe the muting/unmuting should be done remotely by the moderator.
- I haver given my opinion in the previous clip.

Public Hearing Process

What We Heard Report: Verbatim Comments

- none
- Directly invite and provide information to affected stakeholders.
Hold follow-up meetings - recognize that policy is iterative and that no decision gets everything perfect - commit to ongoing engagement and actions to mitigate and meaningfully respond to legitimate concerns.
- Continue to allow virtual participation along with in person presentations
- Public Hearing only agendas.
Set times to speak.
Able to speak from home.
Have meetings in evenings.
- Have there be multiple season at different times. As well publicized total of the conserens. Ex: 5 people expressed concerns over blank. 15 people expressed concerns over blank. Etc
- Being more accessible to people
- None other that I can think of right now
- Planning (rezoning) are important of inner city: run an info campaign to let residents know they have a voice; consolidate applications (areas). You tell us the NHCLAP won't take away our voice; but comments supplied at rezoning application are ignored and will be even more so with a Plan that endorses the rezoning we are fighting. Show us Council is listening to our concerns.
- On development and building applications:
 1. Any member of Council who has received campaign contributions or other considerations from an applicant and/or their employees must declare that before the hearing begins.
 2. If the total of contributions/considerations exceed a certain amount (e.g., \$1,000), the member will recuse themselves.
 3. Council members will provide full documentation of meetings with an applicant and/or their employees that occurred prior to the hearing.
- Email
- The public hearing process seems more oriented to the needs of Council and administration then that of the general public. As this process is critical to the credible functioning of local government, it needs to be restructured so the public interests come first. As a starting point for this, it first needs to recognize and value the time of those who wish to participate. Additionally, it needs to ensure technologies are used whereby citizens and can actually see and address the Councillors.
- Have the councillors stick to the topic at hand and not add in their two cents on anything else they are thinking about and actually listen to the people in their riding and what they want
- I really like the idea of booking a set time to speak.
- 1. Councillor behaviour. Anyone who has attended or watched a meeting knows that some councillors like to bully, intimidate or otherwise discourage dissenting opinions.
 2. Provide minutes of the meetings in writing; not just the Motions, but all of the debates and discussions. If Councillors were on record, they might watch their own behavior.
 3. Allow attendees to bring food or drink with them, but not consume within Chambers. It is ridiculous to have your bag searched for granola bars!
- Stop backloading the callers that support the council desires. Ask more questions of people
- I think more listening by council would help.
- Don't ignore what the public is saying. LISTEN if if you don't agree
- Ombudsman as a single point of contact

Public Hearing Process

What We Heard Report: Verbatim Comments

- People don't feel heard. Some think that writing letters or speaking is a waste of time because most things get passed in spite of community concerns. Councillors should not be allowed to pepper their comments with microaggressions against their colleagues or anyone else. There should be a NO TOLERANCE policy and the Chair should enforce it.
- Having the Council consider the public input instead of Council going ahead and voting regardless of the number of people who are speaking. People do not feel heard by this Council.
- Appointment times. A report that summarizes the feedback and how or how not it is incorporated into the final project would be useful. I have read planning comments for 8 projects from people in our community. Not one comment mattered. Your public process smacks of tokenism.
- Apps/services to alert you either 30 minutes or 2 items in advance of your item being up for Public Hearing.
- online surveys/polls, video submissions that can be sent in anytime
- Actually listen to Calgarians.
- Plain language advertising of the issue and decision in front of council
- Budgeting for example. first staff tells Council what they want. Then the public have a chance, then staff have another chance, then they go behind close doors then they move staffs recommendations. Staff should have nothing to do with the public hearing process! this is the publics time
- Make sure a remote speaker can be muted or cut off. It's so frustrating when someone is making noise while another is speaking.
- provide specific follow-up communication regarding outcomes of concerns raised
- None
- First by having these hearings announced in a way that people actually know about them. Seems like corporate interest groups and lobbyist groups get more representation than actual citizens
- I can't believe this archaic way of hearings is still practiced. To what extent do a few voices represent what is needed? Look at the IAP2 spectrum of public participation or similar frameworks.
- Councillors should engage their constituents more often than simply during pre-election times. Then, possibly they might represent the people who elected them.
- Make the submissions have weight in decision making.
- Suggestions listed above seem very inclusive and would solve lots of issues
- It is important that public hearing not be considered a representative sample, and they tend to attract vocal minorities opposed to change. While the intent of this survey is expand public hearings, consideration should be given towards limiting them. Public hearings should serve to find flaws in projects that have been overlooked, but not to give NIMBYs a veto over development.
- Engaging with Social Media and giving specific hashtags for you to see shareholders' views.
- Again, seems to be designed to keep people away or deliberately confusing. Multiple groups who do the same thing (main street, CPC, design group work, master plans) - its impossible to keep up with the changes. by the time i get to comment on something its already closed or settled.
- Making it appear more welcoming. le to people of different ages, youth or old and everyone in between.
- I think a lot of people can feel intimidated by the space and all the procedures at council. If there was a video explaining all that, could be helpful.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Formal and informal engagement processes, and an additional post engagement response. This way you don't funnel the entire process into a singular space. Allowing for some transparency in response, conversation, and creating multiple engagement opportunities at different stages of the process. Not just a singular public hearing, but a spectrum of engagement from listening, responding, to synthesis.
- As previously stated, a better connection with social media outlets can be harnessed to increase the outreach of Council and Committee as well as keep people updated on their place in line. I also believe Engage, should offer the opportunity to citizens to write a letter during project engagement, long before the public hearing, to be included in the written submissions, as many people who are involved in engagement are absent from the public hearing for many reasons.
- Booked times to speak, not during work hours
- Speak in plain language. It's so government-y abs probably why no one pays attention. As soon as you glance it makes you feel like it will take too much brain power to even start trying.
- The hearings would be more worthwhile if citizens actually knew that they were happening and the content being discussed. I found out about the Guidebook and Pet Bylaw hearings quite by accident from other citizens, NOT from the City of Calgary. Citywide engagement opportunities in many forms long before any hearing is held is essential.
Councillors: Even a hint of disrespect and bullying citizens to back down while pushing their own agenda must not be tolerated and shut down immediately.
- Right now the public hearing process appears to be one process for all of the people. Not all people are the same, it is important to consider creating many variations of the public hearing process for the many variations of people we have in Calgary.
- I don't think public hearings are very useful. If I want to hear elderly white people complain about neighbours I could find it online in seconds.
- More resources need to be spent on informing the public and stakeholders.

More televised or broadcasted hearings

Individual stakeholders should matter more than organizations and should be given more time to speak than organization to reflect the disparity in resources.

To many hearings are deemed closed door meetings due to a lack of knowledge about them before they happen and the nature of how individuals are informed and speak.

