

Everybody's Business Phase 1

Electronic Questionnaire Responses

Question 3: Ranking of Engagement Goals

Question 6: How Well Informed Do You Feel?

Question 7: Communication Tools

Answers provided during February 18th, to March 5th, 2011.

Total Number of Opens, 1,456 (responded to the first question).

Not all respondents answered the questions. The questionnaire page concerning Calgary Budget Engagement Process had response numbers ranging from 459 to 754 participants. Staff rates ranged from 12 to 27 people.

The results from questions 3, 6 and 7 are best reported as graphs. Additional comments regarding what was missed are provided verbatim following the graphs.

Page 2 – Question 3: Ranking of Public Engagement Goals

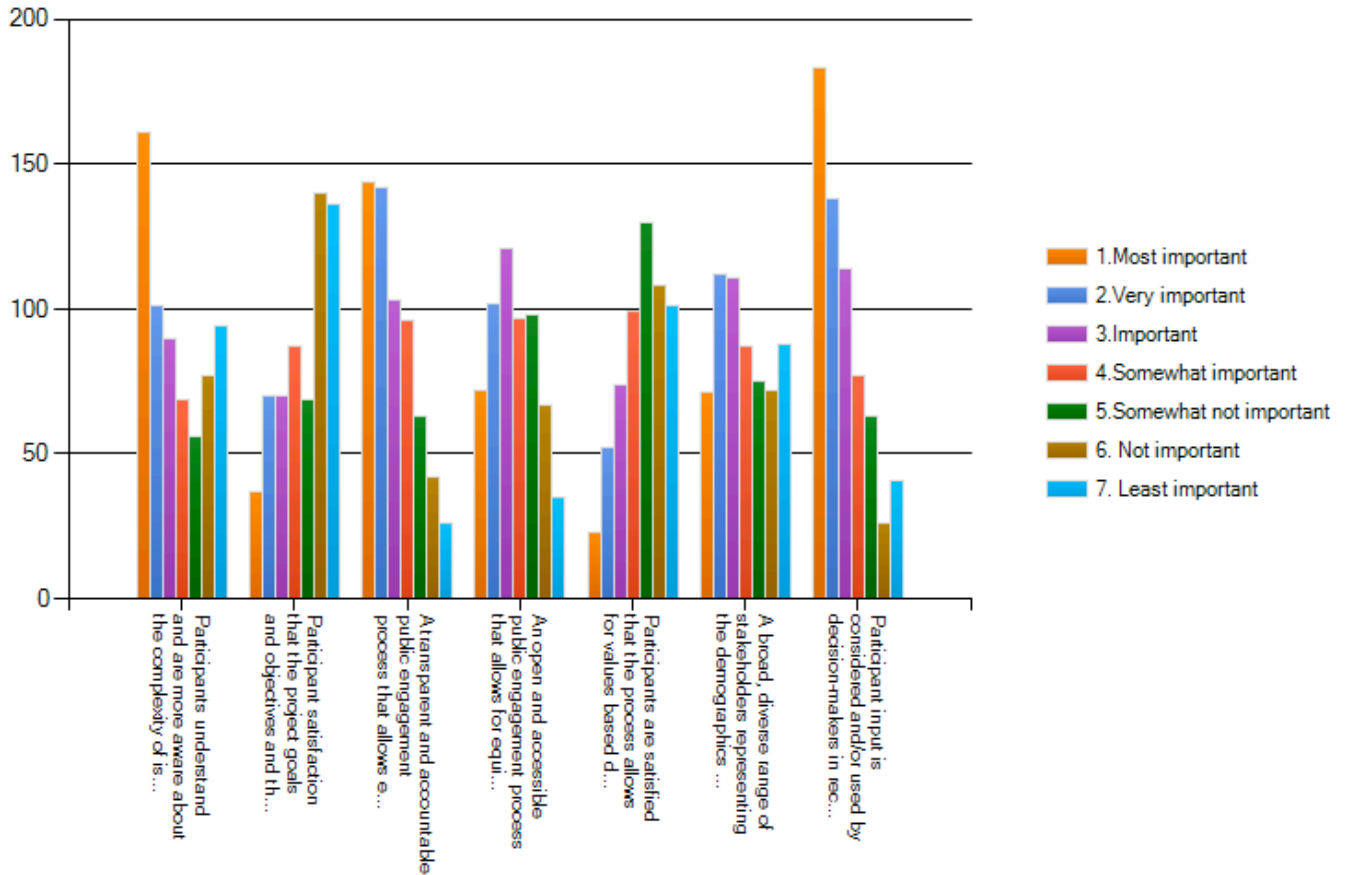
Participation in the ranking question ranged from 642 to 587 respondents. People were asked to rank the following 7 goals from highest to lowest of importance. The survey was designed so that a respondent could not have two ticks in any one column or row.

The survey for staff allowing multiple access from the same computer had 27 respondents.

There were 170 additional responses from the general questionnaire and 6 from staff.

