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City Survey 2019 RESULTS WARD Chedoke-Cootes 15

significantly lower than Hamilton

I = significantly higher than Hamilton

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

www.hamilton.ca/ourcitysurvey

Life in Hamilton



Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

95%

Libraries and

Bookmobiles



Fire

64%



Paramedics

45% Social Housing

37% Roads and Sidewalks

(% rating service poor)

Services with lowest ratings

30% Building Permits

Resident Engagement

(% that agree/strongly agree)



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



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City Survey 2019 RESULTS WARD2 Downtown 15

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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

www.hamilton.ca/ourcitysurvey

Life in Hamilton



Services with highest ratings

(% rating service excellent, very good or good)

90%

Cemetery

 \bigotimes

98%

Fire





47% Social Housing

(% rating service poor)



40% Roads and Sidewalks

Services with lowest ratings



Wastewater

Resident Engagement

(% that agree/strongly agree)



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



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City Survey 2019 RESULTS WARD3 Hamilton Centre 15 13

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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

www.hamilton.ca/ourcitysurvey

Life in Hamilton



Services with highest ratings

(% rating service excellent, very good or good)

90%

Libraries and

Bookmobiles



Fire



89%

Services with lowest ratings (% rating service poor)

42%I[™]

Roads and

Sidewalks



Social

Housing





38%

Services for Seniors including Long-term Care

Resident Engagement

Paramedics

(% that agree/strongly agree)



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





City Survey 2019 RESULTS WARD East Hamilton 15 I = significantly lower **I** = significantly higher

than Hamilton

than Hamilton

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) Live Work Play Learn 85% 83% **68%** 77%

Quality of life



Services with lowest ratings

Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

93%

Paramedics

 \bigcirc

99%

Fire

63%



92% Libraries and

Social Bookmobiles Housing

52% 42%I[™] Roads and Sidewalks

(% rating service poor)

34% Services for

Seniors including Long-term Care

Resident Engagement

(% that agree/strongly agree)



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





City Survey 2019 RESULTS WARD Redhill 15 13 I = significantly lower **I** = significantly higher

than Hamilton

than Hamilton

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

www.hamilton.ca/ourcitysurvey

Life in Hamilton



Quality of life



Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

94%

Libraries and

Bookmobiles



Fire

66%

•



94% Paramedics

43% Social Housing

Sidewalks

(% rating service poor)

34% Roads and

Services with lowest ratings

30% Services for Seniors including Long-term Care

Resident Engagement

(% that agree/strongly agree)



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



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City Survey 2019 RESULTS WARD 6 East Mountain 15 13

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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)

89% × 76% × 83% × 87%





Quality of life

69%

87%

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

verv 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)

96%

Libraries and

Bookmobiles



Fire

99%





Housing

(% rating service poor)

34%

Sidewalks

Services with lowest ratings



29% Roads and

The City of Hamilton uses input

from residents in decision-

services and initiatives.

making about City programs,

Services for Seniors including Long-term Care

Resident Engagement

91%

Opens Space

Parks and

(% that agree/strongly agree)



40% The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.



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City Survey 2019 RESULTS WARD Central Mountain



I = significantly lower **I** = significantly higher than Hamilton

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

www.hamilton.ca/ourcitysurvey

than Hamilton

Life in Hamilton

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





89% **78% 79%**



Quality of life

say quality of life has **68%** improved or stayed the same in the past 2 years.

86%

verv 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)

92%

Libraries and

Bookmobiles



Fire



92%



Housing

33% Roads and Sidewalks

(% rating service poor)

Services with lowest ratings

31% Services for Seniors including Long-term Care

Resident Engagement

Paramedics

(% that agree/strongly agree)



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



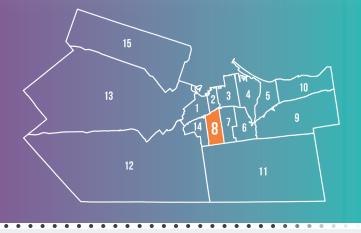
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City Survey 2019 RESULTS

WARD8

West/Central Mountain



I = significantly lower than Hamilton

I = significantly higher than Hamilton

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)



Quality of life



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

87% their life

Services with lowest ratings

verv satisfied/satisfied with

Quality of City Services

69%¤ are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

94%

Libraries and

Bookmobiles



Fire





50% Social

Housing

(% rating service poor)



Sidewalks

31%

Services for Seniors including Long-term Care

Resident Engagement

Paramedics

(% that agree/strongly agree)



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





City Survey 2019 RESULTS WARD9 Upper Stoney Creek 15

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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

www.hamilton.ca/ourcitysurvey

Life in Hamilton



85% **69%**

60%





Quality of life



Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

93%

Paramedics



Fire



91% Cemetery Services with lowest ratings (% rating service poor)



Social

Housing



Sidewalks



31% Roads and

Services for Seniors including Long-term Care

Resident Engagement

(% that agree/strongly agree)



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





City Survey 2019 RESULTS WARD 10 Lower Stoney Creek



I = significantly lower than Hamilton

I = significantly higher than Hamilton

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)





Quality of life

say quality of life has 72% improved or stayed the same in the past 2 years.

