

# Year-end Survey of Members

Following the Fall 2015 FCA survey with over 90 respondents, your Executive and many others gave additional focus to Planning & Zoning, City Budget, Transportation and heightened rapport with Councillors, Mayor and staff.

The Fall survey also indicated significant support for a focus on Councils of Community Associations/Ward Councils.

These concerns are revisited here. The FCA strived to be there for its members and receptive to their ideas.

While some outcomes were achievable in the short term, other priorities must extend beyond the term of this executive. But are we moving in the right direction?

This results from this survey will inform your incoming executive whether the Federation has addressed concerns in a way you had hoped.

The results shown on the following pages will be incorporated into the executive's year-end report and will help orient the incoming executive.

Thank you for participating.

Graeme .

## Planning and Zoning:

- Network has grown from 18 to 61 members.
- Met seven times since last September
- Organized a presentation by City staff and a six member panel of P&Z Members, a Planner and President of Ottawa Builders at the February General Meeting.
- Twice sent letters to the staff on zoning issues, copying the Chair of Planning.
- Once made representation to the Planning Committee of the City Council

*Please rate our work in terms of your expectations of us*

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	15	24	3	0	3.29	42
Comments						10

## Comments

- This is the most important work of the FCA, in my opinion. Your support to community associations is invaluable
- What about ARAC (planning for rural Ottawa?)
- The hard work that the Planning Committee did focused the issues for us so that we could better determine what worked for our community
- I think the statement above under-estimates the scope of this work, as I have been part of the FCA Infill 2 working group, which has met numerous times
- "I appreciate that FCA has been pre-occupied with Infill I and now Infill II. But it has come at the cost of being virtually absent in the development of what became OPA 150. Now it is not at the table when the developers will try to undo what Council decided
- The reports that Infill discussions have involved a genuine dialogue with the development industry are extremely encouraging. I hope you'll find occasion of shining more light on that development. Odd that, on the other hand, before the OMB on OPA 150, they're all lining up to get their way -- Walton and Taggart upfront."
- Staff in the Planning Department are professional Planners and should be contacted in an attempt to get them to look at the world as it is not as it might be in 20 years. It important to remind Councillors that policies need to fit the community's views and community's needs that is the real world within the laws and directives of the Province
- We also have a planning committee and sent numerous letters to city staff and our own councillor M. Fleury with little success. Developers always get exactly what they ask for with little regards for the planning rules in place or what the community says. We feel disempowered. Not sure if the FCA can do anything about that. Working together as one voice may have better results but this may be difficult given the difference of issues between the rural and urban associations.
- It would be helpful to have an "early-warning" or "heads-up" e-mail to community groups about emerging issues, where to find resource material, and when it would be (or how it would be) discussed at FCA meetings. It would be necessary to avoid information overload, as we are all volunteers and are not able to deal with the vast quantity of information coming our of City Hall. But given our lead-times for community association executive meetings and FCA general meetings, the "heads-up" would be helpful.
- I have attended FCA meetings in the past, but I have been too busy to attend any meetings in the past few years. I do like to get information on what is going on however.
- A very complex file, full of details. The group has carried out its mandate with aplomb. Our chair has ensured that all views were heard and taken into account. So good dialogue, good consensus building, good idea to open a dialogue with the Builders so that each side can be appraised of the other's concerns. I believe Ottawa's residents are being well served.

## City Governance

### **Election:**

- Circulated members straw poll on importance issues facing electorate
- Panel discussion at the September meeting on working effectively with elected officials.
- Following motion at the February General Meeting Letter sent to Minister of Municipal Affairs as well as to Mayor and councilors on corporate and union donation.
- Following motion at the March General Meeting a letter to be sent regarding a more robust donation rebate program.
- Presentation at the April General Meeting by Fair Vote Canada

### **Building Relations with Councillors**

- December City Hall meeting with New/Returning Councillors to inform them of the work of the FCA
- Councillors attended our September, November, December, January, March, April and May General Meetings

<b>Answer Options</b>	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	8	30	3	1	3.07	42
Comments						9

## Comments

- I found the Fair Vote Canada confusing, which is the only reason I did not tick very satisfied.
- I don't think many members are aware of the enormous effort it took to achieve all of the above. I'm concerned about whether or not this level of activity will be sustainable over the coming years.
- There is much room for further action here. FCA could have been a lot more active in the election campaign.
- Suggest next straw vote be provided to members in advance so more time for thought.
- I wish I knew how to reach the Council
- Really like our lobbying re political donations and who can contribute.
- FCA should lobby to make donations by the development industry to municipal elections campaigns. No wonder developers get what they want!
- A template (on logistics) should be developed to assist community associations to hold all-candidate meetings, with a generic (short) list of suggested questions to candidates.
- I didn't receive a straw poll, but it may be that I was not on your list. City governance isn't as critical as inter government governance in my view.

## Councils of Community Associations (i.e in Wards)

- Presented description of different models at the December General Meeting of the Membership.
- Citizens Academy offered to assist us to implement. Attended February Executive meeting to further discuss.
- Established a committee to assist community associations wishing to work with other neighbouring associations.

*Please rate our work in terms of your expectations of us*

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	1	3	32	5	3.00	41
Comments						6

## Comments

- More time would have been nice for the different CA models
- Can you share results of the committee to assist other CAs (bullet 3#) and send out details to the FCA mailing list
- Good idea. Joining resources will make residents' voices stronger.
- This has not been communicated. Purpose unclear.
- "more information on ""Established a committee to assist community associations wishing to work with other neighbouring associations""".
- Maybe a email letting members know who to contact
- There should be ward councils made up of presidents of community associations within a ward. Basically, the councillors should present the consensus view of the communities, not their own personal views on issues.

## City Budget Task Group

- Obtained and presented 2014 budget information by ward at our December General Meeting
- Made presentation on possible improvement to budgetary process to FEDCO (i.e. a Budget Primer similar to the Planning Primer).

*Please rate our work in terms of your expectations of u*

<b>Answer Options</b>	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	2	4	24	11	3.07	41
Comments						6

## Comments

- Your specific efforts were as good as they can be, but there is an urgent need to consider the issue of dis-empowerment of both public and councillors over budget making. In this as in so many other city matters, nothing less than a culture change is required.
- Budget Primer would be excellent
- Hope to see further progress in this area.
- A pre-budget workshop in City finances, outlining financial envelopes, flows & pressures, would enable community groups to better prepare for the City's budget process. The budget consultation window (one month between budget release and budget approval) is very narrow, and most community groups feel overwhelmed by the detail and inadequate to the task.
- I didn't get the 2014 budget information for my ward. Even at this late date, information on the budget priorities and funding amounts (not %) by ward would be appreciated. Any comments or observations by the City Budget Task Group would also be welcome.
- I have not followed this.

## Transportation

- Identified in June an executive member to monitor transportation issues.
- Established in February a committee to address transportation matters.
- Received a report on securing reduced speed in neighbourhoods at our February General Meeting.
- Guest panel on Transportation to be held at our June Annual General meeting.

*Plases rate our work in terms of your expectations of us*

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	1	3	31	5	3.00	40
Comments						6

## Comments

- Reducing speeds is a city-wide issue reducing speed limits is only the first step - the limits need enforcement to have any effect on the actual traffic speed. A good beginning.
- Unhappily speeders seem to be area our neighbors the drivers passing through travel at the general neighbor speeds
- The city needs to stop ending money on more and bigger roads to invest more in the pedestrian realm and public transit.
- Any information provided by the executive member assigned to monitor the transportation problems in the region would be appreciated. Integrated transportation planning is probably the biggest problem there is in the region and the FCA should make recommendations to improve coordination between the levels of government who seem to operate in total isolation.
- Another complex file, on which the FHACA, which I represent, is also working.
- I am the cycling rep for Citizen's for safe cycling (Cfsc ) and FCA give be an opportunity to bring up cycling issues, also how will certain things affect cycling, I find FCA quite supportive of cycling issues. "

## Format of General Meetings:

- General Meeting of the Membership have occurred monthly since September. Average attendance is 33 which is up 14% over the past two years.
- Introduction of New Members, Introduction of local Councillor, Presentation, Networking, our Own Business Matters and Open Mike have been the broad format of meetings.
- Location of meetings published six + months in advance.
- Preliminary agenda posted at least a week in advance, speakers announced.
- Draft agenda posted at least three days prior to meeting.
- General meeting and Executive minutes posted at least three days prior to meeting.
- Feedback given on actions agreed upon: (letter to Mayor and Council on loss of water at fire hydrants by unauthorized users).

*Please rate our work in terms of your expectations of us*

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	2	6	20	15	3.12	43
Comments						16

