

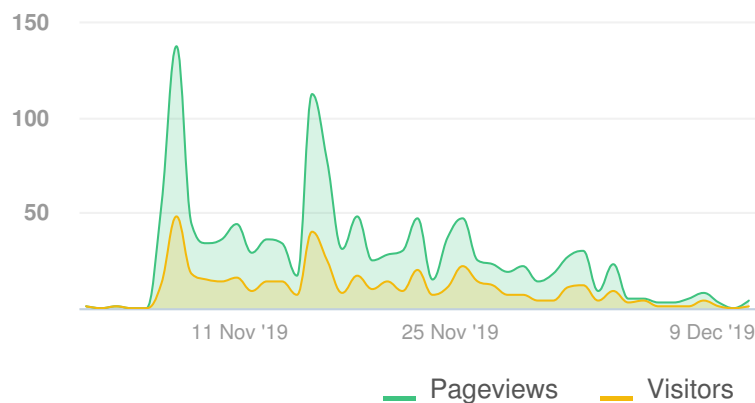
Project Report

30 October 2019 - 13 December 2019

Get Involved Burlington 2019 Community Survey



Visitors Summary

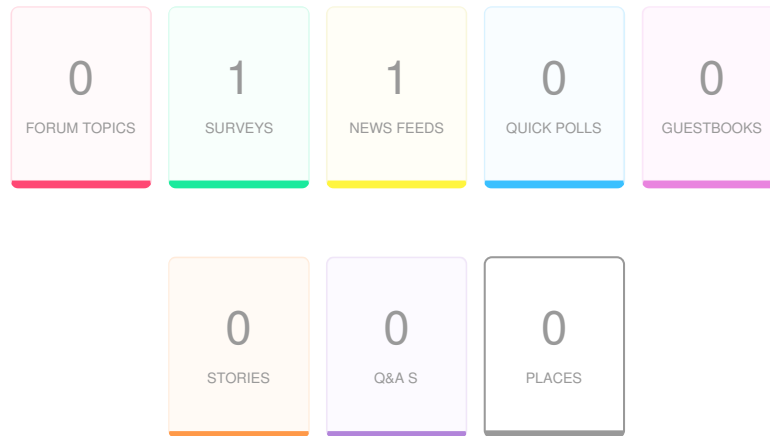


Highlights

TOTAL VISITS	596	MAX VISITORS PER DAY	48
NEW REGISTRATIONS	56		
ENGAGED VISITORS	155	INFORMED VISITORS	331
		AWARE VISITORS	420

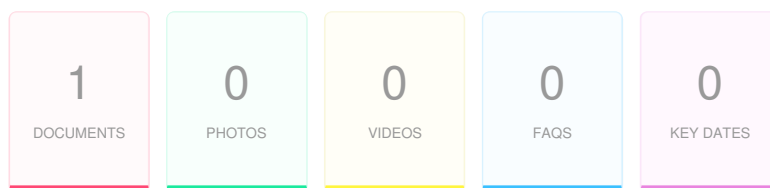
Aware Participants		420		Engaged Participants		155					
Aware Actions Performed		Participants		Engaged Actions Performed		Registered		Unverified		Anonymous	
Visited a Project or Tool Page		420									
Informed Participants		331		Contributed on Forums		0		0		0	
Informed Actions Performed		Participants		Participated in Surveys		155		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		4		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		283		Contributed to Ideas		0		0		0	
Contributed to a tool (engaged)		155									

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Newsfeed	2019 Community Survey Results Presented to Council on Feb...	Published	0	0	0	0
Survey Tool	2019 Community Survey	Archived	329	155	0	0

INFORMATION WIDGET SUMMARY



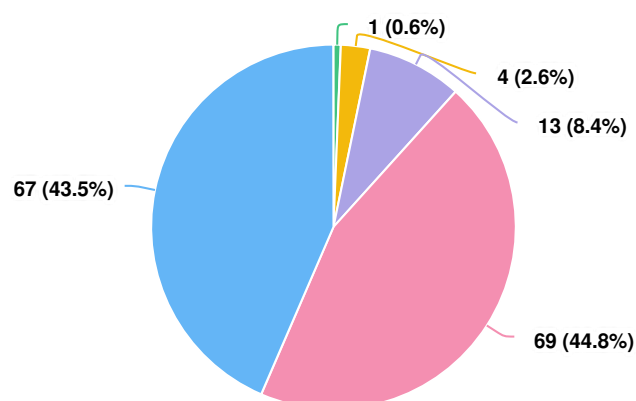
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	2015 Community Survey Results	4	5
Key Dates	Key Date	0	0

ENGAGEMENT TOOL: SURVEY TOOL

2019 Community Survey

VISITORS	329	CONTRIBUTORS	155	CONTRIBUTIONS	155
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How would you rate Burlington as a place to live?

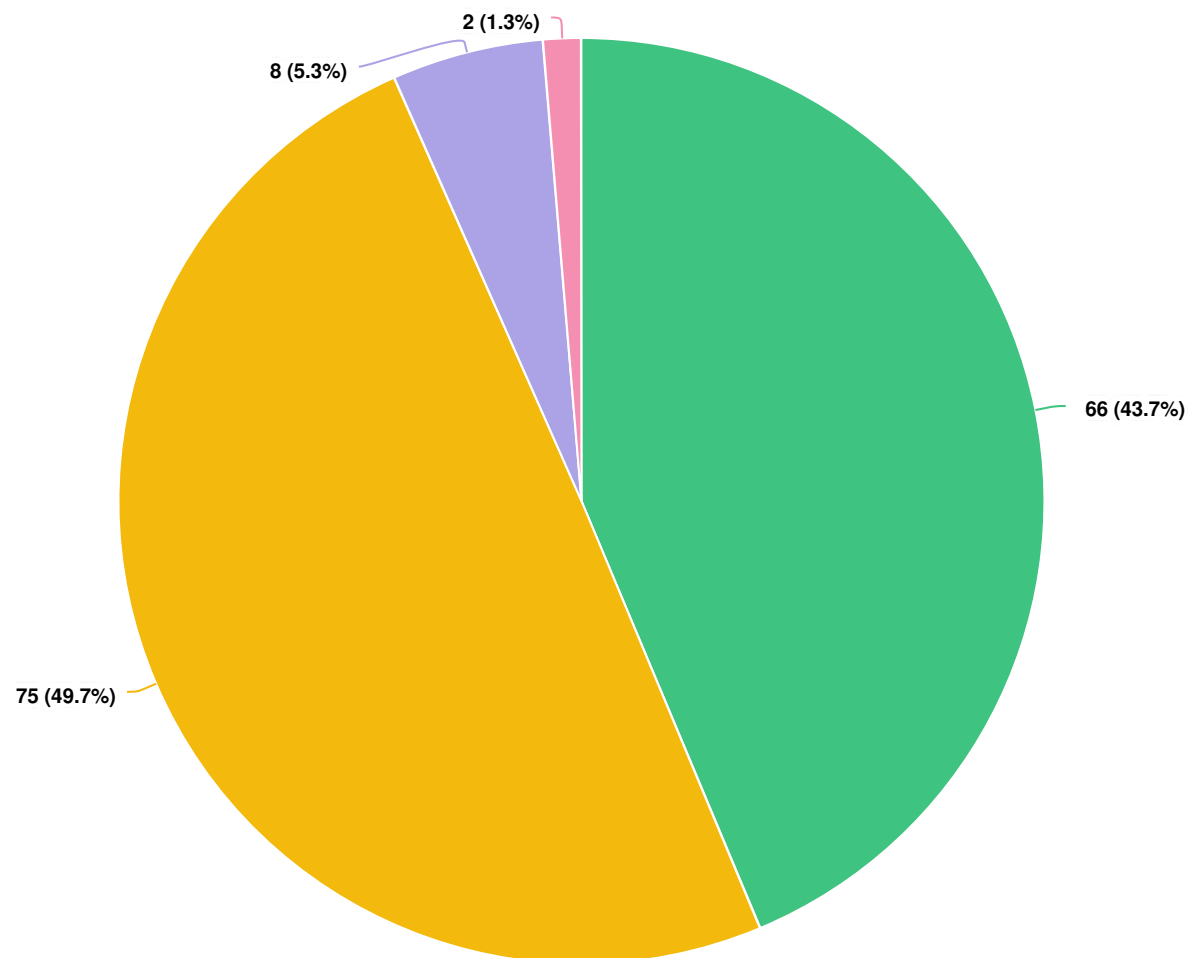


Question options

Very Poor Fair Good Very good Excellent

Optional question (154 responses, 1 skipped)

How satisfied are you with the overall quality of services provided by the City of Burlington?

