



# **Our City Survey 2019**

## **Summary Report**

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## Background

In 2018, the City of Hamilton launched the Our Citizen Survey, the City's first resident satisfaction survey. The survey results provided a baseline measure and understanding of Hamiltonian's:

- perception of quality of life in the City of Hamilton
- perception of quality of City services
- perception of value for tax dollars
- experience and satisfaction with contacting the City
- preferred means of communicating and interacting with the City of Hamilton
- suggestions for ways the City can improve

The 2018 survey provided statistically sound resident feedback and suggested that feedback differed across the diverse geography of the city. To gain a better insight into differences across the city, the Our City Survey 2019 was launched.

The Our City Survey 2019 builds upon the Our Citizen Survey and aims to collect statistically sound data not only for the city but also for each of the 15 wards in Hamilton.

The collected data is used to identify and monitor what the City of Hamilton is doing well and areas for improvement at the city level and for each ward.



## Survey Methods and Administration

The Our City Survey 2019 is an updated version of the Our Citizen Survey 2018. The original survey tool was developed by a team of City staff in consultation with department leaders to ensure City priorities, programs and services were appropriately represented in the survey. The project team also engaged City staff from the Privacy Office, Procurement, Information Technology Services and Communications to ensure City standards in these areas were met.

In 2019, a review of updated City priorities and objectives resulted in the original survey tool being enhanced with additional questions and minor revisions to questions or response options. Changes were kept to a minimal to ensure the 2019 data can be compared to the baseline data. The following is a summary of the major items added in the 2019 survey.

- Two (2) services were added to the City services rating question:
  - Snow Plowing and Salting of City-owned facilities
  - Social Housing
  
- Two (2) questions were added to gauge satisfaction with resident engagement:
  - The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
  - The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

The Our City Survey 2019 tool can be found in Appendix A.

A third-party vendor, Metroline Research Group Inc. was contracted using a competitive procurement process to conduct the survey using Computer Assisted Telephone Interviews (CATI). Hamilton based residential and cellular phone lines were randomly called and phone respondents were invited to participate in the survey. To qualify for participation in the survey, the respondent had to be an adult age 18 years or over residing in Hamilton. The phone surveys were conducted between September 9, 2019 and January 8, 2020.



To supplement the phone surveys and allow more residents to participate in the survey, an online version of the survey tool was made available on the City of Hamilton website. The online survey was active between September 9, 2019 and December 31, 2019. A web banner with a link to the survey information page was placed on the most frequently visited web pages on [www.hamilton.ca](http://www.hamilton.ca). A list of the web pages where the banner was placed can be found in Appendix B.

Both the phone and online version of the survey was available in English and French.

Local radio, television and social media were used to raise awareness about the survey and encourage participation from residents.

## Survey Response

Metroline Research Group called 134,287 randomly selected Hamilton based phone numbers and collected 5,771 completed phone surveys. Approximately 66% of completed phone surveys were from a landline number and 34% were from a cellular number.

The results of the phone survey are accurate to +/-1.3%, 19 out of 20 times for the City of Hamilton level data. At the ward level, the margins of error for the phone survey ranges between +/-4.9% and +/-5.1%, 19 out of 20 times. A detailed breakdown of the ward specific sample sizes and the associated margins of error is provided in Appendix C.

The online survey collected 3,374 surveys where a response was provided for at least one (1) survey question.



## Report Notes

- This report primarily focuses on the findings from the statistically representative sample of the City of Hamilton population collected through the phone survey.
- The results of the online survey are provided as a supplementary source of information. While the online survey greatly expanded the opportunity for residents to participate in the survey, this survey methodology may be subject to self-selection bias. Multiple survey responses may also be submitted online by the same respondent. Hence, the online surveys cannot be determined to be a statistically representative sample of the population. The results from the phone survey and the online survey should not be compared due to the differences in survey methodologies.
- For both the phone and online survey, respondents did not always provide a response to every question or may have responded “don’t know”. For some analyses these missing or “don’t know” records have been removed. The survey also included skip patterns so respondents were not asked questions that did not apply to them. Hence, the universe of respondents (n) may vary for each question. The universe of respondents (n) is provided for all reported data and a full breakdown of responses including the missing and “don’t know” response counts are provided in Appendix D.
- The 2019 survey was conducted between September and early January whereas the 2018 survey was conducted between mid January to early February.
- Data shown may not add up to 100% due to rounding.
- For some questions, respondents could select multiple responses in which case the totals could exceed 100%.
- Data for subgroups of the total respondent universe would have larger margins of error.

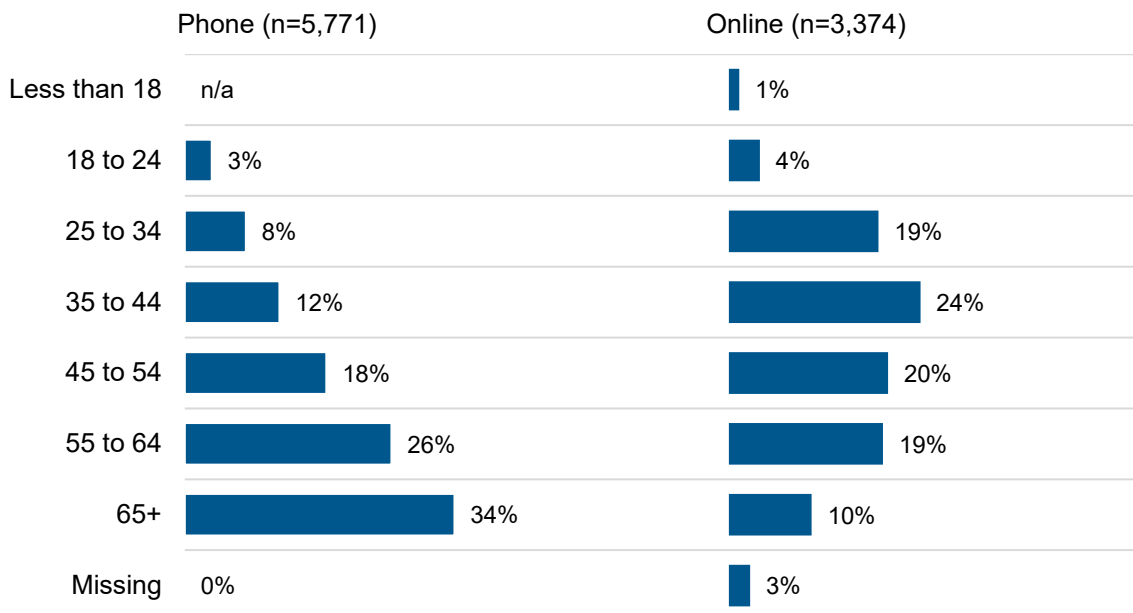
## Key Findings

### The Respondents

The following section provides some descriptors of the survey sample population such as age, gender, household composition, length of time living in the City of Hamilton, modes of transportation and self-perception of overall well-being. These respondent characteristics provide some context of collected responses and are helpful to keep in mind when reviewing survey results.

Approximately 60% of phone survey respondents were age 55 years or older which is significantly higher than the proportion of adults in the city of Hamilton that are age 55 years or older (39%). Conversely, the proportion of phone survey respondents age 18 to 34 years (11%) is much lower than the proportion of adults age 18 to 34 in the city of Hamilton (28%).

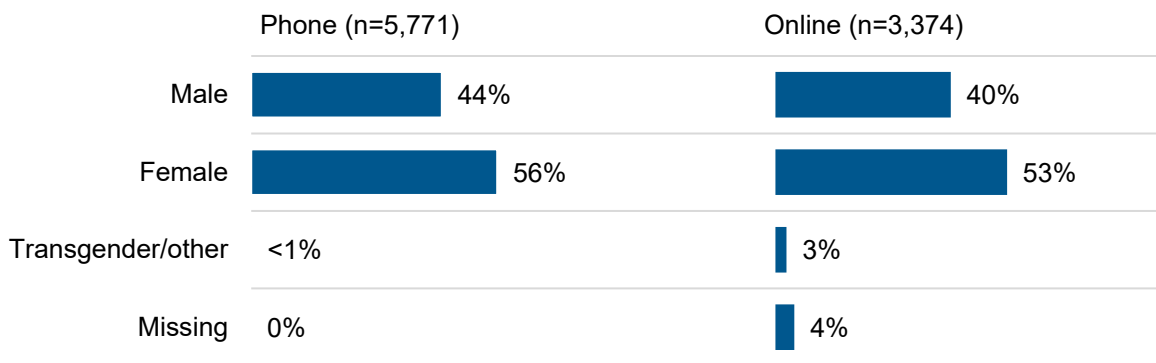
#### Age



n/a – not applicable – phone surveys were only conducted with individuals age 18 or over

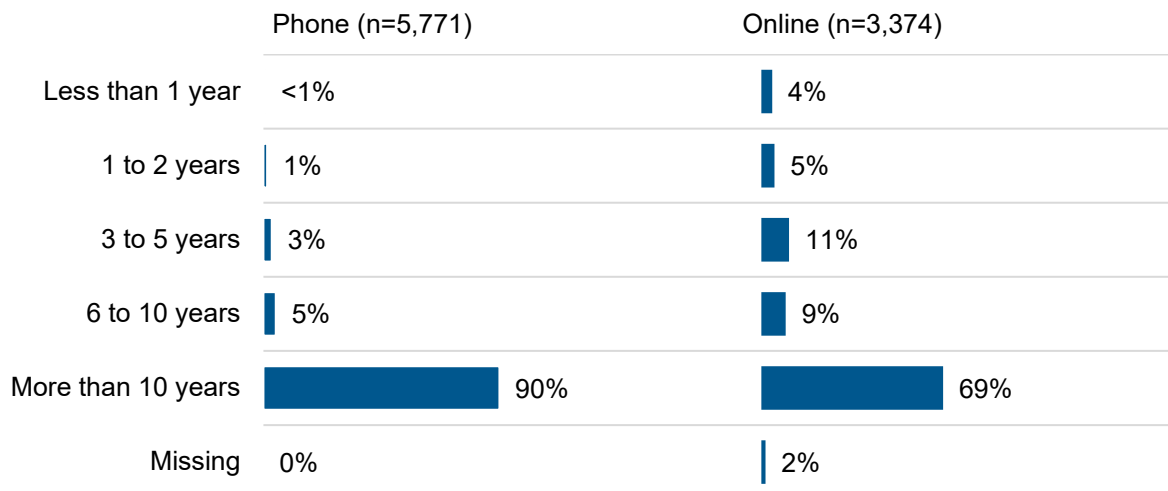
There were more females than males completing the phone survey. While there is generally more females than males in the city of Hamilton adult population, the proportion of female phone respondents (56%) was higher than the proportion of females in the city of Hamilton (52%).

## Gender



The majority (90%) of phone survey respondents indicated having lived in Hamilton for more than 10 years.

## How long have you lived in the city of Hamilton?



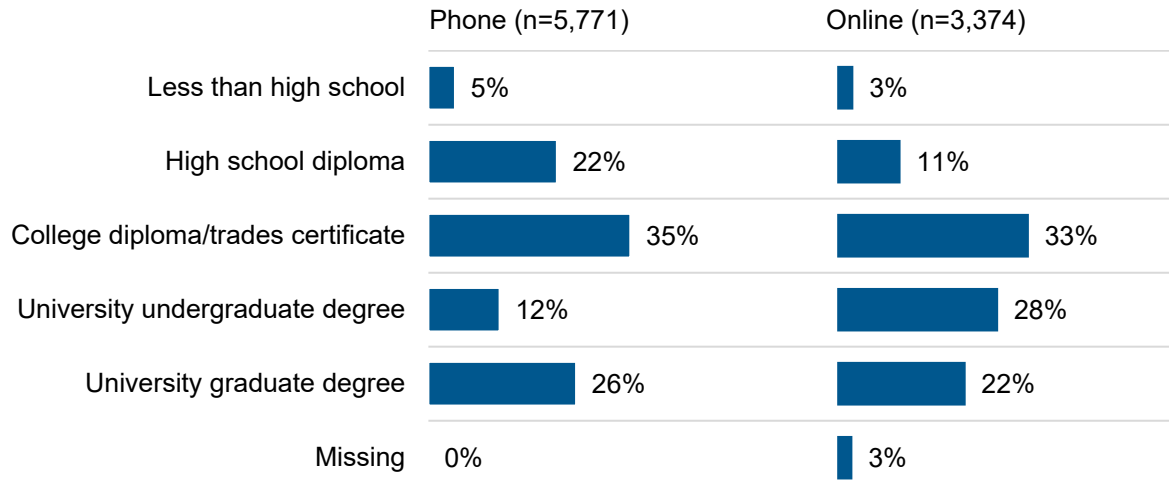




# Our City Survey 2019 Summary Report

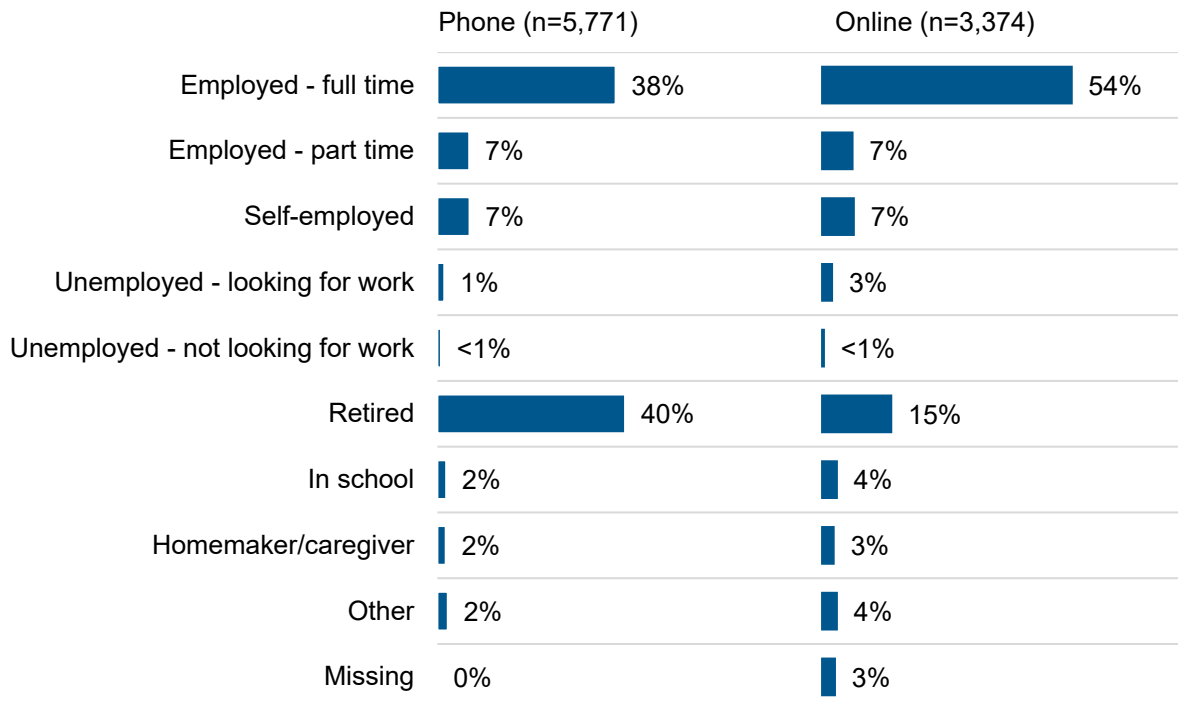
The majority (73%) of phone survey respondents have completed some education after high school.

## Education



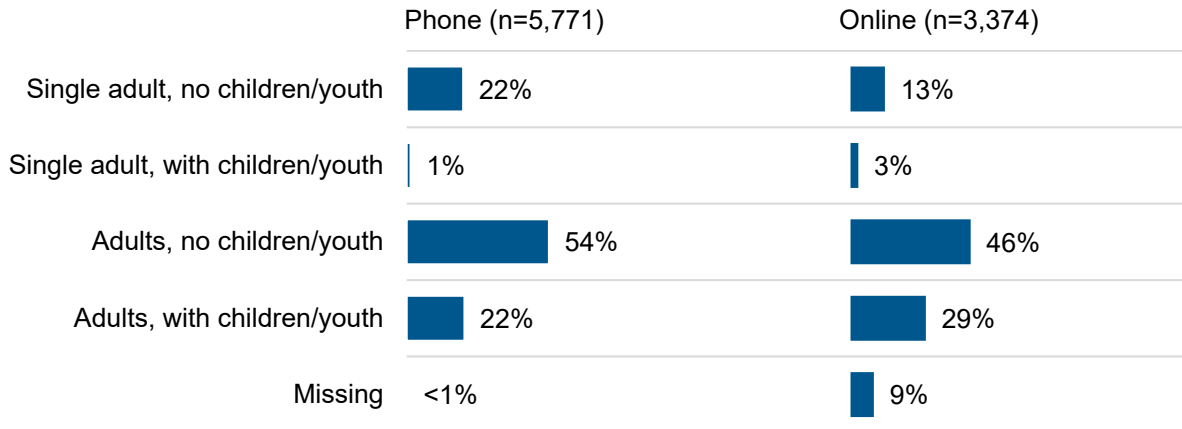
The majority of phone survey respondents were employed (52%) or retired (40%).

## Employment



Over 76% of the phone survey respondents indicated that they were part of a household comprised only of adults age 18 years and over.

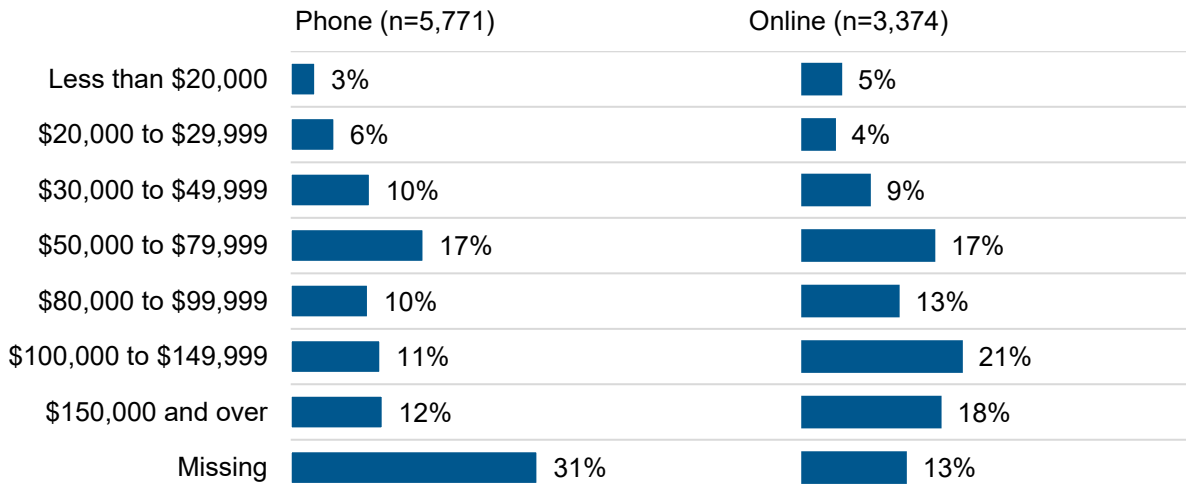
## Household Composition



\*Children/youth are those that are under the age of 18

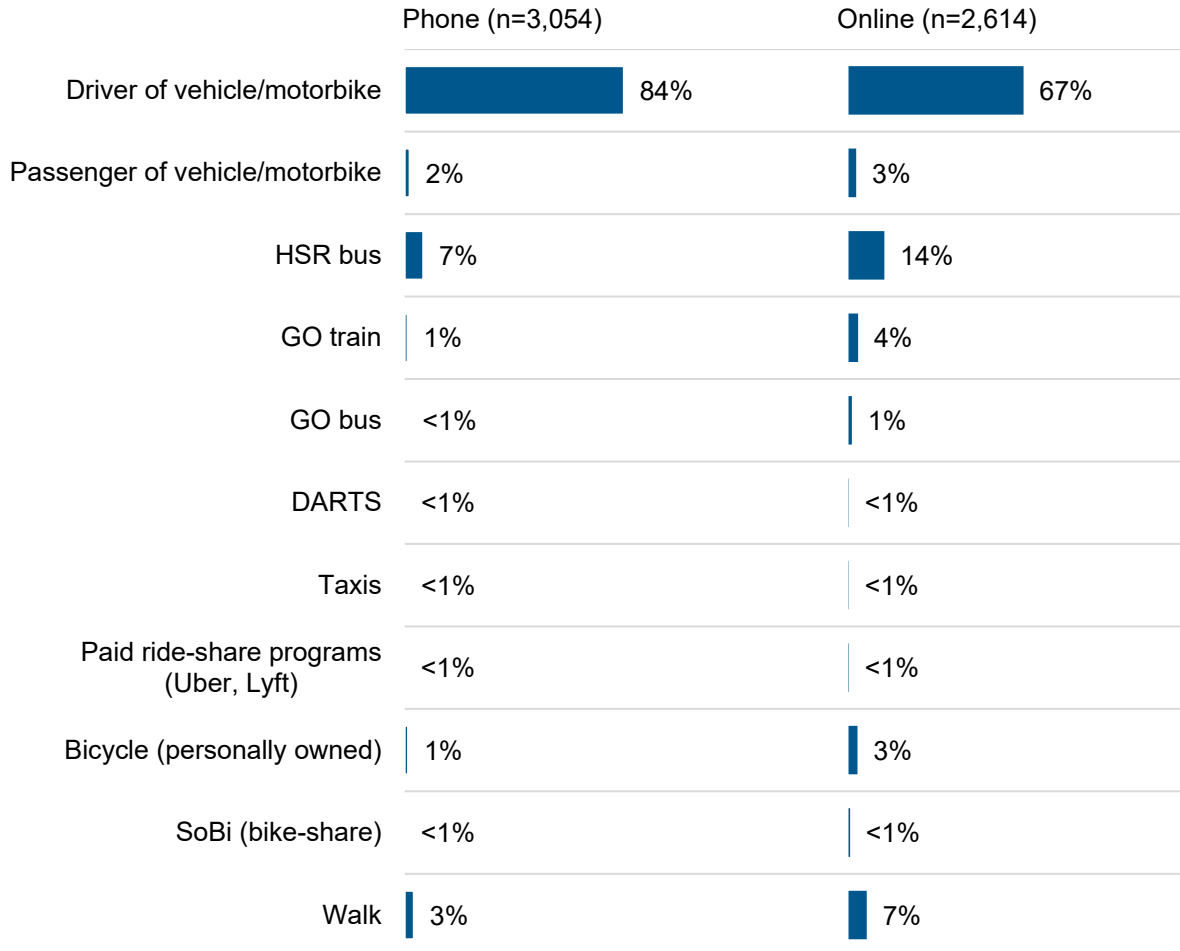
The following is the distribution of reported household income of respondents.

## Total Household Income



The majority of the phone survey respondents that commute to work primarily commute to work by driving a vehicle or motorbike.

## How do you usually commute to work?

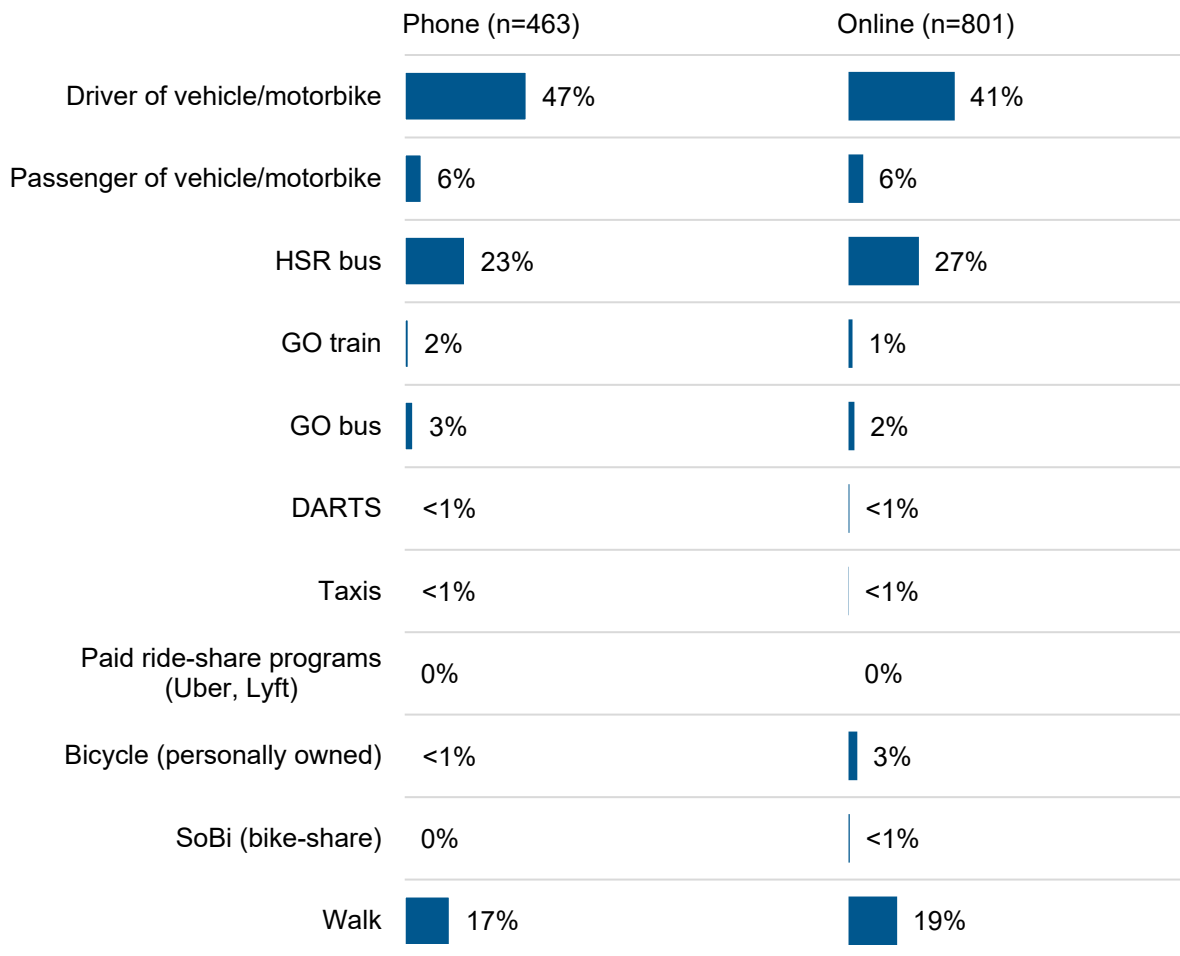




# Our City Survey 2019 Summary Report

For phone survey respondents that commute to school, the most common way of commuting to school is as a driver of a vehicle or motorbike (47%), by HSR bus (23%) or by walking (17%).

## How do you usually commute to school?

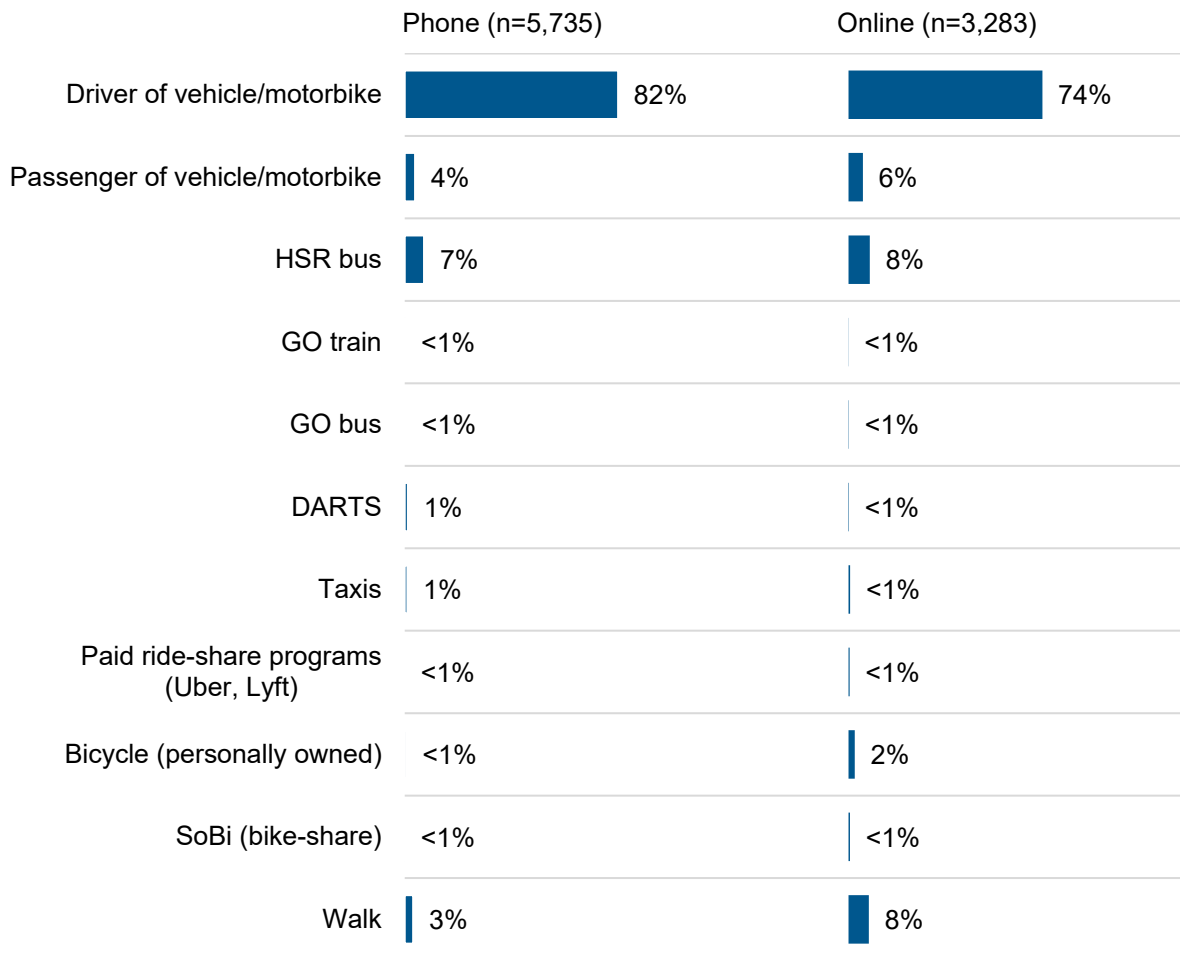




# Our City Survey 2019 Summary Report

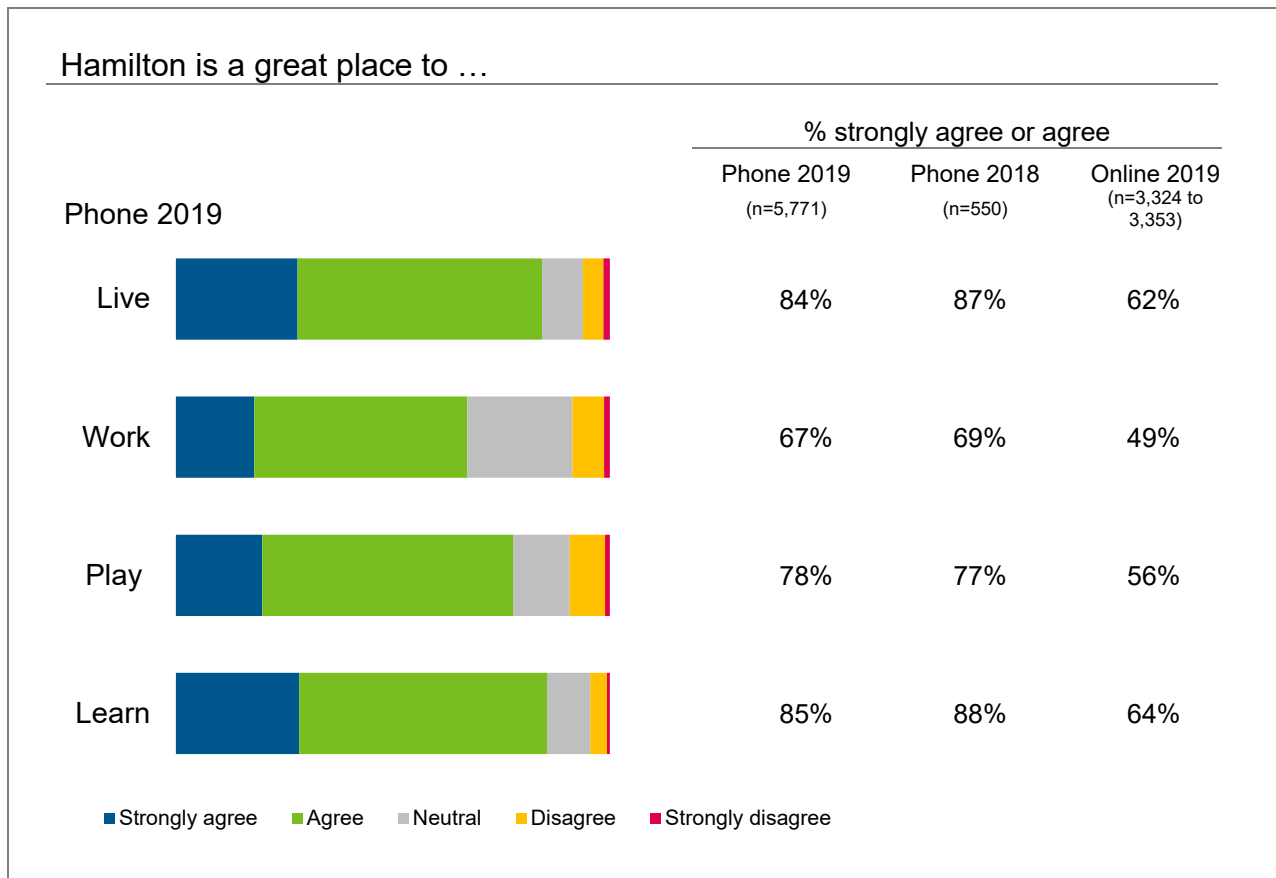
The majority of the phone survey respondents primarily drive a vehicle or motorbike to get around the city for things like groceries, shopping and activities.

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



## Quality of Life in Hamilton

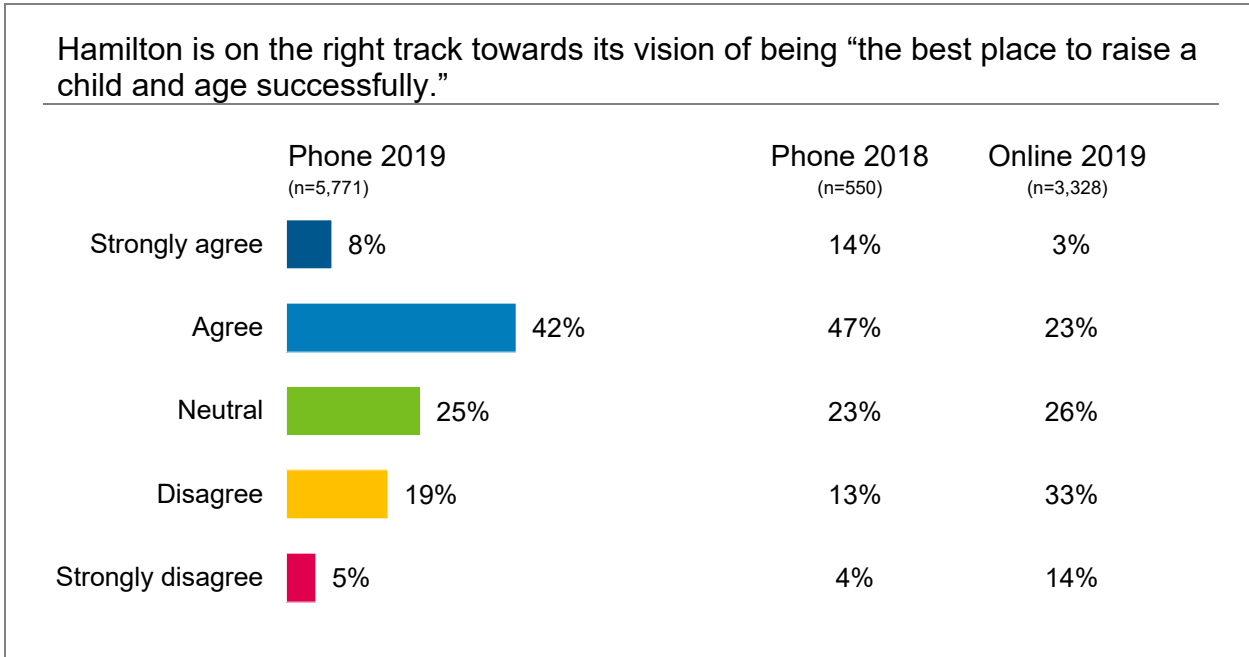
Phone survey respondents most commonly indicated that Hamilton is a great place to live (84%) and a great place to learn (85%). Agreement with Hamilton being a great place to play was significantly lower at 78% and agreement for Hamilton being a great place to work was even lower at 67%. There has been no significant change to this data since 2018.



