



ATTITUDES AND CONCERNS  
AMONG CITIZENS OF OAKVILLE  
TOWARD KEY MUNICIPAL ISSUES

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**FINAL REPORT**

Prepared for  
the Town of Oakville

Prepared by  
Environics Research Group

# CONTENTS

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INTRODUCTION.....	5
THE LEADING TOP-OF-MIND ISSUES .....	6
ASSESSMENT OF OAKVILLE AS A PLACE TO LIVE .....	7
Likes and dislikes.....	7
Comparative rating .....	8
Specific quality of life measures – gap analysis of importance and satisfaction .....	9
Future outlook .....	11
SATISFACTION WITH TOWN OF OAKVILLE GOVERNMENT .....	12
Overall satisfaction .....	12
Satisfaction with specific Oakville services – satisfaction and spending .....	12
Satisfaction with specific Regional services – satisfaction and spending.....	14
Rating customer service at Town of Oakville.....	15
Accessibility of Councillors .....	16
Preferred sources of information .....	17
PREFERRED APPROACH TO MANAGEMENT OF SERVICES .....	18
PREFERRED USE OF PARK SPACES .....	20
OAKVILLE BUS SYSTEM .....	21
OAKVILLE LIBRARY SYSTEM .....	23
Reported use of system .....	23
Awareness of specific services .....	24
CONCLUSIONS AND IMPLICATIONS .....	25
APPENDICES	
Methodology	
Questionnaire	
Statistical Tables	

## INTRODUCTION

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The survey was conducted by telephone among a representative sample of 800 residents of the Town of Oakville between May 6 and 19, 2004. The questionnaire was designed in consultation with the Town of Oakville, primarily to update the results of a baseline survey conducted by Environics Research Group between May 23 and June 2, 2001.

The survey was designed to update the findings of the 2001 survey in the following areas:

- residents' attitudes and opinions toward quality of life issues, and toward municipal issues such as property taxes and user fees;

- current levels of satisfaction with municipal services;
- current preferences regarding spending priorities; and
- residents' perceptions and expectations vis-à-vis specific municipal planning priorities.

The margin of error for a sample of 800 is 3.5 percentage points, 19 times out of 20. The reader is cautioned that margins of error for smaller subsamples are larger.

## THE LEADING TOP-OF-MIND ISSUES

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When residents of Oakville are asked to name, top-of-mind, the single most important issue facing their community today, the largest proportion by far name urban sprawl/rapid development; this proportion has increased dramatically since 2001 and there has been a marked decline in the proportion naming the often-related issue of traffic congestion.

There have been no statistically significant changes in the proportions who mention taxes, environmental pollution, population growth, road conditions, improved Town services, or education issues. Two percent or fewer (each) mention a number of other issues and 11 percent offer no opinion on the question.

### Most important issue facing Oakville 2001 - 2004

	JUNE 2001	MAY 2004
Urban sprawl/rapid development	23	39
Traffic/congestion	19	8
Taxes	6	7
Environmental/pollution	7	5
Population growth/overcrowding	4	4
Road conditions/size	5	3
Education/school issues	5	3
Improved city services	2	3
Other	17	16
dk/na	13	11

*Q.1*

*In your opinion, what is the single most important issue facing Oakville today?*

## ASSESSMENT OF OAKVILLE AS A PLACE TO LIVE

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### Likes and dislikes

The results of the current survey indicate that residents continue to place a high value on Oakville having a sense of small-town community and heritage and that they are still concerned about the impact that growth is having – and will have – on their ability to enjoy the ambiance of life in Oakville.

When residents are asked to name the two or three things they like most about the community of Oakville, the largest proportion mention a sense of being in a small, peaceful, historic community. Significant proportions also mention the presence of parks and green spaces, the pleasant downtown, the lakefront, the Town's beauty and cleanliness, the friendliness of the people, the sense of being safe from crime, and the location of the Town.

Also mentioned are the proximity to Town services, the generally good access to services and amenities, the sense of Oakville being a family-oriented community, the schools, the general ambiance of the Town, and arts and culture activities.

### Like most about Oakville 2001 - 2004

	JUNE 2001	MAY 2004
Small community/quiet/heritage	50	42
Green spaces/parks/recreation	36	30
Nice downtown/shopping	25	25
Waterfront/lakeshore*	18	17
Beautiful/clean	16	16
Nice/friendly people	17	13
Safe/crime-free	14	12
Location/proximity	13	11
Close to city services	6	8
Convenience/easy access/good city planning	–	7
Education/schools	5	6
Family oriented	4	6
Atmosphere/ambiance/personality	–	5
Arts/culture/activities	–	4
Other	12	16

\* In 2001, lakeside/waterfront festivals

### Q.2

*Thinking about the whole community of Oakville, what are the two or three things you like the most?*

When residents are asked to name the two or three things they dislike most about the community of Oakville, the largest proportions mention traffic congestion and rapid development. Much smaller proportions mention road maintenance, taxes, air and water quality, a perceived lack of green space and parks, public transit, the high cost of living, the municipal government, lack of recreation and entertainment facilities, poor Town services, overpopulation/crowding, dissatisfaction with Town aesthetics/planning, garbage and recycling issues, lack of parking, a feeling that the Town is elitist, education issues, and crime issues.

### Dislike most about Oakville 2001 - 2004

	JUNE 2001	MAY 2004
Traffic/congestion	31	26
Rapid development/growth	22	26
Road maintenance/snow removal	11	9
Taxes	6	8
Pollution/air/water quality	7	6
Lack of recreation/entertainment	7	5
Public transportation	5	5
High cost of living	4	5
Lack of green space/parks	4	5
Municipal government management problems	3	5
Poor city services/infrastructure	1	4
Education/school issues	5	3
Garbage/recycling services	5	3
Overpopulation/crowded	1	3
City aesthetics/poor design	2	3
Lack of parking	3	3
Elitist/too affluent	2	3
Crime/unsafe	1	3
Other	10	14
None/nothing	12	11
dk/na	10	7

#### Q.3

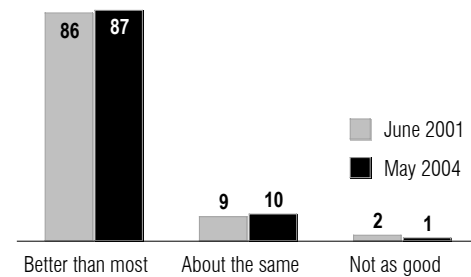
*Thinking about the whole community of Oakville, what are the two or three things you dislike the most?*

There have been some changes in the proportions mentioning some of these factors – most notably a decline in the proportion who mention the sense of being in a small, peaceful, historic community – but the survey results do not indicate any clear shift in how Oakville is perceived by its residents.

### Comparative rating

Oakville residents continue to express a strong sense of pride in their town. The overwhelming majority, 87 percent, say that Oakville is generally a better place than most areas of the Greater Toronto Area in which to live. Ten percent say it is about the same as other areas and just one percent think the Town compares unfavourably with other areas of the GTA. These findings are essentially unchanged from 2001.

### Oakville compared to other GTA areas 2001 - 2004



#### Q.4

*Thinking about Oakville as a place in which to live, would you say that it is generally ... {rotate first two responses} ... better than most areas of the Greater Toronto Area ... not as good as most areas of the Greater Toronto Area ... about the same as most areas of the Greater Toronto Area?*

## Specific quality of life measures – gap analysis of importance and satisfaction

The survey continues to find confirmation of the generally high levels of satisfaction reported by Oakville residents in the combined results of two questions designed to explore residents' perceptions regarding ten specific quality of life measures and how the Town of Oakville rates along these same dimensions. In all cases, majorities of residents give the Town a positive assessment on its efforts to deliver on the quality of life measures that are important to them. Moreover, on six of the measures, seven in ten or more give the Town passing grades.

However, there is some concern in the areas of environmental protection, the Town's living environment, provision of social services and the amount of green space. On all these measures, there are gaps between perceived importance and the Town's performance. There has been a noticeable decline in expressed satisfaction

with the amount of green spaces, but it should be noted that the Town still receives a relatively high rating on this measure.

Residents were first asked to rate the importance of ten factors in making any community a good place in which to live and work and then to rate the Town of Oakville on each of these factors. From the table below, it is clear that residents attach the greatest importance to having a feeling of belonging and being safe in one's neighbourhood and to the environment in which people live (e.g., clean water and air and adequate shelter). On the next tier of importance are the amount of green space that's available for the use of residents, the efforts that the Town government makes to protect the environment, the opportunities people have for education and development of new skills, the opportunities for recreation, sports, leisure and cultural activities, the community's ability to find help for people in need, the quality of buildings and overall appearance of the community and the kinds of jobs and earning power

## Quality of life measures – gap analysis 2001 - 2004

	IMPORTANCE		RATING					
	JUNE 2001	MAY 2004	JUNE 2001			MAY 2004		
	VERY IMPORTANT	VERY IMPORTANT	EXCELLENT	GOOD	EXCELLENT/ GOOD COMBINED	EXCELLENT	GOOD	EXCELLENT/ GOOD COMBINED
Feeling of belonging/being safe in neighbourhood	92	94	46	45	91	45	45	90
Environment for living	95	92	24	48	72	22	51	73
Amount of green space available for use of residents	83	82	30	50	80	28	43	71
Town efforts to protect environment	82	82	10	46	56	12	43	55
Education/training opportunities	77	75	20	52	72	24	52	76
Opportunities for sports/leisure/cultural activities	75	75	30	49	79	33	49	82
Finding help for needy	74	70	13	42	55	11	44	55
Quality/appearance of buildings/community	65	63	35	51	86	31	52	83
Jobs/earning opportunities for residents	56	62	13	46	59	7	49	56
Civic involvement opportunities	38	45	13	46	59	16	50	66

### Q.6

*Now I would like to ask you a two-part question.*

- i) First, in general, how important are each of the following factors in making any community a good place in which to live and work ...?*
- ii) Second, how would you rate The Town of Oakville on each of these factors ...?*

that are available for residents. Of least importance are the opportunities residents have to get involved with organizations and local government. These findings are largely unchanged from 2001, although there has been a slight increase in the perceived importance of jobs and earning power.

When residents are asked to rate the performance of the Town of Oakville on each of these measures, the Town gets its highest marks in the areas of providing a feeling of belonging and being safe, the quality of buildings and overall appearance of the community, sports, leisure and cultural activities, education and training opportunities, the environment for living, and the amount of green space. The Town gets somewhat lower marks on the other dimensions, but, it should be

noted, there is no area for which fewer than 55 percent give a rating of “good” or “excellent.”

There are five areas for which there are statistically significant gaps between the proportions who rate the dimension as “very important” and the proportions who give it a rating of “good” or “excellent.” The largest gap is found on the measure of Town government efforts to protect the environment. Somewhat smaller gaps are found on the measures that test perception of the environment in which people live (e.g., clean water and air and adequate shelter), the community’s ability to find help for people in need, the amount of green space, and jobs and earning opportunities. For all the other areas, the results suggest the Town is meeting or exceeding citizens’ expectations.



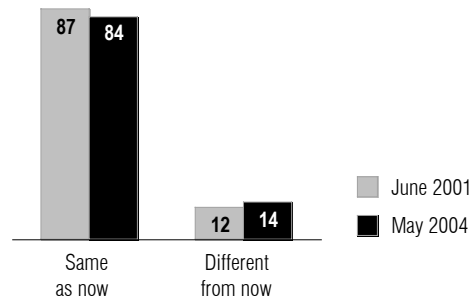
## Future outlook

Oakville residents want their town to remain unchanged. When asked to look ten years into the future, almost all residents – 84 percent – say they would like Oakville to be much the same as it is now. Just 14 percent would like it to be quite different from what it is now. These findings are essentially unchanged from 2001.

Among the relatively few who would like to see changes, the largest proportions mention a desire for less development/fewer businesses, improved aesthetics and more green space, improved Town services, better road maintenance and accessibility to transportation, and more recreation services. Also mentioned are more development/businesses, various health and medical issues, less traffic, better public transportation, education issues, more housing, changes to Town government or bureaucracy, lower taxes and cost of living, more public involvement in civic issues and increased seniors' services.

These findings are largely unchanged from 2001, although there have been noticeable decreases in the proportions who mention changes to Town government or bureaucracy, better road maintenance and accessibility to transportation, and traffic-related concerns.

## Preferences for future of Oakville 2001 - 2004



*Q.17a*

*Thinking ahead ten years from now, would you like the Town of Oakville to be ...?*

## Changes most like to see for future 2001 - 2004

	JUNE 2001	MAY 2004
Decreased development/businesses	17	21
Better aesthetics/cleaner/more green space	21	18
Better road maintenance/transport accessibility	23	16
Improved services/infrastructure	20	16
Social/recreation activities increased	13	13
Increased development/businesses	12	9
Health/medical issues (various)	–	8
Better public transportation	10	6
Less traffic/congestion	12	6
Town/government/bureaucracy	14	4
Education issues (various)	–	4
More housing	–	4
Lower taxes/lower cost of living	5	4
More public involvement in running municipality	–	3
Increased/improved seniors' services	4	3
Other	10	13
dk/na	5	7

*Q.17b*

*What are the one or two changes that you would most like to see?  
Subsample: Those who would like the Town of Oakville to be quite different from now in ten years*

## SATISFACTION WITH TOWN OF OAKVILLE GOVERNMENT

### Overall satisfaction

Residents continue to express high levels of satisfaction with the Town of Oakville government, although there has been a decline since 2001.

There has been a decrease of six points in the overall proportion, now 76 percent, who say they are satisfied, and a decrease of 11 points in the number, now 24 percent, who say they are very satisfied. There has been an overall increase of eight points in the proportion, now 21 percent, who express dissatisfaction with the Town government.

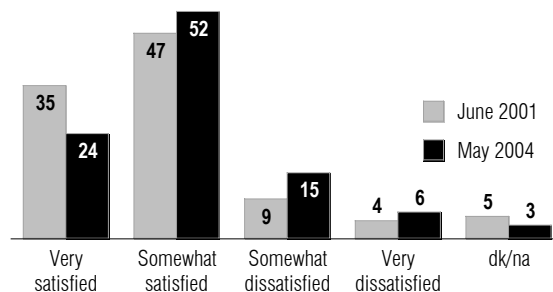
### Satisfaction with specific Oakville services – satisfaction and spending

Majorities report being satisfied with the Town's delivery of all of the services included in the survey and majorities are satisfied with current levels of spending for all of these services. There is very little support for spending cuts in any of the areas included in the survey. This pattern of response is largely unchanged from 2001.

Between eight and nine in ten express satisfaction with libraries, fire fighting, parks, cultural venues, garbage collection at curbside, bush and leaf collection at curbside, the number of woodlots and trails, recreation programs, road and sidewalk maintenance during the spring, summer and fall, indoor recreation facilities (other than arenas), outdoor sports fields, and fire education services. Between six and seven in ten express satisfaction with all the other services included in the survey, with the exception of public transit, which gets a passing grade from just over five in ten residents.

The largest increase in satisfaction is found for bush and leaf collection at curbside, but there have also

Town of Oakville government  
2001 - 2004



#### Q.5

*Would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Town of Oakville government?*

been slight increases in satisfaction with garbage collection at curbside, library services, seniors' services, fire education services, winter sidewalk maintenance, and the roads network. The only area for which there has been a slight decrease in satisfaction is maintenance of boulevards and curbside grass.

Approximately three in ten say they are dissatisfied with the Town's performance in the areas of winter road maintenance, the roads network, winter sidewalk maintenance, maintenance of boulevards and curbside grass, and litter pick-up, but in each of these cases, satisfaction outweighs dissatisfaction by a wide margin. About two in ten say they are dissatisfied with public transit and road and sidewalk maintenance outside the winter season. Again, however, it should be noted that satisfaction far outweighs dissatisfaction. Significant proportions of two to four in ten offer no opinion regarding cemeteries, seniors' services, public transit, arenas, and fire education services.

Majorities express satisfaction with current spending levels for every service included in the survey. The only area for which there has been a slight decrease in satisfaction with current spending is that of maintenance of boulevards and curbside grass.

Four in ten residents would like to see increased spending on Oakville's road network. Three in ten favour increased spending on winter road maintenance, public

transit, litter pick-up, maintenance of boulevards and curbside grass, services for seniors and winter sidewalk maintenance. About two in ten favour increased spending on libraries, increasing the number of woodlots and trails, road and sidewalk maintenance outside the winter season, parks, recreation programs, and indoor recreation facilities (other than arenas). One in ten offer no opinion on spending levels on arenas and fire education services.

## Satisfaction and spending – Town services 2001 - 2004

SERVICE	SATISFACTION						SPENDING					
	JUNE 2001			MAY 2004			JUNE 2001			MAY 2004		
	SAT.	DISSAT.	DON'T USE/ DK/NA	SAT.	DISSAT.	DON'T USE/ DK/NA	SPEND MORE	SPEND LESS	SPEND SAME	SPEND MORE	SPEND LESS	SPEND SAME
Public library services	86	7	6	92	5	3	24	3	69	23	3	73
Fire fighting services	88	1	11	90	2	8	17	2	73	16	2	75
Parks	89	9	2	89	9	2	21	4	74	21	2	76
Cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre	86	6	8	88	6	7	17	9	70	16	9	73
Garbage collection at curbside	81	15	4	88	8	3	14	3	81	13	2	83
Bush and leaf collection at curbside	77	15	7	87	6	7	14	5	77	7	6	84
Number of woodlots and trails in the Town	84	11	4	84	10	7	25	4	68	23	6	68
Recreational programs	80	8	11	83	7	9	18	3	72	18	4	74
Road and sidewalk maintenance during the spring, summer and fall	78	21	1	81	18	1	24	4	71	21	4	74
Indoor recreational facilities, other than arenas	76	14	10	79	12	8	22	6	66	18	4	73
Outdoor sports fields	79	9	11	78	11	12	16	4	73	16	5	72
Fire education services	71	10	20	77	7	17	21	3	64	16	4	69
Litter pick-up in parks and on boulevards	73	25	2	72	27	1	25	2	70	29	2	68
Maintenance of boulevards and curbside grass	77	21	3	71	28	1	21	7	70	27	6	66
Arenas	70	8	21	70	9	21	12	8	68	14	6	68
Winter sidewalk maintenance	65	31	3	69	28	3	31	6	61	26	8	64
The network of roads in Oakville	63	35	1	67	31	2	46	2	50	39	2	57
Winter road maintenance such as sanding and snow clearing	63	36	1	65	33	1	40	2	56	34	2	63
Services for seniors	54	8	38	61	6	33	30	1	47	27	2	52
Cemeteries	58	2	40	61	1	39	5	5	64	3	5	69
Public transit	50	21	29	53	23	24	28	5	54	32	5	54

### Q.7

Now I would like to ask you another two-part question about specific services.

- i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville ...?
- ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services ...?

## Satisfaction with specific Regional services – satisfaction and spending

Large majorities of about eight to nine in ten residents are satisfied with police services, ambulance services, water safety and hospital renovations and new health care facilities. About half are satisfied with public housing, social welfare assistance services, mental health services and child care services; it should be noted that two in ten or fewer are actually dissatisfied with these services and from three to four in ten either say they do not use the services or offer no assessment. These findings are all largely unchanged from 2001.

Large majorities of about seven in ten favour maintenance of current spending levels for ambulance and

police services; there is also slight majority support for current spending levels on social welfare assistance and mental health services. There has been an increase in the proportion, now almost six in ten, who are satisfied with current spending on water safety. Pluralities of just under half are satisfied with current spending on public housing and child care services.

The only area for which there is majority support for increased spending is that of hospital renovations and facilities; this sentiment has increased since 2001.

It should also be noted that about two in ten (each) offer no opinion regarding spending on mental health services, social welfare assistance, child care services and public housing.

## Satisfaction and spending – Regional services 2001 - 2004

SERVICE	SATISFACTION						SPENDING					
	JUNE 2001			MAY 2004			JUNE 2001			MAY 2004		
	SAT.	DISSAT.	DON'T USE/ DK/NA	SAT.	DISSAT.	DON'T USE/ DK/NA	SPEND MORE	SPEND LESS	SPEND SAME	SPEND MORE	SPEND LESS	SPEND SAME
Police services	90	7	3	89	8	3	22	4	71	28	4	65
The safety of the water you drink	75	19	6	79	19	2	46	1	50	39	1	58
Ambulance services	77	3	20	79	2	19	17	1	70	17	1	72
Hospital renovations and new health care facilities	75	19	6	75	19	5	47	2	47	54	2	41
Public housing	53	15	32	54	14	32	22	12	47	24	10	48
Child care services	50	13	38	49	12	39	26	6	47	28	4	48
Mental health services	51	9	40	49	12	39	22	2	51	25	2	51
Social welfare assistance	53	13	34	49	13	38	18	12	49	20	8	51

### Q.8

i) Are you satisfied or dissatisfied with ...?

ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following ...?

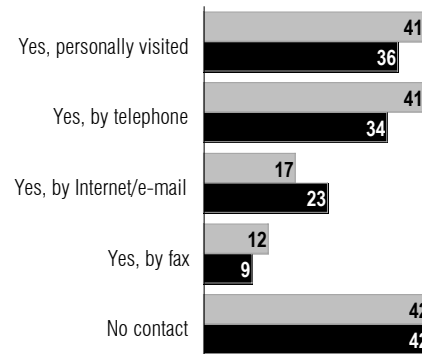
## Rating customer service at Town of Oakville

A majority of 58 percent of residents report some kind of experience with Town employees; 42 percent report no such experience. These findings are virtually unchanged from 2001

About one-third (each) say they have personally visited or telephoned an Oakville municipal office, community centre or library within the past year in order to conduct business or obtain municipal services. About two in ten report making such contacts by e-mail and one in ten report faxing a municipal office. Tracking data from 2001 indicate that personal visits and phone calls are down and use of e-mail contact has increased.

Approximately nine in ten residents agree that “Town employees are courteous,” and eight in ten agree that “services are dependable and accurate,” and that “Town employees are knowledgeable.” Seven in ten agree that “you can easily find the right staff to deal with your situation.” In all these cases, agreement tends to be slightly higher among those who report having contacted a municipal office or facility within the past year; those who report no such contact are more likely to simply not express an opinion on the question. There have been slight increases in the proportions who offer positive assessments in the areas of courtesy and accessibility of the appropriate staff.

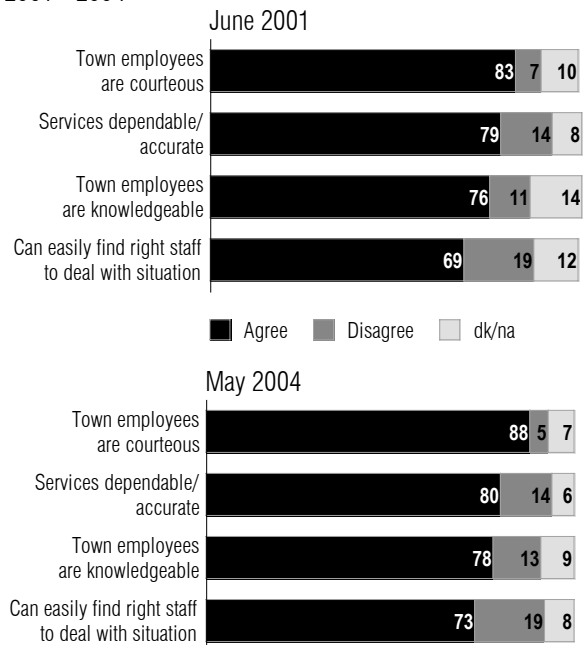
## Contact with municipal office, community centre or library 2001 - 2004



### Q.12a

*Within the past year, have you visited, telephoned, faxed or e-mailed any Oakville municipal office, a community centre or a library in order to conduct business or obtain municipal services?*

## Experience with Town staff 2001 - 2004



### Q.13a-d

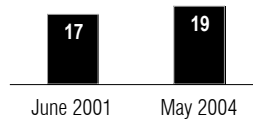
*Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements ... {randomize} ... Town employees are courteous ... Town employees are knowledgeable ... You can easily find the right staff to deal with your situation ... Services are dependable and accurate?*

## Accessibility of Councillors

Relatively few residents, just 19 percent, report having contacted a member of the Oakville Town Council within the past year; 81 percent say they have made no such contact. These findings are essentially unchanged from 2001.

A majority of 54 percent of residents agree that “Town Council members are accessible;” 14 percent disagree and 32 percent offer no opinion. However, among those who contacted a Council member, 72 percent agree with the statement; 21 percent disagree. Once again, there have been no statistically significant changes in these findings from 2001.

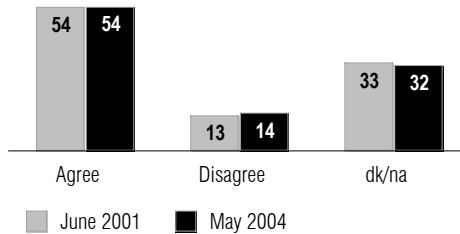
## Have had contact with Town Council member within past year 2001 - 2004



*Q.12b*

*Within the past year, have you contacted any member of the Oakville Town Council?*

## Town Council members are accessible 2001 - 2004



*Q.13e*

*Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements ... {randomize} ... Town Council members are accessible?*

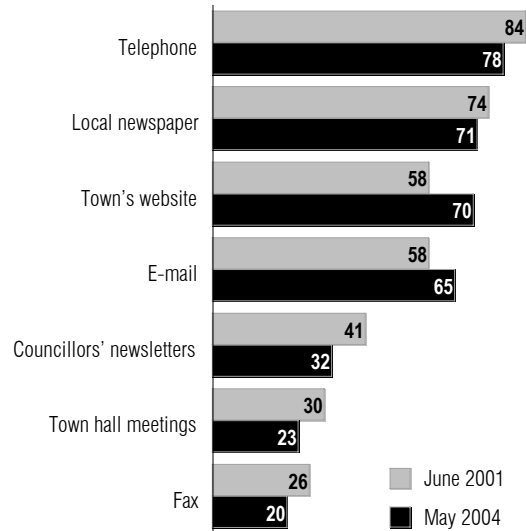
## Preferred sources of information

The survey results suggest that residents are most likely to use the phone, the local newspaper or the Town's website when looking for information from the Town of Oakville government; preference for the website has increased markedly since 2001. There has also been an increase in the proportion who indicate they would use e-mail; among these, there continues to be noticeably more openness to using the website to register for services than there is for using it to pay taxes, user fees or fines (that is, for a financial transaction with the Town), although the latter has increased slightly over the past three years.

When residents are asked how they might look for or get information from the municipal government of the Town of Oakville, substantial majorities say that they would phone, check the local newspaper, use the Town's website or e-mail the Town; use of both the website and e-mail has increased. About three in ten say they would likely check their ward newspapers and about two in ten say they would go to a Town hall meeting or send a fax to the Town; these findings are down from 2001.

Among those who are likely to use the Town's website or e-mail, almost eight in ten would use the website to register for services, and there has been a slight increase in the proportion, now six in ten, who say they would use it to pay taxes, user fees or fines.

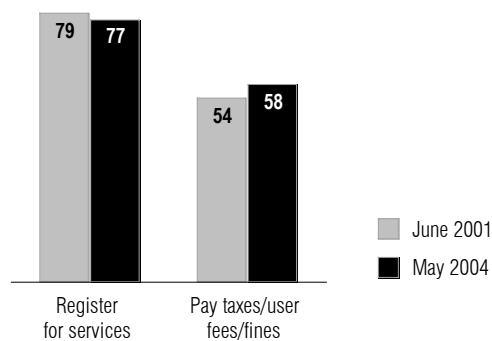
## Likely ways to access information from Town of Oakville government 2001 - 2004



### Q.14

*Thinking about the ways that you might look for or get information from the municipal government of The Town of Oakville, would you likely, or not likely, use each of the following ... {randomize} ...?*

## Likely uses of Town website 2001 - 2004



### Q.15

*Is it likely or not likely that you would use the Town of Oakville's website in order to ...?*

*Subsample: Those who said they would be likely to use e-mail or the Town's website in order to look for or get information*

## PREFERRED APPROACH TO MANAGEMENT OF SERVICES

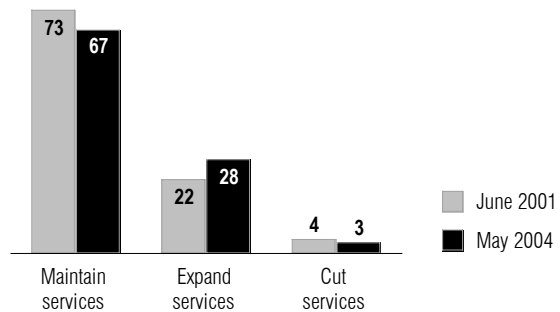
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A substantial majority of residents want the Town government to maintain existing levels of services, even if this means increasing taxes or higher user fees. At the same time, there is a consensus that any expansion of services should be paid for by user fees. There is virtually no support for service cuts.

When residents are asked to choose among three overall strategies for managing Town services, a majority of 67 percent say the Town should maintain existing levels of services; however, this proportion is down slightly from 2001 and there has been a slight increase in the proportion, now 28 percent, who favour an expansion of services.

Among those who favour maintaining current service levels, a large majority of 71 percent say they favour maintenance of current service levels even if it means higher taxes and a similar proportion, 68 percent, say they favour maintenance of current service levels even if it means higher user fees. These findings are essentially unchanged from 2001.

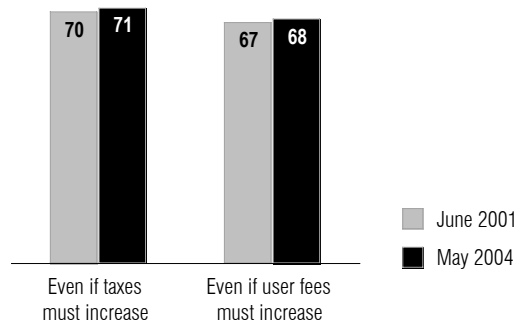
### Strategies for managing Town services 2001 - 2004



*Q.10a*

*Thinking about overall strategies by which the Town should manage its services, which of the following would be your first choice? Do you think the Town of Oakville should ...?*

### Maintain services 2001 - 2004



*Q.10d*

*Do you think the Town of Oakville should maintain services even if it means taxes are increased?*

*Subsample: Those who think the Town should maintain existing services*

*Q.10e*

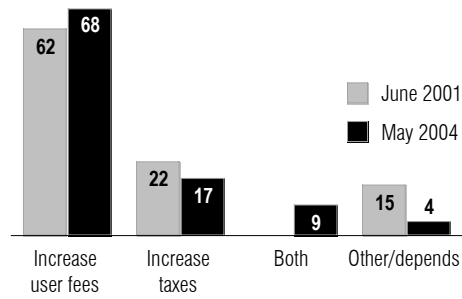
*Do you think the Town of Oakville should maintain services even if it means user fees are increased?*

*Subsample: Those who think the Town should maintain existing services*



Among the minority of Oakville residents who favour an expansion of services, 68 percent say this should be financed by increasing user fees rather than taxes; this proportion has increased slightly and there has been a decrease in the number, just 17 percent, who say taxes should be raised to pay for the expanded services. Among the three percent of Oakville residents who favour service cuts, three-quarters think this should lead to property tax cuts.

### Strategies for expanding Town services 2001 - 2004

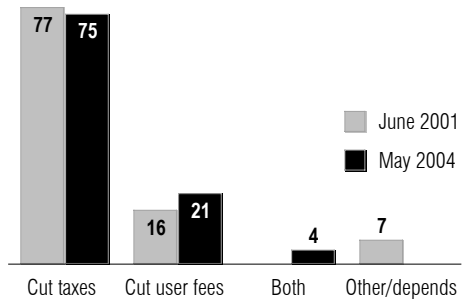


#### Q.10b

*And how do you think the Town should do this? Do you think the Town of Oakville should ...?*

*Subsample: Those who think the Town should expand existing services*

### Preferences if Town services are cut 2001 - 2004



#### Q.10c

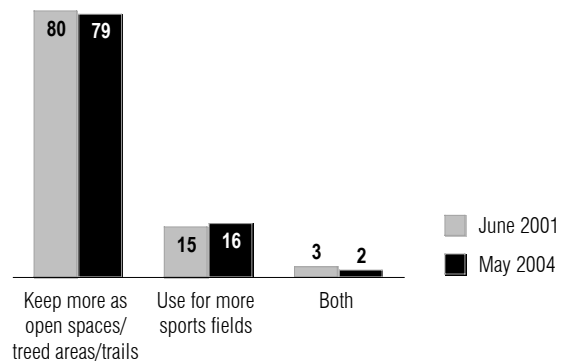
*And if the Town cuts services, which one of the following do you prefer ...?*

*Subsample: Those who think the Town should cut existing services*

## PREFERRED USE OF PARK SPACES

Oakville residents continue to express a strong preference for open green spaces over sports fields. An overwhelming majority of 79 percent say they prefer that the Town keep more of its park areas as open green spaces, treed areas and trails. Relatively few residents, 16 percent, would like the Town to use its park space to develop more sports fields, such as ball diamonds and soccer fields. These findings are largely unchanged from 2001.

Planning and use of park space  
2001 - 2004



### Q.9

*Thinking about the planning and use of the Town's park space, which one of the following do you most prefer ... {rotate} ... keeping more of the park areas as open green spaces, treed areas and trails ... using park space to develop more sports fields, such as ball diamonds and soccer fields?*

## OAKVILLE BUS SYSTEM

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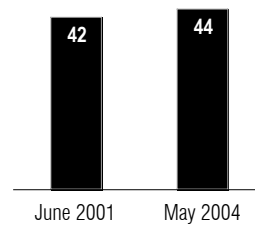
As was noted earlier in this report, public transit is the lowest rated of the Town's services, although residents are twice as likely to express satisfaction as dissatisfaction and just over half are satisfied with current levels of spending in this area. (See Satisfaction and spending – Oakville services.)

The current survey finds that among the four in ten residents who patronize the Town's bus system, most use it only occasionally or to commute to work. Only about one in ten report household use of Sunday bus services and virtually no one uses this service on a regular basis.

A minority of 44 percent report that they or someone in their household has used Oakville's bus system within the past year; 55 percent report no household use of the bus system. These findings are largely unchanged from 2001.

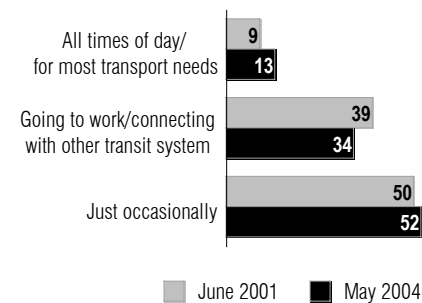
Among those who report household use of the system, 52 percent say the most frequent user in their household uses the bus system only occasionally; another 34 percent say that person usually uses the system just to get to work or to connect with another transit system, such as the GO train and 13 percent say the person uses the system at all times of the day. These findings have changed little since 2001, but there has been a slight increase in the proportion of what might be described as heavy users and a slight decrease in reported use to commute to work.

Have used Oakville bus system in past year  
2001 - 2004



*Q.11a*  
Within the past year, have you or members of your household used Oakville's bus system?

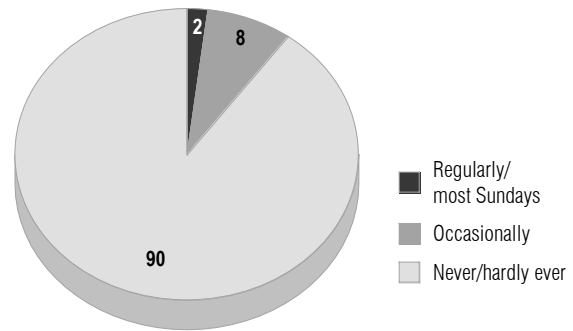
Pattern of bus system use  
2001 - 2004



*Q.11b*  
Thinking about the person in your household who uses the bus system the most, does that person take the bus ... at all times of the day, to get most places where he/she cannot walk or bike ... usually just to get to work or to connect with another transit system, such as the GO train ... just occasionally?  
Subsample: Those who said that they, or members of their household, have used Oakville's bus system within the past year

Just two percent of Oakville residents report regular personal or household use of the Town's Sunday bus system and another eight percent report occasional use of Sunday buses. Most, 90 percent, say the Sunday bus system is rarely or never used by members of their household. Reported use is considerably lower than the level of interest expressed in 2001, when 19 percent said they would use a Sunday bus occasionally and seven percent said they would use it regularly.

### Sunday use of bus system May 2004



Q.11c

*Thinking about Sundays, do you, or does anyone in your household, use Oakville's bus system ...?*

# OAKVILLE LIBRARY SYSTEM

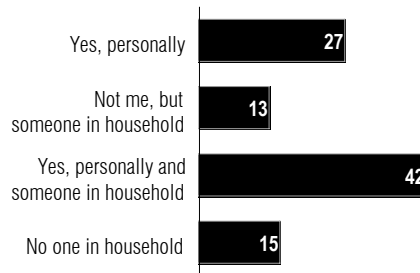
## Reported use of system

Earlier in the report, we noted that Oakville's public library system is its highest rated service and that seven in ten are satisfied with current Town spending on this valued service. (See Satisfaction and spending – Oakville services.)

The value placed on the library system is further reflected in the finding that a total of 82 percent report that they personally (69%) and or someone in their household (13%) have a card for the library; 42 percent report two or more cards per household.

Furthermore, among the residents who do not personally have a card, 36 percent report some use of the library system. The survey results indicate that eight percent of Oakville households do not use the library system.

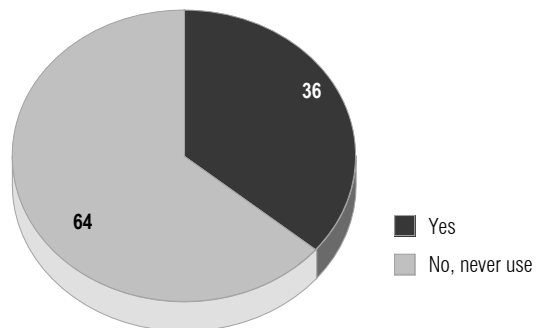
## Have Oakville library card May 2004



### Q.D6a

*At the present time, do you or does anyone in your household have a card for the Oakville library?*

## Use Oakville library May 2004



### Q.D6b

*Even though you don't have a card, do you use the Oakville library at all?*

*Subsample: Those who do not have a card for the Oakville library*

## Awareness of specific services

Nine in ten residents are aware that the Oakville library offers the following services:

- free expertise of the library staff to help in finding information;
- desks or areas designed for studying or reading;
- reference materials in the form of books or CD-ROMS for in-library use;
- newspapers that can be used in the library;
- videos that can be borrowed; and
- music on CD or cassette tapes that can be borrowed.

Between seven and eight in ten are aware of these library services:

- children's programs;
- DVDs that can be borrowed;
- computer activities for children in the library;
- adult magazines that can be borrowed; and
- children's magazines that can be borrowed.

About six in ten are aware of adult programs and speakers and about five in ten are aware of:

- specialized databases on the library website;
- rooms that can be booked in advance to hold meetings;
- outreach community services like library Book Nooks or the Youth Online program; and
- the community information service called Information Oakville.

## Aware that Oakville library offers ... May 2004

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Free expertise of library staff to help in finding information	92
Desks or areas designed for studying or reading	92
Reference materials in the form of books or CD-ROMs	89
Newspapers to be used in the library	89
Videos that can be borrowed	89
Music on CD or cassette tapes that can be borrowed	86
Children's programs	84
DVDs that can be borrowed	81
Computer activities for children in the library	76
Magazines for adults that can be borrowed	75
Magazines for children that can be borrowed	71
Adult programs and speakers	58
Specialized databases on the library website that include things like full text magazine articles	50
Rooms that can be booked in advance to hold meetings	50
Outreach community services like library Book Nooks or the Youth Online program	48
The community information service called Information Oakville	45

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### Q.16

*Are you aware that the Oakville library offers the following programs and services ...?*

## CONCLUSIONS AND IMPLICATIONS

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Oakville residents continue to be very proud of their community – there is an overwhelming consensus that it outranks all other areas of the Greater Toronto Area as a place in which to live and that it should stay the way that it is.

When residents are asked about the leading issues facing their community and about what they like and do not like about living in Oakville, their responses confirm that they continue to place a high value on the overall ambiance of the Town as an historic, peaceful community with a small-town feel. As a result, they are very concerned about factors – rapid development and traffic congestion – that might threaten that ambiance.

Overall, Oakville residents continue to be very positive in their assessments of the overall management of the Town: although the proportion has declined since 2001, three-quarters say they are satisfied with the Town of Oakville government. In addition, most residents offer positive assessments of Town employees and Town Councillors, and these assessments tend to be higher than average among those who have actually had recent contact with these people.

A deeper analysis of attitudes reveals that, when residents were asked to rate the importance of ten factors in making any community a good place in which to live and work and then to rate The Town of Oakville on each of these factors, majorities – often large majorities – believe that the Town is doing a good job of delivering on the quality of life measures that are important to them. At the same time, there continue to be notable gaps between perceived importance and the Town's performance in the areas of environmental protection, living environment and provision of social services; a noticeable gap has also emerged in regard to the perceived amount of green space available to Town residents.

Majorities report being satisfied with 21 specific services that are delivered by the Town and with current levels of Town spending on all of these services. However, it should be noted that there is significant minority support for spending more on the Town's network of roads, winter road maintenance, public transit, litter pick-up, maintenance of boulevards and curbside grass, services for seniors and winter sidewalk maintenance.

Similarly, half or more of residents say they are satisfied with the delivery of eight regional services; lower satisfaction ratings tend to come more from a lack of experience with certain services (e.g., child care services) than with actual dissatisfaction. Majorities or pluralities favour maintenance of current spending levels for all of these services except that of hospital renovations and facilities (for which a majority now favour increased spending).

The survey finds very little support for spending cuts – only about one in ten or fewer say there should be lower levels of spending on any of the specific services included in the survey. Moreover, when residents are asked to choose among three overall strategies for managing Town services, just under seven in ten say the Town should maintain existing levels of services – even if it means higher taxes – and almost three in ten favour an expansion of services; virtually no one chooses the option of cutting services. In fact, since 2001, there has been a slight shift away from a preference for the status quo toward an expansion of services. At the same time, there is a growing consensus that any expansion of services should be financed through user fees, not higher property taxes.

When residents are asked about sources of information from the Town of Oakville government, most say they are likely to use the phone or the local newspaper, but there has been a marked increase in reported interest in the Town's website and in using e-mail; these

residents continue to be much more open to using the website to register for services than to pay taxes, user fees or fines, although there has been a slight increase in the number who say they would use it to complete a financial transaction with the Town.

When residents are asked about their preferences regarding management of park space, there continues to be an overwhelming preference – among eight in ten – for developing green spaces over sports fields.

When the survey asked further about library services, it found that the library system is Oakville's highest rated service and eight in ten households report having at least one library card; four in ten report two or more cards within the household. Moreover, residents express high degrees of awareness of a range of library services.

The public transit system is the lowest rated service, to a large extent because a quarter of residents offer no opinion on its perceived quality. Just one in ten report regular household use (with another three in ten reporting occasional use); one in ten report use of the Sunday bus service.



## METHODOLOGY

The results of the survey are based on questions asked to 800 residents of Oakville, Ontario 18 years of age and older. The survey was conducted by telephone from May 6 to 19, 2004.

### Sample selection

The sampling method was designed to complete approximately 800 interviews within in the Oakville area. In order to target residents of Oakville, the postal code areas lying within boundaries of the Town of Oakville were identified, and only households situated within these postal code areas were dialled. Random digit dialling (RDD) sampling was utilised. The initial sample for this study consisted of approximately 11,300 phone numbers from five postal code areas. The proportion of numbers within the sample from each postal code area was proportionate to the population of each area. A total of 11,271 telephone numbers were drawn from this initial sample during dialling.

The final sample was distributed among the six wards as follows.

	WEIGHTED N	UNWEIGHTED N	MARGIN OF ERROR
Ward 1	162	161	7.7
Ward 2	61	61	12.5
Ward 3	113	113	9.2
Ward 4	203	203	6.9
Ward 5	152	151	8.0
Ward 6	104	104	9.6
Town of Oakville*	800	800	3.5

\* Seven respondents did not specify their ward of residence

From within each household contacted, respondents 18 years of age and older were screened for random selection using the “most recent birthday” method. The use of this technique produces results that are as valid and effective as enumerating all persons within a household and selecting one randomly.

In the data analysis, the results of the survey were weighted by gender.

### Telephone interviewing

Interviewing was conducted at Environics’ central facilities in Toronto. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten percent of each interviewer’s work was unobtrusively monitored for quality control in accordance with the standards set out by the Canadian Association of Marketing Research Organizations. A minimum of five calls were made to a household before classifying it as a “no answer.”

### Completion results

A total of 800 interviews were completed.

The effective response rate for the survey is nine percent: the number of completed interviews (800) divided by the total dialled sample (11,271) minus the non-valid/non-residential numbers, the numbers not in service and the numbers that presented a language barrier (2,429).

The actual completion rate is 22 percent: the number of completed interviews (800) divided by the number of qualified respondents contacted directly (3,696).

The margin of error for a sample of 800 is  $\pm 3.5$  percentage points, 19 times in 20. The margins are wider for regional and demographic subsamples.

The following table presents the detailed completion results for this survey of 800 interviews.

	#	%
Total dialled sample	11,271	100
Household not eligible	0	0
Non-residential/not in service	2,231	20
Language barrier	198	2
Subtotal	2,429	22
New base (11,271 – 2,429)	8,842	100
No answer/line busy/ respondent not available	5,146	58
Refusals	2,821	32
Mid-interview refusals	75	1
Subtotal	8,042	91
Net completions (8,842 – 8,042)	800	9
Completion rate (800/[8,842 – 5,146])		22

# QUESTIONNAIRE

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Telephone Survey for The Town of Oakville  
Final  
800 Residents  
PN5497

Hello. This is \_\_\_\_\_ from Environics Research Group Limited. We are conducting a survey on issues of importance to residents of The Town of Oakville.

Please be assured that we are not selling anything and that your answers will be kept confidential.

1t In your opinion, what is the single most important issue facing Oakville today?

01 - SPECIFY \_\_\_\_\_

READ AND ROTATE 2 AND 3

2t Thinking about the whole community of Oakville, what are the two or three things you LIKE the MOST?

ACCEPT UP TO THREE RESPONSES

01 – SPECIFY \_\_\_\_\_

3t Thinking about the whole community of Oakville, what are the two or three things you DISLIKE the MOST?

ACCEPT UP TO THREE RESPONSES

01 – SPECIFY \_\_\_\_\_

4t Thinking about Oakville as a place in which to live, would you say that it is generally ...

READ AND ROTATE 1 and 2

01 – better than most areas of the Greater Toronto Area

02 – not as good as most areas of the Greater Toronto Area

03 – about the same as most areas of the Greater Toronto Area

VOLUNTEERED

04 – Better than some, worse than others

05 – Other/depends

5t Would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Town of Oakville government?

01 - Very satisfied

02 - Somewhat satisfied

03 - Somewhat dissatisfied

04 -Very dissatisfied

6t Now I would like to ask you a two-part question. READ BOTH (I) AND (ii) TOGETHER.

- i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- ii) Second, how would you rate The Town of Oakville on each of these factors?

READ AND RANDOMIZE

a) the amount of green space that's available for the use of residents

- |    |                           |     |                |
|----|---------------------------|-----|----------------|
| i) | 01 - Very important       | ii) | 01 – Excellent |
|    | 02 - Somewhat important   |     | 02 – Good      |
|    | 03 - Not very important   |     | 03 – Fair      |
|    | 04 - Not at all important |     | 04 – Poor      |

- b) the kinds of jobs and earning power that are available for residents
- c) the opportunities for recreation, sports, leisure and cultural activities
- d) the environment in which people live, for example, clean water and air and adequate shelter
- e) the quality of buildings and overall appearance of the community
- f) the opportunities people have for education and development of new skills
- g) a feeling of belonging and being safe in one's neighbourhood
- h) the efforts that the Town of Oakville government makes to protect the environment
- i) opportunities to get involved with organizations and local government
- j) how good the community is at finding help for people in need

7t Now I would like to ask you another two-part question about specific services.

