



Appendix A: Engagement Results

City of Hamilton Public Works Department
Transportation Operations & Maintenance Division

In partnership with Community Initiatives

November 4, 2020

Stakeholders

Below is a list of stakeholders from various advisory groups who were contacted directly for their input as part of the engagement project.

Name	Affiliation
Alicia Davenport	COH Advisory Committee for Persons with Disabilities
Jessica Bowen	COH Seniors Advisory Committee
Paul DiClemente	COH Advisory Committee for Immigrants & Refugees
Rachel Johnson	COH Cycling Committee
Tina Sousa	DARTS Board of Directors
Sarah Wayland	Hamilton Immigration Partnership Council
Shelagh Kiely	Hamilton Council on Aging
Lisa Maychak	Age Friendly Strategy
Sarah Jama	Hamilton Centre for Civic Inclusion/Disability Justice Network of Ontario
Betsy Bocop	Hamilton Aboriginal Advisory Committee
Lynda Lukasik	Environment Hamilton

Summary of Engagement Results

The Engage Hamilton site had 6, 000 visitors including:

- 2,000 engaged participants (participated in survey, posted on guestbooks or asked questions)
- 3,300 informed participants (visited multiple project pages or contributed to a tool) and
- 5,900 aware participants (5,900 visited a project or tool page).
- 1,987 survey completions
- An overall engagement rate of 33% (engaged visitors/total visitors) compared to an average rate of 11% for other projects.

Some of the highlights in the findings of the survey are below (n=1,987):

- 41.5% rated winter walkability as extremely important
- 41.6% rated winter walkability as very important
- 53.6% reported that they expect to be able to use city sidewalks safely within 12 hours
- 40.0% reported that they expect to be able to use city sidewalks safely within 24 hours
- 27.9% indicated that they sometimes have to use other means to get where they are going safely
- 39.6% responded that they walk in the street if the sidewalk is not cleared
- 31.6% reported that they do not feel safe at all using Class 1 or 2A sidewalk routes in winter
- 58.8% indicated that they feel slightly safe using Class 1 or 2A sidewalk routes in winter
- 73.1% believe that the City should invest resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service

- 74.6% stated that improving winter walkability should be a Council priority
- 81.6% indicated that they definitely support a tax increase of less than or equal to \$10
- 67.0% responded that they definitely support a tax increase of \$10-\$25
- 49.6% indicated that they don’t support a tax increase of greater than \$50

A summary of demographic findings is below:

- The three wards with the highest representation in the survey were Ward 1 (13.6%), Ward 3 (12.3%) and Ward 2 (10.3%)
- The age groups with the highest representation were 25-44 (47.9%) and 45-64 (34.8%)
- Females represented 62.5% of the respondents while 33.6% were male
- 14.5% of the respondents identified as Individuals living with a Disability

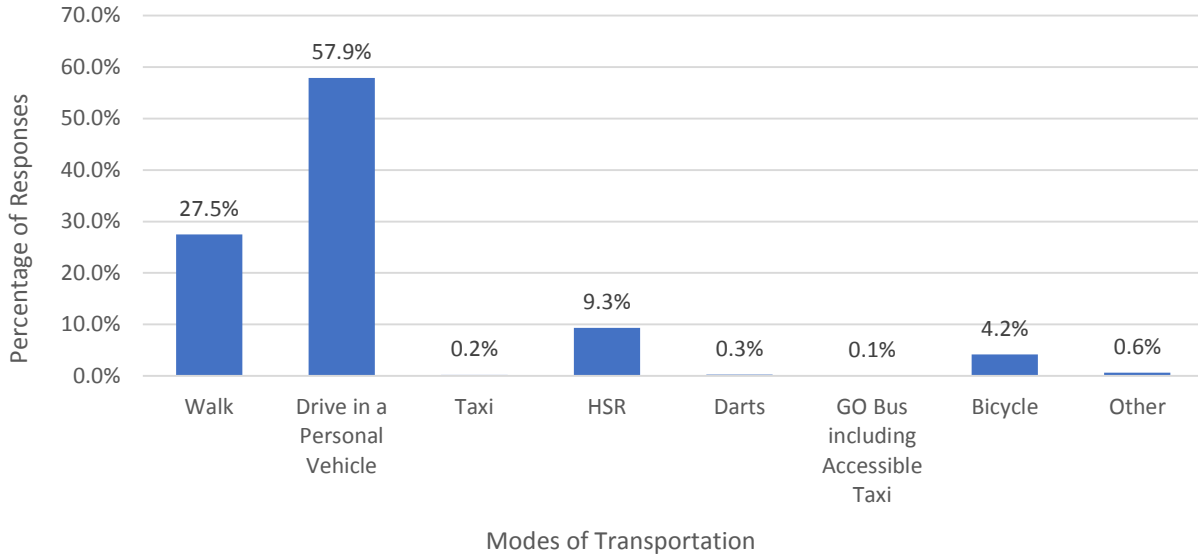
Some of the common themes that were found in the comments section (Q32) and guestbook are below:

- 41.0% expressed general comments in favour of the City taking over all sidewalk clearing
- 24.6% had concerns in regard to accessibility/safety – sidewalks need to clear for safety esp. seniors, individuals with disabilities and or/mobility devices, parents with strollers, etc.
- 15.5% expressed sidewalk snow clearing as an equity issue – e.g. seniors & individuals with disabilities may not be able to clear their sidewalks; unfair for certain areas to be cleared while others are not; low income residents may use sidewalks more often and are therefore disadvantaged disproportionately by poor conditions, etc.
- 15.0% identified poor sidewalk conditions currently/noted specific areas

Detailed survey results and analysis of comments can be found in the following pages.

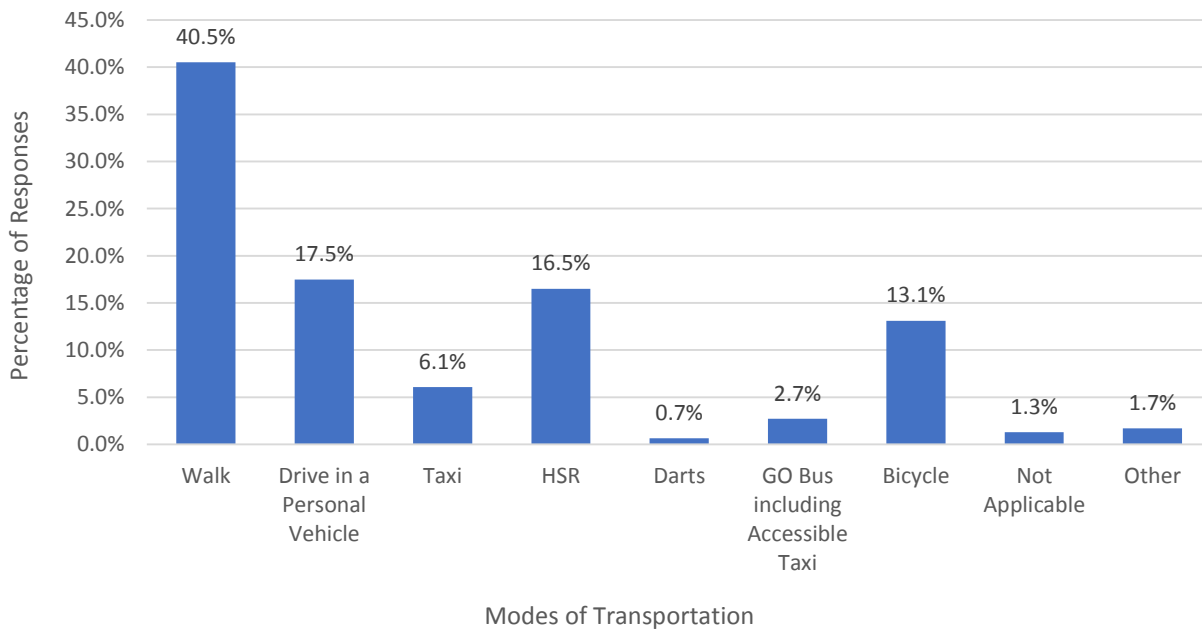
Detailed Survey Results

Q1: When you travel throughout the city, what is your primary transportation mode? Select the mode that you use most often.



