

CITIZENS AND LOCAL GOVERNMENT ENGAGE! – A PILOT PROJECT

MEETING RECORDS

FRUITVALE, B.C., MARCH 11, 2014

GRAND FORKS, B.C., MARCH 12, 2014

CRANBROOK, B.C., MARCH 13, 2014

**Project carried out for
The Association of Kootenay and Boundary Local Governments
funded by
The Columbia Basin Trust**

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1. Introduction

In early 2014, the Association of Kootenay and Boundary Local Governments decided to carry out a collaborative project on community engagement. They wished to pilot this approach in three Kootenay and Boundary communities of different sizes, and the village of Fruitvale, the City of Grand Forks and the City of Cranbrook volunteered to be the pilot communities.

After a competitive RFP process, L.A. Taylor Consulting (LATC) was chosen to organize, promote, present and report on the three events. Working with the AKBLG project steering committee and representatives from the three communities, LATC established an approach and timeline for the events.

The committee determined that a municipal election year is a prime opportunity to have a meaningful and open discussion about the top issues and about how to get people engaged in the election, as candidates, as informed citizens, and, ultimately, as voters. The meetings were designed accordingly.

In Grand Forks and Cranbrook, the meetings were publicized via a Facebook event page, Facebook ads, an email fan-out, print ads and media release. In Fruitvale, the meeting was publicized via the Fruitvale News (a hard-copy mailout to every household), plus a Facebook event page, Facebook ads, email fan-out, posters, and e-bulletin boards. In order to make it easy for people to attend over the dinner hour, a buffet dinner was offered at all three events.

Meeting attendance was as follows:

- Fruitvale: 42
- Grand Forks: 63
- Cranbrook: 52

All work at these events was done in table groups of 5 – 8 people per table. Tables were shuffled twice during the event, so that participants got to share ideas with different groups of people.

L.A. Taylor Consulting thanks the AKBLG for the opportunity to carry out this interesting pilot project, The Columbia Basin Trust for funding the project, the three communities for volunteering to be the test locations, the members of the project steering committee for their guidance, the event participants for their energy, enthusiasm and willingness, and Jill Prince of Fruitvale, Diane Heinrich of Grand Forks and Kelly Thorsteinson of Cranbrook for acting as local experts and local point people in the organization of these events.

The highlights of the results from these meetings are presented in the body of this report. Complete raw data are shown in the appendices.

2. Awareness of levels of government and levels of tax funding

The warm-up activities were structured as a lively exercise that would give the participants a chance to discuss and explore the roles and resources of different levels of government. The de-brief was intended to provide some background facts for them to consider during the evening.

2.1 Roles of government

Each table was given an envelope with several slips of paper – every table’s envelope was different. Each paper had on it one service that Canadians receive from government. The table task was to separate these services into federal, provincial and local government, and post them in the appropriate locations on the wall.

In general, the tables showed a very good awareness of which service came from which level of government. This would result, in part, from the pooling of the knowledge of the 5 – 8 people at the table.

Community	Warm-up #1: Levels of government - results
Fruitvale	Only two areas of confusion: one group thought that the federal government is responsible for health care, two groups thought that the federal government establishes and regulates corporations.
Grand Forks	Only two areas of confusion: one group thought that the federal government establishes and regulates corporations, and one group thought that Christina Lake Park is a local park.
Cranbrook	Only one area of confusion: two groups thought that the federal government establishes and regulates corporations.

2.2 Tax distribution among levels of government

Each table was given a large loonie cut into tenths, and told that this loonie represented their total tax dollar for all types of taxes. They were asked to decide how much of this dollar goes to each level of government, and to post the wedges of the loonie in the appropriate locations on the wall.

In the de-brief after this exercise, the participants were told that the dollar is distributed as follows: 50 cents to the feds, 42 cents to the province and 8 cents to local government.

Community	Warm-up #2: Distribution of tax dollars - results
Fruitvale	Overall, Fruitvale was fairly accurate. They predicted that 54% of the dollar goes to feds, 34% goes to the province, and 12% goes to the local government.
Grand Forks	Overall, Grand Forks was fairly accurate. They predicted that 49% of the dollar goes to feds, 37% goes to the province, and 14% goes to the local government.
Cranbrook	Overall, Cranbrook was fairly accurate. They predicted that 56% of the dollar goes to feds, 33% goes to the province, and 11% goes to the local government.

It's interesting to note that the provincial number was the least accurate overall. All three communities believe that the province gets less than it actually does. This may be because provincial taxes are paid in indirect ways – for example, the person filling out an income tax form that comes from the federal government may not pay much attention to the fact that some of the money goes to the province. All three communities believe that local government gets slightly more than it actually does.

3. Issues and opportunities

Meeting participants were given a flipchart sheet with twenty boxes marked off, and were challenged to come up with twenty key issues or opportunities that their community should be talking about in this. They then used a prioritizing method to determine which five issues their table could agree on as being the top priority for exploration and discussion.

The table below shows issues that made the “top five” list at tables in each community. The numbers show how many tables in that community put that item on their “top five” list. Items that were very similar have been grouped.

Complete raw data, showing all issues generated, and how the individual tables worded their descriptions of the issues/opportunities, can be found in Appendix A.

Top issues across the board were economic development and the maintenance and replacement of aging infrastructure. Health care sustainability and the provision and management of community centres were the next-ranked items.

3.1 Economic

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Economic development and business/tourism	4	7	8

attraction/promotion, with collaboration of groups, businesses and clusters, includes downtown revitalization in several cases			
Attract new/more residents	2	1	
Local barter economy	1		

3.2 Social/cultural/recreational

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Child care	1		1
Walking-friendly city and urban parks, more trails for all uses	2		1
Health care sustainability, including family physician shortage		3	1
Arts council needs a home			1
Bicycling issues: bike lanes, maps, bike events			1
Youth involvement, engagement		1	2
Heritage preservation/museum	2		1
Affordable housing, for all needs, ages	1		1
Dog park	2		
Re-develop old middle school	1		
Community events to build togetherness	1		
Volunteer opportunities /volunteerism	1	1	
Health and wellness education, support, prevention	1		
General recreation opportunities	3		
community hall/centre/youth centre	1	3	

3.3 Environmental

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Greening the city: solar, cosmetic pesticides, enviro protection policy, curbside recycling, composting		1	2
Water conservation/water supply		2	
Wood-burning stoves – pollution control		1	

3.4 Governance

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
City hall-citizen two-way communication	1	2	2
long-term vision and plan, setting civic priorities			2
Fiscal prudence and accountability	1	1	2
impact of special interest groups on city administration, e.g. role of the Chamber of			1

Commerce			
transparency of city council and administration			1
Improve inter-municipal relationships	1		
Voter apathy		1	
Create regional municipality		2	

3.5 Other

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Humane animal and wildlife control, including cats and dogs, deer etc.			1
Infrastructure including roads, sewer, water – maintenance and replacement	3	4	7
Streamlining building permit procedure			1
Bylaw enforcement and policing	1	1	1
CP Rail and hazardous goods transportation			1
Clean, attractive community	1		
Public transit	1	2	
Backyard chickens	2		
Garbage collection system	1		
Post-secondary education		1	
Protection of ALR and provincial parks		1	
Food supply/food security		1	
Provision of services for all ages		1	

4. Questions of fact

Once the tables had established their top five issues/opportunities, they were asked to come up with “questions of fact” for each item. In introducing this section, I pointed out that, in order to have an informed discussion on a municipal issue, it would be important to know some background, objective facts.

The questions of fact are summarized below. Raw data for this section, showing the questions as the tables presented them, can be seen in Appendix B.

4.1 Economic

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Economic development and business/tourism attraction/promotion, with collaboration of groups,	**How would we attract more business? **How could we	**Why is our economic development declining? **How do	**What are we doing now? X 3 **How can we copy other best

<p>businesses and clusters, includes downtown revitalization in several cases</p>	<p>regulate tax incentives? **What makes successful businesses successful, and the others not? **Are there any bylaws that help entice/discourage business?</p>	<p>municipalities attract and retain businesses: incentives, telecommunication, strong business community, airport/transportation? **What kind of businesses could we attract that are not impacted by cross-border shopping? **Can we change the tax structure to encourage business? **How willing is the municipality to engage and get creative with business development? **What have communities of similar size and demographics done to attract economic development?</p>	<p>practices? **What's the role of the city in economic development? **Do we have an economic development plan that suits current economic conditions? **How do we encourage higher paying jobs? **How do we attract new successful businesses? **What is the plan to bring people/industry to create jobs? **What is the current growth rate of industry/business? **What is the effectiveness of the current process?</p>
<p>Attract new/more residents</p>	<p>**What avenues to explore to attract more families? **What are we doing to promote ourselves as a sustainable community?</p>		
<p>Local barter economy</p>	<p>**Is there another community effectively using this strategy and what can we learn from them?</p>		

4.2 Social/cultural/recreational

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Child care	**What spaces are available and where are they?		**What's the difference between supply and demand?
Walking-friendly city and urban parks, more trails for all uses	**Walking/heritage/dog park downtown – maintenance, who owns property, cost and a plan **Trails, bike park: who owns property, liability issues? **Develop creek feature: property ownership? Environmental rules?		**Parks, trails, plan
Health care sustainability, including family physician shortage		**How can you guarantee we'll have a hospital in 10 years?	**Does the city know how many family physicians Cranbrook needs?
Arts council needs a home			**How do we pay for it? How much?
Bicycling issues: bike lanes, maps, bike events			**How can we be more bicycle-friendly?
Youth involvement, engagement			**What is current youth participation? **What can we do to involve youth municipally?
Heritage preservation/museum	**How can we fund a museum? **Is there a museum location available, and		**What are the available incentives for heritage

	what zoning would be required?		buildings? **How do we retain the positive aspects as we move forward?
Affordable housing, for all needs, ages	**How would the Village spend the million dollar grant? For rentals? **What constitutes affordable housing?		**Will the city allow rentable suites to be brought to code?
Dog park	**Where is the best place for tourist/dog park/locals?		
Re-develop old middle school	**What great things could happen at the middle school property?		
Volunteer opportunities /volunteerism	**How could we use social media to attract these people?		
Health and wellness education, support, prevention	**Who can we get to do education for students, families and seniors?		
General recreation opportunities	**Could we have adult recreation in the evening? **Availability? **Privacy issues? **Can a task force be struck to bring forward a proposed plan for rec facilities? **How will the Valley be affected by the Trail recreation agreement?		
community hall/centre/youth centre	**What is preventing people from using the community hall space?	**What can we do to make this sustainable? **What level of support would we get from the community?	

