

# Bulletin: Public Information Session Guidelines

A Public Information Session provides the applicant with an opportunity to inform and consult neighbours in the surrounding area by providing information on the proposal, discussing, and answering any related questions, and obtaining feedback so that potential issues or concerns can be identified and addressed before the application goes to Council for consideration. The opportunity to hear from underrepresented voices should be considered when planning a location and formats of feedback.

## Date/Time:

- A public information session should last approximately two hours and be scheduled on a weekday evening between 4:00 pm and 8:00 pm to maximize opportunities for public input. A public information session should not be held on weekends or holidays.
- Consider the demographics of the neighbourhood the development is proposed in; if it is largely families then the date and time should reflect times that are appropriate for child minding and/or prepare for children attending the session.

## Location:

- A public information session should be held in an accessible location that is near the development site, and the location should be large enough to accommodate the anticipated turnout. Appropriate venues include community buildings, civic facilities, community halls, schools, churches, banquet, and meeting rooms, etc.
- Consider a location with adequate parking or that is accessible by bicycle, walking, or transit.
- Private residences, company offices, or construction sites are not appropriate venues for a public information session.
- The information session can be held online, or a combination of in-person or online. If the event is to be held online, the session must be accessible from a typical internet or mobile browser not requiring any apps or programs to be downloaded. The URL will be advertised on the Development Notice Signage and should be simple and straightforward for an attendee to type into their internet or mobile browser.

## Format:

- Staff recommend using standing display boards detailing the project and having representative(s) present to engage in conversation and answer questions. At minimum, full-size drawings should be available in a format that allows them to be easily viewed by more than one person at a time.
- Settings with tables and chairs are not recommended unless the applicant intends to include a full presentation followed by a question-and-answer session.
- It is recommended that comment sheets be distributed to allow attendees to record any comments or concerns. These comments should be incorporated into the summary report and may be broadly referenced in the Council report. Copies of the individual comments will not be circulated to Council. Personal information such as attendees first and last name, phone number, email address, or physical address will not be circulated to Council.
- City staff may attend the public information session to observe and answer questions about City policies and procedures, but they will not speak to the proposal.

## Notification:

- Notification of the Session is required as per Council Policy 367: Public Notification & Consultation for Development Applications.

For additional resources, you can visit: [IAP2 Resources - International Association for Public Participation](#)

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**Development Planning**

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