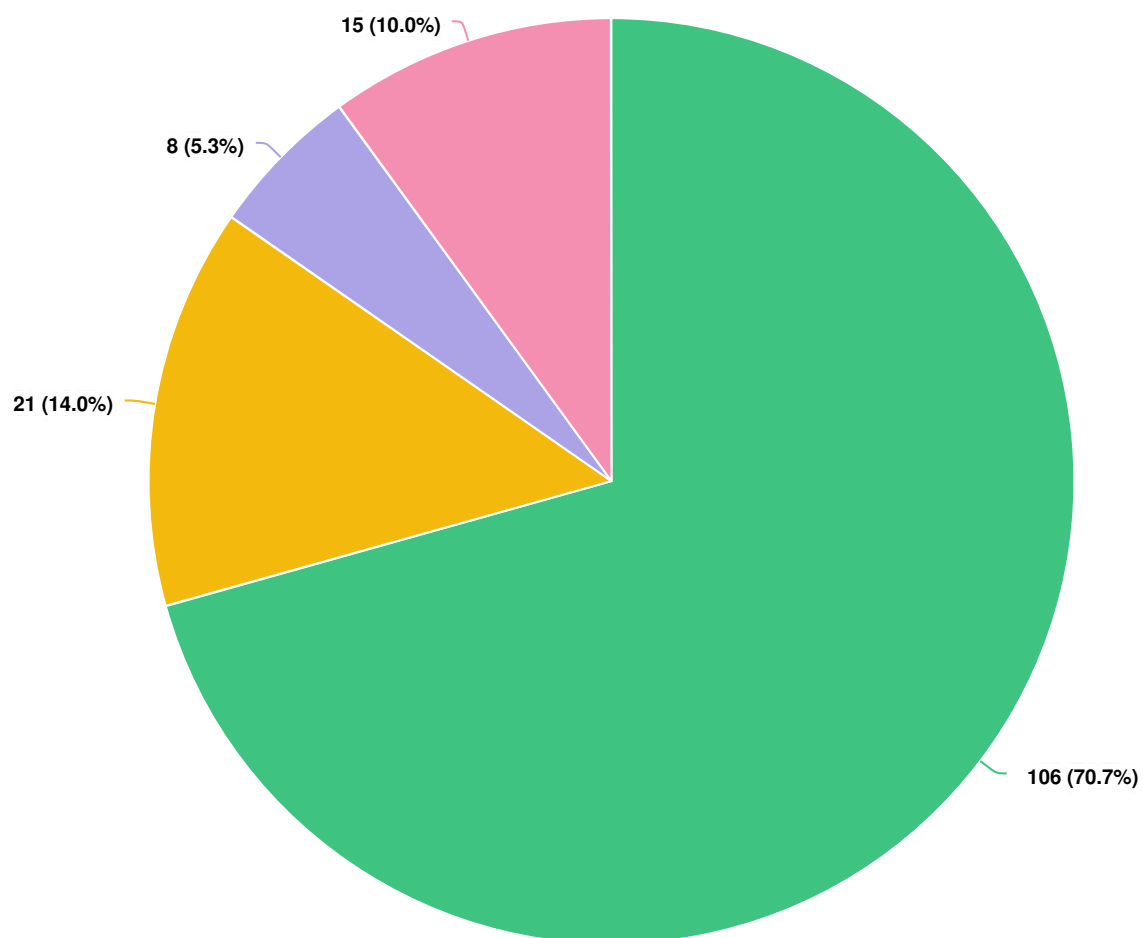


Question options

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

Optional question (151 responses, 4 skipped)

Municipal property taxes are the primary way to pay for services and programs provided by the City. As you may know, there are trade-offs between investments in things like services and infrastructure and property tax levels. Due to the increased C...

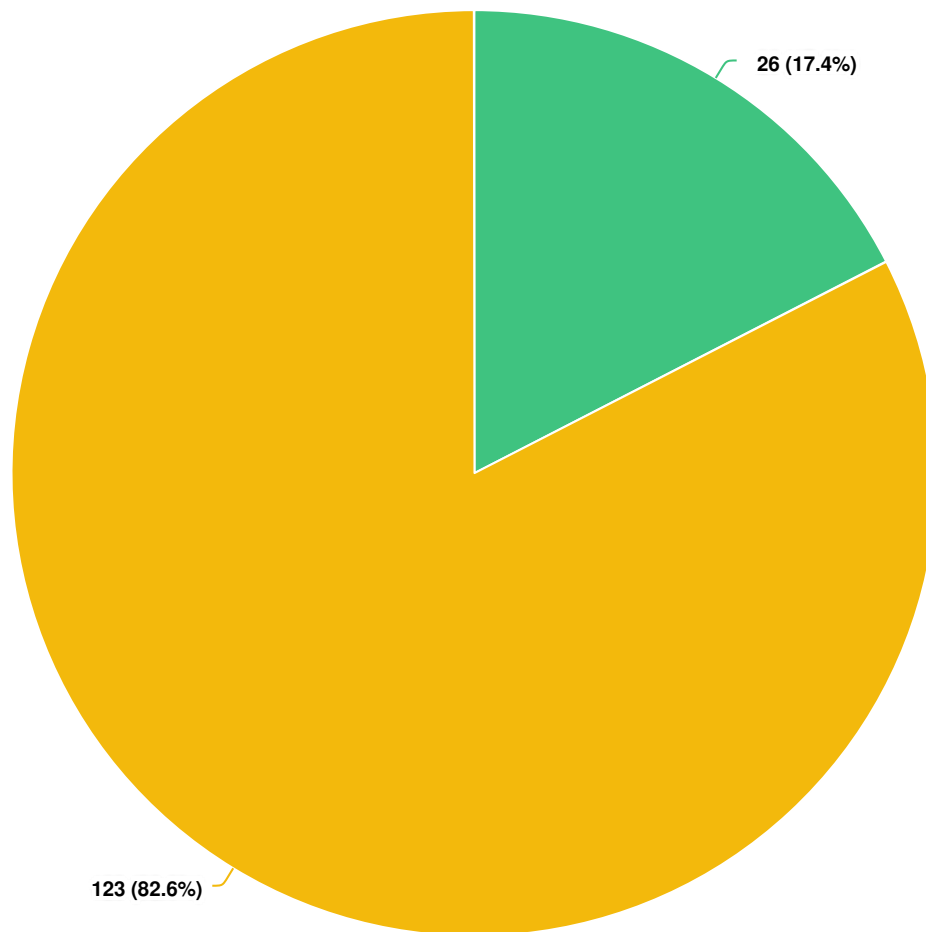


Question options

- Maintain property tax increase at inflation (2.5%) to maintain service
- Increase property taxes higher than inflation to enhance service levels
- Increase property taxes below inflation by reducing service levels
- Reduce property taxes by reducing service levels and/or eliminating services

Optional question (150 responses, 5 skipped)

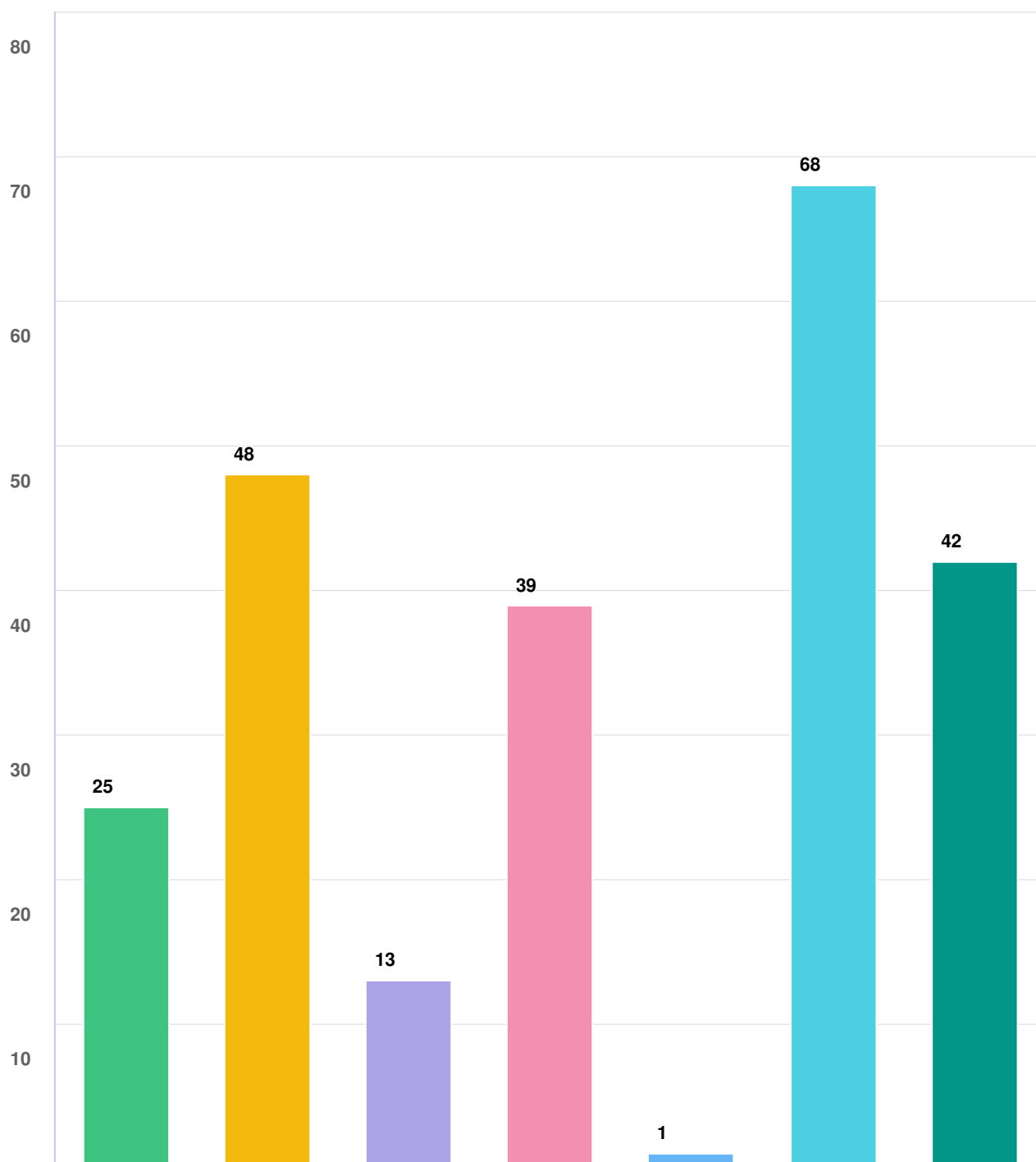
Do you currently use Burlington Transit?



