



# FALL 2025 COMMUNITY OPINION INSIGHTS

NOVEMBER 2025



**York Region**

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## Introduction

York Region conducts semi-annual community opinion surveys to understand resident needs, preferences, opinions and satisfaction levels for York Region’s core services.

Surveys are conducted by a Canadian Research Insights Council (CRIC) accredited third-party vendor, on behalf of York Region, using a survey sample that is reflective of York Region’s population and demographics according to the latest census data.

Community opinion survey results support York Region with gathering insights from residents on top issues facing the community, quality of life, core services, housing perspectives, value for tax dollars, community engagement, communications and more.

Community opinion survey results inform York Regional Council’s Vision, the Corporate Strategic Plan and departmental planning and budgeting, and help ensure York Region continues to provide high-quality programs and services to meet the needs of our growing communities.

Understanding resident opinion is one of many approaches York Region uses to strengthen and guide decision-making processes.

# Methodology



Between **August 11 to September 15, 2025**, a random selection of York Region residents aged 18 years and older were recruited via telephone to complete either a telephone survey with live agents, by cellphone or landline or an online survey.



**The total sample size of the survey was 1,561 residents.** 752 residents completed the survey by telephone and 809 residents completed the survey online.



**Results have been weighted** by age, gender, household income and municipality to ensure that the research sample is reflective of the actual York Region population according to the latest Census data.



The margin of error (MOE) for the study is **± 2.5%, 19 times out of 20.**

## Fall 2025 Highlights



### PERSONAL & FINANCIAL OUTLOOK

- 57%** Personal financial situation is the “same” or “better” than this time last year
- 60%** Personal financial situation will be “same” or “better” next year



### TOP ISSUES

- 27%** Public Safety / Crime / Policing
- 14%** Housing / Cost of Housing
- 11%** Traffic / Traffic Congestion



### HOUSING PERSPECTIVES

- 46%** “Agree” housing is affordable
- 38%** Considering moving due to the cost of housing, but would prefer to stay
- 14%** Consider moving due to the cost of housing and are actively looking



### CORE SERVICES

- 88%** “Satisfied” with overall quality of services
- 89%** “Satisfied” with Paramedic Services
- 88%** “Satisfied” with Water



### FISCAL RESPONSIBILITY

- 76%** “Satisfied” with York Region
- 71%** “Good” value for taxes
- 43%** Increases taxes at rate of inflation to “maintain” services
- 16%** Increases taxes to “improve” services



### COMMUNICATIONS & CUSTOMER SERVICE

- 86%** Staff are “Knowledgeable”
- 71%** “Satisfied” with York Region communications
- 71%** Issue was “resolved”

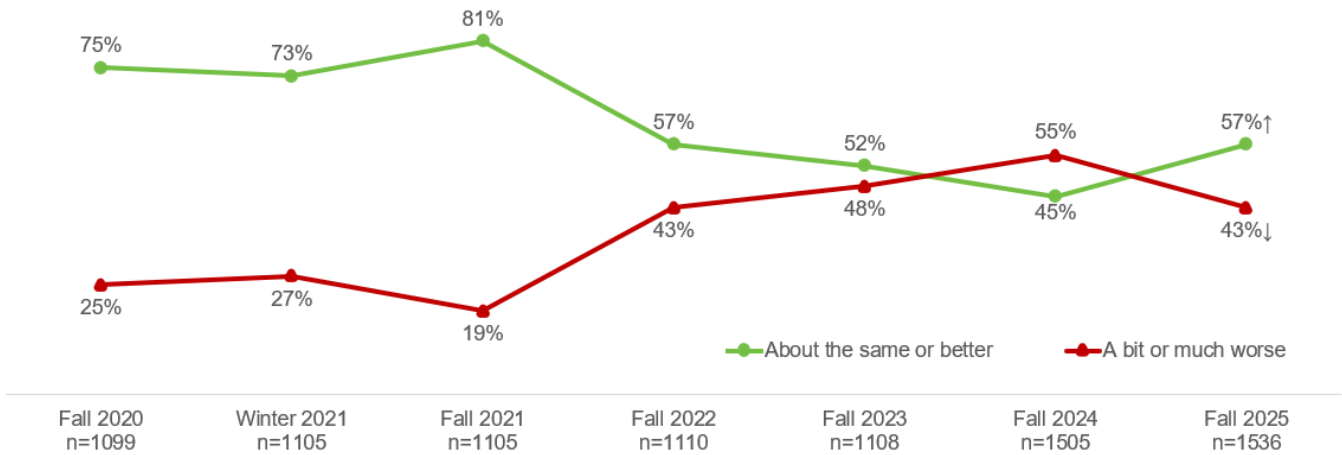
# PERSONAL AND FINANCIAL OUTLOOK



Over half of residents (57%) are reporting a financial situation that is about the same or better than 12 months ago, marking the first time this measure has seen an upward trend since 2021 (Figure 1). Six in ten residents (60%) are anticipating that in the coming 12 months, their financial situation will remain stable or improve (Figure 2). Changes in financial situations over the past year and expectations of changes in the upcoming year can be associated with annual household income; as household income increases, both experiences in the past year and outlook for the coming year tend to be more positive.

