



Results of 2024 Citizen Survey

General Committee – April 1st, 2025

Methodology

- Telephone survey.
- Random sample of 300 residents, weighted to ensure representation.
- Current survey results update 2022 results
- Identical questionnaire used in 2022 and 2024
- Survey conducted July 30 to August 22, 2024.
- Margin of error +/- 5.7%, 19 times out of 20.
- Survey conducted in English.

Overview of Results

- Satisfaction with life in Markham is high, both generally and with specific services and programs
- Attitudes are mostly stable since 2022
- A small number of areas are concerning due to higher dissatisfaction and/or significant declines in satisfaction levels

Detailed Results

- Overall, satisfaction with life in Markham is high
 - Nine in ten strongly (57%) or somewhat (36%) agree that they are satisfied with life in Markham.
- Satisfaction levels have not changed significantly since 2022



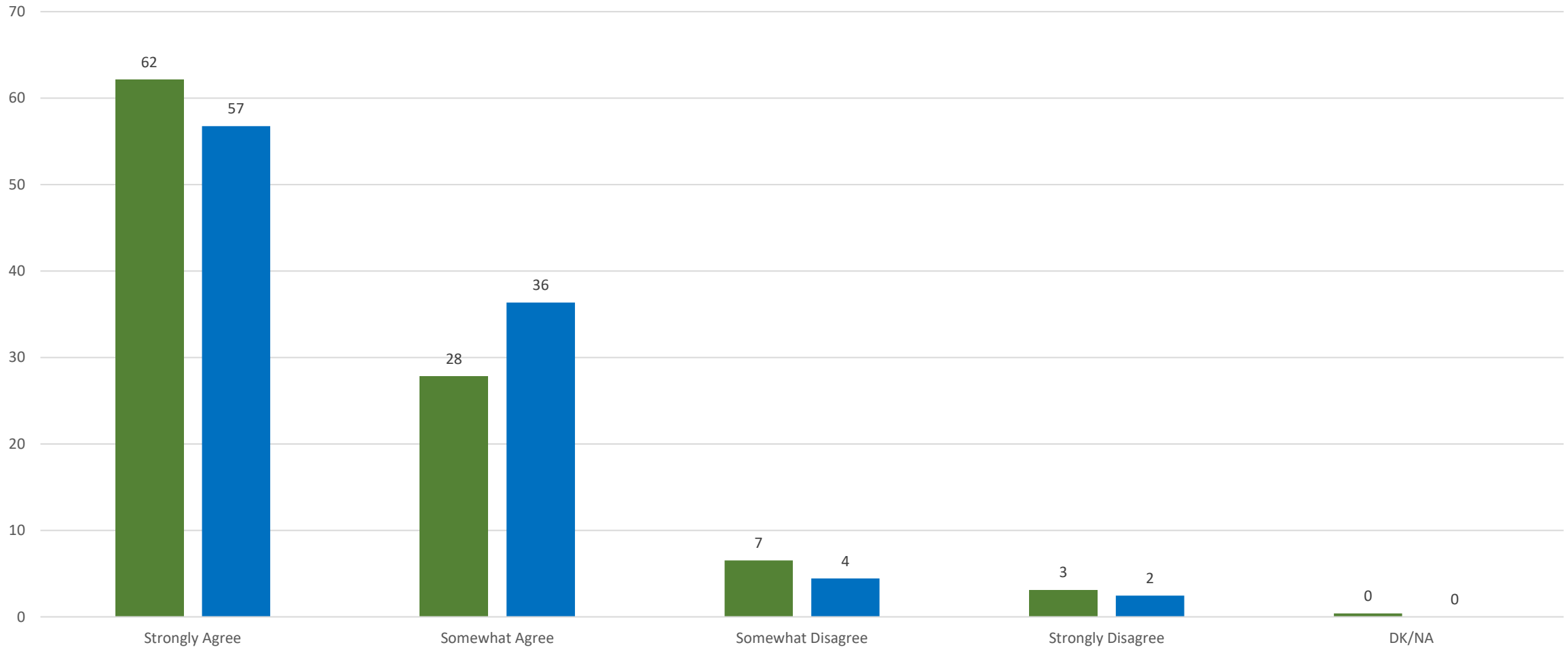
Satisfaction with Life in Markham

Strategic Plan 2020-2026

Building Markham's Future Together

You are satisfied with life in Markham

■ 2022 ■ 2024



Detailed Results (cont'd)

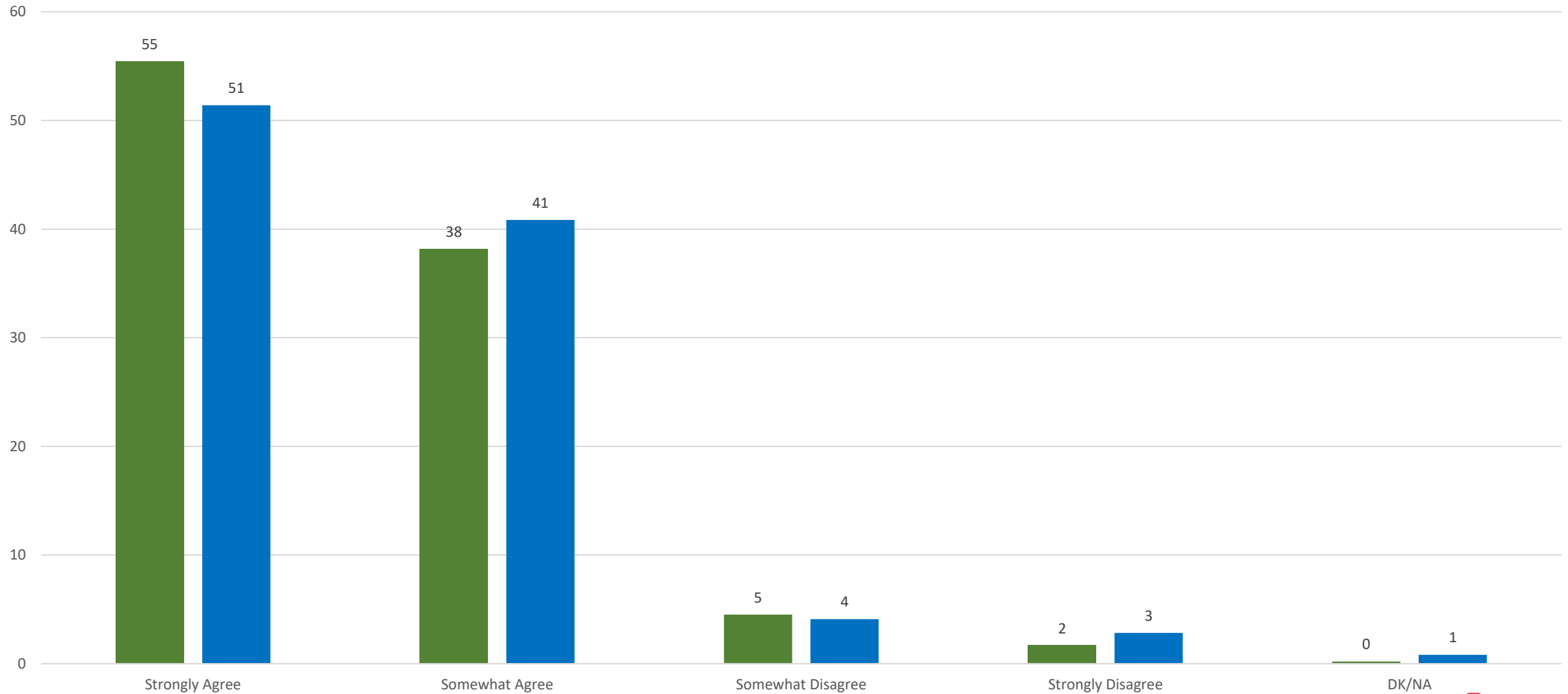
- Large proportions give great marks to many specific aspects of life in Markham.
- Results have not changed significantly since 2022
- The City gets high marks on:
 - Cleanliness
 - Accessibility and Diversity
 - Culture, library and recreation
 - Parks and green spaces
 - Protecting heritage



