



2018 Report

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Background

The Our Citizen Survey 2018 is the City of Hamilton's first standalone citizen satisfaction survey.

The main objective of the survey is to collect a baseline measure of residents' perception of:

- quality of life in the City of Hamilton
- quality of City services
- value for tax dollars

In addition, the survey gives residents an opportunity to provide feedback about:

- preferred means of communicating and interacting with the City of Hamilton
- their experience and satisfaction with contacting the City
- ways the City can improve

The collected information will help identify what the City of Hamilton is doing well and areas for improvement.

The findings from the Our Citizen Survey 2018 will be incorporated into the Citizen Dashboard and updated as future iterations of the survey are conducted.

Survey Methods and Administration

The survey tool and questions were developed by a project team comprised of City staff based on the identified objectives of the survey. During the development stage of the survey tool, the project team consulted with department leaders to ensure City programs and services were appropriately represented in the survey. The project team also engaged City staff from the Privacy Office, Procurement, Information Technology Services and Communications to ensure City standards in these areas were being met. The survey tool can be found in Appendix A.

A third party vendor, Metroline Research Group Inc. was contracted to conduct the survey through Computer Assisted Telephone Interviews (CATI). Hamilton based residential and cellular phone lines were randomly called and residents were invited to participate in the survey. To qualify for participation in the survey, the respondent had to be an adult age 18 years or over residing in Hamilton. For residential lines, the adult in the household with the most recent birthday was interviewed. For cellular lines, the person answering the call would be interviewed provided they met the age and residency requirements. The telephone surveys were conducted between January 15th, 2018 and February 6th, 2018.

To supplement the telephone interviews and allow more residents to participate in the survey, an online version of the survey tool was made available on the City of Hamilton website. A banner advertising the survey with the survey link was placed on the most frequently visited pages on www.hamilton.ca. A list of the web pages where the banner was placed can be found in Appendix B. The online survey was active between January 15th and February 4th, 2018.

Both the telephone and online version of the survey was available in English and French.

Survey Response & Report Notes

The telephone survey conducted by Metroline called 20,284 randomly selected Hamilton based phone numbers and collected 550 completed responses.

The results of the telephone survey are accurate to +/-4.2%, 19 out of 20 times (95% confidence interval) for the City of Hamilton residents. Data for subgroups of the total respondent universe would have a larger margin of error.

The online survey collected 1,307 surveys where a response was provided for at least one (1) survey question.

The findings presented in this report will primarily focus on the data collected through the phone survey which is a statistically representative sample of the City of Hamilton population. The results of the online survey are also provided as a supplementary source of information. It should be noted that the results from the two data sources should not be compared due to differences in survey methodologies. While the online survey greatly expanded the opportunity for residents to participate in the survey, this survey methodology may be subject to self-selection bias and the collected surveys cannot be determined to be a statistically representative sample of the population.

For both the phone and online survey, respondents did not always provide a response to every question or may have responded “don’t know”. For some analyses these missing or “don’t know” records have been removed. Hence, the universe of respondents (n) will vary for each question. The universe of respondents (n) is provided for all reported data and a full breakdown of responses including the missing and “don’t know” response counts is provided in Appendix C.

Data shown may not add up to 100% due to rounding. For some questions, respondents were allowed to select multiple responses in which case the totals would exceed 100%.

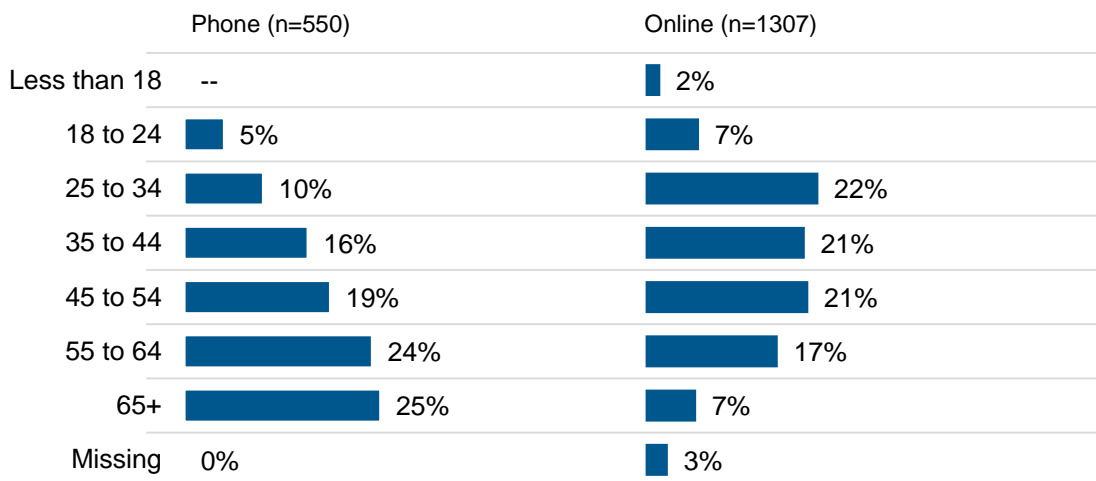
Key Findings

The Respondents

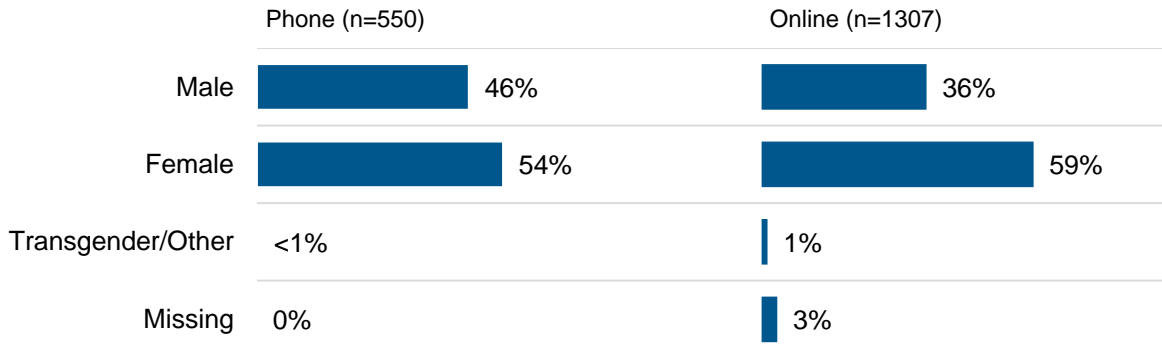
The following section provides some descriptors of the survey sample population such as age, gender, household composition, length of time living in the City of Hamilton, modes of transportation and self-perception of overall well-being. These respondent characteristics provide some context of collected responses and are helpful to keep in mind when reviewing survey results.

The following is the age and gender composition for respondents from both the phone and online survey.

Age

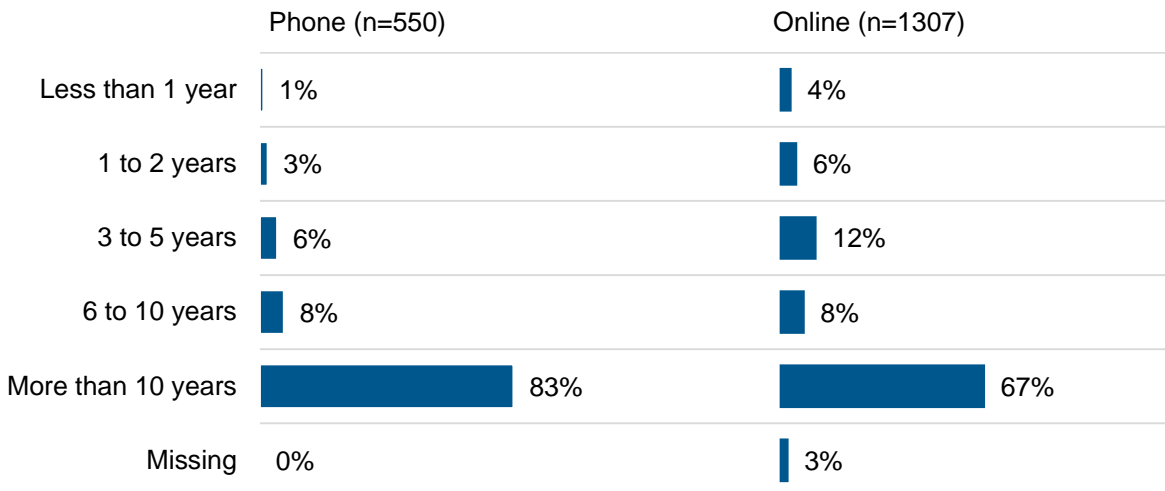


Gender



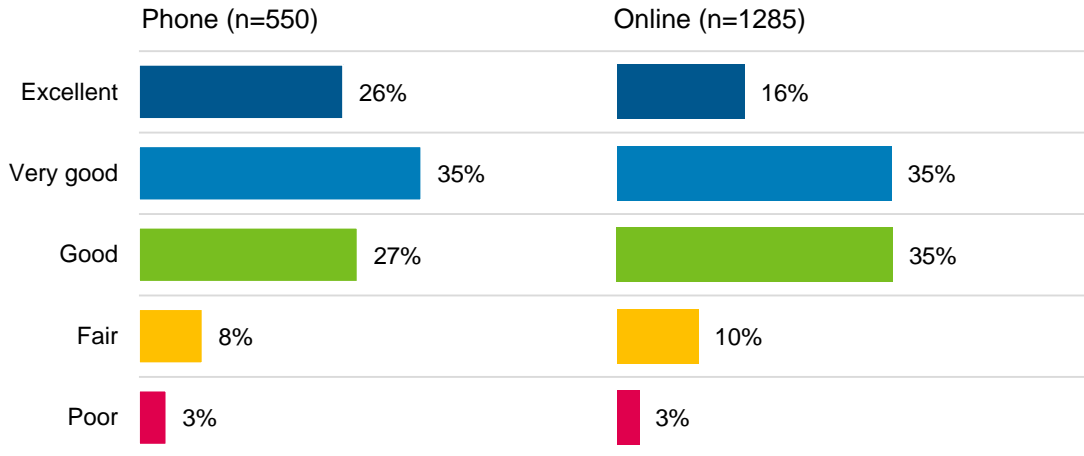
The majority (83%) of respondents from the phone survey indicated having lived in Hamilton for more than 10 years.

How long have you lived in the city of Hamilton?



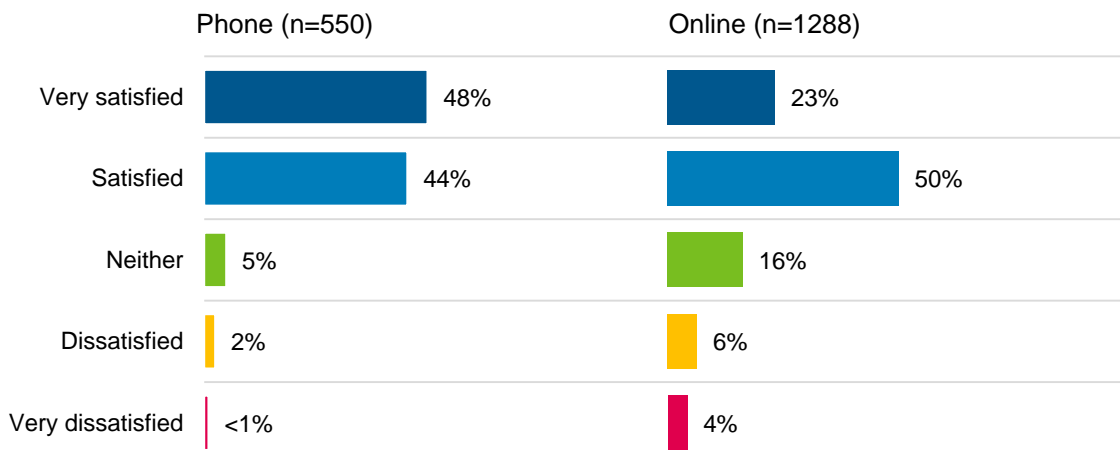
Over 88% of respondents from the phone survey indicated that their health is excellent (26%), very good (35%) or good (27%).

Health



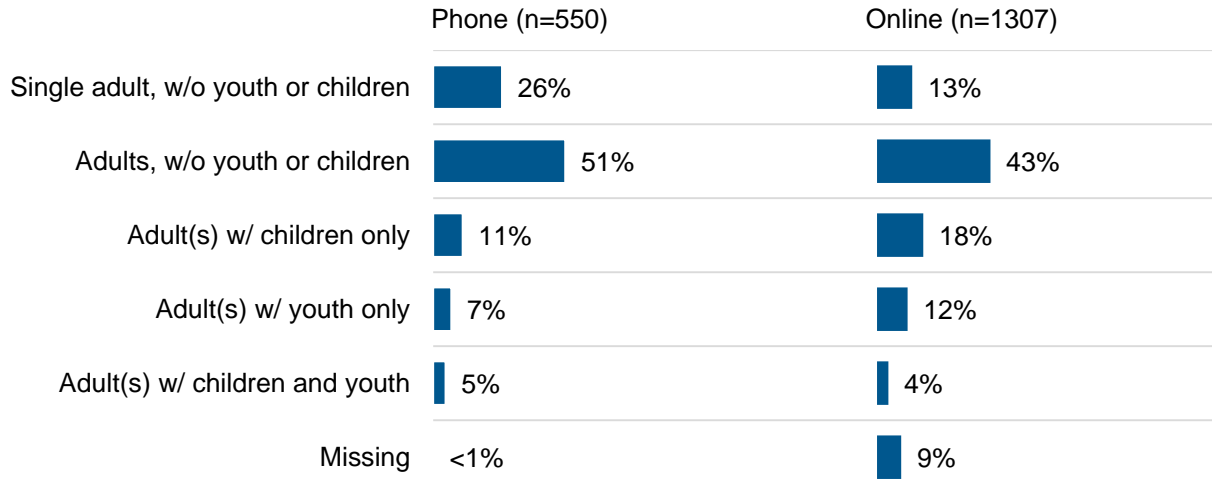
The majority (92%) of respondents from the phone survey indicated being satisfied or very satisfied with their life overall.

Overall, how satisfied are you with your life these days?



Over 75% of the phone survey respondents indicated that they were part of a household comprised only of adults age 18 years and over.

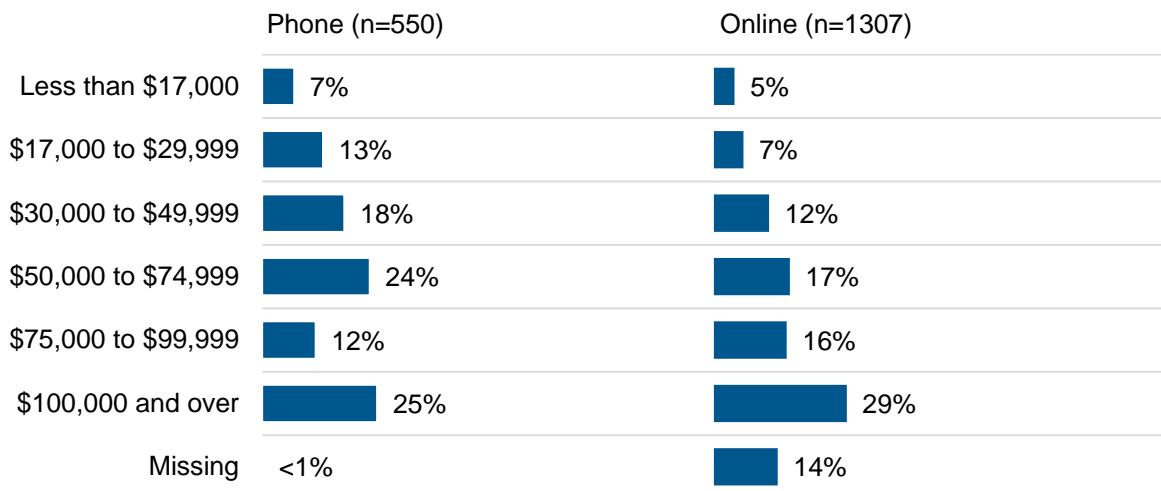
Household Composition



*Youth are age 12-17, Children are under age 12

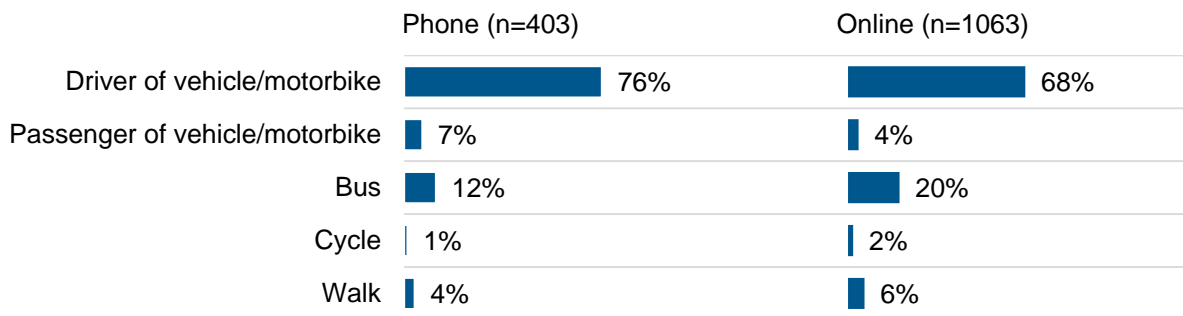
The following is the distribution of the household income provided by respondents.

Total Household Income

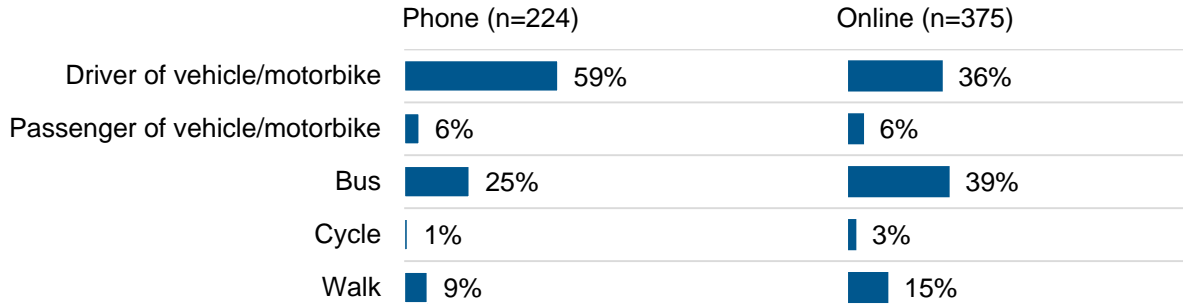


The majority of the phone survey respondents commute to work, school or get around the City primarily by being a driver of a vehicle or motorbike. Approximately 12% of phone survey respondents primarily use the bus to commute to work or to get around the city.

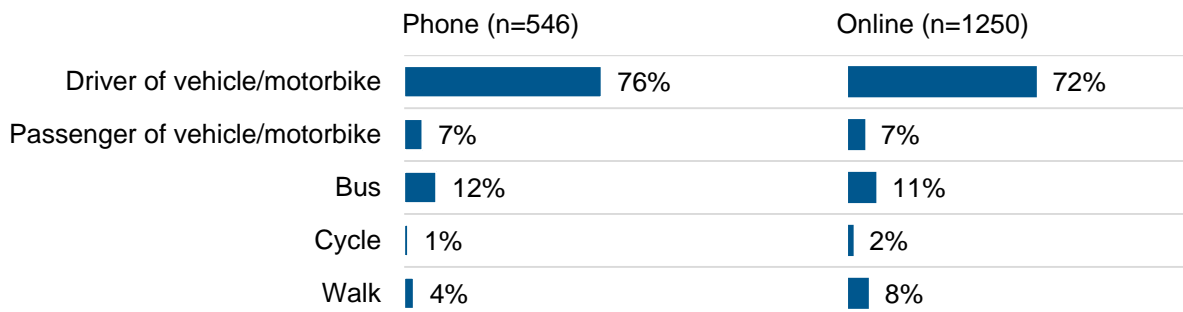
How do you usually commute to work?



How do you usually commute to school?



How do you usually get around the city for things like groceries, shopping, activities etc?

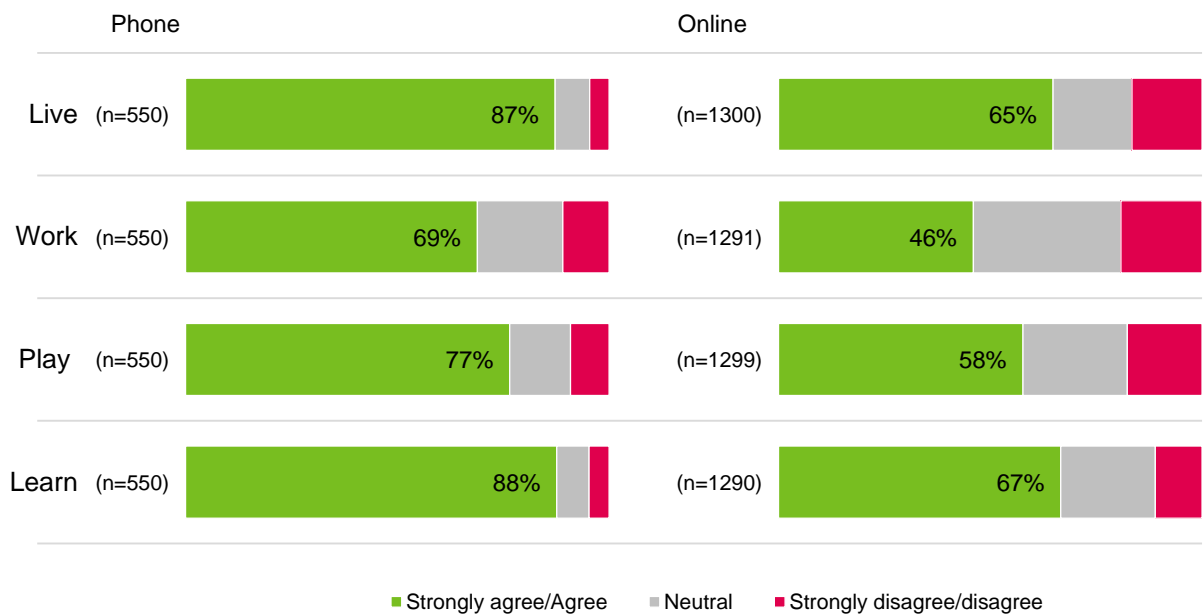


Quality of Life in Hamilton

The majority of respondents from the phone survey agreed or strongly agreed that Hamilton is a great place to live, work, play and learn.

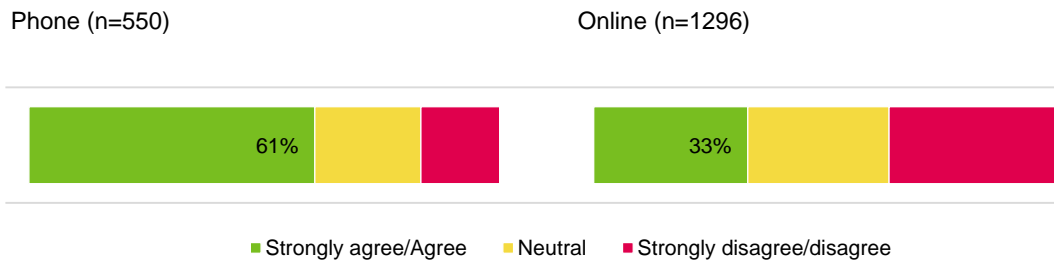
The proportion of phone survey respondents who thought that Hamilton is a great place to work (69%) was significantly lower than those that indicated Hamilton being a great place to learn (88%), live (87%) and play (77%).

Hamilton is a great place to ...



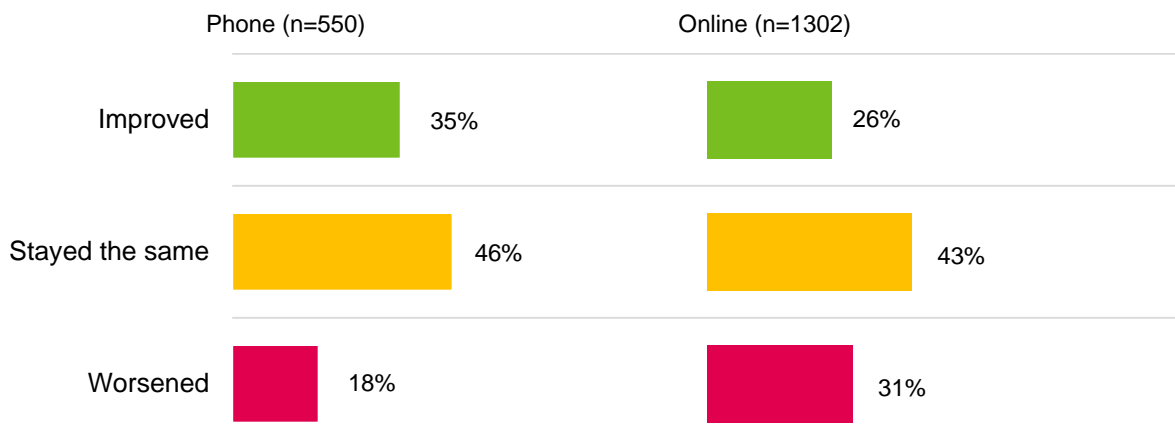
Approximately 61% of respondents from the phone survey felt that Hamilton was on the right track towards the vision of being “the best place to raise a child and age successfully”.

Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”.



Over a third (35%) of respondents from the phone survey indicated that over the past two years, the quality of life has improved in the City of Hamilton

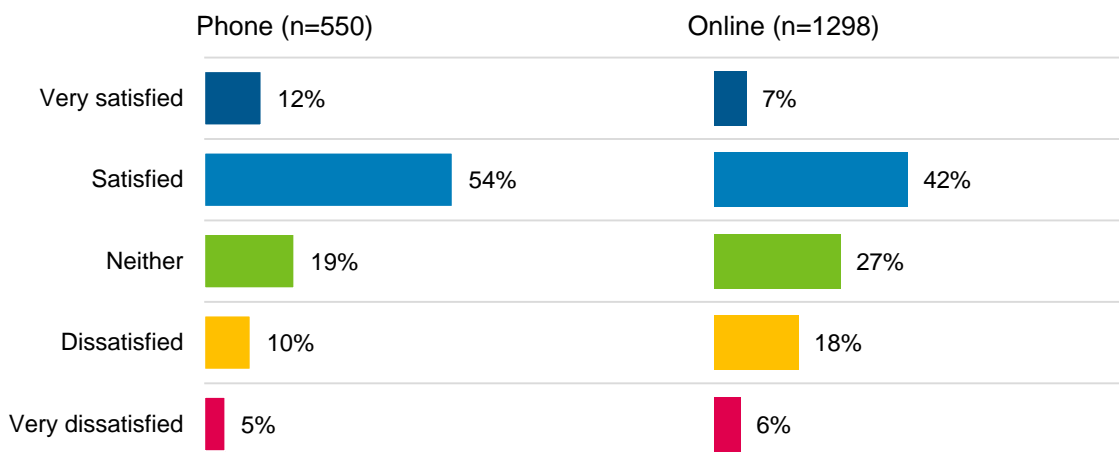
In the past two years, would you say the quality of life in the City of Hamilton has ...



Satisfaction With and Rating of Services

Approximately two-thirds of respondents from the phone survey indicated being either satisfied (54%) or very satisfied (12%) with City services overall.

Overall, how satisfied are you with City services



When asked to rate services individually, there were a few services that a large proportion of phone survey respondents did not know enough about to provide a rating. The services to which phone survey respondents most commonly indicated “don’t know” include:

- Building permits (48%)
- Child Care Services (42%)
- Cemetery (30%)
- Hamilton Street Railway (HSR) Buses (30%)
- Legislative Services and Records Information (27%).



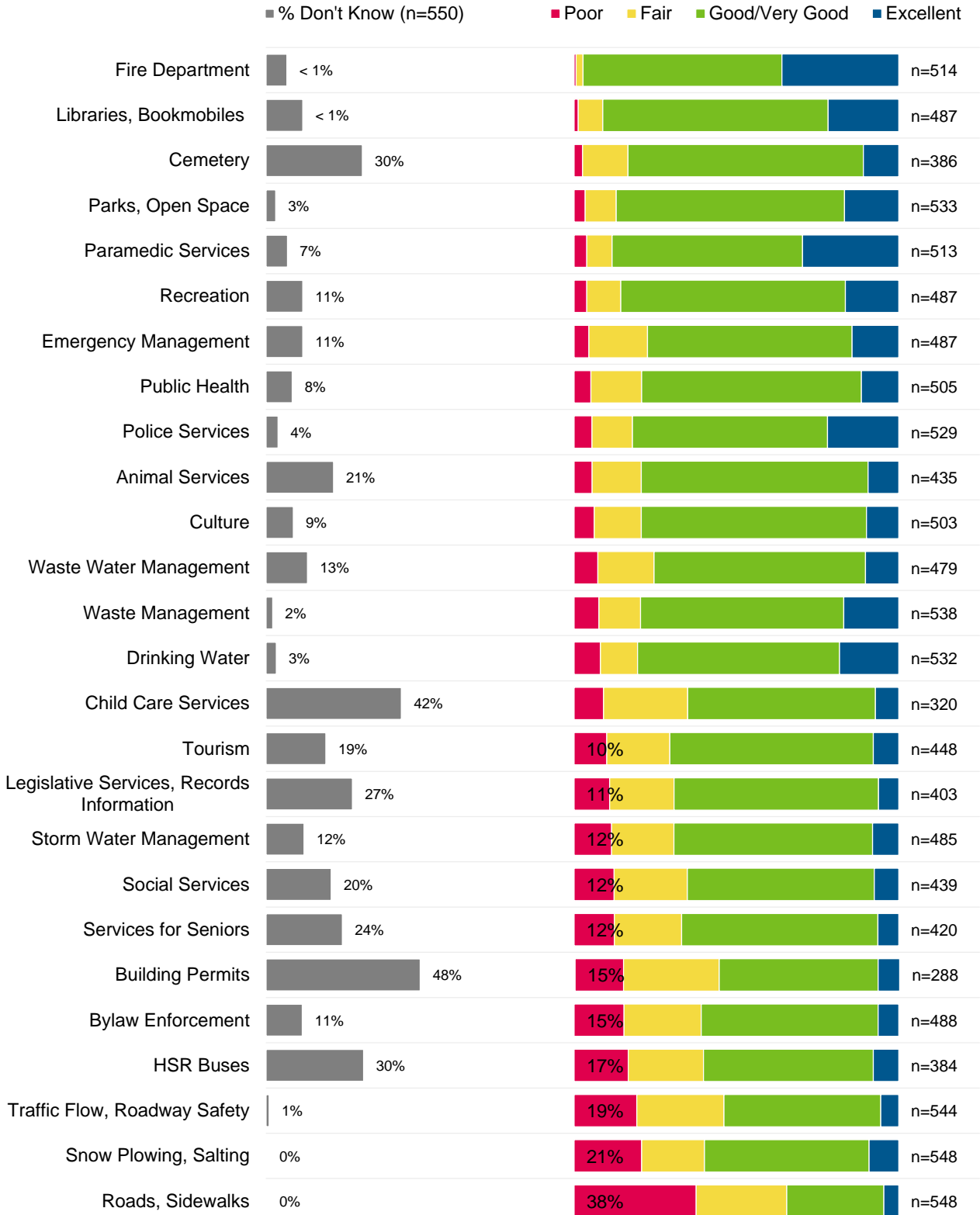
The ratings of services provided by respondents were mostly positive with almost all of the services rated as good, very good or excellent by over half of respondents.

