The City of Burlington Community Survey 2021

Final Report - Nov 2021

MDB INSIGHT

CITY OF Burlington

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Executive Summary

This report outlines the results from the 2021 City of Burlington Community Survey. Between September and October of 2021, 755 residents of the City of Burlington were surveyed about their opinions on Municipal matters via Computer-Assisted-Telephone Interviewing. The results of the survey turned out highly positive and improved from previous measurements across several measures. Among all residents surveyed, 89% rated Burlington as an as Excellent or Very Good place to live. Despite the impacts of the COVID-19 pandemic, this measure had improved relative to 2019 and was the highest recorded measurement of this metric since 2008. In addition, there was a two-percentage point increase in the overall level of satisfaction with Municipal services, from 93% in 2019 to 95% in 2021. Services that were identified as strengths of the City of Burlington were Service Burlington, the City's customer service system and the municipal COVID response among others. Resident's ratings of their interactions with City staff and the information/communications provided by the City were also very high. The analysis of the survey responses also identified some priority areas among residents relating to the parking management, by-law enforcement, the City's transit service, and snow removal on sidewalks and walkways. This report includes analysis of several other questions gauging resident's perceptions of the local transit options and Municipal communications/engagement. Service satisfaction is also analysed by Municipal ward to display any regional differences that exist.

Background

The City of Burlington, Ontario is a dynamic, constantly changing place with a thriving population, lots of natural beauty and widespread business prosperity. Located on Lake Ontario and within the Golden Horseshoe region, northeast of Hamilton and west of Toronto, the City is continually recognized as having a high quality of life and excellent resident satisfaction. The City sets goals and priorities in their 4- year work plans, their longer-term 25-year 2015-2040 Strategic Plan, as well as their guiding document - Vision to Focus. As a part of their goal to continually improve their services, the City of Burlington has contracted a study of the general population to monitor citizen perceptions of the city's services, engagement and communication efforts. This report outlines the findings of a general population survey conducted in the City of Burlington in 2021.

Purpose

The City of Burlington regularly conducts a Community Survey to uncover resident satisfaction, engagement, and communication levels. The City conducts the surveys regularly every 2-4 years, recently in 2008, 2011, 2015, 2019 and now the current survey in 2021. In 2019 it was formally determined that a community survey would be conducted every two years. In addition to measures of resident satisfaction, and quality of life, each survey asked specific questions about relevant policies that are priority areas for the City of Burlington. In 2021, the City was interested in learning public perceptions about the COVID response in Burlington, the City's communication efforts and about the available opportunities for resident involvement in City processes. The survey also continued to build on the benchmarking questions in previous studies, to monitor the progress of community measures over time with the goal of continuous improvement in resident well-being and satisfaction.

Sampling Methods

The survey data was collected using Computer Assisted Telephone Interviews (CATI). Phone numbers were randomly selected from a database of landlines and cell phone numbers across the 6 Municipal wards. This sampling strategy ensured a representative sample, eliminating the potential bias which could occur if residents were left to opt-in to the survey by themselves. The CATI surveys use a web-based VOXCO system, which randomizes the call order of residents and assigns the dialing to interviewers. Interviewers have a computer which shows the questions, scripts and response fields for each question. As they enter the information into the online dashboard, the data is immediately input into the database. This method ensures interview consistency and removes potential bias from the existing order of phone numbers. It is also a highly efficient way of collecting data via phone interviews. Calls were made between 5:00 pm and 8:30 pm from September 13th to October 18th, 2021. The interviews took an average of 18 minutes. The survey had a high success rate, which lead to a total of 755 completed interviews over the survey period (approximately 125 responses per ward). The margin of error for the study was calculated at +/- 3.6% using a 95% confidence interval.

Analysis

Overall Satisfaction

To begin the survey, residents were asked to rate the overall quality of life in the City of Burlington. Figure 2 shows the overall ratings of quality of life in 2021, with 89% rating selecting the options 'excellent' or 'very good'. Figure 1 shows the progression of quality-of-life ratings over the last 13 years. This figure demonstrates that the percentage of individuals rating the quality of life as 'excellent' or 'very good' is the highest it has been since 2008. Figure 3 shows the distribution of responses compared to the previous years of the community survey, which demonstrates that there was a particularly high proportion of residents who rated the quality of life as 'excellent' in 2021.

Figure 1: Satisfaction in previous years compared to 2019

	2008	2011	2015	2019	2021
Top 2 Box (Excellent/ Very good)	86%	87%	86%	87%	89%
Number of Responses	750	752	771	757	755

Figure 2: Ratings of Burlington overall as a place to live 2021

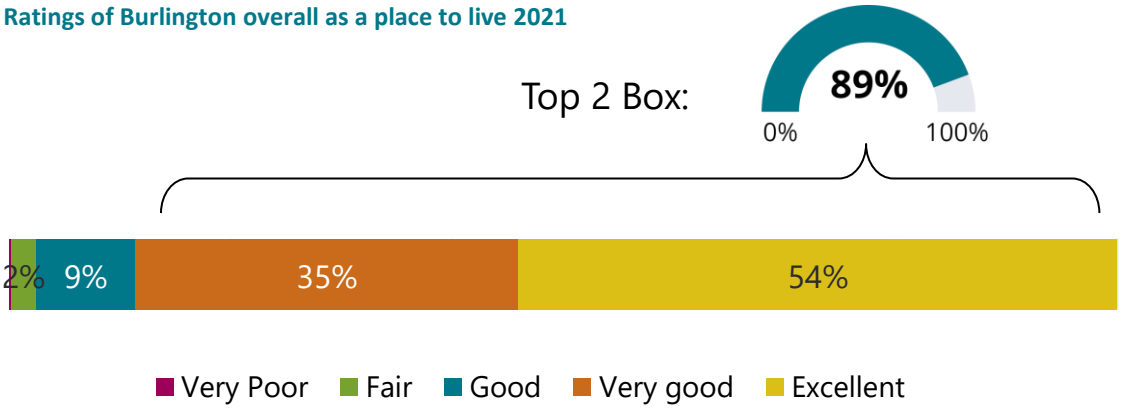
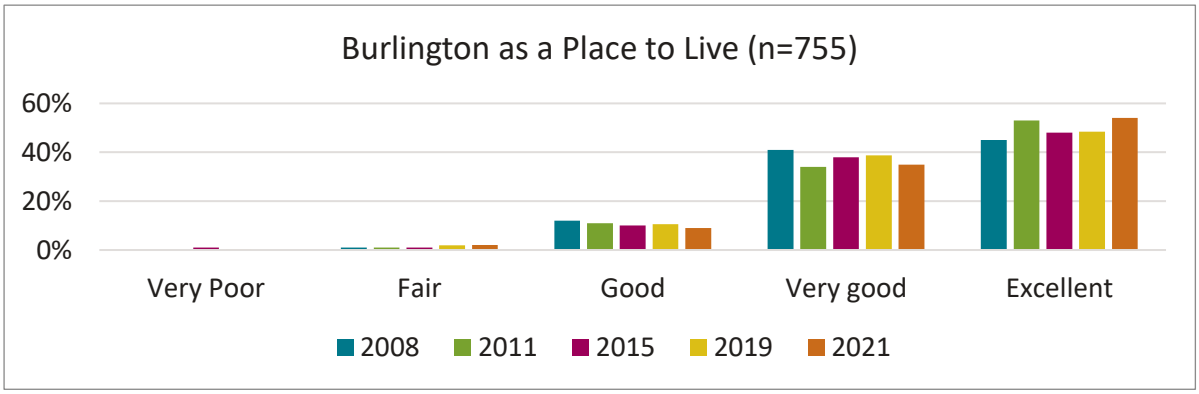


Figure 3: Burlington as a place to live (n=755)



After respondents were asked to rate the overall quality of life, they were also asked an open-ended question about their favourite part about living in the City of Burlington. The responses are broken down in a word cloud in Figure 4 and a sample of raw responses is shown in Appendix II. Residents mentioned many positive attributes of the City such as the safety, sense of community, proximity to amenities, proximity to Toronto, and the people who live in Burlington.

