

## TOWN HALL 2 PARTICIPANT EVALUATION

The participants in Town Hall 2 (August 13, 2005) were asked to fill out a self-administered questionnaire to obtain feedback on their perceptions of the town hall.

A total of 133 questionnaires were received. Many participants chose to respond to some questions while not responding to others, therefore the base size varies by question.

The overall findings were:

- Most all participants agreed that the town hall method should continue to be used in the future to educate and receive input from the community.
- Participants rated the topic, materials, presentation, group size, facility, length, and facilitators: The topic and facilitators received the most positive ratings; and the facility and group size were most problematic primarily because of the noise in the large room when the small groups met.
- When asked what was liked most about participation in the town hall, the opportunity provide input/exchange views, to meet others, to learn, along with process related reasons were mentioned.
- Participants were asked what was disliked or what they would change: Overwhelmingly the noise in the facility was the most problematic issue; and there were a variety of comments at lower levels about the process and materials.

### **Recommended Actions:**

The biggest improvement that can be made for a future town hall is to eliminate the noise factor by providing separate break out rooms for small group discussions

If this process is repeated, attempting to simplify the process and/or materials would be beneficial.

### RATINGS

	<b>Topic</b>	<b>Materials</b>	<b>Presentation</b>	<b>Group Size</b>	<b>Facility</b>	<b>Length</b>	<b>Facilitator</b>
N	123	131	132	128	128	130	132
Excellent	65%	47%	48%	39%	40%	43%	67%
Good	31%	42%	46%	48%	25%	53%	28%
Fair	4%	10%	6%	13%	25%	3%	3%
Poor	-	1%	-	-	10%	1%	2%

With the exception of the Facility and Group Size ratings there were few comments to explain the ratings given. The noise in the large room when the smaller groups met was problematic, and groups were too large. Break out rooms and not using long tables were suggested.

The Topic and Facilitators received particularly strong ratings with about 2/3 of participants rating each excellent.

A couple of participants did not receive materials or the materials were confusing, and a couple indicated that the session was too long

**What did you like most about your participation in Town Hall?**

**N=117**

**%**

**COMMENT:**

Involvement:

Nice to have a voice/give input	42
Opportunity to exchange views	32
Opportunity to meet others	12
Opportunity to learn	12

Process:

17

- Well organized/efficient
- Excellent approach to decision making
- Facilitators/consensus building/knowledgeable
- Group Size/small groups

Participants liked the opportunity to be heard, exchange ideas, meet other people, and learn. A variety of aspects about the process were also liked.

## What did you dislike or would change?

**N=111** **%**

**Facility:**

Noisy/need breakout rooms	43
Table set up not conducive to discussion	7

**Process:**

Need more discussion before voting/ Should be able to suggest amendments to projects	7
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Process confusing/each group needed a resource person as well as a facilitator	5
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Need more balanced participation/more younger people/schedule in fall or winter	5
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**Material:**

Break out projects more/vote on sub-projects/ eliminate 'either/ or' choices	9
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Material needs to have arrived sooner/some people not prepared/not receive info	8
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More info needed, eg, glossary of terms, info on calculations, greater financial focus, revenue gains not factored in only expenditures considered	7
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Initiatives not clearly described/grouping of policies confusing	3
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**Other:**

Concern output from town hall will be ignored/ not be acted upon by the council	2
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Nothing disliked:	31
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The noise in the large room during small group discussions was the biggest negative, and a break out room for each group was recommended.

The problems noted re the process and materials are at low levels. Should this process be considered for future use, attempting to find ways to simplify the process and/or the materials would be helpful to the participants.

**Should the town hall method continue to be used in the future  
to educate citizens and receive input from the community?**

**N=132**

<b>Yes</b>	<b>99%</b>
<b>No</b>	<b>0%</b>
<b>?</b>	<b>1%</b>

**N=83**

<b><u>Why?</u></b>	<b><u>%</u></b>
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Share views/participate in town future/ exchange opinions	69
Informative	22
Make community connections	12
Keep council accountable	4
Implement Strategic plan and have TH to update and involve/Only for Strategic plan and capital projects	4
Good place to identify new leadership	1

Most all participants are in favor of using the town hall method. (The one non committal participant indicated it is a good method if the council acts on the input, and is taking a wait and see attitude rather than committing to the method being worthwhile).

Exchanging opinions and obtaining information are the most often mentioned reasons.