- More notice ahead of time, an invitation for participation, information provided for preparation, reminders and alerts.
- Making it geared towards actually collecting feedback from the public and not what's convenient for Administration and Council
- Council have lost the trust of Calgarians, that will take a lot to rebuild!
- Give more time, be culturally competent if you're genuine in the cause. Also it should not always be at city Hall, it's intimidating
- Cultural days and issues with a published clear agenda. Attack hecklers warned they will be removed immediately from chambers.
- Open them back up for public input. The BRT sessions closed this was not acceptable. If needed security should have been brought in
- Listen to citizens more.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Describe the sandbox first. You have people turning up & talking about things that have no bearing on the items. If you let people know exactly what parts of the decisions are immovable, then that would help. There's no point in someone going to a public hearing to plead against something that Council can't legally do anything about. Remember that most of us don't understand the boundaries or subtleties of a lot of the stuff that's up before Council, especially with planning.
- Anything to add accessibility.
- Make ALL aspects of them PUBLIC.

Exploring Automated Registration for Public Hearings

1. In your opinion, what are the benefits of automated (online) registration system?

- People would know when they are scheduled to speak and would not have to spend hours on hours waiting their turns to speak. I have been the subject of needing to wait so many hours that by the time I was up to speak everything downtown was closed because my time came after 9pm.
- 24/7 access: eg: im filling this in sunday evening..
- It should allow the assignment of a specific time slot in advance, and should allow the collection of demographic and geographic (neighbourhood) information, allowing assessment of the representativeness of the speakers. It will also allow City officials to identify specific under-represented communities they need to make extra efforts to reach out to. This is a very good idea!
- Easy sign up. It could remember my details.

I can never remember the email to sign up, so I always have to search the website anyway.

An automated online system should allow for text message updates about speaking time.

- Having specific time slots to speak
- Easy to register
- Confirmation of time/place to speak if addressing Council/committee. Possibly confirmation that written submission(s) have been successfully received?
- Avoiding human error.
- I'm sure there are administrative benefits. It's handy for people to register 24/7.
- Can be handy and all-times-of-day functionality. But can be frustrating to deal with if the "plum spots" have all been taken by people who happen to be quickest with their smartphones
- Everyone would be able to have a say and more people would be able to access it.
- It's simple and you know what to expect.
- not having to be there in person and sit all day
- none. It probably can be abused. I would tread carefully in these waters.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Ideally, it would allow Council (and the Clerk) to be able to plan the agenda timing accordingly, and come up with reasonable estimates for how long each agenda item might take.
- It would ensure easier access.
 - people with disabilities can be more involved.
 - schedule items better.
 - reduced costs for consultants to attend.
- No waiting on the phone.
Can be completed at my convenience.
- Saves my time.
- I think the automated registration may discourage individuals from coming if they feel there could be negative repercussions on their perspectives - that the City could somehow penalize them. I think that it would discourage participation.
- Busy schedules make it hard to commit long periods of time outside of work/home. Knowing when we can speak ahead of time makes this easier.
- Those that have registered their emails with the city can register online. Those that cannot afford internet will not be able to use an online system easily short of heading to the library or other public environment that provides access to the internet
- Convince for some with digital literacy and access to tech
- Easy to access on one's own personal time. Reduces workload. Efficient
- It would be quick and easy; however, the computer illiterate will lose their opportunity to be heard.
- It will be faster to use.
- I might would know what time I speak? But I don't understand what an online registration system looks like or how it would work.
- Easier to book so we can make time around work.
- More convenient
- Timing if possible, but that really is a function of the Chair of Council, not a registration system.
- None
- It makes it easier to sign up.
- Allows more participation
- Goid
- Its easy if it's online - everything is online these days.
- Ease of registration
- log and track participants in order to ensure they are heard and create a timeline
- Would be good idea. Would likely streamline the process a bit.
- Sounds like it would allow more people to participate
- It allows everyone the same chance and opportunity (as long as they have internet)
- For those who have access it may be easier to send a written submission.
- Easy. Efficient. Safe. Fast.
- From the public - the ability to book a specific time. From the City - the ability to gauge the amount of interest/speakers.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Easier to commit to speaking if you know when and where the hearing is taking place.
- You get a time/link
- Speed and convenience
- Avoiding huge lineups, and you can get a broad source of data.
- Could pinpoint time to talk
- Would help keep things organized and give council an idea of what to expect
- What does this even mean
- None
- Registering ahead of time would let you know how many speakers and when your time slot will likely be. Note this only works if the Agenda orders don't change or at least are updated onscreen.
Two people could register together if they wish to speak one after the other.
- It's cheap and easy to get the word out.
- It would make it feel more available and open
- You know for sure
- Guaranteed confirmation + removes human error
- Allows people to pick specific times in case they are making arrangements for their day and allows them not to sit around waiting all day.
- Less intimidating
- I'm not sure what this is referring to?
- Automation can be exploited and has technical flaws such as recursive overflow of similar requests that just get sysdumped into honeypot departments. Not everything can be run on six sigma business practices
- Everyone is invited and you would have to opt out. That should ensure higher participation
- none
- Accessibility and a variety of modes for collecting data
- You have to consider people who do not have computers.
- What is an automated online registration system and how does it differ from the current system?
- I think automated systems decreases the chances of interacting with the people who want to express themselves
- For some, lots of benefits but it will not ensure all voices are heard
- Speed of gaining and sharing info
- Na
- It's time and resource efficient.
- . if they arrange a booking to present . and if that booking is kept within reasonable limits . such a system would be helpful .
- In theory could be more democratic; but, also could (ultimately over a passage of time) would be abused. Transparency is key; therefore, it would need to occur on the blockchain.
- Easy enough to book a spot, and you know when you can talk
- Yes covid has made this familiar

Public Hearing Process

What We Heard Report: Verbatim Comments

- Instant confirmation of participation!
- Participation without needing to travel to City Hall
- Should allow electronic notification when a speakers turn is coming up.
- Would like to know what the city considers to be benefits of such a system
- Great. And meeting should be online so anyone with internet access can participate that is registered
- Electronic snafus are eliminated, adds consistency to booking a time.
- It would be easier and allow more people to participate.
- Scheduling and respect for the public.
- Efficiency and cost reduction.
- No human interference, documented registration
- Works well for those who are computer literate, but can be a problem for seniors, for others who do not have access to IT rquipment
- Expectation of timing,
- Not clear without knowing more about what is meant by “automation”?
- Less time consuming, less open to influence through human intervention, no bending of the rules.
- If it helps to effect genuine engagement great, but you still need to do other forms of communication to reach other segments of the City (older people, newcomers and others who may not have computers).
- At least you would have an idea on when you needed to be there instead of having to take vacation time wasted at council however it was eye opening
- Online registration is expected.
- Permit registration for specific speaking times
- If it works it's great, if overloaded it's hell!
The online registration gives a view as what to expect and how many potential speakers are to be heard.
- more efficient
- Accessibility at citizen availability.
- Allowing people who work during the day to participate.
- No presentations and documentation would be lost or misplaced.
You would be able to participate at a predetermined time.
It's important that Council know that 200 or 400 or 2000 people are participating.
- Easy if it gives some certainty to the time slot or order. Would be great if registrant could specify a preference for a window of time (eg 9-noon)
- - Ease of sign up
- - Automatic notifications
- Would help manage time and workload - items with few speakers could be dealt with quickly
- Ease of access
- This would help with better scheduling of speakers so people know what time they need to be available.
- Easier to register, easier to schedule time.

