2024 Community Survey

The Community Survey was open from **March 19 to April 21, 2024**.

A total of **1,200+** participants completed the survey, with **600+** responding via telephone and **600+** online. As the most statistically valid method of data collection, the following reflect the results of the telephone survey only.

What We Heard:

Quality of Life:



87% reported overall quality of life as **excellent** or **good**

Value for Tax Dollars:



86%

feel they are getting **value** for their tax dollars

Living in Whitby:

82% are satisfied or **very satisfied** with living in Whitby

9 in 10 find Whitby to be **safe and welcoming**



Customer Service:

9 in 10

feel that **Town staff** are:

- courteous
- treat them fairly
- knowledgeable



Communication With Residents:

9 in 10 residents agree that **information being shared by the Town** is:

- reliable/accurate
- clear/easy-to-understand
- informative

Top Three Issues Facing Whitby Today:

1. **Taxes**
2. **Affordable Housing**
3. **Hospital**

connectwhitby.ca/CommunitySurvey

Whitby