Cleanliness

Markham is a clean city

■ 2022 ■ 2024

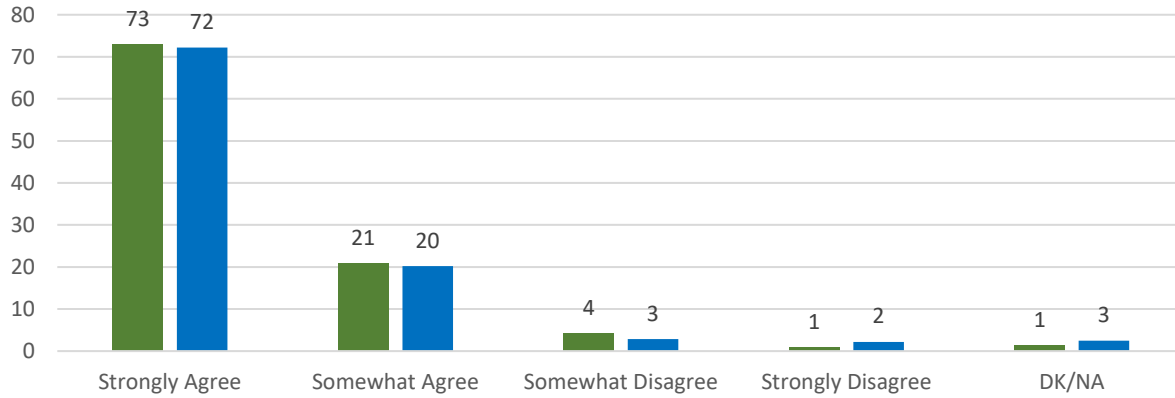




Accessibility and Diversity

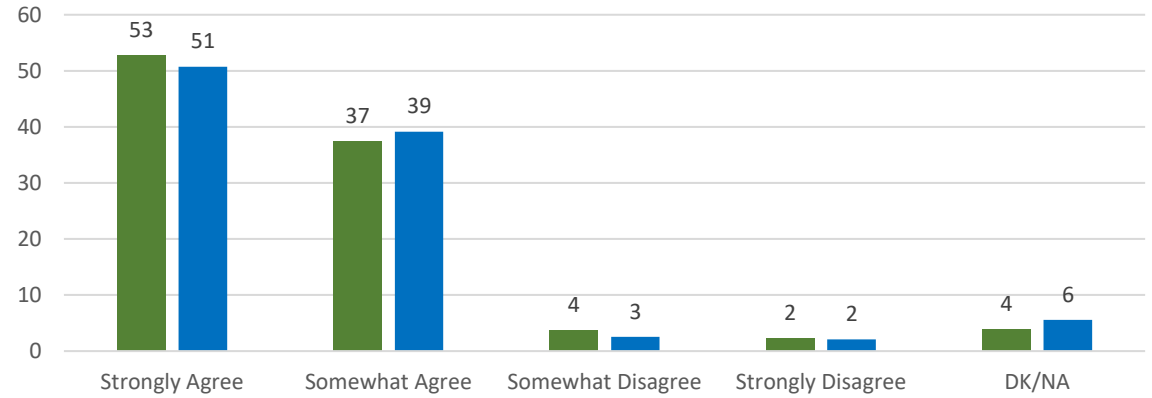
The City communicates with you in a language that you understand

■ 2022 ■ 2024



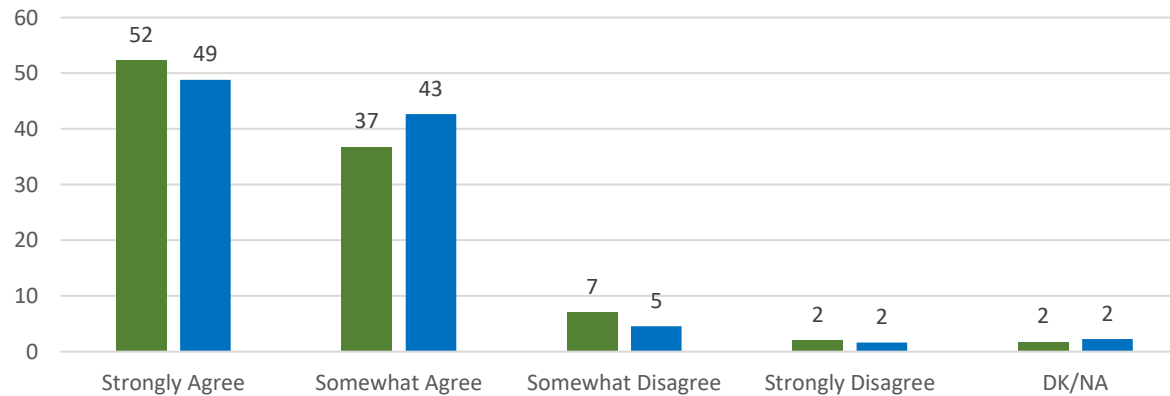
The City supports, celebrates and promotes diversity, equity and inclusion

