Engaging on Engagement Survey Results
August 2020

Thank you to all those who participated in our Engaging on Engagement survey on the City's online engagement platform [Have Your Say Mississauga](#).

We wanted to understand how people would like to be engaged on City-led projects during COVID-19 recovery. With no ability to meet in-person, we are re-focussing how we engage respecting residents' preferences, comfort levels and concerns.

Survey feedback will help us build engagement approaches during this unique time. We learned that:

- The public is very interested (approximately 95% of participants selected "Yes" or "Maybe") in providing input on City-led projects during this time.
- Online engagement (e.g. Surveys, Q/As, Forums, and Idea Walls) is preferred at this time.
- Videoconferencing is the least preferred method of providing input according to the rankings but was identified as a viable method for flexible engagement during COVID-19 recovery.
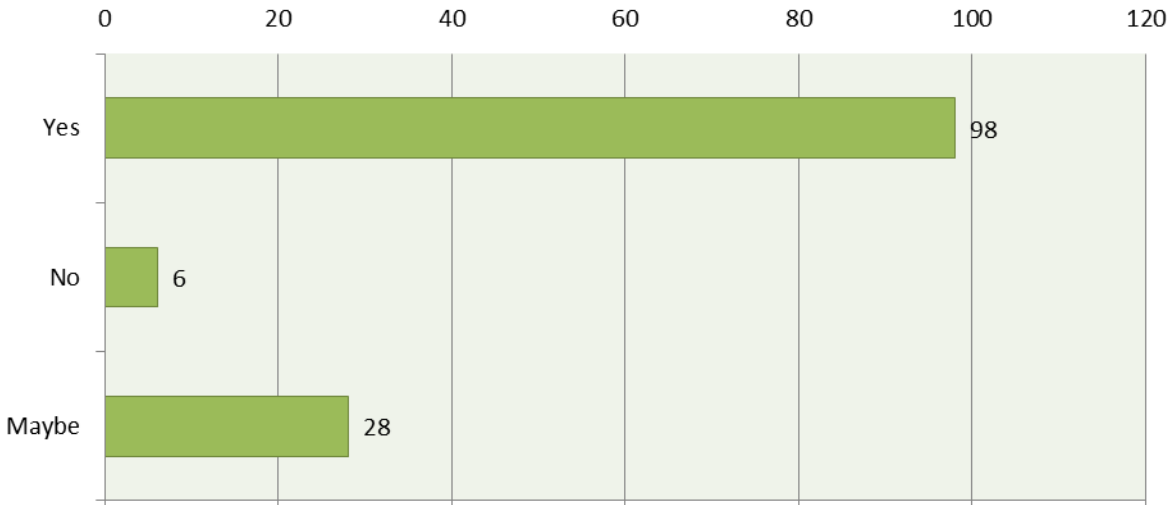
The Results

The "City Engagement during COVID-19 Recovery" survey was open from June 25 to July 19, 2020 and **received 132 submissions**. The survey included a mix of multiple choice, rankings, open-ended questions and participant profile questions.

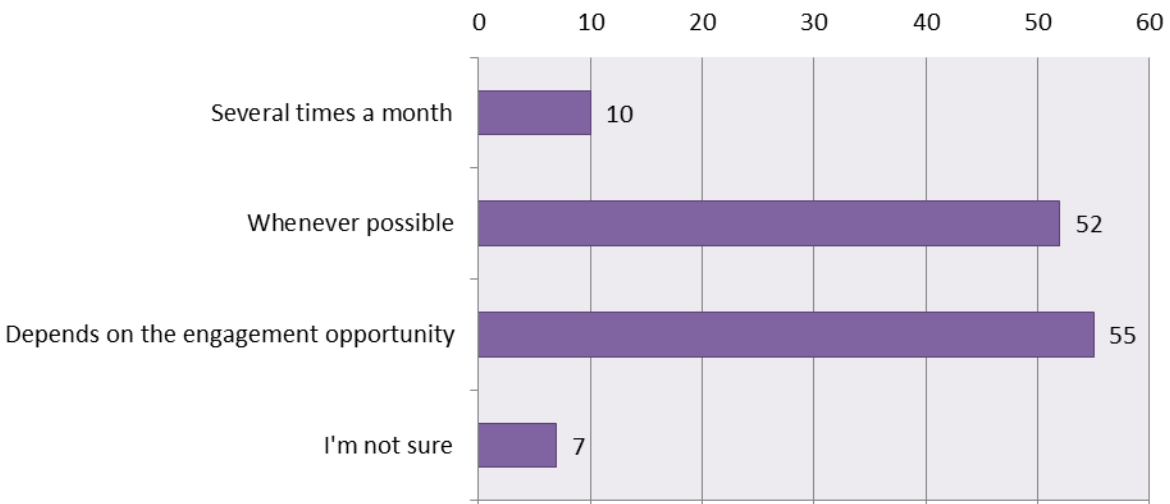Results for individual questions are captured in graphs and word clouds below.

