

Hamilton

# OUR CITIZEN SURVEY RESULTS

June 20, 2018

General Issues Committee

City of Hamilton

Chris Murray, City Manager

Brigitte Minard, Program Manager – Performance Excellence

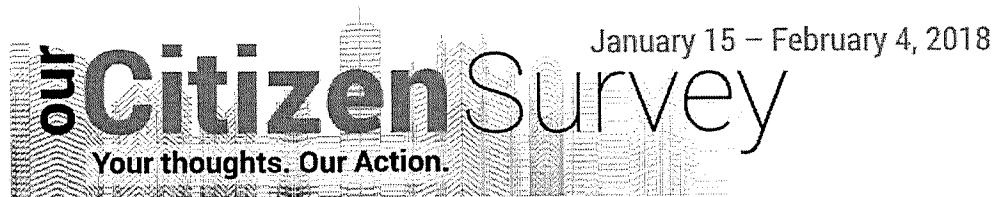
# RESULTS

January 15 – February 4, 2018

# no Citizen Survey

Your thoughts. Our Action.

# Our Citizen Survey



## Methodology

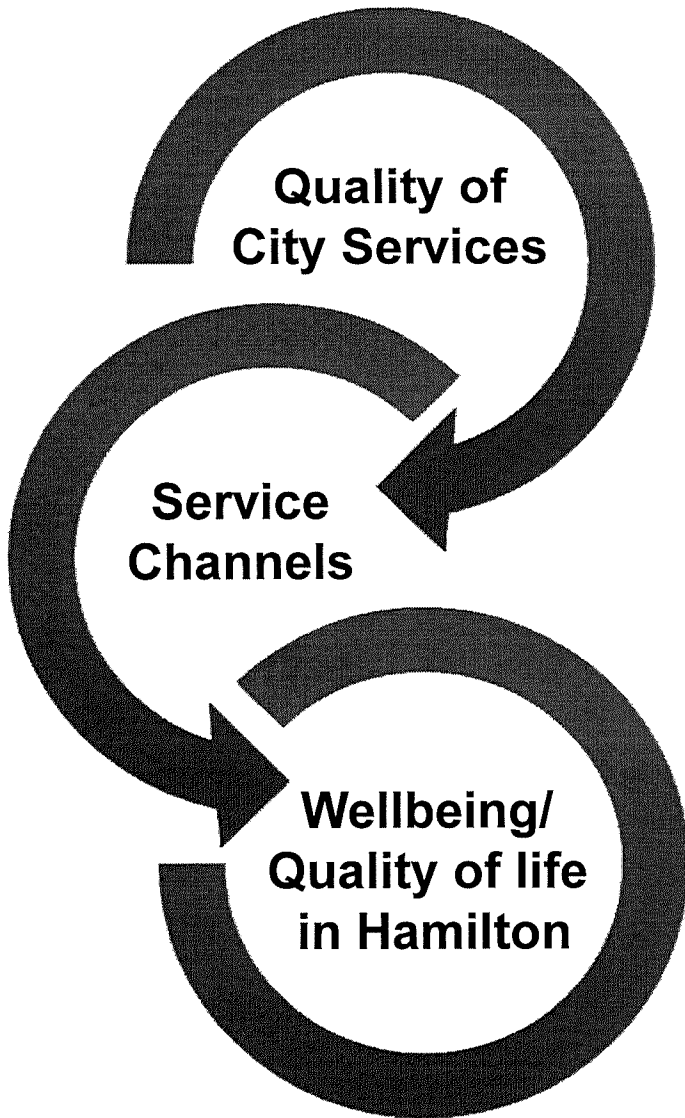
- Survey developed and analyzed in-house
- Survey delivered by third party via randomized phone calls
  - 550 phone respondents (from 20,284 calls)
- Online survey links on City's website
  - 1,307 online respondents

# Focusing on In-sourcing





## Survey Focus Areas



Also

- Preferred method for communicating with City of Hamilton
- Experience and satisfaction with contacting the City
- Ways the City can improve

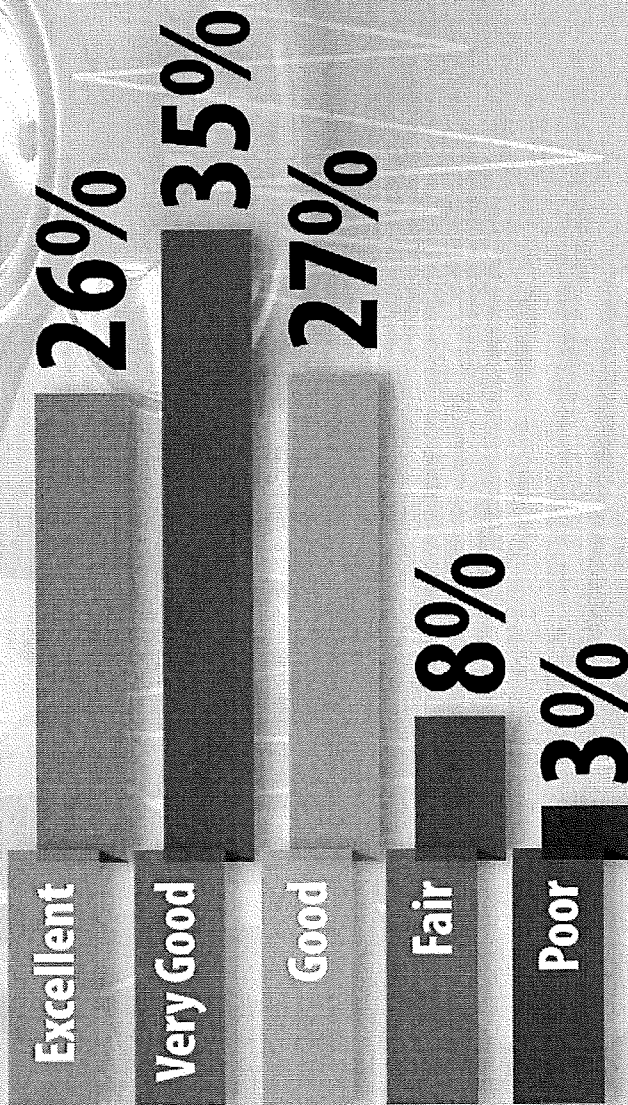


[well Being Results]

