

# PUBLIC SATISFACTION & BUDGET SURVEY REPORT

September 11, 2025




Presenter: Benjamin Proulx, President, Catalyst Communications

# Who We Are



Since 2019, Catalyst Communications has worked in specialized areas of local government communications, including:

- Public Engagement (design, execution, analysis)
  - Communications Audits and Reviews
  - Crisis Communications
  - Crisis, Reputation, and Issues Management
  - Communications, Engagement, and Crisis Communications Plan Creation
  - Administration and Council Workshops
  - Strategic Advisory Services
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# Purpose



In Spring 2025, the Town of Onoway went through its second cycle of consistent Public Satisfaction and Budget Engagement, focused on two core topics:

1. To gauge Onoway resident satisfaction with current services provided by the Town organization.
2. To gain an understanding of specific resident opinions of value to the Town's budgeting process.

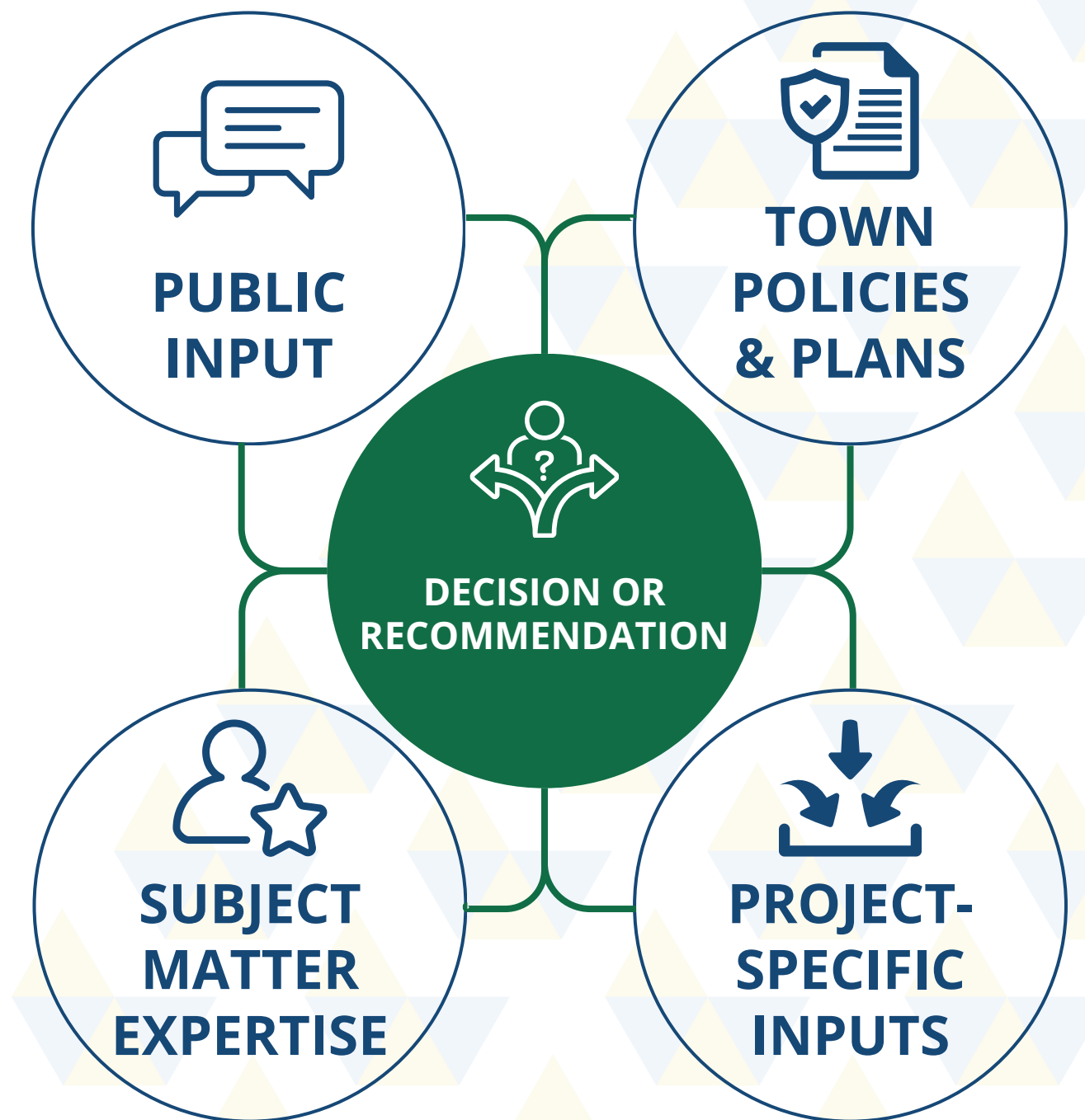
# Interpreting Results

These results help to inform Council's budget deliberations, and Administration's service delivery efforts, in alignment with community needs and resident desires.

Public input should be considered as one input of many.

## **Today's Overview:**

High-level understanding of some of the key findings and trends.



