

2023 Report Card on Citizen Satisfaction



The City engages leading researchers to conduct Citizen Satisfaction Surveys to better understand the needs & perceptions of Colwood residents, identify areas for improvement and measure progress. 2023 results show slight decreases in some areas compared to surveys in 2015 and 2017.

Number of responses

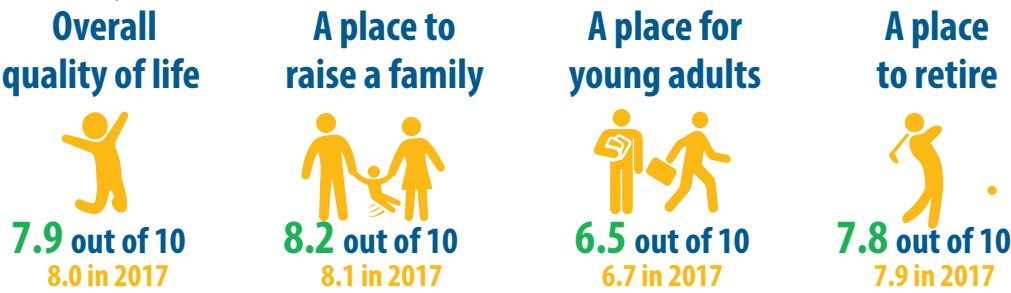
361 Colwood residents completed the survey

This sample size is accurate to within $\pm 5.2\%$ 19 times out of 20

What residents love about Colwood

49% access to nature, outdoor recreation, proximity to the ocean, views, and the City's beautiful setting top the list

Quality of life in Colwood



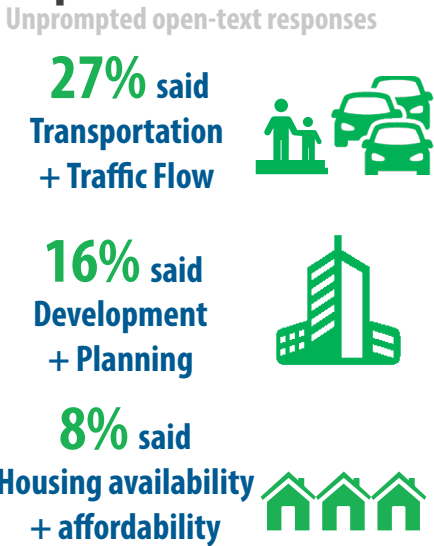
City Customer Service



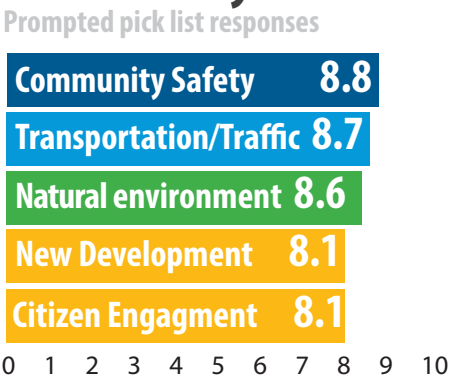
Value for taxes



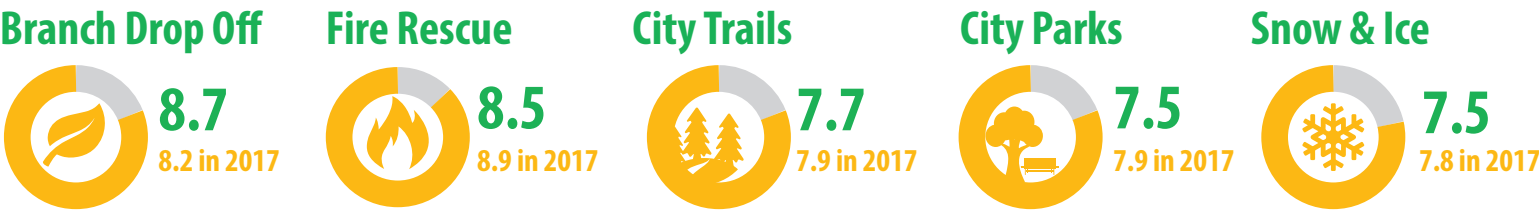
Top-of-mind Issues



Most Important Community Issues



Top rated services



Areas for improvement



Areas to watch

Safety New policing positions are funded in each year of the City's 5-year financial plan, and there has been discussion of a police building expansion. Fire Rescue will explore further mutual aid to ensure regional resources are available as more towers are constructed. A Household Prosperity survey will give Council a better understanding of factors that residents feel impact community safety, and where improvement is needed.	Transportation Completion of the Latoria roundabout and sidewalks in 7 locations in 2023. 4 more intersection upgrades planned by 2026. Road expansion is considered for Latoria and Metchosin Roads. Galloping Goose Bridge construction starts in 2023 and a waterfront pathway is pending grant approval. Survey results indicate residents' priorities: sidewalks, road lines, transit, safe routes to school, cycling, road maintenance, and street lighting.	Environment The City acknowledges the value of natural assets and created a natural asset inventory to track progress. An Urban Forest Plan is being developed to guide tree management. Colwood has adopted Low Carbon Step 3 of the BC STEP Code to increase the energy efficiency of new residential buildings. And the Draft Low Carbon Colwood Plan outlines additional steps the City can take to increase community resilience and lower emissions.	Development Colwood's Official Community Plan will undergo it's five-year review and update in 2023, giving residents the opportunity to share their views with Council and help shape refinements, including priorities for housing development, environmental protection, transportation plans, and park acquisition and improvements.	Housing While single family homes are most common in Colwood, a significant number of rental units are in process. The City has provided funding for affordable housing on Sooke, Goldstream, Wale and Belmont Roads, and supports renters through a rent bank. Colwood's Housing Needs Assessment confirms more homes are needed, including townhomes and homes for workers, seniors and people with disabilities.
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