iap2 international association for public participation CANADA

Fall | 2017

The State of Public Participation Practice in Canada

Sherif Kinawy

Acknowledgements

Thank you to members of the IAP2 Canada Research Committee for their contributions to the data analysis and preparation of this report.

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1 Executive Summary

The 2017 State of the Public Participation Practice survey is a follow up to the first survey conducted in 2013. Designed and implemented by the IAP2 Canada Research Committee, the survey investigates the practice of public participation (P2) in Canada with the objective of shedding light on the tools, techniques and best practices being employed throughout the country. This survey specifically focused on how practitioners used tools and techniques to engage non-native English and French speaking participants as well as web-based technologies.

Launched in October 2016, the survey was disseminated to P2 practitioners across Canada – both members and non-members of IAP2 - with the following goals:

- Bridging P2 research and practice;
- Determining priority areas for the Research Committee;
- Advising the IAP2 Canada Board on the needs of member and non-member practitioners; and
- Informing trainers on the needs of practitioners.

Offered in both English and French (Appendix A: Survey Questions (English) and Appendix B: Survey Questions (French) respectively), the survey was comprised of 12 questions - including a mix of multiple-choice and ranking - grouped into four sections:

1. Respondent's Information;
2. Effectiveness of the P2 Process;
3. Tools and Techniques; and
4. Barriers and Limitations.

100 responses were received, providing views of practitioners with a wide range of experience, in a variety of roles, covering industries within the public, private and not-for-profit sectors.

Analysis of the results provided the following insights:

- A large proportion of respondents agreed on the value of P2 and its contribution to the processes that encompass it. Respondents also noted that it is useful in providing information on local knowledge and understanding issues, which in turn frequently impact the outcome of a project.
- The top ranked techniques to engage non-native English and French speakers were

consulting community associations for the best approach and translating written material into other languages. This was followed by interviews, scientific surveys, questionnaires, or polls in other languages, as well as providing online engagement or social web media in another language.

- A majority of respondents ranked online surveys, questionnaires and polls as their most commonly used tool when specifically compared to other web-based tools. Social media tools such as Facebook and Google+ were ranked as common tools as well as online crowd-sourcing and blogs and microblogging (e.g. Twitter) however; tool selection was noted as very much project dependent and online tools were often used in conjunction with face-to-face engagement techniques.
- Barriers varied depending on project and context, with achieving equality in community representation listed as the most commonly encountered barrier, very closely followed by the need to manage conflict.

The survey also identified three primary areas for ongoing focus:

- Tools and techniques that support achieving equality in community representation
- Conflict Management
- Alignment, integration and management of online engagement tools in P2 processes

2 Process

The IAP2 Canada Research Committee developed the 12 survey questions. The group reviewed feedback offered through the 2014 survey process and applied this information to the survey design. Participation in the survey was voluntary and none of the questions were mandatory.

The online platform used to conduct this survey was Fluid Surveys (http://www.fluidsurveys.com).

2.1 Timeline

The development, implementation and analysis process for this survey adhered to the following timeline.

August 2016	Survey design
September 2016	Survey translation from English to French
October 2016	Survey live
January 2017	Survey closed
February – April 2017	Survey analysis
July – August 2017	Survey report development

3 Results

A total of 100 responses were received. Two of the responses were in French. Since the survey questions were all optional, the number of complete questions varied significantly, however most survey participants attempted to respond to all questions.

4.1 Respondent Information

In questions 1-6 survey participants were asked to provide basic information about their membership in professional organizations, geographic distribution in terms of operation, years of experience, and finally their roles within the industry and specific sectors.

4.1.1 Membership

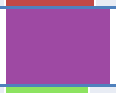
The participants in this survey indicated their membership in one or more organizations including IAP2. A majority of respondents (89%) indicated their status as IAP2 members while 20%, 9%, and 6% of respondents indicated they were members of the Canadian Institute of Planners (CIP), International Association of Facilitators (IAF), and Canadian Community for Dialogue and Deliberation (C2D2) respectively. A significant number of "other" organizations were noted as is represented in the table.

Response	Chart	Percentage	Count
Canadian Institute of Planners		20.0%	18
International Association for Public Participation (IAP2)		88.9%	80
International Association of Facilitators		8.9%	8
Canadian Community for Dialogue and Deliberation		6.7%	6
Project Management Institute		3.3%	3
American Planning Association		2.2%	2
Professional Engineer		1.1%	1
Environmental Professional (CECAB)		3.3%	3
International City/County Management Association		0.0%	0
Canadian Association of Geographers		1.1%	1
Canadian Association of Municipal Administrators		1.1%	1
Other, please specify...		31.1%	28
	Total Responses		**90**

Respondents listed other organizations on the national and international level such as the National Coalition for Dialogue and Deliberation, International Association of Business Communicators, CMC Canada, Canadian Society of Landscape Architects, Aboriginal Relations and Consultation, International Association of Business Communicators, Graphic Designers of Canada, Canadian Association of Political Governance, Institute of Cultural Affairs, International Coach Federation. Other organizations on a more local level were also listed including the Alberta Society of Science and Engineering Professionals of Alberta, Alberta Society of Professional Biologists, Ordre des urbanistes du Quebec (OUQ), Alberta College of Social Workers, Applie Technologists and Technicians of BC, Alberta Association of Landscape Architects, Ontario Association for Impact Assessment, and the Ontario Professional Planners Institute.

4.1.2 Geographic Region

A large number of respondents identified Alberta or Ontario (47% and 27% respectively) as their region of operation. All Canadian provinces and territories were represented in the results, some at 5% of respondents or less such as Nunavut and Prince Edward Island. Some of the respondents (4%) indicated operation beyond the border on international projects in the Philippines, Central America, Caribbean, and Saudi Arabia among other countries.

Response	Chart	Percentage	Count
Alberta		46.9%	45
British Columbia		25.0%	24
Manitoba		14.6%	14
New Brunswick		6.2%	6
Newfoundland and Labrador		6.2%	6
Northwest Territories		7.3%	7
Nova Scotia		6.2%	6
Nunavut		4.2%	4
Ontario		27.1%	26
Prince Edward Island		4.2%	4
Québec		8.3%	8
Saskatchewan		12.5%	12
Yukon		6.2%	6
International, please specify...		4.2%	4
	Total Responses		**96**

4.1.3 Years of Experience

The responses showed a comprehensive representation across the experience categories with a quarter of respondents having less than 5 years of experience, and about 20 percent with 5 to 9 years and beyond 25 years of experience at 7% of the respondents. The remaining respondents fell into the 10-to 24 years of experience category (39%).

4.1.4 Primary Type of Involvement

Acknowledging that many P2 practitioners have roles that span several sectors and involve wearing different hats, this question asked about the primary role of the respondent. The results show that 80% of respondents selected the public sector as their primary role while almost a quarter selected the private sector (24%) and 12% involved in the Not-for-profit sector. A more specific response pointed to involvement in Indigenous Engagement.

Response	Chart	Percentage	Count
Less than 5 years		26.0%	25
5 to 9 years		28.1%	27
10 to 24 years		38.5%	37
25+ years		7.3%	7
	Total Responses		**96**

Response	Percentage	Count
Public sector (municipality, ministry or other government or public agencies)	80.2%	77
Private sector	24.0%	23
Not-for-profit	11.5%	11
Other, please specify...	2.1%	2
	Total Responses	**96**

