

# Implementation Plan for Public Engagement for 2018/2019

## Update for Q1, 2019

Action Item		Updates	Status
<b>1.1 ESTABLISH A COMMUNITY ENGAGEMENT NETWORK</b>			
Communicate about the community engagement network	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	There are ongoing communications being rolled out.	Ongoing
Review the participation in and effectiveness of the community engagement network and provide recommendations	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q2, 2019		In progress
<b>1.2 ESTABLISH AN INTERNAL ENGAGEMENT GROUP</b>			
Identify and establish the group, establish the annual meeting schedule, adopt the terms of reference as a group	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	This group has been established. Terms of reference were adopted. The first meeting took place March 27, 2018.	Complete
Review the participation in and effectiveness of the internal engagement group and provide recommendations	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q2, 2019		In progress
<b>1.3 DEVELOP ACTIVITY BAGS</b>			
Activity bags to be available for public engagement sessions	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Early Q4, 2017	Bags are available in Communications, 1211 John Counter Blvd., Recreation & Leisure, Clerks Department. Activity bags are being used at Public Engagement sessions.	Complete
Review the effectiveness of the activity bags pilot and provide recommendations	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q2, 2019		In progress
<b>2.1 CITY EMPLOYEES</b>			
City employee training, IAP2, Planning and Techniques	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	Initial IAP2 - planning & techniques training included 29 staff members. A second training for IAP2 planning & techniques took place for staff members. A third training for IAP2 planning and techniques took place for staff members in November/December 2018. There is an additional IAP2 training planned in 2019.	2018 training Complete

City employee awareness presentations	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	Have completed department awareness sessions of the Public Engagement Framework, resources and Get Involved Kingston.	Complete
Develop a supplementary training program for City employees	<b>Departments leading</b> - Communications and customer experience and Human resources and organizational development <b>Timing</b> - Q4, 2018	Have met to establish the scope of the training for support staff to have an awareness of IAP2 and public engagement. The support staff training will be implemented in 2019.  Have met with Human Resources and Organizational Development to scope facilitation training for staff. The training has been established. The facilitation training will be March 2019.	In progress
<b>2.2 COUNCIL AND SENIOR LEADERS</b>			
Council and City employee training – IAP2, Decision Makers training	<b>Departments leading</b> - Communications and customer experience and City Clerk’s department <b>Timing</b> - Q4, 2017	This training is complete.	Complete
		A wait list for an additional training session is in place. An additional Decision Maker training session for Council and staff is planned for 2019. Waiting on a date from the Clerk’s.	In progress
<b>2.3 RESIDENTS</b>			
Develop information and awareness materials	<b>Departments leading</b> - Communications and customer experience and City Clerk’s department <b>Timing</b> - Q4, 2017	Developed two videos for awareness. There are various other materials developed for awareness including book marks, ads, DIN screens etc. We are adding a new webpage to the website that will provide updates on the Implementation Plan.	Complete
Develop and implement resident information and awareness session	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q2, 2018  <i>Moved to Q4, 2018 for engagement</i>	The engagement for this training is planned for Q4, 2018. There have been an increased number of staff that were added to the IAP2 foundations training. In order to ensure the best possible implementation of public engagement, this training has been moved. An online survey was completed in November 2018 with the objective of the engagement to ensure we are implementing a training session that is of interest to residents. This supported the development of the focus group agendas. Focus groups took place in February 2019.	In progress

<b>2.4 FACILITATION</b>			
Develop and maintain a roster of external facilitators	<b>Department leading</b> - Communications and customer experience <b>Timing</b> – Q4, 2017	RFI for facilitators was done in December 2017.	Complete
<b>3.2 PILOT AN ONLINE PUBLIC ENGAGEMENT PLATFORM</b>			
Review the moderation of ideas role and provide recommendation	<b>Department leading</b> - Communications and customer experience <b>Timing</b> – Q4, 2017	Once ideas are posted on the platform they are sent through the CRM for staff to respond to. A summary will be added to the ideas tool under the news tab on a quarterly basis. As of December 31, 2018 135 ideas were submitted.	Ongoing
Establish and implement a plan for the internal online public engagement platform	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q1, 2018	The platform is being used for projects. As new projects need an internal engagement side, they will be offered use of the Get Involved Kingston platform.	Ongoing
Develop a budget for maintaining an online platform following the pilot project	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - 2019		2019
<b>3.3 TABLETS</b>			
Purchase tablets for use at public engagement sessions	<b>Departments leading</b> - Communications and customer experience and Information systems and technology <b>Timing</b> - Q3, 2017	Purchased six tablets that are available to staff to book through KingNet.	Complete
		Tablets are being used at public engagement sessions. There has been an increased use of the tablets for pop up events through the summer months. Added 2 additional tablets to the supply	Complete
<b>3.4 ADDITIONAL RESOURCE MATERIALS</b>			
Implement a KingNet page with resources	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	KingNet public engagement resource page is in place. Resources continue to be added to the page. Resources that have been added include; Banners, power point template, sign in sheets, posters, tablecloths, tables, easels, trade show booths. We continue to add resources as they are requested.	Complete
<b>4.1 STATUS REPORT</b>			
Develop and implement survey for City employee reporting	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	The survey is available from KingNet and staff are asked to complete the survey following each engagement session.	Complete

Status report to council	<b>Department leading</b> - Communications and customer experience <b>Timing</b> – Semi-annually	June and December the report will go to Council Continuing to compile content. The report is going forward at the November 20, 2018 Council meeting.	
<b>4.2 EVALUATIONS</b>			
Implement and raise awareness of the project evaluations for City employees	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q3, 2017	Awareness was done through the awareness sessions and the IAP2 training, the worksheets and through the communications officers.	Complete
Develop and implement resident evaluations	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q4, 2017	Outlined in the worksheets for staff to utilize and update as per their project.	Complete
<b>5. OVERALL EVALUATION</b>			
Overall evaluation of public engagement	<b>Department leading</b> - Communications and customer experience <b>Timing</b> - Q2, 2019	Survey to launch March 25 to April 15, 2019 Meetings in March and April 2019 Review of all compiled comments since October 2017	In progress
Report back on the overall evaluation	<b>Department leading</b> - Communications and customer experience <b>Timing</b> – Q3, 2019	Plan to report back at the June 18, 2019 meeting	2019