



Hamilton

ENGAGEMENT IN REVIEW

Exploring the Evolution of Public Engagement in Hamilton

June 23, 2022 | General Issues Committee (Special)



PUBLIC ENGAGEMENT OVERVIEW

1. Historical Background
2. Key Achievements
3. Next Steps

HAMILTON'S ENGAGEMENT COMMITTEE

50+ Residents

2014-2015
Working Groups

2015
Charter Endorsed
by City Council

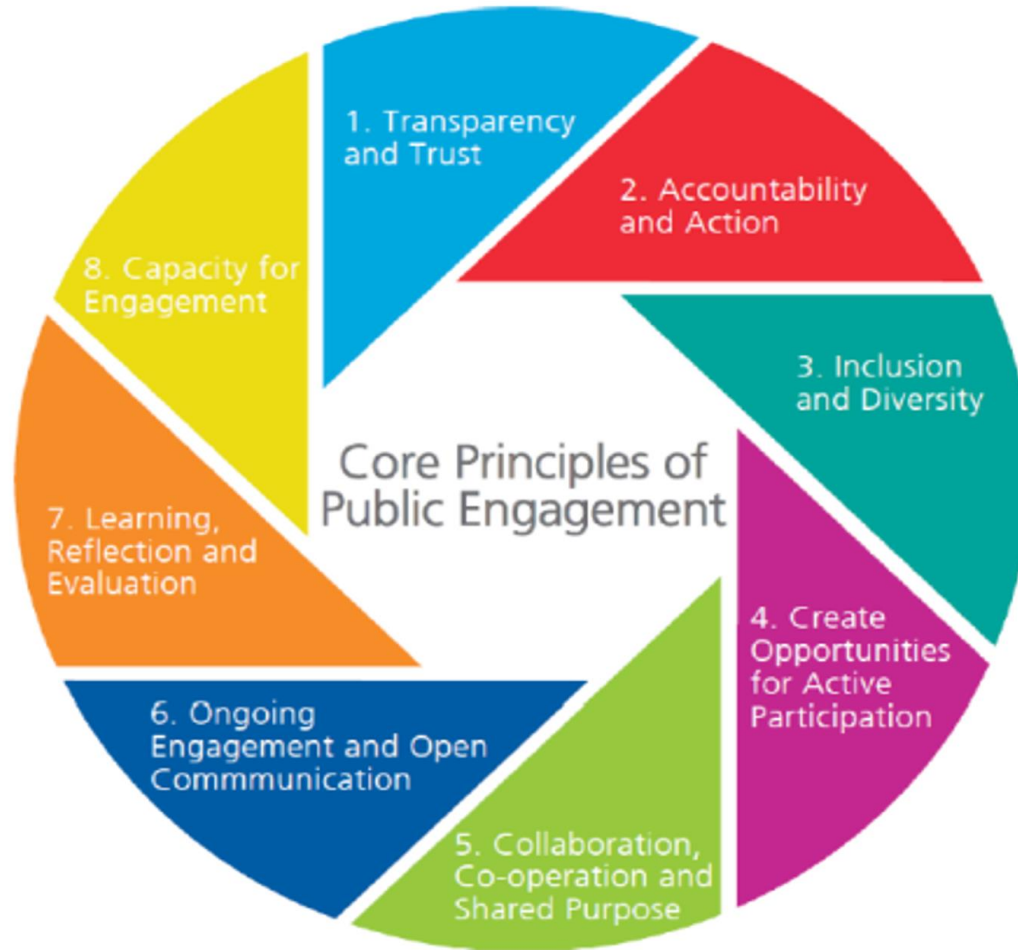
2015-2016
City-wide
Community
Engagement



PUBLIC ENGAGEMENT CHARTER

Hamilton's Engagement Committee

Eight Core Principles of Public Engagement





ENGAGEMENT PRINCIPLES IN ACTION: OUR FUTURE HAMILTON

50,000
Engagement
Target

Goal: Update Vision 2020 - Hamilton's first community vision

Timeline: One-year, April 2015 - April 2016

Approaches: Broad & inclusive stakeholder participation

Outcome: Project findings to inform City's Strategic Plan

OUR FUTURE HAMILTON
“Communities in Conversation”

Le moment est venu pour tous les gens de Hamilton de nous faire part de leur vision concernant l'avenir de notre ville. **Tout le monde doit participer à la conversation.**

Nous désirons connaître votre opinion, celle de vos voisins, de vos collègues ou camarades de travail, de votre famille, de votre entreprise ou organisme et de vos amis.