Question options

☒ Yes ☐ No

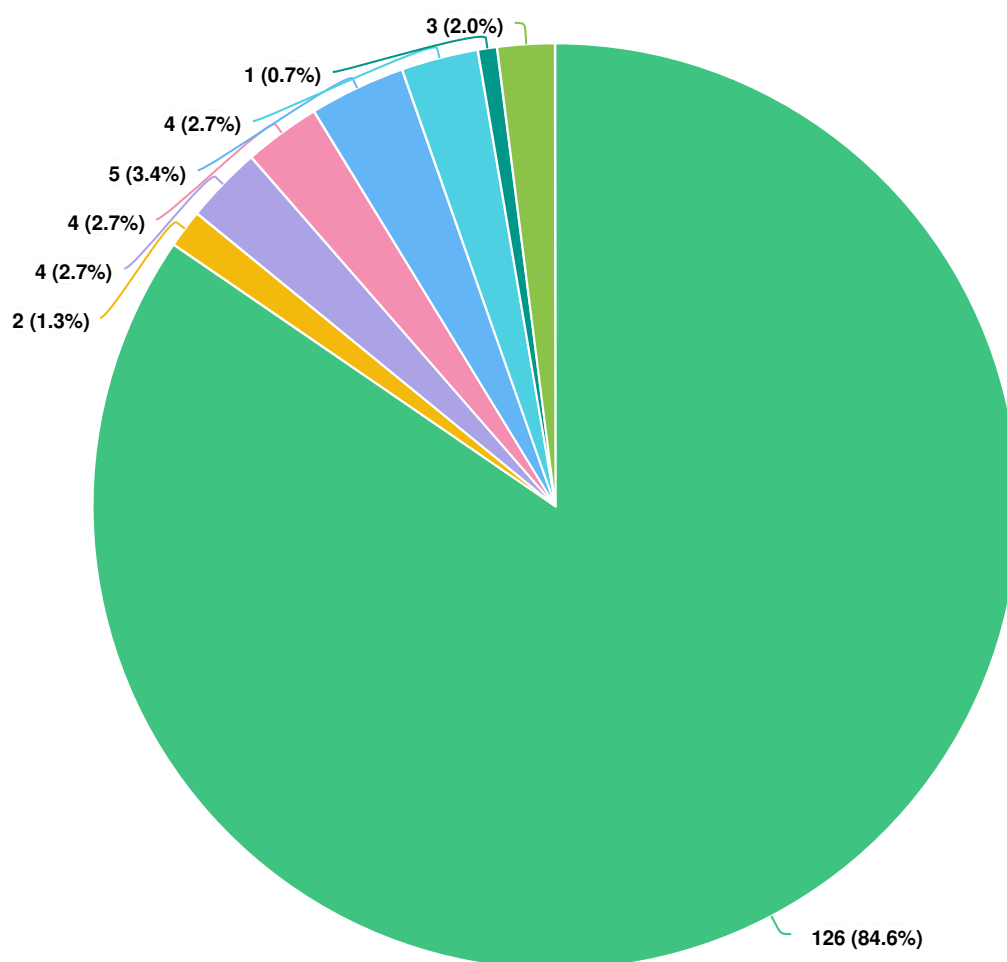
Optional question (149 responses, 6 skipped)

Please identify the reasons for not using Burlington Transit**Question options**

- Infrequent service ● No direct route to my destination(s) ● No bus stop close enough to my home/work/school
● Takes too long ● Too expensive ● Not convenient ● Other (please specify)

Optional question (122 responses, 33 skipped)

What mode of transportation do you typically use to get to work, school or appointments?

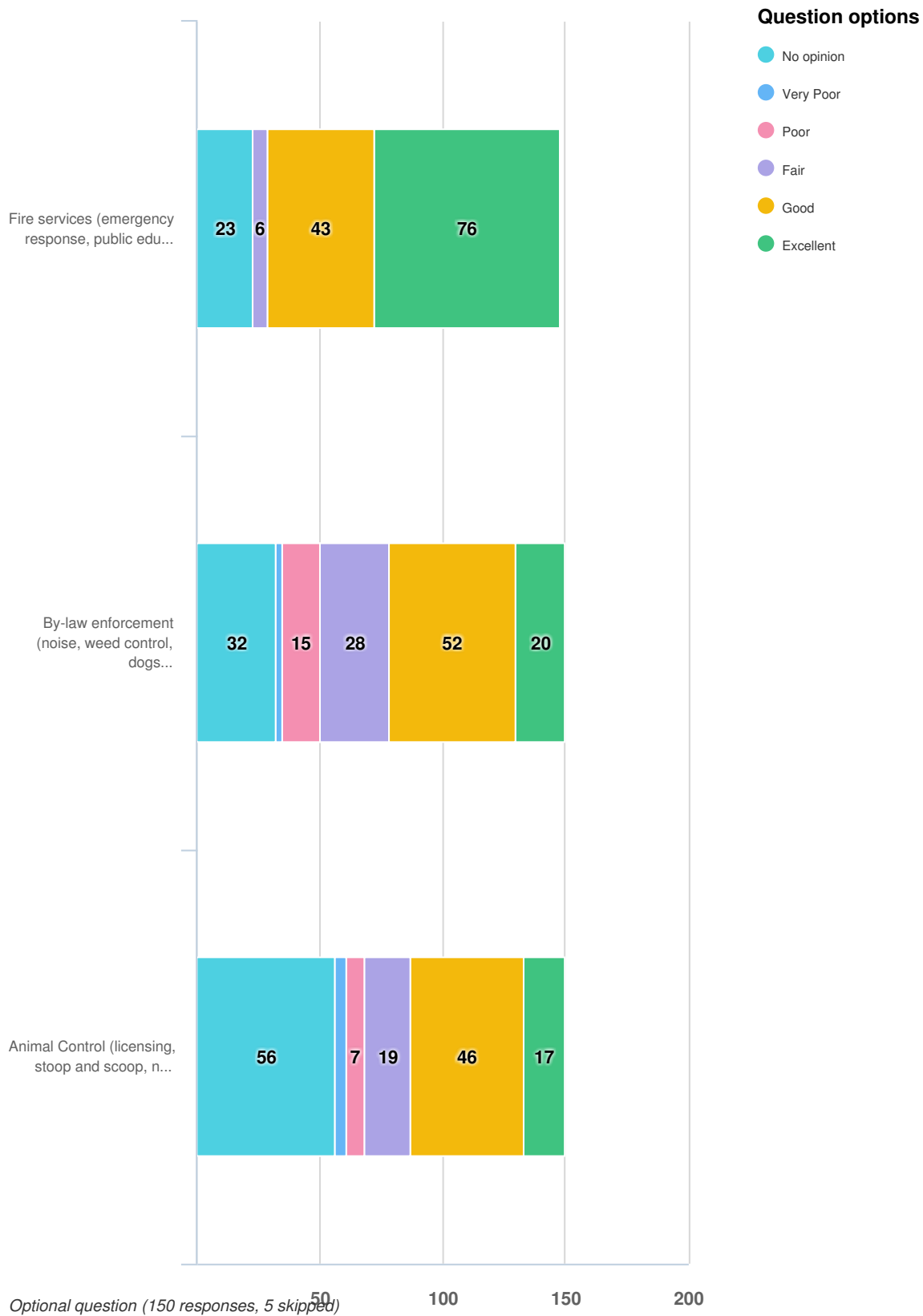


Question options

Car as driver Car as passenger Burlington Transit GO Bike Walk/run Taxi/Uber
Other (please specify)

Optional question (149 responses, 6 skipped)

