



# **Reimagining Public Participation Survey Summary**

# Reimagining Public Participation Survey Summary

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# Reimagining Public Participation Survey Summary

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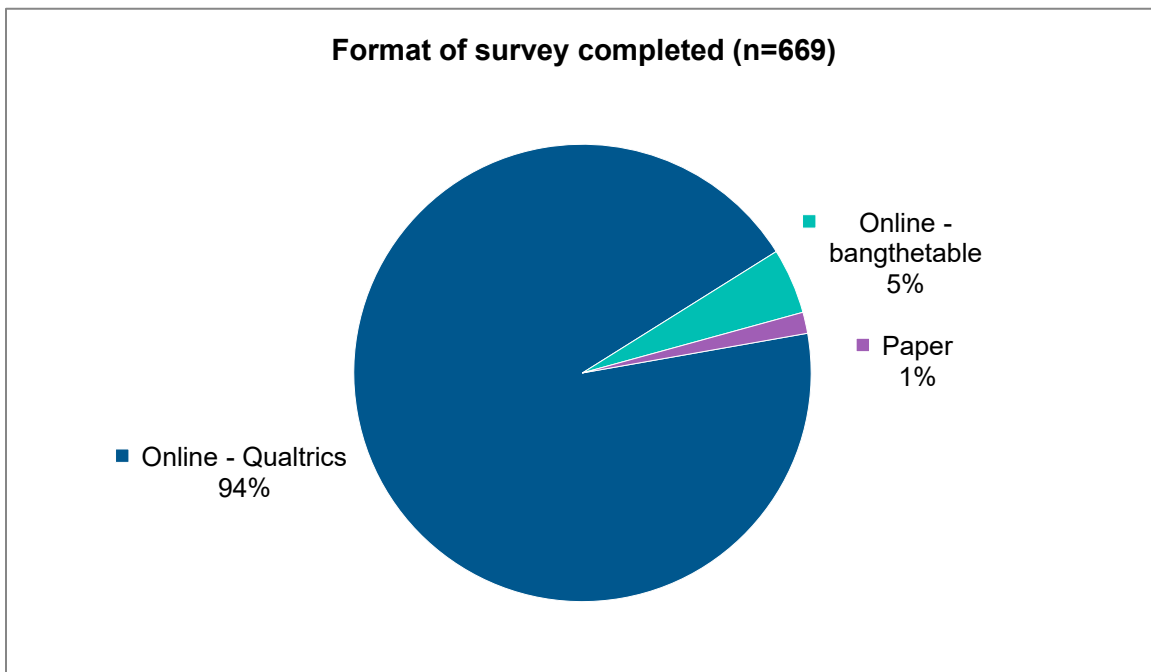
## Survey Summary

### Survey Administration

The Reimagining Public Participation Survey was made available online between February 23, 2022 and April 3, 2022. The survey was initially launched online using the platform bangthetable. However due to limitations of this platform to collect the data according to the survey design, the survey was subsequently transferred to the survey platform Qualtrics. Paper copies of the survey were also made available at Municipal Service Centers. The survey questions are provided in Appendix A.

Due to slight differences in question design and data collected between the online platforms and the paper surveys, some recoding and adjustments to the data were made to ensure data is reported in an appropriate and most consistent way.

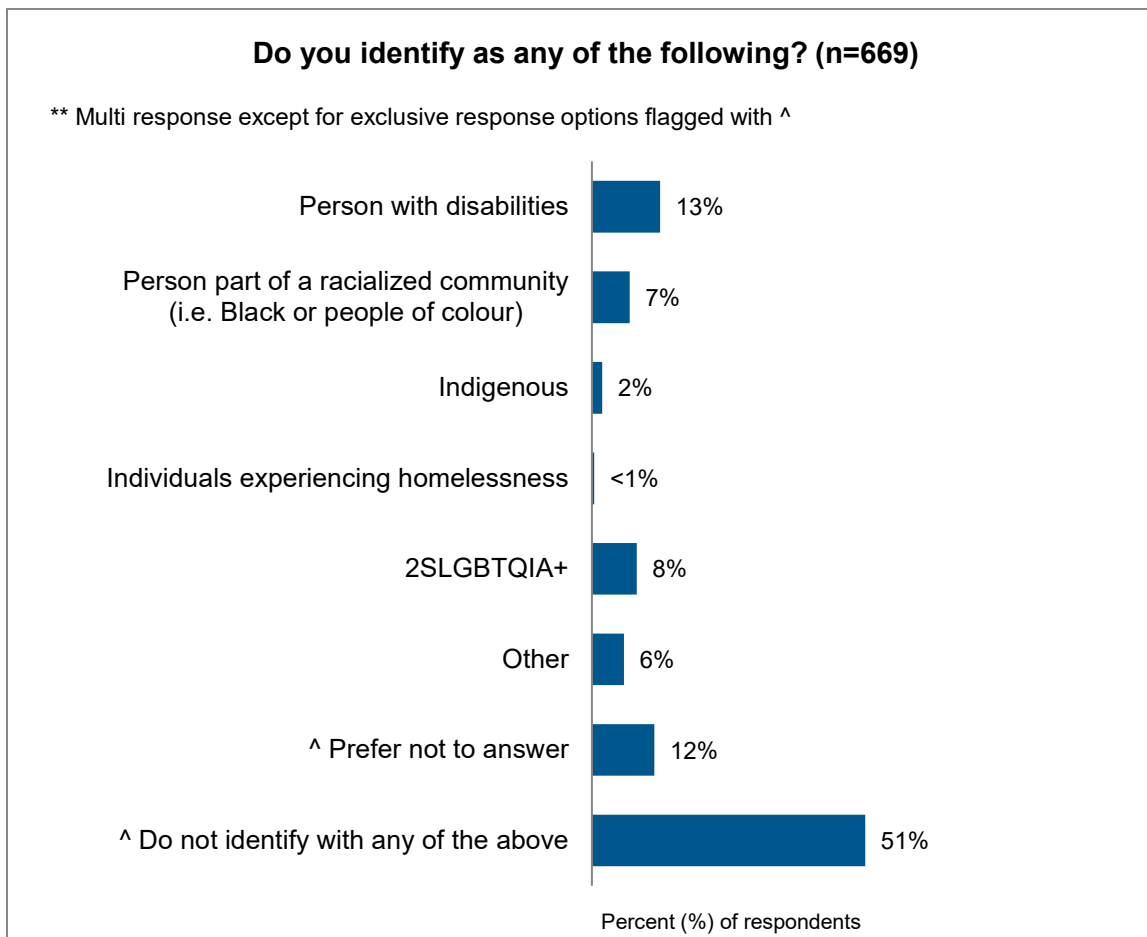
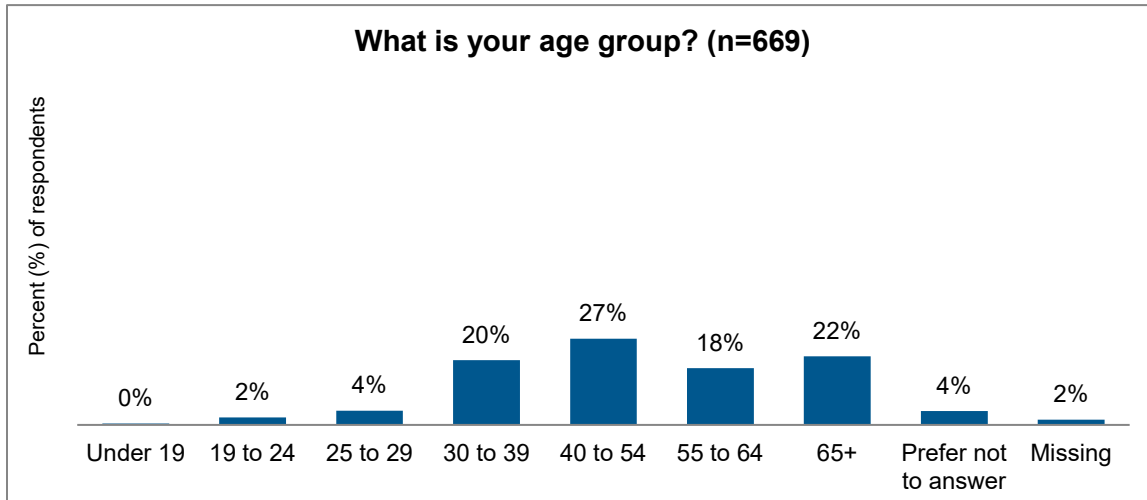
A total of 669 surveys were collected, with the majority (99%) being from the online survey.



The following is a summary of the responses collected. The universe of respondents (n) is provided in brackets for each question.