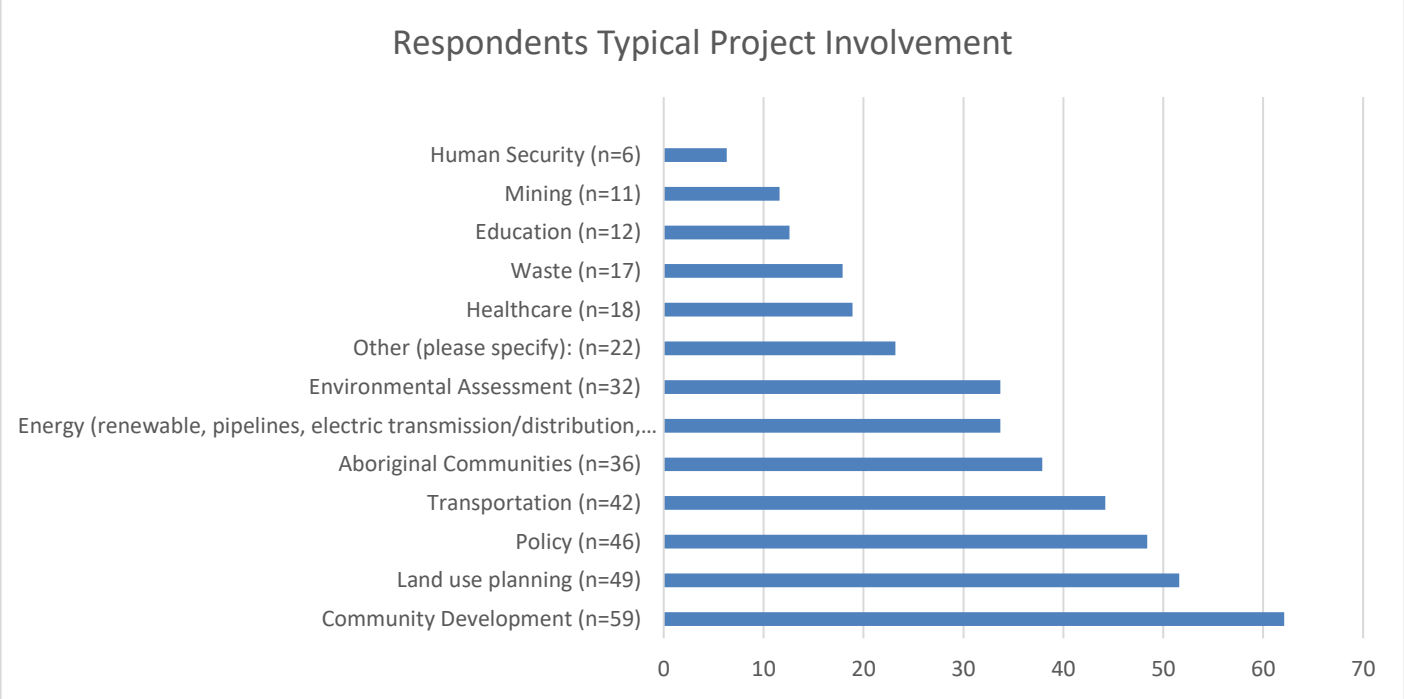
4.1.5 Primary Role

About half the survey respondents indicated having a primary role as a facilitator (46%). This number was slightly higher for public participation specialists (57%) and slightly lower for consultants (39%). Those who were managers in a firm or agency were the next largest category at 21% followed by other roles including owners, planners, and designers and directors of communications among other roles shown on the following chart. The role that was least represented was the Public Information Officers which was only selected by a few respondents (2%).

Response	Percentage	Count
Management in firm or agency	20.8%	20
Owner of firm or agency	14.6%	14
Subject expert	19.8%	19
Facilitator	45.8%	44
Public participation specialist	57.3%	55
Public information officer	2.1%	2
Consultant	38.5%	37
Planner	19.8%	19
Designer	10.4%	10
Other, please specify...	13.5%	13
	Total Responses	**96**

4.1.6 Typical Types of Project Involvement

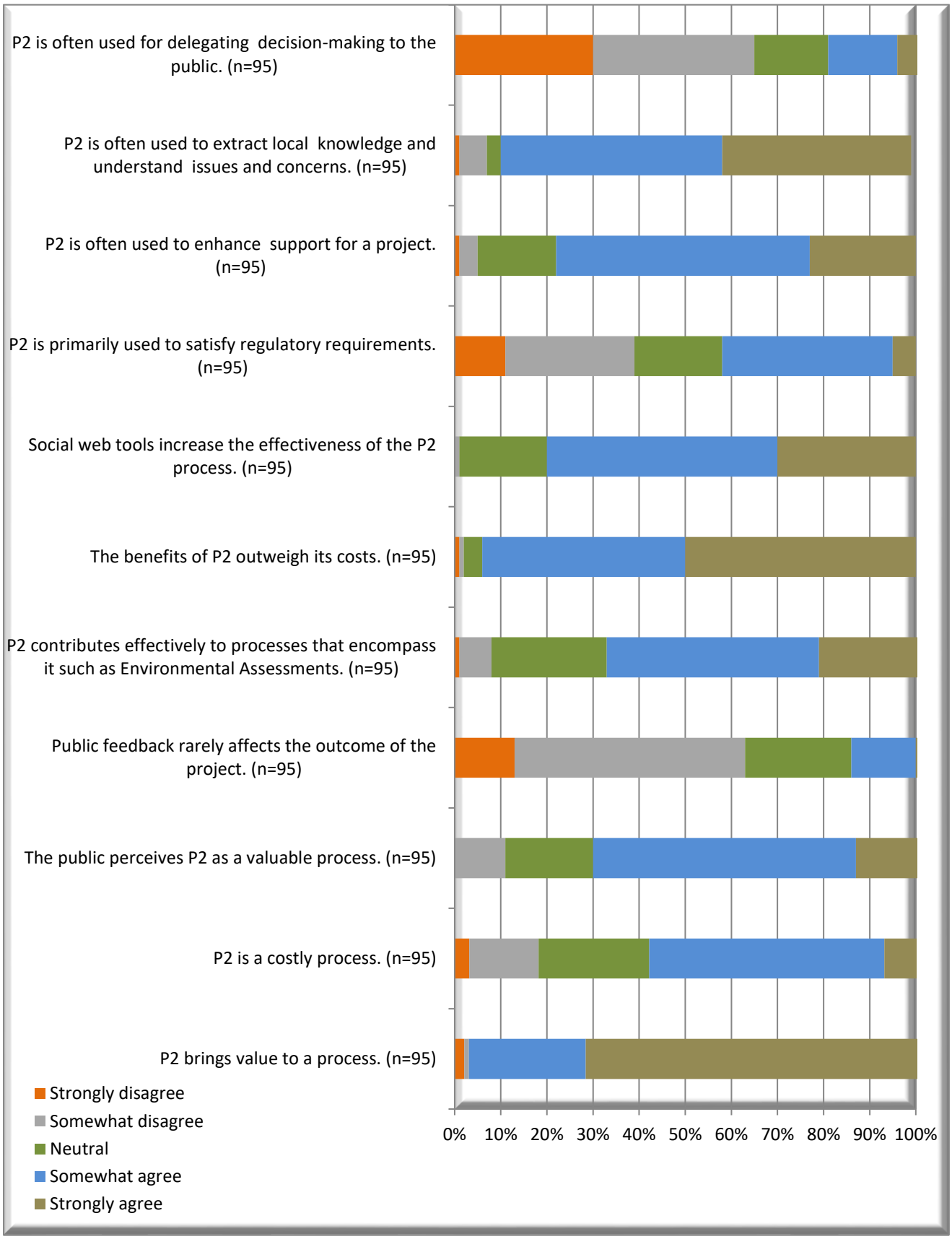
The data on types of project involvement show great diversity with the smallest number of participants indicating involvement in human security projects. However, community development, land use planning, policy, and transportation each had involvement from 40-60% of respondents. Other areas such as diversity, climate change, parks and recreation, budgeting, and strategic planning were listed among other project types in Appendix C.



4.2 Effectiveness of the P2 Process

For this section, question 7 asked survey participants to indicate their level of agreement with a number of preset statements. The chart is presented in this section while the raw data is included in Appendix D.

A very large proportion of respondents (97%) agreed that P2 brings value to a process and 94% agreed that the benefits of the process outweigh its costs. Just fewer than 90% of respondents agreed that P2 is used to extract local knowledge and understand issues and concerns (89%). This proportion of responses was relatively lower for three other questions: social web tools increase the effectiveness of the P2 process (80% agreement); P2 is often used to enhance support for a project (78%); the public perceives P2 as a valuable process (71%); and P2 contributes effectively to processes that encompass it (68%). A number of respondents also indicated limited agreement with a statement that P2 is a costly process (58%). Finally, there was a majority disagreement on the lack of effect of public feedback on the outcome of the project (15% agreement and 63% disagreement).

