

# **What we Heard: Engagement on Public Participation Framework**

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CORPORATE COMMUNICATIONS  
May 2023

# Public Participation Framework

What we heard report

## Introduction

The City of Medicine Hat adopted a public participation policy in 2018 to better define the purpose and principles of public participation efforts.

Since that time, public participation efforts have evolved, and the volume of activity has increased. Community expectations around public participation are also growing. The 2022 Community Survey, conducted by IPSOS, indicated that 67 percent of residents feel the City provides citizens with opportunities to have meaningful input into decision-making, pointing to a clear opportunity to improve perceptions in this area.

The organization has acknowledged the need for a public participation framework that will drive more effective and consistent public participation activity across the organization. The framework will follow the best practices defined by the International Association for Public Participation (IAP2).

To inform the development of the framework, the City undertook a public engagement process to determine public preferences and expectations of City of Medicine Hat public participation efforts.

This engagement provided helpful feedback related to:

- Topics/decisions residents are most interested in engaging with
- Best ways to inform residents of opportunities for participation
- How to make opportunities more accessible, convenient, and meaningful for residents
- How to ensure inclusive public participation efforts that reach under-represented or marginalized groups
- Resident expectations on communications and reporting of public participation efforts and how public participation plays a role in decisions and outcomes.

## Public participation approach

This public participation was designed to better understand how to engage more effectively with the community in support of decisions that are sustainable, publicly acceptable, economically viable, environmentally compatible, and technically feasible.

### Strategic considerations

- Community survey results from 2022 indicate that 69% of residents agree that the City uses input from citizens in decision-making about City projects and services and 67% agree that the City provides citizens with opportunities to have meaningful input into decision-making. While these numbers are on par with benchmark data from other communities, they also indicate room for improvement.
- With levels of mistrust in government rising internationally, expectations on public consultation are growing.

- There are some challenges internally with the perceived value of public engagement. Lack of rigour in public participation processes within the City of Medicine Hat may have contributed to this perception.

## Stakeholders

### 1. General Public

What we want to know:

- What topics/decisions are you most interested in engaging with?
- What is the best way to make you aware of public participation opportunities?
- How can we make these opportunities more accessible, convenient, and meaningful for you?

### 2. Employees

What we want to know:

- Do you feel confident in building a public participation plan?
- What triggers an engagement effort for your area? Do you know when it is appropriate to engage?
- Have staff in your area taken public participation training?
- What are your greatest challenges when it comes to public participation?

### 3. Underrepresented Groups

What we want to know:

- How do we create opportunities for engagement that are accessible and inclusive for people with physical, developmental, and mental health disabilities?

*The need to develop a strategy specific related to engaging with Indigenous Groups is identified as a future effort as part of the City of Medicine Hat's Truth and Reconciliation efforts.*

## Level of participation on IAP2 spectrum

Upon examination of the objective, staff determined that **consult** was the most appropriate level of engagement to support the development of the public participation framework.

The following tactics were undertaken.

Tactic	Stakeholder	Purpose
Workshop	Employees	Better understand employee confidence and capacity in public participation efforts, and challenges in place.
Focus Group 1	Working Group for Accessibility and Inclusion	Better understand how to create accessible and inclusive public participation efforts
Open Survey	General public	Broad feedback, plus opportunity to recruit participants for Focus Group 2 for further discussion.
Focus Group 2	Random sample from survey respondents	Deeper dive into open survey questions.

## Results

The following section summarizes what we heard during each of the engagement activities.

### Workshop - City of Medicine Hat Employees

A working group of representatives from across the organization was assembled in June 2022 to share their thoughts, experiences, and ideas around what currently works, what gaps exist, and what an ideal state would look like for City of Medicine Hat public participation efforts.

The following information was captured from these employees via survey.

Staff were asked to describe their experiences with public participation in one word. Answers ranged from rewarding, fascinating and extensive, to exhausting, intense and confrontational. This discussion revealed how varied the experience can be and pointed to the potential for employees to be reluctant about public participation activities as their experiences have sometimes been negative.

Staff were asked to rank their confidence level when it comes to public participation.



Staff were asked if employees in their area that develop public participation plans have had any public participation training.



Staff were asked what typically triggers the need for public participation. The most cited reasons were:

- An anticipation that the topic will cause concerns or raise questions among community members.
- An opportunity to facilitate customer education or receive feedback.

- An opportunity to communicate options and changes to programs and services.
- An anticipation that the community will expect the opportunity to engage.

When asked about the most positive experiences with public participation and what worked well, they identified the following:

- Having multiple departments in attendance at different stations. We were able to direct people to the correct department to address their concern.

Resulting from the workshop with City of Medicine Hat employees, the following recommendations will be incorporated into the framework.

1. Develop matrix of criteria for staff to use to determine when public participation should be undertaken.
2. Create convenient, in-house training for employees wishing to learn more about how to effectively engage with the public.
3. Develop predictable schedule of cross-functional engagement opportunities that departments representatives can participate in. (e.g., semi-annual open house)

### **Focus Group 1 – Working Group for Accessibility and Inclusion**

Staff met with the Working Group for Accessibility and Inclusion in January 2023 to better understand how to create accessible and inclusive public participation efforts. The following feedback was captured during the meeting.

- When asked what the best way is to inform about opportunities to engage, the group indicated that they tend to hear about opportunities through word of mouth but suggested that they were also inclined to notice and respond to email more than other forms of communication and promotion. They also agreed that their group would be willing to share opportunities within their networks, particularly on matters related to their working group mandate.
- When asked about social media and its effectiveness in promoting opportunities to engage, they identified that while it does not reach all audiences, it is still very effective as people who are active on these platforms tend to share what they learn with others.
- There was robust discussion on the set-up of in-person engagement events where the following considerations were recommended by the group:
  - Ensure room set-up has adequate aisle space, etc. to accommodate those with mobility issues that may be using wheelchairs, etc.
  - Set up storyboards and other visuals with consideration for individuals whose eye-level may be much lower than others due to wheelchair use, etc.
  - Provide transit to and from events if possible, and check for availability of transit in proximity to chosen location.
  - Consider parking and other implications in accessing the facility, including snow and ice issues.
  - The group recommended building a 'checklist' for anyone coordinating a public engagement event to ensure that the appropriate planning considerations for accessibility are addressed prior to the event.

Resulting from the session with the Working Group for Accessibility and Inclusion, the following recommendations will be incorporated into the framework.

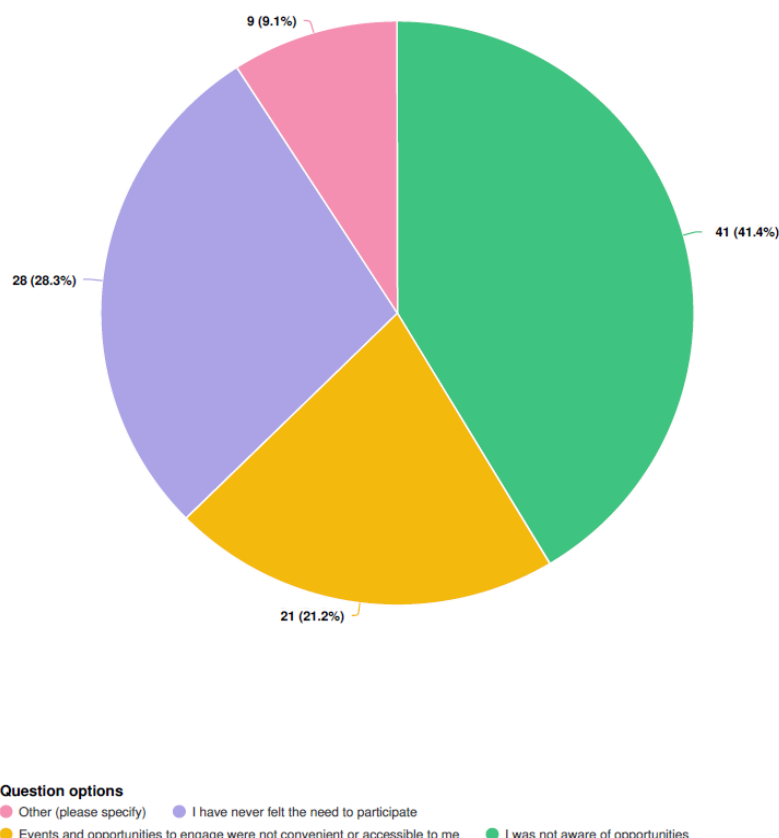
1. Build email notification capacity to promote public participation opportunities (subscription based).
2. Continue to use social media to promote events.
3. Build an accessibility checklist that employees are required to use for all public participation planning.

## Open Survey

An open survey was available on the City of Medicine Hat's Shape Your City site from March 15 to April 14, 2023, with 254 responses received. The full survey report is attached (Appendix 1).

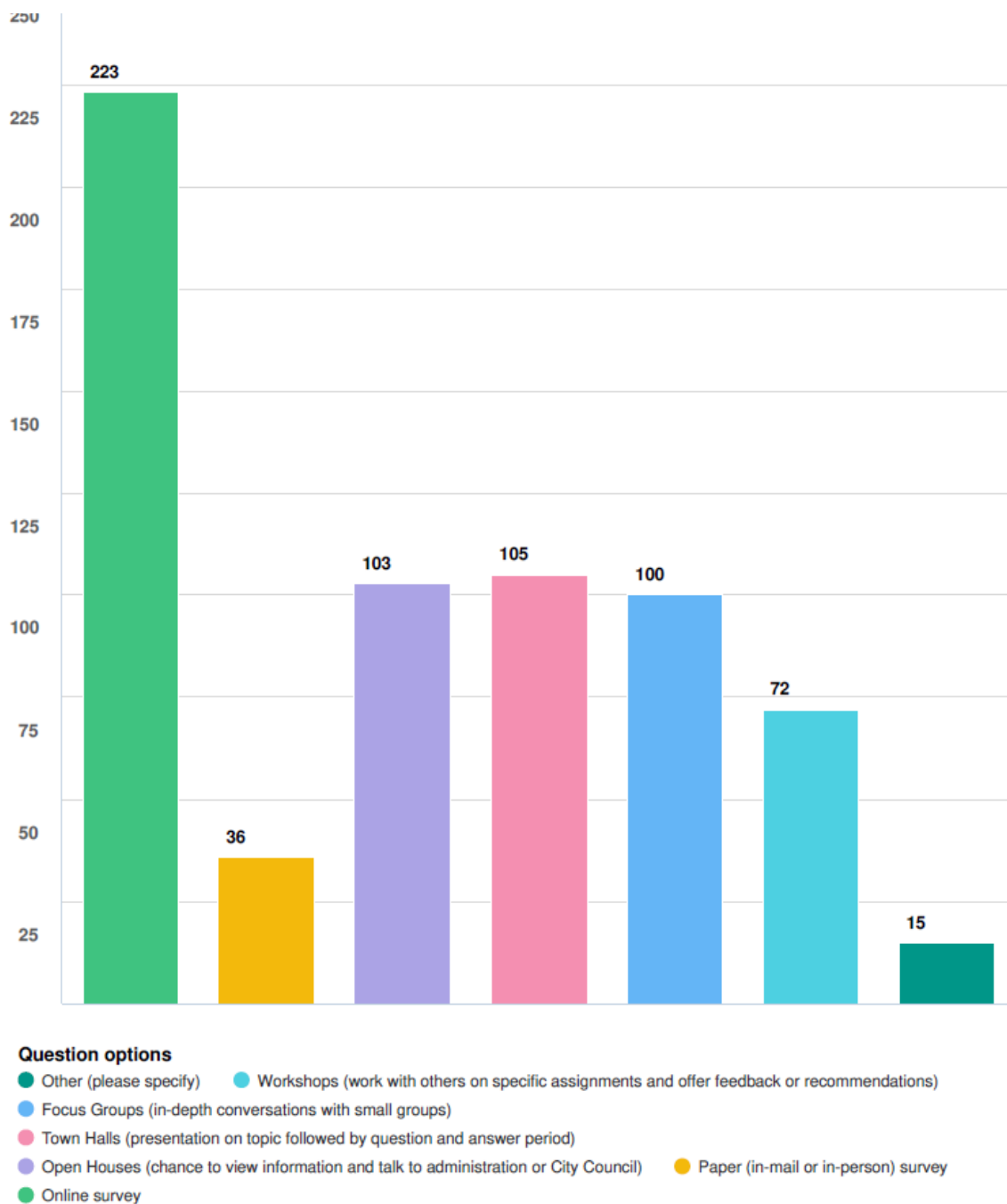
Overall, respondents who had participated in City of Medicine Hat public engagement activities in the past found them to be convenient with meaningful opportunities to share their perspectives and offer feedback and ideas. However, 56% of these respondents indicated that they did not feel they were adding value to the decision or that they were unsure if they added value. 53% of respondents were not confident that they understood how the feedback would be used in the decision-making process and approximately half of respondents felt the results of the process were not reported back or made public.

When asked if they felt the City was genuinely interested in hearing from them, 45% indicated they agreed, while 55% indicated they disagree or were unsure. Respondents who indicated they had never participated in public engagement activities cited the following reasons as to why:



When asked “what is the best way to make you aware of public participation opportunities?”, respondents indicated email (178 responses), Facebook (132 responses) and the City website (109 responses) as the top three options.

On what kind of engagement opportunities are of most interest, the results were split.



When asked what venue they felt was best for in-person engagement events, the top three responses were the Esplanade, City Hall and the Medicine Hat Public Library.

Respondents were given the opportunity to provide further comments and two themes emerged.

- Make sure the engagement is authentic (i.e., actually listen to feedback and use it)
- Thoroughly promote opportunities with ample advance notice (email was frequently cited as the best way to reach people)

Resulting from the open online survey, the following recommendations will be incorporated into the framework.

1. Build email notification capacity to promote upcoming public participation opportunities (subscription based).
2. Seek to increase advertising budget related to engagement efforts.
3. Implement mandatory two-week minimum notice period for all engagement efforts.
4. Establish employee process that ensures the purpose of engagement, role of stakeholders, and how feedback will be used is clearly defined and shared with participants.
5. Offer online options for in-person events (virtual attendance or alternative ways to participate)
6. Establish a mandatory public reporting process following all engagement activities.
7. Share engagement processes, policies, etc. online to build community awareness of how public participation is practiced within the City of Medicine Hat.

### **Focus Group 2 – Volunteers invited from online survey respondents.**

Online survey respondents were asked if they would be willing to participate in a focus group to further discuss City of Medicine Hat public participation efforts and 60 respondents indicated they would be willing to attend. Two focus group options were scheduled at the Big Marble Go Centre, and of the 60 invited, 18 people attended the in-person opportunity.

A brief presentation was provided to attendees outlining the public participation project and the City's efforts to improve public participation, as well as the objectives of the session. Attendees then participated in a "World Café" where they were divided into small groups and discussed three separate questions:

1. In what ways can the City involve residents in decision-making processes to foster a sense of ownership and engagement?
2. What barriers or challenges do you currently face in engaging with the City, and what solutions would you suggest to overcome them?
3. What role do you think community organizations and local businesses can play in supporting the City's public engagement and communication efforts?

Attendees were able to spend time on each question and offer their thoughts to the session facilitators who recorded notes from the discussions. The following themes emerged over the course of the two sessions:

1. There is an opportunity for the City of Medicine Hat to further cultivate partnerships with groups, agencies and businesses so that these organizations can amplify awareness of public participation efforts, offer local perspectives and expertise and perhaps even host City engagement activities.
2. There is an opportunity to increase participation from underrepresented audiences by working with local agencies (such as Saamis Immigration Services) more effectively (i.e., newcomers to Canada, Indigenous groups)
3. Further investment in advertising public participation activities is needed to increase awareness. Email invitations were also mentioned frequently.



4. Residents are seeking more opportunities to connect with members of City Council face-to-face rather than just email.
5. From the participants perspective, regular, predictable opportunities to engage would be desirable (e.g., quarterly town halls).
6. The City should consider an improved inquiry process as well as a standard practice that groups/individuals have to follow in order to engage with the City. There is an opportunity to educate residents on how to effectively reach out and/or engage with the City.

