




**Development Application Public Notice Improvements – Best Practice Review (Online)**  
**Summary Table**

City	Reason for initiating changes	Actions	Development Notice Information Requirements (Old)	Development Notice Information Requirements (New)
<b>City of Toronto</b>	<p>On July 8, 2014, City Council requested the Chief Planner and Executive Director, City Planning to:</p> <ul style="list-style-type: none"> <li>Undertake a review of the Development Proposal Public Notices toward signs that are attractive, use language that is informative and easy to understand while encouraging citizen involvement in the planning process;</li> <li>Consult with residents’ associations, development industry representatives and other relevant stakeholders whole conducting the review; and</li> <li>Report on the outcome of the review of Planning and Growth Management Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Review of existing laws and regulations governing notice for development proposals and the new AODA</li> <li>Literature review</li> <li>Consultation with student groups from OCAD University and the University of Toronto <ul style="list-style-type: none"> <li>Studio assignment to redesign the signage</li> <li>Public survey conducted by the students</li> </ul> </li> <li>Internal staff workshop (25 staff, including representation from Community Planning, Graphics, Policy and Analysis, Chief Planner’s Office, Strategic Communications and the City Clerk’s Office Design and Protection unit)</li> <li>Consultation with Residents’ Associations (as part of the Growing Conversations consultations)</li> <li>Consultation with the Toronto Chapter of BILD</li> <li>Pilot project – use of the new signs on a voluntary basis with interested developers</li> </ul>	<ul style="list-style-type: none"> <li>Legal Address of the subject property or properties</li> <li>Proposed use</li> <li>Height and density</li> <li>Number of parking spaces (automobiles and bicycles)</li> <li>Image of the proposal (elevation or site plan)</li> <li>Black and white</li> <li>AODA compliant text</li> <li>QR codes directing residents to the Application Information Centre</li> </ul>	<p>Option 1 (preferred design):</p> <ul style="list-style-type: none"> <li>Corporate banner and colour consistent with City of Toronto branding, and that includes the word “Notice”</li> <li>The words “A change has been proposed for this site” written in bold text</li> <li>Brief text description of the proposal (e.g., a zoning by-law amendment)</li> <li>Proposal summary that utilizes 3 generic icons to further explain details of the proposal:</li> </ul>  <ul style="list-style-type: none"> <li>Additional information that could be used in a search on the Application Information Centre</li> <li>Where applicable, an image of the proposed development in context (elevation or 3D massing model)</li> <li>Disclaimer that indicates the date the submission/resubmission was made</li> <li>A call to action outlining 3 options for obtaining additional information or providing feedback:</li> </ul>  <ul style="list-style-type: none"> <li>Simple language</li> <li>Total compliance with AODA requirements</li> <li>Installation height: 1.9-2.0m</li> </ul> <p>Option 2 has a slightly smaller width, does not contain the icons and proposal details and is a text only version that may be used for special situations like policy changes (e.g., Official Plan amendment)</p>
<b>Town of Milton</b>	<ul style="list-style-type: none"> <li>Town’s Strategic Action Plan 2015-2018, Density Milton 3, identifies the development of a standard process for informing, consulting and advising residents and businesses about municipal decision-making and</li> </ul>	<ul style="list-style-type: none"> <li>Review of best practices from other local municipalities</li> <li>New design for Milton’s notification signage was piloted in 2017 – new signage templates were</li> </ul>	<ul style="list-style-type: none"> <li>Black and white</li> <li>Text reads “Application for a Zoning By-law Amendment”</li> <li>Proposal summary</li> <li>Name of owner</li> </ul>	<ul style="list-style-type: none"> <li>Banner with large text reading “Public Notice”</li> <li>Colour</li> <li>Text reads “A change has been proposed for this site”</li> <li>Brief description of proposal type</li> </ul>

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	<p>engagement opportunities as a corporate priority</p> <ul style="list-style-type: none"> <li>Included in the scope of work outlined in Milton’s Community Engagement Strategy</li> <li>The new public notice signage was designed to: increase understanding, provide transparency in applications and encourage more community engagement in the planning process</li> </ul>	<p>placed at three sites in Milton between November and December 2017</p> <ul style="list-style-type: none"> <li>Staff collected input from the community, stakeholders and developers about the proposed design through the pilot</li> </ul>	<ul style="list-style-type: none"> <li>Name of agent and contact information</li> <li>Application file #</li> <li>Text that reads “for more information and to tell us what you think” and information on how to reach the planning department online, through email, over the telephone and in person</li> </ul>	<ul style="list-style-type: none"> <li>Image of the proposal (Rendering/site plan)</li> <li>Summary of proposal using icons:</li> </ul>  <p><b>Proposal Summary:</b></p> <p><b>SIZE</b> 100K Density 10K Stalls 10K metres</p> <p><b>USE</b> 100K Residential Units 100K net Retail</p> <p><b>PARKING</b> 10K Resident 10K Visitor</p> <ul style="list-style-type: none"> <li>Site address</li> <li>Applicant name</li> <li>Application File #</li> <li>Name of agent and contact information</li> <li>A call to action outlining 3 options for obtaining additional information or providing feedback:</li> </ul> <p><b>Learn more and share your feedback:</b></p> <p><b>Online:</b> <a href="http://www.milton.ca/0000">www.milton.ca/0000</a></p> <p><b>In Person:</b> A meeting has not yet been scheduled. Details will be posted here and online as they become available.</p>
City of Vaughan	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>As part of the application(s) submission package, the applicant will have completed the proposed wording and the maps for the Notice Sign – the Planning Department reviews and approves (or makes changes) and provides to applicant</li> <li>Wording details: <ul style="list-style-type: none"> <li>Type of application and description</li> <li>List the Owner and Agenda</li> <li>City contact phone number and file number(s)</li> <li>Date sign was installed</li> <li>Text that reads “this application is currently under review by the City of Vaughan”</li> </ul> </li> <li>Mapping requirements: <ul style="list-style-type: none"> <li>Conceptual black &amp; white site plan (if not associated with plan of subdivision)</li> <li>Conceptual coloured site plan (if associated with plan of subdivision) – colours identify land use</li> <li>Coloured rendering (if application(s) facilitate construction of new building(s))</li> </ul> </li> </ul>
City of Burlington	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Banner reading “Developing Proposal”</li> <li>Address of the property where development is proposed</li> <li>Brief description of the development being requested</li> </ul>

