



A Snapshot

WHY is Public Engagement Important?

Public engagement provides an opportunity for the City of Hamilton to better understand the wants, needs and expectations of our community. By engaging residents, community partners and other stakeholders in projects and decision-making processes, we can: achieve better project outcomes; strengthen relationships with community members; and build trust and confidence to ensure that we are actively responding to and meeting the needs of our community.

WHY Engage with Municipal Partners?

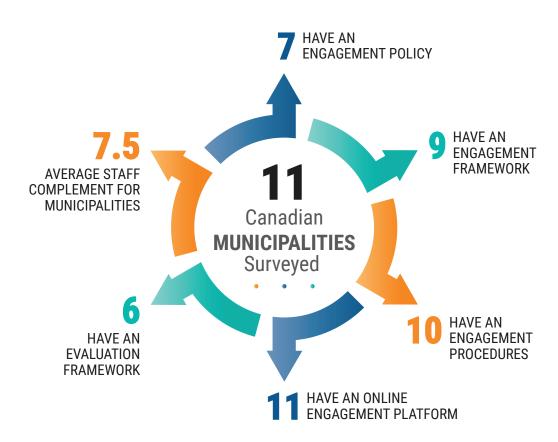
Learning from other municipalities is important. As Hamilton begins to transform its public engagement practices, staff reached out to 11 Canadian municipalities to better understand their approach to public engagement and how it could inform the needs of a public engagement policy and framework in Hamilton.

WHY Now?

In October 2021, Hamilton City Council provided direction for the development of a corporate-wide Public Engagement Policy and Framework. This scan will inform the development, scope and resources required to implement a public engagement policy and administrative framework in Hamilton.

WHAT We Heard

In 2022, staff undertook a review of public engagement practices, processes, policies, and administrative frameworks. Eleven Canadian municipalities were highlighted for their public engagement practices.



What We Learned

TRUST RELATIONSHIPS COMMUNICATION



COMMUNICATION IS VITAL

Communication is an on-going process and should not stop when a project ends. Although communication can happen without engagement, engagement cannot happen without communication.



ENGAGEMENT SUPPORT IS IMPORTANT

Support can include: Engagement plan development; Online platform page development; Engagement facilitation; Variety of engagement methods and ideas; Connections to community champions.



HYBRID MODELS WORK

COVID-19 changed the face of public engagement. There is no one way to engage, and multiple methods provide the greatest opportunity for participation, including virtual and in-person activities.



ACKNOWLEDGE AND REMOVE BARRIERS

Acknowledge and address barriers to participation, including translation, transportation, childcare, refreshments, meeting times and locations, equity deserving populations may face additional barriers.



STAFF TRAINING IS KEY

All staff who participate in engagement should be trained in IAP2. City leadership, including elected officials, should receive IAP2 For Decision-Makers. Public Engagement Community of Practice is important for staff development and best practices.

Municipal Insights







Population: 569,355

*Public Engagement Policy and Framework is being developed. Anticipated draft for consideration available December 2023.

(2) Two FTE Staff members

engage.hamilton.ca



City of CALGARY

Population: 1.239 million

Engagement Policy Engagement Framework Evaluation Framework

(20) Twenty FTE staff members engage.calgary.ca

City of EDMONTON

Population: 1.1 million

Engagement Policy
Engagement Framework
Evaluation Framework

(9) Nine FTE staff members

engaged.edmonton.ca



City of GUELPH

Population: 145,000

Engagement Policy
Engagement Framework
Evaluation Framework

(4) Four FTE staff members haveyoursay.guelph.ca

City of KITCHENER

Population: 256,885

Engagement Policy Engagement Framework Evaluation Framework

(1) One FTE staff member engagewr.ca/kitchener



City of KINGSTON

Population: 136,685

Engagement Framework

(8) Eight FTE staff members

getinvolved. cityofkingston.ca



City of ST. JOHN'S

Population: 108,860

Engagement Policy

(2) Two FTE staff members

engagestjohns.ca



City of WINNIPEG

Population: 749,607

Engagement Policy
Engagement Framework

(4) Four FTE staff member

engage.winnipeg.ca

City of THUNDER BAY

Population: 108,843

Engagement Framework

(3) Three FTE staff member

getinvolvedthunderbay.ca



City of VICTORIA

Population: 91,867

Engagement Framework

(11) Eleven FTE staff members

engage.victoria.ca



Where We've BEEN, Where We're GOING



2014

The volunteer-based Hamilton Engagement Committee (HEC) is established to advise staff on how to actively involve residents in City decision-making processes.



2015

Hamilton's first Public Engagement Charter endorsed by Council. The Charter identifies eight core principles and collective responsibilities for public engagement.



2015-2016

The broadest and most inclusive engagement initiative is launched, asking "What is your vision for the future of Hamilton?"



2020

Engage Hamilton launches. Engage Hamilton is an interactive platform for Hamiltonians to learn and contribute to City initiatives.



2019

Internal Public Engagement Community of Practice is established. Includes 85+ cross-departmental staff that meet quarterly to share knowledge and explore best practices to improve public engagement outcomes.



2017, 2018, 2019

The City hosts the Our Future Hamilton Summit, an annual public engagement event that explores issues prioritized by residents and brings together 500+ partners and stakeholders to identify solutions.



2022

Reimagining Public Participation Together campaign launches, asking residents "how do you want to engage?" Feedback from this is used to inform development of City's new public engagement policy and framework.



2023

Public Engagement Policy and Framework begins development. Two staff are hired to lead the work. Anticipated draft for consideration December 2023.

What's Hamilton?

Every day, the City of Hamilton makes decisions that impact over 750,000 residents, businesses, and community stakeholders. Public engagement helps ensure that we understand the wants, needs and expectations of our community.

We are working hard to develop a Public Engagement Policy for the City of Hamilton. This is important because it will establish:

- A common expectation and consistency that our community can expect.
- A best practice for working with and in community.
- Roles and responsibilities for all involved in engagement activities.
- The City's expectations and commitment to public engagement.

Stay tuned for progress updates and opportunities to share your voice in this process.





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