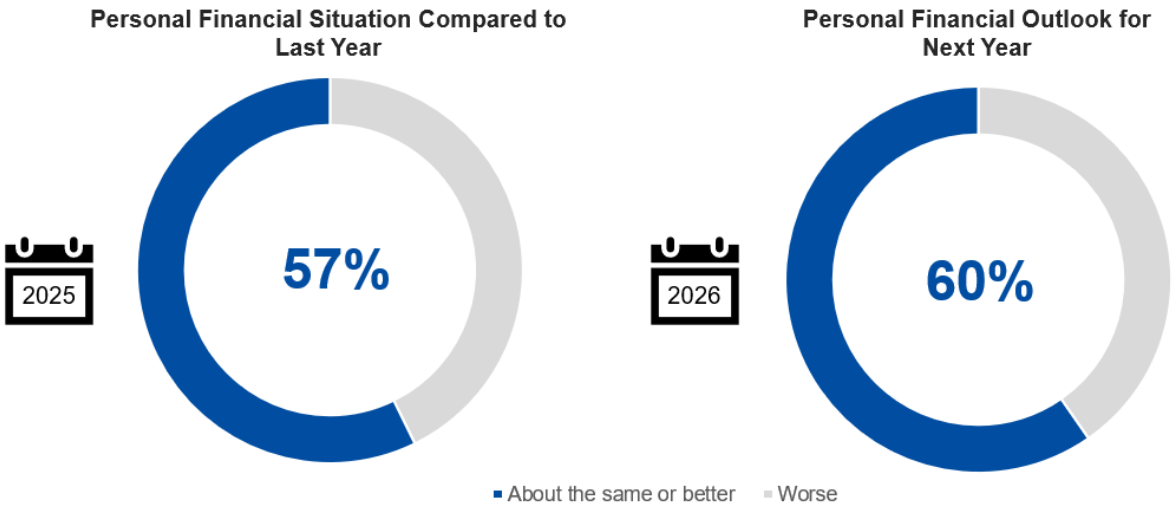
**Figure 1: Personal Financial Situation Compared to Last Year**

Question: Overall, how would you say your personal financial situation compares to this time last year?



**Figure 2: Personal Financial Situation and Outlook**

Question: Looking ahead, how do you feel about your financial situation for next year?



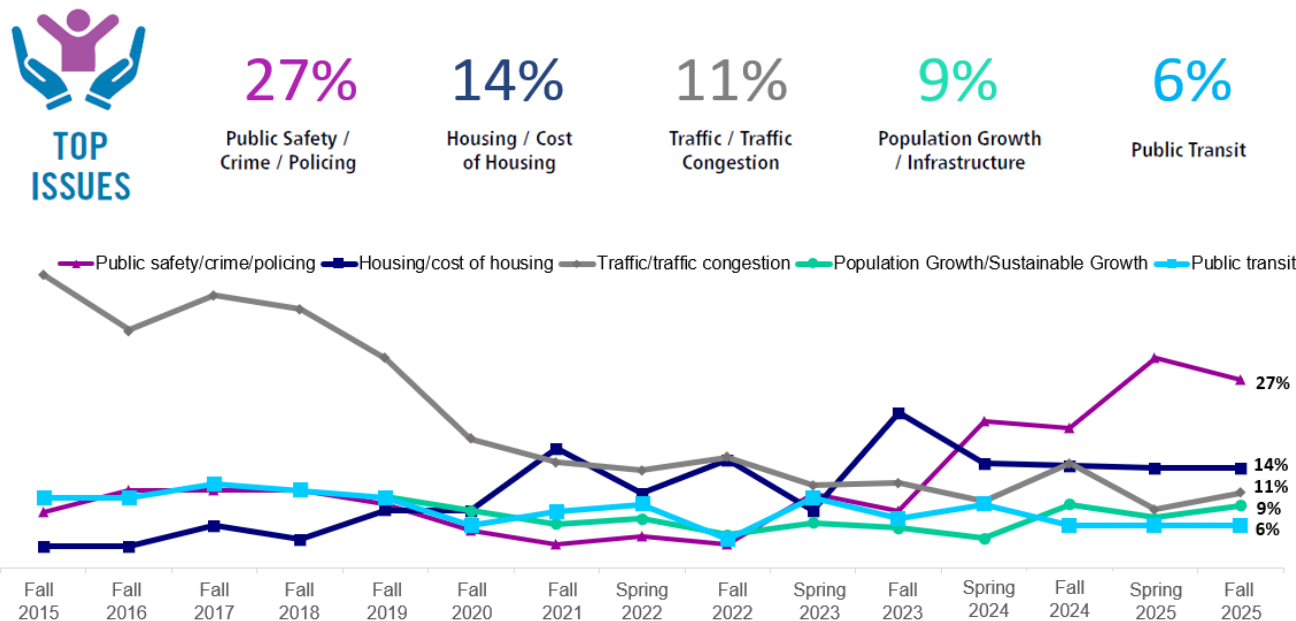


# TOP ISSUES

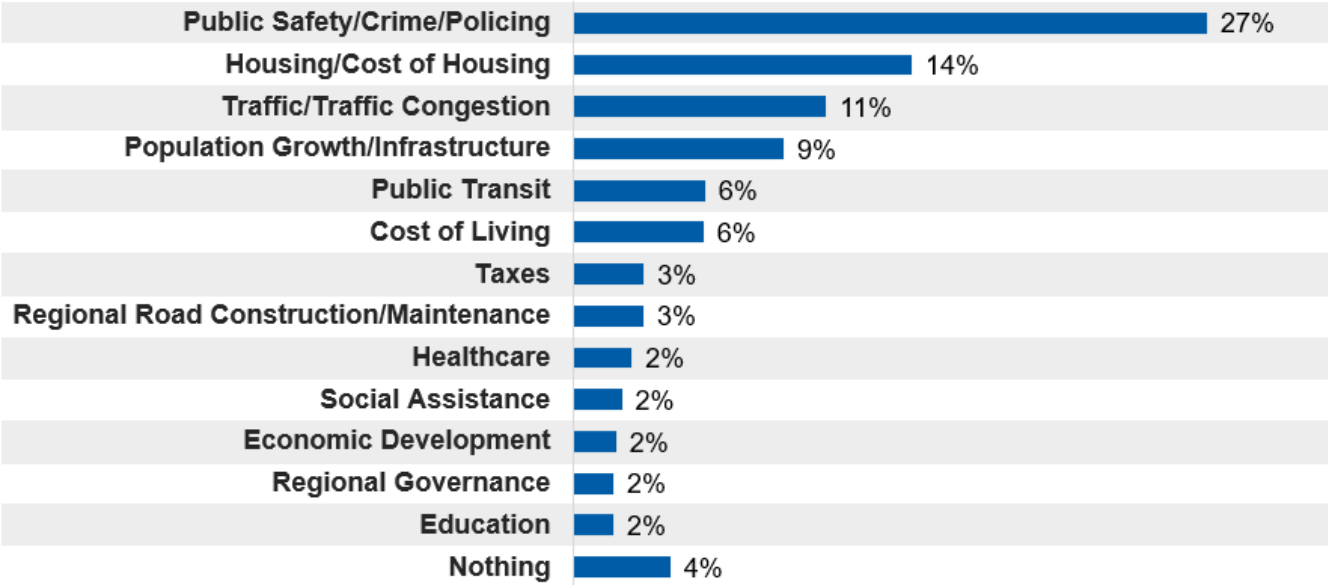


Twenty-seven percent of residents consider Public Safety/Crime/Policing to be the number one issue facing York Region. Housing/Cost of Housing has remained the top issue for 14% of residents, consistent with the past three survey waves (Figure 3). Traffic/Traffic Congestion at 11% and Population Growth/Infrastructure at 9% are the next most important issues for residents this fall (Figure 4).

