

## APPENDIX B - PUBLIC ENGAGEMENT SURVEY #1 - VERBATIUM

**QUESTION 2: How do you want to be informed of the budget process (approval dates, options of providing input, timelines, completion)? "Other, please specify"**

	Total Answers 69	
<b>EMAIL</b>	<b>54</b>	<b>78.3%</b>
Email	47	
direct email and profile on website (not buried in webpages)	1	
Direct email is the most important and effective way to engage me in the conversation.	1	
Email news letter	1	
Email. And advertised on BT buses and HandiVans.	1	
On mayor's monthly email	1	
Is there technology, such as e-mail or the Insight process that could work to engage?	1	
periodic emails with links to additional resources on city website	1	

<b>OTHER</b>	<b>15</b>	<b>21.7%</b>
Town Hall Meetings	2	
Burlington Gazette	1	
e-newsletter that gives highlights and links to website	1	
Halton Region CARP	1	
Insight burlington	1	
Our ward councillor digital news letter	1	
Personally instead of these impersonal methods	1	
update subscription	1	
via surveys like this	1	
Your insight	1	
Malls	1	
Grocery stores	1	
Citizen advisory committees	1	
Councillor newsletter	1	

**QUESTION 3: Which, if any, of the following ways are you interested in learning about the budget? "Other, please specify"**

	Total Answers 44	
<b>EMAIL</b>	<b>23</b>	<b>52.3%</b>
Email	20	
Councilor emails	1	
e-newsletter with links (to be notified and then self-serve where interested)	1	
Newsletters directly from Councilors via email.	1	

<b>OTHER</b>	<b>21</b>	<b>47.7%</b>
Burlington Gazette	4	
Insight Burlington	2	
Councillor	1	
Councillor and Mayor newsletters	1	
from my elected politician	1	
Halton Region CARP	1	
monthly updates on actual vs buget	1	
News letter from your ward counclillo	1	
newsletter from ward councillor	1	
depending on topic i would be inerested in a workshop discussion	1	
Sorry I missed - Area Member email	1	
Spectator	1	
survey	1	
The Mayor's Progress Report	1	
I don't know what Socrata is. Maybe explaining what it is beside this response option would help	1	
workshops with opportunity to input	1	
In depth and balanced presentations about discretionary items so we can learn about pros and cons of items on the list before providing our input. This can be advertised in the newspaper with details on line.	1	

**QUESTION 5: In your opinion, how can we get more people involved with the budget?**

		Total Answers 403	
<i>Please note that some participants left this question unanswered.</i>			
<b>DO NOT KNOW, NO ANSWER</b>		<b>38</b>	<b>9.4%</b>
Not sure		15	
No comment		18	
I don't think you can. It's municipal politics and there is little interest.		1	
not sure you can. It's a dry subject - until it's almost too late then the experts emerge.		1	
Not sure, people prefer to complain, not explain		1	
Not sure. Would think most people think the budget isn't if interest.		1	
This is a very tough nut to crack.			
Burlington is busy with a lot of folks who work all day and then are busy at night with their own activities or of their children.			
Good luck with this!		1	

<b>SUGGESTIONS</b>	<b>365</b>	<b>90.6%</b>
1 focus on smaller, specific programs rather than big numbers		
2 demonstrate how you are trying to be efficient and provide bang for the buck	1	
1. Isolate the key 'stress points' in allocating money; e.g. new, non-standard initiatives. Provide factual support for each.		
2. Survey citizens with comparative questions, seeking weight of choices in allocation.	1	
A real Burlington newspaper would help rather than the simple Post which only acts as a wrapper for adverts. Failing that the mayor and councilors need to keep pushing for public involvement and there should be lots of public meetings well advertised in advance.	1	
Actually accept and act on what people tell you rather than paying lip service	1	
Actually listen to the people to often this is seen as a public relations exercise and that delegations are not listened and dismissed - actually presented once and 2 member of council did not pay attention - what was the use	1	
Add information cards to mail from Burlington Hydro and Tax Dept.	1	
Advance consultation. Mailings to households. Public meetings held on weekends so those who are commuters can attend.	1	
Advertise intentions through media	1	
Advertise. Give people a say so that they can feel ownership	1	
All of the above ways suggested here should be followed up on.		
My first choice is to get people involved in person, at meetings and workshops, that allow them to express their preferences without restrictions of suggestions of city intentions or wants. Make it so that public opinion matters and will make a difference in decisions made.		
Start with a zero base budget for program and tax increases, and get public opinion by whatever means available.	1	
All you can do is give the information and people will decide if they want input.	1	
All you can do is keep publicizing the process and letting people know that there are always difficult decisions to make and without input then you will have to rely on the information you have	1	
Allow more opportunity to open discussion rather than a leaded discussion / presentation. Round tables, discussion boards where residents can interact with less moderation, where councillors are listeners rather than leaders of discussion. Residents don't feel listened to, they feel presented / told at.	1	
allow suggestions and feedback through online resources such as surveys. However not on social media, similar to insite	1	
Although the website is valuable, most people rely on social media for the information to come to them. Getting involved through groups (Paul Sharman is a member of the Orchard Facebook group) is a fantastic way to get the information out to people. Sharing links to the website through social media and in groups would reach more people than posting information solely on the city website.	1	
An online budgeting simulator for residents. Online voting on business cases, and what major projects (specifically) are priority in 2017 and the next 5 years.	1	
An online survey advertised in the paper and on social media is great. Try to discover what's important to people.	1	
Approach them in a variety of ways and show them why they should be interested, what impact it has on them.	1	

