

Everybody's Business Phase 1

Electronic Questionnaire Responses

Question 5: Please Describe Your Civic Engagement Activities.

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.

From Page 2 Question 5; 517 community participants answered, 17 Staff answered

Please describe your experiences at these various civic engagement activities.

We have compiled some of the responses;

(2) As above.

(2) Have not been involved.

(66) NA

(24) None

(2) No experience

(2) Nil

(2) No experience

(6) Not applicable

(4) Positive

(2) Participant.

(2) See above.

They were informational sessions - it was too late in the process to provide comments and suggestions.

They informed the public fairly well.

I listen to understand and try and communicate my point of view with the representatives in attendance.

It was too hard to get a sense of whether my opinions were recorded.

Inaccessible.

The "Engage" process that is used in some of the sessions is one of the most highly effective in my opinion.

These activities are generally fairly informative.

Local primarily - not City wide issues.

Limited discussion from the community level

Poor, some are just information and not information collection, Alderpersons too involved in some projects. Promises made by City of Calgary but never kept. All have convinced me the process is not worth the time.

Good way of assessing merits of elected representatives.

Need to find a balance between citizen input, which can often be biased, and Administration input - which can also often

Please describe your experiences at these various civic engagement activities.

be biased. Mostly none of us come to the table with open minds to determine what is really best for our city.

Great for sharing information.

For the most part the activities have been informative. There have been occasions where questions have not been or avoided. Developers have too much say and seem to push the limits. There are many present day plans that make no sense at all!

Useless. We have found that there is tunnel vision that the older generation is not respected and as for the working class they might just as well shut up. With the old Council we had rapport with a few of the aldermen. But there was a hierarchy, which ignored anything they didn't want to hear and rushed into some very unwise decisions about infrastructure which are causing problems now. As for your planners and Transit people their arrogance was unbelievable and they were very slow to react to any suggestions given by knowledgeable people in the area. Also they hand picked who they wanted on committees. Even when Tara Holmes wrote a letter saying how poor the committee she was on had done their job and would Council please delay the decision to rezone Brentwood Mall until such times as the work was done properly you probably didn't see it until after the vote.

Collection and presentation of public input from civic engagement activities needs to improve. If ideas come out of these activities which were previously not on the table these need to be communicated to all stakeholders so informed choices can be made.

The few I've been to have been dominated by the local interest groups and discussions mainly surrounded their concerns. There were little to no input from citizens outside the community. Perhaps some of these events should be held outside the communities so there is a balanced voice.

N/a. I have been disappointed in the past by the lack of importance placed on the citizens of Calgary.

As noted above, my involvement was minimal but that is changing- quickly!

I find in many ways, once the public is consulted the decision has already been made. Very little consideration is made for public input.

I enjoyed these activities and found the city and other staff involved to have genuine interest in the public's views.

Participate in community stewardship initiatives. I am however a rural dweller and am participating in this initiative to get ideas to raise involvement in my town.

Consensus based planning is the WORST because it devolves thinking to the lowest common level of understanding.

Liked it that the City asked for public input, but am not sure if it had any impact.

Almost all of it including SPCs and Imagine felt like lip service.

The public consultation meetings regarding neighbourhood developments are generally one of frustration. Generally, city officials have their project plans set in stone and do not want to hear about what the citizens think. Even when most in the community are opposed to a plan the city will not change. They only want to tell us why we should like their ideas.

Volunteers coaching with soccer clubs, soccer community and provincial involvements. Volunteers for swimming events.

Somewhat negative as there always seemed to be a small group who were unwilling to listen to everyone -- they came in with a closed mind - basically the decision to do it a certain way had already been made, and they were unwilling to LISTEN to others/the other side! It was usually "what's in it for me or the NIMBY attitude".

Well I'm part of the attempts to stop dog parks from being overrun by paved pathways, such as River Park.

Sometimes-good engagement opportunities.

I have had no experiences with these activities.

Somewhat informative but have not felt public input is taken seriously.

Please describe your experiences at these various civic engagement activities.

As above through our representatives, *(named a number of people)*.

I took part in the St. Patrick's island survey. LOVED IT. That is exactly the type of engagement I like best - it felt incredibly relevant, and really made me feel like I was helping to shape that project. I don't have the time to go to public forums to do this with a group of people. So the ability to do it from my computer over my lunch hour at work was key in my participation.

I'm a member of the SE Calgary Recreational Society SECRS.

My experience with the community for the recreation facility in the se was not good and a lot of my neighbours feel the same way. That they decision to put all the money towards one facility so far out only benefits "certain" people several smaller facilities would have been a better approach.

Satisfactory

Some have been good (round table collaboration) and some very bad (experts on a platform telling the citizens down in the row seats what the City will be doing).

Mostly positive. Watching the council and committees online forces them to be accountable.

Community association board position (recreation). Activist for limiting the use of pesticides for cosmetic purposes.

Not listen too!

The civic engagement activities I participated in had bad timing; many were scheduled for summer weekends. The early TOD meetings felt less like "public consultation" meetings and more like "public information" sessions -- that is, they were to inform the public about what was going to be done rather than soliciting input about what should be done. The leader was a Toronto-based development consultant (rather than City personnel), and he was trying to "hard sell" the participants on his concepts. Feedback was actively discouraged for the first few meetings until City personnel began to take a more active role.

The open houses did not provide an opportunity for input. Most of the time, there was either no reply or a stock reply from my alderman. Issues, to date, have not been addressed.

Excellent feedback, but very little support from the City.

I was at CivicCamp 3D which is obviously not the city but I really liked how it was about empowerment. In the Calgary 2012, I wish it had been more about action, but the gathering of info in the World Cafe format was good.

My level of engagement has been very low until recently.

The notice of public events was brought to my attention to late so I have not been able to attend planning sessions.

Bystander when possible. With work and 5 achieve children, unable to attend many in Person.

Vocal special interest groups have attempted to highjack the meetings with varied success. The wants of the local community always overshadow the needs of the City.

Not impressed, as the loudest whiners are the ones who get the most attention. Tends to cater to the loudest while those with valid comments but are not overly aggressive, tend to be left alone and not recognized.

Many biases / predetermined conclusions often exist, and the 'public consult' is designed to justify the decision, convince the public or resolve splits among City Counsel.

Informative

Experiences have been good.

