

# City of Mississauga Corporate Report



8.4

Date: February 28, 2020

To: Chair and Members of General Committee

From: Andrew Whittemore, M.U.R.P., Commissioner of  
Planning & Building

Originator's files:

CD.21.COM

Meeting date:  
March 11, 2020

## Subject

**Community Engagement – State of the City**

## Recommendation

That the report titled “Community Engagement – State of the City” and dated February 28, 2020, be received for information.

## Background

The City's Community Engagement Strategy provides a consistent and comprehensive approach to engagement aligned with the International Association of Public Participation (IAP2) framework. This report documents the progress of City-led engagements in 2019 using the refined performance measures which were approved by Council in 2019.

Given the Community Engagement Strategy's vision for “meaningful engagement every time”, the refined performance measures were designed to gain insights into the quality of City-led engagement to inform continuous improvement. The refined performance measures rely on input from the participants on their engagement experience as received through feedback forms. Last year was the first year in which these feedback forms were used.

## Comments

Appendix 1 provides a quantitative summary of engagement for City initiated and led projects in 2019. These results exclude community meetings associated with development applications under the *Planning Act*. There were 163 in-person events with over 11,000 attendees held last year.

Key findings from the 2019 engagement reporting include:

General Committee	2020/02/28	2
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- There were a greater number of engagement events and more participants in 2019 compared to 2018. This was expected given that more major projects were advanced across more divisions in 2019
- A majority of community engagement participants were satisfied with the engagement and felt that their participation had value
- Over 40 projects are currently anticipated for 2020 that include an engagement component

As shown in Appendix 2, the refined performance measures data for 2019 included information on participants' level of satisfaction with the community engagement process. Based on the modest sample of feedback forms to date, participants were generally pleased with the engagement sessions. Staff will work on improving the information provided to attendees in advance of engagement as this was a lower ranked item in the feedback forms. As more feedback forms are collected in 2020, staff will also be able to provide further data on attendees next year, such as age and neighbourhood location. Further, there will be more data available to better inform the continuous improvement of the Community Engagement Program.

Appendix 3 provides a preliminary list of City-led community engagement initiatives planned for 2020. This is provided for information and will assist with staff collaboration on engagement and resource allocation.

## Next Steps

Staff will continue to rely on the use of the feedback forms as the main driver for data collection informing change management. Staff will continue to build the capacity of project leads to improve the City's community engagement through training, toolkits, templates, tip sheets, awareness plans and industry best practices.

## Strategic Plan

The Strategic Plan's Connect Pillar speaks to building socially and physically connected communities. Community engagement fosters this objective.

## Financial Impact

No financial impact at this time.

## Conclusion


The results from 2019 City-led community engagement initiatives will be used to improve the City's Community Engagement Program, the decision making process and the quality of future engagement events.

## Attachments

Appendix 1: 2019 Engagement Report

Appendix 2: 2019 Initial Satisfaction Data

Appendix 3: 2020 Planned Community Engagement Initiatives



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Andrew Whitemore, M.U.R.P., Commissioner of Planning & Building

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