

2022 City of Guelph Satisfaction Survey



What we heard

Residents are happy with the quality of life in Guelph:

96% say its good or very good



Perceptions of Guelph

Proud to be from Guelph:



Guelph is a **welcoming** community:



Guelph is an **environmentally responsible** city:



Guelph is a great place to own a **business**:



Value for tax dollars



Eight in 10 (78%)

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

Options for the City to pursue to pay for services



Increase user fees for programs used by residents: **35%**



Increase taxes: **32%**



Cut services: **22%**

Information or services provided in most recent interaction are:



Fair and equitable: **81% agree**



Easy and accessible: **80% agree**



Accurate and reliable: **79% agree**



Timely: **78% agree**



Personal: **74% agree**

Overall satisfaction with information or service provided: **76%**



City provides information in an open and transparent way: **80%**



Experience barriers/difficulties in accessing City programs: **one in 10 (8%)**

