



City of Hamilton
MAYOR'S TASK FORCE ON TRANSPARENCY, ACCESS AND
ACCOUNTABILITY

REVISED

Meeting #: 24-002
Date: February 20, 2024
Time: 11:00 a.m.
Location: Room 192, 1st Floor (hybrid) (CC)
71 Main Street West

Loren Kolar, Legislative Coordinator (905) 546-2424 ext. 2604

1. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

2. DECLARATIONS OF INTEREST

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

3.1 January 17, 2024

4. COMMUNICATIONS

5. DELEGATION REQUESTS

6. DELEGATIONS

7. CONSENT ITEMS

8. STAFF PRESENTATIONS

8.1 Presentation from Engage Hamilton respecting Engagement Processes and Practices

- *a. Presentation - Engage Hamilton respecting Engagement Processes and Practices

9. DISCUSSION ITEMS

9.1 Mayor's Task Force on Transparency, Access and Accountability Meetings Schedule

Note:

All dates/times are subject to change and dependent upon Task Force member availability.

9.2 Mayor's Task Force on Transparency, Access and Accountability Work Plans (no copy)

1. Work Plan for Discovery Process
2. Work Plan for Stakeholder Engagement
3. Work Plan for Professional Support Engagement

10. MOTIONS

11. NOTICES OF MOTION

12. GENERAL INFORMATION / OTHER BUSINESS

13. PRIVATE AND CONFIDENTIAL

14. ADJOURNMENT



MAYOR'S TASK FORCE ON TRANSPARENCY, ACCESS AND ACCOUNTABILITY MINUTES 24-001

5:00 p.m.

Wednesday, January 17, 2024

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

Present: B. Custers, J. Santucci (Co-Chair), M. Stewart (Co-Chair), M. Verhovsek and T. Wingfield

Also Present: Mayor A. Horwath
L. Kolar, Legislative Coordinator
U. Qureshi, Community Engagement Advisor, Office of the Mayor
M. Stahl, Director - Government Relations and Community Engagement
G. Tedesco, Senior Project Manager - Community Engagement

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

FOR INFORMATION:

(a) CEREMONIAL ACTIVITIES (Item 1)

**(i) Welcome from the Co-Chairs of the Mayor's Task Force on
Transparency, Access and Accountability and Introductions**

Mark Stewart, Co-Chair, called the meeting to order. Members of the Task Force introduced themselves. A land acknowledgement was read into the record.

(b) APPROVAL OF AGENDA (Item 2)

The Committee Clerk advised the Task Force that there were no changes to the agenda.

(Custers/Verhovsek)

That the agenda for the January 17, 2024 Mayor's Task Force on Transparency, Access and Accountability meeting be approved, as presented.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no Declarations of Interest.

(c) DISCUSSION ITEMS (Item 10)

(Verhovsek/Wingfield)

That the following items be received:

- (i) Terms of Reference of the Mayor's Task Force on Transparency, Access and Accountability (Item 10.1)

Task Force Members discussed the Terms of Reference for the Mayor's Task Force on Transparency, Access and Accountability

- (ii) For Review: Procedural Handbook for Citizen Appointees to the City of Hamilton Local Boards (Item 10.2)

Staff addressed the Task Force respecting the Handbook for Citizen Appointees to the City of Hamilton Local Boards, and the purpose of the guide for new citizen members.

- (iii) Information Collection for the Mayor's Task Force on Transparency, Access and Accountability (Item 10.3)

Task Force members conducted a discussion respecting Information Collection, which included, but was not limited to the following:

- Best practices for information collection
- Qualitative/Quantitative perspectives
- Diversity – community, geographic

- (iv) Stakeholder Engagement for the Mayor's Task Force on Transparency, Access and Accountability (no copy) (Item 10.4)

Task Force members conducted a discussion respecting Stakeholder Engagement, which included, but was not limited to the following:

- Constraints of time & budget
- Channels of access for citizens
- Methods of engagement

- (v) Budget and Consultative Process for the Mayor's Task Force on Transparency, Access and Accountability (Item 10.5)

Task Force members discussed the approved funding, and where it might best be utilized.

- (vi) Proposed Work Plan for the Mayor's Task Force on Transparency, Access and Accountability (Item 10.6)

Task Force members reviewed the proposed Work Plan, and discussed - particular capacities or skill sets of each member that can contribute to the work of the Task Force.