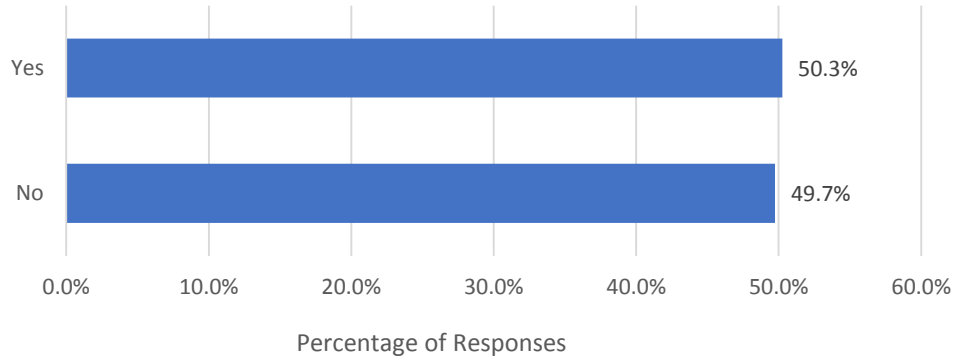
*Number of responses = 1950

Q2: What is your secondary mode of transportation? Check all that apply.



*Number of responses = 1950

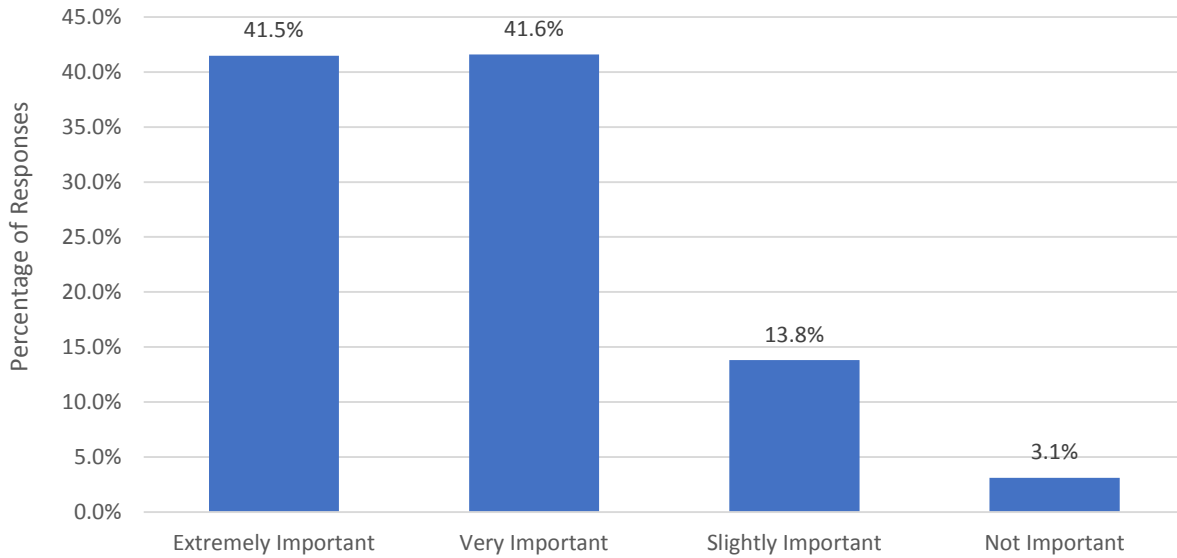
Q3: Do you change your mode of transportation to travel around the city depending on the season?



*Number of responses = 1982

Q4: Optional comment on above – not included in summary.

Q5: How important is winter walkability to your quality of life?



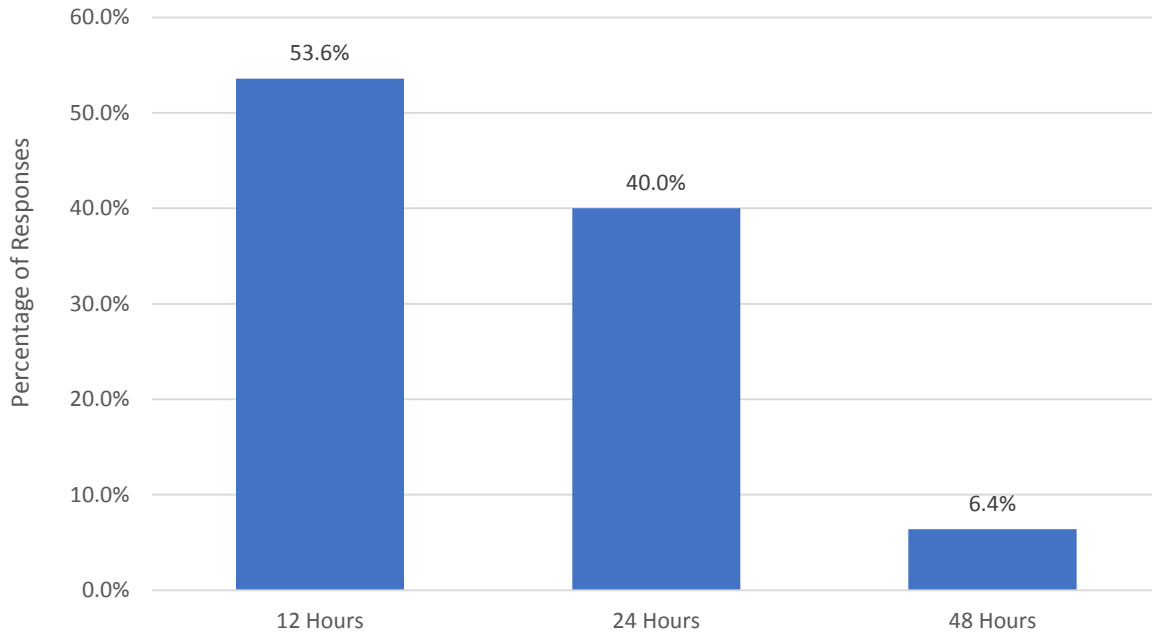
*Number of responses = 1980

Q6: Are you aware that the City of Hamilton Snow and Ice By-Law requires property owners and/or occupants to clear snow and ice within 24 hours after the end of a snow event from sidewalks adjacent to their property?