The services that were most often rated as “poor” include:

- Roads and Sidewalks (38%)
- Snow plow and Salting (21%)
- Traffic Flow, Roadway Safety (19%)
- Hamilton Street Railway (HSR) Buses 17%
- By-law Enforcement (15%)
- Building Permits (15%)

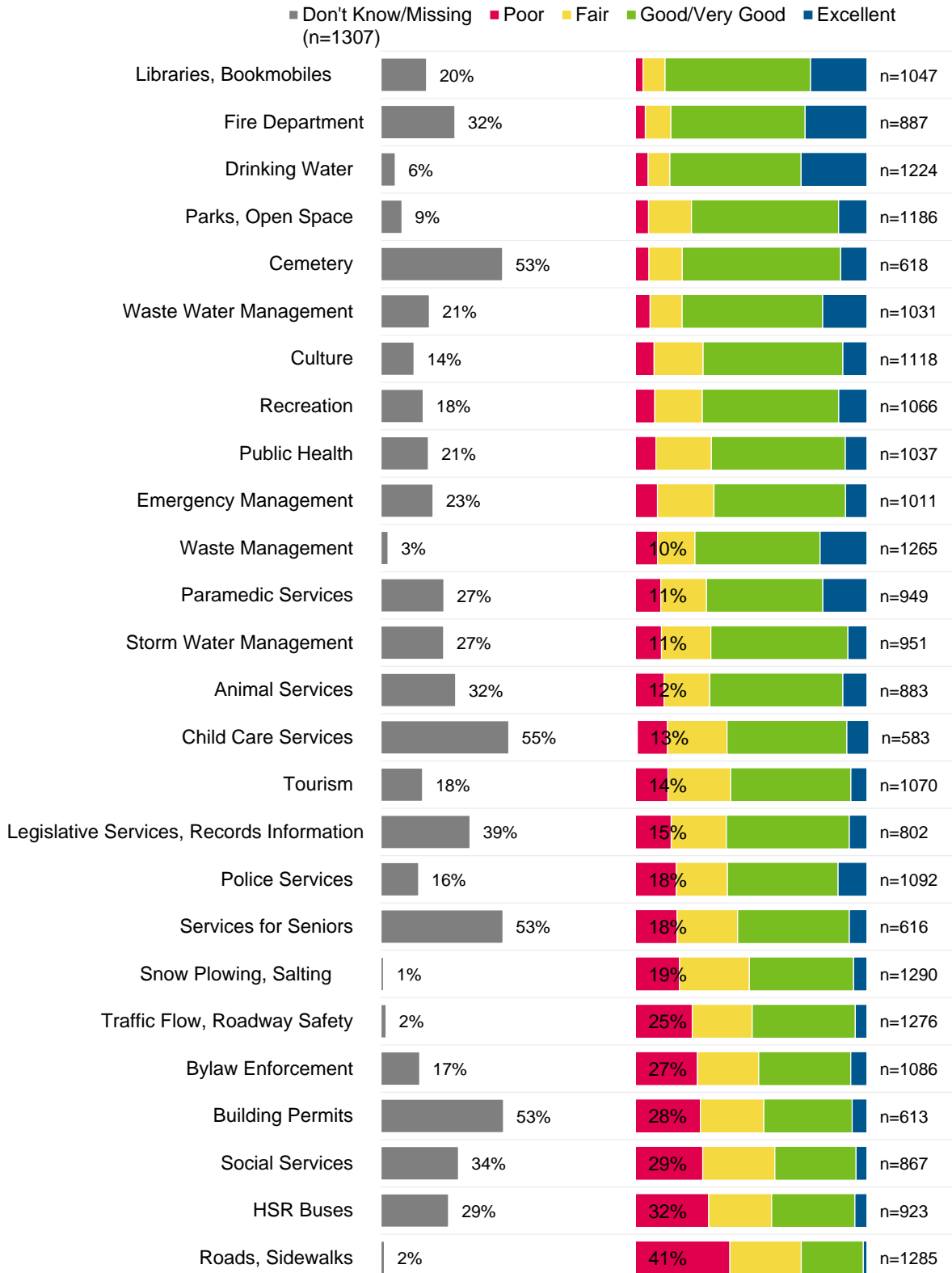
How would you rate each of the following services provided by the City of Hamilton?

Phone



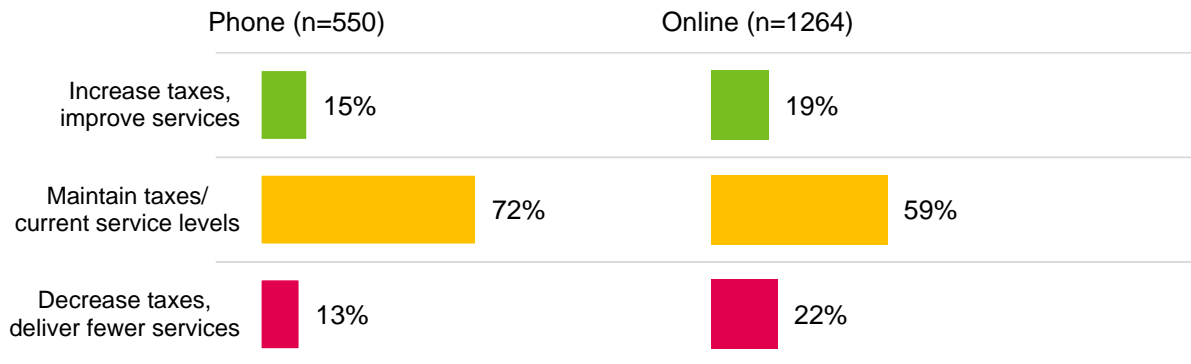
How would you rate each of the following services provided by the City of Hamilton?

Online



The majority (72%) of respondents from the phone survey indicated they would prefer to maintain current taxes and current service delivery levels.

In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:



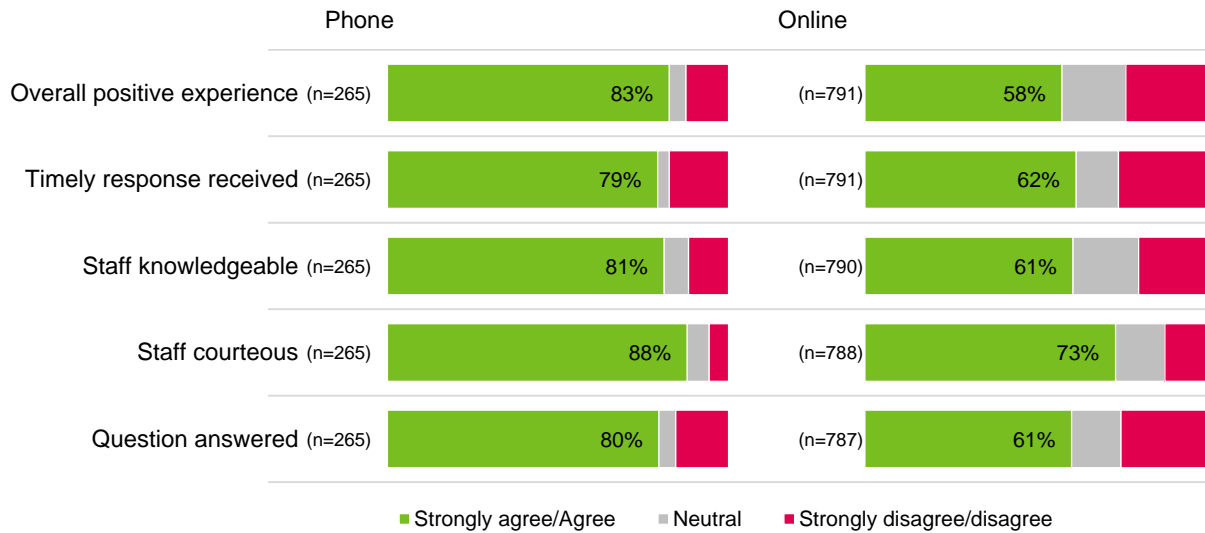
Customer Service

Close to half (48%) of the respondents from the phone survey indicated having contacted the City of Hamilton in the past year. Approximately 62% of respondents from the online survey indicated having contacted the City of Hamilton in the past year.

The majority (83%) of the phone survey respondents who had contacted the City of Hamilton in the past year felt that their overall experience contacting the City of Hamilton was positive.

The proportion of phone survey respondents who thought staff was courteous (88%) was significantly higher than: those that thought staff was knowledgeable (81%), those that felt their question was answered (80%) and those that felt they received a timely response (79%).

Customer services



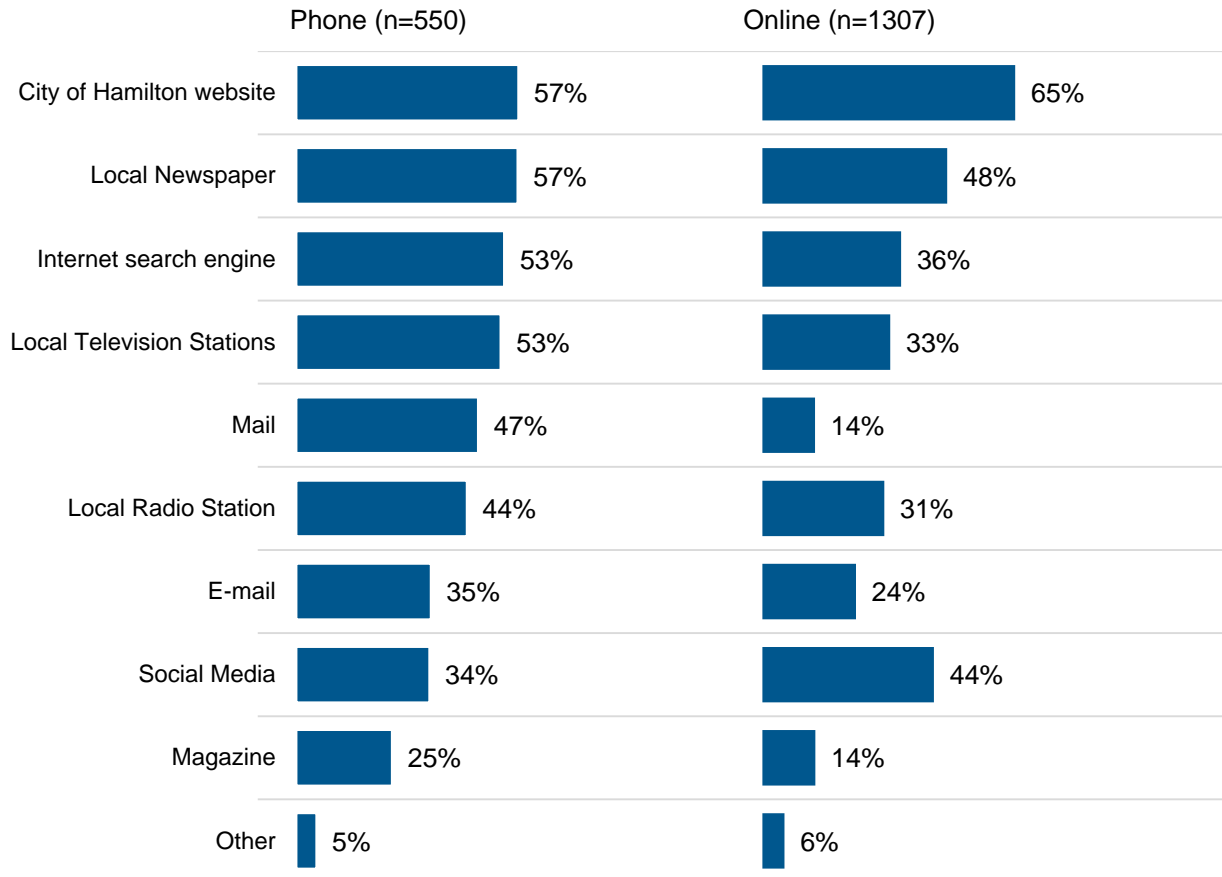
Contacting the City of Hamilton

The phone survey found that residents mostly prefer to contact the City of Hamilton by phone when needing to ask questions or making a complaint. Residents would most prefer to use the website to pay property taxes. (Currently property taxes can only be paid online through online banking and not directly to the City via the web.)

For other interactions such as registering/paying for recreation programs, applying for licenses/permits or for booking/renting City facilities/parks, most residents indicated preferring to complete these either on the website or in person.

The phone survey found that residents mostly prefer to get information about the City of Hamilton from the City of Hamilton website, local newspapers, local television stations and by using an internet search engine.

How do you like to get information about the City of Hamilton's programs, initiatives, news and events?



Summary of Comments

The survey had one open ended question asking “What is one thing you think the City of Hamilton should do to reach the vision of being ‘the best place to raise a child and age successfully’?. There were over 470 responses to this question from phone survey respondents and over 940 responses from online survey respondents.

The following table provides a summary of the most common themes of the responses to the open ended question from both the phone and online survey respondents. The themes are presented with the more common ones listed first.

Theme	Includes comments primarily related to ...
Transit	<ul style="list-style-type: none"> ▪ concerns about HSR service reliability, service areas, the need to improve services etc. ▪ support and opposition of LRT ▪ improvements needed for GO transit* <small>(*note: this item does not fall under the jurisdiction of the municipal government)</small> ▪ improvements needed for DARTS ▪ transit fees ▪ improvements needed for transit ▪ the need to promote transit use
Community Safety	<ul style="list-style-type: none"> ▪ having safe communities and ensuring public safety ▪ concerns about crime, violence, drugs, guns, sex trade



Theme	Includes comments primarily related to ...
<p>Taxes</p>	<ul style="list-style-type: none"> ▪ the fairness of tax rates in relation to service levels across the city ▪ ensuring there is controlled and accountable spending of tax dollars ▪ concerns of the value of service ▪ lowering and/or stopping the increase of taxes
<p>Housing</p>	<ul style="list-style-type: none"> ▪ ensuring or maintaining the affordability of housing in Hamilton ▪ issues related to social or subsidized housing ▪ the need for more housing ▪ issues with housing standards
<p>Schools and Education</p> <p>(note: this item does not fall under the jurisdiction of the municipal government)</p>	<ul style="list-style-type: none"> ▪ the need to improve schools and/or education ▪ keeping schools open and the maintenance of schools ▪ programs and supports needed in schools ▪ class sizes and school sizes ▪ safety at school ▪ the need for more teachers/staff ▪ quality of teaching ▪ the curriculum ▪ bullying and violence



Theme	Includes comments primarily related to ...
Roads and Sidewalks	<ul style="list-style-type: none">▪ the need for road and sidewalk repairs, fixes and improvements▪ fixing potholes▪ the general condition and safety of roads and sidewalks▪ the need for sidewalk installations
Child Care	<ul style="list-style-type: none">▪ the need for more child care centres, spaces and/or options for child care▪ child care subsidy, costs and fees▪ improvements needed to child care▪ after school and special needs programs
Inequities across the City	<ul style="list-style-type: none">▪ ensuring consistent and equitable services are available across the City▪ ensuring that all areas (rural, suburbs etc.) are recognized as being part of the City of Hamilton
Traffic Flow	<ul style="list-style-type: none">▪ traffic flow and issues with congestion▪ the need for improvements to traffic and traffic flow control
Parks Playgrounds and Greenspace	<ul style="list-style-type: none">▪ the need for more parks and greenspace▪ concerns about the maintenance and preservation of greenspace

Comments provided from the phone survey were most commonly focused on the following specific issues:

- the need for repairs/fixes and improvements to roads
- traffic flow and the need for improvements to traffic control efforts to improve safety and congestion
- having safe communities and ensuring public safety
- improving communication and awareness of City initiatives and programs available
- ensuring consistent and equitable services are available across the City
- concerns about HSR service reliability, service areas, the need to improve services etc.
- reducing poverty and providing assistance to those in low income
- maintenance of parks and greenspace
- ensuring or maintaining the affordability of housing in Hamilton
- improving and/or increasing child care centres, spaces or options

Comments provided from the online survey respondents were most commonly focused on the following specific issues:

- ensuring or maintaining the affordability of housing in Hamilton
- having safe communities and ensuring public safety
- concerns about HSR service reliability, service areas, the need to improve services etc.
- ensuring consistent and equitable services are available across the City
- having better transit or public transportation
- maintenance and improvement of parks and greenspace



Our Citizen Survey 2018 Report

- improving police services which includes increasing the police force, increasing police presence in the community, decreasing crime, etc.
- traffic flow and the need for improvements to traffic control to ensure safety and improve congestion
- concerns related to planning, zoning and development such as availability of infrastructure and services in growing communities, zoning of high-rise and/or high density areas etc.
- concerns about crime and crime rate

Sub City Level Analysis

The telephone surveys were conducted to ensure all Wards were fairly represented by the survey sample. This was achieved by aligning the sample population proportions by Ward with the City of Hamilton population proportions by Ward. The resulting sample sizes ranged between 17 and 59 per Ward which translates into margin of errors ranging between +/-12.8% and +/-23.8%, 19 times out of 20. The wide margins of error means it is difficult to draw accurate conclusions of the data at the Ward level.

To provide some analysis of the data at a sub-city level, data has instead been aggregated to the following geographical representation of Hamilton:

1. Lower Hamilton – Wards 1 to 5, 10 and 13
2. Upper Hamilton – Wards 6 to 9, 11, 12, 14 and 15

The associated margins of error for these geographies are less than +/-6.2%, 19 times out of 20. Sample sizes and associated margins of error for each Ward and the lower/upper Hamilton geographies are provided in Appendix D.

The following series of tables provides the phone survey results by upper and lower Hamilton for select questions most relevant to quality of life and citizen satisfaction. Throughout the tables, the results of the upper City and lower City are compared with the overall City of Hamilton result and differences are indicated as follows:

- **Red font** – significantly lower than City of Hamilton
- Black font – no significant difference
- **Green font** – significantly higher score than the City of Hamilton



Our Citizen Survey 2018 Report

Hamilton is a great place to ...	% of phone respondents that agree or strongly agree		
	City of Hamilton	Lower Hamilton	Upper Hamilton
live	87%	85%	89%
work	69%	68%	69%
play	77%	75%	78%
learn	88%	84%	90%

Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”	% of phone respondents that agree or strongly agree		
	City of Hamilton	Lower Hamilton	Upper Hamilton
	61%	60%	61%


Overall how satisfied are you with the services provided by the City of Hamilton?	% of phone respondents that were satisfied or very satisfied		
	City of Hamilton	Lower Hamilton	Upper Hamilton
	66%	67%	65%



Our Citizen Survey 2018 Report

	% of phone respondents that rate service as good, very good or excellent		
	City of Hamilton	Lower Hamilton	Upper Hamilton
Fire Department	97%	97%	98%
Libraries, Bookmobiles	91%	89%	93%
Paramedic Services	88%	85%	91%
Parks, Open Space	87%	88%	86%
Recreation	86%	85%	86%
Cemetery	83%	82%	85%
Police Services	82%	80%	84%
Drinking Water	80%	81%	80%
Waste Management	80%	77%	82%
Animal Services	79%	77%	81%
Culture	79%	82%	77%
Public Health	79%	79%	80%
Emergency Management	77%	80%	76%
Waste Water Management	75%	75%	75%
Tourism	71%	67%	73%
Legislative Services, Records Information	69%	69%	69%
Storm Water Management	69%	68%	71%
Services for Seniors	67%	66%	68%
Child Care Services	65%	64%	66%
Social Services	65%	63%	67%
By law Enforcement	61%	65%	57%
HSR Buses	60%	63%	58%
Snow Plowing, Salting	60%	61%	59%
Building Permits	56%	53%	58%
Traffic Flow, Roadway Safety	54%	57%	51%
Roads, Sidewalks	34%	33%	35%

Appendix A: Survey Tool



our Citizen Survey
Your thoughts. Our Action.
January 15 – February 4, 2018

English ▾

The City of Hamilton would like to know how residents feel about living in Hamilton. We want to know how the City is doing in providing services that matter to you.

You have been invited to take part in the 2018 Our Citizens Survey, a citizen satisfaction survey. Your responses will help identify what we are doing well and areas where we can improve.

The survey is entirely voluntary and will take approximately 15 minutes to complete. Your responses will be kept strictly confidential and results will only be reported in aggregate form that does not identify individuals.

The City of Hamilton collects information under authority of section 227 of the Municipal Act, 2001. Any personal information collected for the Citizen Satisfaction Survey will be used for improvement of municipal service delivery.

Questions about the collection of this personal information can be directed to:

Brigitte Minard CPA, CA
Program Manager, Performance Excellence
Email: performance@hamilton.ca
Phone: 905-546-2424 x2297

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our Citizen Survey
Your thoughts. Our Action.

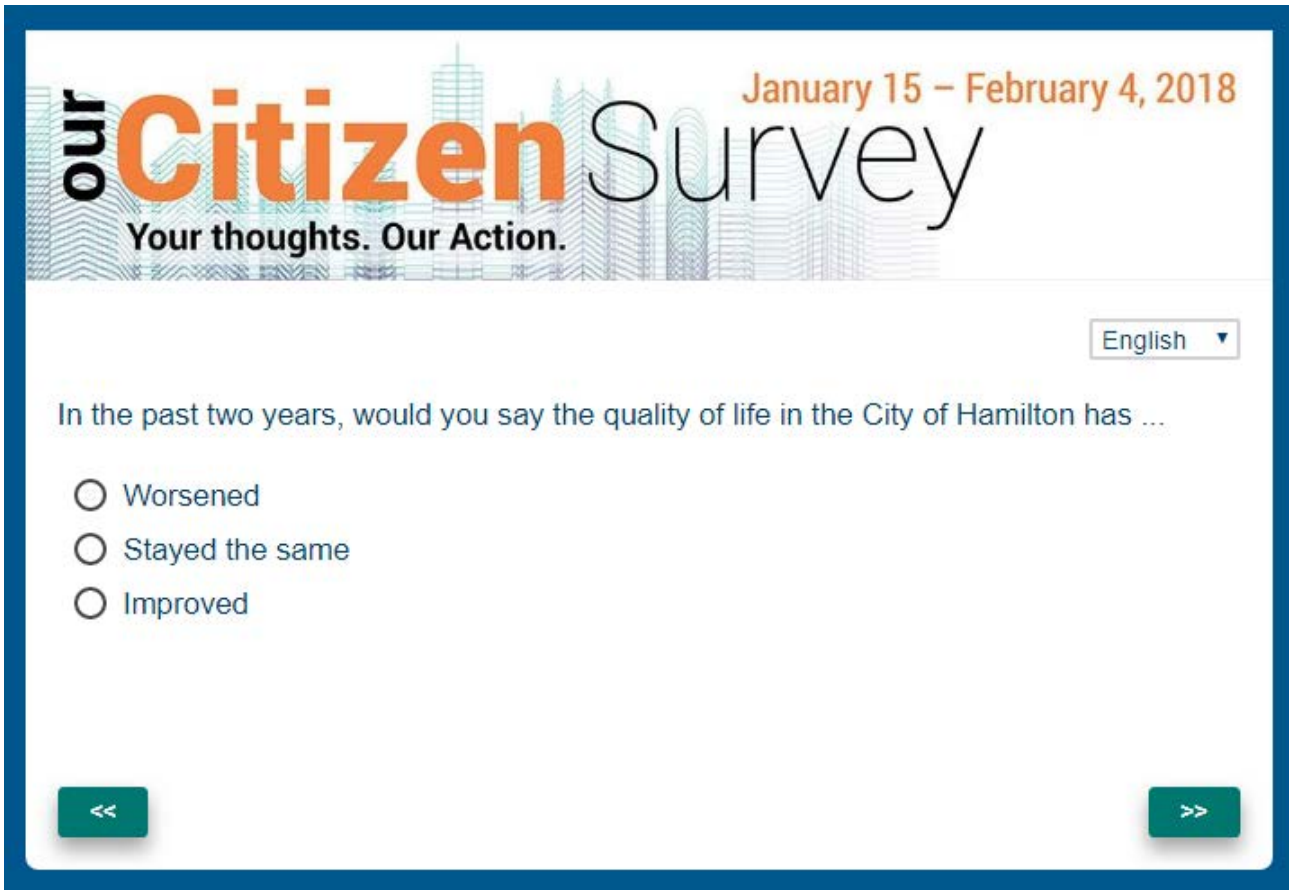
January 15 – February 4, 2018

English ▾

Please indicate your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Hamilton is a great place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hamilton is a great place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hamilton is a great place to play	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hamilton is a great place to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hamilton is on the right track towards its vision of being "the best place to raise a child and age successfully."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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our **Citizen** Survey

Your thoughts. Our Action.

January 15 – February 4, 2018

English ▾

In the past two years, would you say the quality of life in the City of Hamilton has ...

- Worsened
- Stayed the same
- Improved

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

The following question will focus on the different services the City of Hamilton provides to its residents. How would you rate each of the following services provided by the City of Hamilton?

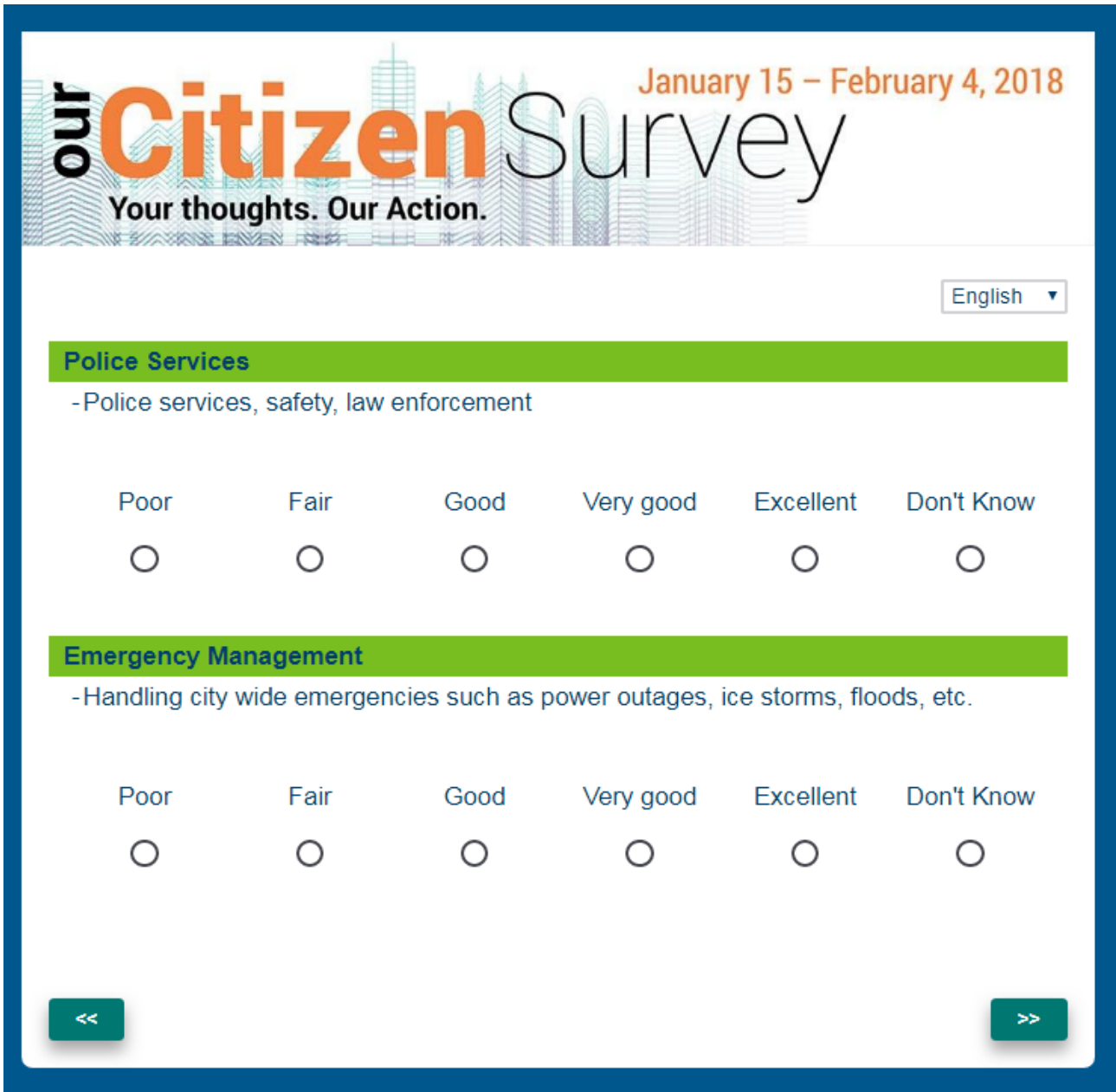
Fire Department
-Emergency response, fire safety inspections, fire safety education

Poor Fair Good Very good Excellent Don't Know

Paramedic Services
-Emergency medical care, health education, community paramedic program

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Police Services
- Police services, safety, law enforcement

Poor Fair Good Very good Excellent Don't Know

Emergency Management
- Handling city wide emergencies such as power outages, ice storms, floods, etc.

