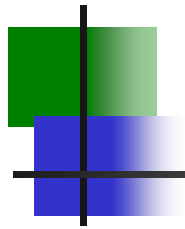


A decorative graphic on the left side of the page, consisting of a green square above a blue square, with a black crosshair intersecting them.

City of Leduc 2010 Citizen Satisfaction Survey



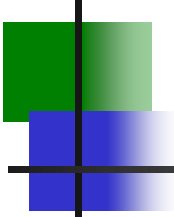
March 2010



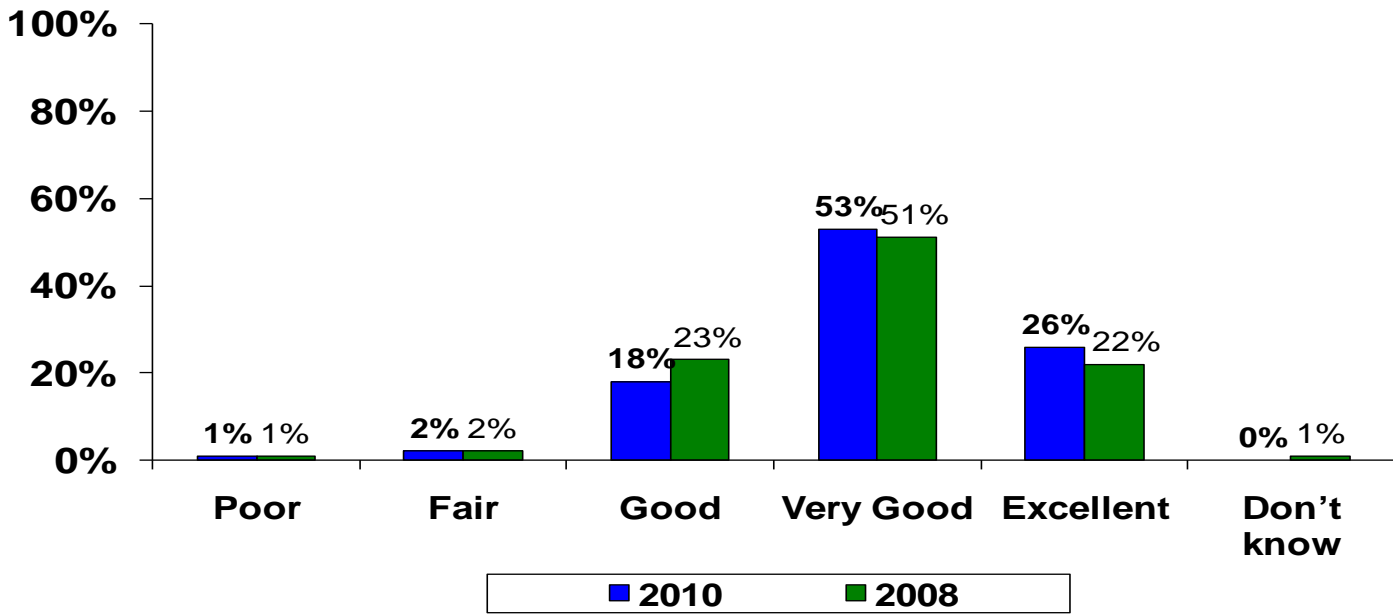
Citizen Survey Methodology

- 400 telephone interviews were conducted from January 19th to 26th, 2010, with Leduc residents 18 years of age or older.
 - City-wide results provide a margin of error no greater than $\pm 4.5\%$ at the 95% confidence level or 19 times out of 20.



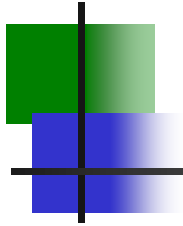


Overall Quality of Life



n=400





Quality of Life

Respondents were asked to indicate the three most significant factors contributing to a high quality of life in Leduc. The top mentions included*:

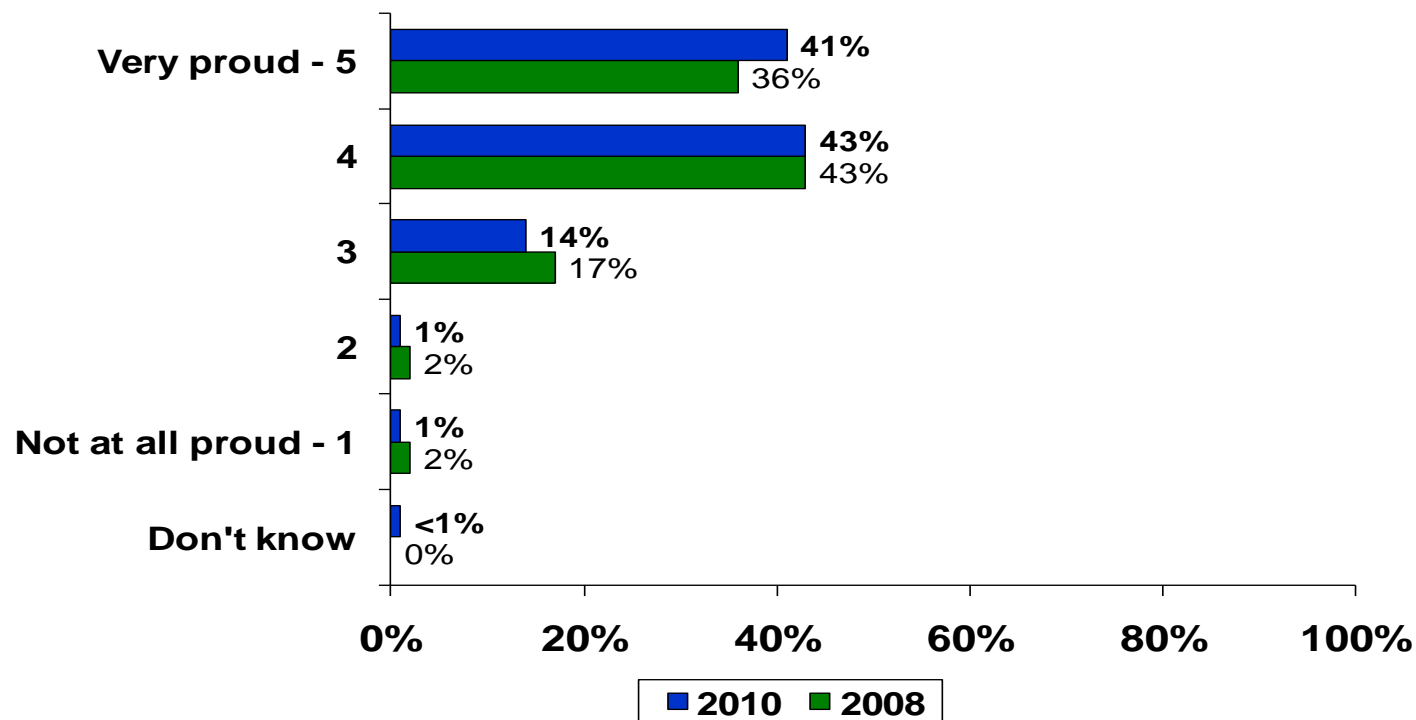
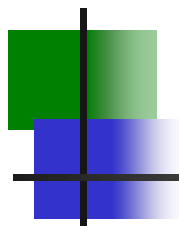
- ◆ Recreation facilities / Leduc Recreation Centre (36%);
- ◆ Location / close to Edmonton / airport / Nisku (21%);
- ◆ Good shopping (20%);
- ◆ Size / is small (19%);
- ◆ Leduc has everything you need / all amenities (18%);
and
- ◆ Parks / Multiway path system (17%).

*Based on total mentions





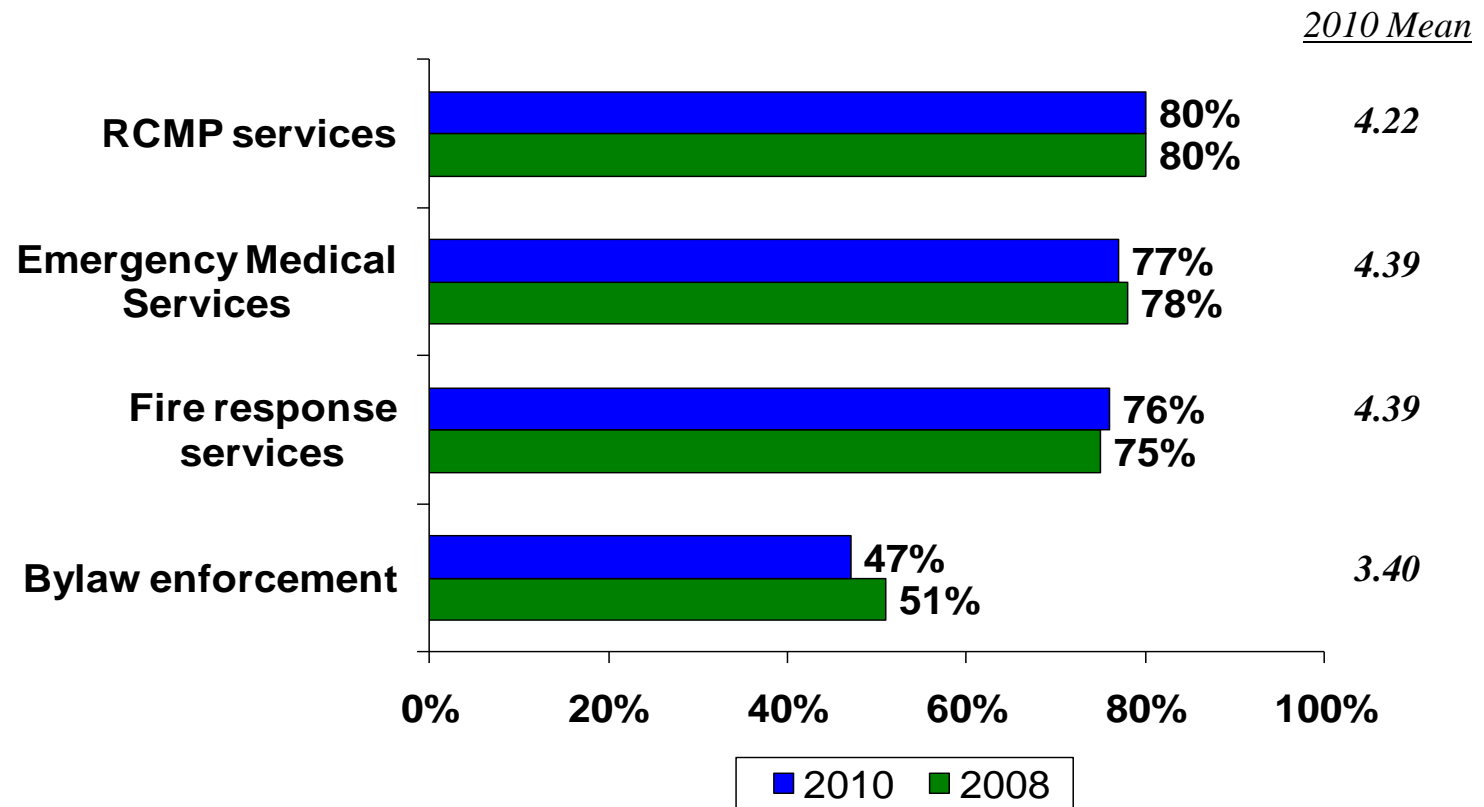
Pride in Being a Resident of the City of Leduc



