

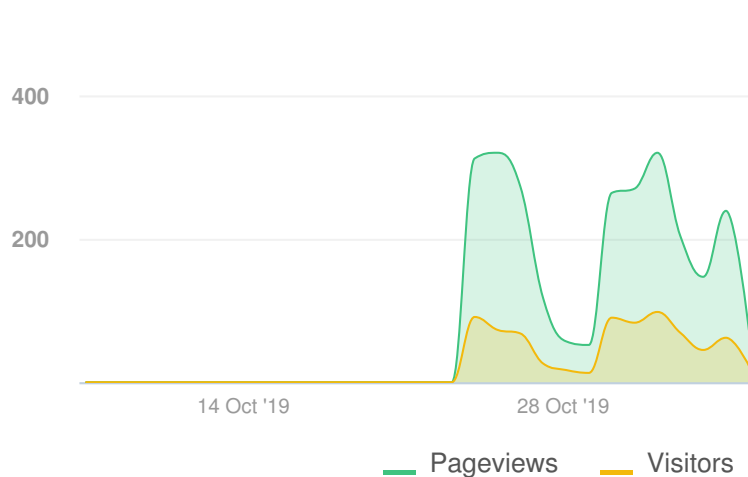
Project Report

06 October 2019 - 04 November 2019

Get Involved Burlington Service Review Surveys



Visitors Summary

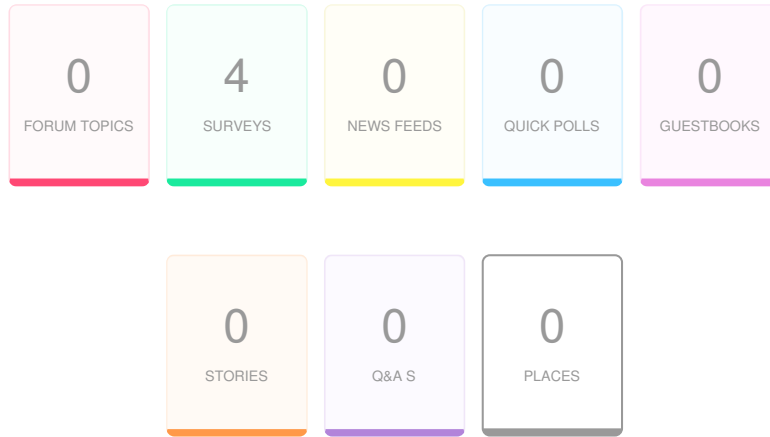


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.2 k	98	
NEW REGISTRATIONS		
102		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
199	511	710

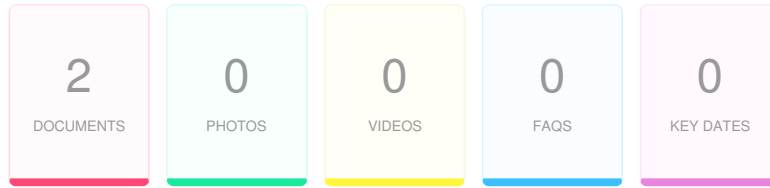
Aware Participants	710	Engaged Participants	199		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	710				
Informed Participants	511	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	199	0	0
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	2	Posted on Guestbooks	0	0	0
Visited the Key Dates page	0	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	494	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	199				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Loose Leaf Collection Survey	Archived	422	185	0	0
Survey Tool	Winter Maintenance Survey	Archived	244	177	0	0
Survey Tool	Pre-building permit development approval process	Archived	111	79	0	0
Survey Tool	Pre-Building Permit Development Approval Process	Draft	0	0	0	0

INFORMATION WIDGET SUMMARY



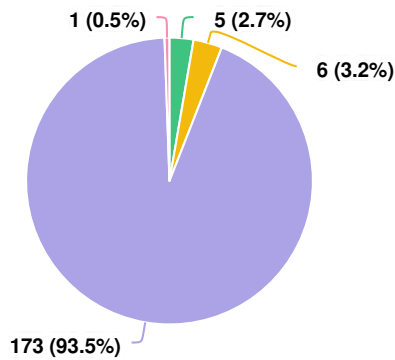
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	CM-14-19 Provincial Audit and Accountability Fund	2	2
Document	CM-14-19 - Appendix A	0	0

ENGAGEMENT TOOL: SURVEY TOOL

Loose Leaf Collection Survey

VISITORS	422	CONTRIBUTORS	185	CONTRIBUTIONS	185
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Which leaf collection service are you aware of?

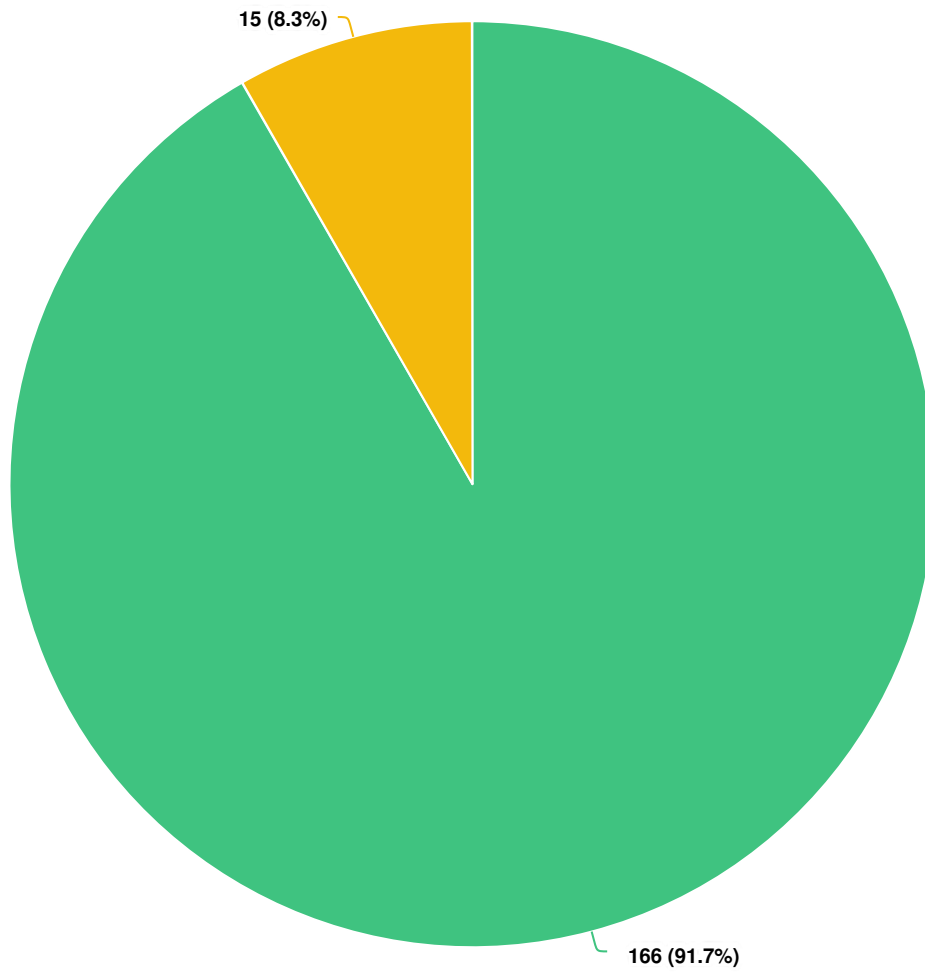


Question options

- Halton Region Program (every other week bagged collection with garbage)
- City of Burlington Program (loose leaf curbside collection in November and December)
- Both the programs
- Neither program

Optional question (185 responses, 0 skipped)

Have you used the Halton Region program?

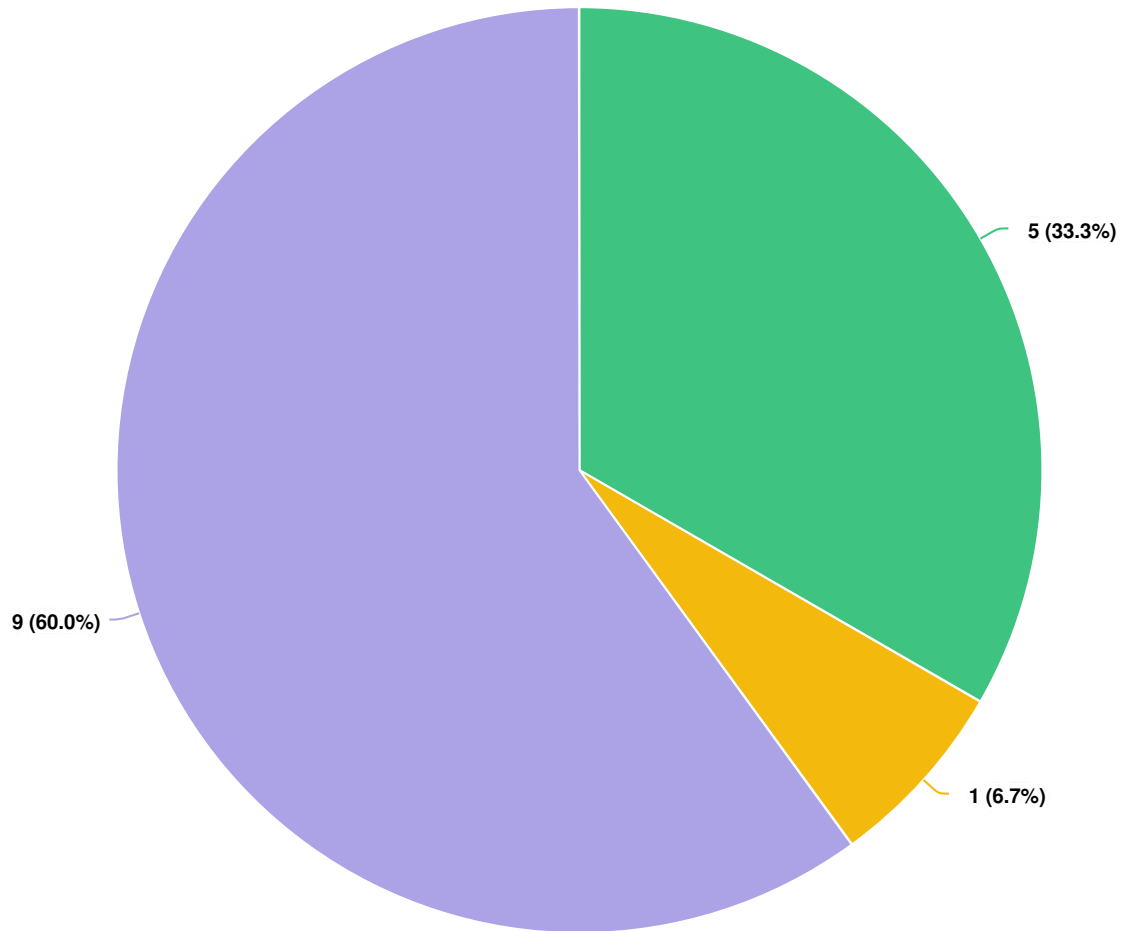


Question options

- Yes
- No

Optional question (181 responses, 4 skipped)

If no, why not?