Resulting from the focus groups, the following recommendations will be incorporated into the framework.

1. Embed a 'community ambassador' component into framework that advises public participation planners on ways to empower community groups, agencies, and businesses to get involved with public participation and share opportunities with their clients/stakeholders.
2. Develop predictable schedule of engagement opportunities that provide City Council an opportunity to connect with residents face-to-face. (e.g., semi-annual open house, quarterly town hall)
3. Explore feasibility to improve inquiry process and develop a communication strategy to inform the community of how to effectively reach out to or engage with the City of Medicine Hat.

Full notes from the focus group sessions are attached (Appendix 2).

# Appendix 1

# We are working to improve our public participation efforts and we need your feedback.

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## SURVEY RESPONSE REPORT

12 October 2018 - 19 April 2023

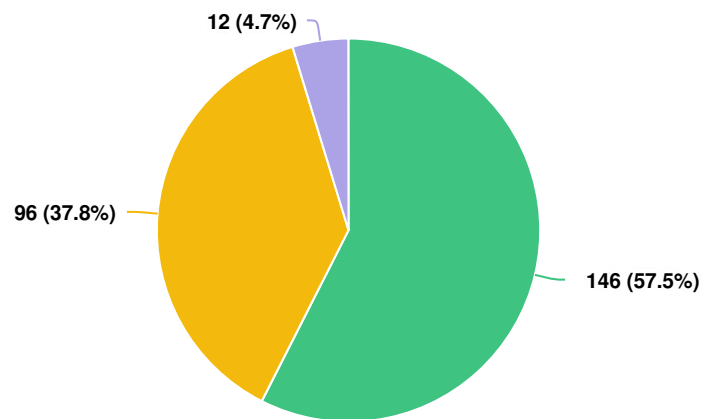
### PROJECT NAME:

Public Participation Framework



# SURVEY QUESTIONS

**Q1** Have you participated in public engagement activities (e.g. open houses, town halls, surveys, etc.) with the City of Medici...



**Question options**

Yes No Unsure

Mandatory Question (254 response(s))  
Question type: Radio Button Question

**Q2** If yes, please rate the following:

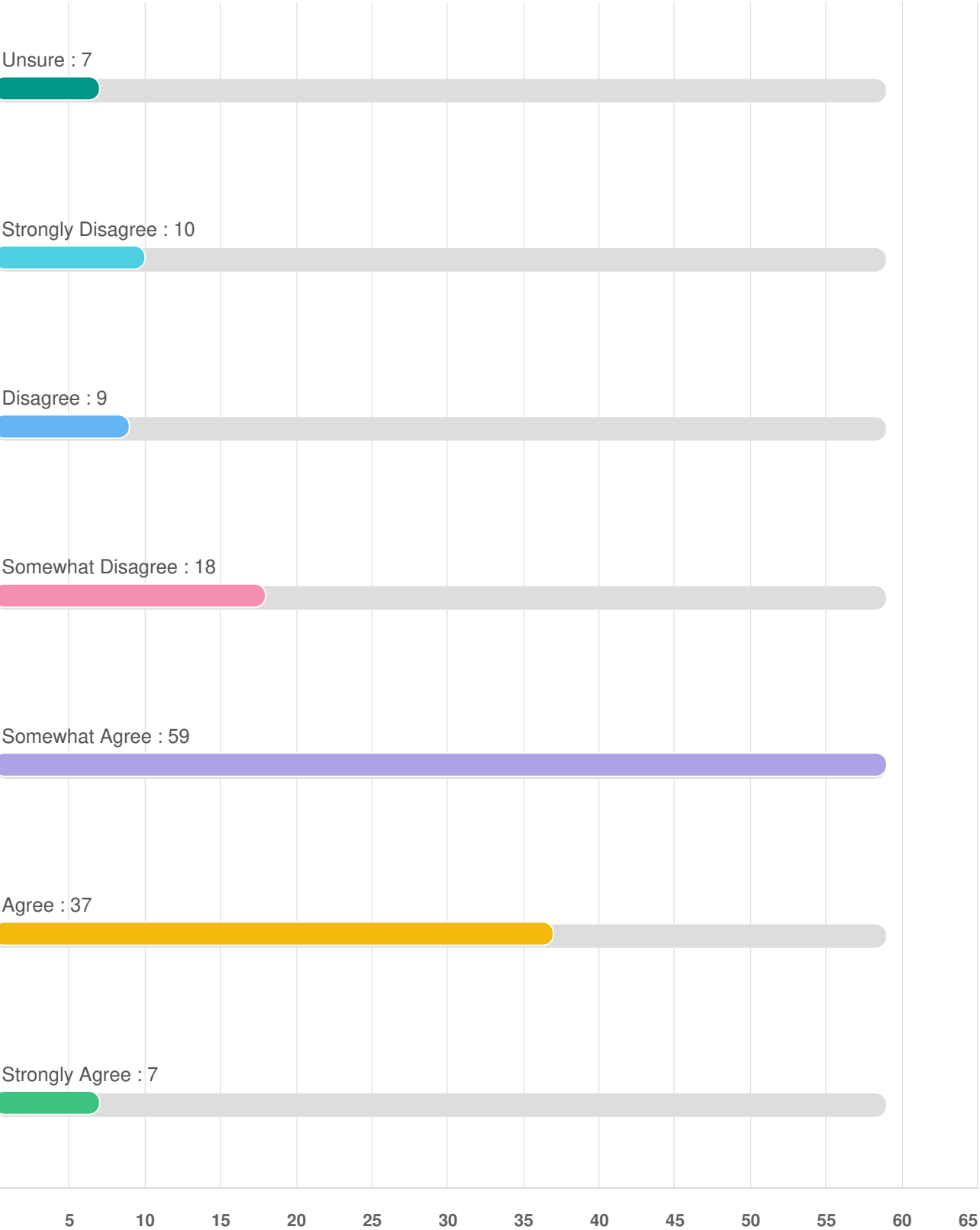


Optional question (147 response(s), 107 skipped)

Question type: Likert Question

Q2 | If yes, please rate the following:

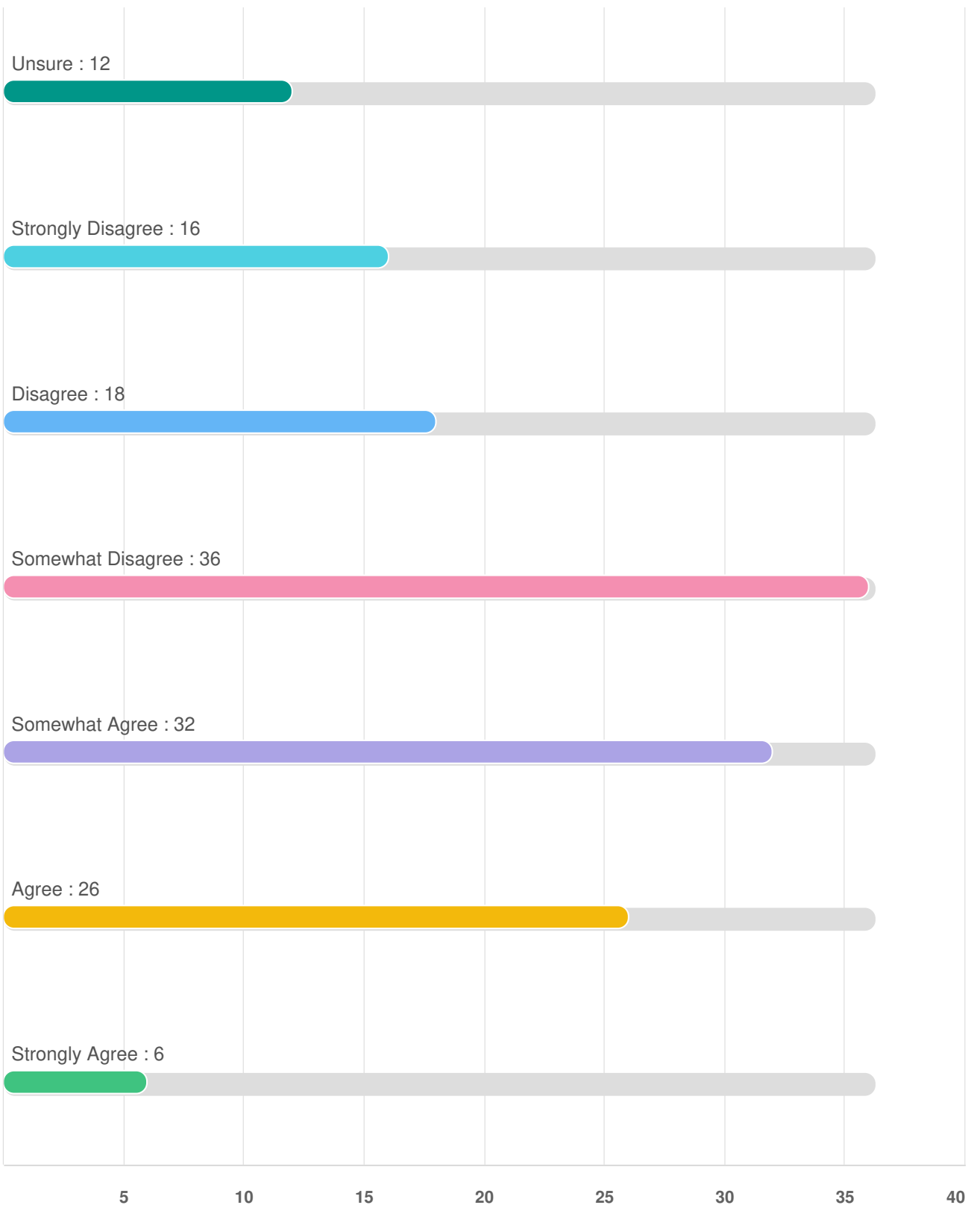
The experience offered meaningful opportunities to share my perspective and offer feedback and ideas.



