

Calgary



Public Hearing Citizen Engagement Outcomes

What We Heard Report 2021

EC2022-0328
Attachment 3



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Project Overview

On 2021 March 22, City Council directed Administration to develop a more user-friendly and inclusive Public Hearing process that includes but is not limited to:

“1. Creating a collaboration between the City Clerk and the Chief Information Technology Officer to identify the best method to implement an integrated and automated registration system for Public Hearings;
2. Exploring the feasibility of holding Public Hearings at more accessible times; and
3. Developing an endorsement statement for members of the public to sign when they register for Public Hearings which outlines the City of Calgary's commitment to anti-racism, equity, diversity and inclusion. Returning to the next Priorities and Finance Committee no later than end of Q4 2021 with the recommended approach” (Motion Arising from the *Guidebook for Great Communities* Report (PUD2021-0015)).

This public engagement explores how the system could be more user-friendly and inclusive by focusing on learning what works well, and what barriers members of the public may experience that prevent them from participating in a Public Hearing.

Feedback from the engagement was analyzed to inform The City's Recommended Approaches and Next Steps to improve the Public Hearing process.

Engagement Overview

The input collected as part of this engagement is as follows:

- Improving accessibility and inclusion around the Public Hearing process, including an evaluation of current processes, and understanding barriers for participation and how The City could improve accessibility and inclusion in the process; and
- Exploring opportunities around an integrated and automated registration system for the Public Hearing process.

Engagement Strategy	
Date	June 14 to July 9, 2021
Objective	To get input on:
Activities	<ul style="list-style-type: none">• Understanding the Public Hearings Process• The Automated Registration System for Public Hearings• Online Engagement through engage.calgary.ca/publichearings
Participation	<ul style="list-style-type: none">• 230 unique participants, 17 representing community groups• Many with high or higher familiarity of the Public Hearing Process

What We Asked

Feedback from the public about The City's Public Hearing process was sought to inform the review. We asked the public 16 questions about:

- Understanding the Public Hearing process; and
- Exploring an automated registration system for Public Hearings.

The complete survey questionnaire for citizens and City employees are included in Appendix A – *Citizen Public Hearing Questionnaire*, of this report.

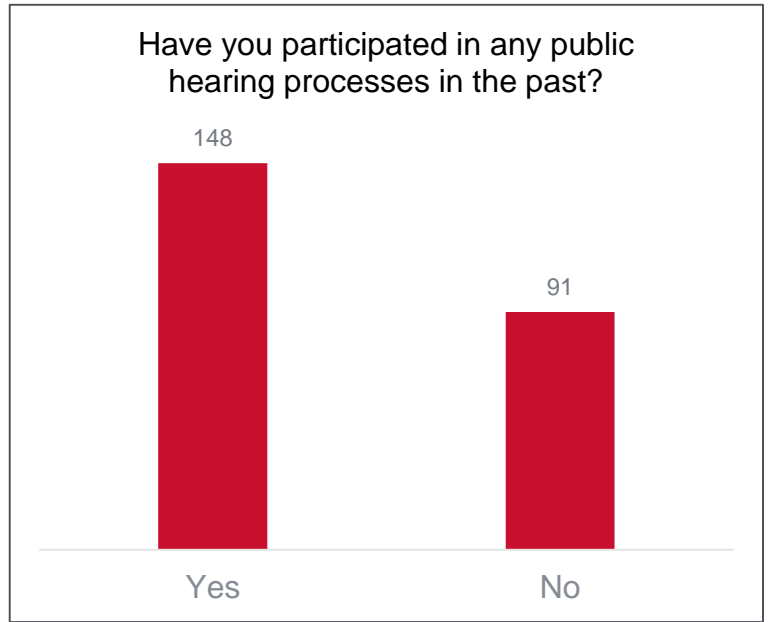
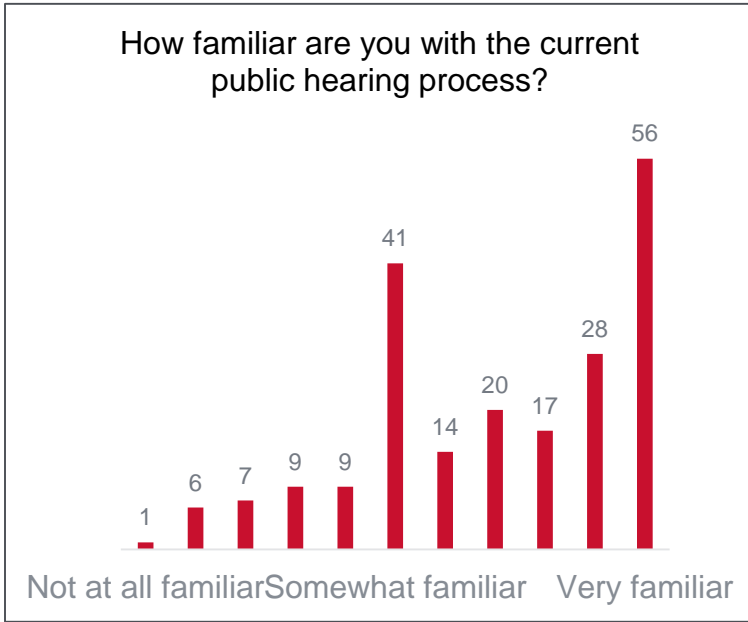
What We Heard

