

NO: R037

COUNCIL DATE: February 25, 2019

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## REGULAR COUNCIL

**TO: Mayor & Council** **DATE: February 19, 2019**

**FROM: General Manager, Planning & Development** **FILE: 0540-20-07 (Public**  
**General Manager, Parks, Recreation & Culture** **Engagement Task**  
**General Manager, Engineering** **Force)**

**SUBJECT: Public Engagement Task Force Terms of Reference**

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## RECOMMENDATION

The Planning & Development Department recommends that Council:

1. Receive this report as information; and
2. Approve the attached Terms of Reference (Appendix "I") to support the Public Engagement Task Force ("Task Force") for a period of one year commencing April 1, 2019, as described in this report; and
3. Appoint an additional Councillor as a Task Force member to support Councillor Guerra as Task Force Chair.

## INTENT

The purpose of this report is to seek Council's endorsement of the Terms of Reference ("TOR") for a Public Engagement Task Force, and the appointment of a second member of Council to supplement Councillor Guerra, Task Force Chair.

## BACKGROUND

On December 3, 2018, Council endorsed recommendations in Corporate Report R238; 218 (Appendix "II") which established a Public Engagement Task Force and appointed Councillor Guerra as the Task Force chair. Report recommendations also directed staff to report back with a TOR and work plan for the Task Force. Encompassed in the work of the Task Force is the review of best practices in community engagement with a focus on moving beyond traditional solutions.

The City undertakes public engagement for a variety of strategic projects and processes. This engagement adheres to a set of core consultation principles established through prior work, including the Community Consultation Project conducted by the City almost a decade ago.

In 2011 the City, together with 38 community associations and members of the public, undertook a process to create a foundation for engagement. Seven public meetings were hosted across the City. The result was the development of consultation principles endorsed by Council on

October 13, 2011 (see “Appendix III”). These principles outline how residents want to see engagement undertaken. In this context, they form a helpful reference point and foundation for the work of the Task Force.

## **DISCUSSION**

The City undertakes public engagement to gather input and seek direction on a variety of projects and processes. While these follow the City’s Consultation Principles, there are no city-wide standards for conducting engagement. Each department independently plans, implements and reports back on public engagement.

A Task Force on public engagement provides opportunity to assess, refine and enhance how the City engages with the public. The Task Force will review best practices in community engagement with a focus on moving beyond traditional public consultation to more innovative and unique solutions. The Task Force will review existing practices, receive input from specialists and participants and explore options to bring Forward as Council recommendations.

The Task Force will be composed of two Councillors, senior City staff and staff from key external agencies. An internal staff working group will provide support and resources. Legislative Services will provide administrative support and coordination. The Task Force will operate for one year, initiating on April 1, 2019, convening monthly.

The TOR (“Appendix I”), outline the scope, structure, membership and timeline for the Task Force.

## **SUSTAINABILITY CONSIDERATIONS**

The work of the Public Engagement Task Force supports the objectives of the City’s Sustainability Charter 2.0. In particular, this work relates to Sustainability Charter 2.0 themes of Inclusion, Built Environment and Neighbourhoods, Public Safety, Ecosystems, Education and Culture, and Health and Wellness. Specifically, the acquisition supports the following Strategic Directions (“SD”) and Desired Outcomes (“DO”):

- Diversity and Accessibility DO1: Surrey welcomes, includes, embraces and values the diversity of people who live here.
- Community Pride and Engagement DO23: Numerous active local clubs, groups and agencies contribute to the community’s well-being.
- Neighbourhoods and Urban Design DO1: Surrey is comprised of distinct, diverse and compact neighbourhoods and Town Centres, with an engaging public realm.
- Neighbourhoods and Urban Design SD6: Provide a range of community amenities including culture, recreation, health, and educational facilities in each Town Centre.
- Community Safety and Emergency Services SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.
- Natural Areas, Biodiversity and Urban Forest DO3: All development enhances, or minimizes the impacts on Surrey’s lush tree canopy and natural environment, and avoids encroachment into natural areas, habitat features and parks.
- Learning DO3: Surrey has a culture of learning, with a broad range of diverse learning opportunities available and accessible to meet the needs of all residents.

- Arts and Heritage DO9: Surrey supports and celebrates its diverse artists, cultures and community heritage through inclusive festivals, programming and events.
- Health Services and Programs DO1: Surrey has a full range of high quality, community-based health and social services and programs that address health and wellness.