■ 2022 ■ 2024



Markham services and facilities are accessible

■ 2022 ■ 2024



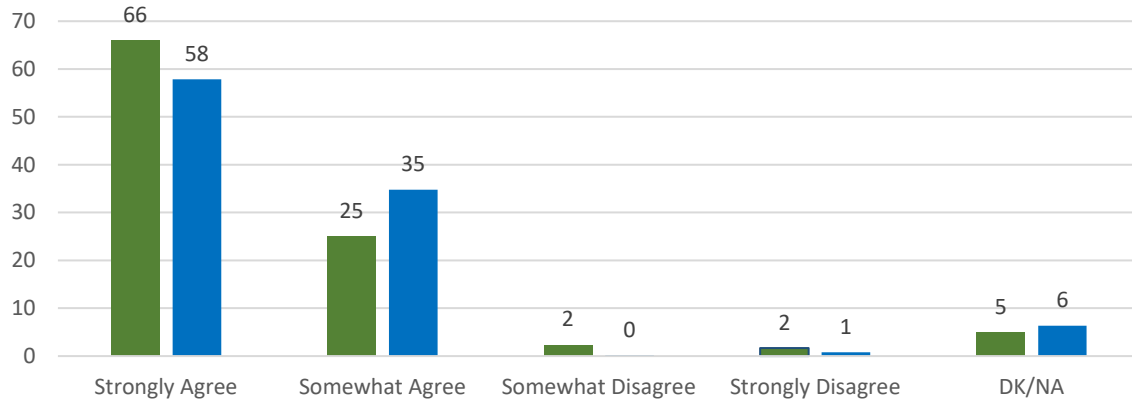


Culture, Libraries and Recreation Strategic Plan 2020-2026

Building Markham's Future Together

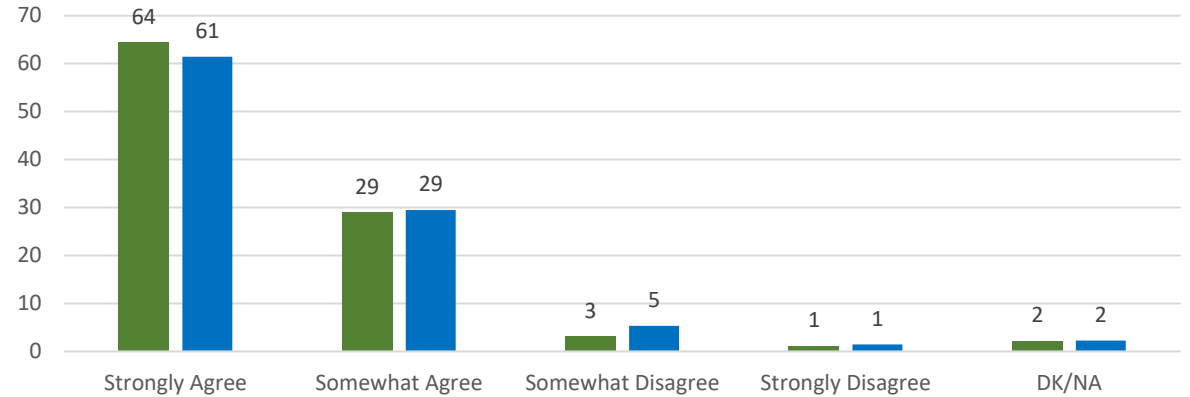
City's libraries and community centres are in good condition

■ 2022 ■ 2024



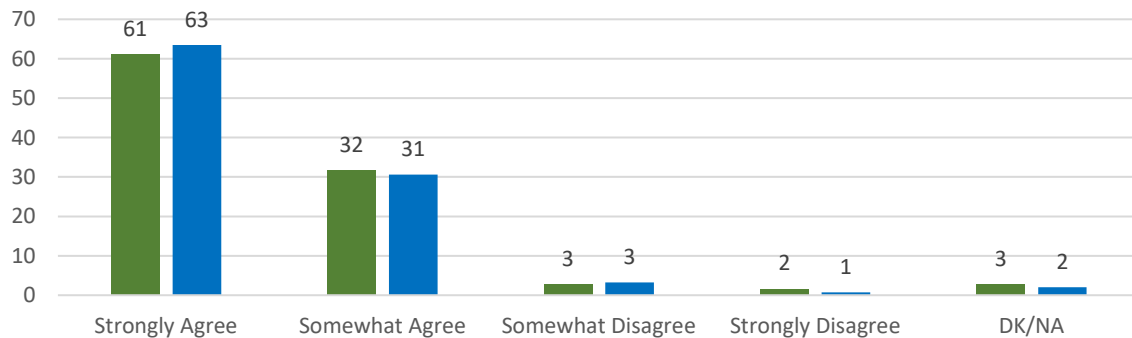
It is important to you that the City of Markham has events such as Canada Day and the Children's Festival

■ 2022 ■ 2024



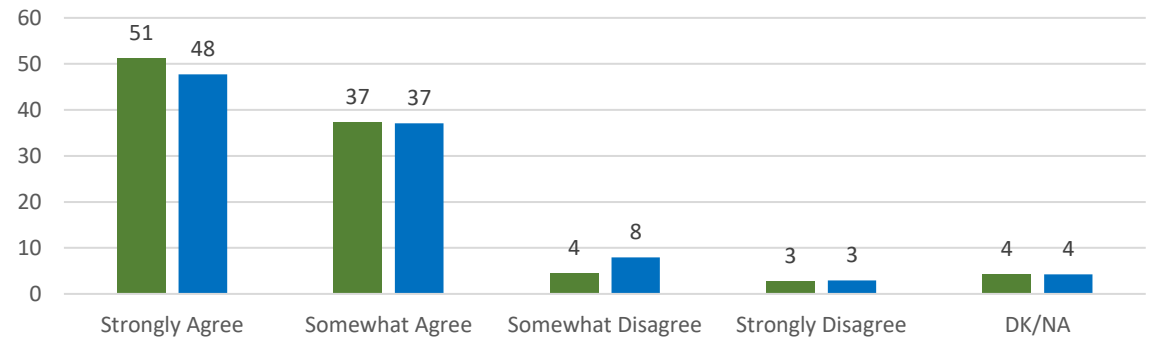
Community is enriched by its recreation facilities and programs, including sports fields and community centres

■ 2022 ■ 2024



Community is enriched by its libraries, local arts and culture institutions, including museums and art galleries

