



2019 Community Engagement
Public Web-Based and Mail-to-Web Survey
Final Report

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TABLE OF CONTENTS

1.0	EXECUTIVE SUMMARY	3
2.0	PROJECT BACKGROUND	8
3.0	STUDY FINDINGS	9
3.1	Quality of Life	9
3.2	Safety Issues in St. Albert	15
3.3	Overall Satisfaction with City Services, Facilities, and Programs	19
3.4	Service Expectations	21
3.5	Specific Services – Housing Options	69
3.6	Customer Service	81
3.7	Communication	85
3.8	Property Taxes and Financial Planning	94
3.9	Municipal Leadership	104
3.10	Top Priorities for the City of St. Albert	120
3.11	Respondent Profile	123
	APPENDIX A – SURVEY INSTRUMENT	127
	APPENDIX B – SURVEY METHODOLOGY	140
	Project Initiation and Questionnaire Design	141
	Survey Population and Data Collection	141
	Data Analysis and Project Documentation	141

1.0 EXECUTIVE SUMMARY

The following is a summary of the key findings from the 2019 Public Web-Based and Mail-to-Web Surveys, conducted via mail-recruit to web and through an open, public link. For detailed survey results, please refer to Section 3.0.

Highlights of Findings

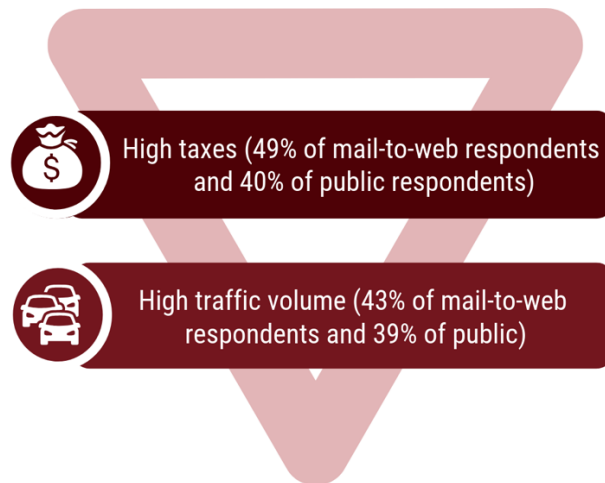
- The overall quality of life remains exceptionally high.
- The City of St. Albert continues to be considered a very safe place to live.
- The perception on housing options and services (new to the 2019 survey), for those in need, reveals that there is a need for more affordable housing options, for an increased number of rental options and for more services and programs that serve those in need.

Quality of Life

- Overall quality of life remains exceptionally high (97% of Mail-to-Web and Public respondents rated this as “good” or “very good”, consistent with 2017).
- Top factors contributing to a **high quality of life** in St. Albert included:



- Top factors **detracting from a high quality of life** included:



Safety

- While the largest safety concerns included theft/burglary (37% of Mail-to-Web and 40% of Public respondents), vandalism (19% of Mail-to-Web and 13% of Public), and drugs in the community (11% of Mail-to-Web and 14% of Public), more than 8 in 10 respondents (83% of Mail-to-Web, significantly decreased from 90% in 2017 and 84% of public, compared to 88% in 2017) agreed that “St. Albert is a safe community to live in.”

Service Expectations

- Overall, nearly 7 out of 10 of the respondents (68% of Mail-to-Web compared to 73% and 69% of Public respondents, significantly decreased from 78% in 2017) were satisfied with the programs and services provided by the City.
- Services that **most frequently met respondents expectations** (7 in 10 respondents or more¹) included:
 - *Fire and Ambulance Services (Mail-to-Web 93% and Public 94%, consistent to 96% and 91% in 2017);*
 - *Outdoor Recreation (Mail-to-Web 85% and Public 79%);*
 - *Cultural participation (Mail-to-Web 84% and Public 79%);*
 - *Preserving and Celebrating Community Heritage (Mail-to-Web 83% and Public 77%, comparable to 76% and 83% in 2017);*
 - *Acknowledging and Celebrating our Indigenous Cultural History and Story (Mail-to-Web 81% and Public 70%); and*

¹ Excluding “don’t know” or “not stated” responses.

- *Policing Services* (Mail-to-Web 77% and Public 74%, comparable to 78% and 71% in 2017).
- Service areas that **less frequently met respondents expectations** (fewer than half of the respondents) included:
 - *St. Albert Public Transit* (issues included “transit service is limited/infrequent/poor bus scheduling/not enough buses”, “low usage/ridership level/buses are often empty” and “poor/lack of bus routes/connections/stops”);
 - *Planning and Development* (issues included “lack of/poor planning and development services (general)” and “overdevelopment/too much development/rapid/uncontrolled growth”);
 - *Economic Development* (issues included “lack of business attraction/City is not doing enough to attract businesses” and “lack of shopping/retail/store options/not enough businesses in City”); and
 - *Engineering* (issues included “high traffic volume/congestion/poor traffic management/control” and “poor road system/infrastructure/lack of roads/bypass/road expansions”).

Specific Services: Housing Options

- When asked how important it is that the City has a range of **housing options and services** to address the gap between rents, housing prices, and income levels, more than half (60% of Mail-to-Web and 56% of Public) of respondents felt that a range of housing options is important to have.
- Respondents were asked to what degree the following housing options, programs, and services met their expectations. The results were as follows:
 - **Availability of ownership housing options for households of different income levels and stages of life** (65% of Mail-to-Web and 60% of Public respondents reported that their expectations were met);
 - **Availability of programs and services to address the gap between rents and income levels** (60% of Mail-to-Web and 53% of Public respondents reported that their expectations were met);
 - **Availability of rental housing options for households of different income levels and stages of life** (57% of Mail-to-Web and 50% of Public respondents reported that their expectations were met); and
 - **Availability of services for persons who are at risk of homelessness** (49% of Mail-to-Web and 43% of Public respondents reported that their expectations were met).

Customer Service

- In terms of the overall service provided by City of St. Albert employees, of those who had contacted a City employee in the past year, most were satisfied (75% of Mail-to-Web and 71% of Public, significantly decreased from 86% and 81% in 2017).

Communication

- Overall, 78% of the Mail-to-Web (comparable to 77% in 2017) and 77% of the Public respondents (consistent with 77% in 2017) felt that the City met or somewhat their expectations in terms of sharing and providing access to information on municipal matters, and those who felt otherwise most often suggested that the City could consider using (or improving usage of) e-mails and social media.
- The majority of respondents (82% of Mail-to-Web, comparable to 80% in 2017; and 82% of Public, increased from 76% in 2017) felt that current methods of conducting City services such as paying bills, obtaining a license, registering for a program, etc. met or somewhat met their expectations.

Property Taxes and Financial Planning

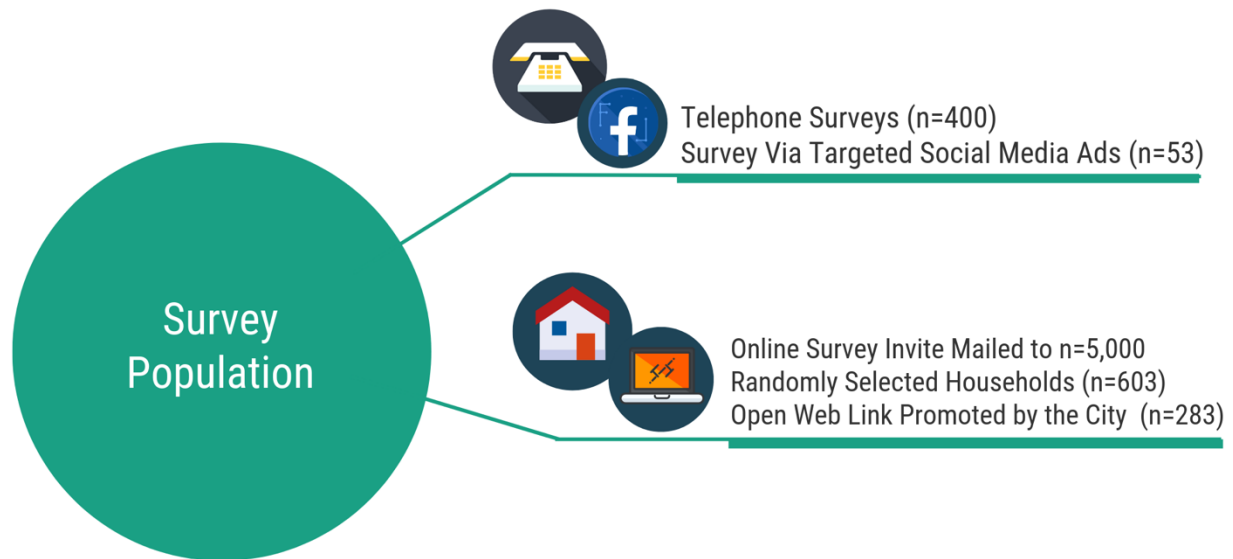
- About half of homeowners felt that they receive “good,” “very good,” or “excellent” value for their tax dollars (50% of Mail-to-Web and 53%, comparable to 54% and 52% in 2017), while those who felt they received “fair” or “poor” value most often felt that taxes are high or continue to rise and that there is overspending/wasting money/lack of fiscal responsibility.
- Just over a third of homeowners supported an inflationary tax increase to maintain the current level of services from the City (39% of Mail-to-Web and 36%, comparable to 40% and 37% in 2017) and 17% of Mail-to-Web and 20% of Public respondents supported a tax decrease to reduce the level of services (increased from 13% of Mail-to-Web and significantly increased from 10% of Public in 2017).

Municipal Leadership

- The most important issues facing City Council included reducing taxes, ensuring budget or fiscal responsibility and improving traffic flow/congestion as well as more roads or improved road/infrastructure system.
 - More than one third of the respondents each agreed with the following:
 - Council effectively plans for the future of the community (43% of Mail-to-Web and 39% of Public, comparable to 43% and 34% in 2017);
 - Council is acting in the community’s best interests (40% of Mail-to-Web and 42% of Public, decreased from 46% and comparable to 43% in 2017); and
-

- Their personal interests are being served by the City Council (37% of Mail-to-Web and 37% of Public, comparable to 39% and 36% in 2017).
- Overall, fewer than half were satisfied with the way the City of St. Albert is currently being run (44% of Mail-to-Web, decreased from 50% and 37% of Public, significantly decreased from 48% in 2017).

2.0 PROJECT BACKGROUND



In 2019, the City of St. Albert contracted Yardstick Research to conduct the 2019 Resident Satisfaction Research. As part of the project, Yardstick Research conducted the following surveys:

- **General Population Survey (n=453).** This survey was conducted via telephone (n=400) and web-based methods through targeted social media ads (n=53), in order to capture younger demographics that are typically harder to reach via telephone. Age and gender quotas were established to ensure appropriate demographic representation of the City of St. Albert. The survey was conducted from November 14 to December 11, 2019.
 - Results reflect a margin of error no greater than $\pm 4.6\%$ at the 95% confidence level, or 19 times out of 20.
- **Public Web-Based and Mail-to-Web Survey (n=886).** Hard-copy invitations were distributed via mail-out to 5,000 randomly selected City of St. Albert residences on November 13, encouraging residents to complete the web-based version of the survey by December 11, 2019. A public link was also made available to the City of St. Albert, for promotion through official City channels (e.g., City Website, Social Media), providing all residents the opportunity to provide input. A total of 886 (603 via mail-out, and 283 via public link) residents completed the web-based survey, results for which are provided in a separate report.

Please Note: Due to the opt-in or self-select nature of the public web-based and mail-to-web surveys, results cannot be generalized to the population of the City of St. Albert.

Similar to the previous iterations of the St. Albert Community Satisfaction Survey, results provide the City with insight into the perceptions and opinions of residents across a number of issues including:

- Overall quality of life in the City of St. Albert;
- Safety issues;
- Overall satisfaction with City services, facilities, and programs;
- Service expectations;
- Communication and customer service;
- Property taxes and financial planning;
- Municipal leadership; and
- Top priorities for the City of St. Albert.

This report outlines the results for the **2019 City of St. Albert Public Web-Based and Mail-to-Web Survey**.

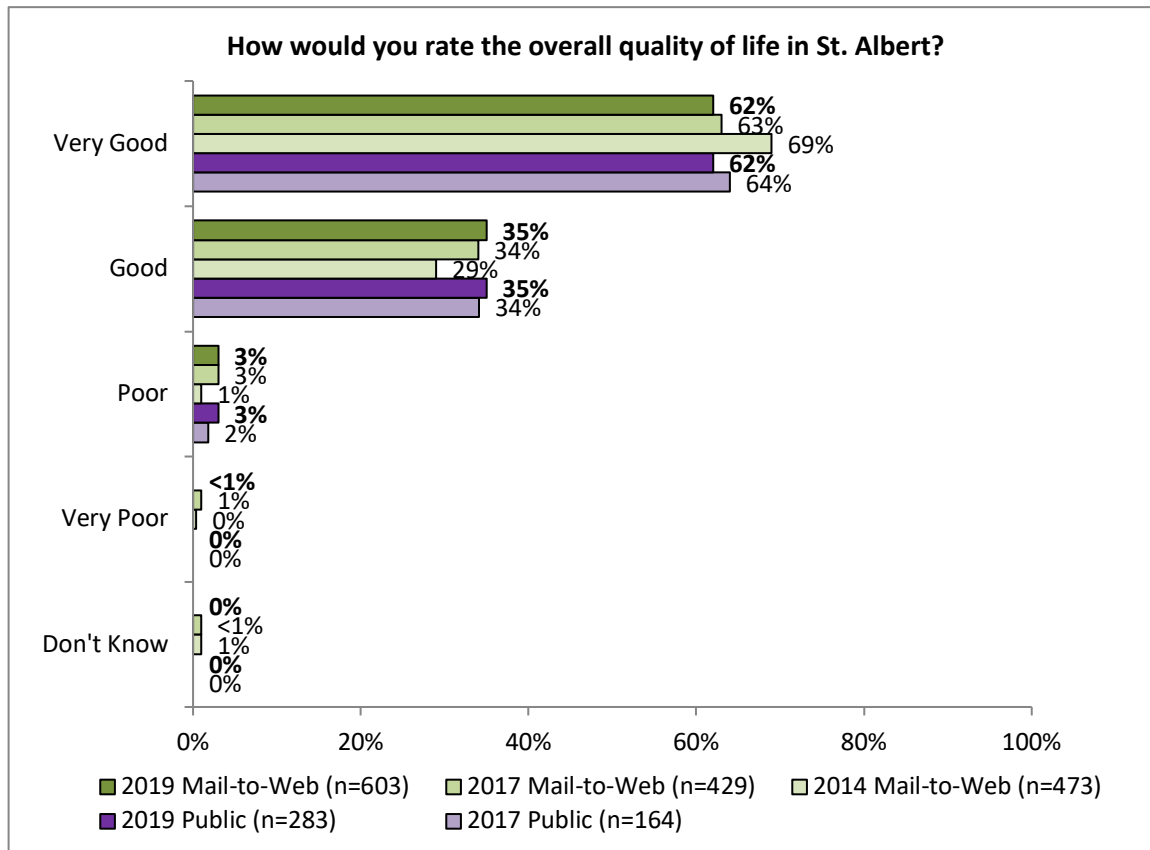
3.0 STUDY FINDINGS

Results of the survey are presented as they relate to the specific topic areas addressed by the survey. It is important to note that the data tables provide a detailed analysis of all survey findings. The reader should also note, when reading the report that the term *significant* refers to “statistical significance.” Only those respondent subgroups which reveal statistically significant differences at the 95% confidence level (19 times out of 20) have been included. Respondent subgroups that are statistically similar have been omitted from the presentation of findings.

3.1 Quality of Life

To begin the survey, respondents were asked a series of questions about the quality of life in St. Albert. When asked to rate, overall, their perceived quality of life, nearly all the respondents (96%² to 98% of respondents, comparable to 98% in 2017) rated it as “good” (35% of respondents) or “very good” (62% of respondents). See Figure 1, below.

² It is important to note that any discrepancies between charts, graphs, or tables are due to rounding of the numbers.



Next, respondents were asked what they considered to be the top factors **contributing to a high quality of life** in St. Albert. Respondents most frequently mentioned the park system, green spaces and river and the trail system (48% of Mail-to-Web respondents and to 47% of Public respondents). See Table 1, below.

Table 1

What would you say are the top factors <u>contributing</u> to a high quality of life in the City of St. Albert? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
Park system/green spaces/river/trail system	48	47
Safe place to live/low crime rate/good policing/police presence	30	30
Availability of shopping/amenities/entertainment/restaurants/quality of business	26	17
Community atmosphere/friendly people/community spirit/small town feel	25	30
Availability of services/facilities/festivals/farmers market/events	21	19
Availability of recreation/sport facilities and programs/Servus Place	13	12
Size of City/not too big/good layout/easy to get around/city planning	11	9
City is clean/well-maintained/updated	11	11
Beautiful city/nice view/good scenery/lots of trees/physical surroundings	10	8
Good road maintenance and snow removal/sidewalks	9	5
Schools and educational opportunities/good schools	9	12
Arts and cultural opportunities/facilities (e.g. Arden Theatre, library, etc.)	6	5
Location/proximity to Edmonton	6	5
Quiet/peaceful atmosphere	5	2
Availability of health care facilities and hospitals/medical staff	4	2
Good place to raise children/family oriented/family services	4	7
Don't Know/No Response	5	8

*Multiple responses

Table 2

What would you say are the top factors <u>contributing to</u> a high quality of life in the City of St. Albert? (TOP RESPONSES) 2017		
	Percent of Respondents*	
	Mail-to-Web (n=429)	Public (n=164)
Park system/green spaces/river/trail system	55	57
Safe place to live/low crime rate/good policing/police presence	31	26
Community atmosphere/friendly people/community spirit/small town feel	26	33
Availability of shopping/amenities/entertainment/restaurants/quality of business	26	22
Availability of recreation/sport facilities and programs/Servus Place	15	17
Availability of services/facilities/festivals/farmers market/events	14	20
City is clean/well-maintained/updated	14	12
Schools and educational opportunities/good schools	11	12
Size of City/not too big/good layout/easy to get around/City planning	11	7
Good road maintenance and snow removal/sidewalks	10	6
Beautiful City/nice view/good scenery/lots of trees/physical surroundings	8	8
Arts and cultural opportunities/facilities (e.g., Arden Theatre, library etc.)	6	7
Good place to raise children/family oriented/family services	6	6
Availability of health care facilities and hospitals/medical staff	5	4
Quite/peaceful atmosphere	3	4
Location/proximity to Edmonton	4	4
Don't Know/No Response	5	9

*Multiple responses

When asked about the factors that **detract from a high quality of life in St. Albert**, more than half of the Mail-to-Web respondents (49%) mentioned high taxes, whereas 40% of the Public respondents considered this the top factor. See Table 3, below.

Table 3

What would you say are the top factors <u>detracting from</u> a high quality of life in the City of St. Albert? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
High taxes	49	40
High traffic volume/congestion/poor traffic management/control	43	39
City debt/budget related issues/overspending/poor spending	11	10
City council (e.g. poor management/not accountable for actions/lack direction, etc.)	11	14
Poor road infrastructure/lack of bypass/ring road	7	7
City growing too fast/too much residential development/too spread out	7	10
Crime/criminal activity/vandalism/drugs/drunk driving	5	6
Lack of recreational facilities/fields/activities (general)	5	4
High cost of living	5	7
Poor/lack of City public transit services	5	5
Garbage collection program (e.g. restrictions on collection/rates/garbage facility, etc.)	5	6
Poor/lack of snow removal/street cleaning services	4	5
High/rising utility costs	4	4
Lack of retail stores/shopping options	4	6
Too many low rentals/condos/high density	4	3
Nothing/no factors contributing to a low quality of life	1	-
Don't Know/No Response	7	5

*Multiple responses

Table 4

What would you say are the top factors <u>detracting from</u> a high quality of life in the City of St. Albert? (TOP RESPONSES) 2017		
	Percent of Respondents*	
	Mail-to-Web (n=429)	Public (n=164)
High taxes	41	40
High traffic volume/congestion/poor traffic management/control	29	27
City Council (i.e., poor management/not accountable for actions/lacks direction/needs more community input/excessive by-laws/planning)	11	19
City debt/budget related issues/overspending/poor spending	10	5
Poor/lack of City public transit services	7	6
City growing too fast/too much residential development/too spread out	7	6
Lack of retail stores/shopping options	7	7
High/rising utility costs	6	4
Poor road infrastructure/lack of bypass/ring road	6	4
High price of housing/need more affordable housing/seniors' housing	5	2
Lack of recreational facilities/fields/activities (in general)	5	6
Too much litter/garbage/pollution	5	1
Poor/lack of snow removal/street cleaning services	4	2
Too many low rentals/condos/high density	4	6
Garbage collection program (e.g., restrictions on collection/rates/garbage facility etc.)	4	3
Level of crime/need more police/lack of enforcement	3	7
High cost of living	3	3
Nothing/no factors contributing to a low quality of life	1	1
Don't Know/No Response	11	12

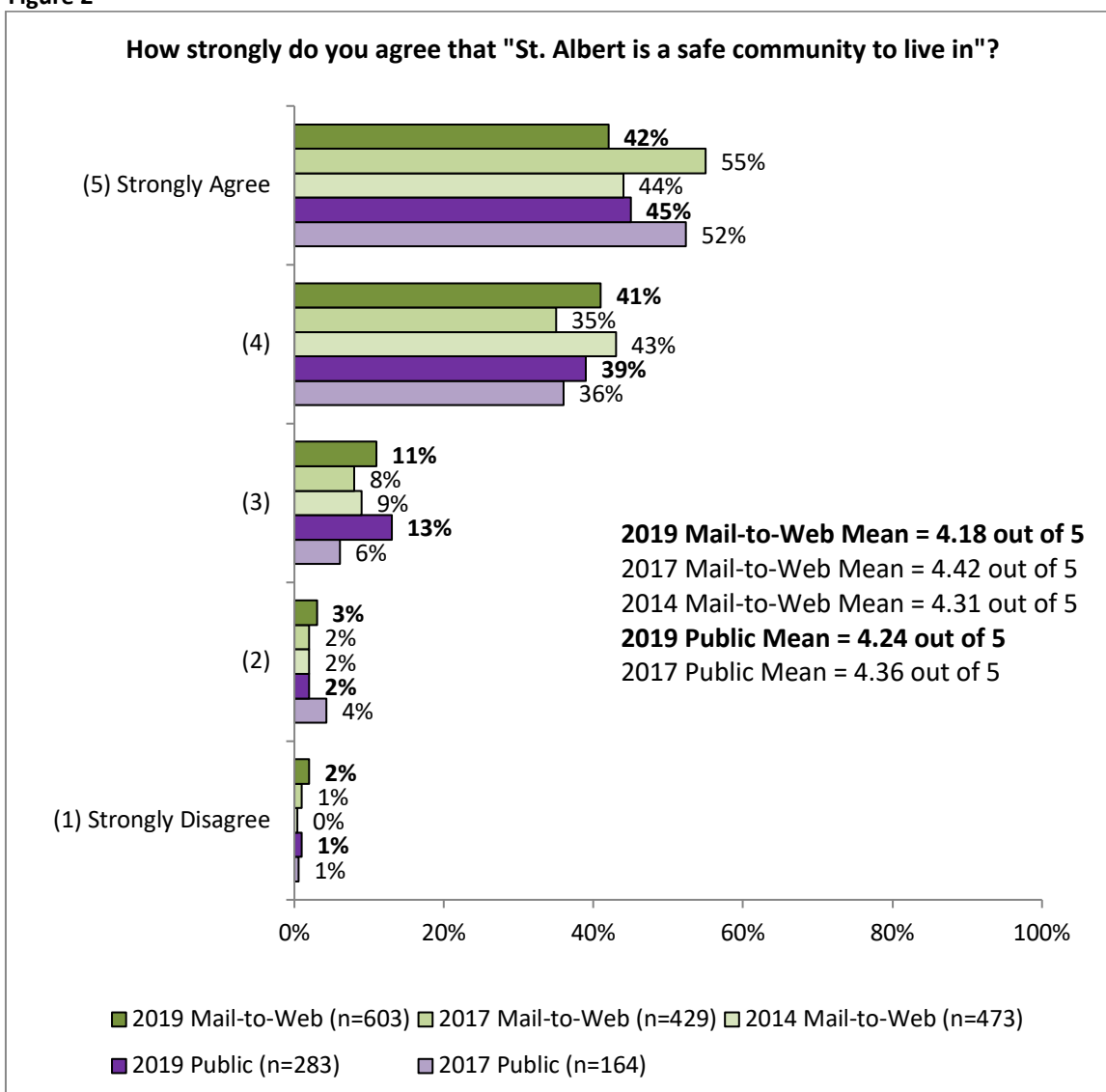
*Multiple responses

3.2 Safety Issues in St. Albert

In the next section of the survey, respondents were asked about their perception of **safety in St. Albert**, including the biggest issues regarding safety and crime.