Citizen Results

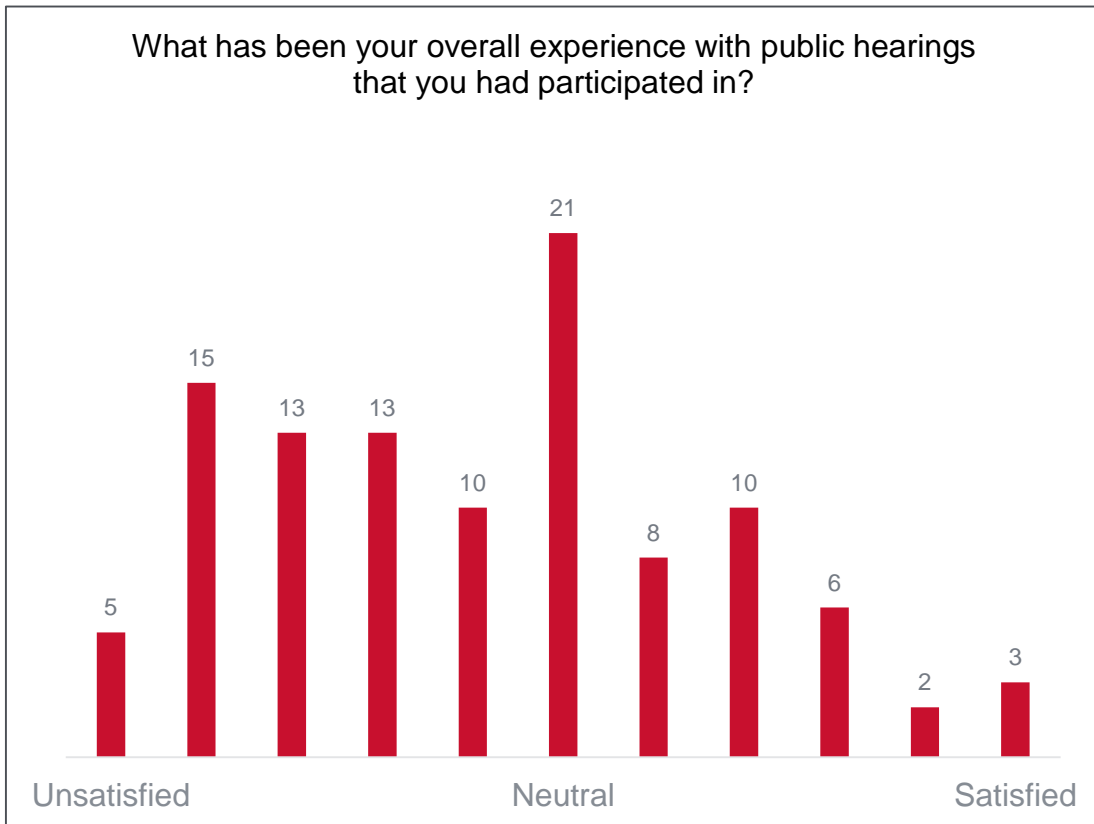
The common themes that arose from the citizen survey engagement are summarized in the table below:

Theme	What We Heard from Citizens* <i>*prepared by the Corporate Research Team</i>
Awareness and Knowledge of the Public Hearing process at The City	<ul style="list-style-type: none">• Most respondents have some or high familiarity of the Public Hearing process.• Two thirds of respondents indicated that they have participated in a Public Hearing process in the past.
Experience with the Public Hearing process at The City	<ul style="list-style-type: none">• The majority of respondents answered that their experience with the Public Hearing process is neutral, while many others shared varying levels of unsatisfied experiences.
Improvements to the Public Hearings process at The City	<ul style="list-style-type: none">• Respondents gave many examples of how to improve the Public Hearing process. Among those, the top answers were:<ul style="list-style-type: none">o Clarity on influence of submission;o Respectful/Welcoming environment; ando More Times/Specific Times/Flexible Time/Time Management
Automated Public Hearing registration system	<ul style="list-style-type: none">• Over 90% of respondents indicated that they are in favour of using an automated (online) registration system to sign-up for Public Hearing opportunities.• Several respondents also indicated that it is crucial to offer options for registration to make it accessible for all Calgarians.

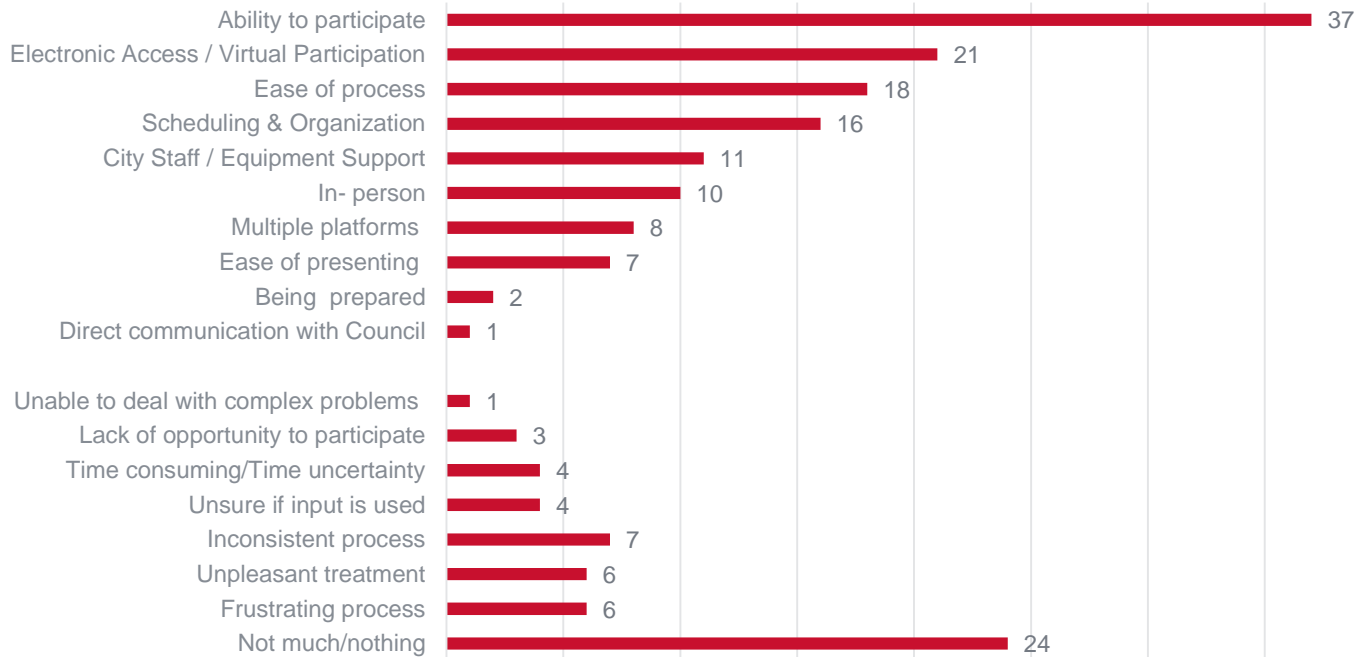
Awareness and Knowledge of the Public Hearing Process at The City