■ 2022 ■ 2024

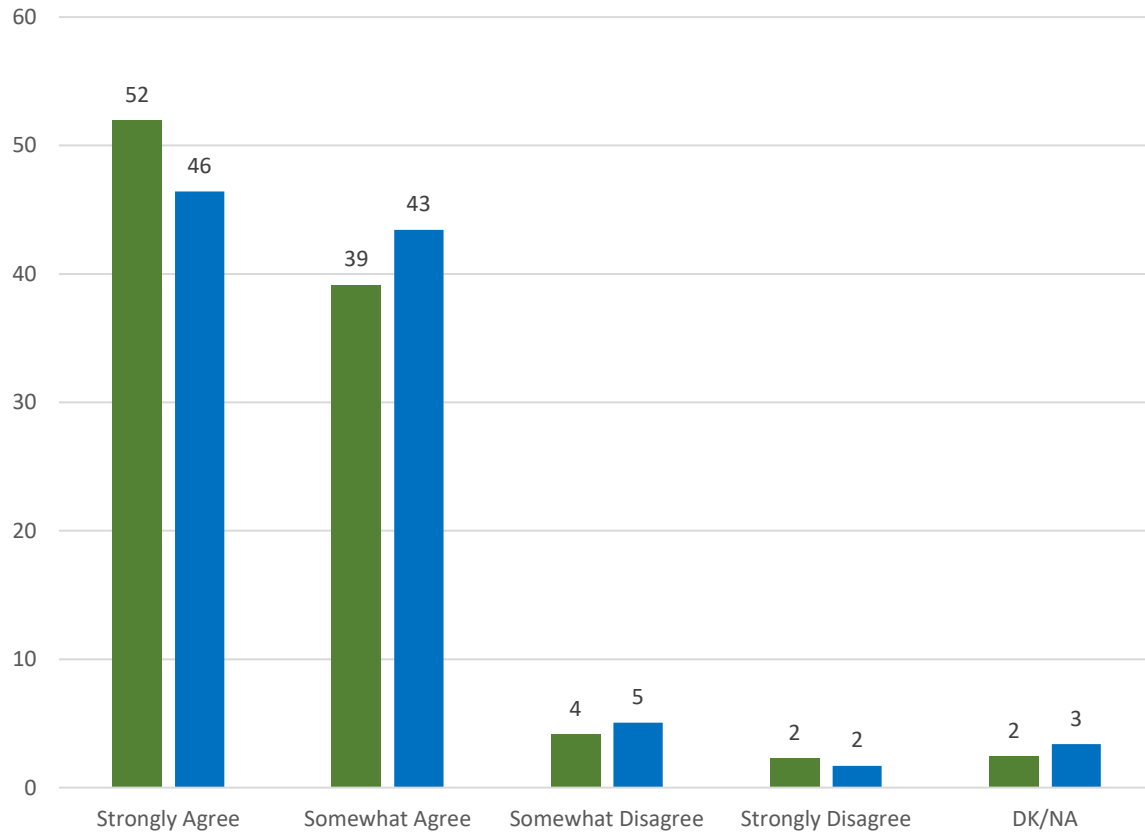




Parks and Green Spaces

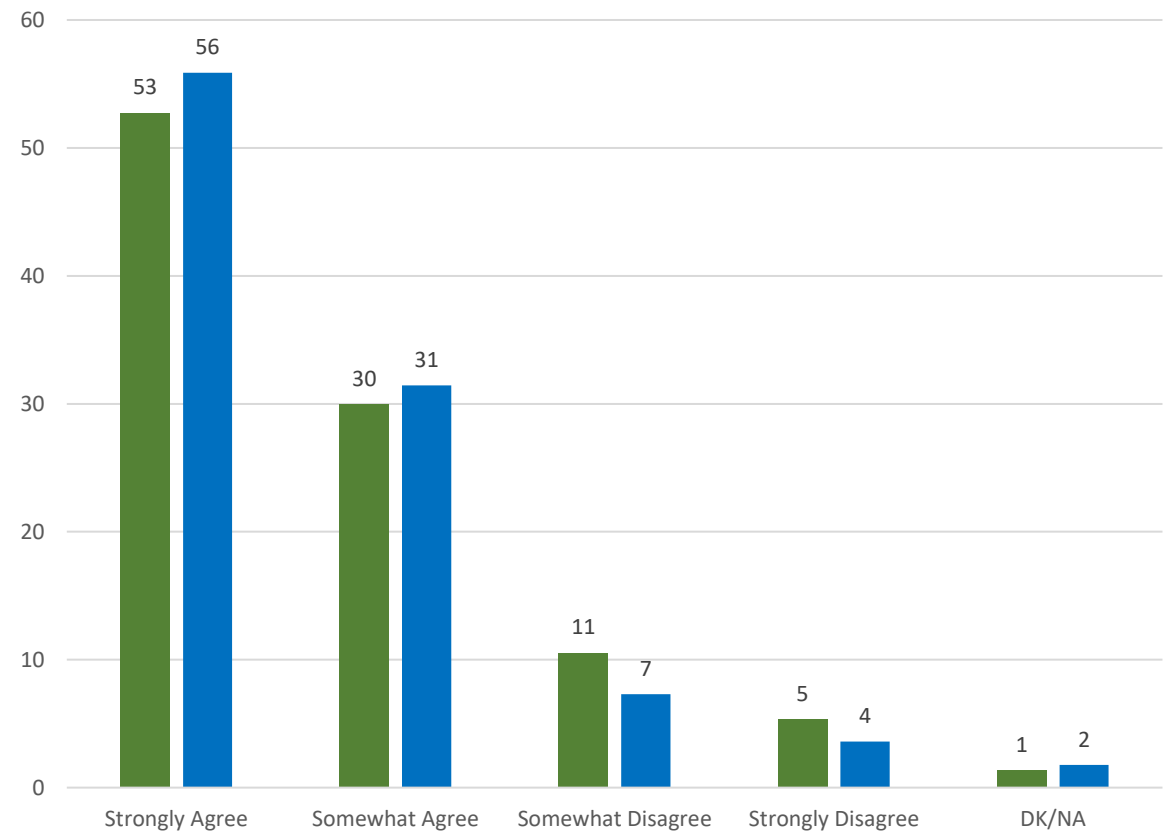
City of Markham parks are well designed and maintained