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

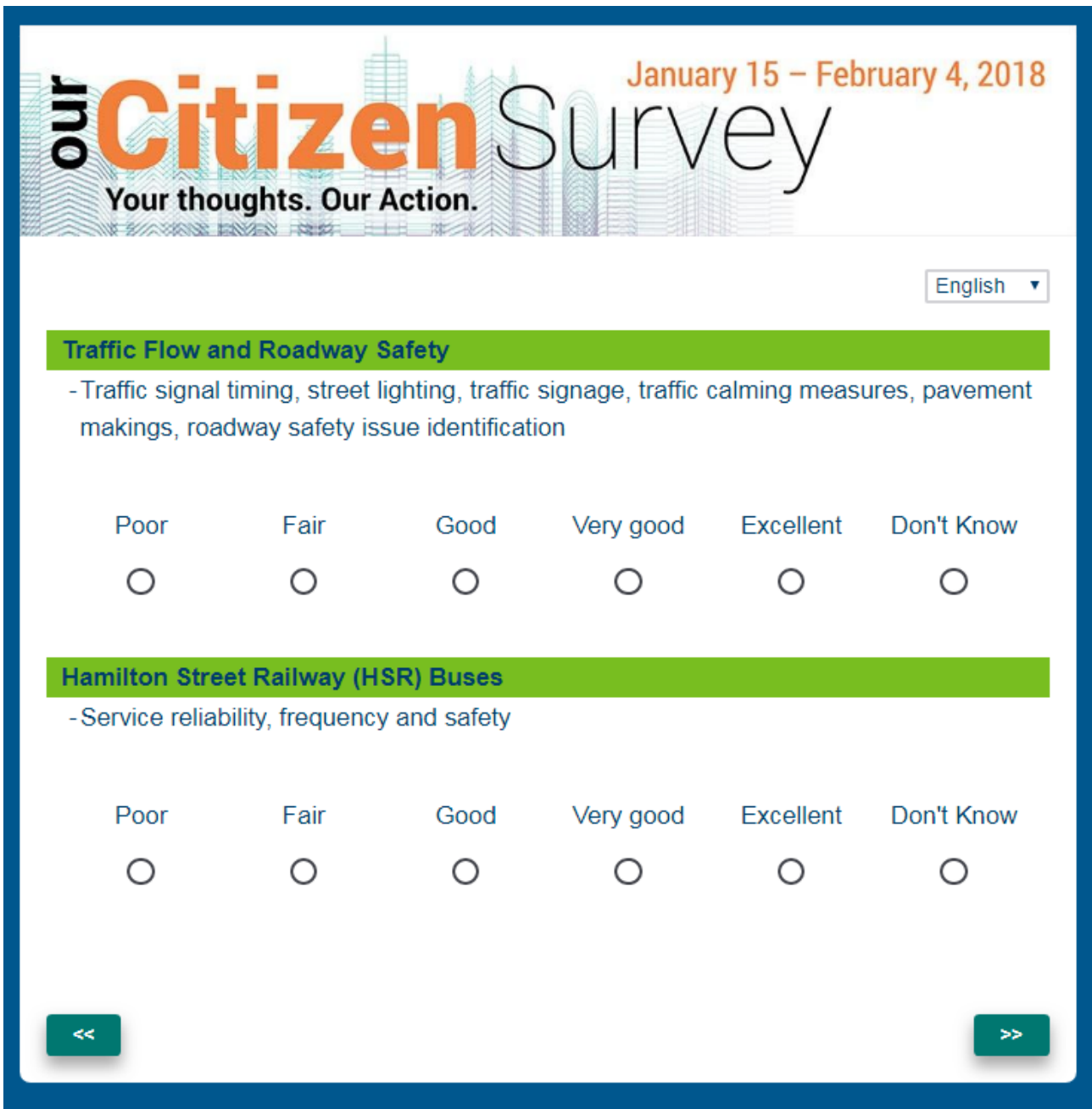
Roads and Sidewalks
-Maintenance and condition

Poor Fair Good Very good Excellent Don't Know

Snow Plowing and Salting

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Traffic Flow and Roadway Safety
- Traffic signal timing, street lighting, traffic signage, traffic calming measures, pavement makings, roadway safety issue identification

Poor Fair Good Very good Excellent Don't Know

Hamilton Street Railway (HSR) Buses
- Service reliability, frequency and safety

Poor Fair Good Very good Excellent Don't Know

⏪ ⏩

our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Recreation
- Recreation programs, pools, arenas, recreation/community centres, seniors centres, booking parks and fields

Poor Fair Good Very good Excellent Don't Know

Parks and Open Space
- Maintenance of parks, play structures, spray pads and access to parks and natural open spaces

Poor Fair Good Very good Excellent Don't Know

Libraries and Bookmobiles

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Tourism
-Visitor services; marketing, attracting, promoting and hosting conventions, sports tourism attractions and major events, i.e. Juno Awards

Poor Fair Good Very good Excellent Don't Know

Culture
-Public art, museums, cultural programming, heritage properties maintenance

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey
Your thoughts. Our Action.
January 15 – February 4, 2018

English ▾

Public Health

- Food safety inspections; pools and beaches inspections; rabies, West Nile, Lyme Disease, response to outbreaks; vaccinations and dental screening in schools; prenatal and parenting programs; alcohol, drugs, and gambling programs; help with quitting smoking and protection from second-hand smoke; air quality and extreme weather monitoring

Poor Fair Good Very good Excellent Don't Know

Social Services

- Ontario Works, subsidized housing, homelessness prevention, home management services

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Child Care Services
-Ontario Early Years Child and Family Centres, subsidized child care

Poor Fair Good Very good Excellent Don't Know

Services for Seniors
-Long term care (Macassa Lodge and Wentworth Lodge), Meals on Wheels, Adult Day Program

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Legislative Services and Records Information

- Providing City by-law information; marriage licenses and birth certificates, Council/committee agendas, reports and minutes; citizen appointments to sub-committees; delegation requests; accessing information under MFIPPA (Municipal Freedom of Information and Protection of Privacy Act); Commissioning of Affidavits – name change, waiver of immunization

Poor Fair Good Very good Excellent Don't Know

Animal Services

- Dog Licensing, rabies response and wildlife, animal shelter, dog parks and animal investigations

Poor Fair Good Very good Excellent Don't Know

<< >>

our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

By-law Enforcement
- Enforcement of parking by-laws, business licensing, property standards investigations, noise complaints, long weeds and grass by-laws, school crossings, smoking by-laws

Poor Fair Good Very good Excellent Don't Know

Building Permits
- Building permit applications to erect, install, extend, alter or repair, demolish all or part of a building

Poor Fair Good Very good Excellent Don't Know

Cemetery
- Grounds maintenance, burial services, customer service

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Drinking Water

- Production and supply of clean, safe and reliable drinking water

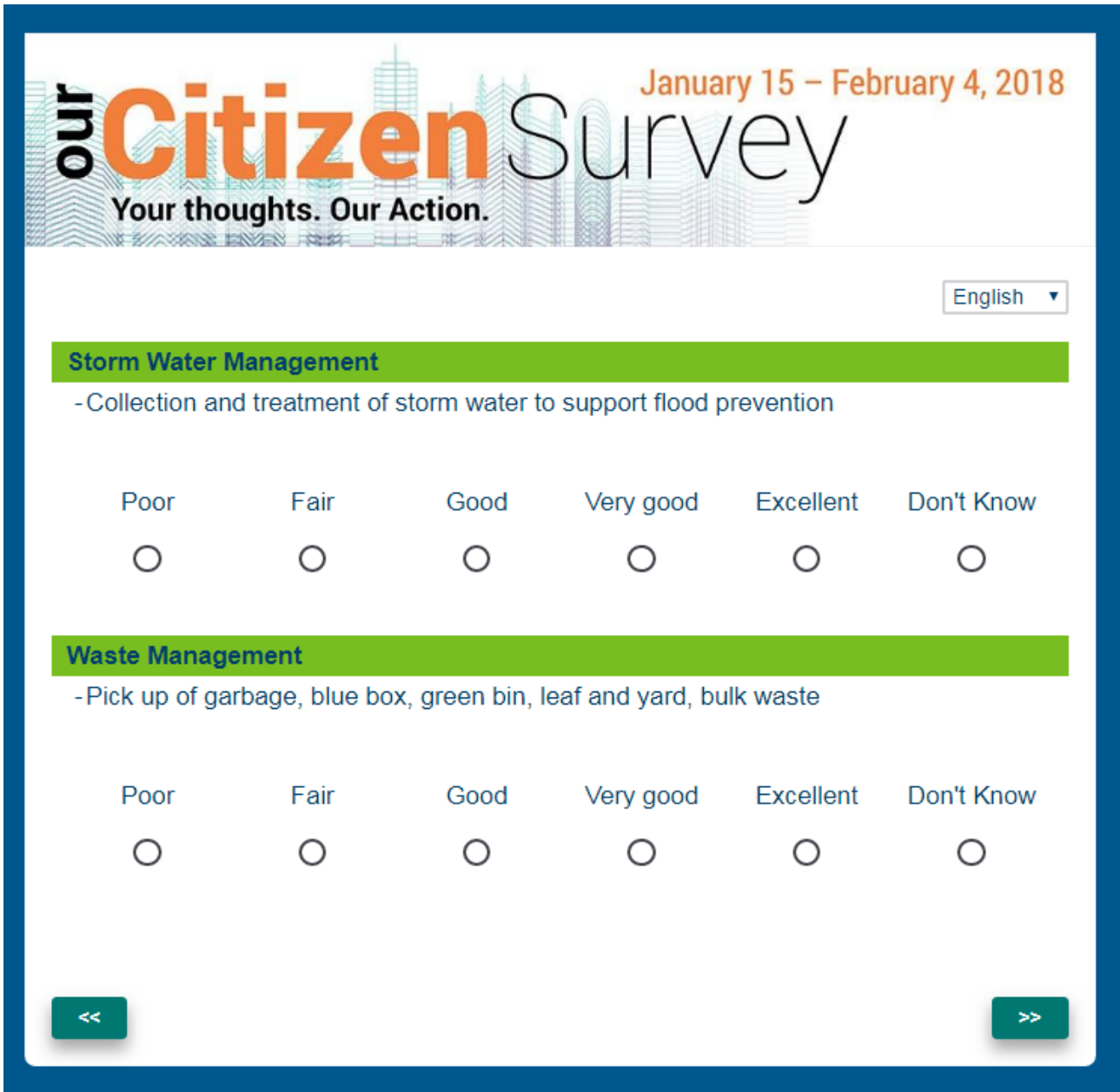
Poor Fair Good Very good Excellent Don't Know

Waste Water Management

- Collection and treatment of waste water that leaves a building through a drain (e.g. from flushing toilets, doing laundry, washing dishes, etc.)

Poor Fair Good Very good Excellent Don't Know

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

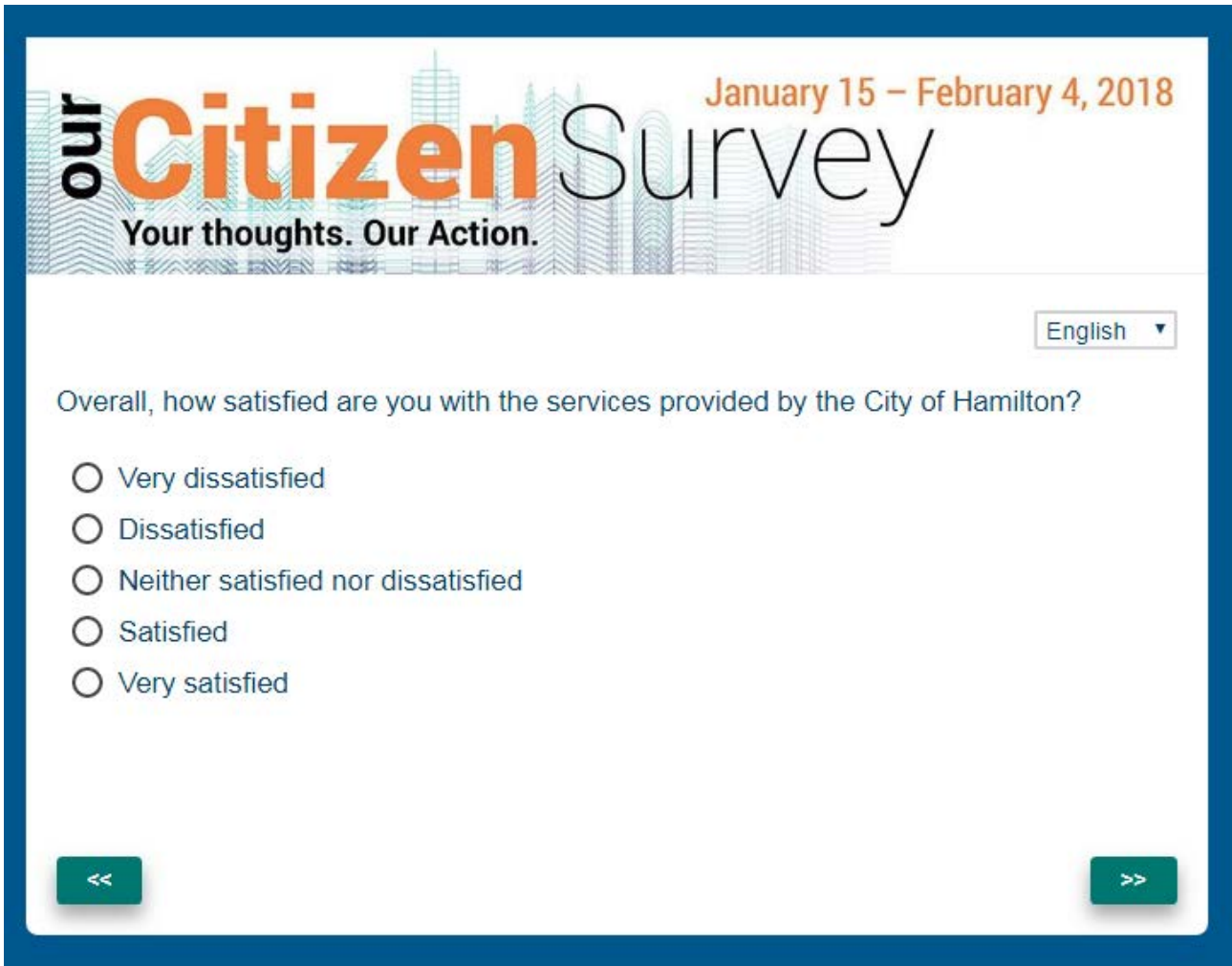
Storm Water Management
- Collection and treatment of storm water to support flood prevention

Poor Fair Good Very good Excellent Don't Know

Waste Management
- Pick up of garbage, blue box, green bin, leaf and yard, bulk waste

Poor Fair Good Very good Excellent Don't Know

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our **Citizen** Survey

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English ▾

Overall, how satisfied are you with the services provided by the City of Hamilton?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

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English ▾

In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:

- decrease taxes and deliver fewer services
- maintain taxes and current service levels
- increase taxes to improve services

◀ ▶

our Citizen Survey
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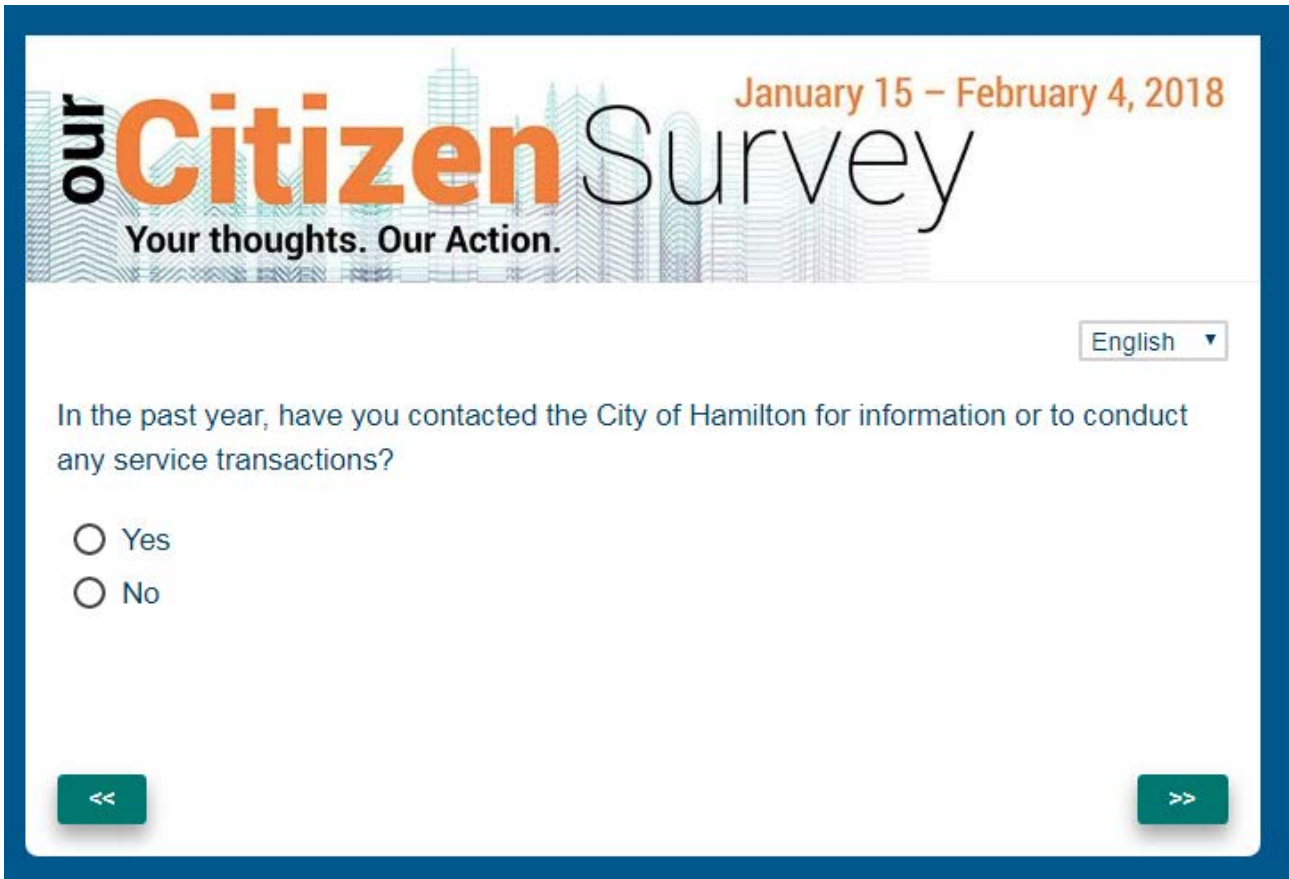
English ▾

What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

	In Person	Phone	Email	Website	Social Media
Asking questions or getting information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	In Person	Phone	Email	Website
Paying property taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registering/paying for recreation programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for licenses and permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Booking/renting City facilities or parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Yes

No

<< >>

our **Citizen** Survey

Your thoughts. Our Action.

January 15 – February 4, 2018

English ▾

In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Yes
 No

Thinking about your contact with the City of Hamilton in the past year, please tell us how strongly you agree with each of the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Overall, my experience contacting the City of Hamilton was positive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a response in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received the service I needed or my question was answered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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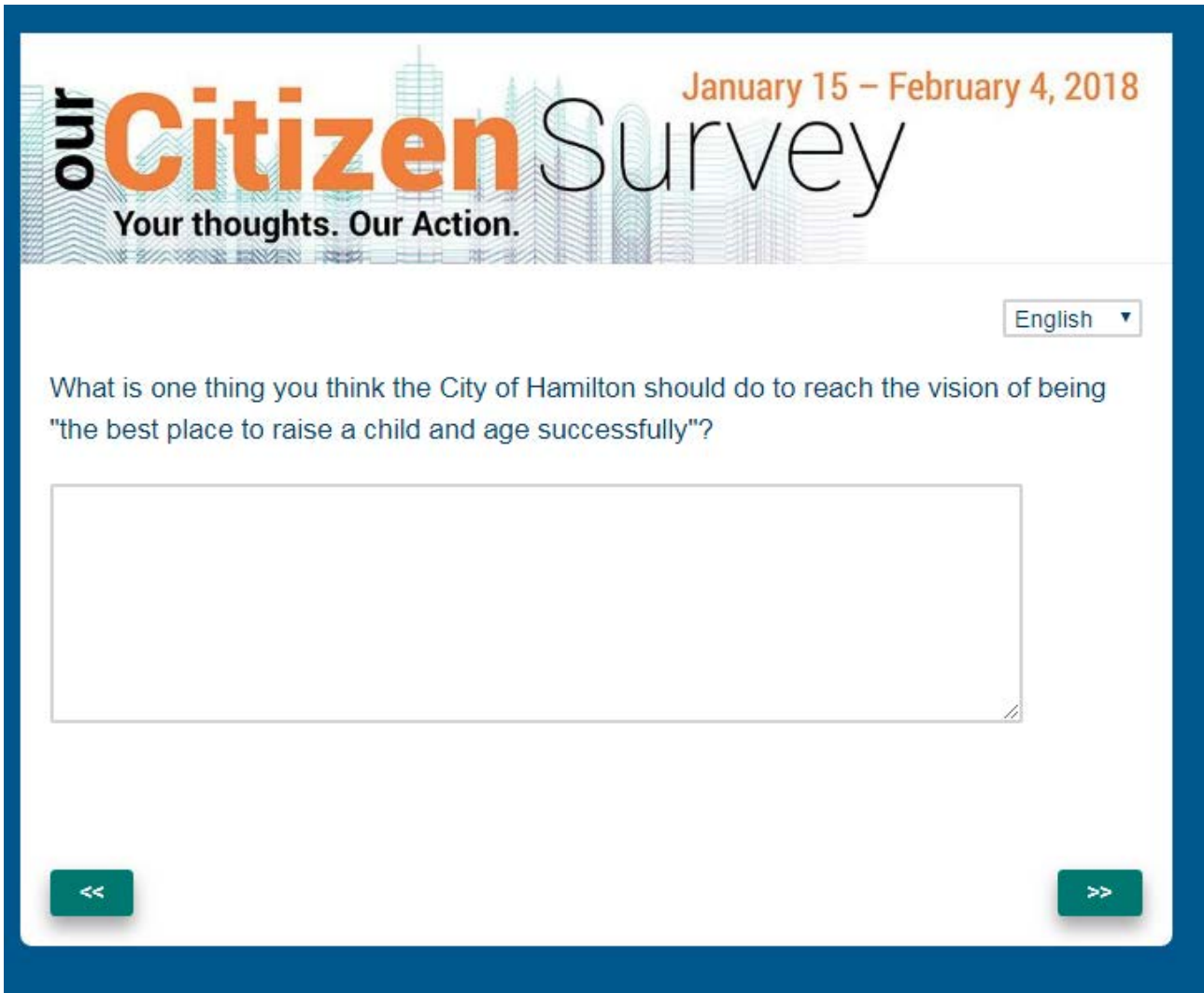
our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

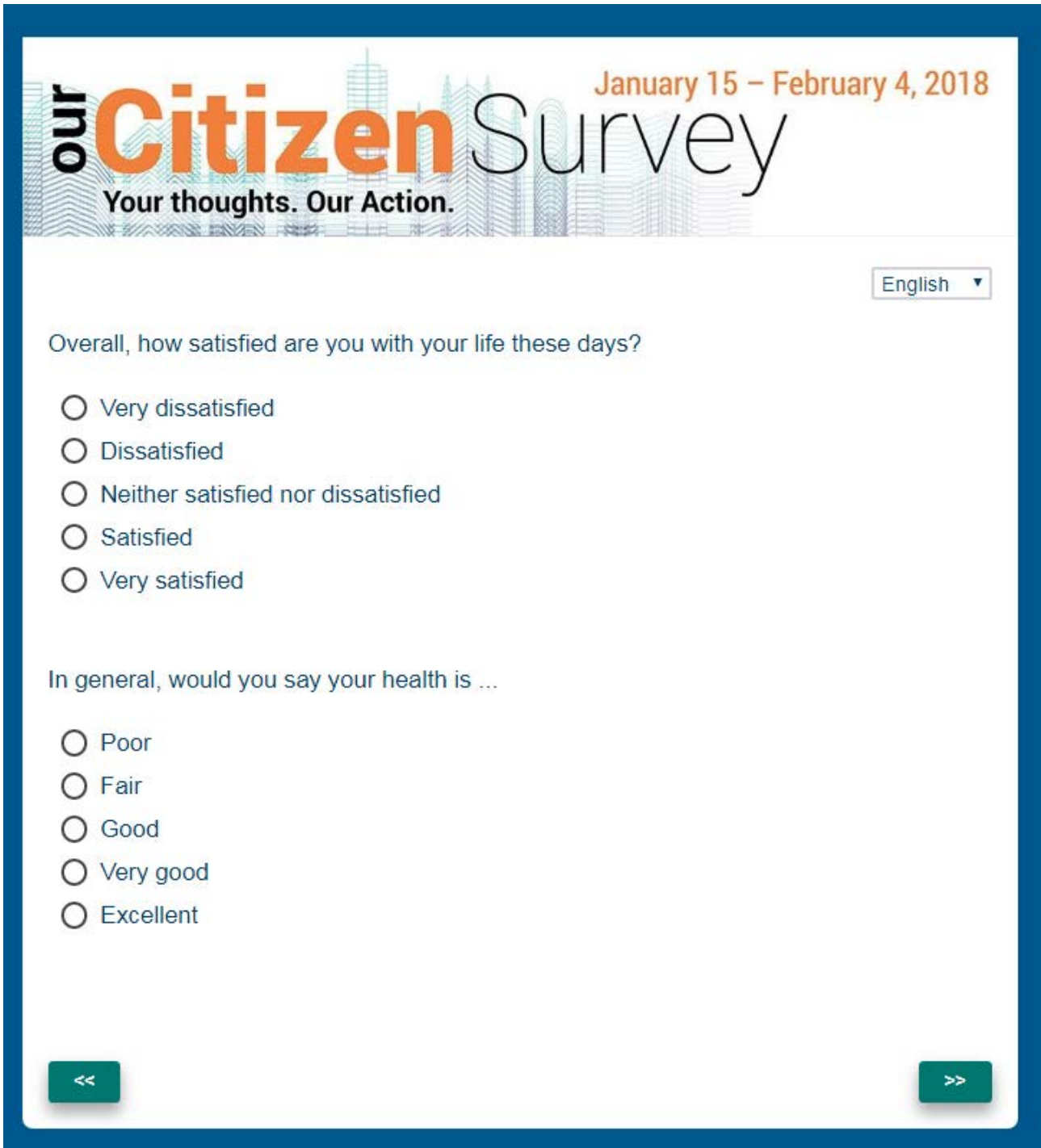
English ▾

How do you like to get information about the City of Hamilton's programs, initiatives, news and events?
Select all that apply.

- Local Newspaper
(e.g. The Hamilton Spectator, Dundas Star News, Flamborough Review, Hamilton Mountain News, Stoney Creek News, The Sachem & Glanbrook Gazette, Bay Observer)
- Local Radio Station
(e.g. FM 102.9 KLite, FM CHML 900, 95.3 Fresh Radio)
- Local Television Station
(e.g. CHCH, Cable 14)
- City of Hamilton website (www.hamilton.ca)
- Internet search engine
- Social Media (Twitter, Facebook)
- Mail
- E-mail
- Magazine
(e.g. Hamilton Magazine, View, Snapd Hamilton, Best Start, Hamilton Recreation Guide)
- Other - please specify

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our **Citizen** Survey

January 15 - February 4, 2018

Your thoughts. Our Action.

English ▾

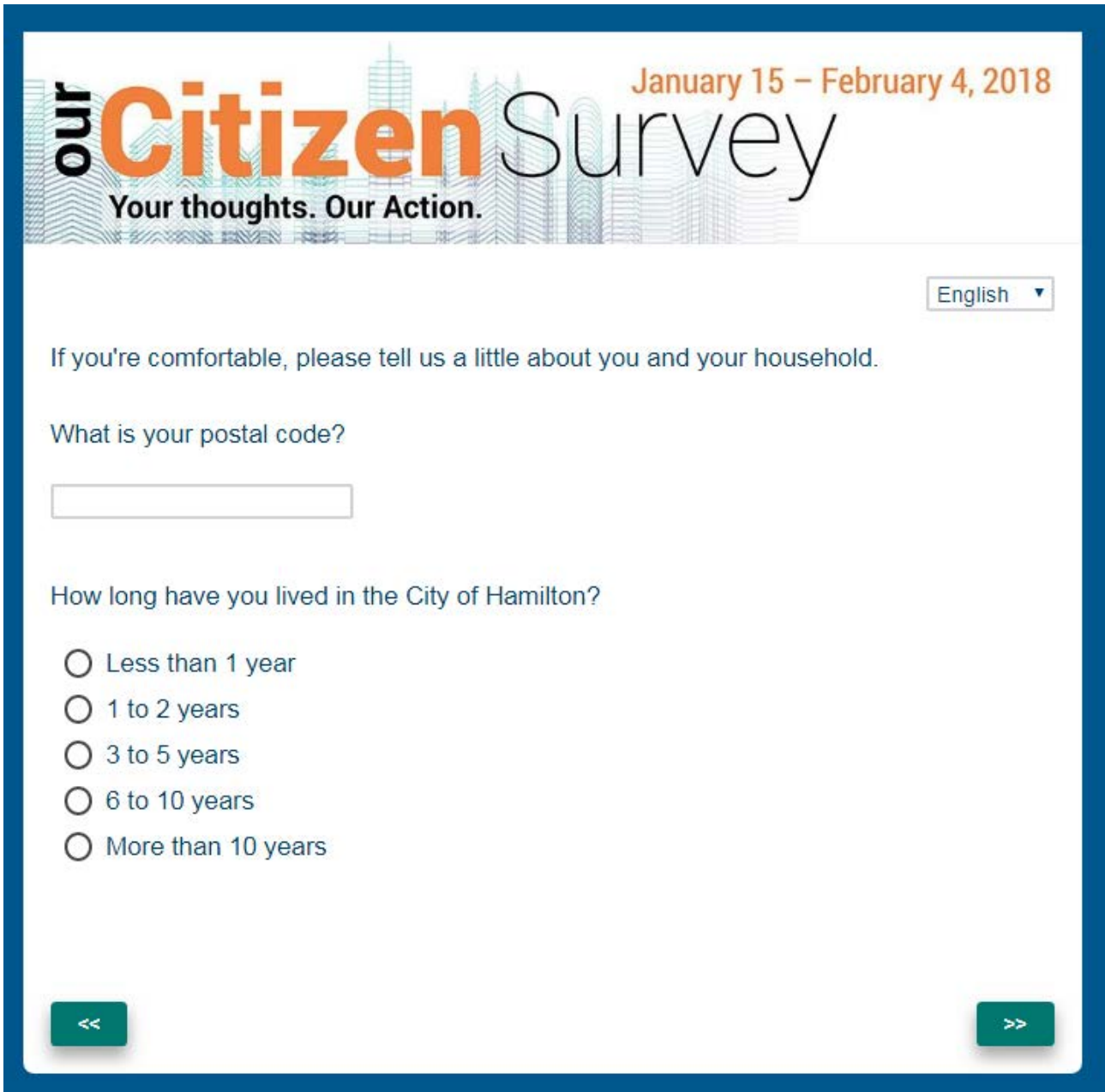
Overall, how satisfied are you with your life these days?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

In general, would you say your health is ...

