

# CITY OF HAMILTON

## 2022 OUR CITY SURVEY DRAFT REPORT (PHONE RESULTS)

MAY 3<sup>RD</sup>, 2023

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## Background and Objectives

In alignment with the 2018 – 2022 Term of the Council's priority to enhance trust and confidence in city government and improve its ability to undertake evidence-based engagement practices consistently, the Our City Survey 2022 was launched between November 1<sup>st</sup> 2022 and December 18 2022.

The objectives of the survey were to collect Hamilton residents' feedback and opinions on the following topics:

- Perception of the quality of life in Hamilton
- Views toward the City's vision and priorities
- Views toward tax direction and service level
- Assessment of the quality and usage of City services
- Assessment of the interaction with the City
- Preference for service delivery and communication channels
- Views toward community engagement

Since 2018, the City of Hamilton has conducted a resident satisfaction survey three times, in 2018, 2019 and 2022. The 2022 survey results are compared (where applicable) with previous years' findings to identify changes and trends.

The insights gained from the survey can help the City to make decisions on budget planning, strategic planning, and continuous improvement activities.

## Survey Methodology and Administration

The Our City Survey 2022 was developed based on the Our City Survey 2019 questions. The project team consulted with the City's Senior Leadership Team to ensure City programs and services were appropriately represented in the survey. Changes to question wording were made to clarify overall survey intent while ensuring questions remained comparable to previous years.

Hamilton-based residential and cellular phones were randomly called, by a third party, using Computer Assisted Telephone Interviews (CATI), and phone respondents were invited to participate in the survey. To qualify for the survey, the respondent had to be an adult age 18 years or over, residing in Hamilton. The survey collected 1,052 phone responses. Approximately 60% of completed phone surveys were landline, and 40% were cellular. The phone surveys were conducted between November 1, 2022, and December 18, 2022, and were available in English, French and Teletypewriter Service. To ensure the phone sample reflects the actual population of the City of Hamilton, the final data has been weighted by ward and age according to the 2016 census data. The margin of error for the total sample of 1,052 is +/-3.0%, 19 out of 20 times. The margin of error will be larger for subgroups of the survey population.

An online version of the survey was also available on Engage Hamilton, in both English and French, where all Hamilton residents could participate through personal devices or public computers, between November 1, 2022 and December 18, 2022. A web banner with a link to the survey page was placed on the most frequently visited websites on [www.hamilton.ca](http://www.hamilton.ca). The online survey collected 2,500 survey responses. No margin of error can be applied using this survey methodology. The sample from the online survey are self-selected, and the results are affected by self-selection bias. The online data is not representative of Hamilton's demographics.

Paper surveys were made available at Hamilton libraries, recreation centres and municipal service centres. No completed paper surveys were submitted.

The results of the phone survey and online survey cannot be directly compared due to the differences in survey methodology, sample size, and respondent profile.

Digital/online ads, city newsletter ads, local newspaper ads, digital banners (City Hall, Gage Park, Farmers Market), social media and promotional posters were used to raise awareness about the survey and encourage participation from residents.

## Report Notes - Phone

- The phone survey results are compared to previous years' results to identify trends and patterns, where applicable.
- Significant differences across age groups are noted where they exist. Age groups are defined as the following: younger adults (18 – 34), middle-aged adults (35 – 55), and older adults (55+).
- The phone survey results cannot be directly compared to online survey results due to the differences in survey methodology, sample size, and respondent profile.
- Respondents did not always respond to every question or may have responded: “have not used the service / don’t know”. The survey also included skip patterns, so respondents were not asked questions that did not apply to them. These records have been removed from the analysis. The universe of respondents (n) may vary for each question.
- For some questions, respondents could select multiple responses, in which case the totals could exceed 100%.
- Data shown may not add up to 100% due to rounding.
- Data for subgroups of the total respondent universe have larger margins of error.

## Executive Summary – Phone

It is important to note that significant, ongoing events at the time the survey was conducted - such as the ongoing COVID-19 pandemic and reputational issues present in the media may have influenced some of the survey responses. Amid the challenges facing the community over the past years, the survey continues to find positive assessments in most areas, although the overall results of the 2022 Our City Survey are lower compared to previous years.

Most respondents (78%) are satisfied with their life in Hamilton and reported (84%) good health.

Most respondents agree that Hamilton is a great place to live (75%), work (70%), play (69%), and learn (83%). There is a growing trend that the perception of quality of life has worsened in the past two years. One of the many variables that impacted the quality of life is the COVID-19 pandemic, where many respondents described that it has worsened their mental health (38%), financial situation (35%) and physical health (27%).

Most respondents did not view the City as on the right track toward its vision of being “the best place to raise a child and age successfully”.

42% of respondents agree that Hamilton is on the right track toward its vision. One third (33%) of respondents identified addressing social issues as the top priority to reach the city’s vision. The next top mentioned common themes are related to “parks, activities & recreation” (8%), “invest in/clean up the City” (7%), “City’s work principles and values”(6%) and “safety and policing”(6%).

Most respondents (70%) prefer to maintain tax and keep the current service level. This has not changed since the 2018 survey.

Close to half of the respondents (46%) reported that they are satisfied with what the City of Hamilton is doing in providing and supporting services for the community.

The 5 services most often rated as good, very good or excellent are: Fire Department, Libraries and Bookmobiles, Paramedic Services, Cemeteries, and Parks and Open Space.

The 5 services most often rated as poor are: Social Housing, Roads and Sidewalks, Services for Seniors Including Long-term Care, Traffic Flow and Roadway Safety, Social Services and Wastewater Management.

42% of respondents reported they have contacted the City of Hamilton in the past year, those who have contacted the City reported a positive customer service experience.

74% of respondents indicated that their experience with contacting the City of Hamilton was positive, and they felt that the city staff were courteous and knowledgeable, their question was answered and received a timely response.

There have been some shifts in the preferred way of interacting with the City. Most respondents preferred the City of Hamilton website, phone, and email services over in-person services for all types of interactions.

One third of the respondents agree that the City of Hamilton engages residents (34%) and uses residents' input (32%) in the decision-making process for City programs, services, and initiative. Fewer respondents disagreed that the City engages residents and uses input from residents in decision-making compared to 2019.

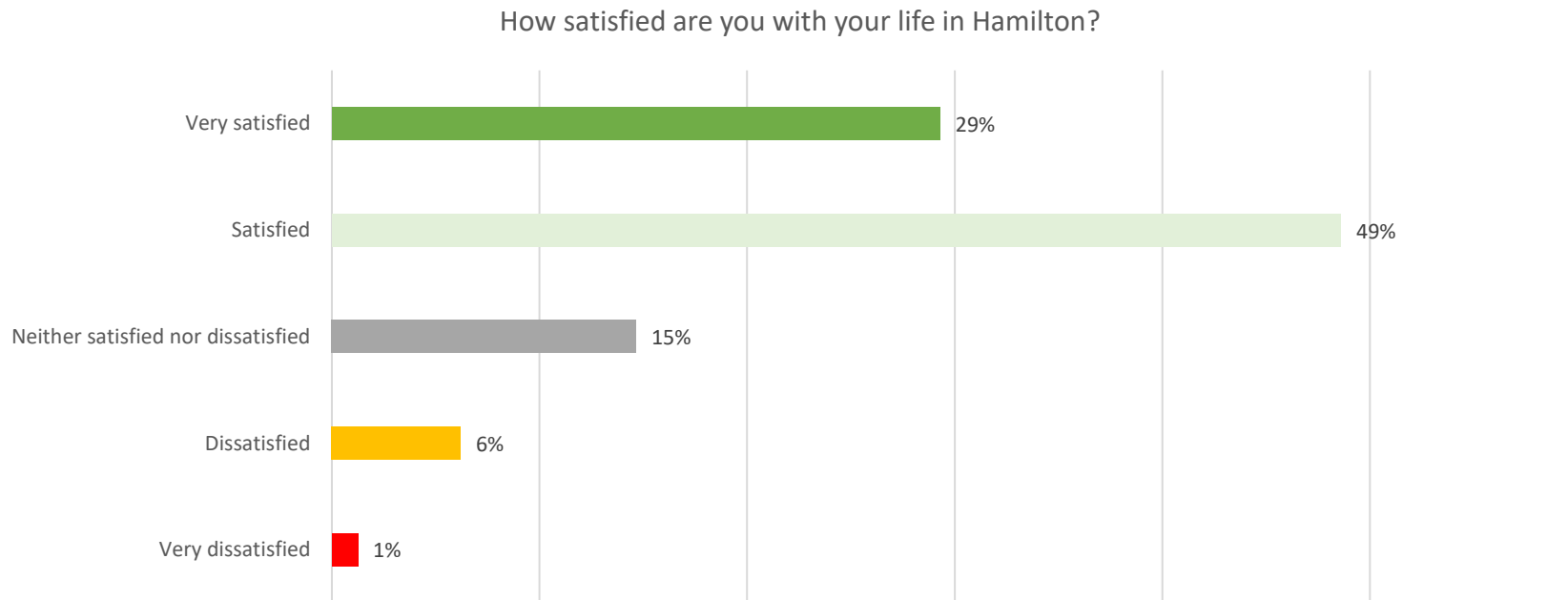


## Detailed Findings – Quality of Life

### Satisfaction with Life in Hamilton

Close to 8 out of 10 (78%) respondents are satisfied or very satisfied with their life in Hamilton. This is a decrease from previous years' results where satisfaction was at 87% in 2019 and 92% in 2018.

Perception of the satisfaction with life in Hamilton varied by age group. Older adults and middle-aged adults are more likely to be satisfied with life in Hamilton. Overall satisfaction (combined "very satisfied/satisfied" responses) for older adults is 86%, middle-aged adults is 77%, and younger adults is 66%.



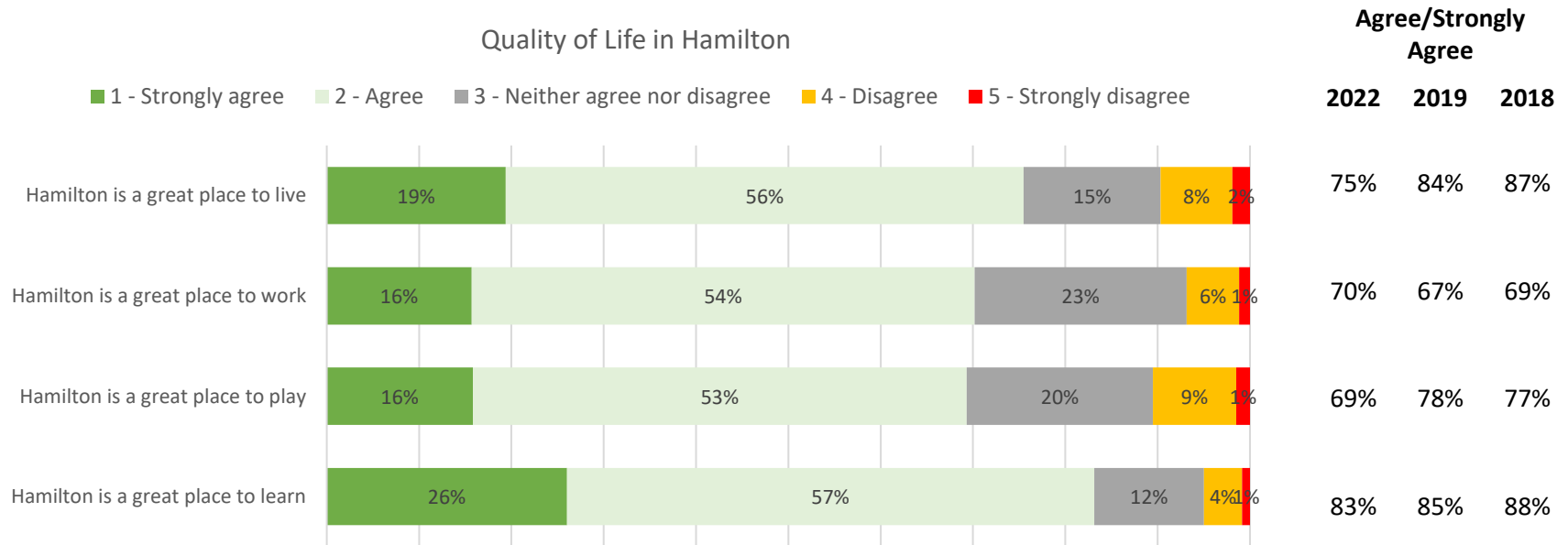
Q21 Overall, how satisfied are you with your life in Hamilton?