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## The Respondents

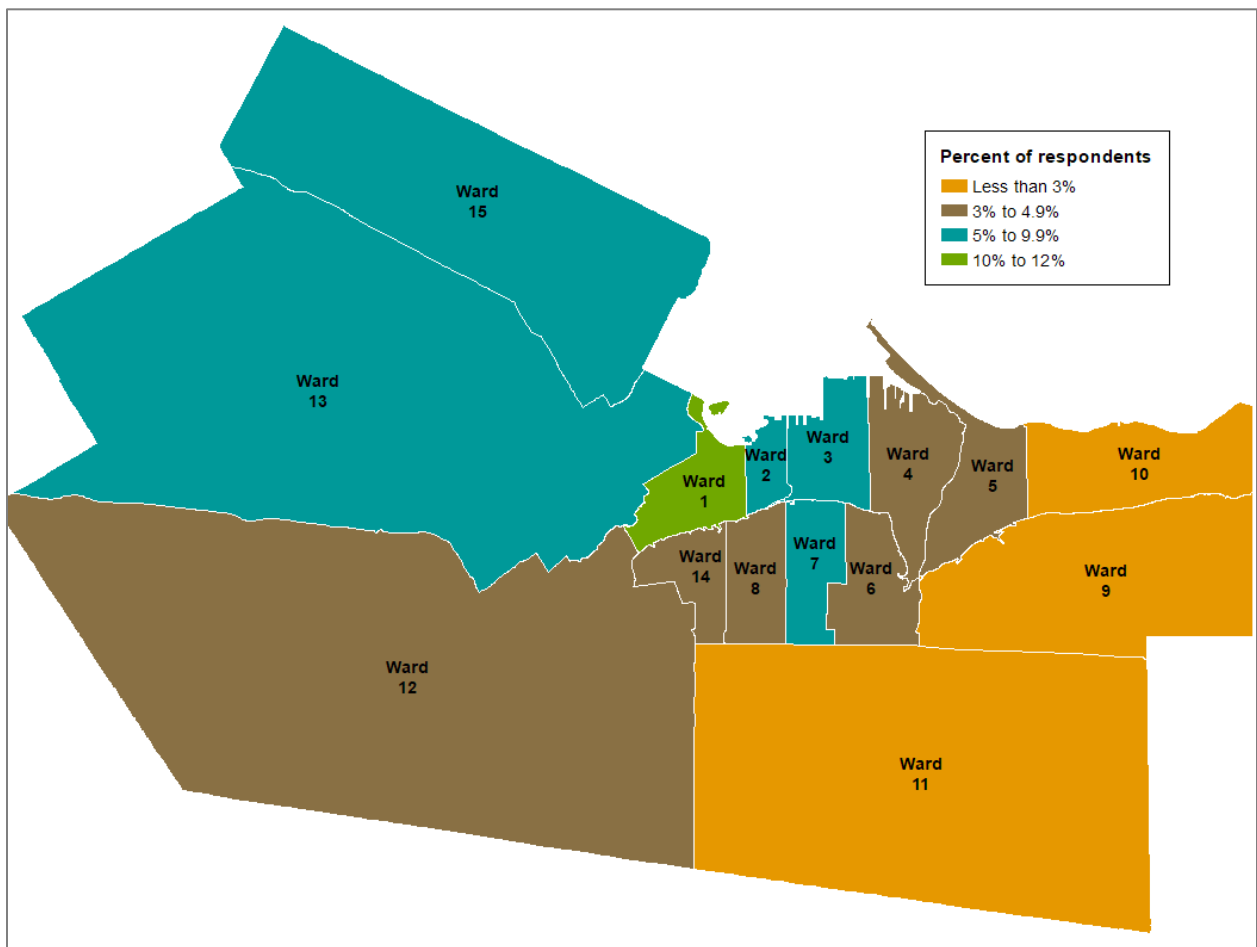


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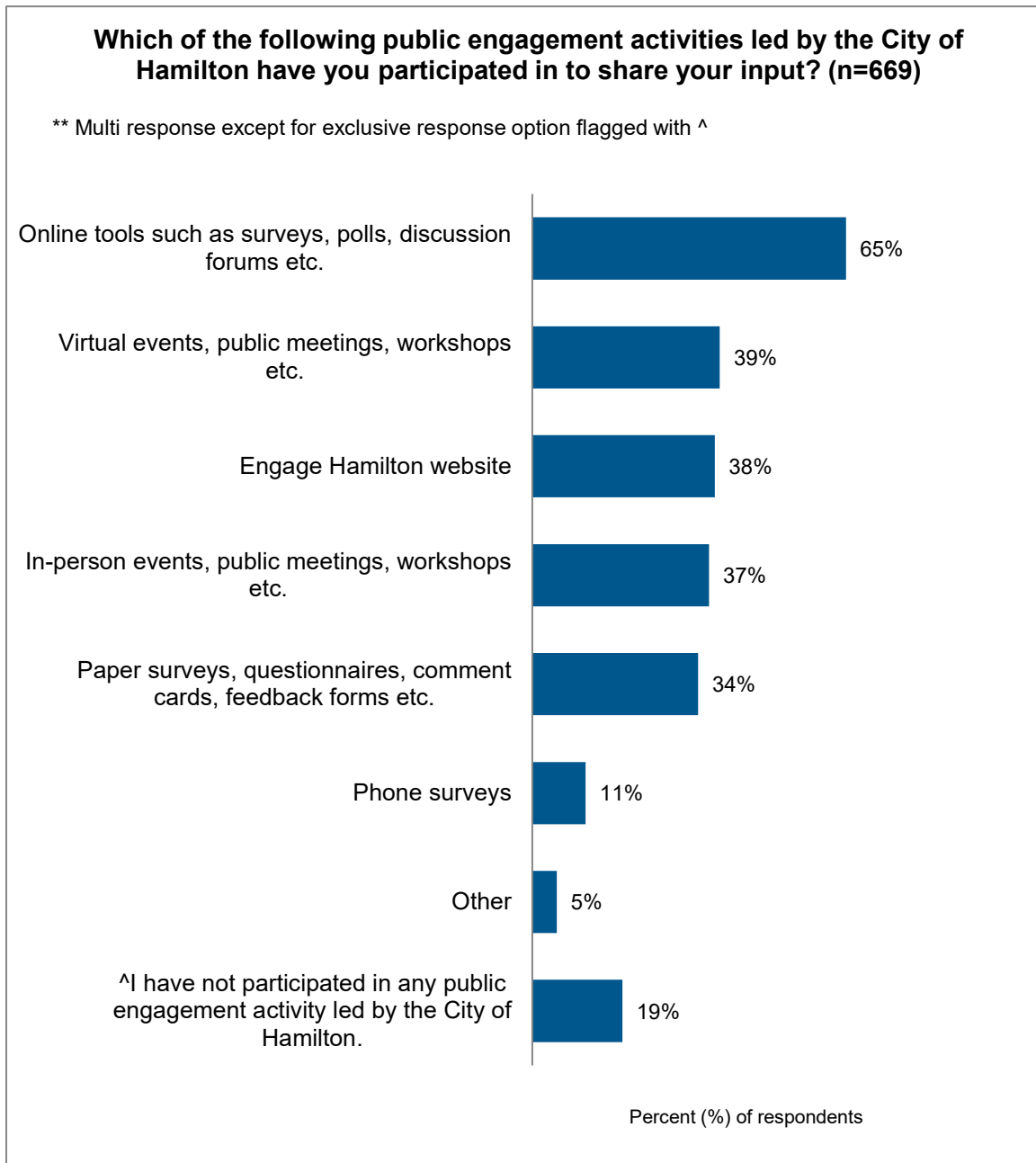
The text entered for the “Other, please specify” response option for other groups respondents identify with include references to being a senior, elderly, female/woman etc.

The following map shows the distribution of respondents based on the Ward associated with the postal code provided by respondents. The map reflects approximately 79% of total respondents as 21% of respondents did not provide a valid Hamilton postal code that could be mapped to a Ward.