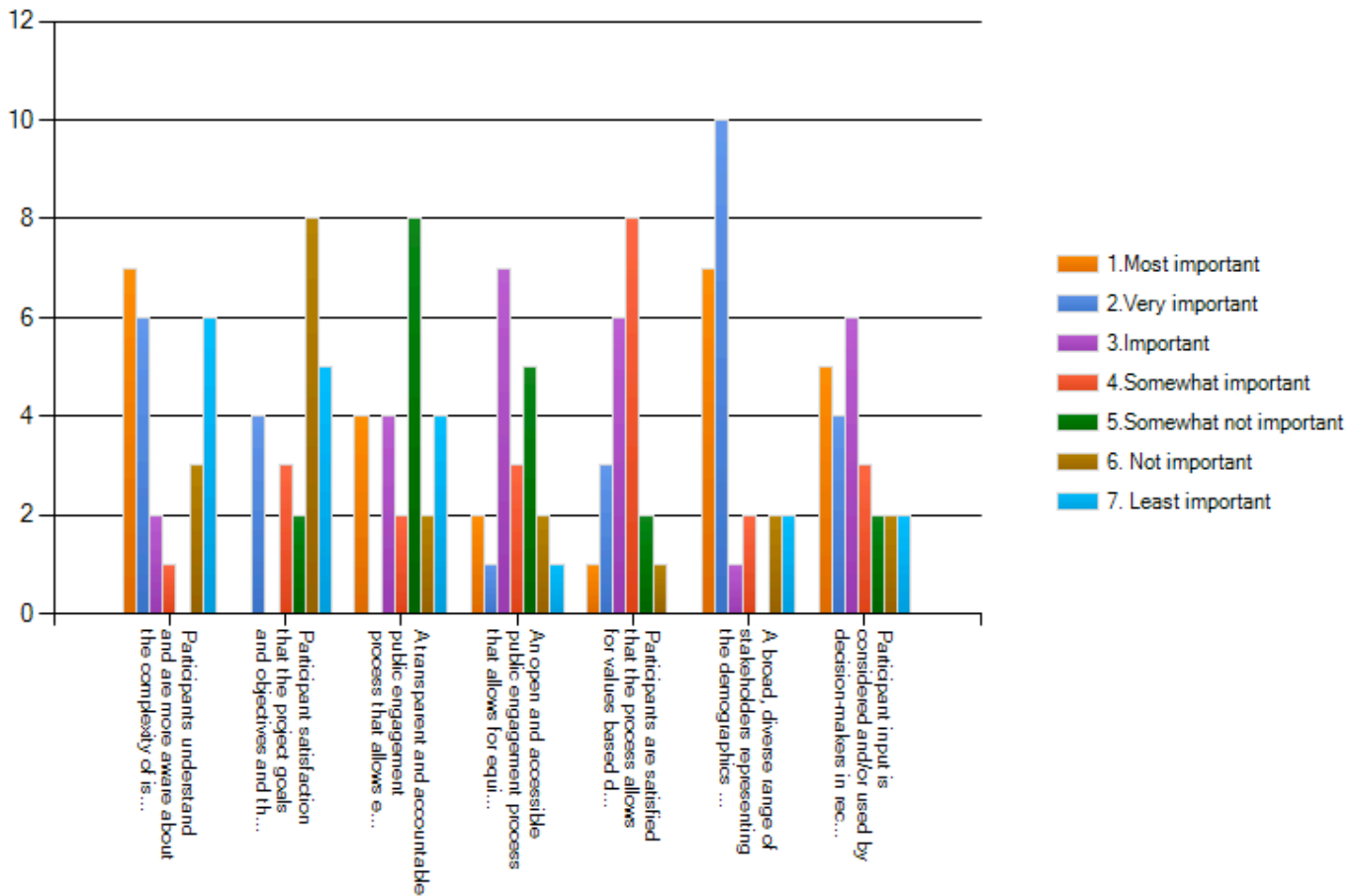
From the Public Survey:

The following 7 goals (or indicators of success) have been identified for the Our City. Our Budget. Our Future. project. Please rank these goals in order of importance to you, from the most important goal to the least important. If we have missed anything, please provide your thoughts about a goal.



From the Staff Survey:

The following 7 goals (or indicators of success) have been identified for the Our City. Our Budget. Our Future. project. Please rank these goals in order of importance to you, from the most important goal to the least important. If we have missed anything, please provide your thoughts about a goal.



If we have missed anything, please provide your thoughts about what additional goals should be considered?

All are important. If I could I would give them all number one ranking. I have not filled in the rankings for this reason

Your listed goals overlap and combine logically and operationally distinct elements. Ask JtL for help next time you design a survey.

This is silly - there is a higher level of importance to each of the above than can be ascribed through the survey

Please all of them are important

This method for this question is misleading - nearly all of these 7 goals are "very important"

Fairness and understanding

What r u trying to ask in the above question?

It's important to ask citizens where they want to go, to throw out ideas about changes

How do you define 'stakeholders' and 'appropriate methods'?

The citizens must be allowed to make the major decisions through referenda: "Participant input is considered" is a charade.

No more manipulation of biased surveys to produce a desired result

Measurement of success

Give assurance that the entire budget is not wasted on the process. Please convince the city has creative problem solvers not just facilitators on staff. Thank you.

Consideration of the opinions of those who are footing the bill.

Typical of the city admin, the above does not work!

Some of these goals are of equal importance and it is unfortunate that the question is designed so that responses can be reported as "the majority of participants said a particular goal was of least importance."

You can only pick one item (Blue line and Grey line). It unchecks the check mark in same column from any other Blue line or grey line.

The most important goal should be a metric - will this/does this work better than the existing process?

Please fix the above answer options, they are programmed dependent to each other and if you answer one it affects the answer of others. Thanks!

The current public engagement process is viewed by many as being irrelevant, because the "decision has already been made and the open houses and community consultation is just for show"

I think these are all-important points and should not be discounted as "not important" or "least important" in this forced prioritization list. I will not check these off, as a result.

Again, I support processes that engage and consider community members input. I just don't think that it's possible to have informed input on this scale.

The description of the ratings is poorly worded. This should be a 1 to 7-priority list. There are no choices on the list that are not important.

The consultation process is completed on time and on budget. Cost of the consultation process is clearly communicated to citizens.

Reduce tax and provide good service

I really don't like the verbiage with your rankings. E.g. If 6 is not important how can 7 be less important than "not important". I just answered based on most to least important. I don't think any of these goals are "not" important.

Difficult to rate 1-7 as they are all important if you wish to achieve your objectives.

I can rank these goals...but I don't believe any of them are "not important" so I have not assigned a ranking past 4.

When checking off my responses, some of the check marks disappeared

Goals should be simple to understand. Clearly defined. Measurable. Non-political. In the best interests of the City as a whole. Tracked for progress. Timelines for completion. Well thought out. The best alternatives should be decided upon. A long-term vision should be in mind when making decisions. Spacing is very important.

Openness of administration staff in terms of placing themselves in the shoes of taxpayers, rather than administrators.

A consistency in public engagement process so people become familiar with a City engagement processes instead of it being different each time out.

I do not like the ranking to "not important" or "least important" - to force-rank these inputs...this forces me to rank something as least important, even though I feel many of these are important. Also, this language is VERY engagement specific and the average respondent may not be able to differentiate between "transparent & accountable" versus "open and accessible"...I fear this is too engagement-academic and will become meaningless as a set of responses.

Something about affordability and something about financially prudent for short and long-term. We could quite possible rack up a number of projects we would like to undertake but our debt load could be compromised.

It is important that participants not see a goal as being forced upon them.

This question is flawed, some of these things are all important. They shouldn't be ranked.

Tying this in with imagineCALGARY targets and making Calgarians more aware of the imagineCALGARY targets and process

There is a glitch in the program - I can not enter the same rating for more than one questions so the last 4 questions have not been completed - or rather does not register my choice

N/A

(Note when checking off boxes above the checks did not remain...)

The above questions were not written as well as they could have been. Multiple answers could have been selected as Most important.

