

CoH MTFTAA DRAFT Survey Questions (Sep 18 2024)

FOR REFERENCE: Past Polling

The following are items of past polling that could be utilized to frame the online engagement and focus groups.

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” (77%),
- “City of Hamilton service changes and updates, resident safety tips and reminders” (53%)
- “opportunities to share ideas and feedback for City of Hamilton programs and initiatives” (51%). **(Our City Survey 2022 - Online)**

Perception of Resident Engagement by the City suggests that 46% of respondents disagree/strongly disagree that the City of Hamilton engages residents in the decision-making process for City programs, services, and initiative. **(Our City Survey 2022 – Community Engagements)**

49% of the respondents disagree that the City of Hamilton uses input from residents in decision-making about City programs, services, and initiative. **(Our City Survey 2022 – Community Engagements)**

Close to one third (30%) of respondents have visited the City of Hamilton’s online engagement platform. Most respondents (58%) have not heard about or visited the site. **(Our City Survey 2022 – Community Engagements)**

The following are the services most often rated as good, very good or excellent:

- Libraries and Bookmobiles 89% • Fire Department 87%
- Drinking Water 80% • Paramedic Services 77%
- Parks and Open Space 74% **(Our City Survey 2022 - Online)**

The following are the services most often rated as poor:

- Community Housing 69% • Social Services 54%
- Roads and Sidewalks 47%
- Traffic Flow and Roadway Safety 40%
- Building Permits 40% **(Our City Survey 2022 - Online)**

Do you feel that the City of Hamilton engages residents in the decision-making process? 66.5% NO (RPP Survey)

Do you feel the City of Hamilton uses input from residents in the decision-making process? 68.9% NO (RPP Survey)

Barriers to engagement (RPP Survey)

- 45% I DID NOT KNOW ABOUT THE ACTIVITY/EVENT
- 38% THE DATE AND TIME OF THE ACTIVITY/EVENT WAS NOT CONVENIENT
- 38% I DID NOT HAVE ENOUGH NOTICE ABOUT THE ACTIVITY/EVENT TO PARTICIPATE
- 34% I DID NOT FEEL MY FEEDBACK WOULD MAKE A DIFFERENCE

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Note: Survey preamble 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.

Interacting with the City

The following questions help us understand how you interact with and are impacted by the City. This helps us better understand your feedback and thoughts.

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

2. How do you usually share your thoughts with the City? (Select all that apply)
 - a) In-person
 - b) City of Hamilton websites
 - c) Social media
 - d) Email
 - e) Phone
 - f) Mail
 - g) Other (please specify)

3. How do you hear about the City's activities and decisions? (Select all that apply)
 - a) City website
 - b) Friends and Family, Co-workers
 - c) Social media
 - d) Local news
 - e) Public meetings
 - f) Community Groups, including neighbourhood associations
 - g) Official reports
 - h) Cultural organizations
 - i) Other (please specify)

4. Based on the answers provided above, could you provide additional detail on what reasons you do/do not contact or interact with the City of Hamilton?

How is the city doing

The following questions help us understand your current level of trust towards the City and what issues are impacting that level of trust

5. 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
6. What factors contribute most to your level of trust in the City of Hamilton? (Please choose your top three)
- a) Transparency
 - b) Accountability
 - c) Responsiveness
 - d) Communication
 - e) Integrity
 - f) Past experiences
 - g) Other (please specify)
7. How accessible are City staff and officials when you need to share a concern, give feedback, or attempt to access City services?
- a) Very accessible
 - b) Accessible
 - c) Neutral
 - d) Inaccessible
 - e) Very inaccessible
 - f) Not Applicable
8. How transparent do you believe the City of Hamilton is in its decision-making processes or when responding to issues in the City?
- a) Very transparent
 - b) Somewhat transparent
 - c) Neutral
 - d) Not transparent enough
 - e) Not at all transparent

9. How would you improve the way the City handles and communicates about its errors or mistakes?

- Open-ended

10. What information do you find the hardest to access about the city

- a) City Council decisions
- b) Neighbourhood and planning changes
- c) Daily operational services
- d) City events
- e) Opportunities for feedback

11. What would help you better understand the City's activities and decisions?

- Open-ended

What can the City do to improve your trust and confidence

The following questions will help us better understand what changes our task force should be recommending to council to improve your trust and confidence in the City.

12. 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) Quality of service delivery
- d) Clear communication of decisions
- e) Clear communication around emerging issues
- f) More resident engagement for municipal elections
- g) Other (please specify)

13. Which City of Hamilton activities or decisions would you like more information on?

- a) City spending
- b) Infrastructure and construction
- c) Public safety
- d) Environmental initiatives
- e) Social services and community supports
- f) How the city uses land and decides zoning
- g) Housing and Homelessness
- h) Other (please specify)
- i) None

14. In previous engagements we have heard support for a variety of solutions to improve trust and accountability with residents. Which methods or tools do you feel would improve your confidence in the City? (Select all that apply)

- a) A Real-Time dashboard to track City Initiatives
- b) Support ticket tracking system to improve accountability and response times
- c) Increased public communication around decisions or issues
- d) Improvements to make City Council meetings accessible and understandable to the public
- e) Increased communication on City decisions and its impact to local communities
- f) Citizens Advisory Panels for ongoing feedback
- g) Other (please specify)

15. What additional changes could the City make to improve its accountability to the community, be more responsive to your concerns and build trust with residents?

- Open-ended

16. Is there anything the City is currently doing well that you want to highlight?

- Open-ended

Other

17. Is there anything else you would like to share?

- Open-ended

BELOW QUESTIONS OPTIONAL

18. We want to better understand how survey respondents reflect demographics across the city. This will assist in helping to give guidance to the City of Hamilton that relates uniquely to needs, interests, and perspectives of different demographics. Would you please tell us: ***** note these questions may be refined based on City of Hamilton standards. *****

A) Your age: _____

B) Your gender: _____

C) The first three digits of your postal code: _____

D) Do you self-identify with any of the following identities? Indigenous, LGBT2QIA+, racialized, immigrant newcomer, person with a disability?

Yes

No

Prefer Not to Say

19. There will be further opportunities to provide ideas and share your thoughts on how the City could improve its trust and accountability for both individuals and organizations. Would you like to be contacted about future opportunities? (eg Public Delegations, Focus groups)

a) Yes

b) No

20. If you answered yes to the previous question, please provide us with contact information to follow-up, including organizational details if applicable

a) Open ended