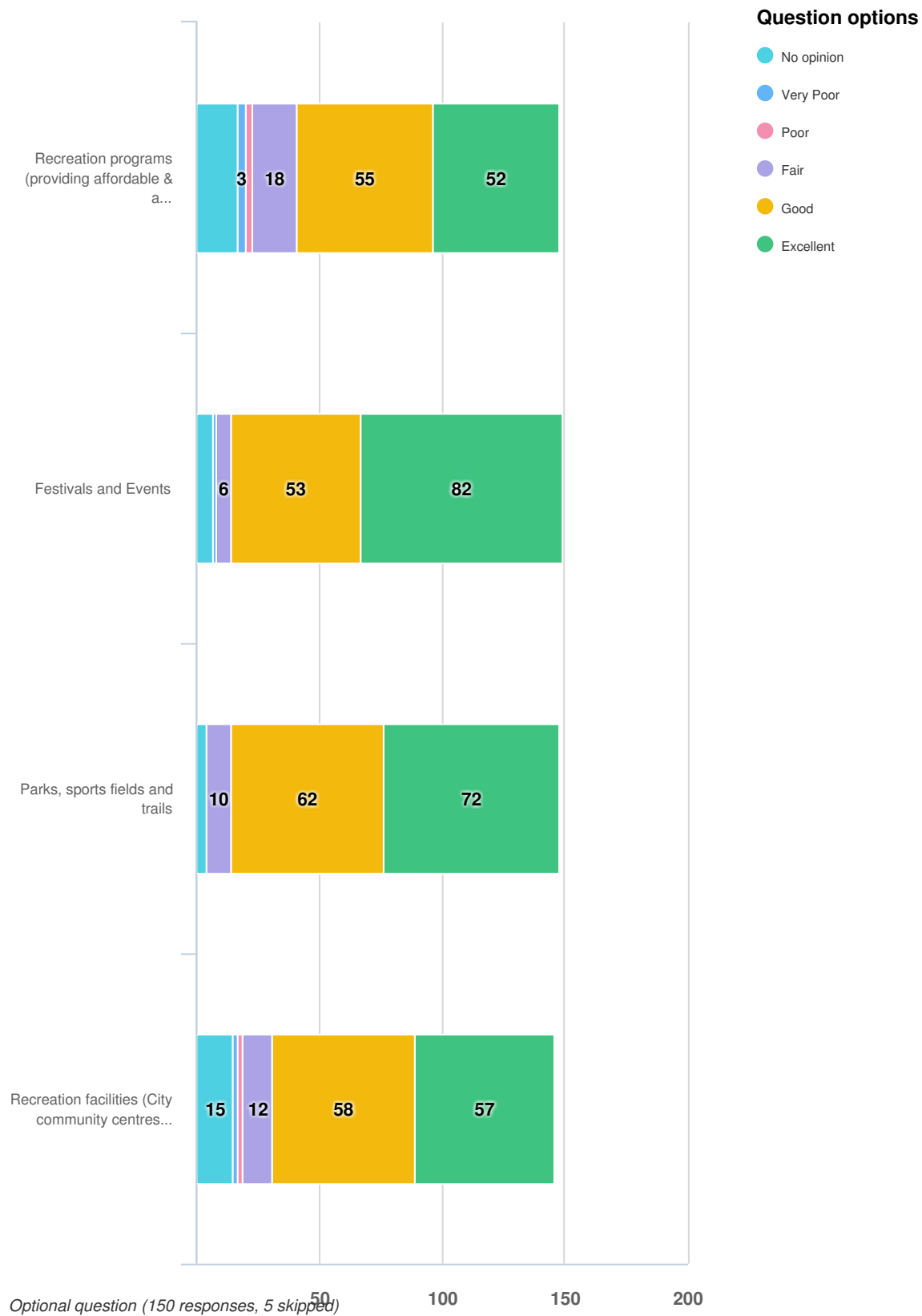
Public Safety and By-laws



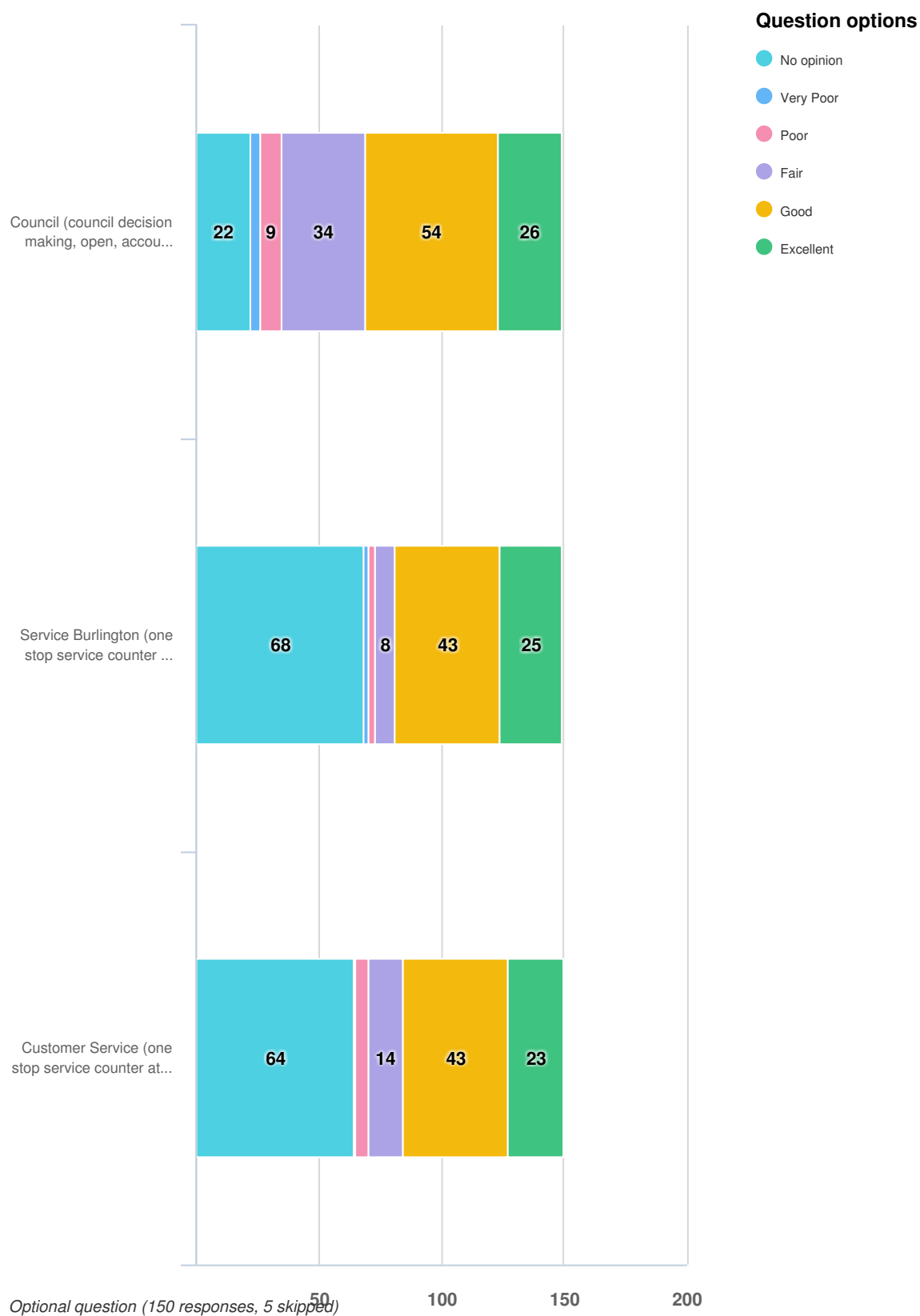
Maintenance, Roads and Transportation



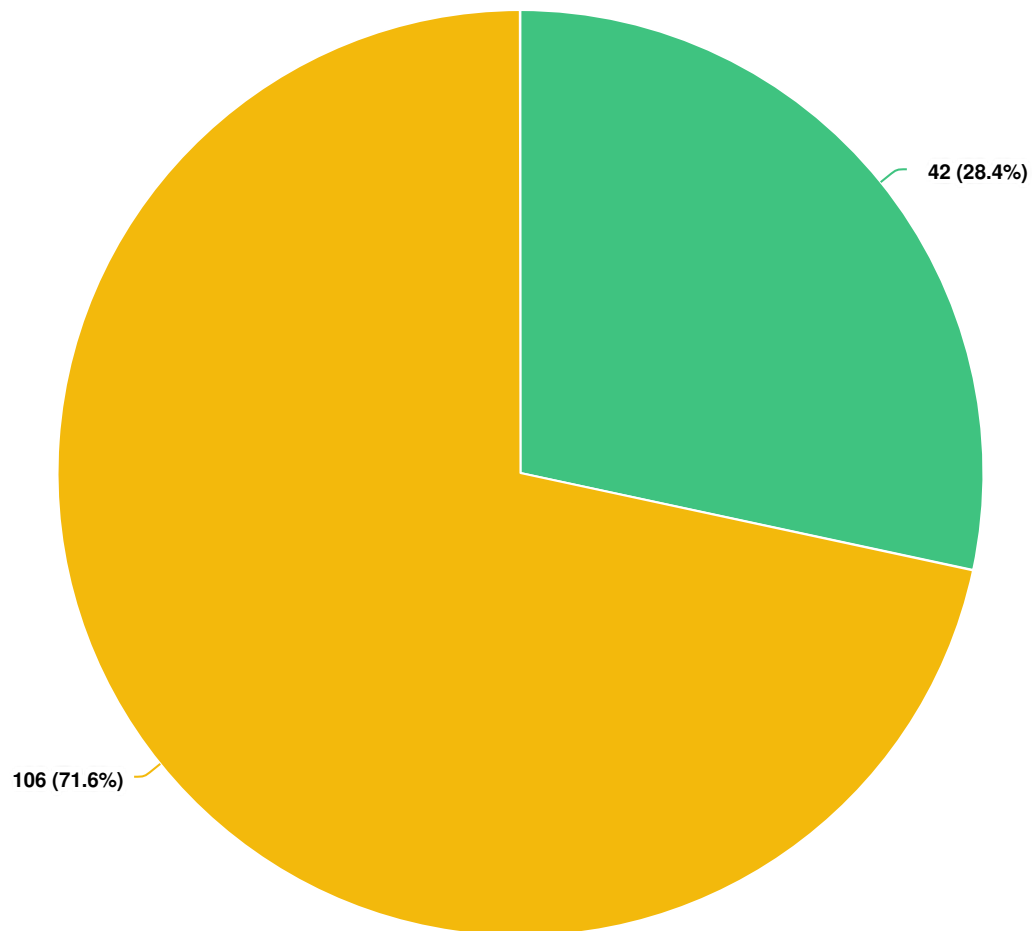
Leisure



Customer Relations



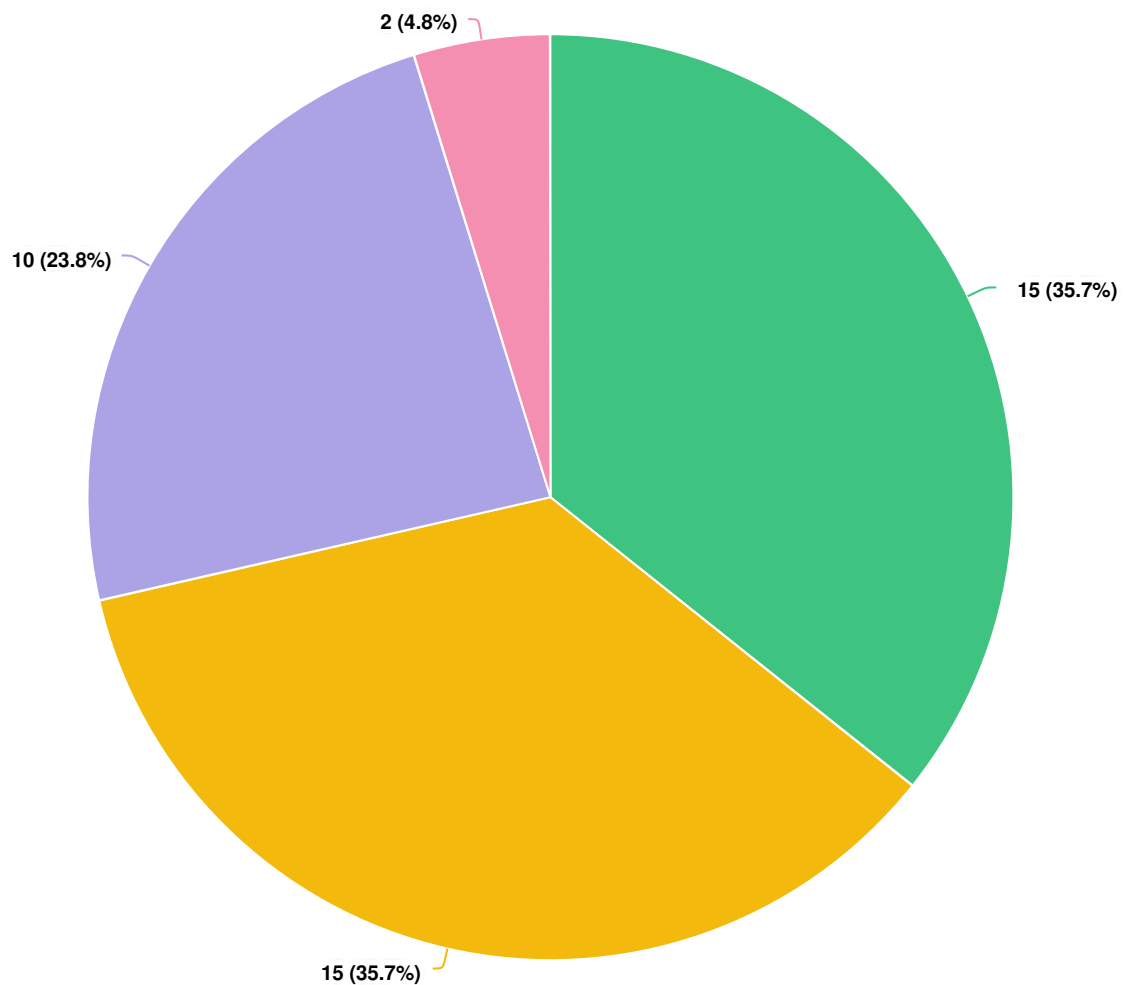
Have you had a recent interaction with City Council?



Question options

☐ No ☐ Yes

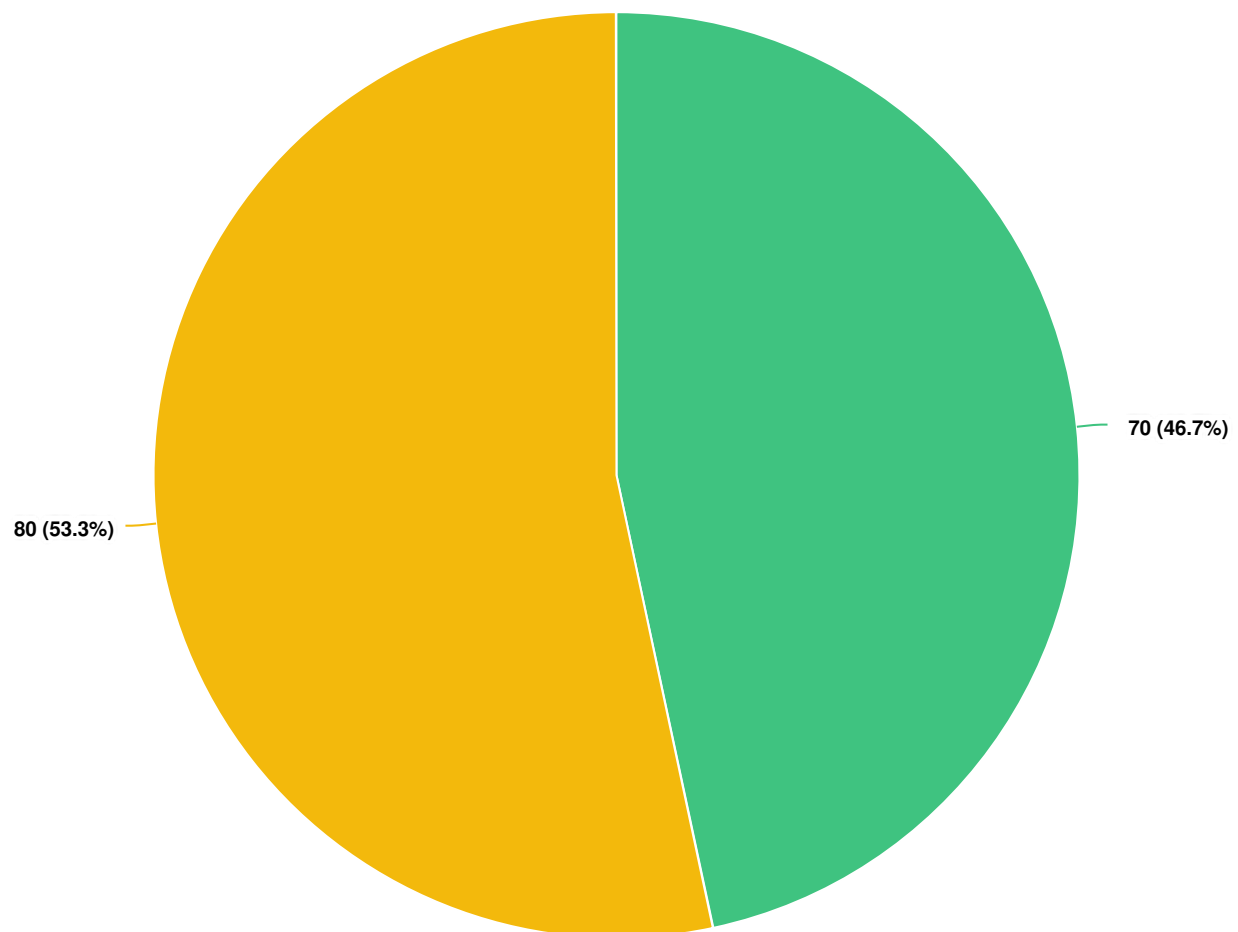
Optional question (148 responses, 7 skipped)

How satisfied were you with your most recent experience/interaction with Council?**Question options**

Very dissatisfied Somewhat dissatisfied Somewhat satisfied Very satisfied

Optional question (42 responses, 113 skipped)

Have you had a recent interaction/experience with staff at the City of Burlington?

