

**2023/2024
Snow Clearing Subsidy Benefit
Survey Summary**

2023/2024 Snow Clearing Subsidy Benefit Survey Summary

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SURVEY SUMMARY

Survey Purpose and Background

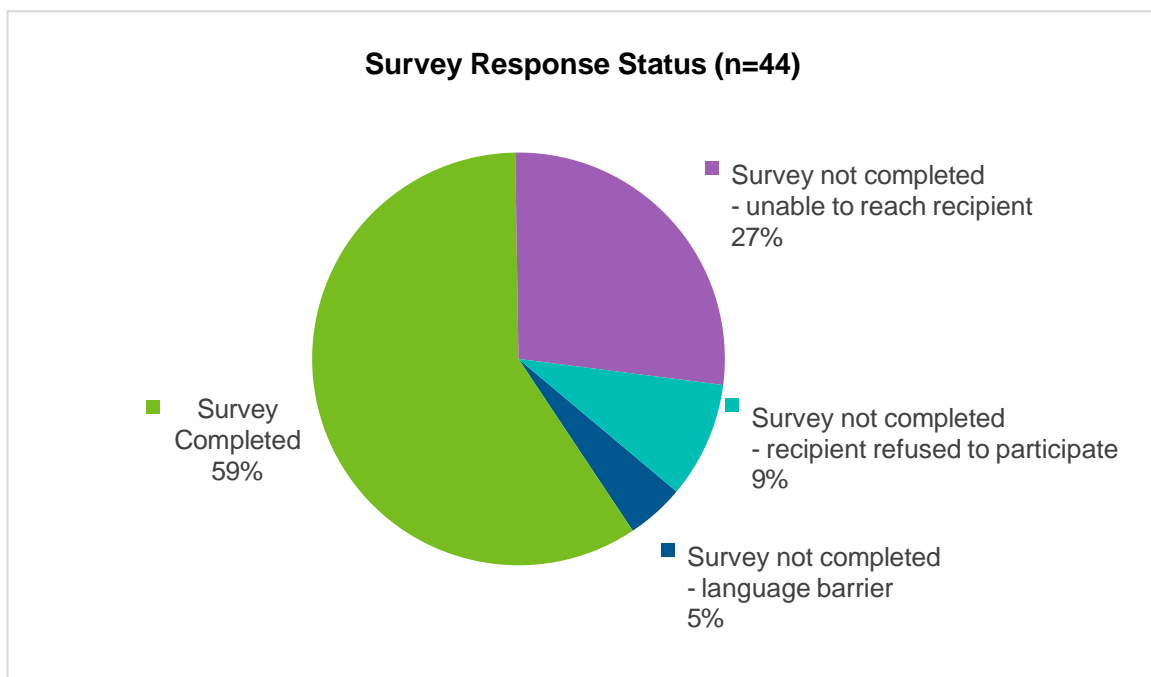
The Snow Clearing Subsidy Benefit Survey was developed to collect feedback from recipients of the Snow Clearing Subsidy Benefit for the 2023//2024 winter season. The survey collects information about subsidy recipients' snow clearing arrangements and experience with the program. The feedback will be used to help understand the impact of the program for recipients and inform future program planning.

A copy of the survey tool is provided in Appendix A.

Survey Deployment and Response

The Snow Clearing Subsidy Benefit was issued to 44 unique recipients for the 2023/2024 winter season. A letter was mailed out to these recipients the week of July 9, 2024 to provide advance notice that City of Hamilton staff would be calling them to conduct a survey. The survey was conducted with the subsidy recipients over the telephone between July 15, 2024 and July 18, 2024.

The following is summary of the survey response status of the 44 subsidy recipients. Staff were able to contact and complete surveys with 26 subsidy recipients, yielding a response rate of 59%.



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Key Survey Results Summary

- The majority of respondents were age 65 or older (88%), in low income (85%), indicated having a disability or health condition that affected their daily activities (96%) and were living alone or in a household with no other adults (88%).
- Approximately 36% of respondents first heard about the Snow Clearing Subsidy Benefit from family, friends, or word of mouth.
- Almost three out of every four respondents (73%) applied for the subsidy through a paper application.
- Approximately 8% of respondents experienced some difficulty with the application form.
- Most respondents indicated that City staff were able to clearly answer their Snow Clearing Subsidy Benefit questions (65%) or that they did not have any questions (19%).
- Before receiving the subsidy, respondents did not usually pay for snow clearing services (58%) or paid for snow clearing services on an as-needed basis (31%).
- Approximately 58% of respondents indicated it was easy/very easy to find someone to help with clearing snow after receiving the subsidy, however, there was also 35% that indicated it to be difficult/very difficult to find help.
- Almost two-thirds of recipients indicated that the contractor or person they paid with the subsidy to clear snow came the same day as the snow event to clear their snow.
- Some respondents noted that due to the light snow season there was no need to hire anyone to remove snow this past season.
- The majority (81%) of respondents indicated "never" having difficulties meeting the City of Hamilton by-law requirement to clear snow within 48 hours and none of the clients have ever received a by-law infraction or notification to clear snow from their property.
- The majority of clients (96%) would recommend the Snow Clearing Subsidy Benefit to others and note the program to have provided funds they otherwise would not have to hire help, reduced financial burdens, allowed them to get out to do things safely and reduced the stress/concerns of having to shovel due to their age/medical conditions.
- The most common suggestion for the Snow Clearing Subsidy Benefit was for a summer program for grass cutting/lawn maintenance and to provide a list of people/contractors who would provide snow removal services.

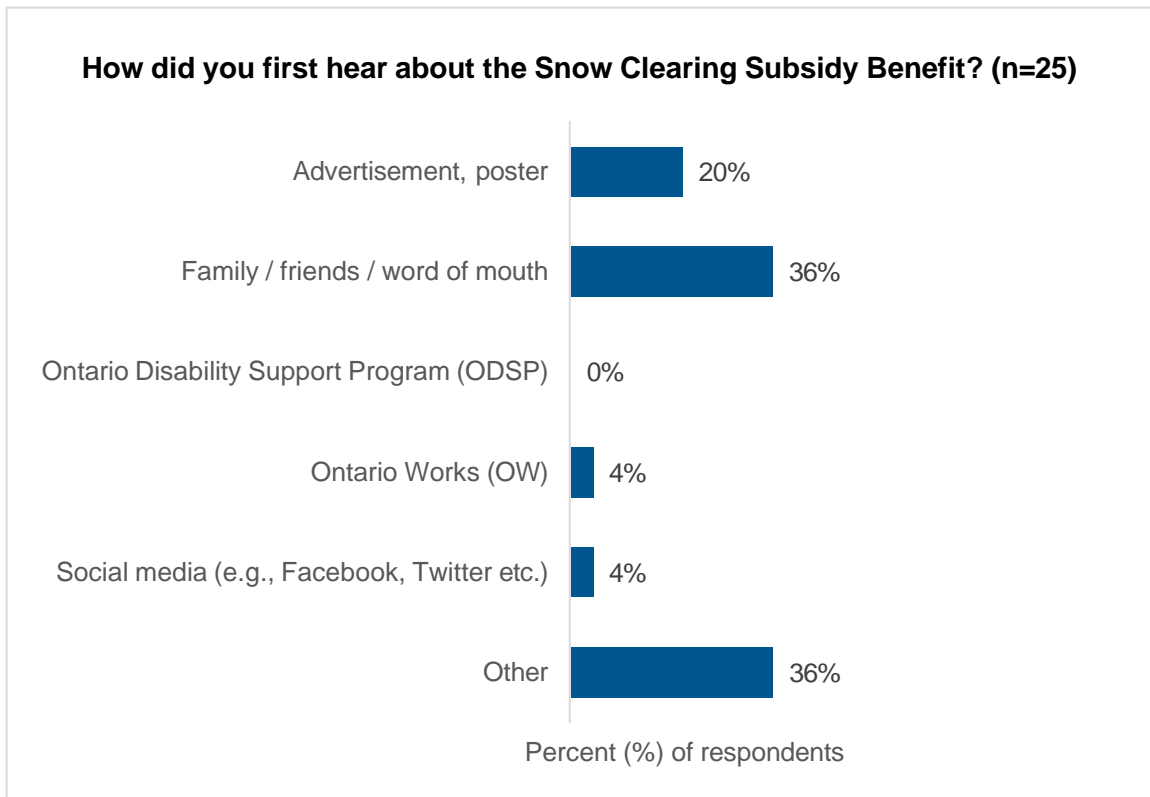
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Detailed Survey Results

