

2015 Report Card to Citizens

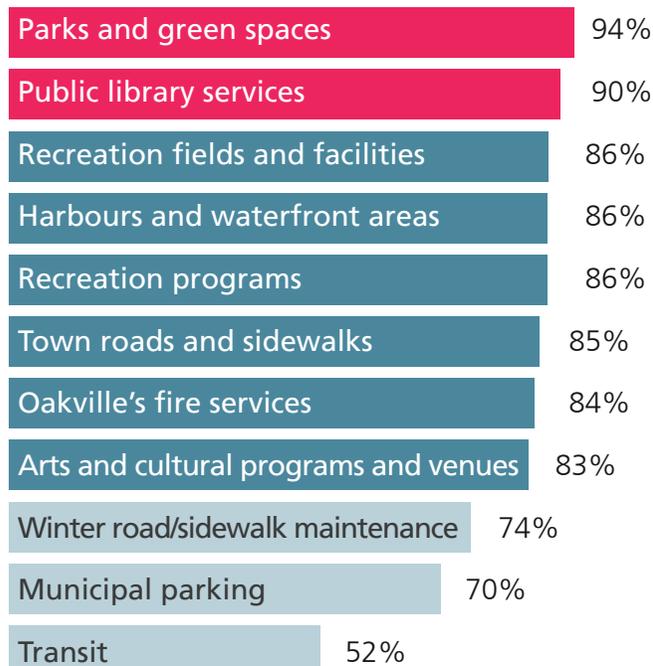
Residents give town top marks **87%**

The results are in! According to the town's 2015 Citizen Survey, an overwhelming 87 per cent of Oakville residents surveyed expressed overall satisfaction with government of the Town of Oakville. Eighty-five per cent were satisfied with Town of Oakville services and 90 per cent were satisfied with the town's attributes.

In January, Pollara Strategic Insights conducted a telephone survey on behalf of the town. A random sample of 808 residents were asked about their views on the community. Findings are accurate to +/- 3.5 per cent, 19 times out of 20. In addition to the phone survey, 304 online surveys were completed, and 16 ideas were generated on the town's Idea Forum.

Town services highly valued

Overall satisfaction with town services was 85 per cent with eight of 11 service areas receiving satisfaction levels of over 80 per cent.

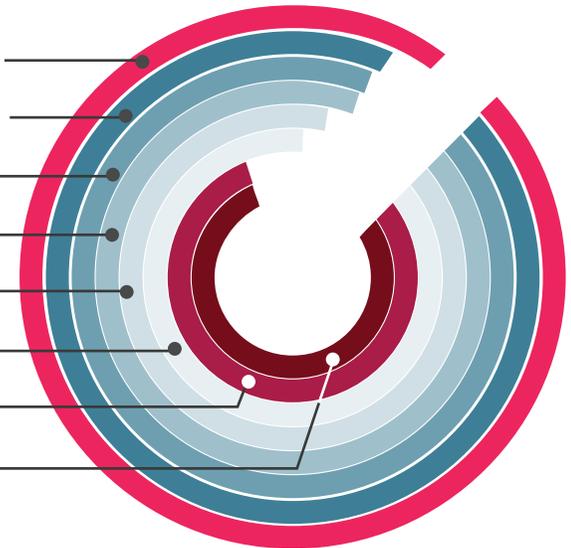


This is the seventh citizen survey Oakville has conducted. Current and past survey results are available at oakville.ca. For more information, contact the Strategy, Policy and Communications department at 905-845-6601 ext. 3689 or communications@oakville.ca.

A good place to call "home"

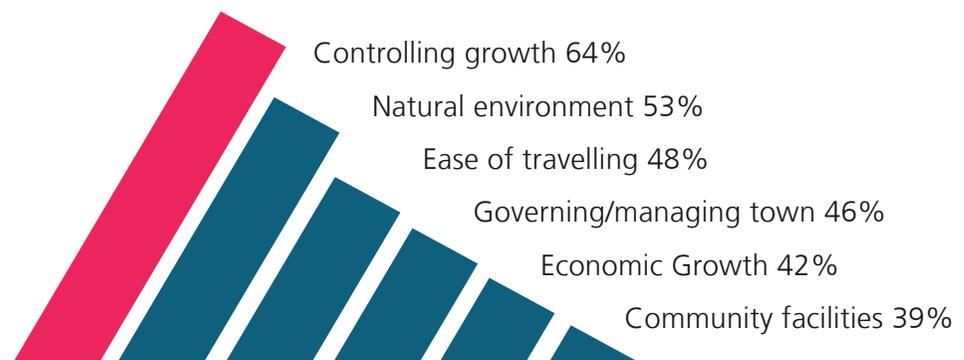
Residents were asked to rate eight attributes of the Town of Oakville, overall satisfaction was 90 per cent.

- Sense of belonging and being safe 95%
- Quality of buildings/overall appearance 90%
- Information provided to residents 86%
- Protection of heritage 85%
- Responding to community needs 84%
- Protection of environment 81%
- Public involvement in government 74%
- Management of tax dollars 74%



Controlling growth a key priority

To assist with prioritization of policies and plans for the future, residents were asked to choose which priority they would like to see the town focus on most. Controlling growth in the town was most often selected as the key priority overall, followed by Oakville's natural environment and then ease of travelling in town.



Committed to customer service excellence

- Residents were asked to rate their customer service experience with the Town of Oakville and a remarkable **84%** expressed overall satisfaction.
- When it comes to finding information about the town, **74%** of residents identified the town's website as their preferred way to access town information. **Visit oakville.ca to learn more, and try out our online tools to report a problem or register for a program.**
- When asked about ways residents contact the town, **32%** say telephone is the primary way. **Contact [ServiceOakville at 905-845-6601](tel:905-845-6601) to access town programs and services.**