



CITIZEN PERSPECTIVE

2021 Citizen Survey



May 2021

presented by:



Background and Objectives

Project Background

- Historically this study has been used as a tool for measuring the level of satisfaction of the citizen's of Winnipeg.
- The City of Winnipeg has conducted this study annually since 2001.

Project Objectives

1. Determine Winnipeg citizen's levels of satisfaction regarding their city
2. Determine Winnipeg citizen's current needs in their city
 - Gauge how those needs have changed and where they are heading
 - e.g. Are specific issues trending downward or emerging?

COVID-19 adjustments

- Where relevant, question wording was adjusted to reflect the pandemic and ask participants to reflect on their typical behaviour.
- Responses that may have been impacted by COVID-19 are identified where applicable.

Methodology

A total of 600 Winnipeg citizens aged 18 years and over were interviewed by telephone between April 28 to May 18, 2021. The sample include both landlines and cell phone numbers. The final results in this survey are weighted by age, gender, and the area of Winnipeg respondents reside in according to 2016 Statistics Canada census data.

The margin-of-error for this telephone survey of 600 adults is +/- 4.1%, 19 times out of 20. The margin-of-error is higher for sub-populations analyzed in these results.

Where applicable, this report compares the results of the 2021 survey with the results of previous citizen satisfaction surveys conducted in 2017 to 2020.

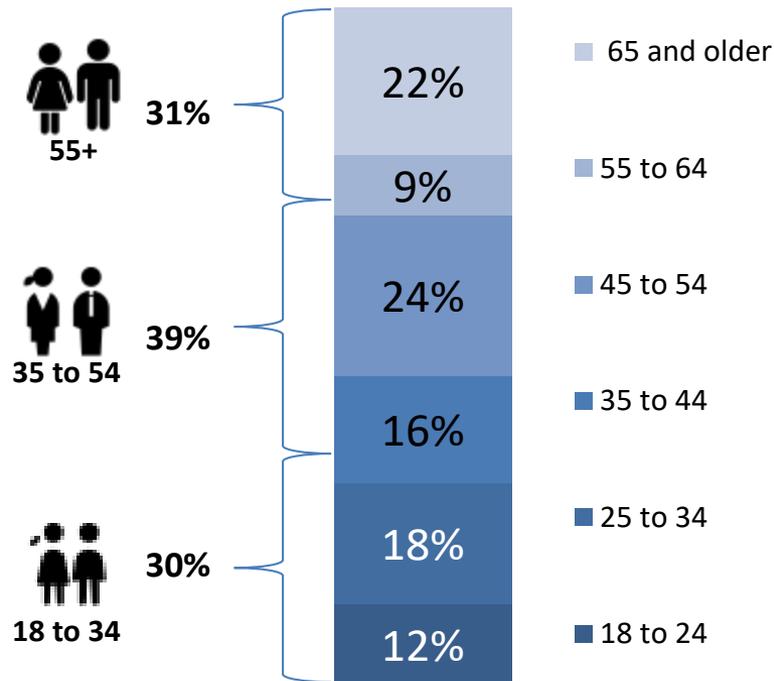
Notes:

- *Data presented is based on people who answered the survey questions (excludes “don’t know/refused” response).*
- *The percentages shown in this report may not add up to exactly 100%, due to rounding.*
- *Values less than 3% may not be shown in charts.*

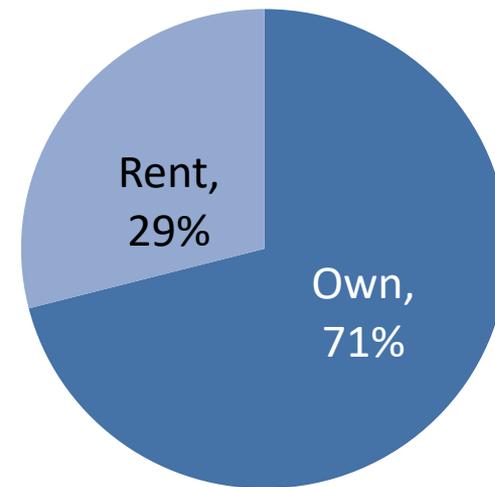
Demographics [1/2]

The majority of respondents are under 55 years old and nearly three-quarters are home owners.

Age



Own/Rent Home



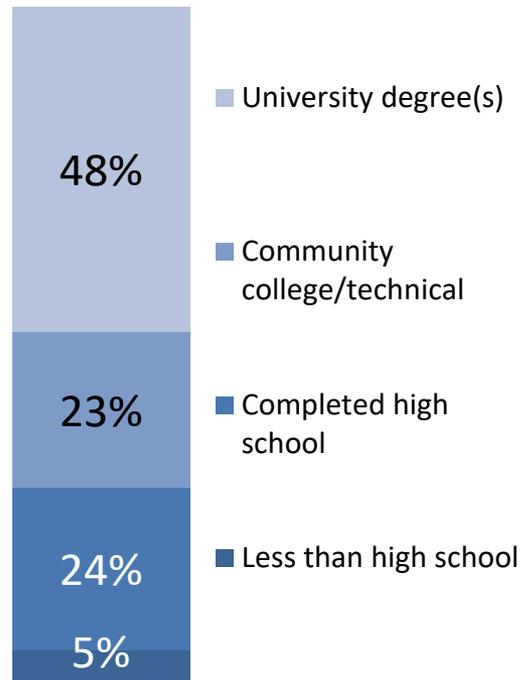
Q73 -- What age are you? (Base: All respondents. 2021 n=600) - unweighted

Q74 -- Do you rent or own your home? (Base: All respondents (excluding Don't know/Refused). 2021 n=585) - unweighted

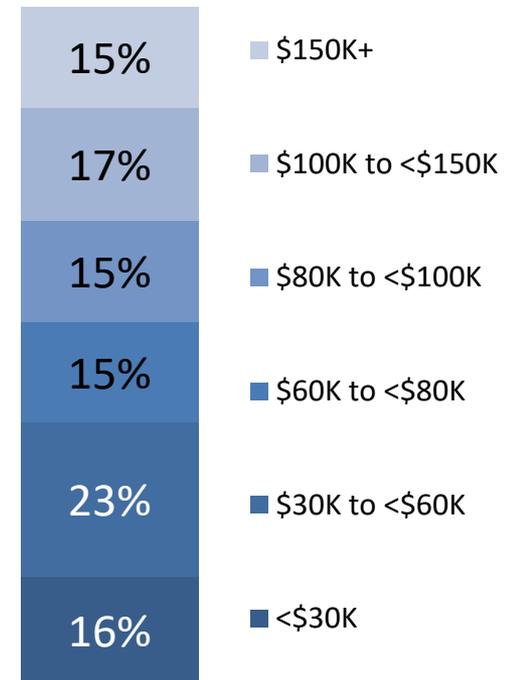
Demographics [2/2]

The majority of respondents have some post-secondary education with 48% having a university degree. Of the 81% of residents who answered the income question, nearly two-thirds have a household income of \$60,000 or more.

Level of Education



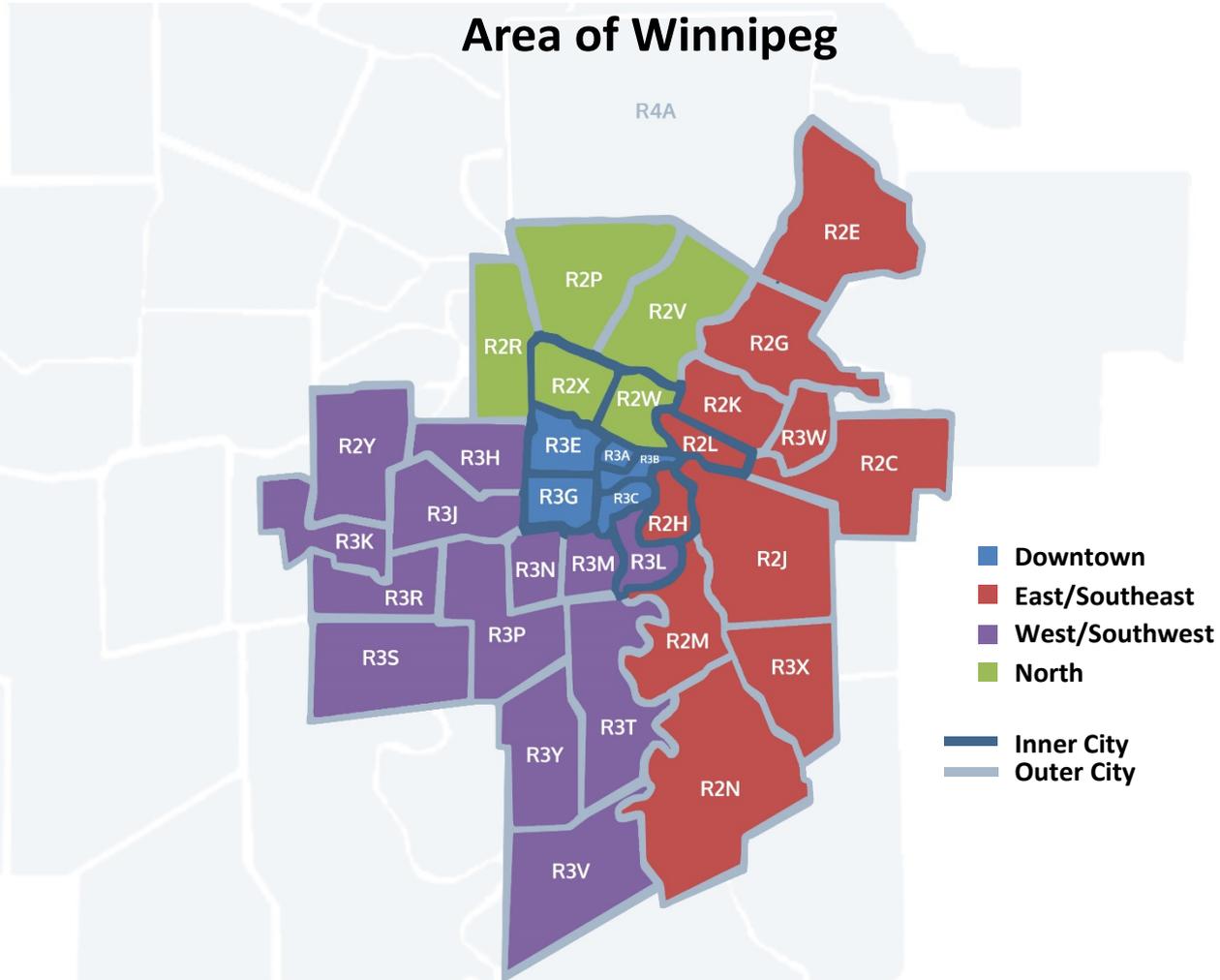
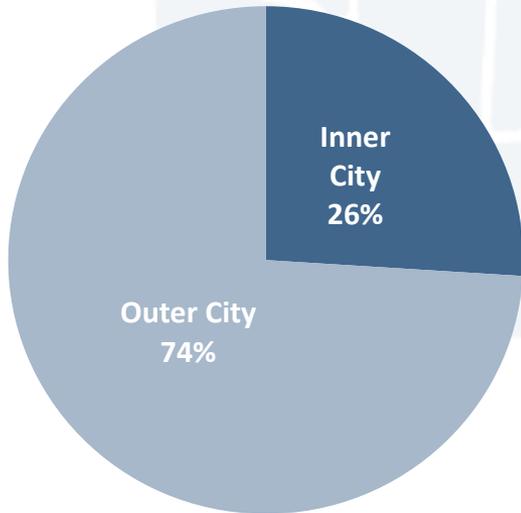
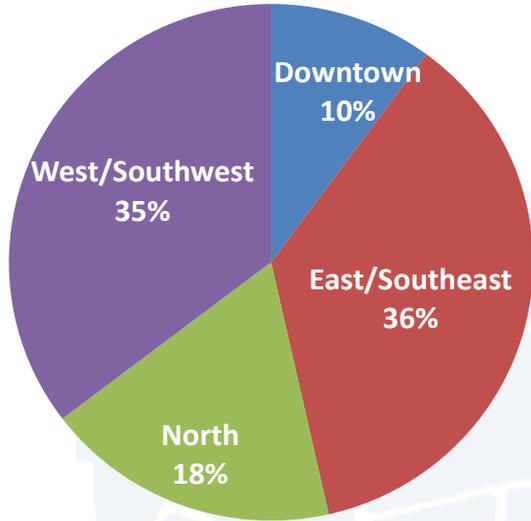
Household Income



Q75 -- What is the highest level of education you have completed? (Base: All respondents (excluding Don't know/Refused), 2021 n=589) - unweighted

Q76 -- Total household income before taxes. (Base: All respondents (excluding Don't know/Refused), 2021 n=485) - unweighted

Where do they live?