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



Phone Survey



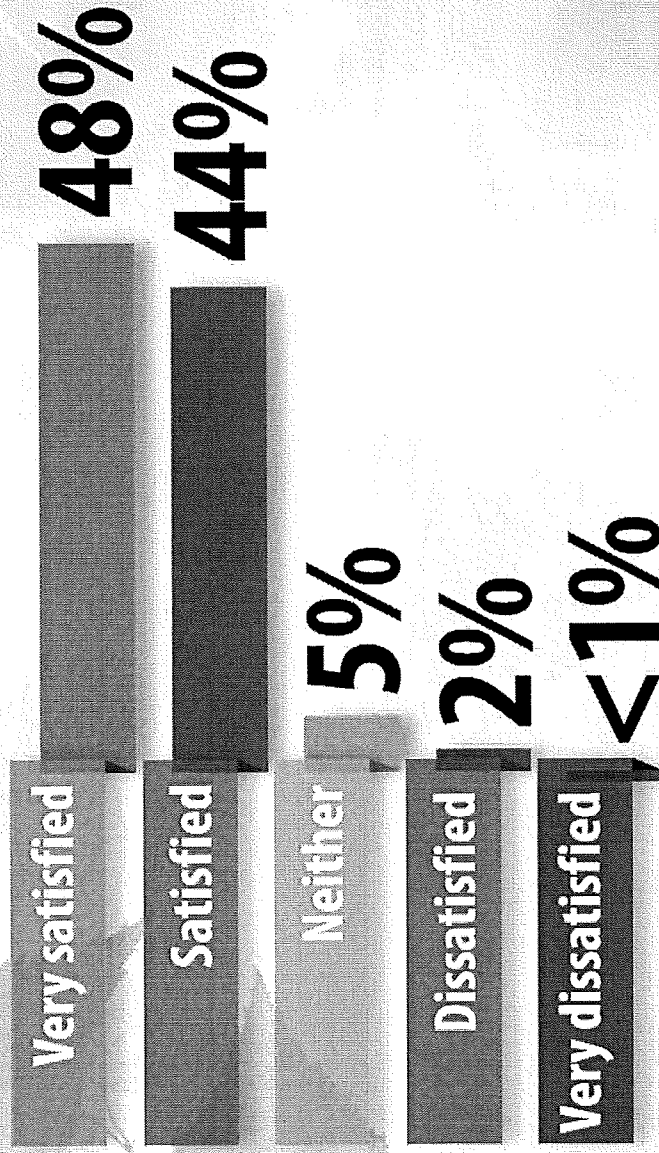


# Satisfaction with Life

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



Phone Survey

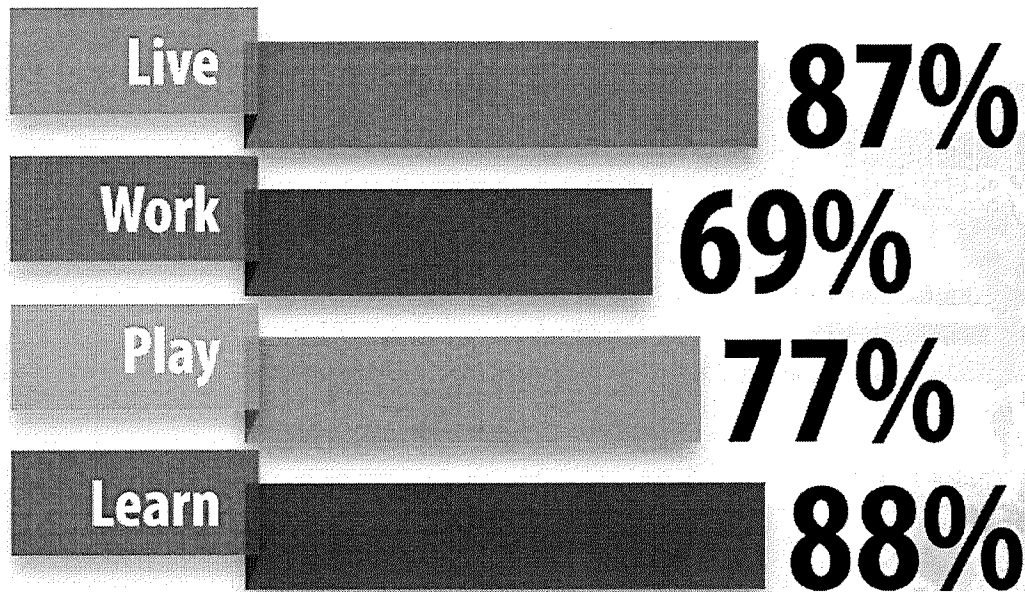


# Quality of Life

Hamilton is a great place to... (% that agree or strongly agree)



Phone Survey

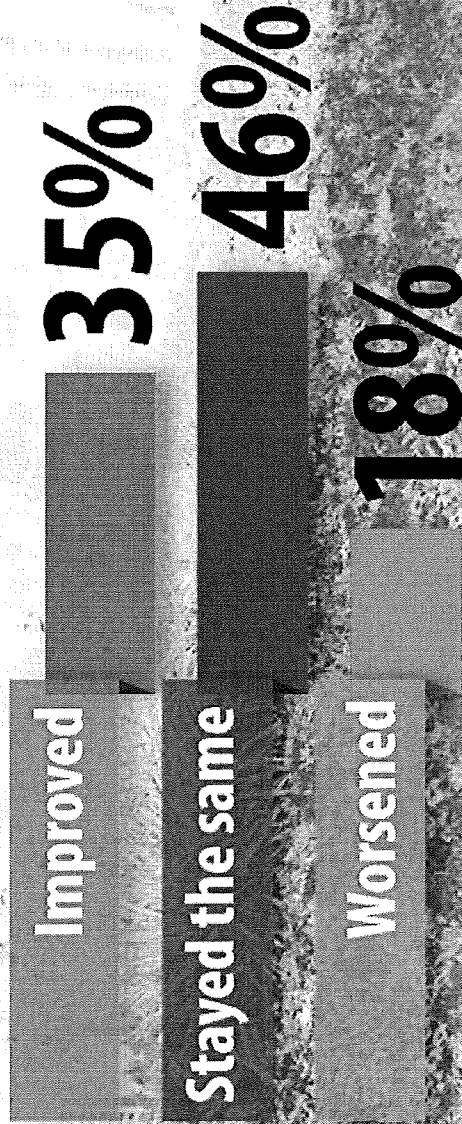


# Quality of Life

In the last two years, the quality of life in the city of Hamilton has ...?



