



**City of Kingston
Information Report to Council
Report Number 18-371**

To: Mayor and Members of Council
From: Lanie Hurdle, Commissioner, Community Services
Resource Staff: JC Kenny, Director, Communications & Customer Experience
Date of Meeting: November 20, 2018
Subject: Public Engagement Status Report – Information Report

Executive Summary:

The Public Engagement Framework and the Public Engagement Charter were approved at Council on October 3, 2017. In addition to these two documents, the public engagement worksheets, executive summary and the implementation plan were provided for information purposes. A semi-annual status report to Council is part of the Public Engagement Implementation Plan.

Work continues on each of the items identified in the Public Engagement Implementation Plan. A third quarter update has been posted on the website at [Q3 Implementation Plan Status Update](#) and is attached as Exhibit A.

The actions outlined in the Public Engagement Implementation Plan compliment the Public Engagement Framework and the Public Engagement Charter.

Recommendation:

This report is provided for information purposes only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

Lanie Hurdle, Commissioner, Community Services

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Gerard Hunt, Chief Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Denis Leger, Commissioner, Corporate & Emergency Services	Not required

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Options/Discussion:

The Public Engagement Implementation Plan was provided to Council for information on October 3, 2017 with the Public Engagement Framework. Each of the action items in the Implementation Plan are being worked on.

Some highlights of the implementation plan include:

- To date, fifty-three City of Kingston employees have completed the International Association for Public Participation (IAP2) foundations training. Twenty-five additional staff will have completed the training in December.
- Council and senior leaders have received the International Association for Public Participation (IAP2) Decision Maker training.
- Get Involved Kingston, an 18-month pilot project for an online engagement platform (Engagement HQ through the company 'Bang the Table'), was implemented on October 4, 2017:
 - Forty-two external projects have utilized Get Involved Kingston for online input.
 - Four internal projects have been added to Get Involved Kingston.
 - To date, there are 3,827 residents registered to provide input on Get Involved Kingston.
 - Two contests to encourage residents to sign up for Get Involved Kingston have been completed. A third contest is currently running through the month of November.
- Six tablets with stands were purchased and are being used at public engagement sessions in order to receive input online.
- Public engagement support resources have been made available for departments to borrow for use at public engagement sessions. Various resources continue to be added to the toolkit.
- A pilot program has been established to have activity bags for children available at public engagement sessions:
 - To date, 23 have been given out to children at sessions.
- The Internal Engagement Group has been established and meets quarterly.
- Public engagement with residents will begin at the end of November 2018. The objective of the engagement is to ensure we are implementing a training session that is of interest to and will be utilized by residents.

Below are some highlights of public engagement across the Corporation from October 4, 2017 to October 31, 2018:

- 85 in-person public engagement sessions
- 49 online surveys
- 5,824 online survey responses
- 16 other projects using online engagement techniques
 - 12 projects used the Question and Answer tool
 - 135 questions being answered

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- 15 projects used the Newsfeed tool
- 2 project used the Stories tool
 - 53 comments have been received
- 2 projects used the Places tool
 - 109 comments have been received
- 2 projects used the Ideas tool
 - 56 ideas have been received

Tracking of all comments received regarding the Public Engagement Framework and Get Involved Kingston is in progress. City staff have applied the updates where appropriate and other comments are being recorded for inclusion in the overall evaluation.

The overall evaluation of the Public Engagement Framework, Executive Summary, Worksheets, Charter and Get Involved Kingston is scheduled to begin in the first quarter of 2019. Staff will report back on the evaluation and provide recommended updates.

Existing Policy/By-Law:

Not applicable

Notice Provisions:

Not applicable

Accessibility Considerations:

Not applicable

Financial Considerations:

Not applicable

Contacts:

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Debbi Miller, Manager, Communications and Public Engagement 613-546-4291 extension 1323

Other City of Kingston Staff Consulted:

Not applicable

Exhibits Attached:

Exhibit A City of Kingston's Public Engagement Implementation Plan

Implementation Plan for Public Engagement for 2018

Update for Q3, 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 booked for November/December 2018 for 25 additional staff members.	In progress

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. The support staff training will be implemented in 2019. Have met with Human Resources and Organizational Development to scope facilitation training for staff. The training has been established. The facilitation training will be implemented in 2019.	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 2019	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 <i>Moved to Q4, 2018 for engagement</i>	The engagement for this training is planned for Q4, 2018. There have been an increased number of staff that were added to the IAP2 foundations training. In order to ensure the best possible implementation of public engagement, this training has been moved. Public engagement with residents will begin the week of November 26, 2018, to receive input on developing resident training. The objective of the engagement is to ensure we are implementing a training session that is of interest to residents.	In progress

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	Once ideas are posted on the platform they are sent through the CRM for staff to respond to. A summary will be added to the ideas tool under the news tab on a quarterly basis. As of August 15, 2018 103 ideas were submitted.	Ongoing
Establish and implement a plan for the internal online public engagement platform	Department leading - Communications and customer experience Timing - Q1, 2018	The platform is being used for projects. As new projects need an internal engagement side, they will be offered use of the Get Involved Kingston platform.	Ongoing
Develop a budget for maintaining an online platform following the pilot project	Department leading - Communications and customer experience Timing - 2019		2019
3.3 TABLETS			
Purchase tablets for use at public engagement sessions	Departments leading - Communications and customer experience and Information systems and technology Timing - Q3, 2017	Purchased six tablets that are available to staff to book through KingNet.	Complete
		Tablets are being used at public engagement sessions. There has been an increased use of the tablets for pop up events through the summer months.	
3.4 ADDITIONAL RESOURCE MATERIALS			
Implement a KingNet page with resources	Department leading - Communications and customer experience Timing - Q4, 2017	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. We continue to add resources as they are requested.	Complete
4.1 STATUS REPORT			
Develop and implement survey for City employee reporting	Department leading - Communications and customer experience	The survey is available from KingNet and staff are asked to complete the survey following each engagement	Complete

	Timing - Q4, 2017	session.	
Status report to council	Department leading - Communications and customer experience Timing – Semi-annually	June and December the report will go to Council Continuing to compile content. The report is going forward at the November 20, 2018 Council meeting.	
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