**Figure 3: Most Important Issue Facing York Region – Historical Trend for Fall 2025 Top 5 Issues**  
 Question: In your opinion, what is the most important issue facing York Region today?



**Figure 4: Most Important Issue Facing York Region – Fall 2025**  
 Question: In your opinion, what is the most important issue facing York Region today?



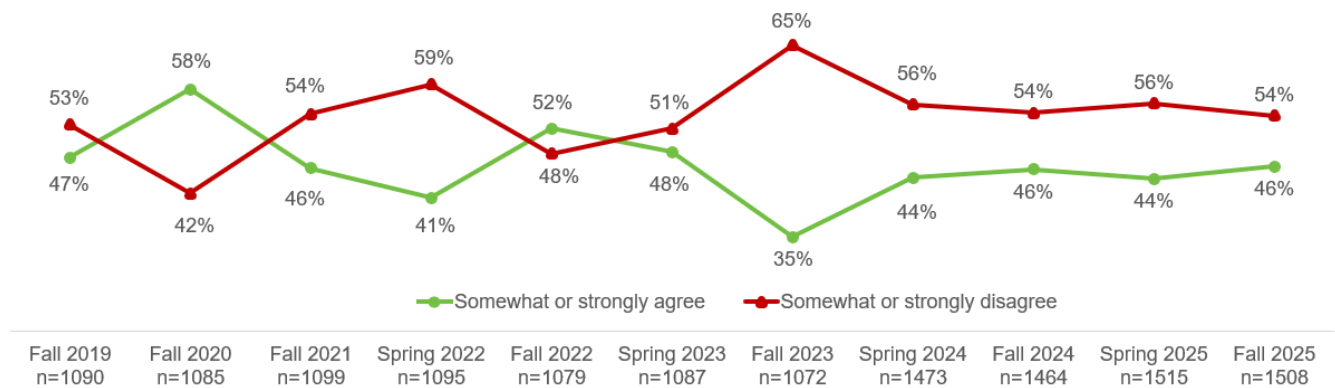
# HOUSING PERSPECTIVES



Just over half of residents (54%) continue to view the cost of housing in York Region as unaffordable (Figure 5). The cost of housing is causing many that would prefer to stay in York Region to seriously consider moving. Of the 52% of residents considering leaving York Region, 14% of residents are actively looking to move. The remaining residents thinking of moving from the Region (38%) would prefer to stay, as long as housing costs improve (Figure 6).

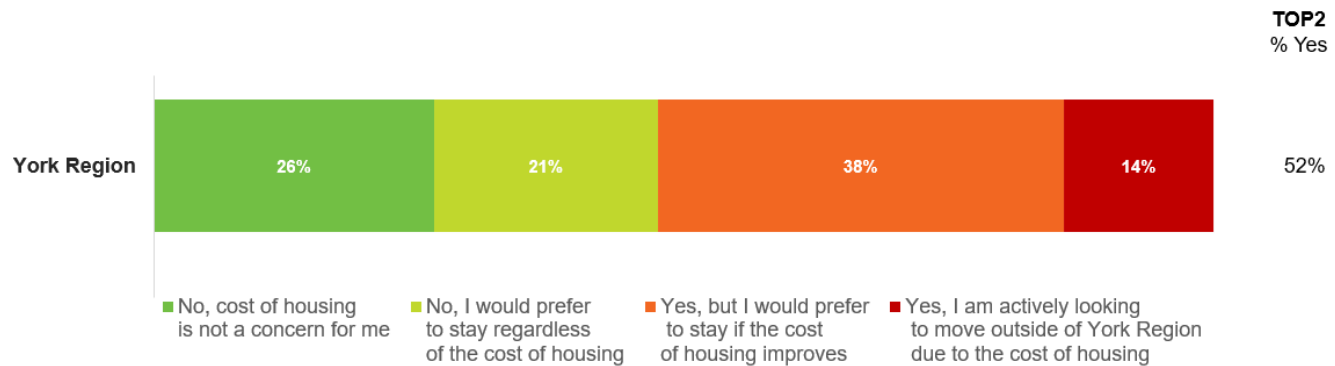
**Figure 5: Housing Affordability**

Question: To what extent do you agree or disagree with the following statement: “I can afford housing in York Region”?



**Figure 6: Considering Leaving York Region due to the Cost of Housing**

Question: Have you considered moving out of York Region because of the cost of housing?



