



## City of Hamilton Our City Survey 2022 – Survey Questions

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S1. How do you describe yourself?

Response options (choose one):

- Male
- Female
- Transgender
- Other

S2. What is your age?  
PN: Should be 18+

Response options (choose one):

- Under 18
- 18 to 24
- 25 to 29
- 30 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older

S3. What is your postal code?  
PN: Show drop down list and check quotas by Ward

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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
- e) Hamilton is on the right track towards its vision of being " the best place to raise a child and age successfully."

Response options (select one):

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

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

Response options (select one):

- Improved
- Stayed the same
- Worsened

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

Response options (select one):

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



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- 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”.
- a) Fire Department - Emergency response, fire safety inspections, fire safety education
  - b) Paramedic Services - Emergency medical/trauma care, health education, community paramedic program
  - c) Police Services - Police services, safety, law enforcement
  - d) Emergency Management - Handling city wide emergencies such as power outages, ice storms, floods, etc.
  - e) Roads and Sidewalks - Maintenance and condition
  - f) Snow Plowing and Salting of Roads
  - g) Snow Plowing and Salting of City-owned facilities – City-owned facilities include: arenas, recreation centres, libraries, and town halls
  - h) Traffic Flow and Roadway Safety - Traffic signal timing, street lighting, traffic signage, traffic calming measures, pavement makings, roadway safety issue identification
  - i) Hamilton Street Railway (HSR) Buses - Customer-focused service that is safe, reliable and inclusive
  - j) Recreation - Registered, drop in and rental programming in recreation facilities including pools, arenas, seniors centres, community halls and sports fields/parks
  - k) Parks and Open Space - Maintenance of parks, play structures, spray pads and access to parks and natural open spaces
  - l) Libraries and Bookmobiles – Hamilton Public Library branches and Bookmobiles
  - m) Tourism - Visitor services; marketing, attracting, promoting and hosting conventions, sports tourism attractions and major events, i.e. Juno Awards
  - n) Arts, Culture and Heritage - Public art, museums, cultural programming, heritage properties maintenance
  - o) 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



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- p) Social Services - Ontario Works, homelessness prevention, home management services, health related benefits for low-income residents
- q) Community Housing – Subsidized housing, access to Housing waitlist and housing initiatives such as portable housing benefits and rent supplements.
- r) Child Care Services - EarlyON Child and Family Centres, child care supports for operators and families, Red Hill Family Centre.
- s) Services for Youth - Working with Youth and Youth Serving Agencies to support life goals such as education and employment, Learning Earning and Parenting Program (LEAP), Xperience Annex
- t) Services for Seniors including Long-Term Care - Long Term Care provided at Macassa Lodge and Wentworth Lodge and other senior services provides provided at / or by the Lodges – Meals on Wheels and Adult Day Program
- u) Legislative Services and Information Management - 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
- v) Animal Services - Dog Licensing, rabies response and wildlife, animal shelter, pound services including lost and found, dog parks and animal investigations
- w) 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
- x) Building Permits - Building permit applications to erect, install, extend, alter or repair, demolish all or part of a building
- y) Cemetery - City managed grounds maintenance, burial services, customer service
- z) Drinking Water - Production and supply of clean, safe and reliable drinking water
- aa) Waste Water Management - Collection and treatment of waste water that leaves a building through a drain (e.g. from flushing toilets, doing laundry, washing dishes, etc.)
- bb) Storm Water Management - Collection and treatment of stormwater to support flood prevention, water quality and erosion control
- cc) Waste Management - Pick up of garbage, blue box, green bin, leaf and yard, bulk waste



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Response options for Q4(a)-Q4(bb) (select one):

- Excellent
- Very Good
- Good
- Fair
- Poor
- Have not used this service / Don't Know

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:

Response options (select one):

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

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

Response options (select one):

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



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

Response options (select one):

- I have visited the site
- I have heard of the site, but have not visited
- I have not heard about or visited the site

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.

a) Getting information

Response options (select one):

- In person
- Email
- Phone
- Video call
- City of Hamilton website ([hamilton.ca](https://hamilton.ca))
- Social media
- Text Message/SMS
- Online digital assistant (i.e. chatbot)



