

Attachment #3

Assembly Pre- and Post-term Evaluation

Survey Results: Members, April 2025

City of New Westminster Community Advisory Assembly

Pre and Post-term Evaluation Survey Results: [Assembly Members](#)

April 2025

Introduction

As part of plans to formally evaluate the City of New Westminster's Community Advisory Assembly pilot project, pre- and post-term evaluation surveys were developed for Assembly members, City Council, staff, and the Assembly Steering Committee. For more information about the Assembly pilot project, [click here](#).

Conducting surveys at both the start and end of the pilot term has allowed for evaluation of expectations for the Assembly process at the outset, compared with experiences and outcomes at the conclusion. **This report summarizes the results of the pre- and post-term evaluation surveys completed by Assembly members.** A separate report summarizes the results of the evaluation surveys for Council, staff and the Steering Committee, as these surveys included some different questions from what Assembly members were asked.

The pre-term survey was completed by members who were present at the first meeting of the Assembly in January 2024, and those in attendance at the January 2025 Assembly wrap-up event were asked to complete the post-term evaluation surveys during the event. An electronic version of the post-term survey was also sent by email to Assembly members who did not attend the wrap-up event.

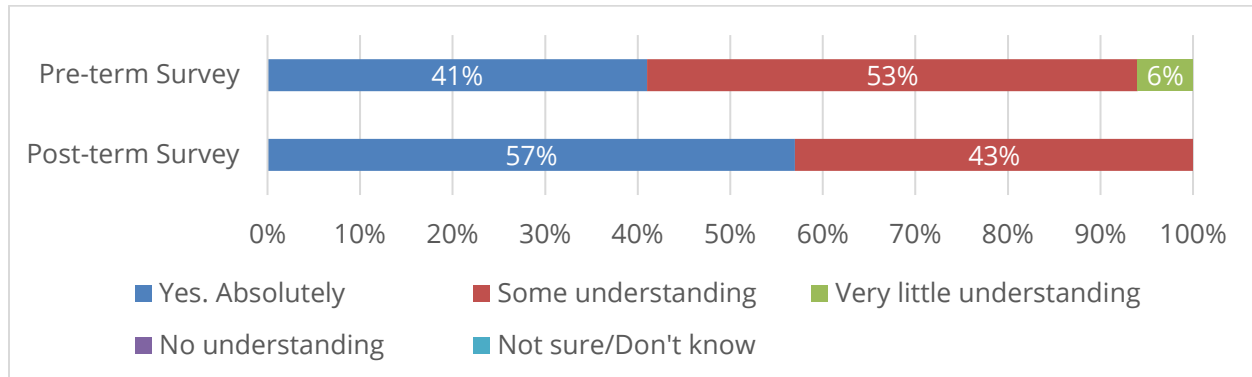
In some cases, survey questions were only asked in one of the two surveys; these details are noted in the report.

Members were asked to provide the last four digits of their phone number on both surveys so their pre and post responses could be compared at an individual level, while maintaining anonymity.

Any shifts in individual responses from the start of the Assembly term to the end are summarized below each chart. Members who responded more positively in their post-term survey are considered to have had a **positive shift in sentiment**. Members who responded more negatively in their post-term survey are considered to have had a **negative shift in sentiment**, and those who provided the same response in both the pre- and post-term surveys are considered to have **no change in sentiment**.

Part 1: City Engagement Questions

Do you feel you have a good understanding of what the City of New Westminster is responsible for in your day-to-day life?

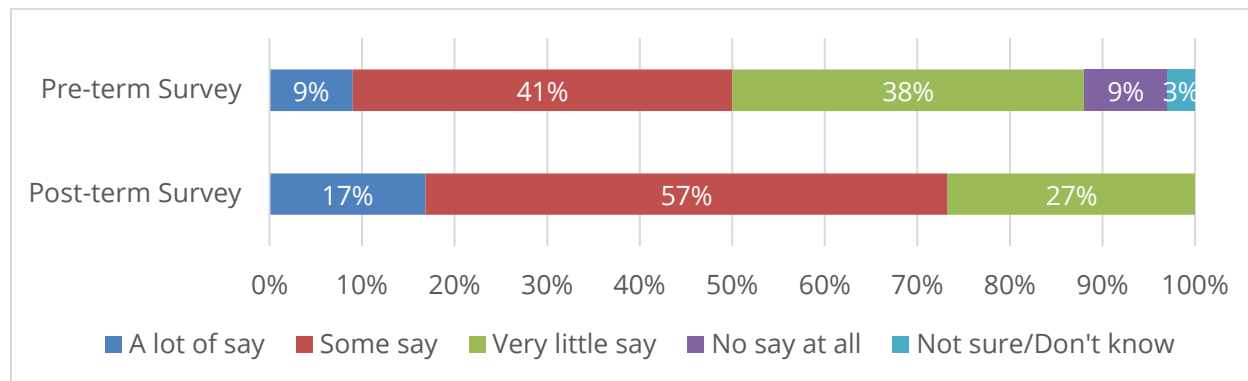


Choice	Pre-term Survey		Post-term Survey	
	Count	Percentage	Count	Percentage
Yes. Absolutely	13	41%	17	57%
Some understanding	17	53%	13	43%
Very little understanding	2	6%	0	0%
No understanding	0	0%	0	0%
Not sure/Don't know	0	0%	0	0%
Total	32	100%	30	100%

Comparing responses of 26 individual members' from the pre-term and the post-term survey:

- 17 members had a positive shift (showed an increase in their level of understanding in the post evaluation).
- 5 members had a negative shift (showed a decrease in their level of understanding in the post evaluation).
- 4 members had no change between their pre and post answers.

Do you feel you currently have a say in decisions the City makes that affect the residents of New Westminster?