Public Hearing Process

What We Heard Report: Verbatim Comments

- You're able to schedule around your time, and it keeps things running on schedule
- I like using an online or automated registration system because it means I can access it at any time of day.
- Easy to use.
- Automated online registration should result in greater participation, every voter should be registered and direct polling and voting should be mechanisms the city really needs to develop if any form of direct democracy is ever to be possible at all.
- i dont know what you are proposing
- Efficiency if done well
- Signing up in advance.
- Knowing which time my application will be heard. Reduces consultant time and fees to applicant. Allows public to plan their time to speak. Provides City staff assurity of item timing and can concentrate on other items.
- - see what times are available
- - log in when it's convenient for me rather than within certain times
- Presumably the opportunity to pre-book a designated time slot. Also it could provide a more expeditious process as relevant detail could be recorded ahead of time.
- How a person registers has no bearing on anything unless face-to-face hearings are guaranteed. And if council is overwhelmed by the number who wish to participate, they should take that as a signal that on this question citizen concerns need to be taken very seriously.
- ease of access
- Provides opportunities for people that otherwise couldn't participate.
- Ease of Access
- none
- None that I can see unless you want to speak and you book your time.
- I am assuming this means you will be able to book your time to speak? If this is the case then you won't have to spend your whole day at city hall waiting to speak
- Ease of access
- Never recommend Automated system
Should be human involved so when people are communicate they feel more comfortable not confused
- If everyone was able to access then great. Easy to use for large majority.
- Not sure. If it is set up to book a specific time, then that would be great.
- Ease of access
- No human's emotion will be involved
- reduce administrative work (hopefully). i know clerks manually receives registration via emails and it is really inefficient for staff and confusing for the public. Is it possible to have this system keep track of which agenda item council is on, and automatically notify the person who has registered when council is moving to the item they have registered on, and include the phone in/teams link for convenience? this would allow admin presentation to happen and the person to call in.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Hopefully it allows people to register for a specific time to speak, and receive notification (say 15 minutes) in advance of when they need to present. It would provide confirmation that someone is registered to speak.
- None. Stop taking away jobs for a bottom line. Engagement is about people. I hate all automated services. Email registration to each community member on the stats Canada list.
- a waste of time since you don't listen to anyone anyway
- Don't have to wait all day for your spot - can take your break at your job at the right time.
- None, why register?
- Easy access and can book ahead of time.
- It's convenient and can be done anytime.
- Registration in advance allows Clerks / Council to appreciate HOW MANY public members are interested in an issue - may be better able to allocate time/ schedule portions of agenda?
- As long as it is very easy to use I am in favour, but how do you reach people without that ability?
- Public can voice their opinion on line so that their is not wasted if required to be present in the City hall..
- I don't think there are any benefits to it, I would like to be able to call someone
- Predictability allows greater opportunity for participation
- Ability to set a time to speak. Notification when it is your turn in case you get distracted watching remotely. Ability to speak from home.
- I don't know what it looks like so I have no idea. So the hole thing is worrying.
- People can be more independent and self confident yo register
- quicker confirmation of registration, I imagine lesser workload of staff processing requests
- Would make it easier, possibly more efficient to be part of the process
- I can't answer as I have no idea what you're proposing here....
- I think the Clerk's office is doing a fine job. I'd rather have a real person involved in case something goes wrong - which it often does.
- No office hours to contend with
- There are no benefits if the rest of the process isn't revamped. Additionally, I find this question misleading. By asking it, the City is trying to give the impression that is doing something. However, it does nothing to impact the conduct of the public hearings.
- Better than the phone system
- Hopefully this would lead to a system where people can select a time to phone in that works with their schedule. It would prevent people from waiting for hours to speak. This would allow many to speak who wouldn't otherwise .
- Providing more certainty -- you would know where you are in the queue. However, it is still not exact because people ahead of you may drop out or not be present when it is their turn.
- More open to everyone

Public Hearing Process

What We Heard Report: Verbatim Comments

- I'm not sure what an online registration system means.
- It's simplified
- A person waiting to give testimony won't need to wait the whole day. They can be alerted by text message or automated phone call when their turn to speak is approaching.
- It may work for those who are computer savy, but some may need some help. How do you get to stick on schedule?
- More predictability about what time a person will be speaking. Perhaps easier for some to participate if a time could be selected.
- This would encourage more participating because people would not have to book time off work or get babysitters. A person would know if they are speaking at 8am or 8pm and not have to sit at City Hall waiting for their 5 minutes.
- First define your terms and tell me what you mean. A sign up system?
- Reduces confusion, provides clear confirmation of being registered to speak, and avoids awkward delay moments when asked if anyone is present to speak in favour or against. Registering ahead of time (in an automated manner online) is a great idea.
- can be done anytime, receive confirmation or update messages/emails
- Booking a specific time.
- Set time and easy to access system
- people would know instantly if they are presenting.
- Saves time and allows more people to be involved
- Accessibility
- Ease of signing up
- convenience and time saving
- time savings
- Dont know
- Better accessibility
- It's only a small step in being more equitable. Yes this would make it more efficient, but the bigger question is whether public hearings are even effective at their goal.
- Flexibility for most schedules is a good thing.
- Can be accessed remotely
- Easy to use,
Quick, efficient, easy to track
- What does the automated system look like? If you have access to computer its easy if not then the process is not beenficial.
- It would make registration easier.
- Manage the number of days and time the hearing might take.
- I can register from home, I can know precisely when I will be heard
- easy to use
- Good for planning purposes.
- Don't have to email someone.
- Ease of access. Speed. Efficiency.