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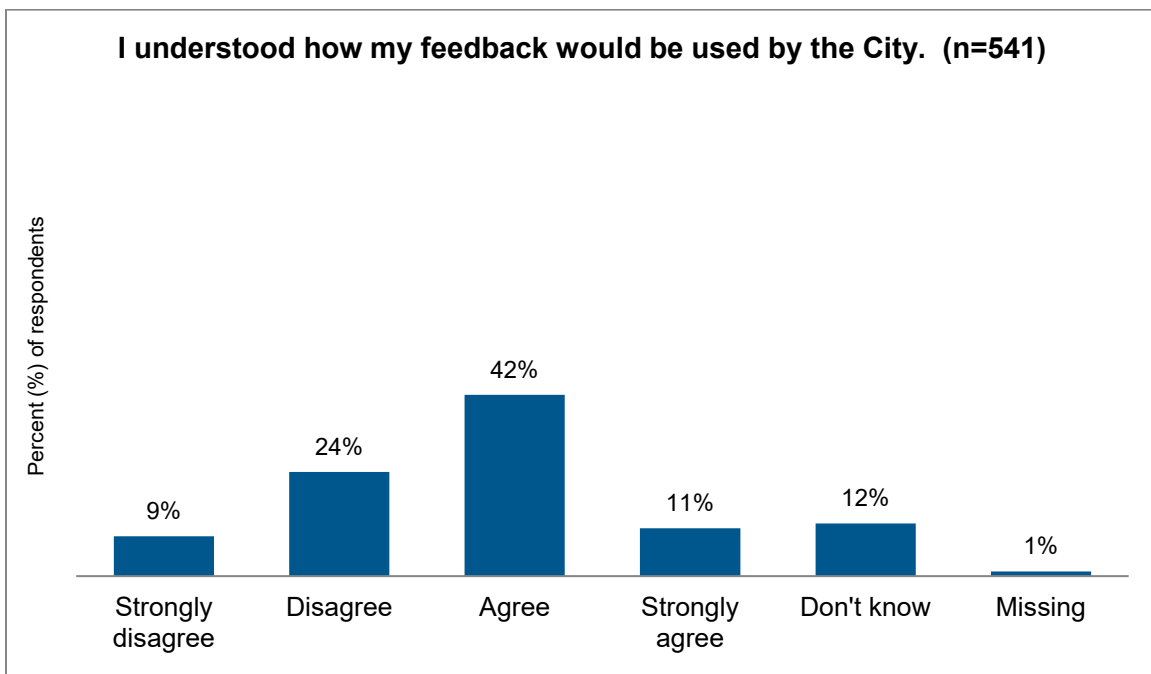
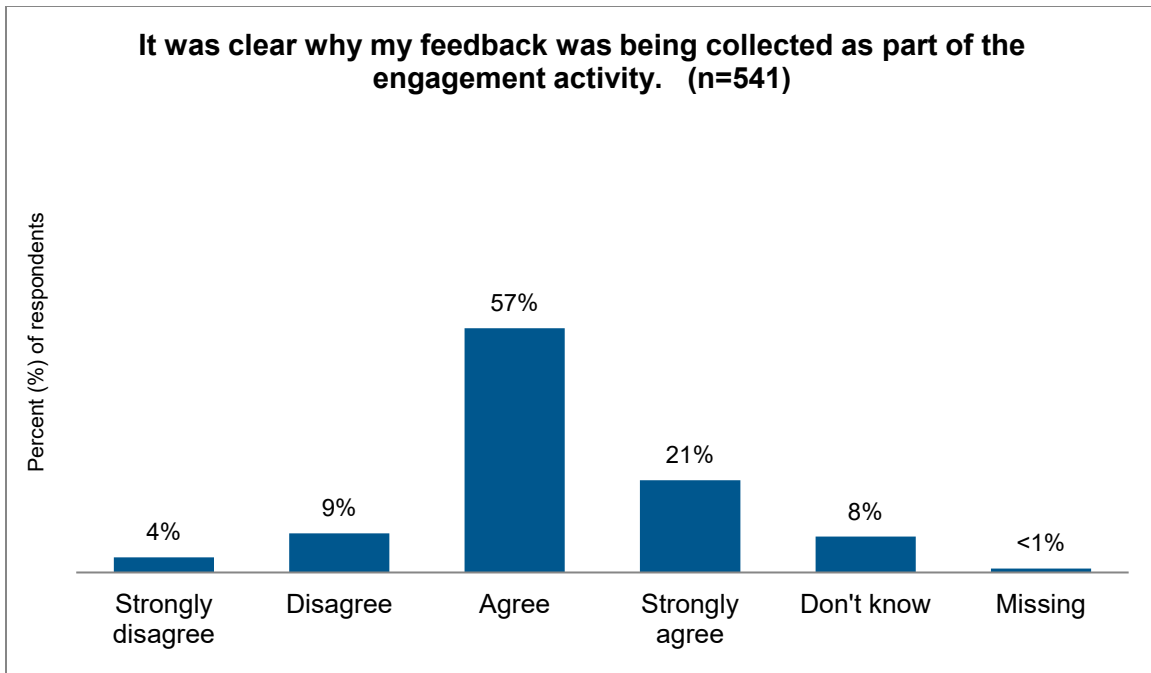
## Survey Questions Summary



The text entered for the “Other, please specify” response option to describe other ways of participating in engagement activities include references to being a delegate at Council, contacting the city/Councillor through phone, email etc.

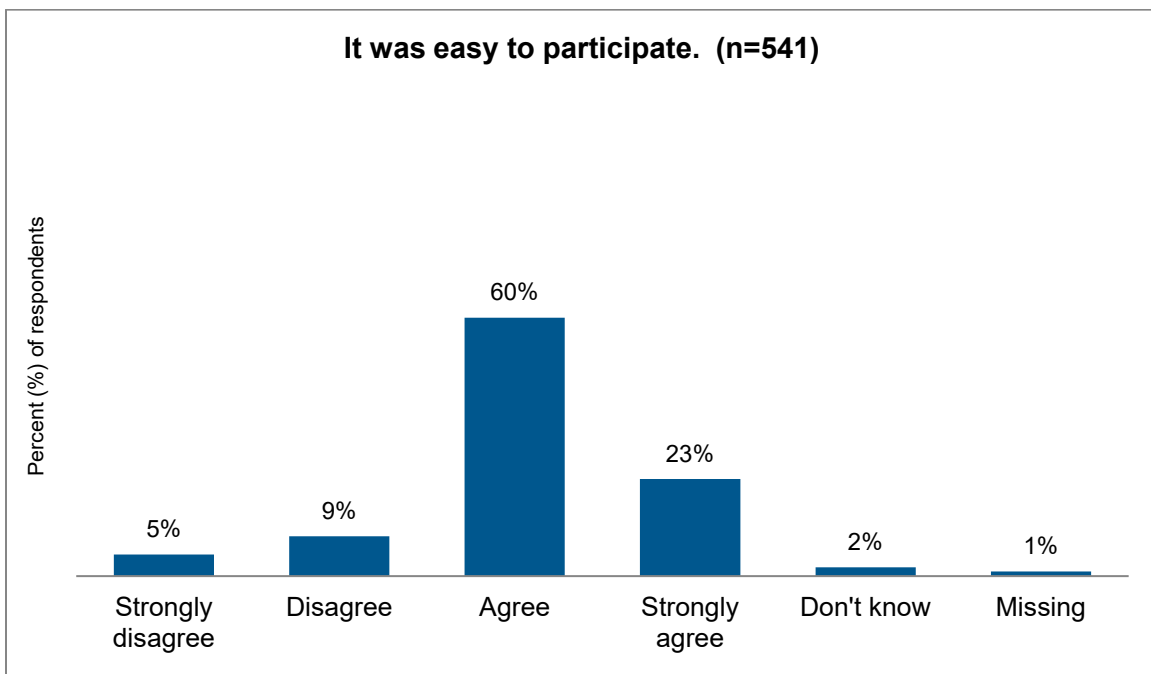
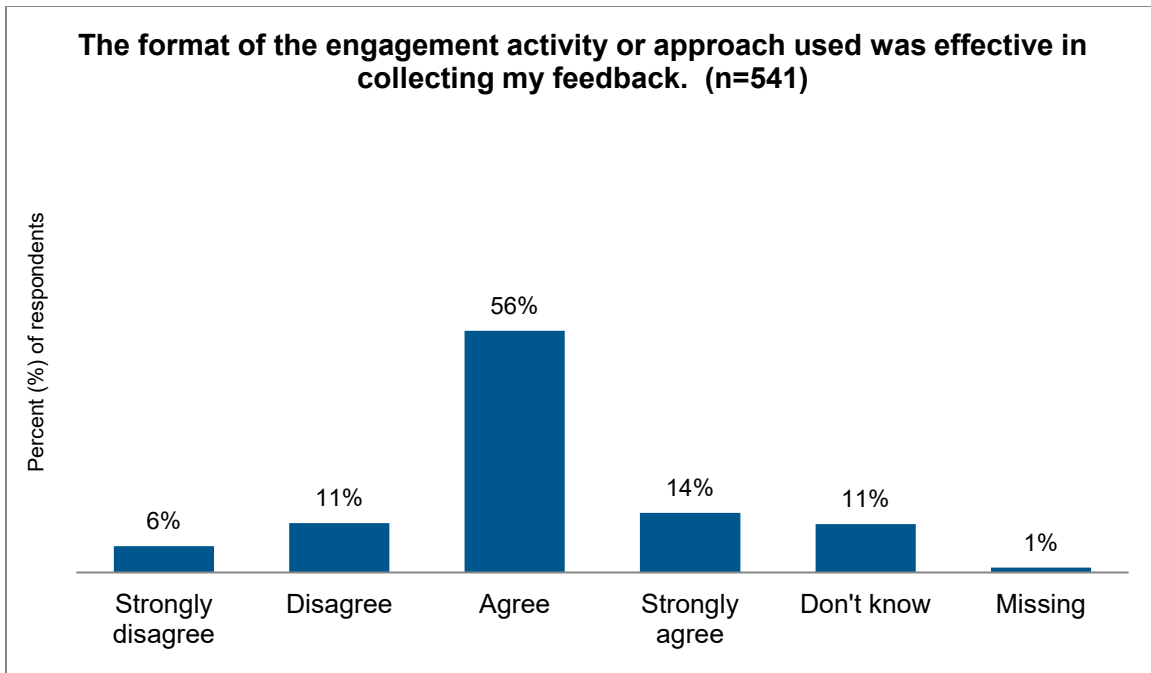
# Reimagining Public Participation Survey Summary