n=400



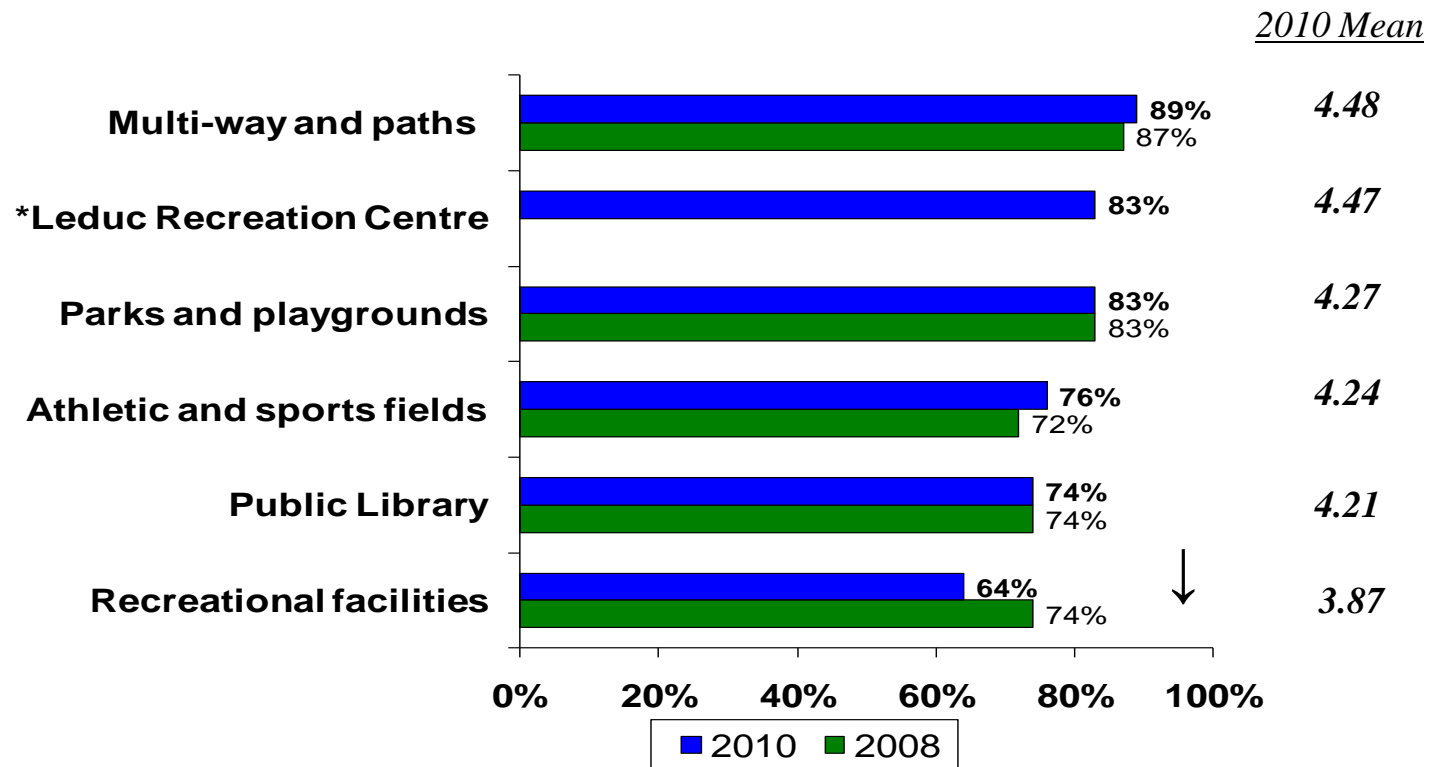
Satisfaction with Enforcement and Emergency Services