Response Option	% of Respondents
Yes, I am familiar with the by-law	90.8 %
I know there is a by-law, but I am not aware of the details	8.0 %
No, I am not familiar with the by-law	1.3 %

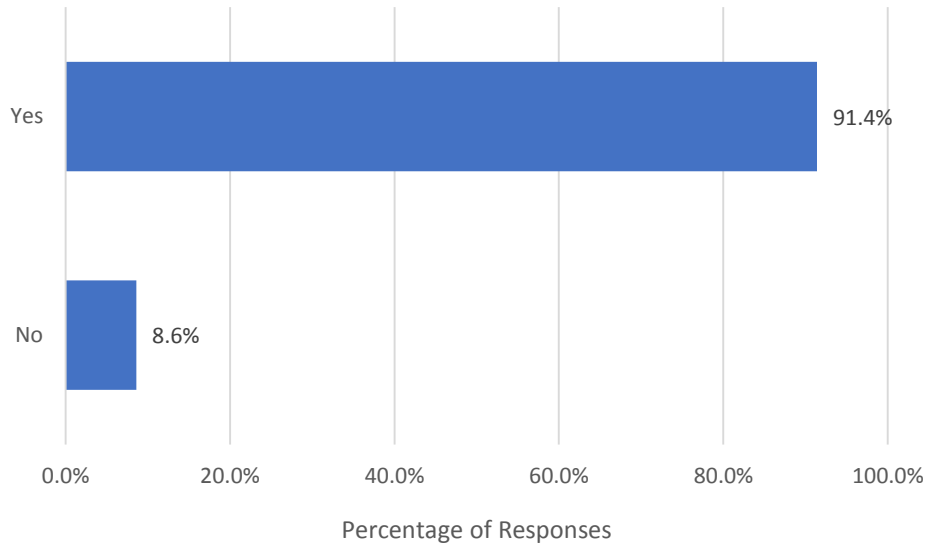
*Number of responses = 1971

Q7: How long after a snow event do you expect to be able to use city sidewalks safely?



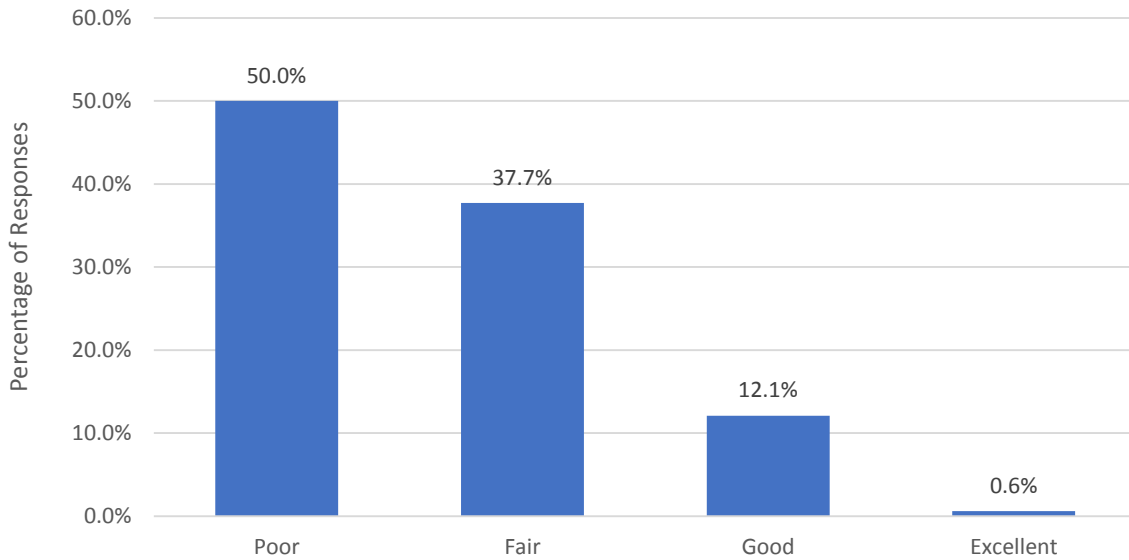
*Number of responses = 1976

Q8: In the past 2 winters, have you used or wanted to use any of these Class 1 or 2A sidewalk routes?



*Number of responses = 1974

Q9: Thinking about your experience walking on the Class 1 or 2A sidewalk routes in winter, how would you describe the overall condition of these sidewalks within 24 hours of a snowfall event?

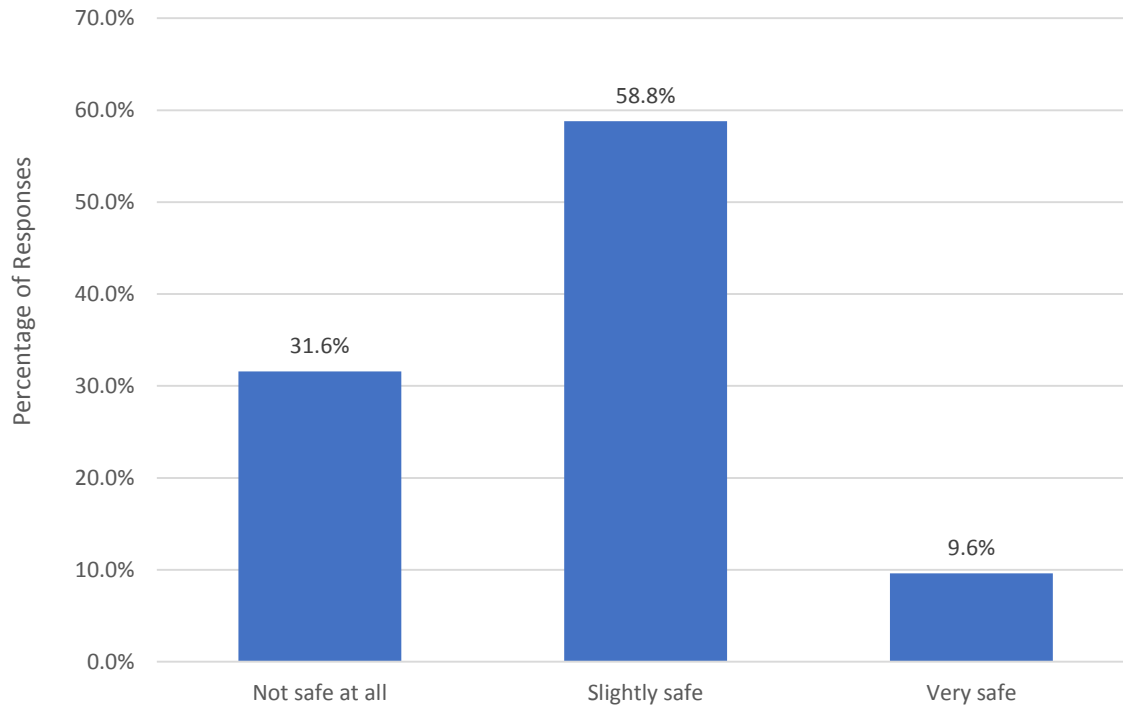


*Number of responses = 1950

Q10: Pick the most appropriate responses based on your experience using these Class 1 or 2A sidewalk routes in winter.

