

Appendix A of memorandum regarding CL-01-24

Final results

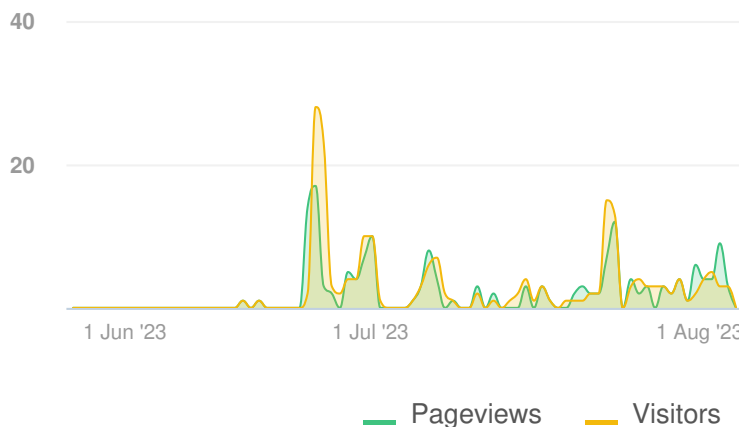
Project Report

08 March 2018 - 13 August 2023

Get Involved Burlington Procedural By-law Review



Visitors Summary



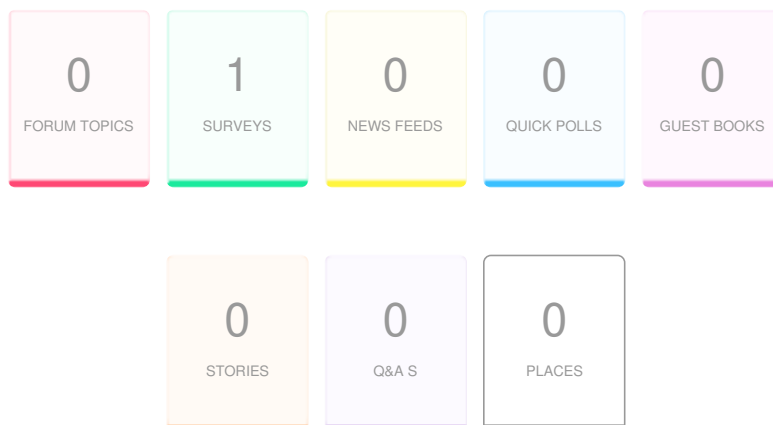
Highlights

TOTAL VISITS	207	MAX VISITORS PER DAY	25
NEW REGISTRATIONS	0		
ENGAGED VISITORS	101	INFORMED VISITORS	116
		AWARE VISITORS	181

— Pageviews — Visitors

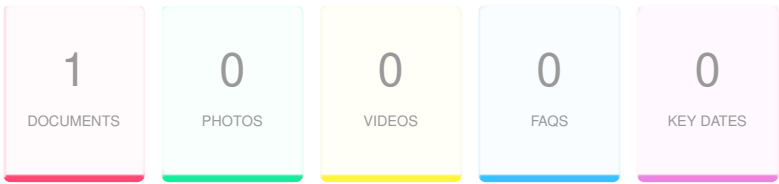
Aware Participants 181		Engaged Participants 101			
Aware Actions Performed		Engaged Actions Performed			
Visited a Project or Tool Page		Registered	Unverified	Anonymous	
	181				
Informed Participants 116		Contributed on Forums	0	0	0
Informed Actions Performed		Participated in Surveys	0	0	101
		Contributed to Newsfeeds	0	0	0
Viewed a video		Participated in Quick Polls	0	0	0
	0	Posted on Guestbooks	0	0	0
Viewed a photo		Contributed to Stories	0	0	0
	0	Asked Questions	0	0	0
Downloaded a document		Placed Pins on Places	0	0	0
	6	Contributed to Ideas	0	0	0
Visited the Key Dates page					
	0				
Visited an FAQ list Page					
	0				
Visited Instagram Page					
	0				
Visited Multiple Project Pages					
	13				
Contributed to a tool (engaged)					
	101				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Procedure By-law Review Survey	Archived	113	0	0	101

INFORMATION WIDGET SUMMARY



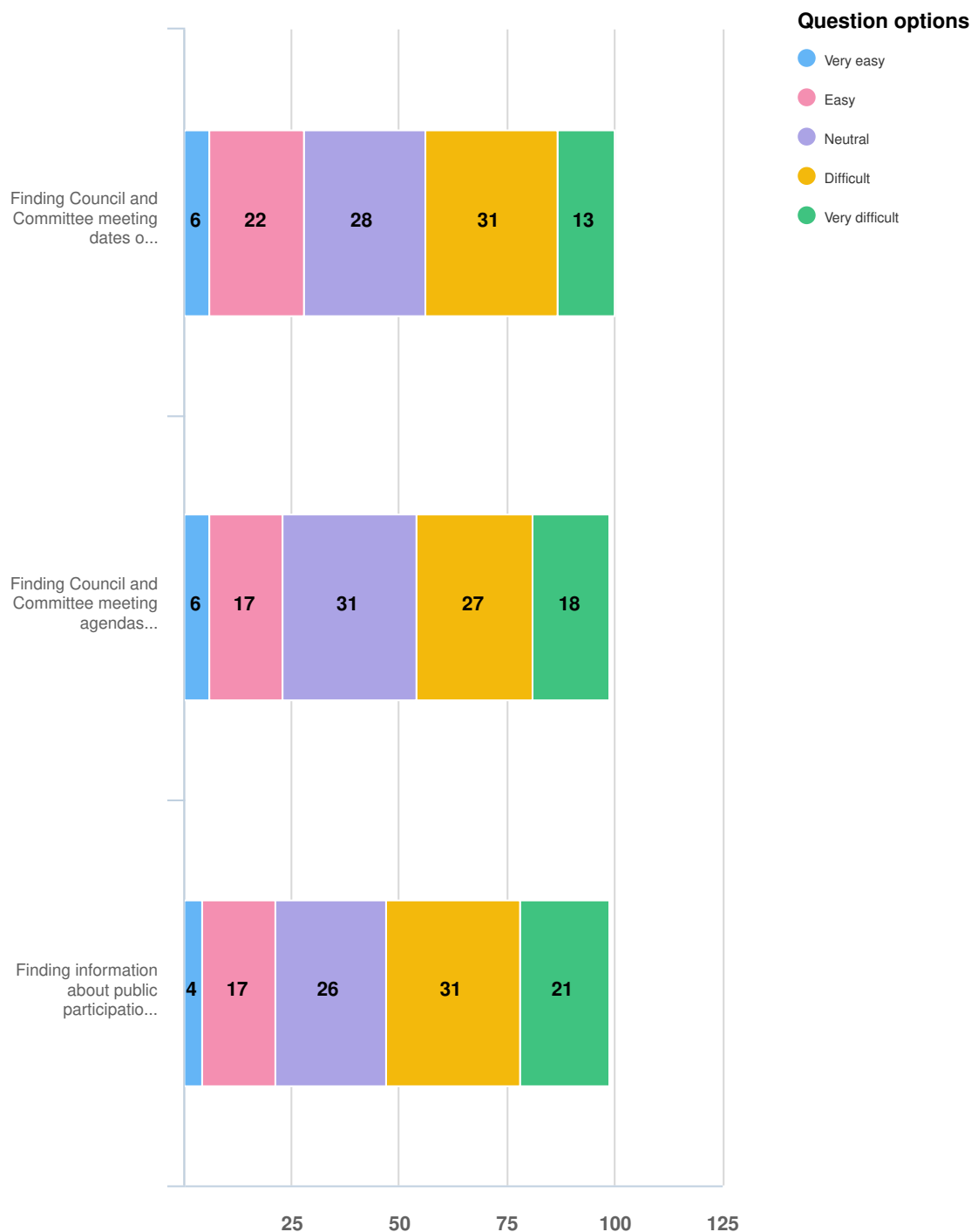
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	31-2021 , Procedure By-law Consolidated.pdf	6	9