## CONCLUSION

Today's residents expect more opportunities for involvement and influence in consultation processes. Refining and enhancing how the City engages with the public will add meaning to people's participation. A Task Force on public engagement provides opportunity to move beyond traditional public consultation and support genuine dialogue with Surrey residents.

*Original signed by*  
Jean Lamontagne  
General Manager,  
Planning & Development Department

*Original signed by*  
Laurie Cavan  
General Manager,  
Parks, Recreation & Culture Department

*Original signed by*  
Fraser Smith, P.Eng., MBA  
General Manager,  
Engineering Department

PK/ar

Appendix "I" - Public Engagement Task Force Terms of Reference  
Appendix "II" - Corporate Report R238; 2018  
Appendix "III" - City of Surrey Consultation Principles

# Terms of Reference

Public Engagement Task Force

*On December 3, 2018, Surrey City Council endorsed Corporate Report R238 which directed staff to develop a Terms of Reference (ToR) and workplan for a Public Engagement Task Force. This document outlines the scope and structure of the Task Force and serves as the basis for confirming a common understanding and approach among stakeholders.*

February 2019



## Purpose

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The purpose of the Public Engagement Task Force will be to review best practices in project and process-based community engagement with a focus on moving beyond traditional public consultation to more innovative and unique solutions. The Task Force will review existing practices in Surrey, receive input from engagement specialists and participants and explore options for future public engagement customized for Surrey.

## Background & Context

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Public engagement is based on the belief that people should have, and want, a say in the decisions that affect their lives. Today's residents expect more opportunities for involvement and influence in consultation processes.

Refining and enhancing how the City engages with the public will add meaning to people's participation. Innovative and intelligent solutions will support genuine two-way dialogue between citizens and government. And outreach will support and educate participants on the opportunities and methods available.

### Surrey's Public Consultation Principles

The City undertakes public engagement for a variety of strategic projects and processes. This engagement adheres to a set of core consultation principles established through prior work.

In 2010 the City, together with 38 community associations and members of the public, undertook a process to create a foundation for engagement. Seven public meetings were hosted across the City. The result was the development of consultation principles formally endorsed by Council on October 13, 2011. These principles put into words how residents want to see engagement undertaken. In this context they form a helpful reference point and foundation for the work of the Task Force. The principles (and guiding statements) are as follows:

**Statement A:** The City of Surrey is committed to public engagement that is open, relevant, proactive, equitable, partnership-based, ethical, responsive, accessible, available, and balanced through education and communications, and guided by the following principles:

1. Two-Way Communication
2. Respectful Partnership
3. Inclusive Public Process
4. Balance
5. Responsive Dispute Resolution

**Statement B:** The City of Surrey supports the open flow of timely information amongst government, the Community Groups and the community-at-large based on the following principles:

1. Early Involvement
2. Transparency
3. Accountability
4. Knowledge and Education
5. Information Updates

## Project Scope

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The Task Force will focus on city-initiated project and process-based public engagement, where public input is required to support decision making. At the onset of the project the Task Force will develop and confirm a work plan and schedule. It is anticipated that their work will include the following components:

### Establish Context

- Review demographics to identify community composition and establish context.
- Identify and review existing Surrey plans, strategies, reports and policies that provide context and direction on public engagement in Surrey.
- Review current public engagement practices and process within Surrey to establish a baseline.
- Review trends and best practices in public engagement, regional and global, to explore opportunities and challenges.

### Explore Options

- Connect with, discuss, coordinate presentations (as needed) with Subject Matter Experts (SME).
- Monitor current outreach initiatives and/or partner with existing projects to test different outreach approaches within the City.
- Work with residents and community stakeholder groups (associations, BIAs etc.) to identify challenges and opportunities with current engagement practices and processes.

### Determine Direction

- Assess gaps and growth areas for engagement practices in Surrey.
- Connect with, discuss, coordinate presentations (as needed) with SME.
- Refine options and determine a preferred and pragmatic approach(es) for advancing public engagement in Surrey.

