

# Performance Measurement and Citizen Participation

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## Presentation Overview

- Context
- Relationship between performance management and citizen engagement
- Research findings
- Conclusion

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## Context

- Changing government context: complex policy issues and greater demand for accountability
- Community Charter (2004)
- Purpose of research:
  - How do BC municipalities engage citizens?



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## Effective Community Governance Model



[www.resultsthatmatter.net](http://www.resultsthatmatter.net)

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## International Association of Public Participation Spectrum (IAP2 Spectrum)

INCREASING LEVEL OF PUBLIC IMPACT

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>
To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.

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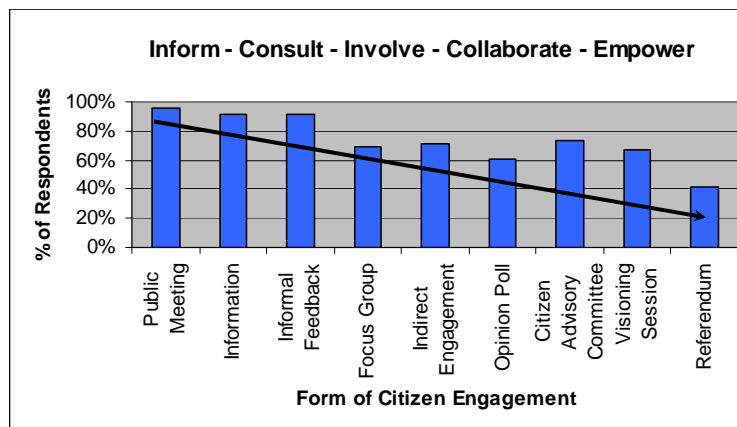
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## Research Findings: Methods of Engagement



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## Research Findings

- 100% of respondents report using non-statutory citizen engagement.
- Population size impacts the use of citizen engagement.
- Municipalities report challenges regarding time, money and citizen apathy.



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## Research Findings

- Municipalities report benefits including greater citizen awareness and better decision-making.
- The use of citizen engagement within the municipality may constitute a paradigm shift.

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## Conclusions

- In 2005, 20% of municipalities engaged citizens prior to or following the publication of the annual report.
- Successful performance management requires the participation of citizens, councils, and administration.

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