

2016 Report Card to Colwood Citizens

The City of Colwood launched a Citizen Satisfaction Survey to understand the needs and perceptions of Colwood residents and identify areas for improvement.



What residents love about Colwood

54% say it's the peaceful, relaxed lifestyle close to nature and the ocean



Quality of life in Colwood

A high quality of life

7.5 out of 10

A great place to raise a family

7.6 out of 10

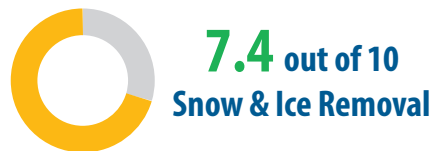
A great place to retire

7.4 out of 10

City programs & services

★ **Excellent** customer service provided by City employees: **8.4** out of 10

TOP RATED SERVICES:



AREAS FOR IMPROVEMENT:



Areas to watch

Development & Planning Comments centred around completing unfinished projects, providing more services and amenities and protecting the natural environment.

ACTIONS: View preliminary plans for the City Centre site online and provide input into the 2016 Official Community Plan Review.

Transportation & Traffic Many citizens commented on traffic congestion. Some may be related to traffic between Colwood and downtown Victoria which the region is looking at as a whole.

ACTIONS: Watch for transportation improvements to Colwood streets, sidewalks and trails in 2016 guided by the Transportation Master Plan.

Top 3 Issues Facing Colwood

28% say
Development
& Planning



22% say
Transportation &
Traffic



20% say
Sewer System