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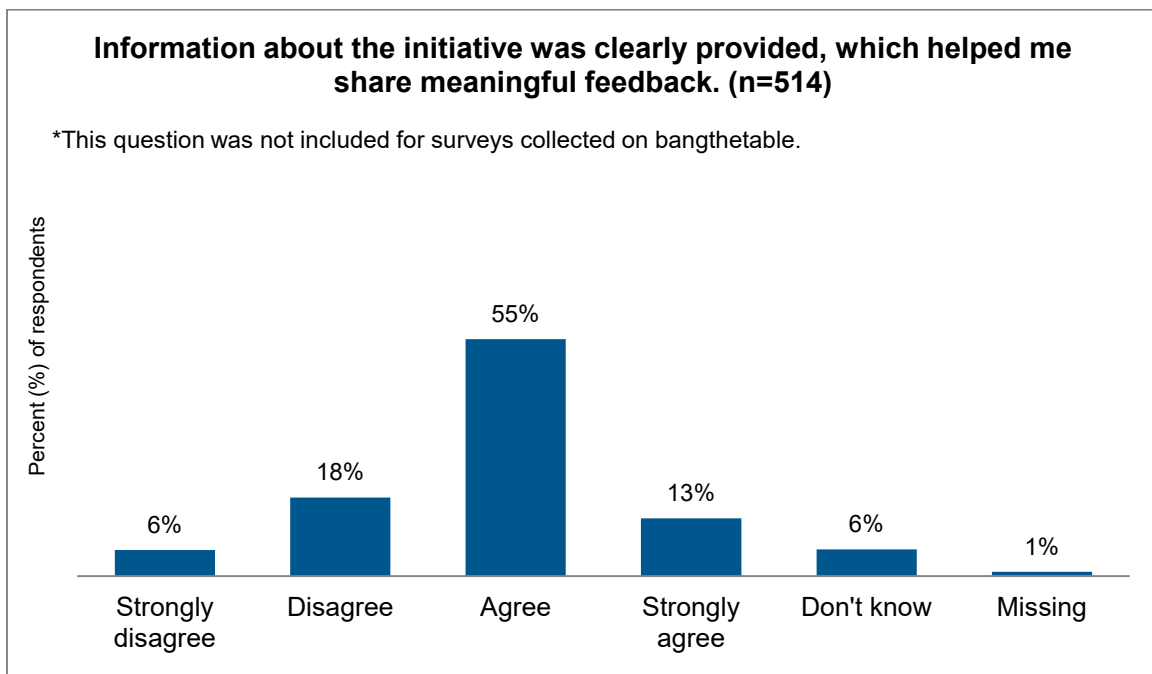
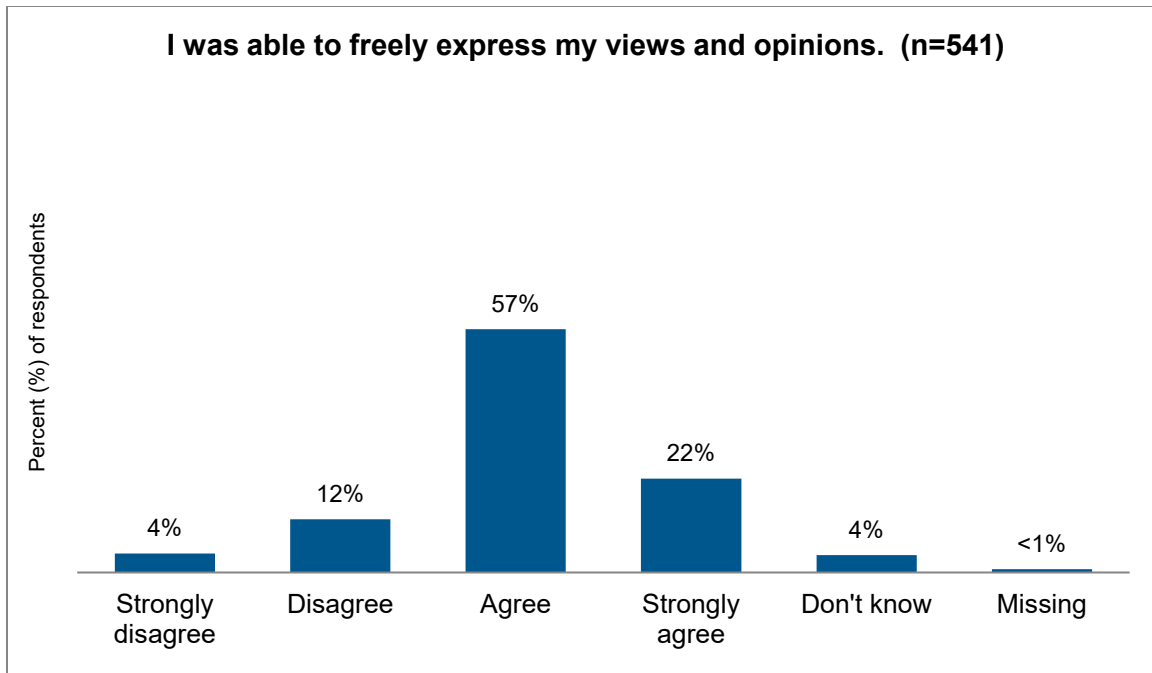
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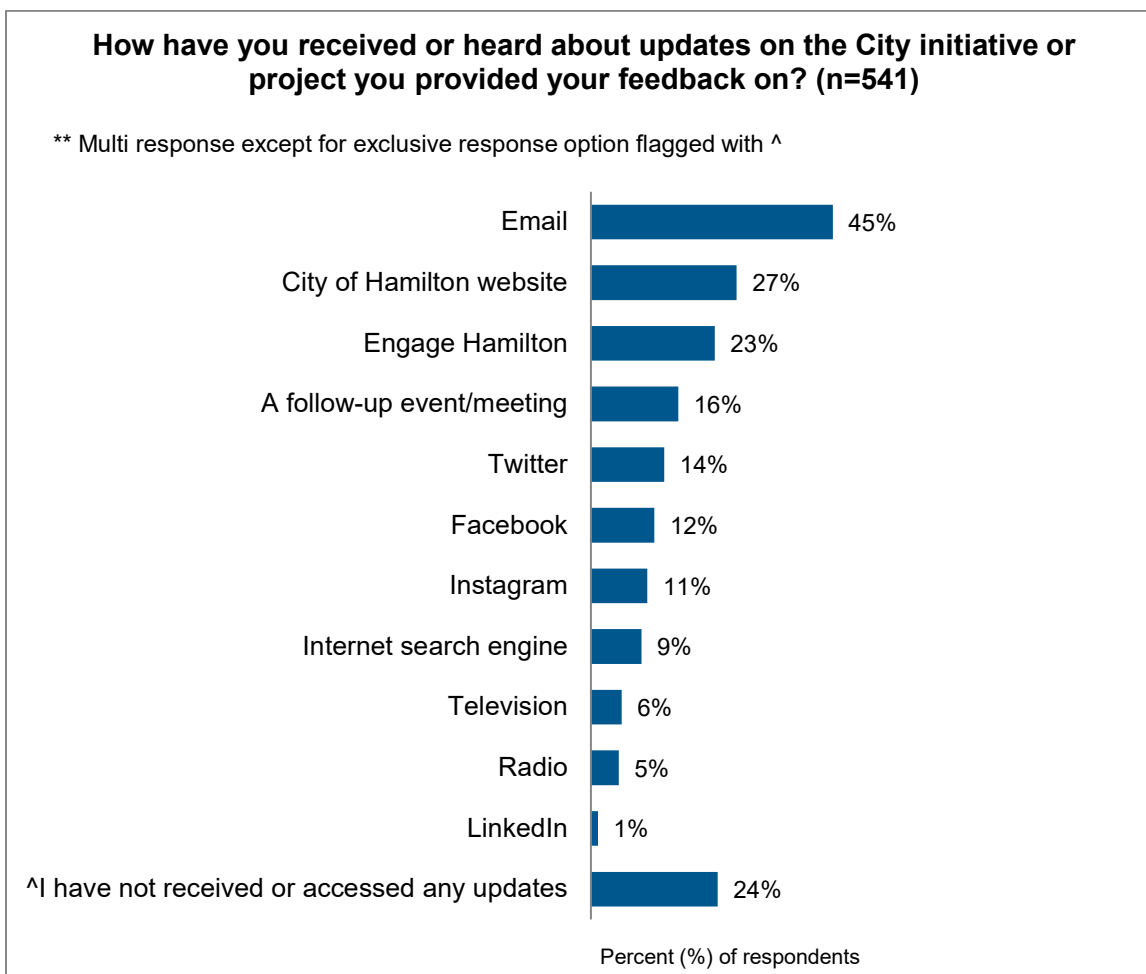
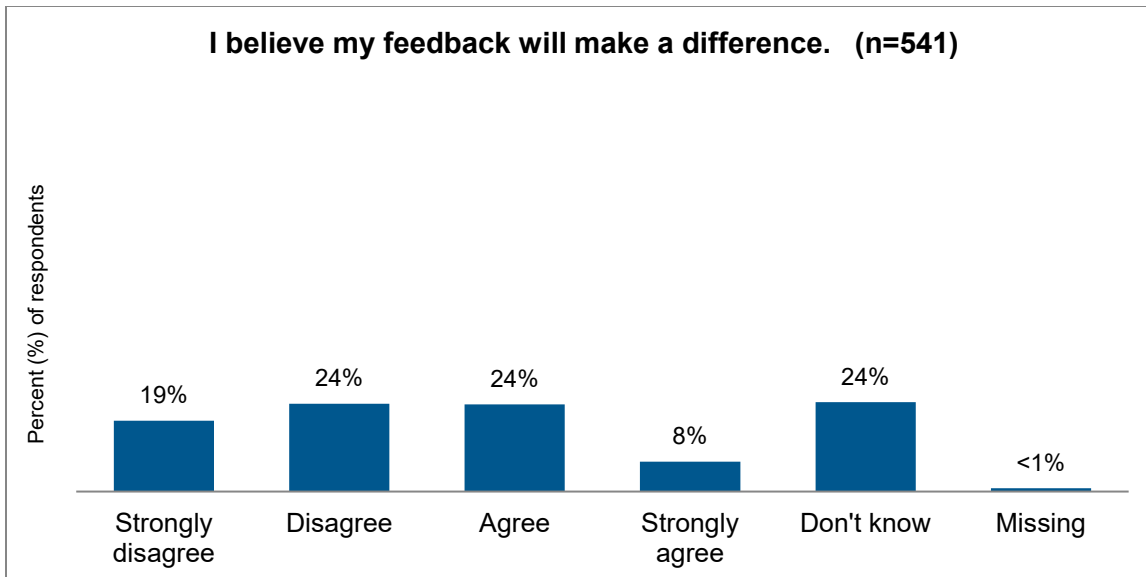