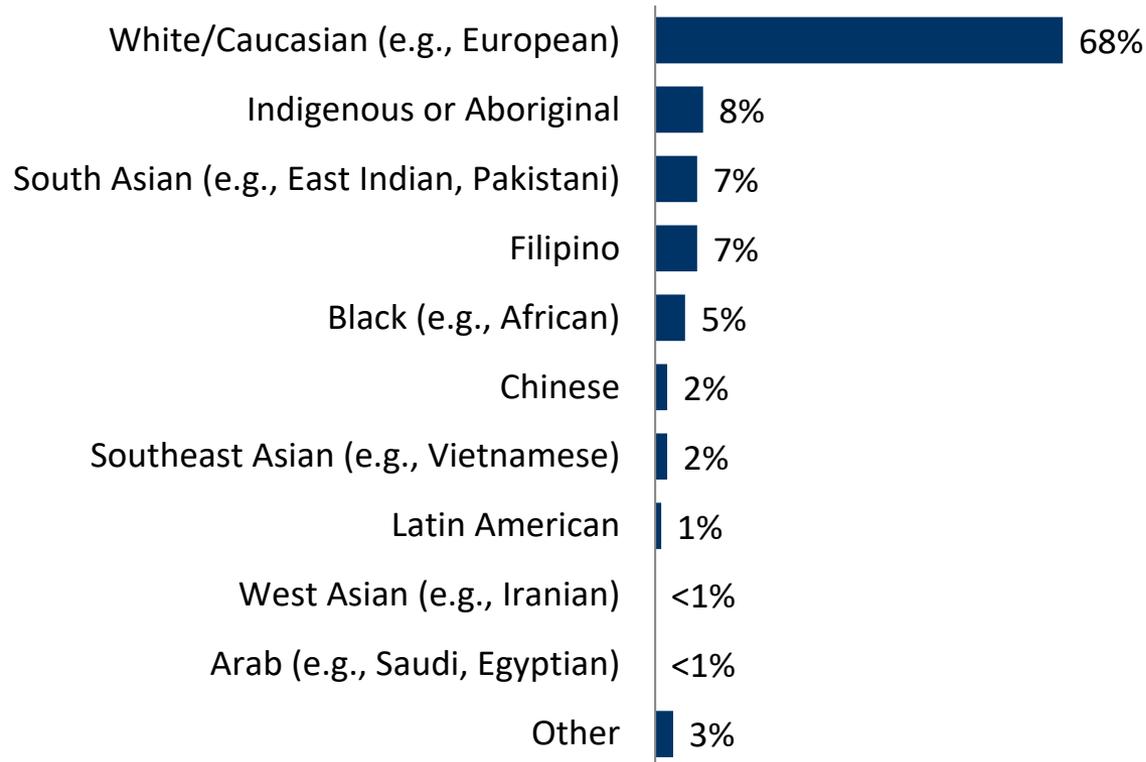


Q78 -- First three characters of postal code. (Base: All respondents (excluding Don't know/Refused). 2021 n=598) – unweighted

How do they describe their Ethnic Origin?

Over two-thirds of survey respondents described their ethnic origin as white/Caucasian.

Ethnic Origin



Q77 -- How would you describe your ethnic background? Multiple responses allowed (Base: All respondents (excluding Don't know/Refused). 2021 n=573) -- unweighted

THE RESULTS

2021 Overall Satisfaction



Quality of Life (Very good/Good)				
2017	2018	2019	2020	2021
92%	93%	93%	97%	89%



Value for Tax Dollars (Very good/Good)				
2017	2018	2019	2020	2021
70%	71%	68%	78%	64%

Net Promoter Score
(Recommendation)

1



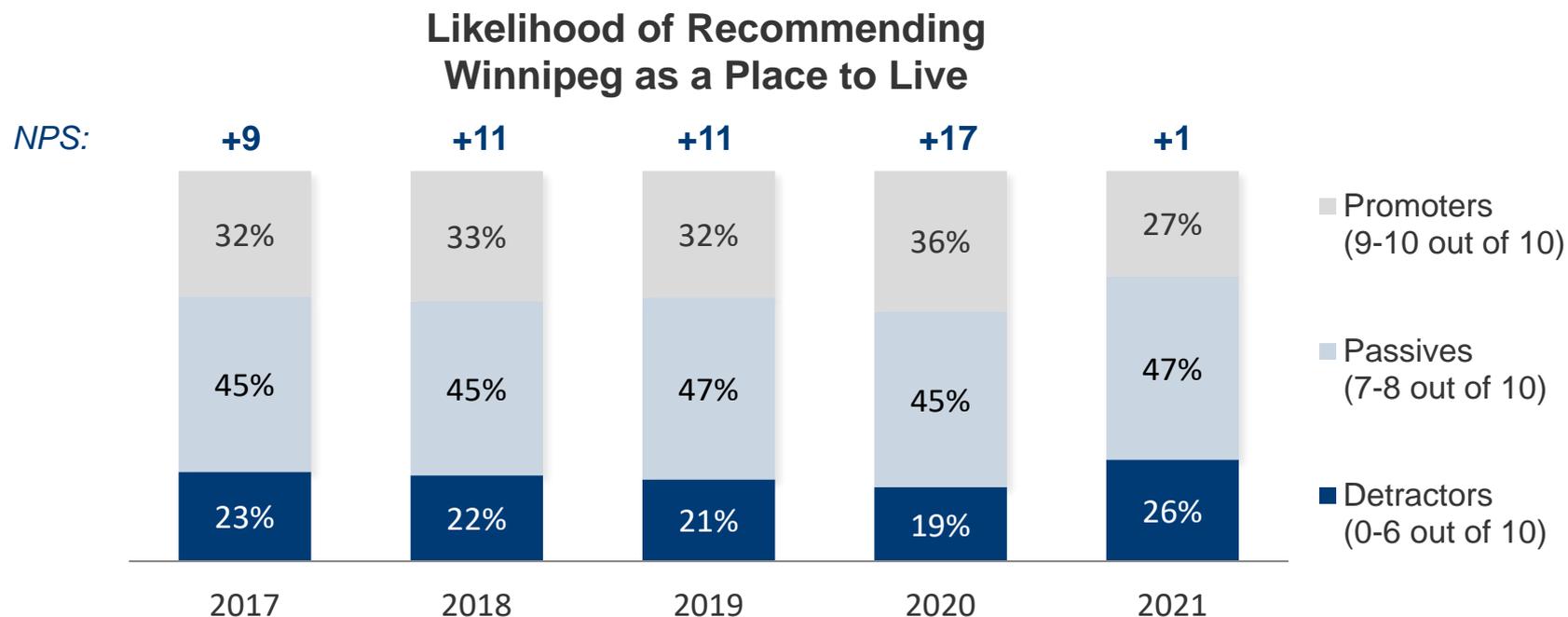
Overall City Services (Very /Somewhat Satisfied)				
2017	2018	2019	2020	2021
88%	87%	88%	90%	87%



Customer Service (Very /Somewhat Satisfied)				
2017	2018	2019	2020	2021
83%	79%	81%	82%	78%

Net Promoter Score Value

27% are classified as Winnipeg Promoters, and the overall 2021 NET Promoter Score is +1. This is a 16-point decrease compared to 2020. Older citizens are more likely to be Promoters.



Those more likely to be Promoters in 2021 include:
 ✓ 55 years or older (38%)

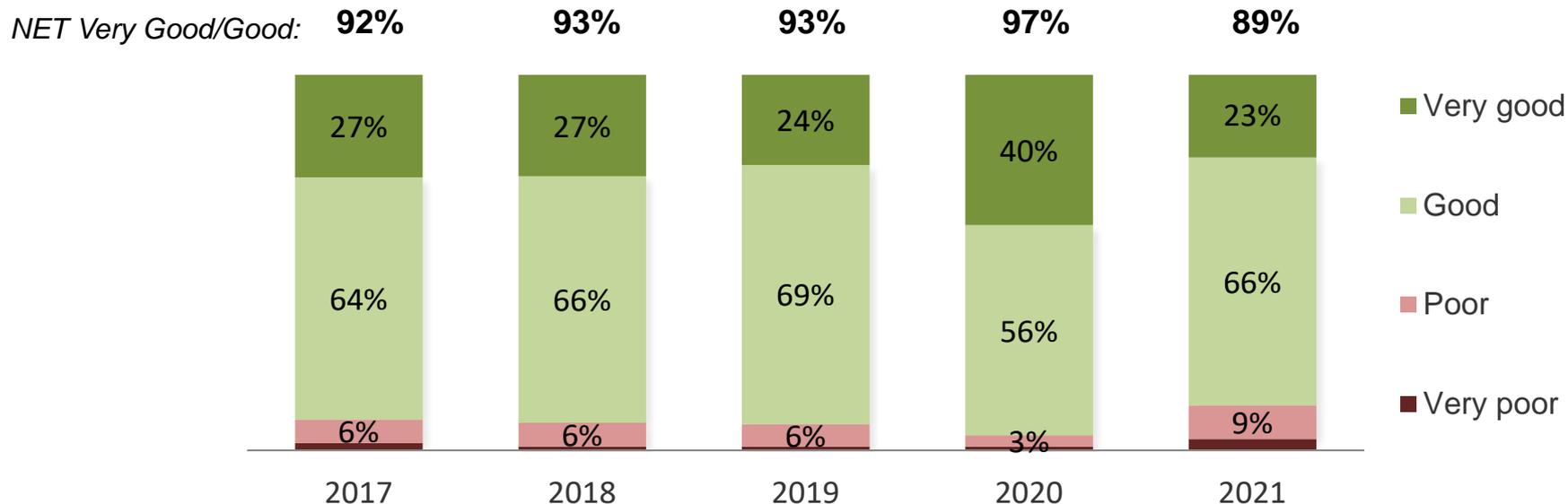
NET Promoter Score (NPS) is calculated by subtracting the Detractor score from the Promoter score (% Promoters - % Detractors)
 Q2 -- On a scale from 0 to 10, where 0 is not at all likely and 10 is very likely, how likely would you be to recommend Winnipeg as a place to live? (Base: All respondents (excluding Don't know/Refused). 2021 n=593)

QUALITY OF LIFE

Quality of Life

Although lower than previous years, the majority (89%) of Winnipeggers rate the overall quality of life in Winnipeg as very good or good.

Overall quality of life in Winnipeg today

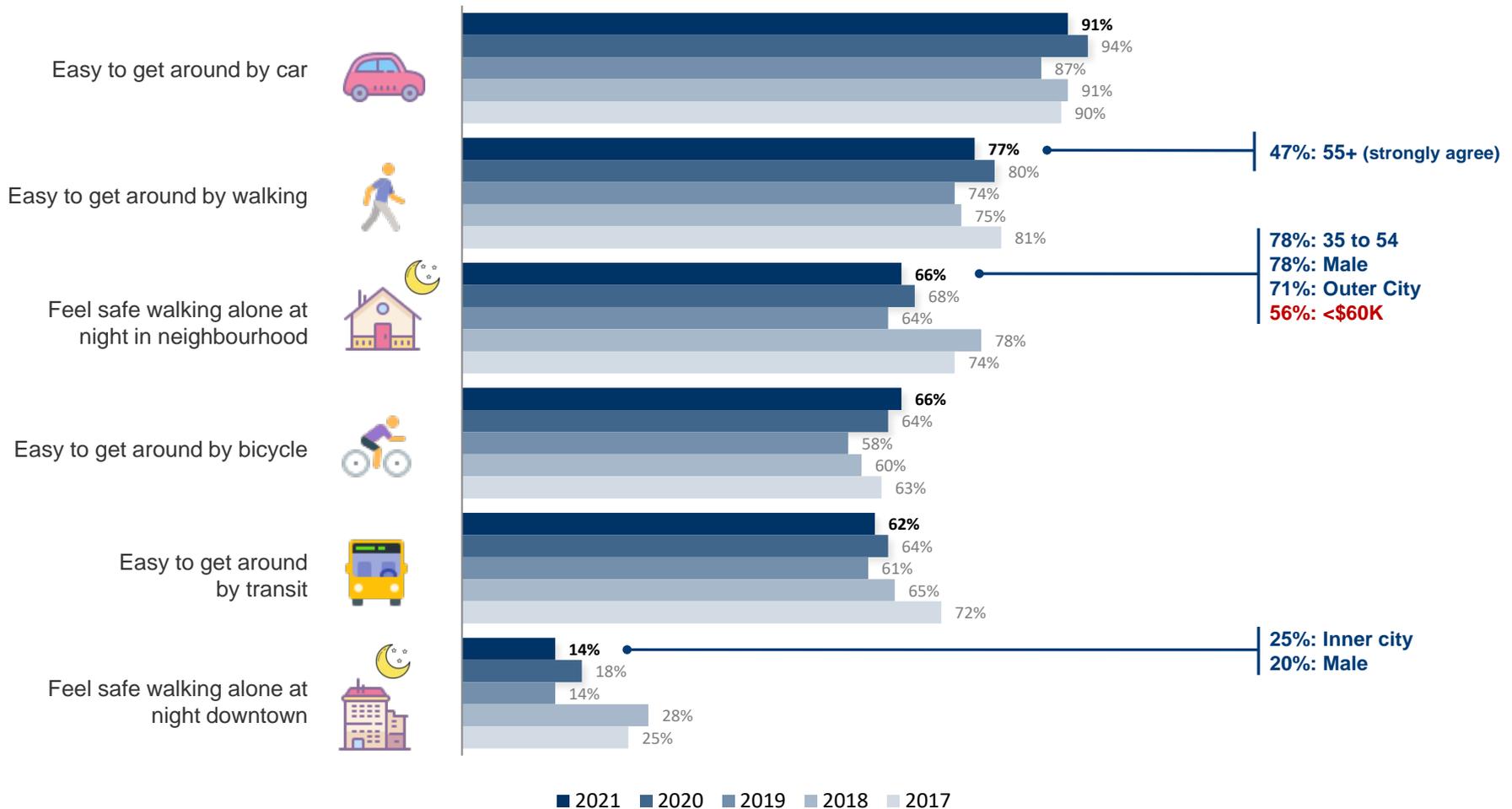


There are no demographic subgroups more likely rate quality of life as very good or good.