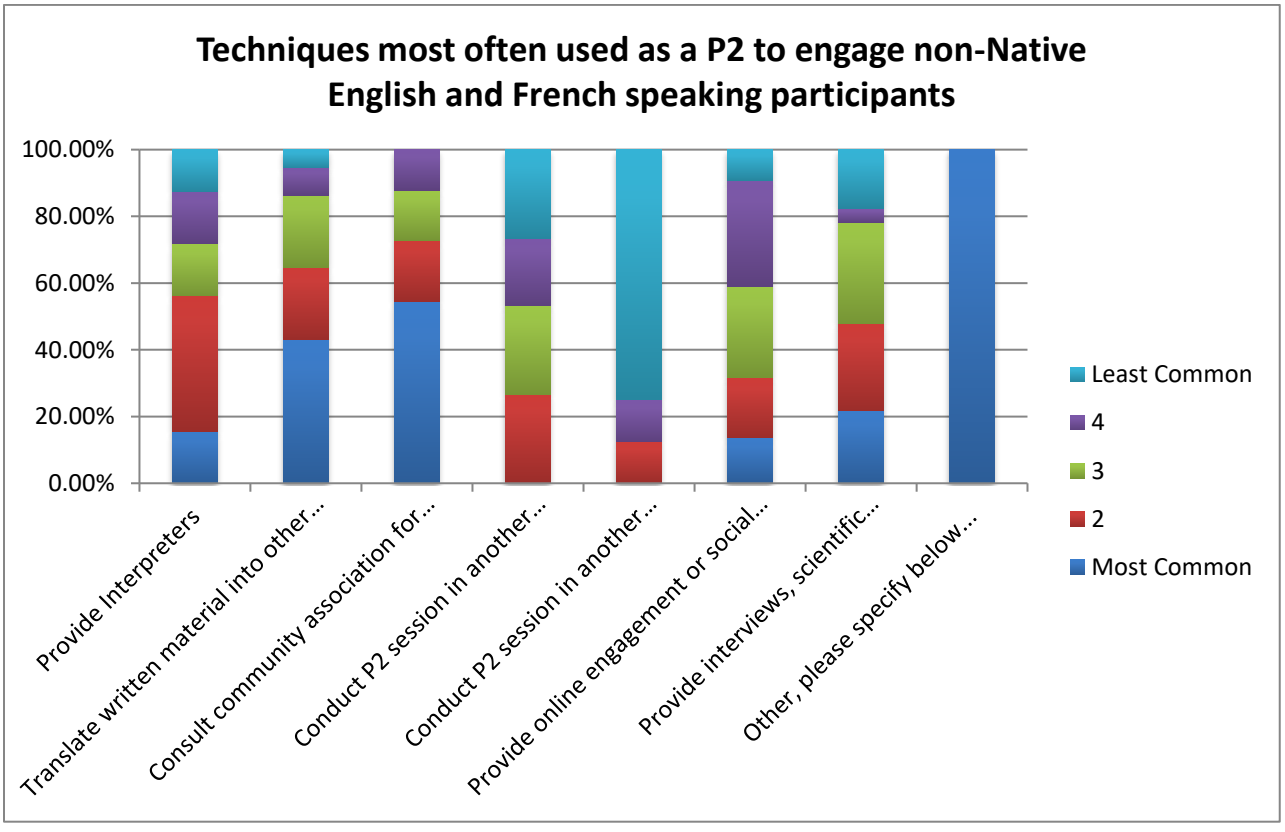

P2 is often used for delegating decision-making to the public. (n=95)
P2 is often used to extract local knowledge and understand issues and concerns. (n=95)
P2 is often used to enhance support for a project. (n=95)
P2 is primarily used to satisfy regulatory requirements. (n=95)
Social web tools increase the effectiveness of the P2 process. (n=95)
The benefits of P2 outweigh its costs. (n=95)
P2 contributes effectively to processes that encompass it such as Environmental Assessments. (n=95)
Public feedback rarely affects the outcome of the project. (n=95)
The public perceives P2 as a valuable process. (n=95)
P2 is a costly process. (n=95)
P2 brings value to a process. (n=95)
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Strongly disagree
Somewhat disagree
Neutral
Somewhat agree
Strongly agree

4.3 Tools and Techniques

Questions 8-10 asked respondents to indicate how often they used each of the tools and techniques by ranking their top 5. These questions focused on how practitioners used tools and techniques to engage non-native English and French speaking participants as well as web-based technologies. The differentiation of techniques and tools in these questions follows the standard IAP2 terminology and definitions commonly used in training material. The number of responses received for these questions varied as indicated in each of the three sections below.

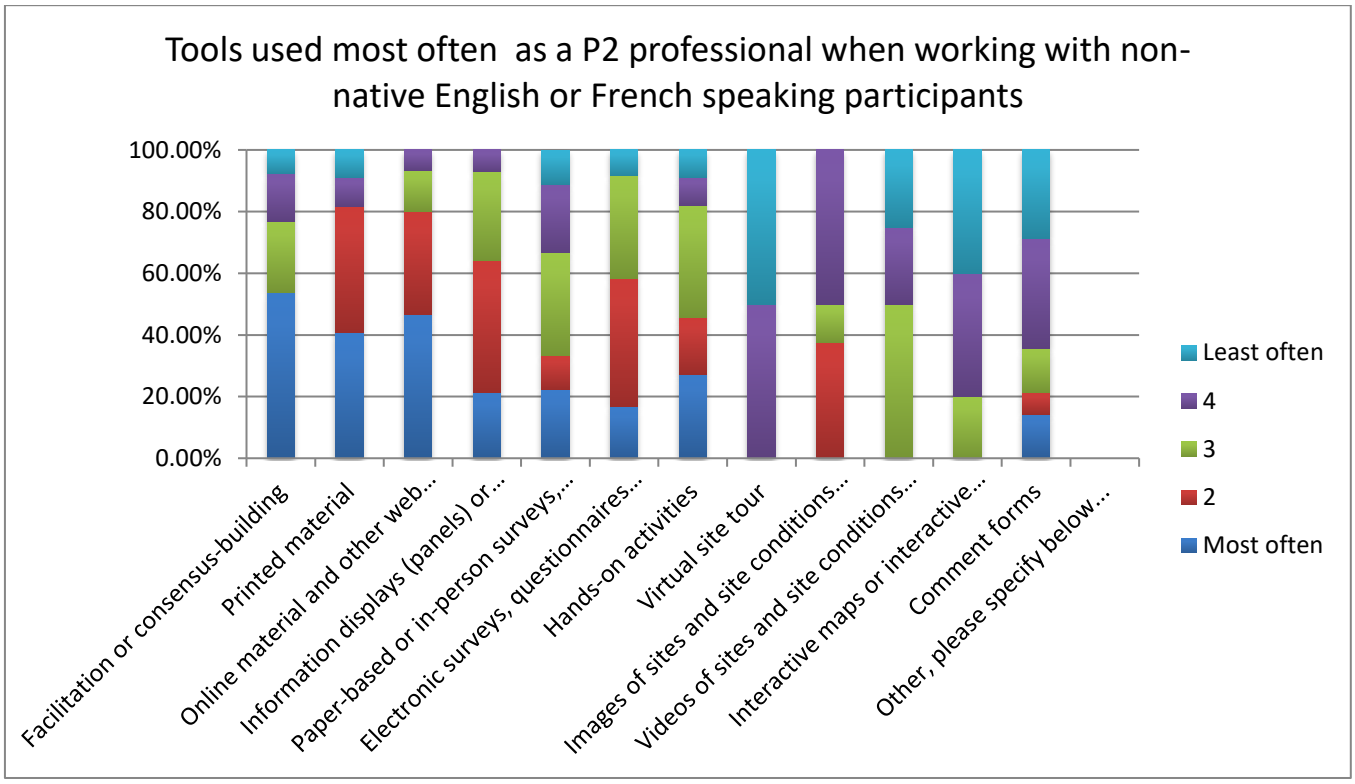
4.3.1 Techniques

Just over 35 responses were received for this question. The survey showed that P2 professionals use a diversity of techniques, likely closely linked to the community context. The top ranked techniques were: consulting community associations for the best approach (72%); and translating written material into other languages (65%). This was followed by providing interviews, scientific surveys, questionnaires, or polls in other languages (48%), as well as providing online engagement or social web media in another language. Respondents indicated they used interpreters or P2 professionals within P2 sessions less commonly. A number of respondents indicated they only engage their audience in English or French despite high proportions of immigrant populations in some cases, sometimes due to the high cost. Others indicated they also encouraged and facilitated conversations hosted and run by local populations in their preferred language. It's important to note that the most commonly used techniques are not necessarily the most effective.



