Project Report

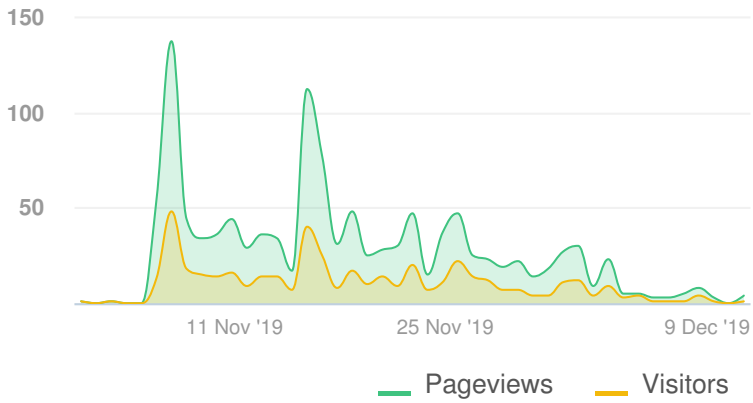
30 October 2019 - 13 December 2019

Get Involved Burlington

2019 Community Survey

engagement hq by Bang the Table

Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	NEW REGISTRATIONS
596	48	56

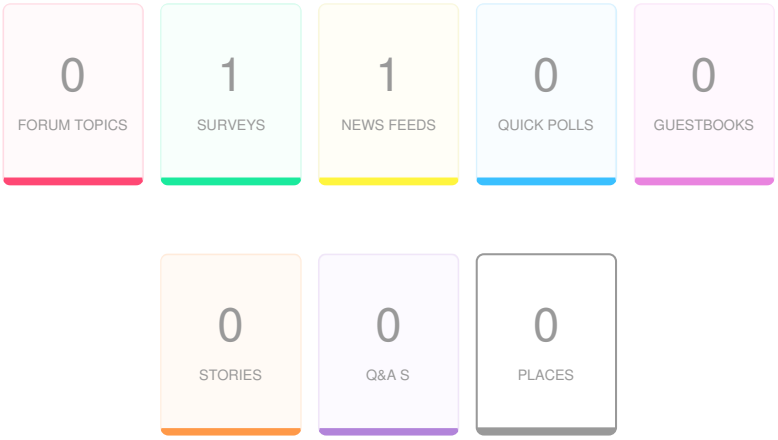
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
155	331	420

Aware Participants	420
Aware Actions Performed	Participants
Visited a Project or Tool Page	420

Informed Participants	331
Informed Actions Performed	Participants
Viewed a video	0
Viewed a photo	0
Downloaded a document	4
Visited the Key Dates page	0
Visited an FAQ list Page	0
Visited Instagram Page	0
Visited Multiple Project Pages	283
Contributed to a tool (engaged)	155

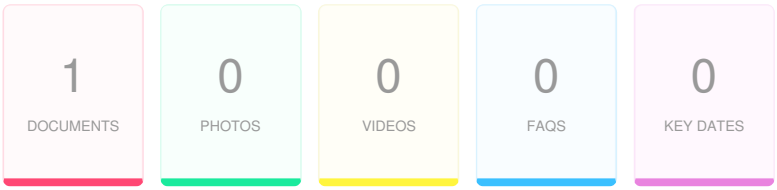
Engaged Participants	155		
Engaged Actions Performed	Registered	Unverified	Anonymous
Contributed on Forums	0	0	0
Participated in Surveys	155	0	0
Contributed to Newsfeeds	0	0	0
Participated in Quick Polls	0	0	0
Posted on Guestbooks	0	0	0
Contributed to Stories	0	0	0
Asked Questions	0	0	0
Placed Pins on Places	0	0	0
Contributed to Ideas	0	0	0

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



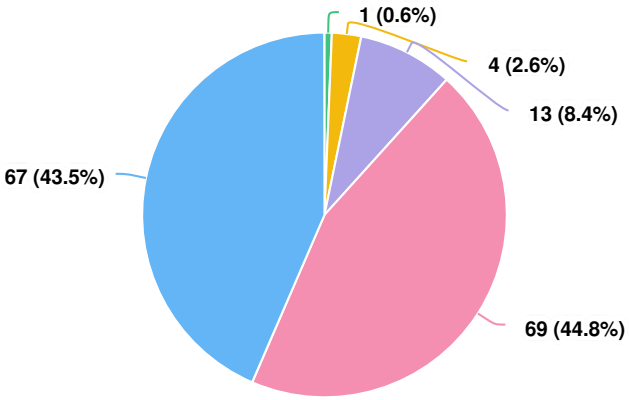
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	2015 Community Survey Results	4	5
Key Dates	Key Date	0	0

ENGAGEMENT TOOL: SURVEY TOOL

2019 Community Survey

VISITORS 329	CONTRIBUTORS 155	CONTRIBUTIONS 155

How would you rate Burlington as a place to live?

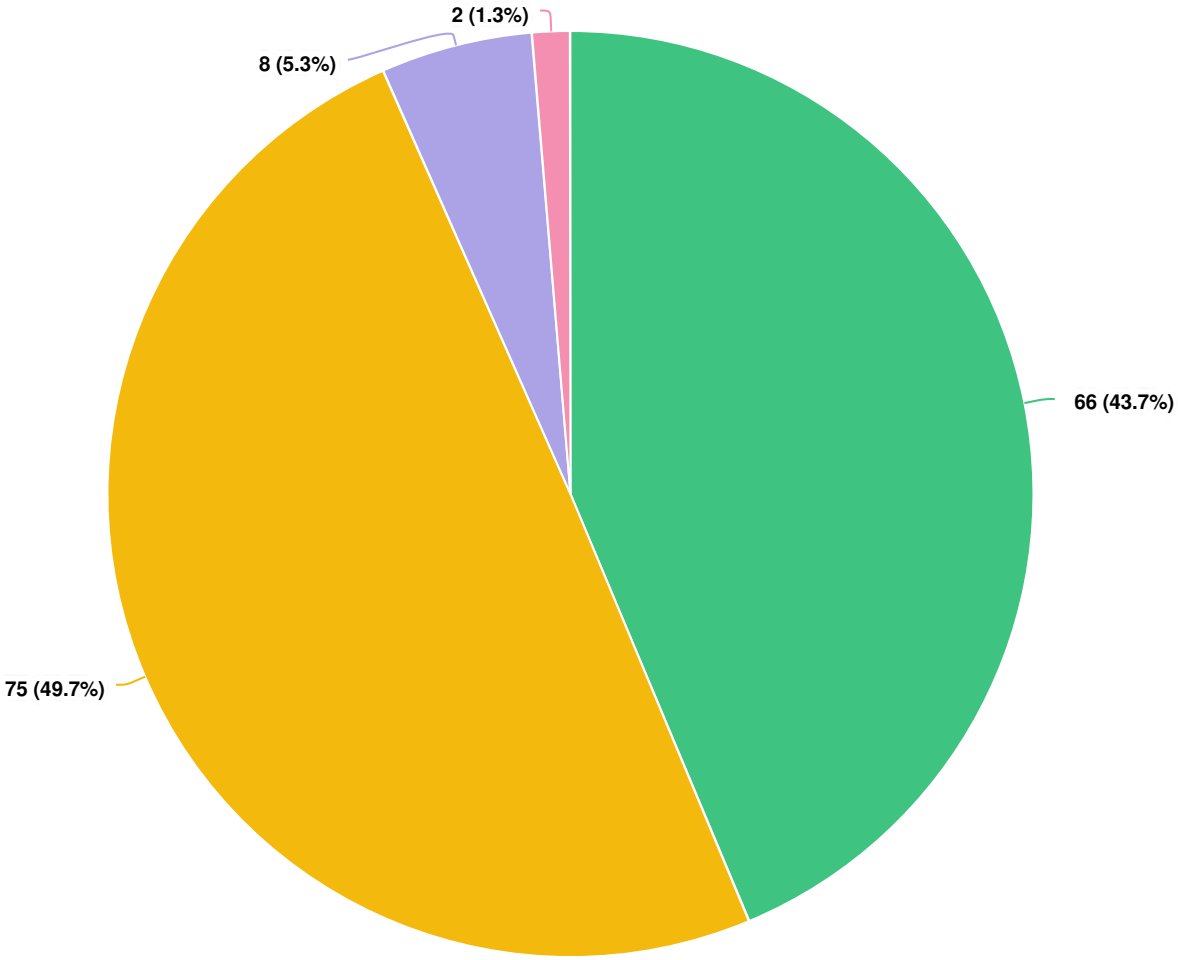


Question options

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?