First, respondents were asked to rate their level of agreement with the statement “St. Albert is a safe community to live in,” using a scale of 1 to 5, where 1 meant “strongly disagree” and 5 meant “strongly agree.” The majority of the respondents (83% of Mail-to-Web, significantly decreased from 90% in 2017 and 84% of public, comparable to 88% in 2017) provided ratings of 4 (39% to 41%) or 5 (42% to 45%) out of 5, while 11% to 13% provided a neutral rating (3 out of 5). See Figure 2, below.

Figure 2



Sub-Segment Findings

*Respondent subgroups significantly more likely to have **agreed that “St. Albert is a safe community to live in”** (ratings of 4 or 5 out of 5) included:*

Mail-to-Web

- *Those who felt they received “very good” or “excellent” value for their tax dollars (94%) or those who felt they received “good” value (87%), versus 78% of those who felt they received “fair” or “poor” value.*

Public

- *Those aged 25 to 64 (86%, versus 73% of those aged 65 and older); and*
- *Those who felt they received “very good” or “excellent” value for their tax dollars (94%) or those who felt they received “good” value (88%), versus 74% of those who felt they received “fair” or “poor” value.*

When asked what they considered to be the most significant safety and crime issues, the majority of respondents (37% of Mail-to-Web and 40% of Public respondents) mentioned theft or burglary, followed by vandalism (19% of Mail-to-Web and 13% of Public respondents) and drugs in the community (11% of Mail-to-Web and 14% of Public respondents). See Table 5, below.

Table 5

What are the safety and crime issues of greatest concern to you, if any? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
Theft/burglary	37	40
Vandalism	19	13
Drugs in the community	11	14
Vehicle break-ins	10	6
Traffic safety in general	3	5
Crime in general	3	5
Safety of cyclists and pedestrians	3	2
Personal safety	3	1
Speeding	2	4
Other (2% of respondents or less)	10	9
None/no safety concerns	9	3
Don't Know/Not Stated	16	17

*Multiple responses

Table 6

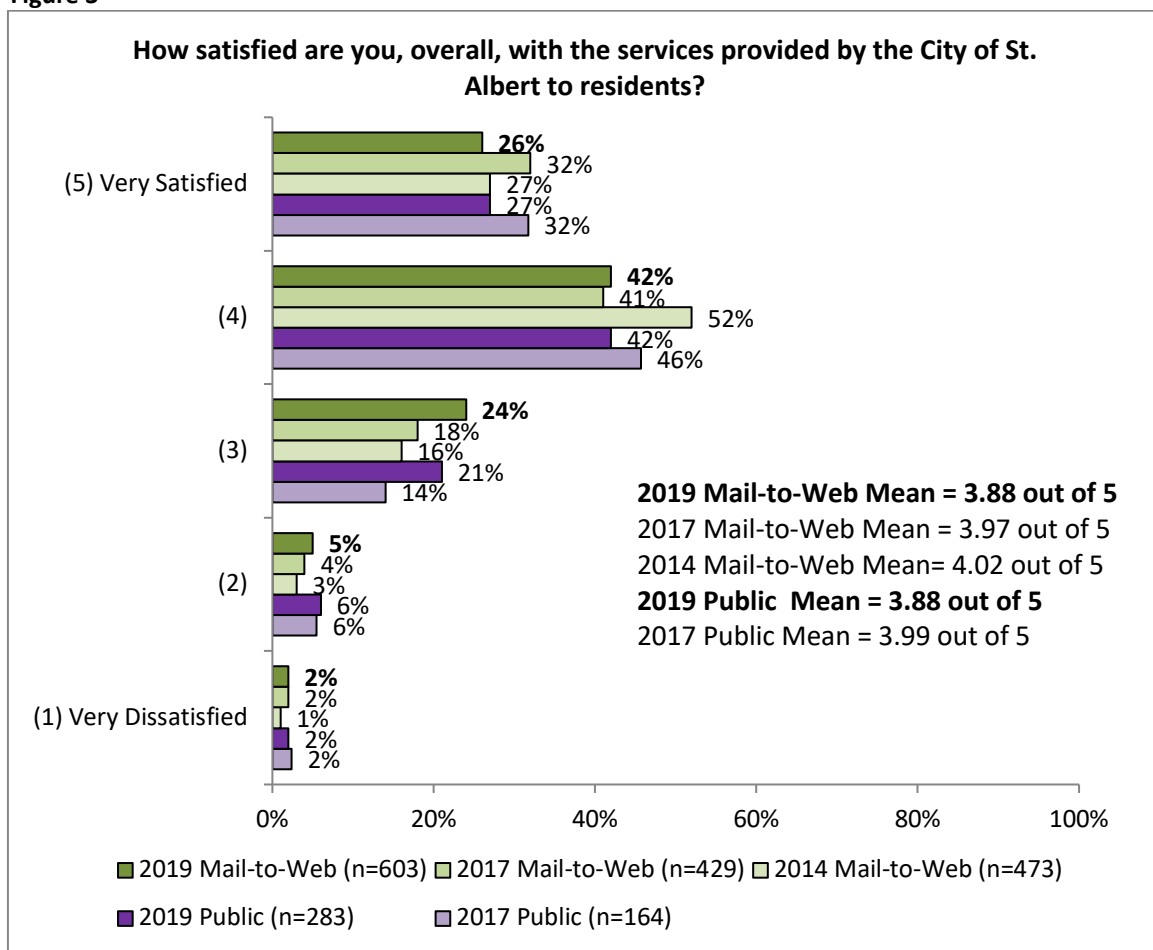
What are the safety and crime issues of greatest concern to you, if any? (TOP RESPONSES) 2017		
	Percent of Respondents*	
	Mail-to-Web (n=429)	Public (n=164)
Drugs in the community	52	50
Theft/burglary	51	54
Vandalism	49	50
Traffic safety in general	32	31
Crime in general	29	27
Speeding	28	27
Safety of cyclists and pedestrians	25	23
Graffiti	10	9
Other	7	6
None/no safety concerns	6	5
Don't Know/Not Stated	1	1

*Multiple responses

3.3 Overall Satisfaction with City Services, Facilities, and Programs

Taking into consideration **all services, facilities, and programs** offered in St. Albert, respondents were next asked to rate their **overall level of satisfaction**, using the same scale of 1 to 5. As shown in Figure 3, below, 68% (Mail-to-Web respondents, a decrease from 73% in 2017) to 69% (Public respondents, a significant decrease from 78% in 2017) were satisfied, providing ratings of 4 (42%) or 5 (26% to 27%) out of 5. As well, 21% to 24% provided a rating of 3 out of 5, while 7% to 8% were dissatisfied, providing ratings of 2 (5% to 6%) or 1 (2%) out of 5. The overall **mean satisfaction rating was 3.88 (Mail-to-Web respondents, comparable to 3.97 in 2017; Public respondents, comparable to 3.99 in 2017).**

Figure 3



Sub-Segment Findings

*Respondent subgroups significantly more likely to have **been satisfied, overall, with City services, facilities, or programs** (ratings of 4 or 5 out of 5) included:*

Mail-to-Web

- *Those who felt they received “very good” or “excellent” value for their tax dollars (88%) or those who felt they received “good” value (77%), versus 54% of those who felt they received “fair” or “poor” value; and*
- *Those who have lived in St. Albert for 10 years or less (80%, versus 62% of those who have lived in St. Albert for 11 to 20 years, and 64% of those who have lived in St. Albert for more than 20 years).*

Public

- *Those who felt they received “very good” or “excellent” value for their tax dollars (86%) or those who felt they received “good” value (82%), versus 52% of those who felt they received “fair” or “poor” value; and*
- *Those who have lived in St. Albert for more than 20 years (75%, versus 54% of those who have lived in St. Albert for 11 to 20 years).*

3.4 Service Expectations

In this section of the survey, respondents were asked about their **service expectations with key services provided by the City of St. Albert**. Respondents who had not personally used each service were asked to rate the extent to which each service has met their expectations based on what they had seen, heard, or read from other sources. Respondents most commonly indicated that the following services met their expectations:

- Fire and Ambulance Services (93% of Mail-to-Web respondents; 94% of Public respondents felt this service met their expectations);
- Policing Services (77% of Mail-to-Web respondents; 74% of Public respondents); and
- Preserving and Celebrating Community Heritage (83% of Mail-to-Web respondents; 77% of Public respondents).

See Figure 4, on the next page. Table 7, on the following page, includes a detailed breakdown of results.

Figure 4

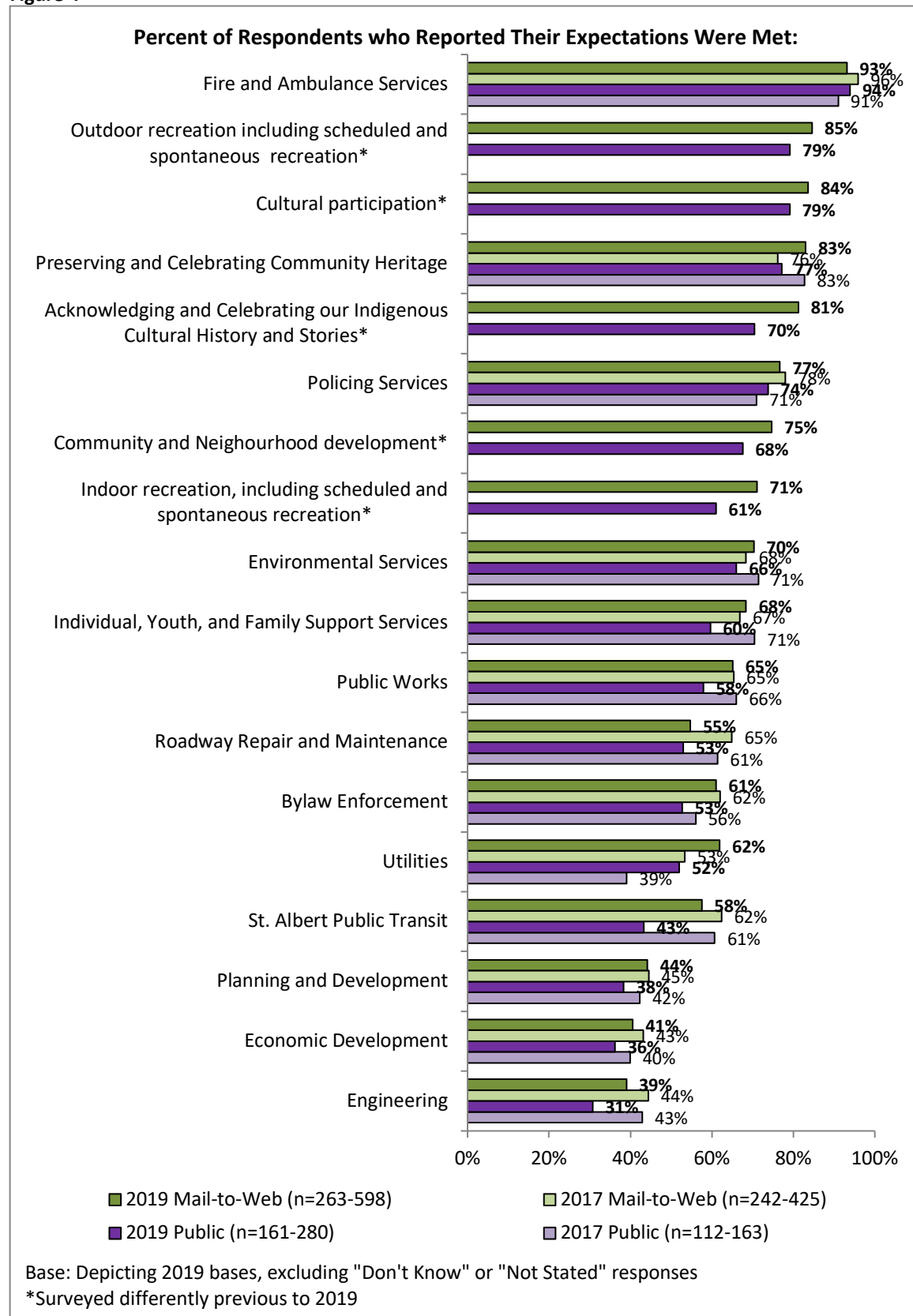


Table 7

Rate the extent to which each service has met your expectations. 2019								
	Percent of Respondents (Mail-to-Web, n=603) (Public, n=283)							
	Meets my expectations		Somewhat meets my expectations		Doesn't meet my expectations		Don't Know/Not Stated	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
Fire and Ambulance Services	77	81	5	5	1	1	17	13
Outdoor recreation	77	74	11	14	3	6	10	7
Cultural participation	71	67	12	13	2	5	15	16
Policing Services	68	66	15	17	6	6	11	11
Preserving and Celebrating Community Heritage	67	60	12	15	2	3	20	23
Environmental Services	63	59	19	21	8	10	10	11
Public Works	65	57	18	28	11	14	1	1
Indoor recreation	64	57	24	24	8	13	1	7
Community and Neighbourhood Development	54	54	13	18	6	8	27	21
Roadway Repair and Maintenance	54	52	29	28	16	18	2	3
Utilities	61	51	25	30	13	17	1	2
Bylaw Enforcement	54	48	23	23	11	21	12	8
Acknowledging and Celebrating our Indigenous Cultural History and Stories	51	44	9	10	3	9	38	38
Individual, Youth and Family Support Services	30	34	11	17	3	6	56	43
Economic Development	34	33	29	36	20	22	17	10

Rate the extent to which each service has met your expectations. 2019								
	Percent of Respondents (Mail-to-Web, n=603) (Public, n=283)							
	Meets my expectations		Somewhat meets my expectations		Doesn't meet my expectations		Don't Know/Not Stated	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
Planning and Development	34	30	25	28	18	20	23	23
Engineering	38	29	34	31	25	34	4	6
St. Albert Public Transit	36	29	14	19	12	19	37	34

Table 8

Rate the extent to which each service has met your expectations. 2017								
	Percent of Respondents (Mail-to-Web, n=429) (Public, n=164)							
	Meets my expectations		Somewhat meets my expectations		Doesn't meet my expectations		Don't Know/Not Stated	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
Fire and Ambulance Services	82	81	3	8	1	-	15	12
Policing Services	72	65	17	20	3	7	8	9
Preserving and celebrating community heritage	66	76	17	13	4	3	13	9
Public Works	65	65	22	22	12	12	1	1
Utilities	63	59	24	27	10	10	3	4
Roadway Repair and Maintenance	62	60	26	24	11	15	1	1
Environmental Services	59	64	20	20	7	6	13	10
Bylaw Enforcement*	54	51	12	19	13	15	13	9
Engineering	41	40	30	35	21	19	8	6
Individual, Youth and Family Support Services	38	48	15	15	4	6	44	32
Economic Development	37	35	32	32	17	20	14	13
Planning and Development	35	37	29	31	14	20	22	13
St. Albert Public Transit	34	27	18	24	12	18	36	30

*Missing values to 100: "Not applicable/have no expectations" (only asked for Bylaw Enforcement in 2017)

Sub-Segment Findings

Respondent subgroups significantly more likely to indicate that **Policing Services met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (83%) versus those who felt they received “good” value (70%) or 64% of those who felt they received “fair” or “poor” value; and
- Those with children in their household (71%, versus 61% of those without children).

Public

- Those aged 65 and older (79%, versus 63% of those aged 25 to 64);
- Females (72%, versus 57% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (82%) or those who felt they received “good” value (71%), versus 54% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Fire and Ambulance Services met their expectations** included:

Mail-to-Web

- Those who have lived in St. Albert for more than 10 years (78% to 83%, versus 66% of those who have lived in St. Albert for 10 years or less).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (89%) versus 77% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Public Works met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (83%) or those who felt they received “good” value (70%), versus 54% of those who felt they received “fair” or “poor” value;

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (77%) or those who felt they received “good” value (67%), versus 41% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 20 years or more (70%, versus 48% of those who have lived in St. Albert for 11 to 20 years and 44% of those who have lived in St. Albert for 10 years or less).

Respondent subgroups significantly more likely to indicate that **Utilities met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (74%) or 73% of those who felt they received “good” value versus 49% of those who felt they received “fair” or “poor” value.

Public

- Males (60%, versus 46% of females); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (68%) versus 48% of those who felt they received “good” value, or 43% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Preserving and Celebrating Community Heritage** met their expectations included:

Mail-to-Web

- Females (72%, versus 64% of males);
- Those who felt they received “very good” or “excellent” value for their tax dollars (78%) or 72% of those who felt they received “good” value versus 62% of those who felt they received “fair” or “poor” value; and
- Those with children in their household (70%, versus 57% of those without children).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (71%, versus 49% of those who felt they received “fair” or “poor” value).

Respondent subgroups significantly more likely to indicate that **St. Albert Public Transit met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (46%) versus 33% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 10 years or less (47%, versus 32% who have lived in St. Albert for more than 20 years).

Respondent subgroups significantly more likely to indicate that **Engineering met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (51%), or “good” value (45%), versus 27% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Individual, Youth and Family Support Services met their expectations** included:

Mail-to-Web

- Those with children in their household (33%, versus 22% of those without children).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (52%) versus 32% of those who felt they received “good” value, or 25% of those who felt they received “fair” or “poor” value; and
- Those who have in St. Albert for more than 20 years (40%), versus 26% of those who have lived in St. Albert for 10 years or less.

Respondent subgroups significantly more likely to indicate that **Environmental Services met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (74%), or “good” value (68%), versus 58% of those who felt they received “fair” or “poor” value.
-

Public

- Females (66%, versus 49% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (83%) versus 55% of those who felt they received “good” value, or 50% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Planning and Development met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (44%), or “good” value (39%), versus 29% of those who felt they received “fair” or “poor” value;
- Those with children in their household (38%, versus 26% of those without children); and
- Those aged 25 to 64 (39%, versus 24% of those aged 65 and older).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (46%) versus 29% of those who felt they received “good” value, or 22% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Economic Development met their expectations** included:

Mail-to-Web

- Females (40%, versus 29% of males);
- Those who felt they received “very good” or “excellent” value for their tax dollars (41%), versus 27% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 10 years or less (46%, versus 29% of those who have lived in St. Albert for 11 to 20 years, and 30% of those who have lived in St. Albert for more than 20 years).

Respondent subgroups significantly more likely to indicate that **Roadway Repair and Maintenance met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (75%) or those who felt they received “good” value (60%), versus 44% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 10 years or less (63%, versus 50% of those who have lived in St. Albert for 11 to 20 years, and 52% of those who have lived in St. Albert for more than 20 years).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (70%) or those who felt they received “good” value (58%), versus 39% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Bylaw Enforcement met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (70%) versus 54% of those who felt they received “good” value, or 50% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Indoor recreation, including scheduled and spontaneous recreation met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (81%) or those who felt they received “good” value (68%), versus 57% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 10 years or less (70%, versus 56% of those who have lived in St. Albert for 11 to 20 years).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (64%) or those who felt they received “good” value (75%), versus 41% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Community and Neighbourhood development met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (65%) versus 52% of those who felt they received “fair” or “poor” value; and
- Those with children in their household (58%, versus 47% of those without children).

Public

- Females (60%, versus 43% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (67%) or those who felt they received “good” value (60%), versus 44% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **Acknowledging and Celebrating our Indigenous Cultural History and Stories met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (59%, versus 47% of those who felt they received “fair” or “poor” value).

Public

- Females (49%, versus 34% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (56%, versus 34% of those who felt they received “fair” or “poor” value).

Respondent subgroups significantly more likely to indicate that **Cultural participation met their expectations** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (82%) or 78% of those who felt they received “good” value, versus 64% of those who felt they received “fair” or “poor” value.

Public

- Females (72%, versus 55% of males);

- Those who felt they received “very good” or “excellent” value for their tax dollars (82%) versus 59% of those who felt they received “fair” or “poor” value; and
- Those with children in their household (70%, versus 55% of those without children).

Respondent subgroups significantly *more likely* to indicate that **Outdoor recreation including scheduled and spontaneous recreation** met their expectations included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (92%) versus 80% of those who felt they received “good” value, or 71% of those who felt they received “fair” or “poor” value; and
- Those aged 25 to 64 (80%, versus 70% of those aged 65 and older).

Public

- Females (79%, versus 65% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (85%) or those who felt they received “good” value (80%), versus 66% of those who felt they received “fair” or “poor” value.

Respondents who felt that each service did not meet their expectations, or only somewhat met their expectations were asked why they felt that way. See Tables 9 through 38, below, and continued on the following pages, for the top responses.