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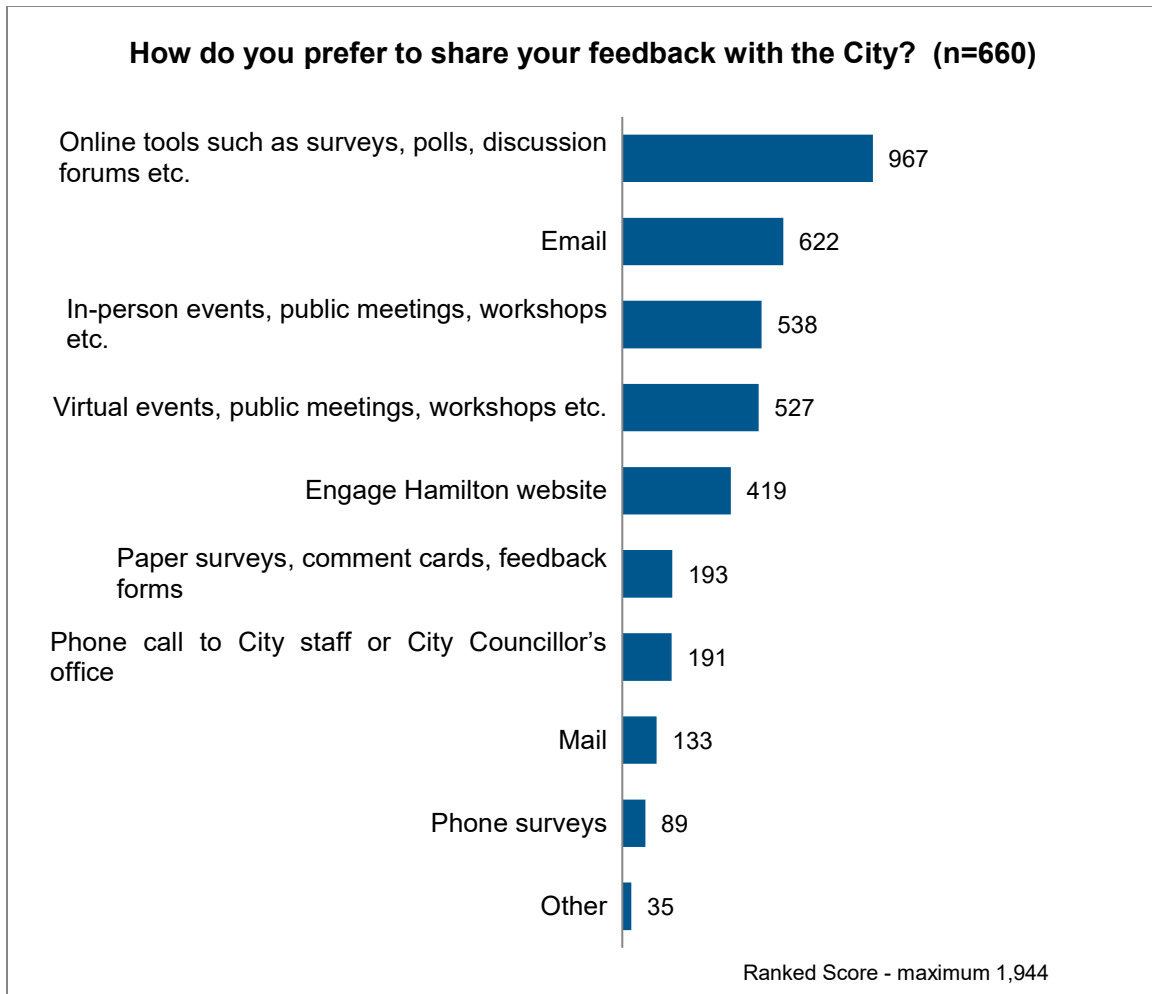


# Reimagining Public Participation Survey Summary



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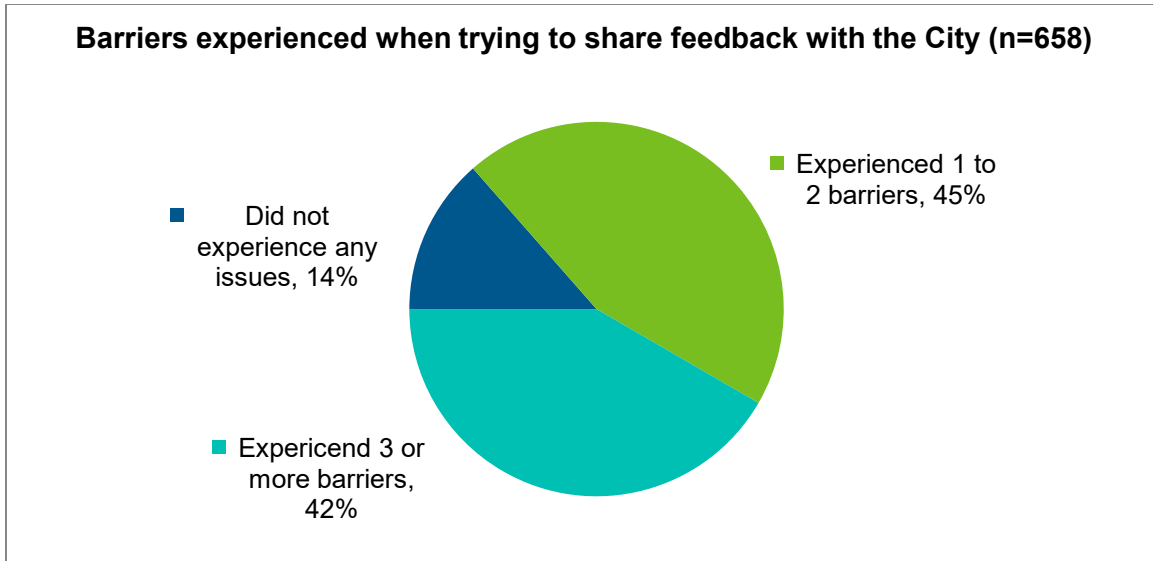
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The text entered for the “Other, please specify” response option of preferred ways to share feedback with the City include references to email and other online/virtual methods.