(i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

(ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

READ AND RANDOMIZE – ALWAYS KEEP b) AND c) TOGETHER, WITH b) GOING FIRST, AND KEEP r) AND s) TOGETHER

a) parks

- |    |                         |     |                     |
|----|-------------------------|-----|---------------------|
| i) | 01 - Satisfied          | ii) | 01 – Spend more     |
|    | 02 - Dissatisfied       |     | 02 – Spend less     |
|    | (VOLUNTEERED)           |     | 03 – Spend the same |
|    | 03 – Do not use service |     |                     |

b) arenas

c) other indoor recreational facilities, such as gyms and swimming pools

d) outdoor sports fields

e) recreational programs

f) public library services

g) garbage collection at curbside

h) cemeteries

i) maintenance of boulevards and curbside grass

j) public transit

k) the network of roads in Oakville

l) bush and leaf collection at curbside

m) road and sidewalk maintenance during the spring, summer and fall

n) winter road maintenance, that is, sanding and snow clearing

o) number of woodlots and trails in the Town

p) cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre

q) services for seniors

r) fire fighting services

s) fire education services

t) litter pickup in parks and on boulevards

u) winter sidewalk maintenance

8t (i) Are you satisfied or dissatisfied with ....?

(ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

READ AND RANDOMIZE

a) the safety of the water you drink

- |    |                         |     |                     |
|----|-------------------------|-----|---------------------|
| i) | 01 - Satisfied          | ii) | 01 – Spend more     |
|    | 02 - Dissatisfied       |     | 02 – Spend less     |
|    | (VOLUNTEERED)           |     | 03 – Spend the same |
|    | 03 – Do not use service |     |                     |

b) ambulance services

c) social welfare assistance

d) police services

e) child care services

f) mental health services

g) hospital renovations and new health care facilities

h) public housing

9t Thinking about the planning and use of the Town's park space, which ONE of the following do you MOST prefer?

READ AND ROTATE

01 – keeping more of the park areas as open green spaces, treed areas and trails

02 – using park space to develop more sports fields, such as ball diamonds and soccer fields

VOLUNTEERED

98 – Other SPECIFY \_\_\_\_\_

10t a) Thinking about overall strategies by which the Town should manage its services, which of the following would be your first choice? Do you think the Town of Oakville should...

READ AND ROTATE

- 01 – expand existing services GO TO b)
  - 02 – cut existing services GO TO c)
  - 03 – maintain existing services GO TO d) and then e)
- VOLUNTEERED
- 04 – Other/depends GO TO 11t

IF EXPAND SERVICES IN a)

b) And how do you think the Town should do this? Do you think the Town of Oakville should...

READ AND ROTATE

- 01 – increase taxes
  - 02 – increase user fees
- VOLUNTEERED
- 03 – both
  - 04 – Other/depends

IF CUT SERVICES IN a)

c) And if the Town cuts services, which ONE of the following do you prefer ...

READ AND ROTATE

- 01 – that it cut taxes
  - 02 – that it cut user fees
- VOLUNTEERED
- 03 – both
  - 04 - Other/depends

IF MAINTAIN SERVICES IN a)

d) Do you think the Town of Oakville should maintain services even if it means taxes are increased?

- 01 - Yes
  - 02 - No
- VOLUNTEERED
- 03 - Other/depends

IF MAINTAIN SERVICES IN a)

e) Do you think the Town of Oakville should maintain services even if it means user fees are increased?

- 01 - Yes
  - 02 - No
- VOLUNTEERED
- 03 - Other/depends



11t a) Within the past year, have you or members of your household used Oakville's bus system?

01 - yes

02 - no

IF YES IN a)

t b) Thinking about the person in your household who uses the bus system the most, does that person take the bus ...

READ - CHOOSE ONE ONLY

01 - at all times of the day, to get most places where he/she cannot walk or bike

02 - usually just to get to work or to connect with another transit system, such as the GO train

03 - just occasionally

VOLUNTEERED

98 - Other PLEASE SPECIFY \_\_\_\_\_

ASK ALL

r-t c) Thinking about Sundays, do you, or does anyone in your household, use Oakville's bus system ...? PROBE

READ - CODE ONE ONLY

01 - regularly, that is, most Sundays

02 - occasionally

03 - never or hardly ever

12t a) Within the past year, have you visited, telephoned, faxed or e-mailed any Oakville municipal office, a community centre or a library in order to conduct business or obtain municipal services? [PROBE IF NECESSARY]

CODE ALL THAT APPLY

01 - yes, have personally visited

02 - yes, by telephone

03 - yes, by fax

04 - yes, by internet e-mail

05 - no experience with Town employees

06 - other type of experience

b) Within the past year, have you contacted any member of the Oakville Town Council?

01 - yes, have contacted a Councillor

02 - no, have not contacted any Councillors

13t Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

READ AND RANDOMIZE a) TO d)

a) Town employees are courteous

01 - agree

02 - disagree

b) Town employees are knowledgeable

c) You can easily find the right staff to deal with your situation

d) Services are dependable and accurate

e) Town Council members are accessible

14t Thinking about the ways that you might look for or get information from the municipal government of The Town of Oakville, would you likely, or not likely, use each of the following ...

READ AND RANDOMIZE

a) telephone

01 – Likely

02 – Not likely

b) fax

c) e-mail

d) town hall meetings

e) the local newspaper

f) the Town's website

g) Councilors' ward newsletters

IF OPTION 1 IN 14c) OR f)

15t Is it likely or not likely that you would use the Town of Oakville's website in order to ....

READ AND ROTATE

a) register for services

01 –likely

02 – not likely

b) pay taxes, user fees for services, or fines?

New

16 Are you aware that the Oakville library offers the following programs and services ...

READ AND RANDOMIZE – CODE ALL THAT APPLY

- 01 - Magazines for adults that can be borrowed
- 02 – Newspapers to be used in the library
- 03 - Desks or areas designed for studying or reading
- 04 – DVDs that can be borrowed
- 05 - Videos that can be borrowed
- 06 - Music on CD or cassette tapes that can be borrowed
- 07 – Magazines for children that can be borrowed
- 08 - Computer activities for children in the library
- 09 - Reference materials in the form of books or CD-ROMS for in-library use
- 10 - Children's programs
- 11 - The community information service called Information Oakville
- 12 - Adult programs and speakers
- 13 - Specialized databases on the library website that include things like full text magazine articles
- 14 - Outreach community services like library Book Nooks or the Youth Online program
- 15 - Rooms that can be booked in advance to hold meetings
- 16 - Free expertise of the library staff to help in finding information

On a different topic ....

17t a) Thinking ahead ten years from now, would you like the Town of Oakville to be ...

READ AND ROTATE

- 01 – much the same as it is now
- 02 – quite different from what it is now

IF OPTION 2 IN a)

b) What are the one or two changes that you would MOST like to see? ACCEPT UP TO TWO RESPONSES

01 – SPECIFY \_\_\_\_\_

And now, I'd like to ask you some questions about you and your household. Please be assured that all your responses will be kept entirely anonymous and absolutely confidential.

D1 Do you (or does a member of your household) own or rent your accommodation?

CODE ONE ONLY

01 - Own

02 - Rent

VOLUNTEERED

03 - Other

D2 So that we may categorize you by ward, could you please give me your complete postal code?

01 – SPECIFY \_\_\_\_\_

Note ward \_\_\_\_\_

D3 Do you have children under the age of 18 living in your household?

01 - Yes

02 - No

D4 Which of the following best describes your own present employment status?

READ - CODE ONE ONLY

READ

01 - Working full-time

02 - Working part-time

03 - Going to school and working

04 - Going to school and not working

05 - Unemployed or laid off

06 - Stay at home full-time

07 - Retired

VOLUNTEERED

08 - Disability pension

D5 Do you personally use the Internet ...

a) at home?

01 - Yes

02 - No

IF OPTION 1-3 IN D4

b) at work?

ASK ALL

c) at some other place, such as a school or a library?

D6 a) At the present time, do you or does anyone in your household have a card for the Oakville library?

READ IF NECESSARY

01 - yes, personally

02 - not me, but someone in household

03 - yes, personally and someone else in household

04 - no one in household has a library card

05 - personally or someone in household has a card for another library/libraries, but no one has a card for Oakville library

VOLUNTEERED

06 - had Oakville library card in the past, but not now

IF OPTIONS 2, 4, or 5 IN a)

b) Even though you don't have a card, do you use the Oakville library at all?

01 - yes

02 - no, never use library

ASK ALL

D7 What is the highest level of education that you have reached?

DO NOT READ - CIRCLE ONE ONLY

01 - Some elementary (Grades 1-7)

02 - Completed elementary (Grade 8)

03 - Some high school (Grades 9-11)

04 - Completed high school (Grades 12 or 13)

05 - Community college, vocational, trade school

06 - Some university

07 - Complete university (Bachelor's Degree)

08 - Post graduate/professional school (Master's Degree or Ph.D.)

09 - No schooling

D8 Are you ...

READ

- 01 - Single, never married
- 02 - Married or living together as a couple
- 03 - Widowed
- 04 - Separated
- 05 - Divorced

D9 In what year were you born?

01- SPECIFY \_\_\_\_\_

D10 For statistical purposes only, we need information about your income. All individual responses will be kept confidential. Please tell me which category applies to your total household income before taxes for 2003.

READ - CIRCLE ONE ONLY

- 01 - Under \$10,000
- 02 - \$10,001 to \$20,000
- 03 - \$20,001 to \$30,000
- 04 - \$30,001 to \$40,000
- 05 - \$40,001 to \$50,000
- 06 - \$50,001 to \$60,000
- 07 - \$60,001 to \$70,000
- 08 - \$70,001 to \$80,000
- 09 - \$80,001 to \$90,000
- 10 - \$90,001 to \$100,000
- 11 - \$100,000 and over

D11 NOTE SEX. DO NOT ASK.

- 01 - Male
- 02 - Female

## STATISTICAL TABLES

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TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

11. In your opinion, what is the single most important issue facing Oakville today?

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS					
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni	Voc	F/T	P/T	Student/Work	Unempl	Home	Ret
				24	34	44	54	64	More	H.S.	H.S.	Voc	sity	F/T	P/T	Work	ent	oyed	ker	ired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Urban sprawl/rapid development	39	40	38	21	32	38	46	49	36	25	36	30	44	40	41	29	33	43	39	40
Traffic/congestion	8	9	7	3	9	8	6	5	11	20	6	9	7	7	11	3	8	4	2	10
Taxes	7	10	4	-	8	6	9	7	8	4	7	8	6	8	4	-	-	9	2	7
Environmental/pollution	5	4	6	7	5	4	5	6	2	-	1	3	6	5	5	-	25	-	7	4
Population growth/overcrowding	4	4	4	-	3	3	8	6	2	-	1	4	5	4	5	-	-	-	13	3
Road conditions/size	3	4	3	5	3	2	5	3	5	8	7	3	3	4	4	-	9	-	2	5
Improved city services/infrastructure	3	3	3	2	4	5	2	1	2	-	1	3	3	4	-	3	-	-	2	2
Education/school issues	3	2	4	7	4	6	1	-	1	-	5	4	2	2	8	5	-	5	4	1
Safety/crime	2	2	2	5	3	3	2	2	-	-	5	1	2	3	-	8	-	5	2	1
Public transportation	2	2	2	2	3	2	2	3	3	-	2	5	1	2	2	5	-	4	-	3
Green space/parks	2	2	2	2	2	2	1	2	2	-	2	2	2	2	2	3	-	9	-	2
Lack of recreational/entertainment services	1	2	1	5	-	4	1	1	-	8	-	2	1	1	-	10	8	-	4	-
Healthcare/hospitals	1	1	1	-	1	2	1	2	2	4	1	2	1	1	-	3	-	-	-	2
Increase in cost of living/standard of living	1	1	2	2	2	1	1	1	2	4	-	1	2	1	-	3	-	5	2	2
Municipal government issues/amalgamation of Oakville	1	2	*	2	1	1	1	-	2	-	1	-	1	1	-	3	-	-	-	2
Garbage/recycling services	1	1	1	4	1	1	1	-	1	-	1	1	1	1	2	5	-	-	-	1
Pesticides	1	1	1	-	1	1	-	1	2	-	-	2	1	1	2	-	-	-	2	1
Socio-economic issues	1	1	*	2	1	-	-	-	2	-	1	1	*	*	-	-	-	-	2	1
Unemployment	*	1	*	-	-	1	1	-	1	-	1	1	*	1	-	-	-	-	-	1
Services for seniors	*	-	1	-	-	1	-	-	2	-	1	1	-	*	-	-	-	-	-	1
Other	3	3	2	2	5	3	2	3	2	4	1	4	2	2	5	3	-	4	-	2
None/nothing	*	1	*	-	-	1	-	-	1	4	-	-	*	*	-	-	-	-	-	1
DK/NA	11	9	13	29	15	8	7	10	11	18	17	13	8	10	11	19	17	13	15	10

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

1t. In your opinion, what is the single most important issue facing Oakville today?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K or More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL																		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Urban sprawl/rapid development	39	34	22	30	37	48	38	40	31	42	32	41	23	40	32	41	32	36	40
Traffic/congestion	8	-	13	7	6	7	8	7	4	8	7	8	5	8	7	7	8	5	9
Taxes	7	-	5	11	7	6	8	6	2	8	8	8	2	6	8	8	5	6	7
Environmental/pollution	5	2	5	1	3	5	5	5	4	5	6	5	3	6	1	5	2	3	6
Population growth/overcrowding	4	2	2	5	6	5	4	4	1	5	3	4	3	4	5	5	2	2	5
Road conditions/size	3	4	5	6	5	2	2	5	4	3	7	3	6	3	5	3	5	4	3
Improved city services/infrastructure	3	-	3	5	2	3	3	3	3	3	4	3	1	3	1	4	2	4	3
Education/school issues	3	6	3	4	3	2	5	1	7	2	-	3	4	3	2	2	8	6	1
Safety/crime	2	8	3	1	4	2	3	2	4	1	5	2	3	2	2	3	3	3	2
Public transportation	2	6	6	2	2	1	2	3	3	1	5	1	8	2	3	2	3	3	2
Green space/parks	2	2	3	2	1	1	2	2	4	1	1	1	4	2	2	2	1	2	2
Lack of recreational/entertainment services	1	4	-	1	2	1	3	1	3	1	1	2	1	2	-	1	3	4	1
Healthcare/hospitals	1	2	2	1	1	1	1	2	2	1	2	1	3	1	3	1	1	1	2
Increase in cost of living/standard of living	1	-	3	2	1	1	*	2	3	1	3	1	4	1	1	1	-	1	1
Municipal government issues/amalgamation of Oakville	1	-	1	-	2	1	1	1	2	1	-	1	-	1	2	1	-	1	1
Garbage/recycling services	1	2	-	2	-	1	1	*	2	1	-	1	-	1	1	1	3	1	1
Pesticides	1	2	-	1	2	*	1	1	1	1	3	1	1	1	1	1	1	1	1
Socio-economic issues	1	2	3	-	1	-	*	1	-	1	1	*	3	-	3	-	1	1	*
Unemployment	*	-	3	-	1	*	1	*	-	1	-	*	1	*	1	*	2	1	*
Services for seniors	*	2	-	-	-	*	*	*	1	*	-	*	1	*	1	*	-	*	*
Other	3	2	2	2	2	2	3	2	2	3	1	2	4	3	1	2	3	2	3
None/nothing	*	-	1	-	-	*	*	*	-	*	-	*	-	*	1	*	-	*	*
DK/NA	11	20	16	15	10	8	9	12	19	9	13	9	23	10	15	9	15	11	11

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

1t. In your opinion, what is the single most important issue facing Oakville today?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.																	WARDS						
	TOTAL	Not Yes No		Card Card		Oth. In	Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci								
		Per.	Hou.	Per/ Hou.	In Hou.												Lib.	Uns						
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7								
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7								
Urban sprawl/rapid development	39	42	36	42	32	12	-	37	29	42	26	45	36	41	38	30								
Traffic/congestion	8	7	9	7	12	-	-	7	11	9	6	5	12	5	7	-								
Taxes	7	6	12	5	8	-	-	7	11	5	6	11	8	5	6	-								
Environmental/pollution	5	4	6	5	4	13	-	7	3	6	-	7	4	3	5	14								
Population growth/overcrowding	4	3	3	6	4	-	-	2	4	6	-	4	3	5	5	-								
Road conditions/size	3	4	7	3	3	-	-	5	4	2	13	-	4	2	5	-								
Improved city services/infrastructure	3	2	4	2	3	13	50	6	3	1	2	3	2	3	8	-								
Education/school issues	3	2	3	3	2	12	-	2	3	2	3	5	3	2	1	14								
Safety/crime	2	3	2	3	-	13	-	2	1	-	2	1	3	3	5	-								
Public transportation	2	2	1	3	2	-	-	4	1	2	3	1	2	4	1	-								
Green space/parks	2	2	3	2	1	-	-	5	-	1	3	2	1	3	1	15								
Lack of recreational/entertainment services	1	1	-	2	2	-	-	1	1	1	-	1	1	3	2	14								
Healthcare/hospitals	1	2	1	1	3	-	-	-	3	3	2	2	2	-	1	-								
Increase in cost of living/standard of living	1	2	-	1	-	26	-	-	1	1	2	3	*	-	3	-								
Municipal government issues/amalgamation of Oakville	1	1	1	1	1	-	-	1	1	1	2	1	1	-	2	-								
Garbage/recycling services	1	1	1	1	-	-	-	1	-	1	-	-	2	2	-	-								
Pesticides	1	1	-	1	-	-	-	-	-	1	2	1	2	-	-	-								
Socio-economic issues	1	*	-	1	-	-	-	-	-	1	5	-	-	-	-	14								
Unemployment	*	*	-	1	1	-	-	-	1	1	-	1	-	1	1	-								
Services for seniors	*	*	-	*	1	-	-	-	1	1	2	-	1	-	-	-								
Other	3	2	1	2	5	-	-	1	4	2	5	3	3	3	-	-								
None/nothing	*	*	-	-	1	-	-	1	-	1	-	-	-	1	1	-								
DK/NA	11	9	13	9	17	12	50	10	19	11	16	7	10	15	10	-								

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

1t. In your opinion, what is the single most important issue facing Oakville today?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Urban sprawl/rapid development	39	40	41	33	-	34	35	37	50	40	38	41	39	32	40	33
Traffic/congestion	8	7	-	10	-	-	8	9	4	8	11	-	7	16	8	8
Taxes	7	7	29	7	-	34	4	7	8	17	4	25	7	-	7	8
Environmental/ pollution	5	5	-	4	-	-	6	5	4	-	2	-	6	-	5	3
Population growth/ overcrowding	4	4	-	1	-	-	4	5	2	7	4	-	5	-	4	3
Road conditions/size	3	3	-	4	-	-	4	4	3	4	3	-	4	-	3	5
Improved city services/ infrastructure	3	2	-	5	32	-	2	3	4	-	4	4	2	-	3	4
Education/school issues	3	3	-	4	-	-	3	3	2	-	4	-	2	-	3	3
Safety/crime	2	2	-	-	-	32	4	2	2	2	3	4	2	18	2	2
Public transportation	2	2	-	1	-	-	4	2	1	2	3	-	2	-	2	2
Green space/parks	2	2	-	2	-	-	2	2	2	4	3	4	1	-	2	1
Lack of recreational /entertainment services	1	2	-	1	-	-	1	1	3	-	3	-	1	-	1	2
Healthcare/hospitals	1	1	-	1	-	-	2	1	1	-	2	4	1	-	1	3
Increase in cost of living/standard of living	1	1	-	1	-	-	*	2	1	-	*	-	2	-	1	2
Municipal government issues/amalgamation of Oakville	1	1	-	2	-	-	*	*	3	6	*	-	1	-	1	3
Garbage/recycling services	1	1	-	1	-	-	1	1	1	-	1	-	1	-	1	1
Pesticides	1	1	-	1	35	-	2	1	-	2	*	-	1	-	1	1
Socio-economic issues	1	*	10	1	-	-	1	*	2	-	2	-	*	-	1	1
Unemployment	*	*	10	1	-	-	*	*	1	-	-	-	1	-	*	-
Services for seniors	*	*	10	-	-	-	1	*	1	-	*	-	*	-	*	-
Other	3	2	-	6	-	-	3	2	4	2	4	4	2	-	2	4
None/nothing	*	*	-	-	-	-	2	-	-	-	-	-	1	-	*	-
DK/NA	11	11	-	11	32	-	14	11	3	6	8	13	12	34	11	10

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

2t. Thinking about the whole community of Oakville, what are the two or three things you like the most?

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni	Voc	City	F/T	P/T	Student/Work	Unempl	Home	Ret
				24	34	44	54	64	More	H.S.	H.S.	Coll	Uni	Voc	City	F/T	P/T	Work	ent	oyed	ker
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177	
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177	
Sense of small community/quiet/heritage	42	40	44	30	43	44	52	38	34	42	30	40	45	44	48	34	50	43	46	35	
Green spaces/parks and recreation	30	28	31	37	31	34	29	33	16	25	30	26	32	31	40	35	41	39	35	20	
Nice downtown/shopping	25	25	26	15	16	25	22	45	29	12	17	18	31	26	26	13	17	5	26	31	
Waterfront/lakeshore	17	18	17	11	7	15	19	26	22	16	19	19	17	16	14	11	8	26	13	24	
Beautiful/clean city	16	16	16	25	27	11	15	11	13	4	22	22	13	18	11	21	17	8	11	13	
Nice/friendly people	13	12	13	27	12	12	9	12	13	13	15	15	11	12	12	21	17	8	2	14	
Safe/free of crime	12	13	10	14	18	15	9	7	6	21	10	16	10	14	11	24	9	4	4	7	
Location/proximity	11	13	10	7	9	12	12	10	15	9	7	16	11	11	12	8	-	13	17	12	
Close to many city services	8	7	8	-	5	6	14	8	9	-	6	6	9	9	6	3	-	9	4	10	
Convenience/easy access/good city planning	7	7	7	7	5	9	4	7	10	8	8	7	6	4	6	11	-	9	7	11	
Family oriented	6	5	7	7	9	10	5	4	2	12	5	6	6	8	6	8	-	13	2	3	
Education/schools	6	5	7	5	5	11	7	2	3	4	6	6	6	5	9	5	8	-	24	3	
Atmosphere/ambiance/personality	5	6	4	5	5	5	4	5	6	-	4	6	5	6	2	5	17	-	-	6	
Arts/culture/activities	4	3	5	2	3	3	4	5	5	-	2	3	5	5	-	-	-	-	9	4	
Public transportation system	2	3	2	-	2	4	2	2	1	-	4	1	2	2	5	-	8	5	-	1	
Expansion and development	2	3	1	2	3	2	1	3	2	-	1	2	2	2	2	5	-	4	2	3	
Municipal government	2	2	2	-	2	1	2	1	4	-	1	2	2	2	-	3	-	-	-	3	
Volunteers/helpful people	2	1	2	-	2	-	1	1	5	-	4	2	1	*	-	3	9	5	2	3	
Traffic	1	1	1	4	1	1	1	1	2	-	1	2	1	*	1	-	9	9	-	2	
My neighbourhood/home	1	1	1	-	-	3	2	-	-	-	1	1	1	1	2	-	-	-	2	-	
Good standard of living/low taxes	1	2	*	-	1	2	3	-	-	-	-	-	2	2	-	-	-	-	2	1	
Multicultural/diversity	1	1	1	-	1	1	2	1	1	-	-	-	2	1	1	-	-	5	-	1	
High class/wealthy	1	1	1	2	1	-	1	1	-	-	1	-	1	1	-	3	-	-	-	-	
Churches/religion	*	1	*	2	1	-	-	-	2	4	1	-	*	*	-	-	-	-	2	1	
Lakeside/waterfront festivals	*	1	*	-	-	1	-	1	-	-	-	-	1	*	-	-	-	-	2	-	
Other	3	2	3	2	3	3	4	2	3	4	4	2	3	3	5	-	-	4	4	2	
None/nothing	1	1	1	-	1	1	1	1	1	-	1	1	*	1	-	-	-	-	-	1	
DK/NA	2	2	2	2	3	1	1	1	6	12	4	2	1	1	-	3	-	5	2	4	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

2t. Thinking about the whole community of Oakville, what are the two or three things you like the most?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K or More	Yes	No	Single	Married	Divorced	Wid. Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL																		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Sense of small community/quiet/heritage	42	34	41	40	39	48	44	41	40	43	38	43	36	44	34	44	45	45	41
Green spaces/parks and recreation	30	30	24	28	32	32	36	25	27	30	32	29	33	30	28	31	35	31	29
Nice downtown/shopping	25	14	22	15	22	29	19	31	21	26	27	26	23	27	20	27	17	26	25
Waterfront/lakeshore	17	14	20	20	15	16	12	22	16	18	18	17	15	18	16	15	19	15	19
Beautiful/clean city	16	12	14	16	20	16	15	16	20	15	15	15	21	16	17	18	14	18	15
Nice/friendly people	13	18	20	8	12	11	12	14	19	10	16	12	17	12	16	12	15	14	12
Safe/free of crime	12	12	19	19	12	10	14	10	20	11	9	12	12	12	11	14	16	14	11
Location/proximity	11	8	6	14	10	12	12	11	11	13	5	12	4	11	12	11	8	11	12
Close to many city services	8	6	8	8	11	8	8	8	4	9	8	8	8	7	12	9	4	10	7
Convenience/easy access/good city planning	7	4	15	6	6	6	6	7	6	7	5	6	7	6	11	5	6	5	7
Family oriented	6	8	8	6	3	8	10	3	7	6	5	7	5	7	4	8	8	6	7
Education/schools	6	8	5	3	2	7	9	3	4	7	2	6	5	6	6	6	4	6	6
Atmosphere/ambiance/personality	5	2	5	1	6	7	6	5	5	5	4	6	2	5	4	6	3	4	6
Arts/culture/activities	4	2	3	5	5	4	5	3	2	4	4	4	2	4	4	5	-	4	4
Public transportation system	2	4	1	1	3	2	2	2	2	2	1	2	2	2	1	2	3	3	2
Expansion and development	2	2	3	1	1	2	1	3	2	2	2	2	1	2	1	2	2	2	2
Municipal government	2	-	1	4	1	2	1	2	2	2	2	2	-	2	2	2	-	2	2
Volunteers/helpful people	2	6	-	1	2	*	1	2	-	1	5	1	5	1	3	*	1	1	2
Traffic	1	-	-	5	1	*	1	1	2	1	1	1	-	1	2	*	-	2	1
My neighbourhood/home	1	2	-	2	-	1	2	*	1	1	-	1	-	1	1	2	-	1	1
Good standard of living/low taxes	1	-	-	-	1	2	2	*	2	1	-	1	-	1	-	2	-	2	1
Multicultural/diversity	1	-	2	1	1	1	1	1	1	1	-	1	1	1	1	1	-	1	1
High class/wealthy	1	-	-	1	-	1	*	1	2	1	-	1	-	1	-	1	1	1	1
Churches/religion	*	2	1	-	-	1	*	1	-	1	1	*	2	1	-	*	-	-	1
Lakeside/waterfront festivals	*	-	-	-	1	*	1	-	-	1	-	*	-	*	-	*	-	-	1
Other	3	2	2	5	-	3	2	3	4	3	3	3	3	3	4	3	3	2	3
None/nothing	1	-	-	1	1	*	1	1	1	*	2	1	1	*	1	1	1	-	1
DK/NA	2	8	-	3	4	*	1	2	3	1	4	1	5	2	2	1	2	1	2



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

2t. Thinking about the whole community of Oakville, what are the two or three things you like the most?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	TOTAL	Bet ter	Not Good	Ab't Same	Bet/ Oth.	Wor. Dep.	Very Sat.	Some Sat.	Some Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Sense of small community/quiet/ heritage	42	44	-	32	35	68	41	42	41	35	43	21	42	35	43	35
Green spaces/parks and recreation	30	30	40	31	32	-	29	29	36	21	30	38	29	66	30	26
Nice downtown/ shopping	25	26	21	23	-	-	29	23	29	27	21	25	27	32	27	18
Waterfront/lakeshore	17	18	-	19	-	-	16	18	19	21	15	12	19	32	18	16
Beautiful/clean city	16	16	-	10	35	-	16	17	10	6	17	8	15	18	15	19
Nice/friendly people	13	13	10	10	-	-	16	12	13	6	15	8	12	18	13	16
Safe/free of crime	12	12	10	13	32	-	11	12	10	13	16	11	18	11	18	
Location/proximity	11	11	10	9	-	34	8	11	14	19	12	21	10	16	12	9
Close to/many city services	8	8	10	6	-	-	7	9	4	10	8	8	8	-	8	7
Convenience/easy access/good city planning	7	7	-	5	-	-	9	7	3	6	8	12	6	-	7	7
Family oriented	6	7	-	4	-	-	6	7	5	4	5	-	7	-	6	7
Education/schools	6	6	10	3	-	-	6	6	5	2	4	-	6	16	6	4
Atmosphere/ambiance/ personality	5	5	-	3	-	34	8	5	1	2	6	8	4	-	5	3
Arts/culture/ activities	4	4	-	8	-	-	4	5	3	2	4	-	5	-	5	3
Public transportation system	2	2	-	4	-	34	1	2	4	2	2	4	2	-	2	2
Expansion and development	2	2	-	1	-	-	3	2	1	2	2	4	2	-	2	3
Municipal government	2	2	-	1	-	-	4	2	-	2	2	-	2	-	2	1
Volunteers/helpful people	2	2	-	-	-	-	3	1	2	2	1	4	2	-	2	1
Traffic	1	1	-	-	-	-	2	1	-	-	1	-	1	16	1	1
My neighbourhood/ home	1	1	-	2	-	-	1	1	2	-	2	-	1	-	1	2
Good standard of living/low taxes	1	1	-	-	-	-	1	1	-	-	2	-	1	-	1	1
Multicultural/ diversity	1	1	10	-	-	-	2	*	1	4	2	-	1	-	1	2
High class/wealthy	1	1	-	-	-	-	1	1	-	-	*	4	1	-	1	1
Churches/religion	*	*	-	1	-	-	1	-	1	-	*	-	1	-	*	1
Lakeside/waterfront festivals	*	*	-	-	-	-	1	*	-	-	-	-	1	-	*	-
Other	3	3	10	5	-	-	3	3	2	2	3	4	3	-	3	2
None/nothing	1	*	20	1	-	-	*	1	1	2	1	-	1	-	*	2
DK/NA	2	1	-	6	-	32	2	1	4	2	-	4	3	-	2	3



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS					
	TOTAL	Male	Female	18	25	35	45	55	65	Less	Comm	Uni	F/T	P/T	Stud	Unem	Home	Ret		
				to	to	to	to	to	or	H.S.	H.S.	Voca							sity	ent/
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Traffic/congestion	26	28	24	12	24	29	31	32	23	12	18	22	31	29	18	16	25	31	31	25
Rapid development/ growth	26	25	27	11	15	31	32	36	20	8	17	21	30	28	28	13	-	26	35	23
Road maintenance/ snow removal	9	9	8	5	7	9	14	9	6	-	6	11	9	10	15	6	-	5	9	7
Taxes	8	10	7	3	11	9	10	10	6	13	6	10	8	10	7	8	8	9	11	5
Pollution/air and water quality	6	5	6	9	3	5	7	6	6	-	4	3	7	5	6	8	9	5	7	6
Lack of green space/ parks	5	3	7	4	5	7	5	6	4	4	2	5	6	6	3	8	-	5	9	5
Public transportation	5	5	6	14	3	4	8	4	5	16	5	8	4	5	5	13	8	9	4	4
High cost of living	5	4	5	3	11	3	6	4	2	12	6	6	4	6	8	8	-	-	2	3
Municipal government /management problems	5	5	4	-	1	5	6	7	4	4	4	3	5	5	-	3	-	5	4	5
Lack of recreation and entertainment resources/ facilities	5	5	4	18	1	8	4	2	1	8	4	6	4	5	-	13	25	12	7	1
Poor city services/ infrastructure	4	7	2	5	5	5	4	3	4	12	2	3	5	6	3	3	8	-	2	3
Overpopulation/ crowded	3	3	3	-	3	2	6	3	3	-	1	3	4	3	5	-	-	8	4	4
City aesthetics/poor design	3	4	3	2	2	4	5	2	4	-	-	2	4	3	2	3	-	5	4	3
Garbage/recycling services	3	2	3	4	3	5	1	2	2	-	4	3	3	3	8	5	-	-	-	1
Lack of parking	3	2	3	2	2	2	2	6	2	-	2	3	3	2	3	3	-	-	-	5
Elitist/too affluent	3	3	2	2	4	3	1	5	2	-	2	2	3	3	3	3	-	-	-	3
Educational/school issues	3	2	3	-	2	5	4	2	-	-	4	1	3	2	5	3	9	9	4	1
Crime/unsafe	3	2	3	6	-	1	5	3	2	4	2	2	3	1	8	6	9	-	2	3
Lack of commercial/ retail outlets	2	3	2	7	5	4	1	-	2	-	2	5	2	2	2	10	17	-	2	1
Cultural/racial community relations	2	1	2	-	3	3	2	1	-	-	2	1	2	2	6	-	-	4	2	-
Pesticide issues/ dandelions	2	2	2	-	-	3	1	4	2	4	1	1	2	1	3	-	-	5	4	2
Impolite/unfriendly people	2	2	2	7	1	1	3	-	1	4	2	2	1	1	3	5	-	-	2	1
Specific neighbourhoods (various)	1	2	1	-	2	1	2	2	2	-	-	-	2	2	-	-	-	-	-	2
Unemployment	1	1	*	-	1	1	1	1	-	-	-	2	1	1	-	-	-	4	-	1
Lack of healthcare facilities/services	1	*	1	2	2	-	1	1	-	-	1	1	1	*	-	3	-	5	2	1

ENVIRONICS RESEARCH GROUP

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	Fe		18	25	35	45	55	65	Less	Com	Uni	Stud		Un	Hom	Ret				
	Male	male	to	to	to	to	to	or	Than	Coll	ver	ent/	Stud	mpl	era	ker	ired			
TOTAL	24	34	44	54	64	More	H.S.	H.S.	Voca	sity	F/T	P/T	Work	ent	oyed	ker	ired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Accessibility issues	1	*	1	-	1	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-
Underdeveloped/too suburban	*	1	*	2	-	1	-	-	1	-	-	1	1	*	-	5	-	-	-	1
Senior services	*	-	*	-	-	-	-	1	1	-	1	-	*	-	-	-	-	-	-	1
Too much noise	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Other	2	2	2	4	1	3	2	3	2	4	2	1	2	2	3	3	9	4	-	2
None/nothing	11	11	11	11	17	7	5	10	21	8	18	14	9	9	8	10	-	-	7	19
DK/NA	7	6	8	11	8	4	6	6	11	12	10	10	5	6	8	8	-	13	9	10

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	Less Than \$20K				More	Yes	No	Sin	Mar	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
		\$20K	\$40K	\$60K	\$80K														
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Traffic/congestion	26	12	20	16	19	37	28	25	13	30	24	28	15	27	25	29	16	26	27
Rapid development/ growth	26	6	20	16	28	32	26	26	18	28	22	28	13	27	20	29	21	24	27
Road maintenance/ snow removal	9	4	8	13	11	9	9	9	5	10	9	10	7	10	6	11	10	6	10
Taxes	8	-	5	8	10	11	9	8	4	10	5	10	1	9	6	10	9	9	8
Pollution/air and water quality	6	4	3	4	4	7	6	6	5	6	5	6	2	6	5	6	2	6	6
Lack of green space/ parks	5	2	8	8	2	6	6	5	7	5	6	6	1	5	8	6	6	5	6
Public transportation	5	10	8	9	3	4	5	6	12	4	3	5	9	5	4	5	9	5	5
High cost of living	5	14	8	8	6	3	4	6	6	4	8	3	14	4	7	5	9	6	4
Municipal government /management problems	5	6	5	2	4	4	4	5	4	4	5	5	2	5	1	5	3	5	4
Lack of recreation and entertainment resources/ facilities	5	2	8	6	5	4	7	2	9	4	2	5	2	5	1	5	6	6	4
Poor city services/ infrastructure	4	2	1	2	4	5	5	4	7	4	2	5	3	5	3	5	6	4	4
Overpopulation/ crowded	3	2	8	2	1	3	3	4	2	3	5	4	2	3	4	3	2	2	4
City aesthetics/poor design	3	2	5	1	1	4	3	3	2	4	3	3	1	3	4	4	-	4	3
Garbage/recycling services	3	4	2	1	3	3	3	2	5	3	2	3	1	3	1	4	3	3	3
Lack of parking	3	2	1	5	3	2	1	4	3	2	4	3	4	3	3	3	2	3	3
Elitist/too affluent	3	2	2	3	2	3	2	3	4	2	3	2	4	3	2	2	6	3	3
Educational/school issues	3	4	-	1	8	2	4	1	1	3	3	3	2	3	1	2	3	4	2
Crime/unsafe	3	8	-	4	2	1	2	3	5	2	2	3	3	2	4	1	7	3	2
Lack of commercial/ retail outlets	2	2	3	2	-	2	3	3	4	2	4	2	3	3	1	3	4	4	2
Cultural/racial community relations	2	4	-	-	4	1	3	1	1	2	1	2	1	2	1	2	2	3	1
Pesticide issues/ dandelions	2	-	3	2	1	2	1	2	1	2	2	2	1	2	1	1	1	2	2
Impolite/unfriendly people	2	6	-	1	1	1	2	2	4	1	4	1	3	2	1	2	3	2	2
Specific neighbourhoods (various)	1	-	2	-	2	2	1	2	-	2	1	2	1	1	3	2	-	1	2
Unemployment	1	-	-	1	3	1	1	*	-	1	1	1	-	1	-	1	-	*	1
Lack of healthcare facilities/services	1	2	-	1	-	1	1	1	1	1	1	*	2	1	1	*	1	1	1

ENVIRONICS RESEARCH GROUP

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
 EN5497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than	\$20K to	\$40K to	\$60K to	\$80K or More	Yes	No	Single	Mar	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL	\$20K	\$40K	\$60K	\$80K														
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Accessibility issues	1	-	-	1	-	*	*	1	-	1	-	*	-	1	-	1	-	-	1
Underdeveloped/too suburban	*	2	-	1	-	*	1	*	1	*	2	*	2	*	1	*	1	*	1
Senior services	*	-	2	-	-	-	-	*	-	*	1	*	-	*	-	-	-	-	*
Too much noise	*	-	-	-	-	-	-	*	-	-	1	*	-	*	-	-	-	-	*
Other	2	4	2	1	1	3	3	2	3	2	2	2	4	2	3	2	2	3	2
None/nothing	11	20	11	16	16	7	12	10	9	10	18	11	15	9	20	8	12	10	12
DK/NA	7	10	11	6	7	6	6	8	10	6	7	6	15	7	10	6	6	6	7

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.																	WARDS						
	TOTAL	Not Yes		No	Card Card		Oth.	In	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Uns							
		Per/	Per/		Lib.	Past												Yes	No	1	2	3	4	5
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7								
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7								
Traffic/congestion	26	26	28	27	25	13	-	28	25	22	14	27	28	28	31	43								
Rapid development/ growth	26	27	27	29	16	25	-	22	21	22	24	34	24	27	26	30								
Road maintenance/ snow removal	9	10	9	9	8	-	50	7	9	11	14	9	10	6	6	-								
Taxes	8	8	9	8	12	-	-	14	8	9	3	9	10	8	8	-								
Pollution/air and water quality	6	6	4	6	5	-	-	6	4	7	-	9	3	7	5	15								
Lack of green space/ parks	5	6	4	6	5	13	-	4	5	7	3	5	4	6	7	15								
Public transportation	5	4	9	5	6	13	-	9	6	4	5	4	5	4	9	14								
High cost of living	5	7	5	4	4	12	-	2	6	4	10	4	5	7	1	14								
Municipal government /management problems	5	5	5	4	3	25	-	5	4	4	8	6	3	3	7	15								
Lack of recreation and entertainment resources/ facilities	5	2	7	7	1	-	-	4	3	8	2	3	6	3	4	-								
Poor city services/ infrastructure	4	5	3	5	3	-	-	3	2	2	10	5	6	3	3	-								
Overpopulation/ crowded	3	3	2	4	4	13	-	1	4	2	2	4	5	3	2	-								
City aesthetics/poor design	3	4	2	3	3	-	-	3	2	4	3	4	2	3	4	-								
Garbage/recycling services	3	3	4	3	-	13	50	2	3	1	5	-	4	4	4	-								
Lack of parking	3	2	2	2	6	-	-	4	4	2	-	3	4	3	4	-								
Elitist/too affluent	3	2	5	3	2	-	-	4	3	2	6	4	1	2	2	-								
Educational/school issues	3	1	3	4	1	12	-	5	1	2	2	1	3	3	5	-								
Crime/unsafe	3	3	3	3	2	-	-	1	3	2	2	4	2	3	2	-								
Lack of commercial/ retail outlets	2	3	4	1	3	13	-	1	5	1	-	3	3	3	1	28								
Cultural/racial community relations	2	1	2	3	-	-	-	1	1	2	-	2	2	1	2	-								
Pesticide issues/ dandelions	2	2	1	2	1	-	-	1	1	1	-	2	1	5	1	-								
Impolite/unfriendly people	2	2	1	1	4	-	-	-	4	1	2	3	3	1	1	-								
Specific neighbourhoods (various)	1	1	4	1	1	-	-	3	1	3	-	2	1	1	1	-								
Unemployment (continued)	1	*	-	1	2	-	-	-	1	1	-	-	1	1	-	-								

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	Not Yes		No	Card Card		Ward											
	Yes, Per/	Per/	In	Oth. In	Past Yes	No	1	2	3	4	5	6					
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.												
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Lack of healthcare facilities/services	1	-	2	*	2	-	-	2	1	1	2	-	1	1	-	-	
Accessibility issues	1	*	1	1	-	-	-	-	1	-	-	1	2	-	-	-	
Underdeveloped/too suburban	*	1	-	*	1	-	-	-	1	1	-	-	1	-	1	14	
Senior services	*	*	-	*	-	-	-	-	-	-	-	-	1	1	-	-	
Too much noise	*	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	
Other	2	2	3	3	2	-	-	4	1	3	3	3	1	3	1	-	
None/nothing	11	11	11	10	15	-	-	13	12	10	15	6	12	10	16	-	
DK/NA	7	6	6	6	12	-	50	2	13	9	13	9	2	9	7	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW				
	Not Bet As	Ab't The	Bet/ Wor.	Oth/ Oth.	Very Dep.	Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Traffic/congestion	26	26	30	24	-	-	21	28	27	32	30	20	25	34	27	23	
Rapid development/ growth	26	27	-	23	-	-	15	30	33	25	22	29	28	16	27	20	
Road maintenance/ snow removal	9	9	10	11	-	-	9	9	12	6	9	4	9	-	9	7	
Taxes	8	8	20	8	-	32	2	9	14	12	8	33	8	-	9	8	
Pollution/air and water quality	6	6	10	5	-	-	4	5	7	12	8	-	5	-	6	6	
Lack of green space/ parks	5	6	-	5	-	-	4	6	5	6	6	4	5	18	5	8	
Public transportation	5	4	10	14	-	34	7	5	3	-	7	8	4	32	5	7	
High cost of living	5	4	10	9	-	-	3	6	3	4	6	-	5	-	4	8	
Municipal government /management problems	5	4	10	6	32	34	2	2	10	27	3	17	5	-	5	3	
Lack of recreation and entertainment resources/ facilities	5	4	10	10	-	-	5	4	7	4	8	4	3	16	4	6	
Poor city services/ infrastructure	4	4	30	6	32	-	3	4	7	8	5	8	4	16	5	4	
Overpopulation/ crowded	3	3	-	4	-	-	2	4	3	4	2	-	4	-	3	5	
City aesthetics/poor design	3	3	-	4	-	-	*	3	6	8	2	4	3	16	3	7	
Garbage/recycling services	3	3	-	1	-	-	1	4	3	-	4	-	3	-	3	4	
Lack of parking	3	3	-	-	-	-	2	4	1	-	3	-	3	16	3	3	
Elitist/too affluent	3	2	10	7	-	-	2	1	5	10	4	-	2	-	2	6	
Educational/school issues	3	3	-	-	-	-	2	3	2	4	5	4	2	-	2	3	
Crime/unsafe	3	3	-	1	-	-	1	3	3	2	2	-	3	-	2	5	
Lack of commercial/ retail outlets	2	2	-	4	-	-	4	3	1	-	3	-	2	-	2	4	
Cultural/racial community relations	2	2	-	2	-	-	1	2	2	2	1	4	2	-	1	3	
Pesticide issues/ dandelions	2	2	10	-	-	-	2	1	2	2	1	-	2	18	2	2	
Impolite/unfriendly people	2	2	-	1	-	-	2	1	3	-	2	-	2	-	2	2	
Specific neighbourhoods (various)	1	2	-	-	-	-	2	2	-	-	1	-	2	-	1	2	
Unemployment (continued)	1	1	-	1	-	-	-	1	2	-	-	-	1	-	1	1	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

3t. Thinking about the whole community of Oakville, what are the two or three things you dislike the most?

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...			Q17ta.TEN YEARS FROM NOW							
	TOTAL	ter	Not Bet As Good	Ab't The Same	Bet/ Wor. Oth. Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Lack of healthcare facilities/services	1	1	-	-	-	-	1	*	1	-	*	4	1	-	1	1
Accessibility issues	1	1	-	-	-	-	1	1	-	-	1	-	*	-	1	-
Underdeveloped/too suburban	*	*	-	1	-	-	-	*	1	2	*	-	1	-	*	2
Senior services	*	*	-	-	-	-	-	-	1	2	*	-	*	-	*	-
Too much noise	*	*	-	-	-	-	-	-	1	-	-	-	*	-	-	-
Other	2	2	-	4	-	-	2	2	3	2	3	4	2	-	3	1
None/nothing	11	12	-	9	35	-	21	11	3	-	8	4	13	18	12	9
DK/NA	7	7	-	6	32	34	12	7	4	2	6	4	8	-	8	3



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

4t. Thinking about Oakville as a place in which to live, would you say that it is generally ...?

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	Uni. City	F/T	P/T	Student/Work ent.	Unempl.	Home maker	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Better than most areas of the Greater Toronto Area	87	89	85	86	88	88	87	92	85	80	83	81	90	88	83	87	83	91	85	89
Not as good as most areas of the Greater Toronto Area	1	1	1	2	2	2	1	1	1	-	4	1	1	1	-	-	-	-	4	1
About the same as most areas of the Greater Toronto Area	10	9	11	12	8	9	11	7	10	20	12	15	7	10	14	13	17	4	9	7
Better than some, worse than others	*	1	*	-	1	1	-	-	-	-	-	1	*	*	-	-	-	-	2	-
Other/depends	*	*	*	-	-	1	-	-	1	-	-	-	1	*	-	-	-	5	-	1
DK/NA	1	1	2	-	1	-	2	-	3	-	1	1	1	1	3	-	-	-	-	2

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Better than most areas of the Greater Toronto Area	87	80	80	84	91	91	87	88	85	89	82	88	81	87	86	89	80	87	87
Not as good as most areas of the Greater Toronto Area	1	2	5	-	-	1	1	1	2	1	-	1	1	1	3	1	1	2	1
About the same as most areas of the Greater Toronto Area	10	14	16	14	8	7	11	9	12	8	14	9	15	10	9	9	17	10	10
Better than some, worse than others	*	-	-	1	-	*	1	-	-	1	-	*	1	*	-	*	-	*	*
Other/depends	*	2	-	-	1	-	*	*	1	*	-	*	-	*	1	-	1	*	*
DK/NA	1	2	-	1	-	1	1	1	-	1	4	1	2	1	1	1	1	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

4t. Thinking about Oakville as a place in which to live, would you say that it is generally ...?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.																WARDS						
	TOTAL	Not Yes No		Card Card		Oth. In		Past Yes No		Ward	Ward	Ward	Ward	Ward	Ward	Ward	Uns						
		Per.	Per/ Hou.	Per/ Hou.	In Hou.	Lib.	In	Past	Yes	No	1	2	3	4	5	6	fici						
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7							
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7							
Better than most areas of the Greater Toronto Area	87	86	89	89	86	74	50	88	86	89	72	86	87	90	88	71							
Not as good as most areas of the Greater Toronto Area	1	1	-	2	1	-	-	-	1	1	2	4	*	1	-	-							
About the same as most areas of the Greater Toronto Area	10	10	9	8	12	26	50	11	12	7	26	10	9	7	10	29							
Better than some, worse than others	*	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-							
Other/depends	*	1	1	-	-	-	-	1	-	-	-	-	1	-	1	-							
DK/NA	1	1	1	1	1	-	-	-	1	2	-	1	3	1	-	-							

Q4t. OAKVILLE ...THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta.TEN  
GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS  
FROM NOW

	Not Ab't Bet/		Some Some		Exp. Cut		Mai.		Oth/		Much Qui.					
	Bet ter	As Good	The Same	Wor. Oth.	Dep. Sat.	Sat. Dis.	Dis Ser.	Exc. Ser.	Exc. Ser.	Exc. Dep.	Same	Dif.				
	ter	Good	Same	Oth.	Dep.	Sat.	Dis.	Ser.	Ser.	Ser.	Dep.	Dif.				
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Better than most areas of the Greater Toronto Area	87	100	-	-	-	-	95	89	71	73	83	71	89	68	89	75
Not as good as most areas of the Greater Toronto Area	1	-	100	-	-	-	*	3	8	1	8	1	-	1	3	
About the same as most areas of the Greater Toronto Area	10	-	-	100	-	-	5	8	21	19	12	21	8	32	8	21
Better than some, worse than others	*	-	-	-	100	-	-	1	-	-	*	-	*	-	*	-
Other/depends	*	-	-	-	-	100	-	*	2	-	*	-	*	-	*	-
DK/NA	1	-	-	-	-	-	*	1	3	-	2	-	1	-	1	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

5t. Would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Town of Oakville government?

