



Town of Newmarket
395 Mulock Drive P.O. Box 328,
Newmarket, Ontario, L3Y 4X7

Email: info@newmarket.ca | Website: newmarket.ca | Phone: 905-895-5193

Summary of the 2018 - 2022 Mid-Term Survey of Local Boards and Committees Information Report to Council

Report Number: INFO-2021-19

Department(s): Legislative Services

Author(s): Jaclyn Grossi, Legislative Coordinator

Distribution Date: June 3, 2021

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Purpose

This report serves to provide Council with a mid-term update regarding their Local Boards and Committees during the 2018 - 2022 term, and summarize the survey responses collected in a recent survey provided to all Committee Members.

Background

Typically, this mid-term survey would have been provided to all Board, Committee, and Task Force "Committee" Members in 2020 but due to the pandemic postponing a majority of their meetings last year, staff opted to wait until most Committees had returned to a regular meeting schedule before distributing the survey.

In April 2021, an online survey was circulated to all Committee Members requesting their voluntary feedback on their experiences as a Town of Newmarket volunteer and Committee Member throughout the 2018 - 2022 term thus far. The survey was open for four weeks, two emails were sent by staff requesting Members to respond, and verbal reminders were provided at their regular meetings. Of the 81 Committee Members, 44 individuals responded, which is a response rate of 54%. A full summary of the survey responses has been attached as **Attachment 1** to this report.

Discussion

Overall, the feedback received was very positive and complimentary of the efforts from the staff liaisons. 35 of the 44 respondents were either satisfied or very satisfied with their role as a Committee Member this term, and over 90% of the respondents agreed that the mandate of their Committee was clear and that they were completing work in accordance with their mandate. Of those who did not agree, concerns were raised regarding access to archival materials and historical records. This information suggests that opportunities for access and availability of these materials needs to be reviewed by staff, and aligns with the Town's work towards developing a Digital Strategy.

Almost three quarters of the respondents agreed that they were aware of Council's plans and actions related to the Committee's mandate, which suggests that Council's strategic priorities have been successfully communicated to the Committee Members and that they are consistent with the work being completed. 38 out of 44 respondents also advised that they would consider another term as Committee Member in the future, and over 90% would, or already have, referred another person to serve on a Town of Newmarket Committee. This suggests that we have a very high satisfaction rate from our Committees and that most have long term volunteer interest.

Electronic Meetings Post-Pandemic

Additional questions were added to the survey to reflect the new electronic meetings which have been held since Fall 2020 for the Town's Committees, with over 90% of respondents advising that they have had the opportunity to join one of these meetings. The respondents agreed that adequate training was provided to them regarding the new meeting procedures and almost 60% also recommended that the Town continue to offer electronic meetings after the pandemic has ended and all Public Health measures allow in person meetings to resume. Respondents provided a lot of positive feedback on the future use of electronic meetings for Committees which included mentions of allowing them as an option in specific scenarios (i.e. inclement weather, injury or vacation), and proposing a hybrid approach to increase accessibility, inclusion, and the diversity of volunteers. However, issues related to personal relationship building, zoom fatigue, and the social benefits of being a volunteer were raised as concerns from some respondents as well.

Conclusion

Next Steps

Based on the information collected through the survey, and the feedback received today. Staff will:

- Continue to provide support to all Town of Newmarket Committees;
- Research best practices from neighbouring municipalities as the pandemic comes to end related to hybrid meetings and electronic participation;

- Work with staff to ensure that required resources are available to all Committees as requested; and,
- Continue to provide training and education opportunities to Committee Members as new processes are introduced.

In addition to the above, staff will continue to conduct regular reviews of the Committee structure at the end of this term of Council. Following the 2010-2014 term, Council adopted a best practice of reviewing the Committee structure after each term to ensure that Advisory Committees reflect the current term of Council and its strategic priorities. A post-term review provides an opportunity to evaluate the efficacy of Advisory Committees, and ensures that a Committee structure is the most appropriate mechanism for consideration of various municipal matters.

The Town's Committees have also been given the opportunity to provide Council with a presentation outlining both their accomplishments to date and current projects, which is scheduled for Monday, June 7, 2021 at 1:00 PM as a Council Workshop.

