

# 2026 Community Satisfaction Survey

In February, Forum Research conducted a telephone survey and an online survey. Findings are accurate to +/- 3.4 per cent.



 **90%** Residents give Town top marks

 **808** phone responses

 **590** online survey responses

## Government is highly valued

**82%** positive about the government of the Town of Oakville. 81% of residents said they receive good value for their tax dollars.

**7 out of 13 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 public library services.

## Satisfaction in services

**90%** overall satisfaction with Town services.

## Livability compared to others in the GTA

**4 out of 5** residents think that Oakville is a more livable community compared to the rest of the GTA.

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

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

90% Quality of services

77% Protecting environment

86% Feeling of belonging

## Committed to customer service



More than 90% of residents feel Town staff are respectful and knowledgeable, and the information they need is easy to find.

Of those who have used the Town's website, 87% were satisfied with it.

**87%**

## Vibrancy and Livability

The following were highlighted by residents as qualities that make Oakville vibrant and livable:

- Small town and community feel, family atmosphere
- Recreation programs, facilities services
- Parks
- Safety, low crime rate, and good police
- Green spaces
- Cleanliness and appearance of the community