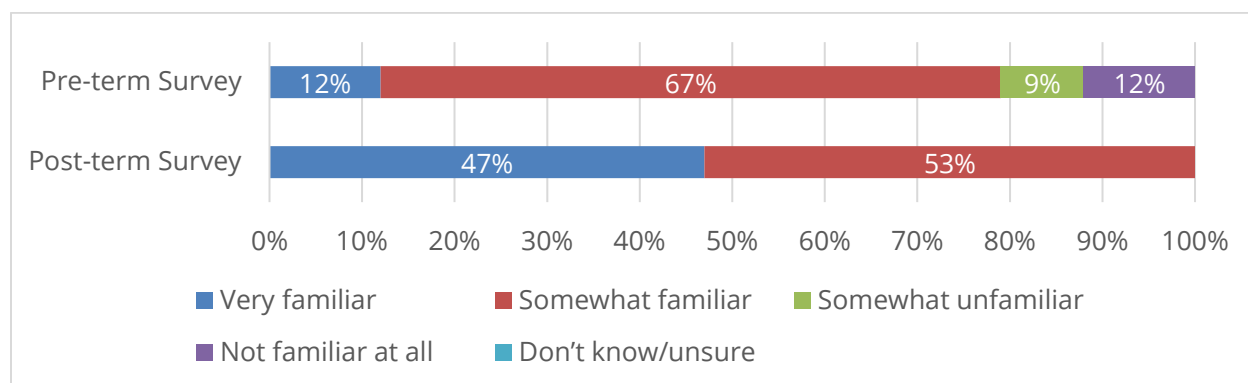


Pre-term Survey			Post- term Survey	
Choice	Count	Percentage	Count	Percentage
A lot of say	3	9%	5	17%
Some say	13	41%	17	57%
Very little say	12	38%	8	27%
No say at all	3	9%	0	0%
Not sure/Don't know	1	3%	0	0%
Total	32	100%	30	100%

Comparing responses of 25 individual members from the pre-term and the post-term survey:

- 13 members had a positive shift (showed increase in feelings of influence on City decisions).
- 4 members had a negative shift (showed decrease in feelings of influence).
- 8 members reported no change between their pre and post answers.

Are you familiar with how the City engages with residents?



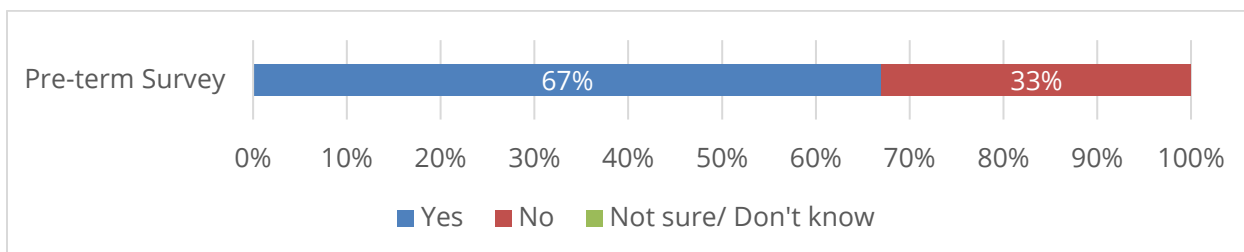
Choice	Pre- term Survey		Post- term Survey	
	Count	Percentage	Count	Percentage
Very familiar	4	12%	14	47%
Somewhat familiar	22	67%	16	53%
Somewhat unfamiliar	3	9%	0	0%
Not familiar at all	4	12%	0	0%
Don't know/unsure	0	0%	0	0%
Total	33	100%	30	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 13 members had a positive shift (showed increase in level of familiarity with City engagement practices).
- 0 members had a negative shift (showed decrease in level of familiarity).
- 13 members reported no change between their pre- and post-answers.

Have you previously participated in any engagement activities for the City of New Westminster?

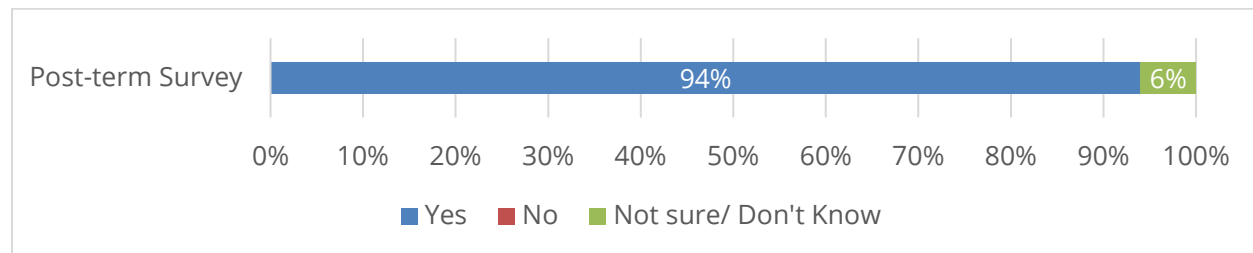
This question was asked only in the Pre-term Survey.



Pre-term Survey		
Choice	Count	Percentage
Yes	22	67%
No	11	33%
Not sure/Don't know	0	0%
Total	33	100%

After this experience, do you feel you want to continue engaging with the City of New Westminster?

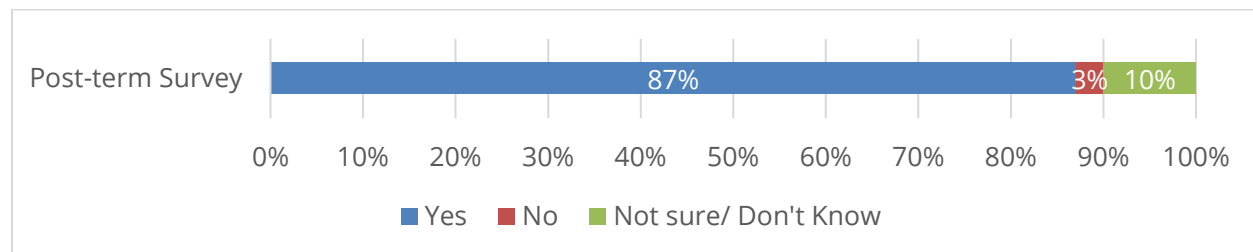
This question was asked only in the Post-term Survey.



