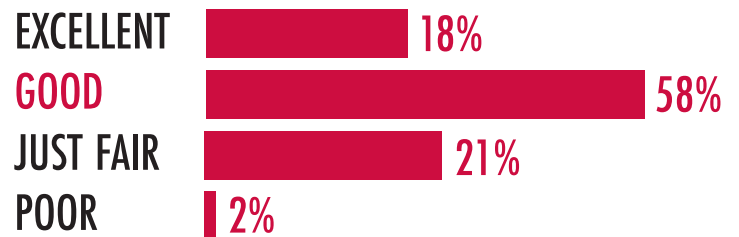


2021 Resident Satisfaction Survey City of Ontario



The City of Ontario conducted a statistically valid random sample survey of Ontario residents between May 10 and May 23. 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.

Over three-fourths rate the City of Ontario as an excellent or good place to live.



68% of respondents are very or somewhat satisfied with the City's efforts to communicate.



Top 3 Communication Channels:



ONTARIO LIVING MAGAZINE



CITY WEBSITE



FLYERS IN WATER BILL

TOP 5 THINGS RESIDENTS LIKE ABOUT LIVING IN ONTARIO:

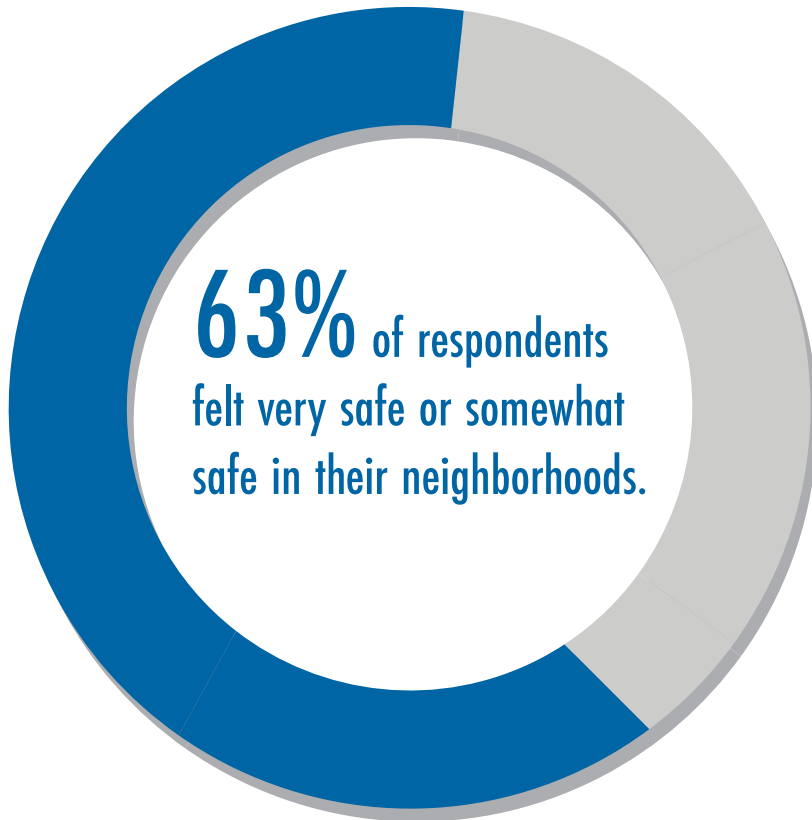
Safe/Quiet
Small Town Feel

Community
Neighbors/City

Location General /
Convenience

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

City Government
Parks/Maintenance
Police



Top 5 Most Serious Issues Perceived by Residents:



Top 3 Services Ranked by Satisfaction:

- 1 911 Emergency Response (Police & Fire)
- 2 Library Services
- 3 Landscaping on Streets & Public Spaces

Bottom 3 Services Ranked by Satisfaction:

- 1 Addressing Homelessness
- 2 Enforcement of Poorly Maintained Housing & Buildings
- 3 Local Road Maintenance