Ask each counsellor to spread the word to their constituents. They each need to explain why they are making certain recommendations. The public needs the opportunity to know more about the process and why they need to be involved	1
Ask for specific feedback to questions. General sessions are interesting but typically self-serving	1
Ask questions on social media with a dedicated email for commentary	1
Ask us specific questions with respect to the budget items	1
Ask.	4
Avoid open debate amongst the public. Provide information and solicit individual private responses for review. Solicit feedback through online methods.	1
awareness that the opportunity is available	1
Be able to do a web conference and people can log into	1
be creative in soliciting input on ideas. engage people and let them feel like they have an input.	
also, respect people's time. General meetings are a waste as typically someone hijacks it. If I have a 30 sec comment, I shouldn't need to stay for 2 hrs to make it.	1
Be informative	1
Be open about everything.	1
Be open and frank and they will get involved if they feel a need	1
Be open to taking feedback.	1
break it down so people understand what is really controllable and what isn't...in the paper and online works best for me	1
Breakdown areas so people can choose which area they would like to comment on or most applicable to them.	1
budget presentation should be simple, presented with service block costs so the cost of each block can be weighed against each other.	1
Burlington Post	3
Burlington Post and social media posts	1
By keeping them as informed and engaged as possible.	1
By making them feel like they are listened to and informing them of the complete process before decisions are made.	1
by presenting budgetary plans through media, mainly Burlington Post and social media	1
By putting the budget to a municipal referendum you would involve any voting aged citizens who want to be involved with the budget.	1
Call in on radio show CHML	1
Capture opinions where people meet naturally. Hockey arenas, community centres, after church, etc.	
Give context on the priorities and challenges then ask for feedback on an area that is most important to that individual.	1
Centre on the issues that are the biggest and that can be adjusted only	1
Circulate a draft document of budgetary objectives in advance.	1
Citizen engagement	1
Communicate better with timely and proper notice.	1
Communication from Mayor and ward councillors, either by email or mail, requesting input. Promotion of civic duty?	1
Communication through the online surveys, the Mayor's monthly eNews bulletin, and the Burlington Post.	1
Communication, openness, transparency.....advertising meeting times, topics etc.	1
Community meetings and information sessions across the city to ensure travel time or distance isn't a disincentive to participation.	1
Contact specific interest groups, e.g. BFAST (Burlington for Accessible, Sustainable Transit, Senior Advisory groups to request their input on topics of concern to them.	1
Continuous communications.	1
Could do an "online inquiry" showing how the budget is presently allocated (as a % or \$) and then show the proposed tax increase in dollars and the cities proposed allocation of the funds to the noted allocation with an short explanation (i.e New St scheduled roadwork \$30,000; Burlington Transit \$100,000 new buses) etc. Then the question could be how the individual believes the fund should be allocated. This would allow the city to see how taxpayers feel about the allocation of limited tax resources	1
Council people's newsletters	1
Council should plan an extra-long session to hear presentations from the public, as is done in Toronto.	1
Councillors may seek to hold budget forums for their constituents so they understand how the decisions relate to their communities, but frankly, it is very difficult to get people engaged and excited about budgets.	1
Create forums / discussion groups comprising representative bodies from all Burlington social, economic and age groupings, assuring these groups that their views and suggestions will receive meaningful consideration by Burlington's elected council.	1