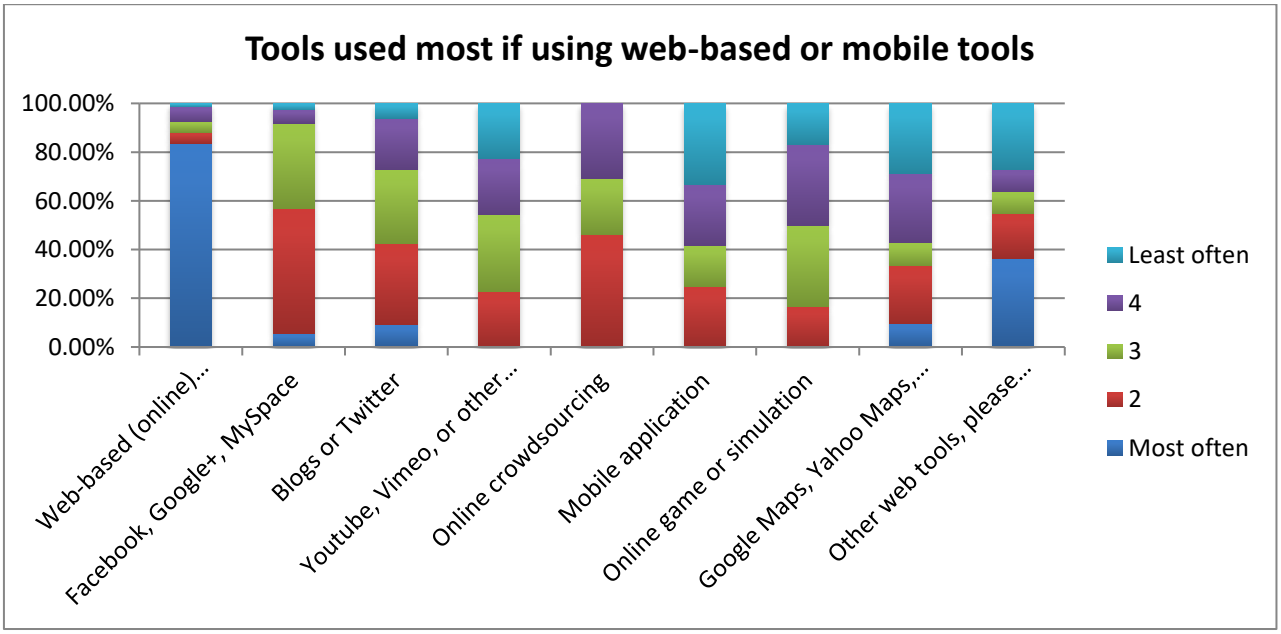
4.3.2 Tools Utilized

Respondents were more reluctant to choose specific tools due to the high dependence on context and specific projects. Twenty-two responses were received for this question with most respondents indicating printed or online material (80%) as their most commonly used tools when working with non-native English or French speakers. Electronic and online surveys (58%) and facilitation (53%) were also common tools followed by information displays or presentations, hands-on activities, and paper-based or in-person surveys. The use of images of sites or similar projects (37%) was also selected as a common tool while virtual site visits were the least used. Some respondents indicated that the choice of tools is also depended on the budget available for the project and target audience.



4.3.3 Web-based

A majority of the 67 responses for this question ranked online surveys, questionnaires and polls as their most commonly used tool (88%) when specifically compared to other web-based tools. Social media tools such as Facebook and Google+ were ranked as common tools (57%) as well as online crowd sourcing and blogs and micro blogging such as Twitter (42%). Respondents also cited other types of tools such as MindMixer (currently named MySidewalk), EngagementHQ or PlaceSpeak. Other tools such as online games, online mapping tools (e.g. Google Maps), and video hosting sites (e.g. YouTube) were also commonly used but to a lesser extent.