Figure 4: What would you say you like best about living in Burlington?

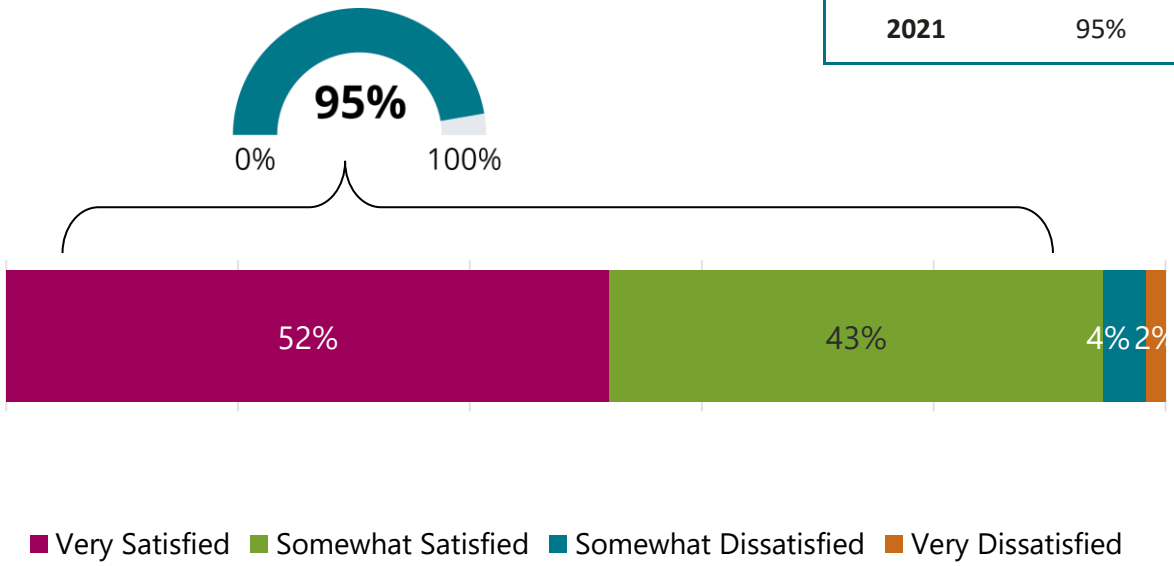
Municipal Services

Residents also gave ratings of the municipal services offered in the City. The responses on a Key Performance Indicator (KPI) of the Community survey are shown in Figure 6. This demonstrates that 95% of respondents were satisfied with the overall quality of services in the City of Burlington. This rating was an increase from 2019 and is equal to the highest satisfaction rate compared to any of the previous measurements of resident satisfaction in the last 13 years (Figure 5).

Figure 5: Satisfaction with overall quality of services

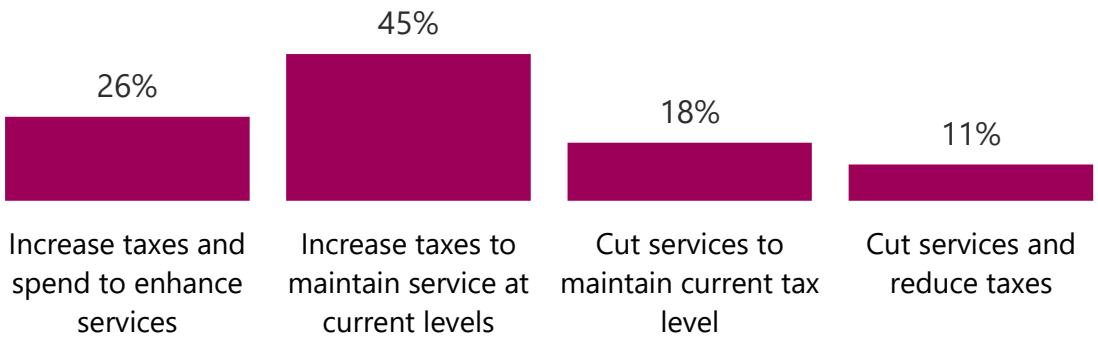
	Top 2 Box
2008	95%
2011	95%
2015	89%
2019	93%
2021	95%

Figure 6: How satisfied are you with the overall quality of services provided by the City of Burlington? (n=755)



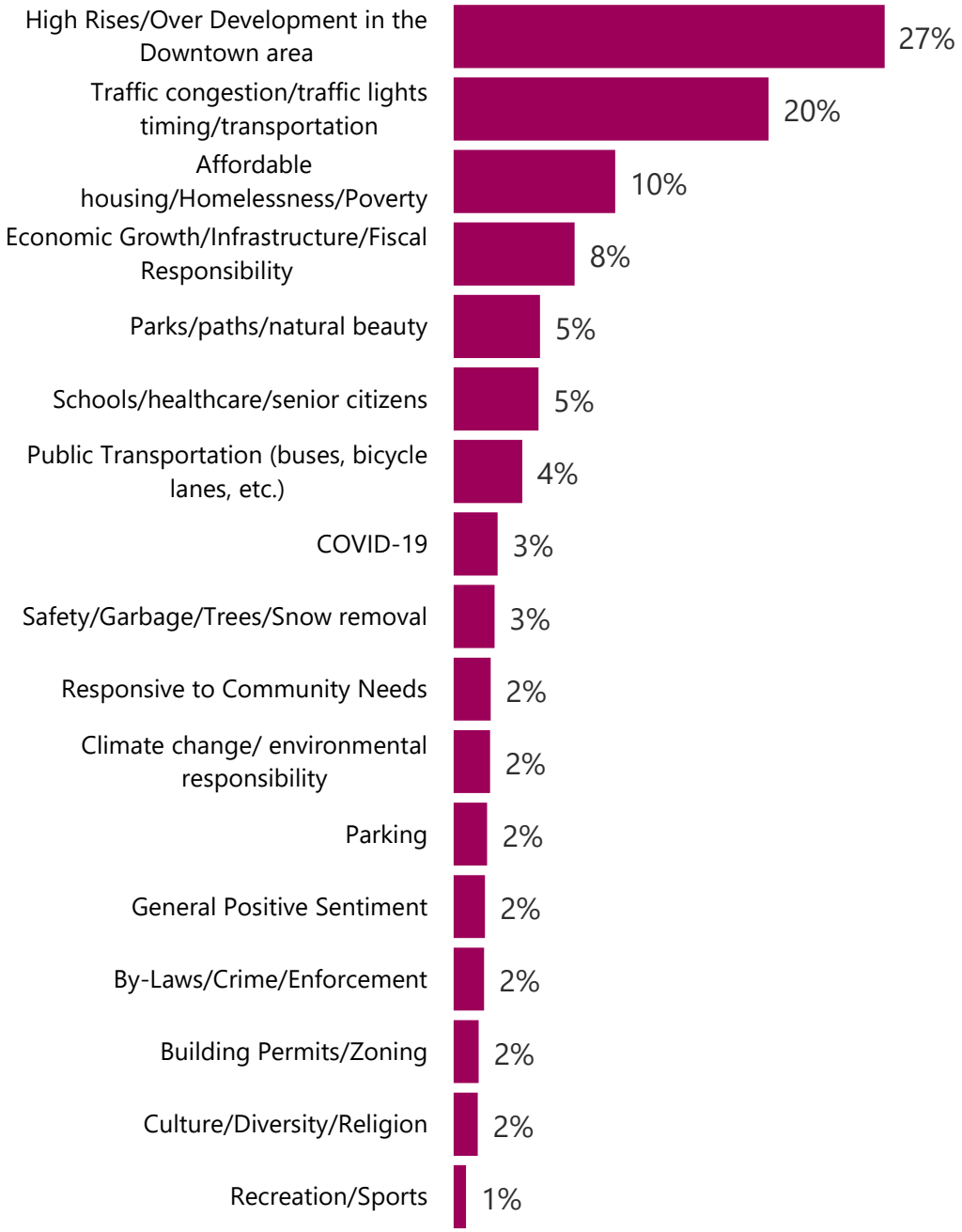
Residents were asked their preferences about municipal taxes and changes looking into the future. Figure 7 shows the distribution of responses with regards to future municipal taxes. The responses demonstrate that, among the residents who provided a response to the question, 71% would support at least a small increase of taxes to maintain the current service levels.