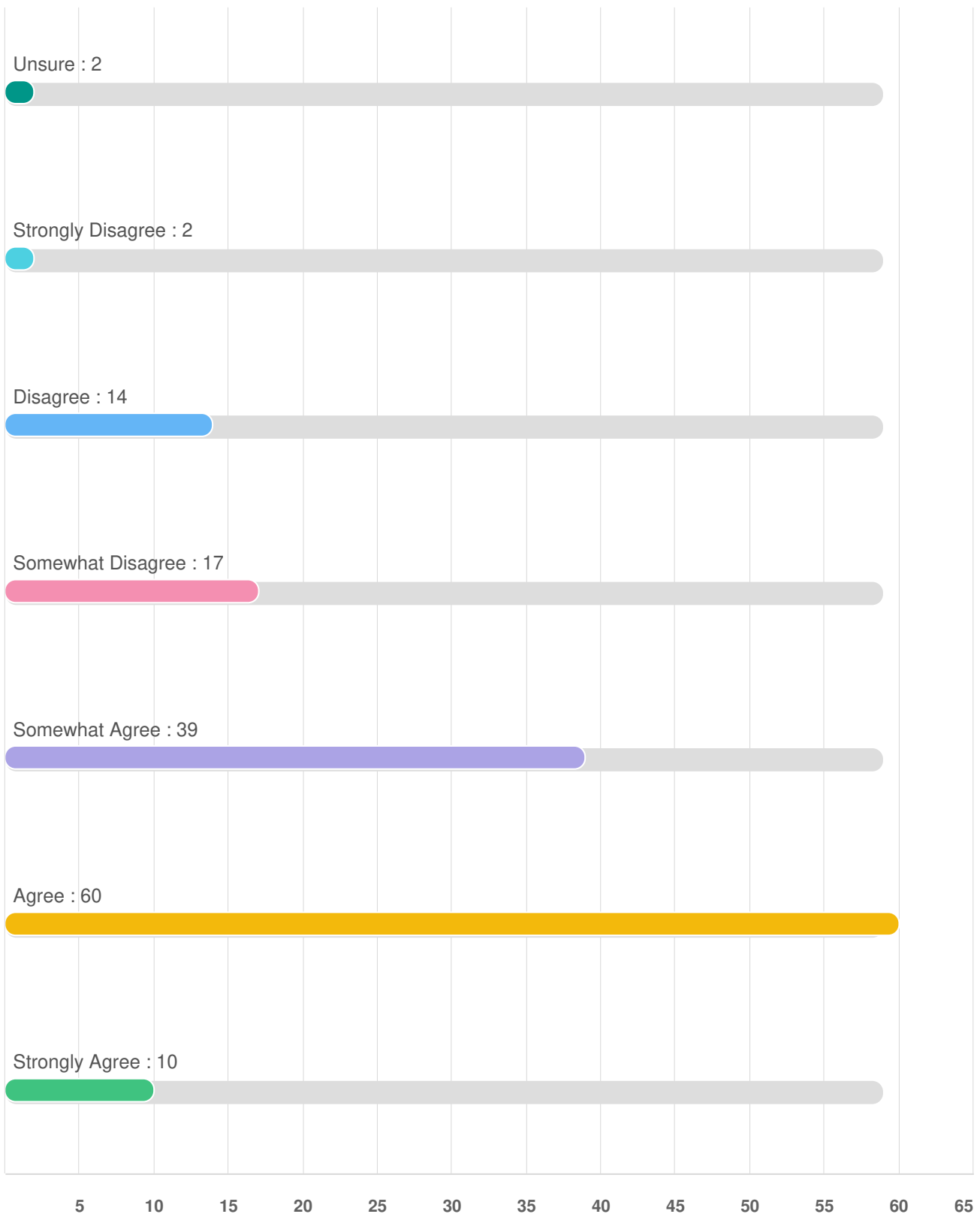


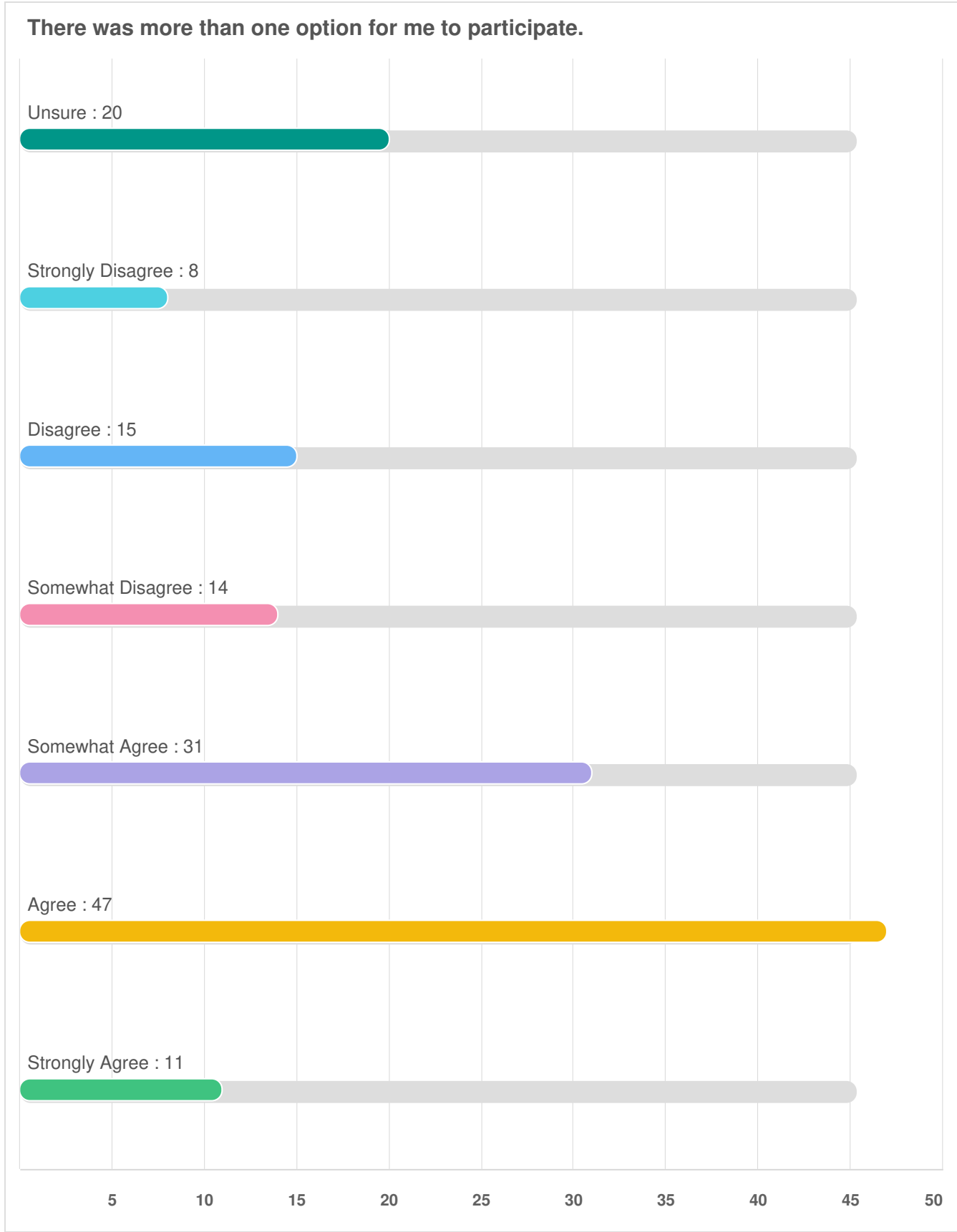


### I felt like I was adding value to the decision-making process.

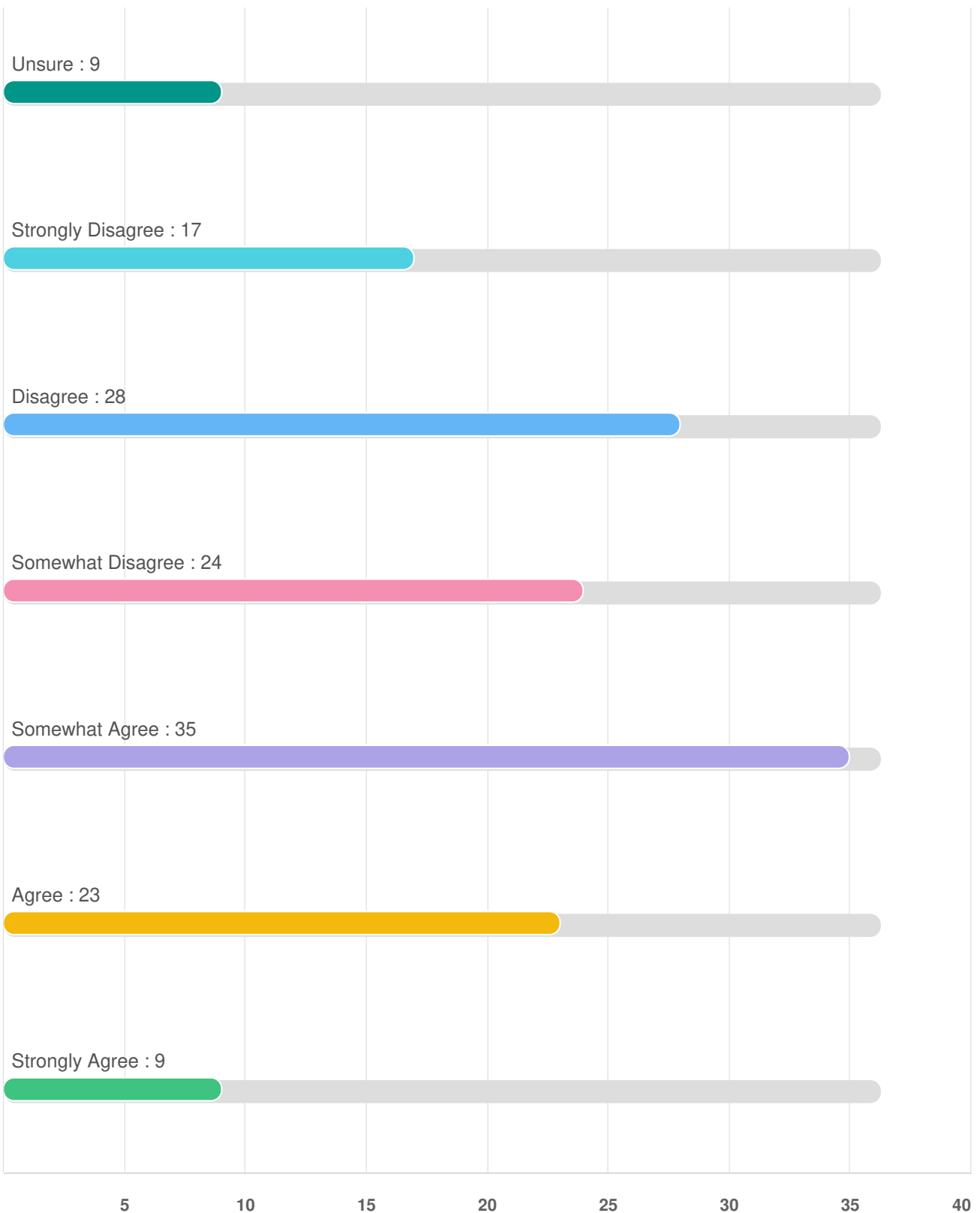


### The opportunities to engage were convenient for me.

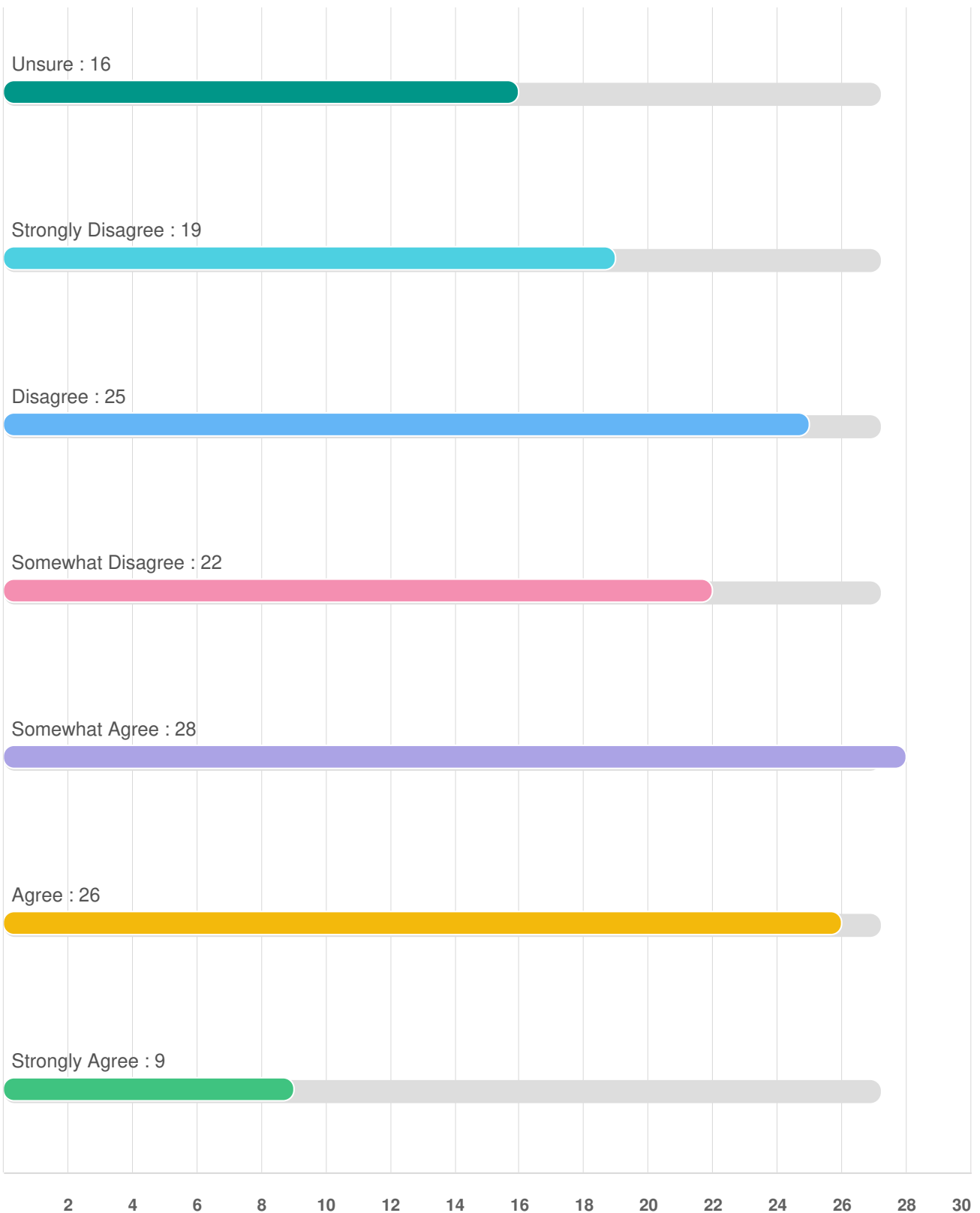




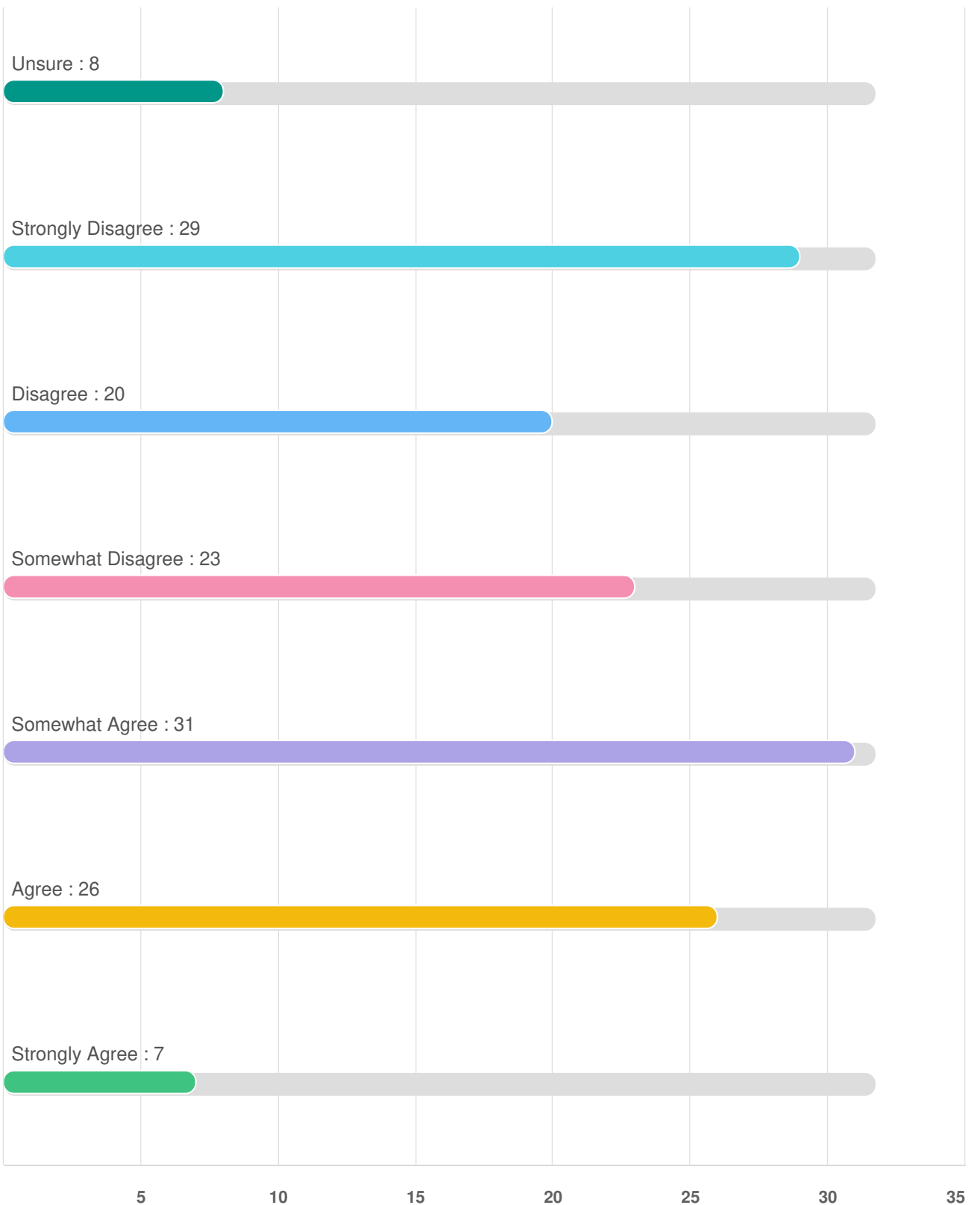
### I understood how my feedback would be used in the decision-making process.



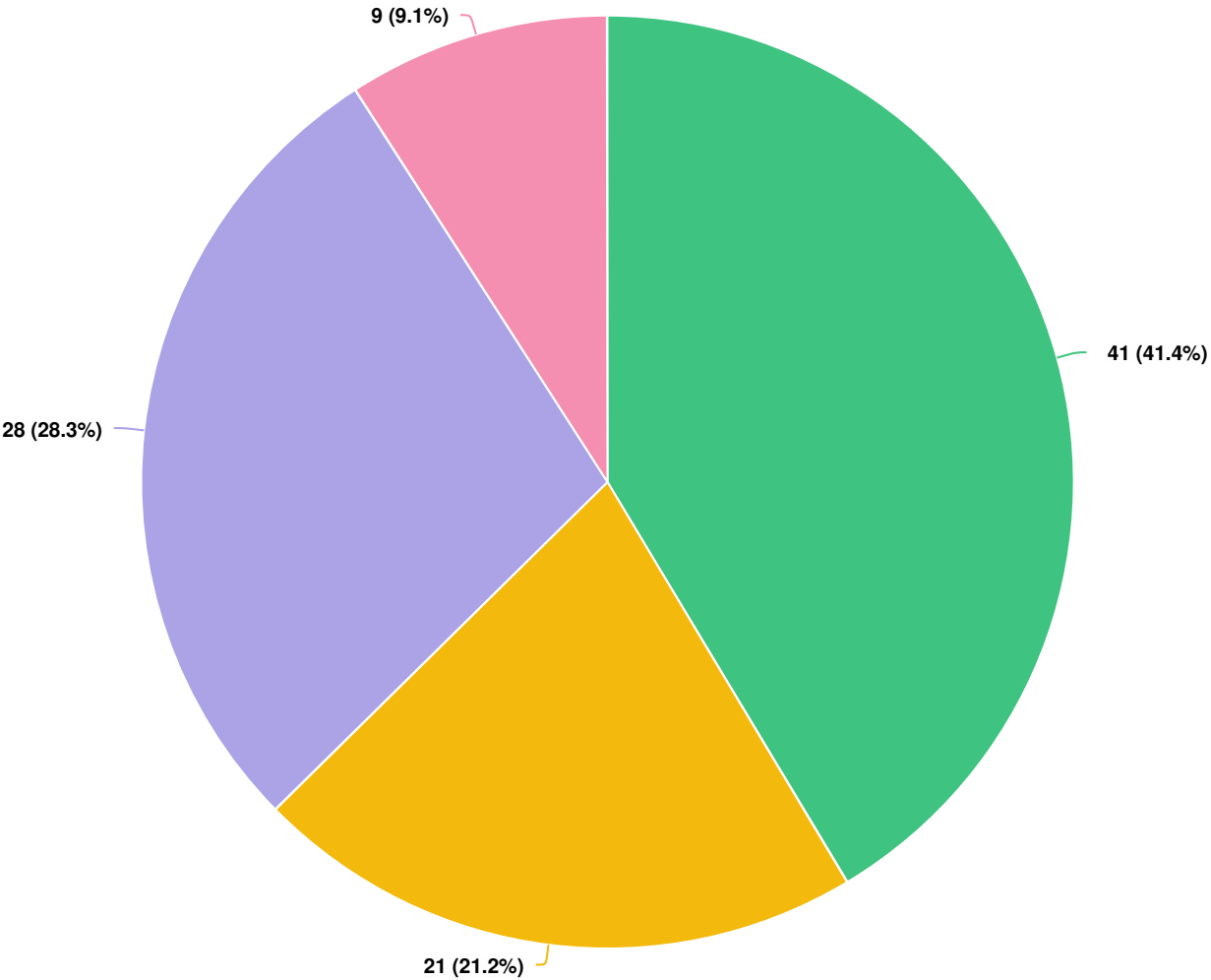
### The results of the process were reported back to me (or made public).