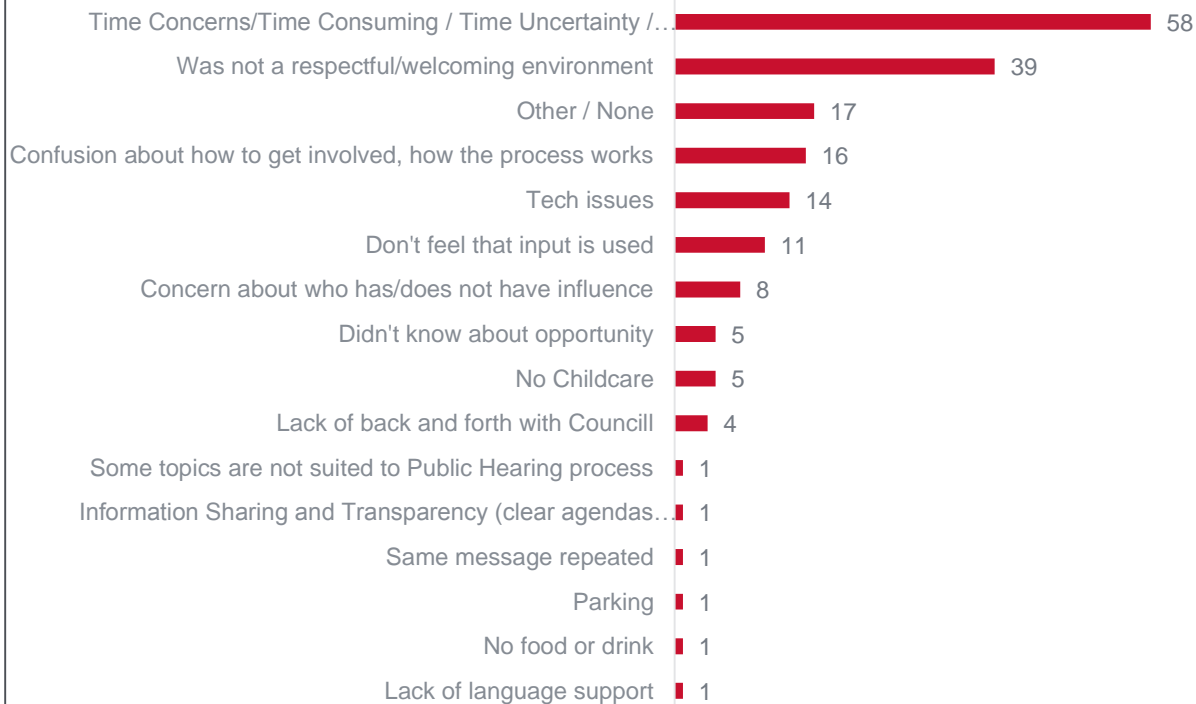
Experience with the Public Hearing process at The City