- Poor
- Fair
- Good
- Very good
- Excellent

<< >>



our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

If you're comfortable, please tell us a little about you and your household.

What is your postal code?

How long have you lived in the City of Hamilton?

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

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our Citizen Survey January 15 – February 4, 2018
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English ▾

What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older

How do you describe yourself?

- Male
- Female
- Transgender
- Other

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our **Citizen** Survey

Your thoughts. Our Action.

January 15 – February 4, 2018

English ▾

What is your highest level of education?

- Less than high school
- High school diploma
- College diploma/trades certificate
- University Undergraduate Degree
- University Graduate Degree

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our Citizen Survey January 15 – February 4, 2018
Your thoughts. Our Action.

English ▾

Including yourself, how many people living in your household fall into each of the following categories?

	Number in household
Adult (age 18 or older)	<input type="text" value="0"/>
Youth (age 12 to 17)	<input type="text" value="0"/>
Child (under age 12)	<input type="text" value="0"/>
Total	<input type="text" value="0"/>

What is your total household income before taxes?

- Less than \$17,000
- \$17,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 and over

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our **Citizen** Survey

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January 15 – February 4, 2018

English ▾

How do you usually ...

	Driver of a vehicle/motorbike	Passenger of a vehicle/motorbike	Bus	Cycle	Walk	Does not apply
Commute to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commute to school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around the city for things like groceries, shopping, activities etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Appendix B: Online Survey Link on www.hamilton.ca

The online survey was made available on the following City of Hamilton website pages:

Landing	URL
Ontario Works	https://www.hamilton.ca/social-services/ontario-works https://www.hamilton.ca/social-services/ontario-works/apply-ontario-works https://www.hamilton.ca/social-services/ontario-works/receiving-ontario-works https://www.hamilton.ca/social-services/ontario-works/ontario-works-contact-information
Clinics & Services	https://www.hamilton.ca/public-health/clinics-services https://www.hamilton.ca/public-health/clinics-services/alcohol-drug-and-gambling-clinics-programs https://www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services https://www.hamilton.ca/public-health/clinics-services/get-free-naloxone-kits https://www.hamilton.ca/public-health/clinics-services/injection-drug-use-outreach-worker-program https://www.hamilton.ca/public-health/clinics-services/needle-syringe-supplies-and-disposal https://www.hamilton.ca/public-health/clinics-services/street-health-clinics https://www.hamilton.ca/public-health/clinics-services/van-needle-syringe-program



Landing	URL
Clinics & Services (cont'd)	https://www.hamilton.ca/public-health/clinics-services/treatment-centres-and-groups
	https://www.hamilton.ca/public-health/clinics-services/breastfeeding-services-supports
	https://www.hamilton.ca/public-health/clinics-services/breastfeeding-support-in-hamilton
	https://www.hamilton.ca/public-health/clinics-services/public-health-breastfeeding-services
	https://www.hamilton.ca/public-health/clinics-services/cancer-screening-programs
	https://www.hamilton.ca/public-health/clinics-services/breast-cancer-screening
	https://www.hamilton.ca/public-health/clinics-services/cervical-cancer-screening
	https://www.hamilton.ca/public-health/clinics-services/colorectal-cancer-screening
	https://www.hamilton.ca/public-health/clinics-services/community-health-worker
	https://www.hamilton.ca/public-health/clinics-services/dental-clinics-programs
	https://www.hamilton.ca/public-health/clinics-services/public-health-services-childrens-preventive-dental-clinic
	https://www.hamilton.ca/public-health/clinics-services/dental-health-bus
	https://www.hamilton.ca/public-health/clinics-services/public-health-services-dental-clinic
	https://www.hamilton.ca/public-health/clinics-services/free-or-low-cost-dental-programs-hamilton-residents
	https://www.hamilton.ca/public-health/clinics-services/food-safety-healthy-eating-programs-services
https://www.hamilton.ca/public-health/clinics-services/community-food-advisors	



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Landing	URL
Clinics & Services (cont'd)	https://www.hamilton.ca/public-health/clinics-services/cooking-clubs https://www.hamilton.ca/public-health/clinics-services/feeding-your-baby-children https://www.hamilton.ca/public-health/clinics-services/food-premise-convictions-orders-in-hamilton https://www.hamilton.ca/public-health/clinics-services/restaurant-inspections-food-safety https://www.hamilton.ca/public-health/clinics-services/mental-health-services https://www.hamilton.ca/public-health/clinics-services/child-and-adolescent-services https://www.hamilton.ca/public-health/clinics-services/mental-health-and-street-outreach-program https://www.hamilton.ca/public-health/clinics-services/parenting-programs-services https://www.hamilton.ca/public-health/clinics-services/car-seat-support https://www.hamilton.ca/public-health/clinics-services/check-it-out-drop-in-sessions https://www.hamilton.ca/public-health/clinics-services/pregnancy-programs-supports https://www.hamilton.ca/public-health/clinics-services/prenatal-community-supports-young-parents https://www.hamilton.ca/public-health/clinics-services/quitting-smoking-clinics-programs https://www.hamilton.ca/public-health/clinics-services/free-or-low-cost-products-help-you-quit-smoking https://www.hamilton.ca/public-health/clinics-services/programs-in-hamilton-help-you-quit-smoking



Landing	URL
Clinics & Services (cont'd)	https://www.hamilton.ca/public-health/clinics-services/smoking-treatment-ontario-patients
	https://www.hamilton.ca/public-health/clinics-services/quit-smoking-clinic
	https://www.hamilton.ca/public-health/clinics-services/school-health-programs
	https://www.hamilton.ca/public-health/clinics-services/head-lice-bug-buster-clinics
	https://www.hamilton.ca/public-health/clinics-services/sexual-health-clinics
	https://www.hamilton.ca/public-health/clinics-services/vaccines-and-immunization-clinics
	https://www.hamilton.ca/public-health/clinics-services/community-vaccine-clinics
	https://www.hamilton.ca/public-health/clinics-services/flu-clinics
	https://www.hamilton.ca/public-health/clinics-services/hpv-vaccine-school-clinics
	https://www.hamilton.ca/public-health/clinics-services/hepatitis-b-vaccine-school-clinics
	https://www.hamilton.ca/public-health/clinics-services/high-school-vaccine-clinics
	https://www.hamilton.ca/public-health/clinics-services/meningococcal-cy-w-135-vaccine-school-clinics
	https://www.hamilton.ca/public-health/clinics-services/outbreak-clinics
	https://www.hamilton.ca/public-health/clinics-services/travel-clinics
	https://www.hamilton.ca/public-health/clinics-services/home-visiting-programs https://www.hamilton.ca/jobs-city



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Landing	URL
Current Opportunities	https://www.hamilton.ca/jobs-city/current-opportunities https://www.hamilton.ca/jobs-city/current-opportunities/recruitment-opportunities https://www.hamilton.ca/jobs-city/current-opportunities/bus-operator-recruitment https://www.hamilton.ca/jobs-city/current-opportunities/full-time-firefighter-recruitment https://www.hamilton.ca/volunteer-firefighter-recruitment https://www.hamilton.ca/jobs-city/current-opportunities/primary-care-paramedic-recruitment https://www.hamilton.ca/jobs-city/current-opportunities/police-constable-new-recruit-hamilton-police-service https://www.hamilton.ca/jobs-city/jobs-open-public/police-constable-lateral-transfer-hamilton-police-service https://www.hamilton.ca/jobs-city/current-opportunities/school-crossing-guard-recruitment https://www.hamilton.ca/jobs-city/jobs-open-public/winter-operator-roads-recruitment https://www.hamilton.ca/jobs-city/current-opportunities/part-time-recreation-recruitment https://www.hamilton.ca/jobs-city/current-opportunities/applying-job https://www.hamilton.ca/jobs-city/current-opportunities/police-background-checks https://www.hamilton.ca/jobs-city/current-opportunities/reference-checks https://www.hamilton.ca/jobs-city/jobs-open-public/student-co-op-placements
Employee Resources	https://www.hamilton.ca/jobs-city/employee-resources https://www.hamilton.ca/jobs-city/employee-resources/collective-agreements



Landing	URL
Employee Resources (cont'd)	https://www.hamilton.ca/jobs-city/application-process/employee-benefits https://www.hamilton.ca/jobs-city/employee-resources/pay-information
Volunteer Opportunities	https://www.hamilton.ca/jobs-city/volunteer-opportunities https://www.hamilton.ca/jobs-city/volunteer-opportunities/macassa-lodge-volunteers https://www.hamilton.ca/jobs-city/volunteer-opportunities/wentworth-lodge-volunteers https://www.hamilton.ca/jobs-city/volunteer-opportunities/community-food-advisor https://www.hamilton.ca/jobs-city/volunteer-opportunities/neighbourhood-clean-teams https://www.hamilton.ca/jobs-city/volunteer-opportunities/recreation-division-volunteers https://www.hamilton.ca/jobs-city/volunteer-opportunities/trillium-awards-judge
Student & Youth Opportunities	https://www.hamilton.ca/jobs-city/student-youth-opportunities https://www.hamilton.ca/jobs-city/student-youth-opportunities/summer-student-program https://www.hamilton.ca/jobs-city/student-youth-opportunities/returning-students https://www.hamilton.ca/jobs-city/student-youth-opportunities/new-student-hires https://www.hamilton.ca/jobs-city/student-youth-opportunities/summer-student-general-labour-job-opportunities



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Landing	URL
Student & Youth Opportunities (cont'd)	https://www.hamilton.ca/jobs-city/student-youth-opportunities/summer-student-recreation-job-opportunities https://www.hamilton.ca/jobs-city/student-youth-opportunities/specific-area-study-and-administrative-jobs https://www.hamilton.ca/jobs-city/student-youth-opportunities/public-health-post-secondary-student-placements https://www.hamilton.ca/jobs-city/student-youth-opportunities/unpaid-student-placements https://www.hamilton.ca/student-youth-opportunities/public-health-post-secondary-student-placements/masters-public-health https://www.hamilton.ca/student-youth-opportunities/public-health-post-secondary-student-placements/nursing-students https://www.hamilton.ca/student-youth-opportunities/public-health-post-secondary-student-placements/other-students https://www.hamilton.ca/jobs-city/post-secondary-student-placements/family-therapy https://www.hamilton.ca/jobs-city/student-youth-opportunities/high-school-co-op-student-program https://www.hamilton.ca/jobs-city/student-youth-opportunities/post-secondary-student-placements
Training & Certification	https://www.hamilton.ca/jobs-city/training-certification https://www.hamilton.ca/jobs-city/training-certification/aquatic-leadership-courses https://www.hamilton.ca/jobs-city/training-certification/recreation-leader-training https://www.hamilton.ca/jobs-city/training-certification/taxi-driver-training



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Landing	URL
Building & Renovating	https://www.hamilton.ca/home-property-and-development/building-renovating https://www.hamilton.ca/home-property-and-development/building-renovating/building-permit-status https://www.hamilton.ca/home-property-and-development/building-renovating/planning-build-or-renovate https://www.hamilton.ca/home-property-and-development/building-renovating/building-in-rural-hamilton https://www.hamilton.ca/home-property-and-development/building-renovating/hiring-contractor https://www.hamilton.ca/home-property-and-development/building-renovating/important-contacts-renovations-permits https://www.hamilton.ca/home-property-and-development/building-renovating/residential-building-permits https://www.hamilton.ca/home-property-and-development/building-renovating/residential-building-inspections https://www.hamilton.ca/home-property-and-development/building-renovating/submitting-drawings https://www.hamilton.ca/home-property-and-development/building-renovating/building-permit-classes-and-fees https://www.hamilton.ca/home-property-and-development/building-renovating/residential-fences https://www.hamilton.ca/home-property-and-development/building-renovating/swimming-pools
Property Taxes	https://www.hamilton.ca/home-property-and-development/property-taxes https://www.hamilton.ca/home-property-and-development/property-taxes/2017-mpac-assessment https://www.hamilton.ca/home-property-and-development/property-taxes/pay-your-property-tax



Landing	URL
Property Taxes (cont'd)	https://www.hamilton.ca/home-property-and-development/property-taxes/due-dates-and-penalties
	https://www.hamilton.ca/home-property-and-development/property-taxes/tax-assistance-programs
	https://www.hamilton.ca/home-property-and-development/property-taxes/property-information-taxes
	https://www.hamilton.ca/home-property-and-development/property-taxes/request-tax-certificate
	https://www.hamilton.ca/home-property-and-development/property-taxes/sale-properties-tax-arrears
	https://www.hamilton.ca/home-property-and-development/property-taxes/current-tax-sale-property-listing
	https://www.hamilton.ca/home-property-and-development/property-taxes/submit-tender
	https://www.hamilton.ca/home-property-and-development/property-taxes/tax-sale-property-results
	https://www.hamilton.ca/home-property-and-development/property-taxes/area-rating
	https://www.hamilton.ca/home-property-and-development/property-taxes/municipal-tax-competitiveness-study
	https://www.hamilton.ca/home-property-and-development/property-taxes/property-assessment
	https://www.hamilton.ca/home-property-and-development/property-taxes/property-inquiry
	https://www.hamilton.ca/home-property-and-development/property-taxes/tax-billing-by-laws https://www.hamilton.ca/home-property-and-development/property-taxes/tax-calculator



Landing	URL
Property Taxes (cont'd)	https://www.hamilton.ca/home-property-and-development/property-taxes/tax-impact-mapping https://www.hamilton.ca/home-property-and-development/property-taxes/tax-rates-by-property-class https://www.hamilton.ca/home-property-and-development/property-taxes/understanding-your-property-tax-bill https://www.hamilton.ca/home-property-and-development/property-taxes/changes-your-property-tax-bill https://www.hamilton.ca/hsr-bus-schedules-fares
Accessible Transit	https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/accessible-transportation-services-ats-eligibility-and https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/accessible-low-floor-buses https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/darts https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/darts-fares-tickets-and-passes https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/ats-darts-no-show-and-cancellation-policy https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/how-file-complaint https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/taxi-scrip-program
Fares	https://www.hamilton.ca/hsr-bus-schedules-fares/fares https://www.hamilton.ca/hsr-bus-schedules-fares/fares/cash-tickets-and-passes https://www.hamilton.ca/hsr-bus-schedules-fares/fares/summer-youth-pass



Landing	URL
Fares (cont'd)	https://www.hamilton.ca/hsr-bus-schedules-fares/fares/university-and-college-bus-passes https://www.hamilton.ca/hsr-bus-schedules-fares/fares/hsr-ticket-vendors https://www.hamilton.ca/hsr-bus-schedules-fares/fares/hsr-ticket-vendors https://www.hamilton.ca/hsr-bus-schedules-fares/fares/presto-cards https://www.hamilton.ca/hsr-bus-schedules-fares/fares/photo-identification https://www.hamilton.ca/hsr-bus-schedules-fares/fares/support-person-id-card https://www.hamilton.ca/hsr-bus-schedules-fares/fares/transfers-and-connections
Riding with HSR	https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/update-hsr https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/bikes-buses-program https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/ticket-ride-program https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/using-hsr https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/bus-safety https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/customer-service https://www.hamilton.ca/hsr-bus-schedules-fares/riding-hsr/bus-shelter-vandalism-program
Schedule, Routes & Maps	https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/trip-planner



Landing	URL
Schedule, Routes & Maps (cont'd)	https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/pdf-bus-schedules https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/detours-and-service-updates https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/trans-cab https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/bus-check-phone https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/triplinx https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/special-event-shuttles https://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/tiger-cats-express-shuttles https://www.hamilton.ca/garbage-recycling
Garbage & Bulk Items	https://www.hamilton.ca/garbage-recycling/garbage-bulk-items https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/garbage https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/bulk-items-and-furniture https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/illegal-dumping https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/waste-collection-schedule https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/what-goes-in-garbage https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/what-are-bulk-items



Landing	URL
Blue Box & Recycling	https://www.hamilton.ca/garbage-recycling/blue-box-recycling https://www.hamilton.ca/garbage-recycling/blue-box-recycling/blue-box https://www.hamilton.ca/garbage-recycling/blue-box-recycling/recycling https://www.hamilton.ca/garbage-recycling/blue-boxes-recycling/gold-box-recycling https://www.hamilton.ca/garbage-recycling/blue-box-recycling/blue-box-collection-schedule https://www.hamilton.ca/garbage-recycling/blue-box-recycling/what-can-be-recycled https://www.hamilton.ca/garbage-recycling/blue-boxes-recycling/gold-box-sign-form
Green Bin & Composting	https://www.hamilton.ca/garbage-recycling/green-bin-composting https://www.hamilton.ca/garbage-recycling/green-bin-composting/green-bin https://www.hamilton.ca/garbage-recycling/green-bin-composting/composting-your-green-bin https://www.hamilton.ca/garbage-recycling/green-bin-composting/what-goes-in-green-bin https://www.hamilton.ca/garbage-recycling/green-bin-composting/backyard-composting https://www.hamilton.ca/garbage-recycling/green-bin-composting/compost-giveaways https://www.hamilton.ca/garbage-recycling/green-bin-composting/green-bin-collection-schedule
Yard Waste	https://www.hamilton.ca/garbage-recycling/yard-waste https://www.hamilton.ca/garbage-recycling/yard-waste/yard-waste https://www.hamilton.ca/garbage-recycling/leaf-yard-waste/grasscycling https://www.hamilton.ca/garbage-recycling/yard-waste/what-goes-in-yard-waste



Landing	URL
Apartment Waste	https://www.hamilton.ca/garbage-recycling/apartment-waste https://www.hamilton.ca/garbage-recycling/apartment-waste/apartment-garbage-and-bulk-items https://www.hamilton.ca/garbage-recycling/apartment-waste/apartment-blue-cart-recycling https://www.hamilton.ca/garbage-recycling/apartment-waste/apartment-green-bin-composting https://www.hamilton.ca/garbage-recycling/apartment-waste/property-owners-managers-superintendents https://www.hamilton.ca/garbage-recycling/apartment-waste/apartment-waste-search
Business Waste	https://www.hamilton.ca/garbage-recycling/business-waste https://www.hamilton.ca/garbage-recycling/business-waste/business-waste-eligibility https://www.hamilton.ca/garbage-recycling/business-waste/business-waste https://www.hamilton.ca/garbage-recycling/business-waste/waste-directory-businesses
Community Recycling Centres	https://www.hamilton.ca/garbage-recycling/community-recycling-centres https://www.hamilton.ca/garbage-recycling/community-recycling-centres/community-recycling-centre-locations https://www.hamilton.ca/garbage-recycling/community-recycling-centres/appliances-and-scrap-metal https://www.hamilton.ca/garbage-recycling/community-recycling-centres/household-hazardous-waste https://www.hamilton.ca/garbage-recycling/community-recycling-centres/reuse-shed https://www.hamilton.ca/garbage-recycling/community-recycling-centres/what-goes-community-recycling-centre



Landing	URL
Official Plan & Zoning By-law	https://www.hamilton.ca/city-planning/official-plan-zoning-by-law https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/official-plan https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/rural-hamilton-official-plan https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/urban-hamilton-official-plan https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/provincial-plan-review https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-law https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-law-no-05-200 https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/commercial-and-mixed-use-zones https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/transit-oriented-corridor-zones-wards-1-4 https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/rural-zoning https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-laws-former-communities https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/interactive-zoning-mapping https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/regulating-entertainment-outdoor-commercial-patios https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/review-existing-residential-er-zone-in-ancaster https://www.hamilton.ca/city-planning/official-plan-zoning-by-law/grids-2-and-municipal-comprehensive-review



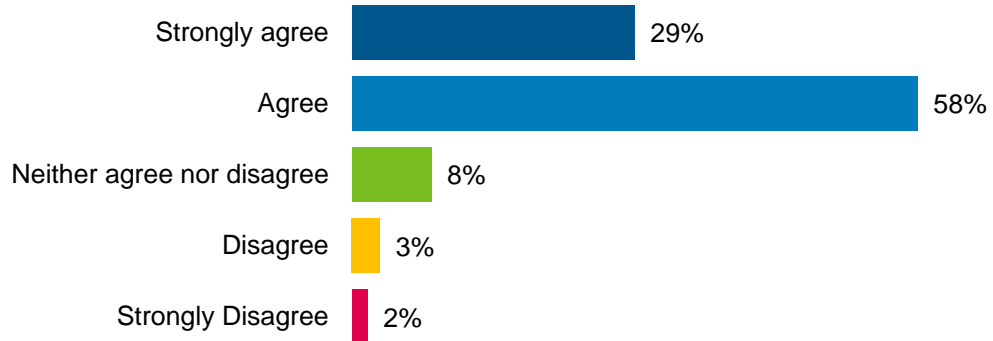
Landing	URL
Tickets & Parking	https://www.hamilton.ca/streets-transportation/tickets-parking
	https://www.hamilton.ca/streets-transportation/tickets-parking/pay-your-ticket
	https://www.hamilton.ca/streets-transportation/tickets-parking/parking-penalty-notice
	https://www.hamilton.ca/streets-transportation/tickets-parking/parking-infraction-notice
	https://www.hamilton.ca/streets-transportation/tickets-parking/provincial-offences-notice
	https://www.hamilton.ca/streets-transportation/tickets-parking/municipal-parking-by-laws
	https://www.hamilton.ca/streets-transportation/tickets-parking/street-parking
	https://www.hamilton.ca/streets-transportation/tickets-parking/residential-parking-private-property
	https://www.hamilton.ca/streets-transportation/tickets-parking/veteran-parking-program
	https://www.hamilton.ca/streets-transportation/tickets-parking/ministry-transportation-ontario-mto-accessible-parking-permit
	https://www.hamilton.ca/streets-transportation/tickets-parking/parking-near-schools
	https://www.hamilton.ca/streets-transportation/tickets-parking/municipal-car-parks
	https://www.hamilton.ca/streets-transportation/tickets-parking/reserve-municipal-car-park
	https://www.hamilton.ca/streets-transportation/tickets-parking/parking-meters
	https://www.hamilton.ca/streets-transportation/tickets-parking/special-events-parking
	https://www.hamilton.ca/streets-transportation/tickets-parking/towing
https://www.hamilton.ca/streets-transportation/tickets-parking/electric-vehicle-charging-stations	

Appendix C: Detailed Response Summary

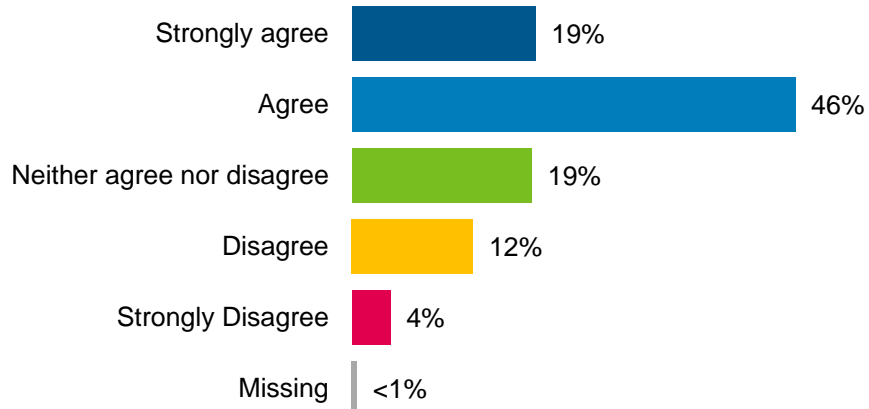
This section provides the full breakdown of all responses collected from the phone and online survey .

Hamilton is a great place to live

Phone (n=550)

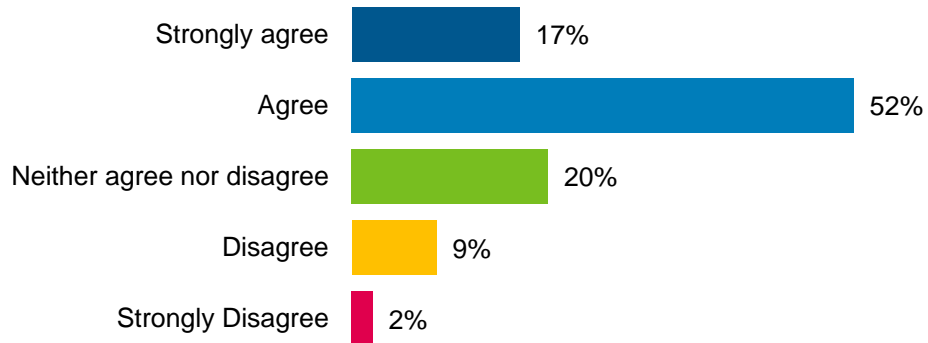


Online (n=1,307)

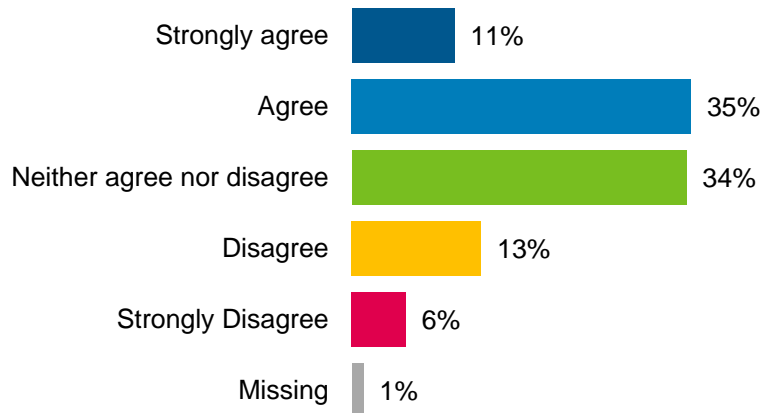


Hamilton is a great place to work

Phone (n=550)

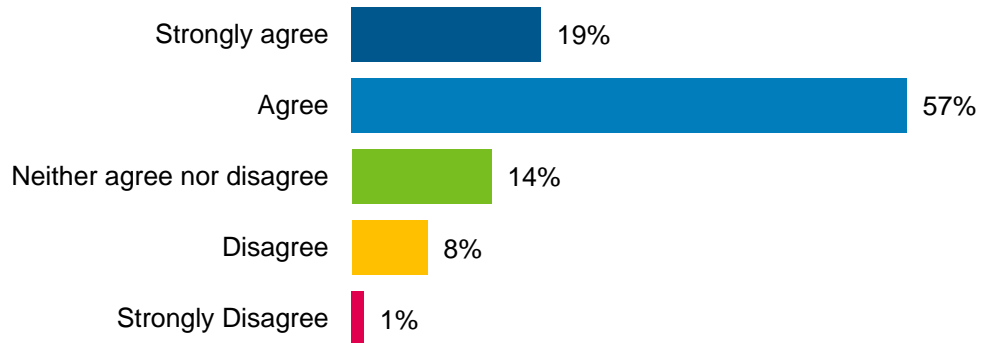


Online (n=1,307)

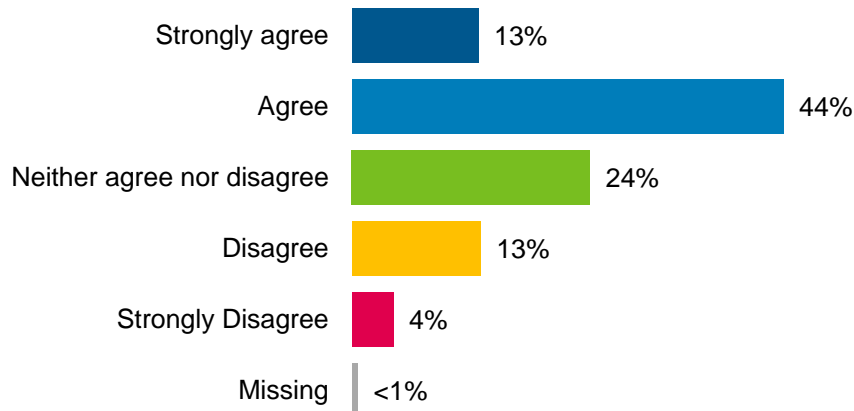


Hamilton is a great place to play

Phone (n=550)

