

REPORT CARD TO CITIZENS

*We asked?
You answered.
Thank You!*

*Oakville:
A First Class
Community*

In a recent survey conducted on behalf of the Town by the Environics Research Group, Oakville residents were questioned about quality of life issues, satisfaction with Town services, prioritization of issues to improve municipal service and views regarding property tax, user fees and overall budget decisions. The margin of error is +/- 3.5 per cent, 19 times out of 20.

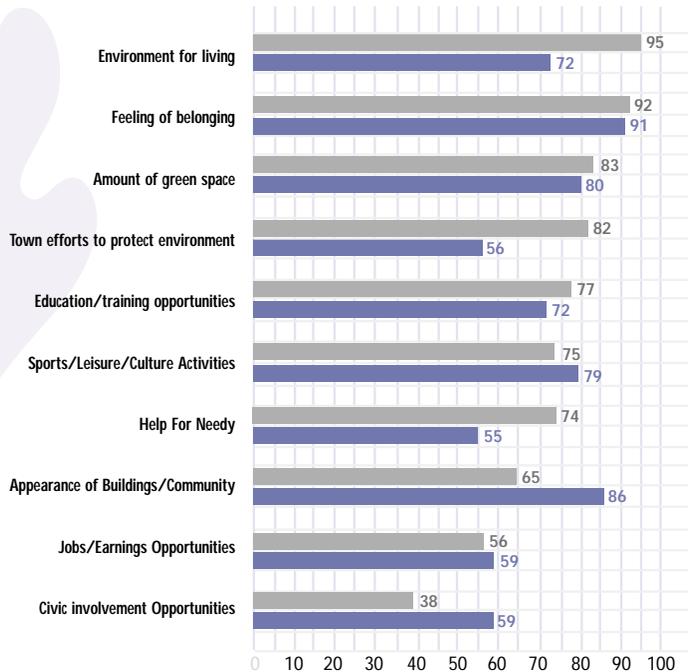
Resident input and opinions allow us to better assess Town priorities, budget issues and service planning for the future. The information will be used to guide our spending priorities as we face the challenges of provincial downloading, economic and customer service concerns. We are pleased to report the results of this Citizen Survey and thank those residents who contributed their time.

Survey results indicate that the vast majority of Oakville residents feel fortunate to call Oakville their home. An overwhelming 86 per cent say that Oakville is a better place to live than other municipalities in the Greater Toronto Area.

Also as part of the survey, residents were asked to rate by importance, ten factors that make up a first-class community to work, live and play, and then rank Oakville's performance in each area.

On all measures, the majority of Town residents awarded Oakville with a passing grade on the quality of life measures. Areas of Environmental protection and provision of social services were noted concerns. Residents said the most significant issues facing the Town are urban sprawl and rapid development, and the related issue of traffic congestion.

Quality of Life Measures

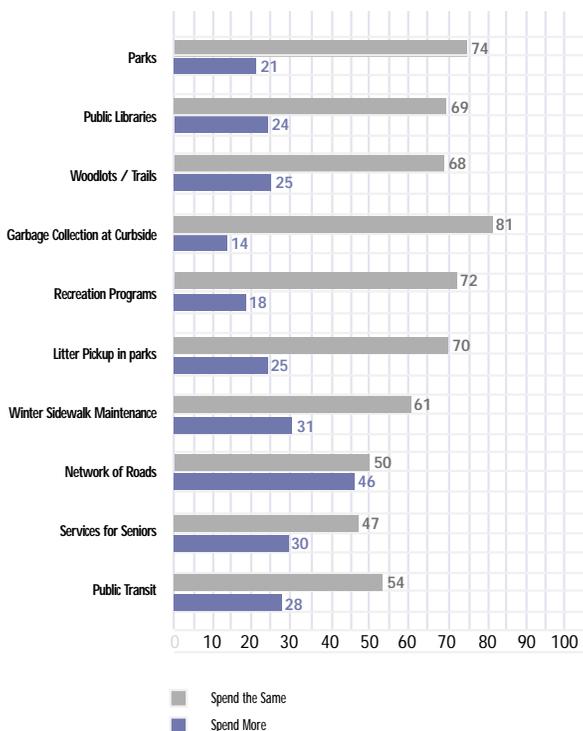


■ Importance to Residents
■ Rating of Town's Performance

*Spending:
"Right on the Money"*

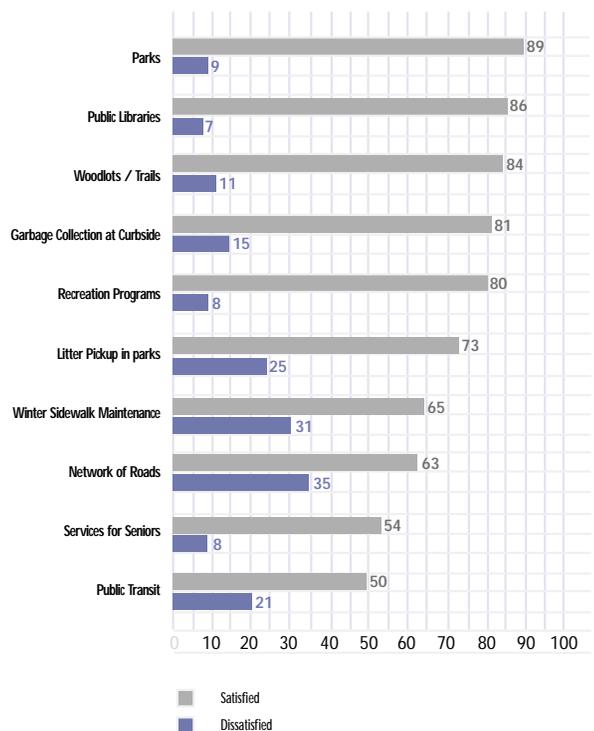
The majority of residents expressed their overall satisfaction with Oakville's delivery of and current spending levels on all Town services included in the survey. A minority supported more spending on the Town's network of roads, as well as winter road maintenance. There was little support for spending cuts in the areas highlighted in the survey. The highest valued services were parks, libraries, woodlots and trails, and recreational programs. The lowest rated were transit and services for seniors; however, of those polled, a considerable number had never used these Town services.

