



December 16, 2015

**OFFICE OF THE CAO/STRATEGIC INITIATIVES
 INFORMATION REPORT 2015-13**

TO: Mayor Van Bynen and Members of Council

SUBJECT: Community Open House Results

ORIGIN: Office of the CAO/Strategic Initiatives

In accordance with the Town’s Procedural bylaw, any Member of Council may make a request to the Town Clerk that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

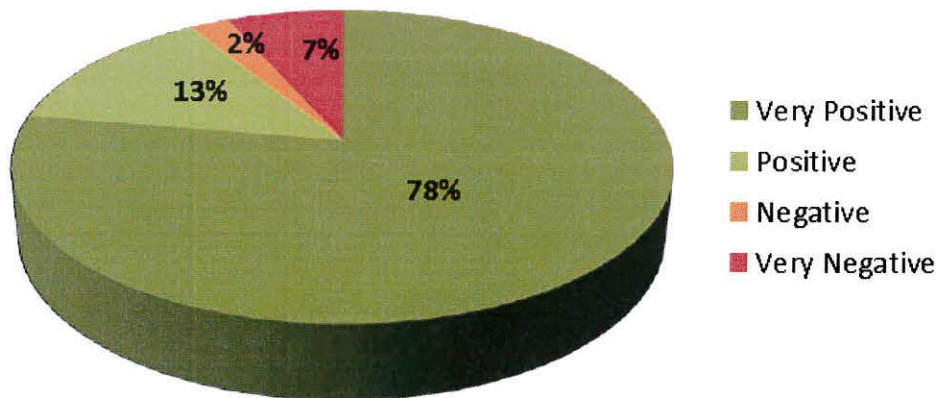
COMMENTS

This report provides Council with the feedback received from the December 3, 2015 Community Open House drop-in event supporting the opportunity to repeat a Community Open House in 2016. Staff will work out the details of a future event and **provide Council with information in a subsequent report.**

Summary of “What we heard”

Results:

- 55 residents signed-in
- 89 responses received through the Happy or Not survey tool
 - Question: “Did you find the information provided at this Community Open House valuable?”



Resident's Written Comments
I would have liked to see bylaw here as well. Have a question about buses (school buses) parking overnight on public parking spaces (George Richardson Park, Doug Duncan Dr.). They are vehicles from a private company and should not take parking away on those busy parking lots. (Forwarded to Corporate Services Commission for follow-up.)
Great idea – love the opportunity to access management and council
Address Council spending. Everyone staffing the booths was friendly, informative and clearly enthusiastic.
This is an excellent opportunity for those in the community to come and ask questions and even complain, if they want to. I'm proud it took (NTAG) and their ongoing research and push for accountability and transparency to get where this is. This is in direct response to deputations we've given at the town. They've listened and recognized the need to engage citizens. Kudos to the town for doing this. (Newmarket Era article Dec. 8, 2015)
Staff Feedback
There were many great conversations stimulated by this event
There are opportunities to engage even more departments
We heard many positive comments from residents
Improves administrative efficiency by combining the event with the Winter Wonderland launch
Great opportunity to demonstrate staff's mission and commitment to making Newmarket even better

BUSINESS PLAN AND STRATEGIC LINKAGES

Community Engagement is a Council Strategic Priority. In delivering on Council's Strategic Priorities, the Community Open House addressed two of the Strategic Leadership Team's six actions: 1) "even better customer service", and 2) "even better communication". The Community Open House also supports all five Corporate Strategic Plan directions in creating a community well beyond the ordinary.

CONSULTATION

The Community Open House provided Members of Council and Staff with the opportunity to engage directly with residents in one-on-one conversations, listening to residents and educating them about the strategies, plans and policies Newmarket has in place in the delivery of municipal services. In addition, comment forms were used to gather feedback and "Happy or Not" stations were used to determine the level of satisfaction and perceived value of the event.

Internal post-consultation was also undertaken to obtain feedback from attending staff. All comments received were positive, supporting the event's value.

HUMAN RESOURCE CONSIDERATIONS

The recommendations contained in this report have no immediate impact on staffing levels.

BUDGET IMPACT - Operating and Capital Budgets (Current and Future)

This report has no direct impact on the Town's operating or capital budgets.

CONTACT

For more information on this report, contact Bob Shelton, CAO at 905-953-5300 Ext. 2031 or bshelton@newmarket.ca.



Bob Shelton, Chief Administrative Officer

RNS/cw

e-copies: Strategic Leadership Team
Operational Leadership Team
Clerk's Office (inforeports@newmarket.ca)