■ 2022 ■ 2024



Markham has enough greenspaces, including parks, trails and open areas

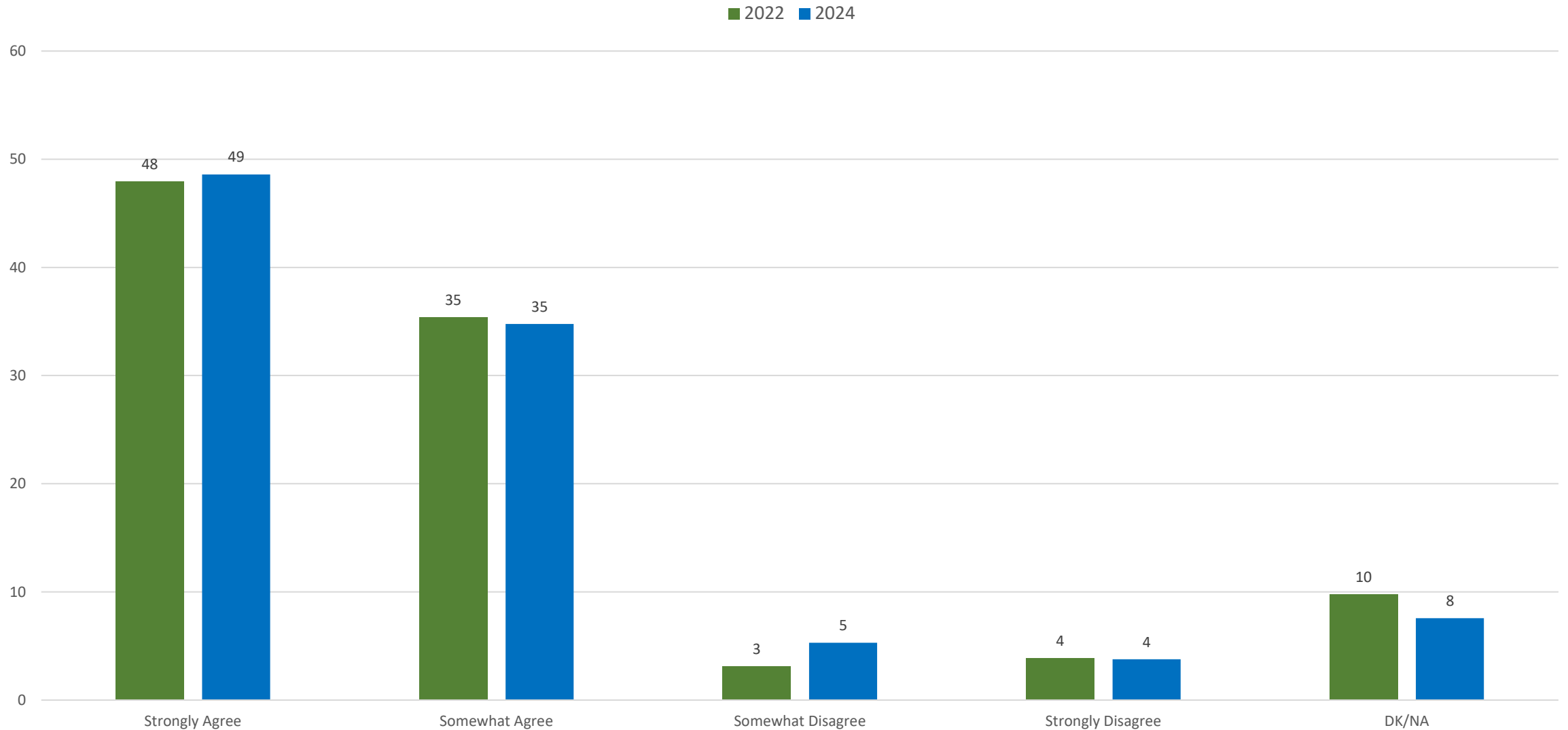
■ 2022 ■ 2024





Protects Heritage Buildings/Villages

Markham effectively protects heritage buildings and villages

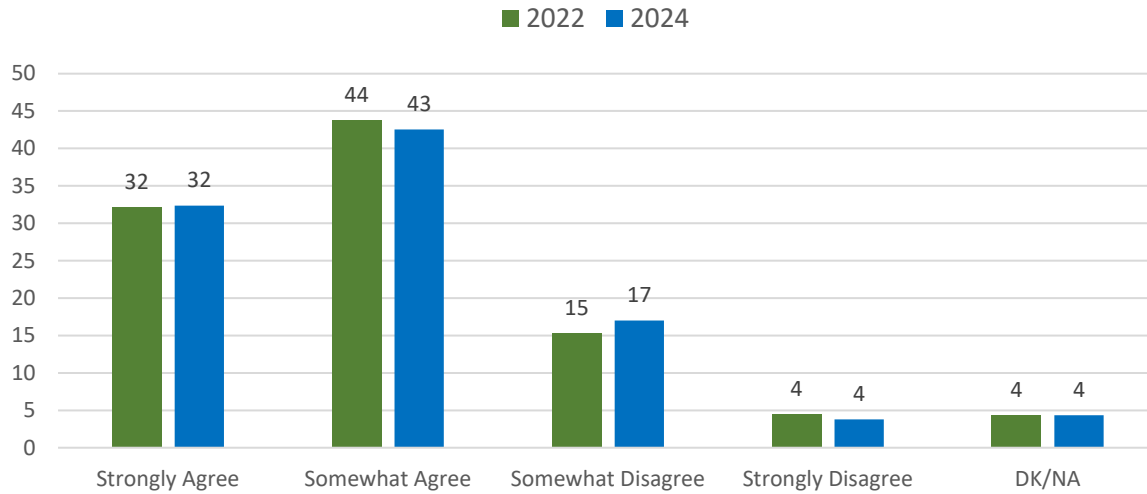


Detailed Results (cont'd)

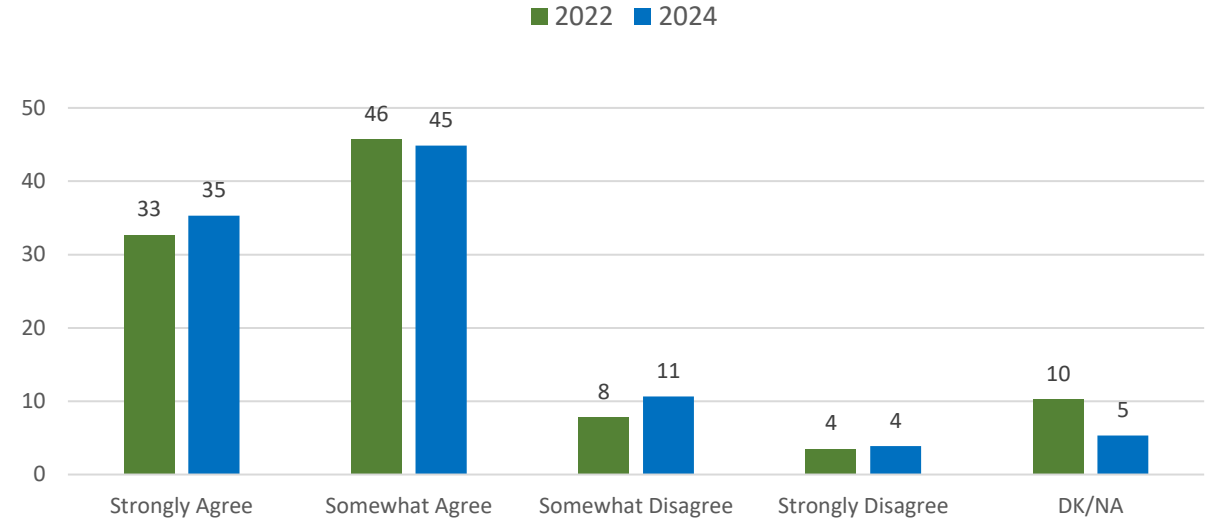
- As in 2022, there are some areas where majorities are still satisfied but with less enthusiasm (lower strongly held positivity):
 - Services: delivering and representing good value
 - Planning development of livable communities
 - Tackling climate change
 - Interacting with the City of Markham



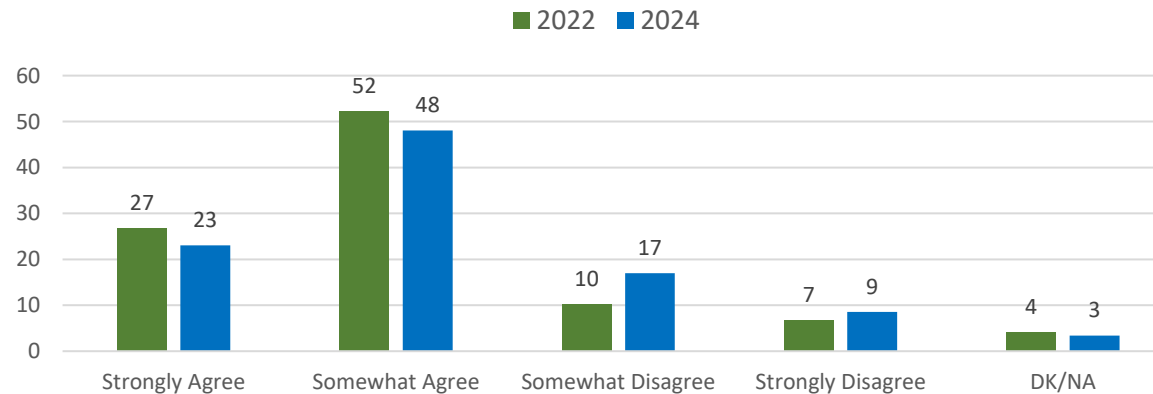
Markham is good at communicating to the public about its services



