

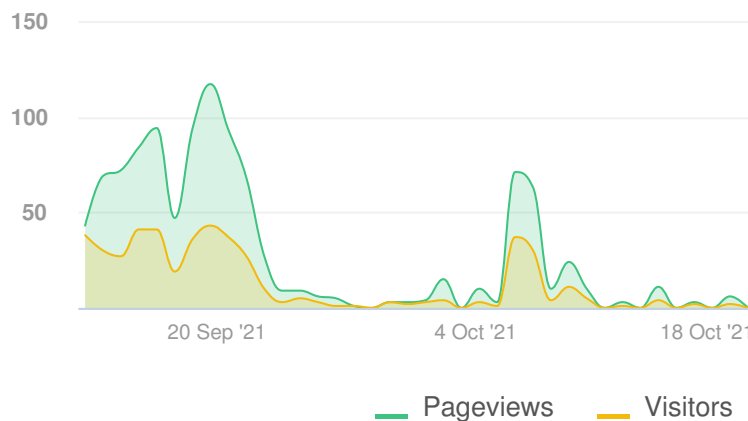
# Project Report

12 September 2021 - 18 October 2021

## Get Involved Burlington 2021 Community Survey



### Visitors Summary

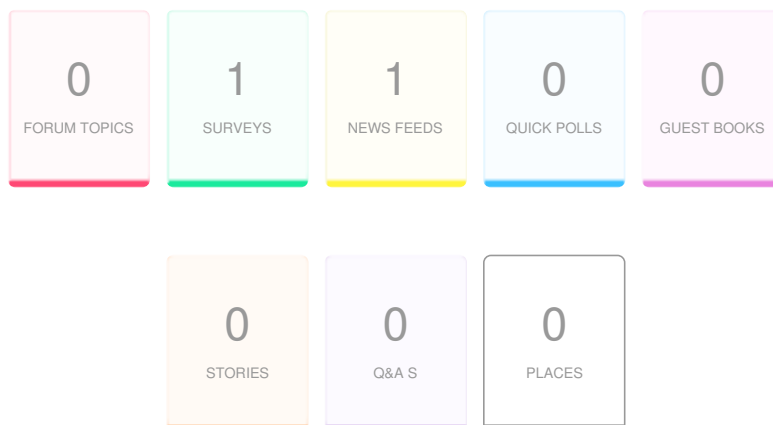


### Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
601	43	
NEW REGISTRATIONS		
49		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
234	374	553

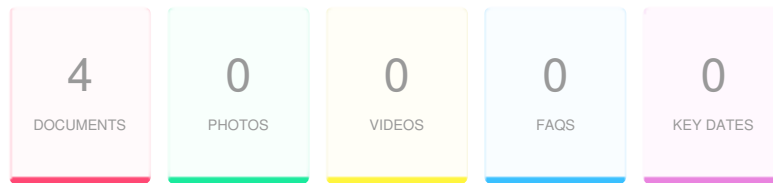
Aware Participants 553		Engaged Participants 234			
Aware Actions Performed	Participants	Engaged Actions Performed			
Visited a Project or Tool Page	553	Registered	Unverified	Anonymous	
Informed Participants	374	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	168	0	66
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	1	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	136	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	234				

## ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Newsfeed	Online Survey is Open Starting September 13	Published	13	0	0	0
Survey Tool	2021 Community Survey	Draft	421	168	0	66

## INFORMATION WIDGET SUMMARY



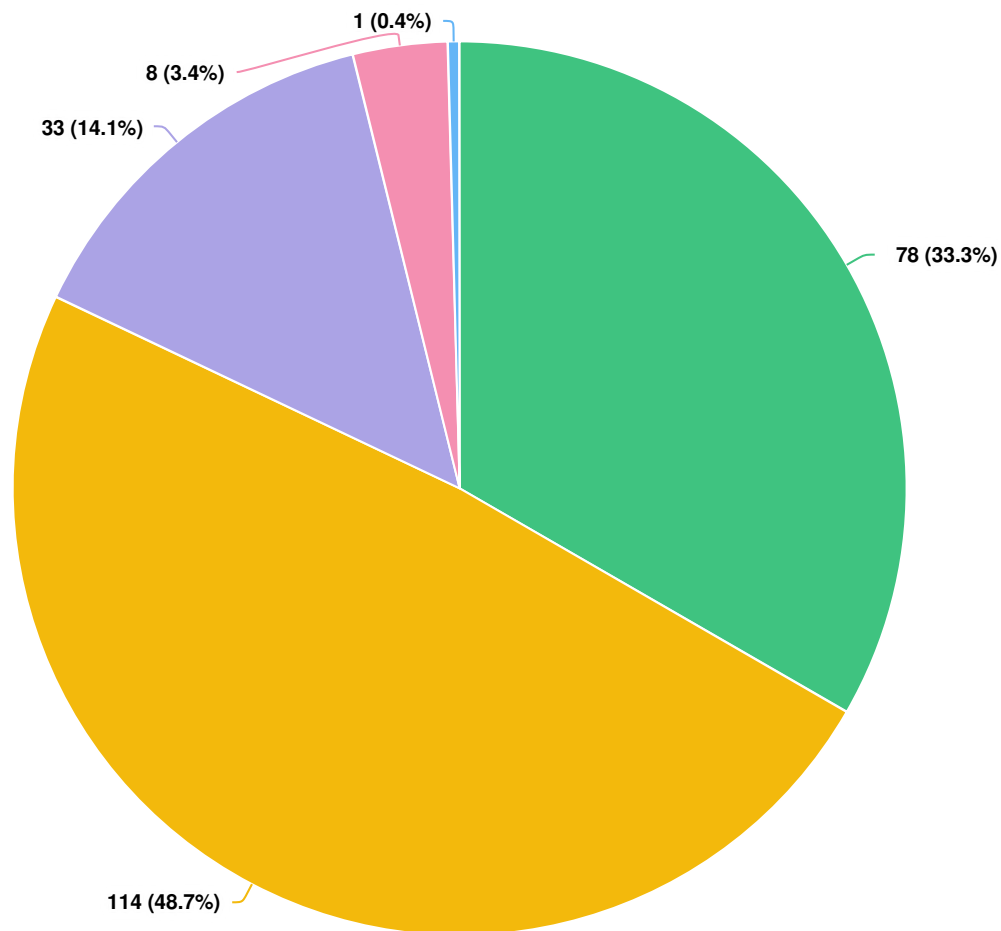
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	2015 Community Survey Results	1	1
Document	CC-01-20 Appendix B City of Burlington Community Survey Presentatio...	0	0
Document	CC-01-20 Appendix A Burlington Community Survey Draft Final Report ...	0	0
Document	CC-01-20 2019 Community Survey Results-2.pdf	0	0

## ENGAGEMENT TOOL: SURVEY TOOL

### 2021 Community Survey

Visitors	421	Contributors	234	CONTRIBUTIONS	235
----------	-----	--------------	-----	---------------	-----

How would you rate Burlington as a place to live?