A) Multiple Choice/Ranking Questions

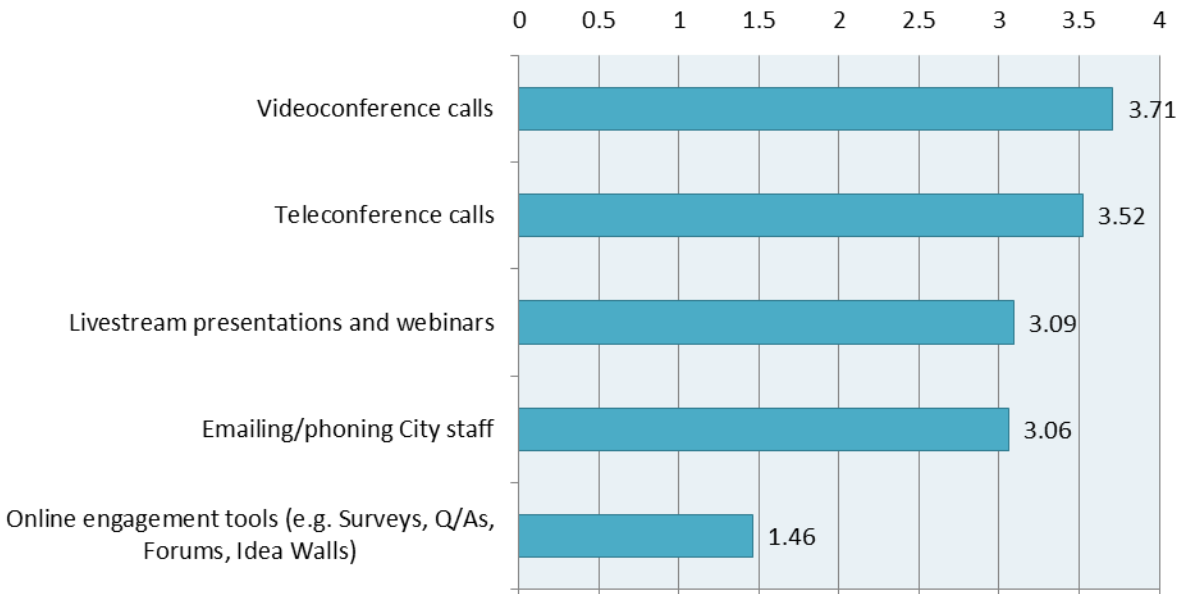**1. Are you interested in providing input on City-led projects during COVID-19 recovery?**

Approximately 74% of respondents selected "Yes" and 21% selected "Maybe" demonstrating significant public interest in participating in City engagement.