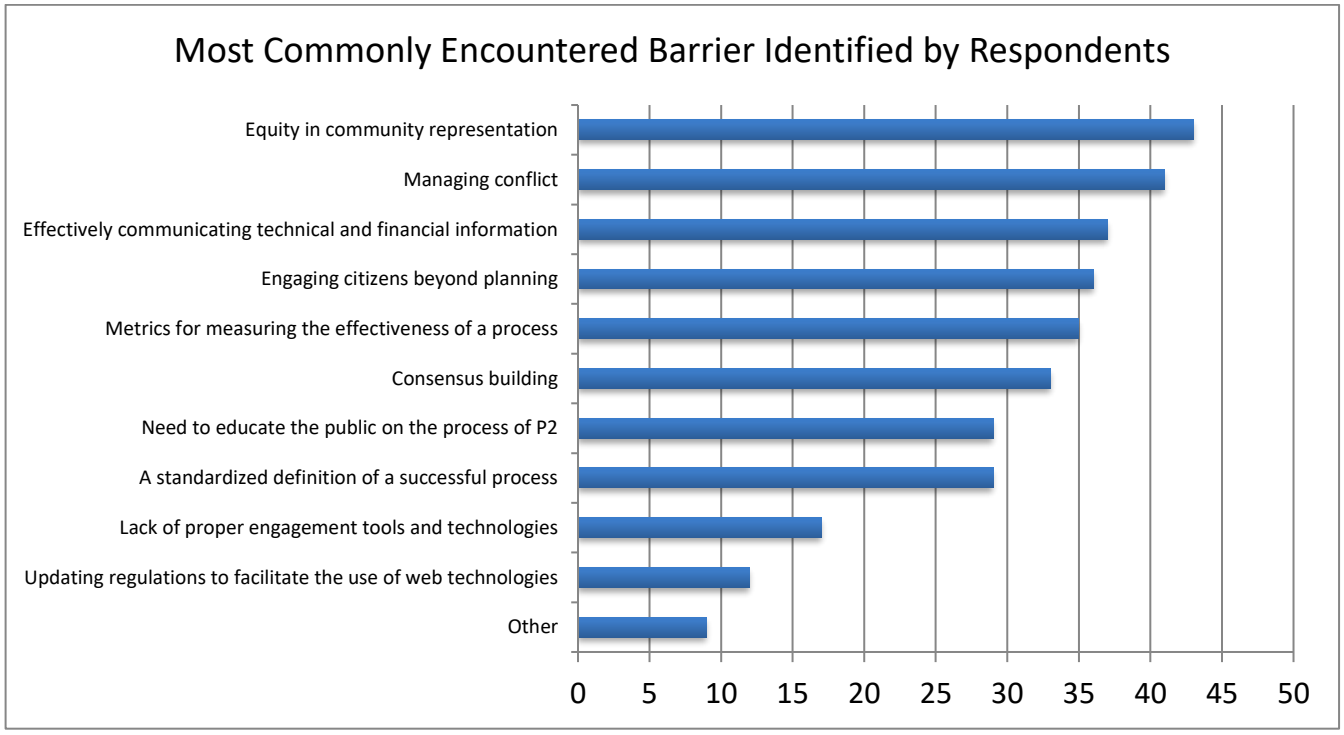


4.4 Barriers and Steps to Overcome

4.4.1 Question 11

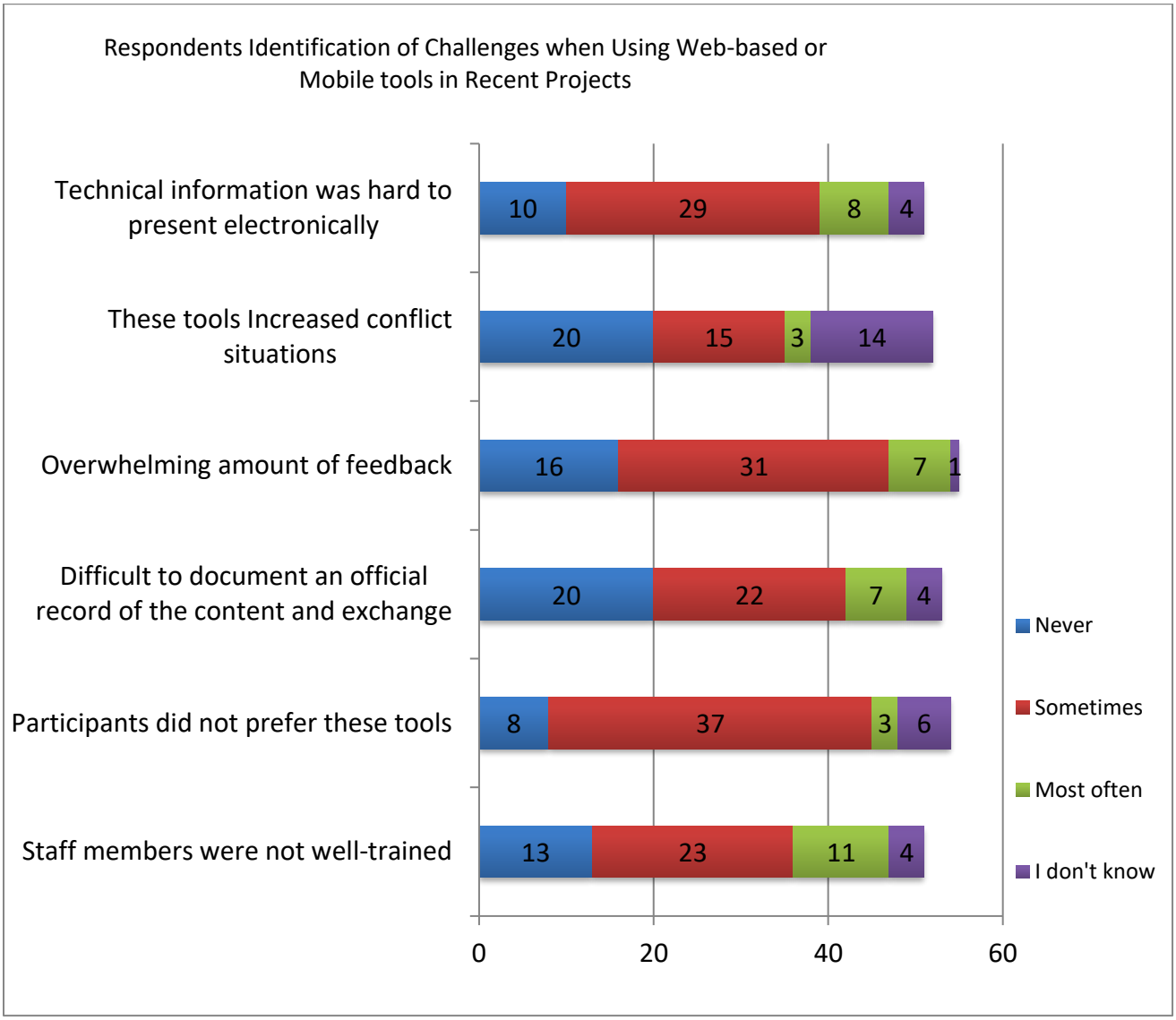
A total of 43 responses were received for this question. The most commonly encountered barrier identified was achieving equity in community representation (43 respondents). Coming in a very close second is the need to manage conflict (41 respondents), which was the most common barrier, identified in the 2014 survey. The third most common barrier was split between: effectively communicating technical and financial information, engaging citizens beyond planning, and defining metrics for measuring the effectiveness of a process.

Those respondents mentioning 'other barriers' predominantly highlighted the challenge of internal or project team education around the importance of P2 and the difficulty in ensuring appropriate "buy-in" from the client/project team for the process. This is reflected in small budgets, short timelines, and lack of clarity on how exactly public feedback will be considered or incorporated into decision-making.



4.4.2 Question 12

When asked specifically about using web-based or mobile tools in recent projects, respondents indicated that their biggest challenge was that frequently participants did not prefer to use the tools offered (74%). Other identified challenges included difficulty with presenting the technical information digitally (73%), dealing with the overwhelming volume of information collected (69%) and, staff members, or those administering the tools, lack of training (67%).



5 Further Analysis

5.1 Research Needs

This survey identified a number of research needs that can be translated into research proposals or research needs statements. A deeper look into the academic literature would help identify common goals in the academic scope and gaps in research. These areas where research is disconnected from the practice can also define future research directions.

The analysis established three primary areas for ongoing focus:

- Tools and techniques that support achieving equality in community representation
- Conflict Management
- Alignment, integration and management of online engagement tools in P2 processes

The 2014 survey revealed issues and concerns related to:

1. Engaging top level management and decision makers in effective P2
2. Conflict management
3. Standards for effectiveness, evaluation and defining a successful process or outcome
4. Social media, web-based and mobile technologies

The results of this survey indicate conflict management is still a concern however, the analysis identifies a shift to P2 tools and techniques that aid in overcoming culture and language barriers to achieve coverage and equality in community representation and, the need for effective alignment, integration and management of online technologies with P2 processes.

6 Recommendations

6.1.1 Recommendations to the IAP2 Board, Trainers, and P2 Industry

Through analysis of the survey results we offer the following recommendations:

- A focus on conflict management as possible theme for future events and communication material;
- A commitment to providing members with opportunities to gain a thorough understanding of tools and techniques that support achieving equality in community representation; and
- A review or a study of existing literature should be conducted to complement this survey and identify gaps between research and practice.

The following table presents some opportunities identified from the State of the Practice survey:

Opportunities and focus areas from the State of the Practice survey	Sectors and roles to focus on
Research focus on community development, land use planning, policy and transportation.	Current IAP2 membership and academic partners.
Projects with a focus on community development, land use planning, policy and transportation.	Wider practitioners' base with emphasis on public participation specialists, facilitators and consultants.
Provide case studies and best practices that can be shared across different organizations to complement research-based partnerships. Help with access to journal titles, especially articles linking policy with implementation, and addressing: • conflict management; and • tools and techniques for achieving diverse cultural representation in P2 processes.	Current IAP2 membership, emphasis on the needs of the public sector in addition to consultants.

Three primary areas were identified as common focus areas: • conflict management; • achieving equity in community representation; and	Wider practitioners' base with emphasis on public participation specialists, facilitators and consultants.

Recommendations for future surveys

- Completion time: continuing to limit the number of questions to 10-15 may increase the participation rate. This recommendation is based on the observation of increased participation on this 12-question survey over the previous 2014 survey with 17 questions.
- It is recommended that this survey be conducted every three years and on alternate years with the IAP2 Canada members survey. This timeframe is adequate to monitor and identify any shifts in practice.
- Survey period: the period early in the year saw an increase in survey responses over the previous survey of 2014
    - Preferred survey period: January 15 - March 31
    - Alternating years with the members' survey can also help in reducing the number of surveys per year.
- Future surveys should continue to collect more anonymous information about respondents: demographic, gender, etc.
- As was done in this survey, we suggest categorizing tools and techniques together using the IAP2 spectrum of public participation as demonstrated in Appendix C: Classifying Tools and Techniques.

Appendix A: Survey Questions (English)

IAP2 Public Participation in Canada: State of the Practice Survey

Introduction

IAP2 Canada is conducting this survey of public participation practitioners across Canada to gain a better understanding of the perceived value and effectiveness of P2 by practitioners in the context of the process as well as its outcomes.

This survey was is designed to investigate the practice of public participation (P2) in Canada with the objective of shedding light on the effectiveness of the process, tools, techniques, best practices, and barriers employed in P2 across Canada. There are a total of 12 questions over 2 pages with an estimated completion time of 10 minutes. These questions will extract some necessary, yet anonymous, information about the respondents for statistical purposes. Thank you for your input.

Privacy Statement

Your participation is completely voluntary and you may choose whether or not to participate. The responses provided will be aggregated and no comment or response will be attributed to any one individual. Your responses will be anonymous.

Thank you for taking the time to answer these questions.

Section A: Respondent's information

Information about memberships, field of operation and experience

1 Membership in professional associations

Please select all that apply.

- ☐ Canadian Institute of Planners
- ☐ International Association for Public Participation (IAP2)
- ☐ International Association of Facilitators
- ☐ Canadian Community for Dialogue and Deliberation
- ☐ Project Management Institute
- ☐ American Planning Association
- ☐ Professional Engineer
- ☐ Environmental Professional (CECAB)
- ☐ International City/County Management Association
- ☐ Canadian Association of Geographers
- ☐ Canadian Association of Municipal Administrators
- ☐ Other, please specify...

Please specify other memberships.

2 Geographic region(s) where you operate

Please select all that apply.

- ☐ Alberta
- ☐ British Columbia
- ☐ Manitoba
- ☐ New Brunswick
- ☐ Newfoundland and Labrador
- ☐ Northwest Territories
- ☐ Nova Scotia

- ☐ Nunavut
- ☐ Ontario
- ☐ Prince Edward Island
- ☐ Québec
- ☐ Saskatchewan
- ☐ Yukon
- ☐ International, please specify... _____

3 Please indicate how many years of experience you have in the field of public participation (P2).

- o Less than 5 years
- o 5 to 9 years
- o 10 to 24 years
- o 25+ years

4 Which sector represents your primary type of involvement in P2?

Select more than one if applicable.

- ☐ Public sector (municipality, ministry or other government or public agencies)
- ☐ Private sector Not-for-profit
- ☐ Other, please specify... _____

5 What is your primary role within P2?

Please select all that apply.