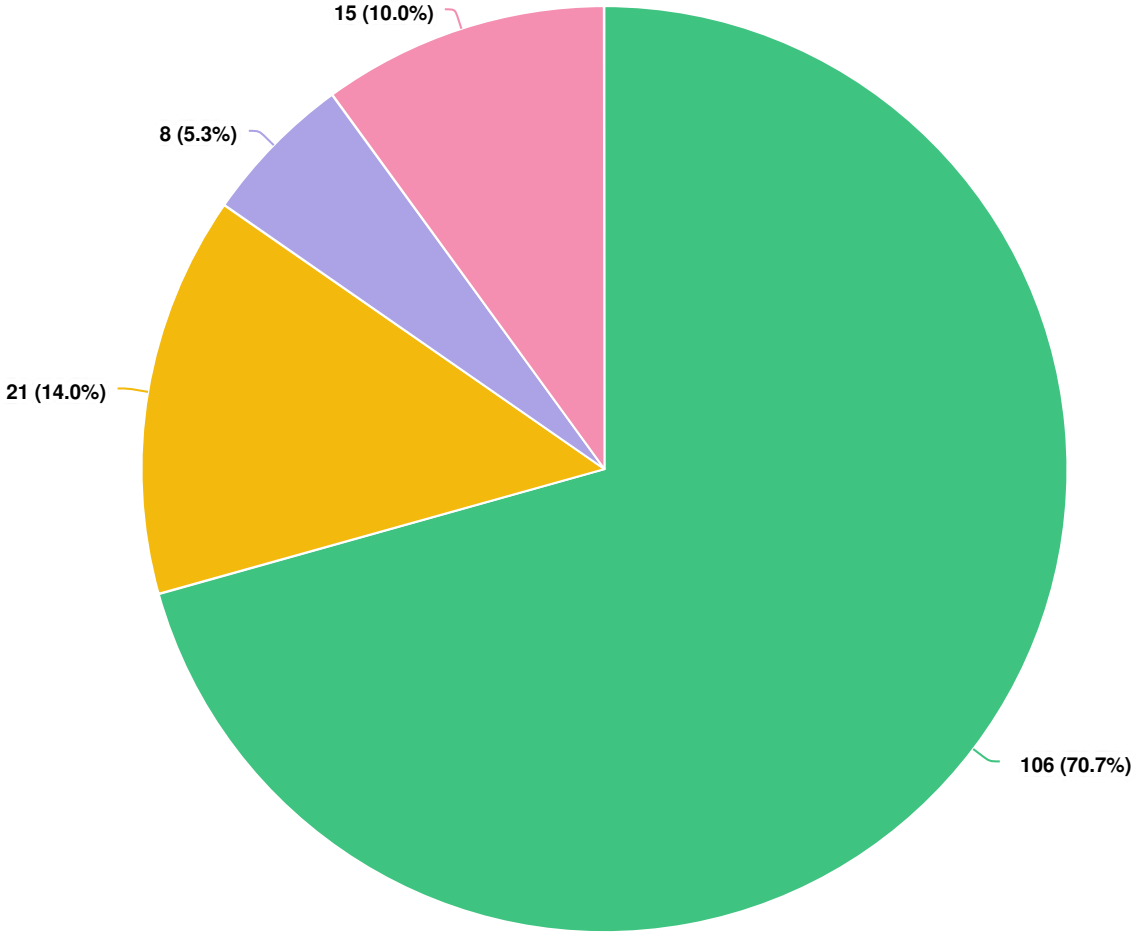


Question options

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...

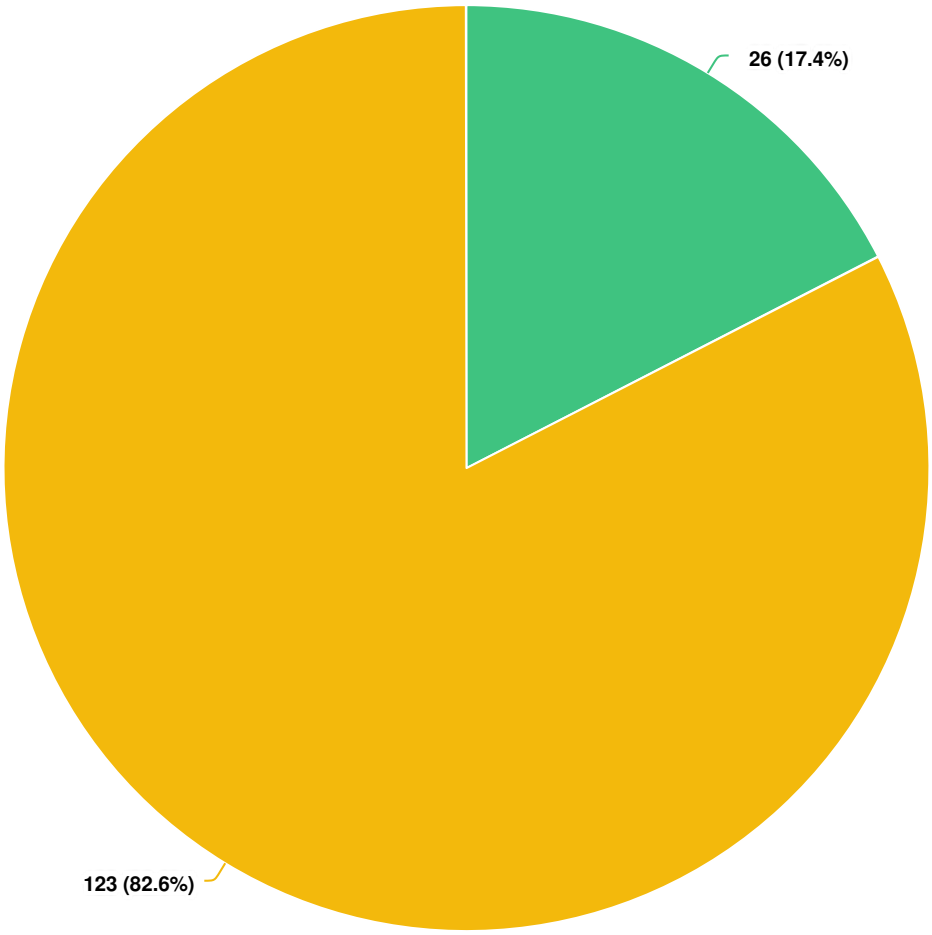


Question options

- 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?

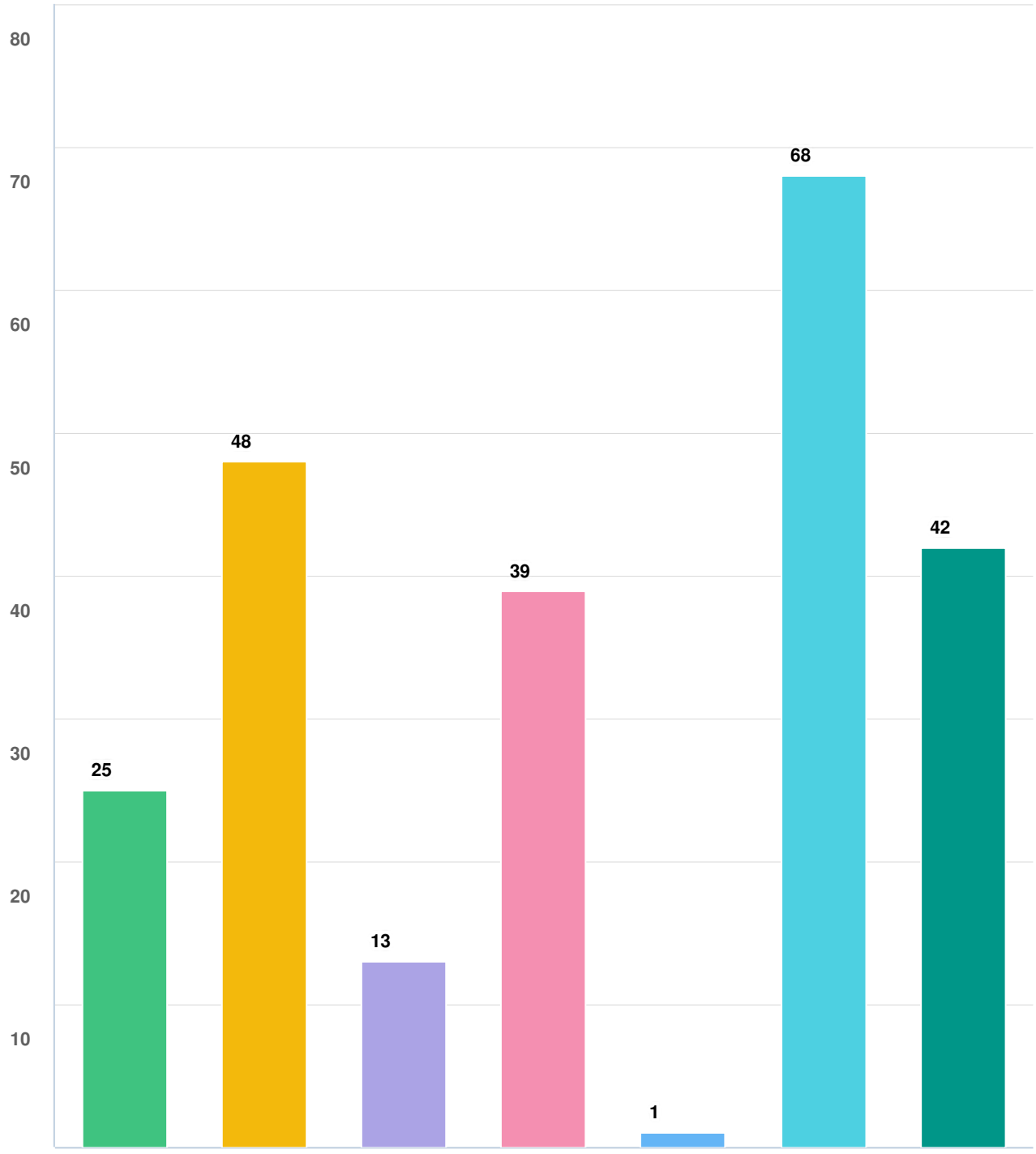


Question options

Yes No

Optional question (149 responses, 6 skipped)