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

### Overall Quality of Life

Most of respondents agree or strongly agree that Hamilton is a great place to live (75%), work (70%), play (69%) and learn (83%). The perception of Hamilton as a place to live and play are significantly lower than the previous' results.

Agreement with Hamilton as a great place to live varied by age. Older and middle-aged adults more likely to agree that Hamilton is a great place to live. (includes older adults of 80% and middle-aged adults of 77% vs younger adults of 65%)



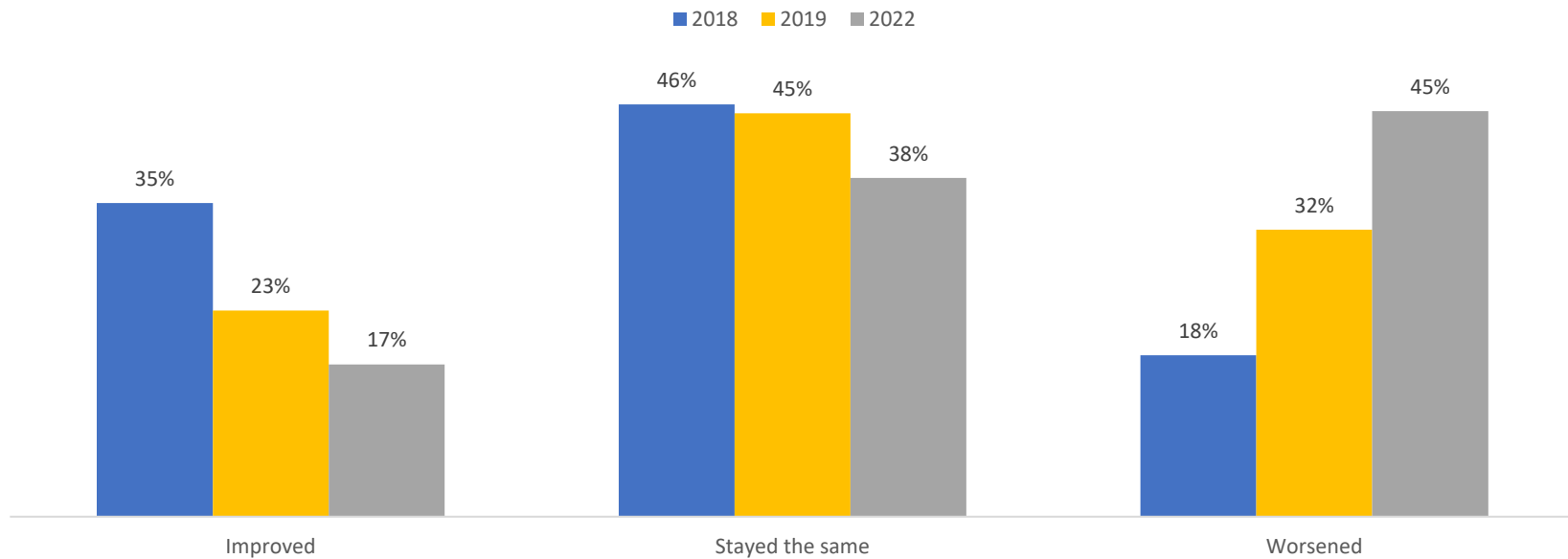
Q1 Please indicate your level of agreement with the following statements. a) Hamilton is a great place to live b) Hamilton is a great place to work c) Hamilton is a great place to play d) Hamilton is a great place to learn

### Changes in The Quality of Life in Hamilton

There is an increasing trend that the perception of quality of life in Hamilton has worsened in the past two years. 45% of the respondents viewed the quality of life in Hamilton has worsened in the past two years.

Perception of changes in the quality of life in Hamilton varied by age group. Younger adults (25%) are more likely than middle-aged (17%) and older adults (11%) to perceive an improvement.

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

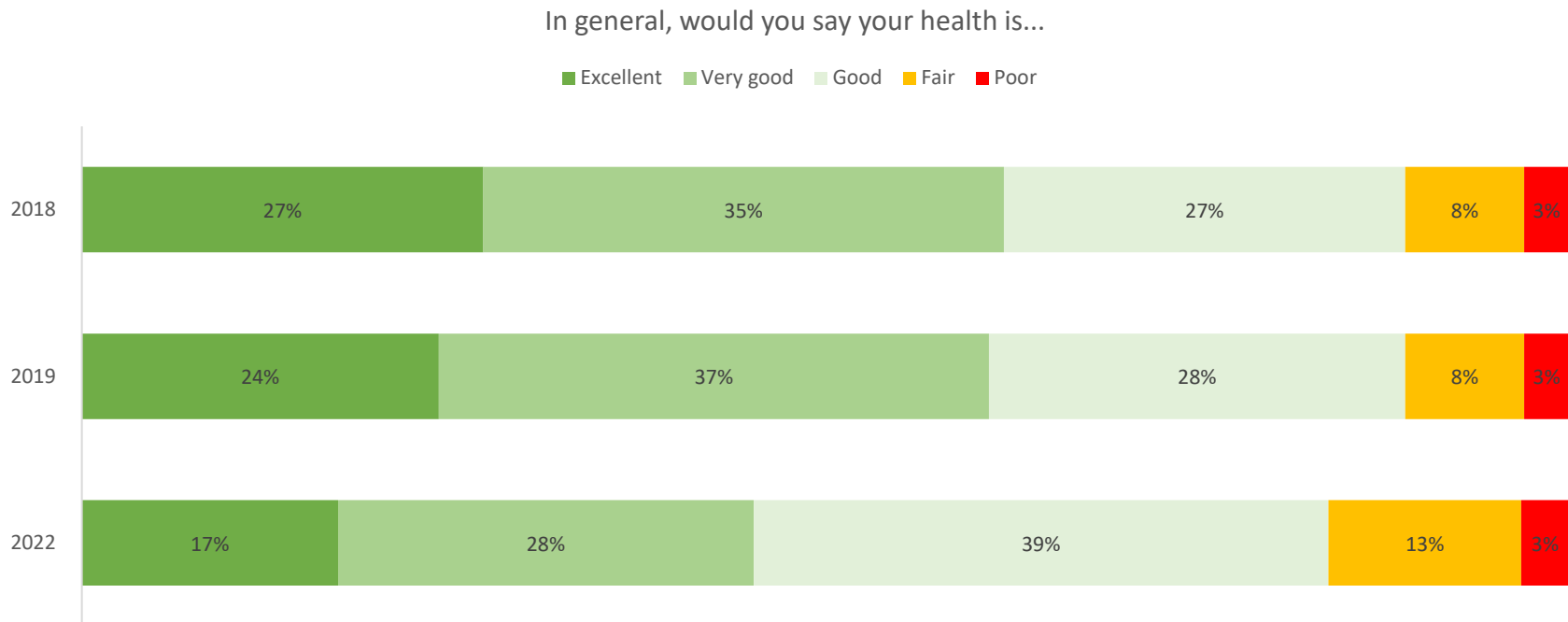


Q2 In the past two years, would you say the quality of life in Hamilton has...

## Health

84% of respondents reported they are in good, very good or excellent health. This is a decrease from 2018 and 2019 were approximately 89% of respondents indicated that their health is excellent, very good or good.

Majority of respondents in all age groups perceived their health as excellent, very good or good.

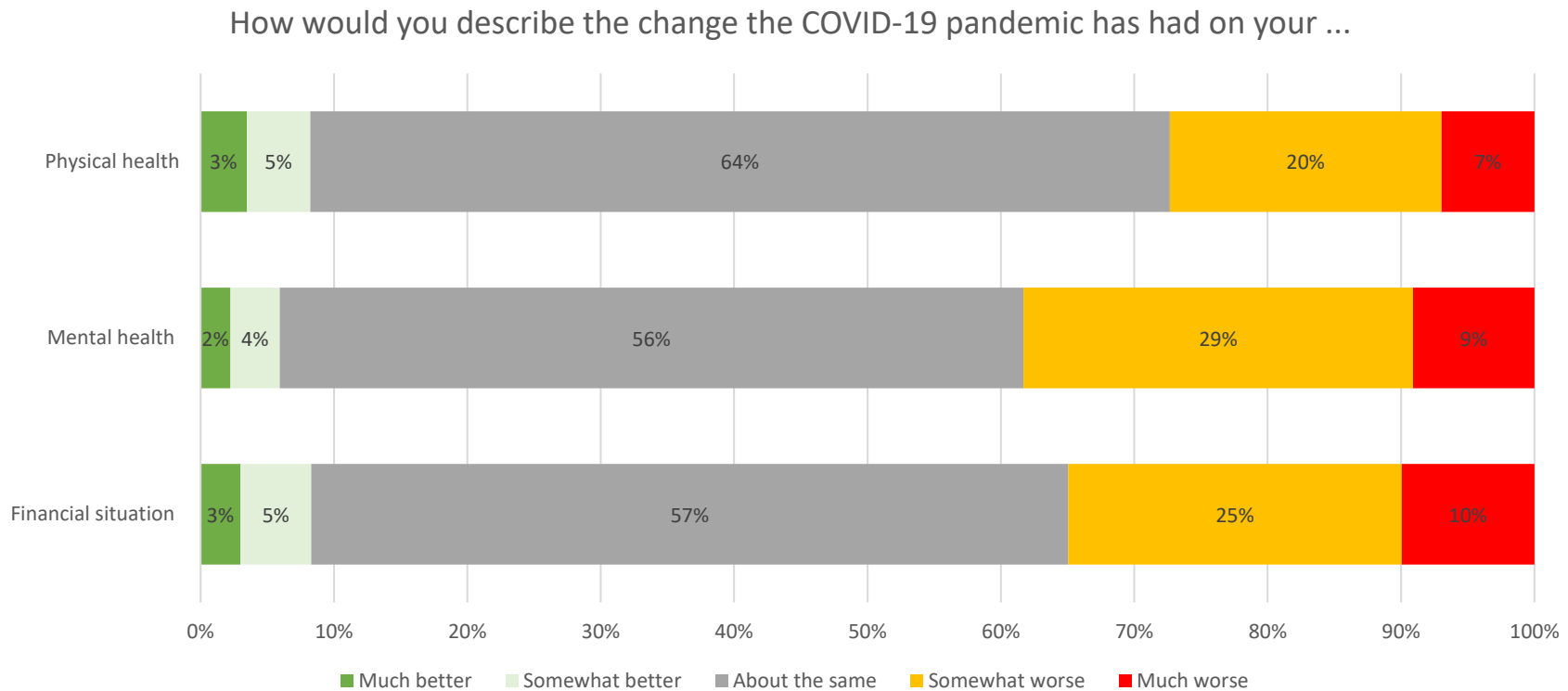


Q22 In general, would you say your health is

### COVID-19 Pandemic Impacts

Most respondents reported the COVID-19 pandemic has not had a significant change on their financial situation (57%), physical health (64%), and mental health (56%). More respondents described the COVID-19 pandemic had worsened their mental health (38%) and financial situation (35%) than those who described it as having worsened their physical health (27%).