Phone Survey

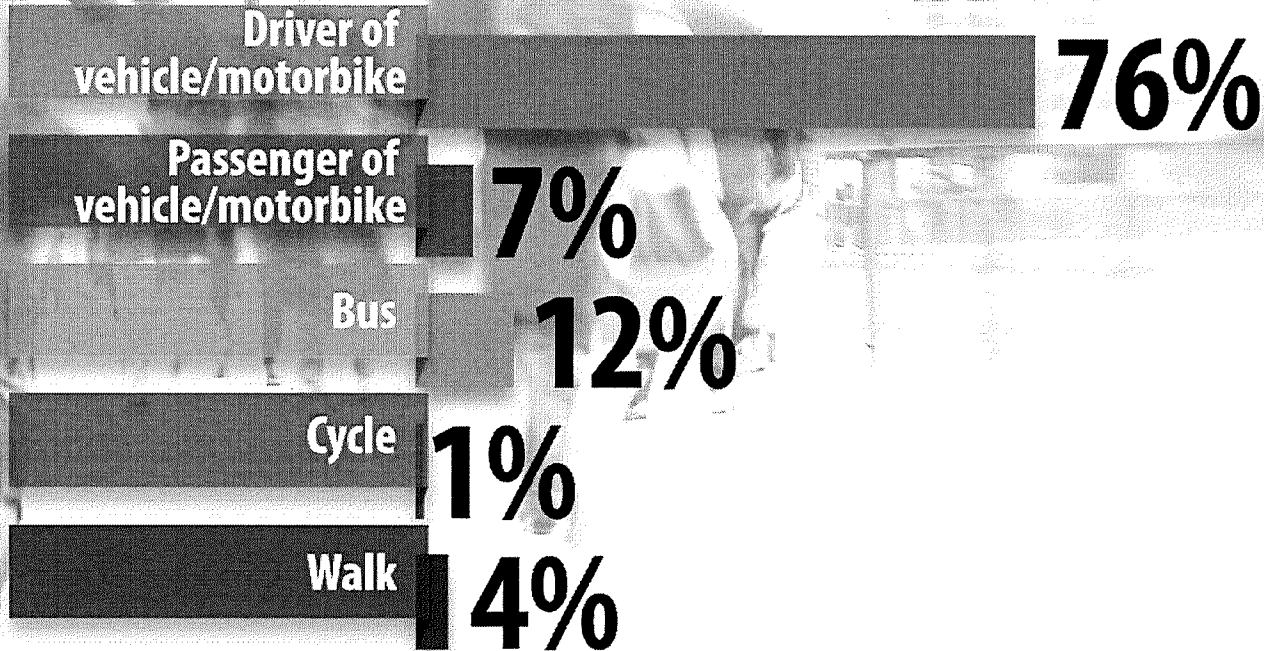




How do you usually commute to work?



