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October 24, 2017

Corporate Services – Legislative Services 2017-21 Information Report

TO: Mayor and Members of Council

SUBJECT: Summary of Advisory Committee Survey 2017

ORIGIN: Legislative Services
Kiran Saini, Deputy Town Clerk
Hannah Leznoff, Council Committee Coordinator

In accordance with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

Purpose

The purpose of this report is to provide Council with a summary of the survey feedback obtained in a recent survey conducted of the Advisory Committees for the 2014-2018 term.

Background

In July, an online survey was circulated to all Advisory Committee Members requesting their feedback on their experience as Town of Newmarket volunteer and Committee Member. The survey was open for a month, and 4 emails were sent by staff requesting individuals to respond to the survey. Of the 60 Committee Members, 27 individuals responded, which is a response rate of 45%. Survey responses have been attached as **Appendix A** to this report.

Survey Findings

In general, the feedback received from the Committees was positive. 21 of the 27 respondents were either satisfied or very satisfied with their role as a Committee Member. The majority of survey respondents agreed that the Committee is completing work within its mandate and that the mandate of their Committee is clear. However, close to half of the respondents agreed that the Committee's mandate could benefit from amendments. This information suggests that the Committee mandates could be periodically reviewed to ensure they align with both Council and Committee's expectations.

More than half of the survey respondents agreed that the Committee considers Council's strategic plans in determining its recommendations. This suggests that Committee Members are aware of Council's strategic priorities, and make recommendations that are consistent with those priorities.

Over 80% of the respondents believe that: 1) the Committee is being adequately supported by staff; and, 2) they do not require any additional training as it relates to their role as a Committee Member or with regards to meeting procedures. This information suggests that Committee support is generally acceptable; however, there is still an opportunity to improve.

85% of respondents agreed that an alternate method of engaging the public regarding issues related to the Committee's mandate would be either somewhat effective, effective or very effective. Additionally, approximately 56% of respondents would be interested in participating in meetings via an electronic/remote mechanism. This information suggests that if Council amends its Procedure By-law to permit electronic participation in meetings, there may be Committee Members who would utilize this provision.

Next Steps

Based on the information contained in the survey, and the individual feedback received to date, staff will:

1. Review Advisory Committee mandates to ensure they are aligned with Council's strategic priorities, and if required, make recommendations to Council to amend the mandates;
2. Continue to support all Advisory Committees; and,
3. Once the Municipal Act is amended to permit electronic meeting participation, initiate a Procedure By-law review.

In addition to the above, a final review of the Advisory Committees for the 2014-2018 term will be conducted in early 2019 for an additional opportunity to further improve volunteer experiences for the next term. Committee Members were given the opportunity to provide written feedback to open-ended questions as part of the survey conducted over the summer, and these responses will likely be used to inform any of staff's subsequent recommendations.

Business plan and strategic plan linkages

This report aligns with Council's strategic priority of Community Engagement, specifically in engaging the Town's changing resident demographics.

Consultation

Advisory Committee Members will be provided a copy of this report.

Human resource considerations

None.

Budget impact

None.

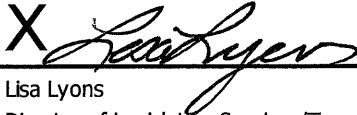
Appendices

Appendix A - Survey Responses

Contact

For more information on this report, contact: Kiran Saini, Deputy Town Clerk, ksaini@newmarket.ca

