

Vaughan Resident Survey

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Fieldwork dates	November 17 th – December 16 th , 2022
Sample	Respondents in the City of Vaughan who are 18 years of age or older
Survey collection method	<p>Computer Assisted Telephone Interviewing (CATI)</p> <ul style="list-style-type: none">• CATI sample was drawn using random digit dialing (RDD) among City of Vaughan respondents. A mix of landline and cell phone sample was used to reach cell phone-only households.• Results throughout this report have been statistically weighted by age and gender, to ensure that the sample reflects the target population according to 2021 Census data.
Margin of Error	±3.46%
Sample size	Total: 804
Length of interview	19.7 min

TOP2 / BTM2

Top 2 (TOP2) and bottom 2 (BTM2) reference the collected TOP2 positive and BTM2 negative responses, where applicable. For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “somewhat satisfied,” whereas a grouping of “not satisfied” (BTM2) may be the combined result of “somewhat dissatisfied” and “very dissatisfied.”

Rounding

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Multi-mentions

In some cases, more than one answer option is applicable to a respondent. Multiple mention questions allow respondents to select more than one answer category for a question. For questions that ask for multiple mentions (e.g., “Which of the following communication methods have you used?”), it is important to note that the percentages typically add to over 100%. This is because the total number of answer categories selected for a question can be greater than the number of respondents who answered the question. For example, respondents were able to select “email” and “physical mail/inserts” as their answer.

Significance Testing

Throughout the report, statistically significant differences (at the 95% confidence level) between demographic segments have been stated under the related finding in the right text boxes. Statistical differences exist only between the segments mentioned in the notes.

Executive Summary



Respondents are satisfied with the quality of life and the delivery of services provided by the City.

- The vast majority of respondents are positive towards the overall quality of life in the City of Vaughan, with over 9 in 10 (TOP2: 94%) rating the quality of life as good or very good. *(slide 45)*
- Majority of respondents (TOP2: 87%) are satisfied with the delivery of services provided by the City of Vaughan. *(slide 48)*

Majority of Vaughan respondents are satisfied with 24 out of 25 services provided by the City.

- Respondents are most satisfied with Fire services (TOP2: 99%). *(slide 50)*
- More than 9 in 10 respondents are satisfied with Local Public Libraries (TOP2: 96%), Recreation and fitness service programs (TOP2: 92%) and Off-road multi-use / natural trails (TOP2: 92%) *(slide 50)*
- Traffic management is the only service that has less than half indicating satisfaction, including traffic calming and improving the flow of traffic (TOP2: 40%). *(slide 51)*

About half of respondents' surveys have contacted the City of Vaughan within the past 12 months, and vast majority who did were satisfied with all aspects of service.

- 9 in 10 (TOP2: 88%) were satisfied with the overall quality of the service delivery from the City. *(slide 55)*
- Over 8 in 10 were also satisfied with the accessibility of services (TOP2: 84%) and overall quality of service received from City staff (TOP2: 82%). *(slide 55)*

However, majority did not contact the City for or look up the variety of items listed by the City within the past 12 months. Of those who did, majority did so online with some exceptions.

- About 1 in 3 have contacted the City for or looked up how to: Pay a City of Vaughan bill (34%), Waste collection schedule (31%), and Registering for or inquiring about recreation programs (27%; *slide 57*), and most of them have done so online and will continue to in the future. However, reporting issues to the City (58%) and Public works-related service requests (57%) are mostly done by phone (*slide 67*), and majority prefer to contact the City via phone for advice, information, or to inquire about a service (60%). (*slide 69*)

Majority think they received an overall good value for their tax dollars and do not wish to see taxes increased.

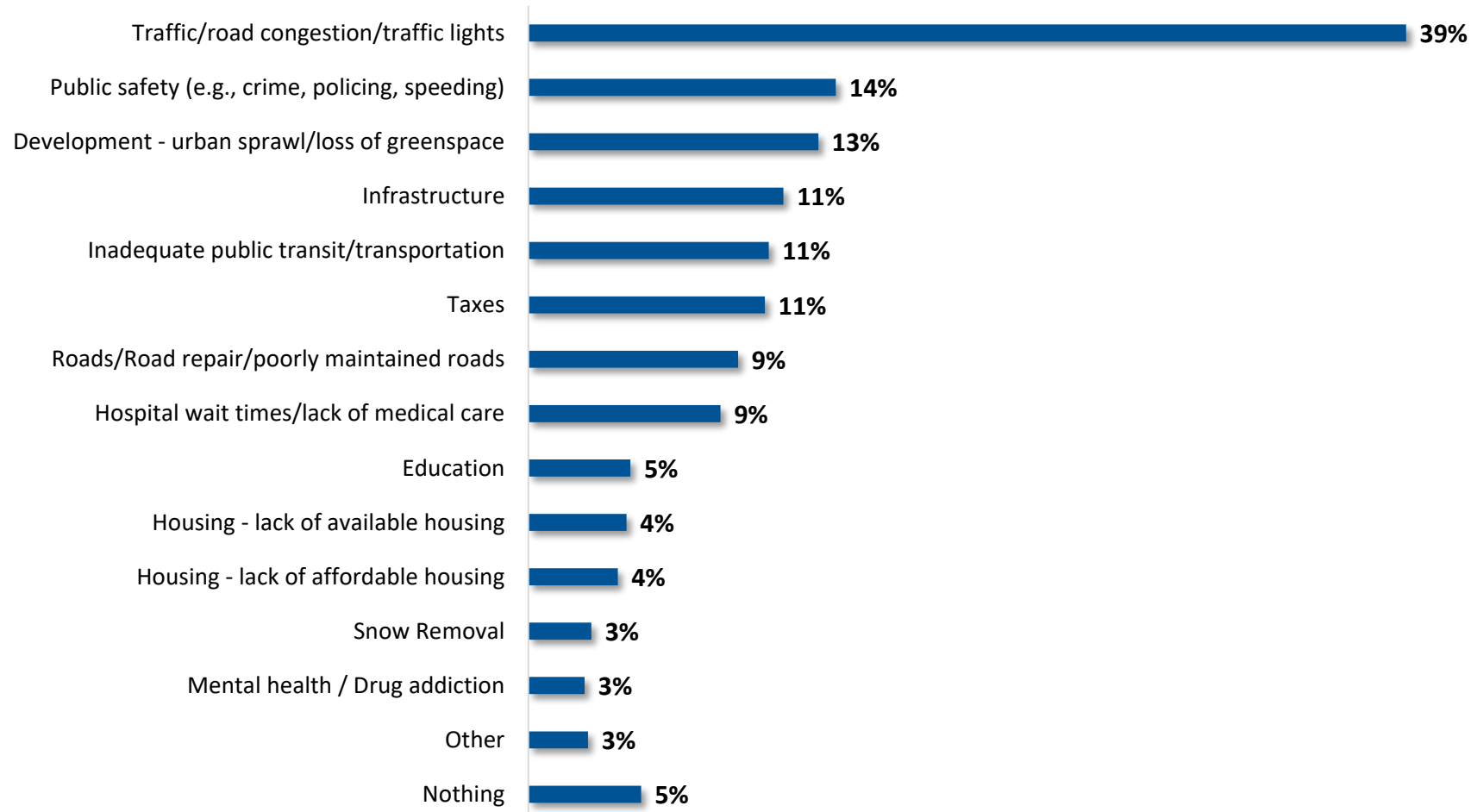
- Majority of respondents (TOP2: 82%) think they received an overall good value for their tax dollars. (*slide 74*)
- Around half (54%) do not want the City to increase taxes, even if it means cuts to services (*slide 76*). However, if they had no choice, and maintaining service levels or adding services and facilities meant an increased cost to provide these services, the plurality of respondents (46%) would prefer to pay for this through a combination of both increase user fees and increase property taxes. (*slide 77*)

Detailed Findings



Quality of Life

Top of Mind Issues



Traffic and traffic-related issues are the most important issue facing the community, with 2 in 5 (39%) respondents saying so.

- Women are more concern about traffic and traffic-related issues than men (48% vs 30%).

Other top of mind issues are public safety (14%) and development – urban sprawl / loss of greenspace (13%).

*note: not shown if <3%

Question Q1: In your view, as a resident of the City of Vaughan, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your Mayor and Members of Council? [Multi-mentions accepted, up to 3]

Sample: n=769

Framework: All respondents (exc. Don't know / Refused)

Top of Mind Issues – By Wards

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
Traffic / road congestion / traffic lights	60%	34%	40%	28%	29%
Roads / Road repair / poorly maintained roads	17%	9%	9%	9%	3%
Development - urban sprawl / loss of greenspace	10%	7%	21%	21%	14%

Respondents from Ward 1 are more likely to think traffic-related issues are the most important issues facing the community compared to all other Wards.

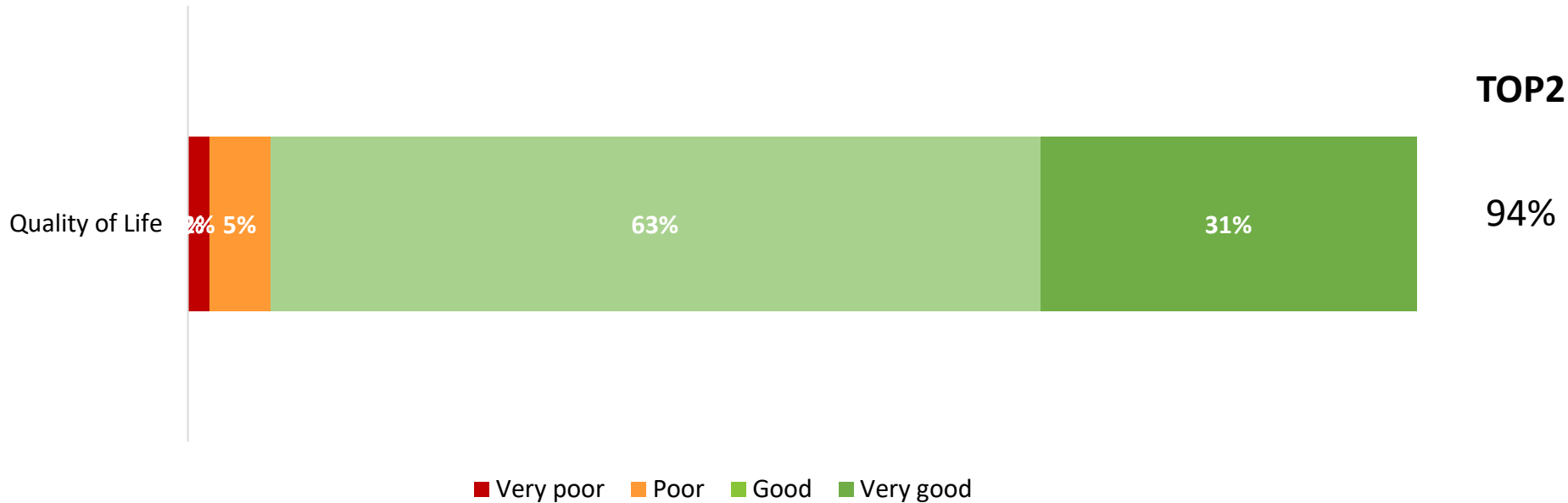
Ward 1 respondents are also more likely to say road-related issues are the most important issue compared to Ward 5 respondents, where Ward 3 respondents are more likely to say development is the most important issue compared to Ward 2 respondents.

Question Q1: In your view, as a resident of the City of Vaughan, what is the most important issue facing your community, that is, the one issue you feel should receive the greatest attention from your Mayor and Members of Council? [Multi-mentions accepted, up to 3]

Sample: n=769: Ward 1 n=183; Ward 2 n=152; Ward 3 n=141; Ward 4 n=95; Ward 5 n=125

Framework: All respondents (exc. Don't know / Refused / Unspecified Ward)

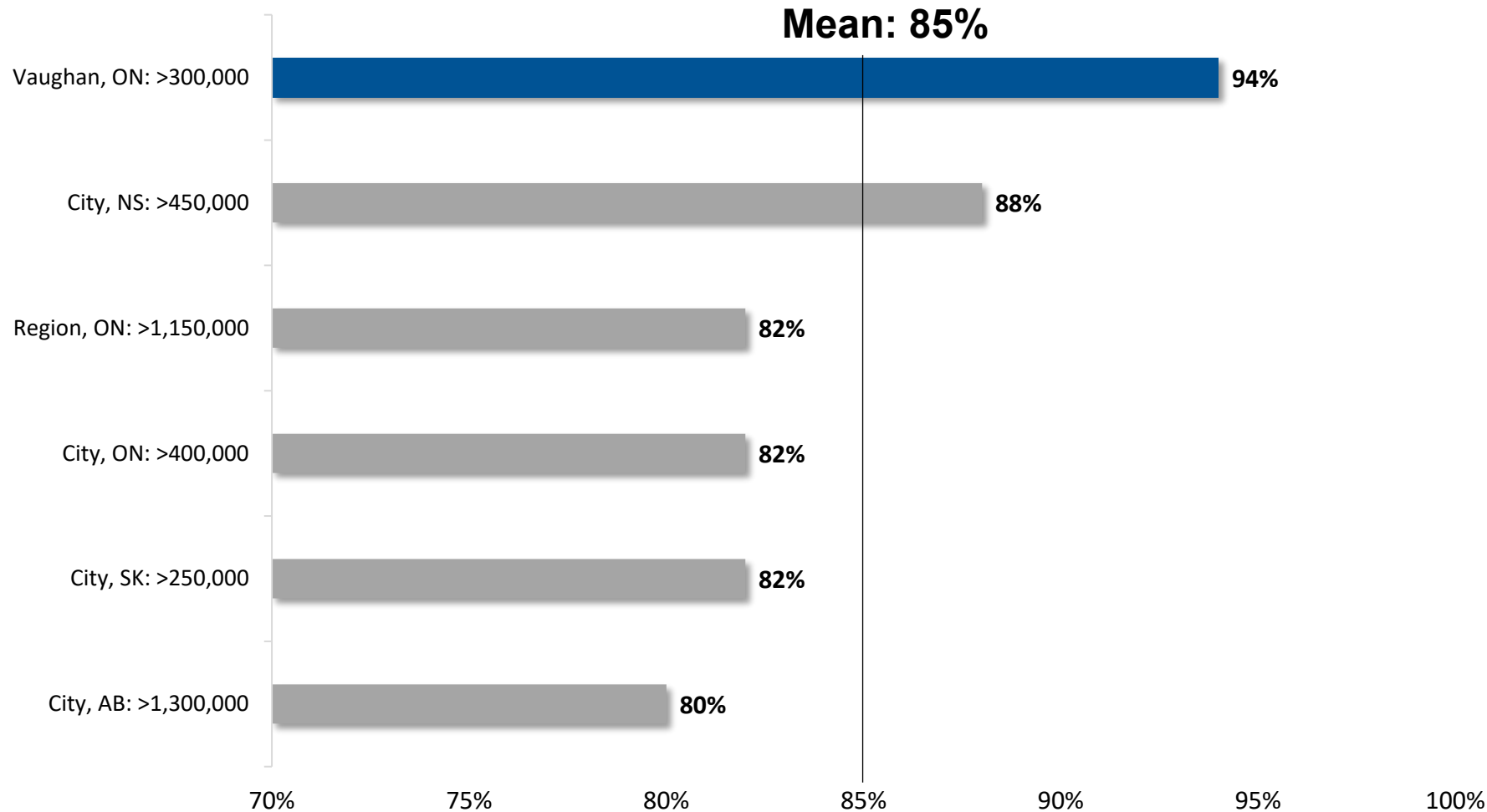
Overall Quality of Life in Vaughan



The vast majority of respondents are positive towards the overall quality of life in the City of Vaughan, with over 9 in 10 (TOP2: 94%) rating the quality of life as good or very good.

Respondents in Ward 4 (TOP2: 99%) are more likely to rate the quality of life as good or very good compared to Wards 1, 2 and 3 (TOP2: 92%, 93% and 94%, respectively), though quality of life is rated very high across all.