Not to make all budget decisions based upon popularity during the point of time but also consider long-range public interests

This question isn't working, you can't select most important more than once

Participant input should be from "knowledgeable" citizens and not just "hecklers" - too many delays, too much of anything could mean additional costs, etc...

Hard to rate the above in this manner - some of these items are all 'very important' or somewhat important, but can only chosen once.

It needs to be understood that certain stakeholders have a greater weighting than others in some instances.

This project has not addressed how to engage marginalized people adequately enough. It is a real and serious shortcoming, as these individuals do not have access to the traditional communication vehicles that you and I do.

This should be about outcomes, not outputs or process. If people don't like an outcome, they attack the process but if process is the only thing they can attack, we'll have done well.

Use of outside expertise to address the 'we don't know what we don't know' issue

All the above are important.

Your definitions are overlapping. What feedback are you seeking from this?

Public will complain and give suggestions that cost money, but will not support tax increases and complain about user fees. Need to offer in the forum the option to cut or eliminate services.

I think all 7 goals above are relatively important, therefore I didn't check 5, 6 or 7

The most important goal, notwithstanding the rather confusing exercise above is honest information from the city as to what has already been decided and what biases are included in the process.

This question is very poor--3 or 4 goals would have been sufficient--there aren't enough differences in the 7 goals listed

Participants should feel confident that the information on which they are basing their positions is clear, accurate and unbiased, even if that means being vetted by outside agencies.

All of the points in #3 have importance but the survey did not allow proper ranking. I would not say "Participant Input" is not important - it is, but the option to rate it accordingly is not available.

I feel all the above are important. Hard to say that some are not so important.

How does this process consider the quiet majority who simply wants to live a quality life and not be bothered with tasks that are assigned to administration and council? How do you ensure that the minority of vocal complainers does not use this process to undermine the majority opinion?

Nothing really missing, but very difficult to rank these 1 -7.

Value for money. We are over-taxed. These questions do not address the fundamental issue, which is a spending problem.

The 7 indicators above are overlapping - several of equal importance. To rate them on this scale deflates each of their goals. I don't think this is useful. Therefore I don't think my own answers are useful and would prefer they not be aggregated with the rest.

How about allowing for more than 1 thing to be Very Important - survey is skewed to what you want it to read not what I want it to read. What a waste of my time. Just the same old garbage. Obviously you don't want any true feedback.

Balanced budgets and competitive municipal tax structure are a stated and paramount goal.

Decisions should be based on the value added for the entire city and not special interests. Decisions should be based on the wishes of the majority of the citizens and not social changes agendas of elected officials and bureaucrats.

A timely response to the needs of the districts, organizations, and city.

Congratulations! That was incredibly wishy washy and pointless.

These are all important.

Very annoying survey - won't let you rank more than one thing as very important

The rankings listed above are for larger budget items, however for smaller projects I believe that additional weighting needs to be given to the citizens who are directly affected (users).

Actually listening to participants...the 16th Avenue, Highway # 1 Development...citizens were ignored and even told that 16th Avenue was NOT a highway!! That was in a City Council meeting where we waited 2 days to be allowed to speak for 5 minutes!!

It will need to be clear to the participants that City Hall decisions actually reflect the work and contributions of this

process.

How much time was saved (or added) using this new process? What's the associated ROI?

Too much emphasis on developers who can hijack the process and sway priorities. Residential taxpayers should have higher input as we live here and are invested in community over developers who may or may not necessarily pay the appropriate amount of municipal business tax.

The ratings are misleading. I was asked to rank which is not the same as saying one is not important

This is tough because the above are ranked, not that I find any not important!

Venues and timing of consultations should be carefully planned. Previous "consultations" have been in obscure locations and the public presented with plans that were "fait accompli".

I am a reasonably educated and intelligent person and this last section has baffled me. Question 3 is so full of political gobbledegook that someone for whom English is not their first language would be apt to stop this survey right here. Let's keep the language simple folks!! By the way; there was no option to complete this survey in Canada's other official language; why not?

All of these are important. Give the participants all the data and let them set the discussion framework so that it cannot be manipulated by administration. The words 'Participant input is considered' trouble me considerably, since my past experience is that administration 'considers' our input and then does what it wants.

It is difficult to use this ranking system, some of these goals are equally important.

All aspects of the triple bottom line are considered - economic, social and environmental.

The process needs to be a conversation, not a survey or town hall. Informed voice are more important than "everyone has an equally-weighted opinion" - something that would have avoided the fluoride debacle. Technology platforms exist to have this sustained conversation with citizens and allow for meaningful patterns in ideas, solutions, and citizen-leaders to arise naturally through the process. Let's not reinvent the wheel and build one ourselves.

By accessible and transparent we have to mean on the web instead of just open houses etc. requiring personal attendance.

These are all equally important. We need to reach a range of stakeholders for input; we need to look at far reaching consequences of our planning decisions, in a transparent and fiscally conservative way.

I find that there is more than one selection for #s 1, 2 and 3

All are important

All the above are important. Impossible to say one is 7th and not important.

These are intangible "bs" goals

I have ranked the goals but I say that "6" is the 6th most important not that it is "not important". Poor choice of descriptors.

Sorry but these are all motherhood and apple pie statements

Why can only one of these indicators of success be ranked as 'most important', 'very important', etc.? They are ALL important!

Process should be focused, time should not be wasted on red herrings

Question 3 as a ranked series of worthwhile commitments is ridiculous.

No

You have missed the fact that all of these are important and that this survey should NEVER rank any of these as "not important" "somewhat important" or "Least important"...

This is a VERY poorly designed question. What I have had to rank as least and unimportant are in fact very important.

I don't think the ranking system here is appropriate. I feel many of these goals are very important.

Time: if participants are actually going to be valued, acknowledge the time restraints and make opportunities to engage that work for us.

Some of the above goals are equally important. Forcing us to rank them defeats the purpose.

Total communication through newsprint, television and flyer. Remember many elderly citizens do not have access to or knowledge of the electronic media or the mobility to attend distant meetings. Use of Seniors centres to inform the elderly presents one way to deal with this matter.

Participation by experts in project management and finance who are non-bias to the process.

This method of questioning is very slanted as all points of view have some merit.

Decision-makers put the needs of the City ahead of special interest group agendas.

It isn't that the goal is NOT IMPORTANT, it is just that it is 6th important. Very poorly worded. That is why I said what I thought was most important and what was least important only. Obviously, all 7 are important or the city has just wasted a ton of money and time coming up with 7 goals and indicators of success. None of them are "unimportant".

