



# The Montréal model: The institutionalization of public consultations



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NOUS  
NE NOUS  
LAISSERONS  
PAS  
FORER!

RASSEMBLEMENT CITOYEN  
GAZ DE SCHISTE  
L'ALTERNATIVE DOIT TRIOMPHER!

**NON**  
au  
**GAZ DE SCHISTE**  
moratoire dès maintenant

**NON**  
au  
**GAZ DE SCHISTE**  
Un moratoire dès maintenant

Nature Québec  
1000, rue Saint-Jacques, Québec, QC G1R 5K1







# The public consultation bureau

A paramunicipal institution dedicated to public consultation

A neutral and independent third party  
created in 2002, entrenched in the Charter of the city.





# Our mission

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To consult Montrealers on any project assigned by the Montréal city council or executive committee;

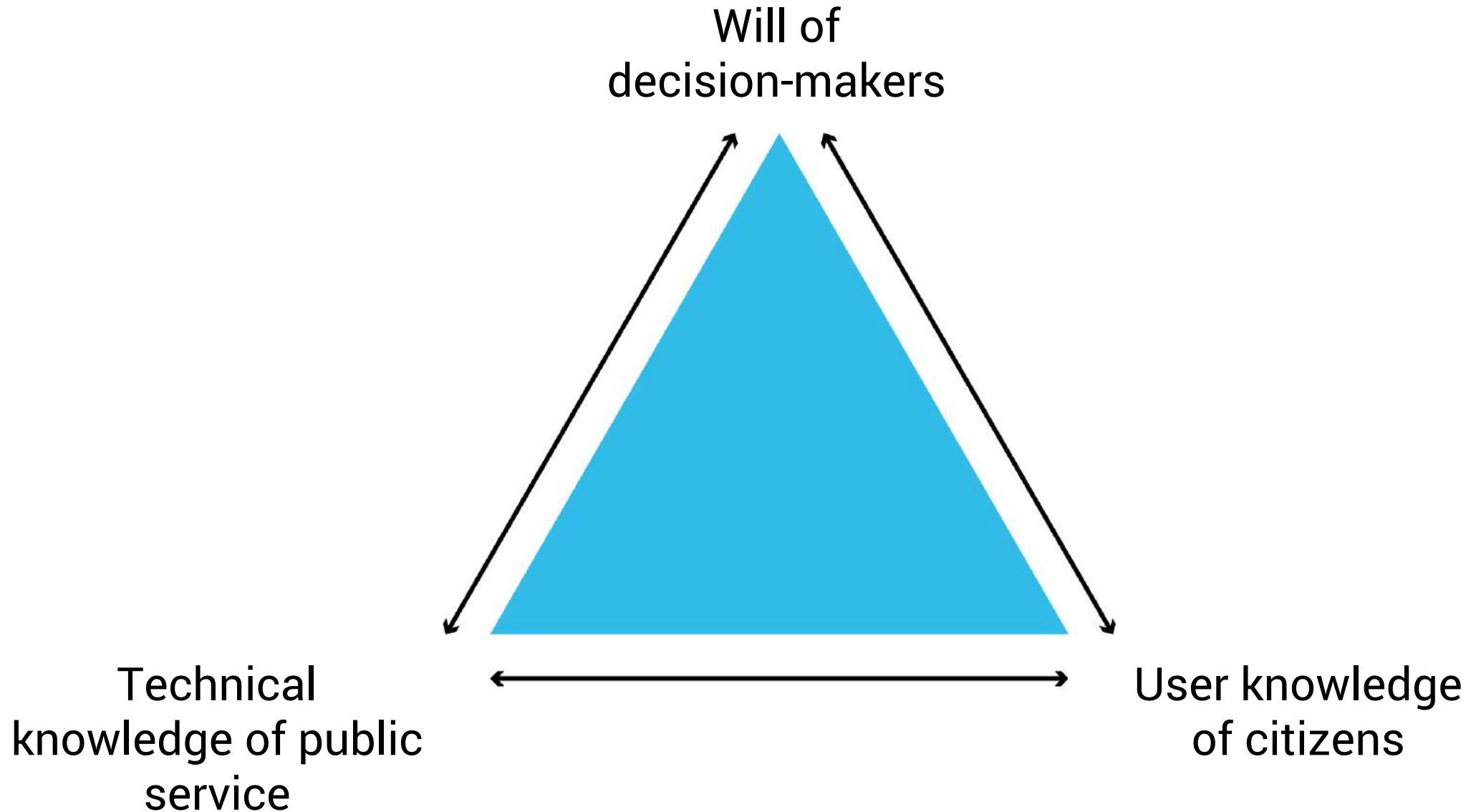
To propose regulations aimed at structuring the public consultations of municipal authorities in order to ensure their credibility, transparency and effectiveness;

