



GENERAL ISSUES COMMITTEE REPORT 24-014

9:30 a.m.

September 4, 2024

Council Chambers (Hybrid), City Hall, 2nd Floor
71 Main Street West, Hamilton, Ontario

Present: Mayor A. Horwath
Deputy Mayor E. Pauls (Chair)
Councillors J. Beattie, C. Cassar, B. Clark, J.P. Danko, M. Francis,
T. Hwang, T. Jackson, C. Kroetsch, T. McMeekin, N. Nann, M. Spadafora,
M. Tadeson (Virtually), A. Wilson and M. Wilson

THE GENERAL ISSUES COMMITTEE PRESENTS REPORT 24-014 AND RESPECTFULLY RECOMMENDS:

1. All Abilities Allstar (Item 11.1)

WHEREAS, All Abilities Allstar started in Feb 2024 and launched May 5 2024 at the Italian Centre at 420 Crerar;

WHEREAS, All Abilities Allstar is a dedicated non-profit organization committed to providing inclusive athletics and recreational programs and opportunities for individuals of all abilities.

WHEREAS, All Abilities Allstar requires funding to cover annual expenses related to office/equipment storage, legal services and other operational costs;

WHEREAS, All Abilities Allstar standard is “When we think of accessibility and inclusion we are all winners.”

THEREFORE, BE IT RESOLVED:

- (a) That a grant to All Abilities Allstar for Operational Expenses be funded from the Ward 7 Capital Discretionary Account (3302109700) to an upset limit, including contingency, not to exceed \$10,000; and,
- (b) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

2. Ministry of the Environment, Conservation and Parks Proposed Changes to the Municipal Class Environmental Assessment Process (PED24098 / PW24029) (City Wide) (Item 8.1)

- (a) That Council endorses Staff comments provided in a letter to the Ministry of Environment, Conservation and Parks on March 15, 2024 (included as Appendix "A" to report PED24098 / PW24029), in response to proposed regulation ERO-019-7891 intended to modernize the Municipal Class Environmental Assessment Process;
- (b) That General Managers of Planning and Economic Development and Public Works Departments be authorized and directed to initiate the development of the appropriate internal process for the consistent and transparent planning of infrastructure projects to replace the Municipal Class Environmental Assessment process, should the Municipal Project Assessment Process be enacted by the Province of Ontario; and,
- (c) That staff report back to Council on any required staffing and process changes necessary should the proposed regulation ERO-019-7891 be enacted.

3. Labour Relations Activity Report & Analysis (2019-2023) (HUR24006) (City Wide) (Item 9.1)

That Report HUR24006, respecting Labour Relations Activity Report & Analysis (2019-2023), be received.

4. Mayor's Task Force on Transparency, Access and Accountability Report 24-006 – August 14, 2024 (Item 10.1)

(1) Public Engagement Update (Added Item 9.1)

- (a) That the following items be approved:
 - (i) MTFTAA Communication respecting public engagement opportunities (Added Item 9.1(a)) (Attached hereto as Appendix "A" to General Issues Committee Report 24-014)
 - (ii) MTFTAA Interested parties engagement plan (Added Item 9.1(b)) (Attached hereto as Appendix "B" to General Issues Committee Report 24-014)
 - (iii) MTFTAA Public survey (Added Item 9.1(c)) (Attached hereto as Appendix "C" to General Issues Committee Report 24-014)
 - (iv) MTFTAA Project Workplan (Added Item 9.1(d)) (Attached hereto as Appendix "D" to General Issues Committee Report 24-014)

5. Accessibility Committee for Persons with Disabilities Report 24-007 – August 13, 2024 (Item 10.2)

(1) Accessible Transportation Services Performance Review – Q2 2024 (Item 8.1)

That the Report respecting the Accessible Transportation Services Performance Review – Q2 2024, be received.