# Survey Completion

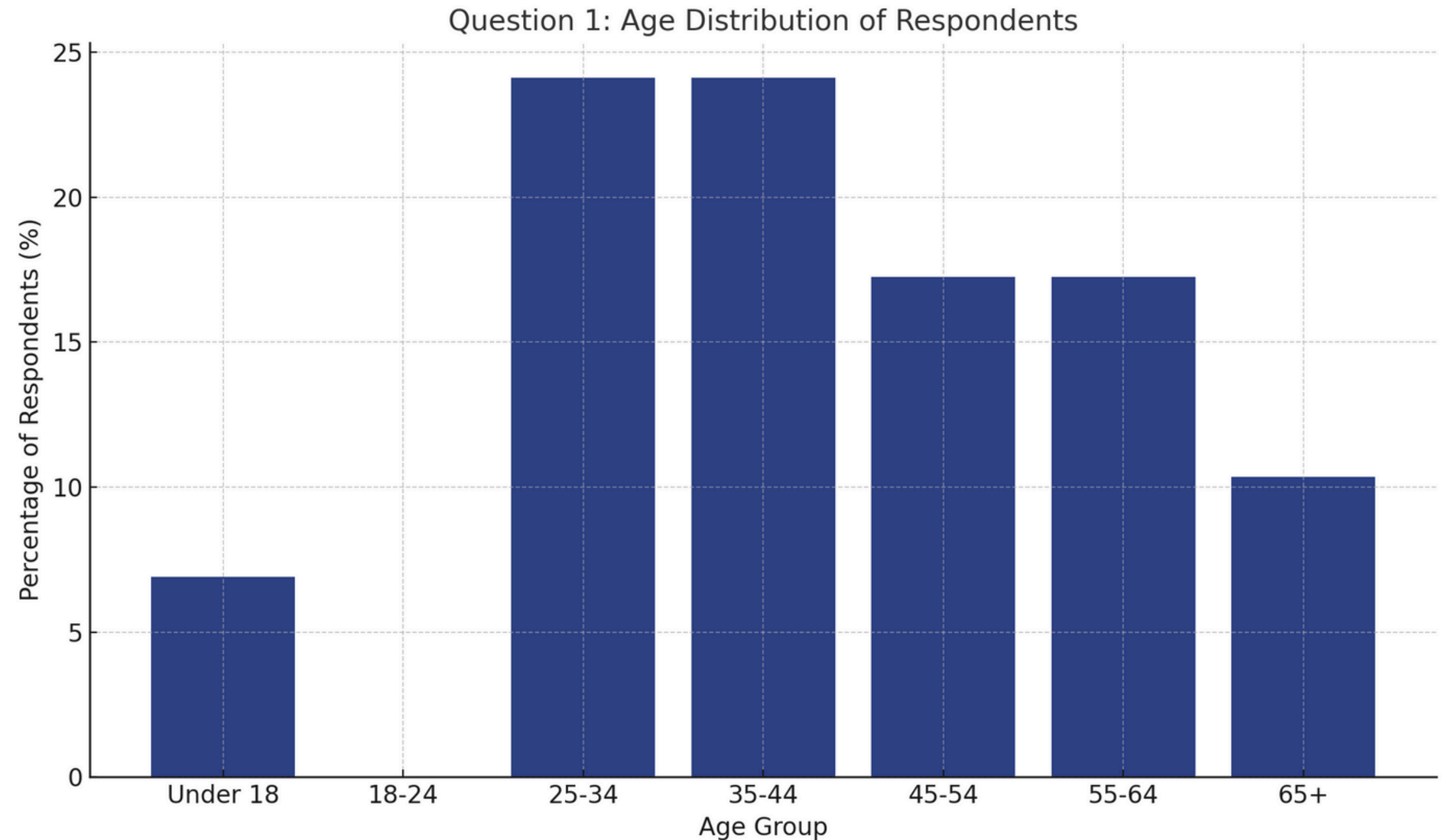
**Participation: 3%**

**Margin of error: 14%**

Results should be considered as directional, not prescriptive.

## Point of Interest

*Increased participation by younger demographics.*



# Community Perceptions

Despite some challenges, perceptions around the quality of life the Town offers has increased significantly year-over-year.

COMMUNITY PERCEPTIONS (Normalized)			
Statement: <i>The Town of Onoway is a...</i>	% Agree (Budget 2026)	% Agree (Budget 2025)	YOY Change (%)
Great Place to Live	86%	68%	18%
Safe Community	77%	74%	3%
Welcoming Community	80%	59%	21%
Good place to raise children	81%	43%	38%
Good place to retire	86%	48%	38%
Good place to do business	59%	36%	23%