Q3 -- In general, how would you have rated the overall quality of life in Winnipeg prior to the impacts of the **coronavirus**? (Base: All respondents (excluding Don't know/Refused). 2021 n=599)

Quality of Life Statements

Quality of Life Ratings (Strongly agree/Agree)

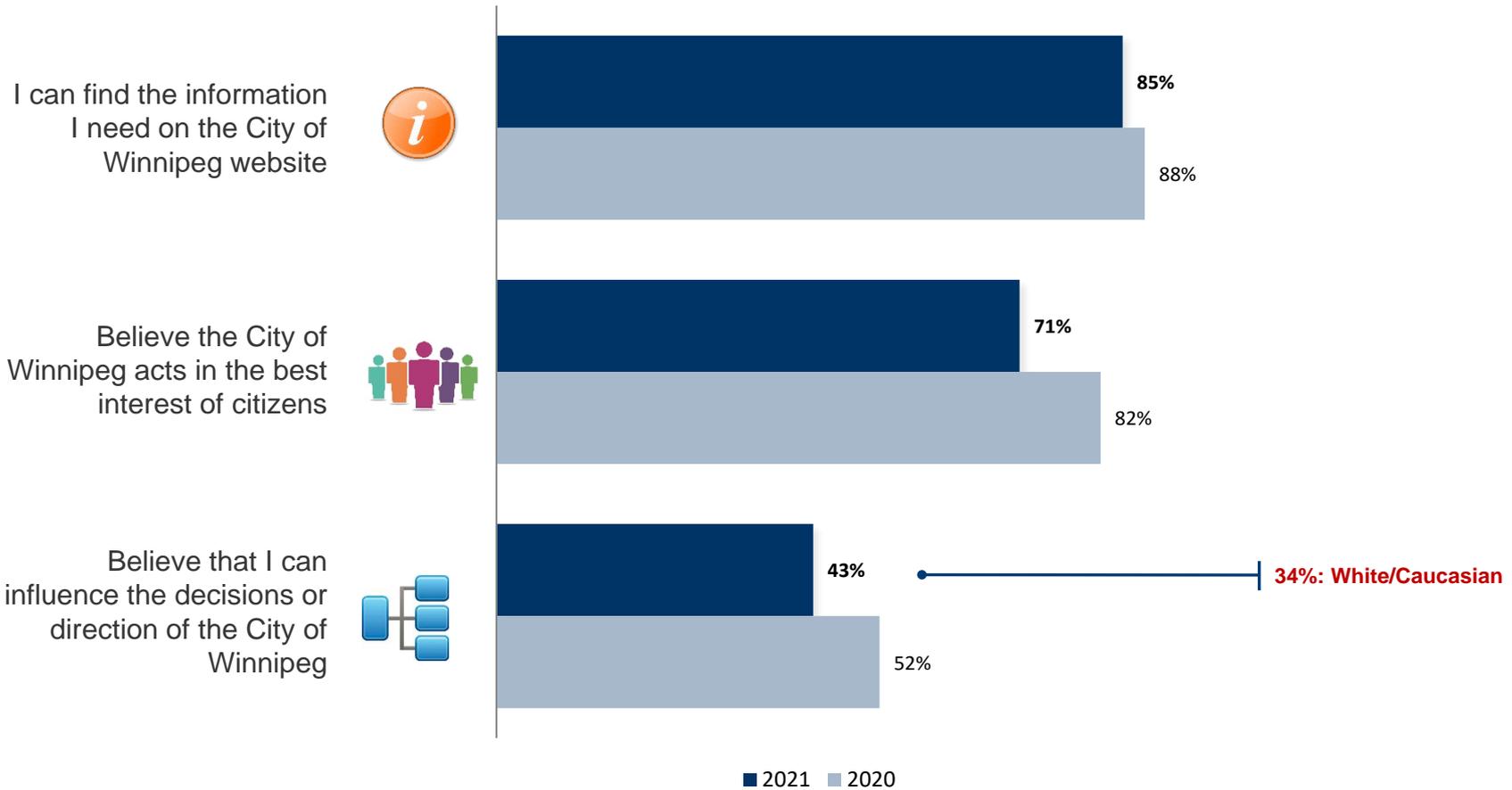


■ 2021 ■ 2020 ■ 2019 ■ 2018 ■ 2017

Q4 to Q9 -- I am now going to read you a few statements about your perception of Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Base: All respondents (excluding Don't know/Refused). 2021 n=487-594)

Perceptions of Winnipeg Statements ^[1/2]

Perceptions of Winnipeg Ratings (Strongly agree/Agree)



Q10 to Q12 -- I am now going to read you a few statements about your perception of Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Base: All respondents (excluding Don't know/Refused). 2021 n=527-579)

Perceptions of Winnipeg Statements ^[1/2]

Perceptions of Winnipeg Ratings (Strongly agree/Agree)

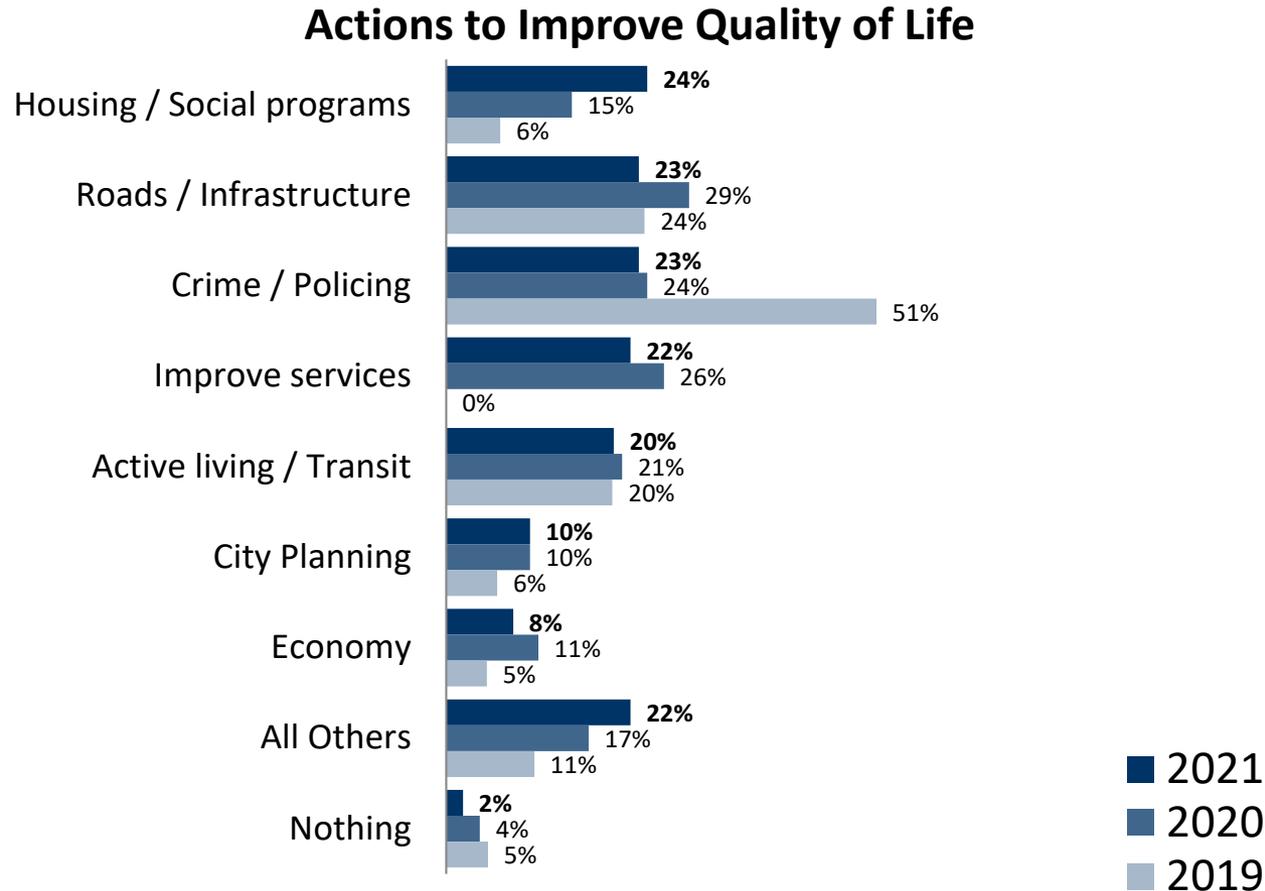


There are no demographic subgroups more likely to strongly or somewhat agree with these statements.

Q12A to Q12B -- I am now going to read you a few statements about your perception of Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Base: All respondents (excluding Don't know/Refused). 2021 n=490-560)

Actions to Improve Quality of Life ^[1/3]

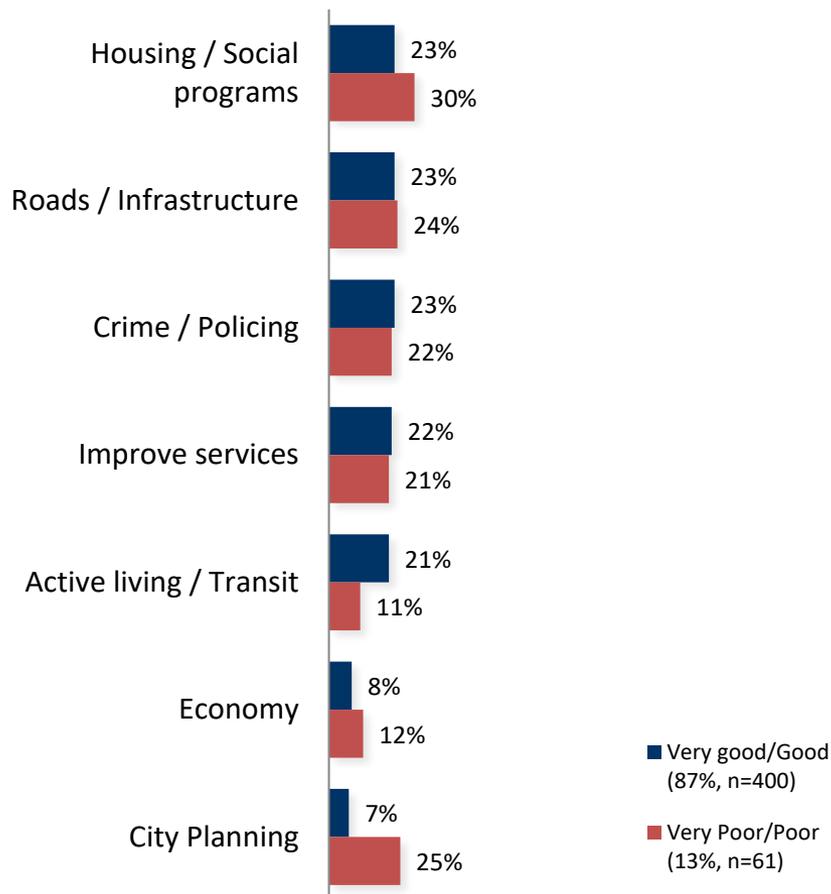
Citizens most commonly mentioned *housing and social programs* for improving the quality of life in Winnipeg. This is up from 2020, however, other responses remain fairly similar.



Q13 -- What actions do you think the City of Winnipeg could take to improve the quality of life in the City? (accept up to 3 answers) (Base: All respondents (excluding Don't know/Refused). 2021 n=464)

Actions to Improve Quality of Life [2/3]

Top Actions by perceived Quality of Life



Most common actions for Good/Very good (87%, n=400)

- Fix roads and streets, including back lanes (21%)
- Reduce crime / improve law enforcement / safety (13%)
- Improve public transit / rapid transit, including fares (12%)

Most common actions for Very poor/Poor (13%, n=61)

- Fix roads and streets, including back lanes (17%)
- Address homelessness (17%)
- Lower taxes / rates (17%)

Q13 -- What actions do you think the City of Winnipeg could take to improve the quality of life in the City? (accept up to 3 answers) (Base: All respondents (excluding Don't know/Refused). 2021 n=461)

Actions to Improve Quality of Life [3/3]

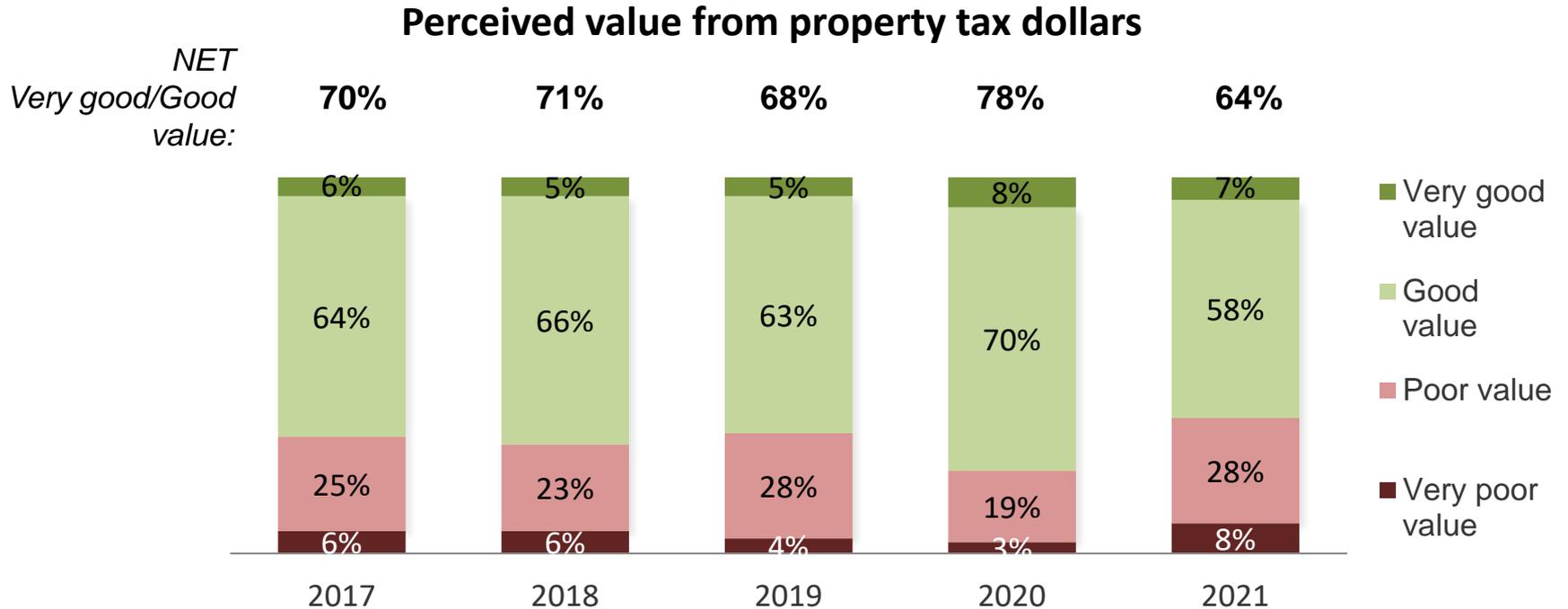
Selected verbatims for Good/Very good (87%)	Selected verbatims for Very poor/Poor (13%)
<ul style="list-style-type: none">• “Better 311 service.”• “Better transit, more frequent service. Addressing the needs of homeless people.”• “Improve maintenance of park public spaces.”• “Increase efficiency and productivity to reduce tax burden while being able to make improvements to infrastructure, transit and underpasses. Look for new models and ways of doing things more economically.”• “Invest more in infrastructure. Cleaning up our streets, trees, and sidewalks to make the city look positive and pretty. Culture events for minority groups – make them more involved as part of our city.”• “More housing for homeless population.”• “The potholes are always an issue.”	<ul style="list-style-type: none">• “Better road conditions.”• “Enforcing mask wearing.”• “Fix the roads. Synchronize traffic lights. Make downtown livable by getting people out of the bus shacks.”• “Focusing on homeless population. Better residential roads. Better use of funding.”• “More support for low income families and the homeless.”• “Things are dangerous. Hire more social workers, and have more resources for mental health. Mental health is suffering the most.”• “With crime, they have to address the root causes which are poverty and social issues.”