Younger and middle-aged adults are more likely than older adults to report their mental health has worsened. 40% of younger adults and 46% of middle-aged adults viewed their mental health had worsened compared to 30% of older adults.



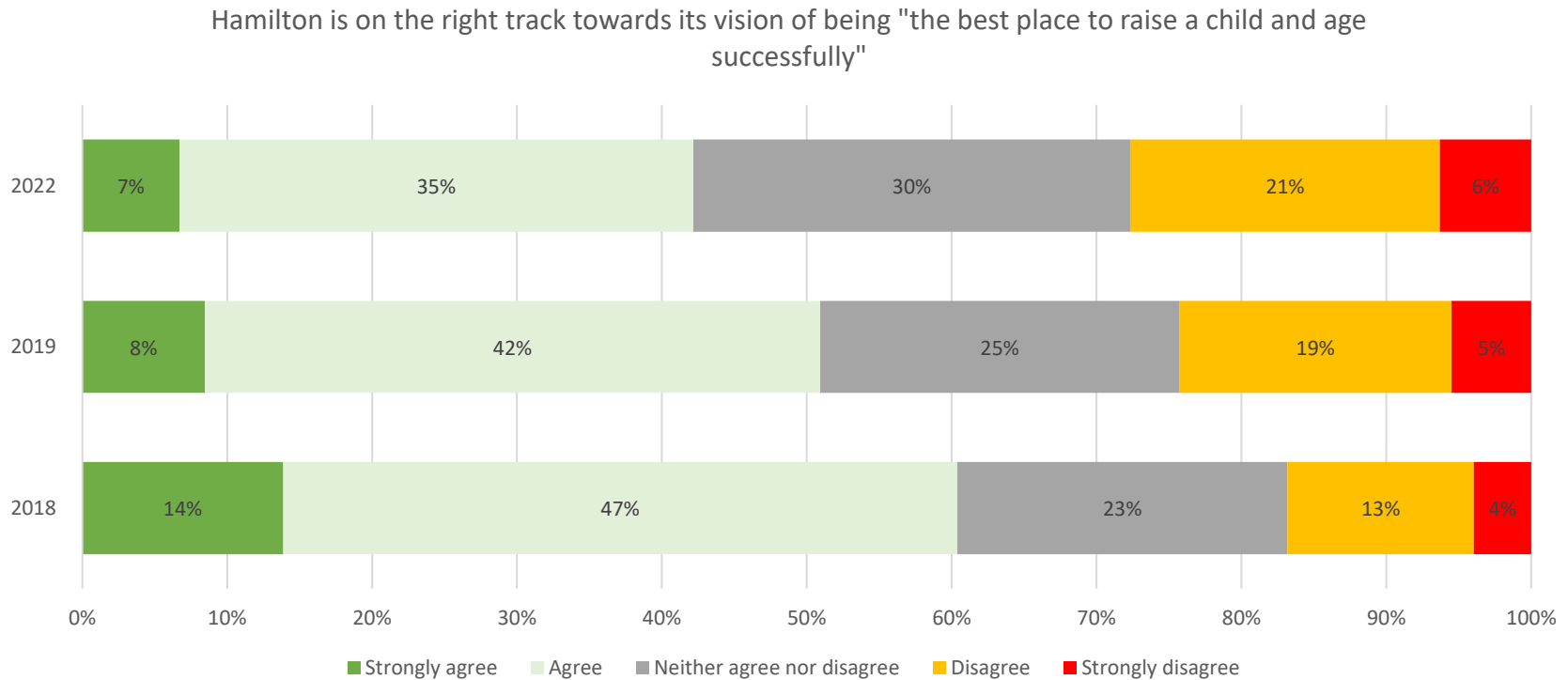
Q17 How would you describe the change the COVID-19 pandemic has had on you're a) financial situation b) physical health c) mental health. New in 2022

# Detailed Findings -Views Toward the City's Vision and Priorities

### Views Toward the City’s Vision

Less than half (42%) of respondents agree that Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”. There is a downward trend in the agreement with Hamilton is on the right track towards its vision, from 2019 (51%), and 2018 (61%).

Agreement with Hamilton is on the right track towards its vision varied by age. Older and middle-aged adults are more likely to agree that Hamilton is on the right track. (includes older adults of 47% and middle-aged adults of 41% vs younger adults of 36%)



Q1e Please indicate your level of agreement with the following statements. Hamilton is on the right track towards its vision of being " the best place to raise a child and age successfully."



### Views toward the City’s priorities

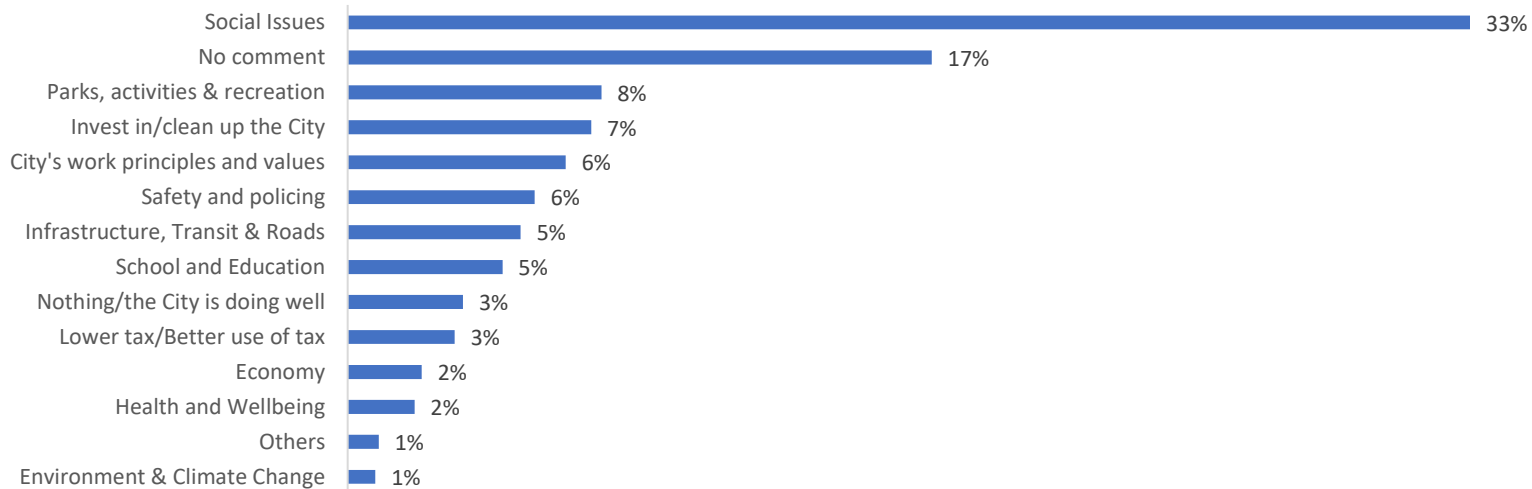
One third (33%) of respondents identified addressing **social issues** as the top priority to reach the city’s vision. Social issues mainly comprised of comments related to “housing and rental affordability” (10%), “homeless and poverty” (9%), “daycare and children services” (7%), “youth services” (3%) and “senior services” (2%).

**Parks, activities, and recreation** is the next priority, totals to 8%. Comments related to parks, activities and recreation include “activities & recreation” (5%) and “parks & green space” (3%).

**Invest in/clean up the City** is third most mentioned common themes, totals to 7%. Comments related to invest in/clean up the City include “revitalize downtown” (4%) and “clean up the City” (3%).

The open-ended phone responses are coded into the following categories. If more than one answer is given, the first response is captured.

What is one thing you think the City of Hamilton should do to reach the vision...



Q18 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 comment question)

The following table provides a summary of the most common themes to the open-ended question.

<b>Common Theme</b>	<b>Comment or concerns primary related to ...</b>
City's Work Principals And Values	More community engagement opportunities
	Concerns related to City Council
	More transparency, accountability, and inclusivity
Economy	Better jobs
	Better economy and more businesses
	Comment related to city development and urban boundaries
Environment & Climate Change	Reduce pollution
	Protect natural area
	Improve water and air quality
	More green initiatives
Health and Wellbeing	Better healthcare, hospital services and public health
	Concern related to mental health and addictions
	Comments related to COVID-19, vaccine, masks
	Comments related to healthcare workers
Improve City services	Improve or provide more city services, such as garbage collection, snow clearing, libraries, tourism, water and sewers, social services, animal control etc.
Invest in/clean up the City	Revitalize Downtown
	Clean up the City
Infrastructure, Transit & Roads	Improve, repair, or maintain infrastructure
	Improve, repair, or maintain roads and sidewalks
	Reduce traffic congestion and traffic flow
	More transit services, expand routes and service area
Lower tax/Better use of tax	Lower taxes
	Better use of taxes
Parks, activities & recreation	More activities and recreation in the City
	More parks and green space
Safety and policing	Increase/better police services
	Improve community safety
	Reduce crimes, including sexual assaults, gun violence, drugs, etc.

	Improve crime prevention and safety awareness
	More law enforcement
School and Education	Comments related to the general education system
	Comments related school
Social Issues	Improve accessibility
	Improve living affordability
	Improve housing and living affordability
	Reduce homelessness and poverty
	More/better daycare and children services and reduce fees
	More/better senior services
	More/better youth services

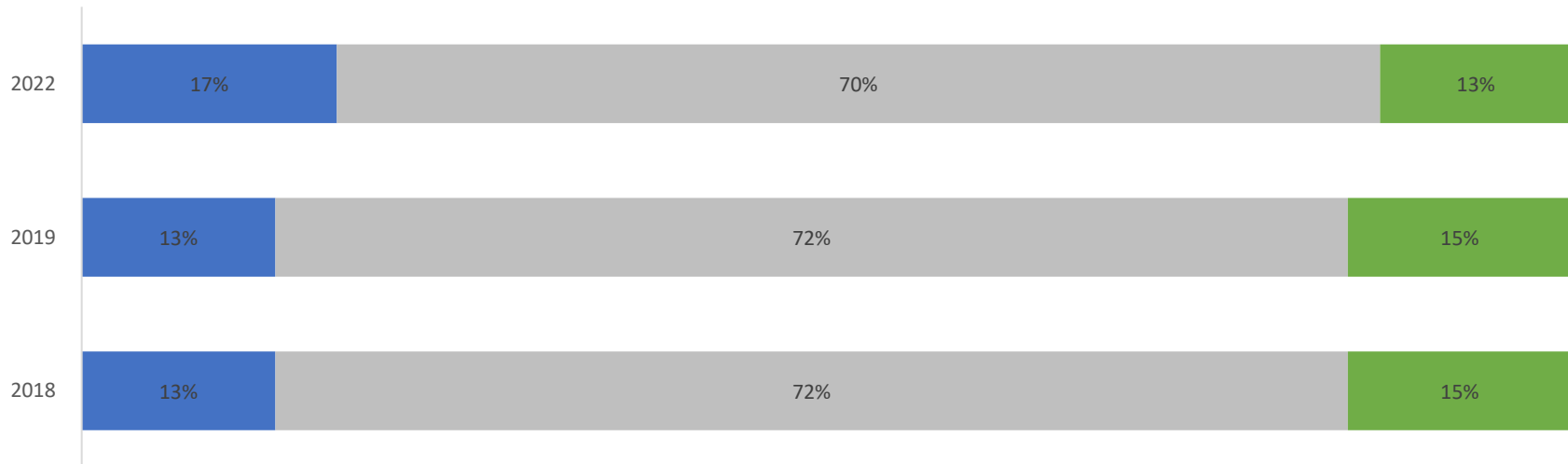
## Detailed Findings - Preference Towards Tax Direction and Service Level

### Preference Towards Tax Direction and Service Level

Most respondents (70%) prefer to maintain tax and keep the current service level. This is consistent with the results of both the 2018 and 2019 survey. This is the most preferred option by all age groups.