CARRIED

(d) ADJOURNMENT (Item 16)

(Custers/Verhovsek)

That there being no further business, the Mayor's Task Force on Transparency, Access and Accountability be adjourned at 6:40 p.m.

Respectfully submitted,

Mark John Stewart, Co-Chair
Mayor's Task Force on Transparency, Access
and Accountability

Respectfully submitted,

Joanne Santucci, Co-Chair
Mayor's Task Force on Transparency, Access
and Accountability

Loren Kolar
Legislative Coordinator
Office of the City Clerk



Public Engagement in Hamilton: Laying a Strong Foundation

Mayor's Task Force on Transparency, Access, and Accountability

February 20, 2024

Jocelyn Strutt and Blaze Forgie

City Manager's Office | Government Relations and Community Engagement Division

Effective public engagement is...

- Authentic & meaningful
- Inclusive and equity-centered
- Planned for at the start of a project
- Happens when participants feel their input is valued
- Reflects the needs, interests, ideas, and voices of community
- Informs decision-making

Public engagement is the intentional process involving participants in thoughtful discussion to help inform City decision-making processes.



Impact of Public Participation

Public engagement provides an opportunity for the City of Hamilton to better understand the wants, needs and expectations of our community. By engaging the public in projects and decision-making processes, we can:

- Achieve better project outcomes;
- Strengthen relationships with community members; and
- Build trust and confidence to ensure that we are actively responding to and meeting the needs of our community.

Term of Council Priorities

2022-2026:

1 Sustainable Economic and Ecological Development

2 Safe & Thriving Neighbourhoods

3 Responsiveness and Transparency



Public Engagement Charter: 2014-2015



Internal Community of Practice: 2019 to Present



Public Engagement Policy: Council Approval January 24, 2024

Evaluation Framework: 2025



Our Future Hamilton: 2015 to Present



Internal Survey of City-Led Public Engagement: 2020 to present

Engage Hamilton: 2020 to Present



Reimagining Public Participation Campaign: 2022



Municipal Scan of Public Engagement Practices: 2022



Policy Implementation: 2024 (Pilot Year)



Project Planning Support & Resource Development: 2024





Reimagining Public Participation (2022)