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than High School	High School Grad	Some Coll	Univ	F/T	P/T	Student/Worker	Unempl	Home maker	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very satisfied	24	24	25	30	30	18	23	23	30	25	30	25	23	23	25	26	42	22	15	27
Somewhat satisfied	52	53	51	55	57	55	50	50	49	42	47	53	54	55	49	58	17	43	50	51
Somewhat dissatisfied	15	15	15	9	7	17	17	18	14	16	12	14	16	13	19	11	25	31	19	15
Very dissatisfied	6	8	4	3	3	6	6	7	6	12	7	4	6	6	6	5	17	4	7	5
DK/NA	3	2	4	2	3	4	4	3	1	4	4	4	2	4	2	-	-	-	9	1

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very satisfied	24	28	21	24	23	24	21	27	26	24	21	23	27	25	22	25	18	27	23
Somewhat satisfied	52	36	50	55	53	54	56	49	50	54	49	53	50	53	52	54	56	48	54
Somewhat dissatisfied	15	24	15	16	13	13	16	14	14	14	21	16	10	15	15	13	13	16	14
Very dissatisfied	6	8	10	2	5	5	4	7	8	5	7	6	6	5	7	5	9	6	5
DK/NA	3	4	3	2	4	3	3	3	3	3	2	2	7	3	4	3	4	2	3

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes, Per.	No, Per.	In Hou.	Card In Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very satisfied	24	26	27	23	24	12	-	24	25	26	13	30	23	26	14		
Somewhat satisfied	52	51	51	55	49	50	50	54	48	53	45	54	47	57	86		
Somewhat dissatisfied	15	15	11	15	17	13	50	15	14	14	14	22	14	11	16		
Very dissatisfied	6	6	6	5	6	13	-	5	7	6	11	9	5	5	4		
DK/NA	3	2	6	2	4	13	-	2	6	2	3	3	4	3	3		

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

5t. Would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the Town of Oakville government?

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	As Good	Ab't The Same	Bet/ Wor. Oth.	Bet/ Dep.	Very Sat.	Somewhat Sat.	Somewhat Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter															
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very satisfied	24	27	-	11	-	-	100	-	-	-	24	13	25	18	27	11
Somewhat satisfied	52	53	20	42	100	34	-	100	-	-	50	38	54	32	54	43
Somewhat dissatisfied	15	12	41	31	-	66	-	-	100	-	17	25	13	50	13	26
Very dissatisfied	6	5	39	11	-	-	-	-	100	4	21	6	-	5	14	
DK/NA	3	3	-	5	-	-	-	-	-	4	4	3	-	2	7	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

Now I would like to ask you a two-part question.

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

a) The amount of green space that's available for the use of residents

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	High School	Some Coll.	Univer.	Vocational	F/T	P/T	Student/Worker	Unempl.	Homebased	Retired	
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	82	81	83	61	77	84	85	86	88	66	80	81	85	83	80	63	76	65	94	86
Somewhat important	16	17	15	34	20	14	15	14	10	25	17	18	14	16	18	32	24	26	6	13
Not very important	1	1	*	2	2	1	-	-	1	-	1	1	1	2	-	-	-	-	-	-
Not at all important	*	1	*	3	1	1	-	-	4	2	-	*	*	-	3	-	9	-	-	-
DK/NA	1	*	1	-	-	1	-	-	2	4	-	1	*	-	3	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	82	74	86	83	88	83	85	81	67	86	81	83	78	83	81	82	79	81	83
Somewhat important	16	20	14	16	11	16	13	18	30	13	16	16	18	16	14	17	19	17	15
Not very important	1	-	-	-	1	1	1	1	1	-	1	-	1	1	1	1	1	1	1
Not at all important	*	4	-	-	*	1	*	2	*	1	*	2	*	1	*	1	*	1	*
DK/NA	1	2	-	1	-	-	1	*	-	-	3	*	2	*	1	*	-	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Yes, Per.	Yes, Hou.	No, Per./Hou.	No, In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Very important	82	81	84	84	79	87	50	86	78	82	76	74	83	86	87	86
Somewhat important	16	18	15	13	21	13	50	13	21	15	23	25	15	12	12	14
Not very important	1	-	1	1	1	-	-	1	1	1	-	1	*	2	-	-
Not at all important	*	-	-	1	-	-	-	-	1	2	-	*	-	1	-	-
DK/NA	1	1	-	*	-	-	-	-	2	-	-	1	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

Now I would like to ask you a two-part question.

6c. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

a) The amount of green space that's available for the use of residents

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The Good	Wor. Same	Oth/ Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
UNWEIGHTED SAMPLE																	
WEIGHTED SAMPLE																	
Very important	82	82	70	80	100	100	84	81	79	88	82	66	83	84	83	79	
Somewhat important	16	16	30	16	-	-	14	18	17	12	17	21	16	16	16	19	
Not very important	1	1	-	1	-	-	*	1	2	-	*	9	1	-	1	1	
Not at all important	*	*	-	1	-	-	1	*	2	-	*	4	*	-	*	1	
DK/NA	1	*	-	1	-	-	1	1	1	-	*	-	1	-	*	1	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

a) The amount of green space that's available for the use of residents

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 to	Less Than	Com H.S.	Uni Coll	Ver	F/T	P/T	Stud ent/ Work	Unpl em	Home ker	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	28	29	27	16	40	31	30	27	25	12	26	32	29	30	36	18	25	26	30	26
Good	43	45	42	55	39	36	43	43	48	58	46	38	43	42	38	56	16	35	26	49
Fair	20	17	22	15	12	24	19	21	18	18	17	20	20	20	17	13	34	26	26	18
Poor	8	8	7	14	8	8	8	9	5	4	10	9	8	8	9	10	25	13	15	4
DK/NA	1	1	1	-	1	1	1	-	4	9	1	1	1	*	-	3	-	-	2	3

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$20K \$40K	\$40K \$60K	\$60K \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	28	28	22	24	29	34	31	27	21	31	26	29	30	29	27	31	27	30	28
Good	43	42	44	46	45	39	39	45	45	42	39	42	46	42	42	42	47	40	43
Fair	20	14	25	25	17	18	21	18	23	18	24	20	17	20	17	20	12	20	20
Poor	8	12	8	3	8	9	7	9	10	8	7	8	4	7	11	7	14	10	7
DK/NA	1	4	2	1	1	-	1	1	-	1	4	1	3	1	3	*	-	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Oth. Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	28	29	32	27	30	38	50	38	28	24	26	27	32	35	22	28
Good	43	43	43	40	47	38	50	43	47	43	42	42	43	41	47	43
Fair	20	19	21	23	14	-	-	13	18	19	22	22	18	17	22	30
Poor	8	8	4	9	8	13	-	7	5	12	8	7	6	5	9	-
DK/NA	1	1	1	1	1	12	-	-	2	1	2	1	1	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

a) The amount of green space that's available for the use of residents

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Oth/ Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	28	31	10	15	32	-	44	26	13	14	27	8	30	34	30	23
Good	43	44	30	40	35	32	44	47	39	21	42	45	44	32	43	41
Fair	20	17	30	31	32	68	8	20	31	31	23	21	18	18	20	19
Poor	8	7	30	14	-	-	3	6	16	32	7	25	7	16	6	16
DK/NA	1	1	-	-	-	-	1	1	2	2	1	-	1	-	1	1

Q6tia. AMOUNT OF  
GREEN SPACE AVAIL.

	Some Not			
	Very Imp.	what Imp.	Very Imp.	Not Imp.
TOTAL	800	656	130	6
UNWEIGHED SAMPLE	800	656	130	6
WEIGHED SAMPLE	800	656	130	6
Excellent	28	31	18	18
Good	43	40	63	32
Fair	20	21	15	-
Poor	8	8	5	34
DK/NA	1	1	-	16



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

b) The kind of jobs and earning power that are available for residents

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	62	54	70	72	64	60	61	53	66	71	75	72	55	59	68	61	83	66	74	62
Somewhat important	30	37	24	21	32	32	33	38	23	13	14	24	37	35	26	32	17	25	13	27
Not very important	4	6	3	3	1	5	5	7	3	4	2	2	6	3	6	5	-	4	11	4
Not at all important	1	2	1	2	3	1	1	1	2	8	4	1	1	1	-	-	-	5	2	2
DK/NA	2	2	2	2	1	1	1	2	5	4	5	1	1	1	-	3	-	-	-	4

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	62	56	73	67	77	55	61	62	69	60	61	61	69	61	66	57	72	65	60
Somewhat important	30	36	22	29	20	38	32	30	27	32	31	32	24	32	24	37	21	28	32
Not very important	4	4	3	1	1	6	5	4	2	5	3	4	5	5	3	4	4	5	4
Not at all important	1	4	2	-	2	1	1	2	1	1	4	1	3	1	3	1	1	1	2
DK/NA	2	-	-	3	-	1	1	3	1	2	2	2	-	1	4	1	2	*	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per/Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	62	63	58	60	67	75	100	58	66	65	59	58	61	64	61	86	
Somewhat important	30	30	34	32	25	25	-	35	26	31	24	31	32	29	32	14	
Not very important	4	4	3	6	3	-	-	5	2	3	5	8	3	5	5	-	
Not at all important	1	2	4	*	3	-	-	2	3	-	7	2	1	1	1	-	
DK/NA	2	1	2	2	2	-	-	-	3	1	5	2	2	1	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- b) The kind of jobs and earning power that are available for residents

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	62	61	69	66	32	100	68	59	68	48	68	45	61	51	61	65
Somewhat important	30	32	10	24	68	-	25	34	24	43	25	37	33	32	31	27
Not very important	4	4	10	6	-	-	4	4	8	4	4	9	4	16	5	3
Not at all important	1	1	-	2	-	-	2	1	-	2	1	8	1	-	1	2
DK/NA	2	2	10	1	-	-	*	2	1	2	2	-	1	-	1	3

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

b) The kind of jobs and earning power that are available for residents

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud Work	ent/ ent	Stud mpl	ena	Ret ired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	7	8	6	11	10	4	9	5	8	4	15	9	5	7	13	3	-	9	7	7
Good	49	48	49	47	49	53	46	51	52	45	46	51	49	50	45	45	66	26	50	51
Fair	30	31	29	32	30	30	31	32	21	30	26	26	32	32	30	34	25	52	26	22
Poor	6	7	6	7	5	9	9	4	2	17	4	6	6	7	5	13	-	13	9	3
DK/NA	8	6	9	3	6	4	5	7	17	4	10	8	7	4	8	5	9	-	9	16

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	7	6	11	5	10	6	6	9	10	7	4	7	10	7	8	6	13	8	7
Good	49	44	54	54	50	49	48	49	47	50	48	49	49	49	50	50	47	50	48
Fair	30	26	24	28	25	34	34	26	34	30	26	31	23	31	23	33	25	30	29
Poor	6	16	3	8	10	6	7	6	3	6	10	6	10	7	5	6	11	9	6
DK/NA	8	8	8	5	4	5	5	10	6	7	12	8	8	6	15	5	4	3	10

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Oth. Lib.	In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	7	6	10	7	8	12	-	11	8	9	10	6	7	9	3	-
Good	49	50	50	49	48	26	-	52	46	50	44	49	46	48	57	41
Fair	30	32	30	30	26	25	50	29	28	27	26	34	35	27	25	30
Poor	6	2	7	7	11	13	-	6	11	4	10	5	6	7	9	29
DK/NA	8	10	3	7	6	25	50	2	8	9	10	6	6	9	7	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

b) The kind of jobs and earning power that are available for residents

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	7	8	-	6	-	-	16	5	3	4	8	4	7	-	7	9
Good	49	52	49	29	68	32	54	49	40	54	45	59	51	18	52	35
Fair	30	28	20	47	32	-	21	32	36	29	32	25	29	49	29	34
Poor	6	5	21	13	-	34	3	5	14	8	8	12	6	16	5	14
DK/NA	8	7	10	5	-	34	5	9	7	4	7	-	8	18	7	8

Q6tib. JOBS/EARNING  
POWER FOR RESIDENTS

	Some Not				
	Very what		Very Not		
	TOTAL	Imp.	Imp.	Imp.	Imp.
UNWEIGHED SAMPLE	800	495	245	35	12
WEIGHED SAMPLE	800	498	243	35	12
Excellent	7	10	2	6	-
Good	49	47	58	34	17
Fair	30	28	33	37	51
Poor	6	8	3	12	16
DK/NA	8	7	5	12	16

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

c) The opportunities for recreation, sport, leisure and cultural activities

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	75	73	77	66	73	77	74	76	82	75	69	77	76	75	63	74	83	61	83	80
Somewhat important	23	25	22	32	25	22	26	20	16	21	27	23	23	24	37	26	17	35	15	18
Not very important	1	1	1	2	1	1	-	2	1	-	2	1	1	1	-	-	-	-	2	2
Not at all important	*	-	*	-	1	-	-	-	-	-	1	-	-	-	-	-	-	5	-	-
DK/NA	1	1	*	-	-	-	-	3	1	4	-	-	1	1	-	-	-	-	-	1

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Separated	Owned	Rented	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	75	68	76	72	78	77	78	72	69	76	78	75	75	75	74	75	65	77	74
Somewhat important	23	26	22	28	21	22	21	26	28	23	20	24	21	24	22	24	34	21	25
Not very important	1	4	2	-	1	*	*	1	2	1	-	1	2	1	1	*	1	1	1
Not at all important	*	2	-	-	-	-	-	*	-	-	1	-	1	-	1	-	-	*	-
DK/NA	1	-	-	-	-	1	1	1	1	1	1	1	1	*	1	1	-	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per. Per. Hou.	Yes Per. Per. Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	75	74	70	79	71	61	50	75	68	75	77	76	75	73	78	57	
Somewhat important	23	24	28	21	26	39	50	20	32	23	20	22	24	27	21	43	
Not very important	1	*	1	*	3	-	-	4	1	1	2	2	1	-	-	-	
Not at all important	*	-	-	*	-	-	-	-	-	-	2	-	-	-	-	-	
DK/NA	1	1	1	*	-	-	-	1	-	2	-	-	*	-	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- c) The opportunities for recreation, sport, leisure and cultural activities

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	75	76	80	61	65	100	83	75	66	69	80	59	74	68	75	73
Somewhat important	23	23	10	36	35	-	16	24	32	29	19	29	25	32	24	24
Not very important	1	*	10	3	-	-	1	*	2	2	1	4	*	-	*	3
Not at all important	*	*	-	-	-	-	1	-	-	-	-	4	-	-	*	-
DK/NA	1	1	-	-	-	-	*	1	-	-	-	4	1	-	1	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

c) The opportunity for recreation, sports, leisure and cultural activities

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 to	Less or Than	Com H.S.	Uni Coll	Voca sity	F/T	P/T	Stud ent/ Work	Unempl	Home oyd ker	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	33	31	36	29	40	29	33	29	43	25	33	34	34	31	37	29	50	31	35	37
Good	49	50	48	52	44	47	50	56	44	42	48	50	49	51	46	56	33	47	35	49
Fair	13	15	12	11	13	18	13	13	10	8	16	13	14	14	14	8	9	13	20	12
Poor	3	4	3	9	3	6	4	-	2	21	4	3	3	3	3	8	8	9	11	1
DK/NA	1	1	*	-	-	-	1	2	1	4	-	-	1	*	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	33	32	31	34	33	34	34	33	24	33	41	34	30	33	34	32	29	29	35
Good	49	54	55	49	49	48	45	52	56	48	45	48	55	48	51	51	49	52	47
Fair	13	8	10	16	15	14	17	11	13	15	8	15	9	14	12	13	15	14	14
Poor	3	4	5	1	2	3	5	3	6	3	4	4	4	4	2	3	7	5	3
DK/NA	1	2	-	-	-	1	1	1	1	*	2	*	2	*	1	*	-	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Excellent	33	37	29	33	33	36	-	36	28	34	34	27	37	32	36	14	
Good	49	48	50	48	50	51	50	45	54	51	44	48	47	53	47	57	
Fair	13	12	16	14	14	13	-	13	15	12	18	20	13	8	14	29	
Poor	3	2	4	5	3	-	50	5	3	3	3	4	2	6	3	-	
DK/NA	1	1	1	*	-	-	-	1	-	1	-	-	1	-	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

c) The opportunity for recreation, sports, leisure and cultural activities

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	33	35	-	24	32	-	53	29	20	21	31	17	35	-	35	23
Good	49	50	59	40	35	34	41	51	55	48	46	50	50	68	49	48
Fair	13	12	10	29	32	34	3	17	18	21	18	12	11	32	12	19
Poor	3	3	31	8	-	32	3	2	7	11	4	17	2	-	2	9
DK/NA	1	1	-	-	-	-	*	*	1	-	-	4	1	-	1	2

Q6tic. OPPORT. FOR  
REC., ETC. ACTIV.

	Some Not		Very what Very Not			
	TOTAL	Imp.	Imp.	Imp.	Imp.	
UNWEIGHED SAMPLE	800	600	188	6	1	
WEIGHED SAMPLE	800	601	188	6	1	
Excellent	33	40	14	-	-	
Good	49	45	64	51	-	
Fair	13	11	20	49	-	
Poor	3	4	2	-	100	
DK/NA	1	*	-	-	-	



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

d) The environment in which people live, for example, clean water and air and adequate shelter

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School Grad	Some College	University Grad	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	92	88	95	91	90	91	92	90	94	83	91	93	91	94	92	91	91	96	91	
Somewhat important	8	11	5	7	7	9	8	9	6	17	9	6	8	8	6	5	9	9	4	9
Not very important	*	1	-	-	2	-	-	1	-	-	-	1	*	1	-	-	-	-	-	
Not at all important	*	1	*	2	1	1	-	-	-	-	-	1	*	*	-	3	-	-	-	
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More Than \$80K	Yes	No	Single	Married	Separated	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	92	92	91	94	91	91	91	92	92	91	91	91	94	91	94	92	89	94	91
Somewhat important	8	8	9	5	9	8	8	8	7	8	9	8	6	8	6	7	10	6	8
Not very important	*	-	-	-	-	1	1	*	-	1	-	*	-	*	-	1	-	-	1
Not at all important	*	-	-	1	-	*	*	*	1	*	-	*	-	*	-	*	1	-	1
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Very important	92	94	87	91	90	100	100	87	89	95	90	92	88	91	93	100
Somewhat important	8	6	10	8	9	-	-	13	8	4	10	8	10	8	7	-
Not very important	*	-	2	*	-	-	-	-	1	-	-	-	*	1	-	-
Not at all important	*	-	1	*	1	-	-	-	1	1	-	-	1	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6c. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- d) The environment in which people live, for example, clean water and air and adequate shelter

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	92	91	90	93	100	100	93	91	93	88	95	71	91	100	92	87
Somewhat important	8	8	10	6	-	-	7	8	6	12	4	25	8	-	7	11
Not very important	*	*	-	1	-	-	-	*	1	-	1	-	*	-	*	-
Not at all important	*	*	-	-	-	-	-	*	-	-	*	4	*	-	*	2
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

d) The environment in which people live, for example, clean water and air and adequate shelter

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	High School Grad	Some College	University	F/T	P/T	Student/Work	Unempl	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	22	25	19	45	27	19	17	19	23	29	27	27	19	20	23	32	75	22	15	22
Good	51	49	53	29	55	56	51	45	53	50	48	48	52	53	51	42	17	57	48	50
Fair	22	23	22	23	14	22	23	33	21	21	22	22	23	23	15	21	8	22	26	24
Poor	5	4	6	3	4	4	8	3	3	-	2	2	6	4	11	5	-	-	11	3
DK/NA	*	-	1	-	1	-	1	-	-	-	-	1	*	1	-	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	22	26	26	31	20	19	20	23	33	20	19	21	28	22	19	19	27	29	19
Good	51	44	44	46	53	55	54	49	43	52	53	52	50	51	49	54	45	47	53
Fair	22	26	20	20	21	22	22	23	21	23	20	23	19	22	26	22	21	18	25
Poor	5	4	9	3	6	5	4	5	3	4	8	5	3	4	6	4	7	7	4
DK/NA	*	-	-	-	-	1	-	*	-	*	-	*	-	*	-	1	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Excellent	22	24	23	20	22	24	-	28	19	15	28	8	28	28	21	28	
Good	51	46	51	52	60	51	50	53	56	51	45	49	53	50	57	44	
Fair	22	23	22	25	16	25	50	18	20	28	24	32	16	19	19	14	
Poor	5	8	4	4	2	-	-	1	4	5	3	12	2	4	3	15	
DK/NA	*	-	-	*	1	-	-	-	1	1	-	-	1	-	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

d) The environment in which people live, for example, clean water and air and adequate shelter

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet As	Ab't The Same	Bet/ Oth. Dep.	Very Sat.	what Sat.	Some what Dis.	Some what Dis.	Exp. Very Ser.	Cut Exi. Ser.	Mal. Exi. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	22	24	-	10	-	34	43	16	8	12	25	8	21	34	23	15
Good	51	53	30	40	32	32	45	59	41	40	46	55	53	32	52	47
Fair	22	19	50	40	68	34	10	21	42	33	24	29	21	34	21	27
Poor	5	3	20	10	-	-	2	4	9	15	5	8	5	-	4	10
DK/NA	*	*	-	-	-	-	1	*	-	-	-	-	1	-	*	-

Q6tid. ENVIRONMENT  
WHERE PEOPLE LIVE

	TOTAL	Very Imp.	what Imp.	Very Imp.	Not Imp.
UNWEIGHED SAMPLE	800	732	62	3	3
WEIGHED SAMPLE	800	733	61	3	3
Excellent	22	22	15	-	-
Good	51	51	56	67	-
Fair	22	22	26	33	32
Poor	5	5	3	-	32
DK/NA	*	*	-	-	35

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

e) The quality of buildings and overall appearance of the community

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	63	62	63	47	52	61	69	68	71	71	69	61	62	61	68	48	67	65	61	67
Somewhat important	35	36	35	52	45	36	30	32	27	29	29	36	37	36	32	49	33	26	39	32
Not very important	1	1	1	2	2	2	1	-	1	-	-	2	1	2	-	3	-	4	-	-
Not at all important	1	*	1	-	1	1	-	-	-	-	2	-	*	1	-	-	-	5	-	-
DK/NA	*	*	*	-	-	1	-	-	1	-	-	1	*	*	-	-	-	-	-	1

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	63	58	62	66	62	64	61	64	52	64	68	63	59	62	64	60	65	57	65
Somewhat important	35	38	31	32	36	35	37	34	46	34	30	35	39	36	32	38	30	39	34
Not very important	1	-	3	1	1	1	2	1	2	1	-	1	-	1	1	1	3	2	1
Not at all important	1	2	3	-	-	*	1	*	-	1	1	*	1	*	2	*	1	1	*
DK/NA	*	2	-	-	1	-	*	*	-	*	1	*	1	*	1	-	1	*	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per. Hou.	Yes Per. Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	63	64	61	62	66	62	50	67	60	60	59	55	65	65	68	71	
Somewhat important	35	35	36	36	34	38	50	29	38	39	38	43	32	32	31	29	
Not very important	1	*	3	1	1	-	-	2	1	1	2	-	2	2	1	-	
Not at all important	1	*	-	1	-	-	-	-	-	2	2	1	1	-	-	-	
DK/NA	*	*	1	-	-	-	-	1	-	1	-	-	*	-	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- e) The quality of buildings and overall appearance of the community

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	63	63	50	56	32	34	69	61	61	63	62	58	64	35	62	64
Somewhat important	35	35	40	41	68	34	30	37	35	37	36	38	34	65	36	32
Not very important	1	1	-	1	-	-	1	1	2	-	2	-	1	-	1	3
Not at all important	1	1	10	-	-	-	1	1	1	-	-	4	1	-	*	1
DK/NA	*	-	-	1	-	32	-	-	2	-	-	-	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

e) The quality of buildings and overall appearance of the community

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School Grad	Some Coll	Univ	F/T	P/T	Student/Work	Temp	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	31	32	31	41	38	25	31	29	34	25	33	32	31	29	31	29	68	31	35	34
Good	52	53	52	47	55	56	51	51	52	46	52	53	52	56	49	55	16	48	37	51
Fair	14	14	14	12	6	15	14	17	14	29	11	11	15	12	12	13	16	21	24	14
Poor	2	2	2	-	1	4	4	2	-	-	4	3	2	2	5	3	-	-	4	1
DK/NA	*	1	*	-	-	-	1	2	-	-	-	1	*	*	3	-	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	\$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	31	26	23	35	30	32	29	34	37	31	26	32	27	32	27	28	35	29	32
Good	52	54	55	54	55	53	55	50	46	54	50	52	55	52	51	57	49	50	53
Fair	14	14	17	10	13	12	14	14	15	12	20	14	14	13	17	12	12	16	13
Poor	2	6	3	1	1	3	3	2	2	2	3	2	3	2	4	2	3	3	2
DK/NA	*	-	1	-	1	*	-	1	1	*	1	*	-	*	1	*	1	1	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	31	31	35	27	40	37	-	38	37	31	21	28	29	41	32	29
Good	52	49	52	56	47	50	-	49	49	53	52	51	56	48	52	41
Fair	14	16	11	14	11	-	50	10	12	14	16	17	14	9	13	30
Poor	2	2	2	2	2	13	50	4	2	1	8	3	1	2	3	-
DK/NA	*	1	-	*	-	-	-	-	-	-	2	2	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

e) The quality of buildings and overall appearance of the community

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth/	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	31	34	10	15	-	-	53	29	10	19	32	17	33	-	34	19
Good	52	52	59	50	68	66	43	58	53	39	48	71	53	66	52	55
Fair	14	12	10	28	32	34	3	13	28	36	17	13	12	34	13	20
Poor	2	2	21	5	-	-	*	1	8	6	3	-	2	-	1	6
DK/NA	*	*	-	1	-	-	*	-	1	-	*	-	*	-	*	-

Q6tie. QUALITY/APPE-  
ARANCE OF COMMUNITY

	TOTAL	Very Imp.	what Imp.	Very Imp.	Not Imp.
UNWEIGHED SAMPLE	800	501	283	9	5
WEIGHED SAMPLE	800	501	283	9	5
Excellent	31	38	22	11	39
Good	52	46	63	68	41
Fair	14	14	14	11	-
Poor	2	3	1	11	20
DK/NA	*	*	1	-	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

f) The opportunities people have for education and development of new skills

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Home	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	75	68	81	81	67	72	79	78	79	71	87	77	72	70	80	79	92	70	83	80
Somewhat important	21	28	15	16	25	23	19	20	17	16	11	18	24	25	15	21	8	12	15	16
Not very important	2	3	1	-	4	3	1	3	1	4	-	2	2	2	5	-	-	13	-	1
Not at all important	1	1	*	3	2	1	-	-	-	4	1	1	*	1	-	-	-	5	2	-
DK/NA	1	1	2	-	3	1	1	-	3	4	1	2	1	1	-	-	-	-	-	3

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	75	76	89	76	80	70	75	76	74	79	73	84	74	80	71	78	77	74	
Somewhat important	21	20	8	22	17	26	21	21	21	22	17	22	14	22	16	24	20	20	21
Not very important	2	-	-	1	2	3	3	1	2	2	2	-	2	1	3	-	1	2	
Not at all important	1	4	2	-	-	1	*	1	2	1	1	1	2	1	1	*	2	1	1
DK/NA	1	-	2	1	1	1	1	1	-	2	1	2	-	1	2	1	-	*	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	75	75	70	77	73	87	50	75	71	75	72	73	74	75	80	71	
Somewhat important	21	20	24	19	25	-	50	22	25	22	25	23	21	22	14	29	
Not very important	2	3	4	2	-	-	-	2	1	1	-	2	2	3	3	-	
Not at all important	1	1	-	1	1	-	-	-	1	1	2	1	1	-	2	-	
DK/NA	1	1	2	1	2	13	-	1	3	1	2	2	2	1	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6c. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- f) The opportunities people have for education and development of new skills

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	75	74	70	76	68	100	80	74	68	80	80	46	74	50	75	75
Somewhat important	21	22	20	20	-	-	17	21	28	20	17	41	22	32	22	19
Not very important	2	2	-	-	-	-	1	2	3	-	2	4	2	-	2	1
Not at all important	1	*	-	2	32	-	1	*	-	-	1	8	*	-	*	3
DK/NA	1	1	10	1	-	-	1	1	1	-	*	-	2	18	1	4

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

f) The opportunities people have for education and development of new skills

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 to	Less or Than	Com H.S.	Uni Coll	Ver	F/T	P/T	Stud Work	ent/ ent	Stud mpl	ena	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	24	22	25	32	26	18	22	25	31	24	22	34	21	22	21	24	50	31	26	26
Good	52	51	53	55	55	57	55	47	44	25	57	44	56	52	64	68	25	44	54	48
Fair	17	19	15	4	13	20	19	23	12	30	13	15	17	20	11	5	9	21	13	15
Poor	2	3	1	5	3	4	2	1	-	12	1	3	2	3	2	3	8	4	6	-
DK/NA	5	5	6	3	4	1	2	4	12	9	7	4	5	4	2	-	9	-	-	11

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$20K \$40K	\$40K \$60K	\$60K \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	24	20	34	26	18	21	22	25	24	24	23	23	26	23	28	20	31	25	24
Good	52	58	47	49	55	56	53	51	57	52	52	52	55	52	50	57	46	58	49
Fair	17	14	11	21	20	17	19	16	10	18	19	18	8	17	14	17	19	10	19
Poor	2	4	3	5	2	2	3	2	6	2	-	2	4	2	1	3	2	4	2
DK/NA	5	4	5	-	5	4	3	7	3	5	6	5	7	5	7	4	2	3	6

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	24	25	28	24	19	12	-	31	18	21	28	20	20	33	24	14
Good	52	54	41	53	58	38	-	47	50	50	51	51	54	47	60	86
Fair	17	13	24	16	18	13	100	17	23	20	15	20	19	15	9	-
Poor	2	3	3	2	2	-	-	2	3	2	2	4	2	1	4	-
DK/NA	5	5	5	5	3	38	-	2	6	8	5	5	5	3	4	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

f) The opportunities people have for education and development of new skills

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	24	25	10	12	-	-	41	20	15	12	22	17	25	16	25	17
Good	52	52	50	50	-	66	43	59	51	42	53	55	52	50	53	48
Fair	17	15	20	26	100	34	11	14	25	35	19	16	16	34	16	20
Poor	2	2	10	9	-	-	1	2	6	6	3	8	2	-	1	8
DK/NA	5	5	10	3	-	-	4	6	3	4	4	4	6	-	5	7

Q6tif. OPPORT. FOR  
EDUCATION/DEVELOP.

	Some Not		Very what Very Not	
	TOTAL	Imp.	Imp.	Imp.
UNWEIGHED SAMPLE	800	597	171	16
WEIGHED SAMPLE	800	599	169	16
Excellent	24	28	11	7
Good	52	52	57	43
Fair	17	13	28	37
Poor	2	2	1	6
DK/NA	5	5	3	7

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

g) A feeling of belonging and being safe in one's neighbourhood

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ners	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	94	90	97	89	92	97	95	92	91	75	92	93	95	94	97	95	84	83	98	92
Somewhat important	5	8	2	9	6	2	4	5	7	16	7	5	4	4	2	3	16	12	2	7
Not very important	1	1	*	2	1	1	-	2	-	4	-	1	1	1	-	3	-	-	-	1
Not at all important	1	1	*	-	1	1	-	1	1	-	1	1	*	*	-	-	-	5	-	1
DK/NA	*	1	*	-	-	-	1	-	1	4	-	-	*	*	1	-	-	-	-	1

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K More	Yes	No	Single	Mar ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	94	84	94	94	95	96	95	93	92	94	92	94	91	94	91	95	94	94	94
Somewhat important	5	14	5	4	4	4	4	5	6	4	6	4	8	4	6	4	2	4	5
Not very important	1	-	2	-	-	*	-	1	2	1	-	1	-	1	-	*	2	1	1
Not at all important	1	2	-	1	1	-	*	1	-	1	1	*	1	*	1	*	1	*	1
DK/NA	*	-	-	-	-	-	1	*	-	*	1	*	-	*	1	*	1	1	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per/ Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	94	93	89	96	96	88	100	90	93	95	87	95	91	96	100		
Somewhat important	5	5	8	3	4	12	-	7	7	4	10	5	7	3	3	-	
Not very important	1	1	1	*	-	-	-	2	-	1	2	-	1	1	1	-	
Not at all important	1	*	2	*	-	-	-	1	1	1	2	-	1	1	-	-	
DK/NA	*	*	-	1	-	-	-	-	-	1	-	-	1	-	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6c. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

g) A feeling of belonging and being safe in one's neighbourhood

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	94	94	100	91	100	100	96	93	95	88	96	79	94	84	94	92
Somewhat important	5	5	-	5	-	-	4	5	4	8	2	16	5	-	5	3
Not very important	1	1	-	1	-	-	-	1	-	2	*	-	1	-	1	1
Not at all important	1	1	-	-	-	-	1	*	-	2	1	4	*	-	*	2
DK/NA	*	*	-	2	-	-	-	*	1	-	*	-	*	16	*	2

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

g) A feeling of belonging and being safe in one's neighbourhood

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to or More	Less H.S.	High School	Uni- versity	F/T	P/T	Stud- ent/ Work	Un- empl- oyed	Home- own- er	Ret- ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	45	47	43	48	55	41	44	46	46	33	45	44	46	47	40	39	67	52	37	43
Good	45	43	47	34	36	48	48	48	45	42	45	50	43	45	44	37	25	43	46	49
Fair	8	8	8	16	8	9	5	4	8	16	10	6	8	6	11	21	9	4	15	7
Poor	1	2	1	2	-	2	2	-	-	4	1	-	2	1	3	3	-	-	2	-
DK/NA	1	1	*	-	-	-	1	2	1	4	-	-	1	1	1	-	-	-	-	1

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin- gle	Mar- ried	Wid- Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	45	44	40	45	39	51	43	47	44	46	42	44	48	45	44	47	42	44	45
Good	45	40	50	47	49	42	44	45	42	47	42	46	41	45	46	45	41	45	45
Fair	8	12	8	8	11	6	10	7	12	6	13	8	10	8	7	7	12	8	8
Poor	1	4	2	-	1	1	2	1	2	1	2	1	1	1	1	1	4	2	1
DK/NA	1	-	-	-	-	*	1	1	-	1	1	1	-	*	1	1	1	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Oth. Lib.	In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Un- speci- fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Excellent	45	43	45	46	48	37	-	48	44	44	46	38	49	49	38	43	
Good	45	48	47	42	46	50	-	46	47	51	41	51	39	40	51	28	
Fair	8	7	7	10	5	13	100	5	8	3	10	10	10	10	8	15	
Poor	1	1	1	2	1	-	-	1	1	1	3	2	*	1	3	15	
DK/NA	1	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

g) A feeling of belonging and being safe in one's neighbourhood

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Dep.	Very Sat.	what Sat.	Some Dis.	Some Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	45	49	30	16	-	34	68	41	25	29	44	37	46	18	47	31
Good	45	42	40	60	68	66	29	47	62	50	45	37	45	49	44	49
Fair	8	7	10	17	32	-	2	10	12	8	9	17	8	18	7	15
Poor	1	1	20	5	-	-	-	1	1	12	2	4	1	-	1	3
DK/NA	1	*	-	2	-	-	*	1	1	-	*	4	*	16	*	2

Q6tig. FEELING OF  
BELONGING/SAFETY

	Some		Not	
	Very Imp.	what Imp.	Very Imp.	Not Imp.
TOTAL	800	748	39	5
UNWEIGHED SAMPLE	800	748	39	5
WEIGHED SAMPLE	800	749	38	5
Excellent	45	47	10	-
Good	45	44	64	19
Fair	8	7	23	20
Poor	1	1	-	-
DK/NA	1	-	3	20



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

h) The efforts that the Town of Oakville government makes to protect the environment

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	82	79	84	77	77	81	85	83	80	79	88	84	80	81	91	74	91	78	80	82
Somewhat important	15	18	12	20	17	16	14	16	14	13	8	12	18	16	6	18	9	17	20	14
Not very important	2	2	1	4	4	1	-	2	2	4	2	1	2	2	-	5	-	-	-	2
Not at all important	1	1	*	-	1	1	1	-	-	-	1	1	*	1	-	-	-	5	-	-
DK/NA	1	*	1	-	1	1	1	-	3	4	-	2	*	-	3	3	-	-	-	2

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Separated	Owned	Rented	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	82	82	84	81	84	80	81	82	81	81	82	82	82	82	79	80	87	85	80
Somewhat important	15	12	13	15	14	18	16	15	15	16	12	16	13	16	14	17	9	13	16
Not very important	2	-	1	2	2	1	1	2	4	1	2	2	2	2	3	2	2	2	2
Not at all important	1	4	-	-	-	*	*	1	1	*	1	*	1	*	1	*	1	*	1
DK/NA	1	2	2	1	-	1	1	1	-	1	4	1	2	*	3	*	1	*	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per. Per. Hou.	Yes Per. Per. Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Very important	82	84	70	86	77	62	50	75	72	79	69	86	80	82	89	100	
Somewhat important	15	13	26	12	19	38	50	23	23	16	21	10	19	16	9	-	
Not very important	2	2	2	1	3	-	-	2	2	2	5	3	1	1	2	-	
Not at all important	1	*	2	*	-	-	-	-	1	1	3	1	*	-	-	-	
DK/NA	1	1	-	1	2	-	-	-	1	3	2	1	1	-	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- h) The efforts that the Town of Oakville government makes to protect the environment

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	82	81	90	85	100	100	85	80	83	83	82	87	81	84	82	78
Somewhat important	15	16	10	11	-	-	12	17	14	12	16	8	15	16	15	18
Not very important	2	2	-	3	-	-	2	2	2	-	*	-	2	-	1	3
Not at all important	1	1	-	1	-	-	1	*	-	4	1	4	*	-	*	2
DK/NA	1	1	-	-	-	-	1	1	1	-	1	-	1	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

h) The efforts that The Town of Oakville government makes to protect the environment

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less H.S.	Or H.S.	Than H.S.	Comm Coll	Uni ver	Voca sity	F/T	P/T	Stud ent/ Work	Unpl ement	Home ker
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	12	11	12	16	22	10	9	9	8	12	23	15	8	11	12	5	25	22	13	10
Good	43	43	43	37	40	43	42	40	56	41	41	46	42	41	42	47	16	22	41	51
Fair	32	33	32	34	26	31	35	39	26	34	29	29	35	35	26	35	34	38	28	31
Poor	11	12	10	11	7	14	12	11	6	8	5	8	13	11	17	10	25	17	15	5
DK/NA	2	2	3	2	5	1	2	1	4	4	2	2	2	2	3	3	-	-	2	3

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	12	24	11	9	16	10	13	10	10	12	10	10	19	12	12	10	15	12	11
Good	43	44	50	41	44	42	41	45	38	43	45	41	52	43	44	42	43	41	43
Fair	32	20	25	35	32	35	34	32	34	32	33	34	20	33	29	36	25	30	34
Poor	11	12	11	11	5	11	10	11	16	10	10	12	7	11	11	11	14	14	9
DK/NA	2	-	3	5	2	2	2	2	2	2	2	2	3	2	4	2	3	2	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	12	13	11	11	11	-	-	11	11	10	5	16	11	12	14	
Good	43	41	42	41	54	37	-	50	46	40	46	35	41	50	45	43
Fair	32	33	33	34	27	50	100	26	34	30	26	39	33	32	15	
Poor	11	12	9	12	6	13	-	10	7	13	15	18	8	5	11	29
DK/NA	2	1	4	2	3	-	-	4	3	5	3	3	1	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

h) The efforts that The Town of Oakville government makes to protect the environment

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	TOTAL	ter	Not Bet As	Ab't The Same	Bet/ Oth. Dep.	Very Sat.	what Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	12	12	10	8	-	-	27	7	4	4	13	8	11	-	12	8
Good	43	45	10	31	32	32	54	47	26	12	42	25	44	34	44	35
Fair	32	32	30	35	68	34	14	38	44	30	30	45	32	50	33	33
Poor	11	9	50	25	-	34	2	7	25	54	12	21	10	16	9	23
DK/NA	2	2	-	1	-	-	3	2	-	-	2	-	2	-	3	-

Q6tih. OAKVILLE GOV.  
PROJECT THE ENVIR.

	Some		Not		
	Very	what	Very	Not	
TOTAL	Imp.	Imp.	Imp.	Imp.	
UNWEIGHED SAMPLE	800	652	122	14	5
WEIGHED SAMPLE	800	653	121	14	5
Excellent	12	13	3	-	21
Good	43	41	57	49	-
Fair	32	32	32	36	39
Poor	11	12	6	15	39
DK/NA	2	2	2	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

i) Opportunities to get involved with organizations and local government

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	45	42	47	44	37	37	42	52	57	49	40	50	43	38	48	52	42	49	41	55
Somewhat important	45	47	43	52	46	49	47	41	36	38	54	40	45	48	47	42	50	39	54	36
Not very important	8	9	7	4	11	10	9	6	3	9	4	6	9	10	3	3	8	8	2	6
Not at all important	1	1	1	-	5	1	1	-	1	4	2	1	1	1	2	-	-	5	2	1
DK/NA	2	2	1	-	1	3	1	1	3	-	-	3	1	1	-	3	-	-	-	3

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More Than \$80K	Yes	No	Single	Married	Separated	Owned	Rented	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	45	56	42	49	37	41	40	48	42	43	51	44	50	43	49	40	45	43	45
Somewhat important	45	33	50	44	52	47	48	43	49	46	39	46	42	46	40	47	49	47	44
Not very important	8	2	6	3	7	10	9	7	7	9	4	8	3	8	6	10	4	7	8
Not at all important	1	2	2	1	2	1	1	1	1	1	2	1	2	1	1	1	2	3	1
DK/NA	2	6	-	2	2	1	2	1	2	1	4	1	4	1	4	2	-	1	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/Per/ Hou.	Yes Per/Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Very important	45	52	37	44	42	13	-	40	37	42	46	52	40	48	45	43
Somewhat important	45	41	43	47	46	74	100	40	50	54	39	32	45	44	47	57
Not very important	8	5	17	6	9	13	-	16	10	4	8	12	10	6	6	-
Not at all important	1	1	1	1	3	-	-	2	1	1	3	2	2	1	-	-
DK/NA	2	1	2	2	1	-	-	1	1	-	3	2	2	1	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6c. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- i) Opportunities to get involved with organizations and local government

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Exp.	Cut	Mai.								
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	45	44	60	42	65	100	54	41	44	52	50	38	43	18	44	47
Somewhat important	45	45	40	50	35	-	35	49	46	42	41	38	47	49	46	40
Not very important	8	8	-	5	-	-	8	7	6	6	7	12	8	16	8	7
Not at all important	1	1	-	2	-	-	1	1	2	-	1	8	1	-	1	4
DK/NA	2	2	-	-	-	-	1	1	2	-	2	4	1	18	1	3

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

i) Opportunities to get involved with organizations and local government

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ker	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	16	16	16	11	12	14	17	18	23	4	13	19	16	12	20	8	17	17	20	23
Good	50	47	52	48	54	46	48	49	56	54	56	50	48	49	56	50	49	37	54	54
Fair	24	26	22	31	25	29	22	24	14	17	22	22	26	28	15	27	33	30	24	16
Poor	4	6	2	9	4	3	5	3	3	16	4	2	4	3	6	13	-	-	4	3
DK/NA	7	6	7	2	5	8	8	6	4	8	6	7	6	8	3	3	-	4	15	5

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	16	24	17	17	15	15	14	17	12	17	17	16	13	16	16	13	14	16	16
Good	50	46	58	49	46	50	47	52	50	49	52	49	53	50	48	51	44	48	50
Fair	24	18	20	19	34	25	28	20	27	24	22	24	20	24	25	26	26	25	23
Poor	4	8	2	7	2	3	4	4	7	3	3	4	4	4	4	3	9	6	3
DK/NA	7	4	3	8	3	7	8	6	4	7	6	6	11	7	7	7	7	5	7

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Unspeci fied
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	16	17	14	16	15	12	-	18	12	13	20	17	15	18	14	14
Good	50	54	50	47	49	50	50	47	52	51	48	45	48	53	52	43
Fair	24	19	24	27	25	13	50	28	22	27	20	23	28	17	25	30
Poor	4	3	4	4	5	-	-	2	5	2	6	6	2	7	2	14
DK/NA	7	7	9	5	6	26	-	5	10	6	7	9	6	5	8	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

i) Opportunities to get involved with organizations and local government

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW						
	Not Bet	Ab't As	Bet/ The	Wor. Same	Oth/ Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	16	17	-	8	-	34	24	14	9	10	17	4	16	34	17	9
Good	50	50	60	40	100	66	55	55	36	29	45	51	52	16	52	38
Fair	24	23	20	34	-	-	15	23	38	37	27	24	23	-	23	31
Poor	4	3	20	12	-	-	1	2	11	19	5	17	3	16	2	14
DK/NA	7	7	-	6	-	-	5	6	7	4	6	4	6	34	7	7

Q6tii. OPPOR. TO GET  
INVOL. IN ORG./GOV.

