

# ORGANISING DIALOGUE BETWEEN STAKEHOLDERS IN THE HISTORIC CENTRE

## Old Quebec Round Table – Quebec City, Canada

### 1. DESCRIPTION

The Round Table is a city initiative aiming to promote collective responsibility for the management and development of the historic centre. It brings together key institutional, community and private stakeholders to establish dialogue and encourage the search for concrete solutions by formulating proposals for the municipality's action plan dedicated to the historic centre.

### 2. CONTEXT THAT MOTIVATED THE PRACTICE

Old Quebec is home to a variety of uses and interests (residential, commercial, tourist, institutional) that pose coexistence challenges: nuisances, terrace management, cleanliness, tourist pressure, new projects (hotels, restaurants), etc. Establishing ongoing dialogue through an official consultative structure facilitates the exchange of information, a better understanding of the motivations behind the initiatives implemented, and the search for compromise and even cooperation in the search for consensual alternatives.

### 3. APPROACH FOLLOWED / METHOD

#### Operation

- An Action Plan was initially structured around four areas (since 2023): housing, commerce and services, sustainable tourism, mobility. Following the workshops and assessments in autumn 2024/winter 2025, a fifth area was added in September 2025: "quality of the environment", which includes noise pollution and cleanliness.
- Implementation of a dashboard for monitoring the percentage of progress of actions and for making collective adjustments).
- Meetings 3 to 5 times a year.

#### Stakeholders involved

- The City of Québec is responsible for coordinating and mobilising the relevant municipal services (transport/mobility, economic development, etc.)
- Government agencies including Parks Canada, the Government of Quebec (Ministry of Culture, Commission de la capitale) and the Port of Quebec.
- Socio-economic stakeholders: Société de Développement Commercial du Vieux-Québec, Société de Développement du Vieux-Port, Petit Champlain Coop, etc.
- Citizen representation and institutions: citizens' committee, neighbourhood council, educational, museum and health institutions.
- The tourism sector (museums, hotels, restaurants, etc.)
- New players recently established in Old Québec (National Museum of Québec History and La Caserne theatre – for young audience)



Fortifications of Quebec City. Source: ©City of Québec

#### 4. EXPECTED/IMMEDIATE/MEASURABLE EFFECTS

##### Expected effects

- Sustainably improve quality of life and the balance between residential, commercial and tourism functions.
- Share responsibility for managing the historic centre among the stakeholders concerned, rather than leaving it solely to the municipality.

##### Immediate effects

- Strengthen coordination between stakeholders within the scope of their responsibilities.
- Launch of pilot projects to test new methods for solving previously identified issues.

#### 5. KEY TAKEAWAYS

- The exchange of information and the search for consensus allows the share of management responsibilities among stakeholders and strengthens public action.
- Sharing interests and values helps produce concrete proposals.
- Monitoring actions implemented as part of an action plan approved by the administration strengthens stakeholders' confidence in technical services, encourages dialogue and participation, and allows actions to be adapted according to their impact.

#### FOR MORE INFORMATION:

[https://www.ville.quebec.qc.ca/citoyens/participation-citoyenne/conseils\\_quartier/vieuxquebec/table-concertation/](https://www.ville.quebec.qc.ca/citoyens/participation-citoyenne/conseils_quartier/vieuxquebec/table-concertation/)