		<p>**Who would be responsible for this?</p> <p>**How soon?</p> <p>And why not?</p>	
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4.3 Environmental

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Greening the city: solar, cosmetic pesticides, enviro protection policy, curbside recycling, composting		<p>**How do we capitalize on our solar possibilities?</p>	<p>**Who takes the lead on these issues? What's the plan?</p> <p>**How much recyclable is going to landfill at present?</p> <p>**What are the available financial incentives for solar?</p> <p>**Why are we not doing more solar?</p>
Water conservation/water supply		<p>**What steps has the city taken to educate the public about water conservation?</p> <p>**How much leakage occurs in the water system before it reaches residential users?</p> <p>**Will water meters impact water pressure challenges?</p>	

4.4 Governance

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
City hall-citizen two-way communication	**Where is the best place to centralize common communications for all groups and committees?	**How and when does council plan to address this issue?	**Why are we not, and how can we start, using best practices for engagement or communication or marketing our quality of life and “centre of away from it all” **What are the barriers to younger voters becoming engaged? **What is effective communication in today’s world?
long-term vision and plan, setting civic priorities			**What do we want to drive the economy of Cranbrook? **What are the civic priorities? How are they set? How have they been met (or not)?
Fiscal prudence and accountability	**Is financial information currently shared with taxpayers and how?	**Are public input and questions considered in the formation of the budget? **Do municipal budgets have spending limits? **How can we help 4,000 people pay for a	**Is the city operating efficiently compared to its peers? **Is there a metric that shows spending on core infrastructure versus “frills”?

		community of 8,000?	
impact of special interest groups on city administration, e.g. role of the Chamber of Commerce			**Should any one group have more influence than others?
transparency of city council and administration			**How do we keep them accountable?
Create regional municipality		**What is the process to create one? **What do we have to do to become a district municipality?	

4.5 Other

Issue/opportunity	Fruitvale	Grand Forks	Cranbrook
Humane animal and wildlife control, including cats and dogs, deer etc.			**How can we collaborate between groups/activists to come to consensus?
Infrastructure including roads, sewer, water – maintenance and replacement	**How could we divert water (for road maintenance purposes)? **Do people know that we have a comprehensive infrastructure plan completed in 2000 – is this being communicated? **Will Bluebird paving be a project for 2014?	**How much of a priority is the care and maintenance of infrastructure? **How much will it cost to bring our systems up to date? **What is the long term plan for deteriorating infrastructure?	**What are the best practices to get roads fixed including the dollars? Road base, drainage, %age of taxes **How does the city prioritize infrastructure upgrades? **What is the strategic plan? **How do we get a clearer and more inclusive definition of

			<p>infrastructure? **What is the status of our infrastructure? **Do we know the total costs? **Are we keeping up with the deterioration?</p>
Streamlining building permit procedure			<p>**How can permitting process be more customer-focused and welcoming?</p>
Bylaw enforcement and policing	<p>**How much would additional policing cost?</p>	<p>**Can we banish anonymity of the complainant?</p>	<p>**What does Cranbrook need to start enforcing bylaws as they are written?</p>
CP Rail and hazardous goods transportation			<p>**How will citizens be informed of the emergency procedures if there is an accident? **What is the Emergency Procedure Plan?</p>
Clean, attractive community	<p>**Can Communities in Bloom incorporate education about this in their program?</p>		
Public transit	<p>**How could we offer more flexible services/vehicles/hours?</p>	<p>**Can we explore the option of a car co-op/share program/buses? **What is the cost of running a</p>	

		basic transit system?	
Backyard chickens	**What does Rossland have for bylaws on this issue? **Limit proposed, fencing and sanitation, roosters?		
Garbage collection system	**What are other communities doing with re-usable bins (as opposed to bags)?		
Protection of ALR and provincial parks		**How can we protect our ALR and provincial parks from development?	
Food supply/food security		**If we have our own food supply, can we guarantee no GMOs?	

5. Election ideas

Table groups were asked to provide their ideas for encouraging people to offer themselves as candidates, for encouraging people to become informed about the issues and the candidates, and for getting people out to vote. Highlights are below, and the complete raw data from each community, with all the ideas verbatim, can be found in Appendix C.

5.1 Encouraging candidates to step forward

Each community had its unique ideas. For example:

- Fruitvale: Change the way we describe the job of councillor/mayor – not “truckload of work”, instead “learning new things”
- Grand Forks: Procedural bylaw that encourages public involvement – come to meetings and submit questions

- Cranbrook: How to get financial support/afford to run: a ceiling (\$1500?) on spending, create a “civic election” website and promote it, buy collective space on media promoting involvement.

In general, many ideas were similar in the three communities, and centred around:

- Personal recruitment: citizens and elected officials encouraging likely candidates and potential leaders on a one-to-on basis.
- Job description awareness: the municipality providing information to ensure that potential candidates have a realistic (but not discouraging) picture of the type of work and time commitment involved.
- Training/Apprenticeship/Mentoring/Nurturing: offering pre-nomination opportunities to job-shadow existing council members, get advice, take workshops on council work and issues and campaigning how-tos, etc.
- Events: offering events that give potential candidates profile, and a chance to network, or that thank them for running.
- Promotion: offering positive information on the benefits of serving on council, such as opportunities to learn, to make a difference, to serve your community.
- Financial: increasing financial compensation, or allowing expenses such as child care to be covered.
- Time commitment changes: attempting to lower the time commitment by restructuring the work of councils, having a shorter term, lessening expectations.

5.2 Encouraging people to become informed

Each community had its own unique ideas, such as:

- Fruitvale: Use the village newsletter/website to allow the candidates to express their views and what their objectives would be. Have a response sheet for voters to ask questions of the candidates. If candidates would answer in the next newsletter or at the public forum, those voters would be more likely to vote for their candidate.
- Grand Forks: Speed dating with candidates – you get x minutes to ask whatever you want, then off to the next candidate
- Cranbrook: Have as “pull out and keep” section in something like the Advertiser, answering specific questions re issues, infrastructure, etc.

Overall, ideas were similar in the three communities, and centred around:

- Social media: using social media to talk about issues and candidates in an accessible and low-cost manner.

- General publicity: publicizing issues and candidates through a range of diverse media, to reach a general audience.
- Events: having a variety of events beyond the traditional all-candidates' forum (speed-dating, coffee parties, "real debates, etc.), and doing these events in a variety of venues that will attract different segments of the population.

5.3 Encouraging people to get out and vote

Each community had its unique ideas, such as:

- Fruitvale: Child-parent project, e.g. Grade 7 students have a project to learn and discuss issues with parents and to accompany parent to the polls.
- Fruitvale: have a competition among Rossland, Warfield, Trail, Montrose and Fruitvale for the highest percentage turnout
- Grand Forks: More discussion BEFORE the election about voter turnout
- Cranbrook: voting booth flash mob

Overall, ideas were similar in the three communities, and centred around:

- Making it easy: with more advance polls, online voting, more polling locations, longer hours, and transportation to the polls.
- Making it relevant: by taking the steps to encourage an informed population and to ensure a range of good candidates, by attaching a referendum question to the ballot, by reminding people of the efforts past generations and other countries have made for the right to vote, etc..
- Making it friendly/fun: by having campaigns such as "take a friend to vote", by providing tea/coffee/snacks, by having contests or inter-community voter turnout competitions, etc.
- Involving the schools: through civics education and mock elections, etc.
- Making it a family event: by encouraging citizens to bring their children when they vote, and to talk at home about how we vote and why.
- Promotion: door-to-door campaigns, mailouts, highway signage, etc. – all with the message to get out and vote.
- Legal requirements: there was a surprising amount of support for making voting compulsory, and for having fines for non-voters.

6. Event evaluations

At the end of each event, participants were asked to complete a detailed evaluation form. The detailed raw data from these forms can be seen in Appendix D. The original evaluation forms have been preserved in hard copy and provided to AKBLG.