	Some		Not		
	Very Imp.	what Imp.	Very Imp.	Not Imp.	Not Imp.
TOTAL	800	356	359	61	11
UNWEIGHED SAMPLE	800	356	359	61	11
WEIGHED SAMPLE	800	357	358	61	11
Excellent	16	25	9	5	9
Good	50	50	52	44	28
Fair	24	16	30	40	18
Poor	4	5	3	3	27
DK/NA	7	5	5	8	18



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?

j) How good the community is at finding help for people in need

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Very important	70	63	77	75	66	64	70	73	75	66	75	67	63	73	79	67	87	78	76	
Somewhat important	23	31	17	23	30	27	24	21	18	21	17	20	27	30	26	18	16	8	11	17
Not very important	2	2	1	2	2	3	3	1	-	-	2	3	2	2	3	9	5	4	-	
Not at all important	*	1	-	-	2	-	-	1	-	-	1	-	*	1	-	-	-	-	-	
DK/NA	4	4	4	-	1	6	3	4	7	13	5	2	4	4	-	-	9	-	7	7

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Separated	Owned	Rented	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Very important	70	80	75	71	78	64	67	72	71	69	72	69	79	70	71	64	74	74	68
Somewhat important	23	14	25	22	17	30	27	21	23	26	16	25	15	24	21	31	21	21	25
Not very important	2	2	-	2	1	2	1	2	2	2	3	2	1	2	1	2	2	2	2
Not at all important	*	-	-	-	2	*	-	1	2	*	-	*	1	*	-	*	2	*	*
DK/NA	4	4	-	5	1	3	5	3	3	3	8	4	4	3	7	3	1	3	5

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Very important	70	73	59	72	67	74	100	58	68	76	72	70	64	72	70	86
Somewhat important	23	23	35	21	25	26	-	34	26	19	15	25	31	21	22	14
Not very important	2	1	2	2	3	-	-	3	1	1	3	3	1	2	2	-
Not at all important	*	*	-	1	-	-	-	-	-	-	-	2	-	-	1	-
DK/NA	4	2	5	5	5	-	-	5	5	4	10	1	3	5	5	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 6t. i) First, in general, how important are each of the following factors in making any community a good place in which to live and work?
- j) How good the community is at finding help for people in need

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Very important	70	70	80	68	68	100	76	67	69	75	78	34	70	18	71	68
Somewhat important	23	24	20	24	-	-	19	26	26	17	18	58	24	49	23	27
Not very important	2	2	-	2	-	-	2	2	1	6	2	4	2	-	2	2
Not at all important	*	*	-	-	-	-	*	-	2	*	4	*	-	*	1	
DK/NA	4	4	-	6	32	-	3	5	3	-	3	-	4	34	4	3

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

j) How good the community is at finding help for people in need

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less H.S.	or H.S.	Than H.S.	Comm Coll	Uni ver	Voca sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ker
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Excellent	11	12	11	17	11	9	10	14	12	16	22	11	9	10	12	10	17	22	11	11
Good	44	43	45	45	43	43	49	42	51	38	36	53	44	45	40	45	41	40	30	51
Fair	23	25	21	20	20	25	24	29	15	21	22	19	24	24	21	13	33	34	26	19
Poor	5	5	5	7	4	5	6	3	4	8	6	5	5	4	11	13	9	-	11	3
DK/NA	16	16	17	10	21	18	12	12	17	17	15	12	18	17	16	19	-	4	22	15

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Excellent	11	24	11	16	13	7	11	11	16	10	13	10	22	11	15	8	18	12	11
Good	44	34	53	41	49	45	44	46	45	44	45	38	45	45	46	38	47	44	
Fair	23	20	20	27	21	26	24	22	22	23	22	24	15	23	21	24	18	20	24
Poor	5	14	8	3	7	3	5	6	8	4	8	5	8	5	8	4	10	7	5
DK/NA	16	8	8	13	10	18	17	15	10	18	13	16	16	17	12	17	16	14	17

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Oth. Lib.	In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Excellent	11	11	13	11	12	-	-	15	10	9	15	10	9	19	9	15
Good	44	44	41	44	51	74	-	48	46	42	38	40	48	45	48	43
Fair	23	25	23	22	20	13	50	22	21	28	21	24	23	13	28	14
Poor	5	6	5	5	3	-	50	2	5	6	6	9	3	6	4	29
DK/NA	16	13	18	18	14	13	-	12	18	15	20	17	17	18	11	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

6t. ii) Second, how would you rate The Town of Oakville on each of these factors?

j) How good the community is at finding help for people in need

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...			Q17ta. TEN YEARS FROM NOW							
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth/	Very Sat.	Very Sat.	Some Dis.	Some Dis.	Exp. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Excellent	11	12	-	7	-	-	21	10	3	8	11	13	12	-	12	9
Good	44	46	31	30	35	32	51	45	39	29	45	25	45	50	45	41
Fair	23	22	39	25	32	34	14	25	30	27	22	37	23	18	23	22
Poor	5	4	19	17	-	-	1	3	13	21	9	17	3	-	4	13
DK/NA	16	15	10	20	32	34	14	17	15	14	13	8	17	32	16	15

Q6tij. FINDING HELP  
FOR PEOPLE IN NEED

	Some Not				
	TOTAL	Very Imp.	what Imp.	Very Imp.	Not Imp.
UNWEIGHED SAMPLE	800	560	190	15	3
WEIGHED SAMPLE	800	562	188	15	3
Excellent	11	13	6	13	33
Good	44	45	47	26	33
Fair	23	20	35	33	-
Poor	5	6	2	13	33
DK/NA	16	15	9	13	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

Now I would like to ask you another two-part question about specific services.

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

a) Parks

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	High School	University	College	Vocational	F/T	P/T	Student/Work	Unempl.	Homebased	Retired
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	89	89	90	93	90	86	91	90	94	92	87	91	89	90	84	87	91	91	91	90
Dissatisfied	9	10	8	7	9	14	9	5	4	8	11	8	9	9	14	13	9	9	9	6
Do not use service	1	*	1	-	-	-	-	3	-	-	1	1	*	*	2	-	-	-	-	1
DK/NA	1	1	1	-	1	1	1	2	2	-	1	1	1	1	-	-	-	-	-	3

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	89	84	92	87	89	90	89	90	90	89	91	89	91	89	92	89	88	88	90
Dissatisfied	9	14	8	10	10	9	11	7	9	9	8	9	8	10	5	9	12	10	8
Do not use service	1	-	-	-	-	*	-	1	-	1	-	1	-	1	-	*	-	*	1
DK/NA	1	2	-	2	1	1	1	2	1	1	1	1	1	1	3	1	-	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	Card In	Card Oth. In	Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	89	91	88	89	92	74	100	85	93	91	87	88	90	95	82	85
Dissatisfied	9	7	9	10	8	26	-	13	7	8	12	9	9	4	15	15
Do not use service	1	*	1	1	-	-	-	1	-	-	-	2	1	1	-	-
DK/NA	1	2	2	1	-	-	-	1	1	1	2	2	1	1	3	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

Now I would like to ask you another two-part question about specific services.

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

a) Parks

	Q4c. OAKVILLE ... THAN/AS GIA TO LIVE		Q5c. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10c. TOWN OF OAKVILLE SHOULD ...		Q17c. TEN YEARS FROM NOW									
	TOTAL	ter	Not Bet	Ab't The	Bet/ Wor.	Oth/ Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	89	91	60	81	65	68	96	89	82	77	89	67	91	66	91	80
Dissatisfied	9	7	40	17	-	32	4	8	17	19	10	25	7	34	8	16
Do not use service	1	1	-	-	-	-	-	1	1	-	*	-	1	-	*	2
DK/NA	1	1	-	1	35	-	*	1	-	4	*	8	1	-	1	2

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

a) Parks

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc.	Uni. sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ners	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	21	25	17	27	22	25	22	18	12	16	20	19	22	22	21	32	33	13	19	17
Spend less	2	3	1	5	4	2	1	3	2	12	4	3	1	3	-	8	8	-	-	2
Spend the same	76	71	79	68	73	73	76	78	85	71	75	77	75	79	61	59	87	81	79	
DK/NA	1	1	2	-	1	1	1	2	-	-	1	1	1	1	-	-	-	-	-	

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	21	34	19	22	24	22	24	19	26	21	18	20	29	22	16	22	27	28	18
Spend less	2	-	1	5	2	2	2	3	5	2	2	2	1	2	4	2	5	3	2
Spend the same	76	64	80	70	74	75	73	77	68	76	79	76	69	75	78	75	68	67	79
DK/NA	1	2	-	4	-	1	1	2	-	1	1	1	1	1	1	1	-	2	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	21	18	20	24	18	62	-	25	17	17	26	18	23	15	31	29
Spend less	2	4	2	2	1	-	-	1	1	2	3	3	2	1	2	-
Spend the same	76	78	77	72	81	38	100	73	81	79	71	76	73	84	65	71
DK/NA	1	1	2	2	-	-	-	1	1	1	-	3	1	-	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

a) Parks

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
							FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	21	20	30	30	32	32	18	19	31	29	33	21	16	50	19	34
Spend less	2	2	10	6	32	-	2	1	2	12	1	21	2	-	2	3
Spend the same	76	77	60	64	-	68	79	78	67	57	66	55	81	50	78	61
DK/NA	1	1	-	-	35	-	1	2	-	2	*	4	2	-	1	2

Q7tia. PARKS

	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	715	71	4
WEIGHTED SAMPLE	800	715	71	4
Spend more	21	15	87	-
Spend less	2	2	1	-
Spend the same	76	83	12	51
DK/NA	1	*	-	49



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

b) Arenas

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homekeeper	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	70	72	69	79	78	69	76	62	65	71	78	70	72	74	85	83	74	65	63	
Dissatisfied	9	10	7	9	5	20	6	5	2	12	4	8	9	11	6	10	17	9	17	2
Do not use service	12	10	15	9	10	5	13	16	20	13	15	11	12	10	3	-	5	13	19	
DK/NA	9	9	9	4	7	6	4	17	14	4	4	11	9	7	8	3	-	13	4	16

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	70	64	70	79	72	72	75	66	73	71	68	71	66	72	64	73	76	73	69
Dissatisfied	9	4	5	2	10	12	15	4	6	10	6	9	6	10	2	11	8	13	7
Do not use service	12	8	14	14	13	9	5	18	12	12	13	12	15	11	20	11	7	8	14
DK/NA	9	24	11	5	4	7	5	12	9	7	12	8	13	7	14	6	9	7	9

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per. Hou.	No Per. Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	70	69	73	72	68	50	100	71	70	64	74	65	77	70	70	57
Dissatisfied	9	5	11	12	6	13	-	10	7	6	3	5	9	13	13	14
Do not use service	12	16	9	10	17	25	-	13	14	18	13	19	8	11	8	-
DK/NA	9	11	7	7	10	12	-	6	10	12	10	11	5	6	10	29

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

b) Arenas

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	70	69	69	78	68	66	79	68	70	67	71	71	70	34	69	73	
Dissatisfied	9	9	-	6	32	-	5	10	10	11	10	9	8	16	9	8	
Do not use service	12	13	31	10	-	-	9	13	11	12	11	17	13	34	13	13	
DK/NA	9	9	-	6	-	34	7	9	8	10	9	4	9	16	9	6	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

b) Arenas

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less than H.S.	H.S.	Coll. Voc.	Univ.	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	14	19	10	16	11	25	13	11	8	25	14	14	15	17	11	18	17	22	17	9
Spend less	6	8	5	5	6	4	10	8	2	-	7	7	6	7	5	8	-	13	6	3
Spend the same	68	64	72	70	75	63	70	63	73	67	70	68	66	75	69	83	61	68	69	69
DK/NA	11	10	13	9	8	8	7	18	16	9	9	11	11	10	9	5	-	5	9	19

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	14	14	9	11	20	15	20	11	17	15	13	15	14	15	12	16	19	20	13
Spend less	6	2	2	5	7	8	6	6	3	7	3	7	3	6	7	7	7	6	6
Spend the same	68	66	73	72	66	69	68	68	70	68	68	68	67	69	67	68	66	67	69
DK/NA	11	18	16	12	8	8	6	15	9	10	16	10	17	10	15	9	8	7	12

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	14	10	20	17	10	25	-	17	14	12	15	10	16	18	16	14
Spend less	6	5	7	6	7	13	-	6	8	10	2	8	4	7	4	-
Spend the same	68	72	63	67	73	38	100	67	67	61	77	65	73	68	69	57
DK/NA	11	13	9	10	10	25	-	9	10	17	7	18	7	7	11	29

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

b) Arenas

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As		The	Wor.	Oth/	Very	what	what	Very	Exp.	Cut	Mai.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	14	15	19	10	32	-	11	16	15	19	22	13	11	34	13	21
Spend less	6	6	20	8	-	-	5	4	12	11	3	38	6	-	5	12
Spend the same	68	68	61	75	68	66	74	68	65	66	65	49	71	16	70	59
DK/NA	11	11	-	8	-	34	10	12	8	4	10	-	12	50	12	8

Q7tib. ARENAS

	Sat Diss Not isf stis Use -----			
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	561	69	99
WEIGHTED SAMPLE	800	561	69	100
Spend more	14	9	88	4
Spend less	6	7	3	5
Spend the same	68	83	9	54
DK/NA	11	1	-	36

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

c) Other indoor recreational facilities, such as gyms and swimming pools

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	79	79	79	83	86	85	80	72	71	63	83	81	79	81	85	85	68	87	78	72
Dissatisfied	12	14	11	14	9	14	15	10	8	29	5	11	13	14	8	13	32	8	17	8
Do not use service	4	3	6	2	2	1	3	7	13	4	7	5	3	2	5	-	-	5	4	11
DK/NA	4	5	4	2	3	1	1	11	7	4	5	3	4	3	3	-	-	-	-	10

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	79	80	82	84	81	78	81	77	82	78	82	79	82	80	74	82	82	79	79
Dissatisfied	12	6	8	10	14	14	17	9	13	13	7	13	10	14	6	13	15	16	11
Do not use service	4	4	6	4	3	4	*	8	2	4	8	4	4	3	13	3	-	2	5
DK/NA	4	10	3	1	1	3	1	6	3	4	3	4	5	3	7	3	3	3	4

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	79	83	79	77	81	62	50	76	81	72	82	72	85	81	85	56
Dissatisfied	12	8	13	16	8	13	50	15	9	11	6	17	12	12	13	30
Do not use service	4	5	5	3	6	13	-	6	6	10	7	6	1	4	-	-
DK/NA	4	4	3	4	5	12	-	2	5	7	5	6	2	3	3	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- c) Other indoor recreational facilities, such as gyms and swimming pools

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	79	80	58	74	68	68	84	78	74	79	77	79	80	68	80	75	
Dissatisfied	12	11	21	21	32	32	7	13	19	13	16	17	10	16	11	20	
Do not use service	4	5	10	3	-	-	4	5	3	2	3	-	5	16	5	4	
DK/NA	4	4	10	2	-	-	5	4	4	6	3	4	5	-	5	2	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

c) Other indoor recreational facilities, such as gyms and swimming pools

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	18	22	15	33	19	16	25	13	11	37	17	19	18	20	14	34	41	8	20	13
Spend less	4	5	3	4	5	2	8	4	3	13	6	4	3	6	2	5	9	5	-	3
Spend the same	73	69	76	60	73	81	65	73	76	46	72	72	74	72	80	59	50	87	80	74
DK/NA	5	5	5	3	3	1	2	10	10	4	5	5	4	3	5	3	-	-	-	10

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	18	20	19	18	20	19	23	15	27	18	15	18	25	20	11	17	31	24	16
Spend less	4	4	-	4	9	3	4	4	4	4	3	5	1	4	6	5	5	3	5
Spend the same	73	68	77	74	69	75	71	73	66	73	76	73	69	72	74	75	60	69	74
DK/NA	5	8	5	4	2	3	1	7	3	4	6	5	5	4	9	3	4	4	5

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	18	16	20	22	13	25	50	26	12	14	13	21	22	19	16	44
Spend less	4	4	6	3	7	13	-	2	9	4	3	7	4	4	3	-
Spend the same	73	76	70	71	75	50	50	67	74	77	76	66	70	73	79	43
DK/NA	5	4	5	4	5	12	-	5	5	6	8	6	4	4	2	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

c) Other indoor recreational facilities, such as gyms and swimming pools

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not Ab't Bet/		Some Some		Exp. Cut Mai.		-----									
	Bet As The Wor. Oth/ Very what what Very Exd. Exd. Exd. Oth/ Much Qui.		Dep. Sat. Sat. Dis. Dis Ser. Ser. Ser. Dep. Same Dif.													
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	18	18	21	26	32	32	17	19	18	23	28	8	15	-	17	28
Spend less	4	4	10	8	-	-	4	3	7	4	2	21	4	-	4	6
Spend the same	73	74	58	64	68	68	74	73	72	69	66	71	76	84	75	63
DK/NA	5	5	10	2	-	-	5	5	3	4	4	-	5	16	5	3

	Q7tic. OIH. IN-		DOOR REC. FAC.		-----									
	Sat Diss Not		isf stis Use		TOTAL		ied		fied		Ser.			
	ied	fied	Ser.											
UNWEIGHTED SAMPLE	800	633	98	35										
WEIGHTED SAMPLE	800	633	98	35										
Spend more	18	10	88	3										
Spend less	4	4	2	9										
Spend the same	73	85	9	63										
DK/NA	5	1	1	25										



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

d) Outdoor sport fields

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home kee r	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	78	81	75	86	82	80	80	78	68	75	79	78	81	80	84	83	78	78	70	
Dissatisfied	11	12	9	14	12	15	11	4	8	12	7	11	11	12	11	16	17	17	11	6
Do not use service	5	2	7	-	4	2	5	4	9	8	4	4	5	4	3	-	-	-	9	7
DK/NA	7	5	9	-	3	3	4	14	15	4	10	6	6	3	6	-	-	5	2	16

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	78	73	81	78	81	80	79	77	80	78	76	78	76	79	73	81	80	82	77
Dissatisfied	11	10	8	8	10	13	15	7	13	11	6	11	10	12	5	12	14	12	10
Do not use service	5	2	3	6	5	4	3	6	1	5	7	5	5	3	10	4	1	3	5
DK/NA	7	14	8	8	5	4	3	10	5	6	11	6	9	5	12	3	5	4	8

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	78	77	77	77	84	74	100	81	81	74	80	79	79	79	76	85
Dissatisfied	11	8	17	11	9	26	-	13	13	10	3	10	13	10	15	-
Do not use service	5	5	3	5	4	-	-	4	3	6	12	3	3	4	5	-
DK/NA	7	10	3	7	3	-	-	2	3	9	5	9	5	7	15	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- d) Outdoor sport fields

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Sat. Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	78	78	90	81	100	34	81	78	76	77	75	79	79	82	78	76	
Dissatisfied	11	10	10	14	-	66	7	10	14	17	15	13	9	-	10	17	
Do not use service	5	5	-	2	-	-	5	5	3	2	3	4	6	18	5	3	
DK/NA	7	7	-	2	-	-	6	7	7	4	7	4	7	-	8	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

d) Outdoor sport fields

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	16	20	13	23	15	20	18	12	12	16	14	16	17	18	17	23	17	22	18	11
Spend less	5	6	4	5	7	5	6	5	4	4	7	7	5	6	6	5	8	9	2	4
Spend the same	72	70	75	72	73	73	73	71	72	71	72	73	73	72	71	72	75	69	76	72
DK/NA	6	5	7	-	5	2	3	12	11	8	6	5	6	4	6	-	-	-	4	13

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	16	18	12	11	22	18	21	13	23	16	13	16	20	17	12	18	18	20	15
Spend less	5	2	3	8	9	4	6	5	6	6	4	6	-	5	6	6	7	8	5
Spend the same	72	70	77	76	68	73	70	74	69	73	72	72	71	72	73	72	71	68	74
DK/NA	6	10	8	5	1	5	3	8	3	5	11	6	9	5	10	3	4	4	7

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	16	13	21	17	14	38	-	17	18	12	8	19	21	13	20	15
Spend less	5	6	6	5	5	13	-	5	6	5	10	8	5	5	2	-
Spend the same	72	73	70	71	78	50	100	74	73	73	72	68	70	76	77	70
DK/NA	6	8	3	7	3	-	-	4	3	11	10	5	5	5	1	15

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

d) Outdoor sport fields

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN															
	GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS															
	----- FROM NOW															
	Not	Ab't	Bet/							Exp.	Cut	Mai.	-----			
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	16	16	10	15	-	66	20	14	18	15	24	13	13	-	15	20
Spend less	5	5	10	6	-	-	6	4	7	10	3	33	5	-	5	9
Spend the same	72	72	70	77	100	34	69	76	69	73	69	51	75	100	74	66
DK/NA	6	6	10	2	-	-	5	6	7	2	5	4	7	-	6	5

	Q7tid. OUTDOOR			
	SPORT FIELDS			
	-----			
	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	623	86	37
WEIGHTED SAMPLE	800	622	86	38
Spend more	16	8	89	5
Spend less	5	6	3	6
Spend the same	72	86	6	54
DK/NA	6	*	1	35

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

e) Recreational programs

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	83	85	82	81	92	82	87	83	76	59	82	84	85	84	89	92	84	83	87	80
Dissatisfied	7	8	7	12	6	12	6	4	3	12	6	6	8	10	6	5	16	8	2	3
Do not use service	4	3	5	2	-	1	4	6	11	16	6	6	2	2	3	-	-	-	7	10
DK/NA	5	4	6	5	2	4	3	6	10	13	6	4	4	4	2	3	-	9	4	7

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	83	74	83	83	87	86	88	80	82	84	83	84	83	84	82	85	86	87	82
Dissatisfied	7	6	5	8	5	8	9	6	11	7	4	8	4	8	4	9	10	8	7
Do not use service	4	6	6	6	5	2	1	7	3	4	5	4	3	3	7	3	1	1	5
DK/NA	5	14	6	4	3	4	3	7	4	4	7	4	11	4	7	4	3	4	5

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	83	83	84	84	84	62	50	85	83	81	77	81	84	88	85	86
Dissatisfied	7	7	7	8	6	13	50	10	5	7	6	8	10	4	8	-
Do not use service	4	5	3	4	4	13	-	2	5	5	11	4	2	3	4	-
DK/NA	5	4	7	4	5	12	-	4	7	6	5	7	4	5	3	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

e) Recreational programs

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	83	85	69	70	100	66	85	86	80	77	83	83	84	35	84	82	
Dissatisfied	7	6	21	16	-	-	5	6	14	14	10	12	6	32	7	10	
Do not use service	4	4	-	6	-	-	5	4	3	2	3	-	5	16	4	3	
DK/NA	5	4	10	7	-	34	5	4	3	6	4	4	5	16	5	4	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

e) Recreational programs

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	18	20	15	34	21	22	14	10	9	24	17	16	18	21	9	26	16	35	15	9
Spend less	4	3	4	2	5	1	5	3	6	9	8	2	3	4	-	3	-	5	7	4
Spend the same	74	73	75	59	73	73	77	78	77	54	69	78	75	71	88	69	84	56	78	80
DK/NA	5	4	6	5	1	3	4	8	8	13	6	5	4	4	3	3	-	5	-	7

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	18	30	16	16	18	17	22	14	30	15	16	17	24	18	13	19	22	20	17
Spend less	4	6	2	3	6	2	3	4	6	3	3	4	3	3	5	4	2	3	4
Spend the same	74	52	76	77	74	77	73	75	59	77	74	75	65	74	77	73	74	72	75
DK/NA	5	12	6	4	2	4	3	6	4	4	7	4	8	5	5	4	2	5	5

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	18	14	22	19	14	38	50	23	16	15	21	12	20	19	18	14
Spend less	4	3	5	3	6	-	50	2	8	4	7	5	3	2	3	-
Spend the same	74	79	65	74	77	50	-	68	71	75	64	74	72	78	76	72
DK/NA	5	4	9	4	3	12	-	6	5	6	8	8	4	2	3	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

e) Recreational programs

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As		The	Wor.	Oth/	Very	what	what	Very	Exp.	Cut	Mai.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	18	17	30	26	32	32	17	16	25	21	30	13	12	50	16	21
Spend less	4	4	-	4	-	-	4	3	4	8	3	33	2	-	3	8
Spend the same	74	75	70	63	68	34	74	77	69	67	64	50	80	18	76	66
DK/NA	5	4	-	7	-	34	5	5	3	4	3	4	5	32	5	5

	Q7tie. RECREAT. PROGRAMS ----- Sat Diss Not isf stis Use TOTAL ied fied Ser. -----			
UNWEIGHED SAMPLE	800	667	60	33
WEIGHED SAMPLE	800	667	60	33
Spend more	18	14	78	3
Spend less	4	4	5	6
Spend the same	74	82	17	67
DK/NA	5	*	-	24



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

f) Public library services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	92	91	93	86	94	94	90	93	95	88	93	89	94	93	91	84	91	87	96	93
Dissatisfied	5	6	4	11	4	5	6	3	2	4	5	7	4	4	6	16	9	9	2	4
Do not use service	2	3	2	2	1	1	4	3	2	8	2	3	1	2	3	-	-	-	2	3
DK/NA	1	2	*	2	1	-	1	-	1	-	-	1	*	1	-	-	-	4	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	92	82	94	92	92	92	92	92	89	92	96	93	87	91	97	92	90	93	92
Dissatisfied	5	14	3	6	5	5	5	5	8	5	4	4	8	6	2	5	8	7	4
Do not use service	2	2	3	2	3	3	1	3	3	2	1	2	4	2	1	2	1	-	3
DK/NA	1	2	-	-	-	*	1	*	1	1	-	1	1	1	-	*	1	*	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	92	94	85	94	93	87	50	94	85	91	87	94	93	91	93	86
Dissatisfied	5	5	8	5	2	-	50	4	5	4	5	4	4	6	7	14
Do not use service	2	1	6	*	5	13	-	2	7	3	8	2	2	1	-	-
DK/NA	1	-	2	*	-	-	-	2	2	-	-	*	1	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- f) Public library services

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	92	93	90	86	100	100	91	95	91	85	92	87	92	100	93	85	
Dissatisfied	5	5	10	6	-	-	6	3	7	13	6	13	4	-	4	9	
Do not use service	2	2	-	6	-	-	3	1	3	-	2	-	2	-	2	3	
DK/NA	1	1	-	1	-	-	1	*	-	2	*	-	1	-	1	2	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

f) Public library services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	23	26	19	35	25	23	20	23	15	16	23	23	23	18	45	34	22	15	20	
Spend less	3	4	2	5	4	4	4	1	1	12	5	2	3	4	2	3	8	5	2	1
Spend the same	73	68	77	57	70	73	73	84	67	71	74	74	72	79	53	58	74	81	77	
DK/NA	2	2	2	2	-	-	3	4	1	4	1	1	1	2	2	-	-	-	2	2

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	23	38	25	23	26	20	24	22	36	21	18	21	32	25	14	22	32	30	20
Spend less	3	2	-	2	3	4	3	3	3	3	1	3	4	3	2	4	3	3	3
Spend the same	73	56	73	74	71	75	71	74	59	74	80	74	59	71	84	73	64	67	75
DK/NA	2	4	2	1	-	1	2	1	2	1	1	1	5	2	1	1	1	*	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card In Lib.	Card Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	23	21	24	27	10	50	50	21	17	12	23	18	28	22	31	72
Spend less	3	1	2	2	8	-	-	1	7	3	-	3	3	3	4	-
Spend the same	73	77	70	70	79	50	50	77	72	81	74	79	68	72	65	28
DK/NA	2	*	4	1	2	-	-	1	3	4	3	-	1	3	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

f) Public library services

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	23	23	60	14	68	100	23	23	23	19	34	21	18	-	22	27
Spend less	3	2	-	7	-	-	3	1	4	10	2	25	2	-	2	6
Spend the same	73	73	40	76	32	-	71	75	73	69	62	54	78	100	75	62
DK/NA	2	2	-	2	-	-	2	1	-	2	1	-	2	-	1	4

Q7tif. PUBLIC  
LIBRARY SERV.

	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	735	40	18
WEIGHTED SAMPLE	800	735	40	18
Spend more	23	20	87	6
Spend less	3	3	5	-
Spend the same	73	77	8	60
DK/NA	2	1	-	34

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

g) Garbage collection at curbside

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	88	91	86	93	91	89	85	92	84	84	90	89	88	89	89	90	83	91	87	86
Dissatisfied	8	8	9	5	7	10	12	7	5	16	6	7	9	9	11	8	17	4	11	5
Do not use service	2	1	3	2	2	-	2	1	6	-	2	3	2	1	-	-	-	5	2	5
DK/NA	1	1	2	-	-	2	1	-	5	-	1	1	2	*	-	3	-	-	-	4

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	88	82	94	84	91	90	89	87	86	89	86	89	82	89	86	89	90	90	87
Dissatisfied	8	8	5	12	7	8	9	8	10	8	6	9	5	9	5	9	9	7	9
Do not use service	2	6	-	4	2	1	1	3	4	1	4	1	10	2	4	1	1	1	3
DK/NA	1	4	2	1	-	1	1	2	-	1	5	1	4	1	4	1	-	2	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	88	88	88	89	86	74	100	88	86	88	80	93	89	86	90	85
Dissatisfied	8	7	10	8	9	13	-	9	10	7	12	6	9	9	8	15
Do not use service	2	2	2	2	3	13	-	2	3	3	8	1	1	4	-	-
DK/NA	1	2	-	1	2	-	-	-	1	3	-	-	2	1	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

g) Garbage collection at curbside

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	88	89	80	86	100	100	88	88	89	89	83	83	90	82	89	82	
Dissatisfied	8	8	10	11	-	-	7	8	11	11	14	8	6	-	7	14	
Do not use service	2	2	-	3	-	-	3	2	-	-	2	4	2	18	2	2	
DK/NA	1	1	10	-	-	-	2	2	-	-	1	4	2	-	1	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

g) Garbage collection at curbside

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home reter	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	13	12	13	11	16	12	14	10	10	8	16	12	12	13	15	16	9	9	11	11
Spend less	2	4	1	-	3	2	4	2	2	4	5	1	2	3	-	3	-	4	2	2
Spend the same	83	83	83	89	80	84	82	87	81	88	76	85	84	83	85	79	91	87	87	82
DK/NA	2	1	3	-	1	2	-	1	7	-	4	1	2	1	-	3	-	-	-	5

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	13	18	14	8	16	11	13	12	16	12	10	12	13	12	14	13	16	12	13
Spend less	2	2	-	1	2	3	3	2	3	2	2	3	1	2	4	3	3	3	2
Spend the same	83	80	81	88	81	84	83	83	81	84	84	84	81	84	77	84	79	84	83
DK/NA	2	-	5	2	1	1	1	2	1	1	5	2	5	1	6	1	2	2	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Per/	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	13	12	11	13	15	38	-	13	14	10	13	9	17	10	14	43
Spend less	2	2	6	2	2	-	-	3	3	2	5	4	2	1	1	-
Spend the same	83	82	83	84	83	62	100	82	83	85	78	87	80	85	84	57
DK/NA	2	4	-	2	1	-	-	1	-	3	3	-	1	3	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

g) Garbage collection at curbside

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	TOTAL	ter	Not	Ab't	Bet/	Some	Some	Exp.	Cut	Mai.	Oth/	Much	Qui.			
	ter	Good	The	Wor.	Oth/	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/	Same	Dif.	
	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	13	13	10	14	-	-	14	13	8	10	21	-	10	-	12	19
Spend less	2	2	-	5	-	-	2	2	2	4	*	33	2	-	2	7
Spend the same	83	83	80	81	100	100	82	82	89	85	77	67	86	82	85	74
DK/NA	2	2	10	-	-	-	2	3	1	-	2	-	2	18	2	1

Q7tig. GARBAGE  
COLL. AT CURB.

	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	800	706	66	17
UNWEIGHED SAMPLE	800	706	66	17
WEIGHED SAMPLE	800	705	66	17
Spend more	13	8	68	-
Spend less	2	2	1	-
Spend the same	83	89	30	65
DK/NA	2	*	-	35



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

h) Cemeteries

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	61	65	57	88	65	54	61	53	63	75	70	65	57	59	61	90	75	69	43	61
Dissatisfied	1	1	1	-	1	2	1	1	-	4	-	1	1	1	3	-	-	-	-	1
Do not use service	13	13	13	4	14	13	14	14	12	8	7	8	16	15	9	-	17	18	20	11
DK/NA	26	21	29	9	20	31	25	32	25	13	23	26	26	25	27	10	8	13	37	28

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	61	68	73	68	60	58	58	62	79	56	64	60	64	61	61	60	66	69	57
Dissatisfied	1	2	1	-	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1
Do not use service	13	4	10	14	10	14	14	13	9	15	10	13	14	14	12	14	10	11	14
DK/NA	26	26	16	18	29	27	27	24	12	28	26	26	21	25	27	25	22	19	28

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes, Per.	No, Per.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	61	61	55	59	71	26	100	62	63	60	65	57	62	56	64	86
Dissatisfied	1	1	1	1	1	-	-	-	1	1	2	-	1	1	1	-
Do not use service	13	13	15	13	11	37	-	12	15	15	11	11	10	19	10	-
DK/NA	26	25	29	27	17	38	-	26	21	24	22	32	27	23	24	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

h) Cemeteries

	Q4c. OAKVILLE ... THAN/AS GIA TO LIVE		Q5c. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10c. TOWN OF OAKVILLE SHOULD ...		Q17c. TEN YEARS FROM NOW									
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	61	61	50	64	32	66	65	60	61	61	65	55	59	16	60	63
Dissatisfied	1	1	10	-	32	-	-	1	2	4	1	4	1	-	1	1
Do not use service	13	13	20	14	35	34	9	13	17	17	9	12	15	34	13	14
DK/NA	26	26	21	23	-	-	26	26	21	19	25	29	26	50	26	22

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

h) Cemeteries

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	3	5	2	3	3	5	3	4	1	4	8	2	3	3	6	3	8	5	2	2
Spend less	5	7	3	5	5	6	5	5	3	-	4	6	5	6	1	10	8	8	-	3
Spend the same	69	71	68	84	76	62	70	65	74	84	78	75	65	69	68	77	75	69	59	72
DK/NA	23	18	27	7	17	27	22	27	22	12	10	17	27	22	25	10	9	18	39	23

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	3	14	3	1	3	2	4	3	3	3	5	2	8	3	6	3	6	4	3
Spend less	5	6	1	7	9	4	6	4	8	5	3	6	2	5	4	6	8	7	4
Spend the same	69	62	80	79	67	70	67	71	77	68	68	69	69	70	69	69	71	70	69
DK/NA	23	18	16	13	21	24	23	22	13	24	23	20	23	21	22	15	19	24	

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	3	2	6	4	2	-	-	3	4	2	5	3	2	4	3	28
Spend less	5	4	6	6	3	-	50	7	4	5	8	6	3	3	7	-
Spend the same	69	71	69	66	77	75	50	72	74	70	64	63	71	71	73	59
DK/NA	23	23	18	25	18	25	-	18	18	23	23	28	23	22	17	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

h) Cemeteries

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	3	3	10	-	32	-	3	2	3	8	4	4	3	-	3	6
Spend less	5	5	10	5	-	-	3	4	11	8	2	33	5	18	4	9
Spend the same	69	69	60	74	68	66	74	70	62	67	72	42	70	16	70	65
DK/NA	23	23	21	21	-	34	20	24	24	17	22	21	23	66	23	20

Q7tih.  
CEMETERIES

	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	486	7	104
WEIGHTED SAMPLE	800	485	7	104
Spend more	3	3	71	2
Spend less	5	6	14	3
Spend the same	69	90	15	49
DK/NA	23	1	-	47

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

i) Maintenance of boulevards and curbside grass

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc.	Uni. sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home kee per	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	71	72	71	79	83	65	72	70	69	62	61	77	70	71	71	79	75	82	72	67
Dissatisfied	28	27	28	20	15	33	27	30	30	26	37	22	28	27	28	21	25	18	26	32
Do not use service	1	1	1	-	2	1	1	-	-	4	1	-	1	1	-	-	-	-	-	-
DK/NA	*	1	*	2	-	1	-	-	1	8	-	1	*	*	-	-	-	-	2	1

	HOUSEHOLD INCOME					KIDS > 18			MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.	
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	71	68	79	71	69	72	71	70	75	69	74	69	82	70	72	72	69	71	71
Dissatisfied	28	28	21	29	30	27	27	28	25	29	25	29	17	29	25	26	29	28	28
Do not use service	1	-	-	-	1	1	1	1	-	1	1	1	-	*	3	1	1	1	1
DK/NA	*	4	-	-	-	-	1	*	-	1	1	*	1	*	1	*	1	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	71	70	75	69	75	63	50	65	79	73	64	76	72	67	71	71
Dissatisfied	28	30	20	31	22	37	50	33	16	26	33	23	26	32	28	29
Do not use service	1	*	4	*	1	-	-	2	2	1	2	1	1	1	-	-
DK/NA	*	-	2	-	2	-	-	-	3	-	2	-	*	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

i) Maintenance of boulevards and curbside grass

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	71	71	79	70	100	66	77	72	63	56	67	71	74	82	73	60	
Dissatisfied	28	28	21	26	-	34	22	26	36	44	31	29	26	18	26	35	
Do not use service	1	1	-	2	-	-	1	1	-	-	1	-	1	-	*	3	
DK/NA	*	*	-	1	-	-	1	-	1	-	1	-	-	-	*	2	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

i) Maintenance of boulevards and curbside grass

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc.	Univ. City	F/T	P/T	Student/Work	Unempl.	Homeowner	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	27	28	26	23	20	30	30	26	29	17	31	22	30	28	25	23	34	13	28	30
Spend less	6	7	5	4	10	5	7	8	2	4	6	5	6	6	5	3	9	26	2	5
Spend the same	66	64	67	73	70	63	62	66	68	75	61	73	63	65	69	74	58	61	70	64
DK/NA	1	1	1	-	-	2	1	-	1	4	1	1	1	1	1	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	27	24	23	24	37	29	28	27	27	28	24	29	22	30	19	27	30	28	27
Spend less	6	6	8	6	6	6	6	6	8	5	7	6	6	6	7	6	5	8	5
Spend the same	66	70	69	67	58	64	65	66	66	65	68	64	73	64	71	66	64	63	67
DK/NA	1	-	-	2	-	1	1	1	-	1	1	1	-	*	3	1	1	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	27	25	25	30	23	50	50	33	21	29	29	19	27	31	28	29
Spend less	6	7	9	6	3	-	-	7	5	6	3	10	7	5	5	-
Spend the same	66	67	63	63	74	50	50	59	73	66	66	71	64	64	66	71
DK/NA	1	1	3	1	-	-	-	1	1	-	2	1	1	-	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

i) Maintenance of boulevards and curbside grass

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not Ab't Bet/		Some Some		Exp. Cut Mai.		-----									
	Bet As The Wor. Oth/		Very what what		Very Exd. Exd. Exd.		Oth/		Much Qui.							
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	27	28	10	23	-	-	26	28	27	33	34	17	25	-	27	31
Spend less	6	6	10	5	32	-	3	5	10	11	4	33	6	-	5	10
Spend the same	66	65	79	70	68	100	71	66	62	56	62	50	68	82	67	55
DK/NA	1	1	-	2	-	-	-	1	1	-	1	-	1	18	*	3

	Q7tii.MAINTEN.		BOUL./CURBSIDE		-----									
	Sat Diss Not		isf stis Use		TOTAL		ied		fied		Ser.			
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWEIGHED SAMPLE	800	569	220	7										
WEIGHED SAMPLE	800	569	220	7										
Spend more	27	7	80	14										
Spend less	6	8	2	15										
Spend the same	66	85	16	29										
DK/NA	1	-	1	43										



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

j) Public transit

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ker	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	53	57	49	54	52	54	56	45	58	38	55	52	54	54	61	42	57	46	53	
Dissatisfied	23	23	24	45	25	22	28	26	12	54	20	27	22	24	23	37	50	34	19	17
Do not use service	19	16	22	2	18	20	14	20	23	8	18	17	20	17	3	8	9	31	24	
DK/NA	5	5	5	-	6	4	2	9	7	-	7	3	5	5	6	-	-	-	4	6

	HOUSEHOLD INCOME					KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.	
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K or More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	Yes
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	53	58	56	52	51	55	53	53	57	52	54	53	52	52	59	54	55	56	52
Dissatisfied	23	34	19	23	24	23	24	23	40	22	18	23	29	25	16	24	28	28	22
Do not use service	19	4	20	20	20	19	18	19	3	20	25	19	17	17	24	17	13	15	20
DK/NA	5	4	5	5	5	4	5	5	1	6	3	5	2	6	1	5	4	1	6

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	53	53	52	53	55	63	50	58	52	51	53	50	53	56	59	28
Dissatisfied	23	23	18	26	25	-	-	20	22	19	20	24	29	20	23	43
Do not use service	19	19	25	16	19	25	50	21	22	23	23	19	16	20	14	15
DK/NA	5	4	6	6	1	12	-	1	5	6	5	8	3	4	15	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- j) Public transit

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	As Good	Ab't The Same	Bet/ Wor. Oth.	Bet/ Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	53	56	39	41	35	34	60	52	50	52	51	59	54	18	55	45	
Dissatisfied	23	21	50	39	32	34	20	24	25	31	30	33	20	49	22	33	
Do not use service	19	19	10	15	32	32	14	20	22	17	15	4	21	18	19	17	
DK/NA	5	5	-	5	-	-	6	5	3	-	4	4	5	16	5	4	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

j) Public transit

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	32	30	35	59	39	27	35	29	29	49	34	38	30	29	34	58	41	48	28	32
Spend less	5	8	3	5	4	9	5	4	2	9	4	4	6	7	2	8	-	8	2	2
Spend the same	54	56	52	34	51	56	54	54	58	38	55	51	55	57	52	32	50	44	53	54
DK/NA	9	7	10	2	6	9	6	12	11	4	7	6	10	7	12	3	9	-	18	11

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	32	60	33	29	35	31	33	32	52	29	34	31	46	33	31	32	34	36	31
Spend less	5	2	1	6	5	6	7	4	7	6	2	6	2	5	4	6	8	7	5
Spend the same	54	34	59	56	54	55	51	55	40	56	55	55	43	52	57	55	51	52	54
DK/NA	9	4	6	9	5	8	8	9	1	10	10	9	9	9	7	8	6	5	10

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	32	33	34	34	29	26	-	28	33	29	36	27	37	32	34	43
Spend less	5	5	9	4	6	-	-	8	7	2	5	7	4	6	9	15
Spend the same	54	50	50	53	60	62	100	59	54	58	51	56	50	55	52	43
DK/NA	9	12	7	8	5	12	-	5	7	11	8	11	9	7	6	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

j) Public transit

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN																							
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW																					
	Not		Ab't		Bet/		Some		Some		Exp. Cut		Mai.		-----															
	Bet		As		The		Wor.		Oth/		Very		what		what		Very		Exd.		Exd.		Exd.		Oth/		Much		Qui.	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Ser.	Dep.	Same	Dif.													
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117														
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116														
Spend more	32	31	50	37	32	34	33	32	31	31	43	25	28	32	31	39														
Spend less	5	5	10	10	-	-	4	4	11	12	2	42	5	16	5	9														
Spend the same	54	55	40	46	35	66	55	55	53	50	47	29	58	35	55	45														
DK/NA	9	9	-	8	32	-	8	10	6	6	7	4	9	16	9	8														

Q7tj. PUBLIC  
TRANSIT

	Sat			Diss			Not			
	isf			stis			Use			
	TOTAL	ied	fied	Ser.						
UNWEIGHTED SAMPLE	800	427	186	149						
WEIGHTED SAMPLE	800	426	186	150						
Spend more	32	18	86	11						
Spend less	5	6	5	4						
Spend the same	54	75	7	58						
DK/NA	9	*	1	26						

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

k) The network of roads in Oakville

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ker	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	67	66	69	77	72	64	68	65	64	51	66	68	67	66	66	74	76	74	63	65
Dissatisfied	31	33	29	23	28	35	30	34	32	49	32	29	32	33	32	23	24	22	37	32
Do not use service	1	*	1	-	-	-	-	-	2	-	1	1	*	-	-	-	-	-	-	2
DK/NA	1	1	1	-	-	1	2	1	2	-	-	3	1	1	2	3	-	4	-	1

	HOUSEHOLD INCOME					KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.	
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	67	66	67	75	68	65	66	68	74	66	64	67	71	67	65	66	69	70	66
Dissatisfied	31	26	31	24	30	34	33	30	26	33	31	32	25	31	32	33	28	28	33
Do not use service	1	2	-	1	1	-	-	1	-	*	2	*	1	-	2	-	-	-	1
DK/NA	1	6	2	-	1	1	1	1	-	1	3	1	3	1	1	1	3	2	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	67	67	65	68	66	74	50	69	64	62	64	74	65	69	72	71
Dissatisfied	31	29	35	31	33	26	50	31	35	34	32	26	34	30	27	29
Do not use service	1	*	-	*	1	-	-	-	1	1	3	-	-	-	-	-
DK/NA	1	3	-	1	-	-	-	-	3	-	-	-	1	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- k) The network of roads in Oakville

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Somewhat Dis.	Somewhat Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	67	71	50	49	35	34	78	67	54	54	61	66	70	84	69	54	
Dissatisfied	31	28	50	47	65	66	20	32	45	44	37	34	28	16	29	45	
Do not use service	1	*	-	1	-	-	2	*	-	-	*	-	1	-	*	-	
DK/NA	1	1	-	3	-	-	1	1	1	2	1	-	1	-	1	1	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

k) The network of roads in Oakville

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Comm Coll	Univer	Voc	sity F/T	P/T	Student/ Work ent	Unempl	Home owner	Retired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	39	41	38	28	41	38	43	45	38	41	40	38	41	41	41	29	32	30	41	41
Spend less	2	3	2	-	3	3	1	5	2	4	4	1	3	3	2	-	-	-	2	2
Spend the same	57	55	59	72	56	59	56	49	57	55	57	59	56	55	54	71	68	70	57	54
DK/NA	1	1	1	-	-	-	1	1	3	-	-	2	1	*	3	-	-	-	-	2

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	39	30	39	37	42	43	41	39	35	42	34	40	37	40	40	42	35	38	41
Spend less	2	-	5	1	1	2	1	3	2	2	4	2	2	2	4	2	4	3	2
Spend the same	57	64	56	62	57	54	58	56	63	55	58	57	58	57	55	55	60	58	56
DK/NA	1	6	-	-	-	*	*	1	-	*	4	1	3	1	1	*	1	*	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	39	36	47	40	41	50	50	40	47	41	41	32	48	37	33	29
Spend less	2	3	6	1	-	-	-	3	2	2	2	10	1	1	1	-
Spend the same	57	59	48	58	59	50	50	57	51	54	58	58	51	62	65	71
DK/NA	1	2	-	1	-	-	-	-	-	3	-	-	1	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

k) The network of roads in Oakville

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.	-----						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	39	38	60	44	65	66	35	39	47	44	53	29	35	16	38	50
Spend less	2	2	10	4	-	-	*	2	3	6	3	17	2	-	2	4
Spend the same	57	59	30	53	35	34	64	57	50	50	44	55	62	84	59	46
DK/NA	1	1	-	-	-	-	-	2	1	-	1	-	1	-	1	-

	Q7tik. NETWORK OF ROADS			
	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	538	249	4
WEIGHTED SAMPLE	800	538	248	4
Spend more	39	18	87	25
Spend less	2	2	2	-
Spend the same	57	80	9	75
DK/NA	1	*	1	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

1) Bush and leaf collection at curbside

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	87	89	86	93	84	89	87	93	81	87	85	87	88	89	83	92	100	91	87	85
Dissatisfied	6	6	7	4	6	8	10	4	5	4	5	7	7	7	11	5	-	4	9	4
Do not use service	4	3	4	2	8	2	3	-	8	9	6	3	3	3	5	-	-	5	4	6
DK/NA	3	2	3	2	1	2	-	3	6	-	4	2	2	1	2	3	-	-	-	5

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	87	88	86	91	79	91	88	88	91	88	83	89	77	89	81	88	88	91	86
Dissatisfied	6	4	5	6	12	6	9	5	3	7	5	7	3	6	7	7	7	5	7
Do not use service	4	4	8	1	7	2	2	5	4	3	7	3	13	3	8	3	4	3	4
DK/NA	3	4	2	2	2	1	2	2	1	2	5	1	8	2	4	1	1	1	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	87	87	83	89	88	74	100	92	82	89	82	94	85	84	90	100
Dissatisfied	6	7	10	6	3	26	-	4	9	4	3	4	8	8	8	-
Do not use service	4	5	5	2	6	-	-	2	7	3	8	2	4	5	2	-
DK/NA	3	1	2	2	4	-	-	2	3	3	7	1	3	3	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

1) Bush and leaf collection at curbside

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Somewhat Dis.	Somewhat Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	87	87	90	95	100	68	88	87	92	90	85	96	88	100	88	84	
Dissatisfied	6	7	-	3	-	32	6	7	4	8	8	-	6	-	6	9	
Do not use service	4	4	-	2	-	-	3	4	3	2	5	-	4	-	4	4	
DK/NA	3	3	10	-	-	-	3	2	1	-	3	4	2	-	2	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

1) Bush and leaf collection at curbside

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home reter	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	7	6	8	5	7	8	7	6	8	12	2	7	8	7	12	5	-	-	13	7
Spend less	6	8	4	7	10	6	7	4	3	8	7	7	5	7	1	8	8	9	9	3
Spend the same	84	83	85	86	79	84	86	86	85	79	88	85	84	84	82	84	92	91	76	86
DK/NA	3	3	2	2	4	2	1	4	3	-	2	1	3	2	5	3	-	-	2	3

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	7	14	6	5	13	5	8	6	5	8	6	7	9	6	9	7	10	7	7
Spend less	6	4	1	7	7	6	6	6	6	5	7	1	6	7	6	7	5	6	6
Spend the same	84	82	91	86	77	87	84	85	87	83	87	84	82	85	80	85	80	85	84
DK/NA	3	-	2	2	3	2	2	3	2	3	2	2	8	2	4	2	3	3	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	7	5	8	8	8	26	-	6	9	5	13	6	7	6	10	-
Spend less	6	7	8	6	4	-	-	6	6	7	6	4	7	3	6	28
Spend the same	84	85	83	84	85	74	100	87	83	85	77	87	87	82	88	72
DK/NA	3	3	1	3	3	-	-	1	2	2	3	3	4	3	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

1) Bush and leaf collection at curbside

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp. Cut	Mai.								
	Bet	As	The	Wor.	Oth/	Very	what	what								
	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/								
	Much	Qui.														
	Same	Dif.														
	-----	-----	-----	-----	-----	-----	-----	-----								
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.								
	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.								
	-----	-----	-----	-----	-----	-----	-----	-----								
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	7	7	-	7	-	32	9	6	8	8	11	-	6	-	6	11
Spend less	6	5	10	9	32	-	5	6	8	10	3	37	6	-	6	8
Spend the same	84	85	80	83	68	68	83	86	83	81	83	63	86	100	85	77
DK/NA	3	3	10	1	-	-	3	2	2	-	3	-	3	-	3	4

Q7til. BUSH/  
LEAF COLLECT.