1. Review of development proposals: solid engagement by community association. 2. Plan It: good process manipulated by the development industry. 3. Trying to understand the budget: frustrating. 4. Protection of parks and natural areas: lack of resources for bylaw enforcement. 5. Secondary suites: TBD. 6. Developer levies: secret process, development

Please describe your experiences at these various civic engagement activities.

industry manipulation. 7. Fees for Park and Ride lots: stubbornness, lack of perspective by Mayor. 8. SW Ring Road: narrow-minded, ineffective pursuit of unnecessary and costly project. 9. Shaganappi Trail extensions: good processes led - at least for now - to the best solution.

See above. Would love to be more involved but have no idea how or that you wanted that sort of input?

I feel like decisions are already made and we are not being heard or considered when making decisions. City officials are only placating us.

I felt my input was well received.

Reading about them in the daily newspaper or watching television news.

The most of my engagements come from voting and filing reports about transit problems.

Opened my eyes to the complexity of community planning and have experienced some discouragement in the obvious weighting of some decisions to favor wealthy, non-resident property developers over livability concerns for the majority of the actual residents within an area.

It seems like the majority, not all, civic engagements are geared towards those with more financial influences.

Very informative, sometimes comments are a waste of time even if they could be a safety issue because you deal with the red tape of the "City of Calgary Standards".

None to date

Very unhappy with the results of "traffic calming" activities. They seem to be a terrible waste of money. Not sure public input is really taken into account in any serious manner by city staff.

Also to add to the above, I find that they are only a formality to let the citizens 'feel' that we are heard. We do not seem to be valued.

When I attend, they are not well planned and I have actually once not been able to attend because the location was changed and not communicated.

Good experience - can hear other point of view.

Local volunteer for 30 years - on a governing soccer board for 5.

Do not know

Attending public open houses on NW LRT expansion.

I felt that our alderman had the community's interest and acted accordingly. We did not hesitate to call him for any concerns to do with the city.

Generally satisfied with City's efforts at collecting input, but generally uncertain as to how seriously the public input is used.

The activities are useful, however they must make efficient use of people's limited time available. I find that in a broad audience, my time can easily be wasted working with people who are simply not qualified to be part of a meaningful discussion.

They are not really designed for public debate. They are presentations of decisions already made and the public has limited avenues of recourse.

I have been significantly less than impressed with the council and the City of Calgary. The so called "inclusive" public engagement affairs seem to be nothing more than a smokescreen event for decisions that have already been finalized. Living in Ramsay I was never ONCE approached for my opinion of the Calgary Stampede Park renovations and expansion and how I feel about them, NO ONE in my neighborhood was... or at least none of the people I have talked too.

Community Boards - President, Vice president and director within community. I currently sit on the COSPA (Calgary

Please describe your experiences at these various civic engagement activities.

Outdoor Swimming Pools Association) I have sat on the Calgary Health Regional Board when it existed.

My experiences have been positive.

Community-level meetings and open-houses.

Very involved in the last election process in Calgary.

I have been dealing mainly with the planning group, in the Hillhurst TOD work. Through the process the City staff were very supportive but stretched very thin. The one area which was not well done and, in my opinion, has had the end result of members of the community not having their voice heard, is that the surveys were very poorly designed.

None - I have worked in the field of public consultation and assume this is a big city version.

Excellent. Very informative

Open houses have been informative (although the locations were not always convenient) No feedback if the input from the public at the open houses ever accomplished anything. (We are still waffling between five equally unattractive options for the SW ring road).

Fairly positive, some efforts of engagement are not clearly directed by the City and sometimes projects are too focused not allowing for greater understanding of what is happening across the City business units that effect the same residents.

Mostly absorbing the information presented.

Less experience

Civic employees seem well informed from the point of view they are presenting.

A total waste of time and money. Only the City hired consultants are happy.

Worthwhile and time consuming. I applaud the use of technology, although wonder about how you will get input from low-income folks who don't have easy access.

Ideas or suggestions are not wanted. It is stated that now is the time - but in reality the time has well passed. Usually a presentation is the done deal. I find that generally the experience to be non- inclusive or combative.

The traffic calming session had good materials, but could have used a few more representatives from the city as a lot of people showed up. I understand the attendance was quite high, so the city may not have been able to anticipate that.

Most have been very constructive and open. Very useful attending any of these sessions to understand what the message is.

All positive.

They have all been professional and easy to understand.

Followed the election in the media and occasionally contact 3-1-1 about local issues.

Great opportunity to learn who, what, why and when. I've noticed a focus on "personal needs" being promoted by members, instead of a "for the community" approach. Example, Skyview Ranch needs 10 minute 301 style BRT, when perhaps it's not the best target for funding.

Minor

Attendance, input in person and written, oral presentations when necessary.

Often uninformed, fear-of-the-unknown NIMBY happens and the loudest, most fearful in the audience dominant the discussion. It's not practical to get busy people to all come to a single meeting - some of the engagement has to move online. And people have to come to the meeting with a common understanding of the facts ... not conjecture and rumor. The City has to take on the role of educator and work with its citizens to help improve our common understanding of the facts behind key issues, opportunities, and decision-making context.

Please describe your experiences at these various civic engagement activities.

I often feel we are not being heard.

I often leave wondering what we haven't been told. There is usually a ripple effect that means "what if" for decisions and we seldom hear about that part.

The City, like all organizations, tends to include the public too late in the process - after the options have been defined instead of before. Also, the engagement activities tend to be put on by one business unit, when a more multi-faceted approach would make more sense.

Generally the meetings were very informative and the city presented the proposals well. In the case of the River Park redesign, the method of determining the goals of the project was very unclear. They were supposed to be based on a public questionnaire, however the goals were determined through some other method that confused and angered the meeting attendees.

On the board of my community association. Basically the CAs has no say in what is done in our community's, council and city mostly has their minds and plans set regardless of any input.

Open houses were tedious mostly due to the wide spectrum of public input you have to slog through. City official language always seems so necessarily complex and less accessible than what is spoken and written in business and the every day workday. This type of vocabulary makes your information harder to grasp for the average person. Keep it simple please and be ready to answer detailed questions should they arrive. Communications with elected reps is hit and miss. Some fire back ASAP, even with an assistant doing it that is a good start, others book a time (awesome) and some never answer ever. 50 % batting average with communication to elected officials and not much movement on anything in the past. But I am ever hopeful that with persistence and patience good changes to the Arts scene in Calgary will happen. Starting with venues.

Moderately positive experiences. However, there often seems to be short notice of engagement activities.

Take too much time but are satisfying because you meet folks with similar interests.

Most of these are a sham. They are designed to pay lip-service to the participants, while allowing City administration to do what they want to do. Time and again we've seen total individual and community opposition to a plan or policy, and yet administration recommends it, and it is rubber-stamped and implemented.