Phone Survey

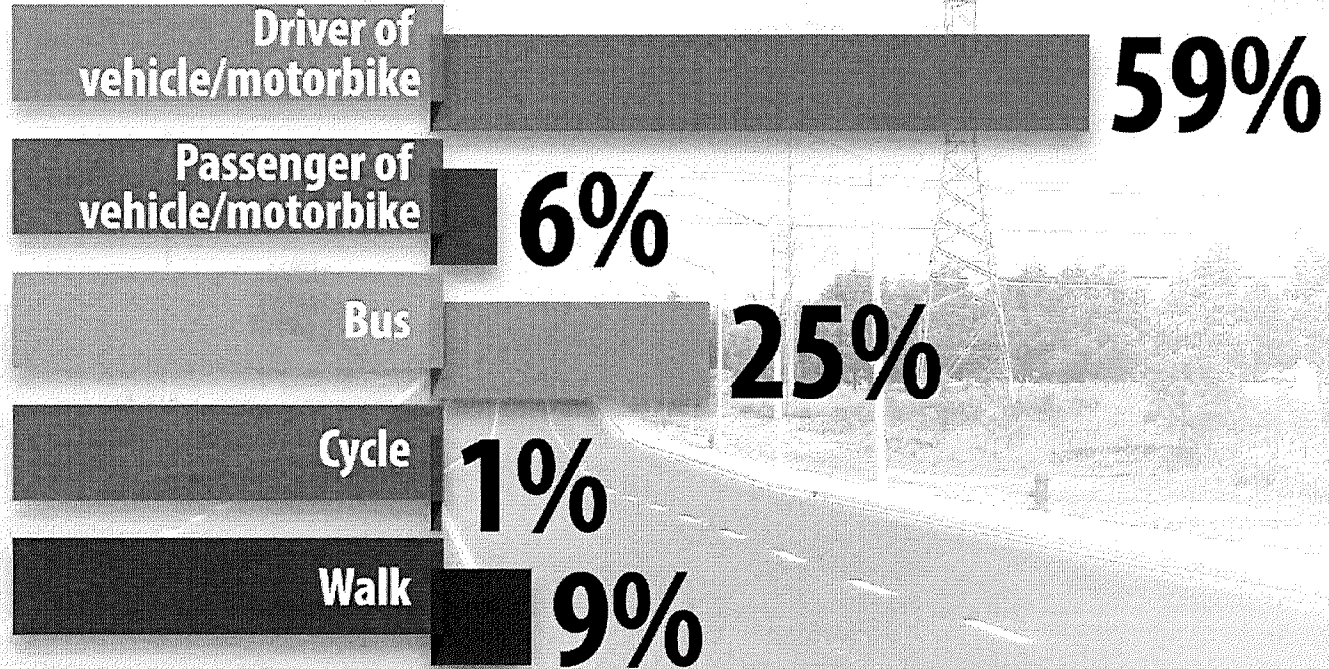




## How do you usually commute to school?



Phone Survey

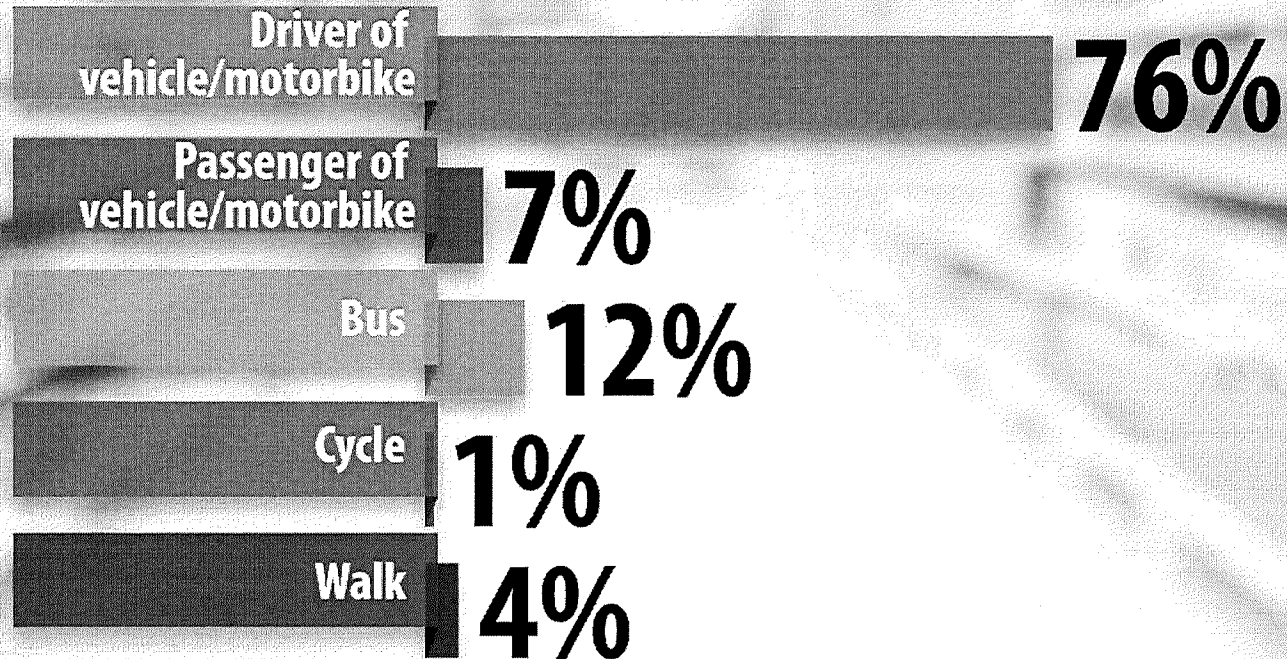




How do you usually get around the city for things like groceries, shopping, activities etc.?



Phone Survey

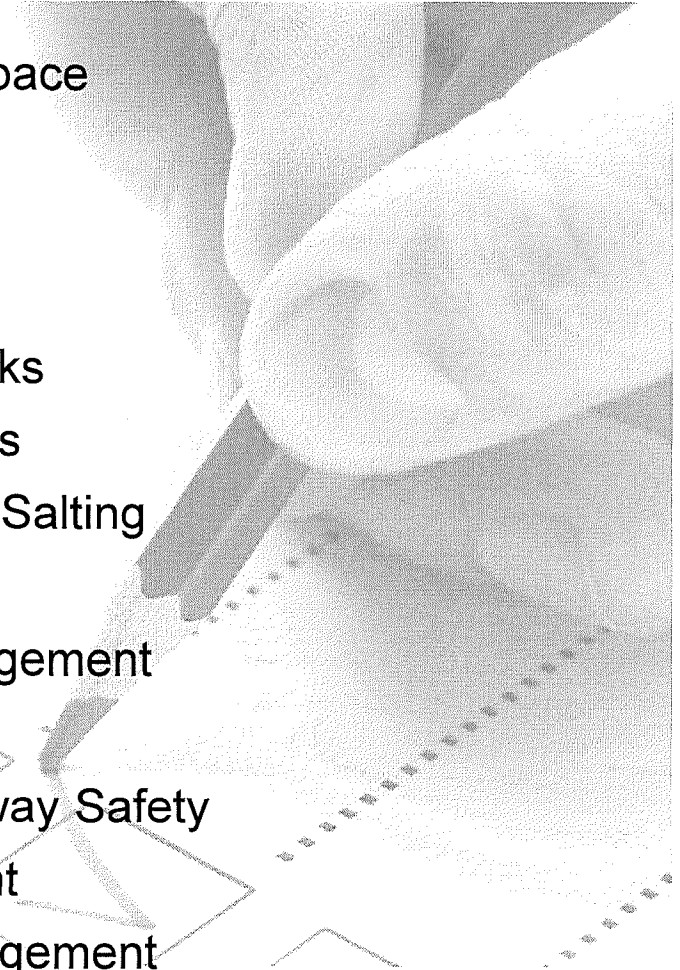




[City Services]

# Services Included in Survey

- Animal Services
- Building Permits
- By-law Enforcement
- Cemetery
- Child Care Services
- Culture
- Drinking Water
- Emergency Management
- Fire Department
- HSR Buses
- Legislative Services and Records Information
- Libraries, Bookmobiles
- Paramedic Services
- Parks and Open Space
- Police Services
- Public Health
- Recreation
- Roads and sidewalks
- Services for Seniors
- Snow Plowing and Salting
- Social Services
- Storm Water Management
- Tourism
- Traffic Flow, Roadway Safety
- Waste Management
- Waste Water Management