6.1 Response rates

Response rates on the meeting evaluation surveys were as follows:

Fruitvale: 42 participants, 37 evaluation forms, response rate: 88%
Grand Forks: 63 participants, 58 evaluation forms, response rate: 92%
Cranbrook: 52 participants, 48 evaluation forms, response rate: 92%

6.2 Top three sources of participants

When asked how they found out about the event, participants gave the following sources of information (in order of frequency of mention):

- Fruitvale: Word of mouth, Facebook, email
- Grand Forks: Email, word of mouth, Facebook
- Cranbrook: Word of mouth, Facebook, email

6.3 Motivation of participants

In response to this open-ended question (“I decided to come because ...”) participants in all three communities cited reasons that centred on:

- The wish to learn or hear from others
- The wish to have input
- The inherent importance of good citizenship
- Their love of/pride in their community

6.4 Enjoyment of discussion

Participants were given the sentence “I enjoyed the discussion”, and asked whether they strongly disagreed, somewhat disagreed, weren’t sure, somewhat agreed, or strongly agreed. In response to this question, on average:

- Fruitvale strongly agreed (3.7)
- Grand Forks strongly agreed (3.6)
- Cranbrook was on the fence between somewhat agree and strongly agree (3.5)

6.5 Effectiveness of format

Participants were given the sentence “The format gave me a chance to speak and to hear others”, and asked whether they strongly disagreed, somewhat disagreed, weren’t sure, somewhat agreed, or strongly agreed. In response to this question, on average:

- Fruitvale strongly agreed (3.7)
- Grand Forks was on the fence between somewhat agree and strongly agree (3.5)
- Cranbrook strongly agreed (3.6)

6.6 Was it interesting?

Participants were given the sentence “I found the topics interesting”, and asked whether they strongly disagreed, somewhat disagreed, weren’t sure, somewhat agreed, or strongly agreed. In response to this question, on average:

- Fruitvale strongly agreed (3.6)
- Grand Forks strongly agreed (3.6)
- Cranbrook strongly agreed (3.6)

6.7 The facilitator’s effectiveness

Participants were given the sentence “The facilitator kept us on track”, and asked whether they strongly disagreed, somewhat disagreed, weren’t sure, somewhat agreed, or strongly agreed. In response to this question, on average:

- Fruitvale strongly agreed (3.9)
- Grand Forks strongly agreed (3.8)
- Cranbrook strongly agreed (3.8)

6.8 Would you do it all over again?

Participants were given the sentence “If there were another event like this in a few months, I would plan to attend”, and asked whether they strongly disagreed, somewhat disagreed, weren’t sure, somewhat agreed, or strongly agreed. In response to this question, on average:

- Fruitvale strongly agreed (3.7)
- Grand Forks was on the fence between somewhat agree and strongly agree (3.5)
- Cranbrook somewhat agreed (3.4)

6.9 What did you like?

When asked for one thing they really liked about the event, many participants cited the nature of the interaction (open discussion, everyone gets to talk, etc.) and the format, especially the opportunity to move tables and therefore converse with more than one group.

6.10 What would you change?

In Fruitvale, the most-mentioned items were a wish that more people had chosen to attend, and suggestions of an earlier start time.

In Grand Forks, the most-mentioned items were the location (too crowded, too noisy) and a wish to have the meeting go longer (!).

In Cranbrook, the most-mentioned items were a wish that more people had chosen to attend, and suggestions that the meeting go longer.

6.11 Overall ratings

Participants were asked to rate the event on a scale of 1 – 10, where 1 is dreadful and 10 is excellent. Overall rating averages were:

Fruitvale: 8.68

Grand Forks: 8.81

Cranbrook: 8.96

Appendix A

Issues and opportunities – raw data

A1. Fruitvale issues and opportunities

Group 1

TOP FIVE:

- Tax incentives for new business and property developers – first appearances count – eye catchers
- Better communication to public on events and opportunities, services available locally
- Dog park along track (pole yard), near sani-dump – dog baggies, volunteer controlled, kiosk with tourist info
- Improve intermunicipal relationships – already good but always room for improvement
- Old middle school options – have a task force committee. Consider wellness centre, gym, new residential, track, combination.

OTHER:

- RDKBS Village – collectively brainstorm for spring/summer/fall uses of BV Arena
- Improve BV Rec opportunities, e.g. indoor gym equipment, art classes (pottery, weaving, cooking, drawing) improvement of local trails
- Local governments consolidate services to avoid duplication – Montrose and Fruitvale
- Learning exchange between seniors and teenagers
- Downtown business owners committee (Chamber of Commerce) – pool money to advertise large and small
- Better quality short-term accommodation
- A task force to promote Fruitvale
- Awesome Fruitvale website (not municipal) funded by grants

Group 2

TOP FIVE:

- Maintain local tax levels – monitor tax spending
- Communities in bloom – education program including litter/dog bags, garbage, dog park and poop
- More promotion of Fruitvale to attract younger families and retirement community
- Project-based volunteering for younger people (20s, 30s)
- Health and wellness education, support and prevention

OTHER:

- Museum – record local history.
- Bi-annual burn program
- Continue with Age Friendly program
- More diverse ages involved in civic politics and engagement
- More pride in school property (elementary school)
- Bokashi composting program

Group 3

TOP FIVE:

- Policing – more police presence, school zone, night patrol.
- Road maintenance: snow removal, potholes, drainage
- Recreation: more trails for hiking, biking, ATVs, horses
- More businesses: increase tax base
- Adult recreation: evenings, zombia

OTHER:

- Dog park.
- Youth centre: activities, sports, entertainment
- Rink outdoor – divide into two
- Middle school
- More parking: arena, ball parks
- Farmers' market
- Places to tie dogs in town
- Control turkeys
- Dog garbage by the school 5 locations
- Garbage recycling – green waste
- Volunteer program – notification
- Increase use of arena in summer
- Increase knowledge of Marsh Creek

Group 4

TOP FIVE:

- Housing for all needs, ages.
- Child care: affordable and in an accessible location
- Recreation availability and affordability

- Bluebird Road: paving, safety
- Transportation: seniors/families, scheduling

OTHER:

- Local business: stability and attracting new ones.
- Village office: cost efficient?
- Job opportunities
- Sidewalk maintenance and safety/accessibility

Group 5

TOP FIVE:

- Outdoor recreation: trails, bike park.
- Dog park/heritage park with benches
- Backyard chickens
- Business Plan/marketing to entice new business
- Community events to foster friendships: fishing dock/family fishing derby, creek feature, some kind of race (bike/car), music/movie night in park

OTHER:

- Weekly garbage collection.
- Arena parking/baseball park
- Do something with middle school – explore private contractor
- Lighting: streets, public spaces
- Sidewalk on village side of Green Rd. near Arena
- Parking at elementary school
- Social media campaign for communication
- Bathrooms at Haines Park need to be open more
- Track & field track (like Haines)
- Spray park
- Newer subdivisions/housing
- Composting: green bin
- Gym or annex to hall for activities

Group 6

TOP FIVE:

- Museum – we want one.

- Re-evaluate the garbage bag system, i.e. re-usable bins
- A local bartering economy for goods and services (in the event of runaway inflation)
- Be allowed to raise chickens
- A plan for rec facilities e.g. lap pool, gym, expand arena – from rec savings.

OTHER:

- Youth programs: encourage intergenerational programming.
- Social housing: affordable housing for marginalized
- New banners to decorate the village
- Incentive for merchants to keep up store fronts
- Develop Beaver Street
- An expanded library – programming
- Rain barrel system (irrigation, etc.)

Group 7

TOP FIVE:

- preserve and showcase our history: building, archives, display
- small business retention/attraction. Empty stores – advertize the space is available. Shop local.
- Infrastructure \$s: continue with the plan for sewer/water
- Resident attraction program: recreation for all ages (swimming pool), seniors in care (food is terrible, being brought in from Vernon, needs to be local), affordable housing (limited opportunity to build, rentals needed, entry level housing), improve bussing/transportation
- Make the community hall accessible for a variety of events: expensive and empty

OTHER:

- Abandoned secondary school deterioration: either bulldoze or repair. Possible call centre?
- Tourism attraction: replace train track?
- Youth centre: kids need a good place to hang out besides the street. Support Youth Council.
- City owns land that isn't being used: community garden centre? Medical marijuana? Housing?
- Jobs: apprenticeships
- High school: need it back. Kids are bussing to Trail. Don't let what happened to the high school happen to the elementary school.

- Promote arts and culture: music, events for all ages. People need to be able to play in their own community. Haines park should be used more.
- We like that our community is sustainable. We have services, dentist, doctor, good neighbours, good mix of young and old. Haines Park is great – well-maintained.

A2. Grand Forks issues and opportunities

Group 1

TOP FIVE:

- Health care sustainability: level of service, type of service (related items identified as: water security, air quality, recreational opportunities, trail system).
- Infrastructure, including water security
- Economic development (related items identified as: young families, good jobs, business retention, border shopping, food security, ALR, GMO-free, airport Kelowna service, community energy systems, local capital investment)
- Voter apathy – education needed
- Regional municipality: boundary/local collaboration, sharing resources

OTHER:

- deer.

Group 2

TOP FIVE:

- community/youth centre
- business retention: empty store fronts, big business/corporations
- post-secondary alternative education
- health infrastructure/female doctors
- volunteerism and youth engagement with community and local government.

OTHER:

- water meters, water conservation
- deer: population control, education
- downtown revitalization.
- Spray park: retain young families, tourism
- Employment/business opportunities
- Support for internships at work
- Green energy initiatives
- Industry-based business

- Cross-border shopping
- Youth retention
- Healthy infrastructure – aging
- Green space opportunity: community garden, river access, access to natural environment
- Airport: cargo, shipping, small planes (Kelowna, Fort Mac)
- Better utilization of existing community programs and infrastructure
- Opportunity for festivals, music, art with community involvement

Group 3

TOP FIVE:

- Water conservation
- Transit improvements
- Attracting non-polluting industry
- Wood-burning stoves: dust/allergen control.
- Protection of ALR and provincial parks

OTHER:

- Reduce carbon emissions, eliminate need to buy carbon credits
- More town hall meetings
- Promoting non-polluting transportation options
- More resources for senior citizens
- Widen roads to accommodate bikes
- No water meters
- Road improvements
- Reduce consumption through education and purchasing long-lasting quality product
- Trans-Canada trail clean-up and maintenance
- Energy conservation in public and community buildings
- Deer/dog control
- Net zero metering
- Improve/repair infrastructure
- Education about impact of international trade agreement
- Reduce taxes.

Group 4

TOP FIVE:

- Water supply: meters, no meters, chlorination

- Bylaw enforcement: more workable and public, public knowledge of updating of bylaws, encouragement of neighbour advisement and cooperation before reporting, no anonymity of complaints
- Fiscal responsibility and accountability
- Economic development
- Governance: petitions (rules), citizen input .