Planning involvement; community association services/activities.

I was very much impressed with CMLC's St. Patrick's Island consultation surveys.

Work as an executive director for a group that participates at as many as possible civic engagement initiatives.

I am inspired at the growing interest in saving our history and heritage, if somewhat late in the day.

Many presentations were written in stone and therefore input was not wanted although was needed. Favorable exceptions were the consultations on Bowmont Park off leash and the By-Law department's consultations on off-leash parks where I felt suggestions were welcomed and noted, full participation by citizens was enabled. The weir project was, and is, all about obfuscation in the interests of a minority population, ignoring safety and environmental issues. Developments in the river valley have been desolating for the wildlife and ravine habitat that Calgarians value from the many projects, bridges, pathways which have forged ahead despite informed and concerned input from the public.

The dozens of open houses I have attended that were conducted by the city of Calgary planning department were excellent in terms of information presented, asking the right questions and listening to input. I am unsure of their influence to be able to execute on their findings, and developers appear to be put ahead of small businesses and residents. Also, some engagement activities seem to take into account all stakeholders and work towards an integrated strategy, while others (roads and parks) appear to be acting somewhat in isolation. On the other hand, workshops where non-expert community participants try to come up with solutions (vs. city staff or consultants with the right expertise) are often not useful nor representative of the rest of their community.

I do not feel that I have been heard or listened to. The major aspects of the decision seem predetermined, leaving

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minimal degrees of freedom in the final solution.

Have had a strong success rate engaging in public consultation processes including the creation of the low-income transit pass, Access Calgary, strong social inclusion policy like the Fair Calgary framework and continue to strive for a city based on equity.

It was good to be engaged with civic officials, although nothing major results from these activities.

They are always in church basements or community halls at strange times--and only once or twice for any given project in any given community. I don't have time to attend an in-person session, and I want to be able to call, email, tweet, or use Facebook--and I want somebody to respond. When it goes into the "blue hole," then it might as well be gone. It's called "customer service" when you tell people exactly how their contribution will be used or valued.

Diverse and volatile reactions make it difficult to embrace all participants' input, experience and common senses to sort out the real peoples opinions versus that of special interest groups that show up is challenging and why twitter based straw polls don't work.

As noted above the city has a long way to go before I believe that any public process they conduct has any meaning.

Lots

Positive energizing

The online mechanism has been very effective for me, and I've felt satisfied with my engagement.

All of these activities have been useful learning experiences and have made me become more engaged in City issues and planning for my community.

CMLC did a great consultation process for St. Patrick's island. I stopped on my way home on my bike at a roadside stand and map. Able to give input and see pictures in 5 minutes or less. Then I did surveys on line, provided input through the website. Great.

Incredibly frustrating...a waste of taxpayers money and time. Is this council going to listen and/or do things differently?

Peripheral

My personal experience is that in the past the City has not had meaningful civic engagement activities. Others I have talked to share my opinion. When I conducted the poll regarding the Coach Hill pathway changes of 2010, I was told by several people that they had attended a public meeting in the neighbourhood of Strathcona regarding the potential installation of speed bumps on Strathcona Drive. They told me that the vast majority of the attendees of the meeting were against the installation of the speed bumps, but that the City ignored their input and went ahead with a project that the community citizens were against.

We listened while a city expert blathered away in jargon and clichés.

I was able to provide input and saw some reflection of that in the final decision.

Demoralizing. Great engagement process, but terrible implementation. Why ask the public when barely anything we say is implemented? Businesses, especially developers are bowed down to and called Mister by city staff, while citizens are just short of scum, an annoyance.

Participant in opinion poll surveys, consultation workshops or open houses

Positive on some issues, but disappointing with regard to alternative transportation. We need dedicated bike and pedestrian routes with snow clearing. Divert more resources to alternatives and transit, less to roads and parking.

My experience is that everyone has an agenda they want to ram down your throat.

Board member when available - City of Calgary staff have been very helpful to Oakridge community HOWEVER - ring road discussions are very one-sided presentations by the city - and do not seem to include concerns, nor responses to

Please describe your experiences at these various civic engagement activities.

concerns.

The online bike path survey was useful, informative, and made me feel that people's voices and needs are being sought out and heard.

I have participated in on-line surveys, such as this, when I have been made aware of the opportunity to do so. What must be taken into consideration is that those of us who would love to take more part all processes and are deeply affected by municipal decisions are also busy working and raising families. Unfortunately there are only 24 hours in a day.

From my experience at some open houses in communities, the public talk and a few councilors listen, then often the councilors continue ahead as recommended by private stakeholders or previously decided lines. Often decisions made are not fully explained, for example the decision not to put the SW train line underground was only explained as being expensive. Only after a lot of digging did I find that the water tables maybe an issue.

I find that I hear about these events after the fact. And it would be nice if they could be spread around the city to allow more residents to go without the hassle and parking fees of going all the way downtown.

Unfortunately the vocal minority seems to have more time than most people. Too much pandering to the 20% at the expense of the 80%.

Community Association Chair, involved in all kinds of public and civic consultations.

I value being able to provide my opinion, though it is unclear whether the feedback is actually used. The results of surveys like this should be publicly available.

I found the information useful, and I liked the opportunity to supply feedback, although I do not believe that my feedback was considered useful.

I have participated in various regional context study open houses, transit open houses, the city budgeting process, the fluoride decision, police commission public meetings, as well as a casino application in NW Calgary. I have also participated in the contextual infill consultations on an annual basis, various cell phone tower meetings, and the PIP certificate from the City of Calgary in cooperation with the Federation of Calgary Communities. My experience has been overall very positive. I find City staff to be very helpful, especially the planners who must communicate complex information simply within an emotional environment at times.

Dealing with Alderman and her team is like banging your head against the wall.

Very positive and engaging.

Little, but willing to learn.

I felt that although this session was intended to be an opportunity for the community to provide input into the decision making process, in reality the decision had already been made and this was just going through the motions.

Satisfied with past engagements. Open communication and results oriented. However, somewhat concerned with behavior of new council and mayor who seem to be more in tune to the voices of special interest groups as opposed to the majority of citizens and inclined to engage in payback to voting bases.

Extremely satisfied with 311 services - prompt response with effective solutions.

I felt there was a pre-determined result from City employees, with no meaningful input possible. Timelines were long, causing frustration and my eventual abandonment of the process. Online surveys are much more efficient and meaningful than facilitated small group discussions and summarization. Thoughtful answers are more likely in written form.