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				<ul style="list-style-type: none"> <li>City of Burlington contact information</li> <li>Applicant contact information</li> <li>QR code and web link – each development application has its own dedicated web page</li> </ul>
City of Ottawa	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>The City ensures the quality control of on-site signs and is responsible for the production, posting, maintenance and removal of a sign.</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Address of the property</li> <li>Description of the applicant’s proposal (in English and French)</li> <li>“Let us know what you think” and contact information for Planner (in English and French)</li> <li>Link to Ottawa.ca/devapps</li> </ul>
City of Calgary	<ul style="list-style-type: none"> <li>On December 13, 2017, Council directed Administration to “revise advertising notifications to the public to be more visual, engaging and to use plain language, while maintaining The City of Calgary brand, and to return to Council, through the SPC on Planning and Urban Development, no later than 2018 Q2.</li> </ul>	<ul style="list-style-type: none"> <li>Administration met with Councilors (one-on-one) to discuss what they would like to see on the development notice and what they like about notices in other municipalities</li> <li>Engagement with citizens through two online surveys (the second included piloting of two notices)</li> <li>Best practice review of other municipalities (e.g., Toronto, Vancouver, Edmonton, etc.)</li> <li>Input collected from the Federation of Calgary Communities and the Building Industry and Land Development Calgary Region (BILD) on the two proposed options</li> </ul>	<ul style="list-style-type: none"> <li>Map illustrating the location of the subject property</li> <li>Banner reading “Proposed Redesignation” or “Notice of Public Hearing”</li> <li>Description of applicant’s proposal and file number</li> <li>Text reading “learn more or comment” and link to Calgary.ca/development and telephone number</li> </ul>	<ul style="list-style-type: none"> <li>Map illustrating the location of the subject property</li> <li>Direction for citizens to go to the Planning and Development Map online platform or call</li> <li>Elements that do not create challenges to citizens with visual impairment</li> <li>Different colour notices to help citizens distinguish between the application type and the stage of application</li> <li>Change of text from “Proposed Redesignation” to “Proposed Land Use Change”</li> <li>Change of text from “Learn more and comment” to “Tell us what you think”</li> <li>File number is identified on the notice as the “Reference Number”</li> <li>Plain language descriptions</li> </ul>
City of Vancouver	<ul style="list-style-type: none"> <li>The Mayor’s Engaged City Task Force recommended that the signs for rezoning and development projects be redesigned to better inform residents about potential changes in the neighbourhood and encourage feedback</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Type of application</li> <li>Address</li> <li>Lengthy proposal description</li> <li>Black text on yellow sign</li> <li>Public meeting information</li> <li>Contact information</li> </ul>	<ul style="list-style-type: none"> <li>Easy-to-understand language and details (avoid technical language)</li> <li>Improved visuals (a sketch and site map)</li> <li>Information on how residents can give input online or in person</li> <li>Type of application</li> <li>Address</li> <li>Proposal summary</li> <li>Applicant details</li> <li>Link to website</li> <li>Public meeting details</li> <li>Colours: blue, green and white</li> </ul>
Village of Pemberton	<ul style="list-style-type: none"> <li>Two Village of Pemberton staff were inspired by Dave Meslin’s TED Talk, “The Antidote to Apathy”, which</li> </ul>	<ul style="list-style-type: none"> <li>Information unavailable online</li> </ul>	<ul style="list-style-type: none"> <li>Address of property</li> <li>Map illustrating location of subject property</li> </ul>	<ul style="list-style-type: none"> <li>Address of property</li> <li>Type of application (e.g., Zoning Amendment)</li> <li>Colour</li> </ul>

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	criticized the City of Toronto for having public notices that are difficult to understand.		<ul style="list-style-type: none"><li>• Type of application (e.g., Zoning Amendment)</li><li>• Notice of public hearing date and location</li><li>• Summary of application</li><li>• Black and white</li></ul>	<ul style="list-style-type: none"><li>• Engagement icons (e.g., telephone, envelope)</li><li>• Large/bold font providing public hearing details</li><li>• Link to website</li><li>• Map illustrating the location of the subject property</li><li>• Brief description of application</li><li>• Brief explanation under the heading “How Will this Affect me?”</li><li>• Details on how to obtain additional information</li></ul>
City of Coquitlam	<ul style="list-style-type: none"><li>• Information unavailable online</li></ul>	<ul style="list-style-type: none"><li>• Information unavailable online</li></ul>	<ul style="list-style-type: none"><li>• Information unavailable online</li></ul>	<ul style="list-style-type: none"><li>• “Development Application” banner</li><li>• Address of the subject site with highest order Development Application number</li><li>• Type pf application</li><li>• Brief description of the proposed development</li><li>• Map of subject site</li><li>• Contact information for the agent/applicant</li><li>• Vertical banner on the right side of the sign which lists ways to “get involves and have your say” (e.g., through email, telephone and online)</li><li>• For more complex projects, a rendering of the proposed development is required</li><li>• The Planning and Development Resource webpage includes two sign templates (for simple and complex projects) that can be downloaded and easily edited by the applicant/developer</li></ul>