n=400



Satisfaction with Facilities and Outdoor Spaces

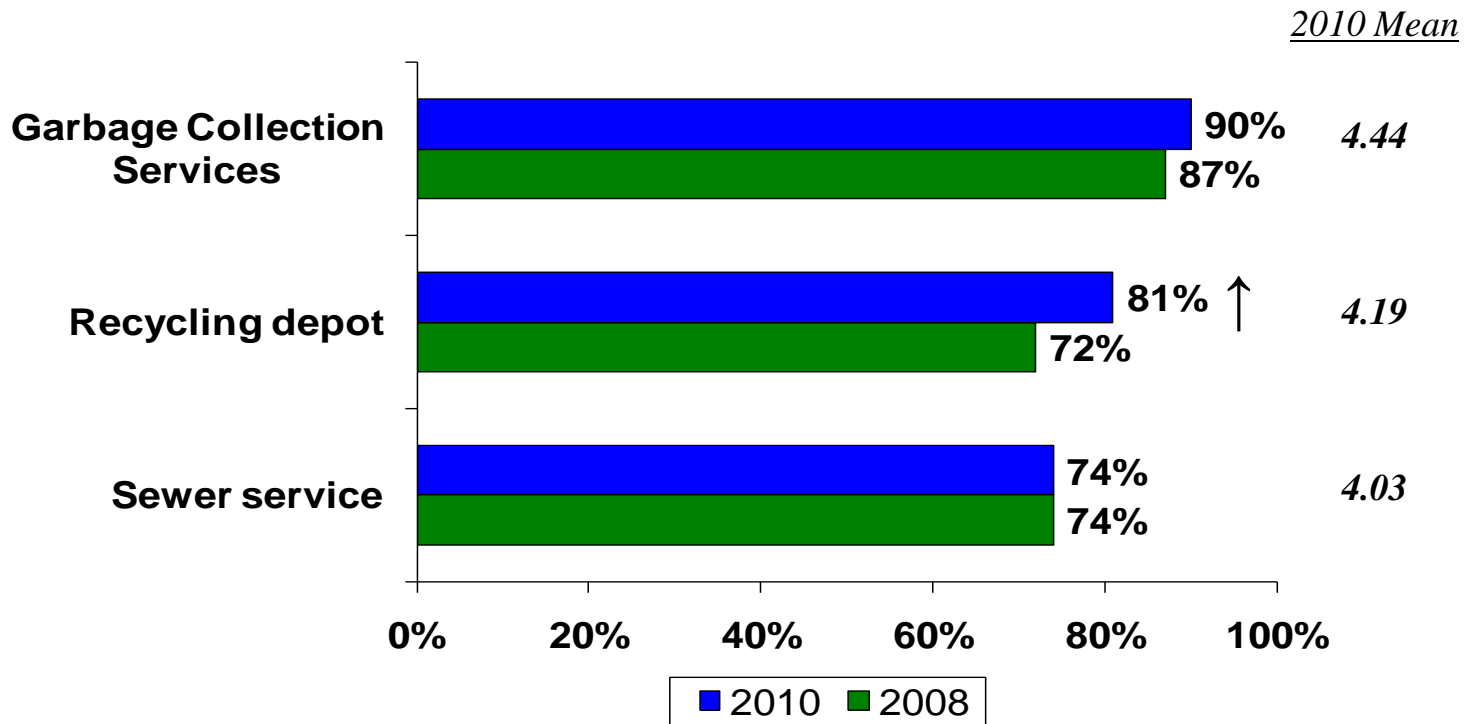


n=400

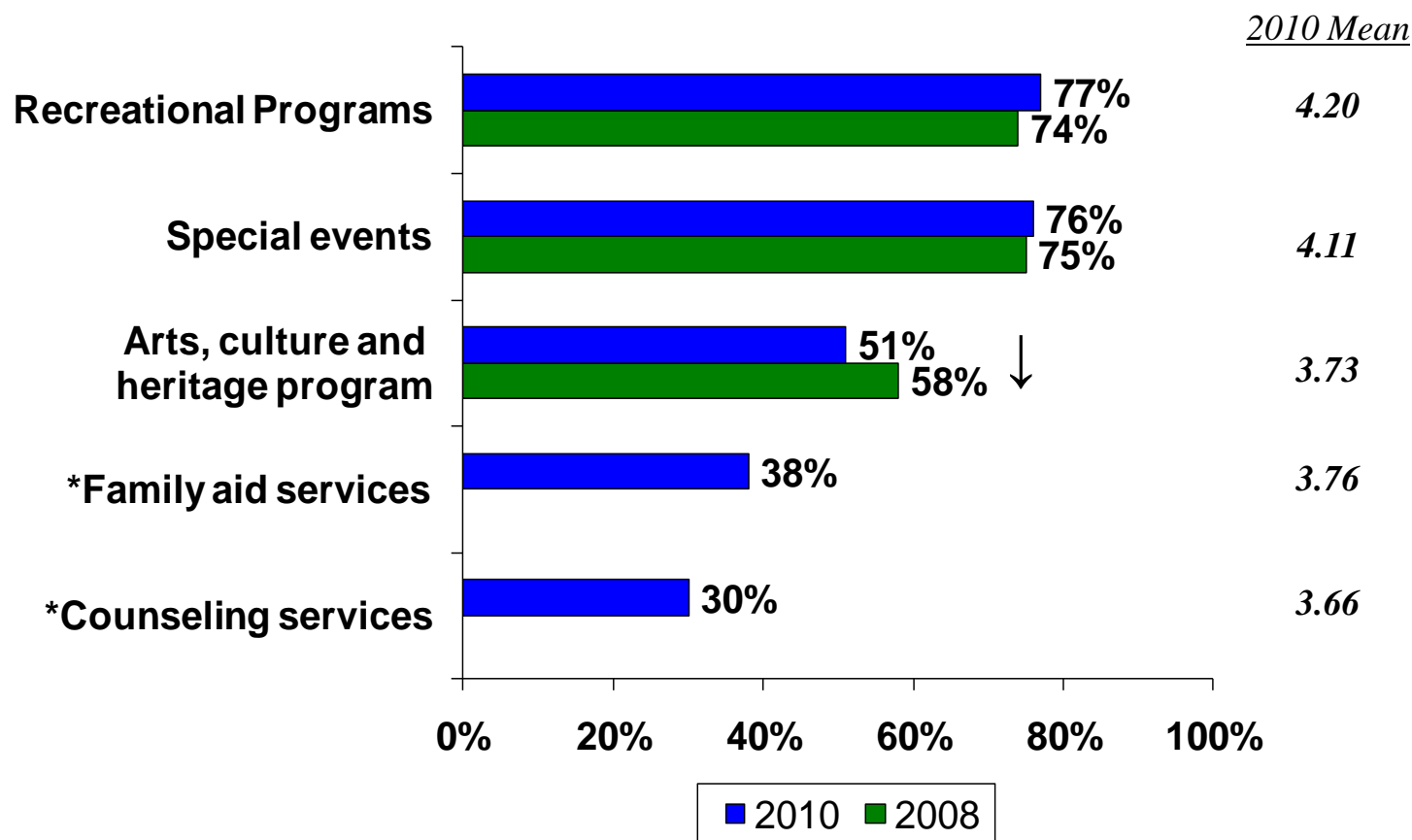
*New in 2010



Satisfaction with Waste Management Services



Satisfaction with Human Services

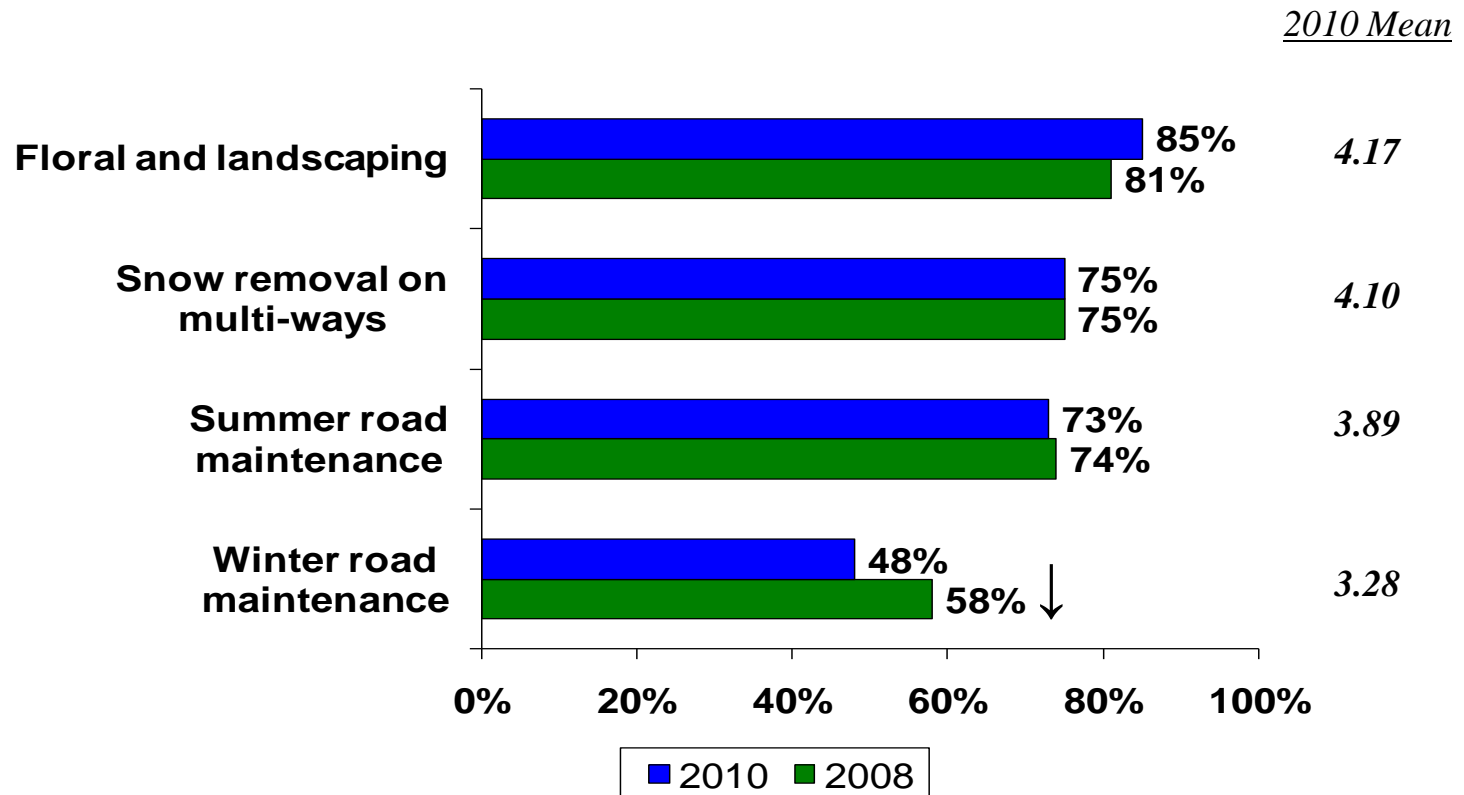


n=400

*New in 2010



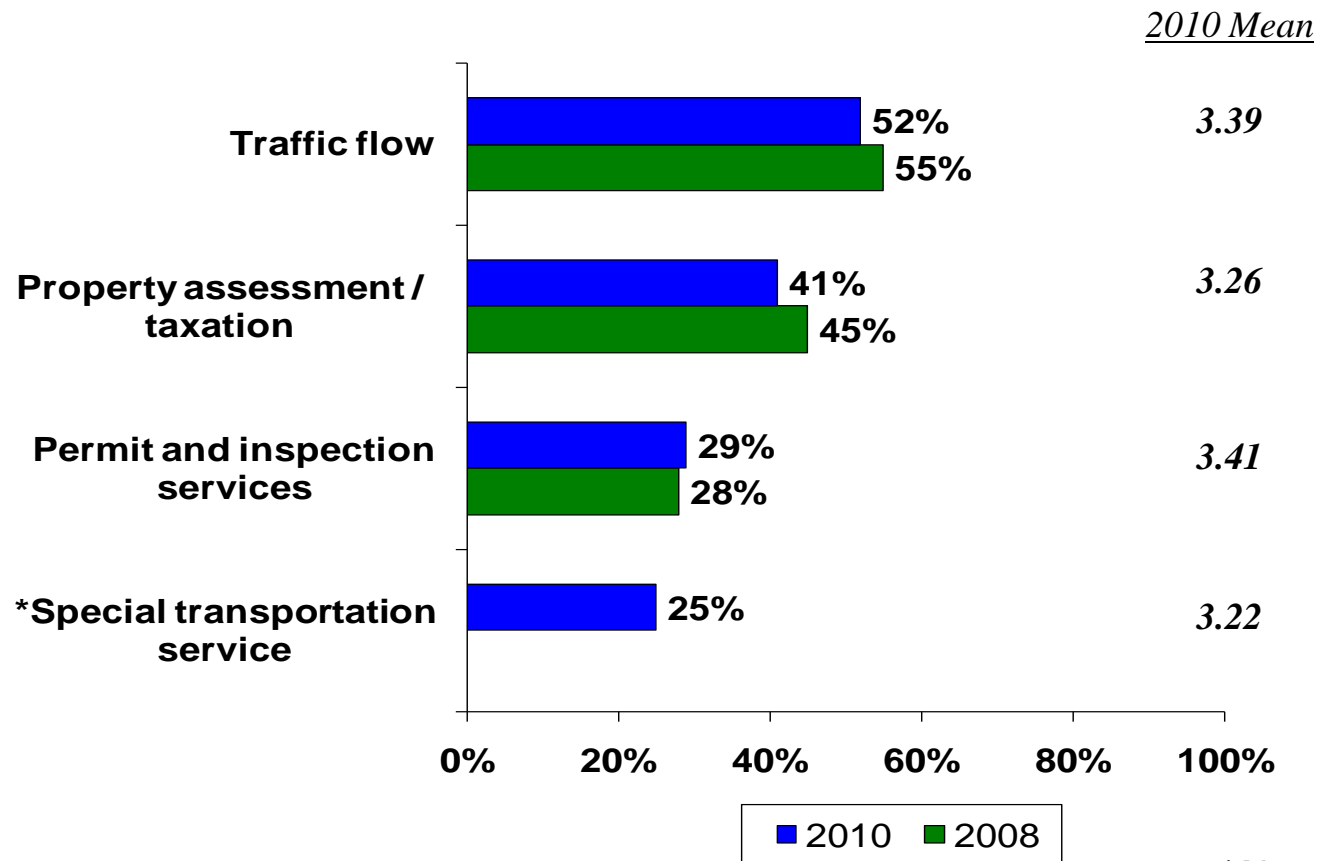
Satisfaction with City Maintenance Services