Your website does not allow one to tick off more than one goal in the same category - obviously I would have selected all to be "Most Important".

I don't like the titles. Because it's 6th most important doesn't make it "not important".

Most of the above belong in the top 3, none of them are not important.

Do not make decisions solely based on what developers want, their focus is on profit, not necessarily what is good for the city and citizens.

Perceived value of services goes up; costs go down; staff job satisfaction increases.

That priorities are assigned and decisions based upon needs as opposed to strictly wants that are not affordable or sustainable. That life cycle costing is taken into consideration.

What about that the goals have been met and a plan for how the process can be improved for the next issue.

Most of these 7 goals are equally important!

The above outline is very clear

All above are important, also no deficit

Can't seem to input my responses in this section. Of course, all points are very important

There are many unofficial groups forming in all areas of the city, which have formed a loose connection. They should be given courteous consideration as they usually have a better grasp of community concerns. Some CAs are too politically oriented and do not consider their community residents. You need to consider the very large numbers of citizens who do not have computers, are not computer literate even if they have one. The days of VERBAL

communication are still here and need to be respected. Ward Aldermen should hold regular ward meetings and make sure they are well advertised in advance. e.g. we have just received this info about the upcoming meetings. How do we inform our members when the older population and poor rely on phones or bulletin board notices. We need at least two weeks notice for this to be effective.

I can not rank these as I believe all are important

I think it is silly to rank these goals they are all important in their own way??

We are not "stakeholders" but citizens and shareholders. Make sure the participating citizens receive a good grounding in municipal responsibilities and funding/accounting processes so that the information received can be put in context. We seem to make the assumption that everyone has access to a computer - not true.

Improving the communication of these initiatives would be critical, or this will never be truly inclusive. The idea is great, but if no one hears about it, they will not engage.

Council needs to remember that they are the WISE people in whom our trust is held to make decisions that are in the best interests of the City using their wisdom and experience as the primary driver because most public engagement will only find the complainers coming out to be heard and council is depended upon to make decisions that rise above complaints to make decisions that move us further into a sustainable future.

At the end, we should have a Budget that The City can work with.

Just a comment on the above: I don't like your numbering descriptions. All of these things are important, so to say that #6 is "not important" to me isn't really correct.

Provision of valid impact statements for any potential decisions.

These are all important.

How about - the budget reflects the priorities of Calgarians as expressed through the process - more concrete goals, not this "airy feeling" stuff

Achieve results. This process needs to have an end financial target / result attached to it. It is not enough to simply about consulting the Public and/or Employees, Council must do better.

Crappy survey table and a lot of double-speak.....

This is an opportunity for civic education on municipal government and how cities are run- let's take advantage of that.

Terrible ranking choices - can't say any of the 7 is most/least important exclusively.

Budgets are complex...just helping people understand that is likely enough.

This is a poorly worded question - these seven options contain options that are essentially the same.

Must ensure that ALL citizens, especially those whose voices are usually marginalized (e.g., homeless, racialized, Aboriginal, etc) are heard. This is hard with an Ottawa team that does not know the communities and how to access these vulnerable populations.

Participant input is analyzed and validated through quantitative information as part of the decision-making process.

City administration often faces complex decisions that cannot be articulated in a Twitter -- need to ensure participants understand the whole picture and associated trade-offs.

This was very difficult to answer. All answers are priority.

Most important through somewhat important are actually all of equal weight.

Democracy and the cost of consultation and engagement. That is council, for better or worse is elected to represent and speak for the constituents. Public engagement is too often a way to shirk responsibility and cower to the masses rather than be forward looking, visionary and bold.

By ranking an issue as "Least Important" does not diminish its overall importance.

What is really most important is that people are convinced that the decision makers considered the recommendations and input before making any decisions.

Core services are defined and prioritized. Transparent information on how money is spent. Don't spend too much money on this, as representatives were elected to make these decisions.

All of these are important. A weird question.

Sorry this survey question above is restrictive and poorly designed. I can't rank some items equally because it is genuinely how I feel/think.

These are all fundamental principles of a valid and ethical engagement process and you should not be asking for them to be prioritized!!!

Maybe one or two practical goals such as: balanced budget; fiscal responsibility on all projects; cut the frills.

Spend the money wisely.

All of the above are important.

ALL are important above - not mutually exclusive of each other.

Dialogue + respect = understanding.

Those 7 goals are pure gibberish. Why are we spending \$2 Million on this?

Only items submitted by formal procedure not twitter based hot air issues.

Frankly, I believe that all of the above are important.

Survey language like 'values based' is unclear. Survey language seems unnecessarily convoluted.

The above Method isn't viable - all are important so we should have the ability to rate them 1 - 7 and not just one time each.

Opinions are solicited from people who do not use computers.

An understandable statement of goals without the bafflegab.

Poorly designed question. All of these goals are "Most important." Calgarians expect the City to be able to meet all of these goals. If you don't believe that, then in designing the question you should have asked if people agree with the goals.

Budget transparency; outside audits; FOIP protection.

The Goals are unrealistic. Sounds good - but how will they be implemented and accounted for. The public is pretty cynical about participating and having their input ignored.

This survey element does not work on my iPad.

Stop trying to cater to individual ethnic groups and treat everyone equal as Calgarians - 'diversity' is self-serving.

Objectively look at the needs. It is not always the squeaky wheel that should get first priority. Some communities speak louder, and more persistent but others may be in greater need.

Consideration of the general public that does not get involved instead of small priority groups with loud voice input.