Quality of Life – Benchmark

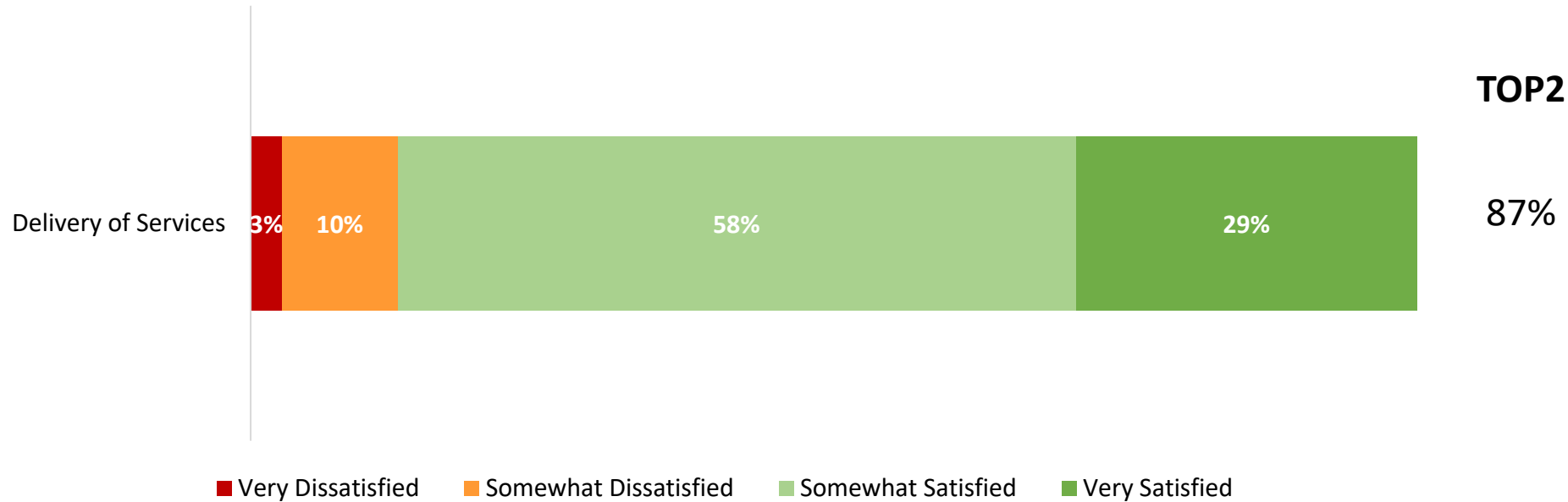


When compared with other similar municipalities across Canada, the City of Vaughan has the highest rating of quality of life.

This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2021-2022. Comparisons for this question include 5 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.

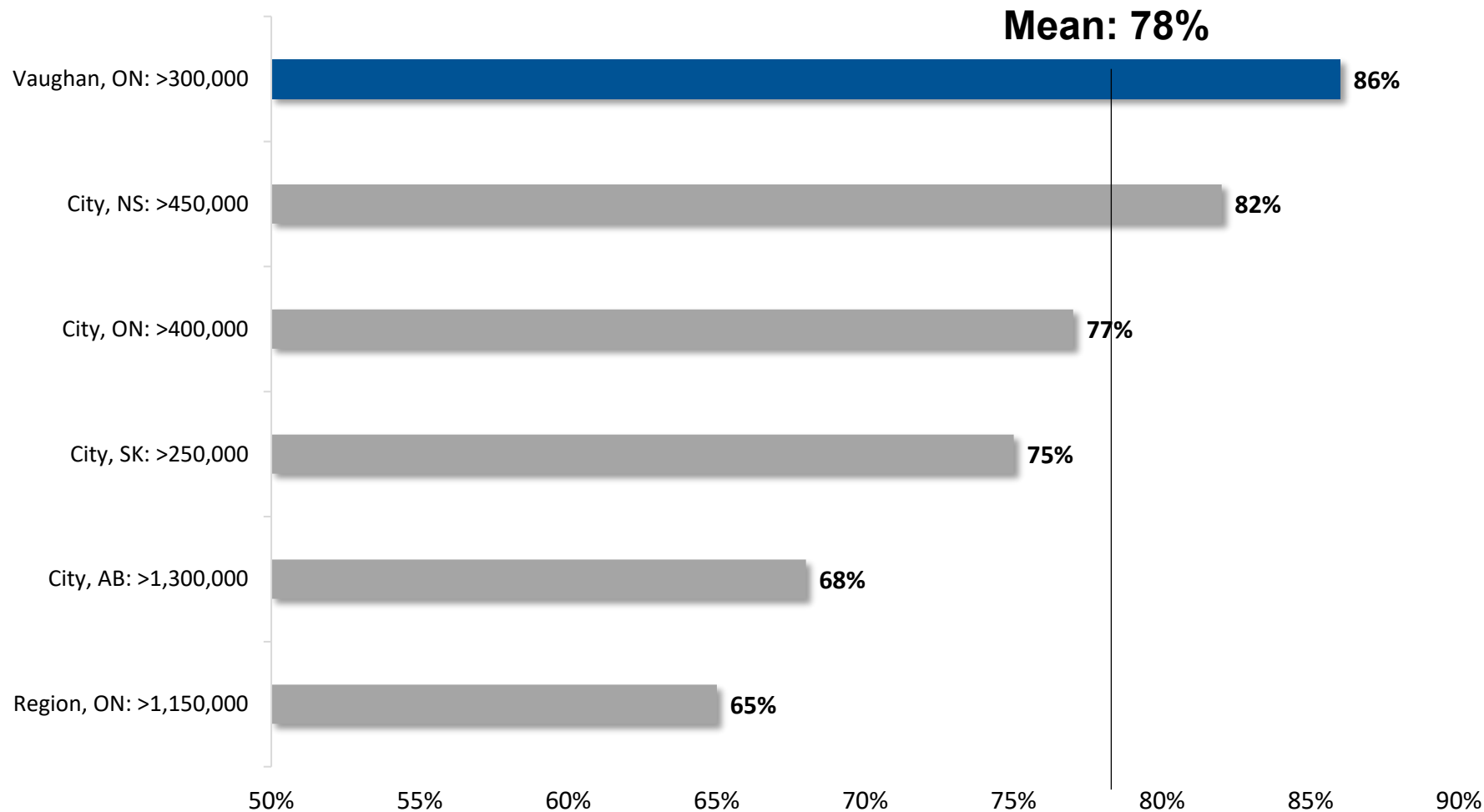
Quality of Services

Satisfaction with Delivery of Services



Majority of respondents (TOP2: 87%) are satisfied with the delivery of services provided by the City of Vaughan.

Satisfaction with Delivery of Services – Benchmarks



When compared with other similar municipalities across Canada, the City of Vaughan have the highest rating of Satisfaction with delivery of services.

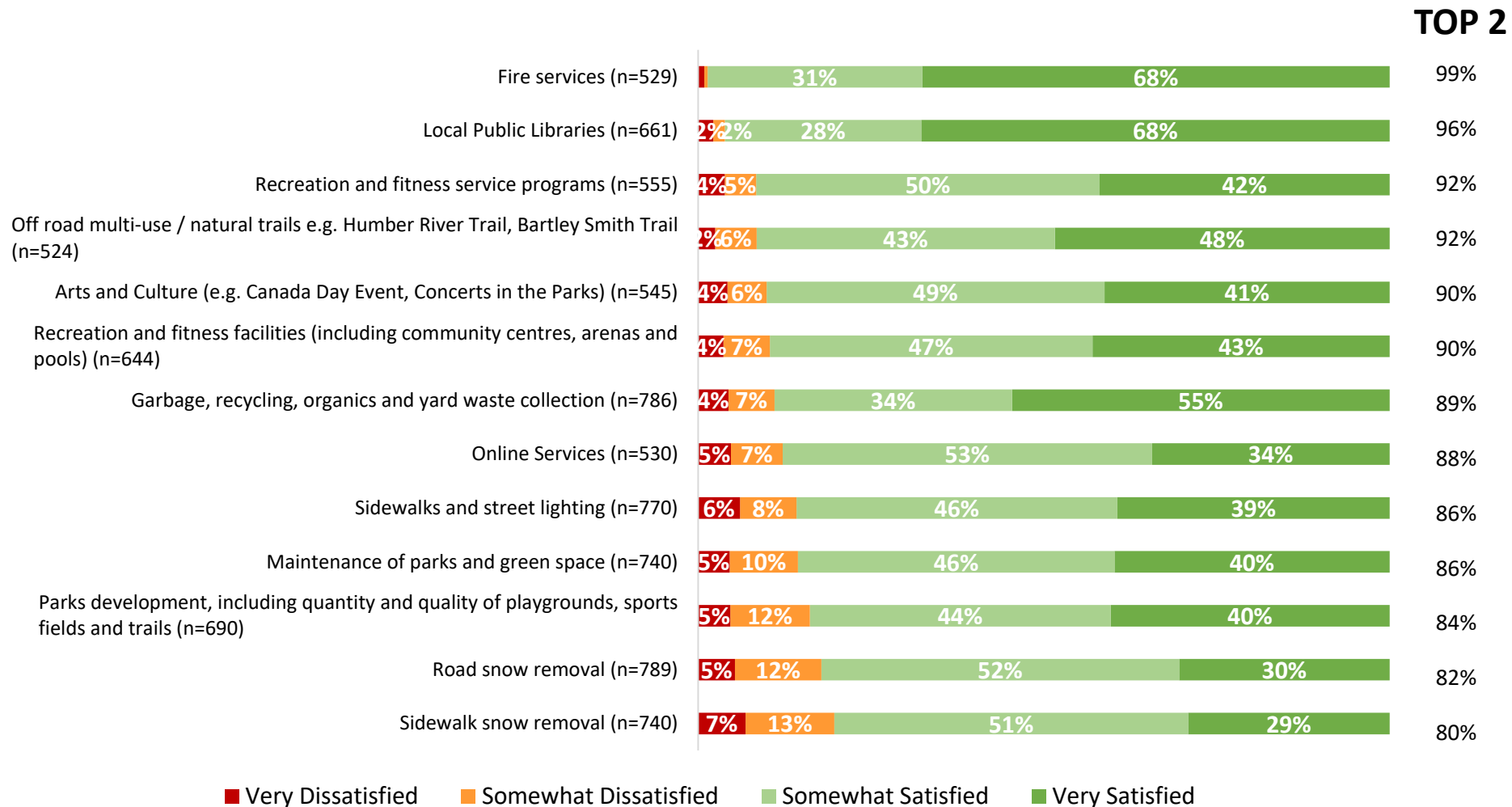
This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2021-2022. Comparisons for this question include 5 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.

Question Q3: Overall, how satisfied are you with the delivery of all the services provided by the City of Vaughan?

Sample: n=788

Framework: All respondents (exc. Don't know / Refused)

Satisfaction of Services Provided



Majority of respondents are satisfied with 24 out of 25 services provided by the City.

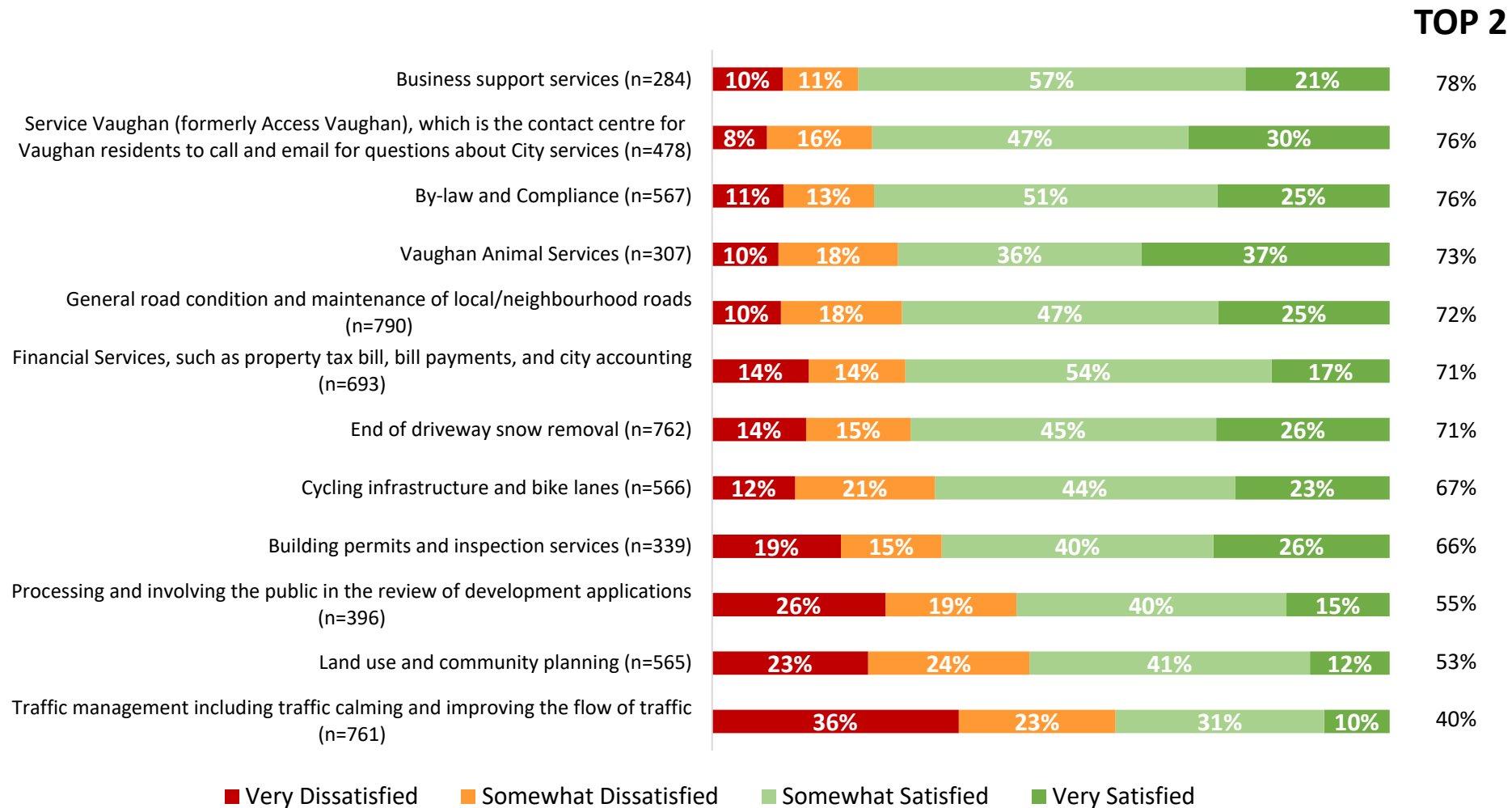
Respondents are most satisfied with fire services (TOP2: 99%), and more than 9 in 10 are satisfied with local public libraries (TOP2: 96%), recreation and fitness service programs (TOP2: 92%), and off-road multi-use / natural trails (TOP2: 92%)

Question Q4: And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the City of Vaughan on each of the following services?

Sample: Shown in chart above; varies for each area

Framework: All respondents (exc. Don't know / Refused)

Satisfaction of Services Provided (cont.)



Around 1 in 2 respondents are satisfied with the City's processing and involving of the public in the review of development applications (TOP2: 55%) and land use and community planning (TOP2: 53%).

Less than half of respondents are satisfied with traffic management (TOP2: 40%).

Question Q4: And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the City of Vaughan on each of the following services?

Sample: Shown in chart above; varies for each area

Framework: All respondents (exc. Don't know / Refused)

Satisfaction of Services Provided – TOP2 By Wards



	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
Service Vaughan (formerly Access Vaughan), which is the contact centre for Vaughan respondents to call and email for questions about City services	68%	72%	82%	91%	86%
Arts and Culture (e.g. Canada Day Event, Concerts in the Parks)	91%	87%	89%	92%	94%
Building permits and inspection services	68%	62%	61%	75%	67%
Business support services	80%	72%	81%	96%	73%
By-law and Compliance	73%	67%	76%	87%	74%
Cycling infrastructure and bike lanes	69%	67%	69%	58%	71%
End of driveway snow removal	68%	68%	62%	83%	73%
Financial Services, such as property tax bill, bill payments, and city accounting	70%	65%	67%	82%	81%
Fire services	99%	99%	98%	100%	97%
Garbage, recycling, organics and yard waste collection	83%	93%	93%	95%	88%
General road condition and maintenance of local/neighbourhood roads	66%	74%	77%	64%	83%
Land use and community planning	61%	48%	57%	54%	48%
Local Public Libraries	98%	95%	99%	97%	96%

In some cases, satisfaction with Vaughan services varies by Ward. Overall, respondents in Ward 4 and 5 are more likely to be satisfied with services compare to other Wards.

Question Q4: And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the City of Vaughan on each of the following services?