	-----		-----	
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHED SAMPLE	800	700	50	30
WEIGHED SAMPLE	800	700	50	30
Spend more	7	3	70	10
Spend less	6	6	2	6
Spend the same	84	91	28	60
DK/NA	3	*	-	23

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

m) Road and sidewalk maintenance during the spring, summer and fall

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	81	80	81	77	82	80	84	79	83	63	72	85	82	82	82	76	84	83	78	79
Dissatisfied	18	19	17	21	16	20	15	19	15	37	25	13	17	16	18	24	16	17	19	19
Do not use service	*	*	*	-	-	-	-	1	1	-	-	-	*	-	-	-	-	-	-	1
DK/NA	1	1	1	2	2	1	1	1	1	-	2	2	1	1	-	-	-	-	2	1

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	81	88	83	81	82	80	82	80	74	82	80	81	83	82	78	81	86	85	79
Dissatisfied	18	10	16	17	18	19	18	18	24	16	19	18	16	18	19	18	13	15	19
Do not use service	*	-	-	-	-	-	-	*	-	*	1	*	-	*	1	-	-	*	*
DK/NA	1	2	2	1	-	1	1	1	2	1	-	1	1	1	2	1	1	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	81	80	78	83	82	87	50	78	81	75	79	80	84	82	82	100
Dissatisfied	18	20	18	17	16	13	50	21	15	22	21	18	15	18	17	-
Do not use service	*	-	1	-	1	-	-	1	1	1	-	1	-	-	-	-
DK/NA	1	1	3	*	2	-	-	-	3	3	-	1	1	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- m) Road and sidewalk maintenance during the spring, summer and fall

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Sat. Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Exp. Dep.	Oth/ Same	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	81	82	50	75	68	100	86	82	74	71	77	79	82	100	83	69	
Dissatisfied	18	17	39	25	32	-	13	17	26	27	22	13	17	-	16	28	
Do not use service	*	*	-	-	-	-	-	*	-	2	*	4	-	-	*	-	
DK/NA	1	1	10	-	-	-	1	1	-	-	*	4	1	-	1	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?
- m) Road and sidewalk maintenance during the spring, summer and fall

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	21	20	21	25	24	17	20	23	20	25	25	19	20	19	23	29	25	9	19	24
Spend less	4	6	3	5	5	6	6	2	1	8	4	4	4	5	6	8	-	5	9	-
Spend the same	74	74	75	68	70	76	74	74	79	67	70	76	75	75	71	63	75	86	72	75
DK/NA	1	1	1	2	1	1	-	2	-	-	1	1	1	1	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	21	20	19	16	25	21	19	22	28	20	17	20	23	20	22	21	17	18	22
Spend less	4	4	3	3	2	5	6	3	5	4	3	5	1	5	2	5	7	6	4
Spend the same	74	76	75	79	73	74	76	74	66	75	80	74	75	74	75	73	75	76	74
DK/NA	1	-	3	1	-	*	-	1	1	1	-	1	1	1	1	1	1	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per.	No In.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	21	22	20	20	19	26	50	23	18	21	23	24	21	16	20	14
Spend less	4	4	6	5	1	-	-	2	4	5	5	4	3	6	3	-
Spend the same	74	74	74	73	79	74	50	74	77	73	72	72	75	78	75	86
DK/NA	1	1	-	1	1	-	-	-	1	1	-	-	2	-	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?
- m) Road and sidewalk maintenance during the spring, summer and fall

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As		The	Wor.	Oth/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	21	20	30	24	-	-	22	18	26	23	31	8	17	-	19	30
Spend less	4	4	19	7	-	-	4	4	4	12	2	29	4	16	4	4
Spend the same	74	76	51	67	100	100	73	78	69	65	66	58	79	84	76	65
DK/NA	1	1	-	1	-	-	1	1	1	-	1	4	*	-	1	1

	Q7tim. ROAD AND SIDEWALK MAIN. -----			
	Sat isf	Diss stis	Not Use	Ser.
TOTAL	ied	fied	Use	Ser.
UNWEIGHTED SAMPLE	800	647	143	2
WEIGHTED SAMPLE	800	647	143	2
Spend more	21	7	80	-
Spend less	4	5	3	-
Spend the same	74	87	15	100
DK/NA	1	*	1	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

n) Winter road maintenance, that is, sanding and snow clearing

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than 8 H.S.	8 to 12 H.S.	13 to 16 H.S.	Coll. Voca	Univ. sity	F/T	P/T	Stud ent/ Work	Unempl. ent	Home rera	Ret ired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	65	67	64	53	65	63	66	73	69	66	49	67	68	65	60	63	50	74	65	69
Dissatisfied	33	33	33	40	34	36	34	25	28	34	48	30	31	34	40	34	50	26	30	28
Do not use service	*	-	*	-	-	-	-	-	2	-	1	-	*	-	-	-	-	-	2	1
DK/NA	1	1	2	7	1	1	-	2	2	-	1	3	1	1	-	3	-	-	2	2

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	65	70	62	66	59	69	66	65	60	67	64	65	67	65	69	65	61	65	66
Dissatisfied	33	24	31	32	38	31	33	33	35	32	34	34	26	34	28	34	38	34	33
Do not use service	*	-	2	-	1	-	-	*	-	*	1	*	1	*	1	-	-	-	*
DK/NA	1	6	5	1	2	*	1	2	5	1	1	1	6	1	2	1	1	1	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	65	62	57	71	63	87	100	63	60	71	64	74	60	63	63	59
Dissatisfied	33	36	40	29	35	13	-	35	38	26	34	26	39	36	36	28
Do not use service	*	*	1	-	-	-	-	-	1	1	-	-	-	-	1	-
DK/NA	1	1	2	1	2	-	-	1	2	3	2	1	1	1	-	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- n) Winter road maintenance, that is, sanding and snow clearing

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	65	66	61	60	100	68	63	67	64	64	57	70	70	50	66	61
Dissatisfied	33	32	39	35	-	32	35	32	35	32	41	30	29	32	32	39
Do not use service	*	*	-	-	-	-	1	-	-	2	*	-	*	-	*	-
DK/NA	1	1	-	5	-	-	2	1	2	2	1	-	1	18	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

n) Winter road maintenance, that is, sanding and snow clearing

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc.	Uni. sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home rker	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	34	33	34	38	45	34	31	26	31	30	47	31	32	35	32	37	42	34	32	30
Spend less	2	3	1	-	3	3	2	2	-	-	1	1	3	3	2	-	8	-	2	-
Spend the same	63	64	63	57	51	62	68	69	66	70	50	66	64	61	66	60	50	66	65	66
DK/NA	1	1	2	5	1	1	-	3	2	-	2	2	1	1	-	3	-	-	-	3

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	34	38	34	34	39	32	35	33	40	33	32	33	41	34	33	33	40	32	34
Spend less	2	2	3	1	2	2	2	2	2	2	4	2	2	2	2	2	3	3	2
Spend the same	63	56	59	64	58	66	62	64	55	65	62	64	54	63	63	63	56	64	63
DK/NA	1	4	3	1	1	*	1	2	3	1	3	1	3	1	1	1	1	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	34	34	41	29	38	25	-	36	41	23	38	25	45	34	35	28
Spend less	2	1	5	2	1	-	-	5	1	1	2	4	1	2	2	29
Spend the same	63	63	52	68	59	75	100	58	56	73	61	72	53	63	63	30
DK/NA	1	2	2	1	2	-	-	1	2	4	-	-	1	1	1	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?
- n) Winter road maintenance, that is, sanding and snow clearing

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
							FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	34	34	30	28	-	66	41	33	28	23	49	21	28	16	32	38
Spend less	2	2	10	2	-	-	*	2	3	6	-	16	2	-	2	3
Spend the same	63	63	50	67	100	34	57	64	68	71	50	63	69	66	64	59
DK/NA	1	1	10	2	-	-	2	1	1	-	1	-	2	18	2	-

	Q7tin. WINTER ROAD MAINTEN.			
	-----			
	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	524	263	2
WEIGHTED SAMPLE	800	524	263	2
Spend more	34	10	81	50
Spend less	2	3	*	-
Spend the same	63	87	18	50
DK/NA	1	*	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

o) Number of woodlots and trails in the Town

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	84	86	82	84	89	82	86	84	83	66	79	86	85	84	83	81	83	87	87	84
Dissatisfied	10	9	10	16	9	14	11	5	3	21	6	8	11	11	14	16	17	9	11	4
Do not use service	3	2	3	-	1	1	2	5	6	8	5	3	2	2	3	-	-	-	2	5
DK/NA	4	3	4	-	1	3	1	5	9	4	10	3	2	3	-	3	-	5	-	7

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	84	76	86	80	91	86	85	83	78	85	85	84	82	85	82	83	85	83	85
Dissatisfied	10	14	3	9	7	11	11	8	16	9	5	10	8	11	5	12	11	13	8
Do not use service	3	-	6	5	1	1	1	4	3	2	4	3	2	2	6	2	2	2	3
DK/NA	4	10	5	6	1	1	2	5	4	3	5	3	9	3	7	3	2	2	4

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	84	83	87	83	88	62	100	87	87	80	68	85	91	88	79	71
Dissatisfied	10	9	6	12	7	26	-	9	6	8	10	10	6	8	20	29
Do not use service	3	4	2	3	-	-	-	1	3	6	8	1	1	2	-	-
DK/NA	4	4	5	3	3	12	-	2	5	6	14	4	2	2	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- o) Number of woodlots and trails in the Town

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	84	85	70	74	65	34	91	84	79	67	81	79	86	82	86	71	
Dissatisfied	10	9	20	15	-	66	3	9	17	25	12	13	9	18	8	20	
Do not use service	3	2	-	6	35	-	2	4	1	-	2	-	3	-	3	3	
DK/NA	4	3	10	5	-	-	4	3	3	8	5	8	3	-	3	6	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

o) Number of woodlots and trails in the Town

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home re	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	23	25	21	27	26	29	24	23	12	16	17	23	25	25	17	32	25	22	26	19
Spend less	6	7	5	5	6	4	6	10	4	13	11	6	5	6	2	5	8	17	4	7
Spend the same	68	66	69	68	68	65	67	60	78	62	67	70	67	66	80	60	67	61	70	68
DK/NA	4	3	4	-	-	2	2	7	6	8	5	2	3	3	1	3	-	-	-	6

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	23	32	11	21	20	26	26	21	25	23	20	22	25	25	13	25	22	26	22
Spend less	6	4	3	9	8	5	4	7	11	6	3	6	5	6	7	5	5	6	6
Spend the same	68	61	83	65	70	67	69	67	60	68	73	68	64	66	72	67	70	65	68
DK/NA	4	4	3	5	2	3	2	5	4	3	4	3	6	3	7	3	3	2	4

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	23	21	17	28	19	50	-	20	19	19	29	16	23	18	37	43
Spend less	6	5	8	6	5	-	50	2	9	9	7	10	4	5	2	14
Spend the same	68	69	72	64	73	50	50	75	69	63	57	72	71	75	60	44
DK/NA	4	5	4	2	3	-	-	2	3	9	7	3	2	2	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

c) Number of woodlots and trails in the Town

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As The			Wor. Oth/ Very			Some Same what what Very			Exp. Cut Mai. Exi. Exi. Exi.			Oth/ Much Qui. Dep. Same Dif.			
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	23	23	30	22	32	66	19	22	29	35	25	29	22	18	22	27
Spend less	6	6	20	5	-	-	6	5	8	13	4	29	6	-	5	10
Spend the same	68	68	40	66	68	34	72	69	62	48	66	37	70	82	69	59
DK/NA	4	3	10	6	-	-	4	3	2	4	5	4	3	-	3	5

	Q7tio. NUM. OF WOODLOTS/TRAIL -----			
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	671	77	22
WEIGHTED SAMPLE	800	670	77	22
Spend more	23	17	84	5
Spend less	6	6	5	4
Spend the same	68	76	11	51
DK/NA	4	*	-	40



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

p) Cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	88	87	88	86	86	85	89	89	93	87	83	88	89	87	89	84	75	83	91	90
Dissatisfied	6	7	5	7	5	8	7	4	3	8	7	4	6	7	3	10	9	8	7	3
Do not use service	4	4	3	5	5	4	3	3	3	4	6	5	2	3	3	16	8	2	4	4
DK/NA	3	2	3	2	4	3	1	4	1	-	4	3	2	3	5	3	-	-	-	2

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	88	90	86	82	88	89	86	89	85	88	87	88	86	88	86	88	83	88	88
Dissatisfied	6	4	5	9	7	6	7	5	8	5	8	6	9	6	5	6	10	6	6
Do not use service	4	4	5	6	4	3	3	4	4	3	5	4	4	3	6	3	4	4	3
DK/NA	3	2	5	4	1	2	4	2	3	3	-	3	2	3	3	3	3	2	3

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	88	90	87	86	89	87	100	86	89	87	87	91	85	90	90	43
Dissatisfied	6	7	4	7	5	-	-	7	3	5	8	4	6	5	8	44
Do not use service	4	1	6	4	4	13	-	6	5	4	5	3	5	3	2	-
DK/NA	3	2	4	3	2	-	-	1	3	4	-	3	4	3	1	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- p) Cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	88	88	90	81	65	100	95	87	86	81	88	71	88	66	89	78
Dissatisfied	6	6	-	9	-	-	2	7	8	8	9	17	4	-	5	11
Do not use service	4	3	-	6	35	-	1	3	4	8	1	13	4	34	3	6
DK/NA	3	3	10	4	-	-	2	3	2	2	2	-	3	-	3	5

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

p) Cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	16	17	14	21	17	16	17	20	8	12	19	11	17	16	12	29	9	22	18	12
Spend less	9	11	6	11	9	11	10	6	6	21	9	8	8	11	4	10	17	9	4	5
Spend the same	73	68	76	63	69	70	72	72	84	66	69	78	72	70	77	58	75	70	76	81
DK/NA	3	4	3	5	5	3	2	3	2	-	2	3	2	3	6	3	-	-	2	2

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	16	22	11	14	12	18	16	15	23	15	13	15	24	17	10	15	22	23	13
Spend less	9	10	3	10	11	8	10	8	13	8	6	9	4	9	9	11	8	9	9
Spend the same	73	66	83	71	76	71	70	75	61	73	80	73	70	71	78	71	65	65	76
DK/NA	3	2	3	5	1	3	3	3	3	3	1	3	3	3	3	3	5	3	3

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	16	14	17	18	9	25	-	18	10	11	28	10	20	13	14	44
Spend less	9	9	11	8	8	-	-	8	9	3	6	11	10	12	8	-
Spend the same	73	75	66	70	81	75	100	70	77	82	64	75	65	72	77	43
DK/NA	3	1	6	4	3	-	-	5	3	4	2	4	5	2	1	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

p) Cultural venues such as the Oakville Museum, galleries and the Performing Arts Centre

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp. Cut	Mai.								
	Bet	As	The	Wor.	Oth/	Very	what	what								
	Very	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.								
	Dis.	Dis.	Dis.	Dis.	Ser.	Ser.	Ser.	Oth/								
	Much	Qui.	Same	Dif.												
	-----	-----	-----	-----	-----	-----	-----	-----								
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	16	17	21	7	-	34	17	16	12	17	23	17	13	-	15	19
Spend less	9	8	20	13	-	-	6	7	13	19	6	49	7	16	7	18
Spend the same	73	72	59	75	100	66	74	74	71	63	68	34	77	68	75	59
DK/NA	3	3	-	4	-	-	3	3	3	2	3	-	4	16	3	4

Q7tip. CULTURAL  
VENUES

	Sat	Diss	Not	
	isf	stis	Use	
	ied	fied	Ser.	
	-----	-----	-----	-----
UNWEIGHED SAMPLE	800	700	48	29
WEIGHED SAMPLE	800	700	48	29
Spend more	16	13	71	3
Spend less	9	8	21	7
Spend the same	73	79	8	52
DK/NA	3	*	-	38

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RN5497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

q) Services for seniors

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc. sity	Uni ver F/T	Stud ent/ Work	Unem ployed	Home kear ired					
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	61	63	59	73	64	46	61	57	83	67	69	63	59	56	61	66	67	70	43	76
Dissatisfied	6	5	7	7	4	9	6	2	10	17	12	7	5	6	5	10	17	-	7	8
Do not use service	10	10	10	3	8	13	10	12	6	8	10	7	11	10	14	3	8	8	18	7
DK/NA	23	22	24	16	24	32	23	29	2	8	10	23	26	28	20	21	8	22	33	8

	HOUSEHOLD INCOME					KIDS > 18			MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.	
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	61	64	73	71	69	56	52	68	66	59	66	61	60	58	73	57	61	62	61
Dissatisfied	6	10	8	5	6	6	7	6	11	5	10	6	11	6	7	5	10	10	5
Do not use service	10	4	2	12	8	11	12	8	7	11	9	10	8	11	6	10	8	10	10
DK/NA	23	22	17	13	18	27	29	18	17	25	16	23	22	25	14	28	21	19	24

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	61	62	58	57	75	62	50	70	65	70	70	56	58	59	56	56
Dissatisfied	6	6	6	8	4	13	50	5	6	6	10	4	6	6	9	15
Do not use service	10	9	9	12	5	-	-	6	7	6	8	10	12	13	8	-
DK/NA	23	23	27	24	16	25	-	19	22	19	11	31	24	21	28	29

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- q) Services for seniors

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	As The	Ab't Wor.	Bet/ Oth.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	61	61	59	56	68	66	67	60	56	62	61	62	62	34	62	53	
Dissatisfied	6	6	10	13	-	-	3	6	10	15	8	13	6	-	5	13	
Do not use service	10	9	10	12	-	-	6	11	14	4	8	4	10	34	10	9	
DK/NA	23	23	20	19	32	34	24	23	20	19	24	20	22	32	23	25	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

q) Services for seniors

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc.	Uni. sity	F/T	P/T	Stud. Work	Unempl. ent.	Home reared	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	27	25	30	27	21	24	34	28	32	55	34	30	25	26	29	23	42	31	26	31
Spend less	2	4	1	5	5	2	1	3	2	8	4	1	2	2	-	10	8	-	2	1
Spend the same	52	55	49	60	55	49	45	47	65	37	53	57	51	49	52	58	50	61	46	60
DK/NA	18	16	20	8	19	25	20	22	2	-	10	13	22	23	18	8	-	8	26	8

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	27	46	33	24	36	24	27	29	38	24	38	25	42	27	31	25	32	31	26
Spend less	2	6	-	3	1	2	2	3	4	2	2	2	1	2	1	2	5	3	2
Spend the same	52	38	54	59	50	52	48	56	47	54	48	53	44	51	58	50	50	50	53
DK/NA	18	10	13	13	13	21	24	13	11	20	12	19	14	20	9	23	13	16	19

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Hou.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	27	32	29	27	18	62	100	27	25	22	45	26	23	27	35	44
Spend less	2	2	1	3	3	-	-	-	3	3	3	3	1	2	1	14
Spend the same	52	50	55	49	65	38	-	61	58	57	49	51	53	52	46	43
DK/NA	18	17	15	22	13	-	-	12	14	18	3	21	22	19	18	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

q) Services for seniors

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/		Some Some		Exp. Cut Mai.											
	Bet As	The Wor.	Oth/ Very	what what	Very Exd.	Exd.	Exd.	Oth/ Much	Qui.							
	TOTAL ter	Good Same	Oth. Dep.	Sat. Sat.	Dis. Dis	Ser. Ser.	Ser. Ser.	Dep. Same	Dif.							
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	27	26	19	39	32	68	27	27	27	37	30	23	35	26	33	
Spend less	2	2	10	4	-	-	1	2	3	6	1	17	2	-	2	3
Spend the same	52	53	60	44	35	32	56	51	52	54	43	37	58	16	54	43
DK/NA	18	19	10	14	32	-	15	20	19	12	19	16	17	49	18	21

	Q7tiq. SERVICES FOR SENIORS -----			
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	487	51	78
WEIGHTED SAMPLE	800	486	51	78
Spend more	27	25	92	25
Spend less	2	3	6	-
Spend the same	52	72	-	33
DK/NA	18	*	2	41



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

r) Fire fighting services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	90	92	88	91	90	87	91	89	92	84	93	91	89	89	91	97	92	91	87	90
Dissatisfied	2	2	2	3	-	3	3	1	-	8	1	1	2	2	2	3	-	-	2	1
Do not use service	2	2	3	2	4	2	1	4	3	8	-	2	3	2	3	-	8	-	7	3
DK/NA	6	5	7	4	6	9	5	6	5	-	6	5	7	7	5	-	-	9	4	6

	HOUSEHOLD INCOME					KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.	
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	90	86	94	93	89	89	89	91	93	90	85	90	88	90	91	89	94	88	90
Dissatisfied	2	2	-	2	2	2	2	2	2	1	4	1	4	2	1	2	2	3	1
Do not use service	2	-	-	2	2	3	3	2	1	3	4	3	-	3	1	2	-	3	2
DK/NA	6	12	6	2	7	6	7	5	5	6	8	6	8	6	7	7	4	6	6

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	90	90	91	87	97	76	100	95	93	91	90	83	89	92	92	85
Dissatisfied	2	2	1	2	1	-	-	-	1	1	2	2	3	2	1	15
Do not use service	2	1	1	4	2	12	-	2	1	2	2	3	3	3	2	-
DK/NA	6	7	7	7	1	12	-	2	5	7	7	13	5	3	5	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

r) Fire fighting services

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	As The	Ab't Wor.	Bet/ Oth.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	90	89	90	91	100	66	89	89	93	94	91	87	89	100	90	87	
Dissatisfied	2	2	10	2	-	-	2	2	1	2	2	4	1	-	1	4	
Do not use service	2	2	-	2	-	-	2	3	2	2	2	-	3	-	3	2	
DK/NA	6	7	-	4	-	34	8	6	4	2	5	8	7	-	6	7	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

r) Fire fighting services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home rker	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	16	17	16	17	20	16	14	17	17	21	25	23	12	15	12	21	9	18	19	18
Spend less	2	3	*	-	2	1	2	2	1	8	3	1	1	2	2	5	-	-	-	1
Spend the same	75	76	75	79	72	73	78	76	78	67	65	71	80	76	77	71	91	78	74	75
DK/NA	7	5	8	4	6	10	5	5	5	4	6	5	7	7	9	3	-	4	7	6

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	16	26	16	20	20	12	15	17	19	15	21	15	29	16	20	15	18	18	16
Spend less	2	2	1	2	1	1	1	2	3	1	2	2	-	2	1	2	4	3	1
Spend the same	75	66	76	71	74	80	75	76	75	77	69	77	67	76	73	77	73	73	77
DK/NA	7	6	6	7	5	7	8	5	4	7	7	7	4	7	5	7	5	7	6

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	16	15	15	16	22	24	50	18	20	15	26	14	15	18	16	15
Spend less	2	2	1	1	2	-	-	-	3	1	3	3	*	2	1	-
Spend the same	75	76	77	76	73	64	50	80	72	77	66	70	81	73	78	71
DK/NA	7	7	7	7	3	12	-	2	6	7	5	13	4	7	5	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

r) Fire fighting services

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	16	16	41	19	-	-	19	14	20	17	23	17	14	-	15	25
Spend less	2	1	19	6	-	-	1	1	3	4	*	17	1	-	1	3
Spend the same	75	76	30	70	100	100	73	78	72	77	71	62	78	100	77	67
DK/NA	7	7	10	5	-	-	7	7	5	2	6	4	7	-	7	6

Q7tir. FIRE  
FIGHTING SERV.

	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	717	14	19
WEIGHTED SAMPLE	800	716	14	19
Spend more	16	16	57	21
Spend less	2	1	28	-
Spend the same	75	81	15	42
DK/NA	7	2	-	37

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

s) Fire education services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	Uni. sity	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	77	76	77	77	77	85	77	67	75	66	77	79	77	77	80	87	83	83	80	70
Dissatisfied	7	8	6	12	7	8	8	5	2	21	2	7	7	8	8	11	17	-	6	4
Do not use service	3	4	3	2	3	1	5	7	2	-	4	2	3	3	5	-	-	-	4	3
DK/NA	14	13	14	9	13	7	10	21	21	13	17	12	13	12	8	3	-	17	9	22

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	77	78	81	77	73	78	81	74	81	76	77	77	72	77	76	77	84	78	76
Dissatisfied	7	6	2	5	8	8	8	5	8	7	6	6	9	7	3	7	10	8	6
Do not use service	3	2	-	5	2	4	2	4	3	4	2	3	3	3	4	4	1	4	3
DK/NA	14	14	17	14	17	10	9	17	9	14	15	13	16	13	17	12	5	9	15

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Hou.	Card Lib.	Card Past	In Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	77	72	77	79	78	88	100	76	79	73	83	77	72	81	82	71
Dissatisfied	7	8	6	6	6	-	-	4	7	6	5	4	11	5	5	15
Do not use service	3	3	5	4	1	-	-	5	1	3	-	5	3	3	2	-
DK/NA	14	16	13	11	16	12	-	16	13	19	12	13	14	11	12	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

s) Fire education services

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Dep. Oth/	Sat. Very	Sat. what	Dis. what	Dis. Very	Ser. Exi.	Ser. Exi.	Ser. Exi.	Dep. Oth/	Same	Dif.	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.	Qui.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	77	76	79	83	100	66	78	76	77	79	75	77	34	77	74		
Dissatisfied	7	7	10	5	-	-	6	7	7	8	9	13	5	-	6	10	
Do not use service	3	3	-	1	-	-	2	4	3	2	2	4	3	16	3	3	
DK/NA	14	14	10	11	-	34	14	14	13	13	10	8	15	50	14	13	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

s) Fire education services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	16	18	14	16	18	17	15	15	17	38	11	20	15	17	18	16	25	4	8	16
Spend less	4	6	3	5	4	5	7	4	2	-	6	3	5	5	3	8	-	12	4	2
Spend the same	69	67	71	70	68	74	70	65	66	54	75	67	70	68	76	74	75	75	81	65
DK/NA	10	9	11	9	10	4	8	16	15	8	9	10	10	10	3	3	-	9	7	17

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	16	28	17	19	15	14	16	16	19	15	22	14	29	15	20	16	22	20	15
Spend less	4	2	2	5	4	5	5	4	5	4	4	5	2	4	4	5	7	5	4
Spend the same	69	60	69	69	69	72	73	66	69	70	64	71	57	71	63	70	66	67	70
DK/NA	10	10	13	8	12	9	6	13	6	11	10	10	12	9	13	9	5	8	11

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	16	20	16	15	15	12	-	19	13	12	24	17	20	13	14	15
Spend less	4	4	7	5	3	-	-	5	5	5	-	4	4	5	5	-
Spend the same	69	65	69	71	71	76	100	64	75	68	66	65	65	76	76	71
DK/NA	10	11	9	9	10	12	-	12	8	14	10	14	10	6	5	14





TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

t) Litter pickup in parks and on boulevards

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	72	74	70	75	77	70	70	73	71	74	74	69	72	74	68	76	92	69	61	69
Dissatisfied	27	25	28	25	23	30	30	26	23	17	26	30	27	26	32	24	8	31	39	27
Do not use service	*	-	*	-	-	-	-	-	1	-	-	-	*	-	-	-	-	-	-	1
DK/NA	1	1	1	-	-	-	-	1	5	9	-	1	1	*	-	-	-	-	-	3

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	72	70	69	73	72	73	70	73	71	72	69	71	74	71	75	73	74	71	72
Dissatisfied	27	28	28	27	28	27	30	25	29	28	26	28	26	29	22	27	26	29	27
Do not use service	*	-	2	-	-	-	-	*	-	-	1	*	-	*	-	-	-	-	*
DK/NA	1	2	2	-	-	1	*	2	-	1	4	1	-	*	4	*	-	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	72	70	74	69	78	75	-	72	77	77	67	74	71	68	70	100
Dissatisfied	27	29	24	30	20	25	50	26	21	21	32	24	29	31	29	-
Do not use service	*	*	-	-	-	-	-	-	-	-	-	-	-	1	-	-
DK/NA	1	*	2	1	2	-	50	2	2	2	2	2	*	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

- 7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?
- t) Litter pickup in parks and on boulevards

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	As Good	Ab't The Same	Bet/ Wor. Oth.	Bet/ Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	72	73	59	66	100	66	82	72	59	64	71	62	73	50	74	61	
Dissatisfied	27	26	41	33	-	34	16	28	39	33	28	34	26	50	25	39	
Do not use service	*	*	-	-	-	-	-	-	-	2	-	-	*	-	*	-	
DK/NA	1	1	-	1	-	-	2	1	2	-	1	4	1	-	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

t) Litter pickup in parks and on boulevards

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	29	29	29	45	30	31	30	23	24	12	30	32	29	30	29	40	25	31	39	24
Spend less	2	2	2	2	4	1	2	3	2	-	4	3	2	3	-	3	-	-	-	2
Spend the same	68	69	67	53	66	68	67	73	71	79	67	64	68	67	69	58	75	69	61	72
DK/NA	1	1	2	-	-	1	1	1	3	9	-	1	1	*	2	-	-	-	-	3

	HOUSEHOLD INCOME					KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.	
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	29	36	28	28	31	30	34	25	42	29	22	28	33	30	25	30	33	36	27
Spend less	2	-	-	4	1	2	2	2	2	2	1	2	-	2	4	2	3	1	2
Spend the same	68	60	70	68	68	64	71	57	68	73	68	66	67	68	67	63	63	63	69
DK/NA	1	4	2	1	-	1	1	2	-	1	5	1	1	1	3	*	1	*	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	29	27	28	33	22	50	50	28	25	20	32	22	33	34	34	-
Spend less	2	2	3	2	1	-	-	4	1	1	2	4	2	3	1	-
Spend the same	68	70	68	63	75	50	50	67	72	78	65	73	65	62	62	100
DK/NA	1	1	1	1	2	-	-	1	1	1	2	1	*	1	3	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

t) Litter pickup in parks and on boulevards

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exd.	Exd.	Exd.	Oth/	Much	Qui.	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	29	29	21	30	32	100	25	30	32	29	34	26	26	34	27	38
Spend less	2	2	-	4	-	-	1	2	3	4	1	25	1	-	1	6
Spend the same	68	68	79	66	68	-	73	67	64	64	63	45	71	66	70	56
DK/NA	1	1	-	-	-	-	2	1	1	2	1	4	1	-	1	-

Q7tit. LITTER  
PICKUP IN PARK

	-----			
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	576	215	1
WEIGHTED SAMPLE	800	575	216	1
Spend more	29	10	82	-
Spend less	2	2	1	-
Spend the same	68	88	16	-
DK/NA	1	*	1	100

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

u) Winter sidewalk maintenance

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home rker	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	69	74	65	65	74	67	70	76	67	62	61	66	73	73	60	66	66	78	63	67
Dissatisfied	28	24	31	29	25	31	29	23	25	33	33	32	25	25	39	34	34	22	35	27
Do not use service	1	1	1	-	-	1	1	-	2	-	-	1	1	*	-	-	-	-	-	2
DK/NA	2	2	3	6	1	1	1	1	6	4	6	1	1	1	2	-	-	-	2	5

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	69	68	70	57	65	76	71	69	66	70	69	70	67	70	69	74	62	70	70
Dissatisfied	28	24	25	37	33	23	27	28	31	27	27	28	29	24	25	37	29	27	
Do not use service	1	-	-	3	-	*	1	1	-	1	-	1	1	*	2	*	-	-	1
DK/NA	2	8	5	2	2	1	1	2	3	1	4	1	5	1	5	1	1	1	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	69	67	67	71	72	62	100	72	69	69	69	73	68	65	74	72
Dissatisfied	28	32	30	27	22	26	-	26	25	29	21	30	34	24	28	
Do not use service	1	*	1	1	-	-	-	1	-	1	-	2	-	-	1	-
DK/NA	2	*	2	2	5	12	-	1	5	4	2	3	2	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. i) First, are you satisfied or dissatisfied with each of the following services as it is currently delivered by the Town of Oakville?

u) Winter sidewalk maintenance

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Somewhat Dis.	Somewhat Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	69	70	70	67	100	100	69	71	67	69	63	87	72	66	70	66	
Dissatisfied	28	27	19	30	-	-	28	26	32	27	35	13	25	16	27	33	
Do not use service	1	1	-	-	-	-	1	1	-	-	*	-	1	-	1	1	
DK/NA	2	2	10	2	-	-	3	2	1	4	2	-	2	18	3	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

u) Winter sidewalk maintenance

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home rked	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	26	21	31	36	33	26	24	18	29	21	40	28	24	24	28	40	42	26	30	25
Spend less	8	11	6	5	9	11	11	8	2	-	5	7	10	10	5	8	8	13	11	4
Spend the same	64	67	61	55	58	61	63	74	69	79	53	64	65	64	65	52	50	61	59	69
DK/NA	1	1	2	4	-	2	2	1	1	-	2	2	1	2	3	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.				
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	26	32	30	34	34	20	25	27	35	25	27	25	36	26	28	23	34	26	27
Spend less	8	2	3	9	2	11	9	7	12	9	3	9	3	9	5	10	5	10	8
Spend the same	64	59	64	55	64	68	64	64	51	65	68	65	57	64	66	65	59	63	64
DK/NA	1	6	3	2	-	1	2	1	2	1	2	1	4	1	1	2	2	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Hou.	Card Lib.	Card Past	In Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Un specified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	26	28	31	25	23	26	-	26	26	21	33	15	34	31	20	28
Spend less	8	9	12	8	5	-	-	12	6	4	10	11	8	9	11	14
Spend the same	64	62	56	65	71	74	100	61	66	72	58	73	57	59	68	59
DK/NA	1	1	1	2	2	-	-	1	1	2	-	1	2	1	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

7c. ii) Second, keeping in mind that taxes may increase if spending increases, do you think the Town of Oakville should be spending more, spending less, or spending the same on each of the following services?

u) Winter sidewalk maintenance

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not Ab't Bet/		Some Some		Exp. Cut Mai.		-----									
	Bet As The		Wor. Oth/ Very		what what		Very Exd. Exd.		Exd. Oth/		Much Qui.					
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	26	26	10	28	-	-	31	25	24	21	39	9	21	16	25	33
Spend less	8	8	19	8	-	-	5	8	13	12	4	46	8	16	8	9
Spend the same	64	64	71	63	100	100	63	66	63	66	56	45	69	50	65	57
DK/NA	1	1	-	1	-	-	2	2	1	-	1	-	1	18	2	1

	Q7tiu. WINTER SIDEWALK MAIN.			
	-----			
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	557	221	5
WEIGHTED SAMPLE	800	556	222	5
Spend more	26	7	77	-
Spend less	8	9	7	21
Spend the same	64	84	16	60
DK/NA	1	*	1	19



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

a) The safety of the water you drink

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 or More	Less H.S.	Coll H.S.	Uni Vocality	F/T	P/T	Stud Work	Unempl ent	Home oyed	Ret ired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	79	83	75	84	84	76	78	79	83	66	76	75	81	79	79	79	67	69	76	83
Dissatisfied	19	15	22	14	15	20	20	16	30	23	20	17	18	20	18	25	22	22	14	
Do not use service	1	2	1	-	-	2	3	-	1	4	1	2	1	1	1	-	8	4	2	1
DK/NA	1	1	2	2	1	2	-	2	-	-	-	3	1	1	-	3	-	5	-	2

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	79	70	75	81	66	83	79	79	78	79	79	80	75	80	74	80	76	75	80
Dissatisfied	19	28	20	16	31	16	19	18	18	18	20	18	23	18	22	18	23	23	17
Do not use service	1	2	3	2	1	1	1	1	3	1	2	1	2	1	2	1	1	2	1
DK/NA	1	-	2	-	2	1	1	1	1	2	-	2	-	1	1	1	-	*	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Card Past	Card Card Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns pecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	79	73	82	80	83	62	100	86	79	79	77	75	82	79	80	56
Dissatisfied	19	23	14	17	16	38	-	12	18	19	22	21	15	19	18	44
Do not use service	1	1	3	1	-	-	-	1	1	1	2	1	1	1	2	-
DK/NA	1	2	1	1	2	-	-	1	1	1	-	4	2	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

a) The safety of the water you drink

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW				
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	79	80	90	74	65	68	85	81	68	77	77	83	80	84	81	65	
Dissatisfied	19	18	10	24	35	32	14	17	26	23	21	17	17	16	17	29	
Do not use service	1	1	-	2	-	-	1	1	3	-	-	-	2	-	1	2	
DK/NA	1	1	-	-	-	-	1	1	3	-	2	-	1	-	1	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

a) The safety of the water you drink

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	39	33	45	43	41	39	36	38	41	46	45	45	35	36	34	52	58	40	48	39
Spend less	1	3	-	-	2	1	2	2	2	-	2	1	1	2	-	-	-	-	-	2
Spend the same	58	63	53	57	56	58	62	56	57	50	52	53	62	60	66	48	42	60	50	57
DK/NA	2	2	2	-	1	3	1	4	-	4	1	1	2	2	-	-	-	-	2	2

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	39	44	42	35	46	35	39	39	48	37	42	37	51	39	39	34	48	42	38
Spend less	1	-	-	1	1	1	1	2	1	1	2	2	-	1	1	1	2	1	1
Spend the same	58	56	56	63	52	62	58	58	51	60	56	60	48	58	58	63	50	56	59
DK/NA	2	-	2	1	1	2	3	1	-	2	1	2	1	2	1	2	-	1	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	39	44	43	36	37	38	-	35	42	36	35	41	41	40	37	72
Spend less	1	2	3	1	1	-	-	1	2	1	2	1	2	2	-	-
Spend the same	58	53	53	62	60	62	100	62	54	61	60	56	54	58	62	28
DK/NA	2	1	2	2	2	-	-	2	1	1	3	3	3	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

a) The safety of the water you drink

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As The		Wor. Oth/ Oth. Dep.		Sat. Sat.		Some Some what what		Very Very		Exp. Cut Exd. Exd.		Mai. Exd. Oth/		----- Much Qui.	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	39	39	41	38	68	66	34	41	39	29	51	17	35	-	38	43
Spend less	1	1	-	2	-	-	1	1	2	-	-	8	1	16	1	3
Spend the same	58	58	59	59	32	34	63	57	55	69	47	71	62	84	59	50
DK/NA	2	2	-	1	-	-	2	1	3	2	3	4	1	-	2	3

	Q8tia. SAFETY OF WATER/DRINK -----			
	Sat isf	Diss stis	Not Use	Ser.
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	632	147	11
WEIGHTED SAMPLE	800	631	148	11
Spend more	39	27	89	37
Spend less	1	1	1	9
Spend the same	58	70	9	37
DK/NA	2	1	1	18

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

b) Ambulance services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 or More	Less H.S.	Coll H.S.	Uni Vocality	F/T	P/T	Stud Work ent/	Unempl Stud ent/	Home oved	Ret ired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	79	82	76	80	78	79	81	77	83	92	76	79	80	79	77	84	83	82	69	82
Dissatisfied	2	3	2	7	1	3	3	1	-	-	2	4	2	4	-	3	-	-	-	-
Do not use service	9	6	11	5	10	7	9	11	9	4	16	7	9	9	14	5	9	5	11	9
DK/NA	10	9	10	7	11	11	7	11	8	4	6	10	10	8	9	8	8	13	20	9

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	79	76	86	85	82	77	78	81	87	77	85	79	83	79	81	80	78	79	80
Dissatisfied	2	6	2	1	-	3	2	2	4	2	-	2	1	2	1	3	3	3	2
Do not use service	9	6	6	9	7	10	9	9	3	10	10	9	9	9	11	9	9	9	9
DK/NA	10	12	6	5	11	9	11	8	6	10	5	10	8	10	7	8	10	9	10

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Satisfied	79	80	76	78	85	88	50	82	80	78	90	72	78	84	77	86	
Dissatisfied	2	2	5	2	-	-	-	-	3	1	-	4	3	1	2	-	
Do not use service	9	8	9	9	11	-	50	9	10	8	3	9	8	9	15	-	
DK/NA	10	10	10	10	4	12	-	8	6	12	7	15	11	5	6	14	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

b) Ambulance services

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta.TEN YEARS FROM NOW			
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Sat.	what Sat.	what Dis.	Very Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	79	79	79	81	100	34	80	80	78	89	80	96	79	32	79	78
Dissatisfied	2	2	10	2	-	-	2	2	4	-	5	-	1	-	1	6
Do not use service	9	9	-	6	-	-	10	8	9	4	7	-	9	51	9	6
DK/NA	10	10	10	10	-	66	8	10	9	6	8	4	10	16	10	9

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

b) Ambulance services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	17	18	15	21	28	19	15	10	10	25	24	23	12	19	9	23	8	14	18	12
Spend less	1	2	*	4	1	-	1	2	1	-	1	1	1	1	1	3	-	-	-	-
Spend the same	72	73	72	68	64	71	76	73	81	71	64	68	77	71	75	71	84	73	65	78
DK/NA	10	8	12	7	7	11	7	15	8	4	11	7	10	8	14	3	8	13	18	10

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	17	28	20	14	17	15	16	17	27	15	17	15	27	16	18	18	22	20	15
Spend less	1	-	-	3	-	1	1	1	3	1	1	1	-	1	1	1	2	2	1
Spend the same	72	62	70	77	76	74	72	73	64	74	74	74	66	73	73	72	67	69	74
DK/NA	10	10	10	6	8	10	10	9	6	10	9	10	7	10	8	9	9	10	10

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	17	15	26	15	16	24	-	17	23	12	24	17	19	14	17	29
Spend less	1	1	-	1	-	-	-	-	-	1	-	3	1	1	1	-
Spend the same	72	72	66	73	81	64	100	77	72	73	69	65	72	77	73	71
DK/NA	10	11	8	11	4	12	-	6	5	14	7	15	8	7	9	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

b) Ambulance services

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	17	16	21	20	-	-	18	15	18	19	25	30	13	-	15	25
Spend less	1	1	-	5	-	-	1	*	4	-	*	17	1	-	1	2
Spend the same	72	73	69	66	100	66	71	75	67	75	66	54	76	84	74	64
DK/NA	10	10	10	9	-	34	10	10	11	6	8	-	11	16	10	9

Q8tib. AMBUL-  
ANCE SERVICES

	Sat	Diss	Not	
	isf	stis	Use	
TOTAL	ied	fied	Ser.	
UNWEIGHTED SAMPLE	800	634	17	70
WEIGHTED SAMPLE	800	633	17	71
Spend more	17	17	94	10
Spend less	1	1	6	1
Spend the same	72	82	-	59
DK/NA	10	*	-	30



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

c) Social welfare assistance

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unempl	Home ker	Ret ired	
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	49	56	43	67	61	50	51	40	41	50	49	52	49	55	38	52	67	65	39	39
Dissatisfied	13	11	15	22	13	13	13	12	9	21	17	14	12	12	15	38	17	9	10	11
Do not use service	10	9	10	3	9	8	9	10	17	17	5	8	11	8	15	3	8	-	11	15
DK/NA	28	23	32	7	18	29	27	38	33	12	29	26	29	25	31	8	9	26	39	36

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Sin gle	Mar ried	Sep. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	49	46	45	53	51	53	52	47	61	48	48	49	49	51	44	54	50	54	48
Dissatisfied	13	34	10	14	9	12	13	13	25	10	14	12	23	13	13	13	19	14	13
Do not use service	10	4	13	14	12	8	7	12	7	10	11	10	7	9	15	10	4	12	9
DK/NA	28	16	33	19	28	27	28	27	7	31	27	29	21	27	29	24	27	21	31

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Card Card Oth. In Past	Card Card Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied		
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	49	49	54	46	56	39	100	54	56	44	49	49	52	50	52	56
Dissatisfied	13	12	8	15	14	13	-	9	12	13	18	16	11	11	14	15
Do not use service	10	10	11	10	7	24	-	14	7	10	11	12	9	11	6	-
DK/NA	28	29	27	29	24	25	-	23	26	33	22	24	27	27	29	29

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

c) Social welfare assistance

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Satisfied	49	50	30	50	-	-	53	49	46	52	48	58	50	16	49	51
Dissatisfied	13	12	29	20	68	-	11	12	16	20	20	25	10	-	12	20
Do not use service	10	10	10	6	-	-	11	9	7	12	8	8	10	51	10	9
DK/NA	28	27	31	24	32	100	24	29	31	15	24	8	30	32	29	20

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

c) Social welfare assistance

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	20	17	22	27	11	16	21	26	20	33	17	18	20	16	20	32	33	13	21	24
Spend less	8	11	5	9	14	9	8	6	4	-	12	10	7	11	5	13	-	-	2	4
Spend the same	51	56	47	57	60	53	50	45	48	50	53	53	50	55	45	44	58	78	46	44
DK/NA	21	17	25	7	15	22	21	23	28	16	18	19	22	18	31	11	9	9	31	27

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	20	56	17	13	23	16	17	22	32	16	25	17	36	18	24	17	18	19	20
Spend less	8	4	6	12	10	8	9	8	10	8	7	8	9	8	7	9	16	9	8
Spend the same	51	26	55	59	48	57	54	49	51	52	45	52	43	52	47	55	47	53	50
DK/NA	21	14	22	17	20	20	21	21	6	23	23	22	12	21	22	19	19	20	22

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	20	23	16	20	14	50	-	18	15	19	22	21	20	17	21	14
Spend less	8	8	8	8	8	-	-	9	7	9	11	5	7	9	9	15
Spend the same	51	46	60	48	63	26	100	59	62	47	52	52	49	54	53	57
DK/NA	21	23	15	24	16	25	-	14	16	26	15	21	23	20	17	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

c) Social welfare assistance

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	20	19	29	24	32	-	20	18	21	19	32	8	15	-	18	29
Spend less	8	8	19	10	35	-	7	7	7	24	5	58	7	16	8	11
Spend the same	51	53	31	46	-	-	52	53	48	46	43	29	56	51	53	44
DK/NA	21	20	21	20	32	100	20	22	24	11	20	4	22	32	22	16

Q8tic. SOCIAL  
WELFARE ASSIS.