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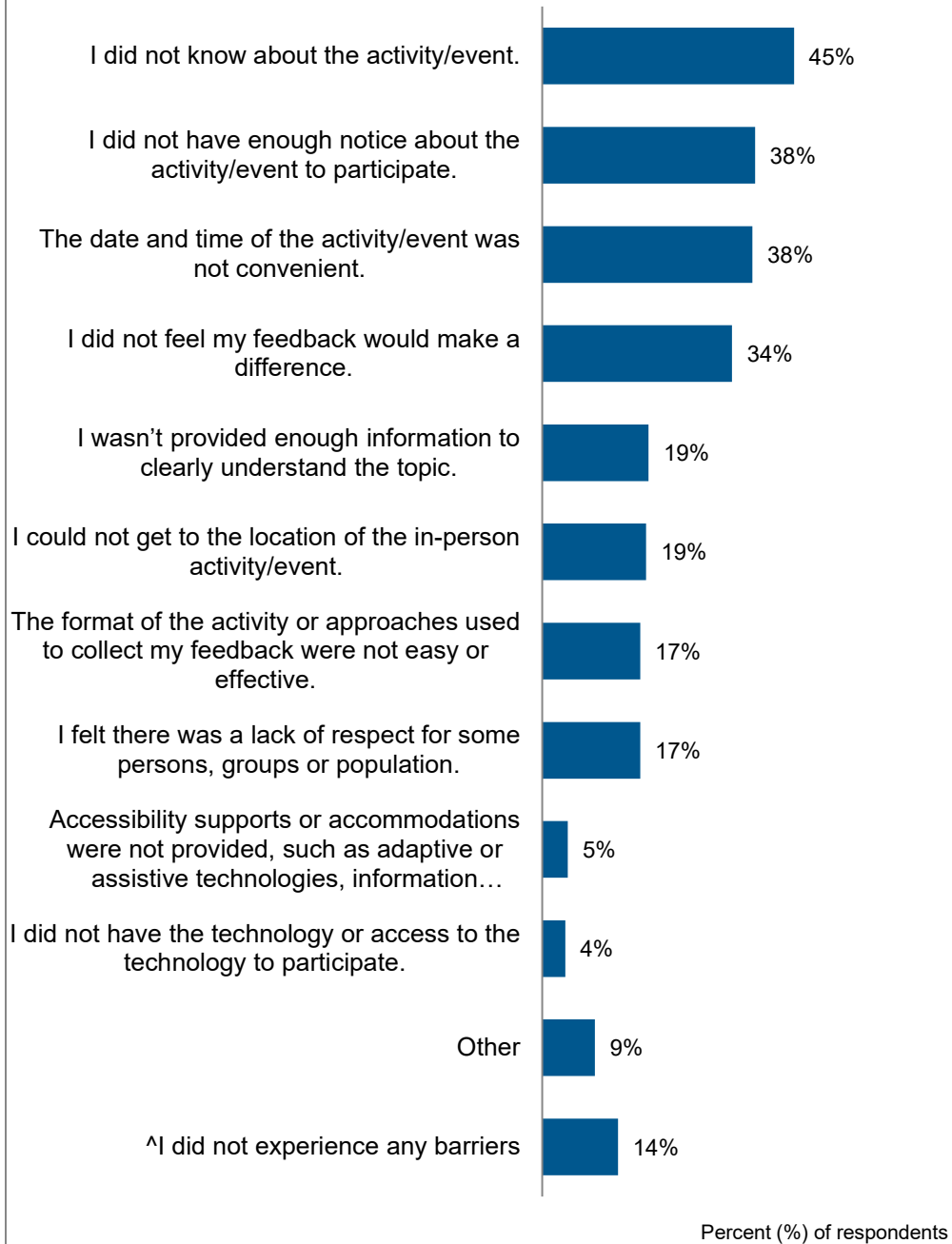
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# Reimagining Public Participation Survey Summary

## Which of the following barriers have you experienced when trying to share your feedback with the City? (n=658)

\*\* Multi response except for exclusive response option flagged with ^



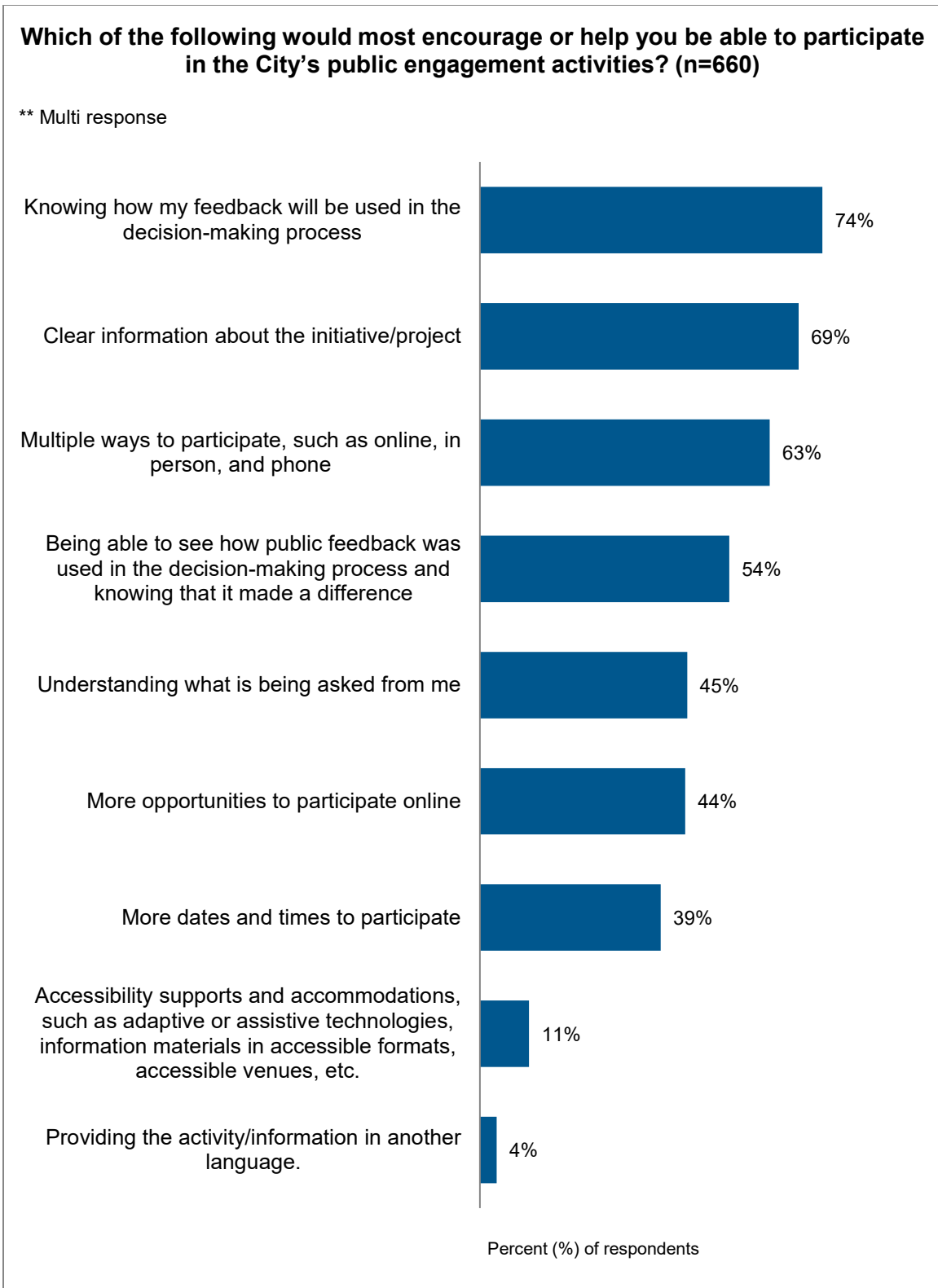
# Reimagining Public Participation Survey Summary

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There were 61 text responses provided to the “Other, please specify” response option for barriers experienced when trying to share feedback with the City. The issues identified were primarily regarding:

- feeling like feedback/input is not heard and/or used
- experiences of not being respected
- not receiving responses to inquiries/emails/requests
- not being aware of engagement activities/opportunities
- engagement activities being done for show and/or when there is already a predetermined decision