Pre-term Survey		
Choice	Count	Percentage
Yes	29	94%
No	0	0%
Not sure/Don't know	2	6%
Total	31	100%

Would you recommend other residents to apply for the Assembly if it is renewed for a second term?

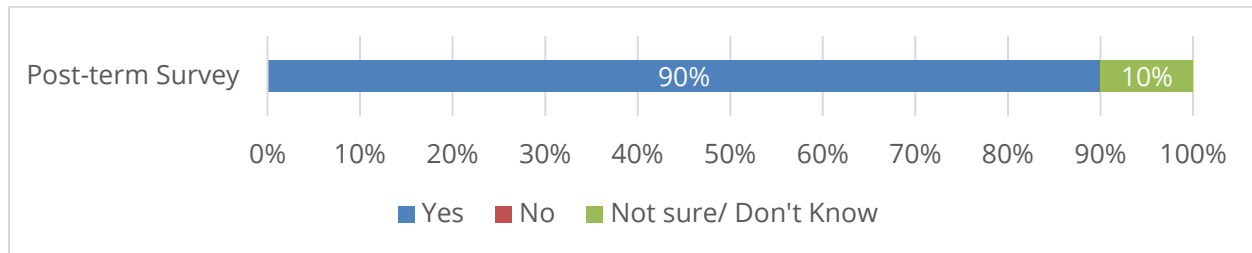
This question was asked only in the Post-term Survey.



Pre-term Survey		
Choice	Count	Percentage
Yes	27	87%
No	1	3%
Not sure/Don't know	3	10%
Total	31	100%

After this experience, would you encourage others to engage with the City of New Westminster through opportunities other than the Assembly?

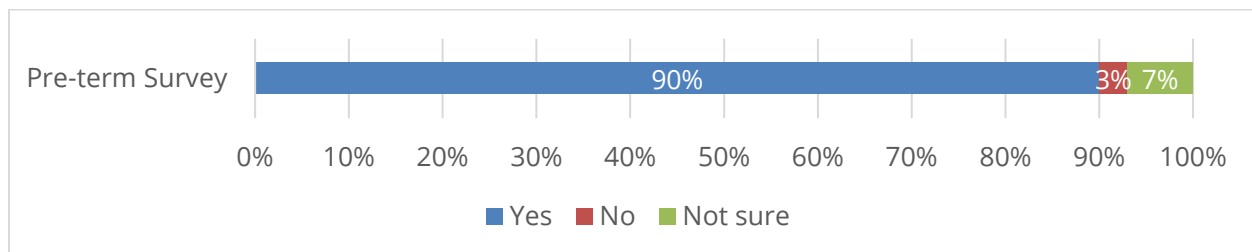
This question was asked only in the Post-term Survey.



Post-term Survey		
Choice	Count	Percentage
Yes	28	90%
No	0	0%
Not sure/Don't know	3	10%
Total	31	100%

I received adequate information on the process, expectations, and outcomes for the Assembly.

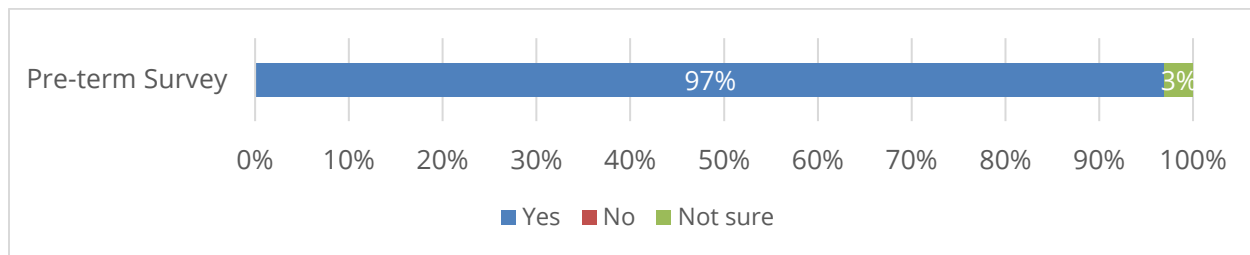
This question was asked only in the Pre-term Survey.



Pre-term Survey		
Choice	Count	Percentage
Yes	28	90%
No	1	3%
Not sure	2	7%
Total	31	100%

The information provided to me about the Assembly was easy to understand.

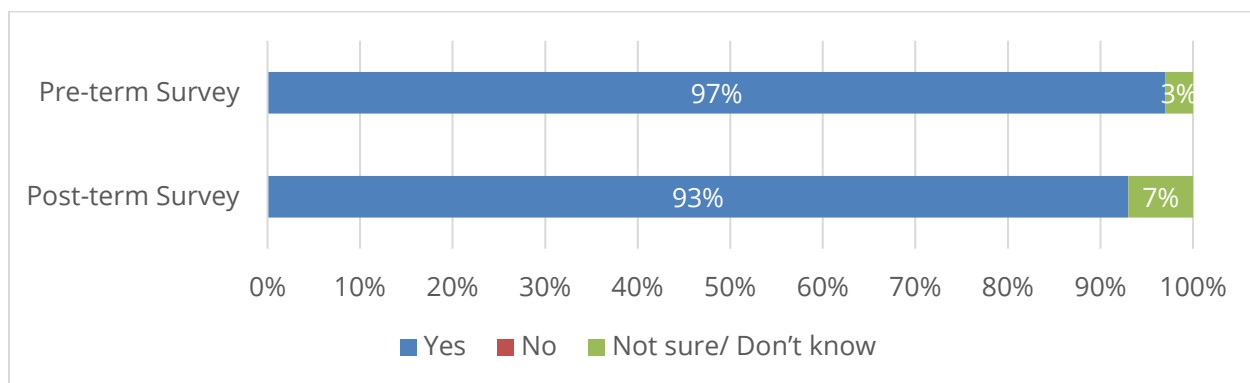
This question was asked only in the Pre-term Survey.



Pre-term Survey		
Choice	Count	Percentage
Yes	31	97%
No	0	0%
Not sure	1	3%
Total	32	100%

Part 2: Recruitment Questions

The group of residents selected for the Community Advisory Assembly will be / was representative of the diversity of the communities in New Westminster.

