

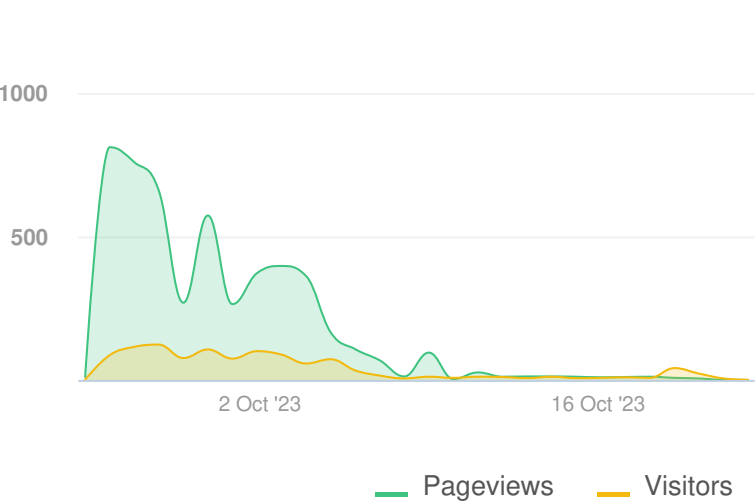
Project Report

24 September 2023 - 21 October 2023

Get Involved Burlington 2023 Community Survey



Visitors Summary

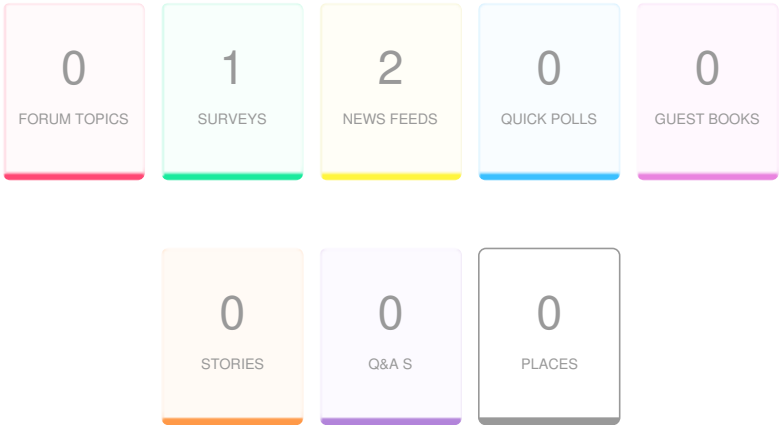


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.1 k	123	
NEW REGISTRATIONS		
8		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
572	702	1.2 k

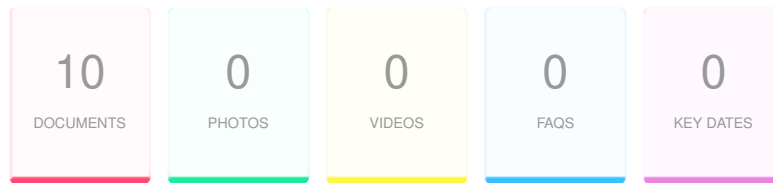
Aware Participants	1,169	Engaged Participants	572		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,169	Contributed on Forums	0	0	0
Informed Participants	702	Participated in Surveys	7	1	564
Informed Actions Performed	Participants	Contributed to Newsfeeds	0	0	0
Viewed a video	0	Participated in Quick Polls	0	0	0
Viewed a photo	0	Posted on Guestbooks	0	0	0
Downloaded a document	6	Contributed to Stories	0	0	0
Visited the Key Dates page	0	Asked Questions	0	0	0
Visited an FAQ list Page	0	Placed Pins on Places	0	0	0
Visited Instagram Page	0	Contributed to Ideas	0	0	0
Visited Multiple Project Pages	100				
Contributed to a tool (engaged)	572				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Newsfeed	Online Survey is Open Starting September 25	Published	18	0	0	0
Newsfeed	Results will be shared February 2024	Published	0	0	0	0
Survey Tool	2023 Community Survey	Draft	677	7	1	564

INFORMATION WIDGET SUMMARY



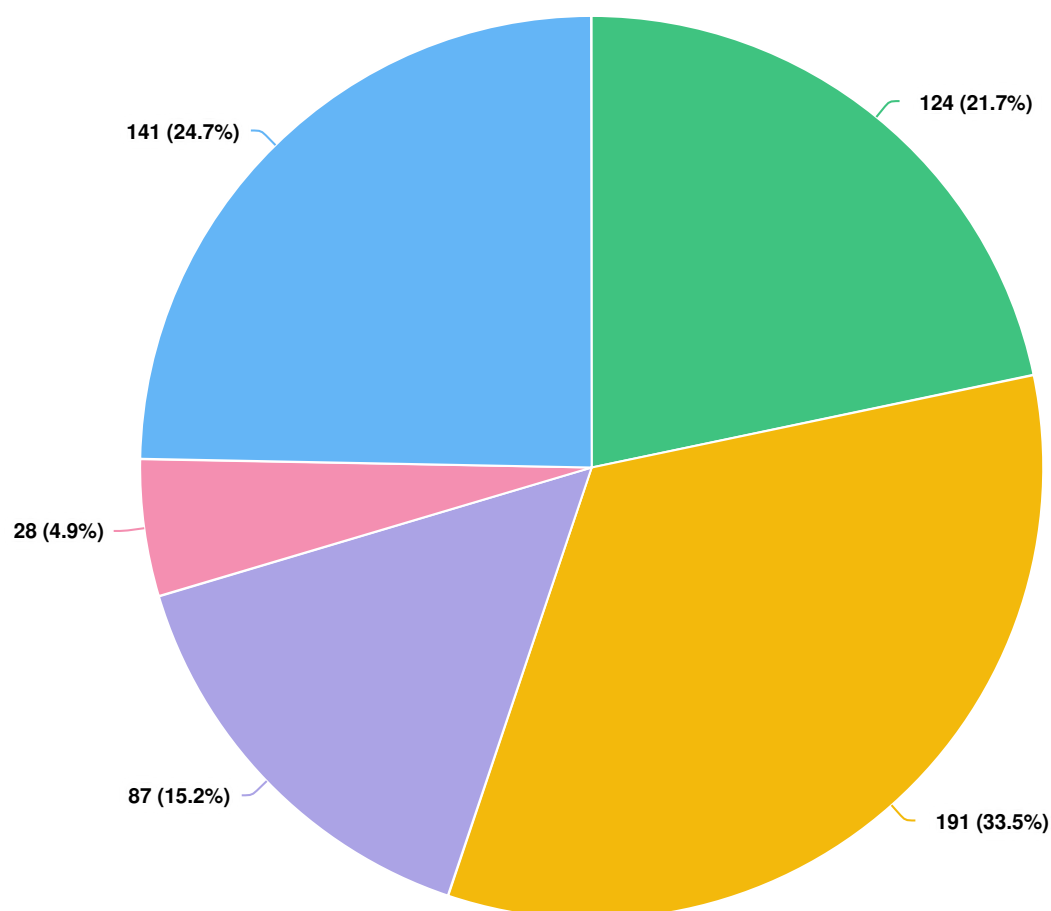
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	CC-01-22 2021 Community Survey Results.pdf	4	4
Document	FINAL Results Dec 1 2021.pdf	3	3
Document	Burlington Community Survey Final Presentation 01-12-2021.pdf	1	1
Document	2008 Quality of City Services Survey.pdf	0	0
Document	2006 Quality of City Services Survey.pdf	0	0
Document	2015 Survey Results	0	0
Document	2011 Quality of City Services Survey	0	0
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

2023 Community Survey

Visitors	677	Contributors	572	CONTRIBUTIONS	572
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How would you rate Burlington as a place to live?