# Service Satisfaction

## SERVICE LEVEL SATISFACTION

### Highest Satisfaction

Onway Public Library

Fire Services

Snow removal and winter maintenance

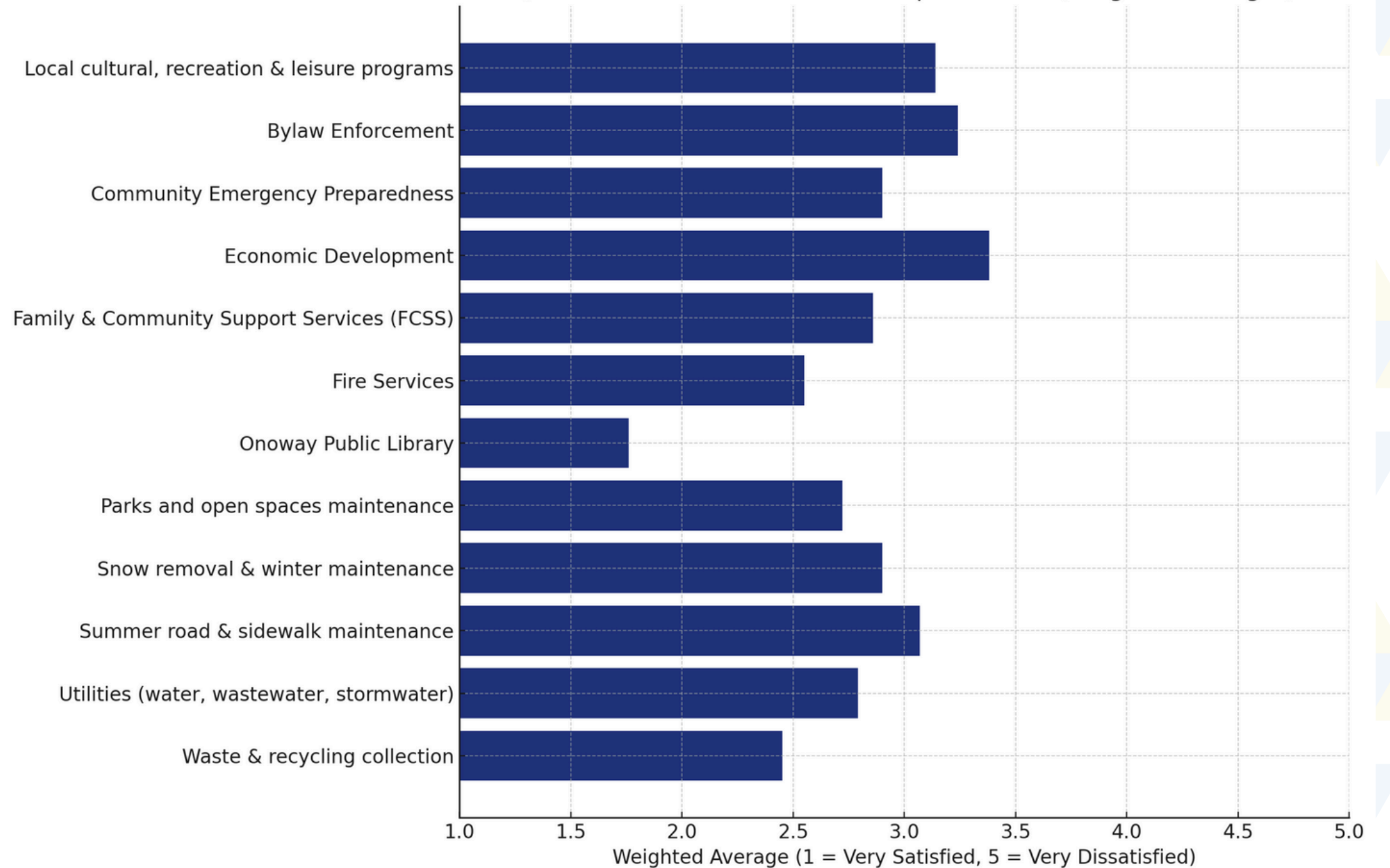
### Lowest Satisfaction

Economic development

Bylaw enforcement

Community emergency preparedness

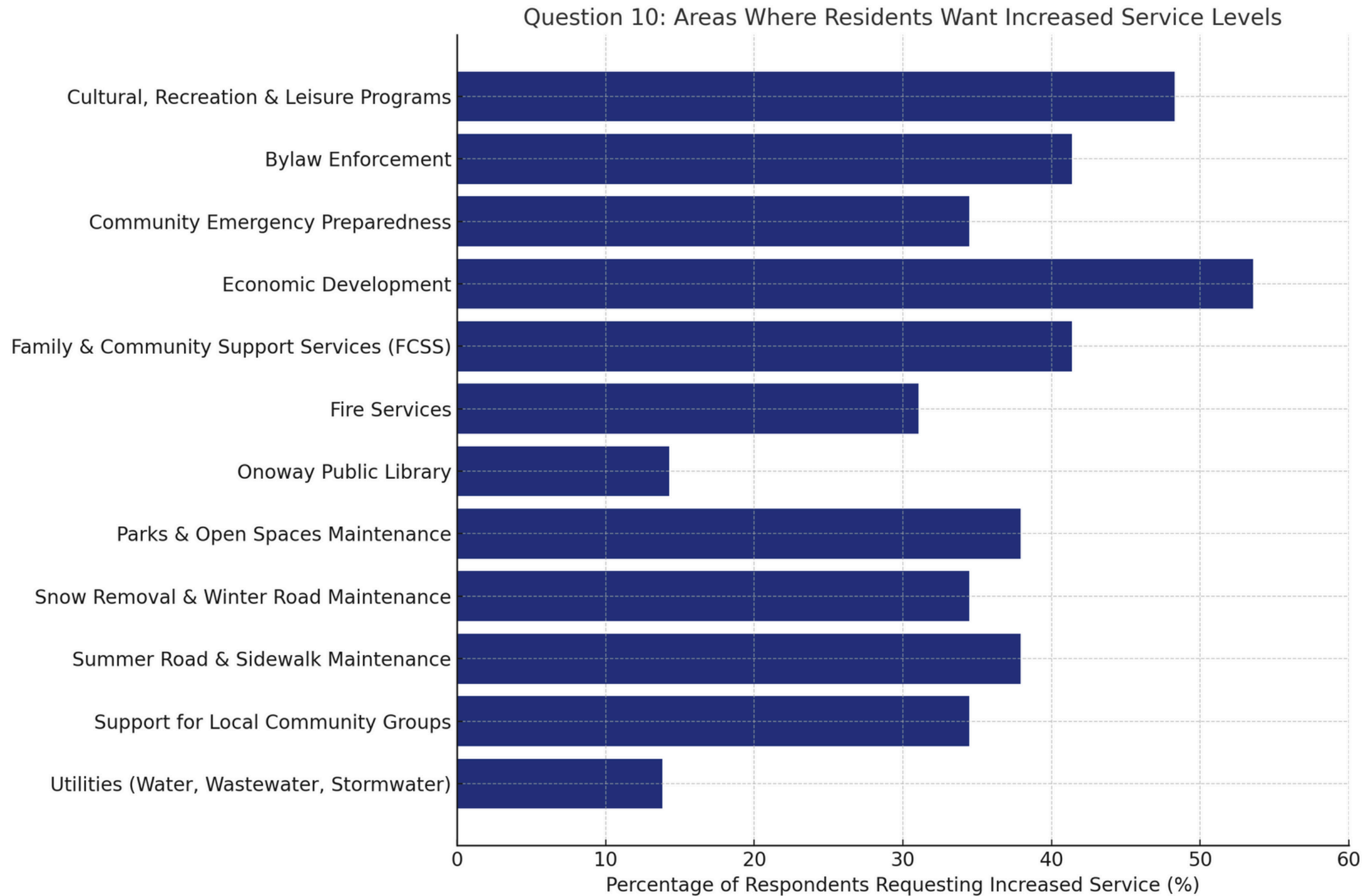
Question 4: Satisfaction with Municipal Services (Weighted Averages)