This section provides a detailed summary of the survey responses collected.

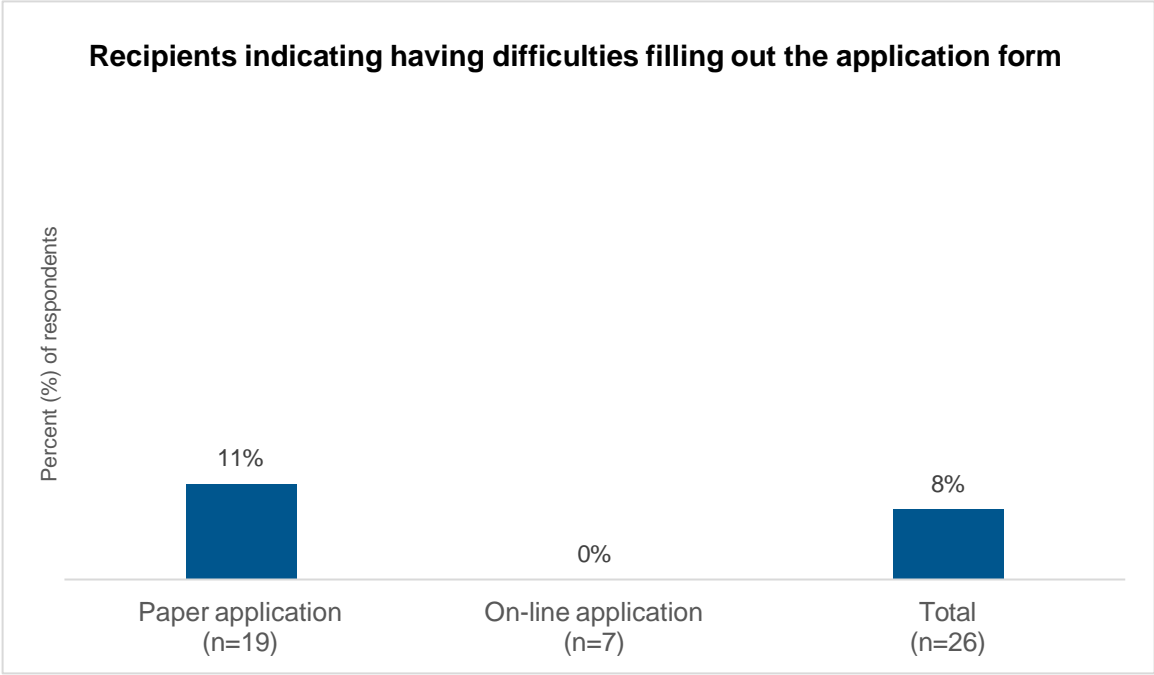
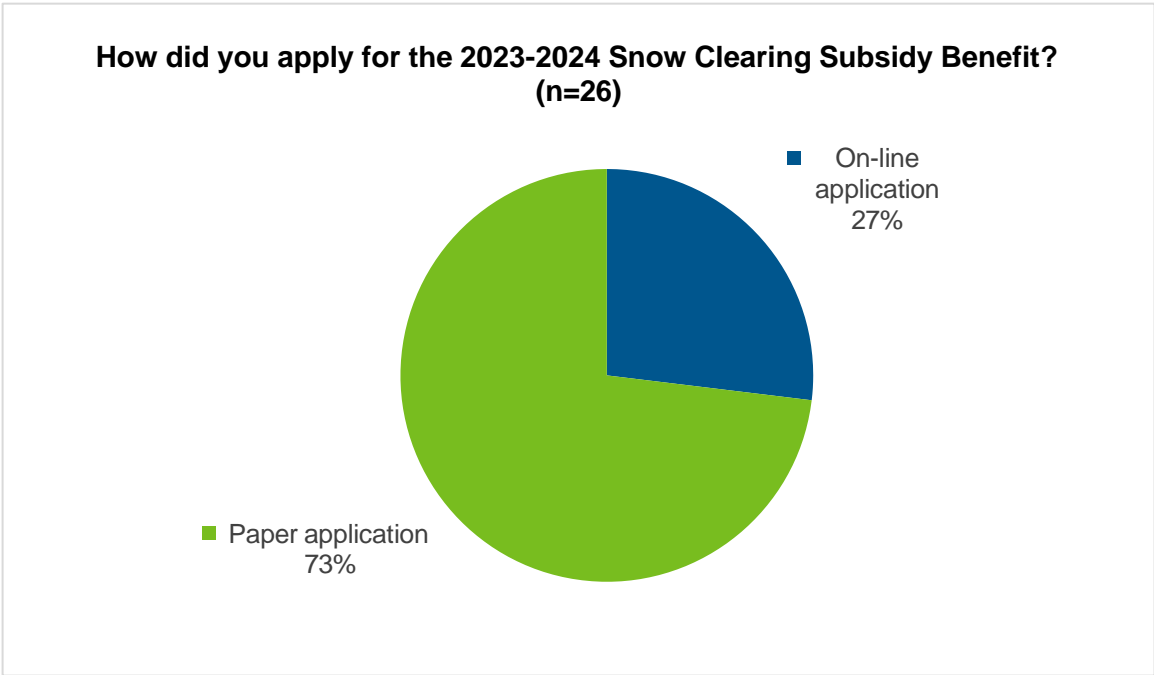
Note:

- The universe of respondents for questions may vary due to incomplete survey responses and/or survey skip logic. The universe of respondents denoted by n, is provided in brackets for each survey question summary.



