

### Rick Hansen challenge Sunday

Looking for something to do tomorrow?

The Rick Hansen Wheels In Motion wheelchair challenge begins at 1 p.m. in the parking lot of the Stouffville Arena.

Participants will go through challenges including weaving around pylons in a wheelchair, picking up sheets of laminated paper with oven mitts and wheeling around the track.

For more, call 905-640-0749.

# Survey says, residents are happy

## Quality of life, municipal services get thumbs up

BY ALYSHIA HIGGINS  
Whitchurch-Stouffville is leading the pack when it comes to resident satisfaction.

The first town-wide, statistically-significant survey has come back with above average results.

"It's a tremendous good news story," said Joe Pittari of DPRA Canada, the research firm that conducted the survey.

During January and February, almost 600 residents were randomly surveyed about several aspects of the town including quality of life and services offered by the municipality.

More than 94 per cent of those surveyed said they were satisfied or very satisfied with the town's quality of life and 93 per cent

indicated they were satisfied or very satisfied with services.

The survey also indicated fire and emergency services was both the most important service as well as the one residents were most satisfied with.

For Councillor Clyde Smith, there was another feature.

"My highlight was the extraordinary rating the town staff got for customer service," he said, adding the staff should "really be complimented for the quality of work they've been doing".

The town's overall satisfaction level ranked above all its peers who conducted similar surveys.

While there were several areas the town ranked above average, participants expressed concerns about certain services.

Roads and sidewalk quality service were what residents said they were least satisfied with, and the Memorial Park skate

park was ranked as the least important service. Traffic control and safety measures, neighbourhood planning, environmental protection and youth recreation programs and camps were also pointed out as services that could use attention.

Councillor Rob Hargrave commended the survey and proposed that council continue the research.

"It's important to get feedback as a town," he said. "It would be a shame to just do this once and leave it."

Mr. Smith agrees.

"I think it's really going to be important that we do this again."

As for the areas residents expressed concern about, the town is beginning to work on solutions, including enhancing its website to improve communication.

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