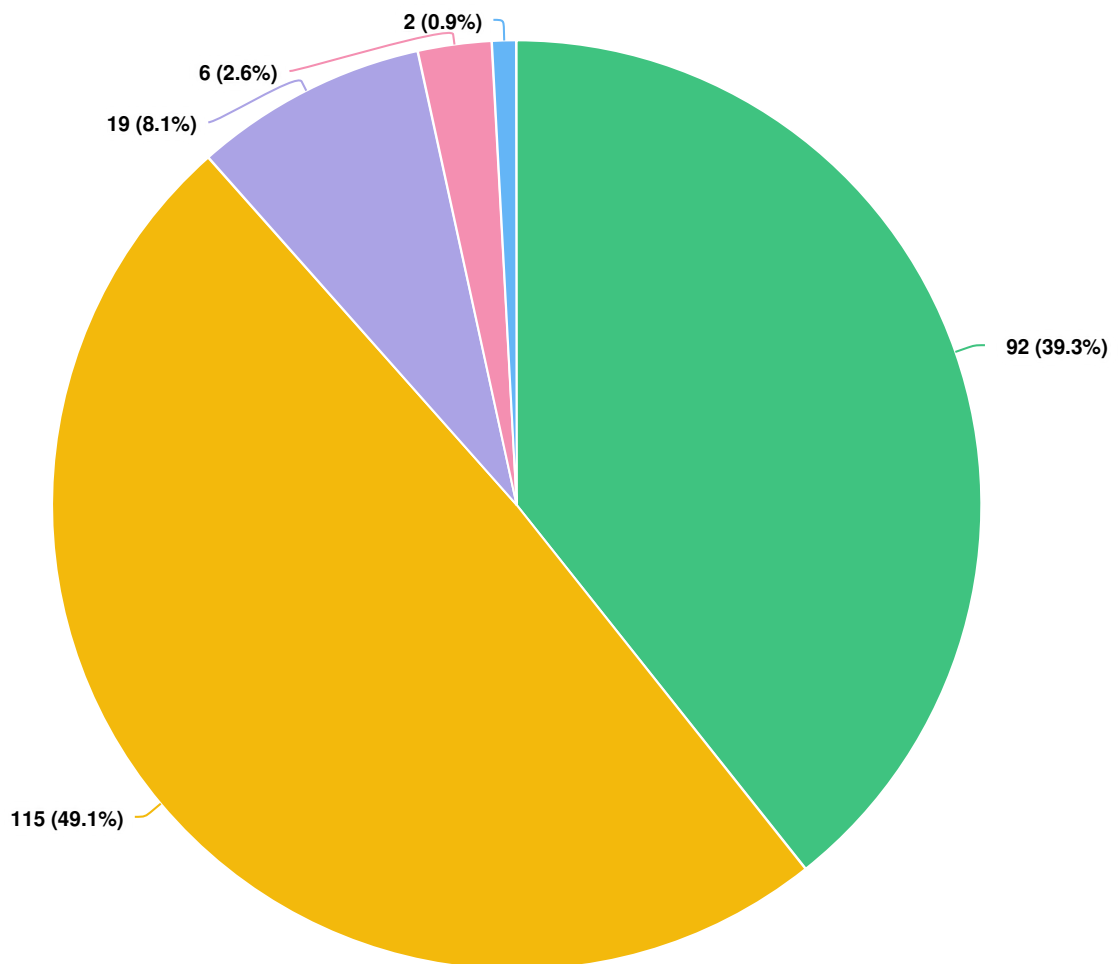
#### Question options

● Excellent ● Very good ● Good ● Fair ● Very poor

Optional question (234 response(s), 1 skipped)

Question type: Radio Button Question

**Generally speaking, how satisfied are you with the overall quality of services provided by the City of Burlington?**



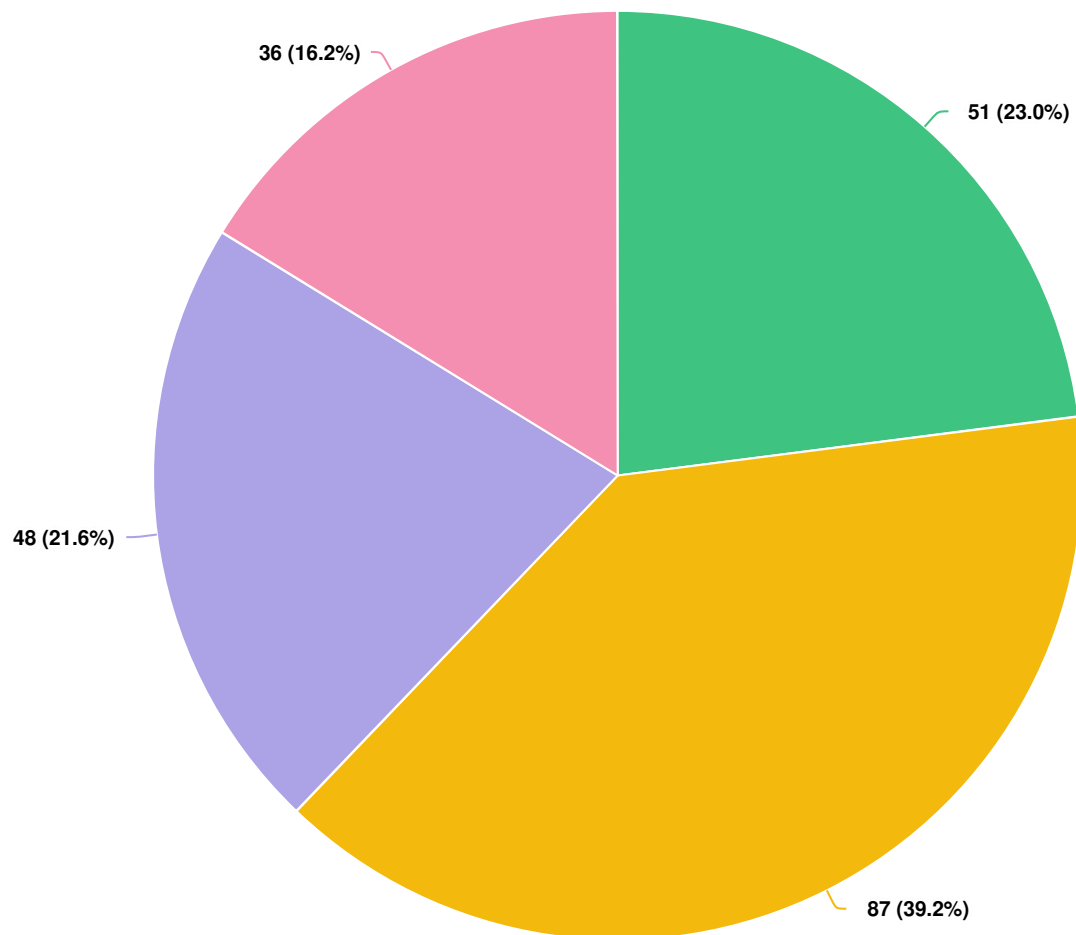
**Question options**

☒ Very satisfied   ☒ Somewhat satisfied   ☐ Somewhat dissatisfied   ☐ Very dissatisfied   ☐ Don't know/no opinion

*Optional question (234 response(s), 1 skipped)*

*Question type: Radio Button Question*

**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 CO...**



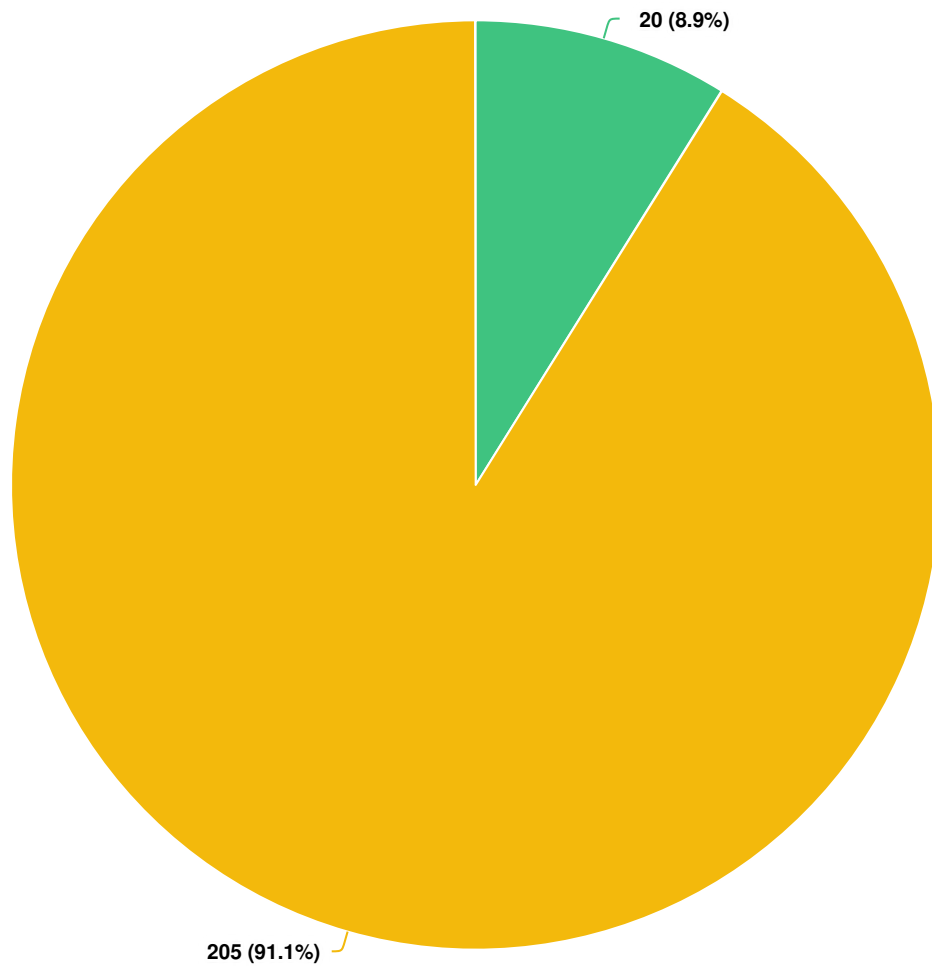
**Question options**

- Increase taxes and spend to enhance services
- Increase taxes to maintain service at current levels
- Cut services to maintain current tax level
- Cut services and reduce taxes