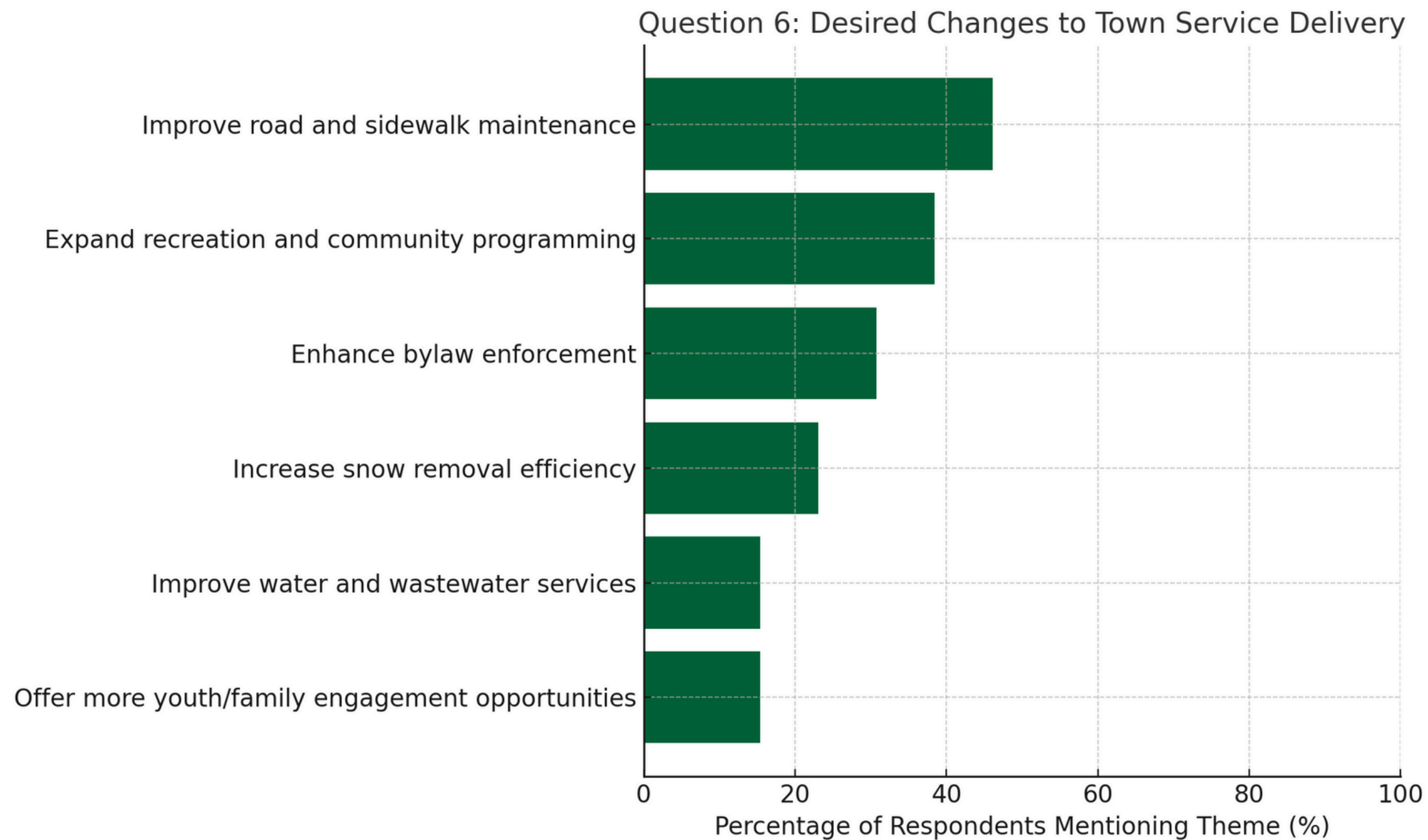
SERVICE LEVEL SATISFACTION COMPARISON (Normalized)			
Service Area	% Satisfied (Budget 2026)	% Satisfied (Budget 2025)	YOY Change (%)
Local Cultural, Recreation, and Leisure Programs	50%	34%	16%
Bylaw Enforcement	50%	29%	21%
Community Emergency Preparedness	59%	37%	22%
Economic Development	35%	14%	21%
Family and Community Support Services (FCSS)	59%	67%	-8%
Fire Services	75%	73%	2%
Onoway Public Library	88%	98%	-10%
Parks and Open Spaces Maintenance	64%	52%	12%
Snow Removal and Winter Maintenance	58%	69%	-11%
Utilities	67%	50%	17%
Waste and Recycling Collection	79%	66%	13%



