



CITY OF HAMILTON

CITY MANAGER'S OFFICE

COMMUNITY & EMERGENCY SERVICES DEPARTMENT Neighbourhood & Community Initiatives Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	February 17, 2016
SUBJECT/REPORT NO:	Our Future Hamilton (CM15001(b)/CES15010(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	John Ariyo 905-546-2424 ext.1564 Heather Donison 905-546-2424 ext.1276 Annelisa Pedersen 905-546-2424 ext.6084 Diedre Beintema 905-546-2424 ext.4081
SUBMITTED BY:	Joe-Anne Priel General Manager Community and Emergency Services Chris Murray City Manager City Manager's Office
SIGNATURE:	

RECOMMENDATION

- (a) That Our Future Hamilton, attached as Appendix A to Report CM15001(b)/CES15010(b), be endorsed;
- (b) That staff be directed to use Our Future Hamilton to guide the development of the 2016-2025 Strategic Plan for the City of Hamilton;
- (c) That staff continue further engagement with residents and community stakeholders in line with project plan, to share Our Future Hamilton, develop tangible actions and establish a community implementation plan; and,
- (d) That staff report back to Council annually on the progress made by community stakeholders and the City of Hamilton in implementing Our Future Hamilton.

EXECUTIVE SUMMARY

Vision 2020, Hamilton's first community vision, was endorsed by City Council in 1992. Over the past 24 years, Vision 2020 has been a catalyst for change and collaboration involving the City of Hamilton and a wide range of community partners. Vision 2020 fostered community advancement in environmental protection, poverty alleviation, cultural and economic growth and integrated planning. An annual Vision 2020 indicators report was created, which over the years highlighted the progress made in the areas of arts and heritage, waste management, air quality, water quality and natural areas protection.

In 2014, the City initiated a process to update Vision 2020 and create a new 25-year community vision for Hamilton. The process, called "Our Future Hamilton: Communities in Conversation" began by bringing together a group of 50 residents to form Hamilton's Engagement Committee (HEC). The committee met over an eight-month period and recommended engagement tools and ideas to support the development of a new community vision. HEC also developed a Public Engagement Charter to improve the way the City engages with residents on an ongoing basis. City Council endorsed HEC's recommendations on March 30, 2015 (Report CM15001/CES15010/PW15010).

In April 2015, staff utilized some of HEC's engagement tools and ideas to guide community engagement activities to collect feedback from Hamiltonians in order to develop Our Future Hamilton, a new 25-year community vision. Upon completion in April 2016, the Our Future Hamilton will replace Vision 2020 and guide the development of a new 10-year Strategic Plan for the City. To date, Our Future Hamilton: Communities in Conversation has engaged over 48,000 residents and stakeholders.

The engagement activities for Our Future Hamilton were broad and inclusive, integrating traditional, online and creative engagement approaches. Some of these included engaging with thousands of residents at 84 citywide community events and festivals, online surveys, social media, community presentations, bus tours, speaker series, workshops, shopping malls, farmers' market, laundromats, city parks and on the street. Thousands of residents also completed "Tell Us Your Vision" engagement cards in English, French and nine other languages spoken by Hamiltonians. Lastly, community open houses were held in each 15 municipal ward, many of which were attended or facilitated by respective ward councillors.

Our Future Hamilton summarizes thousands of ideas and responses from over 48,000 Hamiltonians and stakeholders into six priority themes, key strategic directions and signs of success, which residents expect will define Hamilton over the next 25 years. The six priority themes are:

- Community Engagement and Participation
- Economic Prosperity and Growth
- Healthy and Safe Communities

- Clean and Green
- Built Environment and Infrastructure
- Culture and Diversity

Descriptions of the themes, strategic directions and signs of success are included in Appendix A to Report CM15001(b)/CES15010(b).

The City will use Our Future Hamilton to guide the development of the 2016-2025 Strategic Plan to ensure the City's priorities reflect those of residents. Community partners and institutions will also be engaged to do the same. In April 2016, the project will further engage with the community to develop tangible short, medium and long-term actions that will help achieve the strategic directions. The achievements of the Our Future Hamilton will be reported to Council and the community on an annual basis.

Alternatives for Consideration –Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

The recommendations of Report CM15001(b)/CES15010(b) would be funded through previously approved capital.

Staffing:

The recommendations of Report CM15001(b)/CES15010(b) would be accomplished within existing staff compliments.

Legal:

There are no legal implications related to Report CM15001(b)/CES15010(b).

HISTORICAL BACKGROUND

Vision 2020

In 1992, the City of Hamilton asked residents what Hamilton would look like in 25 years. The result of this work was Vision 2020 – Hamilton's first community vision. Vision 2020 has been a catalyst for collaboration and change within the city over the past 24 years. It is comprised of a vision and 28 goals in 14 theme areas. This document has guided the City in its decision-making and strategic planning processes since 1992.

Vision 2020 also helped the community make significant progress in the areas of arts and heritage, reducing and managing waste, improving air quality, improving water quality and protecting natural areas. It inspired collaboration in environmental protection, poverty alleviation, cultural and economic growth, and leading edge planning in the integration of infrastructure and growth. Indicators were selected to measure progress or lack of progress. Progress reports have been prepared regularly since

1992. Vision 2020 was awarded the Dubai International Award for Best Practices in Improving the Living Environment in 2000.