Response Option	% of Respondents
Can use sidewalks to get where I need to go most of the time	16.5 %
Sometimes have to use other means to get where I am going safely	27.9 %
Almost always have to use alternate transportation in winter	8.3 %
Walk in the street if the sidewalk is not cleared	39.6 %
I limit my activity in winter as a result of sidewalk conditions	7.7 %

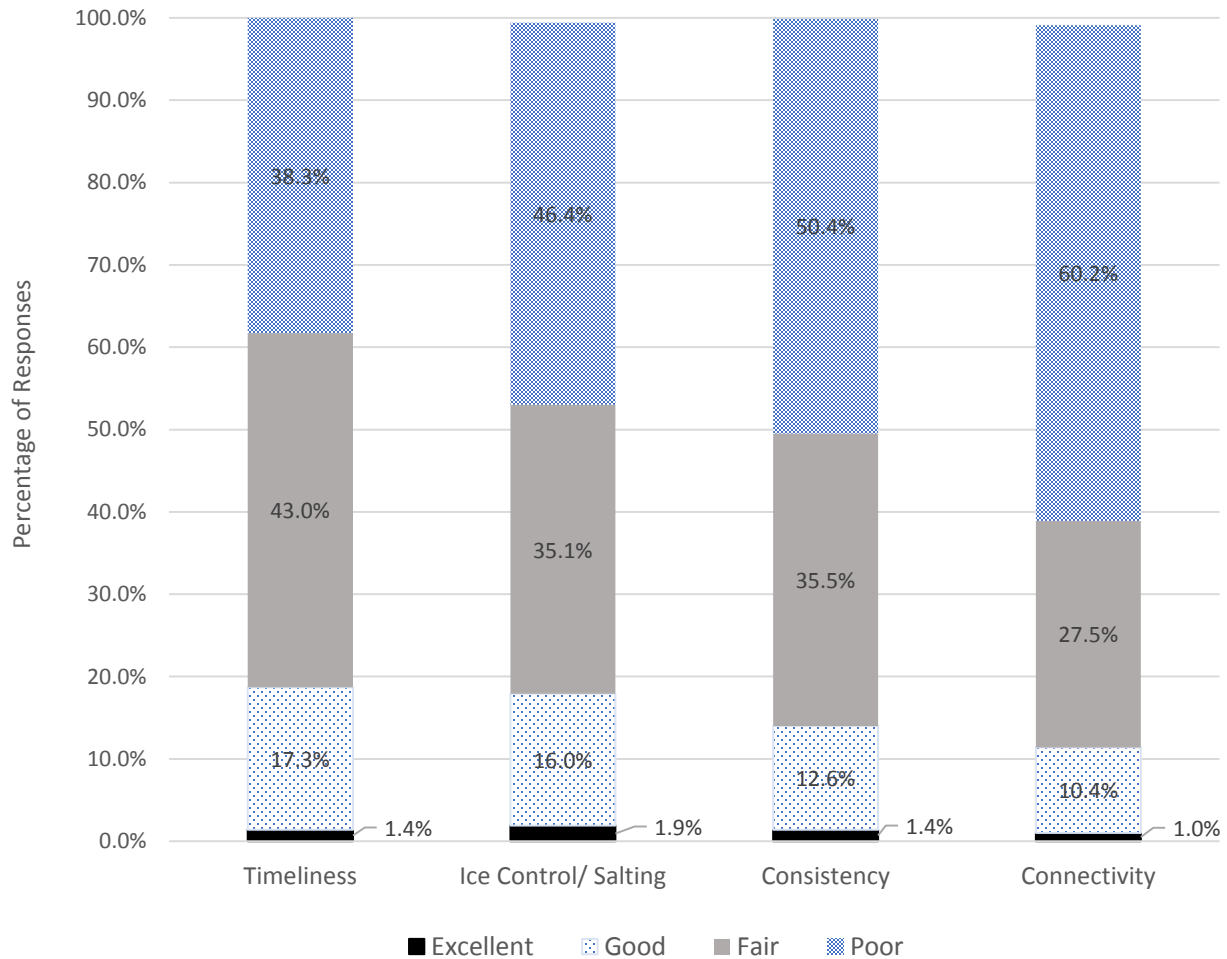
Q11: How safe do you feel using these Class 1 or 2A sidewalk routes in winter?



*Number of responses = 1951

Q12: How would you rate each of the following aspects of how snow is currently cleared from sidewalks in the City of Hamilton?

- Timeliness – How quickly the sidewalk is cleared after a snow event
- Ice Control/ Salting – How well the sidewalk is salted, and ice is controlled
- Consistency – How consistently the sidewalk is cleared (i.e. you can rely on it being cleared and passable)
- Connectivity – How effectively cleared sidewalks connect to each other on your route (i.e. the sidewalks from your departure point to your destination are cleared and passable)

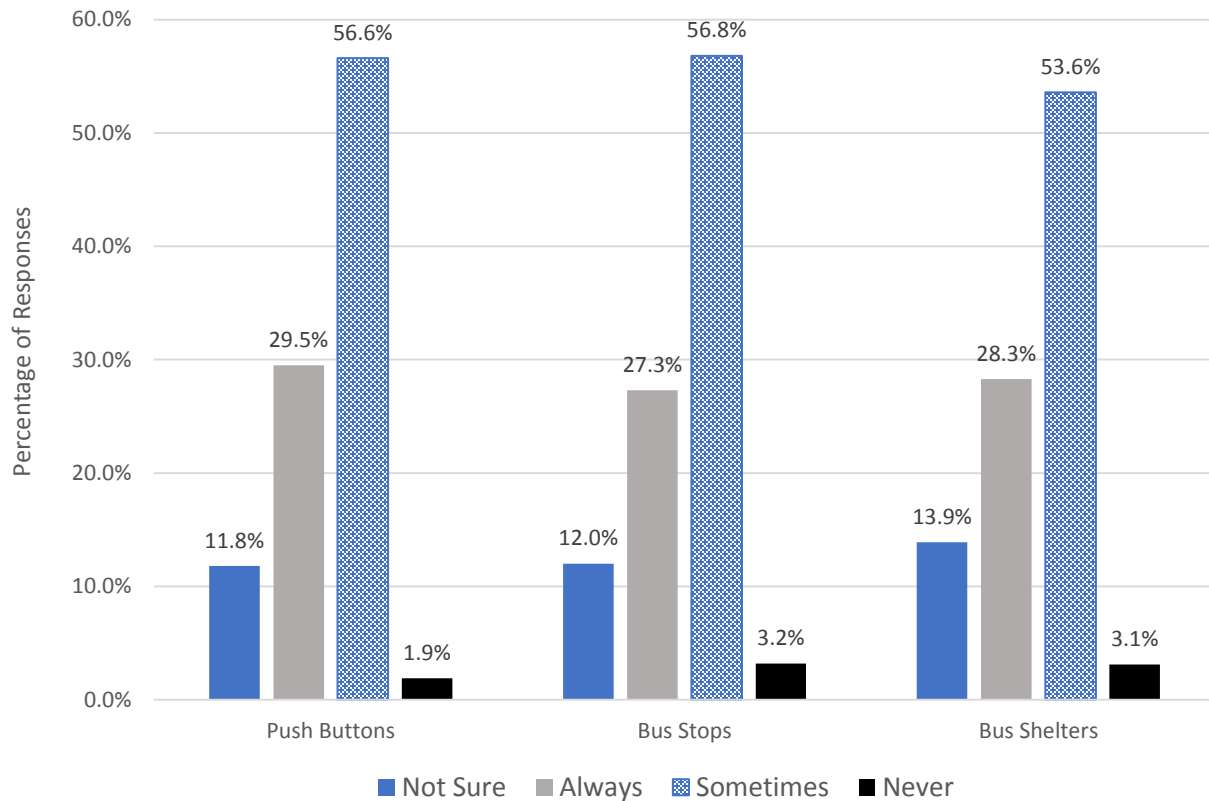


*Number of responses = 1979

Q13: Optional comment on above – not included in summary.

Q14: Based on your experiences walking in winter, how often would you say each of the following are accessible?