91% their life

Services with lowest ratings

Sidewalks

verv satisfied/satisfied with

Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

93%

Paramedics



Fire

60%



91% Libraries and **Bookmobiles**

37%I**⊠** 35% Social Roads and

(% rating service poor)



29%

Services for Seniors including Long-term Care

Resident Engagement

(% that agree/strongly agree)



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



Housing

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City Survey 2019 RESULTS WARD 1 Glanbrook 15 11

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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)



Learn 86%

Quality of life



Services with lowest ratings

Quality of City Services

55%[™] are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

Libraries and

Bookmobiles

 \bigotimes

96%

Fire



92% Cemetery

48% Social Housing

37%⊠ Building Permits

(% rating service poor)

HSR



Resident Engagement

(% that agree/strongly agree)



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

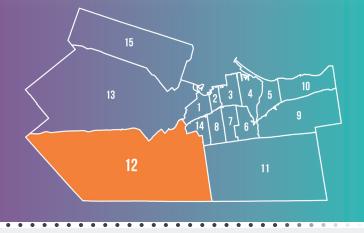




City Survey 2019 RESULTS

WARD 12

Ancaster/Flamborough



I = significantly lower than Hamilton

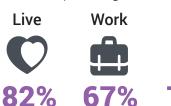
I = significantly higher than Hamilton

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)





79%

Learn 89%

Quality of life



Services with lowest ratings

Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

95%

Libraries and

Bookmobiles



Fire

59%

92% Paramedics

41% Social Housing

30% Building Permits

(% rating service poor)



30% Roads and

Sidewalks

Resident Engagement

(% that agree/strongly agree)



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

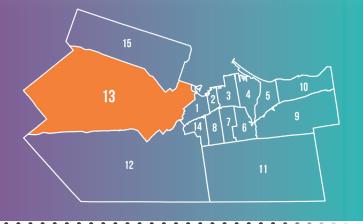


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City Survey 2019 RESULTS **WARD 13**

Dundas/Flamborough



**** = significantly lower than Hamilton

 = significantly higher than Hamilton

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)



80% **59% 76%**



84%

Quality of life

say quality of life has 73% improved or stayed the same in the past 2 years.

88%

Services with lowest ratings

verv satisfied/satisfied with their life

Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)



96%⊠

Fire

60%



93% Paramedics

92% Libraries and Bookmobiles

38%I⊠ Social Housing

35%⊠ Building Permits

(% rating service poor)

31%

Roads and Sidewalks

Resident Engagement

(% that agree/strongly agree)

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



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City Survey 2019 RESULTS **WARD 14** West Mountain 15 13 12

I = significantly lower than Hamilton

I = significantly higher than Hamilton

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) Live Work Play Learn **90%**

Quality of life



Services with lowest ratings

91%^{III} 72%^{III} 82%

Quality of City Services

72%∝ are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

95%

Libraries and

Bookmobiles



Fire



91% Parks and

Social **Opens Space** Housing

33% 40% Roads and Sidewalks

(% rating service poor)

27%

Services for Seniors including Long-term Care

Resident Engagement

(% that agree/strongly agree)

39% I**T** The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.



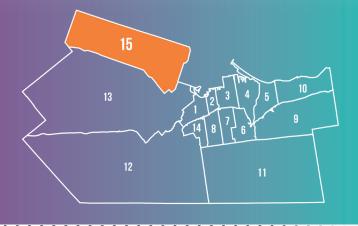
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City Survey 2019 RESULTS

WARD

Waterdown/Flamborough East



I = significantly lower than Hamilton

I = significantly higher than Hamilton

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)





Quality of life

say quality of life has **67%** improved or stayed the same in the past 2 years.

85% **70% × 47% × 68% × 78%**

verv satisfied/satisfied with their life

Quality of City Services

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)

88%

Cemetery

 \bigotimes

93% 🖾

Fire

46%[™]



88% 🖾

Libraries and HSR Bookmobiles

54% 48% Social Housing Buses

(% rating service poor)

Services with lowest ratings

Ħ

44% Traffic flow and

Roadway Safety

Resident Engagement

(% that agree/strongly agree)



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