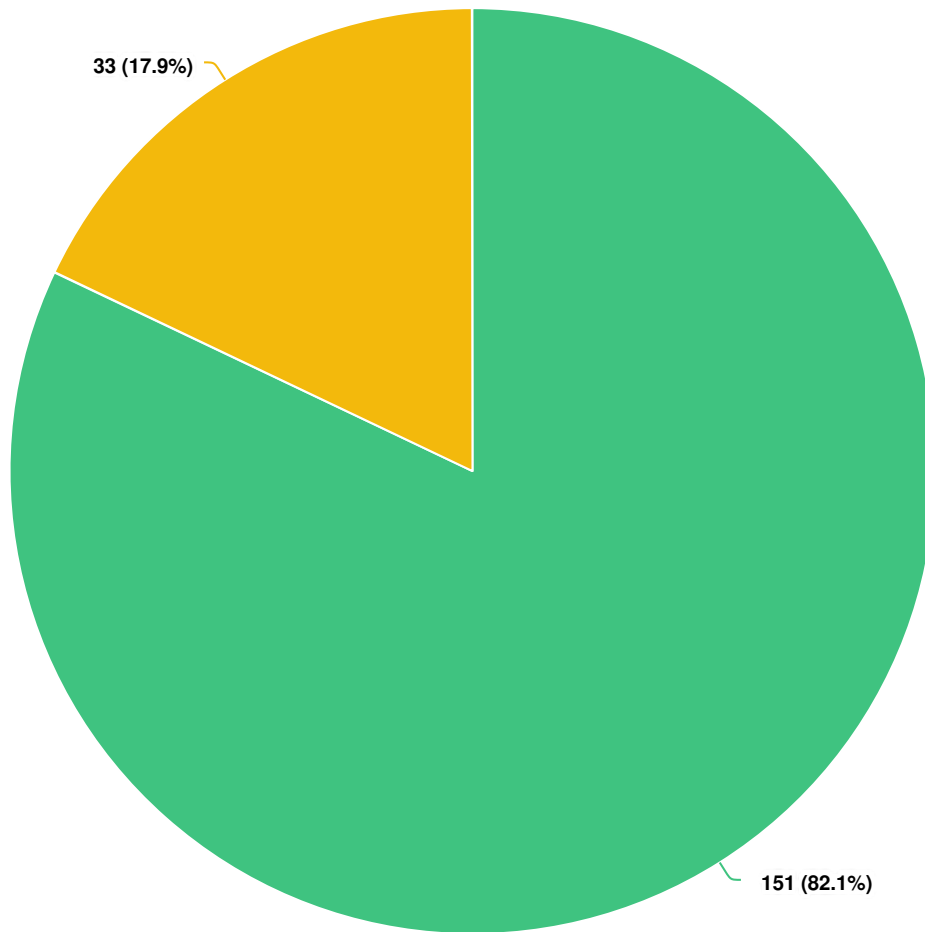


Question options

- I live in a condo/apartment
- I use a lawn service
- Other (please specify)

Optional question (15 responses, 170 skipped)

Have you used the City of Burlington program?

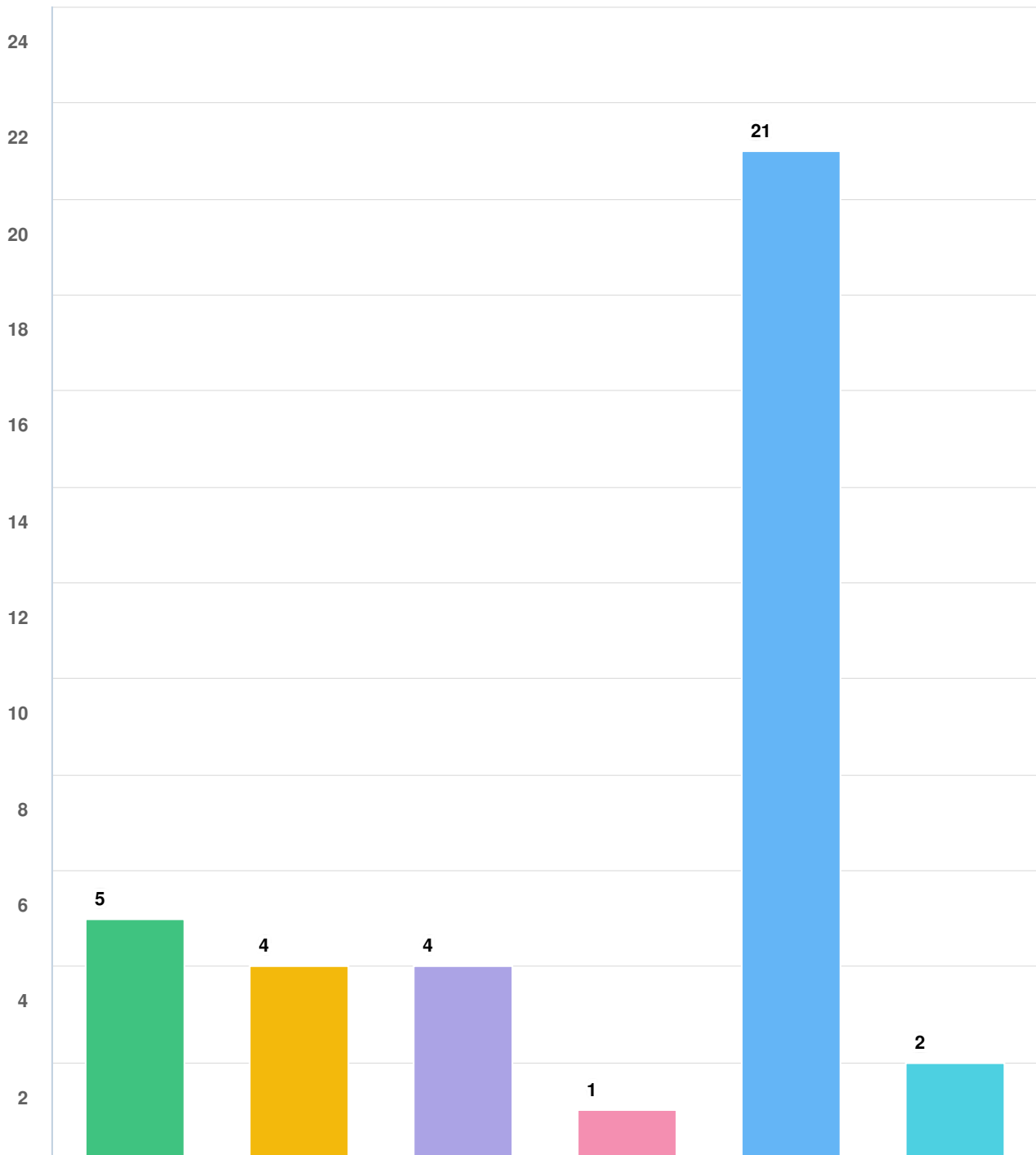


Question options

- Yes
- No

Optional question (184 responses, 1 skipped)

If no, why not?

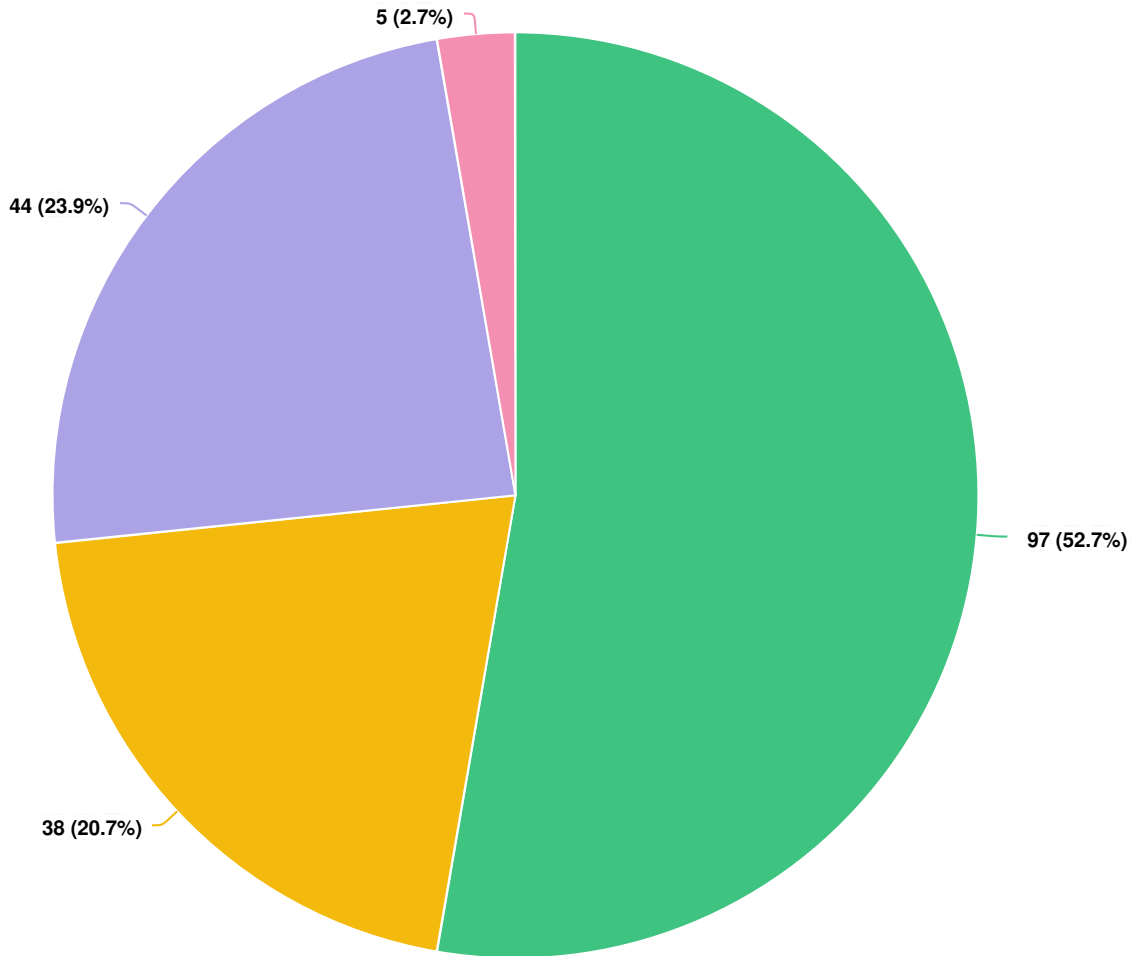


Question options

- It is not available where I live
- I live in a condo/apartment
- I leave my leaves on the lawn
- I put my leaves in a composter
- I bag my leaves and put them out with my garbage
- Other (please specify)

Optional question (33 responses, 152 skipped)

Given this information, how important is the City's loose-leaf collection program to you?