To reflect on best practices.





# Triangulation of the public consultation process

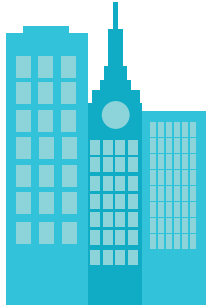




# Our areas of activity



Right of  
initiative



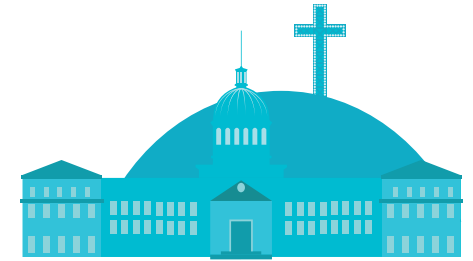
Real-estate  
projects



Plans  
Policies  
Charters



Community  
and  
institutional  
equipment



Heritage sites and  
cultural assets



# Four main values

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**Transparency** of our practices

**Access** to information

**Effectiveness** of processes

**Equity** and equal treatment of participants





# Engaging citizens in decision-making.



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# In the pas 17 years

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***More than 180 consultations held to date***

***About 40% involved major private or public urban projects***

***Tens of thousands of citizens and groups consulted***





# Recently

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2013

Consultations using digital means;

2014

Support for internal departments in consultation processes.



2016

Training of elected officials and public servants;

2018

Prototyping designs;



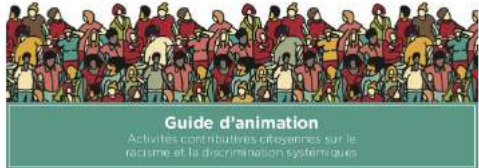


# Recently

## In 2012

First mandate under the citizens' right of initiative - Urban agriculture in Montreal

Since then... 2 major consultations



Une activité contributive citoyenne (ACC) est une animation auto-organisée de 3 h sur le sujet du racisme et de la discrimination systémiques dans les champs de compétence de la Ville de Montréal. Cette activité s'adresse à tous ceux qui désirent contribuer au débat : individus, corporations, organismes communautaires, syndicats, associations, etc.

L'activité demande un minimum de 4 participants, mais n'a pas de limite quant à la taille maximale des groupes, puisque les participants travaillent en petites équipes d'un maximum de 8 personnes. Elle peut se faire dans un cadre privé ou ouvert au grand public. Elle est auto-organisée. Toutefois, si un groupe compte au moins quinze (15) participants, l'OCGM peut mettre des animateurs à la disposition des groupes intéressés qui en feraient la demande par courriel à participation@ocgm.qc.ca ou par téléphone au 514-872-3568.

L'animateur doit s'assurer du bon déroulement de l'activité en général, mais chaque équipe peut suivre la démarche étape par étape, de manière autonome, avec les outils fournis.