CURRENT INITIATIVES SHOULD PROVE HELPFUL	1
Determining which sections interest them	1
direct contact via email	1
Direct interaction throughout the year	1
Distribute to all via all avenues discussed in this survey. We have a wide range of ages of people in the city so the more you get it out there the more involved they will be.	1
Divide it into sections. Let them sign up for email updates on the sections that interest them. Whether by item or area of the City. People are busy, I love the email updates Marianne Meed Ward sends as I can't always attend daytime or night time meetings. It's very dry subject matter for most people. Some photos of expensed items might encourage people to read further.	1
Each Councillor should hold workshop meetings (with packages prepare by the Finance Department). Don't try to do it all in one meeting and provide follow up meetings if required as there is usually a lot of detail to cover. Then provide feedback as to why any recommendations are accepted or rejected.	1
Each ward should have an amount that they include a participatory budgeting process to help determine community based priorities by ward	1
Email and discussion meetings	1
Email feedback	1
Email information on a regular basis	1
Email, social media	1
Email, social media, newspaper	1
Embrace technology and utilize social media.	1
Emphasize that it is their money that is being spent.	1
Engage them directly	1
Ensure that language used is easy to understand (no 'jargon')and that all socioeconomic levels of citizens have the opportunity to be informed and to contribute.	1
Ensure that our opinion counts, and listen to the citizens	1
Ensuring that budget proposals are realistic and reflect what is happening in the community. Putting forward pie in the sky wish lists is counterproductive leading to tax payers saying that it is a waste of time to be involved. Time for the city to join the real world where dollars are scarce. But of course, this view will end up in the garbage bin as usual.	1
Explain the budgeting process and clear and simple language...many people are most likely intimidated by these type of financial discussions.	1
Exposure	1
Facebook, e-mail, websites	1
figure ways to relate the decision making to 'where they live', that is, impacts on community and infrastructure improvements (assist in prioritizing or simply to understand why a project cannot move forward at this time -- the balance); so 'where they live' meaning geographically and in their day to day experiences in Burlington	1
Find ways to have people feel it's about them. Bring it down to a more relatable level	1
finding ways to get people involved. Although it is my experience that people often only get out when they are unhappy. Non-involvement is not necessarily a bad thing!	1
Flyers at Central Library and branch libraries. Grocery stores.	1
Front page news in the Post or Spectator. Saying you are going to ncrease the taxes usually gets people riled up enough to get involved.	1
getting information to them via more modern ways - e.g., email and social media and online forums	1
getting too many people involved will be counter productive. Let Staff and Council do their job and then ask for comments on selected items of the budget where citizens can have some input	1
Give credit to people who have made a suggestion you utilized also consider recognizing all people who took the time to be involved in their own way through all areas you communicate	
provide a link that could be forwarded to others (friends / family with a statement of endorsement	1
Give options for information and input as you have done and use them all.	1
Give people very simple information and be very clear about what they can influence. Surveys or very simple choices. Mail a flyer or something simple and colourful	1
Give them input	1
Have a meeting where people can come and listen to what is on or in the budget and then people can ask questions and if not they can just learn about what's being put into the budget.	1
Have a REAL (Zero-based) budgeting process; not the inflationary cost+ system that is currently used. This latter system ensures that departmental empires are maintained in tact and the taxpayer just pays the freight.	1
Have all counsellors send newsletters to their constituents with their opinions on what should happen and be open to feedback.	1