 **3,696** PROJECT PAGE VISITORS

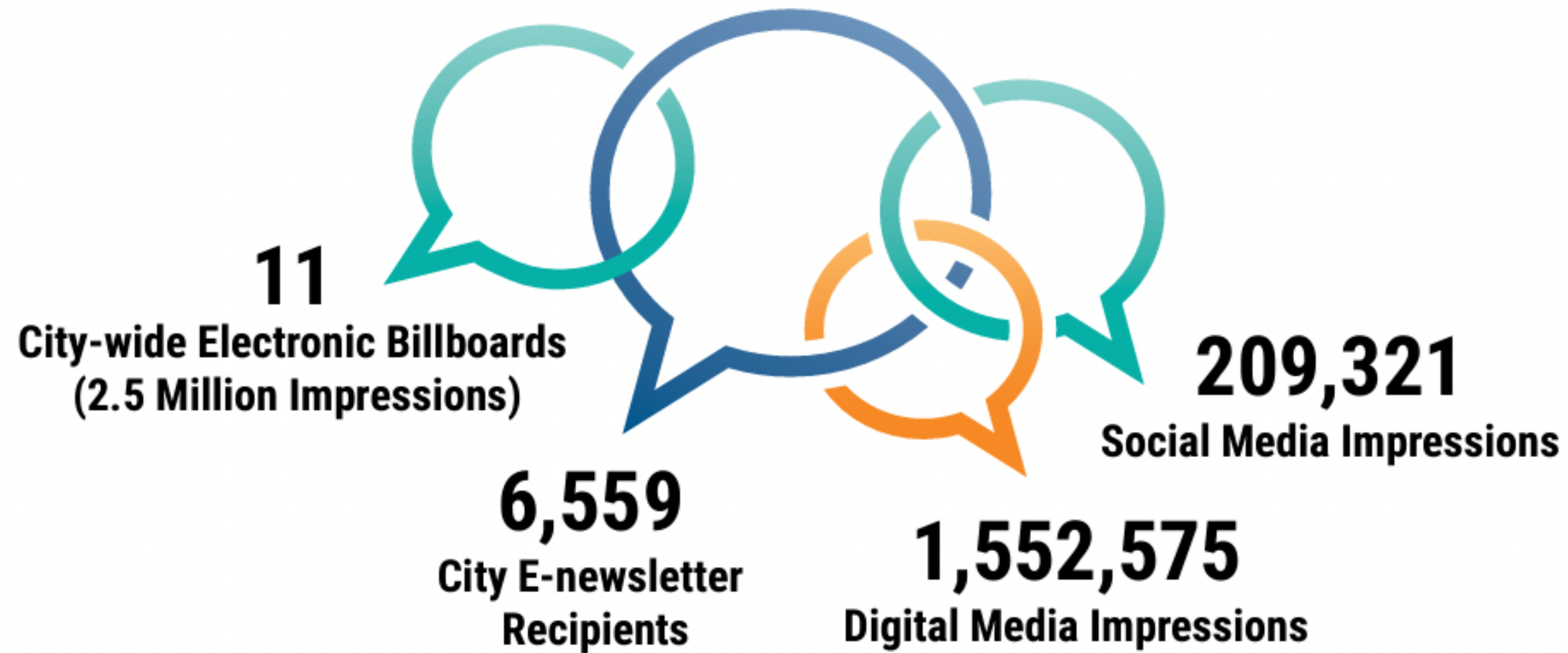
 **669** SURVEY PARTICIPANTS

 **319** POLL RESPONSES

 **34** COMMUNITY AND KEY STAKEHOLDER INTERVIEWS

 **54** SPECIALIZED ENGAGEMENT SESSION PARTICIPANTS

Reimagining Public Participation (2022)



What did we hear?

- ✓ Include public input in decision-making
- ✓ Establish clear and consistent engagement processes
- ✓ Use an IDEA lens in planning for engagement
- ✓ Build capacity through public engagement training
- ✓ Lead authentic community collaboration and outreach
- ✓ Share information, report back
- ✓ Multiple engagement methods are needed
- ✓ Strengthen public trust and improve transparency



87%

Participants who experienced 1 or more barriers to participation



Using an IDEA lens when planning for engagement is essential.



NOT KNOWING ABOUT THE ACTIVITY OR EVENT



NOT HAVING ENOUGH NOTICE ABOUT THE ACTIVITY OR EVENT TO BE ABLE TO PARTICIPATE



THE DATE AND/OR TIME OF THE ACTIVITY OR EVENT WAS NOT CONVENIENT



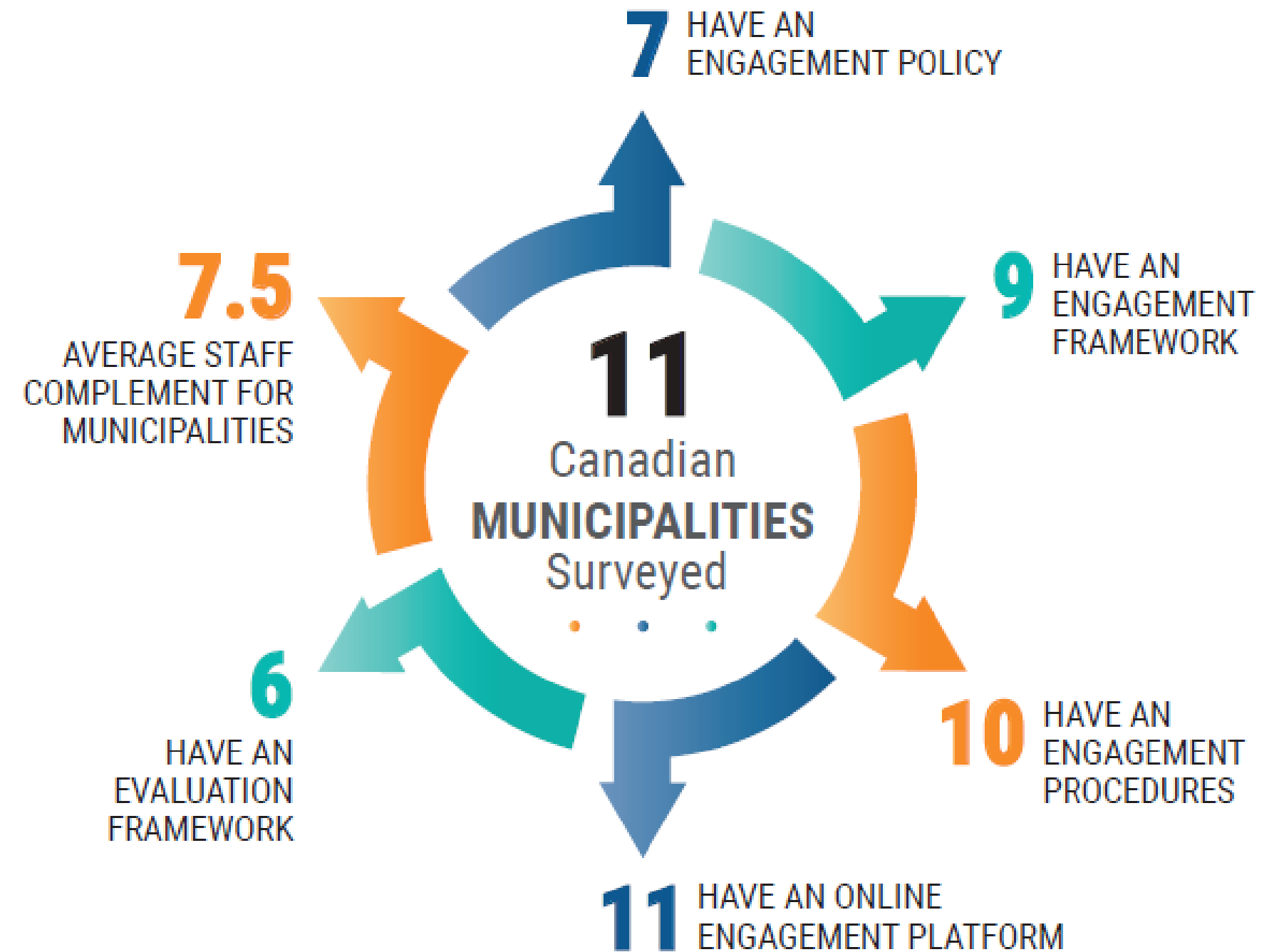
FEELING THAT YOUR FEEDBACK WOULD NOT MAKE A DIFFERENCE