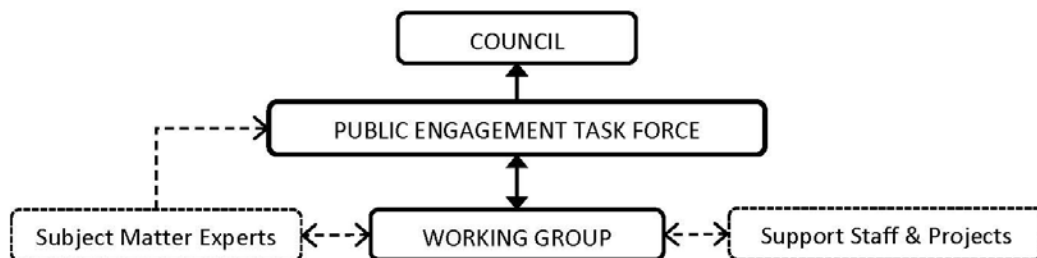
### Report Back & Implementation

- Develop recommendations for Council consideration.
- Implement potential actions and recommendations.

## Membership / Responsibilities

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The Taskforce will be composed of two councillors (including a chair), senior City staff and staff from key external agencies. The Task Force will be supported and resourced by an internal staff working group.



Public Engagement Taskforce – Terms of Reference

TASK FORCE
<p><b>Membership</b></p> <ul style="list-style-type: none"><li>• Cllr Guerra (<i>Chair</i>)</li><li>• Cllr #2</li><li>• General Manager, Planning &amp; Development Department</li><li>• General Manager, Parks Recreation &amp; Culture Department</li><li>• Manager, Community Planning Division</li><li>• Manager, Transportation Division</li><li>• Director Strategic Initiatives and Corporate Reporting</li><li>• Director Marketing &amp; Communications, Surrey Libraries</li></ul> <p>• Potential External Members (to be determined by the Task Force):</p> <ul style="list-style-type: none"><li>• Simon Fraser University;</li><li>• Fraser Health;</li><li>• School District; and</li><li>• Others as appropriate.</li></ul> <p><i>Observing Members (from the Working Group)</i></p> <ul style="list-style-type: none"><li>• Community Planner (<i>Working Group coordinator</i>)</li><li>• Community Planning Manager</li></ul> <p>Administrative support provided by Legislative Services</p>
<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"><li>• Develop project scope/mandate. Responsible for overall decision-making.</li><li>• Provide direction and guidance to the Working Group.</li><li>• Consider options and recommendations.</li><li>• Advance reports and recommendations for Council consideration.</li></ul>
WORKING GROUP
<p><b>Membership</b></p> <ul style="list-style-type: none"><li>• Community Planner (<i>Coordinator</i>)</li><li>• Community Planning Manager</li><li>• Transportation Planning Manager</li><li>• Parks Planning &amp; Design Manager</li><li>• Community Enhancement Manager</li><li>• Manager, Sustainability</li><li>• Stakeholder Engagement Manager (Public Safety)</li><li>• Manager, Marketing and Communications</li><li>• Area Planning Manager</li><li>• Manager of Learning, Programs and Partnerships, Surrey Libraries</li></ul>

**Key Responsibilities**

- Support the Task Force scope of work.
- Coordinate with staff.
- Act as departmental liaisons for related Task Force work program(s).
- Coordinate any required outside expertise to support the Task Force mandate.
- Consider and develop draft options and recommendations for Task Force consideration.
- Assist with developing content for reports for the Task Force and Council.

**Project Schedule**

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The Task Force will operate for one year, beginning in Spring 2019 and concluding in Spring 2020. While the Task Force will confirm its own scheduling, it is expected to incorporate the following tentative schedule:

Phase 0:	Develop Project Scope	Jan, 2019 – Mar, 2019
Phase 1:	Establish Context	Apr, 2019 – Jun, 2019
Phase 2:	Explore Options	Jul, 2019 – Sep, 2019
Phase 3:	Determine Direction	Oct, 2019 – Jan, 2020
Phase 4:	Report Back & Implementation	Feb, 2019 – Apr, 2020

It is proposed that the Task Force will convene monthly. Additional meeting details will be determined at the initial Task Force meeting.

**Communications & Reporting**

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It is expected that communication and reporting protocols will be discussed and confirmed at the initial Task Force meeting. These, as well as any other changes to this Terms of Reference, will be reflected in a final version of the Terms of Reference following the kick-off meeting.





