

# 2022 Citizen Survey Report Card

 **93%** Residents give town top marks

 **811** phone responses

 **990** online survey responses

In January and February, Forum Research conducted a telephone survey and an online survey. Findings are accurate to +/- 2.9 per cent.

## Government highly valued

**80%**

positive about the government of the Town of Oakville.

85% of residents said they receive good value for their tax dollars.

## Satisfaction in services remain strong

Overall satisfaction with town services was 93%.

8 out of 12 service areas received 80%+, including parks and green spaces, harbours and waterfront areas, public library services, recreation fields and facilities, Oakville's emergency services, arts, heritage and culture, recreation programs, and town roads and sidewalks.

## Oakville continues to be a great place to call "home"

Residents were asked to rate 10 attributes of the Town of Oakville.



87% Overall satisfaction



95% Safety



92% Overall appearance of community



87% Feeling of belonging



## Committed to customer service



More than 85% of residents feel town staff are respectful and knowledgeable, and the information they need is easy to find.

**9 in 10**

Of those who have used the town's website, 89% were satisfied with it.

## Resident priorities

To help the town in planning for the future, residents outlined the following top priority areas of focus:

**Climate change:** Protecting and maintaining parks, trails & green spaces.

**Economic growth:** Attracting new companies to Oakville to create more local job opportunities.

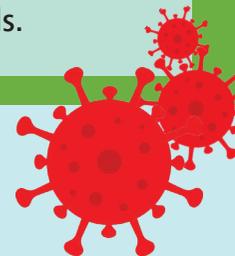
**Parks amenities and recreation programs:** Offering park space for unstructured use.

**Ease of traveling:** Adding and widening roads and bridges and increasing the frequency of public transit.

**Governing and managing the town:** Ensuring open and accountable government decision-making.

**Controlling the rate and type of growth:** Protecting the character of existing neighbourhoods.

## Impacts of COVID-19 pandemic



8 in 10 residents (78%) expressed satisfaction in how the town adapted its services in response to the public health emergency.