# CORE SERVICES

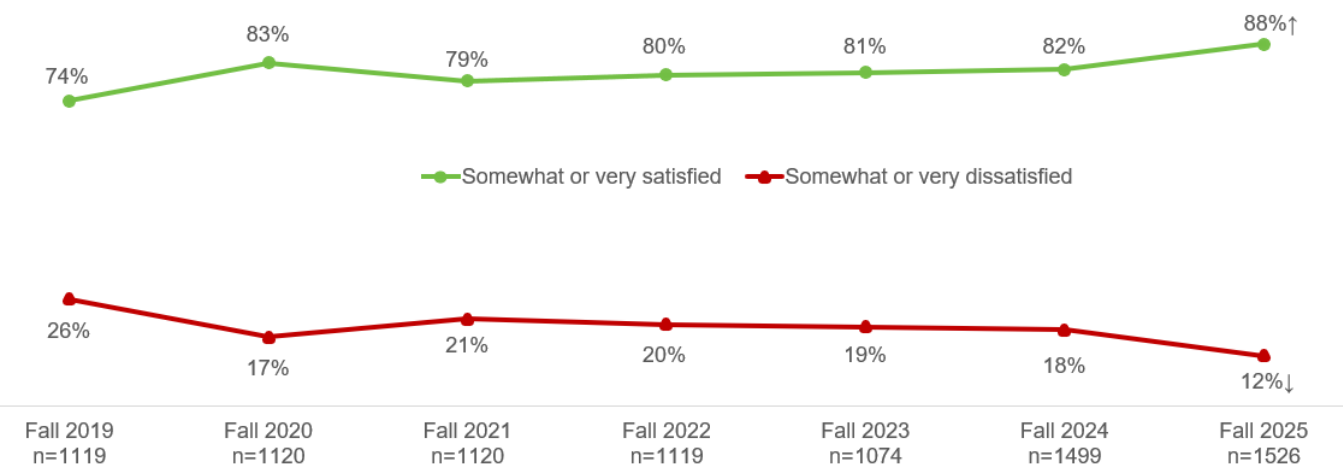


Satisfaction with York Region’s services has increased significantly in the past year. Satisfaction with services overall is being reported by 88% of residents, the highest proportion of satisfied residents recorded to date (Figure 7). When asked about each core service, residents report especially high satisfaction with Paramedic Services (89%), Water (88%) and Waste Management (85%). With the exception of Housing Services, a majority of residents are satisfied with each core service area (Figure 8).

**Note:** Throughout the questionnaire, the research vendor describes York Region’s role in service delivery and provides residents with a service definition for the Region’s core services. See Appendix for how core services were reflected in the Fall 2025 Community Opinion questionnaire.

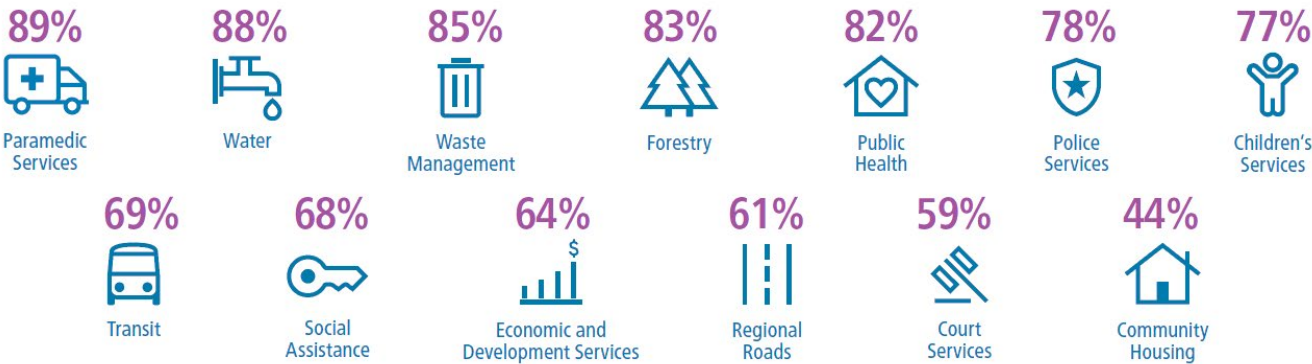
**Figure 7: Overall Quality of York Region Services**

Question: Generally, how satisfied are you with the quality of the services provided by York Region?



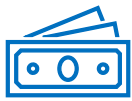
**Figure 8: Satisfaction with Core Services**

Question: How satisfied are you with each of the following services?



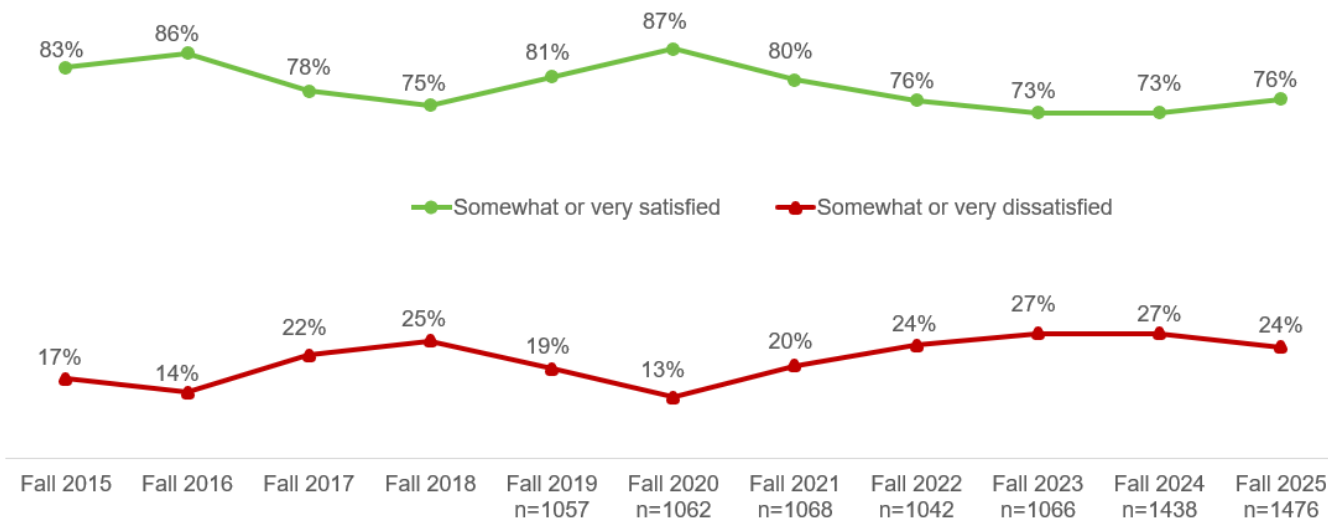
**Note:** Core service assessments for Long-Term Care and Wastewater are excluded from the research study due to their unique nature and multi-faceted service delivery with York Region’s Partners. Additionally, programs and services delivered by York Region’s nine local municipalities are not captured within the scope of this research.