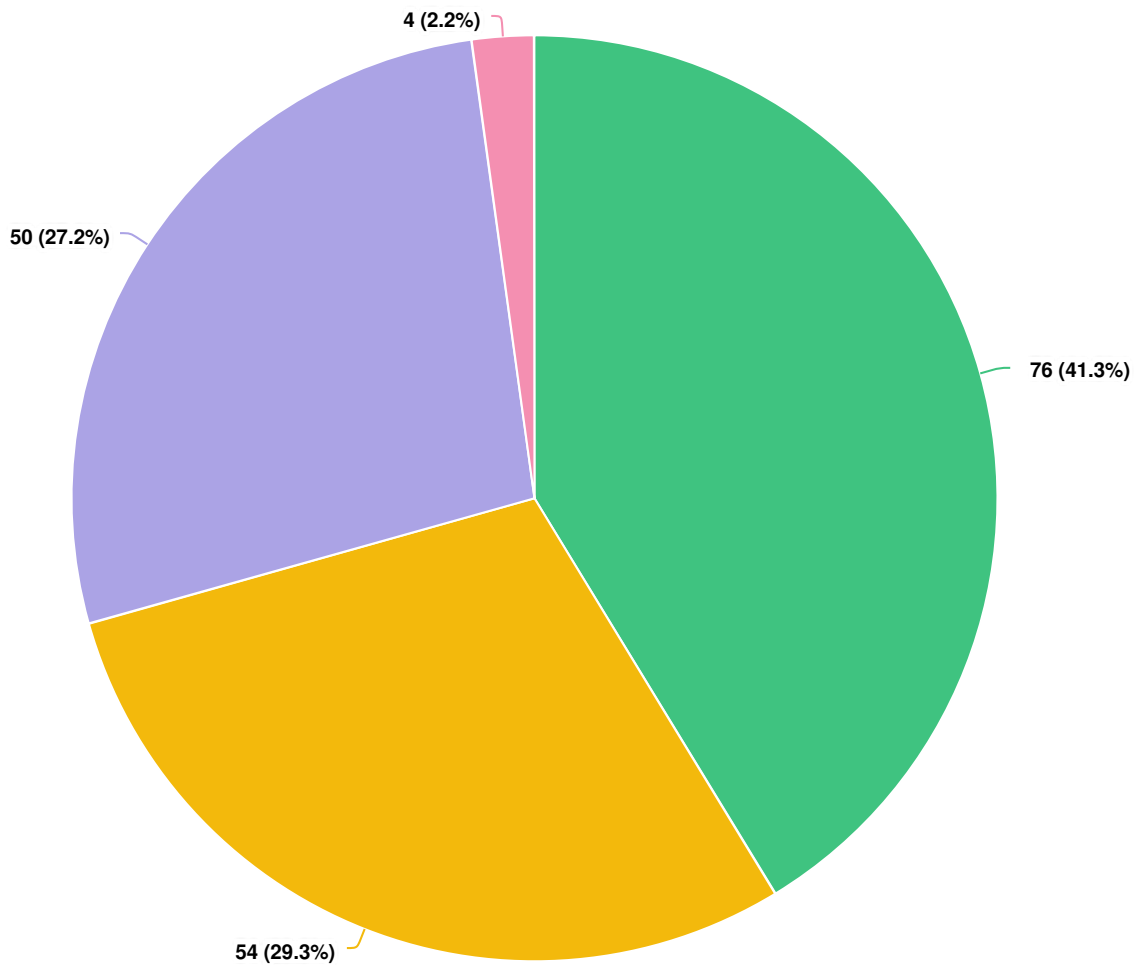


Question options

- Very important – I rely on it
- Important – I could adjust and use the Halton Region program
- Not important - I have/currently use other options to manage my leaves
- Other (please specify)

Optional question (184 responses, 1 skipped)

The City uses the same trucks for loose-leaf collection as for snow removal so when the first snowfall hits, the trucks need to have snow removal equipment installed. This can sometimes happen before all the leaves have been picked up, which could ...

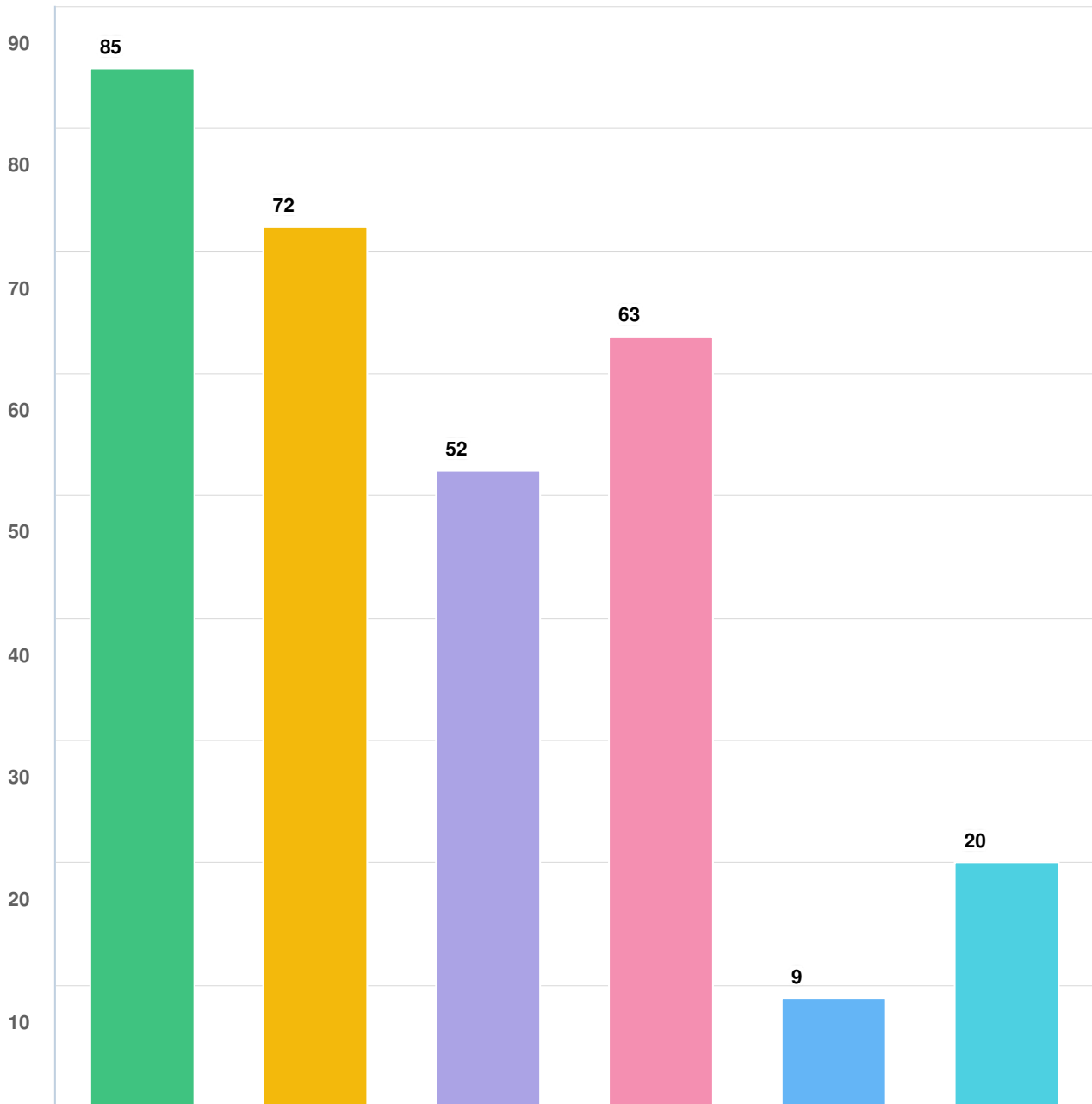


Question options

- Very important – I rely on it
- Important – I could adjust and use the Halton Region program
- Not important – I have/currently use other options to manage my leaves
- Other (please specify)

Optional question (184 responses, 1 skipped)

Finally, when thinking about the City’s loose-leaf collection program, what is most important to you (select up to two responses)?



Question options

- Being environmentally responsible (e.g. reducing greenhouse gas (GHG) production associated with leaf disposal – CO2 and other GHGs are released from collection and processing vehicles)
- Being fiscally responsible (e.g. reducing worker hours required to offer services, wear and tear on City infrastructure and the maintenance required to deliver the service, etc.)
- Safety of drivers and/or pedestrians on the roads
- Convenience
- Not important, as leaves are not an issue on my property
- Other (please specify)

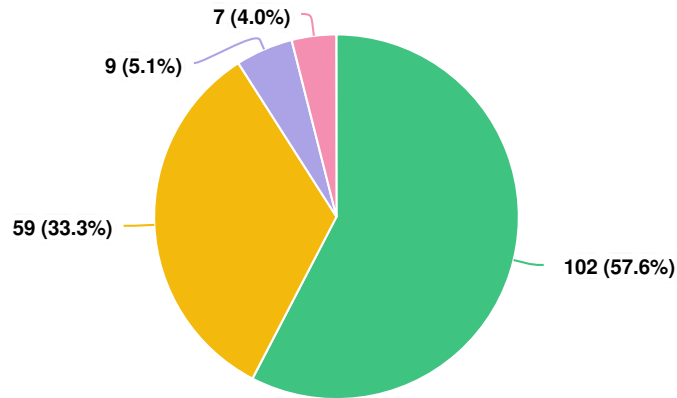
Optional question (183 responses, 2 skipped)

ENGAGEMENT TOOL: SURVEY TOOL

Winter Maintenance Survey

VISITORS	244	CONTRIBUTORS	177	CONTRIBUTIONS	177
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Given this information, rate your level of satisfaction with the City's winter maintenance of primary roads?