- ☐ Management in firm or agency
- ☐ Owner of firm or agency
- ☐ Subject matter expert
- ☐ Facilitator
- ☐ Public participation specialist
- ☐ Public information officer
- ☐ Consultant
- ☐ Planner

- ☐ Designer
- ☐ Other, please specify... _____

6 What types of projects are you typically involved in?

Please select all that apply.

- ☐ Aboriginal communities
- ☐ Energy (renewable, pipelines, electric transmission/distribution, nuclear, hydrocarbon)
- ☐ Transportation
- ☐ Waste
- ☐ Land use planning
- ☐ Policy
- ☐ Mining
- ☐ Healthcare
- ☐ Community Development
- ☐ Environmental Assessment
- ☐ Education
- ☐ Human Security
- ☐ Other (please specify): _____

Section B: Effectiveness of the P2 process

The role and value of the P2 process

7 Please state how strongly you agree or disagree with each of the following statements:

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	**Strongly agree**
P2 brings value to a process.	◯	◯	◯	◯	◯
P2 is a costly process.	◯	◯	◯	◯	◯
The public perceives P2 as a valuable process.	◯	◯	◯	◯	◯
Public feedback rarely affects the outcome of the project.	◯	◯	◯	◯	◯
P2 contributes effectively to processes that encompass it such as Environmental Assessments.	◯	◯	◯	◯	◯
The benefits of P2 outweigh its costs.	◯	◯	◯	◯	◯
Social web tools increase the effectiveness of the P2 process.	◯	◯	◯	◯	◯
P2 is primarily used to satisfy regulatory requirements	◯	◯	◯	◯	◯
P2 is often used to enhance support for a project	◯	◯	◯	◯	◯
P2 is often used to extract local knowledge and understand issues and concerns	◯	◯	◯	◯	◯
P2 is often used for delegating decision-making to the public	◯	◯	◯	◯	◯

Comments or other uses.

Section C: Tools and Techniques

8 Please indicate which techniques that you most often use as a P2 professional to include non-native English speakers in P2 processes. (English to be substituted with French for the French version)

Rank with 1 being most common and 5 being least common.

__ Provide interpreters
__ Translate written material into other languages
__ Consult community association for best approach
__ Conduct P2 session in another language using P2 professional who speaks other language
__ Conduct P2 session in another language and provide interpreter for P2 professional
__ Provide online engagement or social web media in other languages
__ Provide interviews, scientific surveys, questionnaires or polls in other languages
__ No experience working with non-native speakers
__ No support/procedure in place

Comments or other preferred techniques.

9 Please rank the top 5 tools that you most often use as a P2 professional when working with non-native English speaker participants. (English to be substituted with French for the French version)

Rank with 1 being most common and 5 being least common.

__ Facilitation or consensus building
__ Printed material
__ Online material and other web tools
__ Information displays (panels) or presentations
__ Paper-based or in-person surveys, questionnaires and polls
__ Electronic surveys, questionnaires and polls
__ Hands-on activities
__ Virtual site tour
__ Images of sites and site conditions or similar projects
__ Videos of sites and site conditions or similar projects
__ Interactive maps or interactive computer software
__ Comment forms
__ No experience working with non-native speakers
__ Comments or other preferred techniques

Comments or other preferred tools.

10 **If you use web-based or mobile tools**, which of these tools have you used most often?

Please rank the top 5 applicable choices starting with 1 for the most common tool and 5 for the least common.

__ Web-based (online) surveys, questionnaires or polls
__ Facebook, Google+, MySpace
__ Blogs or Twitter
__ YouTube, Vimeo, other video hosting websites

__ Online crowdsourcing
__ Mobile application
__ Online game or simulation
__ Google Maps, Yahoo Maps, Map Quest or other online maps
__ Other web or mobile tools, please specify below...

Comments or other preferred web-based or mobile tools.

11 Think about your most recent project. Select which barriers needed to be overcome, or steps that needed to be taken to achieve a more effective P2 process?

Please rank the top 5 factors with 1 being the most urgent and 5 being the least urgent.

__ Managing conflict
__ Consensus building
__ Understanding the cultural context
__ Supporting the involvement of second language speakers
__ Need to educate the public on the process of P2
__ Lack of proper engagement tools and technologies
__ A standardized definition of a successful process
__ Metrics for measuring the effectiveness of a process
__ Equity in community representation
__ Updating regulations to facilitate the use of web technologies
__ Effectively communicating technical and financial information
__ Engaging citizens beyond planning
__ Other, please specify _____

12 If you have used web-based or mobile tools in your most recent project, please indicate how often you face the following issues:

	Never	Sometimes	Most common	I don't know
Staff members were not well-trained	◯	◯	◯	◯
Participants did not prefer these tools	◯	◯	◯	◯
Difficult to document an official record of the content and exchange	◯	◯	◯	◯
Overwhelming amount of feedback	◯	◯	◯	◯
Increased conflict situations	◯	◯	◯	◯
Technical information was hard to present electronically	◯	◯	◯	◯
Other, please specify...	◯	◯	◯	◯

Thank you for your feedback and time.

Appendix B: Survey Questions (French)

Sondage sur l'état des pratiques 2016

Ce sondage a été conçu afin d'examiner la pratique de la participation publique (P2) au Canada. L'objectif est de mettre en lumière les outils, les techniques et les pratiques exemplaires en matière de P2 à l'échelle du Canada. Compléter le sondage, qui comprend 12 questions, devrait prendre 10 minutes. Ces questions permettront aussi d'obtenir quelques informations sur les répondants pour des fins d'analyse statistique. Veuillez noter que ces informations demeureront confidentielles. Merci pour votre contribution.

Déclaration de Confidentialité

L'AIP2 Canada mène ce sondage auprès des praticiens en P2 au Canada afin de mieux comprendre la façon dont ils perçoivent la valeur et l'efficacité de la P2 que ce soit en termes de processus ou de résultats. De plus, les barrières et les facteurs limitatifs liés à la P2 seront aussi explorés afin de générer une liste de besoins en matière de recherche. Une attention particulière est accordée à l'étude de la prévalence des nouvelles technologies de l'Internet et mobiles.

Votre participation à ce sondage est faite sur une base entièrement volontaire; vous pouvez choisir de participer ou pas. Les réponses fournies seront regroupées et aucun des commentaires ou réponses reçus ne seront attribués à un individu en particulier. Vos réponses seront anonymes.

Merci de bien vouloir prendre le temps de répondre à ces questions.

Section A : Information sur le répondant

Information concernant l'appartenance à des associations professionnelles, le secteur d'intervention et l'expérience.

Question 1 : Appartenance à des associations professionnelles

Veuillez sélectionner toutes les réponses qui s'appliquent.

- ☐ Institut canadien des urbanistes (ICU)
- ☐ Association internationale pour la participation publique (AIP2)
- ☐ International Association of Facilitators
- ☐ Canadian Community for Dialogue and Deliberation
- ☐ Project Management Institute
- ☐ American Planning Association
- ☐ Ordre des ingénieurs (Ordre des ingénieurs du Québec (OIQ) ou autre)
- ☐ Bureau Canadien de reconnaissance professionnelle des spécialistes de l'environnement (BCRPSE)
- ☐ International City/County Management Association
- ☐ L'Association Canadienne des Géographes
- ☐ L'Association canadienne des administrateurs municipaux
- ☐ Autre, veuillez préciser…

Question 2 : Région(s) géographiques où vous êtes actif professionnellement

Veuillez sélectionner toutes les réponses qui s'appliquent.

- Alberta
- Colombie Britannique
- Manitoba
- Nouveau-Brunswick
- Terre-Neuve-et-Labrador
- Territoires du Nord-Ouest
- Nouvelle-Écosse
- Nunavut
- Ontari
- Île-du-Prince-Édouard
- Québec
- Saskatchewan
- Yukon
- International, veuillez préciser…

Question 3 : Veuillez indiquer le nombre d'années d'expérience que vous avez dans le domaine de la participation publique (P2).

- Moins de 5 ans
- 5 à 9 ans
- 10 à 24 ans
- Plus de 25 ans

Question 4 : Dans quel secteur se situe votre implication première en matière de P2?

Veuillez choisir plus d'une réponse, si pertinent.

- Secteur public (municipalité, ministère ou autre gouvernement ou agence publique)
- Secteur privé
- Organisation sans but lucratif
- Autre, veuillez préciser…

Question 5 : Quel est votre rôle principal en lien avec la P2?

Veuillez sélectionner toutes les réponses qui s'appliquent.