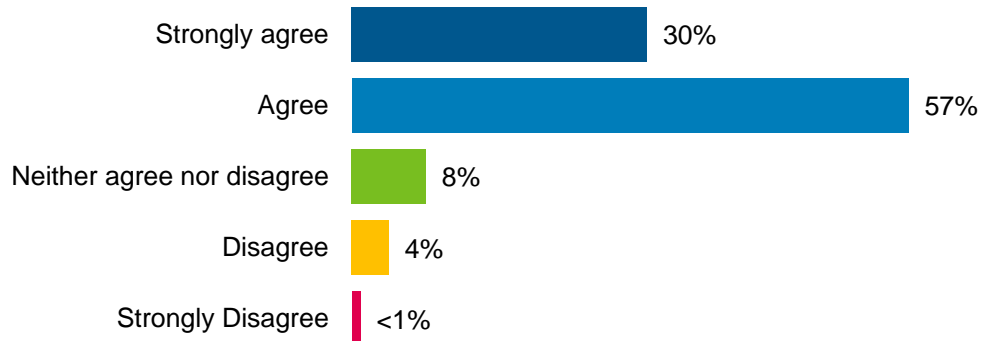


Online (n=1,307)

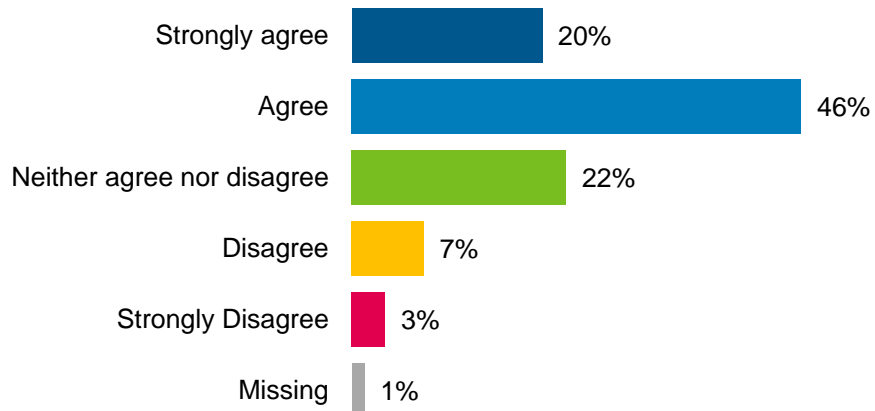


Hamilton is a great place to learn

Phone (n=550)

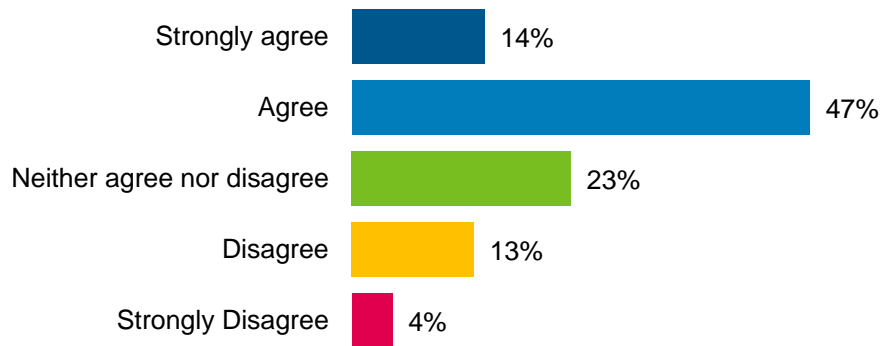


Online (n=1,307)

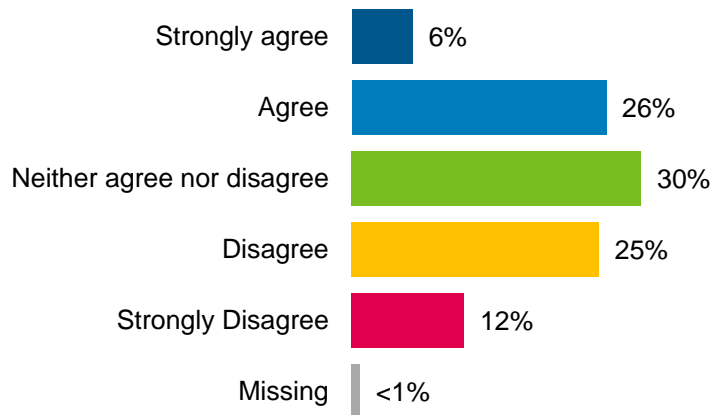


Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”

Phone (n=550)

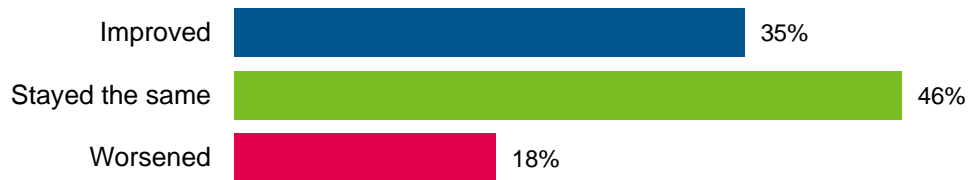


Online (n=1,307)



In the past two years, would you say the quality of life in the City of Hamilton has ...

Phone (n=550)

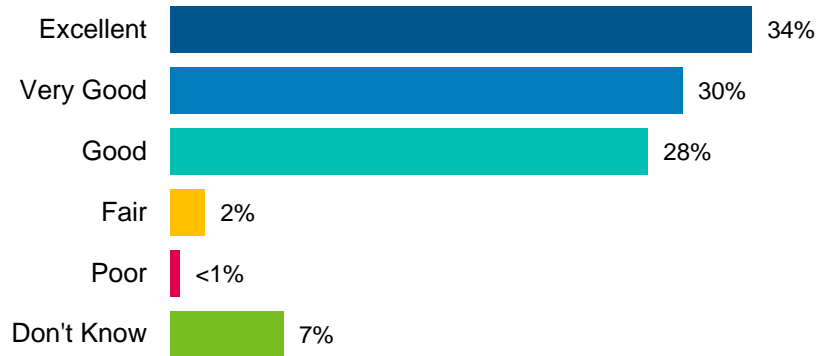


Online (n=1,307)

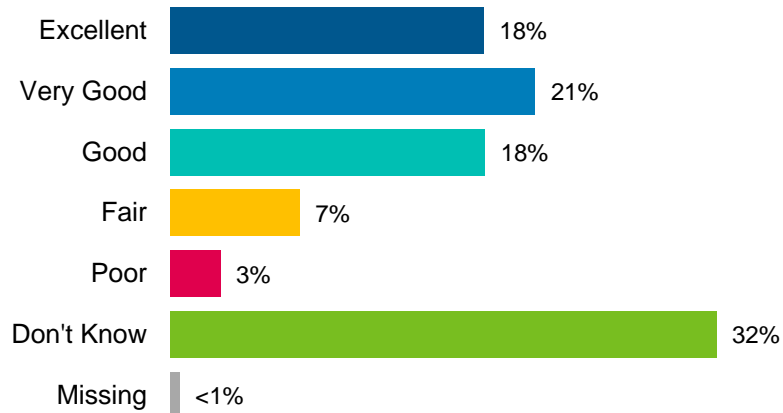


Fire Department

Phone (n=550)

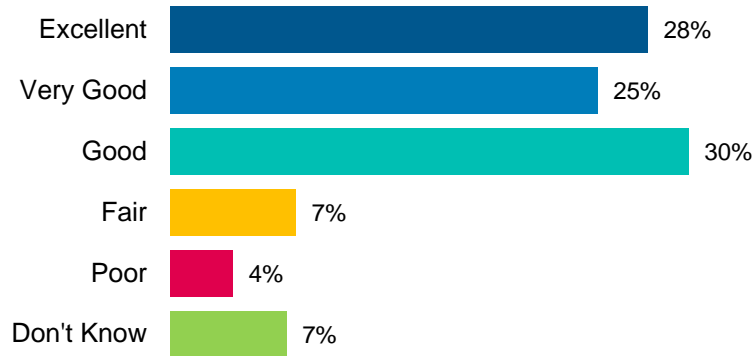


Online (n=1,307)

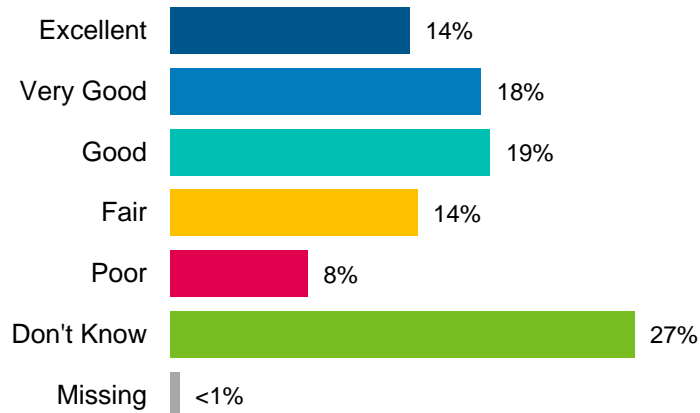


Paramedic Services

Phone (n=550)

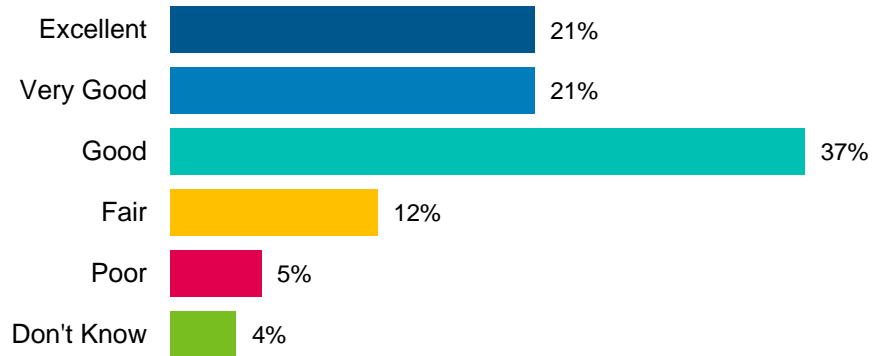


Online (n=1,307)

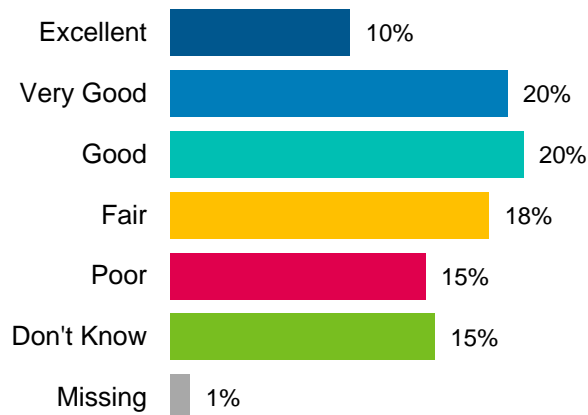


Police Services

Phone (n=550)

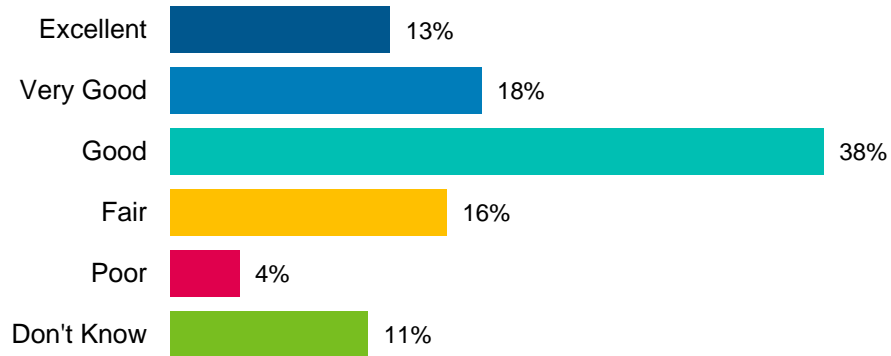


Online (n=1,307)

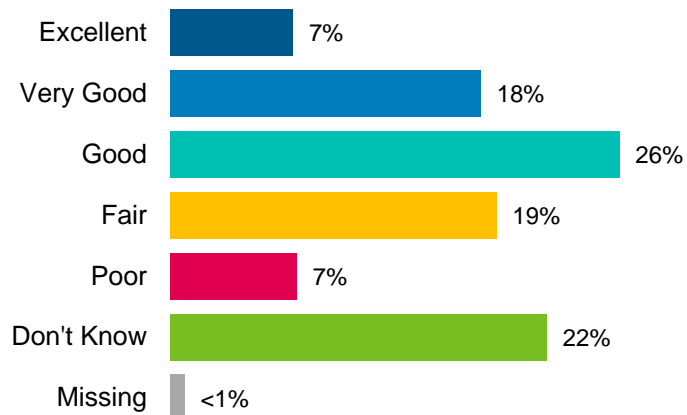


Emergency Management

Phone (n=550)

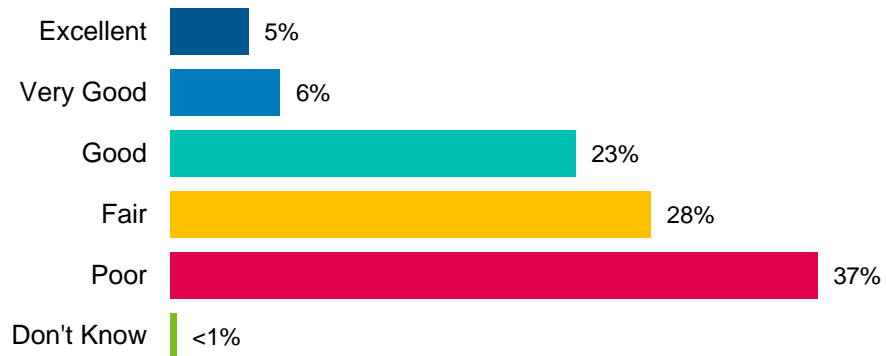


Online (n=1,307)

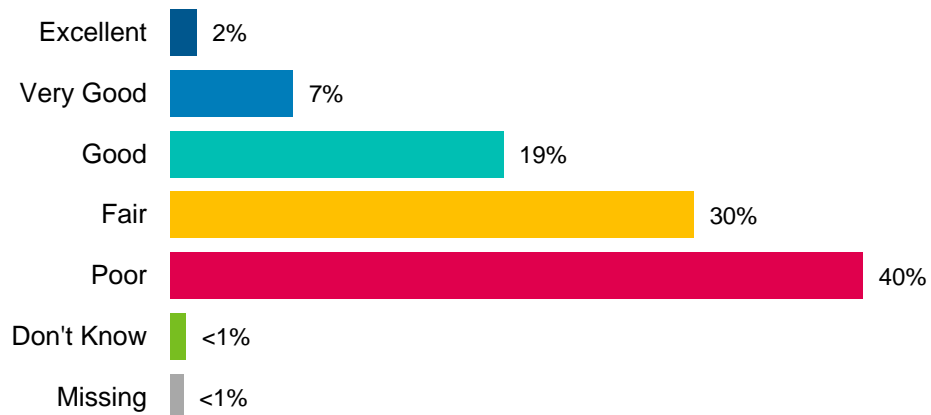


Roads and Sidewalks

Phone (n=550)

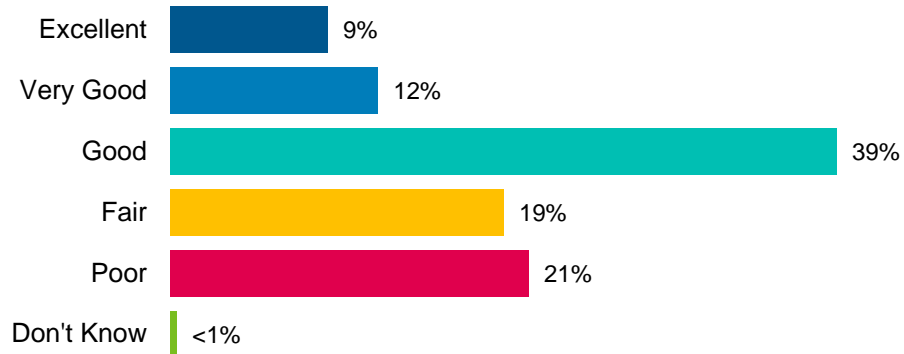


Online (n=1,307)

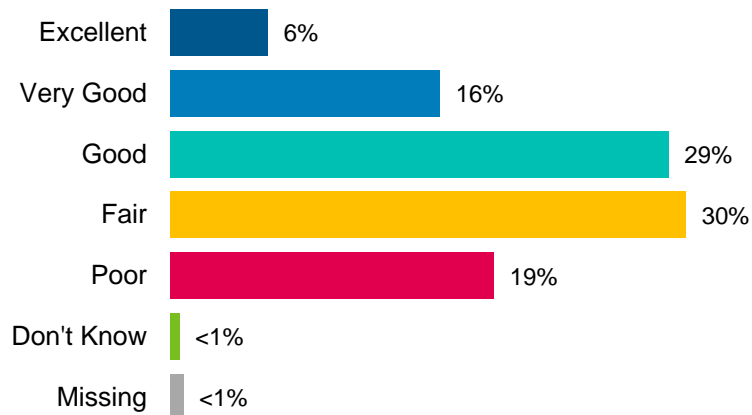


Snow Plowing and Salting

Phone (n=550)

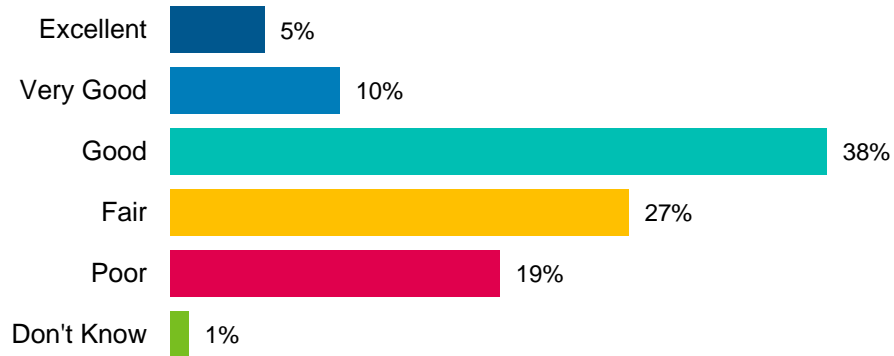


Online (n=1,307)

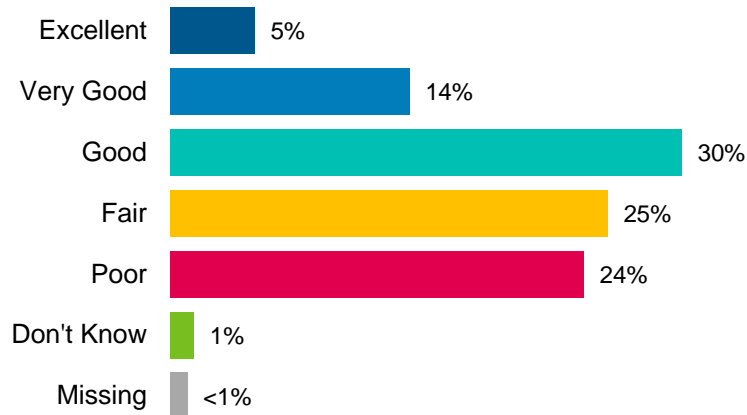


Traffic Flow and Roadway Safety

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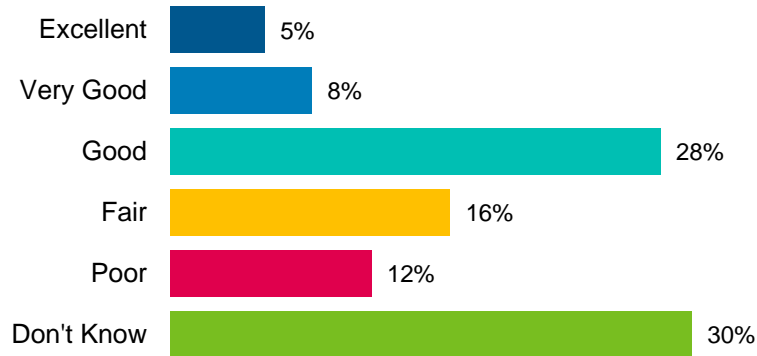


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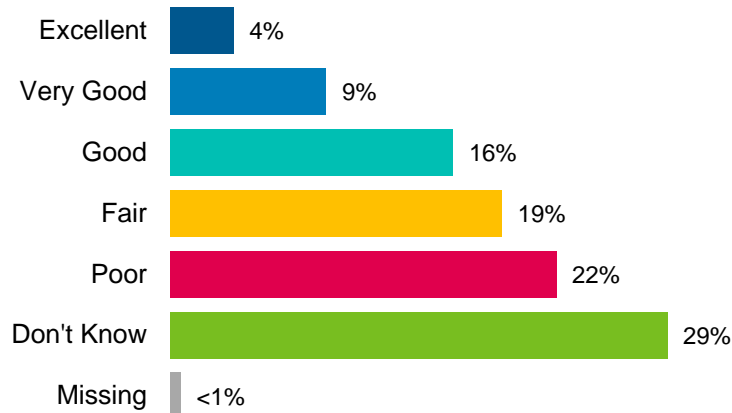


Hamilton Street Railway (HSR) Buses

Phone (n=550)

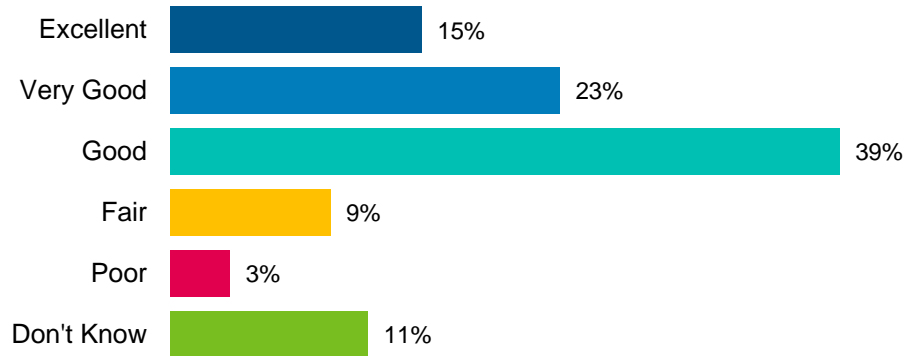


Online (n=1,307)

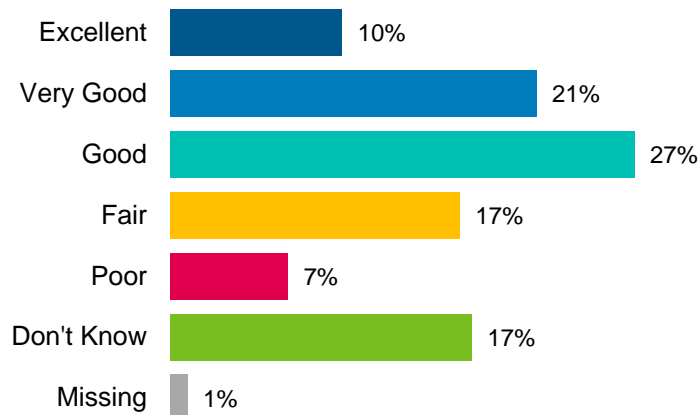


Recreation

Phone (n=550)

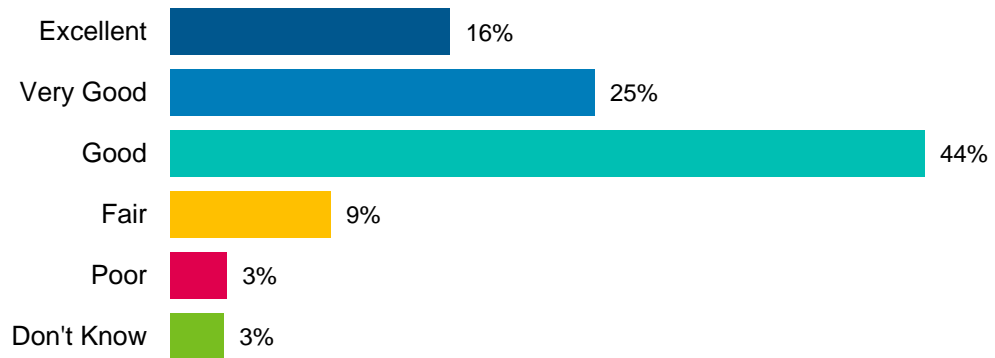


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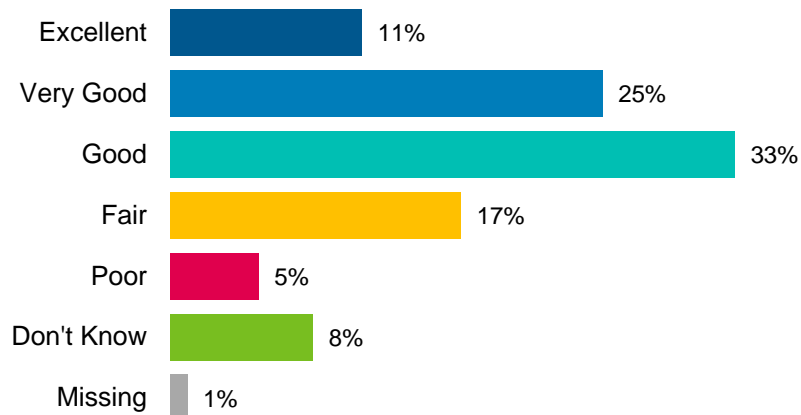


Parks and Open Space

Phone (n=550)

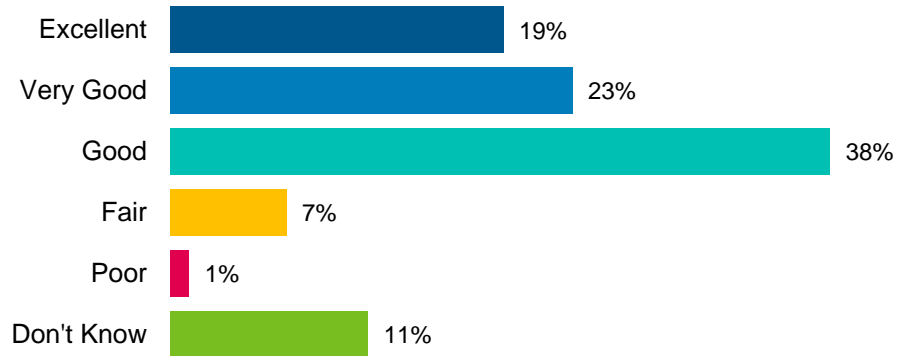


Online (n=1,307)

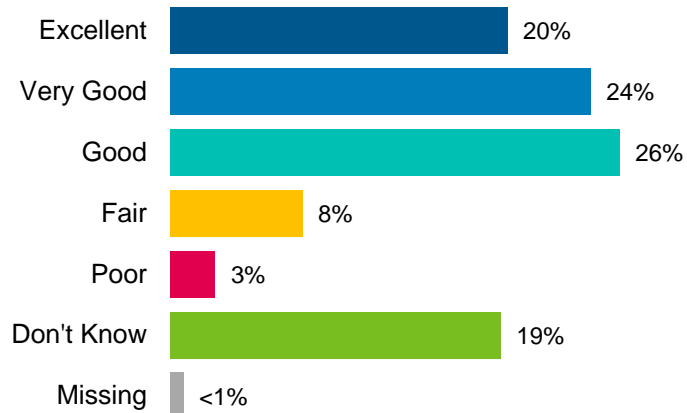


Libraries and Bookmobiles

Phone (n=550)

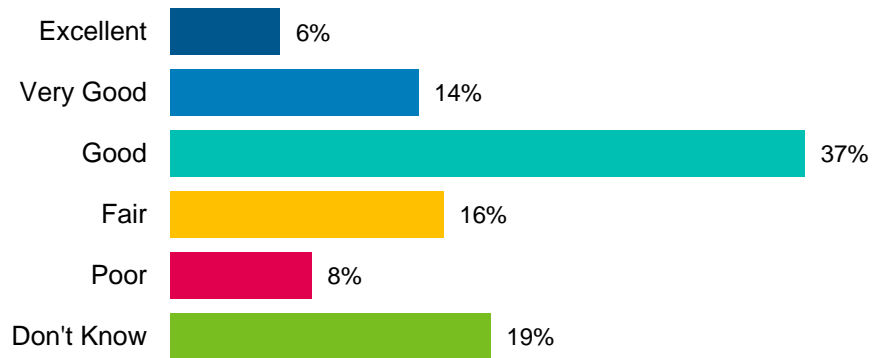


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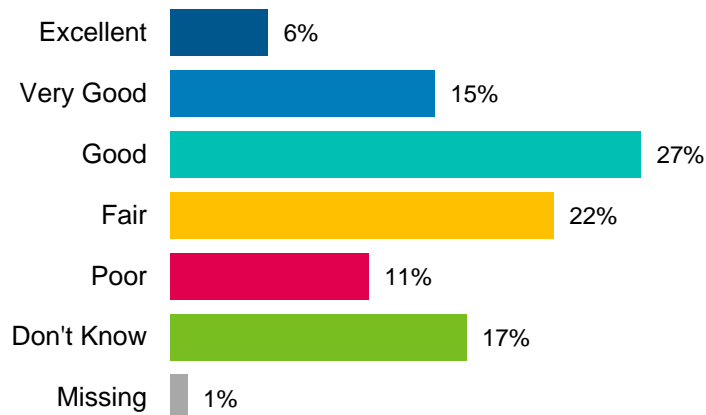


Tourism

Phone (n=550)

