

Aug 14, 2024 DRAFT - City of Hamilton MTFTAA

Public survey questions

Note: Survey preamble will need to be finalized. City of Hamilton staff supporting Engage Hamilton will be engaged to host survey online, and communications support from the City of Hamilton will be engaged to promote the survey and other methods of engagement.

Analytical Questions

1. Demographic questions

Question for City: Does the City of Hamilton have standard questions it uses for all online surveys?

Public access to productively engage with the City of Hamilton

Ensuring that residents and stakeholders have clear, accessible channels for participation and feedback in city governance.

1. How frequently do you engage with the City of Hamilton (e.g., attending meetings, submitting feedback, participating in consultations)?
 - a) Very frequently
 - b) Frequently
 - c) Occasionally
 - d) Rarely
 - e) Never

2. What methods do you typically use to engage with the City? (Select all that apply)
 - a) In-person meetings
 - b) Online portals
 - c) Social media
 - d) Email
 - e) Phone
 - f) Mail
 - g) Other (please specify)

3. How satisfied are you with the current channels available for public engagement with the City of Hamilton?
 - a) Very satisfied
 - b) Satisfied
 - c) Neutral
 - d) Dissatisfied

- e) Very dissatisfied
4. What barriers, if any, prevent you from engaging with the City of Hamilton? (Select all that apply)
- a) Lack of time
 - b) Lack of information
 - c) Unclear processes
 - d) Language barriers
 - e) Accessibility issues
 - f) Lack of trust
 - g) Other (please specify)
5. How accessible are City officials and representatives when you need to voice a concern or provide feedback?
- a) Very accessible
 - b) Accessible
 - c) Neutral
 - d) Inaccessible
 - e) Very inaccessible
6. What improvements would make it easier for you to engage with the City of Hamilton?
- Open-ended
7. What specific types of public meetings or forums would you like the City to organize more often?
- a) Town halls
 - b) Workshops
 - c) Focus groups
 - d) Online Q&A sessions
 - e) Open houses
 - f) Other (please specify)
8. How would you improve the City's online engagement platforms (e.g., website, social media)?
- Open-ended
9. Which new methods or tools could the City implement to make it easier for you to provide input?
- a) Mobile apps
 - b) Virtual reality town halls
 - c) Interactive surveys
 - d) SMS/text-based communication

- e) Social media polls,
- f) Other (please specify)

10. What changes would make City consultations more accessible to diverse groups within the community?

- Open-ended

11. Would you like to see more targeted engagement efforts for specific demographics (e.g., youth, seniors, new residents)? If so, which groups?

- Open-ended

Transparency regarding City of Hamilton activities and decisions

Enhancing the visibility and openness of the City's operations and decision-making processes to build trust and accountability.

1. How transparent do you believe the City of Hamilton is in its decision-making processes?

- a) Very transparent
- b) Somewhat transparent
- c) Neutral
- d) Not very transparent
- e) Not at all transparent

2. How easily can you access information about City Council decisions and actions?

- a) Very easily
- b) Somewhat easily
- c) Neutral
- d) Not very easily
- e) Not at all

3. Which sources do you rely on to learn about the City's activities and decisions? (Select all that apply)

- a) City website
- b) Social media
- c) Local news
- d) Public meetings
- e) Official reports
- f) Community organizations
- g) Other (please specify)

4. How confident are you that the City provides complete and accurate information to the public?

- a) Very confident
 - b) Somewhat confident
 - c) Neutral
 - d) Not very confident
 - e) Not at all confident
5. What additional information or resources would help you better understand the City's activities and decisions?
- Open-ended
6. Which City of Hamilton activities or decisions would you like to see more detailed reporting on?
- a) Budget allocations
 - b) Infrastructure projects
 - c) Public safety
 - d) Environmental initiatives
 - e) Social services
 - f) Other (please specify)
7. What improvements would you suggest to make City Council meetings more accessible or understandable to the public?
- a) Simplified summaries
 - b) Live translations
 - c) Interactive agendas
 - d) More public Q&A opportunities
 - e) Other (please specify)
8. How should the City better communicate the impact of its decisions on local communities?
- Open-ended
9. What additional data or information would help you feel more informed about the City's operations?
- Open-ended
10. Would you support the implementation of a real-time dashboard for tracking City projects and initiatives?
- a) Strongly support
 - b) Support
 - c) Neutral
 - d) Do not support
 - e) Strongly do not support