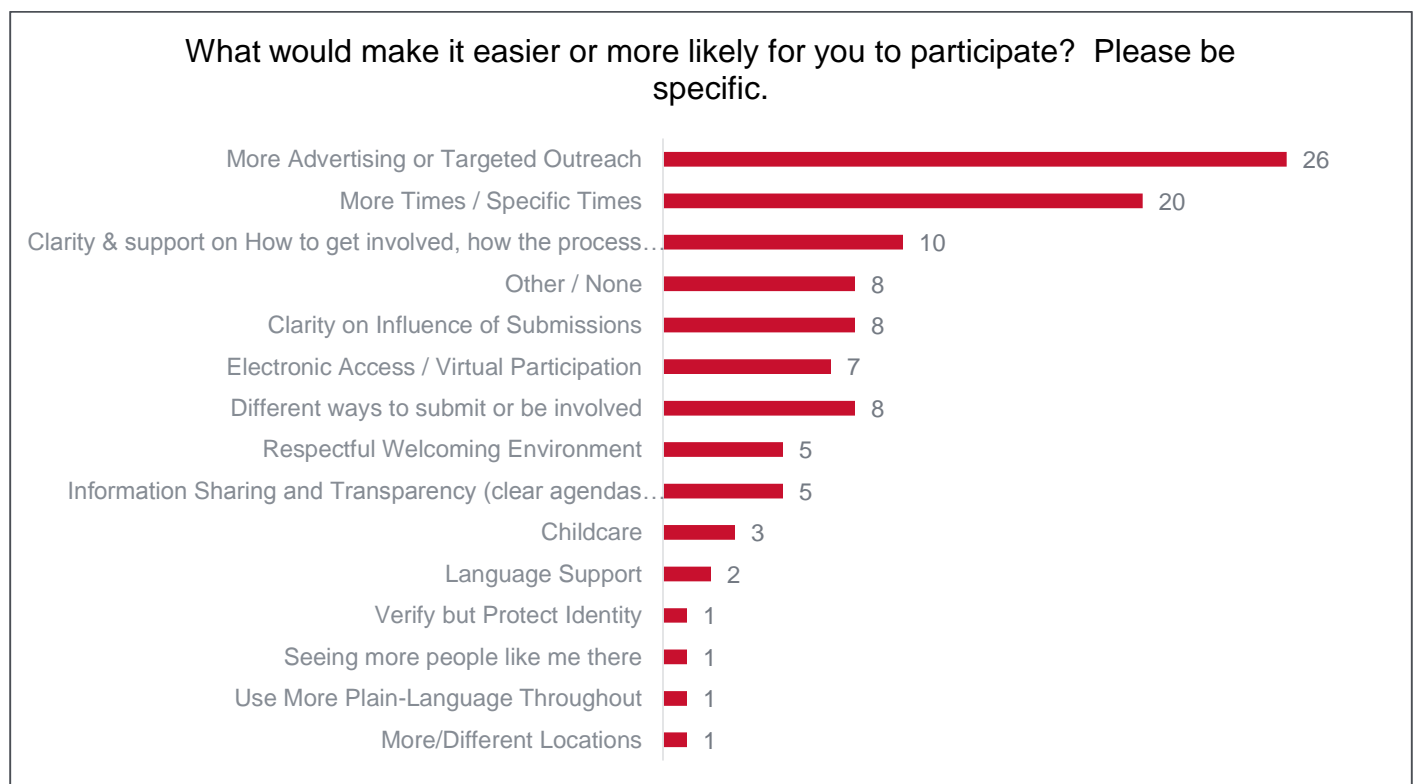
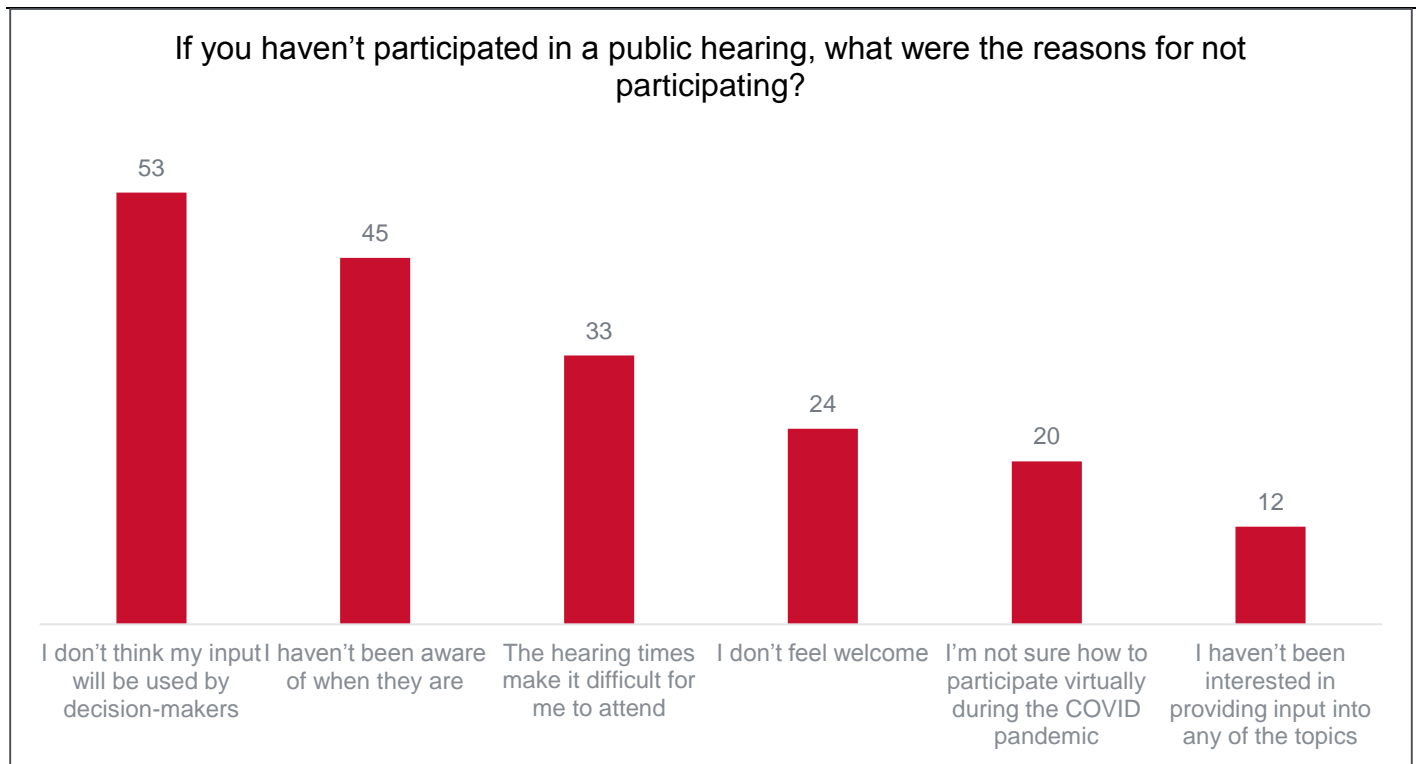
What worked well when you participated in the public hearing process?



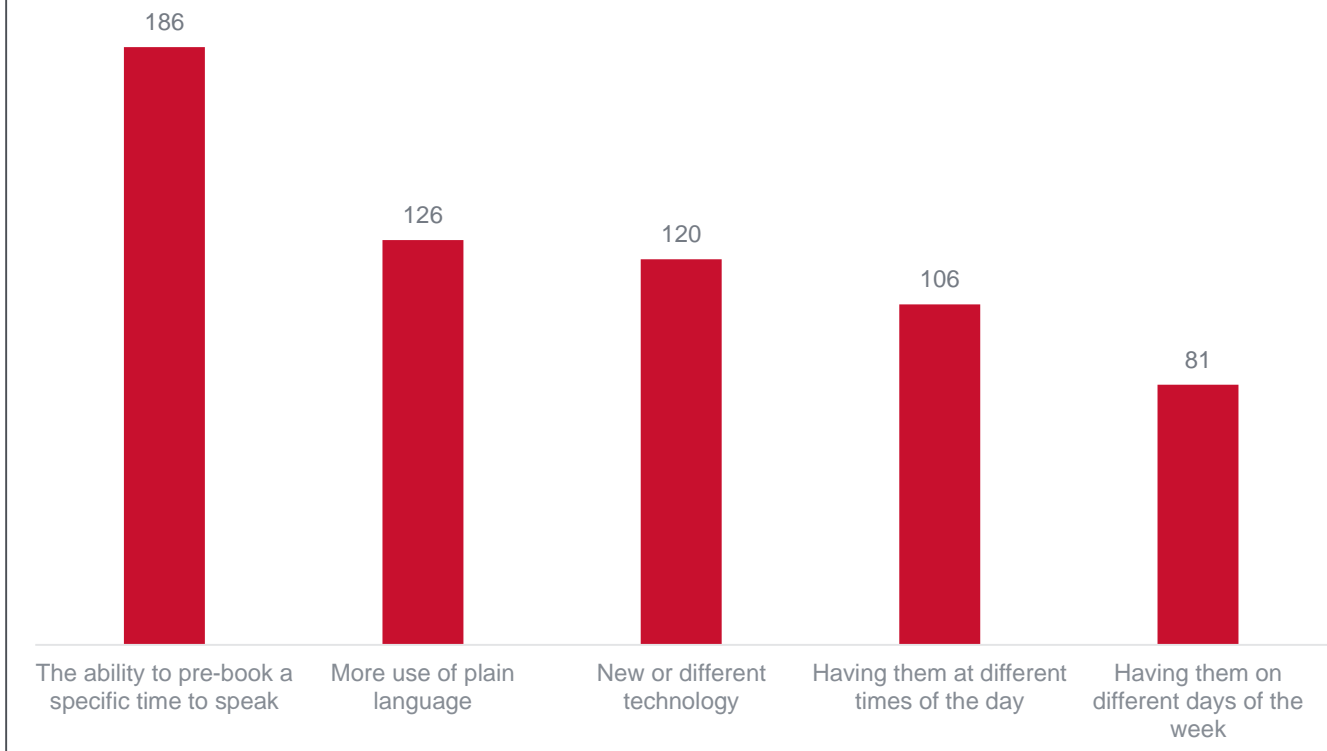
What challenges did you experience when you participated in the public hearing process?



