

A great place to call home

89% rate Quality of life as excellent or good.

87% agree that Mississauga is an open and welcoming community

84% of respondents indicated they are proud to say they are from Mississauga

76% agree that Mississauga is moving in the right direction to ensure it is a dynamic and beautiful global city



VALUE FOR TAXES

63% are somewhat or very satisfied with the value of City services they receive for their tax dollar (up 9%)

CUSTOMER SERVICE AT THE CITY

76% satisfied with the customer service they received

78% feel that staff were courteous, helpful and knowledgeable

78% found the information they were looking for

73% feel they received information in a timely manner

HOW RESIDENTS CONTACTED THE CITY

64% telephone

24% email

13% Calling 3-1-1

12% in person

6% website

10 MOST APPEALING ELEMENTS OF MISSISSAUGA

- location
- many parks and open spaces
- cleanliness
- recreation programs & facilities
- overall high quality of life
- tolerant, multicultural community
- safe
- good public transit
- environmentally sustainable community
- well managed City

SATISFACTION IN CITY SERVICES

70% Road Services

68% MiWay

90% Library

64% Land Development Services

68% Regulatory Services

71% Arts, Culture and Heritage

86% Recreation Service

88% Parks and Forestry Services