- Gestion au sein d'une entreprise ou organization
- Propriétaire d'une entreprise ou organization
- Expert d'un domaine / d'un sujet
- Animateur
- Spécialiste en participation publique
- Agent d'information publique
- Consultant
- Planificateur
- Concepteur
- Autre, veuillez préciser…

Question 6 : Quels sujets ou thèmes sont généralement présentés dans les projets de P2 vous êtes engagé?

Veuillez sélectionner toutes les réponses qui s'appliquent.

- ☐ Communautés autochtones
- ☐ Énergie (énergies renouvelables, pipelines, transmission/distribution d'électricité, nucléaire, hydrocarbures)
- ☐ Transport
- ☐ Matières résiduelles
- ☐ Aménagement du territoire
- ☐ Politiques
- ☐ Activité minière
- ☐ Soins de santé
- ☐ Évaluation environnementale
- ☐ Éducation
- ☐ Sécurité humaine
- ☐ Autre, veuillez préciser…

Section B : Efficacité du processus de P2

Le rôle et la valeur du processus de P2

Question 7 : Veuillez indiquer si vous êtes en accord ou en désaccord avec chacun des énoncés suivants:

	Fortement en désaccord	Plutôt en désaccord	Neutre	Plutôt en accord	Fortement en accord
La P2 amène une valeur ajoutée à un processus.					
La P2 est un processus couteux					
Le public perçoit la P2 comme un processus ayant de la valeur					
Les commentaires du public influencent rarement les résultats du projet					
La P2 contribue efficacement aux processus d'ensemble auxquels elle est associée (tels que l'évaluation environnementale).					
Les bénéfices de la P2 l'emportent largement sur ses coûts					
Les médias sociaux et autres outils en ligne augmentent l'efficacité des processus de P2					
P2 est principalement utilisé pour satisfaire aux exigences réglementaires					
P2 est souvent utilisé pour renforcer le soutien à un projet					
P2 est souvent utilisé pour extraire les connaissances locales et de comprendre les questions et préoccupations					

Commentaires:

Section C : Outils et techniques

Tendances en lien avec l'usage d'outils et de techniques de P2

Question 8 : Le cas échéant, veuillez indiquer les techniques auxquelles vous avez le plus fréquemment recours en tant que professionnel de la P2 afin d'inclure dans les processus de participation publique les personnes dont le français ou anglais n'est pas la langue maternelle.

Classez les 5 premières techniques, 1 correspondant à la technique que vous utilisez le plus fréquemment et 5 à la technique la moins souvent utilisée.

Services d'interprète	1	2	3	4	5
Traduction de documents écrits en d'autres langues					
Consultation d'associations communautaires en vue de déterminer la meilleure approche					
Réalisation de séances de P2 dans une autre langue en ayant recours à des professionnels de la P2 qui parlent cette langue					
Réalisation de séances de P2 dans une autre langue en ayant recours à des services d'interprète pour les professionnels de la P2					
Outils d'engagement en ligne ou du web social offert dans d'autres langues					
Entrevues, études scientifiques, questionnaires et sondages offerts dans d'autres langues					
Autre, veuillez préciser ci-dessous...					

Commentaires ou autres techniques utilisées:

Question 9 : Le cas échéant, veuillez classer par ordre d'importance les cinq principaux outils auxquels vous avez recours lorsque vous travaillez auprès de participants dont la langue maternelle n'est pas le français ou anglais.

Seulement classer les 5 meilleurs outils, 1 étant la plus courante et 5 étant moins commune.

Facilitation ou recherche de consensus	1	2	3	4	5
Documents imprimés					
Documents en ligne et autres outils Internet					
Panneaux d'affichage d'informations ou présentations					
Sondages, questionnaires et enquêtes d'opinion en format papier ou en personne					
Sondages, questionnaires et enquêtes d'opinion électroniques					
Activités pratiques ou sur le terrain					
Visites de sites virtuelles					
Images de sites et de leurs conditions ou images de projets similaires					
Vidéos de sites et de leurs conditions ou vidéos de projets similaires					
Cartes interactives ou logiciels informatiques interactifs					
Formulaires de commentaires					
Autre, veuillez préciser ci-dessous...					

Commentaires ou autres outils utilisées:

Question 10 : Si vous utilisez des outils Internet ou des applications mobiles, lesquels avez-vous utilisés le plus souvent?

Veuillez indiquer les 5 principaux outils et les classer par ordre d'importance (où 1 est la technique ou l'outil le plus commun et 5 le moins commun).

Sondages en ligne, questionnaires ou enquêtes d'opinion	1	2	3	4	5
Facebook, Google+ ou MySpace					

Blogues ou Twitter					
Youtube, Vimeo ou autres sites Internet d'hébergement de vidéos					
Externalisation ouverte (ou « crowdsourcing ») en ligne					
Applications mobiles					
Jeux en ligne ou simulations					
Google Maps, Yahoo Maps, Map Quest ou autres cartes en ligne					
Autre outils Internet, veuillez préciser ci-dessous					

Commentaires ou autres outils Internet ou applications mobiles favoris:

Section D : Barrières et facteurs limitatifs

Facteurs affectant l'utilisation des outils et techniques de P2

Question 11 : Pensez à votre plus récent projet. Choisissez les barrières qui ont dû être surmontées, ou les mesures qui ont dû être prises, afin de parvenir à un processus de P2 plus efficace.

Veuillez indiquer les 5 principaux éléments et les classer par ordre d'importance (où 1 est le plus urgent et 5 le moins urgent).

Gestion de conflit	1	2	3	4	5
Établissement de consensus					
Besoin d'éduquer le public sur le processus de P2					
Manque d'outils et de techniques de mobilisation adéquats					
Une définition normalisée de ce qu'est un processus réussi					
Indicateurs pour mesurer l'efficacité d'un processus					
Équité dans la représentation de la communauté					
Mise à jour des règlements afin de faciliter l'usage des technologies Internet					
Communication de l'information technique et financière de façon efficace					
Faire participer les citoyens au-delà de la planification					
Autre outils Internet, veuillez préciser ci-dessous					

Question 12 : Si vous avez utilisé des outils Internet ou des applications mobiles dans votre plus récent projet, veuillez indiquer à quelle fréquence vous avez été confronté aux problèmes suivants:

	Jamais	Parfois	Souvent	Ne sais pas

Les employés n'étaient pas suffisamment formés				
Les participants n'accordaient pas leur préférence à ces outils				
Difficulté à constituer un registre officiel faisant état du contenu et des échanges				
Quantité très importante de commentaires reçus				
Augmentation des situations de conflit				
Information technique difficile à présenter en format électronique				
Autre, veuillez préciser…				

D'autres questions ou obstacles:

Observations générales:

Merci pour vos commentaires et pour le temps que vous nous avez consacré.

Sondage sur l'état des pratiques

Ce sondage a été créé en partenariat avec la Section des Grands Lacs de l'Association internationale pour la participation publique (AIP2) Canada. Il a été conçu afin d'examiner la pratique de la participation publique (P2) au Canada. L'objectif est de mettre en lumière les outils, les techniques et les pratiques exemplaires en matière de P2 à l'échelle du Canada. Compléter le sondage, qui comprend 17 questions réparties sur 2 pages, devrait prendre 10 minutes. Ces questions permettront aussi d'obtenir quelques informations sur les répondants pour des fins d'analyse statistique. Veuillez noter que ces informations demeureront confidentielles. Merci pour votre contribution.

Déclaration de Confidentialité

L'AIP2 Canada mène ce sondage auprès des praticiens en P2 au Canada afin de mieux comprendre la façon dont ils perçoivent la valeur et l'efficacité de la P2 que ce soit en termes de processus ou de résultats. De plus, les barrières et les facteurs limitatifs liés à la P2 seront aussi explorés afin de générer une liste de besoins en matière de recherche. Une attention particulière est accordée à l'étude de la prévalence des nouvelles technologies de visualisation et de l'Internet.

Votre participation à ce sondage est faite sur une base entièrement volontaire; vous pouvez choisir de participer ou pas. Les réponses fournies seront regroupées et aucun des commentaires ou réponses reçus ne seront attribués à un individu en particulier. Vos réponses seront anonymes.

Merci de bien vouloir prendre le temps de répondre à ces questions.