	-----		-----	
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	397	105	78
WEIGHTED SAMPLE	800	395	106	78
Spend more	20	13	67	15
Spend less	8	8	24	-
Spend the same	51	78	9	45
DK/NA	21	1	-	40

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

8t. i) Are you satisfied or dissatisfied with ...?

d) Police services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 or More	Less Than H.S.	High School	Uni Vocality	F/T	P/T	Stud ent/ Work	Unempl	Home oved	Ret ired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	89	89	88	75	92	90	91	85	93	79	84	90	89	90	91	74	83	88	85	89
Dissatisfied	8	8	7	20	4	7	7	9	4	8	9	6	8	7	3	21	17	8	11	7
Do not use service	1	2	1	2	2	-	1	4	2	12	4	1	1	1	1	3	-	-	2	2
DK/NA	2	2	3	4	2	2	2	3	2	-	2	3	2	2	5	3	-	4	2	2

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	89	82	89	90	90	91	89	89	82	90	89	88	93	88	92	91	80	85	90
Dissatisfied	8	12	5	8	6	7	7	8	15	6	9	8	5	8	5	6	13	10	6
Do not use service	1	-	5	-	2	1	1	2	1	2	1	2	-	2	1	1	2	2	1
DK/NA	2	6	2	2	2	2	3	2	3	2	2	2	3	3	1	2	5	2	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	Card In Lib.	Card Oth. Lib.	Past Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied		
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Satisfied	89	87	90	88	92	87	100	94	89	91	84	84	90	90	88	86	
Dissatisfied	8	8	5	8	6	13	-	2	8	5	11	11	6	8	8	-	
Do not use service	1	3	1	1	1	-	-	-	1	1	5	3	2	-	1	-	
DK/NA	2	1	5	2	1	-	-	4	2	3	-	3	2	1	3	14	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

d) Police services

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta.TEN YEARS FROM NOW					
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat.	Sat.	Dis.	Dis	Very Ser.	Exc. Ser.	Exc. Ser.	Exc. Dep.	Oth/ Same	Much Same	Qui. Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117		
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116		
Satisfied	89	89	70	84	100	100	93	90	83	71	86	88	90	84	90	81		
Dissatisfied	8	7	30	9	-	-	4	6	14	27	9	12	7	-	7	13		
Do not use service	1	1	-	4	-	-	*	2	2	2	2	-	1	-	1	4		
DK/NA	2	2	-	4	-	-	3	2	2	-	3	-	2	16	2	2		

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

d) Police services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voc. sity	Uni. ver	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ners	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	28	27	29	14	28	29	35	28	31	29	28	40	24	28	22	16	26	26	33	31
Spend less	4	7	2	16	3	2	5	8	1	12	5	4	4	5	2	21	-	4	2	3
Spend the same	65	64	66	66	68	69	58	62	66	55	63	54	70	65	74	61	74	66	65	62
DK/NA	2	2	2	4	1	1	2	3	2	4	5	2	2	1	3	3	-	4	-	4

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	28	48	28	20	36	26	30	27	26	28	33	26	41	28	28	25	35	29	28
Spend less	4	6	2	7	2	4	4	5	12	4	2	5	1	5	3	5	8	6	4
Spend the same	65	42	67	69	62	69	64	66	59	66	65	67	56	65	67	69	52	63	66
DK/NA	2	4	3	5	-	1	2	3	3	2	1	2	2	2	3	1	5	2	2

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No In/	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	28	25	35	29	27	25	-	29	31	23	36	24	27	34	29	57
Spend less	4	4	5	6	2	-	-	2	5	4	3	9	4	3	4	-
Spend the same	65	69	57	63	70	75	100	65	63	70	59	66	67	61	64	29
DK/NA	2	2	4	2	1	-	-	4	1	3	2	1	2	1	3	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

d) Police services

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		-----									
	Not	Ab't	Bet/		Some	Some	Exp. Cut	Mai.								
	Bet	As	The	Wor.	Oth/	Very	what	what								
	Very	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.								
	Dis.	Dis.	Dis.	Dis.	Ser.	Ser.	Ser.	Ser.								
	Dep.	Same	Dif.	Same	Qui.	Dif.	Same	Dif.								
	-----	-----	-----	-----	-----	-----	-----	-----								
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	28	29	21	27	-	32	36	25	28	25	39	25	24	16	28	30
Spend less	4	4	20	9	-	-	3	2	10	12	2	41	4	-	3	12
Spend the same	65	66	59	59	100	68	59	70	60	62	57	33	70	84	67	55
DK/NA	2	2	-	6	-	-	2	3	2	-	2	-	2	-	2	3

Q8tid. POLICE  
SERVICES

	-----		-----	
	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	709	61	12
WEIGHTED SAMPLE	800	709	61	12
Spend more	28	27	55	17
Spend less	4	3	24	8
Spend the same	65	70	21	51
DK/NA	2	1	-	25



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

8t. i) Are you satisfied or dissatisfied with ...?

e) Child care services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	Some College	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	49	54	43	84	50	52	54	29	38	37	54	51	47	49	63	73	91	65	37	34
Dissatisfied	12	11	14	5	24	20	10	7	3	21	7	10	14	16	6	19	9	17	13	5
Do not use service	16	14	18	4	14	12	17	25	21	17	16	17	16	16	8	3	-	9	28	20
DK/NA	23	22	24	7	13	15	20	40	39	25	23	22	23	19	23	5	-	9	22	41

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	49	43	36	56	45	53	56	42	62	48	39	50	39	50	41	54	47	56	45
Dissatisfied	12	12	3	13	18	15	19	7	12	14	6	13	10	14	6	15	15	14	12
Do not use service	16	12	29	14	18	14	11	21	12	16	21	15	22	15	21	13	16	14	17
DK/NA	23	32	33	17	19	18	14	31	15	22	34	22	29	21	32	17	22	15	26

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card In Past	Card In Yes	Card In No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unsatisfied	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	49	41	51	50	54	50	100	57	51	44	43	44	56	52	45	56
Dissatisfied	12	9	11	16	10	13	-	8	12	14	13	12	12	8	17	-
Do not use service	16	24	14	14	12	25	-	16	11	18	16	20	14	19	13	-
DK/NA	23	26	24	21	24	12	-	18	26	24	28	25	17	21	26	44

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

e) Child care services

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW				
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat.Sat.	Some Dis.	Some Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mal. Dep.	Oth/ Same	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	49	49	49	49	68	34	51	52	39	50	50	58	48	34	49	48	
Dissatisfied	12	12	30	15	-	32	11	9	22	17	16	8	11	18	11	19	
Do not use service	16	16	10	18	-	-	15	17	14	19	15	13	17	16	16	17	
DK/NA	23	23	10	19	32	34	23	22	25	15	19	21	24	32	24	16	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

e) Child care services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	28	26	30	29	45	34	21	23	17	33	29	28	27	32	17	32	33	40	20	21
Spend less	4	5	3	-	4	6	5	3	2	4	4	4	4	6	3	-	-	4	4	1
Spend the same	48	51	44	62	38	44	57	41	51	54	47	51	47	44	55	63	58	56	59	45
DK/NA	20	19	22	9	13	16	17	33	31	8	21	18	22	18	25	5	9	-	18	33

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	28	40	23	27	38	28	34	22	35	28	19	27	36	29	22	30	29	31	26
Spend less	4	-	3	-	5	5	5	3	2	5	3	5	1	4	4	6	3	3	5
Spend the same	48	38	48	56	42	49	47	48	49	47	48	49	39	48	49	47	48	48	48
DK/NA	20	22	25	18	15	18	14	26	14	20	30	20	24	19	26	17	20	18	22

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	28	26	26	32	20	38	-	18	27	28	28	23	30	25	35	-
Spend less	4	5	8	3	2	-	-	5	5	2	5	4	5	3	6	-
Spend the same	48	45	47	45	61	50	100	61	51	46	48	47	48	52	43	71
DK/NA	20	24	18	20	18	12	-	17	18	24	19	25	17	20	17	29

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

e) Child care services

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		-----									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.							
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	28	27	50	33	35	66	34	23	30	31	40	13	24	-	26	39
Spend less	4	4	10	5	-	-	2	5	4	4	1	45	3	16	4	6
Spend the same	48	49	41	45	32	34	45	51	45	48	40	33	52	34	49	39
DK/NA	20	20	-	17	32	-	19	22	21	17	18	8	21	50	21	16

Q8tie. CHILD  
CARE SERVICES

	-----		
	Sat	Diss	Not
	isf	stis	Use
	TOTAL	ied	fied
	-----	-----	-----
UNWEIGHTED SAMPLE	800	390	99
WEIGHTED SAMPLE	800	388	100
Spend more	28	22	92
Spend less	4	4	2
Spend the same	48	73	5
DK/NA	20	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

f) Mental health services

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	Some College	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	49	53	46	73	63	51	51	35	43	58	53	54	47	51	52	66	75	57	46	43
Dissatisfied	12	12	11	11	8	12	13	14	9	16	11	11	12	13	8	21	9	13	11	9
Do not use service	10	9	10	4	9	7	10	11	12	12	6	8	10	10	6	3	17	-	11	10
DK/NA	29	26	32	13	20	29	26	40	36	13	30	27	30	26	34	10	-	30	33	38

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	49	50	44	58	53	51	54	46	67	49	40	49	51	51	43	52	52	56	47
Dissatisfied	12	18	12	10	12	12	11	12	11	11	15	11	12	12	11	12	18	13	11
Do not use service	10	6	14	11	7	10	7	12	8	9	13	10	9	9	14	10	7	8	10
DK/NA	29	26	30	21	28	27	29	29	14	31	31	30	27	29	32	27	23	23	32

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	49	46	58	45	61	50	100	65	57	46	46	50	48	56	50	28
Dissatisfied	12	15	8	13	8	-	-	6	9	15	13	10	10	8	15	14
Do not use service	10	10	12	9	9	25	-	13	9	8	13	11	11	8	9	-
DK/NA	29	30	22	34	23	25	-	17	25	31	28	29	31	27	26	59

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

f) Mental health services

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta.TEN YEARS FROM NOW				
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis	Very Ser.	Exp. Ser.	Cut Ser.	Exp. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	49	51	20	46	-	66	53	51	47	41	50	50	50	16	50	45	
Dissatisfied	12	11	29	16	68	34	11	10	18	17	14	13	10	-	11	15	
Do not use service	10	10	10	10	-	-	8	10	9	13	8	13	10	35	9	15	
DK/NA	29	29	41	28	32	-	28	30	27	29	27	25	30	49	31	25	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

f) Mental health services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ner	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	25	26	24	30	19	25	27	26	25	33	29	23	24	23	21	39	42	35	24	25
Spend less	2	3	*	2	3	2	3	-	2	4	4	1	2	3	1	3	-	-	-	1
Spend the same	51	52	50	59	62	51	53	45	46	54	53	58	49	54	55	51	50	43	50	45
DK/NA	22	19	25	9	16	23	17	30	27	8	15	19	25	20	22	8	9	22	26	28

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Sin gle	Mar ried	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	25	44	19	26	29	23	25	25	31	23	27	24	30	25	24	22	30	26	24
Spend less	2	-	2	1	1	2	3	1	2	2	-	2	1	2	1	2	3	3	2
Spend the same	51	34	58	56	52	54	51	52	57	51	49	52	47	52	51	55	52	53	51
DK/NA	22	22	22	17	18	21	21	22	11	24	24	22	21	22	23	21	15	19	23

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspeci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	25	27	26	25	19	13	-	23	21	27	31	27	21	20	32	14
Spend less	2	2	4	2	1	-	-	2	2	1	2	4	1	2	1	-
Spend the same	51	49	57	47	64	75	100	62	60	48	48	45	53	59	50	43
DK/NA	22	22	14	26	17	12	-	12	17	24	20	24	24	19	17	44





TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

g) Hospital renovations and new health care facilities

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 or More	Less H.S.	Coll H.S.	Uni Ver	Voca sity	F/T	P/T	Stud ent/ Work	Unempl	Home oyd ker	Ret ired		
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	75	77	74	70	76	68	75	82	83	70	75	75	76	73	71	71	75	74	74	82
Dissatisfied	19	18	20	23	21	25	21	13	13	30	20	22	18	21	22	26	25	22	24	14
Do not use service	1	1	1	-	1	1	1	2	-	-	2	1	1	1	2	-	-	-	-	-
DK/NA	4	5	4	7	2	6	3	4	4	-	2	3	5	5	6	3	-	4	2	4

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	Less Than \$20K	\$40K	\$60K	\$80K	More	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	75	72	81	73	71	74	69	80	73	75	78	75	75	74	80	74	68	73	76
Dissatisfied	19	20	11	21	19	22	24	15	23	20	16	20	16	21	13	21	23	21	19
Do not use service	1	-	2	1	2	1	1	1	-	1	3	1	1	1	1	1	2	1	1
DK/NA	4	8	6	5	8	3	5	4	4	4	4	4	8	4	5	4	7	5	4

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	75	79	66	76	77	62	50	65	76	81	75	77	70	77	73	72
Dissatisfied	19	16	27	20	19	26	50	28	20	14	21	15	25	19	20	14
Do not use service	1	1	-	1	2	-	-	1	1	1	-	-	1	-	3	-
DK/NA	4	4	7	4	2	12	-	6	3	4	3	8	4	4	4	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

g) Hospital renovations and new health care facilities

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta.TEN YEARS FROM NOW				
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Oth/ Wor.	Dep.	Very Sat.	what Sat.	what Dis.	Very Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	75	76	79	70	100	68	80	77	70	69	69	75	78	66	77	67	
Dissatisfied	19	19	21	24	-	-	16	18	25	29	26	25	16	-	18	29	
Do not use service	1	1	-	1	-	-	-	1	2	-	1	-	1	18	1	-	
DK/NA	4	4	-	5	-	32	5	4	3	2	4	-	5	16	5	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

g) Hospital renovations and new health care facilities

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	54	51	56	66	59	55	53	51	54	59	59	63	50	51	43	80	75	61	52	58
Spend less	2	2	1	-	3	3	2	-	1	-	4	1	2	2	-	3	9	-	2	-
Spend the same	41	43	39	28	37	39	42	45	42	41	35	34	45	43	52	18	17	35	43	39
DK/NA	4	4	4	5	1	4	2	4	4	-	2	2	4	4	5	-	-	4	2	3

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	54	64	47	55	59	55	56	52	65	52	54	53	61	55	49	52	53	56	53
Spend less	2	2	1	1	2	2	1	2	1	3	2	-	2	1	2	2	2	2	1
Spend the same	41	30	47	39	34	41	37	44	31	43	39	42	35	40	45	43	41	39	42
DK/NA	4	4	5	5	5	3	4	3	3	3	3	4	4	3	4	4	4	3	4

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./ Hou.	No Per./ Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	54	50	64	53	55	50	100	57	61	49	64	45	59	50	62	57
Spend less	2	1	1	2	3	-	-	3	1	-	-	1	3	2	2	-
Spend the same	41	45	30	42	39	38	-	36	34	47	33	48	35	46	32	43
DK/NA	4	3	5	3	3	12	-	4	4	4	3	6	3	3	4	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

g) Hospital renovations and new health care facilities

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		-----									
	Not	Ab't	Bet/		Some	Some	Exp. Cut	Mai.								
	Bet	As	The	Wor.	Oth/	Very	what	what								
	Very	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.								
	Dis.	Dis.	Dis.	Dis.	Ser.	Ser.	Ser.	Ser.								
	Dep.	Same	Dif.	Same	Qui.	Dif.	Same	Dif.								
	-----	-----	-----	-----	-----	-----	-----	-----								
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	54	54	51	53	32	100	58	52	54	50	71	42	48	18	53	57
Spend less	2	1	10	2	-	-	1	1	3	4	*	16	1	-	1	4
Spend the same	41	40	38	42	68	-	38	43	40	44	25	42	47	66	42	37
DK/NA	4	4	-	2	-	-	3	4	2	2	4	-	4	16	4	2

Q8tig. HOSPITAL  
RENOVATIONS

	-----	
	Sat	Diss
	isf	stis
	Use	Use
	ied	fied
	Ser.	Ser.
	-----	-----
UNWEIGHTED SAMPLE	800	603
WEIGHTED SAMPLE	800	603
Spend more	54	46
Spend less	2	1
Spend the same	41	52
DK/NA	4	*

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

h) Public housing

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home owner	Ret ired		
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Satisfied	54	59	51	73	67	59	61	36	41	58	50	53	56	59	61	68	75	52	50	40
Dissatisfied	14	12	15	16	5	11	13	21	18	21	18	14	13	11	8	21	9	26	17	19
Do not use service	7	7	7	5	8	5	6	7	8	12	5	6	7	6	9	3	8	-	7	7
DK/NA	25	23	27	5	19	24	20	36	33	9	27	27	24	23	22	8	8	22	26	33

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	Less Than \$20K	\$20K \$40K	\$40K \$60K	\$60K \$80K	More	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Satisfied	54	46	54	56	57	59	57	53	67	54	49	55	53	56	48	59	64	59	53
Dissatisfied	14	38	16	9	16	11	12	16	19	12	21	12	29	14	14	10	15	14	14
Do not use service	7	2	6	11	7	6	6	7	5	7	6	7	3	6	8	7	4	9	6
DK/NA	25	14	24	24	20	24	25	25	9	28	24	26	16	24	30	23	17	18	28

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card In Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Satisfied	54	52	52	54	63	62	100	57	58	54	44	46	60	61	52	28
Dissatisfied	14	15	10	14	15	26	-	9	15	14	26	20	8	9	16	29
Do not use service	7	6	13	6	5	-	-	15	5	7	6	8	8	7	3	-
DK/NA	25	27	25	27	18	12	-	18	22	25	23	27	23	24	29	44

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. i) Are you satisfied or dissatisfied with ...?

h) Public housing

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW				
	TOTAL	ter	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mal. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Satisfied	54	56	60	44	35	34	57	55	50	65	54	63	55	-	55	50	
Dissatisfied	14	12	19	27	32	66	11	11	23	19	16	8	13	16	12	22	
Do not use service	7	7	10	5	-	-	6	7	5	8	8	8	5	51	7	7	
DK/NA	25	25	10	24	32	-	26	27	22	8	21	20	27	32	26	21	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

h) Public housing

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homeowner	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Spend more	24	20	27	35	16	21	22	30	27	33	28	27	22	19	23	34	25	30	30	28
Spend less	10	16	5	11	13	13	11	9	7	4	7	11	11	15	3	13	-	4	4	7
Spend the same	48	49	47	50	56	50	51	36	44	55	54	44	48	49	49	48	75	52	44	44
DK/NA	18	15	21	4	14	17	16	26	21	8	11	19	19	16	25	5	-	13	22	21

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Spend more	24	62	26	18	27	19	21	26	30	21	32	20	47	23	25	19	29	27	22
Spend less	10	6	5	8	14	12	12	9	13	11	5	11	8	11	10	13	16	10	11
Spend the same	48	28	51	53	43	51	48	48	49	48	48	50	35	48	49	51	43	47	48
DK/NA	18	4	18	21	16	18	19	17	8	20	16	19	10	18	16	17	12	16	18

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Spend more	24	27	17	23	24	26	-	18	23	28	40	26	16	21	22	28
Spend less	10	9	16	10	10	-	-	15	11	9	3	10	14	11	9	14
Spend the same	48	45	49	46	57	62	100	53	54	45	41	41	51	51	56	44
DK/NA	18	19	18	20	8	12	-	14	12	19	16	23	19	17	13	15

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

8t. ii) And, keeping in mind that taxes may increase if spending increases, do you think the Regional Municipality of Halton should be spending more, spending less, or spending the same on each of the following?

h) Public housing

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	TOTAL	ter	Not	Ab't	Bet/	Some	Some	Exp.	Cut	Mai.	Oth/	Much	Qui.			
	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Spend more	24	21	49	41	68	66	27	21	25	35	21	19	18	22	32	
Spend less	10	11	20	7	-	-	8	9	12	21	6	41	11	16	10	13
Spend the same	48	50	31	36	32	34	47	51	44	46	40	25	53	16	50	39
DK/NA	18	18	-	15	-	-	18	19	19	8	19	12	17	50	19	16

Q8tih. PUBLIC  
HOUSING

	Sat	Diss	Not	
	isf	stis	Use	
	TOTAL	ied	fied	Ser.
	800	437	110	53
	800	436	110	53
Spend more	24	15	83	15
Spend less	10	14	11	6
Spend the same	48	70	6	37
DK/NA	18	*	-	42



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

9t. Thinking about the planning and use of the Town's park space, which one of the following do you most prefer?

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS					
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than 75	High School	College	Vocational	University	F/T	P/T	Student/Worker	Unemployed	Homekeeper	Retired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Keeping more of the park areas as open green spaces, treed areas and trails	79	80	78	83	83	73	79	83	77	62	81	77	80	80	83	77	92	74	74	78
Using park space to develop more sports fields, such as ball diamonds and soccer fields	16	17	16	16	12	22	17	13	16	38	15	21	14	16	14	23	8	22	20	14
Both	2	3	2	2	3	4	3	1	2	-	1	1	3	3	1	-	-	5	4	3
Other	*	1	*	-	3	1	-	-	-	-	1	1	*	1	-	-	-	-	-	-
DK/NA	2	1	2	-	-	1	1	3	4	-	1	1	2	*	2	-	-	-	2	5

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Keeping more of the park areas as open green spaces, treed areas and trails	79	66	86	78	81	80	74	83	81	79	78	80	74	79	79	81	78	76	80
Using park space to develop more sports fields, such as ball diamonds and soccer fields	16	28	11	18	14	16	22	12	17	16	17	15	23	17	16	16	20	20	15
Both	2	2	-	2	3	3	3	2	3	3	1	3	2	3	1	3	1	3	2
Other	*	2	-	-	1	1	1	*	-	1	-	*	1	1	-	1	-	*	1
DK/NA	2	2	3	1	-	1	1	2	-	1	3	2	1	1	4	*	1	-	2

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

9t. Thinking about the planning and use of the Town's park space, which one of the following do you most prefer?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Not Yes		No In	Card Card		Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward			
		Per/	Per/		Past	Yes									No	1	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Keeping more of the park areas as open green spaces, treed areas and trails	79	82	78	77	80	63	100	85	75	79	79	81	76	80	81	100	
Using park space to develop more sports fields, such as ball diamonds and soccer fields	16	14	17	18	16	25	-	13	19	16	18	15	21	15	13	-	
Both	2	1	4	3	3	12	-	1	5	1	-	3	1	6	4	-	
Other	*	1	-	*	1	-	-	-	1	1	2	-	1	-	-	-	
DK/NA	2	2	1	2	-	-	-	1	-	3	2	2	1	-	2	-	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW															
	TOTAL	Not Ab't		Bet/ The	Wor.	Oth/ Dep.	Very Sat.	Some Some		Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
		ter	Good					Same	Oth.							Dep.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Keeping more of the park areas as open green spaces, treed areas and trails	79	80	69	78	100	68	76	79	81	83	70	87	83	68	79	77
Using park space to develop more sports fields, such as ball diamonds and soccer fields	16	16	31	19	-	32	18	17	14	14	25	9	13	32	16	20
Both	2	3	-	1	-	-	3	2	3	2	2	-	3	-	3	3
Other	*	*	-	1	-	-	1	*	-	-	1	-	*	-	1	-
DK/NA	2	1	-	1	-	-	2	1	2	-	1	4	2	-	2	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

10t. a) Thinking about overall strategies by which the Town should manage its services, which of the following would be your first choice? Do you think the Town of Oakville should ...?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	High School	University	College	Vocational	F/T	P/T	Student/Work	Unempl.	Homebased	Retired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Expand existing services	28	26	31	37	34	33	28	22	21	25	25	34	28	29	23	40	26	31	30	25
Cut existing services	3	4	2	3	4	4	3	3	2	4	5	1	3	4	2	5	-	5	-	2
Maintain existing services	67	68	66	58	60	62	68	75	74	66	67	65	67	65	74	55	74	65	68	71
Other/depends	1	1	*	2	-	2	1	-	1	-	-	1	1	1	1	-	-	-	-	1
DK/NA	1	1	1	-	2	1	1	-	2	4	2	-	1	1	-	-	-	-	2	2

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Expand existing services	28	44	21	29	29	28	33	25	30	29	26	27	37	29	24	28	30	32	27
Cut existing services	3	4	1	2	-	4	3	3	4	3	3	3	3	3	4	4	4	4	3
Maintain existing services	67	50	78	64	71	68	61	71	64	67	69	68	60	66	70	66	66	62	69
Other/depends	1	-	-	4	-	*	1	*	1	1	1	1	-	1	1	1	-	1	1
DK/NA	1	2	-	1	-	1	1	1	1	1	2	1	-	1	1	1	-	1	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
 EN5497

10t. a) Thinking about overall strategies by which the Town should manage its services, which of the following would be your first choice? Do you think the Town of Oakville should ...?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.																WARDS					
	TOTAL	Not Yes No		Card Card		Ward Ward Ward Ward Ward Ward						Uns fici										
		Per/	Per/	In	Oth.	In	Past	Yes	No	1	2		3	4	5	6						
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7						
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7						
Expand existing services	28	28	29	30	24	13	50	19	31	26	33	30	32	23	28	29						
Cut existing services	3	3	2	4	2	-	-	3	1	2	8	3	3	2	3	-						
Maintain existing services	67	69	65	64	73	87	50	77	66	72	57	65	63	72	68	71						
Other/depends	1	-	3	1	-	-	-	1	1	-	-	1	1	1	1	-						
DK/NA	1	1	1	1	1	-	-	-	1	-	2	1	1	2	-	-						

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW															
	TOTAL	Not Ab't Bet/		Some Some		Exp. Cut		Mai.		Oth/		Much Qui.				
		ter	As	The	Wbr.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Same	Dif.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Expand existing services	28	27	30	35	32	34	29	27	33	21	100	-	-	-	27	39
Cut existing services	3	2	19	6	-	-	2	2	5	10	-	100	-	-	2	6
Maintain existing services	67	69	51	56	68	66	69	69	58	69	-	-	100	-	69	54
Other/depends	1	1	-	2	-	-	1	*	3	-	-	-	-	100	1	1
DK/NA	1	1	-	-	-	-	1	1	1	-	-	-	-	-	1	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

10t. b) And how do you think the town should do this? Do you think the Town of Oakville should ...?

Subsample: Respondents who think the Town of Oakville should expand existing services

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less H.S.	High School Grad	Coll Voca	University	F/T	P/T	Student/Work	Unempl	Homebased	Retired	
UNWEIGHTED SAMPLE	226	103	123	21	37	61	47	25	25	6	21	60	135	119	15	15	3	7	14	44
WEIGHTED SAMPLE	227	99	128	21	37	61	47	25	26	6	21	60	135	118	15	15	3	7	14	45
Increase taxes	17	22	13	23	11	13	19	16	20	32	14	18	15	14	20	19	33	15	27	20
Increase user fees	68	60	74	72	81	73	57	65	72	68	86	67	66	71	53	74	67	85	73	64
Both	9	13	7	-	5	8	13	12	8	-	-	10	11	10	13	-	-	-	-	11
Other/depends	4	4	5	5	3	5	9	4	-	-	-	3	6	5	7	-	-	-	-	2
DK/NA	1	1	2	-	-	2	2	4	-	-	-	2	1	-	7	7	-	-	-	2

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	226	22	13	25	26	97	117	106	34	156	29	183	39	188	33	117	30	74	148
WEIGHTED SAMPLE	227	22	13	25	26	97	117	107	34	156	29	184	39	189	33	117	30	74	149
Increase taxes	17	36	31	16	12	12	17	17	17	15	27	13	38	16	21	12	26	16	17
Increase user fees	68	46	69	68	73	72	71	64	68	71	59	72	46	69	65	72	60	61	72
Both	9	4	-	12	4	11	9	9	9	10	3	10	8	9	6	10	6	13	7
Other/depends	4	5	-	4	12	4	2	8	6	4	4	4	3	4	9	5	3	7	3
DK/NA	1	9	-	-	-	-	1	2	-	1	7	1	5	2	-	1	3	3	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Per. Hou.	Per. Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	226	59	31	101	28	1	1	16	46	42	20	33	65	35	29	2
WEIGHTED SAMPLE	227	59	30	102	28	1	1	16	46	42	20	34	65	35	29	2
Increase taxes	17	10	13	21	21	-	-	19	15	21	15	12	14	20	24	-
Increase user fees	68	77	71	61	69	100	100	69	72	67	75	70	71	69	56	48
Both	9	5	9	14	3	-	-	6	6	9	10	9	11	9	3	52
Other/depends	4	7	6	2	7	-	-	6	6	2	-	9	5	-	10	-
DK/NA	1	2	-	2	-	-	-	-	-	-	-	-	-	3	7	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

10t. b) And how do you think the town should do this? Do you think the Town of Oakville should ...?

Subsample: Respondents who think the Town of Oakville should expand existing services

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Oth/ Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	226	188	3	28	1	1	55	113	39	10	226	-	-	-	178	45
UNWEIGHTED SAMPLE	226	188	3	28	1	1	55	113	39	10	226	-	-	-	178	45
WEIGHTED SAMPLE	227	188	3	28	1	1	55	113	39	10	227	-	-	-	179	45
Increase taxes	17	16	32	17	100	-	13	16	23	30	17	-	-	-	16	21
Increase user fees	68	71	35	55	-	100	71	71	60	50	68	-	-	-	71	56
Both	9	7	32	21	-	-	11	10	5	19	9	-	-	-	9	11
Other/depends	4	4	-	7	-	-	4	3	10	-	4	-	-	-	3	11
DK/NA	1	2	-	-	-	-	2	1	3	-	1	-	-	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

10t. c) And if the Town cuts services, which one of the following do you prefer ...?

Subsample: Respondents who think the Town of Oakville should cut existing services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 or More	Less H.S.	Coll H.S.	Uni Vocality	F/T	P/T	Stud Work	ent/ent	Unempl	Home	Ret		
UNWEIGHTED SAMPLE	24	17	7	2	5	7	5	3	2	1	4	2	17	17	1	2	-	1	-	3
WEIGHTED SAMPLE	24	16	7	2	5	7	5	3	2	1	4	2	17	17	1	2	-	1	-	3
That it cut taxes	75	71	86	50	80	86	81	67	48	100	75	100	71	83	100	50	-	100	-	32
That it cut user fees	21	24	14	50	-	14	19	33	52	-	25	-	23	12	-	50	-	-	-	68
Both	4	6	-	-	20	-	-	-	-	-	-	-	6	6	-	-	-	-	-	-
Other/depends	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.A.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	24	2	1	2	-	13	12	12	5	16	3	20	3	19	5	16	4	9	15
WEIGHTED SAMPLE	24	2	1	2	-	13	12	12	5	16	3	20	3	19	5	16	4	9	15
That it cut taxes	75	50	100	50	-	85	76	75	80	76	66	80	67	69	100	82	76	79	73
That it cut user fees	21	50	-	50	-	15	16	25	20	18	34	15	33	26	-	12	24	21	20
Both	4	-	-	-	-	8	-	-	6	-	5	-	5	-	6	-	-	-	7
Other/depends	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In In	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHTED SAMPLE	24	6	2	14	2	-	-	3	1	3	5	4	6	3	3	-
WEIGHTED SAMPLE	24	6	2	14	2	-	-	3	1	3	5	4	6	3	3	-
That it cut taxes	75	100	-	72	100	-	-	33	100	67	79	75	50	100	100	-
That it cut user fees	21	-	100	21	-	-	-	67	-	33	21	25	33	-	-	-
Both	4	-	-	7	-	-	-	-	-	-	-	-	17	-	-	-
Other/depends	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

10t. c) And if the Town cuts services, which one of the following do you prefer ...?

Subsample: Respondents who think the Town of Oakville should cut existing services

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Dep. Oth.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good														
UNWEIGHTED SAMPLE	24	17	2	5	-	-	3	9	6	5	-	24	-	-	17	7
WEIGHTED SAMPLE	24	17	2	5	-	-	3	9	6	5	-	24	-	-	17	7
That it cut taxes	75	65	100	100	-	-	68	67	100	61	-	75	-	-	77	72
That it cut user fees	21	29	-	-	-	-	32	33	-	20	-	21	-	-	18	28
Both	4	6	-	-	-	-	-	-	-	20	-	4	-	-	6	-
Other/depends	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

10t. d) Do you think the Town of Oakville should maintain services even if it means taxes are increased?

Subsample: Respondents who think the Town of Oakville should maintain existing services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ma ker	Ret ired		
UNWEIGHTED SAMPLE	537	272	265	32	66	115	115	86	91	16	56	115	331	270	48	21	9	15	31	126
WEIGHTED SAMPLE	537	261	276	32	66	116	115	85	91	16	56	116	330	268	49	21	9	15	32	126
Yes	71	70	71	66	59	70	71	80	77	62	71	76	70	68	71	66	44	80	74	80
No	25	27	24	28	35	29	24	17	21	31	25	23	25	28	27	29	56	20	16	16
Other/depends	2	1	3	3	5	1	1	1	1	-	2	1	2	2	-	5	-	-	6	2
DK/NA	2	2	2	3	2	-	3	1	1	6	2	-	2	2	2	-	-	-	3	2

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K More	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	537	25	50	55	64	239	216	307	72	369	79	457	63	428	96	273	66	145	379
WEIGHTED SAMPLE	537	25	50	55	64	238	217	306	72	368	80	457	63	427	97	272	66	145	379
Yes	71	73	72	64	67	74	66	75	68	73	67	70	81	71	71	68	68	67	73
No	25	24	22	31	28	23	30	21	28	23	30	26	16	26	22	29	27	28	24
Other/depends	2	4	4	2	1	1	1	3	4	2	-	2	2	2	2	1	3	2	2
DK/NA	2	-	2	4	3	2	3	1	-	2	3	2	2	1	5	2	1	3	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	537	146	69	214	85	7	1	65	98	116	35	74	127	109	71	5
WEIGHTED SAMPLE	537	146	68	214	85	7	1	65	97	117	35	73	127	110	71	5
Yes	71	74	67	70	72	85	-	69	70	77	60	58	65	74	82	81
No	25	25	26	25	25	15	-	24	26	21	34	36	31	24	11	-
Other/depends	2	-	6	1	2	-	100	6	3	1	3	3	1	2	3	19
DK/NA	2	1	1	3	-	-	-	-	1	2	3	3	2	-	4	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

10t. d) Do you think the Town of Oakville should maintain services even if it means taxes are increased?

Subsample: Respondents who think the Town of Oakville should maintain existing services

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
UNWEIGHTED SAMPLE	537	478	5	45	2	2	134	287	69	33	-	-	537	-	467	63	
WEIGHTED SAMPLE	537	477	5	45	2	2	134	287	69	33	-	-	537	-	467	62	
Yes	71	73	41	52	48	100	79	72	61	43	-	-	71	-	72	59	
No	25	24	39	39	52	-	18	25	33	51	-	-	25	-	24	36	
Other/depends	2	1	20	7	-	-	2	2	-	6	-	-	2	-	2	2	
DK/NA	2	2	-	2	-	-	1	1	6	-	-	-	2	-	2	3	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

10t. e) Do you think the Town of Oakville should maintain services even if it means user fees are increased?

Subsample: Respondents who think the Town of Oakville should maintain existing services

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voc	Uni sity	F/T	P/T	Stud ent/ Work	Unempl	Home oyer	Ret ired		
UNWEIGHTED SAMPLE	537	272	265	32	66	115	115	86	91	16	56	115	331	270	48	21	9	15	31	126
WEIGHTED SAMPLE	537	261	276	32	66	116	115	85	91	16	56	116	330	268	49	21	9	15	32	126
Yes	68	74	62	72	70	73	71	76	56	43	59	68	72	72	69	76	56	47	84	61
No	28	24	32	22	24	27	28	22	36	44	32	30	26	27	25	19	44	53	16	32
Other/depends	1	1	2	3	5	-	-	-	-	-	2	2	1	1	2	5	-	-	-	1
DK/NA	3	2	4	3	2	-	1	1	8	13	7	1	2	1	4	-	-	-	-	7

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	537	25	50	55	64	239	216	307	72	369	79	457	63	428	96	273	66	145	379
WEIGHTED SAMPLE	537	25	50	55	64	238	217	306	72	368	80	457	63	427	97	272	66	145	379
Yes	68	60	57	54	65	79	72	66	64	72	58	69	65	72	55	73	64	67	69
No	28	32	35	44	30	20	26	29	32	25	38	28	30	26	36	25	32	31	27
Other/depends	1	4	2	-	2	-	*	1	4	*	-	1	2	1	2	1	1	1	1
DK/NA	3	4	6	2	3	1	1	4	-	3	4	3	3	2	7	1	3	1	3

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	537	146	69	214	85	7	1	65	98	116	35	74	127	109	71	5
WEIGHTED SAMPLE	537	146	68	214	85	7	1	65	97	117	35	73	127	110	71	5
Yes	68	68	78	67	61	100	-	72	68	62	63	63	73	69	74	39
No	28	30	17	29	33	-	100	20	28	32	34	31	24	28	21	42
Other/depends	1	1	3	*	1	-	-	3	1	1	-	1	-	2	1	19
DK/NA	3	1	2	3	5	-	-	5	2	5	3	4	2	1	3	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

10t. e) Do you think the Town of Oakville should maintain services even if it means user fees are increased?

Subsample: Respondents who think the Town of Oakville should maintain existing services

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Very Ser.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	537	478	5	45	2	2	134	287	69	33	-	-	537	-	467	63
UNWEIGHTED SAMPLE	537	478	5	45	2	2	134	287	69	33	-	-	537	-	467	63
WEIGHTED SAMPLE	537	477	5	45	2	2	134	287	69	33	-	-	537	-	467	62
Yes	68	69	-	60	48	48	72	69	63	45	-	-	68	-	69	63
No	28	27	80	35	52	52	26	26	31	52	-	-	28	-	28	30
Other/depends	1	1	-	2	-	-	1	2	-	-	-	-	1	-	1	2
DK/NA	3	3	20	2	-	-	1	3	6	3	-	-	3	-	3	5

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

11t. a) Within the past year, have you or members of your household used Oakville's bus system?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni	Voc	City	F/T	P/T	Student/Work	Unempl	Home
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes	44	46	43	86	38	39	52	45	32	62	48	49	41	44	49	71	83	60	37	35
No	55	55	56	14	61	60	48	55	68	38	52	51	58	56	51	26	17	40	63	65
DK/NA	*	-	*	-	1	1	-	-	-	-	-	-	*	*	-	3	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Mar	Wid.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes	44	64	44	49	42	42	45	44	67	40	45	42	60	46	39	45	54	55	40
No	55	34	56	51	58	58	54	56	33	60	54	58	39	54	61	55	46	44	60
DK/NA	*	2	-	-	-	*	*	*	-	*	1	*	1	*	-	1	-	1	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	Card In	Card Oth. In	Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Yes	44	42	43	52	29	26	50	46	30	40	48	36	43	48	52	71
No	55	57	57	47	71	74	50	54	70	60	52	64	56	52	47	29
DK/NA	*	*	-	*	-	-	-	-	-	-	-	-	1	-	1	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
R95497

11t. a) Within the past year, have you or members of your household used Oakville's bus system?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
TOTAL	ter	Good	Not Bet As The Same	Ab't Wor. Oth.	Bet/ Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes	44	43	50	55	35	-	46	45	40	50	46	44	32	44	50	
No	55	56	50	45	65	100	53	55	59	50	53	54	56	68	56	50
DK/NA	*	*	-	-	-	-	1	-	1	-	*	-	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

11t. b) Thinking about the person in your household who uses the bus system the most, does that person take the bus ...?

Subsample: Respondents, or a member of their household, who have used Oakville's bus system within the past year

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Comm Coll	Univer	Vocational	F/T	P/T	Student/Work	Unempl	Homebased	Retired
UNWEIGHTED SAMPLE	355	182	173	48	42	74	87	51	39	15	40	88	204	182	32	27	10	14	17	62
WEIGHTED SAMPLE	355	175	180	48	42	74	88	50	39	15	40	88	203	181	33	27	10	14	18	62
At all times of the day, to get most places where he/she cannot walk or bike	13	7	20	7	15	10	17	14	16	7	20	15	11	13	9	12	-	-	12	21
Usually just to get to work or to connect with another transit system, such as the GO train	34	37	32	35	38	34	36	37	26	34	30	30	38	41	28	36	30	15	41	21
Just occasionally	52	55	49	58	48	57	46	47	59	59	50	54	50	46	63	52	70	78	47	57
Other	1	1	-	-	-	1	2	-	-	-	-	-	1	1	-	-	-	7	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	355	32	28	42	38	148	160	189	76	220	51	284	63	294	54	186	54	129	220
WEIGHTED SAMPLE	355	32	28	42	38	147	160	188	76	219	52	284	63	293	54	185	54	128	221
At all times of the day, to get most places where he/she cannot walk or bike	13	26	22	10	10	10	13	13	9	11	26	11	24	12	21	11	15	14	13
Usually just to get to work or to connect with another transit system, such as the GO train	34	25	35	40	34	37	33	36	33	36	31	34	35	37	22	39	38	31	37
Just occasionally	52	49	43	50	56	52	53	51	58	52	43	54	41	51	57	49	46	55	50
Other	1	-	-	-	-	1	1	1	-	1	-	1	-	1	-	1	-	1	*
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

11t. b) Thinking about the person in your household who uses the bus system the most, does that person take the bus ...?

Subsample: Respondents, or a member of their household, who have used Oakville's bus system within the past year

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Not Yes		No		Card Card		Ward									
		Per.	Hou.	Per/	Hou.	In	Oth.	In	Past	Yes	No	1	2	3	4	5	
UNWEIGHTED SAMPLE	355	90	45	176	33	2	1	39	44	65	29	41	88	73	54	5	
WEIGHTED SAMPLE	355	90	45	176	33	2	1	39	44	65	29	41	88	73	54	5	
At all times of the day, to get most places where he/she cannot walk or bike	13	15	11	13	12	50	-	16	9	11	25	12	12	12	13	21	
Usually just to get to work or to connect with another transit system, such as the GO train	34	24	44	37	39	-	100	45	37	28	35	41	33	34	40	19	
Just occasionally	52	61	45	49	48	50	-	39	54	60	41	46	54	53	46	60	
Other	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS										FROM NOW					
	TOTAL	Not Ab't		Bet/		Some		Some		Exp.		Cut		Mai.		
		ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Much	Qui.
UNWEIGHTED SAMPLE	355	302	5	44	1	-	90	187	47	24	105	11	234	2	294	59
WEIGHTED SAMPLE	355	301	5	44	1	-	90	187	47	24	105	11	234	2	294	58
At all times of the day, to get most places where he/she cannot walk or bike	13	12	21	19	-	-	14	14	13	13	16	19	11	-	13	9
Usually just to get to work or to connect with another transit system, such as the GO train	34	33	39	40	-	-	35	33	34	33	33	63	34	50	35	31
Just occasionally	52	54	40	39	100	-	51	54	49	54	51	18	55	-	51	57
Other	1	*	-	2	-	-	-	-	4	-	-	-	*	50	-	3
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

11t. c) Thinking about Sundays, do you, or does anyone in your household, use Oakville's bus system ...?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	Uni Vocality	Coll ver	F/T	P/T	Student/Work ent	Unempl	Home re	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Regularly, that is, most Sundays	2	1	2	5	2	1	2	2	2	4	2	2	1	1	6	-	-	5	4	1
Occasionally	8	9	7	21	5	6	9	7	7	21	17	7	6	8	1	24	-	9	4	7
Never or hardly ever	90	90	90	73	93	93	88	91	91	75	80	90	93	90	93	76	100	87	92	91
DK/NA	*	*	*	-	-	-	1	-	1	-	1	1	*	*	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Regularly, that is, most Sundays	2	10	1	-	-	1	1	2	4	1	3	1	6	2	2	2	2	2	2
Occasionally	8	18	13	9	9	5	9	6	18	5	12	7	14	7	9	7	13	12	6
Never or hardly ever	90	72	84	91	90	93	89	91	78	94	84	92	80	91	88	91	84	86	92
DK/NA	*	-	2	-	1	*	1	*	-	*	1	*	-	*	1	*	1	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Per.	Hou.	Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Regularly, that is, most Sundays	2	2	3	2	1	-	-	2	1	1	3	-	1	4	2	-
Occasionally	8	7	11	9	3	13	-	14	2	7	13	6	7	5	12	15
Never or hardly ever	90	91	87	89	96	87	100	83	96	89	83	94	92	91	86	85
DK/NA	*	-	-	1	1	-	-	-	1	2	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

11t. c) Thinking about Sundays, do you, or does anyone in your household, use Oakville's bus system ...?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
TOTAL	ter	Good	Not Bet As Good	Ab't The Same	Bet/ Wor. Oth.	Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Regularly, that is, most Sundays	2	2	10	1	-	-	1	2	2	2	2	-	2	-	2	1
Occasionally	8	8	10	10	-	-	8	7	10	6	10	21	6	-	7	11
Never or hardly ever	90	90	80	89	100	100	91	90	88	89	88	79	92	100	90	88
DK/NA	*	*	-	-	-	-	-	*	-	2	1	-	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

12t. a) Within the past year, have you visited, telephoned, faxed or e-mailed any Oakville municipal office, a community centre or a library in order to conduct business or obtain municipal services?

