

Fall 2011 Citizen Consultation on 2012 Budgets, City Services and City Goals and Outcomes.
Public Meetings

City staff organized and facilitated the seven meetings:

Northeast	Clareview Arena Hall	September 26	7-9 pm
West	Lessard Community Hall	September 28	7-9 pm
Northwest	Ukrainian Youth Complex	September 29	7-9 pm
Southwest	Terwillegar Recreation Centre	October 4	7-9 pm
Central	Polish Hall	October 5	7-9 pm
Southeast	Grant MacEwan South Campus	October 6	7-9 pm
Central	Prince of Wales Armoury	Oct 11	7-9pm

The public meetings allowed for more two-way information sharing and discussion than the online survey, but both quantitative and qualitative results were compiled and the core questions in the public and online venues were essentially the same, as identified by the project objectives.

The public meetings informed participants about all city services, and provided opportunities for them to ask questions about the programs. In the first few meetings, staff members representing each service area were available to directly respond to questions. Subsequent meetings continued the commitment to engage subject matter experts in the City to provide answers to any questions received. Through all activities, residents were shown the range of services in each area.

In public meetings, participants were asked directly to rate importance as well as level of satisfaction. This approach is similar to previous Citizen Satisfaction Surveys but in contrast to the 2011 budget online survey in which regression analysis was used to determine relative importance of services as drivers of overall satisfaction.

Agenda and facilitation for public meetings:

- 6-7 p.m. Invite participants to review posters about City service areas.
 Invite participants to enjoy beverages, snacks from Tim Horton's or similar.
 Play video – City Vision or City Well Run beta (alternate per day)
- 7:00 p.m. **MC:** Welcome, introductions and identify objectives and how input will be used.
 Budget Official (CFO or Branch Manager of Financial Services): Budget process, challenges and public input
- 7:10 p.m. **MC:** Discuss costs City faces for all services in posters, limited revenue sources available, and household costs that Edmontonians face. Next – focus on:
 A. There are a range of costs Edmontonians have, in addition to taxes. Presentation and workbook shows 2009 breakdown of household costs.
 B. Taxes are also paid to different orders of government, which have a range of areas of responsibility. Workbook has information.
- 7:15 p.m. **Facilitators: A.** Ask and record what are the costs people face every month. Does the 2009 Stats Canada breakdown look appropriate today? Are there other costs? Fees? What is getting expensive? Is value from those services/goods increasing with cost? What is a fair amount for property taxes?
 B: Ask table groups to discuss the distribution of taxes paid to orders of governments. Is it as expected? Does it seem fair?

- 7:35 p.m. **MC:** Explore the array of services and programs provided by the City; the ways citizens use and rely on civic services.
We want to know what you think about services and service levels. Invite participants to visit stations (one for each of the 14 service areas) and ask questions about the services.
Use the table at the back of the Workbook, to rate importance of the various service areas and satisfaction level. Also provide comments/suggestions on sticky notes.
Facilitators: A. Help participants visit each station with a wall poster for each service area. Show the survey page in the workbook to use for satisfaction and importance rating.
B. Ask people to provide feedback on sticky notes: “what would make you happier about each service area?”
Subject matter experts or facilitators: Answer questions about your service area or record questions for response later.
- Break
- 8:10 p.m. **MC:** Our strategic roadmap – The Way Ahead, with 30-year vision and 10-year goals, developed with previous public input. Outcomes, also called “objectives” for each goal describe what success will look like; specific results we want to achieve.
- 8:20 p.m. **Facilitators:** Tables are asked to review the goals and outcomes in their workbook and discuss why certain outcomes are important. Capture key comments and thoughts on flip charts about what outcomes are important. Why are they important? How well do they describe success? What outcomes are missing? What is a better way to describe goals and values for our community? Individuals are asked to write down additional outcomes on sticky notes for flip chart or write on flip chart.
- 8:35 p.m. **Facilitators:** provide each individual with 10 sticky dots and ask them to place dots on what they consider the 10 most important outcomes. Each table will have a sheet of paper listing the 23 outcomes. Each person can only put one dot per an outcome.
- By 9 p.m. **MC** Thank participants, ask for last page of workbook to be dropped off and invite people to participate in the online survey of similar questions, attend the public hearing and encourage neighbours to participate. Participants are invited to leave contact information if they wish to be part of an online community panel through next year.
City staff collect all flip chart sheets, for later transcription and collation of input. City staff compilers all questions for follow-up by subject matter experts.