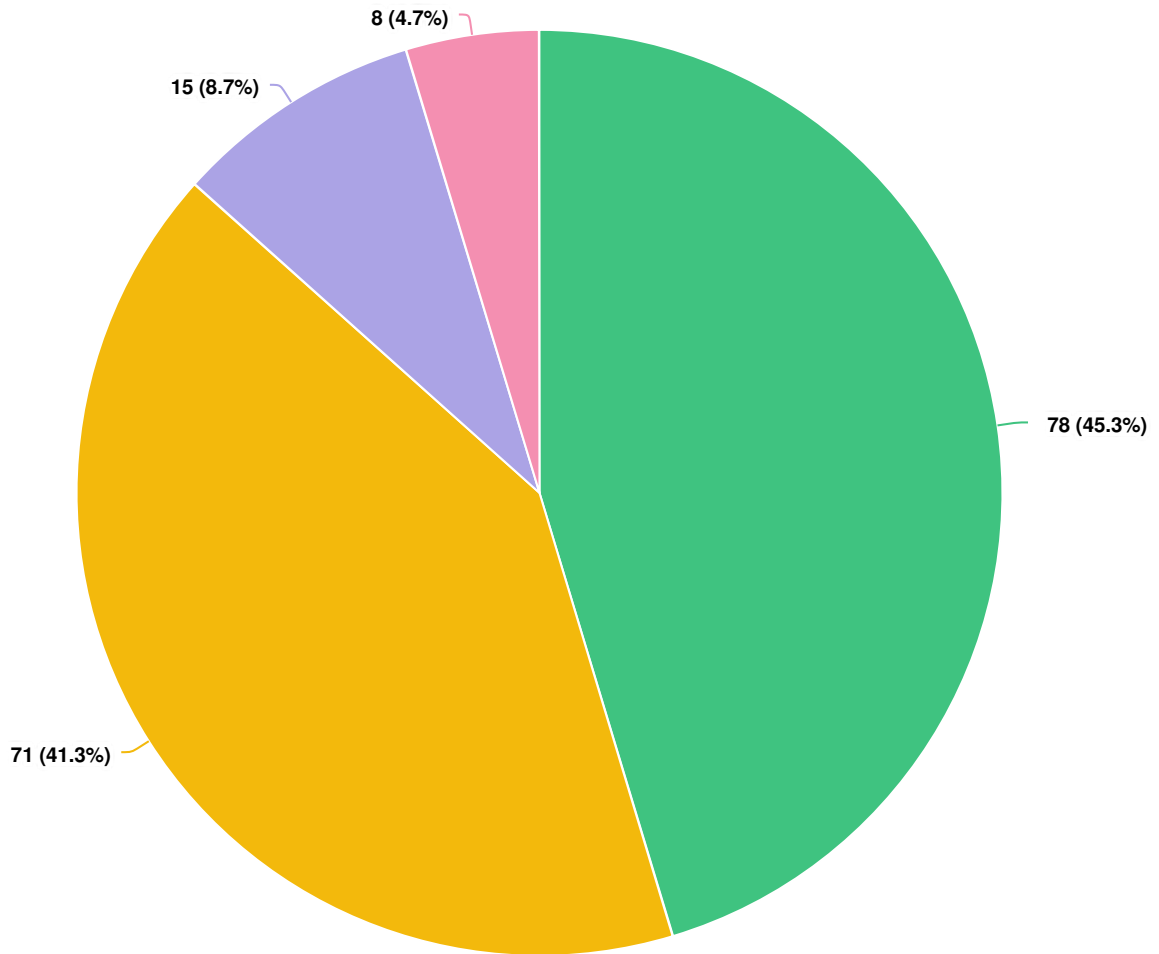


Question options

● Very satisfied ● Somewhat satisfied ● Somewhat dissatisfied ● Very dissatisfied

Optional question (177 responses, 0 skipped)

Rate your level of satisfaction with the City's winter maintenance of secondary roads?

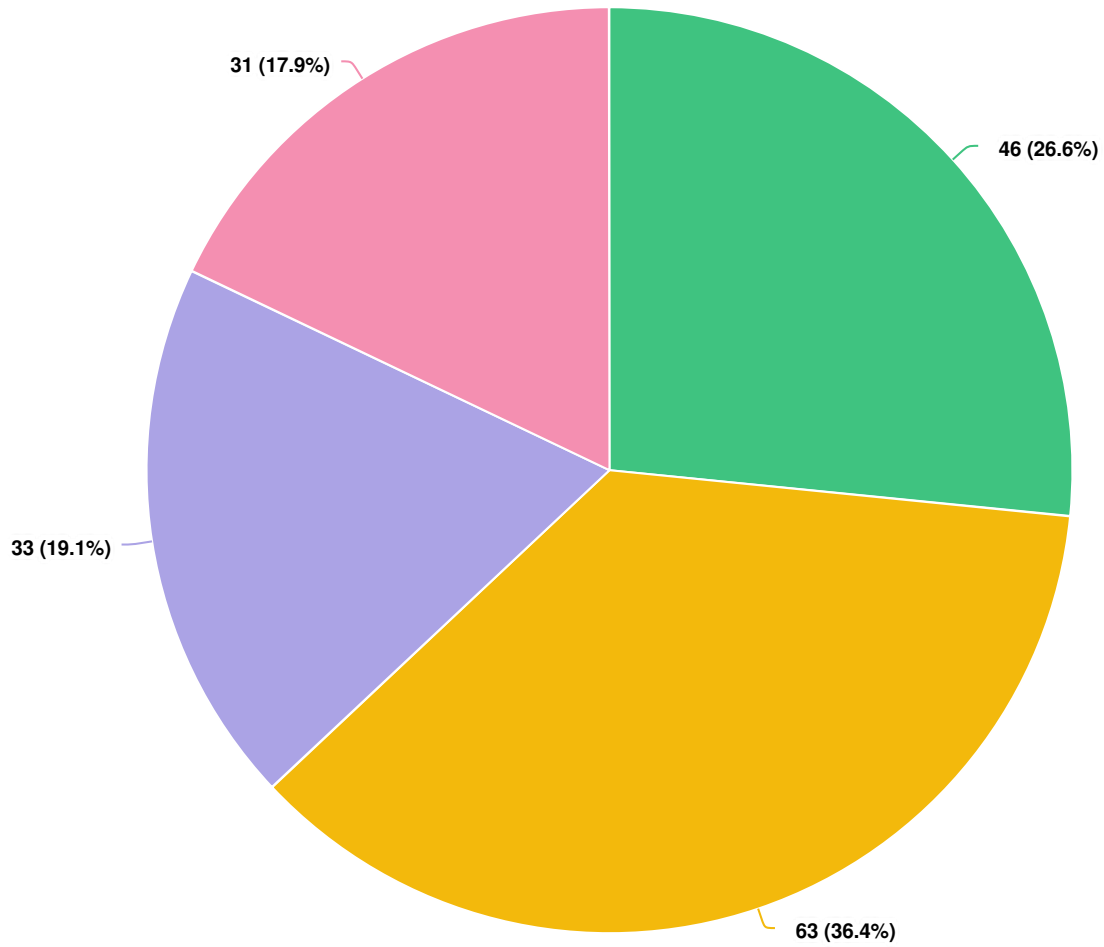


Question options

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Optional question (172 responses, 5 skipped)

Rate your level of satisfaction with City's winter maintenance of residential roads?

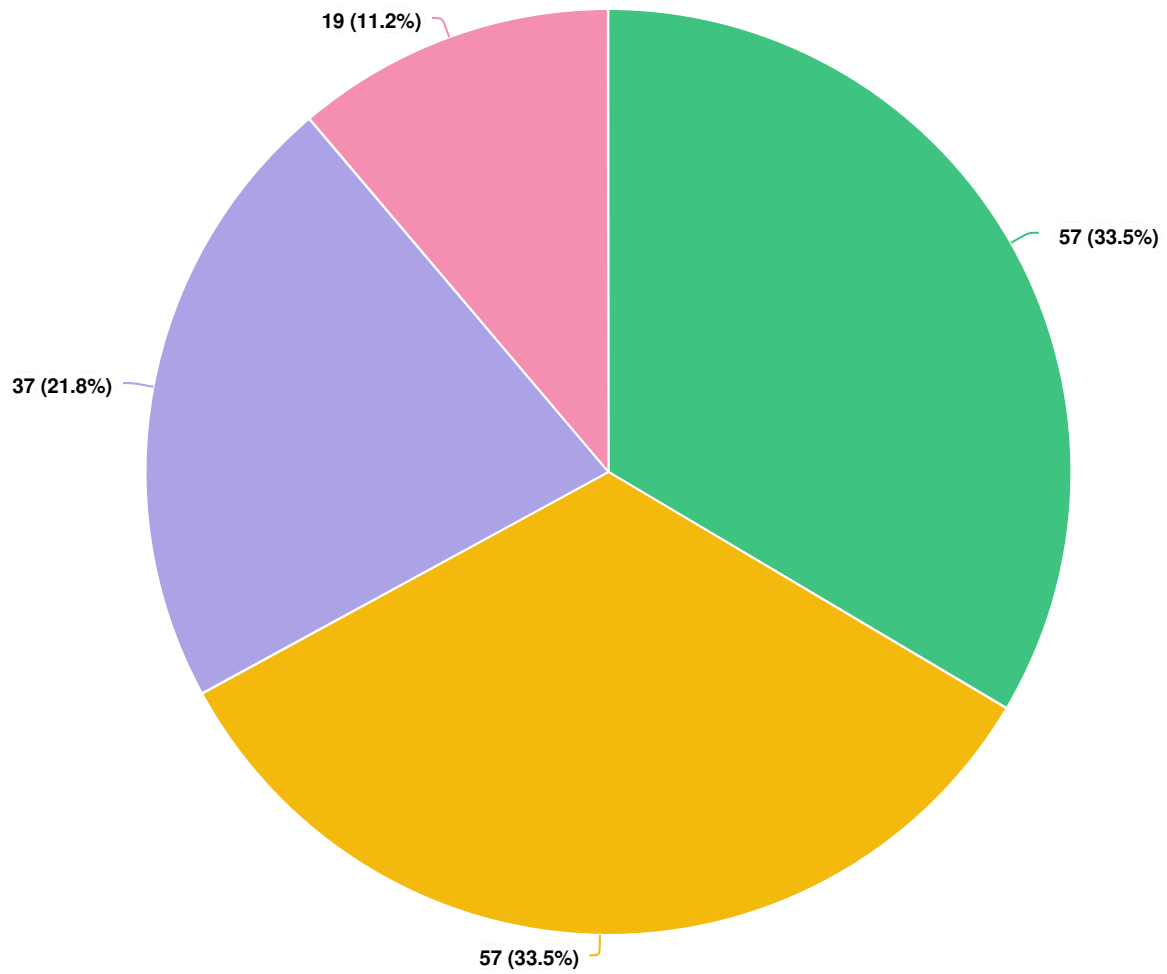


Question options

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Optional question (173 responses, 4 skipped)

Keeping this information in mind, how would you rate your satisfaction with the City's sidewalk, paved path clearing program?