Table 9

Why doesn't <u>Policing Services</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=125)	Public (n=66)
Lack of police visibility/patrols	21	36
Too much focus on photo radar/issuing tickets	14	12
Poor/lack of traffic control/enforcement	14	5
Lack of/poor law enforcement	13	8
Too much crime/criminal activity in City	10	14
Poor/slow response time/takes too long for police to respond to calls	9	6
Understaffed/not enough police officers	6	6
Police are rude/arrogant/unprofessional	2	6
Don't Know/Not Stated	12	8

*Multiple responses

Table 10

Why doesn't <u>Policing Services</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=85)	Public (n=43)
Lack of police visibility/patrols	28	28
Too much focus on photo radar/issuing tickets	13	12
Poor/lack of traffic control/enforcement	12	16
Understaffed/not enough police officers	9	7
Poor/slow response time/takes too long for police to respond to calls	9	7
Lack of/poor law enforcement	8	12
Too much crime/criminal activity in City	4	5
Drug use/drug related crime activity	4	5
Police are rude/arrogant/unprofessional	4	5
Police are unhelpful/do not take issues seriously	2	5
There is room for improvement (in general)	2	5
Don't Know/Not Stated	14	12

*Multiple responses

Table 11

Why doesn't <u>Fire and Ambulance Services</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Number of Respondents*	
	Mail-to-Web (n=34)	Public (n=15)**
Slow response time/wait times are too long	38	47
Too much of budget is allocated to Fire and Ambulance Services	12	13
Understaffed/not enough resources	9	27
Service is poor/inconsistent (general)	6	-
Don't Know/Not Stated	32	13

*Multiple responses

**Use caution interpreting results when n<30

Table 12

Why doesn't <u>Fire and Ambulance Services</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Number of Respondents*	
	Mail-to-Web (n=15)**	Public (n=13)**
Slow response/wait times are too long	6	3
Understaffed/not enough resources	1	5
Fire stations are old/outdated/in need of upgrades	1	1
Too much budget is allocated to Fire and Ambulance Services	1	-
Service is poor/inconsistent (in general)	-	1
Don't Know/Not Stated	6	3

*Multiple responses

**Use caution interpreting results when n<30

Table 13

Why doesn't <u>Public Works</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=209)	Public (n=118)
Lack of/poor snow/ice removal services	29	37
Lack of/poor road maintenance/repairs/upgrades	18	16
Lack of fast/efficient/timely Public Works services (general)	10	11
Poor/lack of garbage/waste collection services	9	4
Lack of/poor sidewalk maintenance/cleaning/repairs	7	3
Too much spending on unnecessary projects	6	3
Poor/lack of traffic control/management	6	2
Lack of/poor park/trail/green space maintenance	5	7
Department is overstaffed	4	1
Don't Know/Not Stated	12	19

*Multiple responses

Table 14

Why doesn't <u>Public Works</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=147)	Public (n=55)
Lack of/poor snow/ice removal services	37	29
Lack of/poor park/trail/green space maintenance	19	16
Lack of fast/efficient/timely Public Works services (in general)	12	18
Lack of/poor road maintenance/repairs/upgrades	10	16
Lack of/poor sidewalk maintenance/cleaning/repairs	10	15
Poor/lack of garbage/waste collection services	7	13
Don't Know/Not Stated	15	15

*Multiple responses

Table 15

Why doesn't <u>Utilities</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=227)	Public (n=133)
Utility fees are too costly/too many added/hidden fees	49	50
Lack of/poor garbage/recycling/waste collection services	25	20
Garbage is not picked up often/frequently enough	6	11
Don't Know/Not Stated	18	17

*Multiple responses

Table 16

Why doesn't <u>Utilities</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=146)	Public (n=61)
Utilities fees are too costly/too many added/hidden fees	56	48
Garbage is not picked up often/frequently enough	15	10
Lack of/poor garbage/recycling/waste collection services	11	3
Poor/outdated sewer drainage system/infrastructure	5	3
Lack of utility services for condo owners	1	-
Don't Know/Not Stated	16	33

*Multiple responses

Table 17

Why doesn't <u>Preserving and Celebrating Community Heritage</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=82)	Public (n=50)
City is losing/lacking community heritage/heritage sites	23	12
Overspending/misallocating funds to this department/service	16	18
Lack of awareness/advertising of community heritage/events	13	8
Lack of community programs/activities/events	7	4
Community heritage is not important/of interest (general)	5	2
Lack of celebrating/promoting/including First Nations/Aboriginal people	4	6
Service caters to special interest groups	4	-
Don't Know/Not Stated	26	46

*Multiple responses

Table 18

Why doesn't <u>Preserving and Celebrating Community Heritage</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=89)	Public (n=26)**
Overspending/misallocating funds to this department/service	23	27
City is losing/lacking community heritage/heritage sites	12	23
Lack of awareness/advertising of community heritage events	10	12
Community heritage is not important/of interest (in general)	6	-
Service caters to special interest groups	6	-
Lack of celebrating/promoting/including First Nations/Aboriginal people	5	8
Lack of community programs/activities/events	5	-
Don't Know/Not Stated	30	23

*Multiple responses

**Use caution interpreting results when n<30

Table 19

Why doesn't <u>St. Albert Public Transit</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=161)	Public (n=106)
Transit service is limited/infrequent/poor bus scheduling/not enough buses	39	39
Low usage/ridership level/buses are often empty	17	12
Poor/lack of bus routes/connections/stops	17	29
Lack of parking/park and ride availability	8	6
Transit fare/pass is too expensive/costly	8	7
Buses are late/not on time/unreliable service	4	7
Don't Know/Not stated	14	16

*Multiple responses

Table 20

Why doesn't <u>St. Albert Public Transit</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=129)	Public (n=70)
Transit service is limited/infrequent/poor bus scheduling/not enough buses	37	40
Poor/lack of bus routes/connections/stops	29	33
Low usage/ridership level/buses are often empty	18	16
Transit fare/pass is too expensive/costly	11	13
Lack of parking/park and ride availability	9	10
Lack of LRT service	6	1
Buses are late/not on time/unreliable service	2	-
Don't Know/Not stated	11	11

*Multiple responses

Table 21

Why doesn't <u>Engineering</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=354)	Public (n=185)
High traffic volume/congestion/poor traffic management/control	36	30
Poor road system/infrastructure/lack of roads/bypass/road expansions	15	21
Construction projects are not completed on time/take too long to finish	10	6
Lack of/poor engineering planning/services (general)	9	8
Lack of/poor road maintenance/repairs/upgrades	8	6
Don't Know/Not Stated	21	28

*Multiple responses

Table 22

Why doesn't <u>Engineering</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=219)	Public (n=88)
High traffic volume/congestion/poor traffic management/control	30	30
Lack of/poor engineering planning/services (in general)	17	13
Poor road system/infrastructure/lack of roads/bypass/road expansions	11	8
Overspending/misallocating funds to this department/service	11	10
Lack of/poor road maintenance/repairs/upgrades	10	3
Construction projects are not completed on time/take too long to finish	7	5
Don't Know/Not Stated	24	35

*Multiple responses

Table 23

Why doesn't <u>Individual, Youth and Family Support Services</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=83)	Public (n=65)
Lack of/not enough individual, youth and family support services	16	22
Lack of information/public awareness of services	12	11
Lack of programs/services/facilities for the homeless	11	3
Lack of funding/not enough of budget allocated to this service	6	5
Lack of affordable housing	4	-
Lack of mental health support services/counselling	4	5
Lack of youth programs/services/facilities	4	12
Wait times are too long/services are difficult to access	4	6
Programs/services are too costly/unaffordable	2	5
Don't Know/Not Stated	37	29

*Multiple responses

Table 24

Why doesn't <u>Individual, Youth and Family Support Services</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=80)	Public (n=33)
Lack of youth programs/services/facilities	23	27
Lack of/not enough individual, youth and family support services	13	6
Lack of information/public awareness of services	9	9
Do not use/access this service (in general)	6	6
Lack of children's programs/services/activities	5	9
Wait times are too long/services are difficult to access	3	3
Lack of mental health support services/counselling	3	6
Don't Know/Not Stated	34	30

*Multiple responses

Table 25

Why doesn't <u>Environmental Services</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=161)	Public (n=86)
Too much development/losing land/natural areas/trees due to development	16	12
Lack of/poor recycling services/facility	14	13
Lack of river cleanliness/maintenance/protection	13	7
Lack of/poor environmental services/programs/focus/initiatives	6	8
Lack of parks/green spaces/walking trails	6	4
Lack of information/public awareness of services/initiatives	4	2
Lack of/poor City cleanliness	3	5
Overspending/misallocating funds to this department/service	2	5
Don't Know/Not Stated	29	35

*Multiple Responses

Table 26

Why doesn't <u>Environmental Services</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=118)	Public (n=42)
Lack of river cleanliness/maintenance/protection	19	12
Lack of/poor environmental services/programs/focus/initiatives	9	7
Too much development/losing land/natural areas/trees due to development	9	12
Lack of/poor park/green space/trail maintenance	6	5
Overspending/misallocating funds to this department/service	5	2
Lack of environmental/natural area protection/stewardship (in general)	3	2
Services/initiatives are unaffordable/too costly	2	5
Don't Know/Not Stated	42	50

*Multiple Responses

Table 27

Why doesn't <u>Planning and Development</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=260)	Public (n=135)
Lack of/poor planning and development services (general)	12	13
High traffic volume/congestion/poor traffic management/control	11	2
Poor/lack of road infrastructure development/planning	10	10
Overdevelopment/too much development/rapid/uncontrolled growth	10	16
Too much high-density housing development	7	6
City does not listen to residents/lack of public consultation/input	5	2
Poor/lack of commercial development/planning	4	4
Poor/lack of residential/neighbourhood development/planning	4	4
Loss of/losing land/farmland/natural areas/green spaces	4	2
Don't Know/Not Stated	26	29

*Multiple responses

Table 28

Why doesn't <u>Planning and Development</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=186)	Public (n=82)
Poor/lack of road infrastructure development/planning	15	18
Lack of/poor planning and development services (in general)	8	11
Poor/lack of residential/neighbourhood development/planning	8	7
Overdevelopment/too much development/rapid/uncontrolled growth	7	7
Poor/lack of commercial development/planning	5	7
Too much high-density housing development	4	9
City does not listen to residents/lack of public consultation input	4	6
Overspending/misallocating funds to this department/service	4	6
Poor/lack of school/educational development/planning	4	-
Lack of/poor building inspection services	2	-
Services are slow/unresponsive/delays in decision making	2	1
Don't Know/Not Stated	31	29

*Multiple responses

Table 29

Why doesn't <u>Economic Development</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=296)	Public (n=162)
Lack of business attraction/City is not doing enough to attract businesses	16	14
Taxes are too high/expensive	13	9
Lack of shopping/retail/store options/not enough businesses in City	10	22
City is losing existing businesses/too many business closures	7	1
Lack of industrial growth/development	6	7
Lack of strong business/corporate tax base	5	3
Lack of support to small businesses (general)	4	6
Lack of/poor economic development planning (general)	4	-
Lack of downtown services/stores/amenities	4	-
Overspending/misallocating funds to this department/service	2	4
Don't Know/Not Stated	22	30

*Multiple responses

Table 30

Why doesn't <u>Economic Development</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=209)	Public (n=86)
Lack of shopping/retail/store options/not enough businesses in City	21	21
Lack of strong business/corporate tax base	15	21
Lack of business attraction/City is not doing enough to attract businesses	10	4
Lack of industrial growth/development	4	5
City is not business friendly (in general)	3	2
Taxes are too high/expensive	3	4
Lack of downtown services/stores/amenities	3	-
City is losing existing businesses/too many business closures	2	5
Overspending/misallocating funds to this department/service	2	7
Don't Know/Not Stated	31	30

*Multiple responses

Table 31

Why doesn't <u>Roadway Repair and Maintenance</u> fully meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=269)	Public (n=130)
Lack of/poor road maintenance/repairs/upgrades	34	37
Road maintenance/repairs/snow removal take too long to finish	17	24
Lack of/poor snow removal services	9	9
High traffic volume/congestion/lack of traffic management	7	3
Traffic detours/delays due to road closures	5	1
Lack of/poor sidewalk/curb maintenance/repairs	4	2
Don't Know/Not Stated	21	23

*Multiple responses

Table 32

Why doesn't <u>Roadway Repair and Maintenance</u> fully meet your expectations? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=160)	Public (n=64)
Lack of/poor road maintenance/repairs/upgrades	37	38
Lack of/poor snow removal services	14	17
Road maintenance/repairs/snow removal takes too long to finish	8	13
Lack of/poor sidewalk/curb maintenance/repairs	8	3
Overspending/misallocating funds to this department/service	4	3
Traffic lights are not synchronized	2	2
Don't Know/Not Stated	28	25

*Multiple responses

Table 33

Why doesn't <u>Bylaw Enforcement</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=208)	Public (n=123)
Lack of/poor bylaw enforcement (general)	37	33
Lack of pet/animal control	15	20
Lack of/poor traffic law enforcement	11	6
Poor/slow response time	8	5
Too much focus on/use of photo radar	8	6
Over-enforcement/giving out too many tickets (general)	3	3
Disagrees with some bylaws (general)	2	4
Don't Know/Not Stated	9	10

*Multiple responses

Table 34

Why doesn't <u>Acknowledging and Celebrating our Indigenous Cultural History and Stories</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=71)	Public (n=52)
Lack of acknowledging/recognizing/celebrating Indigenous cultural history (general)	35	35
Overspending/misallocating funds to this department/service	14	17
Lack of Indigenous related events/activities/festivals	11	-
Lack of public awareness/advertising of activities/events	10	14
Overspending/misallocating funds to this department/service	14	17
Too much focus/emphasis on Indigenous culture/history (general)	6	8
Don't Know/Not Stated	21	27

*Multiple responses

Table 35

Why doesn't <u>Community and Neighbourhood Development</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=111)	Public (n=73)
Lack of community development (general)	13	7
City is growing too fast/too much housing development	10	6
Lack of information/public awareness of community events/activities	8	7
Lack of neighbourhood block parties/social events	8	6
Lack of parks/green spaces/walking trails	6	4
Lack of community services/amenities/facilities (general)	4	4
Overspending/misallocating funds to this department/service	3	14
Don't Know/Not Stated	38	41

*Multiple responses

Table 36

Why doesn't <u>Indoor recreation</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=156)	Public (n=103)
Lack of indoor recreation facilities/programs/services (general)	31	32
Need bigger swimming pool/more aquatic facilities	14	14
Admission/fees are too costly	12	13
Facilities are old/outdated/in need of upgrades	6	4
Poor program scheduling/times	6	1
Programs/lessons fill up too fast/lack of space in programs	5	5
Lack of/poor facility cleanliness/maintenance	5	2
Facilities are too busy/crowded	3	5
Lack of recreational program options/variety	3	5
Don't Know/Not Stated	21	16

*Multiple responses

Table 37

Why doesn't <u>Outdoor recreation</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=84)	Public (n=55)
Lack of outdoor recreational spaces/facilities (general)	13	16
Lack of park/green space/trail maintenance/cleanliness	7	9
Facilities are old/outdated/in need of upgrades	6	4
Lack of parks/green spaces/walking trails	5	13
Lack of awareness of outdoor recreation facilities/programs	4	-
Lack of sports fields	4	7
Overspending/misallocating funds to this department/service	4	-
Need more outdoor swimming pool facilities	2	6
Don't Know/Not Stated	49	40

*Multiple responses

Table 38

Why doesn't <u>Cultural participation</u> fully meet your expectations? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=84)	Public (n=50)
Lack of cultural participation activities/opportunities (general)	15	14
Overspending/misallocating funds to this department/service	10	12
Lack of information/public awareness/advertising (general)	7	10
Lack of equal representation of all cultures/ethnicities	5	-
Public art is unsightly/unattractive	4	-
Don't Know/Not Stated	58	60

*Multiple responses

Respondents who felt that each service did not meet their expectations or somewhat met their expectations were further asked what one improvement to each service could be made that would improve the service to better meet their needs. See Tables 39 through 68, below.

Table 39

What one improvement to <u>Policing Services</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=125)	Public (n=66)
Increase police patrols/visibility	32	38
Improve traffic control/safety	12	6
Hire more police officers	12	14
More community engagement/involvement (general)	10	8
Improve/increase police enforcement	9	17
Reduce/eliminate photo radar	5	8
City needs its own police service/get rid of RCMP	4	2
Improve professionalism of police	2	5
Be more approachable/helpful/willing to listen	1	5
Don't Know/Not Stated	10	6

*Multiple responses

Table 40

What one improvement to <u>Policing Services</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=85)	Public (n=43)
Increase police patrols/visibility	35	30
Improve/increase police enforcement	15	2
Improve traffic control/safety	14	7
Hire more police officers	12	21
Be more approachable/helpful/willing to listen	5	7
Improve/quicker response time	2	2
Reduce/eliminate photo radar	1	5
City needs its own police service/get rid of RCMP	-	7
Don't Know/Not Stated	15	16

*Multiple responses

Table 41

What one improvement to <u>Fire and Ambulance Services</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Number of Respondents*	
	Mail-to-Web (n=34)	Public (n=15)
Improve/quicker response time	24	13
Hire more staff/need more resources	21	27
Stop overspending/misallocating funds to this department/service	12	7
City needs its own ambulance service	6	-
Upgrade/update fire stations/more fire stations	6	13
Better trained/experienced staff	3	7
Don't Know/Not Stated	29	40

*Multiple responses

Table 42

What one improvement to <u>Fire and Ambulance Services</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Number of Respondents*	
	Mail-to-Web (n=15)**	Public (n=13)**
Improve/quicker response time	5	-
Hire more staff/need more resources	2	6
Stop overspending/misallocating funds to this department/service	2	1
Better trained/experienced staff	1	1
Upgrade/update fire stations	1	1
Less bureaucracy/red tape	-	1
Don't Know/Not Stated	6	3

*Multiple responses

**Use caution interpreting results when n<30

Table 43

What one improvement to <u>Public Works</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=209)	Public (n=118)
Improve/increase snow removal services	23	26
More efficient/responsive/timely Public Works services (general)	15	17
Improve traffic control/safety/management	9	3
Improve/increase garbage/waste collection services	8	2
Improve/increase park/trail/green space maintenance	6	3
Improve/increase road maintenance/repairs/upgrades	6	11
Improve/increase sidewalk maintenance/repairs/cleaning	5	3
Improve communication/public awareness of services	3	4
Better road/infrastructure planning	2	4
Don't Know/Not Stated	14	20

*Multiple responses

Table 44

What one improvement to <u>Public Works</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=147)	Public (n=55)
Improve/increase snow removal services	27	22
Improve/increase park/trail/green space maintenance	16	9
More efficient/responsive/timely Public Works services (in general)	13	11
Improve/increase road maintenance/repairs/upgrades	10	22
Improve/increase garbage/waste collection services	6	9
Stop overspending/misallocating funds to this department/service	5	-
Improve/increase sidewalk maintenance/repairs/cleaning	4	6
Nothing	1	-
Don't Know/Not Stated	16	29

*Multiple responses

Table 45

What one improvement to <u>Utilities</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=227)	Public (n=133)
Less costly/expensive utility fees	34	31
Improve/increase garbage/waste collection services	23	18
Improve garbage collection schedule/pick up more frequently	9	17
Provide more information/awareness about utility services	5	5
Improve/more efficient/more value for utility services (general)	4	4
Provide service options/do not force residents to pay for unused services	2	6
Don't Know/Not Stated	21	16

*Multiple responses

Table 46

What one improvement to <u>Utilities</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=146)	Public (n=61)
Less costly/expensive utility fees	39	33
Improve garbage collection schedule/pick up more frequently	16	13
Improve/more efficient/more value for utility services (in general)	4	2
Improve/increase garbage/waste collection services	3	2
Upgrade/repair sewer drainage system/infrastructure	3	3
Don't Know/Not Stated	29	46

*Multiple responses

Table 47

What one improvement to <u>Preserving and Celebrating Community Heritage</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=82)	Public (n=50)
More community events/activities/programs	18	12
Improve preservation/protection of heritage sites/buildings	16	6
Increase advertising/public awareness of community heritage/events	15	8
Stop overspending/misallocating funds to this department/service	13	16
Need to do more to preserve/celebrate community heritage (general)	7	22
More focus/inclusion/recognition of First Nations people/heritage		2
Gather input/suggestions/consult with residents	4	2
Equal/more representation of all cultures/ethnicities (general)	4	2
Don't Know/Not Stated	18	28

*Multiple responses

Table 48

What one improvement to <u>Preserving and Celebrating Community Heritage</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=89)	Public (n=26)**
Stop overspending/misallocating funds to this department/service	17	12
More community events/activities/programs	8	4
Improve preservation/protection of heritage sites/buildings	7	-
Need to do more to preserve/celebrate community heritage (in general)	7	15
Increase advertising/public awareness of community heritage/events	6	4
More focus/inclusion/recognition of First Nations people/heritage	2	-
Nothing	2	4
Don't Know/Not Stated	48	50

*Multiple responses

**Use caution interpreting results when n<30

Table 49

What one improvement to <u>St. Albert Public Transit</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=161)	Public (n=106)
More frequent bus service/scheduling/more buses/expand hours of service	36	21
Expand/add more bus routes/stops/improve connections	19	31
Need smaller buses/reduce level of large buses	8	9
Reduce level of service due to low ridership/usage	8	8
Less costly/more affordable transit fare/pass	8	6
Develop LRT service/access in City	7	5
Expand/improve parking availability/park and ride	6	9
Improve reliability of service/stay on schedule/be on time	4	5
Don't Know/Not Stated	14	14

*Multiple responses

Table 50

What one improvement to <u>St. Albert Public Transit</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=129)	Public (n=70)
More frequent bus service/scheduling/more buses/expand hours of service	25	27
Expand/add more bus routes/stops/improve connections	12	17
Develop LRT service/access in City	12	9
Expand/improve parking availability/park and ride	11	14
Need smaller buses/reduce level of large buses	8	11
Reduce level of service due to low ridership/usage	8	7
Less costly/more affordable transit fare/pass	7	4
Nothing	1	-
Don't Know/Not Stated	19	21

*Multiple responses

Table 51

What one improvement to <u>Engineering</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=354)	Public (n=185)
Improve traffic management/control/less traffic congestion	31	26
Improve/more efficient engineering planning/services (general)	17	14
Improve/expand road system/infrastructure/build more roads	14	13
Finish construction projects faster/on time	8	13
Don't Know/Not Stated	21	28

*Multiple responses

Table 52

What one improvement to <u>Engineering</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=219)	Public (n=88)
Improve/more efficient engineering planning/services (in general)	19	8
Improve traffic management/control/less traffic congestion	16	22
Improve/expand road system/infrastructure/build more roads	11	10
Improve/increase road maintenance/repairs/upgrades	6	3
Reduce unnecessary/questionable engineering projects/road upgrades/maintenance	5	6
Gather input/suggestions/consult with residents	4	3
Finish construction projects faster/on time	3	2
Don't Know/Not Stated	35	43