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:

■ taxes - Decrease and fewer services    ■ taxes - Maintain and current service levels    ■ taxes - Increase and improve services



Q5 In delivering services to you and the community, the City of Hamilton typically pays for them through taxes or user fees. Based on this, do you think the City of Hamilton should.

# Detailed Findings - Assessment of The Quality and Usage of The City's Services

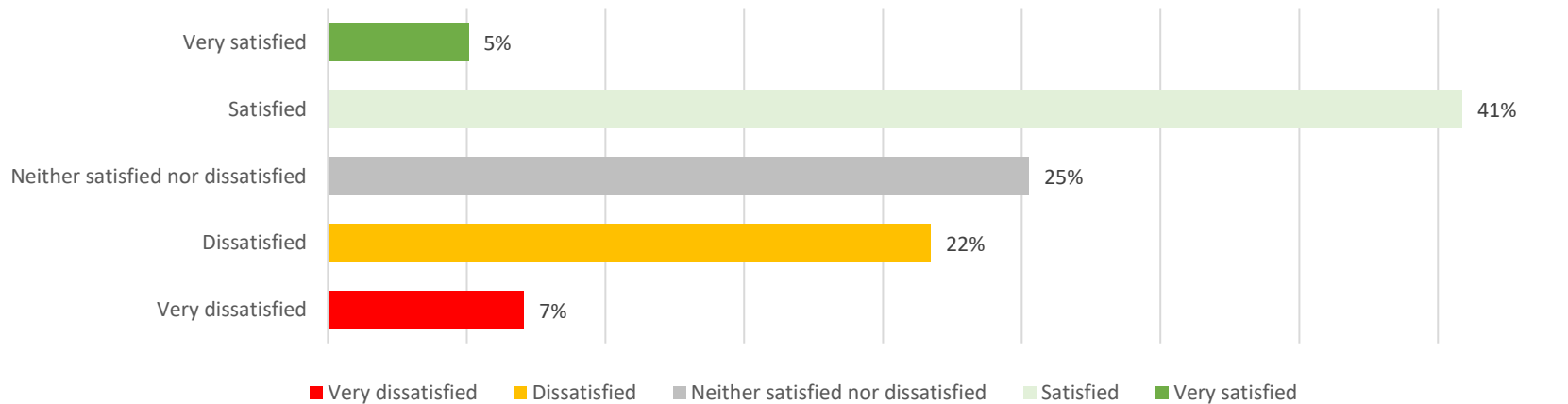
### Satisfaction with the City Services for the Community

Nearly half (46%) of the respondents are satisfied or very satisfied with what the City of Hamilton is doing in providing and supporting services for the community. The result is lower than in previous years where satisfaction was at 62% in 2019, and 66% in 2018.

Note that the wording of this question has been changed in 2022 to reflect the purpose of the question which is to get a high level look at how residents feel about services being provided across the community rather than the overall rating of services. Therefore, the results may not be directly comparable to previous years.

There are more respondents who are satisfied or very satisfied (46%) with the City’s services than those who are dissatisfied or very dissatisfied (29%) by all age groups.

How satisfied are you with what the City of Hamilton is doing in providing and supporting services for the community?



Q3 Overall, how satisfied are you with what the City of Hamilton is doing in providing and supporting services for the community?

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

## Usage of the City's Service

Respondents were asked to rate 29 services that the City provides to residents, including Police and Libraries. While survey question was revised in 2022 and focused on the respondents who have used the service in the past year, the survey methodology cannot verify whether the respondent used the service. If the respondents have not used the service in the past year, they were asked to select the "Have not used this service/Don't know" option, and those responses were excluded from the rating.

The services with the least respondents who selected the "Have not used this service/Don't know" option are: Snow Plowing and Salting of Roads, Roads and Sidewalks, Waste Management, Traffic Flow and Roadway Safety, and Drinking Water. The services with the most respondents who selected the "Have not used this service/Don't know" option are Child Care Services, Building Permits, Services for Youth, and Hamilton Street Railway.

<b>Services</b>	<b>2022</b>	<b>2019</b>	<b>2018</b>
Building Permits	52%	58%	48%
Child Care Services	49%	52%	42%
Services for Youth	48%	NA	NA
Hamilton Street Railway (HSR) Buses	47%	43%	30%
Fire Department	36%	12%	7%
Cemeteries	35%	25%	30%
Animal Services	33%	23%	21%
Services for Seniors Including Long-term Care	30%	25%	24%
Community Housing	30%	34%	NA
Legislative Services and Information Management	30%	31%	27%
Tourism	27%	19%	19%
Recreation	24%	17%	11%



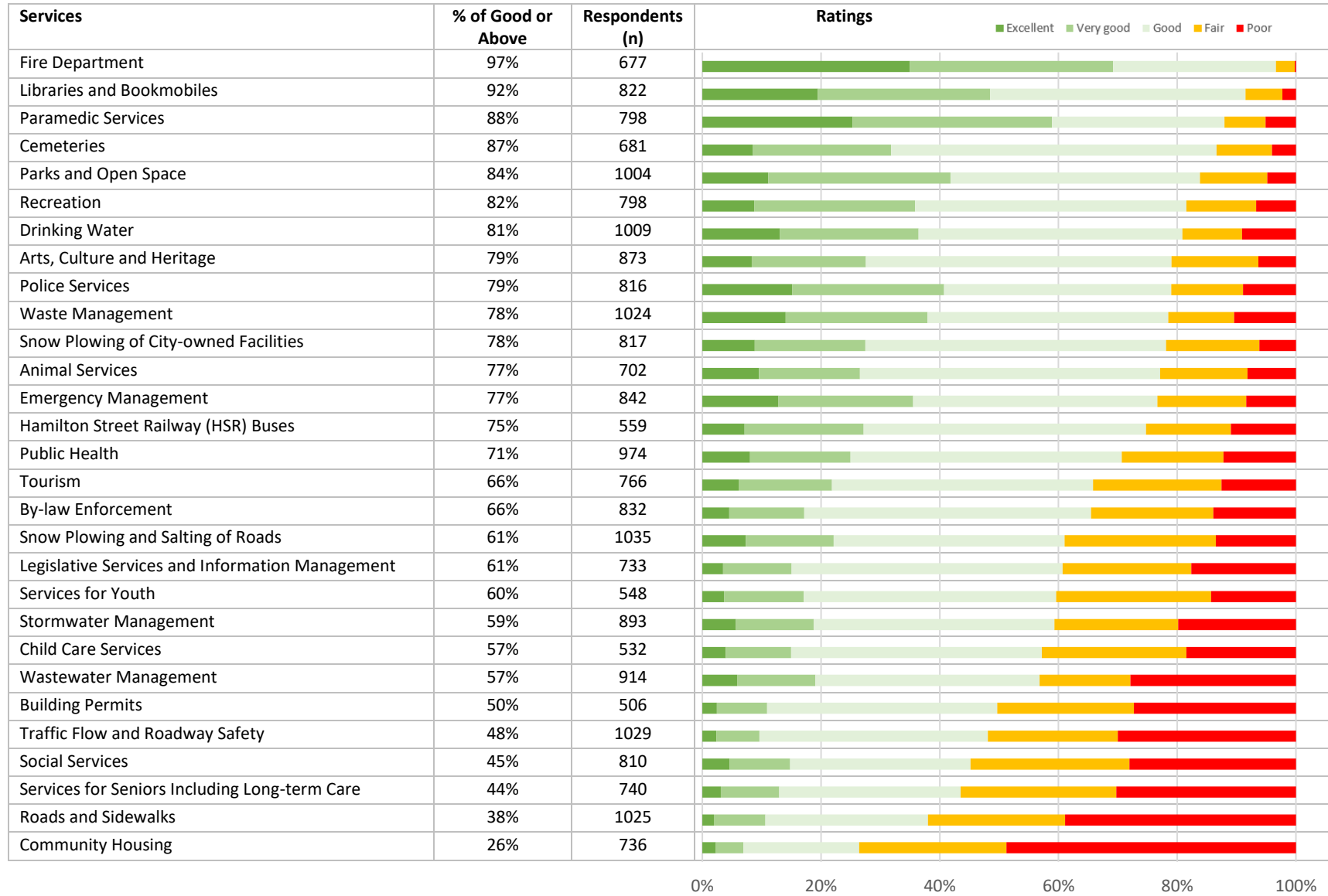
Paramedic Services	24%	11%	7%
Social Services	23%	26%	20%
Libraries and Bookmobiles	22%	17%	11%
Snow Plowing of City-owned Facilities	22%	13%	NA
Police Services	22%	7%	4%
By-law Enforcement	21%	14%	11%
Emergency Management	20%	12%	11%
Arts, Culture and Heritage	17%	13%	9%
Stormwater Management	15%	15%	12%
Wastewater Management	13%	14%	13%
Public Health	7%	9%	8%
Parks and Open Space	5%	4%	3%
Drinking Water	4%	6%	3%
Roads and Sidewalks	3%	0%	1%
Waste Management	3%	2%	2%
Snow Plowing and Salting of Roads	2%	1%	0%
Traffic Flow and Roadway Safety	2%	2%	1%

Q4 The following question will focus on different services in our community. These services could be provided solely by the City of Hamilton, or in partnership with other levels of government or agencies in the community. How would you describe each of the following services? Note: If you have not used the service in the past year, please say "don't know".

Modified from: The following question will focus on the different services the City of Hamilton provides to its residents. How would you rate each of the following services provided by the City of Hamilton?

## Rating of the City's Services

29 service-specific questions were included in the survey. The ratings should not be compared between service areas.



23 out of the 29 service areas are rated as good or above by most respondents (based on the respondents who have used the service in the past 12 months). It's important to note that there may be gaps between the ratings by residents and service standards and the actual performance.

Services	% of Excellent/Very Good/Good			
	2018	2019	2022	Trend
Fire Department	97%	97%	97%	
Libraries and Bookmobiles	91%	92%	92%	
Paramedic Services	88%	91%	88%	
Cemeteries	83%	89%	87%	
Parks and Open Space	87%	87%	84%	
Recreation	86%	84%	82%	
Drinking Water	80%	80%	81%	
Arts, Culture and Heritage	79%	83%	79%	
Police Services	82%	81%	79%	
Waste Management	80%	79%	78%	
Snow Plowing of City-owned Facilities	n/a	70%	78%	
Animal Services	79%	80%	77%	
Emergency Management	77%	79%	77%	
Hamilton Street Railway (HSR) Buses	60%	66%	75%	
Public Health	79%	74%	71%	
Tourism	71%	67%	66%	
By-law Enforcement	61%	63%	66%	
Snow Plowing and Salting of Roads	60%	59%	61%	
Legislative Services and Information Management	69%	67%	61%	
Services for Youth	n/a	n/a	60%	NA
Stormwater Management	69%	58%	59%	
Child Care Services	65%	57%	57%	
Wastewater Management	75%	60%	57%	
Building Permits	56%	52%	50%	
Traffic Flow and Roadway Safety	54%	47%	48%	
Social Services	65%	52%	45%	
Services for Seniors Including Long-term Care	67%	44%	44%	
Roads and Sidewalks	34%	37%	38%	
Community Housing	n/a	29%	26%	

## 2022 Our City Survey Phone Results

The following are the services most often rated as good, very good or excellent. The list remains the same as 2019.