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	High School	University	College	Technical	F/T	P/T	Student/Work	Unempl.	Homebased	Retired
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes, have personally visited	36	38	34	26	40	45	42	37	17	20	23	32	41	41	51	37	41	22	30	24
Yes, by telephone	34	30	38	16	28	45	44	31	22	21	21	30	39	39	36	19	25	13	46	28
Yes, by fax	9	8	10	4	11	15	12	5	2	-	4	6	12	12	9	11	9	-	13	2
Yes, by Internet/e-mail	23	24	22	20	23	32	26	26	7	12	16	14	29	26	31	27	25	39	26	9
No experience with Town employees	42	43	41	64	42	30	29	41	64	63	55	49	36	37	29	44	59	52	35	57
Other type of experience	1	2	1	-	1	1	1	2	2	-	-	-	2	1	-	-	-	-	-	2
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes, have personally visited	36	30	23	36	30	42	43	31	32	39	28	37	30	40	20	44	32	44	33
Yes, by telephone	34	30	27	24	36	42	42	28	18	39	29	37	21	37	24	40	24	39	32
Yes, by fax	9	2	3	12	4	14	15	5	5	11	6	10	4	10	4	14	5	10	9
Yes, by Internet/e-mail	23	14	6	17	25	29	29	19	20	26	13	25	12	27	5	29	18	29	21
No experience with Town employees	42	48	64	48	43	33	33	48	55	36	53	40	54	37	63	33	49	32	45
Other type of experience	1	-	-	1	1	1	1	1	-	1	1	1	-	1	1	1	1	*	1
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

12t. a) Within the past year, have you visited, telephoned, faxed or e-mailed any Oakville municipal office, a community centre or a library in order to conduct business or obtain municipal services?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Not Yes		No In	Card Card		Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward			
		Per/	Per/		Past	Yes									No	1	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Yes, have personally visited	36	38	33	41	24	25	-	36	23	29	26	35	40	38	43	44	
Yes, by telephone	34	33	29	41	23	25	50	33	23	31	23	36	38	29	40	59	
Yes, by fax	9	6	9	12	7	13	-	8	8	7	2	8	14	9	9	28	
Yes, by Internet/ e-mail	23	19	24	29	14	26	-	29	13	20	16	24	25	20	31	45	
No experience with Town employees	42	42	45	35	57	50	50	39	58	50	53	38	35	46	36	14	
Other type of experience	1	2	-	1	1	-	-	-	1	2	-	2	*	1	2	-	
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS										FROM NOW					
	TOTAL	Not Ab't Bet/		Wor. Oth/	Very what what Very		Exp. Exi.	Exp. Exi.	Exp. Exi.	Oth/	Much Qui.	Same Dif.	Same Dif.	Same Dif.	Same Dif.	
		ter	Good		Same	Oth. Dep.										Sat. Sat.
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes, have personally visited	36	37	40	26	32	-	36	38	29	33	39	29	35	32	36	39
Yes, by telephone	34	34	50	29	32	-	29	36	35	42	35	33	33	50	34	33
Yes, by fax	9	10	-	4	32	-	7	11	8	15	13	8	8	18	9	9
Yes, by Internet/ e-mail	23	24	21	19	32	34	19	24	28	31	23	33	23	16	22	29
No experience with Town employees	42	40	50	55	68	66	46	40	41	40	40	46	43	34	42	38
Other type of experience	1	1	-	-	32	-	1	1	2	4	1	-	1	-	1	3
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

12t. b) Within the past year, have you contacted any member of the Oakville Town Council?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Uni. Vocality	F/T	P/T	Student/Work ent.	Unempl. Studied	Homeowner	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes, have contacted a Councillor	19	19	19	11	17	18	24	22	15	12	10	15	22	20	32	13	9	9	15	17
No, have not contacted any Councillors	81	81	80	89	83	81	76	77	85	88	90	84	77	80	66	87	91	91	83	83
DK/NA	*	-	*	-	-	1	-	1	-	-	-	1	*	-	2	-	-	-	2	-

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	\$80K More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes, have contacted a Councillor	19	12	11	14	19	22	20	19	13	21	15	20	12	21	11	22	16	23	17
No, have not contacted any Councillors	81	88	88	85	81	78	80	81	87	79	85	80	88	79	88	78	83	76	83
DK/NA	*	-	2	1	-	-	*	*	-	*	-	*	-	*	1	-	1	1	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	In In Lib.	Oth. Lib.	Card In Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Yes, have contacted a Councillor	19	21	13	21	14	25	100	17	13	21	21	21	18	17	18	15	
No, have not contacted any Councillors	81	79	87	78	86	75	-	83	87	78	79	79	82	83	82	85	
DK/NA	*	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

12t. b) Within the past year, have you contacted any member of the Oakville Town Council?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	As Good	Ab't Same	Bet/ Oth.	Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes, have contacted a Councillor	19	18	30	24	35	34	16	18	27	32	20	29	18	16	18	23
No, have not contacted any Councillors	81	82	70	76	65	66	84	82	72	68	79	71	81	84	81	76
DK/NA	*	*	-	-	-	-	-	*	1	-	*	-	*	-	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

a) Town employees are courteous

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Agree	88	88	88	90	88	90	87	90	89	79	86	91	88	86	91	90	91	96	87	91
Disagree	5	6	5	3	6	5	7	3	4	12	8	3	5	7	5	5	-	-	4	3
DK/NA	7	7	7	7	6	5	6	6	7	9	6	6	6	7	5	5	9	4	9	6

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Owned	Rented	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Agree	88	84	90	89	88	90	90	87	89	88	88	89	86	90	80	88	82	90	88
Disagree	5	6	6	6	5	5	5	5	6	5	4	5	5	4	8	6	7	6	5
DK/NA	7	10	3	5	6	5	5	8	5	7	7	6	10	5	12	5	11	4	7

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card In Past	Card In Yes	Card In No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns. specified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Agree	88	90	86	89	89	62	100	91	85	89	90	86	85	88	93	72
Disagree	5	4	10	5	3	13	-	4	9	6	6	7	6	4	3	14
DK/NA	7	6	4	7	8	25	-	6	7	5	3	7	9	8	4	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

a) Town employees are courteous

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	Not Bet	As Good	Ab't The Same	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Agree	88	90	60	84	65	68	94	88	85	75	91	92	87	82	90	81
Disagree	5	4	30	10	-	32	1	4	11	21	5	8	6	-	4	11
DK/NA	7	6	10	6	35	-	5	7	4	4	4	-	8	18	6	8

Q12ta. CONTACT OAKVILLE MUNIC.  
OFFICE IN THE PAST YEAR

	Yes, Yes, Yes, Yes, Per. By By By No er		Oth Exp. Exp.				
TOTAL	Vis.	Tel.	Fax	Int.	Exp.	Exp.	
UNWEIGHTED SAMPLE	800	288	271	74	187	336	9
WEIGHTED SAMPLE	800	288	272	74	187	336	9
Agree	88	93	94	91	91	83	78
Disagree	5	5	5	9	7	4	-
DK/NA	7	2	1	-	2	12	22



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

b) Town employees are knowledgeable

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ners	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Agree	78	79	78	77	88	79	77	80	79	70	82	82	78	81	77	69	91	83	65	81
Disagree	13	13	12	17	7	12	14	11	11	25	11	11	12	12	14	23	9	5	15	10
DK/NA	9	9	9	5	4	9	8	9	10	4	7	7	9	7	9	8	-	13	20	9

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Wid. Sin gle	Mar ried	Sep. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Agree	78	76	80	80	76	83	83	77	76	80	78	79	82	81	70	82	70	79	79
Disagree	13	18	17	12	14	10	11	13	17	11	15	12	12	12	14	12	18	16	11
DK/NA	9	6	3	8	10	7	6	10	6	9	7	9	6	7	15	6	12	6	10

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Agree	78	78	77	80	82	63	100	79	80	75	72	78	79	80	86	29
Disagree	13	14	15	10	10	25	-	14	12	16	23	10	12	9	8	57
DK/NA	9	8	8	10	8	12	-	7	8	9	5	11	9	11	6	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

b) Town employees are knowledgeable

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Agree	78	80	50	71	100	66	89	80	73	48	79	66	79	66	80	70
Disagree	13	11	40	20	-	-	5	10	19	48	14	34	11	-	11	21
DK/NA	9	9	10	9	-	34	7	10	8	4	7	-	10	34	9	8

Q12ta. CONTACT OAKVILLE MUNIC.  
OFFICE IN THE PAST YEAR

	Yes, Yes, Yes, Yes, Per. By		Yes, Yes, By		Yes, Yes, By		Oth No er	
TOTAL	Vis.	Tel.	Fax	Int.	Exp.	Exp.		
UNWEIGHTED SAMPLE	800	288	271	74	187	336	9	
WEIGHTED SAMPLE	800	288	272	74	187	336	9	
Agree	78	85	85	84	82	73	78	
Disagree	13	10	12	13	12	13	-	
DK/NA	9	4	3	3	5	14	22	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

c) You can easily find the right staff to deal with your situation

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	Vocational	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Agree	73	75	71	79	82	73	70	74	66	83	74	71	74	74	71	83	79	69	71	
Disagree	19	18	21	16	15	20	25	20	16	30	14	15	21	19	21	24	17	12	22	18
DK/NA	8	8	8	5	4	7	5	10	10	4	2	11	8	7	5	5	-	9	9	11

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Owned	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Agree	73	68	80	77	69	75	76	70	75	73	69	73	72	74	68	74	73	72	73
Disagree	19	20	17	18	23	19	19	19	19	19	21	19	19	19	20	20	17	23	18
DK/NA	8	12	3	6	8	7	5	10	6	8	10	8	9	7	12	6	10	5	9

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Agree	73	68	77	74	75	62	100	74	76	74	72	65	74	71	78	57
Disagree	19	23	17	19	17	13	-	19	16	19	19	22	20	21	13	29
DK/NA	8	10	6	7	8	25	-	7	7	8	8	12	5	8	9	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

c) You can easily find the right staff to deal with your situation

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Somewhat Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Agree	73	74	60	66	32	32	87	73	59	49	70	66	74	100	74	66
Disagree	19	18	30	27	68	34	8	18	33	49	24	29	17	-	18	26
DK/NA	8	8	10	6	-	34	5	10	8	2	7	4	9	-	8	9

	Q12ta. CONTACT OAKVILLE MUNIC. OFFICE IN THE PAST YEAR						
	Yes, Per.	Yes, By	Yes, By	Yes, By	Oth No	er Exp.	er Exp.
TOTAL	Vis.	Tel.	Fax	Int.	Exp.	Exp.	Exp.
UNWEIGHTED SAMPLE	800	288	271	74	187	336	9
WEIGHTED SAMPLE	800	288	272	74	187	336	9
Agree	73	77	74	73	77	70	67
Disagree	19	17	24	26	19	18	11
DK/NA	8	5	2	1	4	12	23

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

d) Services are dependable and accurate

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ear ners	Ret ired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Agree	80	81	79	83	85	82	77	79	81	63	82	79	81	80	79	77	83	79	76	84
Disagree	14	13	15	12	12	14	19	13	10	29	14	11	14	14	18	16	17	17	17	9
DK/NA	6	6	5	5	3	4	5	8	9	8	4	10	4	6	3	8	-	4	6	7

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Wid. Sin gle	Mar ried	Sep. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Agree	80	70	86	82	78	82	82	79	81	81	77	81	77	81	78	81	75	81	80
Disagree	14	20	13	12	16	13	14	14	15	13	16	14	14	14	12	15	16	16	13
DK/NA	6	10	2	7	6	5	4	7	4	6	7	5	9	5	9	5	9	3	7

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	Card In Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Uns peci fied	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Agree	80	81	80	81	82	62	-	84	78	82	82	77	80	79	81	56
Disagree	14	13	15	14	11	13	100	13	14	11	13	17	14	14	15	30
DK/NA	6	6	5	5	7	25	-	4	8	6	5	6	5	7	5	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

d) Services are dependable and accurate

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. TEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS ----- FROM NOW															
	Not Ab't Bet/ Bet As The			Wor. Oth/ Very			Sore Some what what Very			Exp. Cut Mai. Exi. Exi. Exi.			Oth/ Much Qui. Dep. Same Dif.			
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Agree	80	83	49	65	35	66	93	81	72	48	75	62	83	84	83	67
Disagree	14	12	41	26	32	34	4	11	25	50	20	34	11	-	11	28
DK/NA	6	5	10	9	32	-	3	7	3	2	5	4	6	16	6	5

	Q12ta. CONTACT OAKVILLE MUNIC. OFFICE IN THE PAST YEAR -----						
	Yes, Yes, Yes, Yes, Per. By By By No er		Oth Exp. Exp.				
TOTAL	Vis.	Tel.	Fax	Int.	Exp.	Exp.	
UNWEIGHTED SAMPLE	800	288	271	74	187	336	9
WEIGHTED SAMPLE	800	288	272	74	187	336	9
Agree	80	83	80	75	80	78	78
Disagree	14	13	19	23	19	12	11
DK/NA	6	4	1	1	1	9	11

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

e) Town Council members are accessible

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School Grad.	Some College	University Grad.	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Agree	54	54	53	61	59	49	49	57	61	58	50	59	53	51	61	53	67	49	56	59
Disagree	14	15	13	25	17	17	16	6	8	21	14	17	13	16	9	34	25	13	13	7
DK/NA	32	31	33	14	24	34	35	37	31	21	35	24	34	33	29	13	8	39	31	34

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Own	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Agree	54	52	54	55	51	56	55	53	56	55	47	53	57	55	51	53	48	57	53
Disagree	14	14	18	20	16	12	15	13	23	12	16	14	12	14	13	16	21	19	12
DK/NA	32	34	28	26	33	32	30	33	21	33	37	32	31	31	36	31	31	24	35

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per.	Yes Per./Hou.	No Per./Hou.	In Lib.	Card In Past	Card In Yes	Card In No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Agree	54	49	51	57	59	38	50	55	55	61	59	49	52	50	56	14
Disagree	14	14	16	15	12	13	-	15	13	9	15	12	17	17	14	29
DK/NA	32	37	33	29	29	50	50	29	33	31	26	39	31	32	30	57

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

13t. Based on your recent contact with the Town or on what you have read or heard, would you agree or disagree with the following statements?

e) Town Council members are accessible

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS									
	-----		-----		-----		FROM NOW									
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.	-----						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Agree	54	55	39	43	32	-	67	52	47	39	52	46	55	18	56	44
Disagree	14	12	40	25	68	32	10	11	23	38	17	29	12	32	11	29
DK/NA	32	32	21	33	-	68	23	37	30	23	31	24	33	50	32	28

Q12tb.  
CON. OAK.  
TOWN COU.  
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	TOTAL	Yes	No
	-----	-----	-----
UNWEIGHTED SAMPLE	800	153	645
WEIGHTED SAMPLE	800	153	645
Agree	54	72	49
Disagree	14	21	13
DK/NA	32	7	38



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

a) Telephone

	GENDER		AGE						EDUCATION					EMPLOYMENT STATUS						
	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	78	77	80	70	73	78	83	75	84	54	74	79	80	76	88	74	68	52	80	84
Not likely	21	23	20	30	27	22	17	25	16	46	26	21	20	24	12	26	32	48	20	15
DK/NA	*	-	*	-	-	-	-	-	1	-	-	-	*	-	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K or More	Yes	No	Single	Married	Separated	Owned	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	78	80	69	75	86	77	78	78	72	79	78	79	74	79	77	78	74	79	78
Not likely	21	20	31	25	14	23	22	21	28	20	22	21	26	21	23	22	26	21	22
DK/NA	*	-	-	-	-	-	-	*	-	*	-	*	-	-	-	-	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	78	79	79	78	77	75	100	83	75	84	79	78	79	80	85	
Not likely	21	21	21	22	23	25	-	17	25	25	16	20	22	21	20	15
DK/NA	*	-	-	*	-	-	-	-	-	-	-	1	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

a) Telephone

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.	-----					
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	78	78	80	80	65	68	76	80	81	77	81	66	78	82	79	76
Not likely	21	22	20	20	35	32	24	20	19	23	18	34	22	18	21	24
DK/NA	*	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

b) Fax

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	Uni. City	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	20	19	22	22	17	24	24	16	15	25	19	21	21	23	26	21	17	23	15	15
Not likely	79	82	77	78	83	76	76	84	84	75	79	79	79	77	74	79	83	77	85	85
DK/NA	*	-	*	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Owned	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	20	24	16	20	22	23	22	19	14	22	20	21	19	21	17	23	26	24	19
Not likely	79	76	84	80	78	77	78	81	86	78	80	79	81	78	83	77	74	76	81
DK/NA	*	-	-	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	Card In Lib.	Card Oth. In Lib.	Past Yes	Past No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	20	23	20	20	19	38	50	15	23	22	20	20	21	16	23	28
Not likely	79	77	80	80	81	62	50	85	77	77	80	80	78	84	77	72
DK/NA	*	*	-	-	-	-	-	-	-	1	-	-	1	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

b) Fax

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	20	21	-	16	68	32	21	21	17	23	25	13	19	18	19	29
Not likely	79	79	100	84	32	68	79	79	83	77	75	87	81	82	81	71
DK/NA	*	*	-	-	-	-	-	1	-	-	-	-	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

c) E-mail

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	65	67	63	79	79	76	67	64	27	38	50	51	74	75	59	79	67	75	72	36
Not likely	35	33	36	21	21	24	33	36	72	62	50	49	26	25	40	21	33	25	28	64
DK/NA	*	*	*	-	-	-	-	-	1	-	-	-	*	-	1	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K or More	Yes	No	Single	Married	Owned	Rented	Yes	No	Yes	No	Yes	No			
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	65	52	35	53	62	81	76	56	64	69	45	67	51	75	20	77	58	75	61
Not likely	35	48	65	47	38	19	24	44	36	30	55	33	49	25	79	23	41	25	39
DK/NA	*	-	-	-	-	-	-	*	-	*	-	*	-	-	1	-	1	*	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	65	59	66	72	54	75	50	65	58	60	49	64	74	64	65	85
Not likely	35	41	34	28	46	25	50	35	42	40	51	35	26	36	35	15
DK/NA	*	*	-	*	-	-	-	-	-	-	-	1	*	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

c) E-mail

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.	-----					
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	65	67	41	51	68	66	67	66	64	59	67	63	64	16	64	72
Not likely	35	33	59	47	32	34	33	34	36	41	32	37	36	84	36	27
DK/NA	*	*	-	1	-	-	-	*	-	-	1	-	-	-	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

d) Town hall meetings

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	Vocational	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired		
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	23	25	21	18	17	21	27	25	25	8	23	26	23	22	30	20	42	9	22	24
Not likely	76	75	78	82	83	79	73	75	74	92	76	73	77	78	68	80	58	91	78	76
DK/NA	*	-	1	-	-	1	1	-	1	-	1	1	-	*	2	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	23	20	17	17	29	24	19	26	24	24	20	23	24	21	22	28	29	21	
Not likely	76	80	81	82	71	76	80	73	76	76	80	76	77	76	78	78	71	70	79
DK/NA	*	-	2	1	-	-	1	*	-	1	-	*	-	*	1	*	1	1	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Yes, Per.	Per/Hou.	No Per/Hou.	In Lib.	Oth. Lib.	Card In Past	Card In Yes	Card In No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	23	24	26	21	25	13	50	43	15	19	21	31	20	24	28	29
Not likely	76	76	74	78	74	87	50	57	84	80	79	69	79	76	72	71
DK/NA	*	-	-	1	1	-	-	-	1	1	-	-	1	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

d) Town hall meetings

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	23	23	10	29	-	34	27	20	27	33	24	4	24	-	22	29
Not likely	76	76	79	71	100	66	73	79	73	67	75	96	76	100	77	70
DK/NA	*	*	10	-	-	-	-	1	-	-	*	-	*	-	*	1



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

e) The local newspaper

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	71	67	75	65	72	79	74	69	61	67	64	69	73	74	68	58	50	79	81	68
Not likely	28	33	23	35	28	21	25	31	36	33	35	29	26	26	30	42	50	21	19	31
DK/NA	1	*	1	-	-	-	1	-	3	-	1	1	1	*	2	-	-	-	-	2

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	Yes	No	Single	Married	Separated	Owned	Rented	Yes	No	Yes	No	Yes	No		
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	71	60	61	71	73	76	78	65	64	76	55	73	63	73	64	74	64	74	70
Not likely	28	36	39	29	27	24	21	34	36	23	43	27	35	27	35	26	35	26	29
DK/NA	1	4	-	-	-	*	*	1	-	1	3	1	2	*	1	*	1	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						
	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Likely	71	68	75	75	63	61	50	78	62	73	63	60	80	68	71	72	
Not likely	28	32	24	24	35	39	50	20	37	25	36	38	20	32	29	28	
DK/NA	1	*	1	1	2	-	-	2	1	1	2	3	-	1	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

e) The local newspaper

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.		
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
Likely	71	73	49	63	32	100	77	71	65	73	73	79	70	84	72	68	
Not likely	28	26	41	37	68	-	23	28	34	27	26	21	29	16	27	32	
DK/NA	1	1	10	-	-	-	-	1	1	-	1	-	1	-	1	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

f) The Town's website

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired			
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	70	72	69	74	89	85	79	64	26	34	56	64	77	83	74	61	84	79	80	36
Not likely	29	28	30	25	11	15	21	35	73	66	44	35	22	16	26	36	16	21	20	64
DK/NA	*	1	-	2	-	-	-	1	1	-	-	1	*	*	-	3	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Owned	Rent	Yes	No	Yes	No	Yes	No		
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	70	44	41	69	67	87	85	58	63	78	45	73	57	81	22	86	57	81	66
Not likely	29	52	59	31	33	13	15	41	36	22	55	27	41	19	77	14	42	19	34
DK/NA	*	4	-	-	-	*	-	1	1	*	1	*	2	*	1	*	1	*	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							
	TOTAL	Yes, Per.	Per/Hou.	No Per/Hou.	In Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	70	59	73	80	64	74	50	74	65	62	54	66	82	75	69	72
Not likely	29	41	26	20	36	26	50	26	35	37	46	34	18	25	30	14
DK/NA	*	1	1	-	-	-	-	-	1	1	-	-	-	-	1	14

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

f) The Town's website

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	70	71	60	66	100	66	71	73	68	56	73	59	70	65	71	69
Not likely	29	28	40	32	-	34	28	27	31	44	27	37	30	35	29	31
DK/NA	*	*	-	1	-	-	*	*	1	-	-	4	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

g) Councillors' ward newsletters

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Likely	32	30	34	18	26	31	31	39	41	46	32	29	33	29	41	19	25	40	35	38
Not likely	67	70	65	82	73	69	69	60	58	54	66	71	67	71	59	81	75	60	65	60
DK/NA	*	*	*	-	1	-	-	1	1	-	2	-	*	*	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS		TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.				
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Married	Owned	Rented	Yes	No	Yes	No	Yes	No		
UNWEIGHED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Likely	32	28	36	29	43	30	28	36	25	34	29	33	32	32	34	31	25	31	33
Not likely	67	70	64	71	57	70	72	63	75	65	71	67	68	68	66	68	75	69	67
DK/NA	*	2	-	-	-	-	-	1	-	1	-	*	-	*	1	*	-	*	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes, Per.	No, Per.	In Lib.	Card In Past	Card In Yes	Card In No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Likely	32	35	27	31	39	-	100	37	30	40	37	30	28	28	35	28
Not likely	67	64	73	69	60	100	-	63	70	59	63	70	72	72	65	72
DK/NA	*	*	-	*	1	-	-	-	1	1	-	-	*	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

14t. Thinking about the ways that you might look for or get information from the municipal government of the Town of Oakville, would you likely, or not likely, use each of the following ...?

g) Councillors' ward newsletters

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/		Some	Some	Exp.	Cut	Mai.	-----						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Likely	32	33	10	30	65	-	36	33	26	29	30	21	34	18	33	28
Not likely	67	67	80	70	35	100	63	67	74	71	70	79	66	82	66	72
DK/NA	*	*	10	-	-	-	1	*	-	-	*	-	*	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

15t. Is it likely or not likely that you would use the Town of Oakville's website in order to ...?

a) Register for services

Subsample: Respondents who would likely use e-mail or the Town's website to look for or get information from the municipal government of the Town of Oakville

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than H.S.	High School	College	University	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHED SAMPLE	619	317	302	50	105	167	143	83	41	11	50	124	417	365	51	34	11	19	41	77
WEIGHED SAMPLE	618	304	314	50	105	168	143	82	41	11	50	125	416	362	52	34	11	19	42	77
Likely	77	80	74	80	82	84	77	76	54	63	66	77	79	82	81	73	54	100	76	58
Not likely	22	19	25	20	18	16	23	24	46	37	34	22	20	18	19	27	46	-	22	42
DK/NA	*	*	*	-	-	-	-	-	-	-	-	1	*	-	-	-	-	-	2	-

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	619	28	28	62	69	327	318	288	85	458	58	535	67	573	33	379	69	205	401
WEIGHED SAMPLE	618	28	29	62	69	326	319	286	84	457	59	535	67	572	33	377	69	204	401
Likely	77	68	61	73	68	85	83	72	80	78	67	79	67	78	64	83	74	81	76
Not likely	22	32	39	27	32	15	17	28	20	21	31	20	31	21	36	17	26	19	24
DK/NA	*	-	-	-	-	-	*	*	-	*	2	*	1	*	-	-	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Per.	Hou.	Per.	Hou.	No. In Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHED SAMPLE	619	148	82	287	78	7	1	67	103	114	37	84	178	118	81	7
WEIGHED SAMPLE	618	148	81	288	78	7	1	66	102	114	37	84	178	118	81	7
Likely	77	70	92	79	72	72	100	81	83	68	70	76	79	86	77	86
Not likely	22	30	8	21	27	28	-	18	17	32	30	23	21	13	23	14
DK/NA	*	-	-	*	1	-	-	2	-	-	-	1	-	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

15t. Is it likely or not likely that you would use the Town of Oakville's website in order to ...?

a) Register for services

Subsample: Respondents who would likely use e-mail or the Town's website to look for or get information from the municipal government of the Town of Oakville

	Q4t. OAKVILLE ... THAN/AS		Q5t. SAT. WITH TOWN		Q10ta. TOWN OF		Q17ta. TEN									
	GIA TO LIVE		OF OAKVILLE GOV'T		OAKVILLE SHOULD ...		YEARS		FROM NOW							
	Not	Ab't	Bet/			Some	Some	Exp.	Cut	Mai.						
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	619	545	6	56	3	2	152	329	88	34	179	16	413	4	518	94
WEIGHTED SAMPLE	618	544	6	56	3	2	152	328	88	34	179	16	413	4	518	93
Likely	77	79	67	71	35	52	78	80	71	70	79	75	77	50	79	73
Not likely	22	21	33	29	32	48	22	20	27	30	21	25	23	50	21	27
DK/NA	*	*	-	-	32	-	-	*	1	-	1	-	*	-	*	-



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

15t. Is it likely or not likely that you would use the Town of Oakville's website in order to ...?

b) Pay taxes, user fees for services, or fines

Subsample: Respondents who would likely use e-mail or the Town's website to look for or get information from the municipal government of the Town of Oakville

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than High School	High School Grad	Some College	University Grad	F/T	P/T	Student	Unempl	Homebased	Retired	
UNWEIGHED SAMPLE	619	317	302	50	105	167	143	83	41	11	50	124	417	365	51	34	11	19	41	77
WEIGHED SAMPLE	618	304	314	50	105	168	143	82	41	11	50	125	416	362	52	34	11	19	42	77
Likely	58	62	55	58	69	59	64	56	32	36	46	58	61	64	41	59	45	74	64	41
Not likely	41	38	44	42	30	40	36	44	68	64	52	41	38	35	57	41	55	26	36	59
DK/NA	1	-	1	-	1	1	1	-	-	-	2	1	*	1	2	-	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHED SAMPLE	619	28	28	62	69	327	318	288	85	458	58	535	67	573	33	379	69	205	401
WEIGHED SAMPLE	618	28	29	62	69	326	319	286	84	457	59	535	67	572	33	377	69	204	401
Likely	58	61	36	56	44	68	64	53	60	60	48	60	47	60	37	63	51	63	57
Not likely	41	36	61	44	56	32	36	46	40	40	50	39	51	39	60	37	46	37	43
DK/NA	1	4	4	-	-	-	*	1	-	*	2	*	2	*	3	*	3	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.							WARDS								
	TOTAL	Per.	Hou.	Per/ Hou.	In Hou.	Card Lib.	Card Past	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified		
UNWEIGHED SAMPLE	619	148	82	287	78	7	1	67	103	114	37	84	178	118	81	7
WEIGHED SAMPLE	618	148	81	288	78	7	1	66	102	114	37	84	178	118	81	7
Likely	58	55	73	60	50	43	-	61	60	51	54	61	60	64	59	29
Not likely	41	45	27	40	49	57	100	39	39	49	46	39	39	34	41	71
DK/NA	1	1	-	*	1	-	-	1	-	-	-	1	2	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

15t. Is it likely or not likely that you would use the Town of Oakville's website in order to ...?

b) Pay taxes, user fees for services, or fines

Subsample: Respondents who would likely use e-mail or the Town's website to look for or get information from the municipal government of the Town of Oakville

	Q4t. OAKVILLE ... THAN/AS GIA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW										
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.			
UNWEIGHTED SAMPLE	619	545	6	56	3	2	152	329	88	34	179	16	413	4	518	94	
WEIGHTED SAMPLE	618	544	6	56	3	2	152	328	88	34	179	16	413	4	518	93	
Likely	58	59	67	50	32	52	61	59	53	59	60	69	57	-	59	56	
Not likely	41	40	16	50	68	48	39	40	45	41	39	31	42	100	40	44	
DK/NA	1	*	17	-	-	-	-	1	1	-	1	-	1	-	*	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

16. Are you aware that the Oakville library offers the following programs and services ...

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS					
	TOTAL	Male	Female	18	25	35	45	55	65	Less	Comm	Uni	F/T	P/T	Stud	Unem	Home	Ret		
				to	to	to	to	to	or	Uni	ity	ent/			ploy	less				
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Free expertise of the library staff to help in finding information	92	91	93	96	90	96	92	94	89	75	91	93	93	93	97	92	100	96	89	89
Desks or areas designed for studying or reading	92	93	92	93	92	98	98	88	79	79	86	92	94	94	98	95	100	100	91	82
Reference materials in the form of books or CD-ROMS for in-library use	89	89	90	91	90	92	94	91	79	71	84	89	92	93	92	97	92	87	83	84
Newspapers to be used in the library	89	87	91	88	89	91	91	91	84	71	82	89	91	90	94	87	100	96	89	85
Videos that can be borrowed	89	86	91	89	87	92	90	89	85	88	87	87	90	88	95	95	92	83	93	86
Music on CD or cassette tapes that can be borrowed	86	85	88	84	86	87	89	87	84	71	86	85	88	86	92	90	83	83	91	85
Children's programs	84	79	89	79	81	89	87	86	76	67	82	82	86	83	95	87	84	92	85	82
DVDs that can be borrowed	81	76	86	79	78	84	86	83	77	88	80	79	83	81	88	87	91	78	89	78
Computer activities for children in the library	76	72	80	71	70	86	78	76	68	62	71	78	77	77	87	74	84	75	76	71
Magazines for adults that can be borrowed	75	71	78	77	70	79	75	75	71	58	76	76	75	74	88	71	68	78	63	75
Magazines for children that can be borrowed	71	68	74	75	67	79	72	69	63	66	65	78	70	72	78	68	84	79	70	67
Adult programs and speakers	58	52	63	56	53	59	54	58	66	59	61	60	56	56	61	47	59	62	52	63
Specialized databases on the library website that include things like full text magazine articles	50	50	51	66	45	49	53	52	45	51	46	50	52	50	60	63	34	74	32	49
Rooms that can be booked in advance to hold meetings	50	45	54	39	39	54	51	52	51	33	44	51	50	46	68	45	50	57	57	49
Outreach community services like Library Book Nooks or the Youth Online program	48	46	50	41	46	54	46	47	47	21	58	49	47	46	60	45	42	79	33	49

(continued)

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Vocational	University	Comm Coll	University	Stud ent/Work	Unempl	Home	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
The community information service called Information Oakville	45	38	51	36	35	43	47	47	52	50	46	48	43	39	56	48	25	44	37	54
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE				INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.	
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K or More	Yes	No	Single	Married	Divorced	Own	Rent	Yes	No	Yes	No	Yes	No		
	TOTAL																			
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550	
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551	
Free expertise of the library staff to help in finding information	92	96	89	92	95	94	93	92	96	92	89	92	93	93	91	93	95	96	91	
Desks or areas designed for studying or reading	92	88	89	92	97	94	95	90	94	93	85	93	87	94	84	95	96	96	91	
Reference materials in the form of books or CD-ROMS for in-library use	89	84	86	89	92	91	90	89	94	90	85	90	87	91	84	93	93	96	87	
Newspapers to be used in the library	89	90	86	88	93	89	89	89	90	90	86	90	87	90	87	90	90	93	88	
Videos that can be borrowed	89	92	88	92	90	88	91	87	92	90	83	90	85	90	86	89	93	94	87	
Music on CD or cassette tapes that can be borrowed	86	86	86	92	90	87	88	86	88	87	86	87	85	87	88	86	92	91	85	
Children's programs	84	90	81	83	88	84	88	81	83	84	84	85	77	84	85	84	85	87	83	
DVDs that can be borrowed	81	74	80	82	82	83	84	80	84	82	78	82	76	83	78	81	86	85	80	
Computer activities for children in the library	76	70	77	75	84	77	83	70	73	79	68	78	68	76	77	77	85	83	73	
Magazines for adults that can be borrowed	75	74	80	80	70	73	75	74	79	75	70	75	75	75	73	75	78	81	72	
Magazines for children that can be borrowed	71	67	75	78	79	68	76	68	75	71	67	72	68	72	71	72	73	78	69	
Adult programs and speakers	58	62	72	59	64	52	56	60	57	58	60	58	56	57	65	55	62	63	56	
Specialized databases on the library website that include things like full text magazine articles	50	58	60	51	54	48	48	53	65	48	46	50	52	52	46	49	64	62	46	
Rooms that can be booked in advance to hold meetings	50	41	64	55	52	47	51	49	43	50	51	49	52	48	58	45	62	54	48	
Outreach community services like Library Book Nooks or the Youth Online program	48	42	58	57	53	42	49	47	44	49	46	48	49	47	52	46	55	57	44	

(continued)

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	HOUSEHOLD INCOME					KIDS > 18			MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.	
	Less Than	\$20K to	\$40K to	\$60K to	\$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
The community information service called Information Oakville	45	50	55	54	40	37	41	47	43	44	49	45	43	43	52	40	50	47	44
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

16. Are you aware that the Oakville library offers the following programs and services ...

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	Not Yes		No		Card		Card		Ward		Ward		Ward		Ward		
	Yes, Per/	Per/	Per/	In	Oth.	In	Past	Yes	No	1	2	3	4	5	6		
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.	Past	Yes	No	1	2	3	4	5	6			
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Free expertise of the library staff to help in finding information	92	96	90	95	80	100	50	93	80	90	86	95	93	92	96	86	
Desks or areas designed for studying or reading	92	92	94	96	79	100	100	94	83	86	90	95	93	93	97	100	
Reference materials in the form of books or CD-ROMS for in-library use	89	93	88	94	74	87	100	89	77	84	88	95	88	90	94	100	
Newspapers to be used in the library	89	91	87	93	77	88	50	92	76	85	83	93	89	91	92	100	
Videos that can be borrowed	89	92	89	97	60	87	100	80	71	88	87	89	87	90	93	86	
Music on CD or cassette tapes that can be borrowed	86	87	86	95	65	75	50	78	72	85	88	90	84	85	90	100	
Children's programs	84	86	82	90	67	75	50	84	68	82	80	83	83	83	93	86	
DVDs that can be borrowed	81	86	75	91	57	63	100	68	63	81	83	88	77	76	89	100	
Computer activities for children in the library	76	73	78	87	51	62	100	75	58	70	64	78	75	80	84	72	
Magazines for adults that can be borrowed	75	79	64	83	55	75	100	68	56	69	79	75	76	71	83	86	
Magazines for children that can be borrowed	71	71	68	80	50	63	100	67	55	67	71	73	70	72	79	57	
Adult programs and speakers	58	57	53	66	44	62	-	57	43	54	69	60	54	57	63	86	
Specialized databases on the library website that include things like full text magazine articles	50	53	48	57	31	50	50	52	33	39	54	59	50	47	61	72	
Rooms that can be booked in advance to hold meetings	50	49	44	58	34	38	100	55	30	47	49	59	41	49	61	72	
Outreach community services like library Book Nooks or the Youth Online program	48	47	48	57	24	38	100	47	30	43	47	55	46	48	54	43	

(continued)

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	Not Yes, Per/		Yes Per/		No In		Card Oth. In		Card Past		Ward		Ward		Ward		
	TOTAL	Per.	Hou.	Hou.	Hou.	Lib.	Past	Yes	No	1	2	3	4	5	6		
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
The community information service called Information Oakville	45	48	38	50	30	38	-	46	27	44	48	48	42	45	46	45	
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	As Good	Ab't Same	Bet/ Oth.	Very Dep.	Some Sat.	Some Sat.	Very Dis.	Dis.	Exp. Ser.	Cut Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Free expertise of the library staff to help in finding information	92	92	100	94	100	100	93	93	91	90	94	96	91	100	92	91
Desks or areas designed for studying or reading	92	92	90	91	100	100	93	92	92	96	94	96	91	100	92	92
Reference materials in the form of books or CD-ROMS for in-library use	89	90	100	86	100	66	87	91	90	90	92	96	88	84	89	91
Newspapers to be used in the library	89	89	100	89	100	100	87	89	94	90	92	87	88	84	89	87
Videos that can be borrowed	89	89	90	90	100	100	87	90	88	90	88	100	88	100	89	90
Music on CD or cassette tapes that can be borrowed	86	86	100	87	100	66	82	89	88	90	88	96	86	84	86	89
Children's programs DVDs that can be borrowed	84	84	70	88	68	100	82	85	88	81	87	79	83	100	85	80
Computer activities for children in the library	81	82	80	80	100	66	76	84	84	85	80	87	82	66	82	82
Magazines for adults that can be borrowed	76	76	70	76	68	66	73	78	76	79	80	58	75	100	76	74
Magazines for children that can be borrowed	75	75	70	74	100	100	75	75	76	71	78	80	73	84	75	69
Adult programs and speakers	71	71	70	75	68	66	73	71	74	71	77	59	70	68	71	72
Specialized databases on the library website that include things like full text magazine articles	58	59	80	49	35	68	60	58	55	56	63	51	56	35	59	50
Rooms that can be booked in advance to hold meetings	50	50	80	50	68	34	54	47	58	50	56	59	48	51	49	59
Outreach community services like library Book Nooks or the Youth Online program	50	48	61	56	68	100	46	51	54	46	52	34	49	68	51	40
(continued)	48	48	50	56	-	32	50	46	55	52	54	46	46	68	48	51

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

16. Are you aware that the Oakville library offers the following programs and services ...

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	Ab't As	Bet/ The	Wor. Oth/	Very Dep.	Sat. Sat.	Some Dis.	Some Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
The community information service called Information Oakville	45	44	50	47	68	66	50	43	44	46	45	51	45	18	45	39
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17. a) Thinking ahead ten years from now, would you like the Town of Oakville to be ...?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll. Vocational	University	F/T	P/T	Student/Worker	Unempl.	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Much the same as it is now	84	82	87	75	87	82	82	89	92	67	86	84	85	82	88	69	100	87	89	89
Quite different from what it is now	14	18	11	25	13	16	16	11	6	33	12	15	13	17	12	29	-	8	11	10
DK/NA	1	1	2	-	-	2	1	-	2	-	2	1	1	1	-	3	-	5	-	2

	HOUSEHOLD INCOME				KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Much the same as it is now	84	72	86	84	90	86	84	85	76	85	87	85	80	84	84	83	77	81	86
Quite different from what it is now	14	23	11	14	10	14	15	14	23	14	9	14	18	15	13	16	21	17	13
DK/NA	1	4	3	2	-	*	1	1	1	1	4	1	2	1	3	1	2	1	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Much the same as it is now	84	83	81	86	87	50	100	80	85	85	84	83	81	89	84	86
Quite different from what it is now	14	15	19	13	10	50	-	18	14	13	15	16	18	10	14	14
DK/NA	1	1	-	1	3	-	-	2	1	2	2	1	1	1	2	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17t. a) Thinking ahead ten years from now, would you like the Town of Oakville to be ...?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Dep.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good														
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Much the same as it is now	84	87	50	68	100	32	92	87	71	65	79	71	87	84	100	-
Quite different from what it is now	14	13	40	30	-	-	7	12	25	33	20	29	12	16	-	100
DK/NA	1	1	10	3	-	68	1	1	4	2	1	-	1	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ker	Ret ired	
UNWEIGHTED SAMPLE	117	72	45	14	15	30	28	12	7	8	10	27	67	69	8	11	-	2	5	17
WEIGHTED SAMPLE	116	69	47	14	15	30	28	12	7	8	10	27	66	68	8	11	-	2	5	17
Decreased development and businesses	21	21	22	8	26	23	29	25	14	-	21	15	28	25	37	19	-	50	-	12
Better aesthetics/cleaner/more green space	18	14	24	-	27	20	11	17	29	-	21	15	20	18	25	-	-	-	-	35
Improved city services/infrastructure	16	19	11	14	20	17	28	8	-	12	10	11	21	20	13	9	-	50	19	6
Better road maintenance/transportation accessibility	16	11	22	-	13	17	14	9	29	13	41	15	13	10	50	-	-	-	41	30
Social/recreation activities increased	13	13	13	51	7	13	3	8	-	25	-	22	9	12	-	54	-	-	-	-
Increased development and businesses	9	13	4	29	19	3	-	9	28	12	10	18	6	13	-	18	-	-	-	-
Health/medical issues (various)	8	7	9	14	-	7	7	9	28	26	-	4	9	4	-	18	-	-	21	18
Less traffic/congestion	6	6	7	-	-	6	7	25	-	12	-	7	6	6	-	-	-	-	-	18
Better public transportation	6	8	2	7	6	3	11	-	-	-	-	7	6	4	-	9	-	50	-	-
Education issues (various)	4	3	7	7	-	10	4	-	-	13	-	7	3	7	-	-	-	-	-	-
More housing	4	4	4	21	-	7	-	-	-	24	10	-	3	2	-	19	-	-	38	-
Town government/bureaucracy	4	6	2	-	-	3	7	8	-	12	-	-	4	4	12	-	-	-	-	-
Less taxes/lower cost of living	4	1	7	-	13	3	4	-	-	-	10	4	3	4	-	-	-	-	-	6
More public involvement in running municipality	3	3	4	-	6	3	8	-	-	-	-	7	3	4	13	-	-	-	-	-
Increased and improved senior services	3	3	2	-	-	7	-	-	-	-	-	4	3	2	-	9	-	-	-	6
Better water/air quality	2	4	-	-	6	-	-	8	-	-	-	-	3	3	-	-	-	-	-	-
More integration between rich and poor	2	1	2	-	-	3	3	-	-	-	-	4	1	1	-	-	-	-	21	-
Increased population (continued)	2	1	2	7	-	-	4	-	-	12	-	-	2	2	-	-	-	-	19	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Student/Work	Unempl	Home	Retired		
UNWEIGHTED SAMPLE	117	72	45	14	15	30	28	12	7	8	10	27	67	69	8	11	-	2	5	17
WEIGHTED SAMPLE	116	69	47	14	15	30	28	12	7	8	10	27	66	68	8	11	-	2	5	17
Better urban planning	2	3	-	7	-	-	-	-	14	-	-	-	3	-	-	9	-	-	-	6
Other	5	7	2	7	6	3	7	9	-	-	19	4	4	6	-	9	-	-	-	6
DK/NA	7	7	7	-	7	10	3	9	14	-	10	15	3	7	-	-	-	-	-	12

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	117	12	7	12	9	48	52	61	26	77	10	93	19	95	18	67	21	41	72
WEIGHTED SAMPLE	116	12	7	12	9	48	52	60	26	76	10	92	19	94	18	66	21	40	72
Decreased development and businesses	21	8	14	26	22	29	25	20	12	23	40	23	16	24	11	28	15	17	25
Better aesthetics/cleaner/more green space	18	18	29	8	12	15	17	18	12	20	21	18	16	17	23	18	10	15	20
Improved city services/infrastructure	16	8	28	24	22	21	25	10	15	18	10	16	20	18	11	21	10	19	15
Better road maintenance/transportation accessibility	16	18	-	-	22	19	8	23	16	16	21	16	17	14	28	11	19	10	20
Social/recreation activities increased	13	16	14	25	11	8	15	10	31	6	10	11	16	15	-	9	38	19	9
Increased development and businesses	9	8	28	16	-	4	6	13	19	8	-	7	20	8	17	13	9	14	7
Health/medical issues (various)	8	8	-	9	21	2	6	10	12	8	-	8	6	6	17	6	5	12	6
Less traffic/congestion	6	-	-	8	-	8	8	5	-	6	21	8	-	7	-	6	-	-	10
Better public transportation	6	17	-	-	11	4	7	3	8	4	10	5	11	5	6	4	5	9	3
Education issues (various)	4	-	-	8	11	4	6	3	12	3	-	4	6	4	6	5	10	10	1
More housing	4	16	-	9	-	2	6	3	4	4	10	1	21	4	5	5	-	7	3
Town government/bureaucracy	4	8	-	-	-	6	6	2	-	5	-	4	5	4	-	4	5	2	4
Less taxes/lower cost of living	4	-	14	9	-	4	4	3	-	5	-	4	-	3	6	5	-	5	3
More public involvement in running municipality	3	-	-	-	-	8	4	3	4	4	-	4	-	4	-	6	-	5	3
Increased and improved senior services	3	-	-	8	-	2	4	2	-	3	10	2	5	2	6	2	5	2	3
Better water/air quality	2	-	-	-	-	4	-	3	4	1	-	3	-	2	-	3	-	-	3
More integration between rich and poor	2	-	-	-	12	2	4	-	-	3	-	2	-	2	-	-	5	-	3
Increased population	2	8	-	-	-	2	2	2	-	3	-	1	5	2	-	-	5	-	3

ENVIRONICS RESEARCH GROUP

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.					
	Less Than \$20K					\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	117	12	7	12	9	48	52	61	26	77	10	93	19	95	18	67	21	41	72			
WEIGHTED SAMPLE	116	12	7	12	9	48	52	60	26	76	10	92	19	94	18	66	21	40	72			
Better urban planning	2	-	-	8	11	-	-	3	4	1	-	1	-	1	5	-	5	-	3			
Other	5	16	-	16	-	-	-	10	15	3	-	4	5	5	5	7	-	5	5			
DK/NA	7	-	29	8	-	4	8	5	-	8	10	8	-	6	5	6	5	12	3			



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.														WARDS						Uns pecified
	Not Yes		No		Card		Card		Ward		Ward		Ward		Ward						
	Yes, Per/	Per/	Per/	In	Oth.	In	Past	Yes	No	1	2	3	4	5	6						
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.																
UNWEIGHTED SAMPLE	117	33	20	44	12	4	-	15	21	21	9	18	37	16	15	1					
WEIGHTED SAMPLE	116	33	20	44	12	4	-	15	21	21	9	18	37	16	15	1					
Decreased development and businesses	21	18	5	36	8	25	-	14	5	14	22	27	27	13	21	-					
Better aesthetics/cleaner/more green space	18	30	10	11	17	25	-	14	14	34	12	5	14	32	14	-					
Improved city services/infrastructure	16	6	15	23	16	49	-	19	19	23	22	11	13	19	13	-					
Better road maintenance/transportation accessibility	16	15	20	14	17	25	-	20	19	10	23	23	14	13	20	-					
Social/recreation activities increased	13	9	20	11	17	-	-	13	19	5	12	16	8	18	20	100					
Increased development and businesses	9	15	-	7	16	24	-	13	5	5	23	5	11	18	-	-					
Health/medical issues (various)	8	9	10	5	17	-	-	19	5	15	12	5	5	6	6	-					
Less traffic/congestion	6	3	5	7	8	25	-	13	5	5	11	6	5	6	7	-					
Better public transportation	6	3	-	9	9	-	-	-	5	9	-	-	8	12	-	-					
Education issues (various)	4	6	5	5	-	-	-	6	-	-	12	11	3	-	6	-					
More housing	4	6	-	4	8	-	-	-	5	10	11	-	3	-	6	-					
Town government/bureaucracy	4	-	5	7	-	-	-	-	5	9	-	-	-	13	6	-					
Less taxes/lower cost of living	4	3	5	2	9	-	-	7	5	5	-	11	-	-	7	-					
More public involvement in running municipality	3	9	-	2	-	-	-	-	-	-	-	12	3	-	6	-					
Increased and improved senior services	3	3	5	2	-	-	-	7	-	5	-	6	-	-	6	-					
Better water/air quality	2	-	-	4	-	-	-	-	-	-	-	5	3	-	6	-					
More integration between rich and poor	2	-	5	2	-	-	-	-	5	-	-	-	-	6	7	-					

(continued)

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
 EN5497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	Not Yes		No		Card Card				Ward		Ward		Ward				
	Yes, Per/	Per/	In	Oth. In	Past	Yes	No	1	2	3	4	5	6				
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.												
UNWEIGHTED SAMPLE	117	33	20	44	12	4	-	15	21	21	9	18	37	16	15	1	
WEIGHTED SAMPLE	116	33	20	44	12	4	-	15	21	21	9	18	37	16	15	1	
Increased population	2	-	5	-	8	-	-	7	5	-	-	-	3	-	6	-	
Better urban planning	2	-	5	2	-	-	-	6	-	9	-	-	-	-	-	-	
Other	5	15	5	-	-	-	-	-	5	-	11	-	11	-	6	-	
DK/NA	7	6	10	7	-	-	-	-	9	-	11	6	13	-	6	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...		Q17ta. TEN YEARS FROM NOW									
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
UNWEIGHTED SAMPLE	117	88	4	24	-	-	13	50	30	16	45	7	63	1	-	117
WEIGHTED SAMPLE	116	87	4	24	-	-	13	50	30	16	45	7	62	1	-	116
Decreased development and businesses	21	23	24	17	-	-	16	16	23	44	20	42	21	-	-	21
Better aesthetics/cleaner/more green space	18	22	-	9	-	-	8	26	10	19	9	-	26	-	-	18
Improved city services/infrastructure	16	15	24	20	-	-	30	14	23	7	18	29	14	-	-	16
Better road maintenance/transportation accessibility	16	15	-	21	-	-	8	16	13	19	16	-	18	-	-	16
Social/recreation activities increased	13	10	26	21	-	-	16	16	13	6	20	-	10	-	-	13
Increased development and businesses	9	11	-	4	-	-	22	12	3	6	9	-	11	-	-	9
Health/medical issues (various)	8	9	-	4	-	-	8	6	10	13	7	15	8	-	-	8
Less traffic/congestion	6	6	-	8	-	-	-	10	7	-	7	-	6	-	-	6
Better public transportation	6	7	-	4	-	-	8	6	6	-	9	-	2	100	-	6
Education issues (various)	4	5	-	4	-	-	8	2	7	6	7	15	2	-	-	4
More housing	4	3	24	4	-	-	15	2	3	7	9	-	2	-	-	4
Town government/bureaucracy	4	3	-	8	-	-	-	4	-	19	-	15	6	-	-	4
Less taxes/lower cost of living	4	5	-	-	-	-	-	6	4	-	2	-	5	-	-	4
More public involvement in running municipality	3	3	-	4	-	-	-	2	10	-	7	-	2	-	-	3
Increased and improved senior services	3	2	-	4	-	-	-	6	-	-	2	-	3	-	-	3
Better water/air quality	2	2	24	-	-	-	-	2	3	6	4	-	2	-	-	2
More integration between rich and poor	2	1	-	-	-	-	-	-	3	-	4	-	-	-	-	2

(continued)

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

17t. b) What are the one or two changes that you would most like to see?