Municipal Scan of Best Practices (2022)

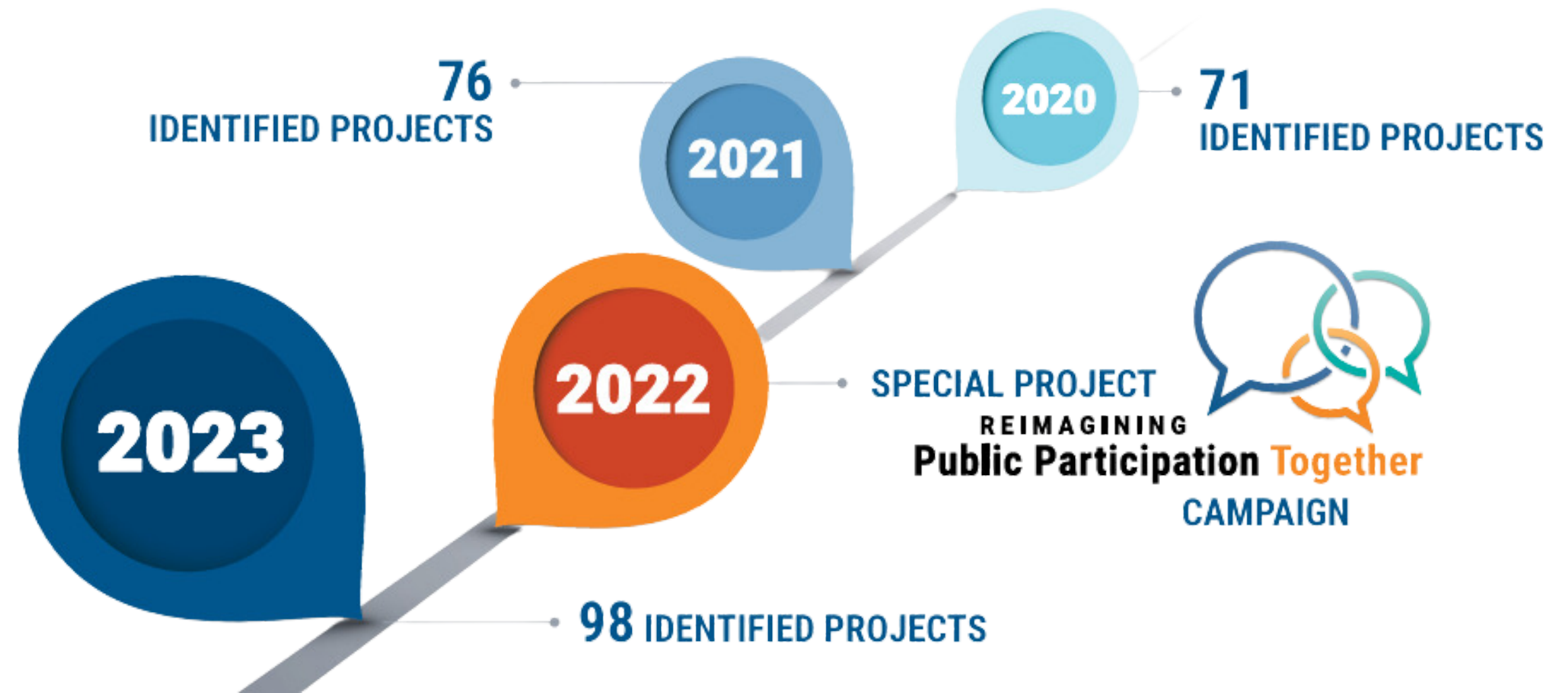
What we heard:

- ☑ Communication is vital
- ☑ Engagement support is important
- ☑ Hybrid engagement models work
- ☑ Acknowledge and remove barriers
- ☑ Staff training is key



Annual Internal Public Engagement Survey

The City's Annual Public Engagement Survey invites cross-departmental staff input to help identify key City-led projects and initiatives requiring any form of public engagement.



Purpose



To guide consistent, effective, and meaningful public engagement processes between the City of Hamilton, the public, and interested community partners to support decision-making.

Who



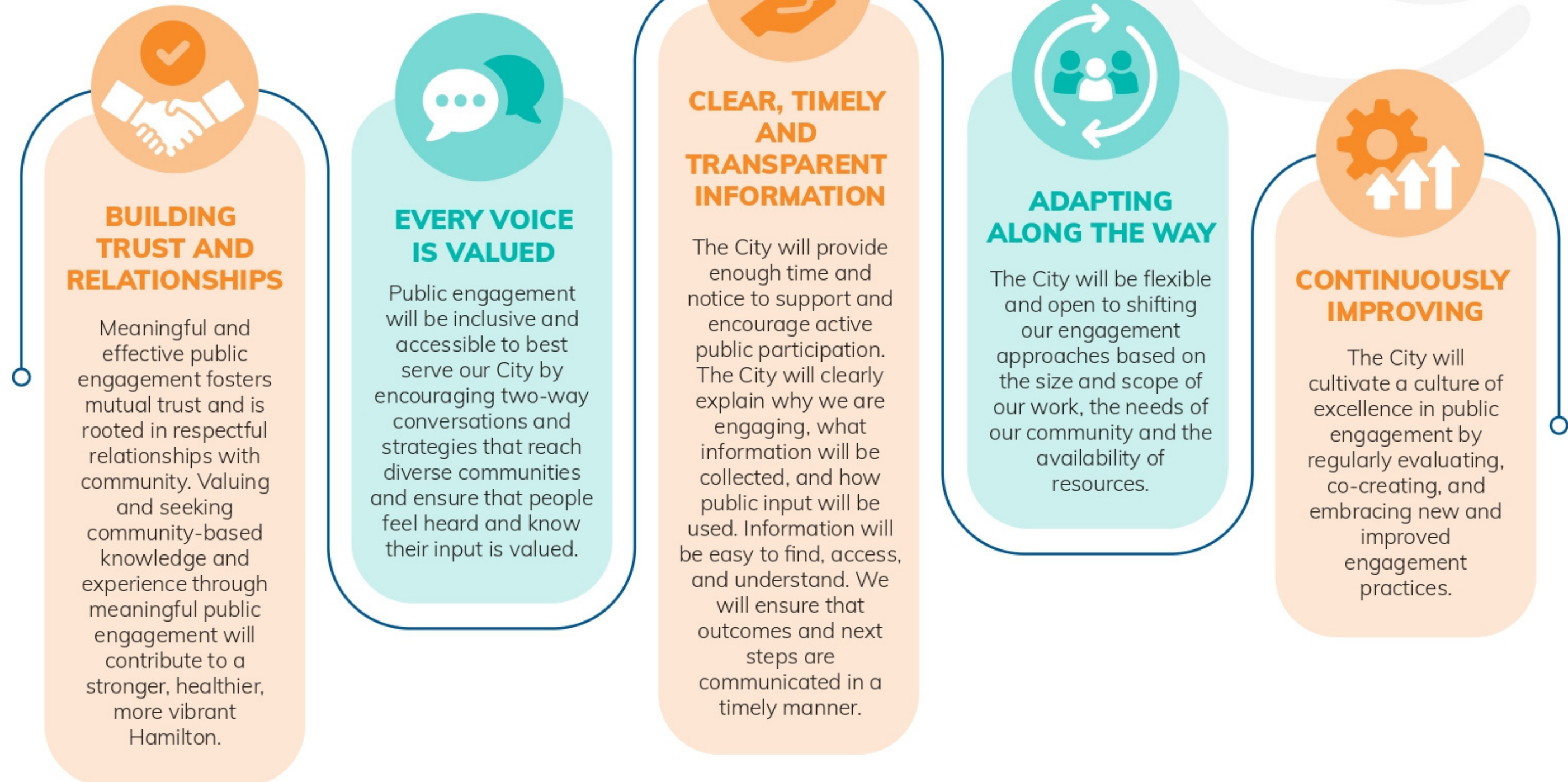
The policy applies to all public engagement activities led by the City of Hamilton, including staff, members of Council and consultants.