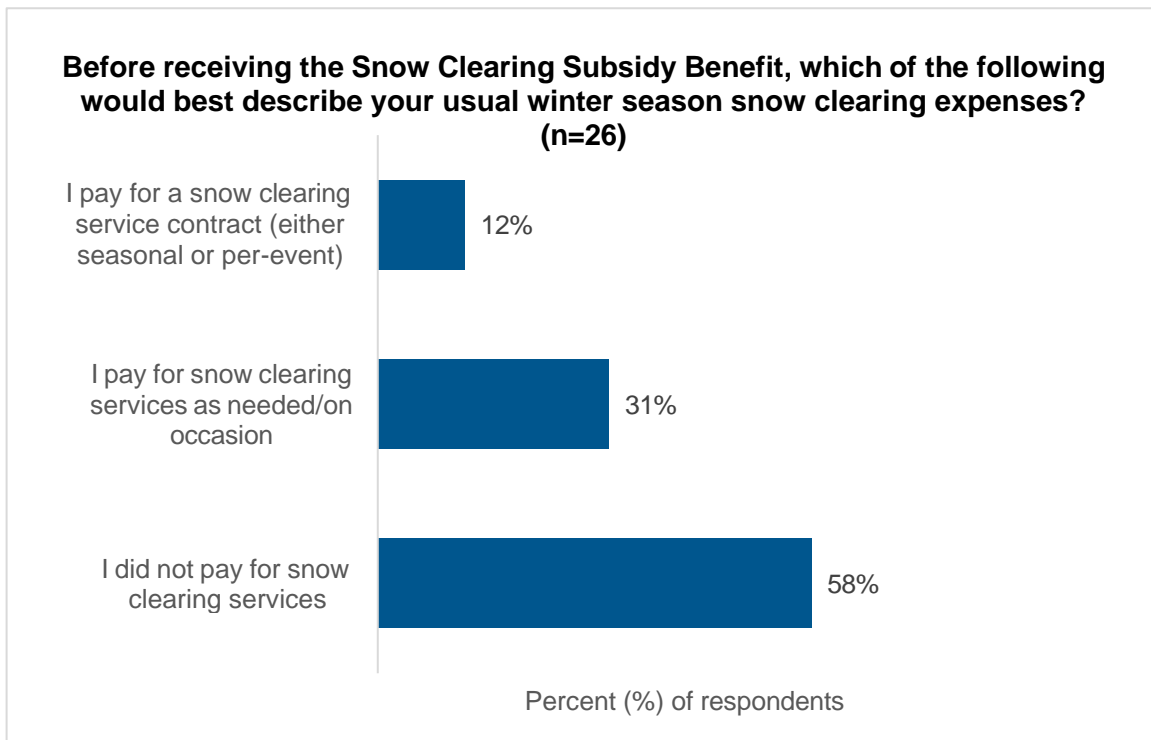
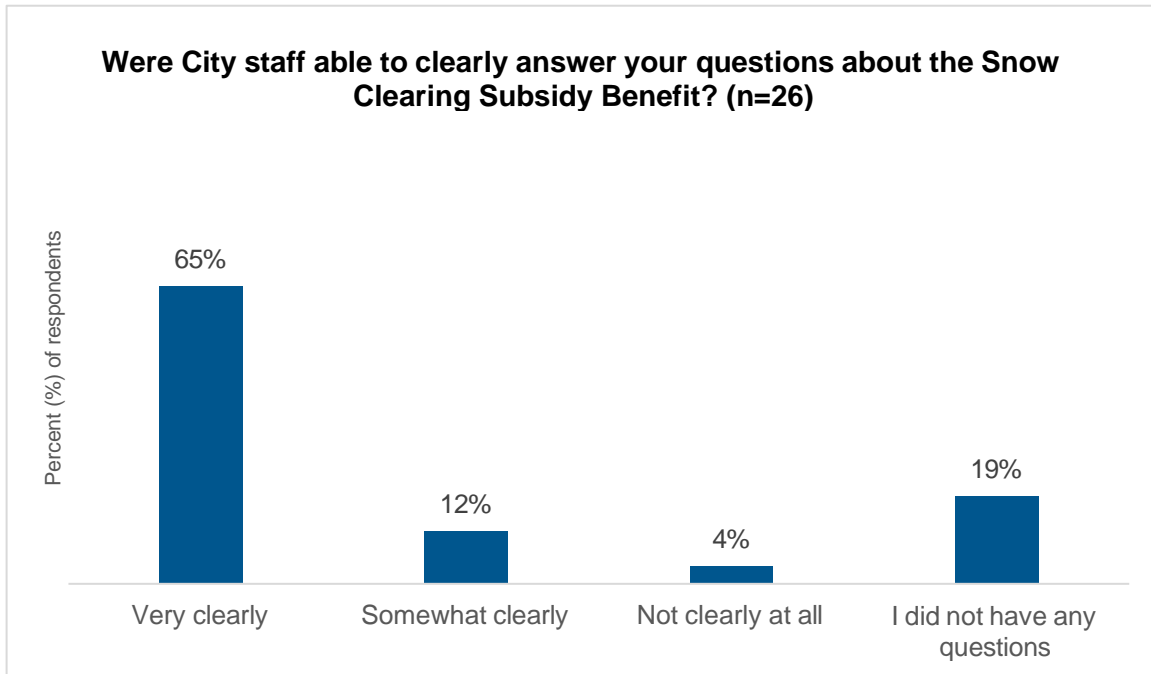
Other responses specified about how respondents first heard about the Snow Clearing Subsidy Benefit included references to being a previous participant of the Snow Angels program, online/internet, the City of Hamilton website, letter in the mail, television and calling City Hall.

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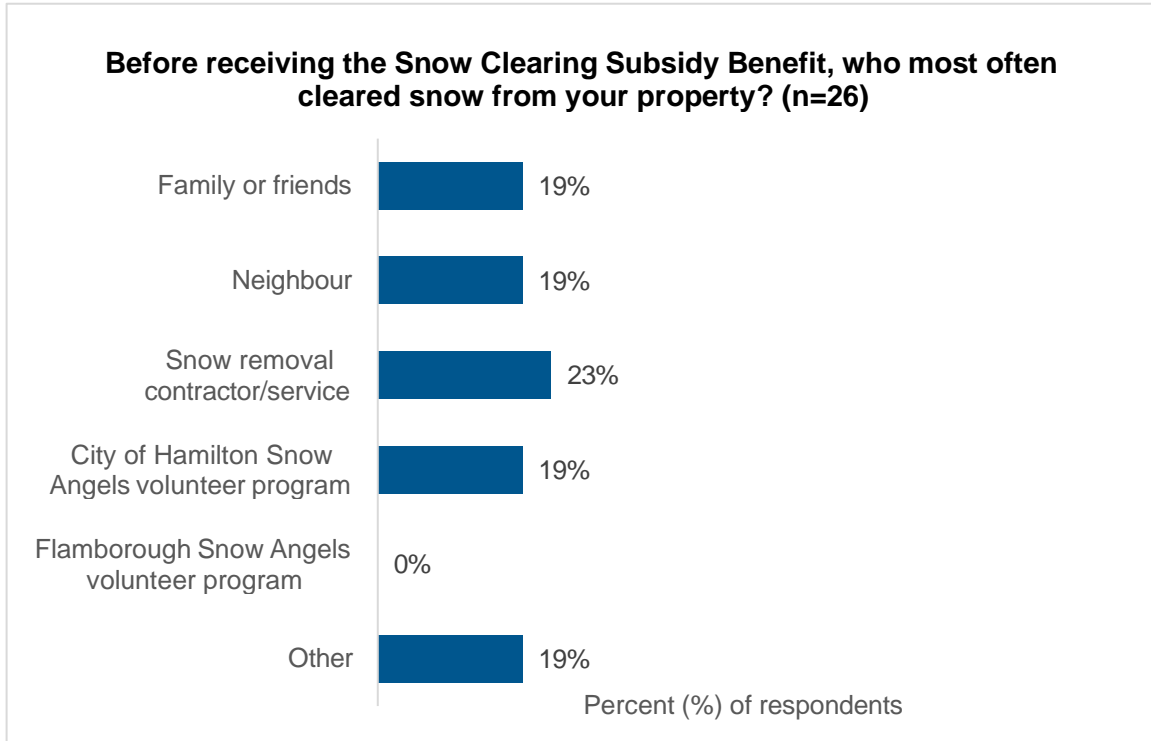


Recipients indicating having had difficulties filling out the application form noted the wording on the form related to Notice of Assessment was confusing or that due to medical conditions they generally need assistance with applications.