Many of the engagements provide the venue for our voices to be heard, which is incredibly important. They encourage Calgarians to become better informed - this type of participation should be more commonplace for the average Calgarian.

Please describe your experiences at these various civic engagement activities.

Attending open houses i.e. ring-road.

I think it's vital that all citizens who have the right to vote, vote. Voting is both a privilege and a responsibility. That's the easy part; supporting your chosen candidate is equally important.

A total waste of my tie. Just like this survey. The organizers have an agenda and that's it. No matter what the input or feedback is it is totally disregarded and ignored. The term is "consultation" but with no real input.

Typically more emotional or passionate debates than civil discussions. My concern is that "the squeakiest wheel gets the grease", rather than thoughtful consideration to achieve solutions. My past experiences and the results that followed have left me disillusioned with the current political process. This is a fresh idea, but time will tell if any real change occurs as a result.

Very good. Most staff are very helpful and cooperative.

Plans are presented as "done deals". Input is not taken unless it supports the desired outcome. These are PR campaigns designed to make us feel good. Alternatives are ignored. Our Alderman does not attend so we are left with city staff who are unprepared for dialogue.

Sit on the PIPMAC committee, Community association board member, WEST LRT community rep

1) Very good - everyone was heard, respectful of time, good note taking, excellent recommendations and reporting, decision process well informed, stakeholders have a fair outcome and felt like their participation was valuable. 2) Not good - poor planning of meetings (very little notice given, planned to be at difficult times, seen to be exclusive), not listening to stakeholders, documentation last minute, pressured decision making, stakeholders feel like it was a waste of time and that the outcome was predetermined. It seems that the City does one type of engagement or the other. Very inconsistent. When it is done well, it is done very well. When it is done poorly, it seems to be blamed on a lack of time, when it really seems like a lack of organization.

Volunteer, community association representative and sometimes just interest John Q. Public.

I am usually disappointed by NIMBY-ism and a few vocal people high-jacking the meeting

City administration ignores concerns and only presents appreciation for their plans. The evaluation of public engagement processes should be undertaken by neutral entities and not by the same people who prepared the plans in the first place!

Will see about this in the future.

I find people are willing and open to hear different opinions, and sometimes I find that even though consensus for a way forward is heard, it takes a long time to come to fruition. Occasionally it seems as though no matter what the feedback is, the plan is going forward with no changes, so it feels as though the exercise was just for show, but not in good faith.

I feel they are not transparent and more of a pat on the head formality, I don't think anyone is listening to public concerns.

Sometimes it just feels like Council allows public consultation just to say that they held a public consultation i.e. as if the public is inconveniencing them.

Work with the Colt's football and Calgary Blizzard Soccer Club to get facilities built. Found it very frustrating that the City does not recognize how we are lacking proper facilities especially when you compare to other Canadian cities i.e. Edmonton.

Great with alderman not so good with administration.

Writing the letter to Alderman was futile as I just got a generic letter back stating the situation. Having him speak at the North Glenmore meeting was also futile as the plans to close the courts had already gone ahead and he seemed disinterested with the community and our concerns. Signed petitions from a very large portion of our community also went unheard. Very disappointing and feeling deceived.

Please describe your experiences at these various civic engagement activities.

Generally I feel manipulated by City staff who are proposing an agenda but who may not have all the information at hand for participants to make an informed decision.

I attend primarily for information.

Most of them have been just informative, didn't really see any opportunity to form or develop recommendations.

At the community association level, I have been involved in parks and planning issues.

Very informative.

While all the events, meetings, presentations, committees, etc. varied considerably, there have been a few common threads. When a committee of citizens gets involved in a planning or transportation issue, it has been my experience that the "experts" within the city saw public involvement as a nuisance. Communications were not always what they could be. On more than one occasion, efforts were made to block community input by the simple method of scheduling meetings in inopportune times for the volunteers to attend.

N/A :(

Peripheral. Almost by chance.

Not applicable. This is my first attempt to participate in civic engagement activities.

Same people are the ones complaining and driving their own agendas. Once you have the engagement activities these should be presented and posted for public to see and provide input on. Sometimes people think they don't have something to offer until they see some of the ridiculous proposals that are put forward by the squeaky wheels. Then they find they have strong opinions either for or against something. Instead city council takes a few statements thrown out at a community meeting as speaking for all and they run with it when in fact that is not largely the case.

I have been frustrated b/c they are usually along with the developer and it doesn't give us a change to really speak freely.

A lot of times a few vocal residents are staunch NIMBY's that over preserve the status quo for their area to the detriment of the betterment for the city.

Online and in-person involvement, getting others involved, sharing information and research

Feels like talking to a brick wall.

City Administration wishes to control

Usually, just information on "plans" with no opportunity for engagement other than asking questions and maybe having them answered. A lot of things require civic engagement way earlier on in the process, not AFTER solutions have been patched together then presented. It's a bit backward

Good

I feel that unless I'm in business with the city my voice does not count.

The engagement activities themselves were fine but had no impact on the final outcome of issues decided upon by the City.

As a private citizen and homeowner attending a consultation meeting to a consultant actively working on a City project.

Participated in transportation surveys, recreation surveys...

They were well presented and answered questions.

I hope we have been heard about the soccer facilities needed and the upkeep of fields needed. I feel that our concerns were heard. I invite city council to drive out and take a look at Cockran's new sports facility. It contains all sports not just hockey. This is what we need in our communities.

They are important for some people and I would keep them. Personally, I find a more condensed format (newsletter) to

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be more informative for myself.

Previously, I tried to contact Alderman and his email address was not on the website and I hope this has changed with the present administration

My experience has generally been positive. Adequate facilitation is required so everyone has a chance to be heard. I find that these types of engagement activities are often only held in English and are always looking for ways to include every one.

I don't feel that I have heard about many of the public consultation/civic engagement opportunities

I make sure I am involved in the conversations taking place; whenever I am against something I suggest possible alternatives.

Feeling that public input would have little affect on outcome.

Not good, everyone out for themselves and still get the same old response, can't give out that information, isn't our department etc.

Not enough experience to say personally. Anecdotes and news tells me that things like the Ring Road and Glenmore Park consultations were not productive.

Consultation

Roads-putting in roundabouts instead of stop signs in a school zone-5 ST and 47, 48 AVE SW-we stopped it but proper management would not have let it get as far as it did tspt-taking 4 years to put in a bus stop in a manufactured home park.

Attending open houses on zoning.

I have attended a few meetings put on by my city councilor - mainly as information gather. I have written letters to my councilor on certain city issues.