OTHER:

- Airshed protection
- Advocating for services: health, mental health, highways
- Fire protection: water pressure
- Wifi dangers: smart meters
- Infrastructure: sewer, lagoon
- Roads/sidewalks: cardlocks Donaldson
- Youth centre and services
- Farmers' Market: grow it, deregulate, ALR
- Highway bypass, highway monitoring
- Herbicide/pesticide
- Town deer
- Architectural theme
- GMO-free zone.

Group 5

TOP FIVE:

- Food supply, local storage, local production of goods & services
- Infrastructure: roads, sewer, water meters, public transit
- Downtown revitalization/business development: small business support, re-visiting city boundaries for development and efficiency purposes, green industries, engagement and partnership development
- Sustainable hospital services
- Community centre.

OTHER:

- Bylaw enforcement: clean up unsightly properties
- Community forest
- Communication training and education for people
- Airport development
- Promoting/supporting local events

- Re-visit recycling: move out of town
- Signage/wayfinding

Group 6

TOP FIVE:

- City and Area D: needs improving, one entity
- Infrastructure: roads, sewer, water
- Economic development: attracting clean business, community focus, tourism
- Service for all of our community: seniors (housing, shopping, medical, recreation, transportation), young families (job creation)
- Alternate energy: solar.

OTHER:

- Deer
- Noise pollution: industry, traffic
- Council: more open
- Rivers and dikes
- Fire department
- Bylaw enforcement
- Policing
- Downtown development: pedestrian only? Renewing spaces

Group 7

TOP FIVE:

- Broadening the base of retail/economy (similar to grocery stores)
- Attracting young families (maternity services)
- Community centre: providing for youth, a safe place, expansion of rec centre, increasing community spirit/involvement
- Deteriorating infrastructure: sewer, water, roads, sidewalks
- Better communication from council to city residents: no media, lack of info provided to community, increase popularity.

OTHER:

- The future – a vision: who are we? Where are we going? Long-term strategy
- Weather forecasting: only the boundary, wish it was local
- Future of railroad: some businesses depend on it
- Water meter referendum (or should be explained to the community further)

- Exploring utilization/expansion of the community garden, GMP-free zone
- Emcon: inadequate snow removal
- Deer control: safer roads.

A3. Cranbrook issues and opportunities

Group 1

TOP FIVE:

- Humane animal and wildlife control, including cats and dogs
- Better info to public about fiscal responsibility and more citizen and youth engagement in solving our issues
- Economic development and business/tourism attraction/promotion, with collaboration of groups, businesses and clusters
- Greening the city: solar, cosmetic pesticides, enviro protection policy, curbside recycling
- roads.

OTHER:

- business ease – friendly
- what can we do local? – trusses
- single parent families because dad's in camp
- multi-culturalism.

Group 2

TOP FIVE:

- long-term vision and plan
- economic development and the city's role, e.g. downtown revitalization leadership
- fiscal prudence
- impact of special interest groups on city administration, e.g. role of the Chamber of Commerce
- transparency of city council and administration.

OTHER:

- heritage preservation
- fixing the city's infrastructure
- public engagement
- deer cull
- controlling operational costs

- bus transportation usage
- bedroom community opportunities
- physician attraction
- promotion of the College of the Rockies
- showcasing our assets (camel) airport, recreation, Key City Theatre
- road repair
- Moir Park utilization
- Idlewild Park.

Group 3

TOP FIVE:

- Child care
- Walking-friendly city and urban parks
- Family physician shortage
- Replacing aging infrastructure
- Economic development: tourism, rec plex.

OTHER:

- Deer
- Overpass
- Recycling
- Improve senior services
- More collaboration with K'tunaxa
- Youth engagement
- Accessibility
- Deal with homelessness
- Arts and culture support
- Municipal, regional, inter-city transit
- Downtown revitalization.

Group 4

TOP FIVE:

- Economic development: fill empty buildings and businesses
- Art council needs a home
- Curbside recycling and composting

- Crumbling infrastructure: roads, sewer, water
- Bicycling issues: bike lanes, maps, bike events.

OTHER:

- Development cost charges
- Child care
- Low income affordable housing
- School food programs
- Bylaw enforcement and ticketing
- Access to family doctor
- Pedestrian ways repairs and improvements, accessibility
- On-law suites
- Public art
- Public transit: more hours, more access, profit-making
- Youth spaces: safe hangout
- Lower municipal taxes
- Deer issue, with survey that should be on a mobile app
- Dog park
- multiculturalism.

Group 5

TOP FIVE:

- youth involvement
- positive business development culture: cut paperwork, financial incentives to developer, service-oriented, welcoming culture at city hall
- downtown revitalization, including incentives for heritage preservation incentives for building
- infrastructure: maintenance and city growth
- economic development: solar energy, tourism (sunniest city in BC).

OTHER:

- snow removal: bylaw enforcement, sidewalks
- taxation drivers: growth in population or business
- recreational opportunity: trail development, exercise, gran fondo
- cultural options: foster events

- secondary homeowners: revenue generator/not contributing to social fabric, not community builders
- capture and keep visitors: hospital (regional) college
- arts as economic driver
- municipal parks as economic driver: community forest, wayfinding signage
- sports (not hockey): roller derby, large events hosted
- transportation: utilize for weekend things
- convention centre
- airport
- protective services.

Group 6

TOP FIVE:

- infrastructure
- civic engagement, especially youth and younger adults
- community economic development
- effective communication between city hall and constituents
- streamlining building permit procedure.

OTHER:

- education on local government
- progressive legislation (housing needs)
- escalating costs of policing and fire
- coordinated seniors services
- bike paths, walking paths
- environment
- Idlewild, dam
- Grant exploration
- Individual civic responsibility
- beautification.

Group 7

TOP FIVE:

- increased tax base: major industry, marketing tourism, community, economic development
- affordable housing

- bylaw enforcement and policing: bylaw officers issue traffic tickets, as per Alberta
- CP Rail and hazardous goods transportation, semi and rail cars, cattle trucks
- Infrastructure: sewer, water, road maintenance.

OTHER:

- Municipal public art gallery
- More green space to eliminate erosion
- Fluoridation of water: yes/no
- Communal gardens/farms in rural space on city boundaries
- Deer and dog control
- Accountability of council
- Beautification vs. weed control
- Utilize buildings – downtown revitalization
- Snow removal, sidewalks and roads
- Transit
- Child care services: affordable
- Election honesty
- More senior and handicapped parking.

Group 8

TOP FIVE:

- Improve business expansion, remove barriers such as permitting red tape
- Expand tax base via economic development e.g. high tech, professionals. Service industry to too heavy
- Setting civic priorities
- Infrastructure: public works, roads, waater, sewer
- Spending efficiency, e.g. firehall fountain, benches 14th, 2nd street.

OTHER:

- DCCs discussion
- Escalating taxes
- Revitalize downtown core
- Idlewild upgrade – dredge dam
- Water quality
- West entrance
- Old fire hall #1: future? Use? Costs?
- Revisit donation (charity) process

- Deer cull
- Transit system.

Appendix B

Questions of Fact

B1. Fruitvale questions of fact

<i>For this topic :</i>	<i>We would like to know this fact, or ask this question:</i>
Economic development/more businesses/retain businesses	<ul style="list-style-type: none"> • How would we attract more business? • How could we regulate tax incentives? • What makes successful businesses successful, and the others not? • Are there any bylaws that help entice/discourage business?
Adult recreation	<ul style="list-style-type: none"> • Could we have adult recreation in the evening?
Additional policing	<ul style="list-style-type: none"> • How much would this cost?
Road maintenance	<ul style="list-style-type: none"> • How could we divert water?
recreation	<ul style="list-style-type: none"> • Availability? • Privacy issues? • Where is the best place for tourist/dog park/locals? • Can a task force be struck to bring forward a proposed plan for rec facilities? • Walking/heritage/dog park downtown – maintenance, who owns property, cost and a plan • Trails, bike park: who owns property, liability issues? • Develop creek feature: property ownership? Environmental rules? • How will the Valley be affected by the Trail recreation agreement?
Project-based volunteering for young people	<ul style="list-style-type: none"> • How could we use social media to attract these people?
Health and wellness education, support and prevention	<ul style="list-style-type: none"> • Who can we get to do education for students, families and seniors?
Maintain local tax level	<ul style="list-style-type: none"> • Is this information currently shared with taxpayers and how?
Keeping the community clean and attractive	<ul style="list-style-type: none"> • Can C.I.B. incorporate education about this in their program?
Promote area to attract younger families	<ul style="list-style-type: none"> • What avenues to explore to attract more families? • What are we doing to promote ourselves as a sustainable community?
Middle school	<ul style="list-style-type: none"> • What great things could happen at the middle school

	property?
Communication	<ul style="list-style-type: none"> • Where is the best place to centralize common communications for all groups and committees?
Infrastructure	<ul style="list-style-type: none"> • Do people know that we have a comprehensive infrastructure plan completed in 2000 – is this being communicated?
Preserve and showcase our history/have a museum	<ul style="list-style-type: none"> • How can we fund this? • Is there a location available, and what zoning would be required?
Make the community hall more accessible and fully utilized	<ul style="list-style-type: none"> • What is preventing people from using the space?
Local barter economy	<ul style="list-style-type: none"> • Is there another community effectively using this strategy and what can we learn from them?
Re-evaluate the garbage bag system	<ul style="list-style-type: none"> • What are other communities doing with re-usable bins?
Backyard chickens	<ul style="list-style-type: none"> • What does Rossland have for bylaws on this issue? • Limit proposed, fencing and sanitation, roosters?
Housing for all ages/needs	<ul style="list-style-type: none"> • How would the Village spend the million dollar grant? For rentals? • What constitutes affordable housing?
Child care	<ul style="list-style-type: none"> • What spaces are available and where are they?
transportation	<ul style="list-style-type: none"> • How could we offer more flexible services/vehicles/hours?
Bluebird paving	<ul style="list-style-type: none"> • Will this be a project for 2014?