Q13 -- What actions do you think the City of Winnipeg could take to improve the quality of life in the City? (accept up to 3 answers) (Base: All respondents (excluding Don't know/Refused). 2021 n=461)

VALUE FOR TAX DOLLARS

Value for Tax Dollars

About two-thirds of Winnipeggers feel that they receive good or very good value for their property tax dollars.

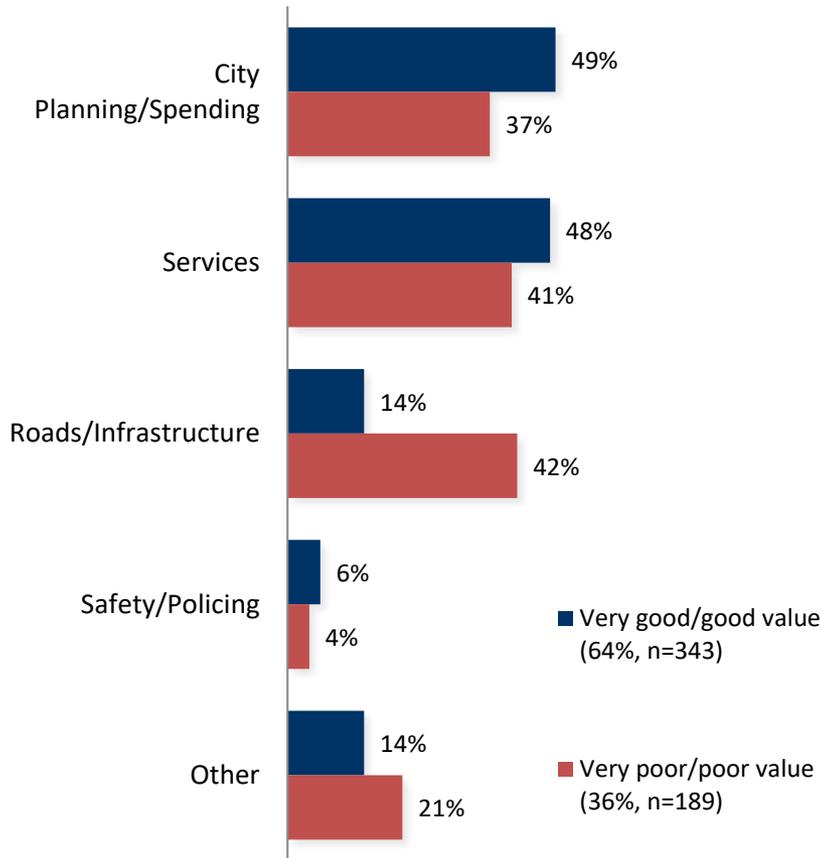


There are no demographic subgroups more likely to rate value for tax dollars as very good or good.

Q14 -- Considering the services provided by the City for your property tax dollars, do you feel you receive... (Base: All respondents (excluding Don't know/Refused). 2021 n=532)

Reasons for Value Received for Tax Dollars [1/2]

Reasons by perceived value



Most common reasons for Very good/good value (64%, n=343)

- General satisfaction (35%)
- Satisfaction with road upkeep (10%)
- Good schools (10%)
- Low/reasonable taxes (8%)
- Satisfaction with services:
 - Snow clearing (16%)
 - Garbage/recycling (15%)
 - Street cleaning (10%)
 - Community services (9%)

Most common reasons for Very poor/poor value (36%, n=189)

- Dissatisfaction with roads (40%)
- Dissatisfaction with services (18%)
- Dissatisfaction with taxes (17%)
- Dissatisfaction with city administration and planning (13%)
- Dissatisfaction with city spending (9%)
- Issues with snow removal (9%)

Q14B -- Why do you feel you receive <<Q14.text>> from your property tax dollars? Multiple response allowed. (Base: Gave an option about value for taxes (excluding Don't know/Refused). 2021 n=408)

Reasons for Value Received for Tax Dollars [2/2]

Selected verbatims for Very good/good value (64%)

- “Access to community recreation, libraries, garbage and recycling, and some amenities are good value for the property tax dollars.”
- “Because there has been improvement in infrastructure.”
- “Because we have decent street and sidewalk cleaning in our neighbourhood.”
- “Don’t see a lot of negative.”
- “Garbage pickup and recycling is good.”
- “I have lived in big cities like Toronto and Vancouver and I don't have any real issues with how Winnipeg uses tax dollars.”
- “Our taxes are not that high and we try to take advantage of libraries and pools and services the City provides.”
- “Services provided in fairly timely and efficient manner.”
- “They collect garbage, clean streets, and have good police services.”
- “Very good job. Doing the best they can with infrastructure.”

Selected verbatims for Very poor/poor value (36%)

- “Condition of residential streets.”
- “During the summer, I bike. I find the majority of taxes support car infrastructure. I have as many rights as car users.”
- “I don’t actually see them doing anything.”
- “I find they are cutting transit services. Some people don’t have a vehicle and use transit all the time, so please provide better transit services.”
- “I live in a condo. We pay the same rate as standalone homes but we do not get the same service.”
- “It feels as though citizens are not being heard by the City.”
- “Most of money spent listening to upper-middle class, ignoring transportation, and maintenance and upkeep of roads.”
- “Taxes are too high.”
- “We only get our garbage collected. We need more services for the money we pay for our property taxes.”

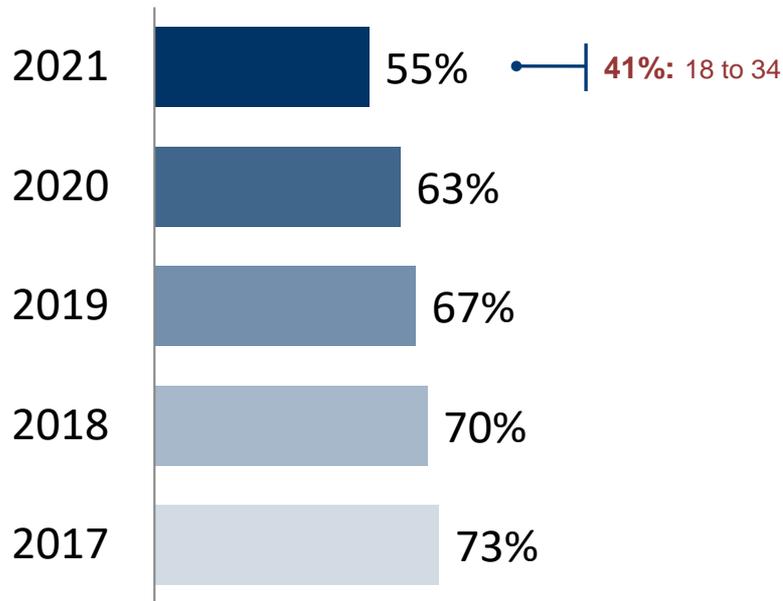
Q14B -- Why do you feel you receive <<Q14.text>> from your property tax dollars? Multiple response allowed. (Base: Gave an option about value for taxes (excluding Don't know/Refused). 2021 n=408)

CUSTOMER SERVICE

Contact with the City

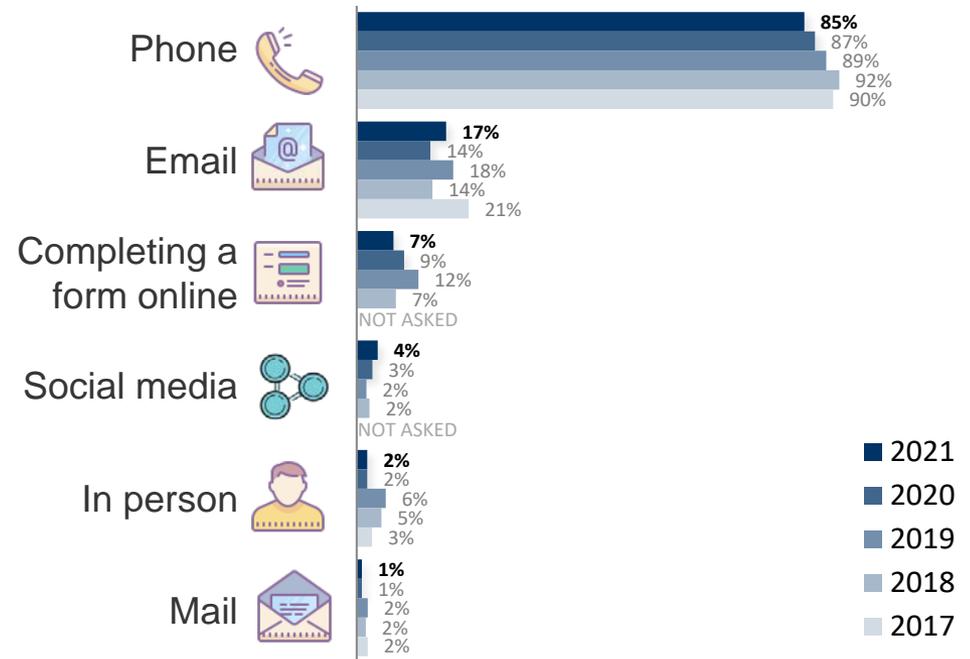
Phone is the most common method used to contact the City followed by email. Just over half of Winnipeggers contacted the city in the past year, with those under the age of 35 being less likely to do so.

Contacted City in the last year



How did you contact the City?

(base: contacted the City)



Q65 -- Have you contacted 311 or another staff member from the City of Winnipeg in the last year? (Base: All respondents (excluding Don't know/Refused). 2021 n=597)

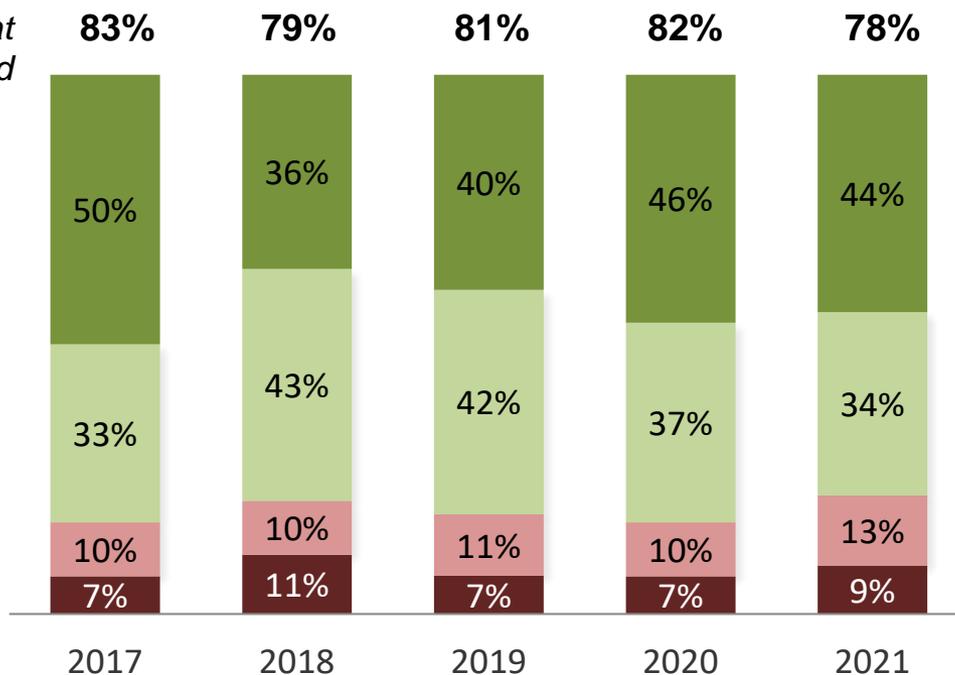
Q66 -- How did you contact the City of Winnipeg? Multiple responses allowed (Base: Contacted the city (excluding Don't know/Refused). 2021 n=326)

Satisfaction with Customer Service

Satisfaction with customer service remains high at 78%. Satisfaction levels are similar across each method of contact.