*Optional question (222 response(s), 13 skipped)*

*Question type: Radio Button Question*

### Have you used Burlington Transit in the past 6 months?



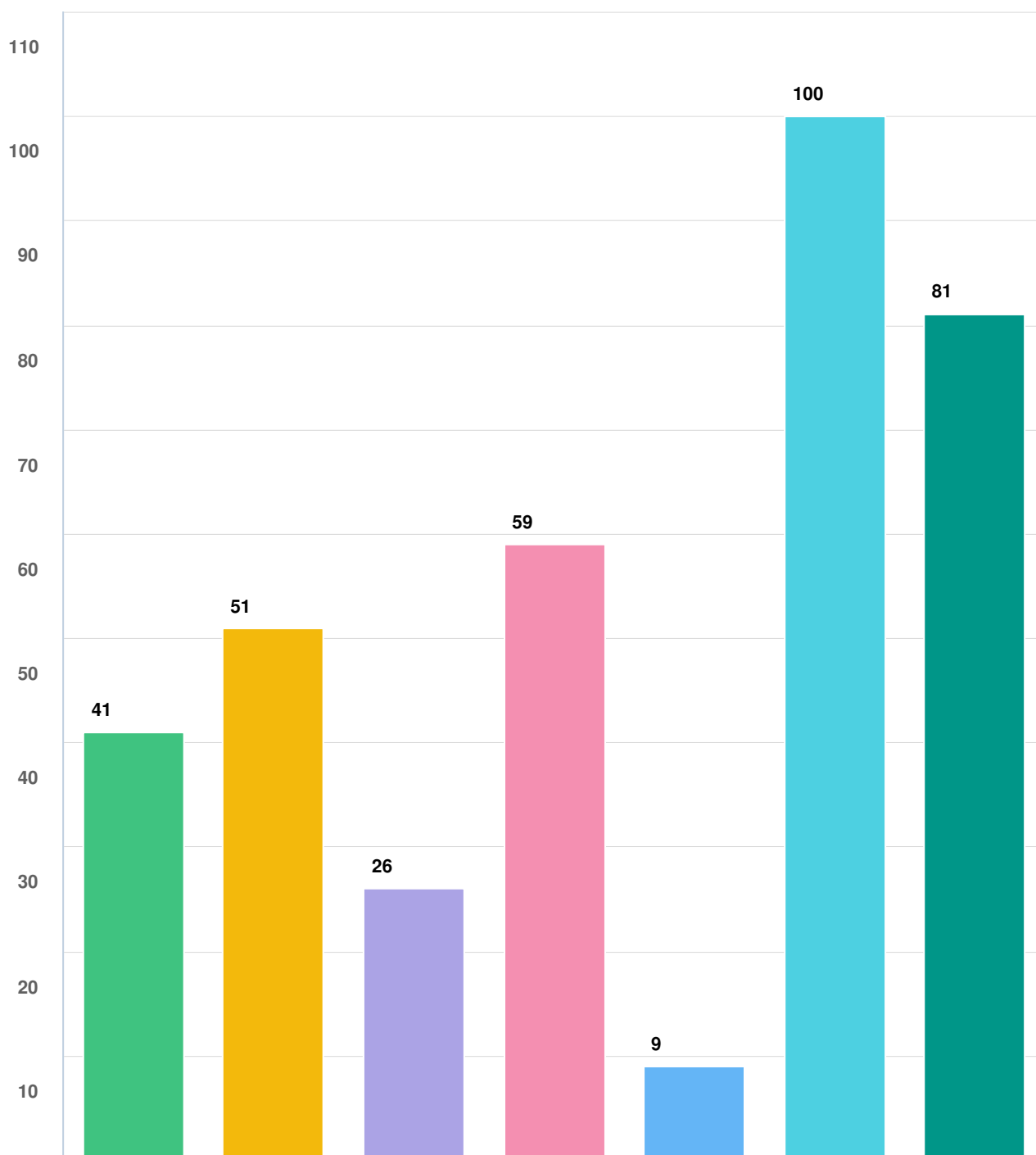
#### Question options

☐ Yes ☐ No

*Optional question (225 response(s), 10 skipped)*

*Question type: Radio Button Question*

**If no, which factors do you feel prevent you from using Burlington Transit? Please select all that apply.**



**Question options**

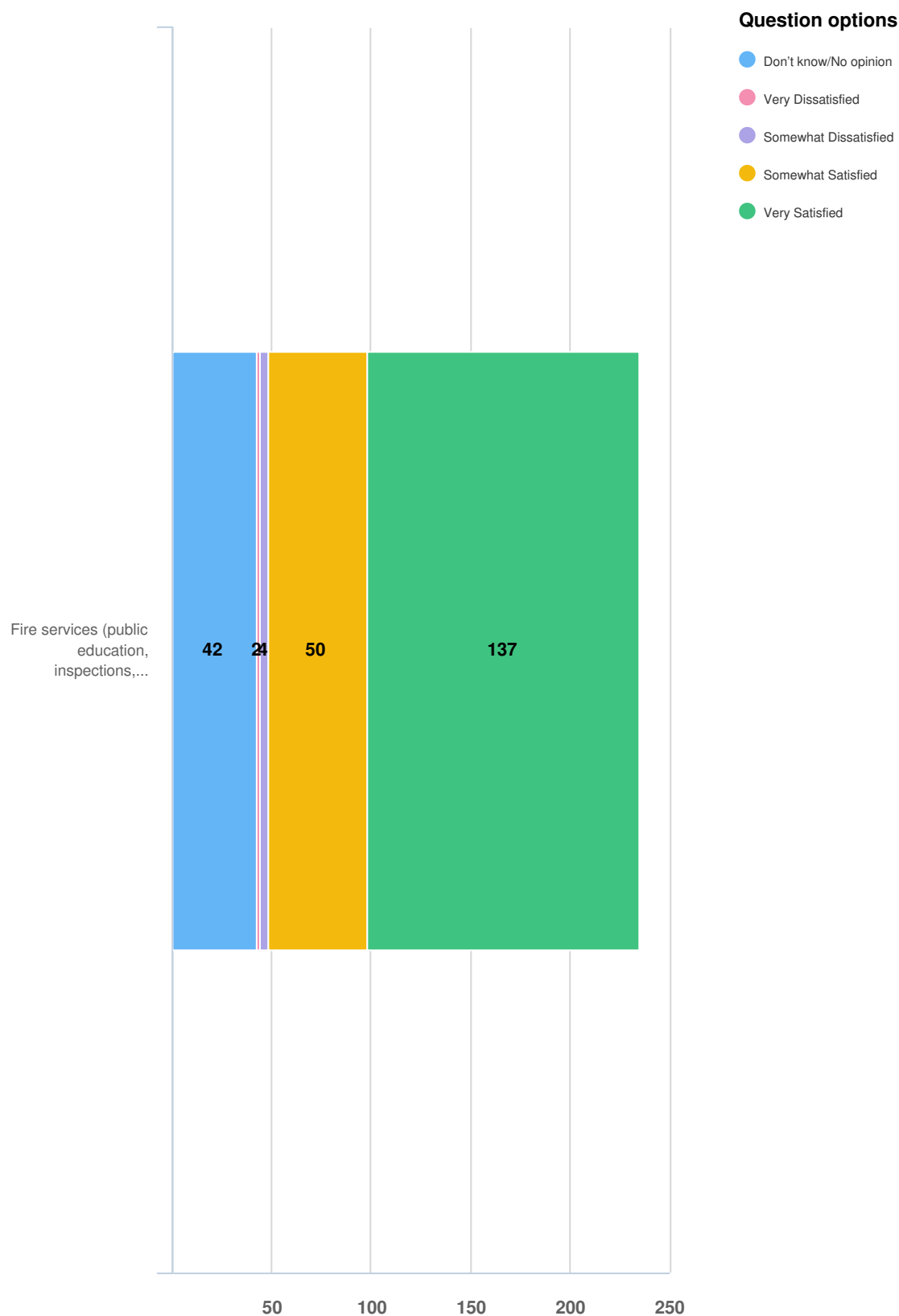
- Infrequent service
 ● No direct route to my destination(s)
 ● No bus stops close enough to my home/work
- Takes too long
 ● Too expensive
 ● Not convenient
 ● Other (please specify)

