

our

Citizen

Survey

January 15 – February 4, 2018

Your thoughts. Our Action.

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

January 15 – February 4, 2018

Your thoughts. Our Action.

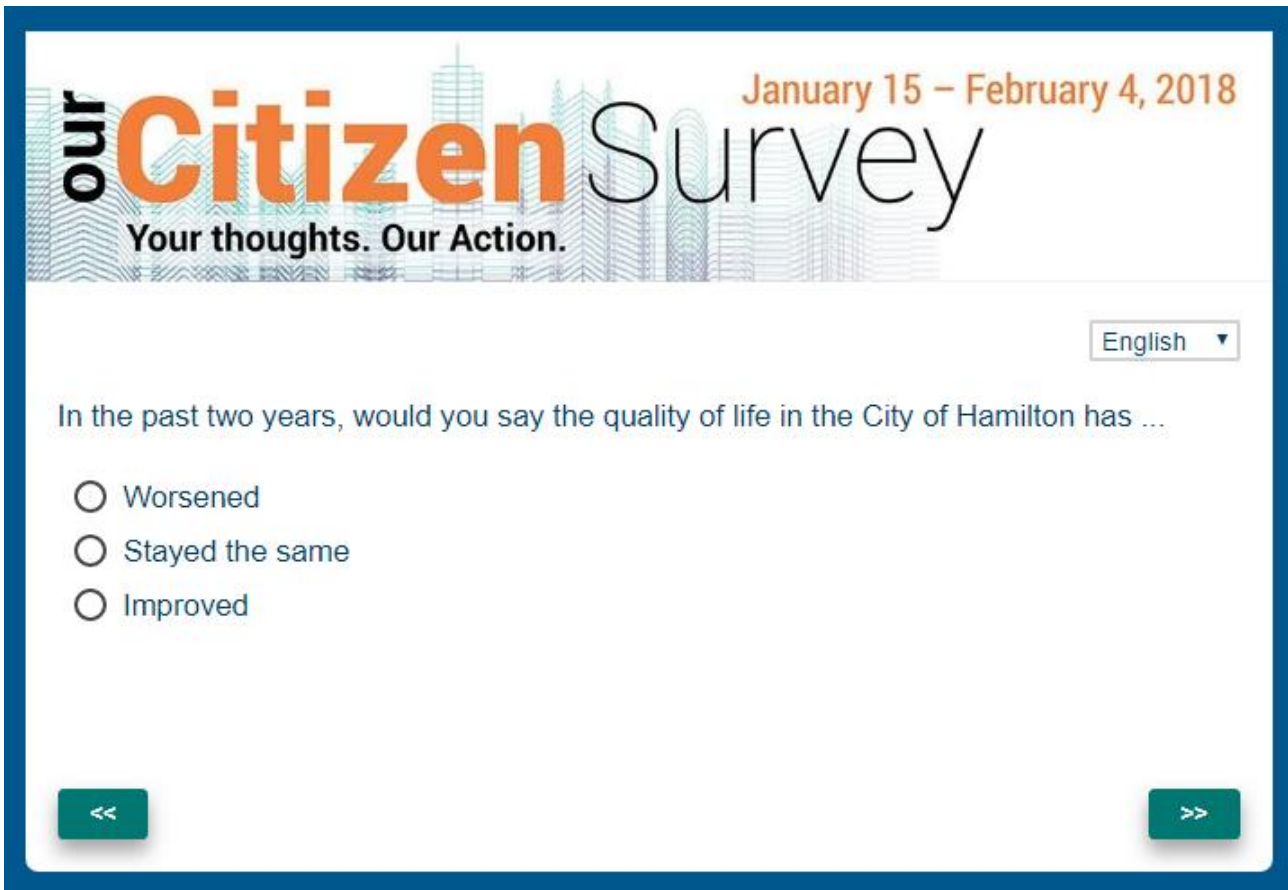
English ▾

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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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

<< >>

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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☐

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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

Your thoughts. Our Action.