Figure 7: Which of the following options would you prefer the City to pursue? (n=630, 125 respondents were 'unsure')



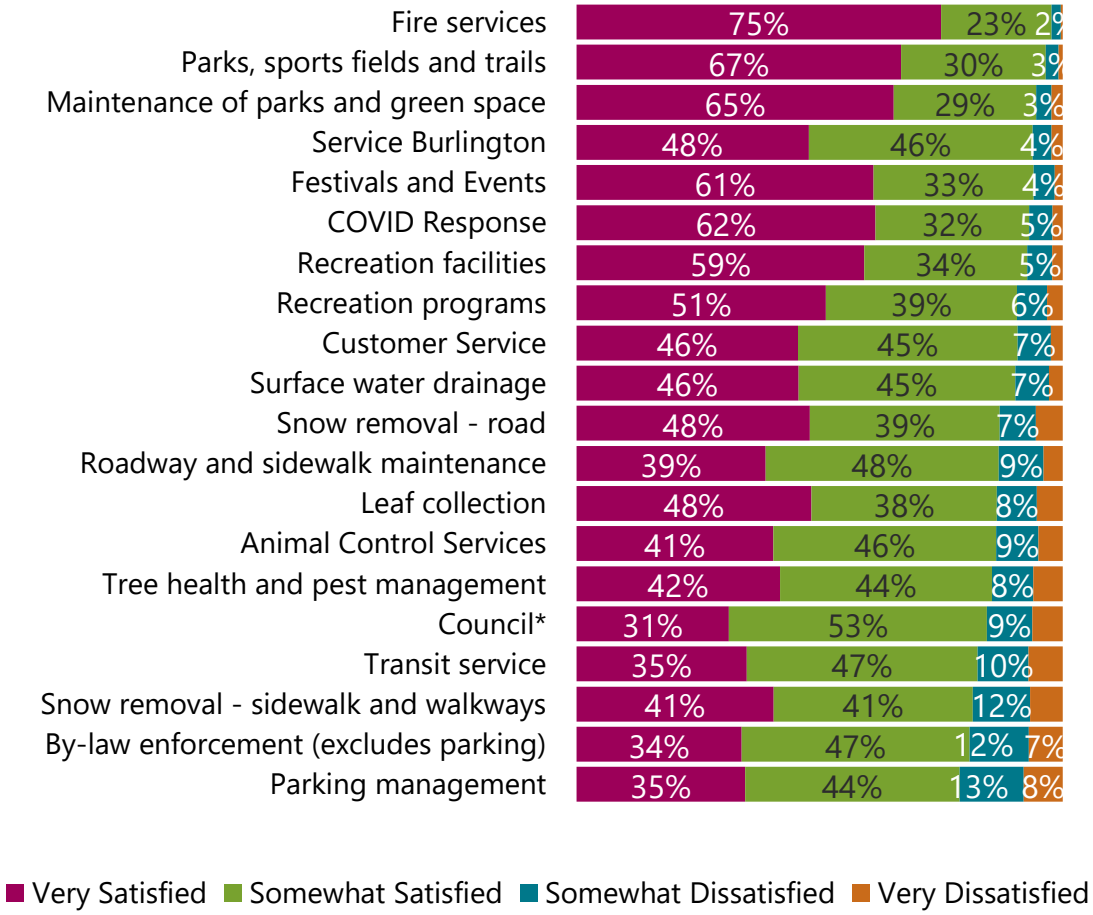
Respondents were also asked an open-ended top-of-mind question about the issues that they felt should be top priority for Council to address. These responses were grouped into categories and the frequencies are shown in Figure 8. A significant portion of residents mentioned the pace of development in the downtown core, often voicing concern over the number of high-rise buildings under construction. Approximately 20% of respondents mentioned issues relating to traffic congestion, road maintenance and other car-related transportation factors. Affordable housing and issues concerning poverty/homelessness were another key theme in residents' responses. Several other issues were mentioned in the open-ended responses and are described in Figure 8, and a sample of raw responses is included in Appendix II.

Figure 8: As a resident of Burlington, what is the one issue you feel should receive the greatest attention from your Mayor and members of City Council? (n=755)



Respondents were asked to rate their level of satisfaction with various city services. Figure 8 shows the distribution of these ratings. Among the highest levels of performance were the fire services, and parks, sports fields and trails, maintenance of parks and green space, and Service Burlington. The areas which showed the largest room for improvement were parking management and by-law enforcement.

Figure 9: Level of satisfaction with various city services (n=755)



**Council refers to "council decision making & open, accountable, transparent local government"*

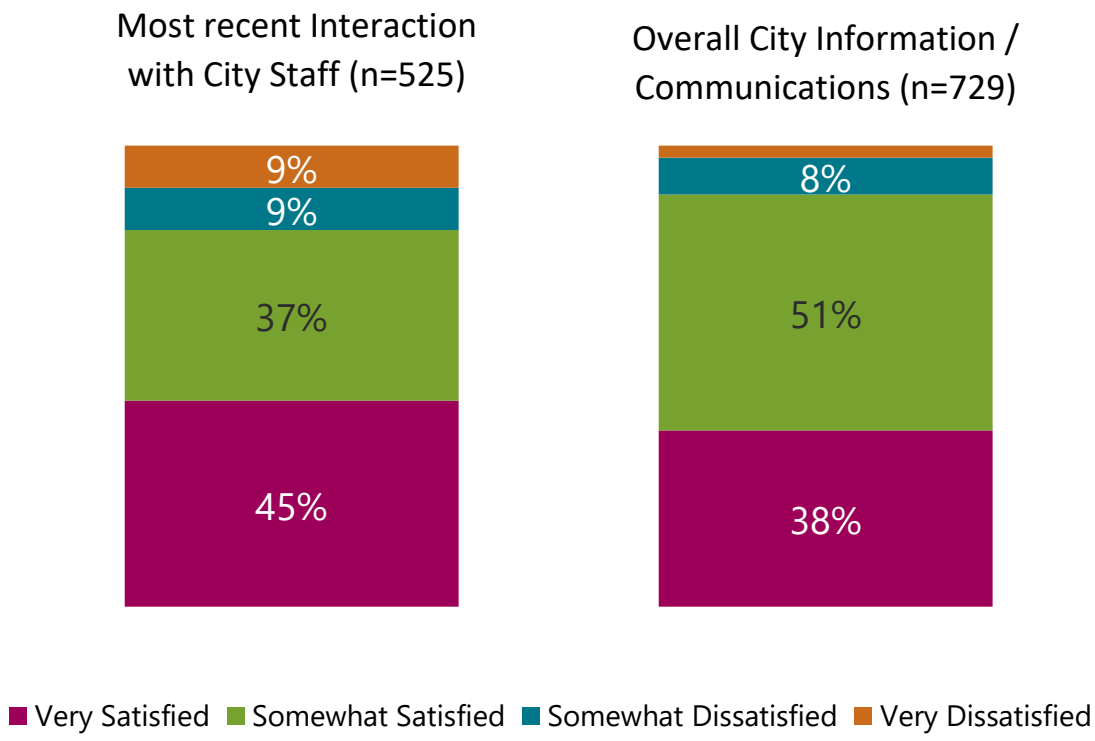
The satisfaction rates for the municipal services in Figure 9 are also shown in Figure 10, with the percentage point change from the 2019 Community Survey indicated to the right. This table highlights the municipal services which saw an increase (in green) and decrease (in red) in residents' satisfaction rates respectively. The respondents were highly satisfied with most of Burlington's services with the very lowest 'performance' (the proportion of individuals 'very' or 'somewhat' satisfied with the service) at 79% in the parking management category (Figure 10).