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- b) Making a complaint / providing feedback or compliment

Response options (select one):

- In person
- Email
- Phone
- Video call
- City of Hamilton website (hamilton.ca)
- Social media
- Text Message/SMS
- Online digital assistant (i.e. chatbot)

- c) Registering for programs and services  
d) Applying for licenses and permits  
e) Booking / renting City of Hamilton facilities or parks  
f) Making payment for programs, services, permits, licenses, fines etc

Response options for Q8(c) to Q8(f) (select one):

- In person
- Email
- Phone
- City of Hamilton website (hamilton.ca)

- g) Paying property taxes

Response options (select one)

- In-person at a City counter
- By phone directly with the City
- Through your bank (at a teller, ATM, online/phone banking)
- Postal mail
- Pre-authorized debit payment plan

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

Response options (select one):

- Yes (proceed to Q10)
- No (skip to Q12)



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

Response options (select all that apply)

- COVID-19 related inquiries/services
- Non-COVID-19 related inquiries/services

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.

Response options (select one):

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

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

Response options (select all that apply)

- Events and awards related to public art and museums
- Opportunities to share ideas and feedback for City of Hamilton programs and initiatives
- Events run/sponsored by the City of Hamilton
- City of Hamilton service changes and updates, resident safety tips and reminders
- Updates on what the City of Hamilton is doing or planning to do and the impacts in the community
- None of the above





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

Response options (select all that apply):

- E-mail (e.g. digital newsletters)
- Postal Mail
- City of Hamilton website (hamilton.ca)
- Social media  
(e.g. Twitter, Facebook, Instagram, YouTube)
- Local Radio Station  
(e.g. FM 102.9 Bounce, FM CHML 900, Energy 95.3 Radio)
- Local Television Stations  
(e.g. CHCH, Cable 14)
- Local Newspaper  
(e.g. The Hamilton Spectator, Dundas Star News, Flamborough Review, Hamilton Mountain News, Stoney Creek News, Glanbrook Gazette, Bay Observer, Sagem.ca)
- Magazine  
(e.g. View, Snapd Hamilton, Hamilton Recreation Guide)
- Internet search engine  
(e.g. Google, Bing)
- Other - please specify

Q14 Where do you access the internet?

Response options (select all that apply)

- Home
- School
- Work
- Library or recreation centre
- Other
- I do not have access to the internet

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

Response options (select all that apply)



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- Smart Phone with data plan
- Smart Phone without data plan
- Tablet
- PC or laptop
- I do not own or have access to any of these devices

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

Response options (select one):

- Excellent
- Very Good
- Good
- Fair
- Poor
- Have not used this service / Don't Know

Q17 How would you describe the change the COVID-19 pandemic has had on your ...

- a) financial situation
- b) physical health
- c) mental health

Response options (select one)

- Much worse
- Somewhat worse
- About the same
- Somewhat better
- Much better
- Prefer not to answer

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"?

Text/comment box



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

Q19 Do you identify as a member of the following groups?

Response options (select all that apply)

- People with disabilities
- People who are part of a racialized community (i.e. Black or people of colour)
- Indigenous
- People who are 2SLGBTQIA+
- Recent immigrant (arrived in Canada between 2017 and 2022)
- I do not identify with any of the above groups
- Prefer not to answer

Q20 How long have you lived in the city of Hamilton?

Response options (select one):

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years
- Prefer not to answer

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

Response options (select one):

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

Q22 In general, would you say your health is

Response options (select one):

- Excellent
- Very Good
- Good
- Fair



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- Poor
- Prefer not to answer

Q23 What is your highest level of education?

Response options (select one):

- Less than high school
- High school diploma
- College diploma/trades certificate
- University undergraduate degree
- University graduate degree
- Prefer not to answer

Q24 Including yourself, how many people living in your household fall into each of the following categories?

- a) Adult (age 18 or older)
- b) Youth (age 12 to 17)
- c) Child (under age 12)
- d) Prefer not to answer

Q25 What is your total household income before taxes?

Response options (select 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
- Prefer not to answer



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Q26 Which of the following best describes your situation?

Response options (select one):

- Employed
- Self-employed
- Unemployed
- Retired
- In school
- Other
- Prefer not to answer