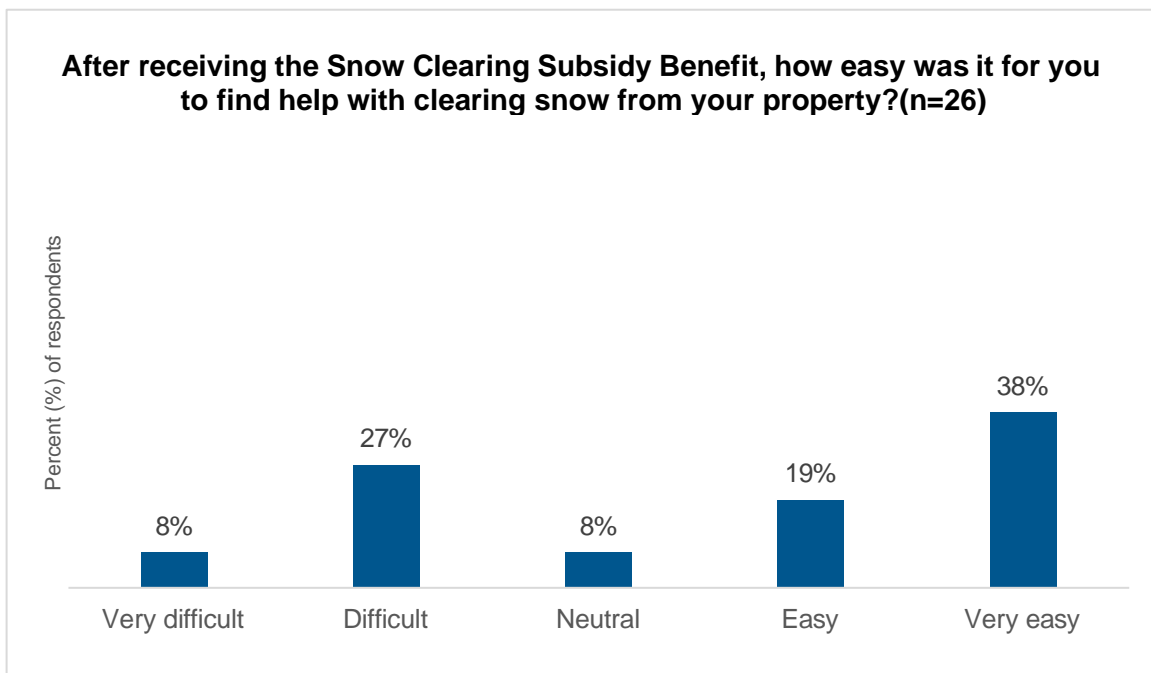
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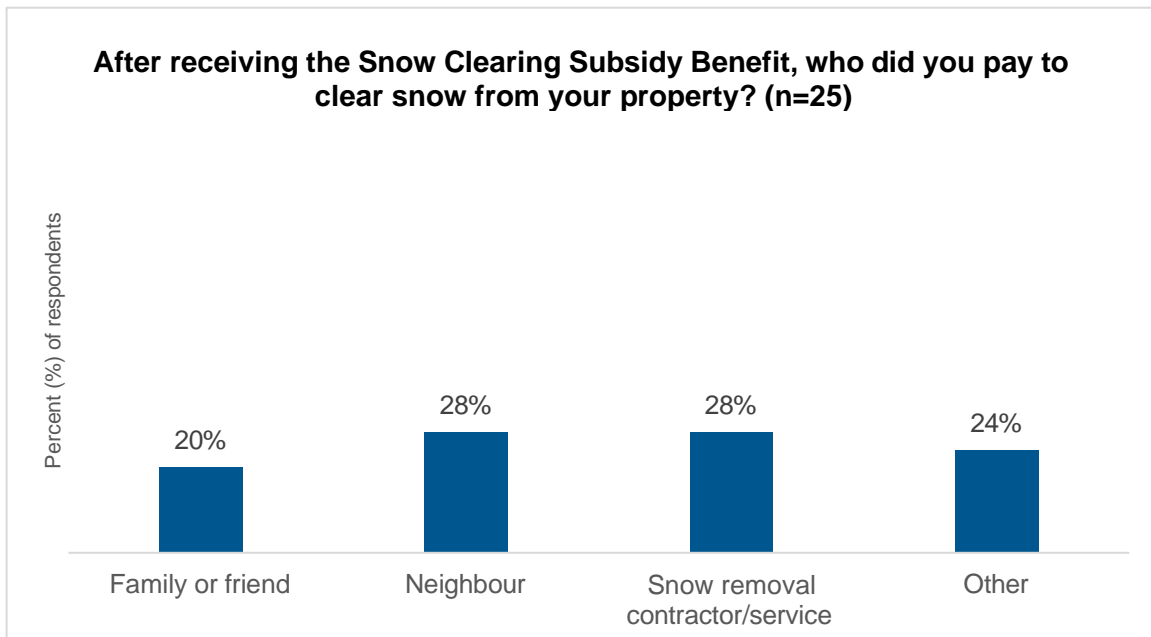
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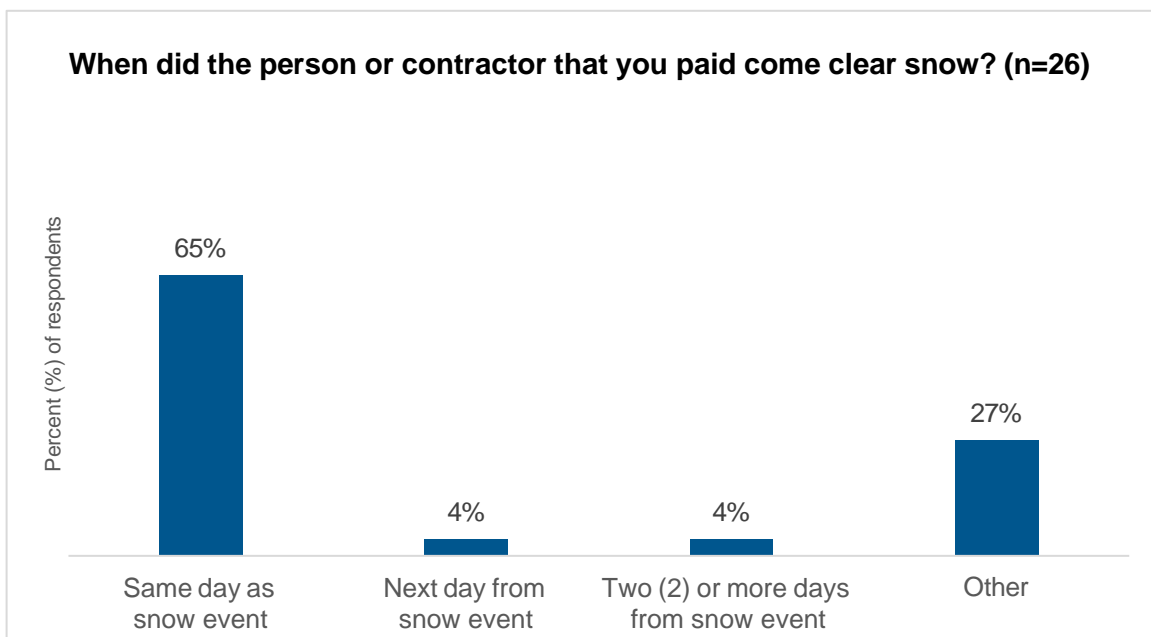
Other responses specified for who most often cleared snow from respondent's property include references to "myself", neighbour, other household members, Facebook Marketplace.