# Overall satisfaction with City Services

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



Phone Survey

Very satisfied

12%

Satisfied

54%

Neither

19%

Dissatisfied

10%

Very dissatisfied

5%



# Overall satisfaction with City Services

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



Phone Survey

Increase taxes,  
improve services

15%

Maintain taxes/  
current service levels

72%

Decrease taxes,  
deliver fewer services

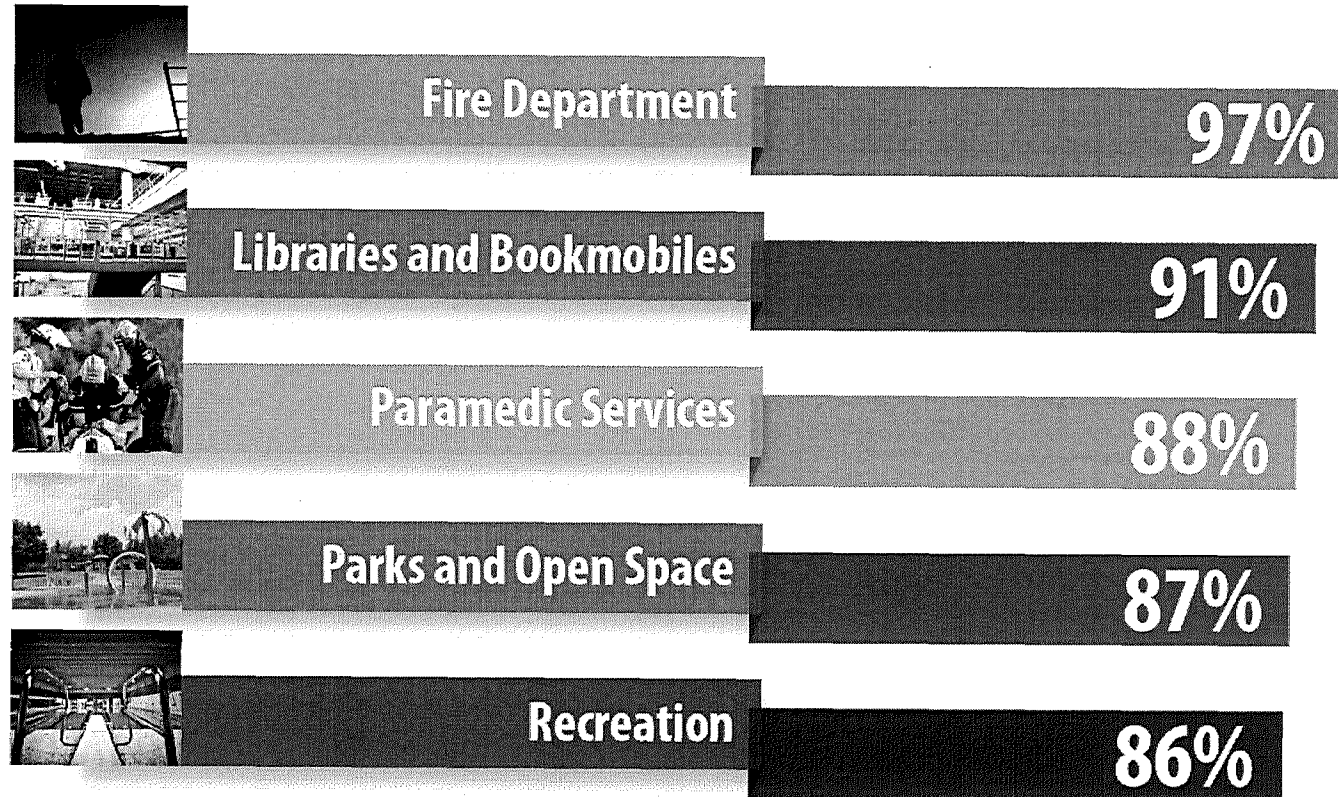
13%



# Services Most Rated Excellent, Very Good, Good



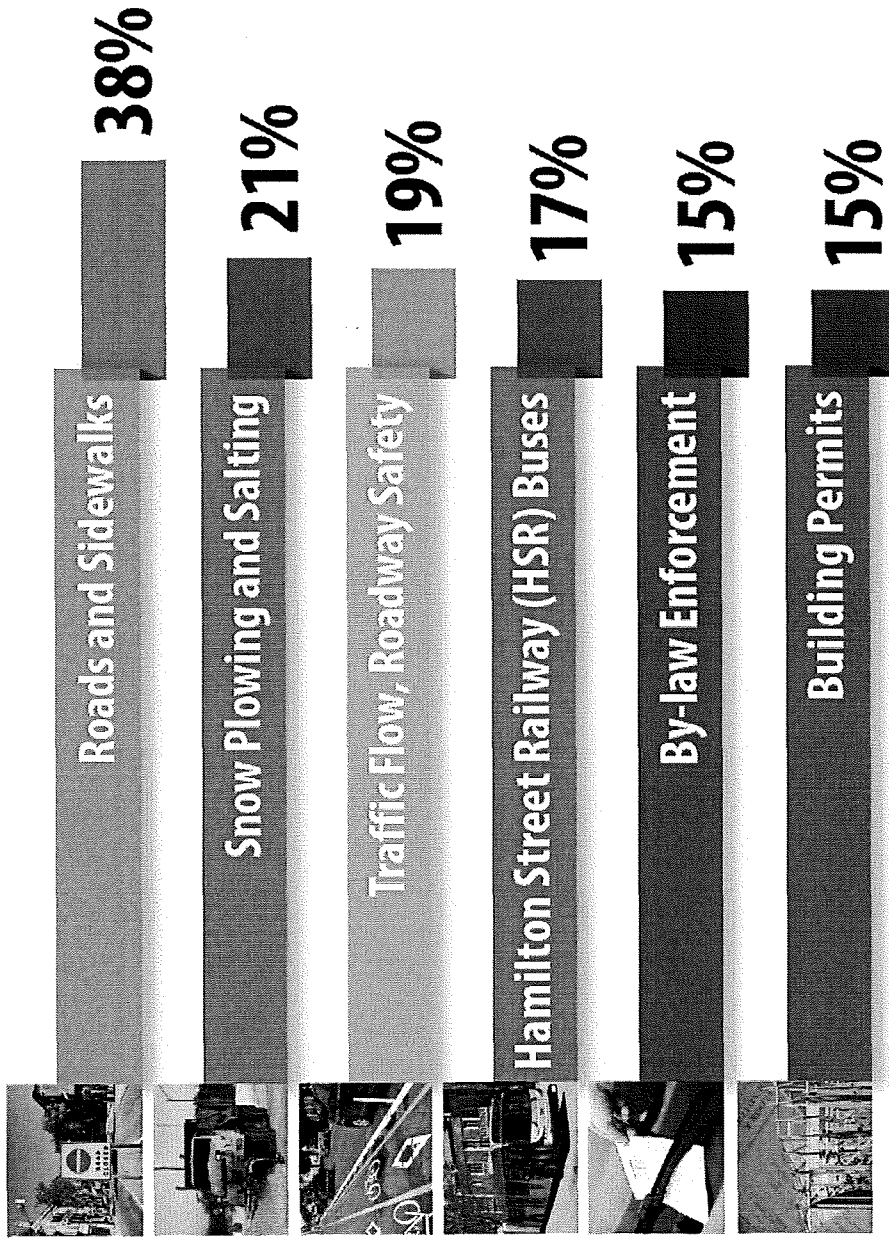
Phone Survey



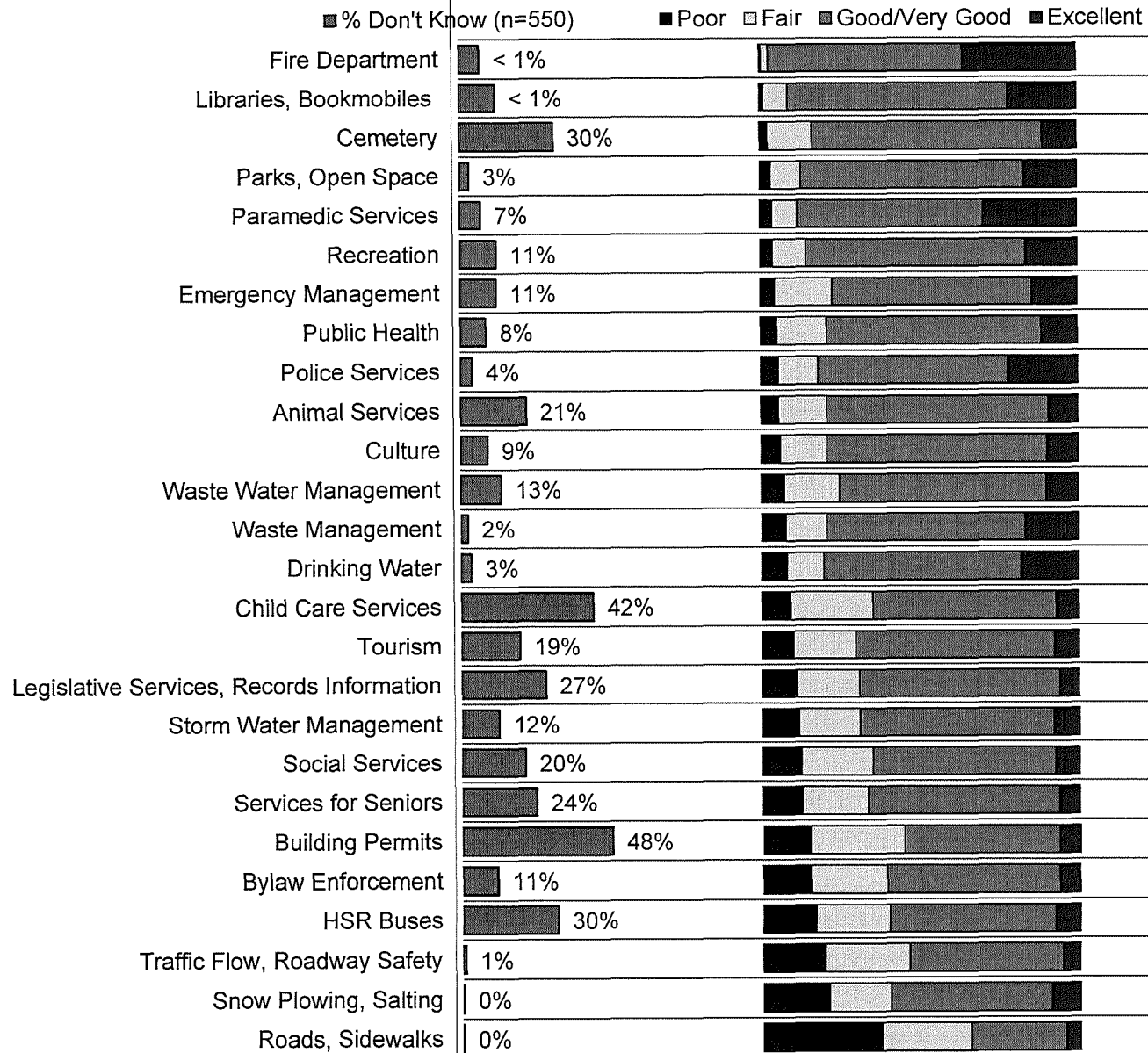
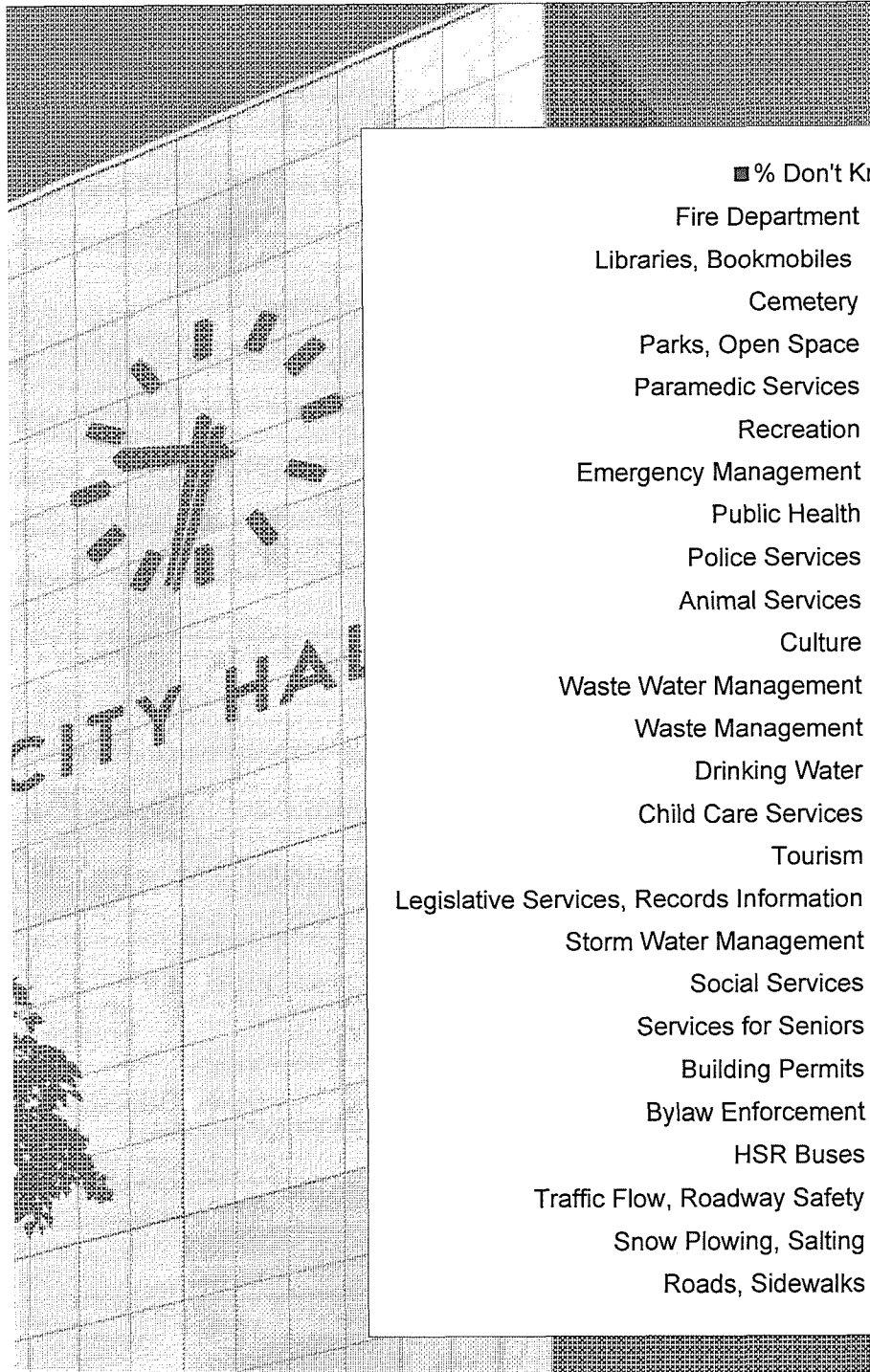
# Services Most Rated Poor