6. Environmental Remediation and Site Enhancement Redevelopment Grant Application ERG-24-02, 575 Wilson Street, Hamilton (PED24146) (Ward 3) (Item 10.3)

- (a) That Environmental Remediation and Site Enhancement Redevelopment Grant Application ERG-24-02, submitted by Cielo Residential Inc. (Ryan Kotar / Michael Kotar / David Hazell / Nathan Leonard), owner of the property 575 Wilson Street, Hamilton be approved for an Environmental Remediation and Site Enhancement Redevelopment Grant not to exceed \$539,000 for estimated eligible remediation costs to be provided over a maximum of ten years, in accordance with the terms and conditions of the Environmental Remediation and Site Enhancement Redevelopment Agreement;
- (b) That the General Manager of the Planning and Economic Development Department be authorized and directed to execute the Environmental Remediation and Site Enhancement Redevelopment Agreement together with any ancillary documentation required, to give effect to the Environmental Remediation and Site Enhancement Redevelopment Grant for Cielo Residential Inc. (Ryan Kotar / Michael Kotar / David Hazell / Nathan Leonard), owner of the property 575 Wilson Street, Hamilton in a form satisfactory to the City Solicitor;
- (c) That the General Manager of the Planning and Economic Development Department be authorized and directed to administer the Grant and Grant Agreement including but not limited to: Deciding on actions to take in respect of events of default and executing any Grant Amending Agreements, together with any ancillary amending documentation, if required, provided that the terms and conditions of the Environmental Remediation and Site Enhancement Redevelopment Grant, as approved by City Council, are maintained and that any applicable Grant Amending Agreements are undertaken in a form satisfactory to the City Solicitor.

- 7. Downtown Entertainment District Annual Status Update 2024 (PED24089(a)) (Ward 2) (Item 10.4)**
- (i) (b) That Appendix “A” to Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received and remain confidential; and,
 - (ii) (a) That the direction provided to staff in closed session, be approved and remain confidential;
 - (c) That Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received.
 - (iii) That Report PED24089(a) respecting Downtown Entertainment District Annual Status Update 2024 (PED24089(a)) (Ward 2), be amended by adding a new sub-section (d), as follows:
 - (d) That staff be directed to investigate a measurable evaluation framework to include in their Downtown Entertainment District Annual Status Update, and report back to the General Issues Committee in advance on the next update.
- 8. Transportation Services Licence Agreement – CF Lime Ridge Mall Transit Terminal, 999 Upper Wentworth Street (PED24115) (Ward 7) (Item 14.2)**
- (a) That the direction provided to staff in Closed Session, be approved;
 - (b) That the Closed Session recommendations contained within Report PED24115, respecting the subject Transportation Services Licence Agreement – CF Lime Ridge Mall Transit Terminal, 999 Upper Wentworth Street, remain confidential until completion of the subject Licence Agreement; and,
 - (c) That the balance of Report PED24115 and the appendices, respecting the Transportation Services Licence Agreement – CF Lime Ridge Mall Transit Terminal, 999 Upper Wentworth Street, remain confidential.
- 9. Lease Extension and Amending Agreement - Ontario Works, 250 Main Street East, Hamilton (PED24144) (Ward 2) (Item 14.3)**
- (a) That the direction provided to staff in Closed Session, be approved;
 - (b) That the Closed Session recommendations contained within Report PED24144, respecting the subject Lease Extension and Amending Agreement – Ontario Works, 250 Main Street East, Hamilton, ON, remain confidential until completion of the subject Lease Extension and Amending Agreement; and,

- (c) That the complete Report PED24144 including appendices respecting the Lease Extension and Amending Agreement between the City of Hamilton and 250 Main Street Holdings Inc. remain confidential.

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 2)

The Committee Clerk advised of the following changes to the agenda:

CHANGE TO THE ORDER OF ITEMS

That Item 11.1 – All Abilities Allstar be moved up the agenda to be considered immediately following Item 2 – Approval of the Agenda.

The agenda for the September 4, 2024 General Issues Committee meeting, was approved, as amended.