Business Plan and Strategic Plan Linkages

As this report highlights all of the Town of Newmarket's Committees, it aligns with all six pillars of Council's Strategic Priorities because their mandates cover a variety of projects, and aligns with the Town's mission to make Newmarket *Well Beyond the Ordinary*.

Consultation

The survey was distributed to all Members on the following Boards, Committees, and Task Forces, although not all Members completed the survey:

- Accessibility Advisory Committee
- Anti-Black Racism Taskforce
- Appeal Committee
- Audit Committee
- Committee of Adjustment
- Elman W. Campbell Museum Board
- Newmarket Heritage Advisory Committee
- Main Street District Business Improvement Area Board of Management
- Newmarket Economic Development Advisory Committee
- Newmarket Public Library
- Property Standards Committee

Human Resource Considerations

None.

Budget Impact

None.

Attachments

Attachment 1 - Survey Responses

Contact

Please contact Jaclyn Grossi at jgrossi@newmarket.ca.

Approval

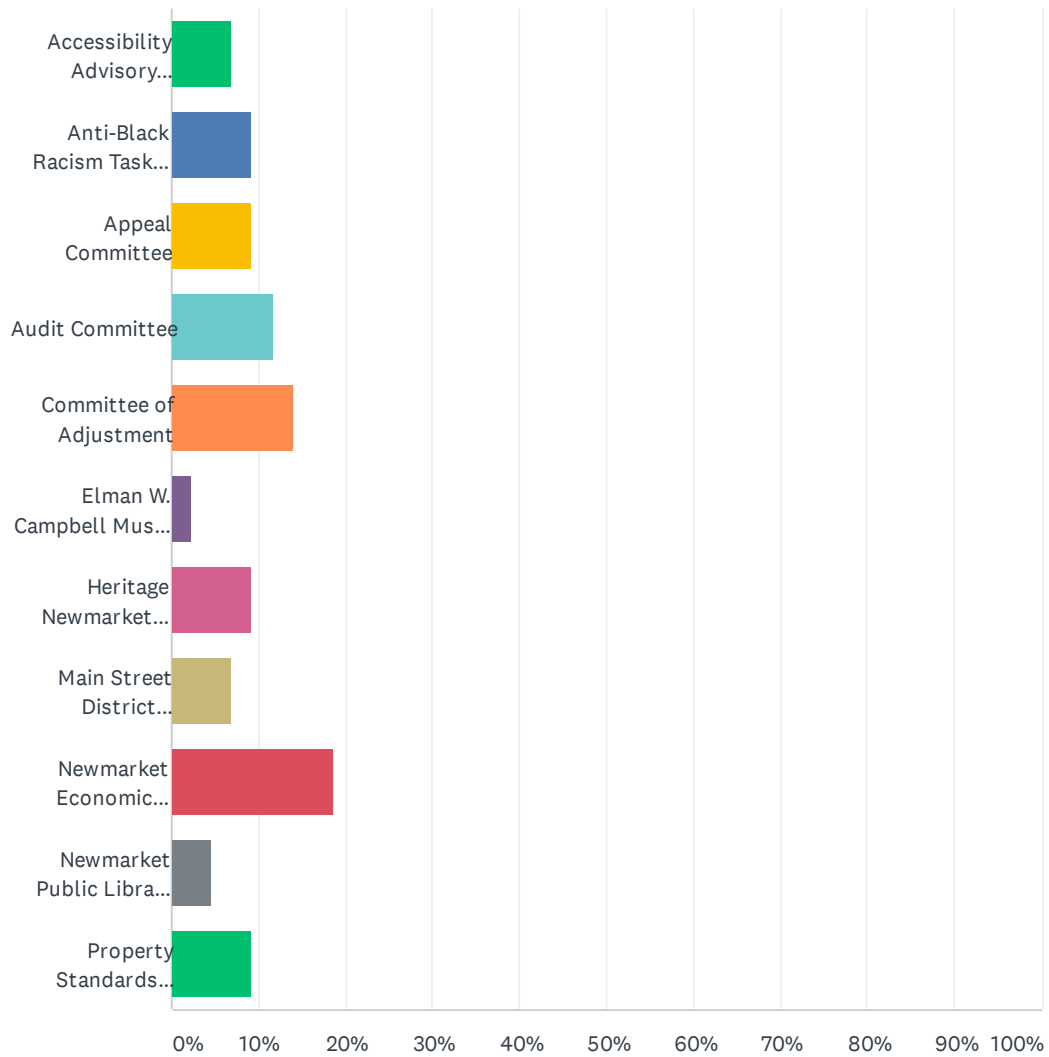
Kiran Saini, Deputy Town Clerk

Lisa Lyons, Director, Legislative Services/Town Clerk

Esther Armchuk, Commissioner, Corporate Services

Q1 What Board/Committee/Task Force (“Committee”) do you currently serve on?

Answered: 43 Skipped: 1

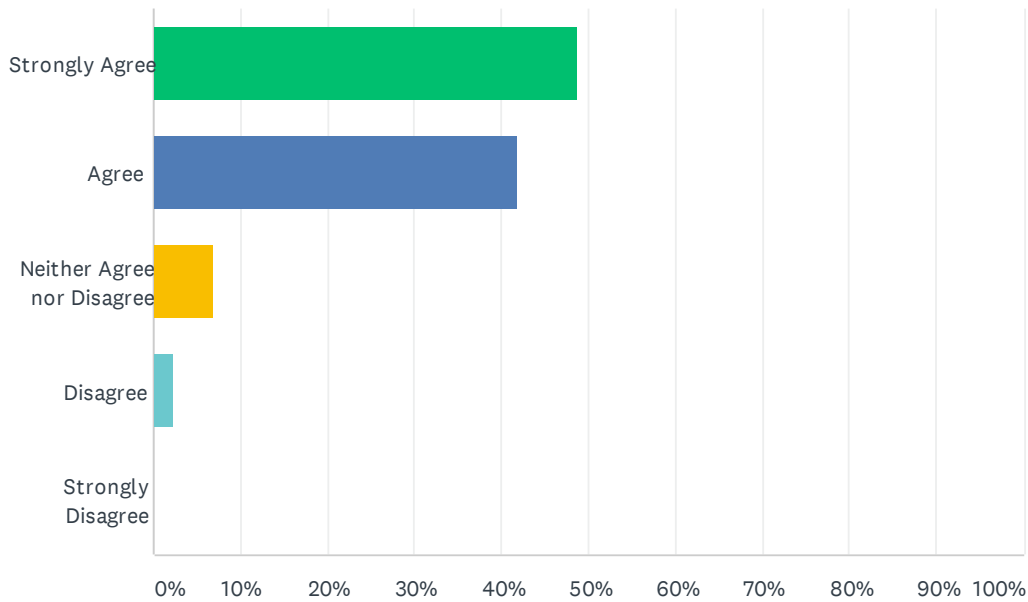


Mid-Term Board and Committee Members Survey

ANSWER CHOICES	RESPONSES	
Accessibility Advisory Committee (AAC)	6.98%	3
Anti-Black Racism Task Force (ABRTF)	9.30%	4
Appeal Committee	9.30%	4
Audit Committee	11.63%	5
Committee of Adjustment	13.95%	6
Elman W. Campbell Museum Board	2.33%	1
Heritage Newmarket Advisory Committee	9.30%	4
Main Street District Business Improvement Area (BIA)	6.98%	3
Newmarket Economic Development Advisory Committee (NEDAC)	18.60%	8
Newmarket Public Library Board (NPL)	4.65%	2
Property Standards Committee	9.30%	4
Total Respondents: 43		

Q2 Please rate your level of agreement with the following statement: The mandate of my Committee is clear.