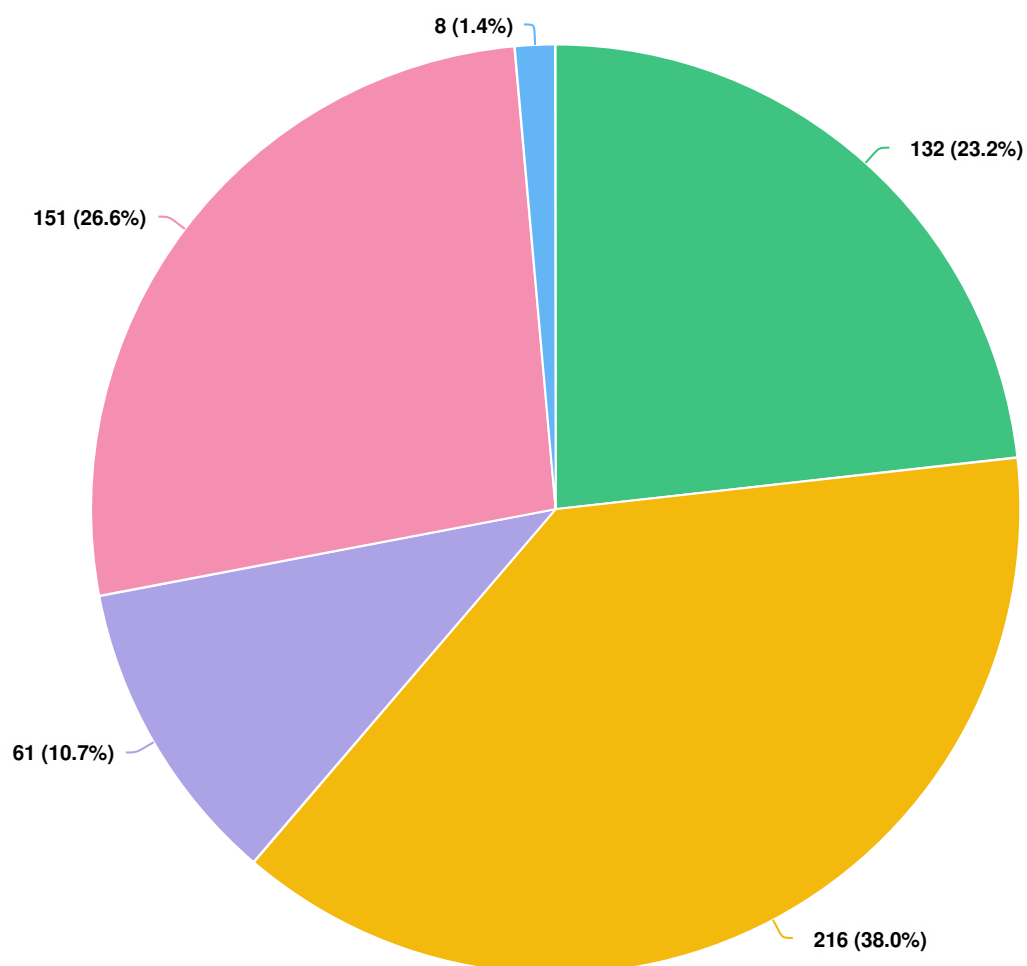
Question options

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

Optional question (571 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?



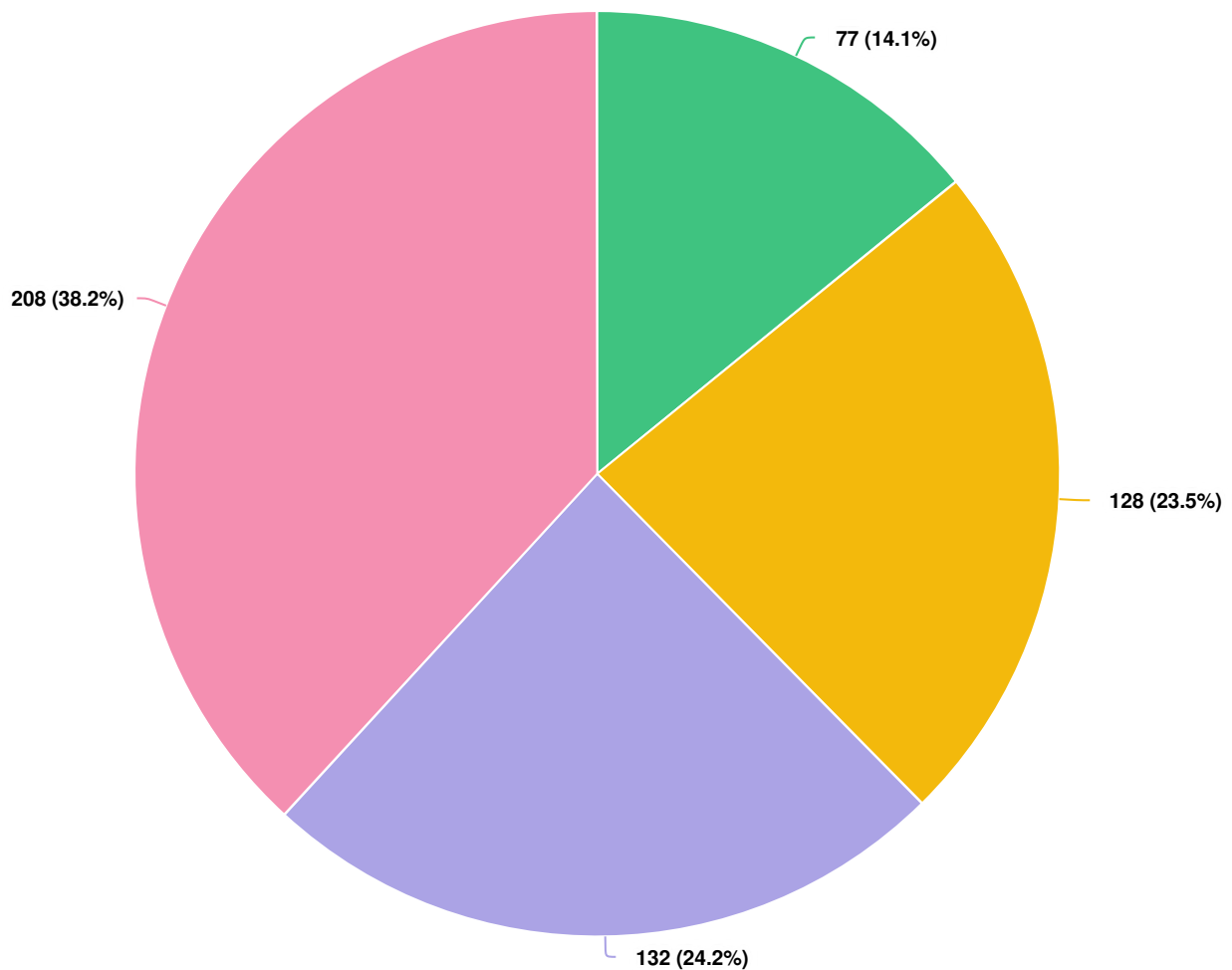
Question options

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

Optional question (568 response(s), 4 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...



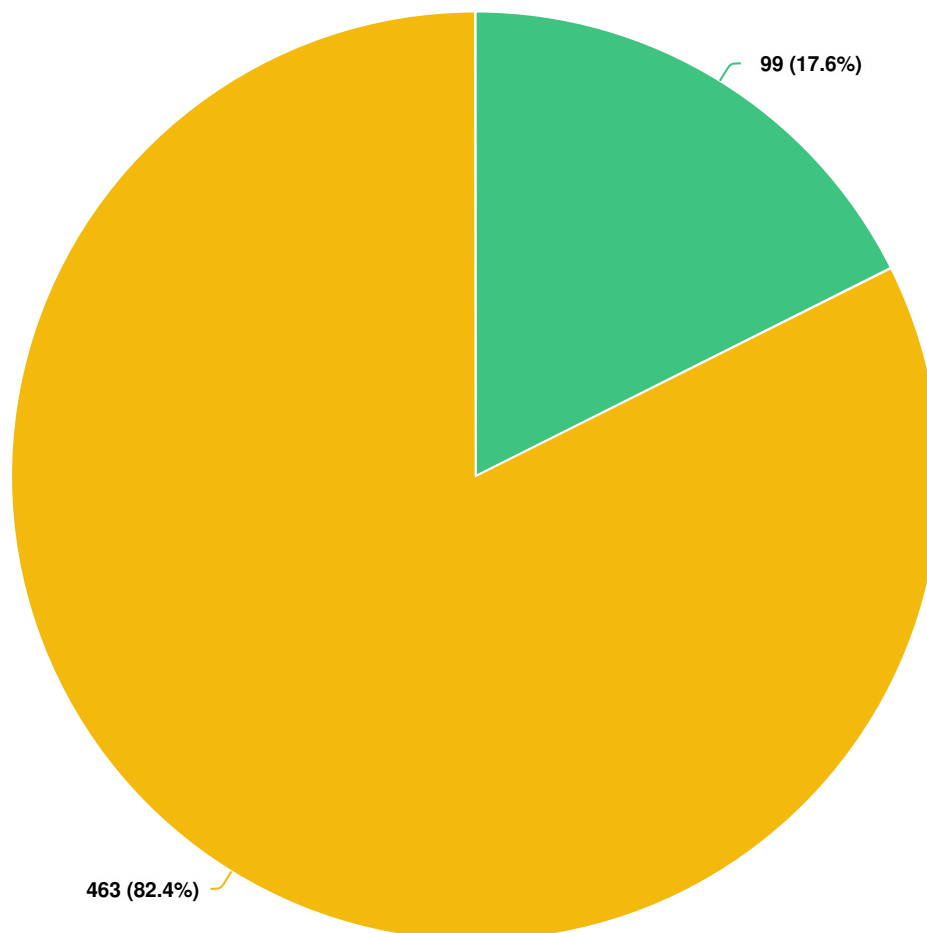
Question options

- ☐ 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 (545 response(s), 27 skipped)

Question type: Radio Button Question

Have you used Burlington Transit in the past 6 months?