- Reduction of fossile fuel consumption: what are citizens willing to do? (results send to the Conference of mayors – COP 21)
- Racial and Systemic discrimination: what solutions for a more inclusive Montreal? (on going)





# How it works

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Consultations divided into **3 phases**

**Information — Hearings of opinions — Report**

A known **methodology** announced in advance

**Commissioners** who are not municipal employees

A strict **code of ethics**

**Recommending powers** only, the final decisions are made by elected officials





# The consultation report

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Outline of participants' concerns  
Analysis of public opinion  
Recommendations of the commission



Submitted to the mayor  
Made public  
Tabled at city council



# THE BENEFITS OF PUBLIC CONSULTATION

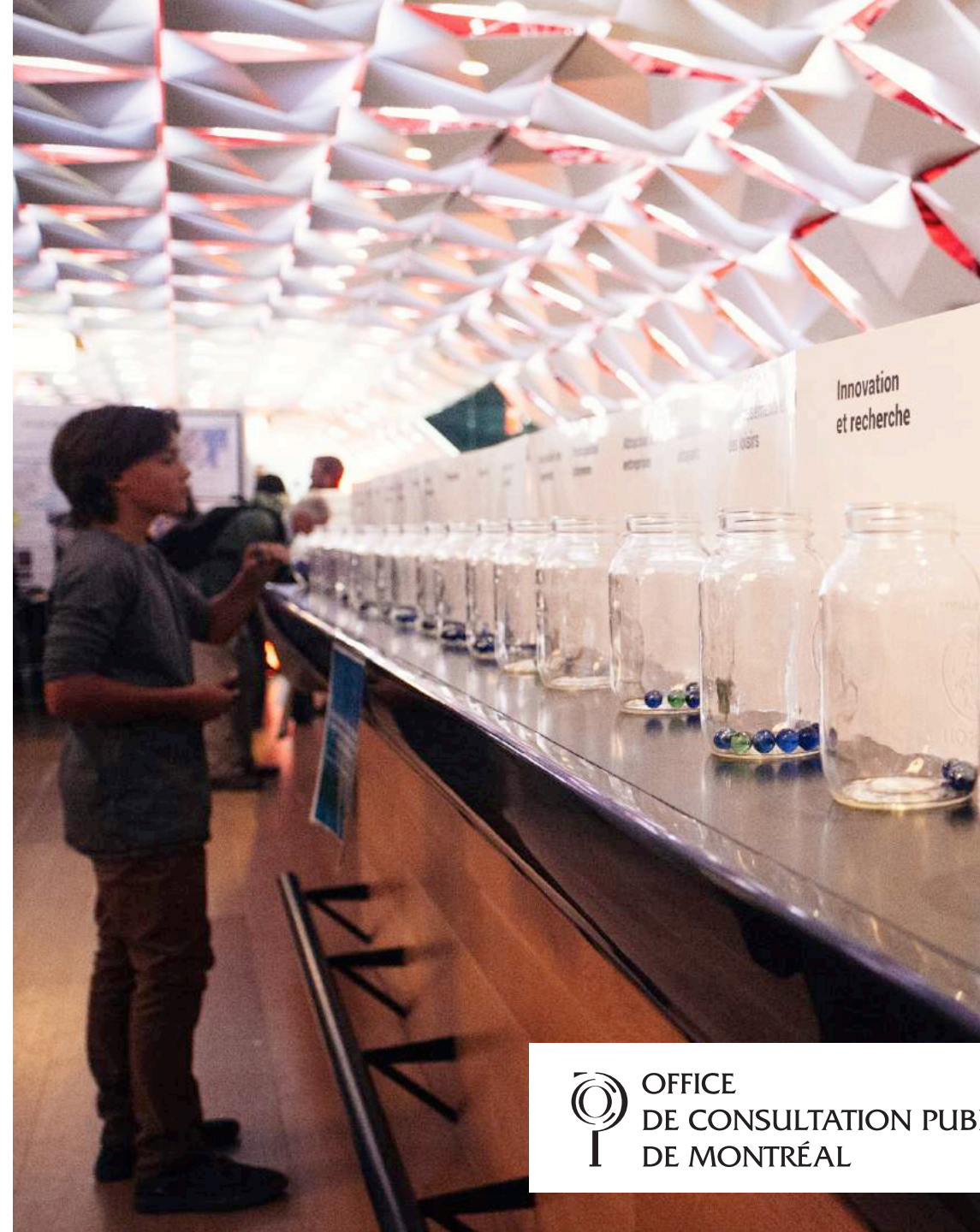
A better understanding of the needs and values of the population