*Multiple responses

Table 53

What one improvement to <u>Individual, Youth and Family Support Services</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=83)	Public (n=65)
Improve/increase individual, youth and family support services (general)	16	22
Provide more information/public awareness of services	13	12
Increase funding/budget allocation to services	7	14
More youth programs/services/facilities	5	14
More mental health support services/counselling	5	3
More services/support for the homeless	5	2
Improve service wait times/easier access to services	5	5
Hire more staff/counsellors	4	3
Less costly/more affordable services	4	-
More family support services	4	2
Stop overspending/misallocating funds to this department/service	2	6
Don't Know/Not Stated	33	19

*Multiple responses

Table 54

What one improvement to <u>Individual, Youth and Family Support Services</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=80)	Public (n=33)
More youth programs/services/facilities	15	15
Provide more information/public awareness of services	13	12
Improve/increase Individual, Youth and Family Support Services (in general)	11	9
Increase funding/budget allocation to services	6	3
More family support services	3	3
More mental health support services/counselling	1	3
Nothing	3	-
Don't Know/Not Stated	49	46

*Multiple responses

Table 55

What one improvement to <u>Environmental Services</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=161)	Public (n=86)
Expand/improve environmental programs/initiatives/services	17	13
Improve river cleanliness/maintenance/protection	13	8
Improve/expand recycling related services/initiatives	11	17
Decrease development/improve protection of natural land/areas/trees from development	9	9
More park/green space development	6	6
More trees/plant more trees	6	4
Stop overspending/misallocating funds to this department/service	4	2
More information/increase public awareness of environmental services	3	5
Increase enforcement of environmental laws/bylaws	-	6
Don't Know/Not Stated	26	28

*Multiple responses

Table 56

What one improvement to <u>Environmental Services</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=118)	Public (n=42)
Improve river cleanliness/maintenance/protection	13	14
Decrease development/improve protection of natural land/areas/trees from development	9	5
Expand/improve environmental programs/initiatives/services	5	2
More information/increase public awareness of environmental services	5	5
More park/green space development	4	-
Improve park/green space/trail maintenance	3	2
Improve/expand recycling related services/initiatives	3	5
Increase enforcement of environmental laws/bylaws	2	7
Don't Know/Not Stated	53	52

*Multiple responses

Table 57

What one improvement to <u>Planning and Development</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=)	Public (n=135)
Improve road infrastructure planning/development/traffic management	16	18
Streamline/improve planning and development process (general)	13	13
Listen to/gather resident input/suggestions/feedback	10	10
Improve commercial planning/development/more stores/businesses	7	3
Reduce level of development/construction in City/do not overdevelop	6	8
Improve residential/neighbourhood planning/development	5	2
Provide more planning and development information/keep residents informed	4	6
Reduce level of high-density housing development	4	3
Stop overspending/misallocating funds to this department/service	4	2
Don't Know/Not Stated	20	28

*Multiple responses

Table 58

What one improvement to <u>Planning and Development</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=186)	Public (n=82)
Improve road infrastructure planning/development/traffic management	15	13
Streamline/improve planning and development process (in general)	9	4
Listen to/gather resident input/suggestions/feedback	7	9
Provide more planning and development information/keep residents informed	7	5
Improve commercial planning/development/more stores/businesses	7	4
Reduce level of development/construction in City/do not overdevelop	4	-
Improve/expand park/green space/trail planning/development	3	6
Have better trained/qualified staff	2	6
Improve residential/neighbourhood planning/development	1	7
Nothing	1	1
Don't Know/Not Stated	38	37

*Multiple responses

Table 59

What one improvement to <u>Economic Development</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=296)	Public (n=162)
Need to do more to attract businesses into City/offer business incentives	28	23
More support to small/local businesses (general)	8	5
Increase industry/industrial growth in City	7	4
Expand business/corporate tax base/bring in more business to reduce taxes	5	4
Improve decision making/decide on plans faster	4	3
Stop overspending/misallocating funds to this department/service	4	4
Lower taxes	3	4
Be more business friendly (general)	3	4
More shopping/retail/store options/increase business/commercial development	2	5
Don't Know/Not Stated	22	28

*Multiple responses

Table 60

What one improvement to <u>Economic Development</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=209)	Public (n=86)
More shopping/retail/store options/increase business/commercial development	15	16
Need to do more to attract businesses into City/offer business incentives	6	9
Increase industry/industrial growth in City	6	2
Expand business/corporate tax base/bring in more business to reduce taxes	4	2
Better promote/advertise City/City services	4	1
Be more business friendly (in general)	2	5
Nothing	1	1
Don't Know/Not Stated	50	48

*Multiple responses

Table 61

What one improvement to <u>Roadway Repair and Maintenance</u> would better meet your needs? (TOP RESPONSES) 2019		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=269)	Public (n=130)
Improve/increase road maintenance/repairs/upgrades	34	33
Improve speed of roadway maintenance/repairs/snow removal	13	15
Improve/increase snow removal services	9	9
Reduce traffic congestion/volume/improve traffic control	7	7
Improve roadway repair and maintenance planning (general)	6	5
Reduce level of traffic detours/delays	4	5
Don't Know/Not Stated	22	19

*Multiple responses

Table 62

What one improvement to <u>Roadway Repair and Maintenance</u> would better meet your needs? (TOP RESPONSES) 2017		
Base: Respondents who indicated this service did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=160)	Public (n=64)
Improve/increase road maintenance/repairs/upgrades	30	31
Improve/increase snow removal services	12	5
Improve speed of roadway maintenance/repairs/snow removal	6	6
Better synchronized traffic lights	3	-
Change/review speed limits	5	2
Nothing	1	2
Don't Know/Not Stated	44	41

*Multiple responses

Table 63

What one improvement to <u>Bylaw Enforcement</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=208)	Public (n=123)
Improve/increase bylaw enforcement (general)	34	39
Increase bylaw enforcement patrols/visibility	11	11
Improve animal/pet control	9	10
More/improve traffic law enforcement (speeding, etc.)	8	2
Change/review/remove some bylaws	6	3
More information/public awareness of bylaws/bylaw enforcement services	4	3
Improve/faster response time	4	4
Reduce photo radar/speed traps	3	5
Don't Know/Not Stated	15	14

*Multiple responses

Table 64

What one improvement to <u>Acknowledging and Celebrating our Indigenous Cultural History and Stories</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=71)	Public (n=52)
More acknowledging/recognizing/celebrating Indigenous cultural history (general)	32	31
More Indigenous related events/activities/festivals	17	6
Increase advertising/public awareness of activities/events	16	12
Stop overspending/misallocating funds to this department/service	11	21
Less focus/emphasis on Indigenous culture/history (general)	7	4
More support/services for Indigenous residents (general)	-	6
Don't Know/Not Stated	18	19

*Multiple responses

Table 65

What one improvement to <u>Community and Neighbourhood Development</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=111)	Public (n=73)
More information/public awareness of community events/activities	12	16
Improve housing development planning (general)	9	4
More neighbourhood block parties/social events	9	8
Improve traffic management/control/less traffic congestion	7	4
More community services/programs/activities	6	4
More parks/green spaces/walking trails	5	4
Stop overspending/misallocating funds to this department/service	5	11
Gather input/suggestions/consult with residents	4	3
Improve community spirit/sense of community (general)	4	-
More recreational facilities/programs/services	-	7
More community leagues/halls/centres	-	4
Don't Know/Not Stated	32	32

*Multiple responses

Table 66

What one improvement to <u>Indoor recreation</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=156)	Public (n=103)
Lack of indoor recreation facilities/programs/services (general)	31	32
Need bigger swimming pool/more aquatic facilities	14	14
Admission/fees are too costly	12	13
Facilities are old/outdated/in need of upgrades	6	4
Poor program scheduling/times	6	1
Programs/lessons fill up too fast/lack of space in programs	5	5
Lack of/poor facility cleanliness/maintenance	5	2
Facilities are too busy/crowded	-	5
Lack of recreational program options/variety	-	5
Don't Know/Not Stated	21	16

*Multiple responses

Table 67

What one improvement to <u>Outdoor recreation</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=84)	Public (n=55)
Improve/increase outdoor facility maintenance	16	4
More outdoor recreational spaces/facilities (general)	12	13
More parks/green spaces/walking trails	12	15
More awareness/advertising of outdoor recreation facilities/programs	8	4
Improve/increase park/green space/trail maintenance	7	6
Stop overspending/misallocating funds to this department/service	5	7
More outdoor recreational programs (general)	4	4
Upgrade/renovate/modernize facilities	1	4
More sports fields	-	9
Improve City/neighbourhood walkability (general)	-	4
Nothing	5	2
Don't Know/Not Stated	24	27

*Multiple responses

Table 68

What one improvement to <u>Cultural participation</u> would better meet your needs? (TOP RESPONSES) 2019 (new)		
Base: Respondents who indicated this service did not meet or somewhat met their expectations.	Percent of Respondents*	
	Mail-to-Web (n=84)	Public (n=50)
More cultural participation activities/opportunities (general)	19	20
More information/public awareness/advertising (general)	10	12
More equal representation of all cultures/ethnicities	7	2
Stop overspending/misallocating funds to this department/service	7	14
Listen to/gather resident input/suggestions/feedback	6	2
Don't Know/Not Stated	49	44

*Multiple responses

3.5 Specific Services – Housing Options

In this section of the survey, respondents were asked if various elements of the City of St. Albert's **Housing Options and Services** met their expectations. First, respondents were asked how important it is to them that the City has a range of **housing options and services** to address the gap between rents, housing prices, and income levels. Nearly two-thirds of respondents felt that a range of housing options is important to have (60% responded with somewhat or very important).

- Availability of ownership housing options for households of different income levels and stages of life (n=602)³ (68% of Mail-to-Web participants and 68% of Public respondents reported that their expectations were met or somewhat met);
- Availability of rental housing options for households of different income levels and stages of life (n=393) (43% of Mail-to-Web participants and 47% of Public respondents reported that their expectations were met or somewhat met);
- Availabilities of programs and services to address the gap between rents and income levels (n=280) (31% of Mail-to-Web participants and 33% of Public respondents reported that their expectations were met or somewhat met); and
- Availability of services for persons who are at risk of homelessness (n=233) (25% of Mail-to-Web participants and 29% of Public respondents reported that their expectations were met or somewhat met).

See Figures 5 and 6, and Table 69 on the following pages.

³ Excludes "Don't Know" or "Not Stated" responses.

Figure 5

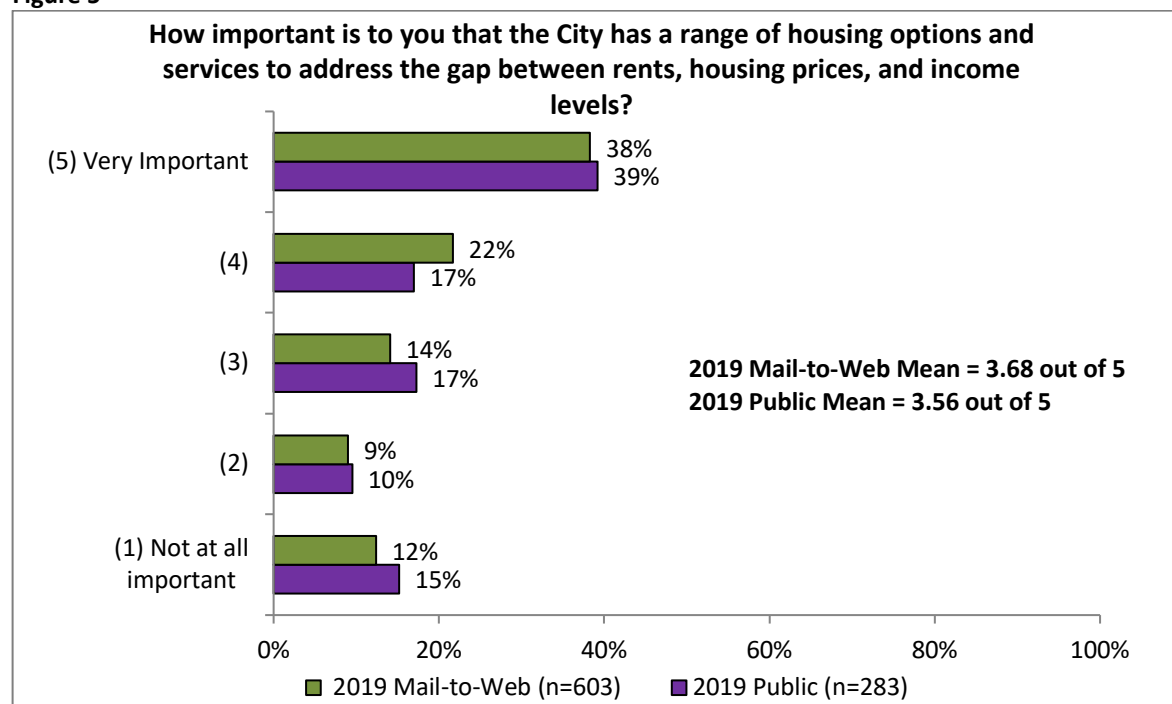


Figure 6

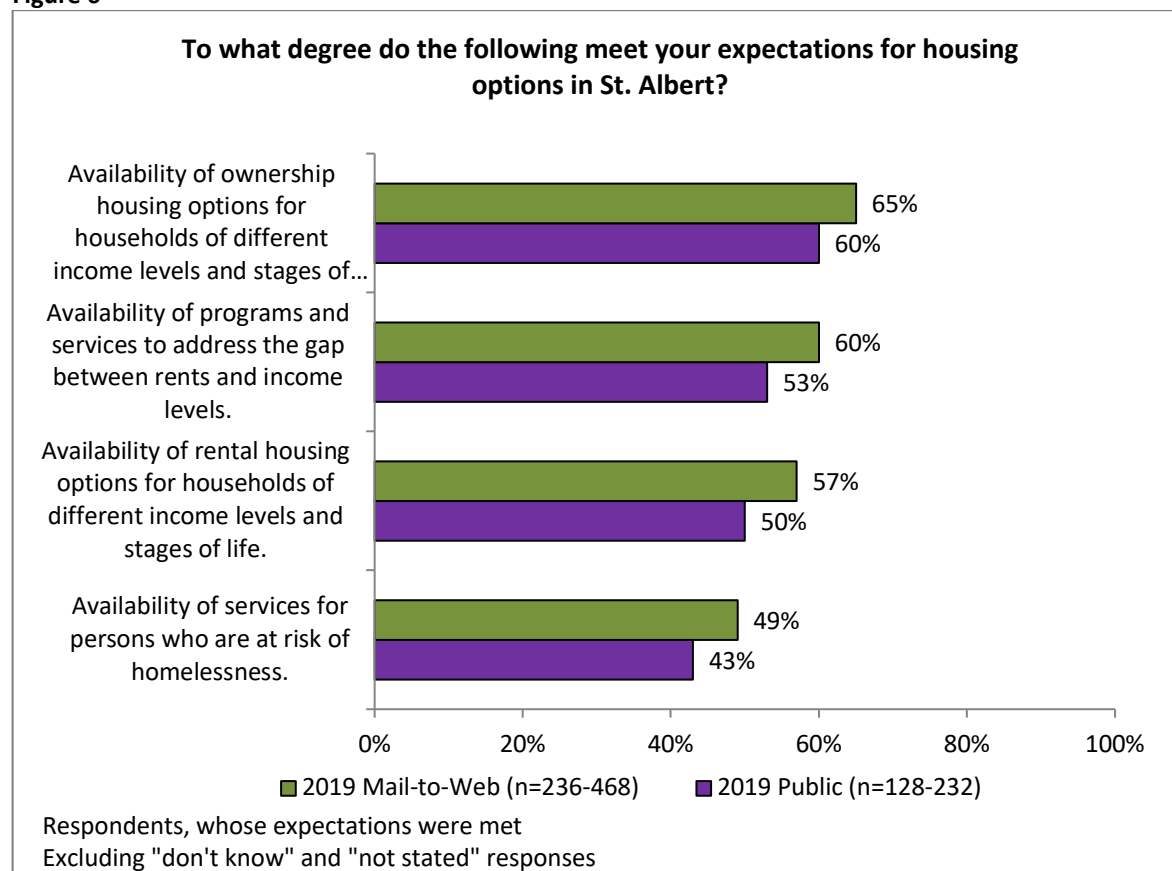


Table 69

To what degree do the following meet your expectations for housing options in St. Albert? 2019								
	Percent of Respondents (Mail-to-Web, n=603) (Public, n=283)							
	Meets my expectations		Somewhat meets my expectations		Doesn't meet my expectations		Don't Know/Not Stated	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
Availability of ownership housing options for households of different income levels and stages of life	51	49	17	19	10	14	22	18
Availability of rental housing options for households of different income levels and stages of life	29	30	14	17	8	13	49	40
Availabilities of programs and services to address the gap between rents and income levels	23	24	8	9	8	12	61	55
Availability of services for persons who are at risk of homelessness	19	20	6	9	14	18	61	53

Sub-Segment Findings

Respondent subgroups significantly more likely to indicate that **it was important for the City to have a range of housing options and services** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (70%) or those who felt they received “good” value (64%), versus 52% of those who felt they received “fair” or “poor” value.

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (65%) or those who felt they received “good” value (60%), versus 42% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to indicate that **availability of rental housing options for households of different income levels and stages of life met their expectations** included:

Mail-to-Web

- Males (33%, versus 24% of females); and
- Those aged 25 to 64 (32%, versus 24% of those aged 65 and older).

Respondent subgroups significantly more likely to indicate that **availability of ownership housing options for households of different income levels and stages of life met their expectations** included:

Mail-to-Web

- Males (55%, versus 46% of females);
- Those aged 25 to 64 (54%, versus 45% of those aged 65 and older);
- Those who felt they received “very good” or “excellent” value for their tax dollars (61%), versus 48% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for 10 years or less (63%, versus 50% of those who have lived in St. Albert for 11 to 20 years, and 46% of those who have lived in St. Albert for more than 20 years).

Respondent subgroups significantly more likely to indicate that **availability of services for persons who are at risk of homelessness met their expectations** included:

Mail-to-Web

- Males (25%, versus 13% of females).

Respondents who reported that the **availability of rental housing options for households of different income levels and stages of life** did not meet or only somewhat met their expectations (n=133 of Mail-to-Web respondents and n=85 of Public respondents) were asked why this element of housing options does not fully meet their expectations. Of the Mail-to-Web respondents, fifty-nine percent (59%) reported that there is a lack of rental housing options; forty-six percent (46%) of the Public respondents reported the same. More than one out of five (22% of Mail-to-Web respondents and 21% of Public respondents) mentioned that rent is too high or expensive. See Table 70, below.

Table 70

Why doesn't the <u>availability of rental housing options for households of different income levels and stages of life</u> fully meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=133)	Public (n=85)
Lack of rental housing options (general)	59	46
Rent is too high/expensive (general)	22	21
Taxes are too high/costly	5	4
Overspending/misallocating funds to this department/service	2	1
Too many rental housing options in City (general)	-	1
Don't Know/Not Stated	17	28

*Multiple responses

When prompted for suggestions as to how the **availability of rental housing options for households of different income levels and stages of life** could better meet their expectations, fifty-nine percent (59%) of the Mail-to-Web respondents and forty-two percent (42%) of the Public respondents, who reported that this element did not meet or somewhat met their expectations (n=133 and n=85), suggested that the City should consider more rental housing options. See Table 71, below.

Table 71

Do you have any suggestions for how the <u>availability of rental housing options for households of different income levels and stages of life</u> could better meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=133)	Public (n=85)
More rental housing options (general)	59	42
Lower/more affordable rent (general)	11	12
Lower/reduce taxes	3	1
More information/awareness of rental housing options	2	2
Reduce amount of rental housing	1	-
None/no suggestions	7	12
Stop overspending/misallocating funds to this department/service	-	1
Don't Know/Not Stated	21	31

*Multiple responses

Respondents who reported that the **availability of ownership housing options for households of different income levels and stages for life** did not meet or only somewhat met their expectations (n=162 of Mail-to-Web and n=93 of Public respondents) were asked why this element of housing options does not fully meet their expectations. More than half (58%) of the Mail-to-Web respondents and forty percent (40%) of the Public respondents reported that the housing prices are too high or expensive, followed by 19% of Mail-to-Web and 26% of Public respondents who reported that there is a lack of ownership housing types or options in the City. See Table 72, below.

Table 72

Why doesn't the <u>availability of ownership housing options for households of different income levels and stages of life</u> fully meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=162)	Public (n=93)
Housing prices are too high/expensive (general)	58	40
Lack of ownership housing types/options	19	26
Taxes are too high/costly	9	4
Poor economy/economic downturn (general)	-	2
Other mentions (1% or less)	3	2
Don't Know/Not Stated	21	29

*Multiple responses

When prompted for suggestions as to how the **availability of ownership housing options for households of different income levels and stages for life** could better meet their expectations, over one third (36% of Mail-to-Web and 37% of Public) of respondents who reported that this element did not meet or somewhat met their expectations (n=162 and n=93 respectively) suggested that there should be more variety of ownership housing types or options. 16% of Mail-to-Web and 19% of Public respondents reported that there should be lower or less costly housing prices. See Table 73, below.

Table 73

Do you have any suggestions for how the <u>availability of ownership housing options for households of different income levels and stages of life</u> could better meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=162)	Public (n=93)
More variety of ownership housing types/options	36	37
Lower/less costly housing prices (general)	16	19
Lower/reduce taxes	10	2
Stop overspending/misallocating funds to this department/service	1	2
Listen to/gather resident input/suggestions/feedback	1	2
None/no suggestions	9	3
More information/awareness of ownership housing options	-	1
Don't Know/Not stated	29	37

*Multiple responses

Respondents who reported that **the availability of programs and services to address the gap between rents and income levels** did not meet or only somewhat met their expectations (Mail-to-Web n=95; Public n=60) were asked why this element of housing options does not fully meet their expectations. Mail-to-Web (16%) and Public (12%) respondents reported that the main reasons the availability of programs and services to address the gap between rents and income do not fully meet their expectations are due to a general lack of services and high rent (16% and 12% respectively). See Table 74, below.

Table 74

Why doesn't the <u>availability of programs and services to address the gap between rents and income levels</u> fully meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=95)	Public (n=60)
Lack of programs and services (general)	16	12
Rent is too high/expensive (general)	16	12
Lack of advertising/awareness of programs and services	8	13
Lack of rental housing options (general)	8	3
Overspending/misallocating funds to this department/service	3	5
Lack of subsidies/financial assistance (general)	2	3
Poor accessibility/programs and services difficult to access (general)	2	5
Taxes are too high/costly	2	-
Programs/services are too costly	-	3
High cost of living (general)	-	2
Recreational facility/program fees are too costly	-	2
Other mentions (1% or less)	4	-
Don't Know/Not Stated	40	43

*Multiple responses

When prompted for suggestions as to how the **availability of programs and services to address the gap between rents and income levels** could better meet their expectations, seventeen percent (17%) of Mail-to-Web respondents who reported that this element did not meet or somewhat met their expectations (n=95) suggested that there should be more rental housing options. Thirteen percent (13%) of Public respondents (n=60) suggested that there should be more information or awareness of programs and services. See Table 75, below.

