

# 2017 Report Card to Citizens

## 81% Residents give town top marks

### The results are in!

According to the town's 2017 Citizen Survey, 81 per cent of Oakville residents surveyed expressed overall satisfaction with the government of the Town of Oakville. Eighty-nine per cent were satisfied with Town of Oakville services and 85 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 805 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, 400 online surveys were completed, and 28 ideas were generated on the town's Idea Forum.

## A good place to call "home"

Residents were asked to rate eight attributes of the Town of Oakville, overall satisfaction was 85 per cent.



95%

Sense of belonging and being safe



88%

Quality of buildings/overall appearance



84%

Information provided to residents

79% Protection of heritage

78% Responding to community needs

76% Protection of environment

71% Public involvement in government

71% Management of tax dollars

## Town services highly valued

Overall satisfaction with town services was 89 per cent with ten of 12 service areas receiving satisfaction levels of over 80 per cent.



93%

Parks and green spaces



88%

Public library services



88%

Recreation fields and facilities

87% Harbours and waterfront areas

85% Recreation programs

85% Oakville's fire services

84% Arts and cultural programs and venues

82% Town roads and sidewalks

81% Winter road/sidewalk maintenance

81% Availability of online services

71% Municipal parking

54% Transit

## 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 and governing and managing the town.



## Committed to customer service excellence

- Residents were asked to rate their customer service experience with the Town of Oakville and a remarkable **85%** expressed overall satisfaction.
- When it comes to finding information about the town, **73%** of residents identified the town's website as their preferred way to access town information. **Visit [oakville.ca](http://oakville.ca) to learn more, and try out our online tools for overnight parking or to 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](mailto:ServiceOakville@oakville.ca) to access all town programs and services.**