Approval

X 

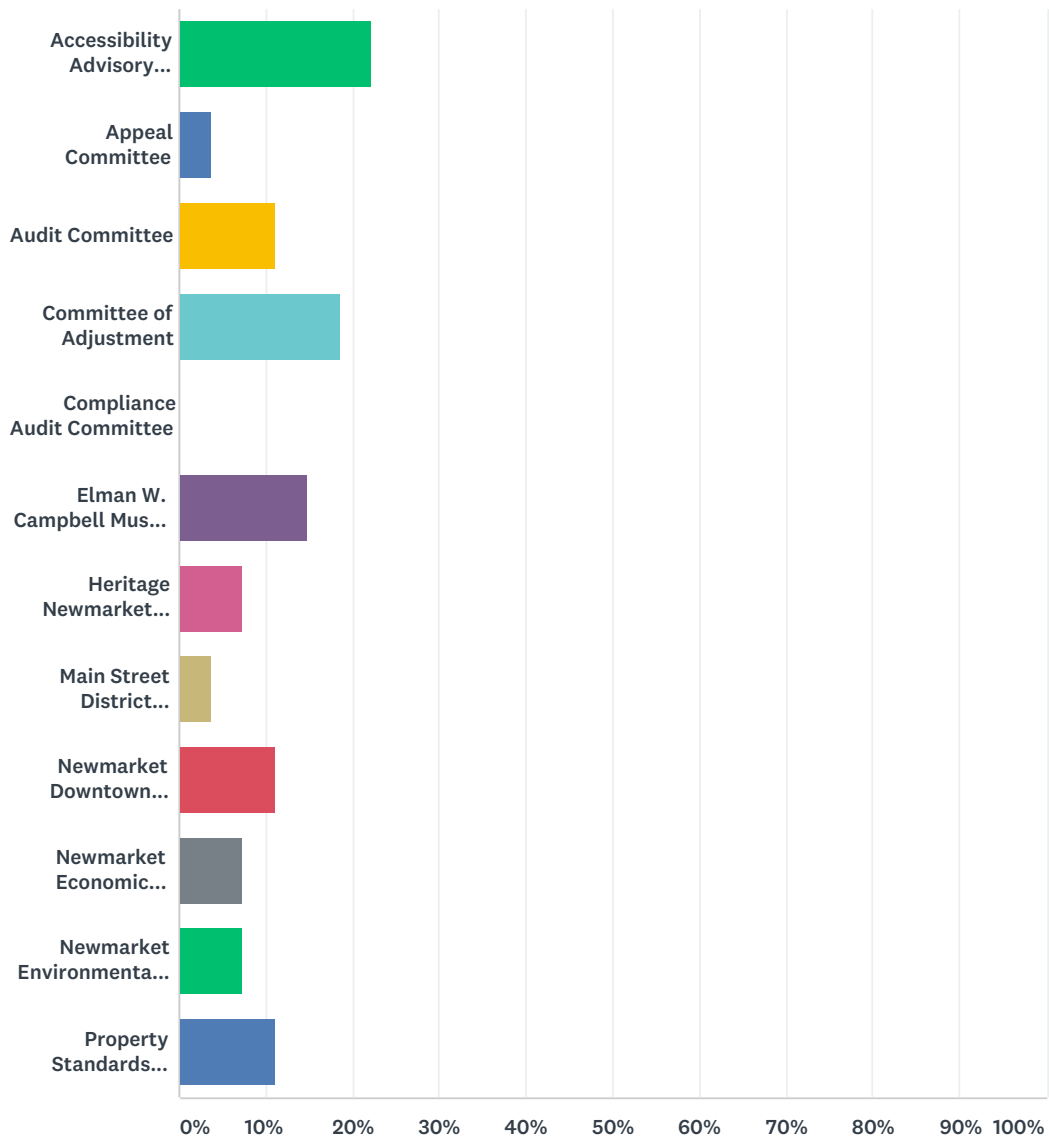
Lisa Lyons
Director of Legislative Services/Town Clerk

X 

Esther Armchuk
Commissioner of Corporate Services

Q1 What Board/Committee do you currently serve on for the 2014-2018 term of Council?

