

# 2017 Report Card on Citizen Satisfaction

The City of Colwood conducts randomized Citizen Satisfaction Surveys to better understand the needs & perceptions of Colwood residents, identify areas for improvement and measure progress over time. 2017 results show consistent improvement over 2015.



## What residents love about Colwood

**71%** love the peaceful, beautiful seaside location and connections to nature



## Quality of life in Colwood

**Exceptional quality of life**



**8.0** out of 10

Up from 7.5 in 2015

**Great place to raise a family**



**8.1** out of 10

Up from 7.6 in 2015

**Great place to retire**



**7.9** out of 10

Up from 7.3 in 2015

## City programs & services

**CUSTOMER SERVICE** provided by City employees:

**Friendly 8.3**   **Fair 7.6**   **Knowledgeable 7.3**   **Timely 7.1**

### TOP RATED SERVICES:



### AREAS FOR IMPROVEMENT:



## Areas to watch

### Transportation & Traffic

In addition to ongoing upgrades Colwood streets, sidewalks and trails, the City is working with BC Transit and View Royal on options for a rapid transit corridor along Island Highway, and advocating for continuation of the corridor into Victoria along the Trans-Canada.

### Development & Planning

Colwood's new Draft Official Community Plan is available for public review. The plan is based on extensive community input. It outlines clear policies that will guide consistent land use decisions over the next 20 years and beyond. Read more at [www.colwood.ca/MakingWaves](http://www.colwood.ca/MakingWaves)

### Affordable Housing

Colwood provided \$886,000 in 2017 for two affordable housing projects totalling nearly 200 units at Pacifica Housing on Sooke Road and the Greater Victoria Housing Society on Goldstream Avenue.

## Top 3 Issues Facing Colwood

**29%** say  
**Transportation & Traffic**



**14%** say  
**Development & Planning**



**9%** say  
**Infrastructure**



## Specific issues rated by importance

**Transportation & Traffic 9.2**

**Natural environment 8.9**

**Citizen Engagement 8.3**

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