# Service Delivery Desires



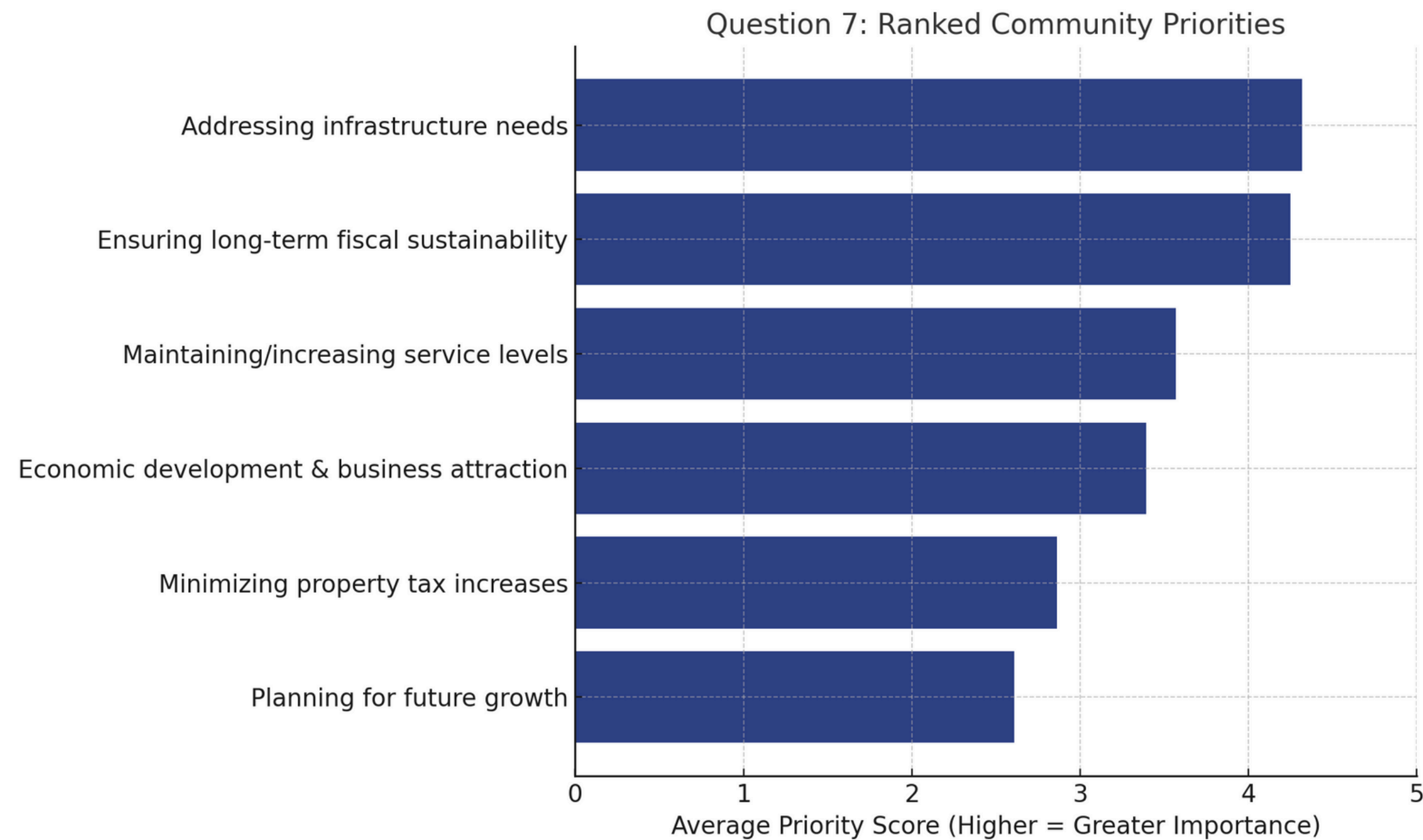
# Respondent Areas of Focus



## Point of Interest

*Data obtained through trend identification in written responses.*

# Community Priorities



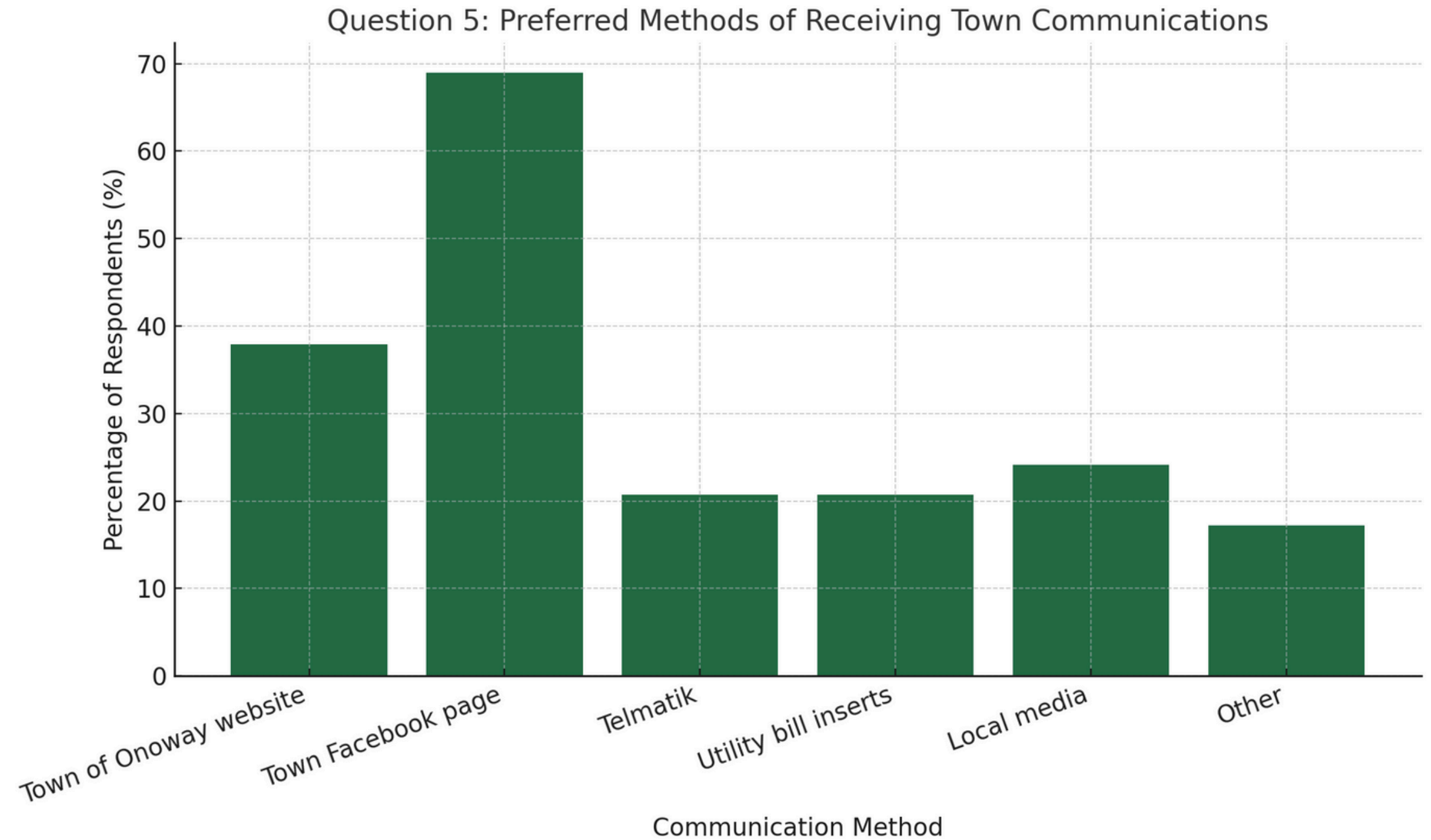
# Community Priorities

CHANGE IN COMMUNITY PRIORITIES			
Focus Area	Ranking (Budget 2026)	Ranking (Budget 2025)	YOY Change
Addressing infrastructure needs	1	4	▲ 3