Hamilton's Engagement Committee

Hamilton's Engagement Committee (HEC) was established in the spring of 2014 to improve the City's public engagement process and inform the methodology for the development of the Our Future Hamilton. HEC was comprised of over 50 local residents recruited through an open call process. Membership was diverse and cut across different age groups, cultural backgrounds, neighbourhoods and city geography.

Between May 2014 and March 2015, HEC developed Hamilton's first Public Engagement Charter. The Charter contains a vision, mission and eight core engagement principles. Council endorsed the Public Engagement Charter on March 30, 2015. The Our Future Hamilton process has been guided by the core principles developed by HEC. These core principles include:

1. Transparency and Trust
2. Create Opportunities for Active Ongoing Participation
3. Engagement and Open Communication
4. Learning, Reflection and Evaluation
5. Capacity for Engagement
6. Inclusion and Diversity
7. Collaboration, Co-operation and Shared Purpose
8. Accountability and Action

Our Future Hamilton

With 2020 only a few years away and the current Strategic Plan for the City nearing completion, the development of a new 10-year Strategic Plan for Hamilton was required. The City asked the community what Hamilton should look like in 25 years. Our Future Hamilton: Communities in Conversation was an engagement initiative aimed at gathering input from people who live, work, play and learn in the community about their vision for the future of Hamilton.

The objective of Our Future Hamilton was to build on and update the goals and priorities outlined in Vision 2020. Input captured from residents has been used to create Our Future Hamilton so that planning in the public, private and non-profit sectors can be informed by the priorities of Hamilton residents.

Since April 2015, Our Future Hamilton has engaged with over 40,000 residents. The conversations that took place captured the pride Hamiltonians have for their city and their commitment to supporting Hamilton's continued momentum.

Some of the project's engagement activities included:

- Citywide Festivals & Events
- Community Survey
- Project Website
- Newsletter
- Social Media
- “Tell Us Your Vision” Engagement Cards
- An Evening with Colonel Chris Hadfield
- Community Workshops
- Community Presentations
- Small Business Interviews
- Community Open Houses
- Other engagements

Details of engagement activities are included in Appendix B to Report CM15001(b)/CES15010(b).

As the Our Future Hamilton: Communities in Conversation consultation process wrapped up, six themes emerged as important to Hamiltonians. For each theme, a community vision statement, strategic directions and signs of success were drafted. In January 2016, residents and community partners had the opportunity to review and comment on Our Future Hamilton at community meetings, in person, online and by phone. Their advice was incorporated into the final document presented with this report.

During the final phase of this project, the residents and key stakeholders will continue to be engaged. In April 2016, residents and community stakeholders will be invited to participate in a community implementation workshop and other engagement activities aimed at identifying short, medium and long term actions that will accompany each strategic direction, along with a mechanism to monitor and report back annually on achievements.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no policy implications or legislated requirements related to the recommendations.

RELEVANT CONSULTATION

Over 48,000 residents and community stakeholders were consulted on the project. They provided various inputs and feedback informing both the vision’s strategic directions and the ensuing staff recommendations.

Some of the consultation activities included over 10,000 residents engaged at 84 community festivals and events across Hamilton; 1,225 residents completed an online survey; 12,622 visited the project website; 1,390 joined project e-newsletter to receive

regular updates; 1,500 social media interactions took place through Twitter, with 213,882 social media impressions; 6,943 engagement cards completed by resident in 11 multiple languages; over 1,500 attended An Evening with Colonel Chris Hadfield event; 420 attended three major community workshops; and 417 residents attended Community Open Houses that took place in all the 15 municipal wards in Hamilton.

In addition, the Community Vision Staff Advisory Committee (CVSAC) was consulted in January 2016 and endorsed Our Future Hamilton for presentation to the General Issues Committee. CVSAC is an inter-departmental committee of staff.

ANALYSIS AND RATIONAL FOR RECOMMENDATION

Staff recommendations are based on extensive community engagement, best practices regarding community visions and the advice of Hamilton's Engagement Committee.

Our Future Hamilton is based on an extensive and credible community engagement process, which was designed and implemented based on the core principles of engagement developed by Hamilton resident. Wide varieties of engagement activities were included to help ensure that all residents had a voice in the development of the new community vision.

Our Future Hamilton is developed to guide strategic decisions so that Hamilton continues to develop in a way that reflects our community's values and desires for the future. Endorsing Our Future Hamilton will help to sustain the momentum for positive change that Hamilton is experiencing.

The next step for Our Future Hamilton is to engage further with residents, partners and other community stakeholders between February and April 2016. The goal of the engagement is to develop tangible actions and establish a community implementation plan. To help achieve the outcomes that citizen's desire, it is also recommended that staff report back to Council regularly on the progress made by community partners and the City in implementing Our Future Hamilton.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #1

A Prosperous & Healthy Community

WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Objective

- 1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.
- 1.6 Enhance Overall Sustainability (financial, economic, social and environmental).

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.2 Improve the City's approach to engaging and informing citizens and stakeholders.
- 2.3 Enhance customer service satisfaction.

Strategic Priority #3

Leadership & Governance

WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CM15001(b)/CES15010(b): A Vision for the Future of Hamilton

Appendix B to Report CM15001(b)/CES15010(b): Our Future Hamilton Community Engagement Activities