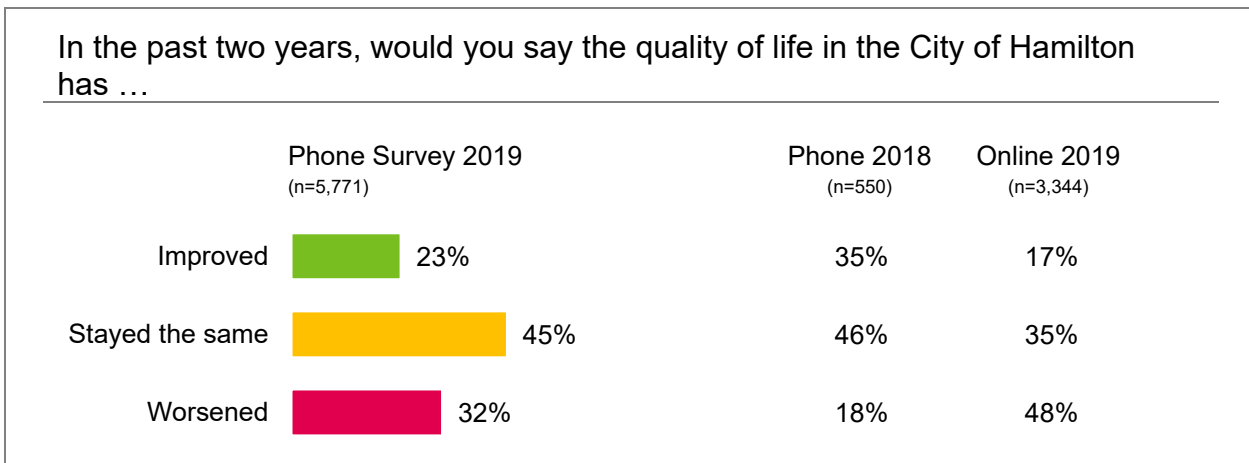


# Our City Survey 2019 Summary Report

In 2018, approximately 61% of residents agreed or strongly agreed that Hamilton was on the right track towards the vision of being “the best place to raise a child and age successfully”. In 2019, this figure decreased significantly to being just half (50%) of phone survey respondents agreeing with the vision statement.



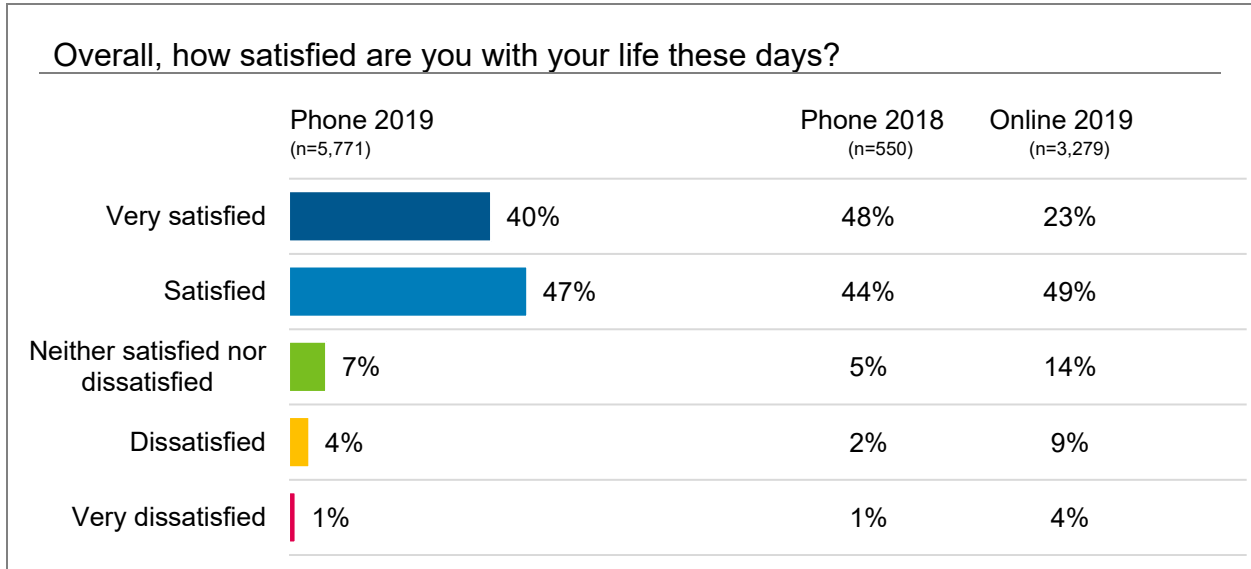
In 2018, 18% of phone survey respondents indicated feeling the quality of life in the city of Hamilton has worsened in the past two years. In 2019, this proportion has significantly increased to 32% of phone respondents feeling the quality of life in the city has worsened.



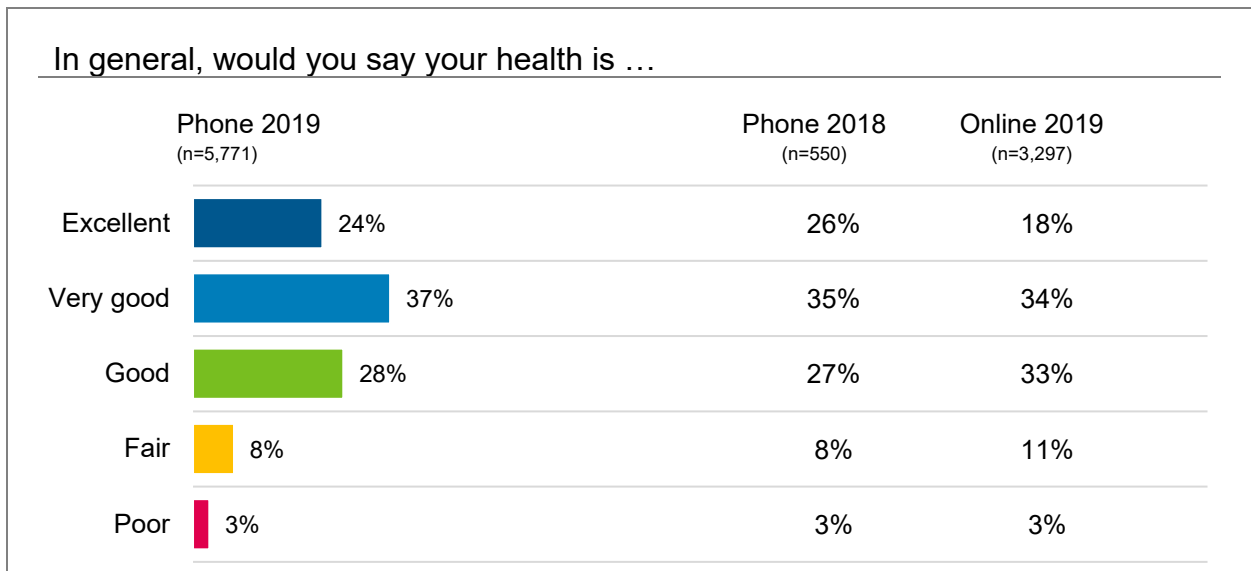


# Our City Survey 2019 Summary Report

The majority (87%) of phone survey respondents indicated being satisfied or very satisfied with their life overall. This represents a significant decrease since 2018 when 92% were satisfied or very satisfied with their life overall. The change is mostly attributed to an 8% decrease in those who were very satisfied with their life.



Approximately 89% of phone survey respondents indicated that their health is excellent, very good or good. There has been no significant change to this data since 2018.



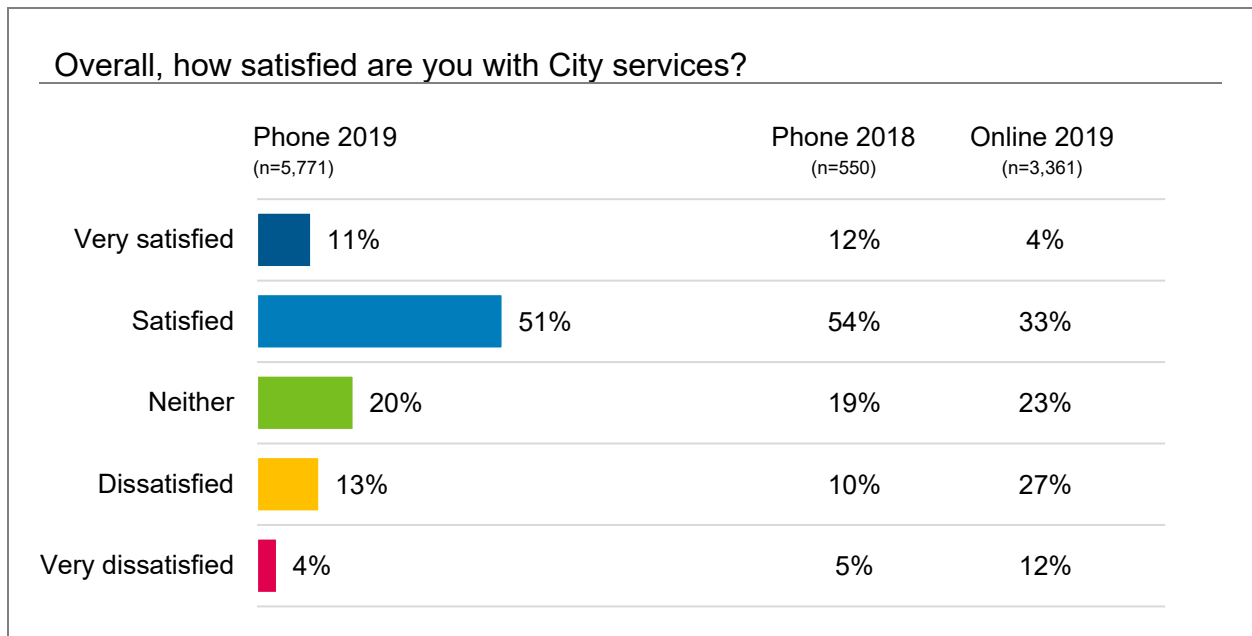




# Our City Survey 2019 Summary Report

## Overall Satisfaction with City Services

The majority (63%) of phone survey respondents indicated being either satisfied or very satisfied with City services overall. There has been no significant change to this data since 2018.



## Rating of City Services

Respondents were asked to rate 28 services the City provides to residents. Respondents were excluded from rating a service if they indicated they did not know about the service. The services respondents most commonly did not know enough about to provide a rating include:

- Building permits (58%)
- Child Care Services (52%)
- Hamilton Street Railway (HSR) Buses (43%)
- Social Housing (34%)
- Legislative Services and Records Information (31%)



# Our City Survey 2019 Summary Report

The following chart provides a summary of the “don’t know” responses for each service.

## How would you rate the following services provided by the City of Hamilton?

	Percent (%) “Don’t Know”		
	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,374)
Building Permits	58%	48%	51%
Child Care Services	52%	42%	49%
Hamilton Street Railway (HSR) Buses	43%	30%	32%
Social Housing	34%	n/a	35%
Legislative Services, Records Information	31%	27%	43%
Social Services	26%	20%	28%
Cemetery	25%	30%	49%
Services for Seniors Including Long-term Care	25%	24%	46%
Animal Services	23%	21%	30%
Tourism	19%	19%	18%
Libraries, Bookmobiles	17%	11%	19%
Recreation	17%	11%	22%
Stormwater Management	15%	12%	18%
By-law Enforcement	14%	11%	14%
Wastewater Management	14%	13%	16%
Arts, Culture, Heritage	13%	9%	13%
Snow Plowing/Salting of City-owned Facilities	13%	n/a	23%
Emergency Management	12%	11%	21%
Fire Department	12%	7%	31%
Paramedic Services	11%	7%	27%
Public Health	9%	n/a	17%
Police Services	7%	n/a	12%
Drinking Water	6%	3%	6%
Parks, Open Space	4%	3%	5%
Waste Management	2%	2%	2%
Traffic Flow, Roadway Safety	2%	1%	2%
Snow Plowing/Salting of Roads	1%	0%	3%
Roads, Sidewalks	1%	0%	1%

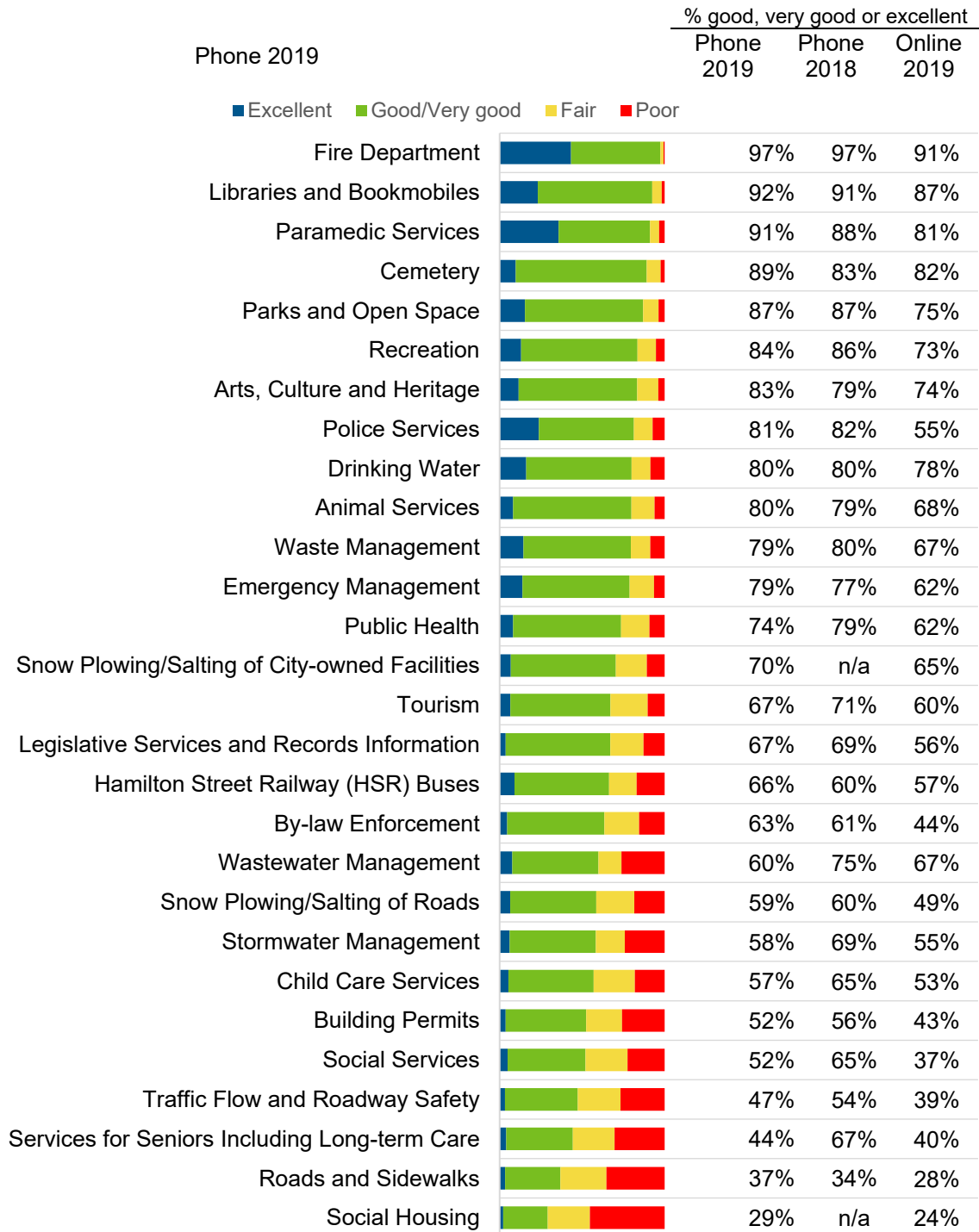
n/a – not available – data was not collected in 2018



# Our City Survey 2019 Summary Report

The following chart provides a summary of the ratings for each service.

## How would you rate the following services provided by the City of Hamilton?



n/a – not available – data was not collected in 2018



## Our City Survey 2019 Summary Report

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The following are the services phone survey respondents most often rated as good, very good or excellent:

- Fire Department (97%)
- Libraries and Bookmobiles (92%)
- Paramedic Services (91%)
- Cemetery (89%)
- Parks and Open Space (87%)
- Recreation (84%)
- Arts, Culture and Heritage (83%)
- Police Services (81%)
- Drinking Water (80%)
- Animal Services (80%)

The following are the services phone survey respondents most often rated as poor.

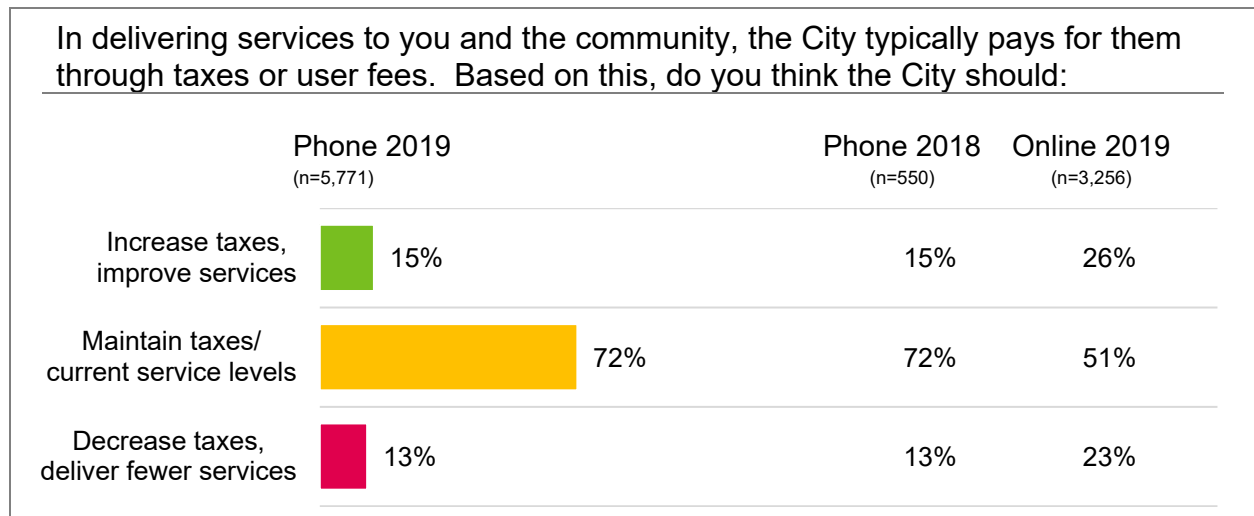
- Social Housing (45%)
- Roads and Sidewalks (35%)
- Services for Seniors Including Long-term Care (30%)
- Traffic Flow and Roadway Safety (27%)
- Wastewater Management (26%)
- Building Permits (26%)
- Stormwater Management (24%)
- Social Services (22%)
- Snow Plowing and Salting of Roads (18%)
- Child Care Services (18%)
- Hamilton Street Railway (HSR) Buses (17%)
- By-law Enforcement (15%)

The following services have ratings that have significantly changed since 2018:

Service	% rating service as good, very good or excellent		
	Phone 2019	Phone 2018	Change
Cemetery	89%	83%	+6%
Hamilton Street Railway (HSR) Buses	66%	60%	+6%
Arts, Culture and Heritage	83%	79%	+4%
Paramedic Services	91%	88%	+3%
Traffic Flow and Roadway Safety	47%	54%	-6%
Public Health	74%	79%	-6%
Child Care Services	57%	65%	-8%
Stormwater Management	58%	69%	-11%
Social Services	52%	65%	-13%
Wastewater Management	60%	75%	-15%
Services for Seniors (including Long-term Care)	44%	67%	-23%

## Willingness to Pay

The majority (72%) of phone survey respondents indicated they would prefer to maintain current taxes and current service delivery levels. Opinion about changing taxes and service delivery levels remain mostly unchanged from 2018.



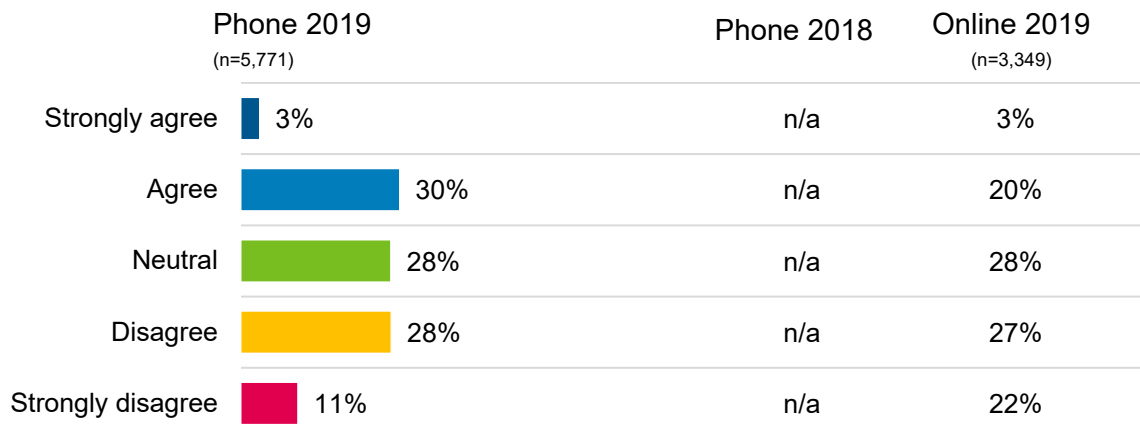


# Our City Survey 2019 Summary Report

## Resident Engagement

Approximately one-third (33%) of phone survey respondents felt that the City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

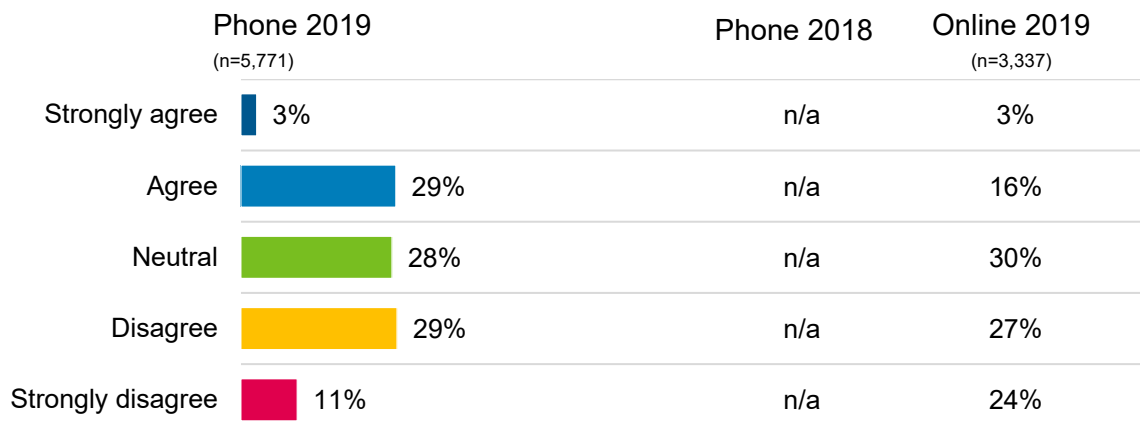
The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.



n/a – not available – new question added in 2019 survey, data was not collected in 2018

Approximately 32% of phone survey respondents felt the City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

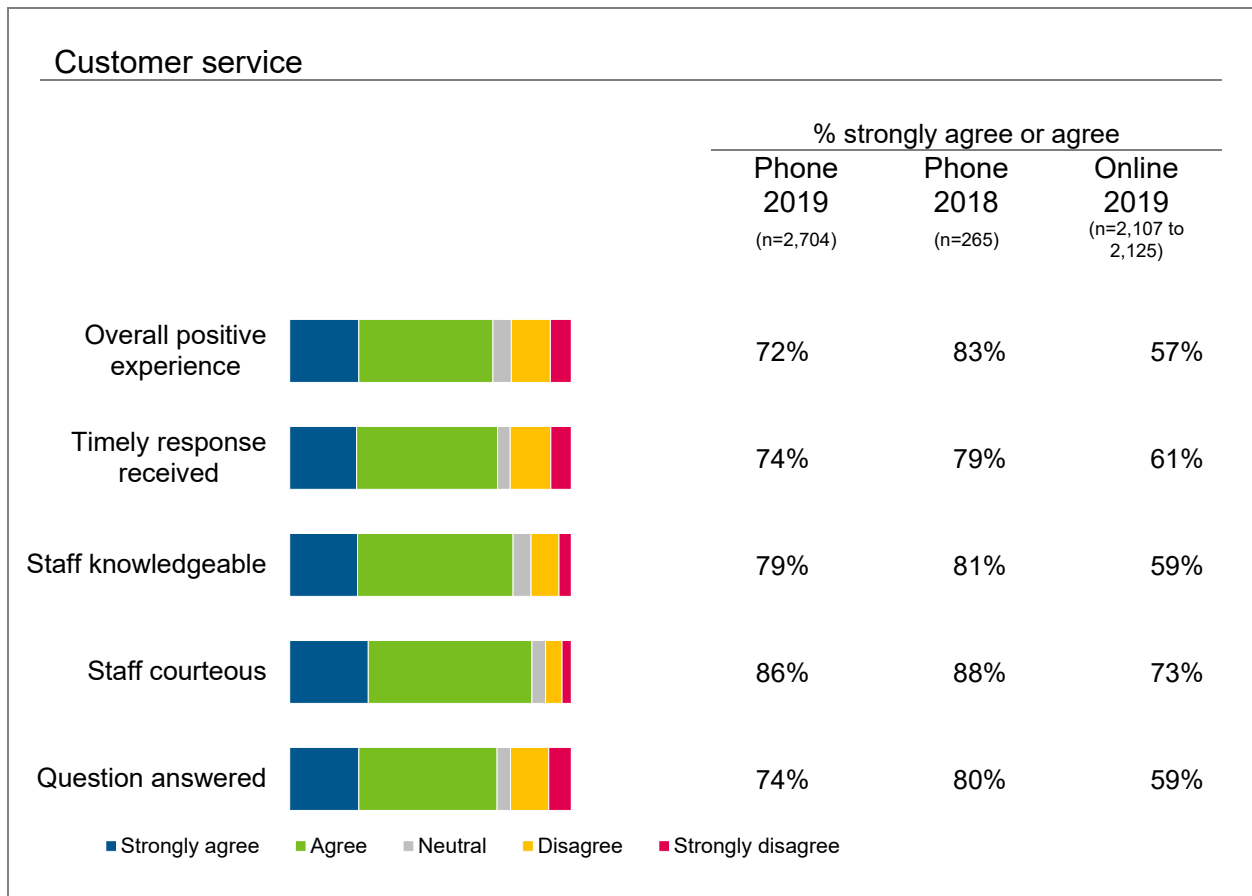


n/a – not available – new question added in 2019 survey, data was not collected in 2018

## Customer Service

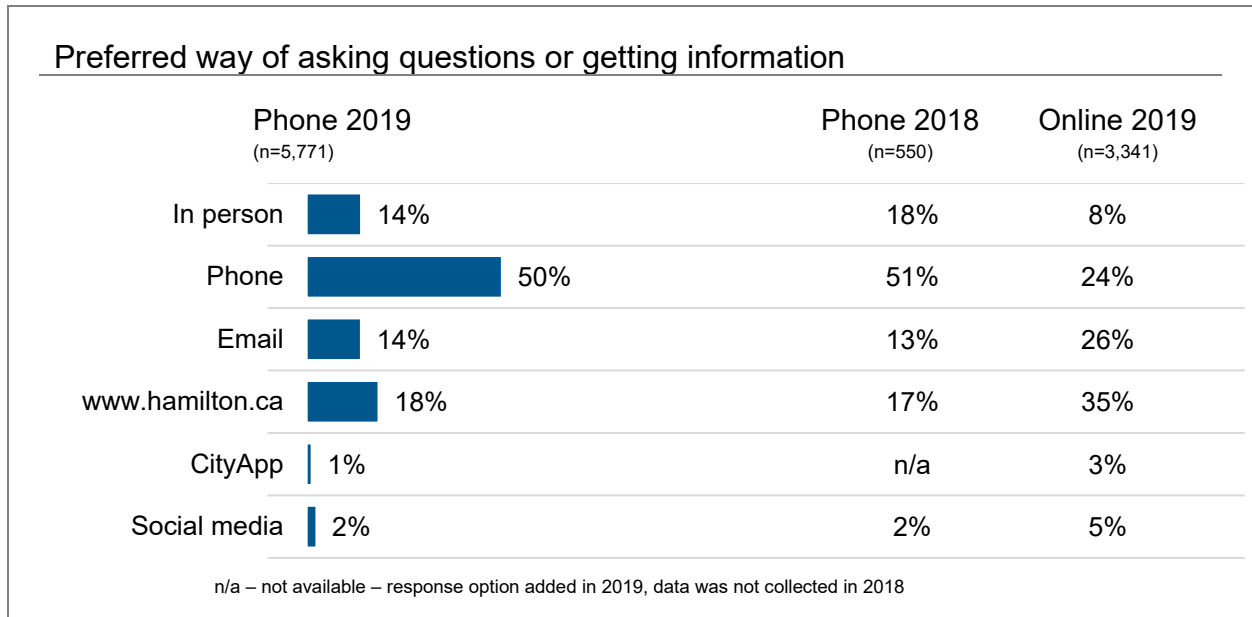
Approximately 47% of phone survey respondents indicated having contacted the City of Hamilton in the past year. The majority (72%) of phone survey respondents who had contacted the City of Hamilton in the past year felt that their overall experience was positive. Significantly more respondents thought staff were courteous (86%) compared to those that thought staff were knowledgeable (79%), those that felt their question was answered (74%) and those that felt they received a timely response (74%).

Although the overall response pattern for the customer service questions was similar between 2018 and 2019; agreement that overall experience was positive decreased significantly from 83% in 2018 to 72% in 2019 and feeling their question was answered decreased significantly from 80% to 74%.

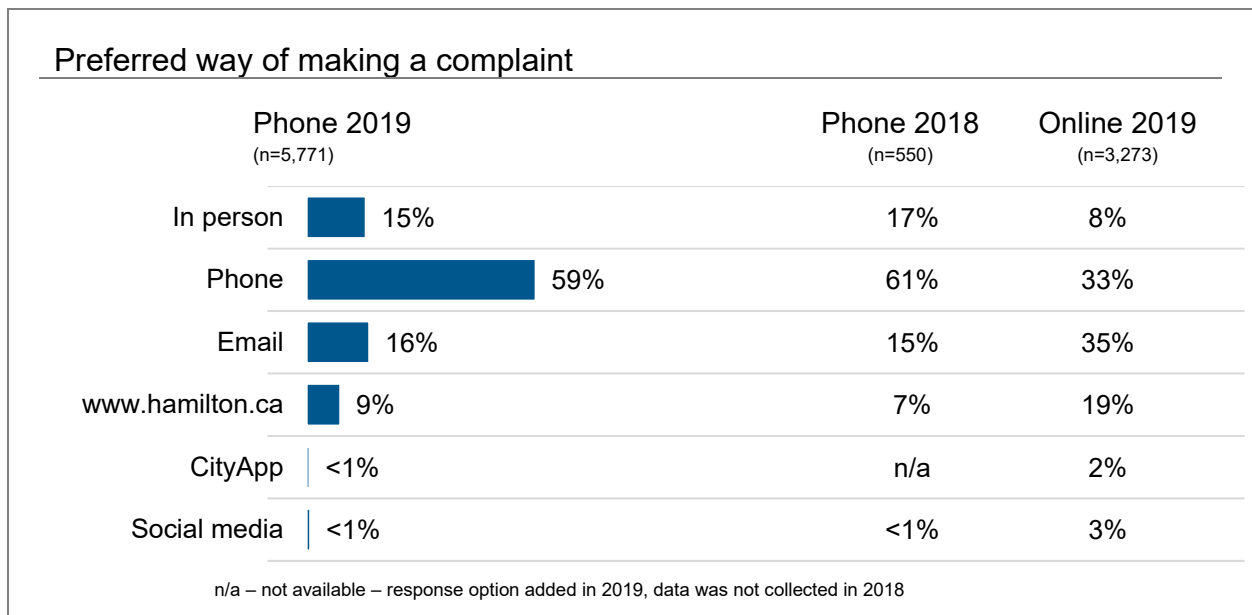


## Contacting the City of Hamilton

Phone survey respondents prefer to call the City of Hamilton to ask questions or get information. This has remained unchanged from 2018.



Phone survey respondents prefer to call the City of Hamilton to make a complaint. This has remained unchanged from 2018.

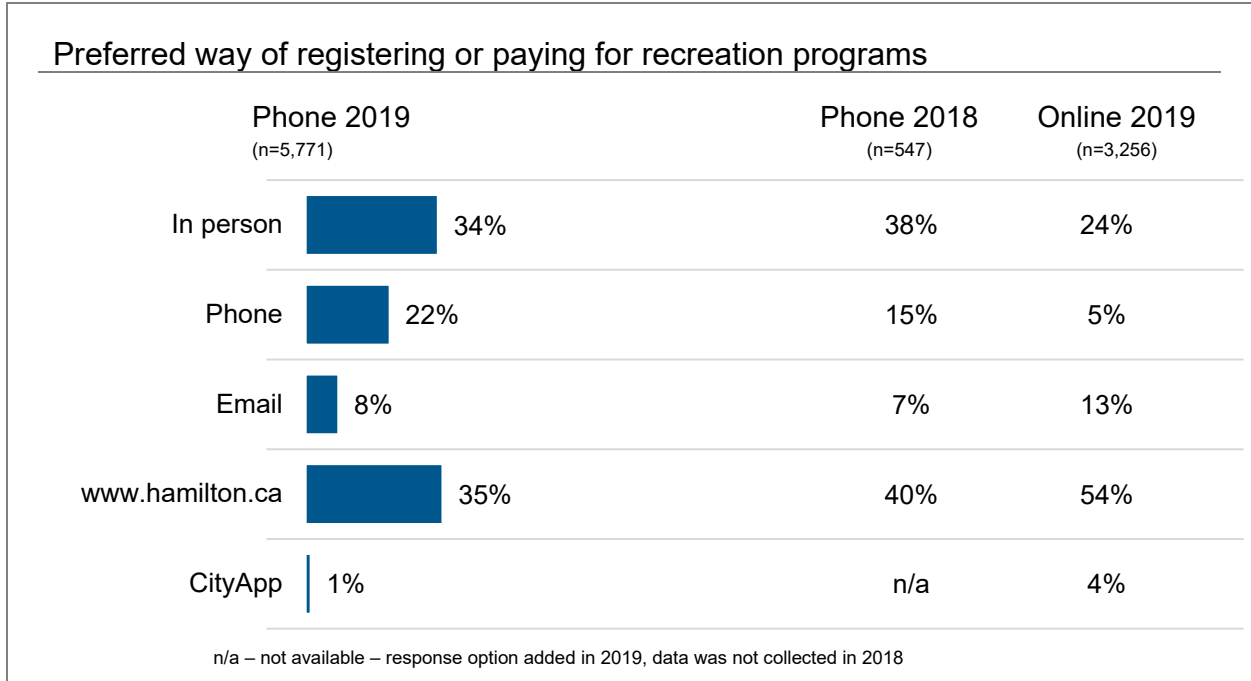




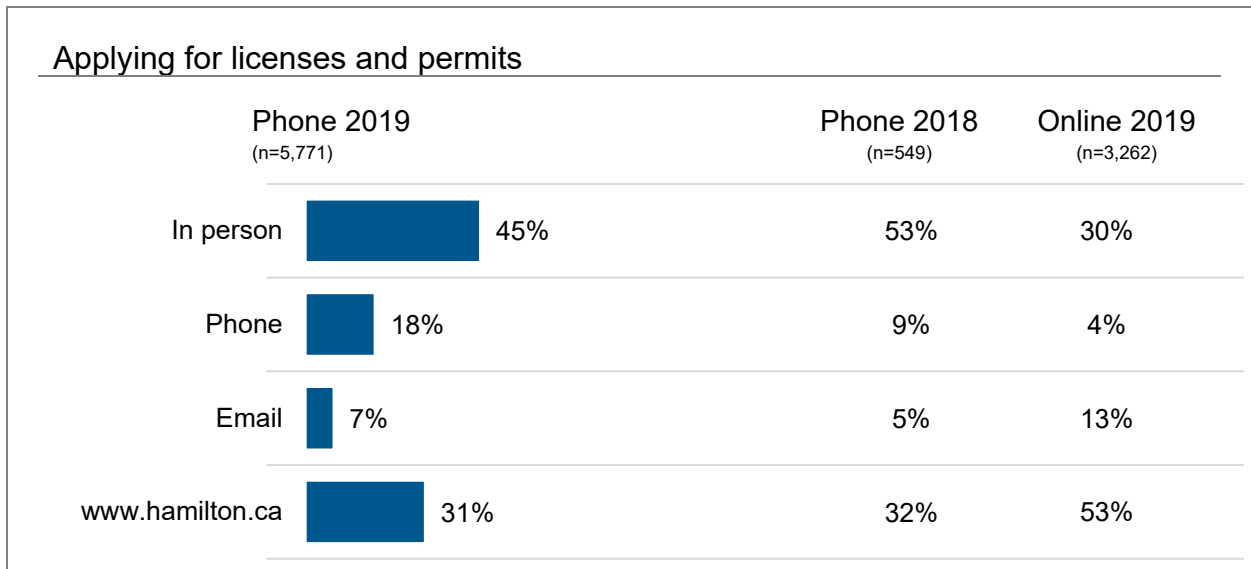


# Our City Survey 2019 Summary Report

Phone survey respondents prefer to register or pay for recreation programs either on the City of Hamilton website or in person. This has remained unchanged since 2018.