B2. Grand Forks questions of fact

<i>For this topic:</i>	<i>We would like to know this fact, or ask this question:</i>
Economic development/business retention and attraction	<ul style="list-style-type: none"> • Why is our economic development declining? • How do municipalities attract and retain businesses: incentives, telecommunication, strong business community, airport/transportation? • What kind of businesses could we attract that are not impacted by cross-border shopping? • Can we change the tax structure to encourage business? • How willing is the municipality to engage and get creative with business development? • What have communities of similar size and demographics done to attract economic development? •

Regional municipality	<ul style="list-style-type: none"> • What is the process to create one? • What do we have to do to become a district municipality?
Community/Youth Centre	<ul style="list-style-type: none"> • What can we do to make this sustainable? • What level of support would we get from the community? • Who would be responsible for this? • How soon? And why not?
Water conservation/supply	<ul style="list-style-type: none"> • What steps has the city taken to educate the public about water conservation? • How much leakage occurs in the water system before it reaches residential users? • Will water meters impact water pressure challenges?
Protection of ALR and provincial parks	<ul style="list-style-type: none"> • How can we protect our ALR and provincial parks from development?
Transit improvement	<ul style="list-style-type: none"> • Can we explore the option of a car co-op/share program/buses? • What is the cost of running a basic transit system?
Fiscal responsibility/transparency/ac accountability	<ul style="list-style-type: none"> • Are public input and questions considered in the formation of the budget? • Do municipal budgets have spending limits?
Bylaw enforcement	<ul style="list-style-type: none"> • Can we banish anonymity of the complainant?
Governance	<ul style="list-style-type: none"> • How can we help 4,000 people pay for a community of 8,000?
Food supply/storage	<ul style="list-style-type: none"> • If we have our own food supply, can we guarantee no GMOs?
Infrastructure	<ul style="list-style-type: none"> • How much of a priority is the care and maintenance of infrastructure? • How much will it cost to bring our systems up to date? • What is the long term plan for deteriorating infrastructure?
Sustainable hospital services	How can you guarantee we'll have a hospital in 10 years?
Alternative energy	How do we capitalize on our solar possibilities?
Better communication between council and community	How and when does council plan to address this issue?

B3. Cranbrook questions of fact

<i>For this topic :</i>	<i>We would like to know this fact, or ask this question:</i>
Greening our city: solar, pesticides, curbside recycling,	<ul style="list-style-type: none"> • Who takes the lead on these issues? What's the plan? • How much recyclable is going to landfill at present?

enviro protection policy	
Humane animal control	<ul style="list-style-type: none"> • How can we collaborate between groups/activists to come to consensus?
roads	<ul style="list-style-type: none"> • What are the best practices to get these fixed including the dollars? Road base, drainage, %age of taxes
Economic development	<ul style="list-style-type: none"> • What are we doing now? X 3 • How can we copy other best practices? • What's the role of the city in economic development? • Do we have an economic development plan that suits current economic conditions? • How do we encourage higher paying jobs? • How do we attract new successful businesses? • What is the plan to bring people/industry to create jobs? • What is the current growth rate of industry/business?
Citizen engagement	<ul style="list-style-type: none"> • Why are we not, and how can we start, using best practices for engagement or communication or marketing our quality of life and "centre of away from it all" • What are the barriers to younger voters becoming engaged?
Long term vision	<ul style="list-style-type: none"> • What do we want to drive the economy of Cranbrook?
Fiscal prudence	<ul style="list-style-type: none"> • Is the city operating efficiently compared to its peers? • Is there a metric that shows spending on core infrastructure versus "frills"?
The impact of special-interest groups on council decisions	<ul style="list-style-type: none"> • Should any one group have more influence than others?
Transparency of city council and administration	<ul style="list-style-type: none"> • How do we keep them accountable? • What are the civic priorities? How are they set? How have they been met (or not)?
Child care	<ul style="list-style-type: none"> • What's the difference between supply and demand?
Walking-friendly and urban parks	<ul style="list-style-type: none"> • Parks, trails, plan
Replacing aging infrastructure	<ul style="list-style-type: none"> • How does the city prioritize infrastructure upgrades? • What is the strategic plan? • How do we get a clearer and more inclusive definition of infrastructure? • What is the status of our infrastructure? • Do we know the total costs? • Are we keeping up with the deterioration?

Family physician shortage	<ul style="list-style-type: none"> • Does the city know how many family physicians Cranbrook needs?
Arts council home	<ul style="list-style-type: none"> • How do we pay for it? How much?
Bike events and issues	<ul style="list-style-type: none"> • How can we be more bicycle-friendly?
Youth involvement	<ul style="list-style-type: none"> • What is current youth participation? • What can we do to involve youth municipally?
Downtown revitalization/heritage preservation	<ul style="list-style-type: none"> • What are the available incentives? • How do we retain the positive aspects as we move forward?
Solar energy for economic development	<ul style="list-style-type: none"> • What are the available financial incentives? • Why are we not doing more?
Streamlining building permit process	<ul style="list-style-type: none"> • How can permitting process be more customer-focused and welcoming?
Effective communication between city hall and constituents	<ul style="list-style-type: none"> • What is effective communication in today's world?
CP Rail/hazardous goods transportation – semi and rail cars	<ul style="list-style-type: none"> • How will citizens be informed of the emergency procedures if there is an accident? • What is the Emergency Procedure Plan?
Bylaw enforcement	<ul style="list-style-type: none"> • What does Cranbrook need to start enforcing bylaws as they are written?
Affordable housing	<ul style="list-style-type: none"> • Will the city allow rentable suites to be brought to code?
Improvement of business expansion/less barriers	<ul style="list-style-type: none"> • What is the effectiveness of the current process?

Appendix C

Election engagement – raw data

C1. Fruitvale election engagement

What are your ideas for encouraging people to offer themselves as candidates for the election?

Personal recruiting

- Speak to people one to one
- Invite people to a council meeting
- Identify and actively recruit
- Go where people gather and speak to them
- Urge people with ideas/opinions about improving the community to run for council x 2

Job description awareness

- Coffee with the Mayor
- An open forum regarding what the job entails
- Clarify job description
- Be straightforward on time commitment
- Define qualifications
- Explain costs (monetary) to be a candidate or an elected official
- Information on being a candidate and a council member – set-by-step booklet

Training/Apprenticeship

- Invite people to participate in relevant, efficient committees of council
- Train people
- Make people aware that on-job training and support is available
- A council apprenticeship program
- Better promotion: know the rewards
- Encourage volunteerism to get experience
- Education on becoming involved and how it works

Events

- Community events
- Open discussions on opportunities to run for council

Promotion

- Advertise (should you be a candidate? Do you have ideas? Do you support or oppose ideas?) x 2

- Change the way we describe the job of councillor/mayor – not “truckload of work”, instead “learning new things”
- Give ideas to people of how they can make a difference
- Social media – get people talking

Financial

- Offer property tax incentives
- Income – low income people don’t have the money to fund a campaign. Local government could put aside money to max \$300 - \$500 for advertizing – cap everyone to the same amount.
- Monetary remuneration

Other

- Publicize the issues
- Take couch and devices away!

What are your ideas for encouraging people to get informed about municipal issues and about the candidates, and making that information accessible to them?

Social media

- Facebook campaign, discussion
- Social media: website, Facebook, Twitter, push notice x 2
- Social media – needs to be accessible to young people

General publicity

- Meeting dates should be more public
- Phrase agenda items so they sound like they will cost money and then people will attend – or personal cost – create passion
- Present special newsletter for election issues
- Posters to encourage
- Mail to Area A
- Advertize and identify skills/duties/job description
- Open the conversation
- Use the village newsletter/website to allow the candidates to express their views and what their objectives would be
- Have a response sheet for voters to ask questions of the candidates. If candidates would answer in the next newsletter or at the public forum, those voters would be more likely to vote for their candidate.
- Information booklet – post office distribution

- Local kiosks displaying info on issues, candidates
- Website for local municipal issues, candidates

Events

- Face-to-face forums
- Meet and greets
- Meet the mayor/meet the council at local events
- A public forum prior to the municipal election x 2
- Town meetings (informal, with opportunities for speaking) x 2
- Opportunities for direct interaction with candidates in smaller venues

School involvement

- Go to the schools and educate students about local government

Other

- Families to talk over dinner
- Door to door campaigning

What are your ideas for getting people out to vote?

Make it easy

- Drive them to the polls
- Make it easy – mobile polls
- Accessibility
- Putting a voting station at seniors' residence
- Transportation to voting stations – volunteer sign-up x 2
- Have voting on a Saturday or leave the polls open later
- e-voting

Make it relevant

- Make it relevant to people – tell them why it affects them
- Opportunity at poll to give ideas to council

Involve the schools

- Talk about it in the schools
- Schools have mock election – then parents may get out to vote
- Have a “future leader” mock election at high school, elementary school – if they are included, they will be more inclined to vote at age of majority

Make it friendly/fun

- Make it fun – political rallies, debates
- Buddy system – bring a buddy to the polls
- Host an election party
- A community event, not candidate sponsored x 2
- have a competition among Rossland, Warfield, Trail, Montrose and Fruitvale for the highest percentage turnout

Make it a family activity

- Bring your voting age kids
- Voting education tools for parents
- Child-parent project, e.g. Grade 7 students have a project to learn and discuss issues with parents and to accompany parent to the polls
- Kids could have a ballot box to put in their ideas and parents bring their ideas to voting day

Promotion

- Week leading up to the election, distribution “I’m going to vote” buttons, stickers
- Candidates need to make their opinions known
- Canvass door to door
- have volunteers at post office, Liberty, liquor store and other businesses to remind people to go and vote
- remind people that it’s voting time

Other

- Public shame wall
- small property tax credit for coming to polls x 2

What are your other ideas for citizen engagement in general?