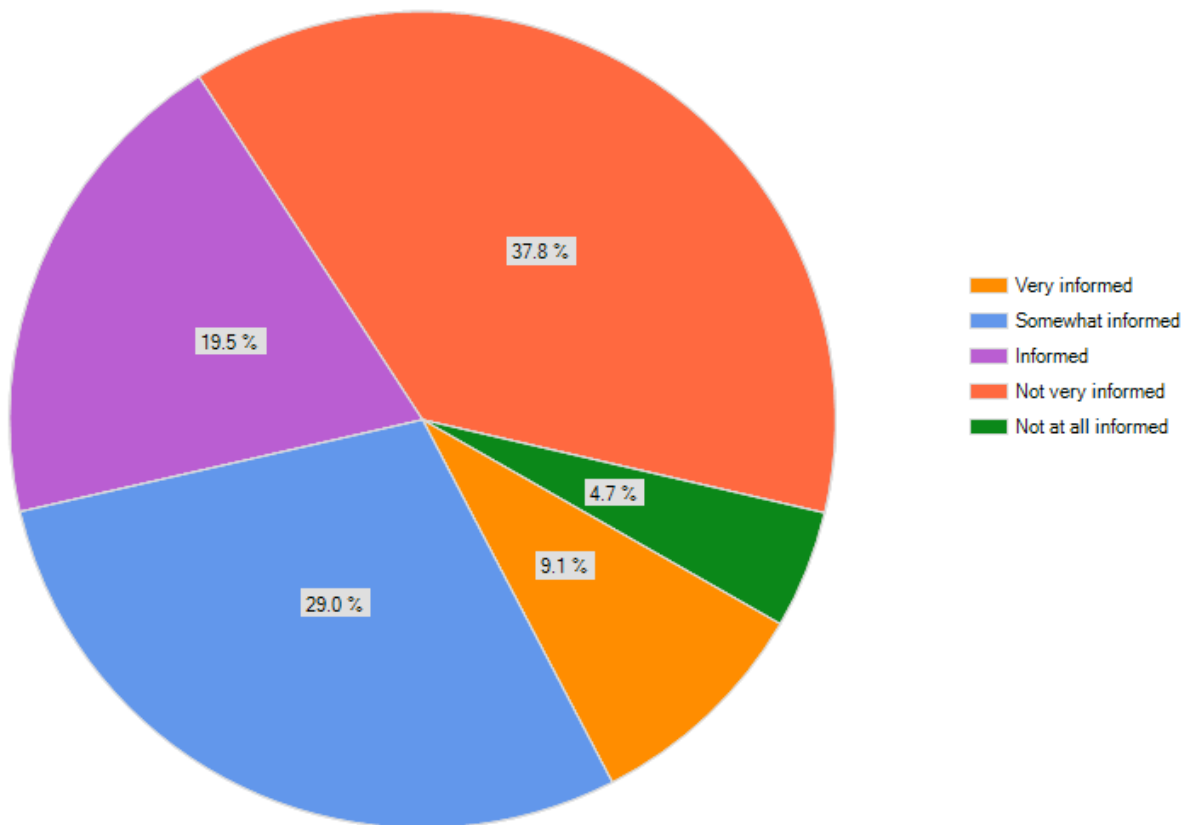
Every 5 years do a detailed survey to measure public values -above all-important.

Page 2 – Question 6: How Well Informed Do You Feel About These Issues?

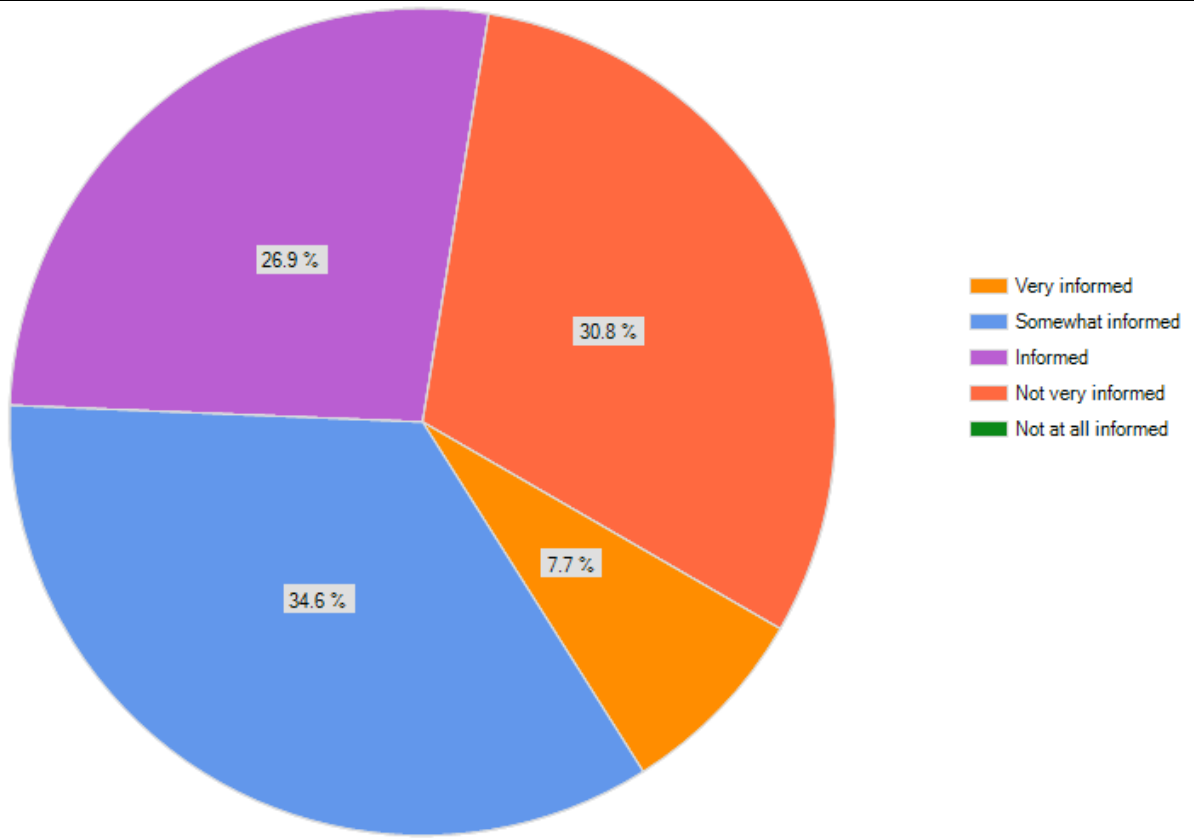
There were 720 respondents in the public survey, and 26 in the staff survey.

Our City. Our Budget. Our Future. will be examining the City of Calgary's budget expenditures; and the programs, facilities and services they support. How well informed do you feel about these issues?