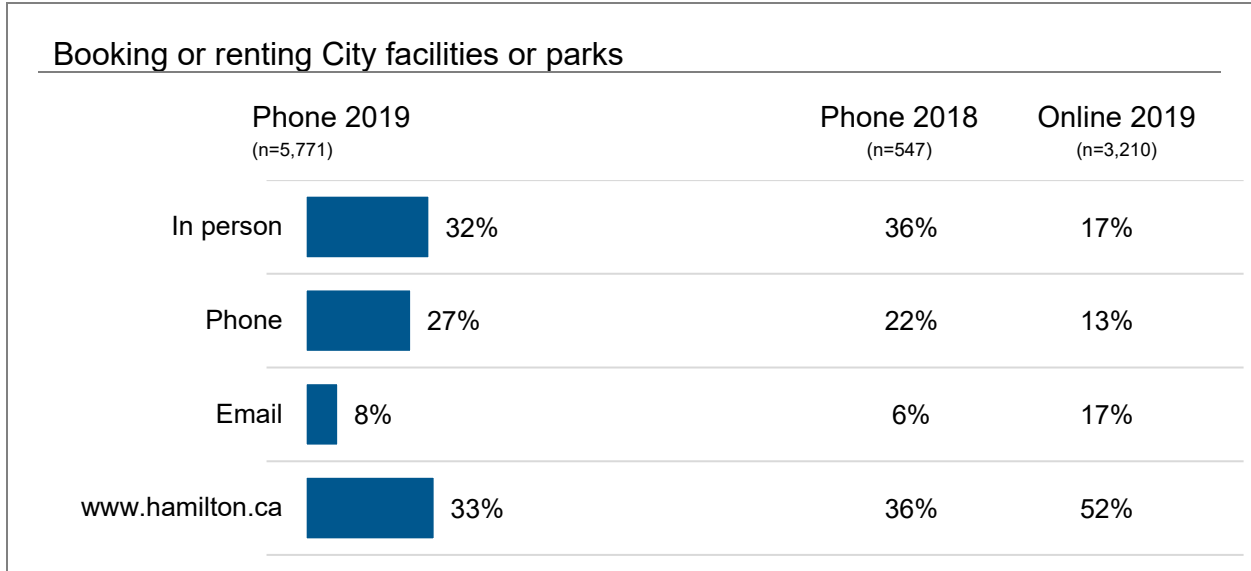
Phone survey respondents prefer to apply for licenses and permits in person. This has remained unchanged since 2018.



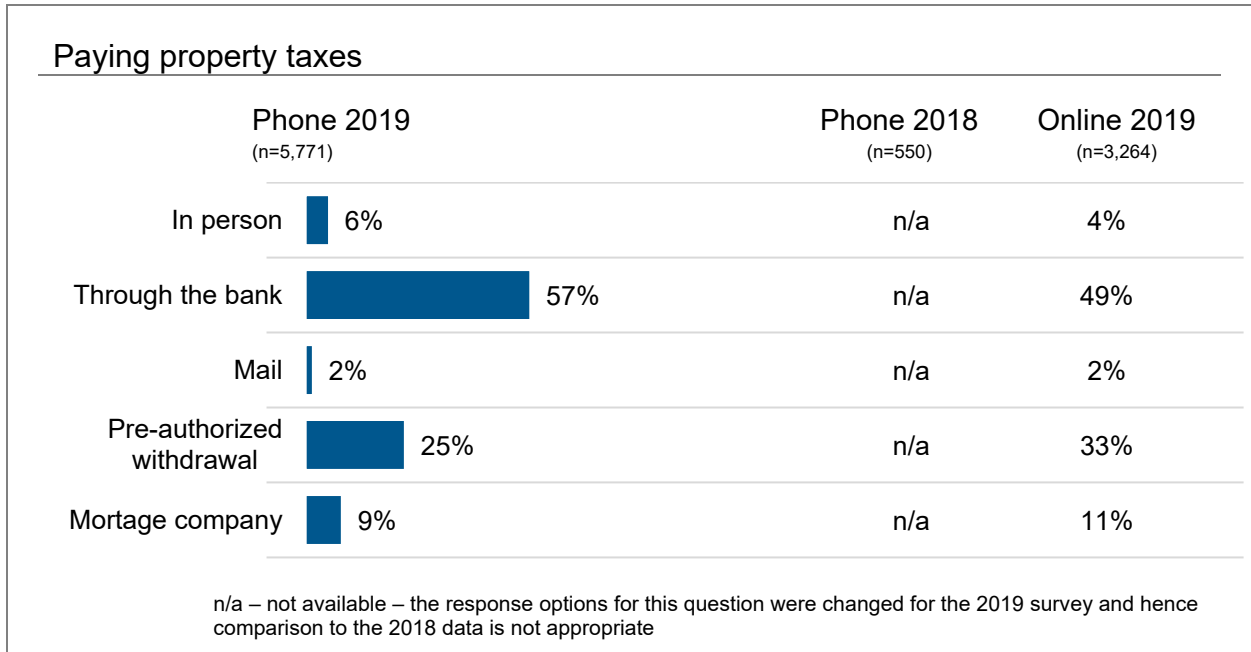


# Our City Survey 2019 Summary Report

Phone survey respondents prefer to book or rent City facilities or parks either on the City of Hamilton website or in person. This has remained unchanged since 2018.



Phone survey respondents prefer to pay property taxes through the bank.

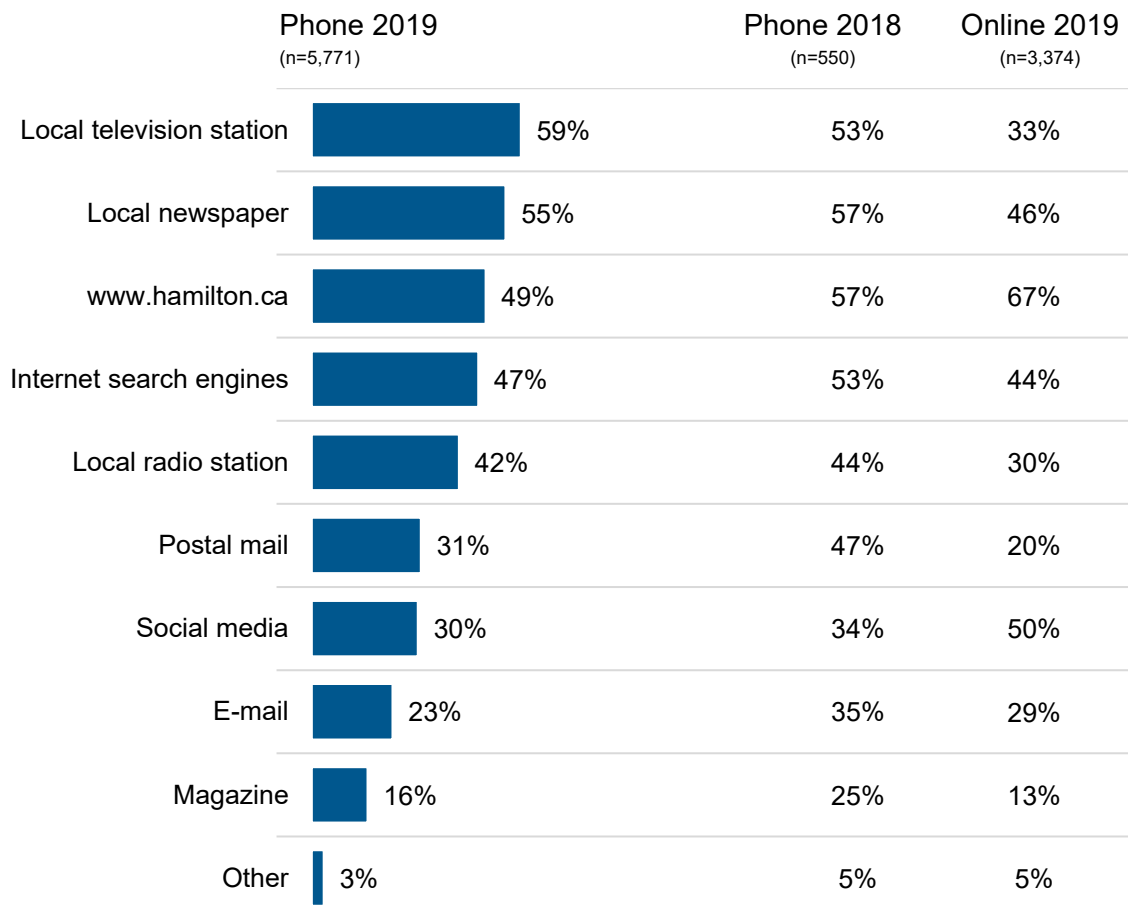




## Getting Information about the City of Hamilton

The phone survey found that residents mostly prefer to get information about the City of Hamilton from local television stations, local newspapers and the City of Hamilton website.

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



Question is a multi response-select question where respondents were prompted to select all responses that apply.



## Summary of Comments

The survey included one (1) open ended question that allowed respondents to comment on the one thing they feel the City of Hamilton should do to reach the vision of being ‘the best place to raise a child and age successfully’. Approximately 80% of respondents from both the phone and online survey provided a response to this question.

The following table provides a summary of the most common themes of responses to the open-ended question from both phone and online survey respondents. The themes are presented with the more common ones listed first.

Theme	Includes comments and concerns primarily related to ...
Community Safety	<ul style="list-style-type: none"> <li>- safety, safe streets, safe communities etc. and public safety</li> <li>- decreasing crime, drugs, violence, guns, etc.</li> <li>- addressing/decreasing bullying</li> </ul>
City of Hamilton Work Principles and Values	<ul style="list-style-type: none"> <li>- transparency and accountability</li> <li>- the need to engage residents and the community</li> <li>- the need to listen to residents</li> <li>- increasing or improving communication from the City of Hamilton about projects, initiatives, services and programs offered</li> <li>- being strategic, prioritizing, planning and/or working towards a vision</li> <li>- making, acting on and following through on decisions in an efficient manner</li> </ul>



# Our City Survey 2019 Summary Report

Theme	Includes comments and concerns primarily related to ...
Housing	<ul style="list-style-type: none"> <li>- the affordability of housing in Hamilton</li> <li>- increasing or improving housing or “affordable housing”</li> <li>- increasing or improving social/subsidized housing</li> </ul>
Property Tax	<ul style="list-style-type: none"> <li>- decreasing taxes and/or stopping the increase of taxes</li> <li>- controlled and accountable spending of tax dollars</li> <li>- value of service</li> </ul>
Transit	<ul style="list-style-type: none"> <li>- increasing or improving “public transit”</li> <li>- improving bus service, expanding routes and service areas, improving service schedule and frequency, etc.</li> <li>- the LRT</li> </ul>
City of Hamilton – Mayor and/or Council	<ul style="list-style-type: none"> <li>- changing/replacing Council members and the Mayor</li> <li>- transparency and accountability</li> <li>- making and acting on decisions in an efficient manner</li> <li>- working together with each other and not fighting</li> </ul>
Police Services, Policing	<ul style="list-style-type: none"> <li>- increasing or improving police services</li> <li>- increasing police presence in the community</li> <li>- increasing or improving law enforcement, particularly for driving related offences</li> <li>- harsher consequences/penalties for crime, offences, etc.</li> </ul>
Schools and Education <small>(note: this item does not fall under the jurisdiction of the municipal government)</small>	<ul style="list-style-type: none"> <li>- improving or investing in schools and/or education</li> <li>- class sizes</li> <li>- school buildings (closing of, repairs to, maintenance of, etc.)</li> </ul>



# Our City Survey 2019 Summary Report

Theme	Includes comments and concerns primarily related to ...
Investing In and Maintaining the City	<ul style="list-style-type: none"> <li>- investing in, revitalizing and/or improving the general appearance of Hamilton, old/vacant buildings, abandoned factories, etc.</li> <li>- the need to “clean up” Hamilton, particularly the downtown area</li> <li>- cleaning up trash, litter, needles, graffiti, etc.</li> </ul>
Recreation	<ul style="list-style-type: none"> <li>- increasing or improving the variety and availability of recreation programs</li> <li>- increasing or improving the recreation facilities/centres</li> </ul>
Roads and Sidewalks (infrastructure)	<ul style="list-style-type: none"> <li>- improving, repairing and/or maintenance of roads</li> <li>- improving, repairing and/or maintenance of sidewalks</li> </ul>
Homelessness	<ul style="list-style-type: none"> <li>- addressing and reducing homelessness in Hamilton</li> </ul>
Children and Youth	<ul style="list-style-type: none"> <li>- increasing and/or improving programs, services and supports for children and youth such as after school programs, sports, activities, etc.</li> </ul>
Traffic	<ul style="list-style-type: none"> <li>- addressing and/or reducing traffic congestion and traffic flow issues</li> <li>- speed limits</li> </ul>
Road Safety	<ul style="list-style-type: none"> <li>- “road safety” and the safety of pedestrians</li> <li>- speeding, aggressive drivers, stunt driving etc.</li> </ul>



# Our City Survey 2019 Summary Report

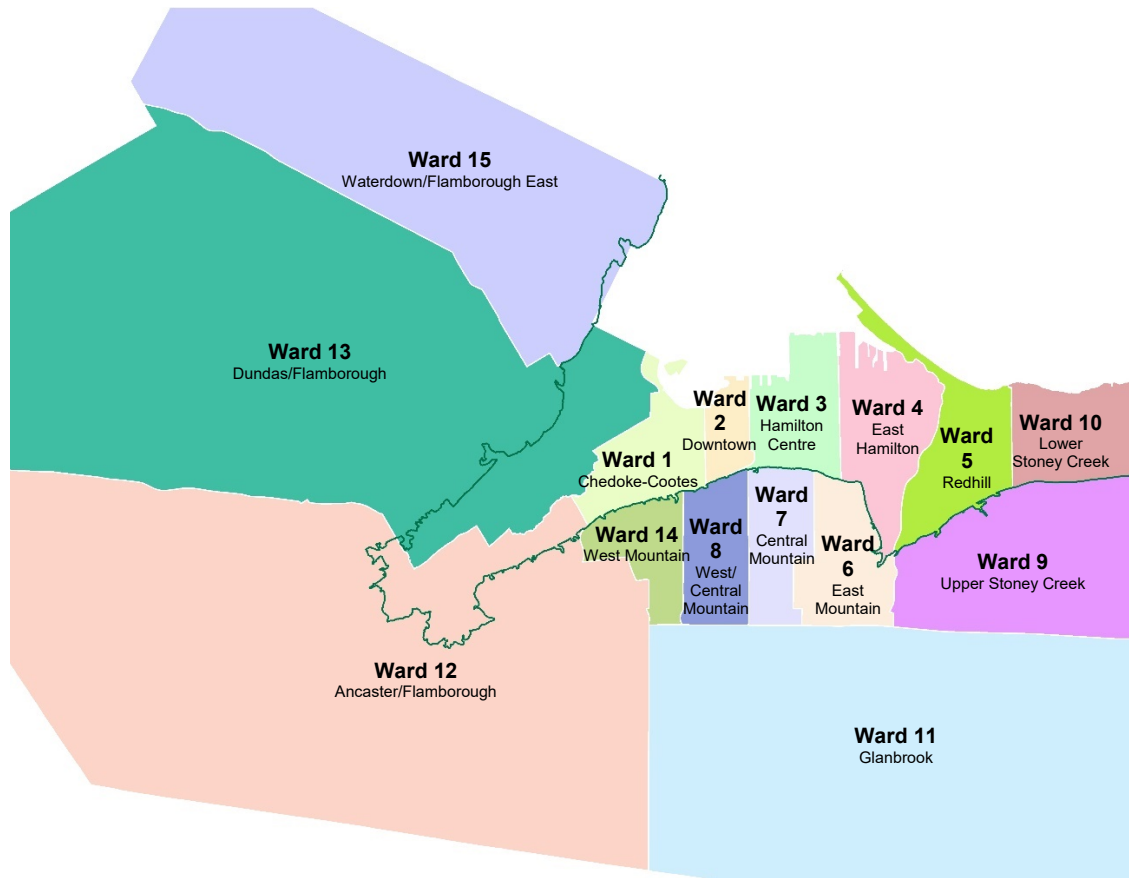
Theme	Includes comments and concerns primarily related to ...
Seniors	<ul style="list-style-type: none"> <li>- increasing and/or improving programs, services and supports for seniors</li> <li>- increasing and/or improving long term care, nursing homes, retirement homes and housing for seniors</li> </ul>
Child Care	<ul style="list-style-type: none"> <li>- increasing and/or improving child care centres, spaces and options</li> <li>- reducing child care costs</li> <li>- increasing the availability of child care subsidy</li> </ul>
Parks Playgrounds and Greenspace	<ul style="list-style-type: none"> <li>- improving, maintaining and/or investing in parks, greenspace, trails and/or open spaces</li> <li>- increasing parks</li> <li>- protecting existing parks, playgrounds and greenspace</li> </ul>
Hate, Racism and Discrimination	<ul style="list-style-type: none"> <li>- addressing or reducing hate, racism and discrimination in the community</li> <li>- addressing the protests at City Hall</li> </ul>
Inequities Across the City	<ul style="list-style-type: none"> <li>- ensuring consistent and equitable services are available across the City</li> <li>- ensuring that all areas (rural, suburbs etc.) are recognized as being part of the City of Hamilton</li> </ul>

Many of the above themes were recurring themes from the 2018 survey comments. The following concerns either emerged in 2019 or were ideas in 2018 that have become much more prominent in 2019:

- City of Hamilton Work Principles, in particular, transparency and accountability
- Hate, Racism and Discrimination
- City of Hamilton – Mayor and/or Council
- Road Safety

## Ward Level Analysis

The phone surveys were conducted to ensure all wards had a statistically representative survey sample. Sample sizes and associated margins of error for each ward are provided in Appendix C. The following is a map of the wards for reference.



The tables on the following pages provide the phone survey results by ward for select questions related to resident’s quality of life and satisfaction with City services. Throughout the tables, the result of each ward is compared with the overall City of Hamilton result and differences are indicated as follows:

- **Red font** = ward level result is significantly lower than City of Hamilton
- Black font = no significant difference between ward level and City of Hamilton
- **Green font** = ward level result is significantly higher than the City of Hamilton



# Our City Survey 2019 Summary Report

	% agree or strongly agree Hamilton is a great place to ...			
	Live	Work	Play	Learn
<b>City of Hamilton Total</b>	<b>84%</b>	<b>67%</b>	<b>78%</b>	<b>85%</b>
Ward 1	<b>88%</b>	68%	81%	<b>91%</b>
Ward 2	85%	65%	80%	83%
Ward 3	81%	<b>62%</b>	75%	<b>79%</b>
Ward 4	85%	68%	77%	83%
Ward 5	83%	66%	77%	84%
Ward 6	<b>89%</b>	<b>76%</b>	<b>83%</b>	87%
Ward 7	<b>89%</b>	<b>78%</b>	79%	87%
Ward 8	<b>88%</b>	<b>72%</b>	80%	<b>89%</b>
Ward 9	85%	69%	79%	86%
Ward 10	84%	68%	<b>71%</b>	84%
Ward 11	83%	68%	80%	86%
Ward 12	82%	67%	79%	89%
Ward 13	<b>80%</b>	<b>59%</b>	76%	84%
Ward 14	<b>91%</b>	<b>72%</b>	82%	<b>90%</b>
Ward 15	<b>70%</b>	<b>47%</b>	<b>68%</b>	<b>78%</b>



# Our City Survey 2019 Summary Report

	Hamilton is on the right track towards its vision of being the best place to raise a child and age successfully	The quality of life in the City of Hamilton has improved in the past two years	Overall satisfaction with City services
	% agree or strongly agree	% agree or strongly agree	% satisfied or very satisfied
<b>City of Hamilton Total</b>	<b>51%</b>	<b>23%</b>	<b>63%</b>
Ward 1	48%	25%	64%
Ward 2	49%	26%	<b>71%</b>
Ward 3	46%	27%	<b>56%</b>
Ward 4	49%	<b>18%</b>	63%
Ward 5	54%	22%	66%
Ward 6	<b>58%</b>	24%	<b>69%</b>
Ward 7	<b>59%</b>	22%	<b>70%</b>
Ward 8	55%	26%	<b>69%</b>
Ward 9	52%	21%	60%
Ward 10	51%	23%	60%
Ward 11	47%	22%	<b>55%</b>
Ward 12	51%	24%	59%
Ward 13	<b>44%</b>	25%	60%
Ward 14	<b>62%</b>	20%	<b>72%</b>
Ward 15	<b>39%</b>	20%	<b>46%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Fire Department	Paramedic Services	Police Services	Emergency Management
<b>City of Hamilton Total</b>	<b>97%</b>	<b>91%</b>	<b>81%</b>	<b>79%</b>
Ward 1	98%	93%	80%	77%
Ward 2	98%	90%	78%	81%
Ward 3	97%	89%	78%	81%
Ward 4	<b>99%</b>	93%	84%	80%
Ward 5	98%	94%	<b>86%</b>	<b>84%</b>
Ward 6	<b>99%</b>	91%	85%	<b>84%</b>
Ward 7	99%	92%	85%	82%
Ward 8	97%	<b>88%</b>	82%	78%
Ward 9	97%	93%	85%	79%
Ward 10	98%	93%	<b>86%</b>	76%
Ward 11	96%	90%	79%	80%
Ward 12	96%	92%	82%	79%
Ward 13	<b>96%</b>	93%	80%	77%
Ward 14	99%	90%	<b>87%</b>	<b>84%</b>
Ward 15	<b>93%</b>	<b>87%</b>	<b>62%</b>	<b>59%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Roads and Sidewalks	Snow Plowing, Salting of Roads	Snow Plowing, Salting of City-owned Facilities	Traffic Flow, Roadway Safety
<b>City of Hamilton</b>	<b>37%</b>	<b>59%</b>	<b>70%</b>	<b>47%</b>
Ward 1	34%	59%	69%	48%
Ward 2	<b>29%</b>	63%	72%	46%
Ward 3	32%	<b>53%</b>	66%	48%
Ward 4	33%	60%	71%	48%
Ward 5	38%	59%	69%	<b>56%</b>
Ward 6	37%	59%	70%	49%
Ward 7	39%	55%	70%	<b>53%</b>
Ward 8	40%	58%	73%	51%
Ward 9	35%	<b>52%</b>	66%	<b>41%</b>
Ward 10	38%	54%	71%	51%
Ward 11	41%	<b>66%</b>	<b>76%</b>	45%
Ward 12	<b>42%</b>	63%	<b>76%</b>	45%
Ward 13	40%	<b>69%</b>	74%	48%
Ward 14	38%	55%	68%	49%
Ward 15	39%	<b>53%</b>	<b>65%</b>	<b>33%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	HSR Buses	Recreation	Parks and Open Space	Libraries and Bookmobiles
<b>City of Hamilton</b>	<b>66%</b>	<b>84%</b>	<b>87%</b>	<b>92%</b>
Ward 1	69%	84%	<b>91%</b>	95%
Ward 2	<b>76%</b>	87%	87%	<b>88%</b>
Ward 3	69%	84%	<b>82%</b>	90%
Ward 4	70%	83%	86%	92%
Ward 5	<b>80%</b>	85%	88%	94%
Ward 6	<b>76%</b>	<b>89%</b>	<b>91%</b>	<b>96%</b>
Ward 7	<b>73%</b>	86%	89%	92%
Ward 8	<b>74%</b>	87%	88%	94%
Ward 9	64%	83%	85%	91%
Ward 10	<b>54%</b>	<b>78%</b>	86%	91%
Ward 11	<b>55%</b>	<b>78%</b>	88%	94%
Ward 12	<b>58%</b>	85%	86%	95%
Ward 13	62%	82%	86%	92%
Ward 14	68%	<b>90%</b>	<b>91%</b>	95%
Ward 15	<b>27%</b>	<b>71%</b>	<b>83%</b>	<b>88%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Tourism	Arts, Culture and Heritage	Public Health	Social Services
<b>City of Hamilton</b>	<b>67%</b>	<b>83%</b>	<b>74%</b>	<b>52%</b>
Ward 1	68%	87%	76%	51%
Ward 2	69%	86%	72%	54%
Ward 3	68%	81%	<b>64%</b>	46%
Ward 4	67%	83%	75%	50%
Ward 5	66%	84%	69%	52%
Ward 6	72%	85%	76%	56%
Ward 7	72%	86%	77%	53%
Ward 8	66%	81%	73%	55%
Ward 9	65%	80%	75%	52%
Ward 10	64%	80%	70%	52%
Ward 11	67%	83%	76%	48%
Ward 12	66%	83%	75%	54%
Ward 13	67%	87%	76%	55%
Ward 14	70%	85%	75%	55%
Ward 15	<b>59%</b>	<b>78%</b>	75%	<b>44%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Social Housing	Child Care Services	Services for Seniors including Long-term Care	Legislative Services and Records Information
<b>City of Hamilton</b>	<b>29%</b>	<b>57%</b>	<b>44%</b>	<b>67%</b>
Ward 1	27%	51%	42%	67%
Ward 2	28%	54%	46%	66%
Ward 3	25%	52%	<b>35%</b>	65%
Ward 4	24%	59%	45%	72%
Ward 5	31%	52%	43%	63%
Ward 6	33%	57%	46%	<b>75%</b>
Ward 7	30%	55%	45%	70%
Ward 8	30%	63%	47%	65%
Ward 9	30%	58%	40%	65%
Ward 10	34%	56%	47%	66%
Ward 11	27%	53%	44%	66%
Ward 12	33%	64%	43%	70%
Ward 13	29%	59%	50%	65%
Ward 14	33%	<b>65%</b>	<b>52%</b>	71%
Ward 15	23%	52%	39%	<b>60%</b>



# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Animal Services	By-law Enforcement	Building Permits	Cemetery
<b>City of Hamilton</b>	<b>80%</b>	<b>63%</b>	<b>52%</b>	<b>89%</b>
Ward 1	<b>75%</b>	60%	46%	92%
Ward 2	83%	61%	46%	90%
Ward 3	77%	<b>57%</b>	59%	87%
Ward 4	79%	60%	60%	90%
Ward 5	76%	64%	56%	86%
Ward 6	83%	65%	56%	89%
Ward 7	79%	67%	<b>61%</b>	91%
Ward 8	<b>85%</b>	65%	59%	88%
Ward 9	81%	64%	57%	91%
Ward 10	78%	65%	56%	88%
Ward 11	81%	64%	<b>41%</b>	92%
Ward 12	85%	68%	49%	89%
Ward 13	81%	63%	<b>43%</b>	88%
Ward 14	<b>85%</b>	<b>71%</b>	57%	88%
Ward 15	<b>71%</b>	60%	47%	88%





# Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Drinking Water	Wastewater Management	Stormwater Management	Waste Management
<b>City of Hamilton</b>	<b>80%</b>	<b>60%</b>	<b>58%</b>	<b>79%</b>
Ward 1	79%	60%	57%	77%
Ward 2	79%	<b>54%</b>	53%	81%
Ward 3	<b>70%</b>	57%	<b>51%</b>	76%
Ward 4	<b>75%</b>	57%	62%	79%
Ward 5	80%	60%	59%	76%
Ward 6	80%	63%	63%	81%
Ward 7	84%	<b>66%</b>	<b>66%</b>	78%
Ward 8	78%	59%	55%	77%
Ward 9	78%	55%	56%	78%
Ward 10	83%	65%	61%	77%
Ward 11	84%	56%	54%	84%
Ward 12	84%	65%	<b>65%</b>	<b>85%</b>
Ward 13	80%	60%	54%	80%
Ward 14	<b>85%</b>	<b>69%</b>	63%	80%
Ward 15	82%	<b>51%</b>	53%	<b>84%</b>



# Our City Survey 2019 Summary Report

% prefer to			
	decrease taxes and have fewer services	maintain taxes and current service levels	increase taxes and improve services
<b>City of Hamilton Total</b>	<b>13%</b>	<b>72%</b>	<b>15%</b>
Ward 1	11%	<b>64%</b>	<b>24%</b>
Ward 2	<b>9%</b>	<b>67%</b>	<b>24%</b>
Ward 3	10%	72%	18%
Ward 4	<b>10%</b>	76%	14%
Ward 5	13%	70%	16%
Ward 6	13%	72%	16%
Ward 7	11%	75%	14%
Ward 8	11%	71%	18%
Ward 9	12%	<b>79%</b>	<b>9%</b>
Ward 10	13%	74%	13%
Ward 11	13%	75%	11%
Ward 12	<b>17%</b>	71%	12%
Ward 13	16%	68%	16%
Ward 14	13%	75%	12%
Ward 15	<b>25%</b>	67%	<b>8%</b>



# Our City Survey 2019 Summary Report

% agree or strongly agree		
	The City of Hamilton <u>engages</u> residents in the decision-making process for City programs, services and initiatives	The City of Hamilton <u>uses input</u> from residents in decision-making about City programs, services and initiatives
<b>City of Hamilton Total</b>	<b>33%</b>	<b>32%</b>
Ward 1	<b>38%</b>	<b>38%</b>
Ward 2	<b>38%</b>	<b>39%</b>
Ward 3	28%	30%
Ward 4	37%	32%
Ward 5	33%	33%
Ward 6	<b>40%</b>	<b>40%</b>
Ward 7	34%	32%
Ward 8	30%	30%
Ward 9	29%	29%
Ward 10	32%	29%
Ward 11	32%	28%
Ward 12	35%	34%
Ward 13	<b>27%</b>	<b>27%</b>
Ward 14	<b>39%</b>	35%
Ward 15	<b>25%</b>	<b>23%</b>

## Appendix A: Survey Tool

Please indicate your level of agreement with the following statements.

- Q1 Hamilton is a great place to live
- Q2 Hamilton is a great place to work
- Q3 Hamilton is a great place to play
- Q4 Hamilton is a great place to learn
- Q5 Hamilton is on the right track towards its vision of being "the best place to raise a child and age successfully."

Response options for Q1 to Q5 (choose **one**):

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

- Q6 In the past two years, would you say the quality of life in the City of Hamilton has:

Response options (choose **one**):

- Worsened
- Stayed the same
- Improved



# Our City Survey 2019 Summary Report

The following questions 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?

	Service Name	Description
Q7	Fire Department	Emergency response, fire safety inspections, fire safety education
Q8	Paramedic Services	Emergency medical/trauma care, health education, community paramedic program
Q9	Police Services	Police services, safety, law enforcement
Q10	Emergency Management	Handling city wide emergencies such as power outages, ice storms, floods, etc.
Q11	Roads and Sidewalks	Maintenance and condition
Q12	Snow Plowing and Salting of Roads	
Q13	Snow Plowing and Salting of City-owned facilities	City-owned facilities include: arenas, recreation centres, libraries, and town halls
Q14	Traffic Flow and Roadway Safety	Traffic signal timing, street lighting, traffic signage, traffic calming measures, pavement makings, roadway safety issue identification
Q15	Hamilton Street Railway (HSR) Buses	Customer-focused service that is safe, reliable and inclusive
Q16	Recreation	Registered, drop in and rental programming in Recreation facilities including pools, arenas, seniors' centres, community halls and sports fields/parks



	Service Name	Description
Q17	Parks and Open Space	Maintenance of parks, play structures, spray pads and access to parks and natural open spaces
Q18	Libraries and Bookmobiles	Hamilton Public Library branches and Bookmobiles
Q19	Tourism	Visitor services; marketing, attracting, promoting and hosting conventions, sports tourism attractions and major events, i.e. Juno Awards
Q20	Arts, Culture and Heritage	Public art, museums, cultural programming, heritage properties maintenance
Q21	Public Health	Food safety inspections; pools and beaches inspections; rabies, West Nile, Lyme Disease, response to outbreaks; vaccinations and dental screening in schools; prenatal and parenting programs; alcohol, drugs, and gambling programs; help with quitting smoking and protection from second-hand smoke; air quality and extreme weather monitoring
Q22	Social Services	Ontario Works, homelessness prevention, home management services, health related benefits for low-income residents
Q23	Social Housing	Subsidized housing, subsidized housing waitlist and housing initiatives such as public housing, not-for-profit housing and rent supplements
Q24	Child Care Services	EarlyON Child and Family Centres, child care supports for operators and families
Q25	Services for Seniors including Long-Term Care	Long-term care (Macassa Lodge and Wentworth Lodge), Meals on Wheels, Adult Day Program



# Our City Survey 2019 Summary Report

	Service Name	Description
Q26	Legislative Services and Records Information	Providing City by-law information; marriage licenses and death registrations; Council/committee agendas, reports and minutes; citizen appointments to sub-committees; delegation requests; accessing information under MFIPPA (Municipal Freedom of Information and Protection of Privacy Act); Commissioning of Government documents; waiver of immunization; foreign pensions; property assessment information
Q27	Animal Services	Dog Licensing, rabies response and wildlife, animal shelter, pound services including lost and found, dog parks and animal investigations
Q28	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
Q29	Building Permits	Building permit applications to erect, install, extend, alter or repair, demolish all or part of a building
Q30	Cemetery	Grounds maintenance, burial services, customer service
Q31	Drinking Water	Production and supply of clean, safe and reliable drinking water
Q32	Wastewater Management	Collection and treatment of wastewater that leaves a building through a drain (e.g. from flushing toilets, doing laundry, washing dishes, etc.)
Q33	Stormwater Management	Collection and treatment of stormwater to support flood prevention, water quality and erosion control
Q34	Waste Management	Pick up of garbage, blue box, green bin, leaf and yard, bulk waste



Response options for Q7 to Q34 (choose **one**):

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't Know

Q35 Overall, how satisfied are you with the services provided by the City of Hamilton?

Response options (choose **one**):

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

Q36 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:

Response options (choose **one**):

- decrease taxes and deliver fewer services
- maintain taxes and current service levels
- increase taxes to improve services





## Our City Survey 2019 Summary Report

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How strongly do you agree with each of the following statements?

- Q37 The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- Q38 The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Response options for Q37 and Q38 (choose **one**):

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

- Q39 Asking questions or getting information

Response options (choose **one**):

- In person
- Phone
- Email
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))
- City of Hamilton mobile app (CityApp)
- Social media

Q40 Making a complaint

Response options (choose **one**):

- In person
- Phone
- Email
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))
- Social media

Q41 Registering/paying for recreation programs

Response options (choose **one**):

- In person
- Phone
- Email
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))
- City of Hamilton mobile app (CityApp)

Q42 Applying for licenses and permits

Response options (choose **one**):

- In person
- Phone
- Email
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))

Q43 Booking/renting City facilities or parks

Response options (choose **one**):

- In person
- Phone
- Email
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))

Q44 Paying property taxes

Response options (choose **one**)

- In person
- Through your bank either in person or banking using the internet, mobile app or telephone
- Mail
- Preauthorized Withdrawal
- Mortgage Company

Q45 In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Response options (choose one):

- Yes (proceed to Q46)
- No (skip to Q51)

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.

- Q46 I received a response in a timely manner.
- Q47 Staff were knowledgeable.
- Q48 Staff were courteous.
- Q49 I received the service I needed or my question was answered.
- Q50 Overall, my experience contacting the City of Hamilton was positive.

Response options for Q46 to Q50 (choose **one**):

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



## Our City Survey 2019 Summary Report

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Q51 How do you like to get information about the City of Hamilton's programs, initiatives, news and events?

Response options (**choose 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 Stations  
(e.g. CHCH, Cable 14)
- City of Hamilton website ([www.hamilton.ca](http://www.hamilton.ca))
- Internet search engines  
(e.g. Google, Bing)
- Social Media  
(e.g. Twitter, Facebook, Instagram, YouTube)
- Postal Mail
- E-mail
- Magazine  
(e.g. Hamilton Magazine, View, Snapd Hamilton, Best Start, Hamilton Recreation Guide)
- Other - please specify:



## Our City Survey 2019 Summary Report

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Q52 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"?

OPEN ENDED

Q53 Overall, how satisfied are you with your life these days?

Response options (choose **one**):

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

Q54 In general, would you say your health is

Response options (choose **one**):

- Poor
- Fair
- Good
- Very good
- Excellent



## Our City Survey 2019 Summary Report

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If you're comfortable, please tell us a little about you and your household.

Q55 What is your postal code?

Q56 How long have you lived in the City of Hamilton?

Response options (choose **one**):

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

Q57 What is your age?

Response options (choose **one**):

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older



Q58 How do you describe yourself?

Response options (choose **one**):

- Male
- Female
- Transgender
- Other

Q59 What is your highest level of education?

Response options (choose **one**):

- Less than high school
- High school diploma
- College diploma/trades certificate
- University Undergraduate Degree
- University Graduate Degree

Including yourself, how many people living in your household fall into each of the following categories?

- Q60 Adult (age 18 or older)
- Q61 Youth (age 12 to 17)
- Q62 Child (under age 12)



Q63 What is your total household income before taxes?

Response options (choose **one**):

- Less than \$20,000
- \$20,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$79,999
- \$80,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 and over

Q64 Which of the following best describes your situation?

Response options (choose **one**):

- Employed – full time
- Employed – part time
- Self-employed
- Unemployed - looking for work
- Unemployed – not looking for work
- Retired
- In school
- Homemaker/caregiver
- Other





How do you usually ...

- Q65 Commute to work
- Q66 Commute to school
- Q67 Get around the city for things like groceries, shopping, activities etc.

Response options for Q65 to Q67 (choose **one**):

- Driver of vehicle/motorbike
- Passenger of vehicle/motorbike
- HSR Bus
- Go Train
- Go Bus
- DARTS
- Taxis
- Paid rideshare programs (Uber, Lyft)
- Bicycle (personally owned)
- SoBi (bikeshare)
- Walk
- Not applicable



## Appendix B: Online Survey Link on www.hamilton.ca

The online survey was promoted with a banner on select pages of the City of Hamilton website. The following is a list of web pages the online survey was accessed through.