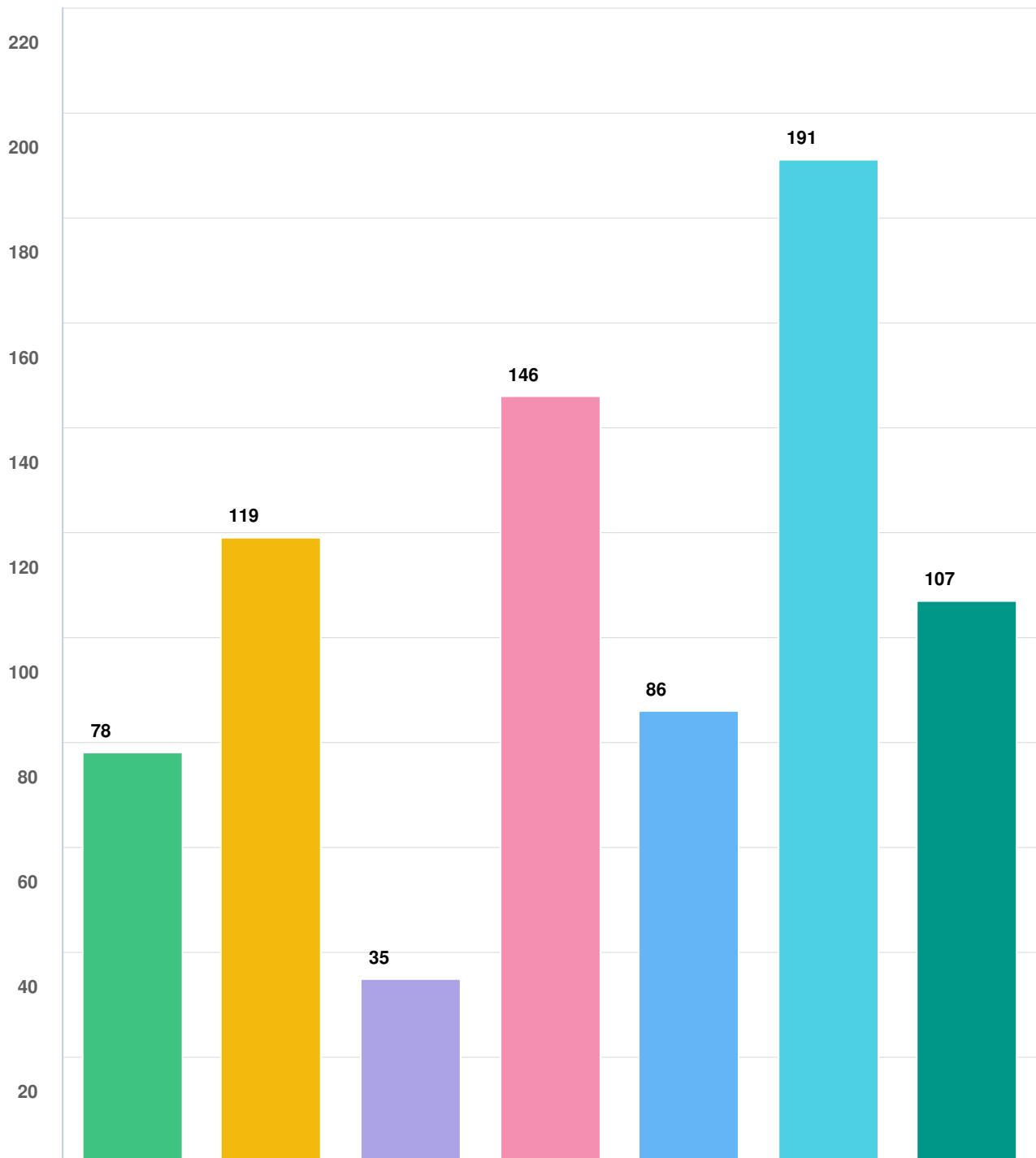
Question options

☐ Yes ☐ No

Optional question (562 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.



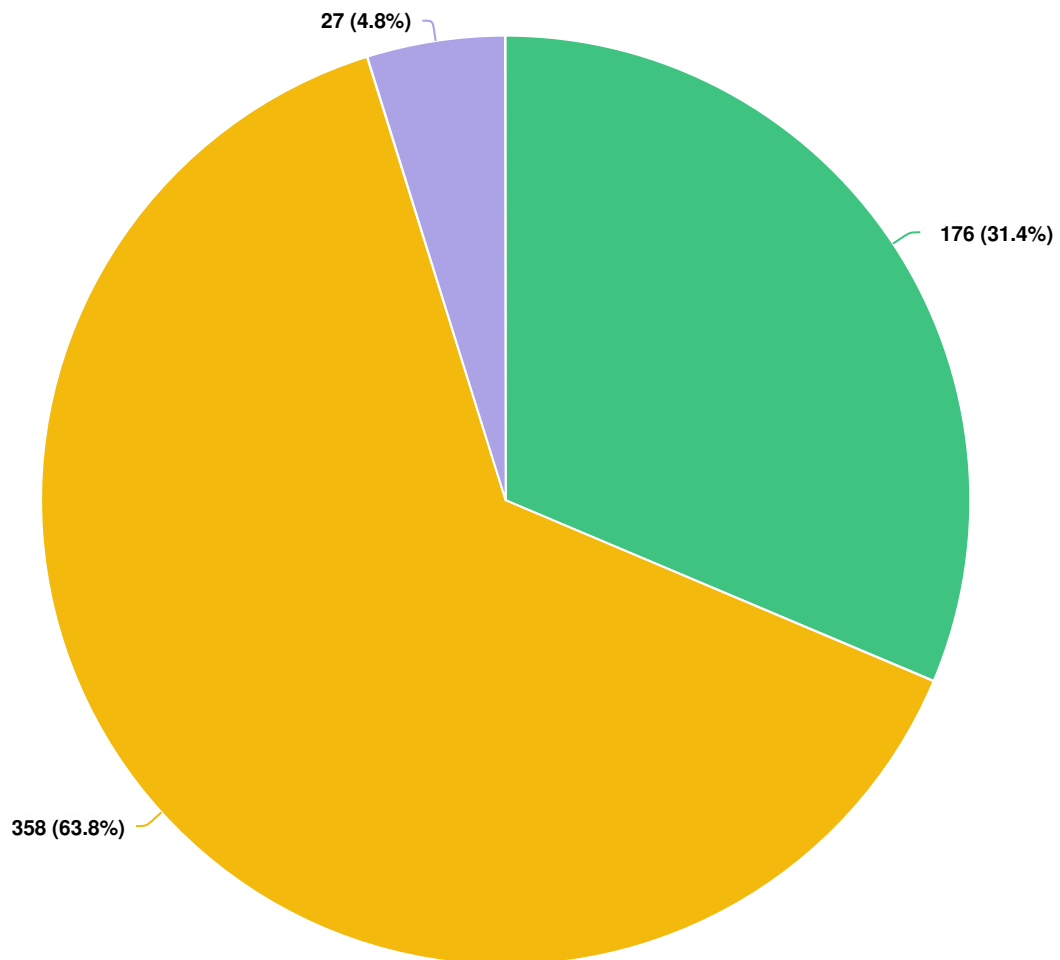
Question options

- 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 (457 response(s), 115 skipped)

Question type: Checkbox Question

How connected do you feel to your neighbourhood community?