### I felt like the City was genuinely interested in hearing from me.



Q3 | If no, why not?

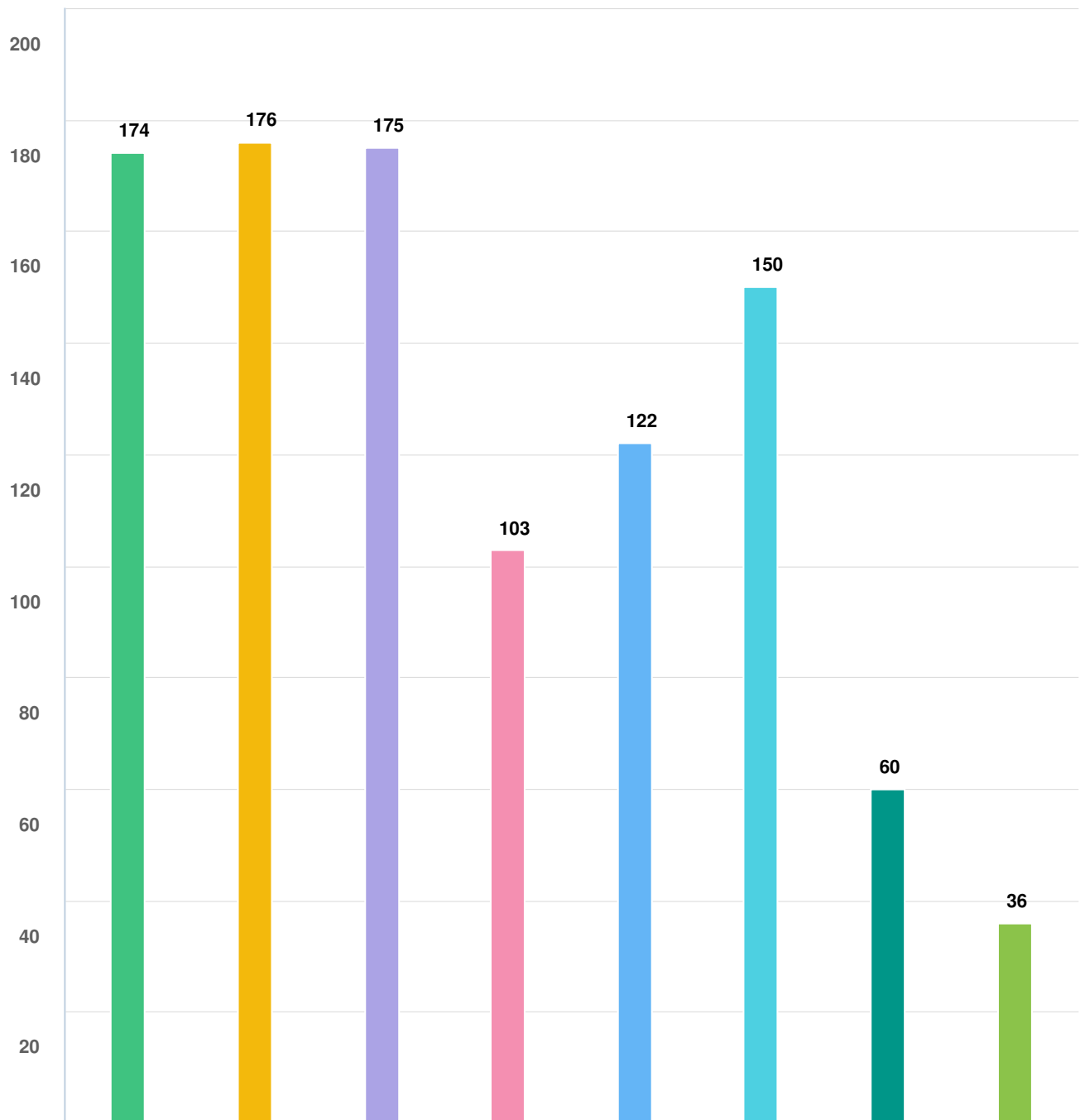


Question options

- Other (please specify)
- I have never felt the need to participate
- Events and opportunities to engage were not convenient or accessible to me
- I was not aware of opportunities

Optional question (99 response(s), 155 skipped)  
Question type: Radio Button Question

**Q4** What topics/decisions are you interested in learning about and sharing your thoughts/providing feedback?



**Question options**

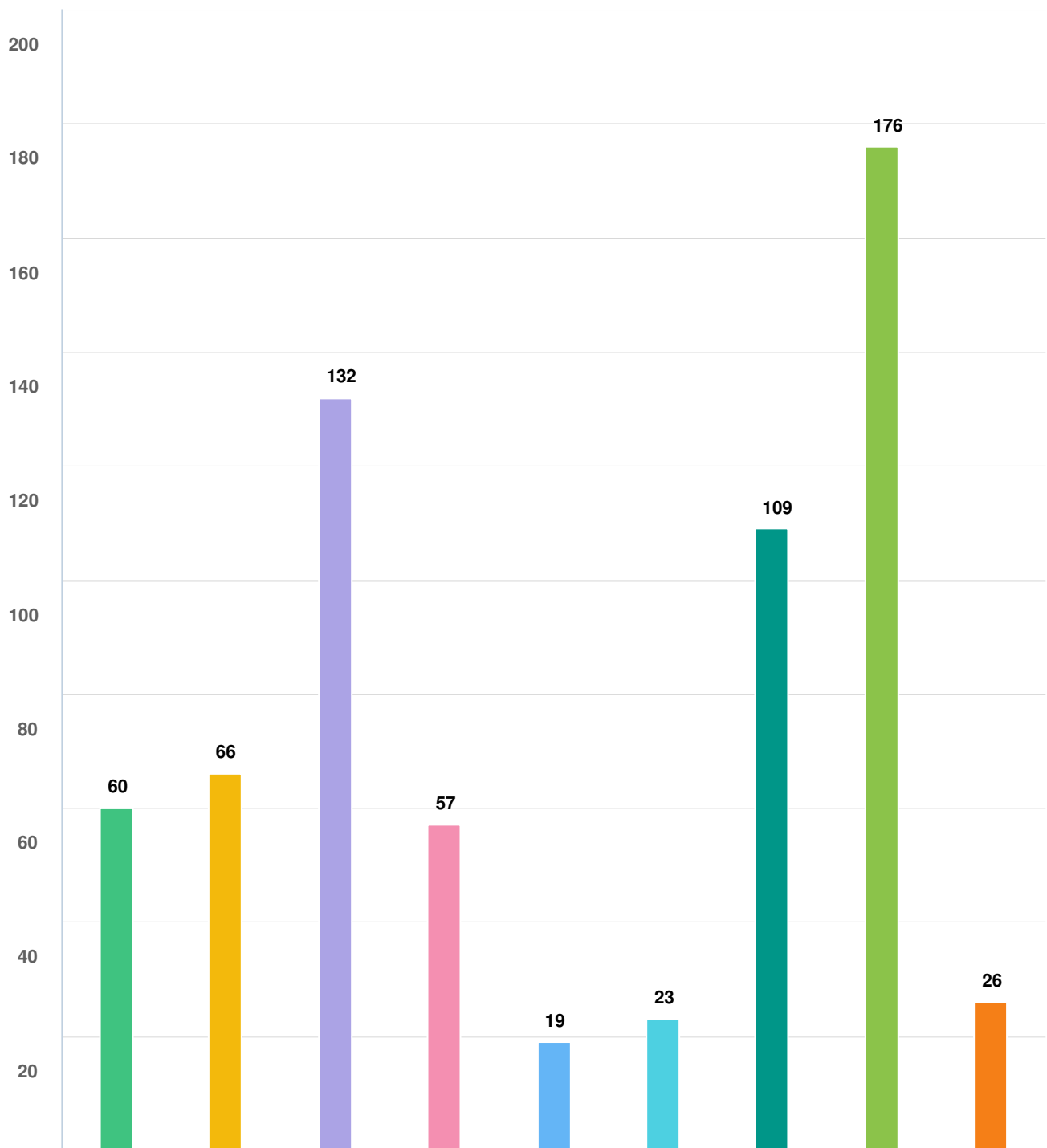
- Other (please specify)
- Transit
- Roads and transportation (parking, street sweeping, snow clearing, traffic management, etc.)
- Community wellness issues
- Arts, culture, and heritage
- Recreation facilities and programming
- Parks, playgrounds, and outdoor spaces
- Land use and City planning

Mandatory Question (254 response(s))

Question type: Checkbox Question



**Q5** What is the best way to make you aware of public participation opportunities?

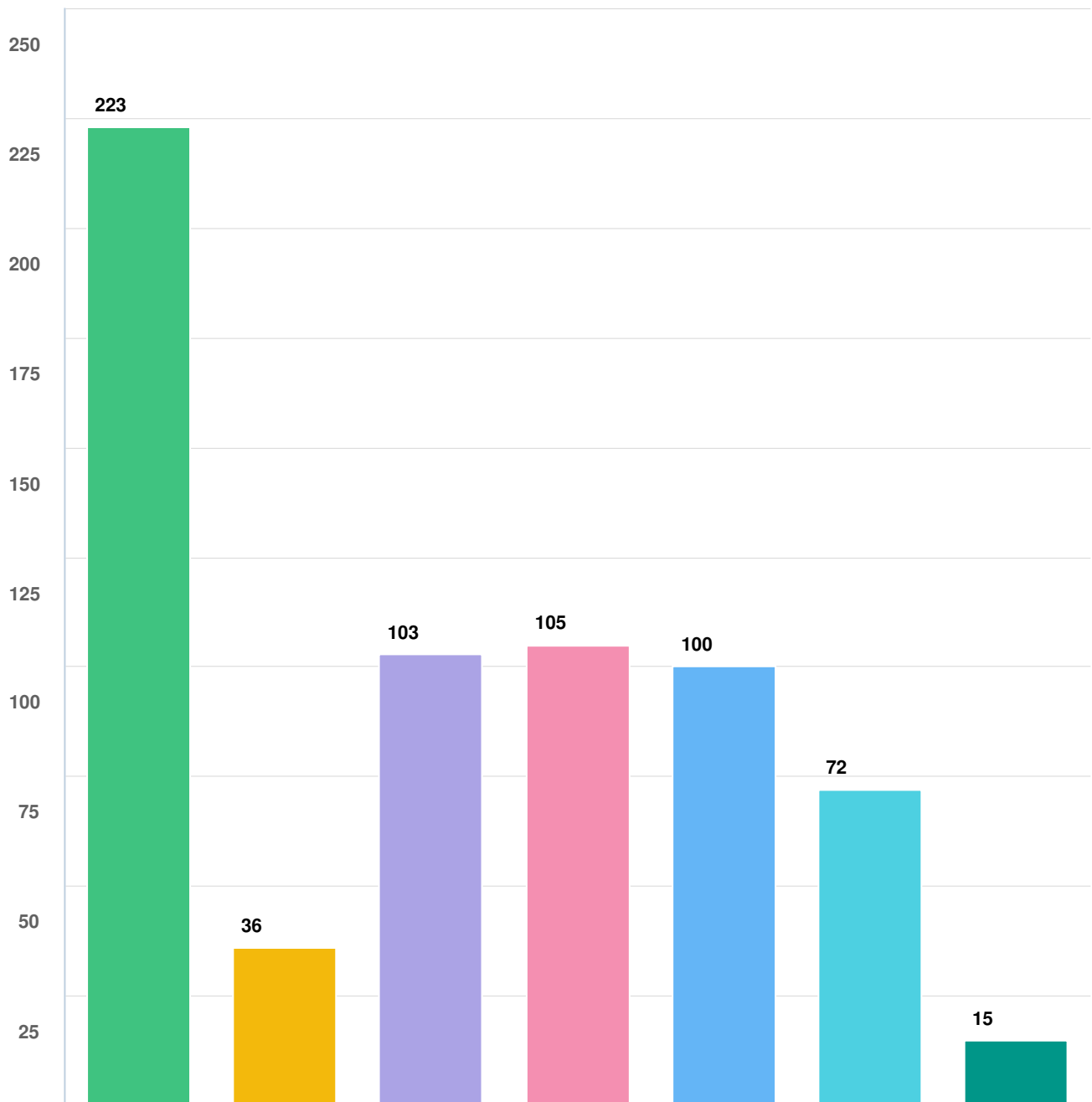


**Question options**

- Other (please specify) Email invitation City website Twitter LinkedIn Instagram Facebook  
Radio advertising Newspaper advertising

Mandatory Question (254 response(s))  
Question type: Checkbox Question

**Q6 What kind of engagement opportunities are you most interested in?**



**Question options**

- Other (please specify)
- Workshops (work with others on specific assignments and offer feedback or recommendations)
- Focus Groups (in-depth conversations with small groups)
- Town Halls (presentation on topic followed by question and answer period)
- Open Houses (chance to view information and talk to administration or City Council)
- Paper (in-mail or in-person) survey
- Online survey

Mandatory Question (254 response(s))  
Question type: Checkbox Question

**Q7** | Is there a particular location you feel is best for in person public engagement events?

Anonymous

3/15/2023 03:20 PM

Medicine Hat College

Anonymous

3/15/2023 03:20 PM

I believe that question would depend on the interest received

Anonymous

3/15/2023 03:21 PM

Esplanad

Anonymous

3/15/2023 03:30 PM

Anyplace that is wheelchair accessible.

Anonymous

3/15/2023 03:38 PM

somewhere more central, leisure center if quite of out the way for those of us on the South side of the city

Anonymous

3/15/2023 03:49 PM

Kiosks at grocery/box stores.

Anonymous

3/15/2023 03:52 PM

Esplanade main theatre

Anonymous

3/15/2023 03:54 PM

Library or The Esplanade.

Anonymous

3/15/2023 03:59 PM

Every level of research has a place. As to locations Esplanade, Cypress, pop ups in parks also good. Perhaps rotating round tables when key groups are identified.

Anonymous

3/15/2023 04:00 PM

No

Anonymous

3/15/2023 04:03 PM

City Hall

Anonymous

3/15/2023 04:03 PM

City Hall, Esplanade, MH College, MH Library or a specified community gathering space.

Anonymous

3/15/2023 04:19 PM

Esplanade and/or Library

Anonymous

3/15/2023 04:21 PM

At the facility it may affect (ie parks, recreation facilities etc)

Anonymous

3/15/2023 04:34 PM

Family liesure centre

Anonymous

3/15/2023 04:41 PM

Not sure

Anonymous

3/15/2023 04:48 PM

Within my community ( north and central sector

Anonymous

3/15/2023 04:51 PM

Big Marble Center

Anonymous

3/15/2023 04:59 PM

Somewhere that is relevant to the topic being discussed I suppose.

Anonymous

3/15/2023 05:03 PM

Central, possibly Esplande

Anonymous

3/15/2023 05:06 PM

No

Anonymous

3/15/2023 05:19 PM

All areas of the city wirk fir me.

Anonymous

3/15/2023 06:26 PM

Go to the people so where you can get a cross section of feedback vs just special interest groups. BMGC, Parks, Events - Canada Day, Spectrum, Stamped, other public venues - MH 'Mall, Southridge Y, Schools etc. ensure you have a subject matter expert

Anonymous

3/15/2023 06:59 PM

Esplanade?

Anonymous

3/15/2023 07:07 PM

Multiple locations across the city.

Anonymous

3/15/2023 07:47 PM

City Hall

Anonymous

3/15/2023 07:53 PM

No

Anonymous

3/15/2023 08:22 PM

Someplace people can walk to, local schools maybe.