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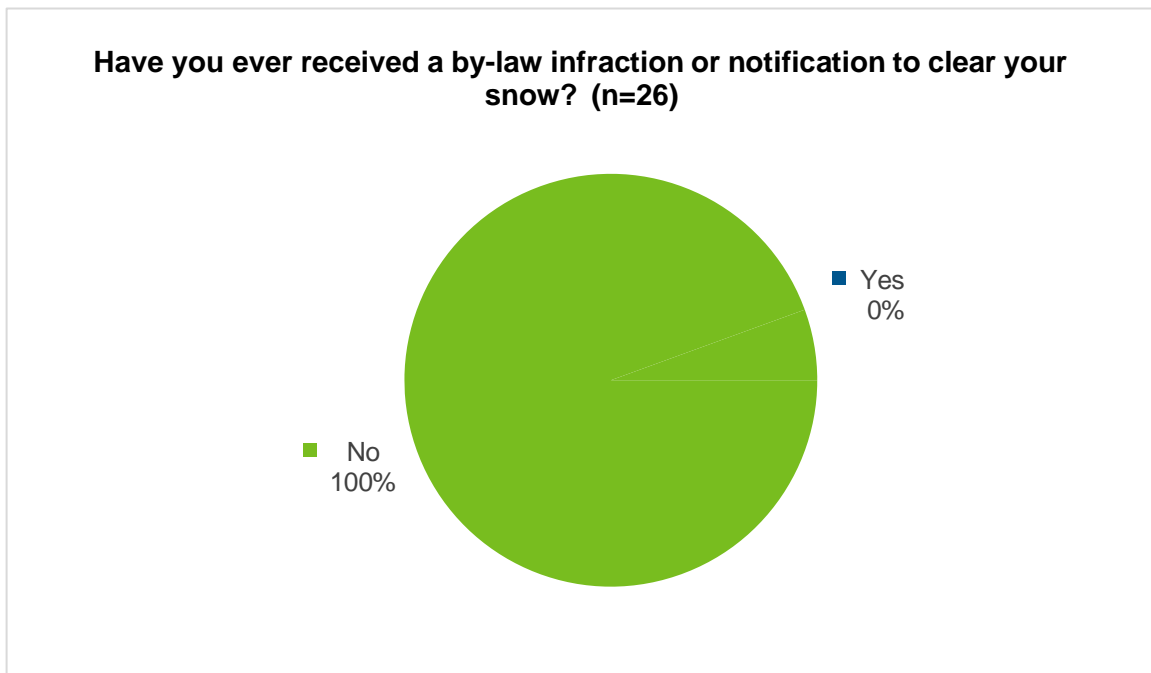
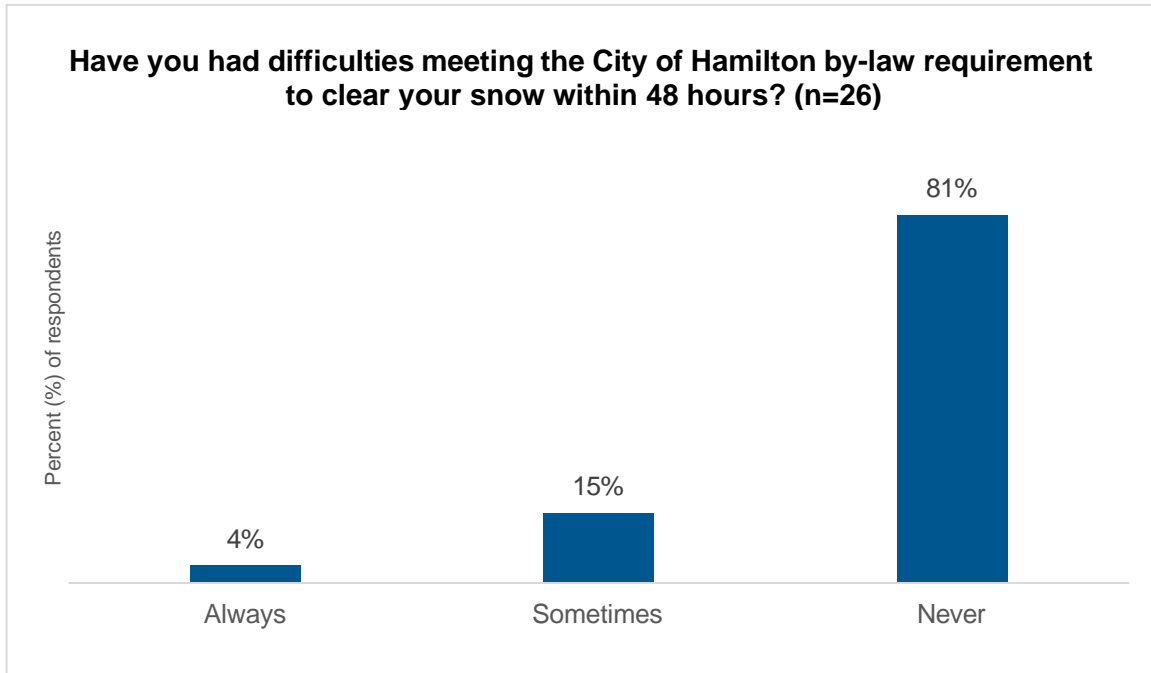


Other responses specified for who respondents paid to clear snow include references to not having to hire anyone due to light snow season, hiring someone in the neighbourhood or a homeless person.



Other responses specified for when the person/contractor came to clear snow included references to this question not being applicable due to the light snow season and not having hired anyone.