City employees are good at delivering services to residents



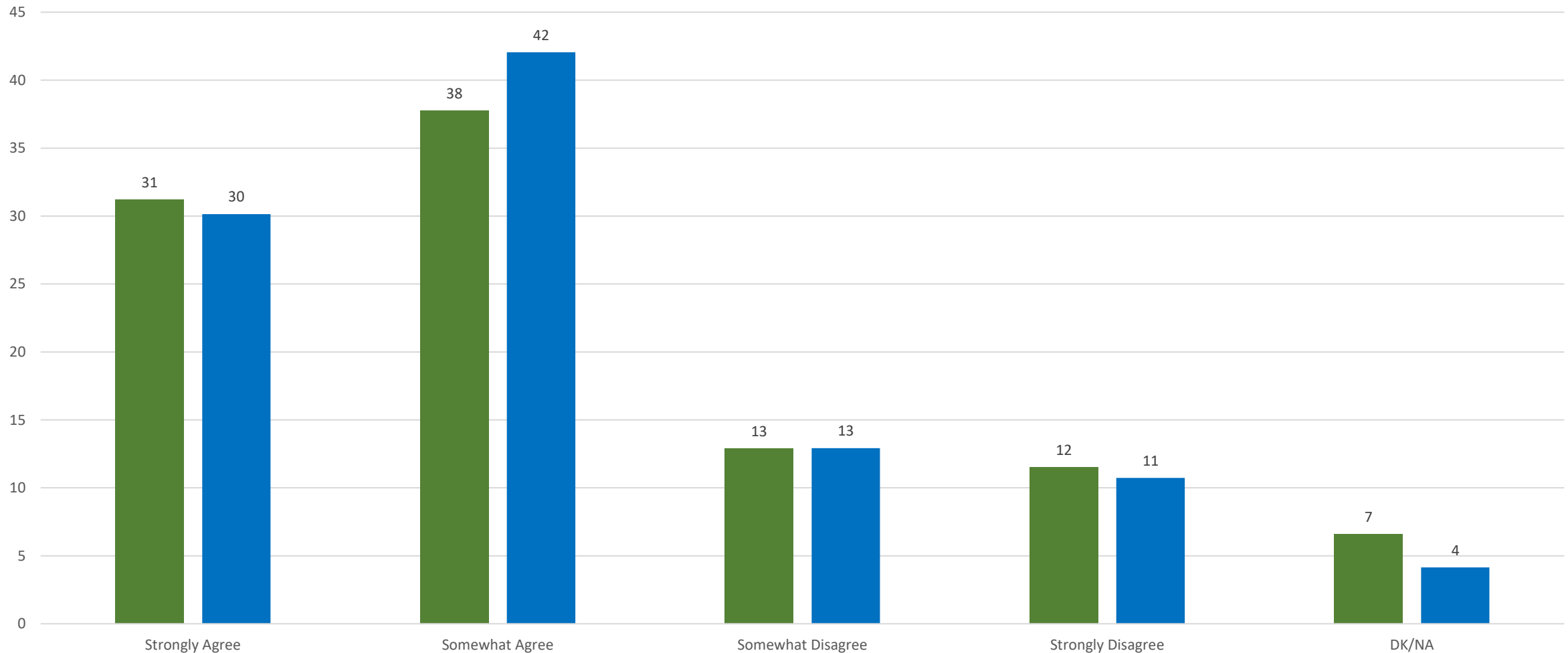
City of Markham services represent good value for your tax dollar





The City is good at planning for the development of livable communities that have lots of amenities and greenspaces