# FISCAL RESPONSIBILITY

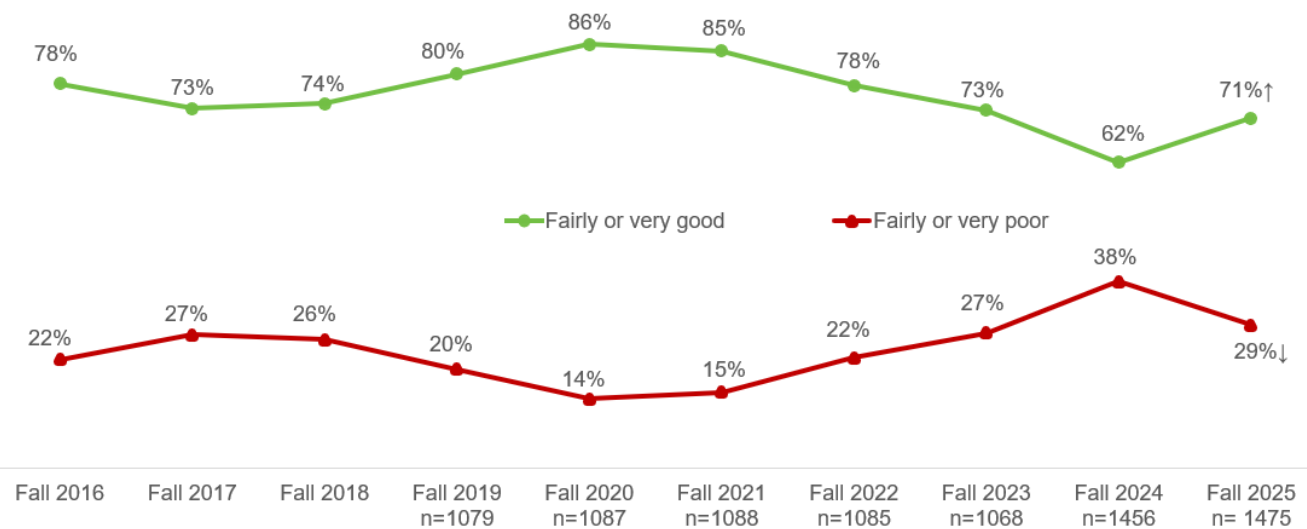


Residents continue to view their regional government positively with 76% of residents satisfied with York Region (Figure 9). In Fall 2025, resident perception on value for tax has improved significantly, with 71% feeling that they are receiving good value for tax dollars, compared to 62% of residents in Fall 2024 (Figure 10). A large proportion of residents (43%) are comfortable with increasing taxes at the rate of inflation in order to maintain services. A similar proportion of residents (41%) would prefer to maintain taxes at the risk of cutting services. Only 16% of residents would support taxes increasing at a rate higher than that of inflation in order to improve services (Figure 11). Collectively, 59% of residents support increasing taxes to either maintain or improve services.

**Figure 9: Satisfaction with York Region**  
Question: How satisfied are you with the government of York Region?



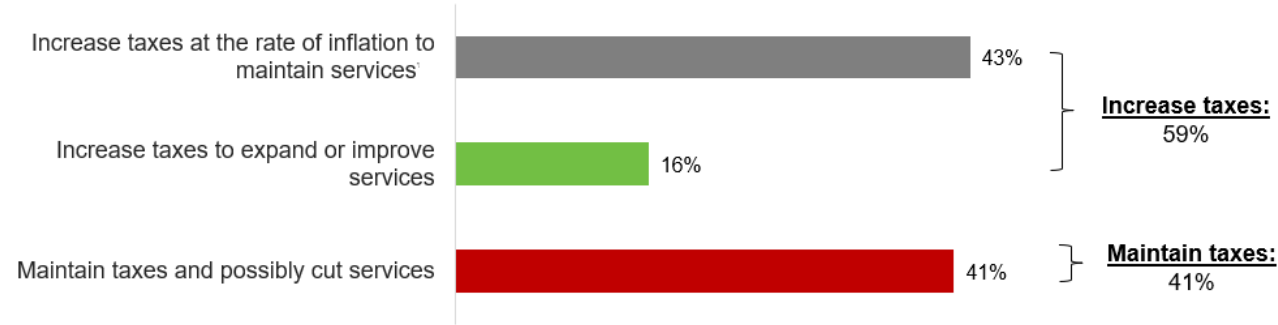
**Figure 10: Value for Taxes**  
Question: Thinking about the programs and services you receive from York Region, how would you describe the overall value for tax dollars you receive?





**Figure 11: Tax and Service Perceptions**

Question: Which of the following options would you most prefer in your municipality? Increase taxes at the rate of inflation to maintain services\*, increase taxes to expand or improve services, or maintain taxes and possibly cut services?



\*Survey note on rate of Inflation: The Bank of Canada is currently forecasting 2026 inflation to be approximately 2%.