n=400



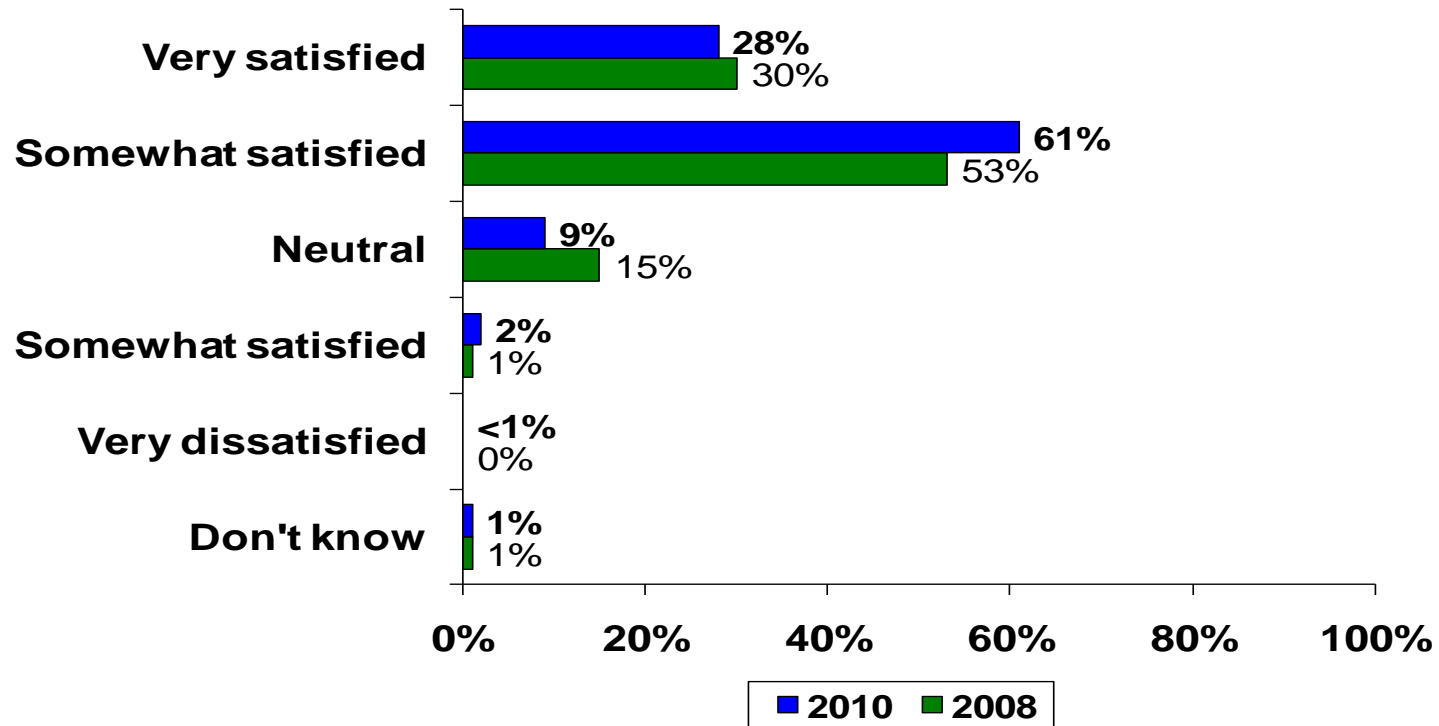
Satisfaction with City Services



*New in 2010



Overall Satisfaction with City Services

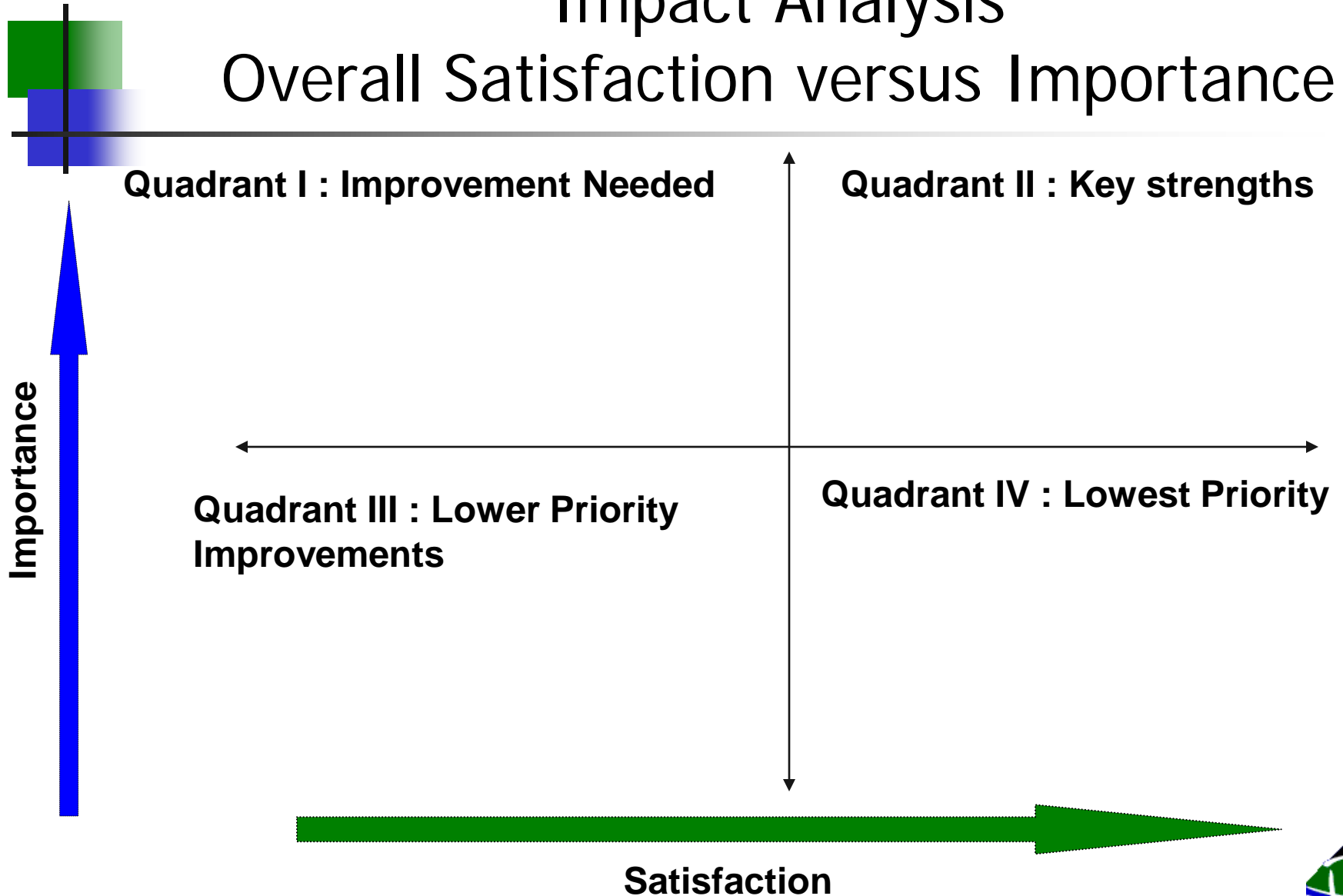


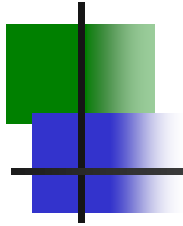
n=400



Impact Analysis

Overall Satisfaction versus Importance

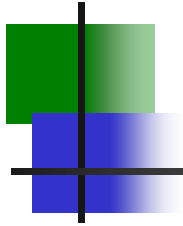




Primary Improvements

- ◆ **Services in the “primary area of improvement” quadrant include:**
 - Summer road maintenance;
 - Family aid services;
 - Traffic flow; and
 - Winter road maintenance.