## Comments

- Meetings are generally too long; guest speakers are given too much time, they should be limited to 15 minutes - people wishing to follow up with them for more detailed information can do so later the networking break is always cut short to make up lost time
- There has been a huge improvement in the management of the meetings - having advance notice allows representatives to organize their schedules so they can attend more frequently. However, I believe that the presentations at the meetings take up too much time and limit the discussion of our priority issues (the meat of the FCA work). Perhaps we could schedule the formal presentations towards the 3end of the meeting so that more time and energy can be directed to our business agenda items.
- The organization of the FCA has improved significantly in the past 5 years. Thank you!
- Having a councilor attend is a useful tool.
- We read the minutes and documents coming out of your meetings but don't normally attend. This is mostly due to the fact we find very little relates to our community, not because we are unhappy with your work. It would be great to gather the rural associations once in a while to focus on rural topics. I think if this happened we would be more likely to attend in person.
- The meetings are awfully frequent.
- Been many times when we have run out of time as the guest speakers have taken more time than allotted to them. That leaves us with the issue that the important items get shelved to the next meeting etc.
- Better adherence to planned times would be appreciated. Last-minute switching around of agenda items without saying why looks amateurish and is confusing.
- I think many good improvements have been made ... However, I think the presentations are too long, as we often must rush thru the mtg business ... which is our priority after all.
- Often too much time taken on the agenda, so that there is little time to discuss meaty issues and most potentially productive items do not get enough time.
- Format is great. It gives structure that preserves informality once a person gets used to it

*Continued on next page*

## Format of General Meetings:, continued

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	2	6	20	15	3.12	43
Comments						16

## Comments, continued

- The introduction of motions at FCA meetings that are so poorly thought through [e.g. ban the sale of bottled water at all City facilities, but not the sale of bottled not water (such as soda drinks)] is a waste of the time of virtually everyone.
- Discussions on the order of the names of communities in a motion (Infill I) is a waste of the time of everyone who's ego is not out of proportion. In short, focus on what is meaningful and can be accomplished and defer permanently the motions that soothe peoples feelings, but everyone knows (or should know) have no chance of being acted on.
- Keep the Councillor presentation short in order to permit questions. FCA committee work should be published on a progress basis (i.e. status of) on the FCA web site, so people can see how an issue is evolving.
- Thank you for all your work to coordinate, organize, document and keep things transparent. This is a lot of work and is appreciated.
- The fact that you get 33 at a general meeting is good to hear. Sometimes too many people makes the discussion of issues very difficult and it results in member frustration. Finding time to do things such as replying to this survey is the reason I don't participate often. I don't know how you address that. Perhaps with more quick surveys to get faster feedback from more people. I'll comment further below.
- Shorten introductory presentations by host Ca's. more time is required for normal business and open mike items. Graeme is to be congratulated for his chairmanship and superior "cat herding"

## Communications:

- Progress on new website is regularly reported at General meeting. We go public in April.
- Current website maintained as FCA transitions to new site.
- Use of Survey Monkey such as with this survey. Used by one member association.

*Please rate our work in terms of your expectations of us*

<b>Answer Options</b>	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Rating Average	Response Count
	1	3	31	8	3.07	43
Comments						6

## Comments

- I think Survey Monkey is fantastic.
- The only thing I find that it is my opinion which is inputted not necessarily that of my community association, and on some matters our association will have differing opinions and I am never quite sure how to answer the survey questions where our association differs in opinion.
- Looking forward to the new web site 'cause the present one is a clunker!
- I respect the security concern in access meeting documents. Nonetheless I wonder why pdf documents require such action?
- This can be greatly improved. Monthly emails with a link to your website and survey monkey feedback forms would be very useful. Asking the questions does take some skill however. I have tried responding to those TV media surveys but there is no room for comments. The way you have put comment boxes for each question is the ideal approach. I would recommend this facet of communication. Stick to the email approach. Facebook, Twitter, LinkedIn, etc. get to be just too much noise after awhile.
- Being older , I am not into websites that much

## Membership Services

- We have the most up-to-date membership database of member and non-member community associations in the City. A brochure that describes some of what we do has been updated. This past year we responded to :
- Five request for guidance in managing citizen's associations.
- Three requests for guidance in managing relations with the city, including being present when an Association is making a presentation.
- One request for information about the mission of the Federation.

*Please rate our work in terms of your expectations of us*

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
	8	28	4	2	3.00	42
Comment:						8

## Comments

- Nothing being done to encourage members to use Survey Monkey.
- I can't really comment on this not having utilized member services
- The background knowledge and experience of the FCA is greatly appreciated by CA's in my area.
- Having email list and frequent emails is good -- it enables people to share requests for best practices with one another
- Early on I was told that most organizations in FCA actually had much contact with or a large membership Then I learned of community associations with contact with some 600 residents
- At some point an administrative assistant will be needed to support the FCA meeting process, committees, information flow, etc. One can dream ...
- I have not really seen any promotion of the FCA or requests for donations. One other area you have not covered is the multitude of similar groups in the region that overlap. I have noticed this for environmental issues. The FCA should start a list of "categorized" community groups under a few headings like: Greenspace, Transportation, Governance, Planning, etc. so that these community group can share information. It seems to me that there are too many groups and therefore their members are spread so thin, they do not accomplish much. The FCA could probably work on those interfaces to make these community groups stronger. Cheers.
- Does the FCA focus on Environment issues that hits all the wards?