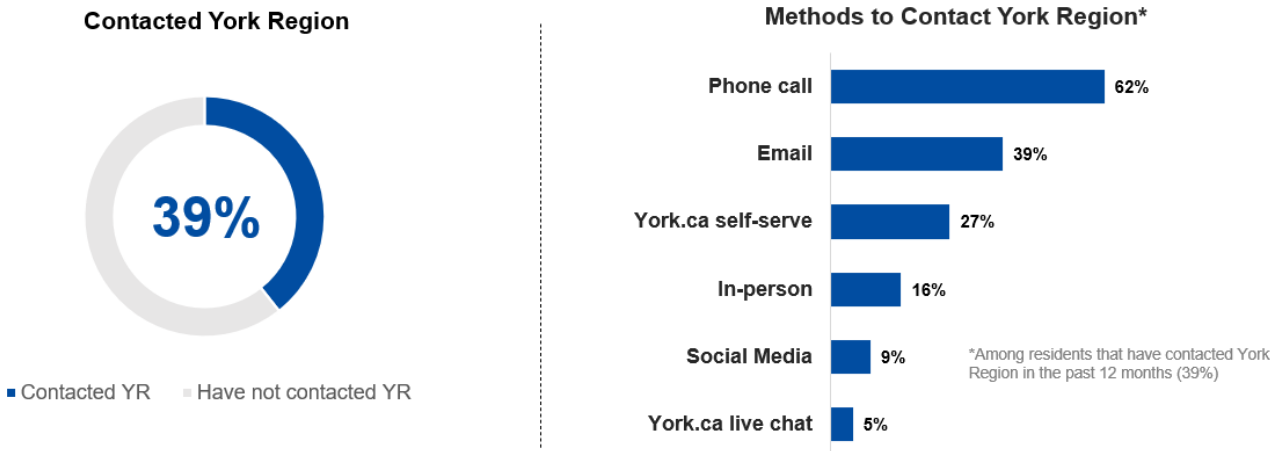
COMMUNICATIONS AND CUSTOMER SERVICE



In the past 12 months, 39% of York Region residents have contacted York Region, mainly through phone calls (62%) and e-mails (39%) (Figure 12). Residents are reaching out to representatives for the purposes of seeking information (31%), requesting a service (23%) and submitting complaints (22%) (Figure 13). Throughout these interactions, residents have come away with very positive perceptions of York Region’s customer service team, with 85% of residents believing that staff are easy to interact with (Figure 14), 86% feeling like staff are knowledgeable (Figure 15) and 78% reporting that staff provided a positive experience (Figure 16). Among all residents, satisfaction with York Region’s communication overall has risen in the past 12 months, from 67% in Fall 2024 to 71% in Fall 2025 (Figure 17).

**Figure 12: Contacting York Region**

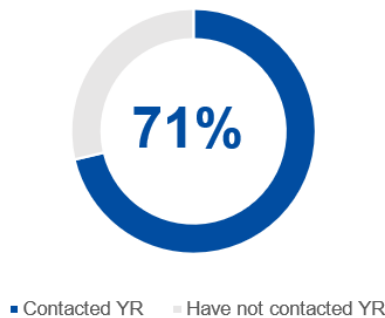
Question: In the past 12 months, have you contacted York Region via any of the following methods?



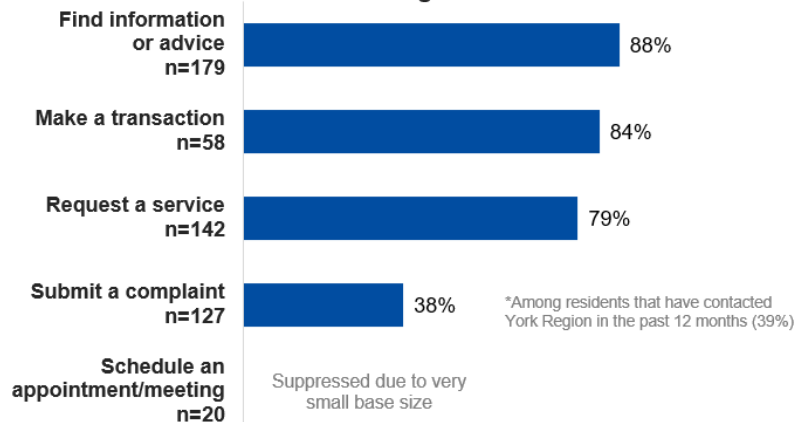
**Figure 13: Contact Reason and Resolution Rate**

Questions: What was the reason for your most recent contact with York Region? Was the reason for contacting York Region resolved?