Satisfaction with Customer Service

NET
Very/somewhat
satisfied



- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

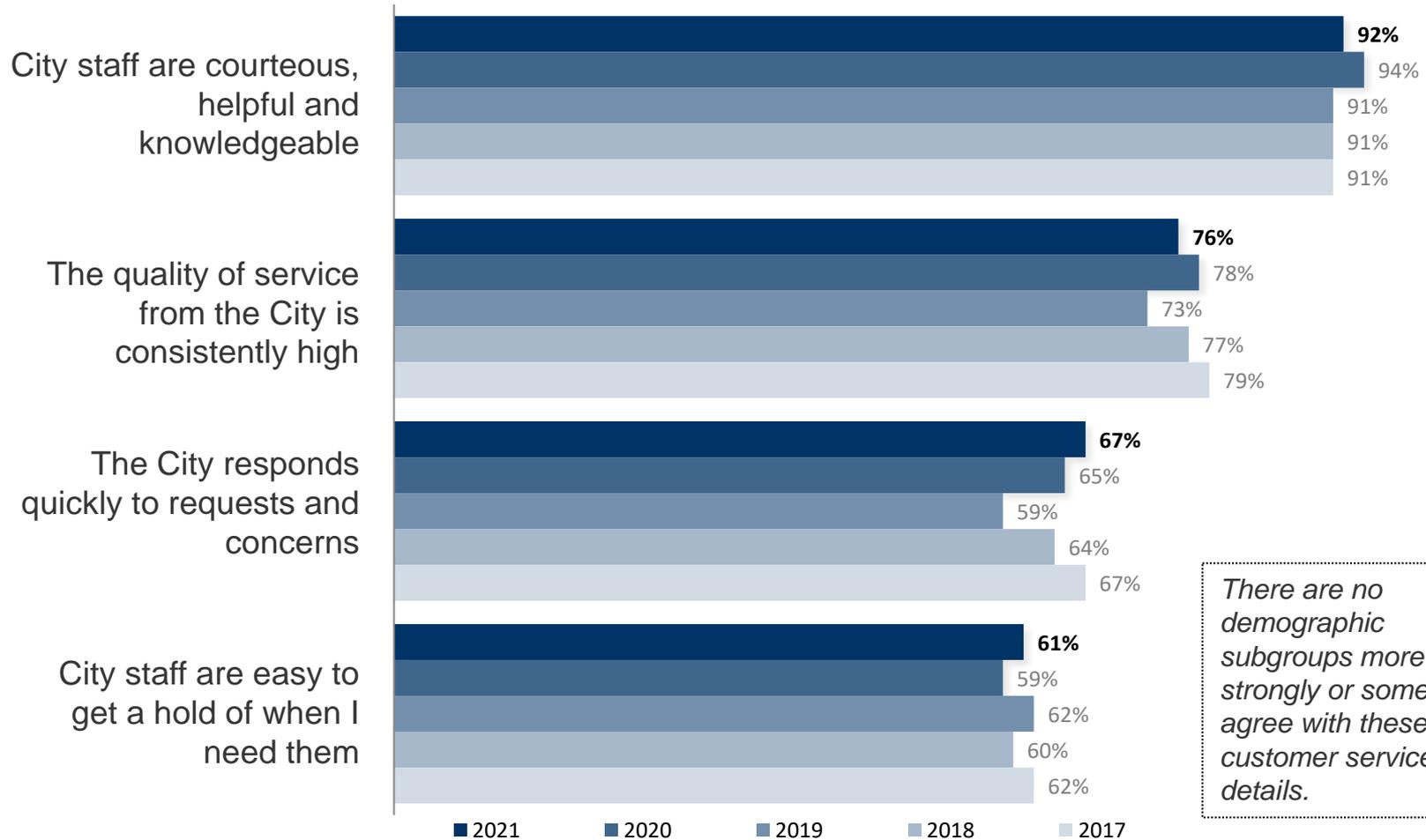
Method of contact	% Very/ Somewhat satisfied
Phone 	84%
Online 	83%
Email 	80%

There are no demographic subgroups more likely to be satisfied with the customer service experience.

Q67 -- How would you rate the experience? (Base: Contacted the city (excluding Don't know/Refused). 2021 n=324)

Customer Service Details

Agreement with Statements (Strongly/Somewhat Agree)

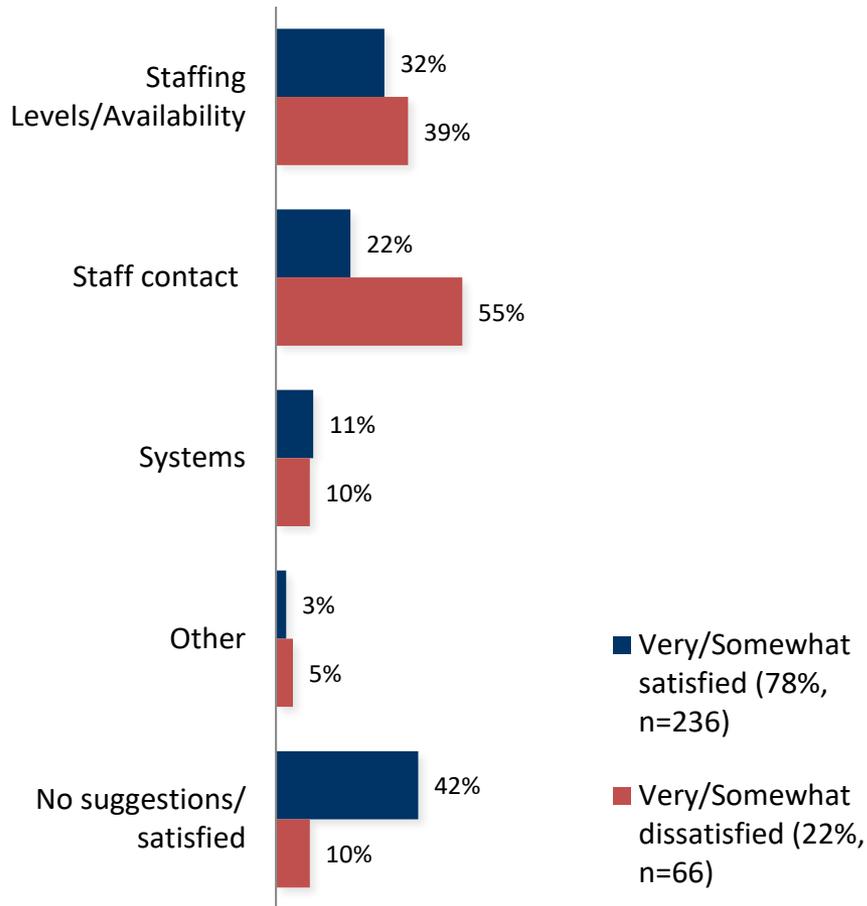


There are no demographic subgroups more likely strongly or somewhat agree with these customer service details.

Q68 to Q71 -- I am going to read you a number of statements about the City. Thinking about your personal dealings with the City of Winnipeg and your general impressions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. (Base: Contacted the city (excluding Don't know/Refused). 2021 n=313-317)

Improvement to Customer Service [1/2]

Customers service improvements by satisfaction level



Most common improvements for Very/Somewhat satisfied (78%, n=236)

- No suggestions/satisfied (42%)
- Answer phone more quickly/less time on hold (19%)
- More people on staff (18%)

Most common improvements for Very/Somewhat dissatisfied (22%, n=66)

- More people on staff/phones (22%)
- Staff should respond more quickly (18%)
- More knowledgeable staff (18%)
- Follow up on reported issues (17%)
- Answer phone more quickly/less time on hold (17%)

Q72 -- How could the City's customer service be improved? Multiple responses allowed (Base: Contacted customer service (excluding Don't know/Refused). 2021 n=305)

Improvement to Customer Service [2/2]

Selected verbatims for Very/Somewhat satisfied (78%)

- “A little more access to real people instead of all the automated phone systems.”
- “A live chat rather than waiting for the phone.”
- “During times when they are expecting high volumes of calls, they should have more staff available to respond.”
- “Keeping the public updated on their questions.”
- “Maybe ensure the staff are up to date with their knowledge and information.”
- “More staff to answer phones.”
- “Not easy getting a hold of someone via 311. Passed around to different employees.”
- “Quicker response to email contact. It was almost three weeks before I heard back. I felt that was a while.”
- “They need to keep reaching out to people with a prompt reply.”
- “When you do phone it can hard to get a hold of people, but the online is good.”

Selected verbatims for Very/Somewhat dissatisfied (22%)

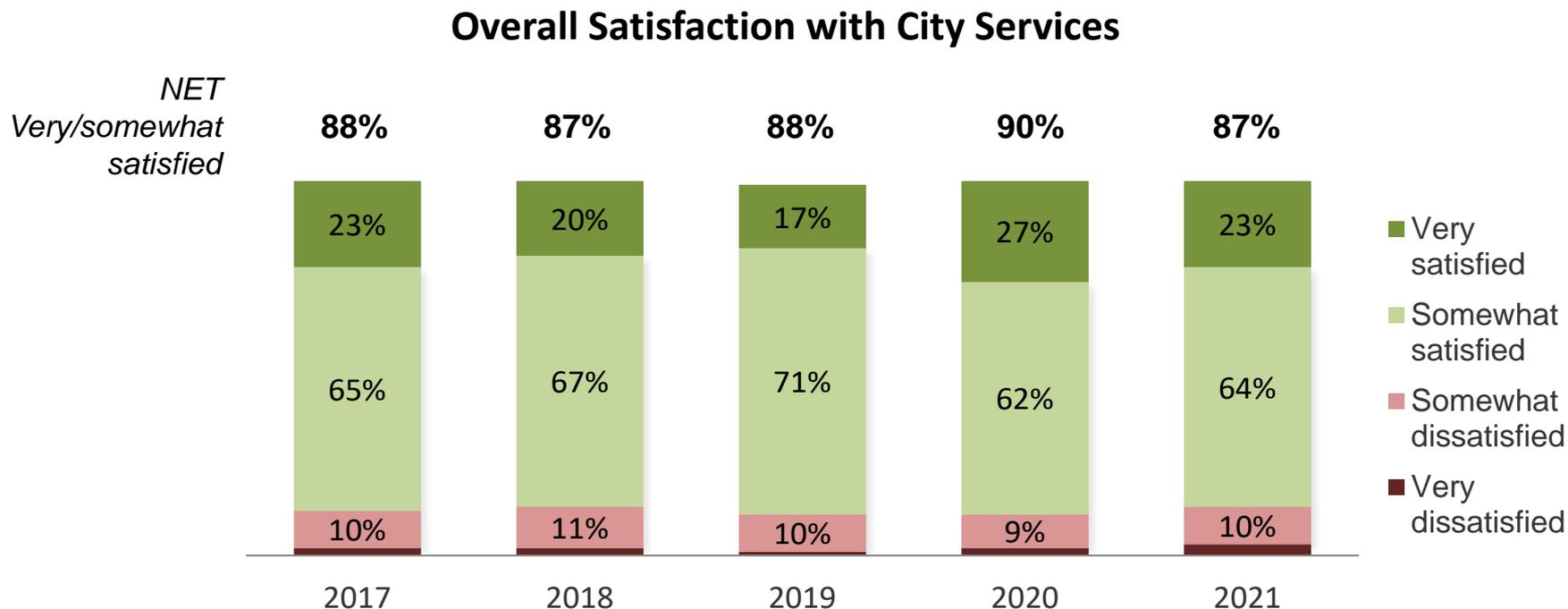
- “311 takes far too long to respond and often the person doesn’t give advice than can fix the problem. They refer you to someone else.”
- “Hire more staff.”
- “I don't think it would be fair for me to say how they could be improved because it is more of a departmental issue. But many people wait for the City's response and they should give a timeline for when to expect responses.”
- “Just be more accessible. I don’t like navigating the tele-prompt phone menu.”
- “More knowledgeable staff. Too many uncertain answers to questions.”
- “More resources or make it easier to look up on the website.”
- “Stop putting everybody on hold.”
- “Speed up the 311 telephone wait time.”
- “To actually come out and fix things when they say they are going to.”

Q72 -- How could the City's customer service be improved? Multiple responses allowed (Base: Contacted customer service (excluding Don't know/Refused). 2021 n=305)

CITY SERVICES

Overall Satisfaction with City Services

The majority (87%) of Winnipeggers are at least somewhat satisfied with city services.



There are no demographic subgroups more likely to be satisfied with the overall satisfaction with city services.

Q52 -- In general, how satisfied are you overall with the services provided by the City of Winnipeg? (Base: All respondents (excluding Don't know/Refused). 2021 n=594)

Importance of Service Areas ^[1/2]

Public safety is rated as the most important service area followed by infrastructure.

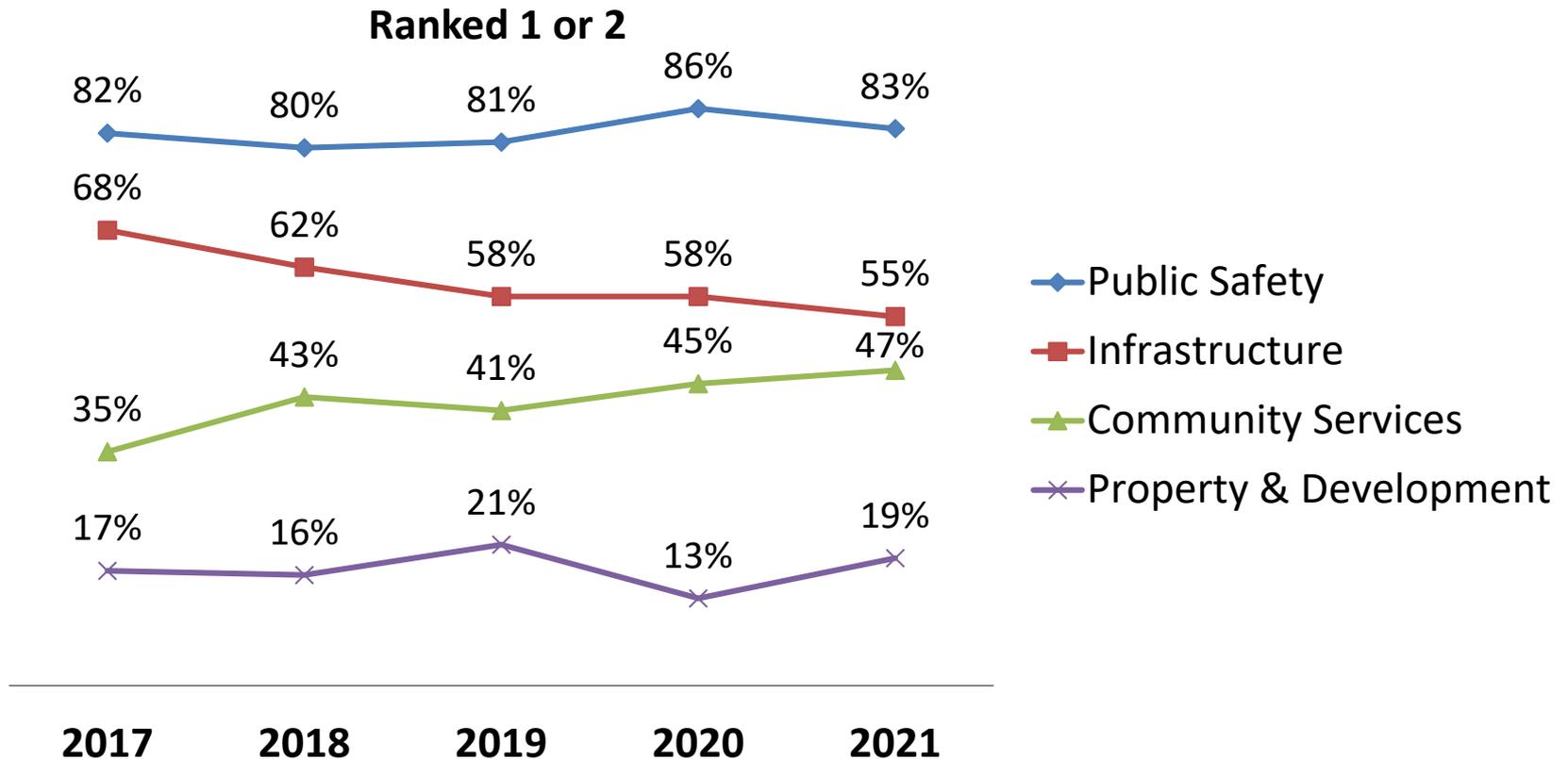
Service Area	Importance (weighted)	% Ranked 1 and 2	2020
Public Safety (Fire Paramedic, Police)	1.7	83%	↓
Infrastructure (Roads, Water)	2.4	55%	↓
Community Services (Libraries, Recreation)	2.5	47%	↑
Property & Development (Land use planning)	3.3	19%	↑