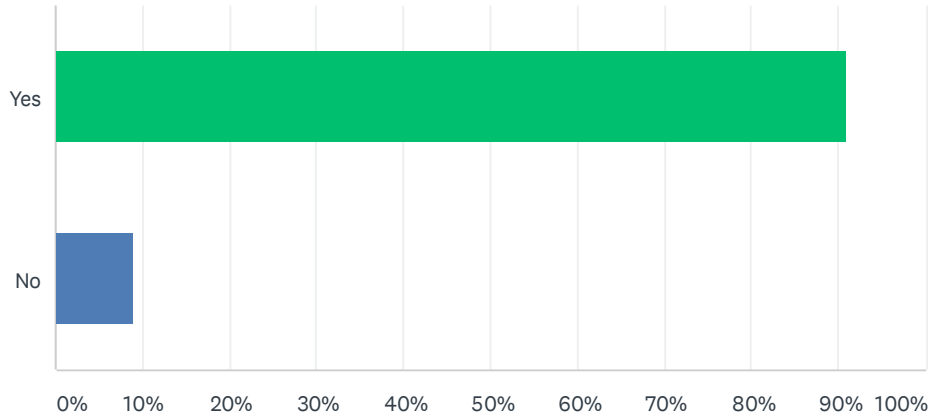
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	48.84%	21
Agree	41.86%	18
Neither Agree nor Disagree	6.98%	3
Disagree	2.33%	1
Strongly Disagree	0.00%	0
TOTAL		43

Q3 Based on your experience to date, do you believe that the Committee is completing work in accordance with its mandate?

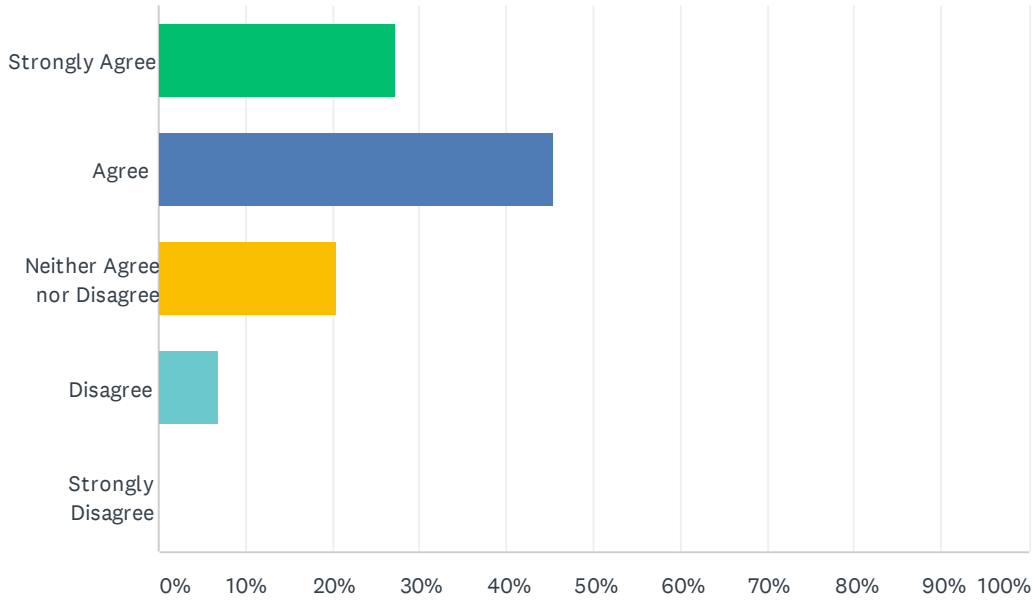
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.91%	40
No	9.09%	4
TOTAL		44

Q4 Please rate your level of agreement with the following statement: The Committee Members are aware of Council's plans and actions related to the Committee's Mandate.