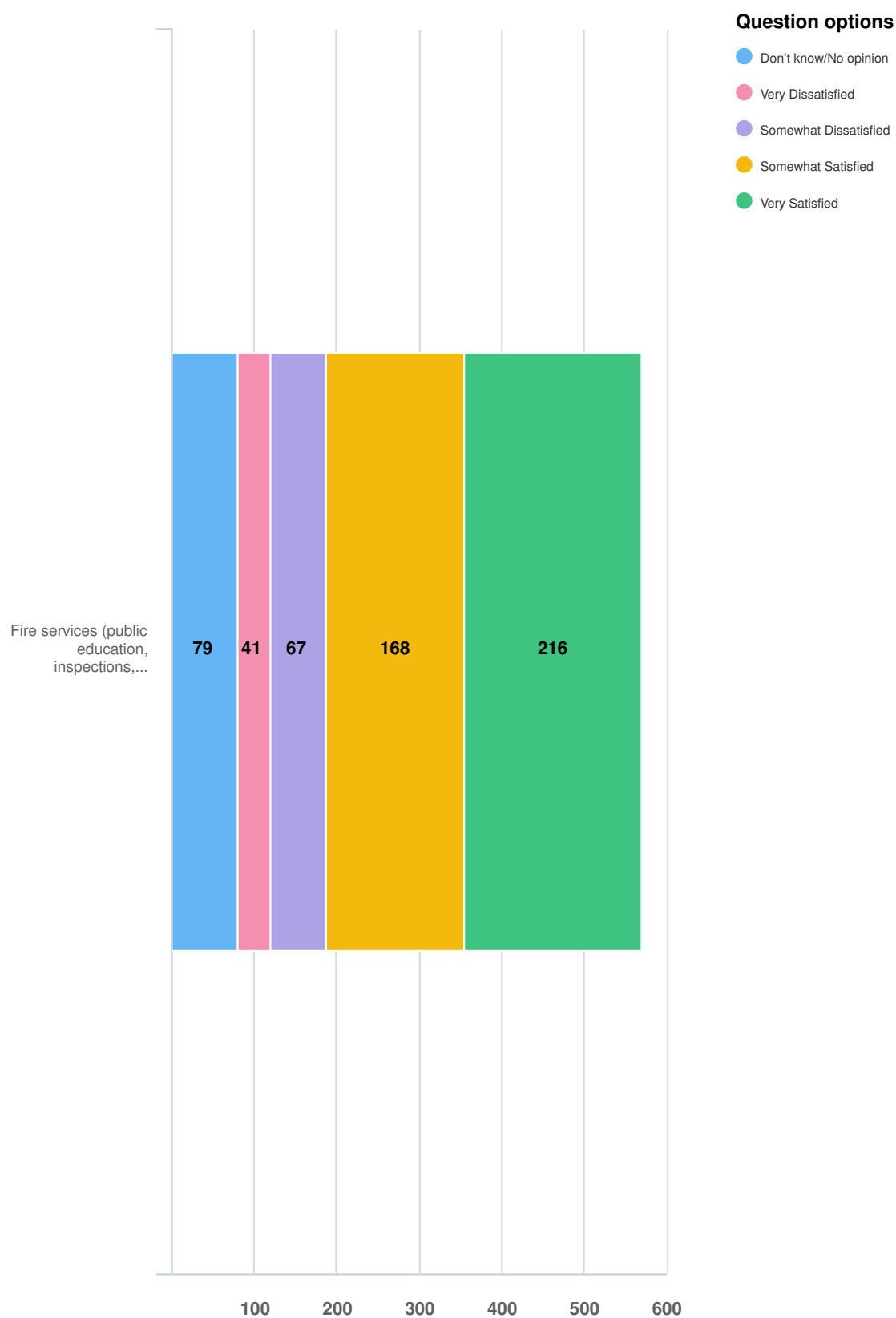
Question options

- ☒ Very Connected- I talk to my neighbours all the time, we do things together
- ☒ Somewhat connected- I wave to my neighbours , I know a few
- ☐ Not very connected- I don't know my neighbours at all

Optional question (561 response(s), 11 skipped)

Question type: Radio Button Question

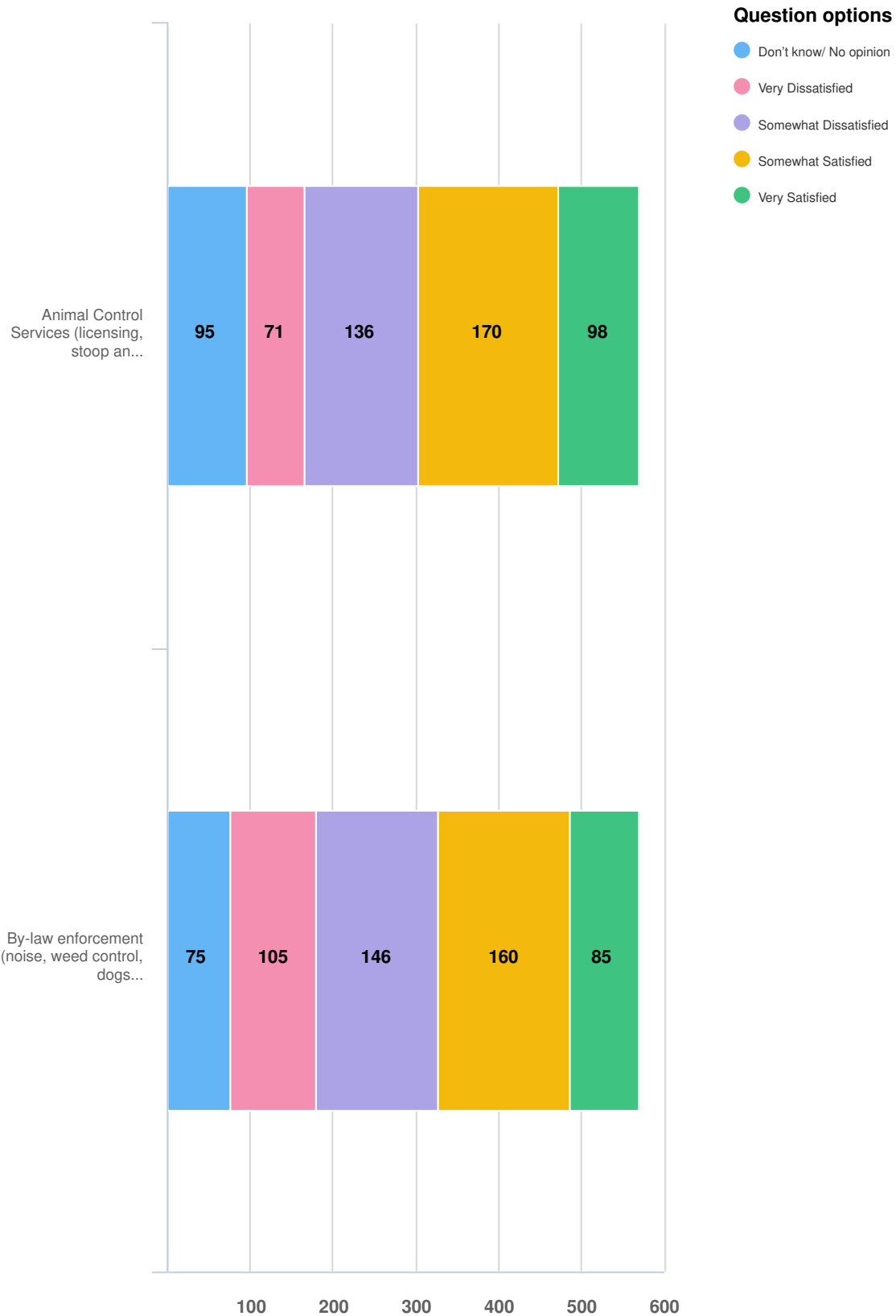
Please rate your level of satisfaction with the following service. This area is Public Safety.



Optional question (571 response(s), 1 skipped)

Question type: Likert Question

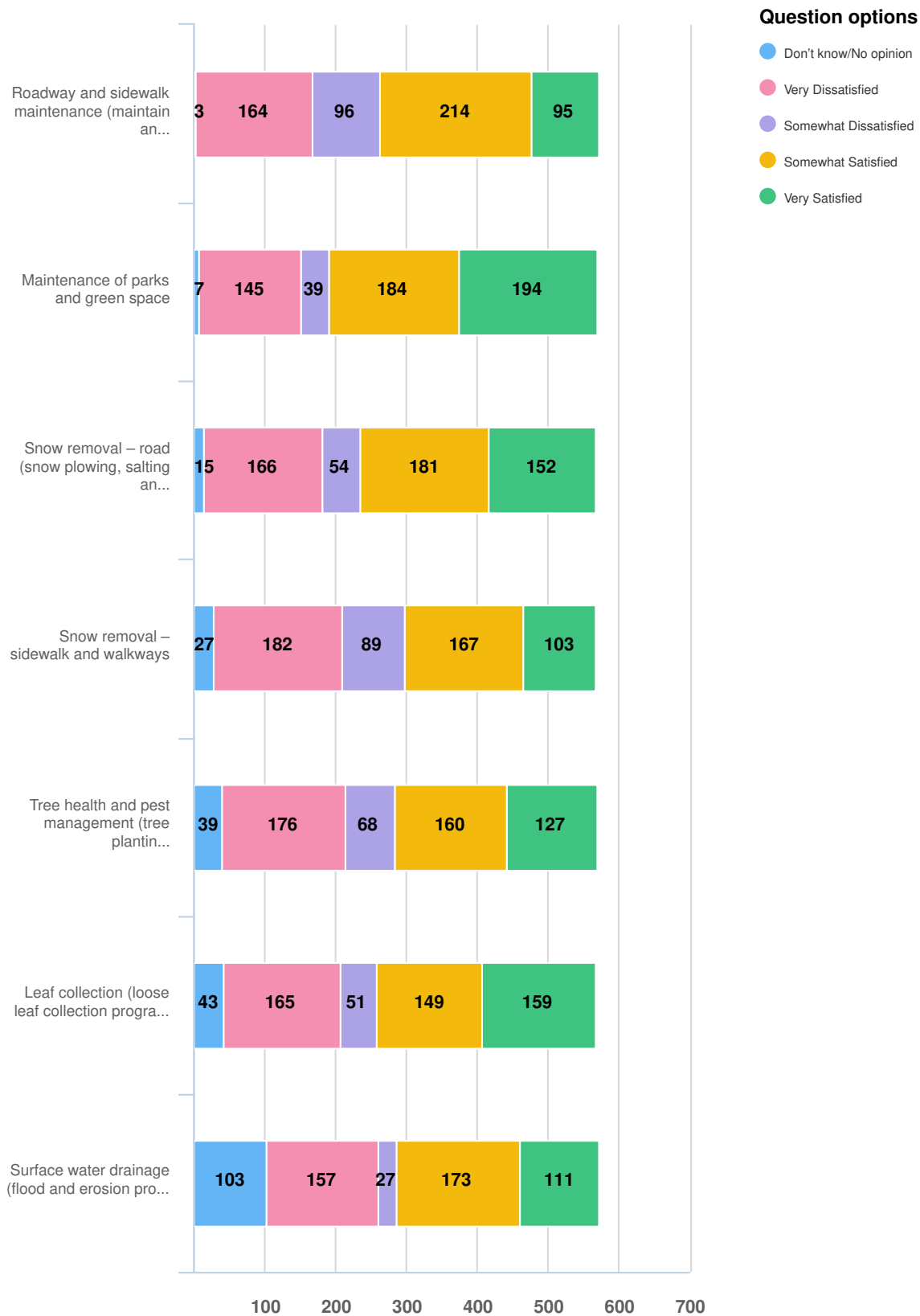
Please rate your level of satisfaction with the following service. This area is By-laws.