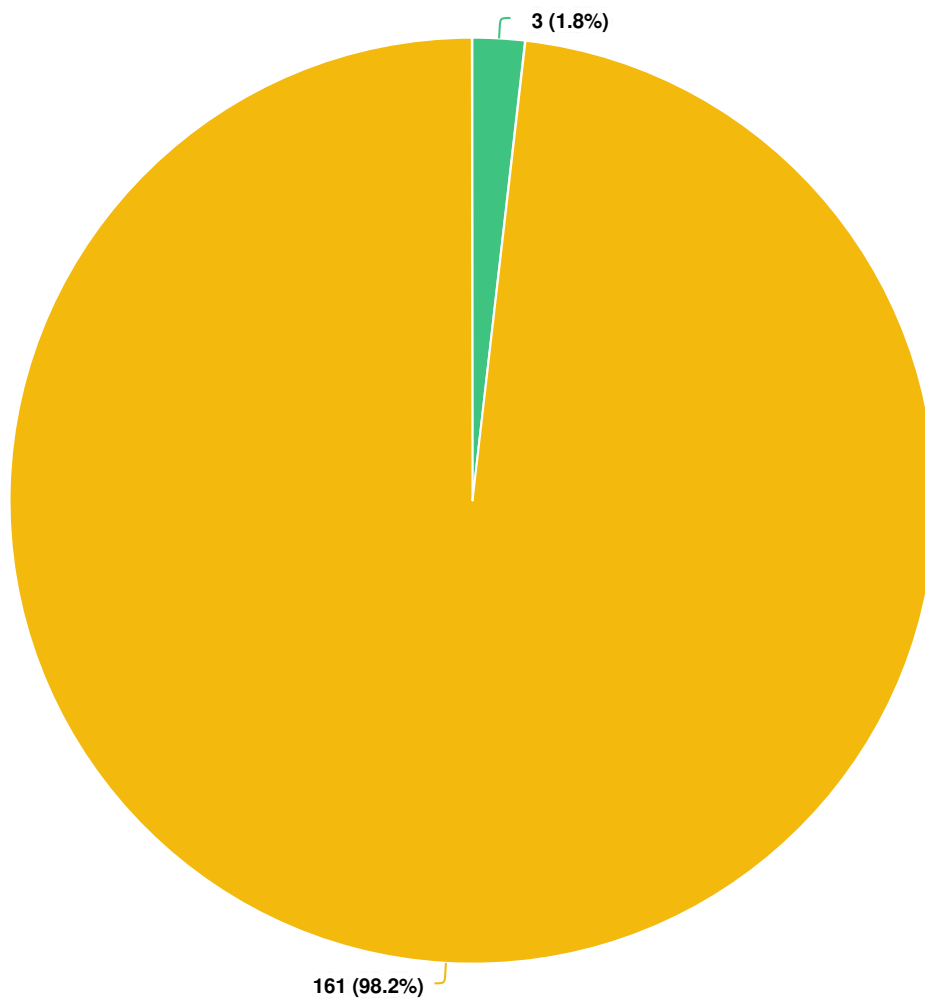


Question options

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Optional question (170 responses, 7 skipped)

A windrow is the pile of snow that is left at the bottom of driveways by roadway plows. The City of Burlington offers a windrow clearing program for persons with disabilities for an annual non-refundable fee of \$54.88. The program is limited to the...

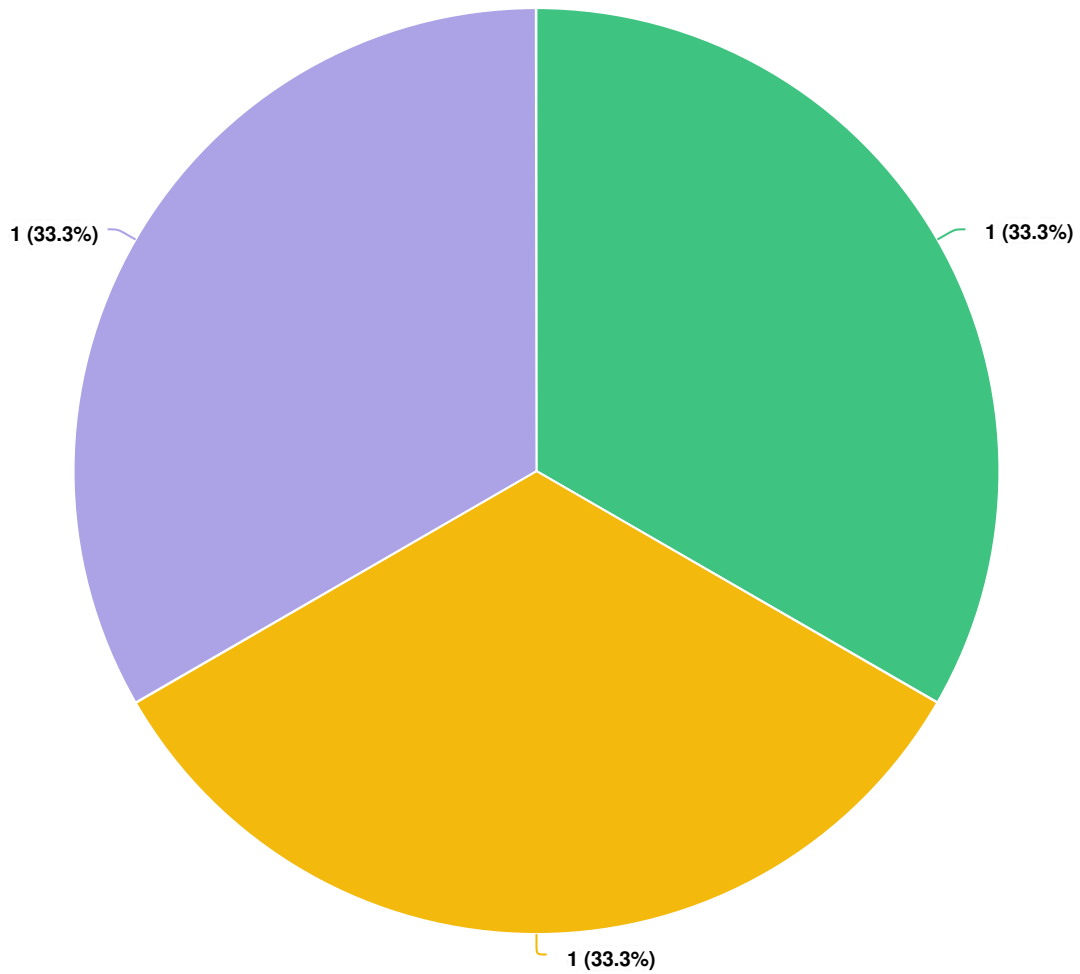


Question options

- Yes
- No

Optional question (164 responses, 13 skipped)

Please rate your level of satisfaction with the windrow clearing program

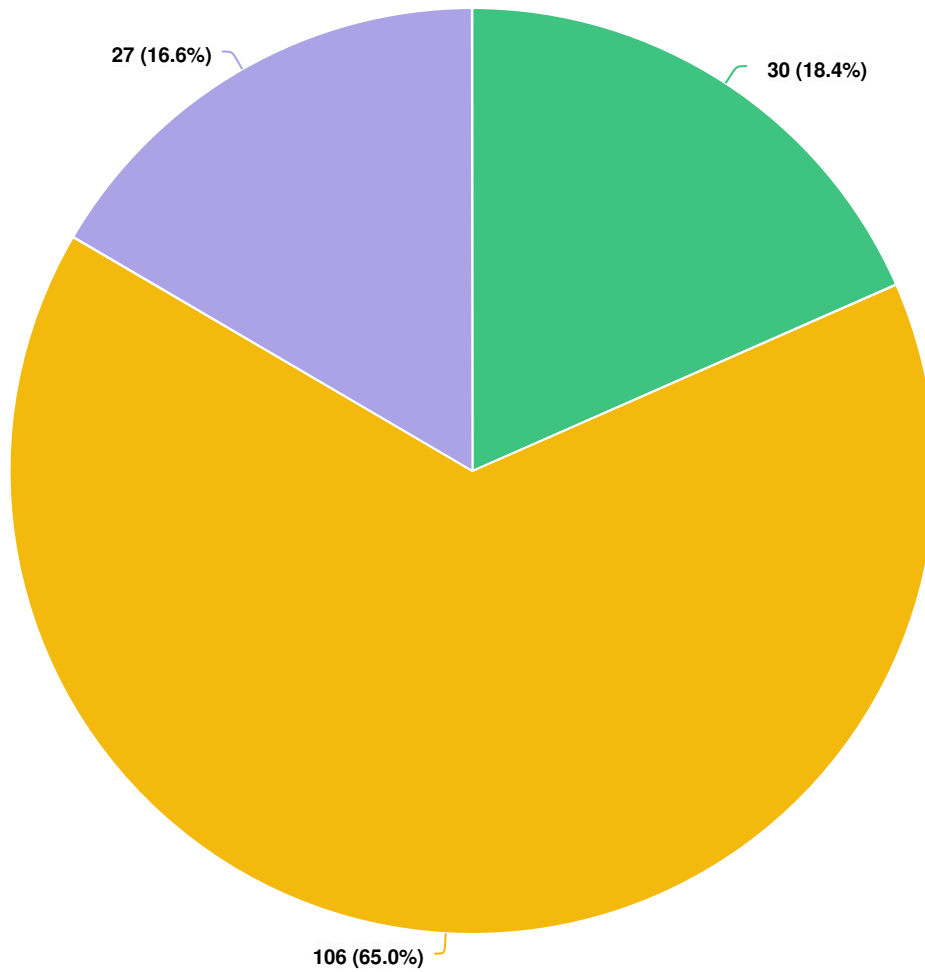


Question options

- Very Satisfied
- Somewhat satisfied
- Not at all satisfied

Optional question (3 responses, 174 skipped)

Thinking about the windrow program, do you think the fee is:

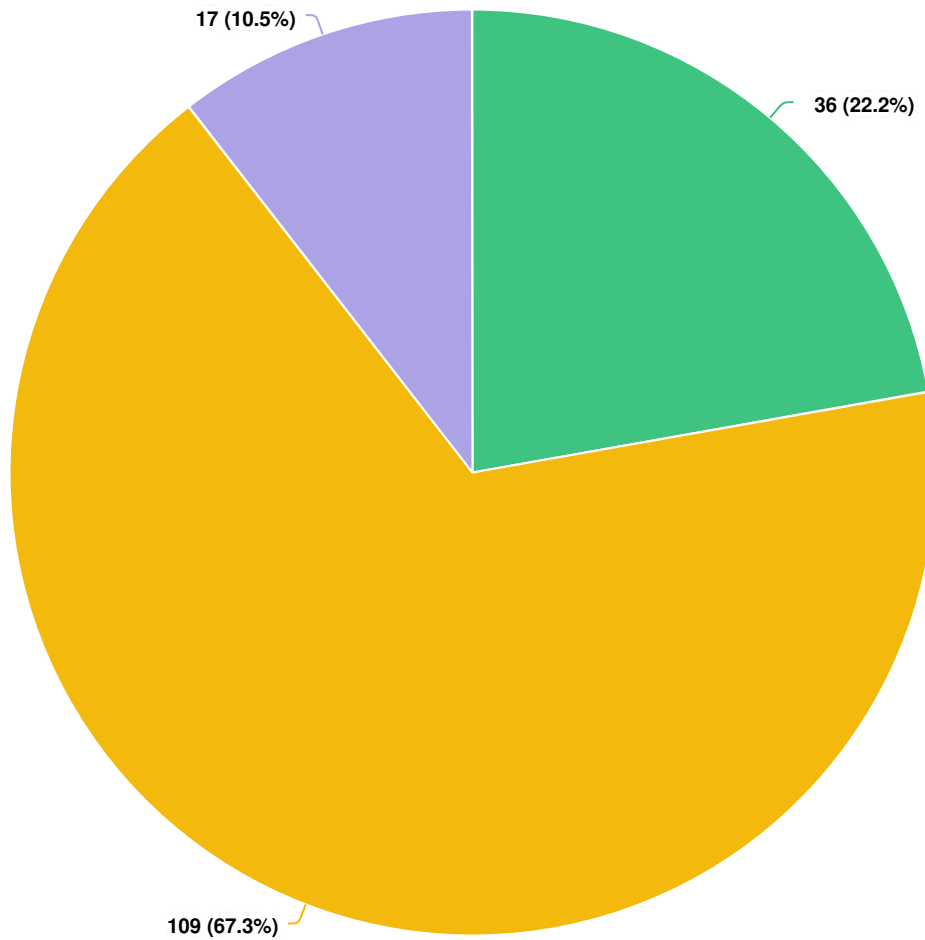


Question options

● Too high ● Just right ● Too low

Optional question (163 responses, 14 skipped)

Regarding the window clearing program, what option do you think the City of Burlington should consider?