From the Public Survey:



From the Staff Survey:



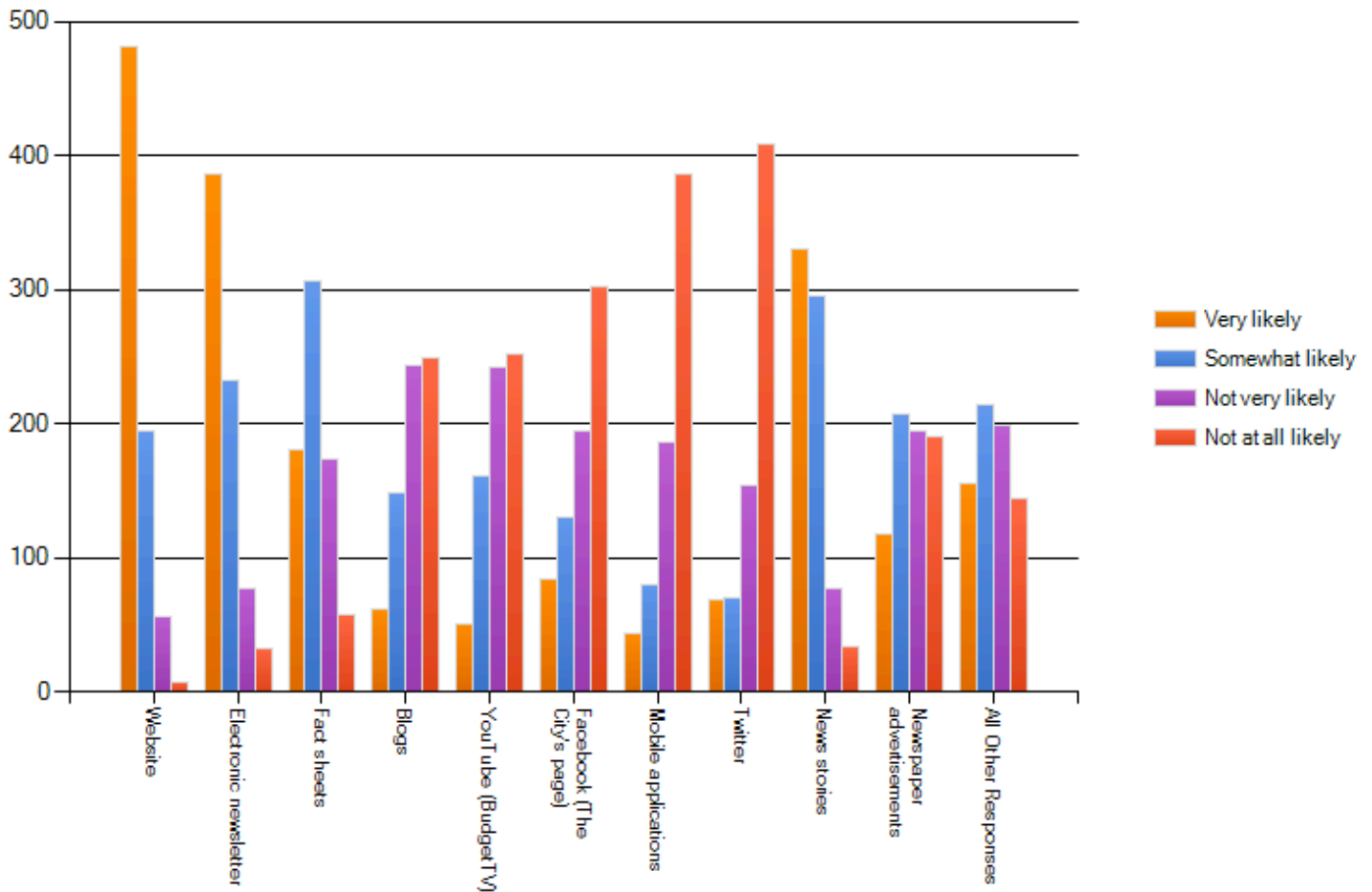
Page 2 - Question 7: Communication Tools Likely to Reach You:

This question identified a number of communication techniques and asked people might work best for them. Response rates ranged from 697 to 739 in the Public Survey. There were 27 responses to the Staff Survey.

7. A range of communication tools will be used to share information about the project, including the website: calgary.ca/ourfuture. Please review the list of communication tools and methods below that we plan to use, and tell us which ones are mostly likely to reach you.

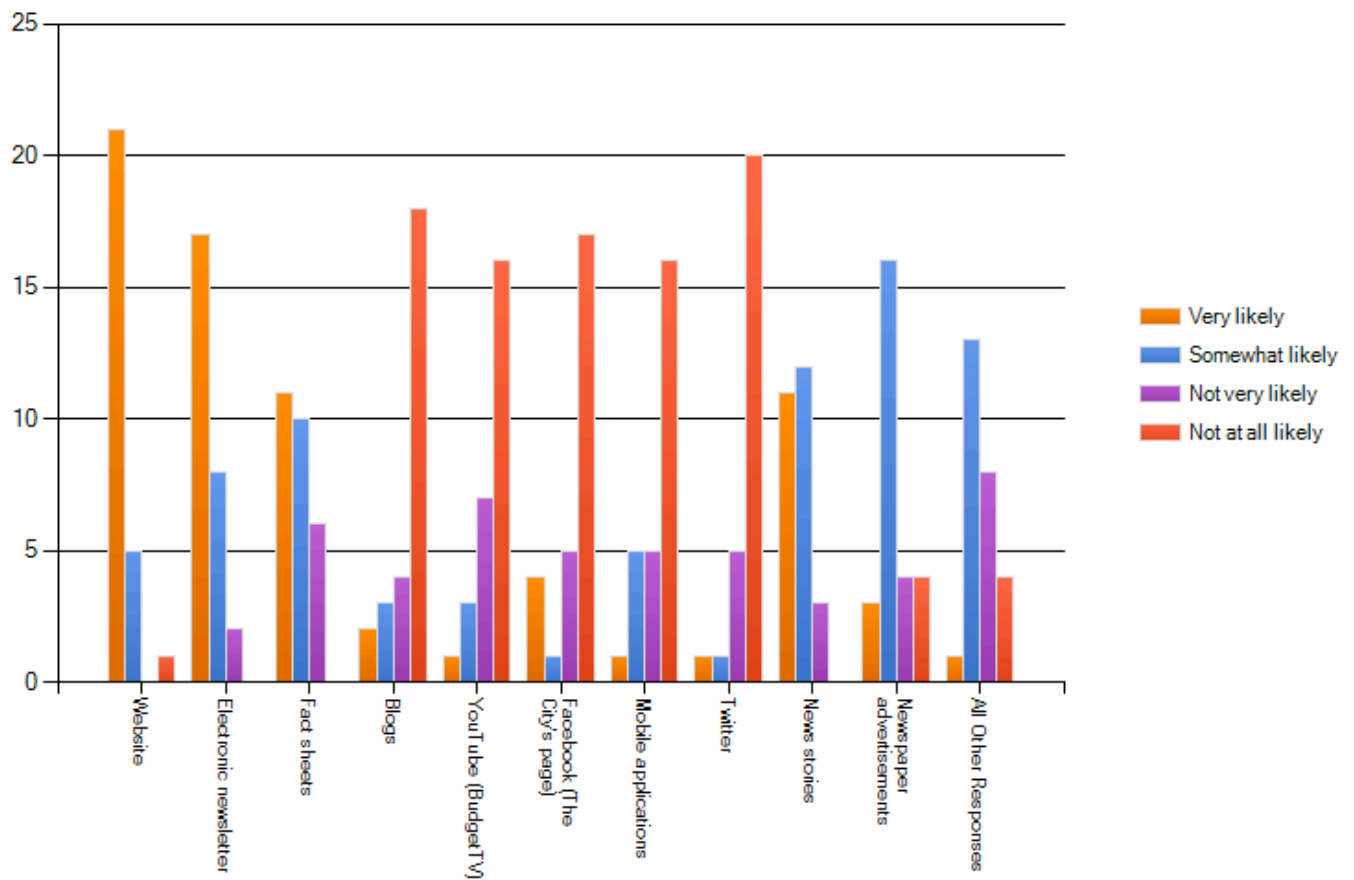
What might we be missing?