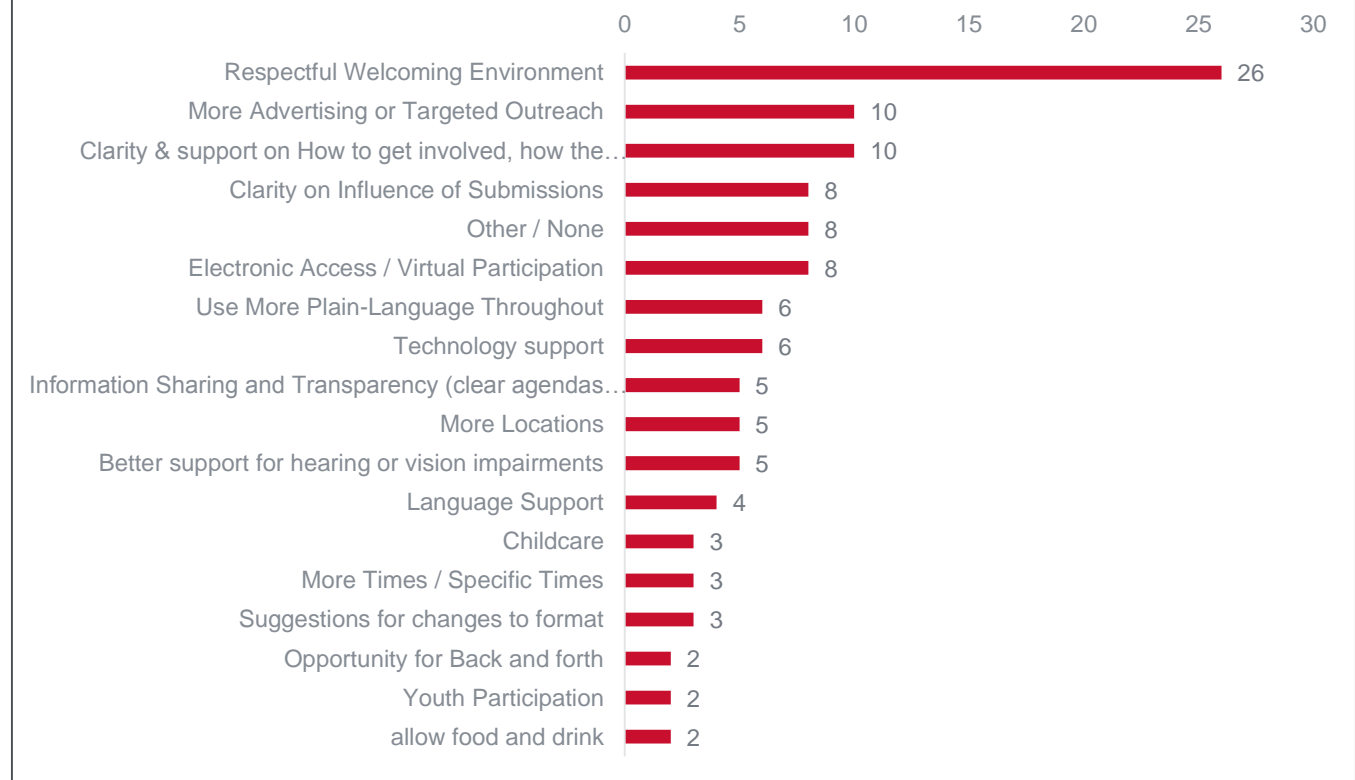
Improvements to the Public Hearing Process at The City



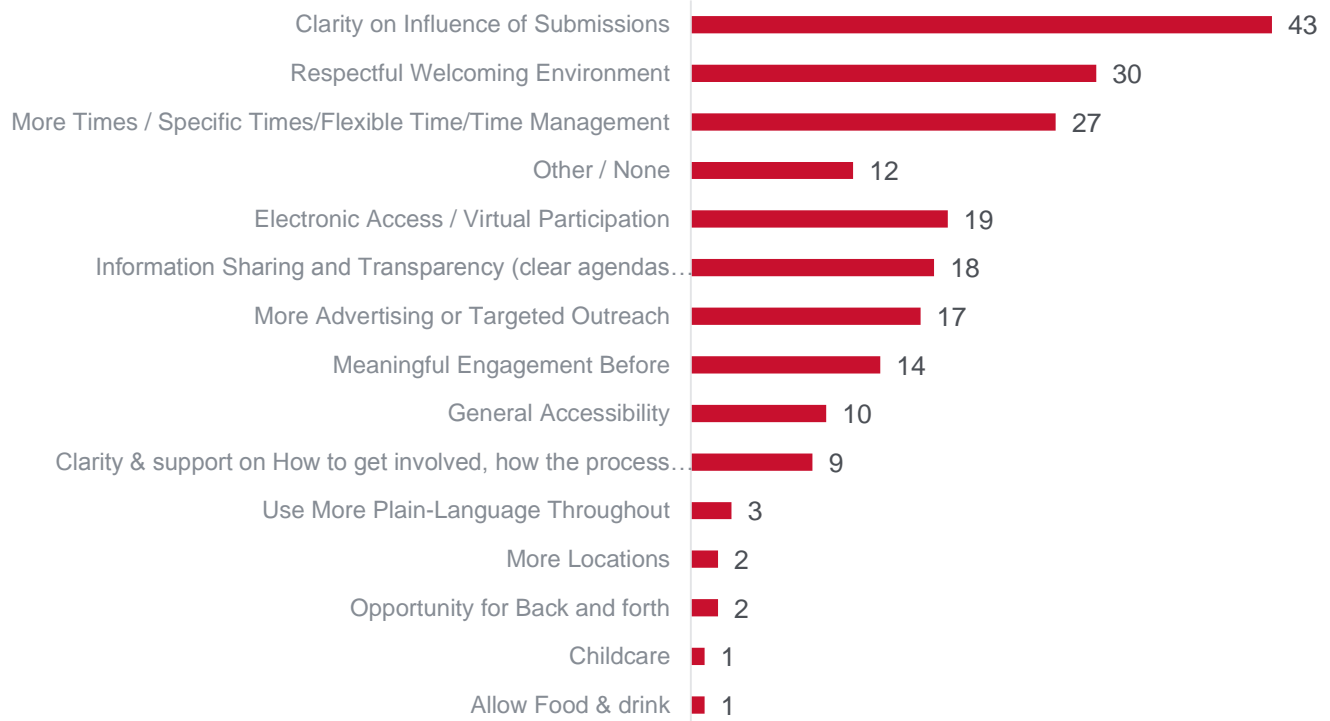
What would make public hearings more user-friendly or accessible?