(b) MOTIONS (Item 11)

Councillor Pauls relinquished the Chair in order to introduce the following motion:

(i) All Abilities Allstar (Item 11.1)

For disposition of this matter, refer to Item 1.

Councillor Pauls assumed the Chair.

(c) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(d) APPROVAL OF MINUTES OF PREVIOUS MEETINGS (Item 4)

(i) August 12, 2024 (Item 4.1)

The minutes of the August 12, 2024 General Issues Committee, were approved, as presented.

(e) DELEGATION REQUESTS (Item 6)

(i) The following Delegation Request, was approved:

- (1)** Sarah Warry, The Bridge From Prison to Community, respecting their program and need for assistance to help house those with criminal records, mental health issues and addictions in our transitional housing program (In-Person) (For a future meeting) (Item 6.1)

(f) DELEGATIONS (Item 7)

- (i) Tim Nolan, Accessibility Hamilton Alliance (AHA!), respecting seeking Council Endorsement for AHA! events (Virtually) (Approved August 12, 2024) (Item 7.1)**

Tim Nolan, Ana Antolic, and Mya George, Accessibility Hamilton Alliance (AHA!), addressed the Committee respecting Council Endorsement for AHA! Events.

The Delegation from Tim Nolan, Ana Antolic, and Mya George, Accessibility Hamilton Alliance (AHA!), respecting Council Endorsement for AHA! Events, was received.

- (ii) Robert Zeidler, Cotton Factory, respecting PIVOT TECH '24 (In-Person) (Approved August 12, 2024) (Item 7.2)**

Robert Zeidler, Cotton Factory, addressed the Committee respecting PIVOT TECH '24.

The Delegation from Robert Zeidler, Cotton Factory, respecting PIVOT TECH '24, was received.

(g) STAFF PRESENTATIONS (Item 8)

- (i) Ministry of the Environment, Conservation and Parks Proposed Changes to the Municipal Class Environmental Assessment Process (PED24098 / PW24029) (City Wide) (Item 8.1)**

Megan Salvucci, Senior Project Manager, Infrastructure Programming and Planning, Margaret Fazio, Senior Project Manager, Infrastructure Planning, and Patrick Yip, Project Manager, Infrastructure Planning, addressed the Committee with a presentation respecting Report PED24098 / PW24029, Ministry of the Environment, Conservation and Parks Proposed Changes to the Municipal Class Environmental Assessment Process.

The staff presentation respecting Report PED24098 / PW24029, Ministry of the Environment, Conservation and Parks Proposed Changes to the Municipal Class Environmental Assessment Process, was received.

For disposition of this mater, refer to Item 2.

(h) DISCUSSION ITEMS (Item 10)

(i) Downtown Entertainment District Annual Status Update 2024 (PED24089(a)) (Ward 2) (Item 10.4)

The Report was put on the floor, as follows:

- (1)** (a) That Appendix A to Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received and remain confidential; and,
- (b) That Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received.
- (2)** That consideration of Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be DEFERRED until after Closed Session.

For disposition of this matter, refer to Item 7.

(i) GENERAL INFORMATION / OTHER BUSINESS (Item 13)

(i) Amendments to the Outstanding Business List (Item 13.1):

The Amendments to the Outstanding Business List, were approved, as follows:

(a) Items Considered Complete and Needing to be Removed (Item 13.1(a)):

Requirements for the Implementation of a 311 Customer Service Call Platform
Added: September 21, 2022 at GIC (Item 13)
Completed: November 25, 2022 at GIC Budget (Item (c)(i))

(j) PRIVATE & CONFIDENTIAL (Item 14)

Committee determined that discussion of Item 14.1 was not required in Closed Session; therefore, the matter was addressed in Open Session, as follows:

(i) Closed Session Minutes – August 12, 2024 (Item 14.1)

The Closed Session minutes of the August 12, 2024 General Issues Committee meeting, were approved and remain confidential.

(ii) Recess

The General Issues Committee recessed for 33 minutes until 12:30 p.m.