ENGAGEMENT TOOL: SURVEY TOOL

Procedure By-law Review Survey

Visitors 113	Contributors 101	CONTRIBUTIONS 101
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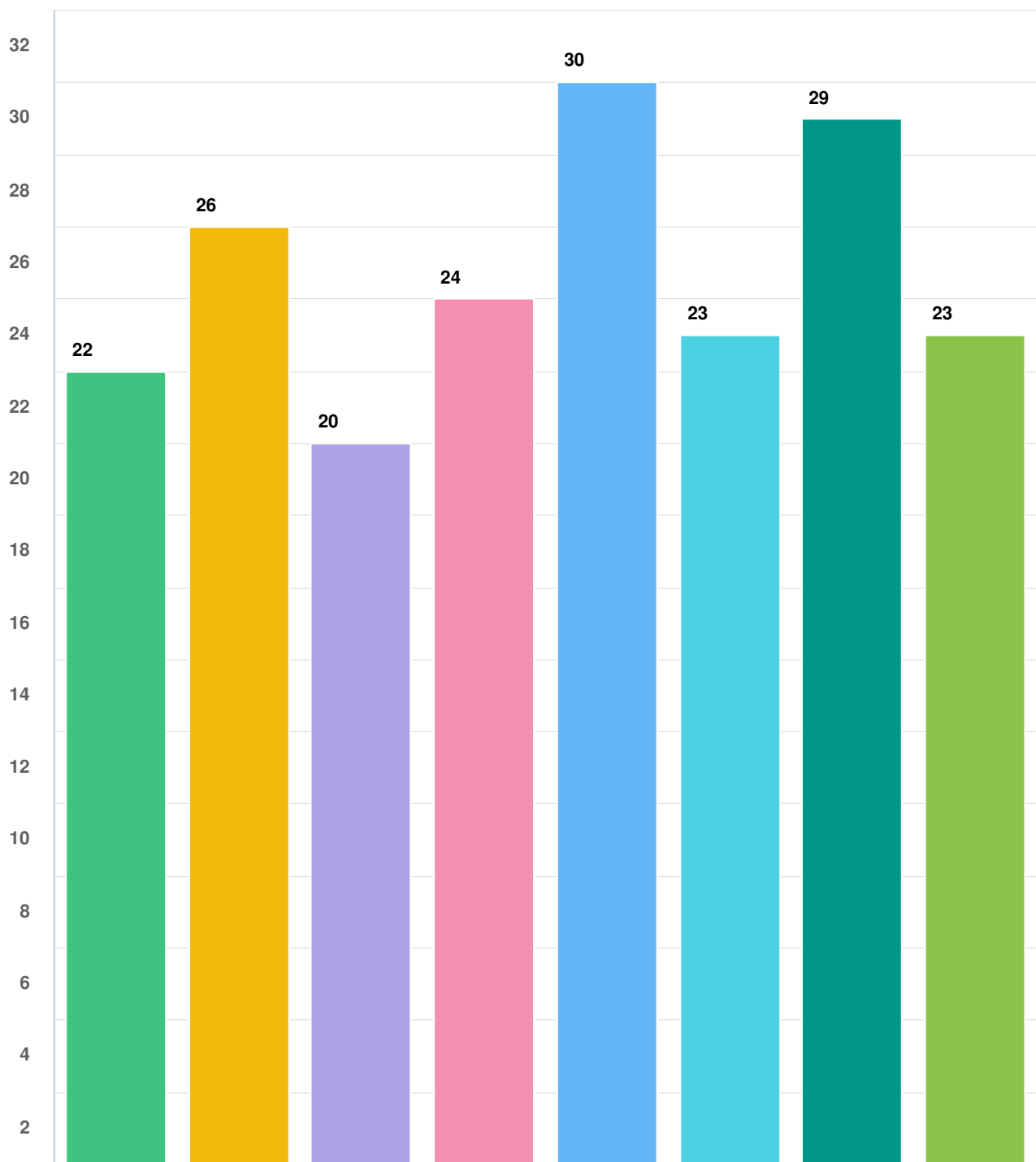
What would you say is your level of agreement when it comes to



Optional question (100 response(s), 1 skipped)

Question type: Likert Question

How do you find out about items being discussed at meetings? (select all that apply)