Table 75

Do you have any suggestions for how the <u>availability of programs and services to address the gap between rents and income levels</u> could better meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=95)	Public (n=60)
More rental housing options (general)	17	7
Provide more programs and services (general)	14	10
Lower/more affordable rent (general)	10	8
More information/awareness of programs and services	5	13
More grants/subsidies/financial assistance	3	7
Stop overspending/misallocating funds to this department/service	3	3
Make it easier to access programs and services (general)	1	-
Research the root causes/reasons behind the gap (general)	-	3
Lower taxes	-	2
None/no suggestions	7	7
Don't Know/Not Stated	44	40

*Multiple responses

Respondents who reported that the **availability of services for persons who are at risk of homelessness** did not meet or only somewhat met their expectations (n=121 of Mail-to-Web and n=77 of Public respondents) were asked why this element of housing options does not fully meet their expectations. Forty-four (44%) of Mail-to-Web respondents reported that there is a lack of services or programs (39% of Public respondents), followed by 16% of respondents who reported that there is a lack of homeless shelter facilities in the City (22% of Public respondents). See Table 76, below.

Table 76

Why doesn't the <u>availability of services for persons who are at risk of homelessness</u> fully meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=121)	Public (n=77)
Lack of services/programs (general)	44	39
Lack of homeless shelter facilities	16	22
Lack of advertising/awareness of programs and services	13	5
Overspending/misallocating funds to this department/service	2	4
High cost of living (general)	1	-
Don't Know/Not Stated	26	30

*Multiple responses

When prompted for suggestions as to how the **availability of services for persons who are at risk of homelessness** could better meet their expectations, twenty-six percent (26%) of Mail-to-Web and Public respondents who reported that this element did not meet or somewhat met their expectations (n=121 and n=77) suggested that the City should consider to provide more services or programs. About one quarter of Mail-to-Web and Public respondents (22% and 26%) reported that there is a need for homeless shelter facilities. See Table 77, below.

Table 77

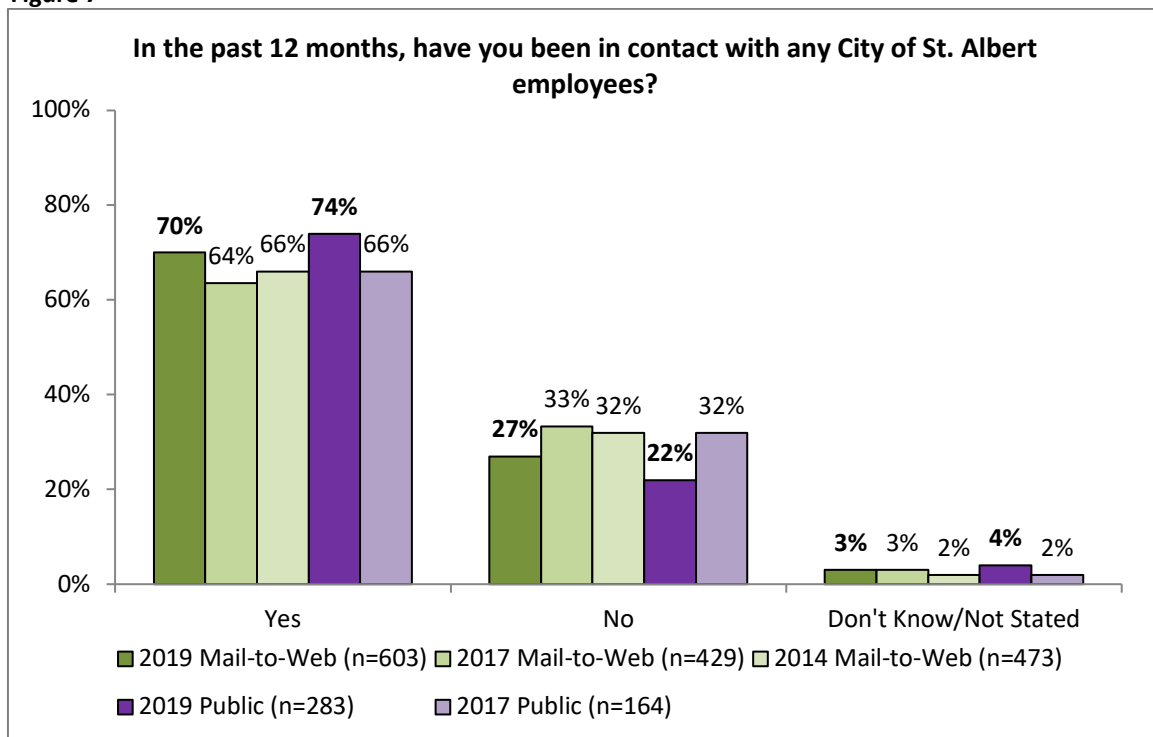
Do you have any suggestions for how the <u>availability of services for persons who are at risk of homelessness</u> could better meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=121)	Public (n=77)
Provide more services/programs (general)	26	26
Need homeless shelter facilities	22	26
More information/awareness of programs and services	10	9
More rental housing options (general)	7	7
Stop overspending/misallocating funds to this department/service	2	5
None/no suggestions	6	7
Don't Know/Not Stated	30	25

*Multiple responses

3.6 Customer Service

In the next section of the survey, respondents were asked about their **experiences interacting with City of St. Albert employees**. As shown in Figure 7, below, 70% (Mail-to-Web respondents, significant increase from 64% in 2017) to 74% (Public respondents, compared to 66% in 2017) reported having been in contact with a City employee in the past year.

Figure 7



Sub-Segment Findings

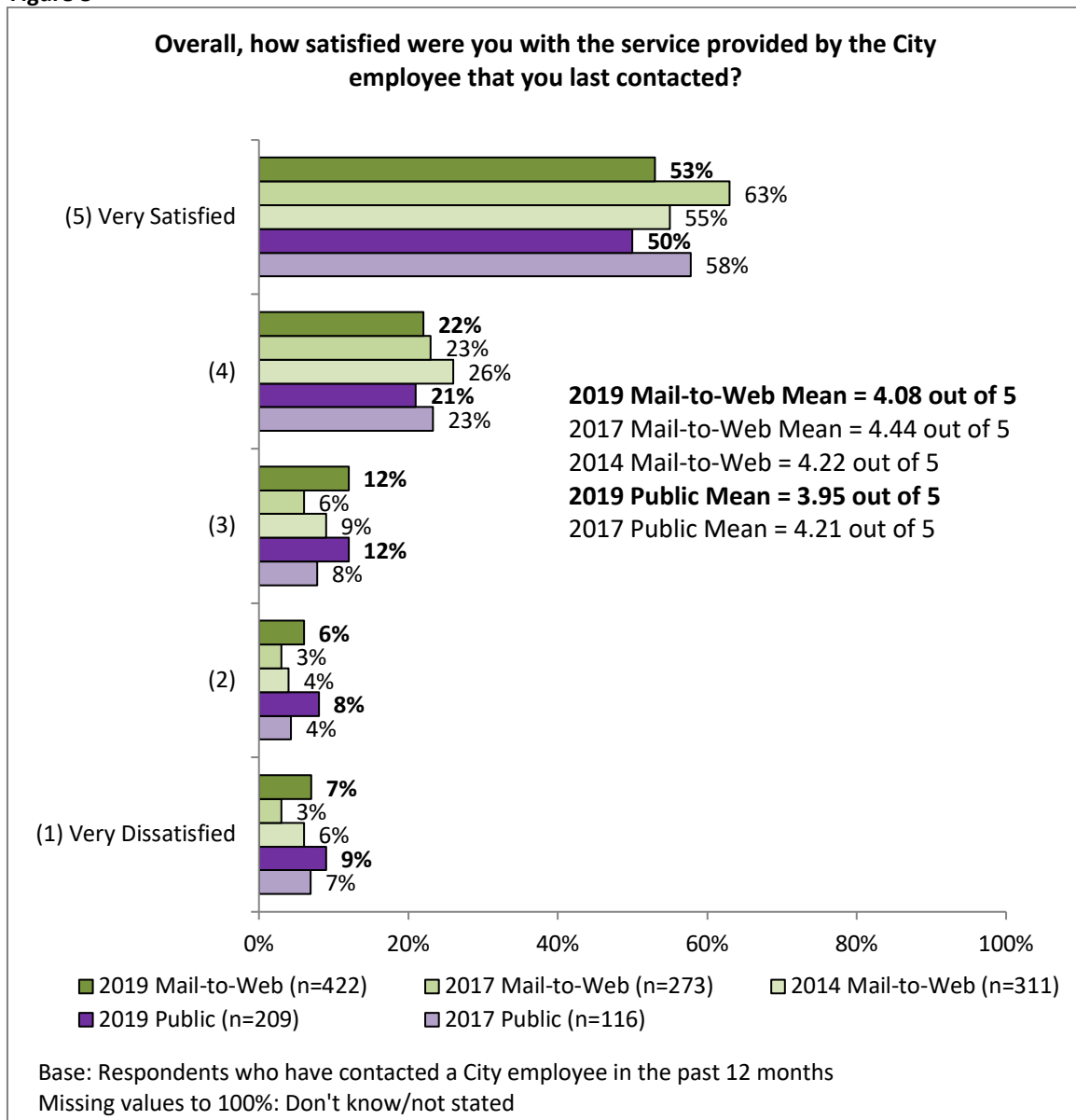
Respondent subgroups significantly more likely to have been **in contact with a City employee in the past 12 months** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (79%), versus 67% of those who felt they received “fair” or “poor” value.

In terms of the overall service provided by City of St. Albert employees, 71% (Public respondents, compared to 81% in 2017) to 75% (Mail-to-Web respondents; a significant decrease from 86% in 2017) who had contacted a City employee in the past year (n=209 to 422) were satisfied, or provided ratings of 4 (21 to 22%) or 5 (50% to 53%) out of 5. The overall mean satisfaction rating was 3.95 (Public respondents) to 4.08 (Mail-to-Web respondents) out of 5. See Figure 8, below.

Figure 8



Sub-Segment Findings

*Respondent subgroups significantly more likely to have been satisfied with their **service experience provided by City employees** (ratings of 4 or 5 out of 5) included:*

Public

- *Those who felt they received “very good” or “excellent” value for their tax dollars (89%) or those who felt they received “good” value (81%), versus 53% of those who felt they received “fair” or “poor” value.*

Mail-to-Web

- *Those who felt they received “very good” or “excellent” value for their tax dollars (88%) or those who felt they received “good” value (79%), versus 64% of those who felt they received “fair” or “poor” value; and*
- *Females (81%, versus 72% of males).*

Respondents who were dissatisfied with their service experience from City employees (n=53 of Mail-to-Web and n=36 of Public respondents) were asked how their experience could be improved. Most Mail-to-Web respondents (30%) reported that City employees should improve response time. Most of the Public respondents (31%) suggested more helpful or knowledgeable staff. See Table 78, below.

Table 78

How could your experiences with City of St. Albert employees be improved? (TOP RESPONSES) 2019		
Base: Respondents who were dissatisfied (ratings of 1 or 2 out of 5) with their service experience provided by City employees	Number of Respondents*	
	Mail-to-Web (n=53)	Public (n=36)
Faster response time to issues/inquiries/requests	30	22
More helpful/knowledgeable staff (general)	26	31
More friendly/kind/personable staff (general)	13	22
Listen to/gather resident input/suggestions/feedback	8	-
Improve level of customer service (general)	4	-
Follow through with plans/initiatives (general)	2	3
Provide more bylaw signage/information	2	-
Less bureaucracy/red tape (general)	-	6
Follow through with plans/initiatives (general)	-	3
Don't Know/Not Stated	15	14

*Multiple responses

Table 79

How could your experiences with City of St. Albert employees be improved? (TOP RESPONSES) 2017		
Base: Respondents who were dissatisfied (ratings of 1 or 2 out of 5) with their service experience provided by City employees	Number of Respondents*	
	Mail-to-Web (n=16)**	Public (n=13)**
Improve response time/be more responsive to inquiries	7	2
More knowledgeable/helpful employees	5	1
Listen to resident input/suggestions/act on feedback	3	3
Improve efficiency/quality of employee service (in general)	2	1
Don't Know/Not Stated	1	3

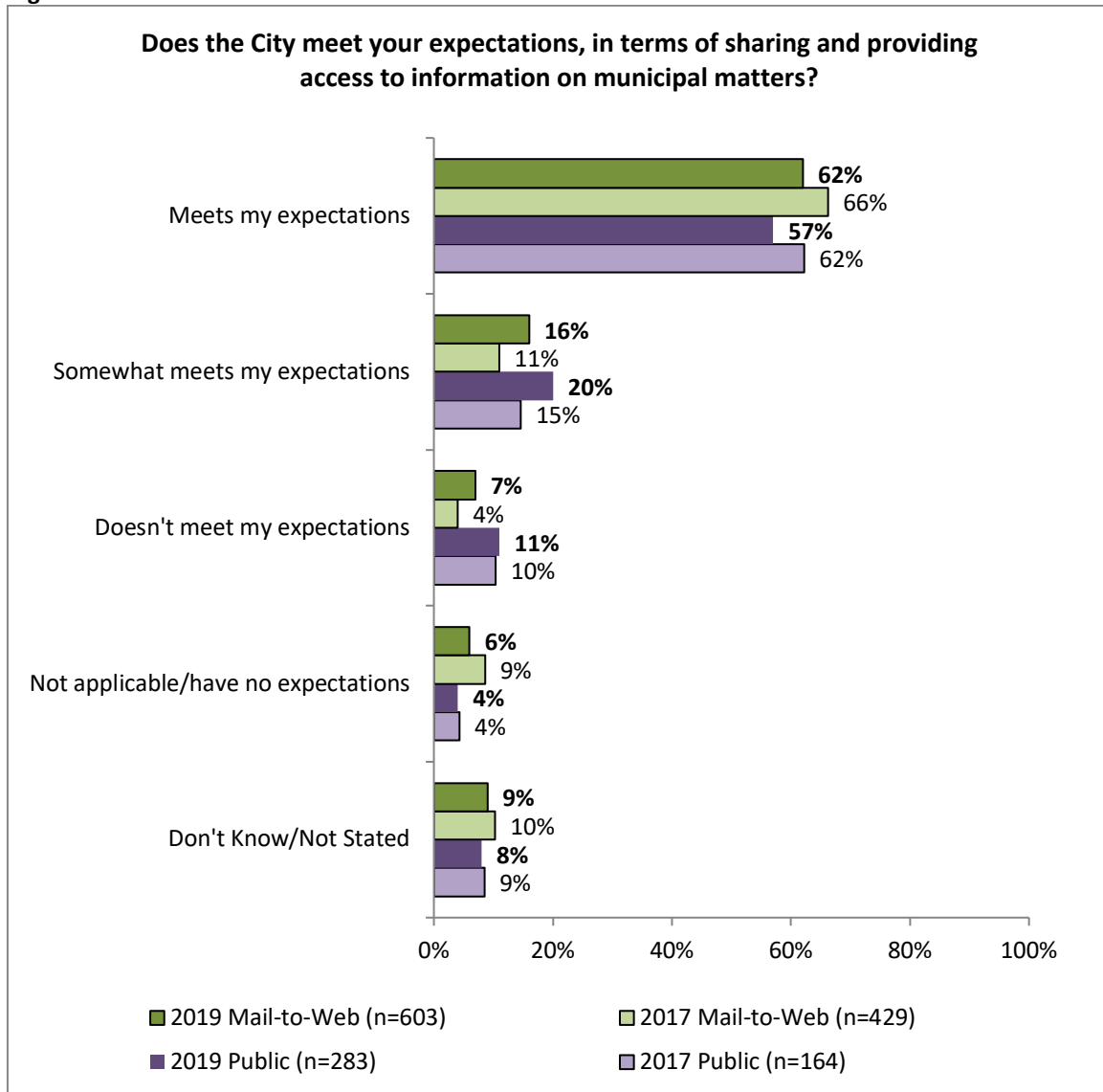
*Multiple responses

*Use caution interpreting results when n<30

3.7 Communication

In this section of the survey, respondents were asked about **City communication**. First, respondents were asked if the City meets their expectations in terms of sharing and providing access to information on municipal matters. As shown in Figure 9, below, 77% (Public respondents, consistent with 77% in 2017) to 78% (Mail-to-Web respondents, comparable to 77% in 2017) reported that their expectations were met or somewhat met. See Figure 9, below.

Figure 9



Sub-Segment Findings

Respondent subgroups significantly more likely to indicate that the **City meets their expectations, in terms of sharing and providing access to information on municipal matters** that affect them and to keep them informed included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (80%) or those who felt they received “good” value (68%), versus 54% of those who felt they received “fair” or “poor” value; and
- Females (69%, versus 58% of males).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (71%) or those who felt they received “good” value (64%), versus 45% of those who felt they received “fair” or “poor” value.

When asked what other methods the City could use to share information that would better meet their expectations, respondents who did not have their expectations fully met (n=139 of Mail-to-Web respondents and n=87 of Public respondents) most often mentioned e-mails (14% of Mail-to-Web respondents) or social media (16% of Public respondents). It is important to note that over a third (36% to 37%) of respondents were unsure or did not provide a response. See Table 80, below.

Table 80

What other methods can the City use to share information that would better meet your expectations? 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=139)	Public (n=87)
E-mails	14	7
Mail/mailouts	10	8
Social media (e.g. Facebook, Twitter)	9	16
Newspaper	7	6
St Albert website	7	7
Community meetings	5	7
Other mentions (1% or less)	3	2
Television (e.g. commercials, TV news, etc.)	-	3
None/nothing	18	14
Don't Know/Not Stated	36	37

*Multiple responses

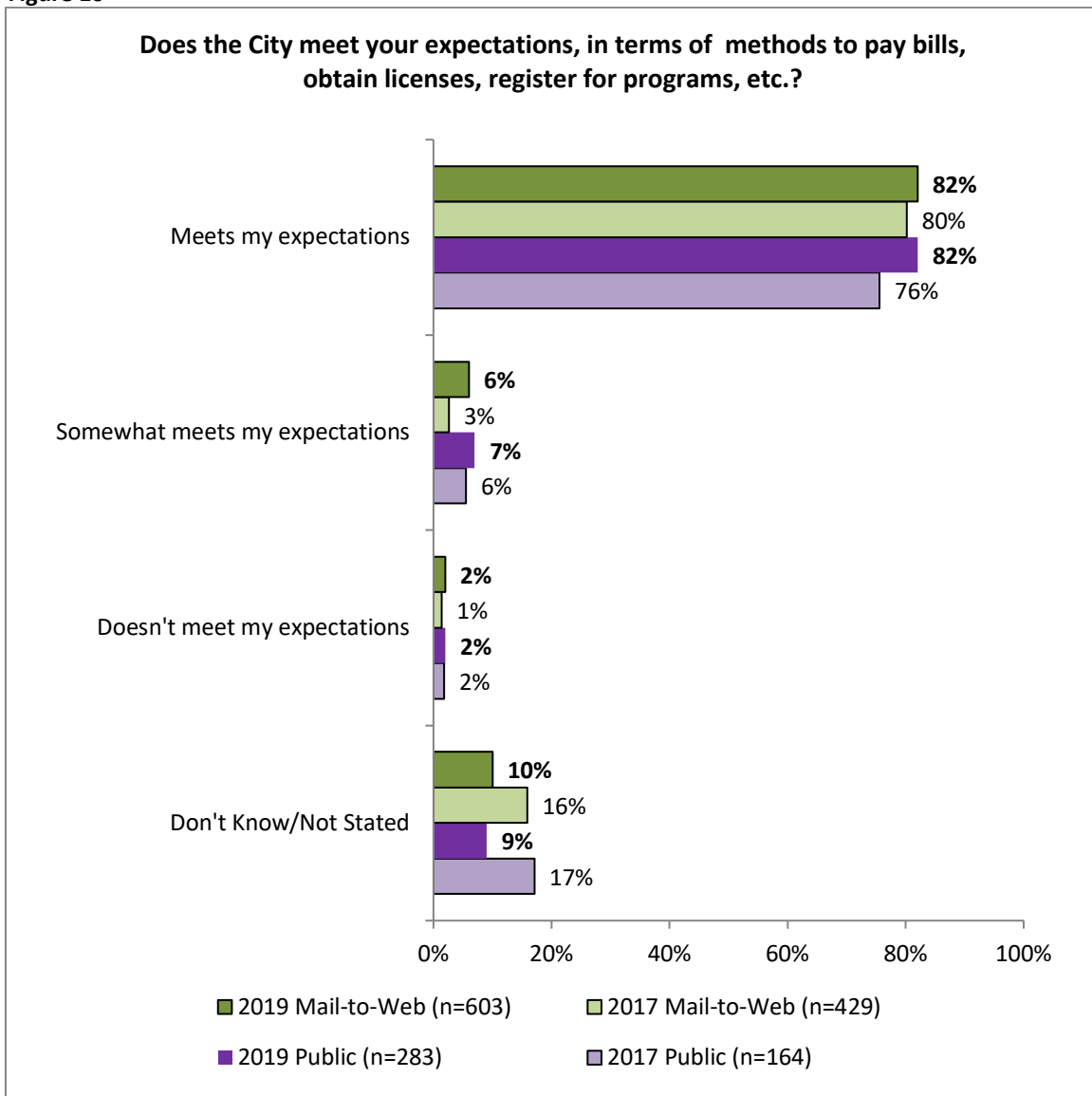
Table 81

What other methods can the City use to share information that would better meet your expectations? 2017		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Percent of Respondents*	
	Mail-to-Web (n=64)	Public (n=41)
E-mails	13	10
Newspaper	9	12
Mail/mail-outs	5	5
Online/internet	3	2
Social media (e.g., Facebook, Twitter)	3	-
Road signage/billboards	3	7
None/nothing	9	10
Don't Know/Not Stated	52	49

*Multiple responses

Next, respondents were asked about **in-person services provided by the City at City Hall, recreational facilities, as well as online and over the phone**. The services provided include paying their bills, obtaining their license, registering for programs, etc. When asked if the methods to conduct these activities met their expectations, most respondents (88% to 89%) felt that these methods met or somewhat met their expectations. See Figure 10, below.