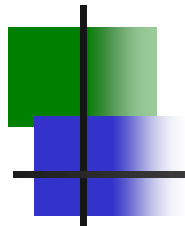




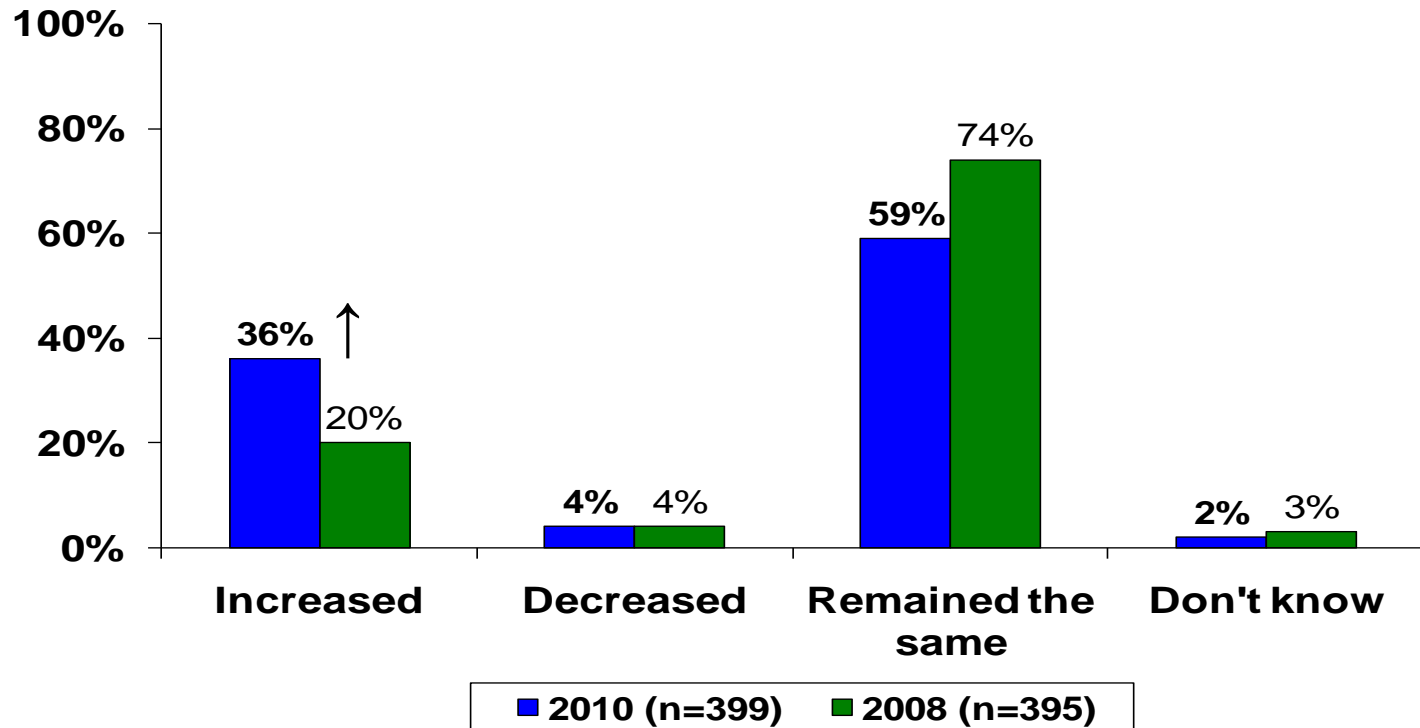
Key Strengths

- ◆ **Services in which respondents reported that they were of higher than average importance and higher than average performance:**
 - Leduc Recreation Centre;
 - Garbage collection services;
 - Fire response services;
 - Emergency Medical Services;
 - Sewer service;
 - Parks and playgrounds; and
 - RCMP services.



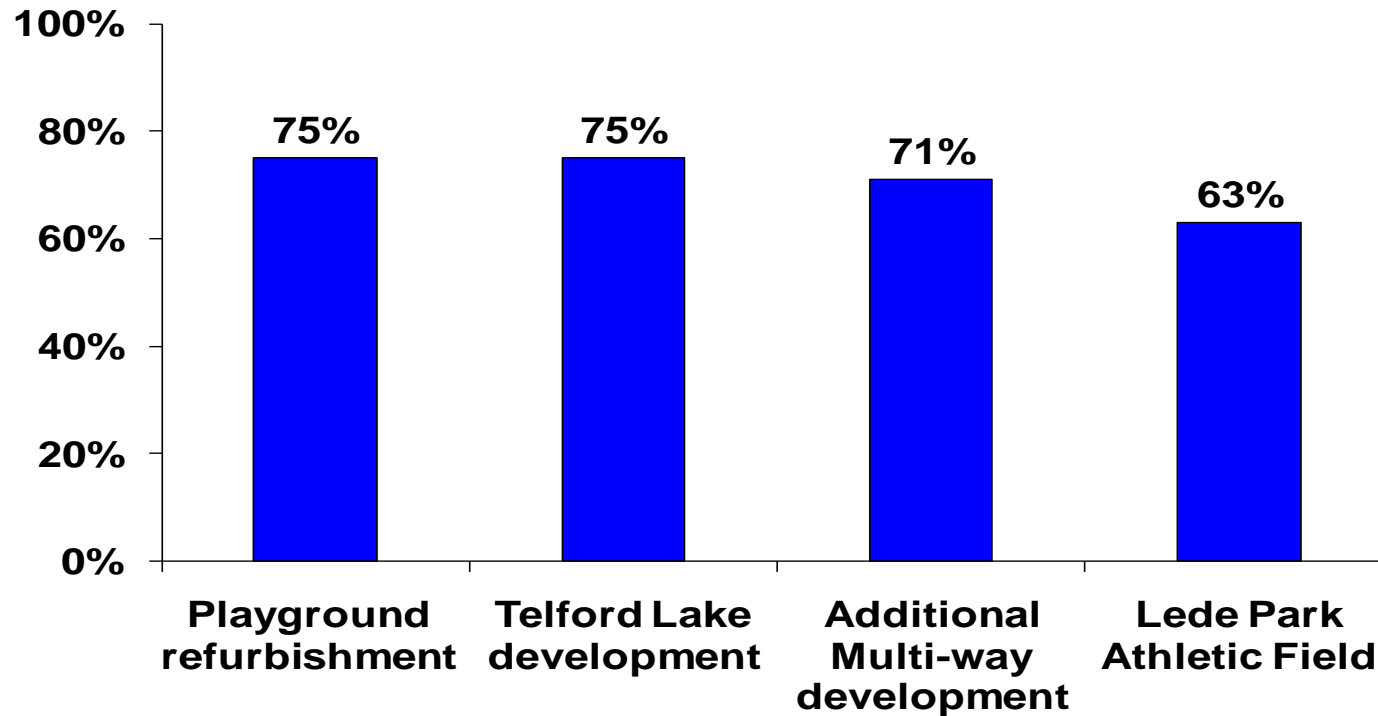
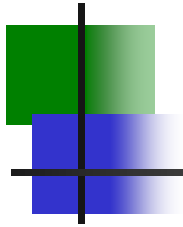


Perceived Change in Service Quality



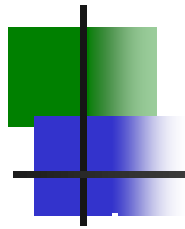


Impact of Enhancements to the City of Leduc



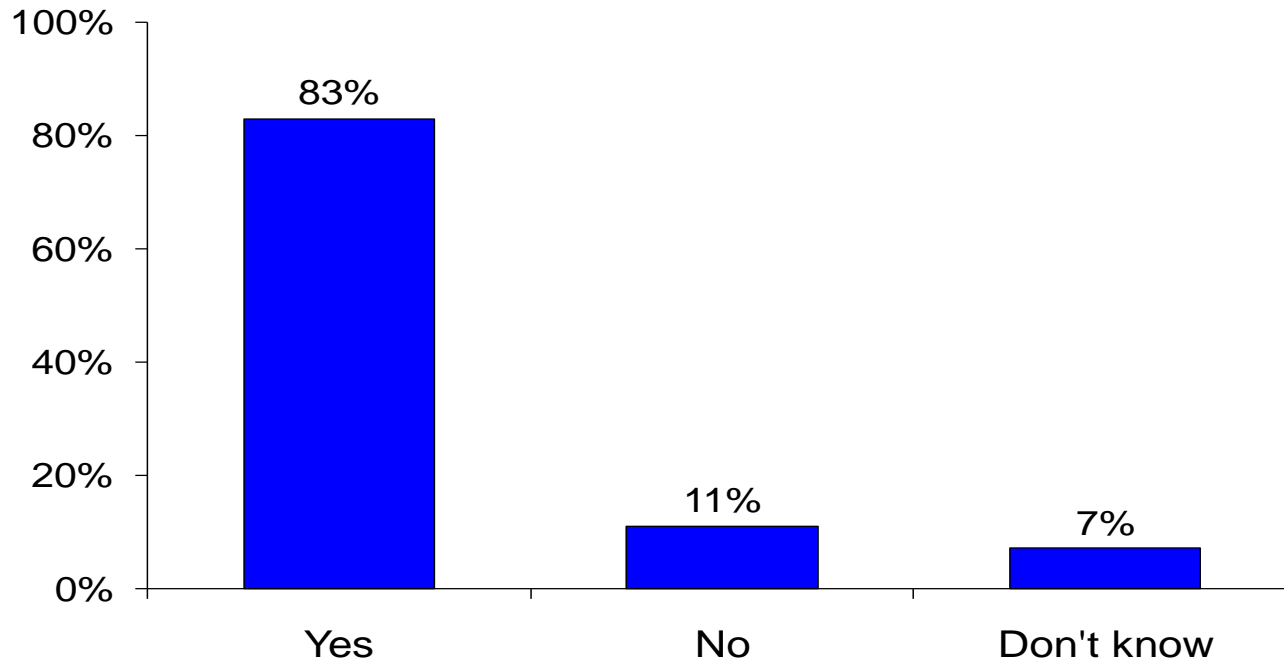
n=400
Respondents that provided a rating of 4 or 5 out of 5





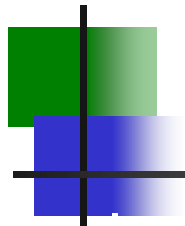
Recycling Service Improvements

Does the existing curbside blue bag collection program meet your recycling needs?