Question options

- Increasing the number of people accepted into the program
- Increase the number of people accepted into the program and expand the program to include seniors
- Leave it as it is

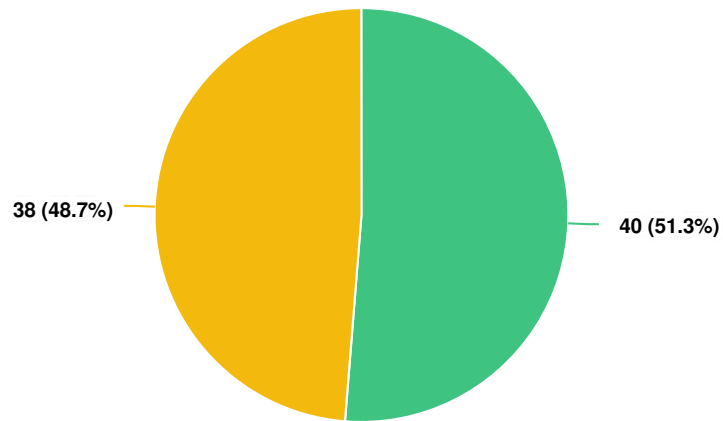
Optional question (162 responses, 15 skipped)

ENGAGEMENT TOOL: SURVEY TOOL

Pre-building permit development approval process

VISITORS	111	CONTRIBUTORS	79	CONTRIBUTIONS	80
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Has there been any infill development in your neighbourhood?

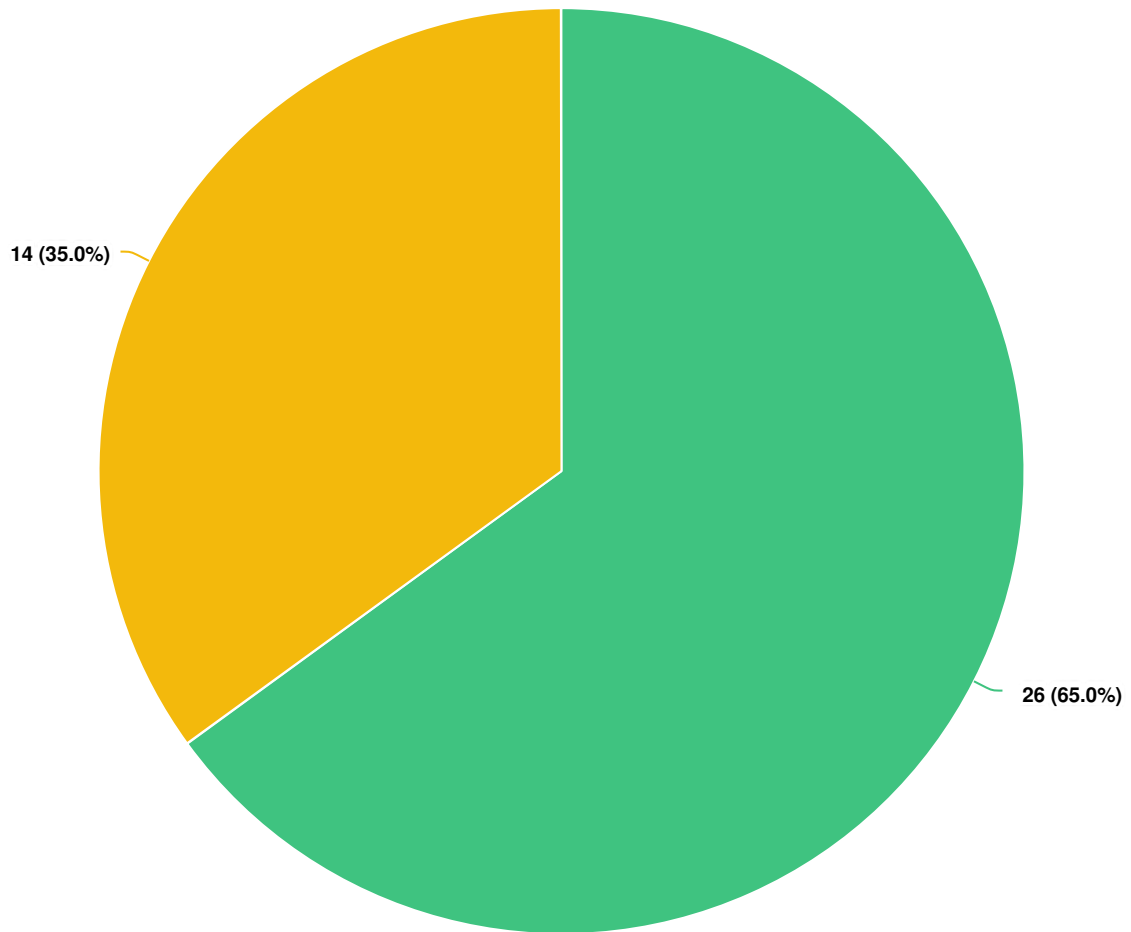


Question options

- Yes
- No

Optional question (78 responses, 2 skipped)

Were there any issues or concerns throughout the construction process?

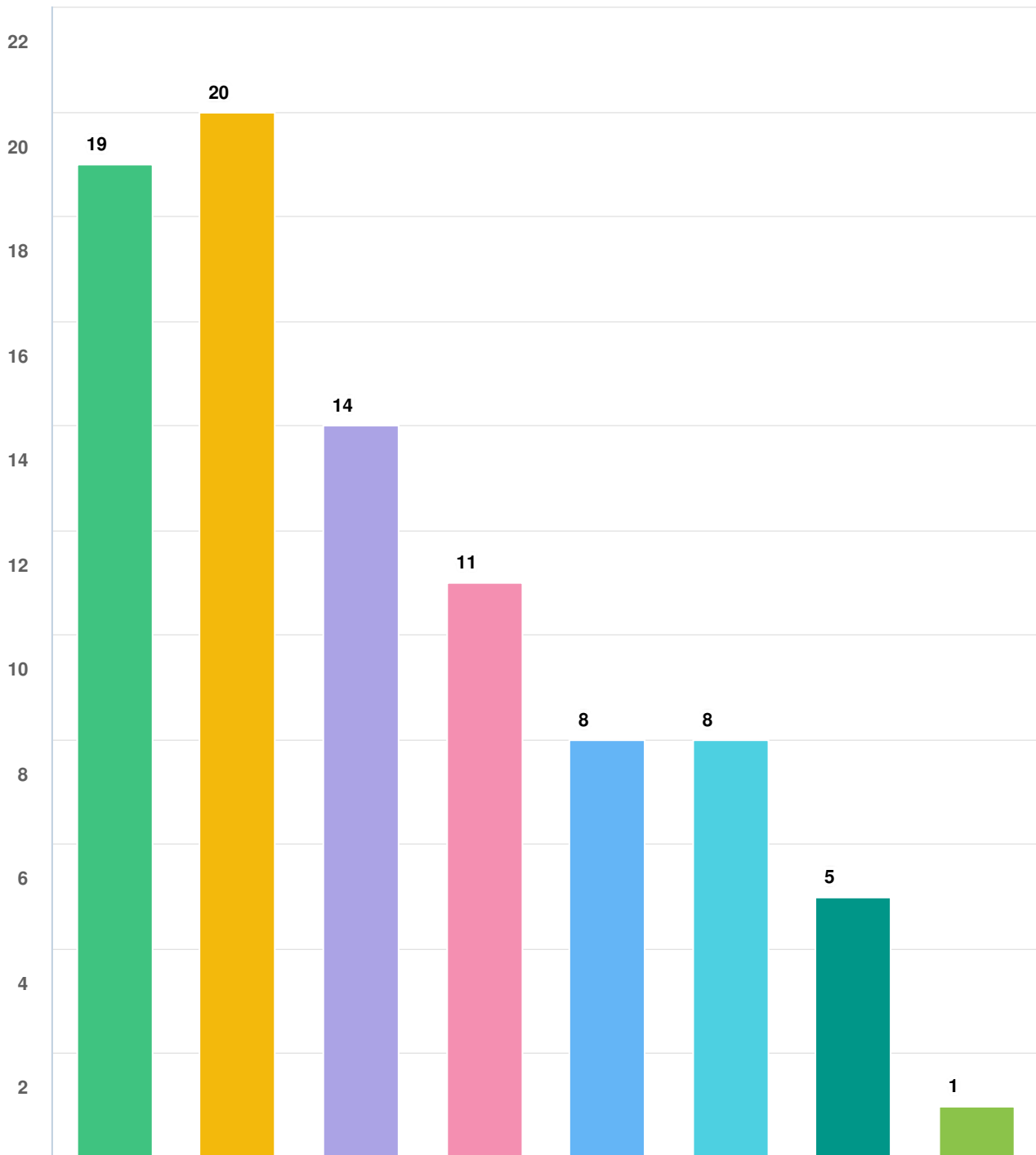


Question options

- Yes
- No

Optional question (40 responses, 40 skipped)