Appendix C: Classifying Tools and Techniques

Current classification in 2017 survey

Tools
Facilitation or consensus-building
Printed material
Online material and other web tools
Information displays (panels) or presentations
Paper-based or in-person surveys, questionnaires and polls
Electronic surveys, questionnaires and polls
Hands-on activities
Virtual site tour
Images of sites and site conditions or similar projects
Videos of sites and site conditions or similar projects
Interactive maps or interactive computer software
Comment forms

Techniques
Provide Interpreters
Translate written material in other languages
Consult community associations for best approaches
Conduct P2 session in another language P2 professional who speaks other language
Conduct P2 session in another language and provide interpreter for P2 professional
Provide interviews, scientific surveys, questionnaires or polls in other language

Project Involvement

Project Involvement
Bylaw updates
Sustainability
Freight Rail
Municipal government
Diversity
Climate Change
Strategic Planning
Community Resilience
Parks & Recreation
Budget planning
Parks and Open Spaces
Programming
Workplace Health and Safety
Housing
Bike lanes
Park and Trail Management
Human Security
Agriculture
International development
Mining
Public space
Labour
Large Scale Special Events
Culture
Education
Waste
Healthy Communities/Wellness Planning
Social Services

Appendix D: Raw Data for Questions 7, 8, 9 & 10

Question 7 – Effectiveness of the P2 Process – Raw Data

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	Total Responses
P2 brings value to a process.	2 (2.1%)	1 (1.1%)	0 (0.0%)	24 (25.3%)	68 (71.6%)	95
P2 is a costly process.	3 (3.2%)	14 (14.7%)	23 (24.2%)	48 (50.5%)	7 (7.4%)	95
The public perceives P2 as a valuable process.	0 (0.0%)	10 (10.5%)	18 (18.9%)	54 (56.8%)	13 (13.7%)	95
Public feedback rarely affects the outcome of the project.	12 (12.6%)	47 (49.5%)	22 (23.2%)	13 (13.7%)	1 (1.1%)	95
P2 contributes effectively to processes that encompass it such as Environmental Assessments.	1 (1.1%)	6 (6.5%)	23 (24.7%)	43 (46.2%)	20 (21.5%)	93
The benefits of P2 outweigh its costs.	1 (1.1%)	1 (1.1%)	4 (4.2%)	42 (44.2%)	47 (49.5%)	95
Social web tools increase the effectiveness of the P2 process.	0 (0.0%)	1 (1.1%)	18 (19.1%)	47 (50.0%)	28 (29.8%)	94
P2 is primarily used to satisfy regulatory requirements.	10 (10.6%)	26 (27.7%)	18 (19.1%)	35 (37.2%)	5 (5.3%)	94
P2 is often used to enhance support for a project.	1 (1.1%)	4 (4.2%)	16 (16.8%)	52 (54.7%)	22 (23.2%)	95
P2 is often used to extract local knowledge and understand issues and concerns.	1 (1.1%)	6 (6.3%)	3 (3.2%)	46 (48.4%)	39 (41.1%)	95
P2 is often used for delegating decision making to the public	28 (29.5%)	33 (34.7%)	15 (15.8%)	14 (14.7%)	5 (5.3%)	95

Question 8 - If applicable, please indicate which techniques you most often use as a P2

	1	2	3	4	5	Total Responses
Provide Interpreters	5 (15.6%)	13 (40.6%)	5 (15.6%)	5 (15.6%)	4 (12.5%)	32
Translate written material into other languages	16 (43.2%)	8 (21.6%)	8 (21.6%)	3 (8.1%)	2 (5.4%)	37
Consult community association for best approach	18 (54.5%)	6 (18.2%)	5 (15.2%)	4 (12.1%)	0 (0.0%)	33
Conduct P2 session in another language using P2 professional who speaks other language	0 (0.0%)	4 (26.7%)	4 (26.7%)	3 (20.0%)	4 (26.7%)	15
Conduct P2 session in another language and provide interpreter for P2 professional	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	8
Provide online engagement or social web media in other languages	3 (13.6%)	4 (18.2%)	6 (27.3%)	7 (31.8%)	2 (9.1%)	22
Provide interviews, scientific surveys, questionnaires or polls in other languages	5 (21.7%)	6 (26.1%)	7 (30.4%)	1 (4.3%)	4 (17.4%)	23
Other, please specify below...	2 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2

Question 9 : If applicable, please indicate which tools you most often use as a P2 professional when working with non-native English or French speaking participants.

	1	2	3	4	5	Total Responses
Facilitation or consensus-building	7 (53.8%)	0 (0.0%)	3 (23.1%)	2 (15.4%)	1 (7.7%)	13
Printed material	9 (40.9%)	9 (40.9%)	0 (0.0%)	2 (9.1%)	2 (9.1%)	22
Online material and other web tools	7 (46.7%)	5 (33.3%)	2 (13.3%)	1 (6.7%)	0 (0.0%)	15
Information displays (panels) or presentations	3 (21.4%)	6 (42.9%)	4 (28.6%)	1 (7.1%)	0 (0.0%)	14
Paper-based or in-person surveys, questionnaires and polls	2 (22.2%)	1 (11.1%)	3 (33.3%)	2 (22.2%)	1 (11.1%)	9
Electronic surveys, questionnaires and polls	2 (16.7%)	5 (41.7%)	4 (33.3%)	0 (0.0%)	1 (8.3%)	12
Hands-on activities	3 (27.3%)	2 (18.2%)	4 (36.4%)	1 (9.1%)	1 (9.1%)	11
Virtual site tour	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	2
Images of sites and site conditions or similar projects	0 (0.0%)	3 (37.5%)	1 (12.5%)	4 (50.0%)	0 (0.0%)	8
Videos of sites and site conditions or similar projects	0 (0.0%)	0 (0.0%)	2 (50.0%)	1 (25.0%)	1 (25.0%)	4
Interactive maps or interactive computer software	0 (0.0%)	0 (0.0%)	1 (20.0%)	2 (40.0%)	2 (40.0%)	5
Comment forms	2 (14.3%)	1 (7.1%)	2 (14.3%)	5 (35.7%)	4 (28.6%)	14
Other, please specify below...	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0

Question 10 : If you use web-based or mobile tools, which of these tools have you used most

	1	2	3	4	5	Total Responses
Web-based (online) surveys, questionnaires or polls	56 (83.6%)	3 (4.5%)	3 (4.5%)	4 (6.0%)	1 (1.5%)	67
Facebook, Google+, MySpace	2 (5.4%)	19 (51.4%)	13 (35.1%)	2 (5.4%)	1 (2.7%)	37
Blogs or Twitter	3 (9.1%)	11 (33.3%)	10 (30.3%)	7 (21.2%)	2 (6.1%)	33
Youtube, Vimeo, or other video hosting websites	0 (0.0%)	5 (22.7%)	7 (31.8%)	5 (22.7%)	5 (22.7%)	22
Online crowdsourcing	0 (0.0%)	6 (46.2%)	3 (23.1%)	4 (30.8%)	0 (0.0%)	13
Mobile application	0 (0.0%)	3 (25.0%)	2 (16.7%)	3 (25.0%)	4 (33.3%)	12
Online game or simulation	0 (0.0%)	1 (16.7%)	2 (33.3%)	2 (33.3%)	1 (16.7%)	6
Google Maps, Yahoo Maps, Map Quest or other online maps	2 (9.5%)	5 (23.8%)	2 (9.5%)	6 (28.6%)	6 (28.6%)	21
Other web tools, please specify below...	4 (36.4%)	2 (18.2%)	1 (9.1%)	1 (9.1%)	3 (27.3%)	11

Proposed structure for future surveys according to spectrum levels

Spectrum Level	Tool/Technique
Inform - offline/in-person	▪ Field offices ▪ Information centres ▪ Information kiosks or information contacts ▪ Reports, newsletters, or direct mail letters ▪ Site tours or field trips ▪ Printed material ▪ Information displays (panels) or presentations
Inform - online/digital	▪ Online material and other web tools ▪ Virtual site tour ▪ Images of sites and site conditions or similar projects ▪ Videos of sites and site conditions or similar projects ▪ Interactive maps or interactive computer software
Consult/research	▪ Interviews, scientific surveys, questionnaires or polls ▪ Paper-based or in-person surveys, questionnaires and polls ▪ Comment forms ▪ Electronic surveys, questionnaires and polls ▪ Open houses or town halls ▪ Public meetings ▪ Focus groups ▪ Online engagement or social web media ▪ Direct phone calls
Involve	▪ Deliberative polling ▪ Roundtables or world cafés ▪ Workshops or charrettes ▪ Hands-on activities ▪ Empower ▪ Citizen juries or advisory committees
Other	▪ Facilitation or consensus-building