- Find ways to make it fun and interesting
- Better communication prior to events
- Get people emotional
- Get volunteers for short-term projects to get them involved
- Don’t micro-manage volunteers
- Use the social media that younger people are accustomed to
- Always thank and acknowledge all volunteers

C2. Grand Forks election engagement

What are your ideas for encouraging people to offer themselves as candidates for the election?

Personal recruiting

- Encourage friends
- Nominating committee, process

Job description awareness

- Determine pros and cons from existing council – “know what you’re getting into”
- A good, detailed package for potential candidates: meetings (numbers, hours), time allotment, education/skills, job description, issues, human side, competitiveness – but be careful we don’t turn people off
- Inform residents about the requirements, qualifications to be a councillor, commitment, remuneration, hours, description of duties, etc. and how to run.
- Quit telling horror stories, talk about success stories
- Pre-campaign info available in community early, during the summer, distribute via newsletter, electrical bill, newspaper, library – people need to understand the job description.

Training/Apprenticeship

- Candidates’ workshop before election – meeting with council x 2
- More education/workshops about what being on council involves.
- Issues lead to town hall meetings which lead to volunteers to carry on the focus on these issues
- Procedural bylaw that encourages public involvement – come to meetings and submit questions
- Educate and empower citizens so they understand
- Work with young kids/youth to encourage participation x 3
- Encourage people to get involved before they are affected by an issue
- Create a youth council – pair with council members

Events

- Open house to explain process

Promotion

- Advertising/PR campaign
- Use website and media
- Discuss issues currently on the table

- Stress community care and participation
- Independent thinkers welcome
- Encourage a desire to make a difference
- Change in media approach to local government
- Add value to the idea of citizenship – duty to be involved, aware

Financial

- More money – better pay x 3
- Create more benefits

Other

- Written nomination form
- Ward system
- Govern in smaller chunks around interests, themes, committees, wards
- Polite public meetings
- Collaborative system, get rid of the cave man approach
- Ease the stresses caused by time and commitment demands

What are your ideas for encouraging people to get informed about municipal issues and about the candidates, and making that information accessible to them?

Social media

- Issues on Facebook x 2
- Questionnaire/survey – “what issues are important to you?”
- Social media campaign x 2
- Forums online

General publicity

- Information package to include hot topics
- Electronic issues board
- Media
- City website
- Focus on controversial issues x 3
- Newsletters of upcoming issues, done, doing via email subscription or post with utility bills
- Notice board at city hall
- Increase communications
- Access to info outside of city hall – city hall is intimidating x 2
- Good, up-to-date website

Events

- Public meetings
- More public debates
- More meet-and-greets w candidates x 2
- More Q&A sessions
- Speed dating with candidates – you get x minutes to ask whatever you want, then off to the next candidate
- Public officials talk to constituents at farmers' market
- Identify relevant issues and then take them to the appropriate venue for that demographic, e.g. ALR/GMO issues at farmers market, family/health issues at rec centre.
- Town hall meetings x 2
- Pot lucks, food, fun
- Coffee shops
- Meet and greets on a smaller scale
- Coffee with the mayor
- More workshops about governance
- Engage the community in contests to solve municipal issues
- Invite people to attend council meetings
- Focus groups quarterly
- Monthly community conversations. Candidates introduced at appropriate meeting.

School involvement

- Youth component to council
- Engage youth at schools and through programming x 2
- More involvement with youth
- Create youth council

Other

- Take the information to the people through partnerships, e.g. Chamber/City
- Face-to-face, door-to-door with information
- Need volunteers to help organize these good ideas
- Give Les Johnson a raise

What are your ideas for getting people out to vote?

Make it easy

- Provide transportation, volunteer drivers x 5

- Take the polling stations to the people x 3
- Alternative voting methods x 2
- Online voting x 2
- Alternative venues

Make it relevant

- More discussion BEFORE the election about voter turnout
- Find out the demographics of the voters
- All-candidates' forums, do more than one
- Have casual all-candidates meetings (cafe style)
- Attach a referendum on a key issue
- Interesting candidates
- Town hall meetings would encourage

Involve the schools

- Engage young people/appeal to the younger generation x 2
- Mock elections

Make it friendly/fun

- Make it a social event
- Post-election party - socially rewarded for participation in voting
- Inspire voters to inspire other, potential voters
- Make voting less intimidating
- Innovative contests for voter turnout
- Coffee/tea/snacks available

Make it a family activity

- Take kids to vote, use kids to nag parents

Promotion

- Only 3 of 6 councillors have bios on website!
- Videos of candidates and their platform vision etc on YouTube
- Facebook profiles
- Public relations/education about need to vote
- Remind women that they fought to vote
- Better signage
- More posters announcing polling times and dates
- Highway banner with dates
- Make people aware that voting is a privilege – we have a responsibility for citizenship

Other

- Make it a legal requirement x 3
- Candidates encourage voters
- Property tax discount for voting
- Citizens on patrol
- Fine for not voting
- Change how society views politics

What are your other ideas for citizen engagement in general?

- More education in schools on how democracy works, encouraging involvement, reducing apathy x 2
- Strengthening the teaching of social studies
- More knowledge on how taxes are collected and spent
- Allow more ease and time to present petitions and concerns at council meetings
- Improve city to citizen communications
- Workshops
- Cash incentives/door prizes
- How can one person make a difference – examples
- Engage in different social settings and venues
- Do a report card on councillors, provide to media

C3. Cranbrook election engagement

What are your ideas for encouraging people to offer themselves as candidates for the election?

Personal recruiting

- Face-to-face contact for citizen-municipal engagement
- 1:1 convos for those who have the inclination
- Personal interest in the community
- When people are angry at something they are motivated to step up and make change
- “If you are passionate about the issues, then get involved”
- When we identify potential leaders, let them know they have support

Job description awareness

- Lessen the pressure to attend every event
- Lower expectations for going to events and subcommittees

- Ability to make change – will you be able to?
- Demonstrate how public office is a training ground/higher education – like being in school
- You can choose how many photo ops you engage in, so can limit your time engagement

Training/Apprenticeship/Mentoring/Nurturing

- Mentoring
- Modelling
- Awareness, mentorship and training
- Provide workshops/mentorship
- Teach how to run a campaign
- Lifeskills/community governance needs to be back in the school system so young people have the knowledge by age 18
- Setting example by involving youth/children from the time the writ is dropped right through election day.
- Host local workshops/info sessions where potential candidates can learn what is expected of them, have awareness of what you can commit to, effective research skills.
- Help deal with fear – offer some education on the role of municipal government
- Current councillors to mentor/nurture potential young candidates – shadow current elected people
- How to enter as a newcomer: community-available information/instruction, make council meetings/issues/website more accessible
- Encourage youth to run by: taking the issues into high and middle school, promoting through social media, mandating some youth-oriented issues in the election.
- Nurture the unrepresented: invite their participation, publicize issues oriented to specific groups
- Advice available from those involved/previously elected
- Camp for candidates – a way to get exposed to how things work
- Mentorship – make it available

Events

- Have council members be more open to public at events, e.g. Council presents: Jam at the Park
- Help improve people's opinion of council members
- Consolation party for all people who run
- Free food
- Varying the venues, for folks to attend more easily

Promotion

- Better education and an informed public
- Show how it is personally rewarding
- Gives candidates a place to make decisions about the future of the city
- More promotions on how to be a candidate

Financial

- The time commitment should have an increased financial gain
- Appropriate compensation for time commitments
- Reasonable compensation
- Cover expenses for child care costs
- Increase compensation to attract quality people
- How to get financial support/afford to run: a ceiling (\$1500?) on spending, create a “civic election” website and promote it, buy collective space on media promoting involvement.

Other

- Restore respect in our public dialogue and office
- Ask people what would work
- Accessibility of public info
- Reduce the length of term
- Fewer meetings, once per month
- Re-examine role and scope to reduce time and stress
- Define and focus the role of the city and of the council
- Fear is an obstacle: fear of prosecution [LT Note: not sure whether they may have meant persecution, or whether they actually meant legal prosecution]
- Obstacles: finances, being treated with respect, time, being in public eye, public speaking, fear of not having the necessary knowledge, fear of being too young, perceived conflict of interest, implications to non-profit employees, sufficient pay for time commitment, public not aware of what Mayor and council make.
- 4-year term is too long. Perhaps staggered terms
- Make it fun
- Youth candidate, or at least a youth city committee – they are our future

What are your ideas for encouraging people to get informed about municipal issues and about the candidates, and making that information accessible to them?

Social media

- Innovative communications including social media
- Interactive media, including blogs
- A community online message board for people to easily voice targeted messages to the community and council
- Mobile apps
- Social media
- Online chats

General publicity

- User-friendly info
- Voter contact: these are the top issues THAT I hear
- *Townsmen* needs to be involved in the politics and opinions – get people riled up!
- Radio stations need to get engaged and interview our politicians, including CBC
- Discount for political ads/info to increase engagement
- Have the top ten or 15 issues published for the public
- Provide both sides of each issue and clarify that this is not policy
- Advise what is negotiable and what is not
- Bridge generation gap – hard copy of trending issues for interested community members who don't use technology
- Have information sent to people quickly and easily, make it fast to be able to skim over current topics
- Diversity of communication modes – make information accessible by using many different types of media
- Mailer – include with utility bill
- Newspaper
- Council to be accountable to public: how people voted, where money went – a scorecard on website.
- Have as “pull out and keep” section in something like the Advertiser, answering specific questions re issues, infrastructure, etc.

