

OPERATIONAL & STRATEGIC PLANNING COMMITTEE - SEPTEMBER 21, 2004

CITIZEN PARTICIPATION AND INVOLVEMENT PLAN – OPERATIONAL & STRATEGIC PLANNING COMMITTEE

Recommendation

The City Manager recommends:

That staff be directed to develop and implement a Citizen Participation and Involvement Plan.

Purpose

To encourage the participation of the citizens and stakeholders of the City of Vaughan in the development of long term strategic goals and objectives.

Background - Analysis and Options

The development of the Citizen Participation & Involvement Plan is an important first step in obtaining citizen participation involvement. The purpose of the Citizens Participation Plan of the City of Vaughan is to ensure that citizens and other stakeholders are aware of the planning process, are provided opportunities to comment on the strategic plan, element(s) or amendments, and have adequate access to the process of defining the City's vision values, and goals. In addition, the Plan is intended to serve as a format to be followed in making future public planning related long range strategic decisions and engaging citizens as partners in achieving public outcomes (attachment 1).

Relationship to Vaughan Vision 2007

Effective and regular external consultation and communication directly supports our number one strategic priority "Serve our Citizens" and strategic objective "Pursue Excellence in the Delivery of Core Services."

Conclusion

It is appropriate and timely to develop and implement a Citizen Participation & Involvement Plan.

Attachments

1. Citizens As Partners in Achieving Public Outcomes

Report prepared by:

Andrew Harvie
Strategic Planning & Performance Management

Respectfully submitted,

Mike DeAngelis
City Manager

ROLE	HOW?
Citizens as Customers	Citizens are principal users and clients of public services and should be treated as valued customers by providers
Citizens as Owners or Shareholders	Citizens are owners: through their taxes, they invest in public service and assets
Citizens as Issue Framers	Citizens are vision builders: helping define desirable future, strategic plans
Citizens as Co-producers of Services	Citizens and community bodies are direct providers of community services on both a paid and voluntary basis, in cooperation with government
Citizens as Service Quality Evaluators	As primary users of government services, citizens are best placed to assess their quality and effectiveness
Citizens as Independent Outcome Trackers	Grassroots measurement by citizen groups is more likely to be independent and oriented towards actual community wellbeing outcomes

Epstein, Wray, et al - Communities