What would make public hearings more inclusive? (close-ended)

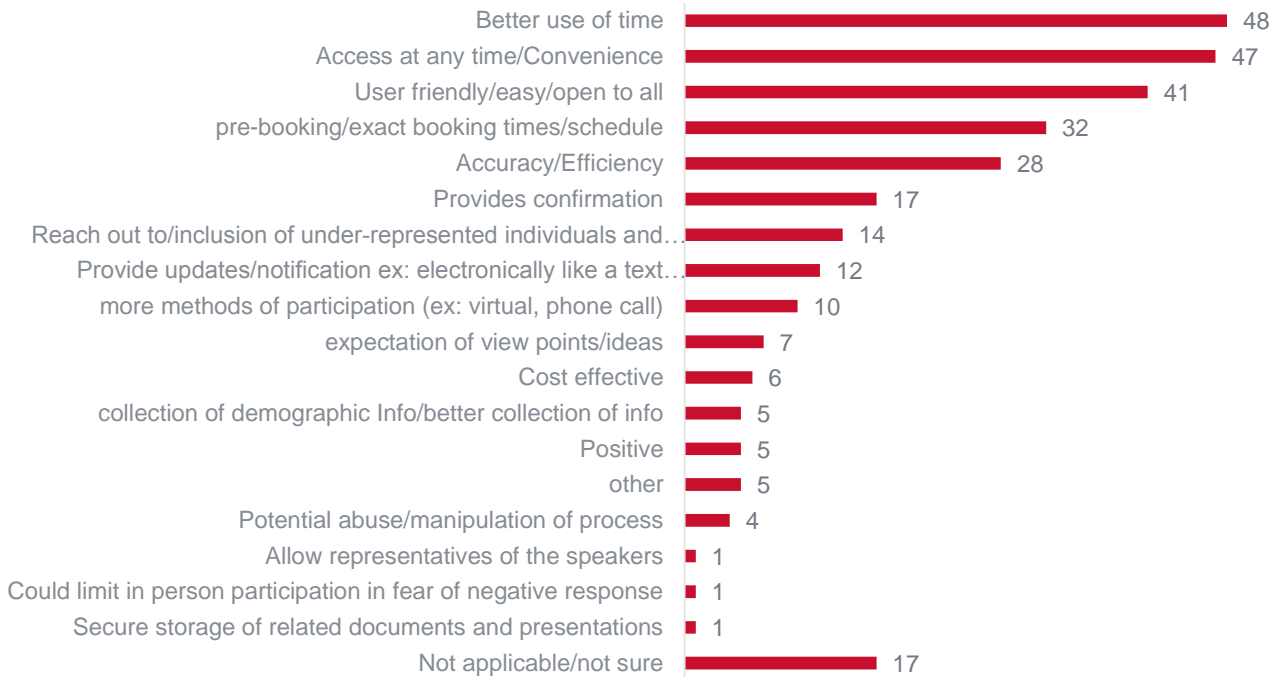


Please share any additional ways in which we could improve the public hearing process?



Automated Public Hearing Registration System

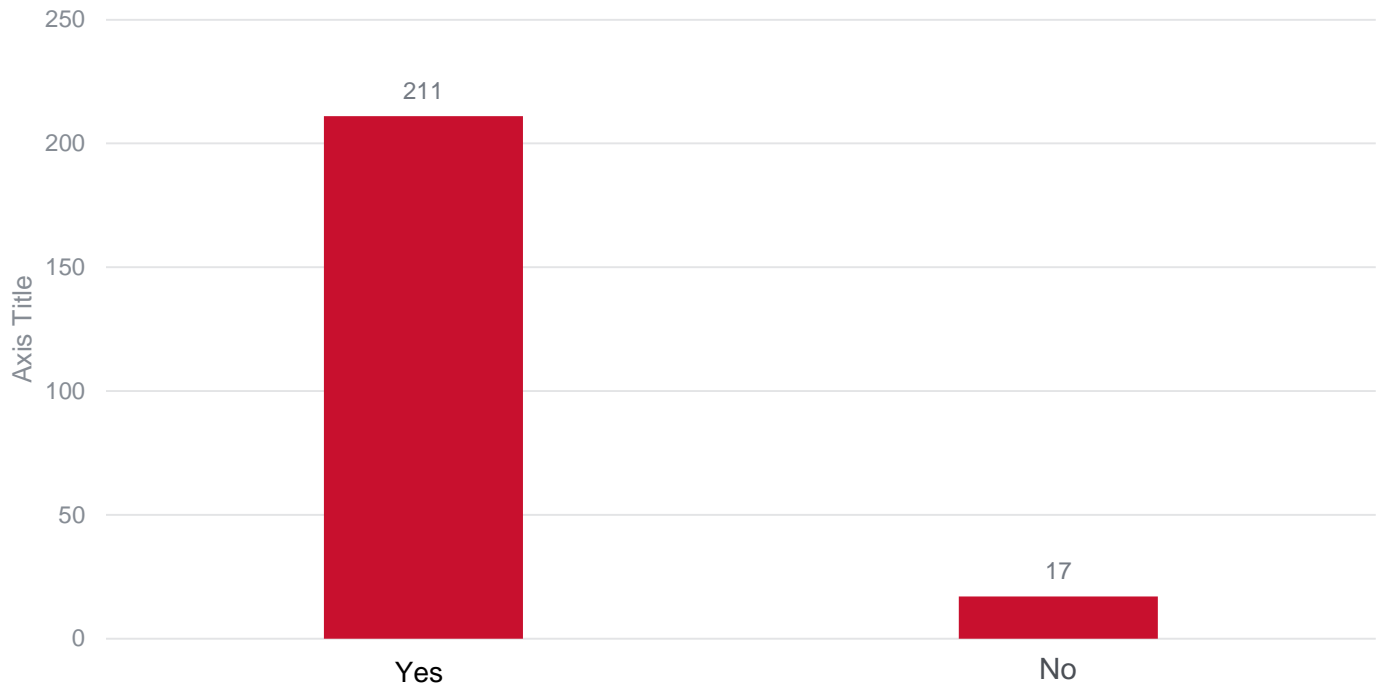
In your opinion, what are the benefits of automated (online) registration system?