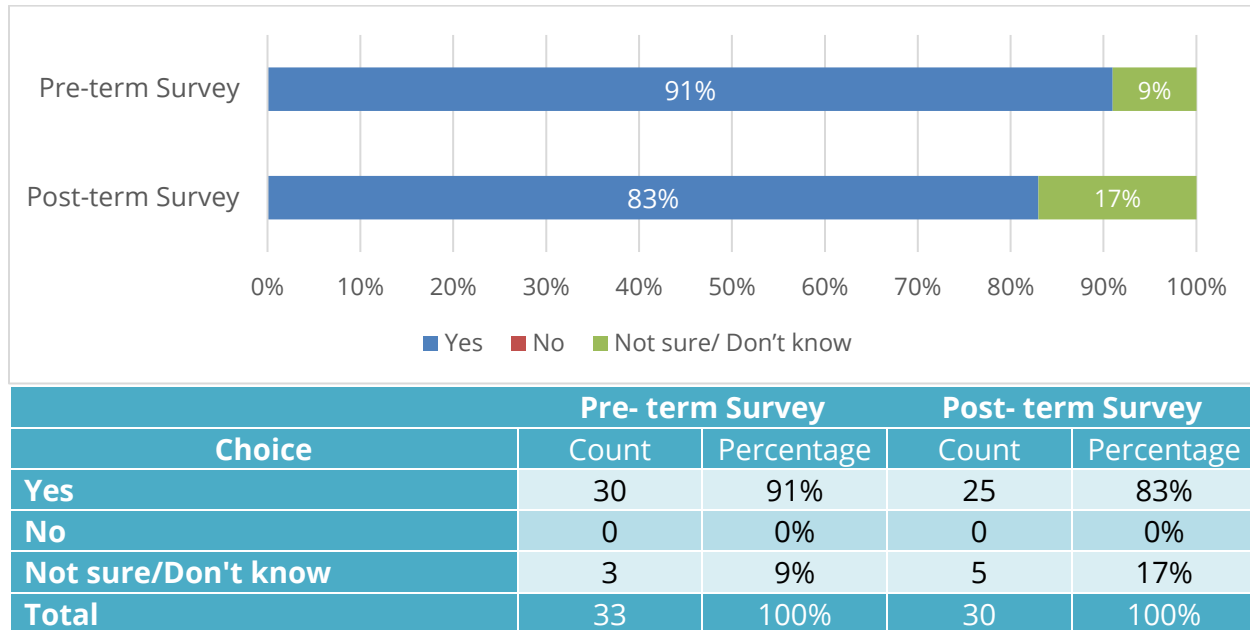


Choice	Pre-term Survey		Post-term Survey	
	Count	Percentage	Count	Percentage
Yes	32	97%	28	93%
No	0	0%	0	0%
Not sure/Don't know	1	3%	2	7%
Total	33	100%	30	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 2 members had a negative shift (reported feeling unsure).
- 24 members reported no change between their pre and post answers.

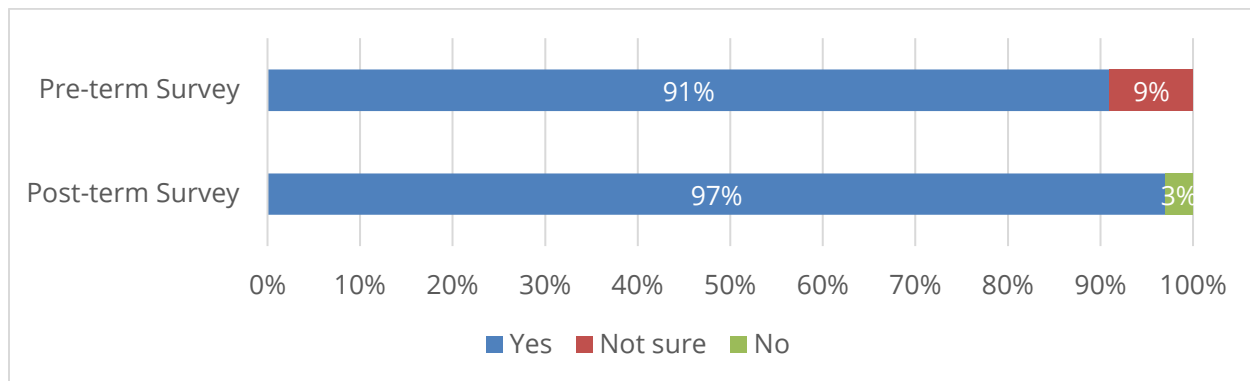
Adequate efforts were made to include residents that are often under-represented.



Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 2 members had a positive shift (showed increase in feelings of effort made to include residents that are often under-represented).
- 5 members had a negative shift (reported feeling unsure in the post-survey).
- 19 members reported no change between their pre and post answers.

My needs have been adequately addressed by the City to fully participate in the process. (e.g. childcare, dietary needs, transportation)



Choice	Pre- term Survey		Post- term Survey	
	Count	Percentage	Count	Percentage
Yes	30	91%	29	97%
No	3	9%	1	3%
Not sure/Don't know	0	0%	0	0%
Total	33	100%	30	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 2 members had a positive shift (felt their needs had been more positively met).
- 1 member had a negative shift (felt their needs had not been met).
- 23 members reported no change between their pre and post answers.

What was the most useful aspect of the support you received as member of the Assembly?

This question was asked only in the Post-term Survey.

23 members answered this question. Comments provided included:

- Meals and options for different dietary considerations
- Transportation reimbursement
- Active facilitation of the group
- Information and support from City staff

Do you have any suggestions to make the next Assembly more representative of the diversity of New Westminster?