Please identify the reasons for not using Burlington Transit

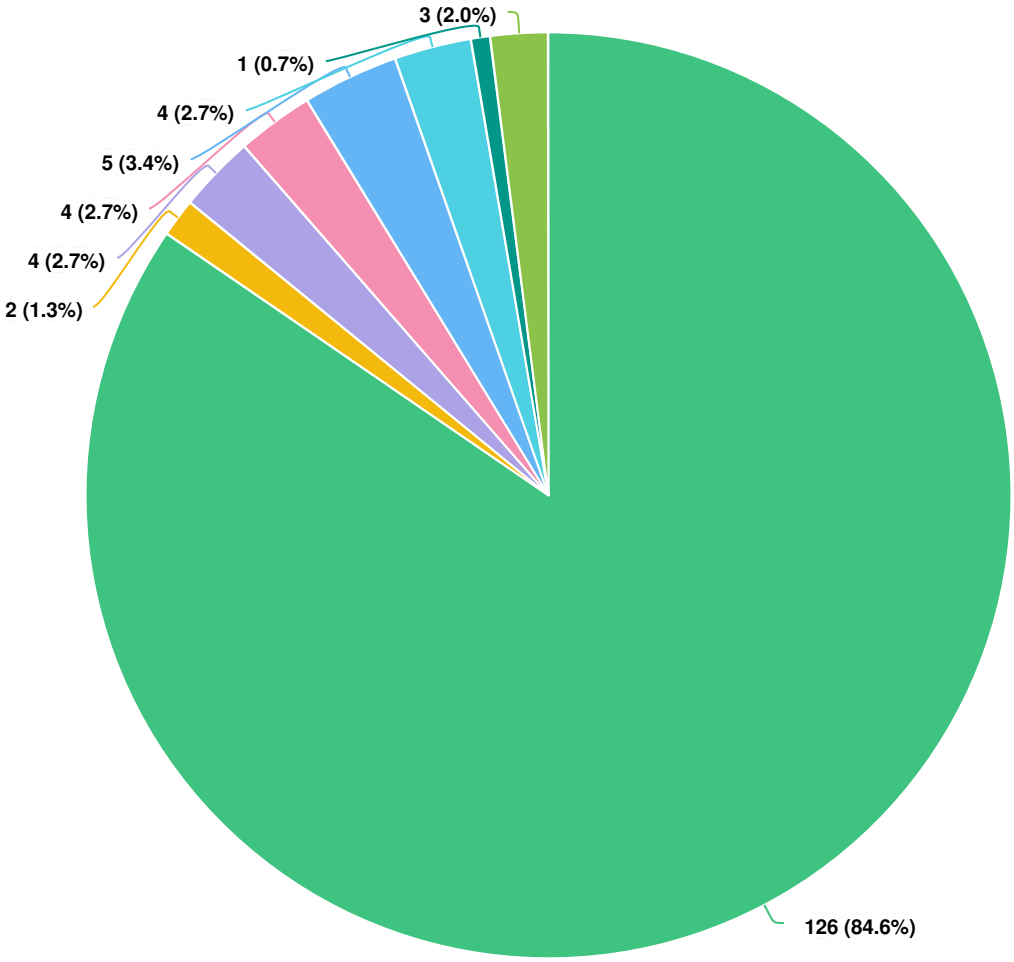


Question options

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?