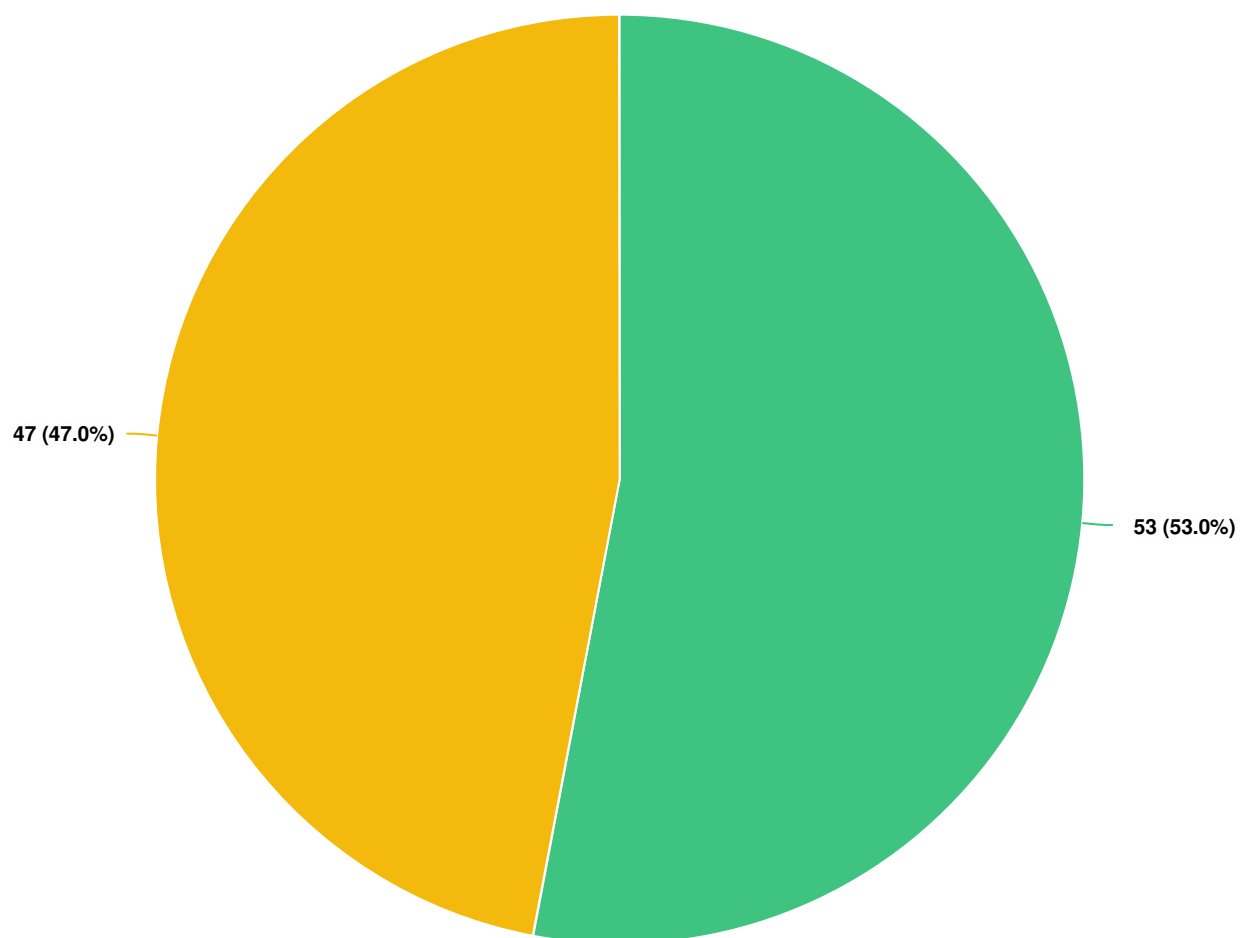
Question options

- Other (please specify)
 ● Word of mouth
 ● Local news
 ● City social media
 ● City website
- City media releases
 ● Ads in the Burlington Post City Update section
 ● Meeting agendas

Optional question (99 response(s), 2 skipped)

Question type: Checkbox Question

Have you attended or participated in a Council or Committee meeting before?



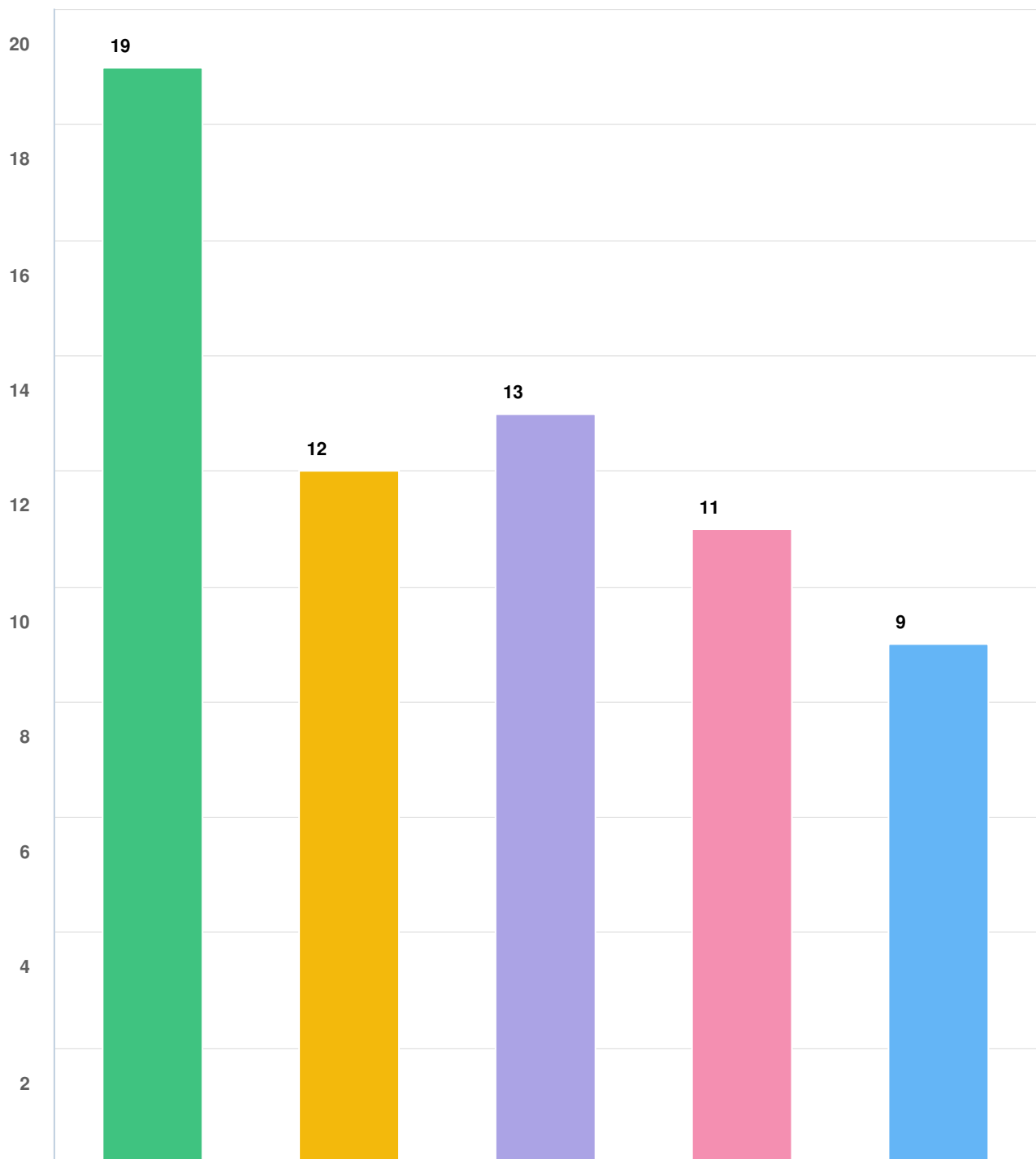
Question options

☐ No ☒ Yes

Optional question (100 response(s), 1 skipped)