# Reimagining Public Participation Survey Summary

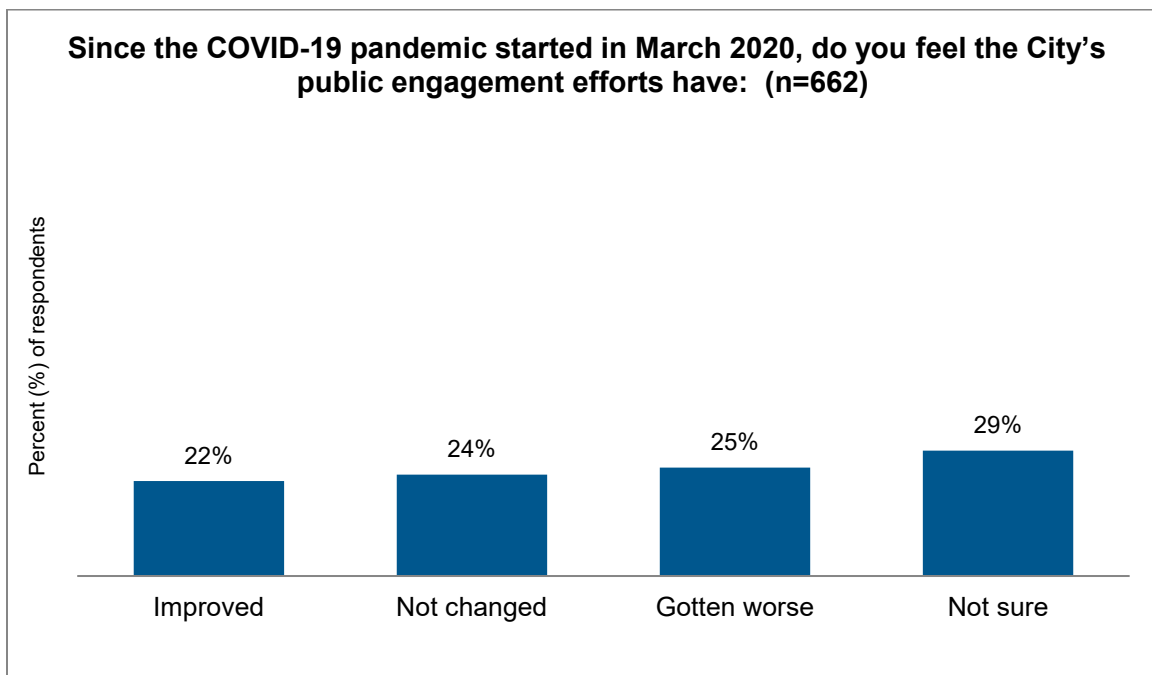


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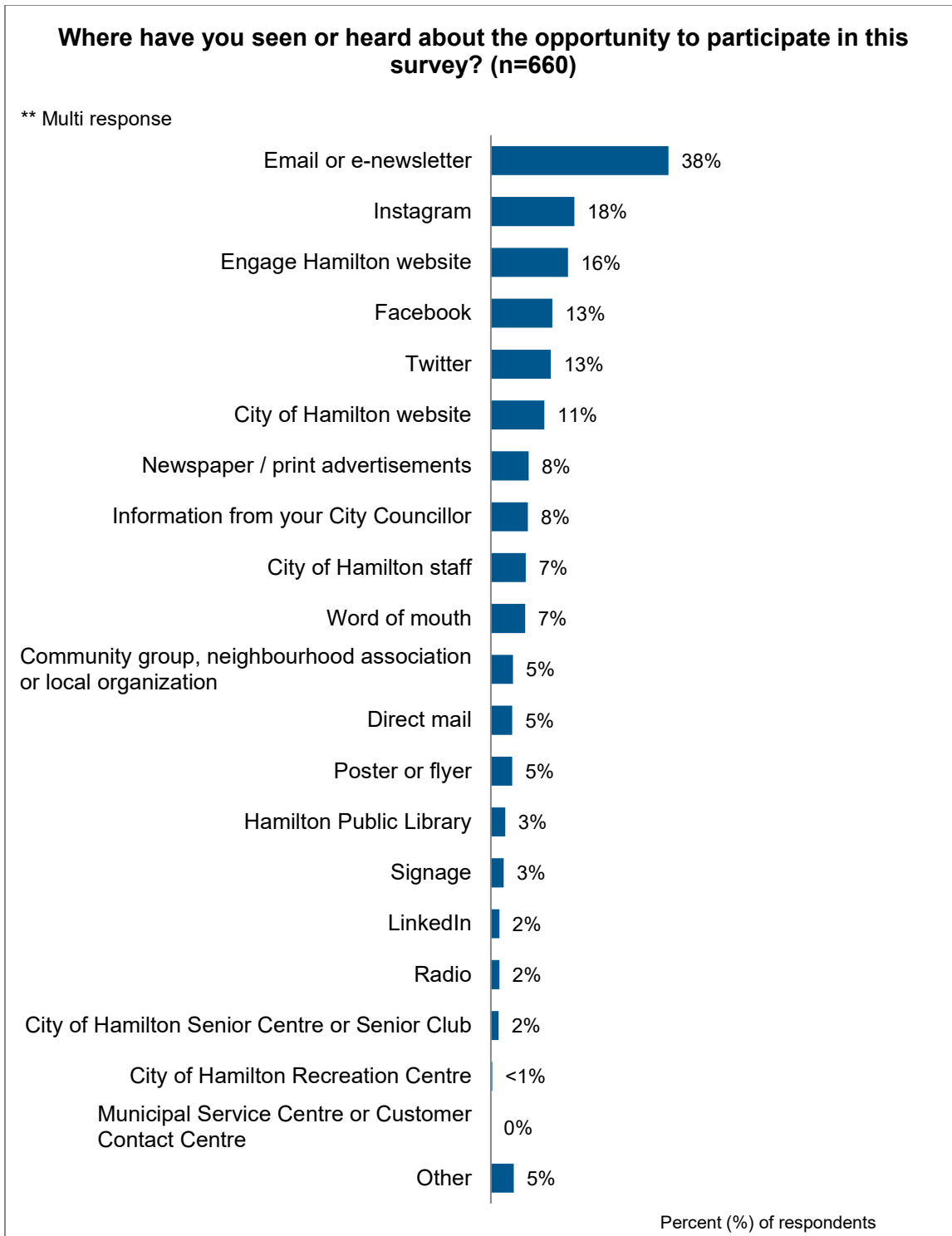
The text entered for the “Accessibility supports and accommodations, please specify” response option include references to : Braille, ASL, accommodations for hearing impaired persons etc.

The text entered for the “Providing activity/information in another language, please specify” response option include references to French and a variety of other languages.



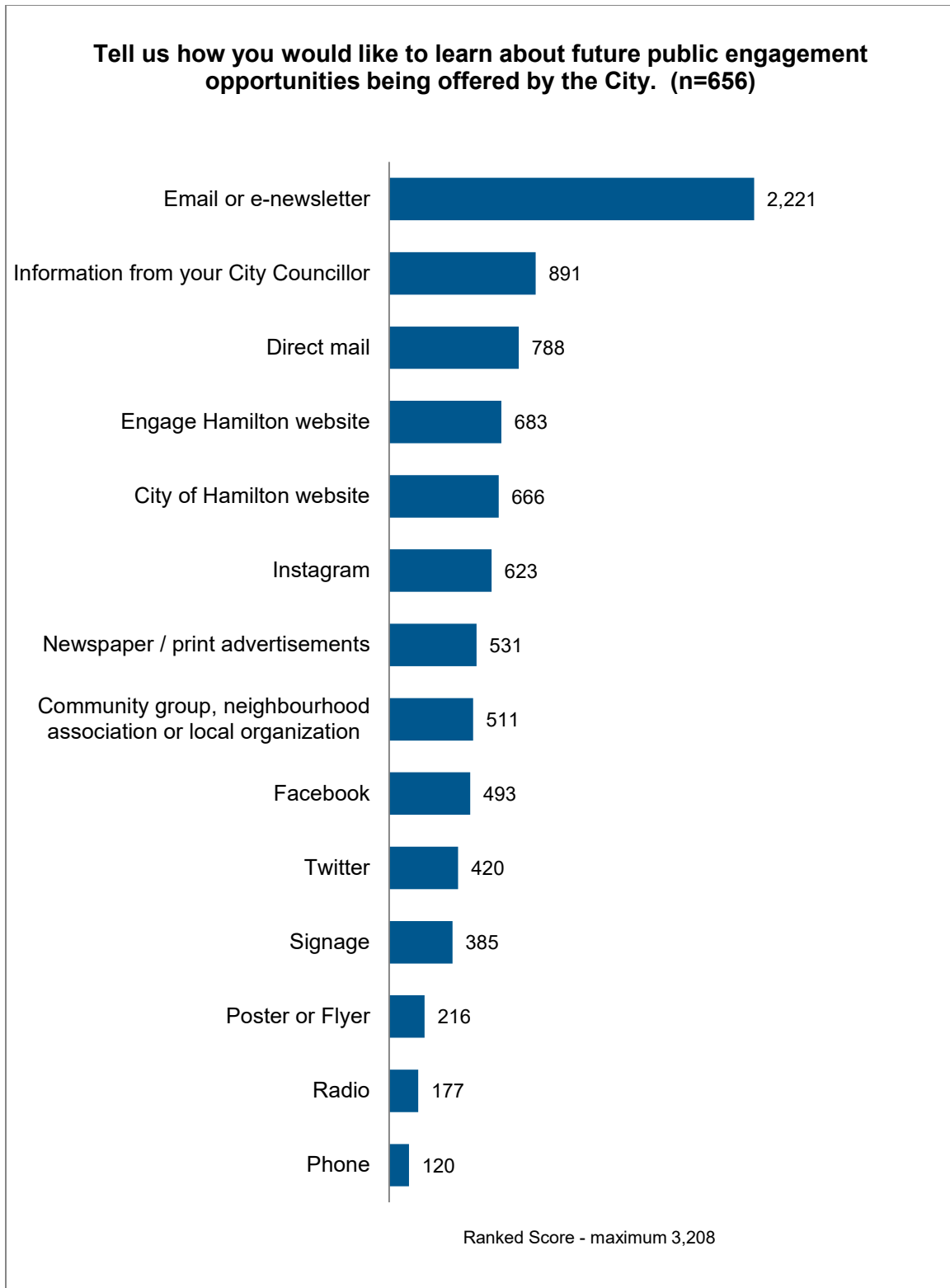


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The text entered for the “Other, please specify” response option of where respondents saw or heard about the opportunity to participate in the survey include references to: ads, Councillors, emails, newsletters, online forum etc.