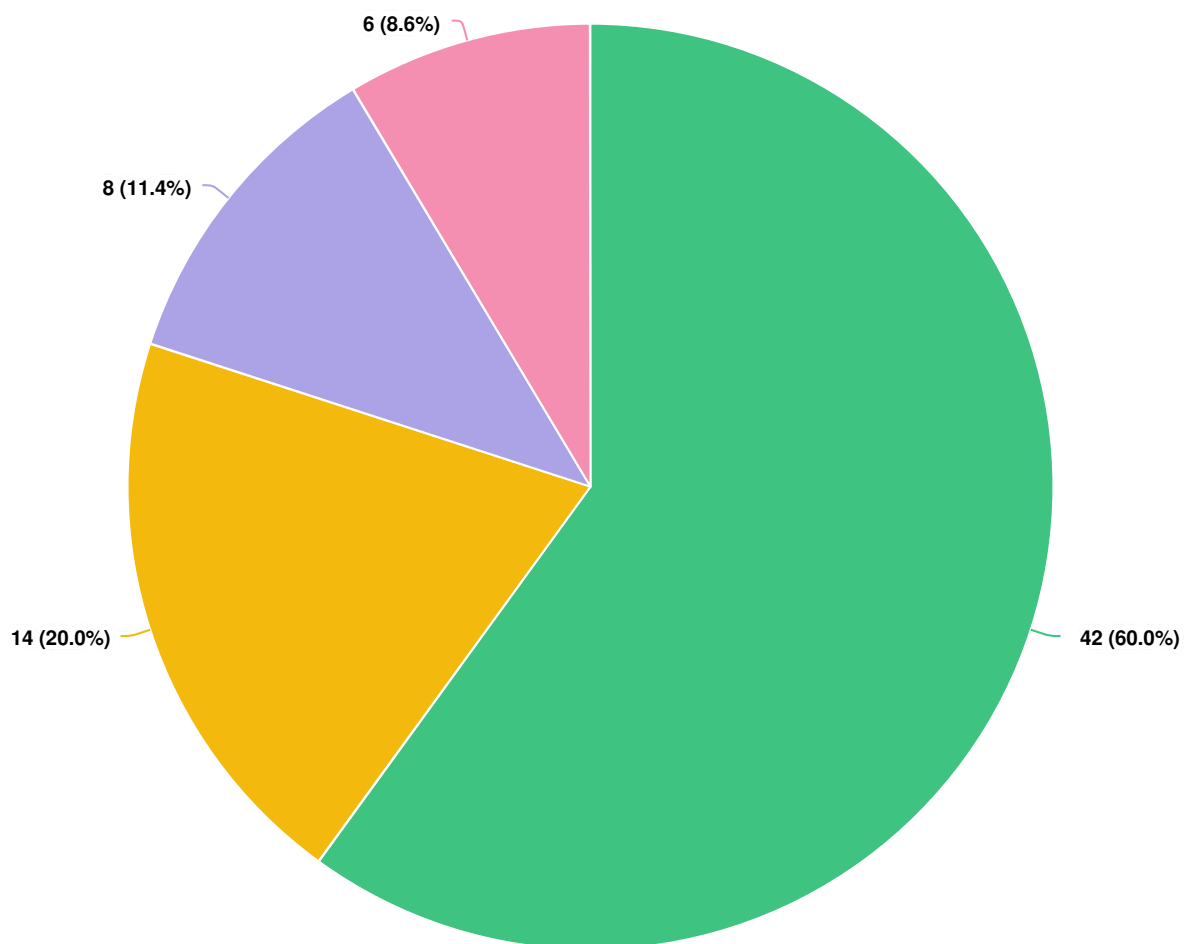


Question options

☐ No ☐ Yes

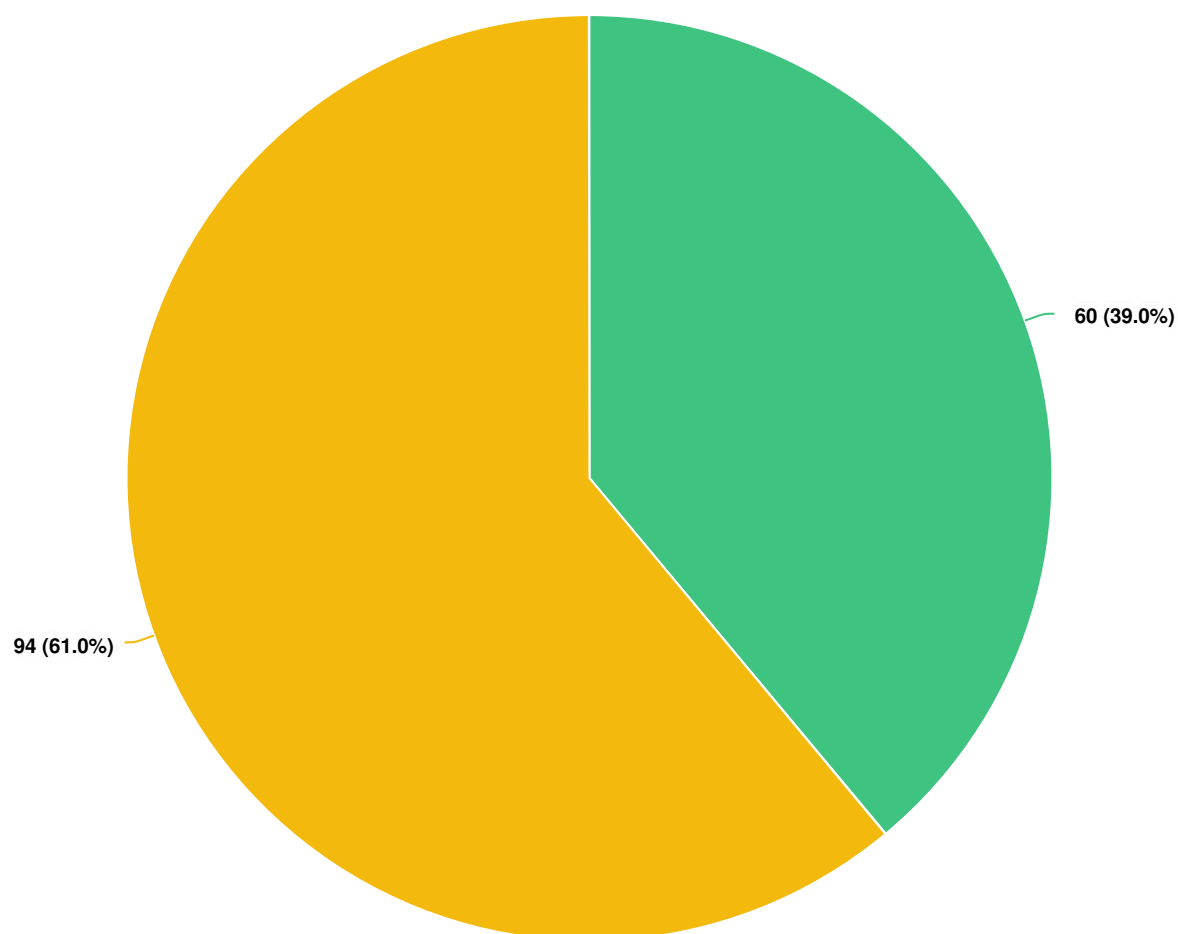
Optional question (150 responses, 5 skipped)

How satisfied were you with your most recent experience/interaction with the City?
Example - overall quality of service you received from City staff, the overall quality of the service delivery, the amount of time it took to get the service.

**Question options**

Very dissatisfied Somewhat dissatisfied Somewhat satisfied Very satisfied

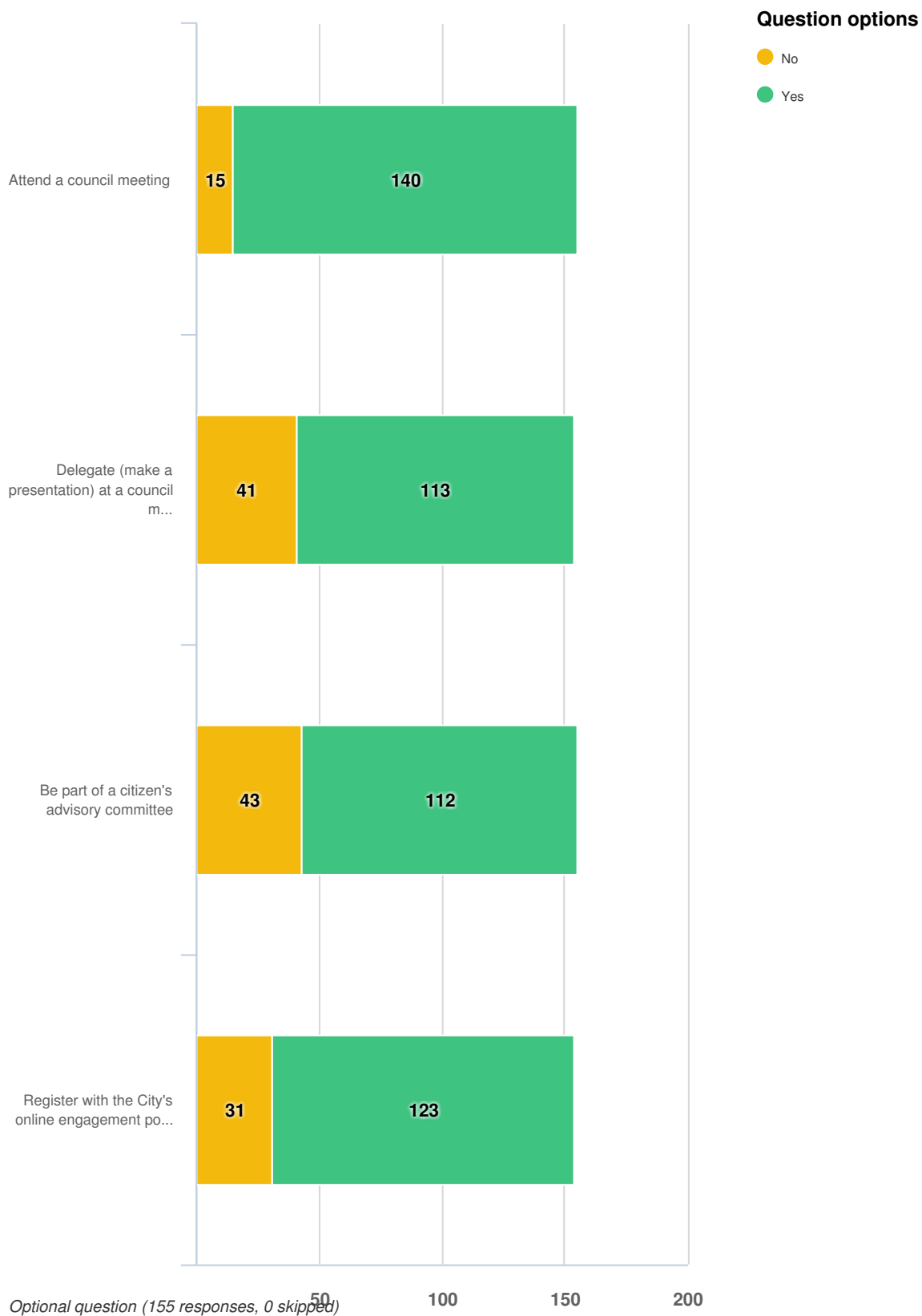
Optional question (70 responses, 85 skipped)

Are you aware that Burlington has a Community Engagement Charter?**Question options**