- Fire Department (97%)
- Libraries and Bookmobiles (92%)
- Paramedic Services (88%)
- Cemeteries (87%)
- Parks and Open Space (84%)

The following are the services most often rated as poor. The list has not changed significantly since 2018, Social Services is new to the list.

- Community Housing (49%)
- Roads and Sidewalks (39%)
- Services for Seniors Including Long-term Care (30%)
- Traffic Flow and Roadway Safety (30%)
- Social Services (28%) / Wastewater Management (28%)

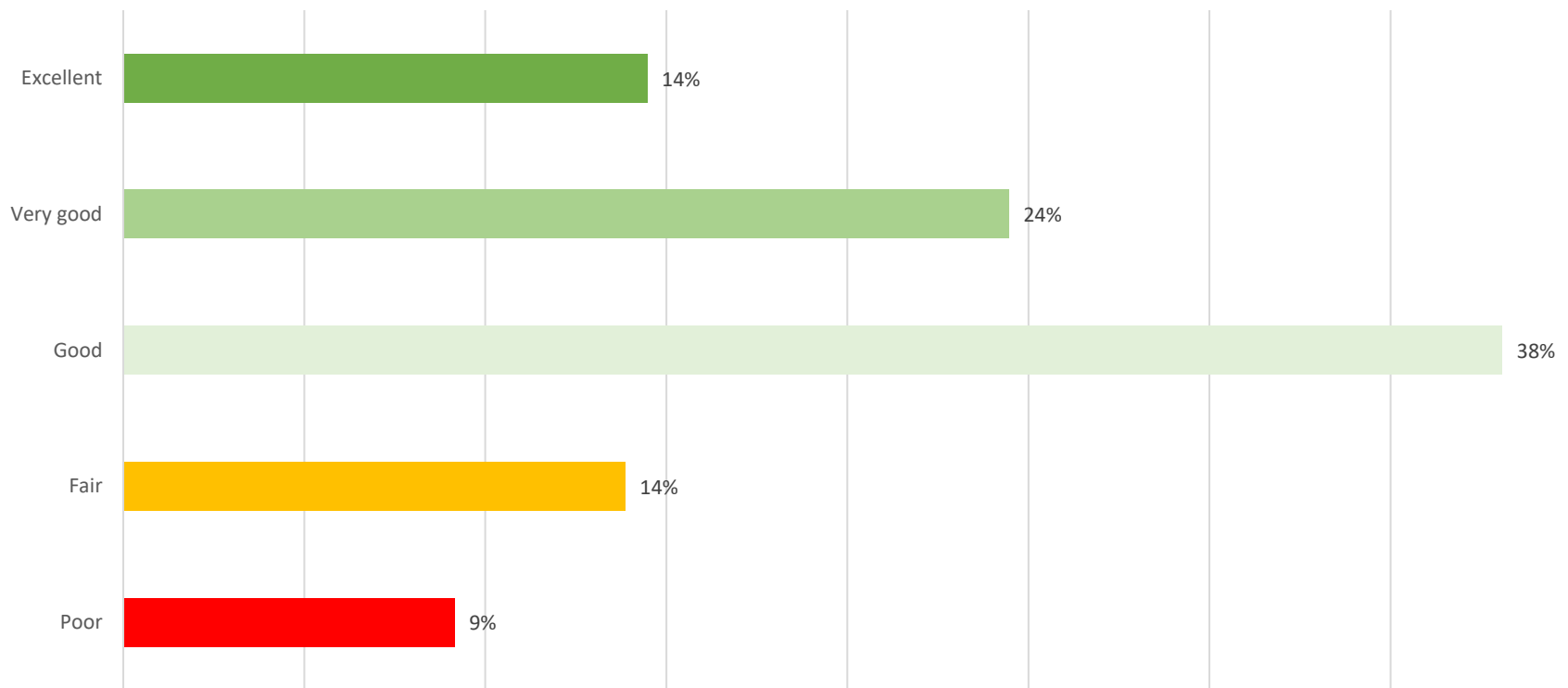
The rating for most service areas did not change significantly compared to the 2019 results. The services that had the greatest changes (+/- 3%) are:

Services	% of Excellent/Very Good/Good		
	2019	2022	Change
Hamilton Street Railway (HSR) Buses	66%	75%	+9%
Snow Plowing of City-owned Facilities	70%	78%	+8%
Animal Services	80%	77%	-3%
Paramedic Services	91%	88%	-3%
Parks and Open Space	87%	84%	-3%
Wastewater Management	60%	57%	-3%
Public Health	74%	71%	-3%
Arts, Culture and Heritage	83%	79%	-4%
Legislative Services and Information Management	67%	61%	-6%
Social Services	52%	45%	-7%

### Rating of The City's Response to the COVID-19 Pandemic

More than 3 out of 4 (77%) respondents rated the City's response to the COVID-19 pandemic as good, very good or excellent. The City's response to the COVID-19 pandemic includes maintaining city operations, communications, enforcement of provincial and municipal restrictions, etc.

How would you rate the City's response to the COVID-19 pandemic



Q16 How would you rate the City's response to the COVID-19 pandemic including maintaining city operations, communications, enforcement of provincial and municipal restrictions, etc. New in 2022

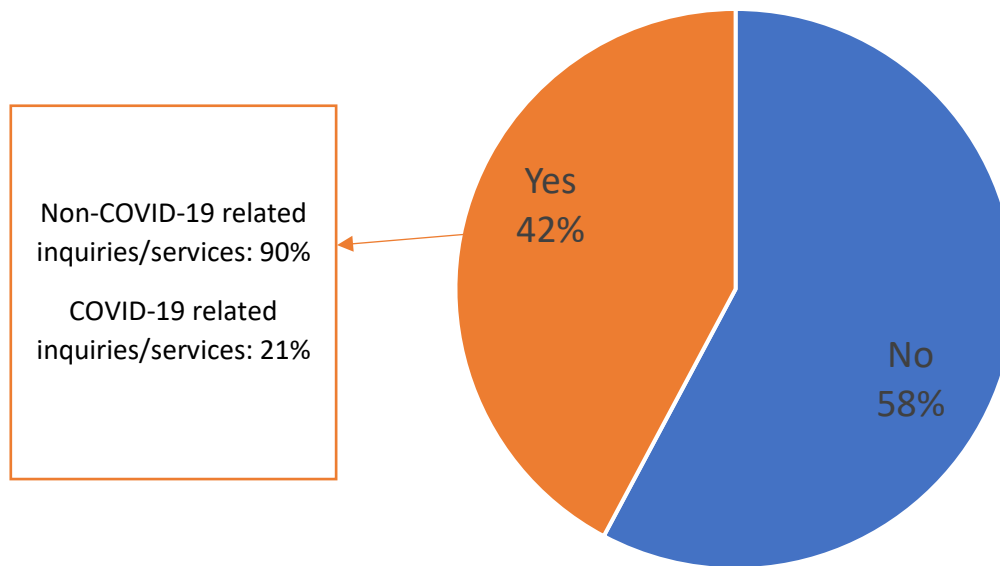
# Detailed Findings - Interactions with The City

### Contacting the City

42% of respondents have contacted the City of Hamilton in the past year for information or to conduct service transactions, out of which, 90% of respondents reported it was for non-COVID-19 related inquiries/services and 21% of respondents reported it was for COVID-19 related inquiries/services.

The percentage of respondents that have contacted the City is less than previous years, where 2019 was 48% and 2018 was 47%.

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



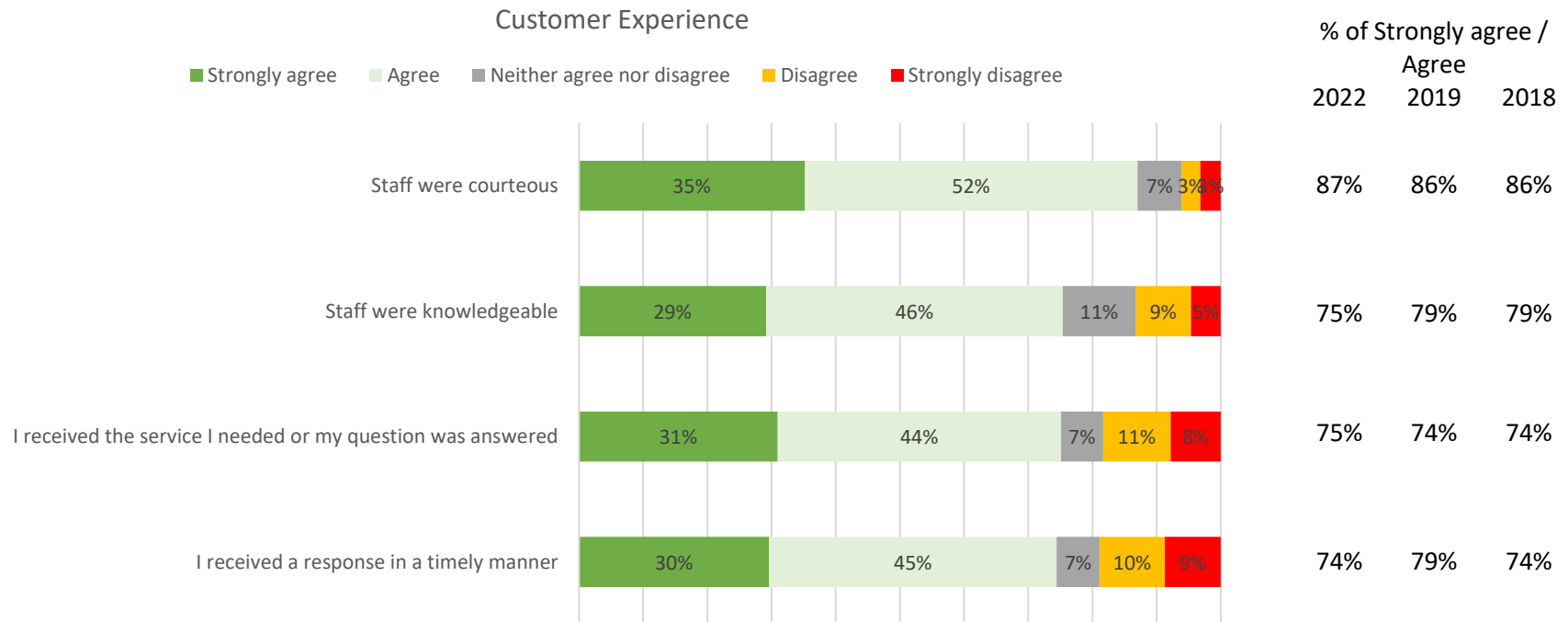
Q9 In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Q10 What have you contacted the City of Hamilton for in the past year? New in 2022

### Customer Experience

74% of respondents reported that their experience with contacting the City of Hamilton was positive. This is consistent with 2019 survey results at 73%, and 2018 is higher at 83%.

Most respondents felt that city staff were courteous (87%) and knowledgeable (75%), their question was answered (75%) and they received a timely response (74%).



Q11 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. a) Overall, my experience contacting the City of Hamilton was positive. b) I received a response in a timely manner. c) Staff were knowledgeable. d) Staff were courteous. e) I received the service I needed / my question was answered.