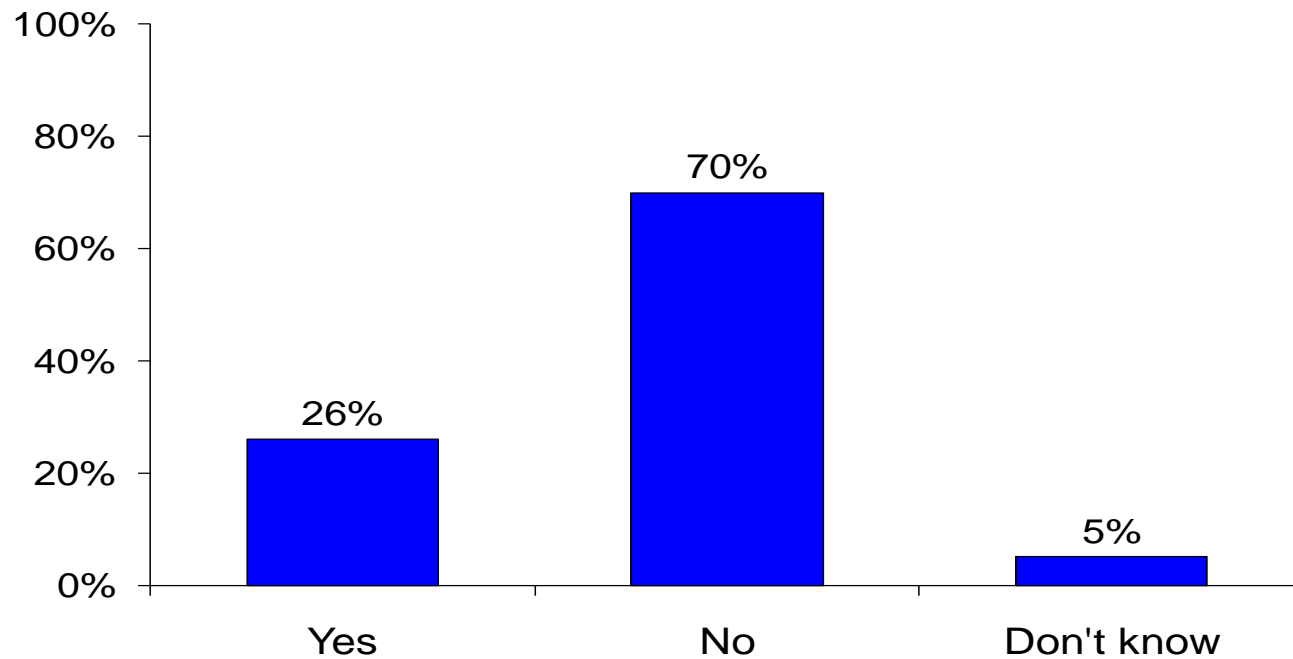
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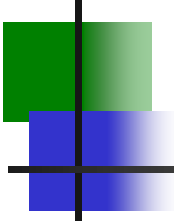
Recycling Service Improvements

Would you be willing to pay up to \$6/month more for recycling of residential organic material?



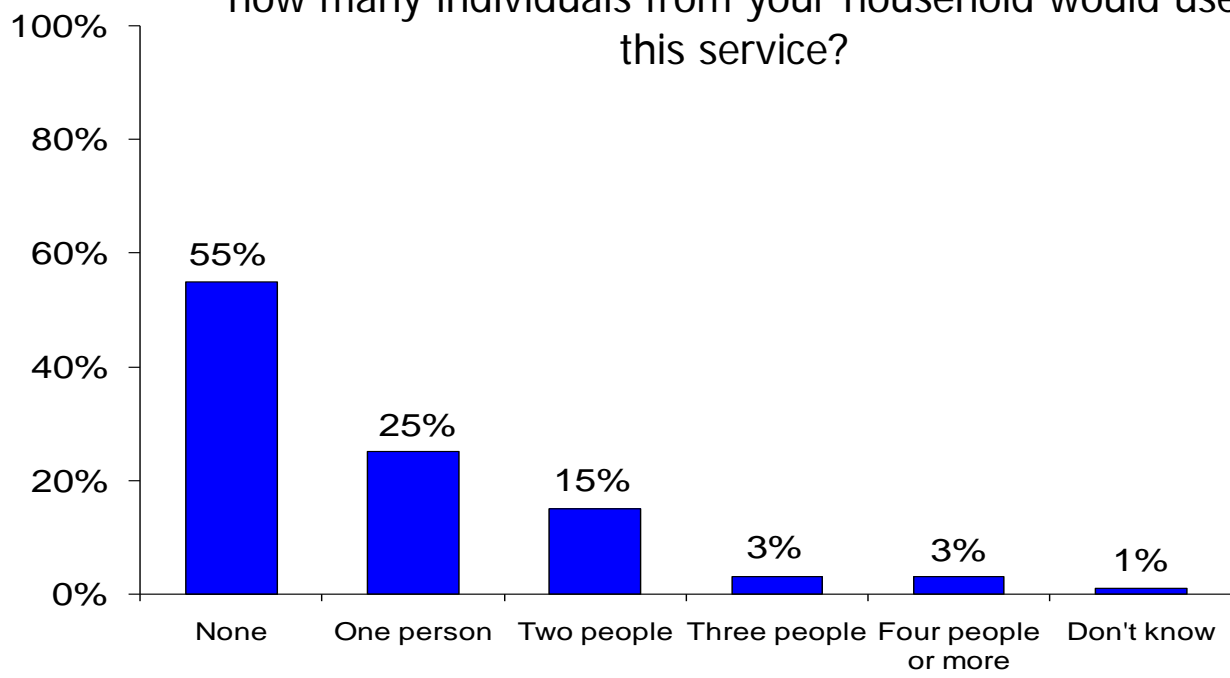
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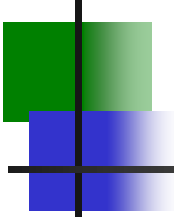
Support for the Development of an External Transit System

If an external commuter transit system is developed, how many individuals from your household would use this service?



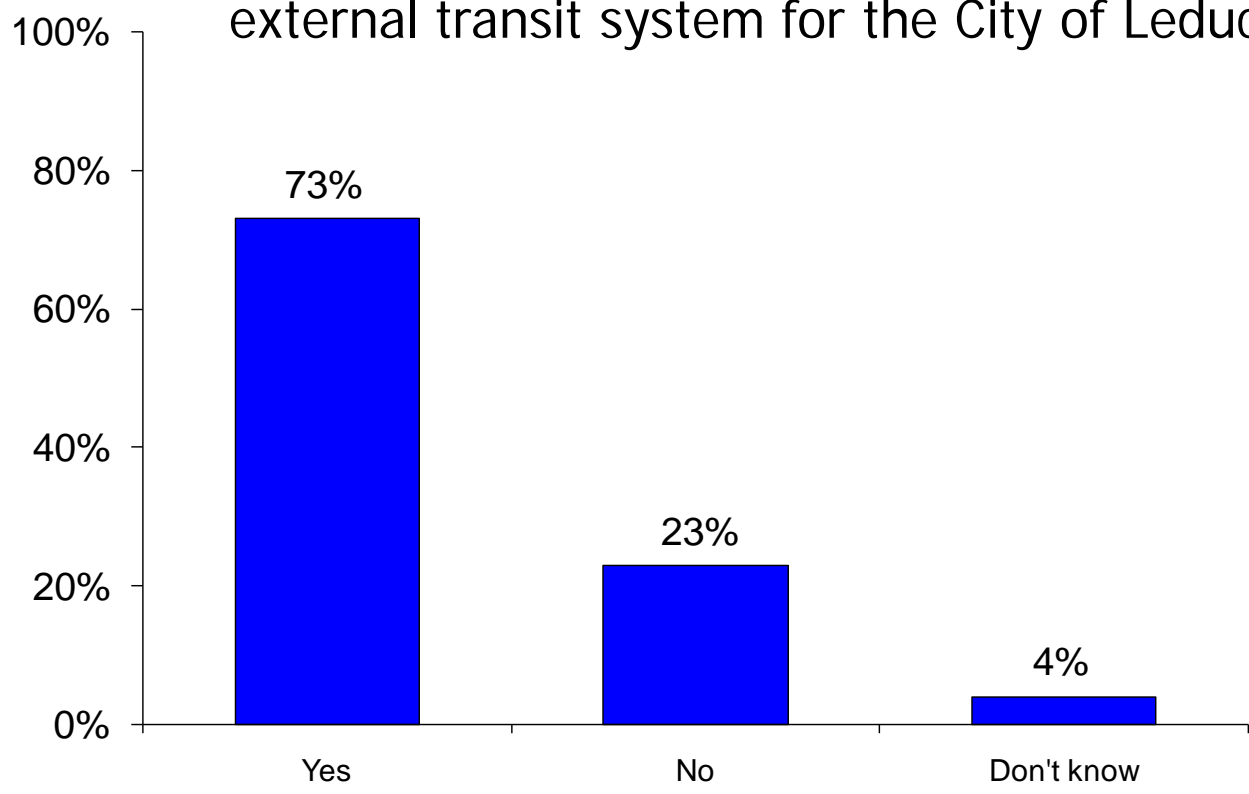
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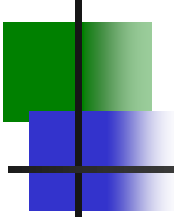
Support for the Development of an External Transit System

Would you support the development of an external transit system for the City of Leduc?