- Push Buttons at Crosswalks/ Intersections
- Bus Stops
- Bus Shelters

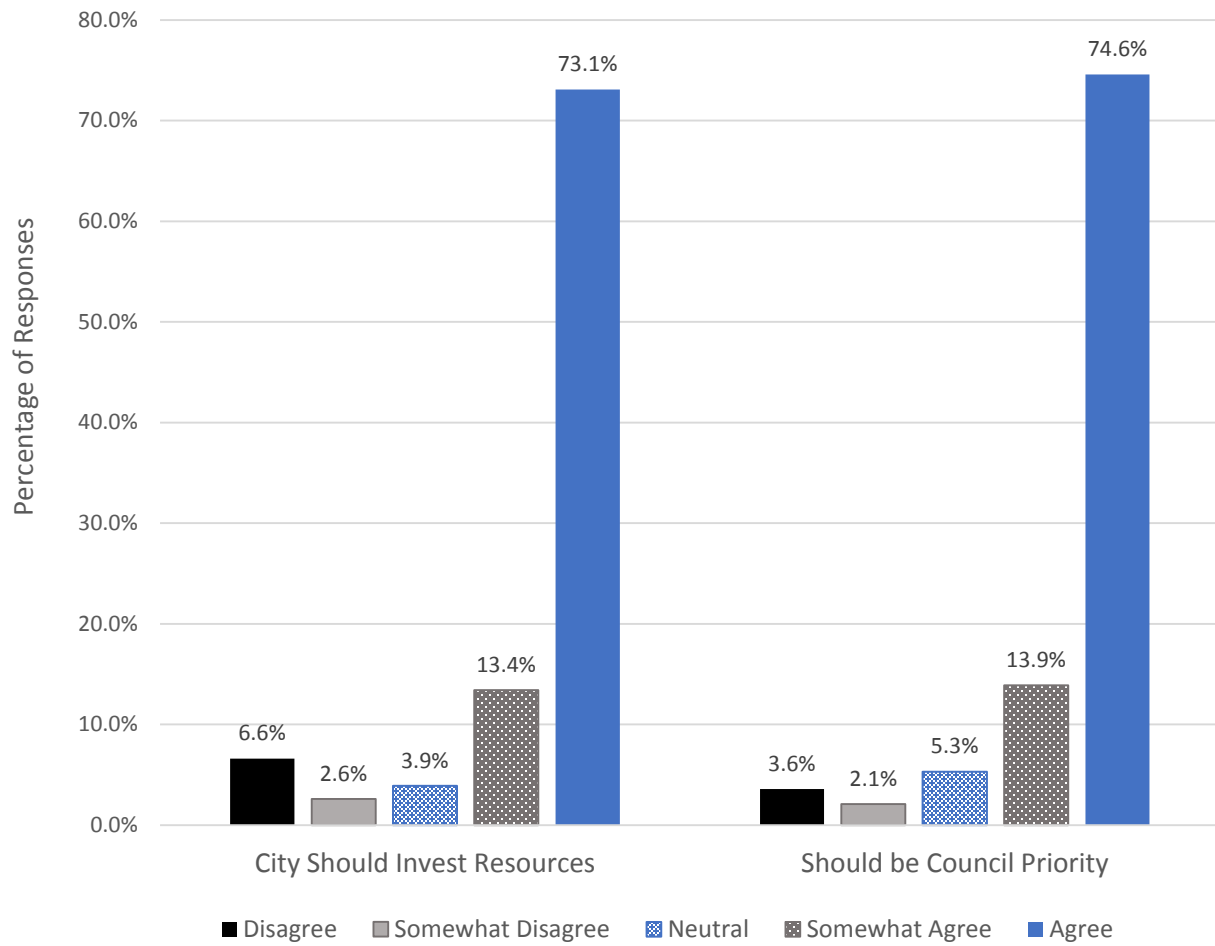


*Number of responses = 1979

Q15: Optional comment on above – not included in summary.

Q16: Indicate your level of agreement with these statements:

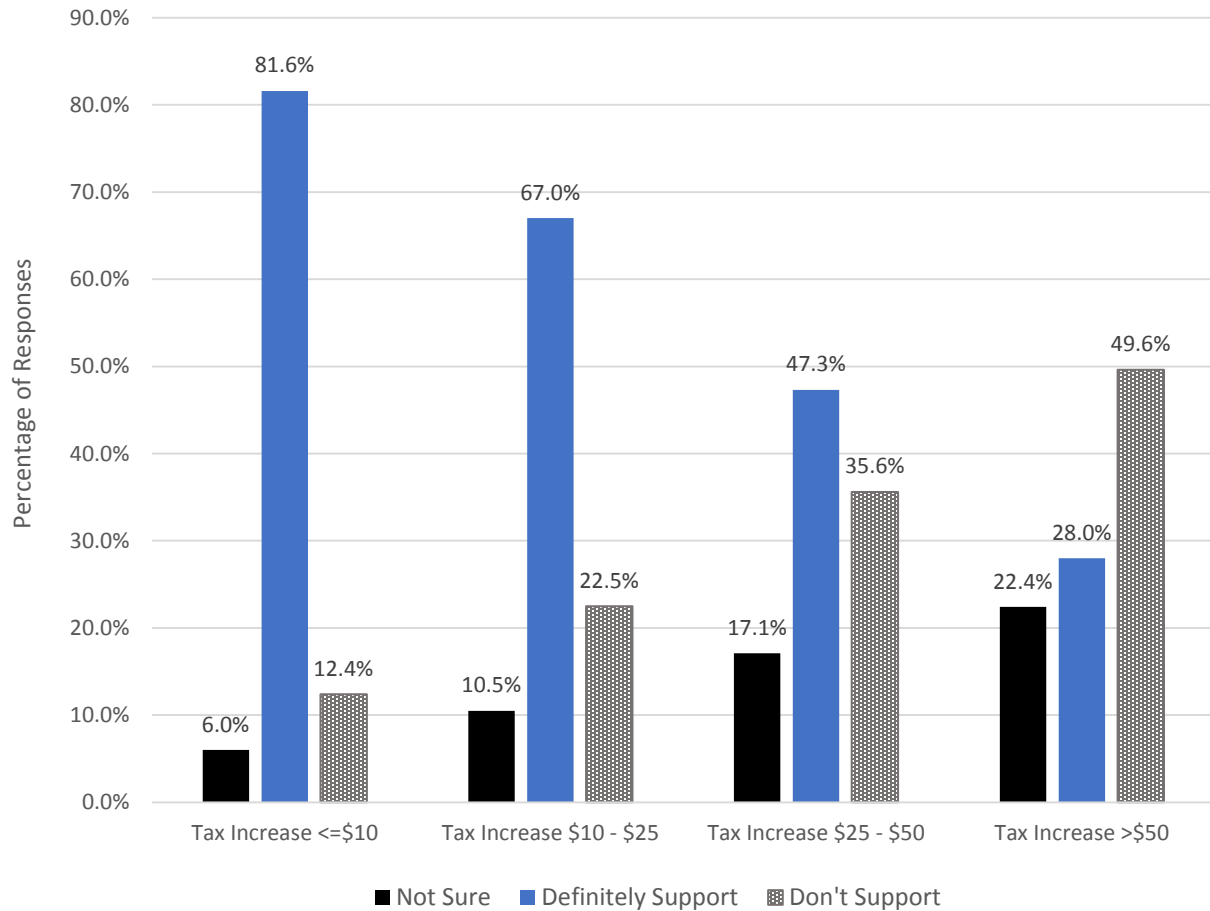
- The City should invest in more resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service.
- Improving winter walkability should be a priority for Council.