The General Issues Committee Meeting reconvened at 12:30 p.m.

- (iii) Committee move into Closed Session for Items 14.2, 14.3, and 14.4 pursuant to Section 9.3, Sub-sections (c), (j) and (k) of the City's Procedural By-law 21-021, as amended, and Section 239(2) sub-sections (c), (j) and (k) of the *Ontario Municipal Act, 2001*, as amended, as the subject matters pertain to a proposed or pending acquisition or disposition of land for City or a local board purposes; a trade secret or scientific, technical, commercial or financial information that belongs to the City or a local board and has monetary value or potential monetary value; and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the City or a local board.

The General Issues Committee meeting reconvened in Open Session at 3:18 p.m.

- (iv) **Transportation Services Licence Agreement – CF Lime Ridge Mall Transit Terminal, 999 Upper Wentworth Street (PED24115) (Ward 7) (Item 14.2)**

For disposition of this matter, refer to Item 8.

- (v) **Lease Extension and Amending Agreement - Ontario Works, 250 Main Street East, Hamilton (PED24144) (Ward 2) (Item 14.3)**

For disposition of this matter, refer to Item 9.

- (vi) **Confidential Appendix "A" to Item 10.4 - Downtown Entertainment District Annual Status Update 2024 (PED24089(a)) (Ward 2) (Item 14.4)**

The Report was put on the floor as follows:

- (a) That the direction provided to staff in closed session, be approved and remain confidential;
- (b) That Appendix A to Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received and remain confidential; and,
- (c) That Report PED24089(a), Downtown Entertainment District Annual Status Update 2024, be received.

At the request of Committee, sub-section (b) was voted on separately, for disposition of this matter, refer to Item 7(i)

For disposition of this matter, refer to Item 7.

(k) ADJOURNMENT (Item 15)

There being no further business, the General Issues Committee adjourned at 3:40 p.m.

Respectfully submitted,

Deputy Mayor Esther Pauls
Chair, General Issues Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk

Aug 14, 2024 DRAFT - City of Hamilton MTFTAA

Communication about public engagement opportunities

This (draft) communication is intended, once finalized, to serve as the core communication for public engagement that will provide input to the MTFTAA's recommendations.

The core communication will be amended as appropriate for the given communications medium, along with the relevant instructions (i.e. for the online survey, or encouraging delegates)

The Mayor's Task Force on Transparency, Access, and Accountability (MTFTAA) is looking to hear from community members in the City of Hamilton on how the City can be more open, accessible and accountable to our communities. We are committed to listening to community members from all walks of life and every corner of our city. The goal of this process is to ensure that the voices of all who wish to provide input are considered in the formulation of a report which will be presented to Hamilton City Council later this year. This report will share findings, as well as the Task Force's recommendations to the City of Hamilton on how to improve operations and strengthen trust between our community and our local government.

Community members are invited to share their insights through our online survey, written communication, or delegating at a MTFTAA meeting. The MTFTAA will also be soliciting input from members of Hamilton City Council, City staff, and local organizations.

ADD SPECIFIC DETAILS

The mandate of the Mayor's Task Force on Transparency, Access, and Accountability (MTFTAA) can be viewed [here](#). The MTFTAA has retained the support of Enterprise and the Social Planning and Research Council (SPRC) of Hamilton to support its work.

Specifically, the MTFTAA is seeking input related to the following four themes that will be reflected in our report:

- **Public access to productively engage with the City of Hamilton:** This means finding better ways for community members to share their thoughts and ideas with the city.
- **Transparency regarding City of Hamilton activities and decisions:** This involves ensuring that people can easily see and understand what the City is doing and understand why.
- **The City of Hamilton demonstrating accountability to citizens, residents, and communities:** This includes making sure the City listens to and meets the needs of all community members and effectively communicates the outcomes of its work.
- **Propose practical steps to enhance trust:** Bringing forward clear and practical ways to strengthen the relationship between the City and its residents.