The City of Hamilton demonstrating accountability to citizens, residents, and communities

Implementing measures to ensure that the City's actions and decisions are responsive to the needs and concerns of its diverse population, fostering a sense of responsibility and reliability.

1. How well do you think the City of Hamilton listens to and addresses the concerns of its residents?
 - a) Very well
 - b) Well
 - c) Neutral
 - d) Poorly
 - e) Very poorly

2. In your experience, how often does the City of Hamilton follow through on its commitments to residents?
 - a) Always
 - b) Often
 - c) Sometimes
 - d) Rarely
 - e) Never

3. What changes could the City make to improve its accountability to the community?
 - Open-ended

4. How do you feel the City handles situations where mistakes are made or issues arise?
 - a) Very effectively
 - b) Effectively
 - c) Neutral
 - d) Ineffectively
 - e) Very ineffectively

5. What specific areas do you feel the City needs to improve in terms of being accountable to residents?
 - a) Responsiveness to complaints
 - b) Timeliness of services
 - c) Equity in service delivery
 - d) Clear communication of decisions
 - e) Clear communication around emerging issues
 - f) Other (please specify)

6. What changes would make you feel that the City is more accountable to your needs?
 - Open-ended

7. How would you improve the way the City handles and communicates about its errors or mistakes?
 - Open-ended

8. Would you support the creation of an independent oversight body to review City actions and decisions?
 - a) Strongly support
 - b) Support
 - c) Neutral
 - d) Do not support
 - e) Strongly do not support

9. In what ways could City officials be more accessible or responsive to your concerns?
 - Open-ended

Propose practical steps to enhance trust

Developing clear and feasible initiatives aimed at building and maintaining trust between the City of Hamilton and its residents.

1. How would you rate the current level of trust between the City of Hamilton and its residents?
 - a) Very high
 - b) High
 - c) Neutral
 - d) Low
 - e) Very low

2. What factors contribute most to your level of trust or distrust in the City of Hamilton? (Select all that apply)
 - a) Transparency
 - b) Accountability
 - c) Responsiveness
 - d) Communication
 - e) Integrity
 - f) Past experiences
 - g) Other (please specify)

3. What specific actions could the City take to build or improve trust with residents?
 - Open-ended

4. How likely are you to participate in future City engagement initiatives if you feel your input is valued?

- a) Very likely
 - b) Likely
 - c) Neutral
 - d) Unlikely
 - e) Very unlikely
5. What specific initiatives could the City implement to build trust with underrepresented communities?
- Open-ended
6. How could the City improve its response to feedback or concerns raised by residents to build trust?
- a) Faster response times
 - b) More detailed follow-ups
 - c) Public acknowledgment of feedback
 - d) Implementation of suggested changes
 - e) Other (please specify)
7. Would you be interested in participating in a citizen advisory panel to provide ongoing feedback to the City?
- a) Very interested
 - b) Interested
 - c) Neutral
 - d) Not interested
 - e) Very uninterested
8. What steps could the City take to demonstrate a commitment to ethical practices and integrity?
- Open-ended
9. How important is it for you to see the City actively engaging in trust-building activities (e.g., community outreach, regular updates, transparent decision-making)?
- a) Very important
 - b) Important
 - c) Neutral
 - d) Not important
 - e) Not at all important

Other

1. Is there anything else you would like to share?
- Open-ended