Ensuring long-term fiscal sustainability	2	5	▲ 3
Maintaining/increasing service levels	3	6	▲ 3
Economic development and business attraction	4	1	▼ 3
Minimizing property tax increases	5	1	▼ 4
Planning for future growth	6	3	▼ 3

# Communications

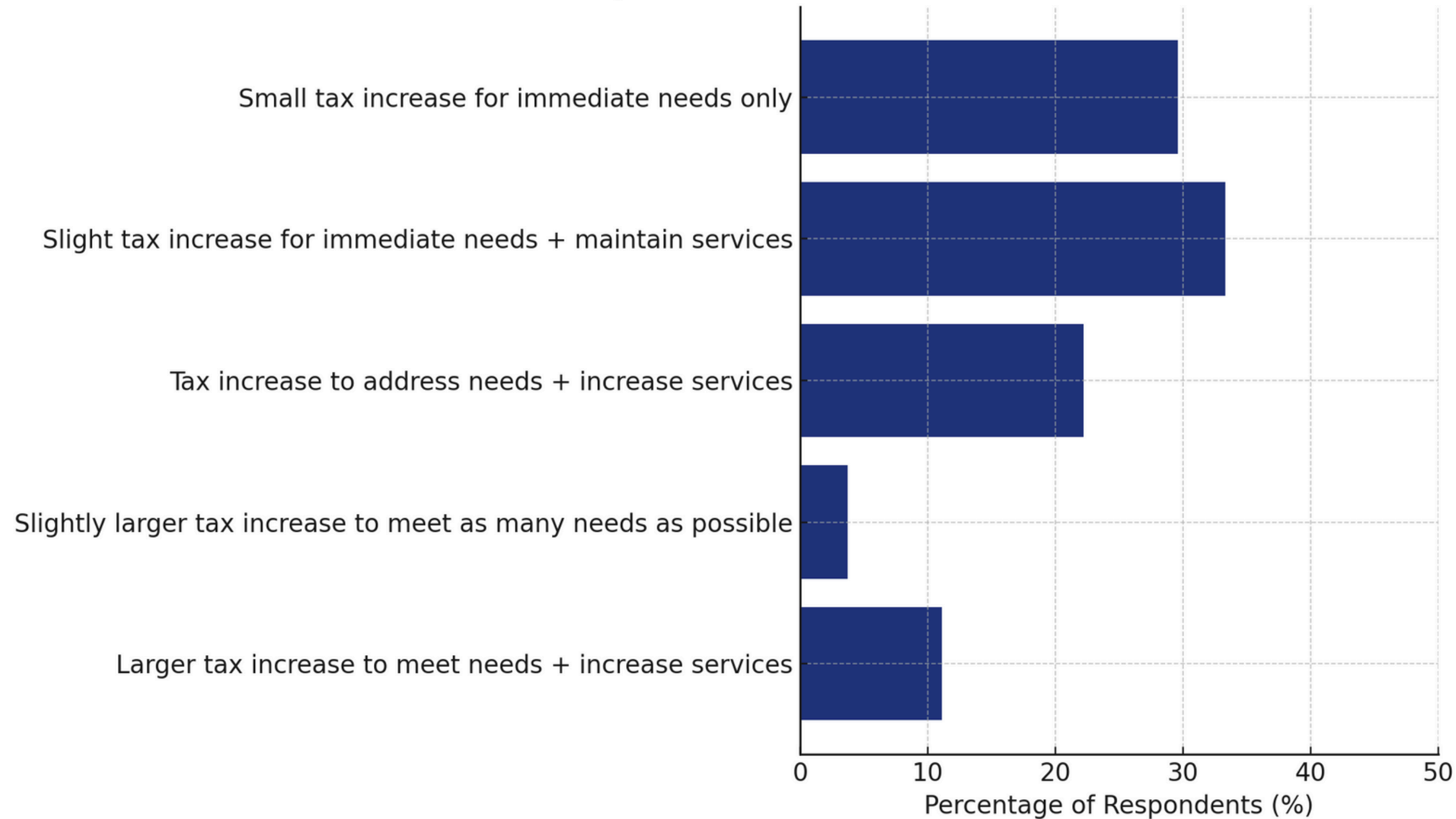
Facebook continues to lead as a preferred method of communications, followed by the Town website.

Close in preference are Local Media, Telmatik, Utility bill inserts, and "Other."