Section	URL
<b>hamilton.ca</b>	<a href="http://www.hamilton.ca/">www.hamilton.ca/</a>
<b>Animals &amp; Pets</b>	<a href="http://www.hamilton.ca/animals-pets">www.hamilton.ca/animals-pets</a> <a href="http://www.hamilton.ca/animals-pets/adopt-pet/adoptions">www.hamilton.ca/animals-pets/adopt-pet/adoptions</a> <a href="http://www.hamilton.ca/animals-pets/adopt-pet/animal-fostering">www.hamilton.ca/animals-pets/adopt-pet/animal-fostering</a> <a href="http://www.hamilton.ca/animals-pets/adopt-pet/donate-animal-services">www.hamilton.ca/animals-pets/adopt-pet/donate-animal-services</a> <a href="http://www.hamilton.ca/animals-pets/cats">www.hamilton.ca/animals-pets/cats</a> <a href="http://www.hamilton.ca/animals-pets/lost-found-or-surrender/lost-pets">www.hamilton.ca/animals-pets/lost-found-or-surrender/lost-pets</a> <a href="http://www.hamilton.ca/animals-pets/wildlife">www.hamilton.ca/animals-pets/wildlife</a>
<b>Attractions</b>	<a href="http://www.hamilton.ca/attractions/culture/gage-park-greenhouse">www.hamilton.ca/attractions/culture/gage-park-greenhouse</a> <a href="http://www.hamilton.ca/attractions/culture/public-art">www.hamilton.ca/attractions/culture/public-art</a> <a href="http://www.hamilton.ca/attractions/culture/traffic-box-wraps-public-art-project">www.hamilton.ca/attractions/culture/traffic-box-wraps-public-art-project</a> <a href="http://www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project">www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project</a> <a href="http://www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project-public-opinion-survey">www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project-public-opinion-survey</a> <a href="http://www.hamilton.ca/attractions/events-calendar">www.hamilton.ca/attractions/events-calendar</a> <a href="http://www.hamilton.ca/attractions/events-calendar/kringle-in-creek-0">www.hamilton.ca/attractions/events-calendar/kringle-in-creek-0</a>
<b>Budget &amp; Finance</b>	<a href="http://www.hamilton.ca/budget-finance/2019-budget">www.hamilton.ca/budget-finance/2019-budget</a> <a href="http://www.hamilton.ca/budget-finance/2019-budget/2019-tax-and-rate-budgets">www.hamilton.ca/budget-finance/2019-budget/2019-tax-and-rate-budgets</a> <a href="http://www.hamilton.ca/budget-finance/2020-budget/2020-budget">www.hamilton.ca/budget-finance/2020-budget/2020-budget</a> <a href="http://www.hamilton.ca/budget-finance/development-charges">www.hamilton.ca/budget-finance/development-charges</a>



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Section	URL
<b>City Awards</b>	<a href="http://www.hamilton.ca/city-awards/sport-volunteer-awards/about-sports-volunteer-awards">www.hamilton.ca/city-awards/sport-volunteer-awards/about-sports-volunteer-awards</a> <a href="http://www.hamilton.ca/city-awards/trillium-awards-program">www.hamilton.ca/city-awards/trillium-awards-program</a> <a href="http://www.hamilton.ca/city-awards/trillium-awards-program/trillium-award-winners-2010-present">www.hamilton.ca/city-awards/trillium-awards-program/trillium-award-winners-2010-present</a>
<b>City Hall</b>	<a href="http://www.hamilton.ca/city-hall">www.hamilton.ca/city-hall</a>
<b>City Initiatives</b>	<a href="http://www.hamilton.ca/city-initiatives">www.hamilton.ca/city-initiatives</a> <a href="http://www.hamilton.ca/city-initiatives/citizen-dashboard">www.hamilton.ca/city-initiatives/citizen-dashboard</a> <a href="http://www.hamilton.ca/city-initiatives/citizen-dashboard/transit">www.hamilton.ca/city-initiatives/citizen-dashboard/transit</a> <a href="http://www.hamilton.ca/city-initiatives/citizen-dashboard/waste-collection-diversion-programs">www.hamilton.ca/city-initiatives/citizen-dashboard/waste-collection-diversion-programs</a> <a href="http://www.hamilton.ca/city-initiatives/citizen-dashboard/wastewater-treated">www.hamilton.ca/city-initiatives/citizen-dashboard/wastewater-treated</a> <a href="http://www.hamilton.ca/city-initiatives/online-services-tools-apps/cityapp">www.hamilton.ca/city-initiatives/online-services-tools-apps/cityapp</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/2016-2025-strategic-plan">www.hamilton.ca/city-initiatives/priority-projects/2016-2025-strategic-plan</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/anti-racism-resource-centre">www.hamilton.ca/city-initiatives/priority-projects/anti-racism-resource-centre</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/community-engagement">www.hamilton.ca/city-initiatives/priority-projects/community-engagement</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/hamilton-anti-racism-resource-centre-survey">www.hamilton.ca/city-initiatives/priority-projects/hamilton-anti-racism-resource-centre-survey</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/hamilton-public-engagement">www.hamilton.ca/city-initiatives/priority-projects/hamilton-public-engagement</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/light-rail-transit-lrt">www.hamilton.ca/city-initiatives/priority-projects/light-rail-transit-lrt</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/listing-public-meetings-consultations-engagements">www.hamilton.ca/city-initiatives/priority-projects/listing-public-meetings-consultations-engagements</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/our-city-survey">www.hamilton.ca/city-initiatives/priority-projects/our-city-survey</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton">www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton</a> <a href="http://www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton-summit">www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton-summit</a>



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Section	URL
<b>City Initiatives (cont'd)</b>	<p><a href="http://www.hamilton.ca/city-initiatives/priority-projects/waterfront-redevelopment-west-harbour">www.hamilton.ca/city-initiatives/priority-projects/waterfront-redevelopment-west-harbour</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/age-friendly-hamilton">www.hamilton.ca/city-initiatives/strategies-actions/age-friendly-hamilton</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/hamilton-health-team">www.hamilton.ca/city-initiatives/strategies-actions/hamilton-health-team</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/homelessness-systems-planning">www.hamilton.ca/city-initiatives/strategies-actions/homelessness-systems-planning</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/neighbourhood-development">www.hamilton.ca/city-initiatives/strategies-actions/neighbourhood-development</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/open-data-program">www.hamilton.ca/city-initiatives/strategies-actions/open-data-program</a></p> <p><a href="http://www.hamilton.ca/city-initiatives/strategies-actions/resources-seniors-and-older-adults">www.hamilton.ca/city-initiatives/strategies-actions/resources-seniors-and-older-adults</a></p>
<b>City Planning</b>	<p><a href="http://www.hamilton.ca/city-planning">www.hamilton.ca/city-planning</a></p> <p><a href="http://www.hamilton.ca/city-planning/heritage-properties">www.hamilton.ca/city-planning/heritage-properties</a></p> <p><a href="http://www.hamilton.ca/city-planning/heritage-properties/pre-confederation-buildings">www.hamilton.ca/city-planning/heritage-properties/pre-confederation-buildings</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/ancaster-elevated-water-reservoir">www.hamilton.ca/city-planning/master-plans-class-eas/ancaster-elevated-water-reservoir</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/birch-avenue-barton-street-burlington-street">www.hamilton.ca/city-planning/master-plans-class-eas/birch-avenue-barton-street-burlington-street</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/city-wide-transportation-master-plan">www.hamilton.ca/city-planning/master-plans-class-eas/city-wide-transportation-master-plan</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/environmental-assessments">www.hamilton.ca/city-planning/master-plans-class-eas/environmental-assessments</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/hamilton-transit-bus-maintenance-and-storage-facility-design">www.hamilton.ca/city-planning/master-plans-class-eas/hamilton-transit-bus-maintenance-and-storage-facility-design</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/highway-8-fruitland-road-fifty-road">www.hamilton.ca/city-planning/master-plans-class-eas/highway-8-fruitland-road-fifty-road</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/lynden-communal-water-supply">www.hamilton.ca/city-planning/master-plans-class-eas/lynden-communal-water-supply</a></p> <p><a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/parking-master-plan">www.hamilton.ca/city-planning/master-plans-class-eas/parking-master-plan</a></p>



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Section	URL
<b>City Planning</b> <b>(cont'd)</b>	<a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/truck-route-master-plan">www.hamilton.ca/city-planning/master-plans-class-eas/truck-route-master-plan</a>  <a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/twenty-road-east-upper-red-hill-valley-parkway-extensions">www.hamilton.ca/city-planning/master-plans-class-eas/twenty-road-east-upper-red-hill-valley-parkway-extensions</a>  <a href="http://www.hamilton.ca/city-planning/master-plans-class-eas/waterdown-community-node-transportation-management-plan">www.hamilton.ca/city-planning/master-plans-class-eas/waterdown-community-node-transportation-management-plan</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law">www.hamilton.ca/city-planning/official-plan-zoning-by-law</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law/grids-2-and-municipal-comprehensive-review">www.hamilton.ca/city-planning/official-plan-zoning-by-law/grids-2-and-municipal-comprehensive-review</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law/interactive-zoning-mapping">www.hamilton.ca/city-planning/official-plan-zoning-by-law/interactive-zoning-mapping</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law/residential-zones">www.hamilton.ca/city-planning/official-plan-zoning-by-law/residential-zones</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-law-no-05-200">www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-law-no-05-200</a>  <a href="http://www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-laws-former-communities">www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-laws-former-communities</a>  <a href="http://www.hamilton.ca/city-planning/planning-community/downtown-hamilton">www.hamilton.ca/city-planning/planning-community/downtown-hamilton</a>
<b>Council &amp; Committee</b>	<a href="http://www.hamilton.ca/council-committee/council-committee-meetings/apply-serve-committee-or-board">www.hamilton.ca/council-committee/council-committee-meetings/apply-serve-committee-or-board</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/calendar">www.hamilton.ca/council-committee/council-committee-meetings/calendar</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/committee-adjustment">www.hamilton.ca/council-committee/council-committee-meetings/committee-adjustment</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/committee-meeting-calendar">www.hamilton.ca/council-committee/council-committee-meetings/committee-meeting-calendar</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/council-committee-live-stream">www.hamilton.ca/council-committee/council-committee-meetings/council-committee-live-stream</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/general-issues-committee">www.hamilton.ca/council-committee/council-committee-meetings/general-issues-committee</a>  <a href="http://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas">www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas</a>



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Section	URL
<b>Council &amp; Committee</b>  (cont'd)	<a href="http://www.hamilton.ca/council-committee/council-committee-meetings/request-speak-committee-council">www.hamilton.ca/council-committee/council-committee-meetings/request-speak-committee-council</a> <a href="http://www.hamilton.ca/council-committee/council-committee-meetings-0">www.hamilton.ca/council-committee/council-committee-meetings-0</a> <a href="http://www.hamilton.ca/council-committee/mayor-council">www.hamilton.ca/council-committee/mayor-council</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/city-councillors">www.hamilton.ca/council-committee/mayor-council/city-councillors</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-1">www.hamilton.ca/council-committee/mayor-council/ward-1</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-2">www.hamilton.ca/council-committee/mayor-council/ward-2</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-3">www.hamilton.ca/council-committee/mayor-council/ward-3</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-4">www.hamilton.ca/council-committee/mayor-council/ward-4</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-6">www.hamilton.ca/council-committee/mayor-council/ward-6</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-8">www.hamilton.ca/council-committee/mayor-council/ward-8</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-10">www.hamilton.ca/council-committee/mayor-council/ward-10</a> <a href="http://www.hamilton.ca/council-committee/mayor-council/ward-14">www.hamilton.ca/council-committee/mayor-council/ward-14</a>
<b>Develop a Property</b>	<a href="http://www.hamilton.ca/develop-property/natural-areas/natural-areas-in-hamilton">www.hamilton.ca/develop-property/natural-areas/natural-areas-in-hamilton</a> <a href="http://www.hamilton.ca/develop-property/planning-applications/consent-sever-land">www.hamilton.ca/develop-property/planning-applications/consent-sever-land</a> <a href="http://www.hamilton.ca/develop-property/planning-applications/development-applications-mapping">www.hamilton.ca/develop-property/planning-applications/development-applications-mapping</a> <a href="http://www.hamilton.ca/develop-property/planning-applications/minor-variance">www.hamilton.ca/develop-property/planning-applications/minor-variance</a> <a href="http://www.hamilton.ca/develop-property/planning-applications/site-plan-approval">www.hamilton.ca/develop-property/planning-applications/site-plan-approval</a> <a href="http://www.hamilton.ca/develop-property/policies-guidelines/sewer-and-water-permit-process-and-design-requirements">www.hamilton.ca/develop-property/policies-guidelines/sewer-and-water-permit-process-and-design-requirements</a>
<b>Doing Business</b>	<a href="http://www.hamilton.ca/doing-business">www.hamilton.ca/doing-business</a>



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<b>Emergency Services</b>	<p><a href="http://www.hamilton.ca/emergency-services">www.hamilton.ca/emergency-services</a></p> <p><a href="http://www.hamilton.ca/emergency-services/emergency-preparedness">www.hamilton.ca/emergency-services/emergency-preparedness</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire">www.hamilton.ca/emergency-services/fire</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire/about-hamilton-fire-department">www.hamilton.ca/emergency-services/fire/about-hamilton-fire-department</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire/camp-ffit-hamilton">www.hamilton.ca/emergency-services/fire/camp-ffit-hamilton</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire/fire-permits-and-services">www.hamilton.ca/emergency-services/fire/fire-permits-and-services</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire/fire-services-and-fees">www.hamilton.ca/emergency-services/fire/fire-services-and-fees</a></p> <p><a href="http://www.hamilton.ca/emergency-services/fire/home-fire-safety-education-program">www.hamilton.ca/emergency-services/fire/home-fire-safety-education-program</a></p> <p><a href="http://www.hamilton.ca/emergency-services/paramedics">www.hamilton.ca/emergency-services/paramedics</a></p> <p><a href="http://www.hamilton.ca/emergency-services/paramedics/hamilton-paramedic-service-customer-feedback">www.hamilton.ca/emergency-services/paramedics/hamilton-paramedic-service-customer-feedback</a></p>
<b>Garbage &amp; Recycling</b>	<p><a href="http://www.hamilton.ca/garbage-recycling">www.hamilton.ca/garbage-recycling</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/blue-box-recycling">www.hamilton.ca/garbage-recycling/blue-box-recycling</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/blue-box-recycling/blue-box">www.hamilton.ca/garbage-recycling/blue-box-recycling/blue-box</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/blue-box-recycling/recycling">www.hamilton.ca/garbage-recycling/blue-box-recycling/recycling</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/blue-box-recycling/what-can-be-recycled">www.hamilton.ca/garbage-recycling/blue-box-recycling/what-can-be-recycled</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items">www.hamilton.ca/garbage-recycling/garbage-bulk-items</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items/bulk-items-and-furniture">www.hamilton.ca/garbage-recycling/garbage-bulk-items/bulk-items-and-furniture</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items/garbage">www.hamilton.ca/garbage-recycling/garbage-bulk-items/garbage</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items/illegal-dumping">www.hamilton.ca/garbage-recycling/garbage-bulk-items/illegal-dumping</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items/waste-collection-schedule">www.hamilton.ca/garbage-recycling/garbage-bulk-items/waste-collection-schedule</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/garbage-bulk-items/what-are-bulk-items">www.hamilton.ca/garbage-recycling/garbage-bulk-items/what-are-bulk-items</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/green-bin-composting">www.hamilton.ca/garbage-recycling/green-bin-composting</a></p>



Section	URL
<p><b>Garbage &amp; Recycling</b></p> <p>(cont'd)</p>	<p><a href="http://www.hamilton.ca/garbage-recycling/green-bin-composting/compost-giveaways">www.hamilton.ca/garbage-recycling/green-bin-composting/compost-giveaways</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/green-bin-composting/composting-your-green-bin">www.hamilton.ca/garbage-recycling/green-bin-composting/composting-your-green-bin</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/green-bin-composting/green-bin">www.hamilton.ca/garbage-recycling/green-bin-composting/green-bin</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/waste-recycling-facilities">www.hamilton.ca/garbage-recycling/waste-recycling-facilities</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/waste-recycling-facilities/community-recycling-centre-locations">www.hamilton.ca/garbage-recycling/waste-recycling-facilities/community-recycling-centre-locations</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/waste-recycling-facilities/what-goes-community-recycling-centre">www.hamilton.ca/garbage-recycling/waste-recycling-facilities/what-goes-community-recycling-centre</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/yard-waste">www.hamilton.ca/garbage-recycling/yard-waste</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/yard-waste/what-goes-in-yard-waste">www.hamilton.ca/garbage-recycling/yard-waste/what-goes-in-yard-waste</a></p> <p><a href="http://www.hamilton.ca/garbage-recycling/yard-waste/yard-waste">www.hamilton.ca/garbage-recycling/yard-waste/yard-waste</a></p> <p><a href="http://trashtags.hamilton.ca/">trashtags.hamilton.ca/</a></p>
<p><b>Government Information</b></p>	<p><a href="http://www.hamilton.ca/government-information">www.hamilton.ca/government-information</a></p> <p><a href="http://www.hamilton.ca/government-information/accountability/city-organization">www.hamilton.ca/government-information/accountability/city-organization</a></p> <p><a href="http://www.hamilton.ca/government-information/accountability/fraud-and-waste-hotline">www.hamilton.ca/government-information/accountability/fraud-and-waste-hotline</a></p> <p><a href="http://www.hamilton.ca/government-information/by-laws-and-enforcement">www.hamilton.ca/government-information/by-laws-and-enforcement</a></p> <p><a href="http://www.hamilton.ca/government-information/by-laws-and-enforcement/register-by-law-complaint">www.hamilton.ca/government-information/by-laws-and-enforcement/register-by-law-complaint</a></p> <p><a href="http://www.hamilton.ca/government-information/news-centre/news-releases/city-hamilton-releases-2019-federal-priorities">www.hamilton.ca/government-information/news-centre/news-releases/city-hamilton-releases-2019-federal-priorities</a></p> <p><a href="http://www.hamilton.ca/government-information/news-centre/news-releases/city-hamiltons-first-citizen-survey-results">www.hamilton.ca/government-information/news-centre/news-releases/city-hamiltons-first-citizen-survey-results</a></p> <p><a href="http://www.hamilton.ca/government-information/news-centre/news-releases/city-launches-down-payment-assistance-program-help">www.hamilton.ca/government-information/news-centre/news-releases/city-launches-down-payment-assistance-program-help</a></p> <p><a href="http://www.hamilton.ca/government-information/news-centre/news-releases/first-cases-in-hamilton-west-nile-virus-in-one">www.hamilton.ca/government-information/news-centre/news-releases/first-cases-in-hamilton-west-nile-virus-in-one</a></p>





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Section	URL
<b>Government Information</b>  <b>(cont'd)</b>	<a href="http://www.hamilton.ca/government-information/news-centre/news-releases/hamilton-firefighters-win-north-american-vehicle">www.hamilton.ca/government-information/news-centre/news-releases/hamilton-firefighters-win-north-american-vehicle</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/hamilton-paramedic-service-hiring-primary-care">www.hamilton.ca/government-information/news-centre/news-releases/hamilton-paramedic-service-hiring-primary-care</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/hamiltons-public-works-department-2019-budget">www.hamilton.ca/government-information/news-centre/news-releases/hamiltons-public-works-department-2019-budget</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/healthy-safe-communities-department-budget">www.hamilton.ca/government-information/news-centre/news-releases/healthy-safe-communities-department-budget</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/slower-speeds-safer-communities-city-hamilton">www.hamilton.ca/government-information/news-centre/news-releases/slower-speeds-safer-communities-city-hamilton</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/time-have-your-say-city-launches-resident">www.hamilton.ca/government-information/news-centre/news-releases/time-have-your-say-city-launches-resident</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/tips-proper-recycling-leaf-and-yard-waste">www.hamilton.ca/government-information/news-centre/news-releases/tips-proper-recycling-leaf-and-yard-waste</a>  <a href="http://www.hamilton.ca/government-information/news-centre/news-releases/useful-information-about-waste-collection-in-2018">www.hamilton.ca/government-information/news-centre/news-releases/useful-information-about-waste-collection-in-2018</a>  <a href="http://www.hamilton.ca/government-information/site-policies/alphabetical-contact-listing">www.hamilton.ca/government-information/site-policies/alphabetical-contact-listing</a>  <a href="http://www.hamilton.ca/government-information/site-policies/contact-us">www.hamilton.ca/government-information/site-policies/contact-us</a>  <a href="http://www.hamilton.ca/government-information/site-policies/municipal-service-centres">www.hamilton.ca/government-information/site-policies/municipal-service-centres</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report">www.hamilton.ca/government-information/trust-and-confidence-report</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/building-inspections-profile">www.hamilton.ca/government-information/trust-and-confidence-report/building-inspections-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/engineering-services-profile">www.hamilton.ca/government-information/trust-and-confidence-report/engineering-services-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/fleet-services-management-profile">www.hamilton.ca/government-information/trust-and-confidence-report/fleet-services-management-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-paramedic-service-profile">www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-paramedic-service-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-transportation">www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-transportation</a>



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Section	URL
<b>Government Information</b>  <b>(con'td)</b>	<a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/housing-supports-profile">www.hamilton.ca/government-information/trust-and-confidence-report/housing-supports-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/legal-services-profile">www.hamilton.ca/government-information/trust-and-confidence-report/legal-services-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/our-commitment-our-community">www.hamilton.ca/government-information/trust-and-confidence-report/our-commitment-our-community</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/our-economy">www.hamilton.ca/government-information/trust-and-confidence-report/our-economy</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/our-people-survey">www.hamilton.ca/government-information/trust-and-confidence-report/our-people-survey</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/risk-management-profile">www.hamilton.ca/government-information/trust-and-confidence-report/risk-management-profile</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/special-services-special-supports-low-income">www.hamilton.ca/government-information/trust-and-confidence-report/special-services-special-supports-low-income</a>  <a href="http://www.hamilton.ca/government-information/trust-and-confidence-report/trust-and-confidence-report">www.hamilton.ca/government-information/trust-and-confidence-report/trust-and-confidence-report</a>
<b>Hamilton Music &amp; Film Office</b>	<a href="http://www.hamilton.ca/hamilton-music-film-office/filming-in-hamilton">www.hamilton.ca/hamilton-music-film-office/filming-in-hamilton</a>
<b>Home, Property and Development</b>	<a href="http://www.hamilton.ca/home-property-and-development/building-renovating">www.hamilton.ca/home-property-and-development/building-renovating</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/building-permit-classes-and-fees">www.hamilton.ca/home-property-and-development/building-renovating/building-permit-classes-and-fees</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/building-permit-search">www.hamilton.ca/home-property-and-development/building-renovating/building-permit-search</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/building-permit-status">www.hamilton.ca/home-property-and-development/building-renovating/building-permit-status</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/eplans-online-building-permit-application-process">www.hamilton.ca/home-property-and-development/building-renovating/eplans-online-building-permit-application-process</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/residential-fences">www.hamilton.ca/home-property-and-development/building-renovating/residential-fences</a>  <a href="http://www.hamilton.ca/home-property-and-development/building-renovating/swimming-pools">www.hamilton.ca/home-property-and-development/building-renovating/swimming-pools</a>



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Section	URL
<b>Home, Property and Development</b> (cont'd)	<p><a href="http://www.hamilton.ca/home-property-and-development/pest-control">www.hamilton.ca/home-property-and-development/pest-control</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-gardens-trees">www.hamilton.ca/home-property-and-development/property-gardens-trees</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-gardens-trees/design-and-construction-survey">www.hamilton.ca/home-property-and-development/property-gardens-trees/design-and-construction-survey</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-gardens-trees/property-use-by-laws">www.hamilton.ca/home-property-and-development/property-gardens-trees/property-use-by-laws</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-gardens-trees/vacant-buildings-registry">www.hamilton.ca/home-property-and-development/property-gardens-trees/vacant-buildings-registry</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes">www.hamilton.ca/home-property-and-development/property-taxes</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/changes-your-property-tax-bill">www.hamilton.ca/home-property-and-development/property-taxes/changes-your-property-tax-bill</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/current-tax-sale-property-listing">www.hamilton.ca/home-property-and-development/property-taxes/current-tax-sale-property-listing</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/property-information-taxes">www.hamilton.ca/home-property-and-development/property-taxes/property-information-taxes</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/property-inquiry">www.hamilton.ca/home-property-and-development/property-taxes/property-inquiry</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/sale-properties-tax-arrears">www.hamilton.ca/home-property-and-development/property-taxes/sale-properties-tax-arrears</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/tax-calculator">www.hamilton.ca/home-property-and-development/property-taxes/tax-calculator</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/tax-impact-mapping">www.hamilton.ca/home-property-and-development/property-taxes/tax-impact-mapping</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/property-taxes/tax-rates-by-property-class">www.hamilton.ca/home-property-and-development/property-taxes/tax-rates-by-property-class</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/rental-properties/by-laws-rental-properties">www.hamilton.ca/home-property-and-development/rental-properties/by-laws-rental-properties</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/rental-properties/fire-safety-rental-properties">www.hamilton.ca/home-property-and-development/rental-properties/fire-safety-rental-properties</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/rental-properties/short-term-rental-housing-survey">www.hamilton.ca/home-property-and-development/rental-properties/short-term-rental-housing-survey</a></p>



Section	URL
<b>Home, Property and Development</b> (cont'd)	<p><a href="http://www.hamilton.ca/home-property-and-development/rental-properties/tenant-housing-contacts">www.hamilton.ca/home-property-and-development/rental-properties/tenant-housing-contacts</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer">www.hamilton.ca/home-property-and-development/water-sewer</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/basement-flooding">www.hamilton.ca/home-property-and-development/water-sewer/basement-flooding</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/corrosion-control">www.hamilton.ca/home-property-and-development/water-sewer/corrosion-control</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/frozen-pipes">www.hamilton.ca/home-property-and-development/water-sewer/frozen-pipes</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/lead-water-service-pipes">www.hamilton.ca/home-property-and-development/water-sewer/lead-water-service-pipes</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/low-impact-development-lid-stormwater-management">www.hamilton.ca/home-property-and-development/water-sewer/low-impact-development-lid-stormwater-management</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/monitoring-wastewater-overflows-and-bypasses">www.hamilton.ca/home-property-and-development/water-sewer/monitoring-wastewater-overflows-and-bypasses</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/service-line-warranty-program">www.hamilton.ca/home-property-and-development/water-sewer/service-line-warranty-program</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/sewer-system">www.hamilton.ca/home-property-and-development/water-sewer/sewer-system</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/stormwater-management-ponds">www.hamilton.ca/home-property-and-development/water-sewer/stormwater-management-ponds</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/unflushables-damage-homes-neighbourhoods">www.hamilton.ca/home-property-and-development/water-sewer/unflushables-damage-homes-neighbourhoods</a></p> <p><a href="http://www.hamilton.ca/home-property-and-development/water-sewer/water-leaks-in-your-home">www.hamilton.ca/home-property-and-development/water-sewer/water-leaks-in-your-home</a></p>
<b>HSR Bus Schedules &amp; Fares</b>	<p><a href="http://www.hamilton.ca/hsr-bus-schedules-fares">www.hamilton.ca/hsr-bus-schedules-fares</a></p> <p><a href="http://www.hamilton.ca/hsr-bus-schedules-fares/fares">www.hamilton.ca/hsr-bus-schedules-fares/fares</a></p> <p><a href="http://www.hamilton.ca/hsr-bus-schedules-fares/fares/cash-tickets-and-passes">www.hamilton.ca/hsr-bus-schedules-fares/fares/cash-tickets-and-passes</a></p> <p><a href="http://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/detours-and-service-updates">www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/detours-and-service-updates</a></p>



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<b>HSR Bus Schedules &amp; Fares</b>  <b>(cont'd)</b>	<a href="http://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/pdf-bus-schedules">www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/pdf-bus-schedules</a>  <a href="http://www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/stoney-creek-trans-cab">www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/stoney-creek-trans-cab</a>
<b>Jobs at the City</b>	<a href="http://www.hamilton.ca/jobs-city">www.hamilton.ca/jobs-city</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities">www.hamilton.ca/jobs-city/current-opportunities</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/applying-job">www.hamilton.ca/jobs-city/current-opportunities/applying-job</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/bus-operator-recruitment">www.hamilton.ca/jobs-city/current-opportunities/bus-operator-recruitment</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/current-job-postings">www.hamilton.ca/jobs-city/current-opportunities/current-job-postings</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/full-time-firefighter-recruitment">www.hamilton.ca/jobs-city/current-opportunities/full-time-firefighter-recruitment</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/part-time-recreation-recruitment">www.hamilton.ca/jobs-city/current-opportunities/part-time-recreation-recruitment</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/recruitment-opportunities">www.hamilton.ca/jobs-city/current-opportunities/recruitment-opportunities</a> <a href="http://www.hamilton.ca/jobs-city/current-opportunities/school-crossing-guard-recruitment">www.hamilton.ca/jobs-city/current-opportunities/school-crossing-guard-recruitment</a> <a href="http://www.hamilton.ca/jobs-city/student-youth-opportunities">www.hamilton.ca/jobs-city/student-youth-opportunities</a> <a href="http://www.hamilton.ca/jobs-city/training-certification">www.hamilton.ca/jobs-city/training-certification</a> <a href="http://www.hamilton.ca/jobs-city/volunteer-opportunities">www.hamilton.ca/jobs-city/volunteer-opportunities</a>
<b>Living in Hamilton</b>	<a href="http://www.hamilton.ca/living-in-hamilton">www.hamilton.ca/living-in-hamilton</a>
<b>Mapping &amp; Business Reporting</b>	<a href="http://www.hamilton.ca/mapping-business-reporting/activity-reports/building-demolition-permits-activity">www.hamilton.ca/mapping-business-reporting/activity-reports/building-demolition-permits-activity</a>  <a href="http://www.hamilton.ca/mapping-business-reporting/activity-reports/city-annual-employment-survey">www.hamilton.ca/mapping-business-reporting/activity-reports/city-annual-employment-survey</a>
<b>Moving to Hamilton</b>	<a href="http://www.hamilton.ca/moving-hamilton/economic-development">www.hamilton.ca/moving-hamilton/economic-development</a>



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Section	URL
<b>Municipal Election</b>	<a href="http://www.hamilton.ca/municipal-election/election-information/ward-boundary-changes">www.hamilton.ca/municipal-election/election-information/ward-boundary-changes</a>
<b>Municipal Incentive Programs</b>	<a href="http://www.hamilton.ca/municipal-incentive-programs/brownfieldserase-programs">www.hamilton.ca/municipal-incentive-programs/brownfieldserase-programs</a>
<b>Operating a Business</b>	<a href="http://www.hamilton.ca/operating-business/commercial-water-sewer/backflow-prevention-program">www.hamilton.ca/operating-business/commercial-water-sewer/backflow-prevention-program</a> <a href="http://www.hamilton.ca/operating-business/commercial-water-sewer/sewer-use-by-law">www.hamilton.ca/operating-business/commercial-water-sewer/sewer-use-by-law</a> <a href="http://www.hamilton.ca/operating-business/health-requirements-inspections">www.hamilton.ca/operating-business/health-requirements-inspections</a>
<b>Parks &amp; Recreation</b>	<a href="http://www.hamilton.ca/parks-recreation">www.hamilton.ca/parks-recreation</a> <a href="http://www.hamilton.ca/parks-recreation/community-environmental-initiatives">www.hamilton.ca/parks-recreation/community-environmental-initiatives</a> <a href="http://www.hamilton.ca/parks-recreation/improving-our-parks/andrew-warburton-memorial-park">www.hamilton.ca/parks-recreation/improving-our-parks/andrew-warburton-memorial-park</a> <a href="http://www.hamilton.ca/parks-recreation/inclusive-recreation-services">www.hamilton.ca/parks-recreation/inclusive-recreation-services</a> <a href="http://www.hamilton.ca/parks-recreation/outdoor-fitness/free-outdoor-fitness-programs">www.hamilton.ca/parks-recreation/outdoor-fitness/free-outdoor-fitness-programs</a> <a href="http://www.hamilton.ca/parks-recreation/parks-trails-and-beaches/beach-water-quality-in-hamilton">www.hamilton.ca/parks-recreation/parks-trails-and-beaches/beach-water-quality-in-hamilton</a> <a href="http://www.hamilton.ca/parks-recreation/parks-trails-and-beaches/parks-listing">www.hamilton.ca/parks-recreation/parks-trails-and-beaches/parks-listing</a> <a href="http://www.hamilton.ca/parks-recreation/recreation">www.hamilton.ca/parks-recreation/recreation</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/55-programming">www.hamilton.ca/parks-recreation/recreation/55-programming</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/ancaster-aquatic-centre">www.hamilton.ca/parks-recreation/recreation/ancaster-aquatic-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/ancaster-rotary-centre">www.hamilton.ca/parks-recreation/recreation/ancaster-rotary-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/aqua-finning">www.hamilton.ca/parks-recreation/recreation/aqua-finning</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/badminton">www.hamilton.ca/parks-recreation/recreation/badminton</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/basketball">www.hamilton.ca/parks-recreation/recreation/basketball</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/bennetto-community-centre">www.hamilton.ca/parks-recreation/recreation/bennetto-community-centre</a>



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<b>Parks &amp; Recreation</b>  <b>(cont'd)</b>	<a href="http://www.hamilton.ca/parks-recreation/recreation/bernie-morelli-recreation-centre">www.hamilton.ca/parks-recreation/recreation/bernie-morelli-recreation-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/best-fit-you-fitness-series">www.hamilton.ca/parks-recreation/recreation/best-fit-you-fitness-series</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/camp-kidaca">www.hamilton.ca/parks-recreation/recreation/camp-kidaca</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/carlisle-arena">www.hamilton.ca/parks-recreation/recreation/carlisle-arena</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/central-memorial-recreation-centre">www.hamilton.ca/parks-recreation/recreation/central-memorial-recreation-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/chedoke-twin-pad-arena">www.hamilton.ca/parks-recreation/recreation/chedoke-twin-pad-arena</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/coronation-arena">www.hamilton.ca/parks-recreation/recreation/coronation-arena</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/dalewood-recreation-centre">www.hamilton.ca/parks-recreation/recreation/dalewood-recreation-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/dominic-agostino-riverdale-community-centre">www.hamilton.ca/parks-recreation/recreation/dominic-agostino-riverdale-community-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/dundas-community-pool">www.hamilton.ca/parks-recreation/recreation/dundas-community-pool</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/dundas-lions-memorial-community-centre">www.hamilton.ca/parks-recreation/recreation/dundas-lions-memorial-community-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/facilities-recreation-centres-indoor-pools">www.hamilton.ca/parks-recreation/recreation/facilities-recreation-centres-indoor-pools</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/flamborough-senior-centre">www.hamilton.ca/parks-recreation/recreation/flamborough-senior-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/glanbrook-arena-auditorium">www.hamilton.ca/parks-recreation/recreation/glanbrook-arena-auditorium</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/hg-brewster-pool">www.hamilton.ca/parks-recreation/recreation/hg-brewster-pool</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/hill-park-recreation-centre">www.hamilton.ca/parks-recreation/recreation/hill-park-recreation-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/huntington-park-recreation-centre">www.hamilton.ca/parks-recreation/recreation/huntington-park-recreation-centre</a>
	<a href="http://www.hamilton.ca/parks-recreation/recreation/jimmy-thompson-pool">www.hamilton.ca/parks-recreation/recreation/jimmy-thompson-pool</a>
<a href="http://www.hamilton.ca/parks-recreation/recreation/jl-grightmire-market-st-arena">www.hamilton.ca/parks-recreation/recreation/jl-grightmire-market-st-arena</a>	
<a href="http://www.hamilton.ca/parks-recreation/recreation/leisure-swim">www.hamilton.ca/parks-recreation/recreation/leisure-swim</a>	
<a href="http://www.hamilton.ca/parks-recreation/recreation/leisure-swim-18length">www.hamilton.ca/parks-recreation/recreation/leisure-swim-18length</a>	



Section	URL
<b>Parks &amp; Recreation</b> (cont'd)	<a href="http://www.hamilton.ca/parks-recreation/recreation/leisure-swim-55">www.hamilton.ca/parks-recreation/recreation/leisure-swim-55</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/length-swim">www.hamilton.ca/parks-recreation/recreation/length-swim</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/mountain-arena-dave-andreychuk">www.hamilton.ca/parks-recreation/recreation/mountain-arena-dave-andreychuk</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/open-skate">www.hamilton.ca/parks-recreation/recreation/open-skate</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/open-skate-55">www.hamilton.ca/parks-recreation/recreation/open-skate-55</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/pickleball">www.hamilton.ca/parks-recreation/recreation/pickleball</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/recreation-customer-service-hours">www.hamilton.ca/parks-recreation/recreation/recreation-customer-service-hours</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/rental-spaces">www.hamilton.ca/parks-recreation/recreation/rental-spaces</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/rosedale-arena">www.hamilton.ca/parks-recreation/recreation/rosedale-arena</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/ryerson-recreation-centre">www.hamilton.ca/parks-recreation/recreation/ryerson-recreation-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/sackville-hill-seniors-recreation-centre">www.hamilton.ca/parks-recreation/recreation/sackville-hill-seniors-recreation-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/shinny-55">www.hamilton.ca/parks-recreation/recreation/shinny-55</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/sir-allan-macnab-recreation-centre">www.hamilton.ca/parks-recreation/recreation/sir-allan-macnab-recreation-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/skating-arenas">www.hamilton.ca/parks-recreation/recreation/skating-arenas</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/sports-fields">www.hamilton.ca/parks-recreation/recreation/sports-fields</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/sports-fitness">www.hamilton.ca/parks-recreation/recreation/sports-fitness</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/spray-pads">www.hamilton.ca/parks-recreation/recreation/spray-pads</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/stick-puck">www.hamilton.ca/parks-recreation/recreation/stick-puck</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/stoney-creek-recreation-centre">www.hamilton.ca/parks-recreation/recreation/stoney-creek-recreation-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/supie">www.hamilton.ca/parks-recreation/recreation/supie</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/swim-lesson-progression-chart">www.hamilton.ca/parks-recreation/recreation/swim-lesson-progression-chart</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/swimming-pools">www.hamilton.ca/parks-recreation/recreation/swimming-pools</a>