Please indicate the issues or concerns you experienced? Check all the apply

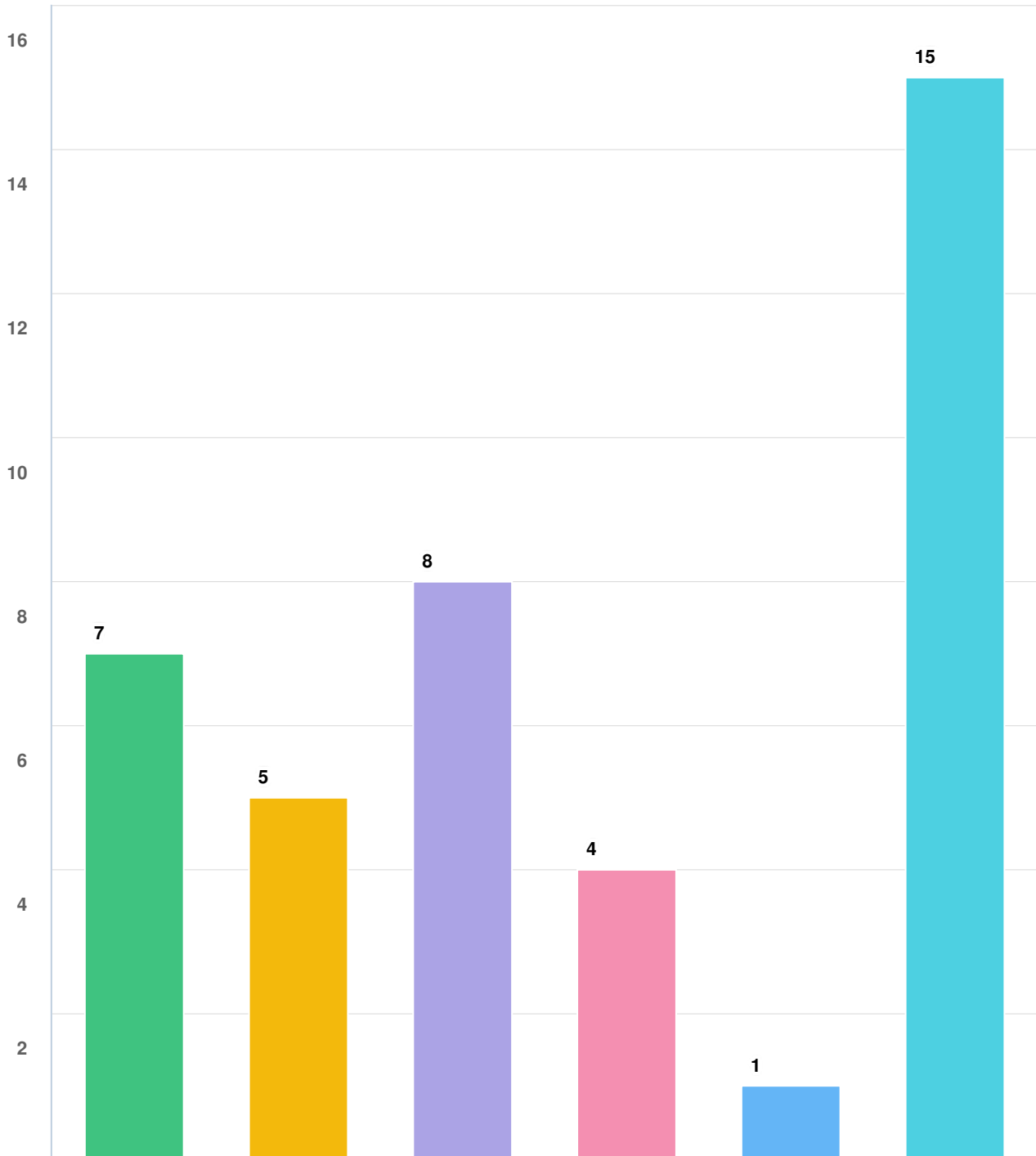


Question options

- Dirt
- Noise
- Parking
- Length of workday (too early, too late)
- Drainage/grading
- Privacy
- Other (please specify)
- I did not have any issues or concerns

Optional question (26 responses, 54 skipped)

If you had concerns, did you reach out to anyone for assistance? Please check all that apply.

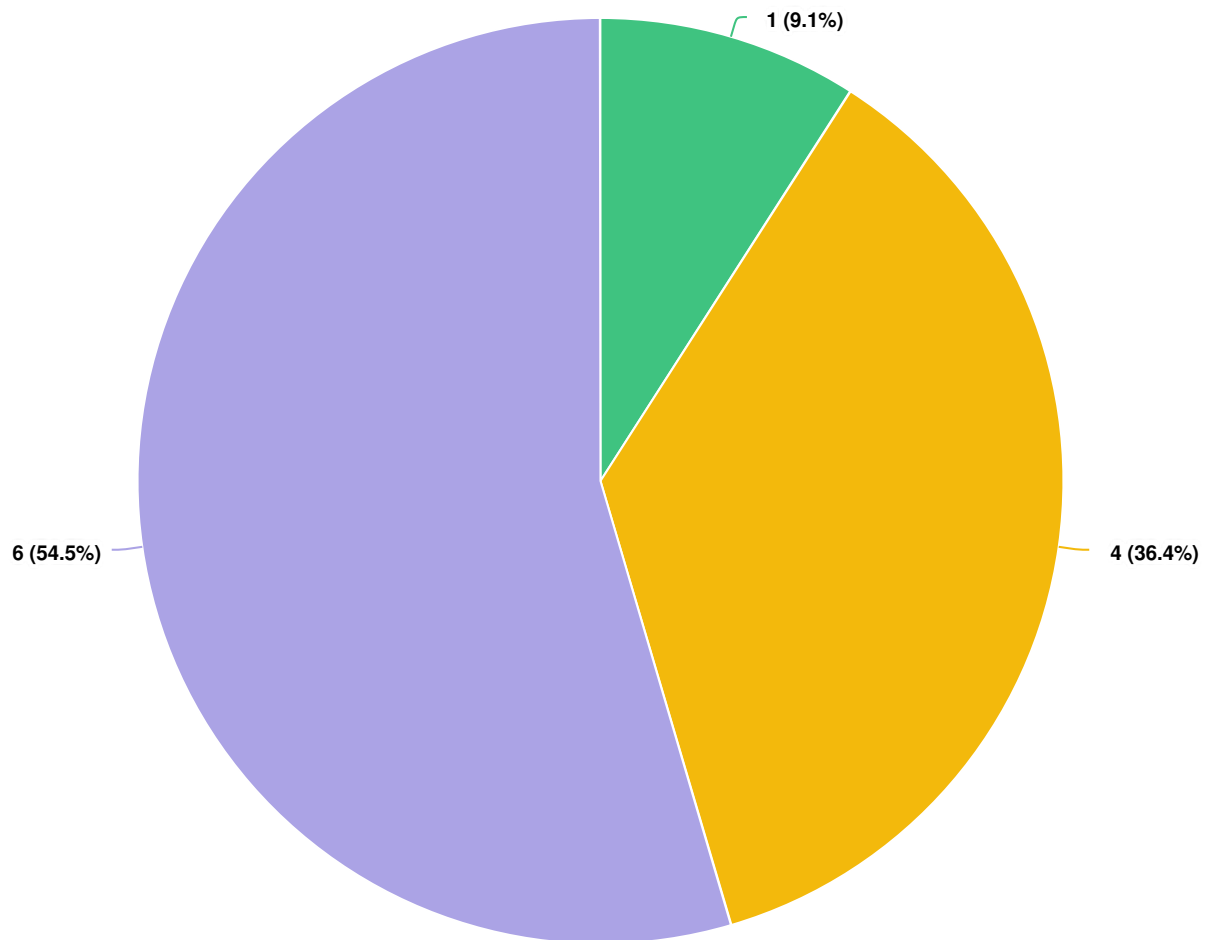


Question options

- Member of Council
- Contractor
- City staff
- Neighbour
- Other (please specify)
- I did not reach out for assistance

Optional question (26 responses, 54 skipped)

How satisfied were you with the response you received? Were your concerns addressed?

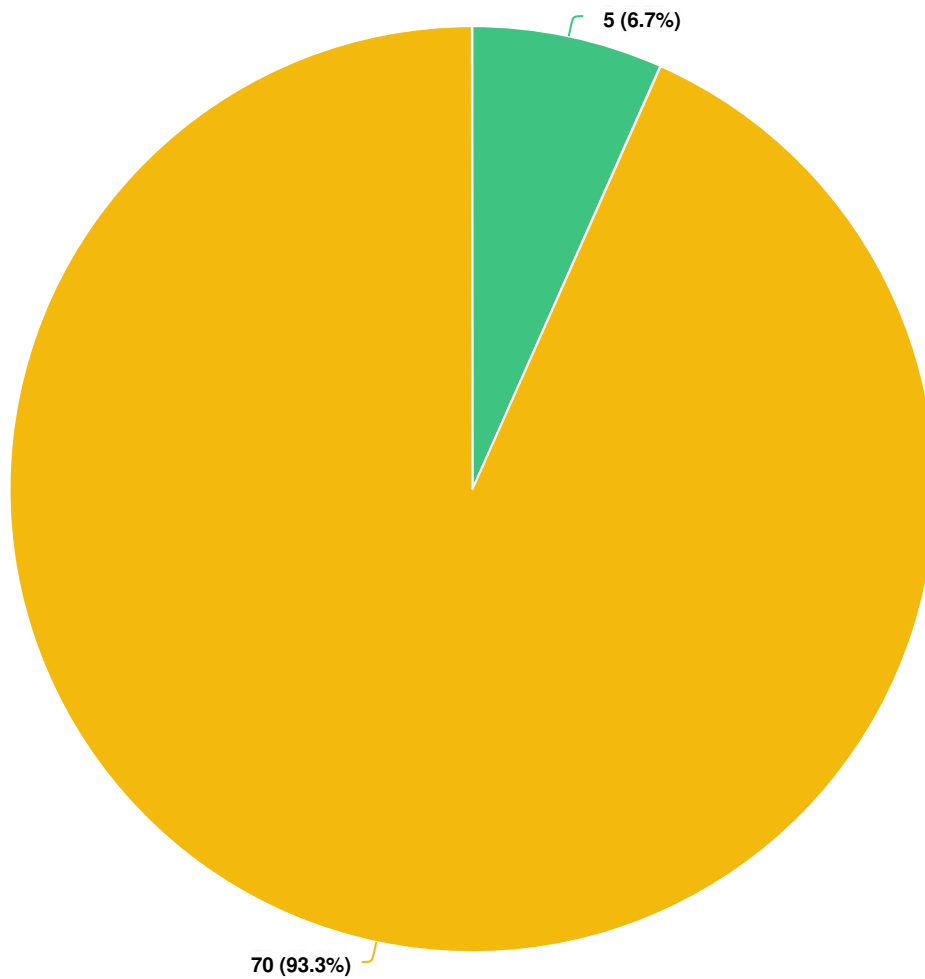


Question options

- Very satisfied
- Somewhat satisfied
- Dissatisfied

Optional question (11 responses, 69 skipped)

Have you constructed infill development in Burlington?