1= most important **4= least important**

Q53 -- Rank the following group of services in order of importance where 1 is the most important to you and 4 is the least important to you. (Base: All respondents (excluding Don't know/Refused). 2021 n=536-582)

Importance of Service Areas [2/2]

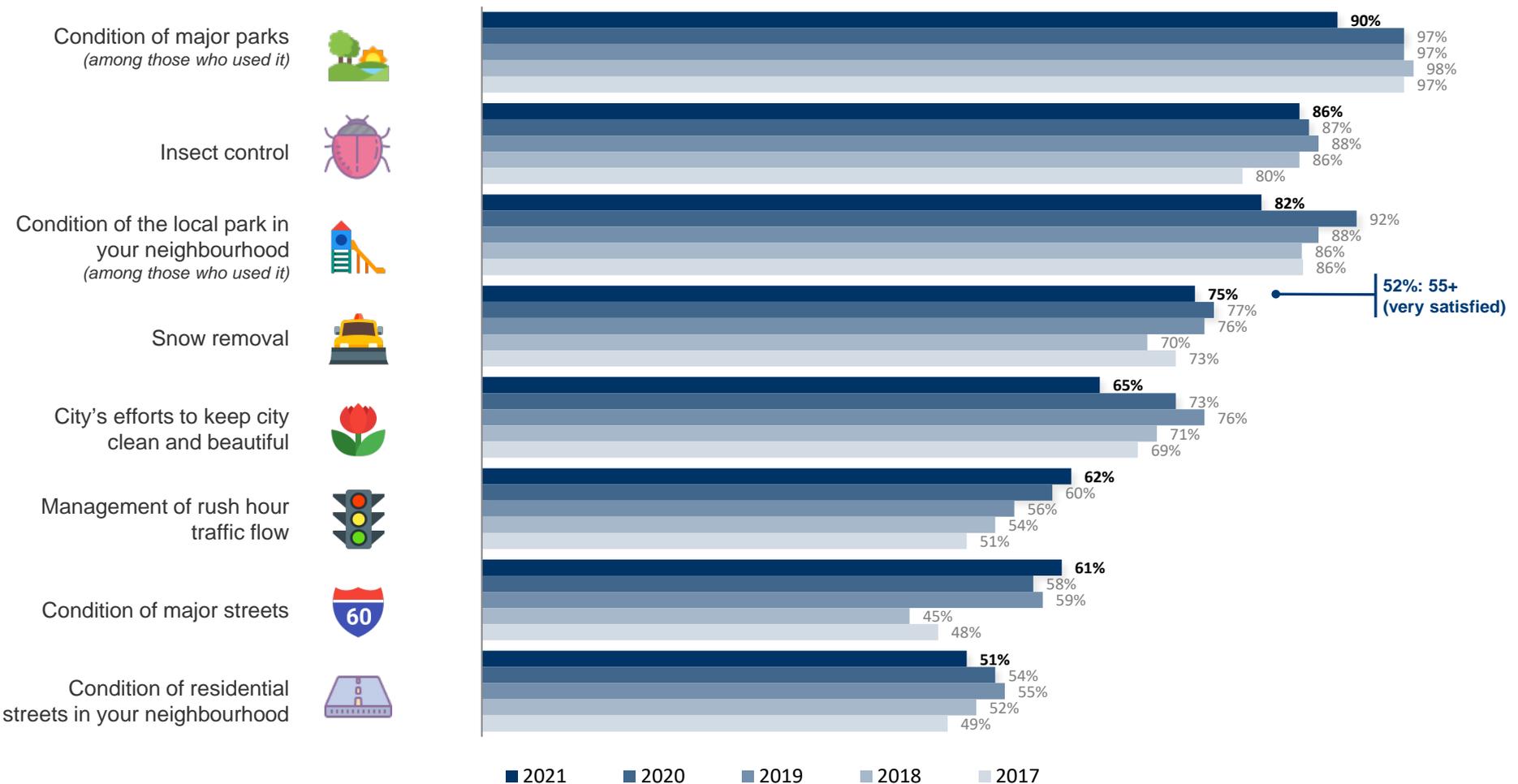
Infrastructure continues to decrease in importance.



Q53 -- Rank the following group of services in order of importance where 1 is the most important to you and 4 is the least important to you. (Base: All respondents (excluding Don't know/Refused). 2021 n=569-589)

Satisfaction with Public Works

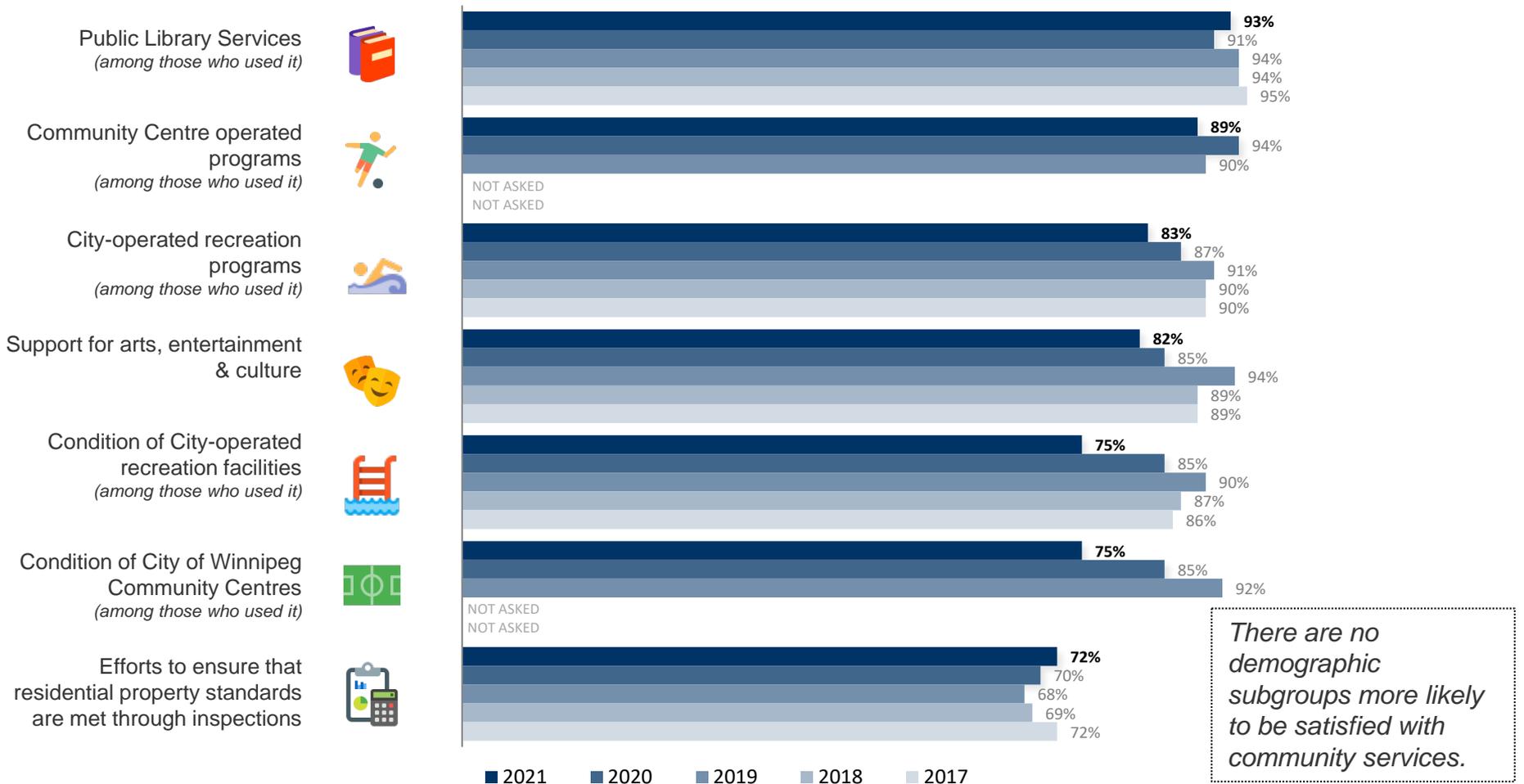
Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)



Q15/Q21/Q22/Q23/Q27/Q36/Q41/Q42 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the coronavirus, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=421-597)

Satisfaction with Community Services

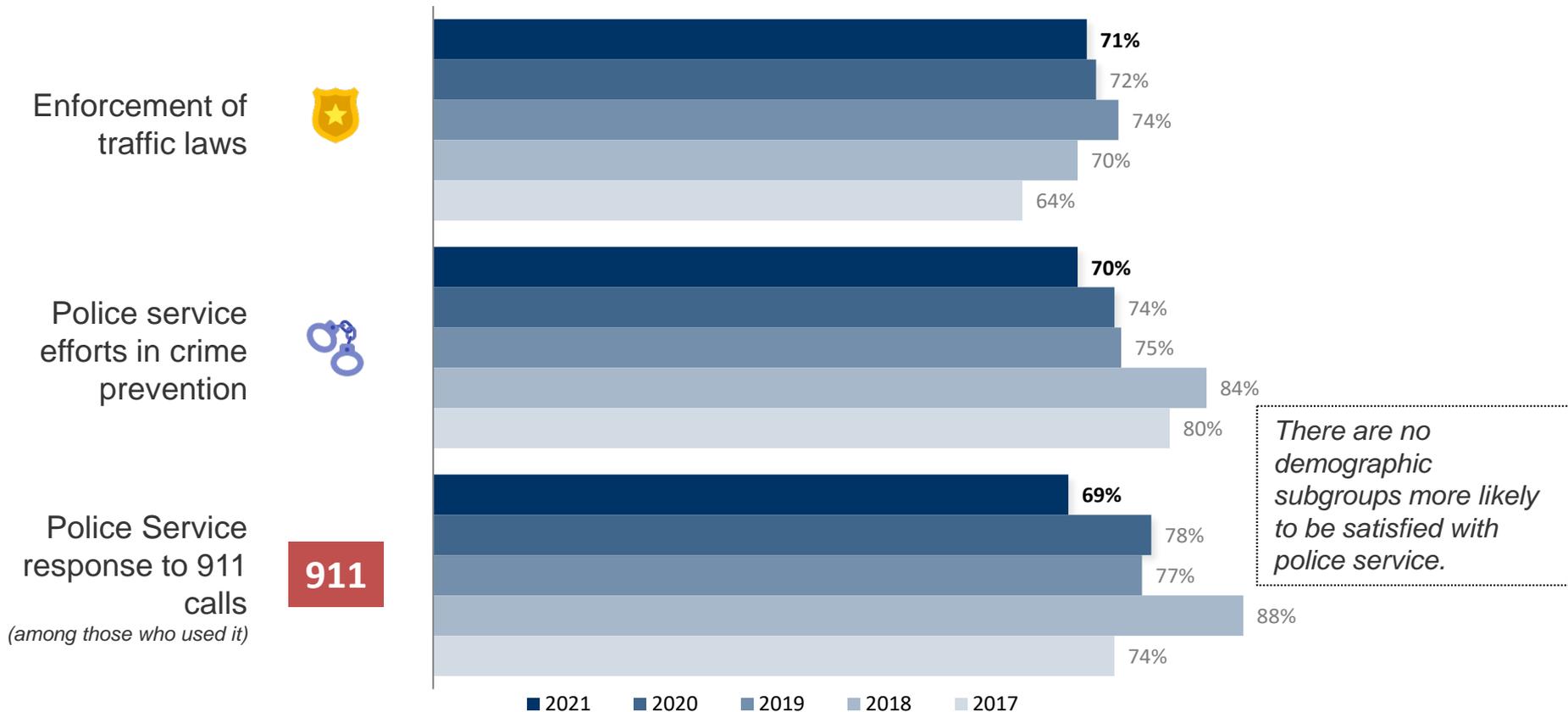
Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)



Q35/Q37/Q38/Q39/Q40/Q49/Q51 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=122-541)

