

Implementation Plan for Public Engagement for 2018

Update for Q1, 2018

Action Item		Updates	Status
1.1 ESTABLISH A COMMUNITY ENGAGEMENT NETWORK			
Communicate about the community engagement network	Department leading - Communications and customer experience Timing - Q4, 2017	There are ongoing communications being rolled out.	Ongoing
Review the participation in and effectiveness of the community engagement network and provide recommendations	Department leading - Communications and customer experience Timing - Q2, 2019		2019
1.2 ESTABLISH AN INTERNAL ENGAGEMENT GROUP			
Identify and establish the group, establish the annual meeting schedule, adopt the terms of reference as a group	Department leading - Communications and customer experience Timing - Q4, 2017	This group has been established. Terms of reference were adopted. The first meeting took place March 27, 2018.	Complete
Review the participation in and effectiveness of the internal engagement group and provide recommendations	Department leading - Communications and customer experience Timing - Q2, 2019		2019
1.3 DEVELOP ACTIVITY BAGS			
Activity bags to be available for public engagement sessions	Department leading - Communications and customer experience Timing - Early Q4, 2017	Bags are available in Communications, 1211 John Counter Blvd., Recreation & Leisure, Clerks Department. Activity bags are being used at Public Engagement sessions.	Complete
Review the effectiveness of the activity bags pilot and provide recommendations	Department leading - Communications and customer experience Timing - Q2, 2019		2019
2.1 CITY EMPLOYEES			
City employee training, IAP2, Planning and Techniques	Department leading - Communications and customer experience Timing - Q4, 2017	Initial IAP2 - planning & techniques training included 29 staff members. A second training for planning & techniques took place for 21 staff members. A third round of IAP2 planning and techniques is planned for November/December 2018 for 25 additional staff members.	Initial training complete [additional training added]

City employee awareness presentations	Department leading - Communications and customer experience Timing - Q4, 2017	Have completed department awareness sessions of the Public Engagement Framework, resources and Get Involved Kingston.	Complete
Develop a supplementary training program for City employees	Departments leading - Communications and customer experience and Human resources and organizational development Timing - Q4, 2018	Have met to establish the scope of the training for support staff to have an awareness of IAP2 and public engagement.	In progress
2.2 COUNCIL AND SENIOR LEADERS			
Council and City employee training – IAP2, Decision Makers training	Departments leading - Communications and customer experience and City Clerk’s department Timing - Q4, 2017	This training is complete.	Complete
		A wait list for an additional training session is in place. An additional Decision Maker training session for staff is planned for November 2018.	In progress
2.3 RESIDENTS			
Develop information and awareness materials	Departments leading - Communications and customer experience and City Clerk’s department Timing - Q4, 2017	Developed two videos for awareness. There are various other materials developed for awareness including book marks, ads, DIN screens etc. We are adding a new webpage to the website that will provide updates on the Implementation Plan.	Complete
Develop and implement resident information and awareness session	Department leading - Communications and customer experience Timing - Q2, 2018 Moved to Q4, 2018 for engagement	The engagement for this training is planned for Q4, 2018. There was an increased number of staff that have been added to the IAP2 foundations training and in order to ensure the best possible implementation, this training has been moved to a later date.	
2.4 FACILITATION			
Develop and maintain a roster of external facilitators	Department leading - Communications and customer experience Timing – Q4, 2017	RFI for facilitators was done in December 2017.	Complete
3.2 PILOT AN ONLINE PUBLIC ENGAGEMENT PLATFORM			
Review the moderation of ideas role and provide recommendation	Department leading - Communications and customer experience Timing – Q4, 2017	As of the end of 2017 there were 21 comments through the IDEAS. Ongoing discussions are taking place about process as new ideas come up. The ideas portion of the platform is being updated in the	Ongoing

		<p>summer of 2018 to permit participants to add comments and also photos. This will allow better responses on the ideas page.</p> <p>Currently when something is done with the idea or an idea is submitted it is sent to staff and they can respond. We are also updating the news section of the ideas page to provide updates on the ideas.</p> <p>As of April 9, 2018 there have been 42 ideas submitted.</p>	
Establish and implement a plan for the internal online public engagement platform	<p>Department leading - Communications and customer experience</p> <p>Timing - Q1, 2018</p>	<p>The platform is being used for the following projects; CRM, Vision Zero, MCI</p> <p>As new projects need an internal engagement side, they will be offered use of the Get Involved Kingston platform.</p>	Ongoing
Develop a budget for maintaining an online platform following the pilot project	<p>Department leading - Communications and customer experience</p> <p>Timing - 2019</p>		2019
3.3 TABLETS			
Purchase tablets for use at public engagement sessions	<p>Departments leading - Communications and customer experience and Information systems and technology</p> <p>Timing - Q3, 2017</p>	Purchased six tablets that are available to staff to book through KingNet.	Complete
		Tablets are being used at public engagement sessions.	
3.4 ADDITIONAL RESOURCE MATERIALS			
Implement a KingNet page with resources	<p>Department leading - Communications and customer experience</p> <p>Timing - Q4, 2017</p>	<p>KingNet public engagement resource page is in place. Resources continue to be added to the page. Resources that have been added include; Banners, power point template, sign in sheets, posters, tablecloths, tables, easels, trade show booths.</p> <p>We continue to add resources as they are requested.</p>	Complete
4.1 STATUS REPORT			
Develop and implement survey for City employee reporting	<p>Department leading - Communications and customer experience</p> <p>Timing - Q4, 2017</p>	The survey is available from KingNet and staff are asked to complete the survey following each engagement session.	Complete
Status report to council	<p>Department leading - Communications and customer experience</p>	June and December the report will go to Council	

	Timing – Semi-annually	Continuing to compile content.	
4.2 EVALUATIONS			
Implement and raise awareness of the project evaluations for City employees	Department leading - Communications and customer experience Timing - Q3, 2017	Awareness was done through the awareness sessions and the IAP2 training, the worksheets and through the communications officers.	Complete
Develop and implement resident evaluations	Department leading - Communications and customer experience Timing - Q4, 2017	Outlined in the worksheets for staff to utilize and update as per their project.	Complete
5. OVERALL EVALUATION			
Overall evaluation of public engagement	Department leading - Communications and customer experience Timing - Q2, 2019		2019
Report back on the overall evaluation	Department leading - Communications and customer experience Timing – Q3, 2019		2019