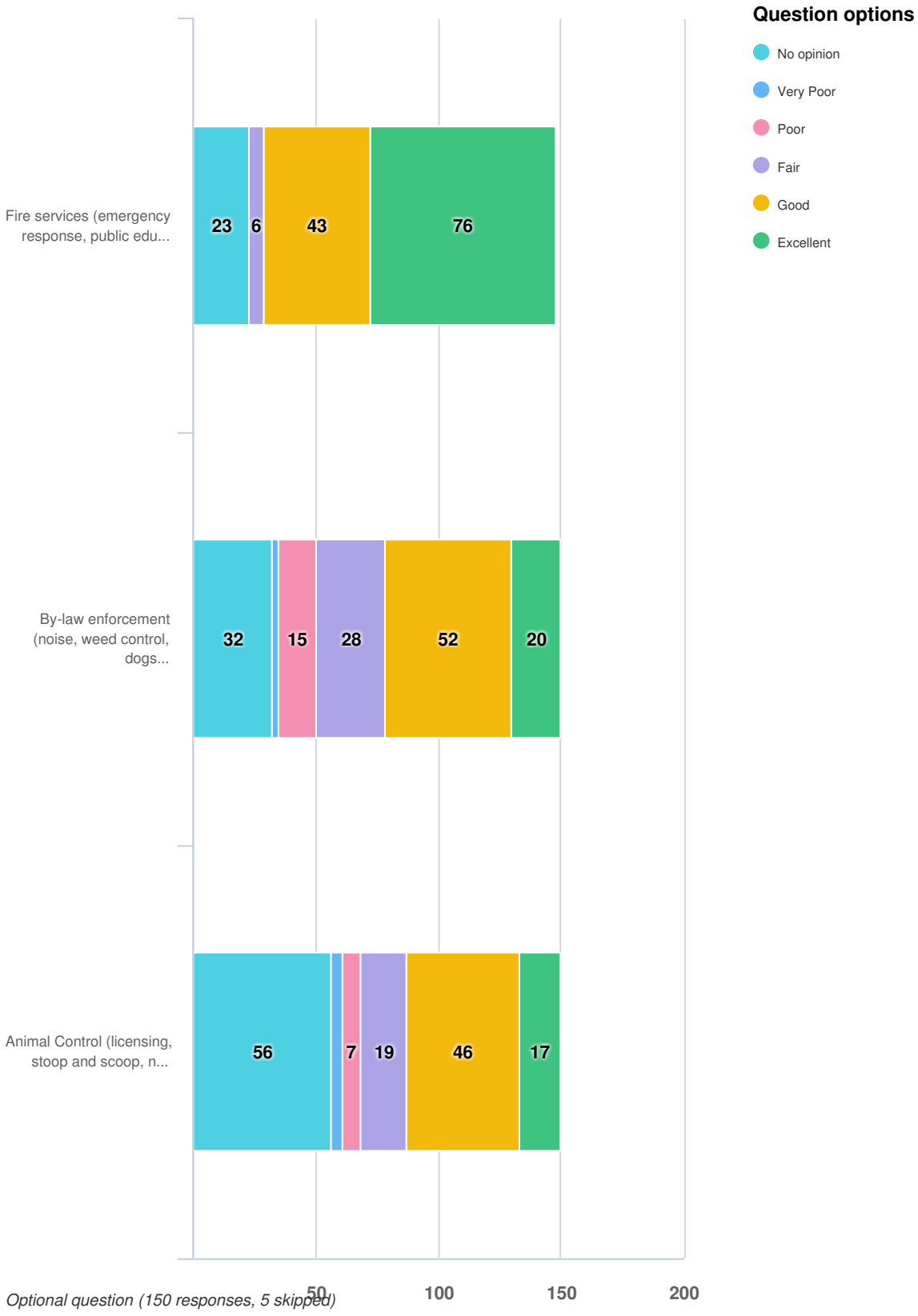


Question options

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



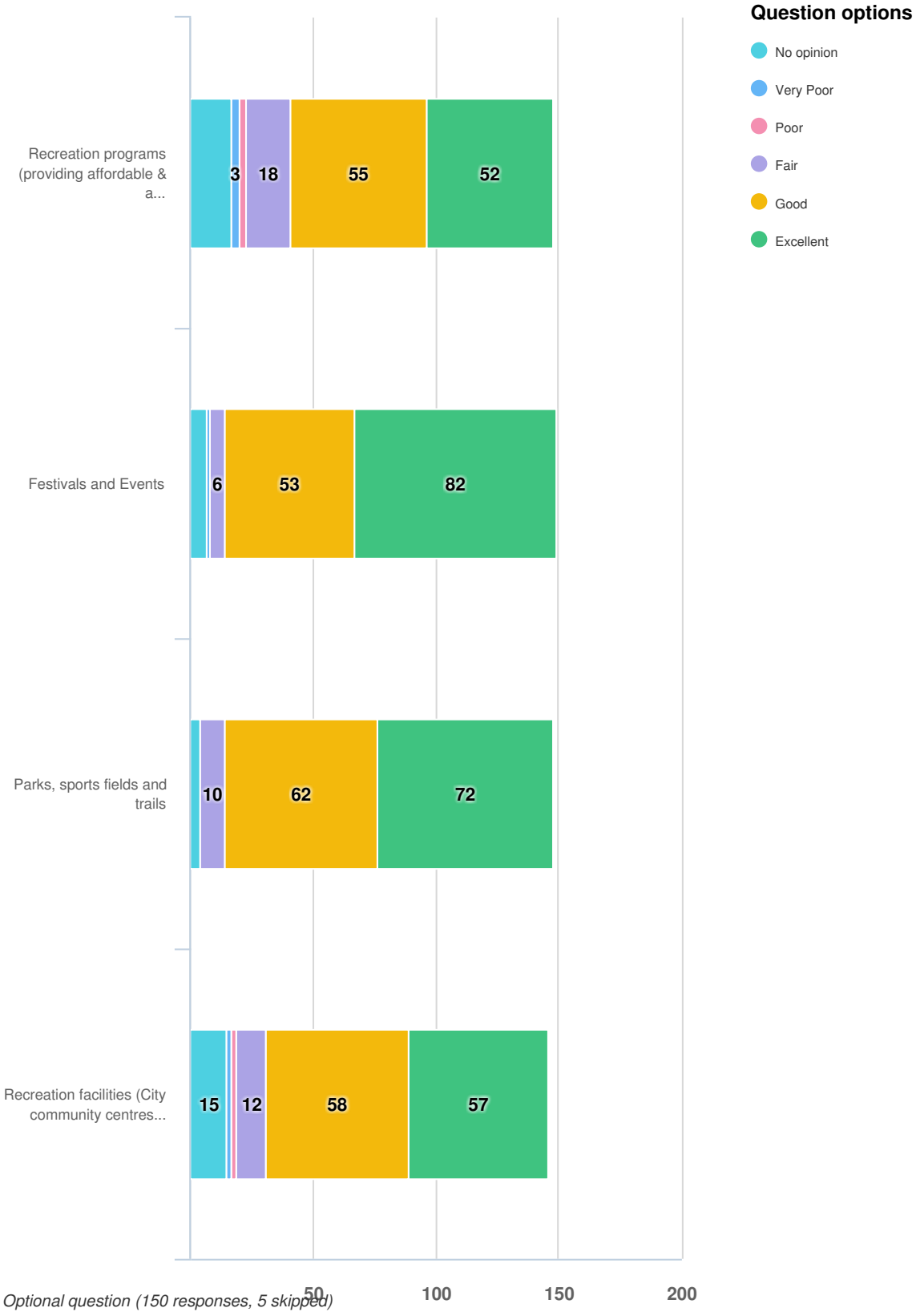
Optional question (150 responses, 5 skipped)

Maintenance, Roads and Transportation



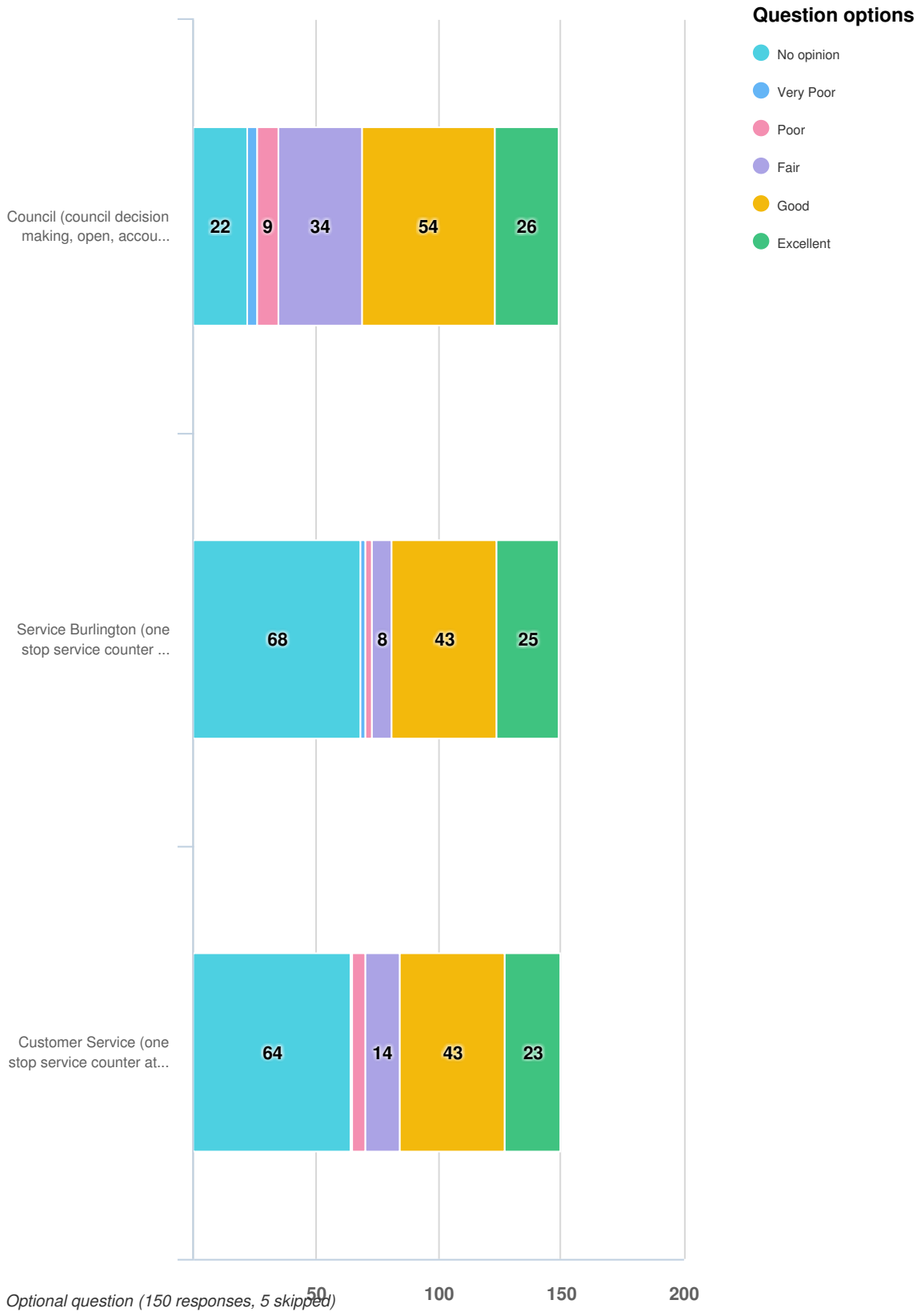
Optional question (150 responses, 5 skipped)

Leisure



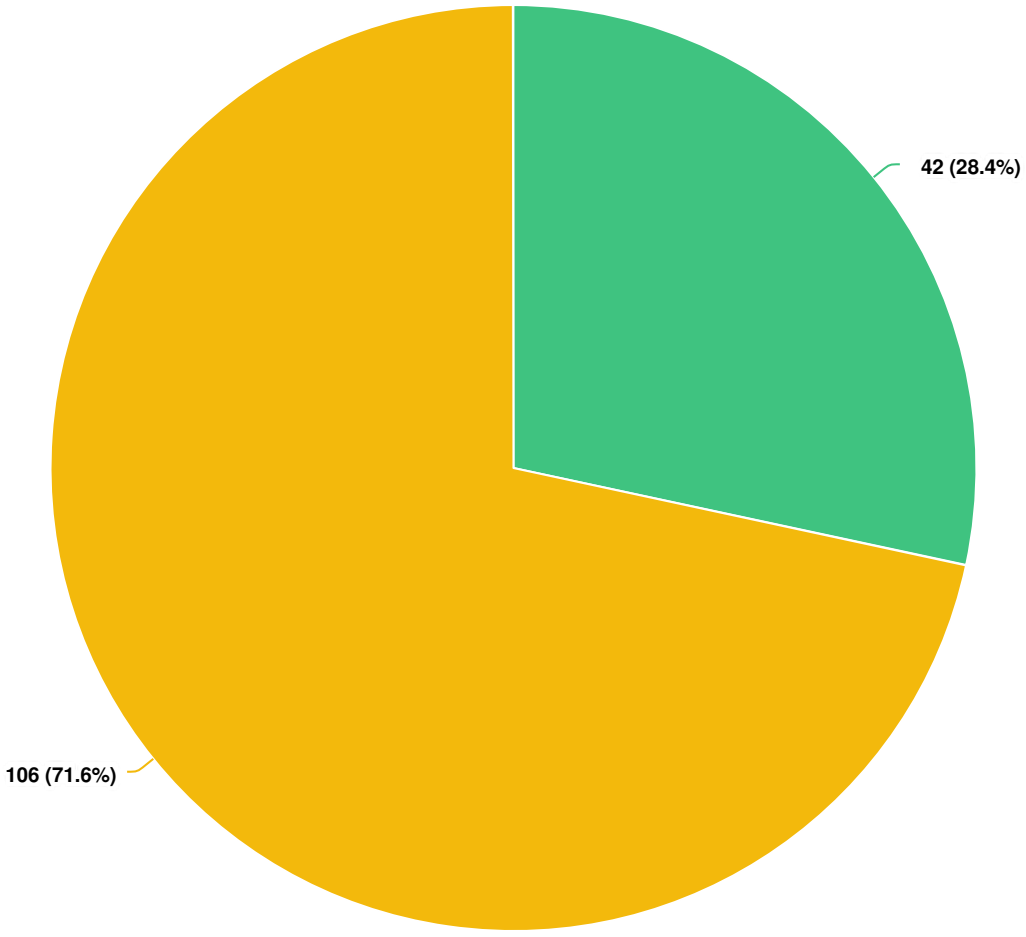
Optional question (150 responses, 5 skipped)

Customer Relations



Optional question (150 responses, 5 skipped)

Have you had a recent interaction with City Council?