Answered: 27 Skipped: 0



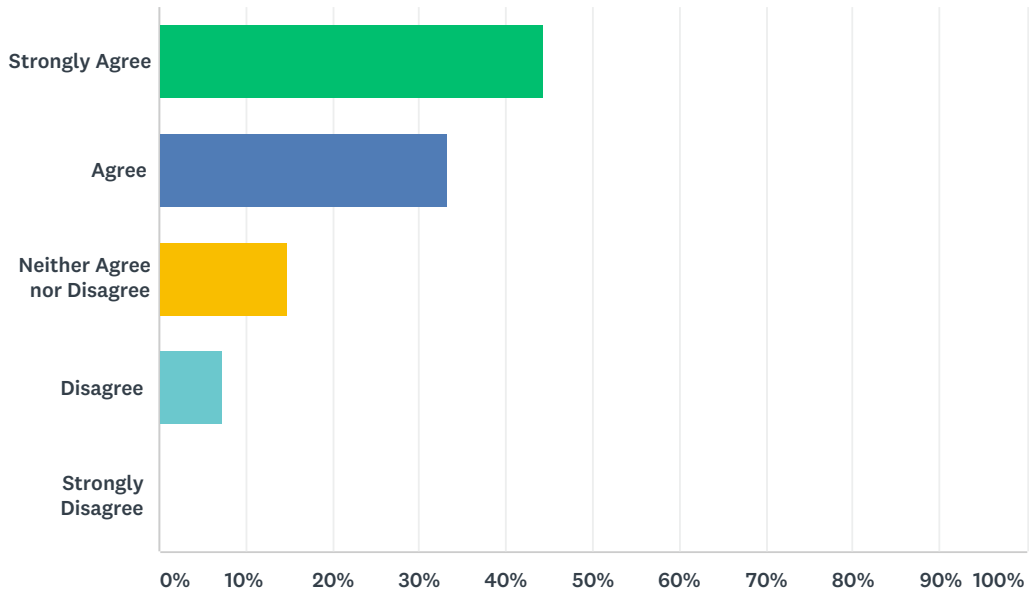
ANSWER CHOICES	RESPONSES	
Accessibility Advisory Committee (AAC)	22.22%	6
Appeal Committee	3.70%	1
Audit Committee	11.11%	3
Committee of Adjustment	18.52%	5
Compliance Audit Committee	0.00%	0
Elman W. Campbell Museum Board	14.81%	4
Heritage Newmarket Advisory Committee	7.41%	2

Survey of Committees 2017

Main Street District Business Improvement Area (BIA)	3.70%	1
Newmarket Downtown Development Advisory Committee (NDDC)	11.11%	3
Newmarket Economic Development Advisory Committee (NEDAC)	7.41%	2
Newmarket Environmental Advisory Committee (NEAC)	7.41%	2
Property Standards Committee	11.11%	3
Total Respondents: 27		

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

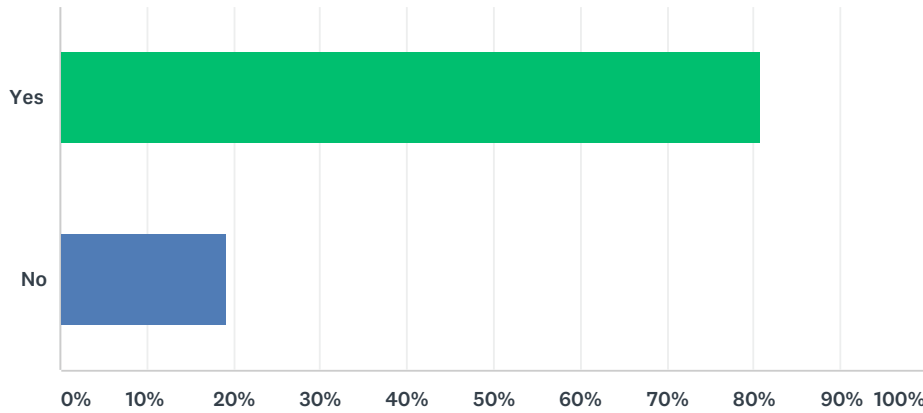
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	44.44%	12
Agree	33.33%	9
Neither Agree nor Disagree	14.81%	4
Disagree	7.41%	2
Strongly Disagree	0.00%	0
TOTAL		27

