CITY OF ST. ALBERT 2012 AS COMPARED TO SELECT ALBERTA MUNICIPALITIES 2008 TO 2012

AS PER MOST RECENT AVAILABLE DATA

Banister Research & Consulting Inc. (Banister Research) is pleased to provide this comparative analysis of the City of St. Albert to other Alberta municipalities. The purpose of this analysis is to compare each municipality on several areas of interest with all municipalities who have conducted similar resident surveys. In most cases the research was conducted by Banister Research. In the instances where Banister Research did not conduct the research, efforts were made to secure the most recent survey findings. All comparative findings presented are intended to provide some context for the City of St. Albert when considering the findings from their own resident survey.

All participating communities have undertaken a telephone survey of their residents in the past four years regarding services provided by their municipality. These surveys typically run over one week and sample sizes are based on the population of the community and the desired margin of error for the project. The table below provides a breakdown of the participating communities, their most recent survey year and associated sample sizes.
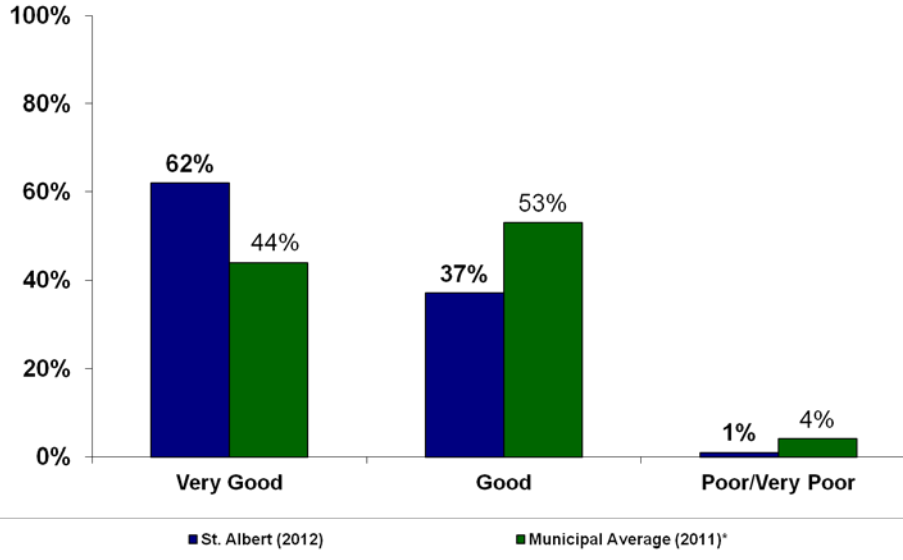
PARTICIPATING MUNICIPALITIES		
MUNICIPALITY	SURVEY YEAR	SAMPLE SIZE
City of St. Albert	2012	800
City of Airdrie	2012	400
City of Leduc	2012	400
City of Fort Saskatchewan	2011	400
City of Lethbridge	2011	802
City of Red Deer	2011	300
Town of Devon	2008	400
Stony Plain	2008	373

The results of four questions, common to most communities, were combined and results for the City of St. Albert were compared against the average of the other communities analyzed. The municipalities that asked comparable questions were used to provide the municipal average, which have been noted below each graph. The reader should note that the results of this analysis are not necessarily comparative due to the elapsed time since the last survey year, different populations and sample sizes for each community. However, this analysis does provide an indication of how each community is faring compared to other, similar Alberta municipalities.

Graphs representing the comparative findings are presented on the following pages.

Question: **Would you say, overall, the quality of life is...?**
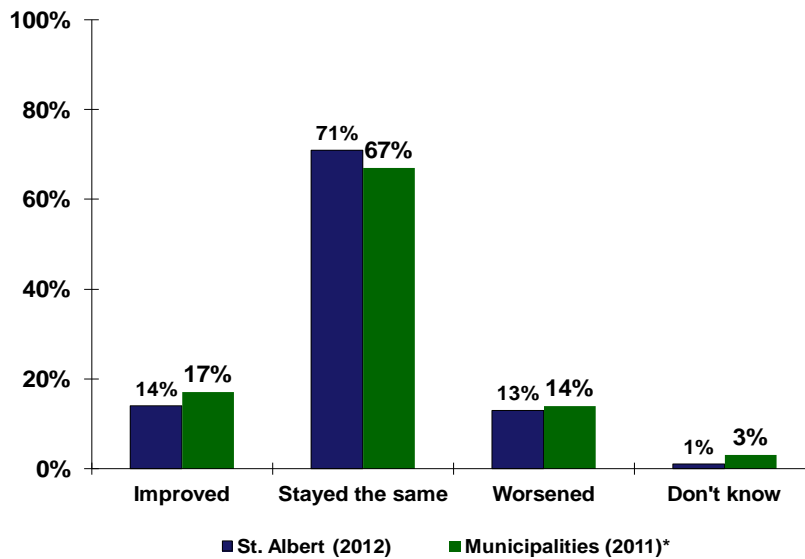
Overall Quality of Life**