Figure 10: Satisfaction rates and percentage points changes from 2019 (Top 2 Box) for municipal services (n=755)

	Performance (Top 2 Box)	Change from 2019 (percentage points)
Fire services (public education, inspections, emergency response)	98%	-
Parks, sports fields and trails	97%	+1 pt
Maintenance of parks and green space	94%	-3 pts
Service Burlington (one stop service counter at City Hall to pay taxes, marriage licenses, death registration, handle resident inquiries in person, phone & email)	94%	NA
Festivals and Events	94%	-3 pts
The City's response to protecting the public health and safety of residents during the COVID-19 pandemic	93%	NA
Recreation facilities (City community centres and arenas)	93%	-2 pts
Recreation programs (providing affordable & accessible recreational opportunities for all ages and abilities)	91%	-3 pts
Customer Service (one stop service counter at City facilities to pay permits, program registration, handle resident inquiries in person, phone & email)	91%	NA
Surface water drainage (flood and erosion protection for properties and structures, clean and safe creeks)	90%	+1 pt
Snow removal - road (snow plowing, salting and sanding of public roads)	87%	NA
Roadway and sidewalk maintenance (maintain and repair)	87%	+8 pts
Leaf collection (loose leaf collection program)	86%	+6 pts
Animal Control Services (licensing, stoop and scoop, noise or nuisance, etc.)	86%	-2 pts
Tree health and pest management (tree planting and maintenance)	85%	+1 pt
Council (council decision making, open, accountable, transparent local government)	84%	NA
Transit service	83%	+10 pts
Snow removal - sidewalk and walkways	82%	NA
By-law enforcement (noise, weed control, dogs off leash) (excludes parking)	81%	-2 pts
Parking management (parking lots and enforcement)	79%	+6 pts

Among the sample of respondents, 525 rated a recent interaction that they had with the City. Among these respondents, 82% were very or somewhat satisfied with their experience/interaction with the City staff (Figure 11), which was a decrease from 2019 by 3 percentage points. 729 of the respondents rated their satisfaction with the overall quality of City information and communications. 89% of these residents were very or somewhat satisfied with the quality of information/communications provided by the City, which was the same percentage as 2019.

Figure 11: Level of satisfaction with City interactions and communications in general.



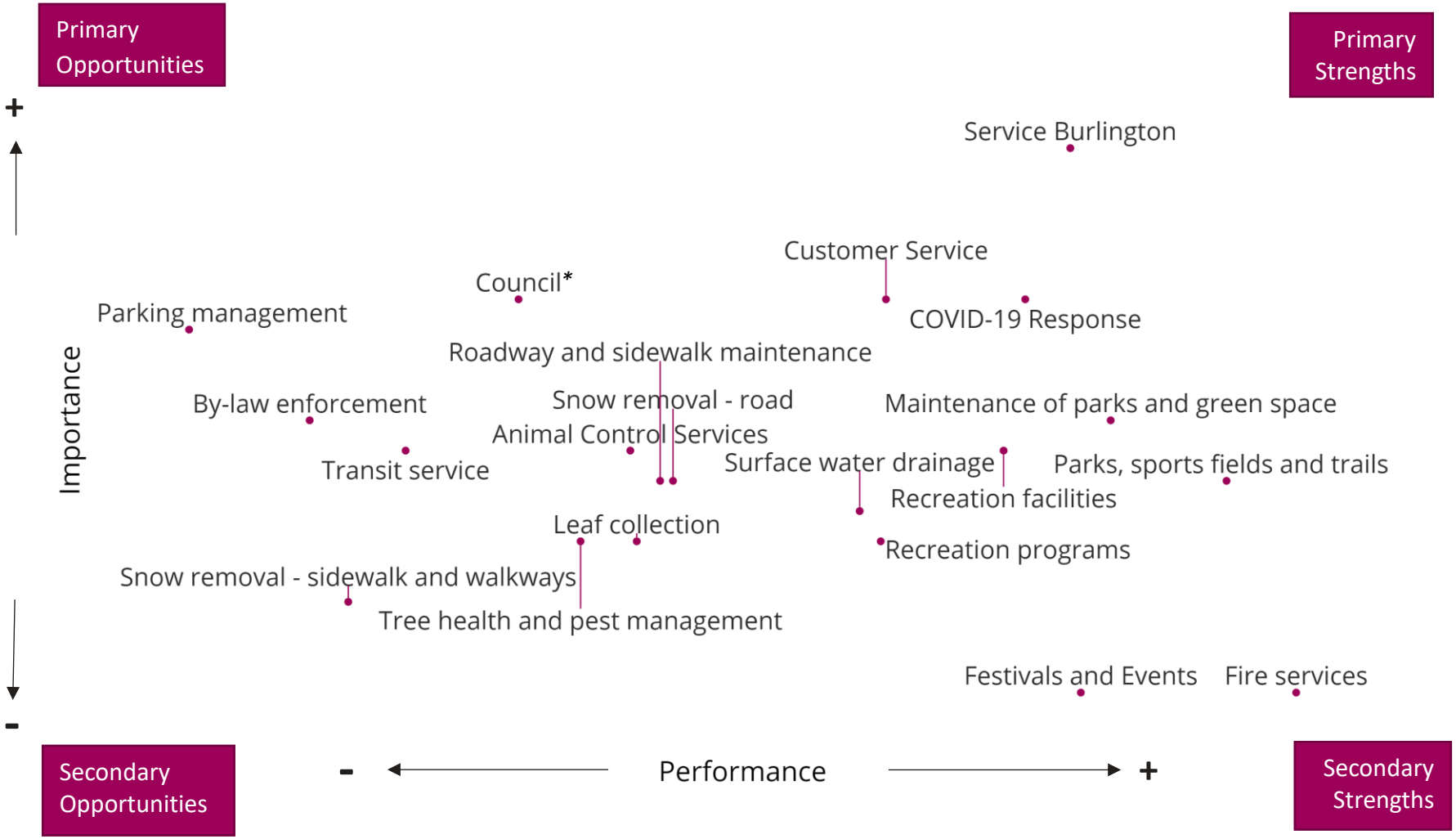
During the survey, respondents were asked to rate their level of satisfaction with a provided list of 20 City services. The priority matrix in Figure 12 compares the performance, room for improvement and the derived importance of each service (a measure which represents the level to which each service is related to overall satisfaction with the City of Burlington). Services were then given priority rankings based on level of importance and room for improvement. The respondents' ratings suggested that several enforcement and transportation-related services should be high priorities for the City. The top four service priorities identified were parking management, by-law enforcement, the City's transit service, and snow removal on sidewalks and walkways.