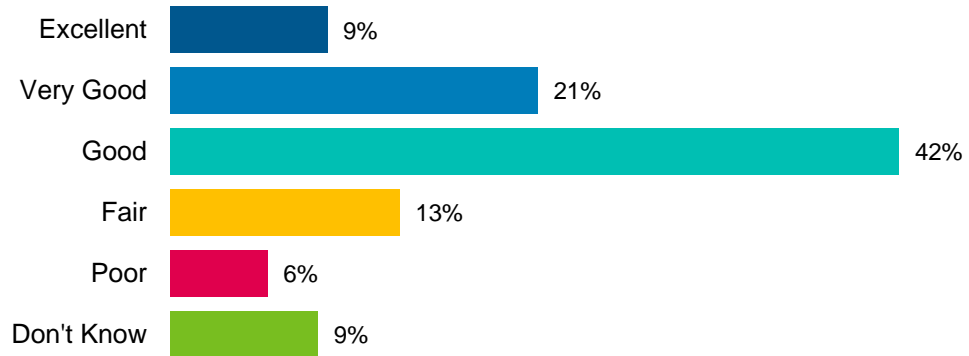


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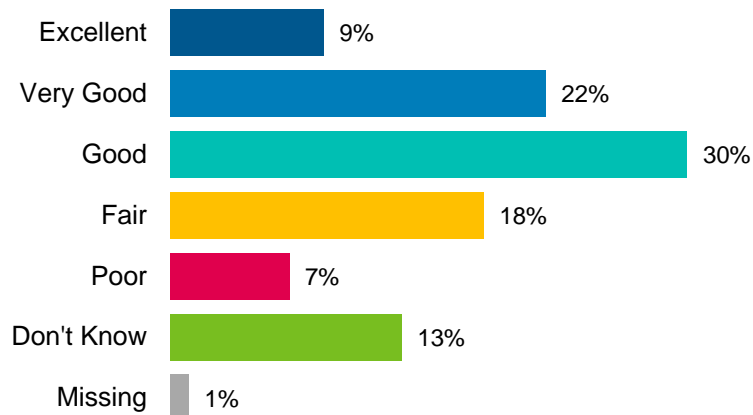


Culture

Phone (n=550)

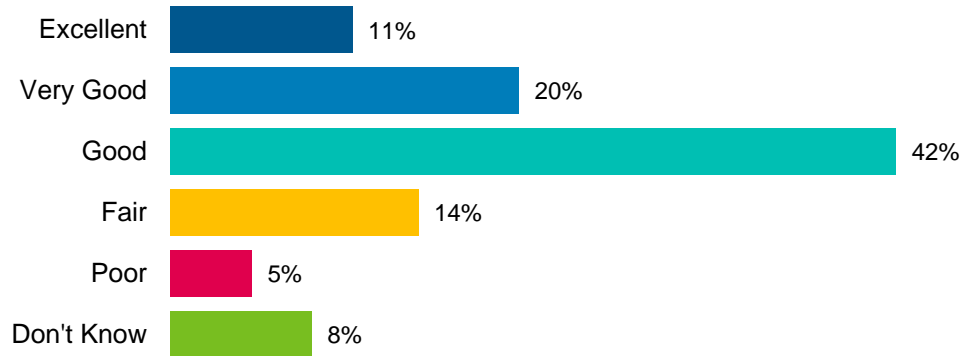


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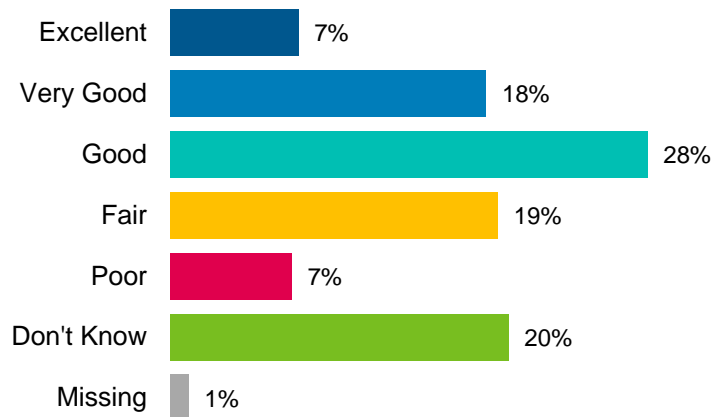


Public Health

Phone (n=550)

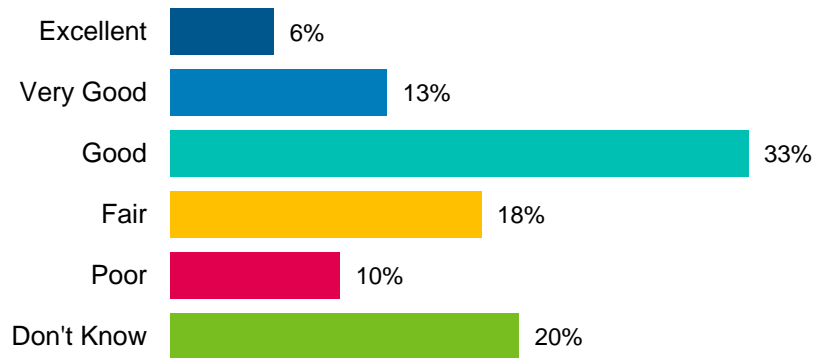


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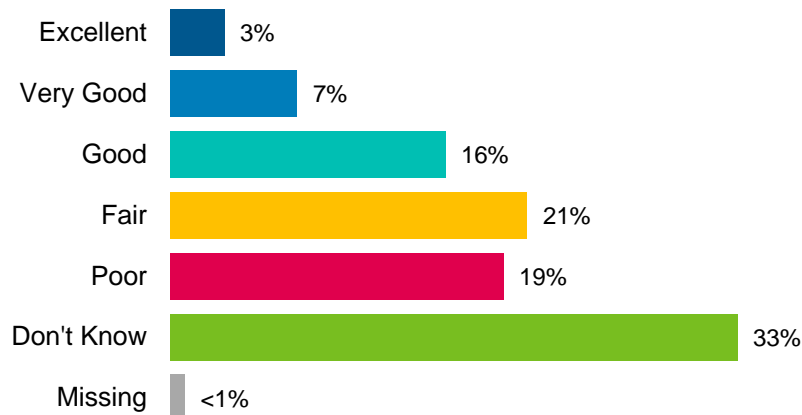


Social Services

Phone (n=550)

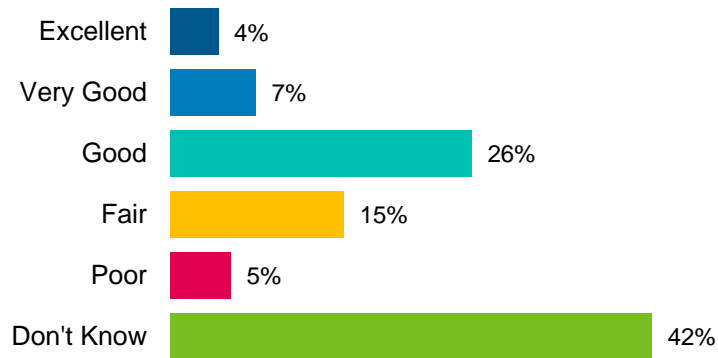


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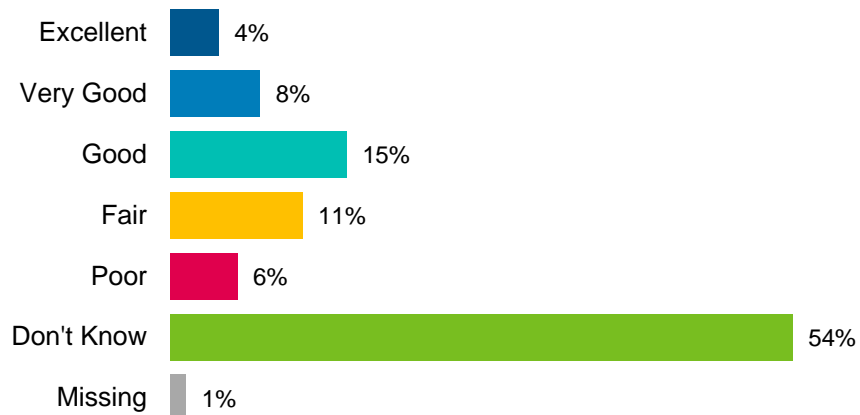


Child Care Services

Phone (n=550)

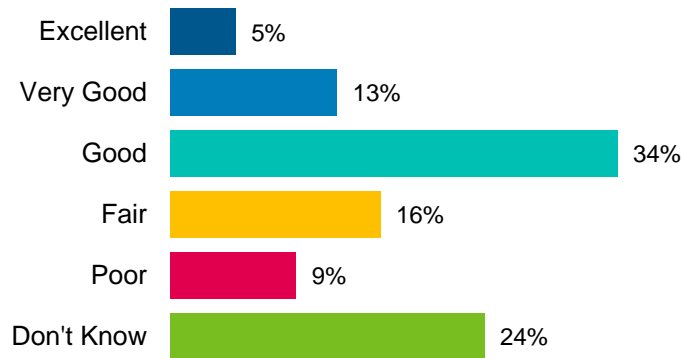


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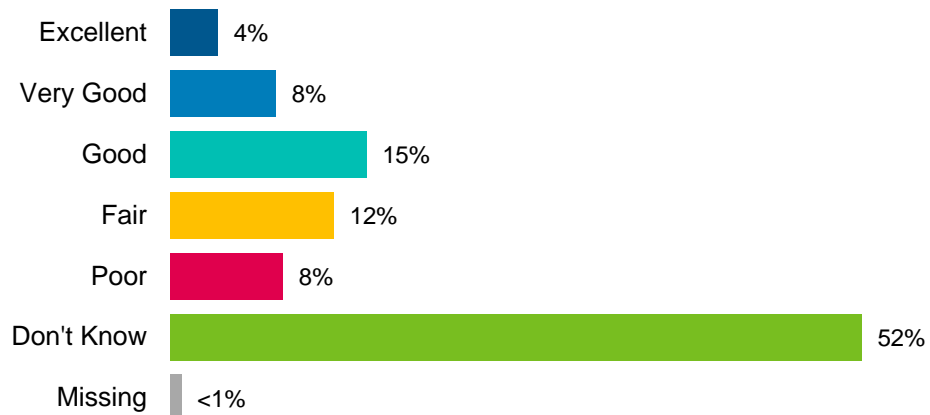


Services for Seniors

Phone (n=550)

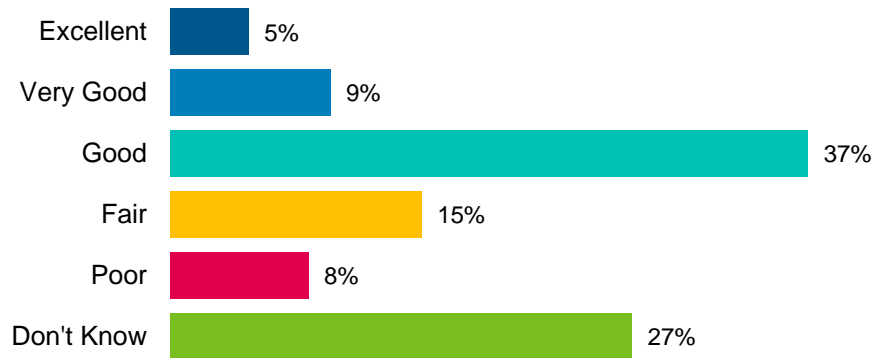


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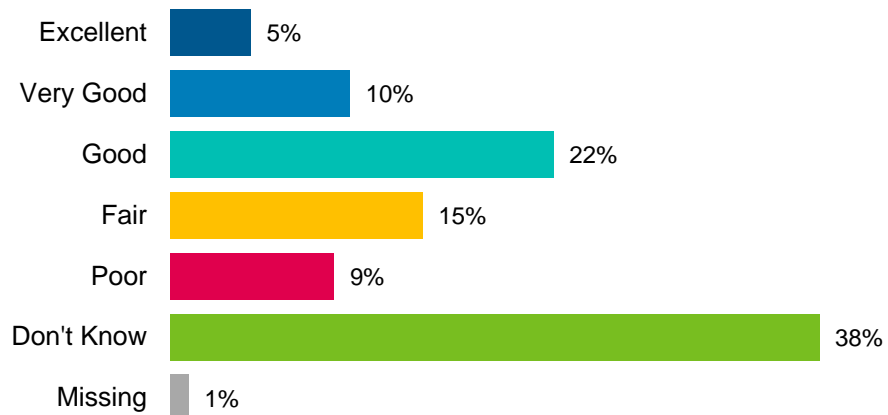


Legislative Services and Records Information

Phone (n=550)

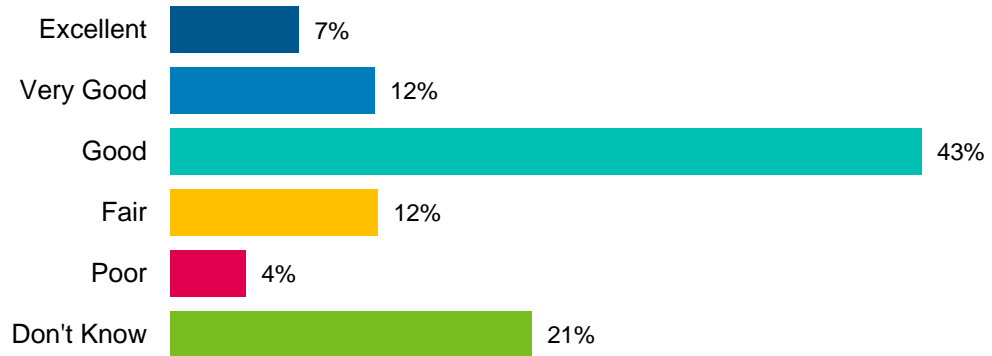


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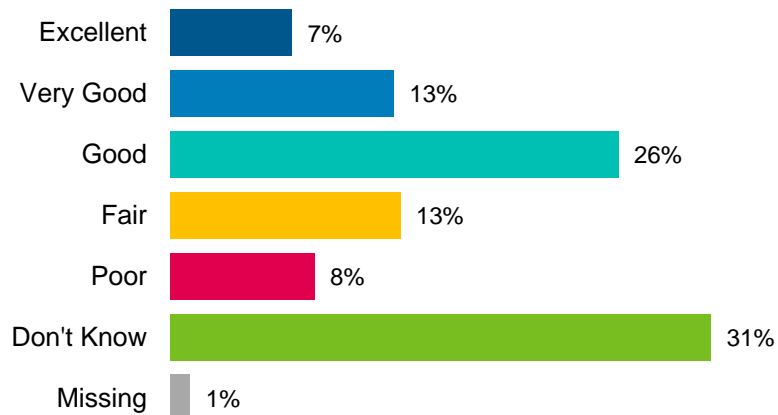


Animal Services

Online (n=550)

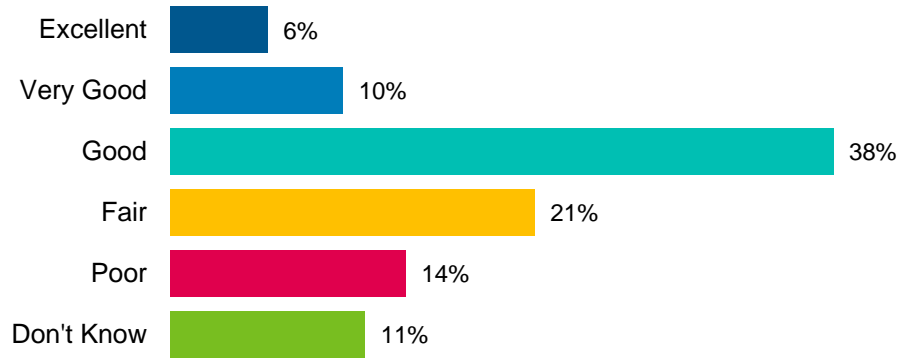


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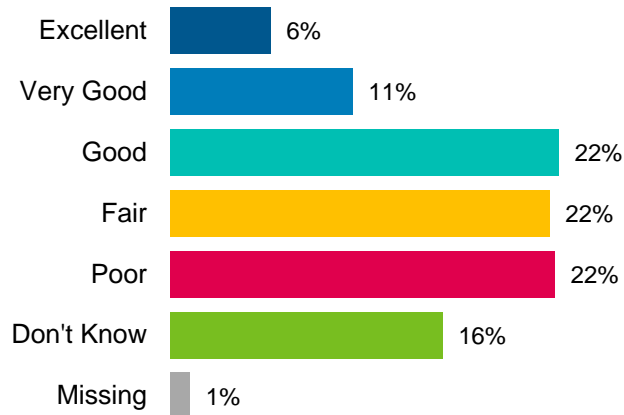


By-law Enforcement

Phone (n=550)

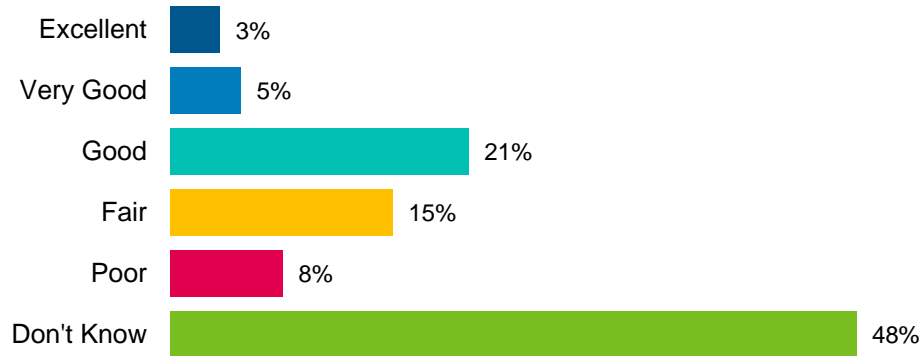


Online (n=1,307)

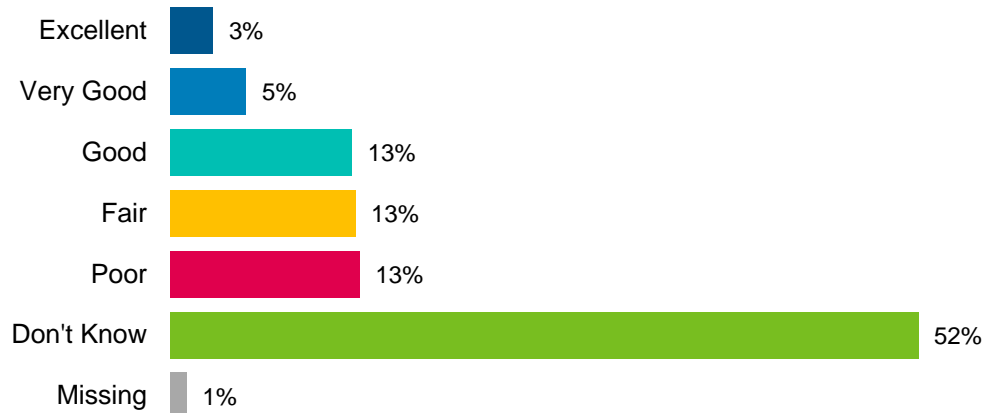


Building Permits

Phone (n=550)

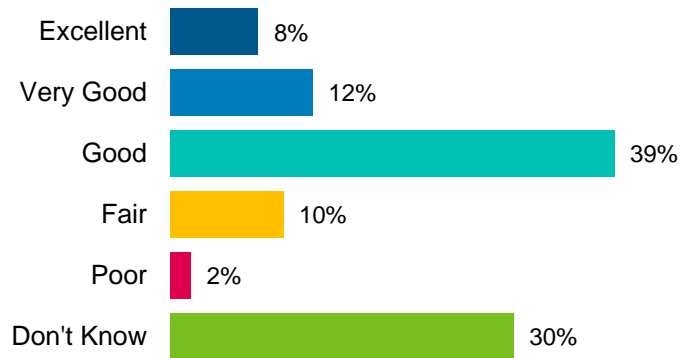


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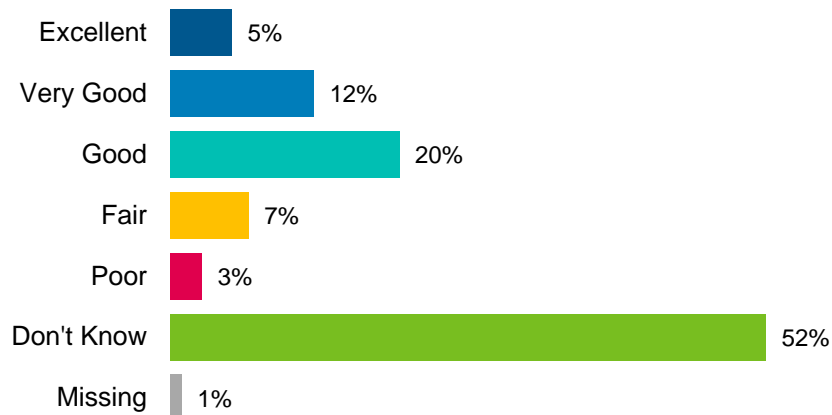


Cemetery

Phone (n=550)

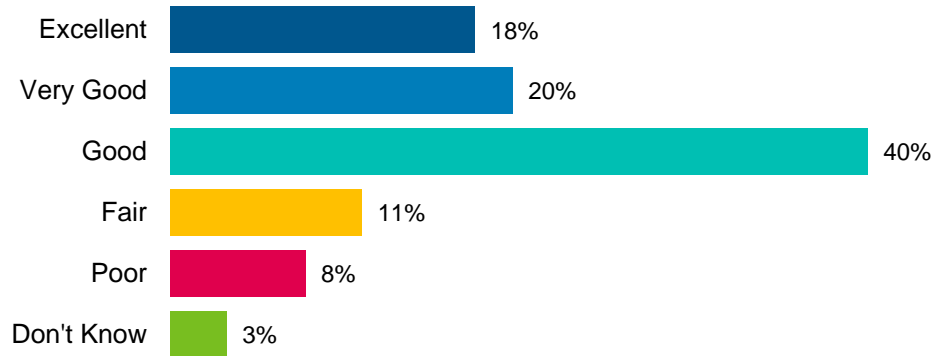


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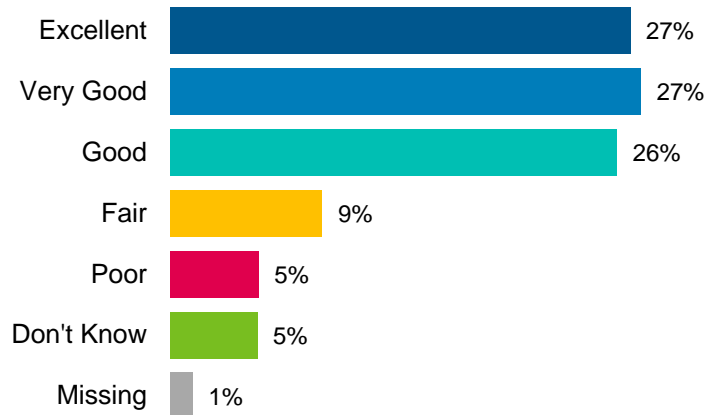


Drinking Water

Phone (n=550)

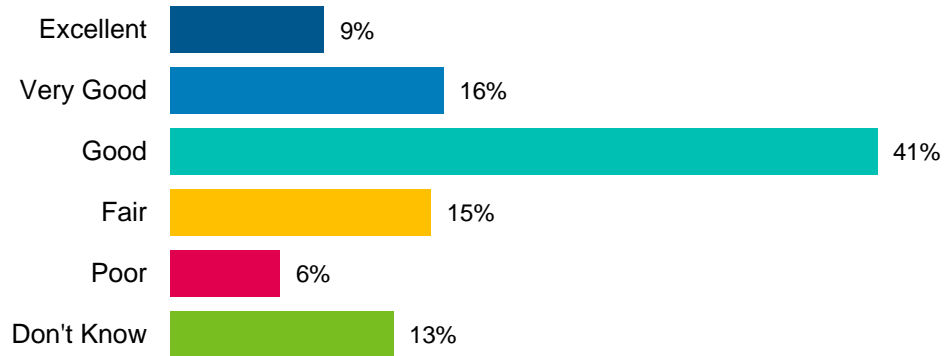


Online (n=1,307)

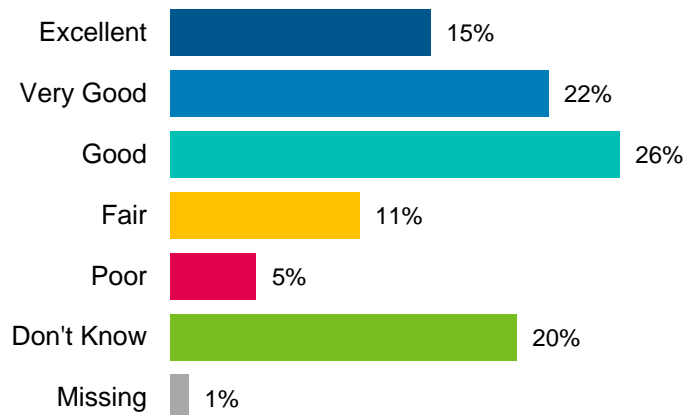


Waste Water Management

Phone (n=550)

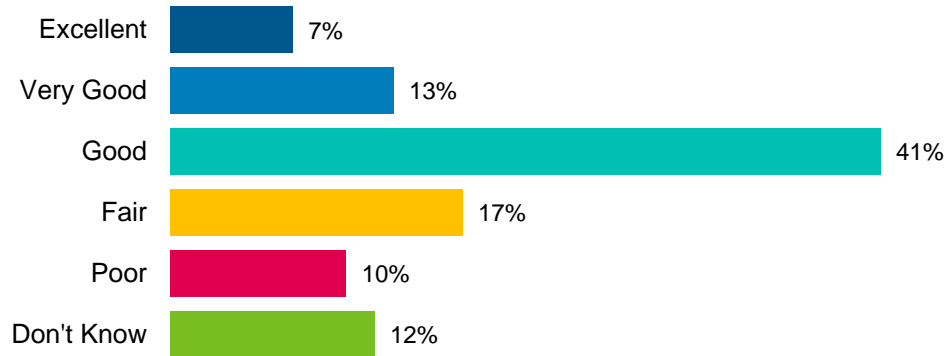


Online (n=1,307)

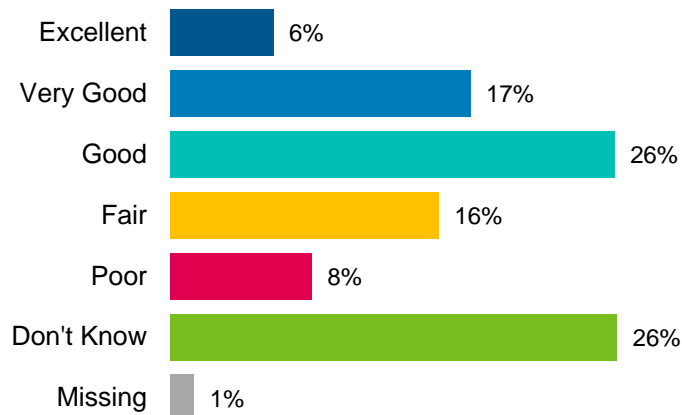


Storm Water Management

Phone (n=550)

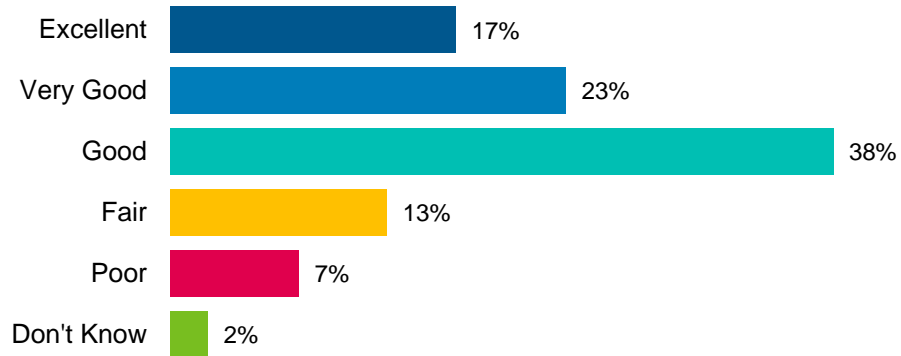


Online (n=1,307)

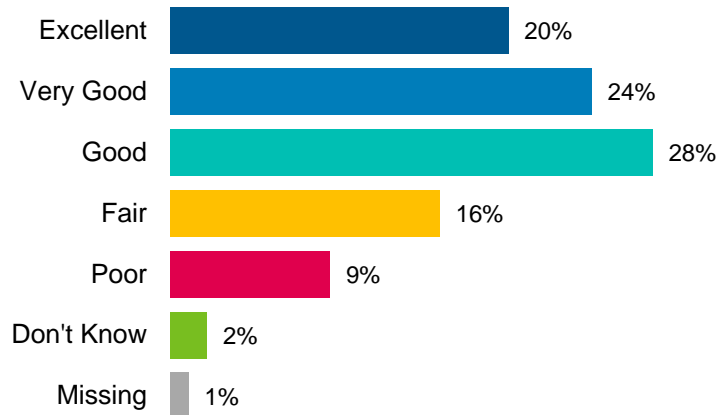


Waste Management

Phone (n=550)

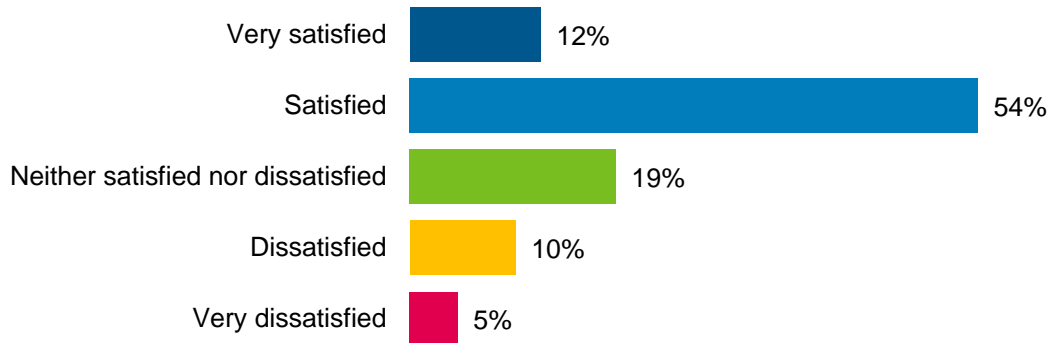


Online (n=1,307)

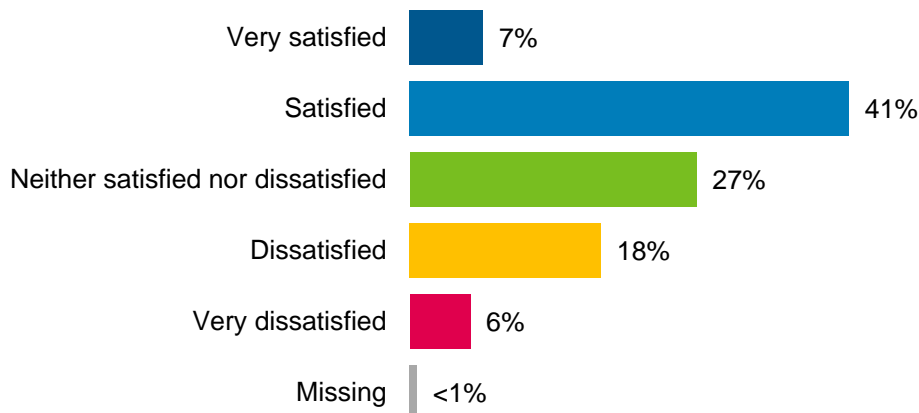


Overall, how satisfied are you with the services provided by the City of Hamilton?