Figure 10



Sub-Segment Findings

*Respondent subgroups significantly more likely to indicate that **the City meets their expectations, in terms of in-person services at City Hall and at some recreational facilities, as well as online and over the phone** included:*

Public

- *Those who felt they received “very good” or “excellent” value for their tax dollars (94%) versus 76% of those who felt they received “fair” or “poor” value.*

Mail-to-Web

- *Those who felt they received “very good” or “excellent” value for their tax dollars (89%) versus 79% of those who felt they received “fair” or “poor” value.*

Those who thought that the methods available did not meet their expectations or only somewhat met their expectations (n=46 of Mail-to-Web respondents and n=26 of Public respondents) were asked which methods did not meet their expectations. The top mentions of both groups of respondents were bill payment methods (35%), online/website services (22% to 23%) and general inquiries, questions and requests (15%). See Table 82, below.

Table 82

Which methods do not/somewhat meet your expectations? (TOP RESPONSES) 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Number of Respondents*	
	Mail-to-Web (n=46)	Public (n=26)**
Bill payment methods	35	35 (n=9)
Online/website services	22	23 (n=6)
General inquiries/questions/requests (general)	15	15 (n=4)
Service/facility hours of operation	2	-
Don't Know/Not Stated	26	31

*Multiple responses

**Use caution interpreting results when n<30

Those who thought that the methods available did not meet their expectations or only somewhat met their expectations (n=46 of Mail-to-Web respondents and n=26 of Public respondents) were asked how the City could improve the options available to conduct these activities (paying your bills, obtaining your licence, or registering for a program). The main suggestion (20% of Mail-to-Web respondents and n=6 of Public respondents) was to have more services available online. See Table 83, below.

Table 83

How could the City improve options to conduct activities such as paying your bills, obtaining your licence, or registering for a program? (TOP RESPONSES) 2019		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Number of Respondents*	
	Mail-to-Web (n=46)	Public (n=26)**
More services available online	20	23 (n=6)
Provide more online bill payment options (e.g. Credit card)	7	8 (n=2)
More helpful/knowledgeable staff	4	-
More user-friendly website/easier to navigate	4	12 (n=3)
Longer hours at the City Hall Customer Centre	4	-
Ability to pay for all at one location	2	-
Hire more staff	2	-
None/nothing else	4	8 (n=2)
Don't Know/Not Stated	52	50

*Multiple responses

**Use caution interpreting results when n<30

Table 84

How could the City improve options to conduct activities such as paying your bills, obtaining your license, or registering for a program? (TOP RESPONSES) 2017		
Base: Respondents who indicated this element did not meet or somewhat met their expectations	Number of Respondents*	
	Mail-to-Web (n=17)**	Public (n=12)**
Provide more online bill payment options (e.g., credit card)	3	1
More services available online	2	4
Ability to log into one portal and pay for all City bills there	2	3
Longer hours at City Hall Customer Centre	1	2
More user-friendly website/easier to navigate	-	2
Don't Know/Not Stated	6	-

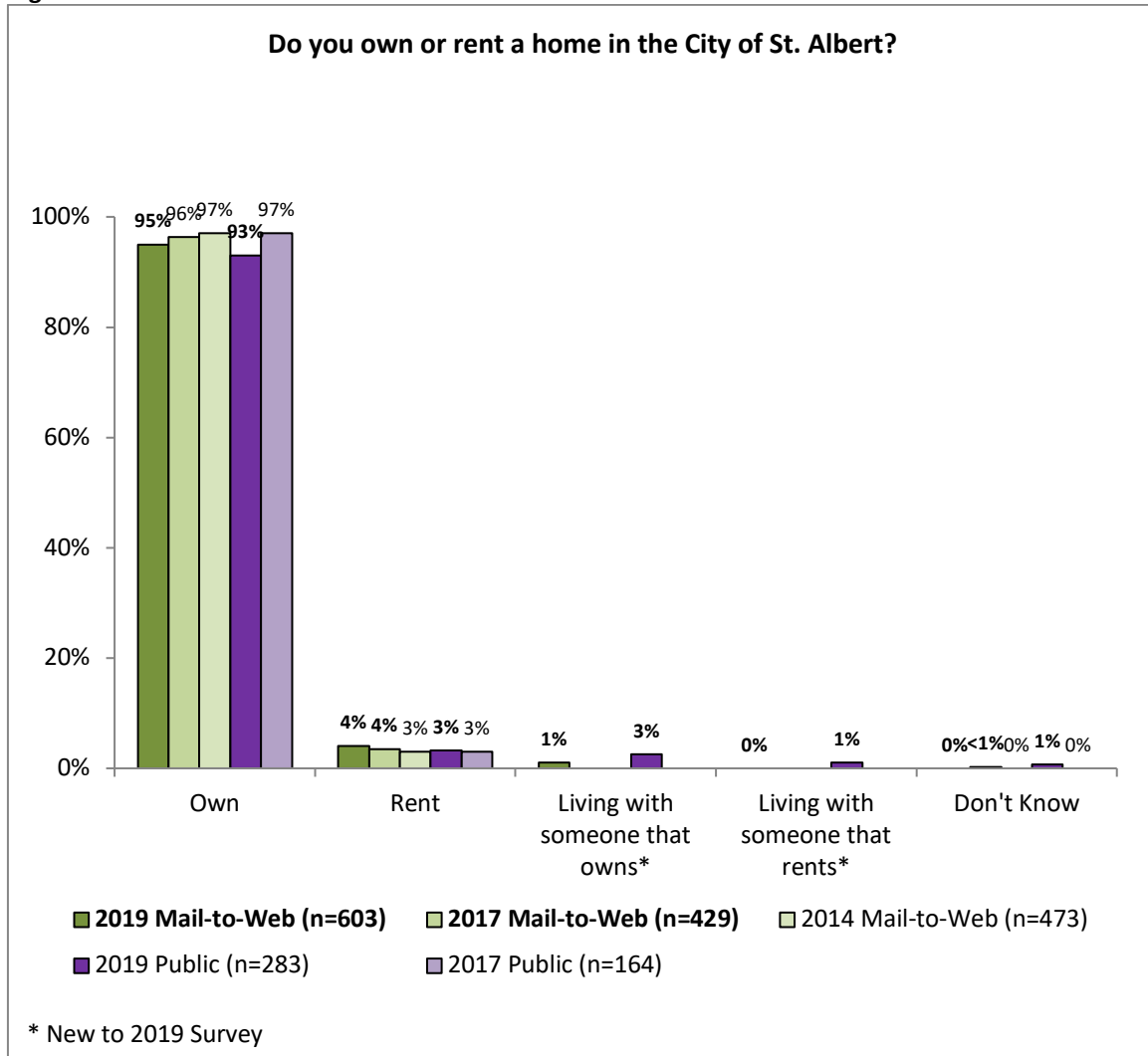
*Multiple responses

**Use caution interpreting results when n<30

3.8 Property Taxes and Financial Planning

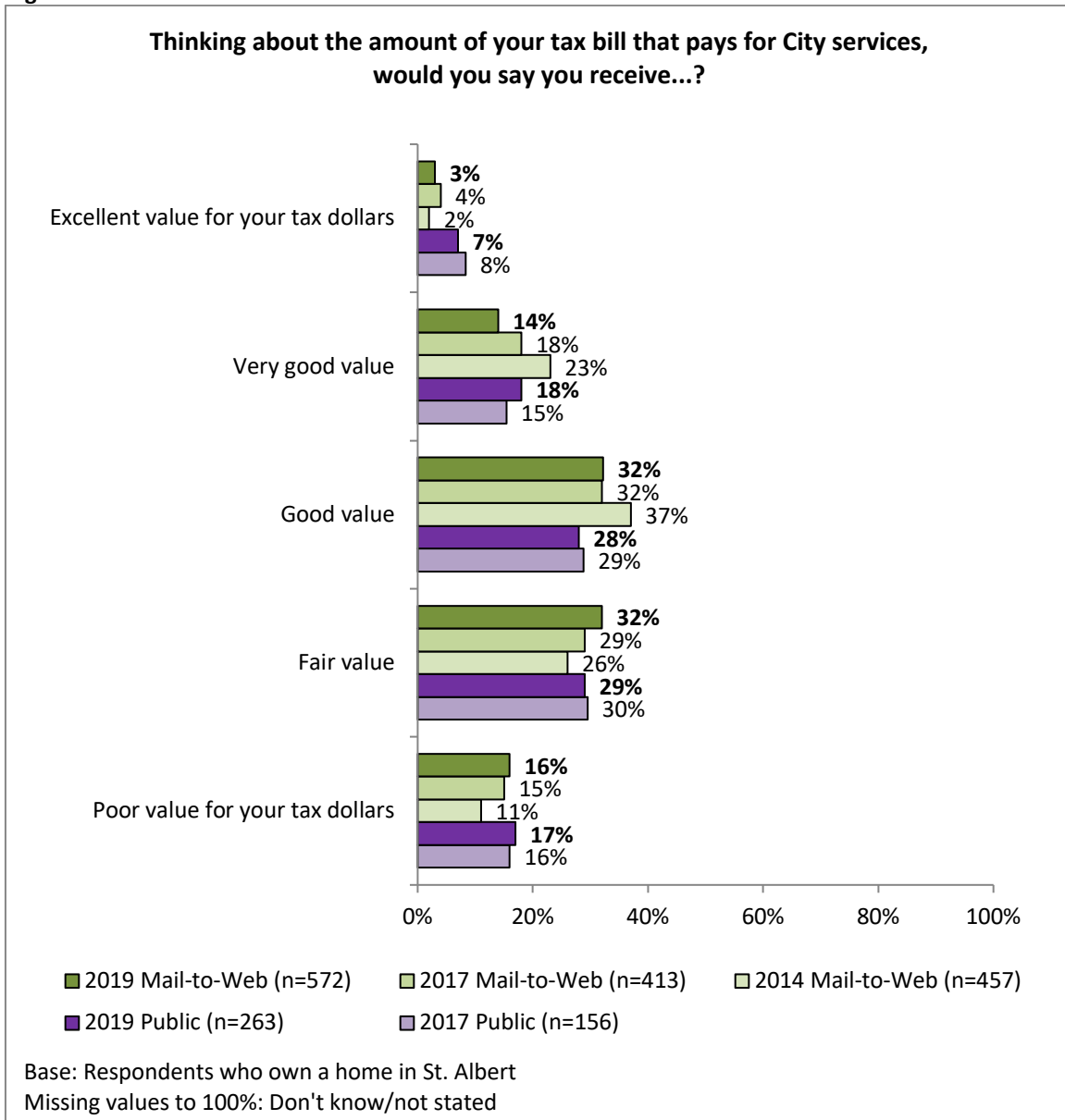
The next section of the survey included questions for St. Albert homeowners regarding **value for taxes and support for various tax strategies**. As shown in Figure 11, below, 93% to 95% of respondents surveyed were homeowners, while 3% were renters.

Figure 11



Thinking about the amount of their tax bill that pays for City services, more than 39% of respondents (17% of Mail-to-Web respondents, comparable to 22% in 2017; 25% of Public respondents, comparable to 23% in 2017) felt they received “very good” (14% to 18%) or “excellent” (3% to 7%) value for their tax dollars, while 28% to 32% reported receiving “good” value. See Figure 12, below.

Figure 12



Sub-Segment Findings

*Respondent subgroups significantly more likely to have rated **the value they receive for their tax dollars** as “good”, “very good” or “excellent” included:*

Public

- *Females (61%, versus 39% of males); and*
- *Those who have lived in St. Albert for 10 years or less (45%, versus 61% of those who have lived in St. Albert for more than 20 years).*

Mail-to-Web

- *Females 56%, versus 44% of males).*

Respondents who felt they received “poor” or “fair” value for their tax dollars (n=237 of Mail-to-Web and n=121 of Public respondents) most often explained that taxes were too high or continuing to rise (27% of Mail-to-Web respondents; 33% of Public respondents). See Table 85, below.

Table 85

What is the main reason you feel that way? (TOP RESPONSES) 2019		
Base: Respondents who felt they receive poor/fair value for their tax dollars	Percent of Respondents*	
	Mail-to-Web (n=273)	Public (n=121)
Taxes are high/continue to rise	27	33
Overspending/wasting money/lack of fiscal responsibility	24	25
Taxes are high compared to other cities/communities with the same facilities/services	15	7
Taxes are high in comparison to services received/not good value	10	12
Lack of/poor snow removal services	5	6
Lack of/poor road maintenance/repairs/upgrades	4	2
High traffic volume/congestion/poor traffic control	3	1
Services/value has decreased	3	4
Lack of services provided to condo owners	2	-
Poor garbage/waste collection services	2	2
City is overstaffed/too many City employees	2	1
Lack of an industrial tax base/need to attract businesses	2	2
Lack of park/green space/trail maintenance	2	1
Utilities are too high	2	-
Lack of recreational facilities/arenas	1	4
Council doesn't listen/action/poor leadership/lack of transparency	1	2
There is room for improvement (general)	-	2
Satisfied with/good services provided (general)	2	2
I don't use/access some services/should implement user fee system	5	3
Don't Know/Not Stated	6	6

***Multiple responses**

Table 86

What is the main reason you feel that way? (TOP RESPONSES) 2017		
Base: Respondents who felt they receive poor/fair value for their tax dollars	Percent of Respondents*	
	Mail-to-Web (n=181)	Public (n=71)
Taxes are high/continue to rise	33	21
Overspending/wasting money/lack of fiscal responsibility	23	16
Taxes are high compared to other cities/communities with the same facilities/services	9	16
Taxes are high in comparison to services received/not good value	9	14
Lack of/poor snow removal services	7	4
Lack of an industrial tax base/need to attract businesses	4	3
Lack of services provided to condo owners	4	4
Do not use/access some services/should implement user fee system	3	6
Satisfied with/good services provided (in general)	3	3
Poor garbage/waste collection services	3	6
Utilities are too high	3	1
Services/value has decreased	2	4
Good value for tax dollars/budget is allocated well	2	-
Don't Know/Not Stated	5	1

*Multiple responses

Respondents who felt they received “good”, “very good” or “excellent” value for their tax dollars (n=280 of Mail-to-Web and n=139 of Public respondents) were most frequently (31% and 23% satisfied with the service provided in general. See Table 87, below.

Table 87

What is the main reason you feel that way? (TOP RESPONSES) 2019		
Base: Respondents who felt they receive good/very good/excellent value for their tax dollars	Percent of Respondents*	
	Mail-to-Web (n=280)	Public (n=139)
Satisfied with/good services provided (general)	31	23
Good snow removal services	10	8
Taxes are high/continue to rise	10	15
Overspending/wasting money/lack of fiscal responsibility	9	12
Good road maintenance/repairs/upgrades	8	3
Good park/green space/trail maintenance	7	4
Good garbage collection services	6	4
City is clean/tidy	5	6
Good parks/trails/green spaces	5	5
Taxes are high, but services are good	5	5
Taxes are high compared to other cities/communities with the same facilities/services	4	1
Good place to live/high standard of living	2	4
Lack of/poor snow removal services	2	1
No crime/low crime/safe place to live	2	4
Good schools/education system	2	4
Lack of an industrial tax base/need to attract businesses	2	2
Lack of park/green space/trail maintenance	2	-
Taxes are high in comparison to services received/not good value	2	-
City looks nice/is visually appealing	1	4
Good arts/cultural programs/services/activities	1	3
Good recreation programs/facilities	1	3
Lack of/poor road maintenance/repairs/upgrades	1	2
Poor garbage/waste collection services	1	2
Need more public libraries	-	2
There is room for improvement (general)	3	-
Don't Know/Not Stated	7	9

*Multiple responses

Table 88

What is the main reason you feel that way? (TOP RESPONSES) 2017		
Base: Respondents who felt they receive good/very good/excellent value for their tax dollars	Percent of Respondents*	
	Mail-to-Web (n=223)	Public (n=82)
Satisfied with/good services provided (in general)	18	22
Taxes are high/continue to rise	12	18
Overspending/wasting money/lack of fiscal responsibility	9	7
Good snow removal services	8	9
Taxes are high, but services are good	8	11
Taxes are high compared to other cities/communities with the same facilities/services	6	7
Good road maintenance/repairs/upgrades	6	4
Good park/green space/trail maintenance	6	10
Good value for tax dollars/budget is allocated well	5	4
Good garbage collection services	5	2
No crime/low crime/safe place to live	5	2
Lack of/poor snow removal services	4	2
City is well maintained (in general)	3	4
Good parks/trails/green spaces	2	6
Good place to live/high standard of living	2	7
Don't Know/Not Stated	6	5

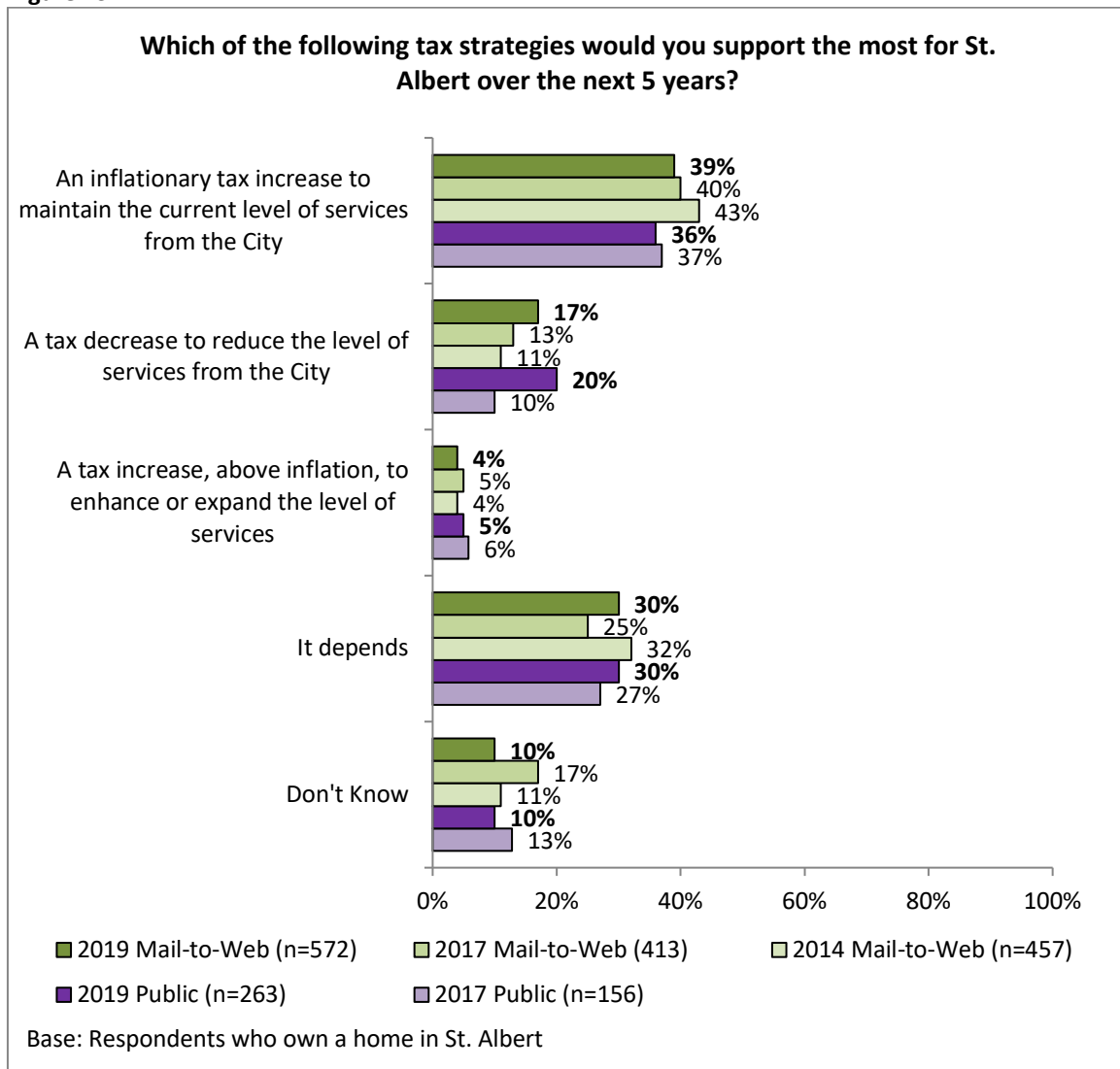
*Multiple responses

In terms of an overall tax strategy, 36% to 39% of the homeowners surveyed (n=94 to 223) supported an inflationary tax increase to maintain the current level of services from the City, while 17% to 20% supported a tax decrease to reduce the level of services. Five percent to six percent (4% to 5%) supported a tax increase above inflation to enhance or expand the level of services from the City. See Figure 13, following page.

Top responses amongst those who said, “it depends” (22% of Mail-to-Web homeowners and 21% of Public homeowners) included:

- Need to be more fiscally responsible/reduce spending levels/stay within budget (32% of Mail-to-Web homeowners and 26% of Public homeowners);
- Services maintained without a tax increase/no increase (24% of Mail-to-Web homeowners and 26% of Public homeowners);
- It would depend on the services that would be improved/changed (16% of Mail-to-Web homeowners and 24% of Public homeowners); and
- A tax decrease with better management of the taxes/services (13% of Mail-to-Web homeowners and 13% of Public homeowners).

Figure 13



Sub-Segment Findings

Respondent subgroups significantly *more likely* to have supported **an inflationary tax increase to maintain the current level of services from the City** included:

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (60%) or those who felt they received “good” value (51%), versus 25% of those who felt they received “fair” or “poor” value; and
- Those aged 65 and older (46%, versus 35% of those aged 25 to 64).

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (47%) or those who felt they received “good” value (47%), versus 24% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly more likely to have supported **a tax increase, above inflation, to enhance or expand the current level of services from the City** included:

Public

- Those without children in their household (15%) versus those with children (3%).

Respondent subgroups significantly more likely to have supported **a tax decrease to reduce the level of services from the City** included:

Mail-to-Web

- Those who felt they received “fair” or “poor” value for their tax dollars (29%) versus those who felt they received “good” value (7%) or “very good” or “excellent” value (1%).

Public

- Those who felt they received “fair” or “poor” value for their tax dollars (31%) versus those who felt they received “good” value (14%) or “very good” or “excellent” value (5%).

3.9 Municipal Leadership

When asked what they considered the **most important issue facing the St. Albert City Council today**, 17% of the Mail-to-Web respondents and 21% of the Public respondents felt that there is a misallocation of budget, how tax dollars are spent, that there is overspending and ensuring fiscal responsibility. It is important to note that 11% to 16% of the respondents were unsure or did not provide a response. See Table 89, below.