Optional question (571 response(s), 1 skipped)

Question type: Likert Question

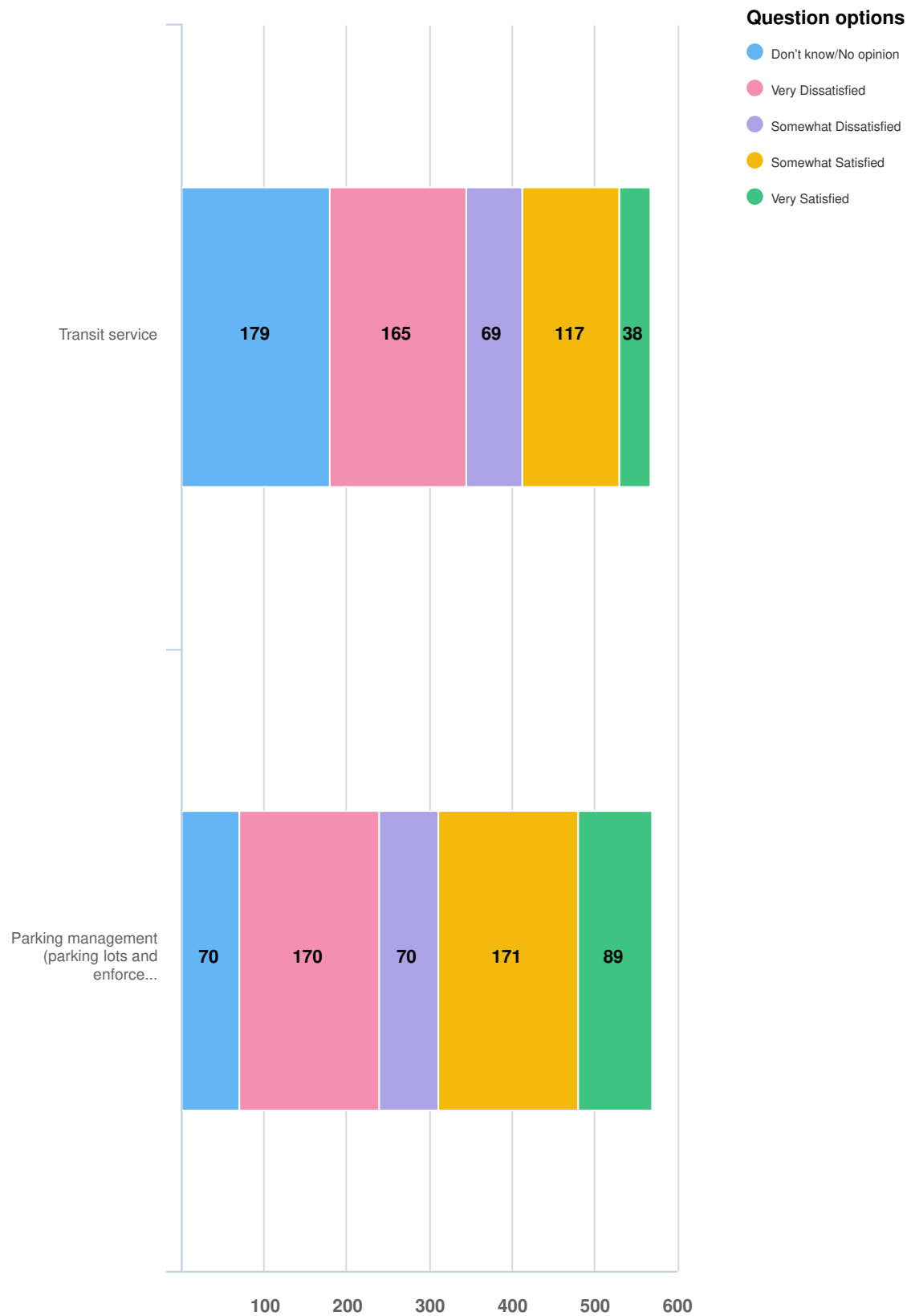
Please rate your level of satisfaction with the following service. This area is Maintenance.



Optional question (572 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 (572 response(s), 0 skipped)

Question type: Likert Question

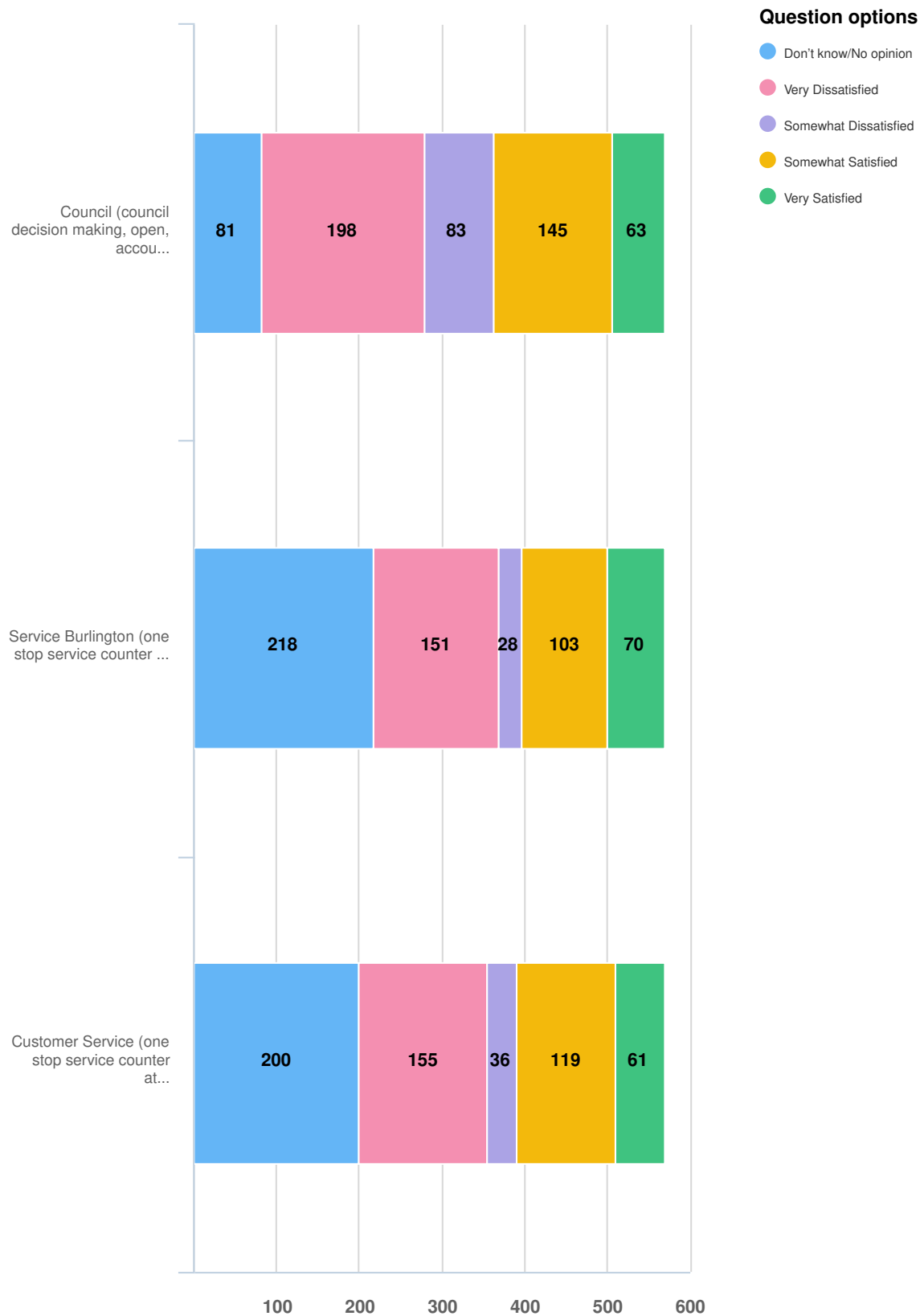
Please rate your level of satisfaction with the following service. This area is Leisure.



Optional question (572 response(s), 0 skipped)

Question type: Likert Question

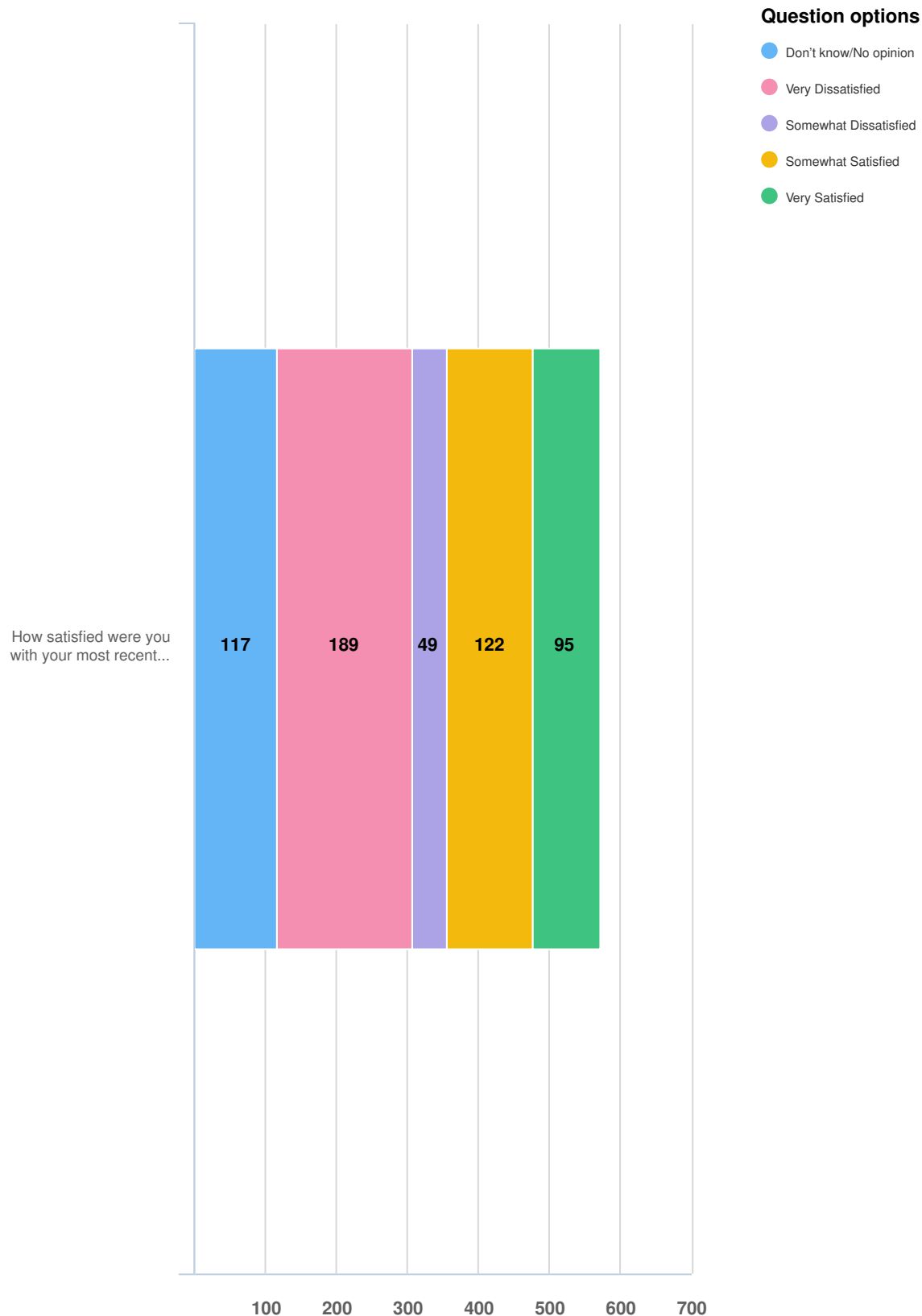
Please rate your level of satisfaction with the following service. This area is Customer Relations.



Optional question (572 response(s), 0 skipped)

Question type: Likert Question

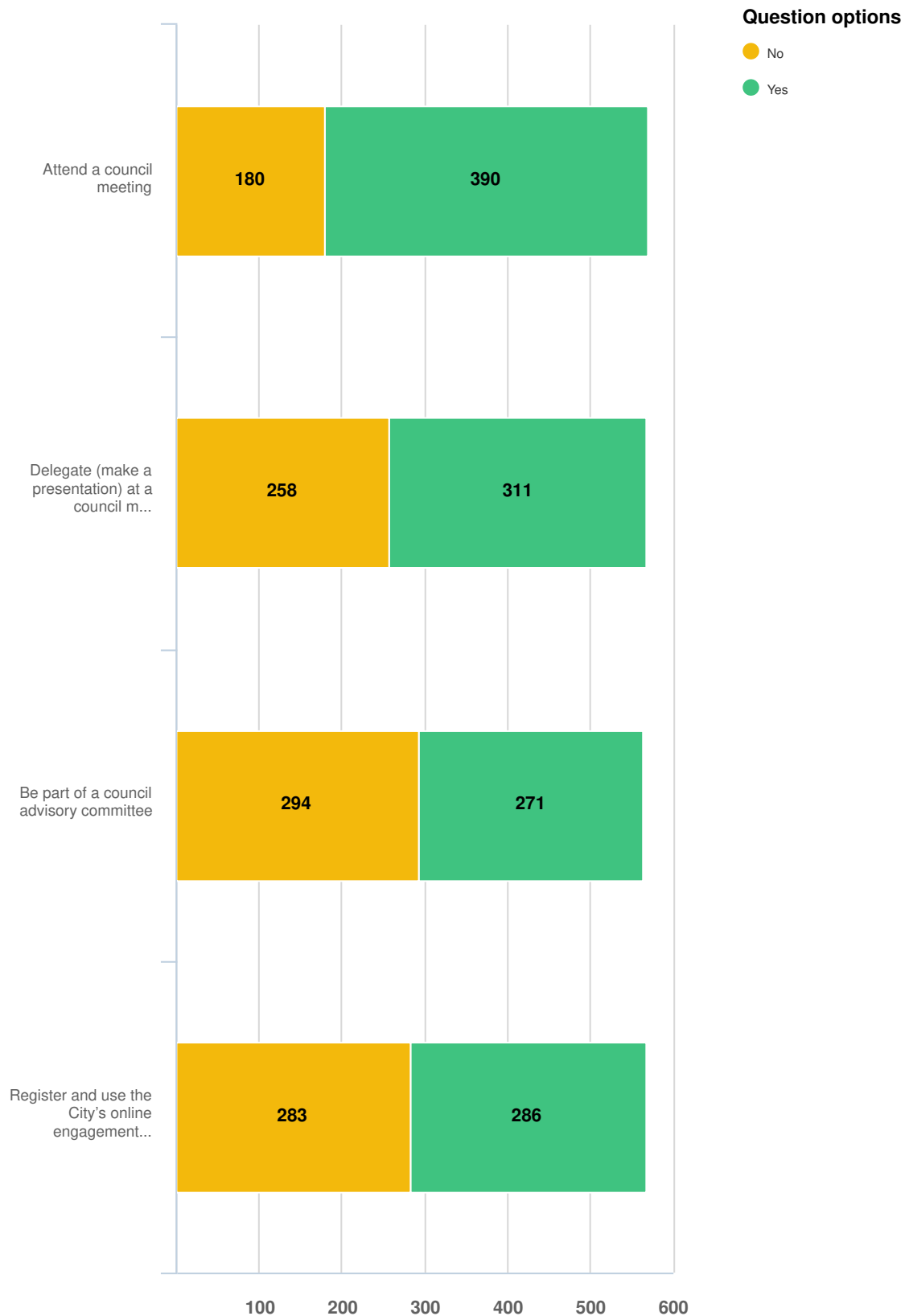
This next question deals with your most recent experience/interaction with the City.