In your opinion, what are the drawbacks of an automated (online) registration system?



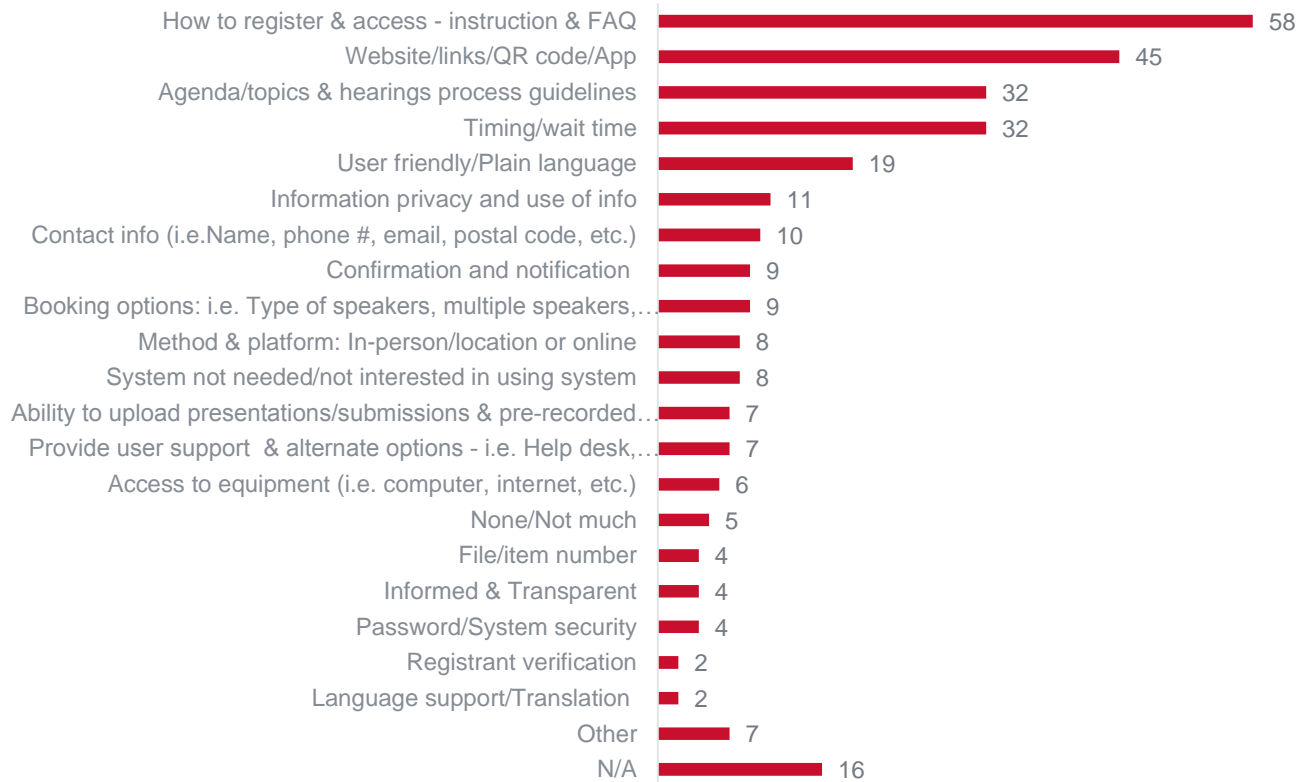
Would you use an automated (online) registration system to sign-up for public hearing opportunities?