Figure 12: Priority matrix for the City of Burlington's municipal services

	Importance	Performance	Priority Rank	2019 Rank
Parking management	8.1	79%	1	2
By-law enforcement (excludes parking)	7.8	81%	2	8
Transit service	7.7	83%	3	4
Snow removal - sidewalk and walkways	7.2	82%	4	-
Council (council decision making, open, accountable, transparent local government)	8.2	84%	5	-
Tree health and pest management	7.4	85%	6	7
Animal Control Services	7.7	86%	7	
Leaf collection	7.4	86%	8	
Roadway and sidewalk maintenance	7.6	87%	9	
Snow removal - road	7.6	87%	10	
Customer Service	8.2	91%	11	
Surface water drainage	7.5	90%	12	
Recreation programs	7.4	91%	13	
COVID-19 Response	8.2	93%	14	
Recreation facilities	7.7	93%	15	
Service Burlington	8.7	94%	16	
Maintenance of parks and green space	7.8	95%	17	
Festivals and Events	6.9	94%	18	
Parks, sports fields and trails	7.6	97%	19	
Fire services	6.9	98%	20	

To demonstrate the trade-off between the importance of services and the level of performance, we use a quadrant analysis (Figure 13). In this Figure, services with a high level of importance are considered primary strengths and weaknesses as these are the services with the most opportunity to impact residents' perceptions and well-being. In Figure 13, the services which were ranked as high priority areas tend to be in the bottom right corner, and the key strengths are located in the top right corner. Service Burlington, the City's customer service and the Municipal COVID response were identified as primary strengths in the City of Burlington.

Figure 13: Quadrant analysis of strengths, opportunities and priorities identified in municipal services



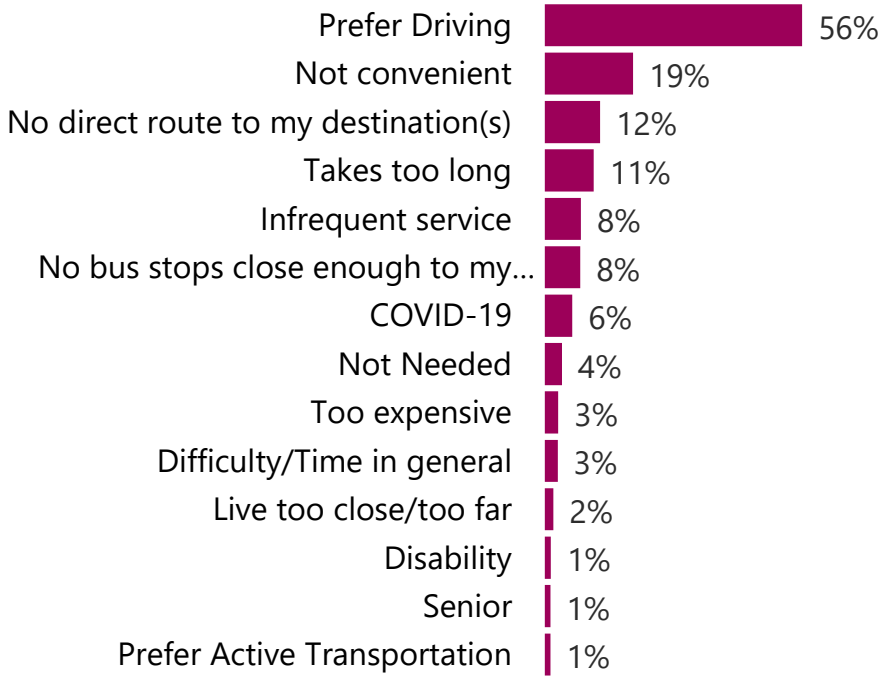
**Council refers to "council decision making & open, accountable, transparent local government"*

Transit

Approximately 11% of respondents reported that they had used the Burlington Transit system in the prior 6 months to the survey (Figure 14). Respondents who had not used Burlington Transit in the past 6 months were also asked about the factors that they felt prevented them from using the service. A preference for driving was the most-cited factor, followed by a sentiment of lack of convenience, and a lack a routes which serviced their destinations.

Figure 14: Have you used Burlington Transit in the past 6 months (n=755)

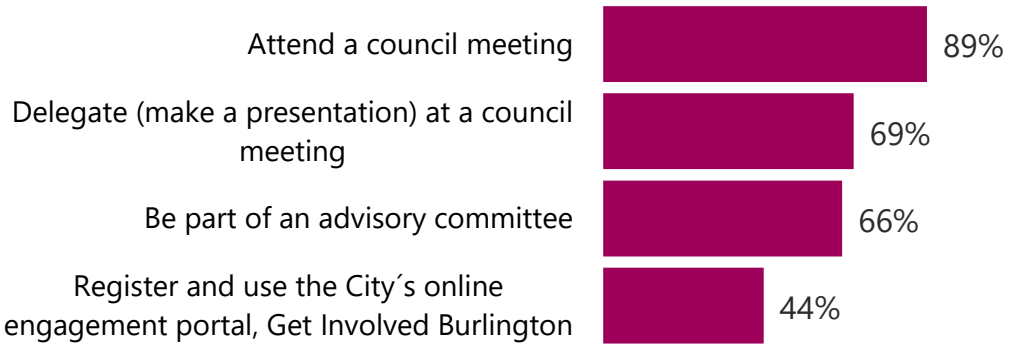
Figure 15: Which factors do you feel prevent you from using Burlington Transit (n=602)



Resident Engagement

As a part of the survey, residents were polled on their level of awareness of the City engagement opportunities that are available to them (Figure 16). 89% of respondents were aware that they were able to attend a council meeting, which represented an increase of 4 percentage points from 2019. Further, 69% were aware that they could make a presentation at a council meeting (2 percentage point increase from 2019), 66% were aware they could be a part of an advisory committee (1 percentage point increase), and 44% were aware of the City's online engagement portal (3 percentage point increase). The relatively low level of awareness with the City's online engagement portal represents a potential room for enhanced marketing focus, but the improvement from 2019 suggests progression in a positive direction.

Figure 16: Are you aware that residents can do the following… (% Yes) (n=755)



Further on the topic of resident engagement, the Community Survey asked respondents their perceptions of various avenues of public engagement available at the City of Burlington. Figure 17 demonstrates that overall, residents tended to agree that they were able to participate in the decision-making processes at the City. Figure 18 demonstrates that there was a substantial continued improvement in resident's ratings across all these engagement metrics compared to the previous measurements in 2015 and 2019.

Figure 17: Resident ratings of engagement opportunities in 2021 (n=755)