Sample: Varies for each area

Framework: All respondents (exc. Don't know / Refused / Unspecified Ward)

Satisfaction of Services Provided – TOP2 By Wards



	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
Maintenance of parks and green space	81%	89%	88%	88%	89%
Off road multi-use / natural trails e.g. Humber River Trail, Bartley Smith Trail	93%	90%	97%	91%	93%
Online Services	89%	82%	80%	98%	88%
Parks development, including quantity and quality of playgrounds, sports fields and trails	84%	88%	87%	83%	88%
Processing and involving the public in the review of development applications	65%	36%	56%	64%	56%
Recreation and fitness facilities (including community centres, arenas and pools)	88%	93%	93%	84%	85%
Recreation and fitness service programs	93%	93%	90%	90%	87%
Road snow removal	78%	86%	82%	81%	79%
Sidewalk snow removal	77%	83%	80%	81%	78%
Sidewalks and street lighting	85%	89%	85%	89%	87%
Traffic management including traffic calming and improving the flow of traffic	31%	40%	43%	46%	46%
Vaughan Animal Services	69%	68%	86%	91%	63%

Ward 1 respondents are more likely to be satisfied with processing and involving the public in the review of development applications than those in Ward 2.

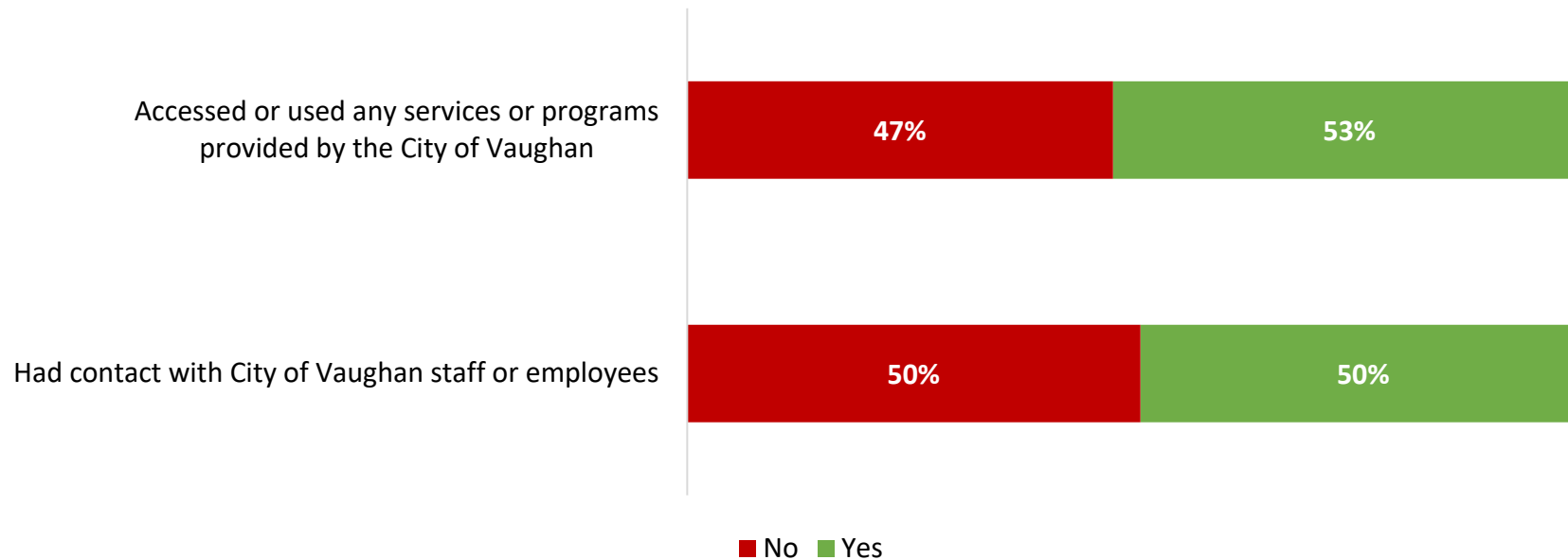
Ward 4 respondents are more likely to be satisfied with online services and compared to those in Wards 2 and 3, and also more likely to be satisfied with animal services compared to Ward 5.

Question Q4: And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the City of Vaughan on each of the following services?

Sample: Varies for each area

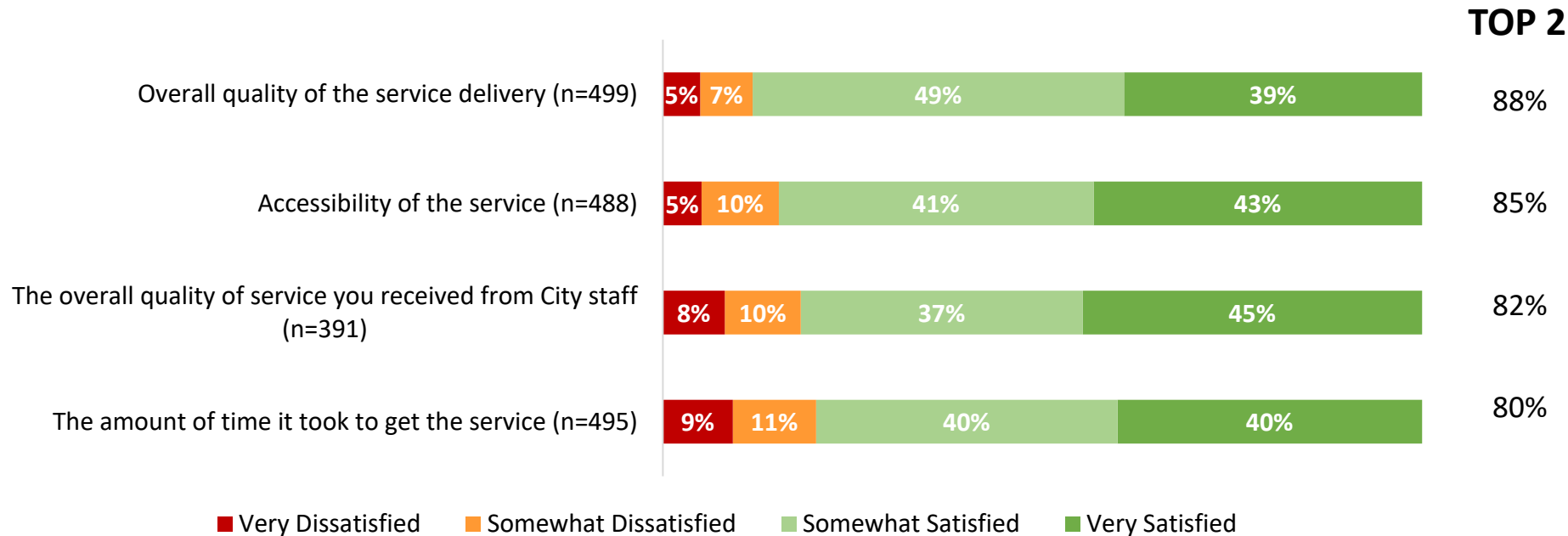
Framework: All respondents (exc. Don't know / Refused / Unspecified Ward)

Contact and Using Services Provided by the City



1 in 2 respondents (53%) have accessed or used services or program provided by the City. Around the same number (50%) also had contact with the City's staff or employees.

Satisfaction with Aspects of Services



Respondents are most satisfied with the over quality of service delivery from the City, with 9 in 10 (TOP2: 88%) saying they are satisfied, and specifically 2 in 5 (39%) saying they are very satisfied.

More than 8 in 10 (TOP2: 85%) say they are satisfied with the accessibility of the service, with another 2 in 5 (43%) saying they are very satisfied.

8 in 10 (TOP2: 82%) also express their satisfaction with the overall quality of service received from City staff, with over 2 in 5 (45%) saying they are very satisfied.

Question Q6: Based on your most recent experience with the City, how satisfied were you with....

Sample: Shown in chart above; varies for each area

Framework: Respondents who contacted City of Vaughan or accessed/used services or programs provided by City of Vaughan (exc. Don't know / Refused)

Satisfaction with Aspects of Services – By Wards

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
The overall quality of service you received from City staff	77%	78%	77%	93%	82%
The amount of time it took to get the service	83%	71%	82%	88%	77%
Accessibility of the service	83%	79%	88%	89%	80%
Overall quality of the service delivery	92%	81%	86%	96%	84%

There are no significant differences between wards on satisfaction levels with different aspects of their last experience with the City, with one exception.

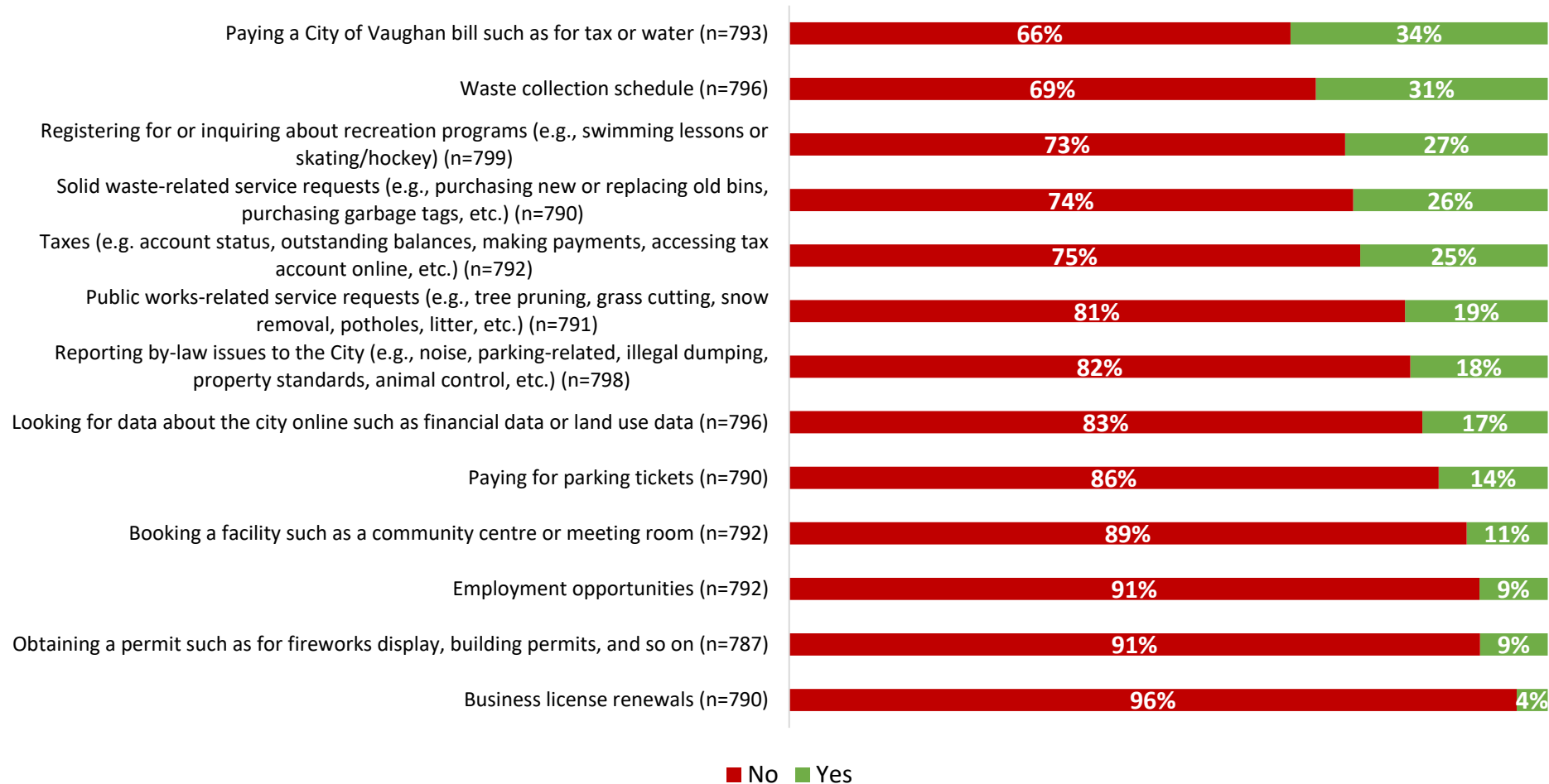
Ward 4 respondents are more likely to be satisfied with the overall quality of service delivery compared to those in Ward 2.

Question Q6: Based on your most recent experience with the City, how satisfied were you with....

Sample: Varies for each area

Framework: Respondents who contacted City of Vaughan or accessed/used services or programs provided by City of Vaughan (exc. Don't know / Refused / Unspecified Ward)

Services that Citizens have Contacted the City for



Within the past 12 months, majority of respondents have not contacted the City for, or looked up any listed items.

About 1 in 3 respondents have contacted the City for, or looked up how to:

- Pay a City of Vaughan bill (34%)
- Waste collection schedule (31%)
- Registering for or inquiring about recreation programs (27%)

However, only 1 in 10 or fewer have contacted the City for, or looked up how to:

- Book a facility (11%)
- Employment opportunities (9%)
- Obtaining a permit(9%)
- Business license renewals (4%)

Question Q7: In the past 12 months, have you contacted the City for, or looked up how to do, any of the following?

Sample: Shown in chart above; varies for each area

Framework: All respondents (exc. Don't know / Refused)

Gap Analysis

Interpreting the Gap Analysis



The Gap analysis shows the difference between how satisfied respondents are with each City service and the impact of the services to respondents' overall service satisfaction.

- **Satisfaction scores** are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual City services.
- **Impact on overall satisfaction scores** are plotted horizontally across the bottom of the chart (along the X-axis). They are based on a statistical method called regression analysis that determines how a specific service (“independent variable”) contributes to respondents' overall satisfaction with the services (“dependent variable”). Impact on overall satisfaction can also be referred to as perceived importance.

As a result of the analysis, City services have distributed among four areas:

1. Primary Areas for Improvement:

- Services that have the highest impact on overall satisfaction, but with lower individual satisfaction scores. The regression analysis identifies that these services are the strongest drivers of satisfaction. If the City can increase satisfaction in these areas, this will have the largest impact on overall satisfaction with City services.

2. Secondary Areas for Improvement:

- Services that have relatively high impact on overall satisfaction and have lower individual satisfaction scores. This should be the secondary area of focus to improve the satisfaction scores.

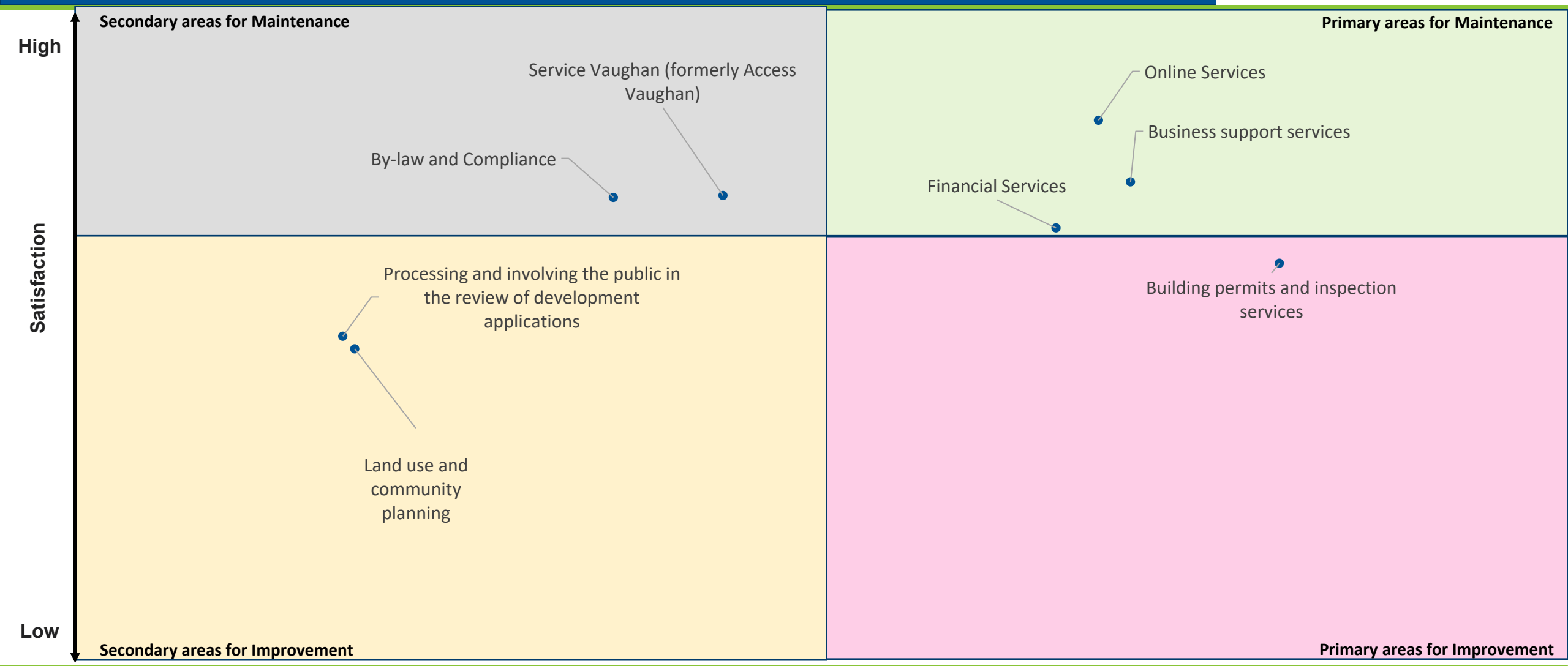
3. Primary Areas for Maintenance:

- Services that have relatively high impact on overall satisfaction and high individual satisfaction scores. The focus here is on maintaining the current level of service and satisfaction.