2. How often would like to provide input on City-led projects during COVID-19 recovery?
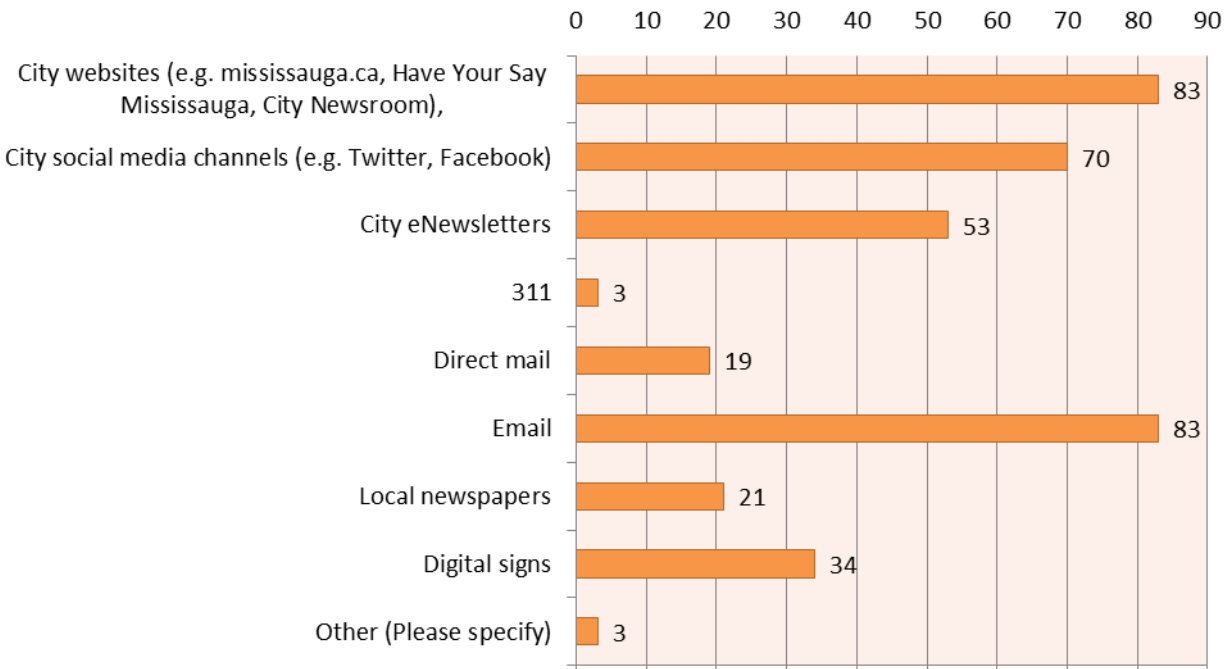

Most participants selected that their participation would be dependent on the engagement opportunity or that they would like to participate whenever possible.

3. How do you prefer to provide input on City-led projects in a time of physical distancing?

Participants ranked their preferred methods for providing input, with 1 being most preferred and 5 being least preferred. Online engagement was identified to be the most preferred.

4. How would you like to stay connected and find out about upcoming engagement opportunities during COVID-19 recovery?

Participants were asked to "check all that apply" for how they prefer to learn about upcoming engagement opportunities. City websites and email were equally the most popular choices.

B) Open-Ended Questions

Results to open-ended questions have been captured through word clouds created in NVivo, a qualitative data analysis platform. The word clouds visualize the 30 most frequently used terms in participants' answers and the connection between terms.