**Average Issue Resolution Rate  
(All Reasons)**

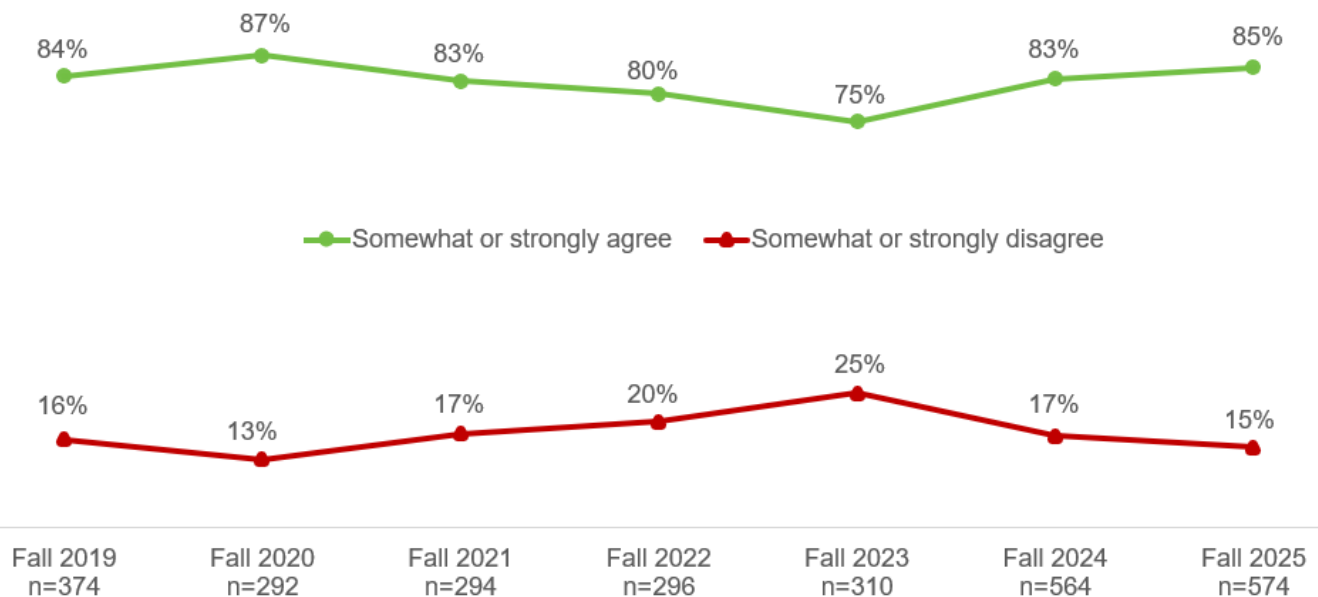


**Resolution Rates by Methods to Contact  
York Region\***



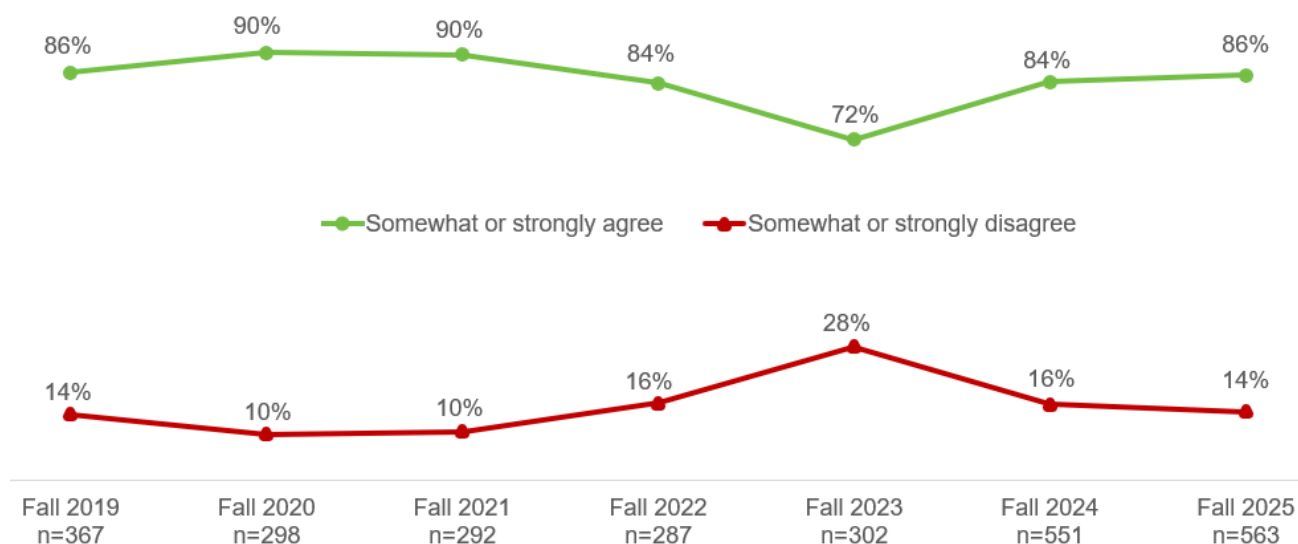
**Figure 14: Ease of Interacting with York Region Staff**

Question: Please specify your level of agreement to the following statements using the following options: strongly agree, somewhat agree, somewhat disagree, strongly disagree. "Interacting with York Region staff was easy".



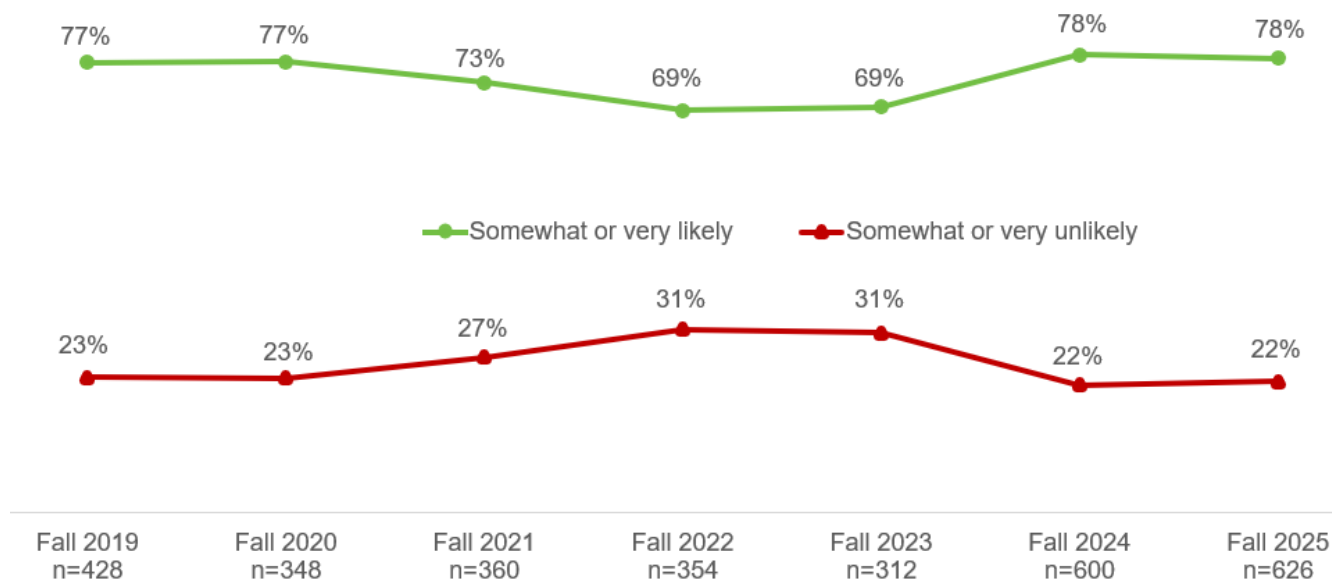
**Figure 15: Knowledgeableness of Service Representatives**

Question: Please specify your level of agreement to the following statements using the following options: strongly agree, somewhat agree, somewhat disagree, strongly disagree. "The staff at York Region are knowledgeable".