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Since there were no respondents that indicated having ever received a by-law infraction or notification to clear snow the following questions were not asked for any respondents:

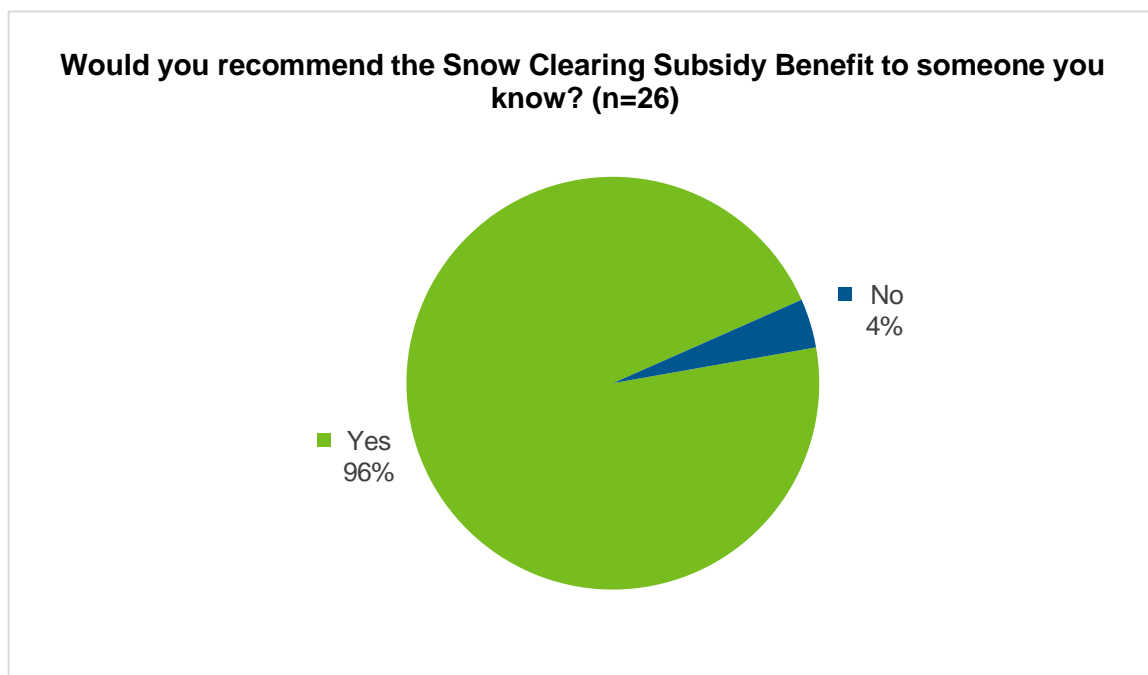
- When have you received a by-law infraction or notification to clear your snow?
- Did by-law ever have to send a contractor to come clear your snow?

2023/2024 Snow Clearing Subsidy Benefit Survey Summary

Can you tell me how the Snow Clearing Subsidy Benefit has improved the quality of your life for you and your family?

The following are the most common benefits identified by respondents, listed with the more common ones first:

- would not have money otherwise to hire help and/or the subsidy reduced their financial burden
- was able to get out to do things, able to get out safely
- reduced stress/concerns of having to shovel with medical conditions and/or age



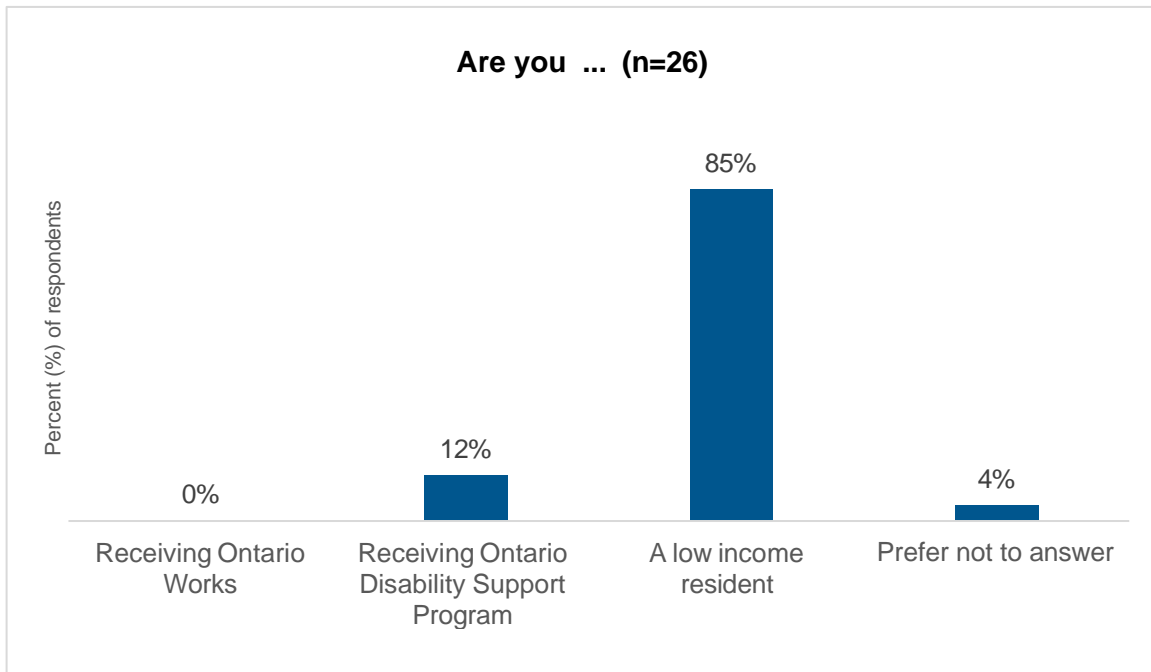
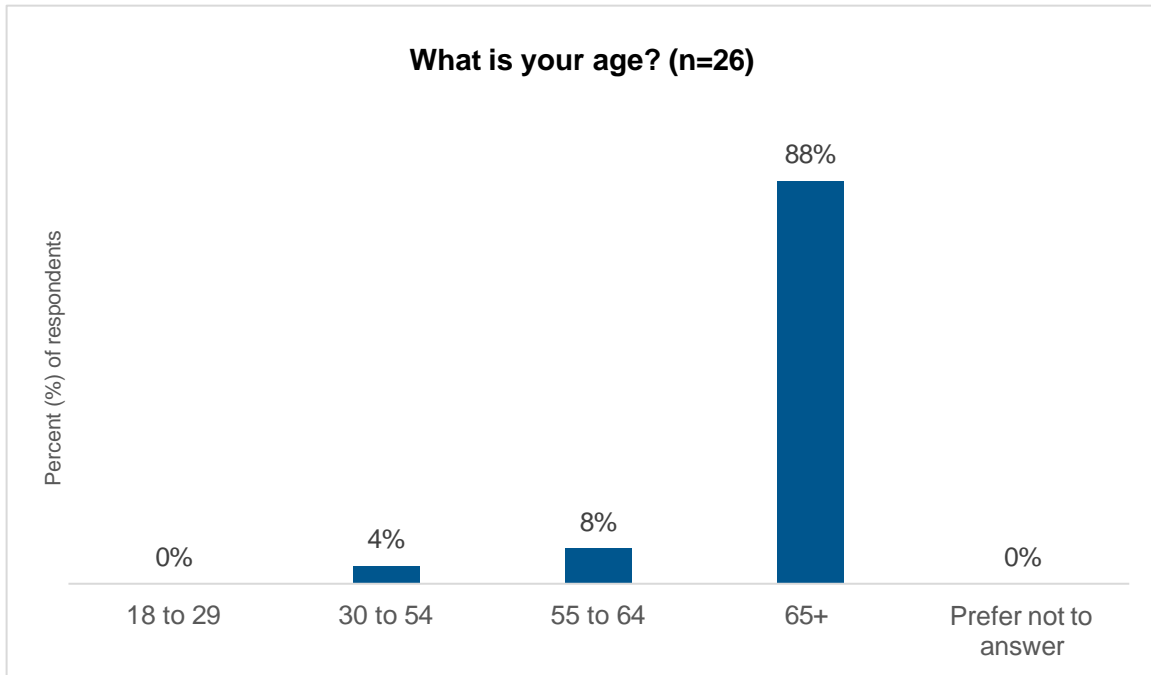
Respondents that would not recommend the Snow Clearing Subsidy Benefit made references to the requirements of logging everything was difficult and was afraid the subsidy would need to be reported to Revenue Canada.