*Optional question (204 response(s), 31 skipped)*

*Question type: Checkbox Question*



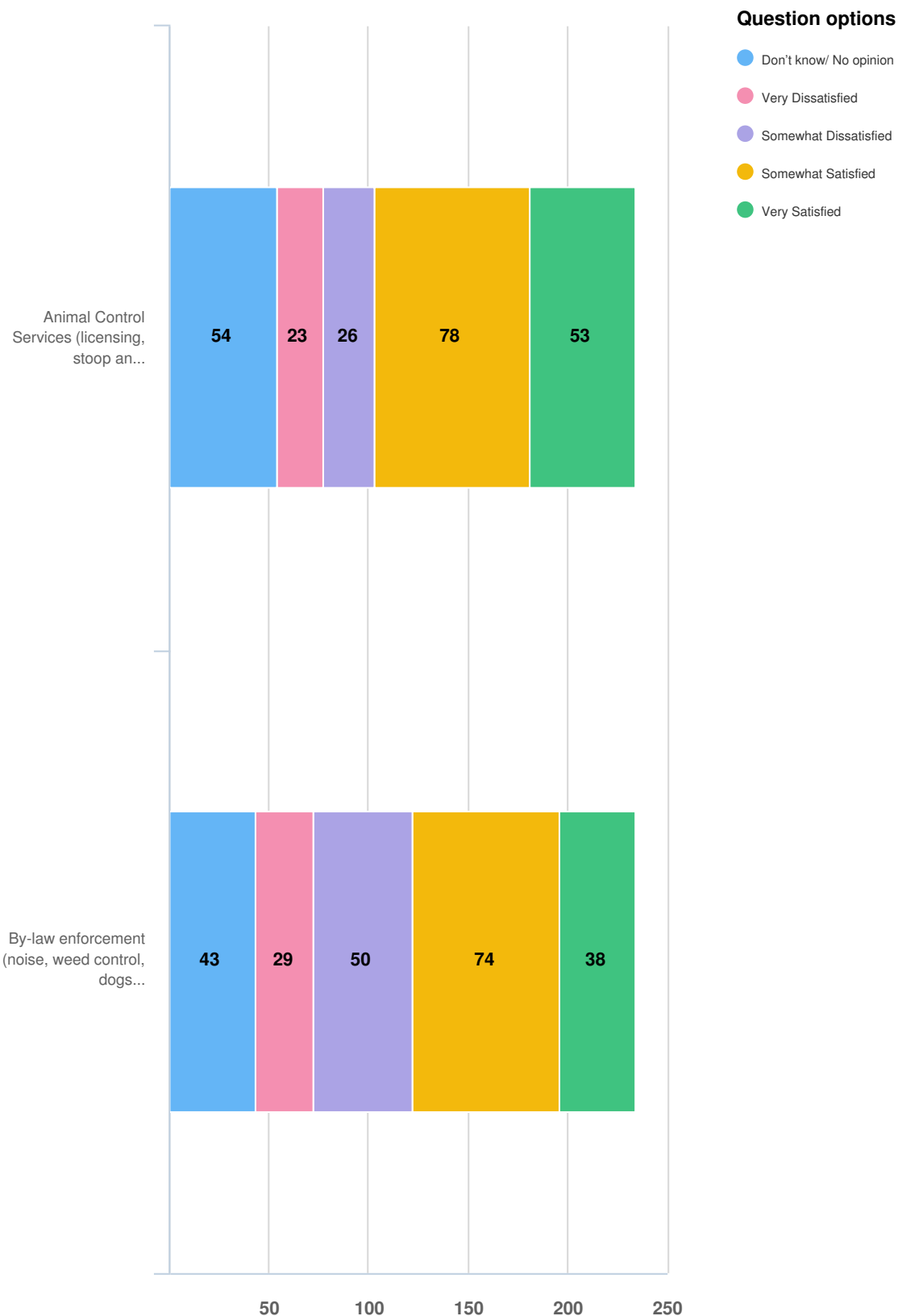
Please rate your level of satisfaction with the following service. This area is Public Safety.



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

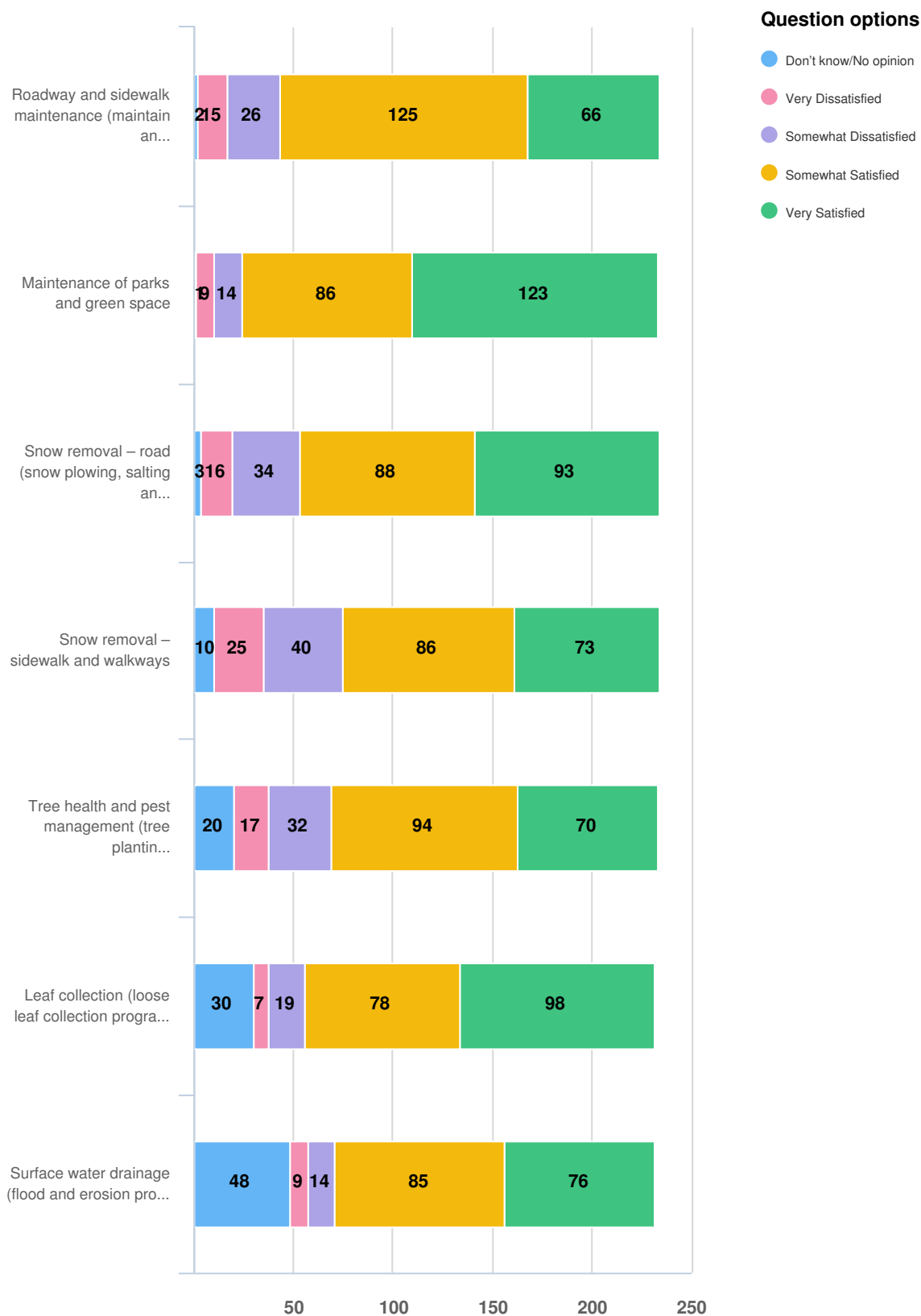
Please rate your level of satisfaction with the following service. This area is By-laws.



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

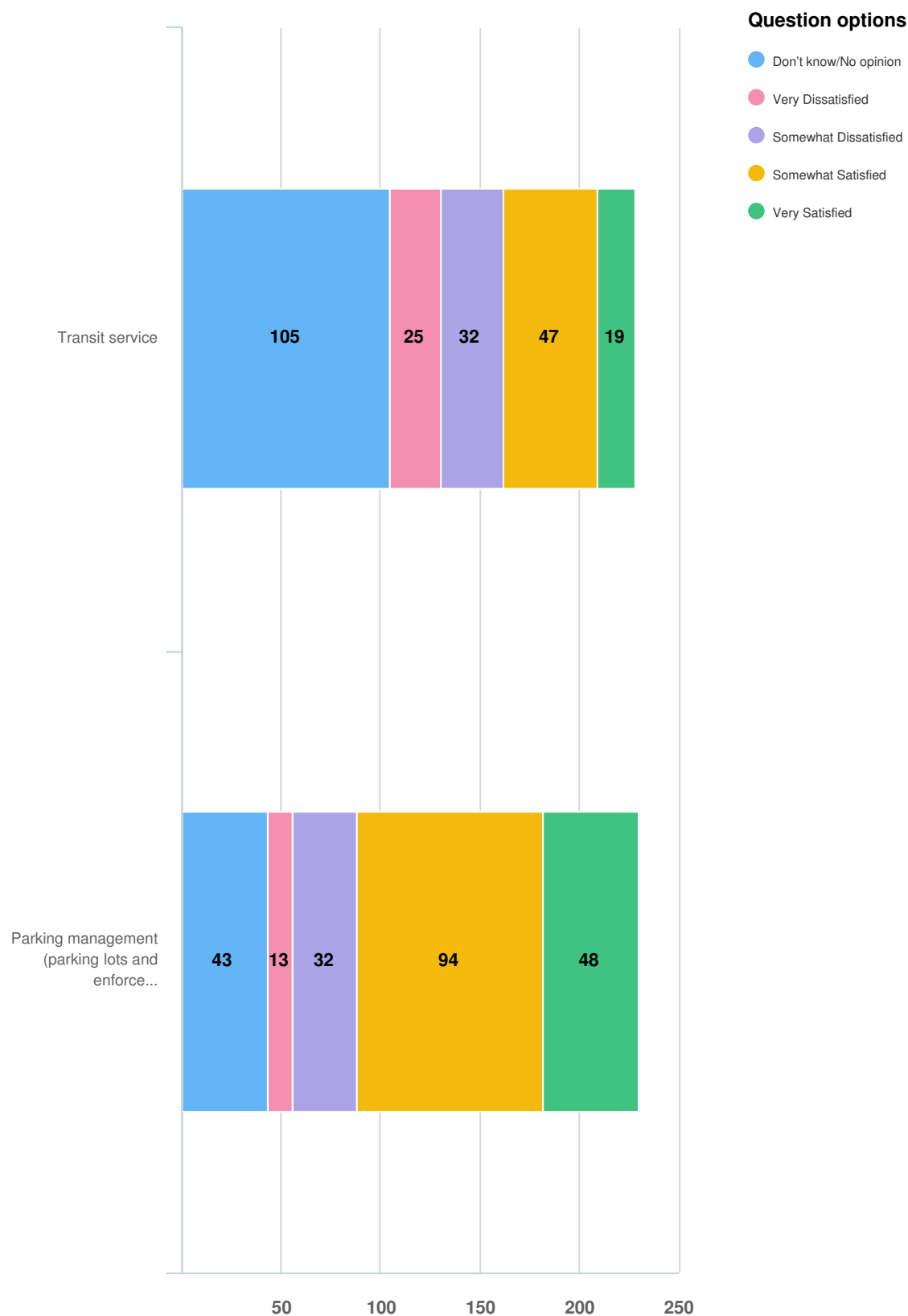
**Please rate your level of satisfaction with the following service. This area is Maintenance.**