Policy Goals

- 1 Achieve a consistent, strategic, and outcomes-driven approach to public engagement
- 2 Outlines the roles and responsibilities of Council, City staff, and the public in the City's public engagement processes.
- 3 Establish trust and relationships with members of the public who are impacted by decisions
- 4 Cultivate an internal culture and infrastructure of excellence and innovation in public engagement
- 5 Support high-level Council priorities including (1) Equity, Diversity, and Inclusion and (2) Trust and Confidence in City Government
- 6 Increase impact on decision-making

HAMILTON'S PRINCIPLES FOR PUBLIC ENGAGEMENT

The City of Hamilton's strategic approach to public engagement will align with the following principles:



Hamilton's Levels of Engagement

CONSULT



Staff will get your **feedback** on a project/initiative.

WE PROMISE TO:

Keep you informed.

Listen to and acknowledge your concerns or hopes for the project.

Provide feedback to you on how the input received was used to inform the project.

INVOLVE



Staff will **work with you** throughout the project to ensure your concerns or ideas are understood and considered.

WE PROMISE TO:

Work with you to understand your hopes or concerns.

Develop alternatives that reflect your involvement.

Provide feedback to you on how your involvement contributed to the decision or recommendation.

COLLABORATE



Staff will **partner with you** in order to shape a decision for the project.

WE PROMISE TO:

Ask for your advice.

Incorporate your advice into the project as much as possible.

Provide feedback to you on how your advice contributed to the decision or recommendation.

INFORM

WE PROMISE TO:

Ensure you are aware of and knowledgeable about the project.

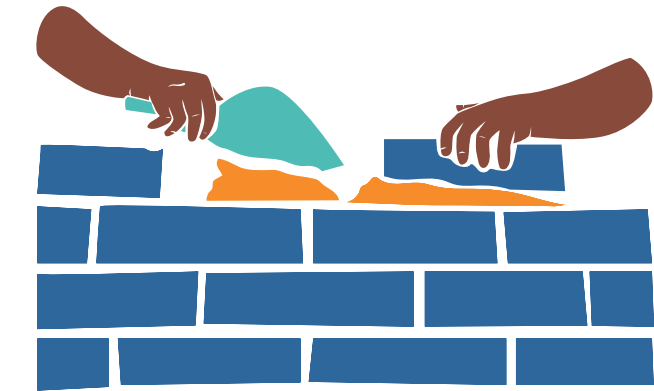
Ensure you are able to provide informed input.

Ensure you are aware that a decision or recommendation has been made.

What's Next?

2024: Our pilot year

Laying the foundation for strong engagement.



- 1 INVEST in training and capacity building across the corporation
- 2 REDUCE barriers to meaningful public engagement opportunities
- 3 DEVELOP a comprehensive evaluation framework



Questions?



MAYOR'S TASK FORCE ON TRANSPARENCY, ACCESS AND ACCOUNTABILITY MEETING SCHEDULE 2024

Meetings have been scheduled for the following dates:

- Wednesday, March 20, 2024
- Wednesday, April 24, 2024 (date/time may change)
- Wednesday, May 15, 2024
- Wednesday, June 12, 2024
- Monday, July 8, 2024
- Wednesday, August 14, 2024
- Wednesday, September 18, 2024
- Wednesday, October 16, 2024
- Wednesday, November 13, 2024

A December meeting date will be scheduled, if required.

All dates/times are subject to change and dependent upon Task Force member availability.