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

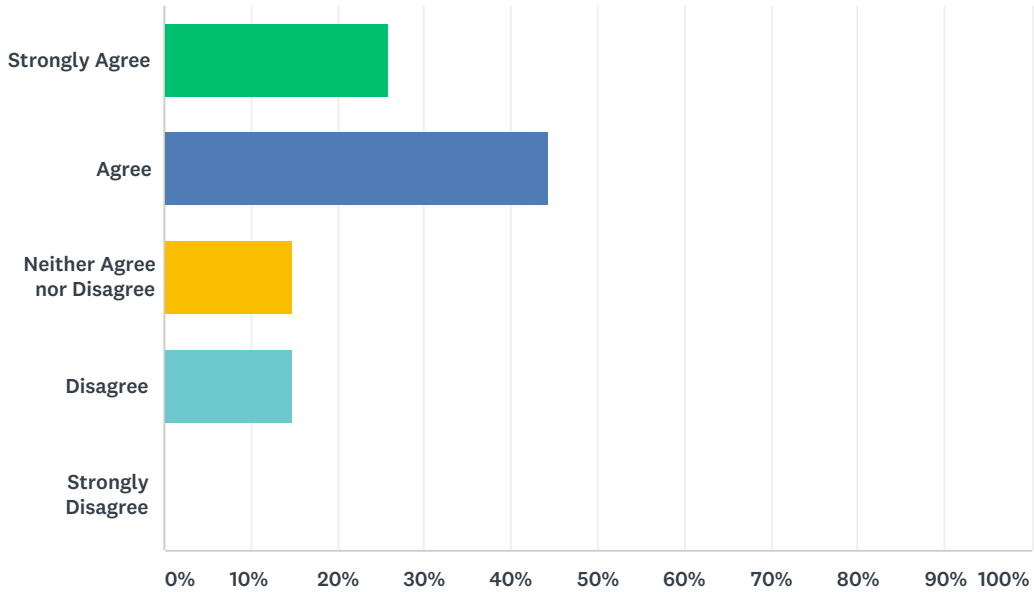
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	80.77%	21
No	19.23%	5
TOTAL		26

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

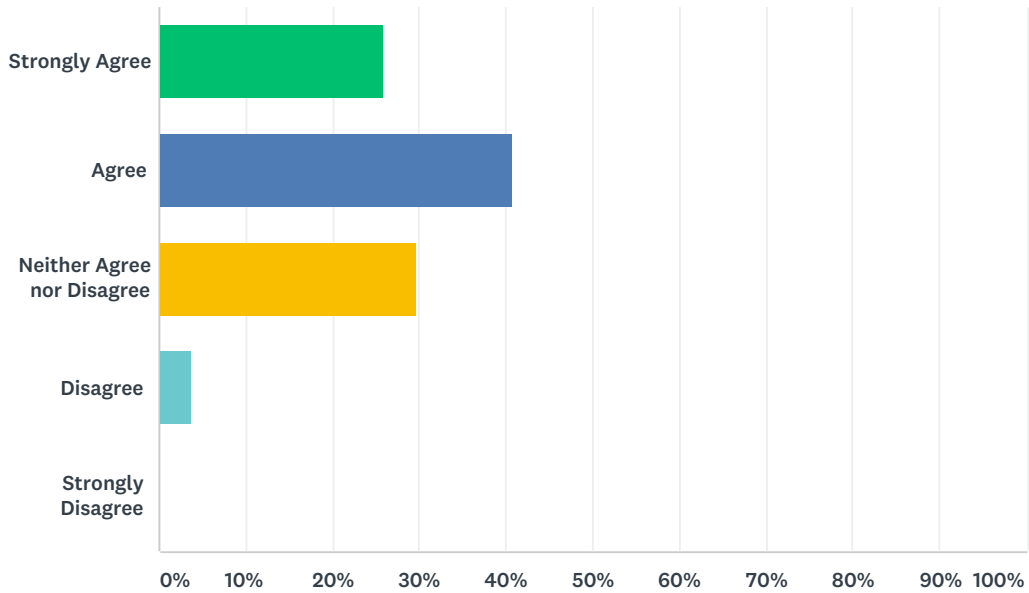
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	25.93%	7
Agree	44.44%	12
Neither Agree nor Disagree	14.81%	4
Disagree	14.81%	4
Strongly Disagree	0.00%	0
TOTAL		27

Q5 Please rate your level of agreement with the following statement: The Committee considers Council's plans in determining its recommendations.

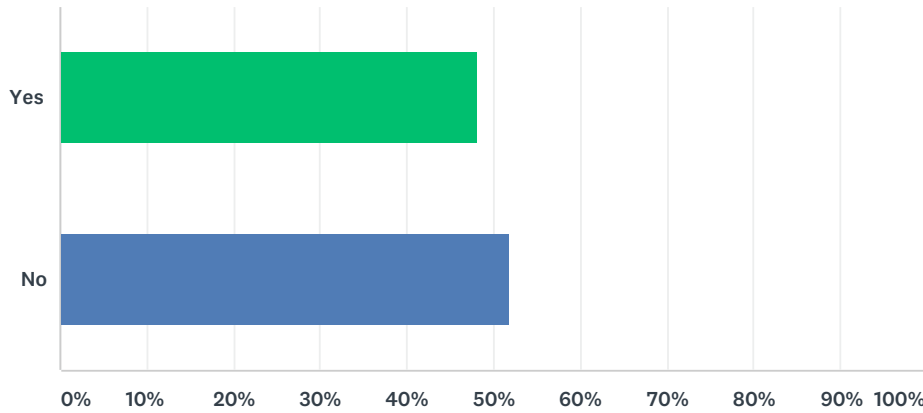
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	25.93%	7
Agree	40.74%	11
Neither Agree nor Disagree	29.63%	8
Disagree	3.70%	1
Strongly Disagree	0.00%	0
TOTAL		27