Public Hearing Process

What We Heard Report: Verbatim Comments

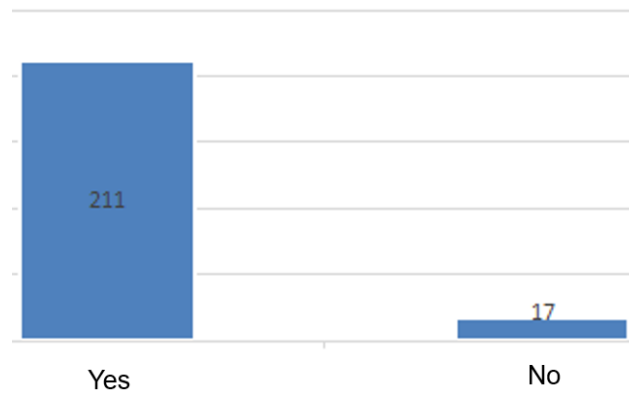
- People would be able to plan their days around their spot in the meeting. This could also allow people to book spots that do not conflict with their schedules, family plans, etc.
- Easy to use
- Picking a time slot when citizens could make themselves available could be beneficial. It might also make more time available for the speakers rather than wasting time organizing the panels during the hearing.
- Knowing when you are to speak and not having to find a way to be physically onsite at City Hall.
- Easily accessible to use.
- Less time would be wasted and fewer people would game the system by pretending to not want to speak and then stand up at the last second to get in a last, staged word.
- Zero.
- I'm assuming you mean the opportunity to pre book a time to speak—I think that would be a great help and would be more respectful of people's time
- Better notification and information sharing to prepare ahead of time. Contact with interested and invested stakeholders for follow- up.
- It's online!
- easy to do
- Not having to wait an entire day at City Hall
- Plan the speaker list and times
- An idea of time and date would be nice, the more info the better
- Calgarians would have full access and be outside the Chambers. Virtual interaction technology investment is worth gold. For citizens & future students better prepared to be citizens
- Easier to register. Many seniors will not be able or know how or be able to do it
- Would worry if things did not work. Not everyone has the ability to use the internet.
- Do you mean just registration to speak? Or will the public hearings be online as well? If the former: time slots with updated estimated times for your turn to speak. This could save a day off work, costs of childcare.
If the latter, I don't have enough characters, but as above + travel time/cost + food costs + comfort for those of us with disabilities + more accessible for teens.
- You don't have to wait and talk to someone. You can do it "after hours"
- Far superior to current options.
- Allowing people to know when their time to speak would be would make it so much easier to participate
- Simplicity

2. In your opinion, what are the drawbacks of an automated (online) registration system?

3. Would you use an automated (online) registration system to sign-up for public hearing opportunities?

Public Hearing Process

What We Heard Report: Verbatim Comments



4. What information would you need to use an online registration system?

- Information about wait times. Emails should be sent a couple of hours before the registered time to inform the participant whether the hearing is running on time or whether they are behind. One of the main reasons people don't participate is that they don't have time in their busy work schedules to accommodate. And since there isn't any mandated engagement before the hearing, many citizens don't have the chance to share their thoughts and be heard. It's a completely flawed system.
- i would need to know the agenda... and when and what is up for debate...
- Widely circulated information on how to register.
- Just make sign up simple. And take advantage of the digital benefits of an online registration system (rescheduling, text updates, etc.)
- The agenda at least a week in advance; ability to sign up more than one person for specific time slots so panelists could be grouped together; ability to upload presentations and submissions; ability to identify other members of the same panel.
- A website
- Confirmation of successful registration; ability to check prior to the date to ensure my name was still showing as registered to speak; help desk if any issues arose during or after the registration process. Information as to where/when to arrive for any hearing; notification should any hearing be delayed/cancelled.
- I think registrants should be able to sign up using different project identifiers (ie. address, LOC number, Council agenda item etc), this is important because the Council agenda often isn't publicly released until mid week before the Public Hearing.
- Very clear explanation about how to do it.
- If it is appropriately designed and set up, that would be fine -- but there still needs to be a manual backup (i.e. phone up and speak to a real, live, breathing person) in case any problems arise. Remember, too, that not everyone has fast, reliable Internet. Similarly, even those with fast, reliable Internet can find themselves unable to register due to software issues, or something as simple as a sudden internet outage (e.g. modem failure). Therefore, backups are always needed.
- How to page, computer, address, name. If you have a hearing disability, if you need an interpreter, teletype.
- Item, name and any attachments to present.

Public Hearing Process

What We Heard Report: Verbatim Comments

- when exactly (within an hour or so) I would be required to speak. the ability to pre-record a statement would be good (then maybe the city could also translate ones submitted in advance)
- I wouldnt use it as stated
- A brief one page instruction page might be helpful.
- Instructions.
- - a website
- Easy to find links.
Clearly identified topics.
- ???
- A link
- Need to be INFORMED with TRANSPARENCY as to what the council has on its plate DAILY & WEEKLY.. most calgarians do not know what councillors do all day
- I am unclear on the question
- Easy to access links--shared on all platforms (City of Calgary's Twitter, FB, IG, websites should have a very easy to find link to the registration which should also easily link to whatever hearing you want to access as well as the historical hearings)
- Clear concise instructions.
- Date of public hearing, what info we are required to provide
- Again, what would the online reg system do??
- Personal details, telephone, property tax info (does the person even pay property tax?)
- Name phone number email. Perhaps a confirmation email the day of for the individual to confirm they will speak. If they can no longer speak then give the spot to someone who is on the waitlist. Allowing for people to pre-record a message instead of sending in a letter is also nice. Making the public submission process more simple or explained better to let people know they are able to submit their thoughts prior to the public hearing is good as well.
- links, rules, easily findable background on calgary.ca (more easily findable than current calgary.ca search engine - yikes!)
- Nothing
- The URL
- Not much
- Which file you want to speak to, which type of speaker are you (applicant, in support, in opposition), the ability to upload files (i.e. slide deck)
- When the topic will be discussed, when my turn is
- Instructions on how to use and a direct link to registration through the City website. It seems to be very difficult to search on The City of Calgary website and find what you need.
- An email with instructions
- Link to website with password
- I would want to know if groups of people presenting together could register as a group.
- On-line access and email address.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Time, date, file number
- Just a basic "how to page "
- How my personal information is being used and stored, how to register
- Dates, times, topics, info on method of engagement (in person, tech necessary, etc). Also structure of how hearings are run and what to expect would be helpful too and likely contribute to a smoother run hearing.
- How to use it and what it is.
- None
- It isn't required.
- Who will see it? If there is advance registration that is visible to others (i.e. councillors or their staff), they may "pad" the system by bringing in people based on what they see in front of them. Also, speakers information should be private. How many people would have access to the information? Showing up at Council means anyone can go last minute and nobody knows what they might say. Potential for abuse if pre-registered.
- Just to know it was happening, that would be a good start.
- Not much
- Website + how to
- Type, and how to log in and how you will invite speakers to speak
- Agenda items
- Who, what, where, when, why.
- I don't know
- Web address
- That a public hearing was coming up!
- Proper online documentation and website links. It cannot be buried like most city information currently is
- It is not pertinent to me I'm not comfortable with this type of communication
- Website
- Na
- . the URL .
- A link from the city
- How to access it
- Registration ID and password? Might depend on how the system is designed.
- Just instructions.
- Need to see the system to answer the question
- Confirmation of address that can be validated with a driver's license and tax payment
- This is too vague to answer.
- Clear instructions on how to register. Time, date, etc. and what information I need to review to be informed on the particular issue.
- Access points
- A simple language and clear explanation of the process. Sometimes, such explanation is written by IT specialists who assume that everyone is an IT expert.