No, I would rather solve the present problems!

Limited

I lived in an inner city neighborhood that had a spike in crime over a couple of years. I went to a community meeting with an alderman and the police in attendance.

City employee from parks and recreation was very helpful and knowledgeable, and able to put it in perspective.

City hall has it's own agenda and the public consultation process excludes those who oppose that agenda.

Held elected office in us controlling budget for fire department, was a school principal and controlled budget.

They were all manipulated by the administration to produce the desired results. My participation was actually detrimental to my cause since the administration was able to claim that I had "participated" when I had actually been opposed.

They vary widely - some are excellent, energizing and authentic while some are frustrating and seem geared towards a pre-ordained outcome.

I have felt they were valuable in providing me with a voice and making me aware of the viewpoints of others in my neighbourhood.

Please describe your experiences at these various civic engagement activities.

I often find myself embarrassed by the ignorant and unrealistic comments of my neighbours.

Extremely negative. The decisions have already been made. Inputs that run counter to the views of Council and the Administration are ignored. People with views different to those of the Council and Administration are excluded and denigrated, and information is withheld by Council & Administration. They civic engagements have been used as propaganda sessions to advance the ideologies of groups such as Civic Camp, while preventing any real discussion of the issues or proposed solutions. Members of Council never have to answer questions: an ERCB hearing type of process would be much more democratic.

Bad. To call these sessions 'consultations' is disingenuous. Information flows only in 1 direction - from the City to you. Suggestions or opinions to the contrary are immediately dismissed. There is no consult.

I've volunteered as a tutor and adviser at the Sudanese Education Center. I'm now volunteering with ACT Alberta. I keep myself reasonably informed, if not always about the budget, at least about the challenges facing our newest residents.

The HSCA TOD process I was very engaged. The level of involvement was stretched out over 24-30 months. Continued involvement through the community association's planning committee and board. Through the HSCA have had access to many engagement efforts over the past 4 years. Involvement in Civic Camp has raised my awareness further but still feel not very informed.

Mostly positive but occasionally gathering question periods were dominated by someone with extreme views not held by others.

Currently involved in traffic control in Bridgeland Riverside, hoping that the City will come on as a partner but nothing has happened so far. Will have to take steps as a community or individual to slow traffic down however hands are tied by municipal government. Tough to build a roundabout without the City involved or find a no left turn between 3 and 6 sign at Home Depot.

Some involvement in NE to get Prairie Winds Park started... and attended an open house regarding the upgrading of McKnight.

Disappointing to say the least, the city officials have had meetings, collected information, and then gone and done whatever they felt like - the meetings were clearly held for appearance only, the civic employees had already decided on a course of action.

Participation in City of Calgary presentation to Arts organizations, attending council meetings on key arts related issues.

The information provided was presented fairly and questions were answered.

All the responsibility is placed on the little guy and the fat cats take all the money.

Know they are happening but rarely take part. I write my alderman often.

Very beneficial and informative. Some engagements seem to place more value on community and individual input more than others. For example, the Century Gardens redevelopment seems to be listening to public input, but the West LRT seemed to be entirely driven by council and administration.

Research / empirical data based investigation prior to engaging Solution-focused when dealing with diverse / complex issues Putting appropriate efforts into real engagement rather than spending those energies on conflict resolution after the fact Reduce media bias and unnecessary inflammation of emotional and conflict based dialogue. Engage meaningfully in public education efforts Finding the appropriate channels for communication to include as a broad spectrum of stakeholders as possible Investigate and invest in relatively longer more intensive "Charette-style"

Please describe your experiences at these various civic engagement activities.

processes at the beginning of long-term engagement projects so that strong foundations can be laid and resources invested appropriately in the more advanced discussion / planning stages.

Frustrating. Have at time felt City administration was simply going through the motions. That the primary objective of community engagement has been to facilitate the perceived wishes of Council. e.g. Let the community vent and then get on with business. Not feeling the 'partnership'.

West LRT has been quite positive.

I find the City becoming more supportive of environmental issues. I've presented to council on imagine Calgary, campaigned on the pesticide phase out, supported urban chickens, and am a Bow River Flow organizer.

Felt worthwhile at the time - but seems decisions are made by the City prior and the actual community participation is just an exercise.

Mostly seeking information.

Over the last 8 years that I have lived in my current community, I have always found our Aldermen and their staff to be helpful and proactive in civic engagement. More recently I have seen greater transparency and more open dialogue with administration as well.

Frustrating.

Frustrating. Generally the attendance is skewed towards citizens focused on one or two issues, usually keeping traffic away from their residences.

Open houses do not allow for the dialogue to be shared neighbour to neighbour...

I have never been involved in public consultation activities organized by the city.

Good information was provided, and it was an excellent place to meet and coordinate with neighbors who share similar (or contradicting) positions on local concerns. As for voicing concerns or asking direct questions etc, the set up was very disorganized and difficult to navigate.

The city seems to ignore these sessions, and does not take the outcomes into consideration. The civic engagement process is purely for show.

Soccer Coach for Minors

I did not participate but am aware of a consultation that took place in my neighbourhood. The recommendations from that process appear to be consistently ignored in planning.

Very positive.

Good, however it is often difficult to find the time to attend. Particularly is the activity takes place during the day.

Good - constructive

Usually attendance at open houses.

One was hijacked by special interest group. Unfortunately require a moderator, or the moderate majority is not heard.

Very positive. Glad to see public sector is open to ideas from citizens.

My most recent experiences have involved the excellent surveys by Diane Colley-Urquhart, which are accessible and easy to use. Twitter seems to fuel a good deal of dialogue as well. Prior to this, I read about town halls and such, but I'm a

Please describe your experiences at these various civic engagement activities.

child of the digital age, and driving to a community centre in -30 on a weeknight is not happening. I'd love to be involved, but not at a high cost of personal time and commuting, especially given the digital tools of today.

I was very up lifting and to see the people laughing and working together for the beautification of their communities.

My task would be easier if council would grow a backbone. Ric and Drew got it. Sadly, only Shane and Gael from the new group appear to have the vaguest idea of what Calgarians need.

None so far.

Stakeholder participant in ImaginCalgary - worked on the Environment sub-committee. For PLAN IT I worked on the Stakeholder Committee for two years.

Dalhousie Station development.

I felt like the decision had already been made without the City, and more importantly on this case, the Alderman considering the concerns of the residents. This was very much an Alderman driven pet cause.

Didn't get a reply to the email I sent, otherwise not unhappy with information/feedback opportunities provided (centre city blog comments, for instance).

