2018 Our Citizen Survey

The City of Hamilton uses the Our Citizen Survey to understand the needs and perceptions of Hamiltonians and to identify areas for improvement in City service delivery, quality of life and wellbeing.

Life in Hamilton

Hamilton is a great place to...

(% that agree or strongly agree)

- Live: 87%
- Play: 77%
- Learn: 88%
- Work: 69%

Quality of life

- 92% say quality of life has stayed the same
- 35% say quality of life has improved
- 46% say quality of life has worsened
- 18% say quality of life has worsened

Service Delivery Preferences

- 72% prefer to maintain taxes and current service levels

Services with highest ratings

(% rating service excellent, very good or good)

- Fire: 97%
- Libraries: 91%
- Paramedics: 88%

Services with lowest ratings

(% rating service poor)

- Roads and Sidewalks: 38%
- Snow Plow and Salting: 21%

Service Delivery Preferences

- 72% prefer to maintain taxes and current service levels

Note: This infographic is based on results collected from a telephone survey.