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

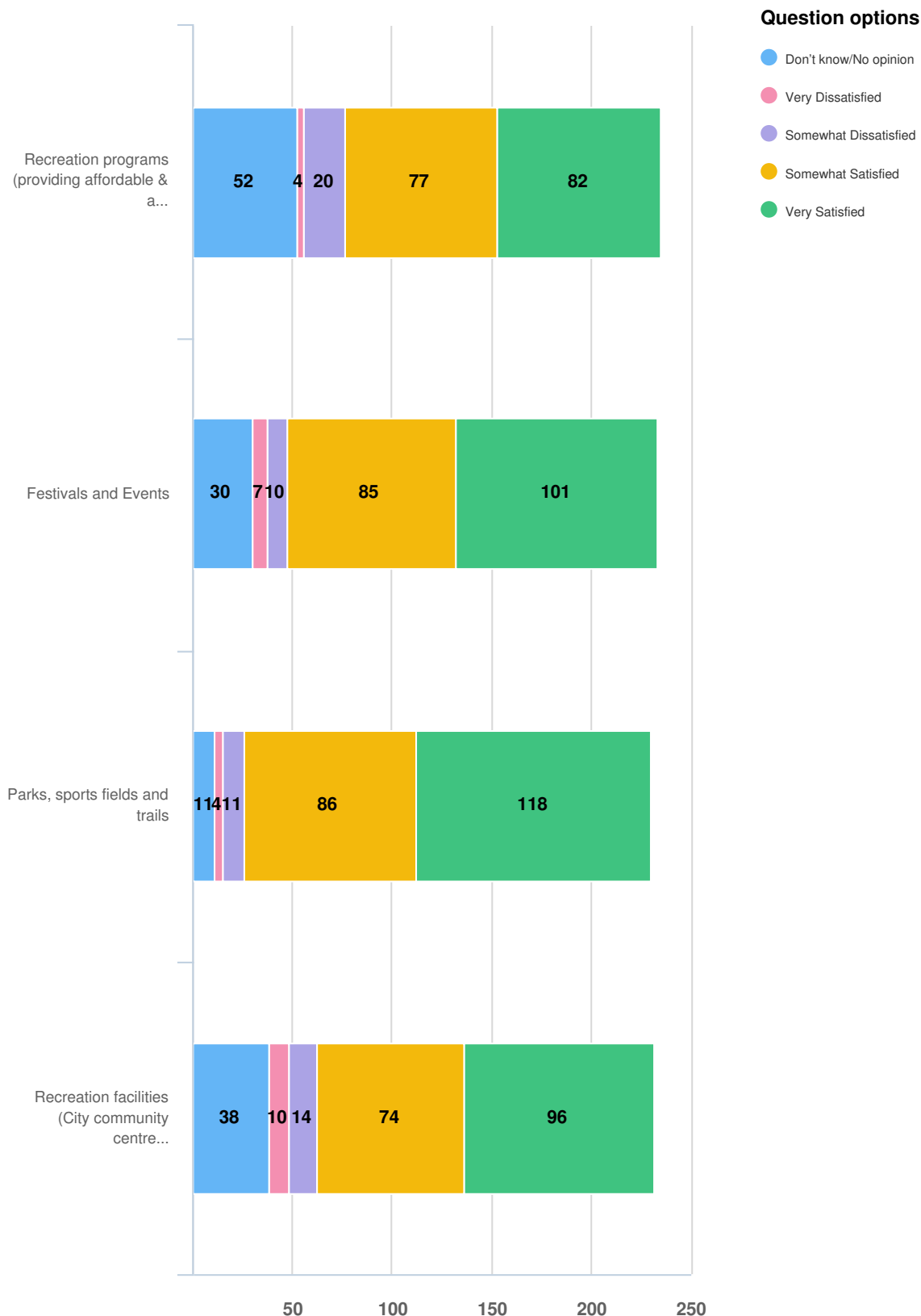
Please rate your level of satisfaction with the following service. This area is Roads and Transportation.



Optional question (233 response(s), 2 skipped)

Question type: Likert Question

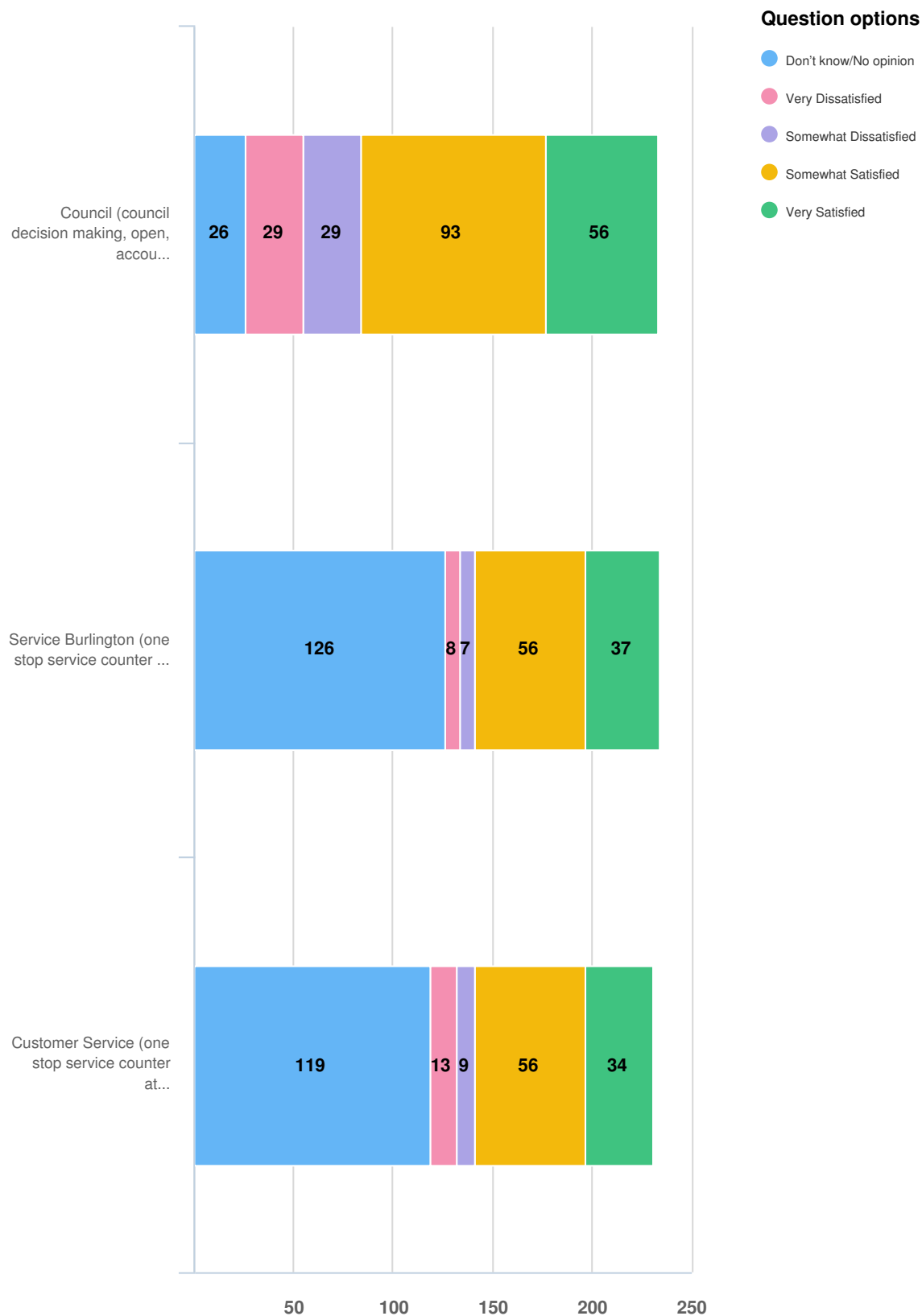
Please rate your level of satisfaction with the following service. This area is Leisure.