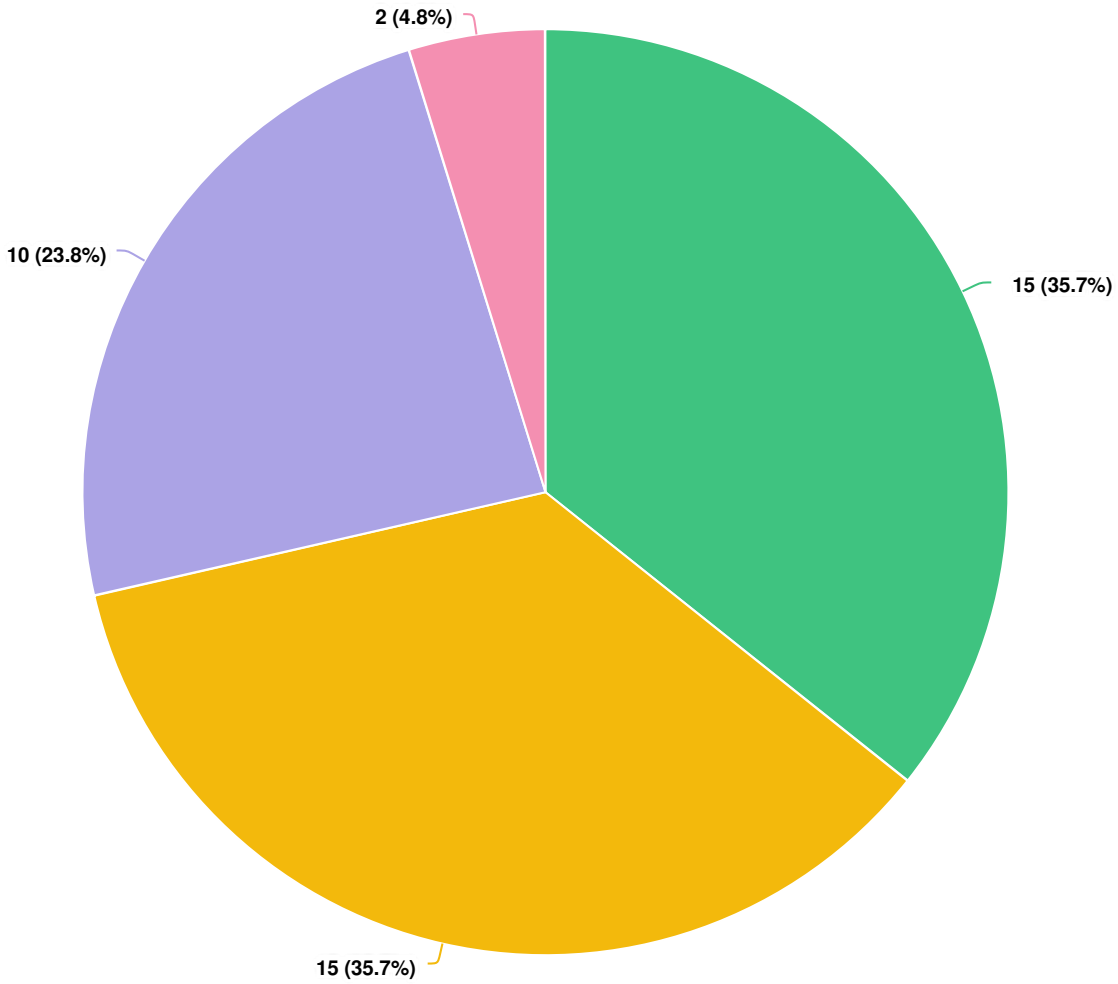


Question options

No Yes

Optional question (148 responses, 7 skipped)

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

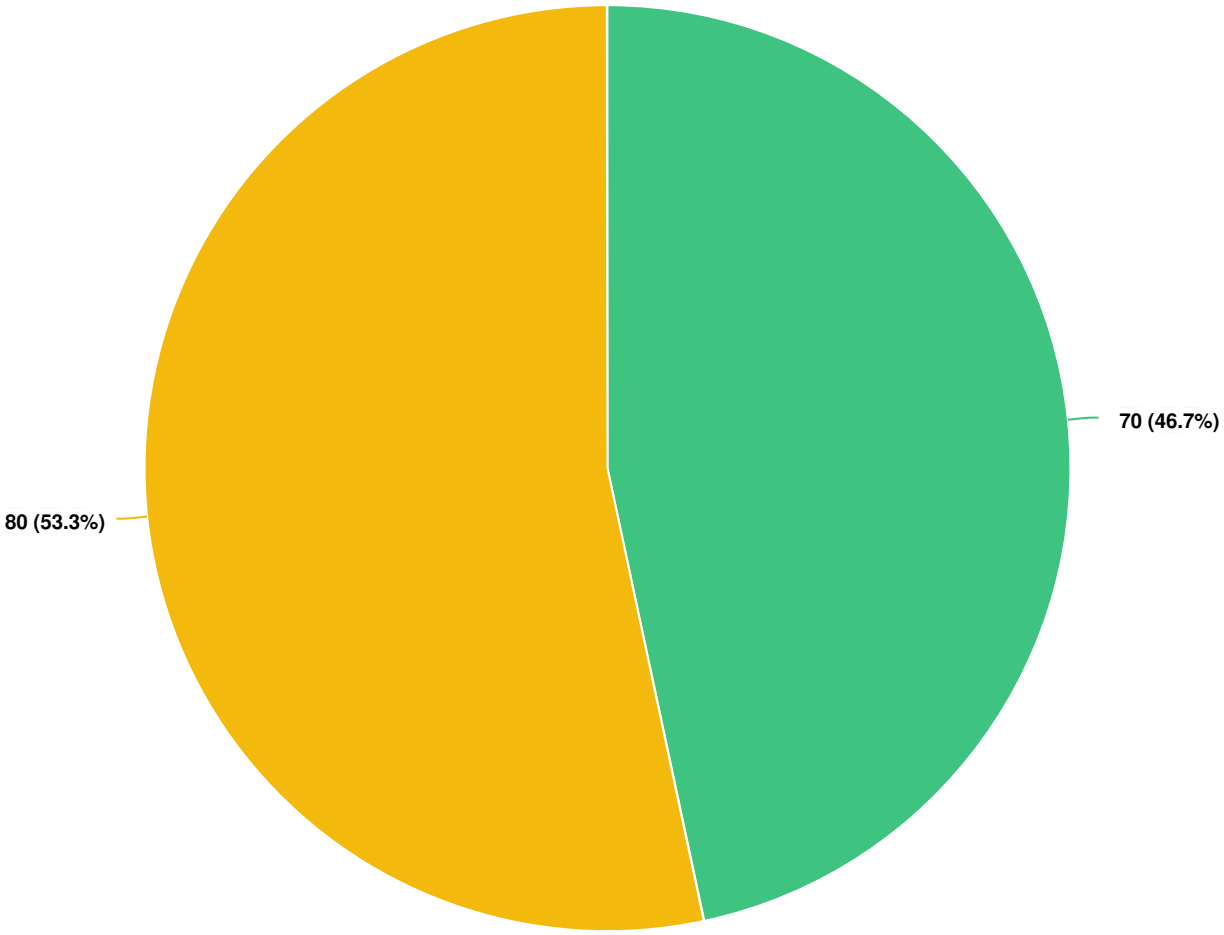


Question options

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?

