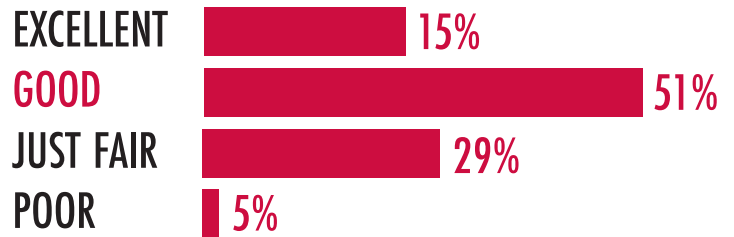


# 2023 Resident Satisfaction Survey City of Ontario



Over 2/3rds rate the City of Ontario an excellent or good place to live.

The City of Ontario conducted a statistically valid random sample survey of Ontario residents in 2023. The survey results, tabulated by the firm FM3, are reported with 95% confidence based on the sample size. Surveys were conducted over the phone (landlines and mobile phones) in English and Spanish.



## Top 5 Communication Channels:



# 7 OUT OF 10

respondents are very or somewhat satisfied with the City's efforts to communicate.



## TOP 5 THINGS RESIDENTS LIKE ABOUT LIVING IN ONTARIO:

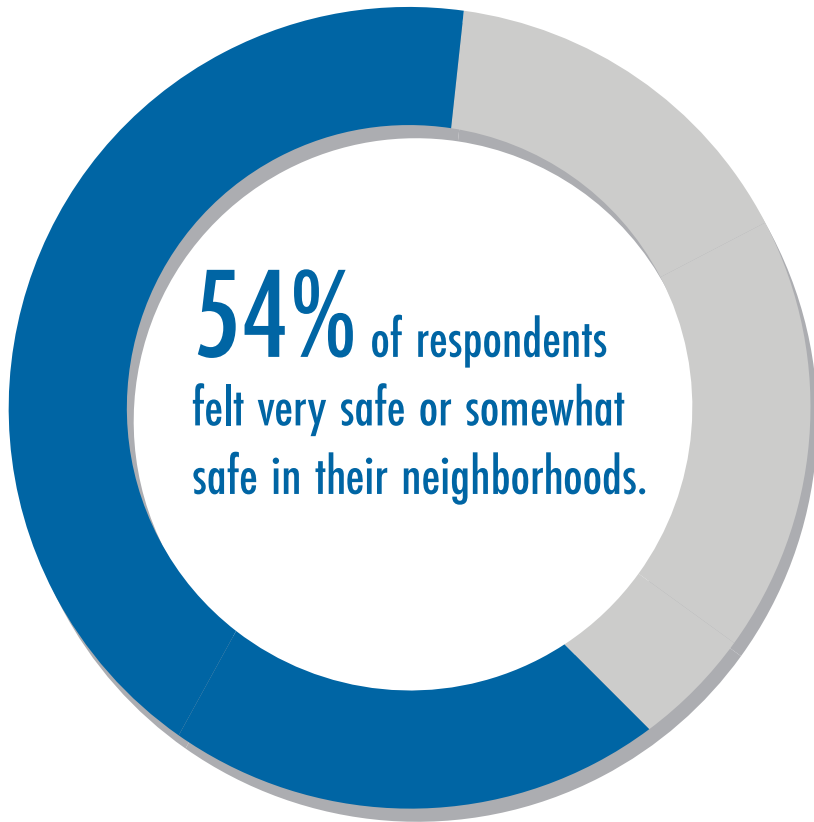
Safe/Quiet  
Small Town Feel

Community  
Neighbors/City

Location General /  
Convenience

Close to LA, Freeway,  
Ocean, Mountains,  
Shopping, Parks

Activities, Shopping,  
Food, Has  
Everything



## Top 5 Most Serious Issues Perceived by Residents:



## Top 3 Services Ranked by Satisfaction:

- 1 911 Emergency Response (Police & Fire)
- 2 Library Services
- 3 Special City Events

## Bottom 3 Services Ranked by Satisfaction:

- 1 Addressing Homelessness
- 2 Enforcing city codes to keep neighborhoods safe and clean
- 3 Retaining and attracting local businesses