January 15 – February 4, 2018

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

☐

☐

☐

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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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Libraries and Bookmobiles

Poor	Fair	Good	Very good	Excellent	Don't Know
<input type="radio"/>	<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 ▾

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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>>

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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 ▼

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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☐

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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

☐

☐

☐

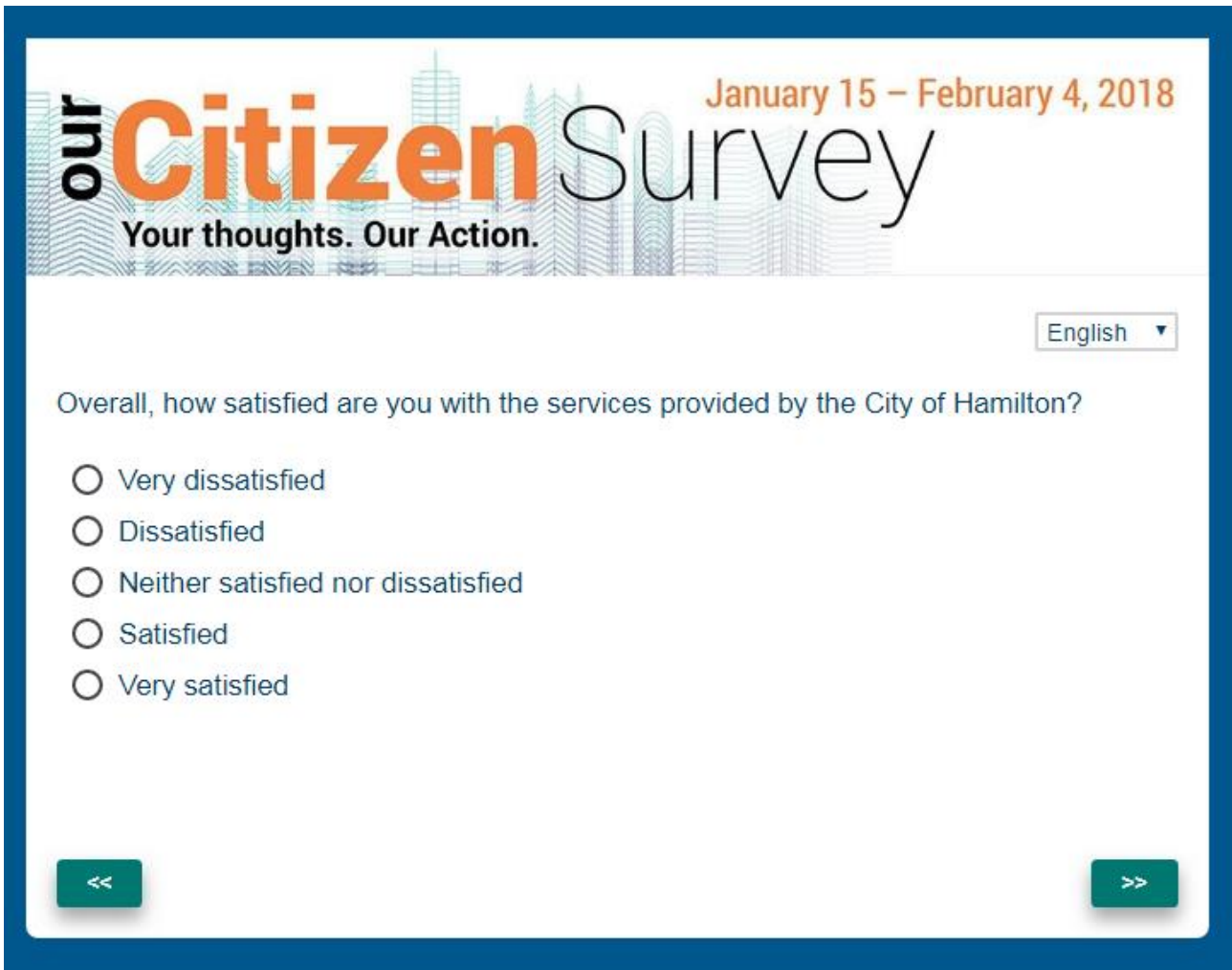
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our Citizen Survey
Your thoughts. Our Action.