## Detailed Findings – Preferred Service Delivery and Communication Channels

## Preference of Service Delivery Channels

### Getting information

The most preferred way of getting information from the City (36%) is through the City of Hamilton website (hamilton.ca). This is the top preference for younger (38%) and middle-aged adults (44%). The preferred channel to get information for older adults (40%) is through phone and the City of Hamilton website (hamilton.ca). The most preferred way to get information was by phone in the 2018 and 2019 surveys.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In Person	9%	7%	13%	10%
Phone	15%	22%	40%	27%
Email	25%	14%	15%	17%
City of Hamilton website (hamilton.ca)	38%	44%	27%	36%
Text Message/SMS	4%	2%	1%	2%
Social Media	8%	4%	2%	4%
Video Call	0%	2%	0%	1%
Online digital assistant (i.e. chatbot)	1%	5%	2%	3%

### Making a complaint/providing feedback or compliment

The most preferred way of making a complaint/providing feedback or compliment (39%) is through phone. This is the top preference for middle-aged (37%) and older adults (51%). The preferred channel for younger adults (51%) is through email and phone. Phone was the most preferred way to make a complaint in the 2018 and 2019 survey.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In Person	10%	9%	13%	11%
Phone	25%	37%	51%	39%
Email	34%	20%	20%	24%
City of Hamilton website (hamilton.ca)	23%	27%	13%	20%
Text Message/SMS	0%	3%	1%	2%
Social Media	4%	1%	1%	2%
Video Call	1%	0%	0%	1%
Online digital assistant (i.e. chatbot)	2%	3%	2%	2%

### Registering for Programs and Services

The most preferred way to register for programs and services (52%) is through the City of Hamilton website (hamilton.ca). This is the top preference for all age groups and has not changed since 2018.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In Person	14%	18%	19%	18%
Phone	16%	11%	28%	19%
Email	13%	8%	13%	11%
City of Hamilton website (hamilton.ca)	57%	63%	39%	52%

### Applying for Licenses and Permits

The most preferred way to apply for licenses and permits (44%) is through the City of Hamilton website (hamilton.ca), followed by In Person (35%). City of Hamilton website (hamilton.ca) is the top preference for younger (50%) and middle-aged adults (51%). The preferred way for older adults is in-person (41%) and the City of Hamilton website (hamilton.ca) (36%). The most preferred way to apply for licenses and permits was in person in 2018 and 2019.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In Person	30%	32%	41%	35%
Phone	8%	12%	15%	12%
Email	12%	5%	8%	8%
City of Hamilton website (hamilton.ca)	50%	51%	36%	44%

### Booking / Renting City of Hamilton Facilities or Parks

The most preferred way to book/rent City of Hamilton facilities or parks (49%) is through the City of Hamilton website (hamilton.ca). This is the top preference for all age groups and has not changed since 2018.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In Person	10%	15%	22%	16%
Phone	22%	20%	31%	25%

Email	15%	6%	10%	10%
City of Hamilton website (hamilton.ca)	54%	59%	37%	49%

**Making Payment for Programs, Services, Permits, Licenses, Fines Etc.**

The most preferred way to make payment for programs, services, permits, licenses, fines etc. (54%) is through the City of Hamilton website (hamilton.ca). This is the top preference for all age groups.

	Younger Adults	Middle-aged Adults	Older Adults	Total
In person	12%	27%	37%	27%
Phone	13%	8%	14%	12%
Email	7%	6%	8%	7%
City of Hamilton website (hamilton.ca)	69%	58%	42%	54%

**Paying Property Tax**

The most preferred way of paying for property tax is through a bank (56%). This is the top preference for all age groups and has not changed since 2018.

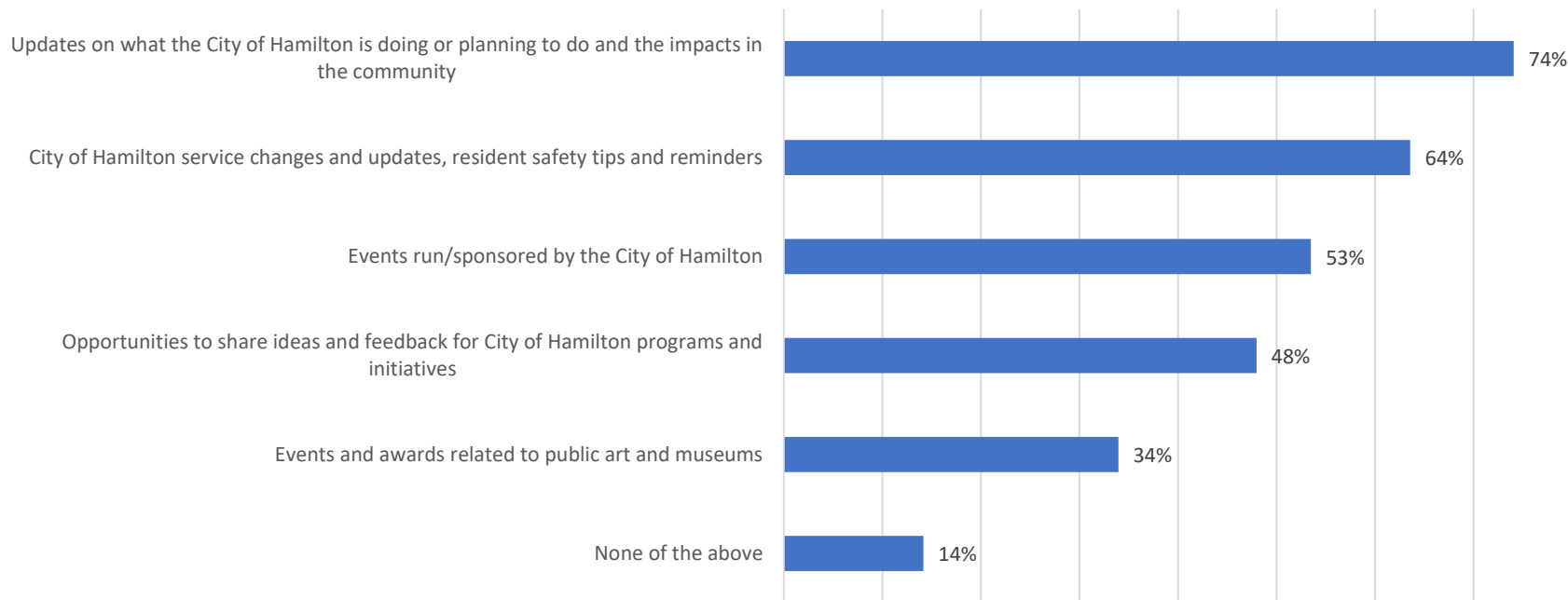
	Younger Adults	Middle-aged Adults	Older Adults	Total
In-person at a City counter	7%	6%	6%	6%
By phone directly with the City	9%	3%	1%	4%
Through your bank (at a teller, ATM, online/phone banking)	53%	63%	51%	56%
Postal mail	1%	1%	2%	2%
Pre-authorized debit payment plan	30%	27%	39%	33%

Q8 The following question will focus on different ways of connecting with and conducting business with the City of Hamilton. If you needed to, what would be your preferred way of conducting each of the following types of interactions? Note that not all response options are currently available or used. Modified from: What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

### Topic Areas to Receive Information on From the City

Topic areas where most respondents reported that they would like to receive information on from the City of Hamilton includes “Updates on what the City of Hamilton is doing or planning to do and the impacts in the community” (74%), “City of Hamilton service changes and updates, resident safety tips and reminders” (64%) and “Events run/sponsored by the City of Hamilton” (53%).

Which of the following topic areas would you like to receive information on from the City of Hamilton?

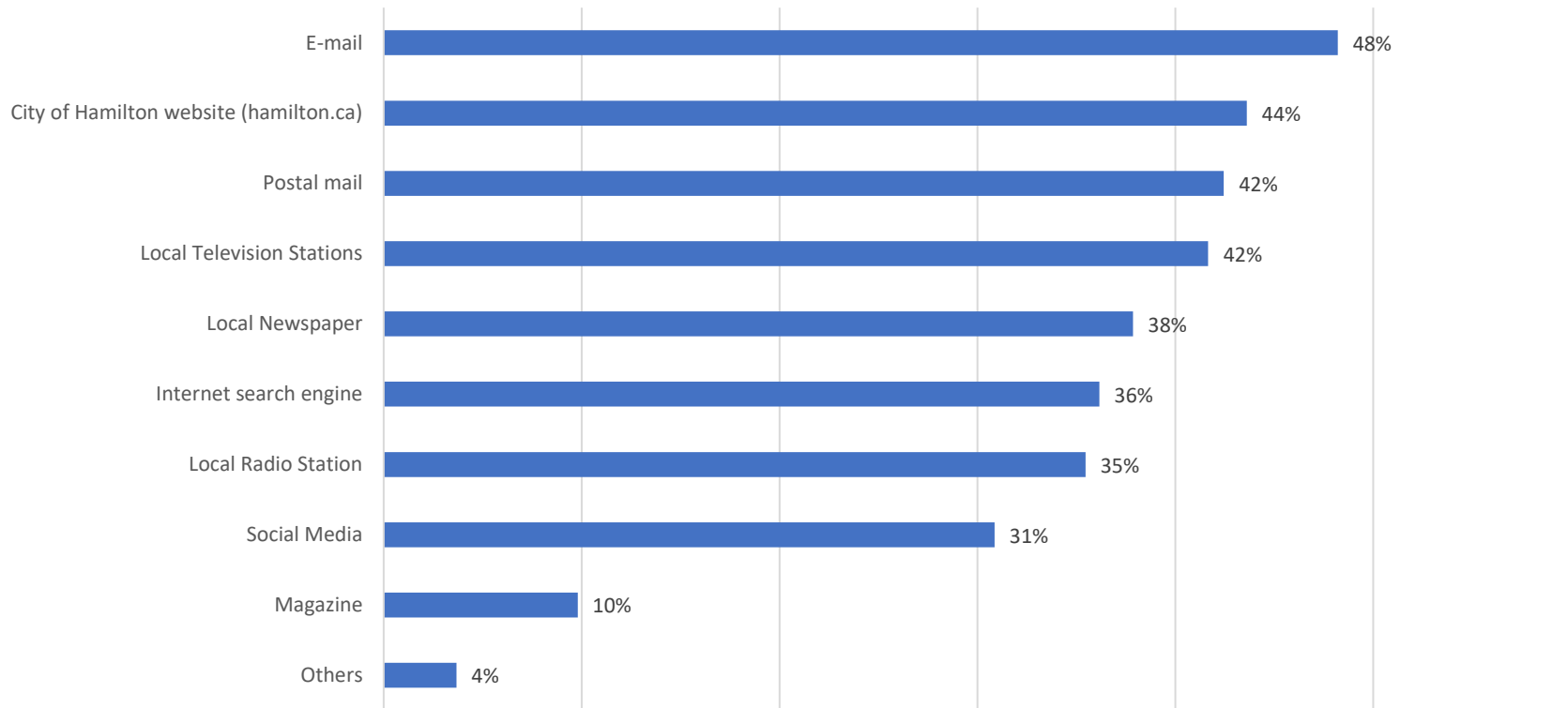


Q12 Which of the following topic areas would you like to receive information on from the City of Hamilton? New for 2022

## Preference of Communication Channels

The most preferred way to get information about the City of Hamilton’s programs, initiatives, news, and events is through email (48%) and City of Hamilton website (hamilton.ca) (44%).