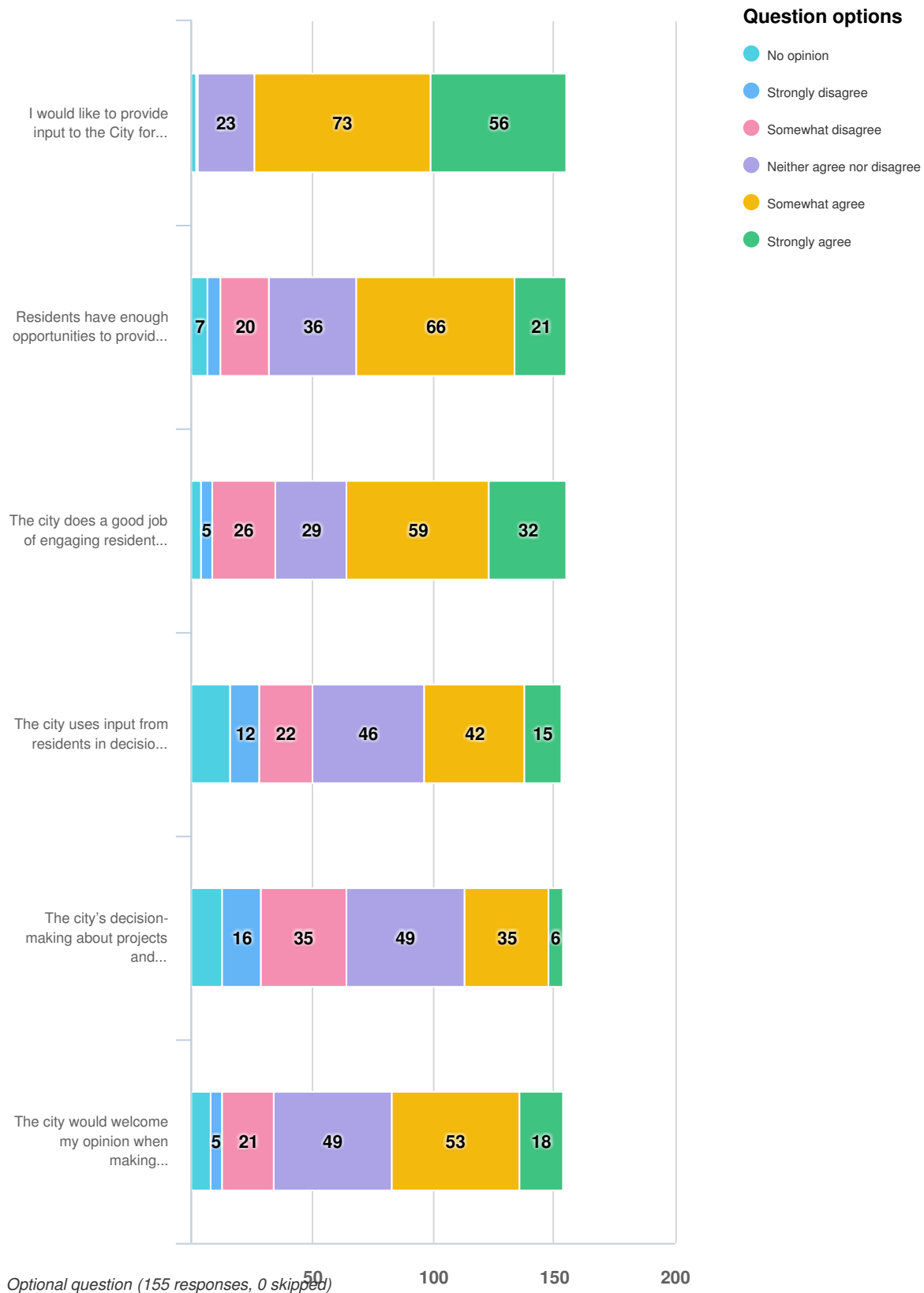
● No ● Yes

Optional question (154 responses, 1 skipped)

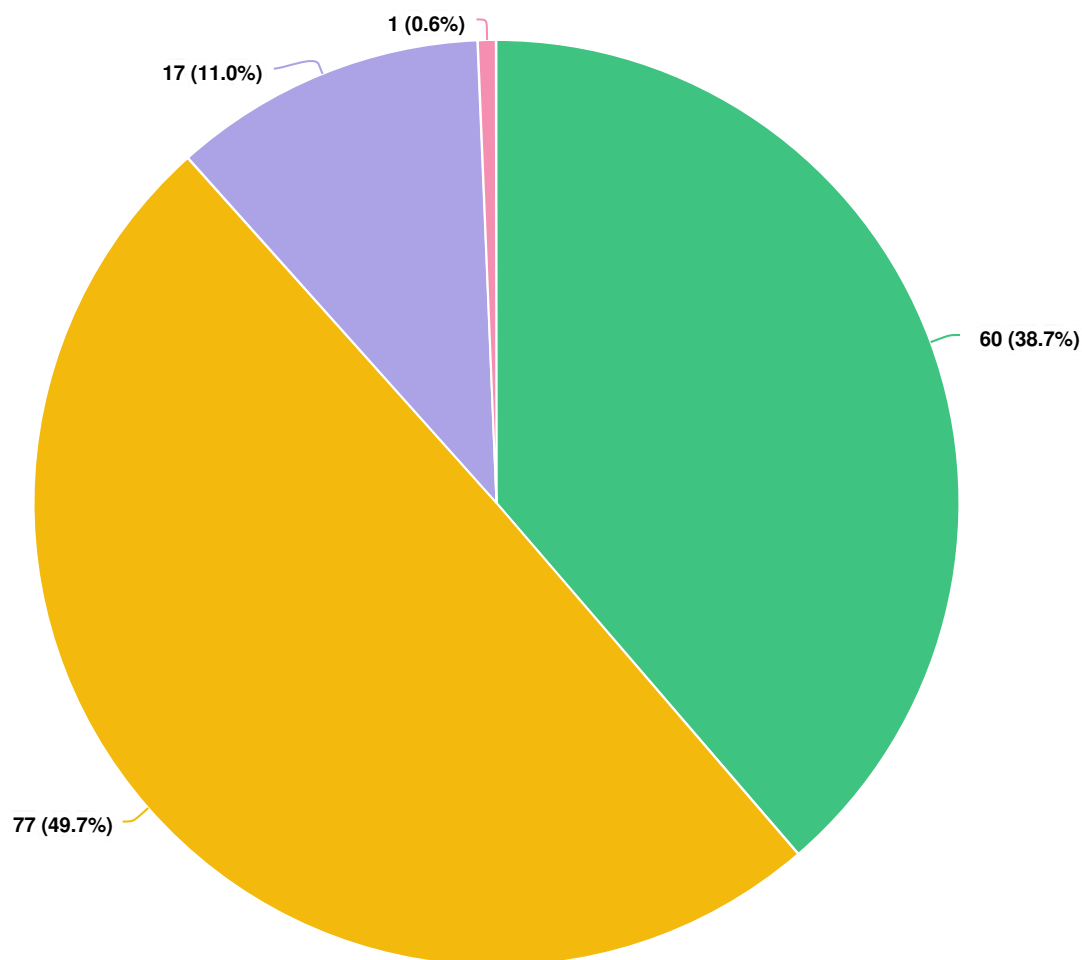
Are you aware that residents can do the following...



Please review the statements below and select the level to which you agree or disagree with them.



How satisfied are you with the overall quality of City information and communications?

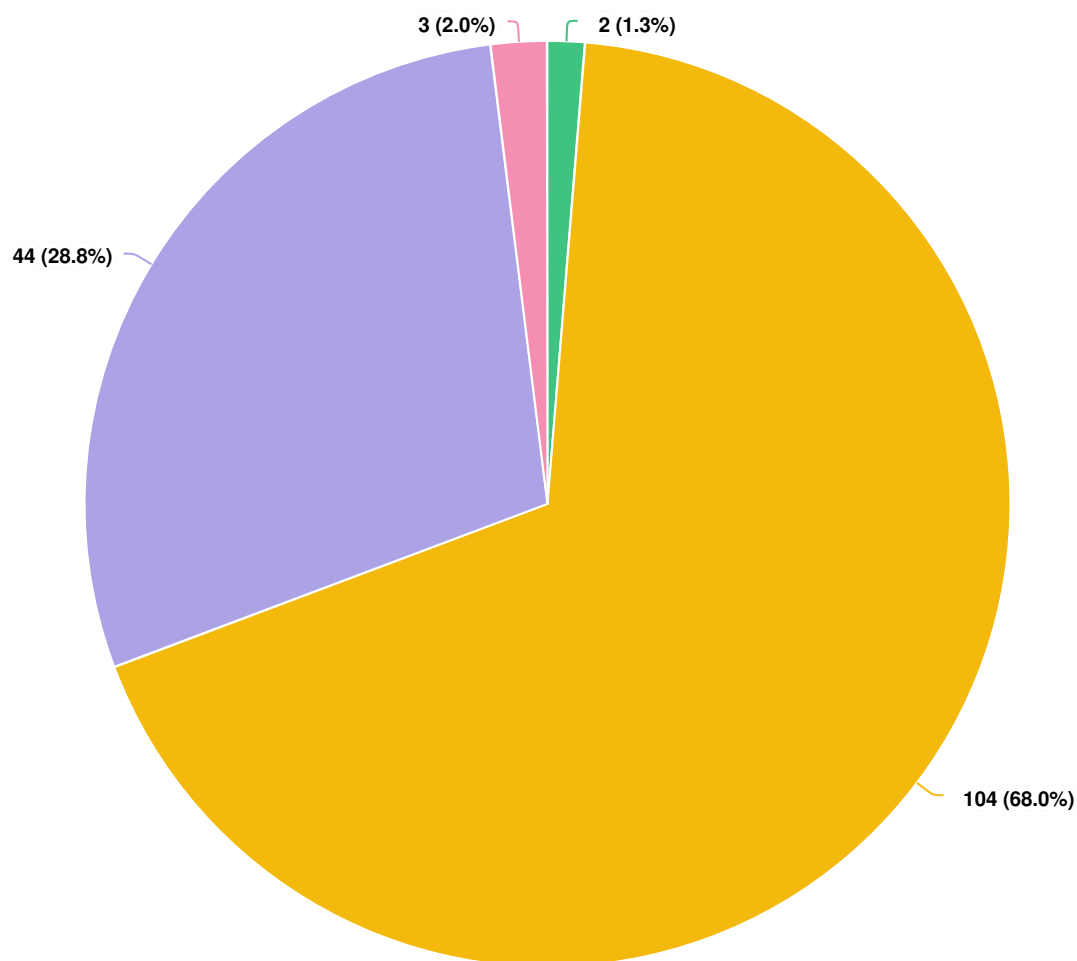


Question options

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

Optional question (155 responses, 0 skipped)

In your opinion, please rate the amount of information you receive from the City of Burlington?