Satisfaction with Police Service

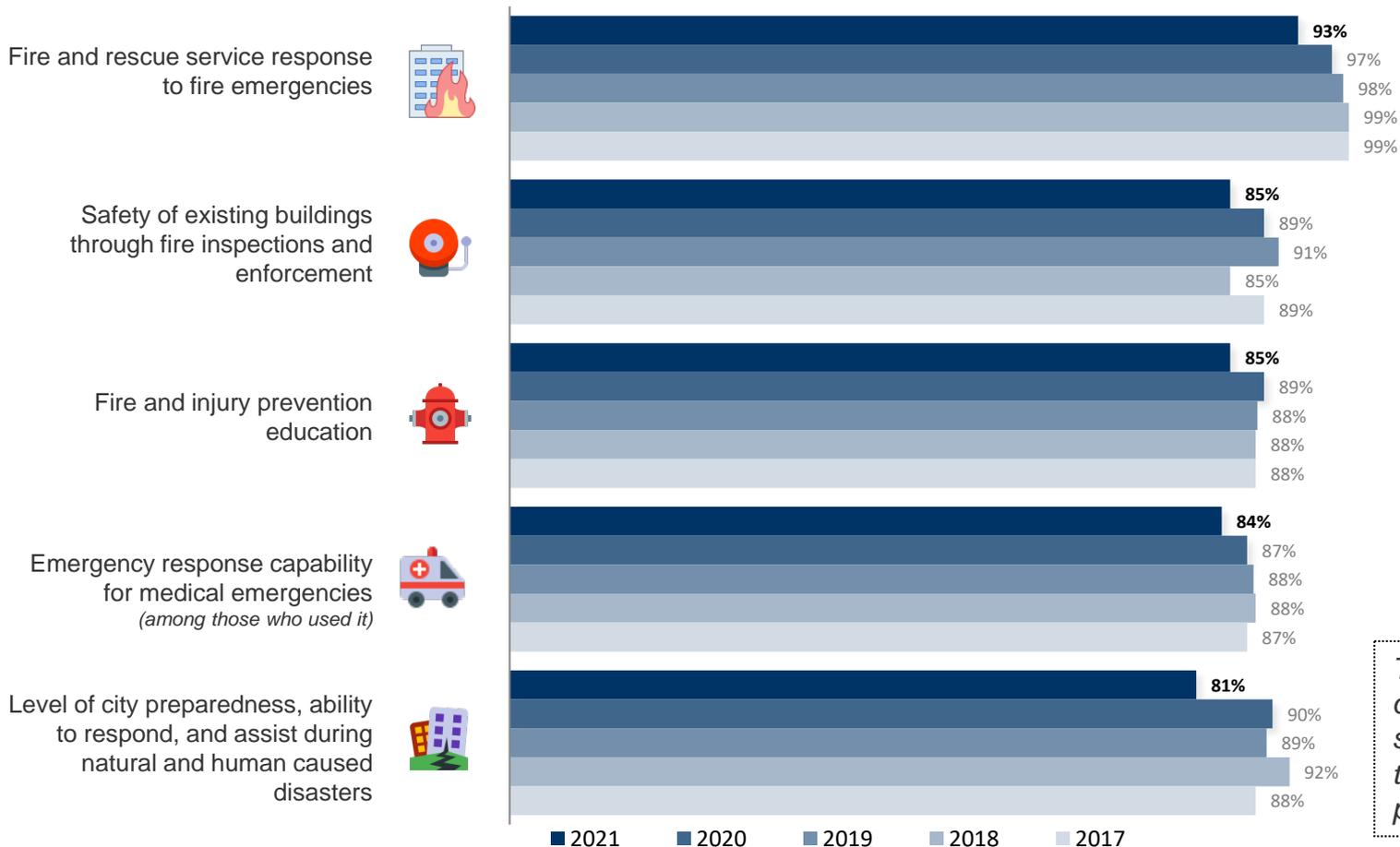
Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)



Q24/Q25/Q46 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=104-565)

Satisfaction with Fire Paramedic Services

Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)

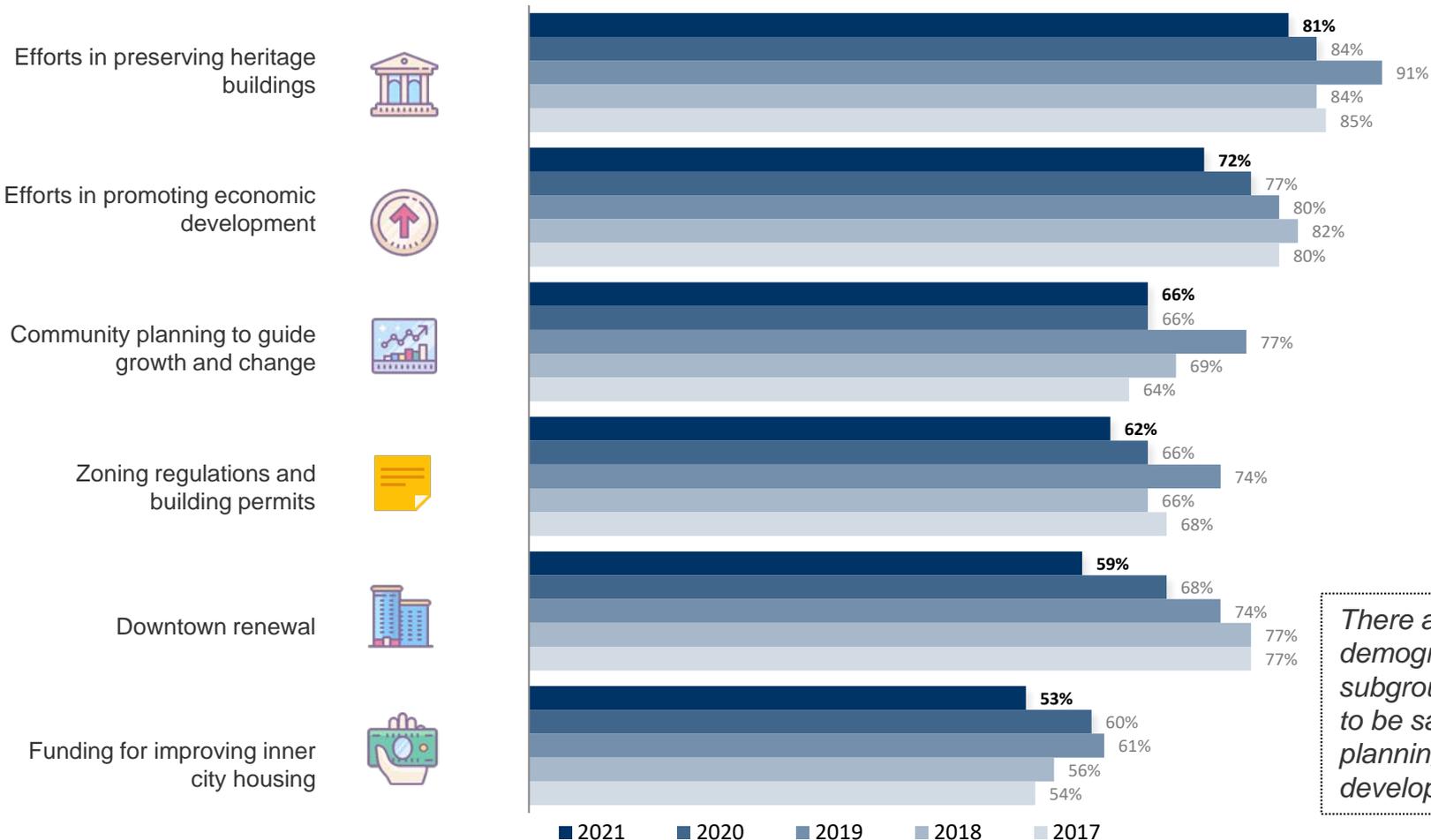


There are no demographic subgroups more likely to be satisfied with fire paramedic services.

Q17/Q28/Q44/Q47/Q48 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=135-530)

Satisfaction with Planning, Property & Development

Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)



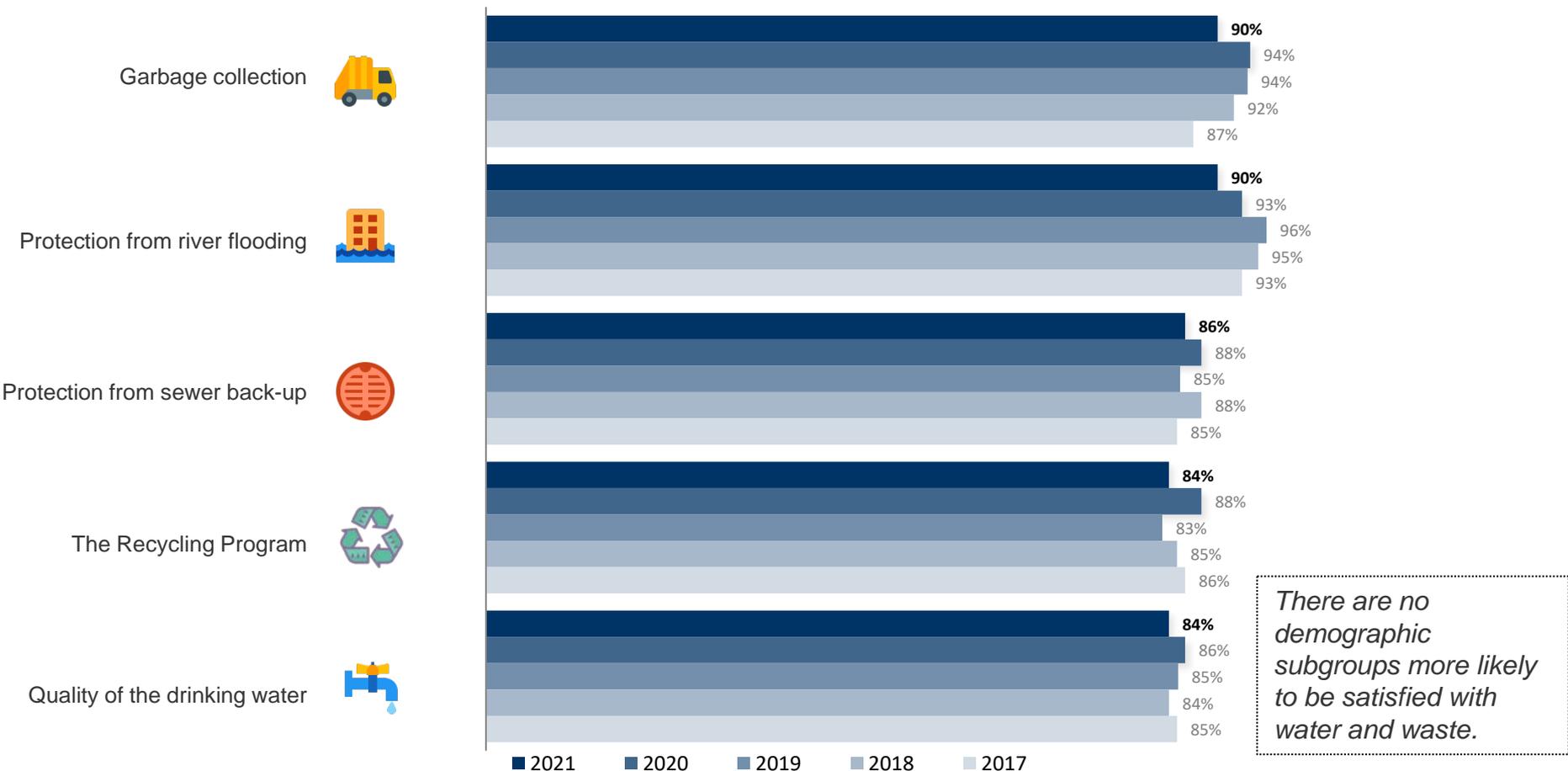
There are no demographic subgroups more likely to be satisfied with planning, property & development.

■ 2021 ■ 2020 ■ 2019 ■ 2018 ■ 2017

Q16/Q18/Q19/Q20/Q29/Q45 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=404-519)

Satisfaction with Water and Waste

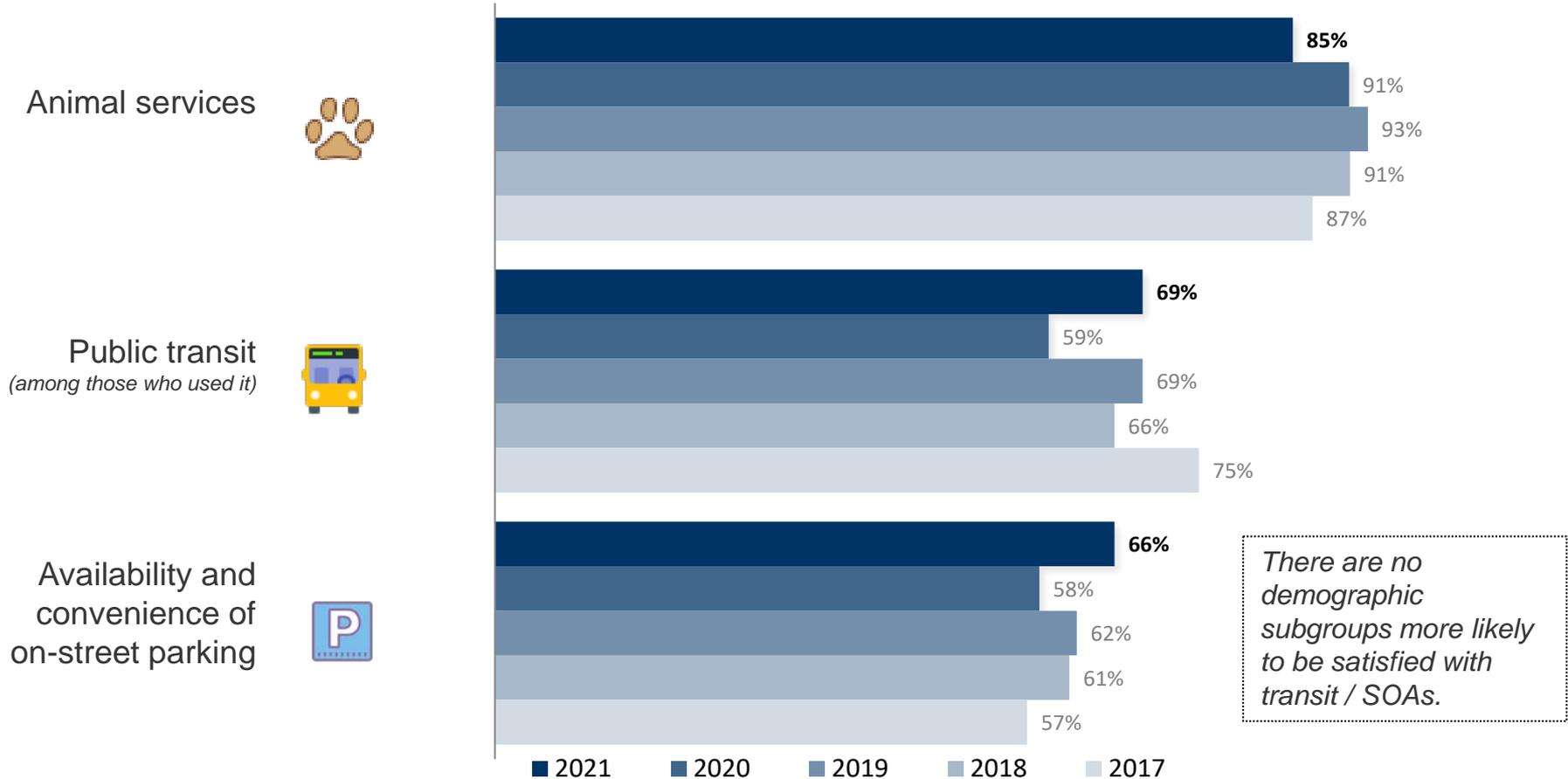
Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)