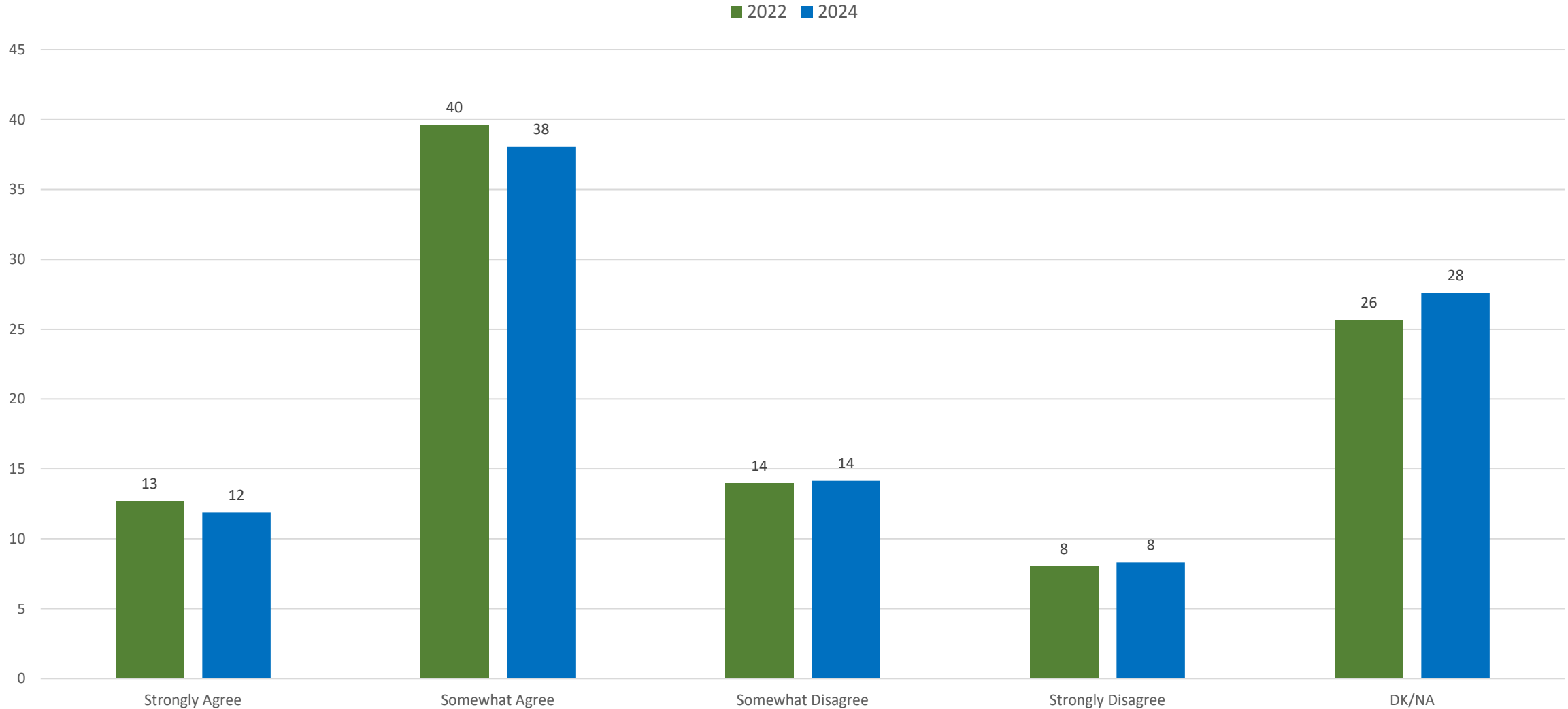
■ 2022 ■ 2024





Tackling Climate Change

Markham is taking steps to tackle climate change





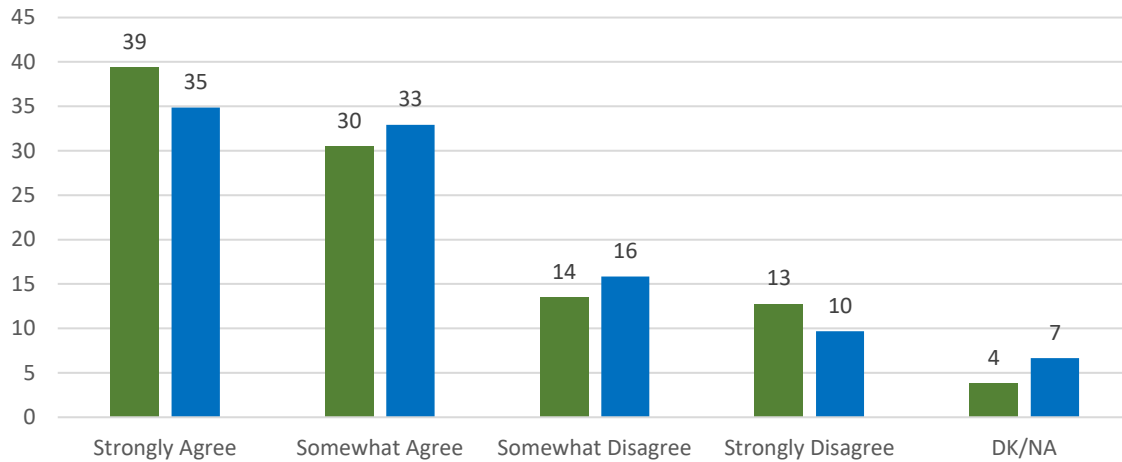
Interacting with the City of Markham

Strategic Plan 2020-2026

Building Markham's Future Together

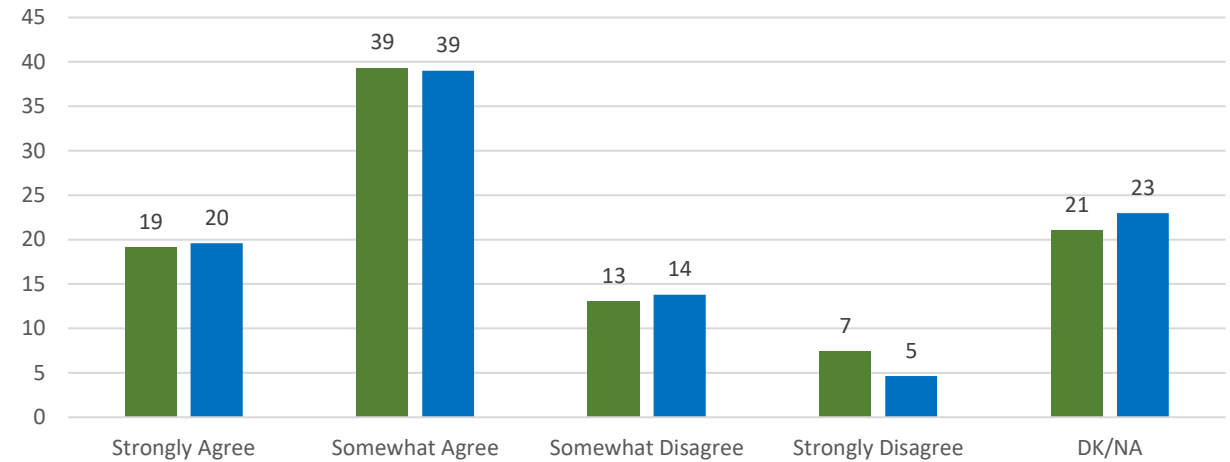
You know whom to contact at the City if you have an issue

2022 2024



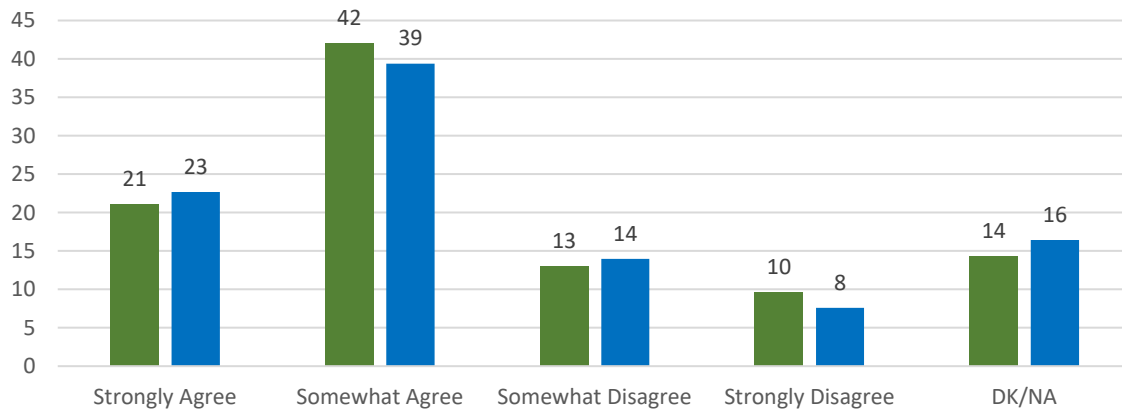
The City is responsive to bylaw complaints

2022 2024



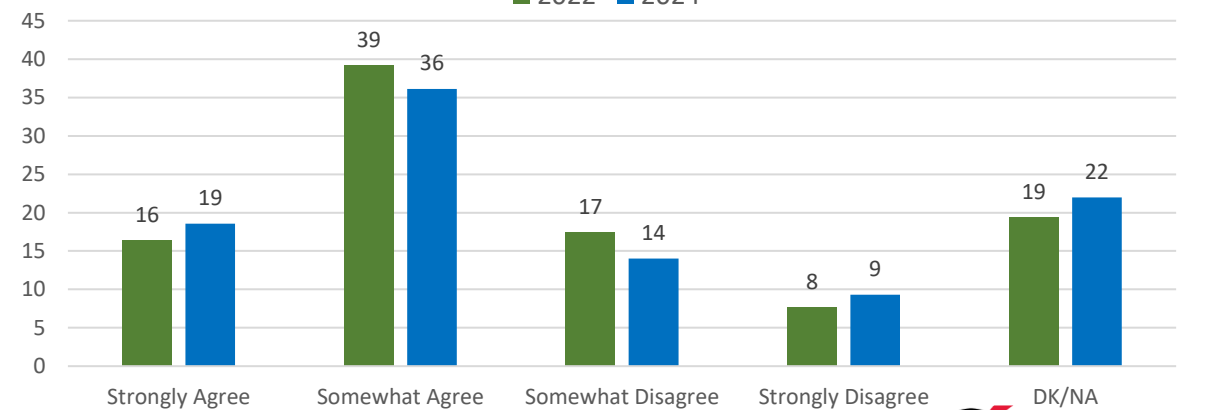
Elected officials are approachable and easy to connect with

2022 2024



The City deals with citizen complaints and/or concerns in a timely manner

2022 2024



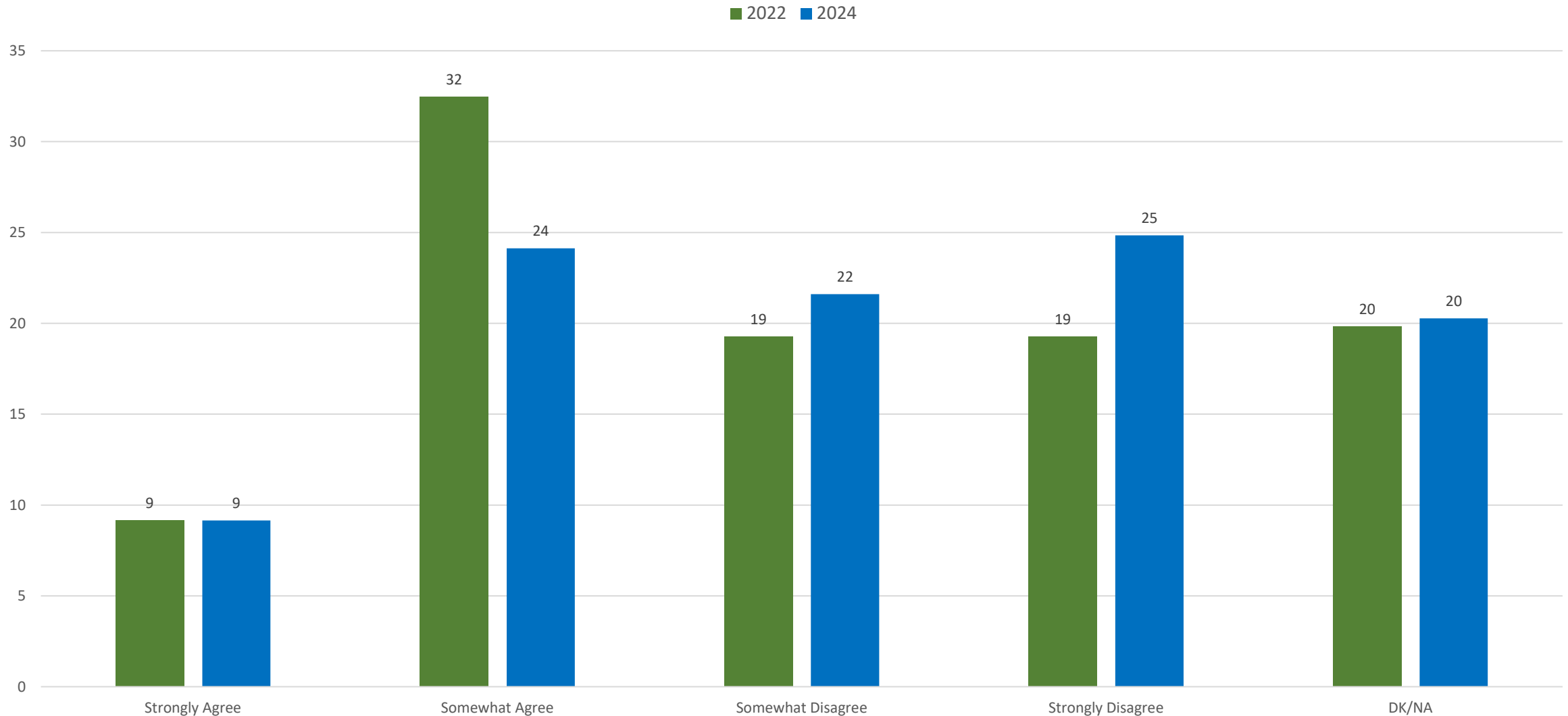
Detailed Results (cont'd)