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<b>Parks &amp; Recreation</b>  <b>(cont'd)</b>	<a href="http://www.hamilton.ca/parks-recreation/recreation/tim-hortons-free-skate-program">www.hamilton.ca/parks-recreation/recreation/tim-hortons-free-skate-program</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/valley-park-community-centre">www.hamilton.ca/parks-recreation/recreation/valley-park-community-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/volleyball">www.hamilton.ca/parks-recreation/recreation/volleyball</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/walker-outdoor-pool">www.hamilton.ca/parks-recreation/recreation/walker-outdoor-pool</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/waterfit">www.hamilton.ca/parks-recreation/recreation/waterfit</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/westmount-recreation-centre">www.hamilton.ca/parks-recreation/recreation/westmount-recreation-centre</a> <a href="http://www.hamilton.ca/parks-recreation/recreation/winona-community-centre">www.hamilton.ca/parks-recreation/recreation/winona-community-centre</a> <a href="http://www.hamilton.ca/parks-recreation/registered-rec-programs">www.hamilton.ca/parks-recreation/registered-rec-programs</a> <a href="http://www.hamilton.ca/parks-recreation/registered-rec-programs/how-register-programs">www.hamilton.ca/parks-recreation/registered-rec-programs/how-register-programs</a> <a href="http://www.hamilton.ca/parks-recreation/registered-rec-programs/recreation-assistance-program">www.hamilton.ca/parks-recreation/registered-rec-programs/recreation-assistance-program</a>
<b>Public Health</b>	<a href="http://www.hamilton.ca/public-health">www.hamilton.ca/public-health</a> <a href="http://www.hamilton.ca/public-health/clinics-services">www.hamilton.ca/public-health/clinics-services</a> <a href="http://www.hamilton.ca/public-health/clinics-services/alcohol-drug-and-gambling-clinics-programs">www.hamilton.ca/public-health/clinics-services/alcohol-drug-and-gambling-clinics-programs</a> <a href="http://www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services">www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services</a> <a href="http://www.hamilton.ca/public-health/clinics-services/public-health-services-downtown-dental-clinic">www.hamilton.ca/public-health/clinics-services/public-health-services-downtown-dental-clinic</a> <a href="http://www.hamilton.ca/public-health/clinics-services/sexual-health-clinics">www.hamilton.ca/public-health/clinics-services/sexual-health-clinics</a> <a href="http://www.hamilton.ca/public-health/clinics-services/smoking-treatment-ontario-patients">www.hamilton.ca/public-health/clinics-services/smoking-treatment-ontario-patients</a> <a href="http://www.hamilton.ca/public-health/health-inspection-results">www.hamilton.ca/public-health/health-inspection-results</a> <a href="http://www.hamilton.ca/public-health/health-topics">www.hamilton.ca/public-health/health-topics</a> <a href="http://www.hamilton.ca/public-health/public-health-inspections">www.hamilton.ca/public-health/public-health-inspections</a>



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Section	URL
<b>Public Health (cont'd)</b>	<p><a href="http://www.hamilton.ca/public-health/public-health-inspections/public-health-inspection-results">www.hamilton.ca/public-health/public-health-inspections/public-health-inspection-results</a></p> <p><a href="http://www.hamilton.ca/public-health/reporting/hamilton-opioid-information-system">www.hamilton.ca/public-health/reporting/hamilton-opioid-information-system</a></p> <p><a href="http://www.hamilton.ca/public-health/reporting/public-health-annual-report">www.hamilton.ca/public-health/reporting/public-health-annual-report</a></p>
<b>Social Services</b>	<p><a href="http://www.hamilton.ca/social-services">www.hamilton.ca/social-services</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services">www.hamilton.ca/social-services/early-years-and-child-care-services</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/apply-financial-support-child-care">www.hamilton.ca/social-services/early-years-and-child-care-services/apply-financial-support-child-care</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-affordability-plan">www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-affordability-plan</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-subsidy-calculator">www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-subsidy-calculator</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/earlyon-child-and-family-centres-locations">www.hamilton.ca/social-services/early-years-and-child-care-services/earlyon-child-and-family-centres-locations</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/early-years-programs-services">www.hamilton.ca/social-services/early-years-and-child-care-services/early-years-programs-services</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/financial-support-child-care">www.hamilton.ca/social-services/early-years-and-child-care-services/financial-support-child-care</a></p> <p><a href="http://www.hamilton.ca/social-services/early-years-and-child-care-services/finding-child-care">www.hamilton.ca/social-services/early-years-and-child-care-services/finding-child-care</a></p> <p><a href="http://www.hamilton.ca/social-services/housing">www.hamilton.ca/social-services/housing</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/domiciliary-hostels-emergency-shelters">www.hamilton.ca/social-services/housing/domiciliary-hostels-emergency-shelters</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/homelessness-prevention">www.hamilton.ca/social-services/housing/homelessness-prevention</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/homeownership-down-payment-assistance-program">www.hamilton.ca/social-services/housing/homeownership-down-payment-assistance-program</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/housing-stability-benefit">www.hamilton.ca/social-services/housing/housing-stability-benefit</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/how-waitlist-works">www.hamilton.ca/social-services/housing/how-waitlist-works</a></p> <p><a href="http://www.hamilton.ca/social-services/housing/point-in-time-connection">www.hamilton.ca/social-services/housing/point-in-time-connection</a></p>



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<b>Social Services</b>  (cont'd)	<a href="http://www.hamilton.ca/social-services/housing/social-housing">www.hamilton.ca/social-services/housing/social-housing</a> <a href="http://www.hamilton.ca/social-services/long-term-care">www.hamilton.ca/social-services/long-term-care</a> <a href="http://www.hamilton.ca/social-services/long-term-care/macassa-lodge">www.hamilton.ca/social-services/long-term-care/macassa-lodge</a> <a href="http://www.hamilton.ca/social-services/long-term-care/wentworth-lodge">www.hamilton.ca/social-services/long-term-care/wentworth-lodge</a> <a href="http://www.hamilton.ca/social-services/ontario-works">www.hamilton.ca/social-services/ontario-works</a> <a href="http://www.hamilton.ca/social-services/ontario-works/apply-ontario-works">www.hamilton.ca/social-services/ontario-works/apply-ontario-works</a> <a href="http://www.hamilton.ca/social-services/ontario-works/receiving-ontario-works">www.hamilton.ca/social-services/ontario-works/receiving-ontario-works</a> <a href="http://www.hamilton.ca/social-services/support-programs">www.hamilton.ca/social-services/support-programs</a> <a href="http://www.hamilton.ca/social-services/support-programs/affordable-transit-pass-program">www.hamilton.ca/social-services/support-programs/affordable-transit-pass-program</a> <a href="http://www.hamilton.ca/social-services/support-programs/christmas-registry">www.hamilton.ca/social-services/support-programs/christmas-registry</a> <a href="http://www.hamilton.ca/social-services/support-programs/home-management-program">www.hamilton.ca/social-services/support-programs/home-management-program</a> <a href="http://www.hamilton.ca/social-services/support-programs/how-apply-affordable-transit-pass">www.hamilton.ca/social-services/support-programs/how-apply-affordable-transit-pass</a>
<b>Starting a Small Business</b>	<a href="http://www.hamilton.ca/starting-small-business">www.hamilton.ca/starting-small-business</a> <a href="http://www.hamilton.ca/starting-small-business/business-licences">www.hamilton.ca/starting-small-business/business-licences</a> <a href="http://www.hamilton.ca/starting-small-business/one-stop-business/zoning-verification">www.hamilton.ca/starting-small-business/one-stop-business/zoning-verification</a>
<b>Streets &amp; Transportation</b>	<a href="http://www.hamilton.ca/streets-transportation">www.hamilton.ca/streets-transportation</a> <a href="http://www.hamilton.ca/streets-transportation/biking-cyclists">www.hamilton.ca/streets-transportation/biking-cyclists</a> <a href="http://www.hamilton.ca/streets-transportation/biking-cyclists/cycling-groups-shops">www.hamilton.ca/streets-transportation/biking-cyclists/cycling-groups-shops</a> <a href="http://www.hamilton.ca/streets-transportation/driving-traffic">www.hamilton.ca/streets-transportation/driving-traffic</a> <a href="http://www.hamilton.ca/streets-transportation/driving-traffic/dynamic-speed-signs">www.hamilton.ca/streets-transportation/driving-traffic/dynamic-speed-signs</a> <a href="http://www.hamilton.ca/streets-transportation/driving-traffic/hamiltons-truck-route-network">www.hamilton.ca/streets-transportation/driving-traffic/hamiltons-truck-route-network</a>



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<b>Streets &amp; Transportation</b>  <b>(cont'd)</b>	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/neighbourhood-speed-limit-reductions">www.hamilton.ca/streets-transportation/driving-traffic/neighbourhood-speed-limit-reductions</a>
	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/potential-changes-traffic-control-upper-james-street">www.hamilton.ca/streets-transportation/driving-traffic/potential-changes-traffic-control-upper-james-street</a>
	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/red-light-cameras">www.hamilton.ca/streets-transportation/driving-traffic/red-light-cameras</a>
	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/request-traffic-signal-timings-and-drawings">www.hamilton.ca/streets-transportation/driving-traffic/request-traffic-signal-timings-and-drawings</a>
	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/road-closures">www.hamilton.ca/streets-transportation/driving-traffic/road-closures</a>
	<a href="http://www.hamilton.ca/streets-transportation/driving-traffic/roundabouts">www.hamilton.ca/streets-transportation/driving-traffic/roundabouts</a>
	<a href="http://www.hamilton.ca/streets-transportation/school-zones-safety-tips">www.hamilton.ca/streets-transportation/school-zones-safety-tips</a>
	<a href="http://www.hamilton.ca/streets-transportation/school-zones-safety-tips/back-school-safety">www.hamilton.ca/streets-transportation/school-zones-safety-tips/back-school-safety</a>
	<a href="http://www.hamilton.ca/streets-transportation/streets-sidewalks">www.hamilton.ca/streets-transportation/streets-sidewalks</a>
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	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking">www.hamilton.ca/streets-transportation/tickets-parking</a>
	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/ministry-transportation-ontario-mto-accessible-parking-permit">www.hamilton.ca/streets-transportation/tickets-parking/ministry-transportation-ontario-mto-accessible-parking-permit</a>
	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/municipal-parking-by-laws">www.hamilton.ca/streets-transportation/tickets-parking/municipal-parking-by-laws</a>
	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/parking-meters">www.hamilton.ca/streets-transportation/tickets-parking/parking-meters</a>
	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/pay-your-ticket">www.hamilton.ca/streets-transportation/tickets-parking/pay-your-ticket</a>
	<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/residential-boulevard-parking">www.hamilton.ca/streets-transportation/tickets-parking/residential-boulevard-parking</a>
<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/residential-parking-private-property">www.hamilton.ca/streets-transportation/tickets-parking/residential-parking-private-property</a>	
<a href="http://www.hamilton.ca/streets-transportation/tickets-parking/street-parking">www.hamilton.ca/streets-transportation/tickets-parking/street-parking</a>	



## Appendix C: Population, Sample Size and Margins of Error

The following table provides the population figures for the city and each of the 15 wards, the phone sample collected and the associated margin of error for each ward.

Geography	2016 Population*	2019 Phone Surveys Collected	Margin of Error at 95% CI
City of Hamilton Total	536,920	5,771	+/- 1.3%
Ward 1	29,850	385	+/- 5.0%
Ward 2	33,600	385	+/- 5.0%
Ward 3	41,205	387	+/- 5.0%
Ward 4	38,595	385	+/- 5.0%
Ward 5	41,855	390	+/- 4.9%
Ward 6	38,650	385	+/- 5.0%
Ward 7	47,460	385	+/- 5.0%
Ward 8	34,485	388	+/- 4.9%
Ward 9	28,760	390	+/- 4.9%
Ward 10	37,215	390	+/- 4.9%
Ward 11	25,415	366	+/- 5.1%
Ward 12	42,560	387	+/- 5.0%
Ward 13	35,365	389	+/- 4.9%
Ward 14	34,230	387	+/- 5.0%
Ward 15	27,675	372	+/- 5.0%

\*Source: Data is derived from custom tabulations of Statistic Canada's 2016 Census obtained by the City of Hamilton as a consortium member of the Canadian Community Economic Development Network's Community Data Program.



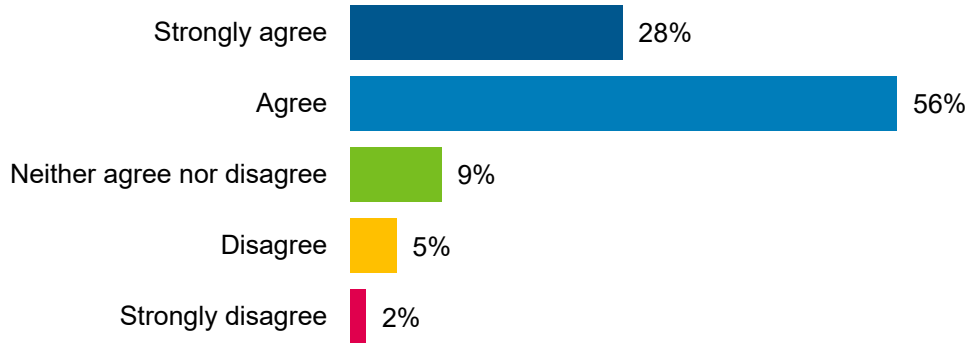
## **Appendix D: Detailed Response Summary**

This section provides the detailed response breakdowns for both the phone and online 2019 Our City Survey.

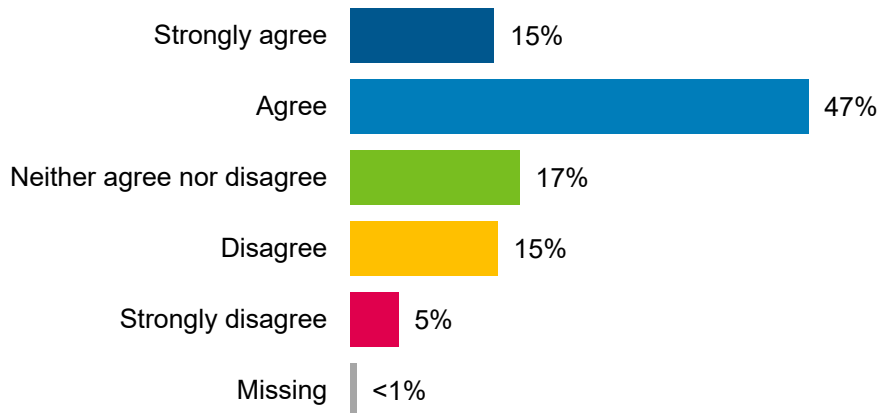


## Hamilton is a great place to live

Phone (n=5,771)



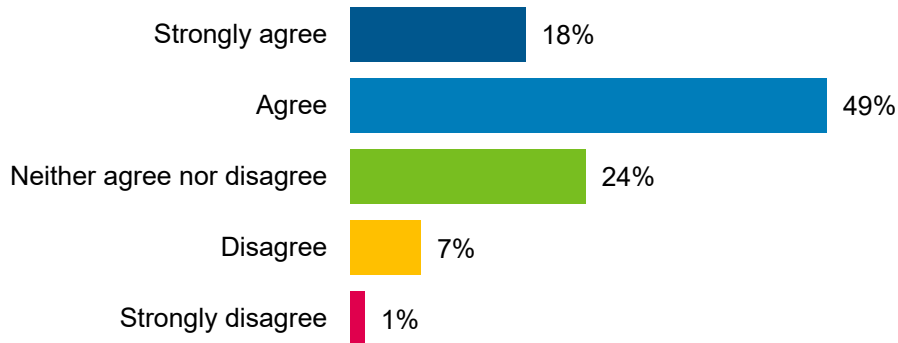
Online (n=3,374)



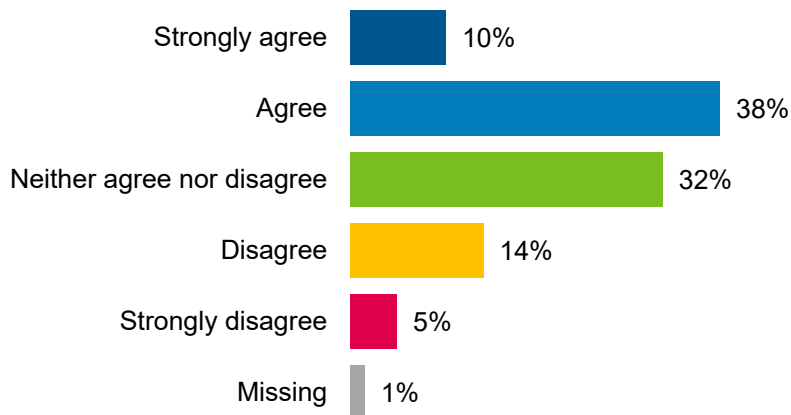


## Hamilton is a great place to work

Phone (n=5,771)



Online (n=3,374)

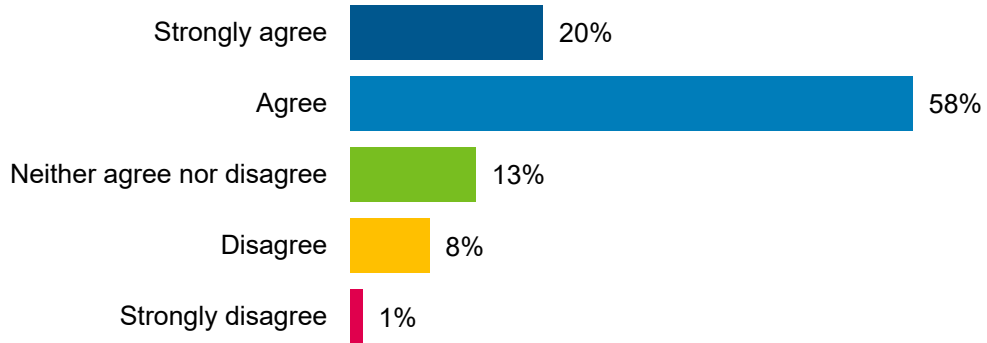




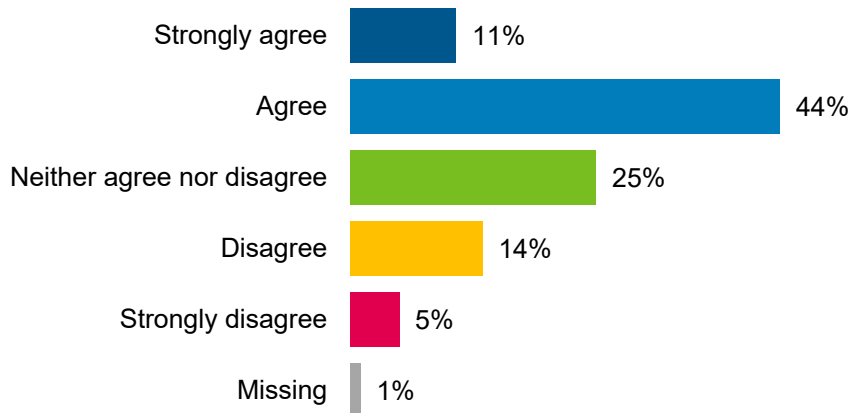


## Hamilton is a great place to play

Phone (n=5,771)



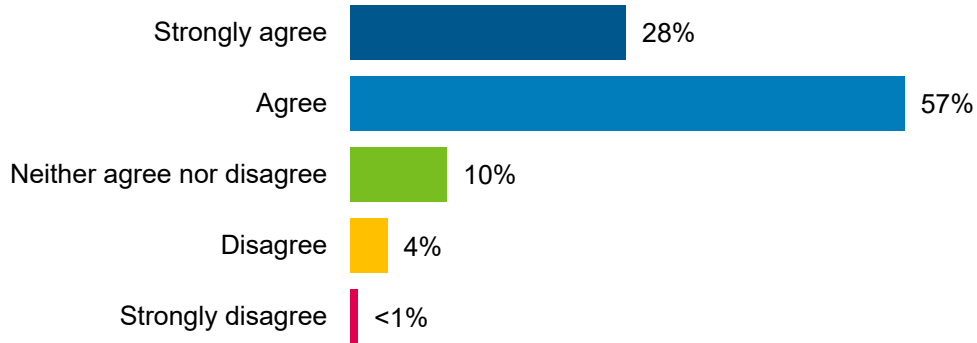
Online (n=3,374)



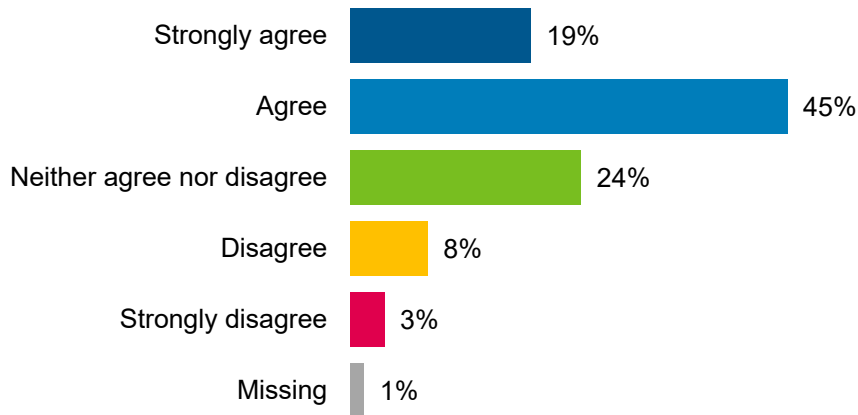


## Hamilton is a great place to learn

Phone (n=5,771)



Online (n=3,374)

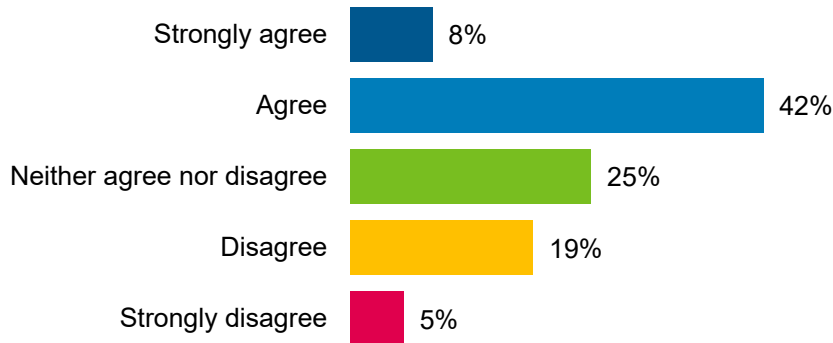




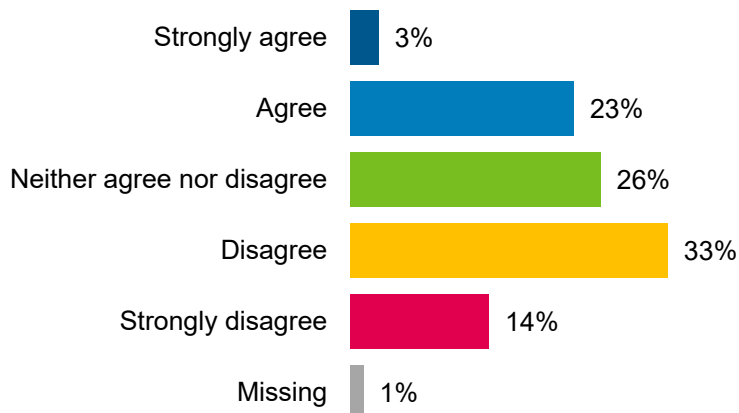
# Our City Survey 2019 Summary Report

Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”

## Phone (n=5,771)



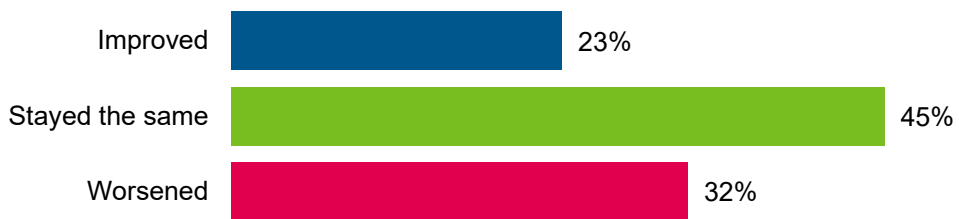
## Online (n=3,374)



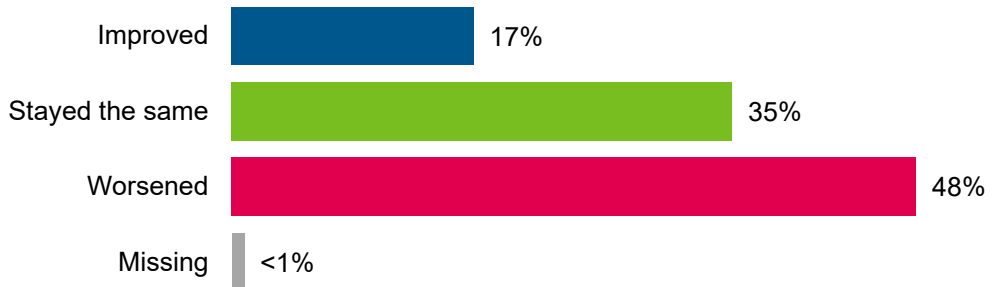


In the past two years, would you say the quality of life in the City of Hamilton has ...

Phone (n=5,771)

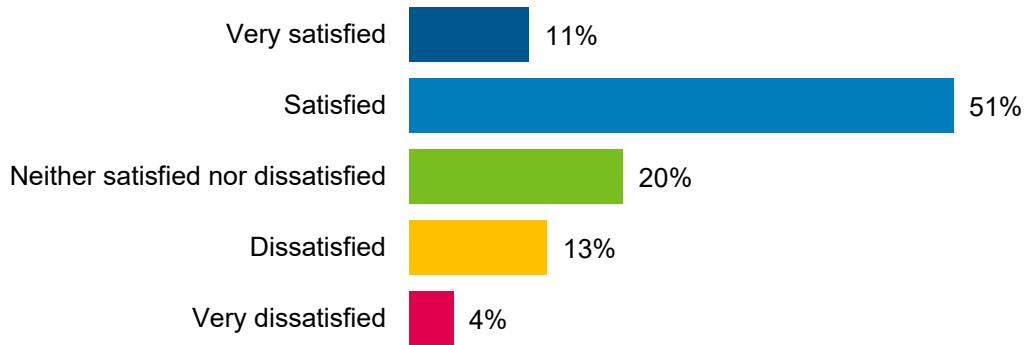


Online (n=3,374)

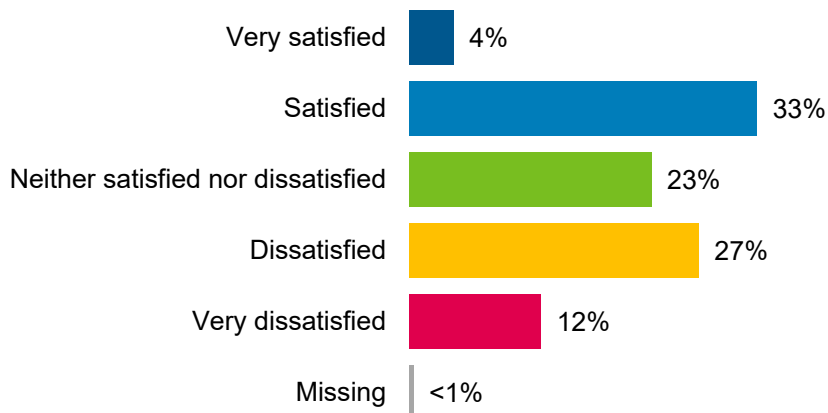


Overall, how satisfied are you with the services provided by the City of Hamilton?

Phone (n=5,771)



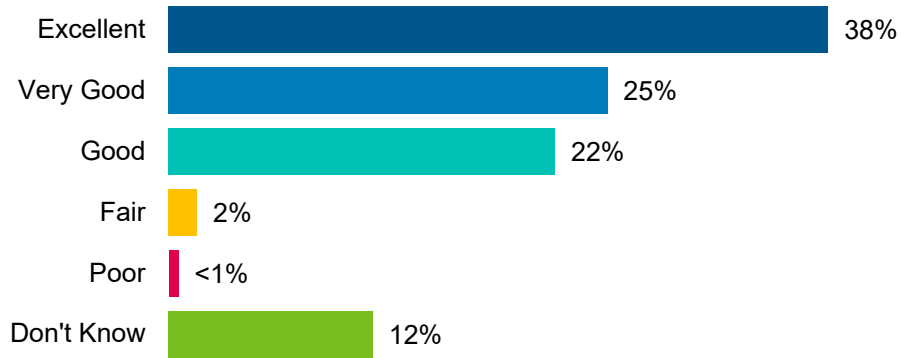
Online (n=3,374)



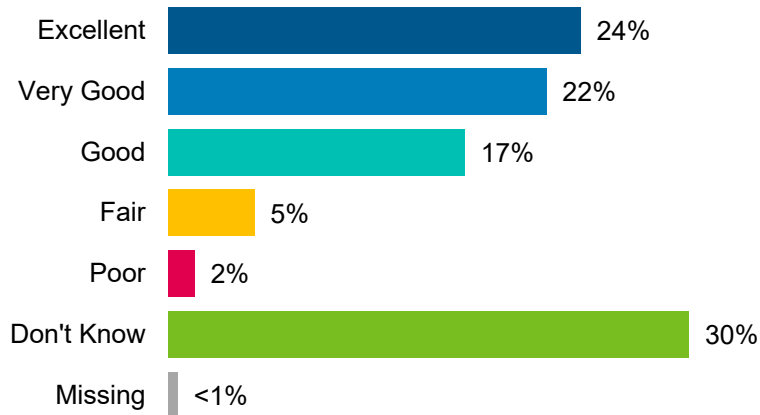


## Fire Department

Phone (n=5,771)

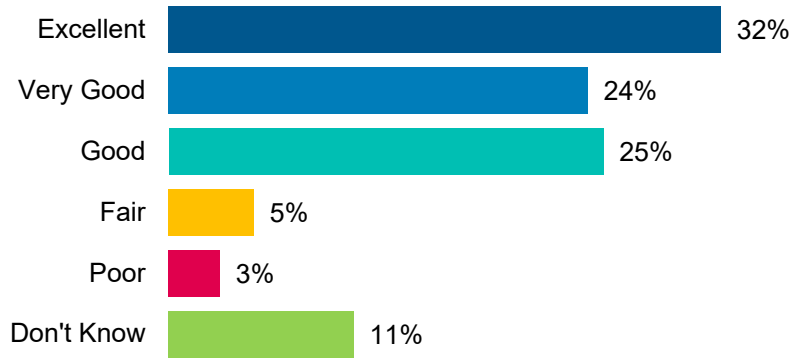


Online (n=3,374)

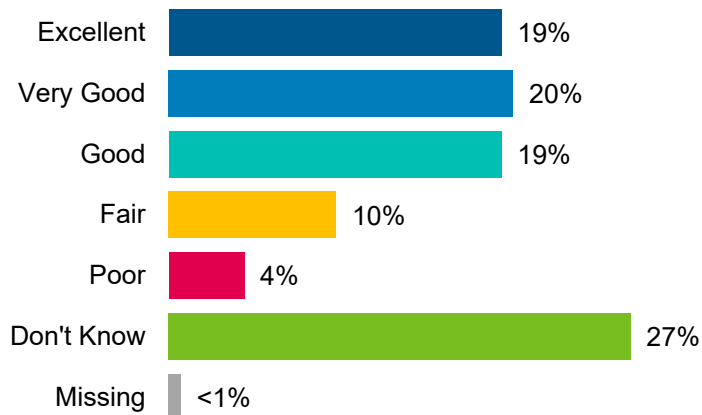


## Paramedic Services

Phone (n=5,771)



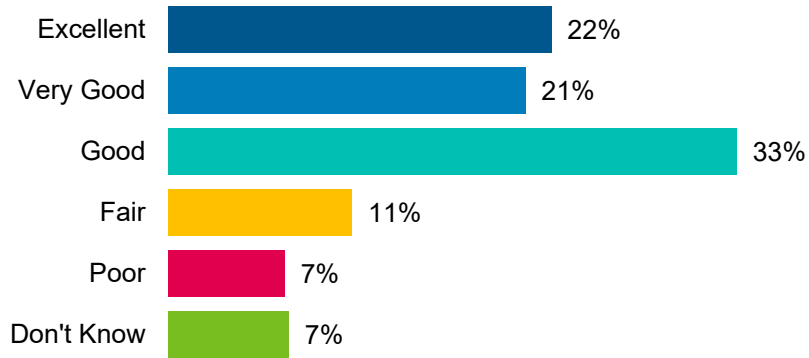
Online (n=3,374)



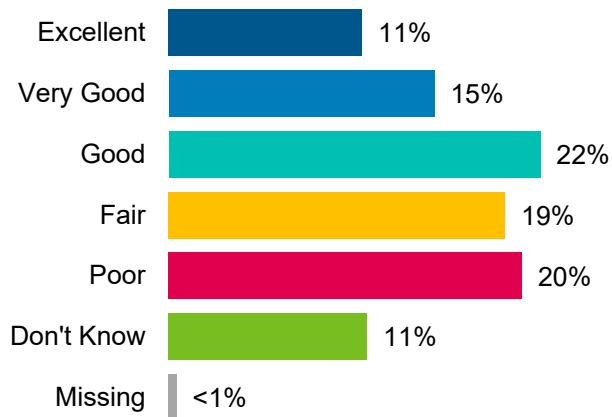


## Police Services

Phone (n=5,771)



Online (n=3,374)

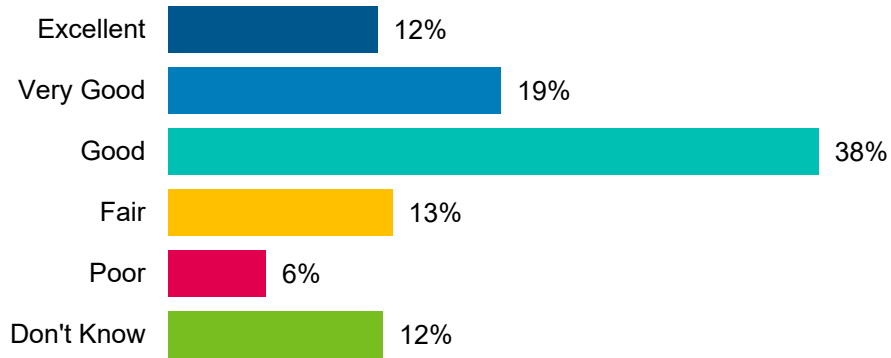




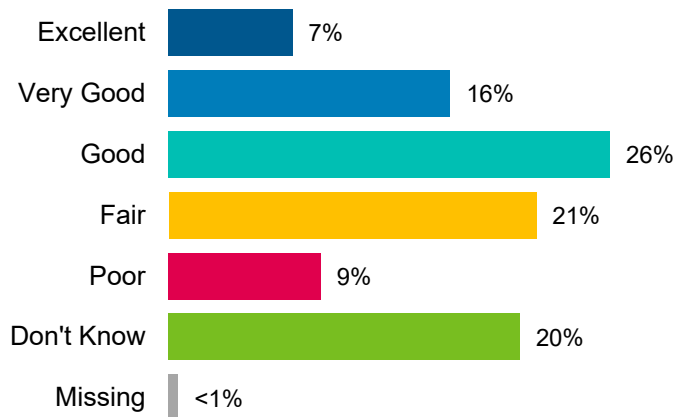


## Emergency Management

Phone (n=5,771)

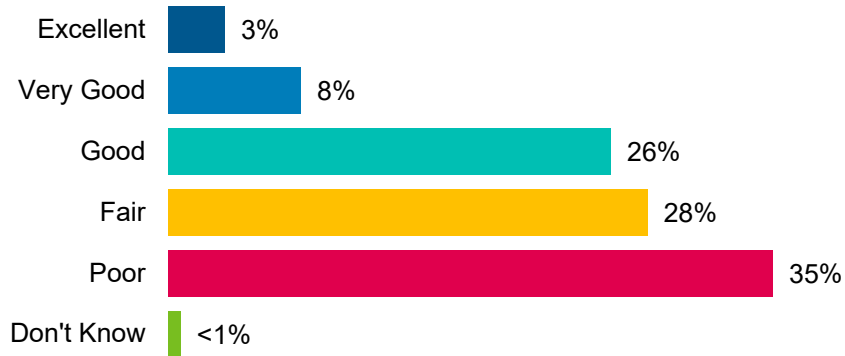


Online (n=3,374)