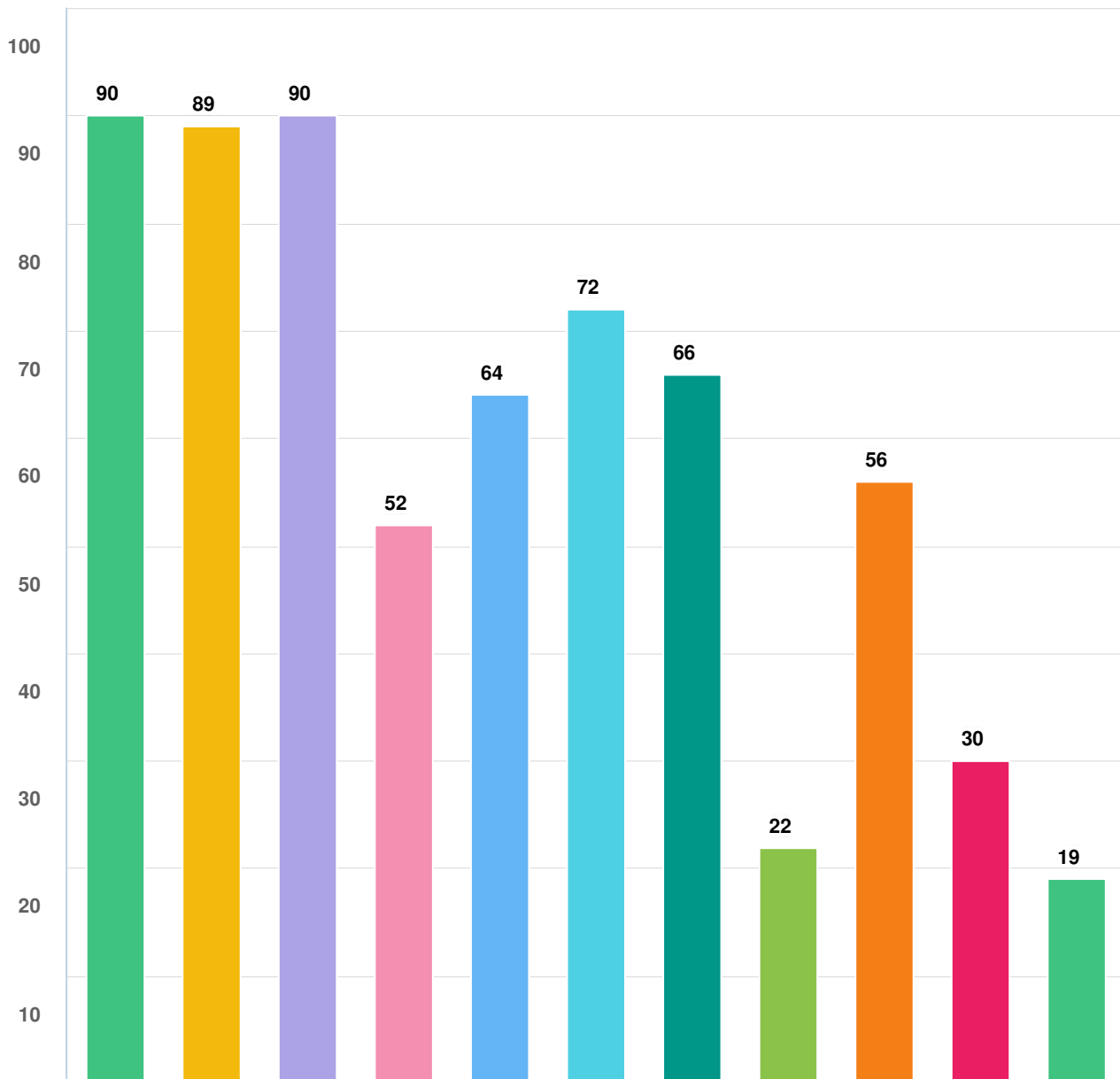


Question options

Too little Not enough Just enough Too much

Optional question (153 responses, 2 skipped)

Which of the following sources do you currently use to find out about city programs, services and initiatives?

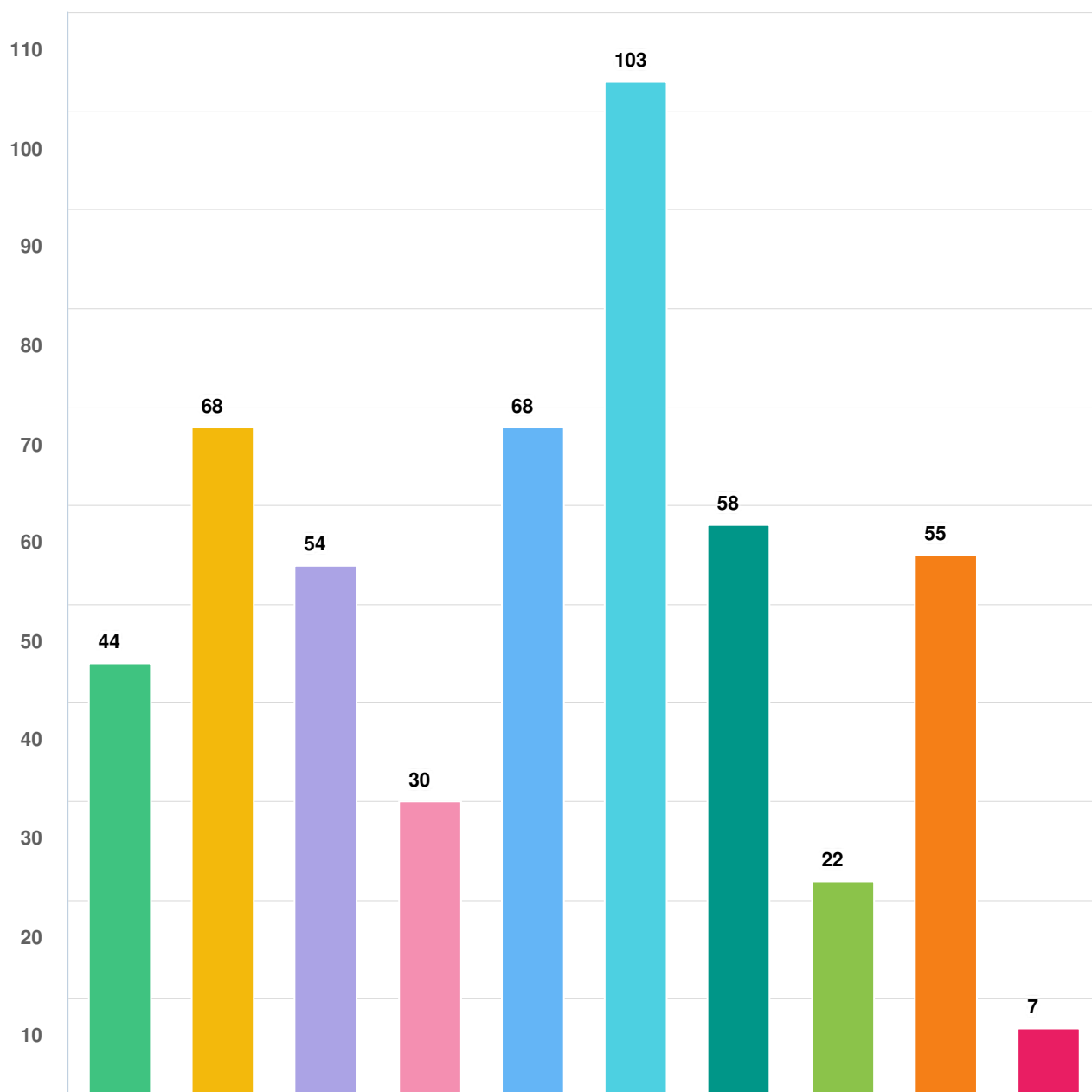


Question options

- Other Media Sources (such as television, radio, etc.)
 ● The Spectator (online or print)
- Get Involved Burlington, the city's engagement portal
- Attending community meetings, city council meetings or standing committee meetings of council
- Social media (Twitter, Facebook and Instagram)
 ● Email information updates from the City of Burlington
- From your ward councillor or the mayor
 ● City Talk Newsletter (delivered to your home twice/year)
- Mailings to your home (example planning notices, road closures, construction etc.)
 ● The City's Website
- The Burlington Post (online or print)

Optional question (155 responses, 0 skipped)

What is the preferred method of how you want to hear or learn about City of Burlington programs, plans or community events?



Question options

- Other Media Sources (such as television, radio, etc.)
 ● Get Involved Burlington, the city's engagement portal
- Attending community meetings, city council meetings or standing committee meetings of council
 ● Email information updates from the City of Burlington
- Social media (Twitter, Facebook and Instagram)
 ● From your ward councillor or the mayor
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Optional question (154 responses, 1 skipped)