Aug 14, 2024 DRAFT - City of Hamilton MTFTAA

Interested parties engagement plan

This (draft) interested parties engagement plan is intended, once finalized, to serve as the guide for the activities of the Mayor's Task Force on Transparency, Access, and Accountability (MTFTAA) and project partners Enterprise and SPRC Hamilton to gather insight from interested parties to inform the Task Force's recommendations.

In order to provide recommendations to Hamilton City Council that will ultimately improve both how the City of Hamilton operates in the context of the Task Force's mandate, as well as to foster increased trust between residents, community stakeholders and the City, our engagement strategy will focus on being accessible to any one or any group in the City that either interacts with or is impacted by decisions made by the City..

This strategy focuses on ensuring that opportunities to provide feedback, ideas and opinions is accessible and that effort is made to ensure that those who are historically excluded from the consultative process have the opportunity to participate.

The plan outlines the vision for who and how the Task Force and partners will engage with interested parties. Each audience will have both a specific lead organization and dedicated Task Force member supporting outreach and engagement. The proposed approach is as follows:

Target Audience: Elected Officials & Key City Departments & Staff

Audience Groups: City Council, Mayor, Senior Leadership in key departments

Modes of Engagement: One-on-One Interviews (and Surveys)

1. For members of this target audience, one-on-one interviews will be offered and scheduled to solicit input.
2. Interviews will be held virtually or in-person and seek to ensure that responses to questions are as robust and informative as possible.
3. In the event a verbal interview cannot be scheduled, Enterprise will facilitate the delivery of a questionnaire to ensure that the feedback can be properly incorporated into the report.
4. Responses will be anonymized in the report in order to foster more transparent thoughts and considerations from those interviewed. The final report will include an appendix of all those who contributed.
5. There will be a core list of questions that will be directed at all members of Council, as well as additional questions that take into account the unique constituencies that each councillor represents.
6. Specific questions will be developed based on the identified senior leadership across City Departments.

Target Audience: Institutional Partners & Community Organizations

Audience Groups: Health Care, Education, Businesses, Community and Social Services and Media

Modes of Engagement: Focus Groups, Delegations, Surveys

1. The Task Force, Enterprise Canada and SPRC Hamilton will finalize targeted list of institutional stakeholders and community organizations that will be engaged throughout the consultative process. This list will not be exhaustive and throughout the engagement process work will be done to ensure additional voices can be included.
2. The engagements seek to build on the information collected in the reimagining public participation consultation to both ensure that new voices are being added to the conversation and tangible recommendations can be made in the final report.
3. All stakeholders under this target audience will be provided with a tailored survey that seeks to collect specific feedback relevant to their unique perspectives and experiences. Each survey will include a base set of questions to ensure consistency but will be customized to address particular concerns and insights of different groups such as health-care providers, educators, businesses, community services, and media representatives. This approach will help capture a diverse range of voices and ensure that the final recommendations are comprehensive and reflective of the needs and priorities of all stakeholder groups.
4. Enterprise will lead the facilitation of select in-person interviews/roundtables with identified and approved community stakeholders and will facilitate the distribution of a questionnaire to additional stakeholders recommended during the process.
 - a. Responses will be kept confidential in the report in order to foster more transparent thoughts and considerations from those interviewed. The final report will include an appendix of all those who contributed.

Target Audience: Citizens

Audience Groups: Representation across all wards with specific outreach to ensure voices from an IDEAs perspective

Modes of Engagement: Online Survey, Delegations, Written Submissions

1. The primary method of engagement for citizens across the City of Hamilton will be done through an online survey hosted on the Engage Hamilton platform. This survey will be available for all residents and will be encouraged as the main method of participation.
2. In addition to this, the Task Force will hold two promoted sessions of public delegations — expected in September 2024 — to allow for both citizens and community organizations to provide oral testimony to be collected for the consultative process.
3. A public email and physical mailing address will be available for those members of the public who feel more comfortable or require an alternative method of engaging in the consultative process.
4. The Task Force will be supported by SPRC to lead additional engagements and outreach to equity-deserving communities to ensure that underrepresented voices are being included throughout this process. This will include additional methods of engagement to ensure that these communities have an equal opportunity to participate in these consultations.