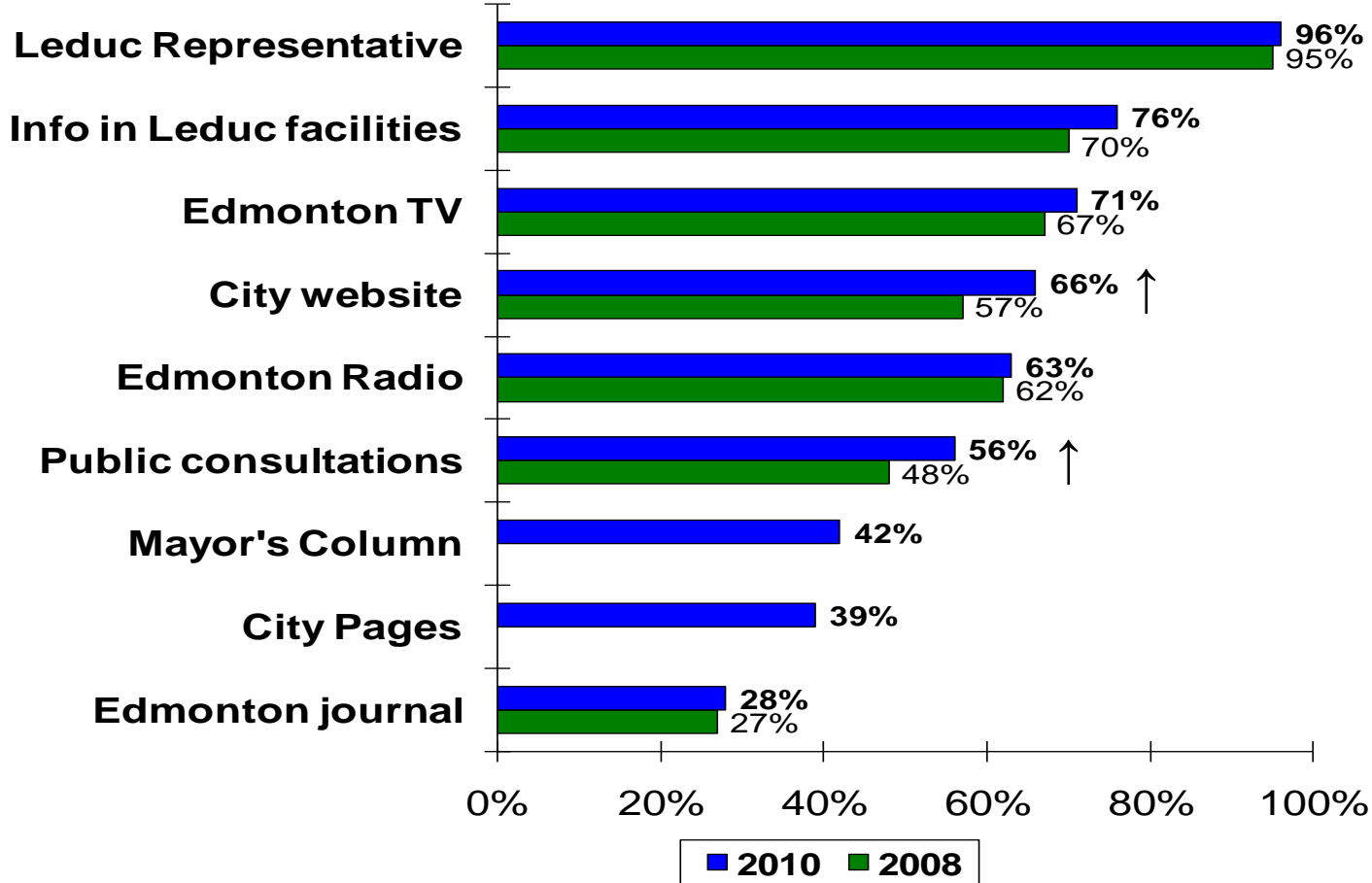


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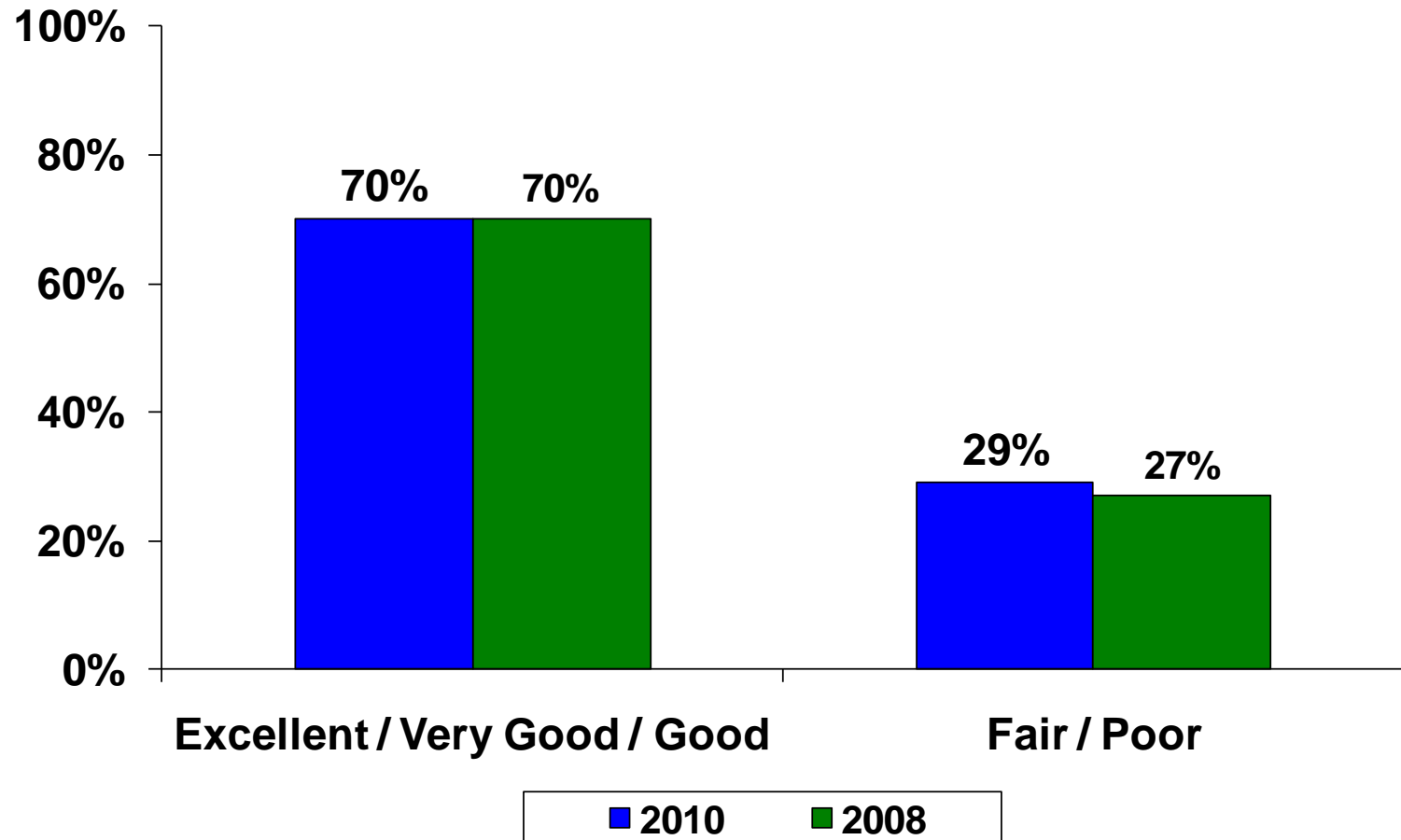
Communication



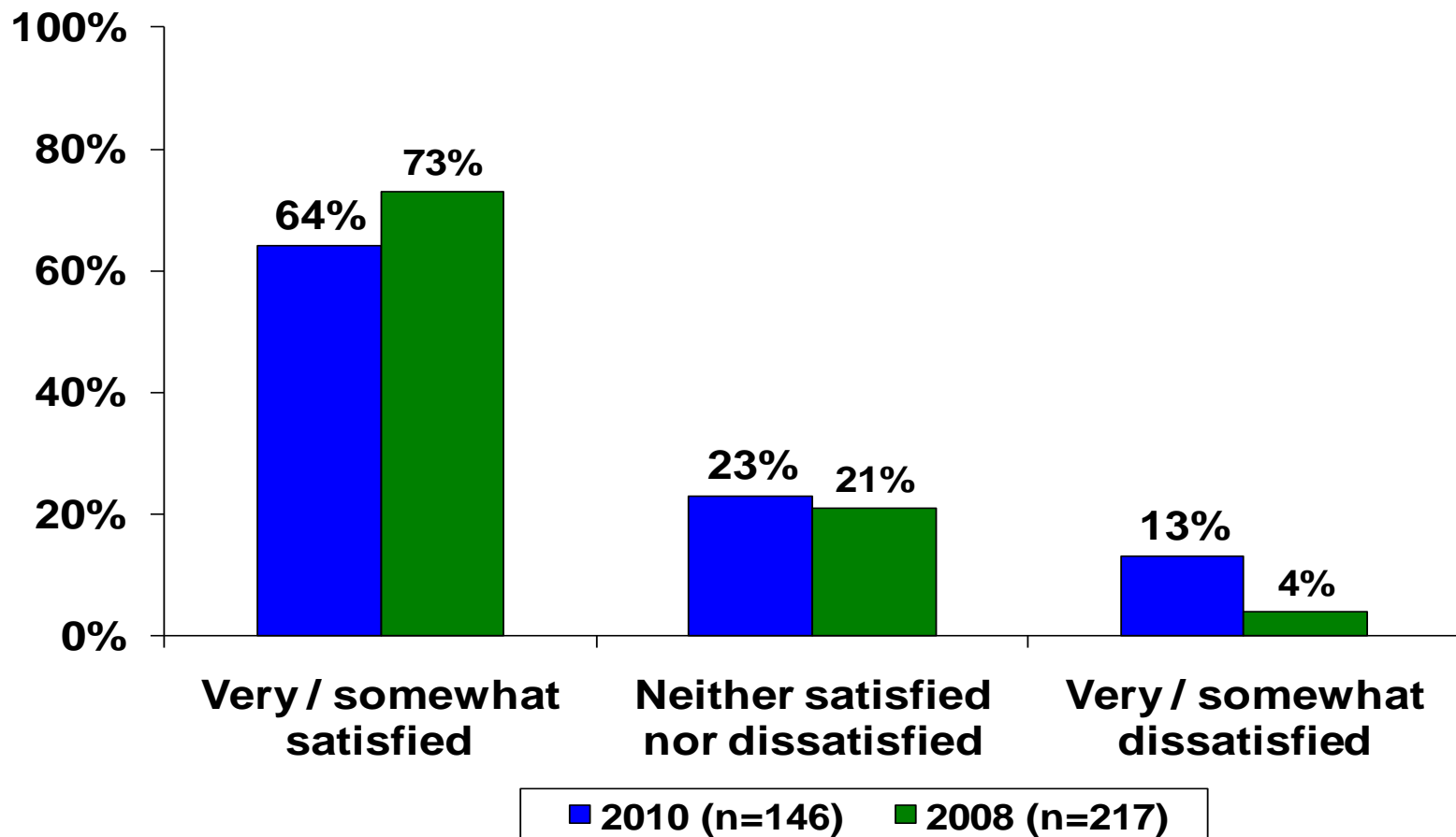
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City Consultation with Citizens