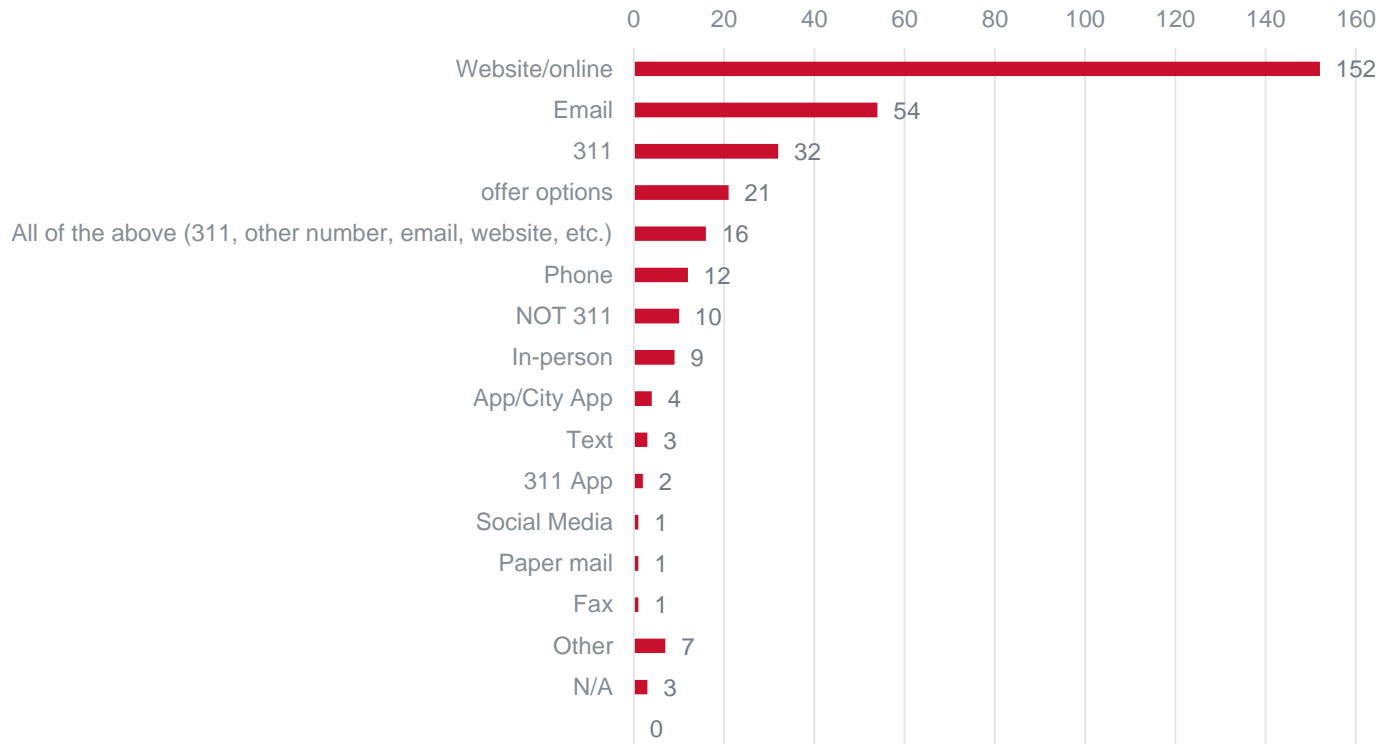
What information about yourself would you not share as part of the registration system? (i.e. phone, email, address).



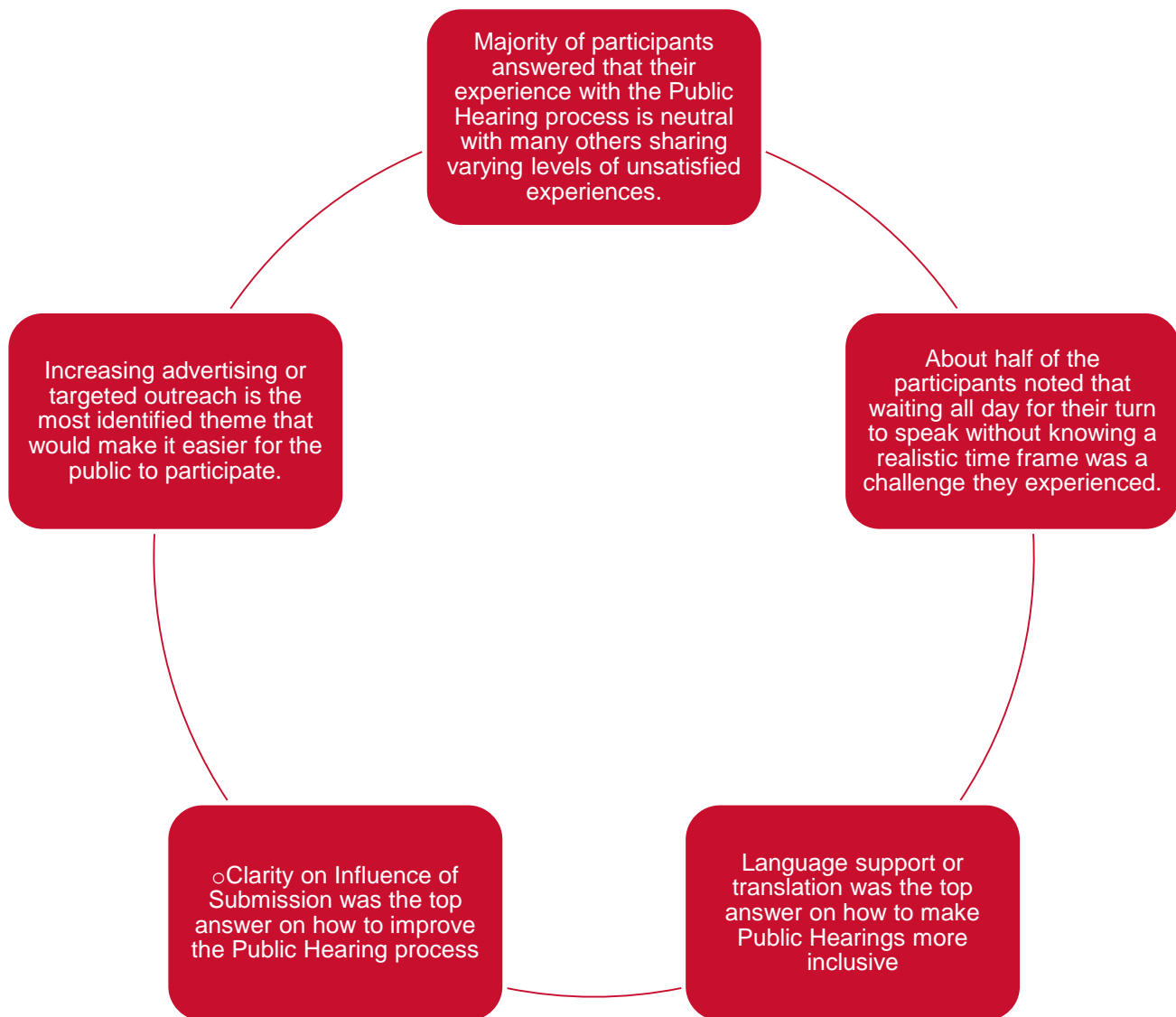
What information would you need to use an online registration system?



How would you like to be able to register for public hearing (i.e. 311, other number, email, website, etc.).



Appendix A: Public Hearing Process - Key Findings



Appendix B: Automated Registration for Public Hearings - Key Findings