Anonymous

3/15/2023 09:25 PM

Anywhere

Anonymous

3/15/2023 09:49 PM

It depends on projected turnout. City Hall and the Public Library are both centrally located.

Anonymous

3/15/2023 11:27 PM

City hall

Anonymous

3/15/2023 11:42 PM

One is as good as another

Anonymous

3/16/2023 04:37 AM

No

Anonymous

3/16/2023 07:03 AM

I would piggy back off other big events like hockey games. Just set up a table in high foot traffic areas and get people that way

Anonymous

3/16/2023 07:11 AM

some place with easy access - exhibition grounds, leisure center - city hall is not user friendly as hard to park and access

Anonymous

3/16/2023 07:28 AM

esplanade

Anonymous

3/16/2023 08:03 AM

As long as it is in a location that you can get there by city public transit which is horrible in evenings

Anonymous

3/16/2023 08:06 AM

Library, esplanade, city hall

Anonymous

3/16/2023 08:12 AM

Depends on the topic being discussed.

Anonymous

3/16/2023 08:22 AM

Online and various city owned facilities

Anonymous

3/16/2023 08:42 AM

City Facilities Big Marble. Mall. Trade Shows. Different people  
different opinions

Anonymous

3/16/2023 09:08 AM

Any school gym.

Anonymous

3/16/2023 09:25 AM

esplanade

Anonymous

3/16/2023 09:26 AM

Outside! Outside of regular Monday-Friday work hours

Anonymous

3/16/2023 09:29 AM

Internet

Anonymous

3/16/2023 09:49 AM

medicine hat lodge conference room or somewhere with parking.  
NOT DOWNTOWN

Anonymous

3/16/2023 09:55 AM

Esplanade

Anonymous

3/16/2023 10:19 AM

Town hall.

Anonymous

3/16/2023 10:26 AM

One that is large enough to accommodate everyone

Anonymous

3/16/2023 10:31 AM

Leisure centre

Anonymous

3/16/2023 10:38 AM

City Hall

Anonymous

3/16/2023 10:52 AM

Big Marble GO Centre

Anonymous

3/16/2023 10:59 AM

NO

Anonymous

3/16/2023 11:02 AM

unknown

Anonymous

3/16/2023 11:02 AM

coffee place

Anonymous

3/16/2023 11:04 AM

Easily accessible with ample parking

Anonymous

3/16/2023 11:05 AM

City hall

Anonymous

3/16/2023 11:06 AM

City hall or cypress center

Anonymous

3/16/2023 11:06 AM

No

Anonymous

3/16/2023 11:10 AM

Stampede grounds

Anonymous

3/16/2023 11:11 AM

n/a

Anonymous

3/16/2023 11:14 AM

College, city hall

Anonymous

3/16/2023 11:16 AM

No

Anonymous

3/16/2023 11:19 AM

Anywhere large enough to house the people invited.

Anonymous

3/16/2023 11:20 AM

Downtown

Anonymous

One of the facilities at the stampede grounds

3/16/2023 11:22 AM

Anonymous

Larger venues that are well advertised

3/16/2023 11:22 AM

Anonymous

?

3/16/2023 11:37 AM

Anonymous

No

3/16/2023 11:38 AM

Anonymous

leisure centre or the arena, where there is good parking.

3/16/2023 11:42 AM

Anonymous

Any city area that can address the number of people in attendance

3/16/2023 11:44 AM

Anonymous

no

3/16/2023 11:44 AM

Anonymous

City Hall

3/16/2023 11:54 AM

Anonymous

Large venues to wake all concerned to attend and raise their concerns

3/16/2023 11:56 AM

Anonymous

I don't really have an opinion. It would depend on the number of people expected.

3/16/2023 12:10 PM

Anonymous

Marble Big Go Centre

3/16/2023 12:14 PM

Anonymous

?

3/16/2023 12:15 PM

Anonymous

library or esplanade

3/16/2023 12:19 PM

Anonymous

Big Marble

3/16/2023 12:21 PM



Anonymous

3/16/2023 12:25 PM

Yes

Anonymous

3/16/2023 12:27 PM

Higdon Hall

Anonymous

3/16/2023 12:27 PM

No maybe continue at City Hall

Anonymous

3/16/2023 12:31 PM

One with a good amount of parking, transit and wheelchair access

Anonymous

3/16/2023 12:33 PM

Esplanade

Anonymous

3/16/2023 12:40 PM

Field House at Stampede grounds

Anonymous

3/16/2023 12:43 PM

Somewhere where enough people can be accommodated by not too many that it becomes unmanageable... E.g. Monarch or Esplanade but not Field House. Engagement should be open and not scripted so that people can React rather than pre posting their concerns

Anonymous

3/16/2023 12:54 PM

A city-owned facility such as city Hall or the esplanade or library

Anonymous

3/16/2023 01:05 PM

Big Marble Go centre

Anonymous

3/16/2023 01:07 PM

Not sure

Anonymous

3/16/2023 01:12 PM

Medalta or the Esplanade

Anonymous

3/16/2023 01:22 PM

No

Anonymous

3/16/2023 01:27 PM

City Hall

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Anonymous 3/16/2023 01:27 PM	Any city owned location suitable for the size of the event.
Anonymous 3/16/2023 01:28 PM	No
Anonymous 3/16/2023 01:29 PM	No
Anonymous 3/16/2023 01:32 PM	Can not be blank
Anonymous 3/16/2023 01:48 PM	no
Anonymous 3/16/2023 02:20 PM	Esplanade
Anonymous 3/16/2023 02:24 PM	Cypress Center
Anonymous 3/16/2023 02:25 PM	No
Anonymous 3/16/2023 02:28 PM	no
Anonymous 3/16/2023 02:50 PM	Not sure
Anonymous 3/16/2023 03:21 PM	Anywhere in Medicine Hat
Anonymous 3/16/2023 03:23 PM	Esplanade, stampede grounds
Anonymous 3/16/2023 03:39 PM	City Hall. It's central to the city geographically.
Anonymous 3/16/2023 04:22 PM	cypress center

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Anonymous 3/16/2023 04:26 PM	The area that is of impacted the most for sure and then the remainder.
Anonymous 3/16/2023 04:26 PM	Riverside
Anonymous 3/16/2023 04:36 PM	City Hall
Anonymous 3/16/2023 04:53 PM	Anywhere
Anonymous 3/16/2023 04:58 PM	College
Anonymous 3/16/2023 05:08 PM	Cypress center
Anonymous 3/16/2023 06:33 PM	Providing a location is less important than the time when events are organized.
Anonymous 3/16/2023 07:05 PM	....
Anonymous 3/16/2023 07:43 PM	Just accessible to all year round.
Anonymous 3/16/2023 07:47 PM	No
Anonymous 3/16/2023 07:47 PM	Esplanade or city hall
Anonymous 3/16/2023 07:55 PM	City Hall
Anonymous 3/16/2023 08:58 PM	Location depends on topics and people expected to come
Anonymous	Depends on the subject. Ie. Seniors issues could be held at Veiner

3/16/2023 10:01 PM	Centre, etc
Anonymous 3/16/2023 10:09 PM	Library
Anonymous 3/16/2023 11:56 PM	Stampede, college theater.
Anonymous 3/17/2023 05:38 AM	city hall
Anonymous 3/17/2023 06:02 AM	Big Marble Go Centre
Anonymous 3/17/2023 07:51 AM	City Gall
Anonymous 3/17/2023 07:58 AM	City Hall
Anonymous 3/17/2023 08:00 AM	Stampede grounds
Anonymous 3/17/2023 09:39 AM	??
Anonymous 3/17/2023 09:51 AM	City Hall
Anonymous 3/17/2023 10:22 AM	Choose locations that will comfortably house participants conducive to the activity at hand that is centrally located and easy to get to by car, transit, etc. Attempts should be made to accommodate senior input by providing shuttle service linking zoom op
Anonymous 3/17/2023 10:57 AM	City hall, or other venues in town.
Anonymous 3/17/2023 11:16 AM	Na

Anonymous

3/17/2023 11:17 AM

town hall, library, esplanade, FLC

Anonymous

3/17/2023 11:17 AM

Town Hall

Anonymous

3/17/2023 12:01 PM

In the past the MHCollege, i.e. main theatre or smaller theatres depending on number of participants. Also the public library rooms.

Anonymous

3/17/2023 03:02 PM

Esplanade

Anonymous

3/17/2023 03:19 PM

Somewhere with ample parking. It doesn't matter where in the city, as I find it rather small and easy to get almost anywhere.

Anonymous

3/17/2023 03:22 PM

Depends on the nature and size of the engagement. Location with adequate space and parking. Depends if dealing with one issue or multiple.

Anonymous

3/17/2023 03:41 PM

library

Vanvlietj

3/17/2023 06:33 PM

Medicine Hat Mall

Anonymous

3/17/2023 06:56 PM

Somewhere accessible

Anonymous

3/17/2023 07:51 PM

Esplanade

Anonymous

3/17/2023 08:13 PM

Library / City hall / flc or bmgc (horrible name by the way)

Anonymous

3/17/2023 09:53 PM

Doesn't matter

Anonymous

3/17/2023 09:59 PM

There's multiple good city and community space available.

Anonymous 3/17/2023 10:05 PM	Community centre
Anonymous 3/17/2023 10:08 PM	esplanade
Anonymous 3/18/2023 12:10 AM	Library
Anonymous 3/18/2023 07:29 AM	location that has ample parking and comparative sized room - MH Exhibition Auditorium
Anonymous 3/18/2023 01:09 PM	Any City faciity
Anonymous 3/18/2023 02:15 PM	City Hall, MH Lodge,
Anonymous 3/18/2023 02:33 PM	Esplanade; Cypress Centre
Anonymous 3/18/2023 04:27 PM	The library or the Esplanade or any other suitable city owned facility
Anonymous 3/18/2023 06:12 PM	City Hall, Esplanade
Anonymous 3/18/2023 09:47 PM	No
Anonymous 3/19/2023 08:35 AM	Any
Anonymous 3/19/2023 09:42 AM	Anywhere with easily accessible, free parking.
Anonymous 3/19/2023 10:51 AM	City hall, recreation centers, or the Library
Anonymous 3/19/2023 04:29 PM	City hall, the esplanade, the college places that have access to transit, good parking and are open spaced

Anonymous 3/19/2023 05:00 PM	FLC
Anonymous 3/19/2023 06:14 PM	No
Anonymous 3/19/2023 07:03 PM	No
Anonymous 3/19/2023 09:28 PM	As long as it is accessible and has appropriate parking
Anonymous 3/19/2023 11:53 PM	Library, flc, mall,
Anonymous 3/19/2023 11:54 PM	Mall foodcourt
Anonymous 3/20/2023 08:11 AM	no
Anonymous 3/20/2023 08:37 AM	City facilities or public events such as the Esplanade, City Hall, Big Marble Go Centre, trade shows
Anonymous 3/20/2023 09:58 AM	Fairgrounds
Anonymous 3/20/2023 10:53 AM	esplanade, recreation center, cypress center (large venue for large number of people)
Anonymous 3/20/2023 12:01 PM	Esplanade
Anonymous 3/20/2023 12:10 PM	Stampede park
Anonymous 3/20/2023 12:37 PM	Again, a space where people can be heard and listened to. The last town hall in the esplanade theater gave no opportunity for citizens of Med hat to speak. Allow engagement or you might as well host a

zoom call.

**Anonymous**

3/20/2023 01:09 PM

Esplanade

**Anonymous**

3/20/2023 01:37 PM

Not dure

**Anonymous**

3/20/2023 01:46 PM

Esplande

**Anonymous**

3/20/2023 01:58 PM

City Hall

**Anonymous**

3/20/2023 02:13 PM

Big Marble Go Centre

**Anonymous**

3/20/2023 02:15 PM

Public facility like Esplande, Cypress Center, etc

**Anonymous**

3/20/2023 02:48 PM

Esplanade

**Anonymous**

3/20/2023 02:54 PM

Easily accessible locations on each side of the City. One can always be at the MH Mall, while the other always at the Big Marble Go Centre. Both have sufficient parking and bus routes.

**Anonymous**

3/20/2023 03:07 PM

No

**Anonymous**

3/20/2023 03:18 PM

Some where downtown, Monarch theatre, Beverage building, City hall

**Anonymous**

3/20/2023 04:31 PM

City Hall, the Esplanade or the Public Library Theater

**Anonymous**

3/20/2023 04:45 PM

No comment

**Anonymous**

3/20/2023 07:17 PM

N/A



Anonymous 3/20/2023 07:26 PM	Library
Anonymous 3/20/2023 07:54 PM	The library
Anonymous 3/20/2023 07:58 PM	Not sure. I have anxiety in large groups of people especially in a new unfamiliar environment.
Anonymous 3/20/2023 08:15 PM	No preference or recommendation
Anonymous 3/20/2023 09:03 PM	Public Library, City Hall
Anonymous 3/20/2023 09:04 PM	City hall
Anonymous 3/20/2023 09:46 PM	City hall
Anonymous 3/20/2023 10:09 PM	Eaplanade
Anonymous 3/20/2023 10:20 PM	Big marble
Anonymous 3/21/2023 05:13 AM	Town Hall, a local business
Anonymous 3/21/2023 06:37 AM	Any city-owned facility
Anonymous 3/21/2023 08:56 AM	Library
Anonymous 3/21/2023 09:13 AM	The best location is in the neighborhood/area beind discussed/affected.

Anonymous

3/21/2023 09:58 AM

Not sure

Anonymous

3/22/2023 04:06 AM

Esplanade or City Hall

Anonymous

3/22/2023 06:45 AM

Medalta

Anonymous

3/22/2023 08:38 AM

Library, Rec centers, Anywhere public is so you can engage with them

Anonymous

3/22/2023 08:53 AM

City Hall

Anonymous

3/22/2023 10:09 AM

no

Anonymous

3/22/2023 11:01 AM

Medicine Hat Public Library

Anonymous

3/22/2023 07:26 PM

Esplanade

Anonymous

3/22/2023 08:01 PM

The ectn center across from city hall

Anonymous

3/22/2023 09:44 PM

Coffee shops

Anonymous

3/23/2023 06:43 AM

City hall, the esplanade auditorium, cultural center, things of that nature

Anonymous

3/23/2023 09:49 AM

No

Anonymous

3/23/2023 10:19 AM

Honestly, somewhere where good coffee/food is available.

Anonymous

3/23/2023 10:25 AM

At city hall or smaller city arenas.

Anonymous  
3/23/2023 10:45 AM

Depend on the topic, some can be site specific while others can be at popular locations like City Hall, Esplanade, FLC

Anonymous  
3/23/2023 11:27 AM

No

Anonymous  
3/23/2023 11:29 AM

More centralized. Stampede Grounds maybe.

Anonymous  
3/23/2023 11:31 AM

Medicine Hat Public Library, Esplanade, public schools, Big Marble Go Centre (not in the main area which is too busy)

Anonymous  
3/23/2023 12:45 PM

Library, City Hall, Esplanade

Anonymous  
3/23/2023 01:14 PM

Big Marble Go Centre

Anonymous  
3/23/2023 02:51 PM

City Hall, Public Library, College, Esplanade, etc etc Central location is good.

Anonymous  
3/23/2023 09:38 PM

Why are you asking about my feelings??? Why don't you ask me what I think?

Anonymous  
3/24/2023 08:53 AM

The Esplanade, MHCollege, Big Marble Go Centre

Anonymous  
3/24/2023 11:03 AM

NO

Anonymous  
3/24/2023 06:36 PM

not really, somewhere central since we are to all do our part with carbon emissions

Anonymous  
3/25/2023 10:47 AM

N/A

Anonymous  
3/25/2023 10:59 AM

Having locations at both north and south ends of the city.

Anonymous

3/25/2023 04:12 PM

Library, College

Anonymous

3/25/2023 04:21 PM

Library, College

Anonymous

3/25/2023 04:54 PM

Esplanade

Anonymous

3/26/2023 10:19 AM

Anywhere close to neighborhood of concern

Anonymous

3/27/2023 07:51 AM

BBMGC

Anonymous

3/28/2023 12:31 PM

Not sure.

