
Date

The following was approved by the Chief Administrative Officer as an Administrative Policy on October 30, 2019.

Procedure

1. PUBLIC COMMENT

- 1.1. Public Comment is invited by Council through the item on the Regular Council Agenda, therefore a general response to remarks made during the item should be provided to ensure comments or concerns are not left outstanding. In addition, general responses can provide accurate information, facts and figures to the public and Council helping clarify misinformation and limiting the circulation of inaccuracies.
- 1.2. A response to each remark made during Public Comment will be provided in some manner, whether through a general acknowledgement of the remark or through a detailed response as contained herein.
- 1.3. Prior to the Public Comment item on the Regular Council Agenda, the Mayor will advise those that wish to speak that they will have a response provided as contained herein.
- 1.4. This policy only applies to comments made during the Public Comment section of a Regular Council Meeting. Public comments directed to other items of business on the Regular Council Meeting are addressed separately.
- 1.5. Remarks made during Public Comment:
 - (a) will be summarized in the minutes by the Corporate Officer and form part of the official record;
 - (b) may be summarized in Council Highlights, at the discretion of the Communications Team;
 - (c) may be summarized in the weekly email summary to Council, at the discretion of the Communications Team.
- 1.6. Responses to Public Comment will not generally be delivered directly to the individual that spoke at the Regular Council Meeting but will be provided through other methods as contained herein.
- 1.7. A detailed response to remarks made at Public Comment will be provided by the Communications Team:
 - (a) at the direction of the Chief Administrative Officer or department head;
 - (b) if the remark is a direct question; or
 - (c) if the remarks contain inaccurate information.
- 1.8. Where a detailed response is provided, the Communications Team will:
 - (a) research the appropriate response;
 - (b) provide links to public documents where appropriate;
 - (c) have responses reviewed by the appropriate department head, if applicable.

- 1.9. Responses to Public Comment, either detailed or general acknowledgement, will be:
- (a) included in the Council Highlights document;
 - (b) included in the weekly email summary to Mayor and Council; and
 - (c) included in the next available Regular Council Agenda as an attachment to the Public Comment item. The Communications Team will be responsible for placing a Public Comment Follow Up document in the appropriate Council Meeting folder on the S drive prior to the Agenda being published.

Signed:

Original signed by Alberto De Feo
Alberto De Feo, Chief Administrative Officer

October 30, 2019
Date