Have an incentive.	1
Have projects that people can vote to adopt.	1
Have the councilors canvass their area to build enthusiasm to attend a local budget meeting.	1
Have to make people believe their opinion counts and it's not just lip service.	1
have voting system for public on every item so majority can decide	1
Highlight discretionary spend changes from Y2Y in crisp, plain english messaging through multiple channels	1
Highlight the affects of budget changes to the average residents through examples etc.	1
Highlight the areas of discretionary spending and associated choices	1
Highlight top 10 large budget items; compare year over year increase ; use innovative ways to decrease expenses - eg - hydro - take advantage of time of use-	1
Hold focus groups in neighborhoods or with community organizations on specific issues	1
Hold smaller local meetings with lots of coffee	1
I feel more people would become involved with the budget by releasing information sooner, during the process, through various social media outlets.	1
I have enjoyed the workshops and feeling involved in my city.	1
I really like the Ward Councilor email notification	1
I think through the different media types, print in the mail, online website and social media posts about the online information.	1
I think you have to keep citizens more informed by using social media, e-mails, & perhaps by the Burlington Post	1
I would like to see the councilors reach out directly to their constituents. In Burlington there is only one who maintains a consistent flow of information and is proactive. The others are much less so.	1
I wouldn't. The general population don't spend the time required to be educated enough on the issues to make appropriate recommendations.	1
If our elected officials and city managers showed a genuine interest in cutting costs and eliminating waste, I think residents would then believe that their input mattered.	1
IF the budget is going up tell us how much and the ways we can be involved to help reduce it.	1
If they want to be involved they will. Many folks do not seem to want to be involved - which in my mind, means they are ok with what is happening.	1
I'm not sure public participation in the early phases of the process makes sense.	1
In general most people do not understand or know how to read a monetary report or ledger of accounts. Present the budget using a simplified format that shows less detail in the news and city councillors' reports but make the overall details available online for any member of the public to access.	1
In the workshop have teams go through a mock budget process.	1
Include a request for opinion/feedback in letter with assessment notices.	1
Indicate clearly what the choices are and have them prioritize specific tangible choices. Seriously, do a \$5 reduction in taxes for survey participation and you will get input.	1
Inform inform inform.	1
Inform them via social media in addition to traditional news outlets	1
Information about the tax dollars that are taken from each person and how they are used	1
Information in the community newspaper, The Burlington Post.	1
Information kiosks at the right place at the right time. Downtown weekends or nights when people are walking downtown.	1
information supplied to them	1
information via e mail	1
Informing people and inviting them to participate in a very important thing to them - how their city is going to allocate the taxes that they are paying - education, infrastructures, recreation, etc	1
informing them in different ways. social media, newspaper and ...	1
Initiate the conversation through local media and then filter it through to individuals via social media and e-mail. Local meetings and workshops can result from this initial communication.	1
Insight Burlington Surveys or other surveys to initiated through the Burlington Home page	1
Instead of bombarding with emails, create a mobile app for the city, so that citizens should subscribe for the push notifications for the events of their interest.	1
Invite them online to a survey, as well as to a town hall meeting, etc. This can be done via email, through social media and newspaper. Ask for people's input, what is important to them. What might be important to you, may not be as important to residents. Don't just appeal to those with special interests, boaters. This is a time where we also need to focus on a healthy and clean environment, protecting, supporting & helping wildlife. That is much more important than building too much that our infrastructure can't handle it, and the city grows too fast, that it loses its identity - what it's capable of supporting and charm. While it's important for citizens to be involved with the budgets, it's also important that govt listens to the people, that their concerns and suggestions are respected and responded to, acted upon.	1
Involve people from neighbourhoods/demographics specific to budget content that affects them.	1

involve the less affluent community members their opinions and have them feel as important as the wealthy	1
Involvement by lottery. If asked directly most will participate	1
irradiate the importance of each person's opinion in order to function with skill and proceed with proper choices ....	1
It is important that ratepayers be informed about how much it costs to operate and maintain a well-run community such as Burlington. In my experience, the usual grumbling and cynicism tend to back off once people are put in the position of having to decide "what they would do" if faced with difficult choices and having to decide between various high priorities.	1
It is very difficult for the ordinary citizen to get involved in a meaningful way. Without knowing all of the sources of revenue and all of the expenditures the city is responsible for, people tend to want money for their pet projects or interests resulting in unrealistic expectations.	1
It seems a good effort is already being made.	1
Just making us aware that there is an opportunity to learn and give our opinion about how tax dollars are/could be spent opens the door to people who want to get involved.	1
keep inviting public to be on list for online surveys and receiving updates	1
really liked the coffee shop meetings with councillor!	1
Keep it simple! It's a complex issue and people often feel overwhelmed and unqualified to comment. Keep it as simple as possible.	1
Keep people informed and give them an opportunity to provide an opinion.	1
Keep people informed.	3
Keep spending more and more money on empty buses and bike lanes. That will drive participation through the roof.	1
keep talking it up, use local news and newspapers to keep people informed, word of mouth, talk about taxes, that always gets people interested in budgets	1
keep trying	1
khvv	1
Kiosks at S.O.M and Ribfest letting citizens know what are the upcoming big budget items.	1
let citizens know that you want their input and their opinion make a difference	1
Let people get involved before the budget is determined, it feels like the money has been allocated and the public is being given the formality of being consulted.	1
Let people know that there is a budgeting process through all communications means possible, if they are interested they will participate.	1
Let them be part of building it!	1
likely mail since some people may not have computer access	1
Listen to what people say. Don't just constantly increase the budget year after year which is obviously unsustainable.	1
Lower taxes	1
Mail delivery	1
Make citizen feel they are really able to make a change	1
Make information about it as accessible as possible. Not everyone has the time or ability to attend in person events, and many do not look through the Burlington Post or follow their councilor. Mail would be guaranteed to reach everyone and social media could be used to link to information on the city's website.	1
Make information readily available and easy to read	1
Make it a simple and easy process. Provide online surveys to capture people unable to participate in workshops or public meetings.	1
Make it easier and friendly to understand. Use a tool like Citizen Budget	1
make it easier to understand and less volume to read	1
Make it easy and convenient to attend public meetings, send brief emails with specifics and use surveys.	1
Make it easy for them to be informed of the issues. Create and establish a e-mail list that you can send targeted information and reviews pointed feedback.	
(as a younger generation individual, I read my email far more consistently than any print, website or television media)	1
Make it easy to understand.	2
Make it easy to provide input. Online Surveys,emails, websites	1
Make it easy to understand. Maybe use infographics or something more visual.	1
Make it simple and palatable. Last year I tried to wade through the 100s of pages of PDF documents - exhausting! I just learned of Socrata tonight - it's great. Let's use it to its full potential. Let's also make it easy for people to explore hypothetical scenarios and propose changes, maybe even post ideas publicly and let others vote thumbs up or thumbs down on them. There have been several apps to let citizens try to balance the budget - I believe the Toronto Star had one. Could we make something like that available?	1