From the Public Survey:



From the Staff Survey:

A range of communication tools will be used to share information about the project, including the website: calgary.ca/ourfuture. Please review the list of communication tools and methods below that we plan to use, and tell us which ones are mostly likely to reach you.



Which Communication Tools Might We Be Missing?

Stop letting your available technical tools determine your solution approach. Most Calgarians are not reliably reached by the electronic 2/3s of options listed.

Recommend ads at LRT stations, as it would be an easy way to speak to an audience that is a big user of City of Calgary services.

Assumption is that the city website is easy to navigate and locate content.

Public transit ads.

CBC radio.

Results

Calgary public Libraries and other info / input possibilities at various public gathering places to gain input from Calgarians that are traditionally "marginalized" (i.e. No computer or TV).

Through the workers union.

Face to face communication when things are getting built, done.

Recorded phone message or texts to check website. Oral interpretations in Chinese, Punjabi, Hindi, Spanish and maybe translations in languages where much of the population reads. Don't assume that everybody can read in their home language.

<http://www.calgarycitynews.com/#>.

Community organizations should not be limited to community associations but should include a wide variety of centers where the people who are least likely to proactively involve themselves in civil society might be found.

Direct email.

Not missing per se but re comm orgs - not well equipped to send info out on timely basis.

Get the city website organized so things are easier to find.

Direct neighbourhood chatter.

A web-based dash boarding system

City's website is tremendously difficult to navigate. It needs to be torn down and built from scratch. Also a council process primer would help with the average citizen's engagement.

Information Graphics might be very valuable.

Email

It would be interesting to use vacant retail spaces for 1 month at time for a noon - 8 period for this and other city engagement projects. How about a 'Civics 101' class where large groups can see presentations on how budget figures are arrived at?

Radio advertisements, direct internal email delivery.

Text Messaging.

Clarity on policies in terms of use of social mediums at work.

Spontaneous input - e.g. stopping me on the street and asking questions.

Mycity, radio, email. I think podcasts would be a great way to get the information out - short, weekly podcasts, distributed on iTunes!!!!

Mail out

The majority of the population is not on social media and quite frankly, what "full sentence" can be written on twitter? Please be respectful to the serious nature of the topic and provide thorough information in addition to "push tweets" to the webpage etc.

Town halls, public meetings/open houses.

Senior management - Newsletters, e-mail updates.

Radio and TV.

Email, Also timely emails about meetings as this one was sent the day before the meetings and I did not view it till after the meetings due to my work schedule.

Chain of command in the city's and their partner's organizations- even today nothing spreads information like word-of-mouth.

Employees of the City; often what is done in communications comes across as rose-colored version of the real stories - not a balanced view of it. It's painful to read out the real information. Often it is not even possible.

Radio

Mailings.

Town hall public meeting for informational updates.

City web site & mycity web site.

Public challenges to drive interest.

Through our managers.

Open Houses at touch points.

Leaflets to the home.

Specific email updates (like from City Manager)

Inserts in the utility bills.

This could be part of the weekly routine throughout divisions and business units and could be brought to more attention and meetings to keep employees engaged.

Ward Open house/coffee events in homes.

These are not independent tools! Start with Twitter, links to more detail on Facebook, further links to Website and Blogs, and from there to details. This way one can consume as much as needed. And don't forget to promote two-way use.

E-mailing an electronic newsletter with summary and links to a website would be a most likely source for me.

Radio interviews, stories or advertisements.

MyCity, All employee notices, community newsletters, the media.

Radio (perhaps 660 News or other stations)

Distributing information through local non-profit organizations, charities, and through radio PSAs.

Mail out inserts in utility bills or other City notices.

Billboards/opportunistic advertising (signboards in elevators, bars, etc.)

Distribution through City staff emails.

Host open houses at various locations throughout the city.

Digital displays for City employees who do not have access to internet at work.

Inserts into billing envelopes.

Radio advertisements, spots.

Additional surveys like this one?

Calgary.ca general pages for all areas of city business.

Through our organizations management. I am most interested when the information, opportunity and impact are

conveyed through our business unit management. When they are engaged, we are engaged.

TV - assume news stories and TV ads.

Town Hall style meetings where information can be shared.

Union engagement

311

Overall email to ALL city employees from either Owen or the Mayor.

Billboards

I assume electronic newsletter would cover e-mail lists.

Face-to-face interactions such as town halls.

Again, a centralized place to get all of the above. And for those individuals who don't have access to computers or cell phones, perhaps a warm body to come talk to them?

Newspaper, TV and radio - if not included in news stories.

Face to face!!! What about talking with me???

Posters, fliers more traditional means of publicity. Advertising in subsidized buildings.

Community Open Houses.

Community newsletters, posters/announcements at pools/libraries, etc

Council meetings on TV.

Audio recording or text to speech conversions. I am reading a lot of information on internet already.

Please do not send info thru the mail as, I feel, it's a waste of paper, ink and postage!

Radio

I tried to provide information about this project to my community Association, but participation other than in person or by electronic media is excluded. How about using the City's 311 hotline?

Where do I subscribe to the electronic newsletter?

Radio

N/A

Advertisements on public transportation, temporary signage adjacent to roadways.

Community volunteers to email or personally deliver paper copies to their friends and neighbours.