Public Hearing Process

What We Heard Report: Verbatim Comments

- How to find it
- Not sure. Presume I would need access to IT, access to the agenda (and possible time item can be heard)
- Link in public hearing notices.
- Simple instructions.
- The usual - website, registration and account set up etc....
- What time I was expected to speak and that no secret meetings would take place during that time
- Sorry, doesn't this already exist and how I have participated in public hearings in the last year?
- A scheduling format
- Agenda number, number of the file.
Day and approximate time of hearing.
The correct website address and when it will open and close for the topic to be heard.
Easy access to the site.
Site log-in to be well promoted community wide.
- Basic instructions
- Computer
- I would only use it if that is the ONLY option.
- How it works, if I would get my requested time slot, would I get bumped, how can I request a speaking order with fellow presenters, how to upload presentation material? (FAQs)
- - Full details of how to use it
- - Where my information would be stored, accessed, and for how long
- - How to access user assistance
- - A notification that all had gone fine or that it did not work and I needed to try again
- What interface could be used to give a presentation; time frame for the presentation
- How to access the system and how to use it.
- Topic, how long you can speak, how would the scheduling work.
- Clear date/times for hearings scheduled. Link to the motion or issue being discussed.
- Access to multiple times to book.
- How and where to register.. what would be done with the information required to register.
- I would like the meeting agenda to be more accessible so I can ensure that I am looking at the correct meeting date and time, as well as finding the agenda item I want to speak on.
- Plain language. Easy links. Easy to navigate. Translation in multiple languages.
- name. phone number. postal code.
- A name, age and postal address within Calgary.
- not sure
- Email Address
- Name, phone number

Public Hearing Process

What We Heard Report: Verbatim Comments

- The agenda being available by a certain time/date so public and applicants can plan. Often the agendas are delayed being released for various reasons - this needs to be consistent.
- Address, easy access, website that is EASY to navigate...simple and straight forward.
- information on how to access it
- A website is fine, but I'm not interested in testifying again unless I can do it face to face.
- verification of the registrant
-
- Not sure what would be required
- What, where, when, and accessibility.
- is it a waste of time
- Phone
- I am confused by this question. I am not sure what you are asking me
- Not in favoue of automated system
- Steps on how to register
-
- Clear messaging on how to use the system.
- Basic how to and FAQ
- After submitting the registration, need to be given the confirmation number automatically
- meeting date/time (obviously), item number, name, link to report/docs/recommendation, estimated time item will be up, options for speaking time (or panel) if possible
- The link and the instructions in a simplified format so that they could be sent out to residents.
- Don't want one
- n/a
- Easily searchable agendas. QR code's on the public signage that takes you straight to the registration page.
- None, I oppose. Participation shod be free to everyone without registration.
- Information and links in every LOC and DP as to when and how to register for the public hearing.
- how to do it
- Don't know. Would likely need a website to log into, and be assigned a username and password.
- I would need a link. Would like to know approximately what the timing would be. Would need time in advance to review material
- easy to follow directions and a confirmation that it actually worked.
- Only an email address.
- I would need my support worker
- The item, an approximation of when that item might fall in the meeting, what platforms work best

Public Hearing Process

What We Heard Report: Verbatim Comments

- How to do it, where to go, step by step instructions, confirmation I did it correctly, ability to go in and cancel or change time.
- name and address that's it.
- I am really not sure. It all depends of the need at the moment
- easy, intuitive, accessible
-
- Date / Time / Agenda item?
- The question is neither clear nor helpful as to what things we should consider in answering.
- Date, time, things being tabled, the ability to turn in virtually or email to a representative who will bring it up on a person's behalf if they cannot arrive
- Instructions
- I'd want to know who has access to the information. What detail of information would I have to provide and what is the security of that information?
- A website that explained it
- A description of what it is would help...
- Website to register or number to send an SMS text to register.
How many minutes' notice will the system give me before it's my turn to speak?
Will you record or make a transcript of my remarks?
Can the automated system just call me and put me on the bridge when it's my turn to speak?
- Not sure
- Good, clear instructions with steps clearly outlined. No ambiguity. Accessible with options for people who don't have computers or smart phones.
- Any information someone would need for any online registration system....agenda items and issues, dates, times. I would also want to have a revised agenda and schedule sent before the actual day and possible during the actual day as people don't show up. There should also be time made available for those who don't use the online registration system.
- Not another login please. Make it easy and don't invade my privacy with many questions.
- Simple directions from the City either via the Clerk's office, a City File Manager, or the City's website, and clear instructions for how to register as a member of the public, applicant, or interested/impacted stakeholder.
- ability to submit feedback anonymously
- Where to sign up, deadline, knowledge of what personal information would become part of the public record
- Name
Ward, or Postal code
email or phone
- Simple instructions on how to sign up
- 1. A clear and easy link to the system
2. Specific guidelines (or even a form) for making a case that may be detailed or lengthy. - video time limit, etc

Public Hearing Process

What We Heard Report: Verbatim Comments

3. Clear information on where to view the event later, and how to comment on or respond to other speakers.

- instructions with visuals on how to use the system (audio & video) using screen shots
- url
- User friendly, maybe a youtube video with step by step showing what to click on
- Procedural info
- Expectations of the talk, ease of use, mobile friendly
- Secure online system
- I have no idea. This question does not make sense
- Link to registration, what info was required to register
- What the website for it is.
- Data specific to gender, minority group, disability and community
- Topics, available times, reading material on the various positions
- Date / Time / site
- Being aware of it.
- What information is required, if I can upload supporting documents
- One link for all engagement sign ups.
- Link to the live agenda (This should be expanded to Committee meetings as well)
- Link to the live cast
- Call in Number
- Possible Queue List (So I know my place, similar to the live panel list)
- Again I would need to be aware that a hearing was coming up and all of the information about it's purpose to make a decision about whether it would be worthwhile to speak. I don't really think the method of registration is the issue here. It's the secrecy and lack of information and prior engagement that needs major improvement. And also that the citizens feel comfortable to give their honest feedback without fear of intimidation. Councillors should be there to LISTEN, not to spout off.
- Topic of hearing. Time of hearing. Documents in reference to the hearing.
- Plain language.
- A computer and internet access or a personal telephone.
- Question Unclear.
- It would need to be very clear on the city's website how and where to sign up—and for what topics. The City of Calgary website can be very opaque and hard to navigate.
- Monthly Notice, Agenda of topics, Invitation to participate, Sign-up Instructions, Contact person available for questions.
- What information becomes publicly identifiable
- the website to go to
- This question is poorly written
- Full disclosure of the hearing and supporting documents
- Very clear information from city accounts especially social media on getting the word out that it is happening beyond just the council social media accounts that update on the day of and no one is aware. The system should be easy to use, please have instructions and involve your web team accessibility and user experience folks

Public Hearing Process

What We Heard Report: Verbatim Comments

- Major facebook's ad's directing me to link
- App
- I'm not sure if I understand this question? What do you mean?
- Where to go for the form and where to go for answers to any questions. Especially if after hours
- This question isn't clear (another problem with City-run consultations).

I would need to know how my private data is used.

- Just how to register
- Where is it
How is it used
- how to do it, and how the information provided will be used
- where to register, info on the agenda item im registering for
- Post a link.