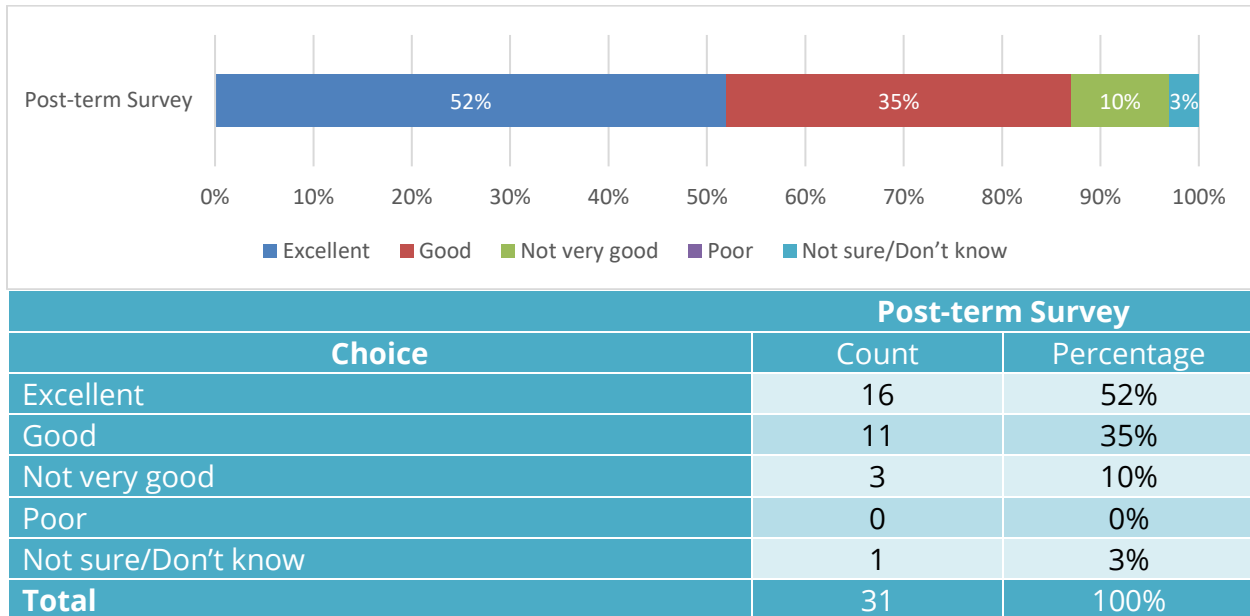
This question was asked only in the Post-term Survey.

25 members answered this question. Comments provided included:

- Positive feedback / no additional suggestions
- Encourage more participation from members who are less active in the group
- More youth participation

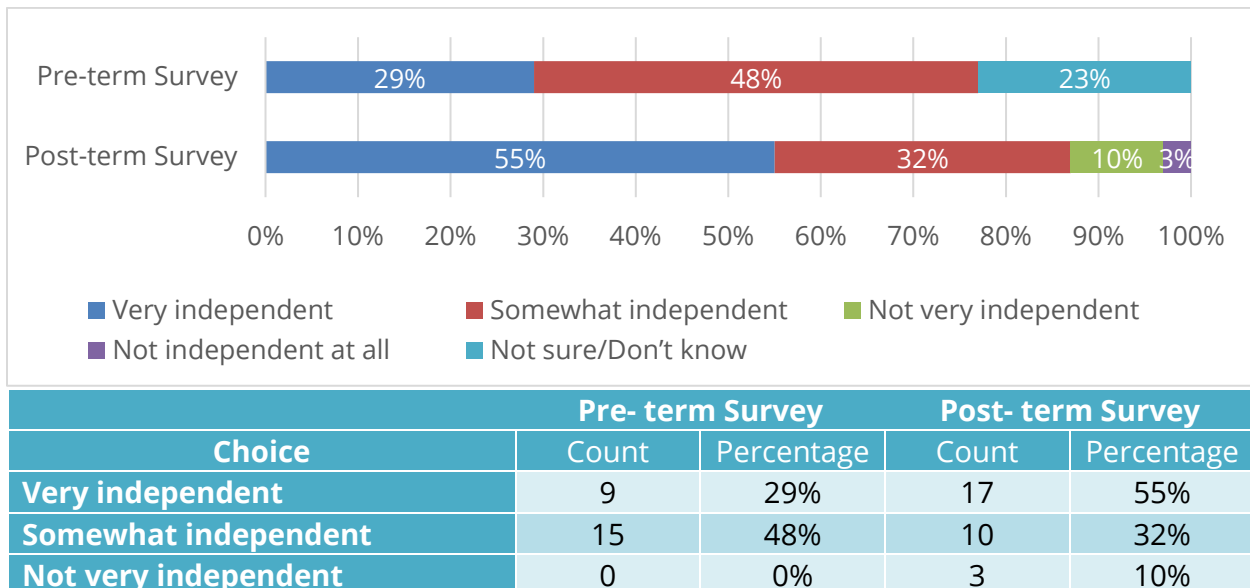
Please rate your overall experience with the Assembly.

This question was asked only in the Post-term Survey.



Part 3: Process Questions

How independent/impartial/non-partisan do you feel this process will be / was?