4. Secondary Areas for Maintenance:

- Services with lower impact on overall satisfaction but high individual satisfaction scores. The focus here should also be to maintain current satisfaction levels.

Gap Analysis – Office / Administrative Services



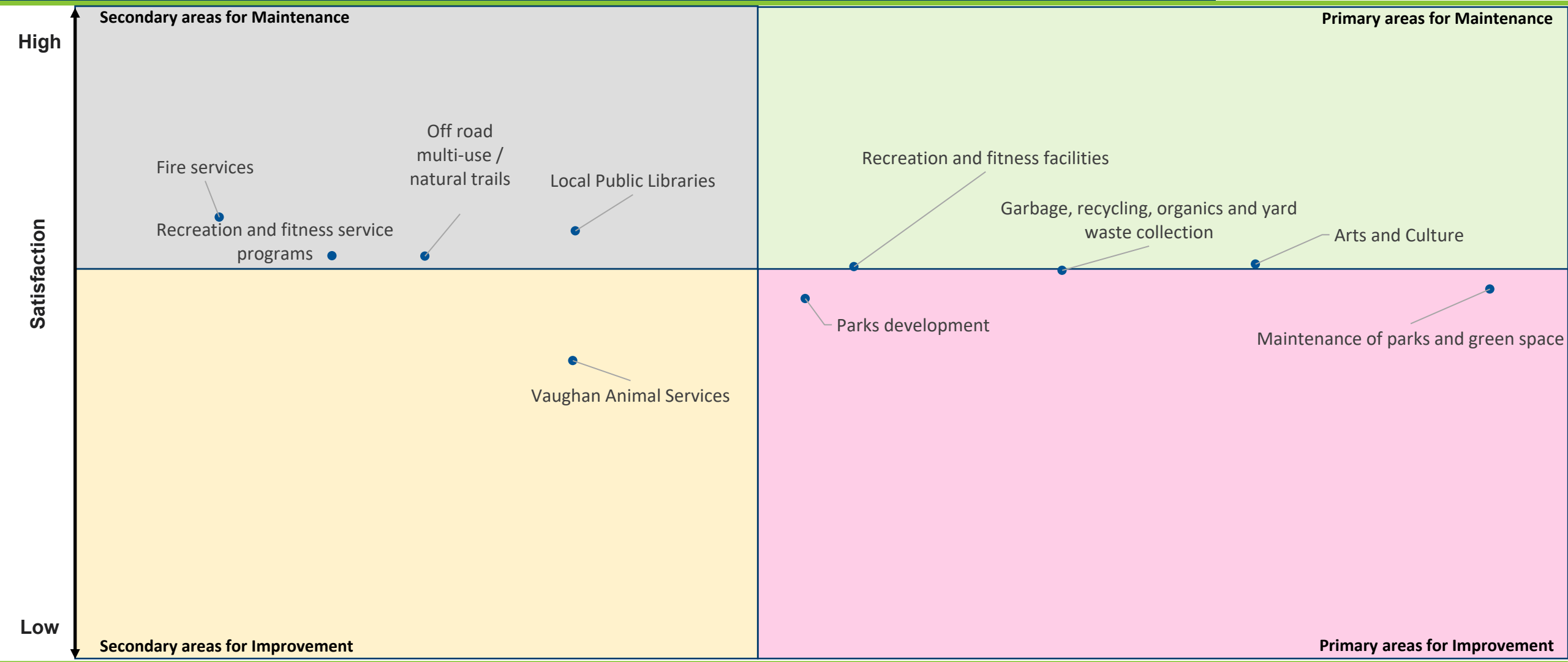
The services that the city should consider as **primary areas for improvement** include:

- Building permits and inspection services

The services that the city should consider as **secondary areas for improvement** include:

- Processing and involving the public in the review of development applications
- Land use and community planning

Gap Analysis – Recreational / Public Services



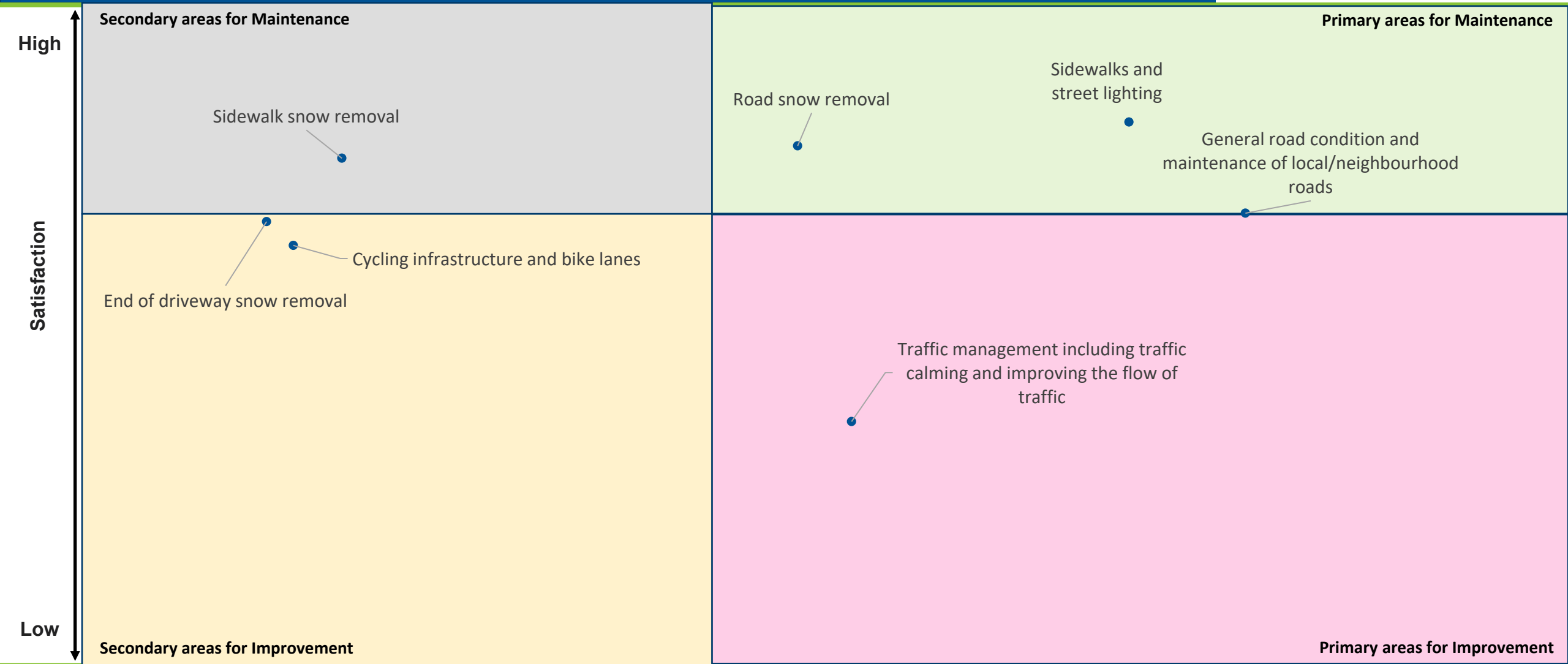
The services that the city should consider as **primary areas for improvement** include:

- Parks development
- Maintenance of parks and green space

The services that the city should consider as **secondary areas for improvement** include:

- Vaughan Animal Services

Gap Analysis – Road and Transportation Services



The services that the city should consider as **primary areas for improvement** include:

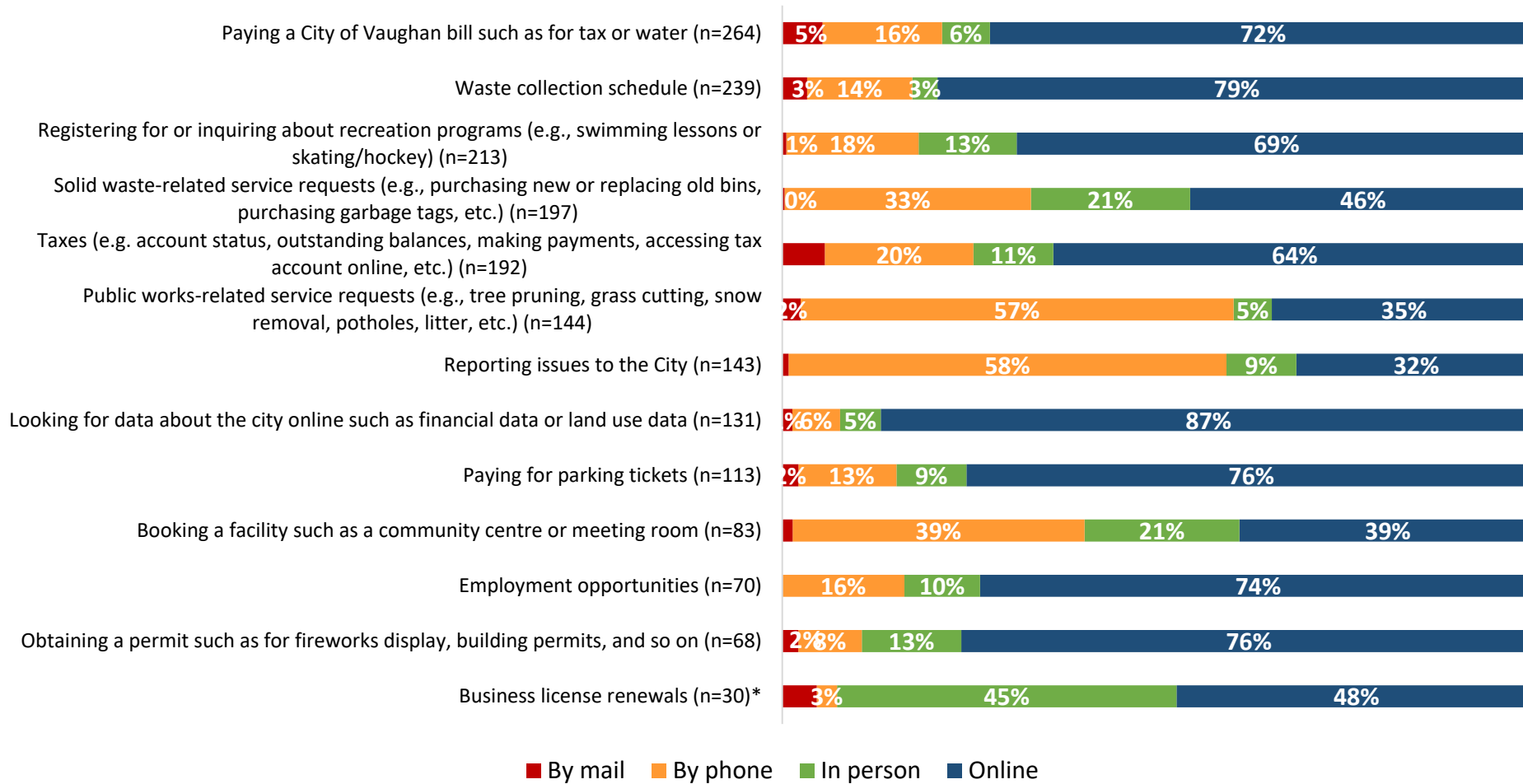
- Traffic management including traffic calming and improving the flow of traffic

The services that the city should consider as **secondary areas for improvement** include:

- End of driveway snow removal
- Cycling infrastructure and bike lanes

Communication With The City

Methods of Contacting the City – Most Recently



Online is the most popular method used to contact or look up for information.

- 9 in 10 respondents have looked for data about the city online (87%).
- 8 in 10 respondents have contacted or looked into waste collection scheduling (79%), obtaining a permit (76%), and paying for parking tickets (76%) using the online method.

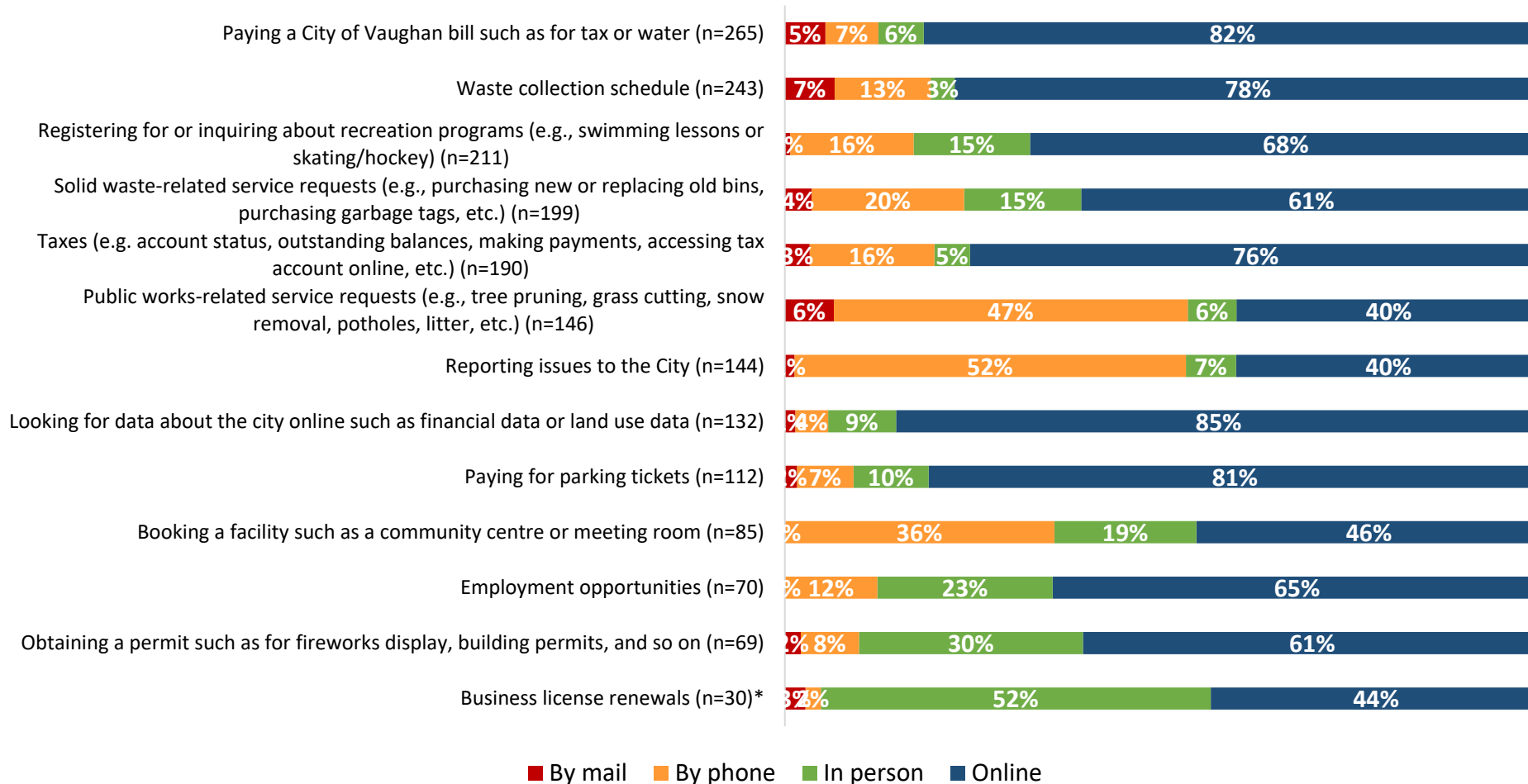
However, reporting issues to the City (58%) and Public works-related service requests (57%) are mostly done by phone.