Phone (n=550)

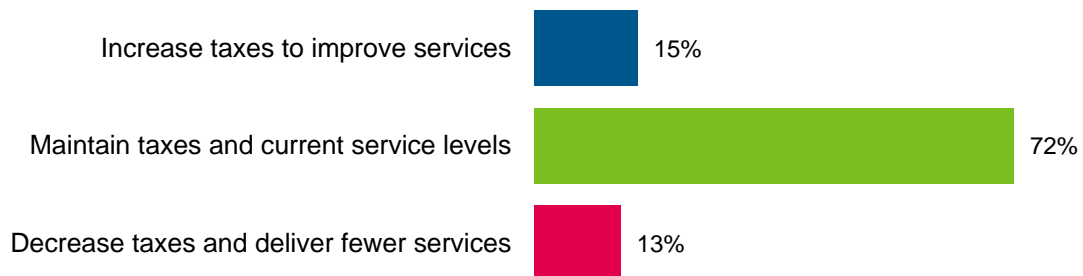


Online (n=1,307)

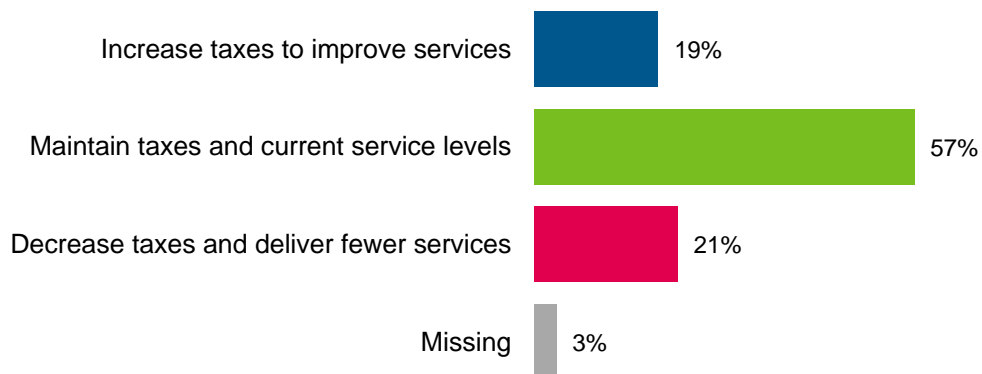


In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:

Phone (n=550)



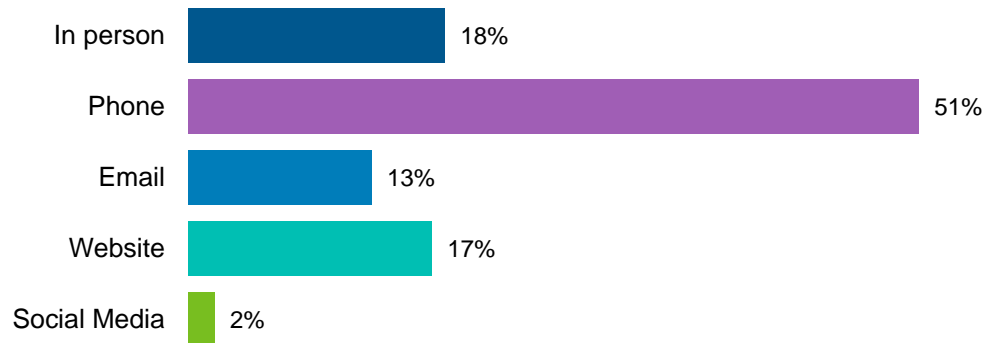
Online (n=1,307)



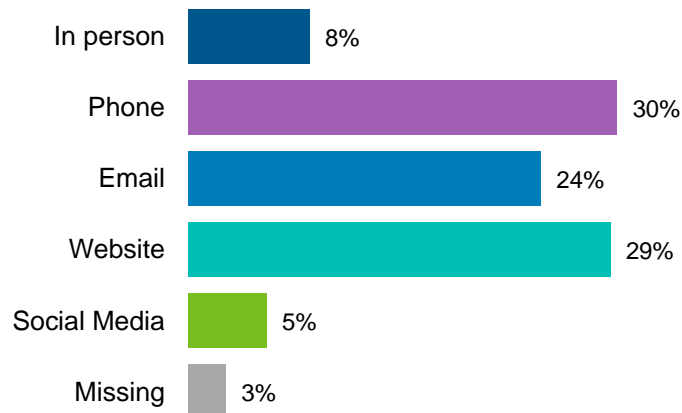
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Asking questions or getting information

Phone (n=550)



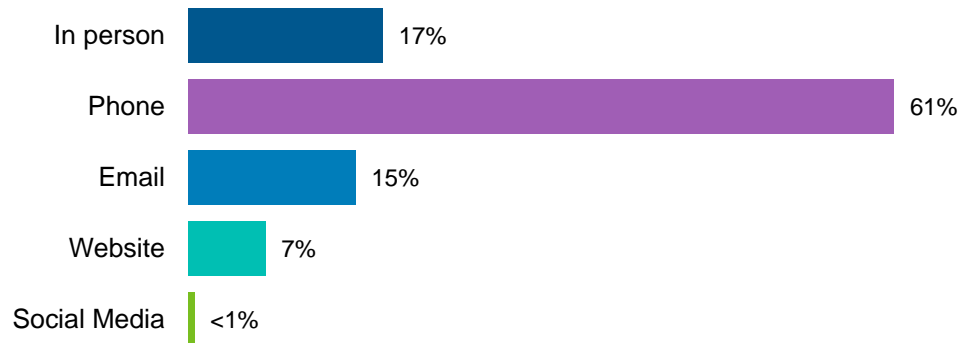
Online (n=1,307)



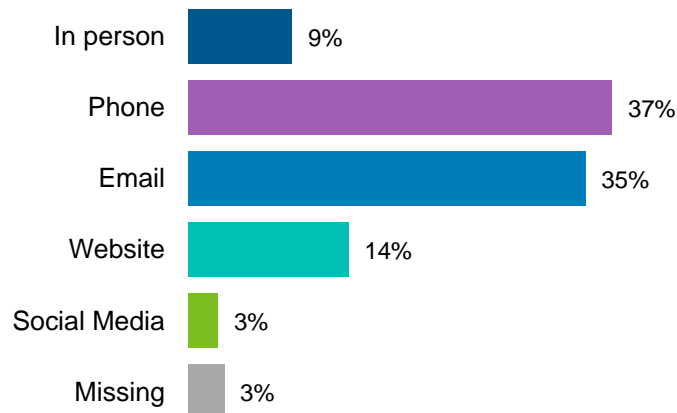
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Making a complaint

Phone (n=550)



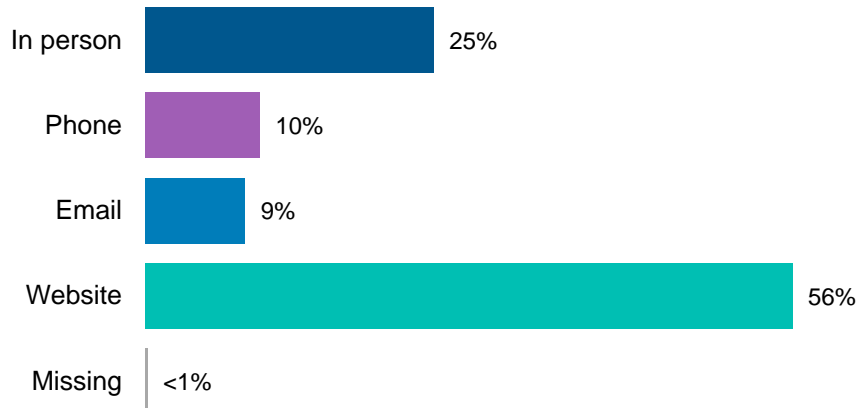
Online (n=1,307)



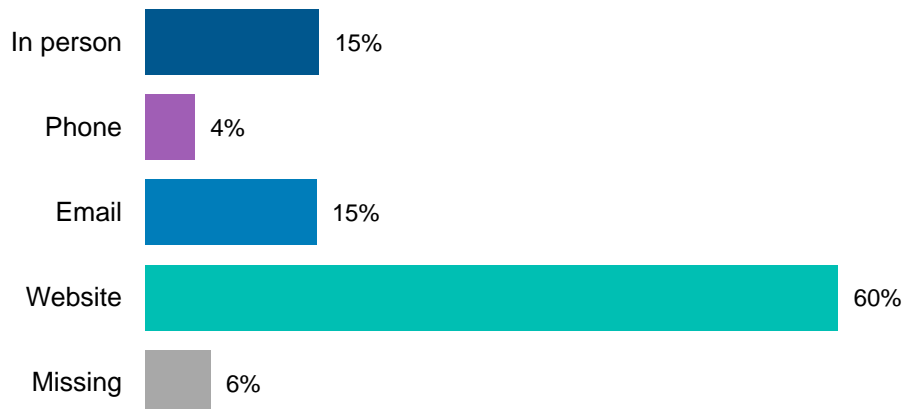
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Paying property taxes

Phone (n=543)



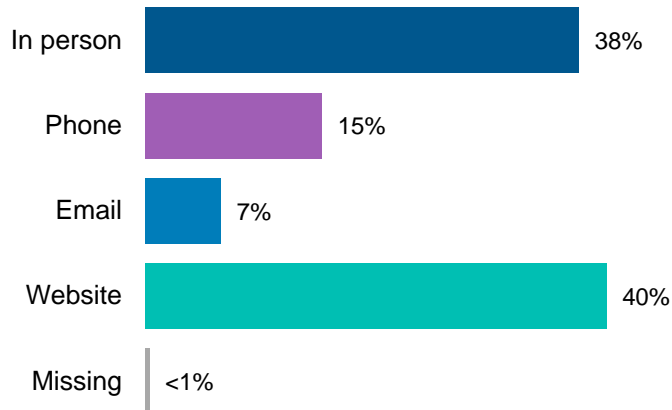
Online (n=1,307)



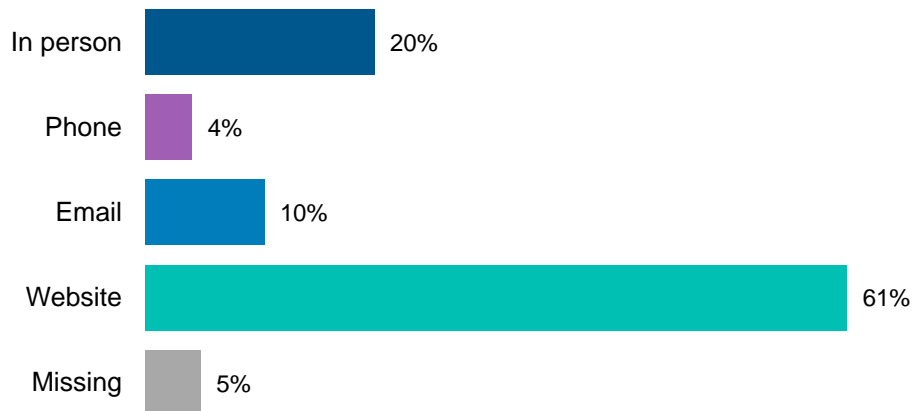
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Registering/paying for recreation programs

Phone (n=547)



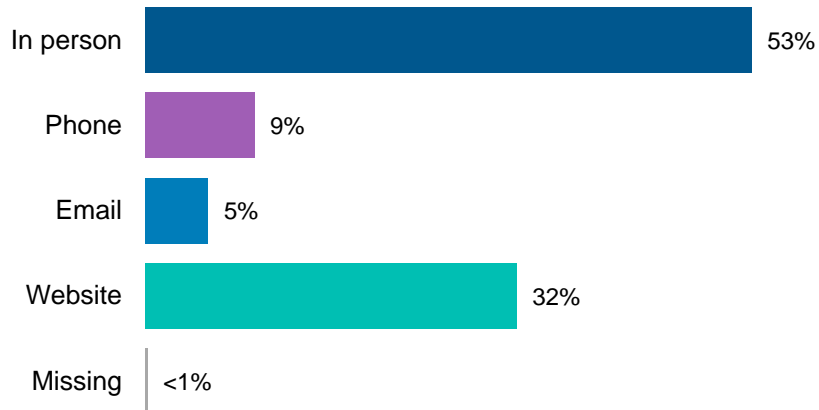
Online (n=1,307)



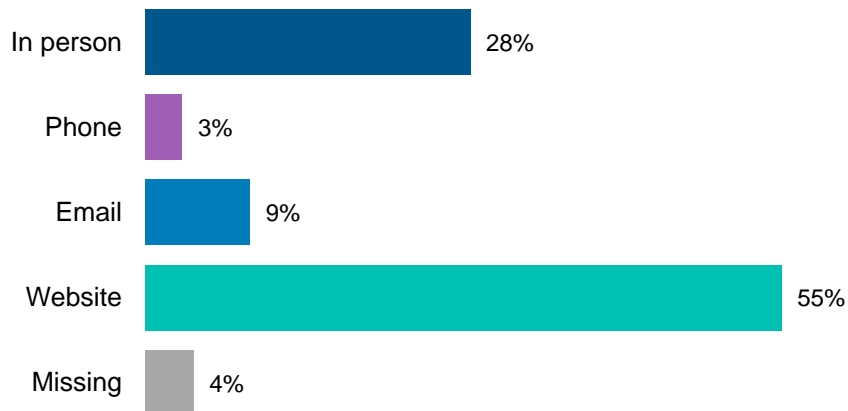
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Applying for licenses and permits

Phone (n=549)



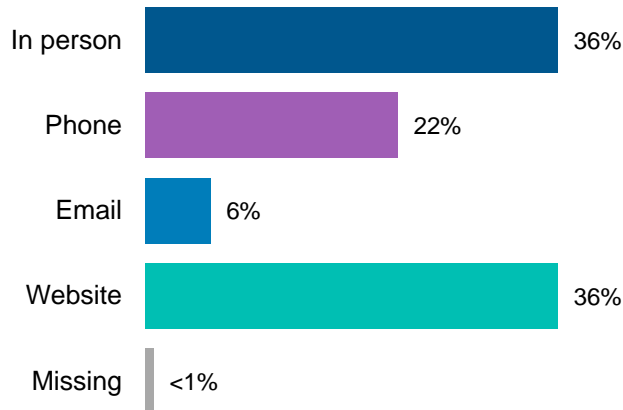
Online (n=1,307)



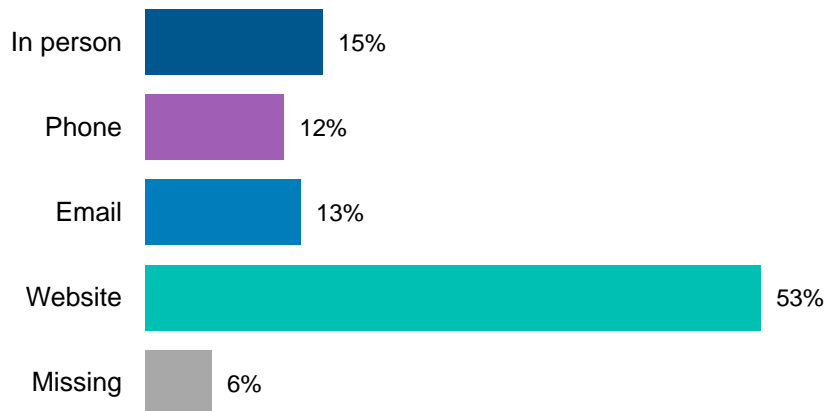
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Booking/renting City facilities or parks

Phone (n=547)

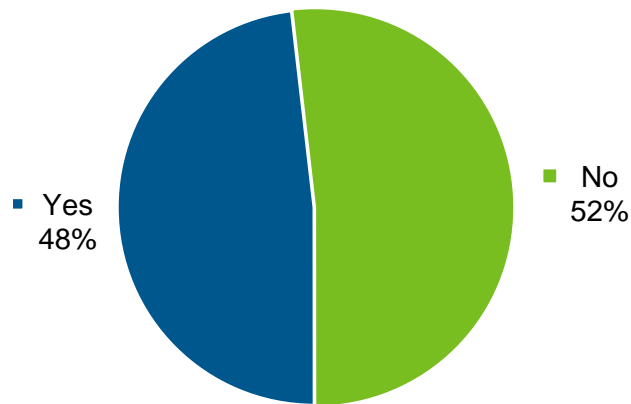


Online (n=1,307)

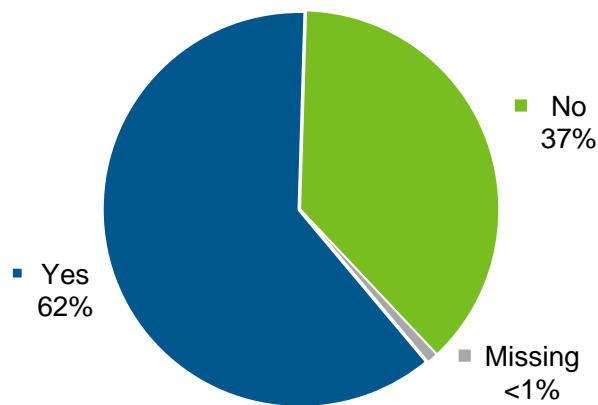


In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Phone (n=550)

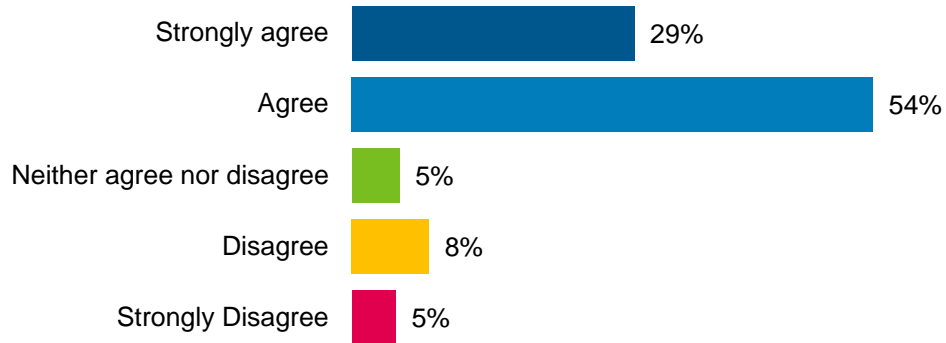


Online (n=1,307)

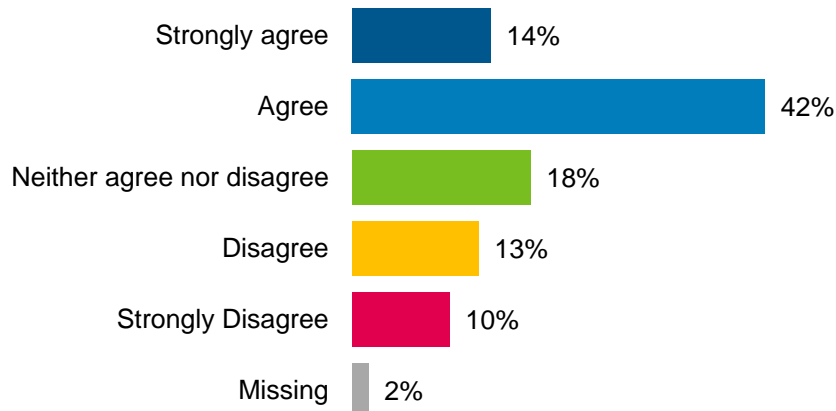


Overall, my experience contacting the City of Hamilton was positive.

Phone (n=265)

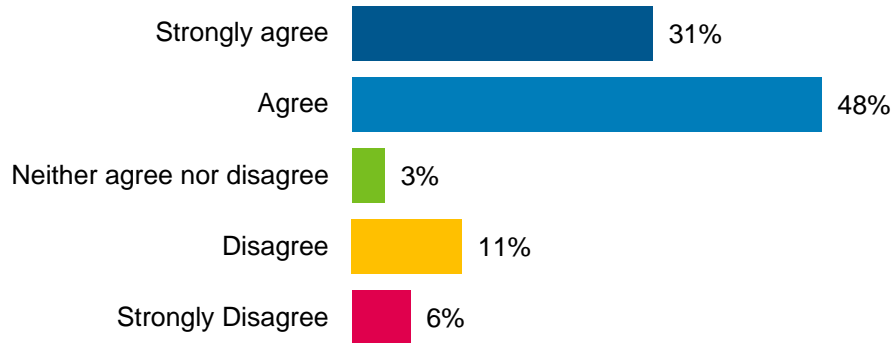


Online (n=805)

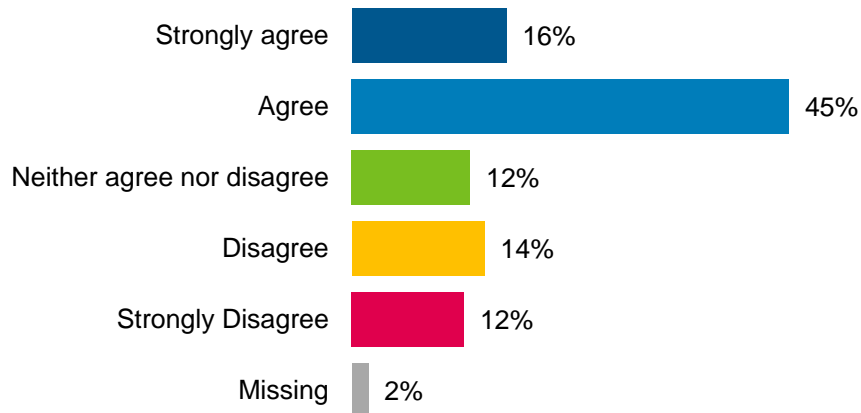


I received a response in a timely manner.

Phone (n=265)

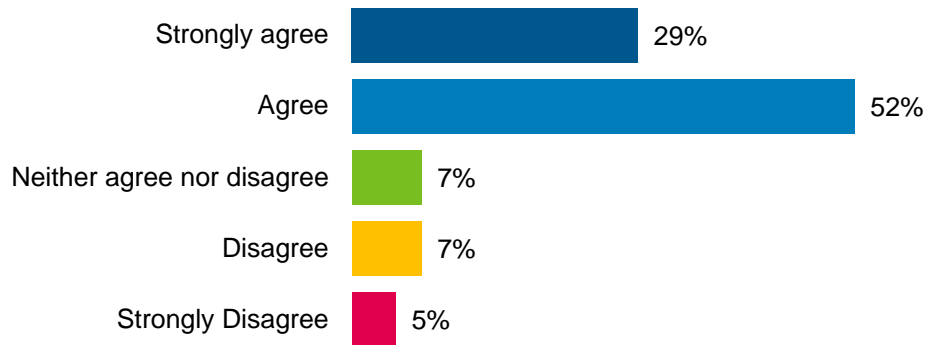


Online (n=805)

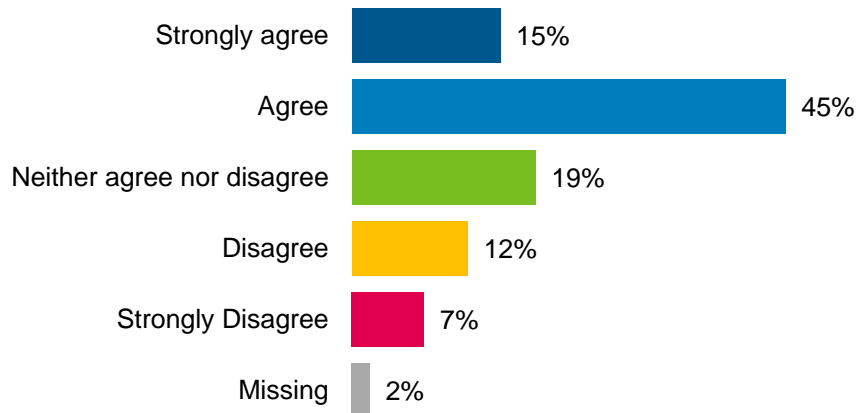


Staff were knowledgeable.

Phone (n=265)

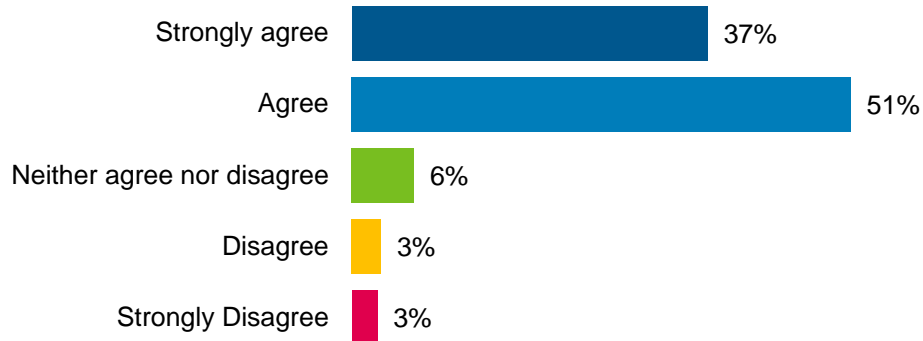


Online (n=805)

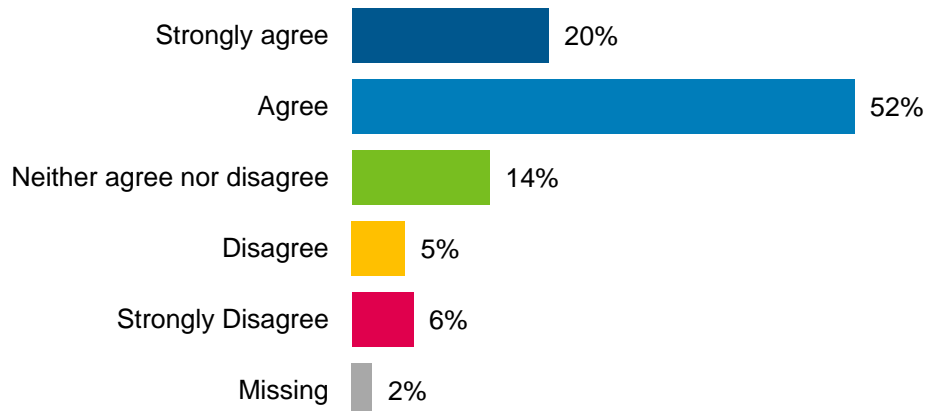


Staff were courteous.

Phone (n=265)

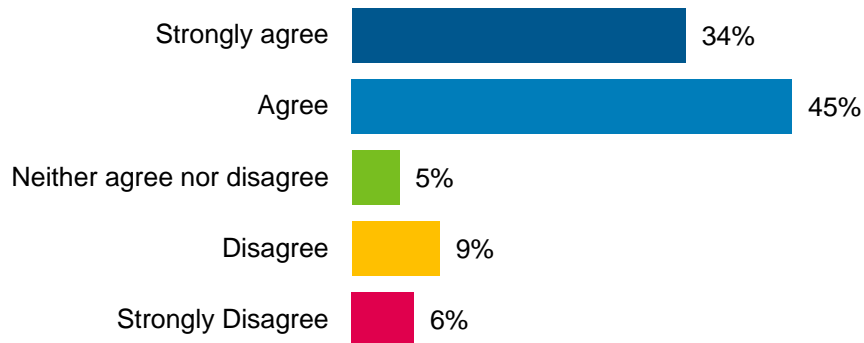


Online (n=805)

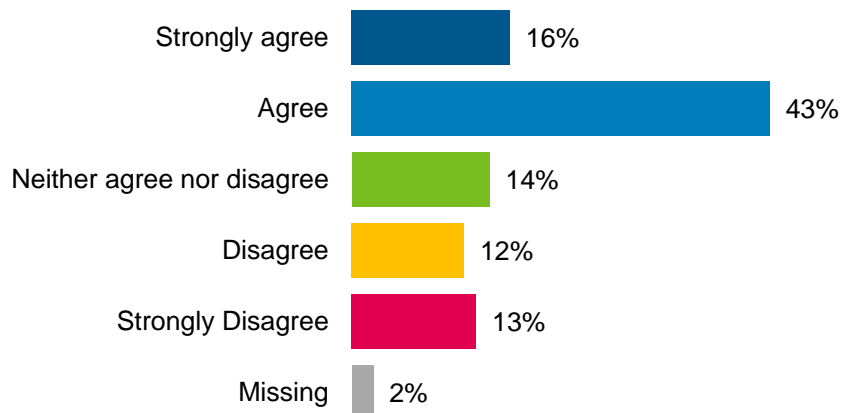


I received the service I needed or my question was answered

Phone (n=265)



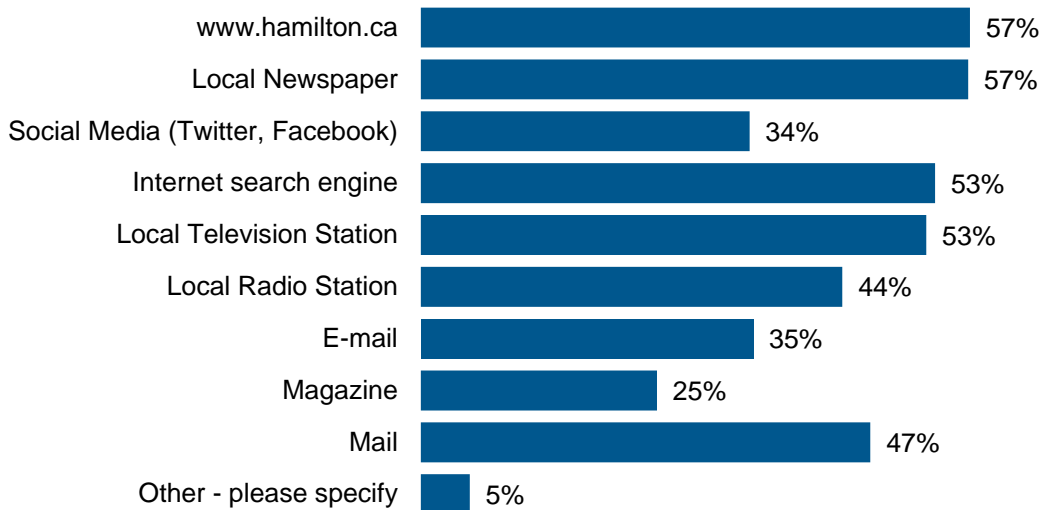
Online (n=805)



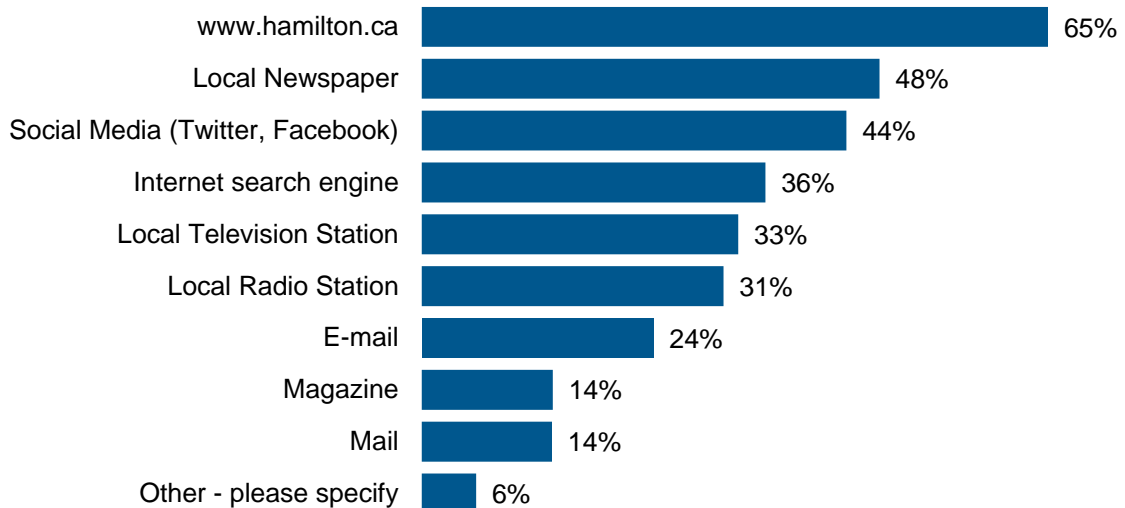
How do you like to get information about the City of Hamilton's programs initiatives, news and events?