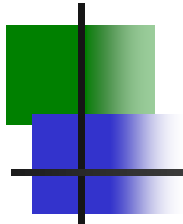


Satisfaction with the City of Leduc Website



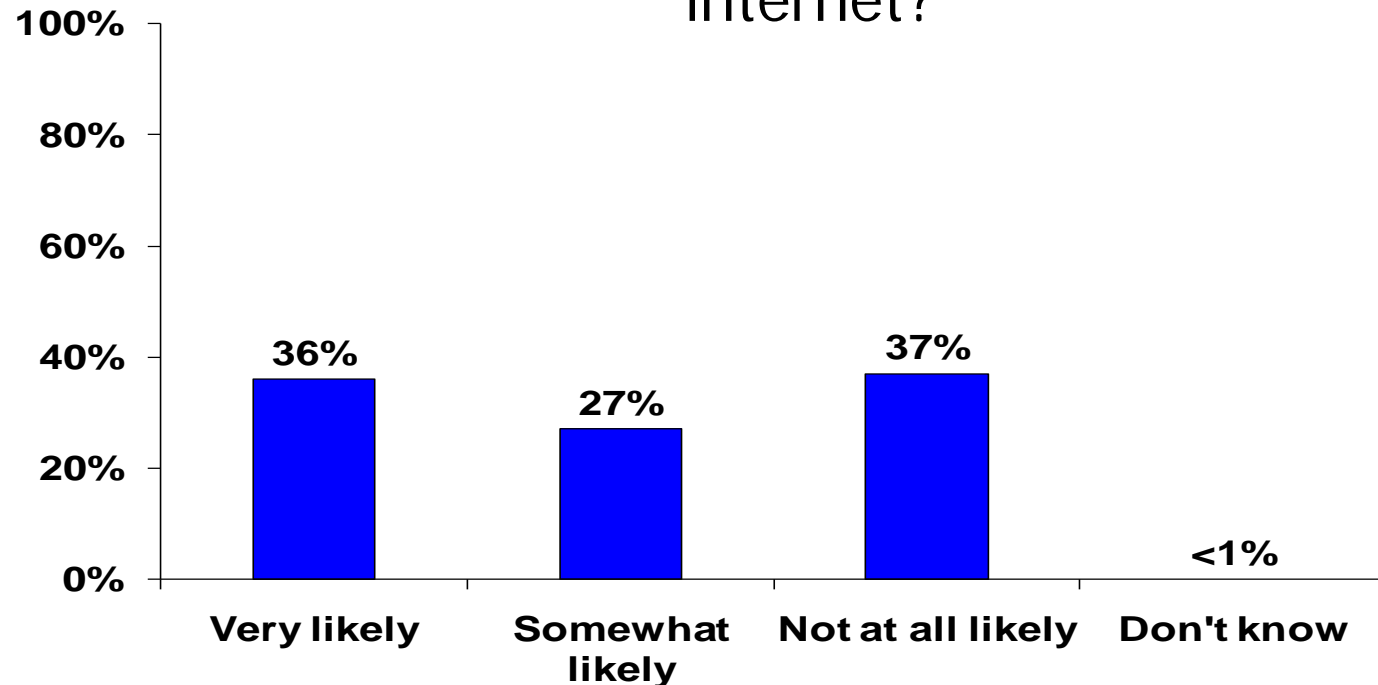
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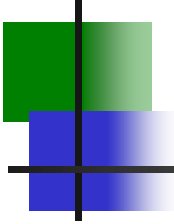
Online Municipal Census

How likely would you be to participate in the upcoming municipal census online, via the internet?

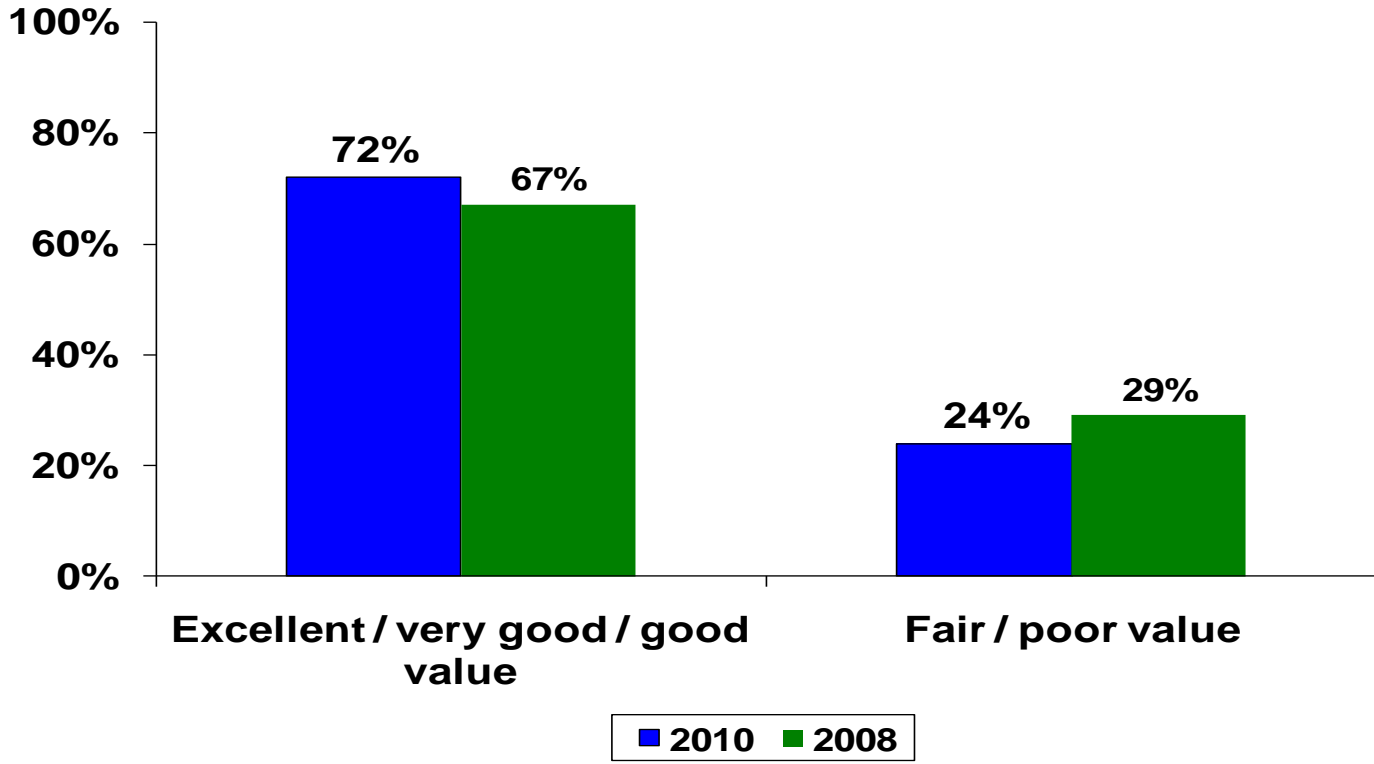


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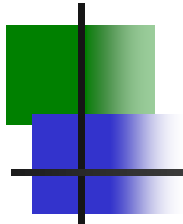


Property Taxes



n=400





Property Taxes

Respondents were asked to think of Leduc's infrastructure and service overall, and indicate which tax strategy to balance the budget they supported:

- ◆ Increase taxes to maintain all existing infrastructure and services (35% supported, comparable to 36% in 2008);
- ◆ Increase taxes to fund growth needs, infrastructure maintenance and enhance services (22%, comparable to 21% in 2008);
- ◆ Cut existing service to maintain current taxes (18%, comparable to 16% in 2008);
- ◆ Cut existing services to reduce taxes (7%, up slightly from 4% in 2008);
- ◆ Depends (10% versus 11% in 2008); and
- ◆ Don't know (9%, down slightly from 12% in 2008).





Questions?

