

# 2018 a 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.



## Hamilton is a great place to...

(% that agree or strongly agree)

Live

Plav

Learn

92% very satisfied/satisfied with their life



#### Quality of life

35%

says quality of life has **Improved** 

46%

says quality of life has stayed the same says quality of life has worsened

18%

Work



are satisfied overall with City services

#### Services with highest ratings

(% rating service excellent, very good or good)





### Services with lowest ratings

(% rating service poor)



38% Roads and



21% Snow Plow and Salting

Services rated as poor by more than 20% of respondents

#### Service Delivery Preferences

prefer to maintain taxes and current service levels



% that agree/strongly agree...



83% Overall positive experience



81% Staff are knowledgeable



88% Staff are courteous



79% Received timely response



**QA 80%** Question was answered