Anonymous

3/28/2023 03:22 PM

Esplanade

Anonymous

3/29/2023 06:48 PM

City Hall

Anonymous

3/30/2023 04:10 PM

Any facility with up to date highly efficient air ventilation.

Anonymous

3/30/2023 04:17 PM

The esplanade is always a good venue

Anonymous

3/30/2023 04:21 PM

Depends on topic. For example, if its about recreation, meet at a relevant facility.

Anonymous

3/31/2023 08:20 AM

Big Marble Go Center, Esplanade.

Anonymous

3/31/2023 09:33 AM

Veiner Centre -ample parking, Library theatre- not intimidating but parking is poor. Esplanade may be intimidating and parking is poor, Outdoors at the Carriage House - informal and lots of parking.

Anonymous 3/31/2023 09:44 AM	Wherever your particular audience is - go to them. Alternatively, a city owned venue with ample parking and no mobility barriers.
Anonymous 3/31/2023 11:34 AM	City Hall
Anonymous 3/31/2023 11:36 AM	Virtual
Anonymous 3/31/2023 02:44 PM	No Suggestions
Anonymous 3/31/2023 07:34 PM	The tunnel or city hall
Anonymous 4/01/2023 08:51 PM	Providing a location is less important than the time when events are organized.
Anonymous 4/01/2023 09:25 PM	Not particularly.
Anonymous 4/03/2023 10:04 AM	City Hall
Anonymous 4/03/2023 10:48 AM	no
Anonymous 4/03/2023 02:54 PM	This is program specific. Having multiple ways for attendees to register their ques/comments could be helpful as well.
Anonymous 4/03/2023 04:52 PM	Not City Hall - off site.
Anonymous 4/03/2023 05:33 PM	No
Anonymous 4/04/2023 02:45 PM	Big Marble Go Centre, Veiner Centre, Library

Anonymous

4/04/2023 05:33 PM

college, Sage Room, Big Marble foyer, public Library depending on need/purpose

Anonymous

4/04/2023 07:59 PM

Not sure - there are many options.

Anonymous

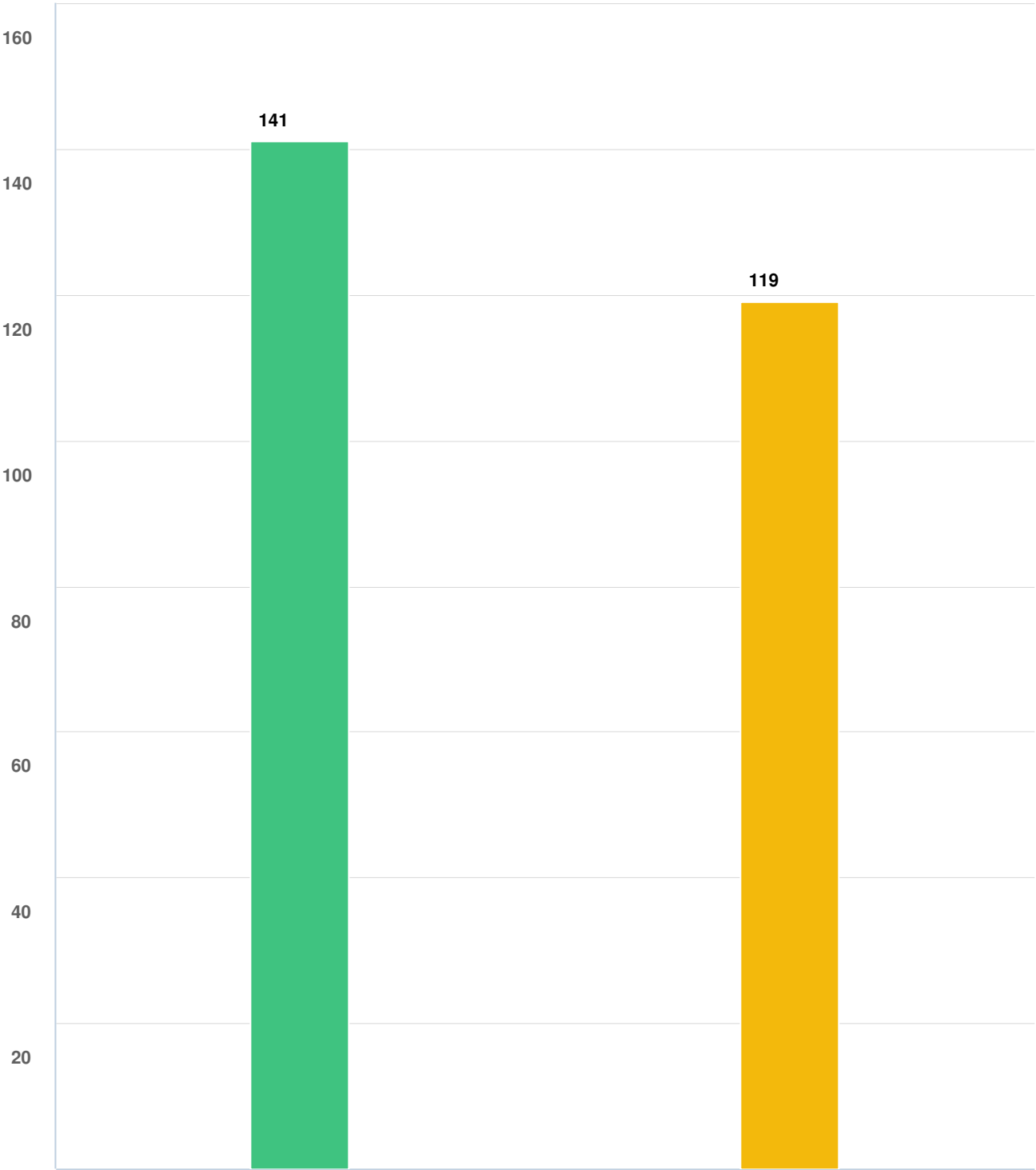
4/06/2023 03:01 PM

Public Library, City Hall, High school theatres and gyms for the graduating classes.

**Mandatory Question** (254 response(s))

**Question type:** Single Line Question

**Q8** Would you prefer to see the City combine multiple topics/issues into a single engagement event (e.g. an open house with an opportunity to learn about/provide feedback on numerous topics) or would you prefer to see each effort seperate?



**Question options**

● One topic per event    ● Multiple topics at one event

Mandatory Question (254 response(s))  
Question type: Checkbox Question

**Q9 | Do you have any further comments on how can we make public participation opportunities more accessible, convenient, and meaningful for you?**

Anonymous

3/15/2023 03:20 PM

None

Anonymous

3/15/2023 03:20 PM

In order for citizens to feel they have a say it really needs to common knowledge of how and where to participate

Anonymous

3/15/2023 03:21 PM

No

Anonymous

3/15/2023 03:30 PM

For us, a wheelchair is not optional and when we cannot use the sidewalks in front of our homes, we have a problem.

Anonymous

3/15/2023 03:38 PM

same question as #9 so same answer

Anonymous

3/15/2023 03:49 PM

No

Anonymous

3/15/2023 03:52 PM

No

Anonymous

3/15/2023 03:54 PM

Have 'qualified' focus groups dedicated to individual topics.

Anonymous

3/15/2023 03:59 PM

Accessibility isn't as much of an issue as participation. Can't help but wonder if it could be incentivized in some small way.

Anonymous

3/15/2023 04:00 PM

No

Anonymous

3/15/2023 04:03 PM

duplicate question

Anonymous

3/15/2023 04:03 PM

A place where easy parking and City public transportation is available.



Anonymous

3/15/2023 04:19 PM

Hold these events a multiple different times throughout the week to capture broader involvement. Offer transportation tips, bus route information etc. Just suggestions

Anonymous

3/15/2023 04:21 PM

Same as above

Anonymous

3/15/2023 04:34 PM

The emails are great way to learn about new city items.

Anonymous

3/15/2023 04:41 PM

Informative videos emailed to us.

Anonymous

3/15/2023 04:48 PM

See above. Appears to be same question

Anonymous

3/15/2023 04:51 PM

The seniors of Medicine Hat deserve to have their voices heard too but a lot would find it hard, if not impossible to attend these events. Opportunities for them to do so is important. Either bring the participation to them or make it possible for them to attend (I.e. having buses available free of charge for them to attend in person.)

Anonymous

3/15/2023 04:59 PM

Proofread your questionnaires so the same question doesn't appear twice.

Anonymous

3/15/2023 05:03 PM

I also feel the city already does a good to great job of communicating. If I wish, I can attend council meetings. Committee meeting minutes are visible. Social media is timely and approachable. I have the opportunity to elect a council that reflects my concerns. They employ professionals with knowledge of best practices, legislative framework, and well-developed expertise. My opinion based on a three-minute Internet search can't possibly substitute for the well-meaning, community-focused team at City Hall. I hope consultation is used to shape rather than substitute for these hard working people.

Anonymous

3/15/2023 05:06 PM

Nothing further

Anonymous

3/15/2023 05:19 PM

No.

Anonymous  
3/15/2023 06:26 PM

Ensure you have a subject matter expert (s) on hand for public face to face engagement. There is always many questions and feedback that people share and it is helpful to have people that can talk the talk

Anonymous  
3/15/2023 06:59 PM

More frequent offerings of current topics

Anonymous  
3/15/2023 07:07 PM

The message can get lost in too many words; get to the point.

Anonymous  
3/15/2023 07:47 PM

None

Anonymous  
3/15/2023 07:53 PM

More online opportunities.

Anonymous  
3/15/2023 08:22 PM

Stop adding barriers to online surveys, stop forcing people to create an account to participate. Make sure people can only fill it out once.

Anonymous  
3/15/2023 09:25 PM

No

Anonymous  
3/15/2023 09:49 PM

No

Anonymous  
3/15/2023 11:27 PM

No

Anonymous  
3/15/2023 11:42 PM

No

Anonymous  
3/16/2023 04:37 AM

Any surveys I participated in are still in the decision phase. And no timeline for results. Once has been a few years already.

Anonymous  
3/16/2023 07:03 AM

Increase focus on those issues impacting youth. As well as the opinion of youth.

Anonymous  
3/16/2023 07:11 AM

In case people miss the survey's etc - how about links provided with the utility statements, or email them with the same emails attached to the utility statements I enjoy participating in these opportunities, I just

happen to find them randomly....so they need to be more accessible, not where I need to search for a new survey.

Anonymous

3/16/2023 07:28 AM

It would be nice if this wasn't just a rubber stamp of what you want to do anyway.

Anonymous

3/16/2023 08:03 AM

No

Anonymous

3/16/2023 08:06 AM

Links in emails are great

Anonymous

3/16/2023 08:12 AM

Make sure it is open to all opinions. More awareness on the events.

Anonymous

3/16/2023 08:22 AM

No

Anonymous

3/16/2023 08:42 AM

Utilizing different places to gather feedback such as the Big Marble or the Mall and trade shows can have a big impact in getting the variety of viewpoints that are needed to shape the City.

Anonymous

3/16/2023 09:08 AM

These points shouldn't be the goal. Motivated participants will get involved, and that's better than opening the discussion to wide.

Anonymous

3/16/2023 09:25 AM

One on one

Anonymous

3/16/2023 09:26 AM

Participation on weekends or at yr 5pm

Anonymous

3/16/2023 09:29 AM

Publish reports/findings after the information is gathered in a reasonable and timely way

Anonymous

3/16/2023 09:49 AM

If the public feels the City will ultimately ignore their opinions then they wont come or engage.

Anonymous

3/16/2023 09:55 AM

Online events

Anonymous

3/16/2023 10:19 AM

Communicate

Anonymous

3/16/2023 10:26 AM

I would say that you need to advertise these meetings WELL IN ADVANCE, using all means necessary, to get the word out to all citizens (who live in different demographics). You also need to provide more than one date/time (opportunity) for the meeting. Not everyone will be able to make it to one meeting. Maybe also allow people to submit their concerns in writing. It's hard to say whether or not to have more than one issue(topic) open for discussion at each session. It will really depend on the nature of the matter and how serious it is. One such matter right now is the Responsible Animal Ownership Bylaw - it MUST BE CHANGED!! We need to do something similar to Victoria, BC - make it MANDATORY for cats to be spayed/neutered by a certain age, AND licensed. If owners fail to comply then they must relinquish ownership or pay the fees, along with penalties when they are caught breaking the law. If there is consistent ENFORCEMENT of the bylaws, there will be COMPLIANCE. Currently, Bylaw Enforcement is NOT doing their job by holding negligent cat owners responsible for their blatant disregard of the animal bylaws in this city!! There are a substantial number of cat owners in this city that choose to ignore the bylaws in place, thereby allowing their unaltered cats to roam freely and cause substantial damages to surrounding (private) properties. Additionally, toxoplasmosis is a parasite found in cat feces, which makes people very sick! How are people to grow safe vegetable gardens anymore when they have all the neighbourhood cats using their gardens as a litter box? And, if this parasite gets into a water supply then it really has the potential to cause widespread sickness. This HAS TO STOP, and the cat's owners FINALLY NEED TO BE CHARGED!! There is thousands of dollars in damages to a single property. I'm fed up having to pay to fix these damages, that were not my fault. Someone else's cats were (are) on my PRIVATE property. I'm not alone either - Imagine the combined dollar amount of damages when those cats go into several other yards. That's what the Bylaw is there for, but it's not being enforced. How many other animals do I have to witness being attacked and killed by cats (in my yard/on my street)? The cat owners need to be charged, and held accountable for the damages. This problem is getting worse from year to year. It needs to STOP. TNR (Trap Neuter Re-Abandon is not the solution either). While the idea may sound nice, there has been far too much research done to prove this isn't a viable option. Make cat owners spay/neuter and licence their kittens/cats (just like what is required of puppies/dogs). Once this is enforced consistently, there will be compliance.

Anonymous

3/16/2023 10:31 AM

Show a result

Anonymous

3/16/2023 10:38 AM

I think having community influencers from different segments would help bring diversity around the table.

Anonymous

3/16/2023 10:52 AM

ADVERTISE ON TV - FACEBOOK ETC IS USELESS TO SENIORS

Anonymous

3/16/2023 10:59 AM

NO

Anonymous

3/16/2023 11:02 AM

Stop using our parks for disc golf and give the parks back to the people.

Anonymous

3/16/2023 11:02 AM

no

Anonymous

3/16/2023 11:04 AM

Public participation is nice but don't let it get in the way by slowing things down and in turn creating more bureaucracy, delays and costs.

Anonymous

3/16/2023 11:05 AM

Lots of advance notice

Anonymous

3/16/2023 11:06 AM

No

Anonymous

3/16/2023 11:06 AM

Better efforts to engage with residents

Anonymous

3/16/2023 11:10 AM

Referendums

Anonymous

3/16/2023 11:11 AM

n/a

Anonymous

3/16/2023 11:14 AM

Because the city is so diverse in age and ways of communication, I think participation opportunities need to be advertised in multiple ways. Internet, signs around town, news etc.

Anonymous

3/16/2023 11:16 AM

No

Anonymous

3/16/2023 11:19 AM

N/A

Anonymous

3/16/2023 11:20 AM

Listen to the Public.

Anonymous

3/16/2023 11:22 AM

I attended a council meeting about the gun club. City council made their decision without much public consultation. I felt that it was a waste of time. City council listened to the consultant rather than the people.

Anonymous

3/16/2023 11:22 AM

More time and advertising leading up to the event

Anonymous

3/16/2023 11:37 AM

?

Anonymous

3/16/2023 11:38 AM

No

Anonymous

3/16/2023 11:42 AM

Show that you are listening to the people. To many times, council has had open houses and the pretence of listening to the citizens and tax payers of Medicine hat, while they have already predetermined the outcome. Remember that you, the city council and employees of the city are serving at the discretion of the citizens.

Anonymous

3/16/2023 11:44 AM

It's currently being used well

Anonymous

3/16/2023 11:44 AM

no

Anonymous

3/16/2023 11:54 AM

Advertise them more and in a wider variety of media.

Anonymous

3/16/2023 11:56 AM

Regarding your previous question, the amount of topics covered will also depends on the importance of the subjects being raised.