Q6 Would you recommend any amendments to the mandate of the Board/Committee you serve on?

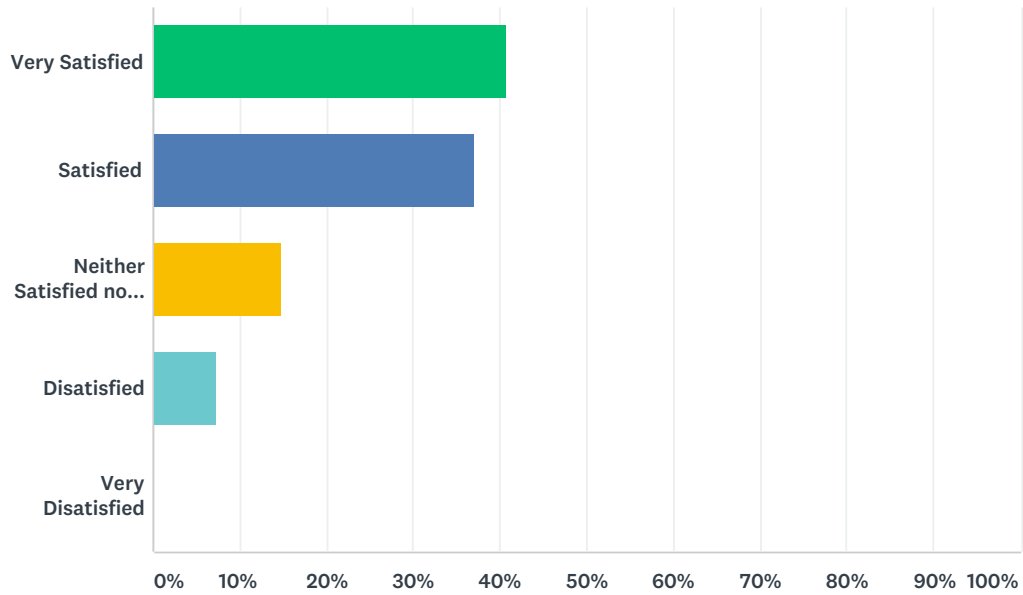
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.15%	13
No	51.85%	14
TOTAL		27

Q7 How satisfied are you with your role as a Committee Member?

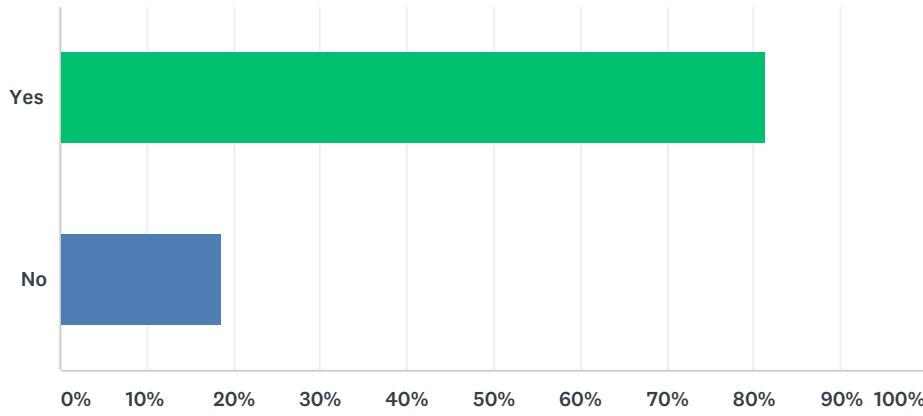
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	40.74%	11
Satisfied	37.04%	10
Neither Satisfied nor Disatisfied	14.81%	4
Disatisfied	7.41%	2
Very Disatisfied	0.00%	0
TOTAL		27

Q8 Do you believe the Committee is being adequately supported by staff?