Events

- Encourage meeting attendance – they're fun!
- Have 2-3 open public forums per year
- Bring in “Rock the Boat”
- Pre-budget event like tonight

- Public events with entertainment, i.e. a cause matched to entertainment
- Have an exciting, “real” debate with candidates going against each other.
- Varying the venue
- Make it fun
- Brown bag lunch

Other

- More accessible info thru staff
- Developer variance permits because do not like RDKB takes too much time
- Getting more clarity about bylaws and simplicity
- Comfier seats in council chambers
- Set goals, monitor and publish progress
- Assign “voters’ champions”
- Can there be too much information?
- Referendum voting
- Create relationships
- Proactive strategies as opposed to negativity
- Door-to-door campaigning

What are your ideas for getting people out to vote?

Make it easy

- Mail ballots, advance polls, seniors
- Polls at the mall
- Online voting x 5
- Phone voting
- Free transit on election day x 2
- Locations where youth are likely to be attending
- Bring voting to the people
- Advance voting in different modes: online, in person, etc.
- Provide transportation x 2
- More days to vote
- “safe” electronic voting
- More advance polls

Make it relevant

- Understand the benefit of voting
- Be visible

- Create relationships

Involve the schools

- All-candidate forum in the schools
- Connect with COTR to include younger voters

Make it friendly/fun

- Making it fun
- Voting booth flash mob
- Promotion “take a friend to vote”

Make it a family activity

- Bring your children to vote campaign

Promotion

- Ads that get to the people
- Social media campaign
- Use language which is targeted to disadvantaged/under-represented groups
- Signs: Get Out and Vote

Other

- Lower voting age to sixteen
- Make it a legal requirement x 2
- Employer’s responsibility to voting/employers create awareness x 2
- All employers to make 4 hours available for voting
- Law about voting time
- Fine for non-voters x 3
- Credit on taxes if you vote x 2
- Encourage the vote to happen in October
- People’s champions: local celebrity encouragement, people well-known in all demographics, youth athletes, skiers, musicians, etc.
- Float a bad issue/create a crisis that will bring people out

What are your other ideas for citizen engagement in general?

- Be honest
- Not attacking each other
- Pro-active
- Forums

- Create more civic pride/passion
- Continuity of information

Appendix D
Details of meeting evaluation surveys

D1. The evaluation form

Please take a moment to fill out this survey – we can learn from you to make future events better!

1. I learned about this event from (please circle):

Facebook Email Newspaper ad Newspaper story Word-of-mouth Other

2. I decided to come because:

Please tell us whether you agree or not with the following statements about tonight, by circling the appropriate response:

3. I enjoyed the discussion

Strongly disagree Somewhat disagree Not sure Somewhat agree Strongly agree

4. The format gave me a chance to speak and to hear others

Strongly disagree Somewhat disagree Not sure Somewhat agree Strongly agree

5. I found the topics interesting

Strongly disagree Somewhat disagree Not sure Somewhat agree Strongly agree

6. The facilitator kept us on track

Strongly disagree Somewhat disagree Not sure Somewhat agree Strongly agree

7. If there were another event like this in a few months, I would plan to attend

Strongly disagree Somewhat disagree Not sure Somewhat agree Strongly agree

Your likes and dislikes, please share:

8. What is one thing that you really liked about tonight's event?

9. What is one thing you would change about tonight's event?

10. Please rate tonight's event on a scale of 1 – 10, where **1 is dreadful** and **10 is excellent**:

1 2 3 4 5 6 7 8 9 10

D2. Notes on recording results

There will be occasions where the number of answers to a particular question may total more than the number of respondents. This occurs where individual respondents have given multiple answers, such as “I learned about this event from Facebook, email, and word of mouth”.

The statements with agreement options were scored as follows:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	1	2	3	4

Scores were rounded/referred to verbally as follows (example using 3 and 4):

- Scores averaging 2.6 to 3.4 were referred to as “Somewhat agree”
- Scores averaging 3.5 were referred to as tied between “Somewhat agree” and “Strongly agree”
- Scores averaging 3.6 to 4.0 were referred to as “Strongly agree”

In situations where the numerical rankings are not consistent, I have not counted them. So, for example, if a respondent circles “Strongly Disagree” for all factors in questions 3 to 7, then shows only positive comments and ranks the overall event as a 10, there is a strong likelihood that they have misunderstood the ranking. Therefore, their numerical rankings would not be reported, although their comments would be recorded. The originals of forms that were not added to counts have been marked with an x to distinguish them from forms that were included.

In situations where very similar comments were made more than once, I have indicated that by adding an indication of frequency such as “x 2” or “x 3”.

I have kept the originals of all evaluation surveys and would be happy to supply them in hard copy to AKBLG.

D3. The Fruitvale results

Total respondents: 37

1. I learned about this event from:

source	number	percentage
Facebook	9	24.3
Email	9	24.3
Fruitvale News	8	21.6
Poster	0	0

e-bulletin board	0	0
Word of mouth	11	29.7
Other	3	8.1

2. I decided to come because:

Work-related:

- Work related x 4
- On the AKBLG committee

Social:

- An opportunity to meet community people
- Learning and social

Want to learn/hear others:

- I wanted to hear what other people's ideas are x 2
- To learn/understand more about what residents feel are local issues x 2

Wanted to have input:

- I wanted participation in what's going on x 2
- Interested in having input into the community
- We as community members need to provide council with concrete direction

Good citizenship is important:

- It matters/ I wanted to be more informed
- I felt it was important to be informed
- Community involvement is important
- To be informed, participate, involved
- To be informed, involved, and help
- Trying to keep involved and engaged in my community

Love my community:

- I am interested in the community x 3
- Very interested in keeping things locally viable
- I care
- Interested in our village
- I love my community and want to be involved
- Community pride

Sounded interesting:

- Curious x 3
- I was interested and free this evening
- Interesting topic x2

Other:

- Mayor phoned me
- Vested interest
- Food x 2

3. I enjoyed the discussion:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	1	0	8	26

Score for this statement out of 4: 3.7

4. The format gave me a chance to speak and to hear others:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	1	8	26

Score for this statement out of 4: 3.7

5. I found the topics interesting:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	0	15	20

Score for this statement out of 4: 3.6

6. The facilitator kept us on track:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	0	4	31

Score for this statement out of 4: 3.9

7. If there were another event like this in a few months, I would plan to attend:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	1	1	6	26

Score for this statement out of 4: 3.7

8. What is one thing you really liked about tonight's event:

Design/format:

- Facilitator did great and topic was great
- Concise
- The way it was presented
- I didn't have to be the recorder
- Pace was just right, and just long enough
- Mixing tables
- Guidelines for tackling issues and presentation
- Laughter yet productive – good atmosphere

Logistics:

- Catered x 2

Social:

- Meeting and communicating with others
- I got to meet people x 2
- Chance to connect with others in the community

Interaction:

- Open discussion x 4
- Open topics and inclusive discussion
- Interaction with others on topics of discussion x 2
- Hearing others' opinions/concerns x 6
- I enjoyed the groups' comments and ideas, it got everyone's opinions
- Social exchange of ideas of varied age range
- Interaction at tables

Having an impact/input:

- Working towards a better Village
- Meeting other local people who want to make a difference

- Several good ideas came forward
- Informed about what's needed
- Ability to give input freely without feeling inadequate

9. What is one thing you would change about tonight's event:

Design/format:

- Open discussion/opportunity to debrief x 2
- Add a personal priority list for individuals
- Don't move between tables, had to waste time hearing about the next table

Logistics:

- Food for all different health concerns
- Skip the supper
- Earlier time x 3 (one suggestion was 2:30 to 4:30)
- Tastier salad
- Child care

Promos:

- Detailed advance knowledge of what to expect x 2
- Advertise event better

Other:

- Have this in more communities
- Have this more often x 2
- More people x 8
- Nothing x 6
- I would like to receive a copy of the summary

10. Please rate tonight's event on a scale of 1 – 10, where 1 is dreadful and 10 is excellent:

1	2	3	4	5	6	7	8	9	10
0	0	0	0	1	1	1	10	13	8

Score for this question out of 10: 8.68

D4. The Grand Forks results

Total respondents: 58

1. I learned about this event from:

source	number	percentage
Facebook	12	20.7
Email	20	34.5
Newspaper ad	11	19.0
Newspaper story	2	3.4
Word of mouth	17	29.3
City website	4	6.9

2. I decided to come because:

Work-related:

- City staff and partial organizer of the event
- City councillor supporting AKBLG initiative
- Work/part of my job x 2
- Expected to

Social:

- Chance to get out to participate in debate session

Want to learn/hear others:

- Wanted to learn about municipal politics/network
- To hear local issues as I will be seeking election to Council
- Wanted to get to know about issues in the area
- I plan to run in the fall election and am a concerned active resident

Wanted to have input:

- I value citizen involvement in city decisions
- Interested in making contribution/suggestions, had questions
- Think I have absolutely no impact on current council
- I'm concerned about issues that affect me
- I'm concerned about my city
- The issues are important to me/concern me x 3
- I have been involved in local government for years
- Community input
- The younger generation needs to have a voice on GF issues
- Wanted to meet councillors and give input
- I felt that the local municipality's council was not willing to truly receive logical input that questions their decisions

- It's important to be a voice in our community
- Concerned about water meter installation and the lack of ability of the people to influence council decisions or have open discussion
- There are issues that need to be addressed

Good citizenship is important:

- I believe community involvement is important
- I am a citizen, I live here
- I believe this is important x 2
- Need to become more involved x 2
- It matters
- It is important to get citizen involvement because the city is its citizenry
- Concerned citizen

Love my community:

- I care about my community/love Grand Forks x 4
- I want to see the community survive and thrive
- Interested in GF becoming a vibrant community again

Sounded interesting:

- I love the title Community Conversation
- Interested in local issues/community/local government x 7
- I am interested in what's going on x 3
- Interested to be a part of it x 2

Other:

- Participation in FCM headstart young women in government program x 2
- Cher encouraged me to attend to share my views
- the food!
- Invited by a friend
- curiosity

3. I enjoyed the discussion:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	1	22	34

Score for this statement out of 4: 3.6

4. The format gave me a chance to speak and to hear others:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	1	0	24	32

Score for this statement out of 4: 3.5

5. I found the topics interesting:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	1	1	18	37

Score for this statement out of 4: 3.6

6. The facilitator kept us on track:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	1	6	50

Score for this statement out of 4: 3.8

7. If there were another event like this in a few months, I would plan to attend:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	6	15	35

Score for this statement out of 4: 3.5

8. What is one thing you really liked about tonight's event:

Design/format:

- Mixing up the tables, allowing interaction with different people x 11
- Envelope #3 – the structure and results of the brainstorming/red dot exercise x 3
- Being kept on track by the facilitation
- Very engaging/visual, moved quickly, was fun x 2
- Very well organized
- Format x 2
- Interactivity
- Group round tables
- The adherence to the agenda was carried out with an undercurrent of enthusiasm/fun
- The process and the goal

- Working groups
- Well structured, focused discussion

Logistics:

- The food x 5

Social:

- Talking to and meeting the people

Interaction:

- Envelope #3 – the discussion that came up about issues within the community
- Inclusion of youth x 2
- Good cross-section of demographics
- We kept it all very friendly
- Community participation and energy x 6
- The event was kept fun!
- Interacting with everyone at the table x 2
- Enjoyed hearing others' thoughts on ideas that wouldn't have come up otherwise
- We all had a chance to contribute
- People were engaged
- Heard individuals for first time
- Engagement/response from City
- Open discussion x 2
- Everyone's willingness to express their thoughts – community spirit!
- Discussion with people I would not usually see
- Everyone was respectful of differences
- Hearing others' opinions
- Interaction on some controversial topics

Having an impact/input:

- It's the first town-hall-like meeting in GF re city issues that I'm aware of
- Ideas and brainstorming x 2
- Having my opinion heard
- Everyone had a chance for their input
- It's an excellent start to letting citizens know their voice counts, and to have intelligent, respectful, caring conversations about important city issues

Other:

- Sitting with Chris
- The large turnout

9. What is one thing you would change about tonight's event:

Design/format:

- Would have liked if a council member was stationed [at each table] and thus we could have had discussions including their educated perspective
- Make it longer/more time to discuss x 7
- Have some discussion from the whole room x 2
- More facilitation for local issues – more time on the flipchart paper [I think this refers to Envelope #3]
- My role as note-taker
- Would have been great to create action plans and volunteers – like community agriculture meeting
- More impact/decision-making/plans x 2
- Slightly confusing

Logistics:

- Have no children under age 12 x 3
- It was too noisy/crowded (location/acoustics) x 11
- More access – I only got to come because someone gave up their spot
- Start earlier x 2
- Smaller table sizes/more space
- Perhaps a sound system
- More round tables [not rectangular] x 2

Promos:

- I didn't know there would be dinner
- Better notification of event

Interaction:

- As a young person, I didn't feel as listened to.
- More youth involvement x 2
- Too scripted, people wanted to talk out issues of concern to them
- Local industry/business not well represented

Other:

- Nothing or N/A x 7
- ? x 3
- I think it's fine

10. Please rate tonight's event on a scale of 1 – 10, where 1 is dreadful and 10 is excellent:

1	2	3	4	5	6	7	8	8.5	9	10
0	0	0	0	1	2	4	8	1	20	18

Score for this question out of 10: 8.81

D5. The Cranbrook results

Total respondents: 48

1. I learned about this event from:

source	number	percentage
Facebook	13	27.1
Email	8	16.7
Newspaper ad	7	14.6
Newspaper story	5	10.4
Word of mouth	14	29.2
Other	5	10.4

2. I decided to come because:

Work-related:

- Current city councillor x 2
- I am president of AKBLG

Want to learn/hear others:

- I am new to Cranbrook and wanted to know more/get involved x 2
- Wanted to learn what other people think are important issues
- Enjoy hearing a range of different views
- It's critical that we understand the issues in our city

Wanted to have input:

- I'm not happy with how the city is spending my taxes
- Wanted to be part of the conversation
- Wanted my ideas considered

- I wanted to be involved and have a say about what's happening in my town
- Interested in improving the political/municipal landscape
- Concerned about the direction of our city x 2
- I am very concerned and invested in our city
- I am concerned about the political position of CBT and AKBLG
- I wanted my ideas heard
- Wanted to contribute

Good citizenship is important:

- I'm a concerned/interested citizen x 2
- My community matters to me
- Make a difference
- I am a citizen here, therefore I should be involved
- I strongly believe in the power of an engaged citizenry
- I believe change starts with "one"
- We are involved in our community x 3

Love my community:

- I want to see my community prosper and grow/be strong and vibrant/grow and improve x 3
- Care about what happens in the community x 8
- I care about my city and want it to improve x 2

Sounded interesting:

- Interested in community x 2
- Interested in community issues and being informed
- Interested in the topic
- I love politics, democracy and voting
- Interest in civic affairs
- Interested in setting issues and priorities for upcoming election. Candidates need to know what population thinks
- Interest!
- I am interested in public events and local government and excited about social media engagement.

Other:

- To see how the project was run
- curious

3. I enjoyed the discussion:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
2	0	2	10	30

Score for this statement out of 4: 3.5

4. The format gave me a chance to speak and to hear others:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
2	0	0	11	31

Score for this statement out of 4: 3.6

5. I found the topics interesting:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	0	16	27

Score for this statement out of 4: 3.6

6. The facilitator kept us on track:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
0	0	0	10	34

Score for this statement out of 4: 3.8

7. If there were another event like this in a few months, I would plan to attend:

Strongly disagree	Somewhat disagree	Not sure	Somewhat agree	Strongly agree
		5	14	24

Score for this statement out of 4: 3.4

8. What is one thing you really liked about tonight's event:

Design/format:

- Changing tables and hearing variety of views x 10
- Good lean-in to questions/work sheets

- Informality of discussions
- Interactive and moved along
- The facilitation was excellent
- Round tables, small groups, focused topics
- Format facilitated exchange albeit limited to the table
- The process – envelopes a great idea
- The structure – moving around, warm-up activities, never dull or boring
- Loved your “envelope” idea – nice and organized!
- Safe, comfortable environment
- Clear instructions, simple process for such a complex bag
- We were lucky to have Andy as a facilitator [at our table] so if there were selected citizen facilitators at every table it would rock.

Logistics:

- food

Social:

- Meeting new people and council members
- Meeting new people
- Great way to meet people
- I liked having a chance to talk to people I would not otherwise have the chance to

Interaction:

- the discussion/frank/open discussion x 6
- some topics were interesting
- everyone participated/got a chance to speak x 2
- that council was involved
- good conversation with a diverse group
- diversity of attendees x 3
- opportunity to hear different points of view
- listening to concerns/discussing challenges
- good engagement
- discussion of new ideas
- free speech
- communication
- learning how people in Cranbrook think about local issues
- great way to hear concerns of everyone from different demographics
- sharing ideas, hearing other opinions, learning about the city council

Having an impact/input:

- Chance to view ideas
- Concerned citizens coming together

Other:

- Not knowing the cost and why CBT was funding [LT note: this doesn't appear to be something one would really like, but that's where the respondent put it]
- Some people pushed their agenda and mine was not heard [LT note: this doesn't appear to be something one would really like, but that's where the respondent put it]

9. What is one thing you would change about tonight's event:

Design/format:

- No warm-up
- More open discussions
- Longer session x 3
- Start earlier x 2
- Opportunity to hear from more people
- Specific issues to use as examples for questions whether real or just as examples
- Hire a local facilitator to keep \$s in our community
- Fewer questions, more focused, more time to spend on each question
- Better rule reminders (some people had trouble listening as much as they talked)
- More time to discuss, add dots to other tables' issues
- A brief summary of outcomes of each session by each table
- Facilitators at each table to ensure accurate recording and everyone gets heard
- More discussion time for Envelope 5, or give 10 minute announcements during the 30 minutes to keep us on track
- Confusion moving tables x 2
- Great techniques to bring the info together and always food! [LT Note: I'm not sure that this is something the respondent really wants to change, but that's where he/she placed it]

Logistics:

- Cookies/dessert x 2

Promos:

- Would be interesting if attendees were by blind invitation [LT Note: I don't know what this means]

- Greater clarity on purpose of event prior to
- Try to ensure that those who register ahead attend – charge \$5?
- How it was advertized with respect to attendance limits
- I’m concerned that certain group received info regarding session prior to the release to the general public
- This event was released to a special interest group Monday March 1, well before the public media release Thursday March 4 and tonight’s attendance was not a wide range of community interest. [LT Note: this event was publicized via Facebook ad to all Facebook users in the Cranbrook area starting February 26, and everyone who called via the print ad was accommodated].
- All members of the community have equal opportunity to attend
- There should be repercussions for those who did not attend

Other:

- Not nearly a cross-section of our community
- Also involve managers/planners/foremen
- Nothing x 6
- Wish there were more young people
- A forum for youth only
- Have more people attend x 3
- Special invites to particular sectors, e.g. youth
- Making it more than one time, to get greater participation

10. Please rate tonight’s event on a scale of 1 – 10, where 1 is dreadful and 10 is excellent:

1	2	3	4	5	6	7	8	9	10
0	0	1	0	0	1	4	11	17	8

Score for this question out of 10: 8.96