## CORPORATE REPORT

NO: R238

COUNCIL DATE: December 3, 2018

## REGULAR COUNCIL

TO: Mayor & Council DATE: November 29, 2018

FROM: General Manager, Corporate Services FILE: 8140-01  
General Manager, Parks, Recreation & Culture

SUBJECT: 2019 Council Committee Appointments

## RECOMMENDATION

It is recommended by the Corporate Services and Parks, Recreation & Culture Departments that Council:

1. Receive this report for information;
2. Dissolve the Culture Development Advisory ("CDAC"), Diversity Advisory ("DAC"), Public Art Advisory ("PAAC"), Parks, Recreation & Sport Tourism ("PRST") and Seniors Advisory Committees ("SAC");
3. Support the establishment of the Parks, Recreation & Culture Committee ("PRCC") by the Mayor as a Standing Committee for a period of 1 year commencing January 1, 2019 and that the PRCC membership be comprised of the Mayor and all members of Council;
4. Endorse the appointments for the following Select Committees:
  - a) Councillor Hundial as Chair of the Agriculture and Food Security Advisory Committee,
  - b) Councillor Pettigrew as Chair of the Environmental Sustainability Advisory Committee; and
  - c) Councillor Locke as Chair of the Social Policy Advisory Committee;
5. Endorse the appointments for the following Statutory Committees:
  - a) Councillor Annis as Chair of the Surrey Heritage Advisory Commission;
  - b) Councillor Hundial as Member of the Library Board; and
  - c) Councillor Elford and Councillor Locke as Members and Councillor Hundial as Chair of the Parcel Tax Roll Review Panel;
6. Endorse the following Community Liaison appointments:
  - a) Councillor Guerra as Community Liaison for the Surrey Memorial Hospital Foundation;
  - b) Councillor Guerra as Community Liaison for the Fraser Health Municipal Government Advisory Committee;

- c) Councillor Elford as Community Liaison for the Lower Fraser Valley Association (Cloverdale Rodeo Board); and
  - d) Councillor Patton as Community Liaison for the Peace Arch Hospital Foundation;
7. Establish the Public Engagement Task Force for a period of 1 year and appoint Councillor Guerra as Chair;
  8. Establish the Truck Parking Task Force for a period of 1 year and appoint Councillor Nagra as Chair; and
  9. Authorize the City Clerk to advertise soliciting applications for current members seeking re-appointment and community members seeking appointment to the Select and Statutory Committees.

## INTENT

The purpose of this report is to seek Council's endorsement of the newly proposed PRCC, establish Council's appointment to the various Committees and to authorize the City Clerk to commence the application process for the appointment of community members to the various Select and Statutory Committees as further described in this report.

## BACKGROUND

### Standing Committees – Mayor Appointed

Section 141 (1) of the *Community Charter* states that "The Mayor must establish standing committees for matters the Mayor considers would be better dealt with by committee and must appoint persons to those committees." A Standing Committee can be comprised entirely of Council members. Each Standing Committee varies as to its Terms of Reference ("ToR"), number of members, and meeting dates.

### PRCC Standing Committee

It is proposed that the PRCC will be established by the Mayor as a Standing Committee that will combine the work previously completed by the following Committees:

- Culture Development Advisory Committee;
- Diversity Advisory Committee;
- Public Art Advisory Committee;
- Parks, Recreation & Sport Tourism Committee; and
- Seniors Advisory Committee.

## DISCUSSION

### PRCC

The PRCC will be established for a 1 year period commencing January 1, 2019 and will be comprised of Mayor & Council. The PRCC will be supported by staff from the Parks, Recreation & Culture Department and other City staff at the request of the Committee. Community partners, subject

matter experts or other guests may be invited to meetings at the call of the Chair to provide information related to culture, diversity, public art, parks, recreation, sport tourism and seniors. Delegation requests will be directed to the Clerk's Office and approved by the Committee to be received at regular open meetings. The PRCC will generally meet monthly, by the call of the Chair.

A ToR and Work Plan will be developed for the PRCC as soon as possible.

### **Select Committees - Council Appointed**

Section 142 (1) of the *Community Charter* states that "A Council may establish and appoint a select committee to consider or inquire into any matter and to report its findings and opinion to the council."

Council adopts ToR's for each Select Committee which provides the terms and conditions for the committee including its mandate, term, composition, as well as its procedures.

Surrey's Select Committees are established by Council and are typically comprised of Council members (Chair and Vice-Chair) and residents. Their mandate is to provide information and make recommendations to Council on issues of concern to the public and the City of Surrey. Select Committees meet as determined by the Committee's specific ToR.

Typically, each Select Committee follows a Work Plan that is based on the Committee's mandate. Council, staff and Committee members identify tasks to be included in the Select Committee's Work Plan. This plan is created yearly and adopted by Council at the beginning of the year.