Table 89

What would you say is the most important issue facing St. Albert City Council today? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
Misallocation of budget/how tax dollars are spent/overspending/fiscal responsibility	17	21
High/rising taxes	12	8
Managing City growth/sprawl/expansion/maintaining services with growth	7	6
Traffic volume/congestion/noise/traffic control	5	5
Poor City Council/Mayor/decision making/lacking vision/division/infighting amongst Council	4	7
Lack of a strong business/commercial tax base/business attraction	4	3
Lack of public consultation/gathering resident input/council doesn't listen	4	4
Funding/interaction with provincial government	4	6
Poor road system/infrastructure/lack of roads/road expansions	4	5
Maintaining current services/service levels (in general)	3	5
Poor economy/economic recession/maintaining services during recession	3	2
Long-range planning/planning for the future	2	1
MUC/Municipal Utility Corporation proposal	2	1
Lack of recreational facilities/arenas/pools	1	2
Don't Know/Not Stated	16	11

*Multiple responses

Table 90

What would you say is the most important issue facing St. Albert City Council today? (TOP RESPONSES) 2017		
	Percent of Respondents*	
	Mail-to-Web (n=429)	Public (n=164)
Poor City Council/Mayor/decision making/lacking vision/division/infighting amongst Council	20	24
Misallocation of budget/how tax dollars are spent/overspending	13	12
Managing City growth/sprawl/expansion/maintain services with growth	11	15
High/rising taxes	11	10
Lack of a strong business/commercial tax base/business attraction	6	4
Maintaining current services/service levels (in general)	4	6
Traffic volume/congestion/noise/traffic control	4	2
Land development/management/planning/balance development	1	1
Don't Know/Not Stated	21	17

*Multiple responses

Respondents were then asked to rate their level of agreement with three (3) statements concerning the effectiveness of City Council:

- **“Council is acting in the best interests of the community, as a whole”** – 39% (Public respondents) to 43% (Mail-to-Web respondents) agreed (ratings of 4 or 5 out of 5);
 - 24% to 29% neither agreed nor disagreed (3 out of 5); and
 - The mean ratings ranged from 3.07 (Public respondents) to 3.12 (Mail-to-Web respondents) out of 5.
- **“St. Albert City Council effectively plans for the future of the community”** – 40% to 42% agreed;
 - 24% to 25% neither agreed nor disagreed; and
 - The mean ratings ranged from 3.03 (Public respondents) to 3.13 (Mail-to-Web respondents).
- **“My personal interests are being served by the City Council”** – 37% agreed;
 - 26% to 31% neither agreed nor disagreed; and
 - The mean ratings ranged from 2.89 (Public respondents) to 3.08 (Mail-to-Web respondents).

See Figure 14, on the following page, and Table 91, thereafter.

Figure 14

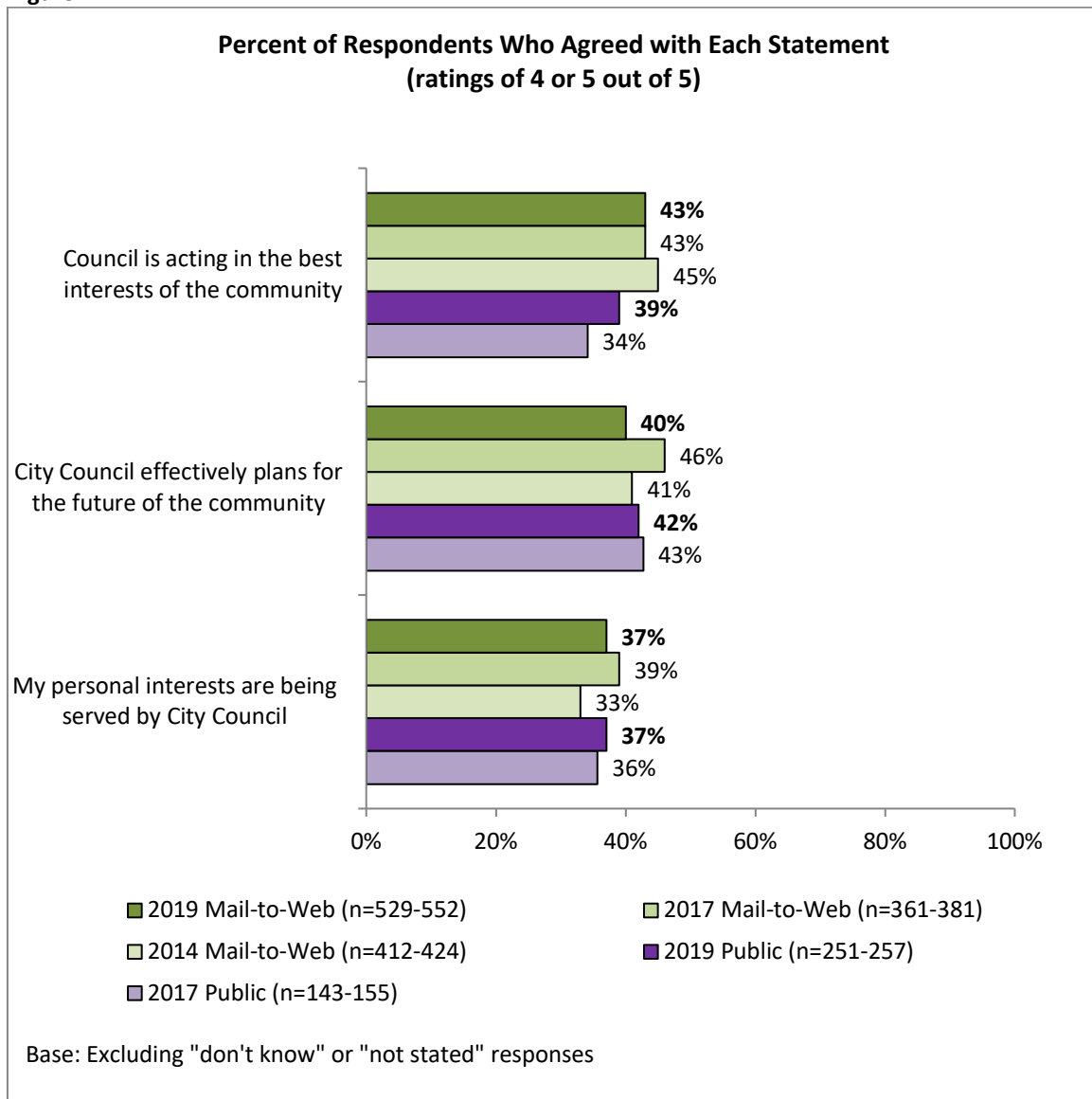


Table 91

To what extent do you agree or disagree with the following statements? 2019														
	Percent of Respondents (Mail-to-Web, n=603) (Public, n=283)													
	(5) Strongly Agree		(4)		(3)		(2)		(1) Strongly Disagree		Don't Know		Mean (out of 5)	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
St. Albert City Council effectively plans for the future of the community	8	11	28	26	29	24	13	14	10	14	12	11	3.12	3.07
Council is acting in the best interests of the community, as a whole	10	14	30	21	25	24	15	17	12	15	9	9	3.13	3.03
My personal interests are being served by the City Council	8	11	24	22	31	26	15	16	9	15	12	10	3.08	2.98

Table 92

To what extent do you agree or disagree with the following statements? 2017														
	Percent of Respondents (Mail-to-Web, n=429) (Public, n=164)													
	(5) Strongly Agree		(4)		(3)		(2)		(1) Strongly Disagree		Don't Know		Mean (out of 5)	
	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public	Mail-to-Web	Public
Council is acting in the best interests of the community, as a whole	13	7	25	25	26	29	16	20	9	13	11	6	3.20	2.93
My personal interests are being served by the City Council	11	5	22	26	28	25	15	17	10	15	16	13	3.11	2.89
St. Albert City Council effectively plans for the future of the community	9	7	31	32	29	27	11	14	8	12	13	7	3.25	3.11

Sub-Segment Findings

Respondent subgroups significantly more likely to agree that **St. Albert City Council effectively plans for the future of the community** (ratings of 4 or 5 out of 5) included:

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (76%) versus 36% of those who felt they received “good” value or 20% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for more than 20 years (44%, versus 26% of those who have lived in St. Albert for 10 years or less).

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (65%) versus 44% of those who felt they received “good” value or 18% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for more than 20 years (44%, versus 26% of those who have lived in St. Albert for 10 years or less).

Respondent subgroups significantly more likely to agree that **Council is acting in the best interests of the community, as a whole** (ratings of 4 or 5 out of 5) included:

Public

- Those who felt they received “very good” or “excellent” value for their tax dollars (73%) versus 33% of those who felt they received “good” value or 18% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for more than 20 years (41%, versus 26% of those who have lived in St. Albert for 10 years or less).

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (77%) versus 45% of those who felt they received “good” value or 24% of those who felt they received “fair” or “poor” value.

Respondent subgroups significantly *more likely* to agree that ***their personal interests are being serviced by the City Council (ratings of 4 or 5 out of 5)*** included:

Public

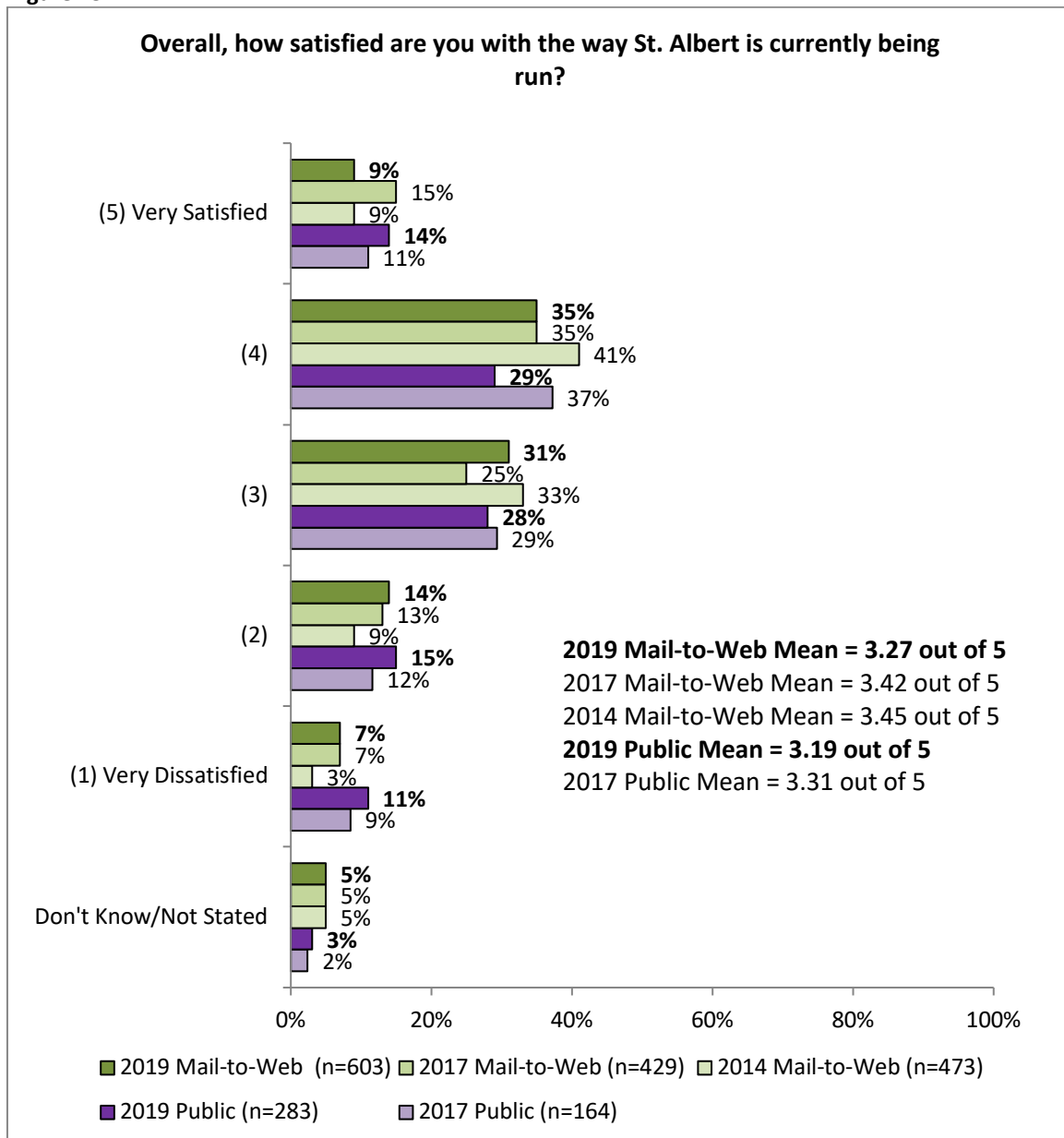
- Those who felt they received “very good” or “excellent” value for their tax dollars (68%) versus 30% of those who felt they received “good” value or 18% of those who felt they received “fair” or “poor” value; and
- Those who have lived in St. Albert for more than 20 years (40%, versus 24% of those who have lived in St. Albert for 10 years or less).

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (63%) versus 40% of those who felt they received “good” value or 16% of those who felt they received “fair” or “poor” value.

When asked to rate their **overall level of satisfaction with the way the City of St. Albert is currently being run**, 43% (Public respondents, compared to 48% in 2017) to 48% (Mail-to-Web respondents, comparable to 50% in 2017) were satisfied, or provided ratings of 4 (29% to 35%) or 5 (9% to 14%) out of 5. See Figure 15, below.

Figure 15



Sub-Segment Findings

Respondent subgroups significantly more likely to be satisfied, overall with **the way the City of St. Albert is currently being run** (ratings of 4 or 5 out of 5) included:

Public

- Females (49%, versus 32% of males); and
- Those who felt they received “very good” or “excellent” value for their tax dollars (85%) versus 44% of those who felt they received “good” value or 19% of those who felt they received “fair” or “poor” value.

Mail-to-Web

- Those who felt they received “very good” or “excellent” value for their tax dollars (82%) versus 53% of those who felt they received “good” value or 27% of those who felt they received “fair” or “poor” value;
- Those who have lived in St. Albert for 10 years or less (56%, versus 39% of those who have lived in St. Albert for 11 to 20 years, and 41% of those who have lived in St. Albert for more than 20 years); and
- Those aged 25 to 64 (47%, versus 38% of those aged 65 and older).

Respondents who were dissatisfied with how the City is currently being run (ratings of 1 or 2 out of 5; n=124 of the Mail-to-Web respondents and n=75 of the Public respondents) most often considered poor budgeting/wasting tax dollars/spending on unnecessary projects the main reason (31% of Mail-to-Web respondents; 37% of Public respondents). See Table 93, below.

Table 93

Why do you feel that way? (TOP RESPONSES) 2019		
Base: Respondents who were dissatisfied with how the City is currently being run (ratings of 1 or 2 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=124)	Public (n=75)
Poor budgeting/wasting tax dollars/spending on unnecessary projects	31	37
Mayor/council not managing city well/lack of planning	27	13
City does not listen to residents	16	19
Council does not have community/resident interests at heart	8	15
Taxes are too high/keep increasing	6	5
Poor traffic flow/control	4	3
Lack of information/communication provided to residents	2	3
Need to improve road infrastructure/maintenance	2	1
Too much bureaucracy/red tape (general)	2	-
Issues in relation to MUC/Municipal Utility Corporation proposal	1	3
Don't Know/Not Stated	11	7

*Multiple responses

Table 94

Why do you feel that way? (TOP RESPONSES) 2017		
Base: Respondents who were dissatisfied with how the City is currently being run (ratings of 1 or 2 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=83)	Public (n=33)
Poor budgeting/wasting tax dollars	34	39
Too much dissension between Councillors/Mayor	25	21
Council does not have community/resident interests at heart	13	15
Mayor/Council not managing City well/lack of planning	11	24
Taxes are too high/keep increasing	7	9
Not receiving service value equivalent to tax costs	4	6
City does not listen to residents	4	6
Need to improve road infrastructure/maintenance	4	-
City only considers high income residents when planning	4	-
Feels City employees are paid too much	2	6
Poor traffic flow/control	1	-
Don't Know/Not Stated	8	9

*Multiple responses

Those who were neither satisfied nor dissatisfied (3 out of 5; n=185 of Mail-to-Web respondents and n=80 Public respondents) felt that there is poor budgeting/wasting of tax dollars/spending on unnecessary projects (22% and 14%), and that the mayor/council are not managing the city well or that there is lack of planning (20% and 25%). See Table 95, below.

Table 95

Why do you feel that way? (TOP RESPONSES) 2019		
Base: Respondents who were neither satisfied nor dissatisfied with how the City is currently being run (rating of 3 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=185)	Public (n=80)
Poor budgeting/wasting tax dollars/spending on unnecessary projects	22	14
Mayor/council not managing city well/lack of planning	20	25
Taxes are too high/keep increasing	11	10
City does not listen to residents	8	5
Poor traffic flow/control	6	9
Council does not have community/resident interests at heart	5	10
Need to improve road infrastructure/maintenance	3	1
Feels the city is growing too fast	3	1
Room for improvement (unspecified)	2	4
Lack of information/communication provided to residents	2	-
Issues in relation to MUC/Municipal Utility Corporation proposal	1	3
Need to be more environmentally friendly	1	3
Don't Know/Not Stated	20	19

***Multiple responses**

Table 96

Why do you feel that way? (TOP RESPONSES) 2017		
Base: Respondents who were neither satisfied nor dissatisfied with how the City is currently being run (rating of 3 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=107)	Public (n=48)
Too much dissension between Councillors/Mayor	17	13
Mayor/Council not managing City well/lack of planning	14	21
Council does not have community/resident interests at heart	13	6
Poor budgeting/wasting tax dollars	12	15
Room for improvement (unspecified)	4	4
Taxes are too high/keep increasing	3	-
Feels the City is growing too fast	2	6
Don't Know/Not Stated	26	23

*Multiple responses

Respondents who were satisfied with how the City is being run (4 or 5 out of 5; n=265 of Mail-to-Web respondents and n=121 of Public respondents) most often reported that the City is well run, that there is good planning or that there is a good Mayor/Council (22% of Mail-to-Web respondents; 30% of Public respondents). See Table 97, below.

Table 97

Why do you feel that way? (TOP RESPONSES) 2019		
Base: Respondents who were satisfied with how the City is currently being run (ratings of 4 or 5 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=265)	Public (n=121)
City is well run/good planning/good Mayor/Council	22	30
Is satisfied/no issues (general)	12	16
Poor budgeting/wasting tax dollars/spending on unnecessary projects	8	5
Mayor/council not managing city well/lack of planning	7	2
Good place to live/high quality of life	6	8
Good services/programs (general)	5	3
Room for improvement (unspecified)	5	7
Taxes are too high/keep increasing	3	2
Poor traffic flow/control	3	3
City is clean	3	1
City is safe	2	2
Not doing enough to attract business/industry	2	-
Good road maintenance/repairs	2	1
Need to improve road infrastructure/maintenance	2	2
City does not listen to residents	1	3
Don't Know/Not Stated	21	12

***Multiple responses**

Table 98

Why do you feel that way? (TOP RESPONSES) 2017		
Base: Respondents who were satisfied with how the City is currently being run (ratings of 4 or 5 out of 5)	Percent of Respondents*	
	Mail-to-Web (n=216)	Public (n=79)
Good place to live/high quality of life	15	8
Is satisfied/no issues (in general)	13	10
City is well run/good planning/good Mayor/Council	12	24
Too much dissension between Councillors/Mayor	8	11
Poor budgeting/wasting tax dollars/spending on unnecessary projects	5	8
Room for improvement (unspecified)	4	4
Taxes are too high/keep increasing	4	6
Good services/programs (in general)	4	5
City is safe	4	-
Council does not have community/resident interests at heart	4	1
Mayor/Council not managing City well/lack of planning	2	5
Don't Know/Not Stated	13	15

*Multiple responses

3.10 Top Priorities for the City of St. Albert

Finally, respondents were asked their opinions regarding **top priorities for City Council**. When asked what they thought should be Council's top priorities, respondents most often mentioned reducing taxes (31% of Mail-to-Web and Public respondents), followed by ensuring budget or fiscal responsibility (23% of Mail-to-Web respondents; 19% of Public respondents) and improving traffic flow/congestion as well as more roads/improved road/infrastructure system (each 20% of Mail-to-Web respondents and each 19% of Public respondents). See Table 99, below.

Table 99

What do you think should be the top priorities for City Council? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
Reducing taxes	31	31
Budget/fiscal responsibility	23	19
Improving traffic flow/congestion	20	19
More roads/improved road/infrastructure system	20	19
Attracting more businesses/stores/shopping options	14	14
Maintaining current level of services	10	6
City growth/expansion/controlling growth	8	10
Recreation facilities/programs/services	8	10
Road repairs/maintenance	6	4
Better city planning/decision making	6	5
Safety (general)	5	3
Affordable housing (including senior housing)	5	6
Better/improved services	5	8
Listening/responding to the needs of residents	4	5
Public transit	4	4
Environmental-related priorities	4	6
Economic development	3	4
Crime reduction/more police enforcement	3	5
Community development	3	4
Garbage/recycling pick-up service	3	7
Improving leadership of City Council/Mayor	3	5
Level of communication with residents	2	3
Reducing utility costs	2	2

What do you think should be the top priorities for City Council? (TOP RESPONSES) 2019		
	Percent of Respondents*	
	Mail-to-Web (n=603)	Public (n=283)
More parks/green spaces/trails	2	4
Park/green space maintenance/upkeep	2	1
Transparency/being more upfront/honest	2	1
Downtown redevelopment/revitalization	2	-
More schools	2	3
Climate change	1	2
Improve bylaw services/enforcement	1	2
New library	1	2
Snow removal/street cleaning	1	2
Don't Know/Not Stated	11	9

*Multiple responses

Table 100

What do you think should be the top priorities for City Council? (TOP RESPONSES) 2017		
	Percent of Respondents*	
	Mail-to-Web (n=429)	Public (n=164)
Reducing taxes	22	21
Budget/fiscal responsibility	18	18
Attracting more businesses/stores/shopping options	18	17
City growth/expansion/controlling growth	12	9
Maintaining current level of services	11	12
More roads/improved road/infrastructure system	11	9
Improving leadership of City Council/Mayor	8	12
Improving traffic flow/congestion	7	10
Better City planning/decision making	6	3
Recreation facilities/programs/services	5	6
Crime reduction/more police enforcement	4	4
Road repairs/maintenance	4	6
Environmental related priorities	4	2
Public transit	3	9
More schools	3	3
Safety (in general)	3	1
Park/green space maintenance/upkeep	3	6
New library	3	2
Affordable housing (including senior housing)	2	6
Economic development	2	4
Land development	1	2
None/City is doing a good job	<1	-
Don't Know/Not Stated	20	16

*Multiple responses

3.11 Respondent Profile

Tables 101 and 103, below and on the following page, demonstrate the demographic breakdown of the residents surveyed in 2019.