Do you have any comments or suggestions about the Snow Clearing Subsidy Benefit?

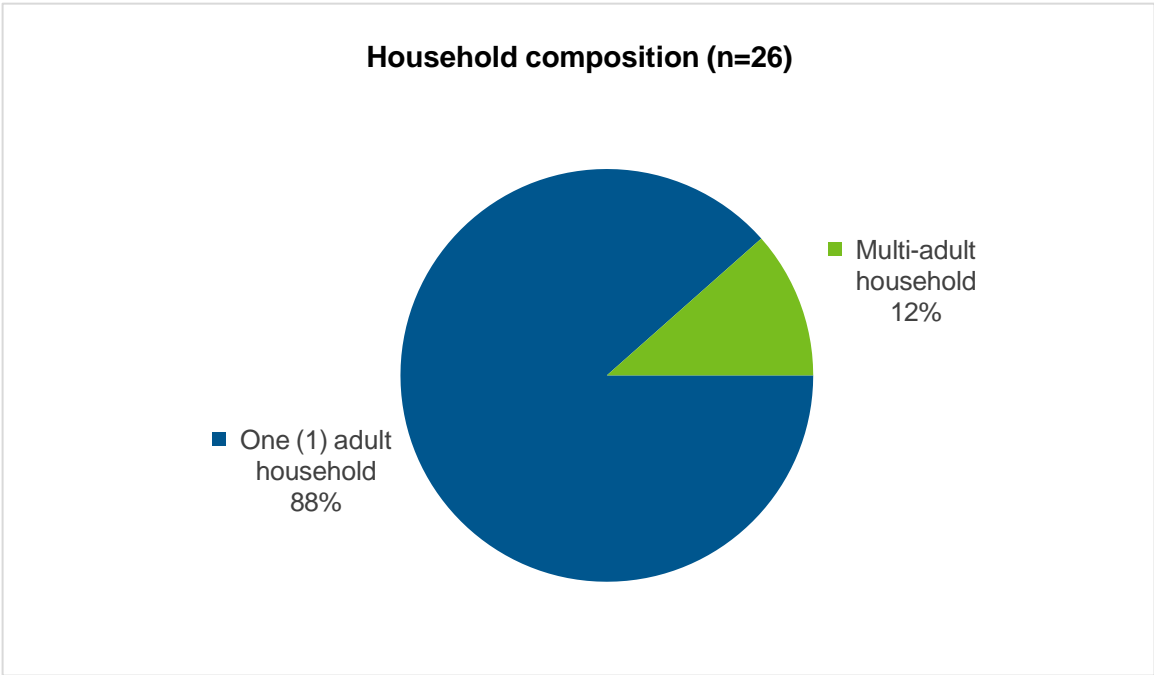
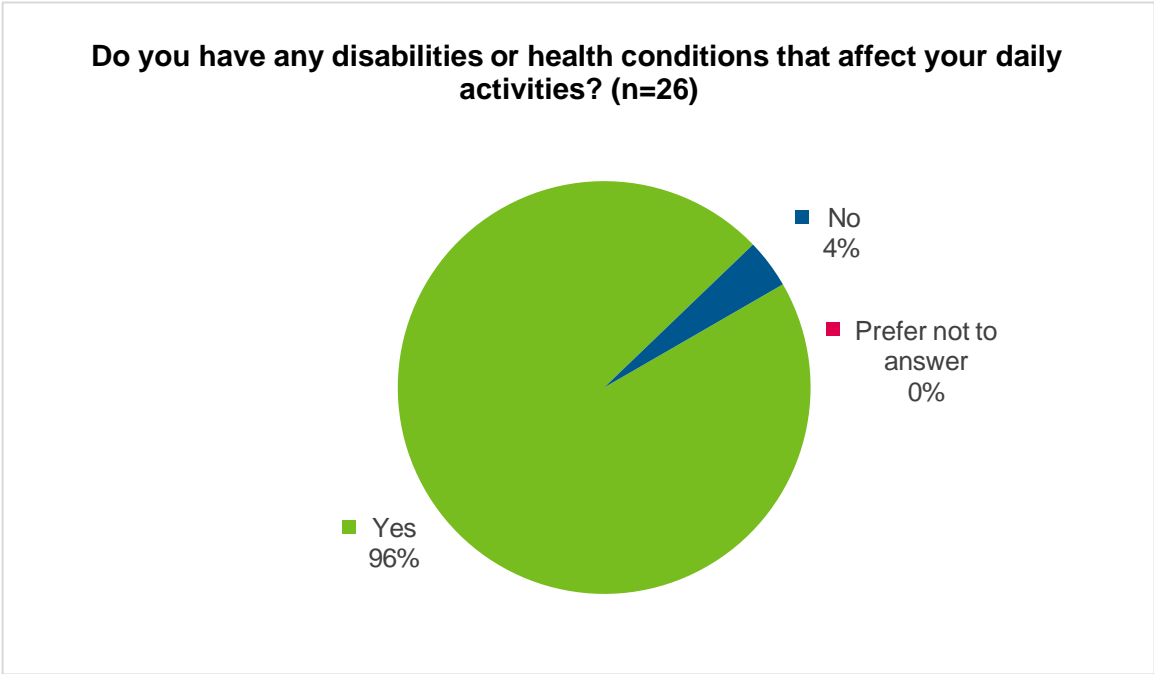
The following are the most common comments or suggestions provided by respondents, listed with the more common ones first:

- provide a summer program for grass cutting/lawn maintenance
- provide a list of people/contractors who would come and shovel
- have the City remove the snow
- automatic renewal or carry over of subsidy into program next season