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

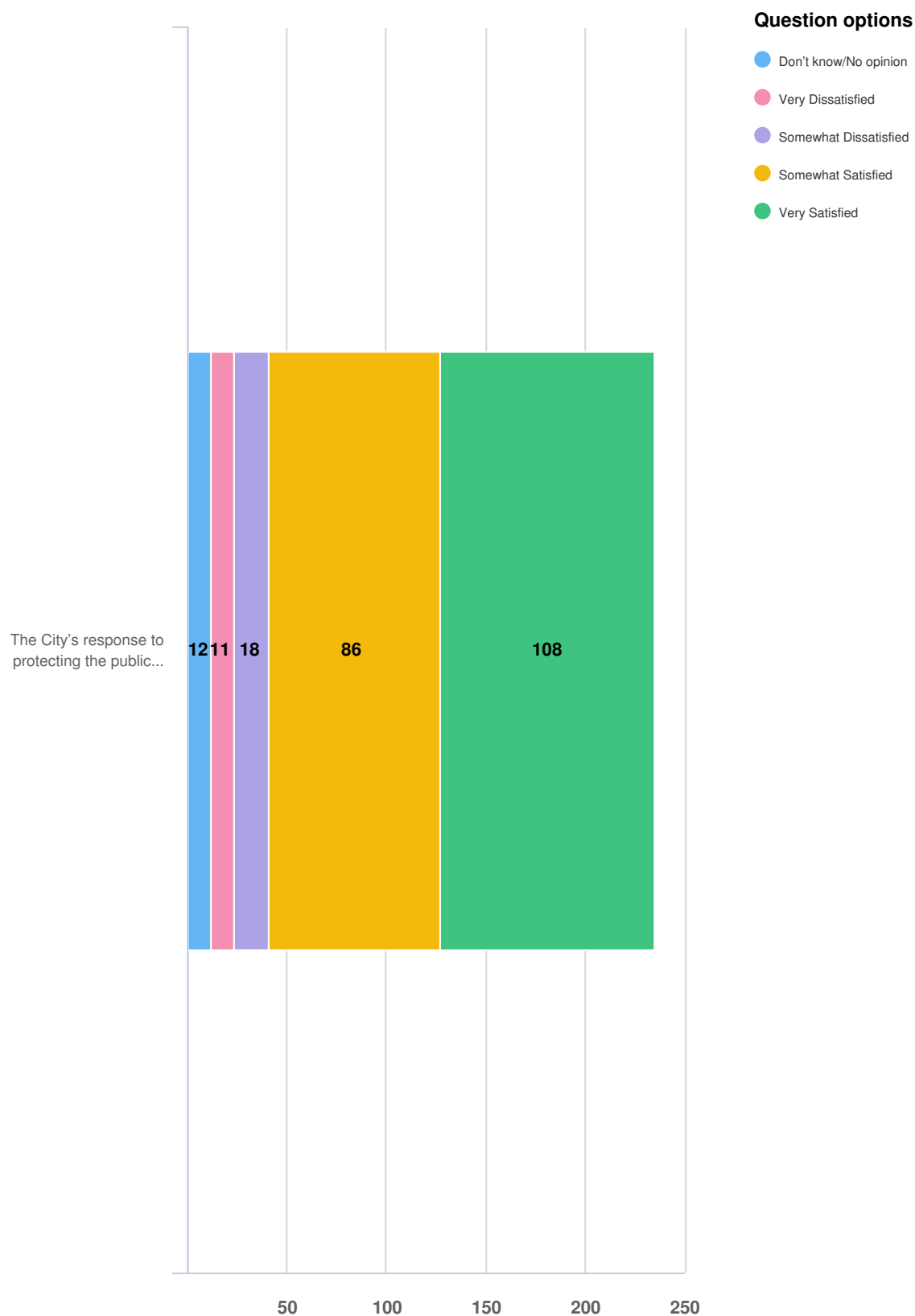
Please rate your level of satisfaction with the following service. This area is Customer Relations.



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

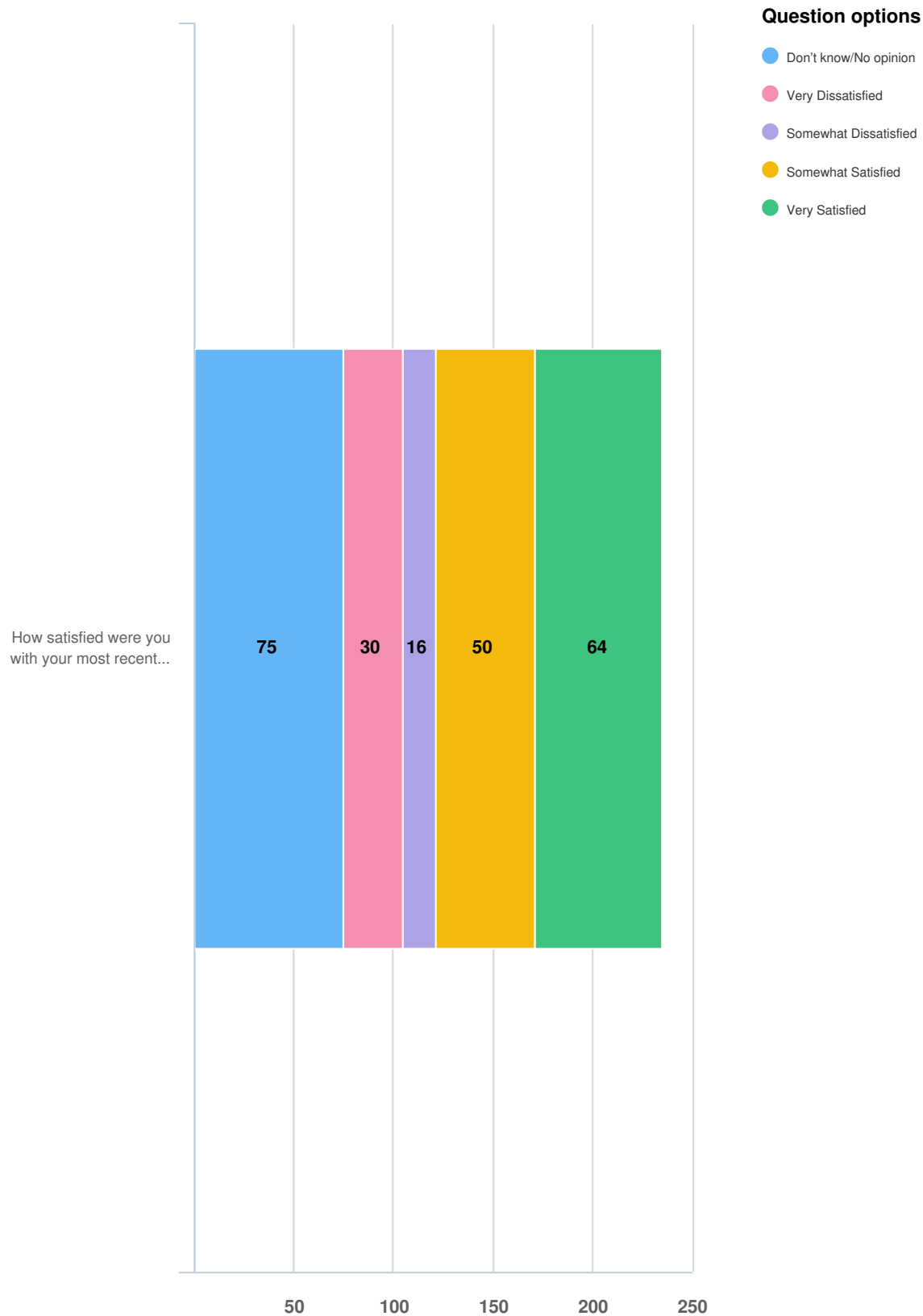
Please rate your level of satisfaction with the following service. This area is COVID Response.



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

This next question deals with your most recent experience/interaction with the City.

