

# 2024 City of Guelph Satisfaction Survey



## What we heard

Residents are happy with the quality of life in Guelph:

**88% say it's good or very good**



### Important issues for Guelph residents

Housing availability and affordability



Poverty, homelessness, social issues and food security



Property taxes and taxes in general



### Value for tax dollars



**Seven in 10 (70%)**

residents continue to believe they receive good value for their tax dollars including user rates or fees

### Options the City can pursue to pay for services



**40%** prefer to maintain existing programs, service levels and facilities even if it means taxes or user fees increase.



**34%** feel there should be no increase to taxes or user fees, even if it means cuts to programs, services and facilities.



**19%** think new programs, services and facilities should be added, even if it meant an increase to taxes or user fees.

### Information or services provided in most recent resident interactions are:

- Fair and equitable: **67% agree**
- Easy and accessible: **78% agree**
- Accurate and reliable: **73% agree**
- Timely: **70% agree**
- Friendly and personal: **77% agree**



Overall satisfaction with information or service provided during an interaction: **88%**



City provides information in an open and transparent way: **65%**



**One in 7 (15%)** experience barriers/difficulties in accessing City programs.