Question type: Radio Button Question

If no, please provide more information about why (select all that apply)



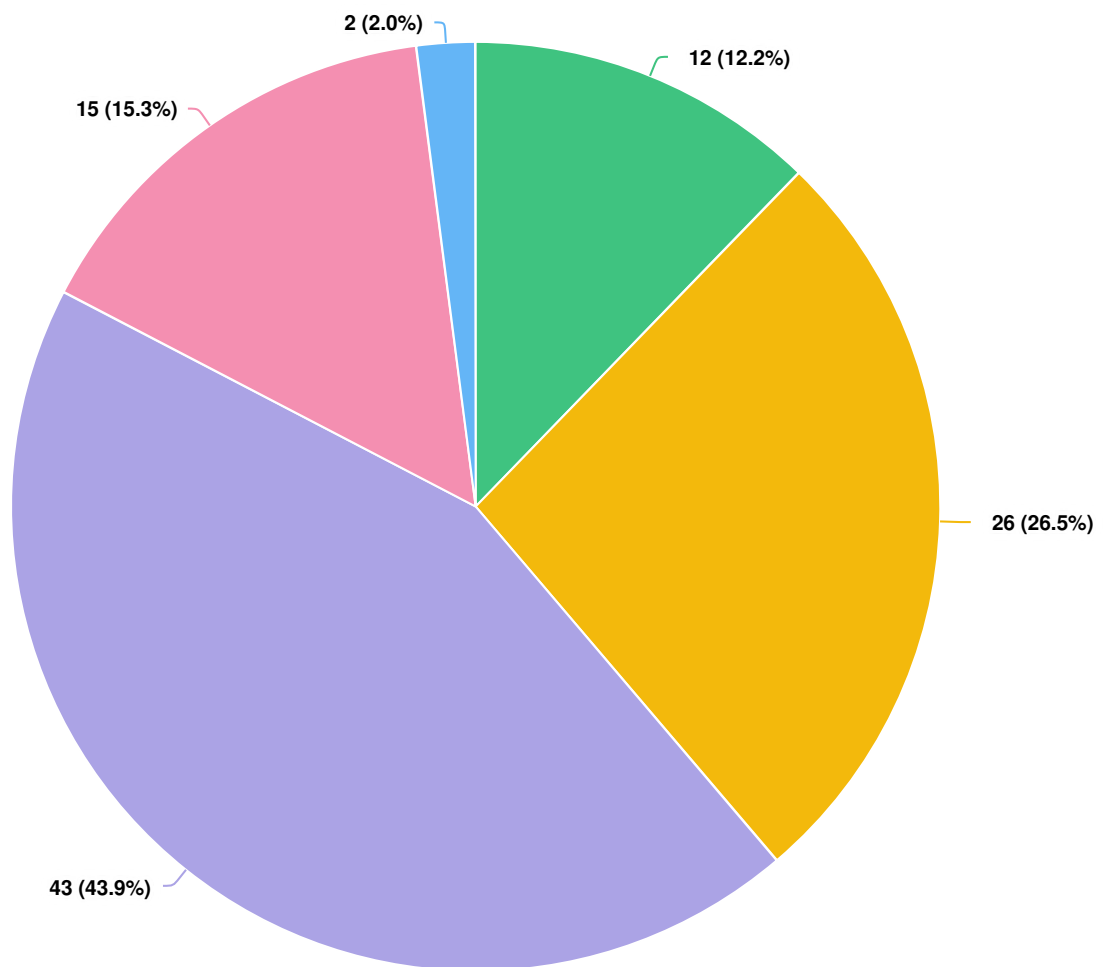
Question options

- Other (please specify) ● Not interested ● Unsure of what is on the meeting agenda
● Unable to find information on how to attend or participate ● Meeting times do not fit my schedule

Optional question (46 response(s), 55 skipped)

Question type: Checkbox Question

How do you find the Council meeting schedule when it comes to the convenience of watching or attending meetings?



