



Community Engagement Where to start



Engagement

Your project and its success are important to you! It could be important to your neighbours too. Providing information, connecting with those impacted by your project and working to understand their perspectives is beneficial.

When: Be proactive and undertake engagement early. Experience has shown that the earlier in the process you consider and exercise your engagement options, the more likely it will be to contribute to a successful development.

Why: This approach can help reduce conflict and eliminate surprises as potential risks or concerns can be identified sooner. Often these concerns can be addressed through improved communication and information sharing which can save time and reduce costs down the road.

How: Meaningful engagement is not as simple as a checklist or a one size fits all approach. Work with your File Manager and Community partners to help determine the best approach and tactics for you and your project.

Application Type I



Contextual Uses & Minor Additions

- Single Family or Semi-detached Development.
- Decks & Additions.



Inform – Educate

- Connect with neighbours and let them know your plans.
- Provide clear information they can understand.
- Be open to feedback and suggestions where appropriate.

Application Type II



Discretionary Uses & Land Use Redesignations

- Single Family, Semi-detached Development.
- Low Density Residential District Land Use Redesignations.
- Other Low Density Development (i.e. accessory dwelling units, secondary suites).



Listen – Learn – Collaborate

- Communicate with neighbours, Community Associations, other interested stakeholders & groups.
- Solicit input and listen to issues.
- Work together to build understanding of what changes are possible (or not) within decision making process.
- Incorporate feedback and provide solutions where appropriate to address concerns.

Engagement Guiding Principals

Accountability:

Uphold commitments and demonstrate that results and outcomes of the process are consistent with the plans for engagement.

Commitment:

Allocate sufficient resources for effective and authentic engagement.

Transparency:

Provide clear, timely and complete information.

Responsiveness:

Endeavour to understand and respond to citizen and stakeholder concerns.

Inclusiveness:

Making best efforts to reach, involve and hear from those who are impacted directly or indirectly.

Find more information along with tools, resources and tactics within the City of Calgary's ENGAGE policy at calgary.ca/engage.