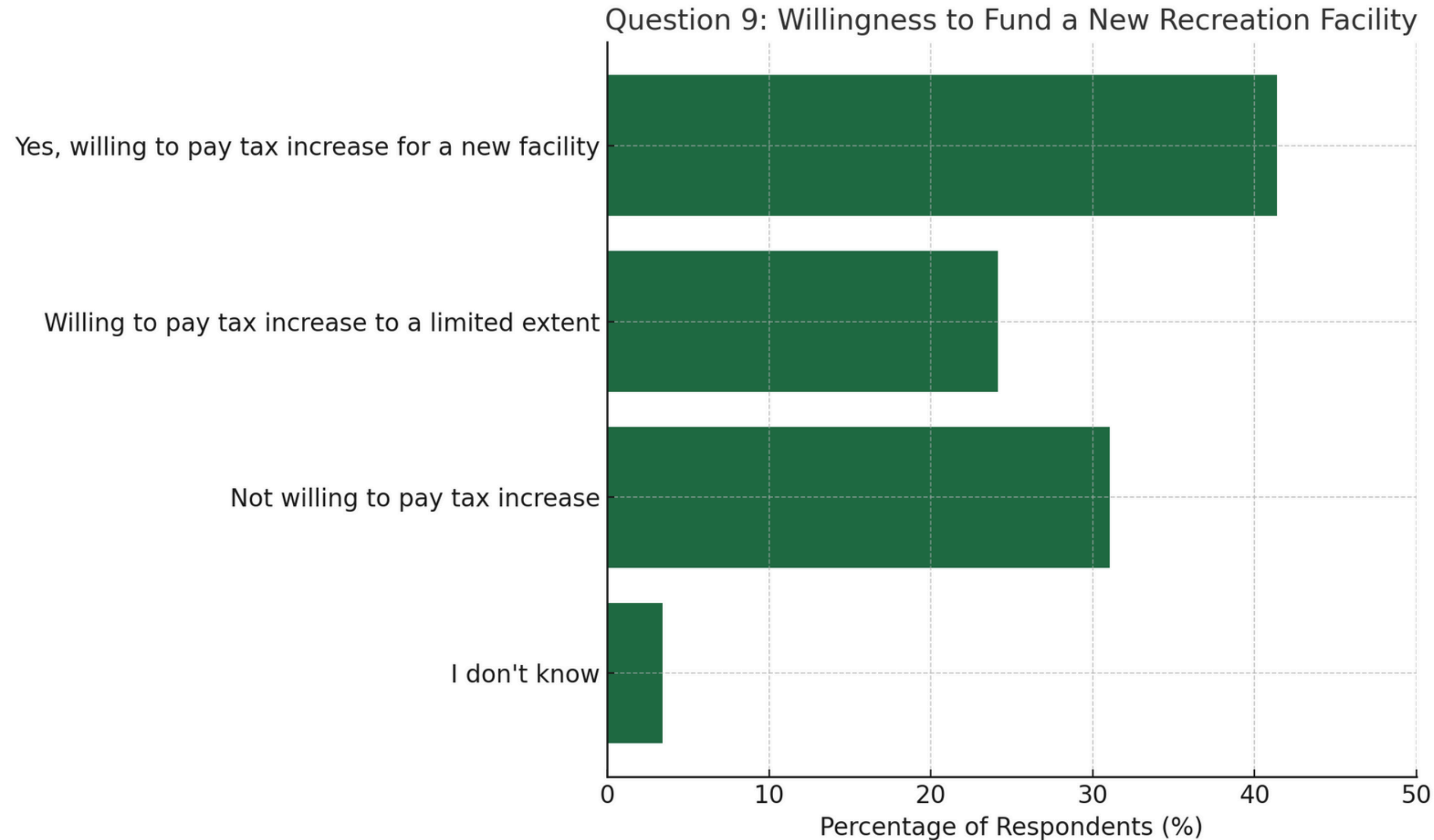
# Budget Considerations

Question 8: Attitudes Toward Tax Increases for Infrastructure & Services

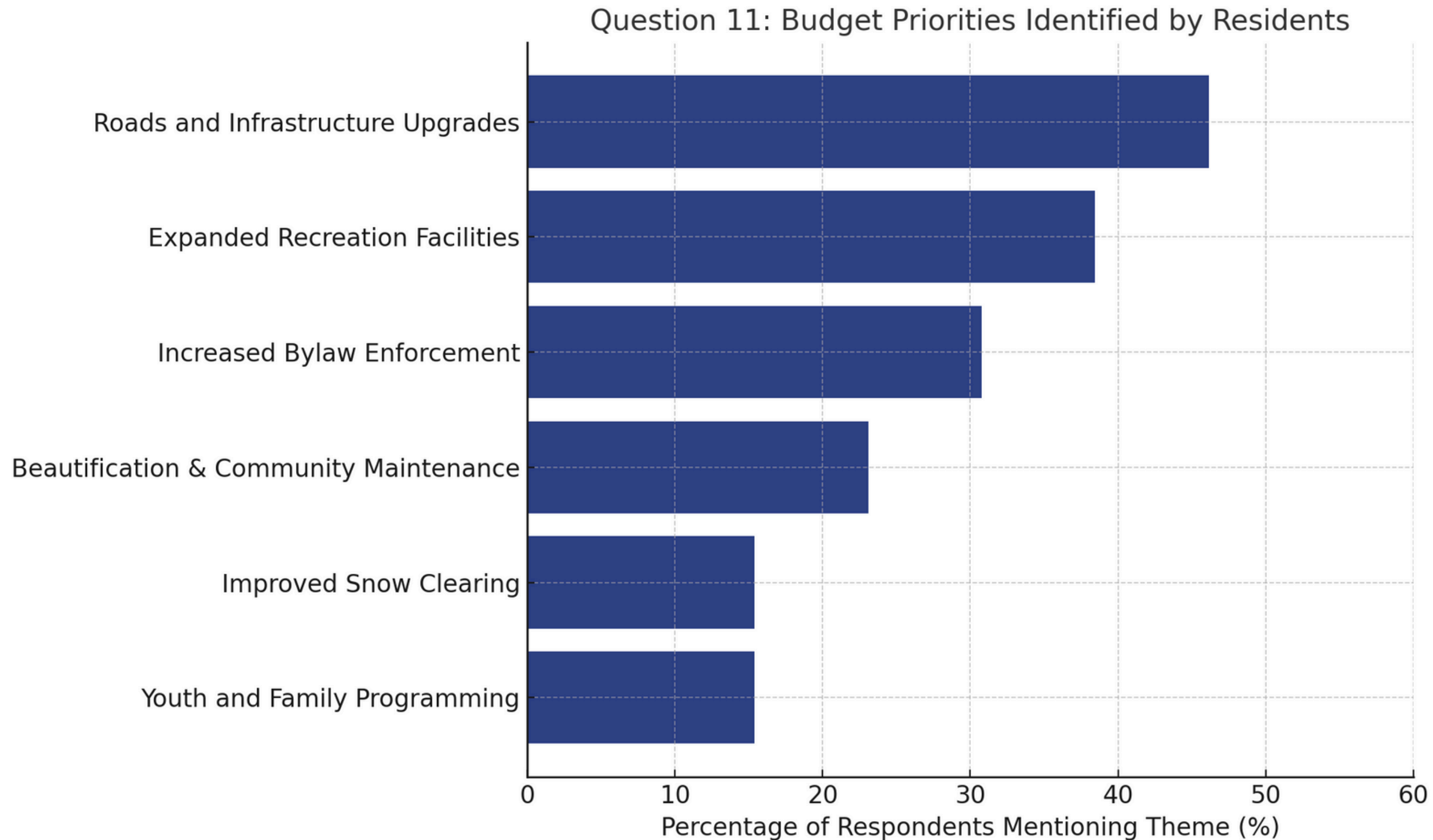




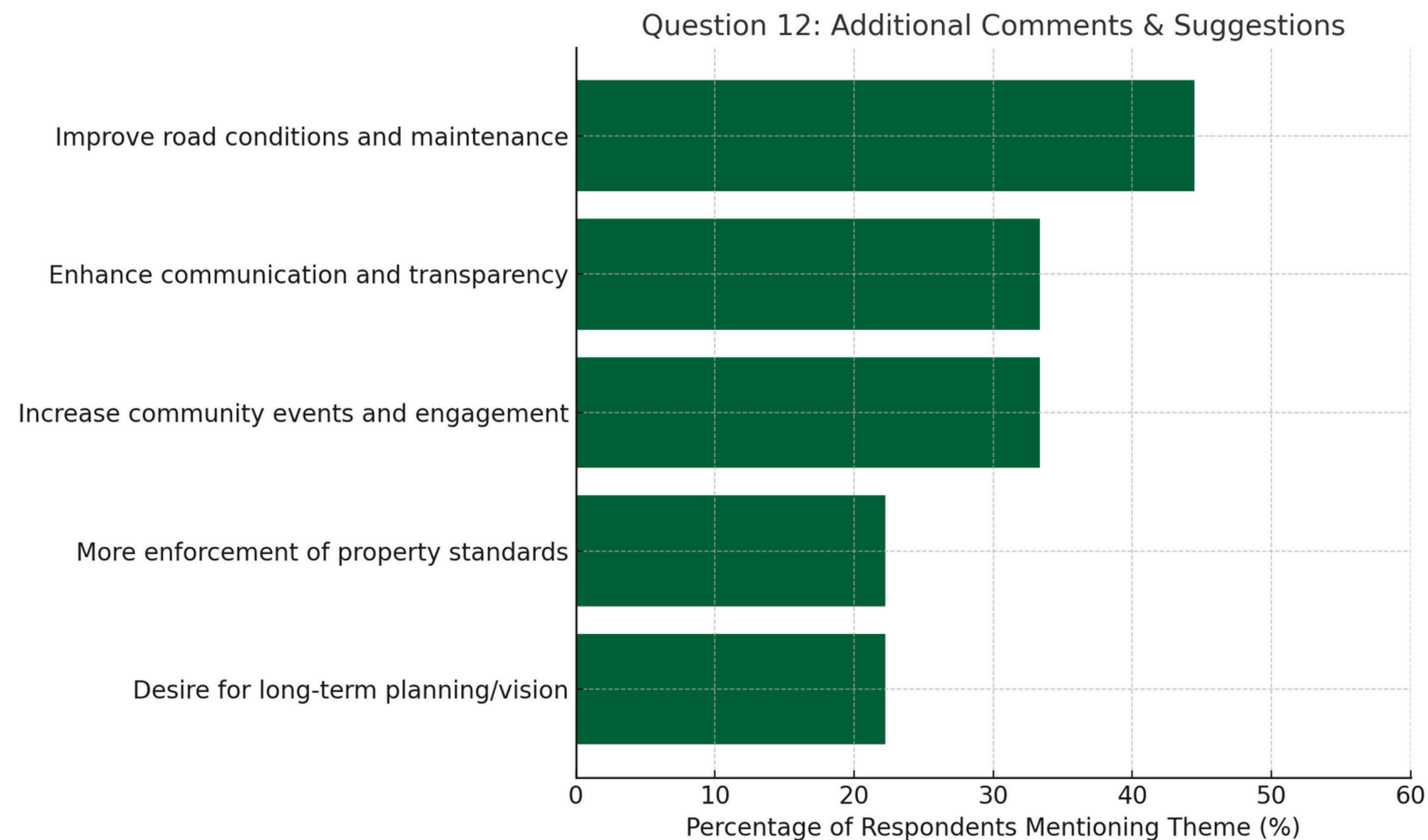
# Budget Considerations



# Budget Considerations



# Qualitative Areas of Focus



## Point of Interest

*Data obtained through trend identification in written responses.*

# THANK YOU



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