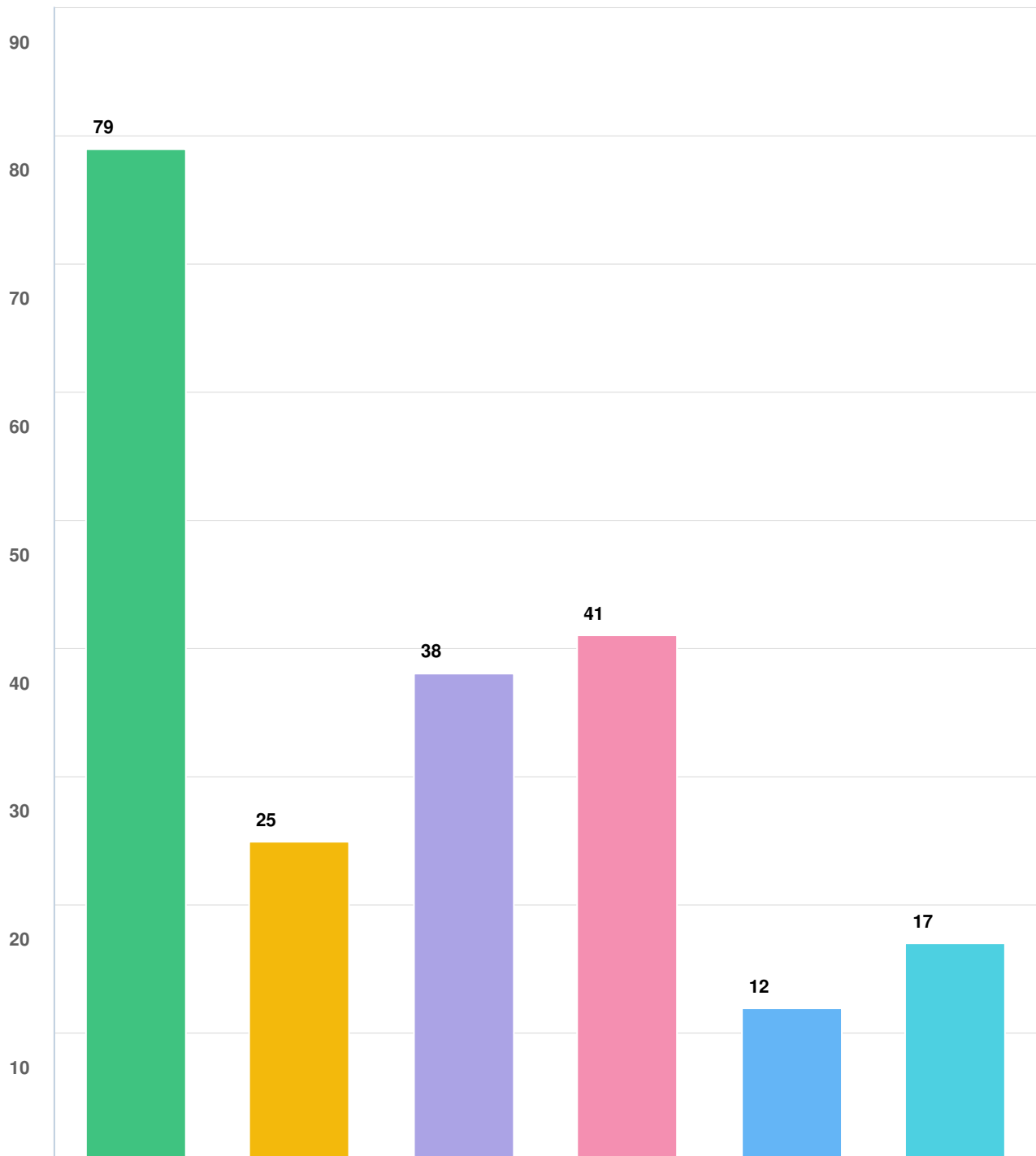
Question options

☐ Very convenient ☐ Convenient ☐ Neutral ☐ Inconvenient ☐ Very inconvenient

Optional question (98 response(s), 3 skipped)

Question type: Radio Button Question

The Procedure By-law offers many ways for members of the public to interact with Council and Committee. Please indicate which methods you are familiar with (select all that apply)



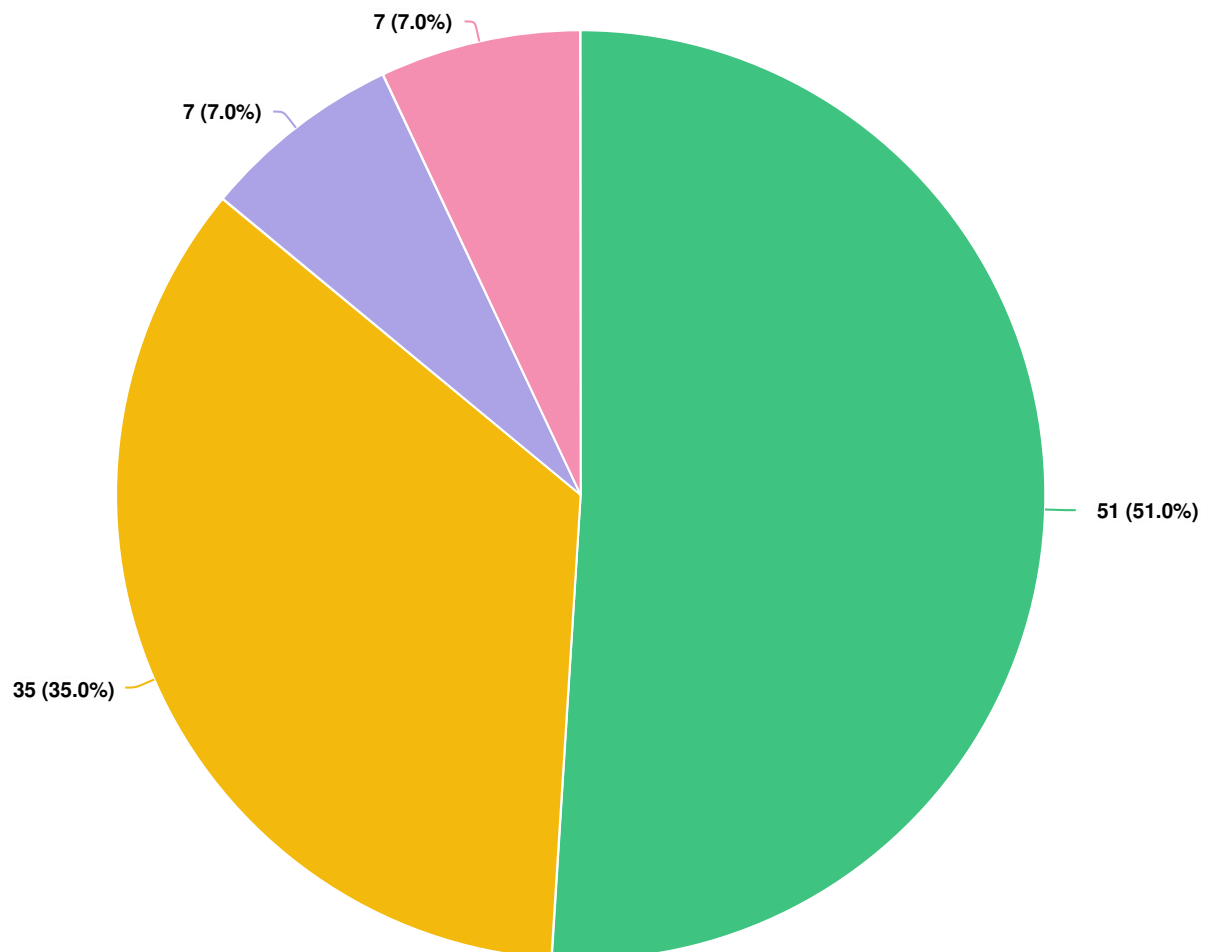
Question options

- None of the above ● Petitioning Council ● Presenting at a Committee/Council meeting
- Speaking to an item at Committee or Council/Delegating ● Mailing a letter ● Emailing

Optional question (101 response(s), 0 skipped)

Question type: Checkbox Question

Right now, Standing committee agendas are published to the City website 10 days in advance of the meeting. How many days in advance do you think agendas should be published?