5. What information about yourself would you not share as part of the registration system? (i.e. phone, email, address).

- I don't see the need for an address.
- not birthday... please dont make it password protected!
- Phone, email, address
- I am willing to share all standard demographic and neighbourhood information. It is critically important, however, that address and contact information not be made public.
- I wouldn't mind sharing any of those.
- N/A
- I would not share phone, address and prefer not to share last name if possible
- I would have no issues with providing contact information, especially since I would be expecting notification both of successful registry or subsequent changes to time/date/place. However, I would expect that information to be safeguarded (FOIP) & would strongly object if that information was used for other purposes other than informing me of successful registration or the rescheduling/cancellation of a public hearing I was registered to speak at.
- personal contact info.
- That depends on who sees it. I'm comfortable with disclosing all 3 but I could see how some people would not, especially if it's a contentious matter. Also, estranged spouses might not want their current information especially addresses disclosed publicly.
- Perhaps these aspects -- depends on situation. I could share these detail with City staff, but perhaps not with everyone in the general-public realm.
- Email address, address, date of birth, weight, what political party I support, race, religion, sexual identity, financial information.
- None
- phone, email, age, race, housing tenure, income, when you last moved addresses, postal code

Public Hearing Process

What We Heard Report: Verbatim Comments

- I would hope that all of the information shared for registration would be kept confidential. If so, I would be okay sharing my phone #, email, and address.
- I would want my privacy to be protected. So phone and address should not be required.
- - Phone, address, email, only name.
- Address
Possibly phone and name. It would depend on the topic/ issue on the agenda and how my involvement impacts other aspects of my life.
Additionally, I'm not 100% confident in the website security.
- I would provide phone , email and address
- Name and contact information
- Address, employer, ethnicity, gender, religious affiliation
- Nothing.. I could give a 'rats [REDACTED]' what the city knows about me as I am a transparent, honest and straight-shooting individual with nothing to hide and no political agenda unlike our current mayor and council who lack transparency, honesty and ethics. (with the exception of Councillor Farkas of course - who is a model councillor)
- I am not sure.
- I'm comfortable sharing any of my information. However, depending on the topic people may not be safe disclosing that information. For example, if someone's experiences trauma and harassment from CPS they would be deterred by having to disclose identifying information if they wish to make a public statement. This is also perhas a reason why Talking Circles may provide a measure of safety a peacemaking that is lacking in public hearing processes.
- Personal financial information.
- Address
- ?
- address and phone number if such is going to be made public. Worried about the Kevin J Johnson's of the world
- I do t want my private information given
- I would share anything, but I would like it to remain private, except for my name.
- Address etc
- I would be comfortable sharing most of my information
- phone #, address
- I am fine with sharing this info as long as it is only used for the public hearing.
- Phone and address
- Date of birth. SIN.
- No concerns.
- Gender, age, occupation
- I would not like to share my address, email or phone number publicly as this can be used by scammers if available
- Phone and address.....Contact me only via email.
- Bank and sin # ;)

Public Hearing Process

What We Heard Report: Verbatim Comments

- Gender
- Address
- phone #, address
- Phone and email are fine. First three digits of postal code or neighbourhood are fine too. Though I guess it also depends on who this info is shared with? Behind the scenes or with all participants.
- Phone, email, address.
- All personal information
- The system is not needed.
- Name only, plus a contact in case of changes to the order or time, but this should NOT be visible to anyone but the clerk in charge.
- Phone number.
I'd much rather share my email as that is the way I'd assume the city would notify us of public hearings.
- It's public
- Address + gender + minority group + employment
- Name, Phone, email, and ward
- Age
- I would share anything so long as it wasn't released to the public.
- Relative to what I'm willing to give and depending on 2FV factors for security.
- Personal address
- I don't know
- Gender and age
- As it has been seen this year that a Mayoral candidate can access personal information of Calgarians then no personal information should be requested. An invented username is all that is needed.
- Email only...I would provide no other information
- Everything
- I would share only name and email address
- Na
- . email, phone and address OK .
- Phone numbers, email, address. Due to the social justice activists threatening anyone who disagrees with any part of their message
- Share with who. I will share with City all of the above, subject to nonpublic disclosure.
- None. Happy to share any or all information requested
- I would share most commonly used information, subject to my being confident that it would be held securely and not shared with others outside the process
- Phone and email address.
- Depends on the system and security features
- As long as it is proven confidential there is no need for concern about sharing email and address. Phone is too much as there already excessive spam calling and txtng
- No restrictions.
- Address and place of employment

Public Hearing Process

What We Heard Report: Verbatim Comments

- Address
- No concern here
- Financial info
- Any information that would allow for subsequent harassment from others on the opposite of the debate.
- Personal info - home address, phone number. No issue with email.
- None
- Nothing - in my view anyone who wishes to make a public submission should not be able to hide by not providing all of their information.
- Address and phone no
- I have no problem sharing all of the bracketed items with the City as part of registering, in the event the City needs to contact me. I'd expect those same personal details, apart from my name) would not be shared publicly due to privacy/fraud concerns.
- Whether I live next to a specific address
- Do not want my address or phone number shared.
email is fine but nothing more
- If it meant that someone was actually listening when you present, I would be okay with giving basic contact info. You ask for email addresses and full name already.
- No phone number, no address.
- I would not share phone number and address.
I would share name, neighbourhood, and email.
- I would share everything with the City but may want to restrict access of ph number and email to the public. Also, I would be fine with anyone in the City following up with me on any item I submitted or spoke to.
- It would depend on who had access to it, probably specific street address.
- These could be shared as long as they dont show up in the public record
- My age, gender, ethnicity and address.
- Email, address
- I would share that but some people may not feel comfortable.
- Phone number.
- Address.
- Address
- I am happy to share my name, phone number, and email address In order to be able to speak at counsel and committee meetings.
- address. phone.
- if you're not willing to identify yourself you can't speak in front a public hearing at city council.
- The information is already being compiled, Calgary already has a census, just tie the registration process into that, of course
- birth date
- address, phone

Public Hearing Process

What We Heard Report: Verbatim Comments

- I would share all if it was protected and not published in the minutes. However name could be published but contact information re registration should be private and only used by the City re registration changes, alterations et
- Depends on how secure your system is. Just name and postal code no address.
- I would be prepared to provide name and affiliation (if any) generally , but could also provide to the City on a confidential basis phone number, address (to confirm eligibility as a Calgary resident) and email
- I was offended by the first question in this survey. Am I part of a group? What if I am? I'm an individual resident who wants council to hear what I say. Never ask anyone if they belong to a group. Truth and good sense do not belong to groups.
- personal contact information
- Phone and street address.
- I wouldn't share phone or address
- Date of Birth.
- none
- Personal
- I think only information collected now from speakers should be requested. So your name.
- Na
- Phone.
- Any information provided would need to be secure.
- If it was private then I would share those details
- Name and phone number
- i dont see a problem in sharing this info as long as it is used for internal tracking or contacting only; not publicly shared. email and phone makes sense so clerks could contact me if needed. address may be relevant for some things, but i could also verbally just disclose "i live at XX, close to the site" or "i dont live in the community but" etc. people do that anyway
- Phone number or address-- this information is NOT necessary for people to participate in this process.
- I don't provide any personal information other then email
- everything
it's none of your business
- Coke vs Pepsi preference.
- Why should I share anything? Who wants to know?
- Personally information that could be stolen and used for fraud purposes.
- address
- Address.
- address, phone, age, gender
- I would rather share all info about me. Why not?
After all my objective is to improve communication between City, people at large and myself.
- not my phone number please