Make people feel like their opinion counts. Usually things fall on deaf ears at city hall, both staff and councilors.	1
Make residents more aware of the process and issues.	1
Make surveys, and have them easily accessible.	1
Make the outcomes from budget decisions more real and personal.	1
make the public information sessions more easily accessible, and scheduled on weekends as well as weekdays. send flyers and have the councillors knock on doors	1
Make them aware how it will effect directly. City need to work on public school building, transportation, more hours at library, affordable housing are few issues related to fair budget.	1
Make them aware of the issues.	1
making it easier to understand and use infographics or quick bite info media to break down complexity or provide it in a way that UI friendly	1
Making people more aware of the process taking place.	1
Making them more aware that it is their money being spent in their community for their benefit	1
Many many people won't, except to bitch afterwards. Try to Find a way to connect with ppl who are willing to invest their time and effort to be part of the process. Not easy. Offer Pizza? Make it an event, panel? Not a grumble-session, but a simple event?	1
Mobile, social media	1
more awareness	1
More effective use of social media.	1
more media	1
more media coverage, short direct social media posts	1
More of the same - reaching out to citizens	1
more online surveys	1
More public meetings... Encourage responses through email	1
More publicity via social media	1
More specific details by email/mail	1
More transparency in process. Host open meetings for public to attend	1
Most cities have a public input survey, Burlington does not. Why?	1
Most people don't care about the budget unless an item comes up that affects them personally.	1
multi media,tv,email etc	1
Multi media....mailings, email, city web site, Ask the question....do you want to be involved?	1
Need to keep it simple and not publish every line item unless someone asks. Need to use social media to get younger people involved.	1
Need to present the information in an easy-to-understand format ...remember that most people are not accountants!	1
News letter in hard copy from out ward councilor or electronic news letter from out ward councilor.	1
Notifications via social media specific to demographic (eg a posting on mother's groups would get a lot of attention from that group). Otherwise, mailers to homes, signage on the street to direct people to a website, Burlington Post.	1
Offer a nominal credit for those who get involved.	1
Offer a stipend!	1
Offer discussion sessions around the city with good advance marketing	1
Often the items in the local paper are confusing and hard to understand. More people would get more involved if they understood the items that appear in the local paper.	1
Old style information sessions where staff present the budget in layman terms and then members of the public self identify where they live and ask their question with an opportunity to clarify the response from staff. There should be ample time for staff and members of the public to engage. A neutral party should act as the facilitator not staff or council member not a previous councillor. Suggest someone like a David Crombie	1
Online budgeting tool	1
Online information and less public meetings	1
on-line information, social media, Burlington Post. Posting of notices re up coming issues - i.e. library, arenas, food stores - wherever people frequent.	1
Online input	1
Online surveys	1
Online surveys and ability to provide feedback online.	1
Online surveys and commenting opportunities are your best bet. Evening meetings are sometimes difficult to attend, and daytime meetings while people are at work are even more challenging to attend.	1
online with Councillors committed to listening and not to special interest groups	1
On-line, Post	1