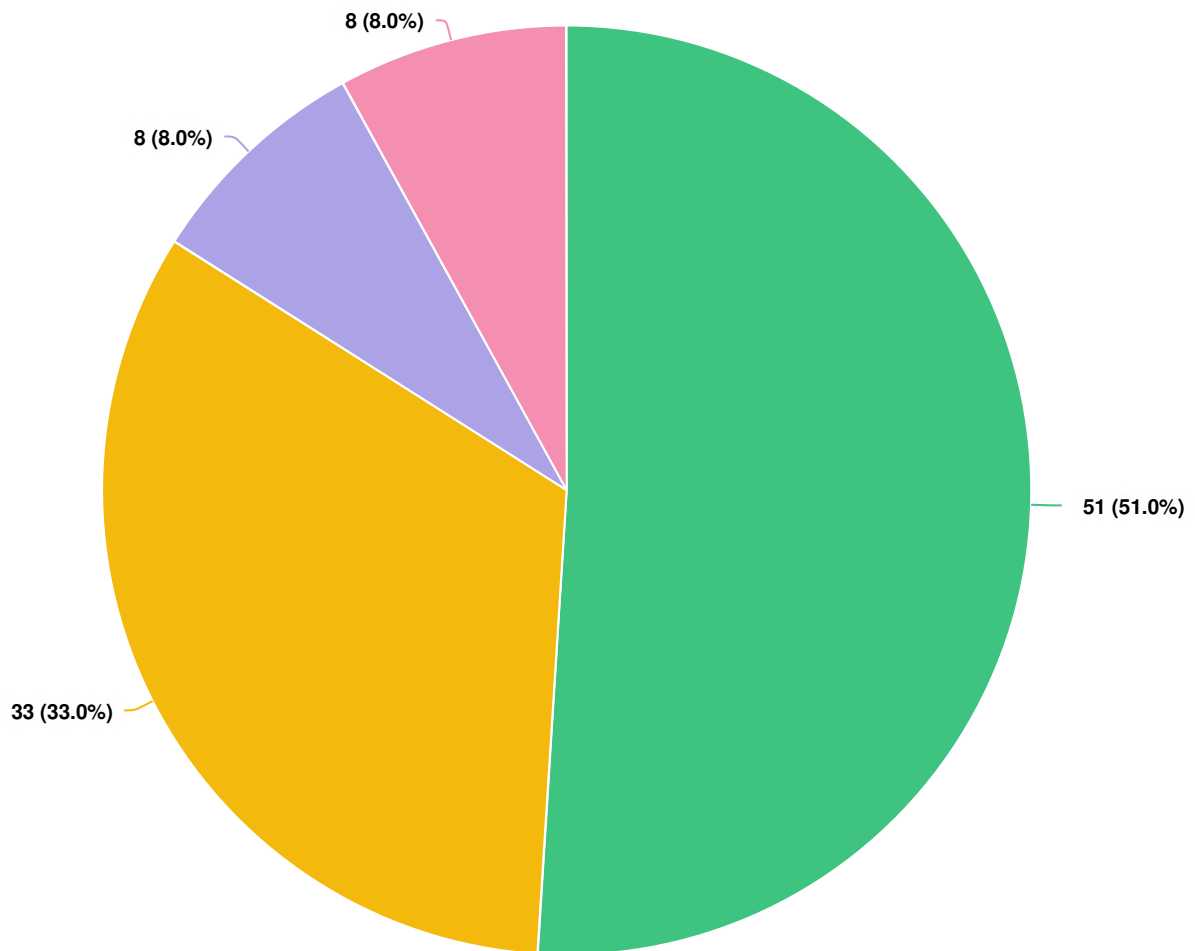
Question options

- ☐ Other (please specify) ☐ Less than 10 days in advance of the meeting ☐ More than 10 days in advance of the meeting
☒ 10 days in advance of the meeting

Optional question (100 response(s), 1 skipped)

Question type: Radio Button Question

Right now, members of the public have up to 10 minutes to delegate at standing Committee meetings. How many minutes do you think members of the public should have to speak at standing committee meetings?



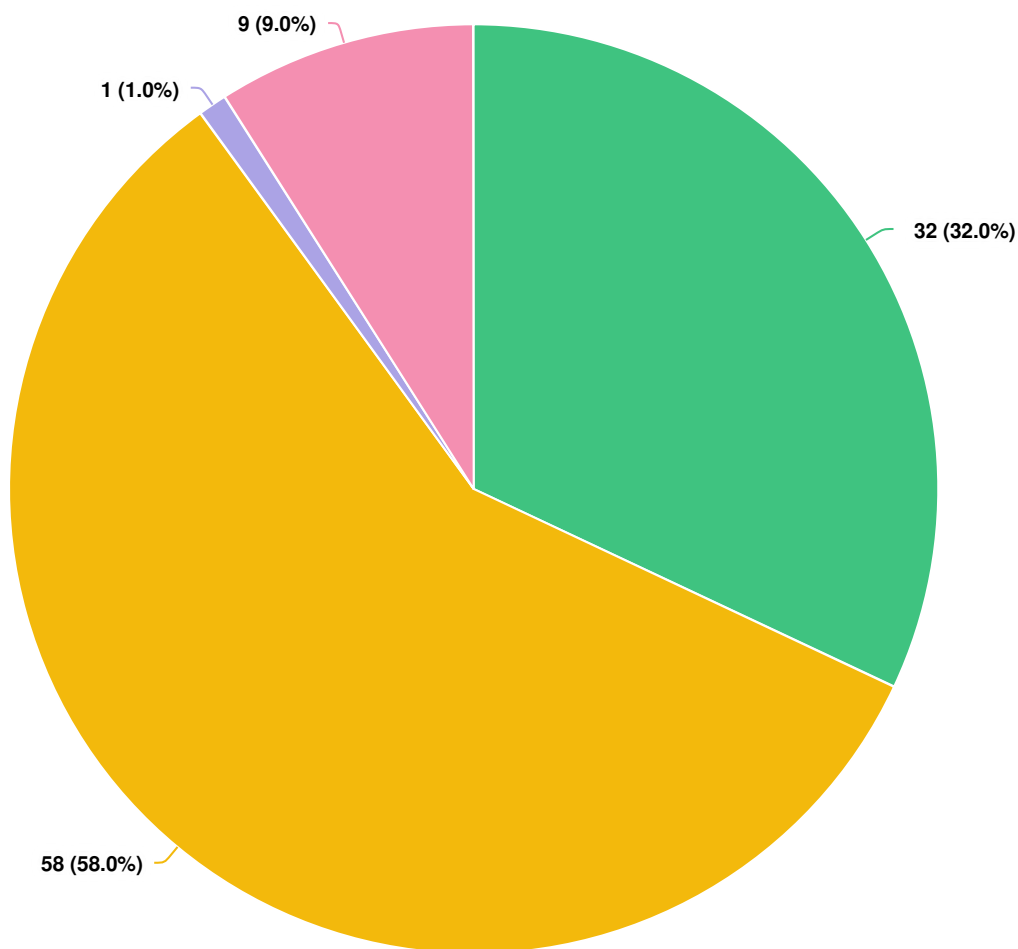
Question options

☐ Other (please specify) ☐ Less than 10 minutes ☐ More than 10 minutes ☐ Up to 10 minutes

Optional question (100 response(s), 1 skipped)

Question type: Radio Button Question

Right now, members of the public have five minutes to delegate at Council meetings.
How many minutes do you think members of the public should have to speak at council meetings?