Subsample: Respondents who would like the Town of Oakville to be quite different ten years from now

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW				
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	117	88	4	24	-	-	13	50	30	16	45	7	63	1	- 117
WEIGHTED SAMPLE	116	87	4	24	-	-	13	50	30	16	45	7	62	1	- 116
Increased population	2	-	-	8	-	-	8	-	4	-	4	-	-	-	2
Better urban planning	2	2	-	-	-	-	-	4	-	-	-	14	2	-	2
Other	5	6	-	4	-	-	23	2	3	6	2	-	8	-	5
DK/NA	7	6	26	8	-	-	-	4	7	6	7	-	8	-	7

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D1. Do you (or does a member of your household) own or rent your accommodation?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Fe		18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni	Voc	sity	F/T	P/T	Stud ent/ Work	Unempl	Home	Ret
	Male	male	24	34	44	54	64	More	H.S.	H.S.	Coll	Uni	Voc	sity	F/T	P/T	Work	ent/ Stud	empl	Home
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Own	84	84	84	63	80	93	89	91	78	75	77	75	91	89	91	74	92	83	85	81
Rent	13	13	13	30	19	6	11	9	21	25	23	23	8	11	9	19	-	17	15	18
Other	1	1	*	7	-	1	1	-	-	-	-	2	1	*	-	8	8	-	-	-
DK/NA	2	2	2	-	1	-	-	-	2	-	-	1	*	-	-	-	-	-	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. FLA.			
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Wid. Sin	Mar	Sep.	Own	Rent	Yes	No	Yes	No	Yes	No	
	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gile	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Own	84	28	64	80	91	96	91	81	66	94	65	100	-	88	72	91	75	84	86
Rent	13	68	36	17	9	4	9	17	29	6	34	-	100	10	28	9	22	15	13
Other	1	4	-	2	-	*	*	1	4	*	-	-	-	1	-	*	3	1	1
DK/NA	2	-	-	-	-	-	-	1	-	*	1	-	-	*	1	-	-	-	1

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS							
	Not Yes		Yes No		Card Card		Card Card		Ward Ward		Ward Ward		Ward Ward		Ward Ward		Ward Ward	
	Yes, Per/	Per/	In	Oth. In	Past	Yes	No	1	2	3	4	5	6	7	8	9	10	11
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7		
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7		
Own	84	80	85	90	83	75	100	84	83	84	56	87	90	84	89	43		
Rent	13	18	14	9	17	25	-	14	17	11	41	7	9	14	9	57		
Other	1	1	1	1	-	-	-	1	-	1	2	1	-	1	2	-		
DK/NA	2	1	-	*	-	-	-	-	-	4	2	5	1	1	-	-		

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D1. Do you (or does a member of your household) own or rent your accommodation?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS		FROM NOW					
	Not Bet	Ab't As	Bet/ The	Wor. Oth/	Very Sat.	what Sat.	what Dis.	Very Dis	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Own	84	86	81	75	68	100	81	85	89	82	81	83	85	100	85	80
Rent	13	12	10	20	32	-	15	13	9	12	17	13	12	-	13	16
Other	1	1	-	-	-	-	1	1	-	2	-	4	1	-	*	3
DK/NA	2	1	10	5	-	-	3	1	2	4	2	-	2	-	2	2

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

D3. Do you have children under the age of 18 living in your household?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll Voca	Uni sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ma ker	Ret ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes	44	42	46	41	54	85	54	7	4	42	40	42	47	57	53	48	75	52	72	5
No	54	56	51	59	46	15	46	93	96	58	60	58	53	43	47	52	25	48	28	95
DK/NA	2	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.			
	TOTAL	\$20K-\$40K	\$40K-\$60K	\$60K-\$80K	More	Yes	No	Single	Mar	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes	44	26	25	37	48	59	100	-	30	52	25	48	29	51	19	57	50	55	41
No	54	74	75	63	52	41	-	100	70	48	75	51	71	49	81	43	50	45	59
DK/NA	2	-	-	-	-	-	-	-	-	-	-	1	-	*	-	-	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecifed	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Yes	44	24	59	62	26	26	-	46	37	37	23	34	57	48	47	30
No	54	76	41	38	74	74	100	54	63	58	75	62	41	51	53	70
DK/NA	2	*	-	-	-	-	-	-	-	4	2	3	2	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D3. Do you have children under the age of 18 living in your household?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	As Good	Ab't Same	Bet/ Oth.	Wor. Dep.	Oth/ Sat.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
TOTAL	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes	44	44	40	47	100	32	38	48	47	29	52	50	40	66	44	45
No	54	54	50	48	-	68	59	51	52	65	47	50	57	34	54	52
DK/NA	2	1	10	5	-	-	3	1	2	6	1	-	3	-	2	3



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

D4. Which of the following best describes your own present employment status?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Fe		18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Comm Coll	Uni Ver	F/T	P/T	Student/Worker	Unempl	Home	Retired		
	Male	Female	24	34	44	54	64	More	H.S.	H.S.	Voc	City	F/T	P/T	Work	ent	oyed	ker	ired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Working full-time	51	61	42	27	77	71	69	45	3	17	31	48	59	100	-	-	-	-	-	-
Working part-time	8	4	12	2	7	11	12	8	2	4	13	10	7	-	100	-	-	-	-	-
Going to school and working	5	6	3	50	3	2	1	1	-	16	6	7	3	-	-	100	-	-	-	-
Going to school and not working	2	1	2	13	2	1	-	-	-	12	1	1	1	-	-	-	100	-	-	-
Unemployed or laid off	3	3	3	5	4	5	2	3	-	-	4	5	2	-	-	-	-	100	-	-
Stay at home full-time	6	1	10	3	7	9	9	4	1	8	7	5	6	-	-	-	-	-	100	-
Retired	22	21	23	-	-	1	6	40	94	42	35	23	19	-	-	-	-	-	-	100
Disability pension	1	1	1	-	1	1	2	-	-	-	1	1	*	-	-	-	-	-	-	-
DK/NA	3	2	3	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. P.L.A.		
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Working full-time	51	10	39	41	56	74	66	41	47	59	30	54	43	58	27	87	50	51	53
Working part-time	8	12	9	12	9	6	10	7	4	9	9	9	6	9	7	9	29	11	7
Going to school and working	5	14	3	8	1	3	5	5	26	1	3	4	7	6	1	4	21	14	1
Going to school and not working	2	2	-	1	3	1	3	1	6	1	-	2	-	2	-	-	-	4	*
Unemployed or laid off	3	12	-	5	4	2	3	3	7	2	2	3	4	3	2	-	-	4	2
Stay at home full-time	6	4	-	4	8	6	10	3	-	8	2	6	7	6	4	-	-	5	6
Retired	22	37	49	30	18	7	2	39	9	19	51	21	30	15	58	-	-	9	28
Disability pension	1	8	-	-	-	*	1	-	*	3	-	4	1	1	-	-	*	1	1
DK/NA	3	2	-	-	-	1	*	-	*	1	1	1	1	1	-	-	-	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

D4. Which of the following best describes your own present employment status?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.																	WARDS						
	Not Yes No		Card Card												Uns									
	Yes, Per/	Per/	In	Oth. In	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward	Ward						
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.	Past	Yes	No	1	2	3	4	5	6	7	8	9	10						
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7								
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7								
Working full-time	51	45	73	52	48	75	50	55	63	42	37	50	61	55	50	57								
Working part-time	8	9	5	10	7	-	-	8	4	4	3	13	11	11	5	-								
Going to school and working	5	5	4	6	2	-	-	4	3	4	2	4	4	3	11	28								
Going to school and not working	2	*	1	3	-	-	-	1	-	1	-	1	2	1	4	-								
Unemployed or laid off	3	3	1	4	3	-	-	-	3	2	2	1	3	4	5	-								
Stay at home full-time	6	2	4	9	7	-	-	5	6	8	3	3	4	8	8	-								
Retired	22	34	12	16	31	25	50	25	21	33	48	22	12	17	18	-								
Disability pension	1	1	1	-	1	-	-	1	1	1	2	1	1	-	-	-								
DK/NA	3	1	-	1	1	-	-	1	-	4	3	4	2	1	-	15								

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW																			
	Not Ab't Bet/		Score Some		Exp. Cut Mai.															
	Bet As	The	Wor.	Oth/ Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.							
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.					
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117				
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116				
Working full-time	51	52	50	50	68	32	49	54	44	50	52	71	50	66	50	59				
Working part-time	8	8	-	11	-	-	8	8	10	8	7	4	9	16	9	7				
Going to school and working	5	5	-	6	-	-	5	5	3	4	7	8	4	-	4	9				
Going to school and not working	2	1	-	2	-	-	3	1	3	4	1	-	2	-	2	-				
Unemployed or laid off	3	3	-	1	-	34	3	2	6	2	3	4	3	-	3	2				
Stay at home full-time	6	6	20	5	32	-	4	6	8	7	6	-	6	-	6	4				
Retired	22	23	21	16	-	34	25	22	23	19	20	13	23	18	23	15				
Disability pension	1	1	-	1	-	-	1	*	1	-	2	-	*	-	1	1				
DK/NA	3	2	10	6	-	-	3	2	3	6	2	-	3	-	2	3				

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

D5. Do you personally use the Internet ...?

a) At home

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to or More	Less Than H.S.	H.S.	Vocational	University	F/T	P/T	Work ent.	Student/ent.	Unempl.	Homebased	Retired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes	80	84	77	93	93	89	92	83	43	58	61	80	87	91	83	97	100	87	87	54
No	17	14	20	7	7	11	8	17	56	42	39	20	12	9	15	3	-	13	13	45
DK/NA	2	2	2	-	-	-	-	-	1	-	-	-	*	-	2	-	-	-	-	1

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes	80	56	49	80	80	95	92	73	84	88	54	84	64	100	-	93	80	87	80
No	17	44	51	20	20	5	7	26	16	12	46	15	36	-	100	7	20	13	20
DK/NA	2	-	-	-	-	-	*	*	-	*	-	1	-	-	-	-	-	-	*

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Yes	80	76	85	89	71	88	100	78	78	72	57	79	89	83	87	86
No	17	24	15	11	29	12	-	22	22	24	42	16	9	16	13	14
DK/NA	2	-	-	*	-	-	-	-	-	4	2	4	2	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D5. Do you personally use the Internet ...?

a) At home

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Dep. Oth/	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes	80	81	50	79	100	66	82	81	81	73	83	79	80	65	81	81
No	17	17	40	16	-	34	16	17	18	21	15	21	18	35	17	15
DK/NA	2	2	10	5	-	-	3	1	2	6	2	-	2	-	2	3

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

D5. Do you personally use the Internet ...?

b) At work

Subsample: Respondents who are employed

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	High School	University	College	Post-grad	F/T	P/T	Student/Work	Unemployed	Homebased	Retired
UNWEIGHTED SAMPLE	516	285	231	44	95	158	139	62	7	9	42	116	345	413	65	38	-	-	-	-
WEIGHTED SAMPLE	514	274	240	43	95	158	138	61	7	9	42	116	343	410	66	38	-	-	-	-
Yes	80	80	80	52	86	85	81	79	100	22	45	68	90	87	55	45	-	-	-	-
No	19	20	19	48	12	15	19	21	-	78	55	32	9	12	43	55	-	-	-	-
DK/NA	*	-	1	-	1	-	-	-	-	-	-	-	*	*	2	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	\$20K	\$40K	\$60K	\$80K More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
UNWEIGHTED SAMPLE	516	18	33	52	60	294	287	229	88	378	48	453	58	466	49	414	100	178	337
WEIGHTED SAMPLE	514	18	33	52	60	292	287	227	87	376	48	451	58	464	49	412	100	177	336
Yes	80	39	52	71	75	91	82	78	65	85	75	83	62	83	59	100	-	75	83
No	19	61	48	29	25	9	17	22	35	15	25	17	38	17	41	-	100	24	17
DK/NA	*	-	-	-	-	*	1	-	-	*	-	*	-	*	-	-	-	1	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	516	125	87	228	67	6	1	57	104	81	26	77	153	105	68	6
WEIGHTED SAMPLE	514	125	85	228	67	6	1	56	103	81	26	76	152	105	67	6
Yes	80	79	78	80	85	100	100	80	83	78	73	81	85	77	82	34
No	19	20	22	20	15	-	-	20	17	21	27	19	15	22	18	66
DK/NA	*	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D5. Do you personally use the Internet ...?

b) At work

Subsample: Respondents who are employed

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T		Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW							
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Very Sat.	what Sat.	what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.		
TOTAL	ter	Good														
UNWEIGHTED SAMPLE	516	449	5	54	2	1	121	281	68	30	149	20	339	5	423	88
WEIGHTED SAMPLE	514	447	5	54	2	1	121	280	68	30	149	20	338	5	422	87
Yes	80	82	79	69	100	-	85	80	81	70	78	80	81	100	81	76
No	19	18	21	31	-	100	15	20	19	30	20	20	19	-	18	24
DK/NA	*	*	-	-	-	-	-	*	-	-	1	-	-	-	*	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D5. Do you personally use the Internet ...?

c) At some other place, such as a school or library

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Vocational	University	F/T	P/T	Work ent.	Student/ent.	Unempl.	Homebased	Retired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes	29	32	27	76	27	39	28	21	9	33	22	35	29	29	37	89	83	43	26	12
No	69	67	71	24	73	61	72	79	91	67	78	65	71	71	61	11	17	57	74	88
DK/NA	2	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes	29	34	28	35	32	30	36	24	54	27	18	29	32	32	21	32	43	100	-
No	69	66	72	65	68	70	64	76	46	73	82	70	68	68	79	68	57	-	100
DK/NA	2	-	-	-	-	-	*	-	-	-	-	1	-	-	-	-	-	-	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/ Hou.	Yes Per/ Hou.	No In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Yes	29	29	23	38	12	24	-	33	9	18	27	33	29	30	39	71
No	69	71	77	62	88	76	100	67	91	78	72	63	69	69	61	29
DK/NA	2	-	-	-	-	-	-	-	-	4	2	3	2	1	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D5. Do you personally use the Internet ...?

c) At some other place, such as a school or library

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Dep. Oth.	Sat. Dep.	Sat. Sat.	Dis. Dis.	Dis. Dis.	Very Ser.	Exc. Ser.	Exc. Ser.	Exc. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes	29	29	50	27	35	32	32	27	32	31	33	38	27	50	28	35
No	69	69	40	68	65	68	65	72	67	63	66	62	71	50	70	62
DK/NA	2	1	10	5	-	-	3	1	2	6	2	-	2	-	2	3



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

D6. a) At the present time, do you or does anyone in your household have a card for the Oakville library?

	GENDER			AGE						EDUCATION					EMPLOYMENT STATUS					
	Fe		Male	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Comm Coll	Uni Ver	Voc	sity F/T	P/T	Student/Work	Unempl	Home	Ret
	Male	Female																		
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Yes, personally	27	25	29	18	31	18	21	39	39	17	33	27	27	23	29	26	9	26	11	40
Not me, but someone in household	13	19	8	13	14	16	17	13	7	12	14	14	12	19	7	11	8	5	9	7
Yes, personally and someone else in household	42	39	45	55	29	55	52	37	28	37	32	38	47	42	50	55	83	52	63	30
No one in household has a library card	15	14	15	13	24	12	8	11	24	33	22	18	12	14	12	8	-	13	17	20
Personally or someone in household has a card for another library/libraries, but no one has a card for Oakville library	1	1	1	-	2	-	2	-	2	-	-	2	1	1	-	-	-	-	-	1
Had Oakville library card in the past, but not now	*	-	*	-	-	-	-	-	1	-	-	1	*	*	-	-	-	-	-	1
DK/NA	2	3	2	2	-	-	-	1	-	-	-	1	*	*	2	-	-	4	-	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D6. a) At the present time, do you or does anyone in your household have a card for the Oakville library?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than	\$20K to	\$40K to	\$60K to	\$80K or More	Yes	No	Single	Mar	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Yes, personally	27	46	41	23	25	20	14	38	33	22	45	25	36	25	37	24	25	27	28
Not me, but someone in household	13	10	13	12	14	16	17	10	12	16	4	13	14	14	12	16	19	11	14
Yes, personally and someone else in household	42	28	27	53	46	49	59	30	35	48	26	45	28	46	26	44	45	56	38
No one in household has a library card	15	14	19	13	13	14	9	20	15	13	22	14	18	13	25	14	10	6	19
Personally or someone in household has a card for another library/libraries, but no one has a card for Oakville library	1	-	1	-	2	1	1	1	2	1	2	1	2	1	1	1	-	1	1
Had Oakville library card in the past, but not now	*	-	-	-	-	-	-	*	1	-	1	*	-	*	-	*	-	-	*
DK/NA	2	2	-	-	-	*	1	*	1	*	-	1	1	*	-	-	1	*	*

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D6. a) At the present time, do you or does anyone in your household have a card for the Oakville library?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.								WARDS							Uns pecified
	TOTAL	Not Yes		No	Card Card		Oth.	In	Ward	Ward	Ward	Ward	Ward	Ward	Ward	
		Per.	Per/		Per/	In										
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Yes, personally	27	100	-	-	-	-	-	-	-	27	36	23	24	28	29	30
Not me, but someone in household	13	-	100	-	-	-	-	60	36	9	10	18	17	13	9	14
Yes, personally and someone else in household	42	-	-	100	-	-	-	-	-	43	28	40	41	46	47	43
No one in household has a library card	15	-	-	-	100	-	-	37	58	17	23	11	16	10	14	14
Personally or someone in household has a card for another library/libraries, but no one has a card for Oakville library	1	-	-	-	-	100	-	2	4	-	-	3	*	1	2	-
Had Oakville library card in the past, but not now	*	-	-	-	-	-	100	-	1	-	2	1	-	-	-	-
DK/NA	2	-	-	-	-	-	-	1	1	5	2	3	2	2	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D6. a) At the present time, do you or does anyone in your household have a card for the Oakville library?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	Ab't As	Bet/ The	Wor. Oth/	Dep. Oth/	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Yes, personally	27	26	30	28	-	68	28	26	28	27	26	25	27	-	26	28
Not me, but someone in household	13	13	-	12	-	32	14	13	10	12	13	8	13	49	13	17
Yes, personally and someone else in household	42	43	50	34	100	-	39	45	42	36	45	59	40	51	43	38
No one in household has a library card	15	14	10	17	-	-	14	14	17	15	13	8	16	-	15	10
Personally or someone in household has a card for another library/libraries, but no one has a card for Oakville library	1	1	-	3	-	-	*	1	1	2	*	-	1	-	1	4
Had Oakville library card in the past, but not now	*	*	-	1	-	-	-	*	1	-	*	-	*	-	*	-
DK/NA	2	2	10	5	-	-	3	1	2	8	2	-	3	-	2	3

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D6. b) Even though you don't have a card, do you use the Oakville library at all?

Subsample: Respondents who do not personally have a card for the Oakville library

	GENDER		AGE						EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	18 Fe	25 to male	35 to	45 to	55 to	65 to	Less or More	Coll H.S.	Uni ver	Voca sity	F/T	P/T	Stud ent/ Work	Unpl ement	Home ker	Ret ired		
UNWEIGHTED SAMPLE	230	135	95	14	44	52	47	27	40	11	30	60	125	140	13	7	1	4	12	50
WEIGHTED SAMPLE	228	130	99	14	44	51	46	27	40	11	30	60	124	138	13	7	1	4	12	50
Yes	36	38	35	43	20	46	32	37	43	27	30	32	40	33	54	44	100	-	33	40
No, never use library	64	62	65	57	80	54	68	63	57	73	70	68	60	67	46	56	-	100	67	60
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PL.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Wid.	Sin gle	Mar ried	Sep.	Own	Rent	Yes	No	Yes	No	Yes
UNWEIGHTED SAMPLE	230	12	21	21	27	111	95	135	33	165	31	193	36	179	51	131	29	41	189
WEIGHTED SAMPLE	228	12	21	21	27	110	94	134	33	163	31	191	36	177	51	129	29	40	188
Yes	36	25	43	38	44	36	41	33	46	36	29	37	33	37	35	35	39	69	30
No, never use library	64	75	57	62	56	64	59	67	54	64	71	63	67	63	65	65	61	31	70
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per.	Yes Per/ Hou.	No Per/ Hou.	Card In Lib.	Card Oth. Lib.	Card Past	Card Yes	Card No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	230	-	106	-	116	8	-	84	146	41	20	37	68	37	25	2
WEIGHTED SAMPLE	228	-	104	-	116	8	-	83	145	41	20	36	68	37	25	2
Yes	36	-	48	-	27	25	-	100	-	27	46	43	40	32	36	-
No, never use library	64	-	52	-	73	75	-	100	73	54	57	60	68	64	100	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D6. b) Even though you don't have a card, do you use the Oakville library at all?

Subsample: Respondents who do not personally have a card for the Oakville library

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T				Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta. TEN YEARS FROM NOW					
	Not Bet	Ab't As	Bet/ The	Wor. Oth.	Dep. Oth/	Sat. Very	Sat. what	Dis. what	Dis. Very	Exp. Exc.	Cut Exc.	Mai. Exc.	Oth/ Dep.	Much Same	Qui. Dif.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHTED SAMPLE	230	200	1	26	-	1	57	115	33	14	60	4	161	3	191	36
WEIGHTED SAMPLE	228	198	1	26	-	1	57	114	32	14	60	4	160	3	190	36
Yes	36	37	-	35	-	100	36	40	39	21	26	75	40	33	35	42
No, never use library	64	63	100	65	-	-	64	60	61	79	74	25	60	67	65	58
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNS497

D7. What is the highest level of education that you have reached?

	GENDER		AGE						EDUCATION					EMPLOYMENT STATUS						
	Fe		18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Comm Coll	Uni Ver	Voc	sity	F/T	P/T	Student/Work	Unempl	Home	Ret
	TOTAL	Male	male																	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Some elementary (Grades 1-7)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Completed elementary (Grade 8)	*	1	*	-	-	-	-	-	2	12	-	-	-	-	-	-	-	-	-	2
Some high school (Grades 9-11)	3	3	2	14	-	1	1	2	6	88	-	-	-	1	1	10	25	-	4	4
Completed high school (Grades 12 or 13)	10	8	12	18	8	9	7	10	17	-	100	-	-	6	17	13	9	13	13	17
Community college, vocational, trade school	22	19	25	36	27	20	23	16	25	-	-	100	-	21	26	34	16	35	20	24
Some university	9	9	9	16	4	7	10	7	15	-	-	-	14	6	9	21	17	13	4	14
Complete university (Bachelor's Degree)	30	30	30	7	38	33	31	35	23	-	-	-	48	33	29	8	17	26	37	28
Post graduate/professional school (Master's Degree or Ph.D.)	23	27	19	9	23	30	27	30	10	-	-	-	37	32	15	13	17	13	22	12
No schooling	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	3	3	3	-	-	-	1	1	2	-	-	-	-	1	2	-	-	-	-	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D7. What is the highest level of education that you have reached?

	HOUSEHOLD INCOME					KIDS > 18		MARTIAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	Less Than	\$20K to	\$40K to	\$60K to	\$80K or More	Yes	No	Single	Married	Wid. Div.	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL	\$20K	\$40K	\$60K	\$80K														
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Some elementary (Grades 1-7)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Completed elementary (Grade 8)	*	-	1	1	-	-	*	*	-	*	1	*	-	*	1	-	-	-	1
Some high school (Grades 9-11)	3	10	8	-	1	1	3	3	8	1	3	2	6	2	6	*	7	3	2
Completed high school (Grades 12 or 13)	10	24	20	14	12	5	9	12	13	9	15	10	18	8	23	5	23	8	12
Community college, vocational, trade school	22	34	34	41	29	15	21	24	35	20	25	20	39	22	25	19	37	27	21
Some university	9	12	11	7	10	8	8	10	12	6	21	9	9	8	14	7	8	8	10
Complete university (Bachelor's Degree)	30	12	10	21	31	37	31	30	17	35	19	33	14	32	21	34	16	30	30
Post graduate/professional school (Master's Degree or Ph.D.)	23	8	14	16	17	34	27	21	14	27	15	25	13	27	9	33	8	24	23
No schooling	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	3	-	2	-	-	*	1	*	1	*	1	1	1	1	1	*	1	-	1



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D7. What is the highest level of education that you have reached?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Not Yes		No In	Card Card		Oth. Past	In Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6		
		Per.	Hou.		Per/	Hou.										Lib.	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Some elementary (Grades 1-7)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Completed elementary (Grade 8)	*	-	-	*	2	-	-	1	1	1	2	-	-	-	1	-	
Some high school (Grades 9-11)	3	2	3	2	5	-	-	2	5	4	10	2	2	1	2	-	
Completed high school (Grades 12 or 13)	10	13	12	8	16	-	-	11	14	13	23	5	8	12	10	-	
Community college, vocational, trade school	22	23	24	20	27	38	50	23	29	24	28	15	21	24	23	28	
Some university	9	8	10	9	10	12	-	10	10	6	8	7	8	9	15	28	
Complete university (Bachelor's Degree)	30	33	24	34	20	38	50	21	24	28	21	42	31	28	24	15	
Post graduate/ professional school (Master's Degree or Ph.D.)	23	21	24	26	20	13	-	29	17	19	5	26	28	24	25	30	
No schooling	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DK/NA	3	*	3	-	1	-	-	2	1	6	3	3	2	2	-	-	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D7. What is the highest level of education that you have reached?

	Q4t. OAKVILLE ... THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T					Q10ta. TOWN OF OAKVILLE SHOULD ...					Q17ta. TEN YEARS FROM NOW			
	Not Bet	Ab't As	Bet/ The Same	Wor. Oth.	Very Dep.	Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
	TOTAL	ter	Good													
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Some elementary (Grades 1-7)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Completed elementary (Grade 8)	*	*	-	1	-	-	*	*	1	-	-	-	1	-	*	-
Some high school (Grades 9-11)	3	2	-	5	-	-	3	2	3	6	3	4	2	-	2	7
Completed high school (Grades 12 or 13)	10	10	30	13	-	-	13	9	9	13	9	17	11	-	11	9
Community college, vocational, trade school	22	21	20	34	68	-	23	23	21	15	27	8	22	16	22	23
Some university	9	9	-	9	-	34	6	10	9	15	9	13	9	34	9	7
Complete university (Bachelor's Degree)	30	31	30	18	-	66	29	30	32	25	31	20	30	18	30	30
Post graduate/ professional school (Master's Degree or Ph.D.)	23	24	10	16	32	-	21	24	23	21	20	37	23	32	23	20
No schooling	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	3	2	10	5	-	-	4	2	2	6	2	-	4	-	3	4

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

D8. Are you ...?

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	Fe		18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	Less Than 65	H.S.	H.S. or More	Comm Coll	Uni ver	Voca	sity	F/T	P/T	Stud ent/ Work	Unem ployed	Home ma ker	Ret ired
	TOTAL	Male	Female	24	34	44	54	64	More	H.S.	H.S.	Voca	sity	F/T	P/T	Work	ent/ Stud	em ployed	ma ker	Ret ired
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Single, never married	14	16	12	93	17	8	7	4	6	37	18	22	10	13	7	78	58	34	-	6
Married or living together as a couple	69	71	66	7	79	82	80	77	54	42	60	62	76	79	76	11	42	52	96	60
Widowed	6	4	7	-	-	-	1	3	31	17	13	6	4	*	3	3	-	-	-	23
Separated	3	2	4	-	4	6	2	4	-	-	4	2	3	3	3	6	-	5	4	2
Divorced	6	4	7	-	-	4	10	11	8	4	4	8	6	5	9	3	-	5	-	8
DK/NA	3	2	4	-	1	-	-	-	1	-	1	-	1	*	2	-	-	5	-	1

	HOUSEHOLD INCOME				KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PLA.			
	Less Than \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	More	Yes	No	Wid. Sin gle	Mar ried	Div. Sep.	Own	Rent	Yes	No	Yes	No	Yes	No	
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	gle	ried	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Single, never married	14	34	30	21	7	8	10	18	100	-	-	11	32	15	13	14	31	26	9
Married or living together as a couple	69	18	37	59	78	88	81	61	-	100	-	76	31	75	48	77	56	65	72
Widowed	6	12	21	3	2	1	1	10	-	-	39	5	11	2	21	*	2	1	8
Separated	3	14	3	5	6	1	5	2	-	-	20	2	10	3	5	3	3	4	3
Divorced	6	22	9	12	8	3	3	9	-	-	41	4	17	5	12	5	7	4	7
DK/NA	3	-	-	-	-	-	1	1	-	-	-	2	-	1	1	-	1	*	1

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D8. Are you ...?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Yes, Per/		No In	Card Lib.	Card Past		No	Ward								
		Per.	Hou.			Yes	No		1	2	3	4	5	6			
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Single, never married	14	18	13	12	15	25	50	18	14	9	25	12	12	15	18	43	
Married or living together as a couple	69	56	83	79	63	50	-	70	71	71	41	73	74	69	66	28	
Widowed	6	10	2	2	11	-	50	2	10	9	17	4	2	5	3	-	
Separated	3	3	-	4	3	-	-	2	1	1	3	1	4	3	4	15	
Divorced	6	11	2	3	8	26	-	6	5	4	13	4	5	7	8	-	
DK/NA	3	2	-	*	1	-	-	1	-	5	2	5	2	2	1	15	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW																				
	TOTAL	Not Bet		Ab't As		Bet/ The		Wbr. Oth/		Very what		Some what		Exp. Ser.		Cut Ser.		Mai. Oth/		Much Same	Qui. Dif.
		ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.					
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117					
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116					
Single, never married	14	14	19	17	-	34	15	13	13	18	15	21	13	16	13	22					
Married or living together as a couple	69	70	71	57	100	66	68	71	65	59	69	66	69	66	69	66					
Widowed	6	6	-	6	-	-	6	5	7	11	4	4	6	-	6	-					
Separated	3	3	-	4	-	-	2	4	3	2	4	4	3	-	3	3					
Divorced	6	5	-	10	-	-	5	5	10	4	5	4	6	18	6	6					
DK/NA	3	2	10	6	-	-	4	2	2	6	3	-	3	-	3	3					

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D9. In what year were you born?

CONVERTED TO AGE

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni Vocality	F/T	P/T	Student/Work	Unempl	Home	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
18 to 24	7	9	5	100	-	-	-	-	-	33	12	11	4	4	1	73	58	13	4	-
25 to 34	14	13	15	-	100	-	-	-	-	11	17	15	21	11	8	17	18	15	-	-
35 to 44	23	22	25	-	-	100	-	-	-	9	21	21	26	33	31	11	17	39	35	1
45 to 54	21	21	21	-	-	-	100	-	-	8	14	22	23	28	31	5	-	13	31	6
55 to 64	14	18	10	-	-	-	-	100	-	8	13	10	16	12	14	3	-	13	9	25
65 or more	15	14	17	-	-	-	-	-	100	42	25	17	12	1	4	-	-	-	2	65
DK/NA	5	4	7	-	-	-	-	-	-	4	2	4	1	8	-	9	5	4	4	4

	HOUSEHOLD INCOME					KIDS > 18		MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PIA.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
18 to 24	7	21	11	9	4	4	6	8	46	1	-	5	16	8	3	6	21	18	2
25 to 34	14	12	8	15	17	17	17	12	17	16	3	13	20	16	6	20	12	13	15
35 to 44	23	12	18	25	23	31	45	7	14	28	16	26	12	26	15	33	23	32	21
45 to 54	21	16	9	17	23	29	26	18	10	25	18	22	17	24	9	27	26	20	22
55 to 64	14	12	8	9	21	16	2	24	4	16	18	15	9	15	14	12	13	10	16
65 or more	15	27	45	23	10	3	1	27	6	12	41	14	24	8	50	2	-	5	20
DK/NA	5	-	2	2	1	1	2	4	3	3	3	4	2	3	4	1	5	2	4

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D9. In what year were you born?

CONVERTED TO AGE

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pec ified
	Not Yes, Per/ Per. Hou.		Yes Per/ Per. Hou.		No In Hou.		Card Card In Past		Card Card In Yes		Ward		Ward		Ward		
	TOTAL	Per.	Hou.	Hou.	Lib.	Past	Yes	No	1	2	3	4	5	6	7	8	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
18 to 24	7	5	7	9	6	-	-	7	6	6	3	6	5	8	12	28	
25 to 34	14	16	15	9	23	25	-	11	24	10	13	8	25	9	12	14	
35 to 44	23	16	28	30	19	-	-	28	18	19	16	17	26	29	30	15	
45 to 54	21	16	28	26	12	38	-	17	21	18	11	24	24	24	20	14	
55 to 64	14	20	14	12	10	-	-	13	11	14	10	22	10	16	14	15	
65 or more	15	22	8	10	26	25	50	20	16	25	42	15	7	11	9	-	
DK/NA	5	4	-	2	4	13	50	4	3	7	5	8	4	3	4	15	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW										FROM NOW						
	Not Bet As		Ab't The		Bet/ Wbr. Oth/		Some Very what		Some what			Exp. Very Exi.		Cut Exi. Exi.		Mai. Oth/	
	TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis		Ser.	Ser.	Ser.	Dep.	Same	Qui.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117	
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116	
18 to 24	7	7	10	9	-	-	9	7	4	4	9	8	6	16	6	12	
25 to 34	14	14	19	11	35	-	17	15	7	6	16	21	12	-	14	13	
35 to 44	23	24	30	21	32	66	18	25	27	25	27	29	22	50	23	26	
45 to 54	21	21	10	23	-	-	20	20	25	21	21	21	21	16	21	24	
55 to 64	14	15	10	10	-	-	13	14	17	17	11	12	16	-	15	10	
65 or more	15	15	10	15	-	34	19	15	14	17	11	8	17	18	17	6	
DK/NA	5	4	10	11	32	-	5	4	6	10	4	-	6	-	5	9	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

D10. For statistical purposes only, we need information about your income. All individual responses will be kept confidential. Please tell me which category applies to your total household income before taxes for 2003?

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	Less Than H.S.	High School Grad	University	College	F/T	P/T	Student/Work	Unempl.	Homebased	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Under \$10,000	2	4	1	10	3	1	2	3	2	12	6	3	1	*	3	10	8	17	2	3
\$10,001 to \$20,000	4	3	5	9	3	2	2	3	9	9	8	7	2	1	6	8	-	9	2	7
\$20,001 to \$30,000	3	2	5	6	2	3	2	-	11	8	9	5	2	3	5	-	-	-	-	7
\$30,001 to \$40,000	5	4	5	7	3	3	2	4	13	16	7	7	3	3	4	5	-	-	-	10
\$40,001 to \$50,000	4	4	4	2	4	5	4	3	7	4	6	7	3	3	1	8	-	13	2	6
\$50,001 to \$60,000	7	7	6	13	7	7	4	4	10	-	8	12	5	5	14	11	9	4	4	8
\$60,001 to \$70,000	5	4	6	2	7	6	7	4	3	-	8	5	5	6	8	3	9	4	4	3
\$70,001 to \$80,000	6	6	7	5	6	5	5	13	4	4	5	10	5	6	4	-	17	13	11	6
\$80,001 to \$90,000	5	4	5	2	8	5	8	3	2	4	2	7	4	7	3	-	9	9	4	2
\$90,001 to \$100,000	6	6	6	7	12	5	6	6	2	4	10	4	6	7	3	10	8	4	9	3
Over \$100,000	33	39	28	16	33	48	46	40	6	-	8	17	47	49	28	19	9	17	35	10
DK/NA	20	19	20	21	12	11	11	18	32	38	22	15	17	9	20	26	33	9	26	33

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. PIA.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Under \$10,000	2	39	-	-	-	2	3	8	1	6	1	13	2	5	1	5	4	2	
\$10,001 to \$20,000	4	61	-	-	-	2	5	7	1	15	1	19	2	11	1	6	3	4	
\$20,001 to \$30,000	3	-	43	-	-	2	5	6	1	12	2	13	2	10	1	8	3	4	
\$30,001 to \$40,000	5	-	57	-	-	3	7	11	3	6	4	9	3	14	3	8	5	5	
\$40,001 to \$50,000	4	-	-	38	-	3	5	5	3	9	4	8	4	3	3	5	4	4	
\$50,001 to \$60,000	7	-	-	62	-	6	8	11	6	6	7	7	6	9	6	10	9	6	
\$60,001 to \$70,000	5	-	-	-	46	7	4	2	6	5	5	5	5	6	5	10	6	5	
\$70,001 to \$80,000	6	-	-	-	54	6	7	4	7	7	7	7	3	6	7	6	5	6	
\$80,001 to \$90,000	5	-	-	-	-	11	5	4	5	3	5	2	6	1	6	2	6	4	
\$90,001 to \$100,000	6	-	-	-	-	13	7	6	7	7	3	7	3	7	2	7	6	5	
Over \$100,000	33	-	-	-	-	76	46	24	13	44	8	38	9	40	9	51	18	35	34
DK/NA	20	-	-	-	-	12	23	21	16	20	19	11	17	23	10	17	15	19	

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

D10. For statistical purposes only, we need information about your income. All individual responses will be kept confidential. Please tell me which category applies to your total household income before taxes for 2003?

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	Not Yes		No		Card		Card		Ward		Ward		Ward		Ward		
	Yes,	Per/	Per/	In	Oth.	In	Past	Yes	No	1	2	3	4	5	6		
TOTAL	Per.	Hou.	Hou.	Hou.	Lib.	Past	Yes	No	1	2	3	4	5	6			
UNWEIGHED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Under \$10,000	2	3	3	2	3	-	-	1	4	2	3	1	2	1	5	14	
\$10,001 to \$20,000	4	8	2	2	4	-	-	2	3	4	13	1	3	3	5	-	
\$20,001 to \$30,000	3	5	4	2	4	12	-	4	4	3	8	2	3	5	3	14	
\$30,001 to \$40,000	5	7	4	3	7	-	-	7	4	7	6	5	1	4	8	15	
\$40,001 to \$50,000	4	3	5	5	3	-	-	4	4	5	10	1	3	5	3	-	
\$50,001 to \$60,000	7	6	5	8	6	-	-	6	5	10	7	3	5	6	9	-	
\$60,001 to \$70,000	5	4	6	6	5	12	-	6	5	9	3	4	4	3	7	-	
\$70,001 to \$80,000	6	6	7	7	5	12	-	8	5	5	5	6	6	9	5	15	
\$80,001 to \$90,000	5	4	2	6	6	13	-	5	4	5	5	3	5	3	8	-	
\$90,001 to \$100,000	6	6	9	6	4	13	-	4	8	6	2	5	6	7	9	-	
Over \$100,000	33	23	44	39	32	26	-	39	36	24	12	42	43	38	27	14	
DK/NA	20	24	11	14	22	13	100	14	19	21	26	25	19	17	13	29	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. THEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS FROM NOW															
	Not Ab't		Bet/		Some		Some		Exp.		Cut		Mai.			
	Bet	As	The	Wor.	Oth/	Very	what	what	Very	Exi.	Exi.	Exi.	Oth/	Much	Qui.	
TOTAL	ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis	Ser.	Ser.	Ser.	Dep.	Same	Dif.	
UNWEIGHED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Under \$10,000	2	2	-	6	-	-	4	1	4	4	4	4	2	-	2	6
\$10,001 to \$20,000	4	4	10	3	-	34	3	3	6	4	5	4	3	-	4	4
\$20,001 to \$30,000	3	3	-	8	-	-	4	3	2	7	4	-	4	-	3	4
\$30,001 to \$40,000	5	4	30	5	-	-	3	5	7	6	2	4	6	-	5	2
\$40,001 to \$50,000	4	4	-	4	-	-	4	5	3	-	5	-	4	18	4	3
\$50,001 to \$60,000	7	6	-	11	35	-	7	7	8	4	6	8	7	34	6	7
\$60,001 to \$70,000	5	5	-	6	-	-	4	6	3	10	6	-	5	-	5	4
\$70,001 to \$80,000	6	7	-	2	-	32	7	6	7	-	6	-	7	-	7	4
\$80,001 to \$90,000	5	4	-	9	-	-	5	5	3	2	4	4	5	-	5	4
\$90,001 to \$100,000	6	6	10	8	-	-	4	6	7	4	6	8	6	-	6	8
Over \$100,000	33	36	30	16	32	-	35	34	30	34	33	41	34	16	35	29
DK/NA	20	19	20	22	32	34	20	19	19	24	19	25	19	32	19	25



TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

GENDER

	GENDER		AGE					EDUCATION					EMPLOYMENT STATUS							
	TOTAL	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni	Voc	sity	F/T	P/T	Student/Work	Unempl	Home
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Male	48	100	-	62	44	44	48	61	43	61	38	41	51	57	25	64	40	46	8	45
Female	52	-	100	38	56	56	52	39	57	39	62	59	49	43	75	36	60	54	92	55

	HOUSEHOLD INCOME					KIDS > 18		MARITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OIH. FLA.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Mar	Wid.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Male	48	46	33	49	41	53	46	50	56	50	35	48	47	50	39	53	54	52	46
Female	52	54	67	51	59	47	54	50	44	50	65	52	53	50	61	47	46	48	54

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS					
	TOTAL	Not Yes, Per/	Yes Per/	No Per/	In Hou.	Card Oth. Lib.	Card In Past	Yes	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Unspecified
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7
Male	48	44	69	45	47	36	-	59	55	43	50	52	50	43	55	
Female	52	56	31	55	53	64	100	41	45	57	50	48	50	57	47	45

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

GENDER

	Q4t. OAKVILLE ...THAN/AS GTA TO LIVE		Q5t. SAT. WITH TOWN OF OAKVILLE GOV'T			Q10ta. TOWN OF OAKVILLE SHOULD ...				Q17ta.TEN YEARS FROM NOW						
TOTAL	ter	Good	Not Bet As The Same	Ab't Wor. Oth.	Bet/ Dep.	Very Sat.	Some Sat.	Some Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.	
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Male	48	49	48	42	65	32	46	48	47	63	44	69	49	65	46	60
Female	52	51	52	58	35	68	54	52	53	37	56	31	51	35	54	40

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
EN5497

WARDS

	GENDER			AGE					EDUCATION					EMPLOYMENT STATUS						
	TOTAL	Male	female	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or More	Less Than H.S.	H.S.	Coll	Uni Vocality	F/T	P/T	Student/Work	Unempl	Home	Retired	
UNWEIGHTED SAMPLE	800	400	400	56	110	187	169	114	122	24	83	178	492	413	65	38	12	23	46	177
WEIGHTED SAMPLE	800	384	416	55	110	188	169	113	122	24	84	179	491	410	66	38	12	23	48	177
Ward 1	20	18	22	18	15	17	17	20	33	30	24	22	18	17	9	19	9	17	28	30
Ward 2	8	8	7	4	7	5	4	5	21	29	17	10	4	6	3	3	-	5	4	16
Ward 3	14	15	13	12	8	10	16	22	14	8	6	10	17	14	23	13	8	5	7	14
Ward 4	25	27	24	20	46	28	28	18	11	13	19	24	28	30	32	19	33	25	18	14
Ward 5	19	17	21	21	13	23	21	21	14	8	22	20	19	20	25	13	17	26	26	14
Ward 6	13	14	12	22	11	16	12	13	7	12	12	14	14	13	8	29	34	22	17	11
Unspecified	1	1	1	3	1	1	1	1	-	-	-	1	1	1	-	5	-	-	-	-

	HOUSEHOLD INCOME				KIDS > 18			MARRITAL STATUS			TENURE		INTERNET AT HOME		INTERNET AT WORK		INTERNET OTH. PLA.		
	TOTAL	\$20K	\$40K	\$60K	\$80K	More	Yes	No	Single	Married	Div.	Own	Rent	Yes	No	Yes	No	Yes	No
UNWEIGHTED SAMPLE	800	50	64	86	90	353	353	430	113	549	114	673	105	644	138	414	100	233	550
WEIGHTED SAMPLE	800	50	65	86	90	352	354	429	112	548	115	673	105	643	139	412	100	232	551
Ward 1	20	20	24	29	24	16	17	22	13	21	20	20	17	18	27	15	17	13	23
Ward 2	8	20	14	12	6	3	4	11	13	5	17	5	24	5	18	5	7	7	8
Ward 3	14	4	13	6	13	16	11	16	12	15	9	15	8	14	13	15	15	16	13
Ward 4	25	20	10	20	23	31	33	19	21	27	21	27	17	28	14	32	22	25	26
Ward 5	19	14	20	20	19	20	21	18	20	19	19	19	21	20	18	20	23	20	19
Ward 6	13	20	17	14	13	13	14	13	17	13	13	14	9	14	9	13	12	18	11
Unspecified	1	2	3	-	1	*	1	1	3	*	1	*	4	1	1	*	4	2	*

TELEPHONE SURVEY FOR THE TOWN OF OAKVILLE  
RNE497

WARDS

	NO CARD/ CARD FOR THE OAKVILLE LIBRARY USE LIB.										WARDS						Uns pecified
	TOTAL	Yes, Per/	Yes Per/	No In	Card Lib.	Card In	No	No	No	No	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	
		Hou.	Hou.	Hou.	Past	Yes					Yes	Yes	Yes	Yes	Yes	Yes	
UNWEIGHTED SAMPLE	800	213	106	335	116	8	2	85	149	161	61	113	203	151	104	7	
WEIGHTED SAMPLE	800	214	104	336	116	8	2	84	148	162	61	113	203	152	104	7	
Ward 1	20	20	13	21	23	-	-	13	20	100	-	-	-	-	-	-	
Ward 2	8	10	6	5	12	-	50	11	8	-	100	-	-	-	-	-	
Ward 3	14	12	20	13	11	38	50	19	15	-	-	100	-	-	-	-	
Ward 4	25	23	33	25	28	12	-	32	28	-	-	-	100	-	-	-	
Ward 5	19	20	19	21	13	25	-	15	17	-	-	-	-	100	-	-	
Ward 6	13	14	9	15	12	26	-	11	11	-	-	-	-	-	100	-	
Unspecified	1	1	1	1	1	-	-	-	1	-	-	-	-	-	-	100	

	Q4t. OAKVILLE ... THAN/AS Q5t. SAT. WITH TOWN Q10ta. TOWN OF Q17ta. IEN GIA TO LIVE OF OAKVILLE GOV'T OAKVILLE SHOULD ... YEARS										FROM NOW					
	TOTAL	Not Bet	As Good	Ab't The	Bet/ Wbr.	Oth/ Dep.	Very Sat.	Some what Sat.	Some what Dis.	Very Dis.	Exp. Ser.	Cut Ser.	Mai. Ser.	Oth/ Dep.	Much Same	Qui. Dif.
		ter	Good	Same	Oth.	Dep.	Sat.	Sat.	Dis.	Dis.	Ser.	Ser.	Ser.	Dep.	Same	Dif.
UNWEIGHTED SAMPLE	800	694	10	80	3	3	194	416	118	48	226	24	537	6	673	117
WEIGHTED SAMPLE	800	693	10	80	3	3	194	416	118	47	227	24	537	6	674	116
Ward 1	20	21	20	14	35	-	21	21	19	21	19	12	22	-	20	18
Ward 2	8	6	10	20	-	-	8	7	7	14	9	21	6	-	8	8
Ward 3	14	14	40	14	-	-	8	15	21	21	15	16	14	16	14	16
Ward 4	25	25	10	24	-	66	31	23	24	21	29	24	24	49	24	32
Ward 5	19	20	21	14	32	-	18	21	14	15	15	13	20	18	20	14
Ward 6	13	13	-	12	32	34	14	13	14	8	13	13	13	18	13	13
Unspecified	1	1	-	2	-	-	*	1	-	-	1	-	1	-	1	1