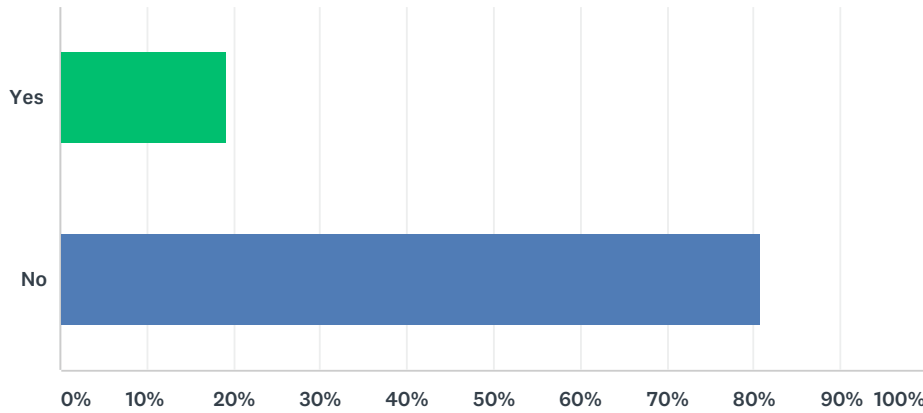
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.48%	22
No	18.52%	5
TOTAL		27

Q9 Do you require any additional training as it relates to your role as a Member?

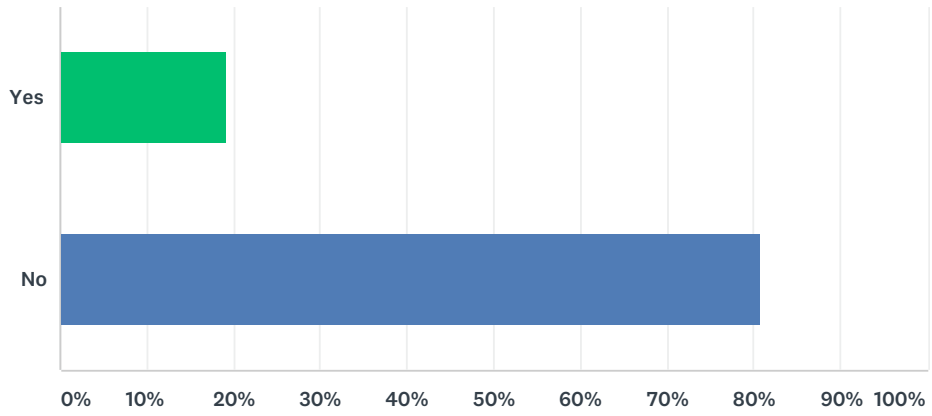
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	19.23%	5
No	80.77%	21
TOTAL		26

Q10 Do you feel that additional training related to meeting procedures is required?

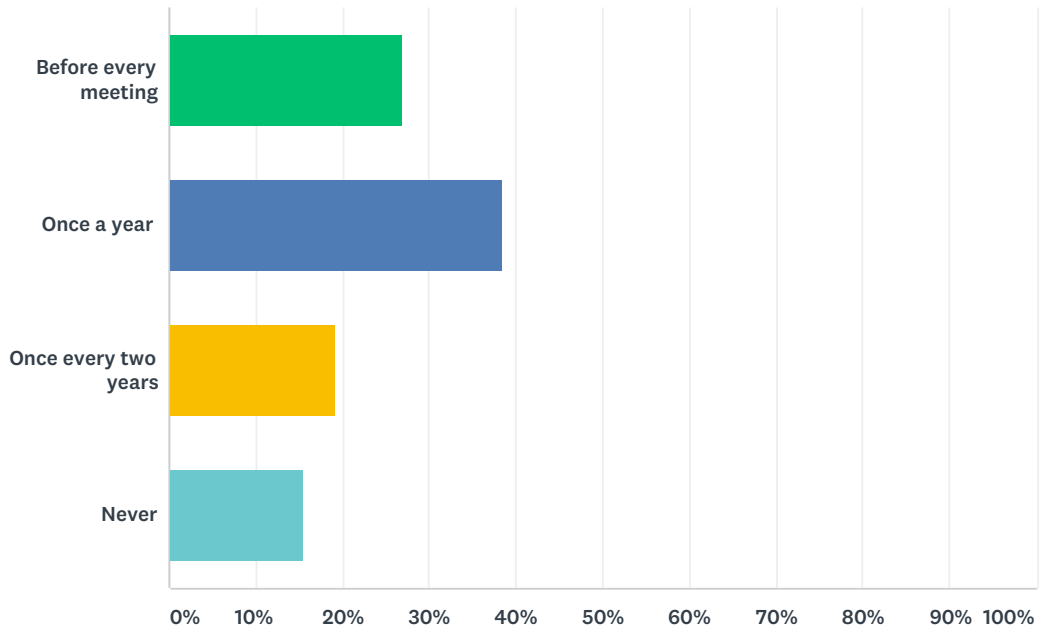
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	19.23%	5
No	80.77%	21
TOTAL		26