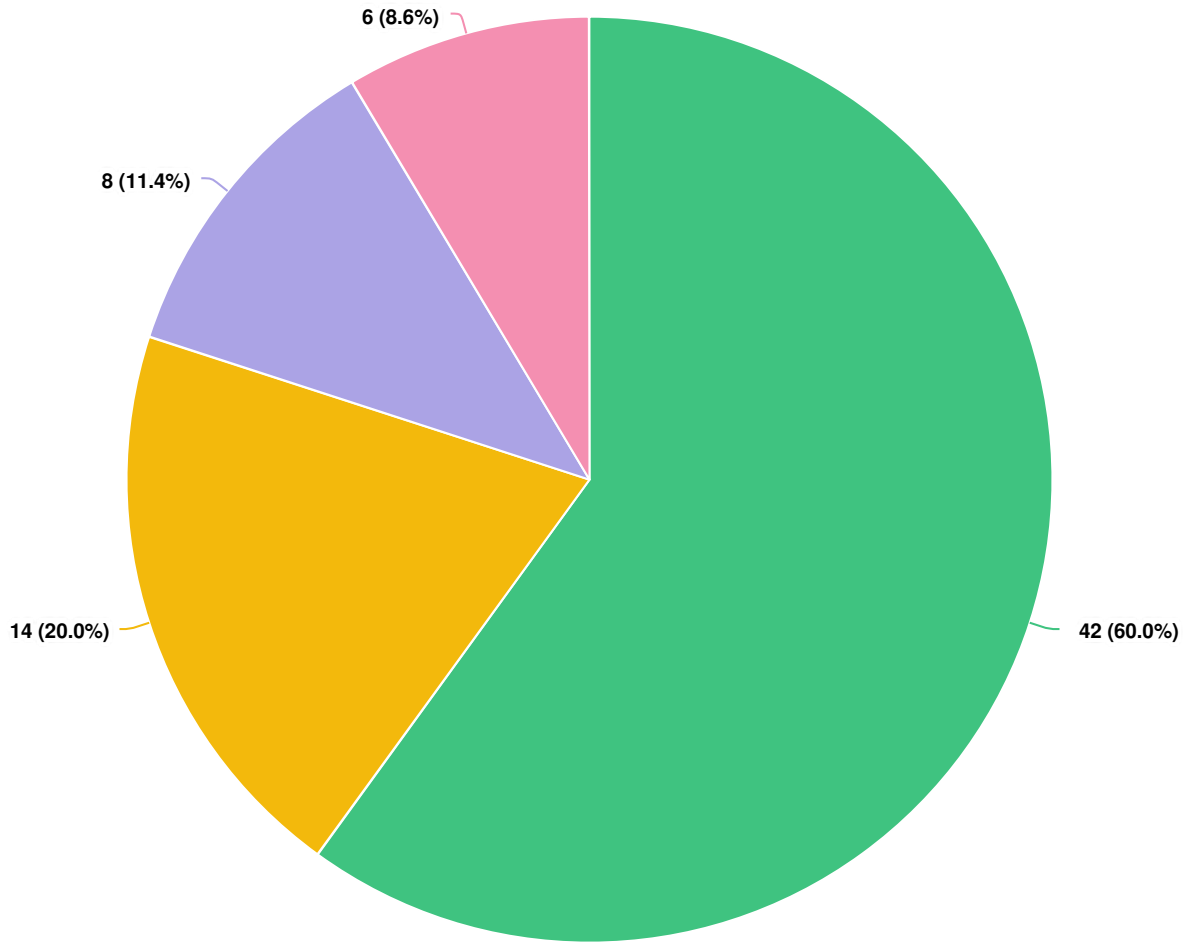


Question options

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.

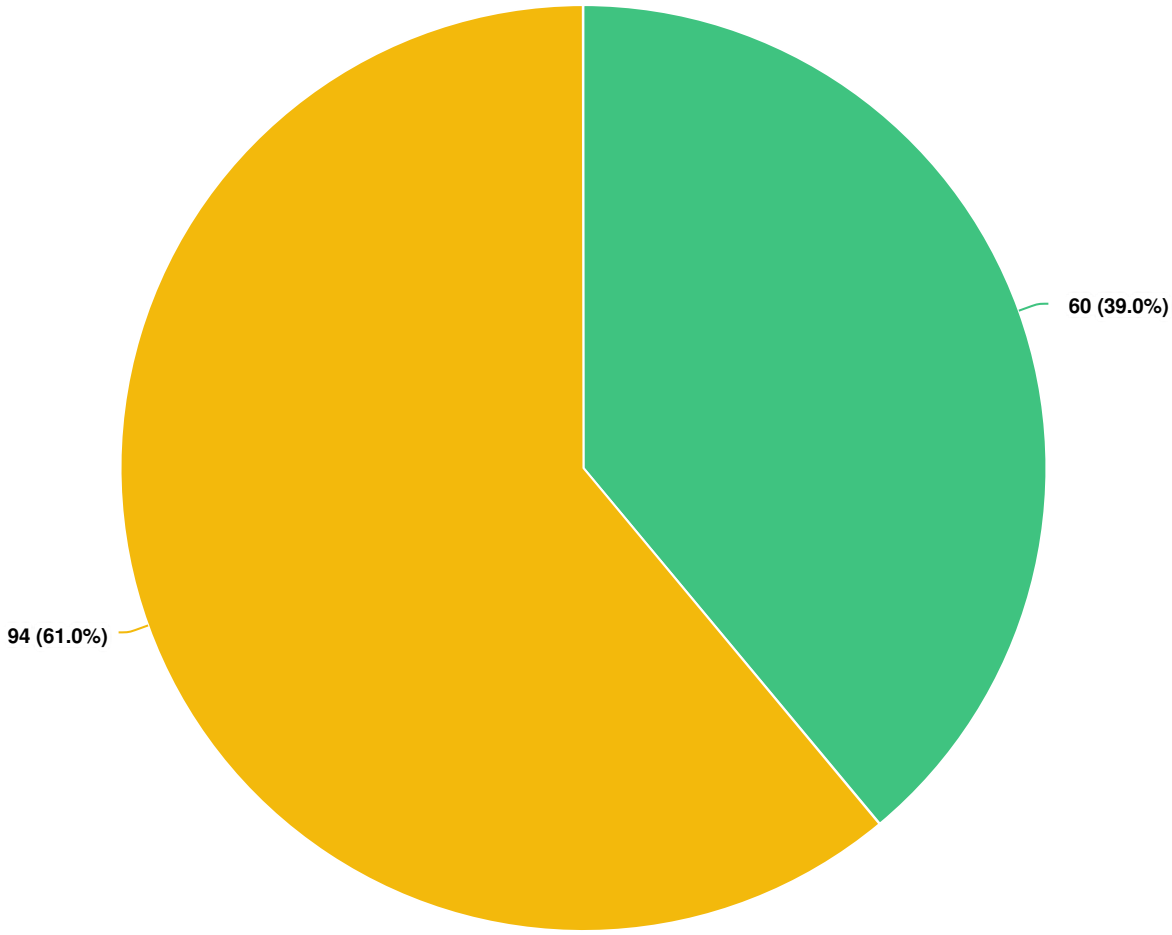


Question options

Very dissatisfied Somewhat dissatisfied Somewhat satisfied Very satisfied

Optional question (70 responses, 85 skipped)

Are you aware that Burlington has a Community Engagement Charter?