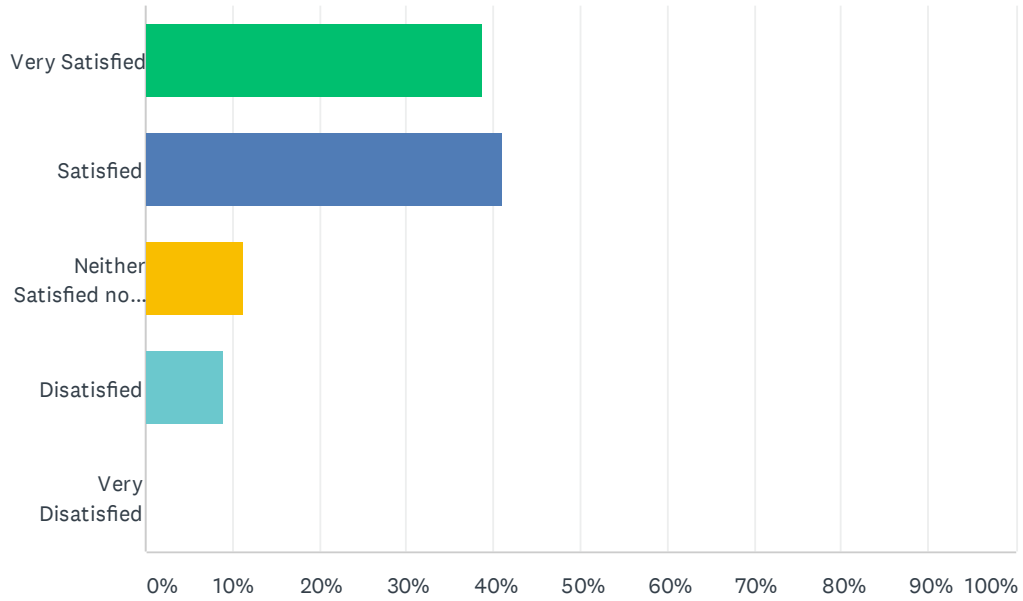
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	27.27%	12
Agree	45.45%	20
Neither Agree nor Disagree	20.45%	9
Disagree	6.82%	3
Strongly Disagree	0.00%	0
TOTAL		44

Q5 How satisfied are you with your role as a Committee Member?

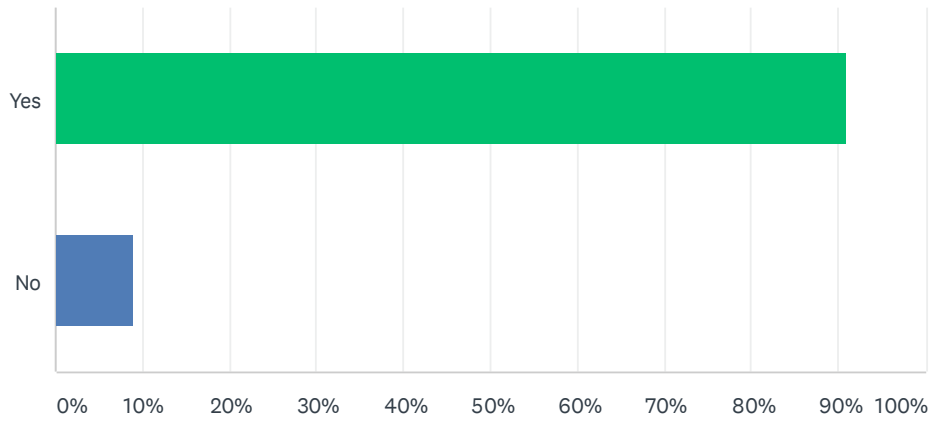
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	38.64%	17
Satisfied	40.91%	18
Neither Satisfied nor Disatisfied	11.36%	5
Disatisfied	9.09%	4
Very Disatisfied	0.00%	0
TOTAL		44

Q6 Do you believe the Committee is being adequately supported by staff?

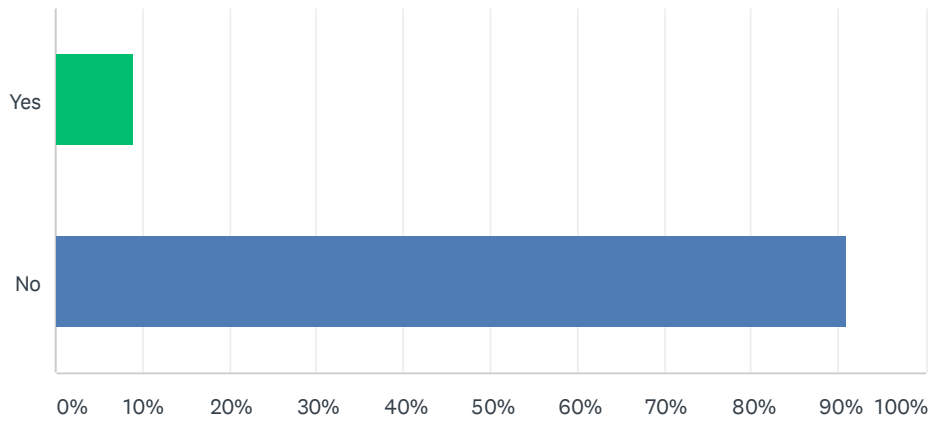
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.91%	40
No	9.09%	4
TOTAL		44

Q7 Do you require any additional training as it relates to your role as a Member?