*Number of responses = 1987

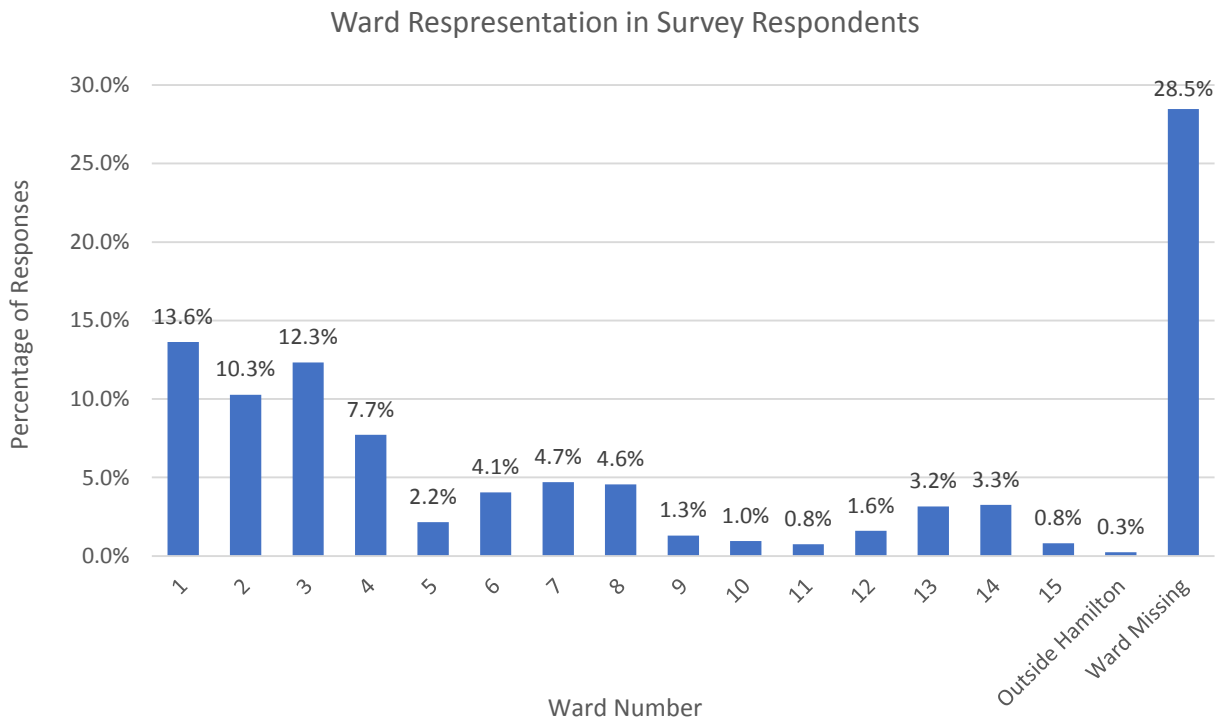
Q17: If improving the sidewalk snow clearing program required the City to increase property taxes, indicate your level of support for:

- A tax increase of \$10 or less per property per year
- A tax increase of between \$10 and \$25 per property per year
- A tax increase of between \$25 and \$50 per property per year
- A tax increase of \$50 or more per property per year



Q.23: Postal Code - Ward Analysis

Ward	# Respondents	% Respondents
Ward 1	272	13.6 %
Ward 2	205	10.3 %
Ward 3	246	12.3 %
Ward 4	154	7.7 %
Ward 5	43	2.2 %
Ward 6	81	4.1 %
Ward 7	94	4.7 %
Ward 8	91	4.6 %
Ward 9	26	1.3 %
Ward 10	19	1.0 %
Ward 11	15	0.8 %
Ward 12	32	1.6 %
Ward 13	63	3.2 %
Ward 14	65	3.3 %
Ward 15	16	0.8 %
Not a City of Hamilton resident	5	0.3 %
Ward/ location information not provided	568	28.5 %



Question 16 by Ward

Question/ Ward	Skipped/ Missing	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree
The City should invest in more resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service.						
Ward 1	0.8%	2.5%	1.1%	2.9%	12.1%	80.5%
Ward 2	0.0%	1.5%	1.0%	2.0%	7.3%	88.3%
Ward 3	0.8%	3.7%	2.0%	2.9%	11.8%	78.9%
Ward 4	0.0%	7.1%	3.3%	3.3%	15.6%	70.8%
Ward 5	0.0%	9.3%	0.0%	9.3%	18.6%	62.8%
Ward 6	0.0%	3.7%	1.2%	3.7%	22.2%	69.1%
Ward 7	0.0%	6.4%	0.0%	7.5%	10.6%	75.5%
Ward 8	0.0%	13.2%	4.4%	4.4%	13.2%	64.8%
Ward 9	0.0%	23.8%	3.9%	3.9%	15.4%	53.9%
Ward 10	0.0%	5.3%	5.3%	0.0%	15.8%	73.7%
Ward 11	0.0%	20.0%	6.7%	13.3%	0.0%	60.0%
Ward 12	3.1%	21.9%	6.3%	9.4%	18.8%	40.7%
Ward 13	0.0%	6.4%	6.4%	4.8%	7.9%	74.6%
Ward 14	0.0%	10.8%	4.6%	7.7%	16.9%	60.0%
Ward 15	0.0%	25.0%	0.0%	6.3%	12.5%	56.3%
Ward Missing	1.6%	7.7%	3.5%	3.7%	15.2%	68.4%
Improving winter walkability should be a priority for Council.						
Ward 1	0.4%	0.4%	0.4%	2.9%	11.0%	84.9%
Ward 2	0.0%	0.5%	0.0%	2.9%	9.3%	87.3%
Ward 3	1.6%	2.0%	0.8%	4.1%	13.8%	77.6%
Ward 4	0.7%	3.9%	2.0%	7.1%	16.9%	69.5%
Ward 5	2.3%	2.3%	7.0%	14.0%	14.0%	60.5%
Ward 6	0.0%	2.5%	3.7%	6.2%	23.5%	64.2%
Ward 7	0.0%	3.2%	1.1%	7.5%	16.0%	72.3%
Ward 8	0.0%	7.7%	2.2%	7.7%	15.4%	67.0%
Ward 9	0.0%	11.5%	3.9%	15.4%	15.4%	53.9%
Ward 10	0.0%	5.3%	10.5%	0.0%	10.5%	73.7%
Ward 11	0.0%	13.3%	6.7%	6.7%	6.7%	66.7%
Ward 12	0.0%	18.8%	0.0%	6.3%	28.1%	46.9%
Ward 13	0.0%	2.0%	3.2%	3.2%	12.7%	79.4%
Ward 14	0.0%	6.2%	1.5%	18.5%	7.7%	66.2%
Ward 15	0.0%	25.0%	0.0%	6.3%	6.3%	62.5%
Ward Missing	1.6%	4.4%	3.5%	4.2%	14.5%	71.9%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward’s survey population.