Question Q8: Thinking of your most recent experience, which method did you use when you contacted the city about, or looked up how to do, the following? Was it in-person, online, by phone, or by mail?

Sample: Shown in chart above; varies for each area, *: small sample size; interpret results with caution

Framework: Respondents who contacted the city or looked up how to do the following (exc. Don't know / Refused)

Methods of Contacting the City – In the Future

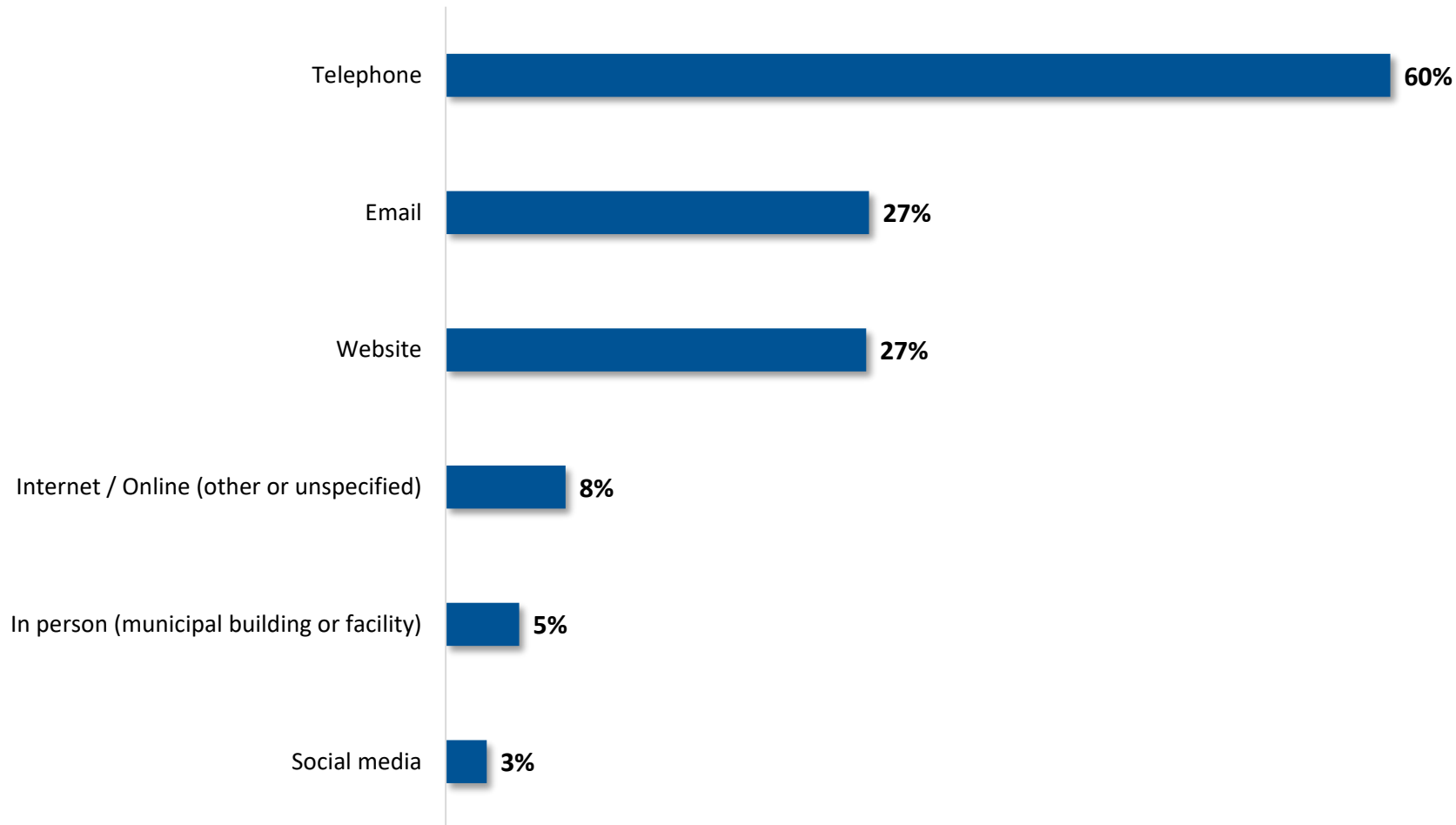


Online is also the most popular method respondents would want to use if they were to contact the City or look up the same item.

- Almost 9 in 10 respondents would prefer to look up data about the city online (85%).
- About 8 in 10 prefer to pay a bill (82%), pay for parking tickets (81%), and look up waste collection scheduling (78%) online.

Question Q9: Thinking of the next time you will do the following, which method would you prefer to use for....? Would you prefer in-person, online, by phone or by mail?
Sample: Same as previous slide, *: small sample size; interpret results with caution
Framework: Respondents who contacted the city or looked up how to do the following (exc. Don't know / Refused)

Preferred Methods of Contacting the City



When it comes to contacting the City for advice, information, or to inquire about a service, 3 in 5 (60%) prefer to do so via telephone.

1 in 4 (27%) prefer email and website as a method of contacting the City for advice, information, or to inquire about a service.

*note: not shown if <3%

Question Q14: And what is your preferred method to contact the City of Vaughan for advice, information, or to inquire about a service? [Multi-mention]
Sample: n=794
Framework: All respondents (exc. Don't know)

Preferred Methods of Contacting the City – By Wards



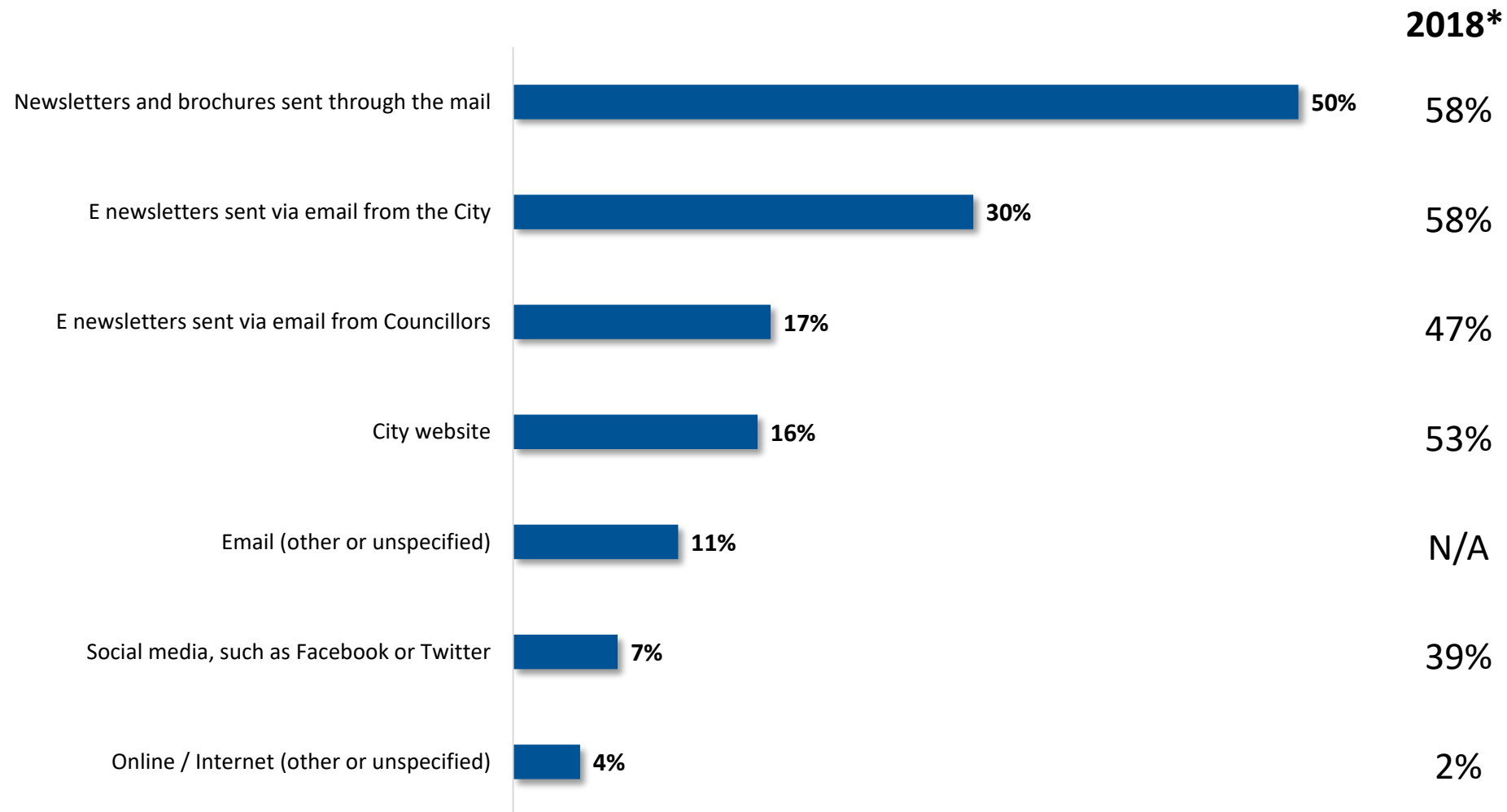
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
Email	33%	15%	28%	25%	29%
Telephone	68%	68%	57%	58%	56%

Respondents from Wards 1, 3, and 5 are more likely to prefer to contact the City via email compared to Ward 2.

*note: not shown if <3%

Question Q14: And what is your preferred method to contact the City of Vaughan for advice, information, or to inquire about a service? [Multi-mention]
Sample: n=794
Framework: All respondents (exc. Don't know / Unspecified Ward)

Methods for Receiving Information



Half of respondents (50%) prefer to receive information from the City via newsletters and brochures sent through the mail, followed by E newsletters sent via email from the City (30%).

**Note: This question was presented differently in 2018 and 2022. Data comparisons between the two should be done so with caution.*

*note: not shown if <3%

Question Q13: How do you prefer to receive information from the City of Vaughan? [Multi-mention] **(Do not read)** / Question from 2018 survey: What are your preferred methods for the City of Vaughan to communicate with you? **(Read list)**

Sample: n=796

Framework: All respondents (exc. Don't know)

Methods for Receiving Information – By Wards



	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5
City website	8%	12%	12%	31%	18%
Newsletters and brochures sent through the mail	50%	66%	50%	35%	52%
E newsletters sent via email from the City	32%	22%	34%	36%	34%

Ward 4 respondents prefer to receive information from the City via the City’s website, significantly more so than Wards 1, 2, and 3.

Ward 2 respondents are more likely to prefer newsletters and brochures sent through the mail compared to those in Wards 1, 3, and 4.

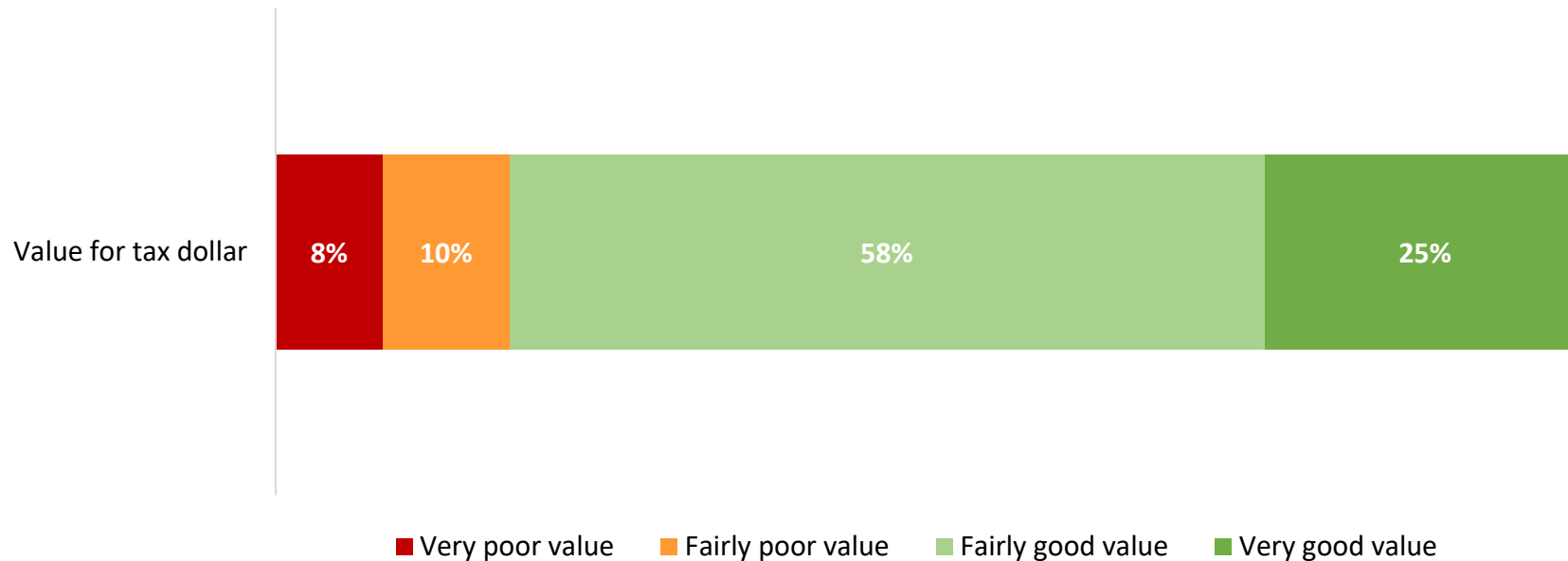
*note: not shown if <3%

Question Q13: How do you prefer to receive information from the City of Vaughan? [Multi-mention] **(Do not read)** / Question from 2018 survey: What are your preferred methods for the City of Vaughan to communicate with you? **(Read list)**

Sample: n=796

Framework: All respondents (exc. Don’t know / Unspecified Ward)

Taxation



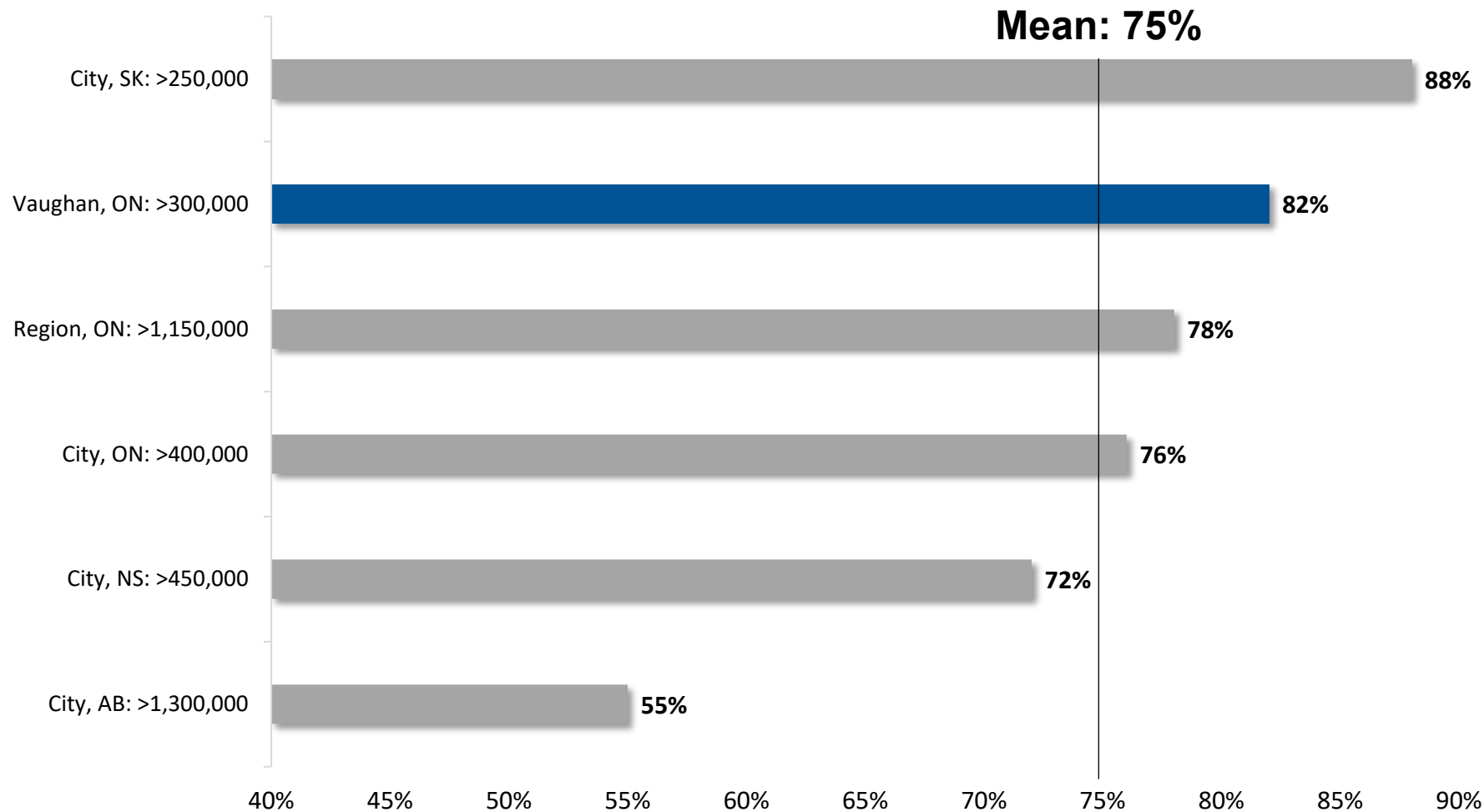
TOP2

82%

Majority of respondents (TOP2: 82%) think they received an overall good value for their tax dollars.