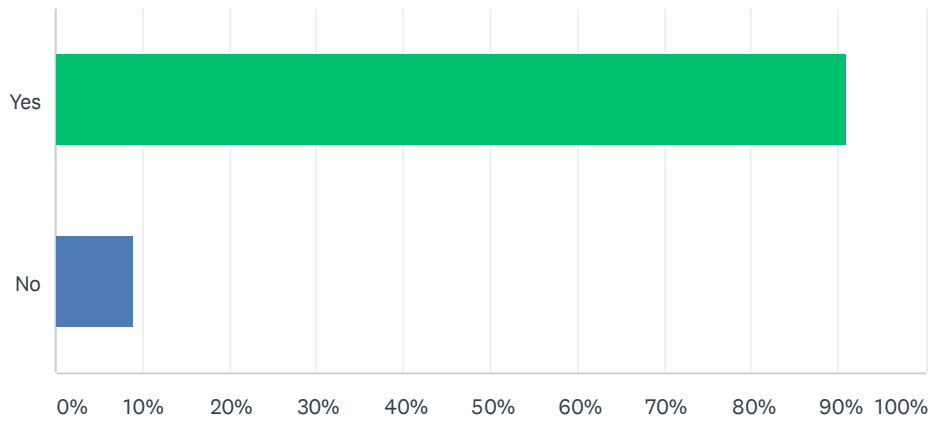
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	9.09%	4
No	90.91%	40
TOTAL		44

Q8 Have you joined an electronic Board or Committee meeting via ZOOM?

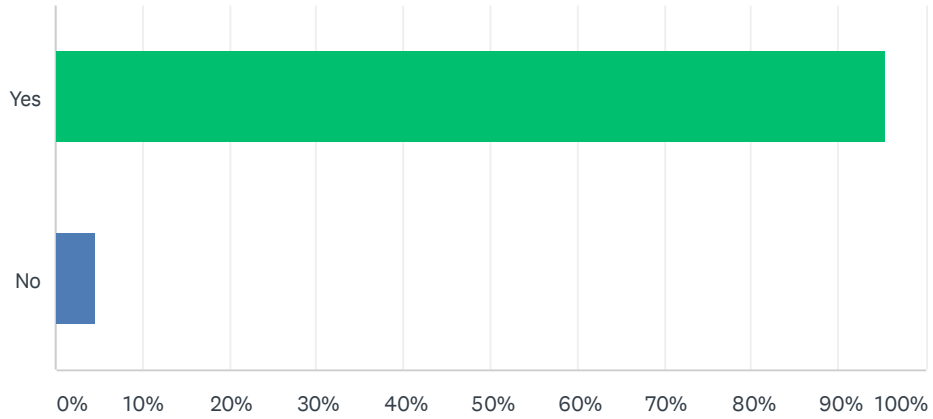
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.91%	40
No	9.09%	4
TOTAL		44

Q9 Do you believe that the Committee received adequate training as it relates to electronic meetings?

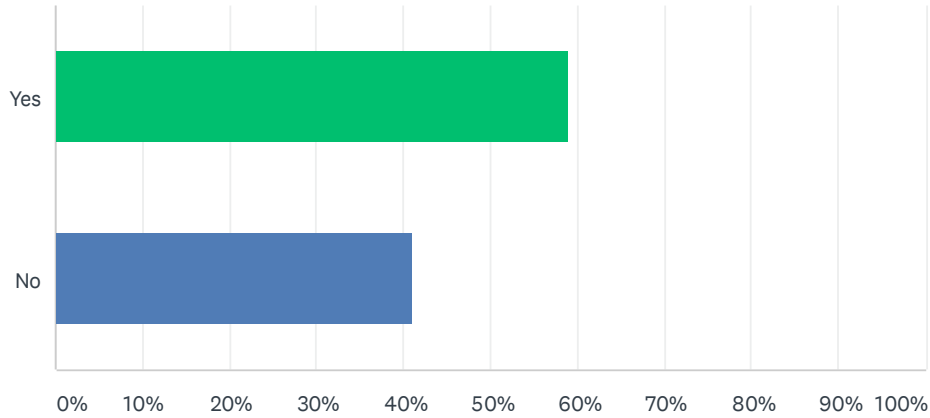
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.45%	42
No	4.55%	2
TOTAL		44