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

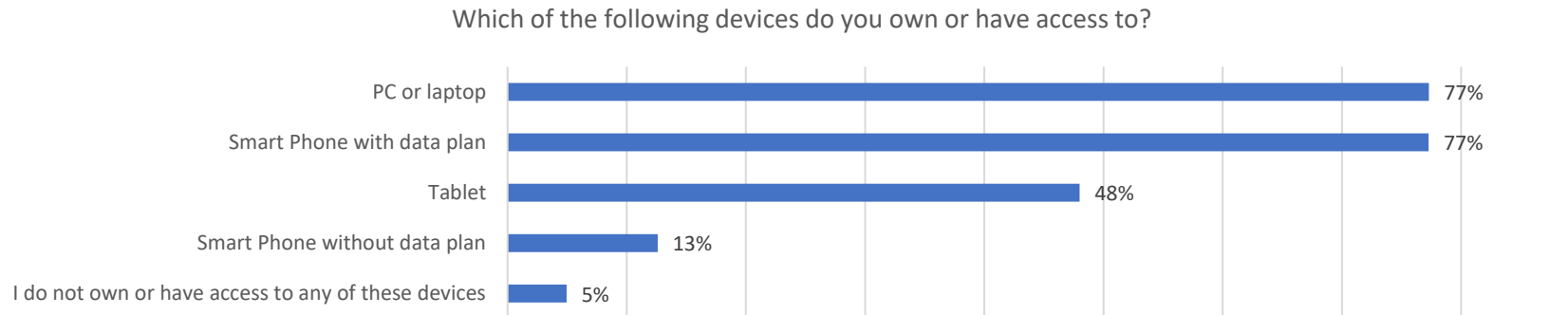
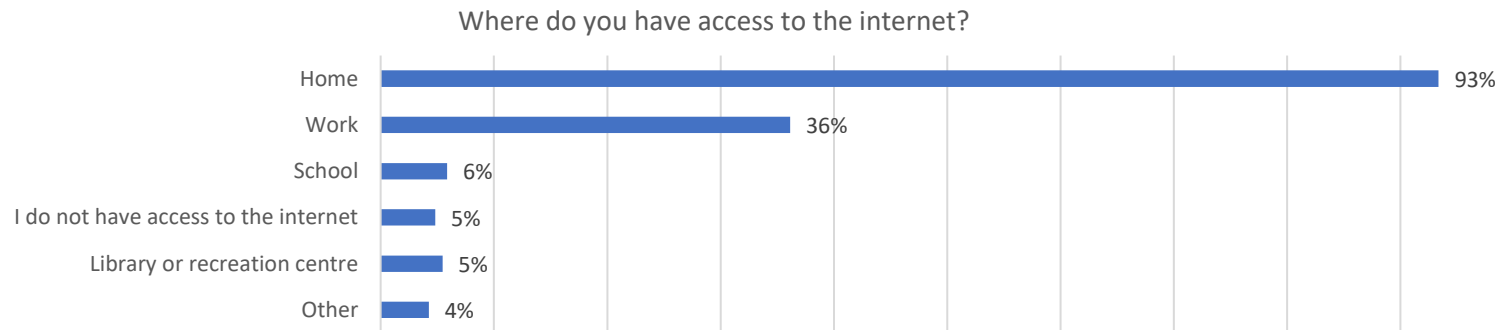


Q13 How would/do you like to get information about the City of Hamilton's programs, initiatives, news, and events?

### Access to Internet and Digital Devices

Most of the respondents (93%) have access to the internet at home and a small portion (5%) of respondents do not have access to the internet.

Most of the respondents own or have access to PC or laptops (77%) and Smart Phones with data plan (77%). Only a small portion (5%) of respondents do not own or have access to any digital devices.



Q14 Where do you access the internet? New for 2022

Q15 Which of the following devices do you own or have access to? New for 2022

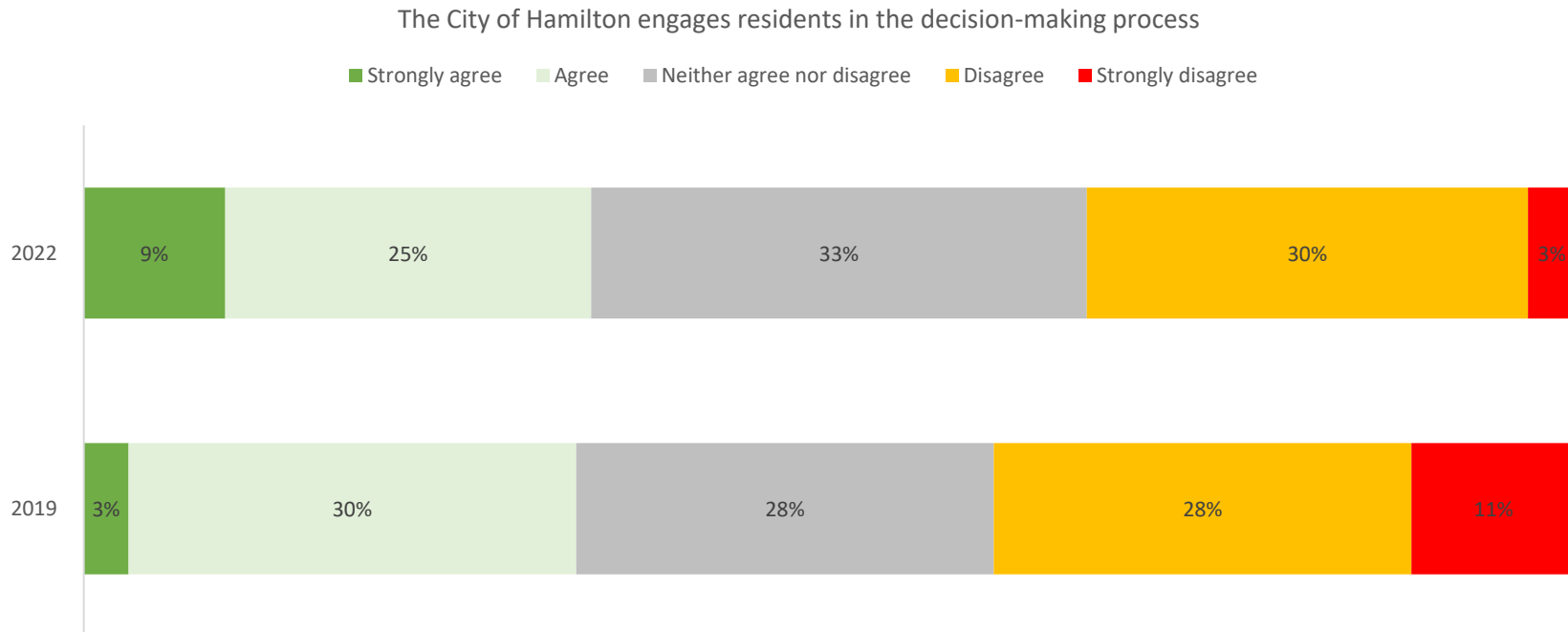
# Detailed Findings – Community Engagement



### Perception of Resident Engagement by the City

One third of the respondents (34%) agree/strongly agree that the City of Hamilton engages residents in the decision-making process for City programs, services, and initiative.

There are fewer respondents (33%) disagreed that the City of Hamilton engages residents compared to 2019 (39%). Only 3% of respondents strongly disagree that the City of Hamilton engages residents in the decision-making process, this is a significant decrease from 2019. This question was not asked in 2018.

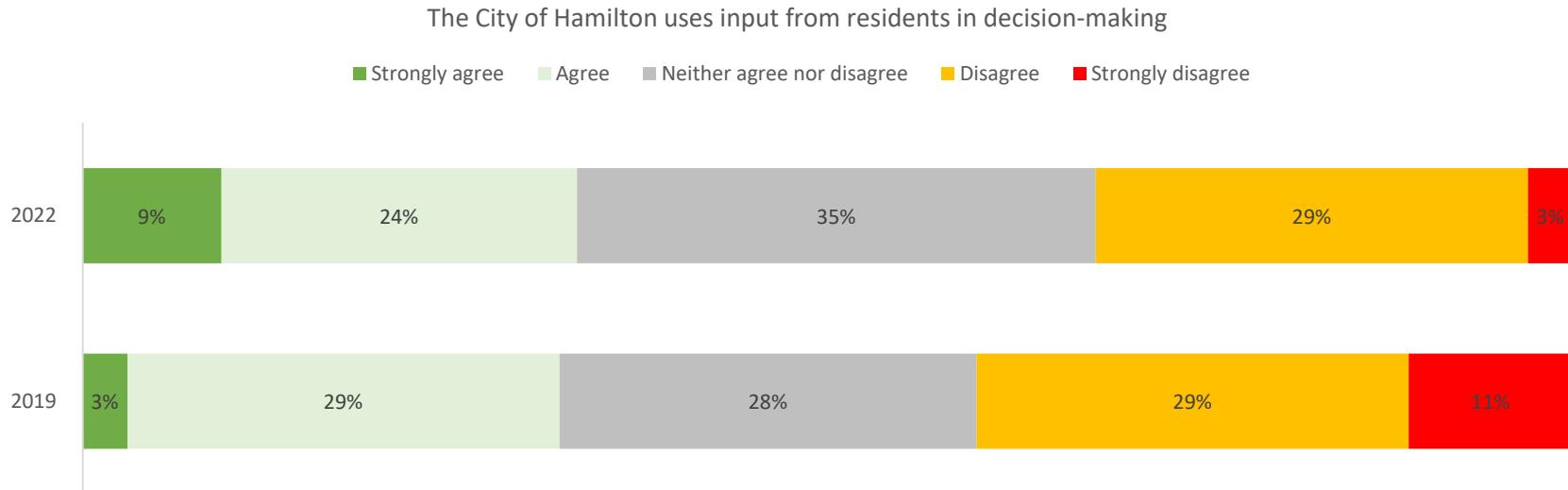


Q6 Please indicate your level of agreement with the following statements. a) The City of Hamilton engages residents in the decision-making process for City programs, services, and initiatives. b) The City of Hamilton uses input from residents in decision-making about City programs, services, and initiative

### Perception of the City uses Input from Residents in Decision-making

One third of the respondents (32%) agree that the City of Hamilton uses input from residents in decision-making about City programs, services, and initiative. There is no significant change from 2019 (32%).

Fewer respondents disagreed (32%) that the City uses input from residents in decision-making compared to 2019 (40%). Only 3% of respondents strongly disagree that the City of Hamilton uses inputs from residents in decision-making, this is a significant decrease from 2019. This question was not asked in 2018.