Respondents from Ward 4 (TOP2: 91%) and Ward 5 (TOP2: 91%) are more likely to say that they get a good or very good value for their tax dollars compared to those in Ward 2 (TOP2: 77%)

Value for Tax Dollars – Benchmarks



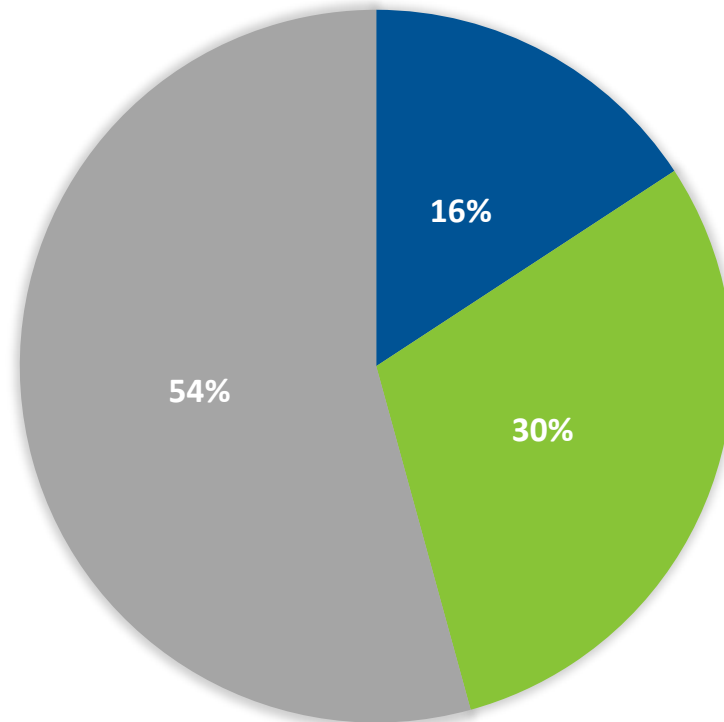
When compared with other similar municipalities across Canada, the City of Vaughan has the second highest rating of Value for tax dollars, and scores above the mean.

This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2021-2022. Comparisons for this question include 5 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.

Question Q10: Thinking about all the programs and services you receive from The City of Vaughan, would you say that overall you get a very good, fairly good, fairly poor, or very poor value for your tax dollars?

Sample: n=763

Framework: All respondents (exc. Don't know / Refused)



- The City of Vaughan should add new services and facilities, even if it means taxes or user fees must increase
- The City of Vaughan should maintain existing service levels, even if it means taxes or user fees must increase
- The City of Vaughan should not increase taxes or user fees, even if it means cuts to services

Around half (54%) of respondents do not want the City to increase taxes, even if it means cuts to services.

About 1 in 3 (30%) think the City should maintain existing services level, even if it means taxes or user fees must increase, and 1 in 6 (16%) think the City should add new services and facilities, even if it means taxes or user fees must increase.

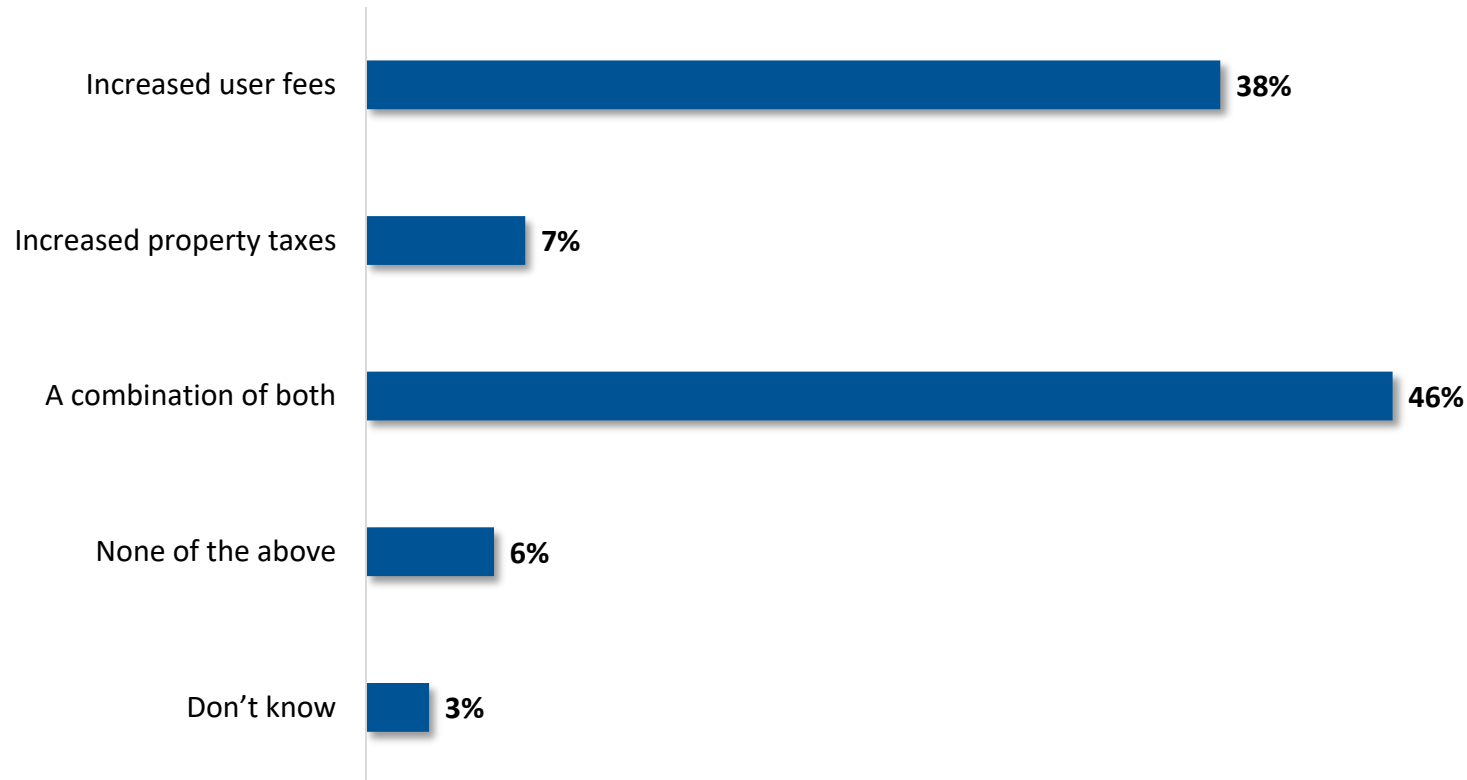
Question Q11: Which of the following comes closest to your view?

Sample: n=804

Framework: All respondents



Balance of Taxation and Services (cont.)

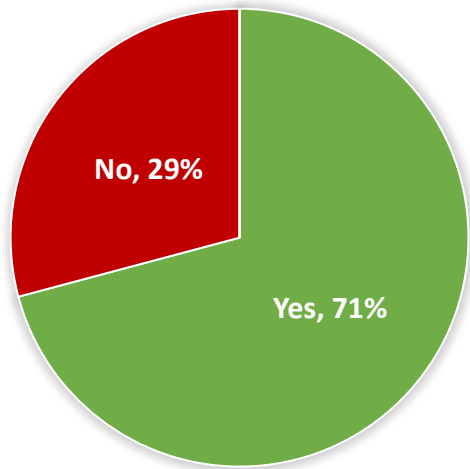


If maintaining service levels or adding services and facilities meant an increased cost to provide these services, the plurality of respondents (46%) would prefer to pay for this through a combination of both increase user fees and increase property taxes.

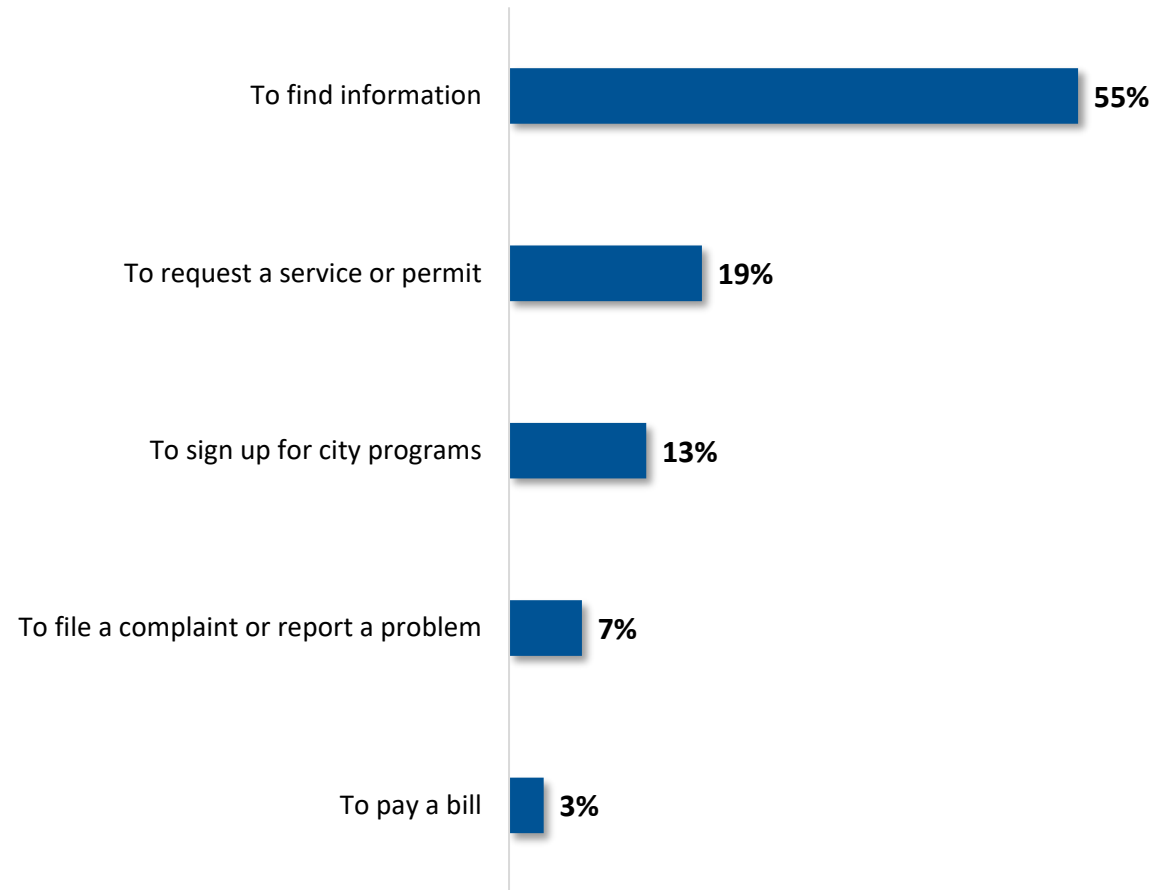
Public Information and Engagement

Reasons for Visiting City of Vaughan's Website

Visited The City of Vaughan's Website



Reason for Website Visit



7 in 10 respondents (71%) have visited City of Vaughan's website in the past 12 months.

- The most common reason for respondents' last visit to the City's website was to find information (55%), followed by requesting a service or permit (19%).

Respondents from Ward 1 (74%), Ward 4 (79%) and Ward 5 (74%) are more likely to visit the City's website than those in Ward 2 (58%).

- Respondents from Ward 5 (75%) are more likely to visit the City's website to find information compared to those in Ward 1 and Ward 2 (49% and 51%, respectively).

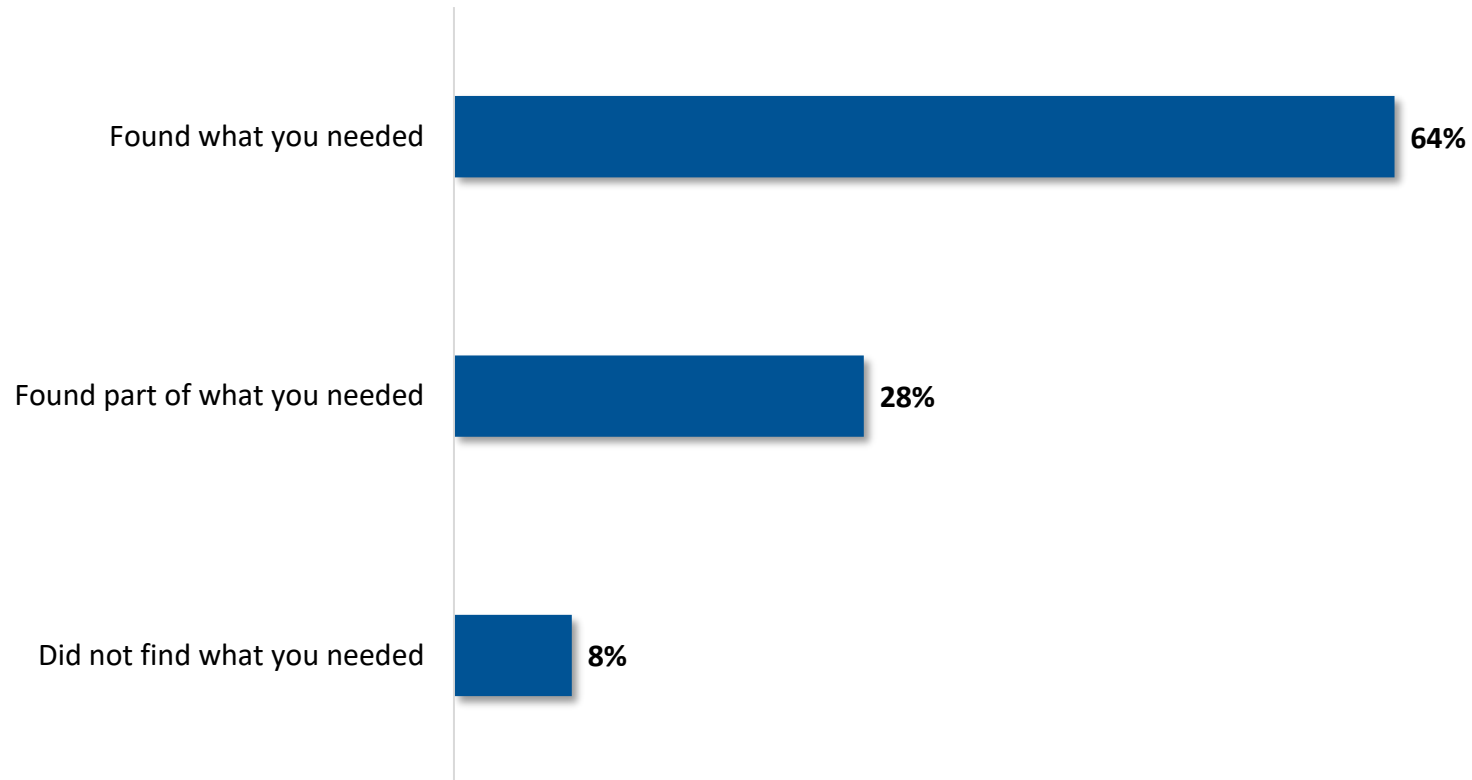
*note: not shown if <3%

Question Q15/Q16: Have you been to the City of Vaughan's website in the past 12 months? / Thinking of the last time you visited the City of Vaughan's website, what were you looking for? Was it...