Engaging and informative, appreciate the opportunity.

xx

When we are engaged it is usually in the form of a public meeting or open house where a decision has already been made and they are just looking for feedback. It often feels insulting - like our opinion does not really matter because it wasn't sought earlier in the process when it could have had a positive impact. At that point it can only have a negative impact if we disagree.

Very positive. Lots of experts available to answer questions and fair representation from City staff, community association, other relevant groups on the issue.

very knowledgeable engagement staff, I liked the amount of base information provided and the fact that they were not leading toward a decision, left the discussion up to the attendees.

Varies substantially.

varied

Variable. Some processes seemed to end without a result. Other activities simply provided adequate information about an existing solution.

Usually they are efforts to champion projects and they try to make participants agree with their points of view under the guise of engagement.

usually superficial and our opinions are often ignored. For example, I sat on the immigration policy development process. As a team, we voted on a title for the policy that we thought reflected our goals. This was a democratic and very collaborative project and we adamantly turned down the name 'Welcoming Community Policy' due to the potential confusion with the provincial initiative of the same name and as it is not descriptive of the intent of the policy. But, I understand that one executive director decided she didn't like the name we chose (Municipal Immigrant Integration Policy) so changed it. This was very insulting to the process and to the careful consideration we put into a meaningful title.

usually positive. The people are informed and friendly. However, it seems to take so long to do things, e.g. I attended a meeting several weeks ago about a proposed park for the Beltline. I was encouraged by the ideas and proposals, but this is not a big park, and at the end I was informed that the project would 'begin' in spring of 2012. Who knows when

Please describe your experiences at these various civic engagement activities.

it will 'end', and that seems like a long time to me.

Usually just an open house you can attend to get information and then you never hear from the City again so you have no idea where the project is at or the results of the open house

Usually get an adequate amount of information. Not always satisfied with the final decision

Unsuccessful to the participants as the city would not change the old guideline. No consideration for the homeowners.

Too much attention was paid to me and other self-interested community members and it detracted from the experience brought to the table from highly experience and esteemed professionals hired to be visionary.

They have been quite useful. The difficulty comes when other jurisdictions, such as Alberta Transport (Ring Road, Stoney Trail), are involved, as this sometimes limits the available information to the public, due to political constraints and agendas.

They do not address a diverse audience and gain information from only the 'frequent flyers'. prior to this, they tend to focus around an 'issue" and bring a fully baked solution rather than collaborating with community around a vision for the project.

They are well organized and generally, participative.

They are more information sessions

These engagement activities tend to attract the extremists - and mostly the negative input. The majority usually don't get involved.

There is a huge gap, unexplained process and final outcome and lack of communication between the civic engagement and the final decision. Following final decision implementation often bears little resemblance to the approval.

There are many opportunities for engagement, but business units and departments need to be more coordinated specifically with respect to budget, recreation, safety, transportation, the environment, roads and other issues. Engagement should be from a Corporate wide approach as most work impacts multiple business units.

the impression I got is that these sessions are informed only with a minimal opportunity for interaction of any feedback. The decision has been made, this is it.

The groups attempting to engage with the city are not always successful, or do not always have a clear understanding of how to engage with The City.

The event was advertised as come and give us your input and we will take it into consideration. It was actually an opportunity for the city to tell us what they were going to do regardless of our input. You have to make sure participants feel that the input comes first, that it does make a difference. And that anything that needs a vote or plebiscite to change is handled in the appropriate manner.

The city still has not learned to think out of the box when it comes to new initiatives/ projects and seems to be coming out to engage with the same old stuff. I think the city is afraid to let people be really creative and to try new things so we end up with the same types of communities/ development etc. Engagement then becomes of no value.

The City staff involved are so passionate but I'm afraid that any progress or suggestions made could be lost once it gets to Council, budget approval.

The City makes an effort to provide information and answer questions. I do not always agree with my neighbours' views on the issues.

The City is there to listen but will still act upon their predetermined agenda. I feel that these engagement activities were more to provide information than gain feedback.

The above community had a poor engagement process by the Planning dept at the city. People were not happy about the open house. University City is another issue. They describe an evening as an open house, we thought to understand

Please describe your experiences at these various civic engagement activities.

the issues in the neighborhood, and it was to promote their condos!! I personally asked Alderman to make sure that the roads be build before accepting to build..she said don't worry...what do you think happened?

The ability to respond to surveys / issues / etc online for the East Village project was much appreciated. The ability to participate on my own schedule facilitated the level of participation that I was able to commit.

Structure was too loose; not confident the group was interested in incorporating feedback, only felt needed to justify choices made

Staff, picture boards and presentations were available. Not sure where the input goes past these information sessions.

Staff were helpful and I got to meet my Alderman.

Staff have provided information, but not always sure what happens with the input

Staff always seem to try hard and get over ruled by Council members who do not understand The City engage policy. OR The City does not leave enough time to get proper engagement. Would like to see more than just the standard open houses for information and the one-sheet feedback forms that go nowhere.

Sometimes it seemed a little disorganized. Sometimes certain individuals used the opportunity of engagement as a soapbox to complain about other issues important to them.

Seemed like communication was a lot one way ... "here is how it is going to be".

Ranges from euphoric to dumb-founded.

Public forums related to new activities in my area, attending city council meetings etc.

Public events that provide a forum tend to attract those who are polarized - strongly in favor or strongly opposed. Information sessions where there are no speakers tend to attract those who have yet to form a position. Neither process tends to attract the power brokers and decision makers. This process will be interesting to watch as most general public don't know what to think big picture. Instead, they only have opinions on what impacts their own corner of the world - snowy streets and slippery sidewalks, the noisy neighbor, having to drive more than 6 minutes to a pool or arena, the last multinova ticket they got, waiting more than 34 seconds at an intersection, the desire to keep treatment facilities and secondary suites out of their communities, etc. etc. etc.

Public engagement is a term often used by the City to push messaging and plans out to citizens rather than taking on true consultation, listen and learn or public participation in developing the outcome of a project/program. There is still an old school mentality of "pushing our vision" onto the stakeholders we are 'engaging'.

Positive experience - City staff explained the issues and options to resolve, etc.

Positive - I appreciated that there was time and space to really drill into the issues.

Poor. Felt was being "preached" to and there was no engagement - but a "done deal" and we have to "inform you".

Polls

Pleasant

Planning for our community, trying to make the downtown more appealing outside of office hours.

People have been very helpful and seemingly appreciative of comments/suggestions. Always able to answer and clarify questions.