Table 101

2019	Percent of Respondents	
	Mail-to-Web (n=603)	Public (n=283)
Gender		
Woman/Girl	43	63
Man/Boy	54	34
Trans Woman - Male to Female (MtF)	0	<1
Trans Man - Female to Male (FtM)	0	0
Non-binary	0	<1
Two-spirit	0	0
Another gender not listed above	<1	<1
Prefer not to say	2	2
Age		
18 to 24	<1	2
25 to 34	6	16
35 to 44	15	24
45 to 54	18	18
55 to 64	27	21
65 and older	34	20
Mean	56.86 years	50.25 years
How long have you lived in the City of St. Albert?		
Less than 1 year	<1	1
1 to 5 years	12	17
6 to 10 years	12	13
11 to 20 years	20	20
More than 20 years	57	50
Mean	23.92 years	21.55 years
Percent of Households with at Least One (1) Person in Each Age Group		
Under 6 years of age	10	18
6 to 11 years of age	12	17
12 to 17 years of age	12	15
18 or older	54	46

Table 102

2017	Percent of Respondents	
	Mail-to-Web (n=429)	Public (n=164)
Gender		
Male	50	38
Female	48	60
Don't know/Not stated	2	2
Age		
18 to 24	<1	-
25 to 34	8	10
35 to 44	16	22
45 to 54	18	23
55 to 64	28	22
65 and older	30	24
Mean	56.3 years	53.7 years
How long have you lived in the City of St. Albert?		
Less than 1 year	1	-
1 to 5 years	17	13
6 to 10 years	10	15
11 to 20 years	26	23
More than 20 years	46	48
Mean	20.9 years	22.3 years
Percent of Households with at Least One (1) Person in Each Age Group		
Under 6 years of age	10	17
6 to 11 years of age	11	16
12 to 17 years of age	11	14
18 or older	54	43

Table 103

2019	Percent of Respondents	
	Mail-to-Web (n=603)	Public (n=283)
Which neighbourhood do you live in?		
Akinsdale	5	7
Braeside	5	3
Deer Ridge	10	9
Downtown	1	<1
Erin Ridge	10	11
Erin Ridge North	2	3
Forest Lawn	4	5
Grandin	11	9
Heritage Lakes	7	5
Inglewood	1	1
Jensen Lakes	1	1
Kingswood	4	4
Lacombe Park	10	13
Mission	4	5
North Ridge	6	8
Oakmont	7	6
Pineview	4	2
Riverside	1	1
Sturgeon Heights	2	2
Woodlands	7	4
Do you work for the City of St. Albert?		
Yes	3	8
No	97	92

Table 104

2017	Percent of Respondents	
	Mail-to-Web (n=429)	Public (n=164)
Which neighbourhood do you live in?		
Akinsdale	4	4
Braeside	5	2
Deer Ridge	13	8
Downtown	1	1
Erin Ridge	7	6
Erin Ridge North	1	2
Forest Lawn	5	4
Grandin	10	15
Heritage Lakes	7	7
Inglewood	2	-
Jensen Lakes	<1	-
Kingswood	5	6
Lacombe Park	12	14
Mission	4	1
North Ridge	8	10
Oakmont	8	6
Pineview	2	4
Riverside	<1	2
Sturgeon Heights	3	2
Woodlands	4	7
Other	<1	1
Do you work for the City of St. Albert?		
Yes	3	15
No	97	85

APPENDIX A – SURVEY INSTRUMENT

Introduction

Hello, my name is _____ with Yardstick Research, a professional research company. We have been contracted to conduct a survey on behalf of the City of St. Albert to ask your opinions about services provided to residents by the City. Your household has been randomly dialed to participate in this study. I would like to assure you that we are not selling or promoting anything and that all your responses will be kept completely anonymous. Your views are very important to the successful completion of this study and will be used to evaluate and improve City of St. Albert services.

[Interviewer Note: If residents have questions about the study, they can be referred to the Information Desk at the City of St. Albert at 459-1500.]

A. This interview will take about 12 to 15 minutes. Is this a convenient time for us to talk, or should we call you back?

1. Convenient time **Continue**
2. Not convenient time **Arrange Call-Back**

B. To ensure that we get proper representation from all age groups, could you please tell me in what year you were born? **[WEB: “To ensure that we get proper representation from all age groups, could you please select what year you were born?”]**

[WATCH QUOTAS; Screen for 18-24 category first] [Stakeholder Web = mandatory, exclude DK/NR: Telephone exclude DK/NR]

_____ **RECORD YEAR OF BIRTH – CONVERT TO AGE**

QUOTAS:

- 18 to 24 (n=46; Male=24, Female=22)
- 25 to 64 (n=271; Male=131; Female=140)
- 65+ (n=83; Male = 37, Female=46)

C. Do you live within St. Albert City limits? **[Phone only: Mandatory]**

1. Yes
2. No **Thank and end interview**
- F5 (Don't Know) **Thank and end interview**

D. To which gender identity do you most identify? – **WATCH QUOTAS** – Equal distribution for male/female, the remaining as selected by respondents. [Web: Mandatory, allow DK/NR]

1. Woman/Girl
2. Man/Boy
3. Trans Woman - Male to Female (MtF)
4. Trans Man - Female to Male (FtM)
5. Non-binary
6. Two-spirit
7. Another gender not listed above, namely: _____
8. Prefer not to answer

E. Which neighbourhood do you live in? [**WATCH QUOTAS**] [Web: Mandatory, exclude DK/NR]

1. Akinsdale
2. Braeside
3. Deer Ridge
4. Downtown
5. Erin Ridge
6. Erin Ridge North
7. Forest Lawn
8. Grandin
9. Heritage Lakes
10. Inglewood
11. Jensen Lakes
12. Kingswood
13. Lacombe Park
14. Mission
15. North Ridge
16. Oakmont
17. Pineview
18. Riverside
19. South Riel
20. Sturgeon Heights
21. Woodlands
22. Other; specify: _____

F. Do you work for the City of St. Albert? [**NOTE: MAXIMUM OF 8 CITY EMPLOYEES – THANK AND TERMINATE IF QUOTA IS REACHED**] [Web: Mandatory, exclude DK/NR]

1. Yes
2. No
- F5. (Not stated)

Section 1: Quality of Life

1) How would you rate the overall quality of life in the City of St. Albert today? **[Web: Mandatory]**

- 1. Very poor
- 2. Poor
- 3. Good
- 4. Very good
- F5. Don't Know/Unable to Rate

2) In your opinion, what would you say are the top factors **contributing** to a high quality of life in the City of St. Albert? **[RECORD UP TO 3 MENTIONS]**

- 1. _____
- 2. _____
- 3. _____
- F5. (Don't Know/Not Stated)

3) And, what would you say are top factors **detracting** from a high quality of life in the City of St. Albert, if any? **[RECORD UP TO 3 MENTIONS]**

- 1. _____
- 2. _____
- 3. _____
- F5. (Don't Know/Not Stated)

Section 2: Safety in St. Albert

4) Next, I would like you to think about safety in St. Albert. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," how strongly do you agree that "St. Albert is a safe community to live in"?

- 1. Strongly disagree
- 2. ...
- 3. ...
- 4. ...
- 5. Strongly agree
- F5. (Don't Know/Not Stated)

5) What would you say are the safety and crime issues of greatest concern to you, if any? **[DO NOT READ – MULTIPLE RESPONSES PERMITTED]**

- 1. None/No safety concerns
- 2. Crime in general
- 3. Vandalism
- 4. Traffic safety in general

5. Speeding
6. Safety of cyclists and pedestrians
7. Drugs in the community
8. Theft/burglary
9. Graffiti
10. Personal safety
11. Family violence
12. Other; specify: _____
- F5. (Don't Know)

Section 3: Overall Satisfaction with City Services, Facilities, and Programs

- 6) Taking into consideration all City of St. Albert services, facilities and programs, overall, how satisfied are you with the programs and services provided by the City of St. Albert to residents? Would you say you are...? **[READ LIST]**

1. Very dissatisfied
2. ...
3. ...
4. ...
5. Very satisfied
- F5. (Don't Know/Not Stated)

Section 4: Service Expectations

- 7) Next, I am going to read you a list of some of the services that are provided by the City to residents. I would like you to tell me whether you feel that the level of service provided to you as a resident meets, somewhat meets, or doesn't meet your expectations. If you have not personally used each service, please base your responses on what you have seen, heard, or read from other sources, such as friends, family, or media. **[READ LIST; RANDOMLY ROTATE]**

1. Doesn't meet my expectations
2. Somewhat meets my expectations
3. Meets my expectations
- F5. (Don't Know/Not Stated)

- a) **Policing Services**
- b) **Bylaw Enforcement** includes enforcement of provincial bylaws, responding to public complaints, enforcing select municipal bylaws, animal control, and parking enforcement, and responding to public complaints.
- c) **Fire and Ambulance Services**
- d) **Public Works**, including: Maintenance of public infrastructure such as roads, sidewalks and trails, Snow removal, Parks, Playgrounds and buildings maintenance.

- e) **Utilities**, including: water supply and wastewater treatment, wastewater collection, storm water operation and maintenance, planning, design and engineering of utilities infrastructure, curbside waste management and utilities customer service and finance.
 - f) **Preserving and Celebrating Community Heritage**, including: celebrating and preserving our heritage properties and sites, Museum and archive services, A Founder's Walk interpretive features
 - g) **Acknowledging and Celebrating our Indigenous Cultural History and Stories**, including: indigenous cultural teaching opportunities and reconciliation initiatives.
 - h) **St. Albert Public Transit**, including: Conventional and Commuter Transit Routes and Handibus.
 - i) **Engineering**, including: road construction, planning and management of new construction, road network planning and maintenance.
 - j) **Individual and Family Support Services**, including: youth support programs (BAM, family school liaison program, confidential counselling, subsidy support and referral services.
 - k) **Community and Neighbourhood Development**: including neighbourhood block parties, cultural kitchens, and assisted listening supports.
 - l) **Environmental Services**, including: stewardship of our natural areas, protecting Sturgeon River working with residents, schools and community groups on environmental initiatives and environmental regulatory compliance, and environmental programs such as toilet rebate, tree planting and environmental grants.
 - m) **Planning & Development**, including: land planning and development, development permits and building inspections.
 - n) **Economic Development**, including: business attraction, retention, expansion and tourism.
 - o) **Roadway Repair and Maintenance**, including: roadway surface repair and maintenance, street cleaning, traffic and street signs.
 - p) **Indoor recreation**, including scheduled and spontaneous (don't require planning or registration) recreation, fitness and aquatics programs, clubhouses, Fountain Park Recreation Centre, Servus Credit Union Place, and Jarome Iginla and Kinex Arenas.
 - q) **Outdoor recreation** including scheduled and spontaneous (don't require planning or registration) recreation, Woodlands Water Play Park, Grosvenor Outdoor Pool, parks, trails, sports fields, sport courts, skateboard park, and outdoor rinks.
 - r) **Cultural participation**, including: instructional class, workshops or summer camps, attending a festival, concert, performance, visiting a library, museum or public art.
- 8) **[ASK FOR EACH IF Q7=1-2 –Doesn't/somewhat meets expectations]** Why doesn't **[INSERT FROM Q7]** fully meet your expectations?
1. _____
- F5. (Don't Know/Not Stated)
- 9) **[ASK FOR EACH IF Q7=Doesn't/somewhat meets expectations]** In your view, what is one improvement to **[INSERT FROM Q7]** that would better meet your needs? **[MANDATORY]**
1. _____
- F5. (Don't Know/Not Stated)

Section 5: Specific Services

Now I'd like to ask you about **housing options**. The nationally accepted definition of housing affordability is that a household should not be spending more than 30% of their before-tax income on housing related expenses, including utilities.

10) How important is to you that the City has a range of housing options and services to address the gap between rents, housing prices, and income levels?

1. Not at all important
2. ...
3. ...
4. ...
5. Very important

F5. Don't Know/Not Stated

11) To what degree do the following meet your expectations for **housing options** in St. Albert?

1. Doesn't meet my expectations
2. Somewhat meets my expectations
3. Meets my expectations
- F5. (Don't Know/Not Stated)

- a) Availability of **rental housing options** for households of different income levels and stages of life.
- b) Availability of **ownership housing options** for households of different income levels and stages of life.
- c) Availability of programs and services to address **the gap between rents and income levels**.
- d) Availability of **services for persons who are at risk of homelessness**.

12) [**ASK FOR EACH IF Q10=1-2 –Doesn't/somewhat meets expectations**] Why doesn't the [**INSERT FROM Q10**] fully meet your expectations?

1. _____
- F5. (Don't Know/Not Stated)

13) [**ASK FOR EACH IF Q10=1-2 –Doesn't/somewhat meets expectations**] Do you have any suggestions for how the [**INSERT FROM Q10**] could better meet your expectations?

1. _____
- F5. (Don't Know/Not Stated)

Section 6: Customer Experience

14) Next, we would like to talk to you about your contact with a City of St. Albert employee. In the past 12 months, have you been in contact, with any City of St. Albert employees?

- 1. Yes
- 2. No
- F5. (Don't Know/Not Stated)

SKIP TO SECTION 7

SKIP TO SECTION 7

15) Overall, how satisfied are you with your service experience provided by City employees?

- 1. Very dissatisfied
- 2. ...
- 3. ...
- 4. ...
- 5. Very satisfied
- F5. (Don't Know/Not Stated)

16) **[ASK Q14=1-2/Dissatisfied]** How could your experiences with City of St. Albert employees be improved?

- 1. _____
- F5. (Don't Know/Not Stated)

Section 7: Communication and Public Participation

17) Does the City meet your expectations, in terms of sharing and providing access to information on municipal matters that affect you and to keep you informed?

- 1. Doesn't meet my expectations
- 2. Somewhat meets my expectations
- 3. Meets my expectations
- 4. Not applicable/have no expectations
- F5. (Don't Know/Not Stated)

18) **[ASK IF Q16=1-2 –Doesn't/somewhat meets expectations]** What other methods can the City use to share information with you that would better meet your expectations?

- 1. _____
- 2. None
- F5. (Don't Know/Not Stated)

19) The City currently offers in person services at City Hall and at some recreational facilities, as well as online and over the phone. These types of services include: paying your bills; obtaining your license; registering for a program; etc. Do current methods to conduct these types of activities with the City meet your expectations? **[READ LIST AS NECESSARY]**

1. Doesn't meet my expectations
2. Somewhat meets my expectations
3. Meets my expectations
- F5. (Don't Know/Not Stated)

20) **[ASK IF Q30=1-2 –Doesn't/somewhat meets expectations]** Which methods do not/somewhat meet your expectations?

1. _____

21) How could the City optimize the options available and the experience while to conducting activities such as paying your bills, obtaining your license, permit or registering for a program? **[DO NOT READ LIST] [Multiple Response, do not display list on web – single open end]**

1. More services available online
2. Ability to log into one portal and pay for all City bills there
3. Ability to pay for bills at other City facilities, other than City Hall
4. Longer hours at the City Hall Customer Centre
5. Ability to pay for all at one location
6. Public WIFI
7. E-permitting
8. Other; specify: _____
- F5. (Don't Know/Not Stated)

Section 8: Property Taxes and Financial Planning

22) Do you own or rent a home in the City of St. Albert?

1. Own
2. Rent **SKIP TO SECTION 9**
3. Living with someone that owns **SKIP TO SECTION 9**
4. Living with someone that rents **SKIP TO SECTION 9**
- F5. (Don't Know/Not Stated) **SKIP TO SECTION 9**

23) Property taxes in the City of St. Albert are related to the value of your property. About one-quarter of your property tax bill is collected on behalf of the Province to pay for education and schools. This means that about **three-quarters of your property tax bill goes to the City to fund services provided to community**. Thinking about the amount of your tax bill that pays for City services, would you say you receive? **[READ LIST]**

1. Poor value for your tax dollars

2. Fair value
3. Good value
4. Very good value
5. Excellent value for your tax dollars
- F5. Don't Know/Unable to Rate **[SKIP TO Q24]**

24) What is the main reason you feel that way? **[MANDATORY]**

1. _____
- F5. (Don't Know/Not Stated)

25) Of the following tax strategies, which one would you support the most for the City of St. Albert over the next 5 years? **[READ LIST]**

1. An inflationary tax increase to maintain the current level of services from the City
2. A tax increase, above inflation, to enhance or expand the level of services
3. A tax decrease to reduce the level of services from the City
4. It depends; specify: _____
- F5. (Don't Know)

25b) Please indicate which percentage of tax increase you would be willing to accept: ____% [with one decimal allowed please]

Section 9: Municipal Leadership

26) What would you say is the most important issue facing St. Albert City Council today? **[DO NOT READ – MULTIPLE RESPONSES PERMITTED. PROBE FOR CLARIFICATION OF ISSUES]**

1. _____
- F5. (Don't Know/Not Stated)

27) Using a scale of 1 to 5, where 1 means “strongly disagree” and 5 means “strongly agree,” to what extent do you agree or disagree with the following statements. **[READ LIST]**

1. Strongly disagree
 2. ...
 3. ...
 4. ...
 5. Strongly agree
 - F5. (Don't Know/Not Stated)
- a) St. Albert City Council effectively plans for the future of the community
 - b) Council is acting in the best interests of the community, as a whole
 - c) My personal interests are being served by the City Council

28) How satisfied you are, overall, with the way the City of St. Albert is currently being run?

1. Very dissatisfied
2. ...
3. ...
4. ...
5. Very satisfied
- F5. (Don't Know/Not Stated) [**SKIP TO SECTION 10**]

29) Why do you feel that way? [**MANDATORY**]

1. _____
- F5. (Don't Know/Not Stated)

Section 10: Top Priorities for the City of St. Albert

30) In your opinion, what do you think should be the top three (3) priorities for City Council? [**UP TO 3 MENTIONS**]

1. _____
2. _____
3. _____
- F5. (Don't Know/Not Stated)

Section 11: Respondent Profile

In order for us to better understand the different views and needs of residents, the next few questions allow us to analyze the data into sub-groups. I would like to assure you that nothing will be recorded to link your answers with you or your household.

31) How long have you lived in the City of St. Albert?

1. _____ **YEARS**

32) Do you have any children who are...? (select all that apply)

1. Yes
 2. No
 3. Prefer not to say
 - F5. (Don't Know/Not Stated)
-
- a) Under 6 years of age
 - b) 6 to 11 years of age
 - c) 12 to 17 years of age
 - d) 18 or older

33) Are you interested in participating in future public engagement or research opportunities for the City of St. Albert? This could include future surveys, focus groups, and/or world café discussions.

- 4. Yes
- 5. No [**THANK & TERMINATE**]

34) [**IF 'YES':**] Thank you for your interest – please confirm your name, e-mail address, and the best telephone number to reach you at, should any future public engagement or research opportunities arise.

- 1. First name: _____ [**MANDATORY**]
- 2. Last name: _____ [**MANDATORY**]
- 3. E-mail address: _____ [**MANDATORY**]
- 4. Telephone Number: _____ [**MANDATORY**]

May I confirm that [**WEB:** “Please confirm that...”] we have your permission to collect and use your contact information for future public engagement or research opportunities? Your contact information will not be released to any third parties without your consent, and your personal information will **NOT** be linked to your survey responses today. You may remove yourself from this list at any time by contacting Yardstick Research at research@yardstickresearch.com or by phone at (780) 451-4444. [**MANDATORY**]

- 1. Yes, I agree
- 2. No, I do not agree

On behalf of the City of St. Albert, thank you for taking the time to complete the survey – your feedback is greatly appreciated.

Web Landing Page



2019 Community Engagement Survey

On behalf of the City of St. Albert, you are invited to participate in a survey regarding your opinions about services provided to residents by the City. Your views are very important to the successful completion of this study and will be used to evaluate and optimize City of St. Albert services.

Please be assured that any information you provide will be held in strictest confidence by Yardstick Research. Your information will be used for research purposes only and your comments will be grouped with other participants from the survey. We will keep your individual responses strictly confidential.

Should you have any questions or concerns regarding access to the survey, please contact Yardstick Research, toll-free, at 1-833-527-0319. Alternatively, you may e-mail Melanie Mobius, Associate with Yardstick Research, at melanie.mobius@yardstickresearch.com.

If you have questions about the survey itself, please contact Darija Slokar City of St. Albert Corporate Initiatives, Strategic Services and IT, at 780-418-6608.

This survey can be completed in approximately 12 to 15 minutes, although individual times may vary.

APPENDIX B – SURVEY METHODOLOGY

All components of the project were designed and executed in close consultation with the City of St. Albert (the Client). A detailed description of each task of the project is outlined in the remainder of this section.

Project Initiation and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Yardstick Research. The consulting team familiarized itself with the objectives of the Client, ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan and project initiation.

Yardstick Research worked closely with the Client in designing the survey instrument.

Survey Population and Data Collection

Hardcopy survey invitations were mailed to 5,000 randomly selected households in the City of St. Albert. The mail-out packages included a link (URL) for the web-based survey and a letter of introduction from the City Manager to introduce Yardstick Research and inform residents of the purpose of the research.

Survey invitations were mailed out on November 13, 2019. Respondents were provided until December 11, 2019, to access and complete the survey online; during this time, a total of 603 City residents completed the online version of the survey (compared to 429 in 2017 with a mailout of 4,000 letters).

Yardstick Research also provided the City of St. Albert with a separate URL to promote via the City website or other public means of communication (e.g., social media). A total of 283 respondents completed the survey via public link (compared to 164 in 2017).

Both links were hosted on Yardstick Research's web server to ensure anonymity and the confidentiality of responses. Yardstick Research's web programmer created a composite drawing of the survey and site design. Home and landing pages were created, as well as a sectioned survey form. Following the creation of the online tool and internal form testing, Yardstick Research provided the Client with a preview link (URL) to ensure the survey was working as desired. All test data was cleared from the survey file prior to the mail-out of the survey invitations and launch of the online versions of the survey.

Data Analysis and Project Documentation

While data was being collected, Yardstick Research provided written progress reports to the Client. After the questionnaires were completed and verified, all survey data was compiled into a computerized database for analysis.

Data analysis included cross-tabulation, whereby the frequency and percentage distribution of the results for each question were broken down based on respondent characteristics and responses (e.g., length of residency, demographics, etc.). Statistical analysis included a Z-test to determine if there were significant differences in responses between respondent subgroups. Results were reported as statistically significant at the 95% confidence level.

A list of responses to each open-ended question was generated by Yardstick Research. The lead consultant reviewed the list of different responses to each open-ended or verbatim question, after which a code list was established. To ensure consistency of interpretation, the same team of coders was assigned to this project from start to finish. The coding supervisor verified at least 10% of each coder's work. Once the questionnaires were fully coded, computer programs were written to check the data for quality and consistency. All survey data was compiled into a computerized database for analysis. Utilizing SPSS analysis software, the survey data was reviewed to guarantee quality and consistency (e.g., proper range values and skip patterns).

Where applicable, 2019 survey data has been compared to data gathered in the 2017, 2014, 2012 and 2010 survey years (the Community Satisfaction Survey was not conducted in 2011, 2013, 2015 or 2016. The data for survey year 2009 was removed from this report but reported in the 2017 report). Caution should be used when comparing survey data, due to minor changes in scales, question wording, etc.

The detailed data tables have been provided under a separate cover. It is important to note that any discrepancies between charts, graphs, or tables are due to rounding of the numbers.