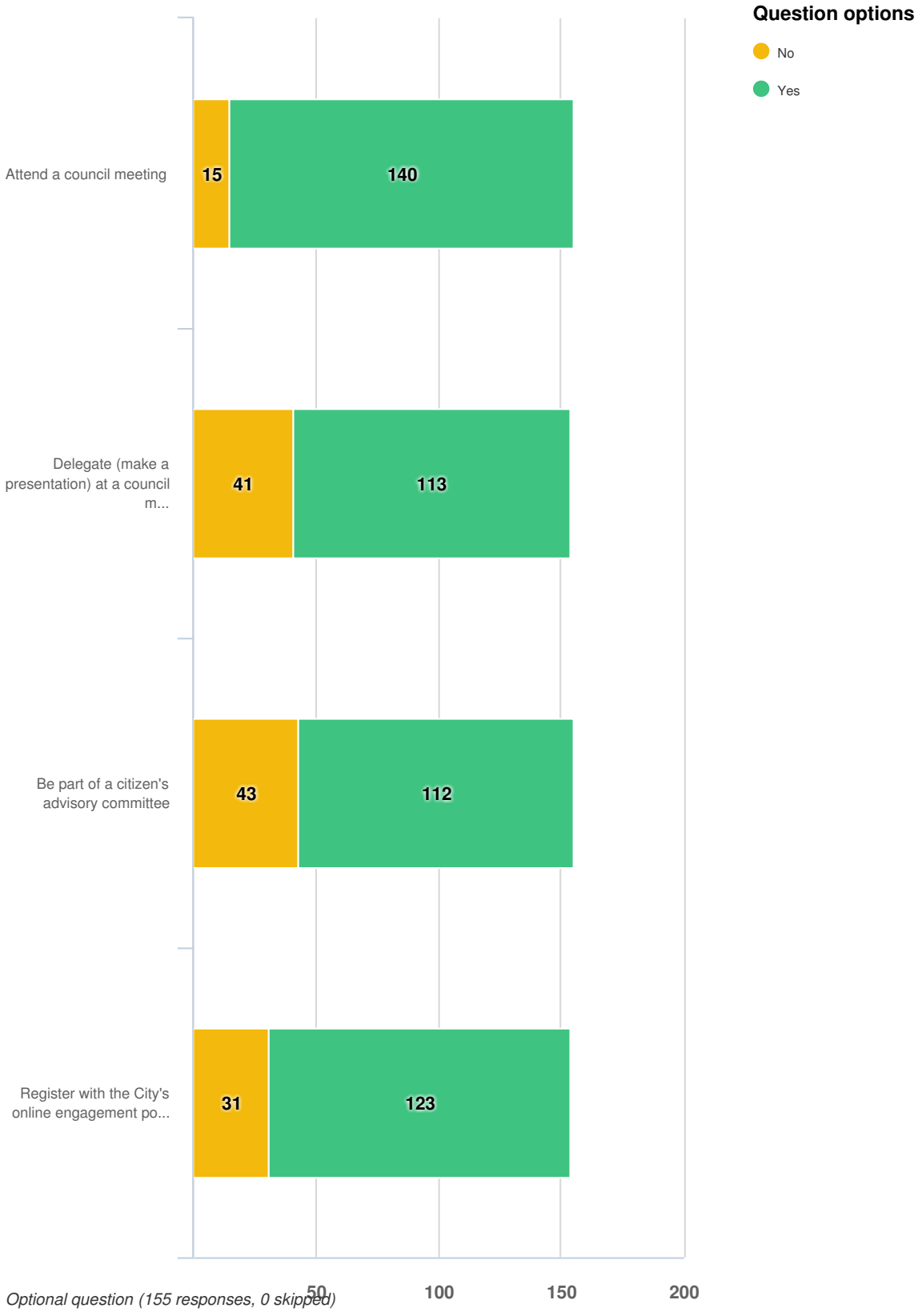


Question options

No Yes

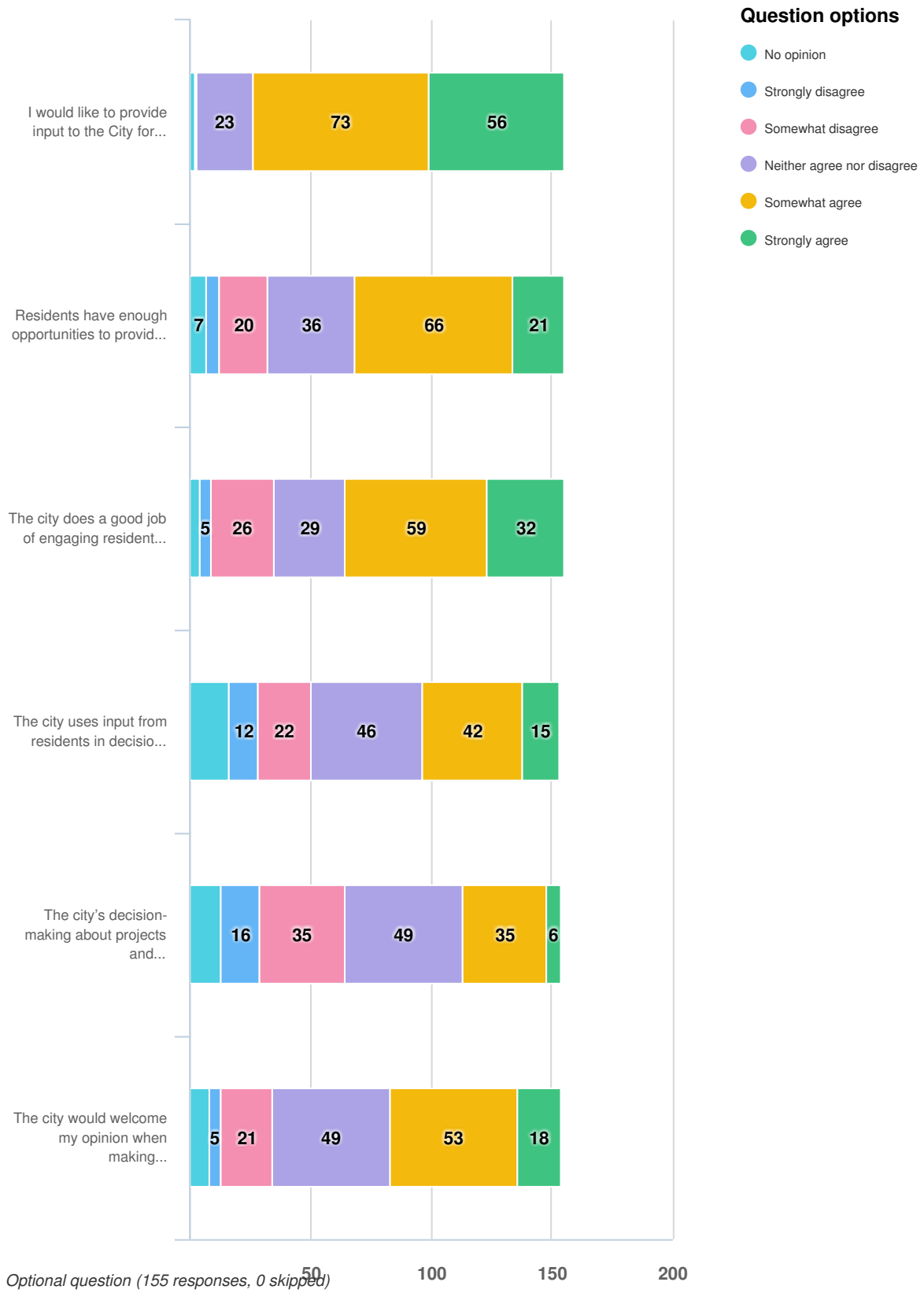
Optional question (154 responses, 1 skipped)

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



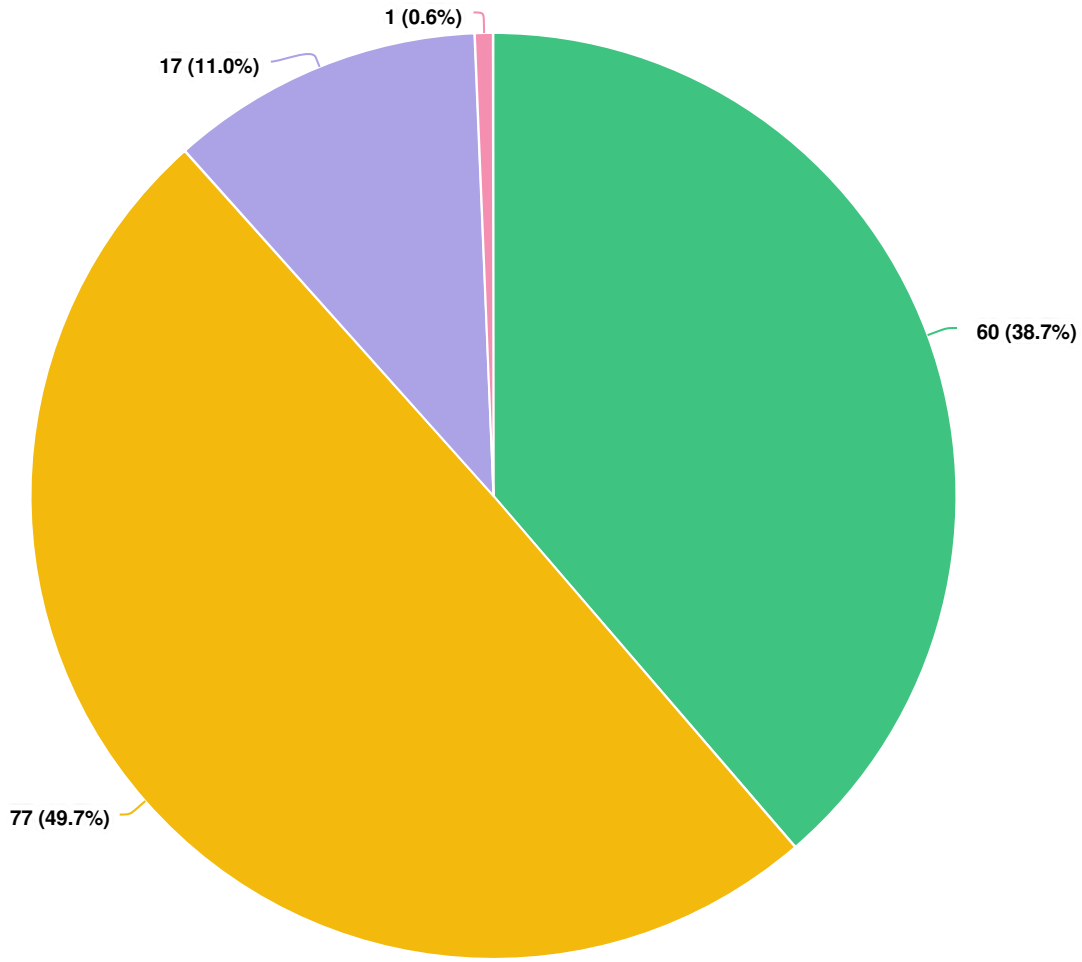
Optional question (155 responses, 0 skipped)

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



Optional question (155 responses, 0 skipped)

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

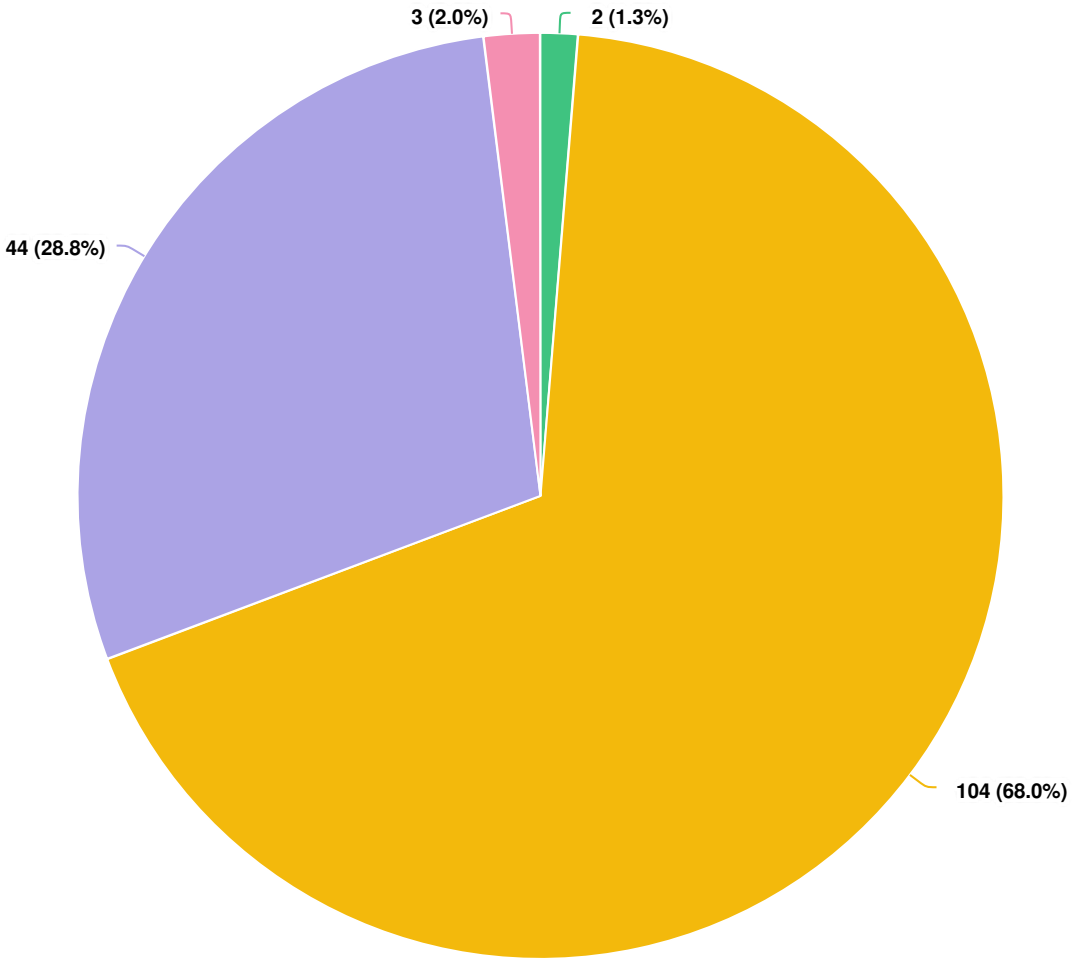


Question options

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?