5. What types of City-led projects are you most interested in providing input on?

The most frequently identified projects concerned new development, park planning, transit infrastructure as well as physical distancing and openings of City facilities and business during COVID-19 recovery.
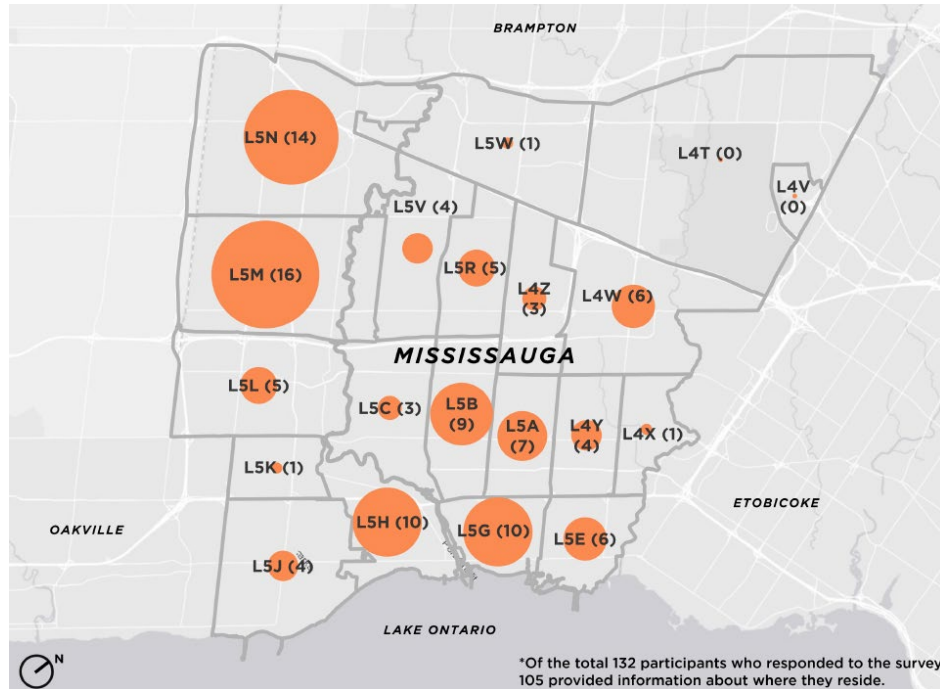
6. How can we make engagement on City-led projects more accessible for you?

The most common ideas for making engagement more accessible included more direct email contact, regular and timely notifications concerning engagement opportunities and project updates, clear messaging, flexible engagement (e.g. use of videoconferencing, multiple meeting times), and mechanisms for including culturally diverse opinions and streamlining online engagement by using one portal for all projects.
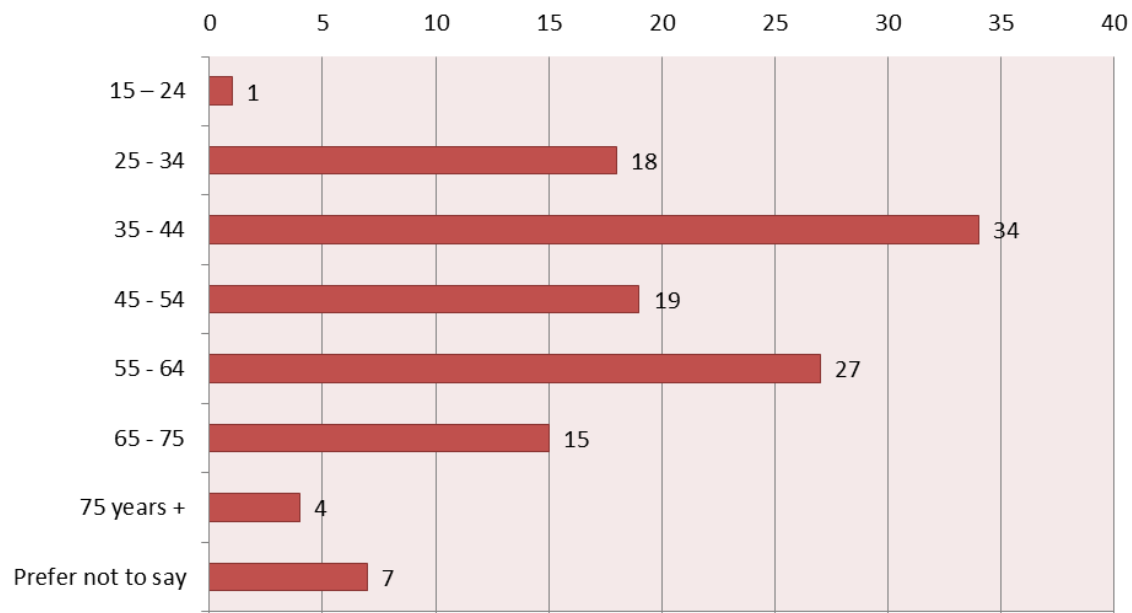
C) Participant Profile Questions

7. What are the first 3 digits of your postal code?

The map shows the geographical distribution of participants by postal code. L5M and L5N were the most frequently identified postal codes.

8. What is your age group?

The most represented age group among participants was the 35-44 and 55-64 demographic.