It is recommended that Council make the following Select Committee appointments:

#### Agriculture and Food Security Advisory Committee - Select Committee

Chair - Councillor Hundial

Other Committee Members - to be appointed by Council following solicitation for membership process.

#### Environmental Sustainability Advisory Committee - Select Committee

Chair - Councillor Pettigrew

Other Committee Members - to be appointed by Council following solicitation for membership process.

#### Social Policy Advisory Committee - Select Committee

Chair - Councillor Locke

Other Committee Members - to be appointed by Council following solicitation for membership process.

A ToR and Work Plan for each Select Committee will be developed and brought forward to Council for endorsement as soon as possible.

## **Statutory Committees**

Statutory Committees are also known as boards, commissions, committees or panels and are established by various legislation and serve at arms-length from Council in cooperation with the municipality.

It is recommended that Council make the following Statutory Committee appointments:

### Surrey Heritage Advisory Commission – Statutory Committee

Chair – Councillor Annis

Other Committee Members – to be appointed by Council following solicitation for membership process.

### Library Board – Statutory Committee

Member – Councillor Hundial

Other Committee Members – to be appointed by Council following solicitation for membership process and recommendations by the Library Board

### Parcel Tax Roll Review Panel – Statutory Committee

Chair – Councillor Hundial

Councillor Elford

Councillor Locke

## **Community Liaisons**

Community Liaisons are public officials that act on behalf of the City to collaborate with corporations, other agencies and the public. Community liaisons serve as an important link between residents and the organizations that provide services in Surrey. Typically, an invitation is extended to the Mayor's Office requesting appointment of a Council member to serve as a liaison to support the local board, foundation or association.

It is recommended that Council make the following Community Liaison appointments:

### Surrey Memorial Hospital Foundation

Community Liaison – Councillor Guerra

### Fraser Health Municipal Government Advisory

Community Liaison – Councillor Guerra

### Lower Fraser Valley Association (Cloverdale Rodeo Board)

Community Liaison – Councillor Elford

### Peace Arch Hospital Foundation

Community Liaison – Councillor Patton

## **Task Forces**

Task Forces are established by Council to pursue specific projects and issues. Task Forces investigate a defined issue during a specific time period, report their findings and make recommendations to Council at the conclusion. Once their work is complete, the Task Force is disbanded. Task Forces meet monthly or as dictated by the project and the Task Force members.

### Public Engagement Task Force: 1-Year Term

Chair – Councillor Guerra

The purpose of the Public Engagement Task Force will be to review global best practices in community engagement with a focus on moving beyond traditional solutions for citizen participation. A ToR and Work Plan will be developed and brought forward for to Council for endorsement as soon as possible.

### Truck Parking Task Force: 1-Year Term

Chair – Councillor Nagra

The purpose of the Truck Parking Task Force is to implement viable solutions for truck parking operations within the City. A ToR and Work Plan will be developed and brought forward for to Council for endorsement as soon as possible.

## **Solicitation for Membership Process**

Upon Council approval, the City Clerk will commence advertising for solicitation of membership for the above noted Select and Statutory Committees. The solicitation encourages both current members to seek re-appointment and community members to seek new-appointment to the Select and Statutory Committees. Following the solicitation of membership, the City Clerk will prepare a summary which will be provided in advance of and to be discussed at a future meeting that provides the following information:

- General Committee Information (including membership, appointment term and chair);
- Number of appointments/ re-appointments required for 2019;
- Current members seeking re-appointments (including attendance records and number of terms served); and
- New applicants seeking appointments (including Surrey residency and whether they have applied to other Committees/Boards/Commissions).

At that meeting, Council will be requested to consider specific Committee appointments based on each of the Select and Statutory Committee ToR's. Following consideration of the applicants and formal appointments at the meeting, staff will contact all of the applicants then prepare a list of successful appointees to be formally announced by the Mayor at a future meeting.

Each Committee's work plan and ToR will be reviewed at each Committee's first meeting following the appointment of members to review and update as required at the call of the Chair.

## Legal Services Review

Legal Services has reviewed this report and has no concerns.