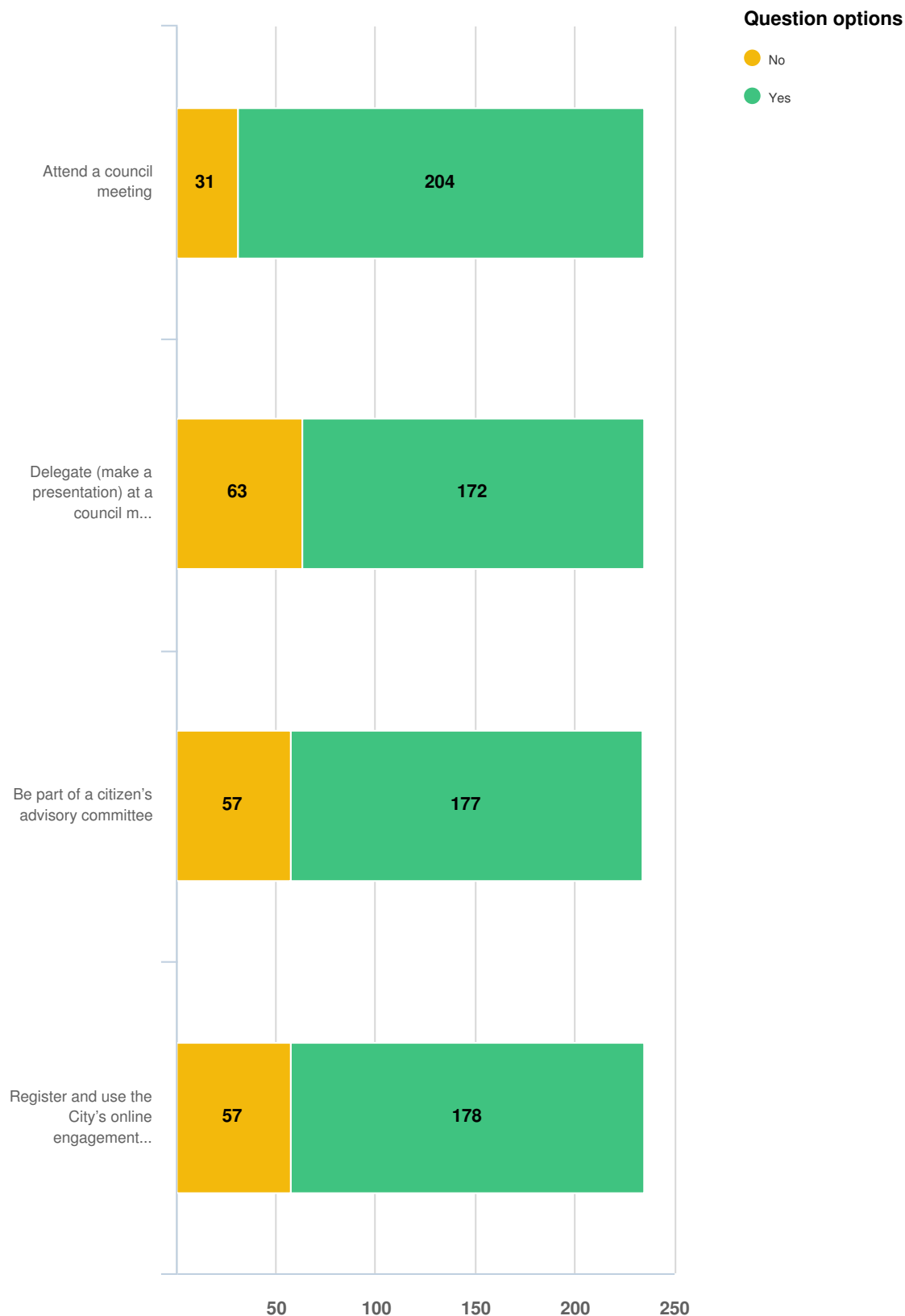


Optional question (235 response(s), 0 skipped)

Question type: Likert Question



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



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

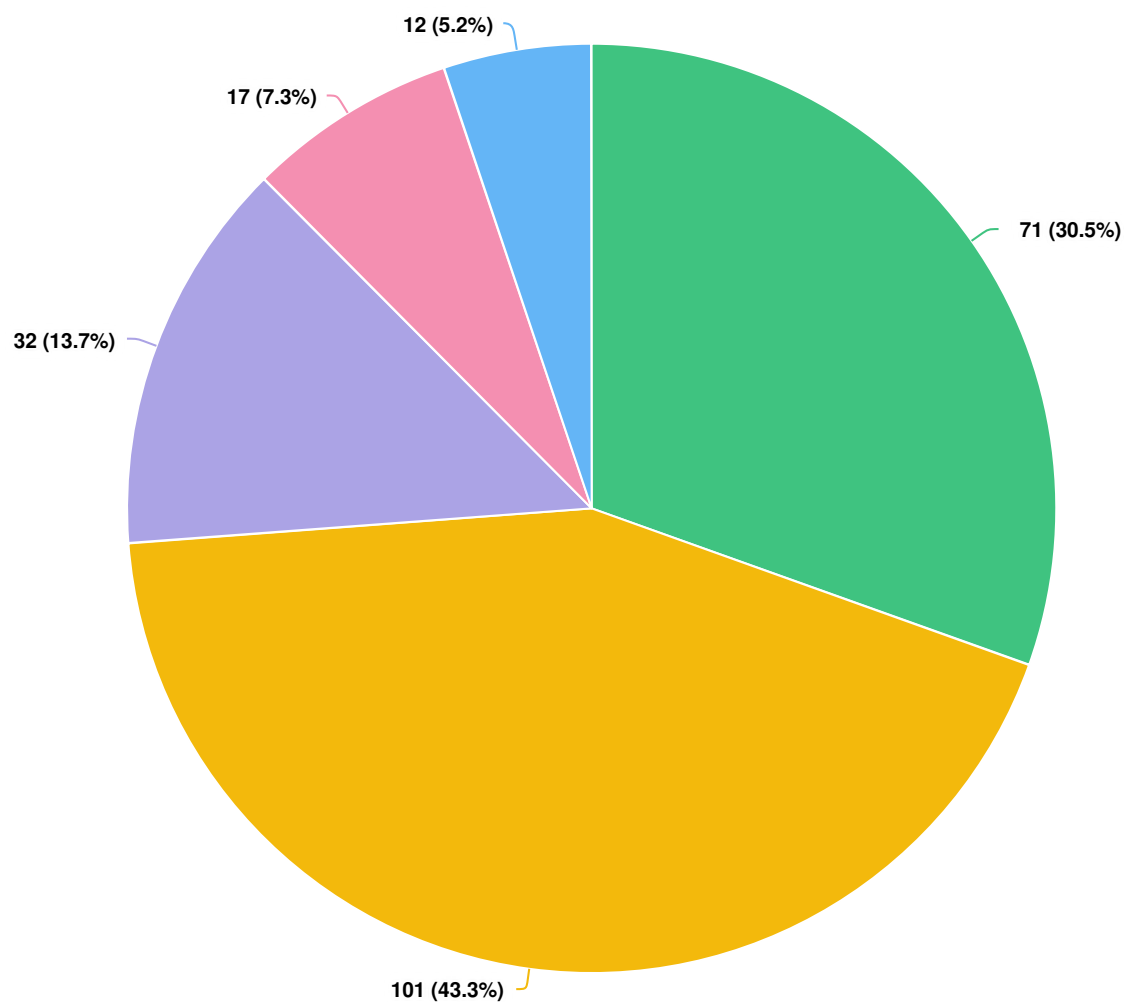
Please indicate your level of agreement with the following statements:



Optional question (235 response(s), 0 skipped)

Question type: Likert Question

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



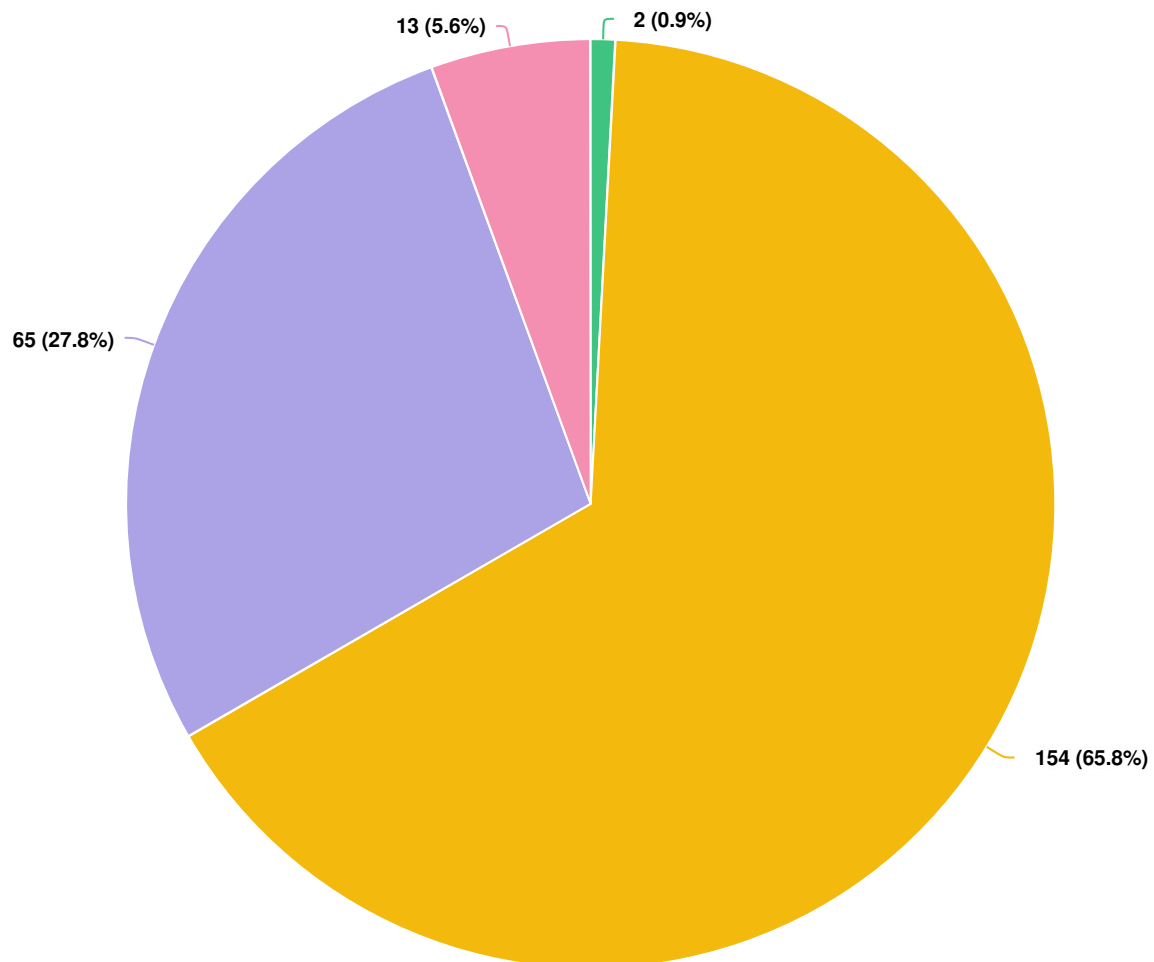
**Question options**

☐ Don't know/no opinion    ☐ Very dissatisfied    ☐ Somewhat dissatisfied    ☐ Somewhat satisfied    ☐ Very satisfied