Q30 to Q34 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=479-591)

Satisfaction with Transit / SOAs

Satisfaction with Individual Services (Very Satisfied/Somewhat Satisfied)

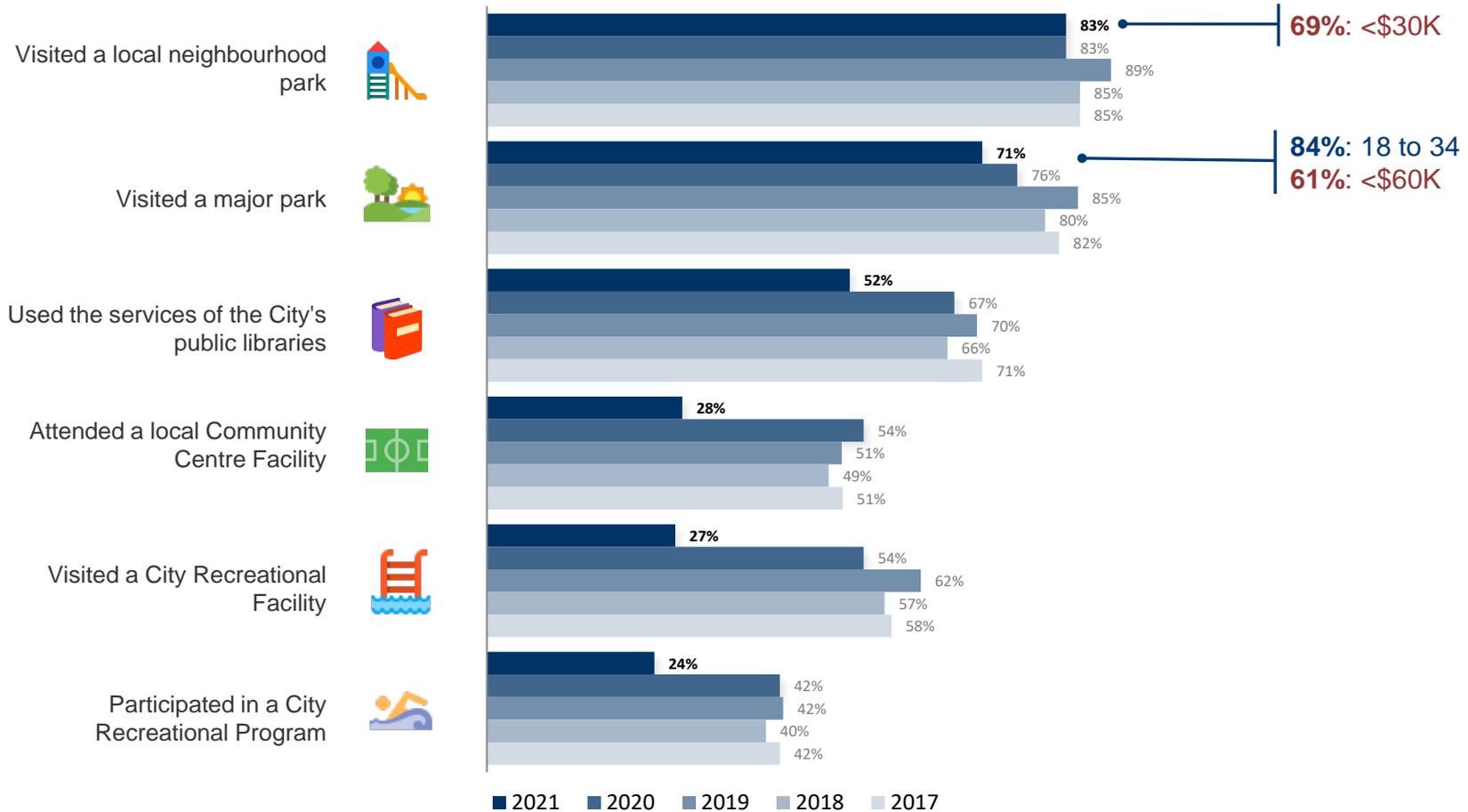


Q26/Q43/Q50 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. Some of these services have been closed or suspended by the City due to the **coronavirus**, and we would like you to think about these services while they were operating. ((excluding Don't know/Refused). 2021 n=121-569)

USE OF CITY SERVICES

Usage of City Services

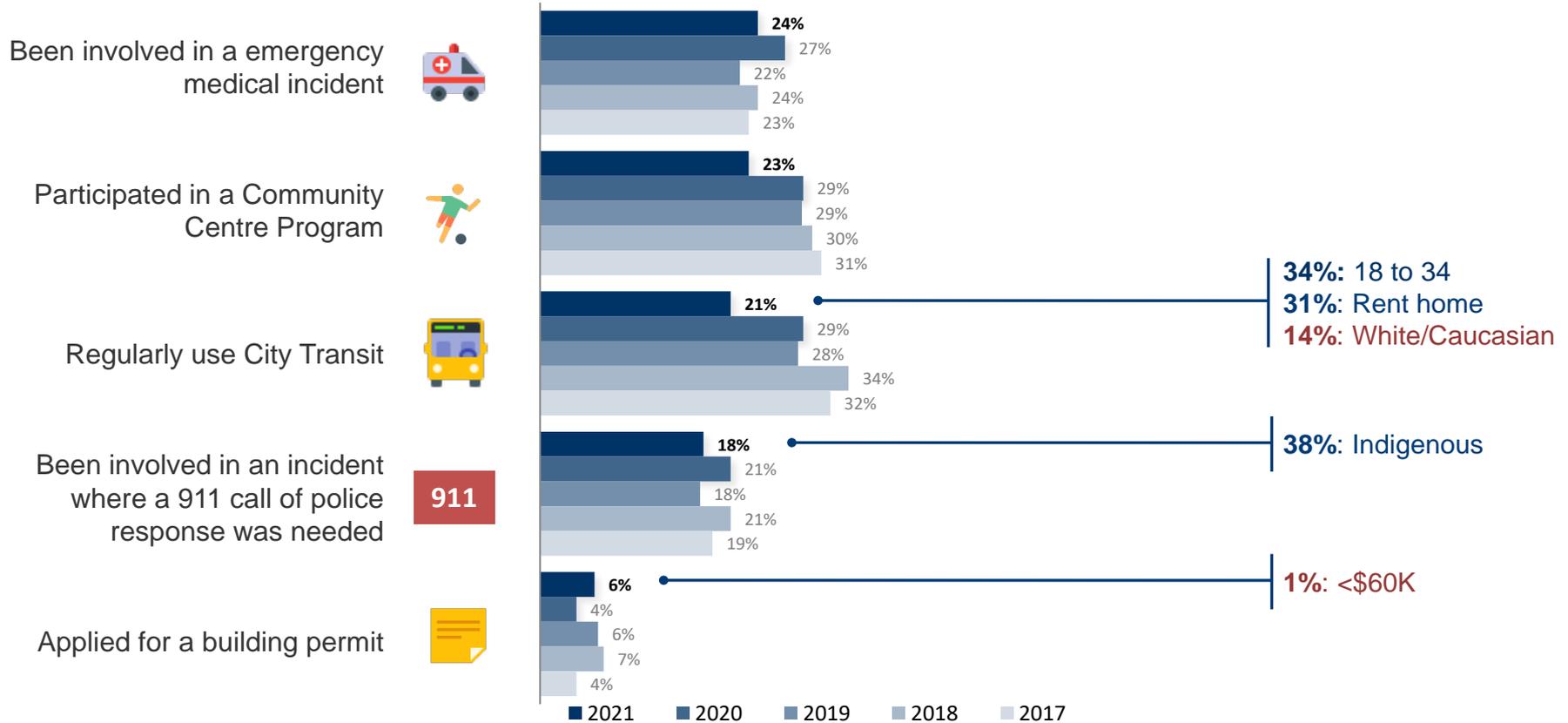
Used in the past year



- Q58 -- Have you visited your local neighbourhood park in the past year? ((excluding Don't know/Refused). 2021 n=595)
- Q59 -- Have you visited a major park like Kildonan Park or St. Vital Park in the past year? ((excluding Don't know/Refused). 2021 n=599)
- Q64 -- Have you or someone in your family used the services of the City's public libraries in the past year? ((excluding Don't know/Refused). 2021 n=596)
- Q55 -- Have you attended your local Community Centre Facility in the past year? ((excluding Don't know/Refused). 2021 n=597)
- Q54 -- Have you visited a City Recreational Facility like a pool or leisure centre in the past year? ((excluding Don't know/Refused). 2021 n=599)
- Q56 -- Have you or someone in your family participated in a City Recreational Program like swimming lessons, Learn to Skate or other Leisure Guide Programs in the past year? ((excluding Don't know/Refused). 2021 n=592)

Usage of City Services

Used in the past year



Q61 -- In the past year, have you or a family member been involved in an emergency medical incident where paramedics were requested? ((excluding Don't know/Refused). 2021 n=598)

Q57 -- Have you or your family participated in a Community Centre Program like hockey or soccer in the past year? ((excluding Don't know/Refused). 2021 n=597)

Q60 -- Prior to the impacts of the **coronavirus**, did you regularly use the City Transit? (i.e. seasonally or at least once a week)? ((excluding Don't know/Refused). 2021 n=596)

Q62 -- In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed? ((excluding Don't know/Refused). 2021 n=599)

Q63 -- Have you applied for a building permit in the past year? ((excluding Don't know/Refused). 2021 n=599)

Key Findings

QUALITY OF LIFE

- The majority of Winnipeggers (89%, lower than 97% in 2020) rate the overall quality of life in the City as very good or good, while 11% rate it as poor or very poor.
 - Winnipeggers find it easy to get around by car (91%) and to a lesser extent by walking (77%). Fewer find it easy to get around by bicycle (66%) or by transit (62%).
 - Although two-thirds of citizens feel safe walking alone at night in their neighbourhood (66%), few feel safe walking alone at night downtown (14%).
 - Many Winnipeggers are able to find information from the website (85%), and most find the City of Winnipeg to be a trustworthy source of information (87%).
 - While many believe the City acts in the best interest of citizens (71%), fewer Winnipeggers believe that they can influence the decisions or direction of the City (43%). Additionally, over two-thirds believe that the City of Winnipeg is making a positive impact through their actions towards reconciliation with Indigenous peoples (70%).
- The most common actions cited to improve the quality of life in Winnipeg are related to housing / social programs (24%), roads and infrastructure (23%), crime / policing (23%), improvement of services (22%), and active living / transit (20%). Compared to 2020, housing / social programs has seen an increase from 15%, while other areas remain similar.
- Just over one-quarter of citizens (27%) are promoters of the City of Winnipeg, but the overall 2021 Net Promoter Score sits at +1, which is down significantly from 2020 (+17).

Key Findings

VALUE FOR TAX DOLLARS

- About two-thirds (64%) of citizens feel that they receive good or very good value for their property tax dollars. This is down from 78% in 2020.
- The most common reasons for finding good value for property tax dollars are satisfaction with services (48%), having general satisfaction (35%), and satisfaction with roads (10%).
- The most common reasons finding poor value for property tax dollars are dissatisfaction with roads (40%), dissatisfaction with services (18%), and dissatisfaction with taxes (17%).

CUSTOMER SERVICE

- Just over half (55%) of Winnipeggers contacted the City in the past year and those who did so, most commonly used the phone (85%) and email (17%). Since 2017, there has been a consistent decline from 73% of Winnipeggers contacting the City.
- Satisfaction with customer service remains high at 78%.
- The majority of Winnipeggers (92%) agree that city staff are courteous, helpful, and knowledgeable while fewer (61%) agree that City staff are easy to get a hold of when they need them.
- The top suggestions to improve customer service include having more staff to answer phones (22%), responding more quickly (18%), and having more knowledgeable staff (18%).

Key Findings

CITY SERVICES

- Overall satisfaction with city services remains high at 87%.
- Usage of city services varies by service, with the majority having visited a local (83%) or major park (71%), but only 21% regularly use City Transit and 18% were involved in an incident where 911 was called. Only 6% applied for a building permit.
- Public Safety remains the most important service area while Property and Development's importance remains the lowest.
- Satisfaction with city services remains high for the majority of services.
- Individual city services that received over 90% satisfaction ratings:
 -  Fire and rescue service response to fire emergencies (93%)
 -  Public Library Services (93%)
- Individual city services that received under 60% satisfaction ratings:
 -  Downtown renewal (59%)
 -  Funding for improving inner city housing (53%)
 -  Condition of residential streets in your neighbourhood (51%)