Breakdown of audiences, engagements and those tasked with leading outreach.

Audience	Engagement Lead	Method of Engagement
Elected Officials & Key City Departments/Staff	<ul style="list-style-type: none"> · Task Force Member · Enterprise Canada 	<ul style="list-style-type: none"> · One-on-one interviews · Surveys
Citizens	<ul style="list-style-type: none"> · Task Force Member · Enterprise Canada 	<ul style="list-style-type: none"> · Engage Hamilton · Delegations · Written Submissions
IDEAS Communities	<ul style="list-style-type: none"> · Task Force Member · SPRC Hamilton 	<ul style="list-style-type: none"> · Engage Hamilton · Delegations · Written Submissions · May include virtual/in person engagements
Institutional Partners	<ul style="list-style-type: none"> · Task Force Member · Enterprise Canada 	<ul style="list-style-type: none"> · Focus Groups · Delegations · Surveys · Written Submissions
Community Organizations	<ul style="list-style-type: none"> · Task Force Member · SPRC Hamilton · Enterprise Canada 	<ul style="list-style-type: none"> · Focus Groups · Delegations · Surveys · Written Submissions

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Public survey questions

Note: Survey preamble will need to be finalized. City of Hamilton staff supporting Engage Hamilton will be engaged to host survey online, and communications support from the City of Hamilton will be engaged to promote the survey and other methods of engagement.

Analytical Questions

1. Demographic questions

Question for City: Does the City of Hamilton have standard questions it uses for all online surveys?

Public access to productively engage with the City of Hamilton

Ensuring that residents and stakeholders have clear, accessible channels for participation and feedback in city governance.

1. How frequently do you engage with the City of Hamilton (e.g., attending meetings, submitting feedback, participating in consultations)?
 - a) Very frequently
 - b) Frequently
 - c) Occasionally
 - d) Rarely
 - e) Never

2. What methods do you typically use to engage with the City? (Select all that apply)
 - a) In-person meetings
 - b) Online portals
 - c) Social media
 - d) Email
 - e) Phone
 - f) Mail
 - g) Other (please specify)

3. How satisfied are you with the current channels available for public engagement with the City of Hamilton?
 - a) Very satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied

- e) Very dissatisfied
4. What barriers, if any, prevent you from engaging with the City of Hamilton? (Select all that apply)
- a) Lack of time
 - b) Lack of information
 - c) Unclear processes
 - d) Language barriers
 - e) Accessibility issues
 - f) Lack of trust
 - g) Other (please specify)
5. How accessible are City officials and representatives when you need to voice a concern or provide feedback?
- a) Very accessible
 - b) Accessible
 - c) Neutral
 - d) Inaccessible
 - e) Very inaccessible
6. What improvements would make it easier for you to engage with the City of Hamilton?
- Open-ended
7. What specific types of public meetings or forums would you like the City to organize more often?
- a) Town halls
 - b) Workshops
 - c) Focus groups
 - d) Online Q&A sessions
 - e) Open houses
 - f) Other (please specify)
8. How would you improve the City's online engagement platforms (e.g., website, social media)?
- Open-ended
9. Which new methods or tools could the City implement to make it easier for you to provide input?
- a) Mobile apps
 - b) Virtual reality town halls
 - c) Interactive surveys
 - d) SMS/text-based communication

- e) Social media polls,
- f) Other (please specify)

10. What changes would make City consultations more accessible to diverse groups within the community?

- Open-ended

11. Would you like to see more targeted engagement efforts for specific demographics (e.g., youth, seniors, new residents)? If so, which groups?

- Open-ended

Transparency regarding City of Hamilton activities and decisions

Enhancing the visibility and openness of the City's operations and decision-making processes to build trust and accountability.