*Optional question (233 response(s), 2 skipped)*

*Question type: Radio Button Question*

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



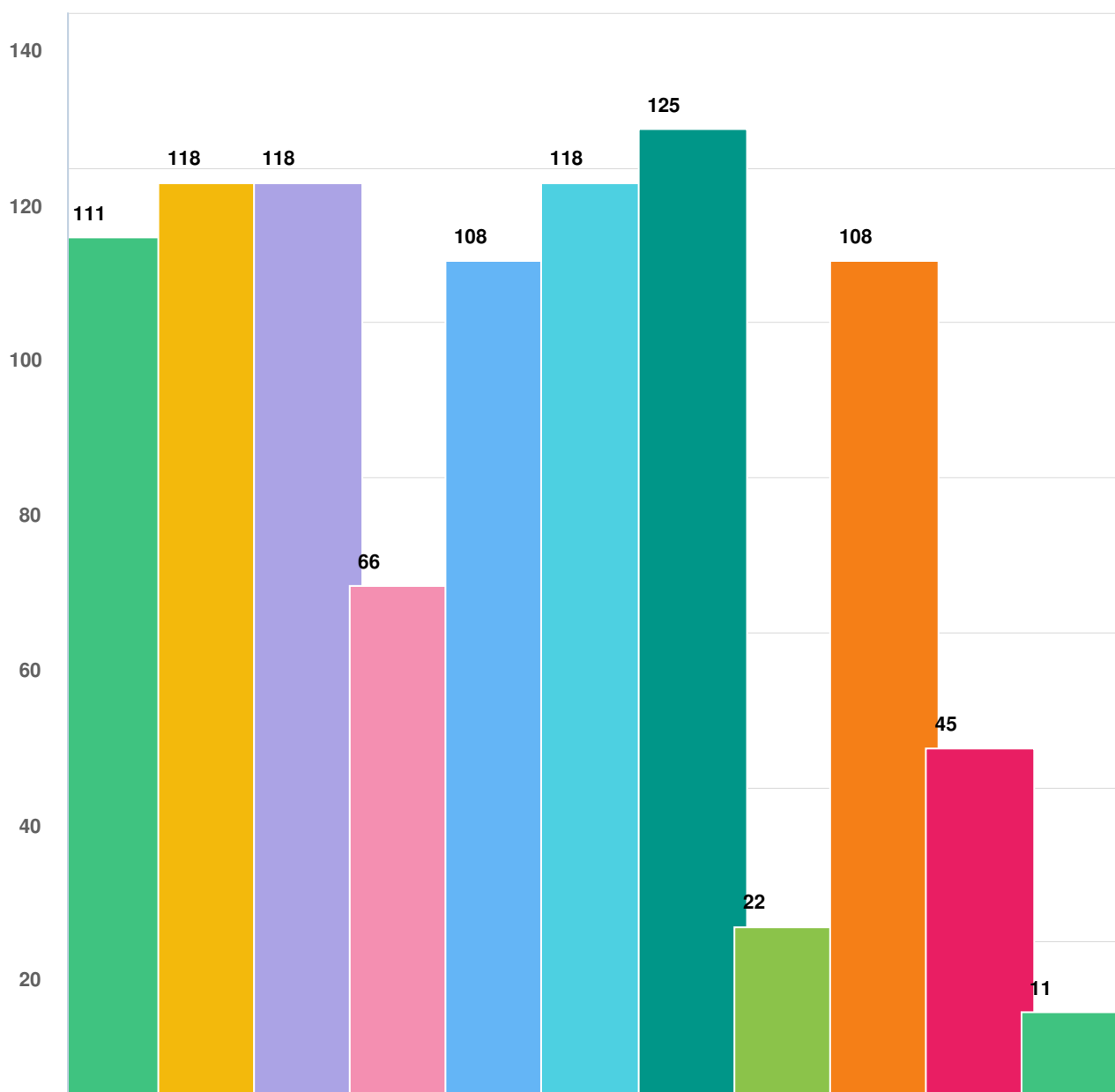
**Question options**

☐ Don't know/no opinion    ☐ Not enough    ☐ Just enough    ☐ Too much

*Optional question (234 response(s), 1 skipped)*

*Question type: Radio Button Question*

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



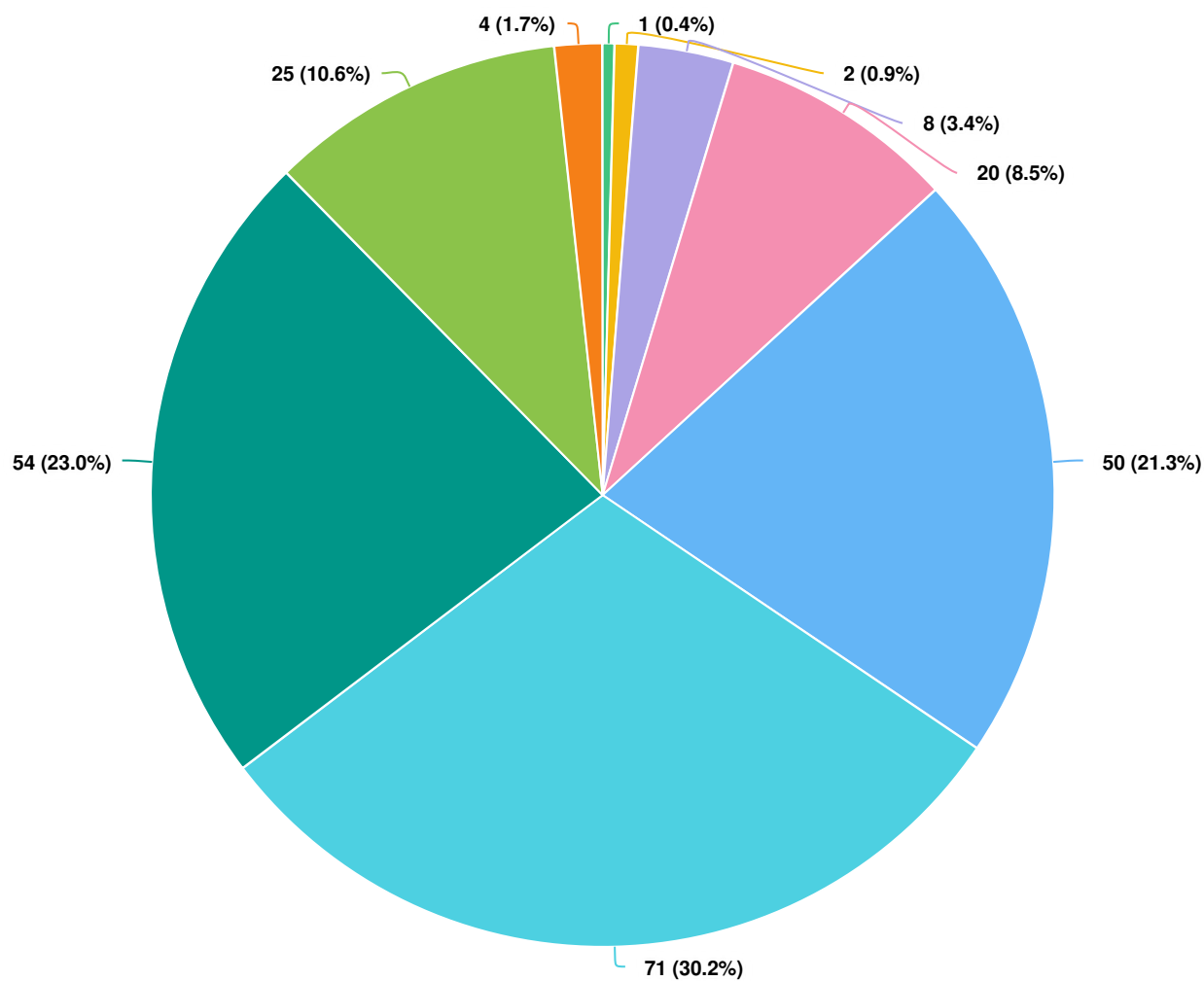
#### Question options

- Other (please specify)
- 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 (235 response(s), 0 skipped)

Question type: Checkbox Question

Please indicate your age range:



Question options

I'd rather not answer   75-84 years   65-74 years   55-64 years   45-54 years   35-44 years  
25-34 years   18-24 years   Under 18 years

Mandatory Question (235 response(s))

Question type: Radio Button Question