Phone Survey



# Ratings of Services



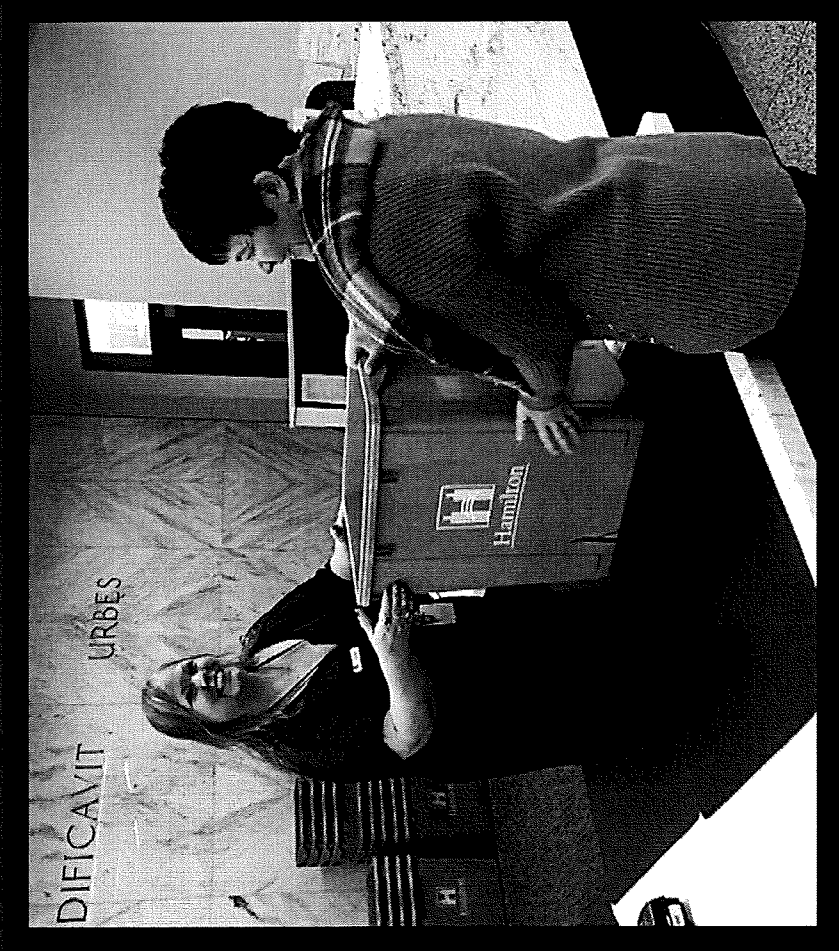


# Themed Written Comments

“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’?”

Responses from both the phone and online survey were most commonly related to:

- Transit
- Community Safety
- Taxes
- Housing
- Schools and Education
- Roads and Sidewalks
- Child Care
- Inequities across the City
- Traffic Flow
- Parks, Playgrounds and Greenspace



# [ Customer Service ] & Service Channels

## Contact with the City

In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?  
(% that responded "Yes")



Phone Survey



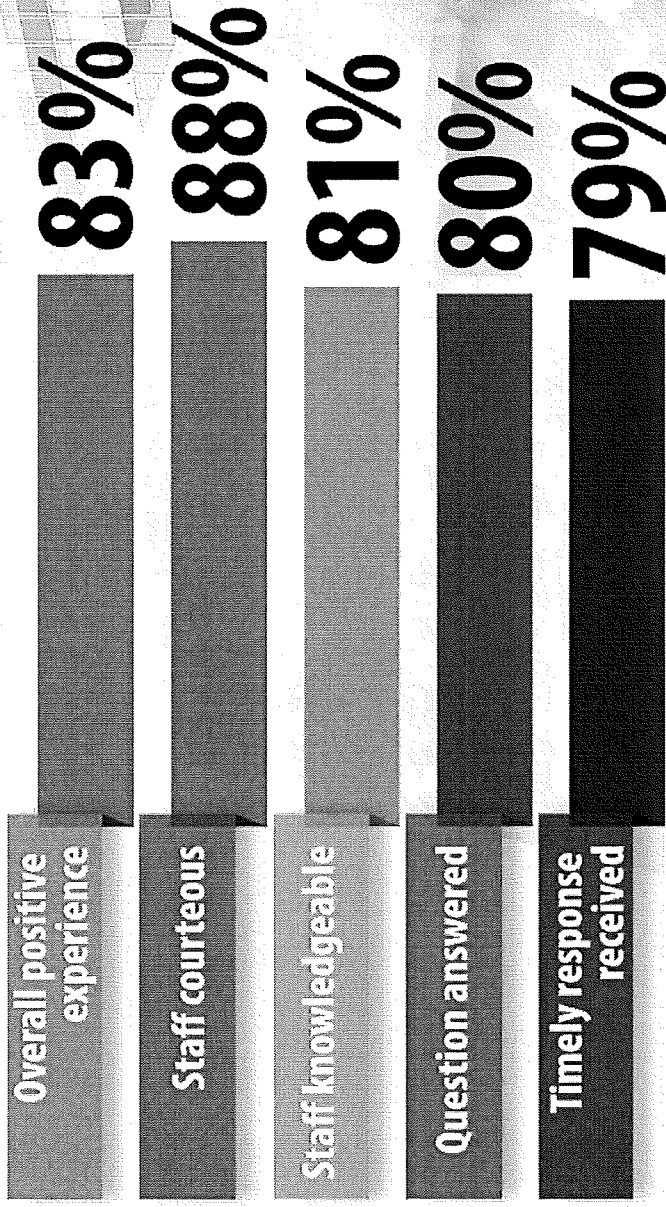


# Experiences with the City

For those that have contacted the City in the past year ...  
(% that agreed/strongly agreed)