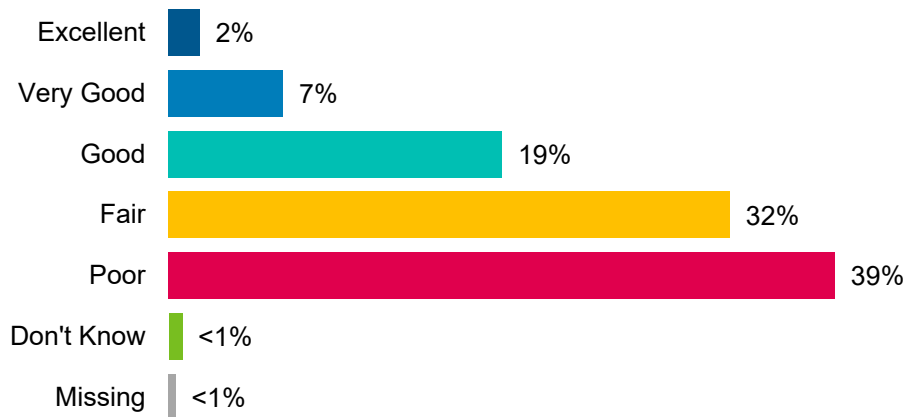


## Roads and Sidewalks

Phone (n=5,771)

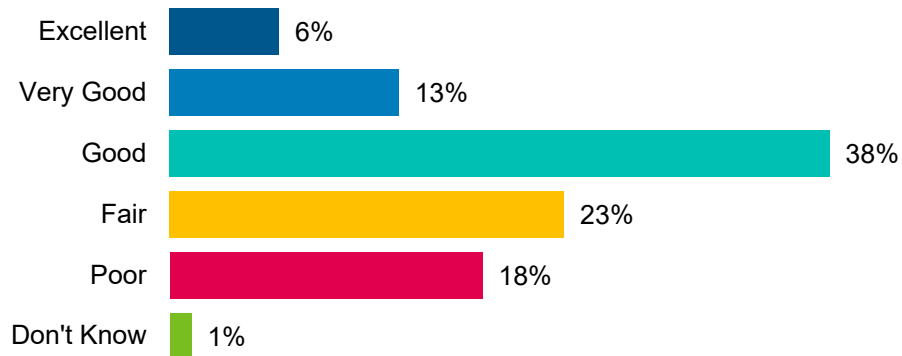


Online (n=3,374)

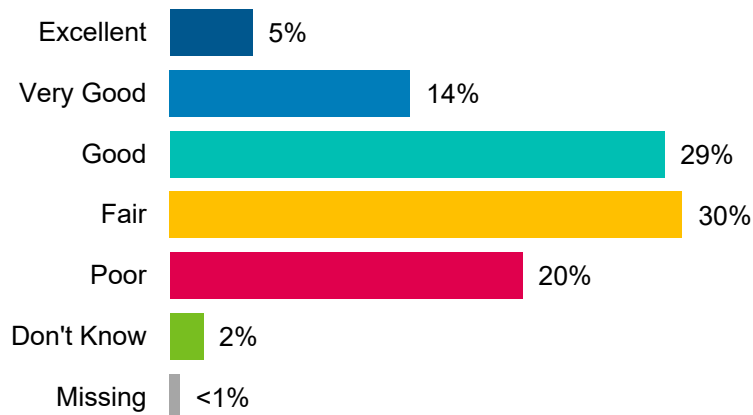


## Snow Plowing and Salting of Roads

Phone (n=5,771)

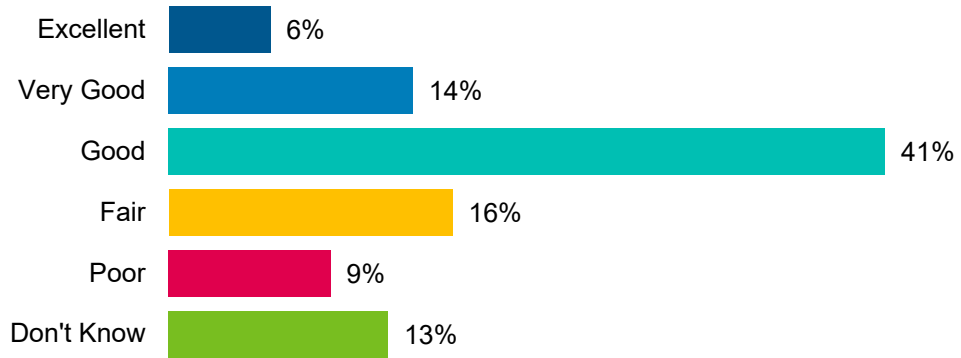


Online (n=3,374)

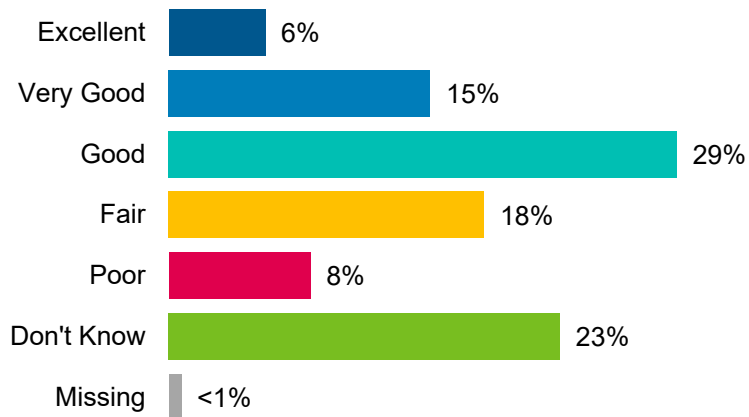


## Snow Plowing and Salting of City-owned Facilities

Phone (n=5,771)



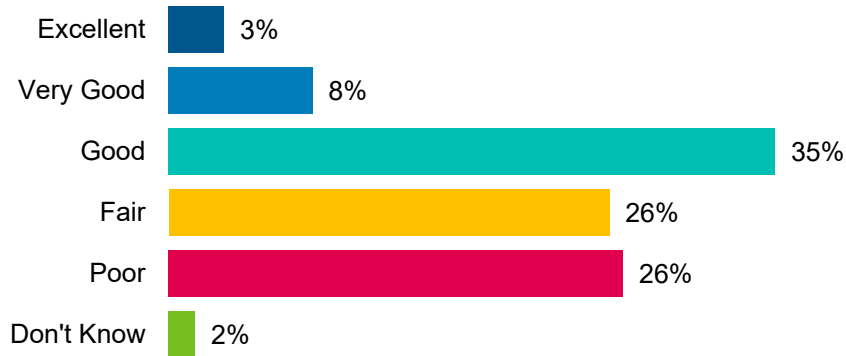
Online (n=3,374)



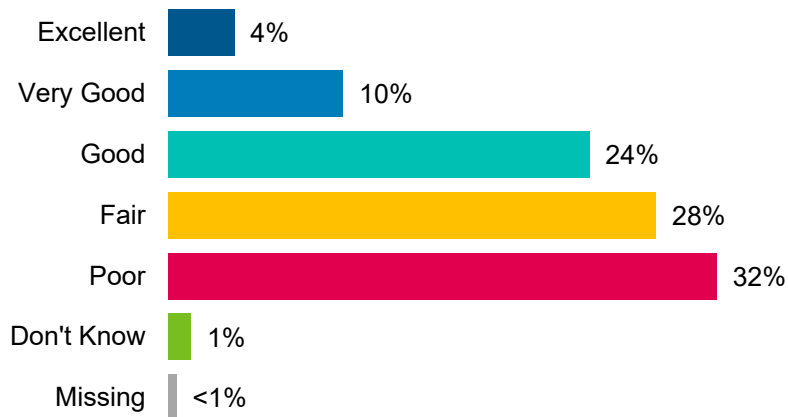


## Traffic Flow and Roadway Safety

Phone (n=5,771)



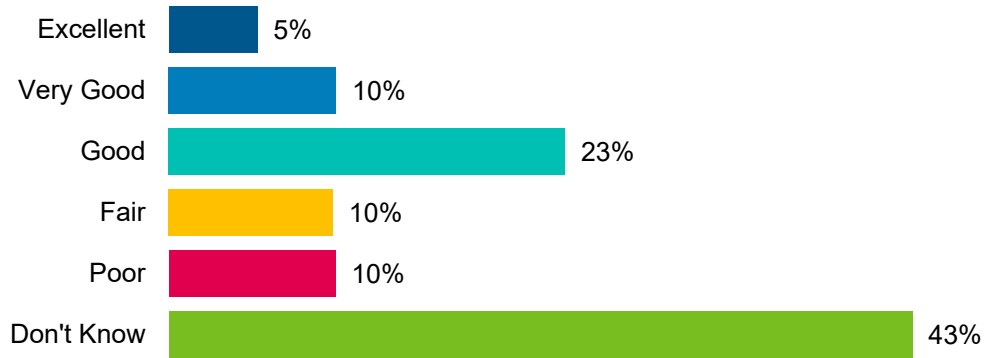
Online (n=3,374)



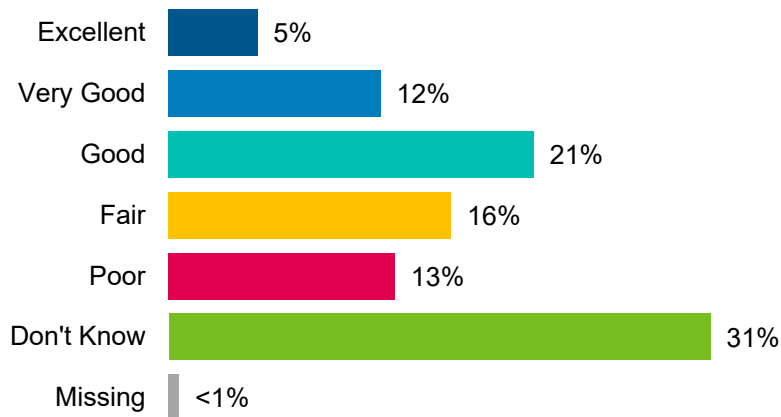


## Hamilton Street Railway (HSR) Buses

Phone (n=5,771)



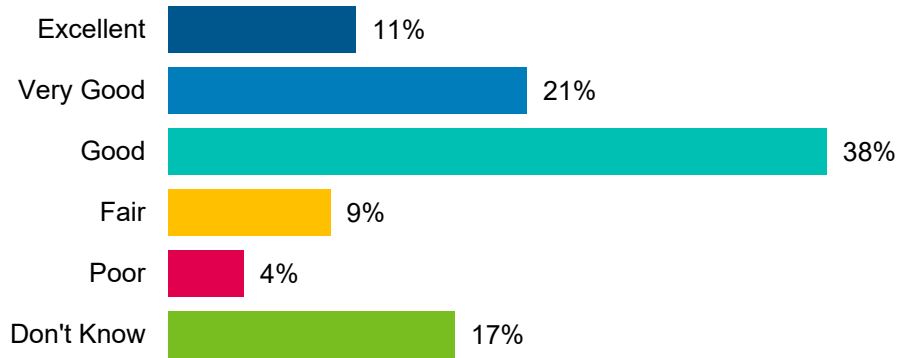
Online (n=3,374)



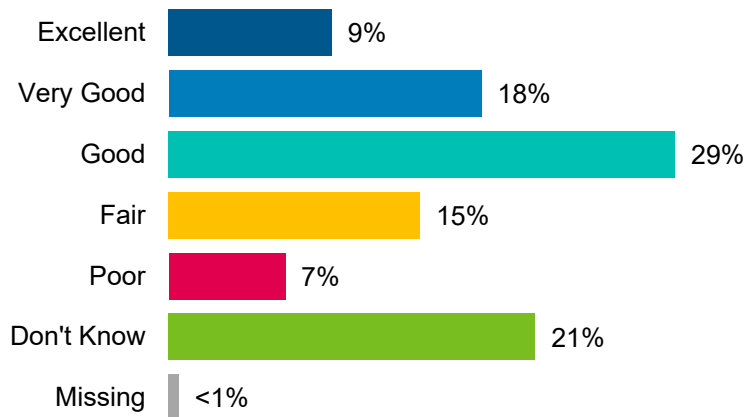


## Recreation

Phone (n=5,771)



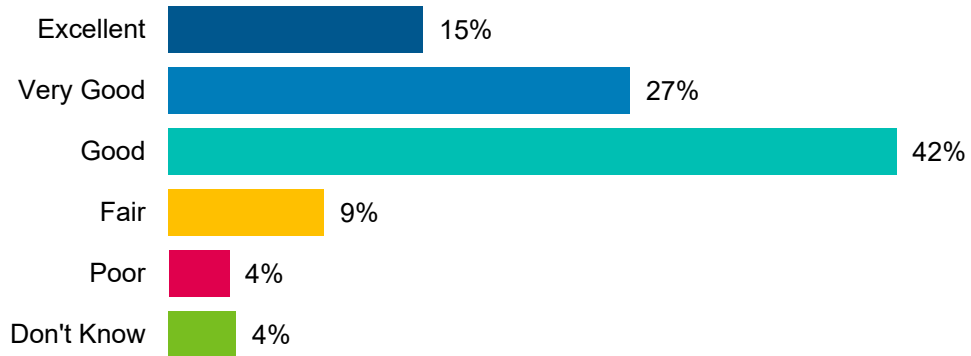
Online (n=3,374)



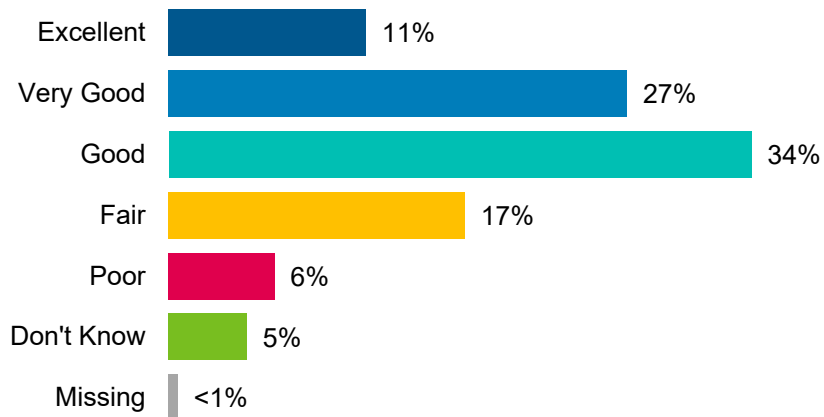


## Parks and Open Space

Phone (n=5,771)



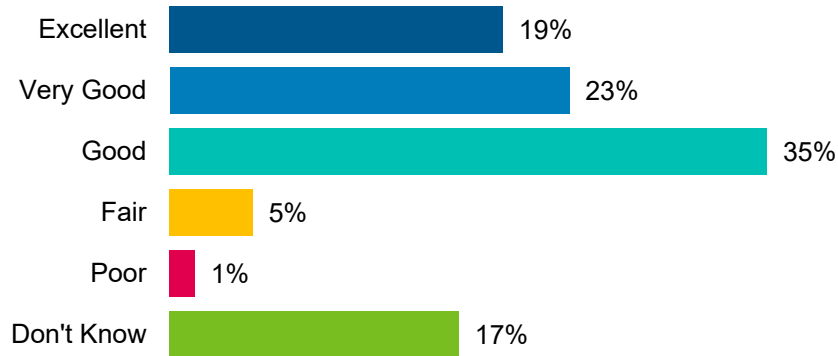
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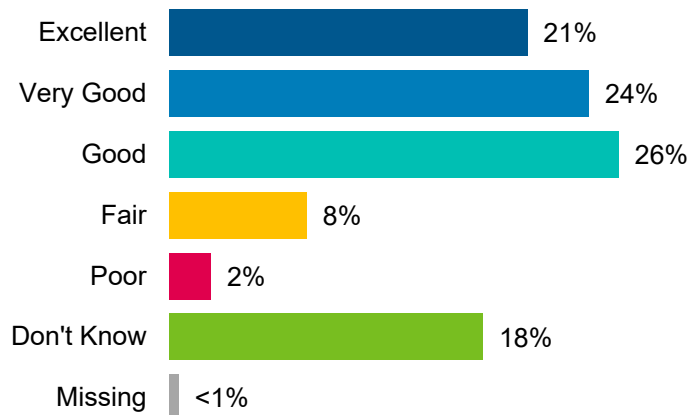


## Libraries and Bookmobiles

Phone (n=5,771)

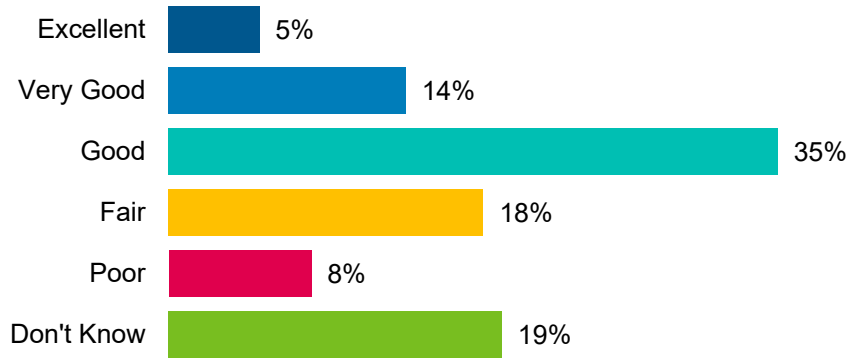


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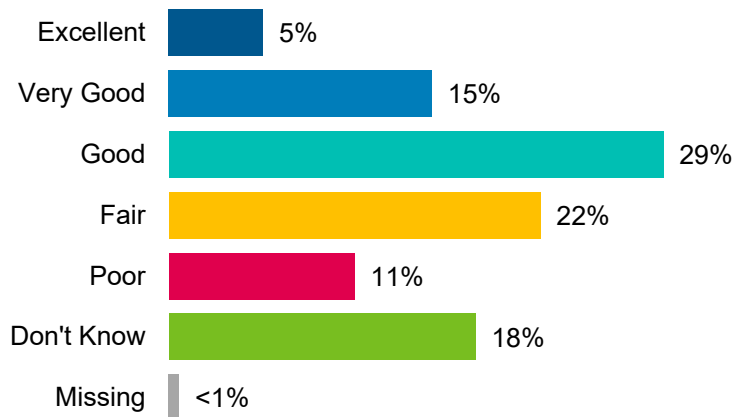


## Tourism

Phone (n=5,771)



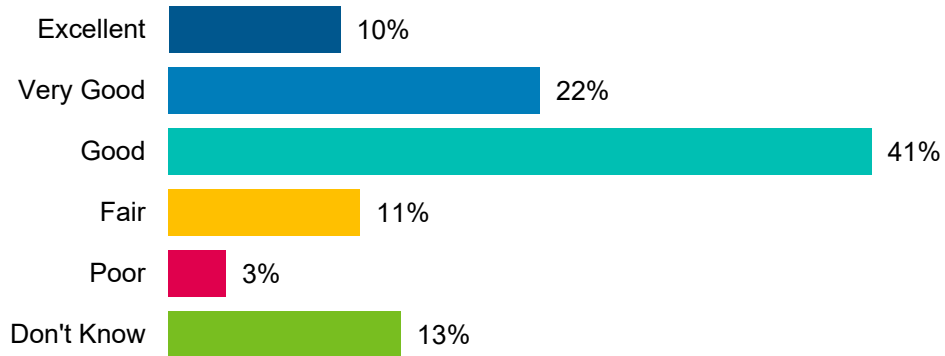
Online (n=3,374)



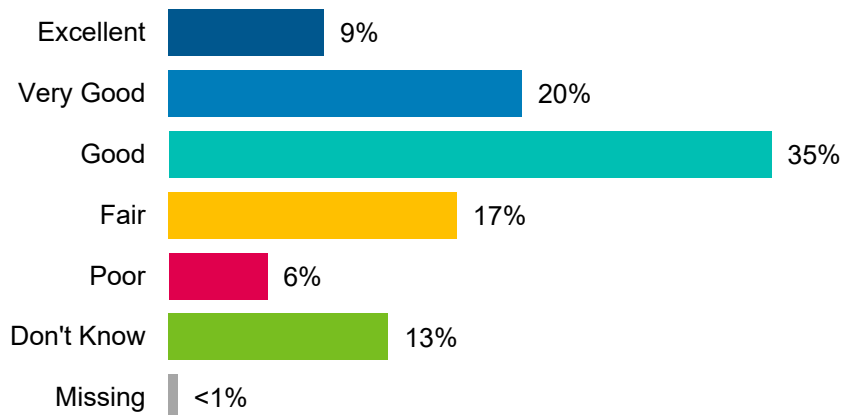


## Culture

Phone (n=5,771)



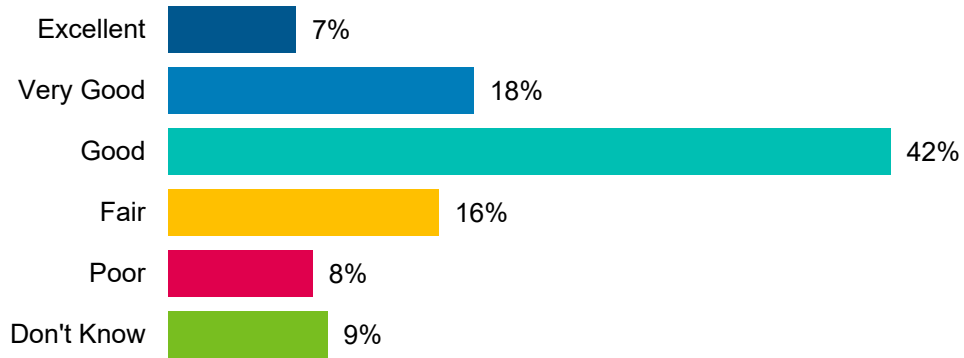
Online (n=3,374)



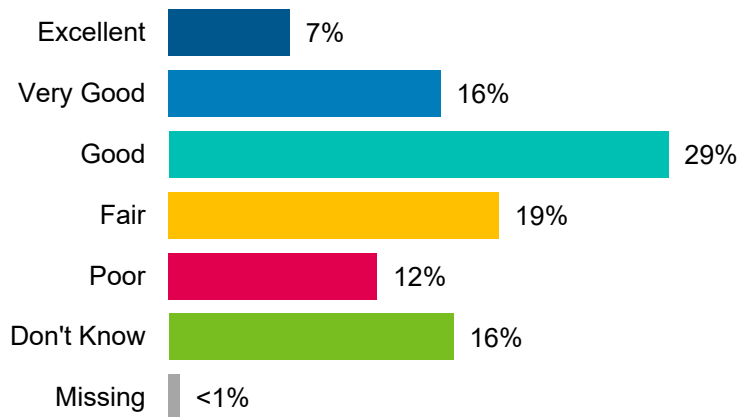


## Public Health

Phone (n=5,771)



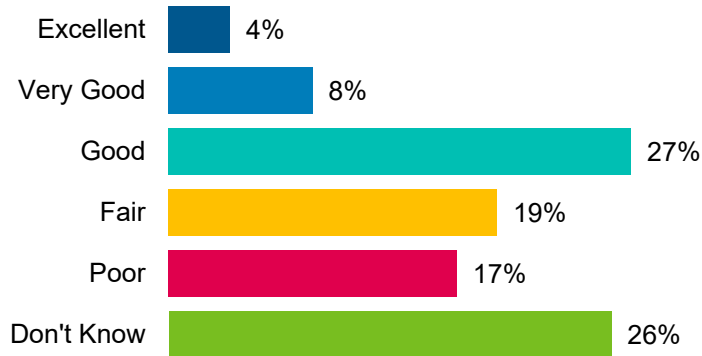
Online (n=3,374)



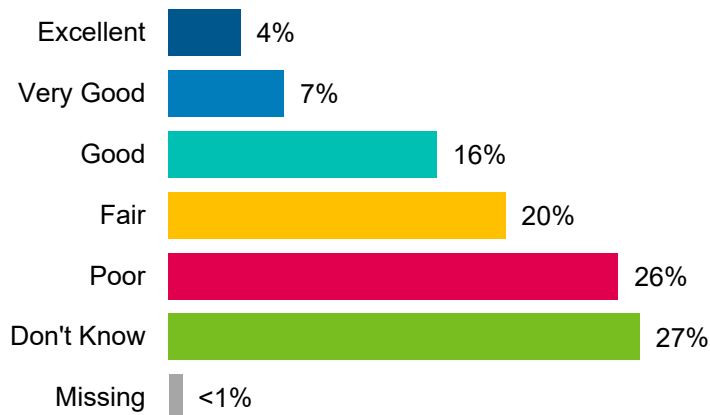


## Social Services

Phone (n=5,771)



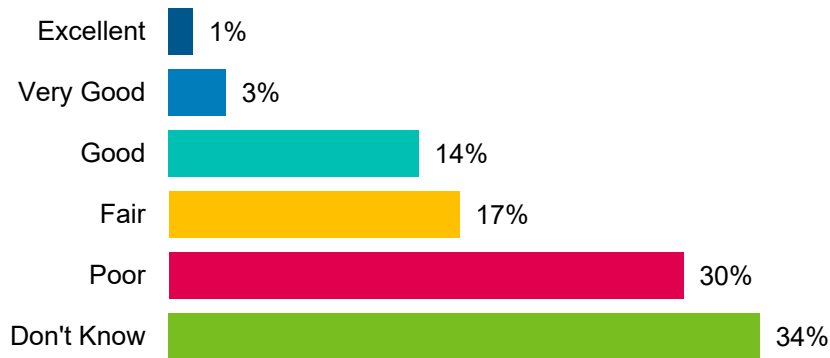
Online (n=3,374)



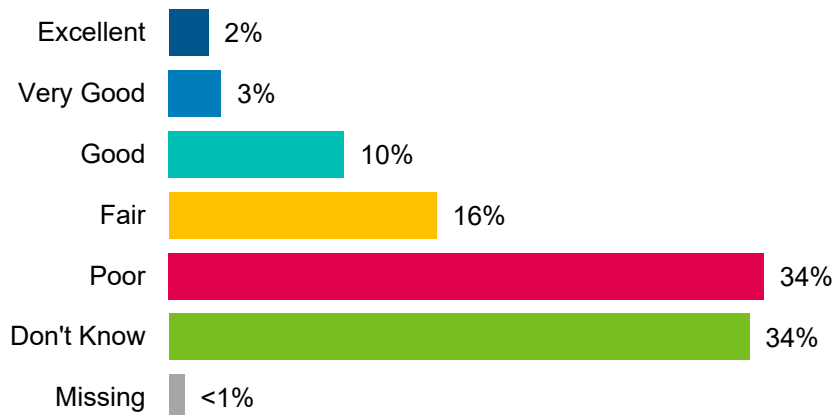


## Social Housing

Phone (n=5,771)



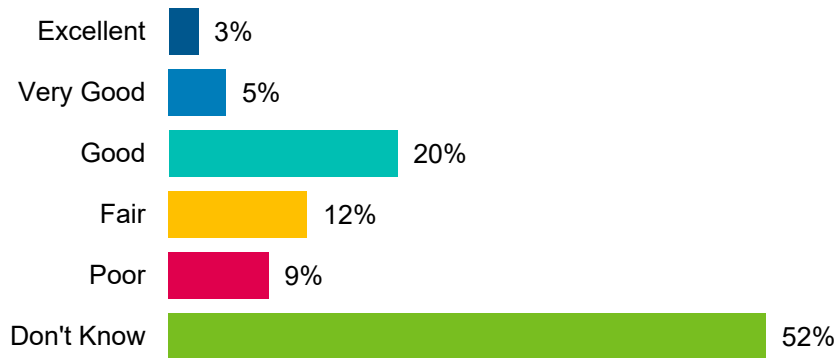
Online (n=3,374)



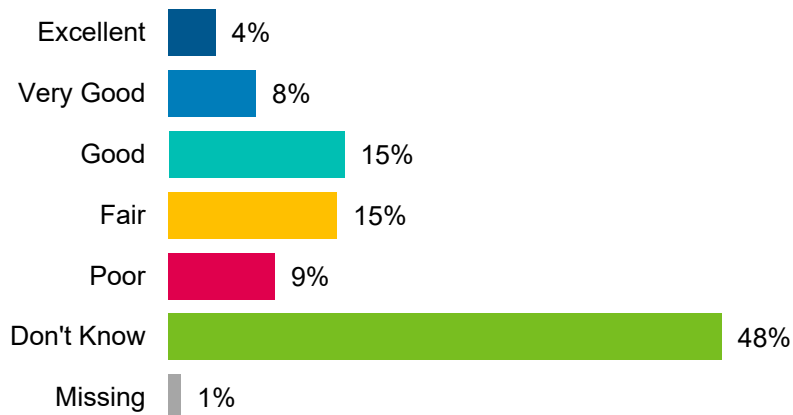


## Child Care Services

Phone (n=5,771)



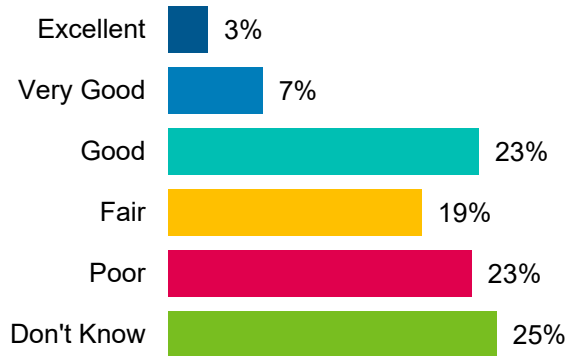
Online (n=3,374)



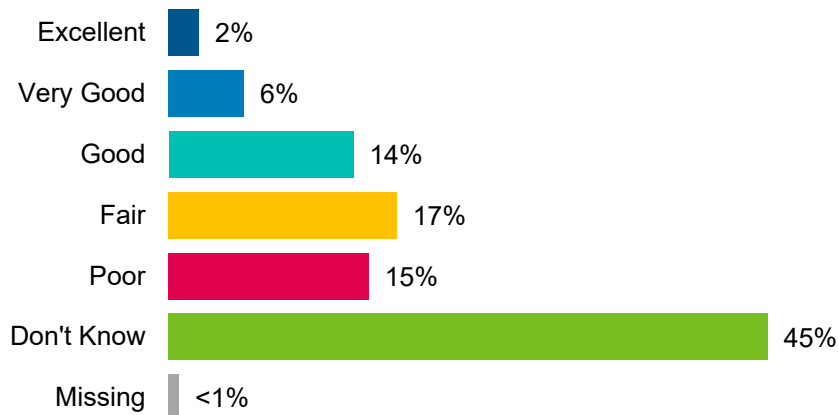


## Services for Seniors Including Long-term Care

Phone (n=5,771)



Online (n=3,374)

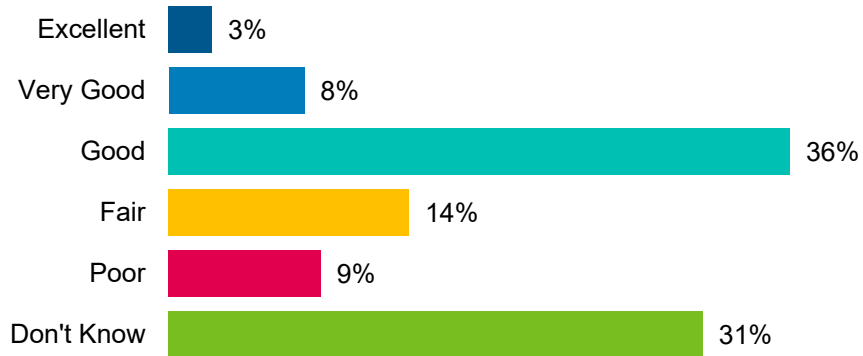




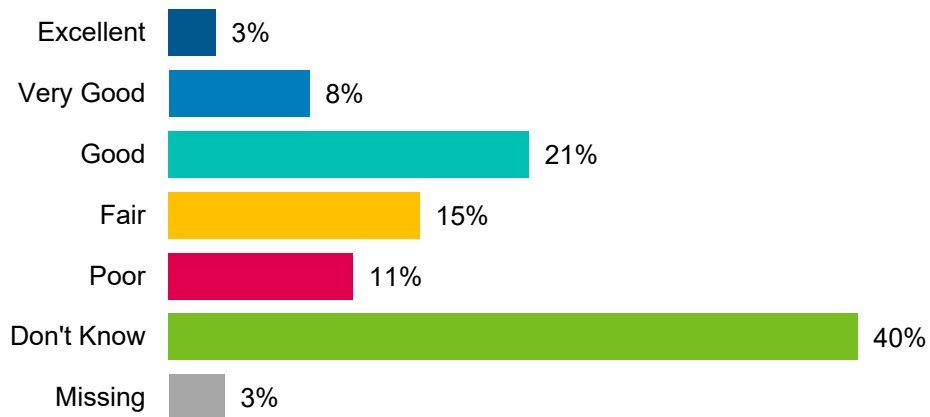


## Legislative Services and Records Information

Phone (n=5,771)

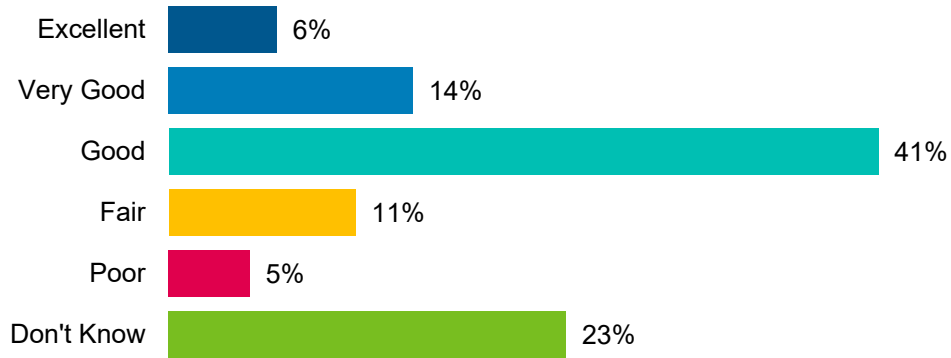


Online (n=3,374)

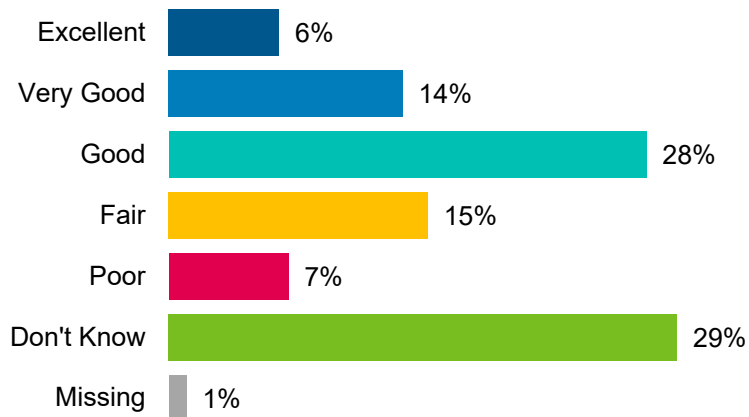


## Animal Services

Online (n=5,771)

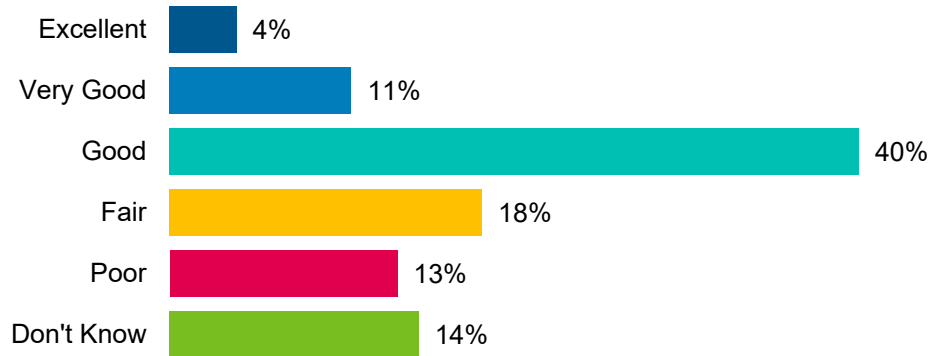


Online (n=3,374)

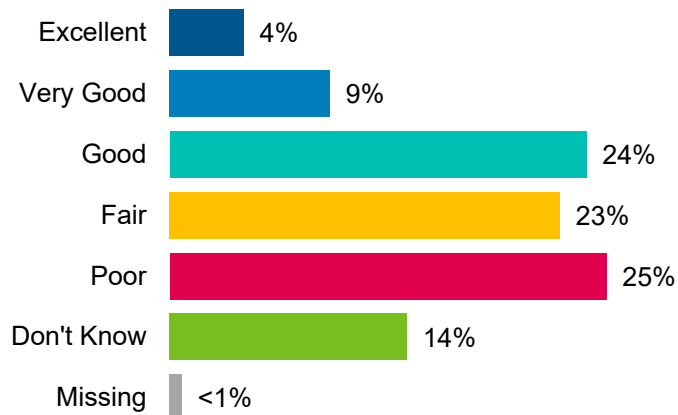


## By-law Enforcement

Phone (n=5,771)