1. How transparent do you believe the City of Hamilton is in its decision-making processes?

- a) Very transparent
- b) Somewhat transparent
- c) Neutral
- d) Not very transparent
- e) Not at all transparent

2. How easily can you access information about City Council decisions and actions?

- a) Very easily
- b) Somewhat easily
- c) Neutral
- d) Not very easily
- e) Not at all

3. Which sources do you rely on to learn about the City's activities and decisions? (Select all that apply)

- a) City website
- b) Social media
- c) Local news
- d) Public meetings
- e) Official reports
- f) Community organizations
- g) Other (please specify)

4. How confident are you that the City provides complete and accurate information to the public?

- a) Very confident
 - b) Somewhat confident
 - c) Neutral
 - d) Not very confident
 - e) Not at all confident
5. What additional information or resources would help you better understand the City's activities and decisions?
- Open-ended
6. Which City of Hamilton activities or decisions would you like to see more detailed reporting on?
- a) Budget allocations
 - b) Infrastructure projects
 - c) Public safety
 - d) Environmental initiatives
 - e) Social services
 - f) Other (please specify)
7. What improvements would you suggest to make City Council meetings more accessible or understandable to the public?
- a) Simplified summaries
 - b) Live translations
 - c) Interactive agendas
 - d) More public Q&A opportunities
 - e) Other (please specify)
8. How should the City better communicate the impact of its decisions on local communities?
- Open-ended
9. What additional data or information would help you feel more informed about the City's operations?
- Open-ended
10. Would you support the implementation of a real-time dashboard for tracking City projects and initiatives?
- a) Strongly support
 - b) Support
 - c) Neutral
 - d) Do not support
 - e) Strongly do not support

The City of Hamilton demonstrating accountability to citizens, residents, and communities

Implementing measures to ensure that the City's actions and decisions are responsive to the needs and concerns of its diverse population, fostering a sense of responsibility and reliability.

1. How well do you think the City of Hamilton listens to and addresses the concerns of its residents?
 - a) Very well
 - b) Well
 - c) Neutral
 - d) Poorly
 - e) Very poorly

2. In your experience, how often does the City of Hamilton follow through on its commitments to residents?
 - a) Always
 - b) Often
 - c) Sometimes
 - d) Rarely
 - e) Never

3. What changes could the City make to improve its accountability to the community?
 - Open-ended

4. How do you feel the City handles situations where mistakes are made or issues arise?
 - a) Very effectively
 - b) Effectively
 - c) Neutral
 - d) Ineffectively
 - e) Very ineffectively

5. What specific areas do you feel the City needs to improve in terms of being accountable to residents?
 - a) Responsiveness to complaints
 - b) Timeliness of services
 - c) Equity in service delivery
 - d) Clear communication of decisions
 - e) Clear communication around emerging issues
 - f) Other (please specify)

6. What changes would make you feel that the City is more accountable to your needs?
 - Open-ended

7. How would you improve the way the City handles and communicates about its errors or mistakes?
 - Open-ended

8. Would you support the creation of an independent oversight body to review City actions and decisions?
 - a) Strongly support
 - b) Support
 - c) Neutral
 - d) Do not support
 - e) Strongly do not support

9. In what ways could City officials be more accessible or responsive to your concerns?
 - Open-ended

Propose practical steps to enhance trust

Developing clear and feasible initiatives aimed at building and maintaining trust between the City of Hamilton and its residents.