## SUSTAINABILITY CONSIDERATIONS

The recommendations of this report support the objectives of the City's Sustainability Charter 2.0. In particular, the recommendation related to the Sustainability Charter themes of Inclusion, Built Environment and Neighbourhoods, Public Safety, Ecosystems, Education and Culture, Health and Wellness and Infrastructure. Specifically, the acquisition supports the following Strategic Directions ("SD") and Desired Outcomes ("DO"):

- Diversity and Accessibility- DO1: Surrey welcomes, includes, embraces and values the diversity of people who live here.
- Community Pride and Engagement DO23: Numerous active local clubs, groups and agencies contribute to the community's well-being.
- Education & Culture DO9: Surrey supports and celebrates its diverse artists, cultures and community heritage through inclusive festivals, programming and events.
- Neighbourhoods and Urban Design DO1: Surrey is comprised of distinct, diverse and compact neighbourhoods and Town Centres, with an engaging public realm.
- Neighbourhoods and Urban Design SD6: Provide a range of community amenities including culture, recreation, health, and educational facilities in each Town Centre.
- Community Safety and Emergency Services SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.
- Natural Areas, Biodiversity and Urban Forest DO3: All development enhances, or minimizes the impacts on Surrey's lush tree canopy and natural environment, and avoids encroachment into natural areas, habitat features and parks.
- Learning DO3: Surrey has a culture of learning, with a broad range of diverse learning opportunities available and accessible to meet the needs of all residents.
- Health Services and Programs DO1: Surrey has a full range of high quality, community-based health and social services and programs that address health and wellness.

## CONCLUSION

In conclusion, adoption of the recommendations contained within this report will allow Council to conduct City business in relation to the various Standing, Select and Statutory Committees, Task Forces and Community Liaison positions. Council appointments to these positions will enhance Council's ability to support current and future economic, social and environmental wellbeing of its community.



Rob Costanzo  
General Manager, Corporate Services



Laurie Cavan  
General Manager, Parks, Recreation & Culture

LC:rs/RAC:jhs

**CONSULTATION PRINCIPLES****City of Surrey****Statement A:**

*The City of Surrey is committed to public engagement that is open, relevant, proactive, equitable, partnership-based, ethical, responsive, accessible, available, and balanced through education and communications, and guided by the following principles:*

**1. Two-Way Communication:**

Communication between the City and Community Groups should be timely, all inclusive, responsive, transparent, collaborative, and provide opportunities for the engagement of the Community Groups and the Community at large at all phases via many communication modes.

**2. Respectful Partnership:**

The City and Community Groups will work to build and maintain relationships that reflect constructive, respectful, meaningful, inclusive and compassionate partnerships aimed at achieving outcomes built upon all voices. The City and Community Groups acknowledge that outcomes and priorities may change and that mechanisms for ongoing dialogue shall be in place.

**3. Inclusive Public Process:**

The City should ensure that public process is accessible to all members of the community via many communication modes, will encourage the equal involvement of Community Groups who wish to be heard, and will acknowledge the inherent value of all participant views.

**4. Balance:**

The City and Community Groups will work to acknowledge and understand the diverse needs and priorities that exist within the communities, and as partners shall commit to balancing these with the interests of the wider community.

**5. Responsive Dispute Resolution:**

The City and Community Groups acknowledge the value of dispute resolution and shall commit to jointly resolve disagreements as they arise to ensure that consultation proceeds in a balanced, timely and productive manner.

**Statement B:**

*The City of Surrey supports the open flow of timely information amongst government, the Community Groups and the community-at-large based on the following principles:*

**1. Early Involvement:**

The City should ensure that various input options are in place to enable Community Group involvement at all stages of City policy development, including inception, issue identification, concept development, design and implementation.

**2. Transparency:**

The City should ensure for adequate notification of initiatives and projects at all stages, and should be committed to provide substantive opportunities for public input and feedback to facilitate meaningful discourse that ensures a partner-based decision-making process.

**3. Accountability:**

The City should establish proper checks and balances on all initiatives and projects through timely, measureable, reasonable, achievable, and realistic feedback and reporting-out mechanisms. The City shall ensure the Community Groups have access to decision-makers as part of the feedback mechanism.

**4. Knowledge and Education:**

The City should undertake timely educational initiatives to ensure that all parties have the required information at all stages to enable an informed discussion, and the Community Groups need to be receptive and responsive to these initiatives.

**5. Information Updates:**

The City is committed to facilitate ongoing dialogue with Community Groups that represents effective, timely and two-way communication. The Community Groups will ensure the City is apprised of any contact changes and/or additions to community associations to ensure all groups are engaged and included in the City's communications.