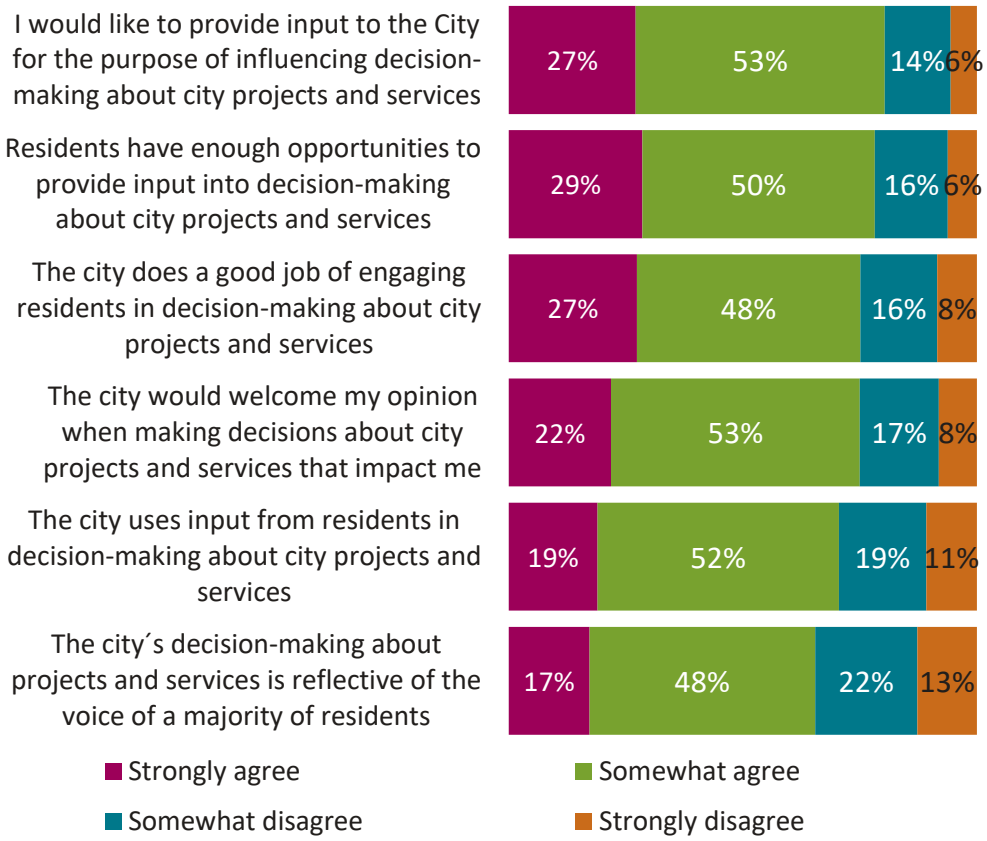


Figure 18: Improvement in engagement opportunities since 2015

Attribute	Top 2 Box		
	2015	**2019**	**2021**
Residents have enough opportunities to provide input into decision-making about city projects and services	64%	77%	79%
I would like to provide input to the City for the purpose of influencing decision-making about city projects and services	63%	76%	80%
The city does a good job of engaging residents in decision-making about city projects and services	54%	71%	75%
The city would welcome my opinion when making decisions about city projects and services that impact me	57%	71%	75%
The city uses input from residents in decision-making about city projects and services	50%	70%	71%
The city's decision-making about projects and services is reflective of the voice of a majority of residents	46%	64%	65%

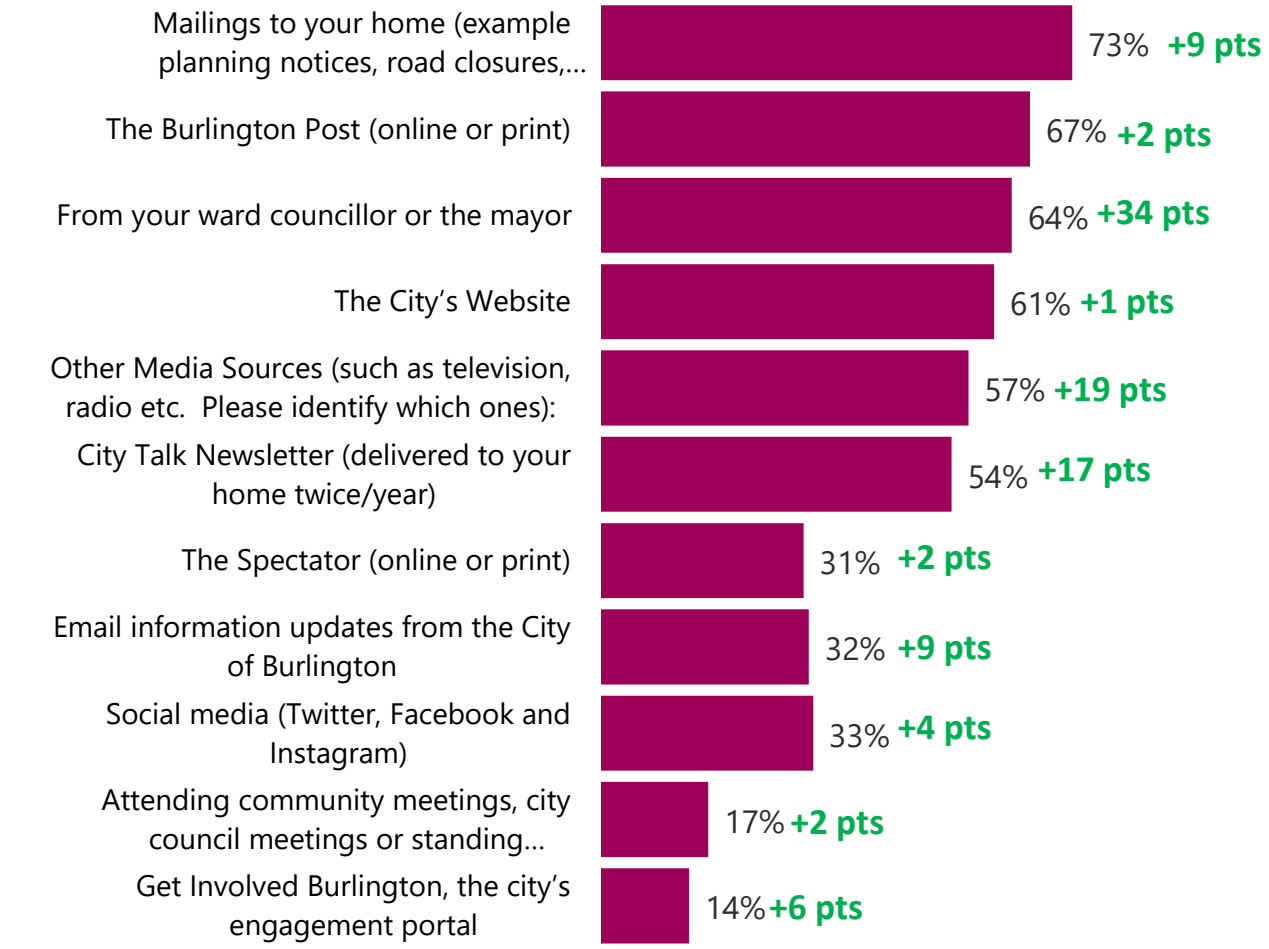
Municipal Communications

The Community Survey asked residents about their perceptions of the City's communication practices. Among the respondents, 70% rated the level of communication provided by the City of Burlington as 'just enough' (Figure 19). 29% of respondents felt the level of communications was 'not enough' or 'too little', and 1% felt the level of communications was 'too much'.

Figure 19: Distribution of ratings of the quality and quantity of communications provided by the City (n=755)

Residents were also asked to list the sources of information they currently use to find out about city programs, services, and initiatives (Figure 20). 'Mailings to your home', The Burlington Post, and their respective ward councillor or the Mayor were the most often listed information sources at 73%, 67% and 64%, respectively. Get Involved Burlington and 'attending community meetings/city council meetings/standing committee meetings of council' were the two least often-listed sources of information used, with 14% and 17% of respondents having selected these sources, respectively.

Figure 20: Which of the following sources do you currently use to find out about city programs, services and initiatives? (n=755)



**Differences are shown in percentage points (pts).*

Service Satisfaction by Municipal Ward

We analyzed the proportion of respondents who rated their level of satisfaction with various city services as very or somewhat satisfied (top 2 box responses) to compare differences between the 6 wards in Burlington (Figure 21). For these purposes, we used statistical tests to see which differences are most likely to be true population differences, rather than random error. The top 2 box proportion in each ward was tested for differences from the overall proportion in the sample for a given question. Statistically significant differences are highlighted in green (for higher values) and red (for lower values) in Figure 21 for wards that have proportions significantly different than the average of the full sample.