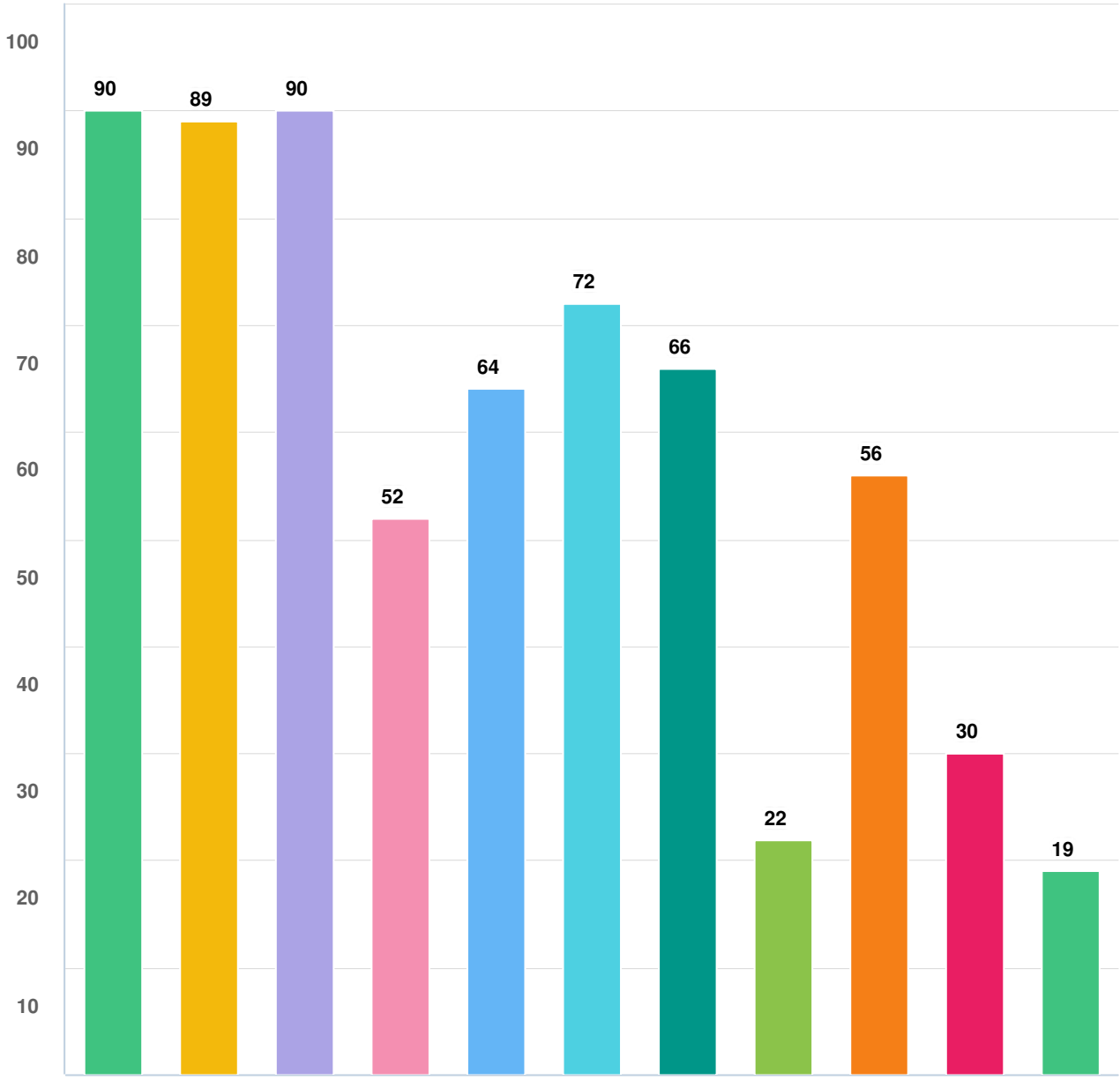


Question options

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?

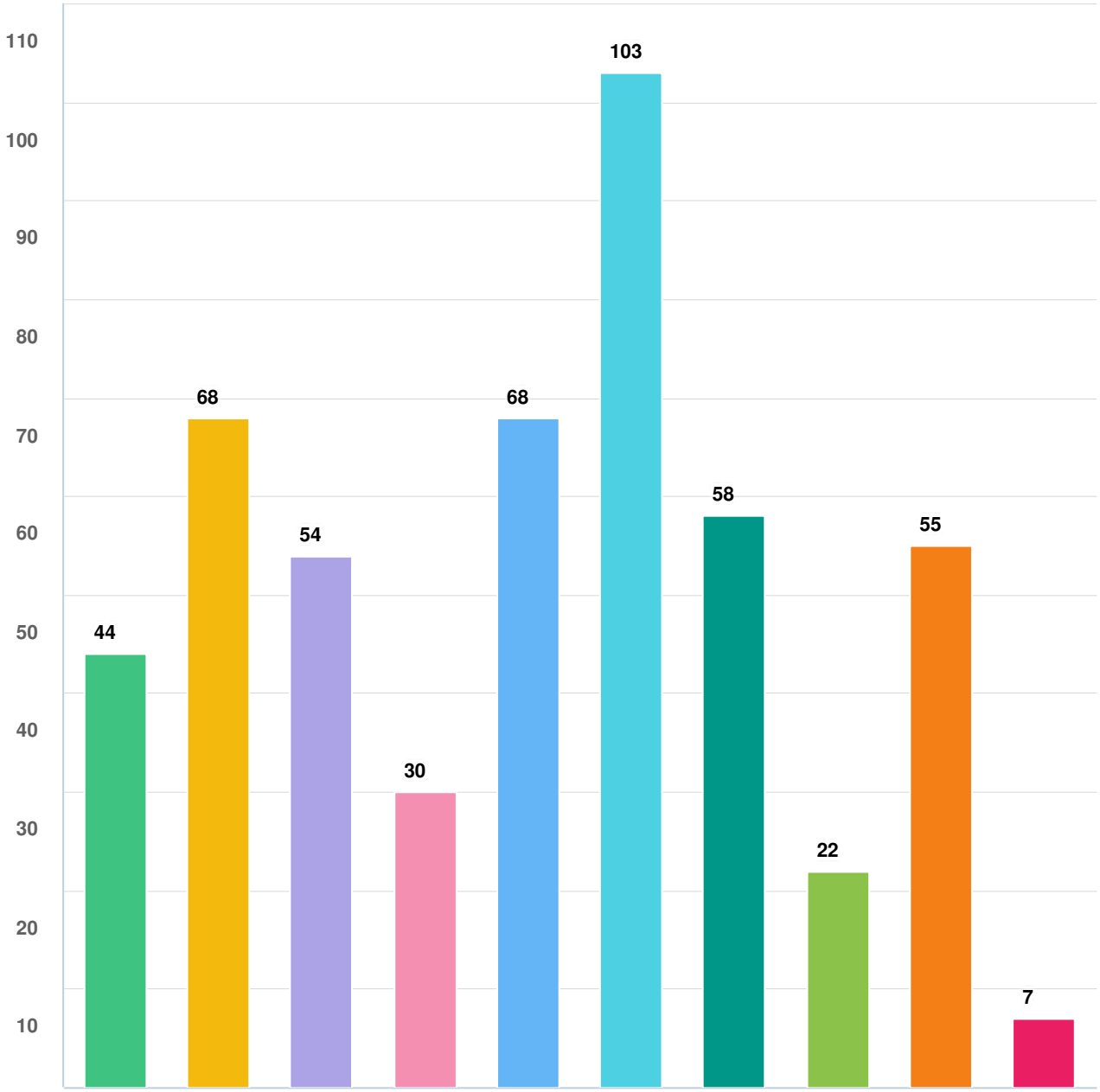


Question options

- 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
- Social media (Twitter, Facebook and Instagram)
- Email information updates from the City of Burlington
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- The City's Website
- The Burlington Post (online or print)

Optional question (154 responses, 1 skipped)