Street side message boards

I rely on the news media to give me tips on where to look for the full detail online

The various electronic methods (i.e. website) could be made more likely to be useful if the public is made aware of their existence.

City of Calgary's own TV station...

Hitting people on the street at lunch hour, at events, allowing them spontaneous participation.

Volunteers actually out in public, or knocking on doors. You might find a willing group.

Property tax bill inserts or annual report inserts. The City mails a ton of stuff out, so spread the word through photo radar tickets, assessments, etc.

Community consultations for meaningful dialogue. Face to face meetings with alderman one time per month.

Does the City of Calgary have a radio station? I get my news on the radio in the car.

Public kiosks in various places where people congregate,

Do all of the above to suit different demographics. Baby boomers and Gen Y will have different channels in which to distribute information. ONE SIZE DOES NOT FIT ALL!

Need to consider that the older population who has time, interest and knowledge are not all internet-abled. Whilst I applaud the rising number of youngsters, historical awareness plays an important part of decision-making.

The KISS principle - see #3 above.

Email

Open houses

Shaw Community TV? Bill inserts?

Crowd sourcing citizen engagement platform like other cities have used - not just for budgeting process, but for ongoing citizen engagement on civic issues

Focus on Social Media, engage youth and younger audiences. These people are the future of Calgary.

Is anything being put in the mail/utility bills? Not clear from these questions.

Town hall meetings for big issues.

Radio or television

Traditional mail

Posters and facts sheets on transit shelters and buses/trains.

My best source of information is the emails I get from the Ward 7 office. Perhaps there should be an email from them that describes how we can access information in other ways.

Radio

No others

Public meetings where dialogue can take place.

Face to face conversations.

Google Ads? If it's cost-effective. Engagement on sites such as Reddit. A site specific to Calgary, using a more modern design to engage the public could be in order. Website Forums?

A newsletter supplement in the daily newspaper

I think you have a great range of options. It is wonderful to see the commitment to inclusiveness in ways that work for the people.

Using inexpensive media speaks volumes over spending taxpayer money for premium television minutes.

Distributing brochures through Motor Vehicle Registries - majority of population uses their services.

I was emailed this link from Leslie Evans from Federation of Calgary Communities so that is why I am participating.

Interactive media, especially Wikis.

Face to face town hall.

Radio is my major source of news.

TV, Radio?

Obvious notices at public transportation hubs, signage in grocery stores (everyone has to eat).

Mechanisms, which insure City of Calgary, respond to queries- not the case now!

Open houses, public libraries, through community newsletters.

Info hotline

It isn't the method it is the quality that is most important.

Advertisements on transit.

Phone to households.

AN example is our Concerned Citizens group. Apart from the technical means we hand deliver bulletins to every house with over 80 delivery people. We also telephone people and drop in at senior's centres. We host public meetings because the Open Houses aren't really Open House and we ask the difficult questions.

Periodically you need to do a mailbox drop - many of our seniors have good ideas but may not be that electronically literate - also our working poor.

Direct communication via meetings, phone etc.

Mailings

Twitter / Facebook although new communication mediums, are not effective at reaching a large number of demographically or socially diverse Calgarians.

Email updates - unless this is done with the electronic newsletter.

Talking to our young people our schools.

TV ads

Radio interviews such as with the CBC or QR77

News sent from councilor - maybe that is the electronic newsletter??

Utilizing CBC Radio to engage with the local station to provide a 20 min update on the early morning show from 7 - 7:15 or 7:15 - 7:30 with the occasional interview with His Worship, the Mayor or a spokesperson for Our City Our Budget Our Future. Utilizing the PSA process to ensure that television stations are provided with the 3-week advance notice on date/time/location details for public engagement meetings.

Radio advertisements

Info sessions

Distribution to households - but this is expensive and not really necessary.

Open Houses

On-line voting

Regular updates from the Mayor and the City's Management/Directors.

Radio, podcast

Information displays located where a lot of 'community' activity occurs. Displays could be located at a local grocery store or library for example.

Public events like open houses, roundtables; mail outs from council members.

Distributing information through Universities, Colleges, Schools (you should also look to the younger audience), Library's with assistance for website and facebook/twitter use, Homeless Shelters (or soup kitchens) and similar programs to tackle the Calgary population that won't have free and fair access to the above, the Metro (as a free newspaper), Ensuring you publish/post all material in all necessary languages and use interpreters where necessary.

Mail out

Neighbourhood social and action committees

Television advertisements, or shows on Shaw Channel if they were preadvertised.

Public radio spots/sessions

Direct mail outs to people living in areas that are being affected.

Radio, have it on always, hear about City Assessment notices etc.

Face to face coffee shop meetings, using community groups to get the message out; posters in restaurants, bars, facilities.

Door-to-door pamphlets for people who do not have internet access. Think about seniors, not just working age people.

Ethnic media, Omni TV.

Face-to-face information meetings with citizen groups; aldermanic updates to citizens.

Inserts in pay advice. Inserts in Billing mail outs.

How are the fact sheets delivered? If electronic then very likely. If paper then not likely.

Eight of the communications tools are electronic and just become more spam; elderly/computer/mobile/illiterate people will not be reached by all of this technology.

Public forums.

Face to face engagement

Please look at City's past surveys on citizens' evaluation of our services: Less than 40% of survey citizens got their information about the city from City's website.

Face to face or public forums.

In person communication (e.g. with Alderman), public events/meetings, community notices/signage

An easy to navigate website! For Calgary in general (not just the budget).

Letters or brochure mailed out.

Something like a drop in cafe in community locations where I can discuss views.

Older people may prefer mail outs.

Radio - I just heard Mayor Nenshi this week discussing the provincial budget.

A brain for spending 2 million on this. Open houses don't cost \$2 Million.

Door to door flyers and information sheets.

Cross linkage with stakeholder's websites.

Town Hall meetings

Alderman attending community association meetings and armed with detail/collaterals for take home

Email from Councillors

FaceBook

Council & committee hearings, open houses, workshops, debates, Community Association meetings

See question # 4.

New coverage by media

Community newsletters and community websites

I have not answered any questions regarding the Calgary budget that do not affect our family since we do not live in Calgary.

Uh. Mailbox? doh.

Community Newsletter Advertising.

Report to Calgarians on TV

Billboards, buses

Mail

Face to Face works with some communities - however, time consuming.

Periodic email updates (concise).

Staff Meetings & public presentations to key stakeholders.

Information through faith based institutions, cultural communities newsletters.

face to face at community halls and shaw cable.

As an employee have little to no input in the decision making process -what's the point?