Question 17 by Ward

Question/ Ward	Skipped/ Missing	Not Sure	Don't Support	Definitely Support
Level of Support for a tax increase of \$10 or less per property per year				
Ward 1	3.3%	6.3%	4.8%	85.7%
Ward 2	2.9%	2.4%	4.9%	89.8%
Ward 3	2.4%	7.3%	9.4%	80.9%
Ward 4	2.0%	3.3%	11.7%	83.1%
Ward 5	2.3%	4.7%	11.6%	81.4%
Ward 6	4.9%	4.9%	16.1%	74.1%
Ward 7	4.3%	4.3%	13.8%	77.7%
Ward 8	3.3%	4.4%	16.5%	75.8%
Ward 9	3.9%	3.9%	30.8%	61.5%
Ward 10	10.5%	0.0%	5.3%	84.2%
Ward 11	0.0%	6.7%	20.0%	73.3%
Ward 12	6.3%	12.5%	31.3%	50.0%
Ward 13	4.8%	7.9%	9.5%	77.8%
Ward 14	4.6%	7.7%	16.9%	70.8%
Ward 15	0.0%	6.3%	37.5%	56.3%
Ward Missing	6.6%	6.6%	14.3%	72.4%
Level of Support for a tax increase of between \$10 and \$25 per property per year				
Ward 1	4.0%	8.5%	13.2%	74.3%
Ward 2	2.9%	12.7%	8.8%	75.6%
Ward 3	3.7%	11.4%	14.6%	70.3%
Ward 4	2.6%	10.4%	20.8%	66.2%
Ward 5	2.3%	4.7%	23.3%	69.8%
Ward 6	6.2%	8.7%	29.6%	55.6%
Ward 7	3.2%	11.7%	20.2%	64.9%
Ward 8	3.3%	8.8%	33.0%	55.0%
Ward 9	3.9%	7.7%	34.6%	53.9%
Ward 10	10.5%	5.3%	10.5%	73.7%
Ward 11	6.7%	6.7%	33.3%	53.3%
Ward 12	0.0%	12.5%	43.8%	43.8%
Ward 13	4.8%	12.7%	20.6%	61.9%
Ward 14	3.1%	10.8%	27.7%	58.5%
Ward 15	0.0%	0.0%	43.8%	56.3%
Ward Missing	6.6%	9.9%	27.2%	56.2%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward’s survey population.

Question 17 by Ward Continued

Question/ Ward	Skipped/ Missing	Not Sure	Don't Support	Definitely Support
Level of Support for a tax increase of between \$25 and \$50 per property per year				
Ward 1	2.2%	16.5%	25.7%	55.5%
Ward 2	2.9%	15.6%	20.0%	61.5%
Ward 3	2.4%	19.5%	25.6%	52.4%
Ward 4	0.7%	13.6%	34.4%	51.3%
Ward 5	0.0%	14.0%	34.9%	51.2%
Ward 6	1.2%	22.2%	40.7%	35.8%
Ward 7	4.3%	12.8%	34.0%	48.9%
Ward 8	5.5%	8.8%	47.3%	38.5%
Ward 9	3.9%	11.5%	57.7%	26.9%
Ward 10	5.3%	5.3%	36.8%	52.6%
Ward 11	0.0%	20.0%	53.3%	26.7%
Ward 12	6.3%	9.4%	62.5%	21.9%
Ward 13	3.2%	22.2%	28.6%	46.0%
Ward 14	3.1%	20.0%	38.5%	38.5%
Ward 15	0.0%	6.3%	50.0%	43.8%
Ward Missing	7.5%	17.3%	40.3%	34.9%
Level of Support for a tax increase of \$50 or more per property per year				
Ward 1	2.6%	22.8%	38.2%	36.4%
Ward 2	3.4%	23.9%	31.7%	41.0%
Ward 3	4.9%	26.0%	39.0%	30.1%
Ward 4	0.6%	23.4%	48.7%	27.3%
Ward 5	2.3%	18.6%	53.5%	25.6%
Ward 6	3.7%	19.8%	64.2%	12.4%
Ward 7	3.2%	19.2%	42.6%	35.1%
Ward 8	5.5%	12.1%	57.1%	25.3%
Ward 9	0.0%	15.4%	69.2%	15.4%
Ward 10	5.3%	10.5%	47.4%	36.8%
Ward 11	0.0%	20.0%	60.0%	20.0%
Ward 12	3.1%	12.5%	75.0%	9.4%
Ward 13	4.8%	19.1%	44.4%	31.8%
Ward 14	6.2%	26.2%	53.9%	13.9%
Ward 15	0.0%	18.8%	50.0%	31.3%
Ward Missing	8.3%	20.4%	53.1%	18.2%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward’s survey population.

Q18 - 31: Demographics

Demographic Question/ Response Options	# Respondents	% Respondents
Hamilton Resident		
Yes	1962	98.7 %
No	26	1.3 %
Attend Work/ School in the City of Hamilton		
Yes	1264	63.5 %
No	725	36.5 %
Own Property in Hamilton		
Yes	1495	76.1 %
No	470	23.9 %
Age		
Under 18 years	9	0.5 %
18 – 24 years	81	4.1 %
25 – 44 years	942	47.9 %
45 – 64 years	684	34.8 %
65 years and older	241	12.3 %
Prefer Not to Answer	9	0.5 %
Gender		
Male	661	33.6 %
Female	1232	62.5 %
Non-binary/ third gender	54	2.7 %
Prefer to self-describe	23	1.2 %
Marital Status		
Married, or in a domestic partnership	1247	66.2 %
Single	636	33.8 %
Employment Status		
Employed full time	1098	56.4 %
Employed part time	250	12.8 %
Unemployed and currently looking for work	85	4.4 %
Unemployed and not currently looking for work	94	4.8 %
Student	56	2.9 %
Retired	289	14.9 %
Unable to work	74	3.8 %
Household Income		
Less than \$20,000	139	7.6 %
\$20,000 - \$34,999	173	9.4 %
\$35,000 - \$49,999	220	12.0 %
\$50,000 - \$74,999	473	25.8 %
\$75,000 - \$99,999	200	10.9 %
Over \$100,000	630	34.3 %

Q18 - 31: Demographics Continued

Demographic Question/ Response Options	# Respondents	% Respondents
Education – Highest level completing/ completed		
Less than a high school diploma	27	1.4 %
High school degree or equivalent	134	7.1 %
Some college, no degree	329	17.3 %
Associate degree	405	21.3 %
Bachelor’s degree	562	29.6 %
Master’s degree	259	13.7 %
Professional degree	117	6.2 %
Doctorate	64	3.4 %
Self-Identification		
Visible Minority	122	5.6 %
Individual living with a Disability	314	14.5 %
New Resident – relocated to Hamilton in the last five years	289	13.3 %
LGBTQ2s+	205	9.5 %
Indigenous	25	1.2 %
Prefer Not to Answer	257	11.9 %
None of the Above	955	44.1 %
Visible Minority: Sub-Groups Identified		
Mixed Origin	25	18.4 %
South Asian	19	14.0 %
Chinese	18	13.2 %
Black	16	11.8 %
Latin American	14	10.3 %
Arab	12	8.8 %
Filipino	10	7.4 %
South East Asian	8	5.9 %
Japanese	6	4.4 %
West Asian	2	1.5 %
Korean	2	1.5 %
Other	4	2.9 %

