Resident Engagement

38% \(\uparrow\) The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

38% \(\uparrow\) The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Life in Hamilton

Hamilton is a great place to...

- Live (88% [\(\uparrow\)] agree or strongly agree)
- Work (68%)
- Play (81%)
- Learn (91% [\(\uparrow\)])

Quality of life

- 70% say quality of life has improved or stayed the same in the past 2 years.
- 87% very satisfied/satisfied with their life.

Quality of City Services

64% are very satisfied/satisfied overall with City services.

Services with highest ratings (% rating service excellent, very good or good)
- Fire: 98%
- Libraries and Bookmobiles: 95%
- Paramedics: 93%

Services with lowest ratings (% rating service poor)
- Social Housing: 45%
- Roads and Sidewalks: 37%
- Building Permits: 30%

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey
Life in Hamilton

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

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>85%</td>
<td>65%</td>
<td>80%</td>
<td>83%</td>
</tr>
</tbody>
</table>

Quality of life

- 64% say quality of life has improved or stayed the same in the past 2 years.
- 85% very satisfied/satisfied with their life.

Quality of City Services

- 71% are very satisfied/satisfied overall with City services.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>98%</td>
</tr>
<tr>
<td>Cemetery</td>
<td>90%</td>
</tr>
<tr>
<td>Paramedics</td>
<td>90%</td>
</tr>
</tbody>
</table>

Services with lowest ratings (% rating service poor)

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Housing</td>
<td>47%</td>
</tr>
<tr>
<td>Roads and Sidewalks</td>
<td>40%</td>
</tr>
<tr>
<td>Wastewater</td>
<td>30%</td>
</tr>
</tbody>
</table>

Resident Engagement

- 38% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- 39% The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.
Resident Engagement

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

28%

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

30%

Life in Hamilton

Hamilton is a great place to...

(% that agree or strongly agree)

Live   Work   Play   Learn

81%  62%   75%   79%

Quality of life

62% say quality of life has improved or stayed the same in the past 2 years.

79% very satisfied/satisfied with their life

Quality of City Services

56% are very satisfied/satisfied overall with City services

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

Fire  97%
Libraries and Bookmobiles  90%
Paramedics  89%

Services with lowest ratings (% rating service poor)

Social Housing  54%
Roads and Sidewalks  42%
Services for Seniors including Long-term Care  38%

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey
Hamilton is a great place to...

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>85%</td>
<td>68%</td>
<td>77%</td>
<td>83%</td>
</tr>
</tbody>
</table>

61% say quality of life has improved or stayed the same in the past 2 years.

84% very satisfied/satisfied with their life.

63% are very satisfied/satisfied overall with City services.

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

- Fire: 99%
- Paramedics: 93%
- Libraries and Bookmobiles: 92%

Services with lowest ratings (% rating service poor)

- Social Housing: 52%
- Roads and Sidewalks: 42%
- Services for Seniors including Long-term Care: 34%

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.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.
Life in Hamilton

Hamilton is a great place to...

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>66%</td>
<td>77%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Quality of life

- 69% say quality of life has improved or stayed the same in the past 2 years.
- 89% very satisfied/satisfied with their life.

Quality of City Services

- 66% are very satisfied/satisfied overall with City services.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>98%</td>
</tr>
<tr>
<td>Libraries and Bookmobiles</td>
<td>94%</td>
</tr>
<tr>
<td>Paramedics</td>
<td>94%</td>
</tr>
</tbody>
</table>

Services with lowest ratings (% rating service poor)

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Housing</td>
<td>43%</td>
</tr>
<tr>
<td>Roads and Sidewalks</td>
<td>34%</td>
</tr>
<tr>
<td>Services for Seniors including Long-term Care</td>
<td>30%</td>
</tr>
</tbody>
</table>

Resident Engagement

- 33% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- 33% The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey
**Life in Hamilton**

Hamilton is a great place to...

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>76%</td>
<td>83%</td>
<td>87%</td>
</tr>
</tbody>
</table>

- **Quality of life**: 69% say quality of life has improved or stayed the same in the past 2 years.
- **Quality of life**: 87% very satisfied/satisfied with their life.

**Quality of City Services**

- **69%** are very satisfied/satisfied overall with City services.

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

- Fire: 99%
- Libraries and Bookmobiles: 96%
- Parks and Opens Space: 91%

**Services with lowest ratings** (% rating service poor)

- Social Housing: 45%
- Roads and Sidewalks: 34%
- Services for Seniors including Long-term Care: 29%

**Resident Engagement**

- **40%** The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- **40%** The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.
Hamilton is a great place to...
(% that agree or strongly agree)

- Live: 89%
- Work: 78%
- Play: 79%
- Learn: 87%

Quality of life
- 68% say quality of life has improved or stayed the same in the past 2 years.
- 86% are very satisfied/satisfied with their life.

Quality of City Services
- 70% are very satisfied/satisfied overall with City services.

Services with highest ratings (% rating service excellent, very good or good)
- Fire: 99%
- Libraries and Bookmobiles: 92%
- Paramedics: 92%

Services with lowest ratings (% rating service poor)
- Social Housing: 47%
- Roads and Sidewalks: 33%
- Services for Seniors including Long-term Care: 31%

Resident Engagement
(% that agree/strongly agree)
- 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.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.
Hamilton is a great place to...
(% that agree or strongly agree)

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>88%</td>
<td>72%</td>
<td>80%</td>
<td>89%</td>
</tr>
</tbody>
</table>

Quality of life

- 68% say quality of life has improved or stayed the same in the past 2 years.
- 87% very satisfied/satisfied with their life.