Pour en savoir plus et pour participer à notre sondage, visitez le site:
hamilton.ca/ourfuturehamilton



**ਹੈਮਿਲਟਨ ਦੇ ਭਵਿੱਖ ਸੰਬੰਧੀ
ਆਪਣੇ ਸਿਟੀ ਬਾਰੇ ਸਾਨੂੰ ਦੱਸੋ**




OUR FUTURE HAMILTON
“Communities in Conversation”



請漢密爾頓的全體民眾告訴我們他們對漢密爾頓的未來願景，現在就是時候。我們需要每個人都表達出自己的心聲。

我們想聽到您、您的鄰居、您的同事、您的家人、您的機構以及您的朋友的心聲。

欲了解詳情並參與我們的問卷調查，請登錄：
hamilton.ca/ourfuturehamilton
漢密爾頓



**أخبرنا عن رؤيتك
لمستقبل مدينة هاميلتون**





OUR FUTURE HAMILTON
“Communities in Conversation”



Ya llegó la hora para que toda la gente de Hamilton nos comunique su visión acerca del futuro de nuestra ciudad. **Todos necesitamos formar parte de la conversación.**

Deseamos conocer tu opinión y la de tus vecinos, colegas, familia, empresa u organización y amigos.

Para saber más y participar en nuestra encuesta, visita el sitio:
hamilton.ca/ourfuturehamilton



**بیملتن کے مستقبل کے بارے میں
ہمیں اپنا نصب العین بتائیں**


54,332

People Engaged in Total

2,095

Our Future Hamilton 2015 - in Review Video

84

Events and Festivals

20,801



Website Visitors

1,407



People on Email List

2,463



Social Media Interactions

331,974



Social Media Impressions

1,225

1,171

54

Online Survey Participants

English

French



2,710



The Spectator Op-Ed Readers

6,943

4,759

2,184

Vision Cards

English

Other Language

2,200+



Children and Youth Engaged

10,000+



Visitors to our lemonade stand at events and festivals

700

Workshop Attendees



3,364

People attended a presentation



20

Open Houses hosted

417

Open House Attendees



7



Interviews with small business owners

OUR FUTURE HAMILTON COMMUNITY VISION PRIORITIES



COMMUNITY
ENGAGEMENT &
PARTICIPATION



ECONOMIC GROWTH &
PROSPERITY



HEALTHY & SAFE
COMMUNITIES



CLEAN & GREEN



BUILT ENVIRONMENT &
INFRASTRUCTURE



CULTURE &
DIVERSITY

City of Hamilton Strategic Plan

“Are we doing the right things?”

Population Indicators
Owned by the Community
The City of Hamilton is only one stakeholder

6 Key Directions / Signs of Success
Priorities

2016-2040
• Updated every 10 years as a prelude to the Strategic Plan



Performance Measures
Owned by the City of Hamilton
Monitors the achievement of set targets

7 Focus Areas, High Level Actions
Priorities with desired outcomes

2016-2025
• Updated every 10 years
• Review Focus Areas every 4 years with new Term of Council and annually as part of Business Planning process

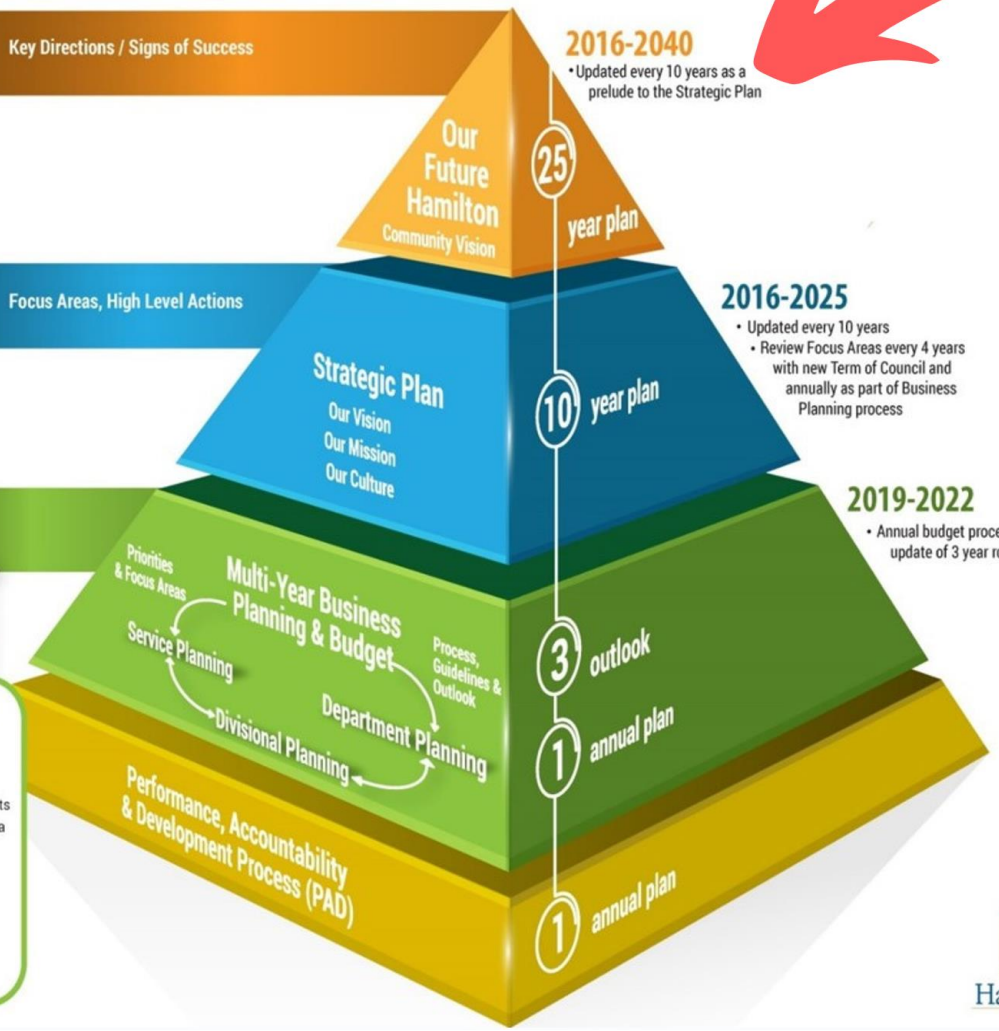
“Are we doing things right?”

Performance Reporting

- Balanced Scorecard**
People, Process & Compliance, Financials, Customer
monthly update
- Trust & Confidence**
Service Accountability Measures
quarterly update
- Citizen Dashboard**
Measures Citizens are interested in
quarterly update
- Our Citizen Survey**
How our Citizens think we are doing
annual update
- Our People Survey**
How our Employees think we are doing
3 year update

Planning consideration is given to:

- Operational Pressures/ Operational Opportunities/ Continuous Improvement Results
- Industry Trends / Historical Data
- Asset Conditions
- Council Direction / Provincial Mandates / Federal Mandates
- Regulatory Requirements
- Risk Management Plans
- Master Plans / Official Plans





450+
SUMMIT
ATTENDEES

- Free Annual Public Engagement Summit
- Share our collective progress
- Explore current issues - keynotes & table discussions
- Trending #2 in Canada on Twitter



Hamilton



Public Engagement

COMMUNITY OF PRACTICE

- 85 Cross-Departmental Staff
- Quarterly Meetings
- 4-year Work Plan
- Engage Hamilton



ENGAGE HAMILTON

2020-2022 Snapshot

- 85 projects featured
- 3,600+ registered users
- 274,000 site visitors
- 22,234 visitors shared feedback
- Diverse mix of projects

engage.hamilton.ca



Hamilton, We Need To Talk.

REIMAGINING
Public Participation Together



WHAT'S NEXT?

**PUBLIC ENGAGEMENT
POLICY & FRAMEWORK**



THANK YOU!

QUESTIONS?

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