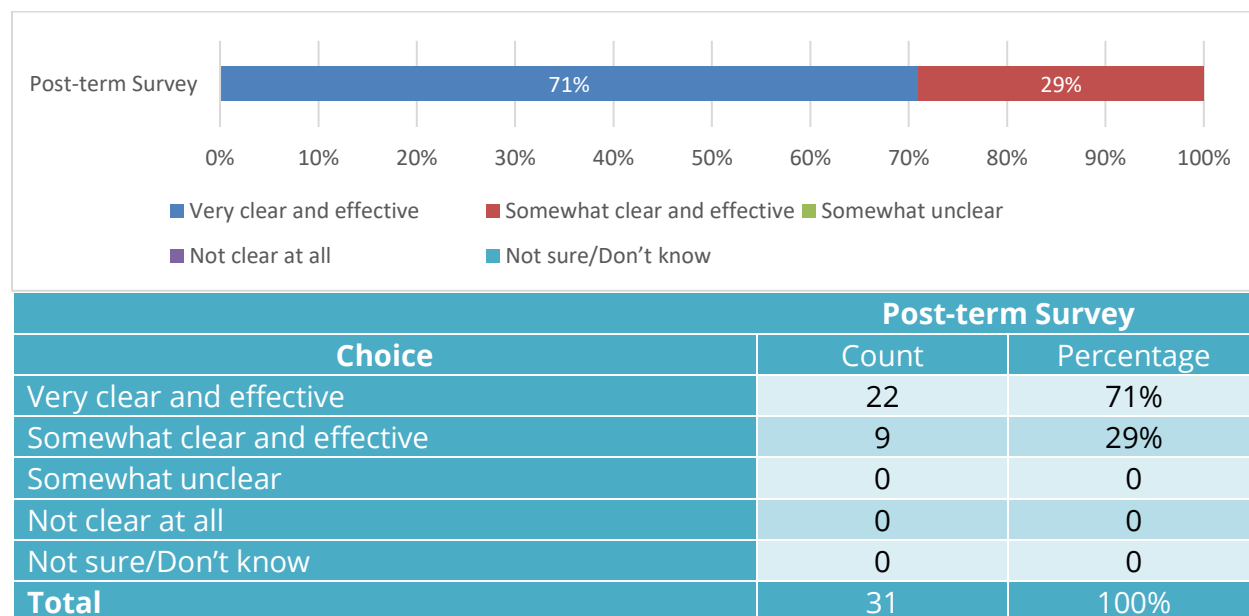
Not independent at all	0	0%	1	3%
Not sure/Don't know	7	23%	0	0%
Total	31	100%	31	100%

Comparing responses of 25 individual members from the pre-term and the post-term survey:

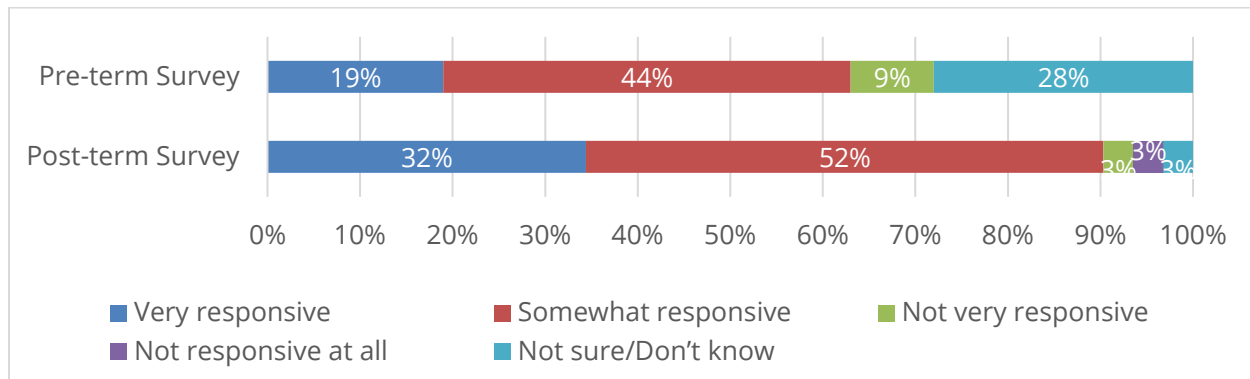
- **9 members had a positive shift** (showed an increase in their feelings of independence).
- **5 members had a negative shift** (showed a decrease in their feelings of independence).
- **11 members reported no change** between their pre and post answers.

How clear and effective were your facilitators?

This question was asked only in the Post-term Survey.



Do you feel the City will be / was responsive to recommendations from the Assembly?

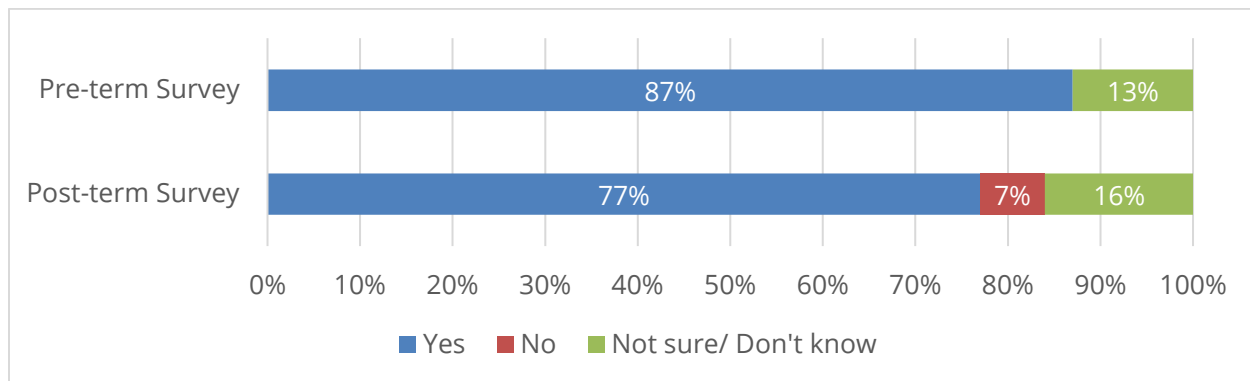


	Pre-term Survey		Post-term Survey	
Choice	Count	Percentage	Count	Percentage
Very responsive	6	19%	10	32%
Somewhat responsive	14	44%	18	58%
Not very responsive	3	9%	1	3%
Not responsive at all	0	0%	1	3%
Not sure/Don't know	9	28%	1	3%
Total	32	100%	31	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 11 members had a positive shift (showed an increase in their feelings of City responsiveness).
- 7 members had a negative shift (showed a decrease in their feelings of City responsiveness).
- 8 members reported no change between their pre and post answers.

Do you feel the Assembly experience will give / gave you an opportunity to learn new things and develop new skills?