Quality of City Services

- 69% are very satisfied/satisfied overall with City services.

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

- Fire: 97%
- Libraries and Bookmobiles: 94%
- Paramedics: 88%

Services with lowest ratings (% rating service poor)

- Social Housing: 50%
- Roads and Sidewalks: 33%
- Services for Seniors including Long-term Care: 31%

Resident Engagement

- 30% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- 30% The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

= significantly lower than Hamilton
= significantly higher than Hamilton

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Resident Engagement

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

29%

29%

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

29%
Resident Engagement

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

29% from residents in decision-making about City programs, services and initiatives.

Life in Hamilton

Hamilton is a great place to...

Live (% that agree or strongly agree)
- 84%

Work
- 68%

Play
- 71%

Learn
- 84%

Quality of life
- 72% say quality of life has improved or stayed the same in the past 2 years.
- 91% very satisfied/satisfied with their life.

Quality of City Services

60% are very satisfied/satisfied overall with City services.

Services with highest ratings (% rating service excellent, very good or good)
- Fire
- 98%
- Paramedics
- 93%
- Libraries and Bookmobiles
- 91%

Services with lowest ratings (% rating service poor)
- Social Housing
- 37%
- Roads and Sidewalks
- 35%
- Services for Seniors including Long-term Care
- 29%

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

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**Life in Hamilton**

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

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<thead>
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<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>68%</td>
<td>80%</td>
<td>86%</td>
</tr>
</tbody>
</table>

**Quality of life**

- 68% say quality of life has improved or stayed the same in the past 2 years.
- 91% very satisfied/satisfied with their life.

**Quality of City Services**

- 55% are very satisfied/satisfied overall with City services.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>96%</td>
</tr>
<tr>
<td>Libraries and Bookmobiles</td>
<td>94%</td>
</tr>
<tr>
<td>Cemetery</td>
<td>92%</td>
</tr>
</tbody>
</table>

**Services with lowest ratings** (% rating service poor)

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Housing</td>
<td>48%</td>
</tr>
<tr>
<td>Building Permits</td>
<td>37%</td>
</tr>
<tr>
<td>HSR Buses</td>
<td>35%</td>
</tr>
</tbody>
</table>

**Resident Engagement**

- 32% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- 28% The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.
**Resident Engagement**

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

**Life in Hamilton**

Hamilton is a great place to...

(% that agree or strongly agree)

- Live: 82%
- Work: 67%
- Play: 79%
- Learn: 89%

**Quality of life**

- 71% say quality of life has improved or stayed the same in the past 2 years.
- 91% are very satisfied/satisfied with their life.

**Quality of City Services**

59% are very satisfied/satisfied overall with City services.

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

- Fire: 96%
- Libraries and Bookmobiles: 95%
- Paramedics: 92%

**Services with lowest ratings** (% rating service poor)

- Social Housing: 41%
- Building Permits: 30%
- Roads and Sidewalks: 30%

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey
**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.

**Life in Hamilton**

Hamilton is a great place to...

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>59%</td>
<td>76%</td>
<td>84%</td>
</tr>
</tbody>
</table>

**Quality of life**

- 73% say quality of life has improved or stayed the same in the past 2 years.
- 88% very satisfied/satisfied with their life.

**Quality of City Services**

- 60% are very satisfied/satisfied overall with City services.

**Services with highest ratings**

- Fire: 96% excellent, very good or good
- Paramedics: 93%
- Libraries and Bookmobiles: 92%

**Services with lowest ratings**

- Social Housing: 38%
- Building Permits: 35%
- Roads and Sidewalks: 31%

**Note:** This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey
Hamilton is a great place to...
(% that agree or strongly agree)
- Live: 91%
- Work: 72%
- Play: 82%
- Learn: 90%

Quality of life
74% say quality of life has improved or stayed the same in the past 2 years.

92% very satisfied/satisfied with their life

Quality of City Services
72% are very satisfied/satisfied overall with City services

Services with highest ratings (% rating service excellent, very good or good)
- Fire: 99%
- Libraries and Bookmobiles: 95%
- Parks and Opens Space: 91%
- Services for Seniors including Long-term Care: 27%

Services with lowest ratings (% rating service poor)
- Social Housing: 40%
- Roads and Sidewalks: 33%
- Services for Seniors including Long-term Care: 27%

Resident Engagement
(% that agree/strongly agree)
- The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives: 39%
- The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives: 35%

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.
Hamilton is a great place to...

(% that agree or strongly agree)

<table>
<thead>
<tr>
<th>Live</th>
<th>Work</th>
<th>Play</th>
<th>Learn</th>
</tr>
</thead>
<tbody>
<tr>
<td>70%</td>
<td>47%</td>
<td>68%</td>
<td>78%</td>
</tr>
</tbody>
</table>

Quality of life

- 67% say quality of life has improved or stayed the same in the past 2 years.
- 85% very satisfied/satisfied with their life.

Quality of City Services

- 46% are very satisfied/satisfied overall with City services.

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

- Fire: 93%
- Cemetery: 88%
- Libraries and Bookmobiles: 88%

Services with lowest ratings (% rating service poor)

- HSR Buses: 54%
- Social Housing: 48%
- Traffic flow and Roadway Safety: 44%

Resident Engagement

- 25% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- 23% The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey