



**Diversity & Inclusion
Commission**

Citizen Survey Summary Report

DIVERSITY & INCLUSION COMMISSION



Hamilton Citizen Survey Results Summary

On August 29, 2017, the City of Hamilton's Diversity & Inclusion Commission launched its citizen response survey to assess the perceived climate of diversity and inclusion in the community. The development and execution of this survey was part of the [Commission's 2017-18 Action Plan](#). The results from this survey will be used by the Commission to provide recommendations to Hamilton City Council on ways to break down barriers to diversity and inclusion in Hamilton. The survey was distributed using two methods; one method intended to be a representative sample of the Hamilton community and another to offer survey access to those individuals whose voices wanted to be heard or who may be underrepresented.

Mailed Survey Distribution Method: The first method used to distribute surveys was a mailed, paper survey. Random samples of 200 households per each of Hamilton's 17 neighborhoods were selected using 17 Strong Neighborhood designations. These mailed surveys included an enclosed return envelope with postage for residents to mail their responses back to the Commission upon completion. The Commission mailed surveys to 3,400 households, which is roughly 10% of total households in Hamilton.

Grass Root Method: The second method used to distribute surveys was a more grass root approach. Surveys were made available to Diversity and Inclusion Commissioners, Ambassadors, and local organizations for distribution. Surveys were made available at the Berkeley Square, Booker T. Washington Community Center, Bradford Place, Hamilton Central YMCA, Lane Library, Westover, local homeless shelters, food pantries and other social service organizations. Commissioners and Ambassadors formed street teams and distributed surveys around the Central Business District/Downtown, Riverview, and Jefferson neighborhoods. In addition to being available in paper form, the survey was also available online, in Spanish, and large-print formats.

The results from the survey are as follows.



Survey Results

Key: Mailed, Grass Root

Survey Distribution Information

1. Mailed Survey Method:

Total Mailed Survey Sent: 3,400

Total Mailed Survey Responses Received: 259

Mailed surveys returned as undeliverable: 341

2. Grass Root Method:

Total Grass Root Method Surveys Received: 194

Online Surveys Received: 151

Grass Root Method Responses Received: 43

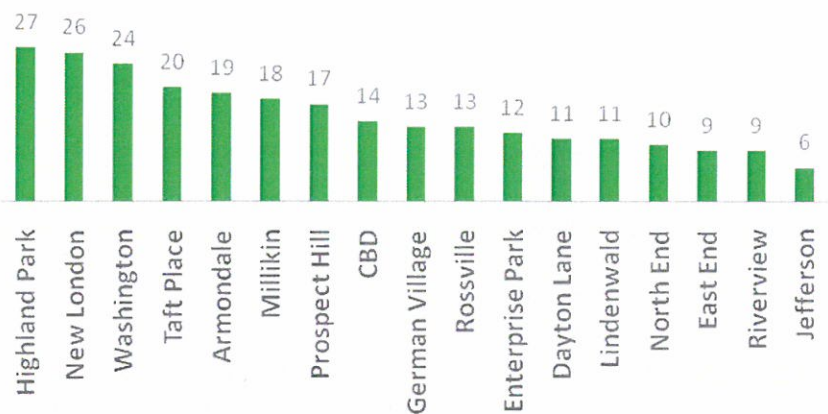
Total Survey Responses Received: 453

Respondent Demographics

Mailed Survey Method

By Neighborhood:

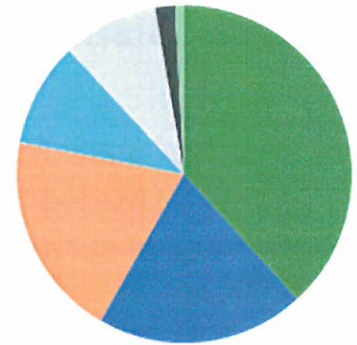
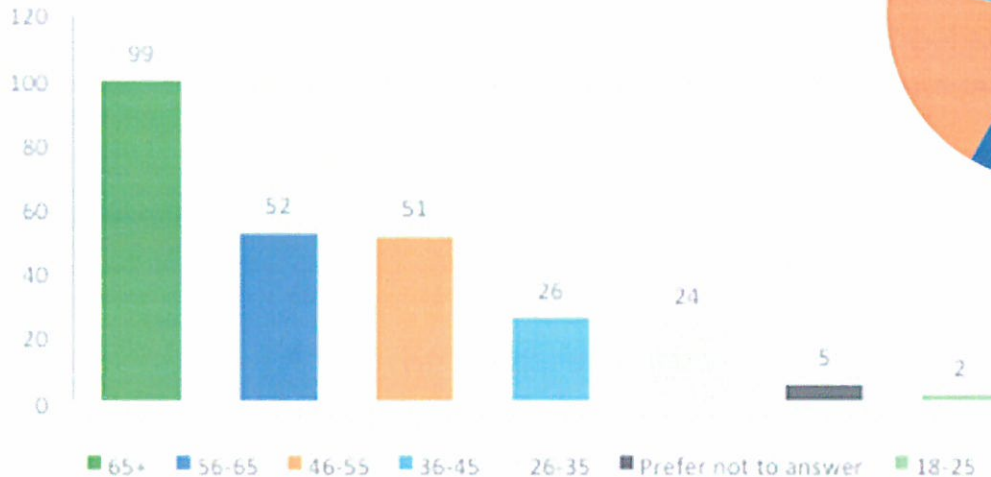
Of the 259 individuals who responded to the mailed surveys, 27 (10%) were from Highland Park, 26 (10%) were from New London, 24 (9%) were from Washington, 20 (8%) were from Taft Place, 19 (7%) were from Armondale, 18 (7%) were from Millikin, 17 (7%) were from Prospect Hill, 14 (5%) were from the Central Business District/Downtown, 13 (5%) were from German Village, 13 (5%) were from Rossville, 12 (5%) were from Enterprise Park, 11 (4%) were from Dayton Lane, 11 (4%) were from Lindenwald, 10 (4%) were from North End, 9 (3%) were from East End, 9 (3%) were from Riverview, and 6 (2%) were from Jefferson.





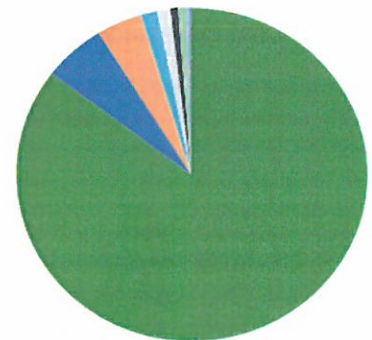
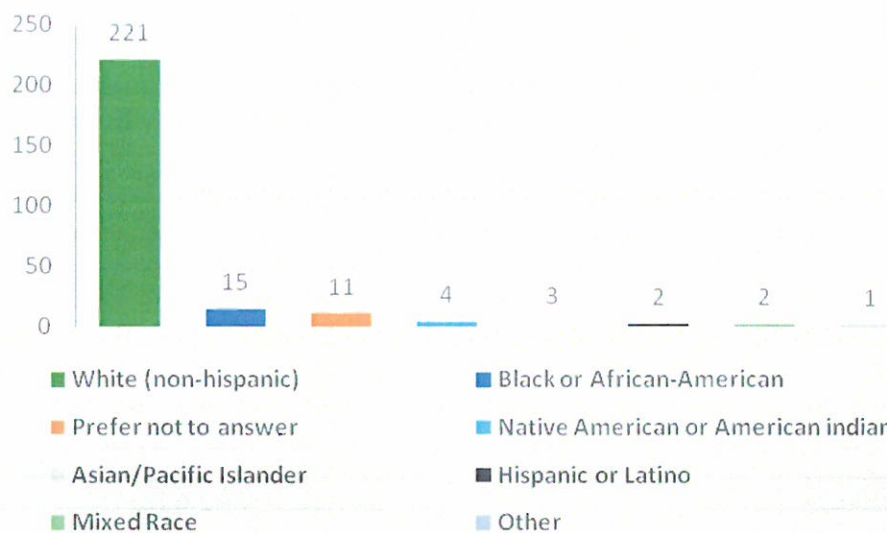
By Age:

Of the 259 individuals who responded to the mailed survey, 99 (38%) were 65 or older, 52 (20%) were between the ages of 56-65, 51 (20%) were between the ages of 46-55, 26 (10%) were between the ages of 36-45, 24 (9%) were between the ages of 26-35, 5 (2%) respondents preferred not to answer, and 2 (1%) were between the ages of 18-25.



By Ethnicity:

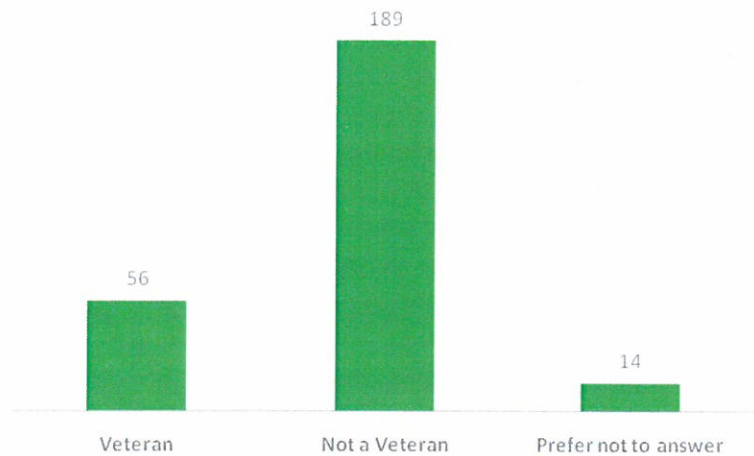
Of the 259 individuals who submitted mailed survey responses, 221 (85%) were White (non-Hispanic), 15 (6%) were Black or African-American, 11 (4%) respondents preferred not to answer, 4 (2%) were Native American or American Indian, 3 (1%) were Asian/Pacific Islander, 2 (1%) were Hispanic or Latino, 2 (1%) were Mixed Race, and 1 (>1%) chose the Other category.





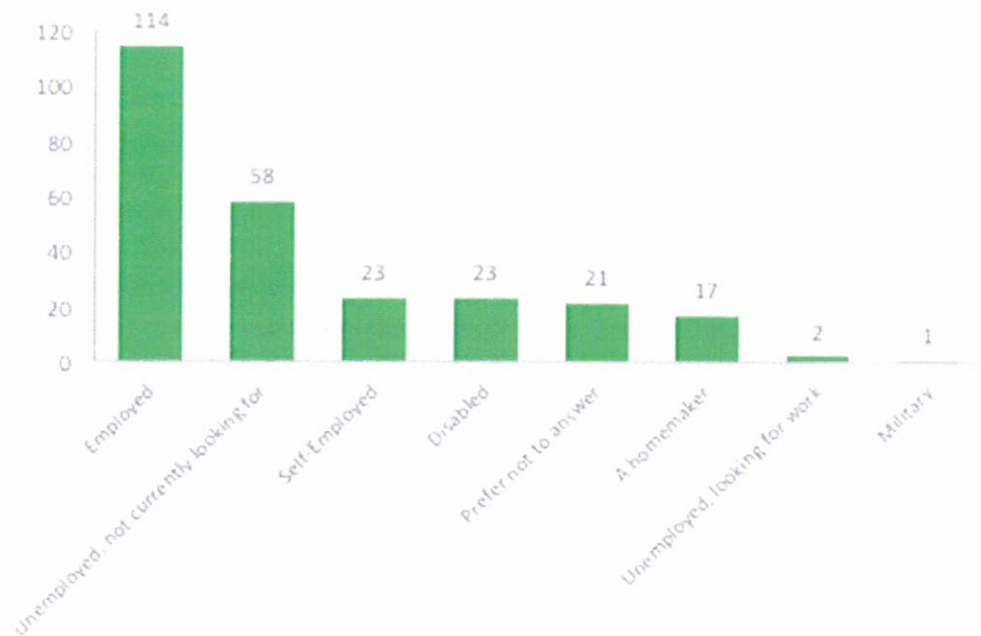
By Veteran Status:

Of the 259 individuals who submitted mailed survey responses, 56 (22%) were veterans, 189 (73%) were not veterans, and 14 (5%) respondents preferred not to answer.



By Employment:

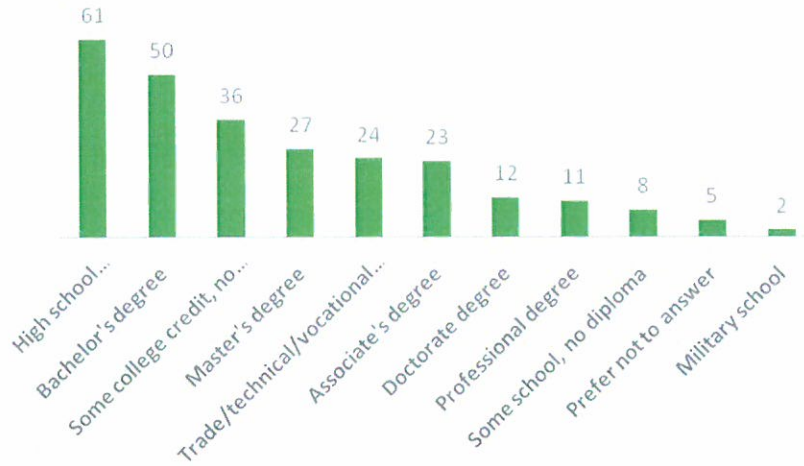
Of the 259 individuals who submitted mailed survey responses, 114 (44%) were employed, 58 (22%) were unemployed, not currently looking for work (individuals who responded that they were retired were included in this category), 23 (9%) were self-employed, 23 (9%) were disabled, 21 (8%) respondents preferred not to answer, 17 (7%) were homemakers, 2 (1%) were unemployed and currently looking for work, and 1 (>1%) respondent was currently active in the military.





By Education:

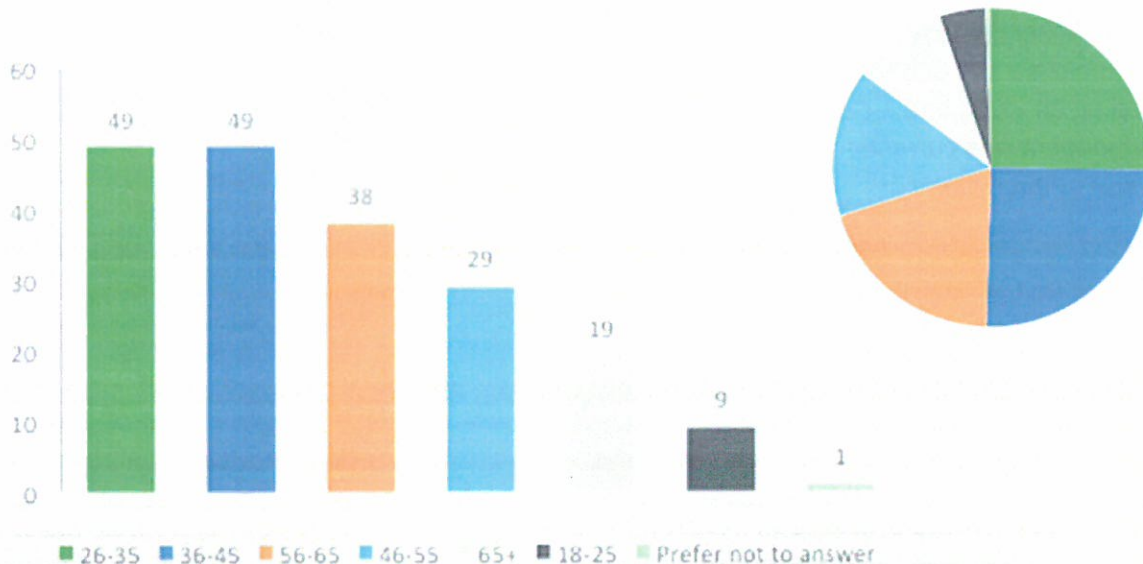
Of the 259 individuals who submitted mailed survey responses, 61 (24%) were a high school graduate, had a high school diploma, or the equivalent, 50 (19%) had a bachelor's degree, 36 (14%) had some college credit but no degree, 27 (10%) had a master's degree, 24 (9%) had some sort of trade/technical/vocational training, 23 (9%) had an associate's degree, 12 (5%) had a doctorate degree, 11 (4%) had a professional degree, 8 (3%) had some schooling but no diploma, 5 (2%) respondents preferred not to answer, and 2 (1%) attended military school.



Grass Root Method:

By Age:

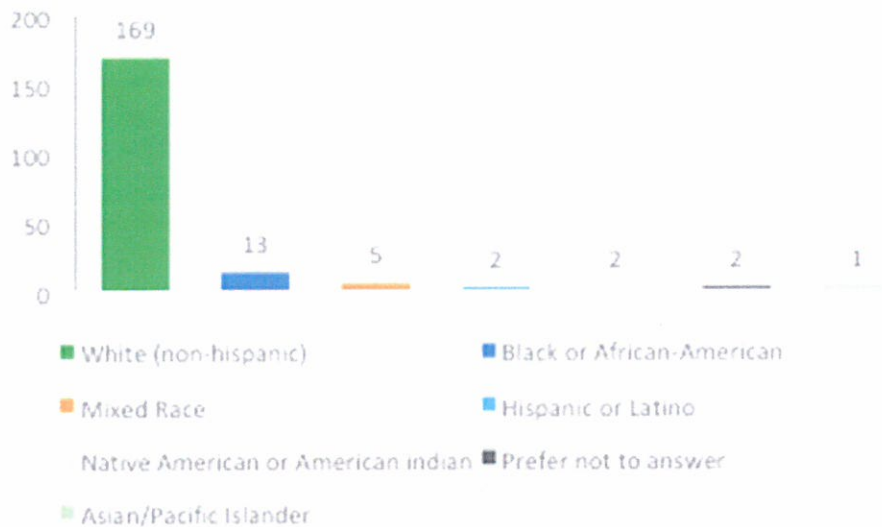
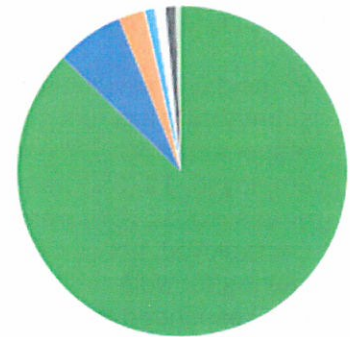
Of the 194 individuals who submitted surveys using the grass root method, 49 (25%) were between the ages of 26-35, 49 (25%) were between the ages of 36-45, 38 (20%) were between the ages of 56-65, 29 (15%) were between the ages of 46-55, 19 (10%) were 65 or older, 9 (5%) were between the ages of 18-25, and 1 (>1%) respondent preferred not to answer.





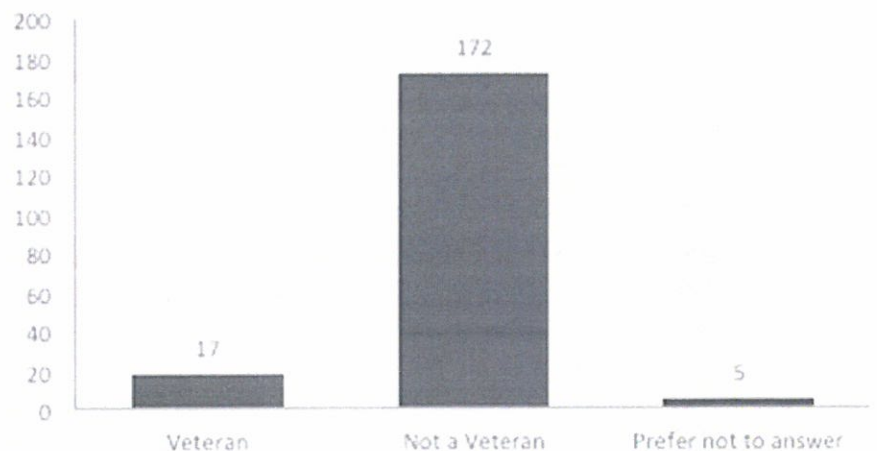
By Ethnicity:

Of the 194 individuals who submitted surveys using the grass root method, 169 (87%) were White (non-Hispanic), 13 (7%) were Black or African-American, 5 (3%) were Mixed Race, 2 (1%) were Hispanic or Latino, 2 (1%) were Native American or American Indian, 2 (1%) respondents preferred not to answer, and 1 (>1%) respondent was Asian/Pacific Islander.



By Veteran Status:

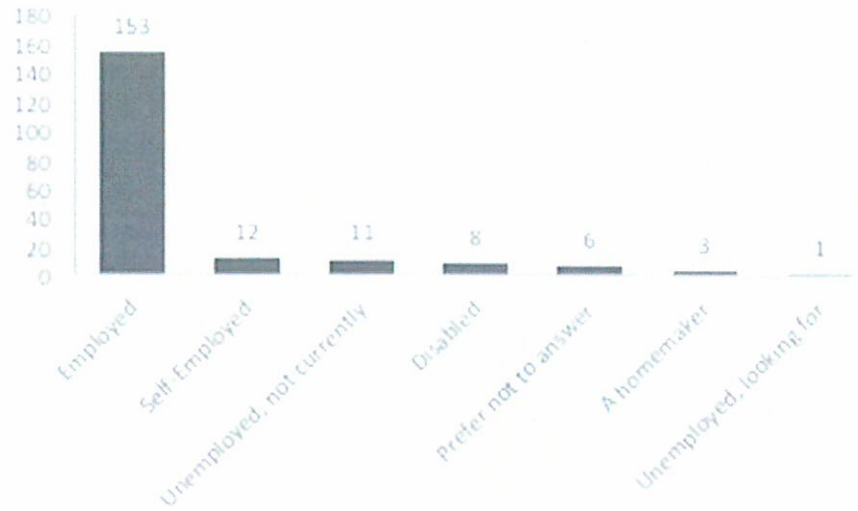
Of the 194 individuals who submitted surveys responses using the grass root method, 17 (9%) were veterans, 172 (89%) were not veterans, and 5 (2%) respondents preferred not to answer.





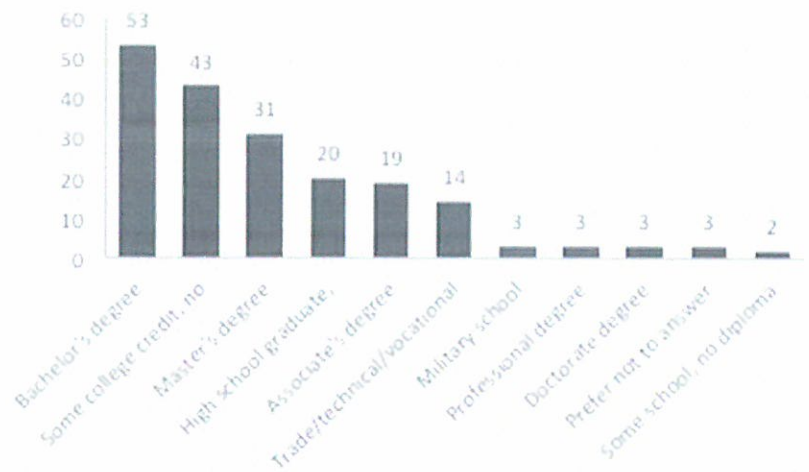
By Employment:

Of the 194 individuals who submitted grass root survey responses, 153 (79%) were employed, 12 (6%) were self-employed, 11 (6%) were unemployed, not currently looking for work (individuals who responded that they were retired were included in this category), 8 (4%) were disabled, 6 (3%) respondents preferred not to answer, 3 (1%) were homemakers, and 1 (>1%) respondent was unemployed and looking for work.



By Education:

Of the 194 individuals who submitted grass root survey responses, 53 (27%) had a bachelor's degree, 43 (22%) had some college credit but no degree, 31 (18%) had a master's degree, 20 (10%) were a high school graduate, had a high school diploma or the equivalent, 19 (10%) had an associate's degree, 14 (7%) had some trade/technical/vocational training, 3 (1%) went to military school, 3 (1%) had a professional degree, 3 (1%) had a doctorate degree, 3 (1%) respondents preferred not to answer, and 2 (1%) had some schooling but no diploma.



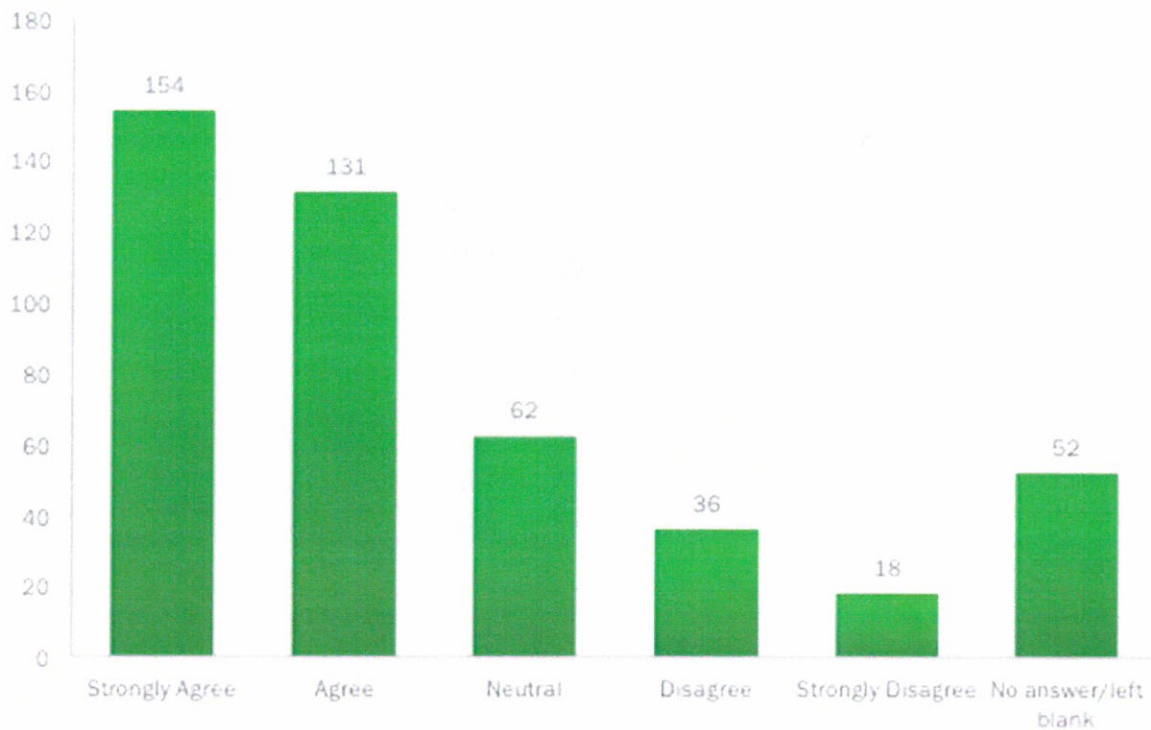


Survey Responses

Total Survey Responses Received: 453

Q1: I believe diversity in work, social, religious, and other settings is a valuable goal for the City of Hamilton

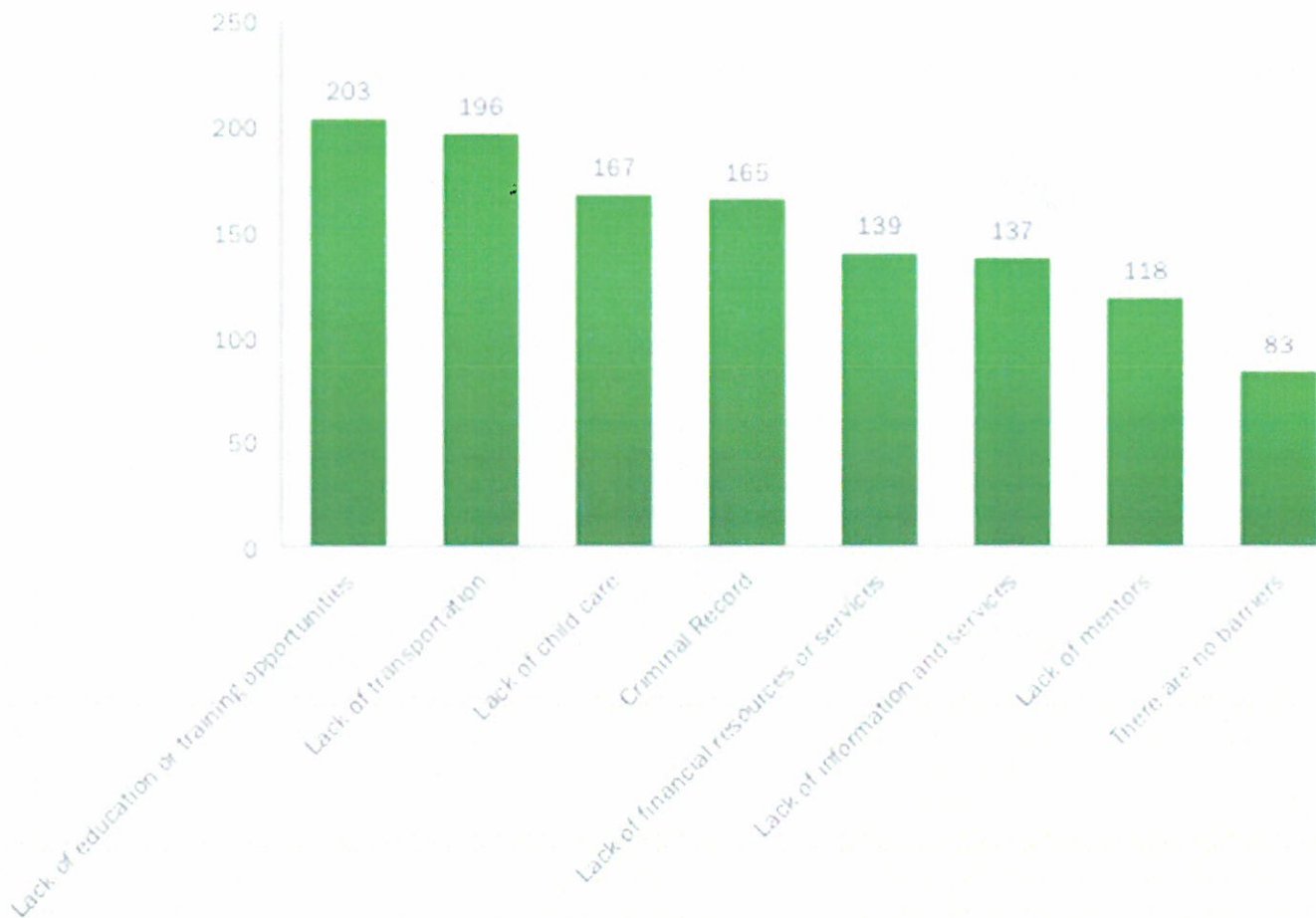
Survey respondents were asked to rate the degree to which they agree or disagree with the statement above using a five point Likert-scale from (5) Strongly Agree to (1) Strongly Disagree. Out of the 453 total survey responses received, 154 (34%) respondents indicated they Strongly Agree, 131 (29%) respondents indicated they Agree, 62 (14%) respondents were Neutral, 36 (8%) respondents indicated they Disagree, 18 (4%) respondents indicated they Strongly Disagree, and 52 (11%) respondents left the answer blank or chose not to respond.





Q2: Are there barriers to citizens achieving livable wage jobs?

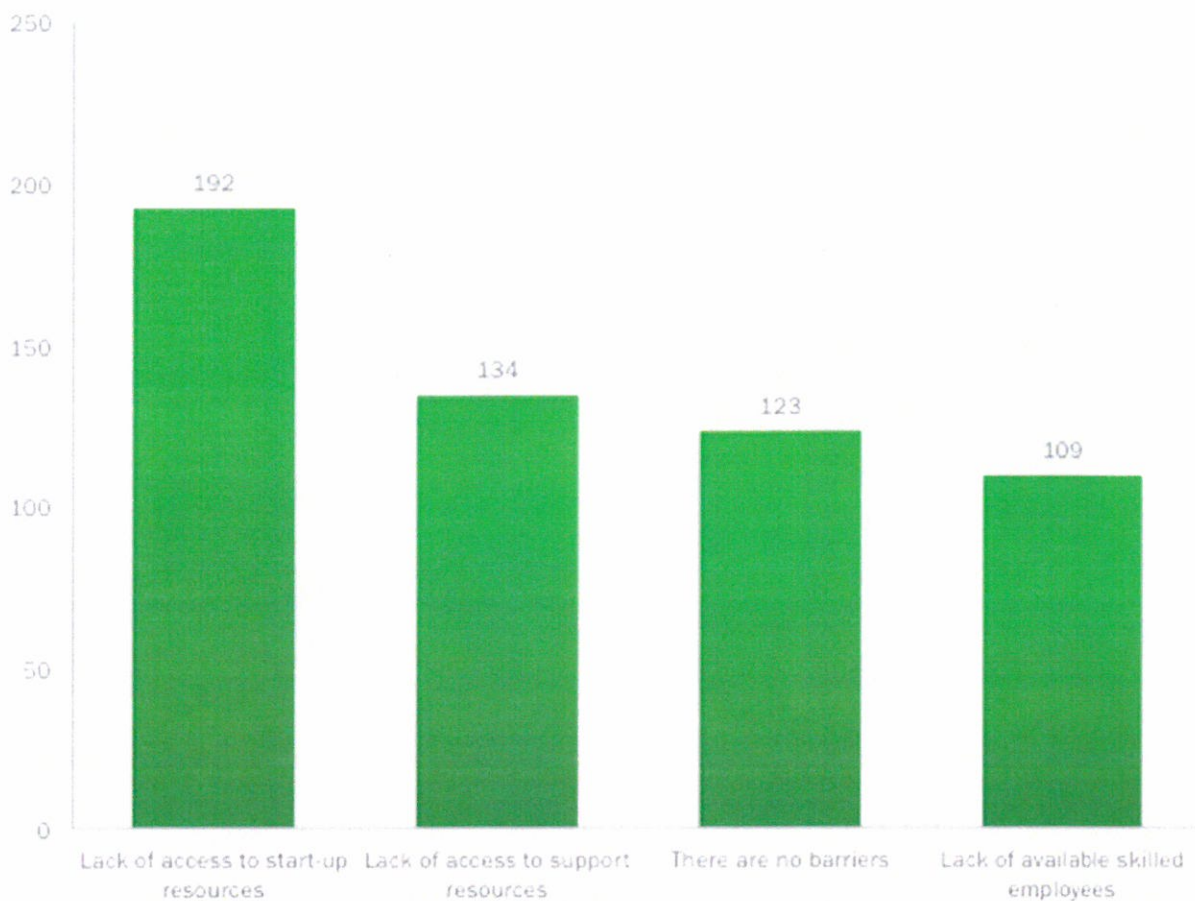
Survey respondents were asked to indicate what they believe are barriers to citizens achieving livable wage jobs in Hamilton. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Lack of information about services”, “Lack of education or training opportunities”, “Lack of mentors”, “Lack of financial resources or services”, “Lack of transportation”, “Lack of child care”, and/or “Criminal Record”. Out of the 453 total survey responses received, 203 (45%) respondents marked “Lack of education or training opportunities”, 196 (43%) respondents marked “Lack of transportation”, 167 (37%) respondents marked “Lack of child care”, 165 (36%) respondents marked “Criminal record”, 139 (31%) respondents marked “Lack of financial resources or services”, 137 (30%) respondents marked “Lack of information about services”, 118 (26%) respondents marked “Lack of mentors”, and 83 (18%) respondents marked “There are no barriers”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.





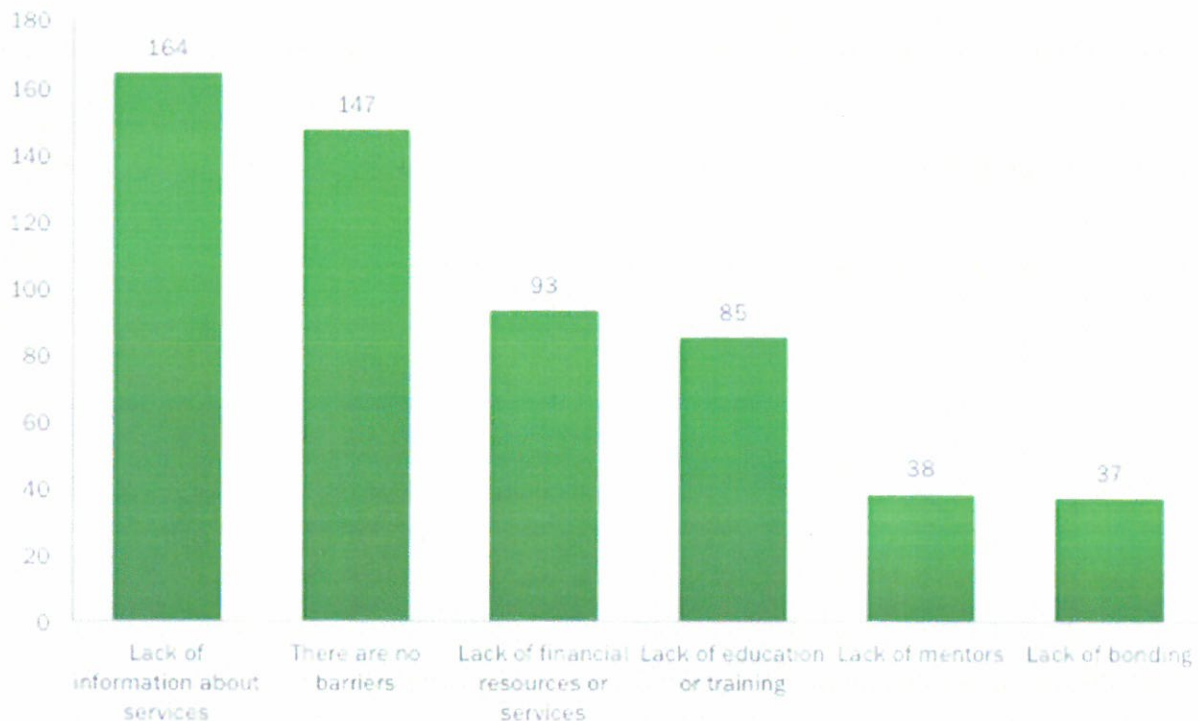
Q3: Are there barriers associated with owning or starting a business in Hamilton?

Survey respondents were asked to indicate what they believe are the barriers associated with owning or starting a business in Hamilton. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Lack of access to start-up resources”, “Lack of access to support resources”, and/or “Lack of available skilled employees”. Out of the 453 total survey responses received, 192 (42%) respondents marked “Lack of access to start-up resources”, 134 (30%) respondents marked “Lack of access to support resources”, 123 (27%) respondents marked “There are no barriers”, and 109 (24%) respondents marked “Lack of available skilled employees”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.



Q4: Are there barriers obtaining contracts in or with the City of Hamilton?

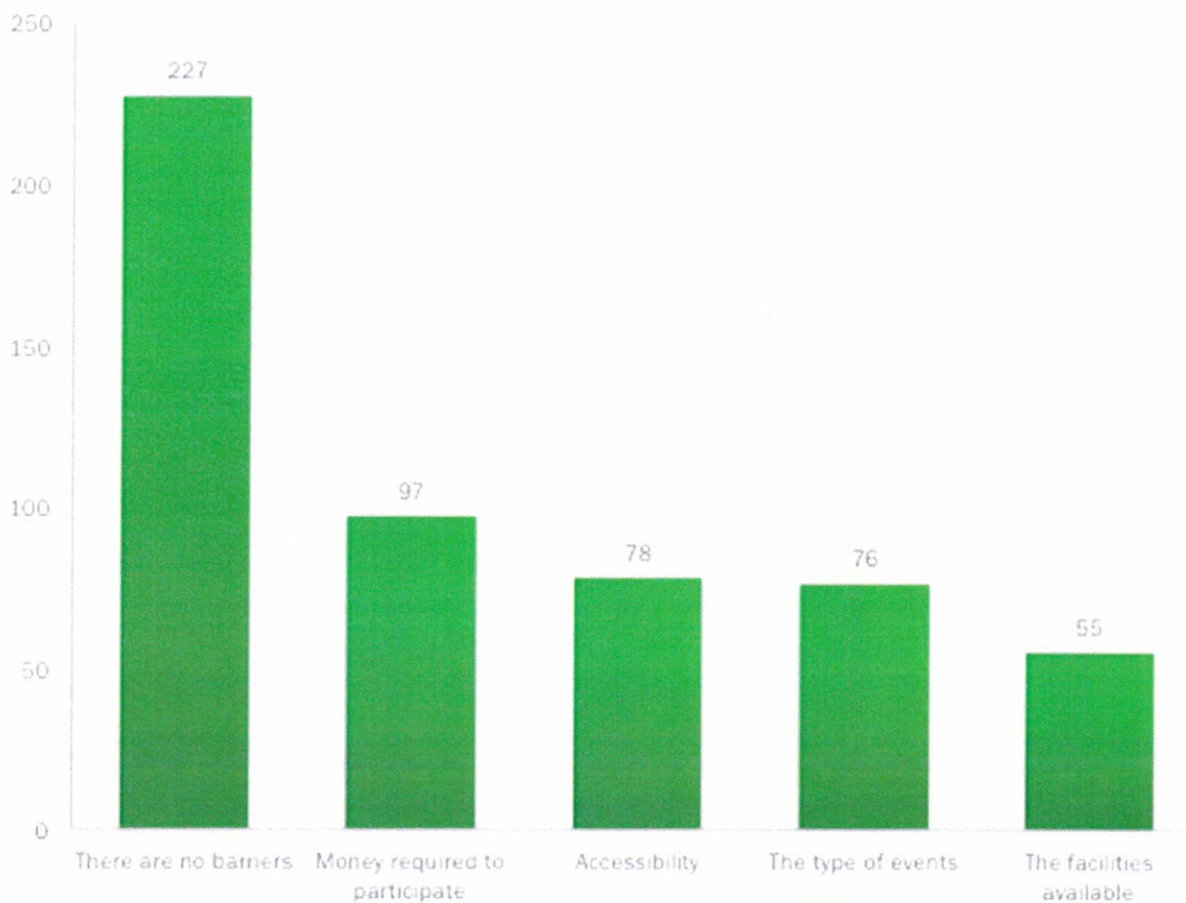
Survey respondents were asked to indicate what they believe are the barriers associated with obtaining contracts in or with the City of Hamilton. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Lack of bonding”, “Lack of information about services”, “Lack of education or training opportunities”, “Lack of mentors”, and/or “Lack of financial resources or services”. Out of the 453 total survey responses received, 164 (36%) respondents marked “Lack of information about services”, 147 (32%) respondents marked “There are no barriers”, 93 (21%) respondents marked “Lack of financial resources or services”, 85 (19%) respondents marked “Lack of education or training opportunities”, 38 (8%) respondents marked “Lack of mentors”, and 37 (8%) respondents marked “Lack of bonding”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.





Q5: Are there barriers to participation in recreational events in Hamilton?

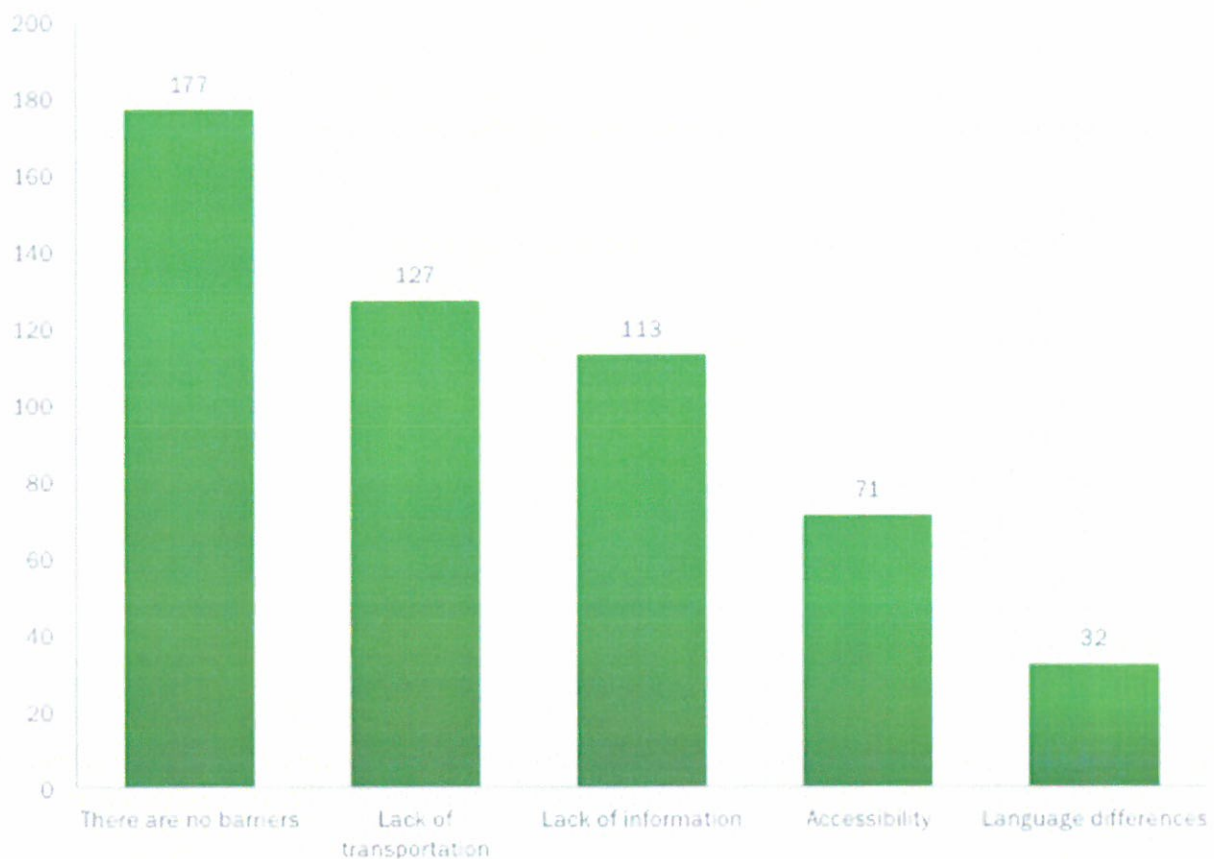
Survey respondents were asked to indicate what they believe to be barriers to participation in recreational events in Hamilton. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Money required to participate”, “The type of events”, “The facilities available”, and/or “Accessibility”. Out of the 453 total survey responses received, 227 (50%) respondents marked “There are no barriers”, 97 (21%) respondents marked “Money required to participate”, 78 (17%) respondents marked “Accessibility”, 76 (17%) respondents marked “The type of events”, and 55 (12%) respondents marked “The facilities available”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.





Q6: Are there barriers to accessing City services and opportunities?

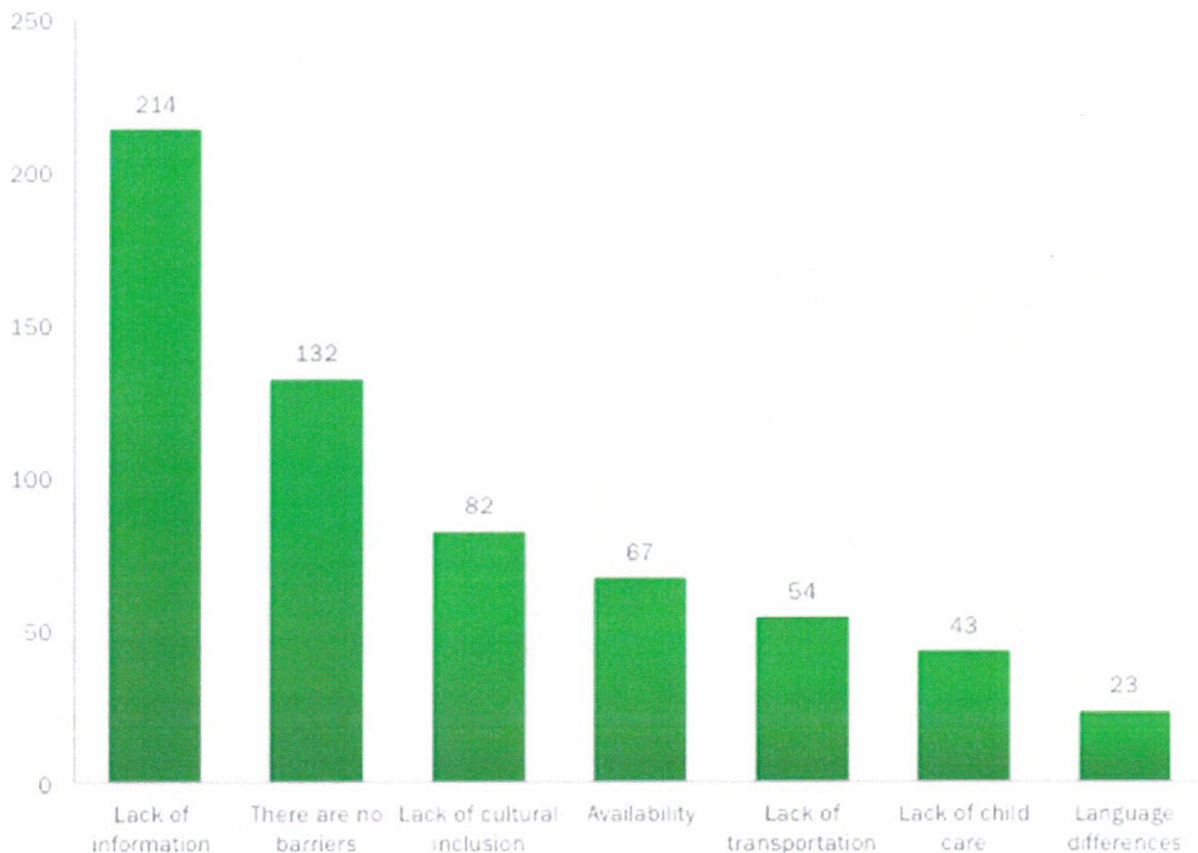
Survey respondents were asked to indicate whether they believe there are barriers to accessing City services and opportunities. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Accessibility”, “Language differences”, “Lack of transportation”, and/or “Lack of information”. Out of the 453 total survey responses received, 177 (39%) respondents marked “There are no barriers”, 127 (28%) respondents marked “Lack of transportation”, 113 (25%) respondents marked “Lack of information”, 71 (16%) respondents marked “Accessibility”, and 32 (7%) respondents marked “Language differences”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.





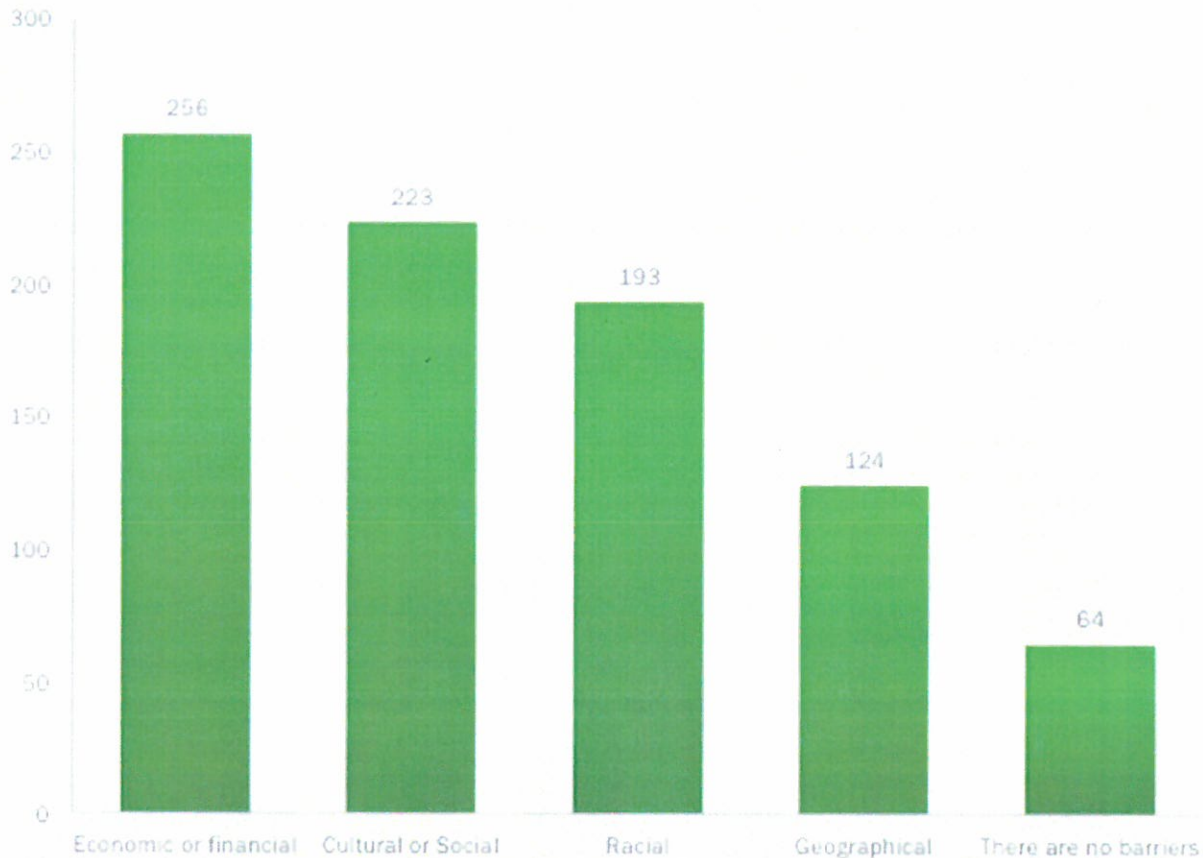
Q7: Are there barriers to getting involved in City boards, committees, or commissions?

Survey respondents were asked to indicate whether they believe there are barriers to getting involved with City boards, committees, or commissions. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Language differences”, “Lack of cultural inclusion”, “Lack of information”, “Lack of transportation”, “Lack of child care” and/or “Accessibility”. Out of the 453 total survey responses received, 214 (47%) respondents marked “Lack of information”, 132 (29%) respondents marked “There are no barriers”, 82 (18%) respondents marked “Lack of cultural inclusion”, 67 (15%) respondents marked “Availability”, 54 (12%) respondents marked “Lack of transportation”, 43 (9%) respondents marked “Lack of child care”, and 23 (5%) respondents marked “Language differences”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.



Q8: Are there barriers that divide Hamilton citizens?

Survey respondents were asked to indicate whether they believe there are barriers that divide Hamilton citizens. Respondents were able to checkmark “There are no barriers” or checkmark any combination of the following barriers: “Economic or financial”, “Racial”, “Cultural or social”, and/or “Geographical”. Out of the 453 total survey responses received, 256 (57%) respondents marked “Economic or financial”, 223 (49%) respondents marked “Cultural or social” as a barrier, 193 (43%) respondents marked “Racial”, 124 (27%) respondents marked “Geographical”, and 64 (14%) respondents marked “There are no barriers”. All respondents were able to explain the items they listed as barriers and/or add other perceived barriers.



Survey questions 9-12 were open-ended questions. The Diversity and Inclusion Commission will use the responses from these questions in conjunction with the above survey results to make recommendations to Hamilton City Council for 2019-2020.