Q10 Would you recommend that the Town continue to offer electronic meetings after the pandemic has ended and all public health measures allow in person meetings?

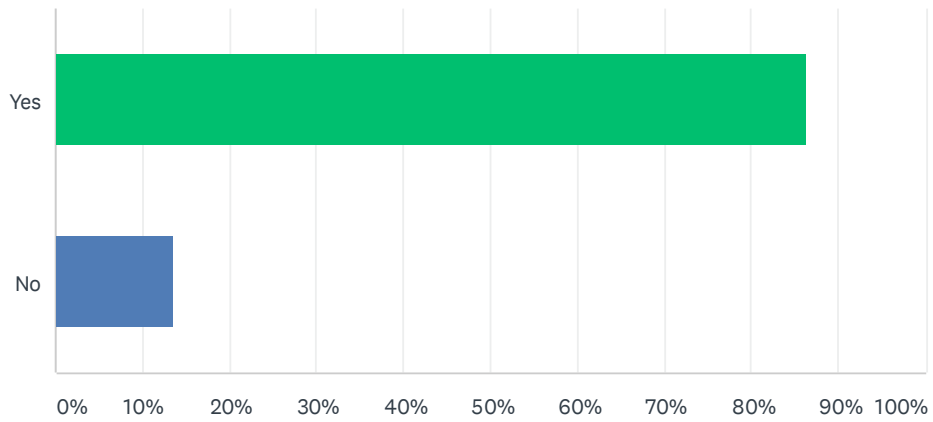
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	59.09%	26
No	40.91%	18
TOTAL		44

Q11 If you are eligible, would you consider another term as a Committee Member in the future?

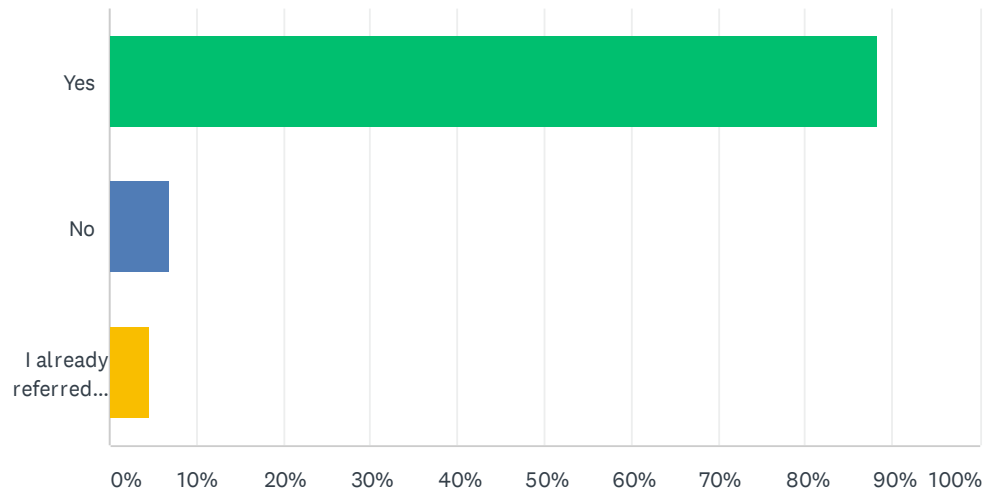
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.36%	38
No	13.64%	6
TOTAL		44

Q12 Would you refer another person to serve as a Member on one of Newmarket's Committees?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.37%	38
No	6.98%	3
I already referred another person	4.65%	2
TOTAL		43