

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

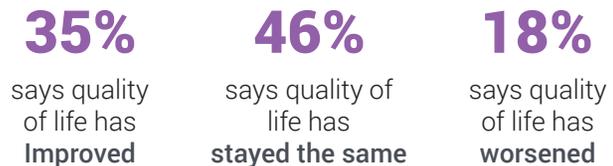


Hamilton is a great place to...
(% that agree or strongly agree)

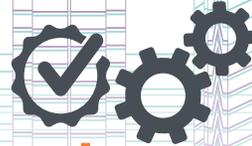


92%  very satisfied/satisfied with their life

Quality of life



Quality of City Services



66% are satisfied overall with City services

Services with highest ratings
(% rating service excellent, very good or good)



Services with lowest ratings
(% rating service poor)



Services rated as poor by more than 20% of respondents

Service Delivery Preferences

72% prefer to maintain taxes and current service levels

Contact with the City



% that agree/strongly agree...



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