2026 Fall Community Opinion Results

METHODOLOGY

From June 22 to July 21, 2026, 1,520 York Region residents ages 18+ were surveyed online or by telephone. The survey sample is reflective of York Region's population and demographics according to the latest Census data. The margin or error for this survey is ± 2.5%, 19 times out of 20.

TOP ISSUES

- **16%** Public Safety / Crime / Policing
- **13%** Housing / Cost of Housing
- **10%** Traffic / Traffic Congestion
- **8%** Cost of Living
- **8%** Public Transit

ISSUE SEVERITY

Issues that have a very significant impact on quality of life:

- **67%** Cost of Living
- **58%** Housing/Cost of Housing
- **50%** Public Safety/ Crime / Policing
- **47%** Traffic / Traffic Congestion
- **39%** Population Growth

RESPONSIBLE GOVERNMENT

- **78%** are satisfied with the York Region government.
- **70%** say they receive "good" value for their tax dollars.
- **61%** support an increase in tax to "maintain" or "improve" services.*

SATISFACTION WITH CORE SERVICES

86% **are satisfied with the overall quality of services provided by York Region.**

- **94%** Paramedic Services
- **85%** Water
- **85%** Waste Management
- **85%** Forestry
- **82%** Police Services
- **81%** Children's Services
- **74%** Public Health
- **73%** Social Assisstance
- **67%** Transit
- **67%** Court Services
- **66%** Regional Roads
- **64%** Economic and Development Services
- **52%** Community Housing

Core Service assessments for Long-Term Care and Waste water 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 directly by York Region's nine local municipalities are not captured within the scope of this research.

CUSTOMER SERVICE AND COMMUNICATIONS

- **88%** agree that York Region staff are knowledgeable.**
- **81%** would speak positively about their experience with York Region staff.**
- **74%** had their reason for contacting York Region resolved.**
- **71%** are satisfied with York Region communications.

PERSONAL FINANCIAL OUTLOOK

- **56%** have a difficulty managing their household's monthly expenses.
- **59%** feel their financial situation will be the "same" or "better" next year.

For more information visit
york.ca/CommunityOpinion

* 16% increase taxes to "improve" services; 45% increase taxes at the rate of inflation to "maintain" services.
** Among residents that have contacted York Region in the past 12 months (39%)

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