Anonymous

3/16/2023 12:10 PM

no

Anonymous

3/16/2023 12:14 PM

No

Anonymous

3/16/2023 12:15 PM

Active communication.

Anonymous

3/16/2023 12:19 PM

none at the moment

Anonymous

3/16/2023 12:21 PM

They actually listen to people. I have done surveys regarding recreation fitness classes and lots responded the same way, they do not listen.

Anonymous

3/16/2023 12:25 PM

Inclusiveness on land use decision-making.

Anonymous

3/16/2023 12:27 PM

N/A

Anonymous

3/16/2023 12:27 PM

Provide a response that's not a mass email response so one knows your concerns were received and reviewed not just straight into the trash folder

Anonymous

3/16/2023 12:31 PM

Schedule a space and time on a monthly basis so it is consistent

Anonymous

3/16/2023 12:33 PM

N/A

Anonymous

3/16/2023 12:40 PM

Nothing further at this time

Anonymous

3/16/2023 12:43 PM

The city could try taking notice and not start from an assumed position as they often do

Anonymous

3/16/2023 12:54 PM

No, I think this online survey is a good way

Anonymous

3/16/2023 01:05 PM

Please ensure that public participation isn't merely an exercise in public appeasement on an issue, but rather a genuine exercise in public participation.

Anonymous

3/16/2023 01:07 PM

Evenings/weekends

Anonymous

3/16/2023 01:12 PM

For Q&A portions, it would be nice to submit them beforehand so the time is not taken by aggressive, partisan-type grandstanding or lobbying.

Anonymous

3/16/2023 01:22 PM

No

Anonymous

3/16/2023 01:27 PM

No

Anonymous

3/16/2023 01:27 PM

Not really

Anonymous

3/16/2023 01:28 PM

No

Anonymous

3/16/2023 01:29 PM

No

Anonymous

3/16/2023 01:32 PM

Na

Anonymous

3/16/2023 01:48 PM

no

Anonymous

3/16/2023 02:20 PM

Provide results

Anonymous

3/16/2023 02:24 PM

.

Anonymous

3/16/2023 02:25 PM

No



Anonymous 3/16/2023 02:28 PM	no
Anonymous 3/16/2023 02:50 PM	No
Anonymous 3/16/2023 03:21 PM	Listen to public opinion more , and Ingage more people that live in the community
Anonymous 3/16/2023 03:23 PM	No
Anonymous 3/16/2023 03:39 PM	None
Anonymous 3/16/2023 04:22 PM	have town hall meetings once a month to discuss important community issues
Anonymous 3/16/2023 04:26 PM	Past experience is users groups have more say than the public. This process has to stop. Residential areas should have more say than user groups because we are the ones that have to live with decisions everyday.
Anonymous 3/16/2023 04:26 PM	No
Anonymous 3/16/2023 04:36 PM	Have it on weekends.
Anonymous 3/16/2023 04:53 PM	Quality questions on surveys. Also, I have found recently that a survey I would have participated in closed a couple months ago. I didn't realize it was out and missed it.
Anonymous 3/16/2023 04:58 PM	Sort out Saamis Heights area have more than one exit
Anonymous 3/16/2023 05:08 PM	Not at this time

Anonymous

3/16/2023 06:33 PM

Often what the city has presented in the past has been already written/produced by engineers, planners or other groups and the ability to add significant input or make changes is limited. The choice of who the city has contracted to create these documents has not always been appropriate because there is limited to no knowledge or awareness of this communities unique and specific needs or opportunities. This means that in the past community members do not feel that there input is valued. Another option is for the city to create ad hoc committees for specific projects and invite community members to participate. The dismantling of the previous community advisory groups into a super committee has significantly limited the opportunity for discussion, input or solutions.

Anonymous

3/16/2023 07:05 PM

....

Anonymous

3/16/2023 07:43 PM

I am a healthcare worker for seniors living in their homes. In consideration all of them: Please keep in mind the fact that most of them do not have a computer, do not use internet, have hearing / visual and physical impairments. They MUST be included simply out of respect for our elders who built our fine country. On Vancouver Island which I am leaving; they are completely left out of the dialogue and exchange of information. There fore let's be kind and get creative!. Thank you.

Anonymous

3/16/2023 07:47 PM

No

Anonymous

3/16/2023 07:47 PM

Too many crazy people go to in person events. I don't want to be part of that. Make it online or where people need to sign a response to hold them accountable for their language.

Anonymous

3/16/2023 07:55 PM

These participation, models need to be open to conversation

Anonymous

3/16/2023 08:58 PM

No

Anonymous

3/16/2023 10:01 PM

I believe the City is doing a great job. Sometimes I feel the council meetings come across as being staged because most things are discussed and planned in camera, and the meeting that we see is just a formality.

Anonymous

3/16/2023 10:09 PM

Advertise on electronic bulletin boards around the city, hold events at seniors facilities and schools, zoom events, hold bbq's in parks over summer

Anonymous

3/16/2023 11:56 PM

Notification when opportunities exist.

Anonymous

3/17/2023 05:38 AM

no comment at this time

Anonymous

3/17/2023 06:02 AM

Actually listen to the public

Anonymous

3/17/2023 07:51 AM

Combination of in person (open House / Town Hall) and online survey

Anonymous

3/17/2023 07:58 AM

The biggest one is listen to what is said and act on it. The ones in the past are just a dog and pony show. The biggest example is the NW industrial plan. We know and that is the two largest clubs that provide revenue to our city as well as a place to interact with people of like minds and sports. The city already know what they are going to do with us and that is a fact.

Anonymous

3/17/2023 08:00 AM

no

Anonymous

3/17/2023 09:39 AM

Times during the day and evening to accommodate everyone

Anonymous

3/17/2023 09:51 AM

Better communication/information on the topics.

Anonymous

3/17/2023 10:22 AM

alternate answer to #7-multiple topics if related, #8- provide opportunity for all especially seniors in community living ....senior condo units, etc. to participate via zoom, either individually or in groups (if group work is involved in session) important as many seniors do not drive or perhaps do not have the energy/opportunity or desire to attend evening gatherings. This group needs special consideration if you want to encourage more participation from them....and given their number and their potential wisdom of years, I think input would be highly valued and pursued. Too often the loudest, strongly opinionated folks with agendas get forefront

positions and opportunities to influence decision making. Look to stats on age, gender, ethnicity, groups most impacted by change or direction, etc to influence the amount of effort needed to encourage participation in input gathering/decision making in all city matters open to discussion. If you have a high percentage of the population impacted by a certain direction or change....best take the time to find ways to encourage participation by this group in the decision making processes....and ways to make it easy and convenient for them to participate ie. best time, venue, type etc....

Anonymous

3/17/2023 10:57 AM

Use local, city owned accessible venues, keep topics focused, and keep updated information easily accessible to the public.

Anonymous

3/17/2023 11:16 AM

Na

Anonymous

3/17/2023 11:17 AM

no

Anonymous

3/17/2023 11:17 AM

None

Anonymous

3/17/2023 12:01 PM

Develop and provide a user friendly data base and map for the public to access and see/learn what the specific land in question is presently being used for relative to any changes being proposed. Presently we do not have an ecological data base and map available. For example, we have a variety of open spaces, parks, and sensitive environmental areas in the city. We want to see if the proposed plan, development, activity may impact these natural assets (i.e. native grasslands, riparian areas, forests) and what options may be available or not. Without such maps/data we can not offer an science based and informed response to future city plans, strategies, and actions. Such shared data will benefit all stakeholders, i.e. city, public, industry and business, education.

Anonymous

3/17/2023 03:02 PM

I would love to see more inclusion, diversity and equity conversations/workshops.

Anonymous

3/17/2023 03:19 PM

Be sure to widely advertise opportunities. Since moving here, I have found it difficult to discover things 'going on' as the information is wide-spread and inconsistent. I.E. If you want to know what's happening HERE, you need to look THERE, but if you want to know what's happening at a different venue, you need to consult a different

'What's going on' page or website or publication.

Anonymous

3/17/2023 03:22 PM

Stop chasing the newest fad. Pursue tried and proven approaches.  
Be serious about a regional cooperation to development.

Anonymous

3/17/2023 03:41 PM

Allow remote participation

Vanvlietj

3/17/2023 06:33 PM

None

Anonymous

3/17/2023 06:56 PM

No currently

Anonymous

3/17/2023 07:51 PM

No

Anonymous

3/17/2023 08:13 PM

Police officers are going to schools to give lectures, why mayor or city employees can't do the same. Topics: city planning, how the mayor is chosen; what's the role of city manager; or who is paying for snow removal, road's maintenance; police; firefighters,

Anonymous

3/17/2023 09:53 PM

No

Anonymous

3/17/2023 09:59 PM

Virtual is better. Something at my convenience and anonymous. This city is too much of a fishbowl.

Anonymous

3/17/2023 10:05 PM

More advertising

Anonymous

3/17/2023 10:08 PM

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Anonymous

3/18/2023 12:10 AM

Not at this time

Anonymous

3/18/2023 07:29 AM

when a open house is offered have it span/operate long enough or re-occur during different times of the day. (E.G. morning session; afternoon session; evening session)

Anonymous

3/18/2023 01:09 PM

Follow through and follow up. Most times the public engagement process is after department, committee or council debate where minds and processes have already been formed without public consultation.

Anonymous

3/18/2023 02:15 PM

Giving equal weight to citizens' wants, needs, comments, and opinions as to those of city council.

Anonymous

3/18/2023 02:33 PM

MHC

Anonymous

3/18/2023 04:27 PM

It would be nice if the city would have councilor's at these public forums regardless of the format so that they get a better understanding of the views of Hatter's. Personally I don't feel there are not enough opportunities to mingle with our councilor's and that their decisions are based on personal or the opinions of Lobbyists and close friends.

Anonymous

3/18/2023 06:12 PM

Not at this time

Anonymous

3/18/2023 09:47 PM

No

Anonymous

3/19/2023 08:35 AM

More adverizing and greater inclusiveness.

Anonymous

3/19/2023 09:42 AM

Have events on multiple days and at different times.

Anonymous

3/19/2023 10:51 AM

Its good when an opportunity is spread out over a few days as it can be at a rec centre or city hall. Then you can go on a day that works best.

Anonymous

3/19/2023 04:29 PM

Advertise them better so people know about them

Anonymous

3/19/2023 05:00 PM

Nope

Anonymous

3/19/2023 06:14 PM

No

Anonymous

3/19/2023 07:03 PM

No

Anonymous

3/19/2023 09:28 PM

Explain why you are looking for public feedback and what specifically you are using it for. People do not like to attend events and give feedback just so that the City can say they engaged the public but then do what they want anyway.

Anonymous

3/19/2023 11:53 PM

Offer ppl things, free swim passes, coffee, \$ off their utility bills, go to where the ppl are, do not expect ppl to come downtown ever. There's no parking

Anonymous

3/19/2023 11:54 PM

Think you need to rethink the amount of revenue created through the drag strip, Rifle Range, RC airport. Think about the disaster that changing the use of that area will cause to the groups of registered voters in the redcliff and Medicine Hat area, who spend there time trying to improve there group areas and bring in more revenue to the city. I've "heared" of possible light industrial park to replace the current land usage. Just wondering if any one thought about the empty warehouses around town That could be repurposed for light industry. Just a thought.

Anonymous

3/20/2023 08:11 AM

no

Anonymous

3/20/2023 08:37 AM

The City needs to be clear what type of engagement they are conducting. If it is for engagement for the purpose of informing/educating or engagement for the purpose of consultation/feedback and advice on needed changes. If there is engagement, but nothing changes or the City moves forward with a decision regardless of feedback, the engagement is then not felt to be meaningful and people disengage on future opportunities. If it is for information and advising the community, that should be stated up front so that participants can determine whether or not they wish to invest their time.

Anonymous

3/20/2023 09:58 AM

More advance notice and nothing that's outside because then it's weather dependent

Anonymous

3/20/2023 10:53 AM

Opportunity for more information prior to the public gatherings to research, listen and form questions.

Anonymous

3/20/2023 12:01 PM

Live streaming and replays, similar to city council meetings

Anonymous

3/20/2023 12:10 PM

Not at this time.

Anonymous

3/20/2023 12:37 PM

See above. You need to be interested in output from residents. You are not. Status quo of the city in the past has been to gather information from the public but then do what you intended to do all along anyway.

Anonymous

3/20/2023 01:09 PM

Make them count.

Anonymous

3/20/2023 01:37 PM

Not sure

Anonymous

3/20/2023 01:46 PM

No

Anonymous

3/20/2023 01:58 PM

No comment

Anonymous

3/20/2023 02:13 PM

No

Anonymous

3/20/2023 02:15 PM

No

Anonymous

3/20/2023 02:48 PM

No

Anonymous

3/20/2023 02:54 PM

Links to surveys should be emailed

Anonymous

3/20/2023 03:07 PM

Regarding existing land lease holders I believe there needs to be an opportunity for the existing clubs to renew or a path for purchase.



Anonymous

3/20/2023 03:18 PM

Multiple times, Online webinars, Better advertising opportunities, connecting with local business or non profit to host the event increasing awareness of a non profit while receiving feed back.

Anonymous

3/20/2023 04:31 PM

I like those one sheet newspapers which are found in fast food outlets. It would be nice to see the City pair up with some company to include "City News" in such daily one-sheet newspapers

Anonymous

3/20/2023 04:45 PM

Schedule opportunities on a regular basis, not only when issues are in the headlines

Anonymous

3/20/2023 07:17 PM

Na

Anonymous

3/20/2023 07:26 PM

Online resources seem effective.

Anonymous

3/20/2023 07:54 PM

Not really

Anonymous

3/20/2023 07:58 PM

Small group setting

Anonymous

3/20/2023 08:15 PM

In some public engagements, I have perceived that the City had already made a decision and the public consultation was merely a formality.

Anonymous

3/20/2023 09:03 PM

Surveys could be included with utility bills or tax assessments.

Anonymous

3/20/2023 09:04 PM

N/a

Anonymous

3/20/2023 09:46 PM

Nothing more at this time

Anonymous

3/20/2023 10:09 PM

Televised

Anonymous

3/20/2023 10:20 PM

Actually listen to the feedback.

Anonymous

3/21/2023 05:13 AM

No

Anonymous

3/21/2023 06:37 AM

Putting notices on city utility bills is moot, as so many residents receive e-statements and don't even look at them

Anonymous

3/21/2023 08:56 AM

No

Anonymous

3/21/2023 09:13 AM

From past engagement sessions, the city would do well to ensure that participants understand what is being discussed and why, as well as laying out the "agenda" for the session. One sessions I attended was a bit chaotic because participants were confused about what they were supposed to be doing during activities. At another, inadequate information was shared beforehand leaving some participants confused and others convinced they were attending a totally different presentation (you know what I'm talking about...).

Anonymous

3/21/2023 09:58 AM

Include info on utility bill email?

Anonymous

3/22/2023 04:06 AM

The public participation process shouldn't just be completed to check a box in the process. Residents being affected by the decisions made by the City should have their opinion heard and really take it into consideration. My personal experience with dealing with the City and doing public participation didn't feel that my opinion was taken into consideration at all.

Anonymous

3/22/2023 06:45 AM

Medalta, library, at different local shops/cafes

Anonymous

3/22/2023 08:38 AM

no.

Anonymous

3/22/2023 08:53 AM

Seek to broaden awareness of the ability to participate by going to where people already gather to present info: Rotary and other service club gatherings, churches, sporting events, etc.