Online. Many folks don't have the time or won't take the time to attend meetings in person, but if an invitation to participate is sent electronically (esp. to those who vote online), you have more of a chance of getting some feedback.	1
Open house	1
Over communication through multiple channels WITH a commitment to act on the feedback. If council is not OVERTLY responding to citizen feedback, then don't ask for input.	1
People need to know their input will be listened to.	1
People need to understand how the budget will directly impact them. Real life examples and budget basics (budget 101) would be helpful	1
People only participate if they know that they can change the budget. If the budget is a fore gone conclusion then it's no more than a news article	1
Perhaps visuals on the TV screens in public facilities	1
Plan budgetary consultations strategically in conjunction with other events to capitalize on opportunities of existing community and civic engagement events.	1
Plan meetings earlier ... not at 7 p.m. Once I'm home, I don't really want to head out again unless I have to. Perhaps at 4:30-6:30.	1
Please explain why our taxes keep increasing when we are have a lot of new development.	1
Post both detailed and simplified versions online. Post justification for major changes. Highlight discretionary items. (those not mandated by law or regulations)	1
Post on community signs.	1
Post on Facebook, advertise on radio and newspaper.	1
Prior notice before adoption through the Burlington Post with clearly identified means of expressing support by line item or otherwise.	1
Probably web postings with feedback	1
Problem is Burlington is commonly seen to be very well managed and with reasonable taxes that Councillors continuously and loudly monitor. I find the existing budget prep process acceptable but print media coverage could be improved and there should be more info sessions throughout the city.	1
Promot public meetings with flyer drop in mail.	1
promote awareness about Burlington's budget and how we can change, improve or impact budget decisions.	1
Promote Insight Burlington more via newspaper, social media, direct mail	1
Proper usage of the newspapers, radio, TV, local ward rep., meetings and e-mail if available. You must make sure that the facts are presented factually without bias.	1
Provide a system (like an online tool) for people to provide feedback.	1
provide easy avenues to participate	1
don't make it difficult to connect & provide input & ideas	1
Provide incentives- hold public meetings with food and interesting people	1
Provide more details regarding the process from cradle to grave to all members of the community. Offer info sessions at open events hosted at the our community centres.	1
Provide more education and give people real issues to wrestle with.	1
Provide more information in Burlington Post and on Burlington Gazette website.	1
Provide multiple forums to get feedback, at multiple times. Make it simple, fast and easy to participate.	1
Provide opportunities for discussion and input after posting an initial draft of the budget.	1
Provide residents with various ways to provide feedback. Some may be more vocal and prefer a medium such as workshops, public forums, while others may prefer a different approach such as email, online forums. Providing avenues that cater to different demographics (seniors, immigrants, working families, varying income levels) could reach a larger audience	1
provide some direction where you think we should go	1
Provide specific examples of how much things cost, both capital and operating, both overall and for a typical taxpayer's annual bill.	1
Providing links to the cities website wherever possible and post results of positive actions that have been taken so ppl can see progress.	1
public meetings	1
public meetings based on topics	1
surveys based on topics	1
Public town hall meetings? Social media? Surveys such as this one?	1
publicity of the budget process	1
Publicize in many different media	1
Publicizing the public consultations through social media is a great way... although, the city needs to generate some more interesting content in order to get people to follow the city on platforms.	1
Publish in the paper and invite citizens to meetings	1
publisse breakdown of where actual dollars amounts are going	1