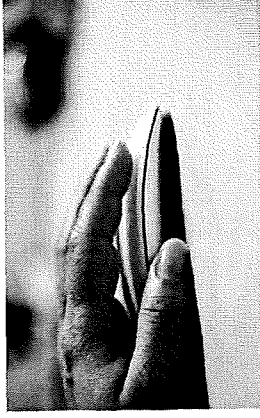
Phone Survey



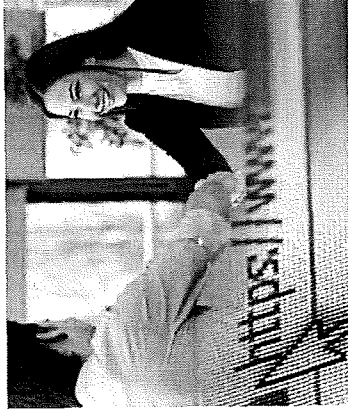
# Resident Preferences



Residents prefer to use the phone when asking questions or making a complaint



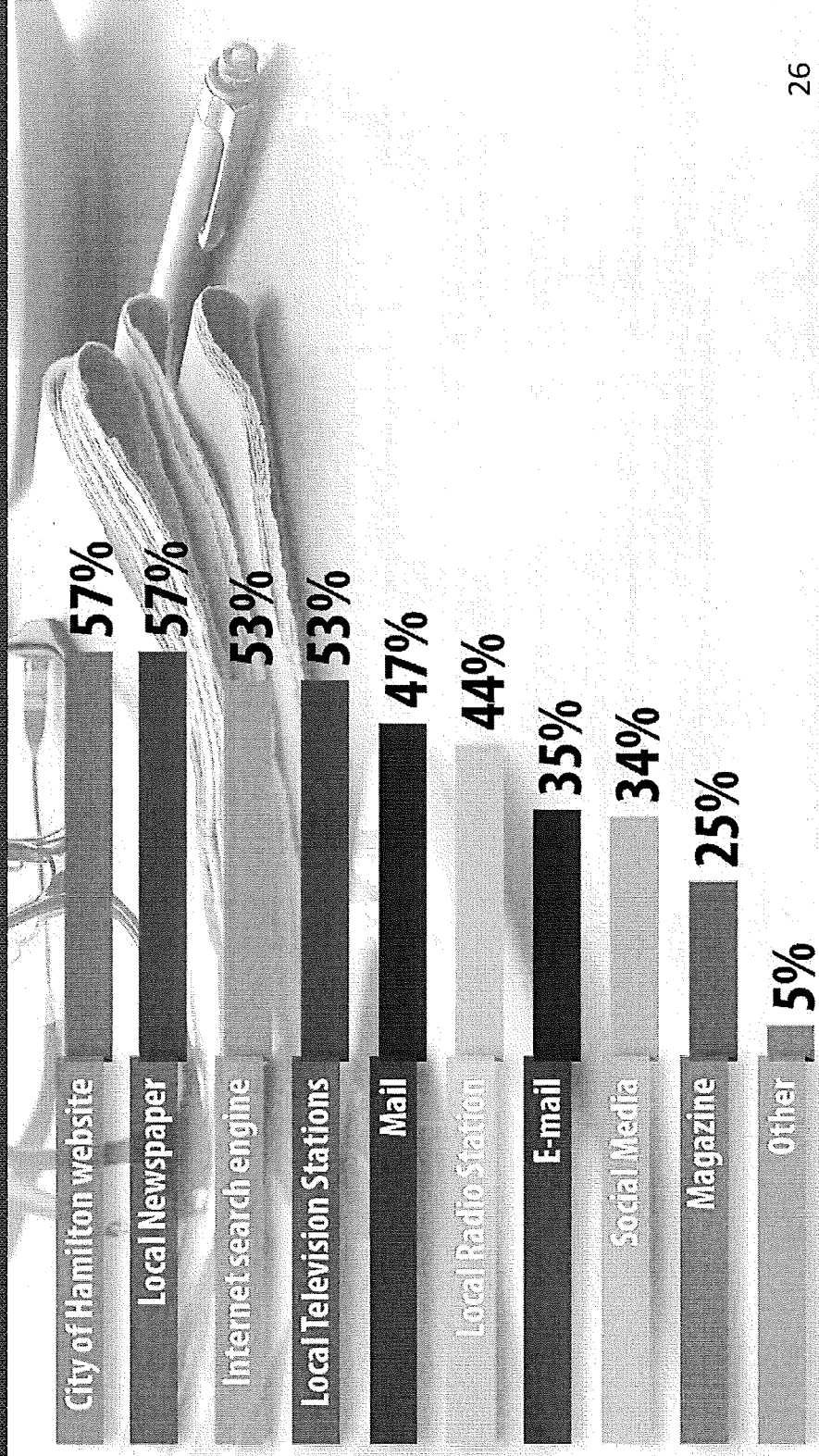
Residents most prefer to use the website to pay property taxes



For other interactions (registering & paying for recreation programs, applying for licenses, booking city facilities and parks), residents prefer to complete on the website or in person

# Preference: Receiving Information from the City

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



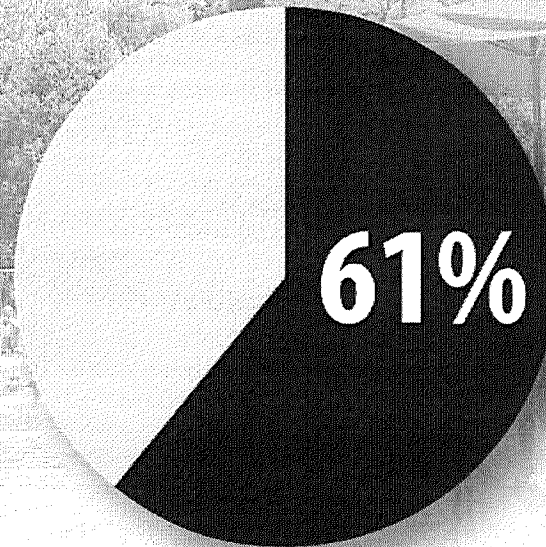


# Connecting to Our Vision

Hamilton is on the right track towards our vision of being  
“the best place to raise a child and age successfully”  
(% that agree or strongly agree)



Phone Survey



## What's Next

Regularly conduct this survey (annually) with an increased sample size.

Survey results will be monitored year over year, with a report back to the public.

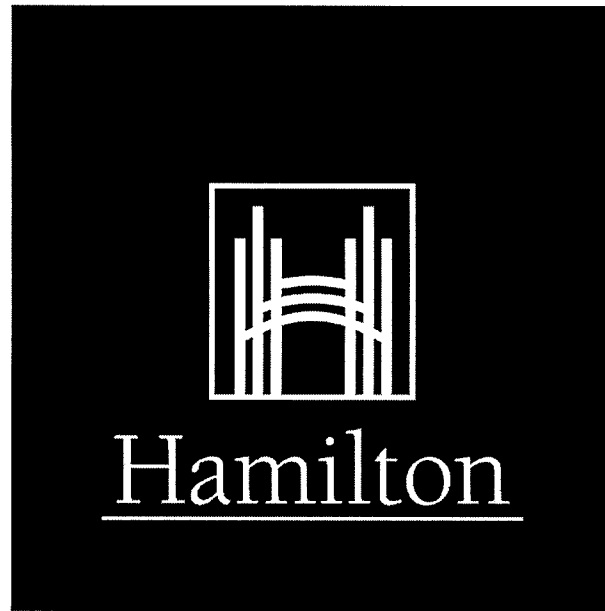
Linking service plans to citizen survey results, demonstrating that the City is listening and acting on resident feedback.

Link this work to the Neighbourhood Action Strategy work.

Connect the survey work to a broader portfolio of social media analysis and community engagement work.

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**QUESTIONS?**