Q11 How often do you refer to the materials in your orientation package?

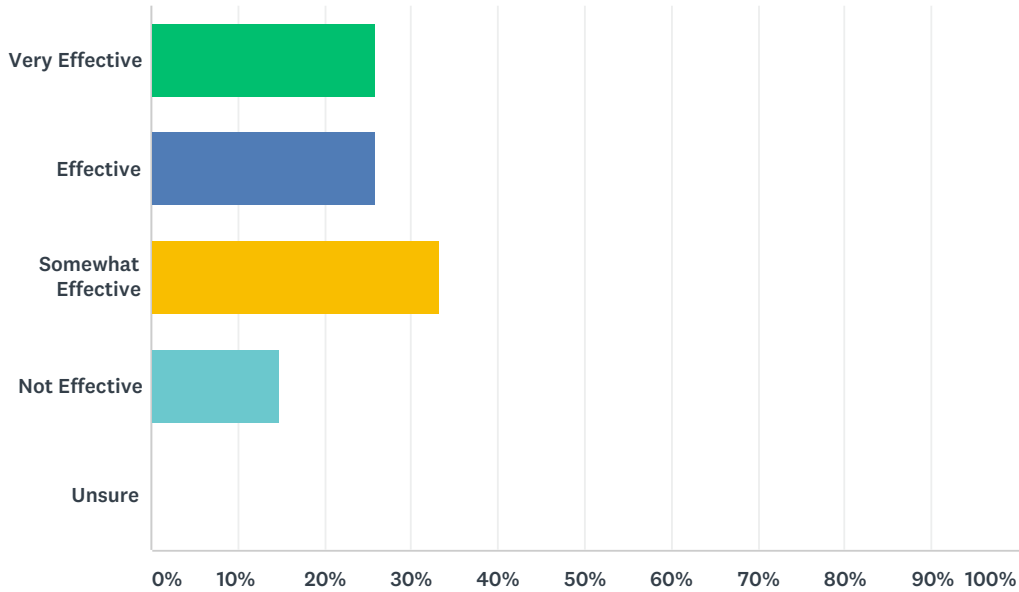
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES
Before every meeting	26.92% 7
Once a year	38.46% 10
Once every two years	19.23% 5
Never	15.38% 4
TOTAL	26

Q12 How effective would different kinds of public events (such as forums, open houses, or other ways of engaging with the public) be in engaging the residents regarding the issues your Committee is concerned with?

