



Public Engagement Policy

Report CM21011(b)

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

Where we've been...



**Public Engagement Charter:
2014-2015**

**Our Future Hamilton:
2015-2016**

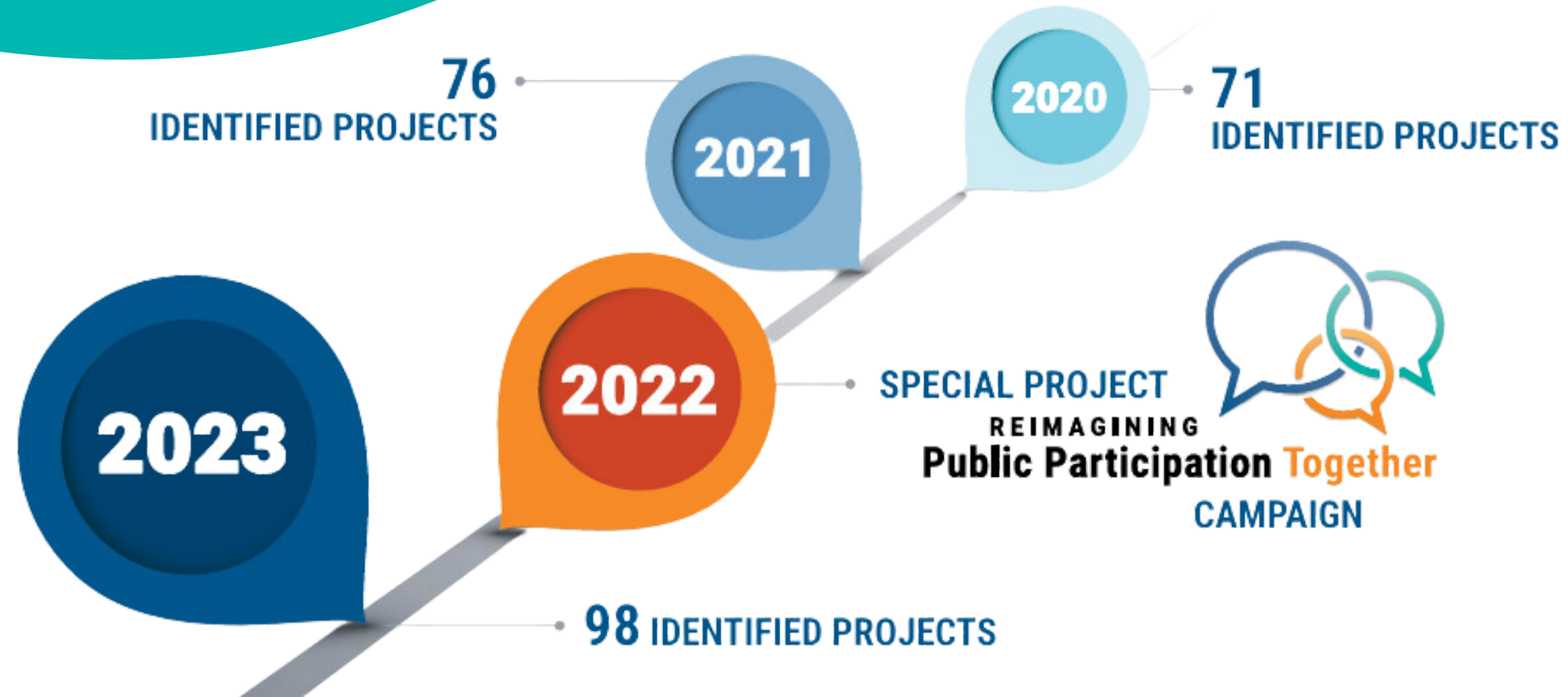


**Annual Public
Engagement Summits:
2017, 2018, 2019**



Internal Community of Practice: 2019

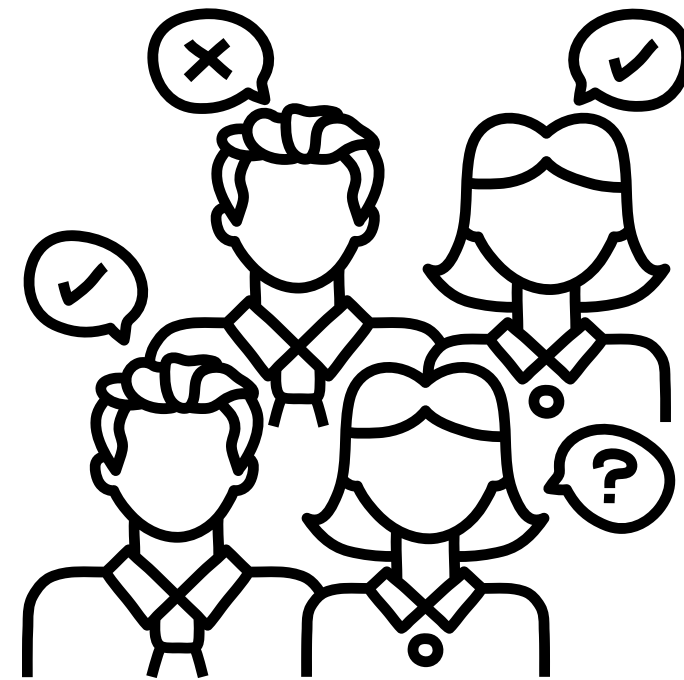
Internal Survey of City-Led Public Engagement: 2020 to present





Engage Hamilton: 2020

An interactive online platform for residents to learn about and contribute to City initiatives. Engage Hamilton is now a well-recognized engagement asset across the City of Hamilton.



Engage by the numbers...

331,500 Visitors

97,500 Participants

52,100 Engaged

164 Projects Featured



Reimagining Public Participation Campaign: 2022

What we heard:

- ✓ Include public input in decision-making
- ✓ Establish clear and consistent engagement processes
- ✓ Use an IDEA lens in planning for engagement
- ✓ Share information, report back
- ✓ Multiple engagement methods are needed



Municipal Scan of Public Engagement Practices: 2022

What we heard:

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





Public Engagement Lending Library: 2023

Sharing of resources and tools to support building of effective and consistent implementation of public engagement across City projects.



Term of Council Priorities

2022-2026:

1

Sustainable Economic and Ecological Development

2

Safe & Thriving Neighbourhoods

3

Responsiveness and Transparency

Public Engagement Policy Highlights

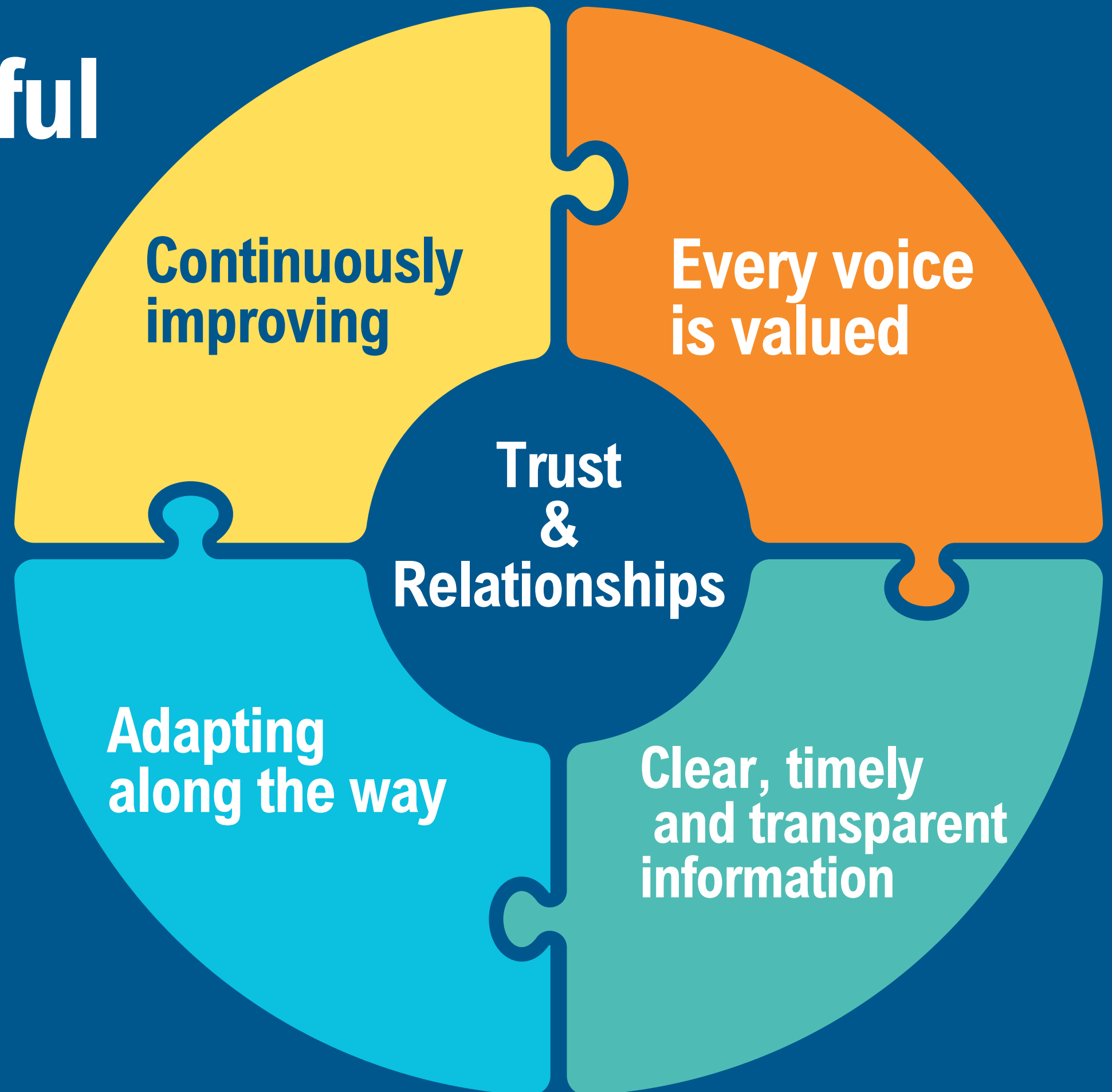


- Establishes a consistent, strategic, and outcomes-driven approach to public engagement
- Identifies three distinct engagement levels
- Adheres to public engagement requirements in applicable legislation
- Establishes trust and relationships with members of the public who are impacted by decisions

Principles of Meaningful Public Engagement

We will work together to foster a relational, inclusive, accessible, transparent, and reflective practice of engaging with the many voices of Hamilton.

We will shift to be responsive in our approach and build a culture of excellence in public engagement.



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



Effective Engagement is....

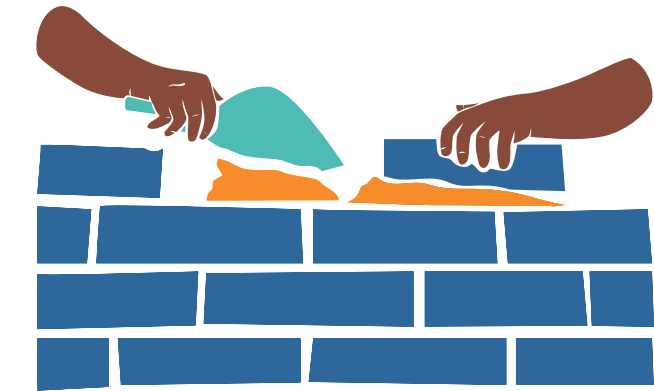
- Authentic & meaningful
- Planned for at the start of a project
- Happens when participants feel their input is valued
- Reflects the needs, interests, ideas & voices of our community
- Informs decision-making



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?