* Totals do not add up to 100% because question is a multi-select question where respondents were prompted to select all responses that apply.

Phone (n=550)

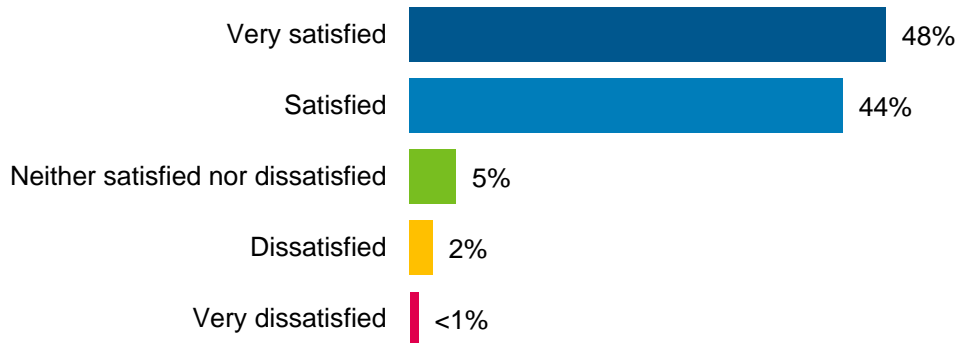


Online (n=1307)

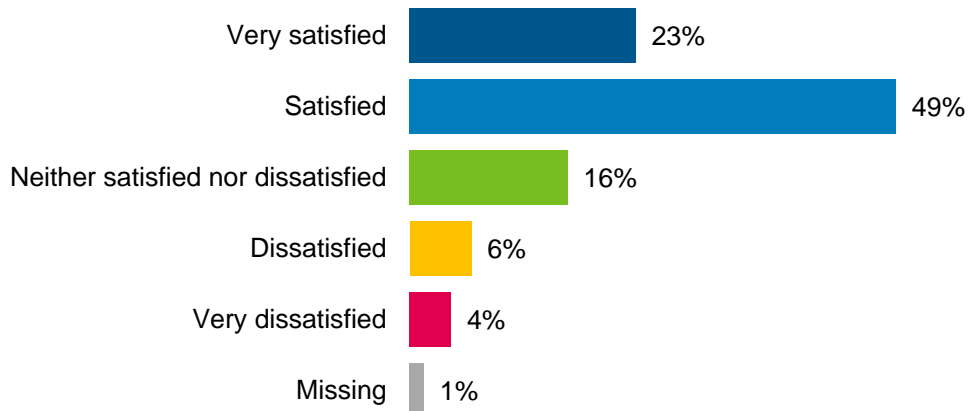


Overall, how satisfied are you with your life these days?

Phone (n=550)

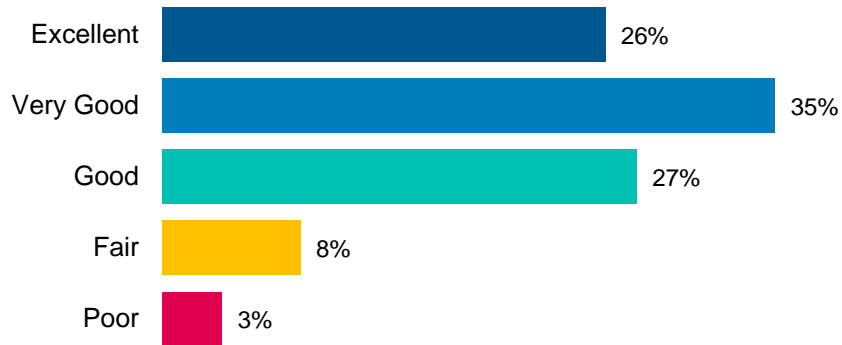


Online (n=1,307)

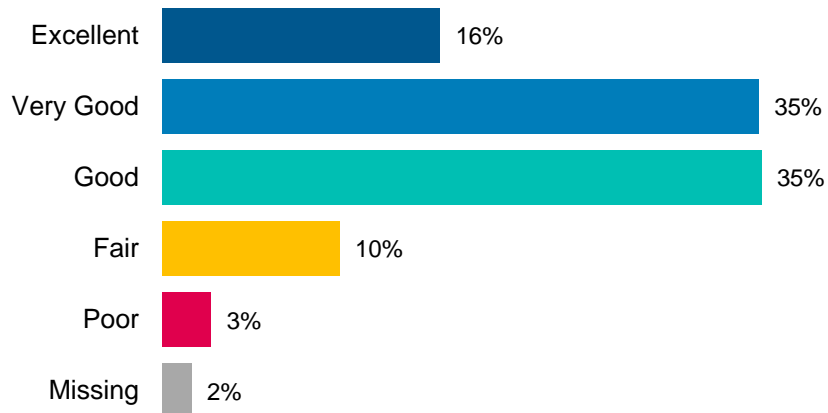


In general, would you say your health is ...

Phone (n=550)

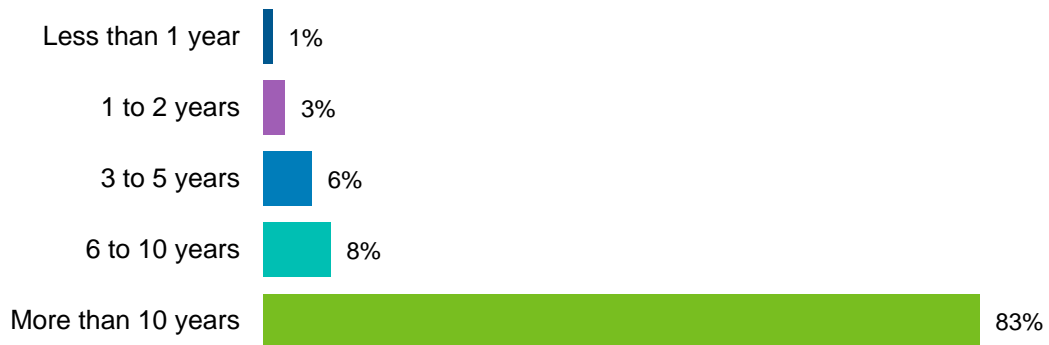


Online (n=1,307)

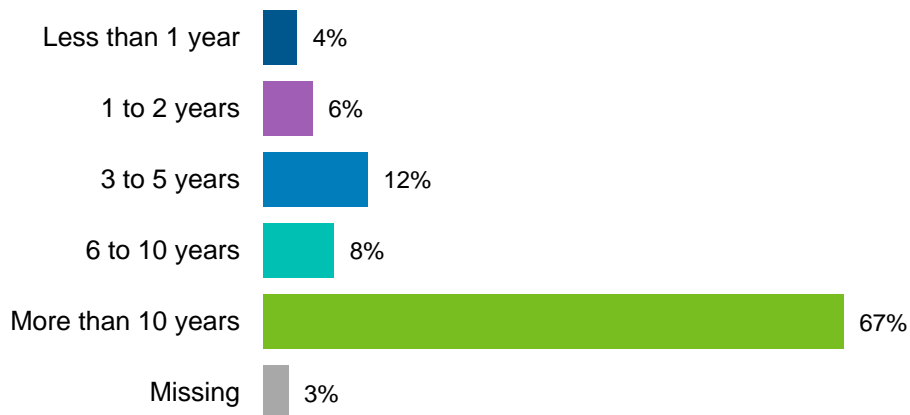


How long have you lived in the City of Hamilton?

Phone (n=550)

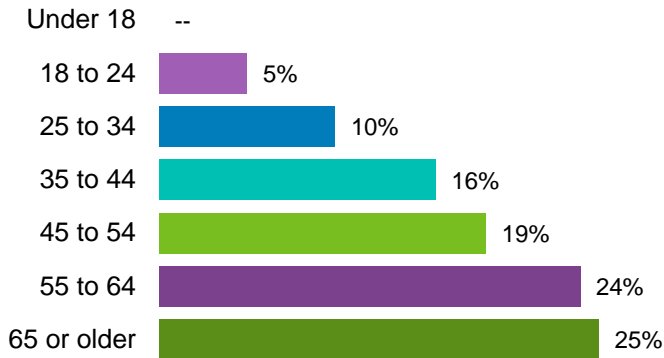


Online (n=1,307)

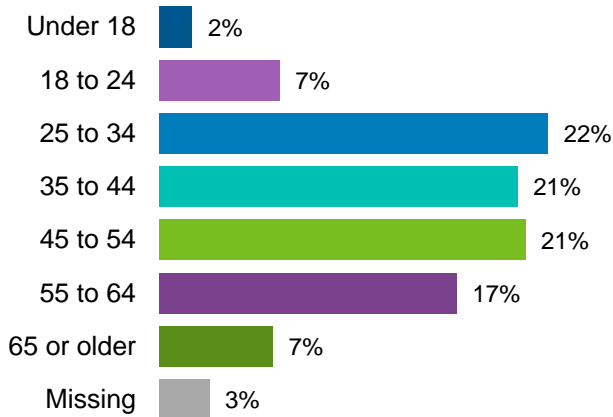


What is your age?

Phone (n=550)



Online (n=1,307)

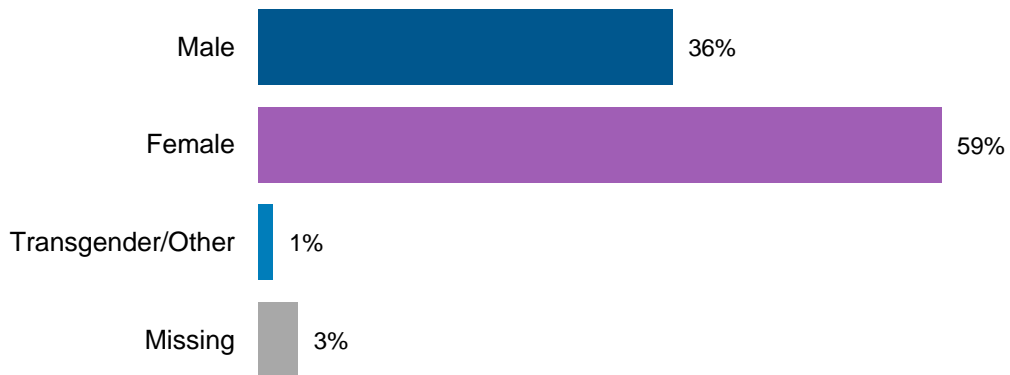


How do you describe yourself?

Phone (n=550)

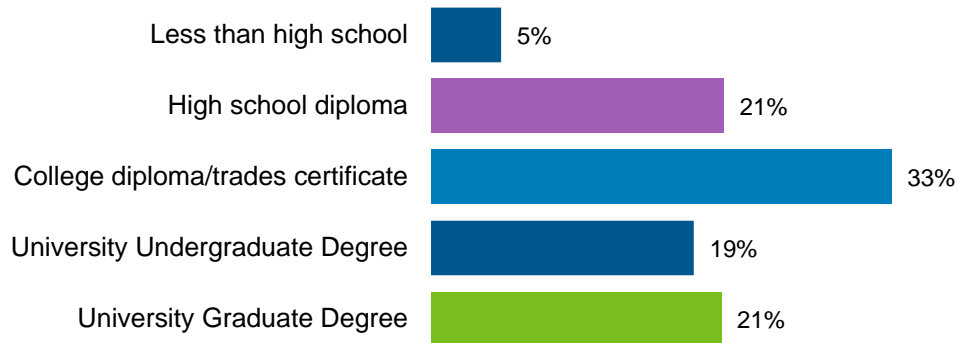


Online (n=1,307)

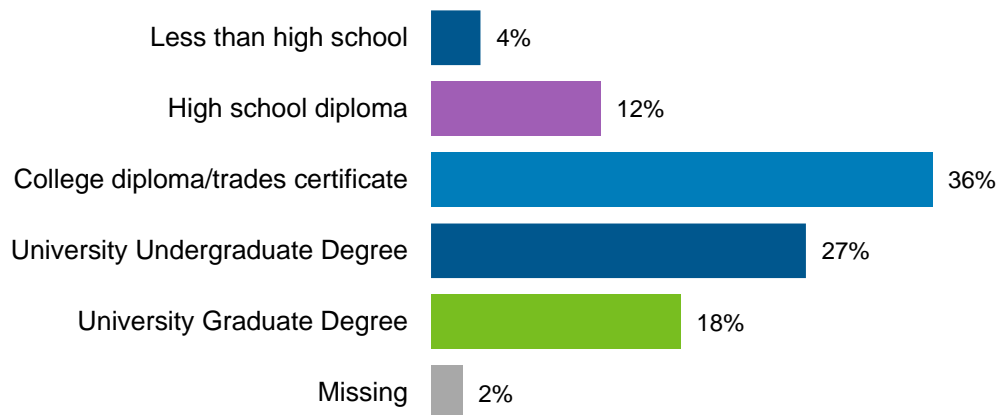


What is your highest level of education?

Phone (n=550)

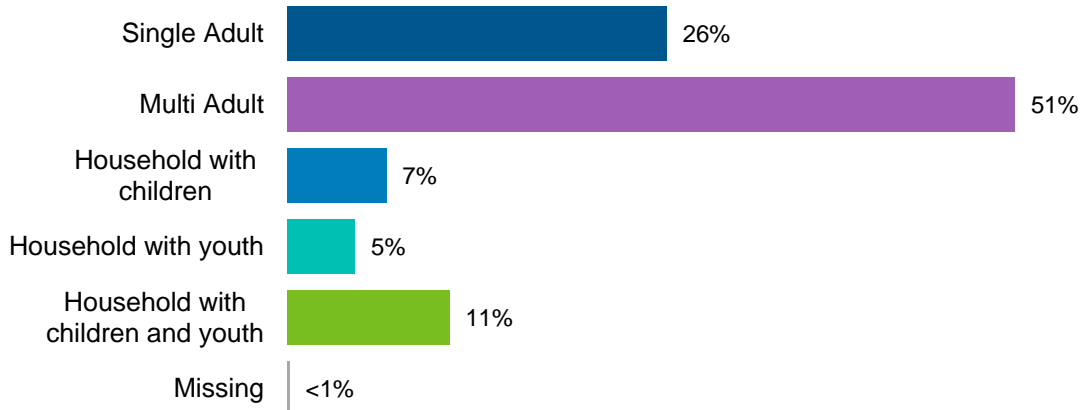


Online (n=1,307)

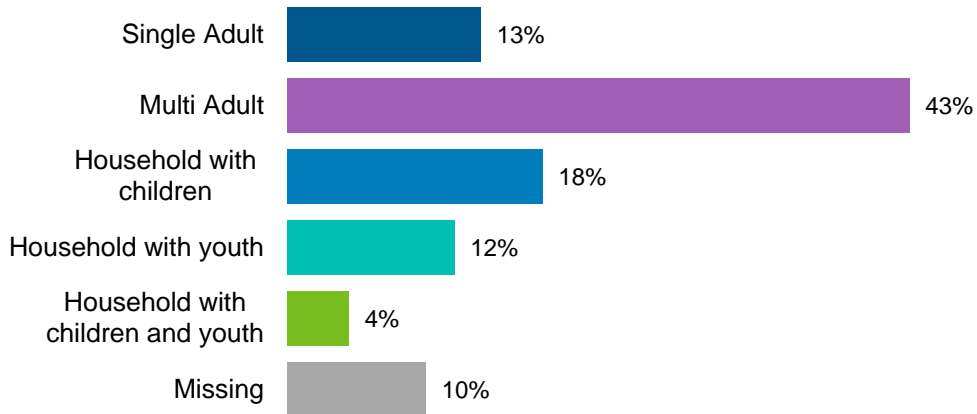


Household Composition

Phone (n=550)



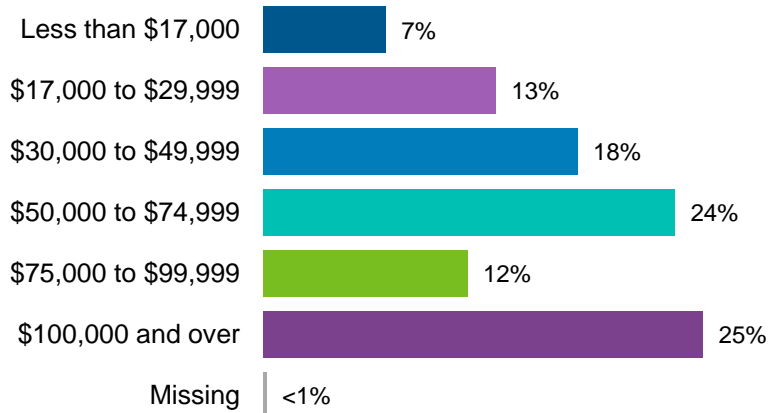
Online (n=1,307)



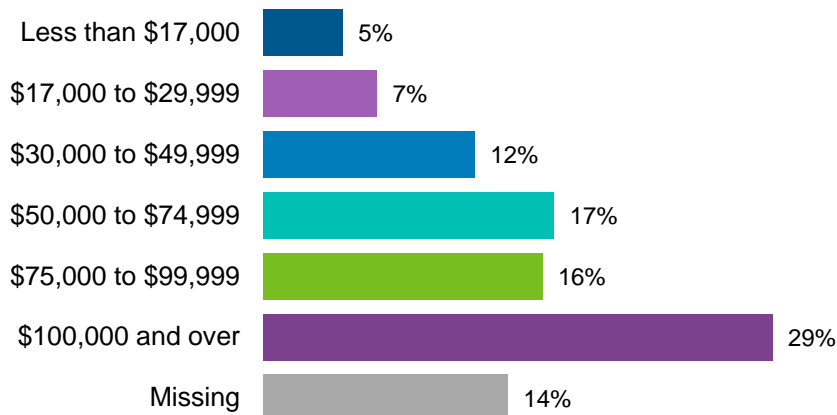
*Youth are age 12-17, Children are under age 12

What is your total household income before taxes?

Phone (n=550)

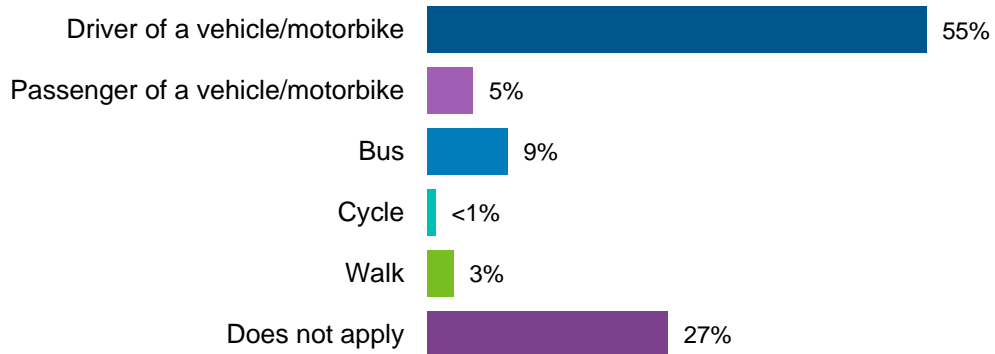


Online (n=1,307)

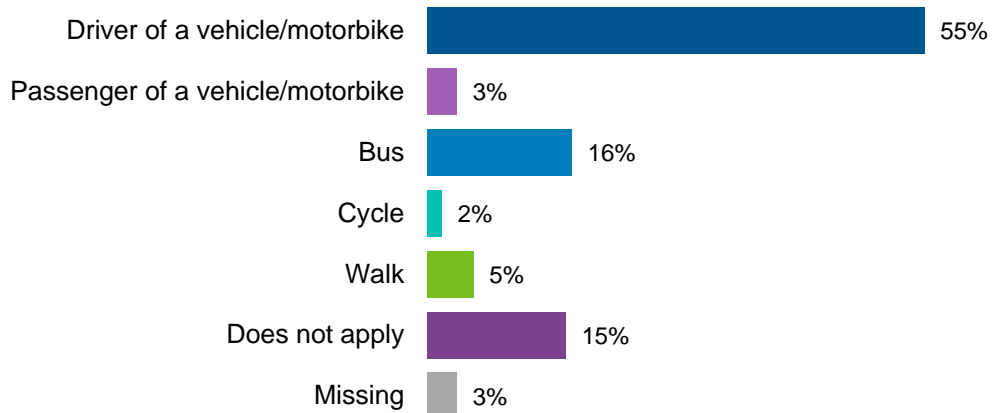


How do you usually commute to work?

Phone (n=550)

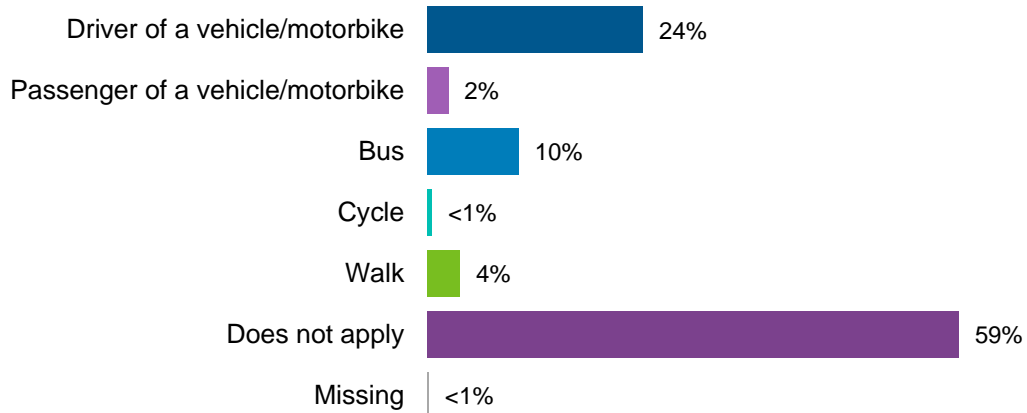


Online (n=1,307)

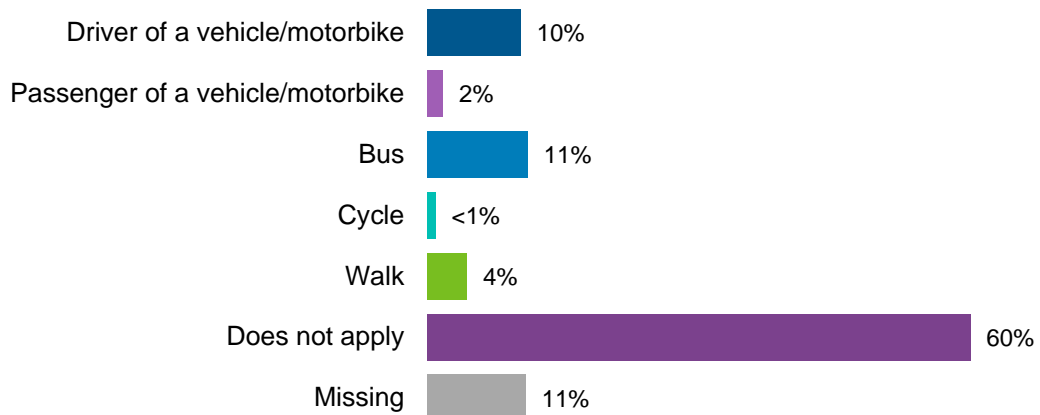


How do you usually commute to school?

Phone (n=550)

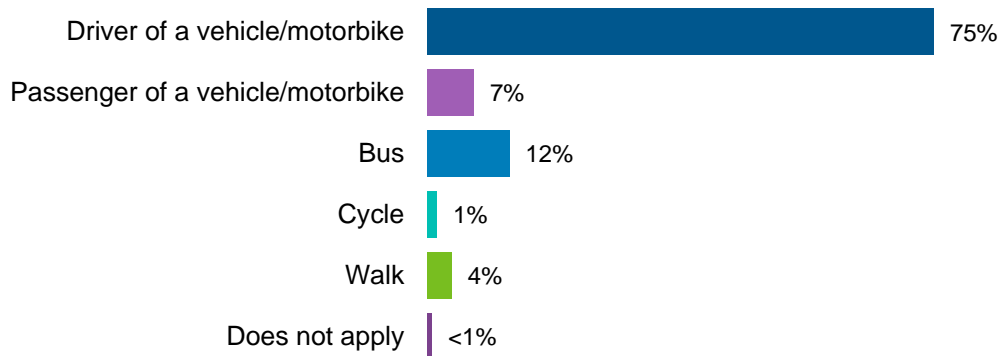


Online (n=1,307)

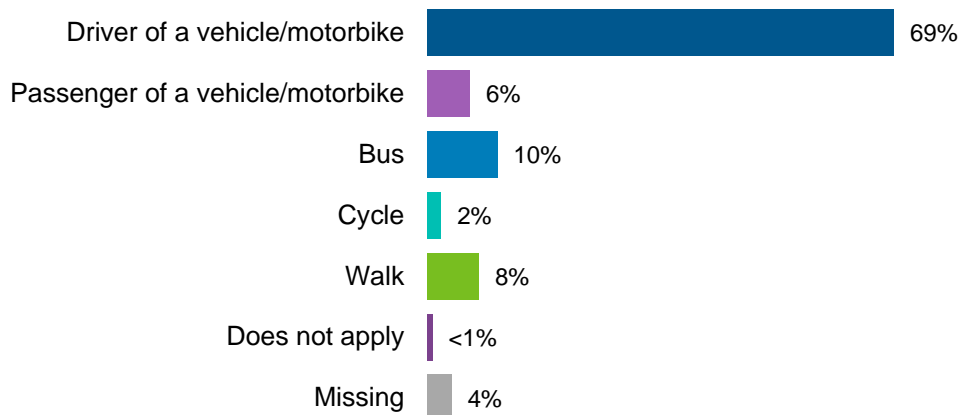


How do you usually get around the city for things like groceries, shopping, activities etc.?

Phone (n=550)



Online (n=1,307)



Appendix D: Sub City Level Sample Sizes

The following table shows the estimates of the city’s population for each Ward and by the upper/lower Hamilton geographical split. Note that at the time the survey was conducted, official ward population counts were not available from the 2016 Census. Estimated population counts for each Ward was derived based on aggregating official population counts available at smaller geographies.

The proportion of phone survey respondents for each geography based on the respondent’s postal codes and the resulting margins of error are also provided.

Geography	City of Hamilton Population	Phone Surveys Collected	% of Phone Survey Respondents	Margin of Error at 95% CI
City of Hamilton Total		550	100%	+/- 4.2%
Ward 1	5.5%	45	8%	+/- 14.6%
Ward 2	6.9%	45	8%	+/- 14.6%
Ward 3	7.0%	38	7%	+/- 15.9%
Ward 4	6.5%	34	6%	+/- 16.8%
Ward 5	6.9%	31	6%	+/- 17.6%
Ward 6	7.5%	41	8%	+/- 15.3%
Ward 7	11.3%	57	10%	+/- 13.0%
Ward 8	9.7%	59	11%	+/- 12.8%
Ward 9	5.6%	32	6%	+/- 17.3%
Ward 10	4.5%	25	5%	+/- 19.6%
Ward 11	8.4%	39	7%	+/- 15.7%
Ward 12	7.2%	31	6%	+/- 17.6%
Ward 13	4.5%	31	6%	+/- 17.6%
Ward 14	3.0%	17	3%	+/- 23.8%
Ward 15	5.3%	25	5%	+/- 19.6%
By Upper/Lower Hamilton Split				
Lower Hamilton (Ward 1-5, 10, 13)	41.9%	249	45%	+/- 6.2%
Upper Hamilton (Ward 6-9, 11, 12, 14, 15)	58.1%	301	55%	+/- 5.6%