Public Hearing Process

What We Heard Report: Verbatim Comments

- I would be fine providing information about myself to The City, but would want to know what information will be publicly available
- None
- I think you should be collecting lots of information to be honest. Then you can start seeing whether or not it is all rich, white people speaking or not. I would provide anything in return for the service.
- Phone number
- Personal info
- I would share what is needed to participate, not more. Not sure what requirements are now?
- Likely nothing if an issue was important enough to me to be part of the process
- you can have all my info.
- All of the above.
- I would share all contact info
- Phone
- For me it would depend on whether the information was made public or not. I'd be fine to share the information to register but I wouldn't want it to be public.
- I would provide name and an email for contact, but not phone number, address, etc. Who would see the info? Councillors or Admin could look at the info, see a number of speakers registered from say, Elbow Park, and then manipulate the Hearing by bringing in others to "counter" them. There is a lot of possible maneuvering that could go on if the lists were made public or released ahead of time.
- Exact Address. After the Extremist mayor candidate who threatened AHS, I would feel uncomfortable presenting my political views connected to my exact address
- Share everything
- I would share all information and think that should be obligatory.
- home address.
OK to share with The City one time but not the public record: email, phone number
- I would share all.
- I would share the same info that i would share when I speak at Council. If I am speaking on behalf of an organization, i would identify that. If it was myself, then my address and my reason for being there. However, on line I would also share email and telephone for Clerk purposes only.
- home address
- I would share my name, address, email and phone number. As well, it would be important for the City to know which issue I wish to speak to.
- Address, postal code, age, skin colour, income.
- Race, gender identity and sexual orientation should not be shared. Aside from those, however, I think if you are willing to speak to an item that has implications to the greater public, you should be comfortable disclosing information such as phone, email, & address. Some demographic info would also help future City initiatives, plans, etc., with understanding public input trends. As such, it would be of benefit to also obtain age, income/education level, among other data (privately).
- full name, email, phone number, address all that should not matter for citizen feedback

Public Hearing Process

What We Heard Report: Verbatim Comments

- Address, gender, citizenship status, employer, race/ethnicity, income, if I own or rent my home
- my age address
- Address, & phone number.
- Standard info like phone, email, address is ok, and there should be a way to verify it and prevent fake information. Medical, gender, race, income, etc information should not be asked unless required for that specific section. **NONE** of the information (except a screen name) should be available to the public or other participants.
- Only share name and organization
- depends upon who has access to that information.
- none of the above
- None
- None. Big brother already has all my info
- Only what's necessary to participate. And it shouldn't be shared publicly
- Email & phone
- Is my information public????
- Phone number, address
- Name, address, email and/or phone is reasonable
- I would provide all of that information provided I feel it is necessary and secure.
- income
- Address and phone if it would be made public
- I'm okay with all.
- I wouldn't want to share Address. Email for contact purposes only. Phone optional
- I have no issues sharing information to partake in public hearing. I believe that an address is relevant in discussing issues in the community, as well as to avoid people from other jurisdictions having an equal voice in things that effect Calgarians and Calgary communities. However, I also understand the need for privacy for many of our neighbours.
- Address & full name
- I would be comfortable sharing all of it providing it would not be released without my expressed consent. Having said that it should be available to contact me if further participation is available. For example in the final round of engagement before the second Guidebook hearing an excuse was used that some of the original participants were not contacted for subsequent engagement panels due to privacy. Obviously some would like to have been included. Why could some be contacted and not others?
- Address. Phone, unless there is confirmation that I will not be contacted unnecessarily.
- Address. Date of Birth. Any other personal identifying marks.
- Anything that would be recorded on publically accessible documents.
- Address and phone number should not be necessary.

Email or phone number should be optional.

Public Hearing Process

What We Heard Report: Verbatim Comments

Individuals should be contacted directly and at that point asked if they would like to register to speak

- That depends on what would happen to my information. I would prefer not to have to include my phone number and address.
- City of Calgary already has our contact information to collect taxes!
- Probably all of the above, because I would assume that participating in "public record" activities, all that would be made publicly available.
- would prefer to just share email address and postal code or quadrant of the city
- Anything beyond name, phone number, and email address (if applicable) would be too much.
- You only need my name and a way of contacting me
- Please don't ask for names. They can be used against us especially when talking about racism. It's insensitive
- [REDACTED] Yes! The other 2 NO
- Phone, age, sex
- Name, email, address, etc.
- It depends. What would be made public vs what would be protected by data collection laws? I don't mind giving the City my contact & home information, but if other people can see it, then none of the above. If some journalist can FOIP it, then none of the above.
- Phone and address
- Depends on who this is shared with. Do I want my name on an online list visible publicly with my address so someone with a competing view can show up to my house and harass me? No.

So the answer to this question depends on the privacy safeguards offered.

Think like at an airport. First initial, first three characters of last name? Do you need more than that?

- None but I don't think it should be required
- None
- address, ethnicity
- I would fully share that information
- salary.
- I would be alright with sharing details required to verify identity and residency in Calgary - would NOT be okay with any of those details shared publicly.

6. How would you like to be able to register for public hearing (i.e. 311, other number, email, website, etc.)?

- NOT through 311. That is a stressed system already it would not be fair to those employees. There should be a separate Public Hearing portal that is operated by a couple of people who know how to speak to the hearings and express how people can

Public Hearing Process

What We Heard Report: Verbatim Comments

participate. A separate webpage (separate from EngageCalgary), email and phone number would be needed.

- specific, not too many clicks hidden... get straight there... not behind a password wall...
- Website
- Website would be my preference.
- Email; website; 311
- Email is fine
- As long as the method is readily available to the public any or all of the above should work.
- All of the above. Please include options to upload either slides and/or submissions on the public record (sometimes these get mixed up). What about a button on the Council Agenda that automatically connects participants to a zoom style meeting/webinar so they can also participate without registering in advance?
- all of these are good methods. I would use the website or email.
- All of the above. Phone (311 or other), e-mail, City website, snail-mail (paper mail), fax (yes, old-style fax machines are still around and the capability remains standard in office multifunction machines), and even in-person (post-pandemic). Also should be able to present to Council online (via Zoom, Skype, etc) remotely...not everyone can easily get downtown to present to Council at the allocated time.
- Website, 311.
- Website
- Website
- Website would be preferred, in order to get immediate confirmation that the registration has been received. Then a follow up email notifying us of the date/time would be helpful. The issue with emailing to register is that there is uncertainty if the Clerk does not respond within a day or so, and that can be stressful especially on the deadline day.
- Website
- Website
- - 311 sucks if you don't relate to the specific drop down. 311 has never worked for me.
- All of those are good options. Email or online would allow the most time flexibility but, as stated, not everyone has access to technology.
- It would be good to offer alternative ways to register. I would try to register online but would use a back alternative way if that could not be accomplished easily.
- Website
- I would prefer a website but all of the above need to be available for accessibility for all Calgarians. AND there needs to be two-way communication from each of these options so registrants have confirmation they have successfully registered.
- Website
- The more options the better. I'm inclined to booking online with e-mail or text reminders.
- Website.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Website
- website registration. Don't make me call 311 and wait for someone
- Email and telephone.
- Website
- 311 app, email, website
- No
- Website
- Website
- All of the above
- website is likely the easiest
- Website would be the best option
- any of the above
- All of the above should be options.
- 311, email or website... all would work
- All of the above
- Website after email notification
- Website
- Website
- Website
- Email
- Website
- Website
- Website, email, but NOT phone.
- website, 311
- Website is fine for me though I think a wide variety of methods is appropriate.
- Garbage day reminder app
- Website
- Registering is not required.
- Website.
- Email
- All of the above
- Website
- Website + email
- website or email, keep it automated as possible but also have a number to call as well.
- Email
- Website
- Sounds like an escrow for information, a shell...
- Website, social media
- in person
- Website
- Website and phone