publsize changes.show areas where costs can be cut. show how you will move to defined contribution pensions.	1
Rather than generic information, help us focus on five to seven key areas of decision and give us the info we need to understand the choices/priorities and levels of service so we can provide informed suggestions.	1
Reach out as you are doing, give people information about how their tax dollars are spent, how much is hard wired and how much is influencable.	1
Reach out earlier in the process. It is sometimes frustrating when we get informed of public meetings on other matters (e.g. current New St. reconstruction) that all is a done deal before we get the basic information.	1
reach out to all members of the community	1
Relate budget dollars to specific aspects of people's every day lives, and represent impact of budget changes visually with infographics; i.e. \$4 million in Capital Works means X potholes filled, X roads improved, X new facilities etc.	1
Request interested individuals promote discussion with family and friends	1
Respect the concerns and wishes of the public with respect to spending. Sometimes its seems that regardless of popular opinion a decision is carried out.	1
Robust communication plan to ensure members of community are aware of the opportunities to provide feedback	1
Scare them with out of control annual increases.	1
Send an information piece via direct mail with information on how the citizens can participate and be more involved and set up an on-line information portal where citizens can go to get updated information as well as have the opportunity to respond to things relating to the budget. E-mail alerts when new information etc. has been posted.	1
Send email to residents that city has addresses for	1
Send emails to community groups. Advertise meetings on BT buses and HandiVans. Have Council post about it in their monthly newsletter.	1
Send out email for feedback from people who are on insight Burlington and also post something on the City of Burlington website for people to respond to the budget.	1
Send out info in small sections and ask for feedback	1
send out mailings describing the budget process. Advertise in the Post. Send out emails through the Mayor's on line newsletter.	1
Send out through Burlington Post and through Ward Councillor or Mayor newsletters simple, straightforward summaries of the budget for the public to see. If it is a massively long document, or one where you have to click on numerous links to eye-glazing city documents, nobody wants to read it.	1
Send your peeps to groups that already exist and meet rather than asking us to come out to yet more meetings. You could ask to host meetings in churches, schools and rec centres, shopping malls etc. at times of high use, or periods where lots of parents are waiting for kids (hockey games, dance classes etc.)	1
Series of Direct emails with short descriptions about the budget proposal for each city dept/activity. Broken down into easily understandable. I don't want to be told, the Fire Dept spends \$xx million per year, wants an increase of \$xx million, I want to know number of workers and equipment, what they do exactly, how many fire calls per year/ month, what each one costs. What are training costs and what does each fire person get trained on per year. And how this stacks up with other similar communities.	1
Serve coffee	1
Set up a creative kiosk at the Ribfest or Sound of Music and ask people.	1
Set up a schedule of meetings ahead of time and send a notice out with property tax notices. Put notices in local newspapers, and use press releases to get coverage in the way of articles. Articles can have website URL, contact info and info about upcoming public meetings. Put notices in Recreation brochures. Have councillors send emails to their constituents.	1
Share information more broadly	1
Share information through social media/email	1
Show and demonstrate the funds collected impact their lives and community	1
Show how last year's budget was allocated contrasted with how it was spent by means of a pie charts side by side.	1
Show that you listen when people offer comment and suggestions.	1
Signage so the general public will see essential information. Also social media. Many people get their news and other information mainly through social media alone these days. I like surveys like this as well. Don't make people have to go to a meeting in person in order to contribute an opinion.	1
Small group neighbourhood meetings held in public schools scheduled on a weekend. Not all of us have the luxury of being able to attend meetings during the day or early evening.	1
Smaller bite-sized requests for input; instill a feeling that respondents have actually influenced the budget	1
Socail media outlet letti g peoole know more about it	1
Social media	3
Social media (even more focus on that I mean)	1