Optional question (572 response(s), 0 skipped)

Question type: Likert Question

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



Optional question (571 response(s), 1 skipped)

Question type: Likert Question

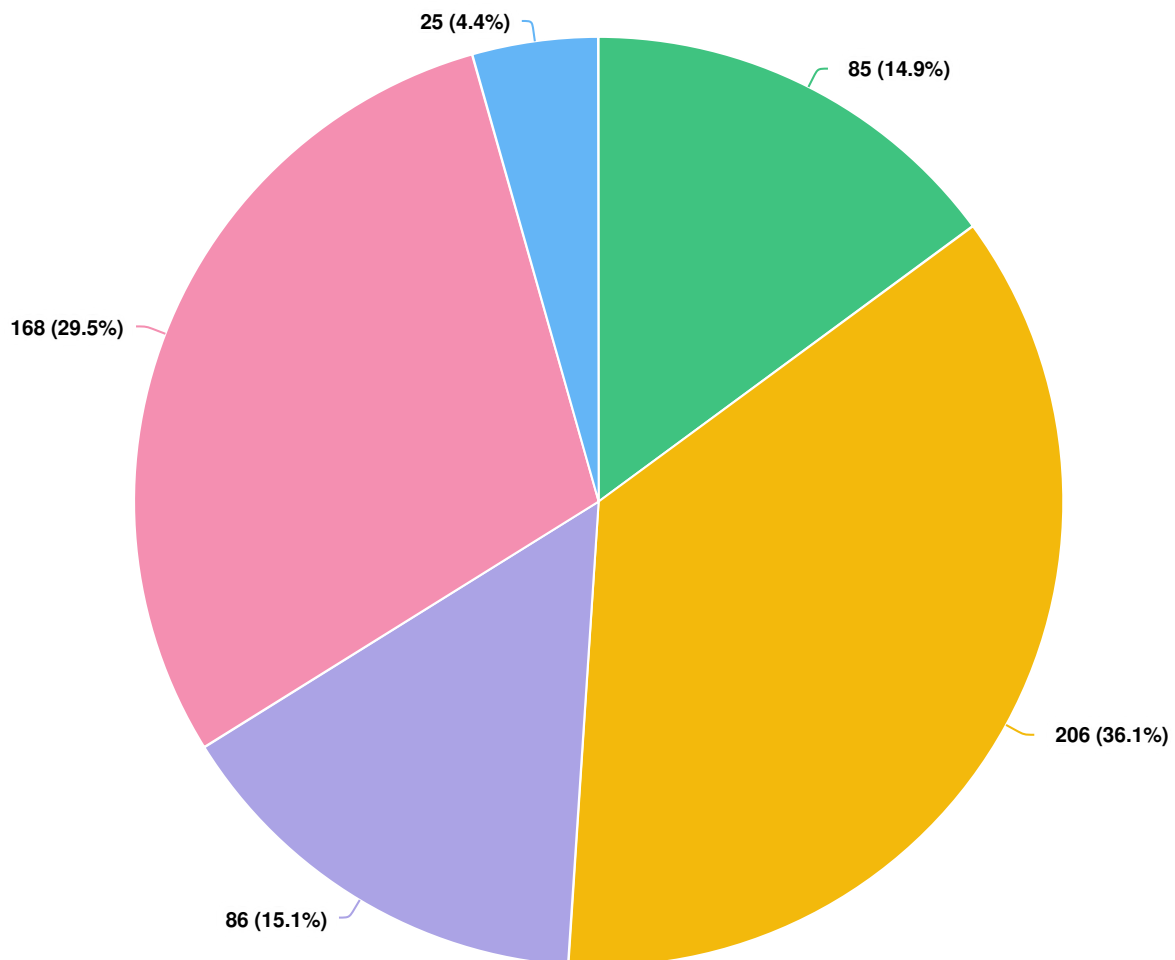
Please indicate your level of agreement with the following statements:



Optional question (572 response(s), 0 skipped)

Question type: Likert Question

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



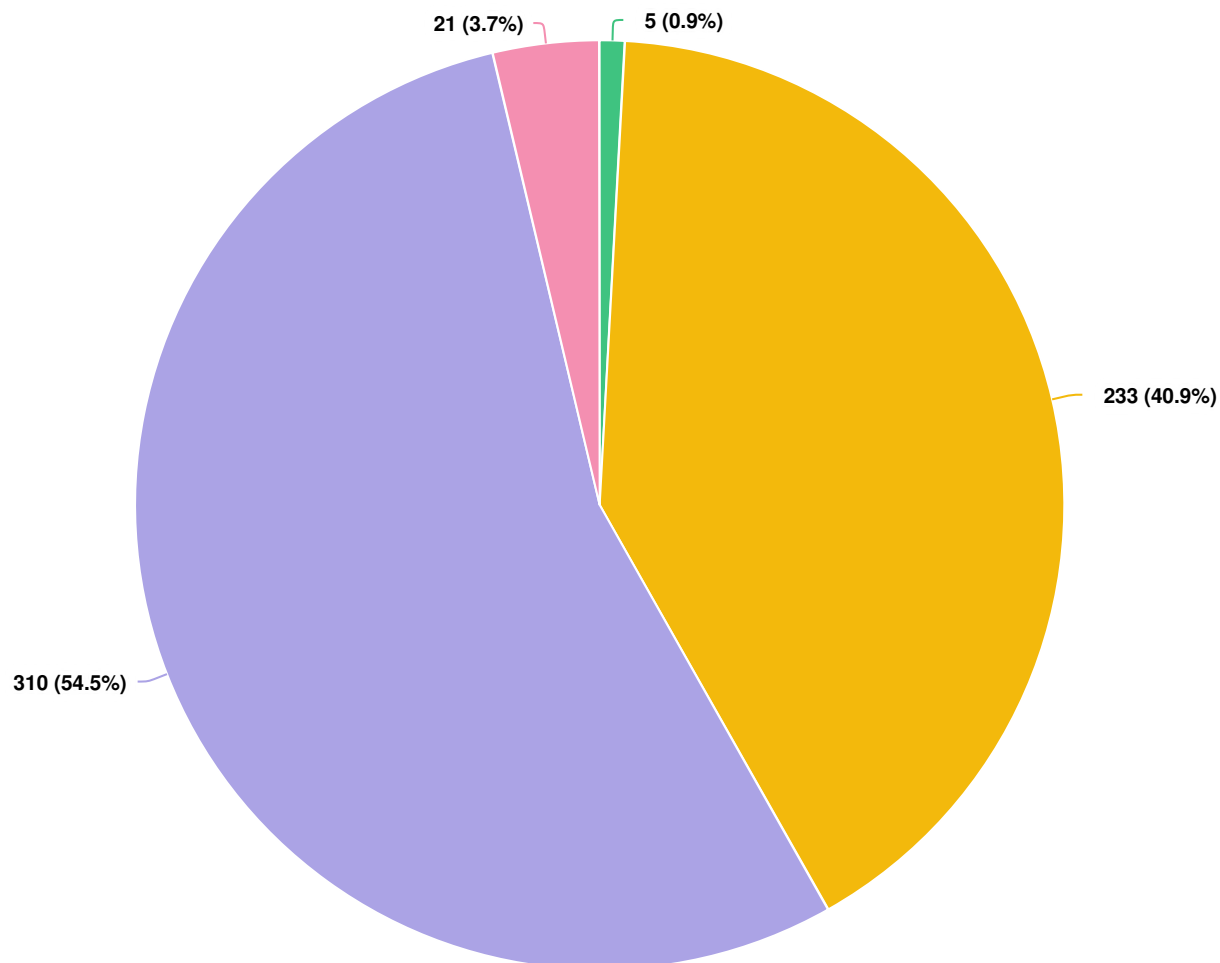
Question options

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

Optional question (570 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?