Public Hearing Process

What We Heard Report: Verbatim Comments

- ?
- Website
- Yes good
- email or website
- . website .
- Website, email, text, 311 and in person. All ways shall be mandatory.
- Through a portal on the city website
- Any
- Website
- Website and email registration ID and secure password
- Website
- Website
- Website
- The broader based, the better, to ensure access to all.
- E-mail or website.
- All of the above
- Any of the above are fine except that I don't want to wait on line to get access through a 311 number. The use of technology is making it easier for organizations, however, the individual has to be willing to wait a long time before getting access.
- Web site
311 people are incompetent
- email or 311
- Email
- As many portals as is reasonable.
- Doesn't matter as long as all Calgarians have a change to register even if they do not hav access to the internet
- Website and or email ..takes too long to hold for 311
- Electronic
- Email and website
- email or website.
Special site set-up for Public Hearings only.
not by 311 too much room for error.
- email, website
- website
- website
- email, website
- website registration preferred.
I have participated in a few hearings lately - email was fine and I appreciated being able to go back and forth with clerks re uploading presentations, requesting a specific speaking order with other presenters. It worked well.
- Website
- Online

Public Hearing Process

What We Heard Report: Verbatim Comments

- Website or email
- Website
- email or website.
- Website
- A consistent, fully WCAG 2.0 accessible, website.
- I like using the online process. I don't think registering by email would be efficient, and sometimes 311 is busy.
- All of the above plus showing up at council meeting and registering.
- through 311 app maybe. or any city app that actually works.
- every possible method of course
- 311, website.

email only if there was a confirmation, and it was simple, i.e. not where I have to actually enter some id or something. Have you ever tried searching calgary.ca for "committee meeting"? It is useless

- 311, email, website are a good start
 - Website
 - website.
 - Website!
- But for those unable re internet, 311 seems reasonable.
- Email
 - Website
 - Website is fine, but I think you have a duty to offer as many on-ramps as possible.
 - email, online
 - Website, app.
 - Website. I think it'd be good to engage with the public through social media to raise awareness
 - Website, e-mail or phone.
 - Email
- 311
- Not 311 - A website where you can see the times available and pick the one that is best suited for you.
 - Website
 - By phone by talking to human not machine
 - 311 is easy. Maybe through the app. Or a website
 - Website
 - 311 or website
 - 311 would solve the "no computer" problem
 - 311 is a good idea
 - website form and 311
 - Website link would be preferable, but email would be second. A phone contact for those without technology would also be needed-- this could be 311 if that would save taxpayer money.

Public Hearing Process

What We Heard Report: Verbatim Comments

- Through calling someone on the phone and getting an agent to speak with directly
- email is fine
- or in person
- Website form
- Not at all, just show up based on availability and interest.
- Website, 311
- Website
- E-mail or website.
- email / website both would work
- email or website
- email
- 311
- Website
- Online form, 311 for those who may not be able to use online
- all those options. I would likely use website but not everyone would.
- 311 and website
- Email
- unsure, but 311 doesn't feel friendly and can be tricky to find the type of issue you're trying to deal with
- 311, website
- website.
- Just like what is already being done.
- Email
- Website
- Website
- Website.
- ALL of the above
- Website
- Website
- SMS text
- Email
- Not sure
- website, another phone number, email. You will need to have some options.
- 311, website and email registration as well as 'walk-in' sign ups if that were possible.
- NOT 311 which you cut back and has byzantine forms.
- Website and/or email
- online website
- Website, email, on person if last minute.
- Website, 311, in person at city hall, by phone
- makes no difference as long as it is simple, quick and easy
- Website

Public Hearing Process

What We Heard Report: Verbatim Comments

- Website
- Phone and email and website
- Website
- Website
- website or email or phone would be fine
- Email, website
- 311 and website social media links
- Website. But I am privileged to be able to do so.
- Options are important
- Website
- Online
- 311 or phone number, or a web form/website
- Any/all.
- Yes all these should be accessible to everyone
- Website
- Website
- Website
- All those options
- Website, app integration and 311. Must have multiple for accessibility
- email and website.
- Email
- Text
- Any of the above as multiple methods must be available to ensure all citizens can participate if they wish to. And again, registration must be the final step AFTER widespread citywide engagement, information sharing and adequate notice of the hearing.
- Website link
- email and website. 311 for those without computers and seniors.
- 311 or web portal.
- A city official who informs me of a hearing involving something I may be interested in nearby.

Dedicated website with easy to type url

- I think it would probably be the most simple to sign up through the website
- All of the above. Community Association and Councillor meetings.
- Oh my. Nothing that involves having to pick up the phone and contact another human. The point of being online is that it's easy and automatic.
- 311 or a website
- Website
- 311, website
- Website that's user friendly
- Via email notification

Public Hearing Process

What We Heard Report: Verbatim Comments

- Website
- Website!
- Website. I work strange hours, so the only chance I get to sign up for these things is outside of normal office hours & the waits on 311 are painful.
- Website
- Website but offer 311 as a backup for those who aren't comfortable or don't have access to a computer.
- Website
- As listed in question.

Just be transparent

- Website
- All
- online makes the most sense - one place to capture all the info
- 311 or website seem reasonable and easy.

Public Hearing Process

What We Heard Report: Verbatim Comments

Appendix A – Motion Arising (PFC2021-0015)

MOTION ARISING

Direct Administration to develop a more user-friendly and inclusive Public Hearing process that includes but is not limited to:

1. Creating a collaboration between the City Clerk and the Chief Information Technology Officer to identify the best method to implement an integrated and automated registration system for Public Hearings;
2. Exploring the feasibility of holding Public Hearings at more accessible times; and
3. Developing an endorsement statement for members of the public to sign when they register for Public Hearings which outlines the City of Calgary's commitment to anti-racism, equity, diversity and inclusion,

returning to the Priorities and Finance Committee no later than end of Q4 2021 with the recommended approach.