Spending Preferences



■ Spend the Same
■ Spend More

Residents Ranking



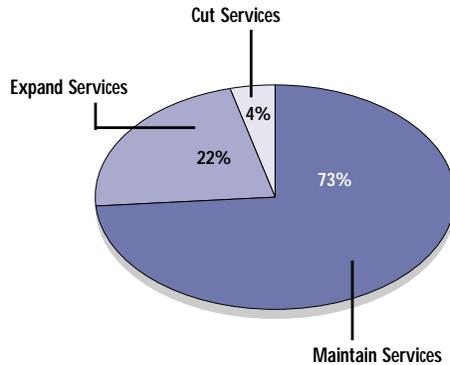
■ Satisfied
■ Dissatisfied

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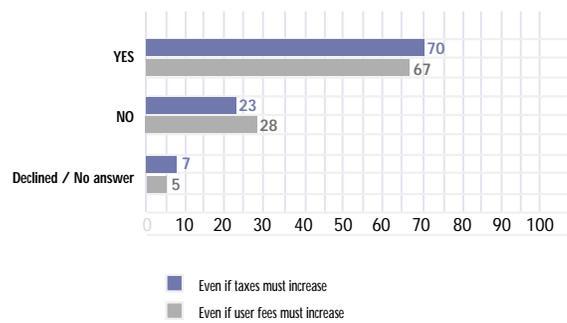
Tolerance for Tax and User Fee Changes

A significant majority of residents would like to see the Town maintain its existing level of services, even if it means increasing taxes. There was a general consensus that, should there be any expansion of services, they should be paid for by the customer through user fees. There was virtually no support for service cuts.

Town Services

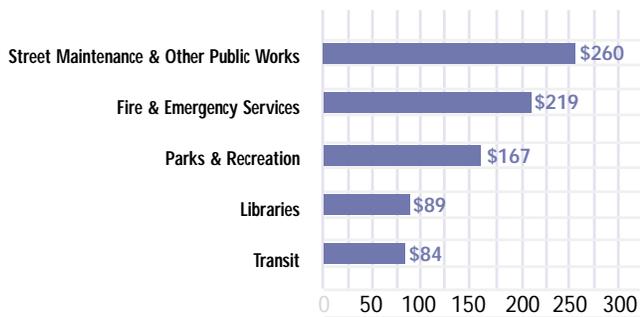


Maintain Services



How Are Your Property Tax Dollars Spent?

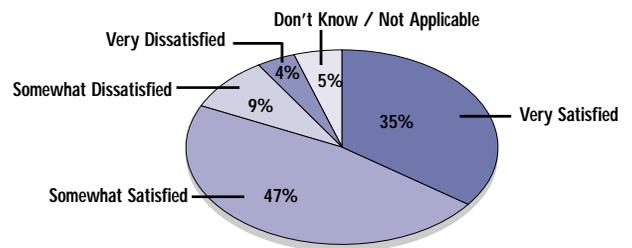
The owner of a home assessed at \$300,000 will pay approximately \$3,700 in total property tax. Of this amount, the Province receives approximately \$1,120 for educational purposes and the Region of Halton receives approximately \$1,535 to fund their services. The remaining \$1,040 allow the Town to provide a wide range of services. The primary services provided by your town tax dollars are presented in the chart below:



The owner of a home assessed at \$300,000 will pay \$1,040 in taxes to support town services. In addition to the areas noted on the chart, \$223 tax dollars are spent on Planning and Building Services, Council and Council Support, Human Resources, Finance, Communications, Economic Development and Community Grants. Administration costs are not included in the expenditures of the operational areas.

Quality Municipal Services

Residents expressed high levels of satisfaction with regard to the municipal services the Town provides to the public. 82 per cent offered that they were satisfied.



Planning For the Future

The results of the Citizen Survey allow the Town to monitor progress with regard to the services it provides. All operational areas of the Town will be guided by the survey results into their business and service planning initiatives. Although heading in the right direction, the Town faces the challenge of ensuring that innovative approaches to programs and services are implemented within a fiscally responsible framework. Oakville was one of only four Ontario municipalities to win the prestigious Government Finance Officers Association of the United States and Canada Award for Financial Reporting.

New this year to the 2000 Financial Report are the provincially mandated performance measures. As part of the 2002 budget process, the Town will be implementing supplementary performance measures to assist in planning, monitoring and evaluating the results of Town spending. To enhance the service evaluation and reporting of results to the ratepayers of Oakville, excerpts of the 2000 Financial Report and results of the provincially mandated performance measures can be found on the Town's website at www.town.oakville.on.ca.

The complete Citizen Survey is available for reference and can be viewed in its entirety at all branches of the Oakville Public Library, or through the Town Clerk's Department located at Town Hall. Members of the public requiring further information about the survey can contact the Finance Department at 905.845.6601 ext. 3167. The Schedule of the Town's 2002 Budget Community meetings will be published in the local papers this October. For specific inquiries, please contact the Finance Department at 905.845.6601 ext. 3167, or visit our website at www.town.oakville.on.ca.