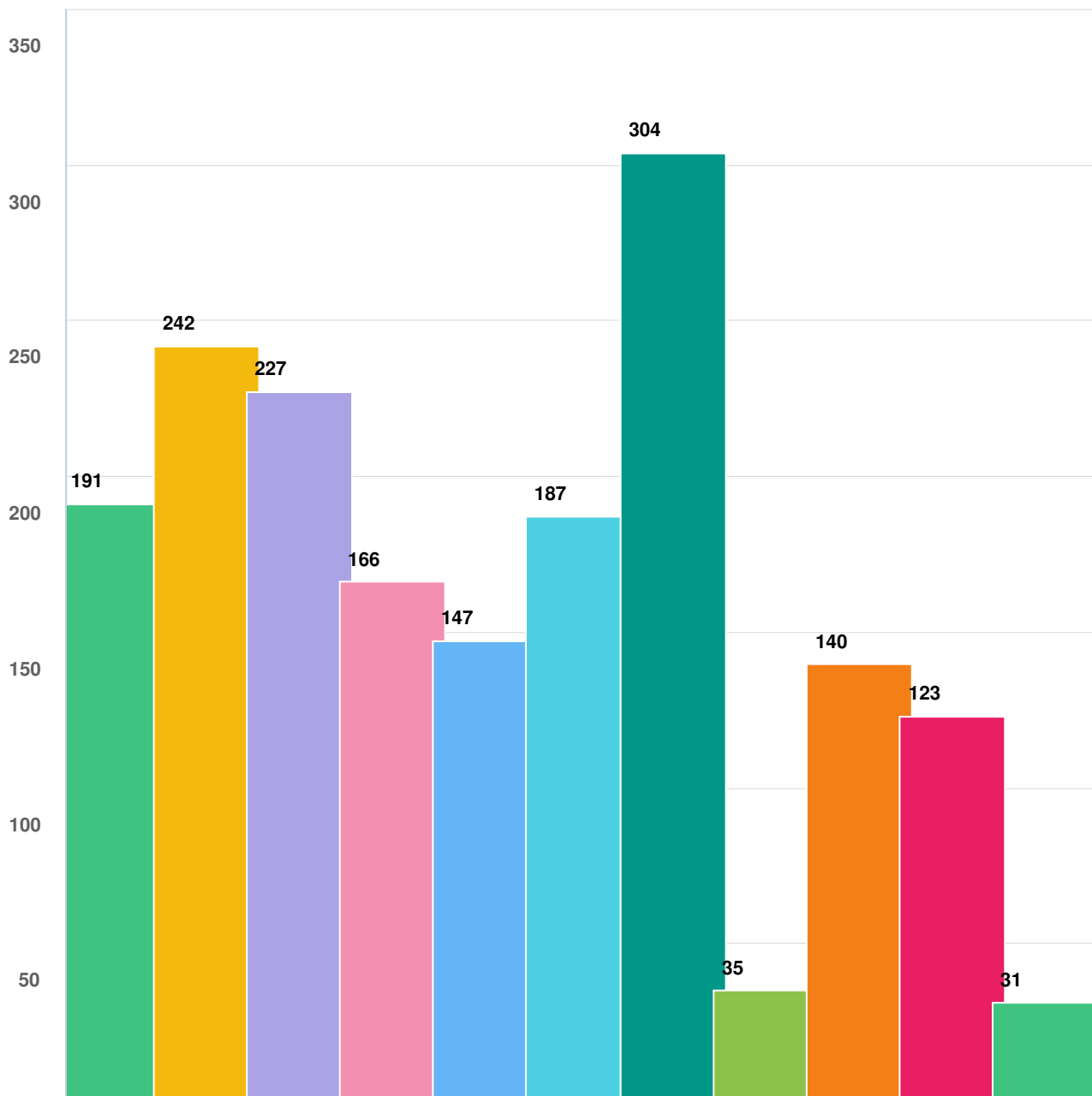
Question options

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

Optional question (569 response(s), 3 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.



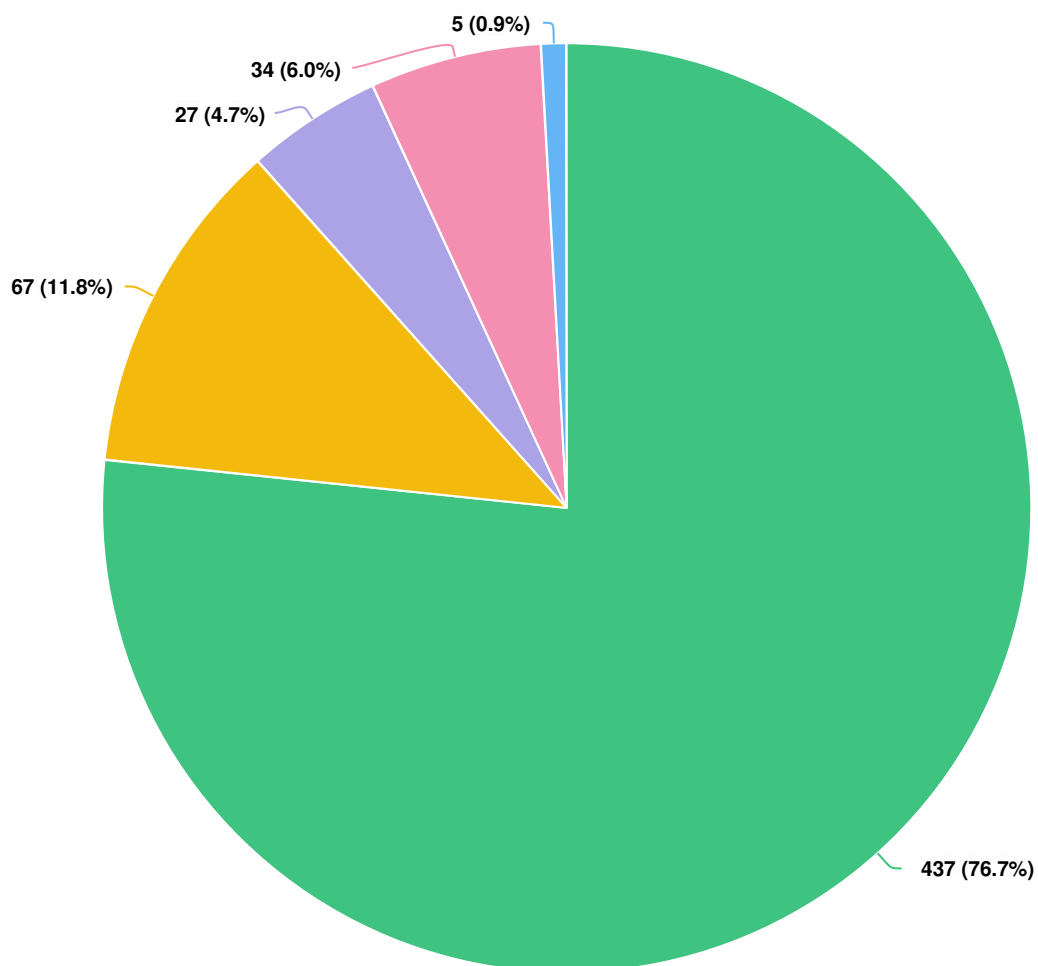
Question options

- 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)

Optional question (570 response(s), 2 skipped)

Question type: Checkbox Question

What type of home do you live in?



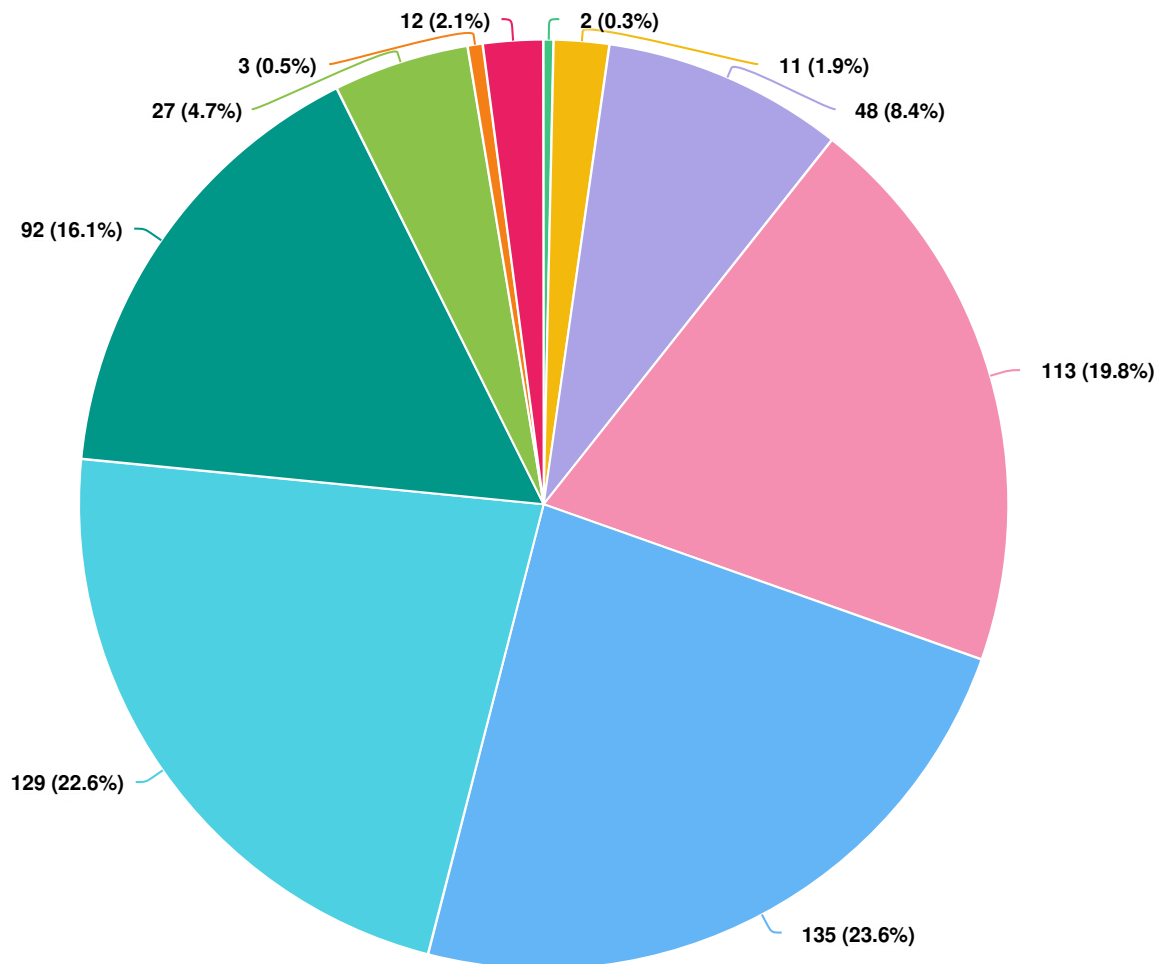
Question options

☐ Other (please specify) ☐ Condo ☐ Apartment style ☐ Duplex or row townhouse ☒ Single, detached home

Optional question (570 response(s), 2 skipped)

Question type: Radio Button Question

Please indicate your age range:



Question options

I'd rather not answer 85 years or more 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 (572 response(s))

Question type: Radio Button Question