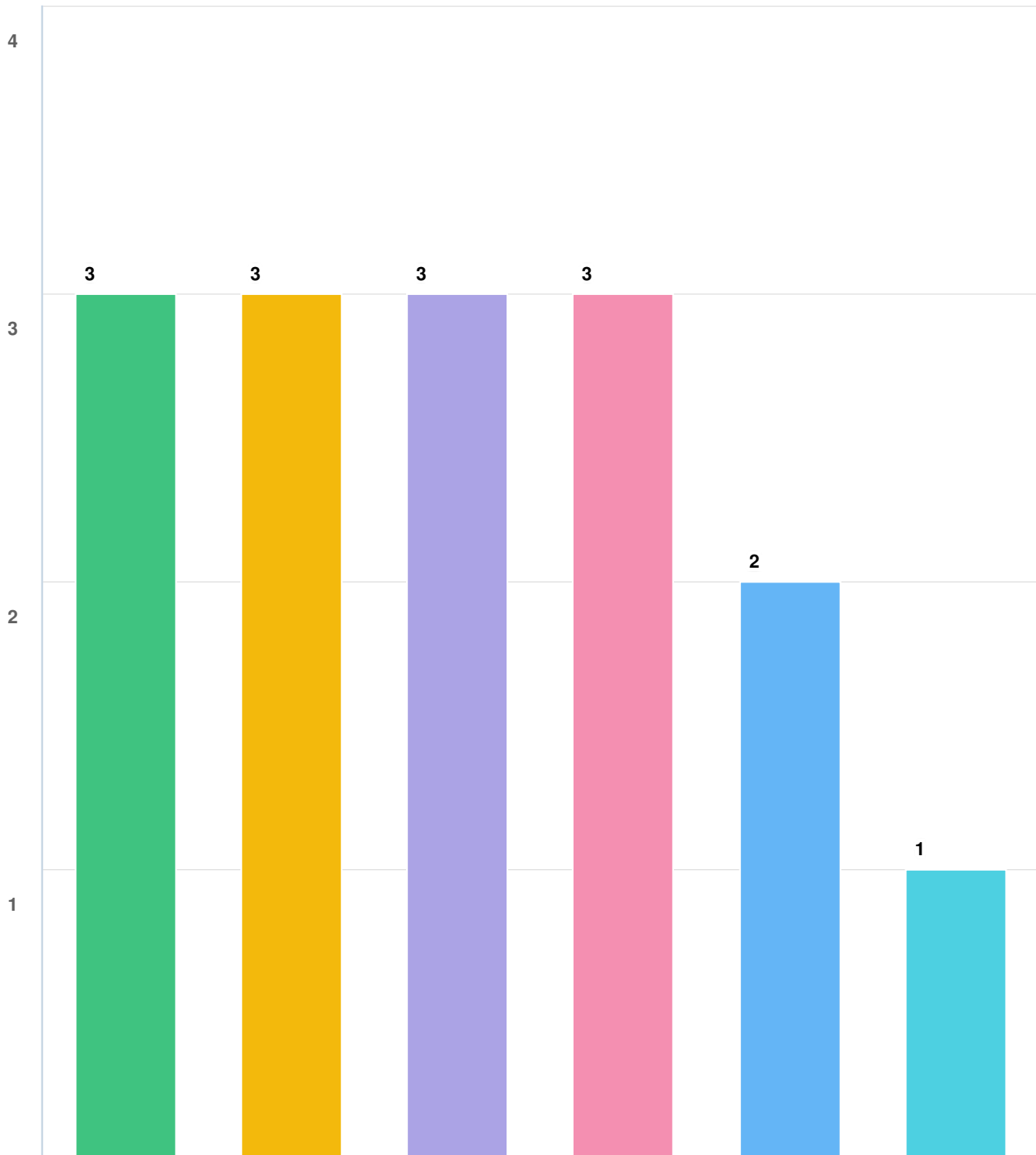


Question options

- Yes
- No

Optional question (75 responses, 5 skipped)

If you have, did you have any issues or concerns with the development approval process? Please check all that apply:

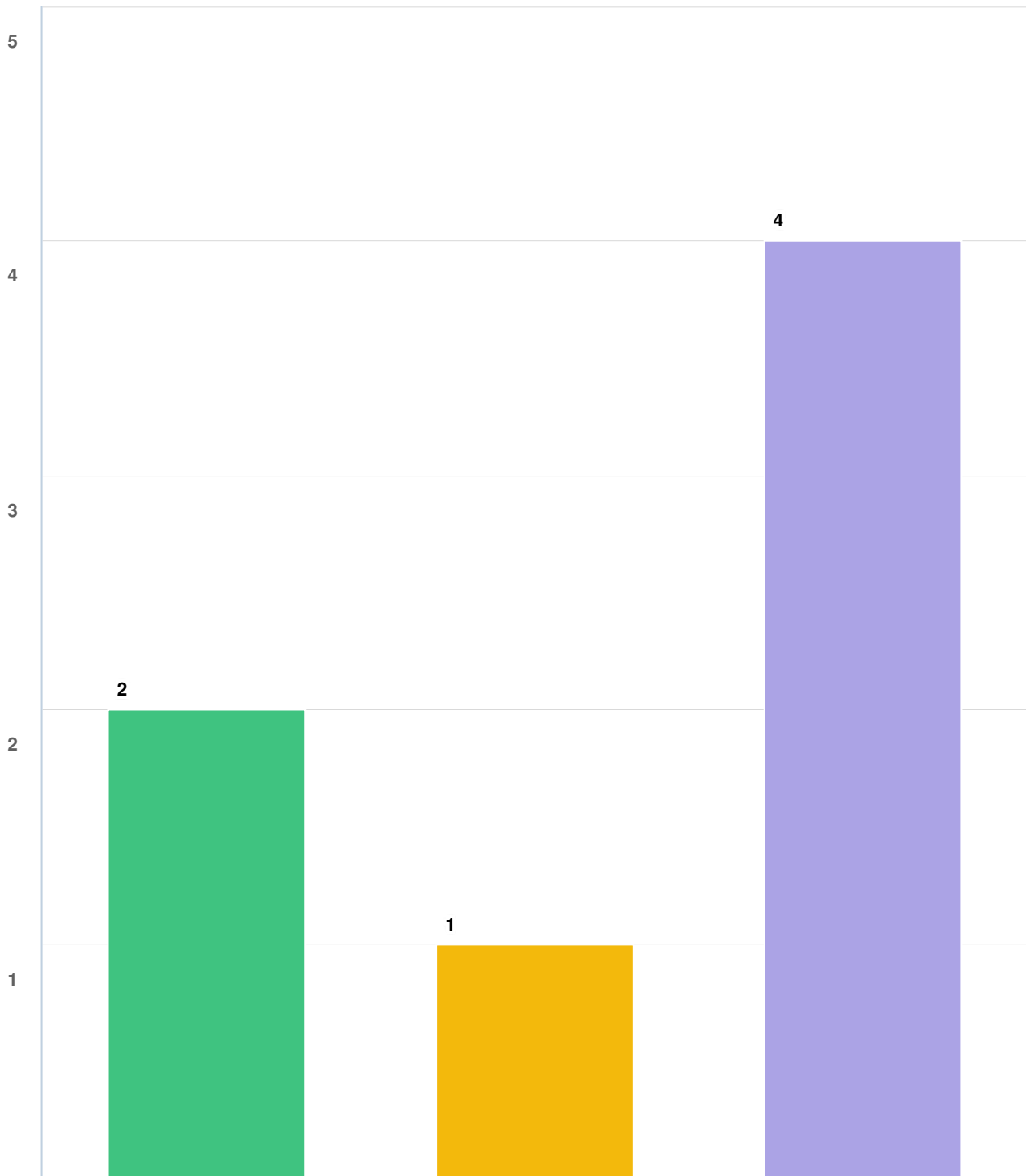


Question options

- Timing
- Submission requirements
- Fees
- Staff contact
- Inspections
- I did not have any issues or concerns.

Optional question (5 responses, 75 skipped)

If you had concerns, did you contact anyone about them? Check all that apply:

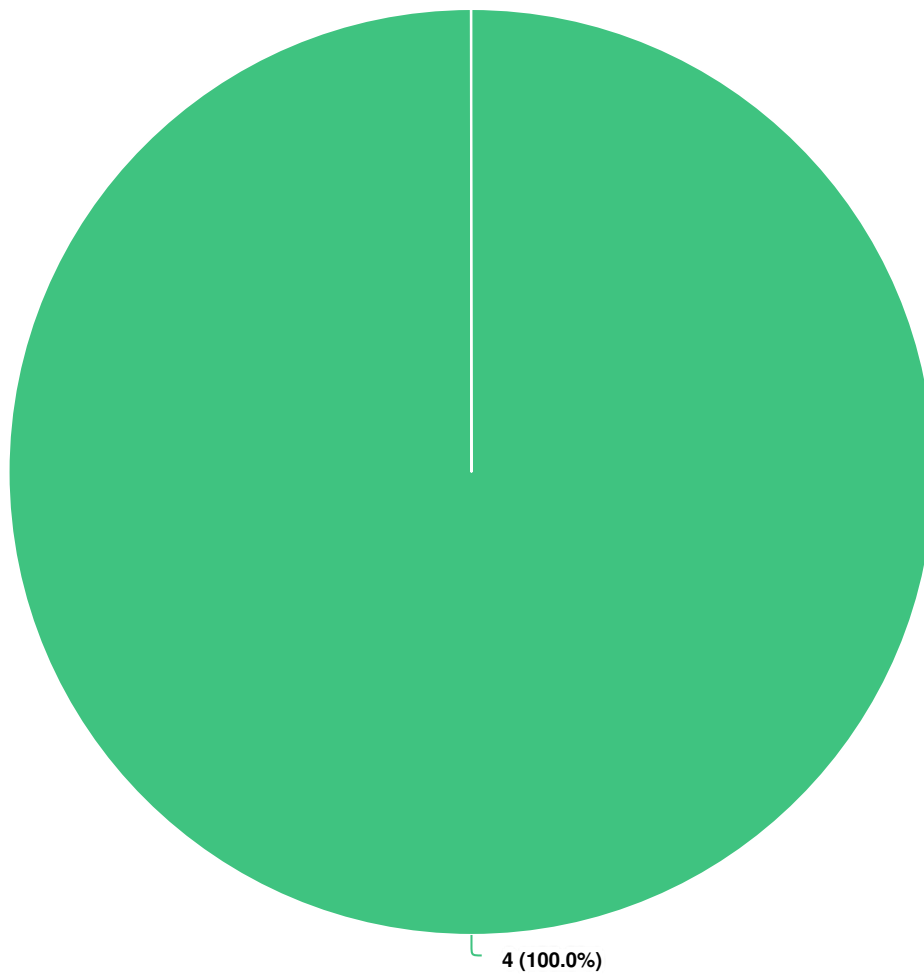


Question options

● Member of Council ● Contractor ● City staff

Optional question (4 responses, 76 skipped)

How satisfied were you with the response you received? Were your concerns addressed?



Question options

- Dissatisfied

Optional question (4 responses, 76 skipped)