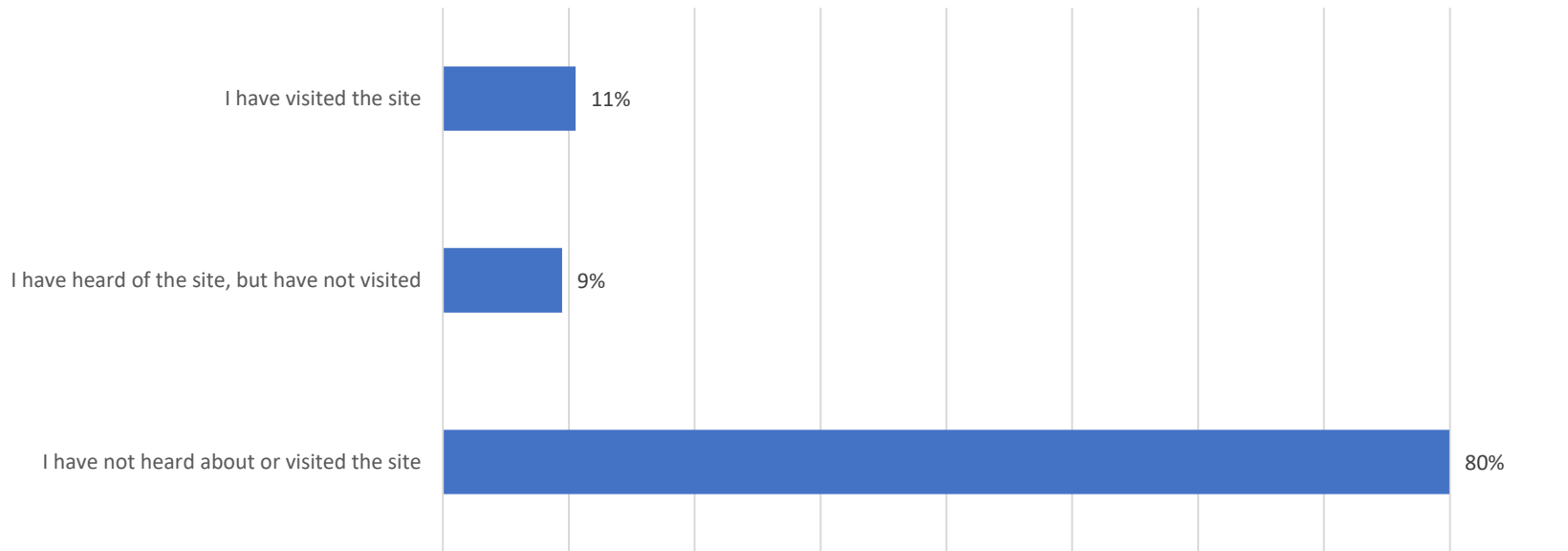


Q6 Please indicate your level of agreement with the following statements. a) The City of Hamilton engages residents in the decision-making process for City programs, services, and initiatives. b) The City of Hamilton uses input from residents in decision-making about City programs, services, and initiative

### City of Hamilton's Online Engagement Platform

8 out of 10 (80%) respondents have not heard about or visited the City of Hamilton's online engagement platform. 1 in 10 (10%) respondents have visited the site.

Are you aware of or have visited the City of Hamilton's online engagement platform

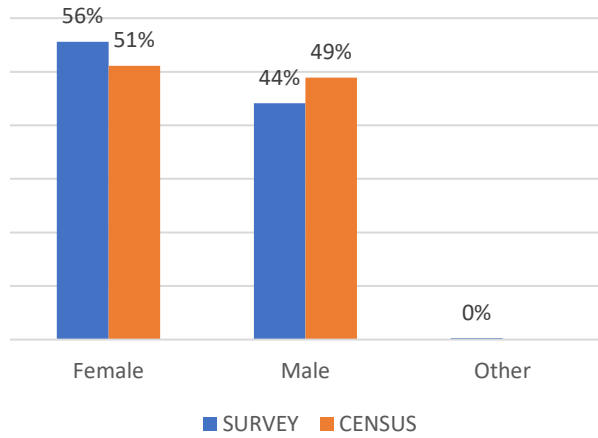


Q7 Are you aware of or have you visited the City of Hamilton's online engagement platform [engage.hamilton.ca](https://engage.hamilton.ca)?

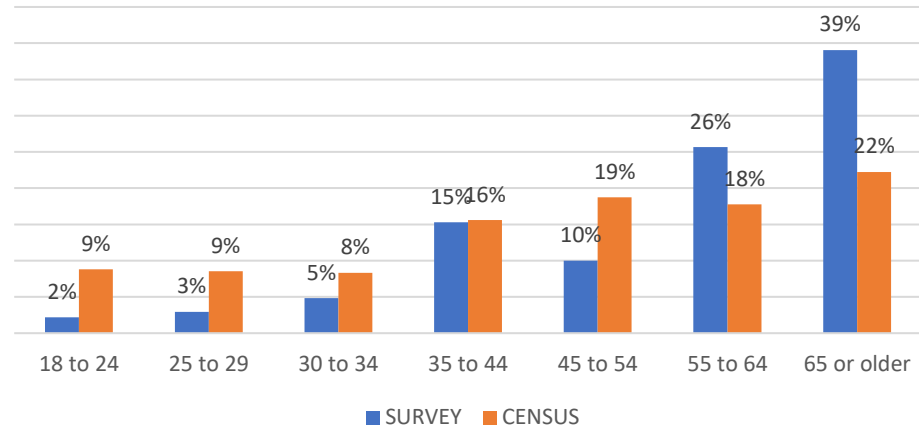
New for 2022

# Weighted Sample Characteristics

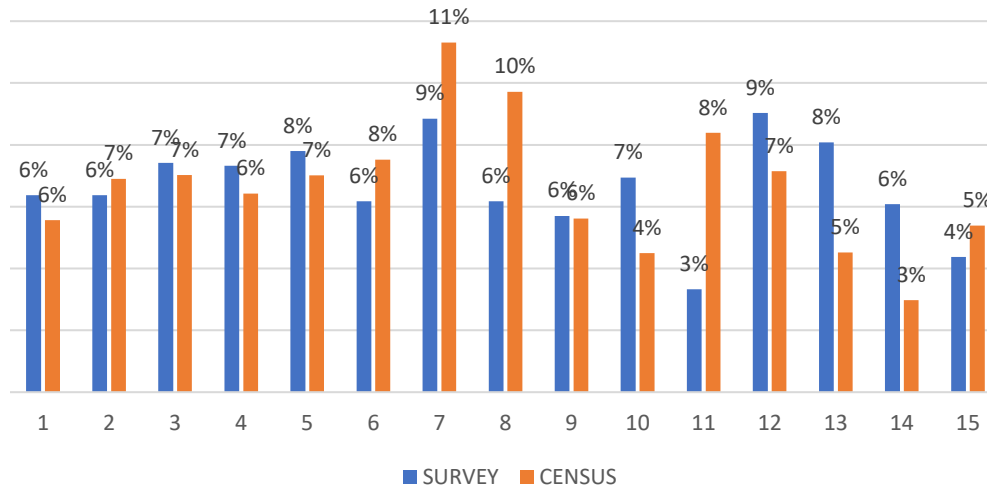
**Gender**



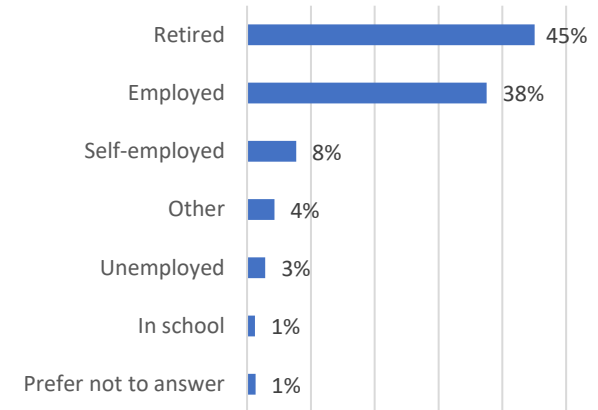
**Age**



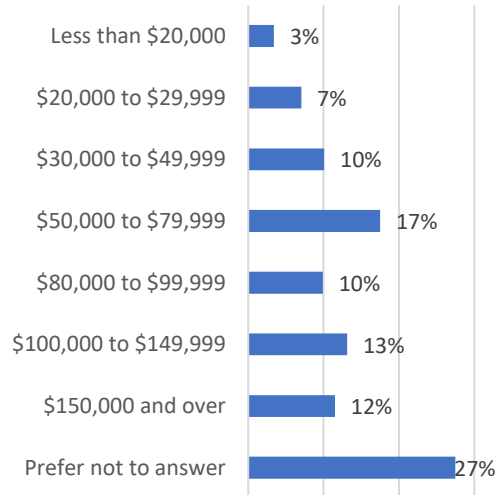
**Ward**



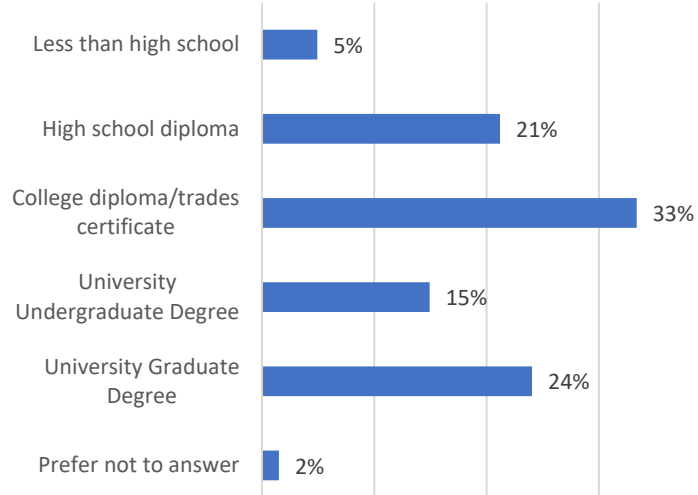
**Employment Status**



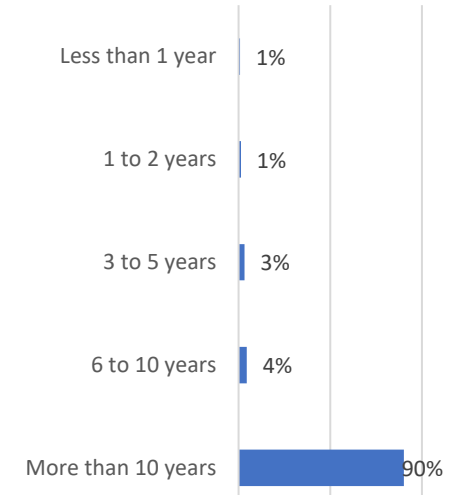
**Household Income**



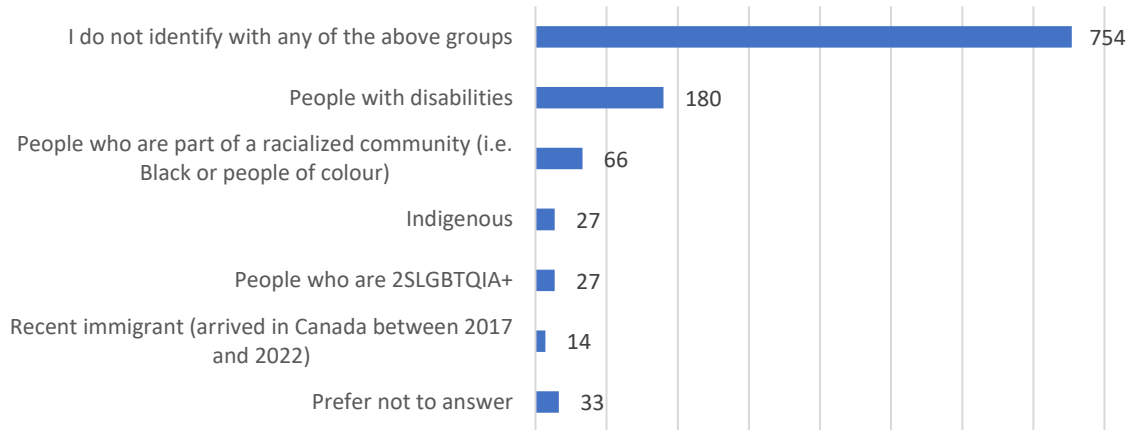
**Education**



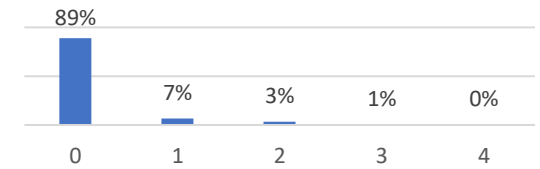
**Tenure in Hamilton**



**Member of Groups**



**Number of Children in Household**



**Number of Youth in Household**