Figure 21: Overall service performance (% top 2 box) by municipal ward

Factor	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Total
Fire services	96%	99%	99%	96%	99%	99%	98%
Parks, sports fields and trails	98%	100% ▲	97%	97%	92% ▼	96%	97%
Maintenance of parks and green space	95%	99% ▲	97%	93%	92%	92%	95%
Service Burlington	92%	90%	99% ▲	94%	94%	97%	94%
Festivals and Events	92%	94%	96%	93%	93%	97%	94%
COVID-19 Response	92%	96%	91%	94%	94%	91%	93%
Recreation facilities	92%	97%	96%	89%	93%	91%	93%
Recreation programs	88%	90%	93%	89%	92%	93%	91%
Customer Service	87%	90%	91%	90%	95%	90%	91%
Surface water drainage	89%	91%	95%	94%	88%	83% ▼	90%
Snow removal - road	88%	86%	90%	85%	85%	90%	87%
Roadway and sidewalk maintenance	82%	89%	86%	88%	87%	90%	87%
Leaf collection	87%	86%	85%	88%	86%	85%	86%
Animal Control Services	89%	84%	87%	90%	85%	81%	86%
Tree health and pest management	86%	92% ▲	83%	84%	88%	79% ▼	85%
Council*	81%	83%	84%	85%	86%	87%	84%
Transit service	82%	86%	88%	88%	75%	75%	83%
Snow removal - sidewalk and walkways	85%	77%	89% ▲	83%	76%	81%	82%
By-law enforcement (excludes parking)	85%	81%	79%	83%	79%	77%	81%
Parking management	76%	77%	81%	79%	76%	86%	79%

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Appendix I: Survey Questionnaire

Introduction

Hello, my name is _____ and I am calling from MDB Insight on behalf of the City of Burlington. MDB Insight has been hired to conduct a Community Survey to provide Council and Staff with important feedback. I would like to take 10-15 minutes of your time to ask you some questions. Please be assured that we are not selling anything and that your answers will be kept strictly confidential.

1.1 Screening

S1. Before we begin, may I please confirm you live in the City of Burlington?

a. Yes

b. No **[Thank and Terminate]**

1.2 General

Q1. To start off, how would you rate Burlington as a place to live?

Would you say it is **[read out scale]** *…?*

	Excellent	***Very good***	***Good***	***Fair***	***Very Poor***	***Don't Know (Don't read out)***
Place to Live	5	4	3	2	1	9

Q2. What would you say you like best about living in Burlington? **[Record one response. If they mention 'to be close to family', encourage another response.]**

1.3 Services

Q3. Generally speaking, how satisfied are you with the overall quality of services provided by the City of Burlington? Would you say you are …? **[Read out scale]**

	Very Satisfied	***Somewhat Satisfied***	***Somewhat Dissatisfied***	***Very Dissatisfied***	***Don't know / No opinion***
Services Overall	4	3	2	1	9

Q4. As a resident of Burlington, what is the one issue you feel should receive the greatest attention from your Mayor and members of City Council? _____ **[Record One Response Only]**

Q5. 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 investing in things like services and infrastructure and property tax levels. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. Which of the following four options would you prefer the City to pursue? **[Randomize the choices]**

A. Increase taxes and spend to enhance services
B. Increase taxes to maintain service at current levels
C. Cut services to maintain current tax level
D. Cut services and reduce taxes
E. Unsure **[Do not Read]**

Q6. Have you used Burlington Transit in the past 6 months?

Yes	1
No	0
DK/NA	9

Q6a. **[If 'No' to Q6]** Which factors do you feel prevent you from using Burlington Transit **[Read options and select all that apply]**

A) Infrequent service
B) No direct route to my destination(s)
C) No bus stops close enough to my home/work
D) Takes too long
E) Too expensive
F) Not convenient
G) Other **[Record response]**

Q7. To the best of your ability, please rate your level of satisfaction with the following services by indicating whether you are Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied or Very Dissatisfied. When rating your satisfaction please consider the limitations that COVID-19 had on the delivery of programs and services which were beyond the control of the municipality. Programming note: Rotate grouping and rotate services within group. Thinking of **[insert service]** would you say that you are **[read out scale]**. Repeat question for all services within group before moving on to next group.

	Very Satisfied	***Somewhat Satisfied***	***Somewhat Dissatisfied***	***Very Dissatisfied***	***Don't know / No opinion (don't read out)***
Public Safety					
Fire services (public education, inspections, emergency response)	4	3	2	1	9
By-laws					
Animal Control Services (licensing, stoop and scoop, noise or nuisance, etc.)	4	3	2	1	9
By-law enforcement (noise, weed control, dogs off leash) (excludes parking)	4	3	2	1	9
Maintenance					
Roadway and sidewalk maintenance (maintain and repair)	4	3	2	1	9
Maintenance of parks and green space	4	3	2	1	9
Snow removal – road (snow plowing, salting and sanding of public roads)	4	3	2	1	9

Snow removal – sidewalk and walkways	4	3	2	1	9
Tree health and pest management (tree planting and maintenance)	4	3	2	1	9
Leaf collection (loose leaf collection program)	4	3	2	1	9
Surface water drainage (flood and erosion protection for properties and structures, clean and safe creeks)	4	3	2	1	9
Roads and Transportation					
Transit service	4	3	2	1	9
Parking management (parking lots and enforcement)	4	3	2	1	9
Leisure					
Recreation programs (providing affordable & accessible recreational opportunities for all ages and abilities)	4	3	2	1	9
Festivals and Events	4	3	2	1	9
Parks, sports fields and trails	4	3	2	1	9
Recreation facilities (City community centres and arenas)	4	3	2	1	9
Customer Relations					

Council (council decision making, open, accountable, transparent local government)	4	3	2	1	9
Service Burlington (one stop service counter at City Hall to pay taxes, marriage licenses, death registration, handle resident inquiries in person, phone & email)	4	3	2	1	9
Customer Service (one stop service counter at City facilities to pay permits, program registration, handle resident inquiries in person, phone & email)	4	3	2	1	9
COVID Response					
The City's response to protecting the public health and safety of residents during the COVID-19 pandemic	4	3	2	1	9

Q8. How satisfied were you with your most recent experience/interaction with the City? For example, the 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?

	Very Satisfied	***Somewhat Satisfied***	***Somewhat Dissatisfied***	***Very Dissatisfied***	***Don't know / No opinion***
Recent Experience	4	3	2	1	9

1.4 Resident Engagement

Q9. Are you aware that residents can do the following…

	Yes	***No***
Attend a council meeting	1	0
Delegate (make a presentation) at a council meeting	1	0
Be part of an advisory committee	1	0
Register and use the City's online engagement portal, Get Involved Burlington	1	0

Q10. I am going to read several statements to you, please tell me the level to which you agree or disagree with them.

Statements	***Strongly agree***	***Somewhat agree***	***Somewhat disagree***	***Strongly disagree***	***DK / No opinion***
I would like to provide input to the City for the purpose of influencing decision-making about city projects and services	4	3	2	1	9
Residents have enough opportunities to provide input into decision-making about city projects and services	4	3	2	1	9
The city does a good job of engaging residents in decision-making about city projects and services	4	3	2	1	9
The city uses input from residents in decision-making about city projects and services	4	3	2	1	9
The city's decision-making about projects and services is reflective of the voice of a majority of residents	4	3	2	1	9

The city would welcome my opinion when making decisions about city projects and services that impact me	4	3	2	1	9

1.5 Communication

Q11. How satisfied are you with the overall quality of City information and communications?

	Very Satisfied	***Somewhat Satisfied***	***Somewhat Dissatisfied***	***Very Dissatisfied***	***Don't know / No opinion***
Overall Communication	4	3	2	1	9

Q12. In your opinion, please rate the amount of information you receive from the City of Burlington?

	Too Much	***Just Enough***	***Not Enough***	***Too Little***	***Don't know / No opinion***
Amount of Information	4	3	2	1	9

Q13. Which of the following sources do you currently use to find out about city programs, services and initiatives? **[Read all options and select all that apply]**

The Burlington Post (online or print)	1
The City's Website	2
Mailings to your home (example planning notices, road closures, construction etc.)	3
City Talk Newsletter (delivered to your home twice/year)	4
From your ward councillor or the mayor	5
Email information updates from the City of Burlington	6
Social media (Twitter, Facebook and Instagram)	7
Attending community meetings, city council meetings or standing committee meetings of	8

council	
Get Involved Burlington, the city's engagement portal	9
The Spectator (online or print)	10
Other Media Sources (such as television, radio etc. Please identify which ones) **[Record answer]**	11

1.6 Demographics

[Read] To enable us to compare the answers of different groups of people, I would like to ask you a few questions. Please be assured that whatever you say will be kept entirely anonymous and confidential.

