

# COMMUNITY RELATIONS PROGRAM

The City and its partner the Ministry of Transportation are committed to ensuring that impacted residents, businesses and institutions (i.e. educational) are included in discussions around design options (where warranted) and kept informed of construction activities and schedules.



As part of the City's community liaison effort, Sally Leppard of Lura Consulting has been hired to act as a Neutral Community Facilitator (NCF). Her job focuses on helping the community get information about construction impacts and timing, and how these are managed by the City. The Neutral Community Facilitator reports directly to the City of Hamilton's Public Works, Infrastructure and Environment Committee.

## Consultation Methods

Principal consultation methods include:

- Meetings with impacted residents, schools, recreational groups, business associations and organized groups (such as the Rennie Street Community Liaison Committee).
- Consideration is also being given to forming area-level construction liaison groups.

## Objectives

Objectives are in two categories: Information and Consultation.

### Information Objectives

We will:

- Be accessible and responsive to the community's needs.
- Provide timely information about the Project for affected residents, including those whose first language is not English.
- Let impacted residents, businesses and institutions know about the project schedule and how construction activities might affect them.
- Document questions, comments and ideas from those affected and provide responses.

### Consultation Objectives

We will:

- Develop and maintain relationships with those affected by construction.
- Identify and discuss construction impacts and ways to minimize those effects.
- Ensure timely responses.
- Engage those impacted by construction and those who can provide design input.
- Ensure the Community Relations Program is flexible and adaptable to the needs of those affected by construction.

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