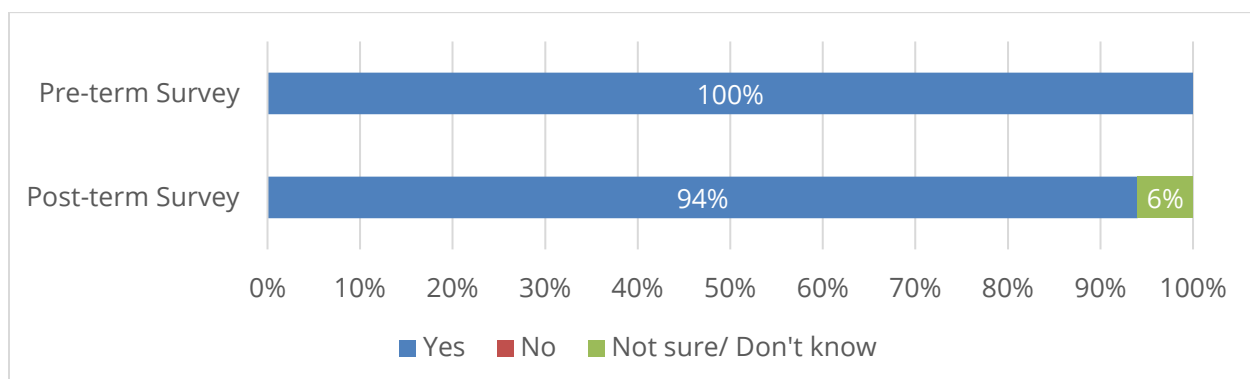


Choice	Pre-term Survey		Post-term Survey	
	Count	Percentage	Count	Percentage
Yes	27	87%	24	77%
No	0	0%	2	7%
Not sure/Don't know	4	13%	5	16%
Total	31	100%	31	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- **2 members had a positive shift** (showed an increase in their feelings of skill building).
- **6 members had a negative shift** (showed a decrease in their feelings of skill building).
- **17 members reported no change** between their pre- and post-answers.

Do you feel the Assembly will give / gave you the opportunity to meet and connect with community members and neighbours?

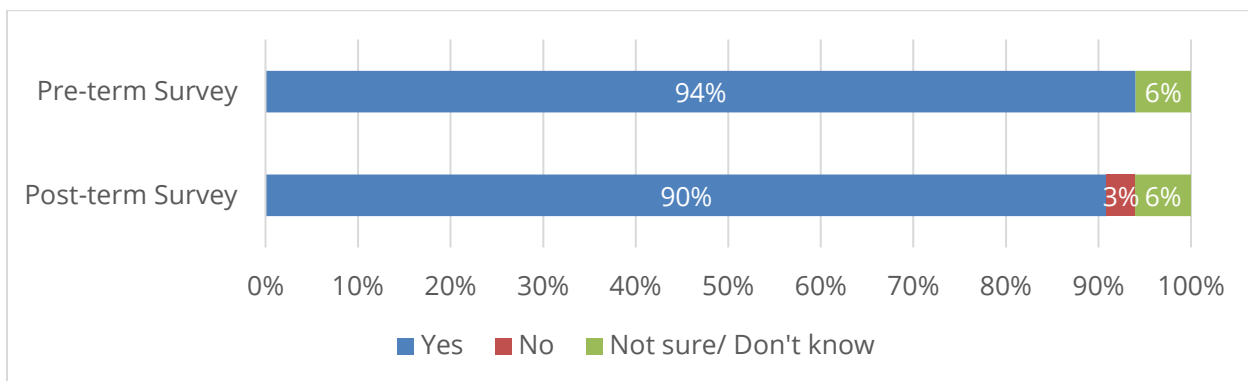


Choice	Pre-term Survey		Post-term Survey	
	Count	Percentage	Count	Percentage
Yes	32	100%	29	94%
No	0	0%	0	0%
Not sure/Don't know	0	0%	2	6%
Total	32	100%	31	100%

Comparing responses of 25 individual members from the pre-term and the post-term survey:

- 1 member had a negative shift (showed a decrease in their feelings of connection).
- 24 members reported no change between their pre and post answers.

Will you share your experience at the Assembly with family, friends, and community members?



Choice	Pre-term Survey		Post-term Survey	
	Count	Percentage	Count	Percentage
Yes	31	94%	28	90%
No	0	0%	1	3%
Not sure/Don't know	2	6%	2	6%
Total	33	100%	31	100%

Comparing responses of 26 individual members from the pre-term and the post-term survey:

- 2 members had a positive shift (showed an increase in their likeliness to share).
- 2 members had a negative shift (showed a decrease in their likeliness to share).
- 22 members reported no change between their pre and post answers.

Members who answered yes to these questions were asked to share more.

If yes, please tell us a bit more.

15 members answered this question in the *Pre-term Survey*, sharing:

- They will share their experience with:
 - Family
 - Friends
 - Civic networks
 - Broader community
- They will bring the voices of their networks back to the assembly
- They will share about this new/exciting process

19 members answered this question in the *Post-term Survey*, sharing:

- They already have shared their experience with their networks
- They will encourage their networks to participate in other City processes
- They enjoyed hearing from diverse members of the community
- They learned a lot about New West from this process

Part 4: Content Questions

How did you hear about the Assembly?

This question was asked only in the Pre-term Survey.

33 members answered this question. The top sources, listed in order of frequency of mention, are:

- Emails from the City
- Social media
- City website
- New West Record
- Community groups

What motivated you to apply for the Assembly?

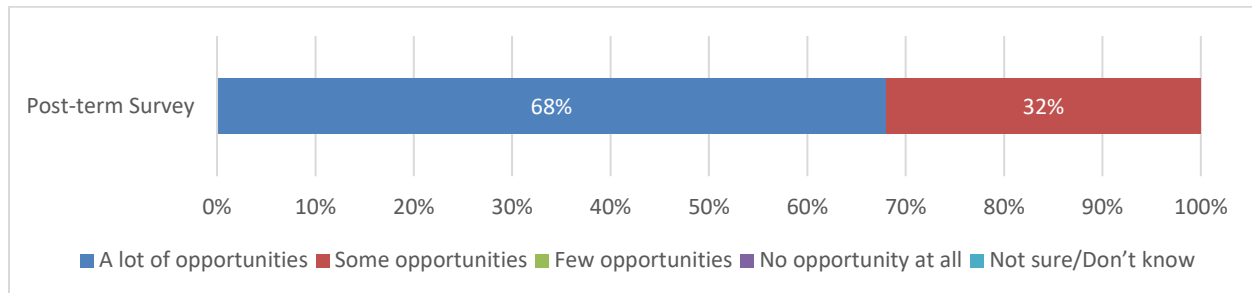
This question was asked only in the Pre-term Survey.