1. How would you rate the current level of trust between the City of Hamilton and its residents?
 - a) Very high
 - b) High
 - c) Neutral
 - d) Low
 - e) Very low

2. What factors contribute most to your level of trust or distrust in the City of Hamilton? (Select all that apply)
 - a) Transparency
 - b) Accountability
 - c) Responsiveness
 - d) Communication
 - e) Integrity
 - f) Past experiences
 - g) Other (please specify)

3. What specific actions could the City take to build or improve trust with residents?
 - Open-ended

4. How likely are you to participate in future City engagement initiatives if you feel your input is valued?

- a) Very likely
 - b) Likely
 - c) Neutral
 - d) Unlikely
 - e) Very unlikely
5. What specific initiatives could the City implement to build trust with underrepresented communities?
- Open-ended
6. How could the City improve its response to feedback or concerns raised by residents to build trust?
- a) Faster response times
 - b) More detailed follow-ups
 - c) Public acknowledgment of feedback
 - d) Implementation of suggested changes
 - e) Other (please specify)
7. Would you be interested in participating in a citizen advisory panel to provide ongoing feedback to the City?
- a) Very interested
 - b) Interested
 - c) Neutral
 - d) Not interested
 - e) Very uninterested
8. What steps could the City take to demonstrate a commitment to ethical practices and integrity?
- Open-ended
9. How important is it for you to see the City actively engaging in trust-building activities (e.g., community outreach, regular updates, transparent decision-making)?
- a) Very important
 - b) Important
 - c) Neutral
 - d) Not important
 - e) Not at all important

Other

1. Is there anything else you would like to share?
- Open-ended

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Project workplan

This project workplan is updated monthly

Note: Timelines will need to be updated to reflect SPRC engagements

Timeline	Activities
Weeks of August 12+19, 2024	<ul style="list-style-type: none"> · MTFTAA Meeting – August 14th · Approve KPI and engagement methodology · Refine and approve core questions · Refine and approve discussion guide · Develop and approve any other necessary materials · Establish meeting/communication cadence with SPRC · Begin outreach to schedule stakeholders identified for one-on-one interviews · Begin outreach to coordinate with identified institutional partners and community organizations for potential focus groups · Finalize public communications materials for launch of consultation
Weeks of August 26 + September 2, 2024	<ul style="list-style-type: none"> · Continue outreach to identified stakeholders for one-on-one interviews · Publicly launch consultation and Engage Hamilton survey · Begin process for consultations with identified institutional partners and community organizations through potential focus groups and distribution of Engage Hamilton survey · Review and potentially modify engagement plans based on feedback and responses received · Work to promote consultation and public channels to ensure robust engagement
Weeks of September 9+16, 2024	<ul style="list-style-type: none"> · Continue one-on-one interviews · Public delegations to the MTFTAA · Continued outreach and work to underrepresented groups · Liaise with relevant partners and stakeholders to ensure there are no gaps in outreach to community members and organizations

<p>Weeks of September 23+30, 2024</p>	<ul style="list-style-type: none"> · Continue one-on-one interviews · Initial review of collected information through the various consultative channels · Analyze early results to determine if there are key themes and recommendations emerging · Continue engagements and encourage participation through ongoing consultative channels. · Liaise with relevant partners and stakeholders to ensure there are no gaps in the initial data and that clear recommendations to council are beginning to be identified · Identify any outstanding gaps of information or engaged audiences and determine if changes to workplan are necessary
<p>Weeks of October 7+14, 2024</p>	<ul style="list-style-type: none"> · Continue one-on-one interviews · Close public survey week of Oct. 14 · Collate data from public survey
<p>Weeks of October 21+28, 2024</p>	<ul style="list-style-type: none"> · Continue one-on-one interviews · Compile remaining engagement data and analyze results · Continue to work on drafting the report – in partnership with SPRC · Internal meetings to discuss central themes and recommendations based on consultative process · Incorporate final internal feedback and submit draft report for review · Begin feedback process with Task Force and SPRC Hamilton · Close consultations and engagements Week of October 28 · Synthesize and consolidate findings from all engagements
<p>November 2024</p>	<ul style="list-style-type: none"> · Draft report (summary of findings) submitted to Task Force · Task Force, Enterprise Canada and SPRC meeting to finalize recommendations · Edits and revisions to draft report

December 2024

- Finalize draft report for submission to City Council
- Prepare any related communication materials
- Ensure all relevant information and assets are provided to Task Force
- Continued support and potential presentation to City Council and/or Task Force