Sample: [Q15/Left] n=791 / [Q16/Right] n=551

Framework: [Left] All respondents (exc. Don't know) / [Right] Respondents who have been to the City of Vaughan's website in the past 12 months (exc. Don't know / Refused)

Visiting City of Vaughan's Website

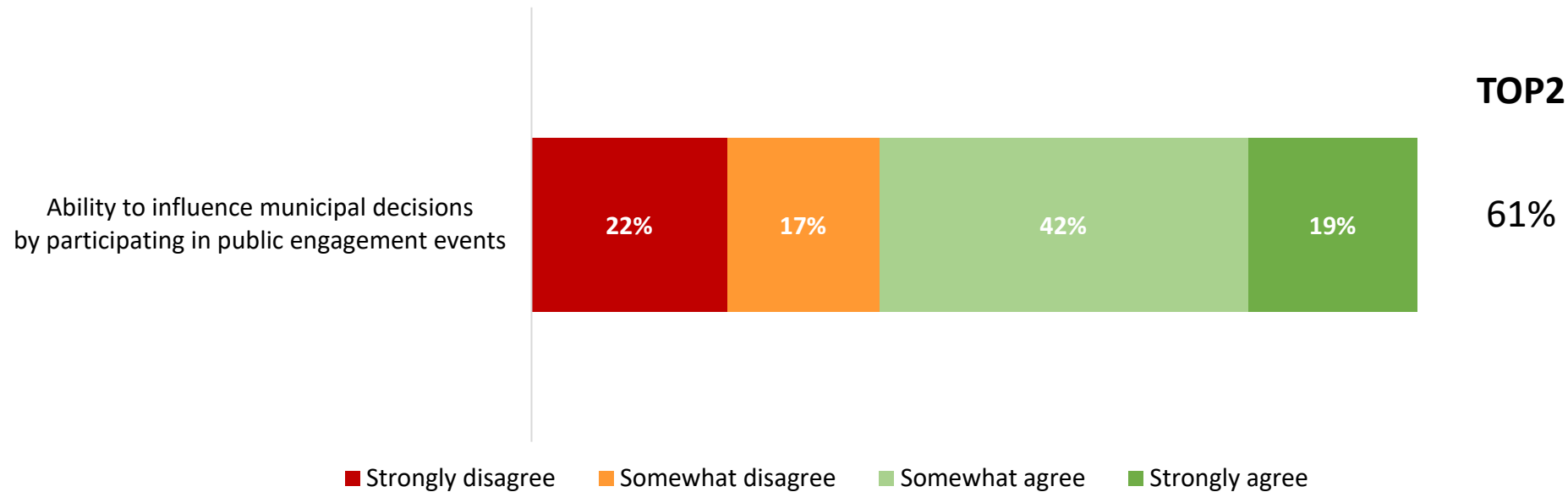


Generally, the majority of respondents who have been to the City of Vaughan's website have found (64%) or partially found (28%) what they need during their last visit.

Respondents from Ward 3 (38%) are more likely to have found part of what they needed compared to Ward 1 (19%).

Question Q17: And still thinking of the last time you visited the City of Vaughan's website, would you say that you...
Sample: n=557
Framework: Respondents who have been to the City of Vaughan's website in the past 12 months (exc. Don't know)

Ability to Influence Municipal Decisions



3 in 5 respondents (TOP2: 61%) agree that they can influence municipal decisions affecting Vaughan by participating in public engagement events.

- Males are more likely to agree that they can influence municipal decisions affecting Vaughan by participating in public engagement events compared to Females (68% vs 55%, respectively).
- Respondents from Ward 1 (TOP2: 67%) and Ward 4 (TOP2: 80%) are more likely to agree that they can influence municipal decisions affecting Vaughan by participating in public engagement events compared to Wards 2 and 5 (TOP2: 51% and 48%, respectively).

Question Q18: Would you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that you can influence municipal decisions affecting Vaughan by participating in public engagement events?

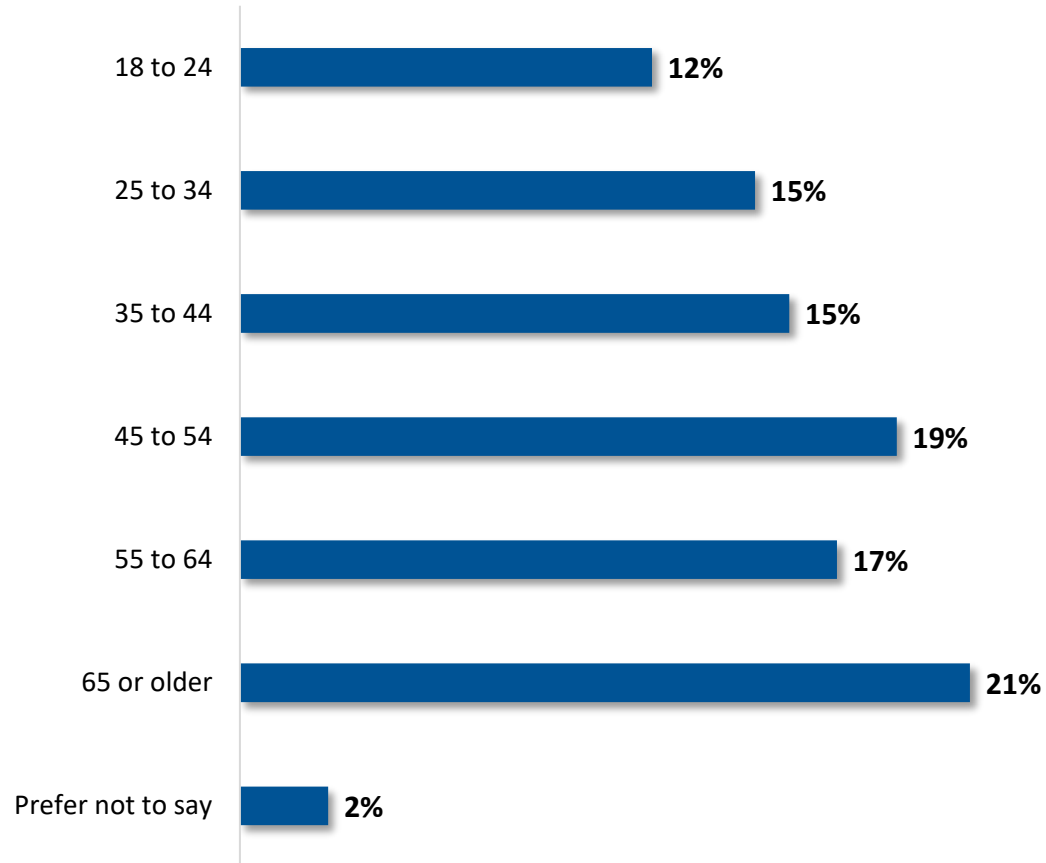
Sample: n=755

Framework: All respondents (exc. Don't know / Refused)

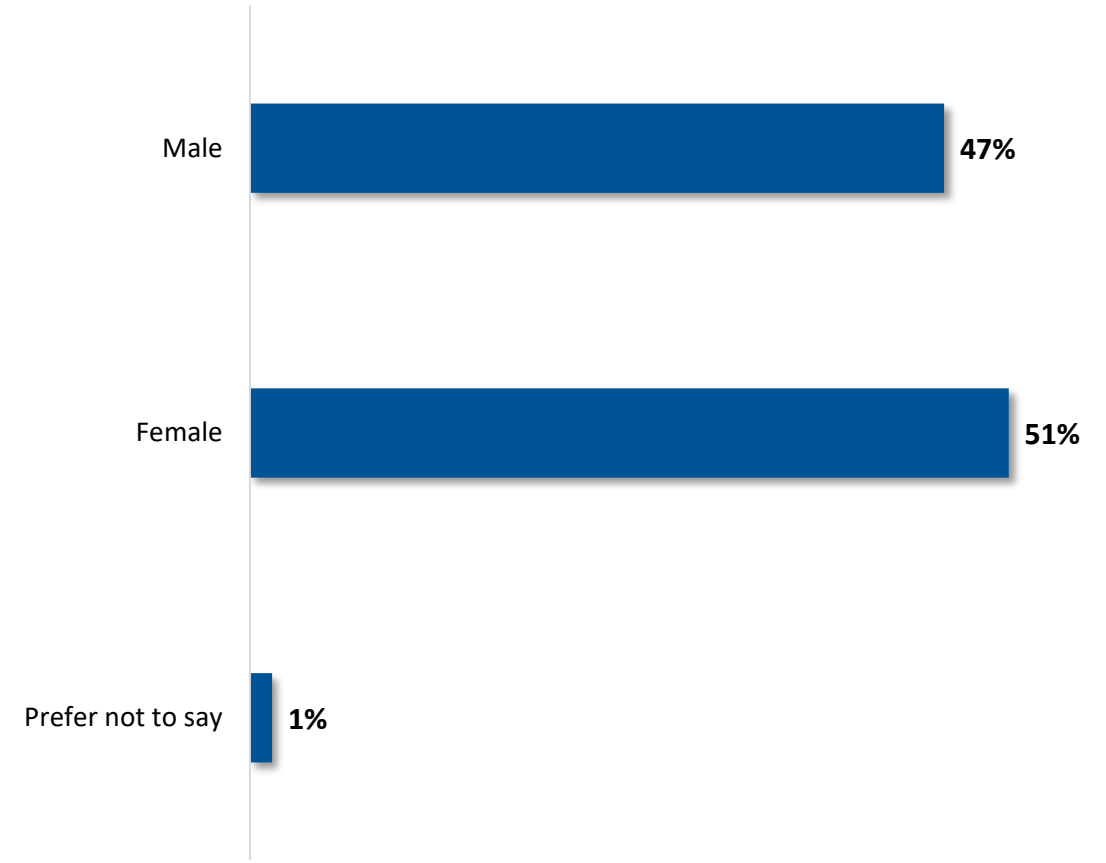
Demographics



Age

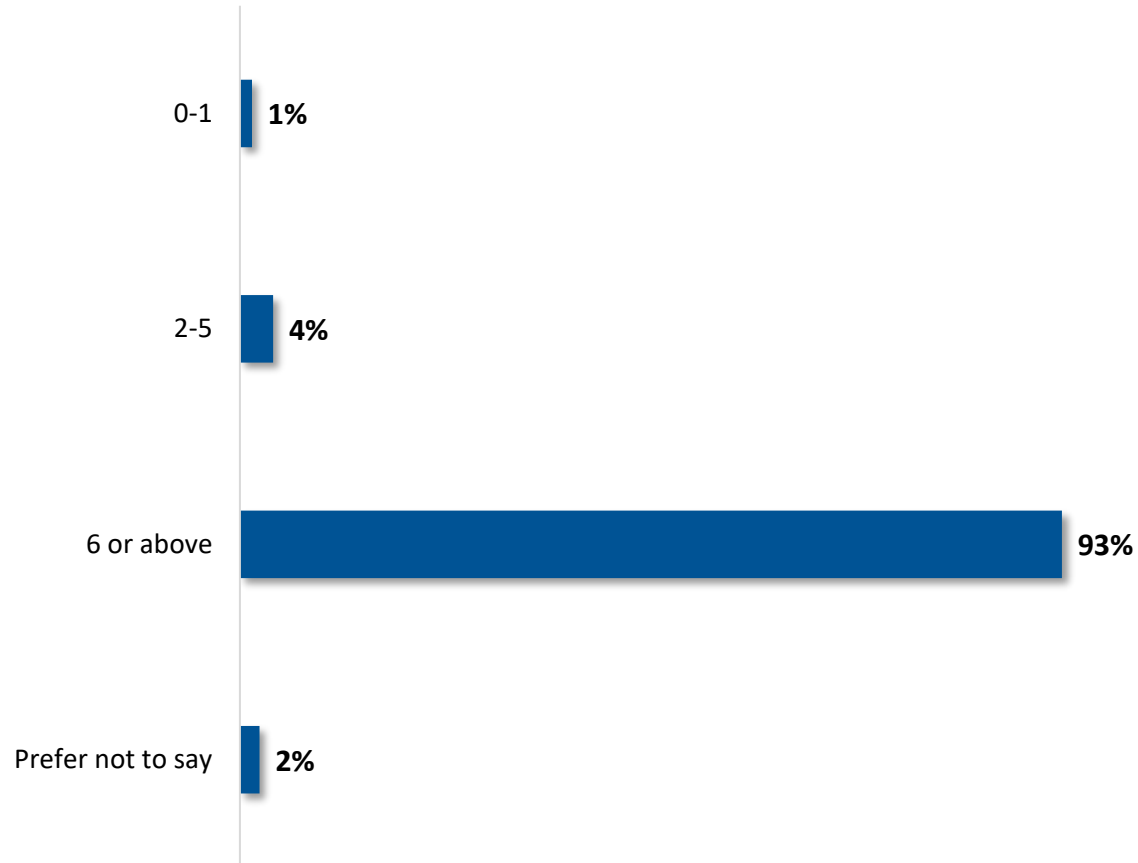


Gender

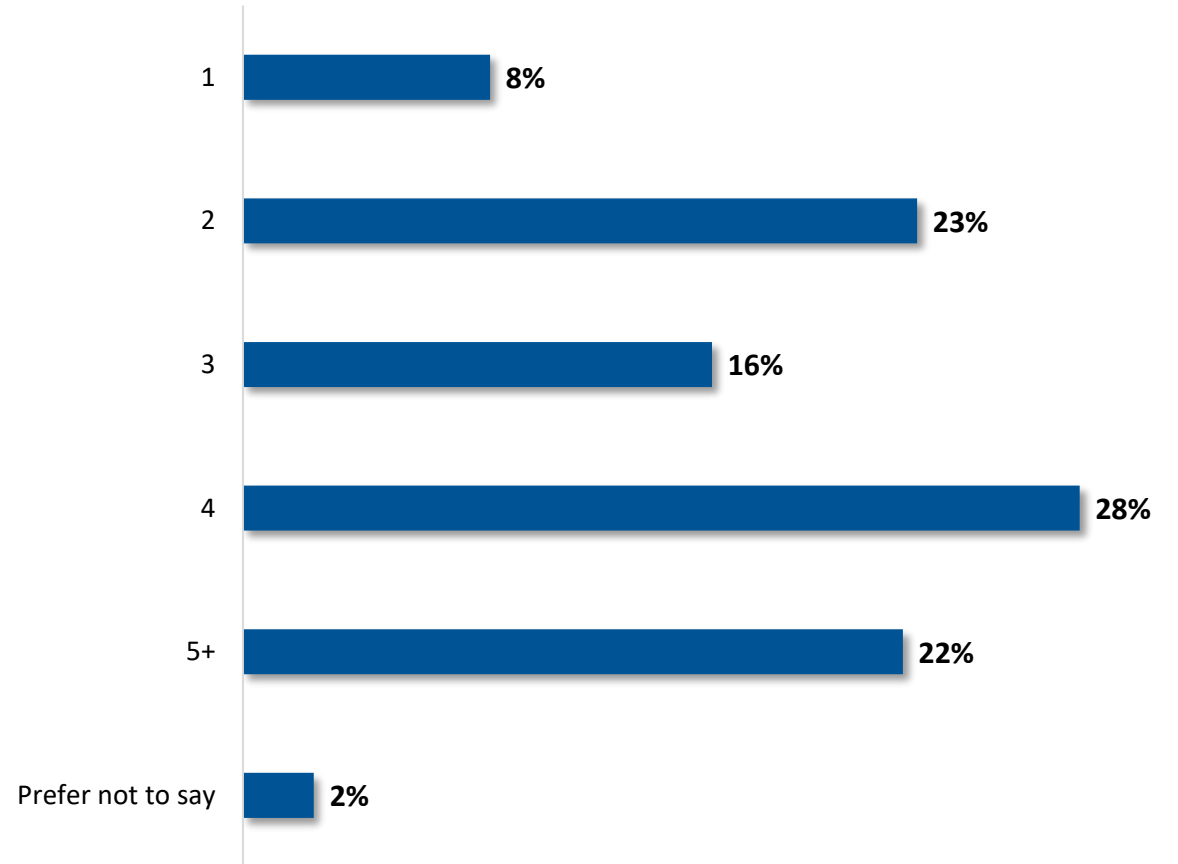


Question: [Left D1] Which of the following age categories do you belong to? [Right D2] Are you...?
Sample: n=804
Framework: All respondents

