

## **Emergency Services Station Location Study Community Engagement Plan**

Presented To:	City Council
Meeting Date:	January 24, 2023
Type:	Referred & Deferred Matters
Prepared by:	Ian Wood CAO's Office
Recommended by:	Chief Administrative Officer

### **Report Summary**

This report provides a recommendation regarding the Emergency Services Station Location Study Community Engagement Plan.

### **Resolution**

THAT the City of Greater Sudbury City Council approves the plan approach as outlined in the report entitled “Emergency Services Station Location Study Community Engagement Plan” from the Chief Administrative Officer, presented at the City Council meeting on January 24, 2023;

AND THAT staff be directed to undertake the engagement activities outlined in the plan and report back to City Council with results by the end of the second quarter of 2023.

### **Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)**

This report refers to operational matters.

### **Financial Implications**

There are no financial implications to this report. Staff anticipate implementation of this engagement approach will require 300-350 hours of staff time (for engagement preparation and open house sessions), and will cost approximately \$5,000 for printing, advertising, translation and other associated costs. All costs associated with implementing the proposed engagement plan will be funded by existing operating budgets.

### **Background**

At the December 13, 2022, City Council meeting, staff and representatives from Operational Research in Health Limited (ORH) presented the Emergency Services Station Location Study Community Engagement Plan report. The report was deferred. Council directed staff to return with an engagement plan at the January 24, 2023, meeting of Council.

One of the fundamental tenets of effective community engagement is to define the public's role in any engagement process. A municipal best practice is to use the International Association for Public Participation's (IAP2) *Spectrum of Public Participation*. While work to finalize the corporation's community engagement strategy remains underway and will be complete in 2023, the IAP2 *Spectrum of Public Participation* is an accepted practice that will be part of the corporation's strategy.

Any engagement process about emergency services station locations should be designed to better inform residents about the consolidation recommendations in the Emergency Services Station Location Study. This would place the plan under the "Inform" stage of the IAP2 Spectrum, with a public participation goal "to provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions".

## **Analysis**

### **Engagement Plan**

This engagement process will include online and in-person opportunities. Staff will return to City Council with the results of the engagement efforts at the conclusion of the process, in order to better inform Council's final decision on the Emergency Services Station Location Study report.

The goals of the engagement plan are to:

- help residents better understand current service standards and the anticipated impact of the study's recommendations.
- ensure residents have an accessible way to ask questions and express concerns, and that questions, concerns and associated responses are recorded for Council's review.
- provide accurate, data-driven information to clarify the significant amount of disinformation circulating among some segments of the community.

Some of the subjects that will be addressed within the engagement sessions include:

- Building condition assessments and risks of unanticipated infrastructure failure
- Anticipated costs of bringing current halls to a state of good repair
- Operational challenges that need to be addressed
- How the Fire Underwriters Survey (FUS) scoring works and is used by insurance companies
- Outline on the status of volunteer recruitment efforts
- CGS Property Tax Area Rating for Fire Services

#### Drop-in Open House Sessions:

In-person open house sessions will be held at stations affected by the consolidation recommendations. Residents will be able to drop in during the specified time(s) to ask questions and learn more about the proposed plan. Information handouts and display boards will be used to provide information on the subjects outlined above, and printed feedback forms will be available for residents to share specific concerns or ask questions.

Based on the recommendation in the ORH report, drop-in sessions are recommended to take place at the following locations:

- Falconbridge
- Val Caron
- Hanmer
- Beaver Lake
- Wahnapiatae
- Coniston
- Copper Cliff

- Minnow Lake – location TBD
- Waters – combined open house to cover Lively and Waters
- Skead – this station is not currently in operation so this session will be held at the Skead Community Centre
- Vermilion Lake – this station is not currently in operation so this session will be held at the Dowling Leisure Centre

#### Online Engagement:

For those who prefer to engage online, information handouts and display boards from the open house sessions will be shared on the City's engagement portal, Over to You, with an opportunity for residents to share feedback.

Although in-person engagement is geared toward residents of a specific area, online engagement will be available to all residents of Greater Sudbury, as cost implications affect the entire community.

#### Community Safety Staff Engagement:

Engagement opportunities for staff, including paramedics and full-time and volunteer/part-time firefighters, will take place throughout the engagement period to provide clarity on the ORH report and other information and to address any questions employees may have.

#### Other Opportunities to Provide Feedback:

Printed feedback forms will be available at some City facilities. 311 will also take feedback over the phone for those who cannot access in-person or online options.

#### Promotion:

A variety of paid and in-kind tactics will be used to ensure residents are aware of engagement opportunities. These include Public Service Announcements, social media, posters, community-specific network distribution, the City of Greater Sudbury website, Bell Park billboard and other. Media partners will have the opportunity to schedule a station tour with staff or attend a pre-scheduled public session.

### **Next Steps**

The engagement plan will launch by the end of February to allow staff sufficient time to develop communication materials, finalize a schedule and properly promote the engagement opportunities. Due to the number of station open house sessions, an engagement report and staff recommendations to the concerns expressed by residents is expected by the end of Q2 2023.

### **Appendices**

Appendix A – IAP2 Public Participation Spectrum

### **Resources Cited**

Emergency Services Station Location Study report: <https://pub-greatersudbury.escribemeetings.com/filestream.ashx?DocumentId=48209>

International Association for Public Participation (IAP2) Canada website: <https://iap2canada.ca>