

Feedback Session Survey Results

August 17, 18 & 21 2017

1. Do you have any other suggestions to make this program a success?

- Many venues are too hard to hear and speak in.
- Not really
- Good facilitators/moderators who can keep those with strong opinions from shutting others out of the conversation and encourage everyone to participate. I'd like to see a variety of the methods tested out to find how well they work. Summary of "results" input from meeting posted on City website for anyone unable to attend.
- N/A
- Publicize some upcoming issues about which public input will be needed (to give engagement process a meaning – full context and to motivate attendance). Draw prizes, refreshments and other "fun" elements – advertise these in the session notifications.
- More promotion of the events themselves? I heard about this one on Facebook this morning – went to the City website and read more. I know pre-advertising is difficult with no daily paper and no real local news channel. Best of luck with a difficult task!
- Need better advertising in the community. Not everyone is on Facebook or Twitter.
- Engage community with yes/no/other questions for surveying. Create survey phases in order to continuously seek feedback on topics/details. Eg. Community Engagement Survey 1, 2, 3, 4.
- Am happy to see this kind of people involvement. Very good ideas, keep it going.
- Get the principles out and circulated!
- Seems well organized
- Refreshments help
- Watch the documentary "The Human Scale". Also on Youtube Watch the 20 minute tedtalk by Jan Gehl about "The Human Scale".
- Put out at least 3 sandwich board signs on the paths sayig "City Public Info Session". It looks a bit like a church group and I almost avoided the pavilion!
- Look at what Victoria did. They quickly worked thru issues/topics and you could actually see the outcomes go directly to influence decisions by Council. The referendum on the Entertainment Centre was a huge waste of time/money given public surveying would have shown the disapproval faster and cheaper!
- I am a 4 year resident of Nanaimo. I'm an RCMP member 20+ years and have lived in 7 different communities. City Staff & Council need to be held accountable. There are 2 Nanaimos – North & Central/South. Very different needs, challenges, wants, etc.

- Prove you listened. Address the problems raised. Use a different engagement method at each meeting.
- Identify some clear decisions that actually need to be made before landing on the appropriate engagement technique.
- By keeping the public well-informed as to the result and progress that Council is making or responding to suggestions. People need to know they are heard by actions, responses, etc. What about contacting various “groups” in the community (eg PTA’s, Lit. Nanaio, Rotary, Hospital Auxiliary) and ask them to have a member come to a session to give input/feedback.

2. What day(s) of the week would you prefer to attend one of these sessions?

- During the week
- Friday
- Open
- Tuesday
- Monday-Thursday (not Friday/weekends)
- Any weekday is best for me
- Thursday
- Monday-Thursday
- No preference. Number of people at previous meetings may indicate best times?
- Visiting from out of town
- Rotate and catch different people on different days. Ex – if you only have Tuesday you always miss the Tuesday crowd who go swimming in that timeslot.
- Weekend.
- Weekdays.
- Any.
- Monday-Friday
- When I can

3. What time would you prefer to attend one of these sessions?

- Day
- Afternoon
- Early evening or weekend afternoon
- 9:00 AM
- Afternoon/early evening
- Morning or afternoon is preferable to evenings, but i know that doesn’t work for most working people
- 1 pm

- Evenings
- Any time I can
- 10-3
- 11am-1pm is good. 1pm – 3pm is good too.
- Dinner time. Feed us. (you save me time cooking dinner, I'll come!)
- Day/Evening
- Rotate morning, afternoon, evening. Different each meeting.
- Time convenient to working people eg noon, on their way home? I am retired so no problem.

4. Where in Nanaimo would you prefer to attend one of these sessions?

- Central
- Good parking, wheelchair accessible
- Bowen Park, Downtown, NAC
- Bowen Park
- Downtown
- Bowen, Beban, NAC, City Hall...
- Bowen Park
- Beban Park, VICC
- Downtown, City Centre such as Maffeo Sutton, Library, City Hall
- North, Mid & South ends
- Not downtown
- Outside was nice idea. Mid to downtown
- Somewhere nice downtown
- Beban Park
- Am at Maffeo Sutton

5. What is your age?

- 62
- 74
- 70
- 60 +
- 63
- 61
- 64
- 47

- 74
- 66
- 52
- 46
- 47
- Over 60
- 26
- 69

6. What area of Nanaimo do you live in?

- Harewood
- South End
- Fairview
- Old City Quarter
- Downtown
- Brechin Hill
- Brechin Hill
- Harewood
- Downtown
- Edmonton, AB
- Brechin
- North
- Downtown
- Living and owned home in North end for 18 years. Now living in Harewood on Varsity Way and love going downtown and seeing the community.
- Beach Acres
- Mid

Feedback submitted via email:

For me, communication should enable two parties (Council/Staff and the public) the opportunity to share and exchange information/ideas/concerns in a respectful manner.

To be successful some level of structure/protocol is essential.

The following is submitted for consideration:

The "meeting" should be issue/subject driven and the subject(s) of a particular meeting should be published in advance to enable research and preparation.

Council/Staff should publish in advance a subject or two that they wish to provide information on the "what - why - and how" of the issue. The public should also submit issues of concern in advance also with "what - why - and how" for Council knowledge/consideration/preparation.

In addition, an open question period should be available near the end. Questions that cannot be answered "on the fly" should or could be answered on a city site set up for that purpose. Alternatively, the question could form part of the next public meeting for discussion.

As to the form of the engagement, it may be that "one size" doesn't fit all and depending on the issues to be discussed one form may be more effective/suitable than another. In other words it may be prudent not to lock yourself into any one specific option.