Access to citizens' expertise

A better understanding of the issues

Promotion of social acceptance

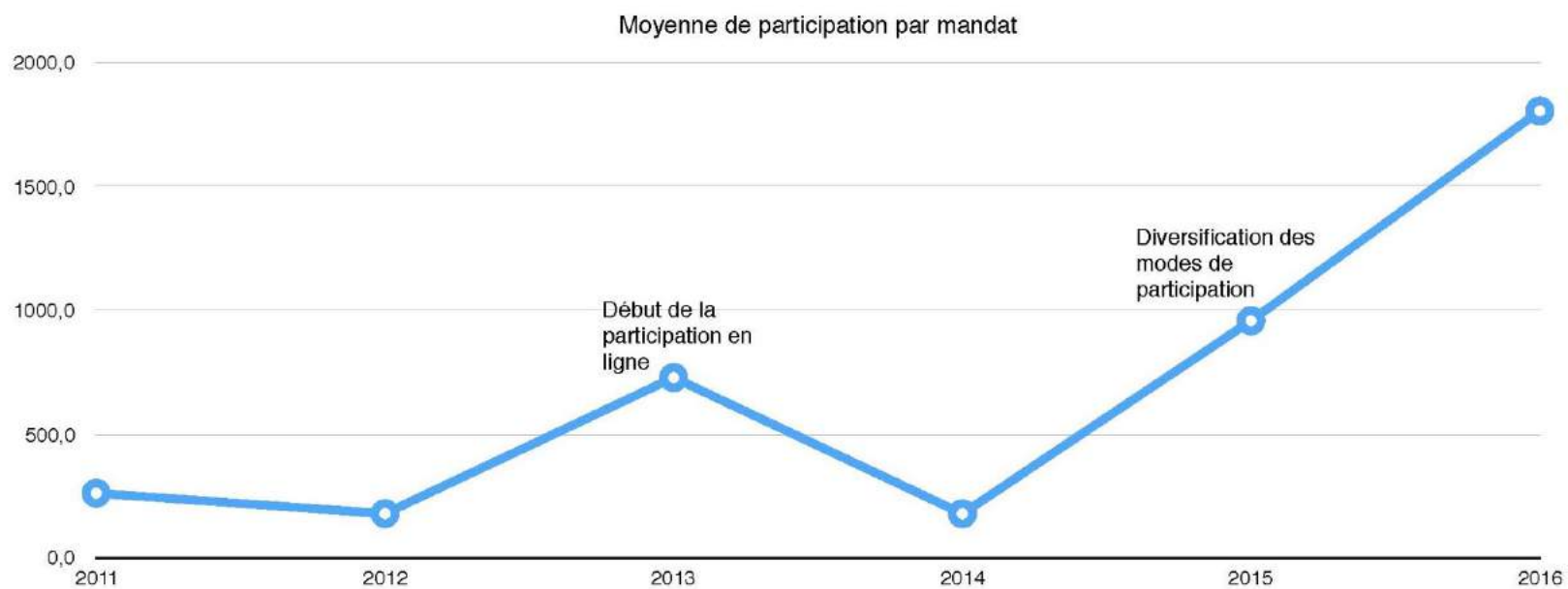
**Alone we can go faster,  
but together we can go further.**



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# Participation





# What happened ?



ONLINE PARTICIPATION



DIVERSIFICATION OF  
IN-PERSON ACTIVITIES



BETTER  
COMMUNICATIONS



REACHING OUT TO  
CITIZEN WHERE THEY  
ALREADY ARE



EMPOWERMENT



# The art of combining Online + Face to Face participation



Anywhere and anytime  
Reach new and more people  
Different levels of participation  
Generate new opinions  
More flexibility for participants



Deeper discussions  
Humanised interactions  
Reach people who are  
directly impacted  
Essential when there are  
social tensions



# Thank you !

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