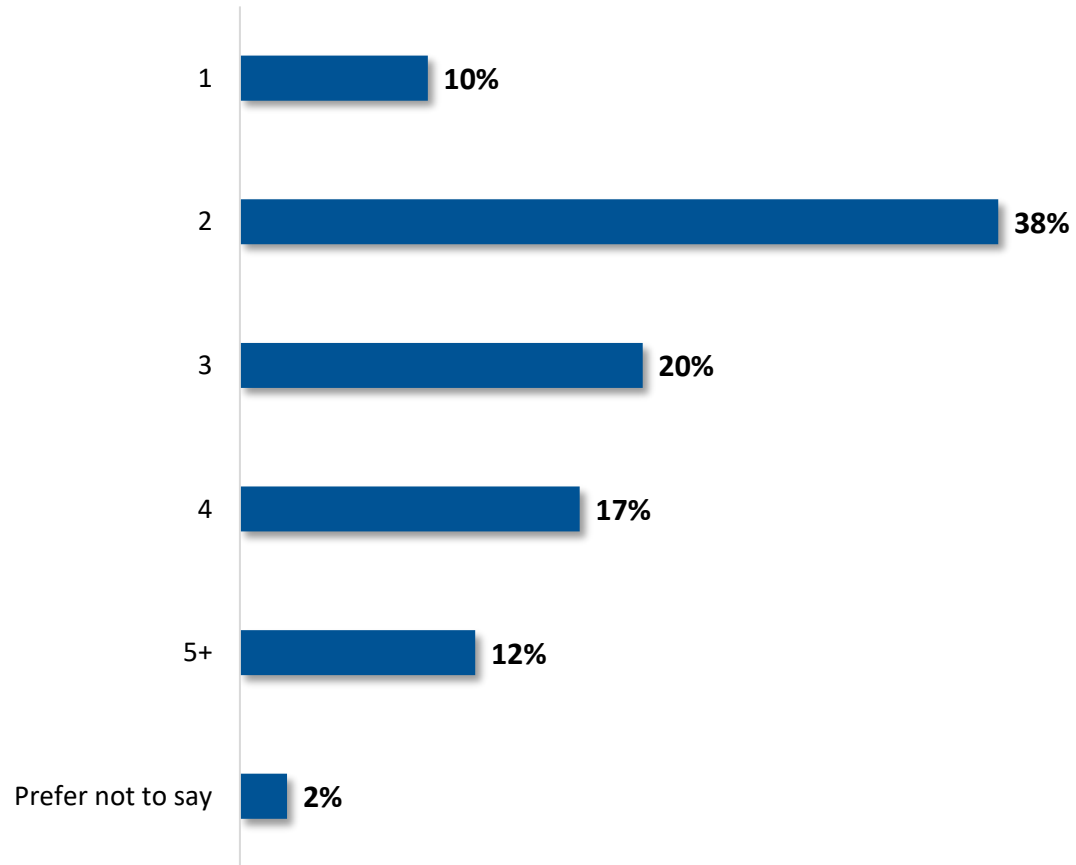
Tenure of Living in Vaughan



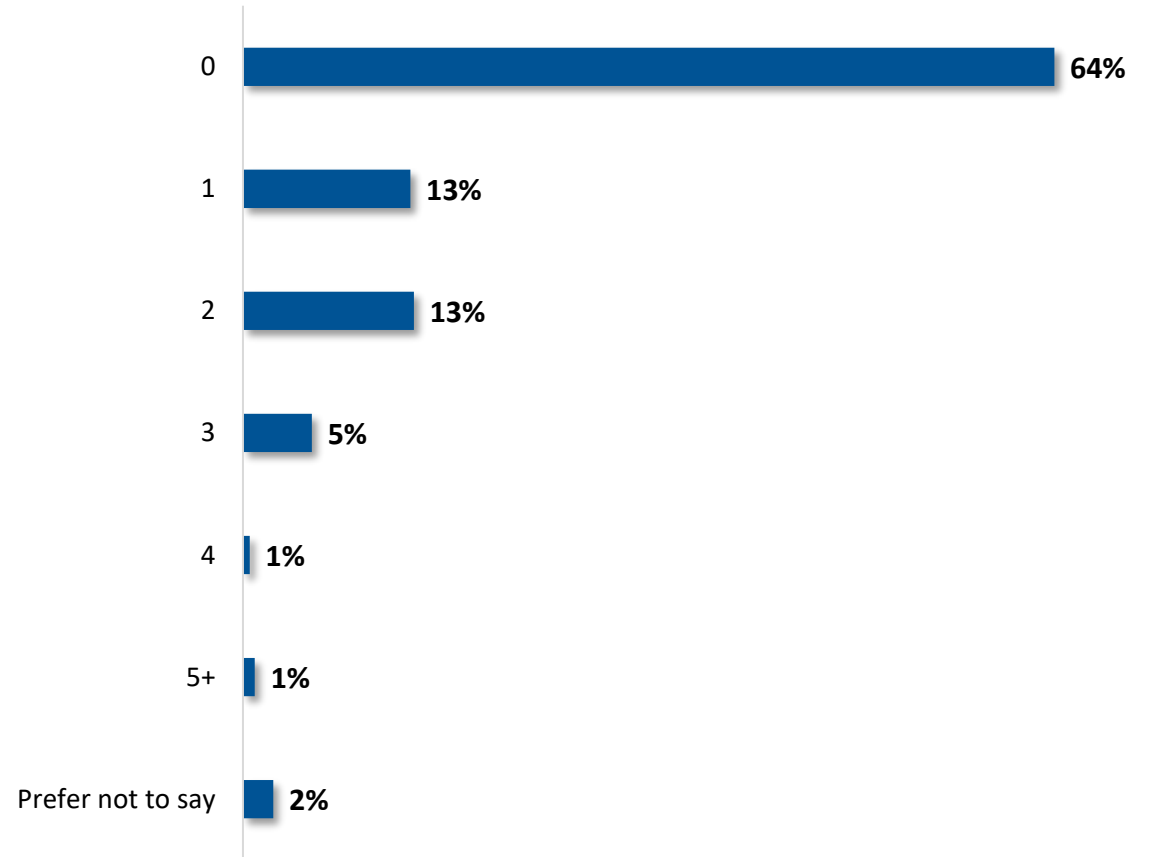
Household Size



Household size - Number of adults



Household size - Number of children

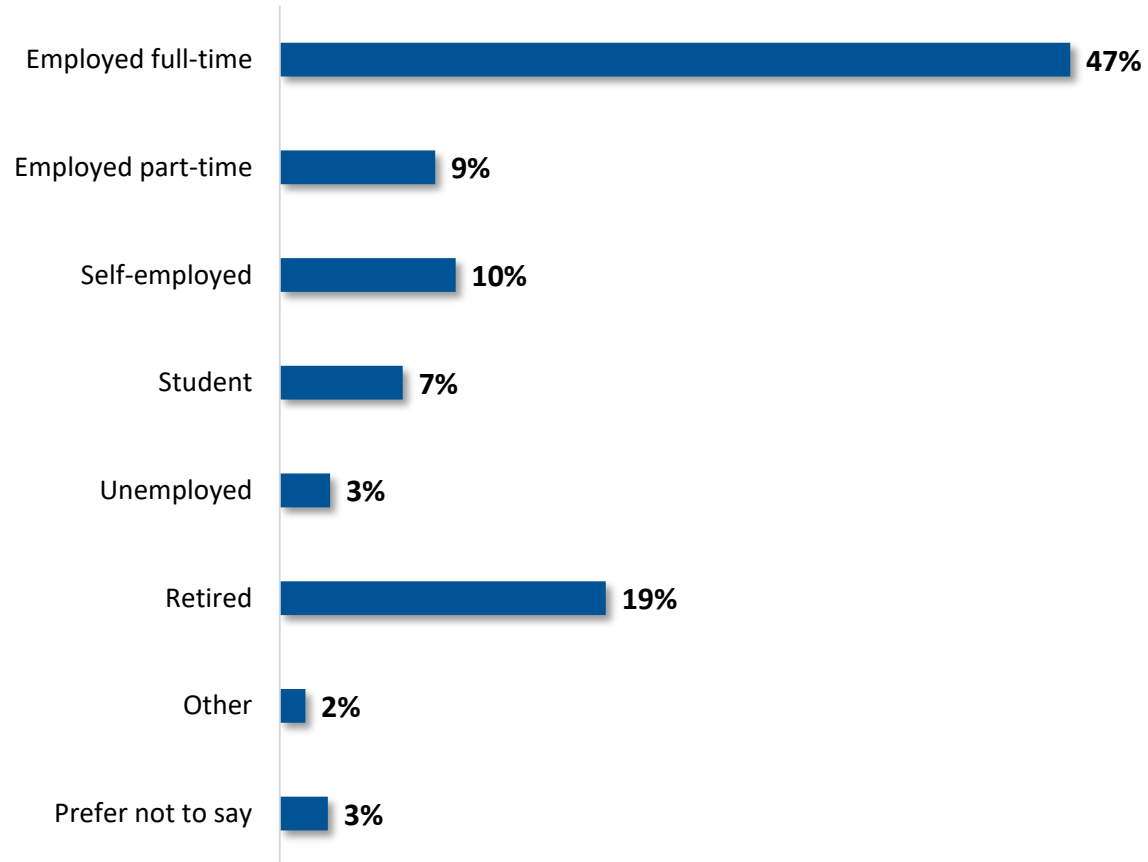


Question: [Left D4A] How many adults and children (under the age of 18) live in your home, including yourself? – Adults [Right D4] How many adults and children (under the age of 18) live in your home, including yourself? - Children

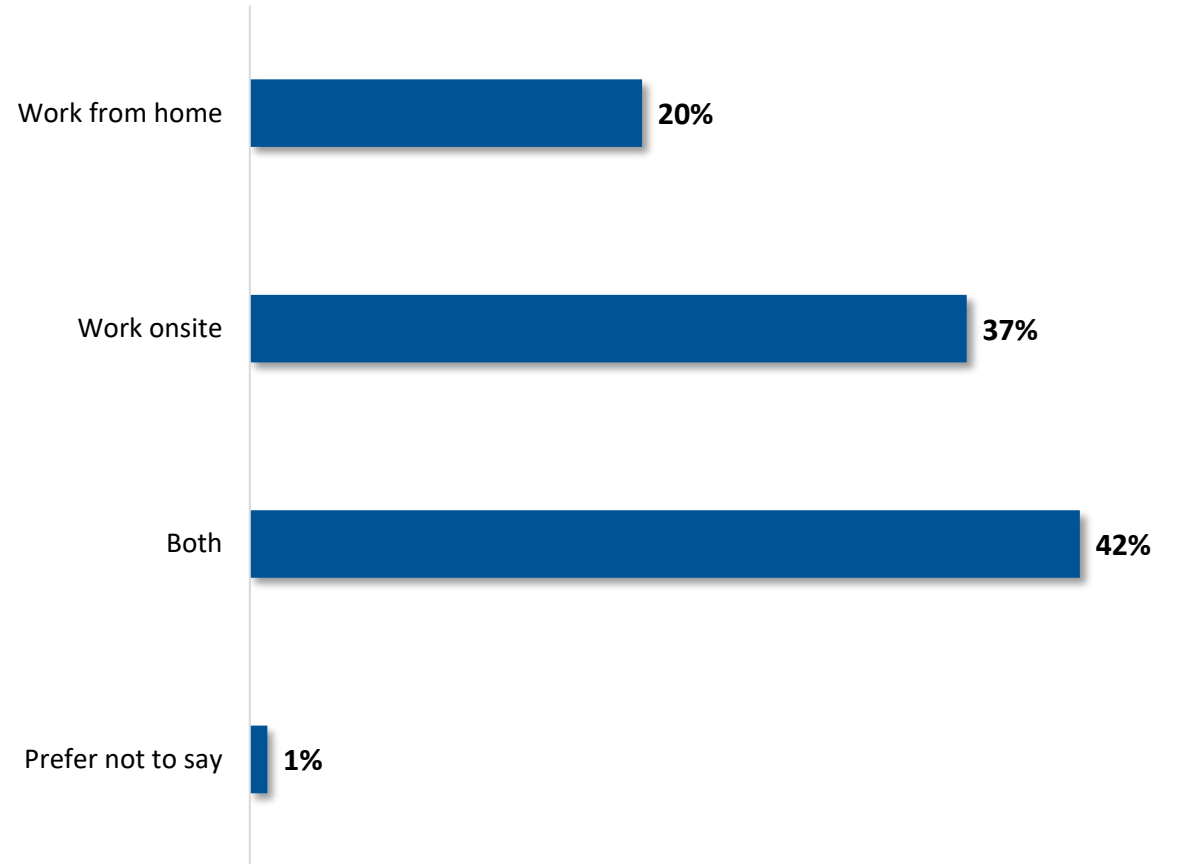
Sample: n=804

Framework: All respondents

Employment



Work from home status

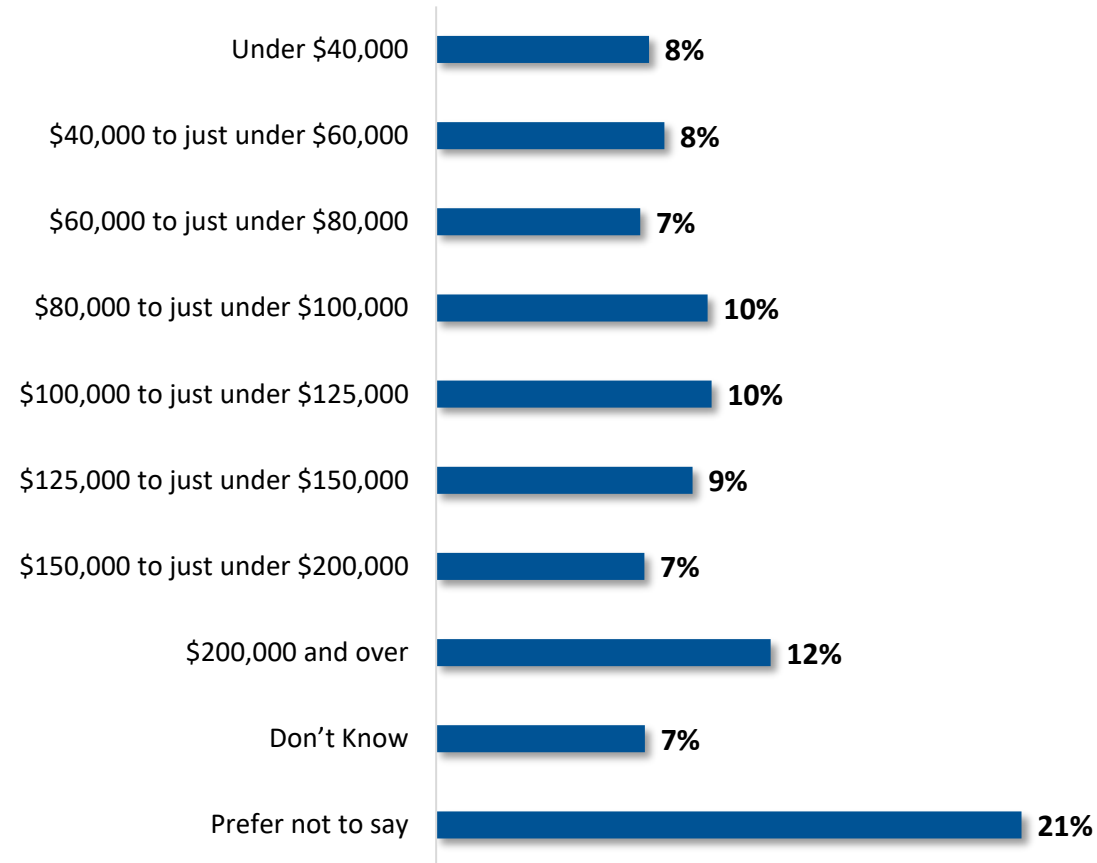


Question: [Left D5A] What is your current primary employment status? [Right D5B] Do you work from home, at your place of work, or a mix of both?

Sample: [Left] n=804 / [Right] n=532

Framework: All respondents / Respondents who are employed

Annual Income



Question D6: And lastly, which of the following categories was your total household income before taxes in 2021?

Sample: n=804

Framework: All respondents