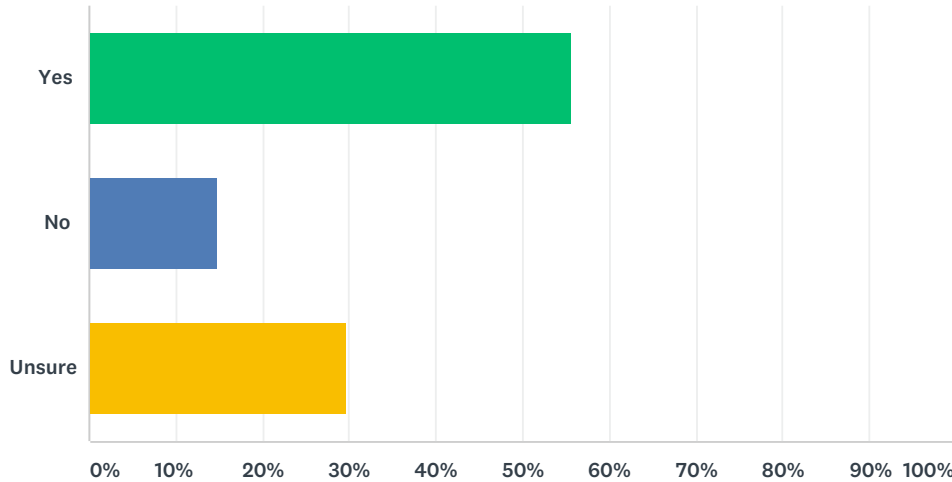
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Effective	25.93%	7
Effective	25.93%	7
Somewhat Effective	33.33%	9
Not Effective	14.81%	4
Unsure	0.00%	0
TOTAL		27

Q13 If permitted, would you be interested in participating in meetings via an electronic/remote mechanism (for example: video conferencing or telephone)

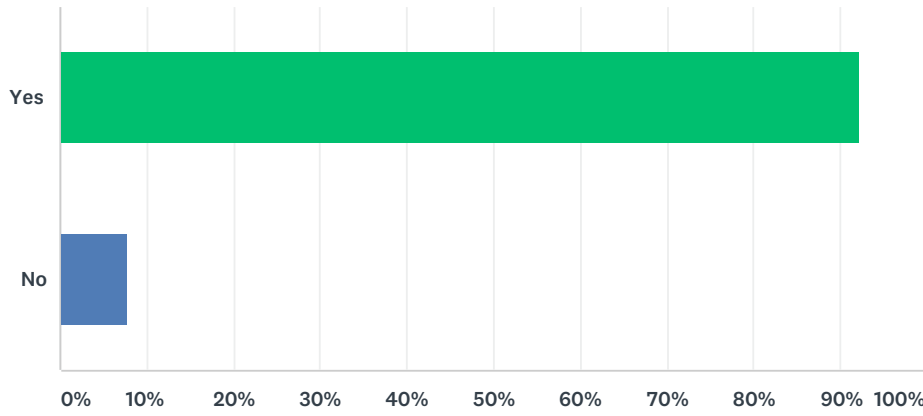
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.56%	15
No	14.81%	4
Unsure	29.63%	8
TOTAL		27

Q14 If you are eligible, would you consider another term as a Committee Member?

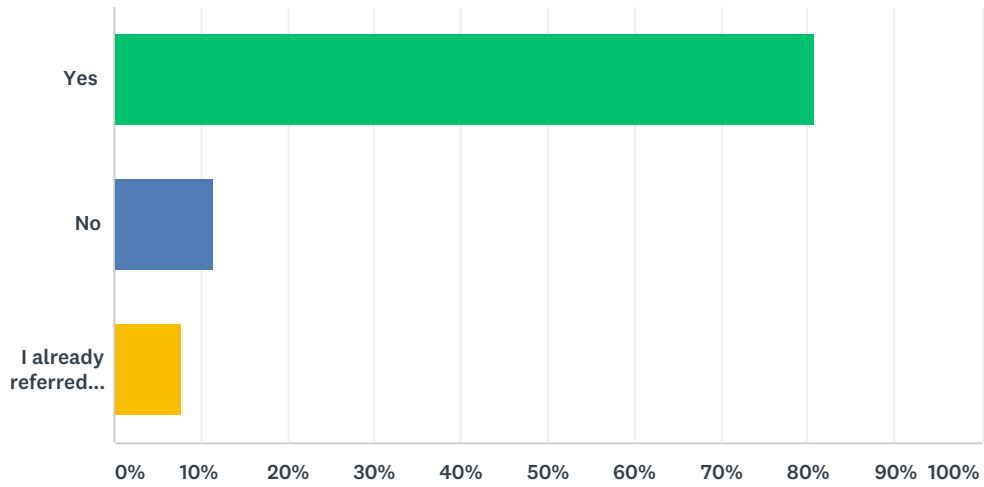
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	92.31%	24
No	7.69%	2
TOTAL		26

Q15 Would you refer another person to serve as a Member on one of Newmarket's Committees?

Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	80.77%	21
No	11.54%	3
I already referred another person	7.69%	2
TOTAL		26