Question options

☐ Other (please specify) ☐ Less than 5 minutes ☐ More than 5 minutes ☐ Up to 5 minutes

Optional question (100 response(s), 1 skipped)

Question type: Radio Button Question

Comments Received - Procedure By-law Survey

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
	Delegating or watching meetings or workshops is difficult if you are working.	
	You need to take time off work to attend this limits public participation to the retired and the privileged.	
I found that the answers to the questions we posed were not answered specifically. But there was some information we had previously not been aware of that was shared and that was good.		
<p>Delegating feels like a waste of time. The format ensures that we can essentially be ignored, no questions to allow us further opportunity to speak if they don't like what we say. Some council members can't even bother to show up in person. This is insulting.</p> <p>The expectation by staff and some members of council - eg the mayor - that if nobody is delegating then we must be happy with the job they're doing is both arrogant and wrong. In fact, many of us find the process pointless. Trying to find when the meeting is and where the item we want to delegate on is so onerous and difficult that it's a further exercise in frustration.</p>	<p>Daytime meetings can't be attended nor watched by people working. In the outside world, people still go to the workplace.</p>	<p>Delegates should be able to ask questions of council members and get answers. Delegates should be able to have a bit of a back and forth with council members so it feels like they are listening and we are heard. Nobody should be cut off at the exact second time is up, let them finish their few sentences.</p>

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
It is generally very comfortable to do so. Clerk staff are helpful and guide participants without judgment or comment on the subject being presdted to committee or council	Being retired my time is very flexible. Perhaps more might be done to accommodate people with jobs, particularly shift workers In this day of easy personal recording devices and hybrid meetings, might pre-recorded delegations be considered?8	Again I reiterate, Perhaps more might be done to accommodate people with jobs, particularly shift workers who wish to delegate. In this day of easy to us personal recording devices and hybrid meetings, might pre-recorded delegations be considered?
slow, laborious, predictable		
	The Thursday afternoon Council Meeting is a problem. For example on June 1 the EICS meeting was not complete at 12:00, and it didn't resume till after the Council meeting. Not vey convenient for the people interested in the EICS agenda. Council also appears to have a time management problem. They frequently miss breaks and go past noon.	
Most Council members seemed to present a front of complete boredom for most delegations. If and when questions were asked, they seemed only towards delegations that those Councillors either agreed with or wanted to reinforce points that they wished more strongly communicated for their own purposes. Also delegations seemed to be organized, at the time, in an order to provide the most advantageous position to the delegator which Council or Staff wished to have the most impact.		It seems that the bylaw has not been evenly applied across similar situations.

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
I have not been in the new council chambers but it looks similar to the older setup now online. It was a little bit uncomfortable where you had to delegate, in person and you did not feel like you were part of the meeting. That could be improved with an option to stand or a table to sit at.		
	Working downtown Toronto makes attending meetings during the day difficult	
It was for an advisory committee, a delegation. Experience was fine. Ability to present followed by good discussion with members of the committee.		Thank you for this opportunity to provide feedback
I was not impressed with the handling of items submitted as delegations from the public. Council often seems to have their own agenda and individual councillors only listen to what they are interested in.	Many people work in the evenings and cannot attend if the night is always the same day of the week.	Often delegations that have been scheduled are published later as an addendum to the meeting. It is very difficult to find these on the website and it also makes it appear that there is little interest on the part of council on items. There is usually no follow up to show that these items have been discussed or thought about , let alone acted upon.
Results and outcomes are difficult to find on the website		Seniors are having a hard time navigating the internet and finding information. Make this more accessible for all ages, all experiences, all educational levels, dumb things down a bit for people who are not on their phones all the time and want to participate in surveys and getting involved.
Very good with the Forestry Dept.		

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
		I used to read about City updates in the Burlington Post, but the Post decided not to deliver to my neighbourhood anymore. I spend enough of my day looking at a screen for work and research, that it was a nice change to look at a physical paper. Since delivery stopped, I haven't wanted to add even more screen time to my day to read the Post online, especially when it is an incomplete website.
A band of bumbling bozos		
I had delegated before Covid shut everything down. It was a good experience and easy to register, etc. in order to delegate.	No	No
	I believe you are supposed to allow a certain number of days between Standing and Council so that the public has a chance to review the material	The process that the Clerk uses and the tone he uses is so unacceptable. There is a reason so many woman have chosen to leave the Clerk's office and do a very good job in Cambridge and Hamilton for example.
It was a neighbourhood street calming meeting, and only some of my neighbours were advised it. So there was a very attendance at this meeting.	Council meeting schedules are not easily found anywhere. We need more resident engagement from our City Council. Lots of major Items are decided without any input or engagement from Burlington tax payers/residents. i.e. Bateman project, Skyway Arena, and money spent on Rainbow crosswalks and Rainbow Benches.	Tax payers need public engagement from our City Council. Its not happening at all right now and as a result taxpayers are ignored and left out of any decision making process. Taxpayers in Burlington are the ones paying for City council's over spending on unnecessary items and major projects without our input or approval. The Procedure Bylaw should include Public engagement on all major projects previously approved, i.e. Bateman, and anything new moving forward.

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
On several occasions over the past 5 years and all were disappointing experiences. The delegation process is 'pro forma' and restrictive. There is little interaction and really no accountability on the part of Council to be informed.	It should be arranged to encourage public participation and engagement. As it exists, the Committee schedule is primarily for the convenience of Council. More evening and late afternoon meetings would encourage public participation.	It does not encourage public engagement or the interaction of Council with citizens
City hall was crowded. The meeting wS televised in seceral rooms to accommodate city residents. Not all were able to present their input because of time restraints.	Not atvghis time	Stop cutting our Beautiful Ancient Trees. It's the signature of Burlington. They were here way before any of us so they Cannot be identified as an invasive species!
The Opportunity to present is appreciated. Opportunity to ask questions and get answers, from Council and staff, is near zero. This is not appreciated. There is nothing wrong with debate but Burlington Council under its current By-law disallows debate or any form of question and answer. This is undemocratic and creates a lack of transparency and honesty.		Open up question and answer between Council, staffnd citizens who delegate. Without it there is no accountability nor information sharing that should be shared
If you don't agree with the mayor she doesn't want to hear from or engage with you.	No	Other than complete frustration with our duplicitous politicians?
		Are there Procedure Bylaw "Best Practices" publications that can be referred to?
	No.	No.
		Thanks for making the effort to include the public.