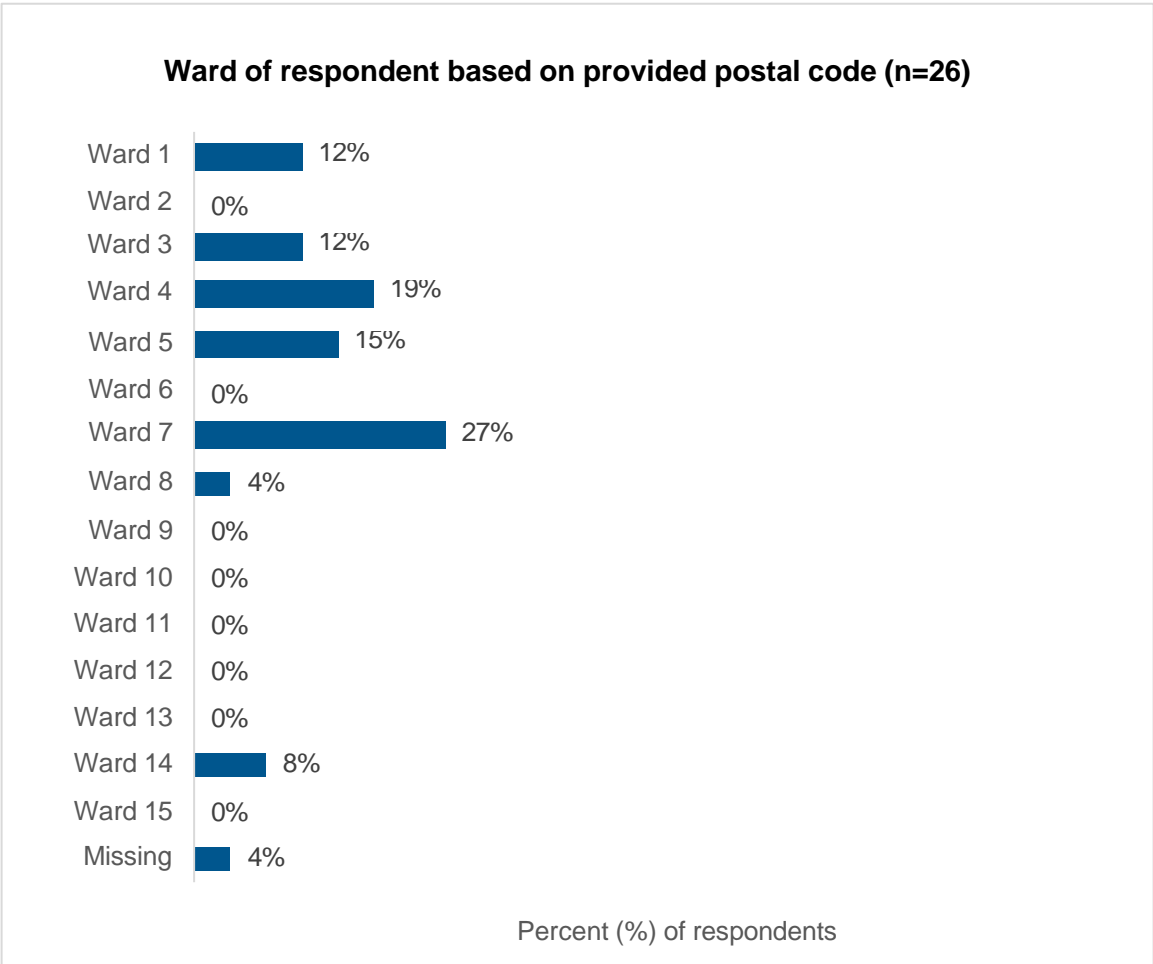
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2023/2024 Snow Clearing Subsidy Benefit Survey Summary



Snow Clearing Subsidy Client Survey Summary

APPENDIX A: SURVEY TOOL

2023/2024 Snow Clearing Subsidy Benefit Survey

INTERVIEW DETAILS

Q01. Interviewer: _____

Q02. Date: _____

Q03. Phone number called: _____

INTRODUCTION

Hello, my name is _____, and I am calling from City of Hamilton Special Supports Program to talk to you about the Snow Clearing Subsidy Benefit that you receive for the previous 2023-2024 winter season.

We hope that you have received the letter from the City of Hamilton letting you know that we would be calling.

The survey will take roughly 10 to 15 minutes to complete and will provide the city with useful information in order to determine the future of the program.

Completing the survey is entirely **voluntary** on your part and will in no way impact your access to future benefits.

Responses will be kept confidential and only reported in a summary format that will not identify you.

Q04. Is now a good time for us to complete the survey?

- Yes
- No (→end survey)

NOTICE OF COLLECTION AND CONSENT

Since we are collecting this information on behalf of the City of Hamilton, we are bound by the legislation governing the protection of your private information. Please let me take a moment to remind you how the City of Hamilton protects your privacy.

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Notice of Collection of Personal Information

Pursuant to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), this information is collected under the legal authority of section 10 of the Municipal Act, 2001 and the City of Hamilton Snow Clearing Subsidy Benefit.

Q05. Do you agree to continue and participate in this survey regarding the Snow Clearing Subsidy Benefit?

- Yes
- No (→end survey)

SURVEY

Q06. How did you **first** hear about the Snow Clearing Subsidy Benefit?

- Advertisement, poster
- Family / friends / word of mouth
- Social media (e.g., Facebook, Twitter etc.)
- Ontario Works (OW)
- Ontario Disability Support Program office (ODSP)
- Other, please specify: _____

Q07. How did you apply for the 2023-2024 Snow Clearing Subsidy Benefit?

- On-line application
- Paper application

Q08. Did you have any difficulties filling out the application form?

- Yes
- No (→skip to Q10)

Q09. What did you find difficult with the application form?

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Q10. Were City staff able to clearly answer your questions about the Snow Clearing Subsidy Benefit?

- Very clearly (→skip to Q12)
- Somewhat clearly
- Not clearly at all
- I did not have any questions. (→skip to Q12)

Q11. What questions did you have about the subsidy that staff were unable to answer clearly?

Q12. **Before** receiving the Snow Clearing Subsidy Benefit, which of the following would best describe your **usual** winter season snow clearing expenses?

- I pay for a snow clearing service **contract** (either seasonal or per-event)
- I pay for snow clearing services **as needed/on occasion**
- I **did not pay** for snow clearing services

Q13. **Before** receiving the Snow Clearing Subsidy Benefit, who **most often** cleared snow from your property?

- Family or friends
- Neighbour
- Snow removal contractor/service
- City of Hamilton Snow Angels volunteer program
- Flamborough Snow Angels volunteer program
- Other, please specify: _____

Q14. **After** receiving the Snow Clearing Subsidy Benefit, how easy was it for you to find help with clearing snow from your property?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

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Q15. After receiving the Snow Clearing Subsidy Benefit, who did you pay to clear snow from your property?

- Family or friend
- Neighbour
- Snow removal contractor/service
- Other, please specify: _____

Q16. When did the person or contractor that you paid come clear snow?

- same day as the snow event
- next day from the snow event
- 2 or more days from the snow event
- Other, please specify: _____

Q17. Have you had difficulties meeting the City of Hamilton by-law requirement to clear your snow within 48 hours?

- Always
- Sometimes
- Never

Q18. Have you ever received a by-law infraction or notification to clear your snow?

- Yes
- No (→skip to Q21)

Q19. When have you received a by-law infraction or notification to clear your snow?
Select all that apply.

- during the 2023/2024 snow season
- in previous snow seasons

Q20. Did by-law ever have to send a contractor to come clear your snow?

- Yes
- No

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Q21. Can you tell me how the Snow Clearing Subsidy Benefit has improved the quality of your life for you and your family?

Q22. Would you recommend the Snow Clearing Subsidy Benefit to someone you know?

- Yes (→skip to Q24)
- No

Q23. Why would you **not** recommend the Snow Clearing Subsidy Benefit?

Q24. Do you have any comments or suggestions about the Snow Clearing Subsidy Benefit?

Now we would like to ask some questions about you so that we can better understand your answers.

Q25. What is your age?

- 18 to 29
- 30 to 54
- 55 to 64
- 65+
- Prefer not to answer

Q26. Are you ...

- receiving Ontario Works
- receiving Ontario Disability Support Program
- a low-income resident
- Prefer not to answer

Q27. Do you have any disabilities or health conditions that affect your daily activities?

- Yes
- No
- Prefer not to answer

Q28. Other than yourself, how many people living in your household are **under the age of 18**?

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Q29. Other than yourself, how many people living in your household **are age 18 or older?**

Q30. What is your postal code?

Thank you for taking the time to complete this survey on the Snow Clearing Subsidy Benefit on behalf of the City of Hamilton.

Q31. Would you like a copy of the survey results?

- Yes
- No (→ end survey)

Q32. Email/mailling address where survey response can be sent