January 15 – February 4, 2018

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

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

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our Citizen Survey

January 15 – February 4, 2018

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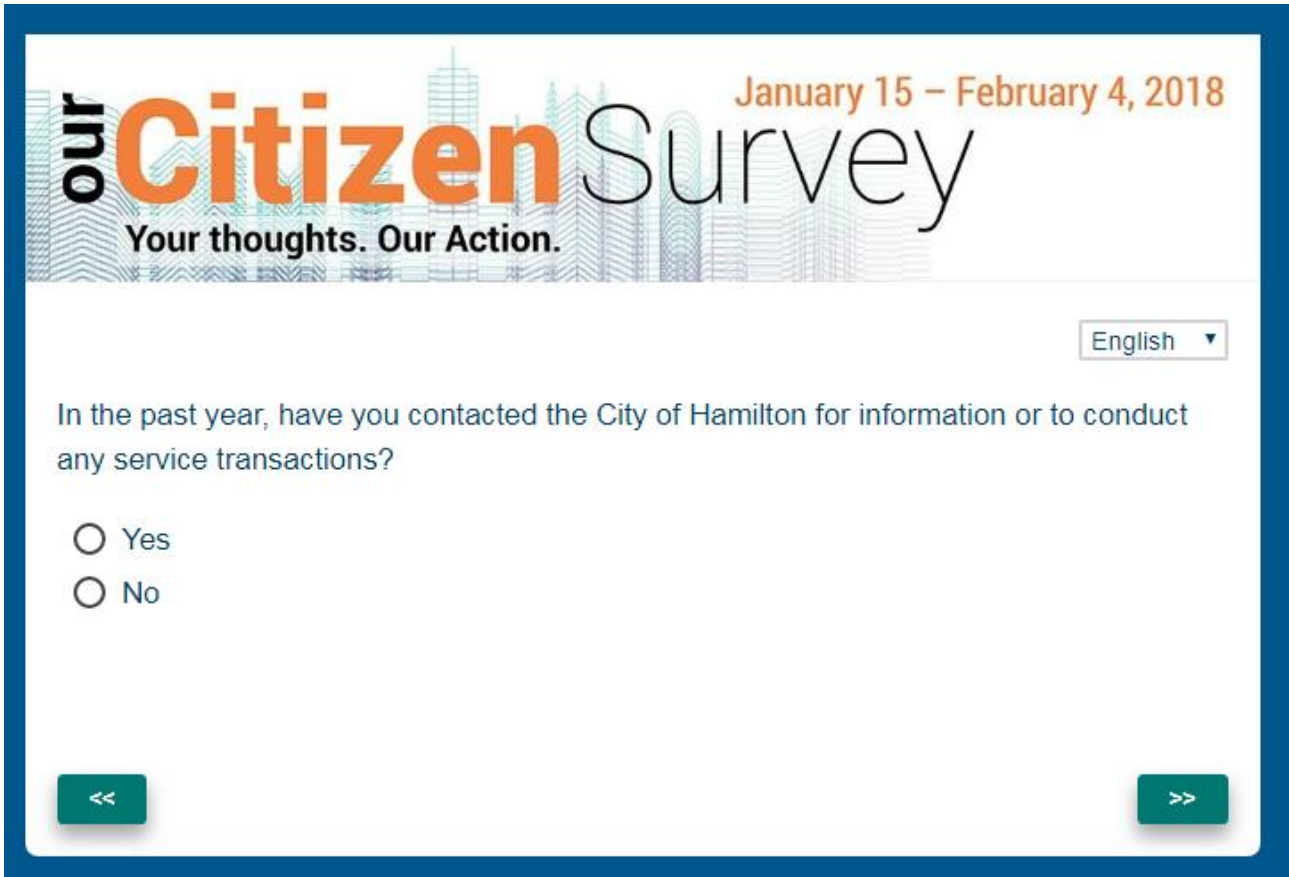
English ▼

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
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

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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

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

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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