Social media / e-mail and invite participation from the public. Postings in Burlington Post, go to the malls & grocery stores to include seniors and non-techno people.	1
Social media surveys, I don't think people have the time to attend a meeting unless they have a specific agenda	1
social media, updates on local news	1
Social media. I am part of an active Orchard Group which regularly discusses issues	1
Some sort of incentive	1
Sorry, I'm not interested in the budget.	1
Sorry, wish I knew. Social media reaches more young people now than does any more traditional exchange. Special issue of CityTalk might be considered.	1
Specifically, to younger people, social media, and the Burlington website.	1
Start earlier in the process and request citizens for work groups on specific items, not the whole budget.	1
start earlier, hold public meetings, publish actual spending versus budget monthly. Start with zero based budgeting, not the stupid system you have now.	1
Stop raining taxes	1
Stress tax dollars at work.	
Newspaper info.	
Bus shelter ads.	
Bulletin boards in public buildings.	1
surveys are very good. you have time to consider and they require a short amount of time	1
surveys email not town halls no one has time for that use electronic media	1
Survey's like this one on specific topics. Ensure that people know in advance of meetings/updates. Provide feedback on input from general public	1
Surveys like this one, perhaps with short explanations of where the key investment choices are.	1
Surveys via web links	1
Surveys were there is a statement of priorities and requests for opinions on relative importance. Also, need to get understanding of budget lines that can't be changed OE redirected.	1
surveys, online discussion forums	1
Talk about the major budget areas the city has there focus and how they impact Burlington's plans and goals for the changing future. Have every city councillor have a Town Hall meeting to outline what the city has in mind and ask the people for there feedback and ideas/imput on what's been discussed.	1
Talk to the people who are really interested in budget and growth of the city. call them individual and discuss if possible.	1
Talk to us in plain English and in a manner that at least gives the appearance City Hall is interested in our input.	1
Tell them it is their opportunity to help influence where there tax dollars will be spent and to minimize tax increases.	1
The benefits of funding and the allocation of dollars has to be made clear to the individual wards and/or groups involved -- information broken down in layman's terms as to how the budget figures are arrived at, and how the allocation of funds will directly affect the citizens.	1
The business case method is a good starting point, needs to be applied to all requests. With due respect for staff, council should decide on all expenditures, delegating budget decisions should not be the process.	1
The more the public are made aware of the budget and how it can affect them, both positively & negatively, the better the response. Creating awareness is most important, imo.	1
The public elect our mayor and councilors to do a job, part of that job is fiscal prudence. When we elect candidates we are involved in the budget process.	1
There has to be a purpose. If I have no influence, there is no reason for me to be involved. There needs to be meaningful involvement with the public.	1
There is a difference between getting involved and being engaged. Let get people engaged so they that their voice is heard.	1
There is no perfect way for this to happen because of procrastination! For those who enjoy face to face then a town meeting, for those who accept internet then email/surveys, for those who just want to review then media/paper.	1
They would get more involved if their city councilors communicated with the residents of their ward. Most City Councilors do not even know their own wards	1
This is a good way! Maybe more advertising at City facilities?	1
This is a good way. We are interested but when questioning get standard answers. For instance when the overpass was done at Upper Middle and Appleby there was a tremendous amount of money spent on landscaping and some rather ugly flowers - response was that they are keeping it looking "natural". I believe there was about \$400,000 spent on what looks absolutely terrible.	1
This survey is a great start	1
This survey is an excellent start, and to get more people involved, explain more the benefits to the tax payer of providing input.	1

through full disclosure	1
Through insight Burlington is fine for now but in about a year I will become more involved in person.	1
Through quarterly information sessions during the year	1
Through specific surveys, such as this one	
Through schools	1
Through vehicles like this survey	1
Tie budget discussions in with strategic plan discussions. Given that the two are meant to be inextricably linked, engage citizens through progress updates on strategic plan.	1
To advertise the date and times through all platforms in the city.	1
Transparency	3
Use a section of the Burlington Post reserved only for Budget news, Keep it current. That way readers may skip other parts but know where to look to read about budget news.	1
Use all of the above mentioned methods.	1
Use easy to use terms and definitions so that everyone can understand the process and break down	1
Use email survey opinion feedback link to city website budge info survey feedback link	1
Use English. Speak to impact for the public rather than internal rationale that means nothing to the rest of the universe	1
Use social media more effectively	1
use social media to inform the segment that lives with noses in Facebook etc. and seem unaware of anything o/s that medium.	1
using social media, tweets, facebook etc.	1
using visual aids (eg. pie charts, infographics) showing residents how their taxes are broken down into different categories. Perhaps showing/ comparing what other cities have that we don't- i.e. incentive to improve our budget so we can add in even more wonderful things.	1
Value and include the input of citizens. Don't "engage then ignore".	1
vary the opportunities	1
Very difficult -- many folks aren't interested but grumble only at bottom-line.	
I recommend an email (or mail if specifically requested) alerting them to a webpage with the information & opinions the City wants to know. Don't waste money on general mailings.	
It be really good if returned questionnaires was as high as percent of people voting in last election.	1
Ward Newsletters.	1
We live in a culture that prides itself on being busy. For most, computer based input is the least time consuming and therefore preferred. Some telephone polling would also be useful.	1
When you raise our taxes through property assessment explain why you need the money.	
Many residents of Burlington are reaching retirement age and with that comes lower income and most pensions are not indexed.	
With inflation increasing, cost of living increasing many of us are forced to curtail our spending.	
Hydro and the forecast increases because of the provincial Liberals will also impact seniors available income.	1
WIIFM	1
With effort over and beyond	1
word of mouth	1
work shops and email questionnaires are both excellent ways. the more personal, the better in terms of involvement.	1
workshop or actual participatory process as is done in other municipalities	1
Workshops	1
Workshops and open meetings to disclose issues to be addressed and receive input and suggestions on how to approach them.	1
workshops would give you the opinions of the residents...a few people from each ward working with their councillor to bring forth issues and concerns	1
WOuld like more information in the Post, also through the councillor	1