Anonymous 3/22/2023 10:09 AM	no
Anonymous 3/22/2023 11:01 AM	Stream live virtually (zoom)
Anonymous 3/22/2023 07:26 PM	No
Anonymous 3/22/2023 08:01 PM	Live streaming, with an opportunity to digitally submit questions, for those who can't attend physical events in person
Anonymous 3/22/2023 09:44 PM	The downtown core is becoming amazing. How can the city push or purchase the old buildings that are run down and revamp them???
Anonymous 3/22/2023 06:43 AM	Timing and location. As someone who works full time 8-6 I am not able to leave work to participate in in-person events and have very little free time to attend on weekends. Virtual surveys and other online events would be much appreciated as I feel scheduling them during business hours disproportionately leaves out people of working age from the conversation.
Anonymous 3/23/2023 09:49 AM	As a large industrial manufacturer in the region, we often receive public participation requests without clear communication about the purpose and process. We appreciate the opportunity to participate; in order for public participation to provide the most value to the City and stakeholders, it's important for us to understand the purpose of the engagement, objective(s), how stakeholders are determined, how consultation will be undertaken, expectations for participating stakeholders, the process and stages for providing feedback, key milestones/activities and associated timeframes, how and when city decisions will be made, and how outcomes/decisions of the engagement will be shared with stakeholders. The Public Participation Consultation webpage is a good model to use for other consultations as a one-stop for information about the process, related documents, city lead, etc. In our experience, the Provincial and Federal governments both have clear public participation processes.
Anonymous 3/23/2023 10:19 AM	I just think they need to be combined with fun/connection. Maybe have an info table/session at events like spectrum
Anonymous	Engage with service groups, clubs personally, by invitation or

3/23/2023 10:25 AM

personal engagement.

Anonymous

3/23/2023 10:45 AM

Target your audience well so that you get a better response and turnout at open houses.

Anonymous

3/23/2023 11:27 AM

No

Anonymous

3/23/2023 11:29 AM

None at this time

Anonymous

3/23/2023 11:31 AM

It would be great to see evidence that results from public engagement are being considered by the City. See an increased effort to engage with the public on diverse topics to improve transparency in City plans, and overall stakeholder consultation.

Anonymous

3/23/2023 12:45 PM

Anonymity as staff feel like if they participate and let their feelings known they will suffer repercussions.

Anonymous

3/23/2023 01:14 PM

More available dates for open houses, posting how to access results open houses on more than the City website (ie. post link on Facebook, Instagram, etc.)

Anonymous

3/23/2023 02:51 PM

Host events around World Water Day, Earth hour, earth day Environment Week, Walk to work day, Waste reduction week. Invite participation from any group that wishes to present displays, activities, or pecha kucha style presentations.

Anonymous

3/23/2023 09:38 PM

The current process is absolutely meaningless and a waste of time because it is disingenuous and inauthentic. It is not a consultation process rather, it is an insultation process where the planning staff (and others) only share the information they want the public to know. If questions are asked that don't align with their message it is not uncommon to receive either a misleading response or one that is false. Question: why were so many recreational clubs or organizations missed in the recent Recreation Master Plan? Did City staff review the document for content? And if not why not? Why are there errors in a presumably professional document, and why is some of the document so exceedingly difficult to read due to font size and color or background color and other matters?. The message seems crystal clear: we don't want the public to read the document.

Anonymous

3/24/2023 08:53 AM

Have a central spot on the City website for highlighting the week's information about City activities, despite trying to follow its various social media channels, I find I'm often missing pertinent information.

Anonymous

3/24/2023 11:03 AM

NO

Anonymous

3/24/2023 06:36 PM

We are in a world of information overload sometimes... I, like so many others are busy busy with our lives so I personally need a nudge...I can make time for anything that is important to me or my community but I need to be alerted...maybe start an email BCC list to send out community reminders?

Anonymous

3/25/2023 10:47 AM

N/A

Anonymous

3/25/2023 10:59 AM

None

Anonymous

3/25/2023 04:12 PM

Don't schedule on Sundays.

Anonymous

3/25/2023 04:21 PM

Don't schedule on Sundays.

Anonymous

3/25/2023 04:54 PM

Evenings and weekends present child care challenges something online

Anonymous

3/26/2023 10:19 AM

What's the point of open houses if you don't hear back from the city and they follow their plans anyway. Someone should take people's concerns seriously, and have a look at the full picture of what the results might be for the homeowners. Be honest!

Anonymous

3/27/2023 07:51 AM

news paper

Anonymous

3/28/2023 12:31 PM

Although I chose multiple topics as the preference for engagement activities, it might depend on the topic and length of session. Eg. in a 5 topic session, can i have the times for just the sessions I want to attend or view.

Anonymous

3/28/2023 03:22 PM

Not at this time

Anonymous

3/29/2023 06:48 PM

Nothing specific

Anonymous

3/30/2023 04:10 PM

no

Anonymous

3/30/2023 04:17 PM

I think the city has done a very good job of community engagement. I find that people that complain about the engagement do not take the time to find out or participate.

Anonymous

3/30/2023 04:21 PM

Offer a variety of time options

Anonymous

3/31/2023 08:20 AM

Make sure that not for profits now that they are invited/included. Sometimes I second guess if I should attend or if its relevant to attend certain meetings.

Anonymous

3/31/2023 09:33 AM

Regularly scheduled events - perhaps quarterly meetings where many topics are covered so the public knows they are coming. Small lunch and learn events - perhaps neighborhood based

Anonymous

3/31/2023 09:44 AM

Going into your audience's environment. Senior care homes, schools, a mutual agreed upon business location, recreation centres, parks, etc.

Anonymous

3/31/2023 11:34 AM

Communicate through as many platforms as possible. Radio, social media, etc.

Anonymous

3/31/2023 11:36 AM

Environment topics on the website

Anonymous

3/31/2023 02:44 PM

City Newsletter or My MH Dashboard

Anonymous

Documents that should be public knowledge need foip all the time It's

3/31/2023 07:34 PM

exhausting

Anonymous

4/01/2023 08:51 PM

Planning and development requires that there are goals established along with how these goals will be measured. Public input should be used to help to assess reaching of goals and how success is being measured.

Anonymous

4/01/2023 09:25 PM

No additional comments.

Anonymous

4/03/2023 10:04 AM

Longer notice for response deadlines

Anonymous

4/03/2023 10:48 AM

no

Anonymous

4/03/2023 02:54 PM

Noting that I feel the City is making increased efforts on this front. When engagement is used as a tactic it should be central to the process, not an adjacent activity. Perhaps having some definitions would be helpful to set expectations. Eg. Consultation vs engagement and the way the participants will be informing the process overall.

Anonymous

4/03/2023 04:52 PM

No

Anonymous

4/03/2023 05:33 PM

Reaching out to businesses through the Chamber is useful but you probably do that anyway.

Anonymous

4/04/2023 02:45 PM

na

Anonymous

4/04/2023 05:33 PM

virtual town halls

Anonymous

4/04/2023 07:59 PM

Am involved with a number of groups in Medicine Hat and because of budget problems, it is difficult for these groups to continue to offer their programmes in SE Alberta. One example is Praxis Science Outreach. The have been involved in doing free activities in SE Alberta for over 30 years but this has become more difficult because provincial money tends to go to large organizations or Calgary and Edmonton events and programmes. It would be helpful if Medicine

Hat could promote local groups in ways that would allow them to receive provincial and federal funding although this may be difficult.

Anonymous

4/06/2023 03:01 PM

Provide opportunity for supporting documentation of opnions.

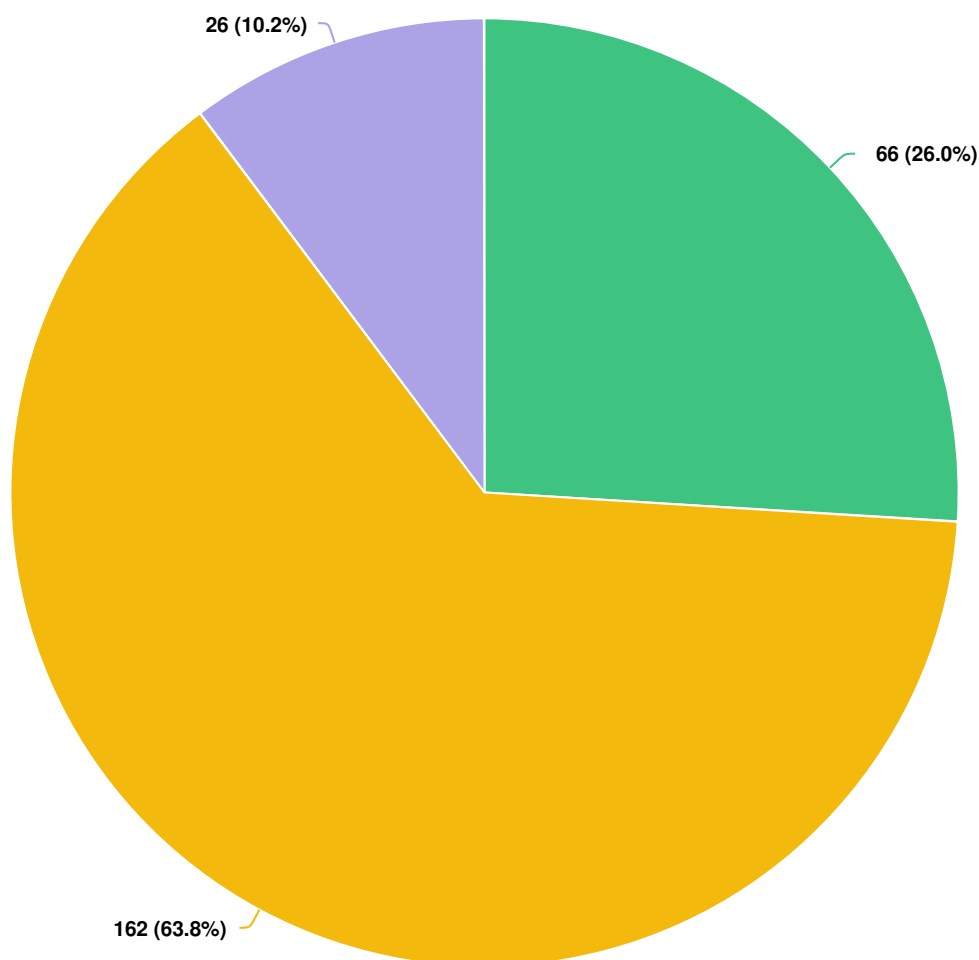
**Mandatory Question** (254 response(s))

**Question type:** Essay Question



# Appendix 2

**Q10** | Would you be willing to participate in a focus group to discuss this topic further? If yes, please submit your contact information (name, phone, email) for consideration. Up to 30 respondents will be randomly selected for the focus group.



**Question options**

☐ Provide your name, email, and phone: ☐ No ☐ Yes

*Mandatory Question (254 response(s))*

*Question type: Radio Button Question*

**Summary of Notes**  
**Public Participation Focus Groups**  
**May 9, 2023**

**Question 1**

In what ways can the City involve residents in decision-making processes to foster a sense of ownership and engagement?

- Be sure to use multiple techniques and offer multiple opportunities
- Create neighbourhood associations
- Need a clear intake process for inquiries and suggestions – residents need to feel confident in the process – make sure tools are tested
- Education on the role of council vs. administration
- Create a City newsletter
- Improve how committee meetings are streamed
- Use outdoor advertising to promote public engagement opportunities
- Go to where the people are ( e.g. go to a park to meet people about parks topics, Spectrum, community events, etc.)
- Better promote/educate the community on Shape Your City website
- Use e-notifications to link people to Shape Your City of Medicine Hat
- Make sure the right community organization is at the table. Create a fulsome list and allow people to sign up
- CHAT-TV commercials
- Newspaper ads.
- Town halls, together with two-way conversation. Feed off each other.
- Surveys – make sure they are accessible to seniors (online and in-person)
- Partner with other organizations
- Understand your stakeholders one on one – has greater significance
- Separate social media channels by topic
- Neighbourhood associations – collaborate with City and other associations to create groundswell and encourage grassroots action
- Connect more with marginalized populations – work with agencies and go to where they are
- Need to encourage and educate more on engagement
- Offer regular, consistent opportunities to engage – meet people where they are
- Incentivize engagement – offer prizes

**Question 2**

What role do you think community organizations and local businesses can play in supporting the City's public engagement and communication efforts?

- Collect questions ahead of time to prepare to speak on it
- Organizations share City's information on their platforms
- Participate in networking events
- Develop partnerships
- "leaky boundaries"
- Be clear on how feedback can be provided
- We don't ever hear the resolution (when referencing emails to council)

- Put community at ease on other social media platforms (e.g. local media)
- Newspaper advertising
- Clear scope – help people understand intended outcomes, timelines and how the information will be used
- Identify the right subject matter expert to do the engagement
- Community organization should help distribute information
- Encouragement of engagement with other businesses and organizations
- Both groups need to have representatives, play promotional role, model what engagement could look like
- More collaboration with the City – work together to engage with the public (e.g. send out survey together)
- Action-oriented
- Encourage businesses to ask for feedback
- Ask the business what role they want to play
- Act as a disseminator of information to their stakeholders
- Act as a facilitator of town halls
- Bring the stakeholder people together
- Solution- pulling together a resources that lists all community organizations, non-profits, recreation, service clubs (central portal)
- Community Foundation has infrastructure for community info. Package for newcomers, new businesses want to get involved, ways for people to engage
- Directory of community organizations/businesses on website with description
- Improve search function on website
- Business resources (who's who, sponsorship, grants, networks)
- City webpage linking to community resources
- "welcome package when new businesses, organizations come to Medicine Hat
- Put on annual community event that includes public engagement effort (e.g. Together Again Festival)
- Apply rules of engagement on conduct, etc.
- People need to be okay with hearing the negative
- App would be helpful (conference experience – offered quick opportunities to engage)
- With committee restructuring, the City is missing out on that feedback
- Harness the resident lifecycle (e.g. use opportunities like signing up for utilities to educate on other topics)
- Keep tweaking – this is a great City with great amenities
- Want to see consistent effort from council to connect with broad community
- Perhaps consistent opportunities to attend (e.g. monthly, predictable event)

### Question 3

What barriers and/or challenges do you currently face in engaging with the City and what solutions would you suggest to overcome them?

- don't know who in the city to approach
- time to engage – offer multiple means, use Shape Your City and tradeshow
- Want to engage on topics that they City is not necessarily engaging on
- Not enough opportunity for two-way engagement
- No response/resolution on inquiries to council

- Not happy that all of the boards amalgamated into Community Vibrancy Advisory Board – seems counter to the idea of needing to engage more
- Not aware of what is happening
- personal email
- Previous website – has improved 100%, continue to focus here. Swim registration has improved
- No response from emails to council
- Language and legalese (e.g. LUB amendments – where to find lots and numbers)
- Don't hear back on inquiries or requests
- Online form – don't hear back. Is this technology working (special event permit and sea can process is onerous)
- Need to do community conversations not just a survey
- Website search tool needs work – hard to find specific items
- Hard to find a specific contact for a department to address specific item/issue
- Would like to see real human response (not automated) to acknowledge receipt of feedback/inquiry
- Should have generic emails that multiple employees of a department have access to
- Offer better linkage to third party websites (e.g., Medicine Hat Tourism, MHSEC, etc.)
- Police commission – public consult – City Council
- Newsletters (physical paper) would be helpful
- Process can be intimidating for new Canadians. Educate newcomers that it's okay to engage and even encouraged (Your voice can be heard). You will not get in trouble.
- City webpage returns too many search results and can't find bylaws
- Committees should not have closed meetings
- Stakeholders sessions should be segmented (e.g. offer one session for industry vs. one for general community to allow opportunity to deep dive into issues more relevant to the audience)
- Bring back working committees (e.g. Heritage Resources)
- Council should be more accessible and visible in the community and have more face-to-face communication
- Need a tool that allows people to submit real time issues and problems within the community (e.g., app)
- Need a standard practice that businesses and community organizations have to follow to engage with the City. Need a dedicated rep that provides feedback. Two-way street
- Need to identify big issues vs. small. Which ones need engagement?
- Old boys mentality – “We know better than you”
- I'll never do business in MH
- Silos within City Hall
- Apathy – residents are disconnected
- Too much reliance on social media – what about seniors with no internet
- Intimidation factor for many – am I smart enough, will they take me seriously?
- New population can't navigate or check City website
- Fundraising – grant coordinator, grants for organizations, Climate Action Grant
- Hydrogen Hub, how are we drawing in that investment and support
- Awareness – everyone is bombarded with info