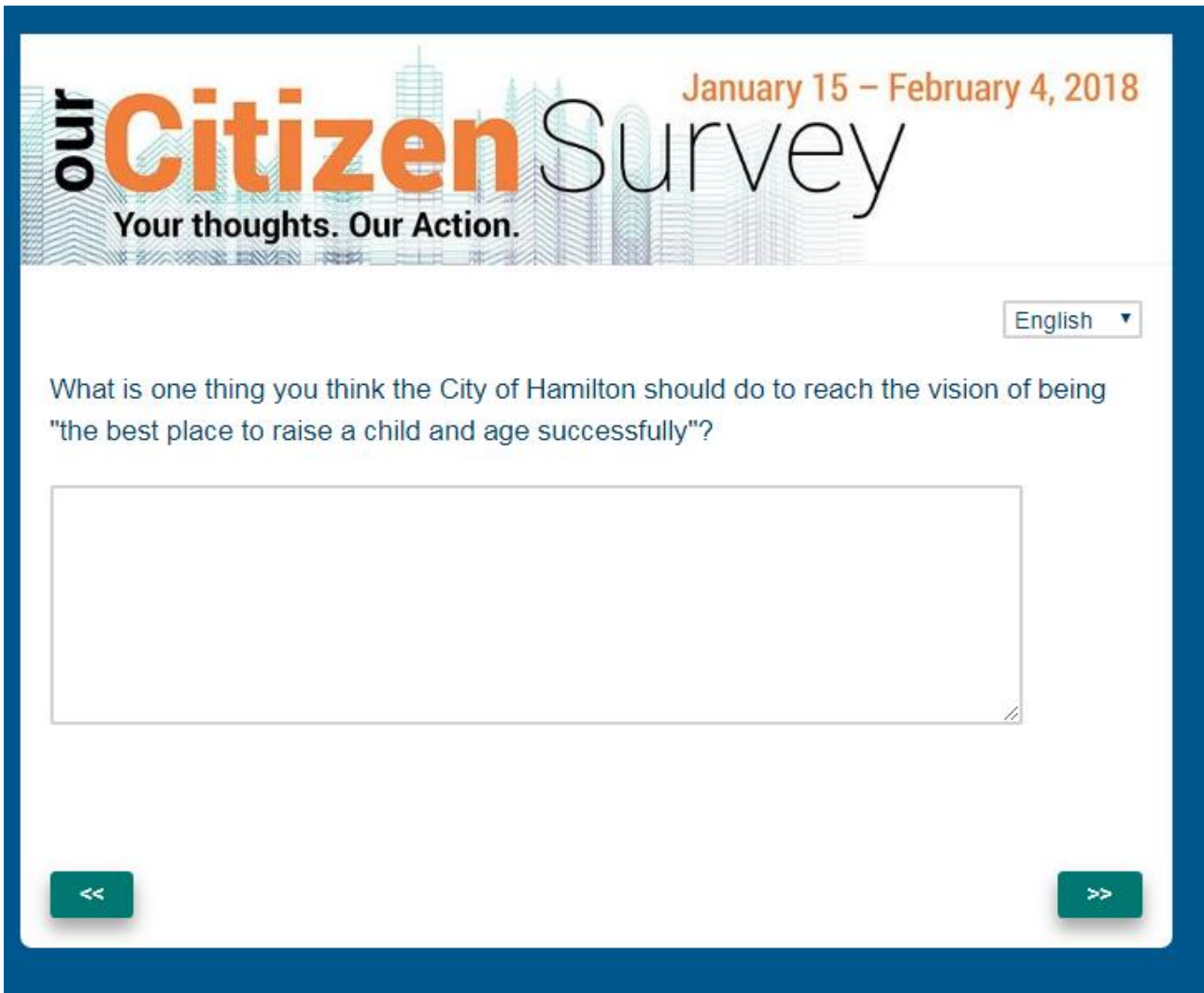
☐ E-mail

☐ Magazine
(e.g. Hamilton Magazine, View, Snapd Hamilton, Best Start, Hamilton Recreation Guide)

☐ Other - please specify

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our Citizen Survey
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January 15 – February 4, 2018

English ▼

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"?

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

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

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

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
Your thoughts. Our Action.

January 15 – February 4, 2018

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

January 15 – February 4, 2018

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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

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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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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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