33 members answered this question. Comments provided included:

- Desire to improve New Westminster
- To influence change
- To learn / out of curiosity
- Community building and connection
- To represent my lived experience
- Personal growth and development

Did you feel like you had enough opportunities to share your views, values and experiences?

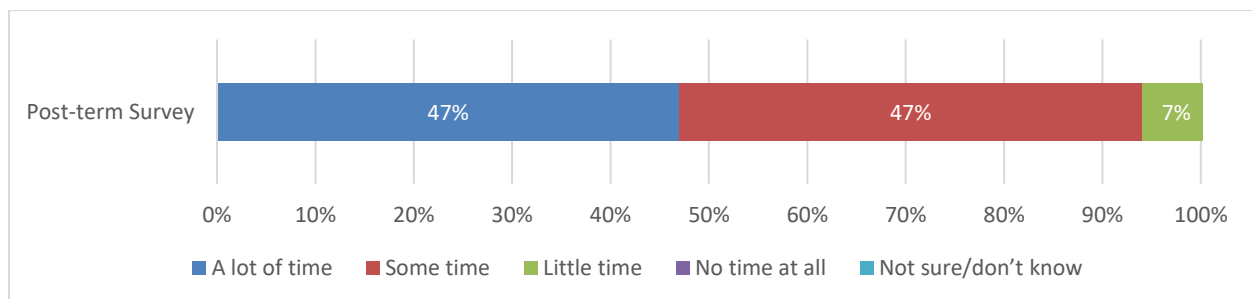
This question was asked only in the Post-term Survey.



Post-term Survey		
Choice	Count	Percentage
A lot of opportunities	21	68%
Some opportunities	10	32%
Few opportunities	0	0
No opportunity at all	0	0
Not sure/Don't know	0	0
Total	31	100%

Do you feel the group had enough time to deliberate?

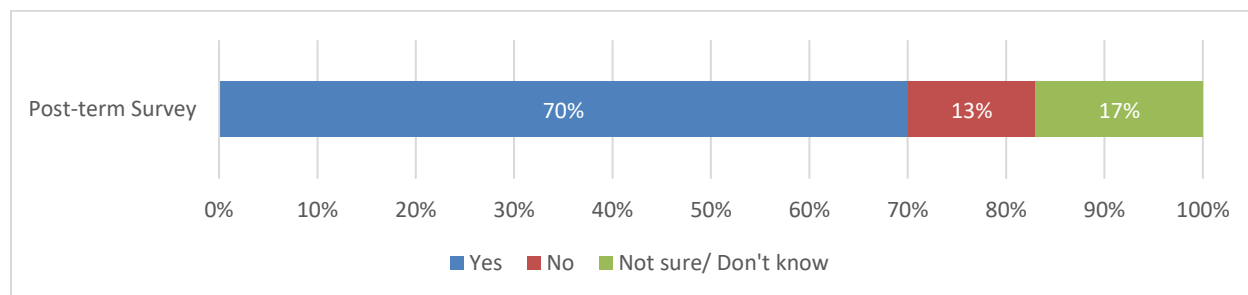
This question was asked only in the Post-term Survey.



Post-term Survey		
Choice	Count	Percentage
A lot of time	14	47%
Some time	14	47%
Little time	2	7%
No time at all	0	0
Not sure/don't know	0	0
Total	30	100%

Did the information you receive reflect a broad spectrum of perspectives?

This question was asked only in the Post-term Survey.



Post-term Survey		
Choice	Count	Percentage
Yes	21	70%
No	4	13%
Not sure/ Don't know	5	17%
Total	30	100%

What topics you are more interested in discussing at the Assembly?

This question was asked only in the Pre-term Survey.

31 members answered this question. Comments provided included:

- Housing and homelessness
- Planning and City infrastructure
- Transportation
- Climate action
- Diversity, Equity, Inclusion, Anti-racism

What were you the most interested in discussing at the Assembly?

This question was asked only in the Post-term Survey.

29 members answered this question. Comments provided included:

- Climate change and intersectionality
- Road reallocation
- Cultural observances
- Belonging and connections
- Some members also expressed a desire to talk about:
 - Housing
 - Community safety
 - Arts and culture
 - Community engagement

Are there topics you are less interested in discussing at the Assembly?

This question was asked only in the Pre-term Survey.

25 members answered this question. Comments provided included:

- Many members answered “no” to this question
- Other topics mentioned included:
 - Politics
 - Bylaws
 - Parking
 - Climate change

Were there topics you were less interested in discussing at the Assembly?

This question was asked only in the Post-term Survey.

28 members answered this question. Comments provided included:

- Cultural observances
- Road reallocation
- Climate action
- Some members enjoyed all topics
- Some members expressed desire to talk about other topics that were raised but never discussed

Are there topics you would like to suggest for the next Assembly?

This question was asked only in the Post-term Survey.

24 members answered this question. Comments provided included:

- Some members expressed desire to let future members decide
- Housing and homelessness
- Community safety
- Transportation and traffic

Is there anything else you would like us to know to make this experience better for you?

This question was asked only in the Pre-term Survey.

24 members answered this question. Comments provided included:

- Many members answered “no” to this question
- Others made suggestions for meeting scheduling, timing, and communications

Is there anything else you would like us to know about your experience?

This question was asked only in the Post-term Survey.

25 members answered this question. Comments provided included:

- Many members expressed gratitude for the opportunity to participate in the Assembly
- Other comments included:
 - Personal reflections on the impact of this experience
 - Appreciation for the facilitators and City staff
 - Requests and suggestions to help balance the air time in group discussions
 - A couple of suggestions for hybrid options