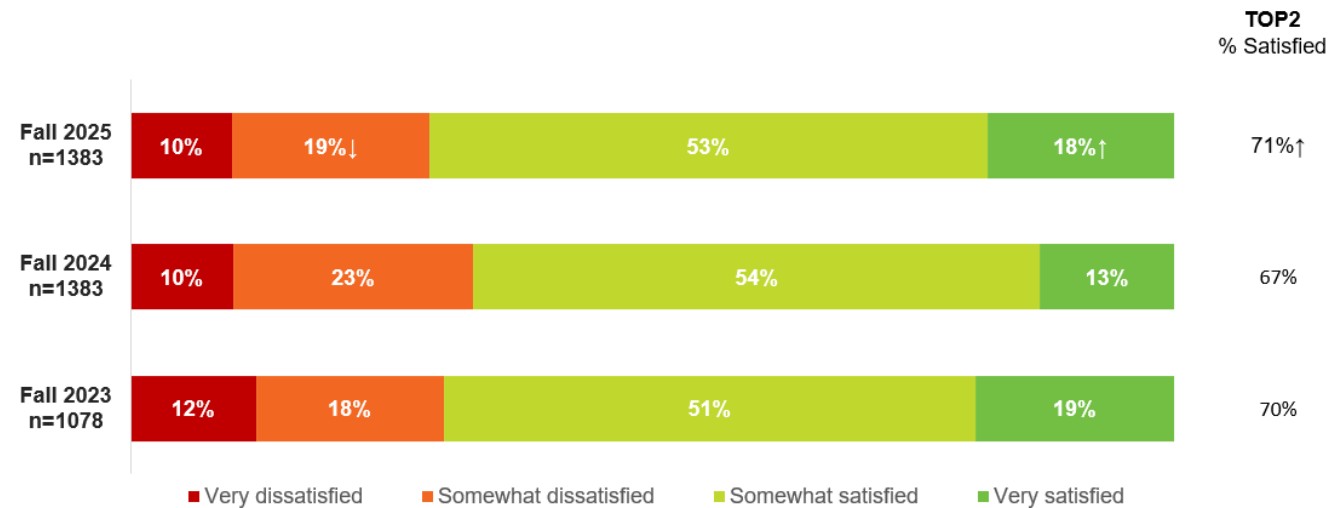
**Figure 16: Speak Positively about Experience**

Question: Based on your experience with York Region, how likely would you be to talk positively about the services you received?



**Figure 17: Satisfaction with York Region Communications**

Question: How satisfied are you with how York Region communicates with its residents about services, programs, plans and updates?



## Efforts to Improve Resident Opinion

In response to community opinion survey results, York Region is working to improve resident opinion and perception in areas relating to community issues, financial and housing affordability perspectives, value for tax, core service satisfaction, customer service and more. To address resident concerns, York Region is:

### Top Issues & Fiscal Responsibility

**Aligning budget considerations with top issues.** York Region's 2026 budget enables progress on Council's most pressing concerns – investing in safer communities, enabling growth in our communities and keeping people, goods and information moving. These budget themes are aligned with top resident issues of public safety, cost of housing and traffic congestion in order to ensure adequate resources to address these issues.

### Personal and Financial Outlook & Housing Perspectives

**Taking action to address issues of housing affordability.** In 2025, Regional Council established a Housing and Homelessness Committee to increase housing supply and guide development of the next 10-year Housing and Homelessness Plan. Council has approved one-time allocations of \$10 million and \$35.1 million from the 2024 operating surplus to the Social Housing Development Reserve for initiatives to increase affordable housing supply.

### Core Services & Communications and Customer Service

**Building a responsive and resident-focused customer experience.** In 2025, York Region launched a new initiative focused on improving digital services and customer experiences to provide residents with better access to public information, enhanced online service requests and ensure more high-quality interactions across all platforms. York Region aims to remain alert to the diverse needs of its communities, strengthening satisfaction, operational efficiency and digital accessibility for years to come.

## Conclusion

Understanding resident opinion is one of many approaches York Region uses to support informed, research-based decision-making. Community opinion survey results support and inform York Region's Vision, Strategic Plan, departmental planning and budgeting, service prioritization and communication efforts.

York Region's Vision continues to be validated through various methods, including the semi-annual surveying of residents. Key insights shared on community indicators are informed by resident perception and are intended to help everyone understand how to drive collective action in the Region's communities towards positive outcomes.














The Corporate Strategic Plan guides York Region toward Council's Vision, anchored in delivering 15 core services to residents. Performance measures play a role in showcasing York Region's direct impact on the well-being of our communities. Community opinion survey results are essential for collecting data on resident perceptions of Regional services and measuring how well we are doing in achieving the objectives set out in the Corporate Strategic Plan.

York Region will continue to make efforts in the areas of personal finances, top issues, housing perspectives, core service satisfaction, fiscal responsibility, communications and customer service to improve our services and overall resident opinions and perceptions.



## Appendix

Core services are legislated services provided directly to the public to help maintain a high quality of life for York Region residents. Throughout the questionnaire, the research vendor describes York Region's role in service delivery and provides residents with a service definition for the Region's core services. Respondents who answered that they "don't know" to core service-related questions are removed from the question's response calculations. The table below outlines how core services were reflected in the Fall 2025 Community Opinion survey.

	Children's Services	Children's services in York Region such as early learning and child-care programs, amongst others
	Community Housing	Community Housing, like social or subsidized housing
	Court Services	The delivery of court services in York Region, including the prosecution of provincial offences (like traffic tickets, <i>not</i> criminal offences) and the collection of related fines.
	Economic and Development Services	Economic Development, such as York Region's encouragement of the economy, business growth, attraction of new businesses and support for small businesses
	Forestry	Provides forestry services, like public access to regional forests, the control of invasive species on Region-owned properties and streetscaping on Regional roads. Provides outdoor programs and subsidized tree planting services to the public
	Paramedic Services	Paramedic services, including emergency and non-emergency, and support to community events
	Police Services	York Regional Police
	Public Health	Public health services, namely the ability to identify and prevent diseases within public spaces in York Region
	Regional Roads	York Regional roads, such as Highway 7, Yonge St, or Major Mackenzie, amongst others. This <i>does not</i> include the 400 series highways like the 404 or 401
	Social Assistance	Social assistance services, like Ontario works or the Ontario disability support program
	Transit	York Region Transit, including Viva and On-Request but <i>not</i> the TTC or GO
	Waste Management	York Region's waste management services including diverting waste away from landfills, providing waste reduction and re-use opportunities and processing waste such as blue box and green bin materials collected by local municipalities or by the public at York Region's public waste drop-off facilities
	Water	York Region's drinking water