Q14. Can you please tell me which of the following age groups you are in? **[Pick one option]**

18-24 years	1
25-34 years	2
35-44 years	3
45-54 years	4
55-64 years	5
65-74 years	6
75-84 years	7
85 years or more	8
Prefer not to answer **[Do not read]**	99

Q15. **[Cell only]** What is your current postal code:_____

Thank and Terminate

These are all the questions I have. Thank you again for taking the time to participate in this survey. Your feedback is very important to us. Have a great day.

Appendix II: Samples of raw responses to open-ended questions

Figure 22: Sample of responses to Q2 - What would you say you like best about living in Burlington?

The people, friendliness and the beauty, the facilities, natural beauty
We like the community, the community feeling -- we live in place where we are able to access good schools, hospitals, etc. It really has everything close by.
It's clean, city services are great and it's safe
Services from the city.
Safe has everything well laid out
Everything, really. It's a nice place to live, the people are nice. I would say our services are good over the years. I've lived here forty years.
Location to the lake.
It's a clean city.
The atmosphere. The people.
Way it is situated
I would say the safety and closeness to other municipalities, Toronto and so forth.
It's a clean city. No industry in downtown area. Pretty nice.
Everything is great
Location
The opportunities that it offers families
The way the city is located and is proximity to everything's shops services
Community. Safety. Close to everything i need.
Clean location good size
All is close
Close to the lake. No pollution.
Very friendly. Great place for walking.
It's big enough but small enough, it’s a small city.
Crime rate isn't all that high, unless you're in politics, then the crime rate is through the roof.
Clean.
The location, the facilities, outdoor activities that are available.
Proximity location good
Not happy with tall buildings
Location’s city services access to health cares library services
It was the small-town feeling, but it grew into a city that's smaller than Toronto but better than Hamilton.
The amenities. The shops, the parks, and the things it has to offer people, sports and everything.
Community
Excellent place to live.

Convenience.
Everything about the that i love.
Location of the city. Essential located city. Very well accessed city.
Recreation sense of community
The location close to walking down at the waterfront
I'd say probably the size of it; I like being close to the water, I'm just two blocks away from the lake.
Community services
All the trees, we have plenty of parks, recreation services and we are close to the lake.
People are helpful
Clean and safe
I live right downtown. It's close to everything: restaurant, shops, doctor, hospital...everything.
Peacefulness.
You don't feel like you live in a city or town.
Easy to get to. Lake is close by. We can walk there. Spencer smith park.
Close to everything.
Reasonable, safe, and diverse place
The amenities
Convenience and close vicinity to all the other cities close by
Small city atmosphere.
Community feeling.
Community, nice people, close to the lake and high way; humanities and green space.
You don't have to go far to get whatever you need, really.
Organization.
Low crime rate, convenience to shopping market
The mature trees. Bike friendly.
I don't know.
It's clean, the green spaces, you can see the lake
Friendly community
Being a senior normally they a lot of activities. I like that everything is convenient. The hospitals are helpful.
Proximity to Toronto, 40 miles to family members in Toronto; nice level of living.
Wonderful city to live, crime is very low. We enjoy the downtown living
Access to the lake
Relatively quiet and you can get to most of the; you can get to Hamilton and Toronto without too much traffic. Decent centralized location.
City is clean a good place to raise a family
Small enough, convenience
Its a good city to live.
Open space.
Probably the facilities. The cleanliness.
Quiet city. Safe.

Very nice place. Its got nice buildings. Its clean. I've lived here for over 50 years.
The layout, Lake Ontario and the people.
It's quiet and safe to live
Too many changes
The community
Offers everything you need
It's a very friendly place and very clean

Figure 23: Sample responses to Q4 - As a resident of Burlington, what is the one issue you feel should receive the greatest attention from your Mayor and members of City Council?

The new building projects
The overdevelopment of our waterfront. We don't want to look like Toronto, right? When they put up too much stuff, you lose your light, even on side streets.
Pick up of hazardous materials like batteries and paint at the curb. The dump is a long way for me to go to.
Climate change in every way.
Traffic flow
More affordable housing and no more high-rises. I don't mind even smaller blocks, but no high-rises, especially in the downtown area.
High-rises.
I don't know.
I think I liked it better when there were not as many high-rises like in downtown.
We live in Aldershot and there is no grocery store nearby, and we have all these condos going up and all kinds of people moving here, and we have to drive a long way for a store and it's quite a distance for older people.
The traffic flow Guelph line /Walkers line
High rises, especially at the waterfront, there are too many going up and we are losing the waterfront
Speeding on brant street needs to be monitored
Housing
Long term care.
Overbuilding in the downtown core is excessive. High rises, etc. Traffic and congestion in the downtown core is an issue also. Fairview street traffic will be impacted by the construction of tall building.
The number of high rises going up in the city is out of control.
That's a tricky question. Yeah, I don't think there's one; there's several. I guess, the mayor's inconsistency, to be fair.
Inconvenient and increasingly difficult traffic.
Don't have any complaints really content living here. Can't think of any one issue that bothers me.
Side streets in winter plowing little salt for small cars represents a danger
High raise apartments
Drugs and traffic issues to reduce congestion

I can't think of anything right now.
Just to get rid of all the congestion in downtown Burlington and stop building these high-rises in the centre of the city.
Affordable housing in the region
Maintain taxes
Getting rid of restrictive measures for covid 19.
Take care of the homeless.
Affordable housing.
Don't know
The building downtown and also, they're against building downtown and the other thing was they were putting too many of the rainbow crosswalks in a short period of time instead of spreading it out --instead of putting in one or two a year -- to gain the favour of one section of the population.
Information provided on the phone on bus services from Burlington transit services difficult to work with
Traffic congestion and very high condos going up especially downtown.
Traffic
Traffic
The greatest thing is the building of the high-rise. The one right now that's being discussed is called the waterfront hotel.
I think the trees need serious looking out, a lot of them are 50 or so years old and they need to be trimmed back.
I really can't say
Perfect the way it is.
In the winter plowing of the sidewalks.
I don't know
Preventing the developers from how the city grows.
Inclusion with all people, religious, monetary, all genders, race and abilities
Growing number of high-rise condominium.
Building of the waterfront. The height of the buildings.
Lack of affordable housing.
I guess, bringing more diverse economics to Burlington. There's just too many businesses that have gone.
Signs in the streets for car speeding. Signs are not being respected.
Traffic
Pandemic safe and backing up services with covid passport. They need to stop the protests, enforce the nonsense
Improvement to the sports facilities.
Affordable housing would be nice. The 35 story buildings they're putting up across from me, there's too many of them, and they're not affordable.
The budget
Limit future high-rise
More seniors retirement homes. The transit system could be improved.

Environment; fighting climate change.
Heights of the new development of downtown buildings
The increase in vertical residential building too many very populated and the community cannot handle it
Vandalism in the parks
Traffic flow, it’s becoming problematic
Cannot park in my drive way. Won't get a permit from the city.
Open space should be maintained while we are developing the city.
Right now, keeping our taxes down.
Too many buildings. Multi population building.
I really don't know.
A lot of high rises going up, too many
The parks don't have enough garbage bins where pet owners can use to pick up after their pets whether it's a dog or cat waste.
Nobody listens to us
The maintenance of Burloak park, specifically the gardens
North highway 5 lots of buildings and high rise
The community should interact with each other first and then act with the mayor based on the community’s decision
Over development in the region
Pretty town everything done
Expansion of the quarry. On the escarpment top of the guelph line. Mt nemo
High buildings.
The enforcement of the by laws.
Services for seniors, like transit services.
The taxes are too high. The bill is too.
The high-rise buildings.
Monitoring people on bicycle paths. Compliance with safety rules.
North Burlington is not properly taken cared of like south of Burlington