# Reimagining Public Participation Survey Summary



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## Comments and Suggestions Summary

The survey included an open-ended question asking respondents to share comments or suggestions to improve public engagement at the City of Hamilton. Approximately 37% (248) of respondents provided a response to this question. Each response was reviewed and coded by theme areas mentioned in the comment. A response may be coded into multiple themes when more than one was referenced. The following is a list of the more common response themes listed by descending number of mentions in the responses.

Theme area	Includes comments and concerns primarily related to ...
Public engagement event/activity	<ul style="list-style-type: none"><li>- ensuring opportunities are available in multiple formats (online, in person etc.)</li><li>- ensuring more dates/times of events</li><li>- improving process/format</li></ul>
Awareness of public engagement opportunity	<ul style="list-style-type: none"><li>- promoting/advertising events/opportunities more</li><li>- ensuring different populations are aware of the engagement opportunity</li></ul>
Reporting results and communication	<ul style="list-style-type: none"><li>- need to report back on the input collected, next steps, how used etc.</li><li>- need more and/or better communication</li><li>- need clear information about process and results</li></ul>
Collected input not used	<ul style="list-style-type: none"><li>- input is ignored by council/mayor</li><li>- input is not really used or considered in decision making</li><li>- input is not really wanted, engagement only done as part of a process</li></ul>
Transparency, Trust, Honesty	<ul style="list-style-type: none"><li>- lack of trust in the City, Council and/or engagement processes</li><li>- need for (more) transparency</li></ul>
Listening	<ul style="list-style-type: none"><li>- need to listen to residents/everyone</li></ul>
Respect	<ul style="list-style-type: none"><li>- citizens need to be respected</li></ul>

## Appendix A: Survey Tool

### Reimagining Public Participation

The City of Hamilton is currently assessing how we communicate and receive feedback from residents. Your feedback will be used to help us better understand preferences and experiences with City-led public engagement initiatives and to help us make our interactions better.

Please complete this short survey to share your thoughts, feedback, and experiences on City-led public engagement.

The survey will take approximately 10 minutes.

Responses are anonymous and will not identify any individuals. Results from the survey will be shared in a summary report and posted on the project page.

Survey closes April 3, 2022.

Q1 The City of Hamilton seeks resident feedback on City initiatives and projects through various public engagement activities. Which of the following public engagement activities led by the City of Hamilton have you participated in to share your input? Select all that apply.

- In-person events, public meetings, workshops etc.
- Virtual events, public meetings, workshops etc.
- Phone surveys
- Paper surveys, questionnaires, comment cards, feedback forms etc.
- Online tools such as surveys, polls, discussion forums etc.
- Engage Hamilton website ([engage.hamilton.ca](https://engage.hamilton.ca))
- Other, please specify: \_\_\_\_\_
- I have not participated in any public engagement activity led by the City of Hamilton (skip to Q4)

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**Q2** Please tell us how strongly you agree with the following statements about your experience participating in a public engagement activity led by the City of Hamilton.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
It was clear why my feedback was being collected as part of the engagement activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how my feedback would be used by the City.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The format of the engagement activity or approach used was effective in collecting my feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to participate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to freely express my views and opinions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about the initiative was clearly provided, which helped me share meaningful feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe my feedback will make a difference.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Q3** How have you received or heard about updates on the City initiative or project you provided your feedback on?  
Select all that apply.

- Email
- City of Hamilton website (hamilton.ca)
- Engage Hamilton (engage.hamilton.ca)
- A follow-up event/meeting
- Facebook
- Twitter
- Instagram
- LinkedIn
- Television
- Radio
- Internet search engine (e.g. Google, Bing etc.)
- I have not received or accessed any updates

**Q4** How do you prefer to share your feedback with the City?  
Please indicate your top 3 preferred ways, with 1 being your most preferred way, 2 being your second most preferred way etc.

- \_\_\_ In-person events, public meetings, workshops etc.
- \_\_\_ Virtual events, public meetings, workshops etc.
- \_\_\_ Email
- \_\_\_ Phone call to City staff or City Councillor's office
- \_\_\_ Phone surveys
- \_\_\_ Online tools such as surveys, polls, discussion forums etc.
- \_\_\_ Paper surveys, comment cards, feedback forms
- \_\_\_ Mail
- \_\_\_ Engage Hamilton website (engage.hamilton.ca)
- \_\_\_ Other, please specify: \_\_\_\_\_

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Q5 Which of the following barriers have you experienced when trying to share your feedback with the City?

Select all that apply.

- I could not get to the location of the in-person activity/event.
- I did not have the technology or access to the technology to participate.
- The date and time of the activity/event was not convenient.
- I did not have enough notice about the activity/event to participate.
- The format of the activity or approaches used to collect my feedback were not easy or effective.
- Accessibility supports or accommodations were not provided, such as adaptive or assistive technologies, information materials in accessible formats, accessible venues, etc.
- I wasn't provided enough information to clearly understand the topic.
- I felt there was a lack of respect for some persons, groups or population.
- I did not know about the activity/event.
- I did not feel my feedback would make a difference.
- Other, please specify: \_\_\_\_\_
- I did not experience any barriers

Q6 Which of the following would most encourage or help you be able to participate in the City's public engagement activities?

Select all that apply.

- Clear information about the initiative/project
- Understanding what is being asked from me
- Knowing how my feedback will be used in the decision-making process
- More dates and times to participate
- Multiple ways to participate, such as online, in person, and phone
- More opportunities to participate online

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- Accessibility supports and accommodations, such as adaptive or assistive technologies, information materials in accessible formats, accessible venues, etc. Please specify: \_\_\_\_\_
- Providing the activity/information in another language. Please specify: \_\_\_\_\_
- Being able to see how public feedback was used in the decision-making process and knowing that it made a difference

Q7 Since the COVID-19 pandemic started in March 2020, do you feel the City's public engagement efforts have:

- Improved
- Not changed
- Gotten worse
- Not sure

Q8 Where have you seen or heard about the opportunity to participate in this survey? Select all that apply.

- City of Hamilton website (hamilton.ca)
- Engage Hamilton website (engage.hamilton.ca)
- Email or e-newsletter
- Newspaper / print advertisements
- Facebook
- Twitter
- Instagram
- LinkedIn
- Radio
- Direct mail
- Poster or flyer



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- Signage (Digital sign, bus shelter sign)
- Word of mouth
- Information from your City Councillor
- City of Hamilton staff
- Municipal Service Centre or Customer Contact Centre
- Hamilton Public Library
- City of Hamilton Recreation Centre
- City of Hamilton Senior Centre or Senior Club
- Community group, neighbourhood association or local organization
- Other. Please specify: \_\_\_\_\_

Q9 Tell us how you would like to learn about future public engagement opportunities being offered by the City.  
Please indicate your top 5 preferred ways, with 1 being your most preferred way, 2 being your second most preferred way etc.

- \_\_\_ Email or e-newsletter
- \_\_\_ Newspaper / print advertisements
- \_\_\_ Direct mail
- \_\_\_ Facebook
- \_\_\_ Twitter
- \_\_\_ Instagram
- \_\_\_ City of Hamilton website (hamilton.ca)
- \_\_\_ Engage Hamilton website (engage.hamilton.ca)
- \_\_\_ Radio
- \_\_\_ Phone
- \_\_\_ Poster or Flyer
- \_\_\_ Signage (Road signs, digital signs, billboards, bus shelter sign)
- \_\_\_ Information from your City Councillor
- \_\_\_ Community group, neighbourhood association or local organization

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Q10 Please share any additional comments or suggestions to help us continue to improve public engagement at the City of Hamilton.

If you are comfortable, please tell us a little about yourself.

Q11 What is your age group?

- Under 19
- 19 to 24
- 25 to 29
- 30 to 39
- 40 to 54
- 55 to 64
- 65+
- Prefer not to answer

Q12 Do you identify as any of the following?  
Select all that apply.

- Person with disabilities
- Person part of a racialized community (i.e. Black or people of colour)
- Indigenous
- Individuals experiencing homelessness
- 2SLGBTQIA+
- Other, please specify:
- Prefer not to answer
- I do not identify with any of the above

Q13 What is your postal code?