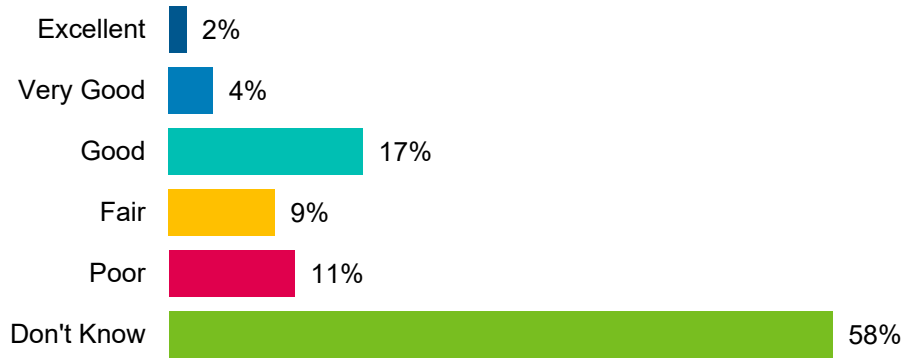
Online (n=3,374)



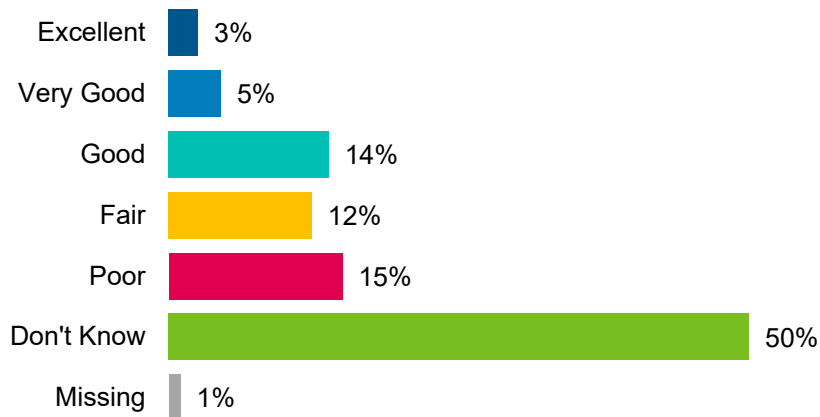


## Building Permits

Phone (n=5,771)



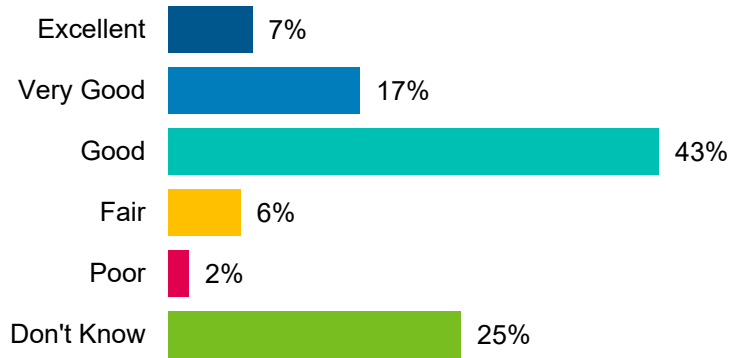
Online (n=3,374)



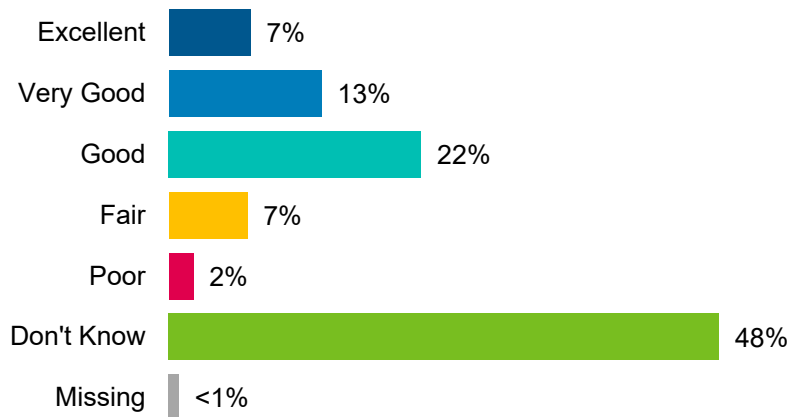


## Cemetery

Phone (n=5,771)



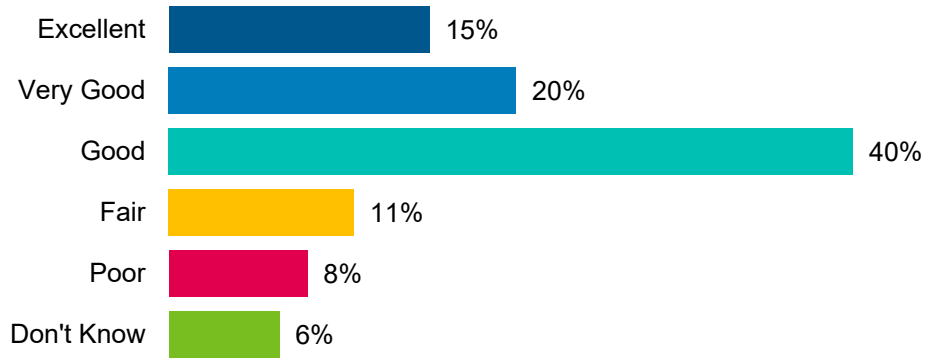
Online (n=3,374)



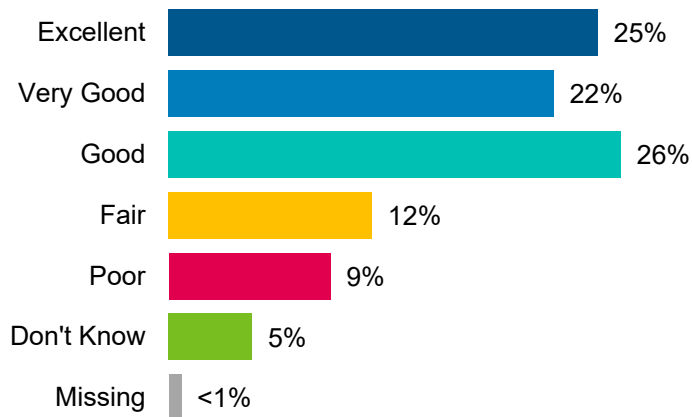


## Drinking Water

Phone (n=5,771)

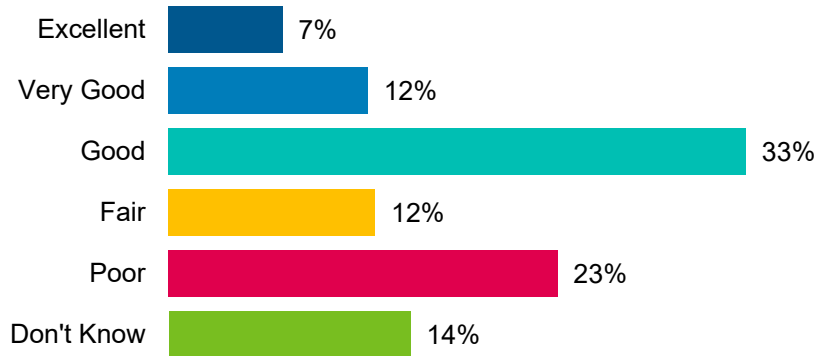


Online (n=3,374)

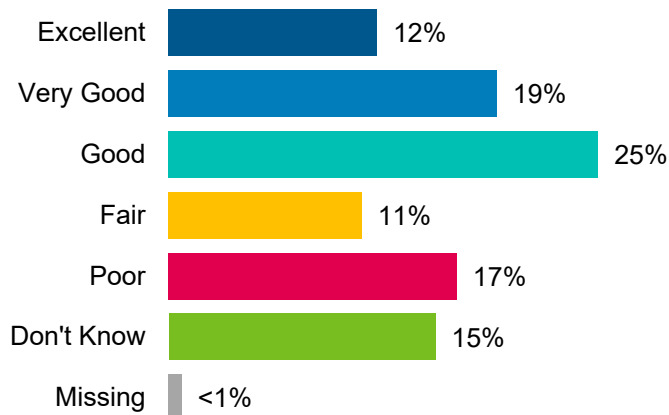


## Wastewater Management

Phone (n=5,771)



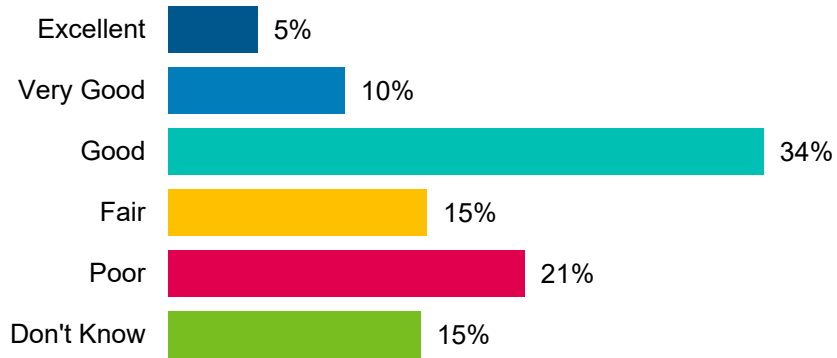
Online (n=3,374)



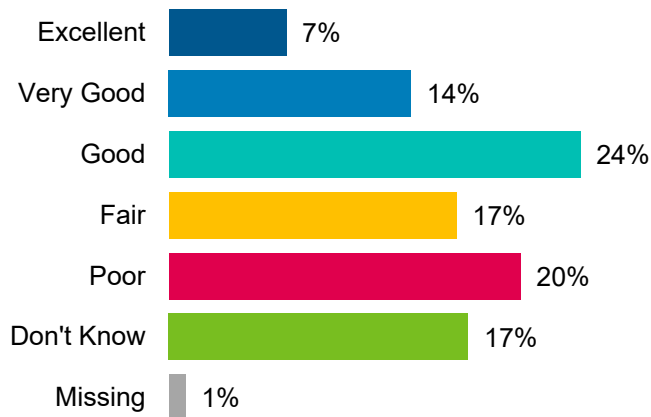


## Stormwater Management

Phone (n=5,771)



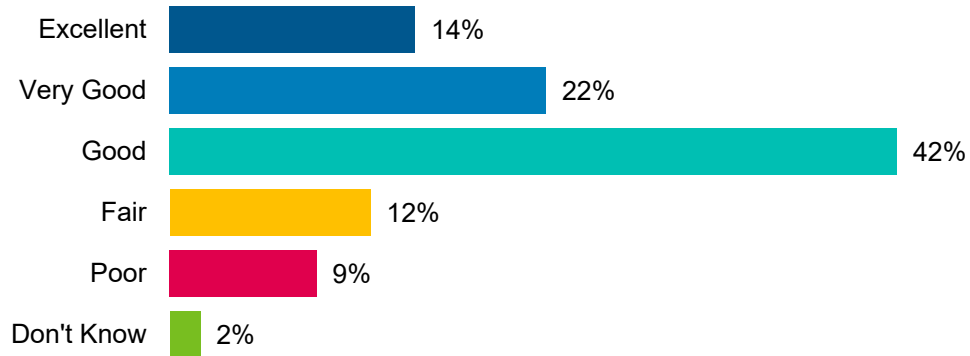
Online (n=3,374)



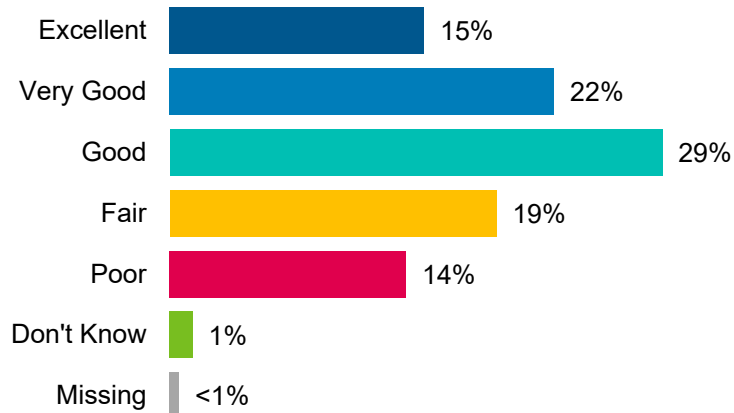


## Waste Management

Phone (n=5,771)



Online (n=3,374)

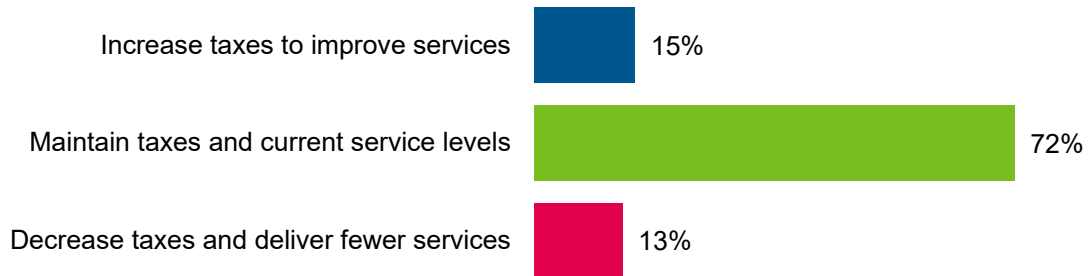




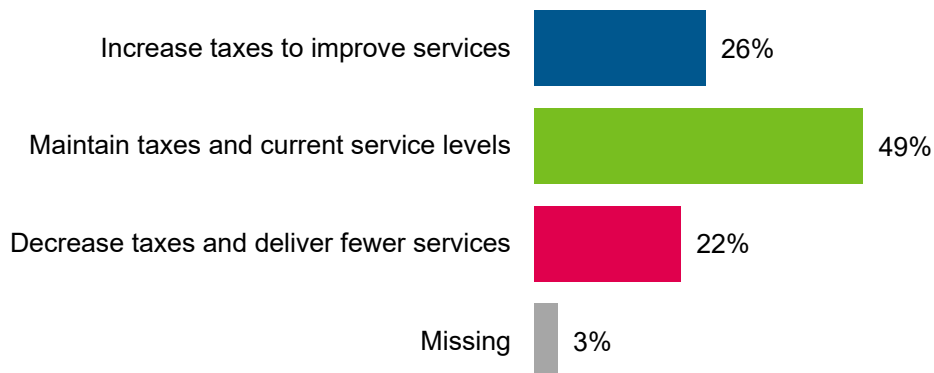
# Our City Survey 2019 Summary Report

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:

## Phone (n=5,771)



## Online (n=3,374)

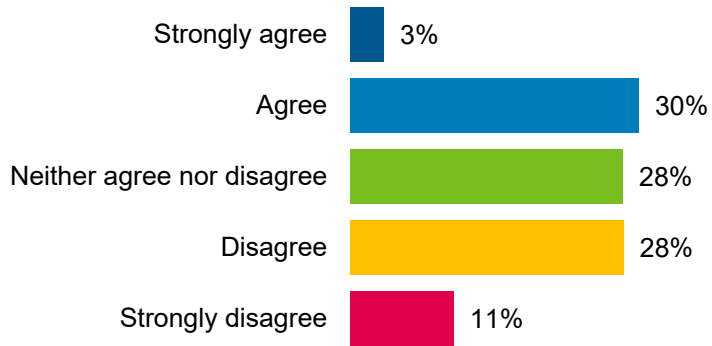




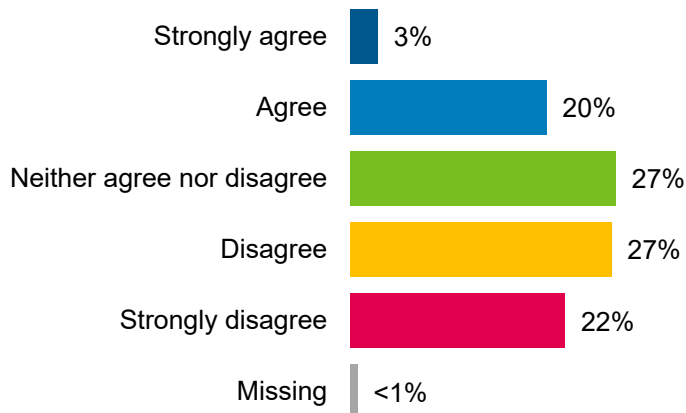
# Our City Survey 2019 Summary Report

The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

## Phone (n=5,771)



## Online (n=3,374)

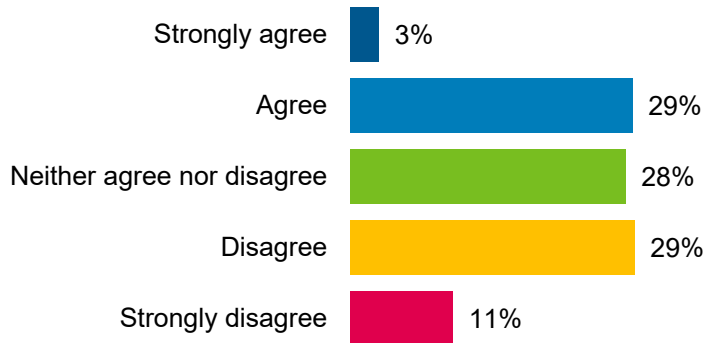




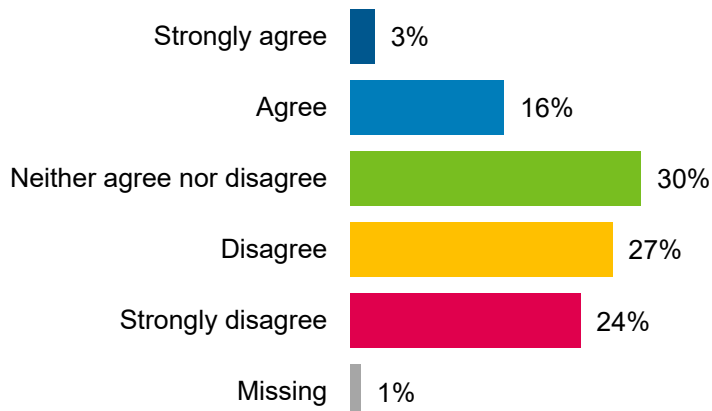
# Our City Survey 2019 Summary Report

The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

## Phone (n=5,771)



## Online (n=3,374)

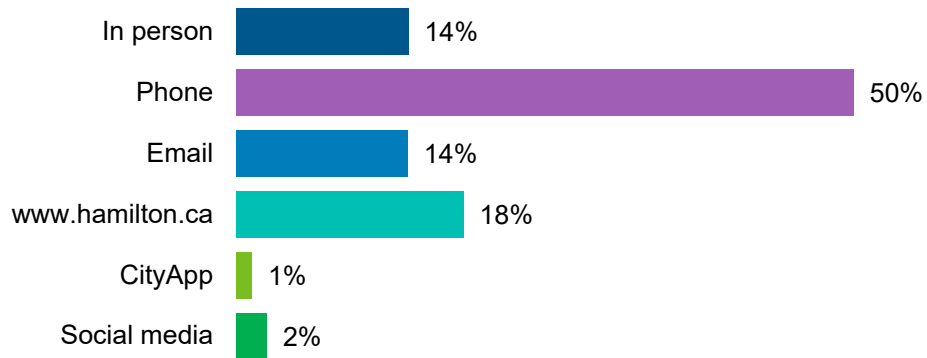




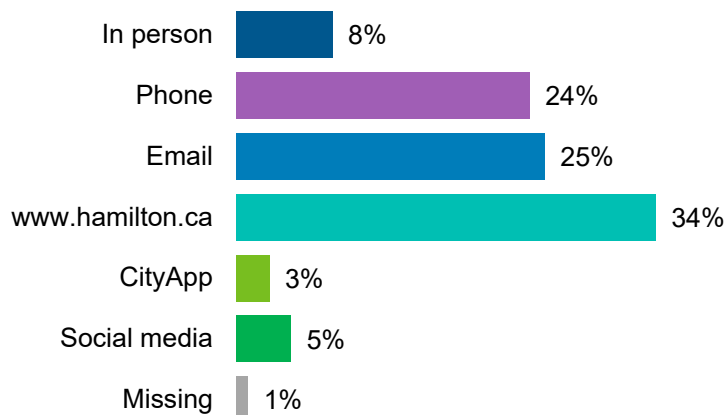
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Asking questions or getting information

Phone (n=5,771)



Online (n=3,374)

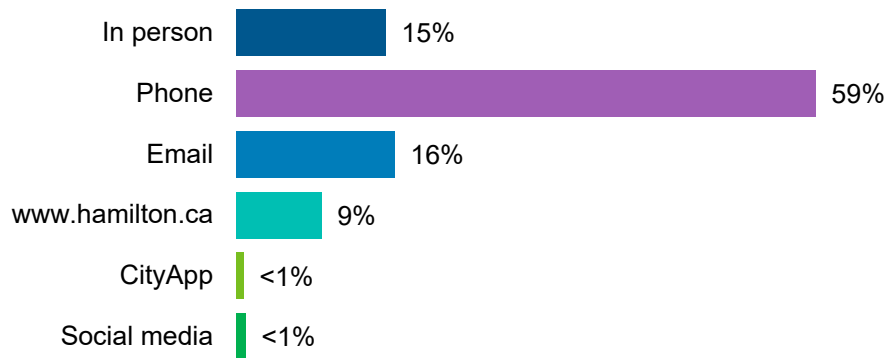




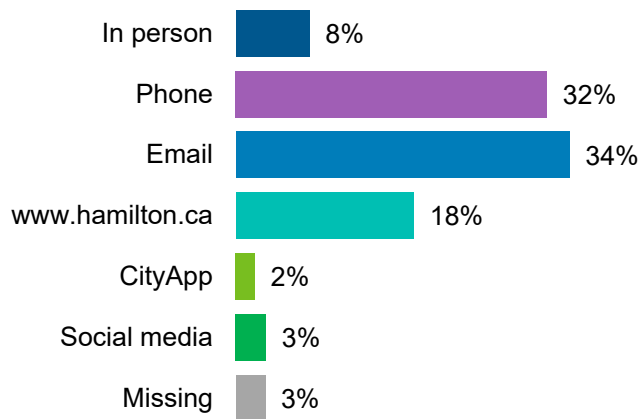
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Making a complaint

Phone (n=5,771)



Online (n=3,374)



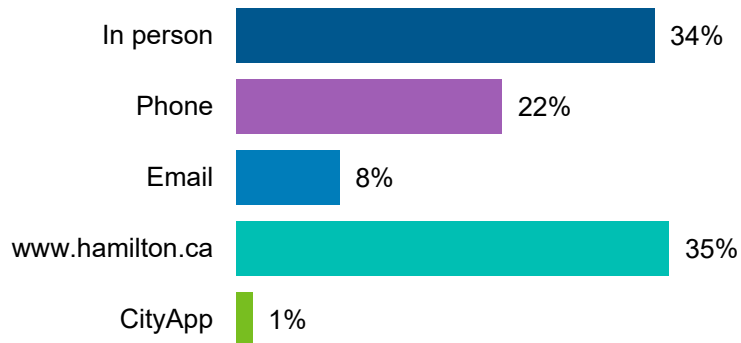


# Our City Survey 2019 Summary Report

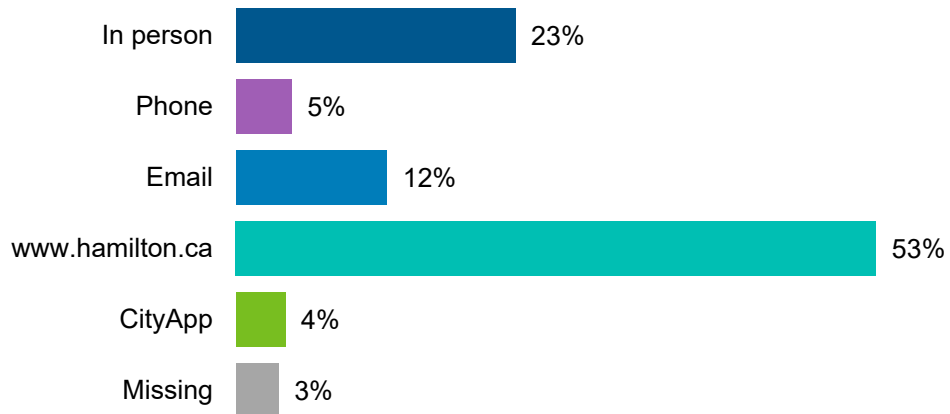
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Registering/paying for recreation programs

Phone (n=5,771)



Online (n=3,374)



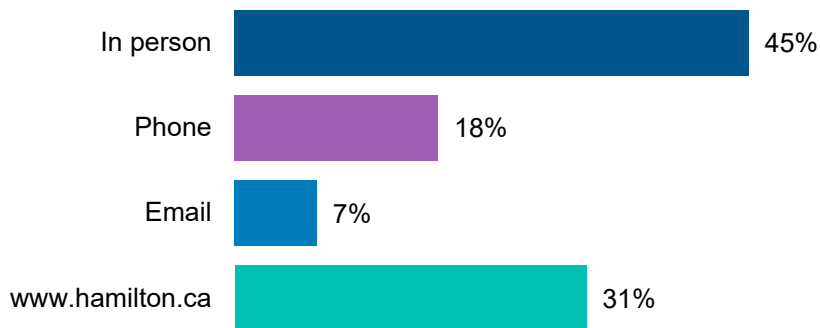


# Our City Survey 2019 Summary Report

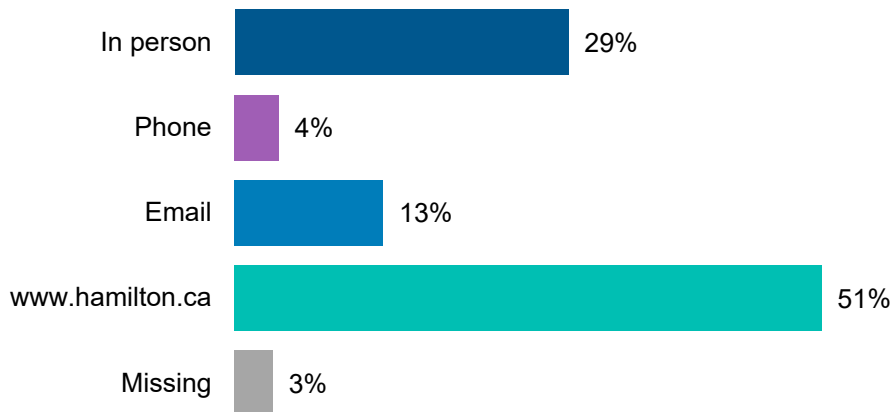
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Applying for licenses and permits

Phone (n=5,771)



Online (n=3,374)





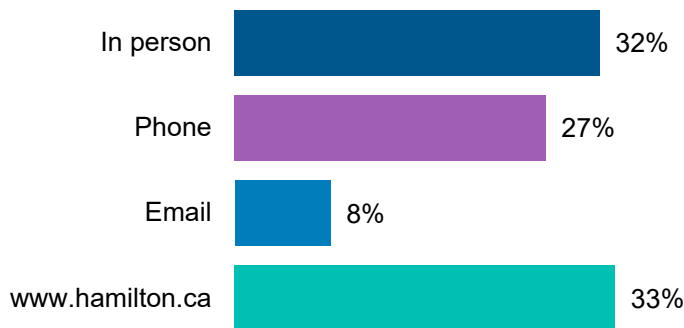


# Our City Survey 2019 Summary Report

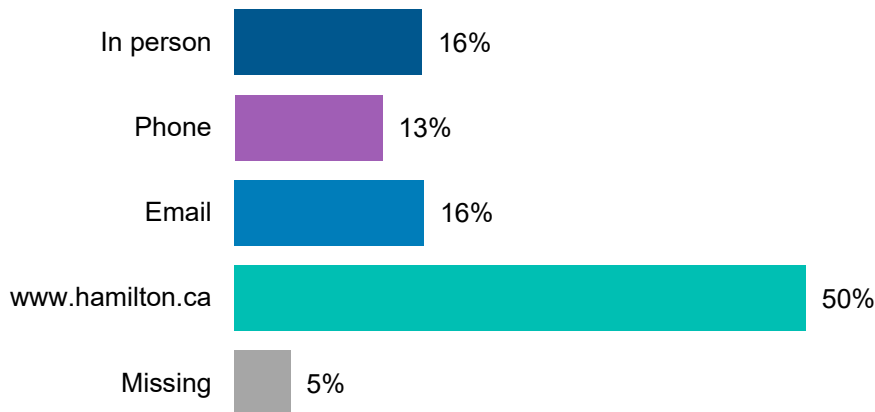
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Booking/renting City facilities or parks

Phone (n=5,771)



Online (n=3,374)



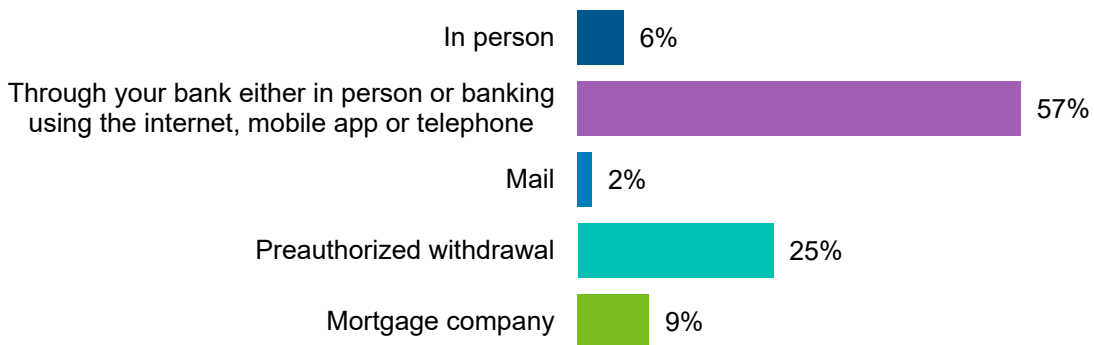


# Our City Survey 2019 Summary Report

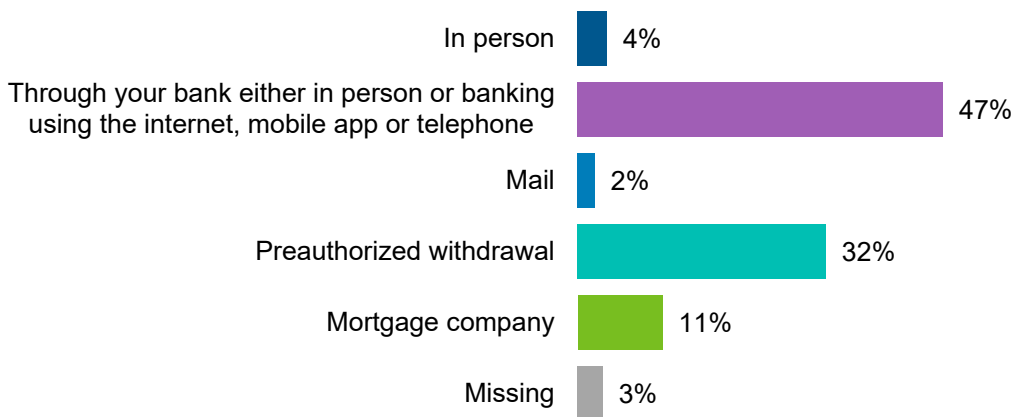
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Paying property taxes

Phone (n=5,771)



Online (n=3,374)

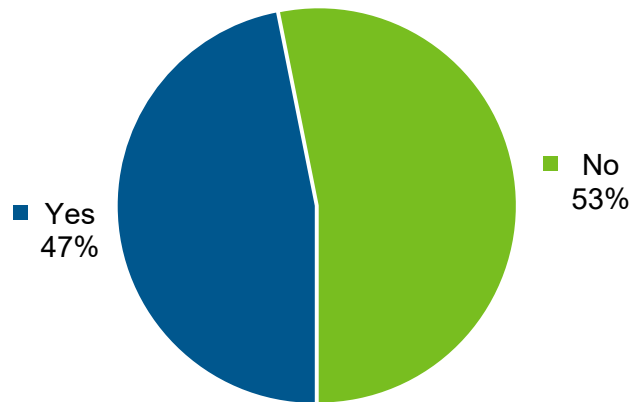




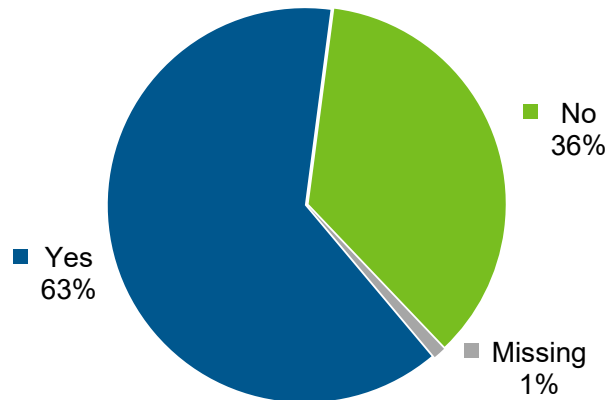
# Our City Survey 2019 Summary Report

In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Phone (n=5,771)



Online (n=3,374)



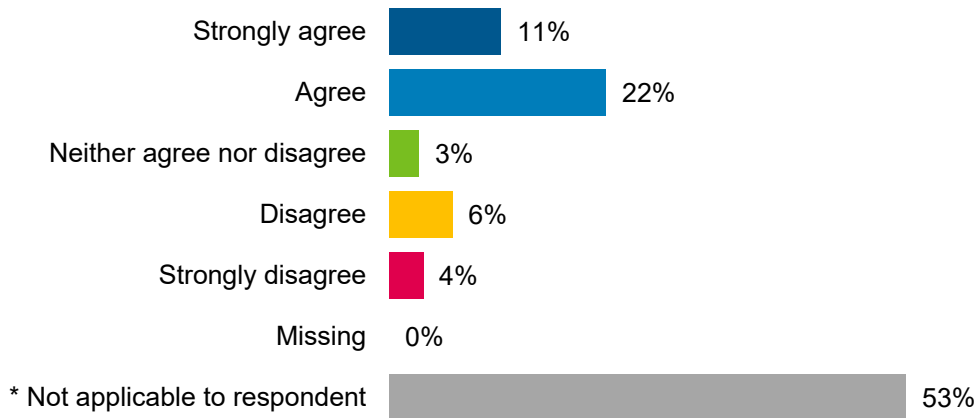


# Our City Survey 2019 Summary Report

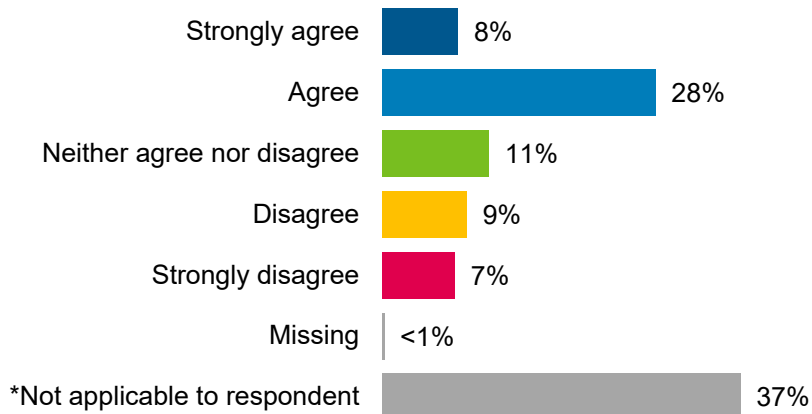
Overall, my experience contacting the City of Hamilton was positive.

\* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

## Phone (n=5,771)



## Online (n=3,374)



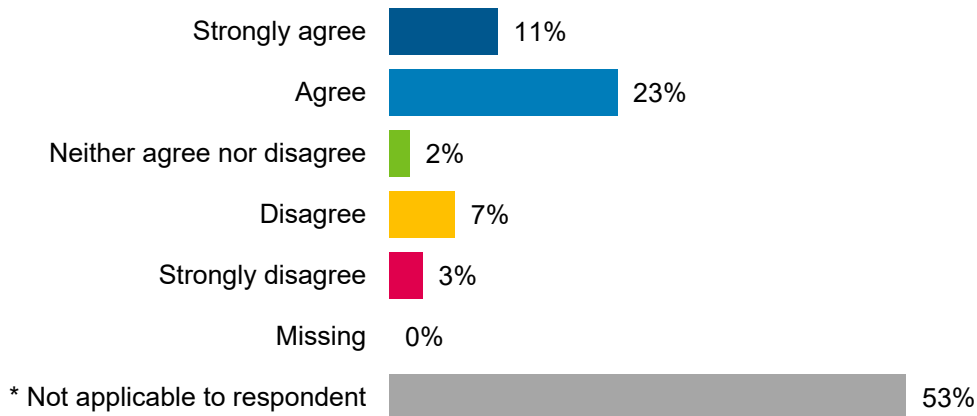


# Our City Survey 2019 Summary Report

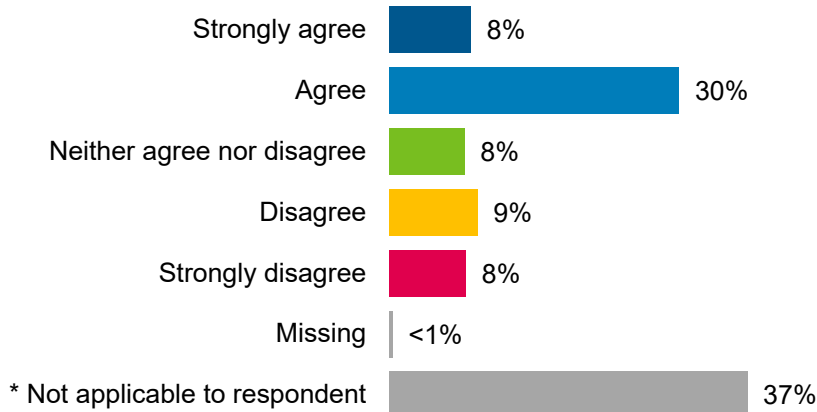
I received a response in a timely manner.

\* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

## Phone (n=5,771)



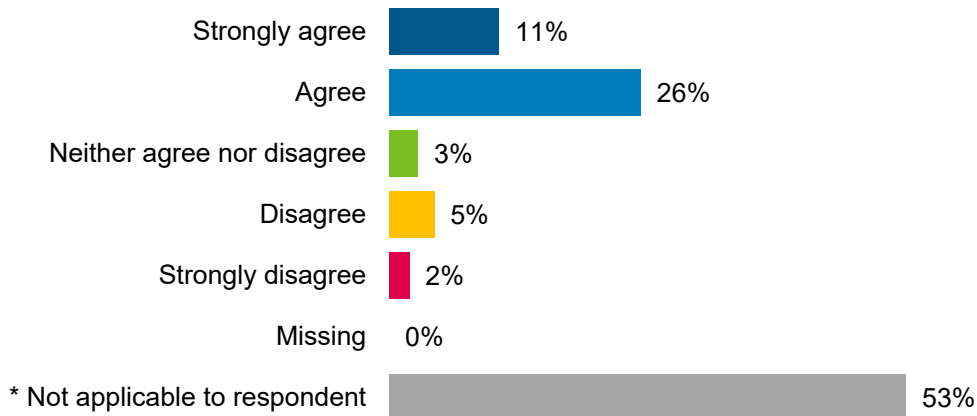
## Online (n=3,374)



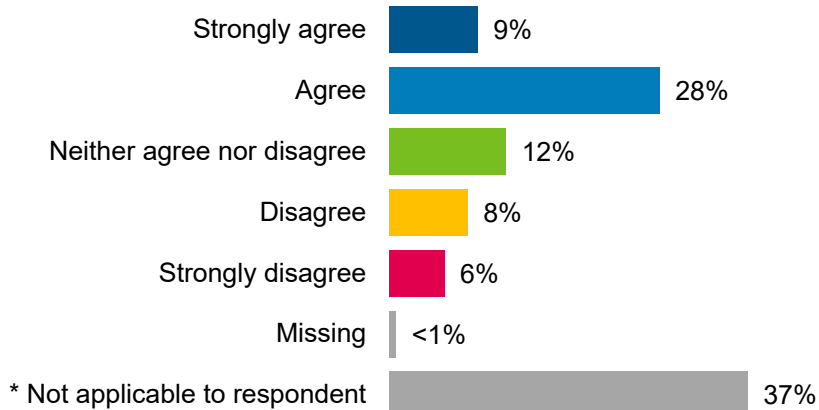
## Staff were knowledgeable.

\* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

### Phone (n=5,771)



### Online (n=3,374)

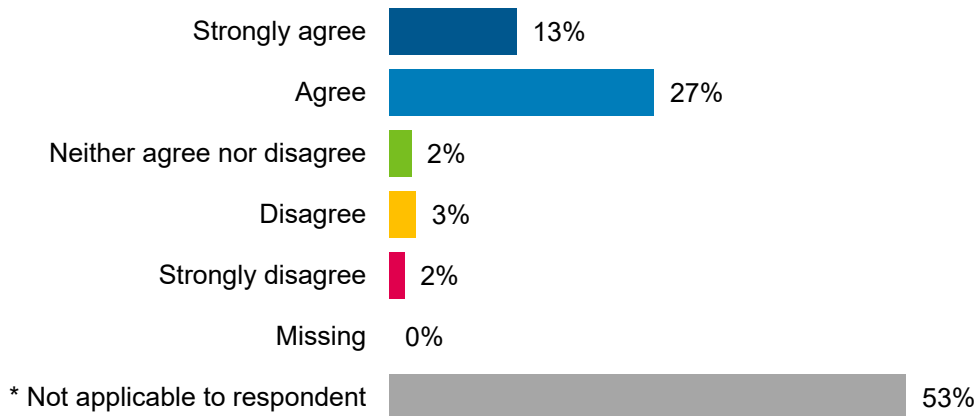




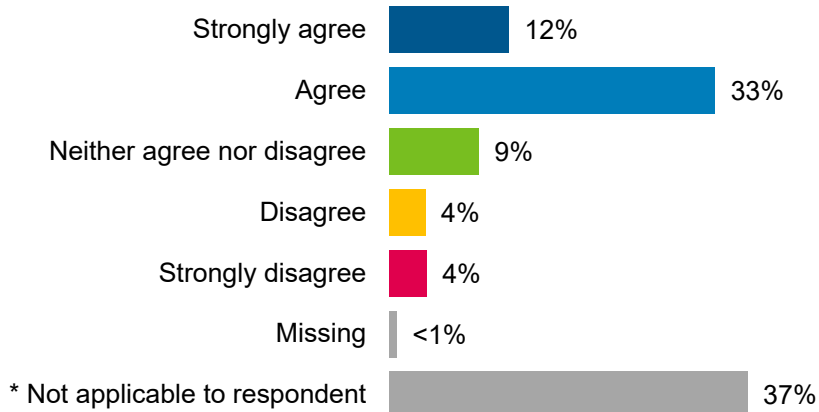
## Staff were courteous.

\* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

### Phone (n=5,771)



### Online (n=3,374)



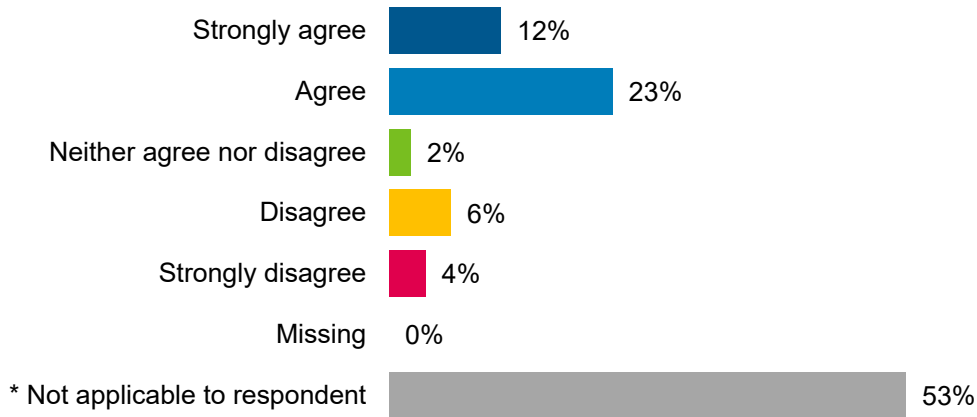


# Our City Survey 2019 Summary Report

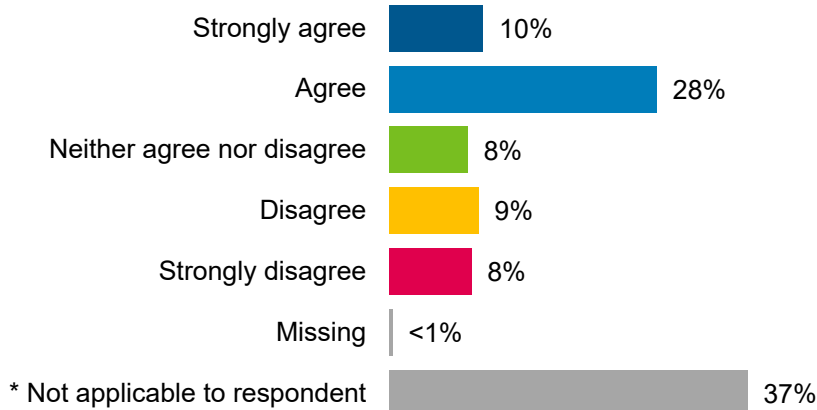
I received the service I needed, or my question was answered.

\* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

## Phone (n=5,771)



## Online (n=3,374)





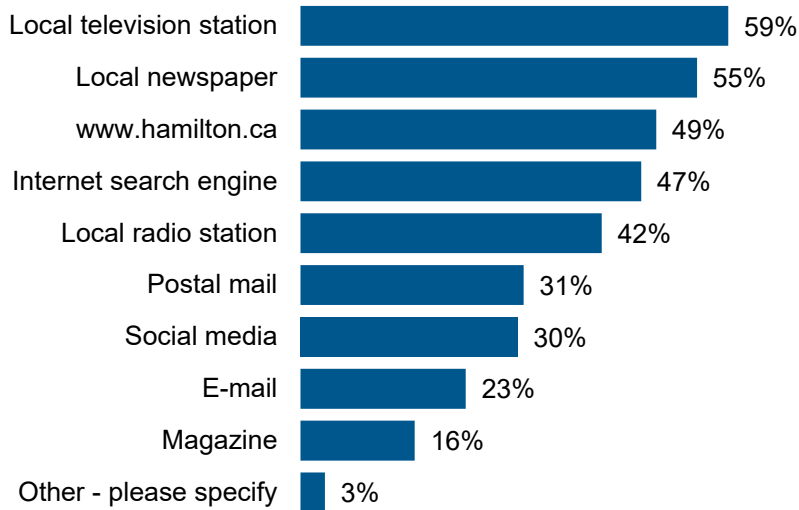


# Our City Survey 2019 Summary Report

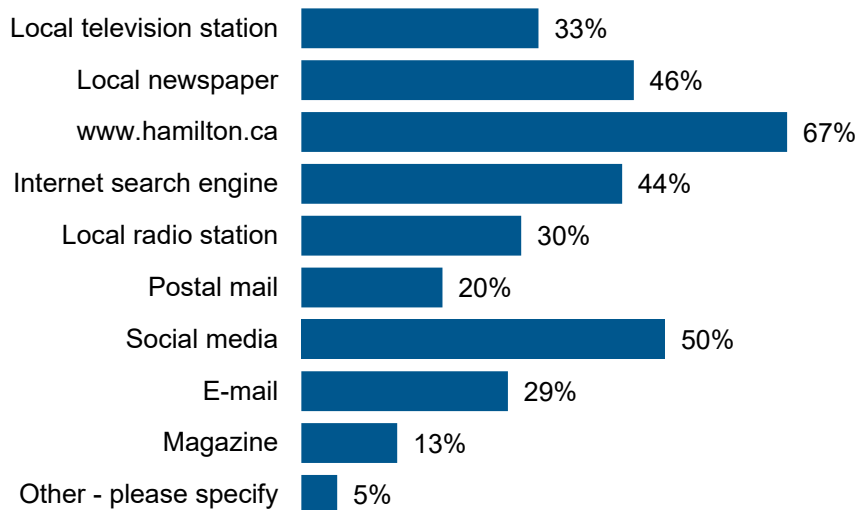
How do you like to get information about the City of Hamilton’s programs initiatives, news and events?

\* Multi response question – respondents were prompted to select all responses that apply

## Phone (n=5,771)



## Online (n=3,374)

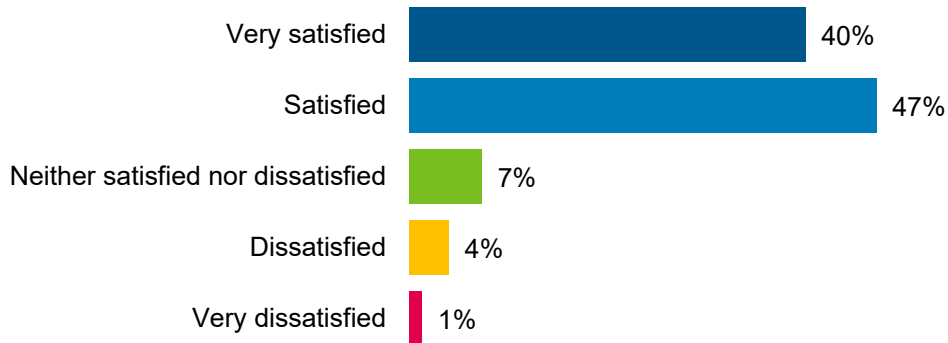




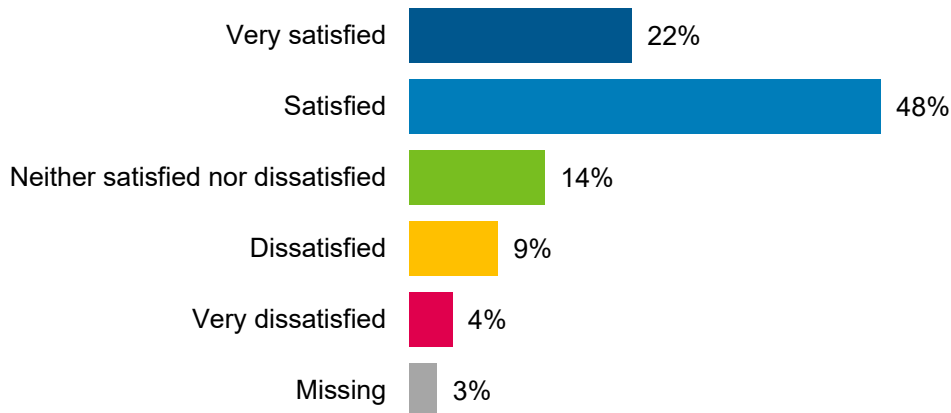
# Our City Survey 2019 Summary Report

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

Phone (n=5,771)



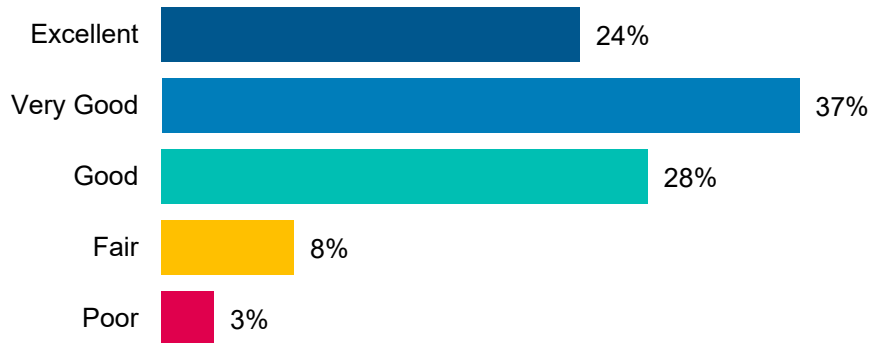
Online (n=3,374)



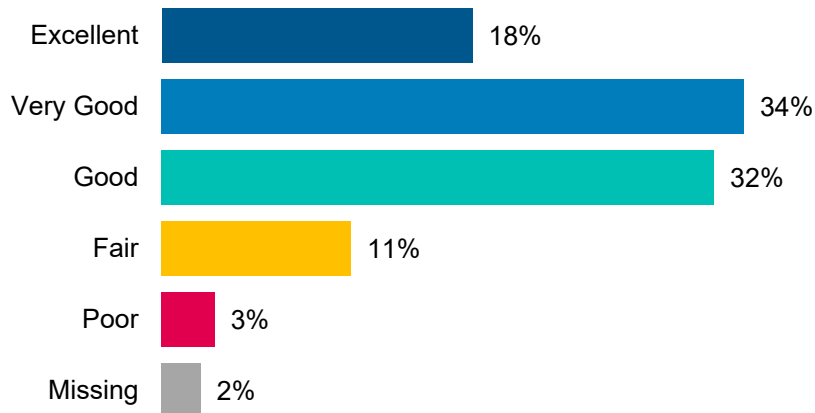


In general, would you say your health is ...

Phone (n=5,771)



Online (n=3,374)



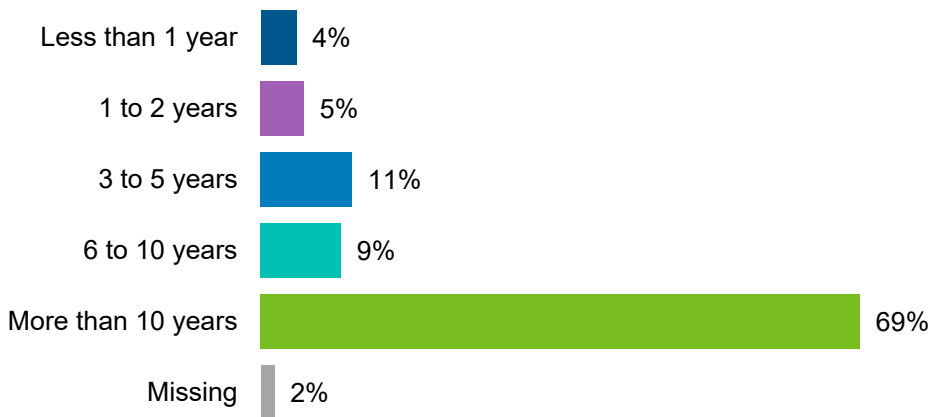


## How long have you lived in the City of Hamilton?

Phone (n=5,771)



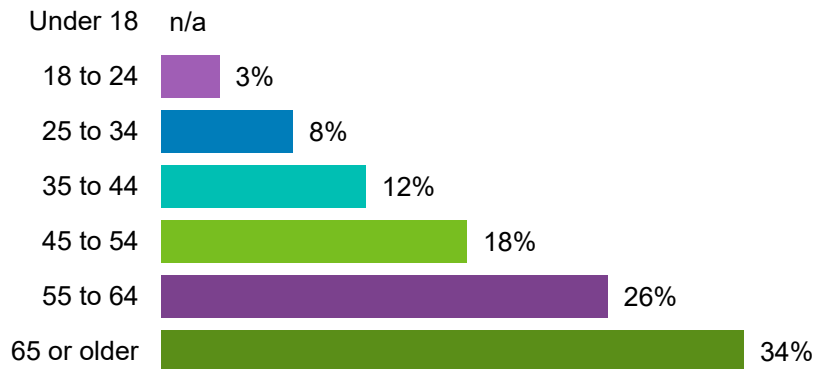
Online (n=3,374)





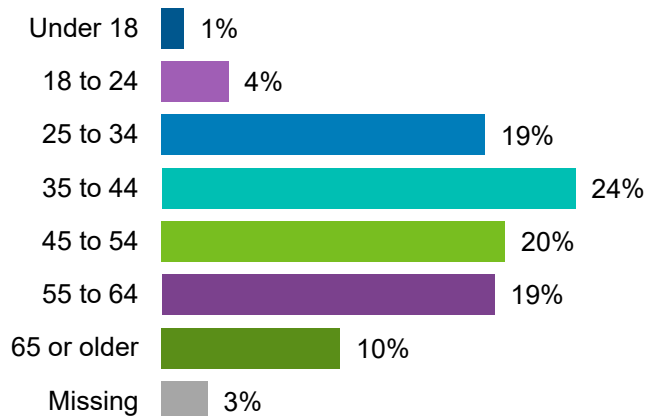
## What is your age?

Phone (n=5,771)



n/a – not applicable – phone surveys were only conducted with individuals age 18 or over

Online (n=3,374)



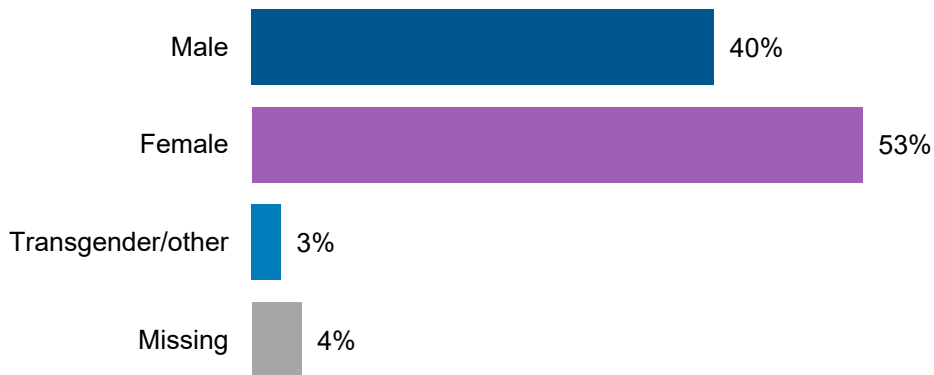


## How do you describe yourself?

Phone (n=5,771)



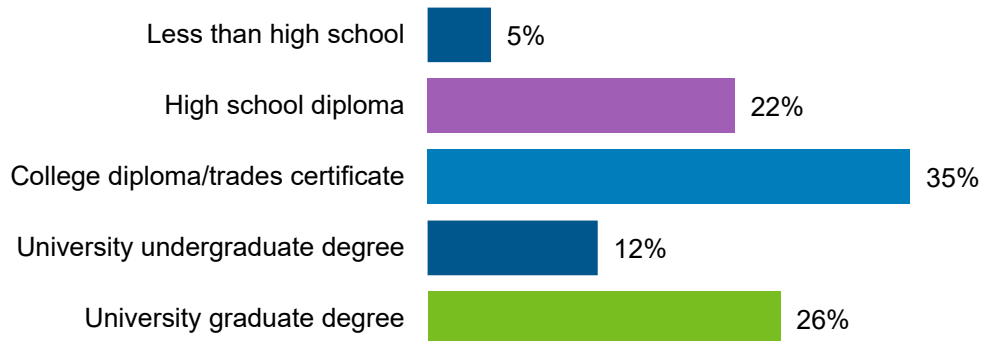
Online (n=3,374)



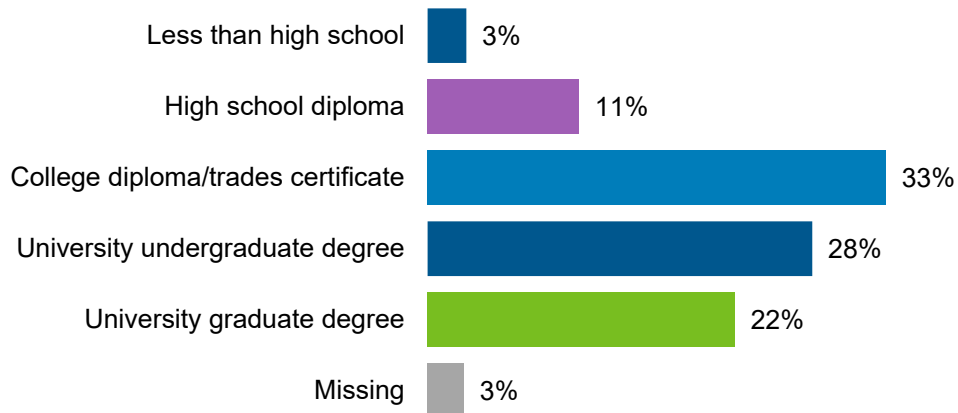


## What is your highest level of education?

Phone (n=5,771)

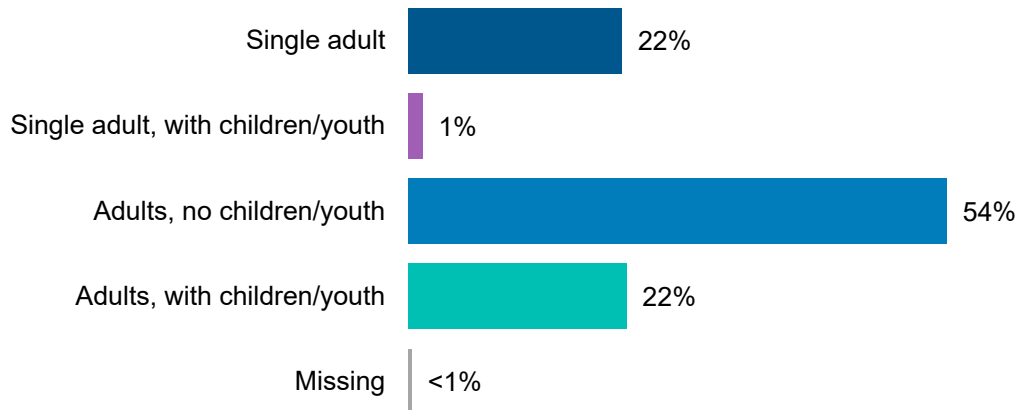


Online (n=3,374)

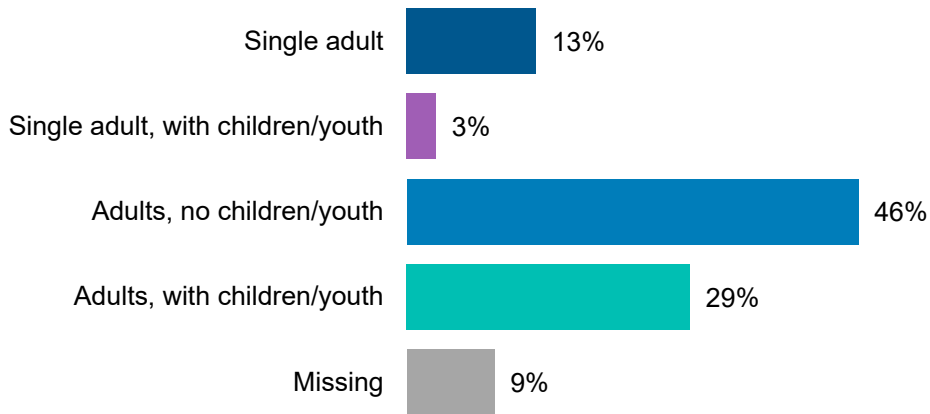


## Household Composition

Phone (n=5,771)



Online (n=3,374)



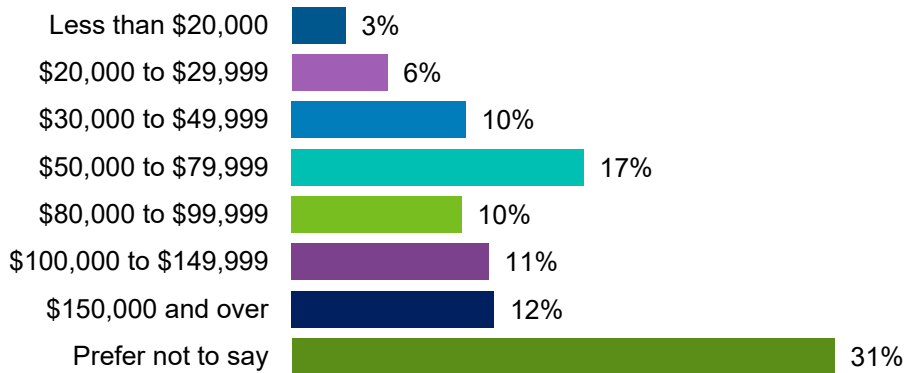
\*Children/youth are those that are under the age of 18



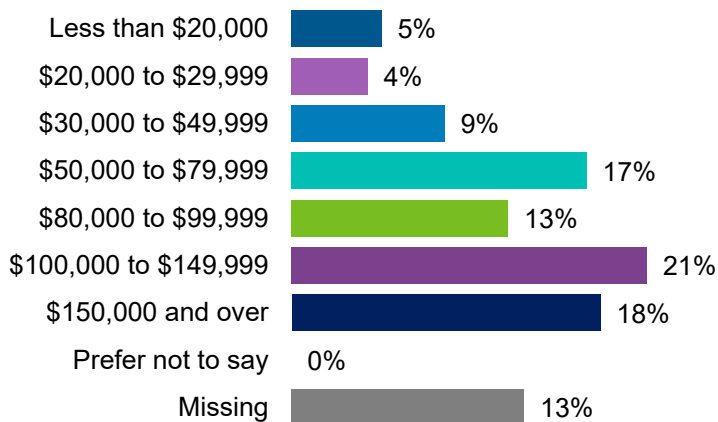


## What is your total household income before taxes?

### Phone (n=5,771)



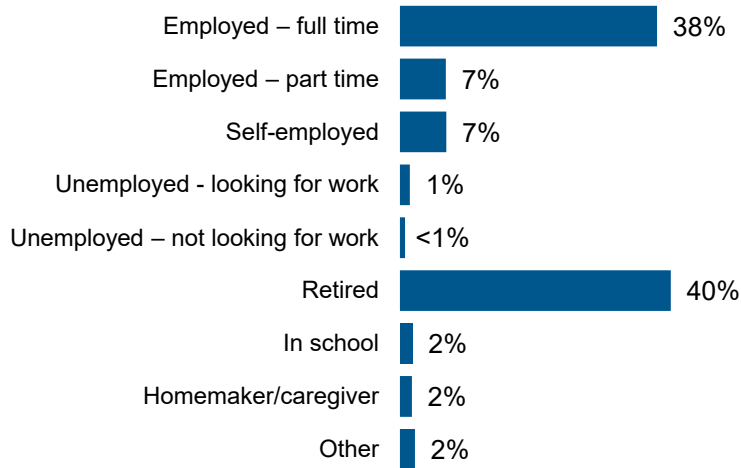
### Online (n=3,374)



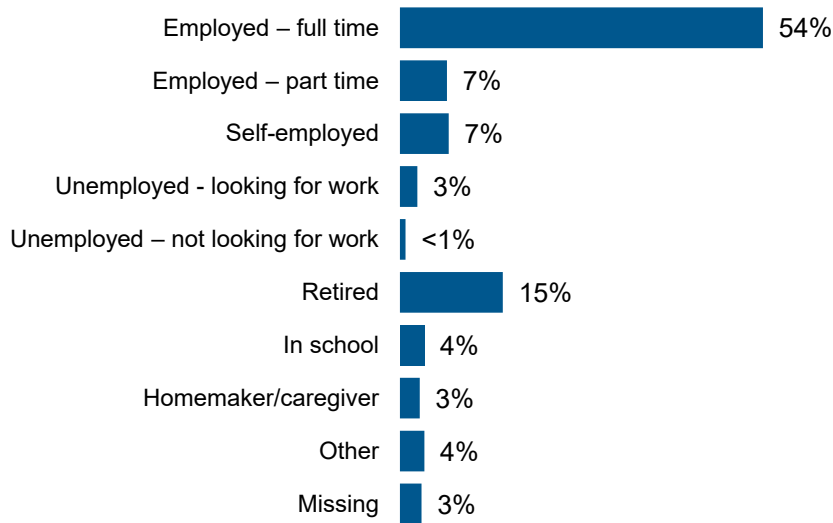


## Which of the following best describes your situation?

### Phone (n=5,771)



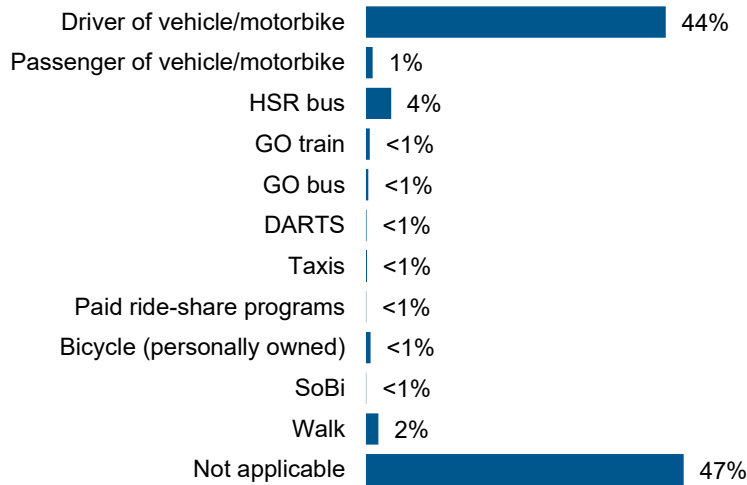
### Online (n=3,374)



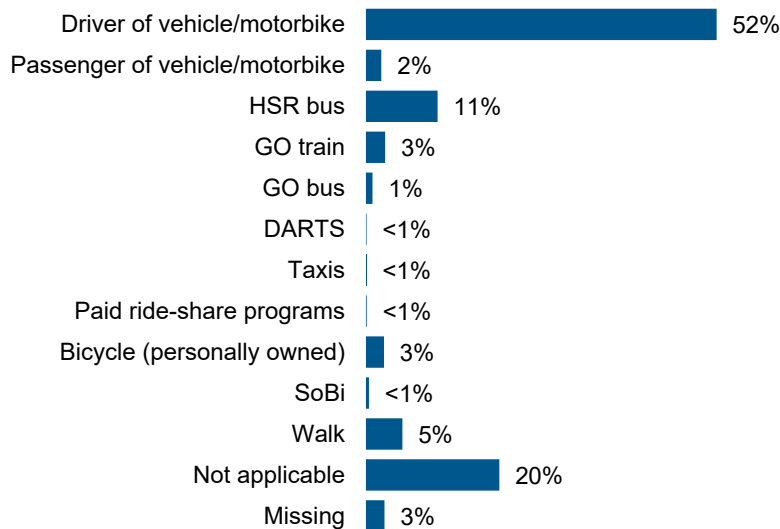


## How do you usually commute to work?

Phone (n=5,771)



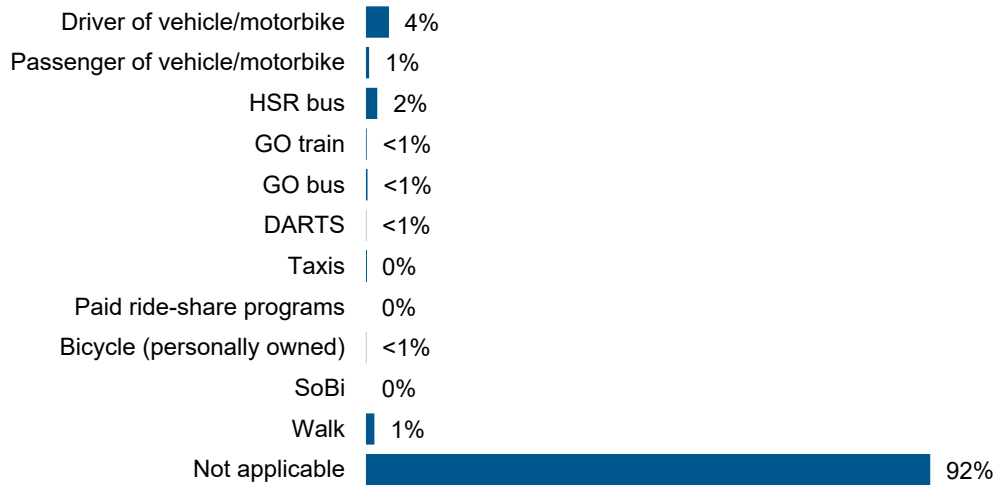
Online (n=3,374)



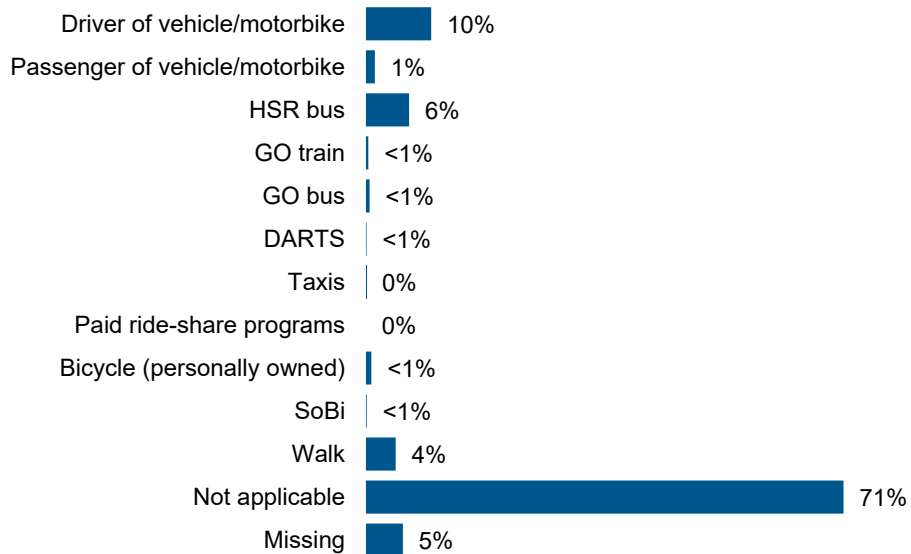


## How do you usually commute to school?

Phone (n=5,771)



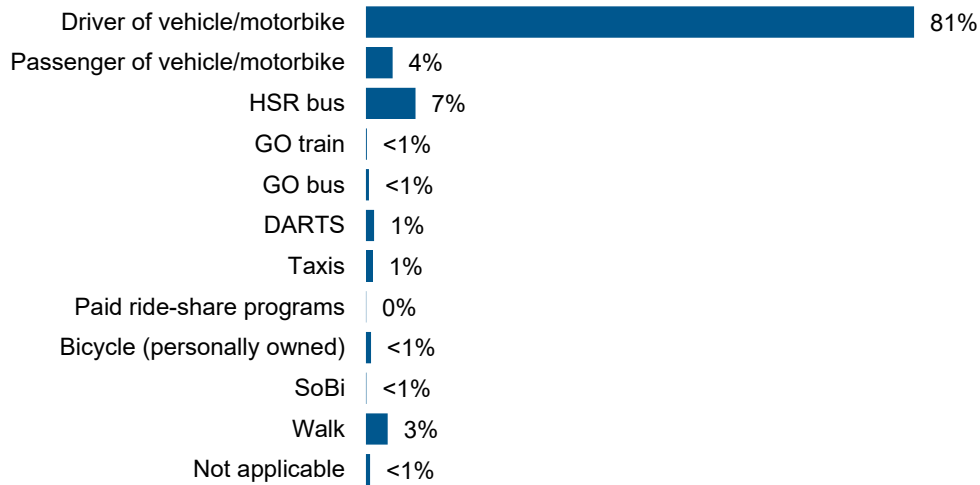
Online (n=3,374)





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

### Phone (n=5,771)



### Online (n=3,374)