People are polite, but secretly the richest and best-dressed people get their way. It is naive to believe by giving everyone a chance to speak that democracy will be served.

Overall good - mostly open communication has been presented.

One-way information flowing from the presenter to the audience. The perception is that the decisions have already

Please describe your experiences at these various civic engagement activities.

been made prior to the presentation.

Ok..again lingo is not that great and not easy to understand at times.

Ok

Often overpopulated by special interest groups and not representative of the population as a whole.

Often not listened to due to interest groups.

Not too many people participate.

Not involved - I just moved to Calgary.

Not involve in Civic engagement.

Not applicable as I have not participated.

Need more social media as access to open houses not practical for the average person

N/A see above.

My family sits on community groups and committees in order to become aware of and influence activities, which relates to our community.

My experience is that when a public servant wants something their way, they will massage all input from civic engagement activities to get what they want. i.e. the new pedestrian bridge over the Bow River.

Mostly to gain information rather than to give input.

Mostly awareness building.

Most participants seemed satisfied with the information provided, but sometimes frustrated that more immediate action and/or answers could not be provided to address their concerns.

Mixed, some issues are raised, feedback is provided and it is evident that public input is ignored (e.g. decision on single recreation centre in Seton came out of the blue and contrary to feedback I heard on multiple occasions that residents of the southeast want smaller local centres, traffic on 18 Street through Riverbed/Quarry Park/Douglas Glen/Lynnwood).

Messages seemed very high level and were not clearly explained so that they were easily understood.

Member of the Board of Director of my community association for over 20 years. Participated in open houses, surveys, committee work etc. with regard to planning and other related issues at both local and citywide levels.

Meetings, consultation, community association.

Mayor/council are not listening to what citizens really want.

Many people do not look bigger than there own community.

Many of them do not appear to be genuine in their ostensible goal to consider input - thus attending and vesting energy in the process would be a waste of my time.

Mainly participated though surveys or questionnaires.

Listening to speakers, requesting additional information, providing input when asked. Writing letters when needed.

Limited.

Last August, I heard that a North Hill Traffic Study was taking place that included the street immediately in front of my home; however, the community association representing my community (Banff Trail) was not permitted to participate in the study, because only those communities east of 19th Street NW were permitted to participate. Even though our community association borders 19th Street, and I live directly "on" 19th Street, my community association was

Please describe your experiences at these various civic engagement activities.

excluded, because we are on the wrong side of the street. My community association encouraged me to attend the annual general meeting of one of the communities that was permitted to participate. Later, one of the Banff Trail Community Association board members did manage to be included on the traffic study advisory committee. In the meantime, one of the participating community associations did permit me to attend their annual general meeting as a guest, when I researched and showed up at the meeting. Finding information regarding proposed changes for the street in front of my home was very difficult. Nothing was available online, through my association, through Alderman's office or through 3-1-1. I had to learn the City project manager's name through the other community association and contact her for information. She did not respond to my emailed request for information. She did finally respond when I called 3-1-1 and submitted a formal service request for information. A planned public engagement event was postponed for several months and will now be taking place February 28. I plan to attend. Despite more than six months of trying to learn about the study and proposed traffic changes, I will not have clarity on what is being planned until then. This is a frustrating situation, which I suspect we inflict on citizens across Calgary on a regular basis.

Just an email or two.

It's taken me many years to try and understand the processes. It has not always been clear about how to become involved, and I definitely have not been made to feel welcome about asking how to do this (via City Clerks dept, and various aldermanic offices, which are typically the gatekeepers to public engagement).

It was ok.

It has been a little informative

Interesting. Would be great to get more public involvement - not just community reps.

In person participation as a resident; as a city staff member.

Imagine Calgary - attended meetings, filled in surveys. Other examples are mainly survey-based.

I'm usually surprised by the low turnout. I think citizens are too apathetic to what is happening in our city. We need to have more voices heard.

I'm pretty busy just trying to earn a living. It seems that people who are rich or are complete slackers are mostly the ones who have time to engage in these processes and those of us who are working hard to pay taxes don't have much chance to say much about where the taxes should get spent.

I think engagement is a tricky area for both sides - for the City administration as well as for Citizens. There is often not enough information published for Citizens to really understand what is going on and why, so it's hard to have a well-educated opinion. There are some stronger interest groups out there they often do not need engagement as they have other power they can use to be heard and asking citizens, especially if they are not well-informed or don't want to get educated, does not necessarily help to choose good solutions.

I sat for a long time as council discussed Plan It- ultimately I found it a slow and frustrating process, but nonetheless felt it was important to be involved. It's hard for people with daytime jobs to attend council sessions, but I do feel that taking advantage of opportunities for input is vital.

I participated in an Imagine Calgary citizen dialogue event. It was somewhat interesting but it seemed like all our talk just disappeared into thin air. The person who volunteered to take notes did not accurately record our discussion. (The lesson I learned through that is that such processes need TRAINED facilitators and record keepers.) I appreciated the opportunity to learn about the process but I was not happy with the outcome. I was particularly discouraged when I learned the high proportion of input that came from children. Although I feel there is great value in providing children the opportunity to learn from participating in their community, their input is not on par with adults who have life experience from which to draw. During the development of Plan It, I volunteered to facilitate a citizen dialogue group. It is my belief that little of the input from the citizens influenced the final plan; however, I think citizens learned about the process and the complexity of the issues and that is more important in my opinion.

I would like to see the city using new mediums to engage the community town hall style meetings have been long

Please describe your experiences at these various civic engagement activities.

overused we need to access our technology to make the process more appealing and accessible to today's busy families

I know many of the people in my neighborhood and all of the people I spoke to were not happy with the proposed changes to traffic signage and speedbumps yet the "report" that came back to us was that the changes were supported. So I would say I was disgruntled.

I have voted every election and that is the extent to my participation. However involvement in other activities have been minimal due to lack of knowledge, awareness and capacity. I'm a strong believer in Community involvement and Community development. However sometimes it takes a while to get to that stage where others know they can be involved and they can make change. I work with youth and I hope that through education on issues they will also know they can begin being involved in these engagement activities.

I have sat at various round tables developing engagement strategies for youth, immigrants, promotion of high school completion, and accessible after-school opportunities of all children/youth in our city. I have also had strategy sessions with other community players regarding the importance of helping seniors continue to live in their homes to promote their health and well-being.

I have run for council in Okotoks as that is where I presently live and have been on many organizing committees and volunteer groups.

I have not been provided enough advance notice of the meetings in order to participate.

I have not been involved - my input is as a City employee, NOT a resident of this City.

I have none.

