

Highlights Summary

2024 Annual Community Feedback Questionnaire

The District of Oak Bay is pleased to present the results of the 2024 Annual Community Feedback Questionnaire. The questionnaire asked Oak Bay residents and business owners about their experiences with the District's services and staff, and priorities for the future. Responses help the District better understand the community's needs and how they can best be met. The District sincerely appreciates the time and effort taken by all respondents to share their thoughts and opinions.

Council will formally receive the results in open meeting during their annual Council Priorities Plan session on December 2, 2024.



1,268
Responses

of responses as % of households – 16%
as compared to 12% in 2023

*Per 2021 Census

18+



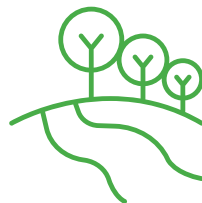
All respondents were asked to confirm that they were 18 years of age or older, and reside or own a business in Oak Bay

Quality of Life

95%

of respondents said the quality of life is good

Including 27% who said it is very good

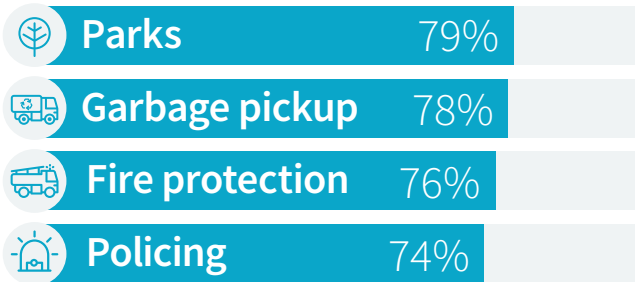


86%

of respondents reported feeling good about living in Oak Bay and **77% agreed that they feel a sense of belonging in Oak Bay**

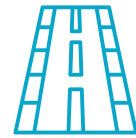
Municipal Services

Highest levels of satisfaction



56% of respondents reported that District services meet their needs

The highest levels of dissatisfaction were reported for:



- 49% road pavement maintenance
- 36% sidewalk maintenance
- 34% road lines & markings

Communicating & Interacting with the District

Respondents were most likely to have interacted with the District through the municipal website



- 68% indicated email is the best method for the District to communicate information to them
- 67% indicated online communication (oakbay.ca, connect.oakbay.ca) is the best method to get information

Financial Value

42% of respondents indicated they receive good or very good value for property taxes paid

Projects & Priorities

Top 3 capital project priorities as ranked by respondents:

- 1 Water, sewer & storm drain systems
- 2 Public safety building
- 3 Parks

Perceptions of Staff

60%

of respondents contacted the District with a question, problem or complaint in the past year

The most common reason they were in touch was regarding bylaws, a bylaw infraction or enforcement

80% agreed staff treated them with courtesy

78% agreed they could easily find out who they needed to approach

For questions, please contact Strategic Initiatives

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