*Dependent on most recent data available

Municipalities used in average: Red Deer, Lethbridge
**Note: Due to question revisions the 2012 responses to quality of life are not comparable
to previous survey years.

Question: **Do you feel the quality of life in your municipality over the past three years has...?**
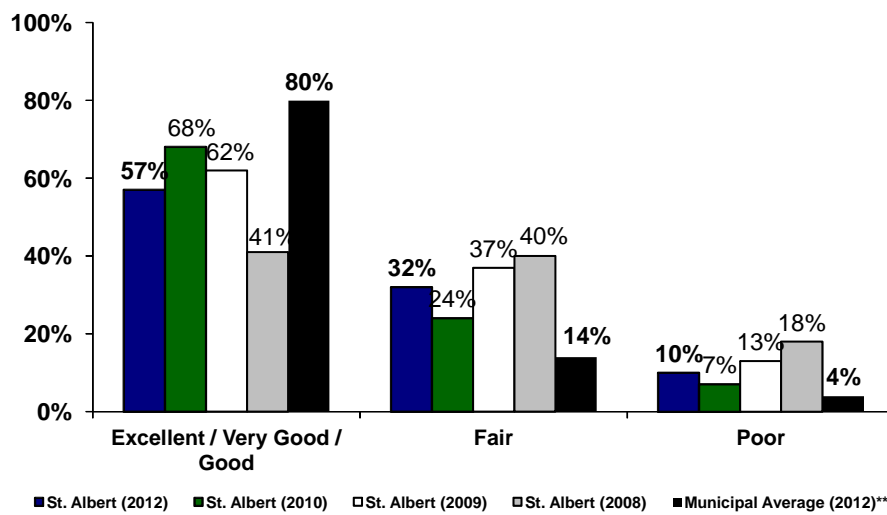
Quality of Life in the Past Three Years

Municipalities used in average: Red Deer, Lethbridge
**Note: Due to question revisions the 2012 responses to quality of life are not comparable
to previous survey years.

Perceived Value for Tax Dollar

Legend: St. Albert (2012) | St. Albert (2010) | St. Albert (2009) | St. Albert (2008) | Municipal Average (2012)**

Excellent / Very Good / Good: 57%, 68%, 62%, 41%, 80%
Fair: 32%, 24%, 37%, 40%, 14%
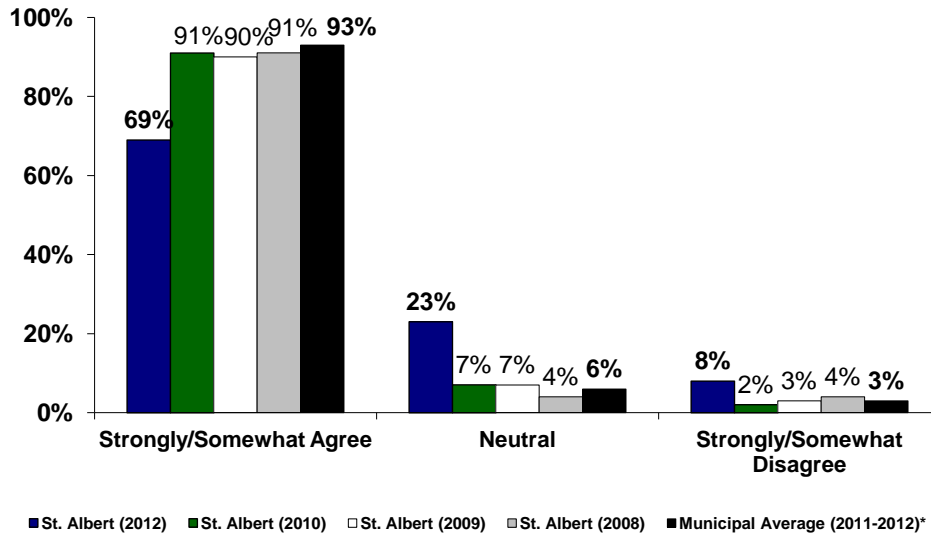**Poor:** 10%, 7%, 13%, 18%, 4%