I have hosted the engagement activities but not participated.

I have had positive response from my elective representative to correspondence I have sent in the past. Imagine Calgary participation was positive.

I have gone to various open houses on various subjects. Fill out applicable forms there. Spoke with various City officials in attendance.

I have generally had a positive experience but know that influential communities backed several of the issues I supported. I fear if I was in a community not border by a very wealthy one it may be a different story.

I have found some of them to be frustrating/disappointing because it makes clear to me the level of understanding by the majority of my fellow citizens is not as high as I feel it should be for someone providing feedback on certain issues. People need to educate themselves on what they are talking about, before they start talking about it.

I have been to Roads, LRT, Parks issues meetings over the years as a citizen I have attended Parks, Neighbourhood Services, Recreation, Roads as staff

I have attended Planit Calgary town hall meetings.

I have attended open houses.

I have attended a few and followed online. Read them in the news.

I get the impression that the loudest voices in the room are heard the most, and that they are not always representative of the majority of residents in the area.

I found specific information regarding development plans in my neighborhood through these events, maps, locations, schedule of development, etc.

I find that most of the 'powerful' City business units (Roads/Transportation/West LRT/Transit) and some other units (DBA/SPP - Recreation) like to attend meetings to tell people what's going to happen, how it'll happen, how we (people) are supposed to meet with their requirements and not really care too much about being there to engage in conversation. I've found that people first units (CNS/Police/Fire) tend to actually care about what the community is

Please describe your experiences at these various civic engagement activities.

saying.

I felt that I was listened to and that my opinions were taken into consideration.

I don't tend to attend Town Halls or community meetings as I have other volunteer and personal interests that take precedence.

I choose not to comment.

I cannot as I have not been.

I believe meetings have been worthwhile for projects I have been involved with but also believe this is not always the case.

I attend events and express my concerns, also send emails to my aldermen if a local issue, haven't ever been resolved

I am also part of an ad-hoc group in my neighbourhood that helps gather information about candidates prior to elections to better inform people who have a hard time understanding each candidates stand of a variety of issues.

Have not yet been involved.

Have attended open houses in my community. Have helped to plan engagement activities as City staff.

Have panel speakers, truly invite broad stakeholder groups. Have senior managers present themselves to the public. Invite the press.

Hard to put into words as I have limited experience and I feel that the media is allows try to put a specific spin on a story to make the City look bad or that the City is picking on someone.

Great. I'm heard and the information is always well organized.

Good information was presented on the design - but no input from the public was considered - it was already a done deal - here it is like it or not.

Good information but are sometimes over taken by special interest groups.

Generally, very positive.

Generally very open and receptive to ideas or opinions.

Generally positive.

Generally my experience has been fairly positive. In being able to directly speak with someone I am able to voice my opinions/concerns or I learn more about a project that I was not previously aware of and that changes my opinion.

Generally good, although I am often left with the impression that opposition to projects becomes organized and then their loud voices overrides the majority who are not opposed (either in favor or have no opinion). In most cases the opposition is based on NIMBY, or what provides the greatest benefit to the specific individuals. The City staff professionals or consultants, and elected officials need to see past these vocal minorities.

Frustrating that engagement is done on City projects where there is no approved budget ... lots of bickering only for a project that is years away from being a reality.

Frustrated

Even though I don't think I made much of an impact with the decisions, I felt good expressing myself. I enjoyed the discussions and following the progress.

Enjoy hearing public feedback, innovative ideas etc

Effective way to learn about issues, share information, meet civic representatives.

Educational, informative, productive

Please describe your experiences at these various civic engagement activities.

During the election campaign of 2010 I attended a mayoral town hall that was constructive and educational. Many participants of that mayoral town hall talked about how more informed they were about the City's issues and how each candidate would go about addressing those issues. I believe we need more engagement of citywide issues.

Dog parks, transportation projects in my area.

difficult to provide feedback, an online forum is better

Community planning, Plan IT, public engagement activities I am involved with in my work for The City as an employee.

Community Association Events. Various events at City Hall. Participation in Civic Election debates. Employed by the City of Calgary.

City planning staff involved in the redevelopment of the General Hospital Lands were dismissive of any ideas coming from people who actually lived there. Citizens were treated with contempt and despite valiant efforts, eventually gave up. It has come to pass now that what the community of Bridgeland feared has come true. Bridgeland is a hollow, fractured and disconnected community with neighbours pitted against each other in an ongoing obsession with property values and self-interest. The spirit that had been there for a very long time has disappeared. Over all, that civic engagement activity made one question the value of participating, when the result had no reflection/recognition/evolution of the citizen's thoughtful input.

Bureaucratic

Because I find it hard to attend a meeting, I don't receive a lot of information. Maybe using a Facebook page would be easier to get info to me, and for me to provide feedback.

Attending community association events.

Attended open houses in relation to transportation issues in my neighbourhood

Attended a community meeting re a development project where the local alderman made promises he should not be able to legally make.

Attend open houses, fill in on-line surveys.

Attend open houses.

As an employee working with a committee, my experience was that representatives do not represent their group, but rather imply their individual desires.

Alderman took the input from constituents and was involved in cancelling the proposed project due to overwhelming desire of the neighborhood to cancel the project. This must also be tempered with the aspect that the boom was over and this project was a cash cow for and experimental environmental project. As a result it was an easy project to cancel.

As a civic employee thought that might be a conflict of interest -follow with interest but that has been as far as it has gone.

Constantly in the community recruiting members to participate in dialogue, recommendation, and understanding.

I am glad they are held and it is one's responsibility to attend if the issue is of importance.

Interesting

My experience is that people feel very entitled to park use without understanding the background information and costs associated with the project. Often I have found don't want to hear the reasons, all they know is that their use has been taken away and not open to new ideas and suggestions of alternate locations or uses.

Ongoing NIMBY reaction is frustrating as is the general resistance to change and the lack of understanding of underlying issues exhibited by many participants. Many individuals, due to the fact that they are more vocal, seem to resonate

Please describe your experiences at these various civic engagement activities.

with our political leaders, while those with quieter more reasoned approaches are by and large ignored.

Open to attending events if they are in a convenient location. Prefer online.

Part of a team presenting to public.

Self-serving propaganda talk that means nothing really. The future of recreation book was a pile of pages that said basically "We are great" but we really didn't get any info about what future plans were.

Sometimes it has been very tokenistic.

Somewhat frustrating.

Staff support.

To warm and fuzzy, no clear direction, or list of options.

Usually allowed input after major decisions have already been made.

Very formal and complex