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
Rules were clear about participation. Level of involvement was up to the resident.		
It is very difficult to participate in City meetings due to the very short notice and also the minimal time allowed between publishing the agenda including the reports. To make a meaningful and informed delegation does require preparation time.	Transparency continues to be an issue. The agenda items are often lacking basic information about topics discussed "In Camera" The audience is left hanging for an indefinite period of time during these sessions often with no disclosure at the end.	Could there be consideration of a rebuttal time for delegates after Council and staff have discussed the item on the agenda? Delegates are silenced after their speaking time allotment.
	No	No.
Would be nice to have some back and forth with council. It is very one directional. They get to ask delegates questions/make comments but the delegator can't.		
good		
it has been some years ago and it felt intimidating standing in front of a big circle of persons in leadership	do we need to sign up?	

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
<p>I have delegated a few times and each time I feel less satisfied that I am being heard or that my comments have any impact. Questions from councillors range from patronizing to outside the realm of my comments (why ask me a question that would be better put to staff?) to 'did you even listen to what I just said?'.</p>	<p>It's better (than it used to be) that delegations are scheduled at the beginning of meetings - for some people, then I find that 'more important people/organizations' are scheduled closer to their agenda item. Not sure if bunching different delegations (with different topics) together is good or confusing. Do councillors remember a delegation at 9:30 when the item is discussed at 3pm?</p>	<p>I'd like to find out more about petitioning Council. If I had one suggestion it would be to find some way to schedule delegations closer to the item discussed, even if it was within an hour. Block the agenda into one hour blocks with x number of items to be discussed. I realize that some items take longer to discuss, others, no time at all. Sometimes it seems like councillors are talking just to hear themselves talk (avoid repeating what someone else said). Perhaps if the public is limited to 10 minutes, councillors should be time-limited (individually or collectively) per item. They could always make a motion to extend debate.</p>
	<p>I didn't even know these are things that the public can view/attend</p>	<p>Why did I just find out about this now?</p>
<p>easily comprehensible</p>	<p>how about pushing out meeting agendas and minutes to interested citizens?</p>	<p>.</p>
	<p>Parking is difficult to find and costly</p>	
<p>Assibility advisory committee</p>	<p>No</p>	<p>More people should be encouraged to get involved</p>
		<p>What does delegate even mean? It needs to be easier for citizens to participate and have their voices heard.</p>
		<p>Do more to demystify the process so people feel empowered to attend and speak. I have appreciated social media highlights drawing attention to upcoming agenda items.</p>
	<p>Should be more at night this is a public job where they serve the public not serve themselves with convenience on schedules</p>	

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
<p>The staff in the Clerks department are very helpful and friendly.</p> <p>There are limited capabilities to discuss community concerns at Council since you can only delegate to agenda items.</p> <p>How about an open mic session</p>	<p>citizens who are working rarely can attend because meetings are usually held during normal business hours.</p> <p>Many closed sessions are held and “receive and file” items make discussion difficult. Workshops are closed to the public for some reason? For example, the UFMP doesn't appear to offer publicly c participation. Zoning by-laws are another secretive topic</p>	
	<p>I think it's important to have more transparency about how and why decisions are made. What data is being used to make decisions? How much do these decisions cost? Who is the city catering to with the decisions - business owners (who may or may not be city residents), all residents, some residents? How is resident feedback on decisions solicited?</p>	<p>The length and content of public delegations should be considered. Not all delegations are worth being heard. For example, those that include discriminatory language or those that fall outside the purview of the city Council (provincial or federal legislation, for example).</p>
<p>It was a meeting on traffic calming in my neighbourhood, and I was notified by receiving printed material in my mailbox. And I attended.</p>	<p>Yes, I dont know where to find the schedule of meetings in order to attend!</p>	<p>City Council needs to be more open about their agendas and dates if meetings so that residents can attend them when they wish to.</p>
<p>The rules for someone who doesn't know the ins and outs of delegating are hard to find.</p>		

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
	<p>Too many of the committee and council meetings occur in the morning and afternoon when it is difficult for working residents to attend.</p> <p>Council members are pretty good at sharing info on City council meetings but often don't say much about the Regional council on which they also serve. Residents need to be more 'plugged in' to the Region because so many major transportation, land use and community planning decisions occur at that level.</p>	
Participants are in my opinion looked upon as "a necessary evil" in the name of engagement. Questionable how many delegations have changed a vote.		Once again...limit the time given to councillors to comment on items after we have heard them during the discussion. Time to limit the councillors not necessarily the public.
Stop virtual participation. Make all councillors and staff attend Council etc in person. If Councillors like Rory Nisan to scared to attend personally then maybe they should resign.	No more virtual meetings.	
Good experience-delegations now scheduled near beginning of meetings OR written information may be sent into council for the record.		Bylaw Department should reply to residents who report a bylaw violation- eg - I sent an email regarding a neighbourhood concern (commercial container parked permanently in driveway) - no response- if City allows, then they should reply that it is not a bylaw violation.
Sometimes helpful. Often demeaning and a waste of my time.		The draconian measures to limit citizen participation are not appreciated and work against democratic efforts at sharing information and asking questions of Council.

If yes, please provide some feedback on your experience	Do you have any comments or concerns related to the Council meeting schedule?	Do you have any other thoughts or ideas about the Procedure Bylaw?
I find it welcoming, cordial. Committee staff and Council Members are helpful and encouraging. On line and in person attendance and delegation are very well assisted by Committee Staffs.	As a retiree, I can be very flexible with day time or evenin meetings. For those who work daytime meetings can be a barrier to participation. This is especially true as delegations are scheduled at the beginning . Rescheduling delegation to later might mean votes come before a delegate's presentation. Instead of meetings scheduled 9.30 am until 10.0 on a single day, might meetings be split? 6.30 pm to 9.30 pm in the evening prior, followed by 9.30 am to ... end of business, with a hard stop at 4.00 pm. This would not add to Council/Staff time commitments ut might make delegation opportunities more appealing to interested residents.	While procedure bylaws make council business more efficient and transparent, we must never forget that the reason councils exist is to serve and engage the community. This by its nature will lessen the efficiency of meetings but is an essential component, worth any minor loss of efficiency. It also promotes the essential tranparency element of city governance.
Good leadership	No	Looks great
	Would like to attend more, but life is busy with kids .	
	Should be part of the Burlington Get Involved newsletter	
Previous mayor and alderman, did not listen and basically told us what the city was going to do with the construction on the street. Very disrespectful.	No parking downtown and most seniors don't do video conferences.	