* Property Owners
**Dependent on most recent data available

Municipalities used in average: Airdrie and Leduc
'Don't Know' responses are excluded

Question: **Do you agree that your community is a safe place to live in?**

Community Safety

■ St. Albert (2012)   ■ St. Albert (2010)   □ St. Albert (2009)   □ St. Albert (2008)   ■ Municipal Average (2011-2012)*
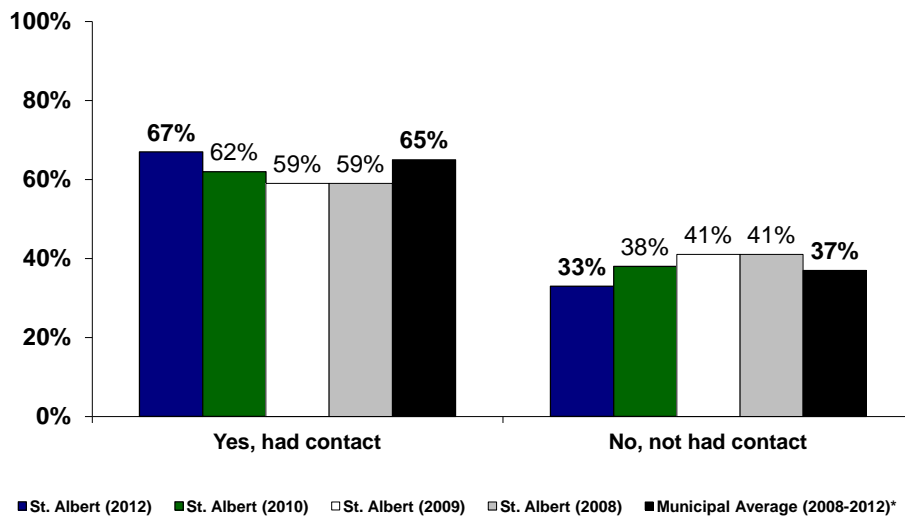
*Dependent on most recent data available

Municipalities used in average: Fort Saskatchewan and Airdrie

Question: **In the past 12 months, have you been in contact, either by phone, in person or in writing, with any employees who work for your Municipality?**

Contact with Municipal Employee in the Past 12 Months

■ St. Albert (2012)   ■ St. Albert (2010)   □ St. Albert (2009)   □ St. Albert (2008)   ■ Municipal Average (2008-2012)*
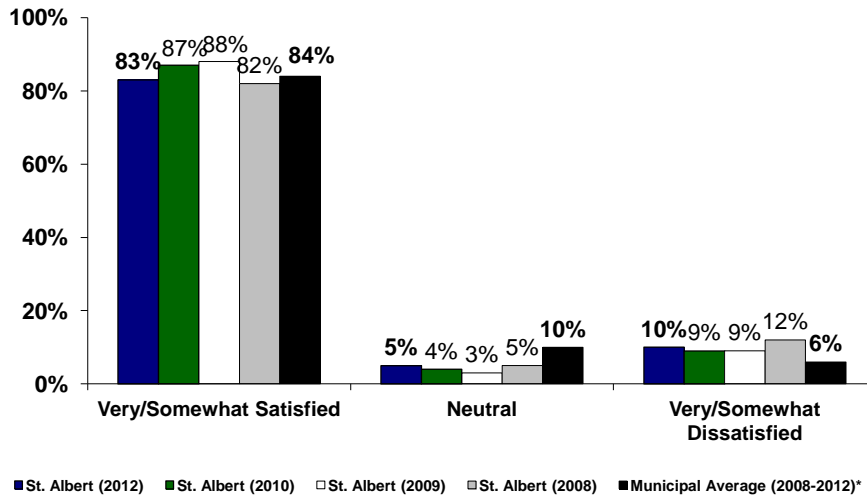
*Dependent on most recent data available

Municipalities used in average: Stony Plain, Airdrie, Lethbridge and Devon
*'Don't Know' responses are excluded

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Question: Overall, how satisfied were you with the service provided by the employee you last contacted?

Satisfaction with Service Provided by the Municipal Employee that You Last Contacted

■ St. Albert (2012) ■ St. Albert (2010) □ St. Albert (2009) ▨ St. Albert (2008) ■ Municipal Average (2008-2012)*

*Dependent on most recent data available

Municipalities used in average: Stony Plain, Airdrie, and Devon
*'Don't Know' responses are excluded

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