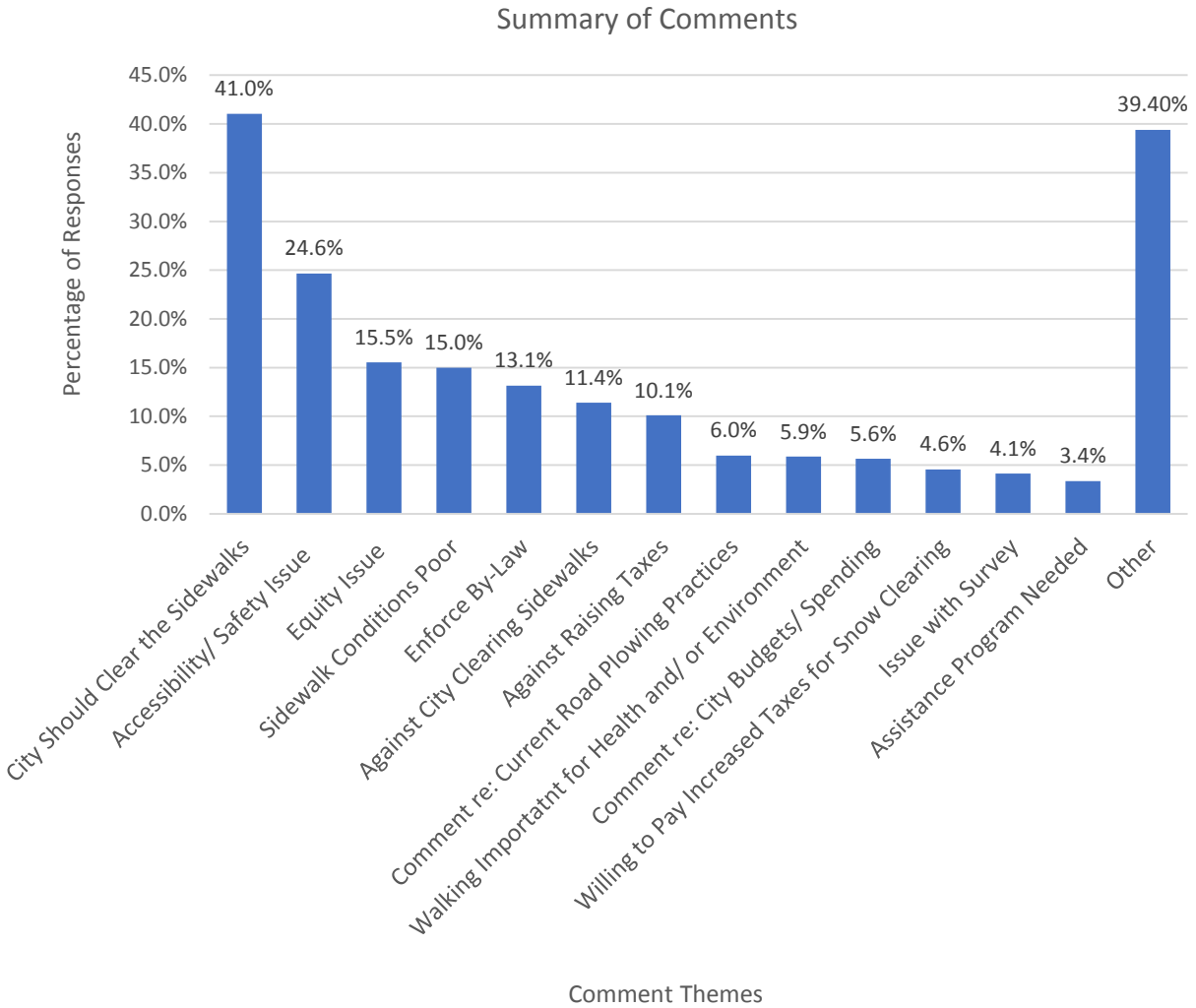
Comment Analysis

A summary of comment analysis from question 32 in the survey and the guestbook is included below.

Comment Theme	# Respondents	% Respondents
The City should clear the sidewalks – general comments in favour of the City taking over all sidewalk clearing	378	41.0 %
Accessibility/ Safety issue – sidewalks need to be clear for safety, esp. seniors, individuals with disabilities and/ or mobility devices, parents with strollers, etc.	227	24.6 %
Equity Issue – e.g. seniors & individuals with disabilities may not be able to clear their sidewalks; unfair for certain areas to be cleared while others are not; low income residents may use sidewalks more often and are therefore disadvantaged disproportionately by poor conditions, etc.	143	15.5 %
Poor sidewalk conditions currently/ specific areas may be noted	138	15.0 %
Enforce/ promote the By-law; fine offenders	121	13.1 %
Against City clearing the sidewalks/ should be homeowners’ responsibility	105	11.4 %
Against raising taxes for sidewalk clearing	93	10.1 %
Comment re: current road plowing practices – e.g. plows push snow back onto sidewalks; intersections left inaccessible after plows clear roads; etc.	55	6.0 %
Walking/ Walkability is important for health, environment, etc. Requires clear sidewalks	54	5.9 %
Comment re: City spending/ budgets – e.g. City cannot afford another service; find money for sidewalks by changing budgetary priorities; concerns re: COVID deficits, etc.	52	5.6 %
Willing to pay increase in property tax for sidewalk snow clearing	42	4.6 %
Issue with survey – e.g. demographic questions; design issues	38	4.1 %
Create/ promote assistance program for property owners who cannot shovel (esp. seniors, disabled individuals)	31	3.4 %
Other – includes general comments that did not fall into any of the above theme categories.	363	39.4 %

- *Notes: (a) Percentages represent the number of comments as a percentage of the total number of respondents that provided comment (n=921).
 (b) Respondents may be counted in multiple comment themes; thus, percentages add to more than 100%.
 (c) Comment themes were created if similar comments were stated by at least 30 people.

Comment Analysis Continued



Comment Analysis Continued

Representative Comments In Favour of City Snow Clearing

- “My thoughts regarding sidewalk safety is not only for myself but for those who identify as having a disability or are elderly, for kids walking to school for families walking their pets or visiting local shops. I walk daily for exercise and it is extremely challenging to this in the winter as it can be a safety concern. Expecting people to clear their own sidewalk within 24 hours in some cases is unfair because we don't know what their home situations is - whether it is due to a physical barrier, work, don't have proper equipment to do so or can't afford to pay someone to clear for them.”
- “Sidewalk clearing is an issue of accessibility. Those most impacted by sidewalk accessibility are those who are renters, low-income, and disabled who may not have the privilege of owning a vehicle. This is also an issue of climate change--as Hamilton as declared a climate emergency, encouraging residents to use the sidewalks will divert traffic from the roads and to public transit.”
- “Walking everywhere is something that keeps me physically and mentally healthy. Trying to get around in winter is very challenging. A fall on ice puts me at risk for significant health complications and would but more financial burden on an already over taxed health care system. This year especially with all the COVID risks, the ability to be outside is even more important. We need snow removal on our sidewalks!”
- “All sidewalks should be cleared of snow for safety reasons and also for accessibility for everyone. Seniors, disabled persons and parents with very young children in strollers have a very hard time navigating the city in winter. I would be delighted to pay higher taxes to make Hamilton safer and more livable for all.”

Representative Comments Against City Snow Clearing/ Raising Property Taxes

- “I think the responsibility should fall more to the individual property owners to ensure snow and ice is cleared from their respective sidewalks, rather than using tax money. I would rather see the money go to more bylaw officers to enforce the snow removal bylaw. It is part of the responsibility of property ownership to maintain their sidewalks. Issuing more fines would not only add money into the city but reduce those who shirk their responsibilities.”
- “Please do not unilaterally raise property taxes to pay for snow clearing. The tools to keep sidewalks clear are already in place. We just need to use them more effectively.”
- “Many people are on fixed incomes and cannot afford Hamilton’s always increasing tax levies. I would prefer to clear my own snow as well as my neighbours that struggle to do their own. If snow removal is a problem for some, there is assistance already in place. For others, it’s just plain laziness and enforcement may be the only option. The city does a good job on clearing roads but city owned walks are not always done in a timely manner. This will only add to more grief for our councillors.”
- “I do not have confidence in the City's ability to deliver on this program due to the dramatic increase in operational scope. My property taxes are already quite high, and the cost of snow removal will continue to grow over time, for something that does not drive value for my family. Thanks for seeking input on this!”