- Areas worth monitoring where results are more concerning:
 - Markham's efforts to bring affordable and rental housing to the City
 - Great place for both residents and businesses (down 14 points)
 - Markham is a safe city (down 12 points)
 - Roads in good condition (down 10 points)



Increasing efforts for affordable/rental housing

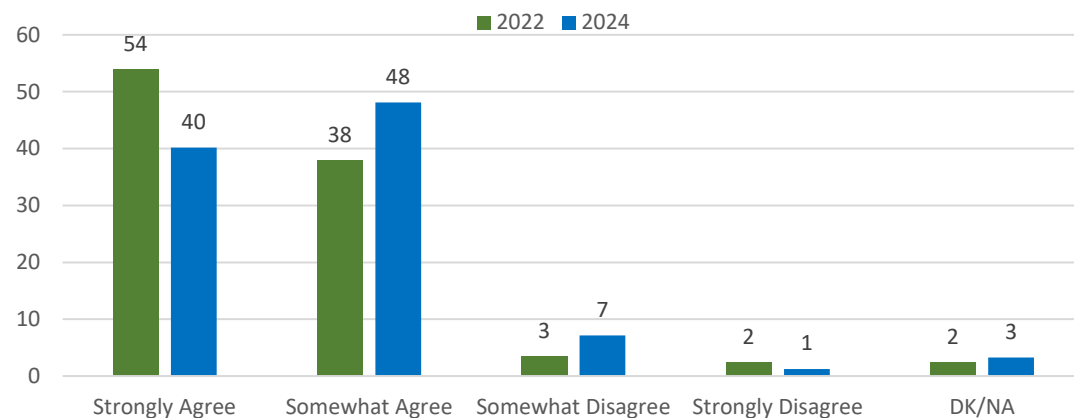
The City is increasing its efforts to bring more affordable and rental housing to Markham



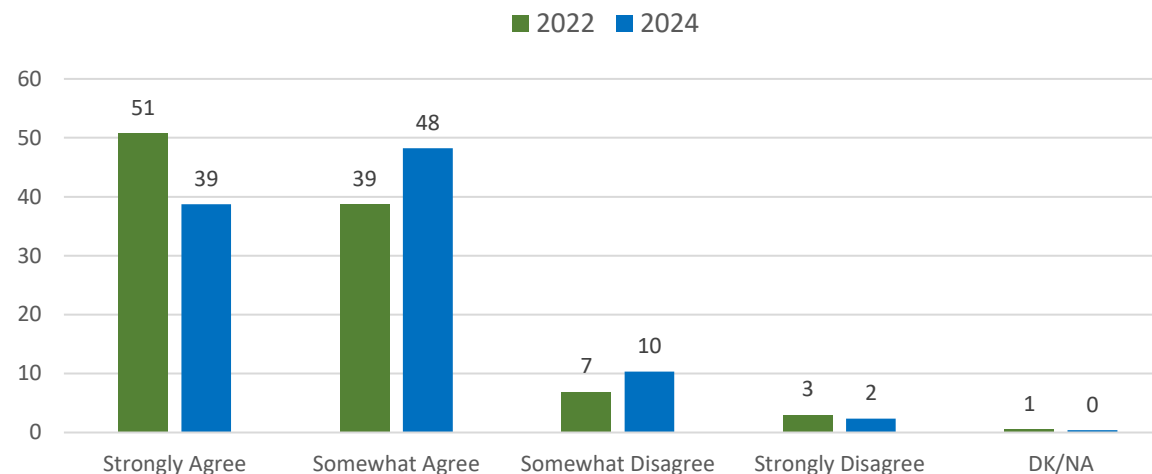


Significant Declines since 2022

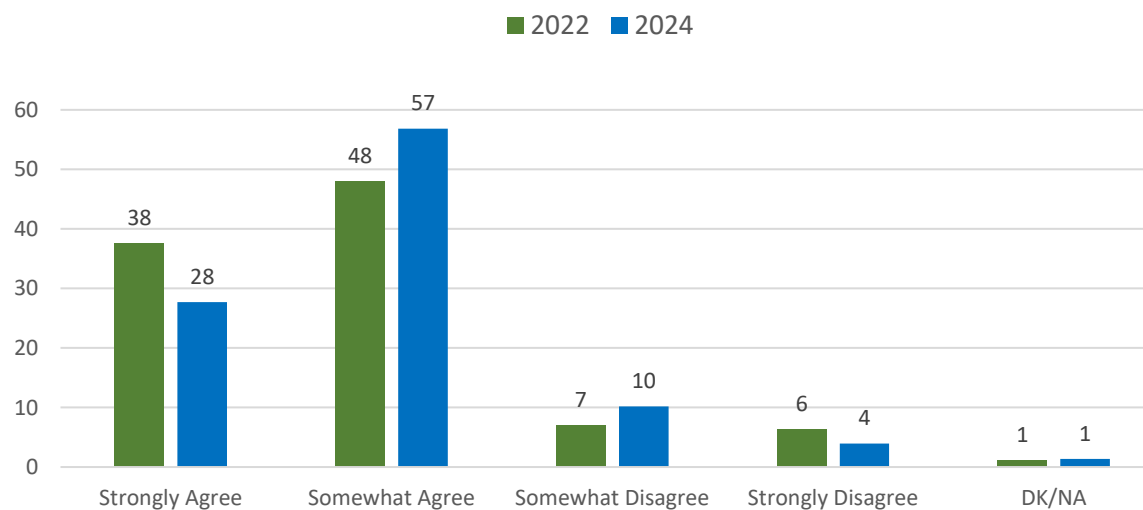
The City is a great place for both residents and businesses



Markham is a safe city



The City's roads are in good condition



Summary of Results

- There is enthusiasm about life in Markham
- Attitudes are generally positive with respect to many services and programs
- Attitudes are relatively stable between 2022 and 2024
- There are a few concerning results which may bear watching and/or addressing
 - Efforts to bring affordable housing to Markham
 - Good place for both residents and businesses
 - Safe city
 - Roads in good condition



Thank you!